

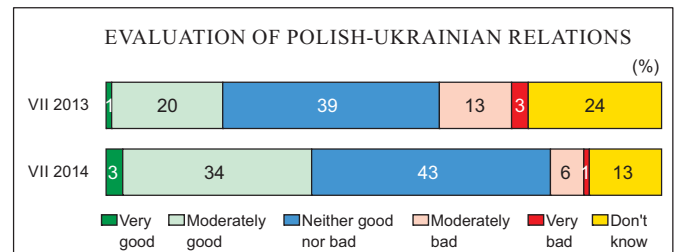
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## POLISH-UKRAINIAN RELATIONS

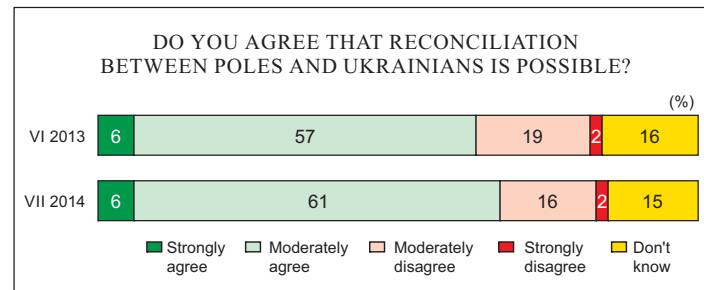
Polish-Ukrainian relations are burdened by difficult recent history. There are still witnesses to the events in Wołyń in the years 1943-44, when troops of Ukrainian Insurgent Army attacked Polish villages located in the former Polish territory (currently in Ukraine) and murdered civilians, often brutally.

A year ago, slightly more than one-fifth of respondents had a positive opinion about Polish-Ukrainian relations. Last year's events improved the evaluation. The rise was caused by the protests which started in November 2013, after the Ukrainian government refused to sign the association treaty with the European Union, which led to the change of government. The increase was also influenced by the engagement of Polish politicians in negotiations to solve the conflict, by the pro-European policies of Poland's eastern neighbours and by international solidarity with Ukraine in difficult time. At present, almost two-fifths (37%, a 16-point rise from last year) consider the relations between Poland and Ukraine as good, while a slightly bigger group think they are average (43%) and only a few (7%) consider them as bad.



The opinion about Polish-Ukrainian relations is strongly related to the level of interest in the events in Ukraine. The more the respondents are interested, the better the evaluations. People who are not curious about these events tend to refrain from expressing an opinion about bilateral relations.

Compared with last year, the opinions about the possibility of reconciliation between Poles and Ukrainians have improved. The proportion of respondents who think it



is possible rose by 4 points (reaching 67%), while the percentage of pessimists decreased by 3 points (down to 18%).

More information about this topic can be found in CBOS report in Polish: "Attitude to the sides of the conflict in Ukraine", July 2014. Fieldwork for national sample: July 2014, N=943. The random address sample is representative for adult population of Poland.

## ATTITUDE TO DEMOCRACY

CBOS has conducted studies on the attitude to democracy since the beginning of the systemic change. Throughout this time, Poles have supported the democratic system. In the last survey, fielded after the elections to the European Parliament, two-thirds of respondents agreed that democracy is superior to other forms of government.

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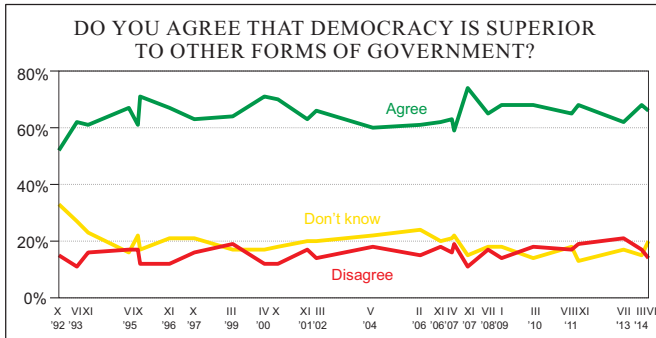
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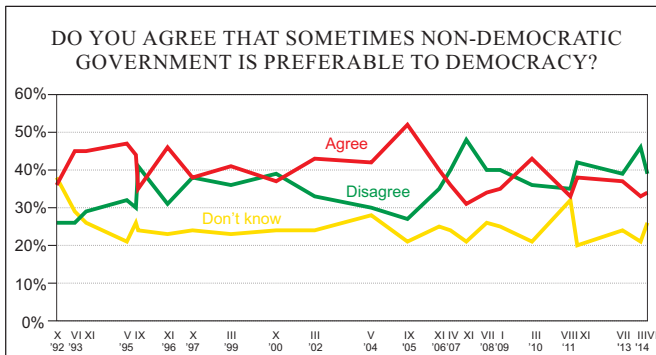
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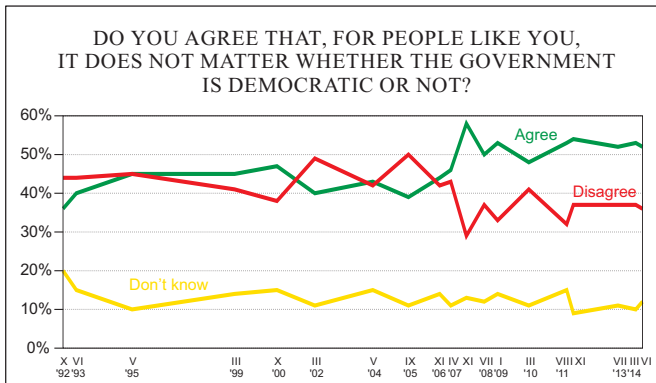
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In spite of the general acceptance of democracy, this system has never been perceived as universal. From a 20-year perspective it can be seen that the level of acceptance of non-democratic government is at present relatively low. A third of respondents (34%) think that sometimes undemocratic government is preferable to democracy, while almost two-fifths (39%) disagree.



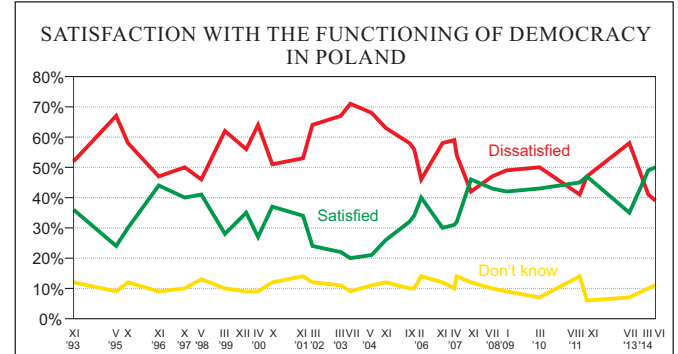
In recent years, identification with the democratic system has strengthened. However, political alienation remains widespread. Currently over a third of Poles (36%) believe that, for people like them, the form of government does not matter. The majority (52%) oppose this view.



Although Polish people have generally supported democracy since the beginning of the current system, opinions about democratic practice have differed. The functioning of democracy in Poland still does not meet societal expectations, but satisfaction is now greater than ever before.

The improvement in the perception of democracy in Poland may have been influenced by the

events in Ukraine. The crisis in that country consolidated different political groups and caused them to adopt a common stand, which was received positively. Moreover, the events in Ukraine demonstrated the importance of democracy and showed that it is not a good given forever, and it is easily lost.



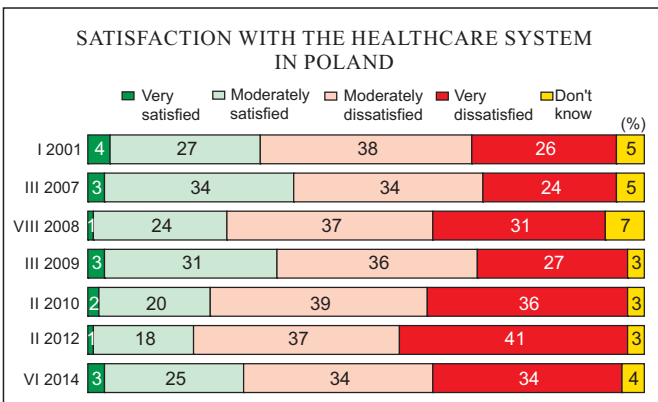
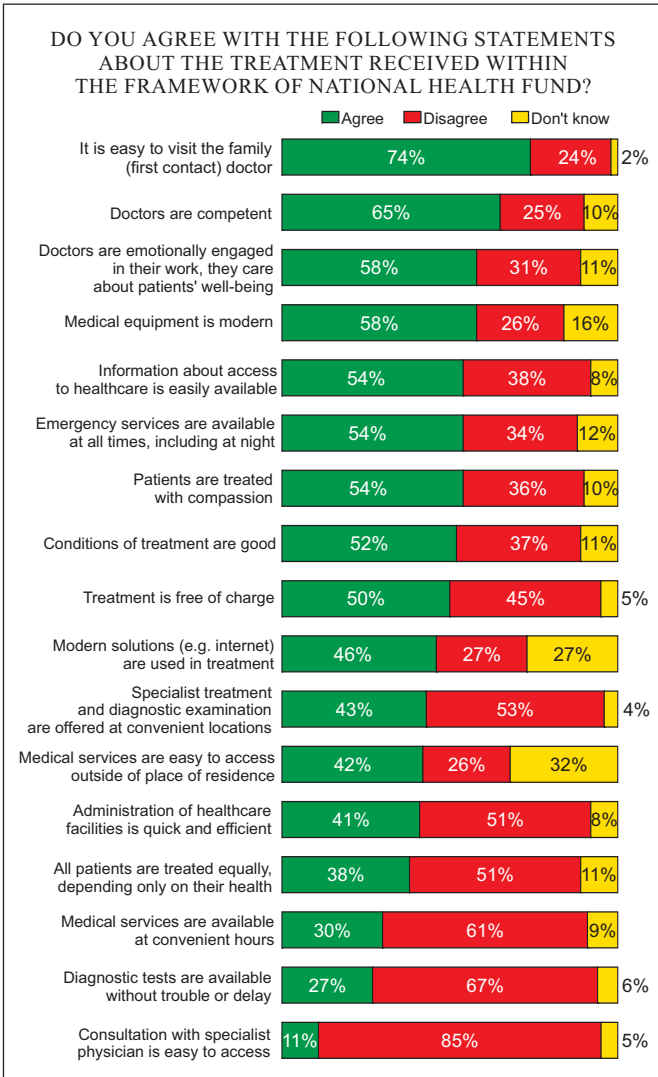
More information about this topic can be found in CBOS report in Polish: *"Attitude to democracy and its practical consequences"*, July 2014. Fieldwork for national sample: June 2014, N=1044. The random address sample is representative for adult population of Poland.

## FUNCTIONING OF THE HEALTHCARE SYSTEM

In public opinion, the healthcare system in Poland has both strong and weak sides. Three quarters of Poles appreciate easy access to their family (first contact) physician. Two-thirds consider doctors as competent. Three-fifths of respondents think that physicians are emotionally engaged in their work (they care about their patients' well-being) and that they use modern medical equipment. The majority of respondents have a positive opinion about the level of information about healthcare services, night-time service, doctors' attitude to patients and conditions of treatment. A prevailing group believe that modern solutions (e.g. internet) are used during treatment, and that medical care can be easily obtained outside of the place of residence.

Opinions about fees for medical services are divided. Half of respondents think that treatment within the framework of national health insurance is indeed free of additional charges (patients do not have to pay anything beyond the monthly contribution). However, only a slightly smaller proportion of respondents have an opposite opinion.

The majority of respondents have a negative opinion about the efficiency of administration. They note unequal and unfair treatment of different patients. Criticism is levelled at the location of facilities offering specialist treatment and timing of consultation. The most critically evaluated aspects are: long waiting time for diagnostic tests and difficulties in access to specialist physicians.



Analyses indicate that perceived access to specialist physicians and diagnostic tests are the most important factors in determining the subjective perception of efficiency of the healthcare system. Long waiting lists for specialist consultation and medical tests determine the negative opinion about the public healthcare system as a whole. Two-thirds (68%) of respondents are dissatisfied with the functioning of the healthcare system in Poland. In the last two years, the

proportion of respondents critical about the health services significantly decreased, with a corresponding increase in the number of people satisfied with the system. However, they remain a minority (28%).

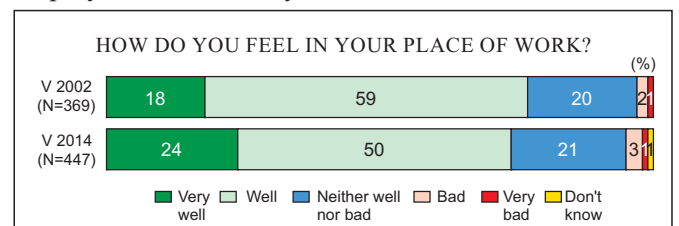
More information about this topic can be found in CBOS report in Polish: "Opinions about the functioning of the healthcare system in 2014", July 2014. Fieldwork for national sample: June 2014, N=1044. The random address sample is representative for adult population of Poland.

## MOBBING IN THE WORKPLACE

If court statistics and data from the National Labour Inspectorate are considered, mobbing appears to be a marginal phenomenon. However, researchers have come to a conclusion that recorded cases are only the tip of an iceberg. According to the definition in the Labour Code, mobbing is "persistent, long-term intimidation or persecution of an employee, which causes decreased self-esteem at work. Its goal or result is denigration, isolation or elimination from work team."

Mobbing is detrimental to both employees and companies. It destroys careers, interpersonal relations of mobbed employees, as well as their health and self-esteem. From the perception of the enterprise, an intimidated person is not effective at work and does not identify with the firm. He or she often treats the company as an opponent and devotes time and energy to job search.

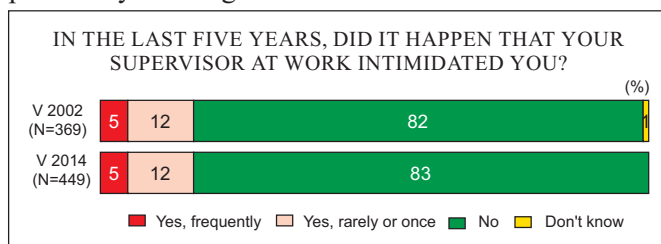
Overall, three-quarters of employees feel well in their workplace, while one-fifth are ambivalent, and only very few declare feeling bad. Compared with 2002, the evaluations have improved, as the proportion of employees who feel very well has increased.



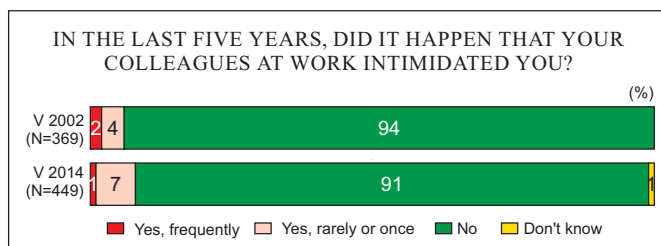
Satisfaction with the workplace depends on the level of education, material situation, place of residence, professional position and, surprisingly, gender. Women more often than men feel well in their place of work (80% v. 70%), while men more often than women describe their satisfaction as average (26% v. 15%). Moreover, exceptionally high levels of satisfaction were recorded among residents of big cities (half a million and more residents) and small towns (up to 20 thousand residents): 85% in both cases. The other groups with high level of satisfaction are respondents who describe their material living conditions as good (82%) and employees of the

public sector (84%). It can also be noted that employees with secondary and tertiary education (78% feel well) are satisfied more often than workers with primary (62%) or basic vocational education (69%). If the size of the enterprise is considered, it appears that employees of medium-sized enterprises (50-249 employees) are the most satisfied, while the lowest level was recorded for people working in small companies (below 50 employees).

About one-sixth of employees (17%) experienced mobbing by their supervisor in the last 5 years, and one in twenty (5%) claims such events happened frequently. Since 2002, the proportion of employees who declare being mobbed has remained practically unchanged.



Intimidation by colleagues is less frequent. One in twelve employees (8%) experienced such behaviour in the last five years. In 2002 the proportion was slightly lower.



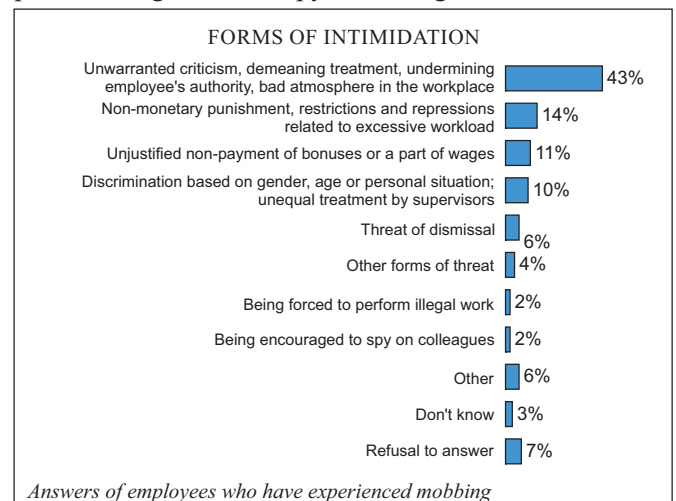
Employees who have experienced mobbing by supervisors or colleagues usually described it as

unwarranted criticism, undermining their authority or competence and leading to generally bad atmosphere at work. Respondents described various inappropriate activities, such as demeaning treatment, picking on details, scorn or even psychological cruelty.

Less frequently, non-monetary punishment and repressions were mentioned: excessive number of duties, forced overstay after hours, lack of breaks during working time, or inability to take holiday leave in convenient time and of desired length.

Other, less frequent forms of intimidation are: revoked bonuses or partial non-payment of wages, unpaid overtime, or discrimination based on gender, age or personal situation.

A small group of victims mentioned threat of dismissal or other kinds of threats, being forced to perform illegal work or spy on colleagues.



More information about this topic can be found in CBOS report in Polish: "Mobbing in the workplace", July 2014. Fieldwork for national sample: May 2014, N=1074. The random address sample is representative for adult population of Poland.

**In addition to the reports referred to above, the following have been published recently (in Polish):**

- ◆ Doctor and Pharmacist Conscience Clause
- ◆ Opinions about Polish-Ukrainian Relations
- ◆ Elections to the European Parliament in Post-election Declarations
- ◆ Perception of Election Campaign and Political Activities on the Internet
- ◆ Party Preferences in July
- ◆ Attitude to Government after the Tape Scandal Eruption
- ◆ Trust in Politicians after the Tape Scandal Eruption
- ◆ Opinions about Public Institutions after the Tape Scandal Eruption
- ◆ Social Moods in July
- ◆ Public Perception of the Tape Scandal
- ◆ Trade Unions and Workers Rights
- ◆ Use of Healthcare Services and Insurance
- ◆ Opinions about Warsaw Uprising
- ◆ Survey Lies - What Shouldn't Be Said to Interviewer. Analytical Approach

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