



## World Bank Group Country Survey FY15 – Chile

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

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 CHILE

<b>A1. In general would you say that Chile is headed in ... ?</b>	
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 Chile.**

**Please identify which of the following you consider the most important development priorities in Chile?(Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Food security	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Water resources
5	Gender equity	21	Transport (e.g., roads, bridges, transportation)
6	Private sector development	22	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	23	Agricultural development
8	Water and sanitation	24	Trade and exports
9	Anti-corruption	25	Crime and violence
10	Job creation/employment	26	Economic growth
11	Rural development	27	Law and justice (e.g., judicial system)
12	Financial markets	28	Regulatory framework
13	Urban development	29	Communicable/non-communicable diseases
14	Environmental sustainability	30	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	31	Disaster management
16	Health	32	Information and communications technology

**A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Chile? (Choose no more than THREE)**

1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Water resources	26	Health
11	Social protection (e.g., pensions, targeted social assistance)	27	Agricultural development
12	Law and justice (e.g., judicial system)	28	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	29	Financial markets
14	Crime and violence	30	Trade and exports
15	Communicable/non-communicable diseases	31	Food security
16	Information and communications technology		

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chile?**

**(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): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Chile? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chile solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

B8. When thinking about how the World Bank Group can have the most impact on development results in Chile, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chile? (Choose no more than THREE)												
1	Social protection (e.g., pensions, targeted social assistance)					17	Water resources					
2	Crime and violence					18	Equality of opportunity (i.e., equity)					
3	Transport (e.g., roads, bridges, transportation)					19	Private sector development					
4	Agricultural development					20	Water and sanitation					
5	Global/regional integration					21	Food security					
6	Gender equity					22	Climate change (e.g., mitigation, adaptation)					
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)					23	Poverty reduction					
8	Health					24	Trade and exports					
9	Rural development					25	Economic growth					
10	Foreign direct investment					26	Law and justice (e.g., judicial system)					
11	Education					27	Regulatory framework					
12	Energy					28	Communicable/non-communicable diseases					
13	Job creation/employment					29	Natural resource management (e.g., oil, gas, mining)					
14	Financial markets					30	Anti corruption					
15	Urban development					31	Information and communications technology					
16	Environmental sustainability					32	Disaster management					

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chile?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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	<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 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 Chile? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
<b>B10</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	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 Chile 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")**

		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
<b>B13</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B16. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)**

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

**B17. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chile? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

**B18. To what extent do you believe that the World Bank Group's work and support help the poorest in Chile? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent do you agree with the following statements about the World Bank Group's work in Chile?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B19</b>	Overall the World Bank Group currently plays a relevant role in development in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	The World Bank Group's work is aligned with what I consider the development priorities for Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	The World Bank Group supports Chile's efforts to reduce social exclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	The World Bank Group supports programs and strategies that are realistic for Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	The World Bank Group treats clients and stakeholders in Chile with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	The World Bank Group is an organization that does not represent a particular ideological perspective in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	The World Bank Group is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	The World Bank Group respects the positions, views and demands of the government of Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B27</b>	The World Bank Group listens and takes into account your views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B28. When considering the national development needs in Chile, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Chile meet the national development needs of Chile?</b>												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		Don't know	
										<input type="checkbox"/>		

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B29</b>	Responsiveness											<input type="checkbox"/>
<b>B30</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B31</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B32</b>	Being inclusive											<input type="checkbox"/>
<b>B33</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B34</b>	Staff accessibility											<input type="checkbox"/>
<b>B35</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B36</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>
<b>B37</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B38</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B39</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B40</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B41</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B42</b>	Being a long-term partner											<input type="checkbox"/>

**B43. To be a more effective development partner in Chile, 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
--	--	--	-------------------------------------

**B44. 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	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
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 Chile?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	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	Water resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	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"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., oil, gas, mining)	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 Chile? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>													
		Not effective at all										Very effective	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)	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	Water resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	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"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., oil, gas, mining)	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 Chile?  
(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 Chile?**

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 Chile?**

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

**C7. To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

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 Chile?**

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

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

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

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

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

<b>D7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

<b>D8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality	Don't know	

<b>D9. Have you read/consulted the most recent LAC Flagship Report: [<i>Latin American Entrepreneurs: Many Firms But Little Innovation</i>]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)</b>	
1	Yes
2	No

<b>D10. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree	Don't know	

<b>D11. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree	Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Chile's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chile?												
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

E11. Which of the following best describes the way the World Bank Group operates in Chile? (Select only one response)	
1	The World Bank Group takes too much risk in Chile
2	The World Bank Group does not take enough risk in Chile
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the World Bank Group's support in Chile? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chile
2	The World Bank Group is not sufficiently selective in Chile, and it is involved in too many areas of development.
3	Don't know

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

**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 Chile?**

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 Chile'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 Chile? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Chile's economy
2	Ensure greater selectivity in its work
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	Work faster
7	Improve the quality of its experts as related to Chile's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

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

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

1	Periodicals
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Local newspapers
8	Internet
9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
10	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

### Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G6</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G7</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G8</b>	The World Bank Group is responsive to my information requests and inquiries												<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

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group



## SECTION H: BACKGROUND INFORMATION

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

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**H5. Do your projects involve both the World Bank and the 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 of how the two institutions work together in Chile?  
(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

**H7. Which of the following describes most of your exposure to the World Bank Group in Chile?  
(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. What's your gender?**

1	Female
2	Male

**H9. Which best represents your geographic location?**

1	Santiago
2	Outside of Santiago

**Thank you for completing the survey!**