



CountryOpinionSurveys

# FY 2024 Poland

## Country Opinion Survey Report

# Acknowledgements

The Poland Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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# Objectives

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

- 1. Overall Context:** How familiar are stakeholders with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Poland's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** What do key stakeholders value the most and the least when it comes to the WBG's work in Poland? How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What are key stakeholders' opinions of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions for improving WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics do stakeholders recall when the WBG communicates? Is there a relationship between message recall and views of the WBG's work?



# Methodology Overview

## ■ Fielded March 2024 – May 2024

- 709 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the field agency
- Process managed on the ground by the field agency

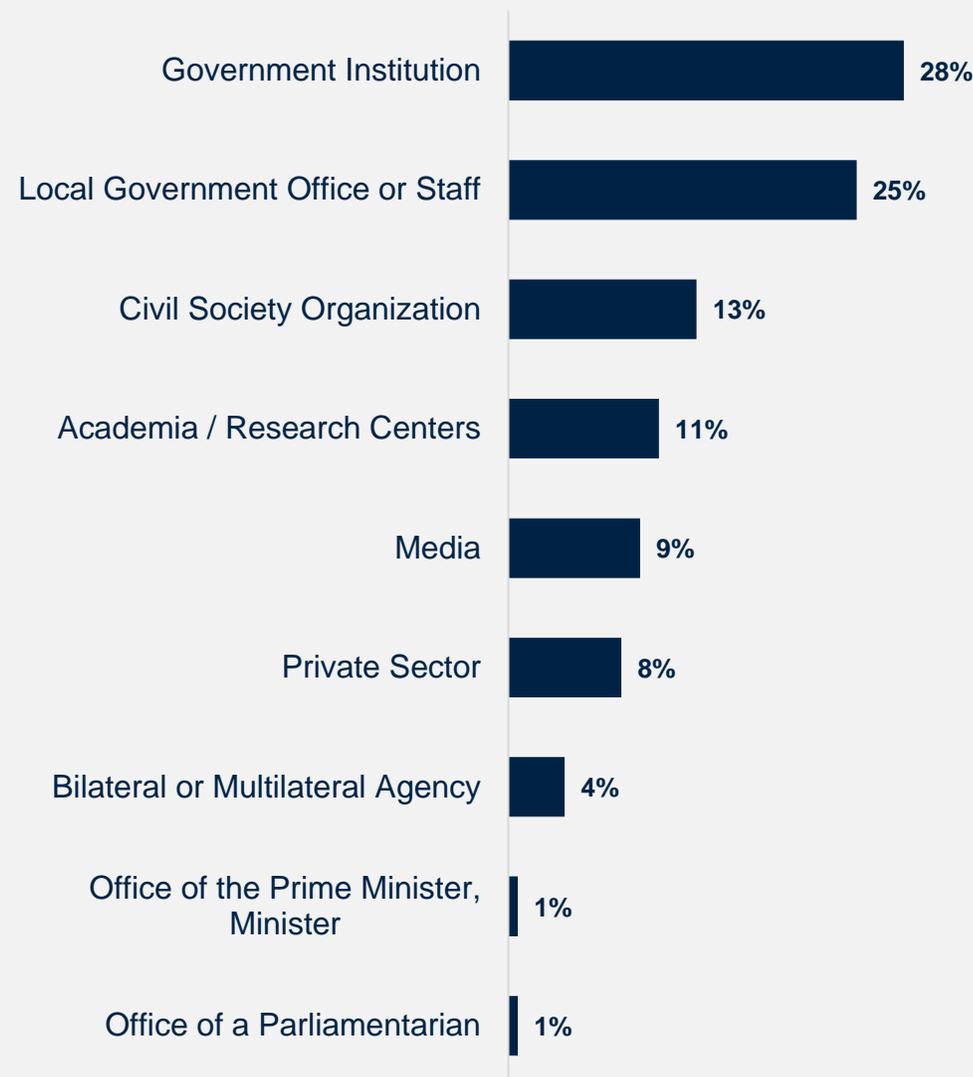
## ■ 149 participants (21% response rate)

- 48% from the Warsaw & agglomeration
- 51% currently collaborate with the WBG

## ■ Compared to FY21 Country Survey

- 83 participants (19% response rate)
- Respondents completed the questionnaire online and on paper
- 42% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



What is your primary professional affiliation?  
(Select only 1 response) (Percentage of Respondents, N=149)

# *Overall Context*

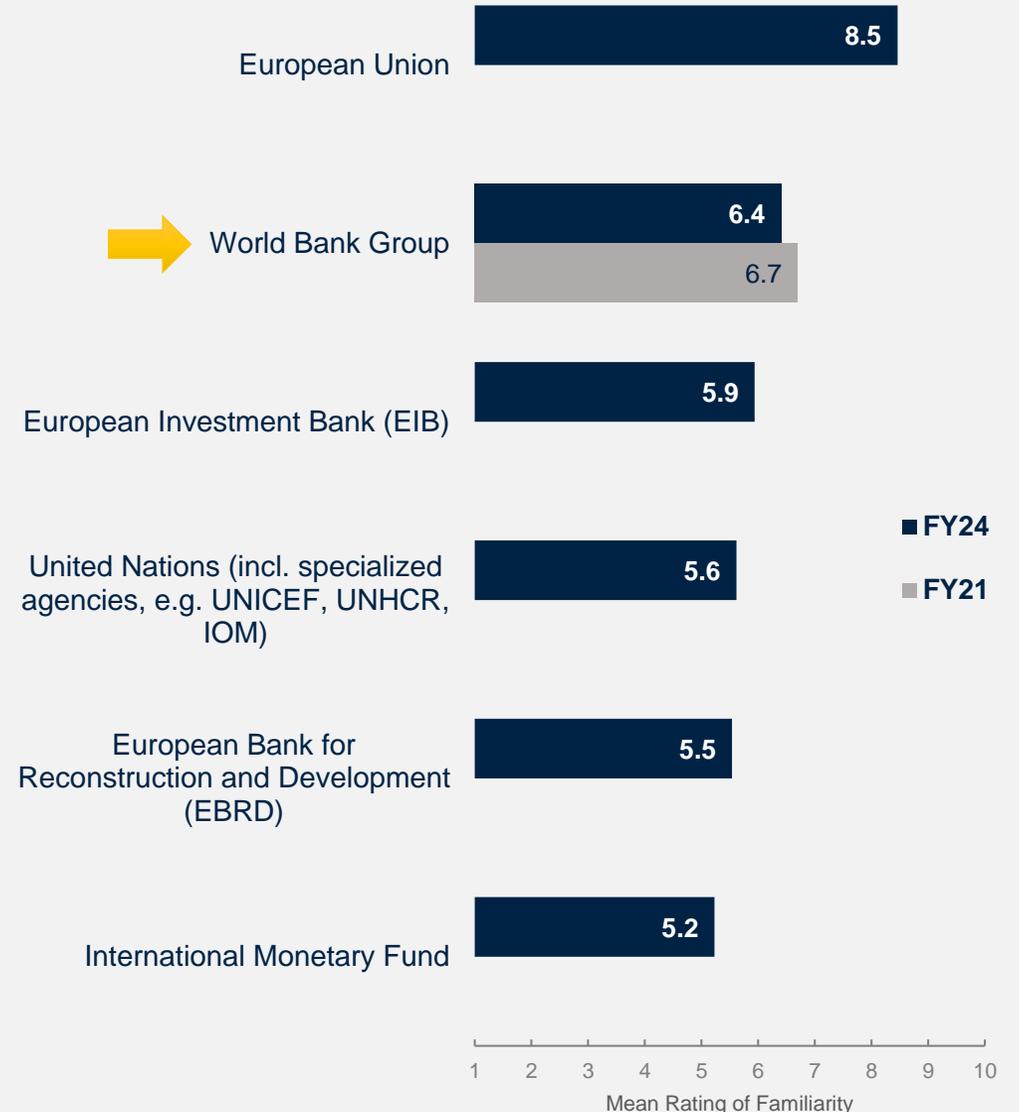
*“It is important that the WBG operates flexibly and is adapted to local conditions. Cooperation with local communities and non-governmental organizations can be a key element in increasing the effectiveness of the WBG in Poland and can help build trust in the WBG. The WBG should better inform the public about its activities and achievements.”*

(Local Government Respondent)



# Stakeholders Most Familiar with the European Union

- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations and the World Bank Group (WBG). Of these organizations, respondents in Poland indicated the highest levels of familiarity with the work of the European Union. Respondents were least familiar with the work of the International Monetary Fund and the European Bank for Reconstruction and Development (EBRD).
- Respondents' familiarity with the WBG in this year's survey has decreased slightly since FY21, although the change was statistically nonsignificant.

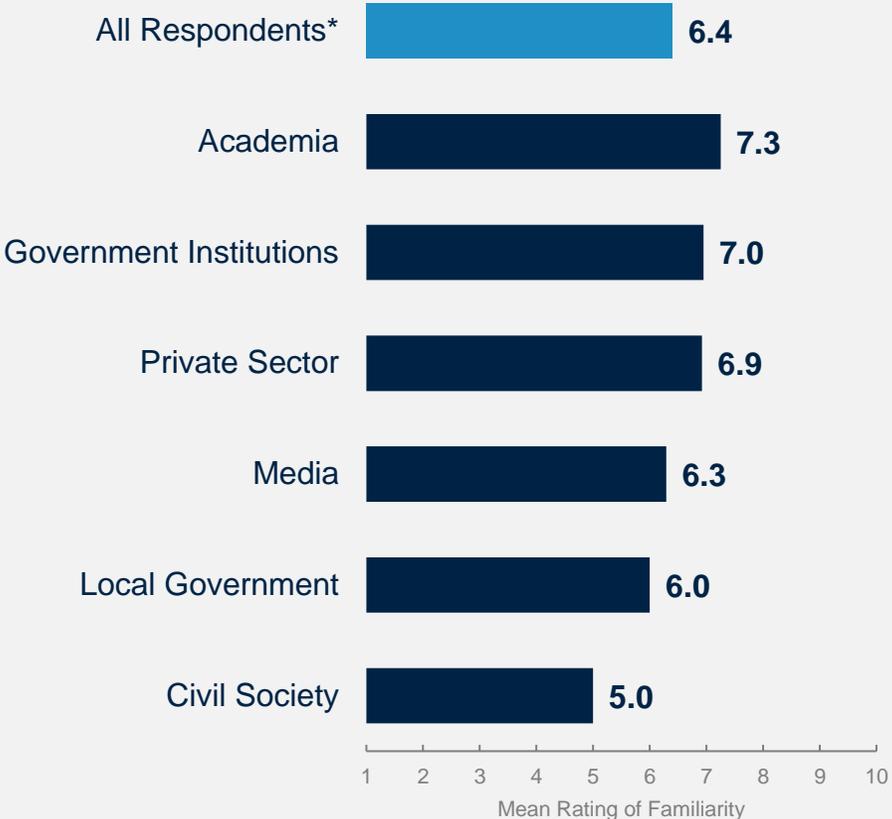


# Familiarity with the World Bank Group

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity:      **Collaborate with WBG = 7.1**  
    **Do not collaborate = 5.7**

- **Stakeholders:** Respondents from **academia, government institutions**, and the **private sector** indicated significantly higher familiarity with the WBG than respondents from other stakeholder groups, particularly those from **civil society** and **local government**, who reported the lowest familiarity with the WBG's work.



How familiar are you with the work of these organizations in Poland? (World Bank Group)

Scale: 1 Not familiar at all – 10 Extremely familiar (N=149)

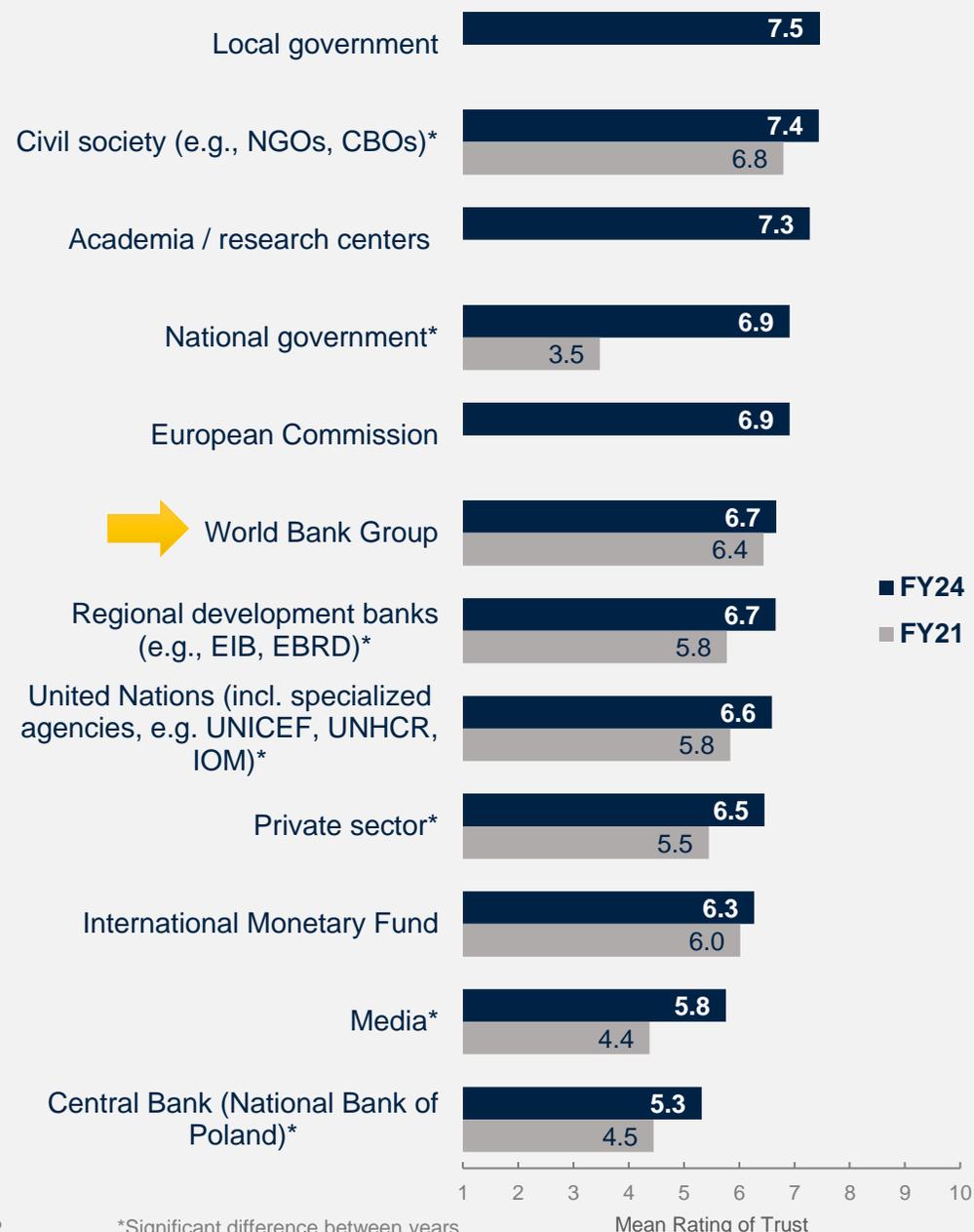
\*Significant difference between stakeholder groups

^The **Government Institutions** group includes respondents from Government Institutions and the Office of the President / Prime Minister / Minister

# Trust in WBG Increasing

Respondents in Poland gave the **highest trust ratings for** the local government, civil society, and academia.

- Respondents from the **private sector** and **academia** had the highest trust ratings in the WBG (means = 7.9 and 7.5, respectively). In contrast, respondents from **civil society** and **local government** had significantly lower trust ratings in the WBG (means = 5.9 and 6.1, respectively).
- Trust ratings increased for most institutions studied in both years, especially for civil society, the national government, the private sector, and the media.



# *Overall Attitudes toward the World Bank Group*

*“Currently, the WBG operates mainly at the government level, which can limit its understanding of the specific needs and challenges at the local level. Strengthening cooperation with local communities, NGOs, and the private sector can help the WBG identify and implement projects that have a real impact on the lives of people in Poland.”*

(Government Institution Respondent)



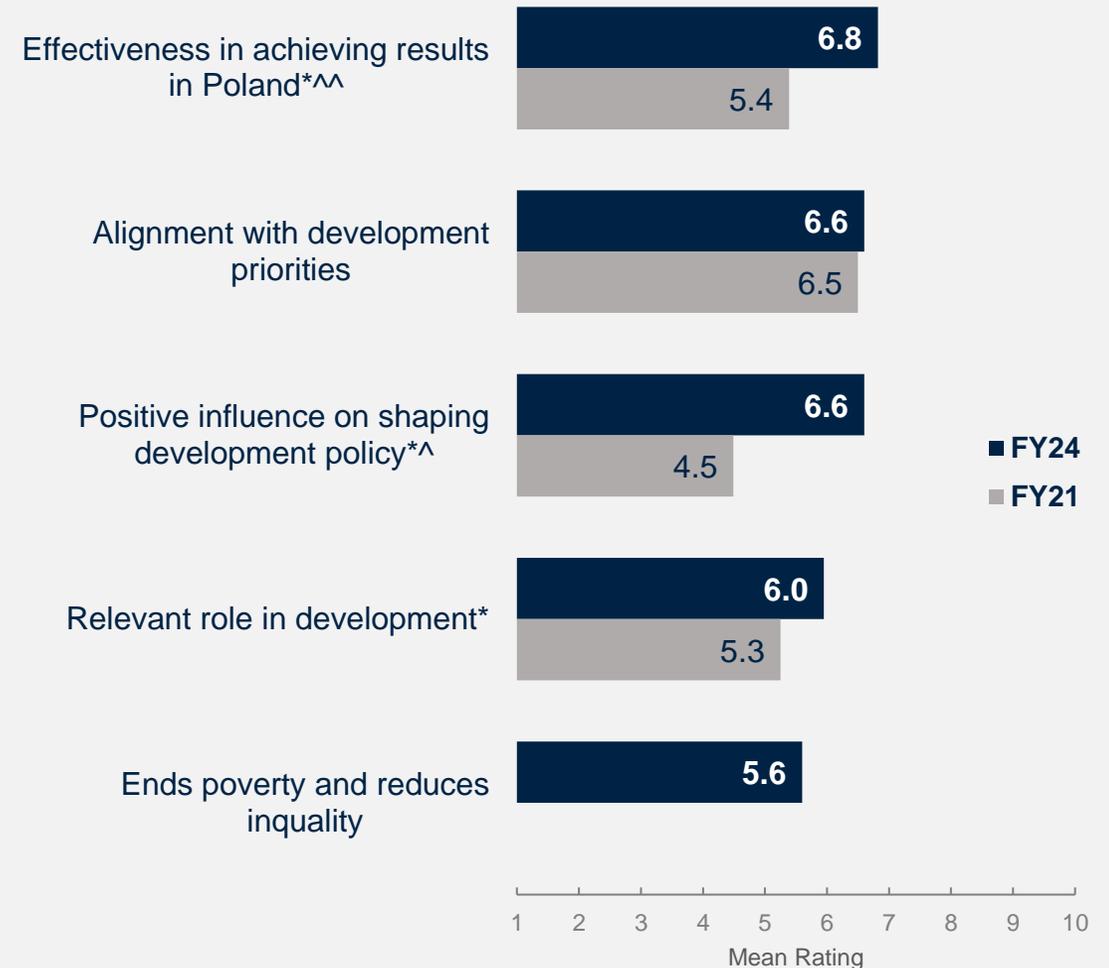
WORLD BANK GROUP



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)

# Significant Improvement in Key Performance Indicators

In FY24, respondents gave significantly higher ratings for the WBG's **effectiveness** in achieving results in Poland, positive **influence** on shaping development policy in Poland, and **relevance** to development in the country. Stakeholders' perception of the WBG's **alignment** with development priority stayed at the same level as in FY21.



How effective has the WBG been in achieving development results in Poland? Scale: 1 Not effective at all – 10 Very effective  
 The WBG's work is aligned with what I consider the development priorities for Poland. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping development policy in Poland. Scale: 1 To no degree at all – 10 To a very significant degree  
 The WBG currently plays a relevant role in development in Poland. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG's work helps end poverty and reduce inequality in Poland. Scale: 1 Strongly disagree – 10 Strongly agree

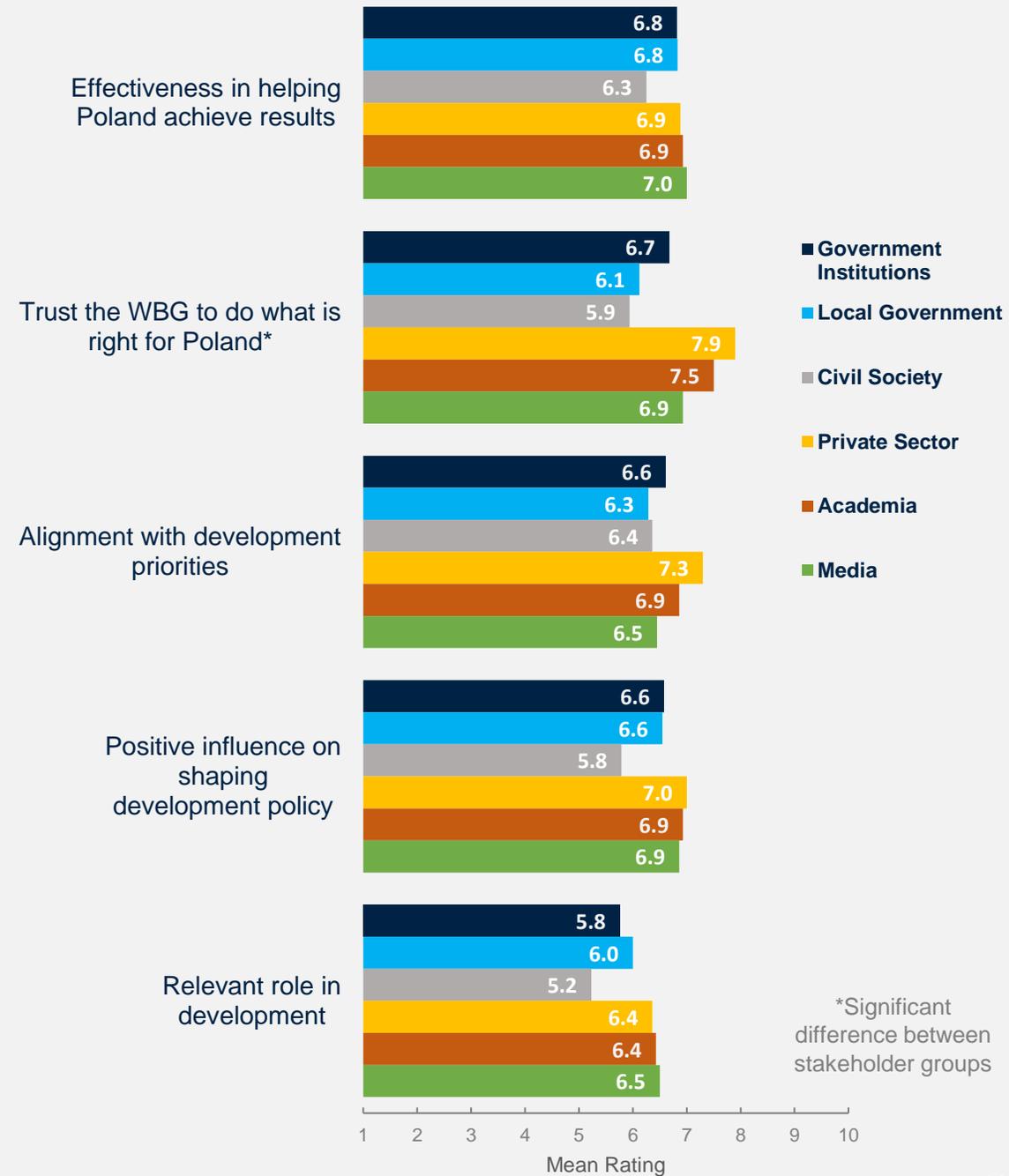
^In FY21, the question was: "To what extent does the World Bank Group influence the development agenda in Poland? Scale: 1 To no degree at all – 10 To a very significant degree"

^^Compared to a mean score of the two questions asked in FY21: "Overall, please rate your impression of the WBG's effectiveness in Poland. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Poland? Scale: 1 To no degree at all – 10 To a very significant degree" \*Significant difference between years



# Stakeholders from the Private Sector, Academia, and Media Have More Positive Perceptions of the WBG

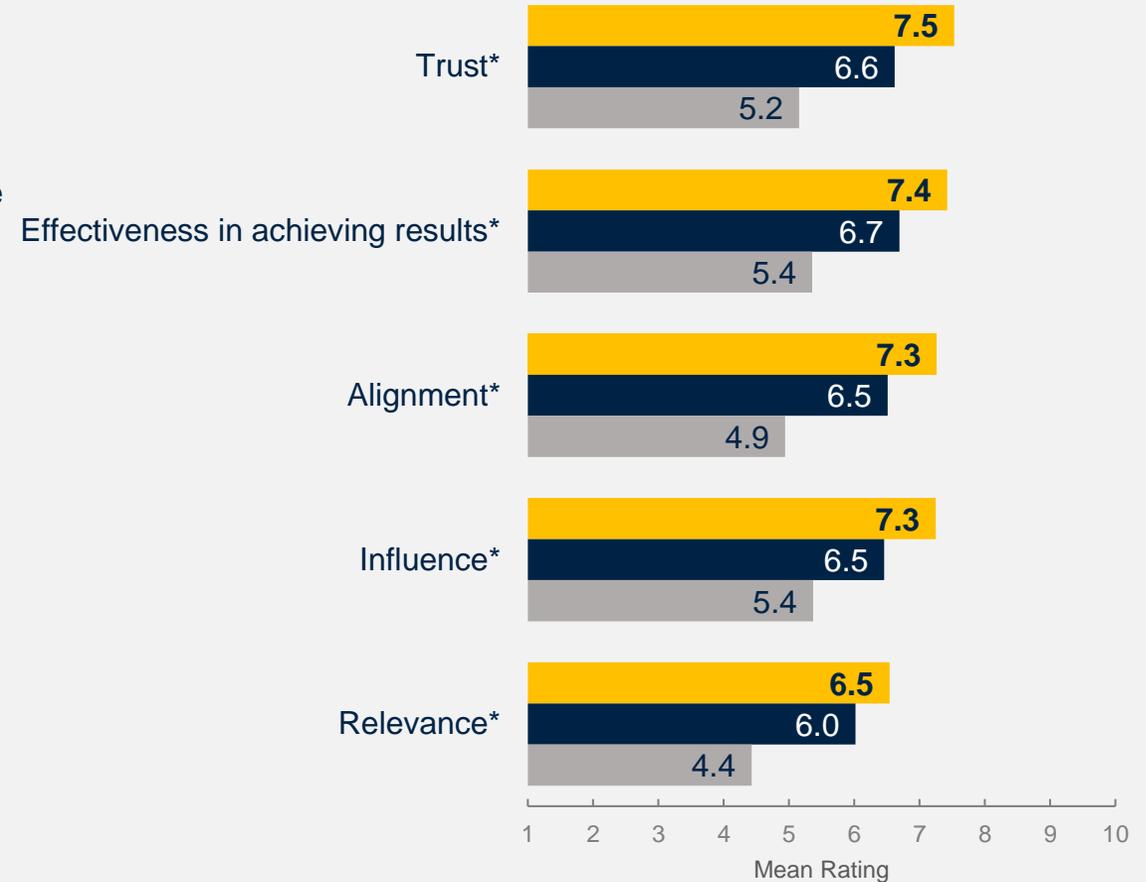
Comparisons of key performance indicators (KPIs) ratings among different stakeholder groups reveal that respondents from the **private sector**, **academia**, and **media** rated the World Bank Group (WBG) highest across all KPIs. In contrast, **civil society** respondents provided significantly lower ratings.



# Familiarity Leads to More Positive Perceptions

Comparing key performance indicators ratings among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive their perceptions of it and its work are.

**Meaningful engagement and outreach can continue to increase positive perceptions.**



*How familiar are you with the work of the WBG in Poland?*

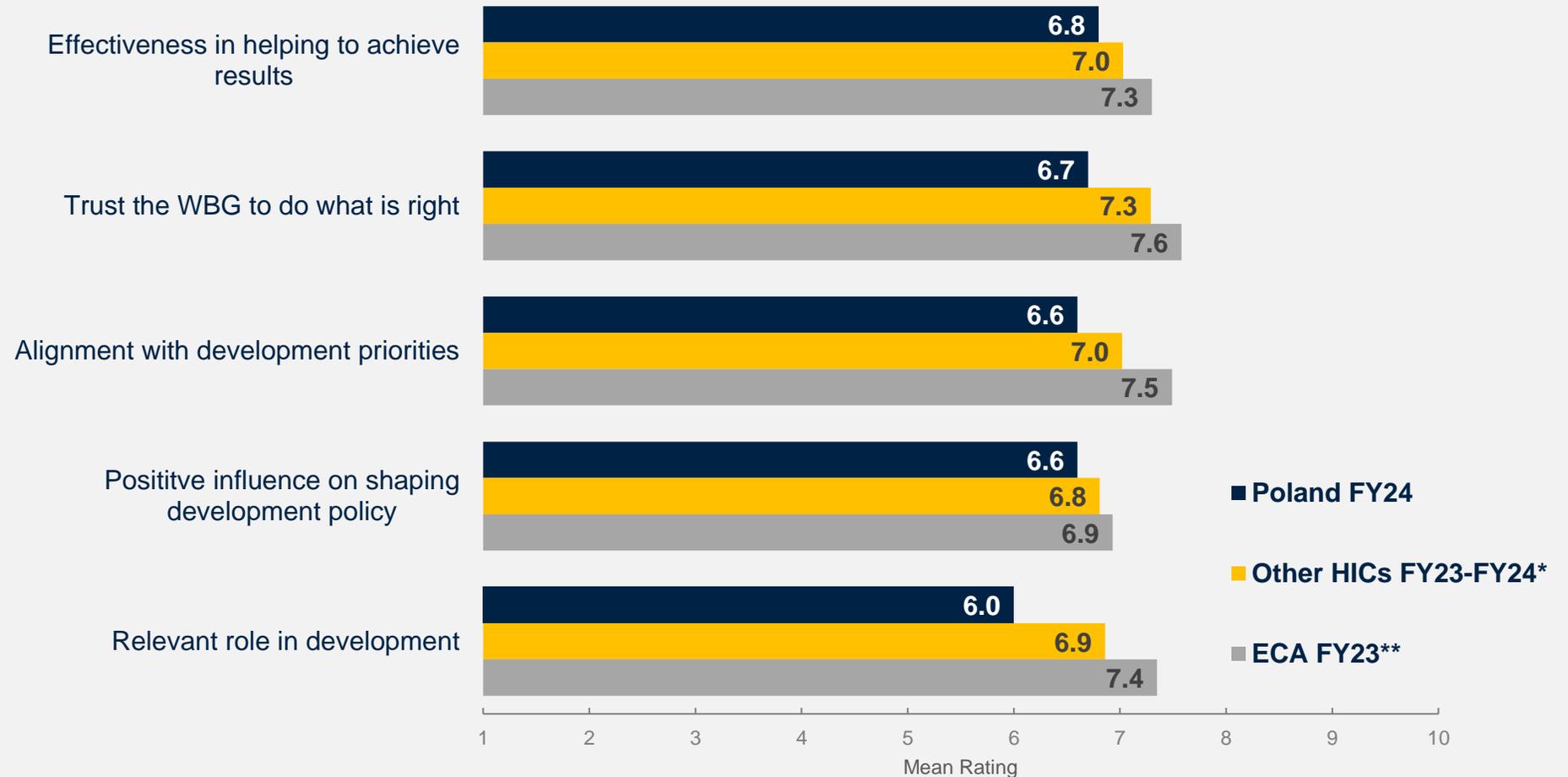
■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)



The WBG currently plays a relevant role in development in Poland. Scale: 1 Strongly disagree – 10 Strongly agree  
 To what extent do you trust the WBG to do what is right? Scale: 1 To no degree at all – 10 To a very significant degree  
 The WBG has a positive influence on shaping development policy in Poland? Scale: 1 To no degree at all – 10 To a very significant degree  
 How effective has the WBG been in achieving development results in Poland? Scale: 1 Not effective at all – 10 Very effective  
 The WBG’s work is aligned with what I consider the development priorities for Poland. Scale: 1 Strongly disagree – 10 Strongly agree

\*Significant difference between levels of familiarity

# Poland's Key Performance Indicators are Somewhat Lower than those of Other ECA Countries and High-Income Countries



\*Other High-Income Countries (HICs) FY23-FY24: Chile, Croatia, Romania, Seychelles, Uruguay

\*\*Europe and Central Asia (ECA) FY23: Albania, Armenia, Azerbaijan, Kyrgyz Republic, Montenegro, North Macedonia, Romania, Serbia, Turkey, Uzbekistan

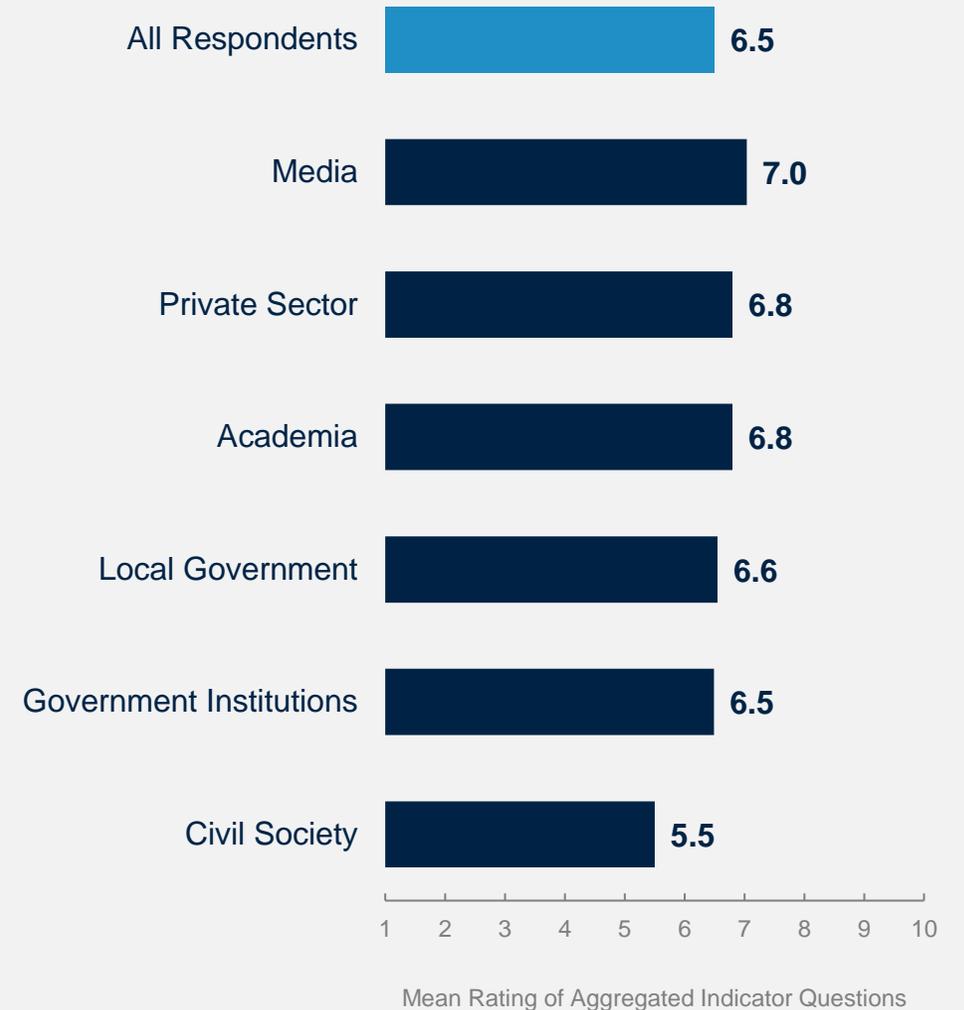
# Stakeholder Trends Across Performance Indicators

**Media** and **private** sector respondents had the highest mean rating across the aggregated responses to the eighteen COS indicator questions. In contrast, respondents from the **civil society** had significantly lower ratings.

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating:       **Collaborate with WBG = 6.8**

**Do not collaborate = 6.2**



# *World Bank Group's Support for Development Areas*

*“To increase effectiveness in Poland, the WBG should focus on such priorities as green and digital transformation to reduce emissions and environmental pollution while supporting energy security.”*  
(Academia Respondent)



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*In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)*

# Development Areas for WBG Focus

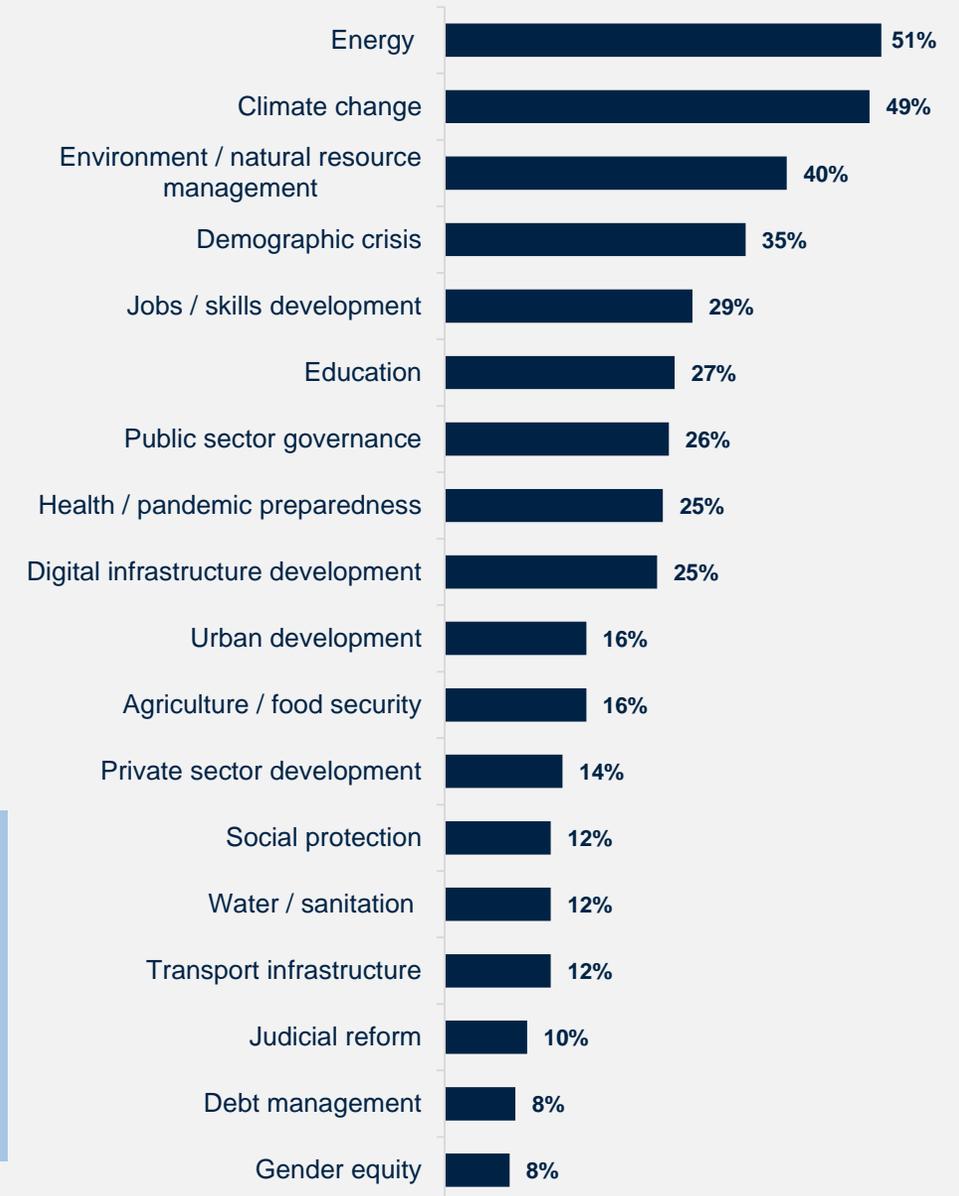
In FY24, **energy, climate change, environment / natural resource management, demographic crisis, and jobs / skills development** were considered the top areas where stakeholders would like the WBG to focus its resources.

- As in FY21, **climate change** remains the top priority for stakeholders; however, in FY24 more respondents prioritized **energy** (from 12% in FY21 to 51% in FY24).

## In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?

*“Investments in clean energy and climate change adaptation that could boost economic growth.”* (Government Institution Respondent)

*“Increase presence on industry expressions (not banking, but e.g., energy, etc.). Cooperate with local NGOs and local governments. Create regional branches.”* (Civil Society Respondent)



Which areas should the WBG prioritize to have the most impact on development results in Poland? (Select up to 5)  
(Percentage of Respondents, N=146)

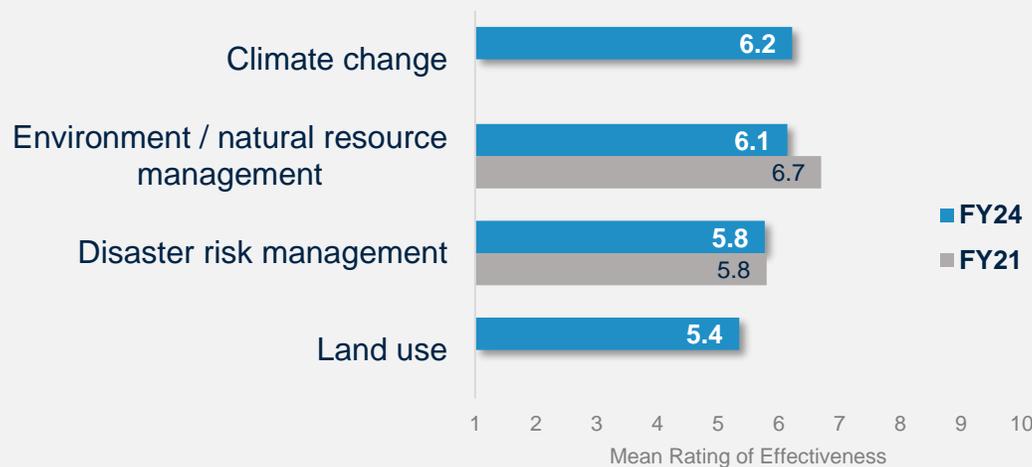
# Effectiveness of WBG's Sectoral Support

The WBG's work in **energy/extractives, urban development, climate change, and public sector governance** received the highest effectiveness ratings.

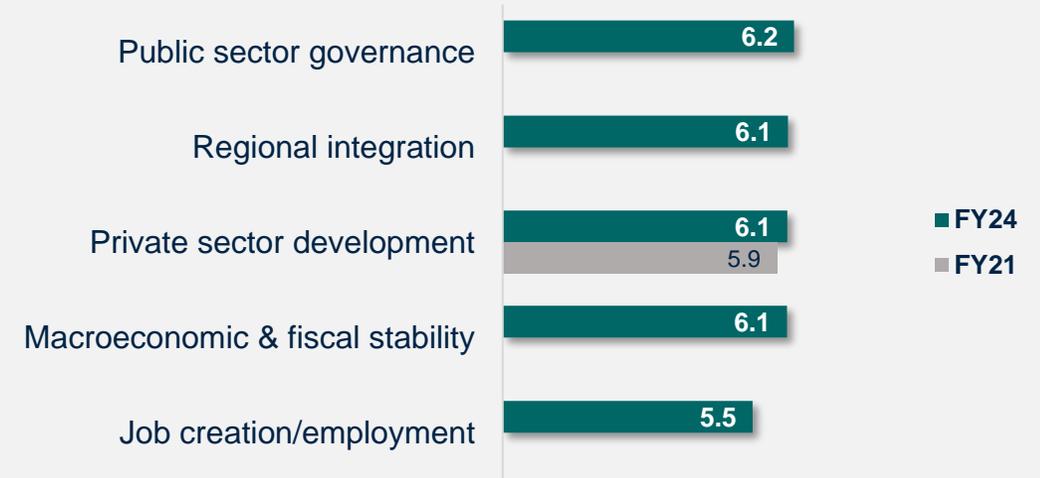
## Human Development



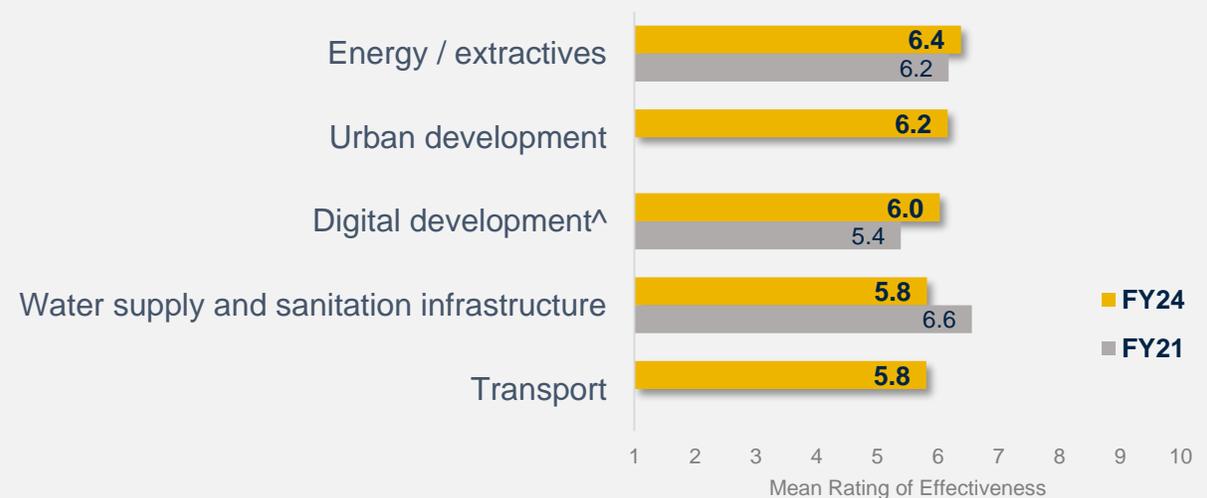
## Environmental Sustainability



## Finance / Institutions / Economic Growth



## Infrastructure



# *World Bank Group's Work and Engagement on the Ground in Poland*

*"I think that better cooperation with third sector organizations and think tanks could increase the effectiveness of the bank's activities, also by influencing decision-makers through better communication of recommendations through this additional channel.."*

(Civil Society Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)

# The WBG Remains a Long-term Partner and a Knowledge Provider

In FY24, respondents continued to see the **WBG as a long-term partner**. They gave relatively high ratings for the institution’s role as a **knowledge provider** for public stakeholders, for being **open**, and for serving as a **convening power** for stakeholders. Perceptions of **staff accessibility** have also improved, although not significantly.

Respondents gave relatively lower ratings for the Bank’s **responsiveness to country needs**.

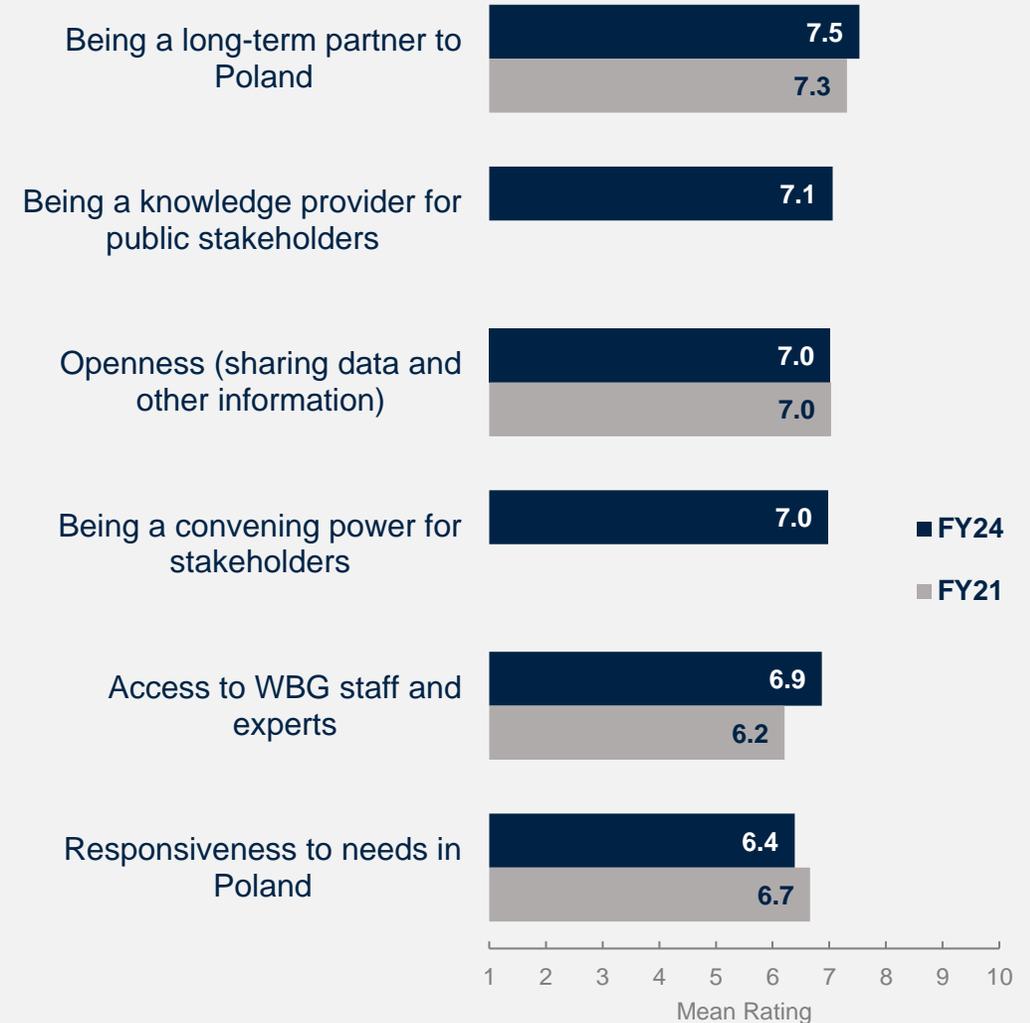
## *In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?*

*“Perhaps a social campaign that will explain in simple language what the World Bank does, what role it plays, what its tasks are, and that of course - it is not a “typical bank” that grants loans and offers deposits and savings accounts.”*

(Media Respondent)

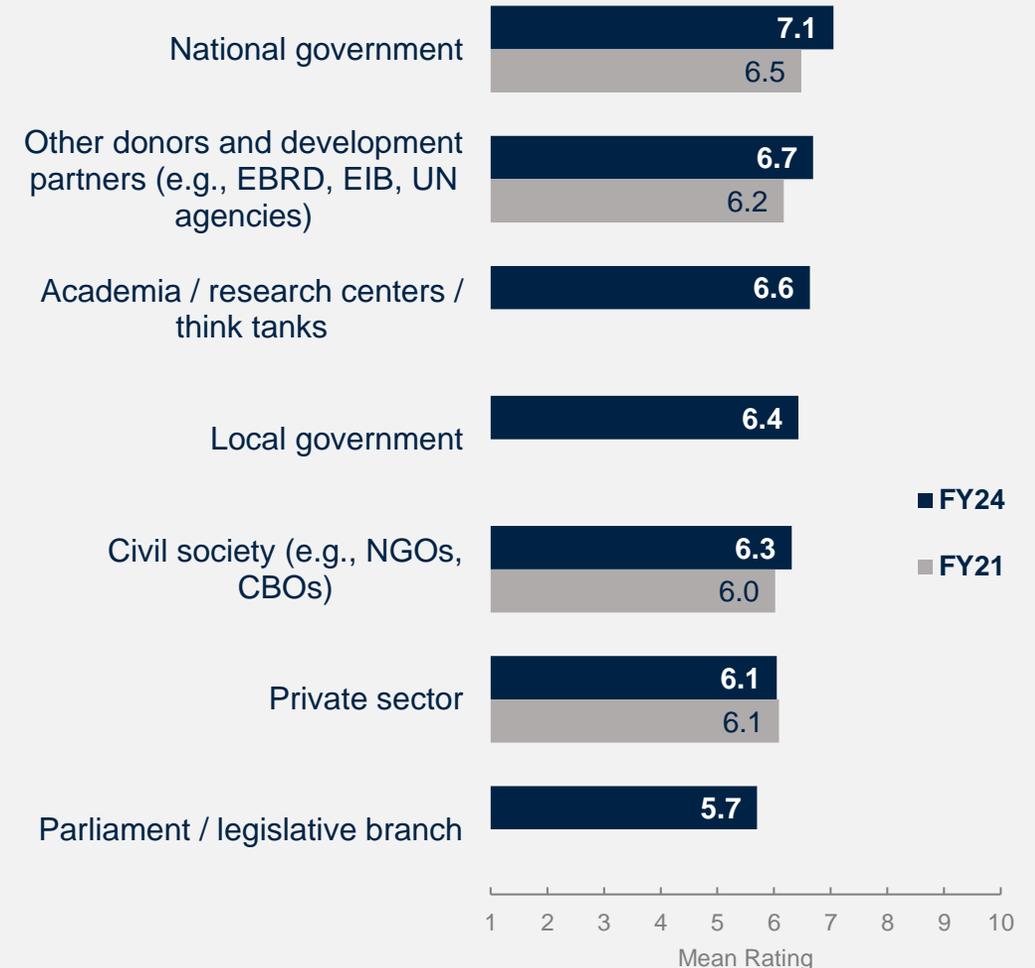
*“Make greater use of local and regional expert knowledge when developing reports and recommendations.”*

(Civil Society Respondent)



# The WBG Seen as Effectively Collaborating with the National Government and Other Donors

In FY24, respondents continue to see the WBG collaborating well with the **national government** and **other donors and development partners**. Perceptions of collaboration with these stakeholder groups have slightly improved since FY21.



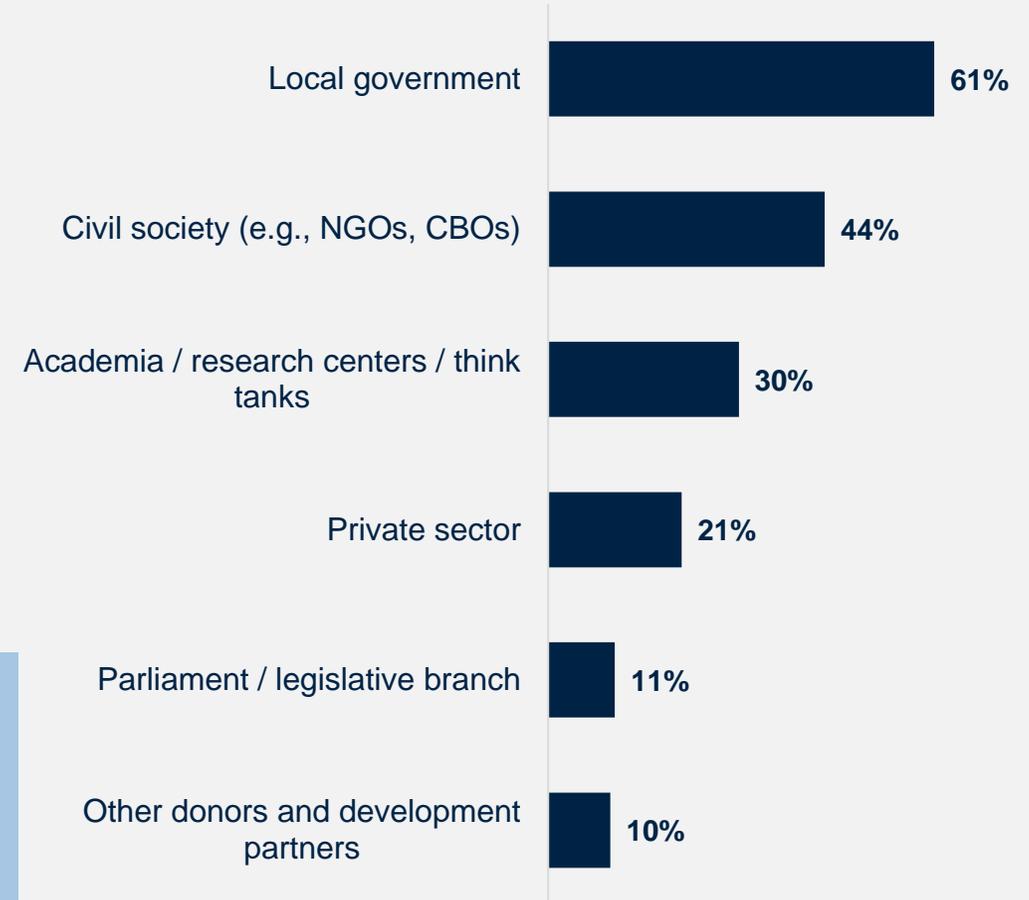
***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?***

*“Greater cooperation with the local government level. These are the partners who require the most support (especially expert support and support related to improving staff qualifications).”*  
(Private Sector Respondent)



# More than Half of All Stakeholders Want the Bank to Collaborate More with Local Government

- Respondents from **local government** would like the WBG to collaborate more with **local government (91%)** and **civil society (46%)**.
- Respondents from the **civil society** would like the WBG to collaborate more with the **civil society (84%)** and **local government (53%)**.
- Respondents from **academia** would like the WBG to collaborate more with **academia (67%)** and **civil society (58%)**.



***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?***

*“I think that better cooperation with third sector organizations and think tanks could increase the effectiveness of the bank’s activities, also by influencing decision-makers through better communication of recommendations through this additional channel.”*  
(Civil Society Respondent)



# ***Financial Instruments and Knowledge Work***

*“The WBG should increase the intensity of its presence in the Polish public space, especially in local government and the private sector in financial and advisory terms.”*

(Local Government Respondent)

*“Prepare a support instrument for the continuous provision of expert and advisory support in the development of cities and their functional areas.”*

(Civil Society Respondent)



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*In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)*

# Knowledge, Analytical Products, and Financial Resources are Considered the Bank's Greatest Values

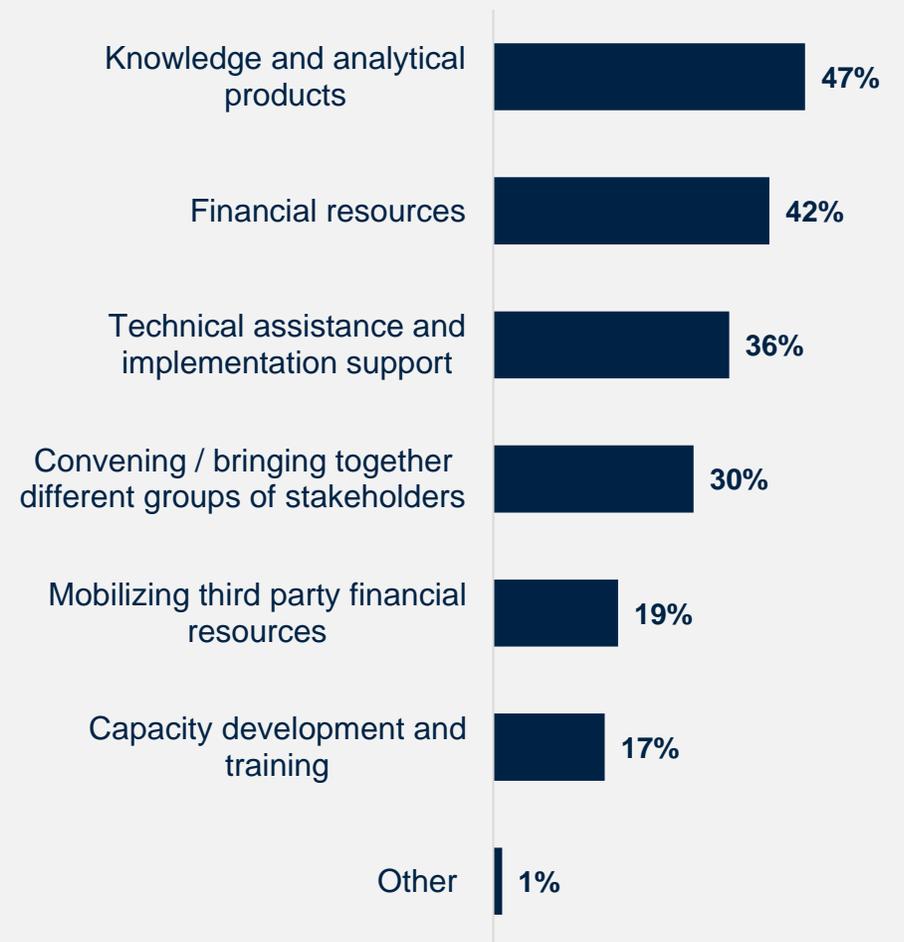
In FY24, **knowledge, analytical products, and financial resources** were considered the **greatest values of the WBG in Poland**.

In FY24, WBG's **financial resources** were much more in demand among respondents in Poland than in FY21 (from 8% in FY21 to 42% in FY24).

## ***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?***

*“The WBG ought to be more active in promoting its initiatives outside of Warsaw, to reach out to specialist groups with long-run cooperation offers, to establish closer stable links to academia, to be more active in promoting and financing research infrastructures, to support the teaching of economics at universities, to reach out to academics with policy-relevant research support.”*

(Civil Society Respondent)



# WBG is Seen as Effectively Monitoring and Evaluating Projects

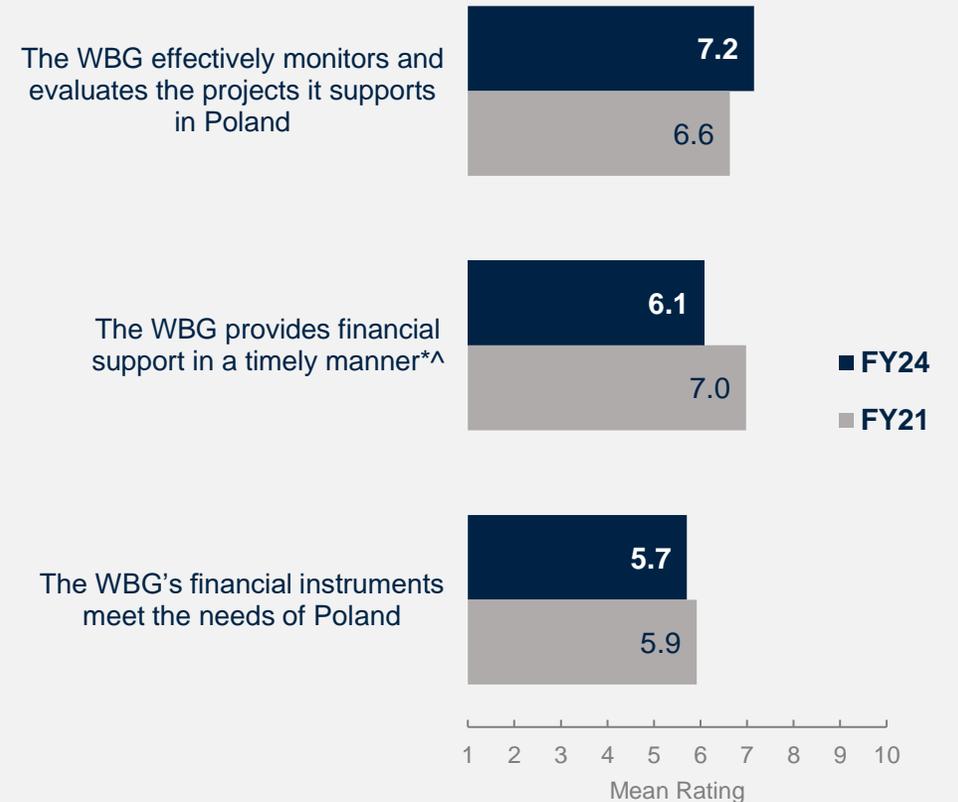
Regarding the WBG’s financial instruments, respondents had the highest levels of agreement that the WBG **effectively monitors and evaluates the projects** it supports in Poland.

In FY24, significantly fewer stakeholders agreed that the WBG’s financial support was **timely** compared to FY21.

## In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland?

*“Grant loans to local governments and public institutions without the guarantee of the State Treasury. Treat countries at the level of development of Poland differently than the poorest countries. There should be fewer requirements regarding the number of documents needed to draw up a loan agreement.”*

(Government Institutions Respondent)

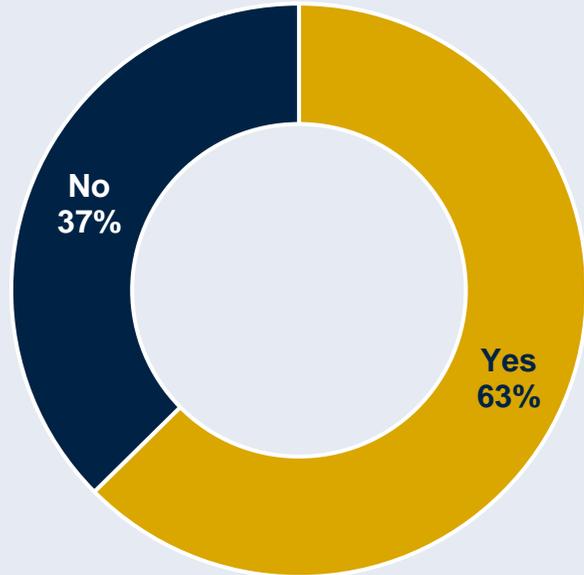


\*Significantly different between years

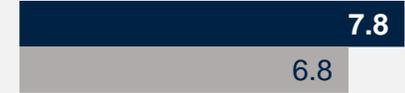


# 63% of Respondents Have Used the WBG's Knowledge; Those Who Have Were Satisfied With its Quality

Have you ever used the WBG's knowledge work, including participating in workshops, study tours, or training programs?



I am satisfied with the quality of the WBG's knowledge work in Poland\*



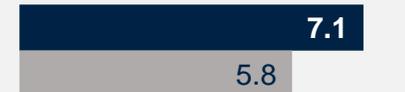
The WBG brings global expertise to Poland as part of its knowledge work\*



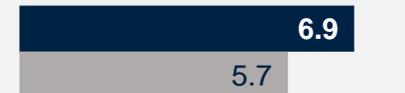
Working with the WBG increases Poland's institutional capacity \*



The WBG's knowledge work is tailored to Poland's context\*



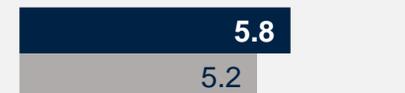
The WBG's knowledge work is relevant to the country's needs\*



When I need to consult the WBG's knowledge work, I know how to find it\*



The WBG's knowledge work recommendations are systematically implemented in the country\*



Have you used WBG advisory services and analytics in the past?

■ Yes  
■ No

1 2 3 4 5 6 7 8 9 10  
Mean Rating

\*Significant difference between groups



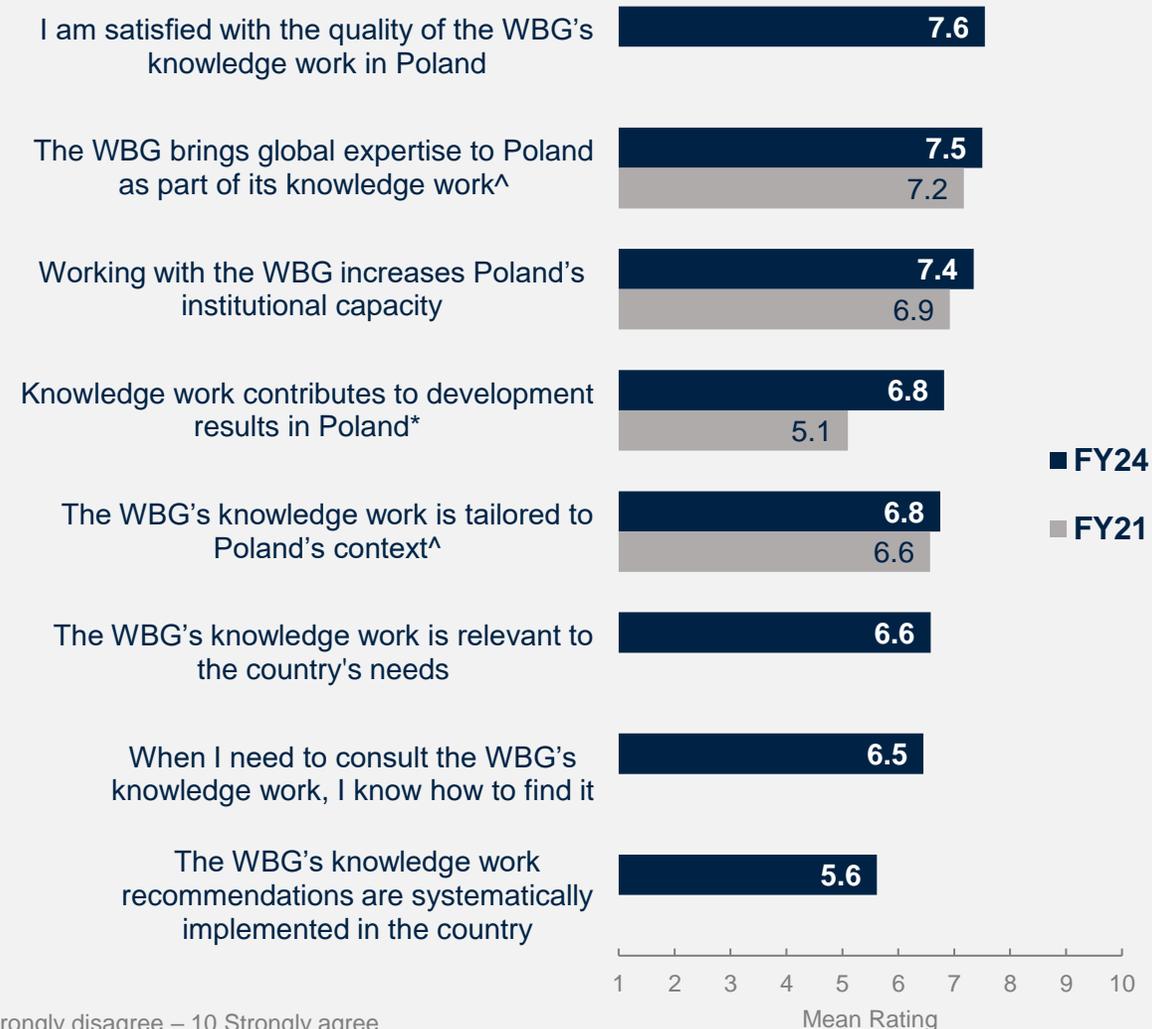
Have you ever used the WBG's knowledge work, including participating in workshops, study tours, or training programs? (Percentage of Respondents, N=131)  
To what extent do you agree/disagree with the following statements?  
Scale: 1 Strongly disagree – 10 Strongly agree

# WBG Knowledge Work is Perceived as Increasing Institutional Capacity and Contributing to Development Results

In FY24, most respondents were satisfied with WBG's knowledge work quality. Respondents had the highest levels of agreement that the WBG brings **global expertise to Poland** as part of its knowledge work and that working with the WBG **increases Poland's institutional capacity**.

In FY24, stakeholders had significantly higher levels of agreement that the WBG's **knowledge work contributes to development results** in Poland. However, the rating for systematic **implementation** of the WBG recommendations was the lowest (mean=5.6).

- Respondents from **civil society** and **local government** were significantly less likely to agree with the statement that they **know how to find** the WBG's knowledge work (means = 5.0 and 6.0, respectively). Of note, these two groups were the least familiar with the WBG's work.



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree  
 How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Poland? Scale: 1 Not significant at all – 10 Very significant  
 ^Compared to "Are a source of relevant information on global good practices" and "Are adaptable to Poland's specific development challenges and country circumstances", respectively, asked in FY21.

\*Significant difference between groups



# ***The Future Role of the World Bank Group in Poland***



# How can the WBG increase its effectiveness? Open Ended Responses

*Collaborate with local stakeholders, communicate results, greater dissemination of work*

## Operational Effectiveness\* 29%

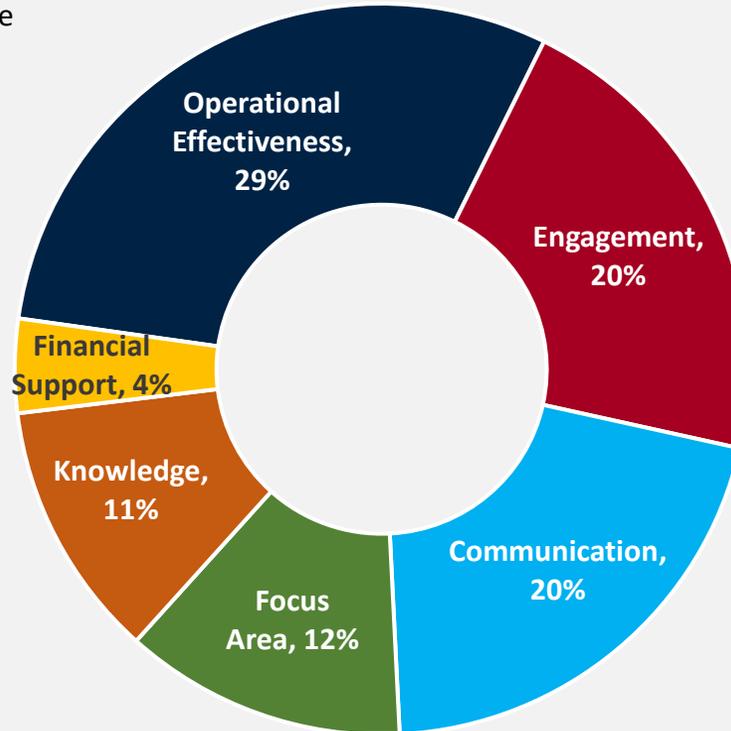
- Direct engagement with local governments, provide them with more information on cooperation opportunities
- Better understanding of country context, adaptation of solutions
- Greater reliance on local experts, more engagement with civil society and the private sector in Poland
- More flexibility in bureaucratic procedures for countries like Poland

## Financial Support 4%

- Direct support to local governments
- Tailor financial instruments to market needs
- Advisory support with subsequent co-financing

## Knowledge 11%

- More capacity building, especially as part of project implementation support (particularly for local governments)
- Reach out to the local expert community, inform them about WBG reports, and collaborate with them



## Engagement 20%

- More active collaboration with local governments to better understand their challenges
- Active involvement of local experts
- Broader engagement and dialogue with civil society, academia, and the private sector

## Communication 20%

- A more widespread dissemination of the WBG's work in Poland
- Provide more information about WBG's work in Poland and opportunities for cooperation
- Increasing the Bank's visibility (brand recognition) in Poland, particularly among the younger generation of civil society leaders and academia

## Focus Area 12%

- Energy, climate change adaptation
- Quality of life, urban development
- Education and governance
- Digital transformation



*In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)*

*\*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.*



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# Demands for the WBG to be more collaborative, use local knowledge, communicate more, and disseminate knowledge and results

## Communication

*“Engage in local initiatives that have a real impact on change (success stories, local experiments, model solutions, small-scale tests).”* (Civil Society Respondent)

*“Increase your activity and presence as an expert. Today, the WBG is perceived as a financing institution and not necessarily with good intentions (maximizing profit).”*  
(Bilateral/Multilateral Agency Respondent)

*“More active work with the media - better information, data transfer, training, meetings with experts, seminars with the possibility of the media asking detailed questions.”*  
(Media Respondent)

*“The WBG should increase the intensity of its presence in the Polish public space, especially in local government and the private sector in financial and advisory terms.”*  
(Local Government Respondent)

## Engagement

*“I think that better cooperation with third sector organizations and think tanks could increase the effectiveness of the bank's activities, also by influencing decision-makers through better communication of recommendations through this additional channel.”*  
(Academia Respondent)

*“Build interest among young representatives of the so-called pressure groups, i.e. trade unions, NGOs, agricultural organizations, organizations of industry representatives, who have not had contact with the WBG so far, or have only recently obtained such contact.”*  
(Civil Society Respondent)

## Operational Effectiveness

*“Better confront its recommendations with national conditions in the political/economic/social dimension. This would significantly increase the effectiveness of the WBG's operations. Broader and less occasional contact with the third sector would be very advisable when developing and implementing the WBG projects.”*  
(Civil Society Respondent)

*“In the required application documentation for new projects and in monitoring their implementation, take into account to a greater extent the specificity of national law, i.e. the Bank should make its requirements more flexible depending on the level of advancement and practical implementation of legal, technical, environmental, demographic and economic solutions in a given country.”*  
(Government Institution Respondent)

*“To take into account the characteristics of economic processes in a country that has no independent experience in state management. Take into account the mentality of the people formed by authoritarian dictatorship.”*  
(Media Respondent)

## Knowledge

*“Increase the level of reaching potential stakeholders with knowledge about the possibilities of cooperation with WBG. This should be disseminated and promoted. I have the impression that this knowledge is elitist and not very common..”*  
(Civil Society Respondent)

*“A project at the government level implementing good management, transparency of officials. I imagine a multi-year program with set goals, training of the entire administration, which would lead to the depoliticization of the administration and the creation of a government of specialists.”*  
(Media Respondent)



In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Poland? (N=64)

# *Communications and Outreach*

*“Be more visible, be more active. Get those reports out on social media, in particular LinkedIn and Twitter.”*  
(Civil Society Respondent)

*“If the WBG is active in Poland, it should take care of raising awareness of the brand and organization. Greater recognition can contribute to the interest of a larger group of people in the activities and support of the WBG (the more entities know what the WBG's activities are, the greater the chance for cooperation).”*  
(Private Sector Respondent)



WORLD BANK GROUP



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Poland? (N=64)

# Event/conference/seminar and Direct Contact were Most Preferred for Receiving WBG Communication

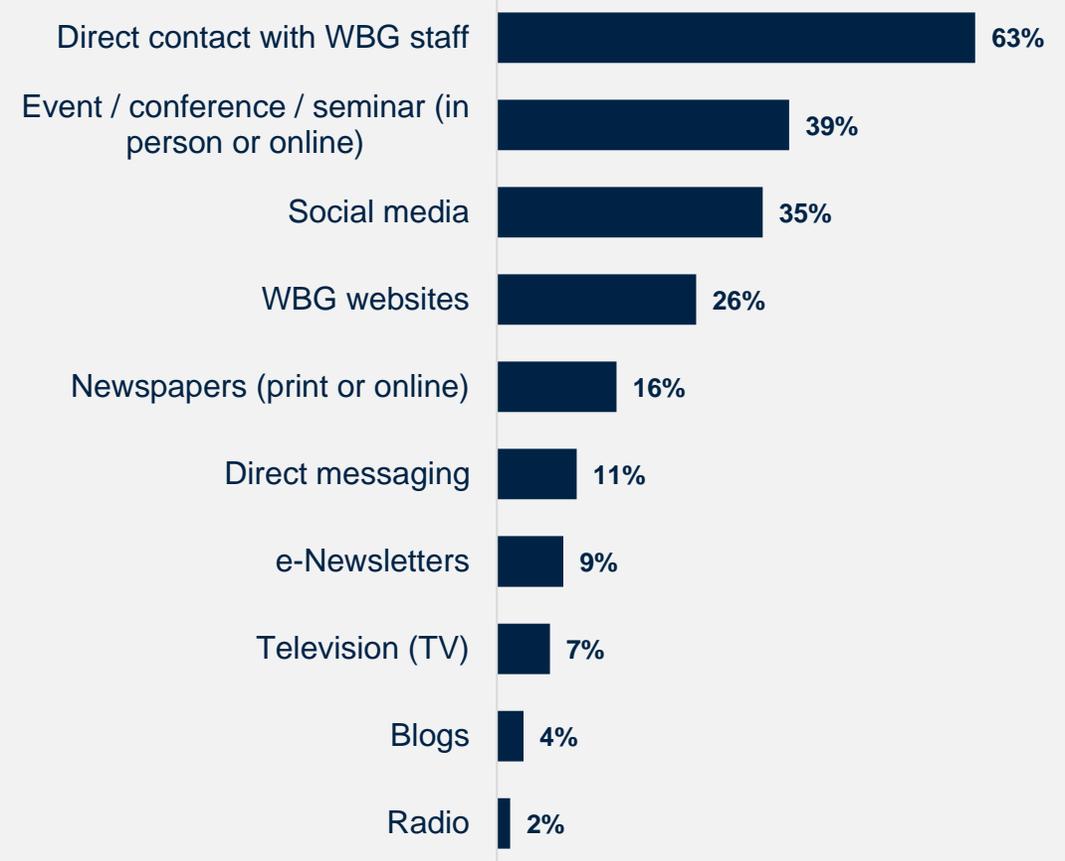
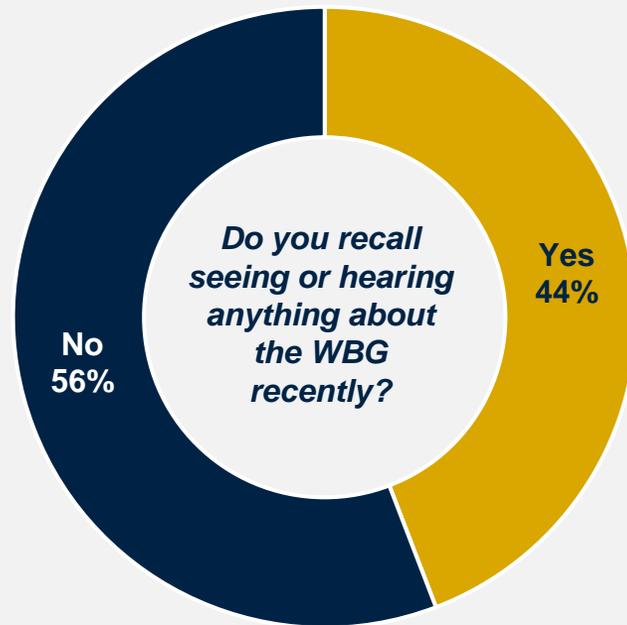
	Preferred WBG Channel						
	All Respondents	Government Institution	Local Government	Civil Society	Private Sector	Academia	Media
Event / conference / seminar / workshop (in person or online)	69.0%	64.9%	79.4%	57.9%	80.0%	75.0%	60.0%
Direct contact with staff (e.g., in person, virtually, phone, email)	61.2%	62.2%	64.7%	63.2%	50.0%	50.0%	80.0%
e-Newsletters	31.0%	35.1%	26.5%	36.8%	30.0%	41.7%	10.0%
Social media (e.g., Facebook, Twitter)	10.1%	5.4%	2.9%	5.3%	10.0%	16.7%	20.0%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	7.0%	2.7%	5.9%	21.1%	10.0%	0.0%	10.0%



How would you prefer to receive communication from the WBG? (Select up to 2)  
(Percentage of Respondents, N=129)

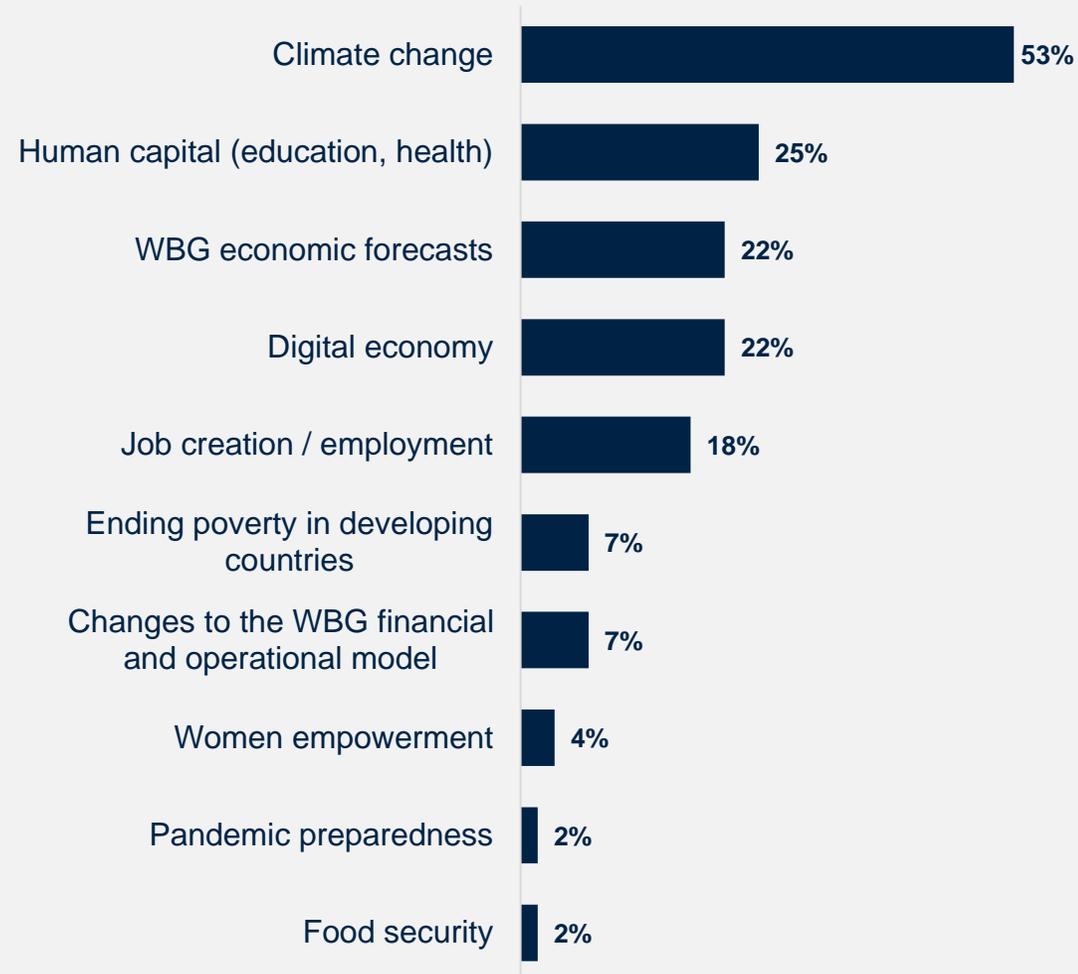
# 4 in 10 Engaged With the WBG Recently, Most Often Through Direct Contact with WBG Staff and WBG's Events

44% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through **direct contact** with the WBG staff or through **events/conferences/seminars**.



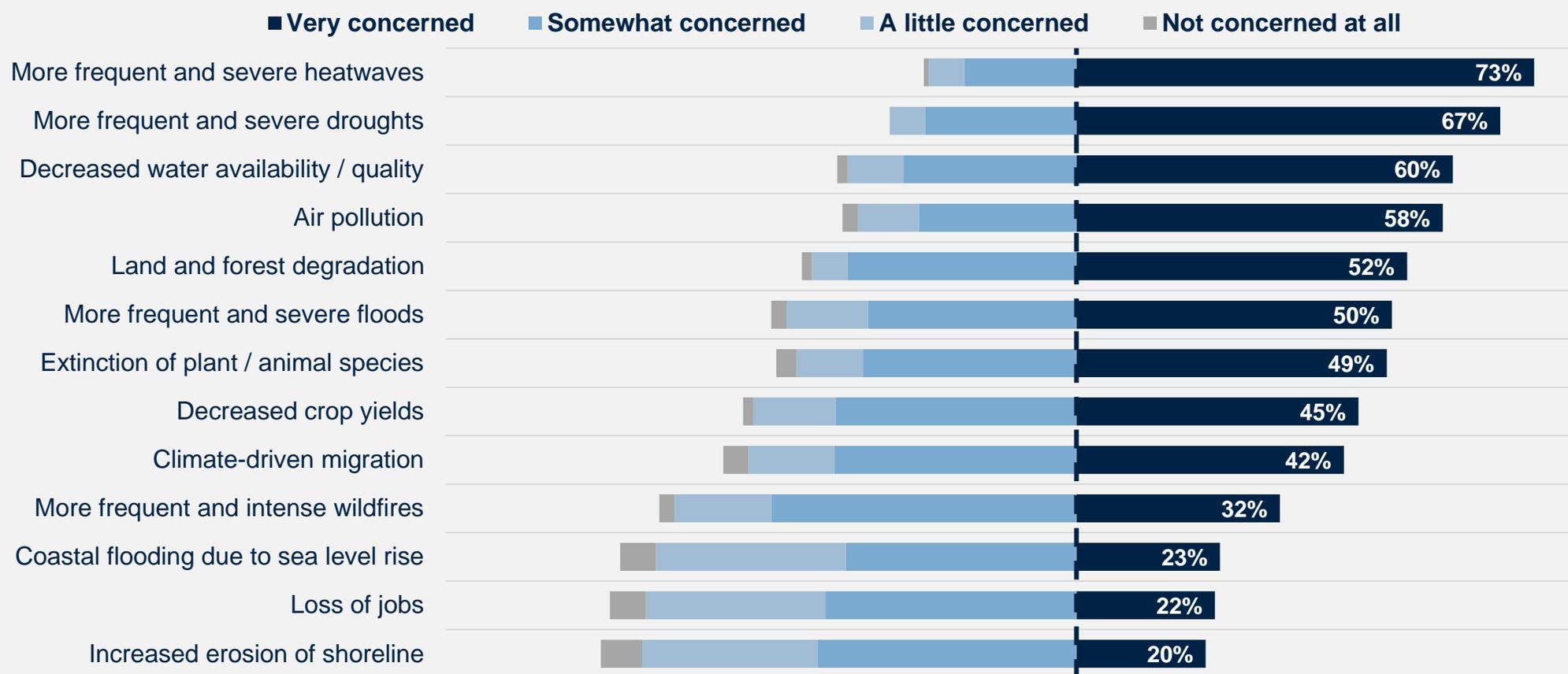
# WBG Work on Climate Change was the Most Commonly Recalled Topic

Respondents most frequently recalled WBG work or research on **climate change**, **human capital**, **WBG economic forecasts**, and the **digital economy**.



# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Heatwaves, Droughts and Water Availability

Most respondents were **very concerned** about **more frequent and severe heatwaves, droughts, and water availability and quality** as potential impacts of climate change in Poland. **Air pollution** and **land and forest degradation** were also of great concern to respondents. These key areas of concern should be considered to make communications about climate change more impactful.

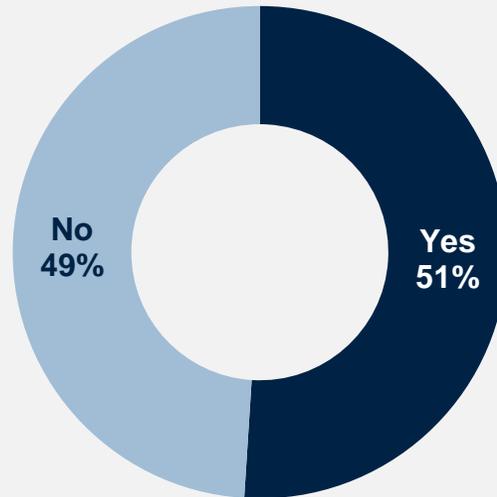


# ***Sample Demographics and Detailed Methodology***

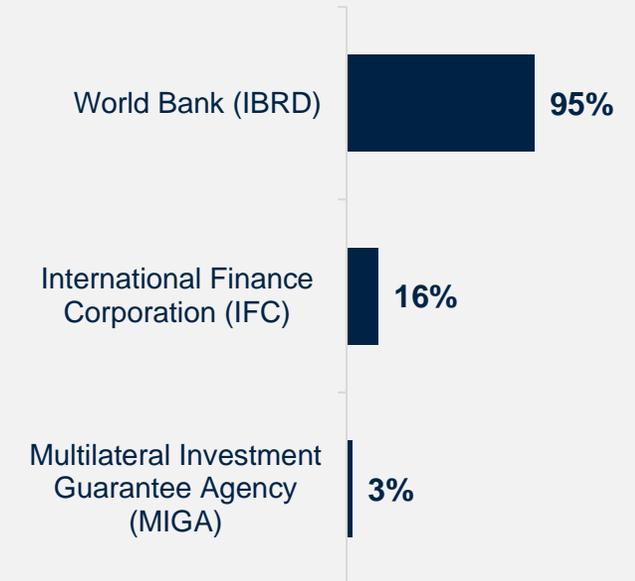


# Sample Demographics

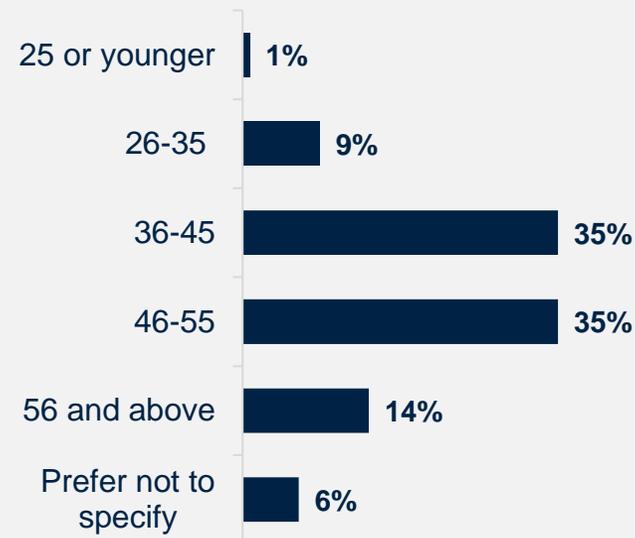
Currently, do you professionally collaborate/work with the WBG in Poland? (N=149)



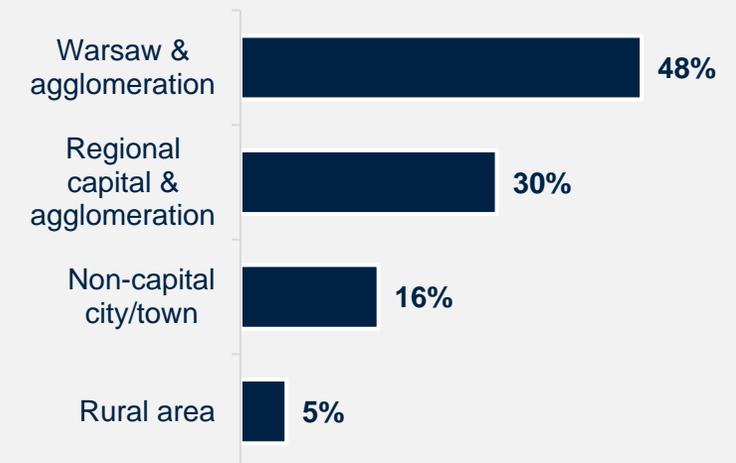
Which of the following WBG agencies do you collaborate/work with in Poland? (N=76)



What's your age? (N=128)



Which best represents your geographic location? (N=128)



# Detailed Methodology

From **March 2024 to May 2024**, a total of 709 stakeholders of the WBG in Poland were invited to provide their opinions about the WBG’s work in the country by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from the Office of the Prime Minister or a Minister, the office of a parliamentarian, government institutions, local governments, bilateral/ multilateral agencies, the private sector, civil society organizations, academia, and the media.

A total of **149** stakeholders **participated in the survey (21% response rate)**. Respondents completed the questionnaires via an online platform.

**This year’s survey results were compared to the FY21 Survey, with a response rate of 19% (N=83).**

Comparing responses across Country Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only questions with similar response scales/options were analyzed. This year’s survey saw an increased outreach to and/or response from local government but a decrease from government institutions and academia. These differences in stakeholder composition between the two years should be considered when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of  $p < .05$ ) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Poland COS FY24 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2021	FY 2024
<b>Government Principals:</b> Office of the Prime Minister, Minister, Parliamentarian	2%	2%
<b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	35%	28%
<b>Local Government</b>	10%	25%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	5%	4%
<b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	9%	13%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank, Small, Micro & Medium Enterprise	7%	8%
<b>Academia/Research Institute/Think Tank</b>	19%	11%
<b>Media</b>	6%	9%
<b>Other</b>	6%	0%
<b>Total Number of Respondents</b>	<b>83</b>	<b>149</b>



What is your primary professional affiliation?  
(Select only 1 response) (Percentage of Respondents, N=149)

# Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

**A1\_4.** How much do you trust each of the following institutions to do what is right for Poland? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group (WBG) in helping Poland achieve development results? Scale: 1 Not effective at all – 10 Very effective

**A3.** How significant a contribution do you believe the World Bank Group's knowledge work makes to development results in Poland?  
Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree/disagree with the following statements about the WBG's work in Poland? Scale: 1 Strongly disagree – 10 Strongly agree

**A4.** The World Bank Group currently plays a relevant role in development in Poland.

**A5.** The World Bank Group's work is aligned with what I consider the development priorities for Poland.

**A6.** The WBG has a positive influence on shaping development policy in Poland

**A7.** The WBG's work helps end poverty and reduce inequality in Poland.

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

Scale: 1 To no degree at all – 10 To a very significant degree

**C1\_1.** Responsiveness to needs in Poland

**C1\_2.** Access to WBG staff and experts

**C1\_6.** Being a long-term partner to Poland

To what extent is the WBG an effective development partner in Poland, in terms of collaborating with the following groups?:

Scale: 1 To no degree at all – 10 To a very significant degree

**C2\_1.** Collaboration with the National government

**C2\_4.** Collaboration with the private sector

**C2\_5.** Collaboration with civil society

**C2\_6.** Collaboration with other donor and development partners

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**C4\_1.** The WBG's financial instruments meet the needs of Poland (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results).

**C4\_2.** The WBG provides financial support in a timely manner

**C6\_1.** I am satisfied with the quality of the WBG's knowledge work in Poland.

**C6\_4.** The WBG's knowledge work is tailored to Poland's context.





CountryOpinionSurveys

# Thank you

*For more information about this report  
or the Country Opinion Survey program,  
please contact:*

[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

