



# Bolivia

The World Bank Group  
Country Survey FY 2014

Report of Findings  
September 2014



Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Bolivia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Bolivia country team and the local fielding agency PwC. In particular, PORG is grateful to Faris H. Hadad-Zervos (Country Manager), Maria Alejandra Velasco (Operations Analyst) and Kelly Keirnan (Junior Professional Associate) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Bolivia perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Bolivia regarding:
  - Their views regarding the general environment in Bolivia;
  - Their overall attitudes toward the World Bank Group in Bolivia;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Bolivia;
  - Perceptions of the World Bank Group's future role in Bolivia.
- Use data to help inform Bolivia country team's strategy.

## II. Methodology

In March-May 2014, 440 stakeholders of the World Bank Group in Bolivia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; implementation agencies overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 210 stakeholders participated in the survey (48% response rate).

Some respondents completed questionnaires with a representative of the fielding agency. Others received a link to an online version of the questionnaire in the Qualtrics platform and filled out the questionnaire electronically. Respondents were asked about: general issues facing Bolivia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Bolivia; and the WBG's communication and information sharing in Bolivia.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were not compared to those in an earlier Country Survey conducted in FY'06, as survey instruments in the two years were largely different and the last survey was done almost a decade ago.

- A. General Issues Facing Bolivia: Respondents were asked to indicate whether Bolivia is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty and generating economic growth in Bolivia, and how "shared prosperity" would be best achieved.
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG and other regional development banks, their effectiveness in Bolivia, WBG staff preparedness to help Bolivia solve its development challenges, WBG's local presence, WBG's capacity building in Bolivia, their agreement with various statements

## II. Methodology (continued)

### B. Overall Attitudes toward the World Bank Group (WBG) (continued):

regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Bolivia, and in which sectoral areas the WBG should focus most of its resources (financial and knowledge services).

### C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Bolivia, the extent to which the WBG meets Bolivia's needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty six development areas, and the WBG's level of effectiveness across these areas, such as poverty reduction and equity, education, economic growth, and natural resource management.

### D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality. Respondents were also asked about the most recent LAC Flagship Report, including whether it raised substantive new information, and whether it provided them with useful information in terms of work they do.

### E. Working with the World Bank Group: Respondents were asked to rate WBG's technical assistance/advisory work's contribution to solving development challenges and their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, and disbursing funds promptly.

### F. The Future Role of the World Bank Group in Bolivia: Respondents were asked to indicate what the WBG should do to make itself of greater value in Bolivia, and which services the Bank should offer more of in the country. They were asked whether WBG has moved to the right direction, and the future role international development cooperation should play in Bolivia.

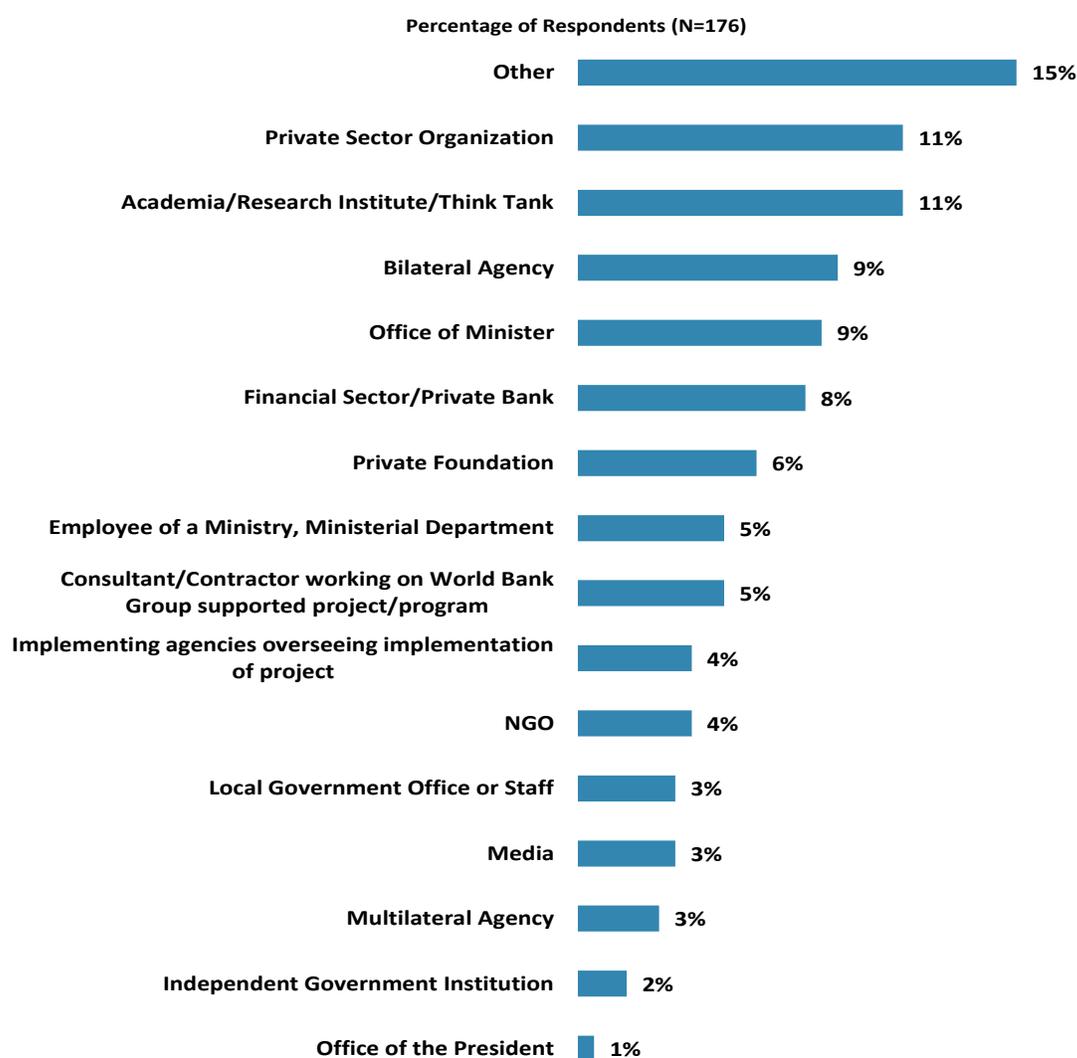
### G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, were asked to rate WBG's responsiveness to information requests, value of its social media channels, and levels of easiness to find information they needed.

### H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Bolivia, which WBG agencies they work with, and their geographic location.

### III. Demographics of the Sample

#### Current Position

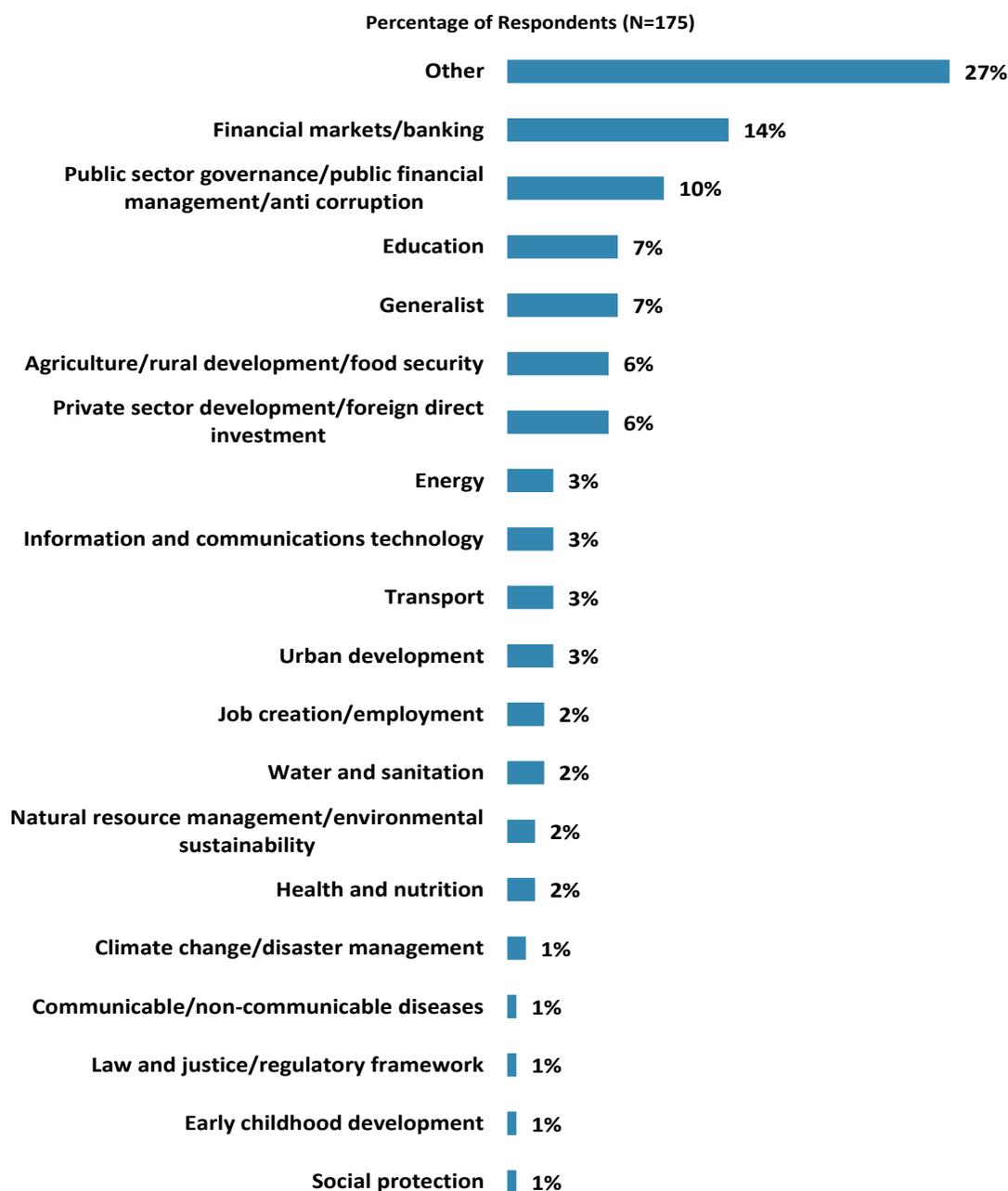
- For further analyses, respondents from the Office of the President were combined with respondents from Office of a Minister, respondents from consultants/contractors working on WBG projects were combined with those from implementation agencies overseeing implementation of projects, respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; Respondents from private foundations and NGOs were combined into “CSO.” Few respondents from the local governments, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the office of a parliamentarian, CBOs, trade unions, faith-based groups, or the judiciary branch.



“Which of the following best describes your current position?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

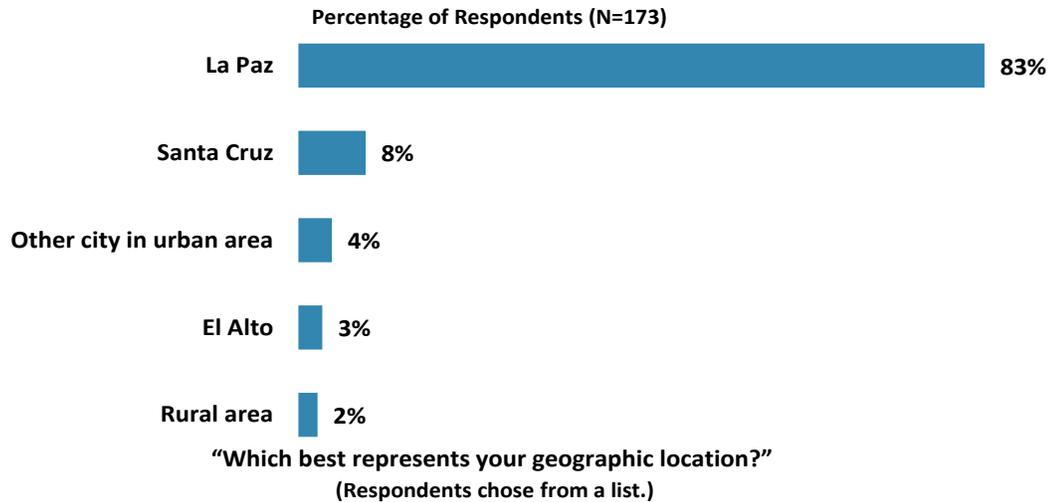


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

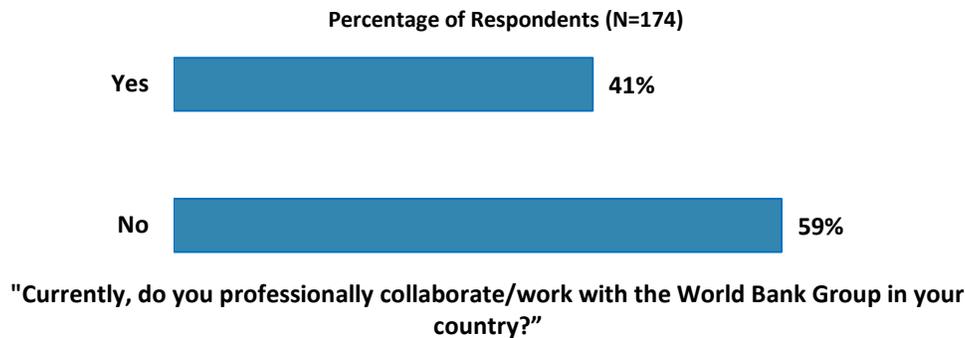
#### Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 96). For further analysis, few respondents from Santa Cruz, Other city in urban area, El Alto, and Rural area were combined into an “Outside La Paz” group. Only significant difference between geographic locations in response to indicator questions will be discussed in the body of this report.



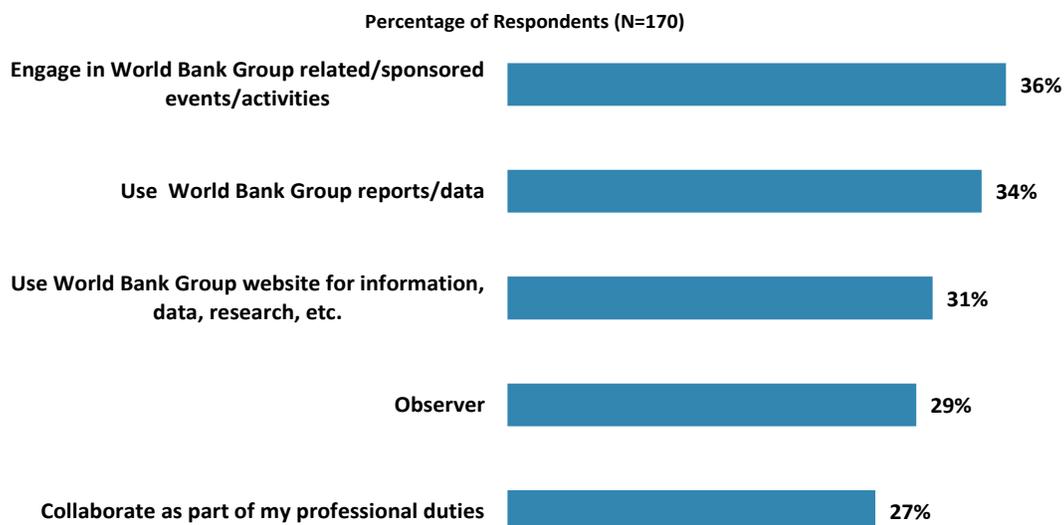
#### Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Bolivia, can be found in Appendix D (see page 109) and Appendix E (see page 122). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in Appendix E.



### III. Demographics of the Sample (continued)

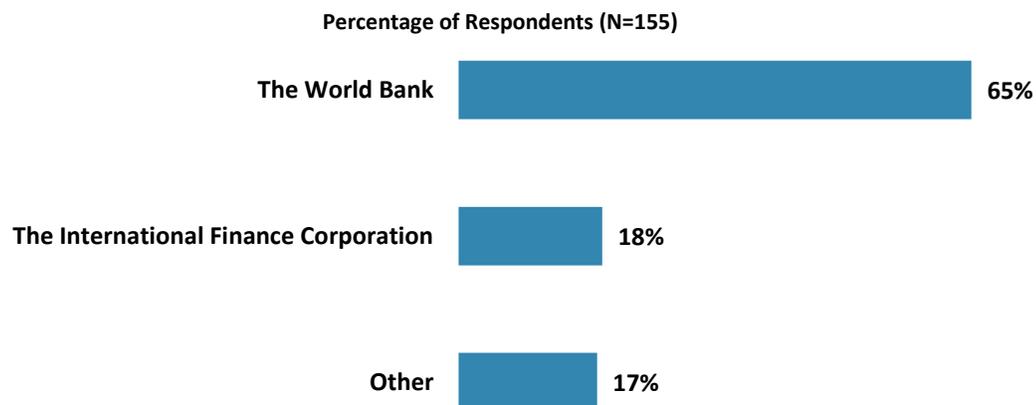
#### Collaboration with and Exposure to the World Bank Group (continued)



"Which of the following describes most of your exposure to the World Bank Group in Bolivia?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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#### Exposure to Agencies within the World Bank Group

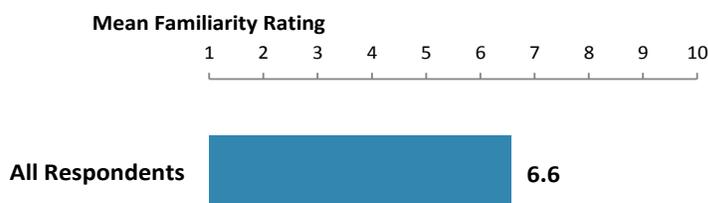


"Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia?" (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

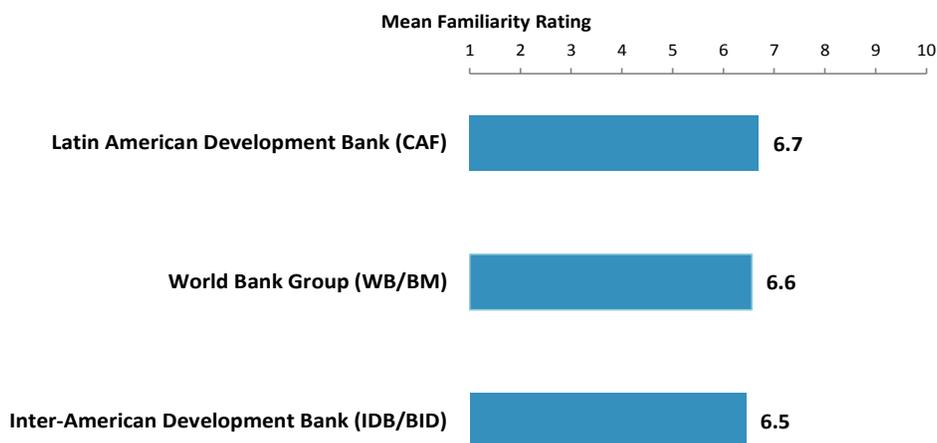
- Employees of ministries/ministerial departments had the highest levels of familiarity with the World Bank Group, whereas respondents from the media and academia/research institutes/think tanks had significantly lower levels of familiarity.
- Respondents from La Paz and Outside La Paz had statistically similar levels of familiarity with the World Bank Group.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the Bank Group's overall effectiveness in Bolivia, and their perceptions of the Bank Group's relevance to Bolivia's development, and the Bank Group's ability to help achieve development results in Bolivia.



"How familiar are you with the work of the World Bank Group in Bolivia?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

#### Familiarity with Other Organizations

- Respondents had statistically similar levels of familiarity with the World Bank Group, the Inter-American Development Bank, and the Latin American Development Bank.

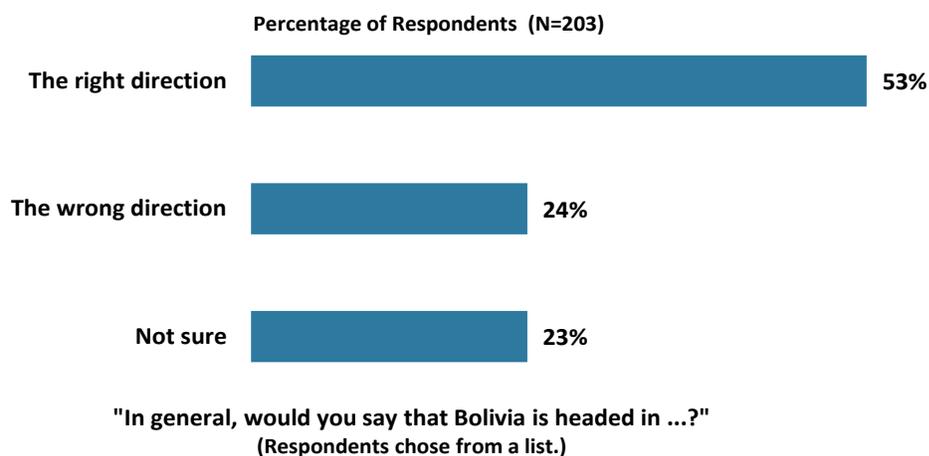


"How familiar are you with the work of these organizations in Bolivia?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Bolivia

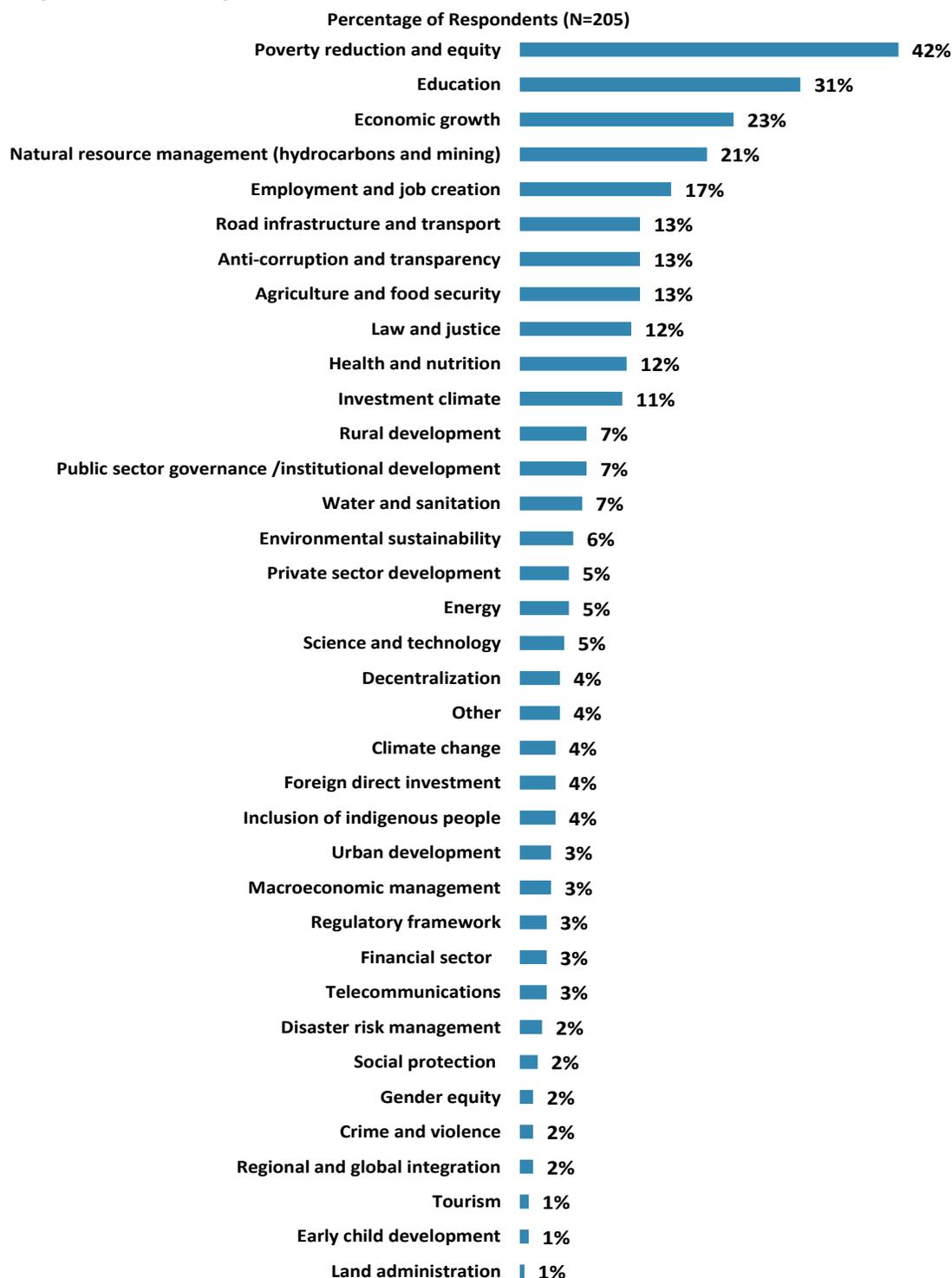
### Headed in the Right Direction

- Respondents from the Office of President/Minister, project implementation agencies and consultants/contractors working on WBG projects are most likely to indicate that Bolivia is headed in the right direction, whereas respondents from academia/research institutes/think tanks were significantly less likely to think so (more than half of the respondents indicate that the country is headed in the wrong direction).



## IV. General Issues Facing Bolivia (continued)

### Development Priority



"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)" (Respondents chose from a list. Responses combined.)

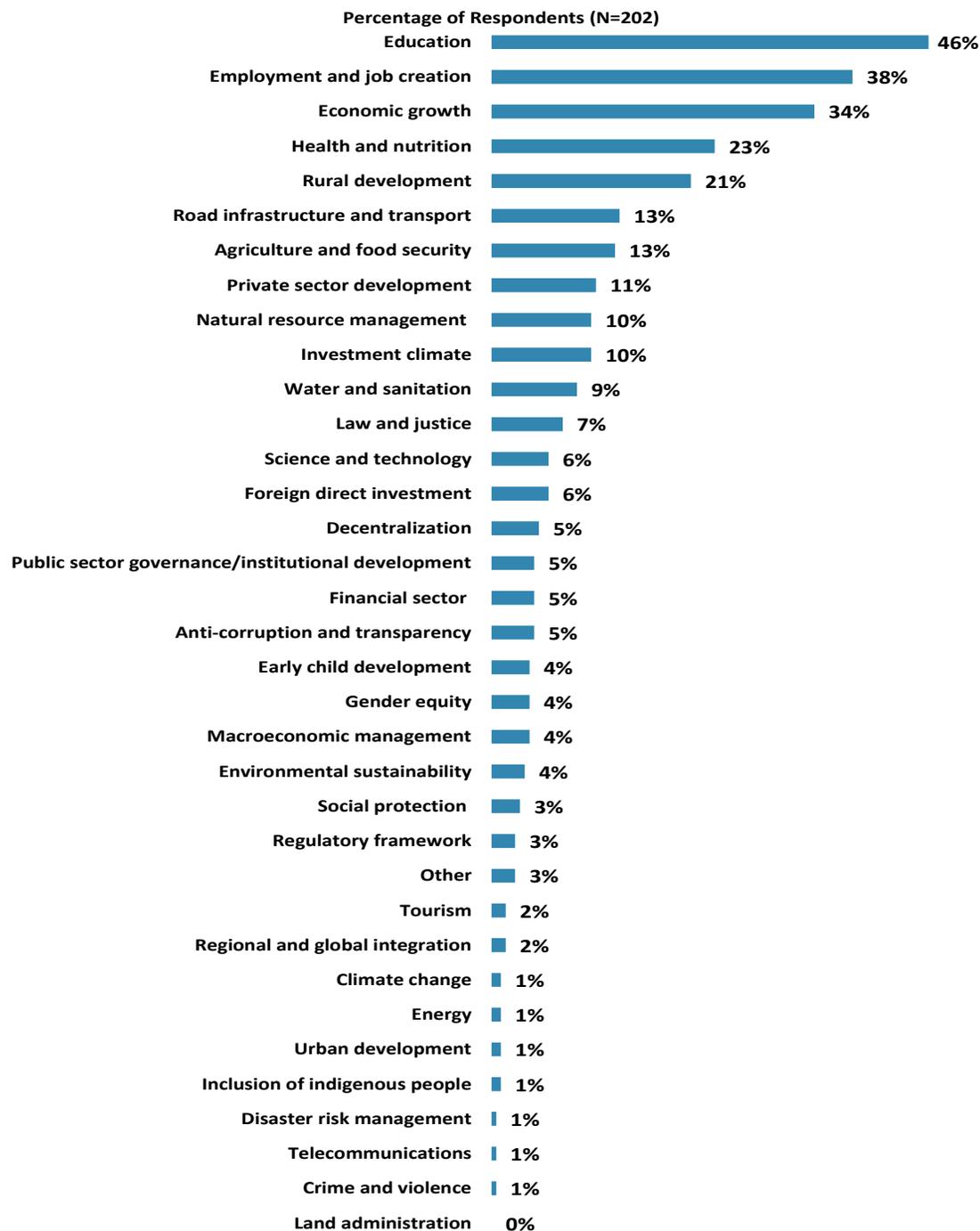
## IV. General Issues Facing Bolivia (continued)

### Development Priority (continued)

- Respondents across stakeholder groups, geographic locations, and areas of specialization all agree that “*poverty reduction and equity*,” “*education*,” “*economic growth*,” and “*natural resource management*” are Bolivia’s top development priorities.
- Among these top development priorities, respondents who professionally collaborate/work with the WBG are significantly *more* likely to indicate that “*poverty reduction and equity*” is the most important development priority than respondents who do not professionally collaborate/work with the institution.
- By contrast, when it comes to “*education*,” respondents who professionally collaborate/work with the WBG are significantly *less* likely to indicate that “*education*” is the most important development priority than respondents who do not professionally collaborate/work with the institution.

## IV. General Issues Facing Bolivia (continued)

### What Would Contribute Most to Reducing Poverty



**"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?" (Respondents chose from a list. Responses combined.)**

*When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.*

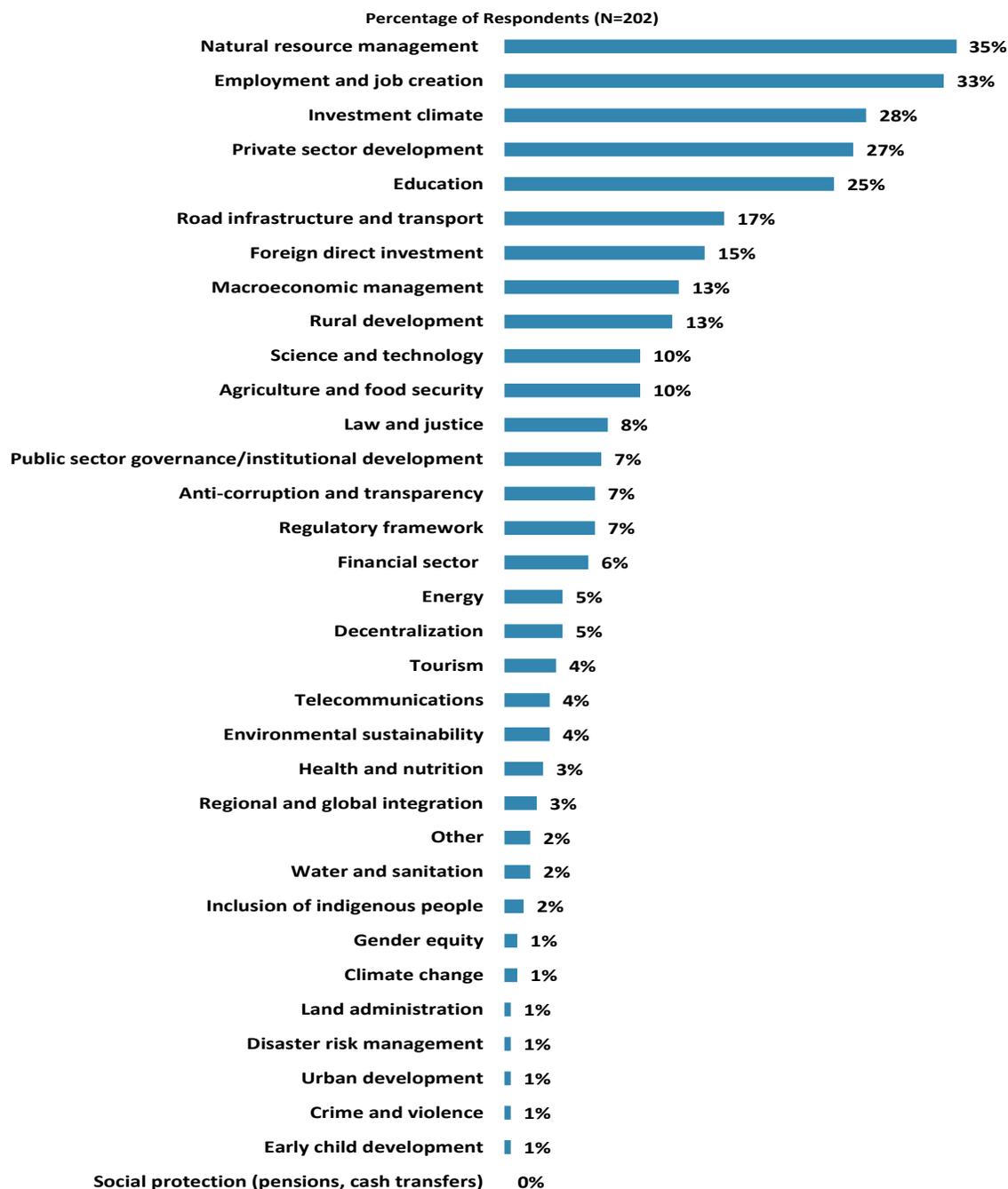
## IV. General Issues Facing Bolivia (continued)

### What Would Contribute Most to Reducing Poverty (continued)

- Respondents across stakeholder groups, geographic locations, and levels of collaboration all agree that “*education*,” “*employment and job creation*,” “*economic growth*,” and “*health and nutrition*” are the greatest contributors to reducing poverty in Bolivia.
- It is worth noting that respondents whose primary specialization of work is in “*public sector governance/public financial management/anti corruption*” (10% of the sample) were significantly more likely to indicate that “*road infrastructure and transport*” would contribute most to reducing poverty in Bolivia, compared to respondents in other areas of work.
- Respondents whose primary specialization of work is in “*financial markets/banking*” (14% of the sample) were significantly more likely to indicate that “*investment climate*” would contribute most to reducing poverty in Bolivia, compared to respondents in other areas of work.

## IV. General Issues Facing Bolivia (continued)

### What Would Contribute Most to Generating Economic Growth



"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)" (Respondents chose from a list. Responses combined.)

*When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth.*

## IV. General Issues Facing Bolivia (continued)

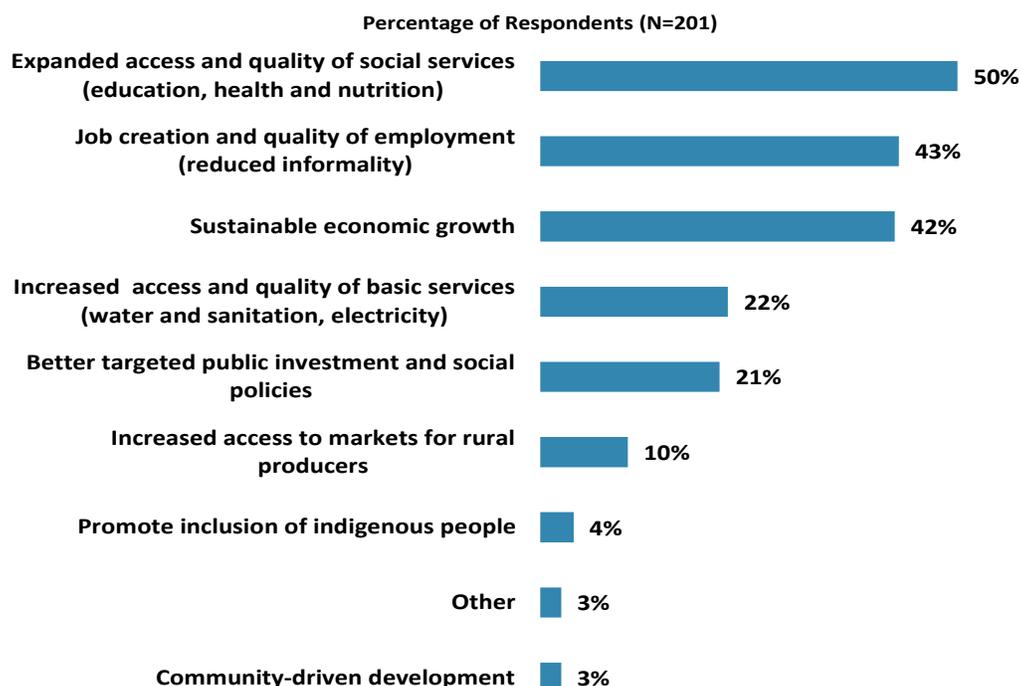
### What Would Contribute Most to Generating Economic Growth (continued)

- Respondents across stakeholder groups all agree that “*natural resource management*,” “*employment and job creation*,” “*investment climate*,” and “*private sector development*” are the greatest contributors to generating economic growth in Bolivia.
- Among these greatest contributors to the economic growth, respondents who are from La Paz are significantly *more* likely to indicate that “*investment climate*” is the greatest contributors to generating economic growth in Bolivia compared to respondents from Outside La Paz.
- Respondents who professionally collaborate/work with the WBG are significantly *less* likely to indicate that “*investment climate*” is the greatest contributors to generating economic growth in Bolivia compared to respondents who do not collaborate/work with the WBG.
- Respondents whose primary specialization of work is in “*financial markets/banking*” (14% of the sample) were significantly *more* likely to indicate that “*investment climate*” would contribute most to economic growth in Bolivia, compared to respondents in other areas of work.

## IV. General Issues Facing Bolivia (continued)

### Factors Contributing to “Shared Prosperity”

- There are significant stakeholder group differences in their views of how “shared prosperity” would be achieved in Bolivia.
  - Respondents from the Office of President/Minister were most likely to indicate that “shared prosperity” would be achieved through “*increased access and quality of basic services.*”
  - Respondents from CSOs were most likely to indicate that “shared prosperity” would be achieved through “*job creation and quality of employment.*”
  - Respondents from the media were most likely to indicate that “shared prosperity” would be achieved through “*better targeted public investment and social policies.*”
- Respondents who professionally collaborate/work with the WBG are significantly *less* likely to indicate that “shared prosperity” would be achieved through “*expanding access and quality of social services,*” compared to respondents who do not professionally collaborate/work with the WBG.
- Respondents from La Paz are significantly *more* likely to indicate that “shared prosperity” would be achieved through “*increased access and quality of basic services,*” compared to respondents from Outside La Paz.

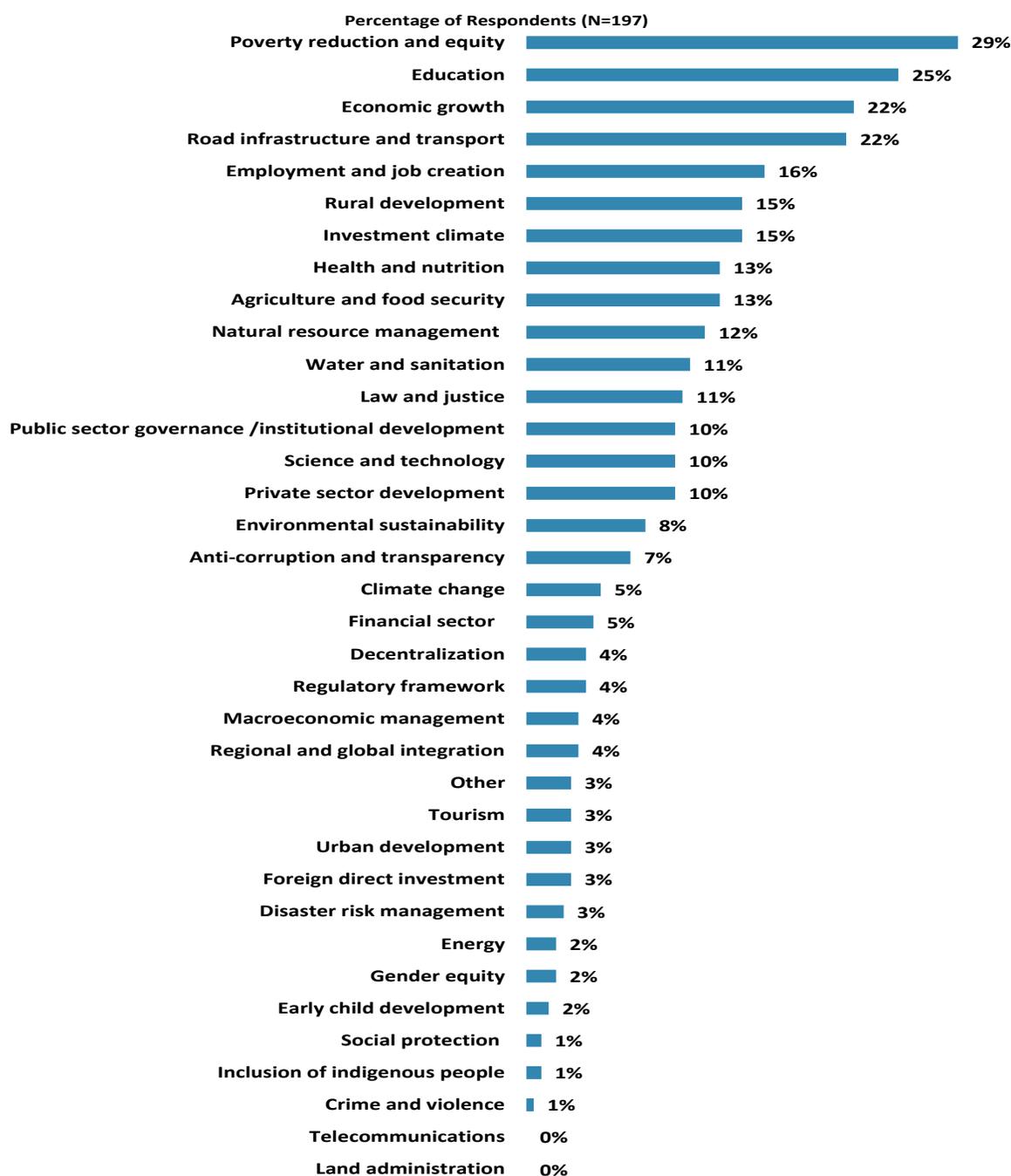


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When 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)"**

**(Respondents chose from a list. Responses combined.)**

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources



**“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 attention and resources in Bolivia? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined.)

*When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix H), analyses are done to see these respondents' views about which areas the World Bank Group should focus its attention and resources on.*

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources (continued)

- Respondents from the media are significantly *more* likely than respondents from other stakeholder groups to indicate that the WBG should focus most of its attention and resources in Bolivia in “*education*.”
- Respondents from Outside La Paz are significantly *more* likely than respondents from La Paz to indicate that the WBG should focus most of its attention and resources in Bolivia in “*road infrastructure and transport*.”
- Respondents who do not professionally collaborate/work with the WBG are significantly more likely to indicate that the WBG should focus most of its attention and resources in Bolivia in “*education*” and “*investment climate*,” compared to respondents who collaborate/work with the WBG.
- Respondents across sectoral specializations all agree that “*natural resource management*,” “*economic growth*,” “*poverty reduction and equity*,” and “*rural development*” are the most important areas in which the WBG should focus most of its attention and resources.

## V. Overall Attitudes toward the World Bank Group (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the Bank Group’s overall effectiveness in Bolivia.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the organization’s effectiveness compared to respondents who do not professionally collaborate/work with the WBG.

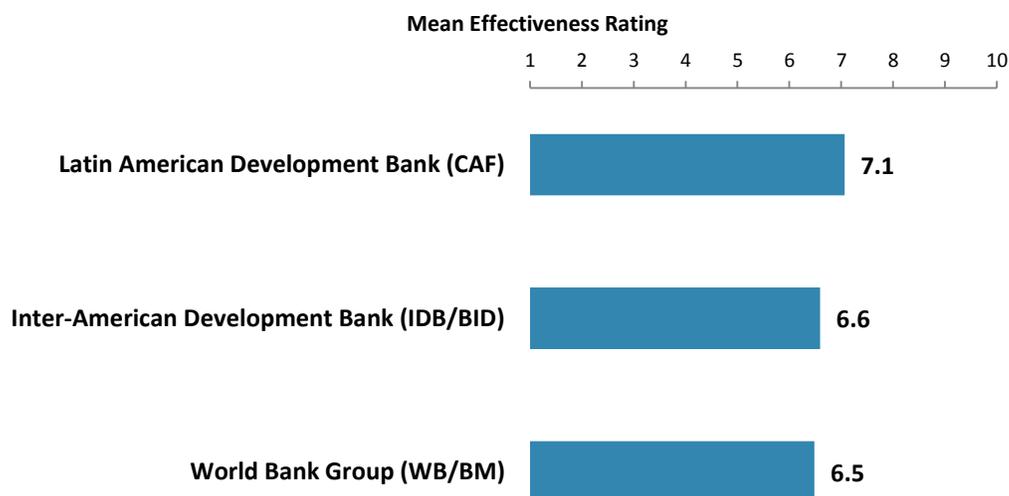


**"Overall, please rate your impression of the World Bank Group's effectiveness in Bolivia?"**  
(1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Effectiveness of Other Organizations

- Respondents gave significantly higher ratings for the Latin American Development Bank's effectiveness than the effectiveness of the World Bank Group.
- Respondents gave statistically similar ratings for the effectiveness of the World Bank Group and the Inter-American Development Bank.

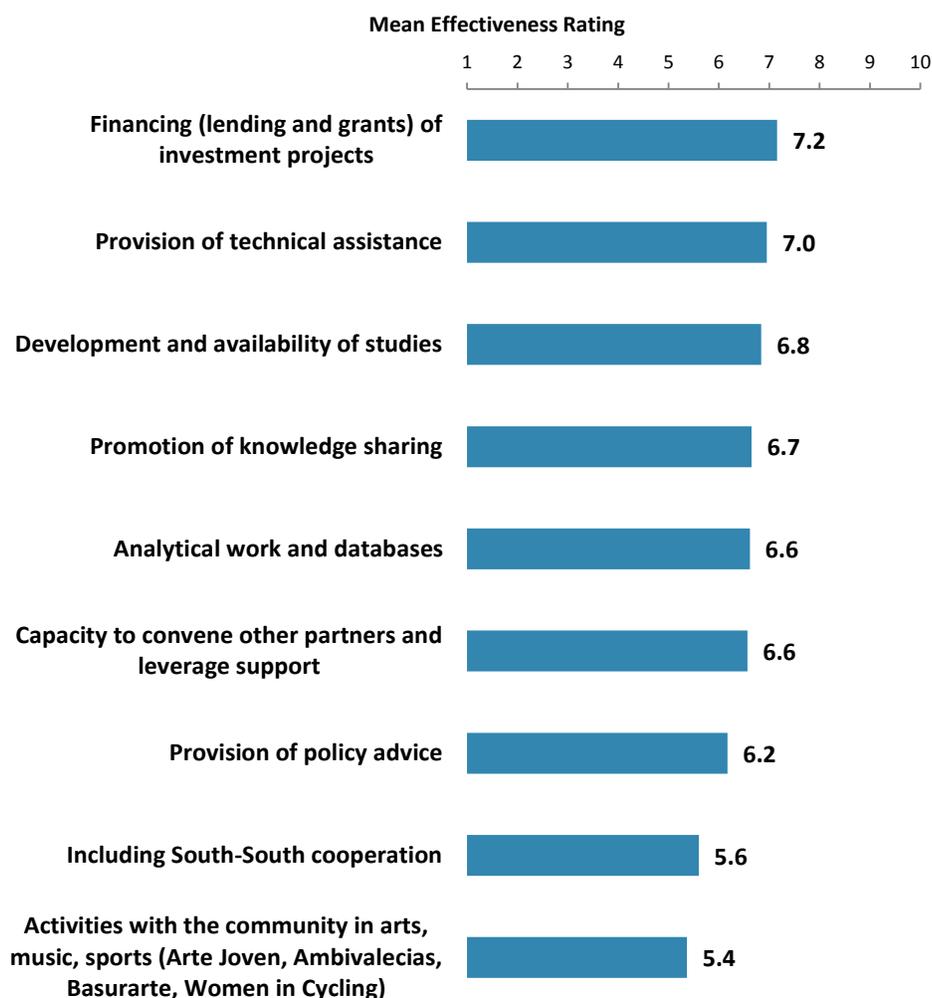


"Overall, please rate your impression of the effectiveness of these organizations?"  
(1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank Group (continued)

### Effectiveness of the WBG Activities

- Respondents across stakeholder groups had statistically similar ratings for the effectiveness of the following WBG activities in supporting Bolivia's efforts to achieve development results.
- Respondents from Outside La Paz had significantly higher ratings for the WBG's effectiveness in "*provision of technical assistance*" and "*activities with the community in arts, music, sports*" compared to respondents who are located in La Paz.

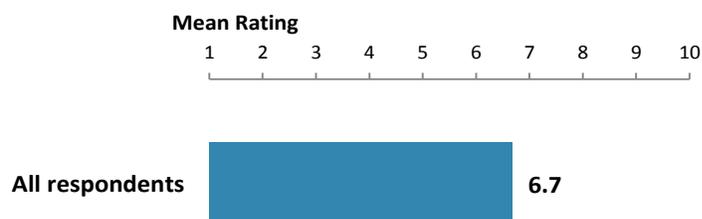


**"How effective do the World Bank Group's activities below support Bolivia's efforts to achieve development results?"**  
*(1 - "Not effective at all", 10 - "Very effective")*

## V. Overall Attitudes toward the World Bank Group (continued)

### Achieving Development Results (*Indicator Question*)

- Respondents from the media, project implementation agencies, and consultants/contractors working on WBG projects had the highest ratings for the WBG helping achieve development results in Bolivia, whereas respondents from academia/research institutes/think tanks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the WBG helping achieve development results in Bolivia.
- Respondents who professionally collaborate/work with the World Bank Group had significantly higher ratings for the WBG helping achieve development results in Bolivia, compared to respondents who do not professionally collaborate/work with the WBG.

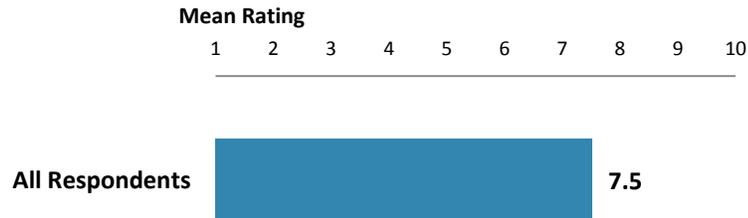


"To what extent does the World Bank Group's work help to achieve development results in Bolivia?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

## V. Overall Attitudes toward the World Bank Group (continued)

### Staff Preparedness (*Indicator Question*)

- Respondents from bilateral/multilateral agencies, project implementation agencies, and consultants/contractors working on WBG projects had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Bolivia solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks had significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Bolivia solve its most complicated development challenges.
- Respondents who professionally collaborate/work with the World Bank Group had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Bolivia solve its most complicated development challenges, compared to respondents who do not professionally collaborate/work with the WBG.

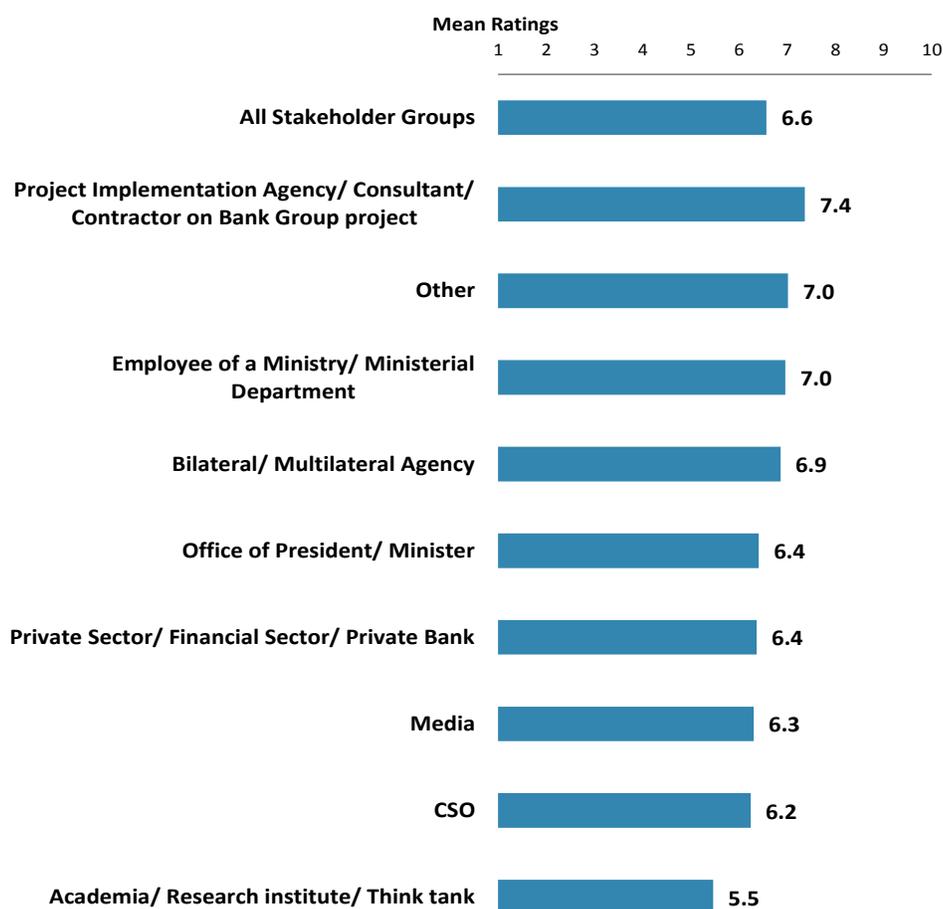


**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bolivia solve its most complicated development challenges?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were significant stakeholder group differences in their responses to twenty six indicator questions. Respondents from project implementation agencies and consultants/contractors working on WBG projects tend to give the highest ratings, whereas respondents from academia/research institutes/think tanks tend to give significantly lower ratings.
- Respondents who professionally collaborate/work with the WBG tended to give significantly higher ratings (7.3) for twenty six indicator questions than respondents who do not professionally collaborate/work with the WBG (6.1)
- Responses to individual indicator questions by stakeholder groups can be found in Appendix F (page 123).

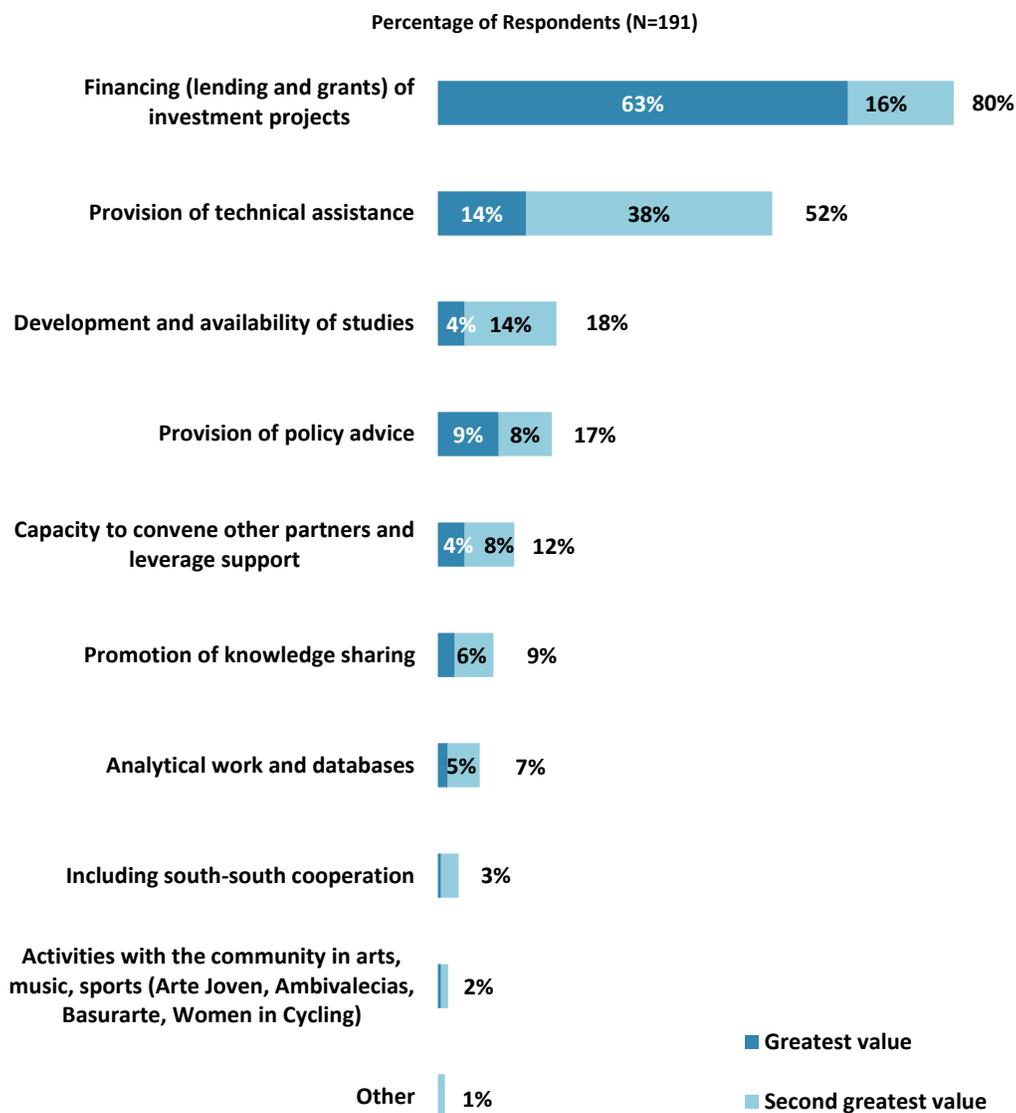


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty six indicator questions can be found in Appendices E and F.

## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

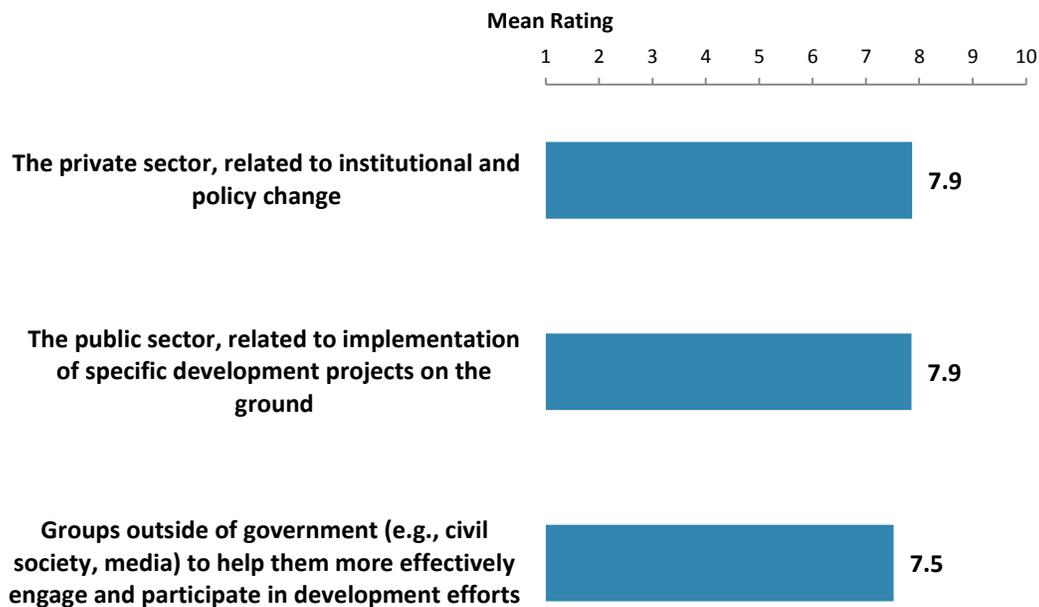


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bolivia?"  
(Respondents chose from a list.)

## V. Overall Attitudes toward the World Bank Group (continued)

### Ways of Capacity Building Support

- Respondents from CSOs and academia/research institutes/think tanks gave the highest ratings for the extent to which Bolivia would benefit, if capacity building were to support “*groups outside of government to help them more effectively engage and participate in development efforts,*” whereas respondents from the media and employees of ministries/ministerial departments gave significantly lower ratings.
- Respondents from the Office of President/Minister and employees of ministries/ministerial departments gave the highest ratings for the extent to which Bolivia would benefit, if capacity building were to support “*the public sector, related to implementation of specific development priorities on the ground,*” whereas respondents from the media and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent to which Bolivia would benefit, if capacity building were to support all three areas.

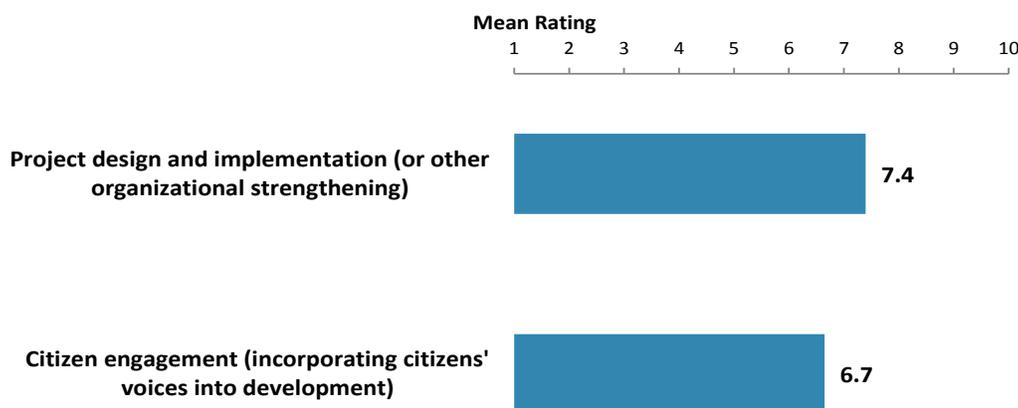


**"The World Bank Group can provide capacity building support in a number of ways in Bolivia. To which degree would Bolivia benefit, if capacity building were to support"**  
*(1 - "To no degree at all", 10 - "To a very significant degree")*

## V. Overall Attitudes toward the World Bank Group (continued)

### Effectiveness of WBG’s Capacity Building Work

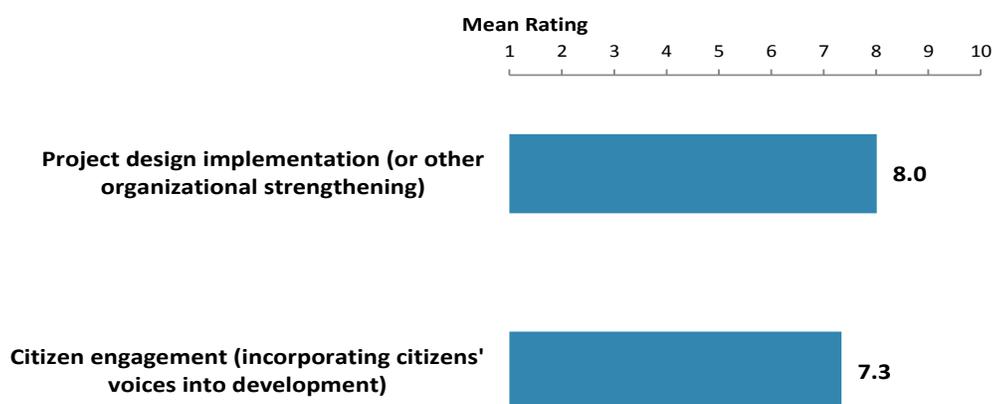
- Respondents across stakeholder groups had statistically similar ratings for the WBG’s effectiveness in both areas of capacity building work.
- Respondents outside of La Paz had significantly higher ratings for the WBG’s effectiveness in “*citizen engagement*” than respondents in La Paz.



"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?"  
 (1 - "Not effective at all", 10 - "Very effective")

### Importance of WBG’s Capacity Building Work

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the importance of the WBG’s capacity building work in both areas.

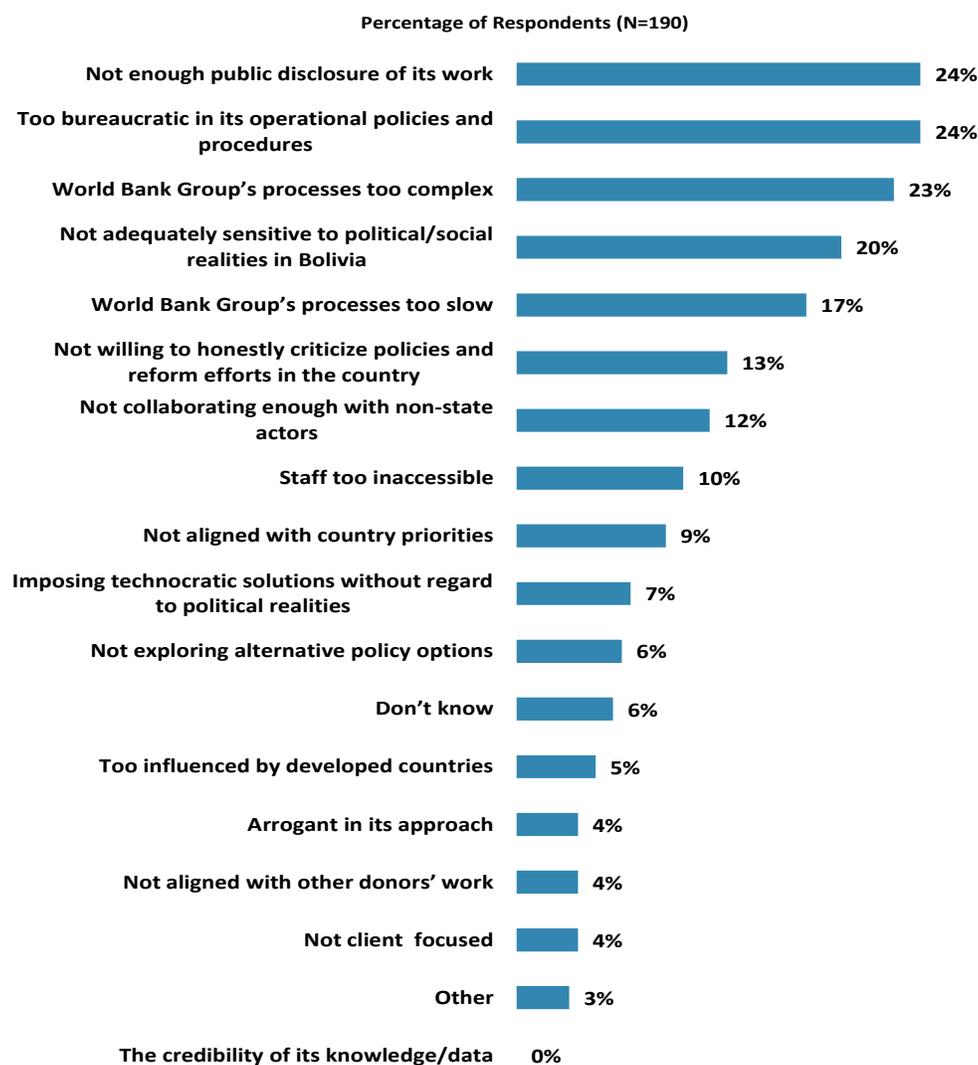


"When thinking about how to improve capacity building in Bolivia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"  
 (1 - "Not important at all", 10 - "Very important")

## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- Respondents indicated that “*not enough public disclosure of its work*” is one of the greatest weaknesses of the WBG. Respondents who are from Outside La Paz were significantly more likely to say so than respondents who are from La Paz.
- Respondents who professionally work/collaborate with the WBG were significantly more likely to consider “*WBG’s processes being too complex*” and “*WBG being too bureaucratic in its operational policies and procedures*” as the organization’s greatest weaknesses, compared to those who do not collaborate with the WBG.

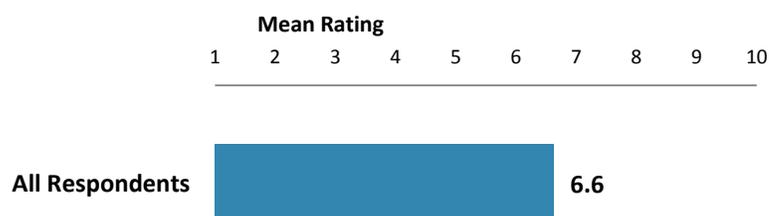


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group (continued)

### World Bank Group Moving in the Right Direction

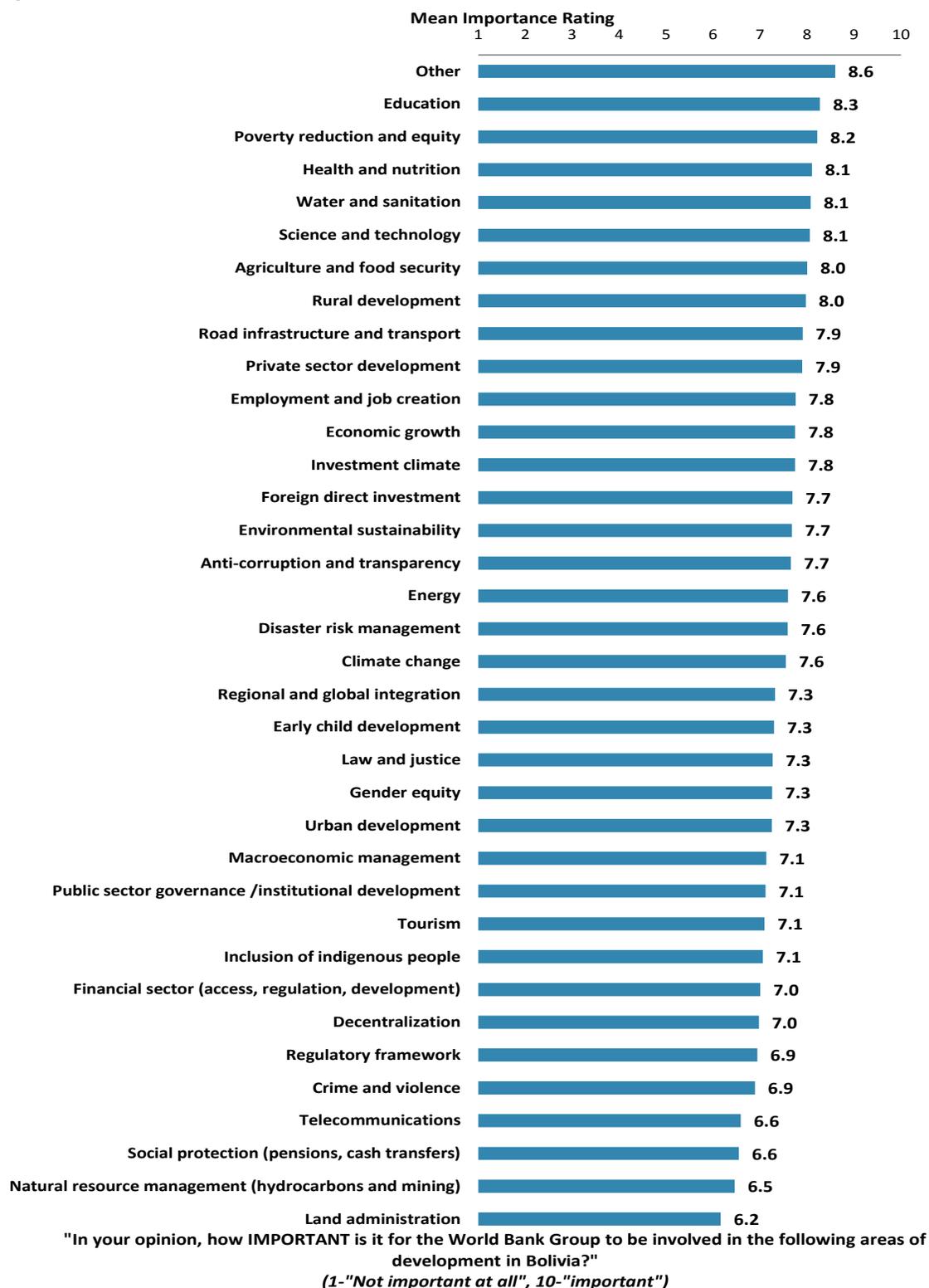
- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which they believed that the WBG had moved in the right direction in terms of its focus in Bolivia.
- Compared to respondents who do not collaborate with the WBG, respondents who do give significantly higher ratings for the extent to which they believed that the WBG had moved in the right direction in terms of its focus in Bolivia.



**"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-"To no degree at all", 10-"To a very significant degree")*

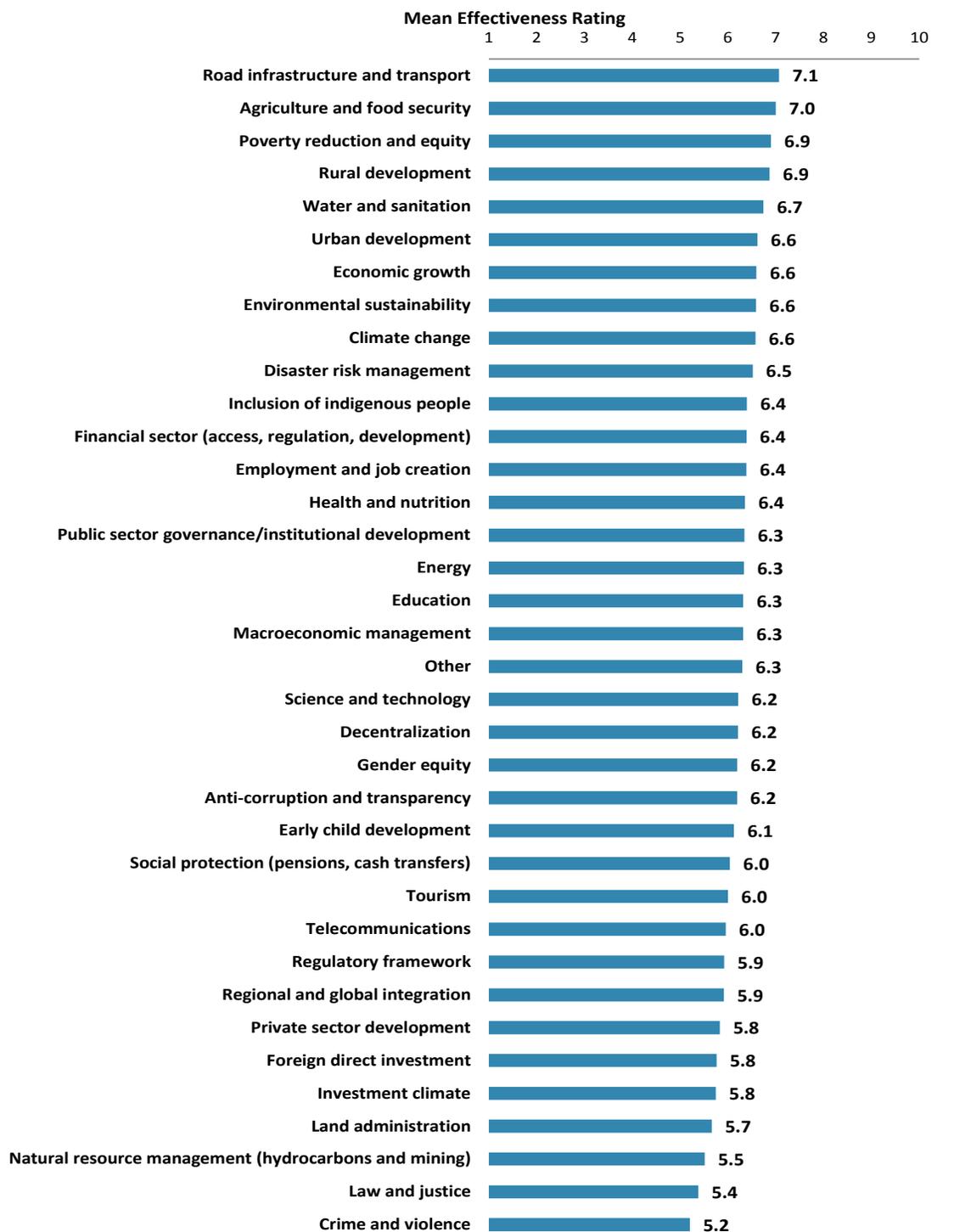
## VI. Sectoral Importance and Effectiveness

### Importance of Sectoral Areas



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas



"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?"

(1-"Not effective at all", 10-"Very effective")

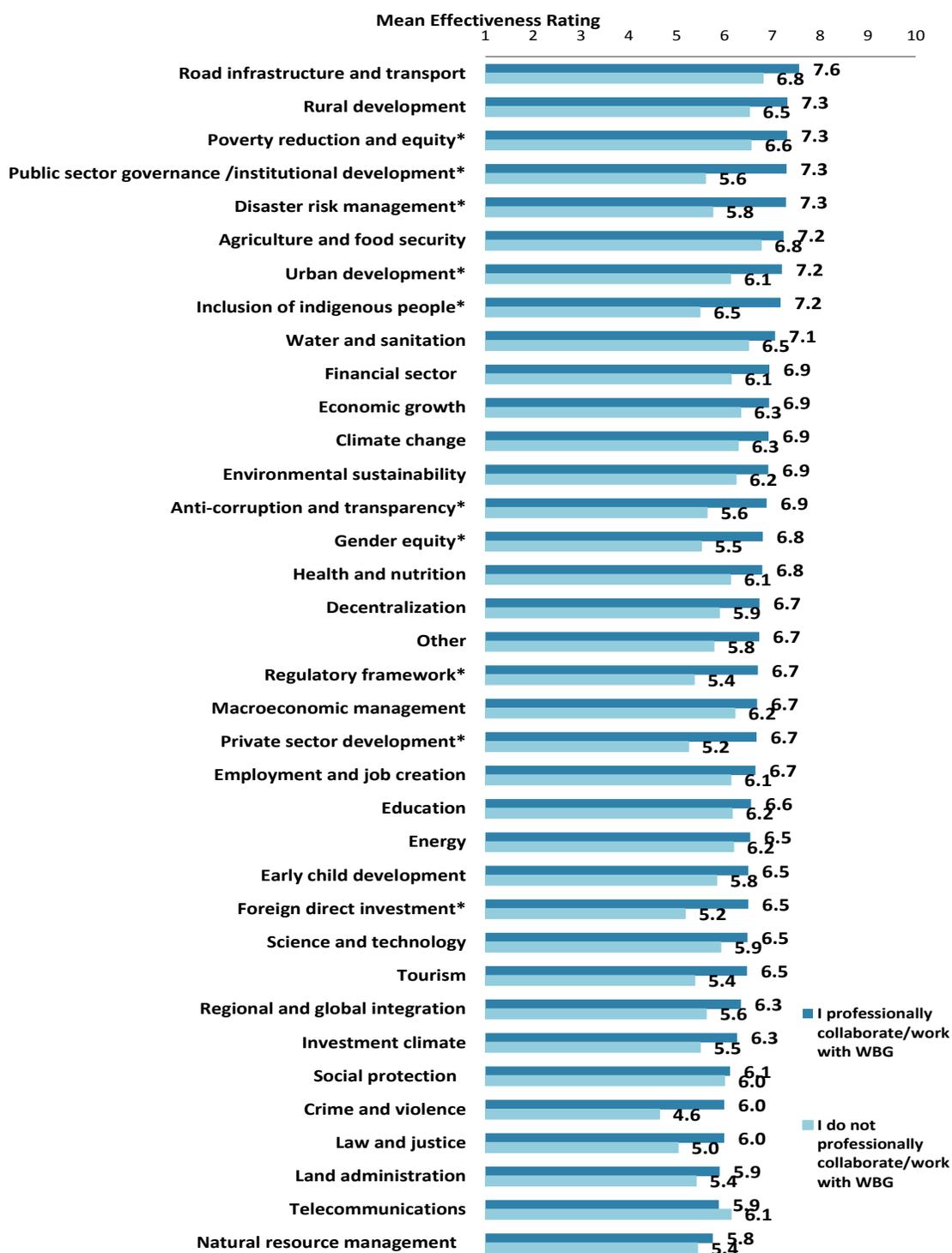
## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas (continued)

- Respondents across stakeholder groups gave statistically similar ratings for the WBG's effectiveness in all thirty six development areas except its effectiveness in "*public sector governance/institutional development*." Respondents from the private sector/financial sector/private banks, project implementation agencies and consultants/contractors working on WBG projects had the highest ratings for the WBG's effectiveness in "*public sector governance/institutional development*," whereas respondents from CSOs and the media had significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in almost all thirty six development areas. Respondents from La Paz gave significantly higher ratings for the WBG's effectiveness in "*other*" areas than respondents from outside of La Paz.
- Respondents whose primarily specialization of work is in "*public sector governance/public financial management/anti corruption*" (10% of the sample) gave significantly lower ratings for the WBG's effectiveness in "*financial sector (access, regulation, development)*" than respondents from other areas of specialization.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 63) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas (continued)



"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?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between respondents who do and do not collaborate with the WBG)

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas (continued)

- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG's effectiveness than respondents who do not collaborate in the following development areas.
  - *Poverty reduction and equity*
  - *Urban development*
  - *Disaster risk management*
  - *Public sector governance*
  - *Anti-corruption and transparency*
  - *Regulatory framework*
  - *Private sector development*
  - *Foreign direct investment*
  - *Gender equity*
  - *Inclusion of indigenous people*

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

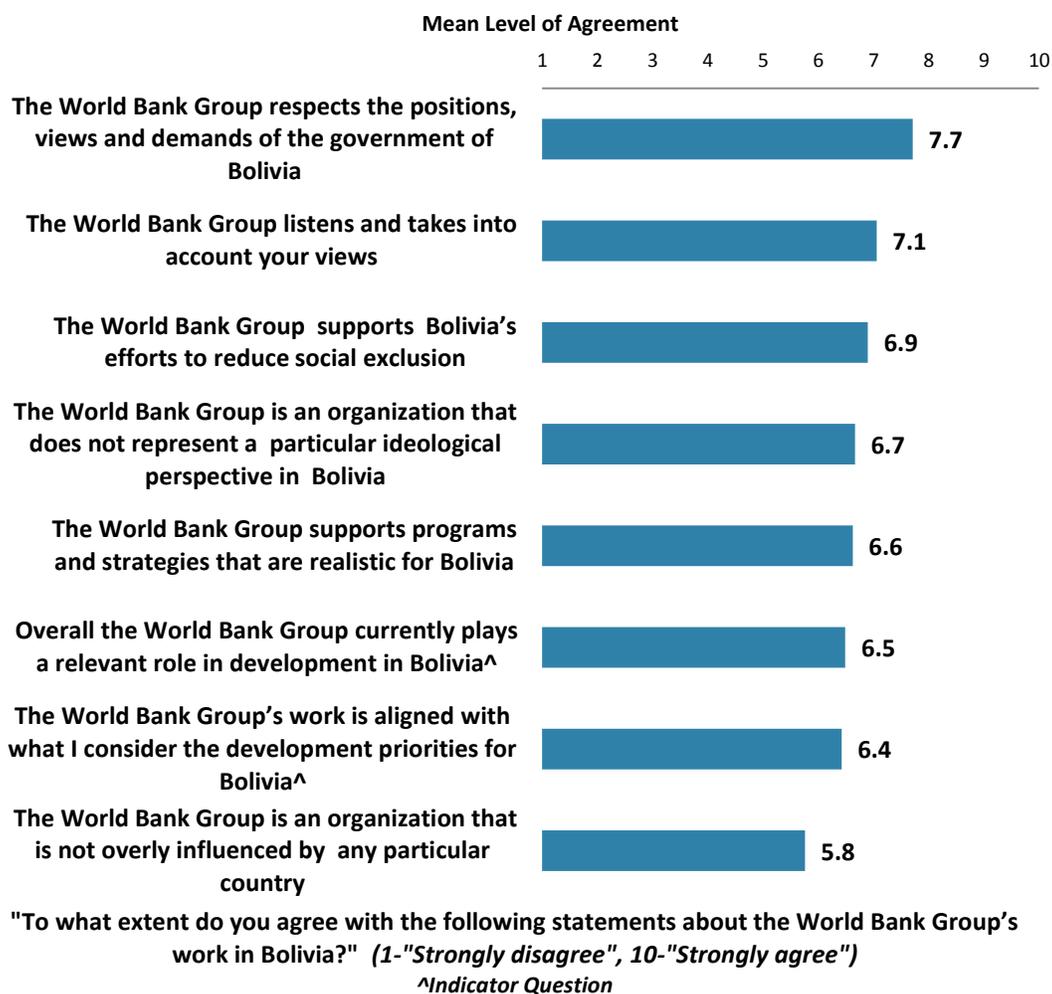
To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Bolivia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-six specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Bolivia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at rural development;
  - The WBG's effectiveness at poverty reduction and equity;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at employment and job creation;
  - The WBG's effectiveness at public sector governance/institutional development;
  - The WBG's effectiveness at education.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Bolivia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at natural resource management;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at poverty reduction and equity;
  - The WBG's effectiveness at rural development; and
  - The WBG's effectiveness at urban development.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Bolivia



## VII. How the World Bank Group Operates (continued)

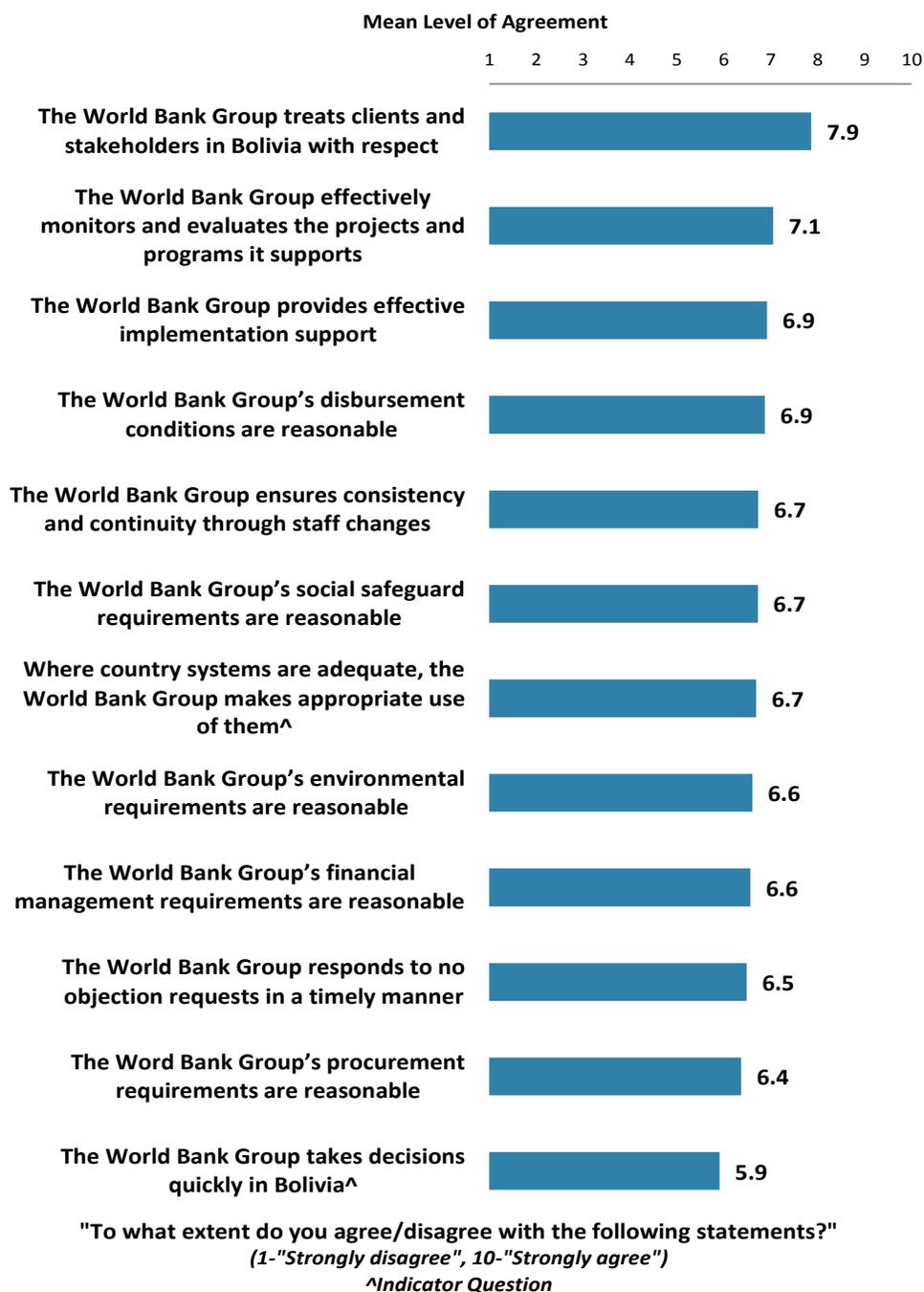
### The World Bank Group's Work in Bolivia (continued)

- There were significant stakeholder group differences in their levels of agreement with that several statements about the WBG's work in Bolivia.
  - Respondents from project implementation agencies and consultants/contractors working on WBG projects had the highest levels of agreement with that *“the World Bank Group supports Bolivia's efforts to reduce social exclusion,” “overall the World Bank Group currently plays a relevant role in development in Bolivia,” “the World Bank Group's work is aligned with what I consider the development priorities for Bolivia,”* and *“the World Bank Group supports programs and strategies that are realistic for Bolivia,”* whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement with these statements.
  - Respondents from project implementation agencies and consultants/contractors working on WBG projects had the highest levels of agreement with that *“the World Bank Group respects the positions, views, and demands of the government of Bolivia,”* whereas respondents from the Office of President/Minister had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement with all of the statements above.
- Respondents who professionally collaborate/work with WBG tended to have significantly higher levels of agreement with almost all statements (except that *“the World Bank Group respects the positions, views, and demands of the government of Bolivia”*) compared to respondents who do not professionally collaborate/work with WBG.

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

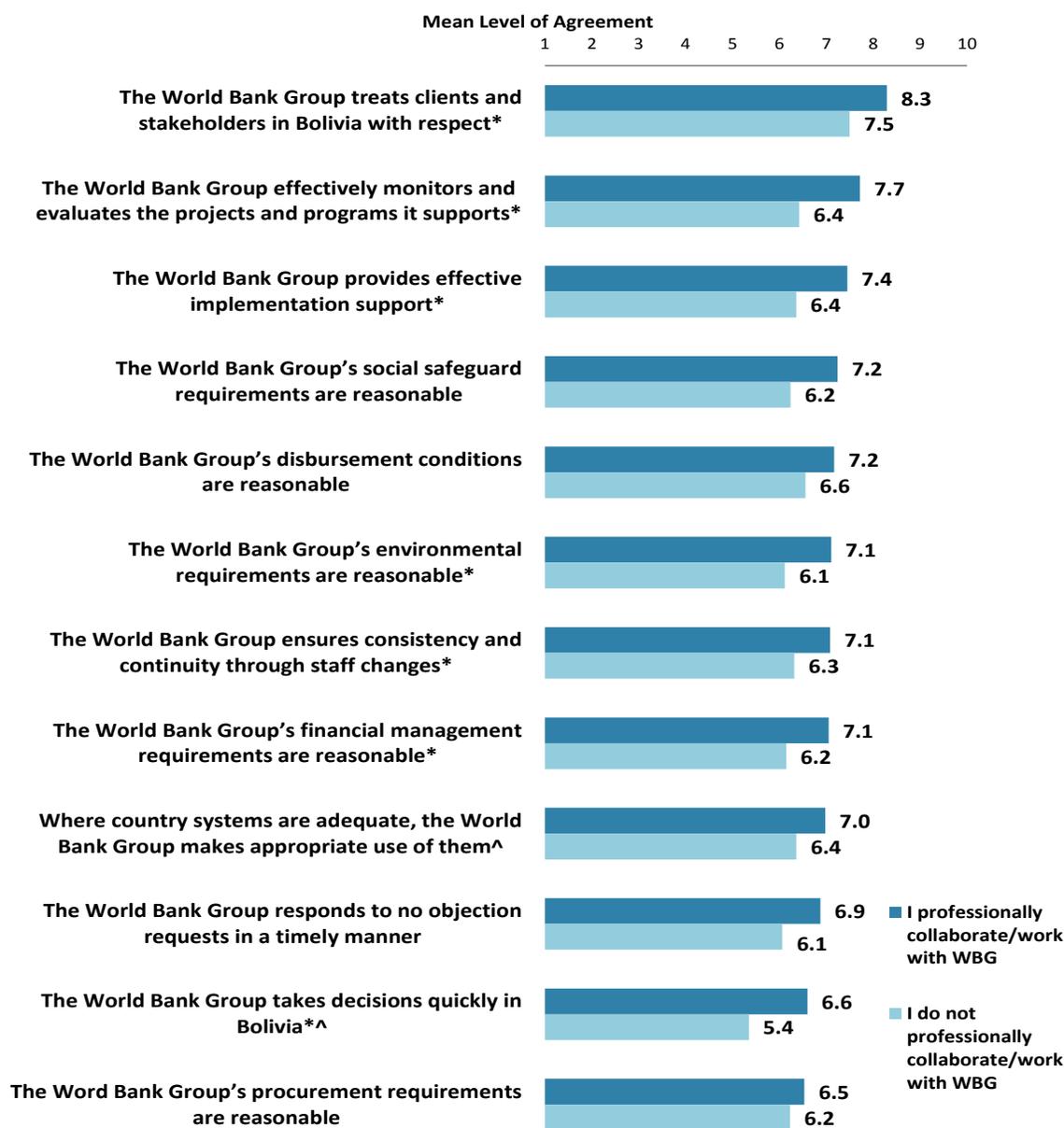
- Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement with all of the following statements.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions (continued)

- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with several of the statements below compared to respondents who do not collaborate/work with WBG (*indicated with an asterisk below*).

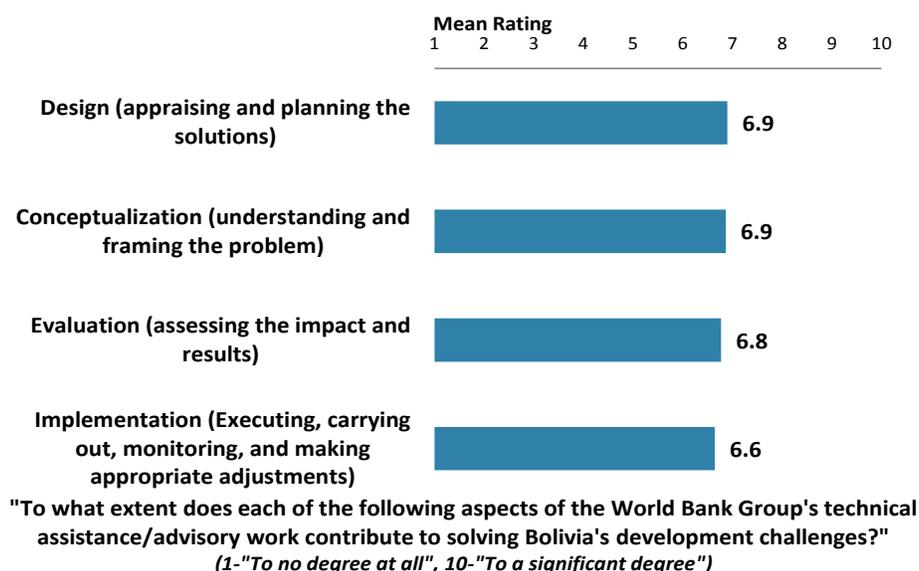


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree")  
 \*Significantly different between respondents who do and do not collaborate/work with WBG  
 ^Indicator Question

## VII. How the World Bank Group Operates (continued)

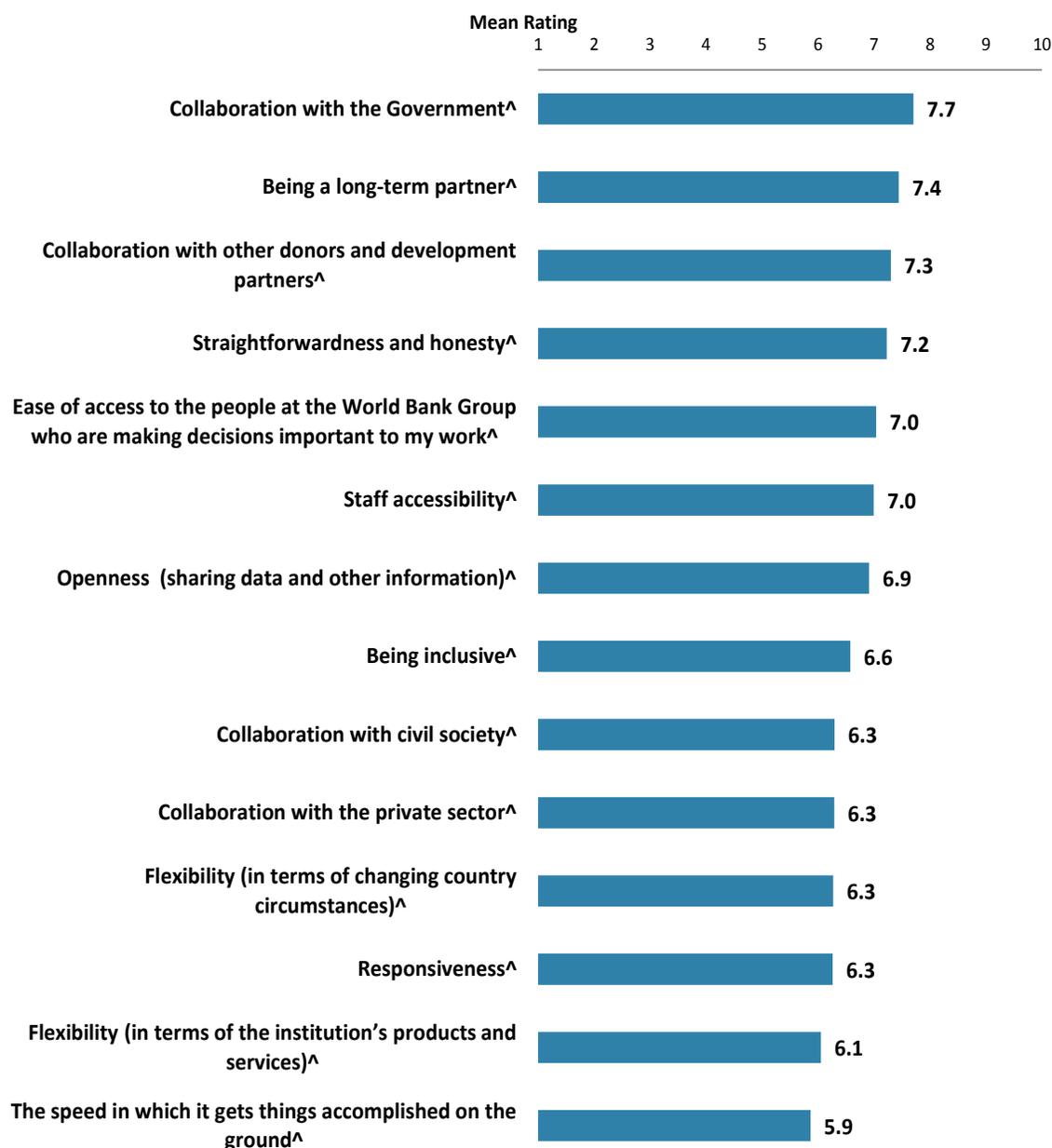
### Contribution of the WBG's Delivery Work

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for all four aspects of the WBG's technical assistance/advisory work's contribution to solving Bolivia's development challenges.
- Respondents who collaborate/work with the WBG had significantly higher ratings for almost all four aspects of the WBG's technical assistance/advisory work's contribution to solving Bolivia's development challenges (except "*evaluation*"), compared to respondents who do not collaborate with the WBG.



## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner



"To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>^</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

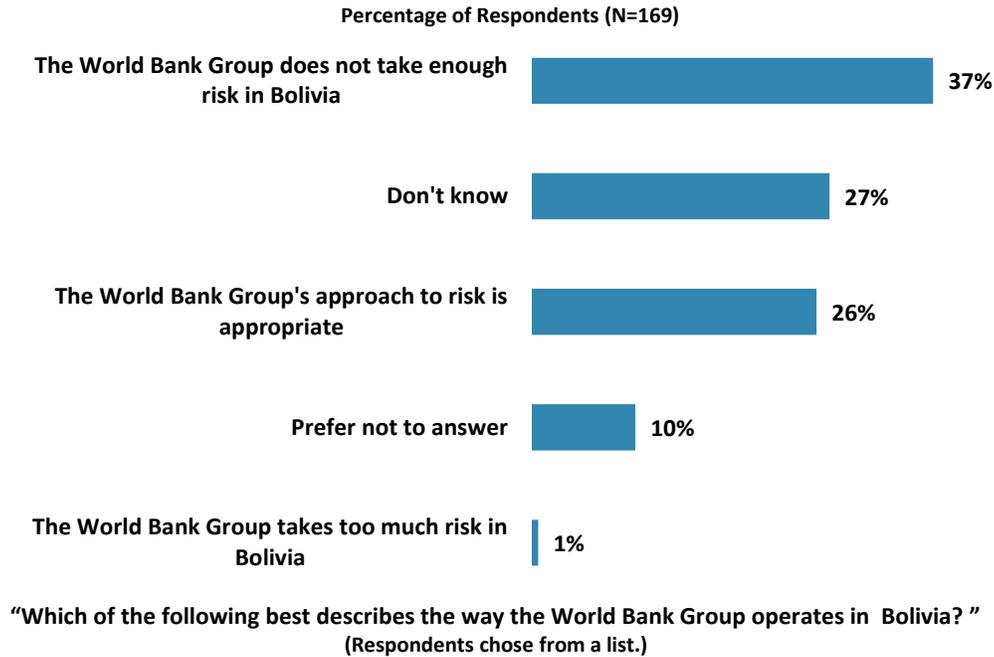
### The World Bank Group as an Effective Development Partner (continued)

- There were significant stakeholder group differences in their ratings for six of WBG's qualities as an effective development partner. They are the WBG's "*responsiveness*," "*flexibility in terms of changing country circumstances*," "*straightforwardness and honesty*," "*ease of access to the people at the WBG who are making decisions important to my work*," "*collaboration with civil society*," and "*collaboration with the private sector*." For the most part, respondents from project implementation agencies and consultants/contractors working on WBG projects tended to give the highest ratings, whereas respondents from academia/research institutes/think tanks tended to give significantly lower ratings (see Appendix B for details). It is worth mentioning that respondents from the media gave the highest ratings for the "*ease of access to the people at the WBG who are making decisions important to my work*."
- Respondents located outside La Paz had significantly higher ratings for the WBG's "*straightforwardness and honesty*," than respondents from La Paz.
- There were significant differences between respondents who do and do not collaborate with the WBG in their ratings for all of these indicator qualities of the WBG as an effective development partner (except the WBG's "*collaboration with the Government*"). Respondents who professionally collaborate/work with the WBG had significantly higher ratings than those who do not.

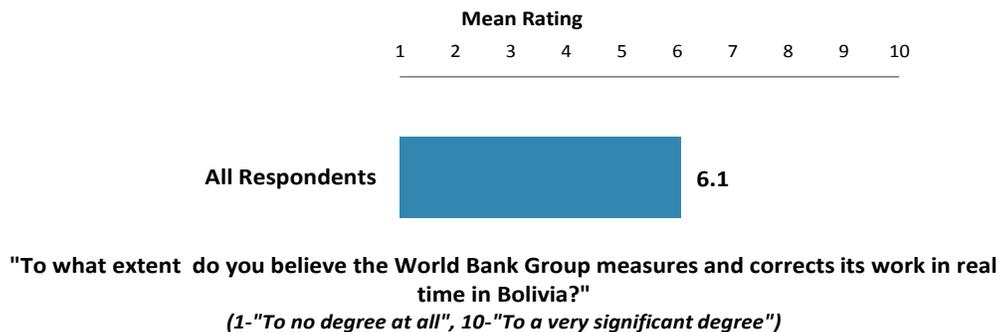
## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Approach to Risk in Bolivia

- Among all stakeholder groups, respondents from the Office of President/Minister were significantly more likely to indicate that “*the WBG does not take enough risk in Bolivia,*” compared to respondents from other stakeholder groups.

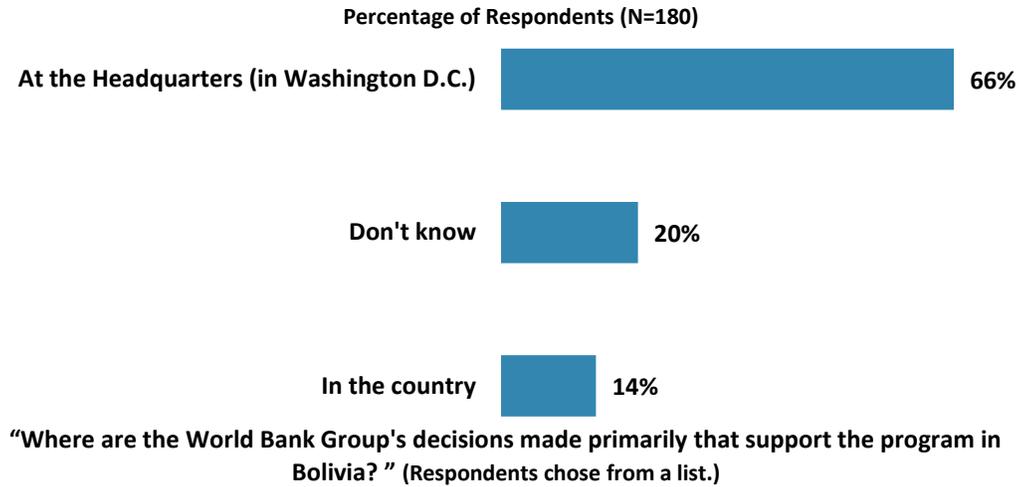


### The World Bank Group's Internal Monitoring Mechanism

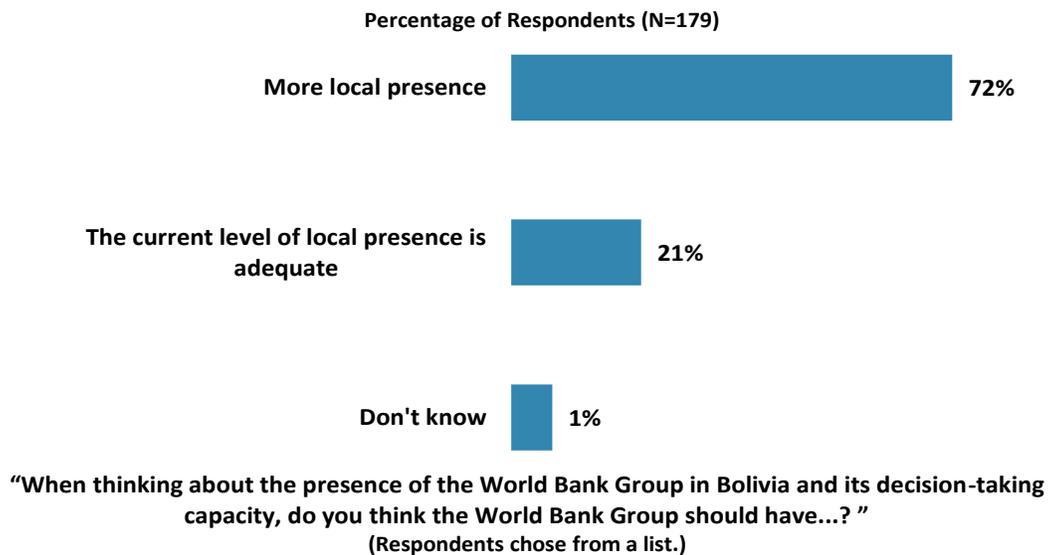


## VII. How the World Bank Group Operates (continued)

### Making Decisions about the WBG Program in Bolivia

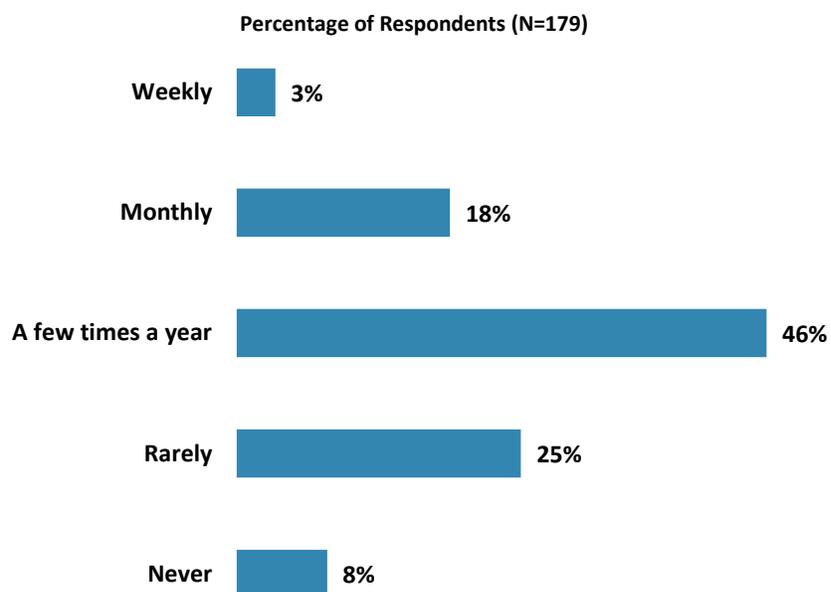


### The World Bank Group’s Local Presence in Bolivia



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

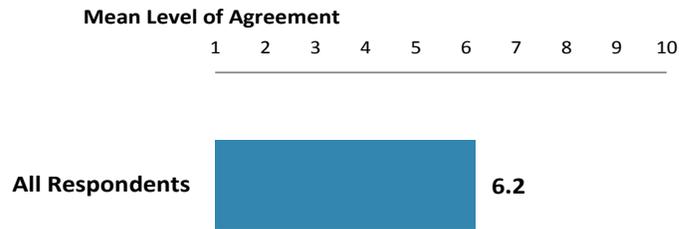


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Bolivia's Knowledge Needs (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the levels of agreement that the World Bank Group meets Bolivia's needs for knowledge services.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the WBG meets Bolivia's needs for knowledge services compared to respondents who do not collaborate/work with the WBG.

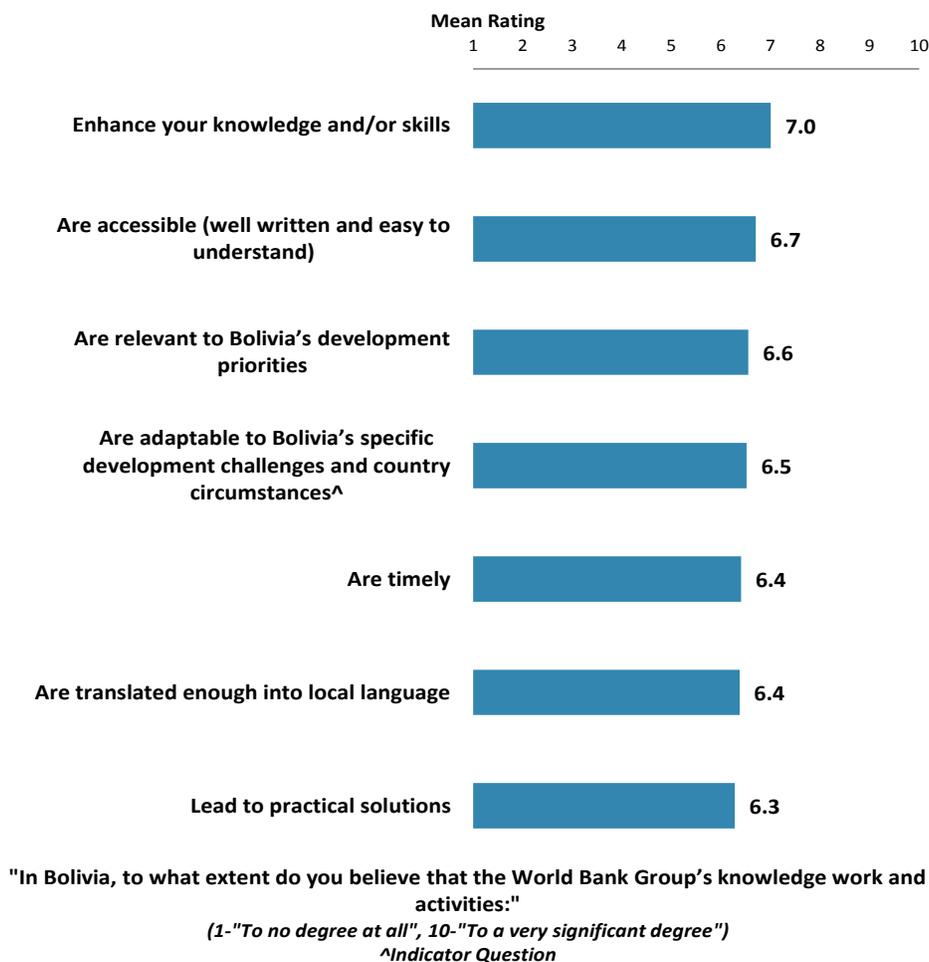


**"The World Bank Group meets Bolivia's needs for knowledge services"**  
(1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities

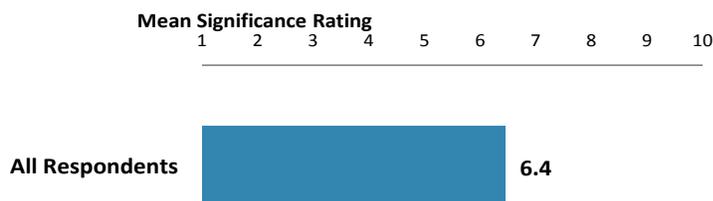
- Respondents from project implementation agencies and consultants/contractors working on WBG projects tended to give the highest ratings for the WBG's knowledge work and activities' "relevance to Bolivia's development priorities" and the extent to which they "led to practical solutions," whereas respondents from academia/research institutes/think tanks gave significantly lower ratings to these two qualities of the WBG's knowledge work and activities.
- Respondents across geographic locations had statistically similar ratings for all of the following qualities of the WBG's knowledge work and activities (including the indicator question).
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for all the following qualities of the WBG's knowledge work and activities compared to respondents who do not professionally collaborate/work with the organization.



## VIII. World Bank Group's Knowledge and Instruments (continued)

### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents from project implementation agencies and consultants/contractors working on WBG projects tended to give the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Bolivia, whereas respondents from academia/research institutes/think tanks and CSOs gave significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Bolivia.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Bolivia than respondents who do not collaborate/work with the institution.



**"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-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities than those who do not collaborate with the WBG.

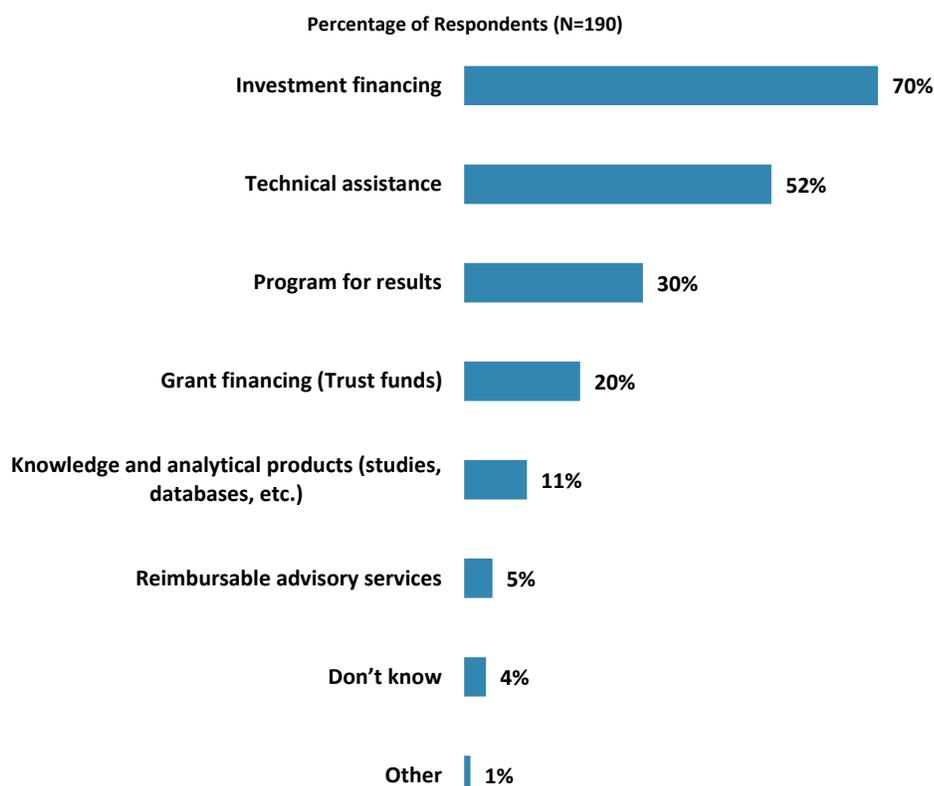


**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
(1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- Respondents across stakeholder groups and geographic locations all agreed that the “*investment financing*” and “*technical assistance*” are the WBG’s most effective instruments in reducing poverty in Bolivia.
- Respondents who professionally collaborate/work with the WBG are significantly more likely to consider “*technical assistance*” as the WBG’s most effective instrument in reducing poverty in Bolivia, compared to respondents who do not collaborate/work with the institution.

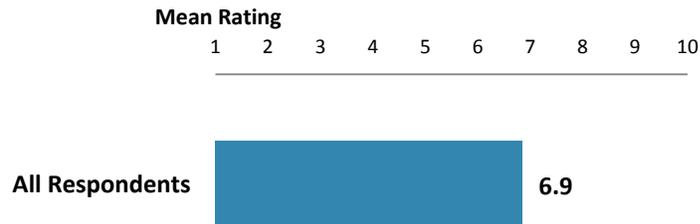


“Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Combination of World Bank Group Services

- Respondents from project implementation agencies and consultants/contractors working on WBG projects had the highest ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Bolivia, whereas respondents from academia/research institutes/think tanks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Bolivia.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Bolivia, compared to those who do not collaborate/work with the WBG.



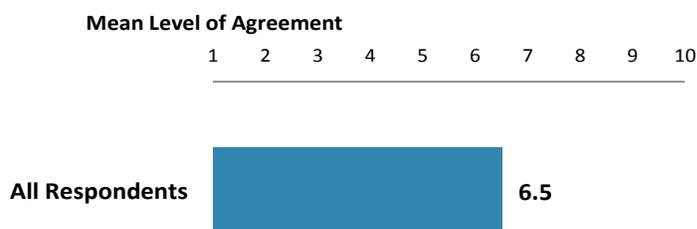
**"When considering the national development needs in Bolivia, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Bolivia meet the national development needs of Bolivia?"**

*(1-"To no degree at all", 10-"To a very significant degree")*

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Bolivia's Needs for Financial Instruments (*Indicator Question*)

- Respondents from the media and employees of ministries/ministerial departments had the highest levels of agreement that the WBG's financial instruments meet the needs of Bolivia, whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement that the World Bank Group's financial instruments meet Bolivia's needs.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the World Bank Group's financial instruments meet Bolivia's needs than respondents who do not collaborate with the institution.

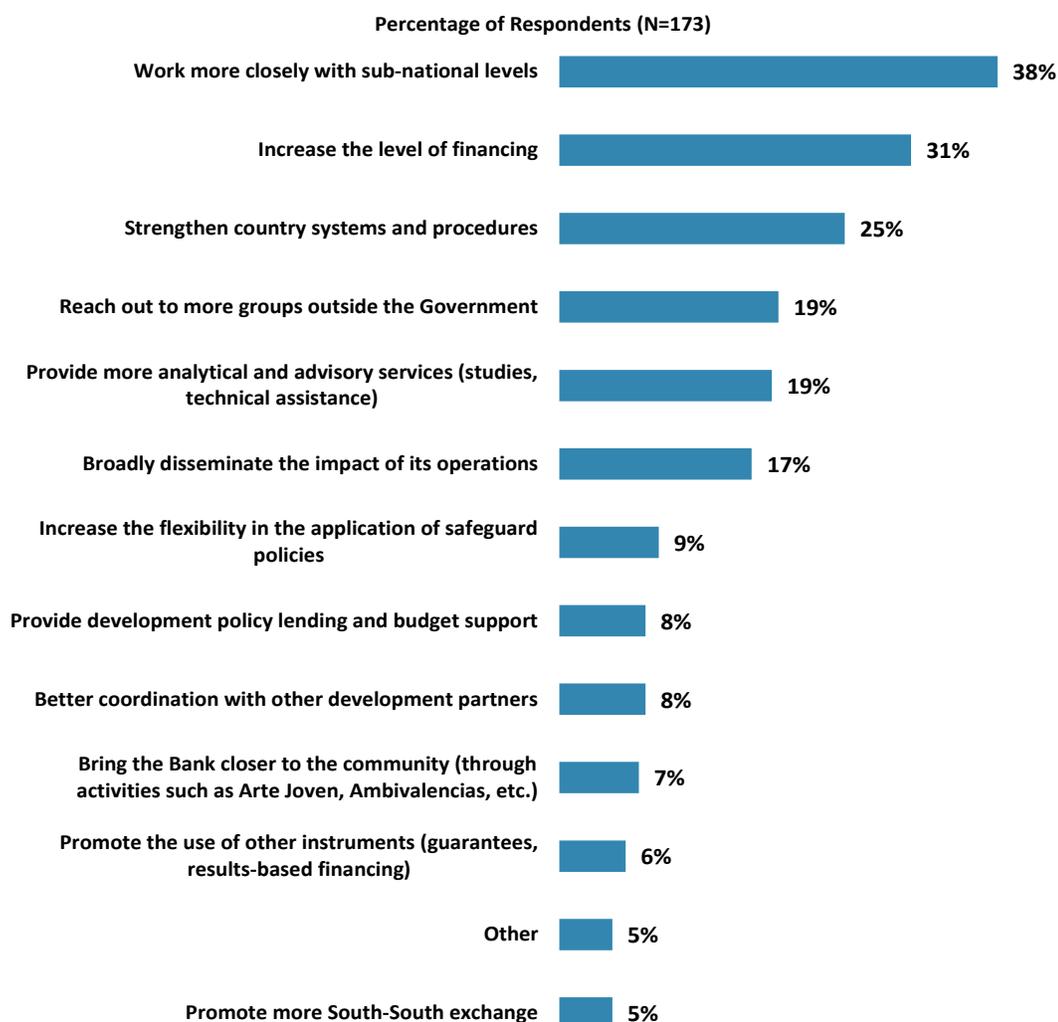


**"The World Bank Group's financial instruments meet the needs of Bolivia."**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## IX. The Future Role of the World Bank Group in Bolivia

### Making the World Bank Group of Greater Value

- Respondents from the media, project implementation agencies, and consultants/contractors working on WBG projects were significantly *more* likely to indicate that the WBG should “*increase the level of financing*” than respondents from other stakeholder groups.
- Respondents from the private sector/financial sector/private banks were significantly *more* likely to indicate that the WBG should “*reach out to more groups outside the Government*” than respondents from other stakeholder groups.
- Respondents who professionally collaborate/work with the WBG were significantly *less* likely to indicate that the WBG should “*reach out to more groups outside the Government*” than those who do not collaborate with the organization.

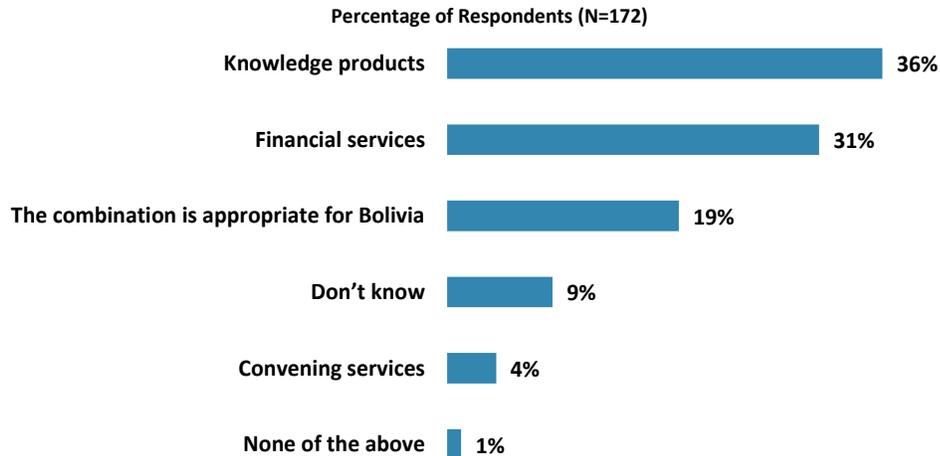


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank Group in Bolivia (cont.)

### World Bank Group’s Services in Bolivia

- Respondents from the Office of President/Minister were significantly more likely to indicate that the WBG should offer more “*financial services*” in Bolivia than respondents from other stakeholder groups.
- Respondents from academia/research institutes/think tanks were significantly more likely to indicate that the WBG should offer more “*knowledge services*” in Bolivia than respondents from other stakeholder groups.



"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?"  
(Respondents chose from a list.)

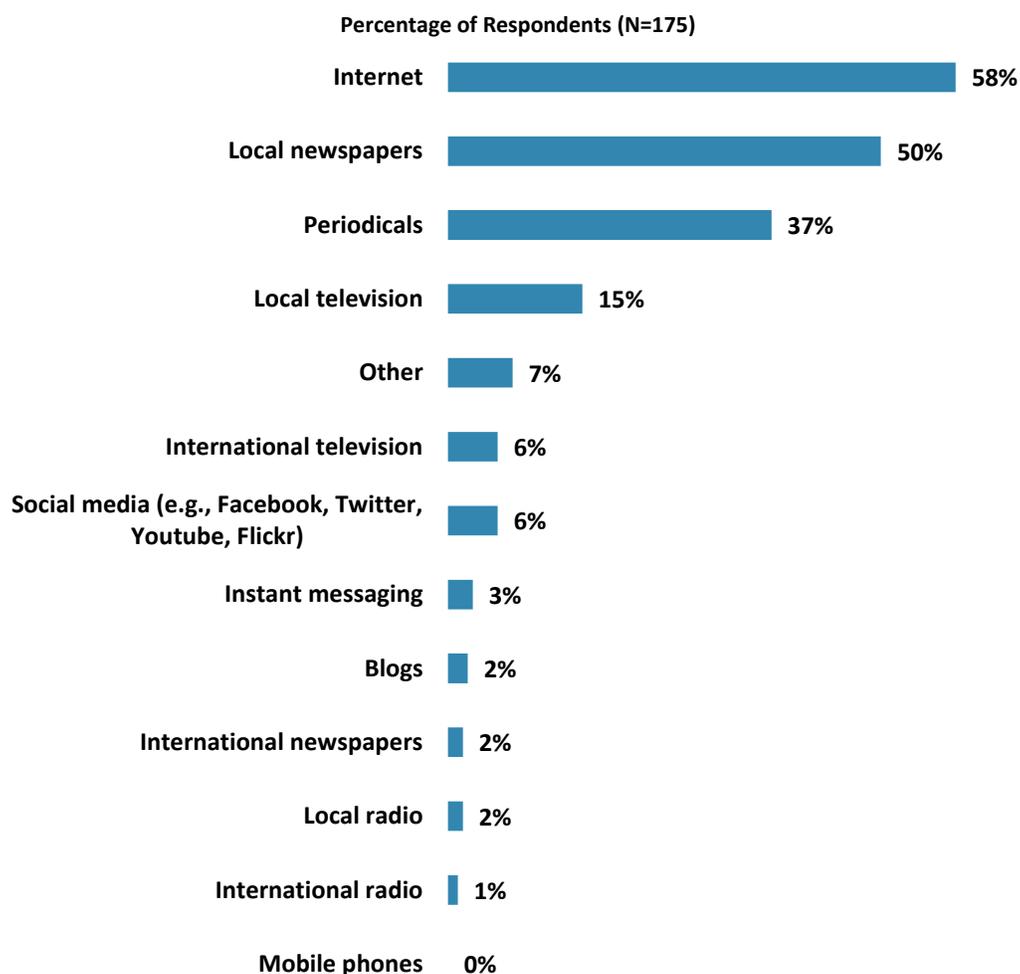
### Future Role of International Development in Bolivia



"How significant a role do you believe that international development cooperation SHOULD play in Bolivia's development in the near future?"  
(1-"Not a significant role at all", 10-"Very significant role")

## X. Communication and Openness

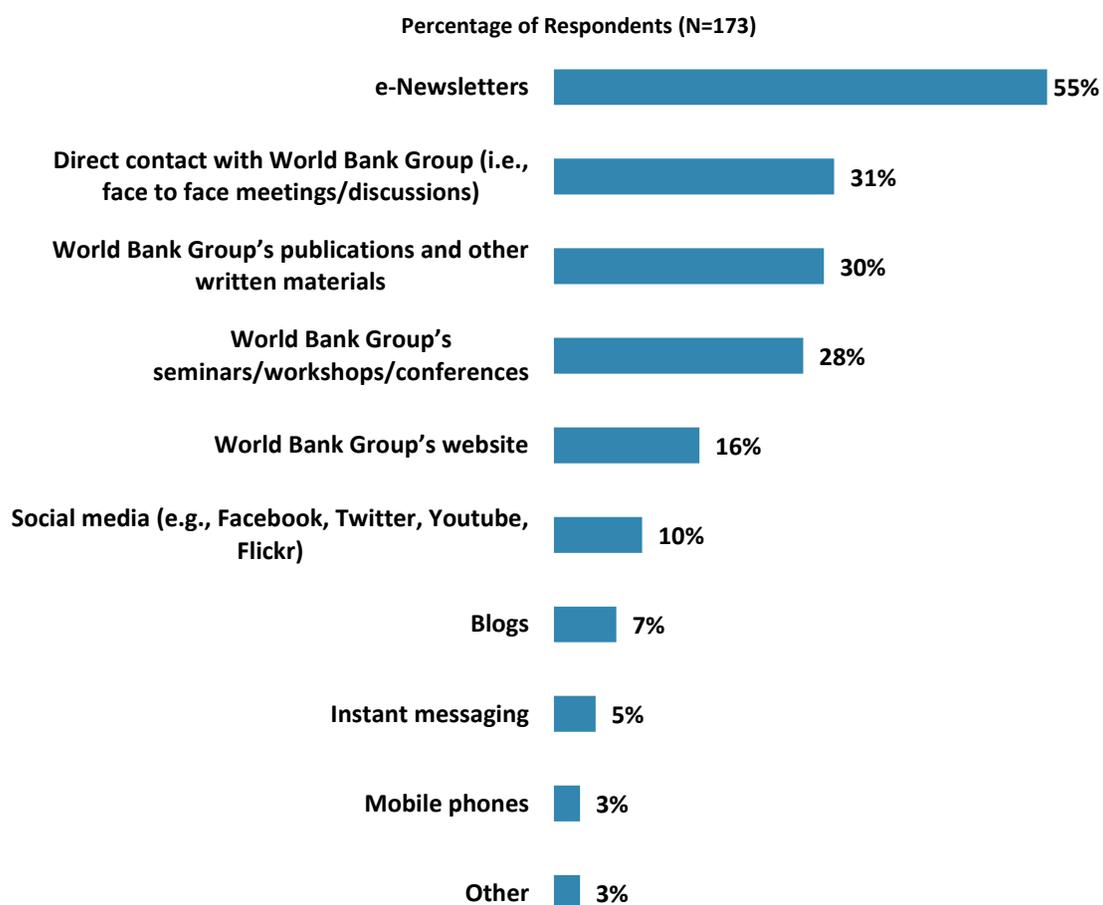
### General Information Sources



"How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources



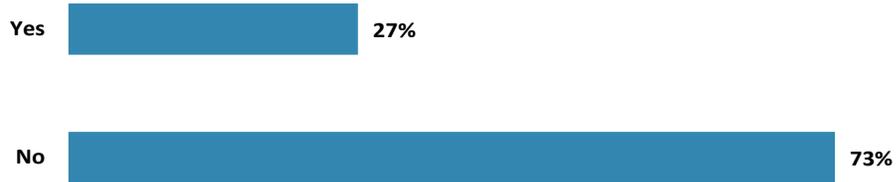
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Respondents from the CSOs were significantly less likely to be aware of the WBG's Access to Information Policy than respondents from other stakeholder groups.

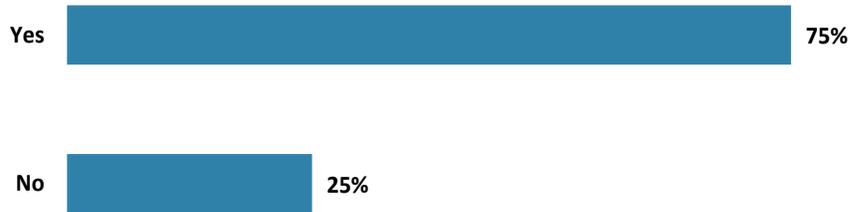
Percentage of Respondents (N=175)



"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?"

### Website Usage

Percentage of Respondents (N=174)



"Do you use/have you used the World Bank Group website?"

### Evaluation of WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels are valuable sources of information about the institution

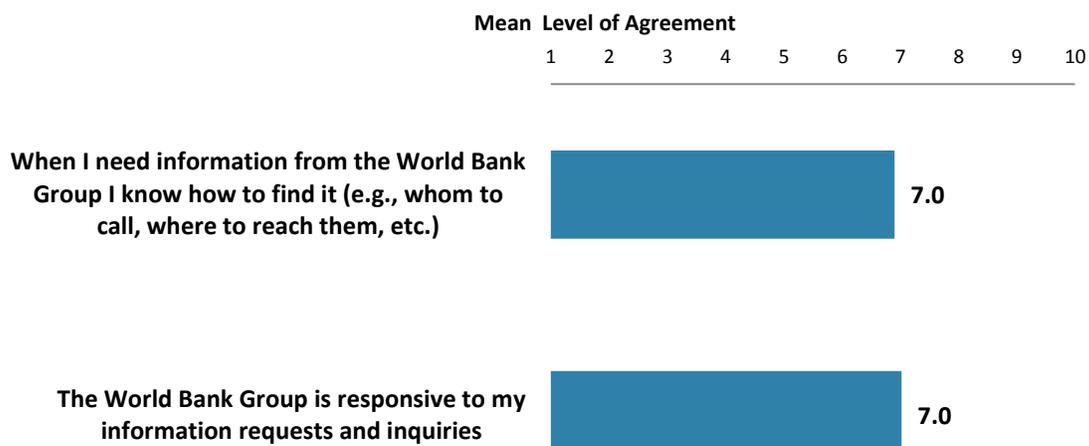


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Information Sharing

- Respondents from the media had the highest levels of agreement that “*the World Bank Group is responsive to my information requests and inquiries,*” whereas respondents from academia/research institutes/think tanks had significantly *lower* levels of agreement.



**"Please rate how much you agree with the following statements"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## XI. Appendices

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### **Bolivia**



## Appendix A: Responses to All Questions across All Respondents (N=210)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Bolivia

<b>1. In general would you say that Bolivia is headed in ... ?</b>	<b>Percentage of Respondents (N=203)</b>
The right direction	52.7%
The wrong direction	23.6%
Not sure	23.6%

<b>2. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=205)</b>
Poverty reduction and equity	41.5%
Education	30.7%
Economic growth	23.4%
Natural resource management (hydrocarbons and mining)	20.5%
Employment and job creation	16.6%
Road infrastructure and transport	13.2%
Anti-corruption and transparency	13.2%
Agriculture and food security	13.2%
Law and justice	12.2%
Health and nutrition	11.7%
Investment climate	11.2%
Rural development	7.3%
Public sector governance (including state-owned enterprises)/institutional development	7.3%
Water and sanitation	6.8%
Environmental sustainability	5.9%
Private sector development	5.4%
Energy	5.4%
Science and technology	4.9%
Decentralization	4.4%
Other	4.4%
Climate change	3.9%
Foreign direct investment	3.9%
Inclusion of indigenous people	3.9%
Urban development	3.4%
Macroeconomic management	3.4%
Regulatory framework	2.9%
Financial sector (access, regulation, development)	2.9%
Telecommunications	2.9%
Disaster risk management	2.4%
Social protection (pensions, cash transfers)	2.0%
Gender equity	1.5%
Crime and violence	1.5%
Regional and global integration	1.5%
Tourism	1.0%
Early child development	1.0%
Land administration	0.5%

**A. General Issues Facing Bolivia (continued)**

<b>3. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Education	45.5%
Employment and job creation	37.6%
Economic growth	33.7%
Health and nutrition	23.3%
Rural development	20.8%
Road infrastructure and transport	13.4%
Agriculture and food security	12.9%
Private sector development	10.9%
Natural resource management (hydrocarbons and mining)	10.4%
Investment climate	10.4%
Water and sanitation	8.9%
Law and justice	7.4%
Science and technology	5.9%
Foreign direct investment	5.9%
Decentralization	5.0%
Public sector governance (including state-owned enterprises)/institutional development	4.5%
Financial sector (access, regulation, development)	4.5%
Anti-corruption and transparency	4.5%
Early child development	4.0%
Gender equity	4.0%
Macroeconomic management	4.0%
Environmental sustainability	3.5%
Social protection (pensions, cash transfers)	3.0%
Regulatory framework	2.5%
Other	2.5%
Tourism	1.5%
Regional and global integration	1.5%
Climate change	1.0%
Energy	1.0%
Urban development	1.0%
Inclusion of indigenous people	1.0%
Disaster risk management	0.5%
Telecommunications	0.5%
Crime and violence	0.5%
Land administration	0.0%

**A. General Issues Facing Bolivia (continued)**

<b>4. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Natural resource management (hydrocarbons and mining)	34.7%
Employment and job creation	33.7%
Investment climate	27.7%
Private sector development	26.7%
Education	25.2%
Road infrastructure and transport	16.8%
Foreign direct investment	15.3%
Macroeconomic management	13.4%
Rural development	12.9%
Science and technology	10.4%
Agriculture and food security	10.4%
Law and justice	7.9%
Public sector governance (including state-owned enterprises)/institutional development	7.4%
Anti-corruption and transparency	6.9%
Regulatory framework	6.9%
Financial sector (access, regulation, development)	6.4%
Energy	4.5%
Decentralization	4.5%
Tourism	4.0%
Telecommunications	3.5%
Environmental sustainability	3.5%
Health and nutrition	3.0%
Regional and global integration	2.5%
Other	2.0%
Water and sanitation	2.0%
Inclusion of indigenous people	1.5%
Gender equity	1.0%
Climate change	1.0%
Land administration	0.5%
Disaster risk management	0.5%
Urban development	0.5%
Crime and violence	0.5%
Early child development	0.5%
Social protection (pensions, cash transfers)	0.0%

**A. General Issues Facing Bolivia (continued)**

5. 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)	Percentage of Respondents (Responses Combined; N=201)
Expanded access and quality of social services (education, health and nutrition)	49.8%
Job creation and quality of employment (reduced informality)	42.8%
Sustainable economic growth	42.3%
Increased access and quality of basic services (water and sanitation, electricity)	22.4%
Better targeted public investment and social policies	21.4%
Increased access to markets for rural producers	10.4%
Promote inclusion of indigenous people	4.0%
Other	2.5%
Community-driven development	2.5%

**B. Overall Attitudes toward the World Bank Group**

How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. World Bank Group (WB/BM)	202	0	6.56	2.32
2. Inter-American Development Bank (IDB/BID)	199	0	6.45	2.25
3. Latin American Development Bank (CAF)	200	0	6.70	2.48

Overall, please rate your impression of the effectiveness of these organizations in Bolivia. (1-Not effective at all, 10-Extremely effective)	N	DK	Mean	SD
4. World Bank Group (WB/BM)	190	10	6.48	2.00
5. Inter-American Development Bank (IDB/BID)	184	13	6.59	1.81
6. Latin American Development Bank (CAF)	175	23	7.06	2.01

Staff Preparedness*	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Bolivia's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	173	27	7.52	1.75

**B. Overall Attitudes toward the World Bank Group (continued)**

<b>8. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=197)</b>
Poverty reduction and equity	29.4%
Education	25.4%
Economic growth	22.3%
Road infrastructure and transport	21.8%
Employment and job creation	16.2%
Rural development	14.7%
Investment climate	14.7%
Health and nutrition	13.2%
Agriculture and food security	13.2%
Natural resource management (hydrocarbons and mining)	12.2%
Water and sanitation	11.2%
Law and justice	10.7%
Public sector governance (including state-owned enterprises)/institutional development	10.2%
Science and technology	10.2%
Private sector development	10.2%
Environmental sustainability	8.1%
Anti-corruption and transparency	7.1%
Climate change	5.1%
Financial sector (access, regulation, development)	4.6%
Decentralization	4.1%
Regulatory framework	4.1%
Macroeconomic management	3.6%
Regional and global integration	3.6%
Other	3.0%
Tourism	3.0%
Urban development	3.0%
Foreign direct investment	3.0%
Disaster risk management	2.5%
Energy	2.0%
Gender equity	2.0%
Early child development	1.5%
Social protection (pensions, cash transfers)	1.0%
Inclusion of indigenous people	1.0%
Crime and violence	0.5%
Telecommunications	0.0%
Land administration	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

9. 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?	Percentage of Respondents (N=191)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financing (lending and grants) of investment projects	63.4%	16.3%	79.7%
Provision of technical assistance	13.6%	38.0%	51.7%
Development and availability of studies	4.2%	14.1%	18.3%
Provision of policy advice	9.4%	8.2%	17.6%
Capacity to convene other partners and leverage support	4.2%	7.6%	11.8%
Promotion of knowledge sharing	2.6%	6.0%	8.6%
Analytical work and databases	1.6%	4.9%	6.5%
Including south-south cooperation	0.5%	2.7%	3.2%
Activities with the community in arts, music, sports	0.5%	1.1%	1.6%
Other	0.0%	1.1%	1.1%

How effectively do the World Bank Group's activities below support Bolivia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
10. Financing (lending and grants) of investment projects	178	11	7.16	1.83
11. Provision of technical assistance	171	18	6.95	2.01
12. Provision of policy advice	146	36	6.17	2.36
13. Development and availability of studies	156	28	6.84	1.84
14. Analytical work and databases	148	34	6.61	2.06
15. Capacity to convene other partners and leverage support	150	31	6.57	2.25
16. Promotion of knowledge sharing	146	37	6.65	2.10
17. Including South-South cooperation	125	55	5.60	2.29
18. Activities with the community in arts, music, sports	114	67	5.37	2.63

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
19. Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	175	11	7.52	2.06
20. The public sector, related to implementation of specific development projects on the ground	184	5	7.85	1.95
21. The private sector, related to institutional and policy change	174	11	7.87	1.80

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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
22. Project design and implementation (or other organizational strengthening)	126	63	7.40	1.70
23. Citizen engagement (incorporating citizens' voices into development)	82	105	6.65	2.20

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? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
24. Project design implementation (or other organizational strengthening)	142	51	8.01	1.64
25. Citizen engagement (incorporating citizens' voices into development)	108	80	7.34	2.11

**B. Overall Attitudes toward the World Bank Group (continued)**

<b>26. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>			
Not enough public disclosure of its work	24.2%			
Too bureaucratic in its operational policies and procedures	24.2%			
World Bank Group's processes too complex	22.6%			
Not adequately sensitive to political/social realities in Bolivia	19.5%			
World Bank Group's processes too slow	17.4%			
Not willing to honestly criticize policies and reform efforts in the country	12.6%			
Not collaborating enough with non-state actors	11.6%			
Staff too inaccessible	10.0%			
Not aligned with country priorities	8.9%			
Imposing technocratic solutions without regard to political realities	6.8%			
Not exploring alternative policy options	6.3%			
Don't know	5.8%			
Too influenced by developed countries	4.7%			
Arrogant in its approach	3.7%			
Not aligned with other donors' work	3.7%			
Not client focused	3.7%			
Other	3.2%			
The credibility of its knowledge/data	0.0%			

<b>27. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>			
Investment financing	69.5%			
Technical assistance	51.6%			
Program for results	30.0%			
Grant financing (Trust funds)	19.5%			
Knowledge and analytical products (studies, databases, etc.)	10.5%			
Reimbursable advisory services	4.7%			
Don't know	3.7%			
Other	1.1%			

<b>To what extent do you agree with the following statements about the World Bank Group's work in Bolivia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. Overall the World Bank Group currently plays a relevant role in development in Bolivia*	179	9	6.49	2.19
29. The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	175	12	6.42	2.11
30. The World Bank Group supports Bolivia's efforts to reduce social exclusion	160	26	6.90	2.04
31. The World Bank Group supports programs and strategies that are realistic for Bolivia	168	20	6.63	2.04
32. The World Bank Group treats clients and stakeholders in Bolivia with respect	162	25	7.86	1.83
33. The World Bank Group is an organization that does not represent a particular ideological perspective in Bolivia	156	30	6.67	2.57
34. The World Bank Group is an organization that is not overly influenced by any particular country	154	34	5.76	2.57
35. The World Bank Group respects the positions, views and demands of the government of Bolivia	167	22	7.71	1.84
36. The World Bank Group listens and takes into account your views	155	31	7.06	2.16

**B. Overall Attitudes toward the World Bank Group (continued)**

Combination of services	N	DK	Mean	SD
37. 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-To no degree at all, 10-To a very significant degree)	167	21	6.86	1.86

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
38. Responsiveness*	146	32	6.26	1.99
39. Flexibility (in terms of the institution's products and services)*	144	37	6.05	2.05
40. Flexibility (in terms of changing country circumstances)*	152	29	6.27	2.09
41. Being inclusive*	150	30	6.57	1.95
42. Openness (sharing data and other information)*	157	24	6.91	2.04
43. Staff accessibility*	155	25	6.99	2.26
44. Straightforwardness and honesty*	153	28	7.23	2.14
45. Ease of access to the people at the World Bank Group who are making decisions important to my work*	153	28	7.04	2.29
46. Collaboration with civil society*	136	46	6.29	2.14
47. Collaboration with the Government*	157	25	7.70	1.74
48. Collaboration with other donors and development partners*	124	56	7.30	1.91
49. Collaboration with the private sector*	108	73	6.29	2.24
50. The speed in which it gets things accomplished on the ground*	140	41	5.86	2.12
51. Being a long-term partner*	154	28	7.44	1.95

52. To be a more effective development partner in Bolivia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=185)
More local presence	68.1%
The current level of local presence is adequate	23.8%
Don't know	8.1%

### C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Natural resource management (hydrocarbons and mining)	154	20	6.46	2.68
2. Economic growth	171	6	7.75	2.02
3. Poverty reduction and equity	176	3	8.22	1.91
4. Rural development	166	11	7.98	1.86
5. Urban development	161	13	7.25	1.90
6. Water and sanitation	168	9	8.08	1.76
7. Energy	161	12	7.60	2.00
8. Road infrastructure and transport	168	7	7.91	2.06
9. Telecommunications	149	23	6.59	2.37
10. Tourism	156	16	7.10	2.41
11. Agriculture and food security	166	9	8.01	2.03
12. Land administration	147	23	6.16	2.45
13. Education	166	14	8.28	1.96
14. Science and technology	162	9	8.06	2.09
15. Health and nutrition	165	12	8.11	1.93
16. Early child development	151	18	7.30	2.33
17. Social protection (pensions, cash transfers)	154	18	6.55	2.30
18. Employment and job creation	165	11	7.76	2.05
19. Climate change	164	14	7.55	2.22
20. Environmental sustainability	162	12	7.68	2.15
21. Disaster risk management	161	12	7.59	2.01
22. Public sector governance (including state-owned enterprises)/institutional development	160	15	7.12	2.45
23. Anti-corruption and transparency	161	19	7.66	2.38
24. Macroeconomic management	154	16	7.14	2.40
25. Financial sector (access, regulation, development)	155	18	7.01	2.27
26. Decentralization	159	14	6.97	2.27
27. Investment climate	157	18	7.75	2.28
28. Regulatory framework	157	18	6.94	2.66
29. Law and justice	153	19	7.27	2.51
30. Private sector development	152	22	7.90	2.08
31. Foreign direct investment	159	13	7.69	2.22
32. Regional and global integration	151	21	7.32	2.25
33. Gender equity	154	20	7.26	2.23
34. Inclusion of indigenous people	158	17	7.06	2.39
35. Crime and violence	146	27	6.89	2.64
36. Other	25	16	8.60	1.58

**C. World Bank Group's Effectiveness and Results (continued)**

2. 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Natural resource management (hydrocarbons and mining)	68	104	5.51	2.58
2. Economic growth	109	65	6.60	2.16
3. Poverty reduction and equity	122	55	6.90	2.09
4. Rural development	101	75	6.87	2.14
5. Urban development	96	76	6.61	2.21
6. Water and sanitation	105	69	6.74	2.13
7. Energy	78	90	6.33	2.32
8. Road infrastructure and transport	102	68	7.07	2.23
9. Telecommunications	65	104	5.95	2.56
10. Tourism	72	97	6.00	2.53
11. Agriculture and food security	89	83	7.00	1.90
12. Land administration	65	104	5.66	2.61
13. Education	94	77	6.32	2.41
14. Science and technology	79	91	6.22	2.45
15. Health and nutrition	90	79	6.36	2.33
16. Early child development	71	97	6.13	2.40
17. Social protection (pensions, cash transfers)	73	94	6.04	2.33
18. Employment and job creation	93	74	6.39	2.23
19. Climate change	80	88	6.58	2.27
20. Environmental sustainability	78	88	6.59	2.34
21. Disaster risk management	79	85	6.52	2.30
22. Public sector governance (including state-owned enterprises)/institutional development	93	73	6.34	2.53
23. Anti-corruption and transparency	79	87	6.19	2.68
24. Macroeconomic management	88	80	6.32	2.41
25. Financial sector (access, regulation, development)	82	84	6.39	2.45
26. Decentralization	86	83	6.21	2.27
27. Investment climate	87	79	5.75	2.58
28. Regulatory framework	89	79	5.92	2.52
29. Law and justice	71	94	5.38	2.47
30. Private sector development	89	79	5.83	2.31
31. Foreign direct investment	84	84	5.76	2.54
32. Regional and global integration	71	97	5.92	2.48
33. Gender equity	83	84	6.19	2.37
34. Inclusion of indigenous people	78	90	6.40	2.48
35. Crime and violence	59	107	5.20	2.69
36. Other	20	48	6.30	3.06

3. Where are the World Bank Group's decisions made primarily that support the program in Bolivia? (Select only ONE response)	Percentage of Respondents (N=180)
At the Headquarters (in Washington D.C.)	66.1%
Don't know	20.0%
In the country	13.9%

### C. World Bank Group's Effectiveness and Results (continued)

4. 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)	Percentage of Respondents (N=179)
More local presence	72.1%
The current level of local presence is adequate	21.2%
Don't know	6.7%

Achieving Development Results*	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Bolivia?* (1-To no degree at all, 10-To a very significant degree)	165	14	6.67	1.99

To what extent do you agree with the following statements about the World Bank Group in Bolivia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments meet the needs of Bolivia*	162	17	6.52	2.04
7. The World Bank Group meets Bolivia's needs for knowledge services*	147	32	6.19	1.97

Internal Evaluation Mechanisms	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia? (1-To no degree at all, 10-To a very significant degree)	130	50	6.07	2.07

### D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=179)
Weekly	3.4%
Monthly	18.4%
A few times a year	45.8%
Rarely	24.6%
Never	7.8%

In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	143	34	6.41	2.21
3. Are relevant to Bolivia's development priorities	150	25	6.55	2.09
4. Lead to practical solutions	142	35	6.28	2.17
5. Are accessible (well written and easy to understand)	151	25	6.70	1.90
6. Enhance your knowledge and/or skills	148	28	7.01	2.08
7. Are translated enough into local language	133	42	6.38	2.24
8. Are adaptable to Bolivia's specific development challenges and country circumstances*	143	33	6.52	2.06

Overall Evaluations	N	DK	Mean	SD
9. 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-Not significant at all, 10-Very significant)	151	26	6.44	2.03
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	159	20	7.30	1.82

11. Have you read/consulted any World Bank Group Reports: [Economic Mobility and the Rise of the Latin American Middle Class]?	Percentage of Respondents (N=179)
Yes	30.2%
No	69.8%

**D. The World Bank Group's Knowledge Work and Activities (continued)**

Value of World Bank Group Reports	N	DK	Mean	SD
12. To what extent do you believe any Report raised substantive new information and insight that you were not aware of prior to reading? (1-To no degree at all, 10-To a very significant degree)	58	99	6.69	1.95
13. To what extent do you believe any Report provided you with useful information in terms of the work you do? (1-To no degree at all, 10-To a very significant degree)	61	96	6.89	2.18

**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? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	134	39	6.87	1.80
2. Design (appraising and planning the solutions)	135	37	6.90	1.76
3. Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	132	39	6.64	1.91
4. Evaluation (assessing the impact and results)	129	44	6.77	2.07

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group's disbursement conditions are reasonable	127	45	6.87	1.94
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	137	35	7.05	1.88
7. The World Bank Group responds to no objection requests in a timely manner	105	62	6.49	2.14
8. The World Bank Group's social safeguard requirements are reasonable	106	64	6.73	2.91
9. The World Bank Group's environmental requirements are reasonable	110	60	6.61	2.33
10. The World Bank Group takes decisions quickly in Bolivia*	131	40	5.91	2.18
11. The World Bank Group's financial management requirements are reasonable	122	49	6.57	2.07
12. The World Bank Group's procurement requirements are reasonable	121	49	6.37	2.05
13. The World Bank Group ensures consistency and continuity through staff changes	109	59	6.73	1.94
14. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	99	71	6.69	2.37
15. The World Bank Group provides effective implementation support (i.e., supervision of projects)	116	52	6.92	2.11

16. Which of the following best describes the way the World Bank Group operates in Bolivia? (Select only one response)	Percentage of Respondents (N=169)
The World Bank Group does not take enough risk in Bolivia	36.7%
Don't know	27.2%
The World Bank Group's approach to risk is appropriate	26.0%
Prefer not to answer	9.5%
The World Bank Group takes too much risk in Bolivia	.6%

**F. Recent Trends and the Future Role of the World Bank Group in Bolivia**

World Bank Group Moving in the Right Direction	N	DK	Mean	SD
1. 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-To no degree at all, 10-To a very significant degree)	149	24	6.64	2.00

**F. Recent Trends and the Future Role of the World Bank Group in Bolivia (continued)**

<b>Role of International Development Cooperation</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. 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-Not a significant role at all, 10-Very significant role)	169	5	7.79	1.89

<b>3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
Work more closely with sub-national levels	38.2%
Increase the level of financing	30.6%
Strengthen country systems and procedures	24.9%
Reach out to more groups outside the Government	19.1%
Provide more analytical and advisory services (studies, technical assistance)	18.5%
Broadly disseminate the impact of its operations	16.8%
Increase the flexibility in the application of safeguard policies	8.7%
Provide development policy lending and budget support	7.5%
Better coordination with other development partners	7.5%
Bring the Bank closer to the community (through activities such as Arte Joven, Ambivalencias, etc.)	6.9%
Promote the use of other instruments (guarantees, results-based financing)	5.8%
Other	4.6%
Promote more South-South exchange	4.6%

<b>4. 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)</b>	<b>Percentage of Respondents (N=172)</b>
Knowledge products	36.0%
Financial services	30.8%
The combination is appropriate for Bolivia	19.2%
Don't know	8.7%
Convening services	4.1%
None of the above	1.2%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=175)</b>
Internet	58.3%
Local newspapers	49.7%
Periodicals	37.1%
Local television	15.4%
Other	7.4%
International television	5.7%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	5.7%
Instant messaging	2.9%
Blogs	2.3%
International newspapers	1.7%
Local radio	1.7%
International radio	1.1%
Mobile phones	0.0%

**G. Communication and Information Sharing (continued)**

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=173)
e-Newsletters	54.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.2%
World Bank Group's publications and other written materials	30.1%
World Bank Group's seminars/workshops/conferences	27.7%
World Bank Group's website	16.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	9.8%
Blogs	6.9%
Instant messaging	4.6%
Mobile phones	2.9%
Other	2.9%

3. 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?	Percentage of Respondents (N=175)
Yes	27.4%
No	72.6%

4. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=174)
Yes	74.7%
No	25.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. When I need information from the World Bank Group I know how to find it	157	17	6.90	2.47
6. The World Bank Group's social media channels are valuable sources of information about the institution	119	54	6.00	2.52
7. The World Bank Group is responsive to my information requests and inquiries	123	48	7.02	2.38

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=176)
Other	15.3%
Private Sector Organization	11.4%
Academia/Research Institute/Think Tank	11.4%
Bilateral Agency	9.1%
Office of Minister	8.5%
Financial Sector/Private Bank	8.0%
Private Foundation	6.3%
Employee of a Ministry, Ministerial Department	5.1%
Consultant/Contractor working on World Bank Group supported project/program	5.1%
Implementing agencies overseeing implementation of project	4.0%
NGO	4.0%
Local Government Office or Staff	3.4%
Media	3.4%
Multilateral Agency	2.8%
Independent Government Institution	1.7%
Office of the President	.6%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=175)</b>
Other	27.4%
Financial markets/banking	13.7%
Public sector governance/public financial management/anti corruption	9.7%
Education	6.9%
Generalist	6.9%
Agriculture/rural development/food security	6.3%
Private sector development/foreign direct investment	6.3%
Energy	2.9%
Information and communications technology	2.9%
Transport	2.9%
Urban development	2.9%
Job creation/employment	2.3%
Water and sanitation	2.3%
Natural resource management/environmental sustainability	1.7%
Health and nutrition	1.7%
Climate change/disaster management	1.1%
Communicable/non-communicable diseases	.6%
Law and justice/regulatory framework	.6%
Early childhood development	.6%
Social protection	.6%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=174)</b>
Yes	40.8%
No	59.2%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=155)</b>
The World Bank	64.5%
The International Finance Corporation	18.1%
Other	17.4%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=170)</b>
Engage in World Bank Group related/sponsored events/activities	35.9%
Use World Bank Group reports/data	34.1%
Use World Bank Group website for information, data, research, etc.	30.6%
Observer	29.4%
Collaborate as part of my professional duties	26.5%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=173)</b>
La Paz	82.7%
Santa Cruz	8.1%
Other city in urban area	4.0%
El Alto	2.9%
Rural area	2.3%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Bolivia

In general, would you say that Bolivia is headed in...?\*

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	93.8%	77.8%	81.3%	50.0%	31.3%	46.7%	50.0%	35.0%	61.1%
The wrong direction	0.0%	11.1%	0.0%	25.0%	28.1%	20.0%	33.3%	55.0%	19.4%
Not sure	6.3%	11.1%	18.8%	25.0%	40.6%	33.3%	16.7%	10.0%	19.4%

\*Significantly different between stakeholder groups

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?

Percentage of Respondents (Responses combined)	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Natural resource management (hydrocarbons and mining)	18.8%	33.3%	18.8%	23.8%	25.0%	11.8%	0.0%	15.0%	20.0%
Economic growth	37.5%	33.3%	6.3%	14.3%	31.3%	5.9%	33.3%	25.0%	31.4%
Poverty reduction and equity	68.8%	66.7%	43.8%	33.3%	43.8%	41.2%	16.7%	30.0%	31.4%
Rural development	18.8%	11.1%	6.3%	4.8%	3.1%	23.5%	0.0%	0.0%	8.6%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	16.7%	0.0%	5.7%
Water and sanitation	12.5%	11.1%	12.5%	14.3%	0.0%	0.0%	0.0%	5.0%	11.4%
Energy	6.3%	0.0%	0.0%	4.8%	3.1%	0.0%	16.7%	5.0%	8.6%
Road infrastructure and transport	25.0%	11.1%	25.0%	4.8%	6.3%	0.0%	0.0%	10.0%	25.7%
Telecommunications	6.3%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%
Tourism	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and food security	12.5%	22.2%	18.8%	9.5%	6.3%	17.6%	16.7%	20.0%	11.4%
Land administration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Education*	0.0%	11.1%	56.3%	33.3%	28.1%	47.1%	50.0%	60.0%	22.9%
Science and technology	0.0%	22.2%	6.3%	9.5%	3.1%	0.0%	0.0%	10.0%	5.7%
Health and nutrition	0.0%	0.0%	25.0%	14.3%	6.3%	11.8%	16.7%	20.0%	17.1%
Early child development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%
Social protection (pensions, cash transfers)	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	5.0%	5.7%
Employment and job creation	6.3%	22.2%	31.3%	4.8%	3.1%	23.5%	33.3%	15.0%	17.1%
Climate change	0.0%	0.0%	18.8%	4.8%	0.0%	5.9%	0.0%	0.0%	8.6%
Environmental sustainability	12.5%	0.0%	0.0%	14.3%	3.1%	5.9%	16.7%	5.0%	5.7%
Disaster risk management	12.5%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%
Public sector governance (including state-owned enterprises)/institutional development	6.3%	11.1%	0.0%	19.0%	12.5%	11.8%	16.7%	10.0%	0.0%
Anti-corruption and transparency	6.3%	11.1%	0.0%	4.8%	25.0%	11.8%	33.3%	10.0%	11.4%
Macroeconomic management*	18.8%	0.0%	0.0%	4.8%	3.1%	0.0%	0.0%	0.0%	0.0%
Financial sector (access, regulation, development)	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.9%
Decentralization	6.3%	0.0%	0.0%	9.5%	3.1%	5.9%	0.0%	5.0%	0.0%
Investment climate*	0.0%	0.0%	0.0%	9.5%	31.3%	17.6%	16.7%	5.0%	5.7%
Regulatory framework	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%	5.0%	0.0%
Law and justice	0.0%	11.1%	0.0%	23.8%	25.0%	11.8%	16.7%	15.0%	11.4%
Private sector development	0.0%	0.0%	0.0%	14.3%	9.4%	0.0%	0.0%	10.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	9.5%	6.3%	0.0%	0.0%	15.0%	2.9%
Regional and global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Gender equity	0.0%	0.0%	6.3%	4.8%	0.0%	5.9%	0.0%	0.0%	0.0%
Inclusion of indigenous people	0.0%	0.0%	6.3%	4.8%	3.1%	5.9%	0.0%	0.0%	2.9%
Crime and violence	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Other*	12.5%	11.1%	6.3%	0.0%	0.0%	23.5%	0.0%	0.0%	2.9%

\*Significantly different between stakeholder groups

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Climate change	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	2.8%
Natural resource management (hydrocarbons and mining)*	37.5%	22.2%	0.0%	4.8%	12.5%	0.0%	16.7%	0.0%	5.6%
Economic growth	50.0%	55.6%	25.0%	14.3%	31.3%	17.6%	33.3%	35.0%	38.9%
Rural development	25.0%	33.3%	25.0%	23.8%	12.5%	23.5%	16.7%	5.0%	30.6%
Private sector development*	0.0%	0.0%	0.0%	9.5%	25.0%	11.8%	0.0%	5.0%	2.8%
Water and sanitation	12.5%	0.0%	12.5%	9.5%	9.4%	5.9%	16.7%	15.0%	8.3%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.8%
Road infrastructure and transport*	37.5%	11.1%	25.0%	0.0%	9.4%	0.0%	16.7%	15.0%	13.9%
Gender equity	0.0%	0.0%	6.3%	14.3%	0.0%	5.9%	0.0%	5.0%	0.0%
Tourism	0.0%	0.0%	6.3%	4.8%	0.0%	0.0%	0.0%	0.0%	2.8%
Agriculture and food security	12.5%	11.1%	25.0%	9.5%	3.1%	17.6%	16.7%	10.0%	22.2%
Land administration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	25.0%	55.6%	43.8%	47.6%	53.1%	64.7%	66.7%	55.0%	33.3%
Science and technology*	0.0%	33.3%	6.3%	9.5%	0.0%	0.0%	0.0%	15.0%	8.3%
Health and nutrition	12.5%	11.1%	31.3%	33.3%	25.0%	35.3%	16.7%	25.0%	16.7%
Early child development	0.0%	0.0%	6.3%	9.5%	0.0%	0.0%	0.0%	0.0%	8.3%
Social protection (pensions, cash transfers)	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.8%
Employment and job creation	37.5%	22.2%	43.8%	19.0%	31.3%	41.2%	16.7%	40.0%	50.0%
Public sector governance (including state-owned enterprises)/institutional development	6.3%	0.0%	12.5%	4.8%	3.1%	0.0%	0.0%	0.0%	8.3%
Environmental sustainability*	25.0%	11.1%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	2.8%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Urban development	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	16.7%	0.0%	0.0%
Anti-corruption and transparency	0.0%	11.1%	6.3%	0.0%	6.3%	17.6%	0.0%	0.0%	5.6%
Macroeconomic management	6.3%	11.1%	0.0%	4.8%	3.1%	0.0%	0.0%	5.0%	5.6%
Financial sector (access, regulation, development)	0.0%	0.0%	0.0%	9.5%	6.3%	0.0%	0.0%	0.0%	11.1%
Decentralization*	0.0%	0.0%	0.0%	9.5%	0.0%	5.9%	33.3%	5.0%	5.6%
Investment climate*	0.0%	0.0%	6.3%	19.0%	25.0%	5.9%	0.0%	15.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	4.8%	9.4%	0.0%	0.0%	5.0%	0.0%
Law and justice	0.0%	0.0%	6.3%	14.3%	3.1%	5.9%	33.3%	20.0%	5.6%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	6.3%	14.3%	12.5%	5.9%	0.0%	10.0%	0.0%
Regional and global integration	0.0%	0.0%	0.0%	4.8%	3.1%	5.9%	0.0%	0.0%	0.0%
Inclusion of indigenous people	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Other	6.3%	0.0%	0.0%	0.0%	3.1%	11.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Telecommunications	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	5.6%
Natural resource management (hydrocarbons and mining)	56.3%	66.7%	50.0%	19.0%	29.0%	33.3%	16.7%	30.0%	36.1%
Energy	6.3%	0.0%	6.3%	0.0%	0.0%	5.6%	33.3%	5.0%	5.6%
Rural development*	18.8%	11.1%	37.5%	9.5%	6.5%	11.1%	0.0%	0.0%	25.0%
Private sector development	6.3%	11.1%	25.0%	33.3%	45.2%	33.3%	0.0%	35.0%	19.4%
Water and sanitation*	12.5%	0.0%	0.0%	0.0%	3.2%	0.0%	16.7%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Gender equity	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	6.3%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	15.0%	2.8%
Agriculture and food security*	0.0%	22.2%	18.8%	4.8%	6.5%	5.6%	0.0%	10.0%	19.4%
Land administration	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Education	12.5%	11.1%	31.3%	28.6%	22.6%	16.7%	33.3%	40.0%	22.2%
Science and technology	0.0%	22.2%	6.3%	14.3%	9.7%	0.0%	16.7%	20.0%	16.7%
Health and nutrition	0.0%	0.0%	6.3%	0.0%	3.2%	0.0%	0.0%	0.0%	5.6%
Early child development*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Social protection (pensions, cash transfers)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Decentralization	6.3%	0.0%	0.0%	14.3%	0.0%	5.6%	0.0%	10.0%	2.8%
Employment and job creation	50.0%	33.3%	18.8%	23.8%	19.4%	50.0%	16.7%	25.0%	38.9%
Environmental sustainability	12.5%	0.0%	0.0%	4.8%	3.2%	5.6%	16.7%	0.0%	2.8%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and transparency	0.0%	11.1%	6.3%	14.3%	6.5%	11.1%	0.0%	0.0%	5.6%
Macroeconomic management*	50.0%	22.2%	12.5%	4.8%	16.1%	5.6%	0.0%	10.0%	5.6%
Financial sector (access, regulation, development)	6.3%	11.1%	12.5%	4.8%	12.9%	0.0%	0.0%	0.0%	5.6%
Road infrastructure and transport	12.5%	22.2%	18.8%	9.5%	19.4%	16.7%	33.3%	5.0%	22.2%
Investment climate*	0.0%	44.4%	18.8%	19.0%	58.1%	33.3%	33.3%	25.0%	19.4%
Regulatory framework	0.0%	0.0%	0.0%	14.3%	6.5%	11.1%	0.0%	15.0%	2.8%
Law and justice*	0.0%	0.0%	0.0%	28.6%	6.5%	0.0%	16.7%	10.0%	5.6%
Public sector governance (including state-owned enterprises)/institutional development	25.0%	0.0%	12.5%	9.5%	6.5%	5.6%	16.7%	5.0%	2.8%
Foreign direct investment	0.0%	11.1%	18.8%	19.0%	19.4%	16.7%	16.7%	25.0%	16.7%
Regional and global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.8%
Inclusion of indigenous people	0.0%	0.0%	0.0%	4.8%	0.0%	5.6%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Other*	6.3%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Bolivia (continued)

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Sustainable economic growth	37.5%	33.3%	43.8%	38.1%	56.3%	38.9%	33.3%	40.0%
Increased access and quality of basic services (water and sanitation, electricity)*	56.3%	11.1%	31.3%	38.1%	12.5%	5.6%	16.7%	25.0%	11.4%
Expanded access and quality of social services (education, health and nutrition)	56.3%	33.3%	50.0%	57.1%	53.1%	55.6%	83.3%	65.0%	37.1%
Job creation and quality of employment (reduced informality)*	6.3%	55.6%	25.0%	38.1%	50.0%	66.7%	0.0%	30.0%	57.1%
Increased access to markets for rural producers	12.5%	22.2%	18.8%	4.8%	12.5%	11.1%	0.0%	10.0%	2.9%
Community-driven development	0.0%	11.1%	6.3%	4.8%	0.0%	0.0%	0.0%	0.0%	5.7%
Better targeted public investment and social policies*	12.5%	33.3%	25.0%	9.5%	9.4%	11.1%	50.0%	20.0%	40.0%
Promote inclusion of indigenous people	6.3%	0.0%	0.0%	4.8%	3.1%	5.6%	16.7%	0.0%	5.7%
Other	6.3%	0.0%	0.0%	4.8%	0.0%	5.6%	0.0%	5.0%	2.9%

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Bolivia?

	Which of the following best describes your current position?																										
	Office of President/ Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)*	16	7.81	1.33	9	8.22	1.39	16	8.06	1.61	21	6.38	2.50	32	6.31	1.99	18	6.39	1.58	6	5.67	2.94	20	5.90	2.86	36	6.44	2.30
Inter-American Development Bank (IDB/BID)	16	6.75	1.84	9	7.56	1.94	16	6.81	2.10	21	6.67	2.15	32	7.03	1.73	18	6.39	1.58	5	4.60	3.29	20	5.75	2.92	36	6.44	2.22
Latin American Development Bank (CAF)	16	6.56	2.99	9	7.33	2.35	15	5.87	2.67	21	6.81	2.44	32	8.03	1.75	18	7.28	1.99	6	6.33	1.97	20	6.80	2.50	36	6.11	2.55

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Bolivia?

	Which of the following best describes your current position?																										
	Office of President/ Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)	15	6.73	1.53	9	6.89	1.69	16	7.44	1.41	20	6.70	1.87	32	6.13	1.76	17	6.24	2.02	6	6.50	2.59	18	5.22	2.07	33	6.52	2.41
Inter-American Development Bank (IDB/BID)	14	6.71	1.20	9	7.00	1.58	16	7.25	1.39	21	7.00	1.64	32	6.56	1.72	17	6.24	1.30	4	5.50	3.42	17	5.71	1.86	32	6.84	2.20
Latin American Development Bank (CAF)	13	7.00	1.15	9	7.56	1.42	10	6.30	2.31	19	7.11	2.13	32	8.03	1.45	18	7.67	1.50	5	6.40	3.36	18	6.50	2.23	28	6.54	2.27

(1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of President/ Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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?*	15	7.00	1.56	9	7.00	1.66	16	8.06	1.61	17	8.35	1.06	25	7.84	1.60	15	7.47	1.92	4	8.00	1.83	16	6.19	2.40	32	7.47	1.95

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

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 in Bolivia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Natural resource management (hydrocarbons and mining)	26.7%	22.2%	6.3%	19.0%	12.5%	11.1%	33.3%	5.0%	11.1%
Economic growth	46.7%	11.1%	12.5%	19.0%	28.1%	5.6%	33.3%	25.0%	16.7%
Poverty reduction and equity	40.0%	55.6%	25.0%	23.8%	28.1%	38.9%	0.0%	20.0%	30.6%
Rural development	20.0%	44.4%	25.0%	19.0%	3.1%	16.7%	0.0%	15.0%	19.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	16.7%	0.0%	5.6%
Water and sanitation	20.0%	11.1%	25.0%	4.8%	9.4%	5.6%	16.7%	5.0%	16.7%
Energy	6.7%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.8%
Road infrastructure and transport	20.0%	11.1%	37.5%	9.5%	18.8%	11.1%	16.7%	15.0%	33.3%
Telecommunications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	6.7%	11.1%	6.3%	4.8%	0.0%	5.6%	0.0%	0.0%	2.8%
Agriculture and food security	26.7%	22.2%	18.8%	9.5%	9.4%	16.7%	0.0%	15.0%	13.9%
Land administration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	6.7%	0.0%	31.3%	33.3%	31.3%	22.2%	50.0%	40.0%	11.1%
Science and technology	6.7%	33.3%	12.5%	4.8%	12.5%	5.6%	16.7%	20.0%	5.6%
Health and nutrition	0.0%	11.1%	18.8%	9.5%	12.5%	27.8%	0.0%	10.0%	11.1%
Early child development	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	5.6%
Social protection (pensions, cash transfers)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Employment and job creation	13.3%	22.2%	18.8%	4.8%	6.3%	22.2%	33.3%	10.0%	19.4%
Climate change	0.0%	0.0%	18.8%	4.8%	3.1%	11.1%	0.0%	0.0%	8.3%
Environmental sustainability	6.7%	0.0%	12.5%	19.0%	0.0%	16.7%	33.3%	0.0%	11.1%
Disaster risk management	6.7%	11.1%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	2.8%
Public sector governance (including state-owned enterprises)/institutional development	13.3%	11.1%	6.3%	0.0%	12.5%	5.6%	0.0%	10.0%	19.4%
Anti-corruption and transparency	0.0%	0.0%	0.0%	9.5%	12.5%	0.0%	16.7%	10.0%	8.3%
Macroeconomic management	0.0%	0.0%	0.0%	4.8%	6.3%	0.0%	16.7%	10.0%	0.0%
Financial sector (access, regulation, development)	0.0%	0.0%	0.0%	9.5%	3.1%	0.0%	0.0%	10.0%	2.8%
Decentralization	13.3%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	10.0%	0.0%
Investment climate	6.7%	0.0%	0.0%	14.3%	25.0%	16.7%	0.0%	30.0%	5.6%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	5.0%	2.8%
Law and justice	6.7%	0.0%	6.3%	28.6%	9.4%	0.0%	16.7%	25.0%	8.3%
Private sector development	0.0%	11.1%	0.0%	19.0%	18.8%	22.2%	0.0%	5.0%	5.6%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	6.3%	5.6%	0.0%	5.0%	2.8%
Regional and global integration	0.0%	0.0%	6.3%	0.0%	3.1%	5.6%	0.0%	0.0%	5.6%
Gender equity	0.0%	11.1%	0.0%	9.5%	3.1%	0.0%	0.0%	0.0%	0.0%
Inclusion of indigenous people	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	2.8%
Crime and violence	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Other	6.7%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	5.6%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

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 Percentage of Respondents	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Financing (lending and grants) of investment projects*	73.3%	88.9%	93.8%	28.6%	46.9%	55.6%	80.0%	68.4%
Provision of technical assistance	26.7%	11.1%	6.3%	19.0%	18.8%	16.7%	20.0%	0.0%	11.1%
Provision of policy advice	0.0%	0.0%	0.0%	28.6%	12.5%	11.1%	0.0%	10.5%	5.6%
Development and availability of studies	0.0%	0.0%	0.0%	4.8%	6.3%	5.6%	0.0%	5.3%	2.8%
Analytical work and databases	0.0%	0.0%	0.0%	4.8%	3.1%	0.0%	0.0%	5.3%	0.0%
Capacity to convene other partners and leverage support	0.0%	0.0%	0.0%	4.8%	12.5%	0.0%	0.0%	5.3%	2.8%
Promotion of knowledge sharing	0.0%	0.0%	0.0%	4.8%	0.0%	11.1%	0.0%	5.3%	0.0%
Including south-south cooperation	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Financing (lending and grants) of investment projects	6.7%	0.0%	0.0%	20.0%	25.8%	17.6%	0.0%	15.8%
Provision of technical assistance	53.3%	50.0%	43.8%	40.0%	29.0%	29.4%	40.0%	42.1%	45.5%
Provision of policy advice	0.0%	0.0%	12.5%	20.0%	9.7%	5.9%	0.0%	5.3%	3.0%
Development and availability of studies	13.3%	12.5%	18.8%	0.0%	16.1%	23.5%	20.0%	15.8%	12.1%
Analytical work and databases	6.7%	0.0%	0.0%	0.0%	3.2%	11.8%	20.0%	5.3%	3.0%
Capacity to convene other partners and leverage support	0.0%	12.5%	12.5%	5.0%	9.7%	11.8%	0.0%	10.5%	6.1%
Promotion of knowledge sharing	13.3%	0.0%	6.3%	10.0%	6.5%	0.0%	20.0%	5.3%	3.0%
Including south-south cooperation*	6.7%	25.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
Other	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%

\*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Bolivia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of President/ Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Financing (lending and grants) of investment projects	14	7.14	1.10	9	7.78	1.64	16	8.13	1.20	19	7.00	1.53	29	6.76	1.60	16	7.25	1.69	5	6.60	3.21	19	6.58	1.98	34	7.41	2.23
Provision of technical assistance	15	6.87	1.77	9	6.22	2.22	16	7.13	1.89	18	7.67	1.81	29	7.28	1.75	15	7.13	1.64	4	7.50	2.65	19	5.63	2.50	32	7.16	2.07
Provision of policy advice	8	6.63	2.20	8	5.00	2.27	11	6.55	2.58	17	7.18	1.81	27	6.22	1.97	12	6.33	2.15	3	5.67	4.16	17	5.24	2.80	25	6.04	2.59
Development and availability of studies	13	6.54	1.33	9	6.56	2.65	13	7.38	1.56	19	7.16	2.17	27	6.85	1.43	15	6.53	1.92	3	7.33	1.53	17	6.71	1.76	25	6.40	2.24
Analytical work and databases	12	5.83	1.34	9	5.78	1.79	11	6.73	2.49	17	7.29	2.31	26	7.04	1.43	11	5.09	2.30	4	7.25	1.26	19	6.47	1.93	26	6.54	2.47
Capacity to convene other partners and leverage support	13	6.00	2.08	8	7.00	2.14	15	7.20	2.11	18	6.89	2.63	26	6.62	1.86	11	6.36	2.58	3	6.00	3.61	15	5.73	2.55	28	6.46	2.47
Promotion of knowledge sharing	13	6.54	1.81	9	6.89	2.37	11	6.82	2.68	18	6.83	2.55	24	6.58	1.79	12	6.00	1.81	3	7.67	1.53	16	5.69	1.89	28	6.86	2.26
Including South-South cooperation	13	5.46	2.18	8	6.25	2.71	11	6.27	2.57	15	5.67	2.87	24	5.67	2.14	11	4.64	1.75	2	4.00	2.83	11	4.55	2.07	23	6.09	2.31
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	8	4.38	1.77	8	4.00	1.93	10	5.20	2.25	13	5.00	3.70	23	6.39	2.08	10	5.70	2.54	4	5.25	2.99	11	4.55	2.70	19	5.89	2.92

**B. Overall Attitudes toward the World Bank Group (continued)**

**The World Bank Group can provide capacity building support in a number of ways in Bolivia. To what degree would Bolivia benefit, if capacity building were to support...?**

*(1-To no degree at all, 10-To a very significant degree)*

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	14	6.64	1.98	8	6.00	1.77	14	6.93	2.06	20	7.35	2.28	31	7.71	2.02	16	8.19	2.04	6	6.33	3.67	17	8.35	1.66	32	7.91	1.73
The public sector, related to implementation of specific development projects on the ground*	15	8.67	.90	9	8.78	.97	16	8.13	1.59	20	8.10	1.55	31	7.81	2.07	17	6.76	2.28	5	6.20	3.03	18	6.67	2.95	34	8.26	1.50
The private sector, related to institutional and policy change	14	7.21	1.76	8	6.50	1.51	15	7.40	1.92	20	7.90	1.92	31	8.45	1.80	15	8.47	1.06	5	8.20	1.92	18	7.89	2.03	30	8.00	1.60

\*Significantly different between stakeholder groups

**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? (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project design and implementation (or other organizational strengthening)	12	7.67	1.30	6	7.17	2.23	14	7.64	1.74	14	7.36	1.65	13	7.54	1.27	13	7.23	1.42	3	6.67	.58	15	6.20	2.11	26	7.85	1.80
Citizen engagement (incorporating citizens' voices into development)	10	6.50	.97	3	6.33	4.04	6	7.50	1.22	11	6.91	2.07	9	7.00	2.00	9	6.67	1.80	3	7.00	2.65	9	4.22	2.91	15	7.33	2.26

**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? (1-Not important at all, 10-Very important)**

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project design implementation (or other organizational strengthening)	13	7.62	1.45	6	8.17	1.47	16	8.19	1.52	15	8.20	1.01	18	7.83	2.18	12	7.58	2.27	3	7.33	2.31	14	8.00	1.66	32	8.22	1.68
Citizen engagement (incorporating citizens' voices into development)	12	7.17	1.53	2	8.00	2.83	8	7.88	.99	14	7.21	2.01	15	7.60	2.38	10	8.00	2.40	3	7.00	2.65	13	5.77	2.59	22	7.59	2.20

**B. Overall Attitudes toward the World Bank Group (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	0.0%	0.0%	25.0%	4.8%	15.2%	11.1%	0.0%	20.0%	2.9%
Not exploring alternative policy options	6.3%	11.1%	0.0%	4.8%	6.1%	11.1%	16.7%	5.0%	5.7%
Not adequately sensitive to political/social realities in Bolivia	31.3%	22.2%	0.0%	23.8%	12.1%	5.6%	16.7%	40.0%	22.9%
Not enough public disclosure of its work	6.3%	22.2%	18.8%	19.0%	39.4%	38.9%	33.3%	10.0%	25.7%
Arrogant in its approach	0.0%	0.0%	6.3%	4.8%	3.0%	0.0%	0.0%	10.0%	2.9%
Not aligned with country priorities	18.8%	22.2%	0.0%	4.8%	12.1%	0.0%	16.7%	15.0%	2.9%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	25.0%	22.2%	37.5%	23.8%	24.2%	27.8%	33.3%	5.0%	17.1%
Not willing to honestly criticize policies and reform efforts in the country*	25.0%	11.1%	0.0%	14.3%	12.1%	11.1%	0.0%	35.0%	5.7%
Too influenced by developed countries	12.5%	11.1%	0.0%	4.8%	3.0%	0.0%	16.7%	10.0%	2.9%
Imposing technocratic solutions without regard to political realities	6.3%	0.0%	0.0%	9.5%	6.1%	5.6%	0.0%	15.0%	8.6%
World Bank Group's processes too slow	12.5%	33.3%	31.3%	9.5%	12.1%	22.2%	0.0%	5.0%	28.6%
Too bureaucratic in its operational policies and procedures	31.3%	11.1%	50.0%	28.6%	30.3%	11.1%	16.7%	5.0%	31.4%
Not aligned with other donors' work	6.3%	0.0%	6.3%	14.3%	0.0%	0.0%	0.0%	0.0%	2.9%
Not collaborating enough with non-state actors	6.3%	0.0%	0.0%	4.8%	12.1%	33.3%	0.0%	15.0%	11.4%
Not client focused	0.0%	0.0%	6.3%	4.8%	3.0%	0.0%	0.0%	5.0%	2.9%
Other	6.3%	0.0%	0.0%	0.0%	3.0%	11.1%	0.0%	0.0%	5.7%
Don't know	0.0%	22.2%	6.3%	9.5%	0.0%	5.6%	16.7%	0.0%	5.7%

\*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Investment financing	75.0%	100.0%	68.8%	57.1%	72.7%	72.2%	66.7%	57.9%	69.4%
Grant financing (Trust funds)*	31.3%	55.6%	25.0%	14.3%	3.0%	22.2%	0.0%	15.8%	22.2%
Program for results	43.8%	0.0%	18.8%	33.3%	27.3%	44.4%	66.7%	31.6%	22.2%
Technical assistance	31.3%	44.4%	56.3%	66.7%	63.6%	38.9%	33.3%	47.4%	58.3%
Knowledge and analytical products (studies, databases, etc.)	6.3%	0.0%	0.0%	9.5%	15.2%	5.6%	16.7%	15.8%	13.9%
Reimbursable advisory services	12.5%	0.0%	0.0%	14.3%	3.0%	5.6%	16.7%	5.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	5.3%	0.0%
Don't know	0.0%	0.0%	6.3%	0.0%	3.0%	5.6%	0.0%	5.3%	2.8%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	16	6.50	1.90	9	6.67	1.94	16	7.31	1.66	19	7.21	1.87	30	6.00	2.10	16	6.31	2.02	5	7.40	2.41	19	4.74	2.54	35	6.89	2.26
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	16	6.00	1.37	9	6.67	1.94	15	7.47	1.41	19	6.79	2.15	30	6.03	1.92	16	6.19	1.80	3	7.00	2.00	19	5.00	2.81	34	7.12	2.17
The World Bank Group supports Bolivia's efforts to reduce social exclusion*	16	6.44	1.50	9	7.33	1.73	14	7.93	1.73	18	6.94	2.34	23	7.17	1.61	14	7.00	1.57	4	5.50	3.42	16	5.19	2.54	32	7.19	2.09
The World Bank Group supports programs and strategies that are realistic for Bolivia*	16	6.38	1.67	8	6.75	2.19	14	8.07	1.44	19	6.79	2.23	25	6.60	2.02	17	6.59	1.33	4	6.25	2.06	18	4.78	2.21	33	7.21	2.07
The World Bank Group treats clients and stakeholders in Bolivia with respect	16	7.38	1.54	9	8.00	1.87	14	8.43	1.50	13	8.46	1.20	26	7.88	2.03	16	7.31	1.82	3	7.00	2.65	15	6.93	2.19	35	8.23	1.97
The World Bank Group is an organization that does not represent a particular ideological perspective in Bolivia	16	5.81	2.66	8	6.25	3.33	13	8.00	2.00	17	6.41	2.62	28	7.04	2.33	15	6.87	2.50	3	5.67	3.06	17	5.35	2.96	27	7.59	2.14
The World Bank Group is an organization that is not overly influenced by any particular country	15	5.47	1.77	8	6.25	3.33	9	7.44	1.94	17	5.59	2.55	26	5.88	2.49	15	5.00	2.45	4	5.75	2.50	18	5.00	2.93	28	6.46	2.74
The World Bank Group respects the positions, views and demands of the government of Bolivia*	16	6.56	1.46	8	7.38	2.39	15	8.60	1.24	17	7.35	1.62	26	8.19	1.41	17	7.65	1.87	3	6.33	3.51	16	7.75	2.29	35	8.17	1.74
The World Bank Group listens and takes into account your views	16	6.56	1.55	7	7.14	2.19	13	8.15	1.77	14	7.00	2.45	23	7.30	2.05	15	6.27	1.98	4	5.00	3.56	15	6.47	2.36	34	7.79	2.17

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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?*	16	6.81	1.76	9	7.00	1.66	15	7.93	1.28	18	7.33	1.78	28	6.82	1.85	14	6.79	1.37	3	6.67	2.08	18	5.28	2.37	33	7.06	1.71

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Bolivia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	15	6.33	1.63	9	6.67	1.87	14	7.50	1.79	18	6.78	1.77	22	5.77	1.72	14	5.50	1.99	3	5.33	3.06	15	5.13	2.64	29	6.31	1.77
Flexibility (in terms of the institution's products and services)	16	5.63	1.67	6	5.83	2.14	16	6.88	2.00	17	6.41	1.94	25	6.00	1.85	14	5.07	1.90	3	5.67	3.51	12	4.75	2.67	27	6.70	1.75
Flexibility (in terms of changing country circumstances)*	16	5.69	1.74	8	6.13	1.96	15	7.47	1.88	17	6.59	1.91	26	6.08	1.96	14	5.64	1.91	4	5.25	2.99	16	5.25	2.77	28	6.96	1.77
Being inclusive	15	6.20	1.86	8	6.75	2.19	13	7.77	1.74	15	6.20	2.04	27	6.74	1.56	16	6.81	1.64	4	6.00	2.83	17	5.29	2.64	27	6.93	1.64
Openness (sharing data and other information)	14	6.50	1.83	9	7.33	1.87	15	7.67	1.50	18	7.06	2.60	28	6.71	1.90	13	6.23	2.35	4	6.50	2.65	17	6.24	2.61	30	7.40	1.73
Staff accessibility	15	7.07	1.67	9	7.89	2.20	16	7.25	1.61	17	6.82	2.70	25	6.88	2.24	16	6.44	2.78	3	8.33	2.08	15	5.60	2.77	31	7.74	1.93
Straightforwardness and honesty*	16	6.25	2.02	8	6.88	2.47	14	7.86	1.51	17	7.18	2.35	24	7.79	1.69	16	6.88	1.89	3	6.00	4.00	16	5.50	2.85	30	8.20	1.54
Ease of access to the people at the World Bank Group who are making decisions important to my work*	16	7.44	1.46	8	7.25	2.05	16	7.25	2.18	17	6.94	2.63	28	6.61	2.42	15	6.27	2.66	3	8.00	2.00	13	5.15	2.61	30	8.27	1.74
Collaboration with civil society*	12	6.17	1.34	6	6.83	1.47	12	7.33	1.67	17	6.47	2.24	25	6.84	1.97	15	5.67	2.16	3	6.00	4.00	15	4.27	1.75	24	6.83	2.35
Collaboration with the Government	14	7.14	1.56	9	7.44	1.67	15	8.00	1.56	19	7.42	1.98	24	7.96	1.63	15	7.73	1.75	3	6.00	3.61	18	7.61	1.82	32	8.22	1.56
Collaboration with other donors and development partners	12	7.25	1.48	5	7.40	1.82	10	7.90	1.45	19	7.47	2.57	20	7.60	1.67	15	6.73	1.79	2	8.00	2.83	12	6.75	2.30	21	7.29	2.00
Collaboration with the private sector*	8	6.00	1.20	3	7.33	2.08	7	7.43	1.90	13	6.54	2.88	27	6.74	2.12	11	5.45	1.69	2	3.50	2.12	13	4.69	2.18	16	6.75	2.41
The speed in which it gets things accomplished on the ground	15	5.53	1.85	6	5.83	1.94	15	6.67	1.80	14	5.93	2.30	24	5.71	2.20	13	5.00	1.15	3	6.33	3.51	12	5.17	2.37	31	6.16	2.30
Being a long-term partner	16	7.13	2.03	7	7.00	2.08	15	8.33	1.18	18	7.94	2.24	26	7.31	1.46	14	7.14	1.66	4	7.00	3.16	16	6.50	2.39	29	7.72	2.05

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
More local presence	68.8%	33.3%	87.5%	52.4%	81.8%	77.8%	83.3%	70.0%	66.7%
The current level of local presence is adequate	31.3%	66.7%	12.5%	42.9%	18.2%	22.2%	0.0%	0.0%	25.0%
Don't know	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	16.7%	30.0%	8.3%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)	13	6.38	2.47	6	5.50	1.76	13	6.08	2.36	19	6.89	2.49	30	7.17	2.59	13	5.08	2.63	6	6.33	4.41	15	5.07	3.08	30	6.90	2.58
Economic growth	14	6.86	1.35	8	7.38	1.30	15	8.27	1.44	20	7.70	2.15	32	7.81	2.16	16	6.88	2.66	6	9.00	1.26	17	7.41	2.67	34	8.41	1.52
Poverty reduction and equity*	16	7.31	1.89	9	8.44	1.51	15	8.60	1.24	19	8.79	1.65	32	8.09	1.94	17	8.18	2.32	6	8.67	1.97	18	6.94	2.73	35	8.77	1.29
Rural development	15	7.27	1.71	9	8.56	1.51	14	8.71	1.27	19	7.79	2.37	30	7.77	1.91	15	8.47	1.41	4	6.50	3.11	18	7.67	2.17	33	8.42	1.46
Urban development	15	6.80	1.42	8	6.75	1.49	13	7.08	1.93	17	7.47	1.97	30	7.50	1.66	16	7.25	1.77	4	7.25	2.22	15	7.07	2.37	35	7.51	2.05
Water and sanitation	16	7.38	1.75	9	8.33	1.41	15	8.53	1.25	18	7.94	1.86	29	8.38	1.24	17	8.24	1.39	4	7.75	1.71	18	7.17	3.00	34	8.35	1.50
Energy*	13	6.77	1.42	9	7.11	2.26	14	8.14	1.10	18	7.28	2.44	29	7.86	1.75	15	8.00	1.36	4	6.25	3.50	18	6.56	2.71	33	8.30	1.57
Road infrastructure and transport*	16	7.38	1.93	8	7.50	2.62	14	8.43	1.40	20	7.85	1.87	30	8.53	1.46	16	6.94	2.35	5	8.80	1.79	17	6.65	3.20	34	8.56	1.44
Telecommunications	12	6.00	1.13	7	5.57	1.72	12	7.25	1.91	19	6.26	2.79	28	6.71	2.51	14	6.00	2.22	4	6.50	3.42	16	5.75	3.21	30	7.77	1.74
Tourism*	16	6.13	1.75	8	6.63	2.20	13	7.31	1.60	19	6.95	2.90	29	7.69	2.11	14	6.21	2.81	4	8.00	1.63	14	5.64	3.37	31	8.35	1.76
Agriculture and food security	16	7.56	2.00	9	8.00	1.66	14	8.07	2.13	18	8.00	2.20	30	8.13	1.83	15	8.00	2.42	4	7.25	2.22	17	7.41	2.62	34	8.41	1.76
Land administration*	15	6.40	1.59	7	5.14	2.12	12	6.08	2.57	18	5.61	2.81	24	7.08	1.77	14	4.93	2.20	4	3.75	3.40	14	5.14	3.18	31	7.19	2.06
Education*	16	6.69	1.54	9	8.67	1.58	15	9.00	.93	19	7.53	2.67	29	8.83	1.31	15	9.00	1.25	5	8.20	1.79	17	7.88	3.22	33	8.61	1.50
Science and technology*	14	7.29	1.86	9	7.89	2.03	13	8.31	1.70	19	6.89	2.92	28	8.96	1.37	14	6.64	2.17	4	7.50	1.91	19	8.74	1.91	34	8.50	1.88
Health and nutrition*	13	6.85	1.14	9	8.44	1.24	15	9.00	1.00	18	7.33	2.66	30	8.77	1.17	15	8.00	1.77	5	7.60	2.19	18	7.44	2.81	34	8.65	1.55
Early child development	13	6.15	1.52	8	7.63	1.77	13	8.15	1.41	16	6.75	2.86	25	7.68	1.86	14	7.00	2.00	4	6.75	4.27	16	6.31	3.38	34	8.00	2.06
Social protection (pensions, cash transfers)	15	5.93	1.62	8	6.63	2.07	11	6.36	2.54	18	6.00	2.87	26	6.85	1.89	14	6.43	2.03	4	4.00	3.56	16	6.13	3.26	33	7.48	1.79
Employment and job creation	16	7.13	.96	9	8.11	1.17	13	7.92	2.18	18	7.61	2.00	31	7.90	2.15	14	8.00	2.15	5	7.20	2.68	16	6.94	2.86	34	8.21	1.95
Climate change*	15	7.27	2.12	9	7.78	1.99	15	8.13	1.92	19	7.21	2.32	29	8.34	1.72	15	7.27	2.58	4	6.50	3.42	16	6.00	3.39	33	7.97	1.45
Environmental sustainability	15	7.40	2.26	9	7.44	1.81	15	7.87	1.92	18	7.39	2.15	27	8.37	1.62	15	7.07	2.46	4	8.00	1.63	17	6.35	3.37	33	8.18	1.61
Disaster risk management*	16	7.44	1.26	9	7.89	1.05	14	8.21	1.25	19	7.79	1.87	28	8.21	1.85	15	6.47	1.85	4	6.75	2.22	15	6.07	3.43	33	7.94	1.71
Public sector governance (including state-owned enterprises)/institutional development*	15	7.07	2.25	9	5.56	1.59	13	7.08	2.50	18	6.94	2.36	27	7.78	2.10	14	6.57	2.31	4	4.25	3.95	17	6.18	3.30	34	8.09	1.94
Anti-corruption and transparency*	14	6.57	2.10	9	6.67	1.80	13	7.15	2.64	18	8.17	1.69	31	8.45	2.35	14	7.79	1.85	5	6.80	3.70	15	6.40	3.46	33	8.36	1.85
Macroeconomic management	14	7.14	1.75	8	7.00	1.41	13	6.85	2.38	17	7.82	2.24	29	7.62	2.40	13	6.69	2.39	4	5.75	3.69	18	6.50	3.68	29	7.28	1.83
Financial sector (access, regulation, development)	12	7.00	1.21	8	6.75	1.75	12	6.75	2.26	18	7.56	2.12	29	7.52	2.08	14	6.14	2.32	4	5.50	3.32	17	6.76	3.35	32	7.19	2.13
Decentralization	15	6.87	1.41	8	6.63	1.92	12	7.00	2.70	18	7.56	1.95	28	7.57	2.08	15	6.27	2.46	4	6.00	2.45	16	5.81	3.25	34	7.26	2.03
Investment climate	12	6.75	1.71	9	6.56	1.94	12	7.08	2.39	18	8.33	2.33	30	8.67	2.01	15	7.67	1.91	5	7.40	1.95	17	7.35	3.32	31	7.77	2.17
Regulatory framework*	15	6.27	1.79	8	6.00	2.07	11	6.18	2.48	18	7.67	2.35	31	8.06	2.29	15	5.60	2.75	4	4.50	3.70	15	6.53	3.62	32	7.38	2.60
Law and justice*	13	5.92	1.12	8	6.38	1.69	11	6.55	2.54	17	6.65	3.02	30	8.60	2.16	15	6.87	2.61	5	6.00	3.54	15	7.73	2.91	32	7.66	2.18
Private sector development*	10	6.90	1.37	7	6.57	2.07	12	6.92	2.64	17	8.06	2.19	30	8.93	1.57	14	8.29	2.02	5	7.20	2.17	17	7.71	2.37	32	8.00	1.93
Foreign direct investment	15	6.80	1.32	9	6.78	2.28	13	7.15	2.48	18	8.06	2.34	28	8.68	1.74	13	7.54	2.33	5	7.00	3.74	17	7.12	3.00	33	8.15	1.60
Regional and global integration*	14	6.86	1.35	8	6.63	2.00	13	7.69	2.25	18	7.28	2.30	25	8.32	1.91	13	5.62	2.75	4	7.00	3.16	17	6.76	3.03	30	7.97	1.47
Gender equity*	16	6.88	1.45	8	7.25	1.98	14	7.71	1.94	18	7.11	2.68	24	7.83	1.90	13	6.54	2.47	4	6.50	2.89	16	5.81	3.29	33	8.06	1.56
Inclusion of indigenous people	15	7.13	1.85	9	7.00	2.00	14	7.79	2.01	18	7.06	2.67	25	7.40	2.00	16	6.31	2.68	4	5.00	3.92	18	6.06	3.23	32	7.91	1.78
Crime and violence*	9	5.22	1.56	8	6.00	2.07	13	6.85	2.70	18	6.00	3.14	26	8.04	2.07	14	6.71	2.43	4	4.75	4.11	17	6.41	3.22	30	7.97	2.16
Other*	5	8.00	1.22	2	9.00	1.41	1	9.00		1	10.00		7	8.71	1.25	1	4.00		1	6.00		1	10.00		6	9.50	.84

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results (continued)

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? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)	8	5.50	1.85	2	4.00	1.41	6	6.67	2.07	10	5.60	3.06	11	6.55	2.66	7	6.29	1.60	2	3.00	2.83	7	3.86	2.27	14	5.29	3.10
Economic growth	13	6.23	1.64	5	5.80	1.30	8	6.88	1.81	15	6.87	2.17	18	6.72	1.78	10	6.10	2.85	2	4.50	2.12	12	6.08	2.64	23	7.17	2.33
Poverty reduction and equity	14	6.43	1.60	5	6.80	2.68	10	7.60	1.84	15	7.13	2.45	17	7.59	1.50	13	6.69	1.70	3	7.00	2.65	14	5.71	2.84	27	6.93	2.06
Rural development	9	6.11	1.83	6	6.83	1.94	9	7.44	1.59	14	6.86	2.44	14	7.14	2.14	9	6.89	1.27	3	7.00	2.65	10	5.60	2.95	23	7.22	2.13
Urban development	11	6.36	1.96	4	5.50	.58	9	7.11	1.90	10	6.60	2.67	16	7.19	1.87	9	6.00	1.94	3	7.67	2.08	9	5.89	3.06	22	6.68	2.40
Water and sanitation	13	6.31	1.75	6	6.83	1.60	11	7.18	1.72	13	6.77	2.74	13	7.38	2.14	12	6.25	1.66	3	7.00	2.65	11	6.09	2.47	21	6.90	2.28
Energy	9	5.67	1.58	5	4.80	1.30	7	7.43	2.15	8	6.88	3.04	13	6.69	2.39	7	6.57	1.27	2	3.50	3.54	8	5.25	2.66	17	6.82	2.19
Road infrastructure and transport	12	5.83	1.64	4	4.75	2.06	9	8.00	1.66	12	7.50	2.20	13	7.85	1.63	12	6.92	2.57	4	6.75	2.50	11	6.73	2.05	24	7.50	2.52
Telecommunications	6	4.83	.98	3	3.33	1.53	5	6.80	2.05	8	6.88	3.31	11	5.91	3.18	8	6.38	1.51	2	4.50	2.12	8	5.75	2.92	13	6.46	2.67
Tourism	8	6.13	1.36	3	3.33	1.15	7	7.00	2.00	9	6.44	2.92	11	6.91	2.39	6	3.83	1.83	2	5.00	0.00	5	4.60	2.97	19	6.32	2.75
Agriculture and food security	12	6.75	1.54	5	6.80	1.92	8	7.75	1.58	11	7.45	1.37	12	7.08	2.07	8	6.88	1.64	2	5.50	.71	8	6.00	2.14	19	7.05	2.34
Land administration	10	6.10	1.10	3	4.00	1.73	5	7.40	2.07	7	5.71	2.81	10	6.30	2.95	6	4.00	1.90	2	3.50	3.54	5	4.20	3.11	15	5.93	2.89
Education	9	5.67	1.41	4	6.25	1.89	9	7.11	2.15	10	6.80	2.66	15	6.73	2.37	10	6.10	2.02	4	5.25	3.40	9	4.56	2.55	22	6.73	2.57
Science and technology	10	6.00	1.89	3	4.67	1.53	6	6.83	1.47	8	6.50	2.98	15	7.07	2.46	8	5.63	1.77	2	3.50	3.54	8	4.75	2.82	16	6.56	2.56
Health and nutrition	9	5.89	1.69	4	6.00	2.00	8	7.13	1.96	9	6.33	2.74	14	6.86	2.38	9	4.89	2.42	2	5.50	.71	10	5.40	2.22	24	7.17	2.41
Early child development	4	6.50	.58	2	4.50	2.12	9	6.89	1.62	8	6.50	2.73	7	7.43	1.99	8	5.00	2.39	2	3.50	3.54	9	5.44	3.00	21	6.38	2.42
Social protection (pensions, cash transfers)	10	6.00	1.25	5	6.00	2.12	7	6.43	1.62	7	6.71	2.69	11	6.55	1.97	7	5.86	2.04	2	3.00	2.83	8	4.63	3.11	14	6.43	2.82
Employment and job creation	11	6.27	1.35	3	5.00	2.00	8	7.00	1.85	10	6.70	2.54	16	7.13	1.86	10	5.50	2.01	2	4.00	1.41	9	6.00	3.04	21	6.38	2.50
Climate change	8	6.88	1.64	3	6.00	2.65	10	7.80	1.87	9	7.33	2.78	12	7.50	1.78	10	6.00	2.21	2	4.50	2.12	5	5.20	3.35	20	6.00	2.10
Environmental sustainability	7	6.86	2.19	3	4.33	1.15	8	7.50	2.00	7	7.29	3.30	12	7.50	1.88	13	6.23	1.88	3	4.67	1.53	4	4.00	2.58	19	6.68	2.33
Disaster risk management	12	6.67	1.72	4	5.50	2.52	8	7.63	2.07	8	6.88	2.75	12	7.42	1.93	9	5.44	1.51	2	4.00	1.41	6	4.50	2.88	17	7.06	2.38
Public sector governance (including state-owned enterprises)/institutional development*	11	6.27	1.85	3	5.33	3.21	6	7.33	1.63	10	6.80	2.53	16	7.31	1.99	9	4.56	2.35	3	3.33	2.52	10	5.40	2.84	23	6.83	2.69
Anti-corruption and transparency	9	6.00	2.24	3	4.00	1.00	7	6.86	2.61	8	6.75	3.24	13	6.85	2.51	8	5.38	2.72	2	3.50	2.12	9	4.89	2.85	18	6.89	2.65
Macroeconomic management	11	6.27	2.10	4	4.50	.58	6	6.33	1.63	13	7.31	2.56	15	7.20	2.31	9	6.67	2.45	2	3.00	2.83	12	5.83	2.82	14	6.07	2.30
Financial sector (access, regulation, development)	8	6.00	2.27	3	4.33	1.53	5	6.40	1.67	9	6.78	2.82	18	7.39	2.03	8	7.13	2.23	2	3.50	3.54	11	6.18	2.75	16	6.06	2.69
Decentralization	13	6.08	1.75	3	4.33	.58	6	7.17	1.47	9	6.67	3.00	12	7.25	2.14	10	6.00	1.83	2	4.00	2.83	11	5.91	3.02	19	6.05	2.25
Investment climate	9	5.78	2.11	5	5.00	1.73	6	6.50	1.52	11	6.36	3.04	17	5.94	3.09	10	5.80	1.75	2	4.00	2.83	9	5.33	3.28	17	5.59	2.76
Regulatory framework	12	5.83	1.95	4	3.75	.50	6	7.00	1.41	11	6.18	2.89	14	6.64	2.59	9	6.22	2.17	2	3.50	2.12	10	5.60	3.20	20	5.80	2.82
Law and justice	7	4.86	1.21	4	3.75	.50	6	6.33	1.75	8	5.38	2.67	11	6.45	3.05	8	4.75	1.28	2	3.50	2.12	7	4.71	3.68	16	5.75	2.72
Private sector development	9	5.22	1.48	4	4.50	1.00	6	6.33	1.51	9	6.11	3.30	19	6.58	2.27	10	5.40	2.55	2	3.50	2.12	11	5.45	2.30	17	6.06	2.46
Foreign direct investment	11	6.09	2.12	4	3.25	.96	7	6.14	2.34	11	6.18	3.19	15	6.27	2.43	7	5.43	1.90	2	3.00	2.83	8	4.75	2.55	17	6.06	2.68
Regional and global integration	7	5.86	1.77	3	3.67	.58	6	6.33	1.86	9	6.89	3.02	12	7.00	2.56	8	5.00	1.69	2	4.00	1.41	7	4.43	2.70	15	6.07	2.60
Gender equity	8	6.38	2.00	2	5.50	3.54	9	7.00	1.87	10	6.90	2.60	11	6.64	2.46	9	5.33	1.66	3	6.33	3.21	8	4.38	2.39	20	6.25	2.51
Inclusion of indigenous people	9	7.11	1.90	2	5.50	3.54	8	7.00	1.85	8	6.13	3.04	11	6.91	2.39	9	6.00	2.55	2	3.00	2.83	7	4.43	2.99	19	6.95	2.17
Crime and violence	2	5.50	.71	2	3.50	.71	6	5.83	1.94	9	5.56	2.83	9	6.33	3.00	8	3.50	1.85	2	3.00	2.83	6	4.00	3.10	14	6.07	2.89
Other	6	7.00	1.26							1	10.00		5	5.80	3.03	2	6.00	4.24				1	1.00		5	6.40	4.16

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****Where are the World Bank Group's decisions made primarily that support the program in Bolivia? (Select only ONE response)**

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
At the Headquarters (in Washington D.C.)	87.5%	77.8%	68.8%	71.4%	57.6%	55.6%	50.0%	65.0%	72.2%
In the country	6.3%	0.0%	18.8%	19.0%	6.1%	22.2%	33.3%	5.0%	13.9%
Don't know	6.3%	22.2%	12.5%	9.5%	36.4%	22.2%	16.7%	30.0%	13.9%

**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)

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
More local presence	68.8%	44.4%	81.3%	57.1%	84.8%	82.4%	100.0%	70.0%	69.4%
The current level of local presence is adequate	25.0%	44.4%	18.8%	38.1%	15.2%	17.6%	0.0%	0.0%	25.0%
Don't know	6.3%	11.1%	0.0%	4.8%	0.0%	0.0%	0.0%	30.0%	5.6%

*\*Significantly different between stakeholder groups*

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	16	6.44	1.36	9	7.11	1.76	14	7.71	1.49	19	6.53	1.84	29	6.45	1.50	17	6.41	1.91	5	7.40	2.41	17	5.29	2.76	35	7.03	2.18

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups***To what extent do you agree with the following statements about the World Bank Group in Bolivia? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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*	16	6.50	1.37	9	7.22	1.92	16	6.75	1.61	19	7.05	1.68	28	5.89	1.81	15	5.80	2.11	4	7.75	2.63	18	5.44	2.06	33	7.06	2.45
The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	15	6.20	1.78	8	6.25	1.83	12	6.33	1.97	17	6.82	1.70	25	5.92	1.63	14	5.29	1.94	3	6.67	1.53	18	5.17	2.01	30	6.73	2.27

*\*Significantly different between stakeholder groups*

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?*	15	5.60	1.55	7	6.29	1.25	13	6.62	1.39	16	6.75	2.08	24	5.50	2.19	9	6.78	1.20	3	5.67	3.51	12	4.33	2.57	28	6.61	2.10

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups*

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	6.3%	11.1%	6.3%	9.5%	0.0%	0.0%	0.0%	5.0%	0.0%
Monthly	25.0%	0.0%	18.8%	19.0%	12.1%	22.2%	16.7%	15.0%	25.0%
A few times a year	56.3%	77.8%	43.8%	38.1%	54.5%	44.4%	16.7%	45.0%	38.9%
Rarely	6.3%	11.1%	25.0%	28.6%	27.3%	27.8%	66.7%	25.0%	25.0%
Never	6.3%	0.0%	6.3%	4.8%	6.1%	5.6%	0.0%	10.0%	11.1%

In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	14	6.14	1.56	9	6.56	1.88	13	7.31	1.44	17	7.00	2.32	26	6.08	2.08	12	6.50	1.88	3	5.67	3.51	18	5.06	2.71	28	6.68	2.36
Are relevant to Bolivia's development priorities*	13	6.15	1.72	9	6.56	1.81	14	7.64	1.01	17	7.00	2.18	27	6.48	1.89	15	6.47	1.77	4	5.50	2.89	17	4.82	2.60	30	7.07	2.05
Lead to practical solutions*	14	5.93	1.54	9	6.22	1.99	10	7.50	1.51	17	6.41	2.27	24	6.04	2.14	13	6.38	1.56	3	5.67	3.06	17	4.59	2.58	31	6.97	2.11
Are accessible (well written and easy to understand)	14	6.07	1.44	9	6.89	1.83	14	7.07	1.27	18	7.00	1.94	25	6.88	1.99	15	6.27	1.79	4	6.00	2.16	17	6.29	2.54	31	6.94	1.97
Enhance your knowledge and/or skills	14	6.14	1.79	9	7.00	1.73	12	8.00	1.41	18	7.06	2.15	27	6.89	2.31	15	7.00	1.93	4	7.75	1.50	16	6.25	2.96	29	7.34	1.74
Are translated enough into local language	14	5.71	1.77	9	5.78	1.30	12	7.25	1.91	15	6.93	2.40	23	6.70	2.12	9	5.00	2.24	3	5.00	3.00	14	6.36	2.62	30	6.40	2.42
Are adaptable to Bolivia's specific development challenges and country circumstances	13	5.77	1.36	9	6.11	1.62	13	7.46	1.51	16	7.25	1.95	25	6.52	1.78	13	6.31	1.89	4	5.00	2.94	16	5.56	2.83	30	6.80	2.16

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	14	6.43	1.16	8	6.38	1.60	12	7.92	1.08	17	6.53	2.15	29	6.17	1.91	17	5.53	1.62	4	7.00	3.16	16	5.38	2.75	30	6.93	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	6.79	1.37	8	7.25	1.39	15	7.87	1.41	18	7.06	2.21	26	7.27	1.71	16	7.00	1.86	5	8.40	1.82	20	6.60	2.28	33	7.76	1.70

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

Have you read/consulted the most recent LAC Flagship Report[Economic Mobility and the Rise of the Latin American Middle Class]?

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	43.8%	22.2%	18.8%	23.8%	30.3%	44.4%	33.3%	35.0%	22.2%
No	56.3%	77.8%	81.3%	76.2%	69.7%	55.6%	66.7%	65.0%	77.8%

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	7	5.57	1.62	3	5.33	.58	4	6.75	2.63	5	7.00	1.73	12	7.33	2.31	7	6.71	1.50	2	7.00	1.41	8	6.25	2.49	8	7.13	1.89
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	7	5.86	1.57	3	5.67	1.15	4	7.50	3.11	5	8.20	1.10	13	6.46	2.70	7	7.14	1.57	2	7.00	1.41	9	6.33	2.74	9	7.67	1.80

(1-To no degree at all, 10-To a very significant degree)

### 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?

(1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	16	6.63	1.54	8	6.25	1.49	15	7.00	1.56	14	7.21	1.89	20	6.80	1.70	13	6.31	1.97	3	7.33	2.31	13	5.92	2.29	31	7.45	1.65
Design (appraising and planning the solutions)	16	6.63	1.54	8	6.63	1.69	15	7.20	1.66	14	6.93	1.38	20	7.00	1.56	14	6.43	2.38	3	7.00	2.00	13	5.92	2.02	31	7.39	1.67
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	15	6.33	1.59	8	6.63	1.85	15	7.07	1.75	15	6.87	1.96	20	6.75	1.55	14	6.29	1.86	3	6.33	2.52	13	5.15	2.30	28	7.18	1.91
Evaluation (assessing the impact and results)	15	6.20	1.93	8	6.13	1.46	15	7.33	1.40	13	7.38	2.33	20	7.20	1.88	12	6.33	2.64	3	6.00	3.00	13	5.62	2.06	29	7.03	2.08

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's disbursement conditions are reasonable	16	6.31	1.35	9	6.89	1.83	15	7.60	1.55	17	7.12	1.27	16	6.50	2.10	9	6.22	2.11	3	7.67	1.53	14	6.43	2.17	27	7.11	2.47
The World Bank Group effectively monitors and evaluates the projects and programs it supports	16	6.75	1.39	7	6.86	1.57	14	7.93	1.27	18	7.28	1.49	21	7.57	1.29	12	6.50	1.98	3	5.33	3.51	15	6.00	2.51	30	7.17	2.13
The World Bank Group responds to no objection requests in a timely manner	12	5.83	1.70	5	6.40	2.30	14	6.50	2.21	13	6.77	2.09	15	6.93	1.67	8	6.88	2.17	3	6.00	2.00	8	5.25	2.55	26	6.77	2.50
The World Bank Group's social safeguard requirements are reasonable	13	6.15	2.12	3	6.00	3.46	13	7.15	1.68	14	7.21	1.85	14	6.86	2.18	10	6.60	2.37	3	7.33	1.53	8	5.13	3.09	27	7.00	4.44
The World Bank Group's environmental requirements are reasonable	13	5.92	2.10	2	5.50	4.95	13	7.23	1.79	14	7.29	1.82	17	7.53	1.77	10	6.40	2.59	4	6.00	3.16	9	5.00	2.87	27	6.48	2.53
The World Bank Group takes decisions quickly in Bolivia	15	5.67	1.72	8	6.50	1.93	15	6.40	2.06	17	5.94	2.25	19	6.00	2.62	11	6.09	1.58	3	5.67	2.08	12	5.42	1.98	30	5.70	2.60
The World Bank Group's financial management requirements are reasonable	16	6.00	1.37	8	6.63	2.13	14	7.14	1.88	15	6.80	1.82	15	6.87	2.20	9	6.44	1.81	3	6.67	2.08	10	5.70	2.45	31	6.61	2.51
The World Bank Group's procurement requirements are reasonable	16	5.44	1.36	6	6.17	2.48	16	6.56	2.16	15	6.47	2.39	17	6.76	2.05	9	6.00	1.66	2	7.50	2.12	8	6.88	1.64	31	6.39	2.30
The World Bank Group ensures consistency and continuity through staff changes	15	6.40	1.55	5	6.20	.84	15	6.40	1.99	16	7.19	2.04	14	7.57	1.70	7	7.29	1.80	3	6.67	1.53	9	6.44	2.55	24	6.46	2.25
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	11	6.36	1.29	3	6.00	1.73	15	7.20	2.21	14	6.29	2.79	13	7.23	2.01	7	6.57	2.07	2	7.00	2.83	8	6.00	2.27	25	6.64	2.98
The World Bank Group provides effective implementation support (i.e., supervision of projects)	16	6.56	1.55	6	6.83	1.47	16	7.13	2.13	15	7.67	1.80	16	7.50	1.51	7	6.14	2.54	3	6.33	2.31	10	5.30	2.83	26	7.08	2.42

Which of the following best describes the way the World Bank Group operates in Bolivia?\* (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Bolivia	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Bolivia	73.3%	25.0%	12.5%	28.6%	46.7%	22.2%	0.0%	52.6%	37.1%
The World Bank Group's approach to risk is appropriate	26.7%	37.5%	37.5%	38.1%	10.0%	33.3%	50.0%	5.3%	25.7%
Don't know	0.0%	12.5%	37.5%	28.6%	36.7%	38.9%	16.7%	26.3%	25.7%
Prefer not to answer	0.0%	25.0%	12.5%	4.8%	3.3%	5.6%	33.3%	15.8%	11.4%

\*Significantly different between stakeholder groups

**F. Recent Trends and the Future Role of the World Bank Group in Bolivia**

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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?	16	6.50	1.59	8	6.88	1.46	13	7.31	1.70	18	6.89	2.11	26	6.15	2.05	16	6.56	1.75	3	6.67	2.08	15	5.53	2.56	34	7.15	2.02
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?	16	7.63	1.71	9	8.00	1.22	16	7.81	2.07	21	7.48	2.25	32	7.91	1.80	16	7.88	1.89	5	7.40	2.41	19	7.42	2.27	35	8.11	1.71

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

**Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Increase the level of financing*	46.7%	44.4%	56.3%	28.6%	30.3%	11.1%	50.0%	10.5%	27.8%
Work more closely with sub-national levels	33.3%	66.7%	25.0%	47.6%	24.2%	50.0%	50.0%	31.6%	41.7%
Increase the flexibility in the application of safeguard policies	13.3%	0.0%	6.3%	4.8%	3.0%	11.1%	0.0%	0.0%	22.2%
Strengthen country systems and procedures	40.0%	0.0%	12.5%	38.1%	33.3%	5.6%	33.3%	31.6%	19.4%
Provide more analytical and advisory services (studies, technical assistance)	20.0%	44.4%	25.0%	23.8%	18.2%	11.1%	0.0%	5.3%	19.4%
Broadly disseminate the impact of its operations	0.0%	11.1%	6.3%	9.5%	21.2%	27.8%	33.3%	10.5%	25.0%
Reach out to more groups outside the Government*	0.0%	11.1%	6.3%	0.0%	45.5%	38.9%	16.7%	31.6%	5.6%
Promote more South-South exchange	0.0%	11.1%	6.3%	0.0%	0.0%	5.6%	0.0%	10.5%	8.3%
Provide development policy lending and budget support	20.0%	11.1%	0.0%	4.8%	3.0%	11.1%	0.0%	10.5%	8.3%
Promote the use of other instruments (guarantees, results-based financing)	13.3%	0.0%	6.3%	4.8%	9.1%	11.1%	0.0%	0.0%	2.8%
Better coordination with other development partners	0.0%	0.0%	12.5%	19.0%	3.0%	5.6%	0.0%	15.8%	5.6%
Bring the Bank closer to the community (through activities such as Arte Joven, Ambivalencias, etc.)	6.7%	0.0%	18.8%	4.8%	3.0%	5.6%	16.7%	10.5%	5.6%
Other	0.0%	0.0%	6.3%	4.8%	3.0%	5.6%	0.0%	15.8%	2.8%

\*Significantly different between stakeholder groups

**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)**

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Financial services	68.8%	22.2%	37.5%	19.0%	30.3%	17.6%	33.3%	26.3%	28.6%
Knowledge products	6.3%	44.4%	12.5%	38.1%	45.5%	23.5%	33.3%	52.6%	45.7%
Convening services	6.3%	0.0%	12.5%	4.8%	3.0%	5.9%	0.0%	5.3%	0.0%
None of the above	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
The combination is appropriate for Bolivia	12.5%	33.3%	12.5%	23.8%	9.1%	52.9%	33.3%	10.5%	14.3%
Don't know	6.3%	0.0%	18.8%	14.3%	12.1%	0.0%	0.0%	0.0%	11.4%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers	56.3%	22.2%	50.0%	52.4%	66.7%	50.0%	66.7%	25.0%	47.2%
International newspapers	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.8%
Local radio	0.0%	0.0%	6.3%	0.0%	3.0%	0.0%	0.0%	0.0%	2.8%
International radio	6.3%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Local television*	18.8%	22.2%	25.0%	0.0%	18.2%	0.0%	16.7%	0.0%	30.6%
International television	6.3%	11.1%	6.3%	4.8%	3.0%	5.6%	0.0%	5.0%	8.3%
Periodicals	50.0%	55.6%	18.8%	28.6%	42.4%	55.6%	16.7%	40.0%	27.8%
Internet*	25.0%	66.7%	62.5%	81.0%	42.4%	50.0%	83.3%	85.0%	55.6%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	6.3%	11.1%	0.0%	4.8%	6.1%	0.0%	16.7%	0.0%	11.1%
Blogs	0.0%	0.0%	6.3%	0.0%	6.1%	5.6%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	9.5%	0.0%	5.6%	0.0%	5.0%	2.8%
Other	25.0%	11.1%	0.0%	9.5%	0.0%	5.6%	0.0%	15.0%	5.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Blogs	12.5%	0.0%	6.3%	4.8%	12.1%	5.9%	0.0%	5.0%	5.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	62.5%	33.3%	12.5%	28.6%	27.3%	29.4%	50.0%	40.0%	22.9%
e-Newsletters	43.8%	44.4%	68.8%	42.9%	60.6%	52.9%	50.0%	55.0%	60.0%
Instant messaging	6.3%	0.0%	0.0%	4.8%	9.1%	5.9%	0.0%	0.0%	5.7%
World Bank Group's seminars/workshops/conferences	18.8%	44.4%	31.3%	33.3%	21.2%	17.6%	50.0%	25.0%	31.4%
World Bank Group's publications and other written materials	31.3%	33.3%	37.5%	33.3%	21.2%	29.4%	0.0%	35.0%	34.3%
Mobile phones	6.3%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	8.6%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	12.5%	11.1%	6.3%	9.5%	15.2%	11.8%	0.0%	0.0%	11.4%
World Bank Group's website	0.0%	11.1%	18.8%	14.3%	18.2%	29.4%	50.0%	25.0%	5.7%
Other	0.0%	11.1%	0.0%	4.8%	3.0%	5.9%	0.0%	5.0%	0.0%

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 a list of exceptions?\*

Percentage of Respondents	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	62.5%	44.4%	18.8%	23.8%	18.2%	5.6%	50.0%	25.0%	30.6%
No	37.5%	55.6%	81.3%	76.2%	81.8%	94.4%	50.0%	75.0%	69.4%

\*Significantly different between stakeholder groups

Do you use/have used the World Bank Group website?

Percentage of Respondents	Office of President/ Minister	Employee of Ministry/ Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	87.5%	66.7%	87.5%	81.0%	66.7%	76.5%	33.3%	70.0%	77.8%
No	12.5%	33.3%	12.5%	19.0%	33.3%	23.5%	66.7%	30.0%	22.2%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/Ministerial Department			Project Implementation Agency/Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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.)	15	6.87	2.26	9	6.78	2.05	15	7.07	2.34	20	7.60	1.57	27	6.19	2.87	15	6.53	2.29	4	6.75	1.71	17	6.12	2.98	35	7.60	2.59
The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	12	5.25	1.82	5	6.60	1.14	11	6.64	2.16	14	6.71	2.79	21	5.76	2.79	12	5.25	2.77	4	6.25	3.59	13	5.54	2.22	27	6.30	2.71
The World Bank Group is responsive to my information requests and inquiries*	14	6.36	1.91	7	6.71	1.80	11	7.36	2.06	17	7.59	2.18	15	7.47	2.36	16	6.06	2.17	4	8.00	1.83	8	3.75	3.15	31	7.97	2.07

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group in your country?\*

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	73.3%	44.4%	75.0%	47.6%	35.3%	22.2%	33.3%	5.0%	42.9%
No	26.7%	55.6%	25.0%	52.4%	64.7%	77.8%	66.7%	95.0%	57.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank	80.0%	100.0%	93.3%	85.7%	28.1%	33.3%	100.0%	46.2%	73.3%
The International Finance Corporation	13.3%	0.0%	0.0%	4.8%	50.0%	26.7%	0.0%	23.1%	6.7%
Other	6.7%	0.0%	6.7%	9.5%	21.9%	40.0%	0.0%	30.8%	20.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Employee of Ministry/Ministerial Dep.	Project Implementation Agency/Consultant/ Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer	20.0%	11.1%	13.3%	33.3%	38.2%	11.1%	40.0%	45.0%	33.3%
Use World Bank Group reports/data	20.0%	66.7%	20.0%	23.8%	44.1%	44.4%	20.0%	40.0%	27.3%
Engage in World Bank Group related/sponsored events/activities*	60.0%	44.4%	26.7%	57.1%	26.5%	50.0%	40.0%	0.0%	36.4%
Collaborate as part of my professional duties*	46.7%	22.2%	66.7%	28.6%	5.9%	27.8%	40.0%	10.0%	27.3%
Use World Bank Group website for information, data, research, etc.	20.0%	22.2%	33.3%	19.0%	38.2%	38.9%	20.0%	50.0%	21.2%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Locations

### A. General Issues facing Bolivia

In general, would you say that Bolivia is headed in...?

Percentage of Respondents	La Paz	Outside La Paz
The right direction	55.5%	53.3%
The wrong direction	21.2%	26.7%
Not sure	23.4%	20.0%

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?

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Natural resource management (hydrocarbons and mining)	21.6%	13.3%
Economic growth	23.7%	30.0%
Poverty reduction and equity	42.4%	33.3%
Rural development*	5.8%	20.0%
Urban development	2.2%	6.7%
Water and sanitation	7.2%	10.0%
Energy	4.3%	3.3%
Road infrastructure and transport	12.2%	13.3%
Telecommunications*	0.7%	10.0%
Tourism	0.7%	0.0%
Agriculture and food security	14.4%	10.0%
Land administration*	0.0%	3.3%
Education	33.1%	30.0%
Science and technology	7.2%	0.0%
Health and nutrition	12.2%	16.7%
Early child development	0.7%	3.3%
Social protection (pensions, cash transfers)	2.9%	0.0%
Employment and job creation	14.4%	16.7%
Climate change	5.0%	3.3%
Environmental sustainability	6.5%	3.3%
Disaster risk management	3.6%	0.0%
Public sector governance (including state-owned enterprises)/institutional development	9.4%	6.7%
Anti-corruption and transparency	12.9%	10.0%
Macroeconomic management	2.2%	3.3%
Financial sector (access, regulation, development)*	0.7%	6.7%
Decentralization	2.9%	3.3%
Investment climate	11.5%	10.0%
Regulatory framework	2.2%	3.3%
Law and justice*	17.3%	0.0%
Private sector development	5.8%	0.0%
Foreign direct investment	4.3%	6.7%
Regional and global integration	0.7%	0.0%
Gender equity*	0.7%	6.7%
Inclusion of indigenous people*	1.4%	10.0%
Crime and violence	0.7%	0.0%
Other	5.8%	3.3%

\*Significantly different between geographic locations

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Climate change	1.4%	0.0%
Natural resource management (hydrocarbons and mining)	8.6%	10.0%
Economic growth	33.6%	26.7%
Rural development	21.4%	23.3%
Private sector development	7.9%	10.0%
Water and sanitation	10.7%	6.7%
Energy	1.4%	0.0%
Road infrastructure and transport	13.6%	10.0%
Gender equity	3.6%	3.3%
Tourism	2.1%	0.0%
Agriculture and food security	12.9%	20.0%
Land administration	0.0%	0.0%
Education	45.0%	53.3%
Science and technology	7.1%	6.7%
Health and nutrition	24.3%	20.0%
Early child development	3.6%	3.3%
Social protection (pensions, cash transfers)	2.1%	0.0%
Employment and job creation	35.7%	40.0%
Public sector governance (including state-owned enterprises)/institutional development	5.0%	3.3%
Environmental sustainability	4.3%	3.3%
Disaster risk management	0.7%	0.0%
Urban development	1.4%	0.0%
Anti-corruption and transparency*	3.6%	13.3%
Macroeconomic management	4.3%	3.3%
Financial sector (access, regulation, development)	5.0%	3.3%
Decentralization	2.9%	10.0%
Investment climate	9.3%	10.0%
Regulatory framework	2.9%	3.3%
Law and justice	9.3%	3.3%
Telecommunications*	0.0%	3.3%
Foreign direct investment	7.9%	0.0%
Regional and global integration	2.1%	0.0%
Inclusion of indigenous people	0.7%	0.0%
Crime and violence	0.7%	0.0%
Other	2.9%	0.0%

\*Significantly different between geographic locations

### A. General Issues facing Bolivia (continued)

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)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Telecommunications	2.8%	3.4%
Natural resource management (hydrocarbons and mining)	34.8%	37.9%
Energy	4.3%	6.9%
Rural development*	11.3%	31.0%
Private sector development	27.0%	27.6%
Water and sanitation	2.8%	0.0%
Climate change	0.7%	3.4%
Gender equity	1.4%	0.0%
Tourism	4.3%	0.0%
Agriculture and food security*	7.8%	24.1%
Land administration	0.7%	0.0%
Education	26.2%	17.2%
Science and technology	12.1%	10.3%
Health and nutrition	1.4%	6.9%
Early child development	0.7%	0.0%
Social protection (pensions, cash transfers)	0.0%	0.0%
Decentralization	4.3%	6.9%
Employment and job creation	32.6%	20.7%
Environmental sustainability	3.5%	6.9%
Disaster risk management	0.0%	0.0%
Urban development	0.7%	0.0%
Anti-corruption and transparency	6.4%	6.9%
Macroeconomic management	14.9%	3.4%
Financial sector (access, regulation, development)	6.4%	6.9%
Road infrastructure and transport*	13.5%	31.0%
Investment climate*	31.9%	13.8%
Regulatory framework	6.4%	3.4%
Law and justice	8.5%	3.4%
Public sector governance (including state-owned enterprises)/institutional development	8.5%	6.9%
Foreign direct investment	17.0%	13.8%
Regional and global integration	1.4%	0.0%
Inclusion of indigenous people	1.4%	0.0%
Crime and violence*	0.0%	3.4%
Other	2.8%	0.0%

\*Significantly different between geographic locations

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)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Sustainable economic growth	38.6%	56.7%
Increased access and quality of basic services (water and sanitation, electricity)*	24.3%	6.7%
Expanded access and quality of social services (education, health and nutrition)	51.4%	50.0%
Job creation and quality of employment (reduced informality)	45.0%	30.0%
Increased access to markets for rural producers	8.6%	16.7%
Community-driven development	2.9%	3.3%
Better targeted public investment and social policies	20.7%	26.7%
Promote inclusion of indigenous people	3.6%	6.7%
Other	3.6%	0.0%

\*Significantly different between geographic locations

## B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Bolivia?

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)	141	6.75	2.13	30	6.43	2.57
Inter-American Development Bank (IDB/BID)	140	6.61	2.17	30	6.23	2.18
Latin American Development Bank (CAF)*	140	7.01	2.30	30	5.97	2.86

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between geographic locations

Overall, please rate your impression of the effectiveness of these organizations in Bolivia?

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)	135	6.50	1.86	28	6.29	2.52
Inter-American Development Bank (IDB/BID)	132	6.67	1.70	27	6.52	2.28
Latin American Development Bank (CAF)*	124	7.27	1.84	25	6.36	2.55

(1-Not effective at all, 10-Very effective) \*Significantly different between geographic locations

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
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?	123	7.47	1.78	23	7.96	1.97

(1-To no degree at all, 10-To a very significant degree)

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 in Bolivia?(Choose no more than THREE)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Natural resource management (hydrocarbons and mining)	12.9%	13.3%
Economic growth	22.1%	20.0%
Poverty reduction and equity	30.0%	26.7%
Rural development	17.1%	16.7%
Urban development	2.9%	3.3%
Water and sanitation	12.1%	13.3%
Energy	2.1%	3.3%
Road infrastructure and transport*	17.9%	36.7%
Telecommunications	0.0%	0.0%
Tourism	3.6%	3.3%
Agriculture and food security	12.9%	23.3%
Land administration	0.0%	0.0%
Education	24.3%	26.7%
Science and technology	11.4%	6.7%
Health and nutrition	12.1%	13.3%
Early child development	1.4%	3.3%
Social protection (pensions, cash transfers)	0.7%	0.0%
Employment and job creation	14.3%	10.0%
Climate change	6.4%	3.3%
Environmental sustainability	10.7%	3.3%
Disaster risk management	2.9%	0.0%
Public sector governance (including state-owned enterprises)/institutional development	11.4%	6.7%
Anti-corruption and transparency*	3.6%	20.0%
Macroeconomic management	3.6%	3.3%
Financial sector (access, regulation, development)	4.3%	0.0%
Decentralization	2.9%	3.3%
Investment climate	14.3%	6.7%
Regulatory framework*	2.1%	10.0%
Law and justice	13.6%	3.3%
Private sector development	12.1%	3.3%
Foreign direct investment	3.6%	0.0%
Regional and global integration	2.9%	3.3%
Gender equity	2.1%	3.3%
Inclusion of indigenous people	0.7%	3.3%
Crime and violence	0.7%	0.0%
Other	2.9%	6.7%

\*Significantly different between geographic locations

**B. Overall Attitudes toward the World Bank Group (continued)**

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 Percentage of Respondents	La Paz	Outside La Paz
	Financing (lending and grants) of investment projects	61.9%
Provision of technical assistance*	17.3%	0.0%
Provision of policy advice	8.6%	13.8%
Development and availability of studies	3.6%	3.4%
Analytical work and databases	1.4%	3.4%
Capacity to convene other partners and leverage support	3.6%	6.9%
Promotion of knowledge sharing	2.9%	0.0%
Including south-south cooperation	0.7%	0.0%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between geographic locations

2 <sup>nd</sup> Greatest Value Percentage of Respondents	La Paz	Outside La Paz
	Financing (lending and grants) of investment projects	15.6%
Provision of technical assistance	38.5%	44.4%
Provision of policy advice	7.4%	7.4%
Development and availability of studies	13.3%	18.5%
Analytical work and databases	4.4%	3.7%
Capacity to convene other partners and leverage support	8.9%	3.7%
Promotion of knowledge sharing	7.4%	0.0%
Including south-south cooperation	3.0%	3.7%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.7%	3.7%
Other	0.7%	3.7%

How effectively do the World Bank Group's activities below support Bolivia's efforts to achieve development results?

(1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Financing (lending and grants) of investment projects	131	7.13	1.77	27	7.59	1.97
Provision of technical assistance*	131	6.83	2.08	24	7.88	1.45
Provision of policy advice	109	6.09	2.29	19	6.53	2.80
Development and availability of studies	120	6.79	1.86	20	6.80	1.82
Analytical work and databases	115	6.53	2.01	19	6.63	2.41
Capacity to convene other partners and leverage support	114	6.45	2.24	22	7.14	2.36
Promotion of knowledge sharing	114	6.46	2.13	19	7.42	1.77
Including South-South cooperation	100	5.44	2.32	17	6.59	2.24
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)*	90	5.20	2.62	15	6.67	2.41

\*Significantly different between geographic locations

The World Bank Group can provide capacity building support in a number of ways in Bolivia. To what degree would Bolivia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	130	7.45	2.11	27	7.89	2.01
The public sector, related to implementation of specific development projects on the ground	134	7.75	2.00	28	8.14	2.10
The private sector, related to institutional and policy change	128	7.83	1.79	26	8.42	1.70

**B. Overall Attitudes toward the World Bank Group (continued)**

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? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Project design and implementation (or other organizational strengthening)	93	7.28	1.62	22	7.77	2.05
Citizen engagement (incorporating citizens' voices into development)*	64	6.47	2.17	10	8.10	1.73

\*Significantly different between geographic locations

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? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Project design implementation (or other organizational strengthening)	106	8.00	1.41	21	8.05	2.75
Citizen engagement (incorporating citizens' voices into development)	84	7.21	2.03	15	7.80	2.88

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)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Staff too inaccessible	9.9%	10.0%
Not exploring alternative policy options	6.4%	6.7%
Not adequately sensitive to political/social realities in Bolivia	19.1%	16.7%
Not enough public disclosure of its work*	21.3%	43.3%
Arrogant in its approach	3.5%	3.3%
Not aligned with country priorities	9.9%	3.3%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	22.7%	20.0%
Not willing to honestly criticize policies and reform efforts in the country	12.8%	10.0%
Too influenced by developed countries	4.3%	10.0%
Imposing technocratic solutions without regard to political realities	7.8%	3.3%
World Bank Group's processes too slow	17.0%	20.0%
Too bureaucratic in its operational policies and procedures	27.0%	23.3%
Not aligned with other donors' work	4.3%	0.0%
Not collaborating enough with non-state actors	12.8%	3.3%
Not client focused	2.8%	3.3%
Other	3.5%	3.3%
Don't know	5.0%	6.7%

\*Significantly different between geographic locations

Which World Bank Group's instruments do you believe are the **MOST** effective in reducing poverty in Bolivia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Investment financing	67.4%	76.7%
Grant financing (Trust funds)	18.4%	20.0%
Program for results	31.2%	26.7%
Technical assistance	55.3%	46.7%
Knowledge and analytical products (studies, databases, etc.)	11.3%	6.7%
Reimbursable advisory services	5.0%	6.7%
Other	0.7%	3.3%
Don't know	2.8%	3.3%

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia	135	6.53	2.10	27	6.44	2.56
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	132	6.39	2.10	26	6.81	2.21
The World Bank Group supports Bolivia's efforts to reduce social exclusion	122	6.89	2.08	22	6.91	2.11
The World Bank Group supports programs and strategies that are realistic for Bolivia	127	6.69	2.04	25	6.68	2.17
The World Bank Group treats clients and stakeholders in Bolivia with respect	117	7.83	1.85	27	8.07	1.98
The World Bank Group is an organization that does not represent a particular ideological perspective in Bolivia	121	6.63	2.55	21	7.57	2.44
The World Bank Group is an organization that is not overly influenced by any particular country	118	5.88	2.50	20	5.80	3.02
The World Bank Group respects the positions, views and demands of the government of Bolivia	124	7.81	1.77	26	7.92	1.92
The World Bank Group listens and takes into account your views	114	7.12	2.16	24	7.38	2.30

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
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?	129	6.87	1.86	23	7.04	1.82

(1-To no degree at all, 10-To a very significant degree)

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

(1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Responsiveness	113	6.35	1.88	23	5.87	2.26
Flexibility (in terms of the institution's products and services)	110	6.05	1.95	23	6.26	2.34
Flexibility (in terms of changing country circumstances)	117	6.39	2.03	24	5.92	2.19
Being inclusive	117	6.61	1.98	23	6.57	1.90
Openness (sharing data and other information)	121	6.95	2.07	25	6.88	2.13
Staff accessibility	118	7.05	2.21	26	7.15	2.65
Straightforwardness and honesty*	120	7.08	2.19	21	8.24	1.64
Ease of access to the people at the World Bank Group who are making decisions important to my work	117	7.08	2.26	26	7.12	2.67
Collaboration with civil society	108	6.30	2.15	19	6.68	2.24
Collaboration with the Government	122	7.75	1.67	25	7.80	2.04
Collaboration with other donors and development partners	97	7.20	1.98	18	7.94	1.70
Collaboration with the private sector	83	6.10	2.26	16	7.13	2.31
The speed in which it gets things accomplished on the ground	107	5.94	1.95	23	5.65	2.62
Being a long-term partner	122	7.47	1.88	21	7.48	2.32

\*Significantly different between geographic locations

To be more effective development partner in Bolivia, do you believe that the World Bank Group should have?\*

(Select only ONE response)

Percentage of Respondents	La Paz	Outside La Paz
More local presence	66.2%	90.0%
The current level of local presence is adequate	27.5%	6.7%
Don't know	6.3%	3.3%

\*Significantly different between geographic locations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)	118	6.29	2.61	25	7.12	3.03
Economic growth*	132	7.67	1.96	28	8.50	1.91
Poverty reduction and equity	137	8.23	1.74	28	8.43	2.35
Rural development*	129	7.90	1.82	26	8.92	1.23
Urban development	125	7.29	1.80	26	7.54	1.86
Water and sanitation	132	8.03	1.73	26	8.62	1.20
Energy*	126	7.50	1.99	25	8.40	1.44
Road infrastructure and transport*	132	7.80	2.07	25	8.92	1.15
Telecommunications	119	6.51	2.38	21	7.52	2.11
Tourism	124	7.13	2.41	22	7.64	2.17
Agriculture and food security	129	7.94	1.90	26	8.62	2.26
Land administration	117	6.11	2.47	20	6.65	2.23
Education	127	8.26	1.97	29	8.86	1.33
Science and technology	128	8.07	2.00	24	8.38	2.26
Health and nutrition	127	8.15	1.89	28	8.50	1.50
Early child development	118	7.27	2.26	23	7.87	2.36
Social protection (pensions, cash transfers)	120	6.44	2.33	23	7.39	2.08
Employment and job creation	126	7.78	2.02	28	7.93	2.02
Climate change	128	7.54	2.27	25	8.12	1.67
Environmental sustainability	127	7.65	2.20	24	8.04	1.71
Disaster risk management	128	7.66	1.93	23	7.48	2.13
Public sector governance (including state-owned enterprises)/institutional development	123	7.07	2.46	26	7.50	2.45
Anti-corruption and transparency	123	7.67	2.23	27	8.19	2.65
Macroeconomic management	120	7.11	2.43	23	7.65	2.06
Financial sector (access, regulation, development)	120	7.02	2.28	24	7.33	2.10
Decentralization	124	6.87	2.27	24	7.79	1.91
Investment climate	124	7.70	2.26	23	8.35	2.08
Regulatory framework	124	6.95	2.61	23	7.26	2.78
Law and justice	121	7.26	2.45	24	7.58	2.76
Private sector development	120	7.92	2.04	23	8.26	1.96
Foreign direct investment*	124	7.61	2.19	25	8.60	1.89
Regional and global integration	117	7.36	2.11	23	7.65	2.59
Gender equity	119	7.20	2.17	25	7.96	2.21
Inclusion of indigenous people	124	7.10	2.37	25	7.44	2.31
Crime and violence*	114	6.75	2.68	23	8.17	1.97
Other	20	8.65	1.35	5	8.40	2.51

\*Significantly different between geographic locations

### C. World Bank Group's Effectiveness and Results (continued)

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? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)	55	5.51	2.56	10	6.20	2.82
Economic growth	89	6.66	2.04	15	6.53	2.53
Poverty reduction and equity	96	6.86	2.08	20	7.25	2.00
Rural development	77	6.87	2.08	18	7.17	2.12
Urban development	76	6.62	2.16	16	6.75	2.32
Water and sanitation	86	6.80	2.09	15	6.80	2.04
Energy	61	6.44	2.33	14	6.00	2.08
Road infrastructure and transport	83	7.28	2.02	16	6.63	2.90
Telecommunications	51	6.12	2.57	12	5.67	2.61
Tourism	56	6.02	2.55	14	5.79	2.42
Agriculture and food security	70	6.94	1.82	14	7.29	2.05
Land administration	50	5.64	2.55	12	5.67	2.87
Education	73	6.30	2.39	18	6.50	2.38
Science and technology	61	6.11	2.40	14	6.57	2.50
Health and nutrition	72	6.44	2.17	16	6.31	2.94
Early child development	56	6.09	2.41	14	6.43	2.44
Social protection (pensions, cash transfers)	60	6.17	2.26	10	5.40	2.72
Employment and job creation	71	6.30	2.21	18	6.72	2.27
Climate change	68	6.65	2.31	11	6.36	2.01
Environmental sustainability	63	6.70	2.35	13	6.00	2.16
Disaster risk management	67	6.64	2.33	10	6.10	2.18
Public sector governance (including state-owned enterprises)/institutional development	77	6.39	2.52	13	6.15	2.58
Anti-corruption and transparency	64	6.16	2.74	12	6.50	2.32
Macroeconomic management	73	6.47	2.35	12	6.17	2.66
Financial sector (access, regulation, development)	66	6.52	2.41	13	6.38	2.66
Decentralization	73	6.23	2.29	11	6.55	2.11
Investment climate	72	5.94	2.49	13	5.00	3.00
Regulatory framework	73	5.93	2.52	14	6.21	2.61
Law and justice	55	5.45	2.46	13	5.23	2.71
Private sector development	72	5.92	2.20	14	5.57	2.90
Foreign direct investment	68	5.93	2.52	13	4.92	2.43
Regional and global integration	56	6.16	2.36	12	4.83	2.66
Gender equity	67	6.21	2.42	13	6.00	2.12
Inclusion of indigenous people	63	6.29	2.57	12	6.92	1.93
Crime and violence	46	5.28	2.75	12	5.00	2.66
Other*	15	7.13	2.64	5	3.80	3.11

\*Significantly different between geographic locations

Where are the World Bank Group's decisions made primarily that support the program in Bolivia?

(Select only ONE response)

Percentage of Respondents	La Paz	Outside La Paz
At the Headquarters (in Washington D.C.)	67.6%	66.7%
In the country	13.4%	6.7%
Don't know	19.0%	26.7%

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)

Percentage of Respondents	La Paz	Outside La Paz
More local presence	68.8%	93.3%
The current level of local presence is adequate	24.1%	6.7%
Don't know	7.1%	0.0%

\*Significantly different between geographic locations

**C. World Bank Group's Effectiveness and Results (continued)**

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia? (1-To no degree at all, 10-To a very significant degree)	131	6.66	1.95	27	6.74	2.03

(1-To no degree at all, 10-To a very significant degree)

**To what extent do you agree with the following statements about the World Bank Group in Bolivia?**

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
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	129	6.55	2.02	26	6.31	2.17
The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	117	6.19	1.99	23	6.13	1.69

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia? (1-To no degree at all, 10-To a very significant degree)	105	6.15	2.09	20	5.90	1.77

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

Percentage of Respondents	La Paz	Outside La Paz
Weekly	3.5%	3.3%
Monthly	16.2%	30.0%
A few times a year	51.4%	20.0%
Rarely	23.2%	36.7%
Never	5.6%	10.0%

\*Significantly different between geographic locations

**In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:**

(1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Are timely	117	6.40	2.19	21	6.38	2.20
Are relevant to Bolivia's development priorities	120	6.56	2.10	24	6.54	2.02
Lead to practical solutions	114	6.19	2.17	22	6.77	2.05
Are accessible (well written and easy to understand)	122	6.78	1.91	23	6.48	1.81
Enhance your knowledge and/or skills	119	7.02	2.03	24	7.00	2.28
Are translated enough into local language	106	6.43	2.17	22	5.95	2.55
Are adaptable to Bolivia's specific development challenges and country circumstances	114	6.58	2.02	24	6.17	2.14

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	120	6.48	1.98	25	6.32	2.10
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	125	7.37	1.78	28	7.14	1.88

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

### D. The World Bank Group's Knowledge Work and Activities (continued)

Have you read/consulted the most recent LAC Flagship Report [*Economic Mobility and the Rise of the Latin American Middle Class*]?

Percentage of Respondents	La Paz	Outside La Paz
Yes	28.9%	30.0%
No	71.1%	70.0%

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	45	6.87	1.84	9	6.11	2.42
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	47	6.94	2.16	10	6.80	2.30

(1-To no degree at all, 10-To a very significant degree)

### 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? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	107	6.90	1.73	24	6.75	2.07
Design (appraising and planning the solutions)	108	6.91	1.63	24	6.88	2.21
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	107	6.64	1.84	22	6.73	2.14
Evaluation (assessing the impact and results)	103	6.73	1.96	23	7.04	2.40

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
The World Bank Group's disbursement conditions are reasonable	103	6.94	1.85	21	6.48	2.36
The World Bank Group effectively monitors and evaluates the projects and programs it supports	112	7.03	1.86	22	7.18	1.99
The World Bank Group responds to no objection requests in a timely manner	84	6.33	2.04	20	7.20	2.50
The World Bank Group's social safeguard requirements are reasonable	84	6.83	2.94	20	6.45	2.82
The World Bank Group's environmental requirements are reasonable	88	6.70	2.17	20	6.35	2.96
The World Bank Group takes decisions quickly in Bolivia	105	6.08	2.02	22	5.50	2.74
The World Bank Group's financial management requirements are reasonable	95	6.64	1.98	23	6.52	2.41
The World Bank Group's procurement requirements are reasonable	96	6.31	1.96	22	6.68	2.51
The World Bank Group ensures consistency and continuity through staff changes	88	6.75	2.01	19	6.74	1.76
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	75	6.64	2.29	22	6.82	2.63
The World Bank Group provides effective implementation support (i.e., supervision of projects)	93	6.96	2.04	21	6.71	2.51

Which of the following best describes the way the World Bank Group operates in Bolivia? (Select only ONE response)

Percentage of Respondents	La Paz	Outside La Paz
The World Bank Group takes too much risk in Bolivia	0.0%	3.3%
The World Bank Group does not take enough risk in Bolivia	37.5%	30.0%
The World Bank Group's approach to risk is appropriate	25.0%	30.0%
Don't know	27.9%	26.7%
Prefer not to answer	9.6%	10.0%

### F. Recent Trends and the Future Role of the World Bank Group in Bolivia

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
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?	120	6.73	1.90	27	6.44	2.31
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?	140	7.79	1.90	27	8.04	1.65

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Increase the level of financing	27.9%	43.3%
Work more closely with sub-national levels	38.6%	36.7%
Increase the flexibility in the application of safeguard policies	8.6%	6.7%
Strengthen country systems and procedures	27.1%	13.3%
Provide more analytical and advisory services (studies, technical assistance)	17.9%	20.0%
Broadly disseminate the impact of its operations	15.0%	26.7%
Reach out to more groups outside the Government	21.4%	10.0%
Promote more South-South exchange	5.0%	3.3%
Provide development policy lending and budget support	6.4%	13.3%
Promote the use of other instruments (guarantees, results-based financing)	6.4%	3.3%
Better coordination with other development partners	8.6%	3.3%
Bring the Bank closer to the community (through activities such as Arte Joven, Ambivalencias, etc.)	7.9%	3.3%
Other	3.6%	10.0%

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)

Percentage of Respondents	La Paz	Outside La Paz
Financial services	30.0%	30.0%
Knowledge products	37.1%	33.3%
Convening services	2.9%	10.0%
None of the above	1.4%	0.0%
The combination is appropriate for Bolivia	20.0%	16.7%
Don't know	8.6%	10.0%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Bolivia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Local newspapers	52.1%	43.3%
International newspapers	1.4%	3.3%
Local radio	1.4%	3.3%
International radio	0.7%	3.3%
Local television*	12.7%	30.0%
International television	6.3%	3.3%
Periodicals	38.0%	26.7%
Internet	58.5%	56.7%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	4.2%	13.3%
Blogs	2.1%	3.3%
Mobile phones	0.0%	0.0%
Instant messaging	2.8%	3.3%
Other	8.5%	0.0%

\*Significantly different between geographic locations

### G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Blogs	7.9%	3.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.7%	30.0%
e-Newsletters	55.0%	53.3%
Instant messaging	3.6%	10.0%
World Bank Group's seminars/workshops/conferences	26.4%	33.3%
World Bank Group's publications and other written materials*	35.0%	10.0%
Mobile phones*	1.4%	10.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	9.3%	13.3%
World Bank Group's website	17.9%	10.0%
Other*	1.4%	10.0%

\*Significantly different between geographic locations

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 a list of exceptions?

Percentage of Respondents	La Paz	Outside La Paz
Yes	28.9%	20.0%
No	71.1%	80.0%

Do you use/have used the World Bank Group website?

Percentage of Respondents	La Paz	Outside La Paz
Yes	76.6%	63.3%
No	23.4%	36.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	La Paz			Outside La Paz		
	N	Mean	SD	N	Mean	SD
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.)	129	6.92	2.43	26	6.96	2.75
The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	96	5.96	2.54	22	6.23	2.56
The World Bank Group is responsive to my information requests and inquiries	100	7.01	2.35	21	7.24	2.59

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?

Percentage of Respondents	La Paz	Outside La Paz
Yes	41.3%	40.0%
No	58.7%	60.0%

Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia?

(Select only ONE response)

Percentage of Respondents	La Paz	Outside La Paz
The World Bank	64.8%	60.0%
The International Finance Corporation	17.2%	24.0%
Other	18.0%	16.0%

Which of the following describes most of your exposure to the World Bank Group in Bolivia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	La Paz	Outside La Paz
Observer	28.4%	32.1%
Use World Bank Group reports/data	34.8%	32.1%
Engage in World Bank Group related/sponsored events/activities	35.5%	39.3%
Collaborate as part of my professional duties	27.7%	21.4%
Use World Bank Group website for information, data, research, etc.	30.5%	32.1%

## Appendix D: Responses to All Questions by Levels of Collaboration

### A. General Issues facing Bolivia

In general, would you say that Bolivia is headed in...?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The right direction	70.0%	43.9%
The wrong direction	14.3%	28.6%
Not sure	15.7%	27.6%

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?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Natural resource management (hydrocarbons and mining)	21.7%	18.8%
Economic growth	24.6%	24.8%
Poverty reduction and equity*	53.6%	31.7%
Rural development	13.0%	5.0%
Urban development	4.3%	2.0%
Water and sanitation*	13.0%	4.0%
Energy	2.9%	5.0%
Road infrastructure and transport	8.7%	14.9%
Telecommunications	4.3%	1.0%
Tourism	1.4%	0.0%
Agriculture and food security	13.0%	13.9%
Land administration	0.0%	1.0%
Education*	18.8%	42.6%
Science and technology	7.2%	5.0%
Health and nutrition	11.6%	13.9%
Early child development	1.4%	1.0%
Social protection (pensions, cash transfers)	2.9%	2.0%
Employment and job creation	14.5%	14.9%
Climate change*	10.1%	1.0%
Environmental sustainability	10.1%	4.0%
Disaster risk management	4.3%	2.0%
Public sector governance (including state-owned enterprises)/institutional development	5.8%	10.9%
Anti-corruption and transparency	7.2%	15.8%
Macroeconomic management	2.9%	2.0%
Financial sector (access, regulation, development)	1.4%	2.0%
Decentralization	2.9%	4.0%
Investment climate	7.2%	13.9%
Regulatory framework	0.0%	4.0%
Law and justice*	7.2%	18.8%
Private sector development	7.2%	3.0%
Foreign direct investment*	0.0%	7.9%
Regional and global integration	1.4%	0.0%
Gender equity	1.4%	2.0%
Inclusion of indigenous people	2.9%	3.0%
Crime and violence	0.0%	1.0%
Other	7.2%	4.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Climate change	2.9%	0.0%
Natural resource management (hydrocarbons and mining)	10.0%	7.9%
Economic growth	40.0%	26.7%
Rural development*	30.0%	15.8%
Private sector development	12.9%	5.0%
Water and sanitation	11.4%	8.9%
Energy	1.4%	1.0%
Road infrastructure and transport	12.9%	12.9%
Gender equity	1.4%	5.0%
Tourism	0.0%	3.0%
Agriculture and food security	14.3%	13.9%
Land administration	0.0%	0.0%
Education	42.9%	49.5%
Science and technology	5.7%	7.9%
Health and nutrition*	14.3%	29.7%
Early child development	4.3%	3.0%
Social protection (pensions, cash transfers)	0.0%	3.0%
Employment and job creation	35.7%	36.6%
Public sector governance (including state-owned enterprises)/institutional development	4.3%	5.0%
Environmental sustainability*	8.6%	1.0%
Disaster risk management	1.4%	0.0%
Urban development	1.4%	1.0%
Anti-corruption and transparency	4.3%	5.9%
Macroeconomic management	5.7%	3.0%
Financial sector (access, regulation, development)	7.1%	3.0%
Decentralization	1.4%	6.9%
Investment climate	7.1%	11.9%
Regulatory framework	1.4%	4.0%
Law and justice	5.7%	9.9%
Telecommunications	0.0%	1.0%
Foreign direct investment	2.9%	8.9%
Regional and global integration	0.0%	3.0%
Inclusion of indigenous people	0.0%	1.0%
Crime and violence	0.0%	1.0%
Other	2.9%	2.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Telecommunications	1.4%	4.0%
Natural resource management (hydrocarbons and mining)	38.6%	32.7%
Energy	2.9%	5.9%
Rural development	20.0%	10.9%
Private sector development	34.3%	22.8%
Water and sanitation	4.3%	1.0%
Climate change	1.4%	1.0%
Gender equity	0.0%	2.0%
Tourism	2.9%	4.0%
Agriculture and food security	10.0%	10.9%
Land administration	1.4%	0.0%
Education	20.0%	27.7%
Science and technology	14.3%	9.9%
Health and nutrition	0.0%	4.0%
Early child development	0.0%	1.0%
Social protection (pensions, cash transfers)	0.0%	0.0%
Decentralization	2.9%	5.9%
Employment and job creation	34.3%	27.7%
Environmental sustainability*	8.6%	1.0%
Disaster risk management	0.0%	0.0%
Urban development	0.0%	1.0%
Anti-corruption and transparency	7.1%	5.9%
Macroeconomic management	17.1%	9.9%
Financial sector (access, regulation, development)	8.6%	5.0%
Road infrastructure and transport	12.9%	18.8%
Investment climate*	18.6%	35.6%
Regulatory framework*	1.4%	9.9%
Law and justice	8.6%	6.9%
Public sector governance (including state-owned enterprises)/institutional development	10.0%	6.9%
Foreign direct investment	12.9%	19.8%
Regional and global integration	1.4%	1.0%
Inclusion of indigenous people	1.4%	1.0%
Crime and violence	0.0%	1.0%
Other	0.0%	4.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bolivia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Sustainable economic growth	47.1%	38.6%
Increased access and quality of basic services (water and sanitation, electricity)	22.9%	19.8%
Expanded access and quality of social services (education, health and nutrition)*	41.4%	58.4%
Job creation and quality of employment (reduced informality)	37.1%	45.5%
Increased access to markets for rural producers	12.9%	7.9%
Community-driven development	2.9%	3.0%
Better targeted public investment and social policies	24.3%	19.8%
Promote inclusion of indigenous people	7.1%	2.0%
Other	2.9%	3.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**B. Overall Attitudes toward the World Bank Group**

How familiar are you with the work of these organizations in Bolivia?

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)*	70	7.67	1.65	102	6.05	2.31
Inter-American Development Bank (IDB/BID)*	69	7.07	2.04	102	6.22	2.21
Latin American Development Bank (CAF)	69	6.49	2.64	102	7.08	2.28

(1-Not familiar at all, 10-Extremely familiar)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**B. Overall Attitudes toward the World Bank Group (continued)**

Overall, please rate your impression of the effectiveness of these organizations in Bolivia?

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WB/BM)*	68	7.29	1.57	96	5.85	2.04
Inter-American Development Bank (IDB/BID)*	64	7.31	1.56	96	6.20	1.81
Latin American Development Bank (CAF)	57	7.04	2.05	93	7.17	1.96

(1-Not effective at all, 10-Very effective)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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?*	67	7.93	1.53	80	7.20	1.98

(1-To no degree at all, 10-To a very significant degree)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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 in Bolivia?(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Natural resource management (hydrocarbons and mining)	11.4%	13.9%
Economic growth	27.1%	17.8%
Poverty reduction and equity	25.7%	31.7%
Rural development	21.4%	13.9%
Urban development	2.9%	3.0%
Water and sanitation*	21.4%	5.9%
Energy	1.4%	3.0%
Road infrastructure and transport	22.9%	19.8%
Telecommunications	0.0%	0.0%
Tourism	2.9%	4.0%
Agriculture and food security*	22.9%	8.9%
Land administration	0.0%	0.0%
Education*	15.7%	30.7%
Science and technology	10.0%	10.9%
Health and nutrition	8.6%	14.9%
Early child development	1.4%	2.0%
Social protection (pensions, cash transfers)	1.4%	0.0%
Employment and job creation	15.7%	11.9%
Climate change	7.1%	5.0%
Environmental sustainability	12.9%	6.9%
Disaster risk management	2.9%	2.0%
Public sector governance/institutional development	10.0%	10.9%
Anti-corruption and transparency	2.9%	9.9%
Macroeconomic management	2.9%	4.0%
Financial sector (access, regulation, development)	2.9%	4.0%
Decentralization	4.3%	3.0%
Investment climate*	4.3%	19.8%
Regulatory framework	1.4%	5.0%
Law and justice	7.1%	14.9%
Private sector development	12.9%	8.9%
Foreign direct investment	2.9%	3.0%
Regional and global integration	4.3%	2.0%
Gender equity	1.4%	3.0%
Inclusion of indigenous people	0.0%	2.0%
Crime and violence	0.0%	1.0%
Other	4.3%	3.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### B. Overall Attitudes toward the World Bank Group (continued)

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 Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financing (lending and grants) of investment projects	69.6%	60.0%
Provision of technical assistance	15.9%	13.0%
Provision of policy advice	5.8%	12.0%
Development and availability of studies	1.4%	5.0%
Analytical work and databases	2.9%	1.0%
Capacity to convene other partners and leverage support	2.9%	5.0%
Promotion of knowledge sharing	1.4%	3.0%
Including south-south cooperation	0.0%	1.0%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.0%	0.0%
Other	0.0%	0.0%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financing (lending and grants) of investment projects	14.9%	14.6%
Provision of technical assistance	44.8%	36.5%
Provision of policy advice	10.4%	5.2%
Development and availability of studies	10.4%	16.7%
Analytical work and databases	1.5%	6.3%
Capacity to convene other partners and leverage support	7.5%	8.3%
Promotion of knowledge sharing	9.0%	4.2%
Including south-south cooperation	1.5%	4.2%
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	0.0%	2.1%
Other	0.0%	2.1%

How effectively do the World Bank Group's activities below support Bolivia's efforts to achieve development results?

(1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Financing (lending and grants) of investment projects*	68	7.68	1.55	91	6.84	1.92
Provision of technical assistance*	68	7.35	1.70	88	6.69	2.21
Provision of policy advice	53	6.57	2.12	75	5.87	2.50
Development and availability of studies	58	6.97	1.83	82	6.67	1.87
Analytical work and databases	55	6.87	1.91	79	6.32	2.15
Capacity to convene other partners and leverage support*	61	7.00	2.05	75	6.20	2.38
Promotion of knowledge sharing	57	6.95	1.87	76	6.34	2.24
Including South-South cooperation	51	5.80	2.21	66	5.45	2.44
Activities with the community in arts, music, sports (Arte Joven, Ambivalecias, Basurarte, Women in Cycling)	43	5.81	2.80	62	5.13	2.50

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

The World Bank Group can provide capacity building support in a number of ways in Bolivia. To what degree would Bolivia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	65	6.92	2.23	92	7.95	1.89
The public sector, related to implementation of specific development projects on the ground*	68	8.22	1.82	95	7.52	2.10
The private sector, related to institutional and policy change	65	7.71	1.87	90	8.07	1.71

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**B. Overall Attitudes toward the World Bank Group (continued)**

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? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project design and implementation (or other organizational strengthening)	62	7.44	1.50	54	7.28	1.94
Citizen engagement (incorporating citizens' voices into development)	40	6.88	1.86	35	6.34	2.60

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?

(1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project design implementation (or other organizational strengthening)	64	8.00	1.59	64	7.98	1.80
Citizen engagement (incorporating citizens' voices into development)	48	7.29	2.08	51	7.31	2.28

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Staff too inaccessible	7.1%	11.8%
Not exploring alternative policy options*	1.4%	9.8%
Not adequately sensitive to political/social realities in Bolivia	18.6%	18.6%
Not enough public disclosure of its work	21.4%	27.5%
Arrogant in its approach	1.4%	4.9%
Not aligned with country priorities	7.1%	9.8%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex*	34.3%	14.7%
Not willing to honestly criticize policies and reform efforts in the country	8.6%	15.7%
Too influenced by developed countries	4.3%	5.9%
Imposing technocratic solutions without regard to political realities	4.3%	8.8%
World Bank Group's processes too slow	22.9%	13.7%
Too bureaucratic in its operational policies and procedures*	38.6%	17.6%
Not aligned with other donors' work	4.3%	2.9%
Not collaborating enough with non-state actors	7.1%	13.7%
Not client focused	1.4%	3.9%
Other	4.3%	2.9%
Don't know	2.9%	6.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which World Bank Group's instruments do you believe are the **MOST** effective in reducing poverty in Bolivia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Investment financing*	77.5%	63.4%
Grant financing (Trust funds)	19.7%	17.8%
Program for results	25.4%	33.7%
Technical assistance	49.3%	56.4%
Knowledge and analytical products (studies, databases, etc.)	11.3%	9.9%
Reimbursable advisory services	5.6%	5.0%
Other	1.4%	1.0%
Don't know	2.8%	3.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	71	7.18	2.09	92	5.99	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	69	7.16	1.82	90	5.91	2.17
The World Bank Group supports Bolivia's efforts to reduce social exclusion*	65	7.63	1.68	80	6.28	2.18
The World Bank Group supports programs and strategies that are realistic for Bolivia*	66	7.38	1.81	87	6.14	2.08
The World Bank Group treats clients and stakeholders in Bolivia with respect*	65	8.29	1.55	80	7.50	2.06
The World Bank Group is an organization that does not represent a particular ideological perspective in Bolivia*	62	7.42	2.26	81	6.27	2.65
The World Bank Group is an organization that is not overly influenced by any particular country*	55	6.38	2.45	84	5.51	2.60
The World Bank Group respects the positions, views and demands of the government of Bolivia	67	7.99	1.58	84	7.68	1.96
The World Bank Group listens and takes into account your views*	65	7.77	1.70	74	6.61	2.41

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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?*	67	7.45	1.60	86	6.44	1.92

(1-To no degree at all, 10-To a very significant degree)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

(1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	63	6.81	1.63	74	5.74	2.11
Flexibility (in terms of the institution's products and services)*	68	6.60	1.75	66	5.48	2.16
Flexibility (in terms of changing country circumstances)*	67	6.87	1.81	75	5.76	2.19
Being inclusive*	62	7.10	1.63	79	6.19	2.11
Openness (sharing data and other information)*	66	7.55	1.67	81	6.41	2.24
Staff accessibility*	68	7.69	1.87	77	6.47	2.50
Straightforwardness and honesty*	64	7.83	1.74	78	6.73	2.37
Ease of access to the people at the World Bank Group who are making decisions important to my work*	69	7.83	2.08	75	6.35	2.37
Collaboration with civil society*	57	7.04	1.96	71	5.76	2.17
Collaboration with the Government	65	8.03	1.53	83	7.54	1.85
Collaboration with other donors and development partners*	55	7.82	1.60	61	6.85	2.12
Collaboration with the private sector*	44	7.14	1.84	56	5.55	2.36
The speed in which it gets things accomplished on the ground*	66	6.33	2.17	65	5.38	1.92
Being a long-term partner*	67	8.25	1.45	77	6.75	2.06

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To be more effective development partner in Bolivia, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
More local presence	69.0%	71.6%
The current level of local presence is adequate	29.6%	19.6%
Don't know	1.4%	8.8%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)*	58	7.17	2.53	86	5.88	2.72
Economic growth	65	8.00	1.84	96	7.64	2.13
Poverty reduction and equity	70	8.40	1.71	96	8.10	2.04
Rural development	66	8.18	1.67	90	7.92	1.95
Urban development	65	7.29	1.83	87	7.30	1.88
Water and sanitation	70	8.37	1.31	89	7.87	1.98
Energy	65	7.91	1.56	87	7.39	2.23
Road infrastructure and transport*	66	8.56	1.43	92	7.49	2.30
Telecommunications	57	6.86	2.18	84	6.48	2.51
Tourism	63	7.27	2.24	84	7.10	2.53
Agriculture and food security	65	8.00	2.02	91	8.02	2.05
Land administration	60	6.58	2.21	78	5.83	2.59
Education	68	8.26	1.75	89	8.38	2.09
Science and technology	63	8.00	2.09	90	8.13	2.10
Health and nutrition	65	8.12	1.72	91	8.21	2.00
Early child development	61	7.64	2.00	81	7.10	2.52
Social protection (pensions, cash transfers)	61	6.82	2.14	83	6.37	2.46
Employment and job creation	66	7.79	2.03	89	7.75	2.09
Climate change	67	7.90	1.93	87	7.37	2.41
Environmental sustainability	64	8.00	1.84	88	7.44	2.34
Disaster risk management*	67	8.00	1.63	85	7.27	2.21
Public sector governance (including state-owned enterprises)/institutional development	63	7.56	2.17	87	6.80	2.61
Anti-corruption and transparency	63	7.89	2.22	88	7.59	2.47
Macroeconomic management	60	7.43	2.20	84	6.96	2.54
Financial sector (access, regulation, development)	59	7.22	2.03	86	6.91	2.44
Decentralization	61	7.39	1.93	88	6.70	2.45
Investment climate	60	7.67	2.21	88	7.82	2.36
Regulatory framework	60	7.07	2.26	88	6.89	2.93
Law and justice	57	6.91	2.51	88	7.57	2.48
Private sector development	59	7.86	2.09	85	7.98	2.08
Foreign direct investment	63	7.83	2.06	87	7.68	2.32
Regional and global integration	58	7.57	1.92	83	7.22	2.44
Gender equity	62	7.53	1.93	83	7.11	2.44
Inclusion of indigenous people*	62	7.65	2.05	88	6.76	2.55
Crime and violence	54	7.07	2.45	84	6.86	2.80
Other	16	8.88	1.20	9	8.11	2.09

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### C. World Bank Group's Effectiveness and Results (continued)

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? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Natural resource management (hydrocarbons and mining)	29	5.76	2.80	37	5.43	2.44
Economic growth	48	6.94	1.99	57	6.33	2.21
Poverty reduction and equity*	54	7.31	1.98	63	6.56	2.10
Rural development	44	7.32	2.05	52	6.52	2.10
Urban development*	44	7.20	2.11	48	6.13	2.13
Water and sanitation	50	7.06	1.98	52	6.50	2.16
Energy	37	6.54	2.35	38	6.18	2.22
Road infrastructure and transport	48	7.56	2.12	51	6.80	2.19
Telecommunications	26	5.88	2.90	37	6.14	2.34
Tourism	38	6.47	2.18	32	5.38	2.77
Agriculture and food security	42	7.24	1.85	42	6.76	1.86
Land administration	30	5.90	2.54	32	5.41	2.66
Education	41	6.56	2.29	50	6.16	2.45
Science and technology	37	6.49	2.39	38	5.92	2.43
Health and nutrition	39	6.79	2.27	49	6.12	2.32
Early child development	34	6.50	2.09	36	5.83	2.65
Social protection (pensions, cash transfers)	34	6.12	2.17	36	6.00	2.50
Employment and job creation	43	6.65	2.05	46	6.13	2.35
Climate change	40	6.93	2.14	39	6.28	2.36
Environmental sustainability	38	6.92	2.34	38	6.24	2.28
Disaster risk management*	41	7.29	2.12	36	5.75	2.25
Public sector governance (including state-owned enterprises)/institutional development*	40	7.30	2.02	50	5.60	2.64
Anti-corruption and transparency*	35	6.89	2.49	41	5.63	2.70
Macroeconomic management	38	6.68	2.11	47	6.21	2.59
Financial sector (access, regulation, development)	35	6.94	2.24	44	6.14	2.55
Decentralization	38	6.74	1.94	46	5.89	2.44
Investment climate	34	6.26	2.83	51	5.49	2.38
Regulatory framework*	40	6.70	2.20	47	5.36	2.64
Law and justice	27	6.00	2.40	41	5.02	2.50
Private sector development*	37	6.68	2.08	49	5.24	2.31
Foreign direct investment*	36	6.50	2.46	45	5.18	2.43
Regional and global integration	29	6.34	2.30	39	5.62	2.54
Gender equity*	41	6.80	2.22	39	5.51	2.35
Inclusion of indigenous people*	40	7.18	2.17	35	5.49	2.54
Crime and violence	25	6.00	2.66	33	4.64	2.63
Other	11	6.73	2.87	9	5.78	3.38

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Where are the World Bank Group's decisions made primarily that support the program in Bolivia?\*

(Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
At the Headquarters (in Washington D.C.)	73.2%	62.7%
In the country	18.3%	8.8%
Don't know	8.5%	28.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
More local presence	71.8%	74.3%
The current level of local presence is adequate	25.4%	17.8%
Don't know	2.8%	7.9%

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	67	7.36	1.66	92	6.13	2.05

(1-To no degree at all, 10-To a very significant degree)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### C. World Bank Group's Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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*	69	7.19	1.83	87	5.95	2.03
The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	58	6.84	1.77	83	5.66	1.96

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?*	61	6.80	1.63	65	5.40	2.20

(1-To no degree at all, 10-To a very significant degree)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Weekly	5.6%	2.0%
Monthly	25.4%	13.7%
A few times a year	46.5%	46.1%
Rarely	19.7%	29.4%
Never	2.8%	8.8%

In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	59	6.93	1.82	80	5.95	2.38
Are relevant to Bolivia's development priorities*	62	7.24	1.75	83	6.02	2.16
Lead to practical solutions*	59	6.78	1.84	78	5.87	2.31
Are accessible (well written and easy to understand)*	64	7.23	1.60	82	6.29	2.03
Enhance your knowledge and/or skills*	61	7.54	1.76	82	6.62	2.20
Are translated enough into local language*	56	6.84	2.10	72	5.97	2.29
Are adaptable to Bolivia's specific development challenges and country circumstances*	59	6.92	1.62	79	6.20	2.27

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	61	7.18	1.73	85	5.87	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	66	7.68	1.69	88	7.01	1.87

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### D. The World Bank Group's Knowledge Work and Activities (continued)

Have you read/consulted any World Bank Group Reports: [*Economic Mobility and the Rise of the Latin American Middle Class*]?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	29.6%	29.4%
No	70.4%	70.6%

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	24	7.25	2.03	31	6.32	1.78
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	25	7.36	2.04	33	6.52	2.21

(1-To no degree at all, 10-To a very significant degree)

### 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? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	63	7.22	1.73	69	6.52	1.79
Design (appraising and planning the solutions)*	64	7.20	1.56	69	6.59	1.87
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)*	64	7.09	1.76	66	6.20	1.91
Evaluation (assessing the impact and results)	61	7.11	1.85	66	6.45	2.16

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's disbursement conditions are reasonable	60	7.17	1.77	65	6.55	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	64	7.72	1.60	71	6.42	1.90
The World Bank Group responds to no objection requests in a timely manner	56	6.88	2.02	48	6.06	2.24
The World Bank Group's social safeguard requirements are reasonable	54	7.24	3.26	50	6.24	2.40
The World Bank Group's environmental requirements are reasonable*	57	7.11	2.13	51	6.12	2.45
The World Bank Group takes decisions quickly in Bolivia*	62	6.60	2.03	66	5.35	2.14
The World Bank Group's financial management requirements are reasonable*	58	7.05	1.88	61	6.15	2.18
The World Bank Group's procurement requirements are reasonable	60	6.53	2.09	58	6.22	2.04
The World Bank Group ensures consistency and continuity through staff changes*	60	7.08	1.83	47	6.32	2.04
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	50	6.98	2.26	47	6.36	2.44
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	58	7.45	1.82	56	6.36	2.28

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which of the following best describes the way the World Bank Group operates in Bolivia?\* (Select only ONE response)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group takes too much risk in Bolivia	1.4%	0.0%
The World Bank Group does not take enough risk in Bolivia	30.4%	40.8%
The World Bank Group's approach to risk is appropriate	40.6%	15.3%
Don't know	21.7%	31.6%
Prefer not to answer	5.8%	12.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### F. Recent Trends and the Future Role of the World Bank Group in Bolivia

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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?*	65	7.32	1.88	83	6.13	1.93
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?	70	8.13	1.79	98	7.57	1.94

(1-To no degree at all, 10-To a very significant degree; 1-Not a significant role at all, 10-Very significant role)

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Increase the level of financing	37.1%	25.7%
Work more closely with sub-national levels	44.3%	34.7%
Increase the flexibility in the application of safeguard policies	12.9%	5.0%
Strengthen country systems and procedures	22.9%	26.7%
Provide more analytical and advisory services (studies, technical assistance)	15.7%	19.8%
Broadly disseminate the impact of its operations	14.3%	18.8%
Reach out to more groups outside the Government*	10.0%	25.7%
Promote more South-South exchange	2.9%	5.9%
Provide development policy lending and budget support	7.1%	7.9%
Promote the use of other instruments (guarantees, results-based financing)	7.1%	5.0%
Better coordination with other development partners	5.7%	8.9%
Bring the Bank closer to the community	7.1%	6.9%
Other	4.3%	5.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financial services	29.6%	31.0%
Knowledge products	26.8%	43.0%
Convening services	2.8%	5.0%
None of the above	1.4%	1.0%
The combination is appropriate for Bolivia	26.8%	14.0%
Don't know	12.7%	6.0%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Bolivia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Local newspapers	53.5%	48.0%
International newspapers	0.0%	2.9%
Local radio	0.0%	2.9%
International radio	1.4%	1.0%
Local television*	23.9%	9.8%
International television	5.6%	5.9%
Periodicals*	25.4%	44.1%
Internet	54.9%	60.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	8.5%	3.9%
Blogs*	5.6%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	4.2%	2.0%
Other	5.6%	7.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Blogs	5.7%	7.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.3%	28.7%
e-Newsletters	57.1%	53.5%
Instant messaging	4.3%	5.0%
World Bank Group's seminars/workshops/conferences	27.1%	27.7%
World Bank Group's publications and other written materials	22.9%	35.6%
Mobile phones	5.7%	1.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	11.4%	8.9%
World Bank Group's website	11.4%	19.8%
Other	4.3%	2.0%

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 a list of exceptions?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	33.8%	22.5%
No	66.2%	77.5%

Do you use/have used the World Bank Group website?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	78.9%	71.3%
No	21.1%	28.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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.)*	67	7.52	2.20	89	6.46	2.58
The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	47	6.47	2.55	71	5.70	2.49
The World Bank Group is responsive to my information requests and inquiries*	61	7.82	1.63	60	6.27	2.76

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### H. Background Information

Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia?\*

(Select only ONE response)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank	80.3%	50.6%
The International Finance Corporation	12.7%	22.9%
Other	7.0%	26.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## Appendix E: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Bolivia? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the effectiveness of the World Bank Group in Bolivia.	5.85	7.29	6.80	5.81	6.60	6.33	6.27	6.91	6.28	7.09	6.38	6.79
To what extent do you believe the World Bank Group's staff is well prepared to help Bolivia solve its most complicated development challenges?	7.20	7.93	7.61	7.45	7.57	7.56	7.42	7.80	7.41	7.91	7.53	7.64
Overall the World Bank Group currently plays a relevant role in development in Bolivia	5.99	7.18	6.76	5.89	6.52	6.50	6.45	6.62	6.23	7.24	6.56	6.41
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	5.91	7.16	6.68	5.91	6.41	6.56	6.33	6.68	6.19	7.16	6.43	6.53
Responsiveness	5.74	6.81	6.44	5.70	6.14	6.43	6.04	6.54	6.11	6.56	6.17	6.43
Flexibility (in terms of the institution's products and services)	5.48	6.60	6.27	5.35	5.92	6.32	5.91	6.26	5.89	6.40	5.89	6.46
Flexibility (in terms of changing country circumstances)	5.76	6.87	6.58	5.37	6.20	6.40	6.17	6.44	6.01	6.88	6.15	6.62
Being inclusive	6.19	7.10	6.79	6.15	6.57	6.66	6.50	6.75	6.46	7.00	6.51	6.84
Openness (sharing data and other information)	6.41	7.55	7.18	6.28	6.97	6.86	6.80	7.14	6.70	7.52	6.71	7.43
Staff accessibility	6.47	7.69	7.59	5.75	6.95	7.34	6.95	7.24	6.84	7.60	6.87	7.55
Straightforwardness and honesty	6.73	7.83	7.44	6.70	7.24	7.24	7.19	7.32	7.12	7.54	7.18	7.39
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.35	7.83	7.52	5.84	7.17	6.87	6.79	7.49	6.80	7.66	7.04	7.15
Collaboration with civil society	5.76	7.04	6.55	5.81	6.37	6.27	6.07	6.73	6.20	6.69	6.16	6.78
Collaboration with the Government	7.54	8.03	7.96	7.25	7.76	7.77	7.75	7.79	7.70	7.95	7.54	8.30
Collaboration with other donors and development partners	6.85	7.82	7.65	6.44	7.34	7.24	7.10	7.64	7.11	7.79	7.11	7.79
Collaboration with the private sector	5.55	7.14	6.79	5.03	6.14	6.40	5.91	6.70	5.96	7.37	6.17	6.41
The speed in which it gets things accomplished on the ground	5.38	6.33	6.15	5.03	5.80	6.05	5.78	6.02	5.74	6.20	5.75	6.22
Being a long-term partner	6.75	8.25	7.73	6.80	7.55	7.30	7.26	7.79	7.13	8.33	7.50	7.36
To what extent does the World Bank Group's work help to achieve development results in Bolivia?	6.13	7.36	7.02	5.87	6.59	6.84	6.63	6.76	6.40	7.43	6.66	6.72
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	5.95	7.19	6.83	5.75	6.50	6.55	6.51	6.53	6.25	7.20	6.53	6.50
The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.66	6.84	6.40	5.63	6.13	6.25	6.04	6.37	6.10	6.41	6.16	6.20
The World Bank Group's knowledge work and activities are adaptable to Bolivia's specific development challenges and country circumstances	6.20	6.92	6.78	5.83	6.40	6.75	6.46	6.62	6.45	6.74	6.37	6.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.87	7.18	6.77	5.65	6.38	6.54	6.27	6.70	6.29	6.85	6.30	6.75
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.01	7.68	7.55	6.81	7.29	7.44	7.28	7.43	7.18	7.74	7.27	7.49
The World Bank Group takes decisions quickly in Bolivia	5.35	6.60	6.30	5.21	6.00	6.00	5.81	6.27	5.87	6.27	5.79	6.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.36	6.98	7.00	6.12	6.68	6.97	6.81	6.69	6.69	6.91	6.41	7.76

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																										
	Office of President/Minister			Employee of a Ministry/ Ministerial Department			Project Implementation Agency/ Consultant/ Contractor on Bank Group project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank Group in Bolivia.	15	6.73	1.53	9	6.89	1.69	16	7.44	1.41	20	6.70	1.87	32	6.13	1.76	17	6.24	2.02	6	6.50	2.59	18	5.22	2.07	33	6.52	2.41
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?*	15	7.00	1.56	9	7.00	1.66	16	8.06	1.61	17	8.35	1.06	25	7.84	1.60	15	7.47	1.92	4	8.00	1.83	16	6.19	2.40	32	7.47	1.95
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	16	6.50	1.90	9	6.67	1.94	16	7.31	1.66	19	7.21	1.87	30	6.00	2.10	16	6.31	2.02	5	7.40	2.41	19	4.74	2.54	35	6.89	2.26
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	16	6.00	1.37	9	6.67	1.94	15	7.47	1.41	19	6.79	2.15	30	6.03	1.92	16	6.19	1.80	3	7.00	2.00	19	5.00	2.81	34	7.12	2.17
Responsiveness*	15	6.33	1.63	9	6.67	1.87	14	7.50	1.79	18	6.78	1.77	22	5.77	1.72	14	5.50	1.99	3	5.33	3.06	15	5.13	2.64	29	6.31	1.77
Flexibility (in terms of the institution's products and services)	16	5.63	1.67	6	5.83	2.14	16	6.88	2.00	17	6.41	1.94	25	6.00	1.85	14	5.07	1.90	3	5.67	3.51	12	4.75	2.67	27	6.70	1.75
Flexibility (in terms of changing country circumstances)*	16	5.69	1.74	8	6.13	1.96	15	7.47	1.88	17	6.59	1.91	26	6.08	1.96	14	5.64	1.91	4	5.25	2.99	16	5.25	2.77	28	6.96	1.77
Being inclusive	15	6.20	1.86	8	6.75	2.19	13	7.77	1.74	15	6.20	2.04	27	6.74	1.56	16	6.81	1.64	4	6.00	2.83	17	5.29	2.64	27	6.93	1.64
Openness (sharing data and other information)	14	6.50	1.83	9	7.33	1.87	15	7.67	1.50	18	7.06	2.60	28	6.71	1.90	13	6.23	2.35	4	6.50	2.65	17	6.24	2.61	30	7.40	1.73
Staff accessibility	15	7.07	1.67	9	7.89	2.20	16	7.25	1.61	17	6.82	2.70	25	6.88	2.24	16	6.44	2.78	3	8.33	2.08	15	5.60	2.77	31	7.74	1.93
Straightforwardness and honesty*	16	6.25	2.02	8	6.88	2.47	14	7.86	1.51	17	7.18	2.35	24	7.79	1.69	16	6.88	1.89	3	6.00	4.00	16	5.50	2.85	30	8.20	1.54
Ease of access to the people at the World Bank Group who are making decisions important to my work*	16	7.44	1.46	8	7.25	2.05	16	7.25	2.18	17	6.94	2.63	28	6.61	2.42	15	6.27	2.66	3	8.00	2.00	13	5.15	2.61	30	8.27	1.74
Collaboration with civil society*	12	6.17	1.34	6	6.83	1.47	12	7.33	1.67	17	6.47	2.24	25	6.84	1.97	15	5.67	2.16	3	6.00	4.00	15	4.27	1.75	24	6.83	2.35
Collaboration with the Government	14	7.14	1.56	9	7.44	1.67	15	8.00	1.56	19	7.42	1.98	24	7.96	1.63	15	7.73	1.75	3	6.00	3.61	18	7.61	1.82	32	8.22	1.56
Collaboration with other donors and development partners	12	7.25	1.48	5	7.40	1.82	10	7.90	1.45	19	7.47	2.57	20	7.60	1.67	15	6.73	1.79	2	8.00	2.83	12	6.75	2.30	21	7.29	2.00
Collaboration with the private sector*	8	6.00	1.20	3	7.33	2.08	7	7.43	1.90	13	6.54	2.88	27	6.74	2.12	11	5.45	1.69	2	3.50	2.12	13	4.69	2.18	16	6.75	2.41
The speed in which it gets things accomplished on the ground	15	5.53	1.85	6	5.83	1.94	15	6.67	1.80	14	5.93	2.30	24	5.71	2.20	13	5.00	1.15	3	6.33	3.51	12	5.17	2.37	31	6.16	2.30
Being a long-term partner	16	7.13	2.03	7	7.00	2.08	15	8.33	1.18	18	7.94	2.24	26	7.31	1.46	14	7.14	1.66	4	7.00	3.16	16	6.50	2.39	29	7.72	2.05
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	16	6.44	1.36	9	7.11	1.76	14	7.71	1.49	19	6.53	1.84	29	6.45	1.50	17	6.41	1.91	5	7.40	2.41	17	5.29	2.76	35	7.03	2.18
The World Bank Group's financial instruments meet the needs of Bolivia*	16	6.50	1.37	9	7.22	1.92	16	6.75	1.61	19	7.05	1.68	28	5.89	1.81	15	5.80	2.11	4	7.75	2.63	18	5.44	2.06	33	7.06	2.45
The World Bank Group meets Bolivia's needs for knowledge services	15	6.20	1.78	8	6.25	1.83	12	6.33	1.97	17	6.82	1.70	25	5.92	1.63	14	5.29	1.94	3	6.67	1.53	18	5.17	2.01	30	6.73	2.27
The World Bank Group's knowledge work and activities are adaptable to Bolivia's specific development challenges and country circumstances	13	5.77	1.36	9	6.11	1.62	13	7.46	1.51	16	7.25	1.95	25	6.52	1.78	13	6.31	1.89	4	5.00	2.94	16	5.56	2.83	30	6.80	2.16
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	14	6.43	1.16	8	6.38	1.60	12	7.92	1.08	17	6.53	2.15	29	6.17	1.91	17	5.53	1.62	4	7.00	3.16	16	5.38	2.75	30	6.93	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	6.79	1.37	8	7.25	1.39	15	7.87	1.41	18	7.06	2.21	26	7.27	1.71	16	7.00	1.86	5	8.40	1.82	20	6.60	2.28	33	7.76	1.70
The World Bank Group takes decisions quickly in Bolivia	15	5.67	1.72	8	6.50	1.93	15	6.40	2.06	17	5.94	2.25	19	6.00	2.62	11	6.09	1.58	3	5.67	2.08	12	5.42	1.98	30	5.70	2.60
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	6.36	1.29	3	6.00	1.73	15	7.20	2.21	14	6.29	2.79	13	7.23	2.01	7	6.57	2.07	2	7.00	2.83	8	6.00	2.27	25	6.64	2.98

\*Significantly different between stakeholder groups

## Appendix G: Bolivia FY 2014 Questionnaire



### **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**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Bolivia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Bolivia? (Choose no more than THREE)</b>			
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**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than THREE)</b>			
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**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Bolivia? (Choose no more than THREE)</b>			
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 _____)

<b>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)</b>	
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**

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

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

<b>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?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>										<b>To a very significant degree</b>		<b>Don't know</b>

<b>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)</b>			
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**

<b>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?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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"/>

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

<b>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...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B19</b>	<b>Groups outside of government</b> (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"/>	
<b>B20</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	<b>The private sector</b> , 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		
<b>B22</b>	Project design and implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	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		
<b>B24</b>	Project design implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	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		
<b>B28</b>	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"/>	
<b>B29</b>	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"/>	
<b>B30</b>	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"/>	
<b>B31</b>	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"/>	
<b>B32</b>	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"/>	
<b>B33</b>	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"/>	
<b>B34</b>	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"/>	
<b>B35</b>	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"/>	
<b>B36</b>	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	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**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		
<b>B38</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B45</b>	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"/>	
<b>B46</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B47</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B48</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B49</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B50</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B51</b>	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**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bolivia?</b>													
		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	10	<input type="checkbox"/>
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**

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

<b>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)</b>			
<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

<b>C5. To what extent does the World Bank Group's work help to achieve development results in Bolivia?</b>										
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

<b>To what extent do you agree with the following statements about the World Bank Group in Bolivia?</b>																					
											Strongly disagree	Strongly agree	Don't know								
<b>C6</b>	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"/>
<b>C7</b>	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	<input type="checkbox"/>

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

<b>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?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>														
		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"/>
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D3</b>	Are relevant to Bolivia's development priorities	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D6</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D8</b>	Are adaptable to Bolivia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

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

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

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

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

<b>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?</b>										
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

<b>D13. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?</b>										
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**

<b>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?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>E16. Which of the following best describes the way the World Bank Group operates in Bolivia? (Select only one response)</b>	
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): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**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		
<b>G5</b>	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"/>	
<b>G6</b>	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"/>	
<b>G7</b>	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**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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**

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC) in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	Other (Please specify _____)

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

<b>H6. Which best represents your geographic location?</b>	
1	La Paz
2	El Alto
3	Santa Cruz
4	Other city in urban area
5	Rural area

**Thank you for completing the survey!**