

Appendix E: Guatemala FY 2013 Questionnaire



World Bank Client Survey FY13 – Guatemala

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Guatemala 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 Guatemala, 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 Guatemala. The World Bank commissioned an independent firm to oversee the logistics of this effort in Guatemala. 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 GUATEMALA

A1. In general would you say that Guatemala is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in Guatemala? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Basic education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, ports, airports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Labor markets/job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Private sector regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Higher education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. Poverty reduction 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 reducing poverty in Guatemala? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Regional integration
7	Gender
8	Rural development
9	Urban development
10	Basic education
11	Private sector regulatory framework
12	Basic infrastructure
13	Social protection (e.g., pensions, targeted social assistance)
14	Law and justice (e.g., judicial system)
15	Transport (e.g., roads, ports, airports)
16	Tourism
17	Crime and violence
18	Information and communications technology
19	Public sector reform
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Energy
24	Food security
25	Higher education
26	Natural resource management
27	Environmental sustainability
28	Health
29	Public financial management (e.g., public expenditure, fiscal system reform)
30	Governance (i.e., government effectiveness)
31	Agricultural development
32	Labor markets/job creation/employment
33	Financial markets
34	Trade and exports
35	Anti corruption

SECTION A: GENERAL ISSUES

A4. 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 Guatemala? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Basic education
13	Information and communications technology
14	Private sector regulatory framework
15	Tourism
16	Trade and exports
17	Public sector reform
18	Regional integration
19	Domestic private sector development
20	Labor markets/job creation/employment
21	Agricultural development
22	Food security
23	Transport (e.g., roads, ports, airports)
24	Crime and violence
25	Higher education
26	Gender
27	Natural resource management
28	Environmental sustainability
29	Health
30	Basic infrastructure
31	Governance (i.e., government effectiveness)
32	Law and justice (e.g., judicial system)
33	Public financial management (e.g., public expenditure, fiscal system reform)
34	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Guatemala, 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 Guatemala, 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 Guatemala 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	

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in Guatemala, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Guatemala? (Choose no more than THREE)	
1	Rural development
2	Basic education
3	Social protection (e.g., pensions, targeted social assistance)
4	Transport (e.g., roads, ports, airports)
5	Poverty reduction
6	Public sector reform
7	Regional integration
8	Gender
9	Domestic private sector development
10	Foreign direct investment
11	Water and sanitation
12	Energy
13	Tourism
14	Public financial management (e.g., public expenditure, fiscal system reform)
15	Labor markets/job creation/employment
16	Financial markets
17	Urban development
18	Environmental sustainability
19	Equality of opportunity (i.e., equity)
20	Health
21	Global integration
22	Food security
23	Climate change (e.g., mitigation, adaptation)
24	Agricultural development
25	Trade and exports
26	Economic growth
27	Law and justice (e.g., judicial system)
28	Private sector regulatory framework
29	Crime and violence
30	Higher education
31	Basic infrastructure
32	Natural resource management
33	Anti corruption
34	Disaster management
35	Governance (i.e., government effectiveness)
36	Information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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 Guatemala?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data for monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening and facilitating policy dialogue	<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"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)	
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 openly 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 Guatemala
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 reducing poverty in Guatemala? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Mobilization of other resources (Trust Funds) for development
7	Other (please specify): _____
8	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Guatemala? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Mobilization of other resources (Trust Funds) for development
7	Other (please specify): _____
8	Don't know

B9. 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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B10. 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	NGOs
2	Municipal and Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Private foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Autonomous regional authorities
13	Indigenous people authorities
14	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
B11	Overall the World Bank currently plays a relevant role in development in Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank's work is aligned with what I consider the development priorities for Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	The World Bank supports programs and strategies that are realistic for Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	The World Bank treats clients and stakeholders in Guatemala with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Guatemala in terms of ..., on a ten point scale?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Sustainability of the results after implementation of projects											<input type="checkbox"/>	
B16	Responsiveness											<input type="checkbox"/>	
B17	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B18	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B19	Being inclusive											<input type="checkbox"/>	
B20	Openness (sharing data and other information)											<input type="checkbox"/>	
B21	Staff accessibility											<input type="checkbox"/>	
B22	Straightforwardness and honesty											<input type="checkbox"/>	
B23	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B24	Collaboration with the Government											<input type="checkbox"/>	
B25	Collaboration with other donors											<input type="checkbox"/>	

B26. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen participation
4	There is not an adequate level of civil society participation
5	Poor donor coordination
6	The impact of World Bank projects is non-sustainable after closing
7	Lack of/inadequate levels of capacity in Government
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	The World Bank is not sensitive enough to political/social realities on the ground
11	Other (please specify): _____

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 Guatemala, 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, ports, airports)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Private sector regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Basic infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19	Higher education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21	Labor markets/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	Equality of opportunity (i.e., equity)	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	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C26	Global 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	Basic education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C29	Social protection (pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C30	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C32	Public sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C33	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C35	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C36	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C37. To what degree does the World Bank's work help achieve development results in Guatemala, 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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C38	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Guatemala												<input type="checkbox"/>
C39	The World Bank meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)												<input type="checkbox"/>
C40	The World Bank Group (including IFC and MIGA) meets the needs of Guatemala in mobilizing additional financial resources for development												<input type="checkbox"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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SECTION D: THE WORLD BANK'S KNOWLEDGE

D2. When thinking about the development challenges in Guatemala, 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)	
1	Public sector reform
2	Gender
3	Domestic private sector development
4	Foreign direct investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy
9	Disaster management
10	Tourism
11	Basic education
12	Social protection (e.g., pensions, targeted social assistance)
13	Climate change (e.g., mitigation, adaptation)
14	Poverty reduction
15	Law and justice (e.g., judicial system)
16	Anti corruption
17	Financial markets
18	Equality of opportunity (i.e., equity)
19	Urban development
20	Regional integration
21	Information and communications technology
22	Transport (e.g., roads, ports, airports)
23	Agricultural development
24	Natural resource management
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Labor markets/job creation/employment
27	Crime and violence
28	Health
29	Rural development
30	Global integration
31	Food security
32	Environmental sustainability
33	Private sector regulatory framework
34	Governance (i.e., government effectiveness)
35	Basic infrastructure
36	Higher education

SECTION D: THE WORLD BANK'S KNOWLEDGE

How effective do you believe the World Bank's knowledge and research are at ... in Guatemala?												
		Not effective at all									Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Helping to build public consensus around reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you believe that the World Bank's knowledge and research ... in Guatemala?												
		To no degree at all									To a very significant degree	Don't know
D9	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are relevant to Guatemala's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16	Are adaptable to Guatemala's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research 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	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, 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

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), 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

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	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank's "Safeguard policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases Guatemala's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	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"/>
E10	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"/>
E11	The World Bank's approvals and reviews for procurement and financial management are well justified	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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GUATEMALA

F1. How significant a role do you believe the World Bank SHOULD play in Guatemala's development in the near future, on a ten point scale?										
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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Guatemala? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Guatemala's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Guatemala'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	Greater collaboration and synergy within the World Bank Group (IDA, IFC, and MIGA)
12	Others (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GUATEMALA

F3. How familiar are you with the work of the International Finance Corporation (IFC) in Guatemala, on a ten point scale?

1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

F4. How effectively do you believe the different parts of the World Bank Group (IBRD/IDA and IFC) collaborate and coordinate efforts in Guatemala, on a ten point scale?

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

F5. How significant a role do you believe IFC, through its support for the private sector, SHOULD play in helping Guatemala achieve its economic and social development goals in the future, on a ten point scale?

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)

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	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G3	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?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org.gt)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Guatemala?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in Guatemala. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	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"/>
G13	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"/>
G14	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"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Crime and violence
6	Tourism
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Basic education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Governance (i.e., government effectiveness)
19	Information and communications technology
20	Global integration
21	Health
22	Labor markets/job creation/employment
23	Law and justice (e.g., judicial system)
24	Higher education
25	Natural resource management
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Private sector regulatory framework
30	Regional integration
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, ports, airports)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

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 Guatemala? (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	Guatemala City – Metropolitan Area
2	Northern part of the country
3	Southern part of the country
4	Eastern part of the country
5	Western part of the country

Thank you for completing the survey!