



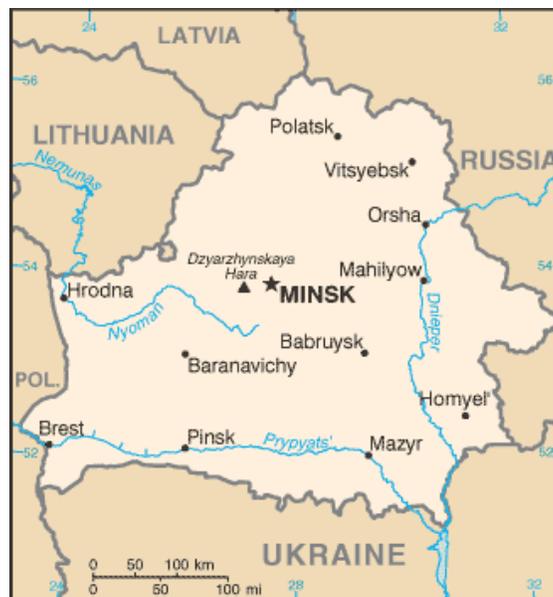
# Belarus

The World Bank  
Country Survey FY 2013

Report of Findings  
February 2013

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Belarus perceive the Bank;
- Obtain systematic feedback from stakeholders in Belarus regarding:
  - Their views regarding the general environment in Belarus;
  - Their overall attitudes toward the World Bank in Belarus;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Belarus; and
  - Perceptions of the World Bank's future role in Belarus.
- Use data to help inform the Belarus country team's strategy.

## II. Methodology

In January 2013, 190 stakeholders of the World Bank in Belarus were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the Presidential Administration; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry or a state committee; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; CSOs; the media; academia/research institutes/think tanks; and beneficiaries of a program. A total of 115 stakeholders participated in the country survey (61% response rate).

Respondents received questionnaires via post or email and returned them accordingly. Respondents were asked about: general issues facing Belarus; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Belarus; and the Bank's communication and information sharing in Belarus.

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

- A. General Issues Facing Belarus: Respondents were asked to indicate whether Belarus is headed in the right direction, what they thought were the top three most important development priorities, and which areas of development would contribute most to improving people's lives and generating economic growth in Belarus.

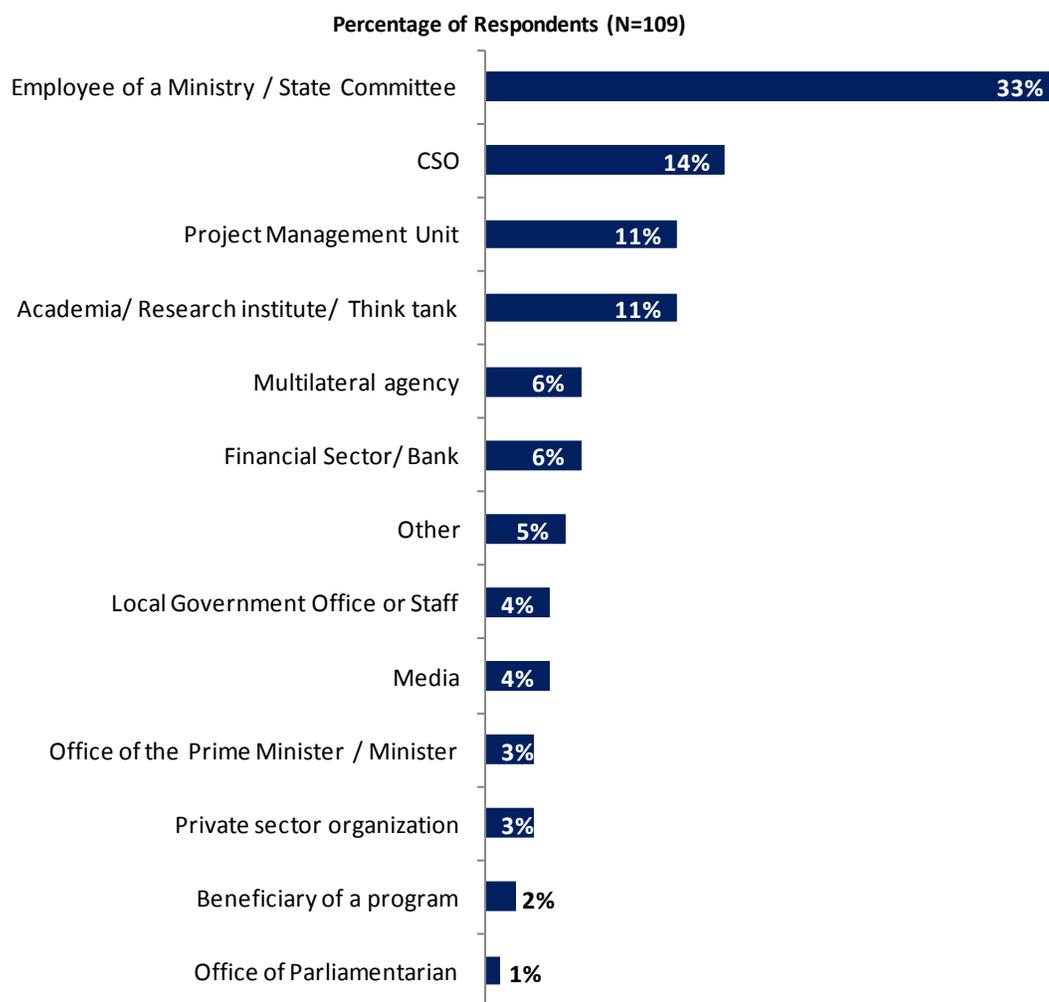
## II. Methodology (continued)

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Belarus, Bank staff preparedness to help Belarus solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to promote development and reduce poverty in Belarus, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Belarus, the extent to which the Bank meets Belarus's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty development areas, such as economic growth, governance and anti corruption, job creation, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results in Belarus and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Belarus' institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Belarus: Respondents were asked to rate how significant a role the Bank should play in Belarus' development in the near future and to indicate what the Bank should do to make itself of greater value in Belarus.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to their information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Belarus, and their geographic location.

### III. Demographics of the Sample

#### Current Position

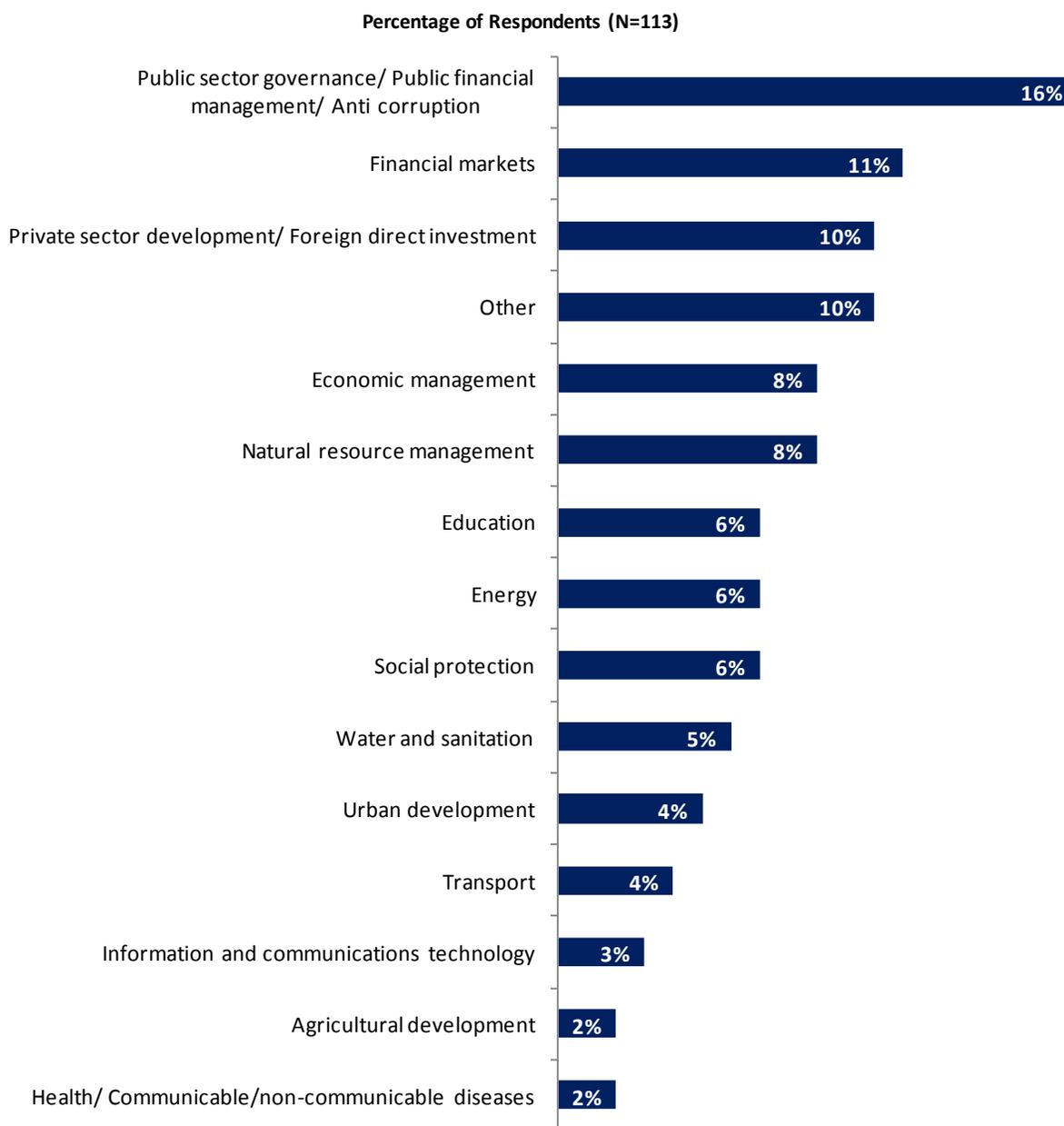
- For further analyses, the small number of respondents from private sector organizations were combined with respondents from the financial sector and banks, the few respondents from the office of the Prime Minister, the office of Minister, the office of Parliamentarian, and beneficiaries of a program were included in the “Other” category. Note that there were no respondents from the Presidential Administration and bilateral agencies.



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

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

#### Area of Primary Specialization

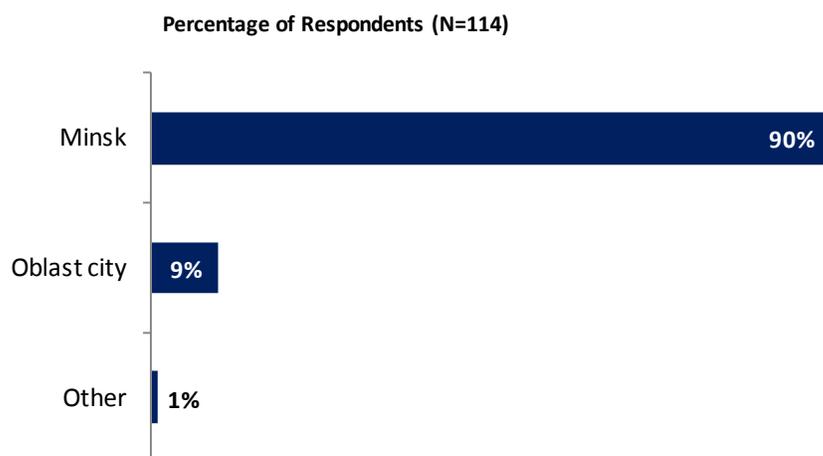


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- The vast majority of respondents indicated that they were located in Minsk. Because of the small number of respondents from oblast cities, these locations were combined into the “Other” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 75). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

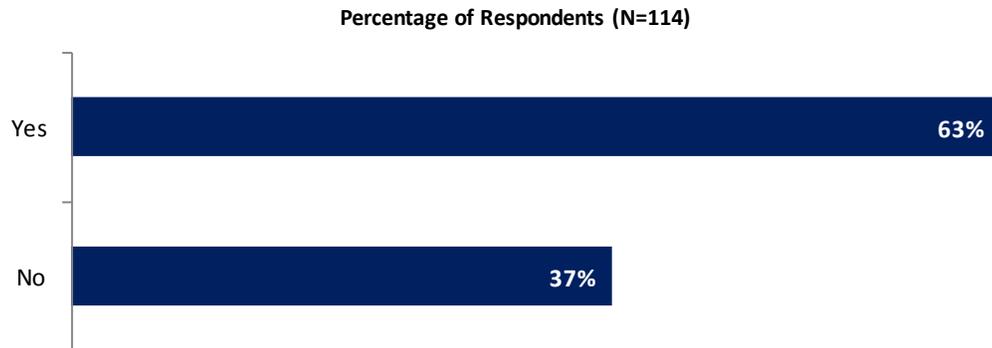


“Which best represents your geographic location?” (Respondents chose from a list.)

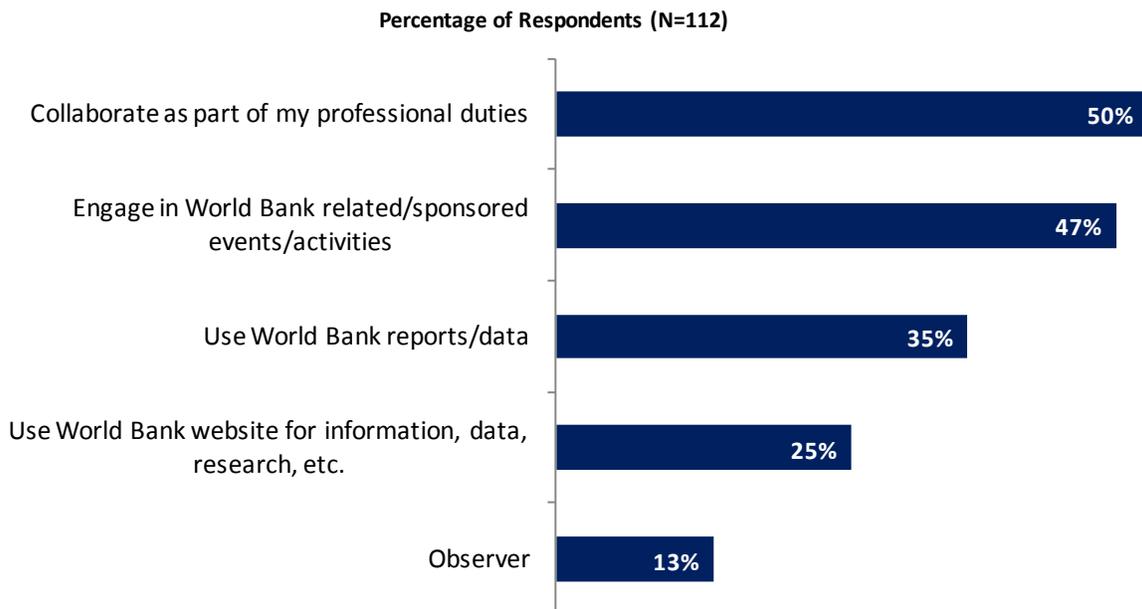
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Belarus, can be found in the Appendix D (see page 86). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"

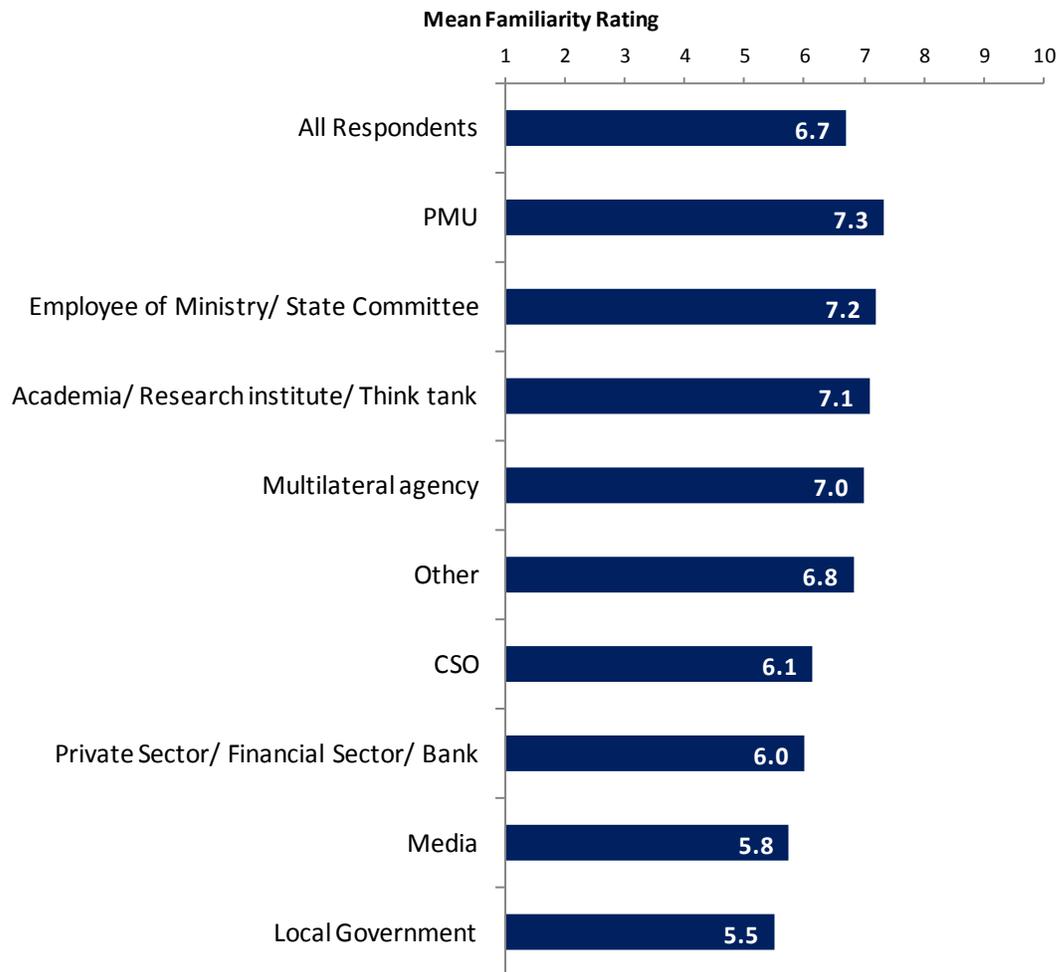


"Which of the following describes most of your exposure to the World Bank in Belarus? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for their familiarity with the World Bank.
- It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Belarus, the Bank's ability to help achieve development results, and the Bank's relevance to Belarus's development.

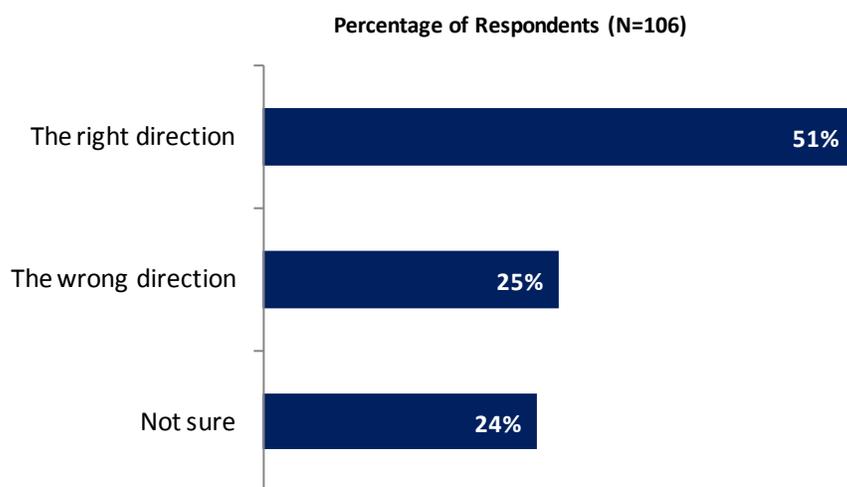


"How familiar are you with the work of the World Bank in Belarus, on a ten-point scale?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Belarus

### Headed in the Right Direction

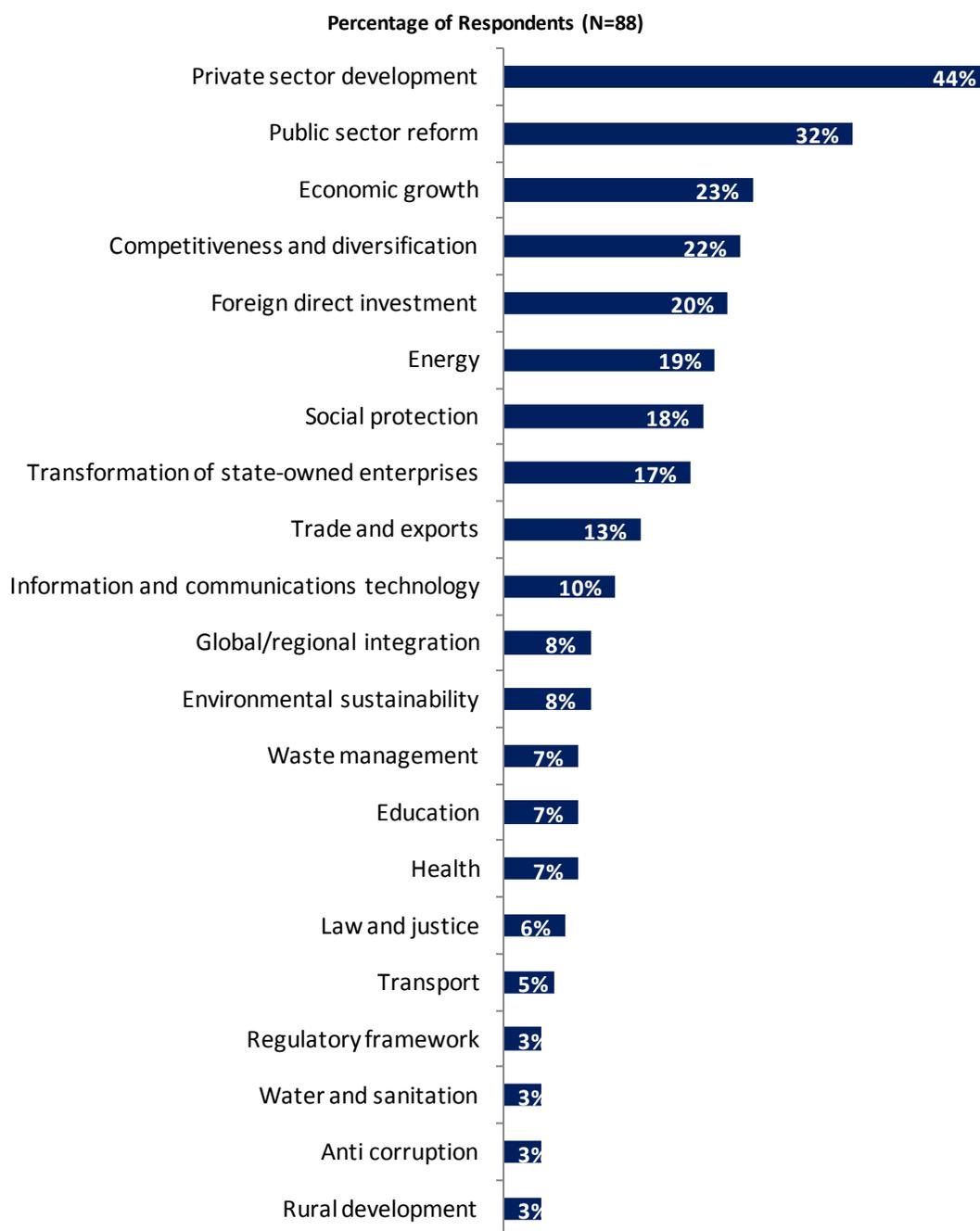
- A majority of employees of ministries/state committees and respondents from local government indicated that the Belarusian economy was headed in the right direction, while respondents from multilateral agencies and private sector organizations/financial sector/banks were more likely to indicate that the Belarusian economy was headed in the wrong direction. Respondents from PMUs tended to indicate that they were not sure whether the Belarusian economy was headed in the right or wrong direction.



"In general would you say that the Belarusian economy is headed in ... ?"  
(Respondents chose from a list.)

## IV. General Issues Facing Belarus (continued)

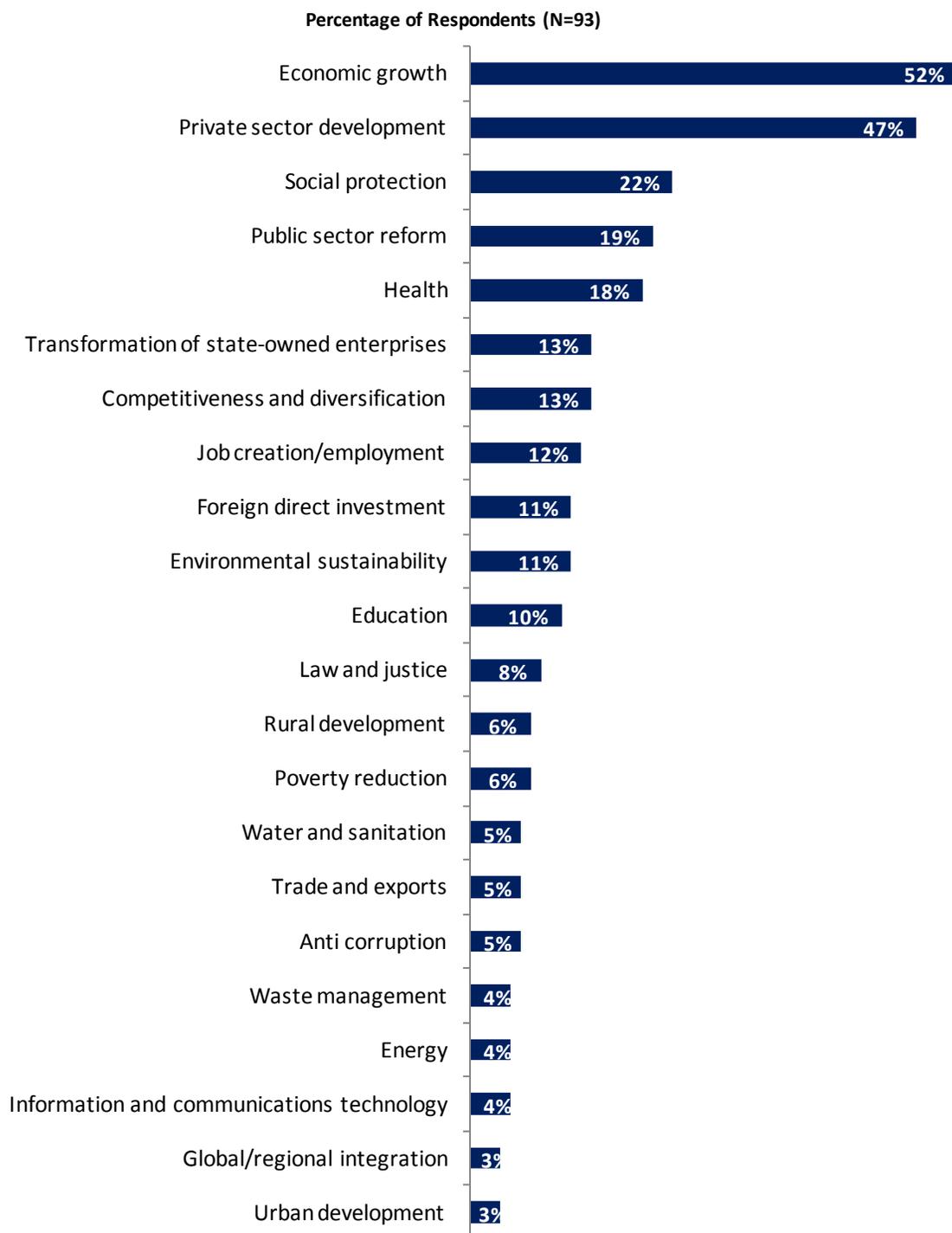
### Development Priority



“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.)

## IV. General Issues Facing Belarus (continued)

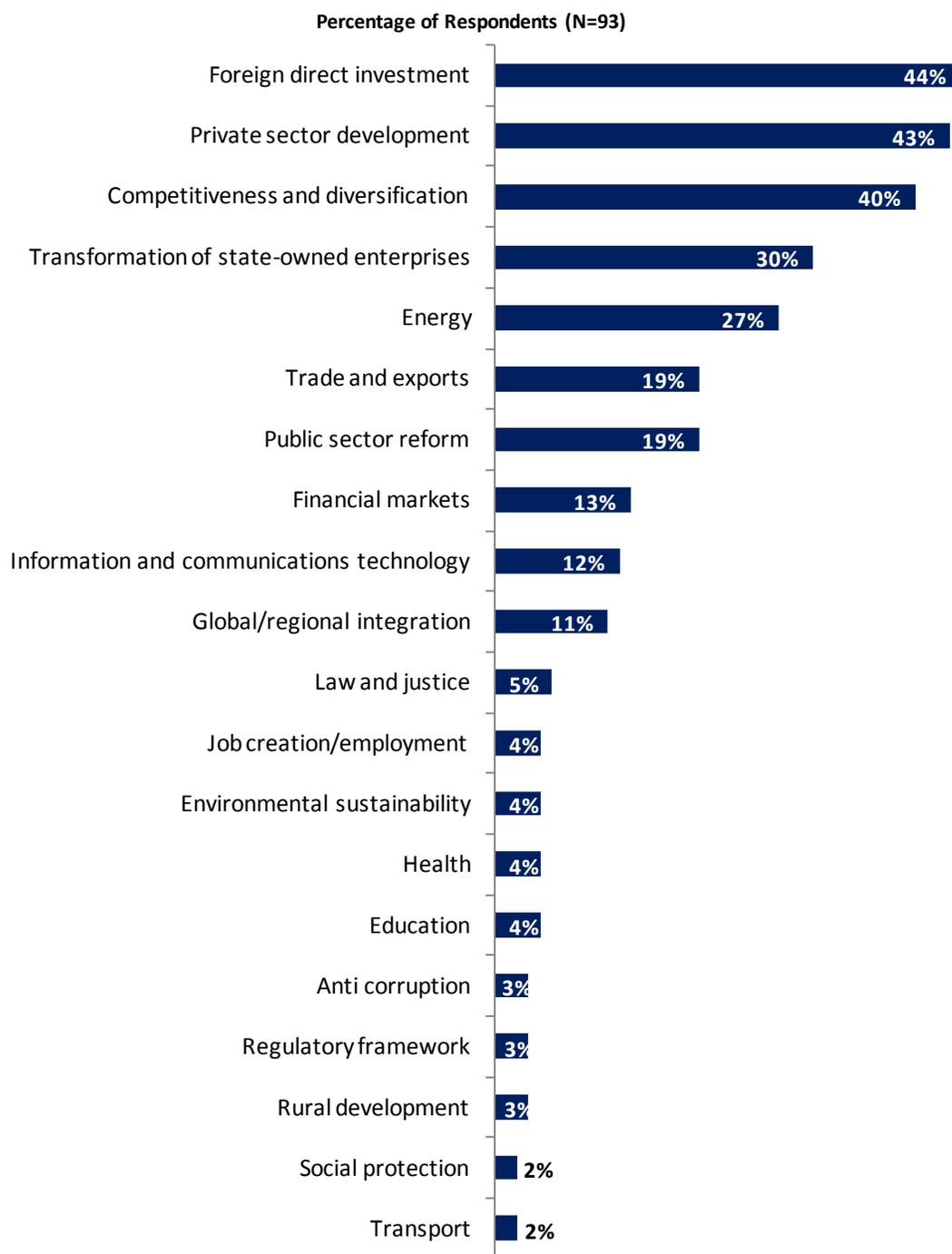
### What Would Contribute Most to Improving Quality of People's Lives



“Improving people’s life 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 improving quality of life of people in Belarus? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Belarus (continued)

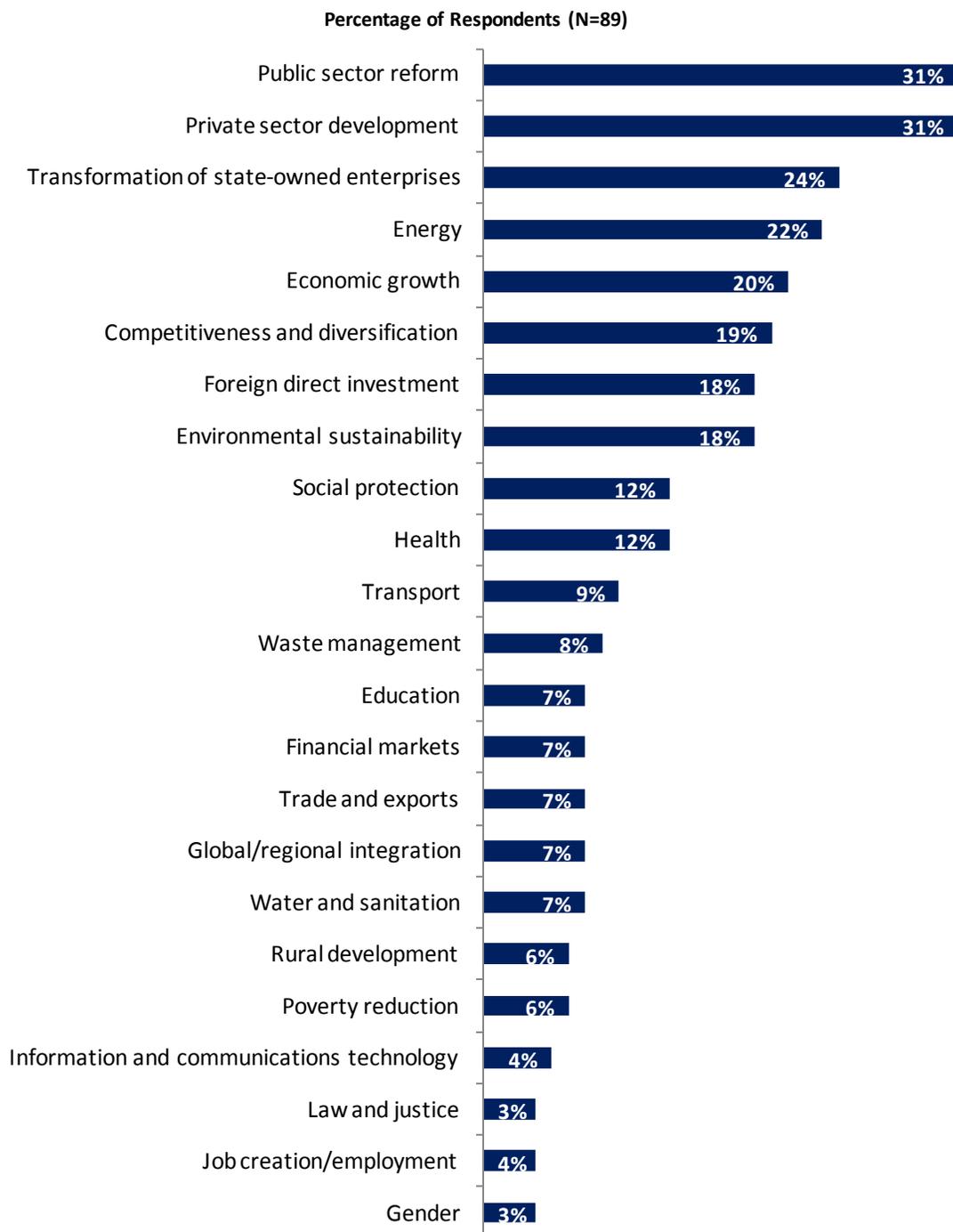
### What Would Contribute Most to Generating Economic Growth



“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Belarus? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources



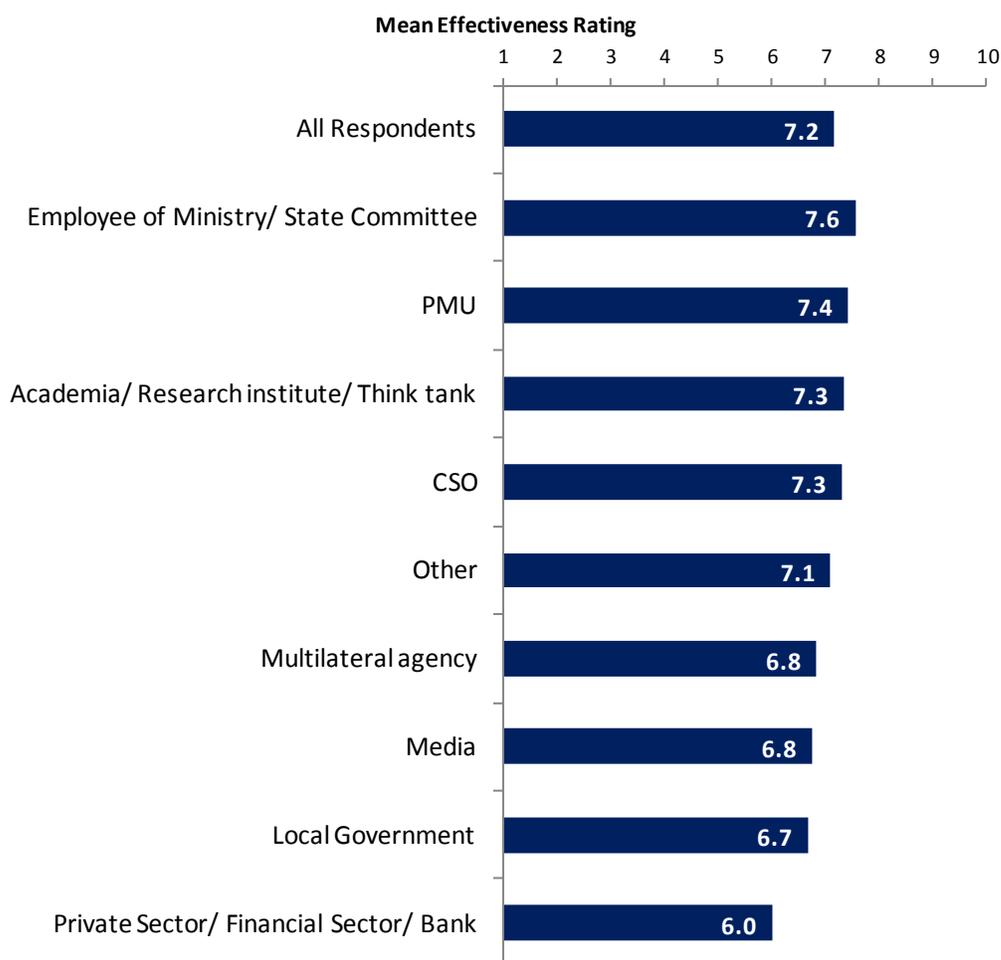
“When thinking about how the World Bank can have the most impact on development results in Belarus, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Belarus? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank (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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank’s overall effectiveness in Belarus.

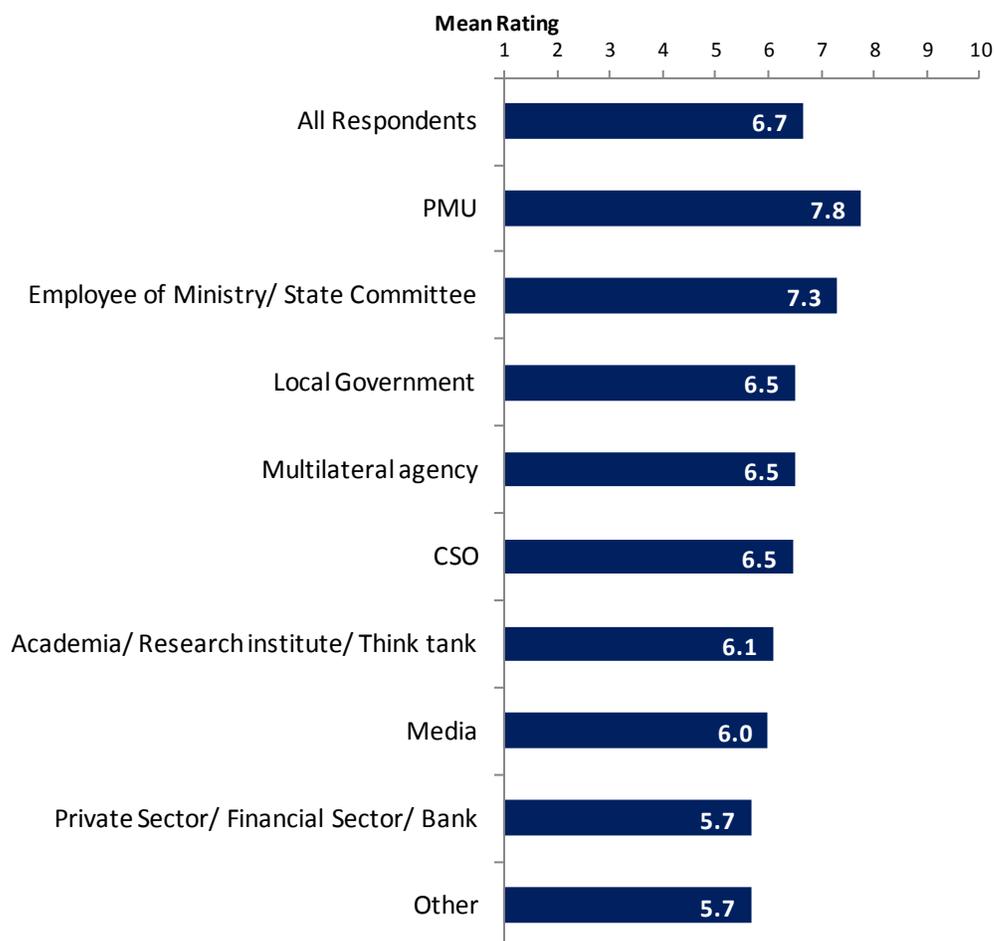


“Overall, please rate your impression of the World Bank’s effectiveness in Belarus, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

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

### Achieving Development Results (*Indicator Question*)

- Respondents from PMUs and employees of ministries/state committees gave the highest ratings for the World Bank helping achieve development results in Belarus whereas respondents from the media, private sector organizations/financial sector/banks, and other organizations gave significantly lower ratings.
- Respondents from Minsk and other geographic areas gave statistically similar ratings.

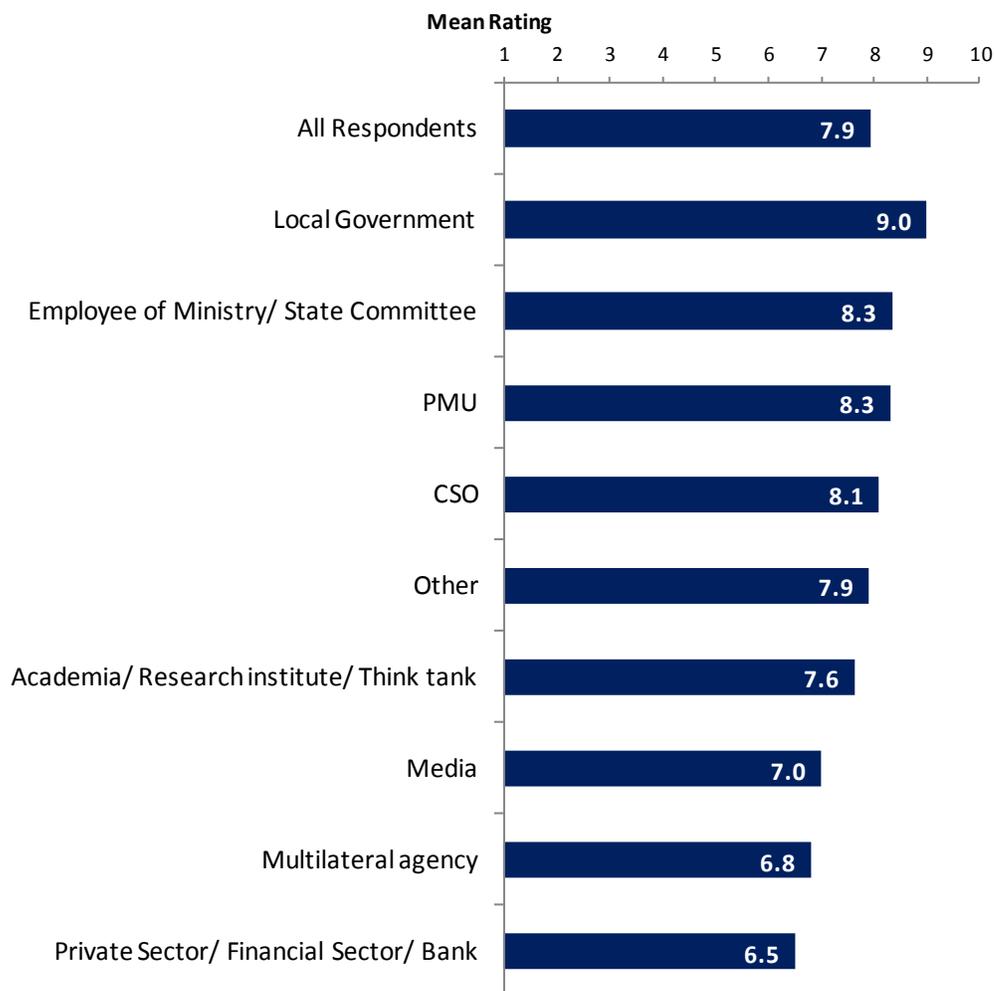


"To what extent does the World Bank's work help to achieve development results in Belarus, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

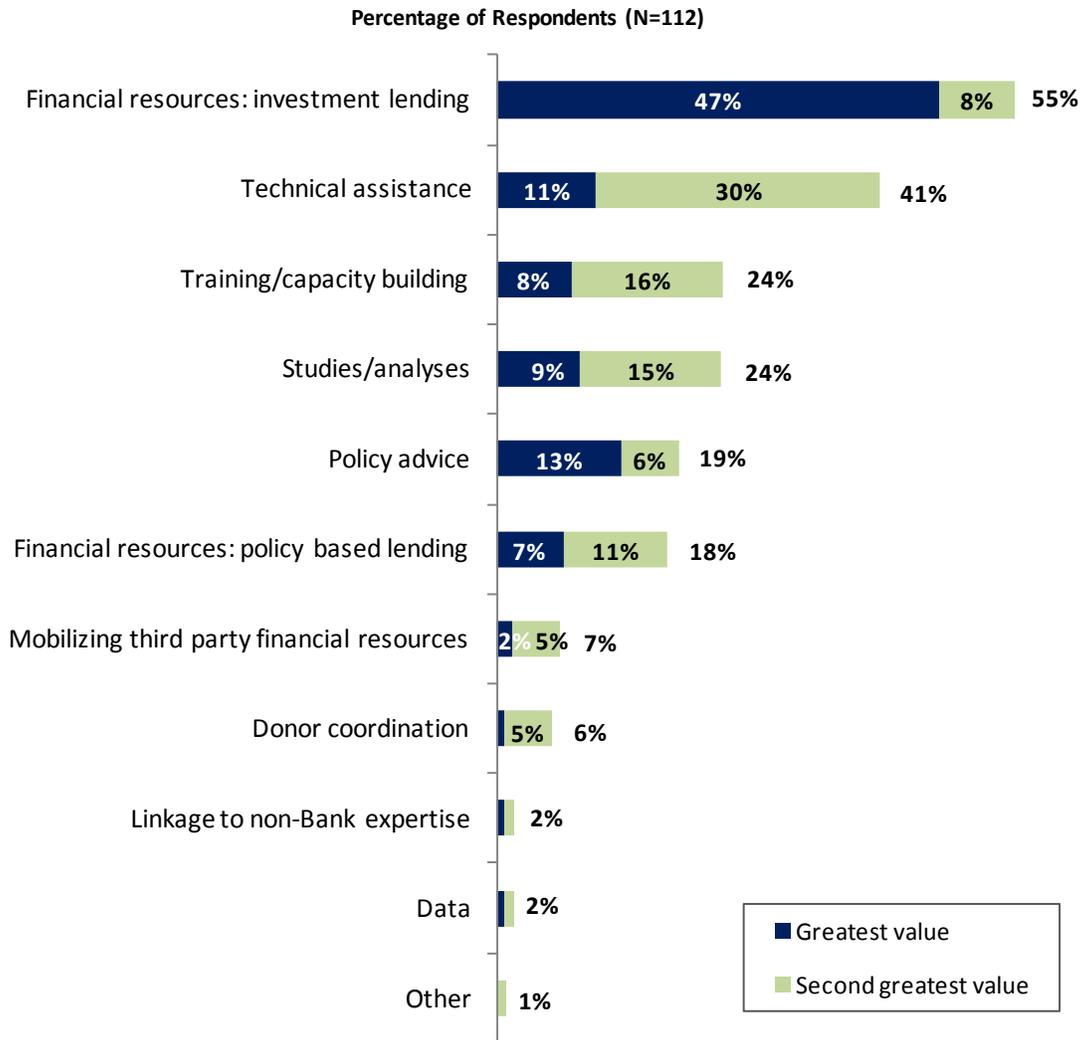
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's staff being well prepared to help Belarus solve its most complicated development challenges.



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

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

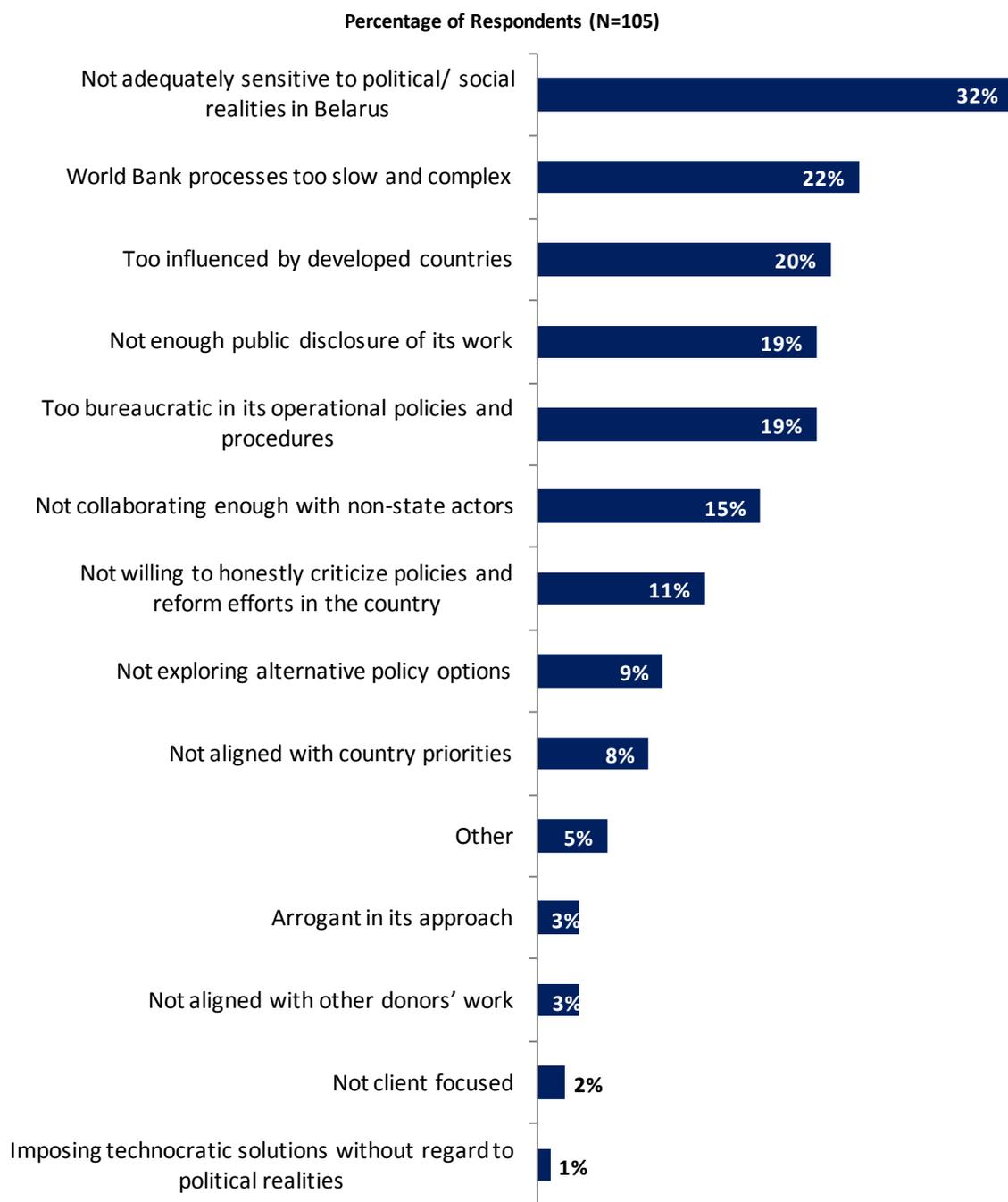
### Greatest Value



“When thinking about the World Bank’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 (continued)

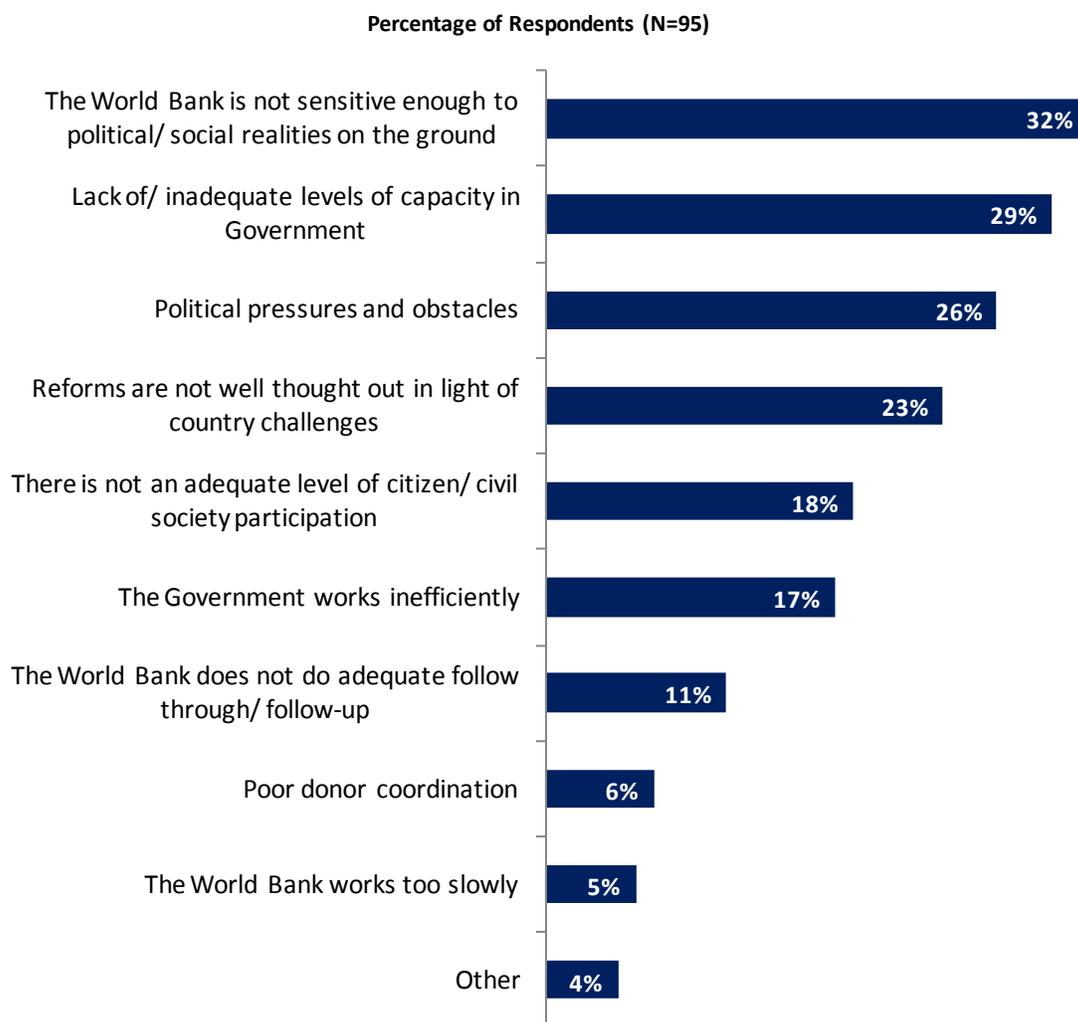
### Greatest Weakness



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

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

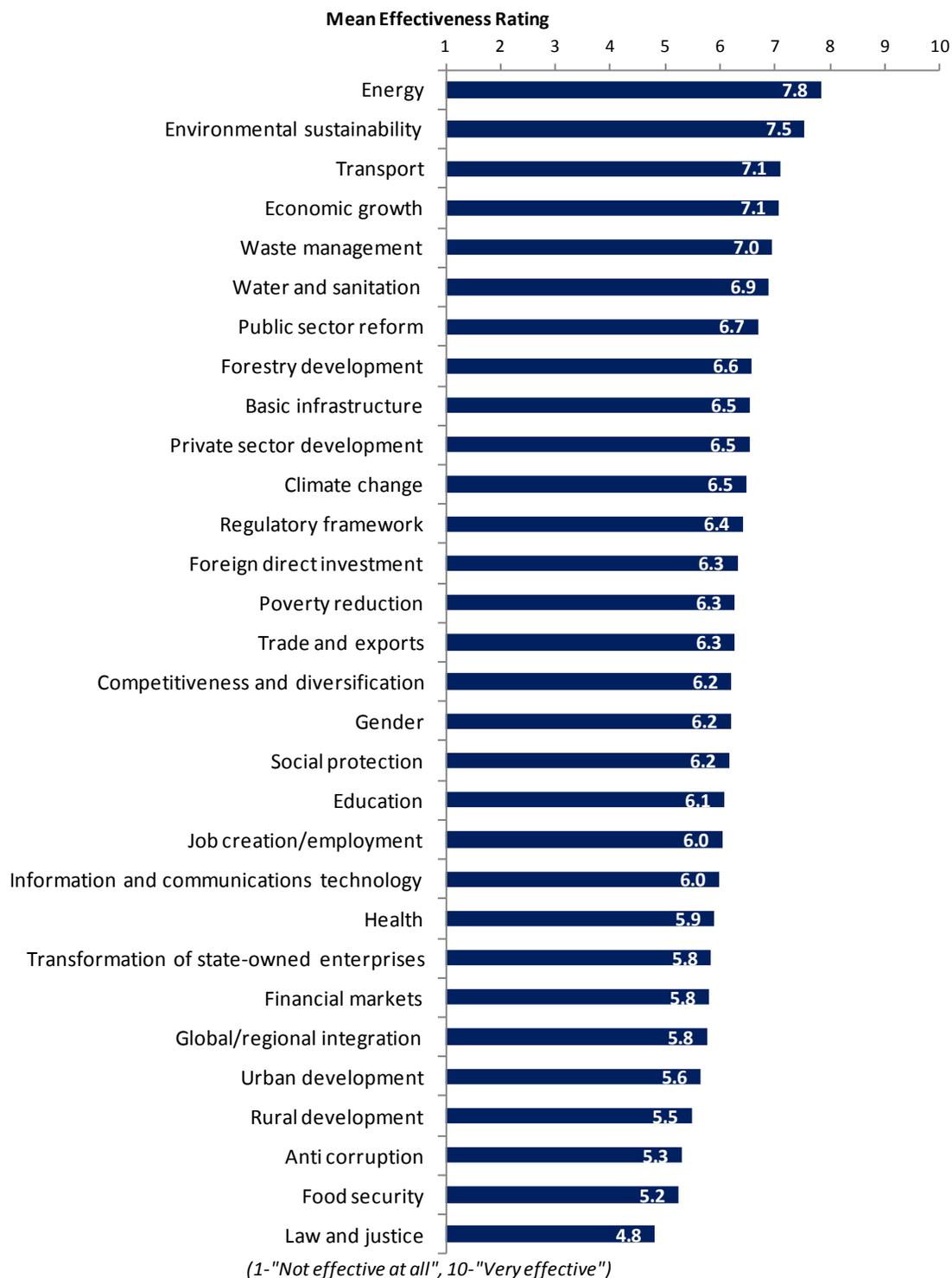
### Attributing Slow or Failed Reform Efforts



"When World Bank 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.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the Bank's effectiveness across all these thirty areas of development.

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

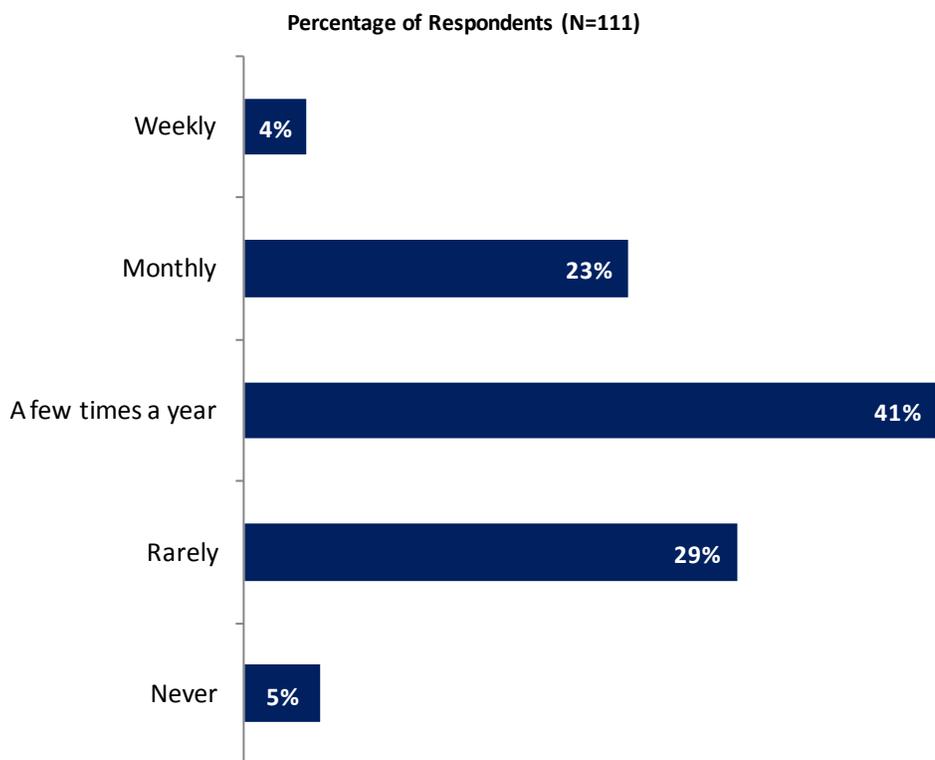
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Belarus, bivariate correlational analyses were conducted using respondents' ratings of the thirty specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank'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 Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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 Bank's overall effectiveness or perceptions of the Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Belarus. The areas determined to be key drivers from these analyses were:
  - Education;
  - Social protection;
  - Financial markets;
  - Global/regional integration; and
  - Job creation/employment.
- 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 Bank's ability to help achieve development results in Belarus, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - Education;
  - Waste management;
  - Energy;
  - Water and sanitation;
  - Environmental sustainability; and
  - Forestry development.

## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use

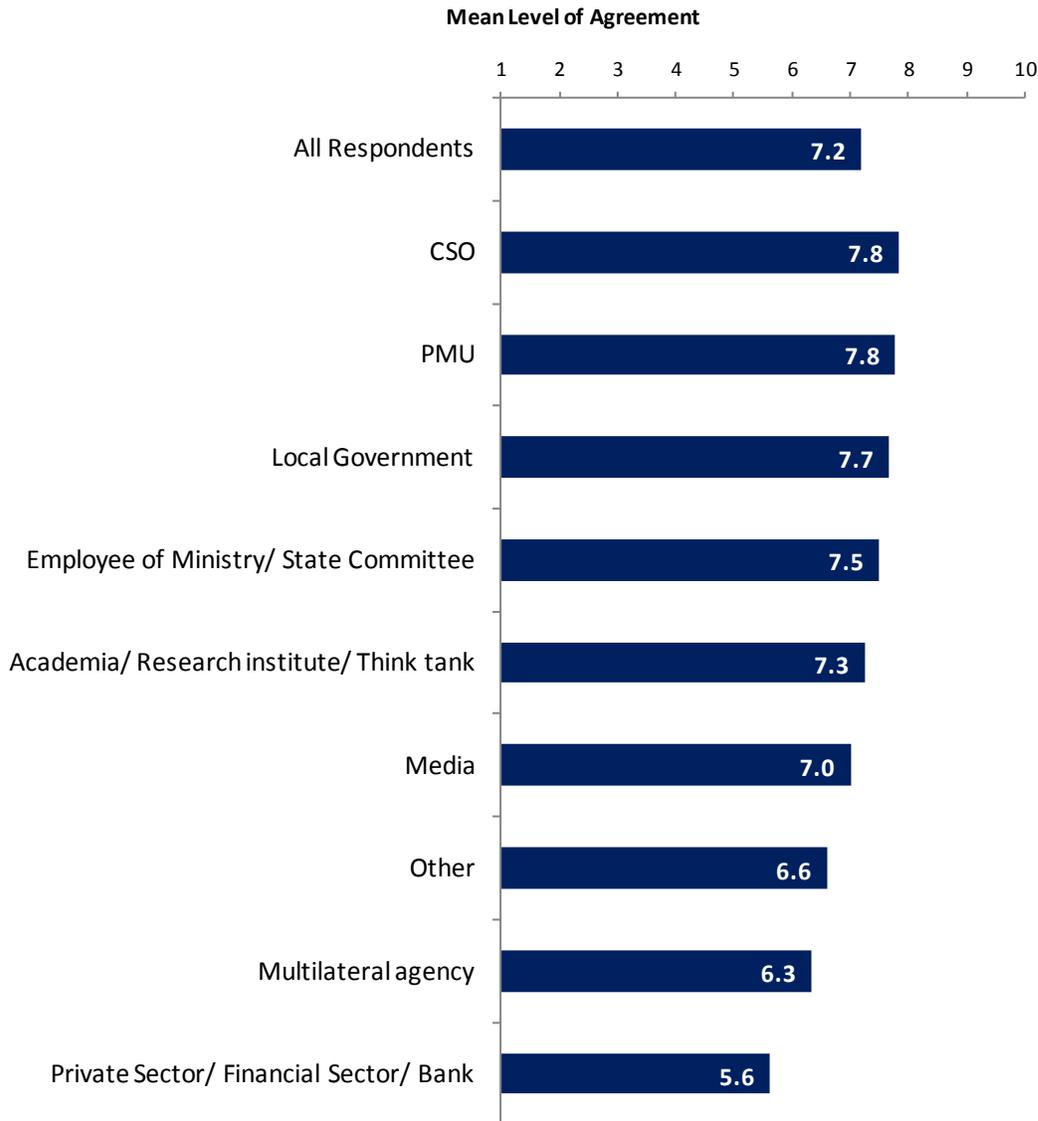


“How frequently do you consult World Bank knowledge work and activities in the work you do?”  
(Respondents chose from a list.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Belarus' Knowledge Needs (*Indicator Question*)

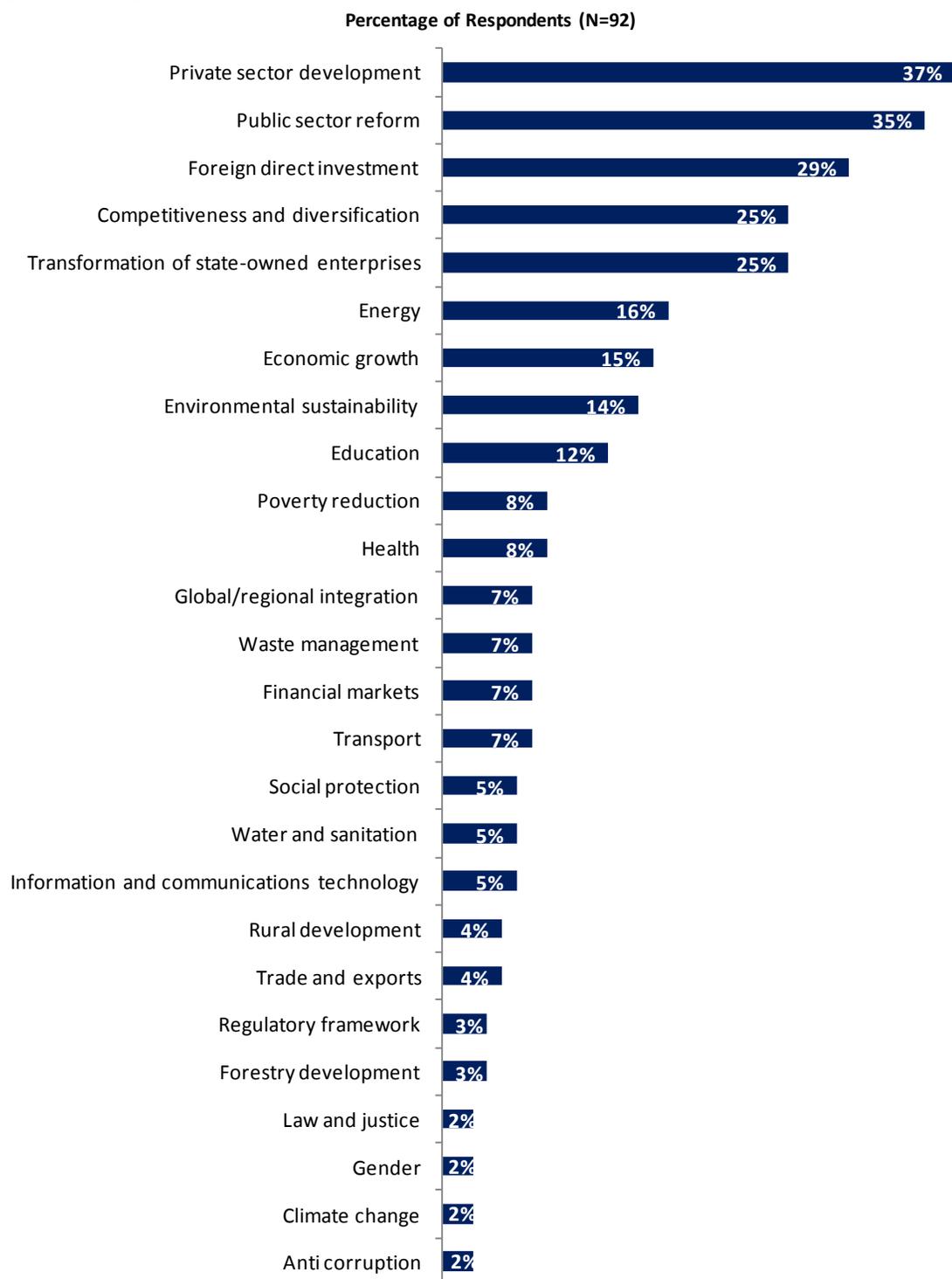
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank meets Belarus' needs for knowledge services.



"The World Bank meets Belarus' needs for knowledge services (e.g., research, analysis, data, technical assistance), on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

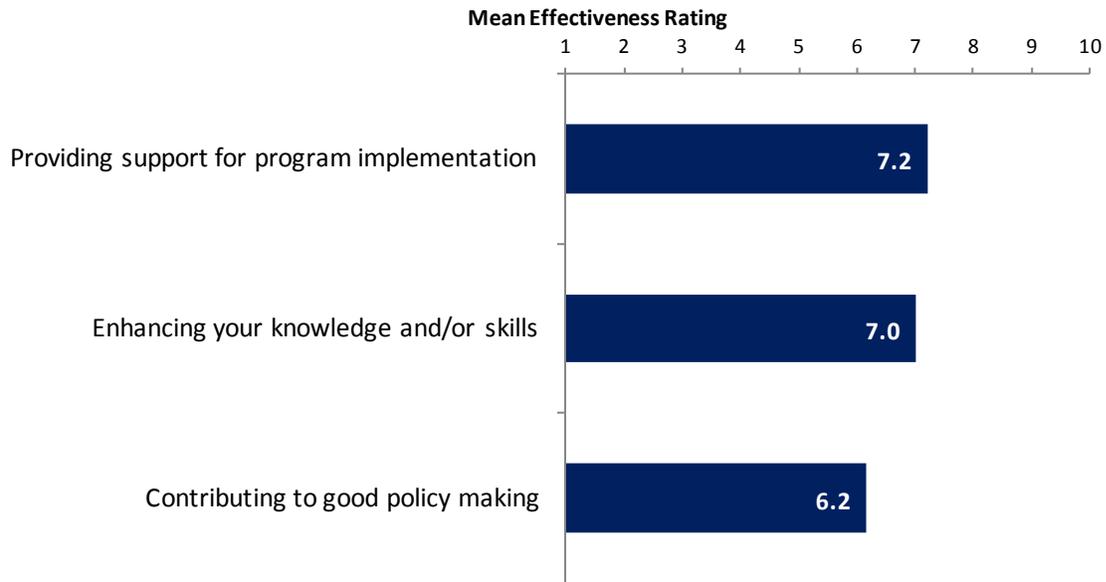


“When thinking about the development challenges in Belarus, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the effectiveness of the World Bank's knowledge work and activities at all of these aspects.



"In Belarus, how effective do you believe the World Bank's knowledge work and activities are at ... ?"  
(1-"Not effective at all", 10-"Very effective")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for all of these qualities of the World Bank's knowledge work and activities.

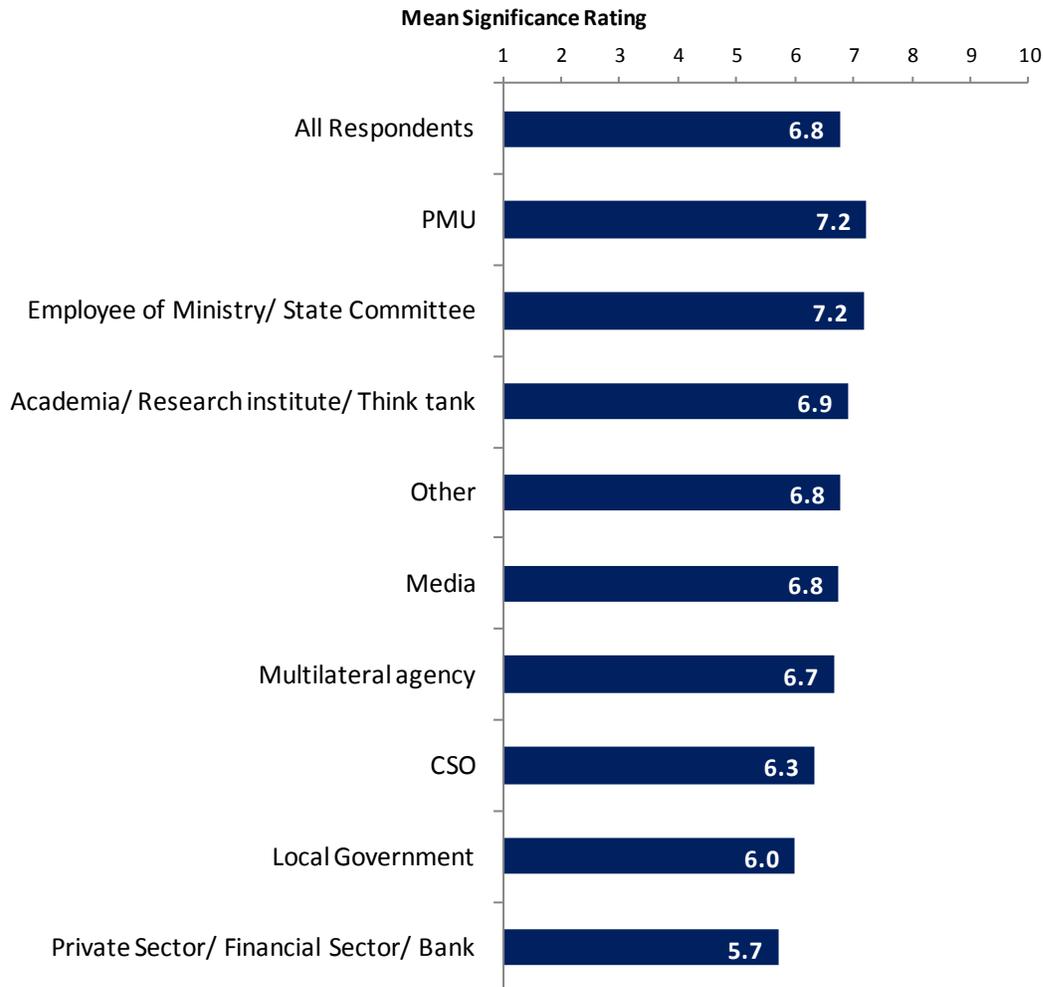


"In Belarus, to what extent do you believe that the World Bank's knowledge work and activities ... ?"  
 (1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Belarus.

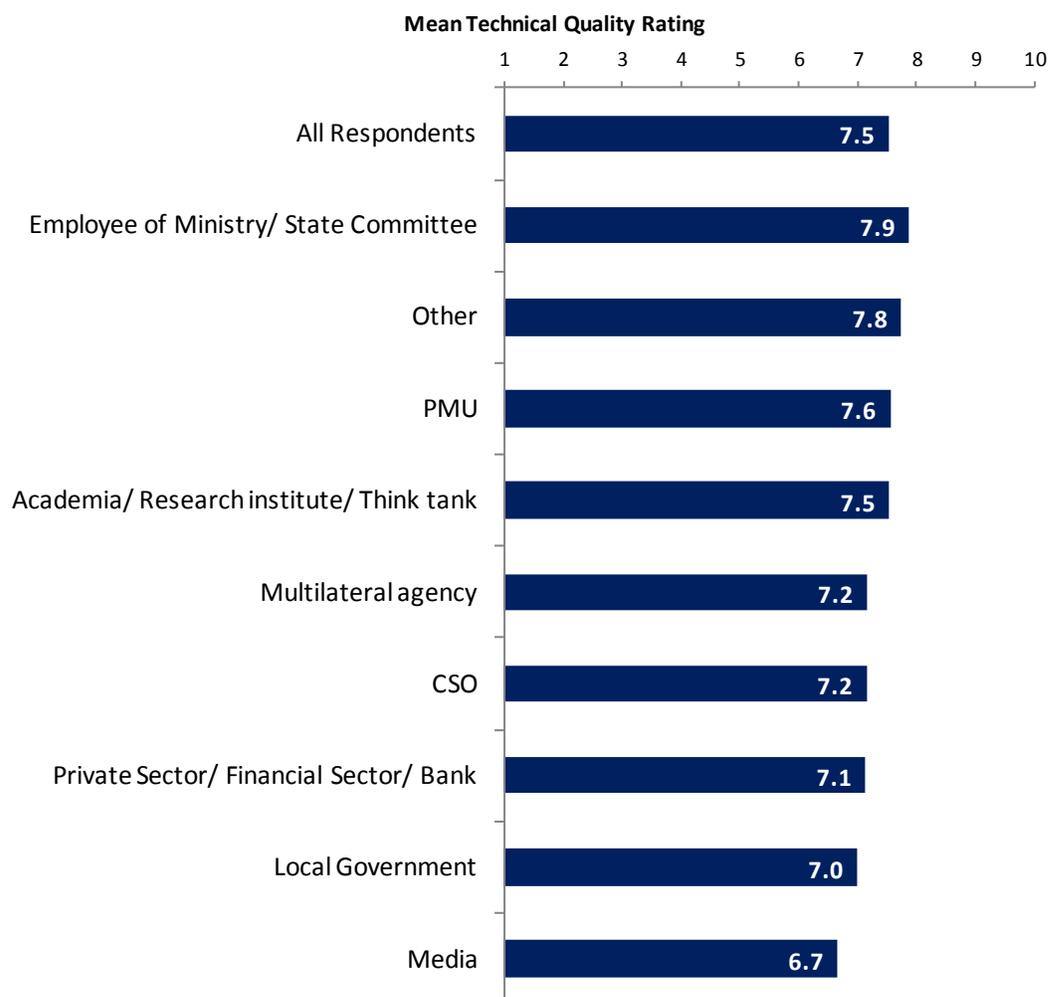


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?  
(1-“Not significant at all”, 10-“Very significant”)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

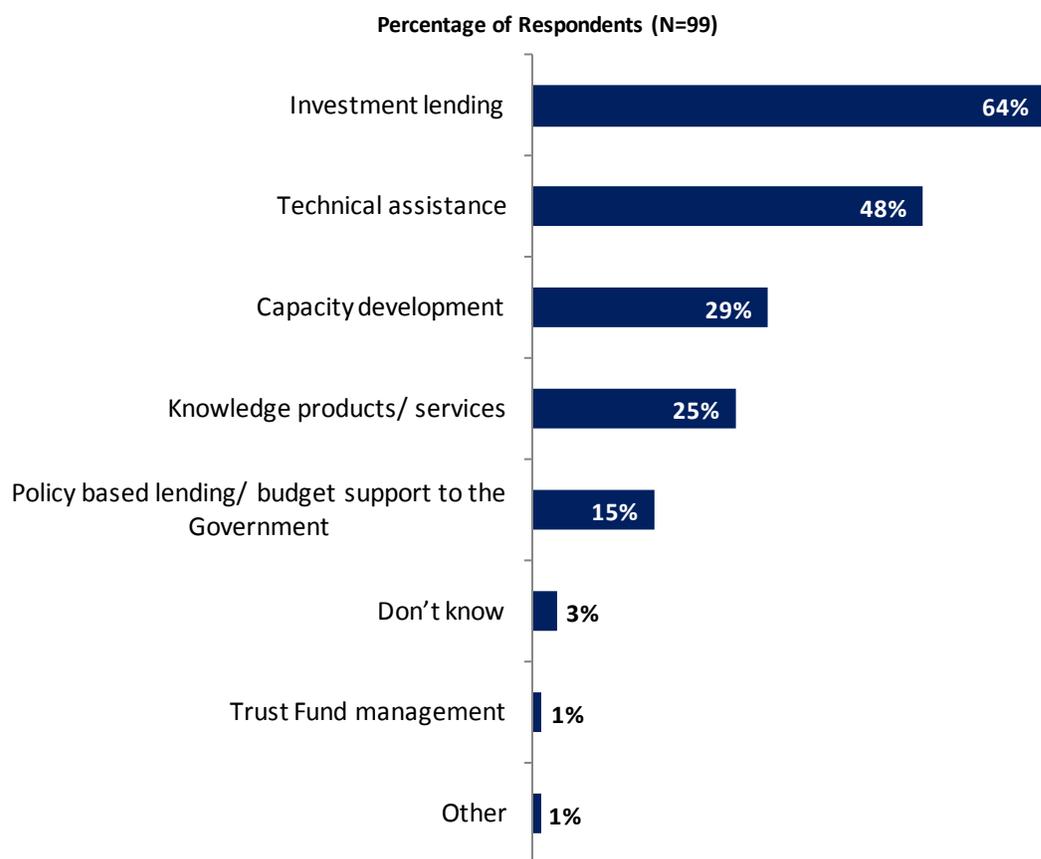
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



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

## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective in Helping to Promote Development and Reduce Poverty

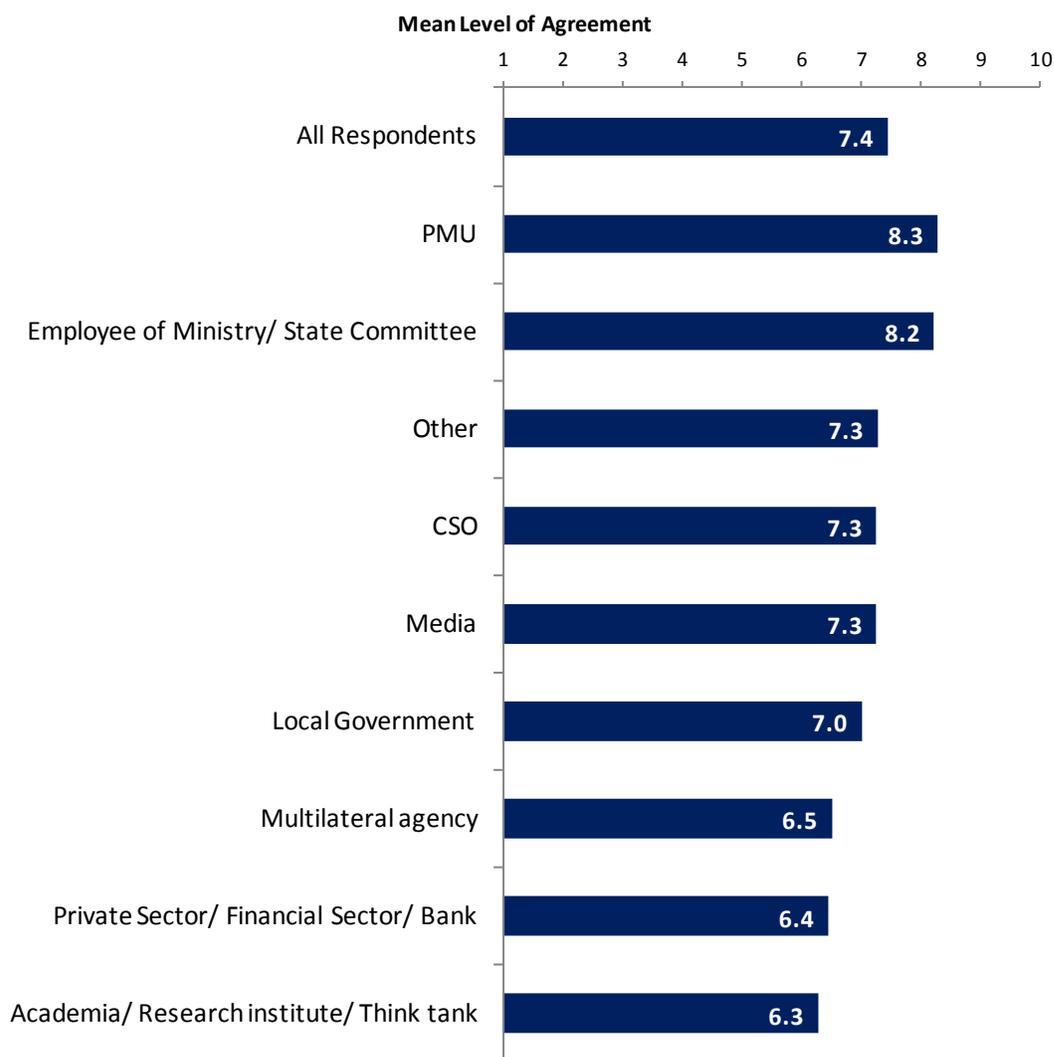


“Which World Bank instruments do you believe are the MOST effective in helping to promote development and reduce poverty in Belarus? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Belarus' Needs (*Indicator Question*)

- Respondents from PMUs and employees of ministries/state committees had the highest levels of agreement that the World Bank's financial instruments meet Belarus' needs whereas respondents from multilateral agencies, private sector organizations/financial sector/banks, and academia/research institutes/think tanks had significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

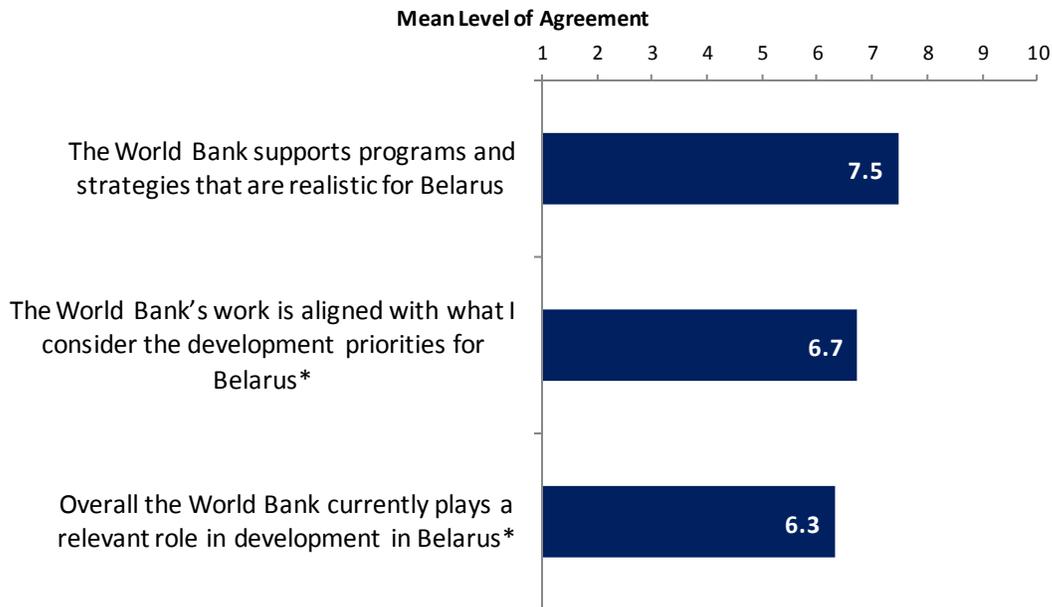


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Belarus, on a ten point scale."  
 (1-"Strongly disagree", 10-"Strongly agree")

## VIII. How the World Bank Operates

### The World Bank's Work in Belarus

- There were significant stakeholder group differences in their levels of agreement regarding two of these aspects of the Bank's work in Belarus: The World Bank supporting realistic programs/strategies and playing a relevant role in development in the country. Respondents from PMUs and employees of ministries/state committees tended to have the highest levels of agreement with these statements whereas respondents from the media, private sector organizations/financial sector/banks, and other organizations tended to have significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

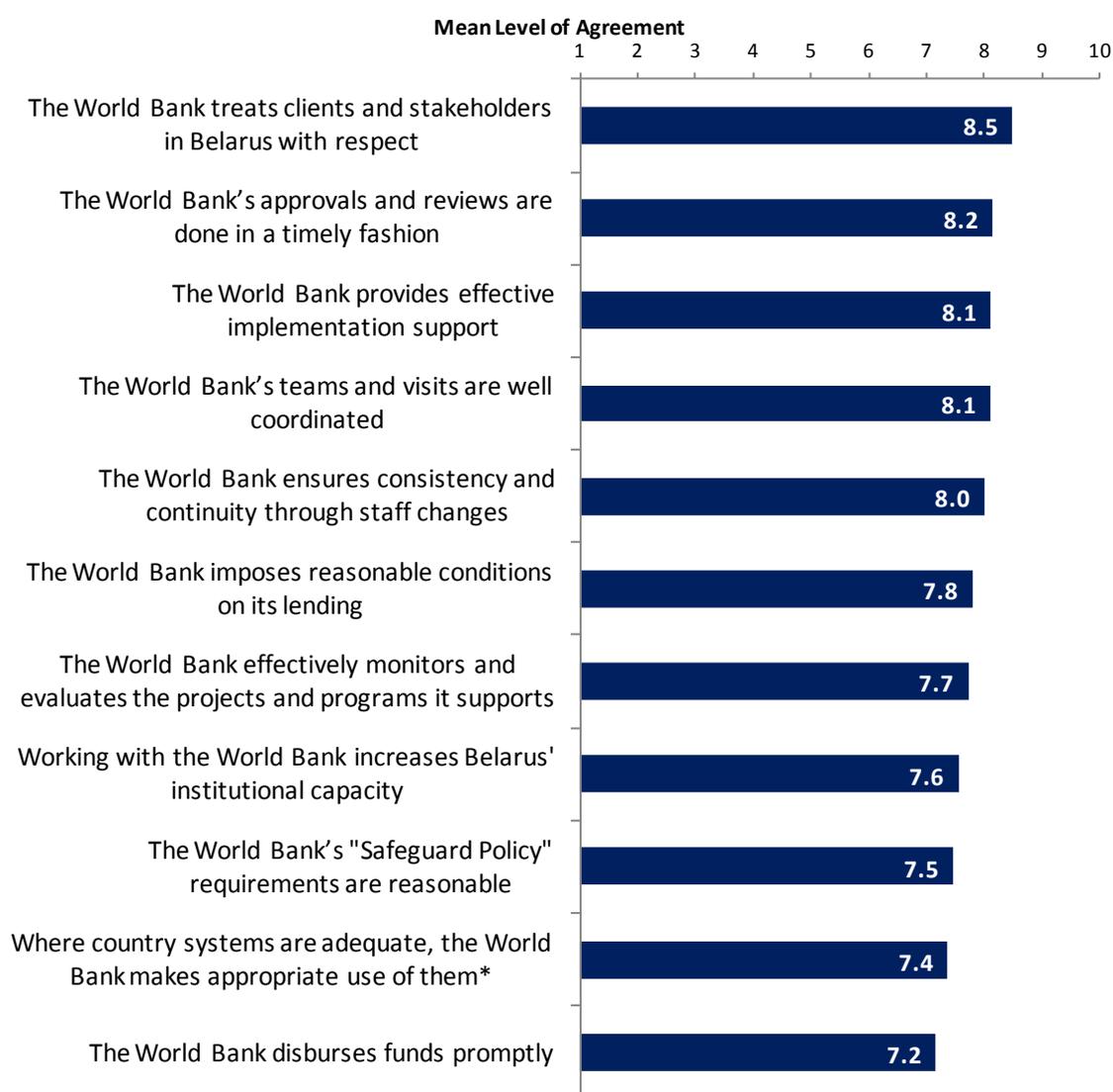


"To what extent do you agree with the following statements about the World Bank's work in Belarus, on a ten point scale?" (1-"Strongly disagree", 10-"Strongly agree") **\*Indicator Question**

## VIII. How the World Bank Operates (continued)

### Overall Perceptions

- There were significant stakeholder group differences in their levels of agreement across two of these aspects of how the Bank operates: “The World Bank treats clients and stakeholders in Belarus with respect” and “The World Bank’s approvals and reviews are done in a timely fashion”. For the most part, employees of ministries/state committees and respondents from PMUs tended to have the highest levels of agreement with these statements whereas respondents from multilateral agencies tended to have significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

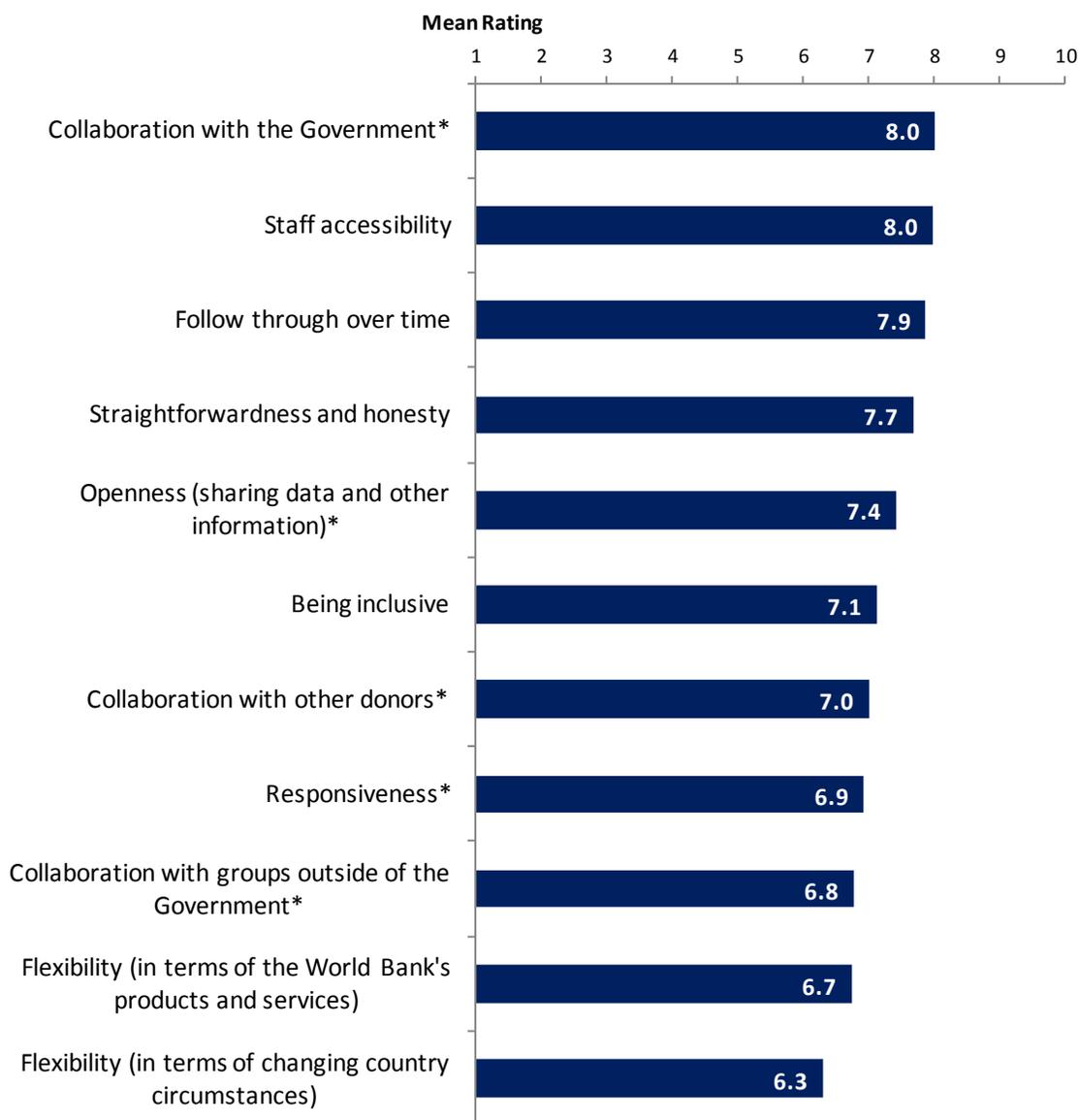


“To what extent do you agree/disagree with the following statements, on a ten point scale?”  
 (1-“Strongly disagree”, 10-“Strongly agree”) **\*Indicator Question**

## VIII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

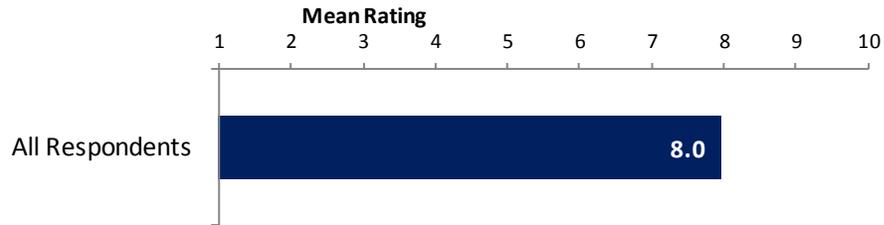
- There were significant stakeholder group differences in their ratings across two of these aspects of the World Bank's effectiveness as a development partner in the country: inclusiveness and flexibility in terms of Bank's products and services. For the most part, employees of ministries/state committees tended to give the highest ratings for these aspects whereas respondents from CSOs tended to give significantly lower ratings.
- Respondents across both geographic locations had statistically similar ratings.



"To what extent is the World Bank an effective development partner in Belarus in terms of each of the following, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree") \*Indicator Question

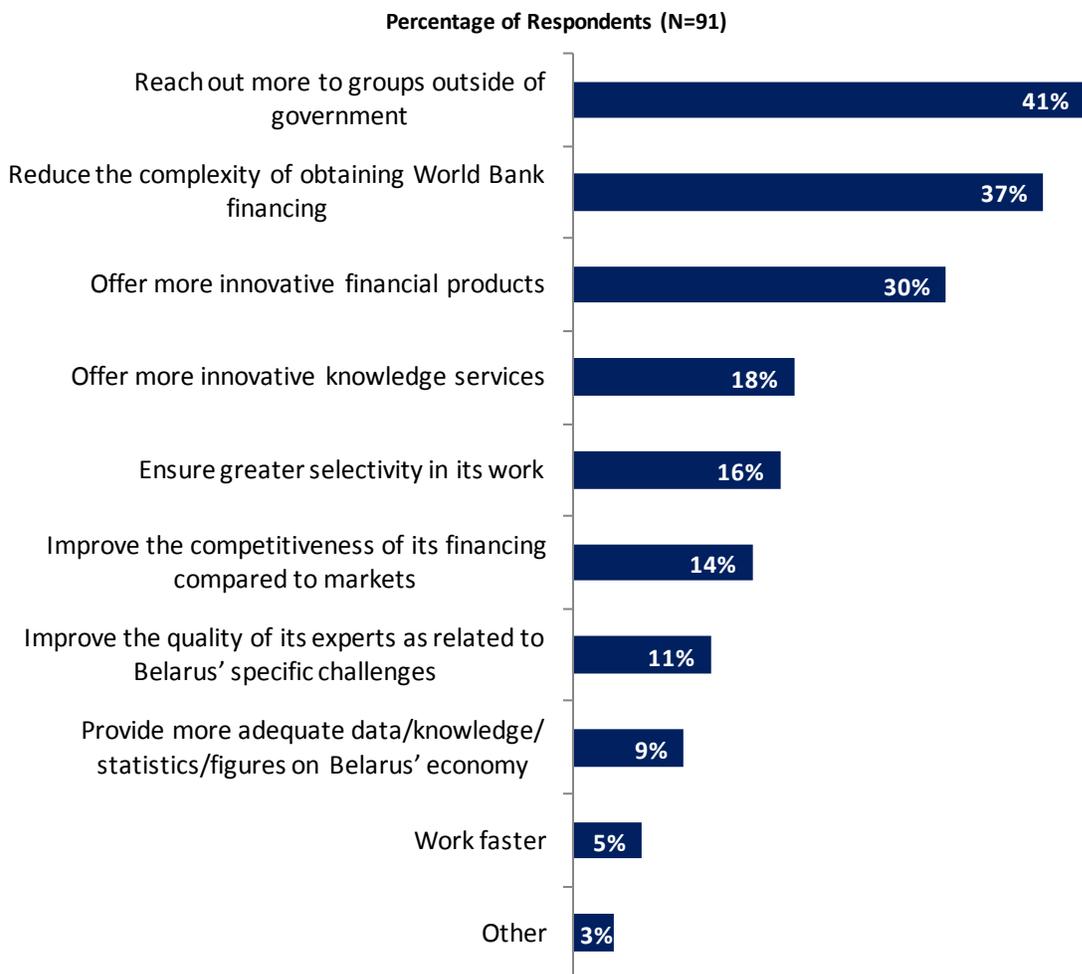
## IX. The Future Role of the World Bank in Belarus

### Role Significance



“How significant a role do you believe the World Bank SHOULD play in Belarus' development in the near future, on a ten point scale?” (1-“Not significant at all”, 10-“Very significant role”)

### Making the World Bank of Greater Value

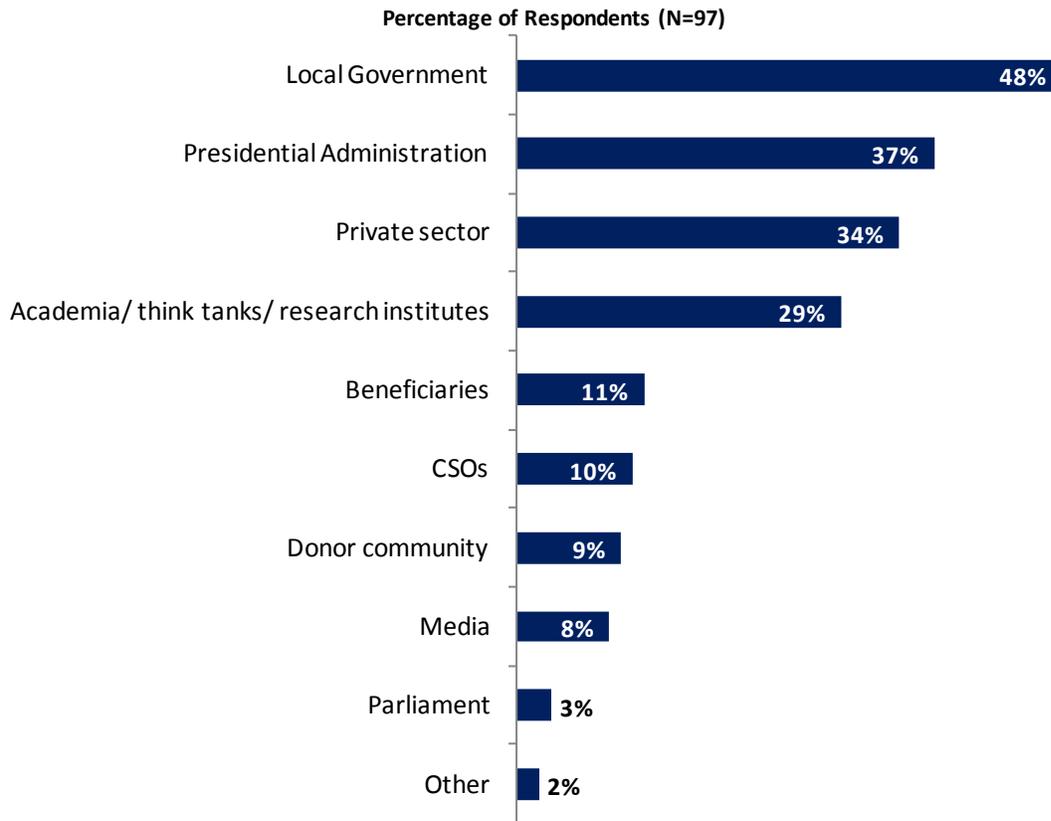


“Which of the following SHOULD the World Bank do to make itself of greater value in Belarus? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank in Belarus (continued)

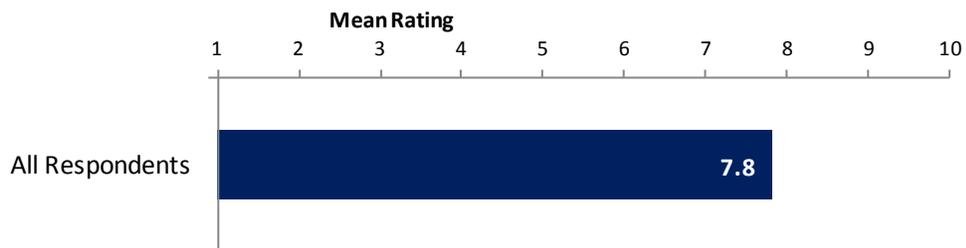
### Collaborating with Stakeholders in Belarus

- Respondents indicated that the World Bank should work more closely with local governments, the Presidential Administration, the private sector, and academia/think tanks/research institutes to ensure better development results in Belarus.



“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”  
 (Respondents chose from a list. Responses combined.)

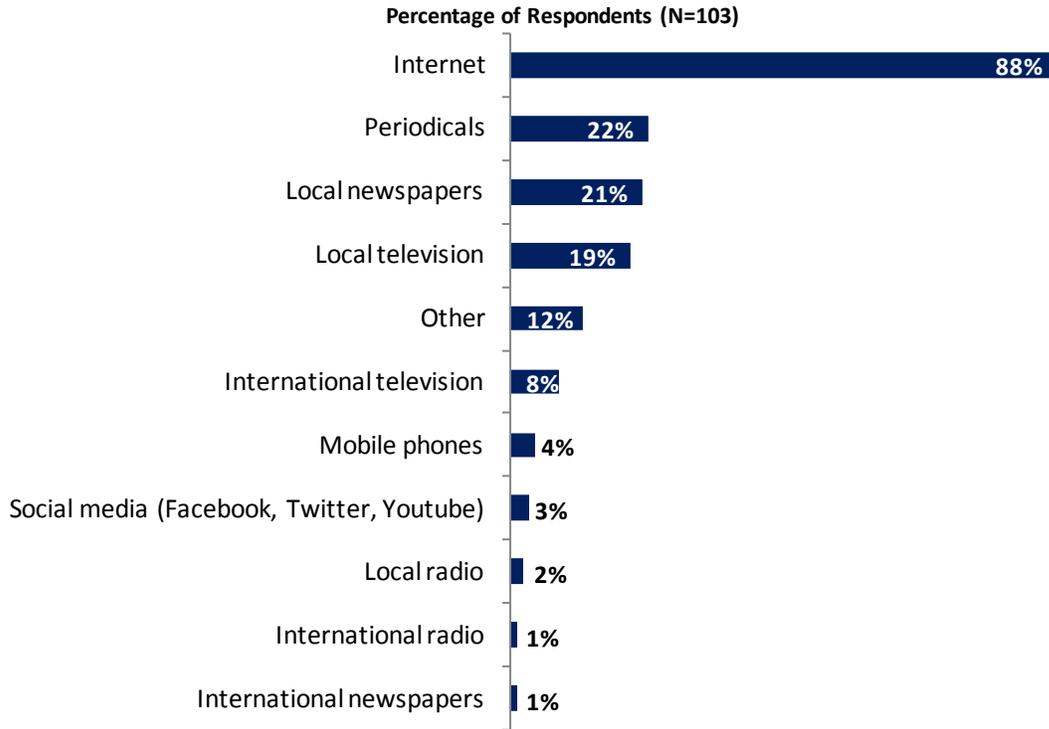
### Influencing the Global Development Agenda



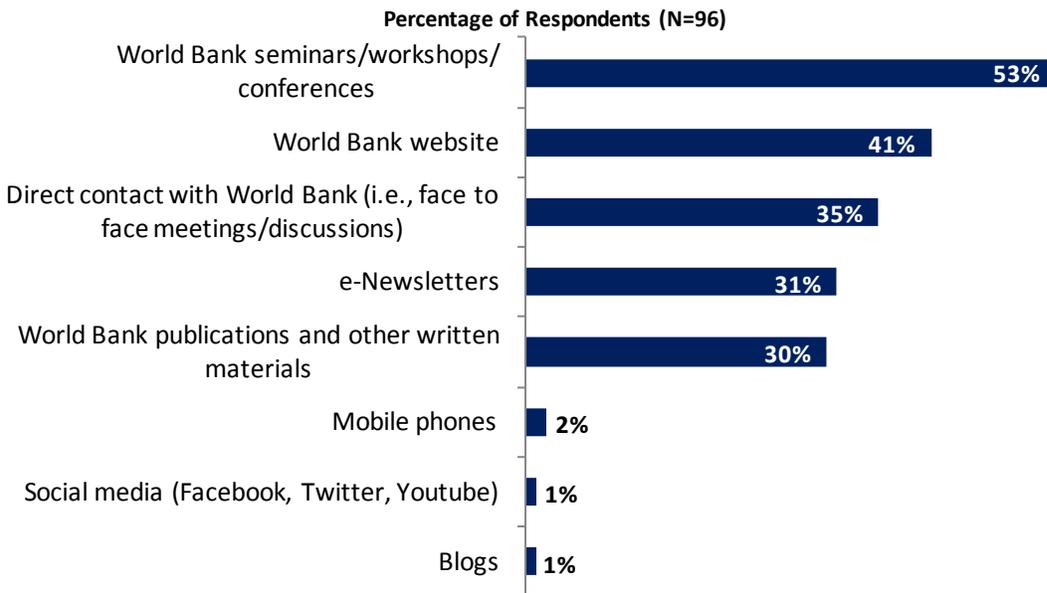
“To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?” (1 - “To no degree at all”, 10 - “To a very significant degree”)

## X. Communication and Openness

### Information Sources



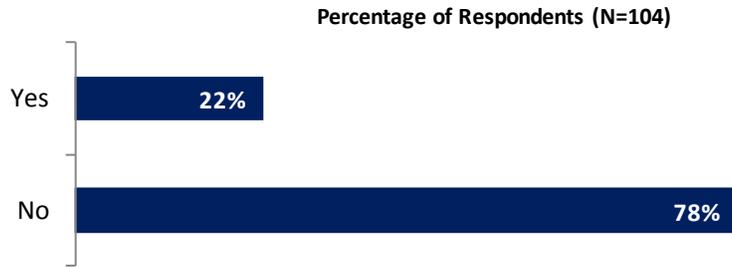
“How do you get most of your information about economic and social development issues in Belarus? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)



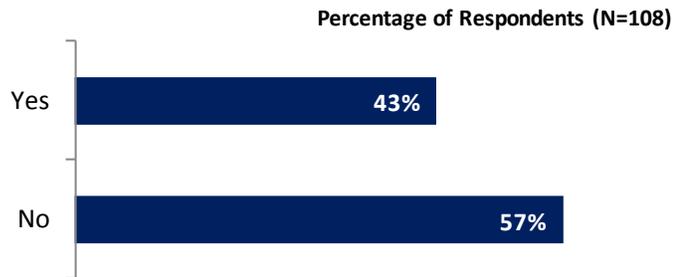
“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

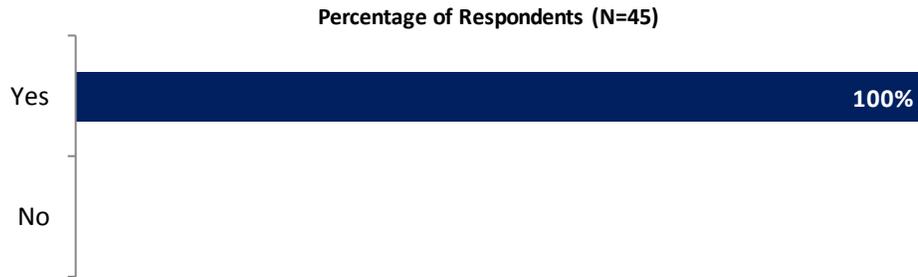
### Access to Information



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



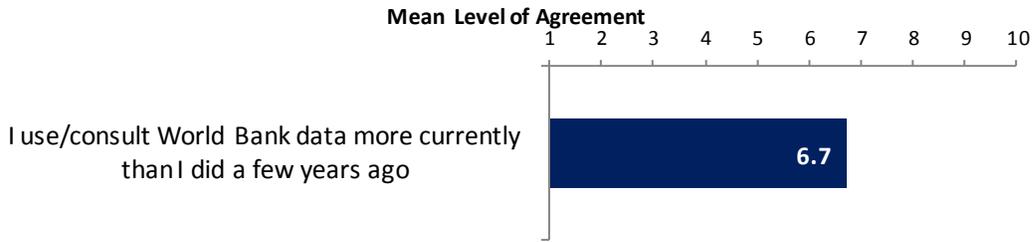
"Have you requested information from the World Bank on its activities in the past year?"



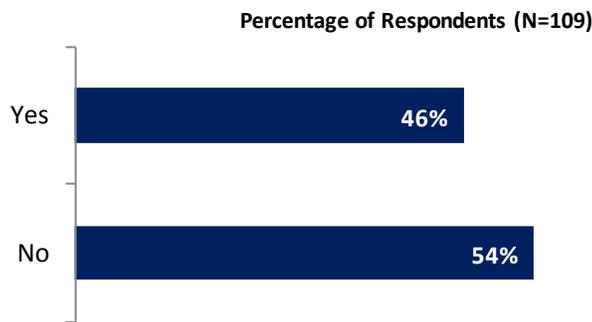
"Were you able to obtain this information?"

## X. Communication and Openness (continued)

### Access to Information (continued)

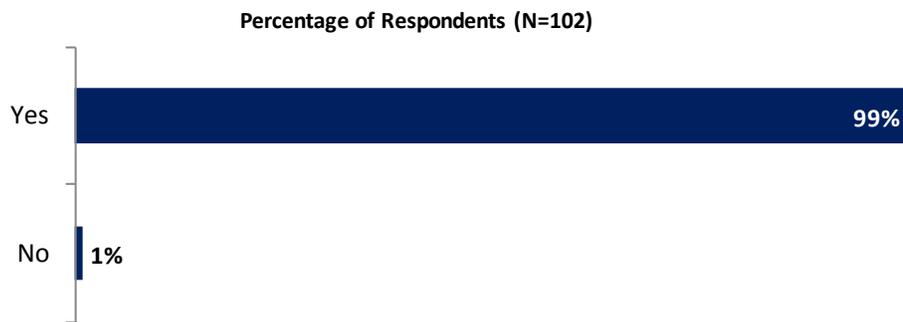


“Please rate how much you agree with the following statements, on a ten point scale.”  
 (1-“Strongly disagree”, 10-“Strongly agree”)



“Is your knowledge of English sufficient to use World Bank resources in English?”

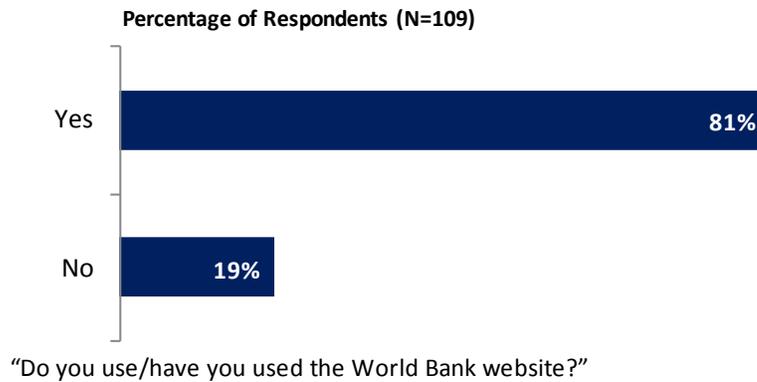
### Internet Access



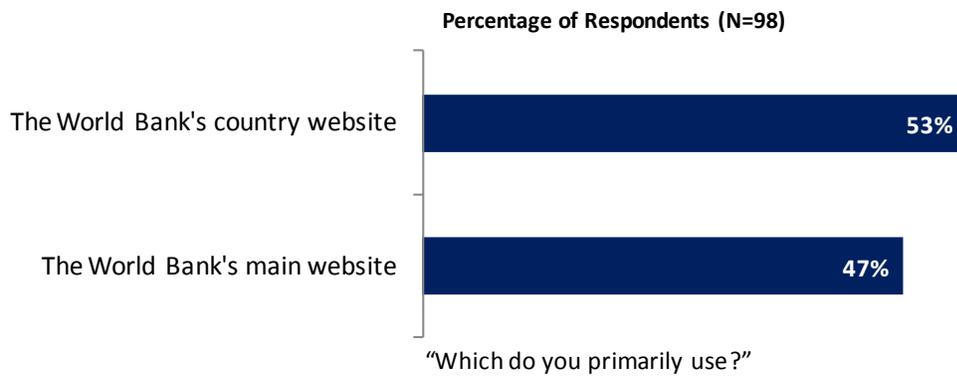
“Do you have access to the Internet?”

## X. Communication and Openness (continued)

### Website Usage

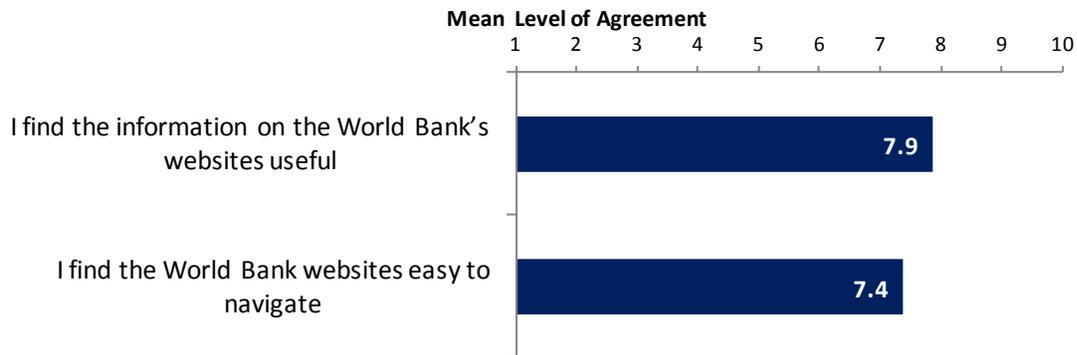


- Respondents from multilateral agencies, private sector organizations/financial sector/banks, PMUs, and local government were significantly more likely to use the World Bank’s main website whereas respondents from CSOs, the media, academia/research institutes/think tanks and employees of ministries/state committees tended to use more the World Bank’s country website.



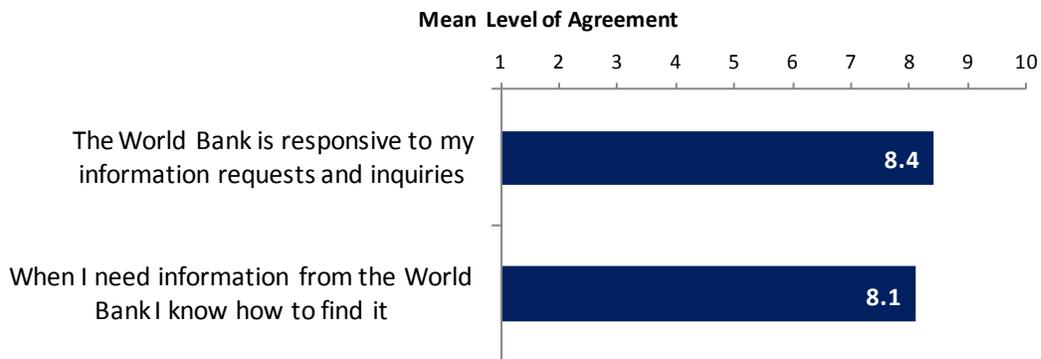
## X. Communication and Openness (continued)

### Website Evaluation



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

### Information Sharing



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

## XI. Appendices

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### BELARUS



## Appendix A: Responses to All Questions across All Respondents (N=115)

### A. General Issues Facing Belarus

<b>1. In general would you say that the Belarusian economy is headed in...?</b>	<b>Percentage of Respondents (N=106)</b>
The right direction	50.9%
The wrong direction	25.5%
Not sure	23.6%

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=88)</b>
Private sector development	44.3%
Public sector reform	31.8%
Economic growth	22.7%
Competitiveness and diversification	21.6%
Foreign direct investment	20.5%
Energy	19.3%
Social protection	18.2%
Transformation of state-owned enterprises	17.0%
Trade and exports	12.5%
Information and communications technology	10.2%
Global/regional integration	8.0%
Environmental sustainability	8.0%
Waste management	6.8%
Education	6.8%
Health	6.8%
Law and justice	5.7%
Transport	4.5%
Regulatory framework	3.4%
Water and sanitation	3.4%
Anti corruption	3.4%
Rural development	3.4%
Financial markets	2.3%
Job creation/employment	2.3%
Urban development	2.3%
Poverty reduction	2.3%
Food security	2.3%
Forestry development	2.3%
Gender	1.1%
Climate change	1.1%
Basic infrastructure	0.0%

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

<b>3. Improving people's life 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 improving quality of life of people in Belarus? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=93)</b>
Economic growth	51.6%
Private sector development	47.3%
Social protection	21.5%
Public sector reform	19.4%
Health	18.3%
Transformation of state-owned enterprises	12.9%
Competitiveness and diversification	12.9%
Job creation/employment	11.8%
Foreign direct investment	10.8%
Environmental sustainability	10.8%
Education	9.7%
Law and justice	7.5%
Rural development	6.5%
Poverty reduction	6.5%
Water and sanitation	5.4%
Trade and exports	5.4%
Anti corruption	5.4%
Waste management	4.3%
Energy	4.3%
Information and communications technology	4.3%
Global/regional integration	3.2%
Urban development	3.2%
Gender	2.2%
Food security	2.2%
Financial markets	2.2%
Regulatory framework	1.1%
Forestry development	1.1%
Basic infrastructure	1.1%
Transport	1.1%
Climate change	0.0%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Belarus? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=93)</b>
Foreign direct investment	44.1%
Private sector development	43.0%
Competitiveness and diversification	39.8%
Transformation of state-owned enterprises	30.1%
Energy	26.9%
Trade and exports	19.4%
Public sector reform	19.4%
Financial markets	12.9%
Information and communications technology	11.8%
Global/regional integration	10.8%
Law and justice	5.4%
Job creation/employment	4.3%
Environmental sustainability	4.3%
Health	4.3%
Education	4.3%
Anti corruption	3.2%
Regulatory framework	3.2%
Rural development	3.2%
Social protection	2.2%
Transport	2.2%
Water and sanitation	1.1%
Forestry development	1.1%
Gender	0.0%
Climate change	0.0%
Urban development	0.0%
Waste management	0.0%
Food security	0.0%
Basic infrastructure	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Belarus, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	113	6.69	1.92

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Belarus, on a ten-point scale. (1-Not effective at all, 10-Very effective)	96	7.17	1.63

<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Belarus solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	85	7.93	1.64

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

<b>4. When thinking about how the World Bank can have the most impact on development results in Belarus, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Belarus? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=89)</b>
Public sector reform	31.5%
Private sector development	31.5%
Transformation of state-owned enterprises	23.6%
Energy	22.5%
Economic growth	20.2%
Competitiveness and diversification	19.1%
Foreign direct investment	18.0%
Environmental sustainability	18.0%
Social protection	12.4%
Health	12.4%
Transport	9.0%
Waste management	7.9%
Education	6.7%
Financial markets	6.7%
Trade and exports	6.7%
Global/regional integration	6.7%
Water and sanitation	6.7%
Rural development	5.6%
Poverty reduction	5.6%
Information and communications technology	4.5%
Law and justice	3.4%
Job creation/employment	3.4%
Gender	3.4%
Urban development	2.2%
Forestry development	2.2%
Climate change	1.1%
Basic infrastructure	1.1%
Anti corruption	1.1%
Regulatory framework	1.1%
Food security	0.0%

<b>5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Belarus?</b>	<b>Percentage of Respondents (N=112)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources: investment lending	47.3%	8.1%	55.4%
Technical assistance	10.7%	30.3%	41.0%
Training/capacity building	8.0%	16.2%	24.2%
Studies/analyses	8.9%	15.2%	24.1%
Policy advice	13.4%	6.1%	19.5%
Financial resources: policy based lending	7.1%	11.1%	18.3%
Mobilizing third party financial resources	1.8%	5.1%	6.8%
Donor coordination	0.9%	5.1%	5.9%
Linkage to non-Bank expertise	0.9%	1.0%	1.9%
Data	0.9%	1.0%	1.9%
Other	0.0%	1.0%	1.0%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Belarus? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=105)</b>
Not adequately sensitive to political/social realities in Belarus	32.4%
World Bank processes too slow and complex	21.9%
Too influenced by developed countries	20.0%
Not enough public disclosure of its work	19.0%
Too bureaucratic in its operational policies and procedures	19.0%
Not collaborating enough with non-state actors	15.2%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Not exploring alternative policy options	8.6%
Not aligned with country priorities	7.6%
Other	4.8%
Arrogant in its approach	2.9%
Not aligned with other donors' work	2.9%
Not client focused	1.9%
Imposing technocratic solutions without regard to political realities	1.0%
Staff too inaccessible	0.0%
The credibility of its knowledge/data	0.0%

<b>7. Which World Bank instruments do you believe are the MOST effective in helping to promote development and reduce poverty in Belarus? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Investment lending	63.6%
Technical assistance	48.5%
Capacity development	29.3%
Knowledge products/services	25.3%
Policy based lending/ budget support to the Government	15.2%
Don't know	3.0%
Trust Fund management	1.0%
Other	1.0%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	102	7.80	1.82

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

<b>9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=97)</b>
Local Government	48.5%
Presidential Administration	37.1%
Private sector	34.0%
Academia/think tanks/research institutes	28.9%
Beneficiaries	11.3%
CSOs	10.3%
Donor community	9.3%
Media	8.2%
Parliament	3.1%
Other	2.1%

<b>To what extent do you agree with the following statements about the World Bank's work in Belarus, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank currently plays a relevant role in development in Belarus	103	6.32	2.24
11. The World Bank's work is aligned with what I consider the development priorities for Belarus	103	6.74	1.93
12. The World Bank supports programs and strategies that are realistic for Belarus	103	7.47	1.76
13. The World Bank treats clients and stakeholders in Belarus with respect	104	8.49	1.59

<b>To what extent is the World Bank 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)</b>	<b>Degree</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
14. Responsiveness	94	6.93	1.79
15. Flexibility (in terms of the World Bank's products and services)	94	6.73	1.80
16. Flexibility (in terms of changing country circumstances)	94	6.30	1.84
17. Being inclusive	92	7.12	1.89
18. Openness (sharing data and other information)	96	7.42	1.84
19. Staff accessibility	97	7.98	1.83
20. Straightforwardness and honesty	89	7.67	2.00
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	77	6.77	1.91
22. Collaboration with the Government	91	8.01	1.53
23. Collaboration with other donors	66	7.00	1.65
24. Follow through over time	81	7.88	1.58

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

<b>25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=95)</b>
The World Bank is not sensitive enough to political/social realities on the ground	31.6%
Lack of/inadequate levels of capacity in Government	29.5%
Political pressures and obstacles	26.3%
Reforms are not well thought out in light of country challenges	23.2%
There is not an adequate level of citizen/civil society participation	17.9%
The Government works inefficiently	16.8%
The World Bank does not do adequate follow through/follow-up	10.5%
Poor donor coordination	6.3%
The World Bank works too slowly	5.3%
Other	4.2%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Belarus, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti corruption	40	5.30	2.34
2. Information and communications technology	45	5.98	1.86
3. Transport	62	7.10	1.72
4. Competitiveness and diversification	53	6.21	2.05
5. Law and justice	32	4.81	1.87
6. Urban development	48	5.65	2.06
7. Environmental sustainability	75	7.55	1.68
8. Regulatory framework	63	6.41	1.85
9. Basic infrastructure	46	6.54	1.60
10. Transformation of state-owned enterprises	61	5.84	1.76
11. Poverty reduction	59	6.27	1.93
12. Gender	47	6.19	1.85
13. Private sector development	68	6.53	1.83
14. Foreign direct investment	64	6.31	1.98
15. Water and sanitation	67	6.90	1.99
16. Trade and exports	48	6.27	1.95
17. Economic growth	63	7.08	1.51
18. Energy	78	7.83	1.63
19. Forestry development	45	6.58	2.04
20. Public sector reform	61	6.69	2.07
21. Job creation/employment	52	6.04	2.07
22. Financial markets	49	5.80	1.88
23. Waste management	62	6.95	2.15
24. Health	38	5.89	1.98
25. Rural development	44	5.48	2.04
26. Global/regional integration	41	5.76	2.18
27. Food security	33	5.24	2.29
28. Education	43	6.07	2.29
29. Social protection	49	6.16	2.26
30. Climate change	50	6.48	2.20

Achieving Development Results	N	Mean	SD
31. To what extent does the World Bank's work help to achieve development results in Belarus, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	102	6.65	1.88

**C. World Bank Effectiveness and Results (continued)**

<b>To what extent do you agree with the following statements about the World Bank in Belarus, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
32. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result etc.) meet the needs of Belarus	103	7.44	1.93
33. The World Bank meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)	101	7.19	2.03

**D. The World Bank's Knowledge**

<b>1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=111)</b>
Weekly	3.6%
Monthly	22.5%
A few times a year	40.5%
Rarely	28.8%
Never	4.5%

<b>2. When thinking about the development challenges in Belarus, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=92)</b>
Private sector development	37.0%
Public sector reform	34.8%
Foreign direct investment	29.3%
Competitiveness and diversification	25.0%
Transformation of state-owned enterprises	25.0%
Energy	16.3%
Economic growth	15.2%
Environmental sustainability	14.1%
Education	12.0%
Poverty reduction	7.6%
Health	7.6%
Global/regional integration	6.5%
Waste management	6.5%
Financial markets	6.5%
Transport	6.5%
Social protection	5.4%
Water and sanitation	5.4%
Information and communications technology	5.4%
Rural development	4.3%
Trade and exports	4.3%
Regulatory framework	3.3%
Forestry development	3.3%
Law and justice	2.2%
Gender	2.2%
Climate change	2.2%
Anti corruption	2.2%
Urban development	1.1%
Job creation/employment	1.1%
Food security	1.1%
Basic infrastructure	0.0%

**D. The World Bank's Knowledge (continued)**

In Belarus, how effective do you believe the World Bank's knowledge work and activities: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
3. Enhancing your knowledge and/or skills	101	7.00	2.18
4. Contributing to good policy making	80	6.15	2.22
5. Providing support for program implementation	96	7.20	1.82

In Belarus, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
6. Are timely	97	6.98	1.73
7. Include appropriate level of stakeholder involvement during preparation	90	6.96	1.92
8. Are relevant to Belarus's development priorities	93	7.17	1.87
9. Provide feasible recommendations	98	7.37	1.81
10. Are accessible (well written and easy to understand)	100	7.63	1.87
11. Are source of relevant information on global good practices	95	7.46	1.84
12. Are useful in terms of the work you do	103	7.51	1.93
13. Are adequately disseminated	89	6.74	1.86
14. Are appropriately translated	91	7.78	1.68
15. Are adaptable to Belarus's specific development challenges and country circumstances	95	7.51	1.69

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? <i>(1-Not significant at all, 10-Very significant)</i>	97	6.76	1.91
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	97	7.53	1.64

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	77	7.17	1.96
2. The World Bank effectively monitors and evaluates the projects and programs it supports	89	7.72	1.88
3. The World Bank's approvals and reviews are done in a timely fashion	79	8.15	1.57
4. The World Bank's "Safeguard Policy" requirements are reasonable	56	7.46	1.68
5. The World Bank imposes reasonable conditions on its lending	78	7.79	1.68
6. Working with the World Bank increases Belarus 's institutional capacity	92	7.55	1.83
7. The World Bank ensures consistency and continuity through staff changes	68	8.00	1.61
8. The World Bank's teams and visits are well coordinated	90	8.11	1.55
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	56	7.38	1.92
10. The World Bank provides effective implementation support (i.e., supervision of projects)	81	8.12	1.54

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

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Belarus's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	102	7.95	1.63

2. Which of the following SHOULD the World Bank do to make itself of greater value in Belarus? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Reach out more to groups outside of government	40.7%
Reduce the complexity of obtaining World Bank financing	37.4%
Offer more innovative financial products	29.7%
Offer more innovative knowledge services	17.6%
Ensure greater selectivity in its work	16.5%
Improve the competitiveness of its financing compared to markets	14.3%
Improve the quality of its experts as related to Belarus's specific challenges	11.0%
Provide more adequate data/knowledge/statistics/figures on Belarus's economy	8.8%
Work faster	5.5%
Other	3.3%
Increase availability of fee-based services	0.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Belarus? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Internet	88.3%
Periodicals	22.3%
Local newspapers	21.4%
Local television	19.4%
Other	11.7%
International television	7.8%
Mobile phones	3.9%
Social media (Facebook, Twitter, Youtube)	2.9%
Local radio	1.9%
International radio	1.0%
International newspapers	1.0%
Blogs	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=96)</b>
World Bank seminars/workshops/conferences	53.1%
World Bank website	40.6%
Direct contact with World Bank (i.e., face to face meetings/discussions)	35.4%
e-Newsletters	31.3%
World Bank publications and other written materials	30.2%
Mobile phones	2.1%
Social media (Facebook, Twitter, Youtube)	1.0%
Blogs	1.0%
Other	0.0%

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=104)</b>
Yes	22.1%
No	77.9%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=108)</b>
Yes	42.6%
No	57.4%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=45)</b>
Yes	100.0%
No	0.0%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=102)</b>
Yes	99.0%
No	1.0%

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

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=109)
Yes	80.7%
No	19.3%

8. Is your knowledge of English sufficient to use World Bank resources in English?	Percentage of Respondents (N=109)
Yes	45.9%
No	54.1%

9. Which do you primarily use?	Percentage of Respondents (N=98)
The World Bank's country website	53.1%
The World Bank's main website	46.9%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	102	6.73	2.39
11. I find the World Bank's websites easy to navigate (Only answer if you have used a World Bank website)	83	7.39	1.69
12. I find the information on the World Bank's websites useful (Only answer if you have used a World Bank website)	82	7.88	1.55
13. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	103	8.12	1.83
14. The World Bank is responsive to my information requests and inquiries	79	8.43	1.75

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=109)
Employee of a Ministry, State Committee	33.0%
CSO	13.8%
Project Management Unit	11.0%
Academia/ Research institute/ Think tank	11.0%
Multilateral agency	5.5%
Financial Sector/ Bank	5.5%
Other	4.6%
Local Government Office or Staff	3.7%
Media	3.7%
Office of the Prime Minister/ Minister	2.8%
Private sector organization	2.8%
Beneficiary of a program	1.8%
Office of Parliamentarian	0.9%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=113)</b>
Public sector governance/Public financial management/Anti corruption	15.9%
Financial markets	10.6%
Private sector development/Foreign direct investment	9.7%
Other	9.7%
Economic management	8.0%
Natural resource management	8.0%
Education	6.2%
Energy	6.2%
Social protection	6.2%
Water and sanitation	5.3%
Urban development	4.4%
Transport	3.5%
Information and communications technology	2.7%
Agricultural development	1.8%
Health/Communicable/non-communicable diseases	1.8%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=114)</b>
Yes	63.2%
No	36.8%

<b>4. Which of the following describes most of your exposure to the World Bank in Belarus? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=112)</b>
Collaborate as part of my professional duties	50.0%
Engage in World Bank related/sponsored events/activities	47.3%
Use World Bank reports/data	34.8%
Use World Bank website for information, data, research, etc.	25.0%
Observer	13.4%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=114)</b>
Minsk	90.4%
Oblast city	8.8%
Other	0.9%

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

### A. General Issues facing Belarus

In general would you say that the Belarusian economy is headed in ... ? \*

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The right direction	82.4%	18.2%	75.0%	0.0%	25.0%	35.7%	50.0%	45.5%	40.0%
The wrong direction	8.8%	18.2%	25.0%	66.7%	50.0%	35.7%	50.0%	9.1%	40.0%
Not sure	8.8%	63.6%	0.0%	33.3%	25.0%	28.6%	0.0%	45.5%	20.0%

\*Significantly different between stakeholder groups

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/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection*	7.1%	10.0%	33.3%	0.0%	0.0%	50.0%	0.0%	28.6%	40.0%
Transport	3.6%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	35.7%	20.0%	0.0%	66.7%	42.9%	10.0%	33.3%	14.3%	50.0%
Global/regional integration	7.1%	10.0%	0.0%	0.0%	0.0%	10.0%	33.3%	0.0%	20.0%
Gender	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	28.6%	40.0%	66.7%	66.7%	57.1%	60.0%	66.7%	42.9%	60.0%
Foreign direct investment	35.7%	10.0%	0.0%	16.7%	0.0%	10.0%	0.0%	28.6%	30.0%
Water and sanitation	3.6%	0.0%	0.0%	0.0%	14.3%	10.0%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	20.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	3.6%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Rural development	3.6%	0.0%	0.0%	0.0%	14.3%	10.0%	0.0%	0.0%	0.0%
Financial markets	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Urban development	3.6%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	7.1%	20.0%	0.0%	0.0%	14.3%	10.0%	0.0%	0.0%	10.0%
Competitiveness and diversification	21.4%	40.0%	66.7%	0.0%	14.3%	20.0%	33.3%	28.6%	10.0%
Health	14.3%	10.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	7.1%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Poverty reduction	0.0%	10.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Energy	10.7%	20.0%	33.3%	33.3%	14.3%	20.0%	33.3%	28.6%	10.0%
Food security*	0.0%	10.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Forestry development	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	17.9%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	10.0%
Information and communications technology	14.3%	10.0%	0.0%	0.0%	0.0%	20.0%	33.3%	14.3%	0.0%
Economic growth	32.1%	0.0%	33.3%	16.7%	14.3%	20.0%	0.0%	42.9%	20.0%
Law and justice*	0.0%	0.0%	0.0%	16.7%	42.9%	10.0%	0.0%	0.0%	0.0%
Regulatory framework	3.6%	0.0%	0.0%	16.7%	0.0%	10.0%	0.0%	0.0%	0.0%
Waste management	7.1%	10.0%	0.0%	0.0%	0.0%	10.0%	33.3%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transformation of state-owned enterprises	17.9%	0.0%	0.0%	50.0%	28.6%	0.0%	33.3%	42.9%	10.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Belarus (continued)

Improving people's life 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 improving quality of life of people in Belarus? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	Water and sanitation	10.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	14.3%
Forestry development	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	66.7%	60.0%	100.0%	16.7%	28.6%	33.3%	25.0%	42.9%	60.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	10.0%
Gender*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	10.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	28.6%	0.0%
Urban development	6.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Basic infrastructure	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	20.0%	20.0%	33.3%	33.3%	0.0%	33.3%	25.0%	28.6%	10.0%
Law and justice*	3.3%	0.0%	0.0%	16.7%	57.1%	0.0%	25.0%	0.0%	0.0%
Transport	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management	6.7%	0.0%	33.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	3.3%	10.0%	0.0%	0.0%	0.0%	8.3%	25.0%	0.0%	0.0%
Anti corruption	0.0%	20.0%	33.3%	0.0%	0.0%	8.3%	25.0%	0.0%	0.0%
Private sector development	26.7%	50.0%	66.7%	83.3%	57.1%	66.7%	50.0%	42.9%	70.0%
Foreign direct investment	20.0%	10.0%	0.0%	16.7%	0.0%	0.0%	0.0%	14.3%	10.0%
Education	10.0%	10.0%	0.0%	16.7%	0.0%	16.7%	0.0%	14.3%	10.0%
Energy	3.3%	10.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Public sector reform	13.3%	20.0%	0.0%	33.3%	14.3%	25.0%	50.0%	14.3%	30.0%
Transformation of state-owned enterprises	13.3%	0.0%	0.0%	33.3%	42.9%	0.0%	0.0%	0.0%	20.0%
Environmental sustainability	3.3%	0.0%	0.0%	16.7%	14.3%	16.7%	0.0%	28.6%	10.0%
Competitiveness and diversification	13.3%	10.0%	33.3%	0.0%	0.0%	8.3%	0.0%	0.0%	40.0%
Health	30.0%	30.0%	0.0%	16.7%	0.0%	8.3%	0.0%	28.6%	10.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	25.0%	0.0%	0.0%
Job creation/employment	6.7%	0.0%	0.0%	16.7%	14.3%	33.3%	25.0%	14.3%	10.0%
Financial markets	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	6.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	14.3%	0.0%
Poverty reduction	6.7%	10.0%	0.0%	0.0%	0.0%	8.3%	0.0%	14.3%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Belarus (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Belarus? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector/ Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy	22.6%	30.0%	50.0%	33.3%	0.0%	27.3%	0.0%	28.6%	40.0%																		
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Transformation of state-owned enterprises	35.5%	20.0%	25.0%	33.3%	66.7%	18.2%	50.0%	28.6%	10.0%																		
Social protection	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%																		
Global/regional integration	16.1%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	14.3%	20.0%																		
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Anti corruption	3.2%	0.0%	0.0%	16.7%	11.1%	0.0%	0.0%	0.0%	0.0%																		
Competitiveness and diversification	35.5%	40.0%	50.0%	33.3%	44.4%	45.5%	50.0%	28.6%	40.0%																		
Rural development	6.5%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Foreign direct investment	54.8%	40.0%	50.0%	16.7%	22.2%	45.5%	0.0%	71.4%	40.0%																		
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%																		
Education	0.0%	10.0%	25.0%	0.0%	0.0%	0.0%	0.0%	14.3%	10.0%																		
Information and communications technology	16.1%	20.0%	0.0%	16.7%	11.1%	18.2%	0.0%	0.0%	0.0%																		
Regulatory framework	0.0%	10.0%	0.0%	16.7%	0.0%	9.1%	0.0%	0.0%	0.0%																		
Forestry development	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%																		
Trade and exports	19.4%	20.0%	25.0%	16.7%	11.1%	0.0%	0.0%	28.6%	30.0%																		
Public sector reform	12.9%	10.0%	0.0%	16.7%	33.3%	27.3%	100.0%	14.3%	30.0%																		
Private sector development	35.5%	30.0%	50.0%	66.7%	44.4%	54.5%	50.0%	57.1%	50.0%																		
Job creation/employment*	0.0%	0.0%	0.0%	0.0%	0.0%	27.3%	0.0%	0.0%	10.0%																		
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Transport	3.2%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Environmental sustainability	3.2%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%																		
Health	3.2%	10.0%	25.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																		
Law and justice*	6.5%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%																		
Financial markets	19.4%	20.0%	0.0%	16.7%	11.1%	9.1%	0.0%	14.3%	0.0%																		

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Belarus?	35	7.20	1.68	12	7.33	1.97	4	5.50	1.73	6	7.00	2.00	9	6.00	2.50	14	6.14	2.03	4	5.75	1.50	12	7.08	1.78	11	6.82	1.89

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Belarus.	29	7.55	1.72	12	7.42	1.78	3	6.67	.58	6	6.83	1.72	9	6.00	1.66	10	7.30	1.25	4	6.75	1.71	9	7.33	2.00	10	7.10	1.37

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

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Belarus solve its most complicated development challenges?	30	8.33	1.15	10	8.30	1.25	2	9.00	0.00	5	6.80	2.59	6	6.50	1.64	10	8.10	1.37	3	7.00	2.65	8	7.63	2.39	10	7.90	1.85

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

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection*	3.3%	0.0%	0.0%	50.0%	0.0%	20.0%	0.0%	57.1%	11.1%
Public sector reform	23.3%	20.0%	0.0%	50.0%	55.6%	40.0%	100.0%	28.6%	22.2%
Transport	13.3%	10.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	22.2%
Poverty reduction	10.0%	0.0%	33.3%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Global/regional integration	10.0%	0.0%	0.0%	0.0%	0.0%	20.0%	50.0%	0.0%	0.0%
Gender	3.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Waste management	10.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Private sector development*	20.0%	10.0%	0.0%	33.3%	66.7%	50.0%	50.0%	14.3%	55.6%
Rural development	6.7%	10.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment*	20.0%	30.0%	100.0%	0.0%	11.1%	10.0%	0.0%	14.3%	11.1%
Water and sanitation	3.3%	20.0%	0.0%	0.0%	11.1%	10.0%	0.0%	14.3%	0.0%
Energy	26.7%	40.0%	66.7%	0.0%	0.0%	20.0%	0.0%	14.3%	22.2%
Job creation/employment	6.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	10.0%	10.0%	33.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Urban development	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	23.3%	40.0%	0.0%	33.3%	11.1%	10.0%	0.0%	0.0%	0.0%
Health	16.7%	10.0%	33.3%	33.3%	0.0%	10.0%	0.0%	14.3%	0.0%
Education	6.7%	0.0%	0.0%	0.0%	11.1%	10.0%	0.0%	0.0%	11.1%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Forestry development	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Trade and exports	10.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%
Economic growth	23.3%	0.0%	0.0%	33.3%	11.1%	10.0%	0.0%	57.1%	33.3%
Law and justice	0.0%	10.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Transformation of state-owned enterprises	16.7%	20.0%	0.0%	33.3%	33.3%	30.0%	50.0%	14.3%	33.3%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Competitiveness and diversification	23.3%	20.0%	0.0%	0.0%	33.3%	10.0%	0.0%	14.3%	33.3%
Anti corruption*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Information and communications technology	3.3%	10.0%	0.0%	16.7%	0.0%	0.0%	0.0%	14.3%	0.0%

\*Significantly different between stakeholder groups

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

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

<b>1<sup>st</sup> Greatest Value</b>									
Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	48.6%	75.0%	75.0%	0.0%	33.3%	33.3%	50.0%	54.5%	45.5%
Financial resources: policy based lending*	8.6%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	27.3%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	9.1%
Technical assistance	14.3%	8.3%	0.0%	0.0%	22.2%	20.0%	0.0%	0.0%	0.0%
Policy advice	5.7%	0.0%	0.0%	50.0%	11.1%	26.7%	25.0%	18.2%	9.1%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%
Data	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	11.4%	8.3%	0.0%	16.7%	11.1%	6.7%	0.0%	9.1%	0.0%
Studies/analyses	11.4%	0.0%	0.0%	0.0%	11.1%	6.7%	25.0%	18.2%	9.1%
Linkage to non-Bank expertise*	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<b>2<sup>nd</sup> Greatest Value</b>									
Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	6.5%	0.0%	0.0%	33.3%	11.1%	8.3%	0.0%	10.0%	10.0%
Financial resources: policy based lending*	9.7%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	50.0%
Mobilizing third party financial resources	6.5%	0.0%	50.0%	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%
Technical assistance	32.3%	50.0%	50.0%	0.0%	44.4%	25.0%	50.0%	20.0%	20.0%
Policy advice	3.2%	8.3%	0.0%	16.7%	11.1%	0.0%	0.0%	10.0%	10.0%
Donor coordination	6.5%	0.0%	0.0%	0.0%	11.1%	16.7%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Training/capacity building	25.8%	25.0%	0.0%	16.7%	11.1%	8.3%	25.0%	0.0%	0.0%
Studies/analyses	9.7%	0.0%	0.0%	16.7%	11.1%	25.0%	0.0%	50.0%	10.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Other	0.0%	8.3%	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 (continued)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee			Local Government			Multilateral agency			Private Sector/ Financial Sector/ Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Imposing technocratic solutions without regard to political realities	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not exploring alternative policy options	9.1%	10.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%	9.1%	9.1%	0.0%	18.2%	18.2%	0.0%
Too bureaucratic in its operational policies and procedures	33.3%	30.0%	25.0%	25.0%	25.0%	16.7%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	13.3%	13.3%	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	0.0%	9.1%	9.1%	0.0%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Arrogant in its approach*	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	33.3%	33.3%	33.3%	20.0%	20.0%	20.0%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%	0.0%	18.2%	18.2%	0.0%
Too influenced by developed countries	36.4%	0.0%	25.0%	25.0%	25.0%	16.7%	16.7%	16.7%	11.1%	11.1%	11.1%	0.0%	0.0%	0.0%	25.0%	25.0%	25.0%	27.3%	27.3%	27.3%	9.1%	9.1%	9.1%	0.0%
Not enough public disclosure of its work*	6.1%	0.0%	50.0%	50.0%	50.0%	0.0%	0.0%	0.0%	11.1%	11.1%	11.1%	33.3%	33.3%	33.3%	25.0%	25.0%	25.0%	45.5%	45.5%	45.5%	36.4%	36.4%	36.4%	0.0%
World Bank processes too slow and complex	27.3%	20.0%	50.0%	50.0%	50.0%	33.3%	33.3%	33.3%	22.2%	22.2%	22.2%	13.3%	13.3%	13.3%	25.0%	25.0%	25.0%	9.1%	9.1%	9.1%	18.2%	18.2%	18.2%	0.0%
Not aligned with country priorities	12.1%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	16.7%	0.0%	0.0%	0.0%	6.7%	6.7%	6.7%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%	9.1%	9.1%	9.1%	0.0%
Not aligned with other donors' work	3.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	9.1%	0.0%
Not collaborating enough with non-state actors*	3.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	22.2%	22.2%	60.0%	60.0%	60.0%	0.0%	0.0%	0.0%	27.3%	27.3%	27.3%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Belarus	27.3%	60.0%	0.0%	0.0%	0.0%	16.7%	16.7%	16.7%	55.6%	55.6%	55.6%	13.3%	13.3%	13.3%	50.0%	50.0%	50.0%	27.3%	27.3%	27.3%	45.5%	45.5%	45.5%	0.0%
Other	6.1%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	9.1%	0.0%

\*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in helping to promote development and reduce poverty in Belarus? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee			Local Government			Multilateral agency			Private Sector/ Financial Sector/ Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Capacity development	41.9%	18.2%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	33.3%	33.3%	33.3%	30.8%	30.8%	30.8%	25.0%	25.0%	25.0%	28.6%	28.6%	28.6%	10.0%	10.0%	10.0%	0.0%
Policy based lending/ budget support to the Government	16.1%	9.1%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	15.4%	15.4%	15.4%	0.0%	0.0%	0.0%	14.3%	14.3%	14.3%	20.0%	20.0%	20.0%	0.0%
Knowledge products/services	22.6%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	22.2%	22.2%	22.2%	30.8%	30.8%	30.8%	50.0%	50.0%	50.0%	42.9%	42.9%	42.9%	40.0%	40.0%	40.0%	0.0%
Investment lending	61.3%	90.9%	100.0%	100.0%	100.0%	33.3%	33.3%	33.3%	55.6%	55.6%	55.6%	61.5%	61.5%	61.5%	75.0%	75.0%	75.0%	57.1%	57.1%	57.1%	60.0%	60.0%	60.0%	0.0%
Technical assistance	51.6%	27.3%	50.0%	50.0%	50.0%	16.7%	16.7%	16.7%	77.8%	77.8%	77.8%	61.5%	61.5%	61.5%	50.0%	50.0%	50.0%	57.1%	57.1%	57.1%	40.0%	40.0%	40.0%	0.0%
Trust Fund management*	0.0%	0.0%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	10.0%	0.0%
Don't know	3.2%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector/ Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	32	7.94	1.63	11	7.73	2.00	4	6.50	2.38	6	8.00	1.67	9	7.67	1.32	13	8.85	1.14	4	6.00	3.56	10	7.50	1.90	11	7.27	1.85

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

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee			Local Government			Multilateral agency			Private Sector/ Financial Sector/ Bank			CSO			Media			Academia/ Research institute/ Think tank			Other			
Presidential Administration	33.3%			18.2%			0.0%			83.3%			66.7%			30.0%			25.0%			28.6%			50.0%
Local Government	63.6%			45.5%			100.0%			33.3%			22.2%			40.0%			25.0%			14.3%			50.0%
Parliament	3.0%			0.0%			0.0%			0.0%			0.0%			0.0%			25.0%			0.0%			10.0%
Private sector*	27.3%			54.5%			100.0%			0.0%			44.4%			30.0%			75.0%			42.9%			20.0%
CSOs*	0.0%			18.2%			0.0%			0.0%			11.1%			60.0%			0.0%			0.0%			10.0%
Donor community	18.2%			0.0%			0.0%			16.7%			0.0%			0.0%			0.0%			0.0%			10.0%
Beneficiaries	12.1%			27.3%			0.0%			33.3%			0.0%			10.0%			0.0%			0.0%			10.0%
Academia/think tanks/research institutes*	24.2%			9.1%			0.0%			16.7%			33.3%			30.0%			0.0%			100.0%			30.0%
Media	9.1%			9.1%			0.0%			0.0%			11.1%			0.0%			50.0%			14.3%			0.0%
Other	3.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			10.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Belarus*	35	6.89	1.95	11	7.45	2.16	3	5.33	1.15	6	6.33	3.01	9	4.22	1.48	12	6.25	2.09	4	5.50	3.11	11	6.82	2.60	10	5.10	1.85
The World Bank's work is aligned with what I consider the development priorities for Belarus	34	7.18	1.90	12	7.08	1.51	4	6.00	0.82	6	7.00	2.45	9	6.11	1.62	11	6.45	2.11	4	6.50	3.11	12	6.92	1.56	10	5.60	2.41
The World Bank supports programs and strategies that are realistic for Belarus*	35	7.97	1.56	10	8.30	1.16	4	7.25	0.96	6	7.00	2.19	9	6.44	1.81	12	7.42	1.62	4	6.75	2.99	11	7.55	1.86	10	6.00	1.49
The World Bank treats clients and stakeholders in Belarus with respect*	35	9.09	0.82	11	8.91	1.51	4	9.25	0.96	6	7.17	2.23	8	8.88	1.36	11	7.64	1.63	4	7.50	3.11	11	8.55	1.69	11	7.64	1.69

\*Significantly different between stakeholder groups

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

To what extent is the World Bank 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/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	33	7.15	1.64	10	7.00	1.63	3	7.33	2.08	6	6.67	1.51	8	6.63	1.19	11	6.64	2.20	4	6.75	2.22	10	6.70	1.77	8	6.63	2.67
Flexibility (in terms of the World Bank's products and services)*	32	7.25	1.72	10	6.10	2.08	3	5.00	1.73	6	6.67	1.63	8	7.50	1.07	10	5.80	1.62	4	7.25	2.50	10	6.80	1.55	9	5.89	1.96
Flexibility (in terms of changing country circumstances)	31	6.42	1.91	11	6.55	1.21	2	5.00	2.83	5	6.40	1.67	8	6.00	1.85	10	6.40	1.71	4	7.00	1.41	11	6.36	2.01	10	5.70	2.21
Being inclusive*	32	8.06	1.54	10	7.40	1.17	3	7.67	1.15	5	6.00	2.45	7	5.86	1.35	9	6.22	1.92	4	7.00	1.83	11	6.09	1.97	9	7.22	2.28
Openness (sharing data and other information)	33	7.91	1.89	11	8.00	1.55	3	7.00	1.00	6	6.50	2.59	8	7.63	1.06	9	6.33	1.50	4	6.25	2.36	11	7.18	1.54	9	7.67	2.06
Staff accessibility	35	8.57	1.33	12	8.08	1.62	3	7.67	1.53	6	7.00	2.83	7	7.71	1.80	10	7.30	1.64	4	7.00	3.56	9	8.00	1.73	9	7.78	2.28
Straightforwardness and honesty	29	8.17	1.49	11	8.27	1.95	3	8.33	.58	5	6.80	3.11	8	7.63	1.77	9	6.78	2.11	4	6.75	2.63	9	7.67	2.24	9	7.33	1.94
Collaboration with groups outside of the Government	17	7.06	1.64	9	7.11	1.54	2	5.50	.71	6	6.83	2.64	6	6.50	2.51	13	6.46	2.03	4	7.25	3.10	11	6.55	2.07	8	6.63	1.60
Collaboration with the Government	32	8.47	1.14	9	8.44	1.51	2	8.50	2.12	6	7.33	2.16	8	7.88	.83	10	7.30	1.77	4	7.50	2.65	11	8.18	1.40	7	7.57	1.62
Collaboration with other donors	20	7.30	1.34	7	8.00	1.29	2	6.50	3.54	5	6.40	1.67	6	6.33	1.75	8	6.75	1.91	4	6.25	3.10	8	7.25	1.28	6	6.67	1.37
Follow through over time	28	8.43	1.14	8	8.50	1.07	3	8.00	2.00	5	7.20	1.92	6	6.67	2.50	9	7.89	1.05	4	6.75	2.50	10	7.40	1.51	7	7.43	1.81

\*Significantly different between stakeholder groups

When World Bank 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/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	The World Bank works too slowly	3.3%	0.0%	0.0%	0.0%	11.1%	8.3%	25.0%	0.0%
The Government works inefficiently	6.7%	10.0%	25.0%	16.7%	22.2%	33.3%	50.0%	28.6%	10.0%
There is not an adequate level of citizen/civil society participation	13.3%	20.0%	25.0%	0.0%	11.1%	41.7%	25.0%	14.3%	20.0%
Poor donor coordination	0.0%	10.0%	25.0%	16.7%	0.0%	8.3%	0.0%	14.3%	10.0%
The World Bank does not do adequate follow through/follow-up	10.0%	0.0%	25.0%	0.0%	11.1%	16.7%	25.0%	14.3%	0.0%
Lack of/inadequate levels of capacity in Government	30.0%	50.0%	25.0%	33.3%	22.2%	25.0%	0.0%	14.3%	50.0%
Political pressures and obstacles*	16.7%	20.0%	0.0%	83.3%	44.4%	33.3%	25.0%	28.6%	10.0%
Reforms are not well thought out in light of country challenges	36.7%	30.0%	25.0%	16.7%	22.2%	0.0%	25.0%	14.3%	20.0%
The World Bank is not sensitive enough to political/social realities on the ground	36.7%	30.0%	0.0%	0.0%	33.3%	25.0%	0.0%	42.9%	50.0%
Other	6.7%	0.0%	0.0%	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Belarus, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	8	4.75	2.87	9	7.33	2.24	1	5.00	0.00	3	4.33	2.31	5	3.80	1.79	6	5.17	2.14	2	4.00	0.00	3	5.33	2.08	3	5.33	1.53
Information and communications technology	10	5.80	2.39	7	6.00	1.83	2	7.50	2.12	3	5.00	1.73	4	5.00	1.63	9	6.00	1.58	4	7.00	2.45	3	6.00	1.73	3	6.33	1.15
Transport	19	6.89	1.73	11	8.27	1.01	2	6.50	3.54	4	6.75	1.89	5	6.00	0.71	7	7.00	1.91	2	7.00	4.24	4	6.25	2.36	7	7.43	1.13
Competitiveness and diversification	14	6.14	1.99	6	6.83	2.48	4	6.25	1.50	2	5.50	2.12	5	5.20	2.05	8	6.75	1.91	4	6.25	3.30	5	5.80	2.77	5	6.40	1.34
Law and justice	9	4.44	2.19	5	5.00	1.58	2	6.50	0.71	2	4.00	0.00	3	3.00	2.65	4	4.75	1.50	2	4.50	0.71	2	6.00	2.83	3	6.33	1.15
Urban development	14	5.71	2.79	7	6.29	1.70	2	6.00	1.41	3	4.00	1.00	3	5.00	2.00	7	5.71	2.36	3	5.00	1.00	3	5.33	1.15	5	5.80	1.64
Environmental sustainability	25	8.00	1.19	10	8.30	0.95	4	6.25	2.75	5	6.60	1.52	4	6.75	1.26	9	8.00	2.24	4	7.00	2.58	5	7.00	2.24	7	6.57	1.40
Regulatory framework	22	6.86	1.55	6	6.00	2.83	2	5.00	2.83	6	6.50	2.07	5	6.80	1.30	7	6.43	1.90	4	6.00	3.16	4	5.50	1.29	7	6.14	1.57
Basic infrastructure	13	6.54	1.66	6	7.17	2.04	1	5.00	0.00	4	6.50	1.73	3	5.67	1.15	7	6.71	1.70	2	6.50	2.12	4	5.75	1.50	5	6.80	1.48
Transformation of state-owned enterprises	16	5.63	2.03	7	5.71	1.60	1	8.00	0.00	5	5.40	1.52	4	7.25	0.50	8	5.63	1.85	3	5.00	2.65	9	5.78	1.92	8	6.25	1.39
Poverty reduction	14	5.79	2.29	7	5.71	1.98	1	4.00	0.00	5	6.00	1.41	4	6.50	2.38	8	6.88	1.81	3	5.00	1.00	8	7.25	2.19	7	6.43	1.13
Gender	11	6.18	1.89	7	7.00	2.08	1	5.00	0.00	4	5.25	1.50	2	6.50	2.12	9	6.44	1.81	3	6.33	3.06	5	6.40	1.67	5	5.20	1.79
Private sector development	17	6.47	2.18	8	5.88	1.89	3	5.33	1.53	6	6.50	1.52	4	7.00	1.41	10	6.90	1.29	3	6.33	3.21	9	6.67	2.29	8	7.00	1.31
Foreign direct investment	18	5.67	2.09	9	8.00	1.50	4	6.00	0.82	6	5.83	1.17	5	5.60	2.97	8	6.38	2.13	4	6.50	1.91	4	5.75	2.22	6	7.17	1.47
Water and sanitation	19	7.37	1.92	11	7.91	1.22	3	6.67	2.31	5	7.00	1.22	4	6.50	3.00	10	6.70	1.89	3	6.33	3.51	5	5.00	2.00	7	6.14	2.04
Trade and exports	14	5.21	2.42	4	6.75	0.96	1	6.00	0.00	4	6.25	1.50	4	7.00	1.41	7	6.71	1.50	3	7.33	2.52	6	6.50	2.43	5	6.80	1.30
Economic growth	17	6.76	1.89	7	6.71	1.50	2	7.00	0.00	5	7.00	1.22	4	7.25	0.50	8	7.25	1.28	3	7.33	3.06	8	7.13	1.81	8	7.63	0.74
Energy	23	8.17	1.53	11	8.55	1.21	2	5.00	0.00	5	7.40	1.52	5	7.60	0.55	10	7.90	2.08	4	7.25	2.75	7	7.00	1.41	8	7.38	1.30
Forestry development	14	6.50	2.14	6	7.17	1.83	1	2.00	0.00	3	7.33	1.15	3	6.67	2.08	8	7.13	2.30	2	5.50	0.71	5	6.60	2.41	3	5.67	1.15
Public sector reform	17	7.18	2.10	7	4.29	1.25	1	6.00	0.00	6	6.67	2.50	5	7.00	1.41	6	7.17	1.60	3	7.67	3.21	7	6.86	1.68	9	6.78	2.17
Job creation/employment	16	5.94	2.59	7	6.57	1.99	2	7.00	1.41	2	4.00	1.41	5	5.80	1.79	5	5.60	2.07	4	6.50	2.52	5	6.20	2.05	6	6.17	1.33
Financial markets	14	5.21	1.85	5	7.00	1.22	1	7.00	0.00	2	5.50	0.71	6	4.83	2.48	7	5.86	2.19	2	6.00	2.83	4	6.00	2.16	7	6.29	1.38
Waste management	20	7.15	2.18	10	8.40	0.70	3	7.33	3.06	3	6.00	1.00	4	5.75	3.20	10	7.00	2.49	3	8.00	1.73	4	5.25	1.71	5	5.20	1.10
Health	11	6.45	1.97	5	6.00	0.71	1	2.00	0.00	3	6.00	2.65	1	2.00	0.00	6	5.83	2.48	3	5.00	1.73	3	6.67	2.31	5	6.20	1.10
Rural development	11	5.18	2.23	6	6.50	1.97	1	2.00	0.00	3	5.00	1.73	3	4.00	2.00	6	5.50	2.07	2	5.50	0.71	6	6.67	1.86	6	5.33	2.07
Global/regional integration	12	6.00	2.45	5	7.20	1.79	1	5.00	0.00	3	5.67	2.08	3	3.67	2.31	6	6.00	2.68	3	4.67	2.31	2	4.00	0.00	6	6.17	1.33
Food security	8	4.75	2.76	5	6.80	1.79	2	4.50	3.54	2	6.00	4.24	1	1.00	0.00	6	5.50	1.87	3	4.00	1.00	2	4.50	0.71	4	6.25	1.50
Education	12	6.75	2.05	5	7.40	1.14	1	4.00	0.00	3	4.67	2.89	3	3.67	3.06	6	6.33	2.34	3	5.33	2.08	3	6.00	1.73	6	5.33	2.42
Social protection	13	6.23	1.96	3	5.33	0.58	1	3.00	0.00	5	6.40	2.70	2	4.00	4.24	7	6.57	2.23	3	5.00	3.00	9	6.89	2.42	6	6.50	2.17
Climate change	14	6.79	2.26	7	7.29	1.38	1	2.00	0.00	3	6.67	2.52	4	5.25	2.22	10	7.60	2.27	3	5.67	2.52	3	5.67	1.53	5	5.00	1.41

**C. World Bank Effectiveness and Results (continued)**

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Belarus?*	33	7.30	1.63	12	7.75	1.54	4	6.50	1.00	6	6.50	1.38	9	5.67	2.12	11	6.45	2.07	4	6.00	2.16	12	6.08	1.73	9	5.67	2.24

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

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Belarus*	32	8.22	1.43	11	8.27	1.79	4	7.00	.82	6	6.50	1.87	9	6.44	1.67	12	7.25	2.60	4	7.25	2.75	11	6.27	1.90	11	7.27	2.05
The World Bank meets Belarus's needs for knowledge services	34	7.50	1.78	9	7.78	2.05	3	7.67	1.15	6	6.33	1.97	8	5.63	2.00	12	7.83	1.85	4	7.00	2.58	12	7.25	2.18	10	6.60	2.37

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge**

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

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Weekly	2.9%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Monthly	28.6%	16.7%	0.0%	33.3%	11.1%	6.7%	50.0%	36.4%	18.2%
A few times a year	37.1%	25.0%	50.0%	66.7%	33.3%	46.7%	25.0%	45.5%	54.5%
Rarely	31.4%	33.3%	50.0%	0.0%	33.3%	40.0%	0.0%	9.1%	27.3%
Never	0.0%	8.3%	0.0%	0.0%	22.2%	6.7%	25.0%	0.0%	0.0%

**D. The World Bank's Knowledge (continued)**

When thinking about the development challenges in Belarus, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee		Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank		CSO	Media	Academia/ Research institute/ Think tank		Other
		PMU									
Public sector reform	30.0%	20.0%	25.0%	50.0%	44.4%	40.0%	50.0%	42.9%	40.0%		
Gender*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%		
Private sector development	23.3%	30.0%	100.0%	50.0%	55.6%	20.0%	50.0%	42.9%	50.0%		
Foreign direct investment	33.3%	40.0%	50.0%	16.7%	11.1%	10.0%	25.0%	28.6%	40.0%		
Water and sanitation	3.3%	20.0%	0.0%	0.0%	11.1%	10.0%	0.0%	0.0%	0.0%		
Trade and exports	6.7%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	10.0%		
Energy	23.3%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	14.3%	20.0%		
Waste management*	3.3%	30.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Social protection	3.3%	0.0%	0.0%	16.7%	0.0%	10.0%	0.0%	28.6%	0.0%		
Climate change	3.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%		
Poverty reduction*	6.7%	10.0%	50.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%		
Law and justice*	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%		
Anti corruption	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	25.0%	0.0%	0.0%		
Financial markets	6.7%	0.0%	0.0%	16.7%	11.1%	0.0%	0.0%	14.3%	10.0%		
Urban development	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Transformation of state-owned enterprises	20.0%	30.0%	0.0%	33.3%	55.6%	10.0%	50.0%	0.0%	40.0%		
Education	13.3%	0.0%	0.0%	16.7%	0.0%	20.0%	0.0%	28.6%	20.0%		
Global/regional integration*	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	20.0%		
Information and communications technology	6.7%	10.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%		
Transport	6.7%	30.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%		
Forestry development	3.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	14.3%	0.0%		
Competitiveness and diversification	30.0%	20.0%	0.0%	33.3%	33.3%	20.0%	50.0%	42.9%	0.0%		
Job creation/employment	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%		
Health	13.3%	0.0%	0.0%	16.7%	0.0%	10.0%	0.0%	14.3%	0.0%		
Economic growth	16.7%	0.0%	25.0%	50.0%	11.1%	0.0%	0.0%	14.3%	30.0%		
Rural development	10.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%		
Food security	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Environmental sustainability	13.3%	30.0%	0.0%	0.0%	11.1%	20.0%	0.0%	14.3%	10.0%		
Regulatory framework	6.7%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%		
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

In Belarus, how effective do you believe the World Bank's knowledge work and activities: (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	33	7.18	2.01	11	8.00	1.90	4	5.75	2.22	6	7.83	1.17	7	5.86	3.34	13	6.38	1.71	3	7.00	1.73	11	6.82	2.89	10	7.40	2.12
Contributing to good policy making	23	6.52	2.04	7	6.00	2.16	4	5.75	2.06	6	7.50	2.07	7	5.43	2.23	10	5.20	1.81	4	5.50	3.11	8	6.88	2.30	9	5.89	2.89
Providing support for program implementation	30	7.67	1.67	12	8.08	1.62	4	6.75	2.22	5	6.80	1.30	7	6.00	1.63	14	6.93	1.73	4	6.75	2.75	7	6.57	2.15	10	6.90	1.73

In Belarus, to what extent do you believe that the World Bank'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/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	31	7.00	1.41	10	7.60	1.43	3	8.67	.58	6	6.67	2.07	6	6.83	.75	14	6.50	2.35	4	7.00	2.58	11	6.91	1.81	10	6.60	1.84
Include appropriate level of stakeholder involvement during preparation	29	7.45	1.74	9	6.56	2.55	3	8.00	.00	6	6.67	2.73	6	6.83	1.60	13	6.54	1.61	4	7.00	2.58	9	6.44	2.55	9	6.78	1.48
Are relevant to Belarus's development priorities	32	7.47	2.00	8	6.75	1.91	3	7.00	1.00	6	7.17	2.56	7	7.86	.90	12	6.67	2.02	4	7.00	2.16	10	7.30	1.95	10	6.80	1.75
Provide feasible recommendations	33	7.33	1.91	11	7.64	1.57	3	6.67	1.15	6	7.00	2.10	6	7.33	2.73	13	7.31	1.60	4	6.50	2.65	11	7.64	1.75	9	7.89	1.54
Are accessible (well written and easy to understand)	33	7.97	1.61	11	7.09	2.21	3	7.67	.58	6	6.67	2.25	7	7.86	2.41	13	7.38	2.02	4	7.00	2.94	11	7.91	1.70	10	7.90	1.85
Are source of relevant information on global good practices	32	7.75	1.72	9	7.11	2.37	3	7.00	1.00	6	7.00	2.19	7	6.86	2.48	12	7.25	1.76	4	6.75	2.63	10	7.90	1.20	10	7.80	1.87
Are useful in terms of the work you do	35	7.86	1.83	10	7.90	1.60	3	6.00	2.00	6	7.50	2.43	7	6.57	2.07	13	7.38	1.94	4	7.50	2.38	11	7.73	1.27	10	7.40	2.32
Are adequately disseminated	26	7.46	1.96	9	6.89	1.36	3	7.00	.00	6	7.00	2.28	7	5.71	1.60	12	6.17	2.17	4	6.25	2.36	10	6.80	1.69	10	6.10	1.52
Are appropriately translated	32	8.28	1.33	10	7.30	1.42	2	9.00	1.41	5	7.00	2.92	7	8.71	.95	13	7.00	1.53	3	7.33	1.53	10	7.90	1.97	8	7.00	2.27
Are adaptable to Belarus's specific development challenges and country circumstances	30	7.70	1.60	8	6.88	1.55	2	6.50	.71	6	7.00	1.79	7	8.57	1.27	14	7.50	1.65	4	8.75	1.26	11	6.91	2.26	10	7.20	1.69

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	30	7.17	1.60	9	7.22	1.30	4	6.00	1.83	6	6.67	1.21	7	5.71	2.87	15	6.33	2.23	4	6.75	1.71	11	6.91	2.21	9	6.78	1.79
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	33	7.88	1.41	9	7.56	1.24	4	7.00	1.15	6	7.17	1.60	7	7.14	2.04	13	7.15	1.72	3	6.67	1.53	11	7.55	2.11	8	7.75	2.25

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

### E. Working with the World Bank

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	26	7.58	1.98	10	8.00	1.70	4	7.00	2.45	4	6.25	1.26	7	6.57	1.62	10	6.60	2.07	3	6.00	2.65	4	6.00	1.83	8	7.25	2.05
The World Bank effectively monitors and evaluates the projects and programs it supports	31	8.29	1.53	11	8.18	1.60	4	7.25	1.71	3	5.33	1.53	7	6.86	2.27	11	7.09	1.87	4	7.25	2.99	8	7.00	2.14	9	8.22	1.72
The World Bank's approvals and reviews are done in a timely fashion*	30	8.50	1.28	11	8.45	.93	4	7.75	1.71	3	5.00	2.00	4	7.50	1.29	9	7.78	1.79	2	8.00	.00	6	7.83	2.23	9	8.56	1.59
The World Bank's "Safeguard Policy" requirements are reasonable	18	7.11	1.75	8	7.75	1.49	2	7.50	.71	5	6.80	1.64	3	6.67	1.53	5	7.60	1.67	2	8.00	.00	5	8.20	2.49	7	8.14	1.95
The World Bank imposes reasonable conditions on its lending	27	7.85	1.56	10	8.70	1.34	4	7.25	1.89	4	7.75	1.26	6	7.17	2.32	9	7.56	1.67	3	6.33	3.79	6	7.67	1.51	8	8.25	1.28
Working with the World Bank increases Belarus's institutional capacity	31	8.00	1.53	10	7.90	1.60	4	6.75	2.06	6	7.00	2.10	7	7.57	1.99	10	6.70	2.06	4	7.00	3.46	10	7.40	1.65	9	7.67	2.06
The World Bank ensures consistency and continuity through staff changes	21	8.43	1.21	11	8.27	1.68	4	7.50	1.29	2	7.00	2.83	6	8.33	1.03	7	7.43	2.44	2	8.50	.71	7	7.29	2.36	7	7.86	1.46
The World Bank's teams and visits are well coordinated	34	8.47	1.35	11	8.36	1.36	4	8.25	2.22	4	7.25	1.26	5	8.00	1.00	10	7.60	1.35	2	7.50	.71	9	7.56	2.24	8	8.75	1.16
Where country systems are adequate, the World Bank makes appropriate use of them	18	7.39	1.88	9	7.56	2.24	3	7.67	.58	4	7.25	1.26	2	6.00	1.41	9	7.56	1.94	2	8.50	.71	3	5.33	2.31	4	7.25	2.99
The World Bank provides effective implementation support	29	8.48	1.27	11	8.55	1.04	3	9.33	.58	4	6.75	1.71	5	8.20	.45	11	7.73	1.90	3	8.00	1.00	5	6.80	2.68	8	7.50	1.77

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Belarus's development in the near future?	30	8.10	1.71	10	8.80	1.23	4	7.75	2.63	6	8.67	1.03	9	7.67	1.73	15	7.93	1.33	4	7.00	2.58	12	7.42	1.93	8	7.88	1.36

(1-Not a significant role at all, 10-Very significant role)

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

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Belarus's specific challenges	10.7%	10.0%	0.0%	40.0%	11.1%	0.0%	0.0%	0.0%	11.1%
Improve the competitiveness of its financing compared to markets	17.9%	20.0%	25.0%	0.0%	22.2%	9.1%	0.0%	0.0%	22.2%
Reach out more to groups outside of government*	14.3%	60.0%	25.0%	0.0%	44.4%	90.9%	50.0%	71.4%	44.4%
Reduce the complexity of obtaining World Bank financing	57.1%	30.0%	75.0%	0.0%	22.2%	27.3%	25.0%	28.6%	44.4%
Ensure greater selectivity in its work*	7.1%	10.0%	0.0%	80.0%	22.2%	9.1%	50.0%	28.6%	11.1%
Provide more adequate data/knowledge/statistics/figures on Belarus's economy	14.3%	0.0%	0.0%	20.0%	11.1%	9.1%	0.0%	0.0%	0.0%
Offer more innovative financial products	39.3%	20.0%	25.0%	20.0%	22.2%	18.2%	50.0%	28.6%	22.2%
Offer more innovative knowledge services	25.0%	10.0%	25.0%	0.0%	22.2%	18.2%	25.0%	14.3%	11.1%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster	0.0%	20.0%	0.0%	20.0%	11.1%	0.0%	0.0%	0.0%	11.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	11.1%

\*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/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Local newspapers	29.4%	8.3%	50.0%	16.7%	33.3%	21.4%	0.0%	0.0%	22.2%
International newspapers	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local radio	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Local television	23.5%	33.3%	0.0%	0.0%	22.2%	21.4%	0.0%	22.2%	0.0%
International television	2.9%	25.0%	25.0%	0.0%	0.0%	7.1%	0.0%	0.0%	22.2%
Periodicals	17.6%	16.7%	25.0%	50.0%	11.1%	14.3%	25.0%	55.6%	22.2%
Internet	82.4%	100.0%	75.0%	100.0%	88.9%	78.6%	100.0%	88.9%	100.0%
Social media (Facebook, Twitter, Youtube)	2.9%	0.0%	0.0%	16.7%	11.1%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones*	0.0%	0.0%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	11.1%
Other	11.8%	8.3%	0.0%	16.7%	11.1%	14.3%	50.0%	0.0%	11.1%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
World Bank website*	34.4%	50.0%	0.0%	83.3%	22.2%	50.0%	0.0%	71.4%	44.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)	43.8%	16.7%	50.0%	33.3%	11.1%	33.3%	25.0%	57.1%	44.4%
e-Newsletters	31.3%	25.0%	50.0%	0.0%	33.3%	41.7%	50.0%	14.3%	44.4%
World Bank seminars/workshops/conferences*	56.3%	100.0%	50.0%	33.3%	44.4%	41.7%	50.0%	42.9%	22.2%
World Bank publications and other written materials	28.1%	8.3%	25.0%	16.7%	77.8%	25.0%	50.0%	14.3%	33.3%
Mobile phones*	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Blogs	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	18.2%	25.0%	0.0%	50.0%	33.3%	21.4%	50.0%	18.2%	0.0%
No	81.8%	75.0%	100.0%	50.0%	66.7%	78.6%	50.0%	81.8%	100.0%

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

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	48.6%	18.2%	0.0%	50.0%	33.3%	21.4%	50.0%	66.7%	70.0%
No	51.4%	81.8%	100.0%	50.0%	66.7%	78.6%	50.0%	33.3%	30.0%

**Were you able to obtain this information?**

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Do you have access to the Internet?**

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	75.0%	83.3%	75.0%	100.0%	77.8%	78.6%	100.0%	83.3%	90.0%
No	25.0%	16.7%	25.0%	0.0%	22.2%	21.4%	0.0%	16.7%	10.0%

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

Is your knowledge of English sufficient to use World Bank resources in English?

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	36.1%	50.0%	50.0%	100.0%	66.7%	35.7%	0.0%	50.0%	50.0%
No	63.9%	50.0%	50.0%	0.0%	33.3%	64.3%	100.0%	50.0%	50.0%

Which do you primarily use?\*

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank's country website	69.0%	33.3%	33.3%	0.0%	25.0%	84.6%	75.0%	60.0%	40.0%
The World bank's main website	31.0%	66.7%	66.7%	100.0%	75.0%	15.4%	25.0%	40.0%	60.0%

\*Significantly different between stakeholder groups

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Employee of Ministry/ State Committee			PMU			Local Government			Multilateral agency			Private Sector/ Financial Sector / Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	33	7.12	2.26	11	7.73	1.19	4	4.50	2.38	6	7.33	1.75	8	5.25	2.66	11	5.73	3.35	4	6.75	2.22	11	7.36	2.38	10	6.90	2.42
I find the World Bank websites easy to navigate	24	7.67	1.86	9	8.00	1.00	2	7.50	.71	6	6.83	1.60	6	7.00	1.41	10	6.80	1.93	4	7.00	2.58	10	7.50	1.72	9	7.56	1.88
I find the information on the World Bank's websites useful	23	8.13	1.66	9	8.22	1.39	2	8.00	.00	6	7.50	1.05	7	6.86	1.95	9	7.67	1.32	4	6.75	1.89	10	8.50	1.51	9	8.33	1.41
When I need information from the World Bank I know how to find it	34	8.53	1.73	10	8.30	1.06	3	8.00	1.00	6	7.17	1.47	8	8.00	2.62	14	8.14	2.28	4	7.75	2.63	11	7.91	1.58	9	8.22	1.99
The World Bank is responsive to my information requests and inquiries	27	8.81	1.30	10	8.80	.79	2	7.00	2.83	6	7.00	2.90	4	9.25	.96	10	8.40	2.37	3	8.67	1.53	7	7.86	1.95	8	8.50	1.93

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	86.1%	100.0%	50.0%	83.3%	22.2%	20.0%	50.0%	41.7%	63.6%
No	13.9%	0.0%	50.0%	16.7%	77.8%	80.0%	50.0%	58.3%	36.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/ State Committee	PMU	Local Government	Multilateral agency	Private Sector/ Financial Sector/ Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Observer*	5.7%	0.0%	0.0%	0.0%	33.3%	40.0%	0.0%	8.3%	10.0%
Use World Bank reports/data*	20.0%	0.0%	33.3%	16.7%	66.7%	33.3%	75.0%	75.0%	50.0%
Engage in World Bank related/sponsored events/activities*	60.0%	75.0%	33.3%	33.3%	11.1%	40.0%	0.0%	50.0%	50.0%
Collaborate as part of my professional duties*	82.9%	83.3%	0.0%	83.3%	11.1%	6.7%	25.0%	8.3%	50.0%
Use World Bank website for information, data, research, etc.*	5.7%	8.3%	33.3%	16.7%	55.6%	33.3%	50.0%	58.3%	30.0%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Belarus

In general would you say that the Belarusian economy is headed in...?

Percentage of Respondents	Minsk	Other
The right direction	47.4%	80.0%
The wrong direction	27.4%	10.0%
Not sure	25.3%	10.0%

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)	Minsk	Other
Social protection	16.0%	42.9%
Transport	4.9%	0.0%
Public sector reform	34.6%	0.0%
Global/regional integration	7.4%	14.3%
Gender	1.2%	0.0%
Private sector development	43.2%	57.1%
Foreign direct investment	22.2%	0.0%
Water and sanitation	3.7%	0.0%
Anti corruption	3.7%	0.0%
Job creation/employment	2.5%	0.0%
Rural development	3.7%	0.0%
Financial markets	2.5%	0.0%
Urban development	2.5%	0.0%
Environmental sustainability	7.4%	14.3%
Competitiveness and diversification	21.0%	28.6%
Health	7.4%	0.0%
Education	7.4%	0.0%
Poverty reduction	2.5%	0.0%
Energy	17.3%	42.9%
Food security	2.5%	0.0%
Climate change	1.2%	0.0%
Forestry development	2.5%	0.0%
Trade and exports	12.3%	14.3%
Information and communications technology	11.1%	0.0%
Economic growth	21.0%	42.9%
Law and justice	6.2%	0.0%
Regulatory framework	2.5%	14.3%
Waste management*	4.9%	28.6%
Basic infrastructure	0.0%	0.0%
Transformation of state-owned enterprises	18.5%	0.0%

\*Significantly different between locations

### A. General Issues facing Belarus (continued)

Improving people's life 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 improving quality of life of people in Belarus? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Minsk	Other
Water and sanitation	5.9%	0.0%
Forestry development	1.2%	0.0%
Economic growth	49.4%	75.0%
Climate change	0.0%	0.0%
Global/regional integration	3.5%	0.0%
Gender	2.4%	0.0%
Rural development	7.1%	0.0%
Urban development	3.5%	0.0%
Regulatory framework*	0.0%	12.5%
Basic infrastructure	1.2%	0.0%
Social protection	20.0%	37.5%
Law and justice	8.2%	0.0%
Transport	1.2%	0.0%
Waste management	4.7%	0.0%
Information and communications technology	4.7%	0.0%
Anti corruption	5.9%	0.0%
Private sector development	45.9%	62.5%
Foreign direct investment	11.8%	0.0%
Education	9.4%	12.5%
Energy	3.5%	12.5%
Public sector reform	21.2%	0.0%
Transformation of state-owned enterprises	14.1%	0.0%
Environmental sustainability	9.4%	25.0%
Competitiveness and diversification	11.8%	25.0%
Health	20.0%	0.0%
Food security	2.4%	0.0%
Job creation/employment	10.6%	25.0%
Financial markets	2.4%	0.0%
Trade and exports	4.7%	12.5%
Poverty reduction	7.1%	0.0%

\*Significantly different between locations

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Belarus? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Minsk	Other
Energy*	23.8%	55.6%
Gender	0.0%	0.0%
Transformation of state-owned enterprises	31.0%	22.2%
Social protection	2.4%	0.0%
Global/regional integration	11.9%	0.0%
Climate change	0.0%	0.0%
Anti corruption	3.6%	0.0%
Competitiveness and diversification	40.5%	33.3%
Rural development	3.6%	0.0%
Foreign direct investment	41.7%	66.7%
Urban development	0.0%	0.0%
Water and sanitation	1.2%	0.0%
Education	4.8%	0.0%
Information and communications technology	13.1%	0.0%
Regulatory framework	2.4%	11.1%
Forestry development	1.2%	0.0%
Trade and exports	20.2%	11.1%
Public sector reform	19.0%	22.2%
Private sector development	42.9%	44.4%
Job creation/employment*	2.4%	22.2%
Waste management	0.0%	0.0%
Food security	0.0%	0.0%
Transport	2.4%	0.0%
Environmental sustainability	4.8%	0.0%
Health	4.8%	0.0%
Basic infrastructure	0.0%	0.0%
Law and justice	6.0%	0.0%
Financial markets	13.1%	11.1%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Belarus?	101	6.81	1.92	11	5.64	1.69

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

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Belarus.	86	7.12	1.68	9	7.56	1.24

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

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Belarus solve its most complicated development challenges?	77	7.88	1.64	7	8.14	1.68

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

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

Percentage of Respondents (Responses Combined)	Minsk	Other
Social protection	12.0%	16.7%
Public sector reform	32.5%	16.7%
Transport	9.6%	0.0%
Poverty reduction	6.0%	0.0%
Global/regional integration	6.0%	16.7%
Gender	2.4%	16.7%
Waste management	7.2%	16.7%
Private sector development	33.7%	0.0%
Rural development	4.8%	16.7%
Foreign direct investment*	15.7%	50.0%
Water and sanitation	7.2%	0.0%
Energy	20.5%	50.0%
Job creation/employment	3.6%	0.0%
Financial markets	6.0%	16.7%
Urban development	2.4%	0.0%
Environmental sustainability	18.1%	16.7%
Health	13.3%	0.0%
Education*	4.8%	33.3%
Food security	0.0%	0.0%
Climate change	1.2%	0.0%
Forestry development	2.4%	0.0%
Trade and exports	7.2%	0.0%
Economic growth	21.7%	0.0%
Law and justice	3.6%	0.0%
Regulatory framework	1.2%	0.0%
Transformation of state-owned enterprises	24.1%	16.7%
Basic infrastructure	1.2%	0.0%
Competitiveness and diversification	20.5%	0.0%
Anti corruption	1.2%	0.0%
Information and communications technology	4.8%	0.0%

\*Significantly different between locations

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

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

1 <sup>st</sup> Greatest Value		
Percentage of Respondents	Minsk	Other
Financial resources: investment lending	45.0%	63.6%
Financial resources: policy based lending	8.0%	0.0%
Mobilizing third party financial resources	2.0%	0.0%
Technical assistance	11.0%	9.1%
Policy advice	13.0%	18.2%
Donor coordination*	0.0%	9.1%
Data	1.0%	0.0%
Training/capacity building	9.0%	0.0%
Studies/analyses	10.0%	0.0%
Linkage to non-Bank expertise	1.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between locations

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Minsk	Other
Financial resources: investment lending	8.8%	0.0%
Financial resources: policy based lending	12.1%	0.0%
Mobilizing third party financial resources	5.5%	0.0%
Technical assistance	29.7%	42.9%
Policy advice	6.6%	0.0%
Donor coordination	4.4%	14.3%
Data	1.1%	0.0%
Training/capacity building	15.4%	14.3%
Studies/analyses	14.3%	28.6%
Linkage to non-Bank expertise	1.1%	0.0%
Other	1.1%	0.0%

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

Percentage of Respondents (Responses Combined)	Minsk	Other
Imposing technocratic solutions without regard to political realities	1.1%	0.0%
Not exploring alternative policy options	9.5%	0.0%
Too bureaucratic in its operational policies and procedures	21.1%	0.0%
Staff too inaccessible	0.0%	0.0%
Arrogant in its approach	3.2%	0.0%
Not client focused*	1.1%	10.0%
The credibility of its knowledge/data	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.6%	10.0%
Too influenced by developed countries	22.1%	0.0%
Not enough public disclosure of its work*	15.8%	50.0%
World Bank processes too slow and complex	21.1%	30.0%
Not aligned with country priorities	7.4%	10.0%
Not aligned with other donors' work	3.2%	0.0%
Not collaborating enough with non-state actors	13.7%	30.0%
Not adequately sensitive to political/social realities in Belarus*	35.8%	0.0%
Other	5.3%	0.0%

\*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in helping to promote development and reduce poverty in Belarus? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Minsk	Other
Capacity development	31.1%	11.1%
Policy based lending/ budget support to the Government	15.6%	11.1%
Knowledge products/services	25.6%	22.2%
Investment lending	62.2%	77.8%
Technical assistance	47.8%	55.6%
Trust Fund management	1.1%	0.0%
Other	1.1%	0.0%
Don't know	3.3%	0.0%

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

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	93	7.80	1.80	9	7.89	2.15

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Minsk	Other
Presidential Administration	38.5%	16.7%
Local Government*	45.1%	100.0%
Parliament	3.3%	0.0%
Private sector	34.1%	33.3%
CSOs	9.9%	16.7%
Donor community	9.9%	0.0%
Beneficiaries	12.1%	0.0%
Academia/think tanks/research institutes	28.6%	33.3%
Media	8.8%	0.0%
Other	2.2%	0.0%

\*Significantly different between locations

To what extent do you agree with the following statements about the World Bank's work in Belarus, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Belarus	93	6.27	2.28	9	6.67	1.80
The World Bank's work is aligned with what I consider the development priorities for Belarus	94	6.72	1.96	8	6.75	1.75
The World Bank supports programs and strategies that are realistic for Belarus	93	7.39	1.79	9	8.11	1.36
The World Bank treats clients and stakeholders in Belarus with respect	94	8.43	1.62	9	9.11	1.36

To what extent is the World Bank 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			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	86	6.93	1.80	7	6.71	1.80
Flexibility (in terms of the World Bank's products and services)	85	6.79	1.79	8	6.25	2.05
Flexibility (in terms of changing country circumstances)	86	6.26	1.82	7	6.57	2.23
Being inclusive	84	7.11	1.91	7	7.14	1.77
Openness (sharing data and other information)	88	7.43	1.90	7	7.00	.82
Staff accessibility	87	8.00	1.83	9	7.67	2.00
Straightforwardness and honesty	81	7.64	1.98	7	7.71	2.36
Collaboration with groups outside of the Government	67	6.73	1.92	9	6.89	2.03
Collaboration with the Government	83	7.99	1.53	7	8.14	1.77
Collaboration with other donors	60	7.08	1.61	5	6.20	2.17
Follow through over time	73	7.86	1.63	7	8.00	1.29

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

When World Bank 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)	Minsk	Other
The World Bank works too slowly	4.6%	12.5%
The Government works inefficiently	16.1%	25.0%
There is not an adequate level of citizen/civil society participation	17.2%	25.0%
Poor donor coordination*	4.6%	25.0%
The World Bank does not do adequate follow through/follow-up	10.3%	12.5%
Lack of/inadequate levels of capacity in Government	29.9%	25.0%
Political pressures and obstacles	27.6%	12.5%
Reforms are not well thought out in light of country challenges	24.1%	12.5%
The World Bank is not sensitive enough to political/social realities on the ground	33.3%	12.5%
Other	4.6%	0.0%

\*Significantly different between locations

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Belarus, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	35	5.06	2.29	4	6.25	1.71
Information and communications technology	38	5.74	1.88	6	7.17	1.17
Transport	57	7.11	1.72	4	6.75	2.22
Competitiveness and diversification	44	6.09	2.10	8	6.50	1.69
Law and justice	29	4.72	1.91	3	5.67	1.53
Urban development	43	5.70	2.11	5	5.20	1.64
Environmental sustainability	65	7.51	1.65	9	7.67	2.00
Regulatory framework	58	6.45	1.87	5	6.00	1.87
Basic infrastructure	42	6.55	1.60	4	6.50	1.91
Transformation of state-owned enterprises	57	5.86	1.78	4	5.50	1.73
Poverty reduction	53	6.21	1.94	6	6.83	1.94
Gender	41	6.15	1.88	6	6.50	1.76
Private sector development	60	6.55	1.89	8	6.38	1.41
Foreign direct investment	56	6.29	2.07	7	6.14	.90
Water and sanitation	59	6.86	2.04	7	6.86	1.68
Trade and exports	44	6.27	1.99	4	6.25	1.71
Economic growth	57	7.11	1.54	6	6.83	1.17
Energy	70	7.84	1.58	7	7.57	2.30
Forestry development	41	6.66	2.04	4	5.75	2.06
Public sector reform	57	6.68	2.11	4	6.75	1.71
Job creation/employment	48	6.06	2.05	4	5.75	2.63
Financial markets	45	5.73	1.89	4	6.50	1.91
Waste management	54	6.87	2.14	7	7.29	2.43
Health	34	5.88	1.97	4	6.00	2.45
Rural development	40	5.48	2.04	4	5.50	2.38
Global/regional integration	38	5.79	2.18	3	5.33	2.52
Food security	28	5.18	2.36	5	5.60	2.07
Education	38	5.89	2.19	5	7.40	2.88
Social protection	45	6.16	2.25	4	6.25	2.75
Climate change	45	6.42	2.19	5	7.00	2.45

### C. World Bank Effectiveness and Results (continued)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Belarus?	92	6.65	1.88	9	6.22	1.64

(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 in Belarus, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Belarus	93	7.40	1.91	9	7.67	2.29
The World Bank meets Belarus's needs for knowledge services	92	7.07	2.03	8	8.38	1.85

### D. The World Bank's Knowledge

#### How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Minsk	Other
Weekly	4.0%	0.0%
Monthly	25.3%	0.0%
A few times a year	41.4%	36.4%
Rarely	26.3%	54.5%
Never	3.0%	9.1%

#### When thinking about the development challenges in Belarus, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Minsk	Other
Public sector reform	35.3%	28.6%
Gender*	1.2%	14.3%
Private sector development	35.3%	57.1%
Foreign direct investment	27.1%	57.1%
Water and sanitation	5.9%	0.0%
Trade and exports	4.7%	0.0%
Energy	16.5%	14.3%
Waste management*	4.7%	28.6%
Social protection	5.9%	0.0%
Climate change	2.4%	0.0%
Poverty reduction*	5.9%	28.6%
Law and justice	2.4%	0.0%
Anti corruption	2.4%	0.0%
Financial markets	7.1%	0.0%
Urban development	1.2%	0.0%
Transformation of state-owned enterprises	27.1%	0.0%
Education	11.8%	14.3%
Global/regional integration	7.1%	0.0%
Information and communications technology	5.9%	0.0%
Transport	7.1%	0.0%
Forestry development	3.5%	0.0%
Competitiveness and diversification	27.1%	0.0%
Job creation/employment*	0.0%	14.3%
Health	8.2%	0.0%
Economic growth	16.5%	0.0%
Rural development	4.7%	0.0%
Food security	1.2%	0.0%
Environmental sustainability	12.9%	28.6%
Regulatory framework	3.5%	0.0%
Basic infrastructure	0.0%	0.0%

\*Significantly different between locations

**D. The World Bank's Knowledge (continued)****In Belarus, how effective do you believe the World Bank's knowledge work and activities?**

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	90	7.03	2.26	11	6.73	1.35
Contributing to good policy making	73	6.23	2.27	7	5.29	1.38
Providing support for program implementation	84	7.18	1.82	11	7.09	1.81

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

**In Belarus, to what extent do you believe that the World Bank's knowledge work and activities?**

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

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Are timely	88	6.93	1.70	9	7.44	2.01
Include appropriate level of stakeholder involvement during preparation	81	6.93	1.99	9	7.22	1.20
Are relevant to Belarus's development priorities	85	7.16	1.89	8	7.25	1.83
Provide feasible recommendations	90	7.32	1.83	8	7.88	1.46
Are accessible (well written and easy to understand)	92	7.62	1.87	8	7.75	2.05
Are source of relevant information on global good practices	88	7.48	1.83	7	7.29	2.14
Are useful in terms of the work you do	94	7.45	1.94	9	8.22	1.72
Are adequately disseminated	81	6.74	1.87	8	6.75	1.83
Are appropriately translated	84	7.81	1.71	7	7.43	1.27
Are adaptable to Belarus's specific development challenges and country circumstances	87	7.48	1.72	8	7.75	1.49

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	86	6.78	1.94	11	6.64	1.80
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	86	7.56	1.66	11	7.27	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

To what extent do you agree/disagree with the following statements, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	66	7.12	1.94	11	7.45	2.16
The World Bank effectively monitors and evaluates the projects and programs it supports	78	7.81	1.89	11	7.09	1.76
The World Bank's approvals and reviews are done in a timely fashion	69	8.17	1.55	10	8.00	1.76
The World Bank's "Safeguard Policy" requirements are reasonable	53	7.47	1.68	3	7.33	2.08
The World Bank imposes reasonable conditions on its lending	69	7.84	1.64	9	7.44	2.01
Working with the World Bank increases Belarus's institutional capacity	83	7.64	1.75	9	6.78	2.44
The World Bank ensures consistency and continuity through staff changes	60	8.10	1.48	8	7.25	2.38
The World Bank's teams and visits are well coordinated	80	8.15	1.52	10	7.80	1.81
Where country systems are adequate, the World Bank makes appropriate use of them	48	7.31	1.93	8	7.75	1.98
The World Bank provides effective implementation support	71	8.10	1.50	10	8.30	1.89

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

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Belarus's development in the near future?	91	8.00	1.68	11	7.55	1.63

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

Percentage of Respondents (Responses Combined)	Minsk	Other
Improve the quality of its experts as related to Belarus's specific challenges	11.9%	0.0%
Improve the competitiveness of its financing compared to markets	15.5%	0.0%
Reach out more to groups outside of government	39.3%	57.1%
Reduce the complexity of obtaining World Bank financing	38.1%	28.6%
Ensure greater selectivity in its work	17.9%	0.0%
Provide more adequate data/knowledge/statistics/figures on Belarus's economy	9.5%	0.0%
Offer more innovative financial products	29.8%	28.6%
Offer more innovative knowledge services	16.7%	28.6%
Increase availability of Fee-Based services	0.0%	0.0%
Work faster	6.0%	0.0%
Other	2.4%	14.3%

### 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)	Minsk	Other
Local newspapers	21.7%	20.0%
International newspapers	1.1%	0.0%
Local radio	2.2%	0.0%
International radio*	0.0%	10.0%
Local television	18.5%	20.0%
International television	7.6%	10.0%
Periodicals	23.9%	10.0%
Internet	89.1%	80.0%
Social media (Facebook, Twitter, Youtube)	3.3%	0.0%
Blogs	0.0%	0.0%
Mobile phones	3.3%	10.0%
Other	12.0%	10.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Minsk	Other
World Bank website	42.5%	25.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	35.6%	25.0%
e-Newsletters*	28.7%	62.5%
World Bank seminars/workshops/conferences	52.9%	50.0%
World Bank publications and other written materials	31.0%	25.0%
Mobile phones	2.3%	0.0%
Social media (Facebook, Twitter, Youtube)	1.1%	0.0%
Blogs	1.1%	0.0%
Other	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents	Minsk	Other
Yes	23.4%	11.1%
No	76.6%	88.9%

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

Percentage of Respondents	Minsk	Other
Yes	47.4%	0.0%
No	52.6%	100.0%

\*Significantly different between locations

Were you able to obtain this information?

Percentage of Respondents	Minsk	Other
Yes	100.0%	0.0%
No	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Minsk	Other
Yes	98.9%	100.0%
No	1.1%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Minsk	Other
Yes	82.7%	60.0%
No	17.3%	40.0%

Is your knowledge of English sufficient to use World Bank resources in English?

Percentage of Respondents	Minsk	Other
Yes	48.0%	30.0%
No	52.0%	70.0%

Which do you primarily use?

Percentage of Respondents	Minsk	Other
The World Bank's country website	51.1%	85.7%
The World Bank's main website	48.9%	14.3%

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

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Minsk			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	93	6.78	2.37	8	5.75	2.60
I find the World Bank websites easy to navigate	76	7.34	1.71	6	7.67	1.51
I find the information on the World Bank's websites useful	76	7.84	1.59	5	8.20	.84
When I need information from the World Bank I know how to find it	94	8.13	1.87	9	8.00	1.50
The World Bank is responsive to my information requests and inquiries	75	8.39	1.79	4	9.25	.50

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Minsk	Other
Yes	65.7%	36.4%
No	34.3%	63.6%

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

Percentage of Respondents (Responses Combined)	Minsk	Other
Observer*	10.9%	40.0%
Use World Bank reports/data	36.6%	20.0%
Engage in World Bank related/sponsored events/activities	48.5%	30.0%
Collaborate as part of my professional duties	52.5%	20.0%
Use World Bank website for information, data, research, etc.	23.8%	40.0%

\*Significantly different between locations

## Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Belarus? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Belarus.	6.50	7.50	7.29	6.38	7.38	6.69	6.89	7.43	6.67	7.58	7.33	6.57
To what extent do you believe the World Bank's staff is well prepared to help Belarus solve its most complicated development challenges?	7.22	8.26	8.03	6.91	8.05	7.50	7.38	8.35	7.50	8.20	8.14	7.00
Overall the World Bank currently plays a relevant role in development in Belarus	5.33	6.92	6.54	5.23	6.89	5.53	5.63	7.14	5.66	7.08	6.76	5.20
The World Bank's work is aligned with what I consider the development priorities for Belarus	6.11	7.11	6.98	5.58	7.09	6.29	6.53	7.08	6.32	7.30	6.92	6.46
Responsiveness	6.21	7.31	6.95	6.46	7.12	6.42	6.59	7.15	6.58	7.17	7.07	6.20
Openness (sharing data and other information)	6.60	7.89	7.47	6.75	7.77	6.67	6.96	7.84	6.84	7.84	7.52	6.91
Collaboration with groups outside of the Government	5.81	7.44	6.92	6.08	7.17	6.11	6.40	7.23	6.17	7.53	7.06	6.14
Collaboration with the Government	7.29	8.44	8.08	7.08	8.16	7.58	7.65	8.30	7.57	8.28	8.08	7.55
Collaboration with other donors	6.24	7.46	7.13	6.45	7.36	6.33	6.59	7.45	6.53	7.45	7.31	6.07
To what extent does the World Bank's work help to achieve development results in Belarus?	5.46	7.27	6.78	5.69	7.17	5.66	5.98	7.33	5.90	7.36	6.94	5.59
The World Bank's financial instruments meet the needs of Belarus	6.31	8.04	7.65	6.00	7.91	6.47	6.78	8.04	6.76	8.10	7.71	6.50
The World Bank meets Belarus's needs for knowledge services	6.58	7.56	7.22	6.71	7.58	6.43	6.65	7.70	6.73	7.56	7.43	6.29
In Belarus, to what extent do you believe that the World Bank's knowledge work and activities are adaptable to Belarus's specific development challenges and country circumstances	7.08	7.79	7.53	7.29	7.50	7.48	7.35	7.66	7.36	7.63	7.66	7.00
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5.92	7.31	6.96	5.43	7.05	6.20	6.41	7.12	6.02	7.51	6.97	6.04
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	6.86	7.93	7.63	6.87	7.68	7.23	7.20	7.86	7.14	7.91	7.63	7.13
Where country systems are adequate, the World Bank makes appropriate use of them	6.78	7.66	7.74	5.44	7.66	6.18	6.84	7.80	7.05	7.58	7.30	7.64

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Belarus FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Belarus**

The World Bank 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 is meant to give the World Bank's team that works in Belarus, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Belarus. The World Bank commissioned an independent firm to oversee the logistics of this effort in Belarus. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

**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**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Belarus.</b>			
<b>Please identify which of the following you consider the most important development priorities in Belarus? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Health
2	Transport (e.g., roads, bridges, transportation)	17	Education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy and energy efficiency
5	Gender and equality of opportunities	20	Food security
6	Business environment and private sector development	21	Climate change (incl. adaptation, mitigation, disaster management)
7	Foreign direct investment	22	Forestry development
8	Water and sanitation	23	Trade and exports
9	Anti corruption	24	Information and communications technology
10	Job creation/employment	25	Economic growth
11	Agriculture and rural development	26	Law and justice (e.g., judicial system)
12	Financial markets	27	Regulatory framework
13	Urban development	28	Waste management
14	Environmental sustainability and protection	29	Basic infrastructure
15	Competitiveness and diversification	30	Transformation of state-owned enterprises (incl. corporatization and privatization)

## SECTION A: GENERAL ISSUES

<b>A3. Improving people's life is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to improving quality of life of people in Belarus? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Forestry development	17	Business environment and private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (incl. adaptation, mitigation, disaster management)	19	Education
5	Global/regional integration	20	Energy and energy efficiency
6	Gender and equality of opportunities	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	22	Transformation of state-owned enterprises (incl. corporatization and privatization)
8	Urban development	23	Environmental sustainability and protection
9	Regulatory framework	24	Competitiveness and diversification
10	Basic infrastructure	25	Health
11	Social protection (e.g., pensions, targeted social assistance)	26	Food security
12	Law and justice (e.g., judicial system)	27	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	28	Financial markets
14	Waste management	29	Trade and exports
15	Information and communications technology	30	Poverty reduction

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Belarus? (Choose no more than THREE)</b>			
1	Energy and energy efficiency	15	Regulatory framework
2	Gender and equality of opportunities	16	Forestry development
3	Transformation of state-owned enterprises (incl. corporatization and privatization)	17	Trade and exports
4	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Global/regional integration	19	Business environment and private sector development
6	Climate change (incl. adaptation, mitigation, disaster management)	20	Job creation/employment
7	Anti corruption	21	Waste management
8	Competitiveness and diversification	22	Food security
9	Agriculture and rural development	23	Transport (e.g., roads, bridges, transportation)
10	Foreign direct investment	24	Environmental sustainability and protection
11	Urban development	25	Health
12	Water and sanitation	26	Basic infrastructure
13	Education	27	Law and justice (e.g., judicial system)
14	Information and communications technology	28	Financial markets

**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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B1. How familiar are you with the work of the World Bank in Belarus, on a ten point scale?**

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's effectiveness in Belarus, on a ten point scale?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

**B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Belarus solve its most complicated development challenges, on a ten point scale?**

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

**B4. When thinking about how the World Bank can have the most impact on development results in Belarus, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Belarus? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	16	Environmental sustainability and protection
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Health
3	Transport (e.g., roads, bridges, transportation)	18	Education
4	Poverty reduction	19	Food security
5	Global/regional integration	20	Climate change (incl. adaptation, mitigation, disaster management)
6	Gender and equality of opportunities	21	Forestry development
7	Waste management	22	Trade and exports
8	Business environment and private sector development	23	Economic growth
9	Agriculture and rural development	24	Law and justice (e.g., judicial system)
10	Foreign direct investment	25	Regulatory framework
11	Water and sanitation	26	Transformation of state-owned enterprises (incl. corporatization and privatization)
12	Energy and energy efficiency	27	Basic infrastructure
13	Job creation/employment	28	Competitiveness and diversification
14	Financial markets	29	Anti corruption
15	Urban development	30	Information and communications technology

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

<b>B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Belarus?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Belarus? (Choose no more than TWO)</b>	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Belarus
16	Other (please specify): _____

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

**B7. Which World Bank instruments do you believe are the MOST effective in helping to promote development and reduce poverty in Belarus? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?**

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

**B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Presidential Administration
2	Local Government
3	Parliament
4	Private sector
5	CSOs
6	Donor community
7	Beneficiaries
8	Academia/think tanks/research institutes
9	Media
10	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Belarus, on a ten point scale?		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Belarus	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Belarus	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Belarus	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Belarus with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank 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
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Collaboration with groups outside of the Government (e.g., CSOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Belarus, on a ten point scale?												
		Not effective at all								Very effective	Don't know	
		1	2	3	4	5	6	7	8	9	10	
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Competitiveness and diversification	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Environmental sustainability and protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Transformation of state-owned enterprises (incl. corporatization and privatization)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Gender and equality of opportunities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Business environment and private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Forestry development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Waste management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	Climate change (incl. adaptation, mitigation, disaster management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C31. To what extent does the World Bank's work help to achieve development results in Belarus, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Belarus, on a ten point scale?</b>																					
											<b>Strongly disagree</b>	<b>Strongly agree</b>	<b>Don't know</b>								
<b>C32</b>	The World Bank'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	<input type="checkbox"/>
<b>C33</b>	The World Bank meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

**D1. How frequently do you consult World Bank knowledge work and activities in the work you do?**

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

**D2. When thinking about the development challenges in Belarus, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)**

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Transformation of state-owned enterprises (incl. corporatization and privatization)
2	Gender and equality of opportunities	17	Education
3	Business environment and private sector development	18	Global/regional integration
4	Foreign direct investment	19	Information and communications technology
5	Water and sanitation	20	Transport (e.g., roads, bridges, transportation)
6	Trade and exports	21	Forestry development
7	Energy and energy efficiency	22	Competitiveness and diversification
8	Waste management	23	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	24	Health
10	Climate change (incl. adaptation, mitigation, disaster management)	25	Economic growth
11	Poverty reduction	26	Agriculture and rural development
12	Law and justice (e.g., judicial system)	27	Food security
13	Anti corruption	28	Environmental sustainability and protection
14	Financial markets	29	Regulatory framework
15	Urban development	30	Basic infrastructure

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

In Belarus, how effective do you believe the World Bank's knowledge work and activities:													
		Not effective at all										Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

In Belarus, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Are relevant to Belarus's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D15	Are adaptable to Belarus's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?													
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
Not significant at all										Very significant	Don't know		

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?													
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
Very low technical quality										Very high technical quality	Don't know		

**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Belarus's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>F1. How significant a role do you believe the World Bank SHOULD play in Belarus's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Belarus? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Belarus's specific challenges
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
3	Reach out more to groups outside of government
4	Reduce the complexity of obtaining World Bank financing
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Belarus's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Other (please specify): _____

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How do you get most of your information about economic and social development issues in Belarus? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-Newsletters
4	World Bank seminars/workshops/conferences
5	World Bank publications and other written materials
6	Mobile phones
7	Social media (Facebook, Twitter, Youtube)
8	Blogs
9	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Is your knowledge of English sufficient to use World Bank resources in English?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G9. Which do you primarily use? (Please mark only ONE response)</b>	
1	The World Bank's country website (www.worldbank.org.by)
2	The World Bank's main website (www.worldbank.org)

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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 H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Presidential Administration
2	Office of the Prime Minister, Minister
3	Office of Parliamentarian
4	Employee of a Ministry, State Committee
5	Project Management Unit (PMU) overseeing implementation of project
6	Local Government Office or Staff
7	Bilateral Agency
8	Multilateral Agency
9	Private Sector Organization
10	Financial Sector/ Bank
11	CSO
12	Media (Press, Radio, TV, Web, etc.)
13	Academia/Research Institute/Think Tank
14	Beneficiary of a program
15	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Economic management	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Other (please specify): _____
9	Water and sanitation		

**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

**H4. Which of the following describes most of your exposure to the World Bank in Belarus? (Choose no more than TWO)**

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

**H5. Which best represents your geographic location?**

1	Minsk
2	Oblast city
3	Other (please specify): _____

**Thank you for completing the survey!**