



World Bank Group Country Survey FY14 – Costa Rica

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Costa Rica or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Costa Rica, 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 Costa Rica.

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 COSTA RICA

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Costa Rica.			
Please identify which of the following you consider the most important development priorities in Costa Rica?(Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Health (e.g., CCSS system administration)
2	Transport (e.g., roads, bridges, transportation, traffic jam)	17	Education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy
5	Gender equity	20	Climate change (e.g., mitigation, adaptation, carbon credits)
6	Domestic private sector development	21	Agricultural development
7	Foreign direct investment	22	Trade and exports
8	Water and sanitation	23	Crime and violence
9	Anti-corruption	24	Economic growth
10	Job creation/employment	25	Law and justice (e.g., judicial system)
11	Rural development	26	Regulatory framework
12	Financial markets	27	Natural resource management (e.g., oil, gas, mining, forestry)
13	Urban development	28	Disaster management
14	Environmental sustainability (e.g., eco-tourism)	29	Information and communications technology
15	Equality of opportunity (i.e., equity)		

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica? (Choose no more than THREE)			
1	Water and sanitation	15	Anti corruption
2	Equality of opportunity (i.e., equity)	16	Domestic private sector development
3	Economic growth	17	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation, carbon credits)	18	Education
5	Global/regional integration	19	Energy
6	Gender equity	20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	21	Natural resource management (e.g., oil, gas, mining, forestry)
8	Urban development	22	Environmental sustainability (e.g., eco-tourism)
9	Regulatory framework	23	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	24	Health (e.g., CCSS system administration)
11	Law and justice (e.g., judicial system)	25	Agricultural development
12	Transport (e.g., roads, bridges, transportation, traffic jam)	26	Job creation/employment
13	Crime and violence	27	Financial markets
14	Information and communications technology	28	Trade and exports

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Costa Rica? (Choose no more than THREE)			
1	Energy	15	Regulatory framework
2	Gender equity	16	Trade and exports
3	Equality of opportunity (i.e., equity)	17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	18	Domestic private sector development
5	Global/regional integration	19	Job creation/employment
6	Climate change (e.g., mitigation, adaptation, carbon credits)	20	Agricultural development
7	Anti corruption	21	Transport (e.g., roads, bridges, transportation, traffic jam)
8	Disaster management	22	Natural resource management (e.g., oil, gas, mining, forestry)
9	Rural development	23	Environmental sustainability (e.g., eco-tourism)
10	Foreign direct investment	24	Health (e.g., CCSS system administration)
11	Urban development	25	Law and justice (e.g., judicial system)
12	Water and sanitation	26	Crime and violence
13	Education	27	Financial markets
14	Information and communications technology		

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Costa Rica? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How familiar are you with the work of these organizations in Costa Rica?												
		Not familiar at all						Extremely familiar				
B1	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10	
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	
B3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	
B4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	

Overall, please rate your impression of the effectiveness of these organizations in Costa Rica.													
		Not effective at all						Extremely effective				Don't know	
B5	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B6	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges?													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		To no degree at all										To a very significant degree	Don't know
												<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	16	Environmental sustainability (e.g., eco-tourism)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Equality of opportunity (i.e., equity)
3	Transport (e.g., roads, bridges, transportation, traffic jam)	18	Health (e.g., CCSS system administration)
4	Poverty reduction	19	Education
5	Global/regional integration	20	Climate change (e.g., mitigation, adaptation, carbon credits)
6	Gender equity	21	Agricultural development
7	Crime and violence	22	Trade and exports
8	Domestic private sector development	23	Economic growth
9	Rural development	24	Law and justice (e.g., judicial system)
10	Foreign direct investment	25	Regulatory framework
11	Water and sanitation	26	Natural resource management (e.g., oil, gas, mining, forestry)
12	Energy	27	Anti corruption
13	Job creation/employment	28	Information and communications technology
14	Financial markets	29	Disaster management
15	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. 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 Costa Rica?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional strengthening)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Costa Rica's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B12	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Costa Rica. To which degree would Costa Rica benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B20	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How *effective* do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Costa Rica? (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
B24	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Costa Rica 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
B27	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B30. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)

1	Staff too inaccessible (no office facilities consolidated yet)
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Costa Rica
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

B31. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Costa Rica? (Choose no more than TWO)	
1	Capacity development (e.g., institutional strengthening)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
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 Costa Rica?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B32	Overall the World Bank Group currently plays a relevant role in development in Costa Rica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B34	The World Bank Group supports Costa Rica's efforts to reduce social exclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B35	The World Bank Group supports programs and strategies that are realistic for Costa Rica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B36	The World Bank Group treats clients and stakeholders in Costa Rica with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B37	The World Bank Group is an organization that does not represent a particular ideological perspective in Costa Rica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B38	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"/>
B39	The World Bank Group respects the positions, views and demands of the government of Costa Rica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B40	The World Bank Group listens and takes into account your views	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B41. When considering the national development needs in Costa Rica, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Costa Rica meet the national development needs of Costa Rica?													
		1	2	3	4	5	6	7	8	9	10		
		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 Costa Rica, 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		
B42	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B43	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B44	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B45	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B46	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B47	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B48	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B49	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"/>	
B50	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B51	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B52	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B53	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B54	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B55	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B56. To be a more effective development partner in Costa Rica, 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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B57. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Costa Rica?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation, traffic jam)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability (e.g., eco-tourism)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Health (e.g., CCSS system administration)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation, carbon credits)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Natural resource management (e.g., oil, gas, mining, forestry)	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 Costa Rica? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Transport (e.g., roads, bridges, transportation, traffic jam)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Environmental sustainability (e.g., eco-tourism)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Foreign direct investment	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	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health (e.g., CCSS system administration)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation, carbon credits)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Natural resource management (e.g., oil, gas, mining, forestry)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

C4. To what extent does the World Bank Group's work help to achieve development results in Costa Rica?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Costa Rica?																					
										Strongly disagree		Strongly agree		Don't know							
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Costa Rica										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Costa Rica'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"/>

C7. To what extent do you believe that Costa Rica received value for money from the World Bank Group's fee-based products/services?											
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

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Costa Rica?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

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

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

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

D11. Have you read/consulted the most recent LAC Flagship Report: (<i>Latin American Entrepreneur. Many Firms But little Innovation</i>) or any other World Bank Group Reports? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)	
1	Yes
2	No

D12. To what extent do you believe these reports raised substantive new information and insight that you were not aware of prior to reading?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

D13. To what extent do you believe these reports provided you with useful information in terms of the work you do?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E5	The World Bank Group disburses funds promptly											<input type="checkbox"/>
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
E7	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
E9	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Costa Rica											<input type="checkbox"/>
E11	Working with the World Bank Group increases Costa Rica's institutional capacity											<input type="checkbox"/>
E12	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>

E15. Which of the following best describes the way the World Bank Group operates in Costa Rica? (Select only one response)	
1	The World Bank Group takes too much risk in Costa Rica
2	The World Bank Group does not take enough risk in Costa Rica
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 COSTA RICA

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 Costa Rica?

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 Costa Rica'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 Costa Rica? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Costa Rica's specific challenges
7	Offer more innovative knowledge services
8	Open a local office in Costa Rica
9	Increase the level of capacity development in the country (e.g., institutional strengthening)
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

F4. When considering the combination of services that the World Bank Group offers in Costa Rica, 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 Costa Rica? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Costa Rica
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 Costa Rica? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Hallway talks
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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SECTION H: BACKGROUND INFORMATION

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

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

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you work with in Costa Rica? (Select all that apply)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Do your projects involve both the World Bank and IFC? (If YES please go to Question H6; If NO please go to H7)	
1	Yes
2	No

H6. If yes, what was your view on the two institutions working together in Costa Rica? (Select only ONE response)	
1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. Which best represents your geographic location?	
1	Greater Metropolitan Area
2	North
3	South

Thank you for completing the survey!