



World Bank Group Country Survey FY 2024 – Chile

The World Bank Group seeks your insights regarding our engagement and activities in Chile. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Chile but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

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

BACKGROUND INFORMATION

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

2. How familiar are you with the work of these organizations in Chile?											
		Not familiar at all								Very familiar	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10
3	United Nations	1	2	3	4	5	6	7	8	9	10
4	European Union	1	2	3	4	5	6	7	8	9	10
5	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
6	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10

3. Do you collaborate/work with the World Bank Group (WBG) in Chile?	
1	Yes
2	No

4. Which of the following WBG institutions do you collaborate/work with in Chile? (Select ALL that apply)	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN CHILE

A1. How much do you trust each of the following institutions to do what is right for Chile?													
		Not at all										Very much	Don't know
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	National Congress / legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Chile's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	United Nations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regional development banks (e.g., Development Bank of Latin America and the Caribbean (CAF), Inter-American Development Bank (IDB))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How effective is the World Bank Group (WBG) in helping Chile achieve development results?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective	Don't know	

A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> makes to development results in Chile?											
<i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

To what extent do you agree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
A4	The WBG currently plays a relevant role in development in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
A5	The WBG's work is aligned with what I consider the development priorities for Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
A6	The WBG has a positive influence on shaping development policy in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
A7	The WBG's work helps end poverty and reduce inequality in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN CHILE

B1. Which WBG instruments do you VALUE the most in Chile? (Select up to 2)	
1	Convening / bringing together different groups of stakeholders
2	Capacity development, training and knowledge sharing
3	Technical assistance and implementation support (incl. project design and implementation, standard-setting)
4	Financial resources (e.g., budget support, investment lending, grants, trust funds)
5	Mobilizing third party financial resources (incl. both public and private)
6	Donor coordination
7	Knowledge and analytical products (e.g., data, reports, policy notes)
8	Dissemination of relevant technical information (e.g., events, newsletters)
9	Other (please specify): _____

B2. Which areas should the WBG prioritize to have the most impact on development results in Chile? (Select up to 5)			
1	Gender equity	11	Digital infrastructure development
2	Water / sanitation	12	Private sector development / private capital mobilization
3	Health / pandemic preparedness	13	Environment / natural resource management (incl. forests, biodiversity)
4	Transport infrastructure	14	Financial inclusion and small business development
5	Energy (incl. renewable sources of energy such as Green Hydrogen)	15	Social protection and inclusion
6	Public sector governance	16	Jobs
7	Agriculture / food security	17	Youth development
8	Education	18	Tax policy (efficiency)
9	Climate change: mitigation and adaptation	19	Other (please specify): _____
10	Economic policy		

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN CHILE

B3. How EFFECTIVE has the WBG been at achieving development results in each of these areas of development in Chile?

(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")

		<div> <div>Not effective at all</div> <div>Very effective</div> </div>										Don't know
1	Education: more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Health: universal health coverage, primary health systems, pandemic preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Social protection: social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Gender equity: close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Water supply and sanitation infrastructure / water resources management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Energy / extractives: transition to cleaner energy sources, green hydrogen industry development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Public sector governance: efficiency, effectiveness, accountability, and transparency of the government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Private sector development: business regulation, access to long-term finance, and other support to private companies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Environment / natural resource management: air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Climate change: mitigation and adaptation, transition to low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Agriculture and food security: sustainable and smart climate agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN CHILE

C1. To what extent is the WBG an effective development partner in terms 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	
1	Responsiveness to needs in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Convening diverse stakeholders to tackle development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Sharing knowledge and innovative solutions with Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Being a trusted opinion leader	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Collaboration with other donors and development partners (e.g., IDB, CAF, GIZ)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Collaboration with civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C2. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Chile? (Select up to 2)	
1	Local government
2	National Congress / legislative branch
3	Private sector
4	Civil society (e.g., NGOs, CBOs)
5	Other donors and development partners
6	Academia / research centers
7	Media
8	Chile's Central Bank
9	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN CHILE

The following questions ask about **the WBG's financial support to Chile**.

C3. To what extent do you agree with the following statements? (If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are competitive compared to markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG insists on accountability through its lending (e.g., performance-based financing, resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The WBG effectively monitors and evaluates the projects it supports in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about **the WBG's knowledge work in Chile**.

Knowledge work is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

C4. Have you ever used the WBG's knowledge work, including participating in workshops, study tours, or training programs?	
1	Yes
2	No

C5. To what extent do you agree with the following statements? (If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's knowledge work in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Chile's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings global expertise to Chile as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's knowledge work is tailored to Chile's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	When I need to consult the WBG's knowledge work, I know how to find it	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN CHILE

C6. To what extent do you agree with the following statements?

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

		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's reimbursable advisory services (RAS) work in Chile	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	The WBG's publications are translated into local language(s)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	The WBG's publications are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: THE WORLD BANK GROUP IN CHILE GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chile? *(Please be specific)*

SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

E1. How would you prefer to receive communication from the WBG? (Select up to 2)			
1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, X (former Twitter), Instagram)	6	Other (please specify): _____

E2. Do you recall seeing or hearing anything about the WBG recently?	
1	Yes
2	No

E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)			
1	Television, radio, newspapers (print or online)	6	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Event / conference / seminar (in person or online)	7	Blogs
3	WBG websites	8	Podcasts
4	Social media	9	Direct messaging (e.g., WhatsApp, Telegram, Viber)
5	e-Newsletters	10	Other (please specify): _____

SECTION F: ADDITIONAL BACKGROUND INFORMATION

F1. What is your age?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

F2. Which best represents your geographic location?	
1	Metropolitan region
2	Other regions

Thank you for completing this survey!