



World Bank Group Country Survey FY14 – Bolivia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bolivia or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Bolivia, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Bolivia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

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 BOLIVIA

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Bolivia.			
Please identify which of the following you consider the most important development priorities in Bolivia?(Choose no more than THREE)			
1	Natural resource management (hydrocarbons and mining)	19	Climate change
2	Economic growth	20	Environmental sustainability
3	Poverty reduction and equity	21	Disaster risk management
4	Rural development	22	Public sector governance (including state-owned enterprises)/institutional development
5	Urban development	23	Anti-corruption and transparency
6	Water and sanitation	24	Macroeconomic management
7	Energy	25	Financial sector (access, regulation, development)
8	Road infrastructure and transport	26	Decentralization
9	Telecommunications	27	Investment climate
10	Tourism	28	Regulatory framework
11	Agriculture and food security	29	Law and justice
12	Land administration	30	Private sector development
13	Education	31	Foreign direct investment
14	Science and technology	32	Regional and global integration
15	Health and nutrition	33	Gender equity
16	Early child development	34	Inclusion of indigenous people
17	Social protection (pensions, cash transfers)	35	Crime and violence
18	Employment and job creation	36	Other (Please specify _____)

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 Bolivia? (Choose no more than THREE)			
1	Climate change	19	Public sector governance (including state-owned enterprises)/institutional development
2	Natural resource management (hydrocarbons and mining)	20	Environmental sustainability
3	Economic growth	21	Disaster risk management
4	Rural development	22	Urban development
5	Private sector development	23	Anti-corruption and transparency
6	Water and sanitation	24	Macroeconomic management
7	Energy	25	Financial sector (access, regulation, development)
8	Road infrastructure and transport	26	Decentralization
9	Gender equity	27	Investment climate
10	Tourism	28	Regulatory framework
11	Agriculture and food security	29	Law and justice
12	Land administration	30	Telecommunications
13	Education	31	Foreign direct investment
14	Science and technology	32	Regional and global integration
15	Health and nutrition	33	Inclusion of indigenous people
16	Early child development	34	Crime and violence
17	Social protection (pensions, cash transfers)	35	Other (Please specify _____)
18	Employment and job creation		

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 Bolivia? (Choose no more than THREE)			
1	Telecommunications	18	Employment and job creation
2	Natural resource management (hydrocarbons and mining)	19	Environmental sustainability
3	Energy	20	Disaster risk management
4	Rural development	21	Urban development
5	Private sector development	22	Anti-corruption and transparency
6	Water and sanitation	23	Macroeconomic management
7	Climate change	24	Financial sector (access, regulation, development)
8	Gender equity	25	Road infrastructure and transport
9	Tourism	26	Investment climate
10	Agriculture and food security	27	Regulatory framework
11	Land administration	28	Law and justice
12	Education	29	Public sector governance (including state-owned enterprises)/institutional development
13	Science and technology	30	Foreign direct investment
14	Health and nutrition	31	Regional and global integration
15	Early child development	32	Inclusion of indigenous people
16	Social protection (pensions, cash transfers)	33	Crime and violence
17	Decentralization	34	Other (Please specify _____)

A5. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Bolivia, which of the following TWO best illustrate how this would be achieved in Bolivia? (Choose no more than TWO)	
1	Sustainable economic growth
2	Increased access and quality of basic services (water and sanitation, electricity)
3	Expanded access and quality of social services (education, health and nutrition)
4	Job creation and quality of employment (reduced informality)
5	Increased access to markets for rural producers
6	Community-driven development
7	Better targeted public investment and social policies
8	Promote inclusion of indigenous people
9	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How familiar are you with the work of these organizations in Bolivia?											
		Not familiar at all								Extremely familiar	
		1	2	3	4	5	6	7	8	9	10
B1	World Bank Group (WB/BM)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Bolivia.												
		Not effective at all								Extremely effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
B4	World Bank Group (WB/BM)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bolivia solve its most complicated development challenges?											
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

B8. When thinking about how the World Bank Group can have the most impact on development results in Bolivia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bolivia? (Choose no more than THREE)			
1	Natural resource management (hydrocarbons and mining)	19	Climate change
2	Economic growth	20	Environmental sustainability
3	Poverty reduction and equity	21	Disaster risk management
4	Rural development	22	Public sector governance (including state-owned enterprises)/institutional development
5	Urban development	23	Anti-corruption and transparency
6	Water and sanitation	24	Macroeconomic management
7	Energy	25	Financial sector (access, regulation, development)
8	Road infrastructure and transport	26	Decentralization
9	Telecommunications	27	Investment climate
10	Tourism	28	Regulatory framework
11	Agriculture and food security	29	Law and justice
12	Land administration	30	Private sector development
13	Education	31	Foreign direct investment
14	Science and technology	32	Regional and global integration
15	Health and nutrition	33	Gender equity
16	Early child development	34	Inclusion of indigenous people
17	Social protection (pensions, cash transfers)	35	Crime and violence
18	Employment and job creation	36	Other (Please specify _____)

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bolivia?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financing (lending and grants) of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
2	Provision of technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
3	Provision of policy advice	<input type="checkbox"/>	<input type="checkbox"/>
4	Development and availability of studies	<input type="checkbox"/>	<input type="checkbox"/>
5	Analytical work and databases	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity to convene other partners and leverage support	<input type="checkbox"/>	<input type="checkbox"/>
7	Promotion of knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Including south-south cooperation	<input type="checkbox"/>	<input type="checkbox"/>
9	Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify _____)	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Bolivia's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
B10	Financing (lending and grants) of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Provision of technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Provision of policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Development and availability of studies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Analytical work and databases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Capacity to convene other partners and leverage support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Promotion of knowledge sharing	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Including South-South cooperation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Bolivia. To which degree would Bolivia benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
B19	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Bolivia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B22	Project design and implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

When thinking about how to improve capacity building in Bolivia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B24	Project design implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B26. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Bolivia
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B27. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)	
1	Investment financing
2	Grant financing (Trust funds)
3	Program for results
4	Technical assistance
5	Knowledge and analytical products (studies, databases, etc.)
6	Reimbursable advisory services
7	Other (please specify): _____
8	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B28	Overall the World Bank Group currently plays a relevant role in development in Bolivia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	The World Bank Group supports Bolivia's efforts to reduce social exclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B31	The World Bank Group supports programs and strategies that are realistic for Bolivia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B32	The World Bank Group treats clients and stakeholders in Bolivia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	The World Bank Group is an organization that does not represent a particular ideological perspective in Bolivia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B34	The World Bank Group is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B35	The World Bank Group respects the positions, views and demands of the government of Bolivia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B36	The World Bank Group listens and takes into account your views	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B37. When considering the national development needs in Bolivia, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Bolivia meet the national development needs of Bolivia?													
		1	2	3	4	5	6	7	8	9	10		
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B38	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B39	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B40	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B41	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B42	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B43	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B44	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B45	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B46	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B47	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B48	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B49	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B50	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B51	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B52. To be a more effective development partner in Bolivia, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Natural resource management (hydrocarbons and mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Poverty reduction and equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Road infrastructure and transport	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Telecommunications	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Agriculture and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Land administration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Science and technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Early child development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Social protection (pensions, cash transfers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Employment and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Public sector governance (including state-owned enterprises)/institutional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Anti-corruption and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Macroeconomic management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Financial sector (access, regulation, development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Decentralization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Investment climate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Regional and global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Inclusion of indigenous people	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
36	Other (Please specify _____)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Natural resource management (hydrocarbons and mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Poverty reduction and equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Road infrastructure and transport	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Telecommunications	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Agriculture and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Land administration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Science and technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Early child development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Social protection (pensions, cash transfers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Employment and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Public sector governance (including state-owned enterprises)/institutional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Anti-corruption and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Macroeconomic management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Financial sector (access, regulation, development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Decentralization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Investment climate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Regional and global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Inclusion of indigenous people	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
36	Other (Please specify _____)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Bolivia? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. When thinking about the presence of the World Bank Group in Bolivia and its decision-taking capacity, do you think the World Bank Group should have...? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

C5. To what extent does the World Bank Group's work help to achieve development results in Bolivia?										
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 Group in Bolivia?													
											Strongly disagree	Strongly agree	Don't know
C6	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		C7	The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?										
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

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

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

In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Are relevant to Bolivia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adaptable to Bolivia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D11. Have you read/consulted the most recent LAC Flagship Report: <i>[Economic Mobility and the Rise of the Latin American Middle Class]</i>? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)	
1	Yes
2	No

D12. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?										
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

D13. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?										
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 E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Bolivia's development challenges?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>
E2	Design (appraising and planning the solutions)											<input type="checkbox"/>
E3	Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)											<input type="checkbox"/>
E4	Evaluation (assessing the impact and results)											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E5	The World Bank Group's disbursement conditions are reasonable											<input type="checkbox"/>
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
E7	The World Bank Group responds to no objection requests in a timely manner											<input type="checkbox"/>
E8	The World Bank Group's social safeguard requirements are reasonable											<input type="checkbox"/>
E9	The World Bank Group's environmental requirements are reasonable											<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Bolivia											<input type="checkbox"/>
E11	The World Bank Group's financial management requirements are reasonable											<input type="checkbox"/>
E12	The World Bank Group's procurement requirements are reasonable											<input type="checkbox"/>
E13	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>
E14	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
E15	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>

E16. Which of the following best describes the way the World Bank Group operates in Bolivia? (Select only one response)	
1	The World Bank Group takes too much risk in Bolivia
2	The World Bank Group does not take enough risk in Bolivia
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOLIVIA

F1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Bolivia?											
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

F2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Bolivia's development in the near future?											
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

F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)												
1	Increase the level of financing											
2	Work more closely with sub-national levels											
3	Increase the flexibility in the application of safeguard policies											
4	Strengthen country systems and procedures											
5	Provide more analytical and advisory services (studies, technical assistance)											
6	Broadly disseminate the impact of its operations											
7	Reach out to more groups outside the Government											
8	Promote more South-South exchange											
9	Provide development policy lending and budget support											
10	Promote the use of other instruments (guarantees, results-based financing)											
11	Better coordination with other development partners											
12	Bring the Bank closer to the community (through activities such as Arte Joven, Ambivalencias, etc.)											
13	Other (please specify): _____											

F4. When considering the combination of services that the World Bank Group offers in Bolivia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Bolivia? (Select only ONE response)												
1	Financial services											
2	Knowledge products											
3	Convening services											
4	None of the above											
5	The combination is appropriate for Bolivia											
6	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 Bolivia? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

G3	Are you aware of the World Bank Group'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	Do you use/have you used the World Bank Group website?	Yes	No

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G5	When I need information from the World Bank Group 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"/>	
G6	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G7	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)	
1	Office of the President
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department
5	Consultant/Contractor working on World Bank Group supported project/program
6	Implementing agencies 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): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	13	Private sector development / foreign direct investment
2	Climate change / disaster management	14	Public sector governance / public financial management / anti corruption
3	Education	15	Social protection
4	Energy	16	Transport
5	Financial markets / banking	17	Urban development
6	Gender equity / equality of opportunity	18	Water and sanitation
7	communicable/non-communicable diseases	19	Health and nutrition
8	Information and communications technology	20	State-owned enterprise
9	Job creation/employment	21	Tourism
10	Law and justice / regulatory framework	22	Generalist
11	Early childhood development	23	Other (please specify): _____
12	Natural resource management / environmental sustainability		

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia? (Select only ONE response)

- | | |
|---|---------------------------------------------|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | Other (Please specify _____) |

H5. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than TWO)

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

H6. Which best represents your geographic location?

- | | |
|---|--------------------------|
| 1 | La Paz |
| 2 | El Alto |
| 3 | Santa Cruz |
| 4 | Other city in urban area |
| 5 | Rural area |

Thank you for completing the survey!