



Costa Rica

The World Bank Group Country Survey FY 2014

Report of Findings
July 2014



Country **Opinion** Surveys
THE WORLD BANK GROUP

Acknowledgements

The Costa Rica 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 Costa Rica country team and the local fielding agency Ipsos. In particular, PORG is grateful to Fabrizio Zarcone (Representative) and Cynthia Flores Mora (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Costa Rica	11
V. Overall Attitudes toward the World Bank Group.....	16
VI. Sectoral Importance and Effectiveness.....	27
VII. How the World Bank Group Operates	32
VIII. World Bank Group's Knowledge and Instruments	40
IX. The Future Role of the World Bank Group in Costa Rica.....	46
X. Communication and Openness.....	48
XI. Appendices.....	51



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

II. Methodology

In April – June 2014, 310 stakeholders of the World Bank Group in Costa Rica 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, or implementation agencies; consultants/contractors working on WBG-supported projects/programs; project management units (PMUs) 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; the judiciary branch; and other organizations. A total of 127 stakeholders participated in the survey (41% response rate).

Some respondents completed questionnaires with a representative of an independent fielding agency. Others received a link to an online version of the questionnaire in the Qualtrics platform. Respondents were asked about: general issues facing Costa Rica; 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 Costa Rica; and the WBG's communication and information sharing in Costa Rica.

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.

- A. General Issues Facing Costa Rica: Respondents were asked to indicate whether Costa Rica is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Costa Rica, 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 Costa Rica, WBG staff preparedness to help Costa Rica solve its development challenges, WBG's local presence, WBG's capacity building in Costa Rica, 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 Costa Rica, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts. Respondents were also asked to respond to a few questions about capacity building and whether they believe the World Bank Group should have more or less local presence.

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 Costa Rica, the extent to which the WBG meets Costa Rica's needs for knowledge services and financial instruments, the importance for the WBG to be involved in twenty nine development areas, and the WBG's level of effectiveness across twenty one of these areas, such as transport, economic growth, public sector governance/reform, poverty reduction, and trade and exports.

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 WBG reports, including which of them are the most useful, whether they raised substantive new information, and whether they 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, the WBG's speed in disbursing funds, and whether the WBG is risk-averse.

F. The Future Role of the World Bank Group in Costa Rica: Respondents were asked to indicate what the WBG should do to make itself of greater value in Costa Rica, 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 Costa Rica.

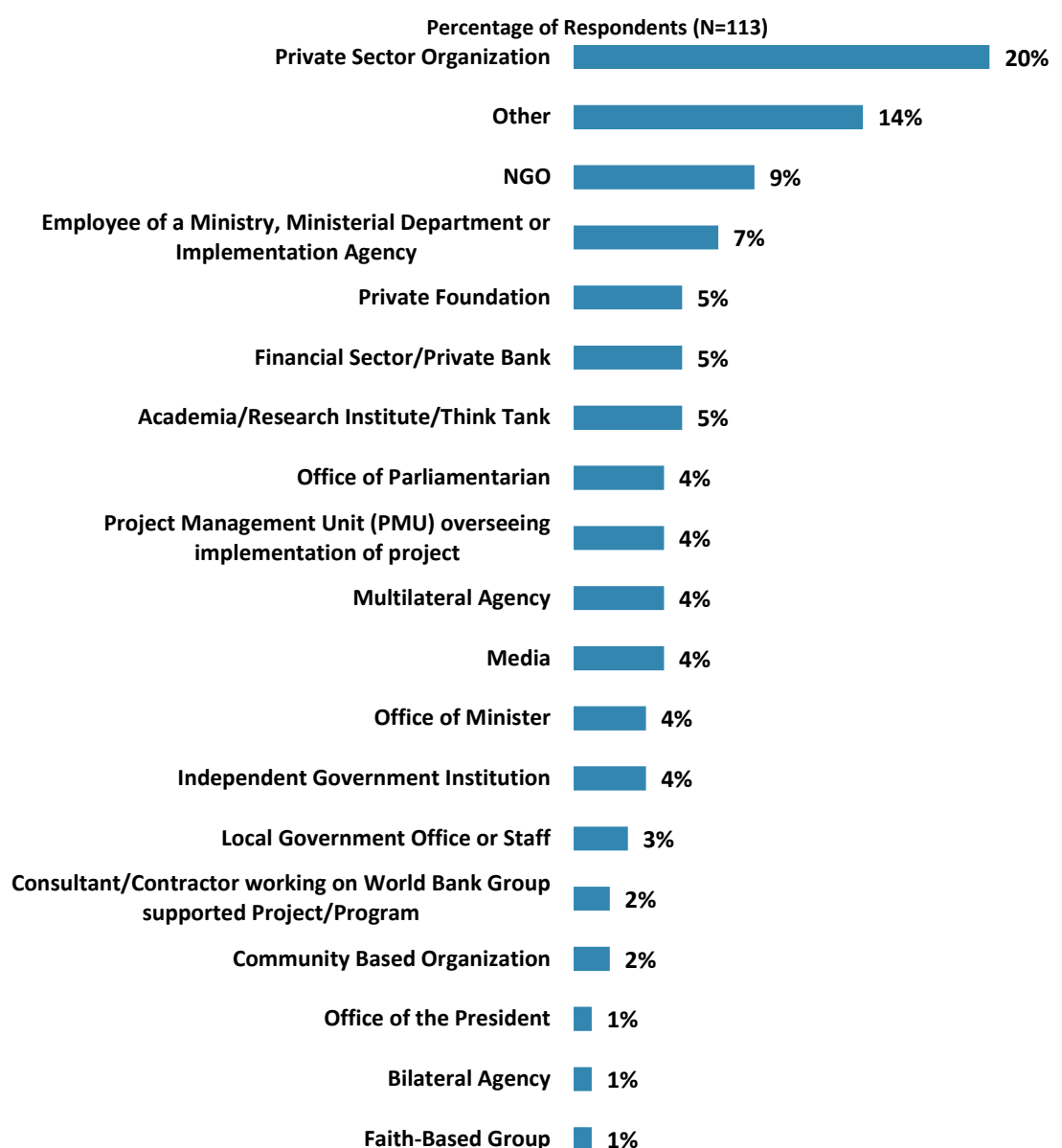
G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness 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 Costa Rica, which WBG agencies they work with, whether IFC and the Bank work well together, and their geographic location.

III. Demographics of the Sample

Current Position

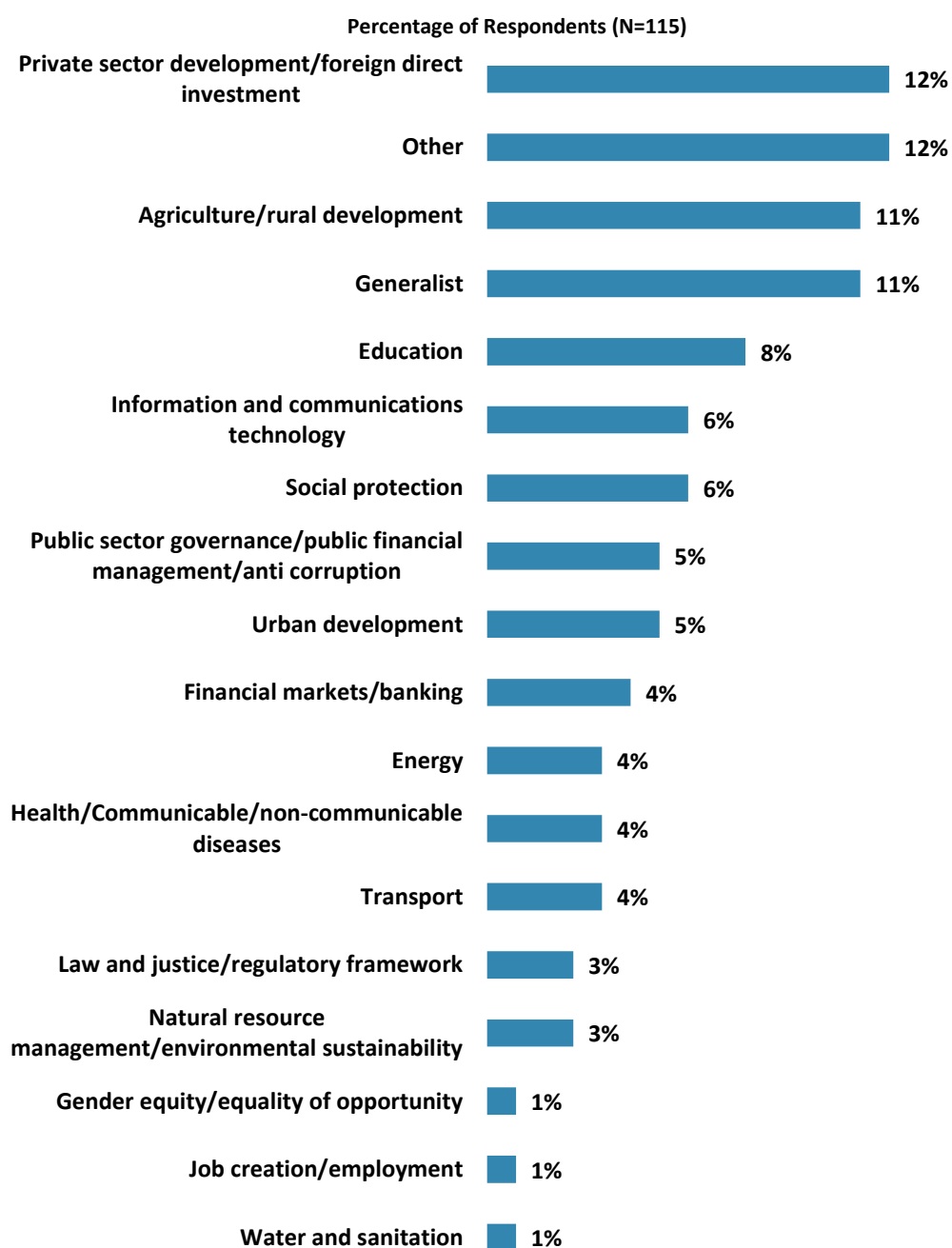
- For further analyses, respondents from the Office of the President and office of a minister were combined, respondents from consultants/contractors working on WBG projects were combined with those from PMUs, respondents from bilateral agencies were combined with those from multilateral agencies; respondents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

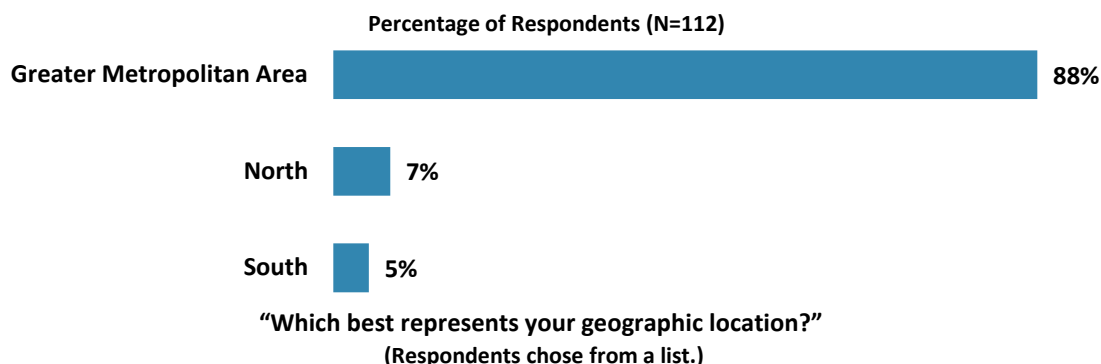


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

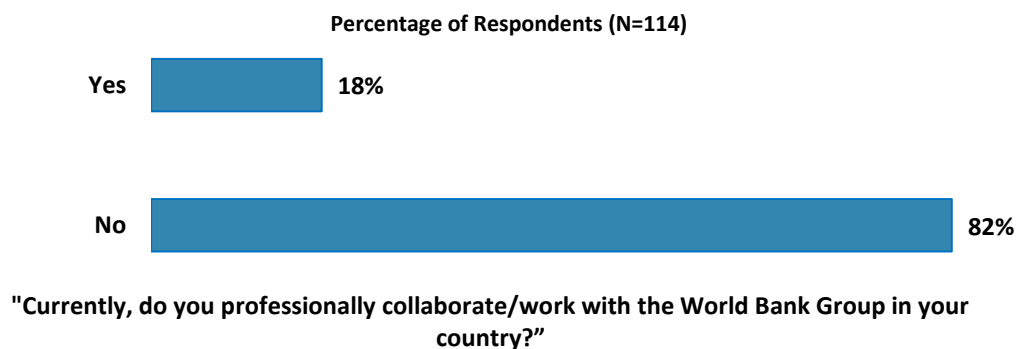
Geographic Location

- Nearly all respondents indicated that they were located in the Greater Metropolitan Area. Because of the small number of respondents from other areas (North and South), statistical comparisons across geographic locations were not possible.



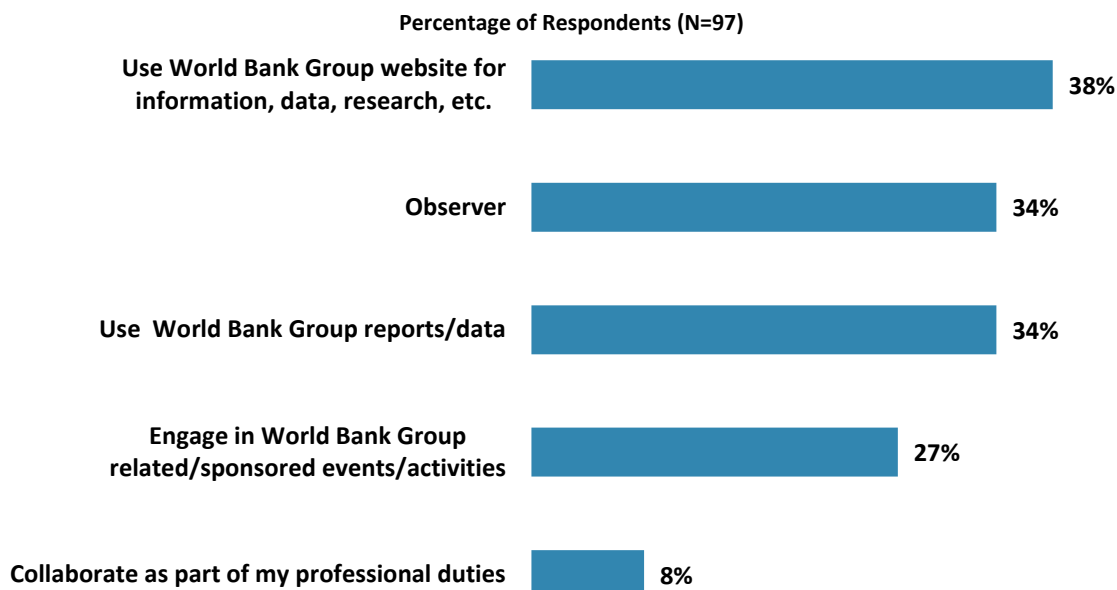
Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Costa Rica, can be found in Appendix C (see page 88) and Appendix D (see page 104). 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 D.



III. Demographics of the Sample (continued)

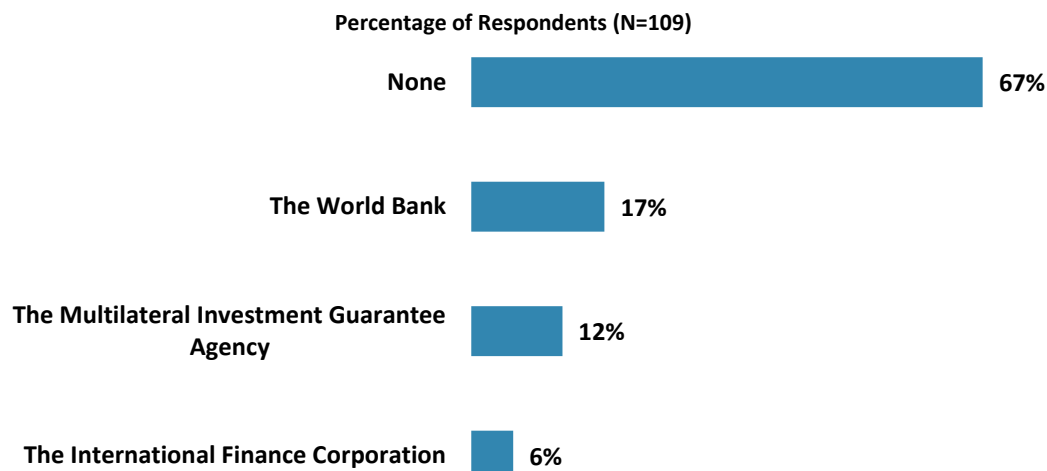
Collaboration with and Exposure to the World Bank Group (continued)



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

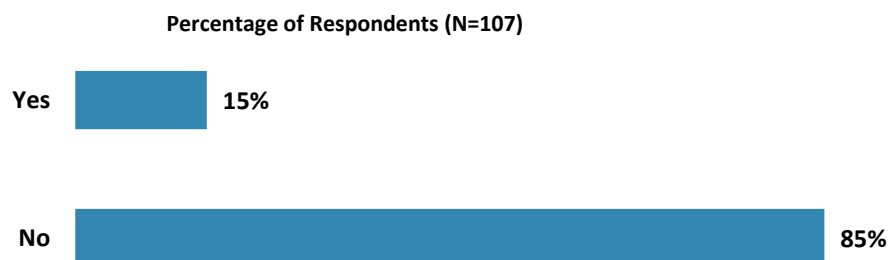
III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group



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

Exposure to the World Bank and IFC

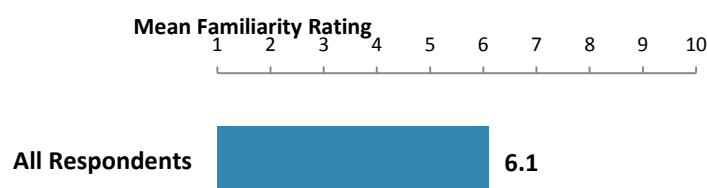


"Do your projects involve both the World Bank and IFC?"

III. Demographics of the Sample (continued)

Familiarity with the World Bank

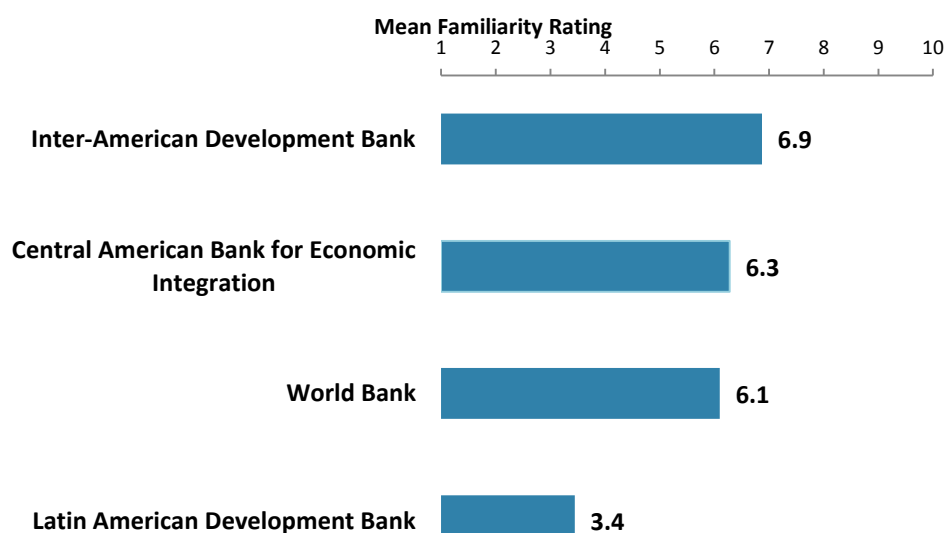
- Respondents across stakeholder groups had statistically similar levels of familiarity with the World Bank in Costa Rica.
- Respondents' ratings of familiarity with the World Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Costa Rica, and significantly, moderately correlated with the Bank's relevance to Costa Rica's development and its ability to help achieve development results in Costa Rica.



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

Familiarity with Other Organizations

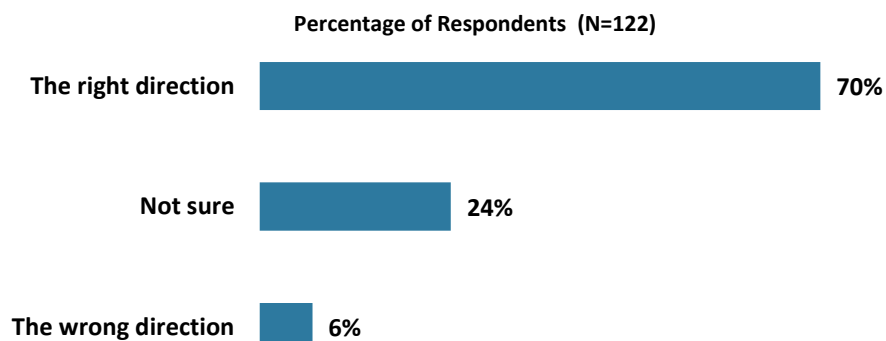
- Respondents had significantly higher levels of familiarity with the Inter-American Development Bank than the World Bank, whereas they had significantly higher levels of familiarity with the World Bank than the Latin American Development Bank.
- Respondents had statistically similar levels of familiarity with the Central American Bank for Economic Integration and the World Bank.



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

IV. General Issues Facing Costa Rica

Headed in the Right Direction

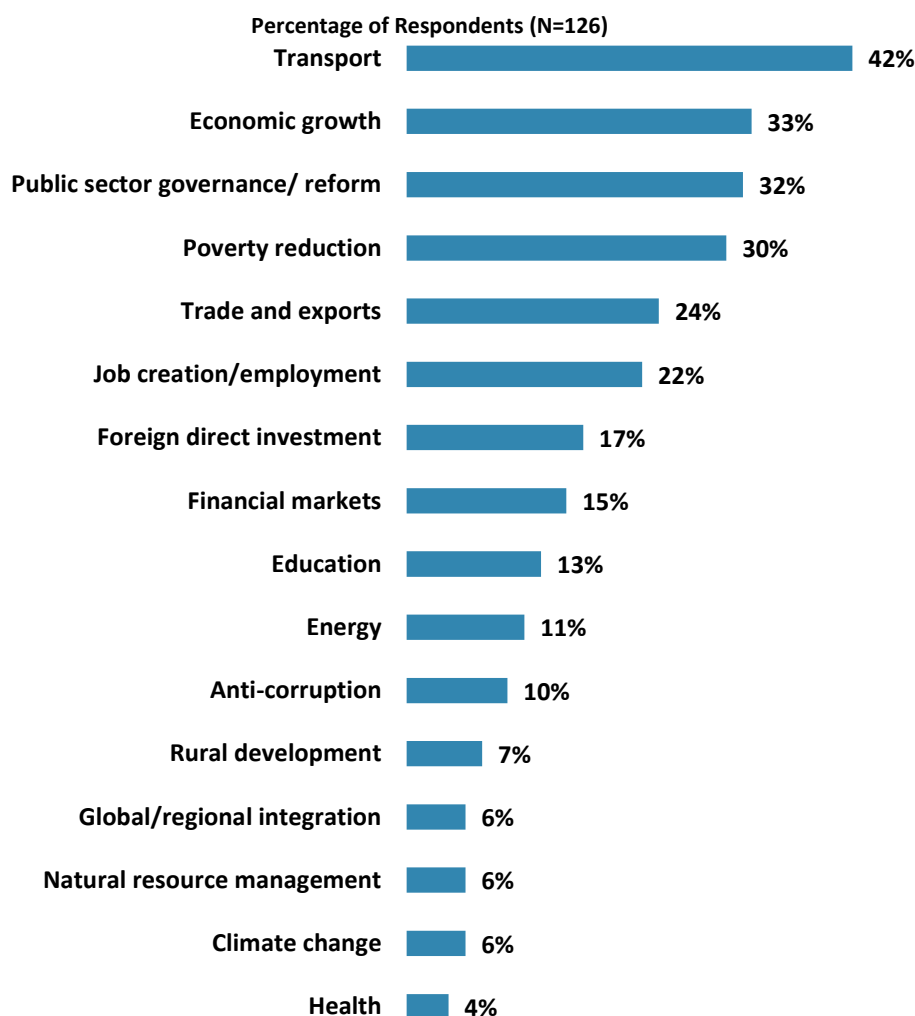


"In general, would you say that Costa Rica is headed in ...?"
(Respondents chose from a list.)

IV. General Issues Facing Costa Rica (continued)

Development Priority

- Across all stakeholder groups, “transport” was considered the top development priority in Costa Rica. Among all respondents, those who are “*generalists*” (11% of the sample) and those who identified “*public sector development/foreign direct investment*” (12% of the sample) as their primary area of work were significantly more likely to indicate that “*transport*” was one of the most important development priorities in Costa Rica, compared to respondents in other areas of work.



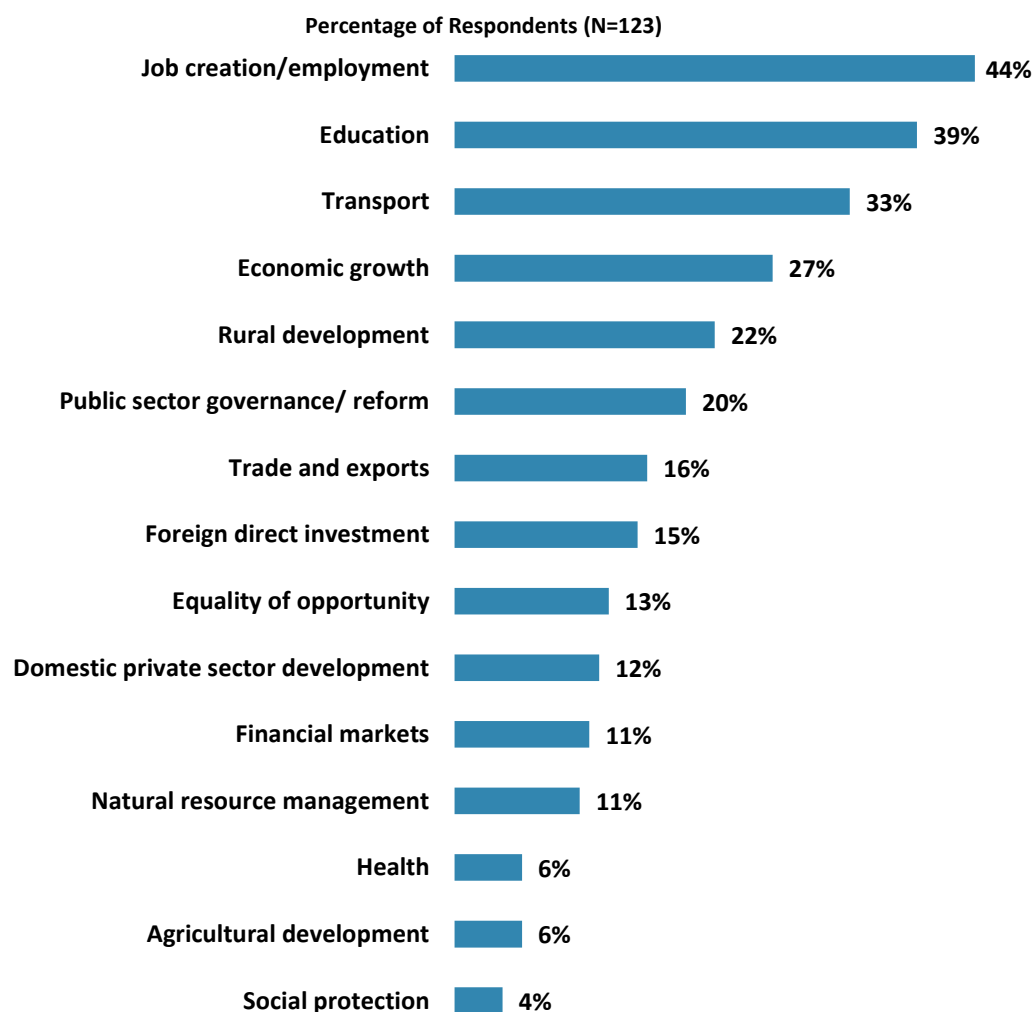
"Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized sectoral areas in question H2 in Appendix F), analyses are done to see these respondents' views about development priorities in comparison to respondents from other sectors.

IV. General Issues Facing Costa Rica (continued)

What Would Contribute Most to Reducing Poverty

- Respondents across stakeholder groups and sectors all agreed that development in “*job creation/employment*” would contribute most to poverty reduction in Costa Rica.



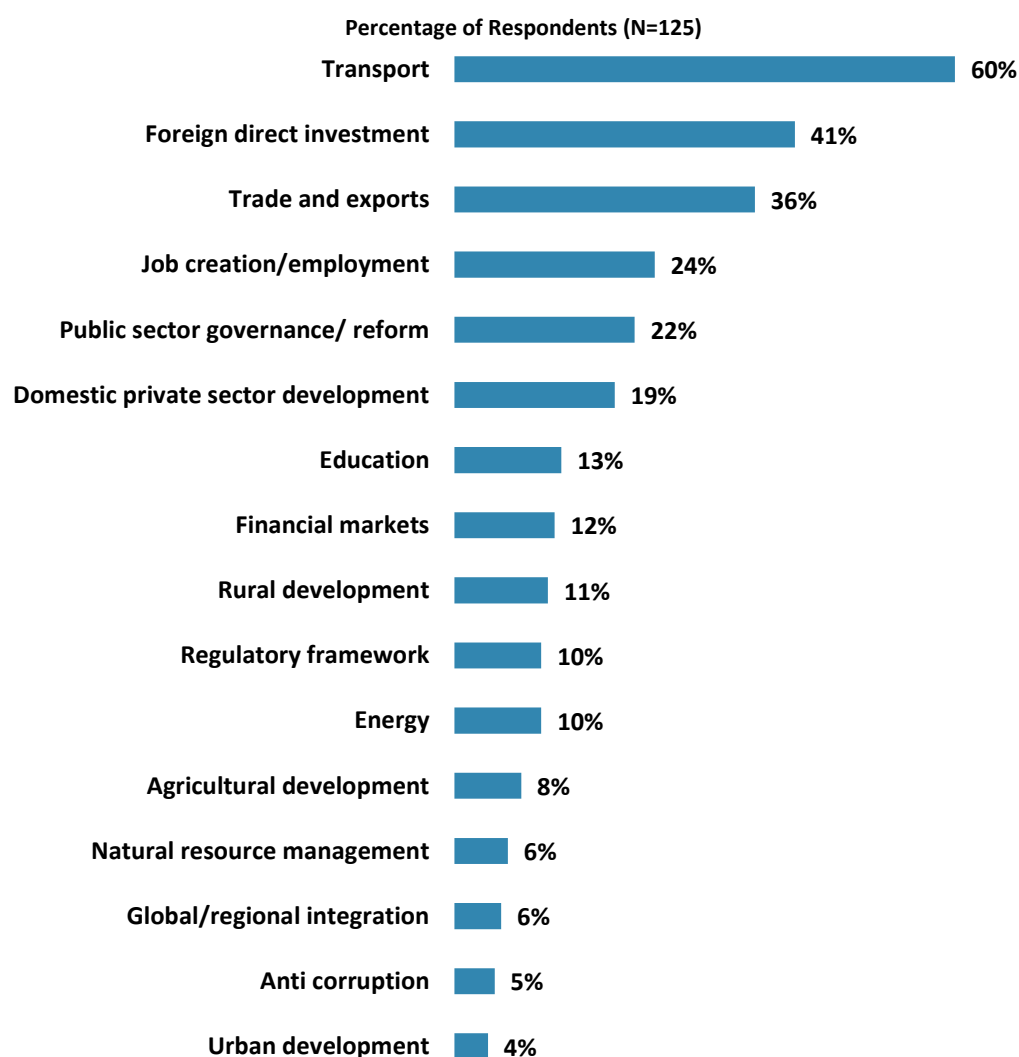
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica?" (Respondents chose from a list. Responses combined.)

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 F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty in comparison to respondents from other sectors.

IV. General Issues Facing Costa Rica (continued)

What Would Contribute Most to Generating Economic Growth

- Respondents across sectoral areas all agreed that development in “*transport*” would contribute most to economic growth in Costa Rica.

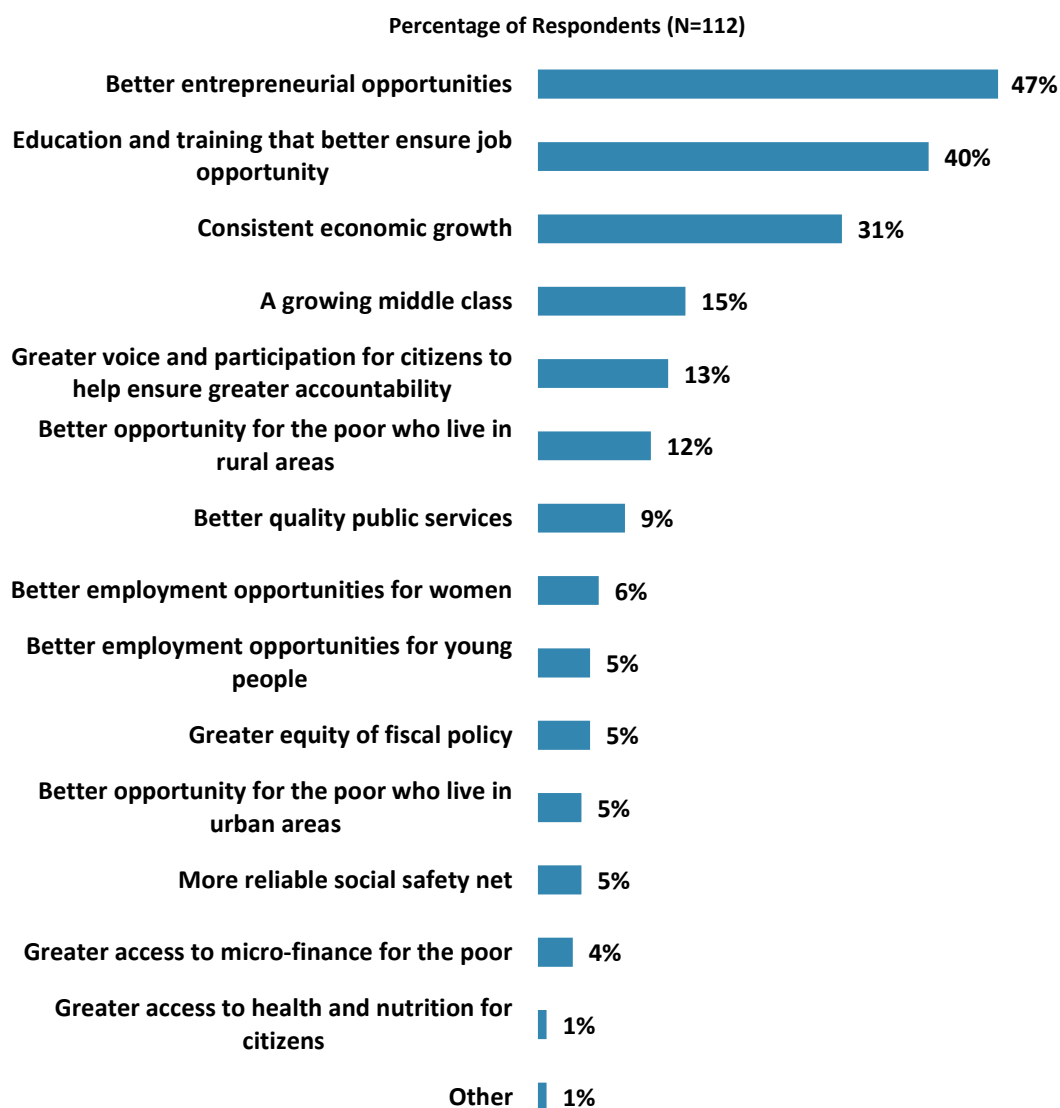


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Costa Rica? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

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 F), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth in comparison to respondents from other sectors.

IV. General Issues Facing Costa Rica (continued)

Factors Contributing to “Shared Prosperity”

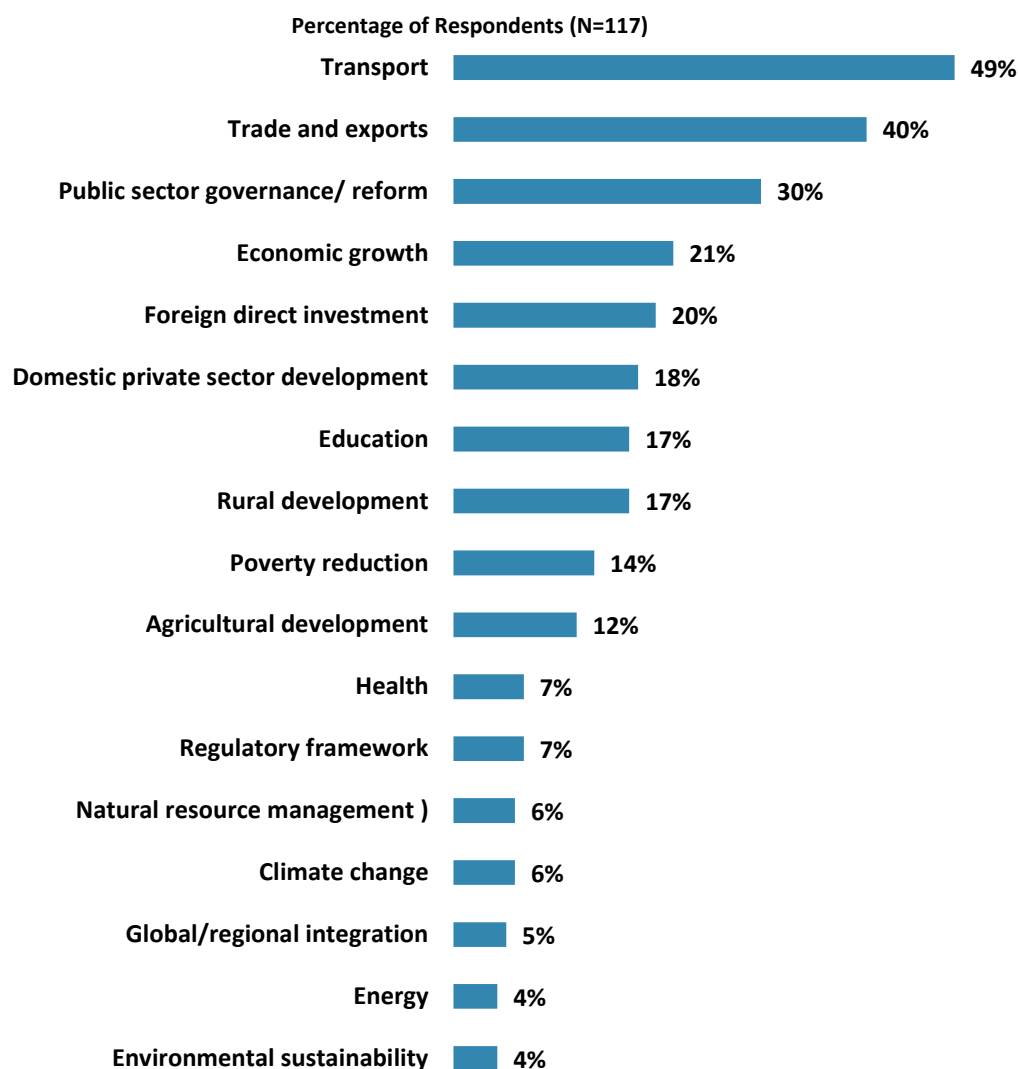


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Costa Rica?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources

- Respondents across sectoral areas all agreed that the WBG should focus its attention and resources on “*transport*,” in order to have the most impact on development results in Costa Rica.



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

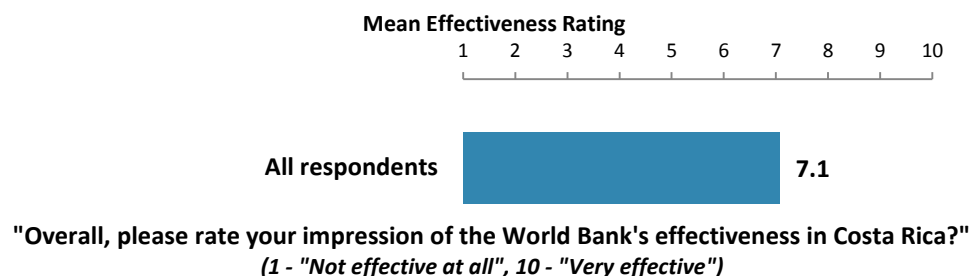
When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about the areas the WBG should focus its attention and resources on in comparison to respondents from other sectors.

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.

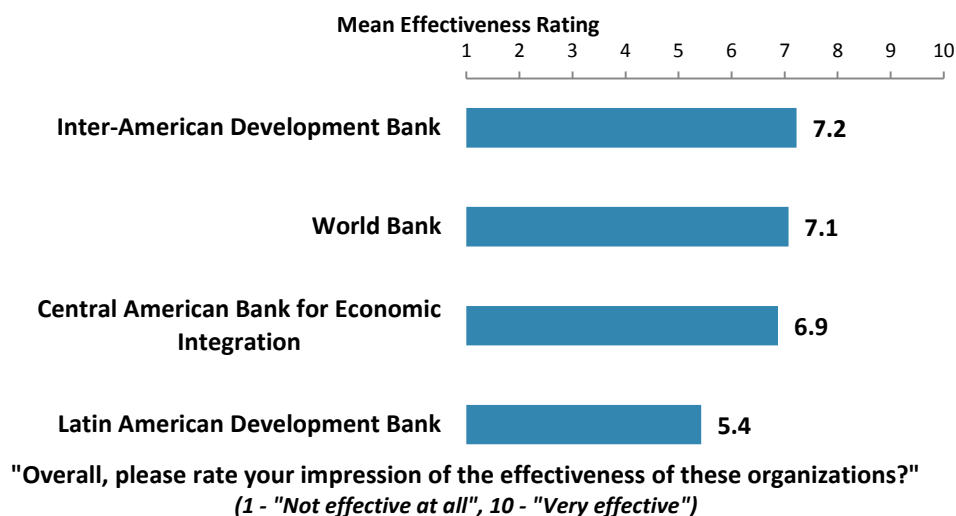
The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the Bank’s overall effectiveness in Costa Rica.
- Respondents who do and do not professionally collaborate/work with the World Bank also gave statistically similar ratings for the Bank’s overall effectiveness in Costa Rica.



Overall Effectiveness of Other Organizations

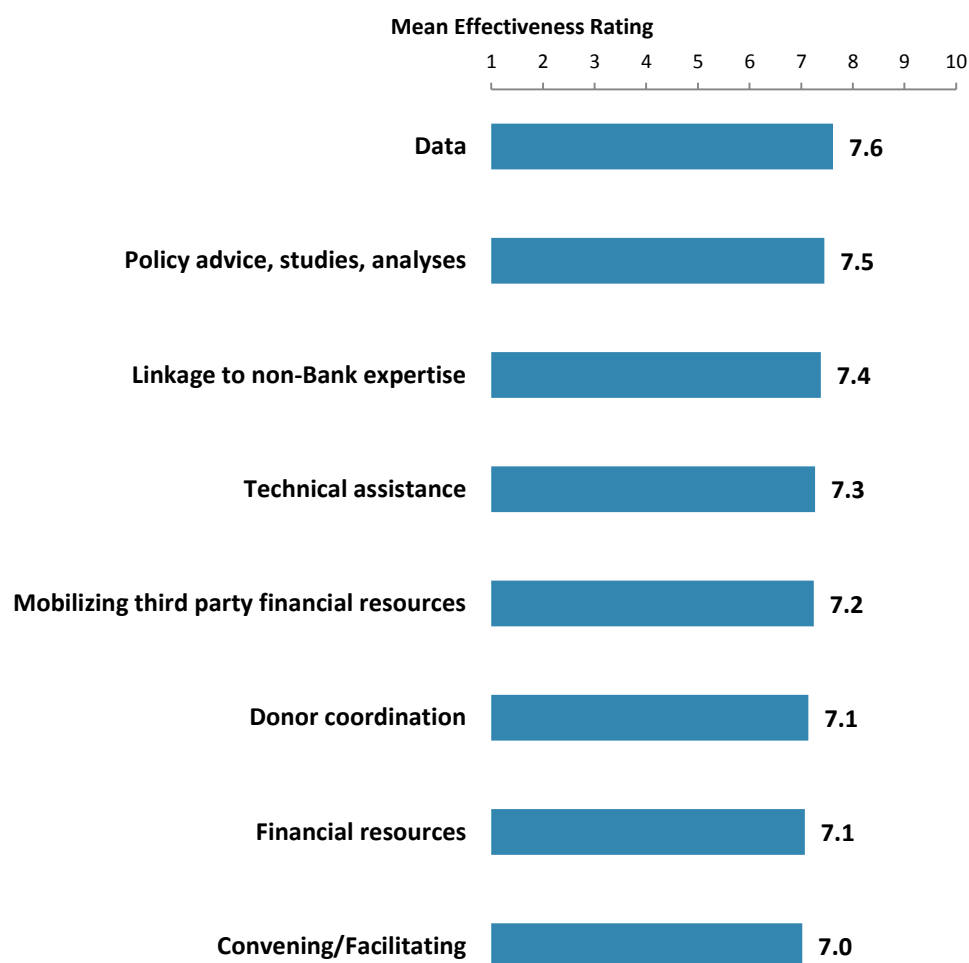
- Respondents gave significantly higher ratings for the World Bank’s effectiveness than the effectiveness of the Latin American Development Bank.
- Respondents gave statistically similar ratings for the effectiveness of the World Bank, the Inter-American Development Bank, and the Central American Bank for Economic Integration.



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 Costa Rica's efforts to achieve development results.

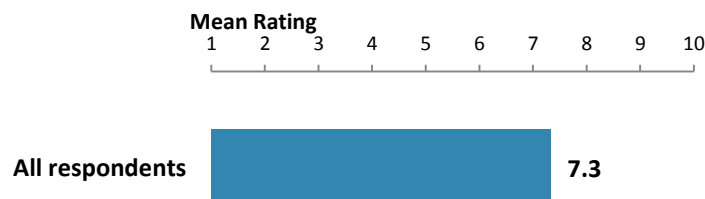


"How effective do the World Bank Group's activities below support Costa Rica's efforts to achieve development results?"
(1 - "Not effective at all", 10 - "Very effective")

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

Achieving Development Results (*Indicator Question*)

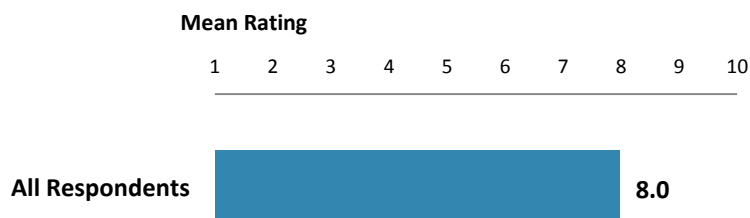
- Respondents across stakeholder groups had statistically similar ratings for the World Bank Group helping achieve development results in Costa Rica.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the World Bank Group helping achieve development results in Costa Rica.



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

Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the extent to which the WBG's staff is well prepared to help Costa Rica solve its most complicated development challenges.
- Respondents who do and do not professionally collaborate/work with WBG had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Costa Rica solve its most complicated development challenges.

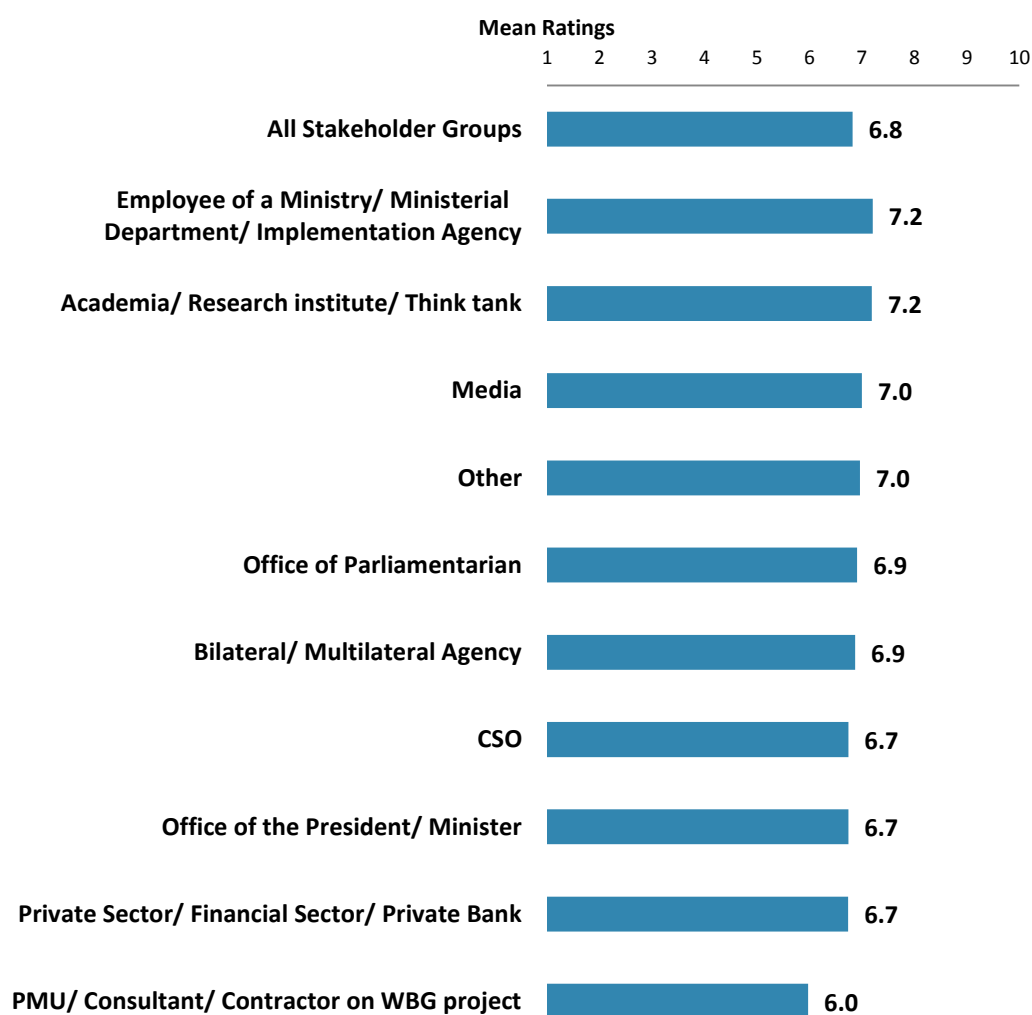


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- Respondents across stakeholder groups gave statistically similar ratings for twenty six indicator questions.
- Respondents who do and do not professionally collaborate/work with the WBG also gave statistically similar ratings for twenty six indicator questions.
- Responses for individual indicator questions by stakeholder groups can be found in Appendix E (page 105).

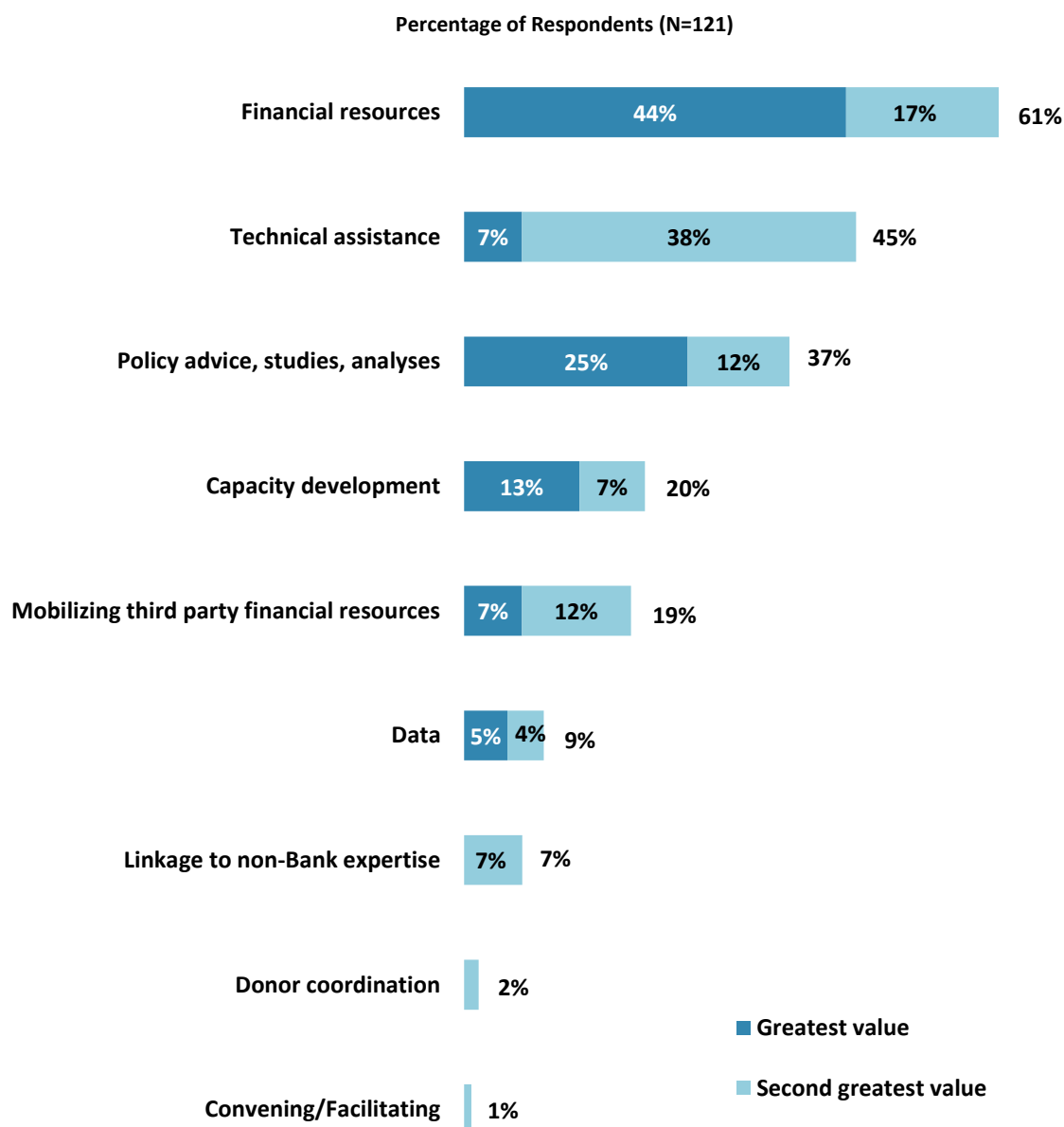


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

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

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

Greatest Value

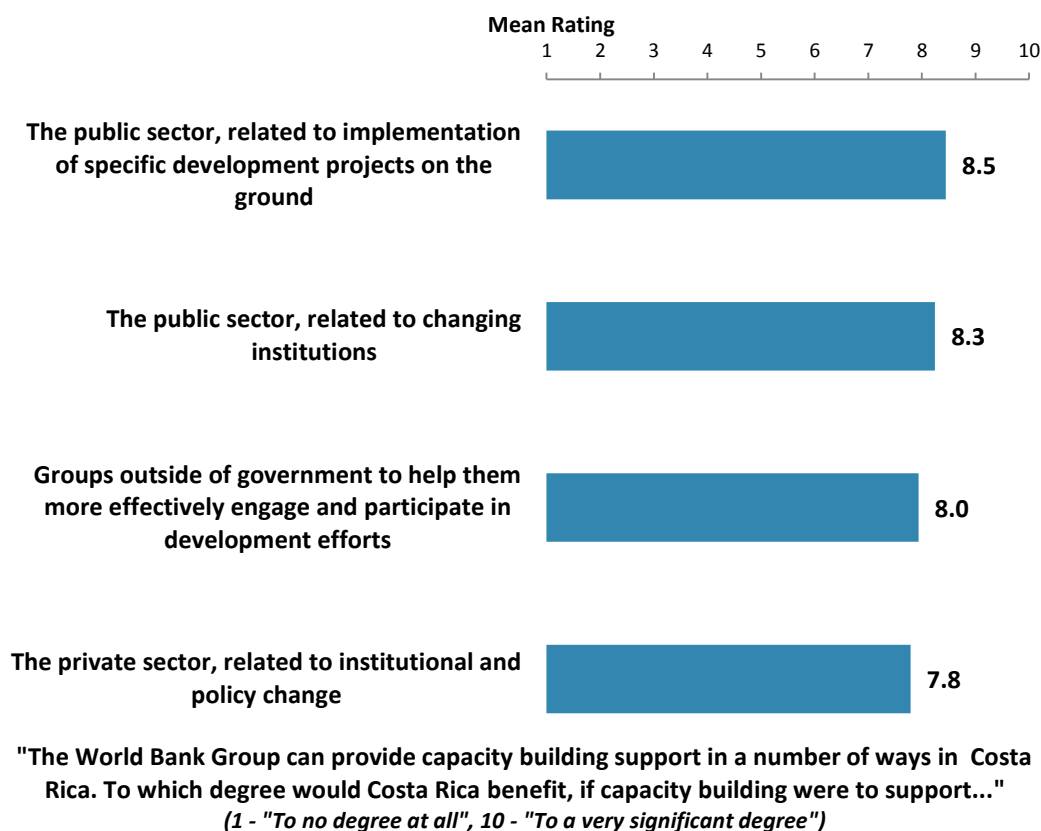


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Costa Rica?"
(Respondents chose from a list.)

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

Ways of Capacity Building Support

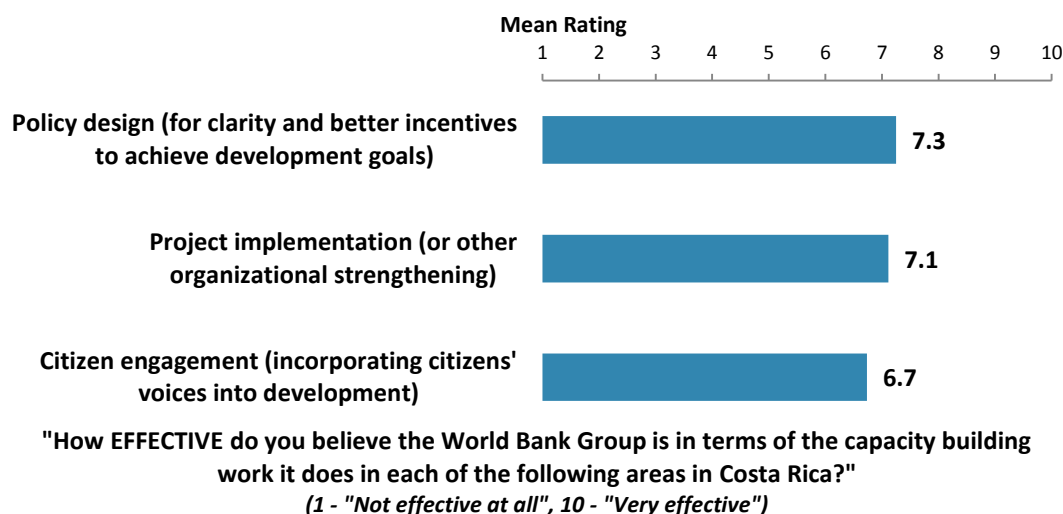
- Respondents across stakeholder groups had statistically similar ratings for the extent to which Costa Rica would benefit, if capacity building were to support all four areas.



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

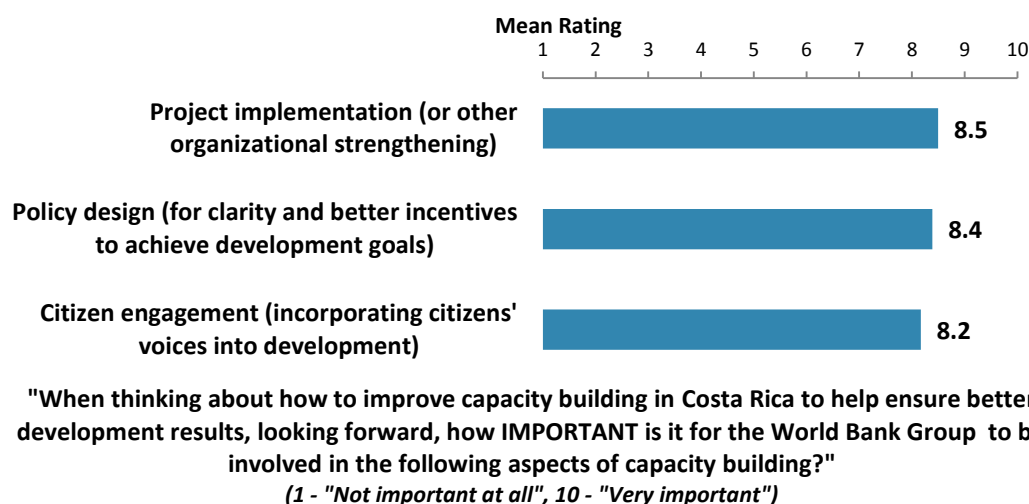
Effectiveness of WBG's Capacity Building Work

- Respondents from the Office of President/Minister, the office of parliamentarian, academia/research institutes/think tanks, and other organizations had the highest ratings for the effectiveness of the WBG's capacity building work in "*project implementation*," whereas respondents from the media had significantly lower ratings.
- Respondents from bilateral/multilateral agencies and the office of parliamentarian had the highest ratings for the effectiveness of the WBG's capacity building work in "*policy design*," whereas respondents from the media had significantly lower ratings.



Importance of WBG's Capacity Building Work

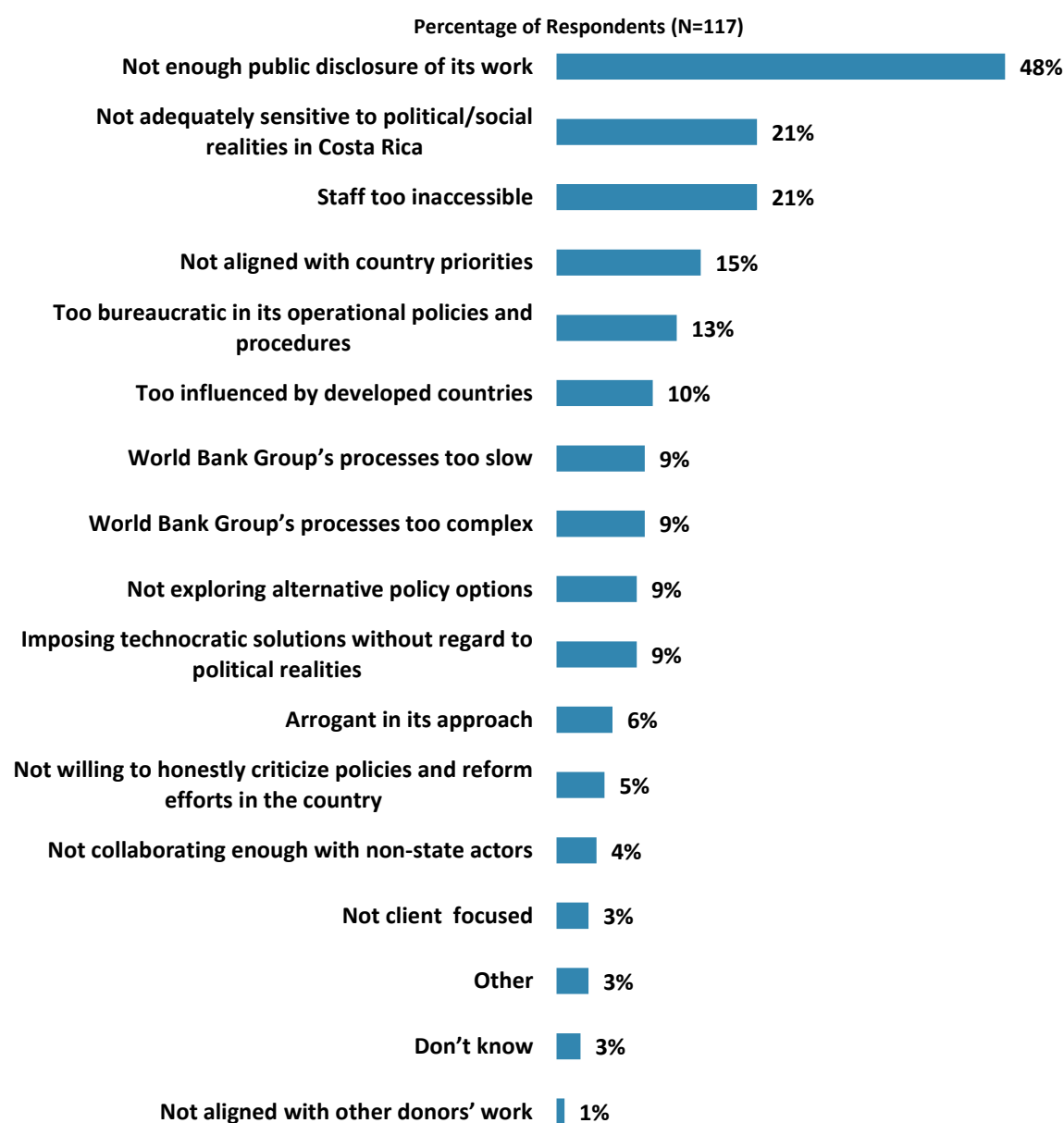
- Respondents across stakeholder groups had statistically similar ratings for the importance of the WBG's capacity building work in all three areas.



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

Greatest Weakness

- Respondents across stakeholder groups, whether they professionally collaborate/work with the WBG or not all considered “*not enough public disclosure of its work*,” “*not adequately sensitive to political/social realities in Costa Rica*,” and “*staff too inaccessible*” as the WBG’s greatest weaknesses in Costa Rica.

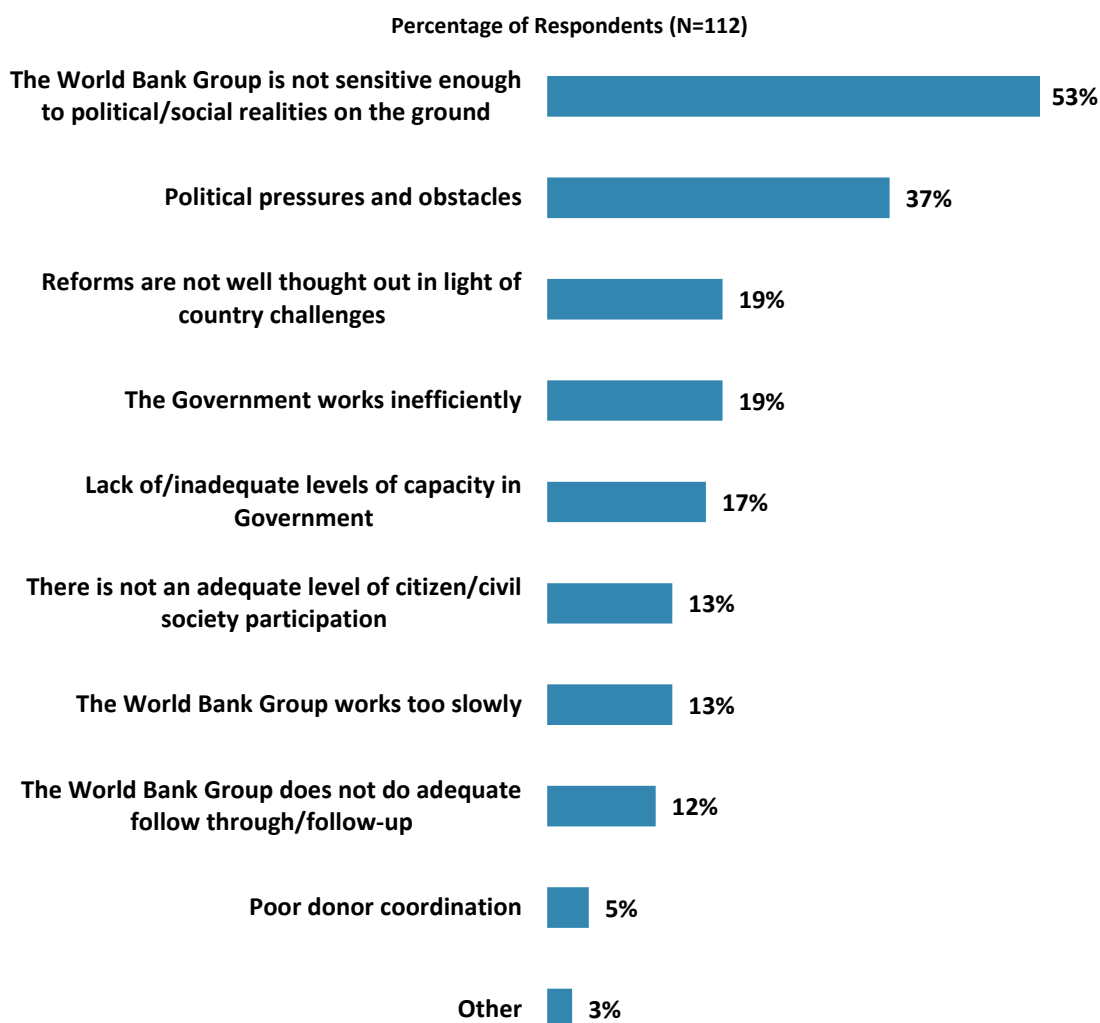


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

Attributing Slow or Failed Reform Efforts

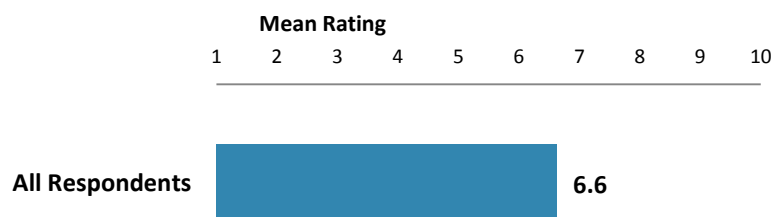
- Respondents across stakeholder groups, whether they professionally collaborate/work with the WBG or not all agreed that failed or slow WBG-assisted reforms in Costa Rica were most likely a result of *“the WBG being not sensitive enough to political/social realities on the ground,”* and *“political pressures and obstacles.”*



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

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

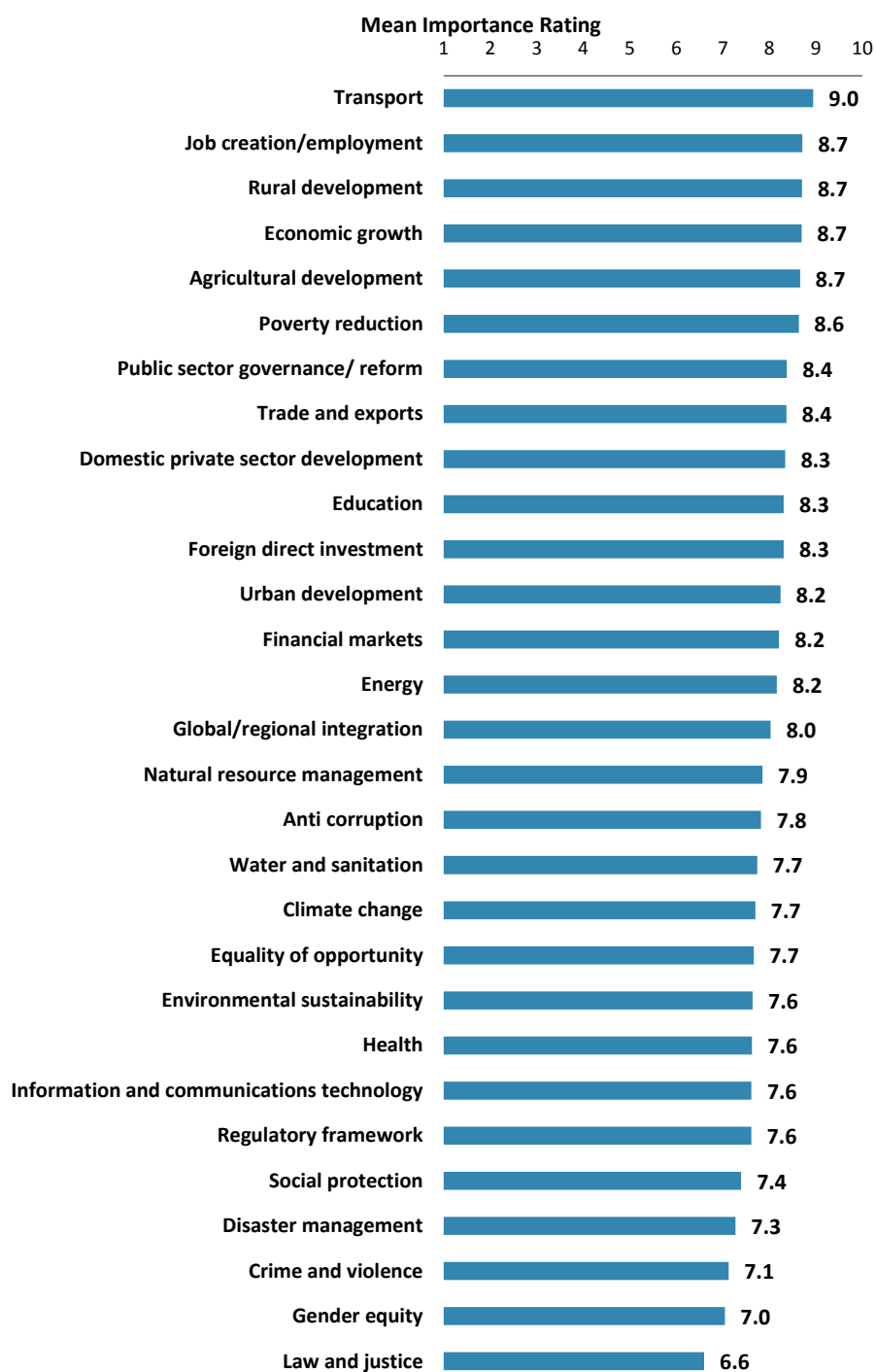
World Bank Group Moving in the Right Direction



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

VI. Sectoral Importance and Effectiveness

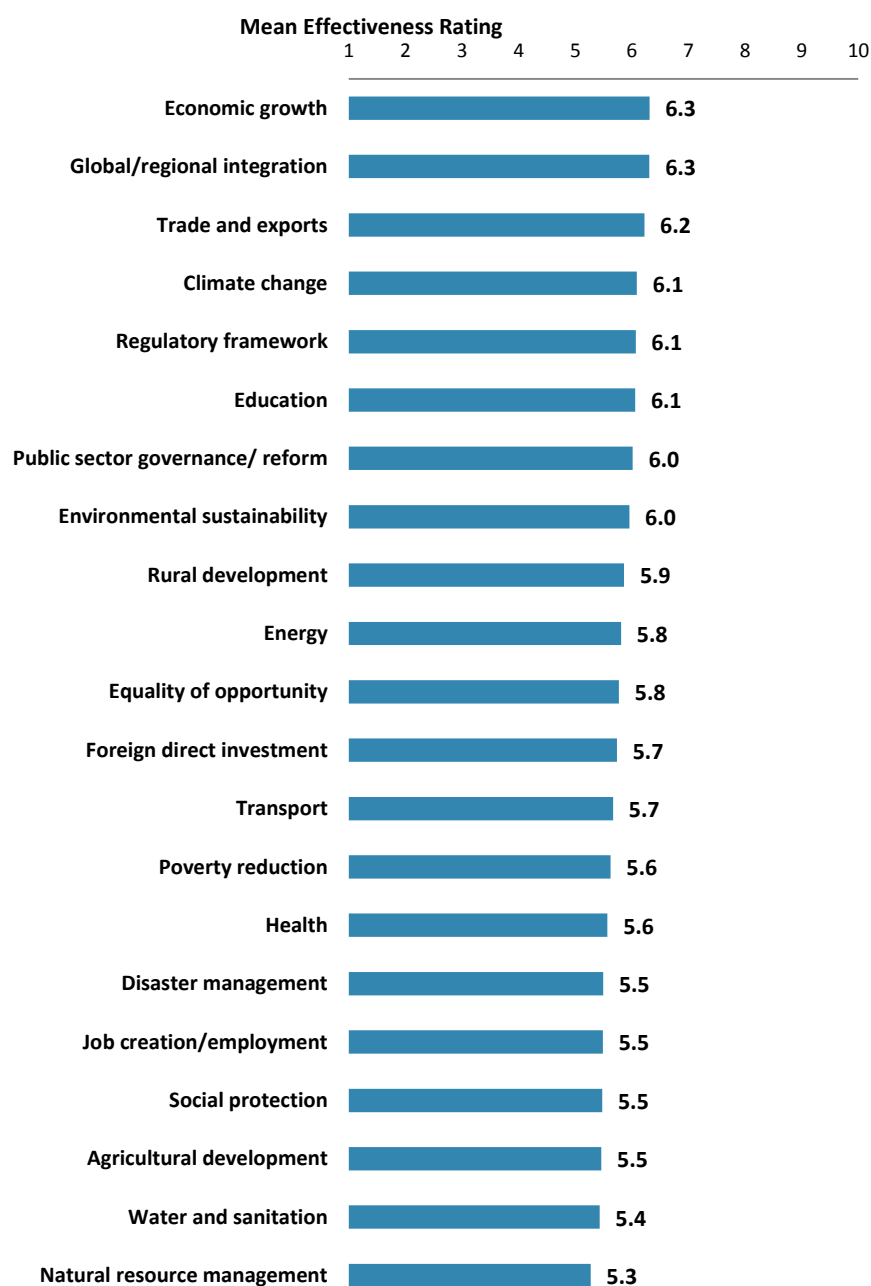
Importance of Sectoral Areas



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

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

VI. Sectoral Importance and Effectiveness (continued)

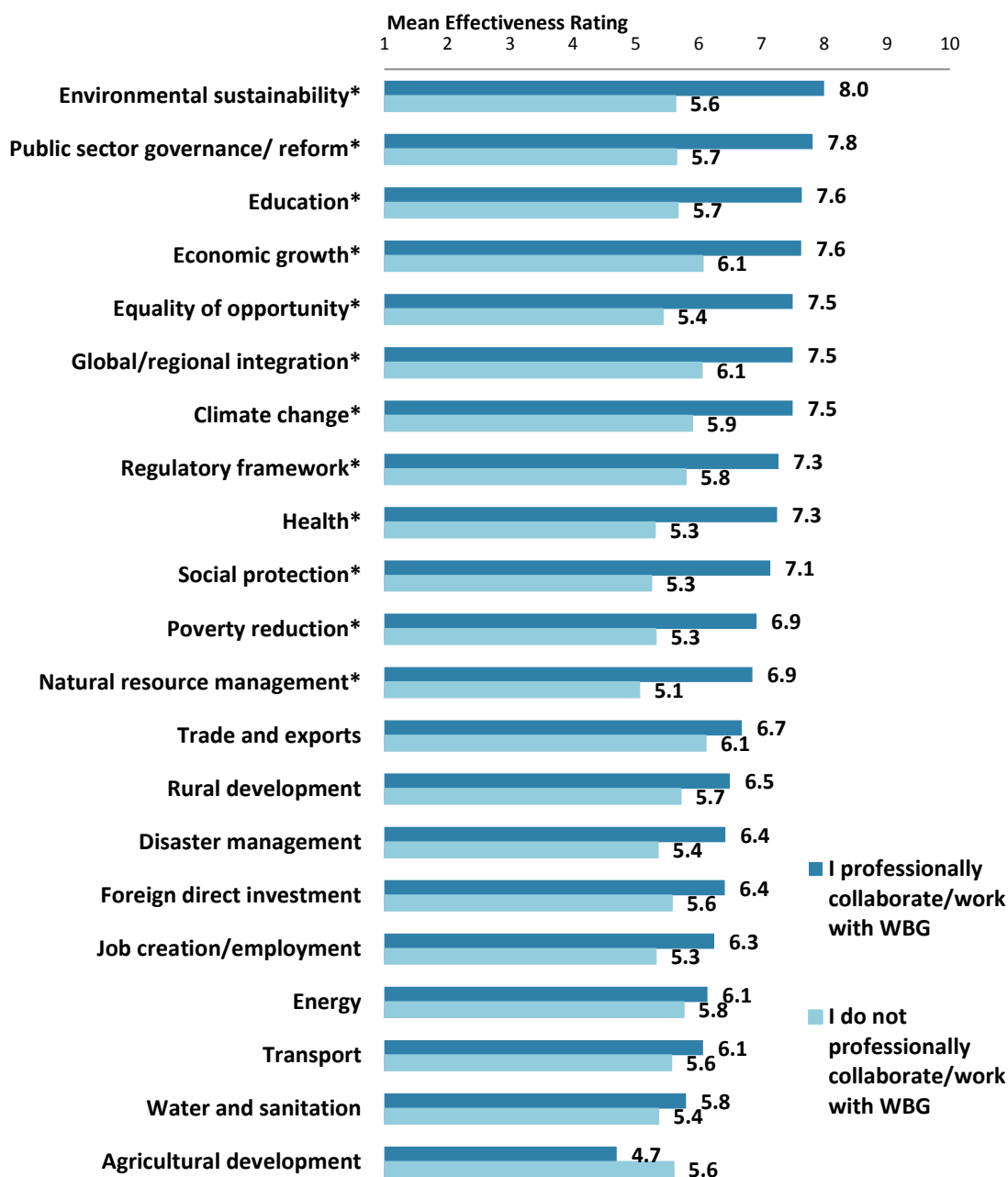
Effectiveness of Sectoral Areas (continued)

- Respondents across stakeholder groups gave statistically similar ratings for the WBG's effectiveness in all twenty development areas. Responses across all stakeholder groups can be found in the Appendix.
- Respondents whose primary specialization of work is in "*Private sector development/foreign direct investment*" (12% of the sample) gave significantly higher ratings for the WBG's effectiveness in "*regulatory framework*," "*trade and exports*," and "*education*" compared to respondents who specialize in other areas of development.
- Respondents whose primary specialization of work is in "*agricultural/rural development*" (11% of the sample) gave significantly higher ratings for the WBG's effectiveness in "*transport*" and "*foreign direct investment*" compared to respondents who specialize in other areas of development.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 54) that primarily informed stakeholders responded to this question.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas (continued)

- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the WBG's effectiveness in the several sectoral areas below compared to respondents who do not professionally collaborate/work with the WBG.



"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?"

(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)

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 Costa Rica, bivariate correlational analyses were conducted using respondents' ratings of the twenty-one 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'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'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's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Costa Rica. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at health;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at foreign direct investment.
- 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 Costa Rica, 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 health;
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at foreign direct investment; and
 - The WBG's effectiveness at poverty reduction.

VII. How the World Bank Group Operates

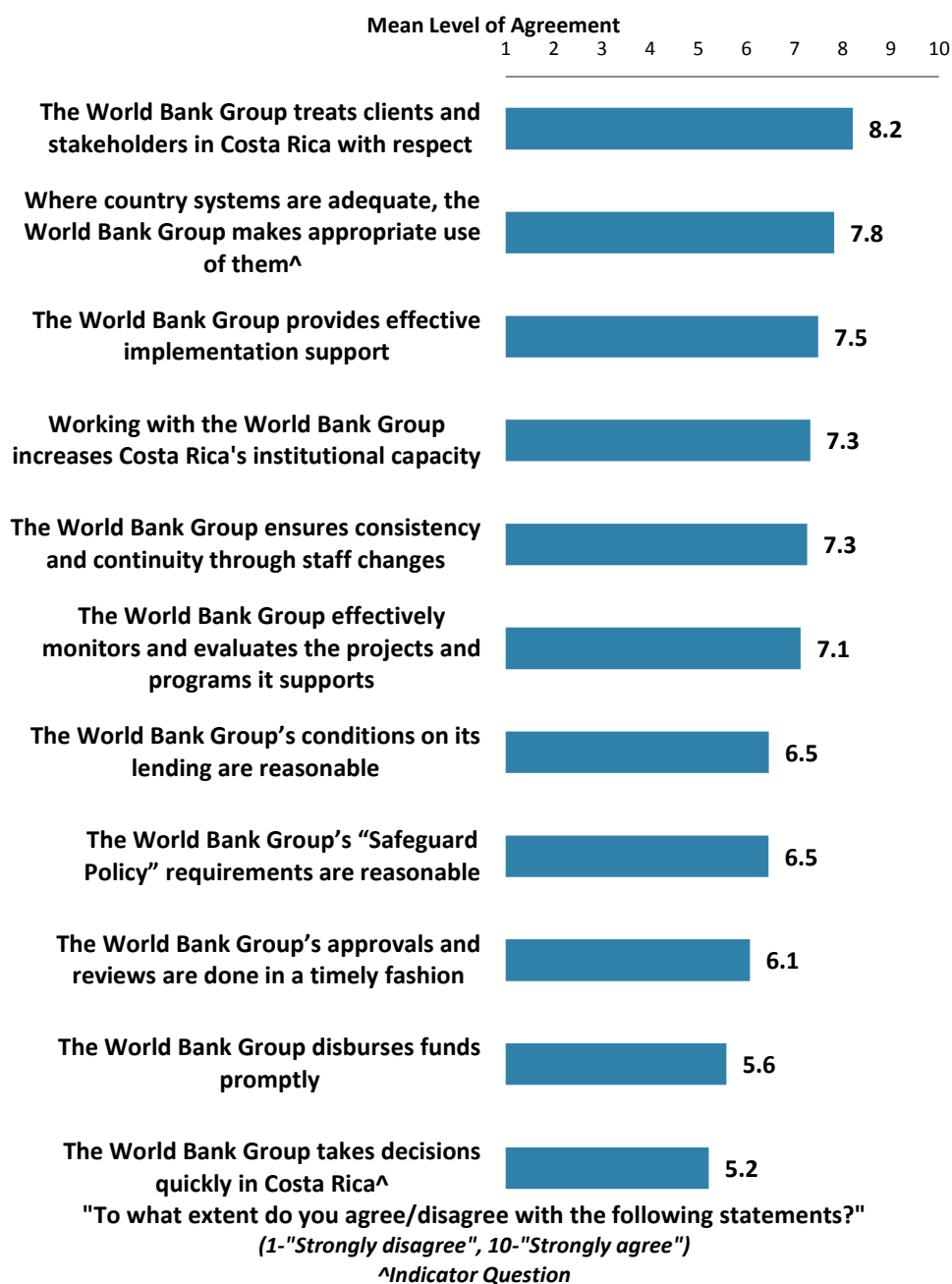
The World Bank Group's Work in Costa Rica

- Respondents across stakeholder groups had statistically similar levels of agreement with all of the statements below including the indicator questions.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement with the two indicator statements.



VII. How the World Bank Group Operates (continued)

Overall Perceptions



VII. How the World Bank Group Operates (continued)

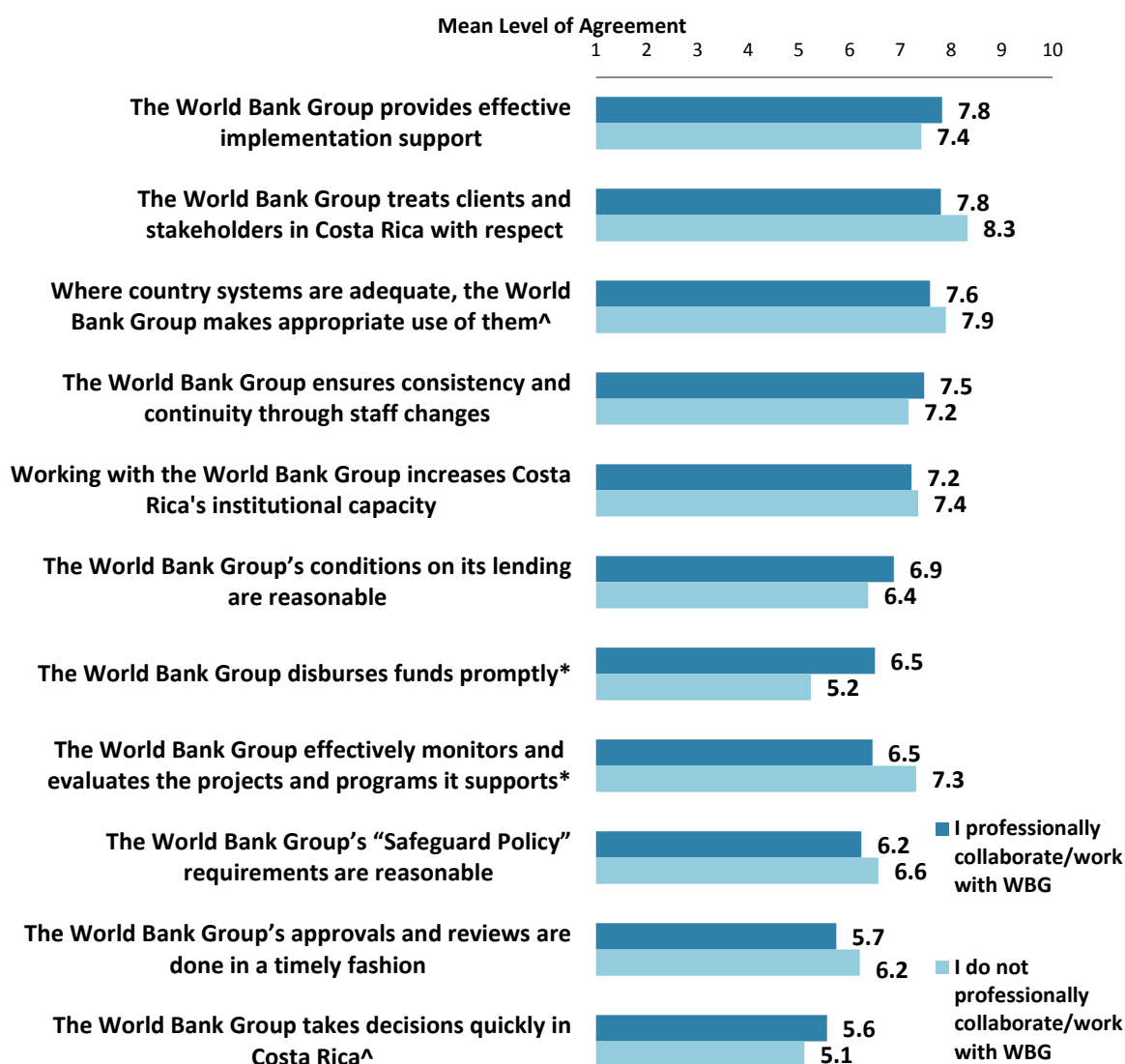
Overall Perceptions (continued)

- There were significant stakeholder group differences in their levels of agreement with three of the following statements.
 - Respondents from PMUs and consultants/contractors working on WBG projects had the *highest* levels of agreement that “*the WBG disburses funds promptly,*” whereas respondents from private sector/financial sector/private banks, CSOs, and the media had significantly lower levels of agreement.
 - Respondents from PMUs and consultants/contractors working on WBG projects had the *lowest* levels of agreement that “*the WBG’s approvals and reviews are done in a timely fashion,*” whereas respondents from the media and employees of ministries/ministerial departments/implementation agencies had significantly higher levels of agreement.
 - Respondents from PMUs and consultants/contractors working on WBG projects had the *lowest* levels of agreement that “*where country systems are adequate, the WBG makes appropriate use of them,*” whereas employees of ministries/ministerial departments/implementation agencies and respondents from the Office of President/Minister and academia/research institutes/think tanks had significantly higher levels of agreement.

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 the statement that “*the WBG disburses funds promptly,*” compared to respondents who do not collaborate/work with WBG.
- Respondents who professionally collaborate/work with WBG had significantly *lower* levels of agreement with the statement that “*the WBG effectively monitors and evaluates the projects and programs it supports,*” compared to respondents who do not collaborate/work with WBG.



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

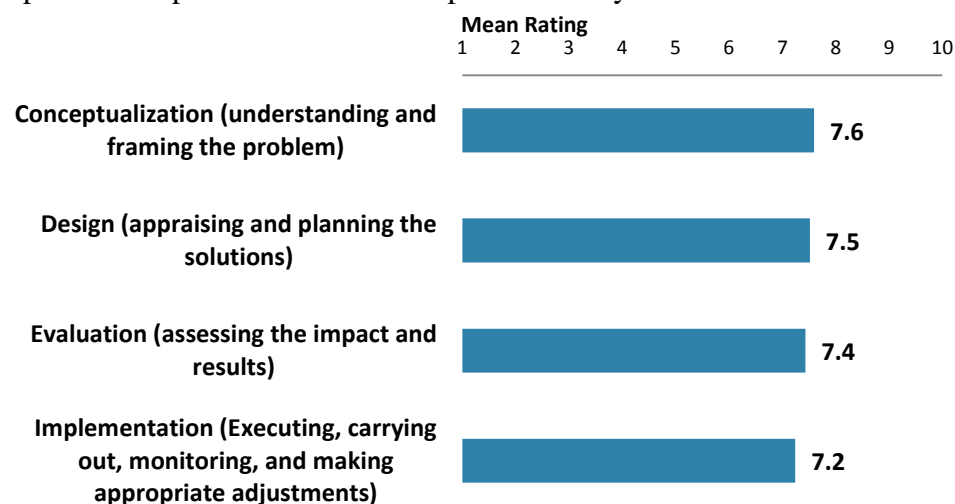
*Significantly different between respondents who do and do not collaborate/work with WBG

^Indicator Question

VII. How the World Bank Group Operates (continued)

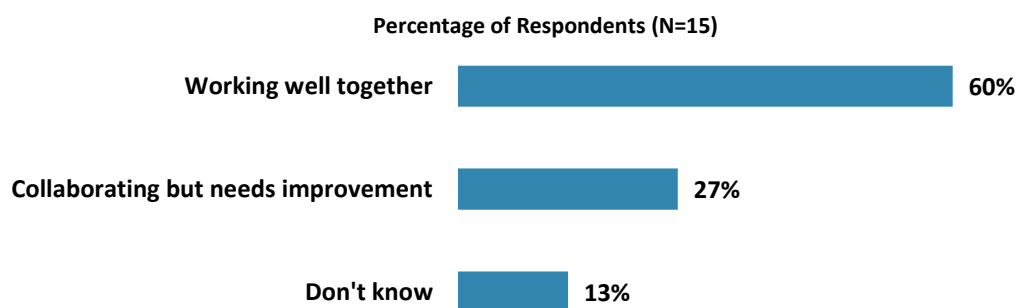
Contribution of the WBG's Delivery Work

- Respondents from bilateral/multilateral agencies had the highest ratings for the “*evaluation*” aspect of the WBG’s technical assistance/advisory work, whereas respondents from PMUs and consultants/contractors working on WBG project had significantly lower ratings.
- Respondents from who professionally collaborate with the WBG had significantly lower ratings (6.7) for the “*evaluation*” aspect of the WBG’s technical assistance/advisory work compared to respondents who do not professionally collaborate with the WBG (7.6).



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

Collaboration between the World Bank and IFC

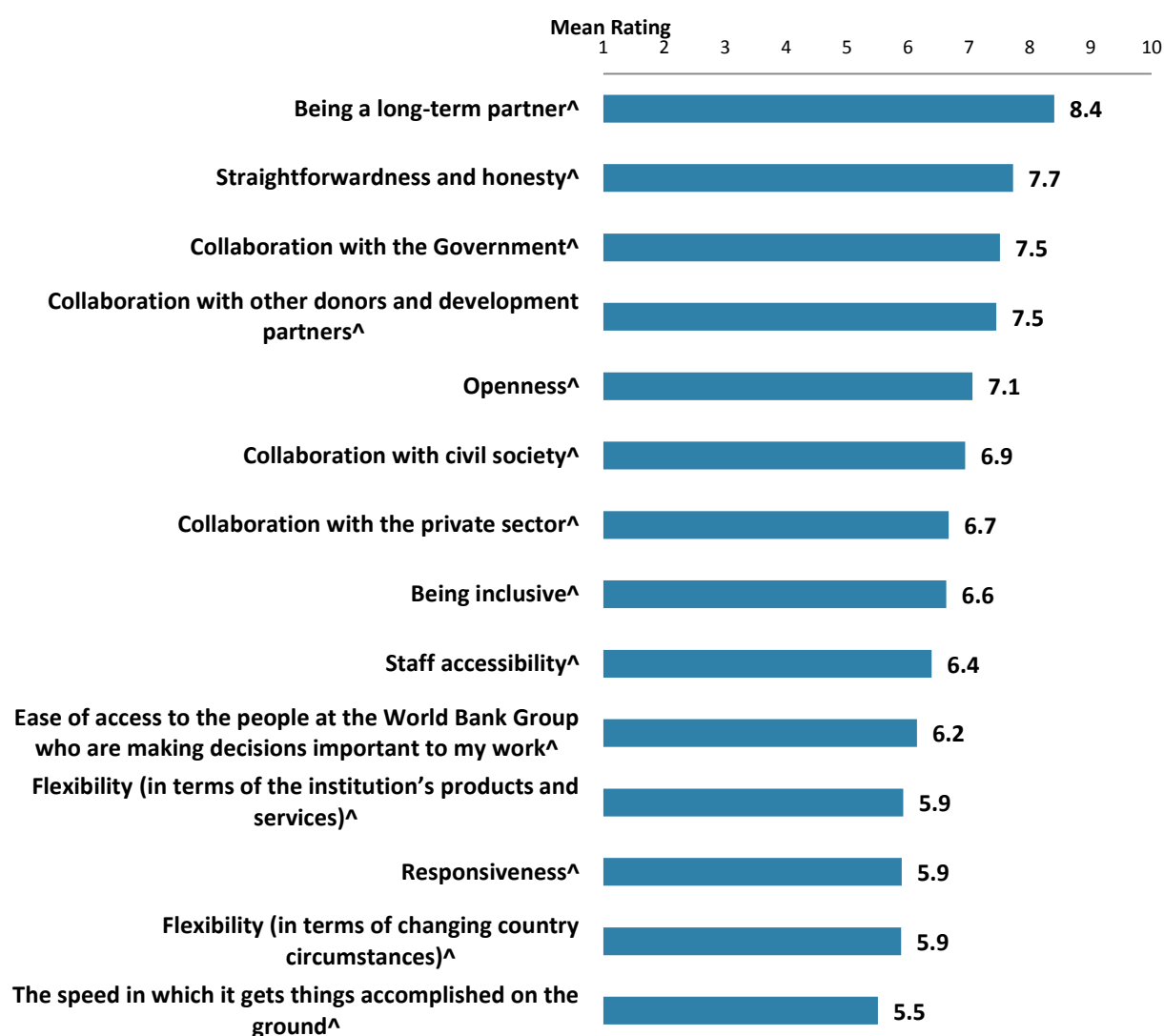


"If your projects involve both the World Bank and IFC, what was your view on the two institutions working together in Costa Rica?"
(Respondents chose from a list.)

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents from academia/research institutes/think tanks tended to give the highest ratings for the WBG's "*straightforwardness and honesty*," whereas respondents from PMUs and consultants/contractors working on WBG projects had significantly lower ratings this quality of the WBG as an effective development partner.
- Respondents who professionally collaborate/work with the WBG gave significantly *lower* ratings for the WBG's "*straightforwardness and honesty*" than respondents who do not professionally collaborate with the WBG

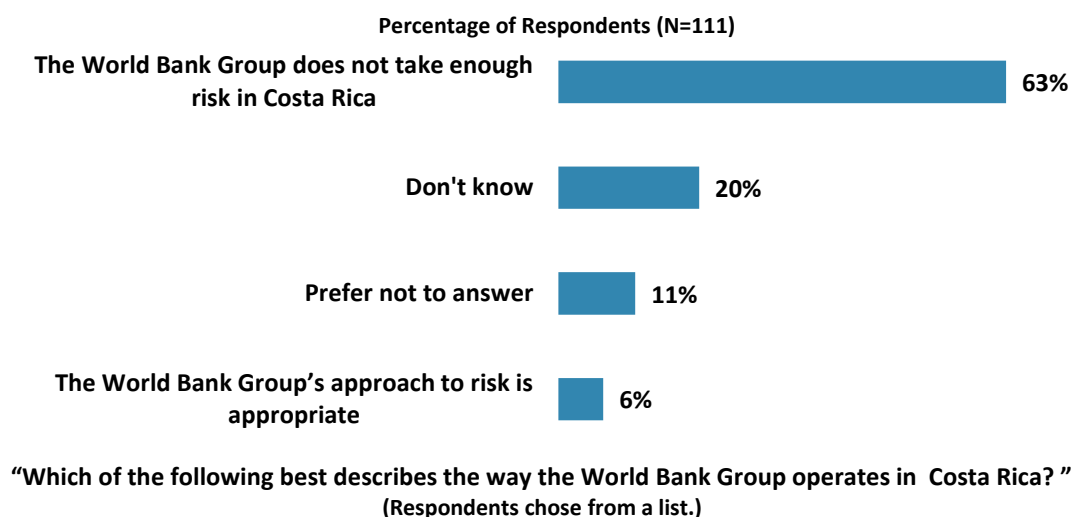


"To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

^Indicator Question

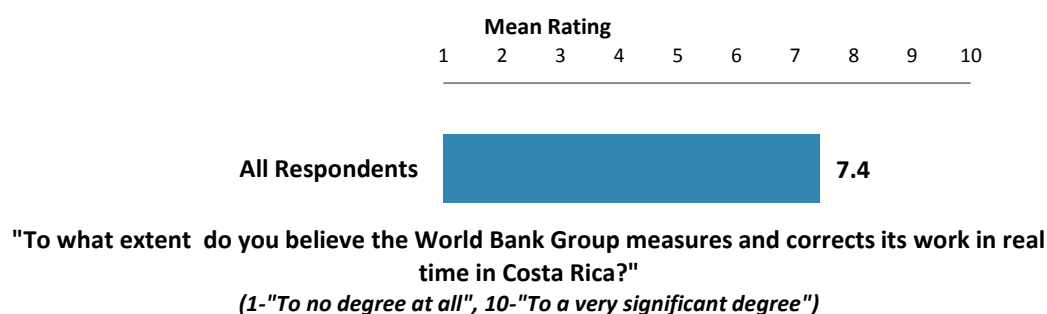
VII. How the World Bank Group Operates (continued)

The World Bank Group's Approach to Risk in Costa Rica



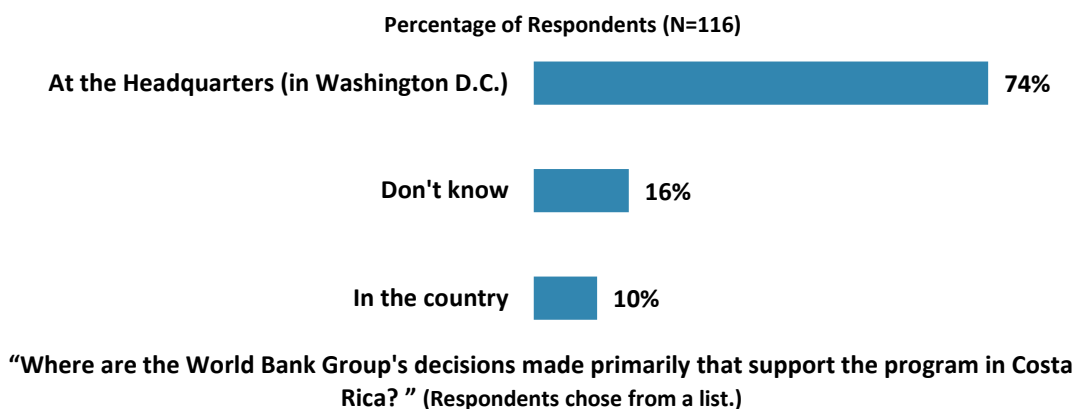
The World Bank Group's Internal Monitoring Mechanism

- Respondents from bilateral/multilateral agencies tended to give the highest ratings for the extent they believe WBG measures and corrects its work in real time in Costa Rica, whereas respondents from PMUs and consultants/contractors working on WBG projects had significantly lower ratings.

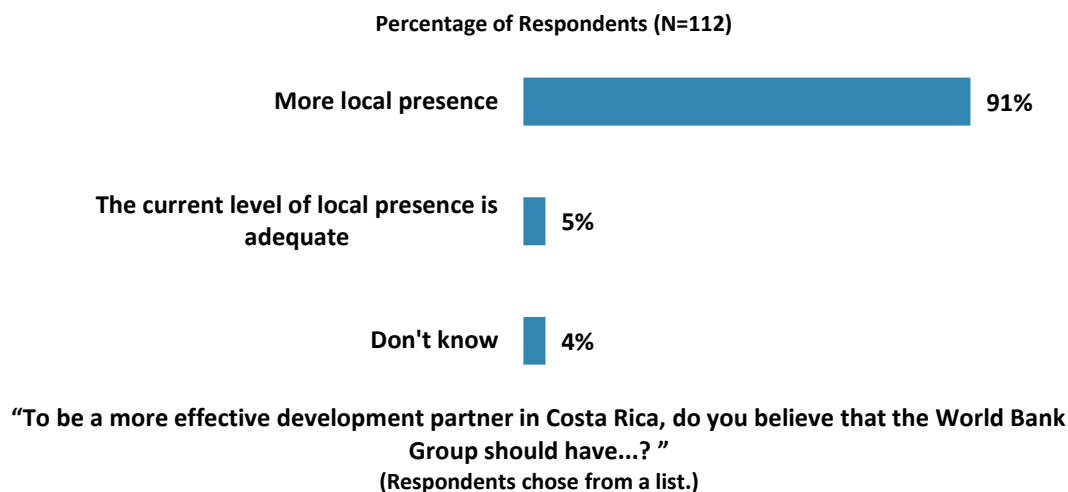


VII. How the World Bank Group Operates (continued)

Making Decisions about the WBG Program in Costa Rica

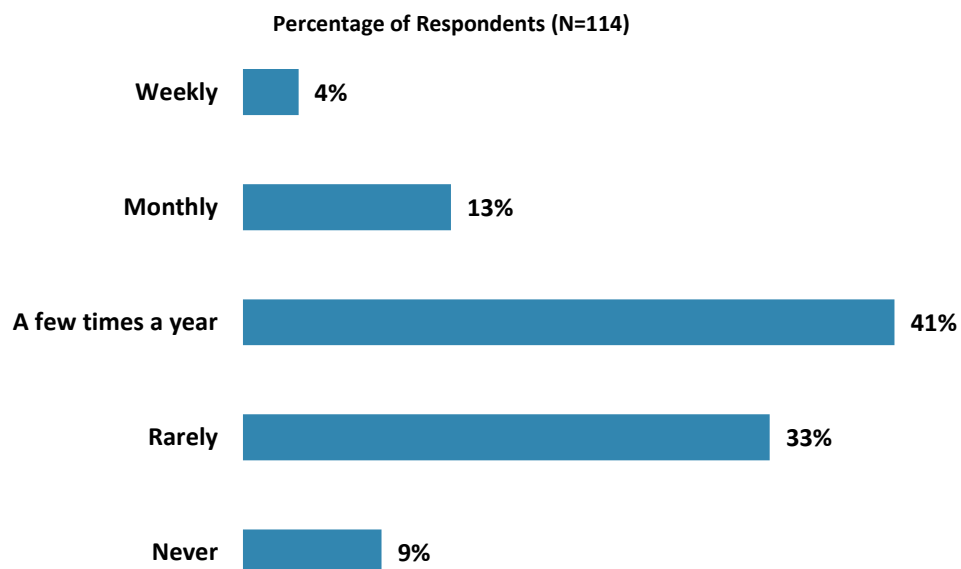


The World Bank Group's Local Presence in Costa Rica



VIII. World Bank Group's Knowledge and Instruments

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

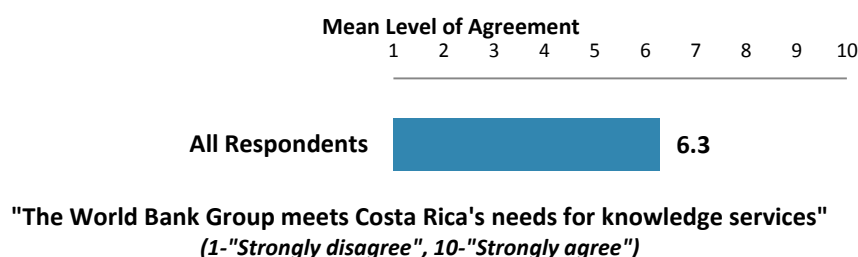


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

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

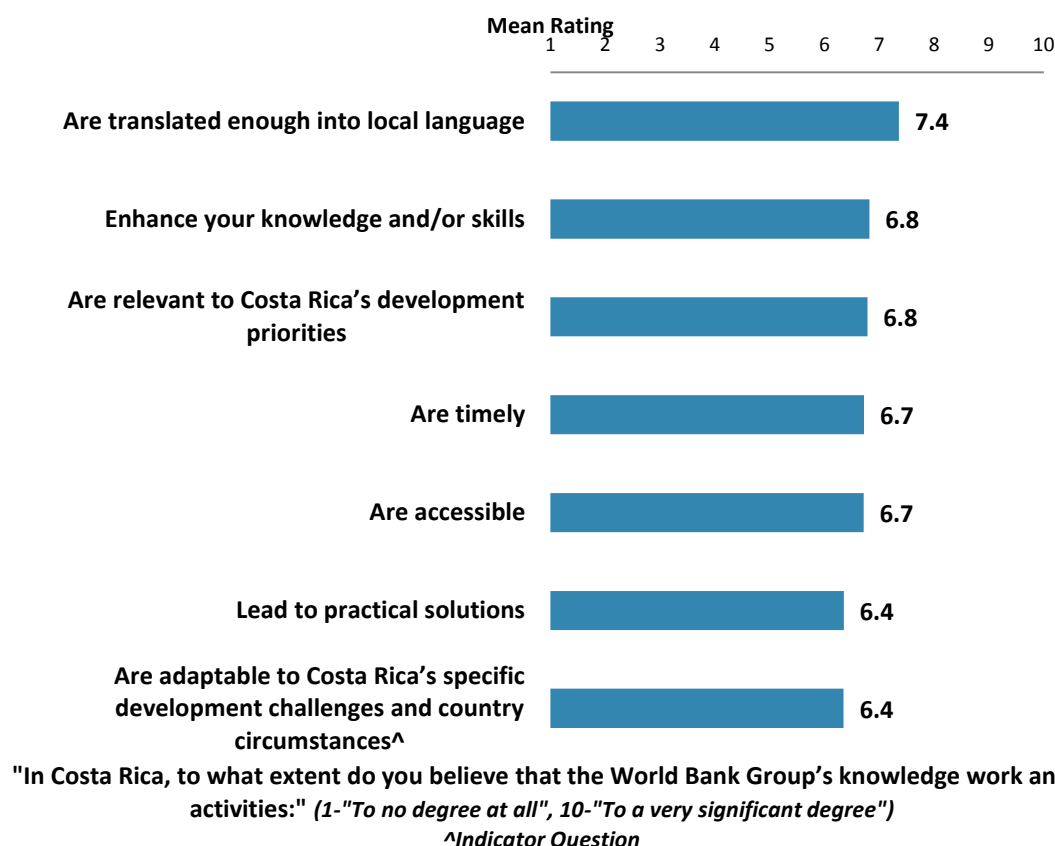
Meeting Costa Rica's Knowledge Needs *(Indicator Question)*

- Respondents across stakeholder groups had statistically similar ratings for the levels of agreement that the World Bank Group meets Costa Rica's needs for knowledge services.
- Respondents who do and do not professionally collaborate/work with the WBG also had statistically similar ratings for the levels of agreement that the World Bank Group meets Costa Rica's needs for knowledge services.



Qualities of the WBG's Knowledge Work and Activities

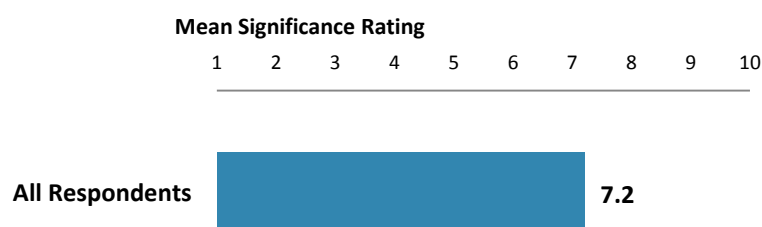
- Respondents across stakeholder groups had statistically similar ratings for all of the following qualities of the WBG's knowledge work and activities (including the indicator question).



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

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

- Respondents across stakeholder groups had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Costa Rica.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Costa Rica.



"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 gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.

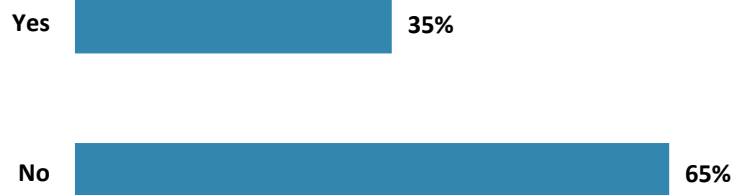


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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

World Bank Group Reports

Percentage of Respondents (N=115)



"Have you read/consulted the most recent LAC Flagship Report: (*Latin American Entrepreneur. Many Firms But little Innovation*) or any other World Bank Group Reports?"

Mean Rating (N=58)

1 2 3 4 5 6 7 8 9 10

All respondents 7.6

"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")

Mean Rating (N=66)

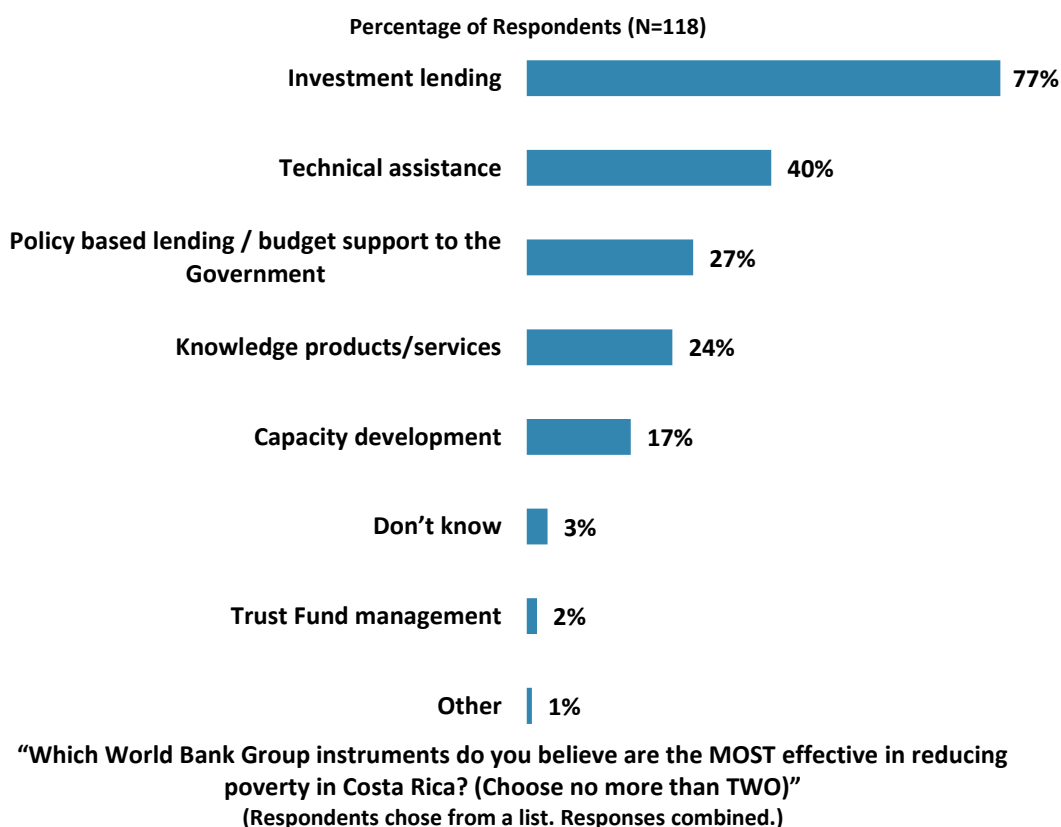
1 2 3 4 5 6 7 8 9 10

All respondents 7.8

"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")

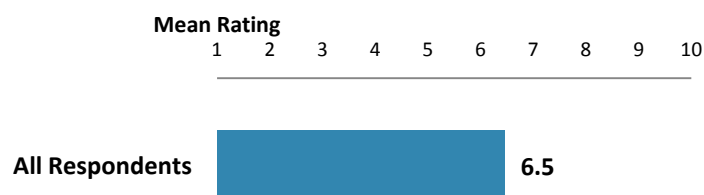
VIII. World Bank Group's Knowledge and Instruments (continued)

Most Effective Instruments in Reducing Poverty



Combination of World Bank Group Service

- Respondents across stakeholder groups had statistically similar ratings for the extent the combination of the WBG's financial, knowledge, and convening services meets the national development needs of Costa Rica.

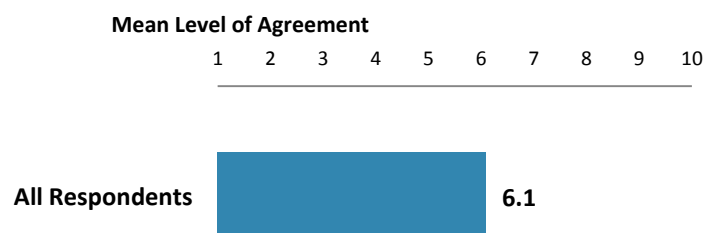


"When considering the national development needs in Costa Rica, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Costa Rica meet the national development needs of Costa Rica?"
(1-"To no degree at all", 10-"To a very significant degree")

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

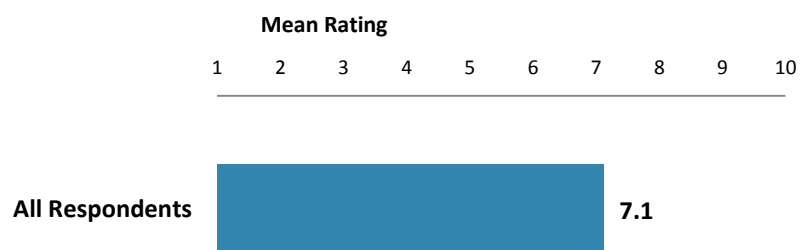
Meeting Costa Rica's Needs for Financial Instruments (*Indicator Question*)

- Respondents across stakeholder groups had statistically similar levels of agreement that the World Bank Group's financial instruments meet Costa Rica's needs.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that the World Bank Group's financial instruments meet Costa Rica's needs.



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

Value of WBG's Fee-based Products/Services

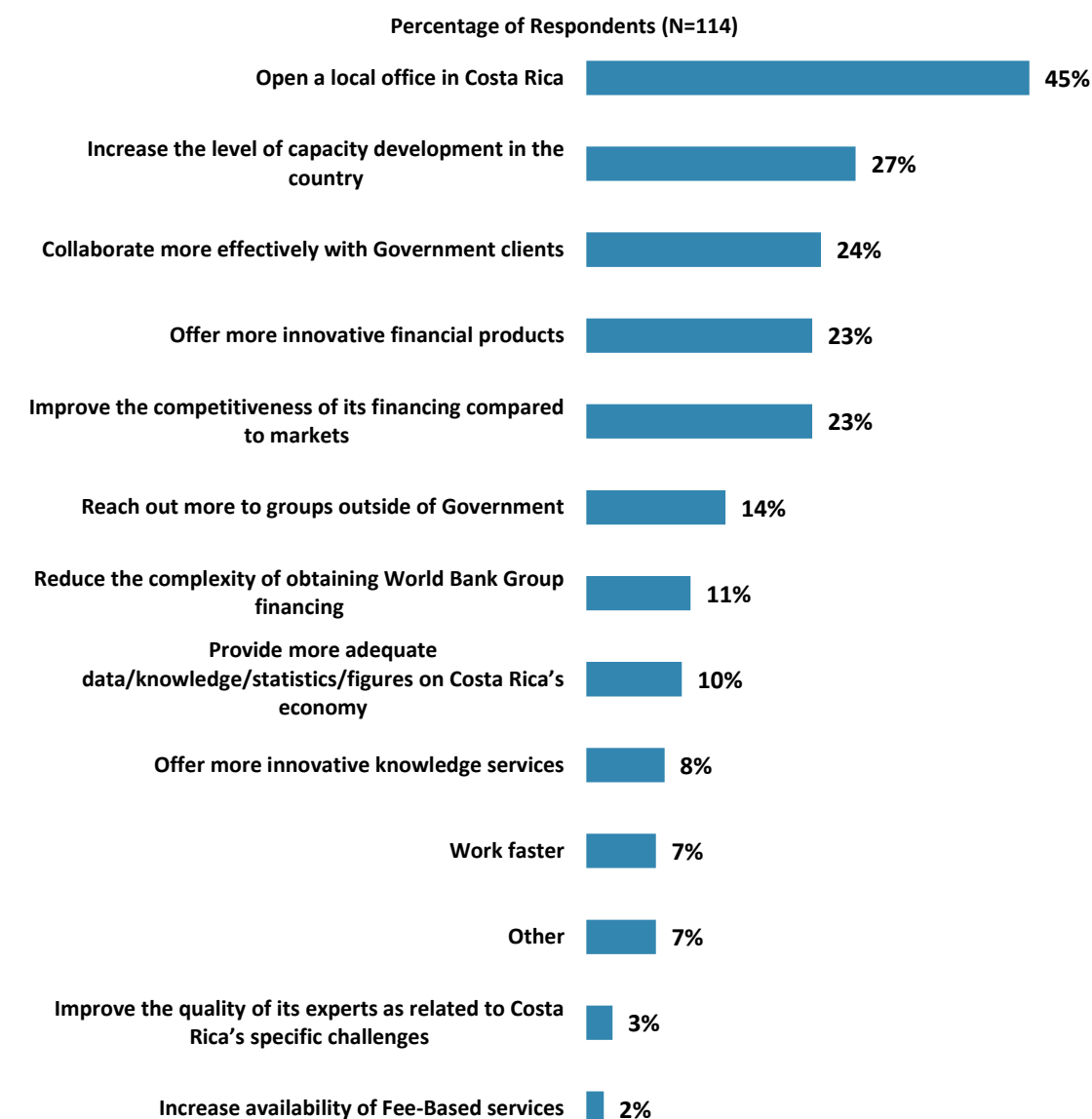


"To what extent do you believe that Costa Rica received value for money from the World Bank Group's fee-based products/services?"
(1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank Group in Costa Rica

Making the World Bank Group of Greater Value

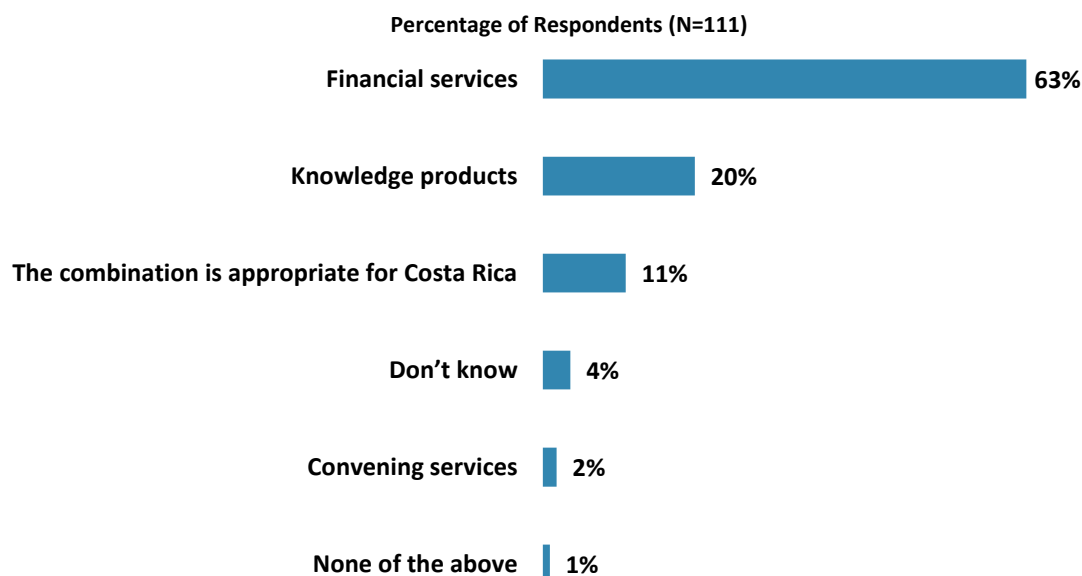
- Nearly half of the respondents across stakeholder groups indicated that the WBG should “*open a local office in Costa Rica.*” Respondents who professionally collaborate/work with the WBG were significantly more likely to indicate so than those who don’t collaborate with the organization.



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

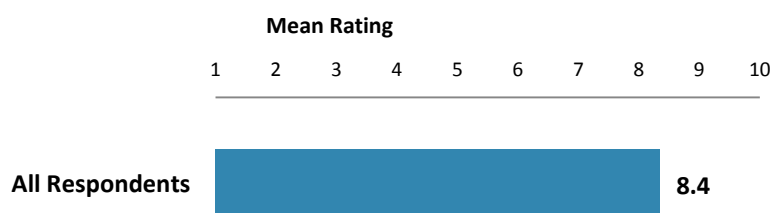
IX. The Future Role of the World Bank Group in Costa Rica (cont)

World Bank Group's Services in Costa Rica



"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?"
(Respondents chose from a list.)

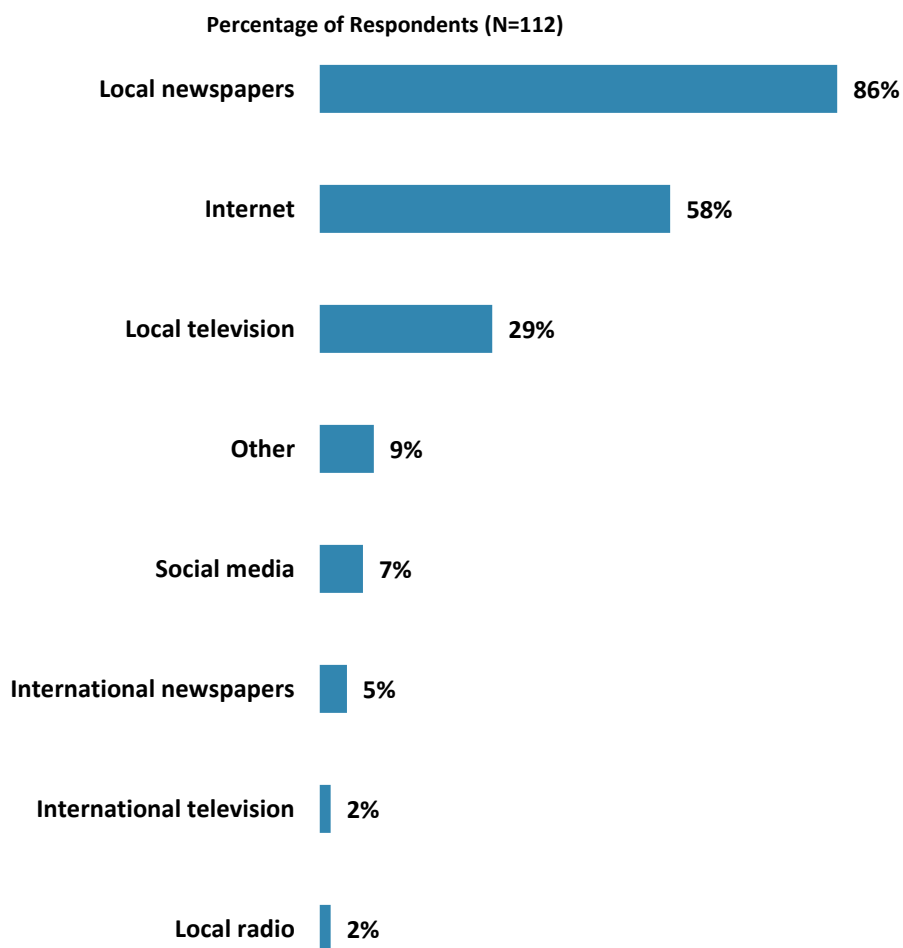
Future Role of International Development in Costa Rica



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

X. Communication and Openness

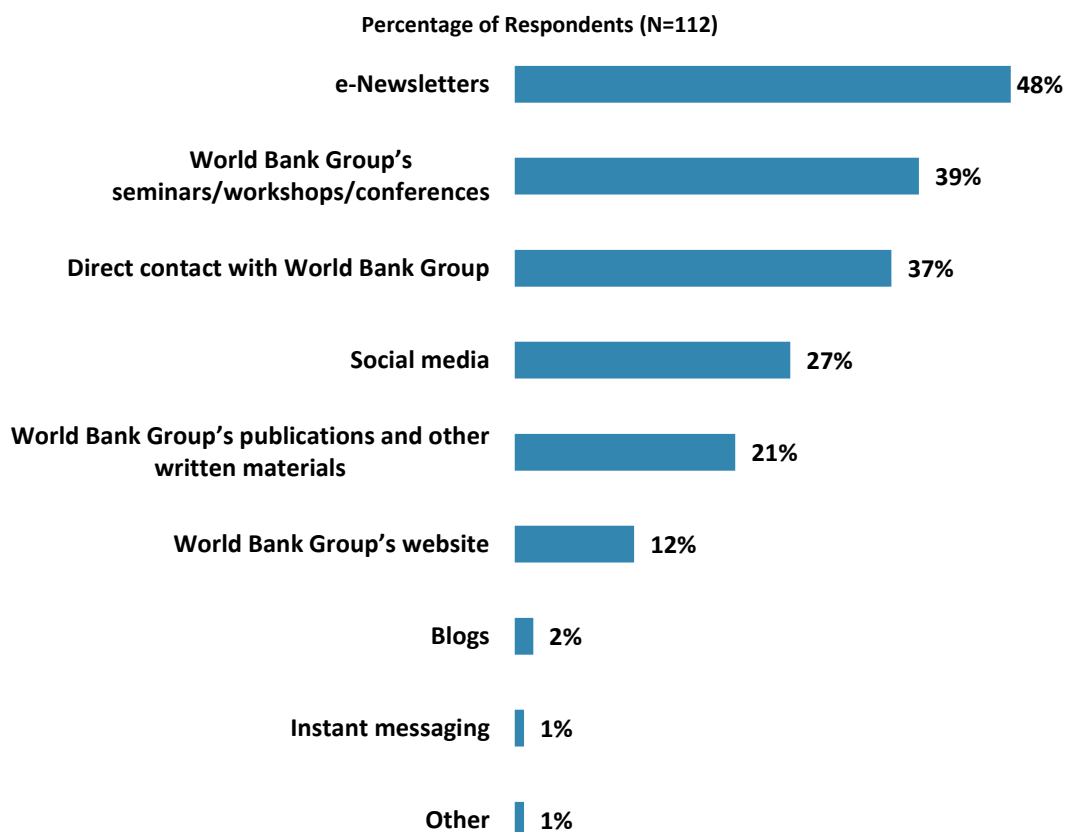
General Information Sources



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

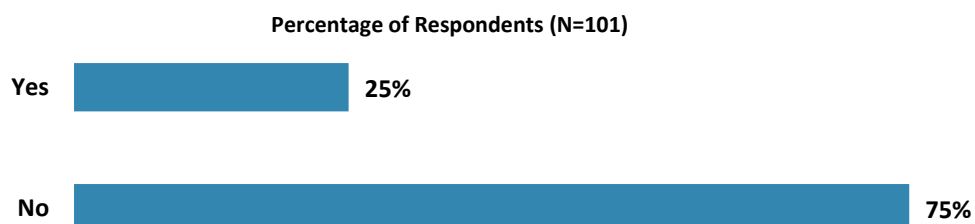
X. Communication and Openness (continued)

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.)

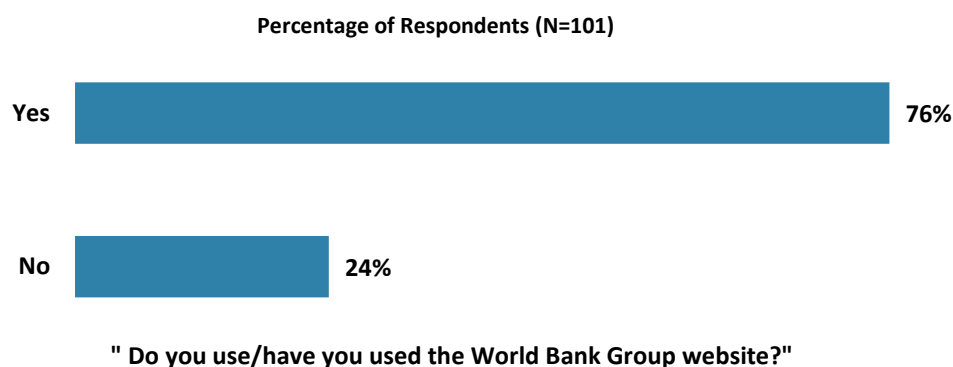
Access to Information



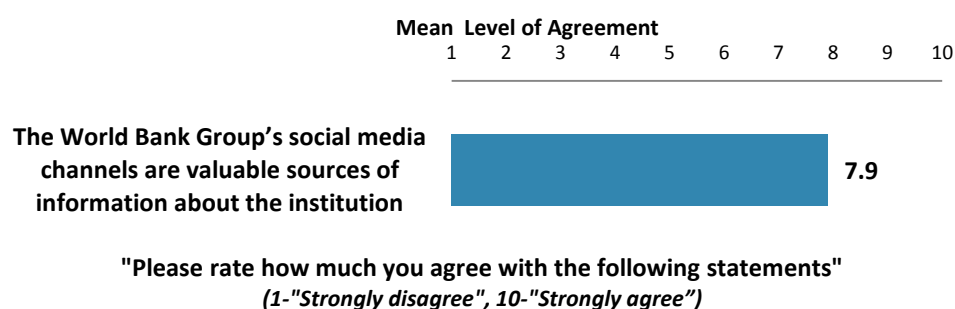
"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

X. Communication and Openness (continued)

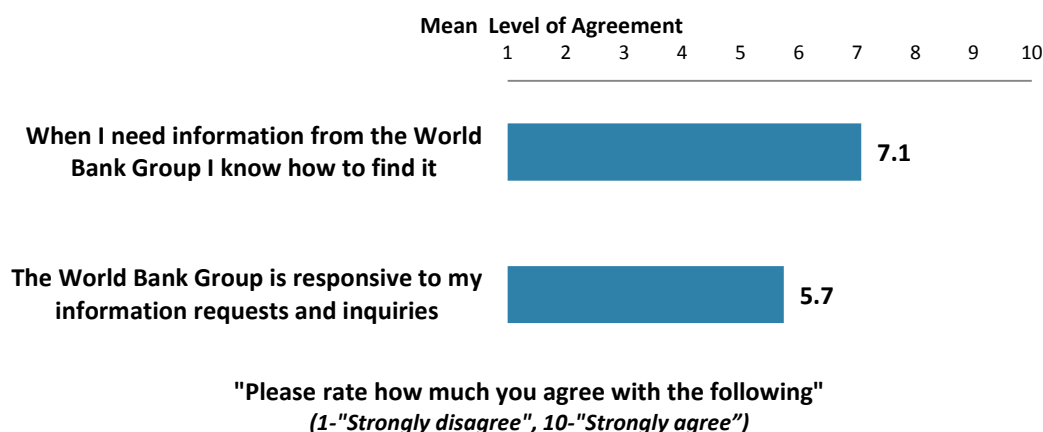
Website Usage



Evaluation of WBG's Social Media Channels



Information Sharing



XI. Appendices

A. Responses to All Questions across All Respondents	52
B. Responses to All Questions by Stakeholder Groups	67
C. Responses to All Questions by Levels of Collaboration.....	86
D. Indicator Questions as a Function of Exposure to the WBG	102
E. Indicator Questions by Stakeholder Groups	103
F. WBG Country Opinion Survey FY 14 – Costa Rica Questionnaire	104

Costa Rica



Appendix A: Responses to All Questions across All Respondents (N=127)

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 Costa Rica

1. In general would you say that Costa Rica is headed in ... ?	Percentage of Respondents (N=122)
The right direction	69.7%
Not sure	23.8%
The wrong direction	6.6%

2. 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)	Percentage of Respondents (Responses Combined; N=126)
Transport	42.1%
Economic growth	32.5%
Public sector governance/ reform	31.7%
Poverty reduction	30.2%
Trade and exports	23.8%
Job creation/employment	22.2%
Foreign direct investment	16.7%
Financial markets	15.1%
Education	12.7%
Energy	11.1%
Anti-corruption	9.5%
Rural development	7.1%
Global/regional integration	5.6%
Natural resource management	5.6%
Climate change	5.6%
Health	4.0%
Domestic private sector development	3.2%
Equality of opportunity	3.2%
Social protection	3.2%
Water and sanitation	2.4%
Urban development	1.6%
Environmental sustainability	1.6%
Regulatory framework	1.6%
Agricultural development	0.8%
Crime and violence	0.8%
Law and justice	0.8%
Information and communications technology	0.8%
Disaster management	0.8%
Gender equity	0.0%

A. General Issues Facing Costa Rica (continued)

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 Costa Rica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=123)
Job creation/employment	43.9%
Education	39.0%
Transport	33.3%
Economic growth	26.8%
Rural development	22.0%
Public sector governance/ reform	19.5%
Trade and exports	16.3%
Foreign direct investment	15.4%
Equality of opportunity	13.0%
Domestic private sector development	12.2%
Financial markets	11.4%
Natural resource management	10.6%
Health	5.7%
Agricultural development	5.7%
Social protection	4.1%
Urban development	3.3%
Anti corruption	3.3%
Regulatory framework	2.4%
Global/regional integration	2.4%
Energy	1.6%
Climate change	1.6%
Crime and violence	0.8%
Water and sanitation	0.8%
Disaster management	0.8%
Gender equity	0.0%
Law and justice	0.0%
Information and communications technology	0.0%
Environmental sustainability	0.0%

A. General Issues Facing Costa Rica (continued)

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 Costa Rica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=125)
Transport	60.0%
Foreign direct investment	40.8%
Trade and exports	36.0%
Job creation/employment	24.0%
Public sector governance/ reform	21.6%
Domestic private sector development	19.2%
Education	12.8%
Financial markets	12.0%
Rural development	11.2%
Regulatory framework	10.4%
Energy	10.4%
Agricultural development	8.0%
Natural resource management	6.4%
Global/regional integration	5.6%
Anti corruption	4.8%
Urban development	4.0%
Equality of opportunity	2.4%
Climate change	1.6%
Information and communications technology	1.6%
Crime and violence	1.6%
Health	0.8%
Environmental sustainability	0.8%
Law and justice	0.8%
Gender equity	0.0%
Social protection	0.0%
Disaster management	0.0%
Water and sanitation	0.0%

5. 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)	Percentage of Respondents (Responses Combined; N=112)
Better entrepreneurial opportunities	47.3%
Education and training that better ensure job opportunity	40.2%
Consistent economic growth	31.3%
A growing middle class	15.2%
Greater voice and participation for citizens to help ensure greater accountability	13.4%
Better opportunity for the poor who live in rural areas	11.6%
Better quality public services	8.9%
Better employment opportunities for women	6.3%
Better employment opportunities for young people	5.4%
Greater equity of fiscal policy	5.4%
Better opportunity for the poor who live in urban areas	4.5%
More reliable social safety net	4.5%
Greater access to micro-finance for the poor	3.6%
Greater access to health and nutrition for citizens	0.9%
Other	0.9%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Costa Rica? (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. World Bank	122	0	6.10	2.08
2. Inter-American Development Bank	122	0	6.87	1.76
3. Latin American Development Bank	122	0	3.44	2.54
4. Central American Bank for Economic Integration	122	0	6.28	1.67
Overall, please rate your impression of the effectiveness of these organizations in Costa Rica. (1-Not effective at all, 10-Extremely effective)	N	DK	Mean	SD
5. World Bank*	111	12	7.07	1.74
6. Inter-American Development Bank	119	3	7.23	1.36
7. Latin American Development Bank	61	59	5.43	2.20
8. Central American Bank for Economic Integration	107	14	6.88	1.60
Staff Preparedness*	N	DK	Mean	SD
9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Costa Rica's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	109	13	7.97	1.39
10. 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)	Percentage of Respondents (Responses Combined; N=117)			
Transport	48.7%			
Trade and exports	40.2%			
Public sector governance/ reform	29.9%			
Economic growth	21.4%			
Foreign direct investment	19.7%			
Domestic private sector development	17.9%			
Education	17.1%			
Rural development	17.1%			
Poverty reduction	13.7%			
Agricultural development	12.0%			
Health	6.8%			
Regulatory framework	6.8%			
Natural resource management	6.0%			
Climate change	6.0%			
Global/regional integration	5.1%			
Energy	4.3%			
Environmental sustainability	4.3%			
Financial markets	3.4%			
Job creation/employment	3.4%			
Social protection	2.6%			
Equality of opportunity	2.6%			
Crime and violence	1.7%			
Law and justice	0.9%			
Anti corruption	0.9%			
Urban development	0.9%			
Information and communications technology	0.9%			
Gender equity	0.0%			
Water and sanitation	0.0%			
Disaster management	0.0%			

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

11. 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?	Percentage of Respondents (N=121)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	43.4%	17.4%	60.8%
Technical assistance	6.6%	38.0%	44.6%
Policy advice, studies, analyses	25.4%	11.6%	37.0%
Capacity development	13.1%	7.4%	20.6%
Mobilizing third party financial resources	6.6%	12.4%	19.0%
Data	4.9%	4.1%	9.1%
Linkage to non-Bank expertise	0.0%	6.6%	6.6%
Donor coordination	0.0%	1.7%	1.7%
Convening/Facilitating	0.0%	0.8%	0.8%
Other	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Costa Rica's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
12. Convening/Facilitating	104	18	7.02	1.72
13. Data	110	12	7.62	1.23
14. Policy advice, studies, analyses	107	12	7.45	1.49
15. Financial resources	114	7	7.07	1.50
16. Technical assistance	112	9	7.27	1.40
17. Mobilizing third party financial resources	99	23	7.24	1.44
18. Donor coordination	94	29	7.14	1.60
19. Linkage to non-Bank expertise	95	28	7.38	1.45

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Groups outside of government to help them more effectively engage and participate in development efforts	117	3	7.94	1.99
21. The public sector, related to implementation of specific development projects on the ground	116	3	8.45	1.29
22. The public sector, related to changing institutions	114	5	8.25	1.43
23. The private sector, related to institutional and policy change	114	5	7.79	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 Costa Rica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
24. Project implementation (or other organizational strengthening)	78	41	7.12	1.68
25. Citizen engagement (incorporating citizens' voices into development)	61	59	6.74	1.61
26. Policy design (for clarity and better incentives to achieve development goals)	80	40	7.25	1.40

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? (1-Not important at all, 10-Very important)	Effectiveness			
	N	DK	Mean	SD
27. Project implementation (or other organizational strengthening)	91	28	8.49	1.31
28. Citizen engagement (incorporating citizens' voices into development)	89	31	8.17	1.55
29. Policy design (for clarity and better incentives to achieve development goals)	93	26	8.39	1.26

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

30. 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)	Percentage of Respondents (Responses Combined; N=117)
Not enough public disclosure of its work	47.9%
Not adequately sensitive to political/social realities in Costa Rica	21.4%
Staff too inaccessible	21.4%
Not aligned with country priorities	15.4%
Too bureaucratic in its operational policies and procedures	12.8%
Too influenced by developed countries	10.3%
World Bank Group's processes too slow	9.4%
World Bank Group's processes too complex	9.4%
Not exploring alternative policy options	8.5%
Imposing technocratic solutions without regard to political realities	8.5%
Arrogant in its approach	6.0%
Not willing to honestly criticize policies and reform efforts in the country	5.1%
Not collaborating enough with non-state actors	4.3%
Not client focused	3.4%
Other	3.4%
Don't know	2.6%
Not aligned with other donors' work	0.9%
The credibility of its knowledge/data	0.0%

31. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=118)
Investment lending	77.1%
Technical assistance	39.8%
Policy based lending / budget support to the Government	27.1%
Knowledge products/services	23.7%
Capacity development	16.9%
Don't know	3.4%
Trust Fund management	1.7%
Other	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Costa Rica? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
32. Overall the World Bank Group currently plays a relevant role in development in Costa Rica*	105	12	7.03	2.03
33. The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	107	10	6.37	1.48
34. The World Bank Group supports Costa Rica's efforts to reduce social exclusion	89	27	7.12	1.81
35. The World Bank Group supports programs and strategies that are realistic for Costa Rica	108	9	6.69	1.73
36. The World Bank Group treats clients and stakeholders in Costa Rica with respect	94	22	8.21	1.42
37. The World Bank Group is an organization that does not represent a particular ideological perspective in Costa Rica	96	20	7.33	2.24
38. The World Bank Group is an organization that is not overly influenced by any particular country	101	15	6.89	2.22
39. The World Bank Group respects the positions, views and demands of the government of Costa Rica	94	22	8.13	1.06
40. The World Bank Group listens and takes into account your views	94	22	7.53	1.94

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

Combination of services	N	DK	Mean	SD
41. 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-To no degree at all, 10-To a very significant degree)	107	11	6.46	1.60

To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
42. Responsiveness*	97	16	5.90	1.82
43. Flexibility (in terms of the institution's products and services)*	91	23	5.92	1.63
44. Flexibility (in terms of changing country circumstances)*	89	25	5.89	1.64
45. Being inclusive*	81	31	6.63	1.47
46. Openness*	97	18	7.06	1.40
47. Staff accessibility*	77	36	6.39	1.82
48. Straightforwardness and honesty*	91	23	7.73	1.65
49. Ease of access to the people at the World Bank Group who are making decisions important to my work*	61	53	6.15	2.11
50. Collaboration with civil society*	85	30	6.94	1.82
51. Collaboration with the Government*	98	16	7.51	1.33
52. Collaboration with other donors and development partners*	80	34	7.45	1.44
53. Collaboration with the private sector*	85	28	6.67	1.60
54. The speed in which it gets things accomplished on the ground*	83	31	5.51	1.66
55. Being a long-term partner*	82	31	8.40	1.74

56. To be a more effective development partner in Costa Rica, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=112)
More local presence	91.1%
The current level of local presence is adequate	4.5%
Don't know	4.5%

57. 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)	Percentage of Respondents (Responses Combined; N=112)
The World Bank Group is not sensitive enough to political/social realities on the ground	52.7%
Political pressures and obstacles	36.6%
Reforms are not well thought out in light of country challenges	18.8%
The Government works inefficiently	18.8%
Lack of/inadequate levels of capacity in Government	17.0%
There is not an adequate level of citizen/civil society participation	13.4%
The World Bank Group works too slowly	13.4%
The World Bank Group does not do adequate follow through/follow-up	11.6%
Poor donor coordination	4.5%
Other	2.7%

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 Costa Rica? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	108	5	7.82	2.32
2. Information and communications technology	110	4	7.62	1.60
3. Transport	112	2	8.95	.95
4. Crime and violence	111	2	7.13	2.48
5. Law and justice	108	5	6.60	2.14
6. Urban development	108	4	8.24	1.71
7. Environmental sustainability	109	4	7.64	1.82
8. Regulatory framework	106	3	7.61	1.97
9. Poverty reduction	112	1	8.63	1.57
10. Gender equity	112	1	7.04	2.04
11. Domestic private sector development	108	4	8.34	1.84
12. Foreign direct investment	110	3	8.31	2.05
13. Water and sanitation	112	1	7.74	1.43
14. Trade and exports	109	3	8.37	1.81
15. Economic growth	111	1	8.69	1.33
16. Energy	112	1	8.16	1.52
17. Disaster management	109	1	7.28	1.76
18. Public sector governance/ reform	108	4	8.38	1.47
19. Job creation/employment	111	4	8.71	1.51
20. Financial markets	109	4	8.21	2.06
21. Equality of opportunity	111	1	7.67	1.81
22. Health	105	5	7.63	1.86
23. Rural development	112	1	8.71	1.50
24. Global/regional integration	105	4	8.03	2.02
25. Education	109	1	8.31	1.39
26. Social protection	109	4	7.39	1.92
27. Climate change	110	4	7.70	1.66
28. Agricultural development	112	1	8.66	1.51
29. Natural resource management	109	4	7.85	2.30

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 Costa Rica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Transport	72	41	5.67	2.11
2. Environmental sustainability	66	46	5.95	2.16
3. Regulatory framework	60	51	6.07	1.83
4. Poverty reduction	69	42	5.62	1.92
5. Foreign direct investment	64	47	5.73	1.82
6. Water and sanitation	65	45	5.43	1.93
7. Trade and exports	73	38	6.22	1.94
8. Economic growth	71	37	6.31	1.90
9. Energy	62	48	5.81	1.84
10. Disaster management	55	55	5.49	1.81
11. Public sector governance/ reform	65	46	6.02	2.02
12. Job creation/employment	68	44	5.49	1.98
13. Equality of opportunity	61	50	5.77	1.65
14. Health	60	51	5.57	1.64
15. Rural development	65	46	5.86	1.71
16. Global/regional integration	68	43	6.31	2.03
17. Education	72	37	6.06	1.96
18. Social protection	59	51	5.47	1.89
19. Climate change	68	43	6.09	1.92
20. Agricultural development	63	50	5.46	1.84
21. Natural resource management	59	52	5.27	1.87

3. Where are the World Bank Group's decisions made primarily that support the program in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=116)
At the Headquarters (in Washington D.C.)	74.1%
Don't know	15.5%
In the country	10.3%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Costa Rica?* (1-To no degree at all, 10-To a very significant degree)	108	8	7.34	1.59

To what extent do you agree with the following statements about the World Bank Group in Costa Rica? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Costa Rica*	98	18	6.09	1.85
6. The World Bank Group meets Costa Rica's needs for knowledge services*	101	14	6.30	1.81

Fee-based products	N	DK	Mean	SD
7. To what extent do you believe that Costa Rica received value for money from the World Bank Group's fee-based products/services? (1-To no degree at all, 10-To a very significant degree)	76	39	7.12	1.62

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 Costa Rica? (1-To no degree at all, 10-To a very significant degree)	84	32	7.43	1.73

D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=114)			
A few times a year	41.2%			
Rarely	33.3%			
Monthly	13.2%			
Never	8.8%			
Weekly	3.5%			

In Costa Rica, 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	86	26	6.72	1.78
3. Are relevant to Costa Rica's development priorities	88	24	6.78	1.51
4. Lead to practical solutions	88	24	6.35	1.49
5. Are accessible	81	31	6.72	1.52
6. Enhance your knowledge and/or skills	66	46	6.82	1.98
7. Are translated enough into local language	50	63	7.36	2.06
8. Are adaptable to Costa Rica's specific development challenges and country circumstances*	86	27	6.35	1.67

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)	102	11	7.21	1.46
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)	105	8	7.65	1.16

11. Have you read/consulted the most recent LAC Flagship Report: (Latin American Entrepreneur. Many Firms But little Innovation) or any other World Bank Group Reports? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)	Percentage of Respondents (N=115)			
Yes	34.8%			
No	65.2%			

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	57	7.55	1.13
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)	66	49	7.79	1.21

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? (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)	98	15	7.59	1.58
2. Design (appraising and planning the solutions)	99	15	7.52	1.40
3. Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	99	14	7.24	1.62
4. Evaluation (assessing the impact and results)	95	19	7.43	1.51

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 disburses funds promptly	58	55	5.59	2.05
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	93	20	7.13	1.47
7. The World Bank Group's approvals and reviews are done in a timely fashion	68	44	6.07	1.71
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	52	61	6.46	1.85
9. The World Bank Group's conditions on its lending are reasonable	81	32	6.47	1.73
10. The World Bank Group takes decisions quickly in Costa Rica*	72	40	5.22	1.91
11. Working with the World Bank Group increases Costa Rica's institutional capacity	89	23	7.33	1.68
12. The World Bank Group ensures consistency and continuity through staff changes	53	61	7.26	1.68
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	74	38	7.82	1.36
14. The World Bank Group provides effective implementation support	87	26	7.49	1.32

15. Which of the following best describes the way the World Bank Group operates in Costa Rica? (Select only one response)	Percentage of Respondents (N=111)
The World Bank Group does not take enough risk in Costa Rica	63.1%
Don't know	19.8%
Prefer not to answer	10.8%
The World Bank Group's approach to risk is appropriate	6.3%

F. Recent Trends and the Future Role of the World Bank Group in Costa Rica

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 Costa Rica? (1-To no degree at all, 10-To a very significant degree)	98	17	6.63	1.63

Role of International Development Cooperation	N	DK	Mean	SD
2. 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-Not a significant role at all, 10-Very significant role)	113	2	8.35	1.44

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

3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=114)
Open a local office in Costa Rica	44.7%
Increase the level of capacity development in the country	27.2%
Collaborate more effectively with Government clients	23.7%
Offer more innovative financial products	22.8%
Improve the competitiveness of its financing compared to markets	22.8%
Reach out more to groups outside of Government	14.0%
Reduce the complexity of obtaining World Bank Group financing	10.5%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	9.6%
Offer more innovative knowledge services	7.9%
Work faster	7.0%
Other	7.0%
Improve the quality of its experts as related to Costa Rica's specific challenges	2.6%
Increase availability of Fee-Based services	1.8%

4. 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)	Percentage of Respondents (N=111)
Financial services	63.1%
Knowledge products	19.8%
The combination is appropriate for Costa Rica	10.8%
Don't know	3.6%
Convening services	1.8%
None of the above	.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=112)
Local newspapers	85.7%
Internet	58.0%
Local television	28.6%
Other	8.9%
Social media	7.1%
International newspapers	4.5%
International television	1.8%
Local radio	1.8%
International radio	0.0%
Hallway talks	0.0%
Blogs	0.0%
Mobile phones	0.0%
Instant messaging	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=112)			
e-Newsletters	48.2%			
World Bank Group's seminars/workshops/conferences	39.3%			
Direct contact with World Bank Group	36.6%			
Social media	26.8%			
World Bank Group's publications and other written materials	21.4%			
World Bank Group's website	11.6%			
Blogs	1.8%			
Instant messaging	0.9%			
Other	0.9%			
Mobile phones	0.0%			

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=101)			
Yes	24.8%			
No	75.2%			

4. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=101)			
Yes	76.2%			
No	23.8%			

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	98	13	7.07	2.14
6. The World Bank Group's social media channels are valuable sources of information about the institution	78	32	7.91	2.03
7. The World Bank Group is responsive to my information requests and inquiries	39	74	5.74	3.25

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=113)
Private Sector Organization	20.4%
Other	14.2%
NGO	8.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	7.1%
Private Foundation	5.3%
Financial Sector/Private Bank	5.3%
Academia/Research Institute/Think Tank	5.3%
Office of Parliamentarian	4.4%
Project Management Unit (PMU) overseeing implementation of project	4.4%
Multilateral Agency	4.4%
Media	4.4%
Office of Minister	3.5%
Independent Government Institution	3.5%
Local Government Office or Staff	2.7%
Consultant/Contractor working on World Bank Group supported Project/Program	1.8%
Community Based Organization	1.8%
Office of the President	.9%
Bilateral Agency	.9%
Faith-Based Group	.9%
2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=115)
Private sector development/foreign direct investment	12.2%
Other	12.2%
Agriculture/rural development	11.3%
Generalist	11.3%
Education	7.8%
Information and communications technology	6.1%
Social protection	6.1%
Public sector governance/public financial management/anti corruption	5.2%
Urban development	5.2%
Financial markets/banking	4.3%
Energy	3.5%
Health/Communicable/non-communicable diseases	3.5%
Transport	3.5%
Law and justice/regulatory framework	2.6%
Natural resource management/environmental sustainability	2.6%
Gender equity/equality of opportunity	.9%
Job creation/employment	.9%
Water and sanitation	.9%
3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=114)
Yes	17.5%
No	82.5%

H. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you work with in Costa Rica? (Select all that apply)	Percentage of Respondents (Responses Combined; N=109)
None	67.0%
The World Bank	17.4%
The Multilateral Investment Guarantee Agency	11.9%
The International Finance Corporation	5.5%

5. Do your projects involve both the World Bank and IFC?	Percentage of Respondents (N=107)
Yes	15.0%
No	85.0%

6. If yes, what was your view on the two institutions working together in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=15)
Working well together	60.0%
Collaborating but needs improvement	26.7%
Don't know	13.3%

7. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Use World Bank Group website for information, data, research, etc.	38.1%
Observer	34.0%
Use World Bank Group reports/data	34.0%
Engage in World Bank Group related/sponsored events/activities	26.8%
Collaborate as part of my professional duties	8.2%

8. Which best represents your geographic location?	Percentage of Respondents (N=112)
Greater Metropolitan Area	88.4%
North	7.1%
South	4.5%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Costa Rica

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/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	50.0%	100.0%	87.5%	42.9%	80.0%	78.6%	63.2%	50.0%	66.7%	73.9%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	25.0%	0.0%	4.3%
Not sure	50.0%	0.0%	12.5%	57.1%	20.0%	14.3%	36.8%	25.0%	33.3%	21.7%

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?

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	20.0%	16.7%	0.0%
Transport	40.0%	20.0%	50.0%	85.7%	66.7%	41.4%	33.3%	20.0%	16.7%	34.8%
Public sector governance/ reform	40.0%	0.0%	25.0%	14.3%	33.3%	17.2%	33.3%	20.0%	33.3%	43.5%
Global/regional integration	0.0%	0.0%	0.0%	14.3%	0.0%	3.4%	5.6%	20.0%	0.0%	8.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%	4.3%
Foreign direct investment	20.0%	60.0%	12.5%	14.3%	33.3%	27.6%	16.7%	0.0%	16.7%	4.3%
Water and sanitation*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%
Anti-corruption	20.0%	20.0%	0.0%	14.3%	0.0%	0.0%	5.6%	20.0%	33.3%	8.7%
Job creation/employment	40.0%	20.0%	25.0%	14.3%	33.3%	13.8%	27.8%	20.0%	33.3%	21.7%
Rural development	0.0%	0.0%	12.5%	0.0%	0.0%	6.9%	11.1%	0.0%	0.0%	17.4%
Financial markets	20.0%	40.0%	12.5%	14.3%	0.0%	34.5%	0.0%	0.0%	16.7%	13.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	20.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	11.1%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	5.6%	20.0%	0.0%	8.7%
Education	0.0%	0.0%	25.0%	42.9%	0.0%	13.8%	5.6%	20.0%	0.0%	17.4%
Poverty reduction	20.0%	40.0%	50.0%	42.9%	33.3%	6.9%	38.9%	0.0%	33.3%	34.8%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	13.8%	5.6%	20.0%	0.0%	17.4%
Climate change	0.0%	0.0%	12.5%	0.0%	0.0%	3.4%	16.7%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Trade and exports	20.0%	40.0%	25.0%	14.3%	33.3%	34.5%	33.3%	0.0%	33.3%	17.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Economic growth	40.0%	40.0%	50.0%	14.3%	33.3%	41.4%	33.3%	60.0%	33.3%	26.1%
Law and justice*	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	16.7%	3.4%	0.0%	0.0%	0.0%	0.0%
Natural resource management	20.0%	20.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	16.7%	8.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Costa Rica (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 Costa Rica? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	42.9%	16.7%	7.1%	16.7%	40.0%	0.0%	17.4%
Economic growth	20.0%	40.0%	12.5%	28.6%	50.0%	17.9%	22.2%	40.0%	16.7%	26.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	16.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	40.0%	40.0%	37.5%	28.6%	16.7%	10.7%	16.7%	0.0%	16.7%	26.1%
Urban development	0.0%	20.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	10.7%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	20.0%	0.0%	8.7%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	40.0%	50.0%	14.3%	50.0%	53.6%	33.3%	20.0%	16.7%	21.7%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	5.6%	0.0%	16.7%	0.0%
Domestic private sector development	20.0%	0.0%	0.0%	0.0%	0.0%	17.9%	11.1%	40.0%	33.3%	4.3%
Foreign direct investment	40.0%	60.0%	12.5%	14.3%	16.7%	17.9%	16.7%	0.0%	0.0%	8.7%
Education*	20.0%	0.0%	62.5%	42.9%	0.0%	25.0%	44.4%	60.0%	16.7%	73.9%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	4.3%
Public sector governance/ reform	20.0%	0.0%	0.0%	14.3%	33.3%	17.9%	38.9%	0.0%	16.7%	17.4%
Natural resource management	20.0%	0.0%	12.5%	14.3%	0.0%	14.3%	11.1%	20.0%	16.7%	8.7%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	12.5%	0.0%	0.0%	3.6%	5.6%	20.0%	16.7%	8.7%
Agricultural development	0.0%	40.0%	12.5%	14.3%	0.0%	0.0%	5.6%	0.0%	16.7%	4.3%
Job creation/employment	80.0%	20.0%	75.0%	42.9%	33.3%	42.9%	27.8%	20.0%	33.3%	52.2%
Financial markets	0.0%	20.0%	0.0%	0.0%	33.3%	21.4%	5.6%	0.0%	33.3%	8.7%
Trade and exports	20.0%	20.0%	12.5%	14.3%	33.3%	28.6%	11.1%	0.0%	33.3%	4.3%

*Significantly different between stakeholder groups

A. General Issues facing Costa Rica (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 Costa Rica?
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	20.0%	0.0%	25.0%	0.0%	16.7%	3.4%	15.8%	0.0%	0.0%	13.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	16.7%	3.4%	0.0%	20.0%	16.7%	8.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	14.3%	16.7%	0.0%	5.3%	20.0%	16.7%	4.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	20.0%	20.0%	12.5%	28.6%	0.0%	6.9%	5.3%	20.0%	16.7%	0.0%
Foreign direct investment	20.0%	80.0%	37.5%	42.9%	50.0%	51.7%	36.8%	20.0%	33.3%	39.1%
Urban development	0.0%	0.0%	0.0%	0.0%	16.7%	6.9%	0.0%	0.0%	0.0%	8.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	0.0%	0.0%	12.5%	42.9%	0.0%	3.4%	5.3%	60.0%	16.7%	13.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	20.0%	0.0%	0.0%
Regulatory framework	20.0%	0.0%	0.0%	0.0%	16.7%	3.4%	0.0%	20.0%	16.7%	21.7%
Trade and exports*	80.0%	20.0%	75.0%	28.6%	16.7%	37.9%	31.6%	20.0%	83.3%	26.1%
Public sector governance/ reform	0.0%	0.0%	12.5%	0.0%	33.3%	34.5%	31.6%	0.0%	16.7%	17.4%
Domestic private sector development	0.0%	20.0%	12.5%	14.3%	0.0%	17.2%	21.1%	20.0%	0.0%	26.1%
Job creation/employment	20.0%	60.0%	12.5%	28.6%	0.0%	17.2%	15.8%	40.0%	33.3%	26.1%
Agricultural development	0.0%	20.0%	0.0%	14.3%	0.0%	3.4%	26.3%	20.0%	0.0%	4.3%
Transport*	80.0%	60.0%	87.5%	57.1%	100.0%	72.4%	57.9%	0.0%	50.0%	56.5%
Natural resource management	20.0%	20.0%	12.5%	0.0%	0.0%	6.9%	5.3%	0.0%	0.0%	4.3%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	4.3%
Financial markets	20.0%	0.0%	0.0%	0.0%	16.7%	24.1%	10.5%	0.0%	0.0%	17.4%

*Significantly different between stakeholder groups

A. General Issues facing Costa Rica (continued)

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Better employment opportunities for young people*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	7.7%	60.0%	16.7%	0.0%
Better employment opportunities for women	0.0%	40.0%	12.5%	14.3%	0.0%	0.0%	0.0%	20.0%	16.7%	4.3%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	14.3%	0.0%	4.0%	15.4%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	20.0%	0.0%	14.3%	80.0%	16.0%	7.7%	0.0%	0.0%	8.7%
Greater access to health and nutrition for citizens*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Better entrepreneurial opportunities	66.7%	40.0%	62.5%	42.9%	0.0%	48.0%	69.2%	20.0%	16.7%	52.2%
A growing middle class	0.0%	0.0%	0.0%	14.3%	20.0%	24.0%	30.8%	40.0%	33.3%	0.0%
Better opportunity for the poor who live in rural areas*	66.7%	20.0%	0.0%	0.0%	20.0%	4.0%	0.0%	0.0%	16.7%	21.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	13.0%
Consistent economic growth	0.0%	40.0%	37.5%	42.9%	40.0%	44.0%	15.4%	20.0%	16.7%	21.7%
More reliable social safety net	0.0%	0.0%	12.5%	0.0%	0.0%	4.0%	0.0%	0.0%	16.7%	8.7%
Greater equity of fiscal policy	0.0%	20.0%	0.0%	0.0%	0.0%	4.0%	0.0%	20.0%	16.7%	0.0%
Education and training that better ensure job opportunity	33.3%	20.0%	50.0%	57.1%	20.0%	40.0%	38.5%	0.0%	50.0%	56.5%
Better quality public services	33.3%	0.0%	12.5%	0.0%	20.0%	4.0%	15.4%	0.0%	0.0%	8.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	5	7.40	.89	5	5.80	2.49	8	6.75	1.83	7	7.00	1.15	6	5.33	1.51	29	5.79	2.30	18	6.33	1.28	5	6.40	2.51	6	6.17	2.04	23	5.57	2.48
Inter-American Development Bank*	5	7.80	1.10	5	5.40	2.19	8	7.88	1.13	7	4.71	2.14	6	6.50	1.97	28	6.86	1.53	19	7.53	1.22	5	6.60	2.51	6	7.17	1.60	23	6.74	1.81
Latin American Development Bank	5	4.20	3.49	5	3.20	3.19	8	4.25	3.20	7	2.57	1.81	6	1.83	2.04	29	4.45	2.72	18	3.89	2.40	5	3.00	2.00	6	2.33	2.07	23	2.74	1.96
Central American Bank for Economic Integration	5	7.40	.89	5	5.60	2.30	8	6.88	1.46	7	4.86	2.27	6	6.00	1.10	29	6.72	1.33	18	6.33	1.41	5	6.80	3.11	6	5.83	1.17	23	5.83	1.87

(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 Costa Rica?

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
World Bank	5	7.80	1.10	5	7.80	.45	7	7.29	1.25	7	7.00	1.91	5	7.00	1.22	27	6.70	1.88	18	7.28	1.23	5	7.00	3.46	5	8.40	.89	17	7.12	1.73
Inter-American Development Bank	5	7.60	1.34	5	7.60	.55	8	7.38	1.19	5	7.20	1.30	5	7.80	.84	29	6.97	1.32	18	7.22	1.17	5	6.80	3.27	6	8.00	1.26	23	7.22	1.44
Latin American Development Bank*	3	3.33	1.53	4	5.25	3.10	4	6.75	1.50	3	5.00	0.00	2	6.50	.71	19	6.26	1.94	10	5.60	2.32	3	5.00	0.00	2	8.00	1.41	6	3.50	1.76
Central American Bank for Economic Integration	4	6.75	.96	5	7.80	.45	7	6.43	1.13	4	7.00	1.41	5	7.40	.55	29	6.52	1.74	17	7.00	1.37	4	8.75	.96	4	7.00	1.63	18	6.72	2.14

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?	5	8.20	.45	5	7.80	3.35	8	8.13	1.13	5	8.00	1.41	5	8.00	.71	26	7.88	1.31	17	8.18	1.13	5	7.40	2.70	5	9.00	.71	20	7.65	1.39

(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 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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Public sector governance/ reform	40.0%	0.0%	33.3%	42.9%	40.0%	24.1%	5.6%	50.0%	33.3%	36.4%
Transport	60.0%	20.0%	66.7%	57.1%	60.0%	65.5%	50.0%	25.0%	50.0%	22.7%
Poverty reduction	0.0%	20.0%	16.7%	28.6%	0.0%	6.9%	0.0%	50.0%	16.7%	31.8%
Global/regional integration	0.0%	0.0%	16.7%	14.3%	20.0%	0.0%	5.6%	0.0%	0.0%	9.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	25.0%	0.0%	0.0%
Domestic private sector development	20.0%	20.0%	0.0%	28.6%	20.0%	31.0%	16.7%	0.0%	50.0%	0.0%
Rural development	40.0%	20.0%	0.0%	14.3%	0.0%	13.8%	22.2%	25.0%	16.7%	13.6%
Foreign direct investment	20.0%	60.0%	33.3%	14.3%	20.0%	20.7%	22.2%	0.0%	0.0%	18.2%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%
Job creation/employment	0.0%	20.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	4.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	5.6%	0.0%	0.0%	4.5%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	16.7%	9.1%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	5.6%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	28.6%	0.0%	3.4%	0.0%	25.0%	16.7%	4.5%
Education	0.0%	20.0%	33.3%	14.3%	0.0%	13.8%	16.7%	25.0%	16.7%	27.3%
Climate change	0.0%	0.0%	33.3%	0.0%	0.0%	3.4%	16.7%	25.0%	0.0%	0.0%
Agricultural development	20.0%	0.0%	0.0%	14.3%	0.0%	13.8%	22.2%	0.0%	0.0%	18.2%
Trade and exports	60.0%	60.0%	33.3%	28.6%	60.0%	48.3%	44.4%	25.0%	50.0%	31.8%
Economic growth	20.0%	20.0%	33.3%	14.3%	20.0%	13.8%	38.9%	0.0%	16.7%	22.7%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Regulatory framework	20.0%	20.0%	0.0%	0.0%	0.0%	10.3%	5.6%	0.0%	0.0%	9.1%
Natural resource management	0.0%	20.0%	0.0%	0.0%	0.0%	10.3%	5.6%	0.0%	16.7%	4.5%
Anti corruption*	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*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 Costa Rica?

Greatest Value	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Percentage of Respondents										
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	13.0%
Policy advice, studies, analyses	40.0%	20.0%	25.0%	28.6%	20.0%	20.7%	10.5%	40.0%	66.7%	26.1%
Financial resources*	0.0%	40.0%	50.0%	71.4%	80.0%	58.6%	42.1%	40.0%	0.0%	26.1%
Capacity development	20.0%	20.0%	12.5%	0.0%	0.0%	10.3%	21.1%	0.0%	16.7%	17.4%
Technical assistance	0.0%	0.0%	12.5%	0.0%	0.0%	3.4%	0.0%	20.0%	16.7%	17.4%
Mobilizing third party financial resources	40.0%	20.0%	0.0%	0.0%	0.0%	6.9%	15.8%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	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%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Percentage of Respondents										
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	8.7%
Policy advice, studies, analyses	25.0%	20.0%	12.5%	0.0%	20.0%	10.3%	5.3%	0.0%	16.7%	4.3%
Financial resources	25.0%	20.0%	25.0%	14.3%	20.0%	6.9%	15.8%	20.0%	33.3%	21.7%
Capacity development	0.0%	0.0%	12.5%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%	21.7%
Technical assistance	50.0%	20.0%	25.0%	85.7%	60.0%	37.9%	47.4%	20.0%	16.7%	39.1%
Mobilizing third party financial resources	0.0%	20.0%	25.0%	0.0%	0.0%	17.2%	21.1%	0.0%	33.3%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	5.3%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	13.8%	5.3%	40.0%	0.0%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Costa Rica'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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Convening/Facilitating	4	7.00	2.94	5	7.20	1.30	7	7.71	1.70	4	6.50	1.29	6	7.50	1.38	26	6.54	1.50	17	7.12	.93	5	6.60	3.44	6	7.00	2.00	18	7.33	2.17
Data	4	8.00	.82	5	7.40	.55	7	7.43	1.27	4	7.50	1.29	6	8.17	.75	27	7.26	1.38	18	7.72	1.07	5	7.80	1.79	6	7.83	1.94	20	7.90	1.17
Policy advice, studies, analyses	5	7.40	1.52	5	6.80	1.30	7	7.71	.95	4	7.25	.96	6	8.33	.82	25	7.12	1.59	17	7.41	1.00	5	7.00	1.41	6	8.33	1.03	19	7.84	1.71
Financial resources	5	7.40	2.07	5	6.40	2.07	7	6.86	2.19	7	6.14	.90	5	8.00	1.00	28	6.82	1.33	17	6.76	1.52	5	7.60	2.07	6	7.50	1.38	20	7.40	1.43
Technical assistance	5	7.40	1.14	5	6.80	1.30	7	7.00	1.91	7	6.14	.69	6	7.83	.75	27	7.11	1.28	18	7.39	1.09	5	7.20	1.30	6	8.67	.82	18	7.39	1.72
Mobilizing third party financial resources	5	6.60	1.82	4	7.25	.96	6	6.17	1.94	2	6.50	.71	5	8.20	.84	27	7.11	1.50	16	7.25	1.00	5	7.00	1.22	5	8.60	.89	18	7.28	1.71
Donor coordination	4	6.25	1.89	4	7.25	.96	5	6.20	2.17	2	6.50	.71	5	7.80	.84	27	7.26	1.43	17	7.18	1.29	5	7.00	1.22	5	8.20	.84	15	6.67	2.50
Linkage to non-Bank expertise	3	7.00	2.00	5	6.80	1.30	5	8.00	.71	2	6.50	.71	5	7.60	.89	27	7.19	1.55	18	7.22	1.17	5	7.40	1.52	5	8.40	.89	15	7.80	1.86

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

The World Bank Group can provide capacity building support in a number of ways in Costa Rica. To what degree would Costa Rica 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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	4	9.00	.82	5	7.40	1.95	8	8.13	2.42	7	7.00	1.63	5	7.60	1.52	29	8.31	1.69	19	8.63	1.38	5	8.40	2.07	6	8.00	2.00	21	7.71	2.24
The public sector, related to implementation of specific development projects on the ground	5	8.60	.55	5	8.20	1.92	8	8.88	1.25	7	8.43	.53	5	8.60	.55	29	8.59	1.48	17	8.18	1.38	5	8.40	2.07	6	7.83	1.47	21	8.38	1.20
The public sector, related to changing institutions	5	7.20	2.28	5	8.00	1.87	8	8.63	1.41	7	8.00	1.41	5	8.40	.55	28	8.64	1.13	17	8.24	1.25	5	8.20	2.05	6	8.33	.52	20	8.15	1.09
The private sector, related to institutional and policy change	5	7.60	2.30	5	8.00	1.87	8	8.25	1.16	7	6.43	1.99	5	8.40	.55	28	8.36	1.42	17	8.06	1.34	5	6.80	2.77	6	8.67	.82	20	7.85	1.39

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Project implementation (or other organizational strengthening)*	4	8.00	1.83	3	8.00	0.00	4	7.75	2.06	6	7.33	.82	5	7.40	1.82	20	6.65	1.09	12	6.50	1.57	4	5.25	3.30	4	8.00	.82	11	8.18	1.66
Citizen engagement (incorporating citizens' voices into development)	2	6.00	1.41	2	8.00	0.00	4	7.00	1.41	1	7.00		5	7.40	1.82	20	6.45	1.36	11	6.64	1.50	3	4.33	2.89	3	6.33	2.08	9	7.78	1.39
Policy design (for clarity and better incentives to achieve development goals)*	4	7.25	1.71	3	8.00	0.00	6	7.50	1.52	3	7.67	.58	5	8.20	.84	22	7.00	1.11	12	7.00	1.13	3	4.33	2.89	5	7.80	.84	13	7.77	1.48

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Project implementation (or other organizational strengthening)	4	8.50	.58	4	8.75	.96	6	9.00	.63	7	8.14	1.07	5	8.60	.55	24	8.33	1.58	15	8.87	1.13	4	8.25	2.22	4	8.50	.58	13	8.62	.96
Citizen engagement (incorporating citizens' voices into development)	3	8.67	.58	3	9.00	1.00	8	7.38	1.92	2	9.50	.71	5	8.40	.55	25	8.40	1.47	17	8.41	1.33	3	7.67	2.31	4	7.75	1.89	18	7.67	1.85
Policy design (for clarity and better incentives to achieve development goals)	4	7.75	1.89	4	8.50	1.29	8	8.50	.76	4	8.25	1.50	5	8.40	.55	26	8.54	1.07	15	8.80	.86	3	7.67	2.31	5	8.60	1.14	15	8.40	1.55

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 Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/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%	12.5%	57.1%	16.7%	10.7%	15.8%	50.0%	0.0%	26.1%
Not exploring alternative policy options	0.0%	0.0%	12.5%	0.0%	0.0%	17.9%	5.3%	25.0%	16.7%	4.3%
Not adequately sensitive to political/social realities in Costa Rica	20.0%	50.0%	12.5%	28.6%	16.7%	10.7%	36.8%	50.0%	0.0%	26.1%
Not enough public disclosure of its work	40.0%	50.0%	37.5%	28.6%	66.7%	60.7%	42.1%	50.0%	33.3%	56.5%
Arrogant in its approach*	0.0%	25.0%	0.0%	0.0%	0.0%	3.6%	26.3%	0.0%	0.0%	0.0%
Not aligned with country priorities*	40.0%	25.0%	25.0%	0.0%	0.0%	32.1%	10.5%	0.0%	16.7%	0.0%
The credibility of its knowledge/data	0.0%	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	0.0%	0.0%	0.0%	14.3%	16.7%	14.3%	10.5%	0.0%	0.0%	8.7%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	25.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	8.7%
Too influenced by developed countries	20.0%	0.0%	12.5%	0.0%	0.0%	7.1%	15.8%	25.0%	33.3%	8.7%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	12.5%	14.3%	16.7%	14.3%	10.5%	0.0%	0.0%	4.3%
World Bank Group's processes too slow*	0.0%	25.0%	0.0%	57.1%	16.7%	3.6%	15.8%	0.0%	16.7%	0.0%
Too bureaucratic in its operational policies and procedures*	60.0%	0.0%	50.0%	0.0%	16.7%	7.1%	0.0%	0.0%	0.0%	21.7%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Not collaborating enough with non-state actors	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	10.5%	0.0%	16.7%	0.0%
Not client focused	20.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	16.7%	0.0%
Other	0.0%	0.0%	12.5%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	8.7%
Don't know*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Capacity development	20.0%	20.0%	28.6%	42.9%	16.7%	6.9%	10.5%	40.0%	33.3%	13.6%
Policy based lending / budget support to the Government	40.0%	20.0%	14.3%	14.3%	16.7%	37.9%	36.8%	20.0%	33.3%	13.6%
Knowledge products/services	20.0%	20.0%	14.3%	28.6%	16.7%	24.1%	15.8%	40.0%	33.3%	27.3%
Investment lending	80.0%	80.0%	85.7%	100.0%	66.7%	82.8%	63.2%	60.0%	66.7%	81.8%
Technical assistance	40.0%	60.0%	42.9%	14.3%	33.3%	34.5%	52.6%	40.0%	16.7%	50.0%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	16.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	14.3%	0.0%	16.7%	3.4%	0.0%	0.0%	0.0%	0.0%

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 Costa Rica? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	5	6.60	1.82	5	8.60	.55	8	6.25	1.67	7	6.86	2.67	1	8.00		26	7.15	2.24	19	7.26	1.97	5	7.60	1.67	6	7.17	1.83	21	6.48	2.23
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	5	5.80	1.30	5	6.40	1.34	8	6.50	.93	7	5.71	1.60	5	5.80	.84	26	6.46	1.53	17	6.12	1.22	5	6.40	3.05	6	7.50	1.05	20	6.40	1.60
The World Bank Group supports Costa Rica's efforts to reduce social exclusion	4	7.00	1.83	5	8.00	1.00	6	7.33	1.86	5	6.00	2.00	5	7.20	.45	23	7.22	2.00	14	6.36	1.86	4	6.50	3.11	5	8.20	.45	16	7.44	1.79
The World Bank Group supports programs and strategies that are realistic for Costa Rica	5	5.20	2.17	5	6.80	1.79	8	7.25	1.16	4	5.50	1.73	5	6.20	.84	26	6.81	1.96	19	6.79	1.51	5	6.40	2.97	6	6.67	1.63	23	6.87	1.60
The World Bank Group treats clients and stakeholders in Costa Rica with respect	4	9.00	0.00	5	8.40	1.34	8	8.25	1.98	7	7.00	1.83	5	7.00	.71	24	8.54	1.02	14	8.36	1.15	3	8.67	1.53	5	9.00	.71	17	8.29	1.45
The World Bank Group is an organization that does not represent a particular ideological perspective in Costa Rica	4	8.00	2.00	5	8.60	.55	8	8.00	1.77	5	6.40	3.21	5	6.60	1.14	23	7.26	2.54	15	7.67	1.50	4	8.00	1.15	6	7.50	1.64	19	6.74	3.09
The World Bank Group is an organization that is not overly influenced by any particular country	5	6.00	2.12	5	8.60	.55	8	8.13	.64	4	7.00	2.45	5	6.20	1.64	24	7.08	2.41	16	7.00	1.71	5	7.40	1.67	6	7.00	2.00	20	6.50	2.72
The World Bank Group respects the positions, views and demands of the government of Costa Rica	5	8.20	.84	5	8.80	.45	8	8.13	.83	4	8.50	1.29	5	8.20	.45	23	8.17	1.15	16	8.25	1.06	5	8.00	1.00	5	8.60	1.14	16	7.56	1.26
The World Bank Group listens and takes into account your views	5	7.80	.84	5	8.20	1.79	8	8.38	.52	7	6.00	2.31	5	6.60	1.14	20	7.70	1.95	17	7.65	2.06	4	8.00	1.41	5	8.60	.89	16	7.56	2.16

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
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?	5	6.00	1.87	5	6.60	1.52	8	6.25	1.49	7	6.71	1.70	5	6.40	.89	27	6.52	1.67	18	6.06	1.26	5	6.40	2.88	5	6.20	1.30	19	6.79	1.84

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

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

To what extent is the World Bank Group an effective development partner in Costa Rica 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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Responsiveness	4	5.50	2.52	5	6.00	1.41	7	6.14	2.34	6	5.50	1.22	4	6.25	.96	26	5.88	1.73	16	5.31	1.40	5	6.60	2.97	4	6.50	1.73	18	6.39	2.06
Flexibility (in terms of the institution's products and services)	5	5.60	1.95	5	6.20	1.30	8	6.13	1.13	5	6.60	1.14	3	5.33	.58	25	5.88	1.69	15	5.13	1.46	4	6.25	2.87	4	6.25	1.89	15	6.40	1.88
Flexibility (in terms of changing country circumstances)	5	5.40	1.82	5	5.80	1.30	8	6.25	1.16	3	7.33	.58	3	5.33	.58	24	5.79	1.53	15	5.13	1.60	5	6.40	2.61	4	5.75	1.50	15	6.47	2.03
Being inclusive	4	7.00	1.41	5	6.20	1.30	6	7.17	1.33	3	7.00	1.00	4	6.50	.58	23	6.26	1.57	14	6.43	1.02	4	6.25	2.87	4	7.75	1.50	13	7.08	1.66
Openness	5	7.20	1.48	5	6.80	1.64	8	7.38	1.19	3	6.67	1.53	4	5.50	.58	26	6.85	1.26	16	7.00	1.03	5	8.20	1.92	5	7.80	1.64	17	7.47	1.55
Staff accessibility	4	6.00	2.16	3	8.00	0.00	6	7.00	1.26	5	5.60	1.67	2	4.00	1.41	20	6.30	1.75	12	6.08	1.51	5	7.20	2.95	4	6.50	1.91	14	7.07	1.49
Straightforwardness and honesty*	4	8.25	.96	5	8.40	.55	8	8.50	.76	5	5.40	1.67	4	7.50	1.00	24	7.75	1.78	15	7.73	1.39	5	8.40	.89	4	8.75	.50	15	7.87	1.55
Ease of access to the people at the World Bank Group who are making decisions important to my work	3	5.33	2.08	3	6.00	1.73	6	7.17	1.47	4	5.25	1.89	3	5.00	2.00	15	5.53	2.17	8	6.00	1.60	3	8.67	.58	2	7.00	2.83	12	7.08	2.31
Collaboration with civil society	4	6.25	1.89	5	6.80	1.79	7	8.14	.90	3	5.33	2.31	3	7.33	1.15	24	6.75	2.03	16	7.13	1.54	3	7.33	2.08	4	7.50	1.00	14	7.29	1.73
Collaboration with the Government	5	7.40	1.52	5	7.40	1.34	8	8.25	.89	5	6.60	1.14	4	8.00	0.00	26	7.31	1.57	16	7.63	.96	4	7.00	1.41	5	7.60	1.67	18	7.78	1.48
Collaboration with other donors and development partners	4	7.00	1.41	4	7.75	.50	7	8.14	.69	2	7.50	.71	4	7.25	1.50	23	7.48	1.73	14	7.71	1.20	3	6.33	1.53	4	7.25	1.71	15	7.20	1.66
Collaboration with the private sector	5	6.80	2.05	4	6.25	1.50	8	7.38	1.19	1	5.00		4	7.25	.96	26	6.65	1.92	13	6.38	1.56	3	6.33	1.15	4	6.25	.96	17	6.76	1.60
The speed in which it gets things accomplished on the ground	4	6.00	1.41	5	5.60	1.34	6	5.83	2.32	5	4.80	.45	3	4.00	1.00	22	5.41	1.74	15	5.00	1.00	4	5.50	2.65	3	6.33	2.08	14	6.64	1.45
Being a long-term partner	4	7.50	1.91	4	7.50	1.73	6	9.17	.98	3	8.67	1.53	4	9.00	1.15	22	8.23	2.14	15	8.67	1.72	4	8.25	1.26	4	9.25	.50	14	8.57	1.65

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/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	100.0%	100.0%	100.0%	100.0%	80.0%	92.9%	83.3%	80.0%	83.3%	90.9%
The current level of local presence is adequate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	16.7%	9.1%
Don't know	0.0%	0.0%	0.0%	0.0%	20.0%	7.1%	5.6%	20.0%	0.0%	0.0%

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)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/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 does not do adequate follow through/follow-up	0.0%	0.0%	0.0%	42.9%	40.0%	6.9%	10.5%	0.0%	0.0%	9.5%
There is not an adequate level of citizen/civil society participation	40.0%	0.0%	25.0%	0.0%	0.0%	10.3%	21.1%	0.0%	33.3%	4.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	40.0%	80.0%	37.5%	57.1%	0.0%	62.1%	52.6%	33.3%	50.0%	61.9%
Lack of/inadequate levels of capacity in Government	0.0%	20.0%	12.5%	57.1%	40.0%	6.9%	10.5%	33.3%	33.3%	14.3%
Poor donor coordination	20.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	9.5%
The World Bank Group works too slowly*	0.0%	0.0%	0.0%	14.3%	40.0%	6.9%	42.1%	0.0%	0.0%	9.5%
The Government works inefficiently	0.0%	0.0%	12.5%	14.3%	0.0%	27.6%	26.3%	0.0%	0.0%	14.3%
Political pressures and obstacles	40.0%	80.0%	50.0%	14.3%	40.0%	51.7%	15.8%	66.7%	16.7%	33.3%
Reforms are not well thought out in light of country challenges*	60.0%	0.0%	37.5%	0.0%	20.0%	6.9%	21.1%	66.7%	33.3%	19.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	4.8%

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Anti corruption	5	9.00	.71	5	8.60	.55	8	8.50	1.07	7	6.43	2.64	5	9.00	1.00	28	7.93	2.36	18	7.78	2.13	4	6.75	4.03	6	8.50	1.22	19	7.47	2.82
Information and communications technology	5	7.40	1.34	5	7.80	1.64	8	8.38	.92	7	7.00	1.83	5	7.60	1.14	28	7.64	1.59	18	7.78	1.35	5	7.80	1.92	6	8.00	1.10	20	7.60	2.01
Transport	5	9.40	.55	5	9.00	.71	8	9.38	.52	7	8.86	.90	5	8.80	.84	29	8.93	.80	18	8.89	1.02	4	9.25	.96	6	9.00	.89	22	8.95	1.21
Crime and violence	5	6.80	3.11	5	8.40	1.95	8	7.13	1.73	7	6.00	2.83	5	8.80	.84	28	7.54	2.24	18	7.56	2.38	4	7.50	3.70	5	7.20	1.64	23	6.48	2.74
Law and justice	5	7.20	3.11	5	7.20	2.39	8	6.50	1.60	7	5.29	2.29	5	7.00	1.00	28	6.89	1.59	18	7.17	2.09	4	6.25	3.10	5	6.40	1.14	20	6.30	2.74
Urban development	5	8.40	1.95	5	9.00	.71	7	7.86	1.77	7	8.57	1.13	5	8.80	.84	28	8.61	1.23	18	8.50	1.69	4	9.75	.50	6	8.17	1.47	20	7.10	2.40
Environmental sustainability	5	6.40	2.61	5	7.20	2.39	8	7.63	1.77	7	7.57	2.23	5	7.40	1.67	28	7.64	1.34	18	8.28	1.18	4	9.25	.96	6	8.33	.52	20	7.40	2.46
Regulatory framework	4	7.75	2.06	5	8.80	.45	8	7.50	1.51	7	6.14	2.54	5	8.80	.84	27	7.74	1.61	18	7.17	2.26	3	5.67	3.51	6	8.67	1.51	20	8.15	1.57
Poverty reduction	5	9.60	.55	5	9.00	.71	8	8.50	1.41	7	8.43	1.27	5	9.60	.55	28	8.54	1.84	18	8.67	1.57	5	9.80	.45	6	8.33	1.86	23	8.39	1.64
Gender equity	5	7.80	1.30	5	7.20	2.39	8	7.25	1.58	7	7.14	2.04	5	7.60	1.52	28	7.14	1.58	18	6.94	2.01	4	7.00	3.56	6	8.00	1.90	23	6.96	2.20
Domestic private sector development	4	9.50	.58	5	8.00	2.83	8	8.63	1.06	5	6.40	3.36	5	8.80	.45	28	8.79	1.23	18	8.11	2.03	3	9.67	.58	6	9.17	.75	23	8.26	1.60
Foreign direct investment	5	9.60	.55	5	8.00	2.83	8	8.75	.71	5	6.40	3.36	5	9.20	.84	28	8.79	1.64	18	8.17	2.09	4	9.75	.50	6	8.50	1.87	23	8.00	1.83
Water and sanitation	5	7.40	1.52	5	8.20	.45	8	7.25	1.49	7	7.71	.95	5	7.80	1.48	28	7.71	1.30	18	8.00	1.03	4	8.75	1.26	6	8.50	1.05	23	7.65	1.85
Trade and exports	5	9.00	1.22	5	8.00	2.83	8	8.88	.35	7	6.43	2.51	5	9.20	.84	28	8.75	1.80	18	8.39	1.58	4	9.00	1.15	6	9.00	.89	20	8.10	1.77
Economic growth	5	9.00	1.22	5	9.00	.71	8	9.00	.53	6	8.33	1.51	5	9.20	.84	28	8.82	1.66	18	8.78	1.00	4	9.25	.50	6	9.00	.89	23	8.35	1.43
Energy	5	8.40	1.52	5	7.80	1.64	8	7.88	1.89	7	7.29	1.98	5	8.20	1.30	28	8.68	.94	18	8.39	1.20	4	8.50	.58	6	9.00	.89	23	7.74	1.84
Disaster management	5	6.60	1.34	5	7.80	1.64	8	7.25	1.91	5	7.00	1.58	5	7.80	.84	28	7.29	1.41	18	7.06	1.86	4	8.75	.96	6	8.17	1.72	22	7.23	2.31
Public sector governance/ reform	5	8.60	1.14	5	8.80	.45	8	8.38	1.85	7	8.14	.69	5	8.60	1.14	28	8.54	1.40	18	8.28	1.81	4	6.25	1.50	6	9.00	1.10	20	8.45	1.57
Job creation/employment	5	9.40	.55	5	9.00	.71	7	8.57	1.13	7	7.71	1.89	5	9.40	.55	29	8.97	1.27	19	8.37	2.11	5	8.40	1.14	6	9.33	.82	20	9.00	.86
Financial markets	5	7.00	3.08	5	8.40	1.95	8	7.75	1.91	6	7.17	2.56	5	9.20	.84	29	8.66	1.88	18	8.17	2.09	4	8.50	1.29	6	9.33	.52	20	8.35	1.95
Equality of opportunity	5	6.80	2.95	5	7.80	1.64	8	6.75	1.39	6	7.50	1.64	5	8.80	1.30	28	7.96	1.35	18	7.67	1.88	4	8.25	.96	6	8.17	1.94	23	7.83	1.92
Health	5	7.20	3.27	5	7.80	1.64	7	8.00	1.00	6	7.67	.82	5	8.00	1.22	27	8.11	1.34	17	6.76	2.25	4	7.75	1.26	6	7.67	1.51	20	7.80	2.07
Rural development	5	8.80	1.64	5	9.00	.71	8	8.50	.76	7	8.43	2.15	5	9.40	.55	28	8.86	1.43	18	8.94	1.21	4	9.50	.58	6	8.50	1.87	23	8.26	1.98
Global/regional integration	5	7.40	1.34	5	8.40	.55	8	8.13	1.46	6	8.50	1.97	5	9.20	1.30	27	7.74	2.23	18	8.33	1.68	4	8.50	1.73	5	8.20	1.10	19	8.47	1.87
Education	5	8.20	1.48	5	8.40	.55	8	8.00	1.31	7	8.57	1.51	5	9.00	1.22	28	8.04	1.26	17	7.94	1.89	4	8.25	1.26	5	8.60	1.34	22	8.82	1.26
Social protection	5	7.00	3.16	5	7.80	1.64	8	7.25	1.58	7	6.71	1.80	5	8.40	1.34	28	7.43	2.08	18	7.61	1.85	4	6.25	2.87	6	7.50	1.52	20	7.40	1.98
Climate change	5	7.00	1.58	5	7.60	1.52	8	7.38	1.41	7	7.57	1.27	5	8.40	1.14	28	7.89	1.47	19	8.21	1.87	4	7.50	1.73	6	7.83	1.47	20	7.70	1.66
Agricultural development	5	8.40	1.95	5	9.00	.71	8	8.38	1.51	7	8.29	1.25	5	9.20	.84	28	9.07	1.12	18	8.94	.80	4	9.25	.96	6	9.33	.52	23	8.13	1.89
Natural resource management	5	8.00	3.39	5	8.40	1.95	8	8.00	1.85	7	6.00	3.42	5	9.00	1.00	28	8.54	1.48	18	7.61	2.55	4	7.50	3.70	6	9.33	.52	20	7.45	2.16

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Transport	5	6.40	1.95	4	4.75	2.87	6	6.00	2.00	3	5.33	1.53	2	4.50	3.54	21	5.81	1.99	12	5.33	1.56	4	4.50	3.51	4	7.00	2.31	9	6.44	2.13
Environmental sustainability	2	5.00	0.00	3	7.00	1.73	5	6.00	2.55	3	7.67	.58	2	4.50	3.54	21	5.67	1.96	13	5.77	1.79	4	5.00	4.24	4	7.00	2.31	7	6.29	2.63
Regulatory framework	3	6.67	2.89	4	6.00	1.41	5	6.20	2.59	2	6.00	1.41	2	6.00	1.41	17	6.00	1.37	11	5.91	1.76	2	3.50	2.12	4	7.00	1.83	8	7.13	1.81
Poverty reduction	5	6.80	2.49	4	5.25	3.10	5	5.80	2.39	2	6.50	.71	2	6.00	1.41	20	5.45	1.54	13	5.69	1.49	4	4.50	3.51	3	5.67	.58	9	5.67	2.40
Foreign direct investment	5	7.00	2.74	4	5.75	1.50	6	6.17	2.32	3	6.00	1.73	2	4.50	3.54	19	5.68	1.42	12	5.33	1.23	2	3.50	2.12	4	7.00	1.83	5	6.40	1.67
Water and sanitation	3	5.00	0.00	4	4.75	2.87	5	5.80	2.39	3	5.33	1.53	2	6.00	1.41	19	5.53	1.39	13	5.85	1.82	3	3.33	3.21	4	6.50	1.73	7	5.57	2.70
Trade and exports	5	6.80	2.49	4	5.75	1.50	7	6.86	2.41	3	5.33	1.53	2	6.00	1.41	21	6.29	1.55	13	6.00	1.29	2	3.50	2.12	5	7.20	1.64	9	6.89	2.76
Economic growth	4	6.25	2.50	4	5.50	3.32	7	6.57	2.51	3	6.67	1.53	2	6.00	1.41	19	6.21	1.51	13	6.15	1.41	4	6.00	2.71	5	7.20	1.64	9	6.44	2.51
Energy	4	6.00	2.00	4	5.00	2.94	4	5.00	2.16	3	6.67	1.53	2	6.00	1.41	20	5.95	1.67	12	5.92	1.31	4	4.75	3.86	3	6.67	2.08	5	5.80	1.30
Disaster management	3	6.33	2.31	4	5.00	2.94	4	5.50	2.65	3	6.00	1.00	2	6.00	1.41	17	5.65	1.32	11	5.36	1.91	3	3.67	3.79	2	6.50	2.12	4	5.25	.50
Public sector governance/ reform	4	6.75	2.36	3	7.00	1.73	6	6.33	2.66	3	6.00	3.46	2	6.00	1.41	19	5.95	1.35	12	5.42	1.73	2	3.50	2.12	3	6.67	2.08	9	6.67	2.74
Job creation/employment	5	6.20	1.64	4	5.50	3.32	6	5.83	2.32	3	3.67	1.53	2	6.00	1.41	20	5.65	1.60	12	5.33	1.67	3	3.33	3.21	3	6.67	2.08	8	5.63	2.26
Equality of opportunity	4	7.00	2.45	4	5.75	1.50	5	5.40	2.30	3	6.00	3.46	2	6.00	1.41	17	5.88	.93	11	4.91	1.51	3	4.67	2.52	2	5.50	.71	8	6.38	1.51
Health	3	6.00	1.73	4	6.50	1.73	4	5.50	2.65	3	7.67	.58	2	6.00	1.41	19	5.53	1.31	12	5.00	1.48	3	4.67	2.52	3	6.00	1.00	5	4.40	1.95
Rural development	5	6.20	1.64	4	6.50	1.73	5	6.00	2.35	3	7.67	.58	2	7.00	0.00	19	5.84	1.34	11	5.64	1.63	3	3.33	3.21	3	4.67	1.53	8	6.25	1.28
Global/regional integration	4	8.00	2.45	3	7.00	1.73	6	6.83	2.64	3	5.33	3.06	2	6.50	2.12	19	6.21	1.27	11	5.73	1.74	4	4.50	3.51	4	7.00	1.83	10	7.00	2.00
Education	5	6.80	2.49	4	6.50	1.73	5	6.40	3.05	5	7.00	1.58	3	4.67	2.52	21	5.67	1.39	12	5.17	1.53	3	4.67	2.52	4	7.00	2.16	9	7.11	2.15
Social protection	3	6.00	1.73	4	5.50	3.32	4	5.25	2.36	2	5.00	4.24	2	6.00	1.41	18	5.56	1.46	12	5.08	1.44	3	5.00	3.00	3	6.67	2.08	6	5.17	2.56
Climate change	3	5.67	1.15	4	5.50	3.32	5	6.20	2.77	3	6.00	3.46	2	6.00	1.41	19	5.84	1.46	15	6.27	1.94	4	6.00	3.16	4	7.25	2.06	7	6.14	1.35
Agricultural development	4	5.50	1.00	4	4.75	2.87	4	5.75	2.50	3	5.00	2.00	2	6.00	1.41	20	5.45	1.47	13	6.08	1.89	3	3.67	3.79	3	4.67	1.53	5	6.00	1.22
Natural resource management	4	5.50	1.00	4	5.25	3.10	4	5.25	2.36	3	5.33	3.06	2	6.00	1.41	18	4.94	1.66	12	5.42	1.73	4	4.50	3.51	2	5.50	.71	4	5.25	.50

Where are the World Bank Group's decisions made primarily that support the program in Costa Rica?* (Select only ONE response)

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ 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.)	60.0%	100.0%	100.0%	85.7%	83.3%	72.4%	63.2%	0.0%	100.0%	78.3%
In the country	40.0%	0.0%	0.0%	14.3%	0.0%	10.3%	10.5%	40.0%	0.0%	8.7%
Don't know	0.0%	0.0%	0.0%	0.0%	16.7%	17.2%	26.3%	60.0%	0.0%	13.0%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	5	8.00	0.00	5	8.40	.55	8	6.75	1.83	7	7.29	1.25	5	7.60	1.14	27	7.56	1.58	18	7.17	1.95	5	6.80	1.30	6	7.50	1.52	20	7.05	1.88

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

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 Costa Rica? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Costa Rica	5	5.60	1.34	5	5.40	2.70	7	6.14	1.77	7	5.14	1.21	5	7.20	1.79	23	6.30	1.43	16	5.88	1.54	3	3.33	3.21	5	6.60	1.52	20	6.80	2.14
The World Bank Group meets Costa Rica's needs for knowledge services	5	6.40	1.52	5	6.20	1.30	8	6.88	1.89	6	4.33	1.21	4	7.25	1.50	24	6.38	1.53	17	6.00	1.27	5	5.60	3.78	6	6.33	1.51	19	7.00	2.05

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's fee-based products/services?	3	7.33	2.08	4	7.00	1.41	4	7.75	1.26	3	7.33	1.15	4	8.00	.82	24	6.75	1.65	14	6.86	1.61	3	7.33	2.52	3	8.00	1.00	12	7.33	2.10

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

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Costa Rica?*	3	6.67	2.08	4	7.25	1.50	6	8.33	.52	5	5.00	2.12	4	8.50	.58	23	7.70	1.66	13	7.46	1.45	4	8.25	1.50	5	8.20	.84	15	7.33	1.71

(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 the President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	20.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	4.3%
Monthly	20.0%	25.0%	0.0%	28.6%	0.0%	6.9%	5.3%	20.0%	16.7%	17.4%
A few times a year	40.0%	0.0%	50.0%	57.1%	40.0%	31.0%	42.1%	40.0%	50.0%	56.5%
Rarely	20.0%	25.0%	37.5%	0.0%	40.0%	55.2%	42.1%	0.0%	16.7%	21.7%
Never	0.0%	50.0%	0.0%	14.3%	20.0%	6.9%	10.5%	20.0%	16.7%	0.0%

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

In Costa Rica, 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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Are timely	5	7.20	2.59	3	6.00	1.73	7	7.43	1.72	3	6.67	1.53	1	5.00		24	5.88	1.80	15	6.33	1.23	5	7.20	2.77	5	7.80	1.30	16	7.56	1.46
Are relevant to Costa Rica's development priorities	5	7.40	2.41	3	6.00	1.73	7	7.43	1.72	3	7.33	.58	2	5.50	.71	24	6.17	1.27	15	6.53	1.25	5	7.40	2.51	6	7.50	.84	16	7.13	1.50
Lead to practical solutions	5	6.60	1.34	3	5.00	0.00	7	6.43	1.27	3	5.33	.58	2	5.50	.71	24	6.13	1.65	15	6.00	1.07	5	6.80	2.17	5	7.80	1.30	17	7.06	1.39
Are accessible	3	6.67	1.53	2	6.50	2.12	6	7.33	1.37	2	8.50	.71	2	6.50	2.12	24	6.13	1.39	13	6.08	1.26	5	7.00	2.00	5	7.80	1.30	17	7.06	1.52
Enhance your knowledge and/or skills	3	8.00	2.65	1	5.00		6	7.17	1.72	2	5.50	.71	1	5.00		17	6.18	2.24	11	6.64	1.29	5	7.20	2.28	4	7.75	.96	14	7.71	2.05
Are translated enough into local language	3	9.33	1.15	1	8.00		4	8.50	1.29	2	8.00	0.00	1	8.00		13	6.08	2.56	9	7.00	2.35	4	7.75	1.89	3	8.00	1.00	8	7.75	1.67
Are adaptable to Costa Rica's specific development challenges and country circumstances	5	6.00	1.22	2	6.50	2.12	7	7.29	1.25	3	6.00	1.00	1	5.00		22	6.14	1.78	15	6.27	1.39	5	7.00	2.35	6	5.50	2.35	18	6.78	1.70

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	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?	5	7.40	1.95	4	6.75	1.50	8	7.75	1.16	5	6.80	1.30	4	7.50	.58	27	7.15	1.38	17	7.24	1.09	5	6.60	2.70	6	7.17	1.33	19	7.26	1.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	7.60	1.14	4	7.50	.58	8	8.00	.76	4	6.75	1.26	5	7.80	.84	26	7.73	.87	17	7.59	.94	5	7.40	2.30	6	7.50	1.38	23	7.74	1.54

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

Have you read/consulted the most recent LAC Flagship Report: (Latin American Entrepreneur. Many Firms But little Innovation) or any other World Bank Group Reports?

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	60.0%	40.0%	25.0%	28.6%	0.0%	27.6%	15.8%	60.0%	33.3%	56.5%
No	40.0%	60.0%	75.0%	71.4%	100.0%	72.4%	84.2%	40.0%	66.7%	43.5%

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
To what extent do you believe these reports raised substantive new information and insight that you were not aware of prior to reading?	4	8.00	1.83	3	7.67	.58	3	8.67	1.15	3	7.67	.58	3	7.00	0.00	12	7.50	.67	7	6.57	.98	3	8.33	1.53	3	8.33	1.53	15	7.47	1.25
To what extent do you believe these reports provided you with useful information in terms of the work you do?	4	8.50	1.91	3	7.67	.58	4	8.75	.96	3	6.33	2.89	3	6.67	1.53	14	7.79	.43	9	7.33	1.00	3	8.67	1.15	4	8.25	1.26	17	7.88	1.11

(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 Costa Rica'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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Conceptualization (understanding and framing the problem)	5	7.40	1.52	4	8.00	.82	8	7.50	1.07	6	5.50	3.02	3	8.67	.58	25	7.80	1.22	16	7.44	1.36	5	8.00	.71	5	8.60	.55	19	7.58	2.01
Design (appraising and planning the solutions)	5	7.60	1.52	4	8.00	.82	8	7.50	1.20	6	6.50	1.76	3	8.67	.58	25	7.56	1.23	17	7.41	1.37	5	8.00	.71	5	8.20	.84	19	7.26	1.94
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	5	7.60	1.52	4	7.25	1.71	8	7.38	1.77	6	5.67	1.51	3	8.67	.58	25	7.36	1.22	17	7.18	1.42	5	8.00	.71	5	8.00	1.73	19	7.16	2.12
Evaluation (assessing the impact and results)*	4	7.25	1.71	4	7.25	1.71	8	7.50	1.51	6	5.33	1.37	3	8.67	.58	23	7.91	1.04	17	7.65	1.11	5	8.00	.71	4	7.50	1.29	19	7.32	1.89

*Significantly different between stakeholder groups

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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
The World Bank Group disburses funds promptly*	4	6.00	.82	2	6.50	2.12	4	5.75	2.22	5	8.00	.71	2	5.00	0.00	14	4.36	1.69	10	4.50	.97	4	4.50	3.51	2	5.00	1.41	9	7.00	1.80
The World Bank Group effectively monitors and evaluates the projects and programs it supports	5	6.80	1.30	3	6.67	1.53	6	6.83	1.33	6	6.50	2.17	5	7.00	1.22	24	7.17	1.31	15	7.13	1.13	5	7.40	2.70	4	6.75	1.26	18	7.94	1.06
The World Bank Group's approvals and reviews are done in a timely fashion*	4	6.50	1.29	2	6.00	1.41	5	7.00	1.41	5	3.60	1.52	3	5.67	1.15	16	5.75	1.69	11	6.09	1.22	5	7.00	2.24	2	5.00	0.00	13	7.08	1.55
The World Bank Group's "Safeguard Policy" requirements are reasonable	4	6.50	1.00	1	8.00		3	7.33	.58	5	5.20	2.68	2	8.00	1.41	12	5.92	1.83	8	6.63	1.69	3	6.33	3.06	2	4.50	.71	10	7.10	1.79
The World Bank Group's conditions on its lending are reasonable	4	6.25	.96	3	6.67	1.53	2	7.00	1.41	5	6.60	2.07	5	7.00	1.58	22	6.27	1.72	14	5.57	1.16	4	5.50	3.11	4	6.50	3.11	16	7.38	1.45
The World Bank Group takes decisions quickly in Costa Rica	5	5.80	.84	4	4.50	2.52	5	6.00	1.22	6	3.67	2.58	5	5.60	1.34	15	5.20	1.21	11	4.73	1.35	4	4.25	3.77	3	5.33	3.51	12	6.42	1.83
Working with the World Bank Group increases Costa Rica's institutional capacity	5	8.40	.55	4	7.50	1.00	6	7.83	.75	3	4.67	2.52	5	7.00	1.22	22	7.23	1.27	15	7.73	.96	5	6.80	3.27	5	8.40	.55	17	7.00	2.35
The World Bank Group ensures consistency and continuity through staff changes	3	8.00	1.73	1	7.00		4	8.25	.50	2	7.50	.71	4	7.00	1.41	12	6.92	1.68	8	7.13	2.42	2	7.50	.71	3	8.00	0.00	12	7.08	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	8.60	.55	4	8.00	.82	5	8.20	.45	5	4.80	2.59	4	7.75	.50	20	7.90	1.07	12	7.92	1.31	3	8.00	0.00	4	8.75	.50	10	8.20	.63
The World Bank Group provides effective implementation support	5	8.40	.55	3	7.67	.58	5	7.60	1.14	4	7.00	2.71	5	6.80	1.30	21	7.24	1.41	17	7.47	1.18	3	7.67	.58	4	8.00	.82	18	7.61	1.46

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/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 does not take enough risk in Costa Rica	80.0%	100.0%	50.0%	57.1%	83.3%	71.4%	72.2%	20.0%	66.7%	40.9%
The World Bank Group's approach to risk is appropriate	0.0%	0.0%	0.0%	0.0%	0.0%	10.7%	0.0%	0.0%	0.0%	18.2%
Don't know	0.0%	0.0%	37.5%	28.6%	0.0%	14.3%	11.1%	40.0%	33.3%	31.8%
Prefer not to answer	20.0%	0.0%	12.5%	14.3%	16.7%	3.6%	16.7%	40.0%	0.0%	9.1%

F. Recent Trends and the Future Role of the World Bank Group in Costa Rica

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	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 Costa Rica?	5	7.40	1.34	5	6.40	1.34	8	6.75	1.98	4	6.50	1.73	5	7.00	.71	24	6.63	1.24	15	6.73	1.03	4	6.00	2.94	4	7.50	1.00	22	6.23	2.31
How significant a role do you believe that international development cooperation SHOULD play in Costa Rica's development in the near future?	5	9.00	.71	5	8.60	.55	8	8.88	1.64	7	7.71	1.25	5	8.80	.45	29	8.59	.98	19	8.37	1.74	4	8.25	2.22	6	8.33	1.03	23	7.83	1.95

(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 Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	0.0%	40.0%	0.0%	0.0%	0.0%	6.9%	10.5%	0.0%	0.0%	21.7%
Collaborate more effectively with Government clients	20.0%	0.0%	50.0%	14.3%	20.0%	17.2%	15.8%	40.0%	16.7%	39.1%
Offer more innovative financial products	20.0%	0.0%	25.0%	0.0%	0.0%	34.5%	36.8%	20.0%	33.3%	13.0%
Improve the competitiveness of its financing compared to markets	40.0%	20.0%	25.0%	14.3%	60.0%	20.7%	31.6%	60.0%	16.7%	4.3%
Reach out more to groups outside of Government*	0.0%	20.0%	0.0%	0.0%	0.0%	17.2%	36.8%	40.0%	0.0%	4.3%
Improve the quality of its experts as related to Costa Rica's specific challenges	20.0%	0.0%	0.0%	14.3%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Offer more innovative knowledge services*	0.0%	0.0%	12.5%	0.0%	60.0%	10.3%	5.3%	0.0%	0.0%	4.3%
Open a local office in Costa Rica	40.0%	80.0%	50.0%	85.7%	20.0%	37.9%	31.6%	20.0%	33.3%	52.2%
Increase the level of capacity development in the country*	40.0%	0.0%	37.5%	0.0%	40.0%	17.2%	10.5%	20.0%	16.7%	56.5%
Reduce the complexity of obtaining World Bank Group financing	20.0%	0.0%	0.0%	14.3%	0.0%	17.2%	15.8%	0.0%	33.3%	0.0%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%
Work faster*	0.0%	0.0%	0.0%	57.1%	0.0%	6.9%	5.3%	0.0%	16.7%	0.0%
Other*	0.0%	0.0%	0.0%	57.1%	0.0%	6.9%	0.0%	0.0%	33.3%	0.0%

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	40.0%	75.0%	37.5%	85.7%	66.7%	82.1%	70.6%	40.0%	50.0%	52.2%
Knowledge products	20.0%	0.0%	50.0%	0.0%	16.7%	0.0%	17.6%	40.0%	33.3%	39.1%
Convening services	0.0%	25.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
None of the above	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Costa Rica	20.0%	0.0%	12.5%	14.3%	0.0%	14.3%	5.9%	0.0%	0.0%	8.7%
Don't know	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	5.9%	20.0%	16.7%	0.0%

*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 Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers*	60.0%	100.0%	100.0%	100.0%	100.0%	75.9%	89.5%	40.0%	100.0%	91.3%
International newspapers*	0.0%	0.0%	0.0%	0.0%	33.3%	10.3%	0.0%	0.0%	0.0%	0.0%
Local radio*	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	75.0%	16.7%	0.0%	50.0%	31.0%	47.4%	20.0%	16.7%	21.7%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	4.3%
Hallway talks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internet	100.0%	25.0%	50.0%	57.1%	16.7%	65.5%	57.9%	60.0%	33.3%	60.9%
Social media	20.0%	0.0%	0.0%	14.3%	0.0%	3.4%	0.0%	0.0%	33.3%	13.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	20.0%	0.0%	16.7%	0.0%	0.0%	6.9%	5.3%	40.0%	16.7%	8.7%

*Significantly different between stakeholder groups

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)	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Blogs	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Direct contact with World Bank Group	40.0%	20.0%	57.1%	42.9%	20.0%	34.5%	52.6%	40.0%	16.7%	31.8%
e-Newsletters	40.0%	80.0%	0.0%	28.6%	60.0%	44.8%	47.4%	60.0%	50.0%	59.1%
Instant messaging	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	40.0%	0.0%	42.9%	71.4%	40.0%	37.9%	31.6%	20.0%	50.0%	40.9%
World Bank Group's publications and other written materials	20.0%	40.0%	42.9%	28.6%	0.0%	24.1%	15.8%	40.0%	33.3%	9.1%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	20.0%	40.0%	14.3%	14.3%	40.0%	37.9%	26.3%	40.0%	50.0%	9.1%
World Bank Group's website*	40.0%	0.0%	0.0%	0.0%	0.0%	6.9%	5.3%	0.0%	0.0%	36.4%
Other	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	25.0%	50.0%	14.3%	33.3%	20.0%	20.8%	12.5%	0.0%	16.7%	34.8%
No	75.0%	50.0%	85.7%	66.7%	80.0%	79.2%	87.5%	100.0%	83.3%	65.2%

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

Percentage of Respondents	Office of President/ Minister	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	75.0%	71.4%	83.3%	60.0%	62.5%	75.0%	100.0%	66.7%	91.3%
No	25.0%	25.0%	28.6%	16.7%	40.0%	37.5%	25.0%	0.0%	33.3%	8.7%

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 the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
When I need information from the World Bank Group I know how to find it	4	7.75	1.26	4	7.50	1.73	6	7.17	1.83	6	8.17	.75	5	7.80	1.64	22	6.00	2.69	16	6.50	2.25	5	8.00	2.45	5	7.00	1.87	23	7.48	1.83
The World Bank Group's social media channels are valuable sources of information about the institution	5	8.60	.89	4	8.75	.96	4	7.00	3.56	6	6.67	2.42	5	8.60	.55	15	8.60	1.55	15	8.33	1.63	4	8.00	.82	4	8.75	.50	14	6.64	2.95
The World Bank Group is responsive to my information requests and inquiries	5	4.60	4.16	2	4.50	4.95	4	7.00	1.41	5	7.00	2.35				5	5.20	3.77	5	3.80	4.09	3	6.33	4.62	3	5.67	2.08	6	6.50	3.02

H. Background Information

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	40.0%	0.0%	25.0%	57.1%	33.3%	3.6%	10.5%	0.0%	16.7%	17.4%
No	60.0%	100.0%	75.0%	42.9%	66.7%	96.4%	89.5%	100.0%	83.3%	82.6%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Costa Rica? (Select all that apply)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/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	20.0%	0.0%	25.0%	57.1%	33.3%	3.7%	12.5%	0.0%	16.7%	18.2%
The International Finance Corporation	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	9.1%
The Multilateral Investment Guarantee Agency	20.0%	0.0%	25.0%	14.3%	16.7%	18.5%	0.0%	20.0%	16.7%	4.5%
None	40.0%	100.0%	50.0%	28.6%	50.0%	77.8%	81.3%	80.0%	66.7%	68.2%

Do your projects involve both the World Bank and IFC?*

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	60.0%	40.0%	14.3%	0.0%	33.3%	7.7%	0.0%	20.0%	16.7%	20.0%
No	40.0%	60.0%	85.7%	100.0%	66.7%	92.3%	100.0%	80.0%	83.3%	80.0%

*Significantly different between stakeholder groups

If yes, what was your view on the two institutions working together in Costa Rica?

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Working well together	33.3%	100.0%	100.0%	-	100.0%	0.0%	-	0.0%	0.0%	100.0%
Collaborating but needs improvement	66.7%	0.0%	0.0%	-	0.0%	50.0%	-	100.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	-	0.0%	50.0%	-	0.0%	100.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of Ministry/Ministerial Dep/Implementation Agency	PMU/Consultant/Contractor on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	80.0%	75.0%	14.3%	0.0%	20.0%	42.9%	52.9%	40.0%	20.0%	13.6%
Use World Bank Group reports/data	60.0%	50.0%	14.3%	20.0%	40.0%	38.1%	5.9%	60.0%	40.0%	45.5%
Engage in World Bank Group related/sponsored events/activities	20.0%	0.0%	57.1%	40.0%	20.0%	14.3%	23.5%	20.0%	0.0%	45.5%
Collaborate as part of my professional duties	0.0%	0.0%	28.6%	0.0%	0.0%	9.5%	11.8%	0.0%	20.0%	4.5%
Use World Bank Group website for information, data, research, etc.	40.0%	0.0%	57.1%	40.0%	40.0%	38.1%	29.4%	40.0%	60.0%	36.4%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Levels of Collaboration

A. General Issues facing Costa Rica

In general, would you say that Costa Rica 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	60.0%	73.3%
The wrong direction	10.0%	4.4%
Not sure	30.0%	22.2%

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?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Social protection	5.0%	3.2%
Transport*	70.0%	34.4%
Public sector governance/ reform	40.0%	24.7%
Global/regional integration	5.0%	5.4%
Gender equity	0.0%	0.0%
Domestic private sector development	0.0%	4.3%
Foreign direct investment	20.0%	17.2%
Water and sanitation	0.0%	2.2%
Anti-corruption	20.0%	7.5%
Job creation/employment	10.0%	24.7%
Rural development	15.0%	6.5%
Financial markets	10.0%	18.3%
Urban development	0.0%	1.1%
Environmental sustainability	0.0%	2.2%
Equality of opportunity	0.0%	4.3%
Health	5.0%	4.3%
Education*	30.0%	9.7%
Poverty reduction	25.0%	30.1%
Energy	5.0%	9.7%
Climate change	5.0%	4.3%
Agricultural development	0.0%	1.1%
Trade and exports	15.0%	29.0%
Crime and violence	0.0%	1.1%
Economic growth*	5.0%	40.9%
Law and justice	0.0%	1.1%
Regulatory framework	0.0%	2.2%
Natural resource management	5.0%	6.5%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	1.1%

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

A. General Issues facing Costa Rica (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 Costa Rica? (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
Water and sanitation*	5.0%	0.0%
Equality of opportunity	15.0%	13.0%
Economic growth	30.0%	25.0%
Climate change	0.0%	1.1%
Global/regional integration	0.0%	2.2%
Gender equity	0.0%	0.0%
Rural development*	45.0%	17.4%
Urban development	5.0%	2.2%
Regulatory framework	0.0%	3.3%
Social protection	0.0%	4.3%
Law and justice	0.0%	0.0%
Transport	20.0%	35.9%
Crime and violence	0.0%	1.1%
Information and communications technology	0.0%	0.0%
Anti corruption	5.0%	2.2%
Domestic private sector development	0.0%	14.1%
Foreign direct investment	10.0%	17.4%
Education	50.0%	38.0%
Energy	0.0%	2.2%
Public sector governance/ reform	25.0%	16.3%
Natural resource management	10.0%	12.0%
Environmental sustainability	0.0%	0.0%
Disaster management	0.0%	0.0%
Health	0.0%	7.6%
Agricultural development	0.0%	7.6%
Job creation/employment	55.0%	42.4%
Financial markets	5.0%	13.0%
Trade and exports	10.0%	18.5%

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

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Energy	10.0%	9.6%
Gender equity	0.0%	0.0%
Equality of opportunity	0.0%	2.1%
Social protection	0.0%	0.0%
Global/regional integration	0.0%	6.4%
Climate change	0.0%	2.1%
Anti corruption	10.0%	4.3%
Disaster management	0.0%	0.0%
Rural development	20.0%	8.5%
Foreign direct investment	45.0%	41.5%
Urban development	5.0%	3.2%
Water and sanitation	0.0%	0.0%
Education	20.0%	9.6%
Information and communications technology	0.0%	2.1%
Regulatory framework	20.0%	8.5%
Trade and exports	40.0%	37.2%
Public sector governance/ reform	15.0%	22.3%
Domestic private sector development	5.0%	18.1%
Job creation/employment	25.0%	23.4%
Agricultural development	5.0%	9.6%
Transport	65.0%	61.7%
Natural resource management	0.0%	7.4%
Environmental sustainability	0.0%	1.1%
Health	0.0%	1.1%
Law and justice	0.0%	1.1%
Crime and violence	0.0%	2.1%
Financial markets	5.0%	14.9%

A. General Issues facing Costa Rica (continued)

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Better employment opportunities for young people	0.0%	7.3%
Better employment opportunities for women	0.0%	8.5%
Greater access to micro-finance for the poor	10.5%	2.4%
Greater voice and participation for citizens to help ensure greater accountability	10.5%	13.4%
Greater access to health and nutrition for citizens	0.0%	1.2%
Better entrepreneurial opportunities	57.9%	43.9%
A growing middle class	5.3%	18.3%
Better opportunity for the poor who live in rural areas	10.5%	12.2%
Better opportunity for the poor who live in urban areas	0.0%	6.1%
Consistent economic growth	26.3%	31.7%
More reliable social safety net	0.0%	6.1%
Greater equity of fiscal policy	5.3%	3.7%
Education and training that better ensure job opportunity*	63.2%	36.6%
Better quality public services	10.5%	7.3%
Other	0.0%	0.0%

*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 Costa Rica?

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank*	20	7.30	1.53	93	5.83	2.05
Inter-American Development Bank	20	6.75	2.02	93	6.82	1.73
Latin American Development Bank	20	2.85	2.46	93	3.60	2.54
Central American Bank for Economic Integration	20	6.15	1.57	93	6.27	1.72

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank	20	7.75	1.29	82	7.04	1.72
Inter-American Development Bank	19	7.68	1.20	91	7.18	1.41
Latin American Development Bank*	7	3.86	2.04	51	5.65	2.20
Central American Bank for Economic Integration	13	7.08	1.19	85	6.87	1.66

(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 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 to help Costa Rica solve its most complicated development challenges?	18	7.56	1.38	84	8.05	1.43

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

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 Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Costa Rica?
(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
Social protection	0.0%	2.3%
Public sector governance/ reform*	65.0%	20.5%
Transport	45.0%	47.7%
Poverty reduction	10.0%	15.9%
Global/regional integration*	20.0%	2.3%
Gender equity	0.0%	0.0%
Crime and violence	0.0%	2.3%
Domestic private sector development	10.0%	20.5%
Rural development	20.0%	17.0%
Foreign direct investment	10.0%	22.7%
Water and sanitation	0.0%	0.0%
Energy	0.0%	3.4%
Job creation/employment	0.0%	3.4%
Financial markets	5.0%	3.4%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	5.7%
Equality of opportunity	0.0%	2.3%
Health*	20.0%	4.5%
Education	30.0%	14.8%
Climate change	5.0%	6.8%
Agricultural development	5.0%	14.8%
Trade and exports	35.0%	44.3%
Economic growth	5.0%	25.0%
Law and justice	0.0%	1.1%
Regulatory framework	0.0%	8.0%
Natural resource management	10.0%	4.5%
Anti corruption*	5.0%	0.0%
Information and communications technology	0.0%	0.0%
Disaster management	0.0%	0.0%

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

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 Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/Facilitating	0.0%	0.0%
Data	5.0%	4.3%
Policy advice, studies, analyses*	50.0%	21.5%
Financial resources	40.0%	41.9%
Capacity development	5.0%	15.1%
Technical assistance	0.0%	8.6%
Mobilizing third party financial resources	0.0%	8.6%
Donor coordination	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

*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)

2 nd Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/Facilitating	0.0%	0.0%
Data	5.0%	3.3%
Policy advice, studies, analyses	10.0%	8.7%
Financial resources	20.0%	18.5%
Capacity development	15.0%	6.5%
Technical assistance	45.0%	38.0%
Mobilizing third party financial resources	5.0%	14.1%
Donor coordination	0.0%	2.2%
Linkage to non-Bank expertise	0.0%	8.7%
Other	0.0%	0.0%

How effectively do the World Bank Group's activities below support Costa Rica'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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	17	7.00	2.47	82	7.01	1.57
Data	17	7.41	1.58	86	7.70	1.16
Policy advice, studies, analyses	18	7.89	1.64	82	7.40	1.31
Financial resources	19	7.11	1.63	87	6.98	1.52
Technical assistance	19	6.74	1.79	86	7.31	1.31
Mobilizing third party financial resources	13	7.62	1.45	79	7.14	1.47
Donor coordination	10	6.80	1.81	78	7.13	1.61
Linkage to non-Bank expertise	13	7.46	1.56	76	7.39	1.42

The World Bank Group can provide capacity building support in a number of ways in Costa Rica. To what degree would Costa Rica 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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	20	7.45	2.14	90	8.13	1.83
The public sector, related to implementation of specific development projects on the ground	20	7.95	1.23	89	8.52	1.31
The public sector, related to changing institutions	20	8.15	1.09	88	8.30	1.33
The private sector, related to institutional and policy change*	20	7.10	1.97	88	8.06	1.58

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	20	7.90	1.41	55	6.87	1.63
Citizen engagement (incorporating citizens' voices into development)	9	7.11	1.45	51	6.67	1.66
Policy design (for clarity and better incentives to achieve development goals)*	17	7.94	.83	61	7.08	1.46

*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 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?

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	20	8.05	1.28	67	8.67	1.13
Citizen engagement (incorporating citizens' voices into development)	14	8.00	1.18	73	8.22	1.61
Policy design (for clarity and better incentives to achieve development goals)	18	8.00	1.28	72	8.51	1.20

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

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Staff too inaccessible	30.0%	17.6%
Not exploring alternative policy options	0.0%	11.0%
Not adequately sensitive to political/social realities in Costa Rica	25.0%	22.0%
Not enough public disclosure of its work	35.0%	51.6%
Arrogant in its approach	0.0%	7.7%
Not aligned with country priorities	10.0%	16.5%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	10.0%	8.8%
Not willing to honestly criticize policies and reform efforts in the country	10.0%	4.4%
Too influenced by developed countries	0.0%	13.2%
Imposing technocratic solutions without regard to political realities	15.0%	7.7%
World Bank Group's processes too slow*	25.0%	6.6%
Too bureaucratic in its operational policies and procedures*	30.0%	9.9%
Not aligned with other donors' work	0.0%	1.1%
Not collaborating enough with non-state actors	0.0%	4.4%
Not client focused	0.0%	3.3%
Other	0.0%	4.4%
Don't know*	5.0%	0.0%

*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 Costa Rica? (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
Capacity development	21.1%	16.1%
Policy based lending / budget support to the Government	21.1%	26.9%
Knowledge products/services*	47.4%	20.4%
Investment lending	68.4%	80.6%
Technical assistance	31.6%	40.9%
Trust Fund management	0.0%	2.2%
Other*	5.3%	0.0%
Don't know	0.0%	3.2%

*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 Costa Rica?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	18	6.56	1.42	87	7.13	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	20	6.55	1.19	86	6.31	1.54
The World Bank Group supports Costa Rica's efforts to reduce social exclusion	17	7.41	1.80	72	7.06	1.81
The World Bank Group supports programs and strategies that are realistic for Costa Rica	18	6.83	1.50	90	6.66	1.77
The World Bank Group treats clients and stakeholders in Costa Rica with respect	20	7.80	1.85	74	8.32	1.27
The World Bank Group is an organization that does not represent a particular ideological perspective in Costa Rica	18	7.50	1.89	78	7.29	2.32
The World Bank Group is an organization that is not overly influenced by any particular country	18	6.56	2.15	82	7.02	2.19
The World Bank Group respects the positions, views and demands of the government of Costa Rica*	17	7.65	1.22	77	8.23	1.00
The World Bank Group listens and takes into account your views	20	6.85	2.30	74	7.72	1.81

*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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
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?	19	7.00	1.53	86	6.30	1.59

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

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

To what extent is the World Bank Group an effective development partner in Costa Rica 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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	18	6.06	2.07	79	5.86	1.77
Flexibility (in terms of the institution's products and services)	19	6.21	1.47	72	5.85	1.67
Flexibility (in terms of changing country circumstances)	17	6.18	1.63	72	5.82	1.65
Being inclusive	16	7.06	1.65	65	6.52	1.42
Openness	17	7.00	1.58	79	7.08	1.38
Staff accessibility	16	6.25	1.98	61	6.43	1.79
Straightforwardness and honesty*	17	6.41	2.21	74	8.03	1.34
Ease of access to the people at the World Bank Group who are making decisions important to my work	14	6.21	2.52	47	6.13	2.01
Collaboration with civil society	17	6.88	2.23	68	6.96	1.72
Collaboration with the Government	19	7.68	1.45	79	7.47	1.31
Collaboration with other donors and development partners	13	7.31	1.65	67	7.48	1.41
Collaboration with the private sector	11	7.09	2.07	74	6.61	1.52
The speed in which it gets things accomplished on the ground	18	5.83	1.79	65	5.42	1.62
Being a long-term partner	15	8.07	1.83	67	8.48	1.73

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

To be more effective development partner in Costa Rica, 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	100.0%	89.9%
The current level of local presence is adequate	0.0%	5.6%
Don't know	0.0%	4.5%

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)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group does not do adequate follow through/follow-up*	30.0%	7.9%
There is not an adequate level of citizen/civil society participation	10.0%	13.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	35.0%	56.2%
Lack of/inadequate levels of capacity in Government	25.0%	14.6%
Poor donor coordination	0.0%	5.6%
The World Bank Group works too slowly	20.0%	12.4%
The Government works inefficiently	20.0%	18.0%
Political pressures and obstacles	40.0%	37.1%
Reforms are not well thought out in light of country challenges	15.0%	20.2%
Other	0.0%	3.4%

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	18	7.61	2.28	88	7.92	2.23
Information and communications technology	19	7.05	1.65	89	7.73	1.56
Transport	19	8.79	1.23	91	9.00	.83
Crime and violence*	19	5.58	2.57	90	7.49	2.26
Law and justice*	19	5.16	2.32	87	6.92	2.00
Urban development*	19	7.32	1.97	87	8.45	1.58
Environmental sustainability*	19	5.95	2.46	88	8.03	1.43
Regulatory framework	16	7.44	2.03	88	7.72	1.86
Poverty reduction	18	8.28	1.41	92	8.73	1.58
Gender equity	19	6.42	2.39	91	7.24	1.86
Domestic private sector development*	16	6.81	2.40	90	8.63	1.59
Foreign direct investment	17	7.59	2.50	91	8.52	1.80
Water and sanitation*	19	6.95	2.12	91	7.93	1.19
Trade and exports*	18	7.39	2.28	89	8.58	1.65
Economic growth	18	8.17	1.58	91	8.82	1.24
Energy*	19	6.84	2.48	91	8.44	1.07
Disaster management*	16	6.44	2.22	91	7.44	1.65
Public sector governance/ reform	19	8.58	1.17	88	8.33	1.54
Job creation/employment	19	8.21	1.23	90	8.88	1.38
Financial markets*	19	6.32	2.54	88	8.68	1.58
Equality of opportunity*	18	6.17	2.55	91	7.99	1.48
Health	18	7.11	2.14	85	7.82	1.66
Rural development	19	8.63	1.34	91	8.75	1.53
Global/regional integration	18	7.61	2.23	85	8.19	1.84
Education*	18	8.94	1.11	89	8.20	1.40
Social protection*	19	6.37	2.22	88	7.63	1.81
Climate change*	19	6.26	2.28	89	8.02	1.33
Agricultural development*	19	7.58	1.89	91	8.97	1.05
Natural resource management*	19	5.37	3.02	88	8.40	1.73

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Transport	14	6.07	2.02	58	5.57	2.14
Environmental sustainability*	9	8.00	1.00	57	5.63	2.12
Regulatory framework*	11	7.27	2.69	49	5.80	1.49
Poverty reduction*	13	6.92	1.66	56	5.32	1.86
Foreign direct investment	12	6.42	2.39	52	5.58	1.65
Water and sanitation	10	5.80	2.25	55	5.36	1.88
Trade and exports	13	6.69	2.72	60	6.12	1.74
Economic growth*	11	7.64	1.80	60	6.07	1.83
Energy	7	6.14	1.07	55	5.76	1.91
Disaster management	7	6.43	1.27	48	5.35	1.85
Public sector governance/ reform*	11	7.82	2.18	54	5.65	1.79
Job creation/employment	12	6.25	1.66	56	5.32	2.02
Equality of opportunity*	10	7.50	.53	51	5.43	1.58
Health*	8	7.25	.71	52	5.31	1.59
Rural development	12	6.50	1.88	53	5.72	1.66
Global/regional integration*	12	7.50	2.39	56	6.05	1.87
Education*	14	7.64	2.17	58	5.67	1.71
Social protection*	7	7.14	1.07	52	5.25	1.87
Climate change*	8	7.50	1.20	60	5.90	1.93
Agricultural development	10	4.70	1.89	53	5.60	1.81
Natural resource management*	7	6.86	1.07	52	5.06	1.86

*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 Costa Rica?
(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.)	90.0%	71.3%
In the country	5.0%	11.7%
Don't know	5.0%	17.0%

	Currently, do you professionally collaborate/work with the World Bank Group 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 Costa Rica?	20	7.40	1.05	87	7.32	1.70

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

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 Costa Rica?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Costa Rica	18	5.94	1.63	80	6.13	1.91
The World Bank Group meets Costa Rica's needs for knowledge services	19	6.32	1.92	82	6.29	1.80

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's fee-based products/services?*	14	8.00	.88	61	6.92	1.70

(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

	Currently, do you professionally collaborate/work with the World Bank Group 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 Costa Rica?	13	6.92	1.93	70	7.51	1.70

(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	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Weekly	15.0%	1.1%
Monthly	40.0%	7.6%
A few times a year	25.0%	45.7%
Rarely	20.0%	34.8%
Never	0.0%	10.9%

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

In Costa Rica, 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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	15	7.27	2.02	71	6.61	1.72
Are relevant to Costa Rica's development priorities*	15	7.53	1.92	73	6.63	1.38
Lead to practical solutions	16	6.19	1.72	72	6.39	1.45
Are accessible	15	7.40	1.40	66	6.56	1.51
Enhance your knowledge and/or skills	15	7.40	2.06	51	6.65	1.94
Are translated enough into local language*	14	8.36	1.39	36	6.97	2.16
Are adaptable to Costa Rica's specific development challenges and country circumstances	16	6.56	1.71	70	6.30	1.67

*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)

	Currently, do you professionally collaborate/work with the World Bank Group 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?	18	7.78	1.77	83	7.08	1.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	7.83	1.10	86	7.60	1.18

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

Have you read/consulted the most recent LAC Flagship Report: (*Latin American Entrepreneur. Many Firms But little Innovation*) or any other World Bank Group Reports?*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	60.0%	29.8%
No	40.0%	70.2%

*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 in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe these reports raised substantive new information and insight that you were not aware of prior to reading?*	15	8.20	1.32	43	7.33	.97
To what extent do you believe these reports provided you with useful information in terms of the work you do?*	16	8.56	1.03	50	7.54	1.16

(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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	19	7.00	2.13	78	7.74	1.41
Design (appraising and planning the solutions)	19	7.42	1.50	79	7.54	1.39
Implementation (Executing, carrying out, monitoring, and making appropriate adjustments)	19	6.79	1.90	79	7.35	1.55
Evaluation (assessing the impact and results)*	19	6.74	1.79	75	7.61	1.40

*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)

	with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	16	6.50	2.00	42	5.24	1.99
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	20	6.45	1.90	73	7.32	1.28
The World Bank Group's approvals and reviews are done in a timely fashion	19	5.74	1.82	49	6.20	1.67
The World Bank Group's "Safeguard Policy" requirements are reasonable	17	6.24	1.95	35	6.57	1.82
The World Bank Group's conditions on its lending are reasonable	16	6.88	1.45	65	6.37	1.79
The World Bank Group takes decisions quickly in Costa Rica	18	5.56	1.62	54	5.11	2.00
Working with the World Bank Group increases Costa Rica's institutional capacity	18	7.22	1.77	71	7.35	1.67
The World Bank Group ensures consistency and continuity through staff changes	17	7.47	1.81	36	7.17	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	17	7.59	1.77	57	7.89	1.22
The World Bank Group provides effective implementation support	17	7.82	1.38	70	7.41	1.30

*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 Costa Rica?
(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 does not take enough risk in Costa Rica	72.2%	60.9%
The World Bank Group's approach to risk is appropriate	5.6%	6.5%
Don't know	16.7%	20.7%
Prefer not to answer	5.6%	12.0%

F. Recent Trends and the Future Role of the World Bank Group in Costa Rica

	Currently, do you professionally collaborate/work with the World Bank Group 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 Costa Rica?	17	7.29	1.72	80	6.50	1.60
How significant a role do you believe that international development cooperation SHOULD play in Costa Rica's development in the near future?	20	8.30	1.38	92	8.36	1.47

(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 Costa Rica? (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
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	5.0%	10.8%
Collaborate more effectively with Government clients	10.0%	26.9%
Offer more innovative financial products	10.0%	24.7%
Improve the competitiveness of its financing compared to markets	20.0%	23.7%
Reach out more to groups outside of Government*	0.0%	17.2%
Improve the quality of its experts as related to Costa Rica's specific challenges	0.0%	3.2%
Offer more innovative knowledge services	10.0%	7.5%
Open a local office in Costa Rica*	70.0%	39.8%
Increase the level of capacity development in the country*	50.0%	22.6%
Reduce the complexity of obtaining World Bank Group financing	15.0%	8.6%
Increase availability of Fee-Based services	0.0%	2.2%
Work faster	10.0%	6.5%
Other	10.0%	6.5%

*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 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)

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financial services	50.0%	65.6%
Knowledge products	30.0%	17.8%
Convening services	0.0%	2.2%
None of the above	0.0%	1.1%
The combination is appropriate for Costa Rica	20.0%	8.9%
Don't know	0.0%	4.4%

G. Communication and Information Sharing

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

(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	90.0%	84.6%
International newspapers	0.0%	5.5%
Local radio	5.0%	1.1%
International radio	0.0%	0.0%
Local television	15.0%	30.8%
International television	5.0%	1.1%
Hallway talks	0.0%	0.0%
Internet	65.0%	57.1%
Social media	5.0%	7.7%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	0.0%	0.0%
Other	15.0%	7.7%

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	0.0%	2.2%
Direct contact with World Bank Group	55.0%	33.0%
e-Newsletters	45.0%	49.5%
Instant messaging	0.0%	1.1%
World Bank Group's seminars/workshops/conferences	55.0%	35.2%
World Bank Group's publications and other written materials	20.0%	22.0%
Mobile phones	0.0%	0.0%
Social media	15.0%	29.7%
World Bank Group's website	0.0%	14.3%
Other	0.0%	1.1%

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	55.6%	18.1%
No	44.4%	81.9%

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

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	100.0%	71.1%
No	0.0%	28.9%

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

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 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*	20	8.15	1.50	77	6.81	2.21
The World Bank Group's social media channels are valuable sources of information about the institution*	18	6.11	2.49	60	8.45	1.52
The World Bank Group is responsive to my information requests and inquiries	15	6.87	2.59	24	5.04	3.47

*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 work with in Costa Rica? (Select all that apply)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank*	70.0%	5.6%
The International Finance Corporation*	30.0%	0.0%
The Multilateral Investment Guarantee Agency	10.0%	12.4%
None*	0.0%	82.0%

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

Do your projects involve both the World Bank and IFC?*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	45.0%	8.0%
No	55.0%	92.0%

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

If yes, what was your view on the two institutions working together in Costa Rica?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Working well together	77.8%	33.3%
Collaborating but needs improvement	22.2%	33.3%
Don't know	0.0%	33.3%

Appendix D: 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 Costa Rica? (Choose no more than TWO)									
			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	No Mean	Yes Mean
Please rate your impression of the effectiveness of the World Bank in Costa Rica.	7.04	7.75	7.28	7.19	7.07	7.61	7.33	7.00	7.27	7.00	7.30	7.17
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?	8.05	7.56	7.87	8.09	7.92	8.04	8.09	7.55	7.97	7.75	7.87	8.09
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	7.13	6.56	6.79	7.16	6.68	7.40	7.36	5.80	6.99	6.14	6.69	7.29
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	6.31	6.55	6.38	6.39	6.20	6.76	6.44	6.23	6.33	7.00	6.62	6.03
Responsiveness	5.86	6.06	6.02	5.69	5.57	6.64	5.79	6.16	5.83	6.83	5.96	5.81
Flexibility (in terms of the institution's products and services)	5.85	6.21	6.10	5.43	5.52	6.50	5.64	6.43	5.83	6.14	5.89	5.81
Flexibility (in terms of changing country circumstances)	5.82	6.18	6.15	5.43	5.54	6.50	5.66	6.56	5.88	5.86	5.91	5.84
Being inclusive	6.52	7.06	6.87	6.04	6.37	6.96	6.39	7.18	6.46	7.71	6.67	6.48
Openness	7.08	7.00	7.31	7.03	7.17	7.30	7.00	7.71	7.14	8.00	7.32	7.03
Staff accessibility	6.43	6.25	6.56	6.15	6.02	7.18	6.07	7.14	6.28	7.43	6.77	5.75
Straightforwardness and honesty	8.03	6.41	7.86	7.59	7.58	8.12	7.70	7.91	7.75	7.86	7.59	8.03
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.13	6.21	6.53	5.87	6.06	6.83	5.85	7.29	6.13	7.83	6.70	5.81
Collaboration with civil society	6.96	6.88	6.93	7.00	6.91	7.04	6.75	7.56	6.81	8.29	7.25	6.57
Collaboration with the Government	7.47	7.68	7.70	7.17	7.35	7.85	7.42	7.69	7.41	8.57	7.45	7.59
Collaboration with other donors and development partners	7.48	7.31	7.50	7.19	7.19	7.84	7.52	7.00	7.33	7.83	7.24	7.58
Collaboration with the private sector	6.61	7.09	6.70	6.68	6.59	6.91	6.45	7.23	6.61	7.80	6.91	6.36
The speed in which it gets things accomplished on the ground	5.42	5.83	5.88	5.24	5.48	5.96	5.25	6.60	5.52	6.71	5.88	5.27
Being a long-term partner	8.48	8.07	8.59	8.19	8.43	8.43	8.54	8.12	8.38	9.00	8.20	8.78
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	7.32	7.40	7.08	7.52	7.05	7.62	7.49	6.56	7.24	7.13	7.27	7.17
The World Bank Group's financial instruments meet the needs of Costa Rica	6.13	5.94	6.41	5.56	5.98	6.37	6.02	6.45	6.09	6.50	6.24	5.97
The World Bank Group meets Costa Rica's needs for knowledge services	6.29	6.32	6.46	6.17	6.18	6.71	6.18	6.79	6.27	7.29	6.52	6.09
The World Bank Group's knowledge work and activities are adaptable to Costa Rica's specific development challenges and country circumstances	6.30	6.56	6.58	6.17	6.42	6.50	6.08	7.32	6.30	7.86	6.84	5.90
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.08	7.78	7.26	7.29	7.04	7.75	7.37	7.00	7.23	7.71	7.37	7.12
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.60	7.83	7.70	7.81	7.70	7.81	7.63	8.04	7.68	8.43	7.96	7.38
The World Bank Group takes decisions quickly in Costa Rica	5.11	5.56	5.54	5.00	5.21	5.65	5.21	5.80	5.24	6.29	5.42	5.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.89	7.59	7.65	8.12	7.80	7.91	7.96	7.47	7.77	8.60	7.85	7.82

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																													
	Office of the President/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/			PMU/ Consultant/ Contractor on WBG 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	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank in Costa Rica	5	7.80	1.10	5	7.80	.45	7	7.29	1.25	7	7.00	1.91	5	7.00	1.22	27	6.70	1.88	18	7.28	1.23	5	7.00	3.46	5	8.40	.89	17	7.12	1.73
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?	5	8.20	.45	5	7.80	3.35	8	8.13	1.13	5	8.00	1.41	5	8.00	.71	26	7.88	1.31	17	8.18	1.13	5	7.40	2.70	5	9.00	.71	20	7.65	1.39
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	5	6.60	1.82	5	8.60	.55	8	6.25	1.67	7	6.86	2.67	1	8.00		26	7.15	2.24	19	7.26	1.97	5	7.60	1.67	6	7.17	1.83	21	6.48	2.23
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	5	5.80	1.30	5	6.40	1.34	8	6.50	.93	7	5.71	1.60	5	5.80	.84	26	6.46	1.53	17	6.12	1.22	5	6.40	3.05	6	7.50	1.05	20	6.40	1.60
Responsiveness	4	5.50	2.52	5	6.00	1.41	7	6.14	2.34	6	5.50	1.22	4	6.25	.96	26	5.88	1.73	16	5.31	1.40	5	6.60	2.97	4	6.50	1.73	18	6.39	2.06
Flexibility (in terms of the institution's products and services)	5	5.60	1.95	5	6.20	1.30	8	6.13	1.13	5	6.60	1.14	3	5.33	.58	25	5.88	1.69	15	5.13	1.46	4	6.25	2.87	4	6.25	1.89	15	6.40	1.88
Flexibility (in terms of changing country circumstances)	5	5.40	1.82	5	5.80	1.30	8	6.25	1.16	3	7.33	.58	3	5.33	.58	24	5.79	1.53	15	5.13	1.60	5	6.40	2.61	4	5.75	1.50	15	6.47	2.03
Being inclusive	4	7.00	1.41	5	6.20	1.30	6	7.17	1.33	3	7.00	1.00	4	6.50	.58	23	6.26	1.57	14	6.43	1.02	4	6.25	2.87	4	7.75	1.50	13	7.08	1.66
Openness	5	7.20	1.48	5	6.80	1.64	8	7.38	1.19	3	6.67	1.53	4	5.50	.58	26	6.85	1.26	16	7.00	1.03	5	8.20	1.92	5	7.80	1.64	17	7.47	1.55
Staff accessibility	4	6.00	2.16	3	8.00	0.00	6	7.00	1.26	5	5.60	1.67	2	4.00	1.41	20	6.30	1.75	12	6.08	1.51	5	7.20	2.95	4	6.50	1.91	14	7.07	1.49
Straightforwardness and honesty*	4	8.25	.96	5	8.40	.55	8	8.50	.76	5	5.40	1.67	4	7.50	1.00	24	7.75	1.78	15	7.73	1.39	5	8.40	.89	4	8.75	.50	15	7.87	1.55
Ease of access to the people at the World Bank Group who are making decisions important to my work	3	5.33	2.08	3	6.00	1.73	6	7.17	1.47	4	5.25	1.89	3	5.00	2.00	15	5.53	2.17	8	6.00	1.60	3	8.67	.58	2	7.00	2.83	12	7.08	2.31
Collaboration with civil society	4	6.25	1.89	5	6.80	1.79	7	8.14	.90	3	5.33	2.31	3	7.33	1.15	24	6.75	2.03	16	7.13	1.54	3	7.33	2.08	4	7.50	1.00	14	7.29	1.73
Collaboration with the Government	5	7.40	1.52	5	7.40	1.34	8	8.25	.89	5	6.60	1.14	4	8.00	0.00	26	7.31	1.57	16	7.63	.96	4	7.00	1.41	5	7.60	1.67	18	7.78	1.48
Collaboration with other donors and development partners	4	7.00	1.41	4	7.75	.50	7	8.14	.69	2	7.50	.71	4	7.25	1.50	23	7.48	1.73	14	7.71	1.20	3	6.33	1.53	4	7.25	1.71	15	7.20	1.66
Collaboration with the private sector	5	6.80	2.05	4	6.25	1.50	8	7.38	1.19	1	5.00		4	7.25	.96	26	6.65	1.92	13	6.38	1.56	3	6.33	1.15	4	6.25	.96	17	6.76	1.60
The speed in which it gets things accomplished on the ground	4	6.00	1.41	5	5.60	1.34	6	5.83	2.32	5	4.80	.45	3	4.00	1.00	22	5.41	1.74	15	5.00	1.00	4	5.50	2.65	3	6.33	2.08	14	6.64	1.45
Being a long-term partner	4	7.50	1.91	4	7.50	1.73	6	9.17	.98	3	8.67	1.53	4	9.00	1.15	22	8.23	2.14	15	8.67	1.72	4	8.25	1.26	4	9.25	.50	14	8.57	1.65
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	5	8.00	0.00	5	8.40	.55	8	6.75	1.83	7	7.29	1.25	5	7.60	1.14	27	7.56	1.58	18	7.17	1.95	5	6.80	1.30	6	7.50	1.52	20	7.05	1.88
The World Bank Group's financial instruments meet the needs of Costa Rica	5	5.60	1.34	5	5.40	2.70	7	6.14	1.77	7	5.14	1.21	5	7.20	1.79	23	6.30	1.43	16	5.88	1.54	3	3.33	3.21	5	6.60	1.52	20	6.80	2.14
The World Bank Group meets Costa Rica's needs for knowledge services	5	6.40	1.52	5	6.20	1.30	8	6.88	1.89	6	4.33	1.21	4	7.25	1.50	24	6.38	1.53	17	6.00	1.27	5	5.60	3.78	6	6.33	1.51	19	7.00	2.05
The World Bank Group's knowledge work and activities are adapted to Costa Rica's specific development challenges and country circumstances	5	6.00	1.22	2	6.50	2.12	7	7.29	1.25	3	6.00	1.00	1	5.00		22	6.14	1.78	15	6.27	1.39	5	7.00	2.35	6	5.50	2.35	18	6.78	1.70
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	7.40	1.95	4	6.75	1.50	8	7.75	1.16	5	6.80	1.30	4	7.50	.58	27	7.15	1.38	17	7.24	1.09	5	6.60	2.70	6	7.17	1.33	19	7.26	1.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	7.60	1.14	4	7.50	.58	8	8.00	.76	4	6.75	1.26	5	7.80	.84	26	7.73	.87	17	7.59	.94	5	7.40	2.30	6	7.50	1.38	23	7.74	1.54
The World Bank Group takes decisions quickly in Costa Rica	5	5.80	.84	4	4.50	2.52	5	6.00	1.22	6	3.67	2.58	5	5.60	1.34	15	5.20	1.21	11	4.73	1.35	4	4.25	3.77	3	5.33	3.51	12	6.42	1.83
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	8.60	.55	4	8.00	.82	5	8.20	.45	5	4.80	2.59	4	7.75	.50	20	7.90	1.07	12	7.92	1.31	3	8.00	0.00	4	8.75	.50	10	8.20	.63

*Significantly different between stakeholder groups

Appendix F: Costa Rica FY 2014 Questionnaire



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

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	<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

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?												
		<div> <div>Not important at all</div> <div>Very important</div> </div>										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	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
		1	2	3	4	5	6	7	8	9	10		
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												<input type="checkbox"/>
C6	The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)												<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
		1	2	3	4	5	6	7	8	9	10		
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: (Latin American Entrepreneur. Many Firms But little Innovation) 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
		1	2	3	4	5	6	7	8	9	10	Don't know
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
		1	2	3	4	5	6	7	8	9	10	Don't know
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
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"/>

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 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!