

# FY16 Country Opinion Survey Report For The Dominican Republic

**THE WORLD BANK GROUP**

Public Opinion Research Group



August 2016



## Acknowledgements

The Dominican Republic 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, Svetlana Markova, Jessica Cameron, and Calita Woods. 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 Dominican Republic country team and the local fielding agency Newlink. In particular, PORG is grateful for the support from Alejandra De La Paz Melo (Communications Associate), who coordinated the survey related activities from Santo Domingo, the Dominican Republic.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in the Dominican Republic perceive the WBG. The survey explored:

- *General Issues Facing the Dominican Republic*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in the Dominican Republic*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From April 2016 to June 2016, 624 stakeholders of the WBG in the Dominican Republic 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/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 201 stakeholders participated in the survey (32% response rate).

Some respondents received and completed the questionnaire online, while others received and filled out the questionnaire via mail. Respondents were asked about: general issues facing the Dominican Republic; 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 the Dominican Republic; and the WBG's communication and information sharing.

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

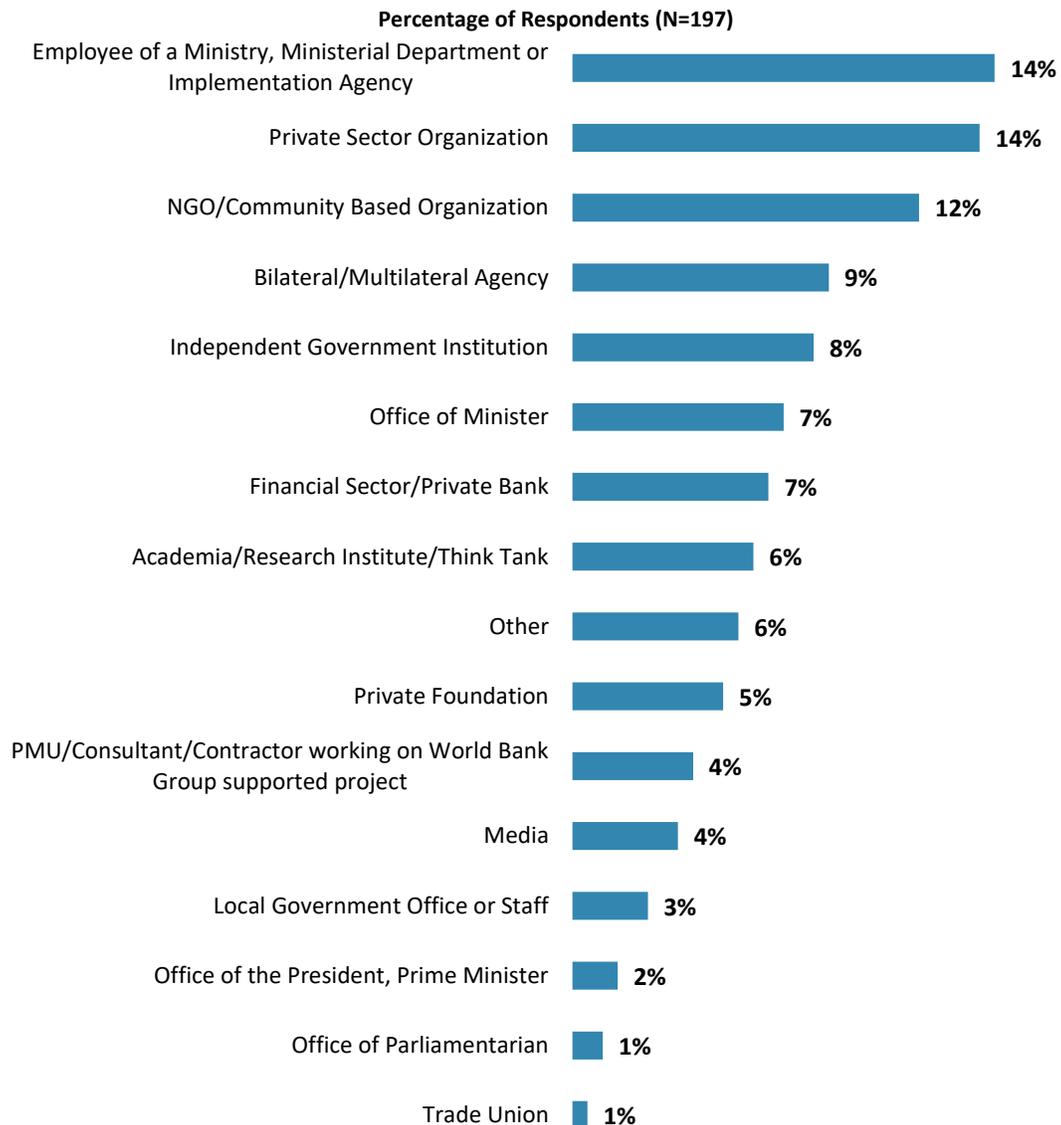
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 54%, N=275). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 92).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister and the Office of Minister were combined. Respondents from the financial sector/private banks were combined with those from private sector organizations. Respondents from private foundations and NGOs/CBOs, trade unions were combined into the “CSO” category. Few respondents from the office of a parliamentarian, local governments, and other organizations were included in the “Other” category. There were no respondents from the judiciary branch, faith-based groups, or youth groups.

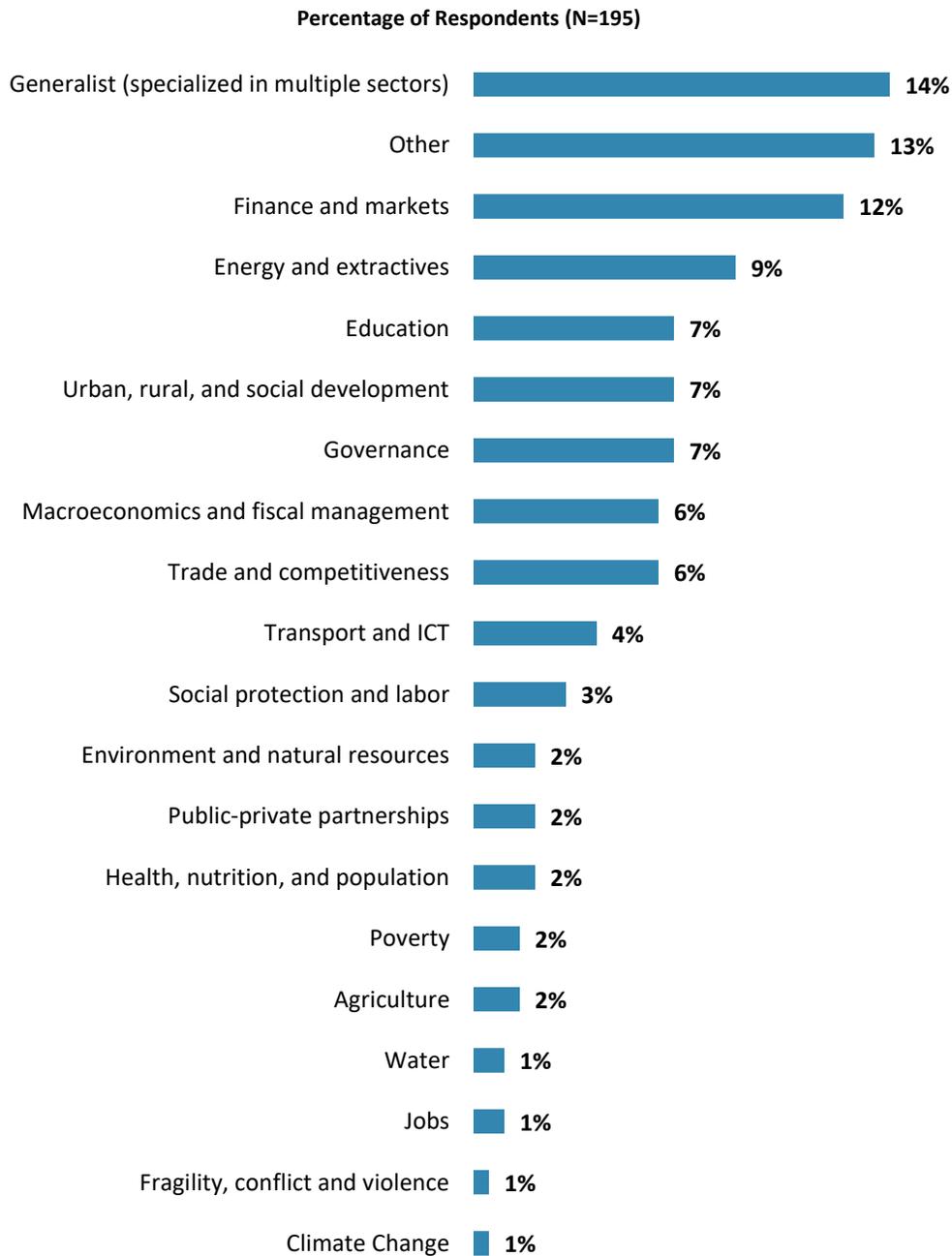


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



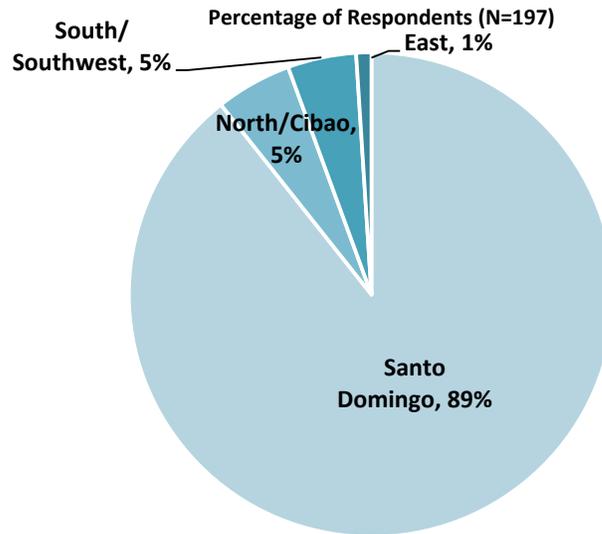
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



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

#### Geographic locations

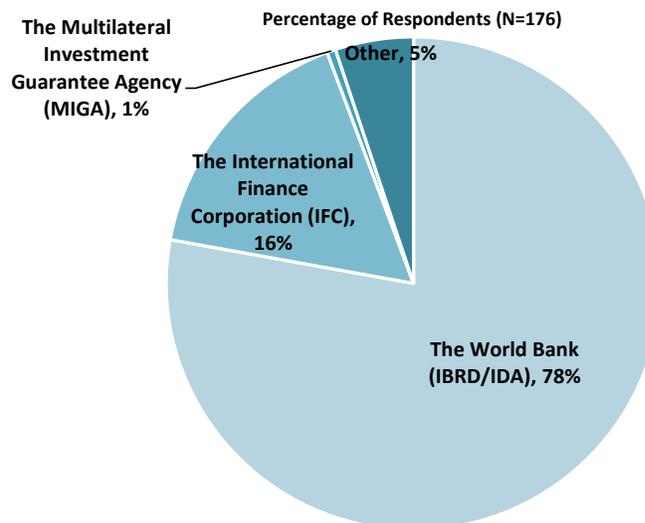
- For comparisons between geographic locations, respondents from South/Southwest, East, and North/Cibao were combined into the “other” category. Please see Appendix C (page 83) for more details.



"Which best represents your geographic location?"  
(Respondents chose from a list.)

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



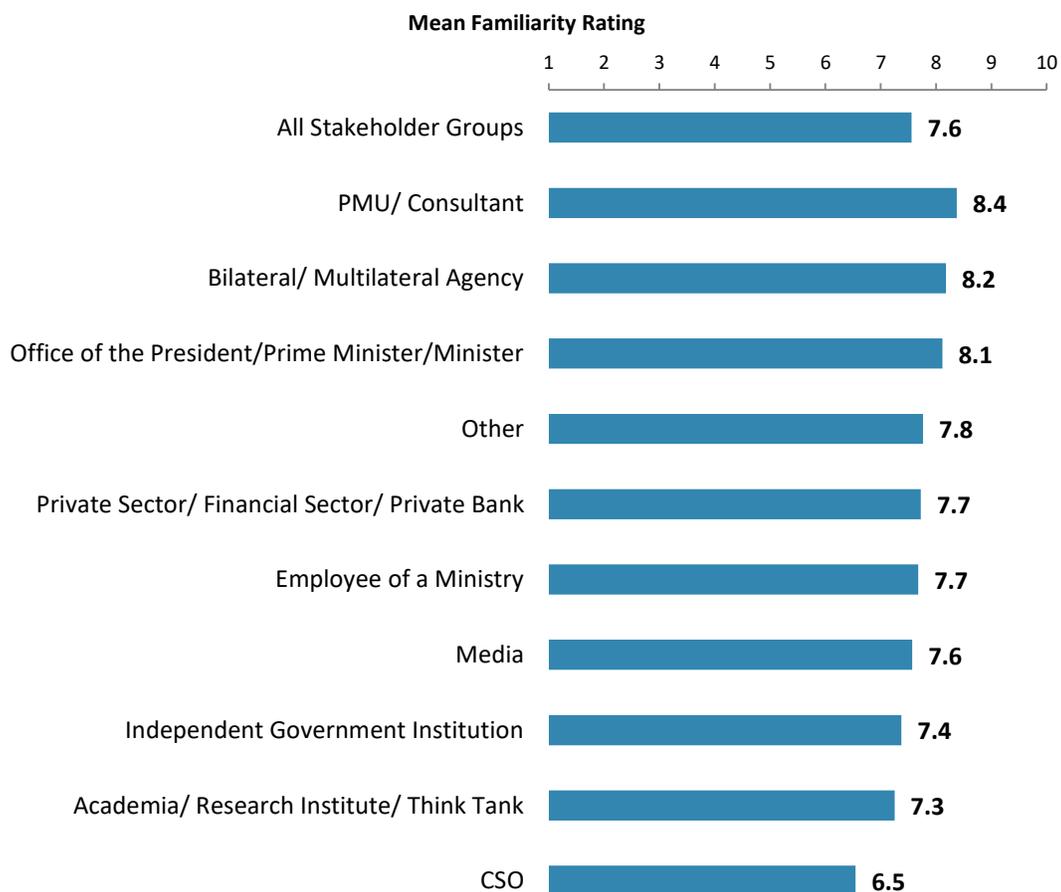
"Which of the following agencies of the World Bank Group do you primarily engage with in the Dominican Republic?" (Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey were significantly more familiar with the WBG compared to respondents of the FY'13 country survey (weighted mean in FY'16 = 7.6; weighted mean in FY'13 = 6.6)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in the Dominican Republic, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in the Dominican Republic and the extent to which the WBG helps to achieve development results in the country.



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

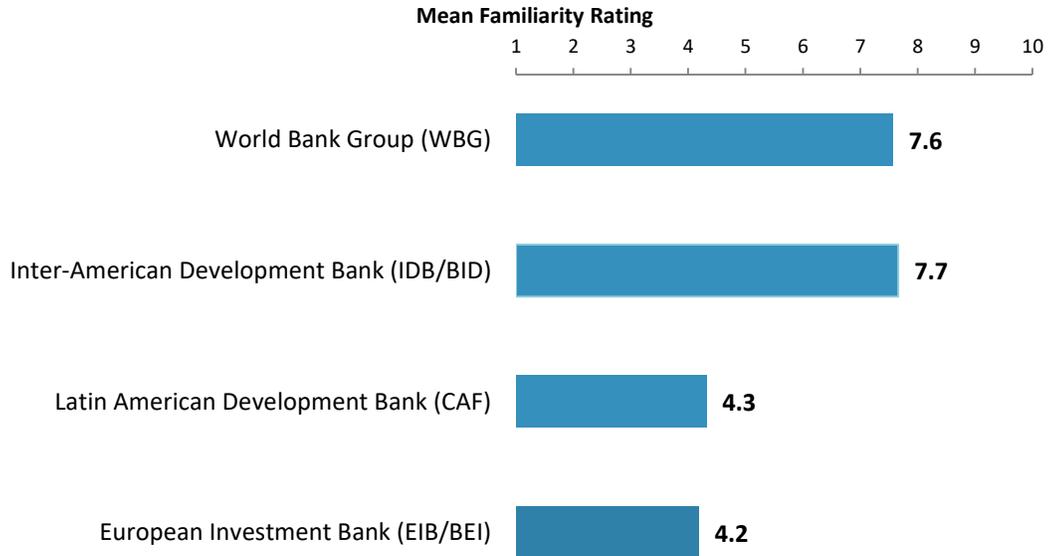
<sup>1</sup> Please refer to Appendix E (page 92) for more details on weighting. The means in the chart were calculated based on un-weighted data.



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

#### Familiarity with the World Bank Group and Other Development Banks

- This year's stakeholders in the Dominican Republic were significantly more familiar with the WBG than the Latin American Development Bank and the European Investment Bank. Their levels of familiarity with the WBG and the Inter-American Development Bank were statistically similar.



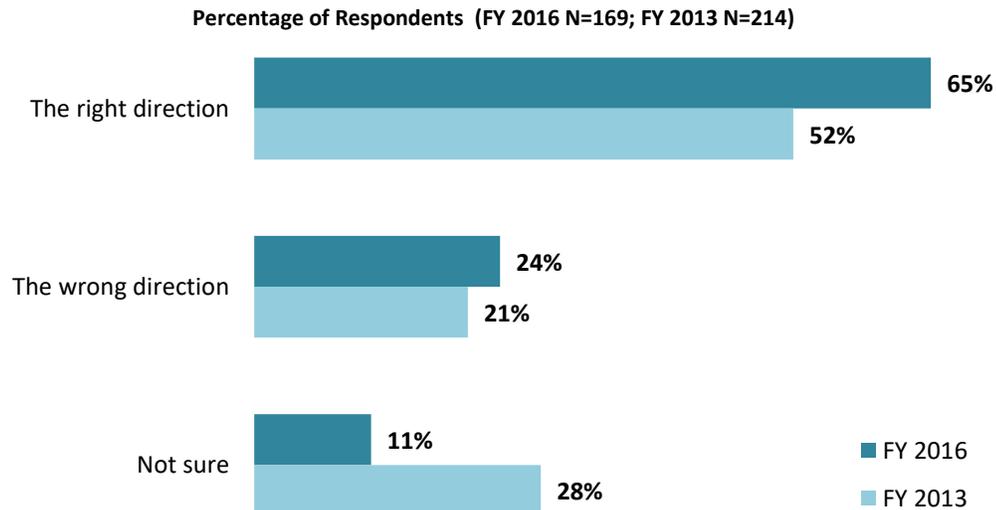
**"How familiar are you with the work of these organizations in the Dominican Republic?"**  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing the Dominican Republic

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** Respondents of this year's Country Survey were significantly more likely to believe that the Dominican Republic is headed in the right direction, compared to respondents in the FY'13 Country Survey.



"In general, would you say that the Dominican Republic is headed in ...?"  
(Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)

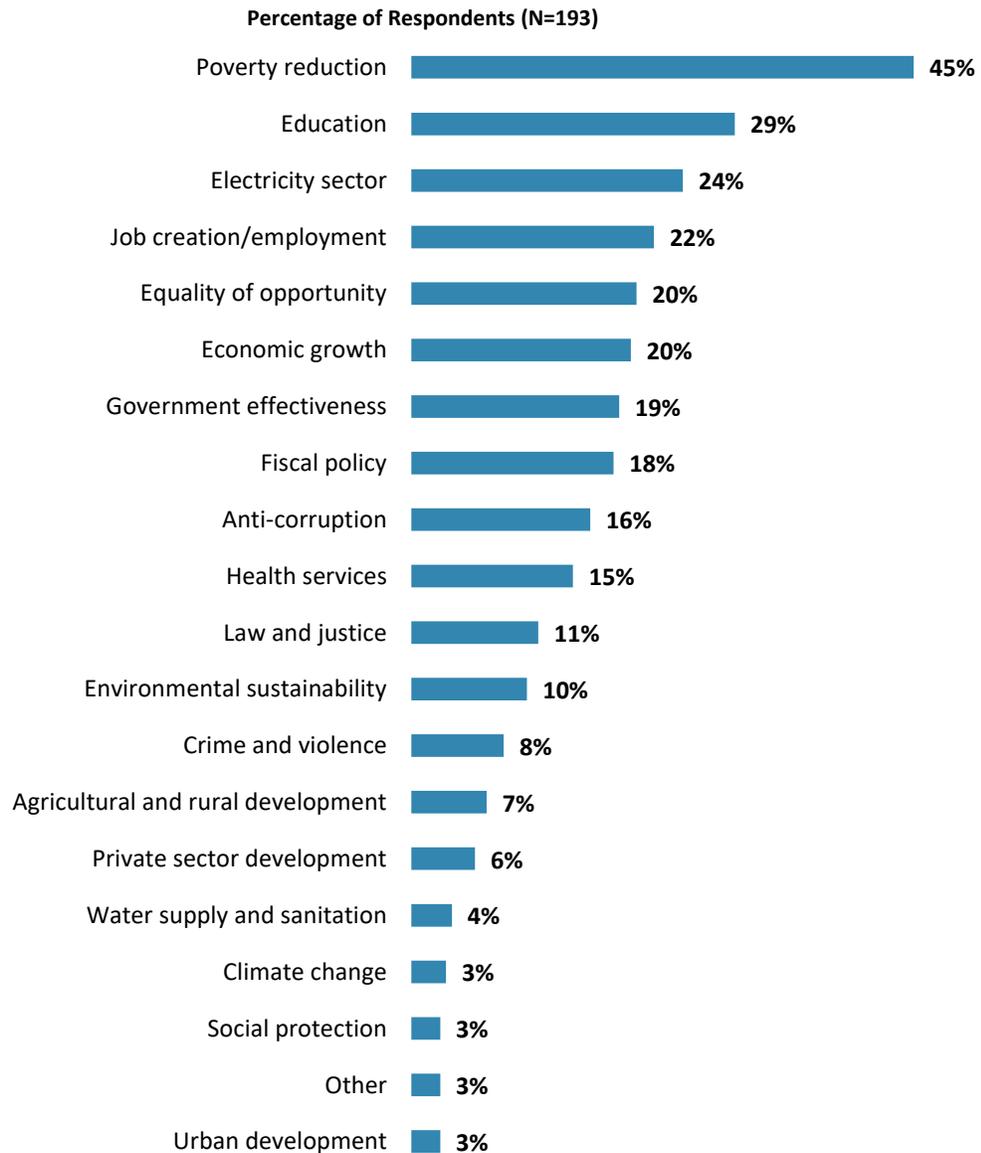
<sup>2</sup>All percentages presented in the chart were calculated based on weighted data from FY 2016 and FY 2013 country surveys. Please refer to Appendix E for more details on weighting.



## IV. General Issues Facing the Dominican Republic (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in the Dominican Republic were “*public sector governance/reform*” (55%), “*education*” (50%), and “*anti-corruption*” (49%).



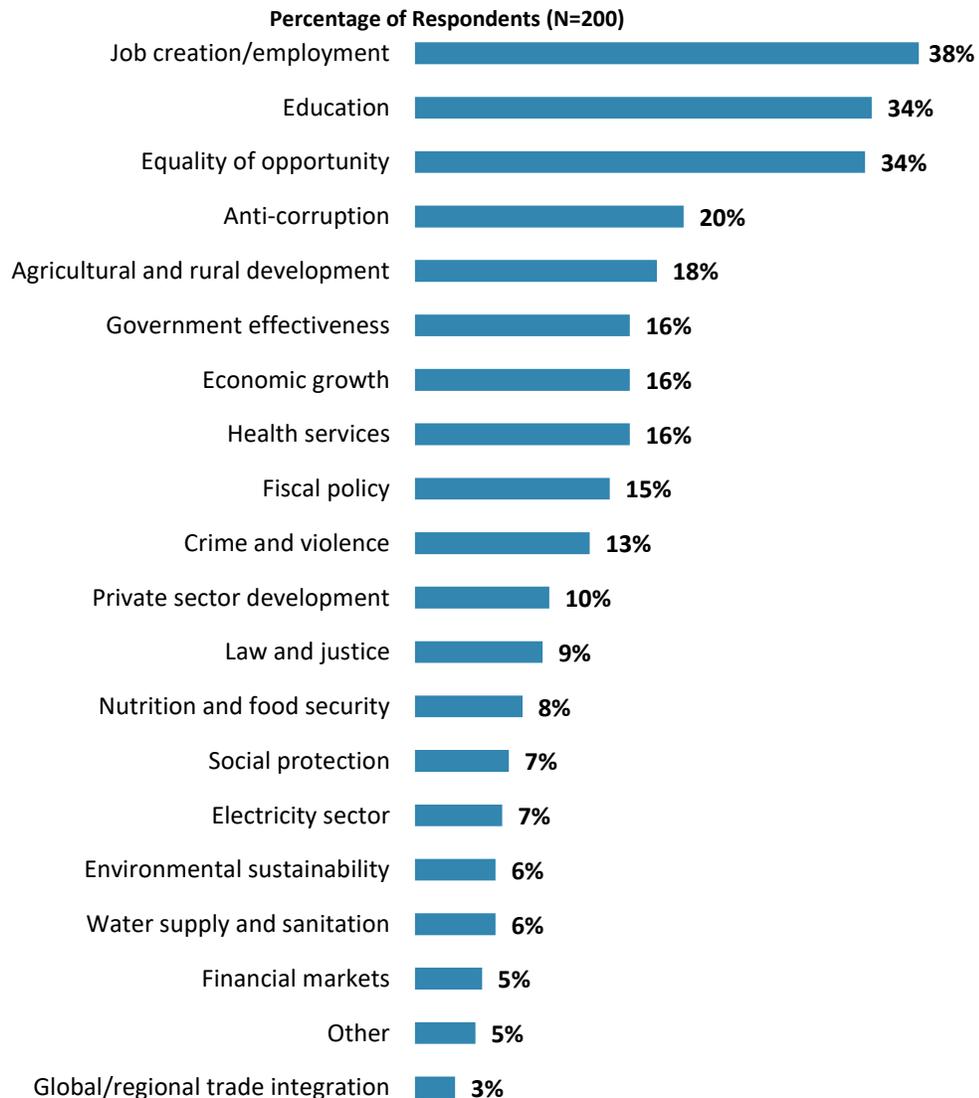
"Listed below are a number of development priorities in the Dominican Republic. Please identify which of the following you consider the most important development priorities in the Dominican Republic. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



## IV. General Issues Facing the Dominican Republic (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in the Dominican Republic were “education” (70%), “job creation/employment” (43%), “equality of opportunity” (31%), and “anti-corruption” (28%).



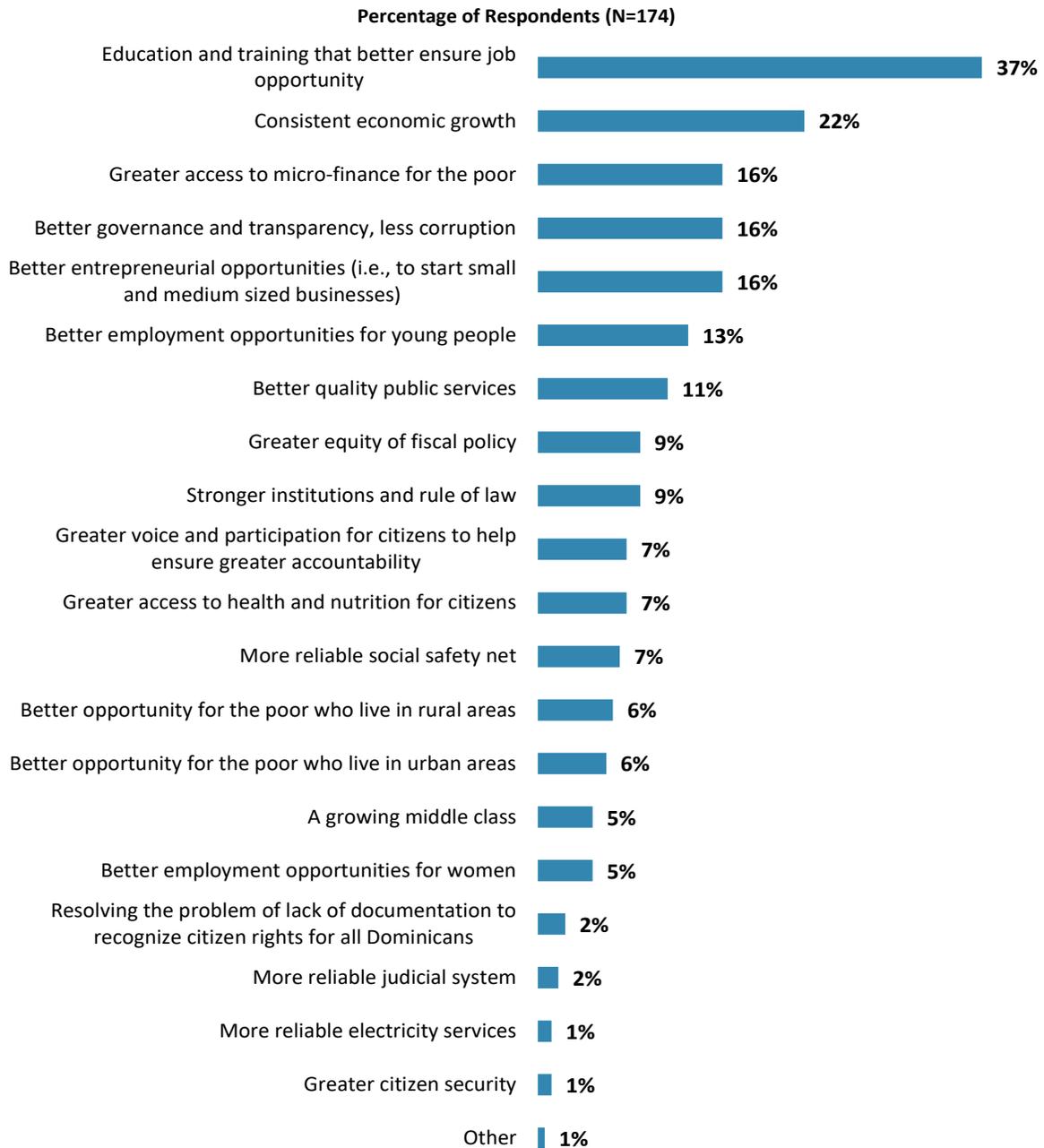
"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Dominican Republic? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



## IV. General Issues Facing the Dominican Republic (continued)

### Factors Contributing to “Shared Prosperity”

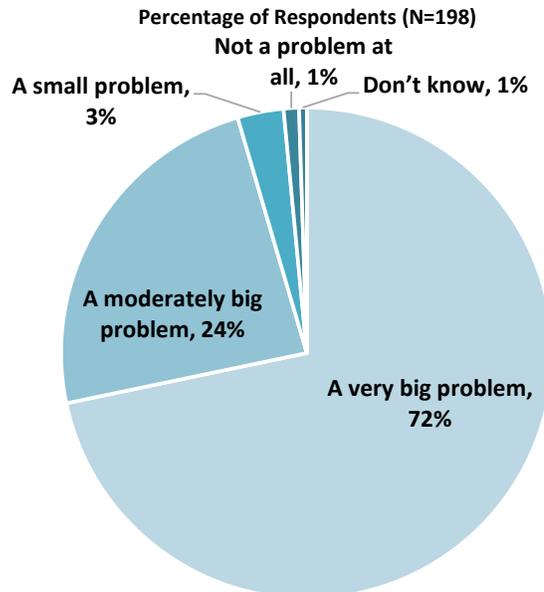


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the Dominican Republic? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



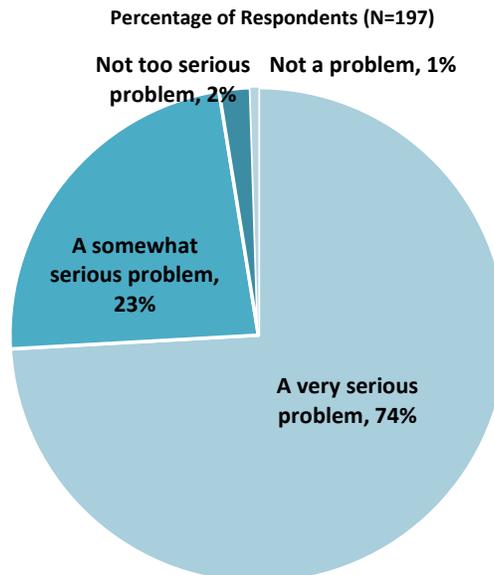
## IV. General Issues Facing the Dominican Republic (continued)

### Gap between the Rich and the Poor



"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 the Dominican Republic?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)

### Climate Change



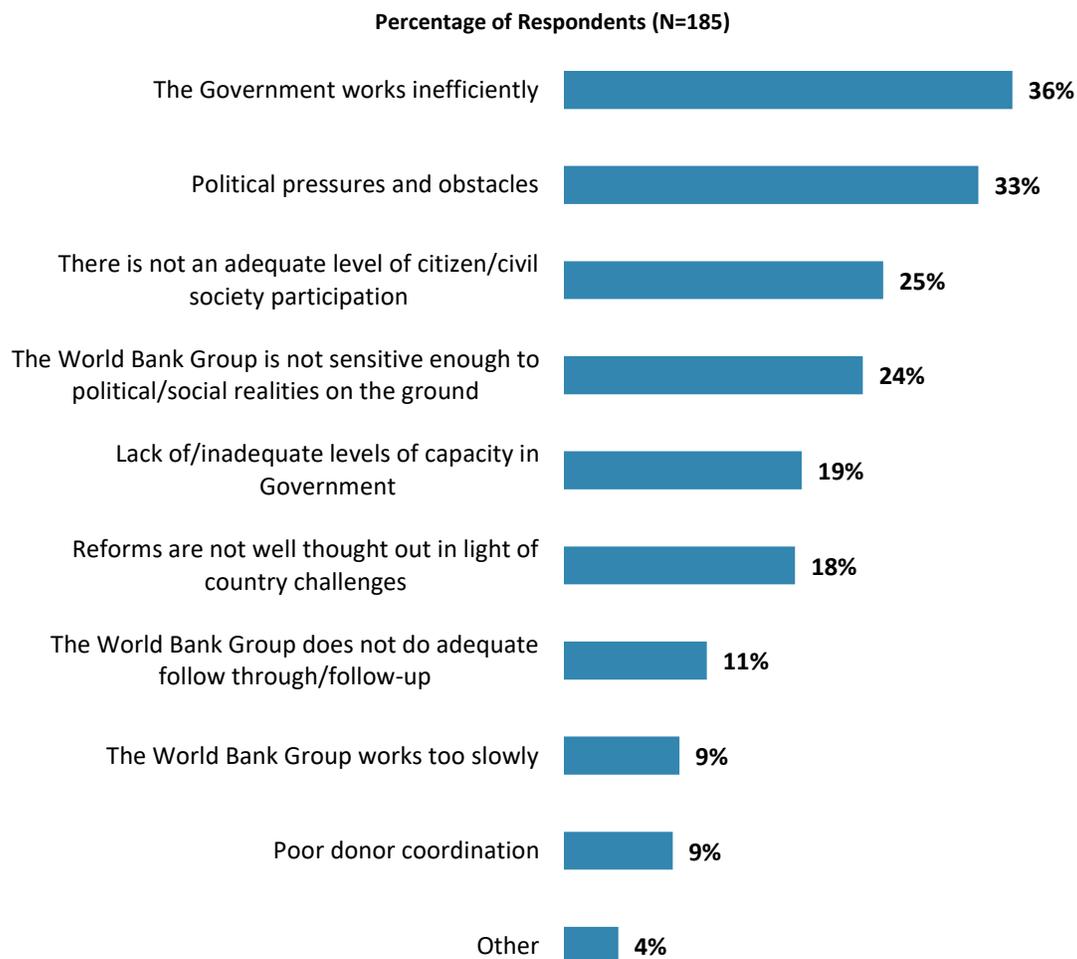
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey attributed failed or slow WBG assisted reforms to “*inadequate level of citizen/civil society participation* (40%),” “*political pressures and obstacles* (36%),” and “*the government working inefficiently* (33%).”
- **Stakeholder groups:** Among this year’s respondents, respondents from academia/research institute/think tank were significantly more likely to attribute failed or slow WBG assisted reform efforts to “*the government working inefficiently*,” compared to respondents from other stakeholder groups.



"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.)

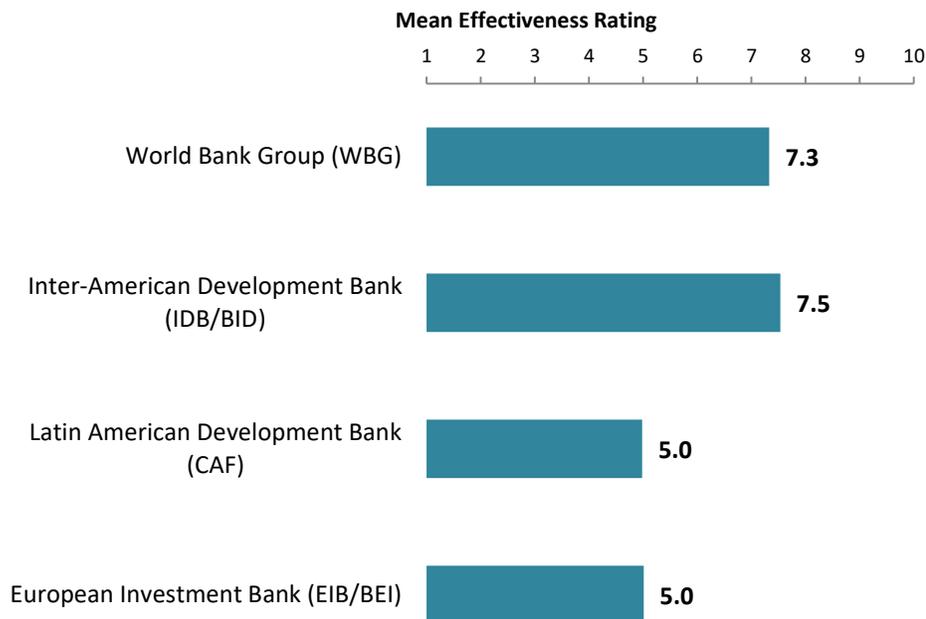


## V. Overall Attitudes toward the World Bank Group (continued)

*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 Effectiveness of the World Bank Group and Other Development Banks (Indicator Question)

- **Year comparison:** This year's respondents gave significantly higher ratings for the effectiveness of the World Bank Group than respondents in the FY'13 Country Survey (weighted mean in FY'16 = 7.3; weighted mean in FY'13 = 6.9).
- Stakeholders gave significantly lower ratings for the WBG's effectiveness than the effectiveness of the Inter-American Development Bank, whereas they gave significantly higher ratings for the WBG's effectiveness than the effectiveness of the Latin American Development Bank and European Investment Bank.



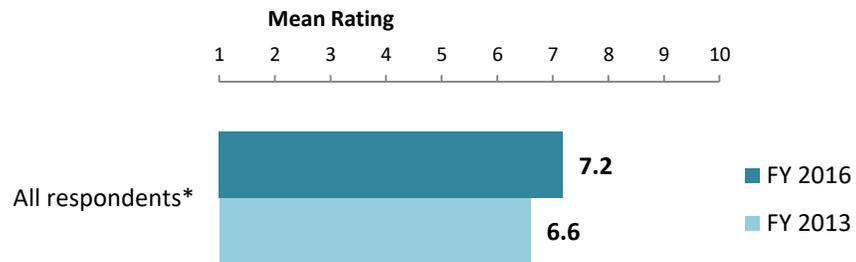
**"Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic."**

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



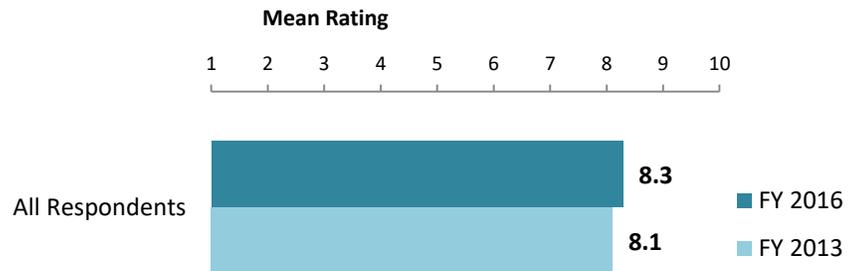
## V. Overall Attitudes toward the World Bank Group (continued)

### Achieving Development Results (Indicator Question)<sup>3</sup>



"To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2016 and FY 2013)

### WBG Staff Preparedness



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

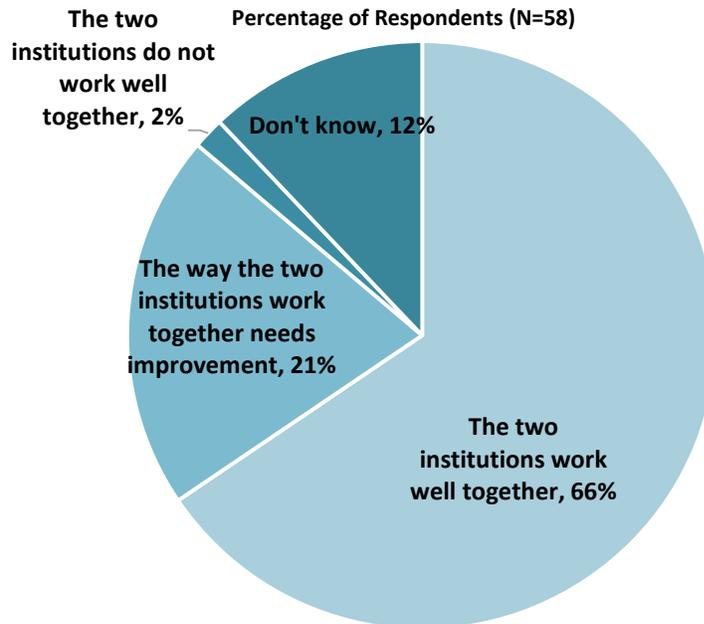
<sup>3</sup> All means presented in this page were calculated based on weighted data from FY'16 and FY'13.



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

### The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



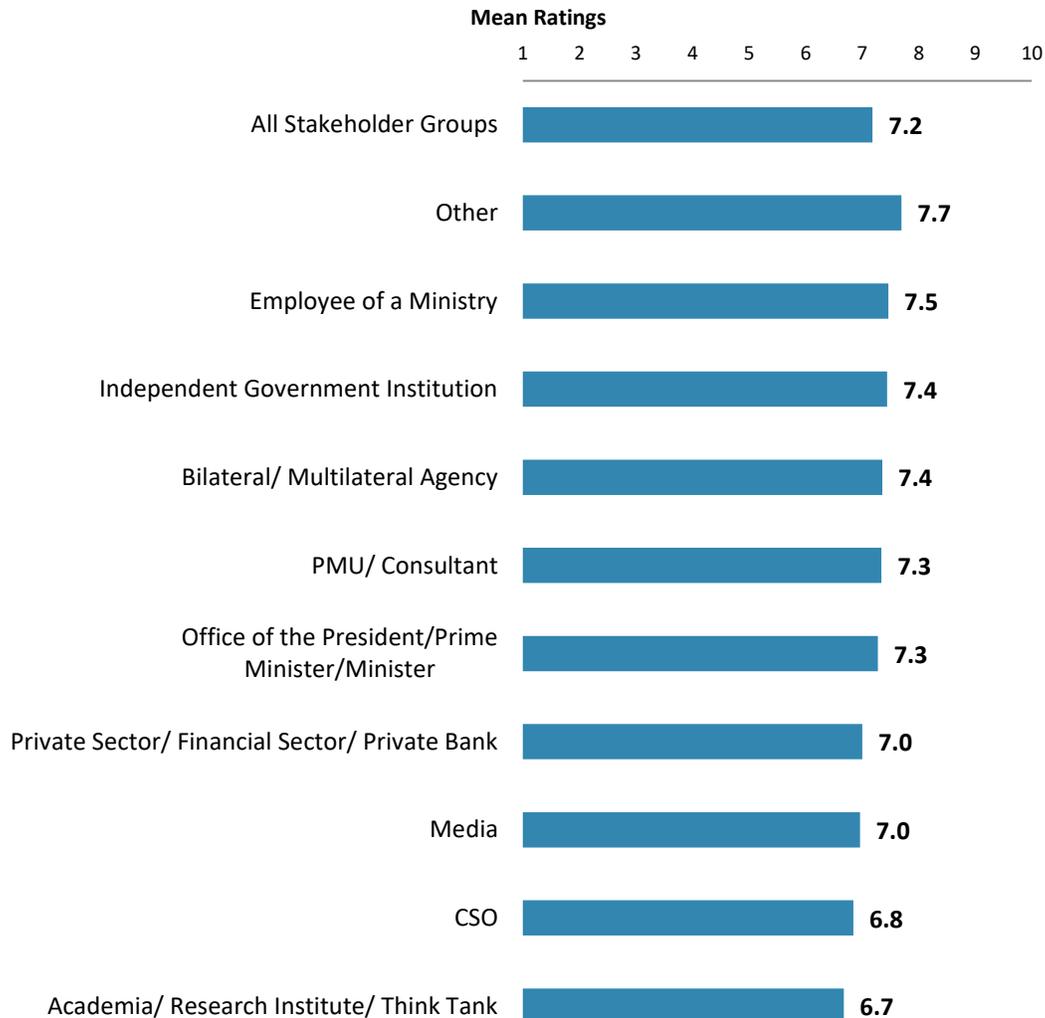
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in the Dominican Republic?” (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups<sup>4</sup>

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions.
- **Collaboration:** Respondents who do and do not collaborate with the WBG also gave statistically similar overall ratings for the twenty six indicator questions.



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

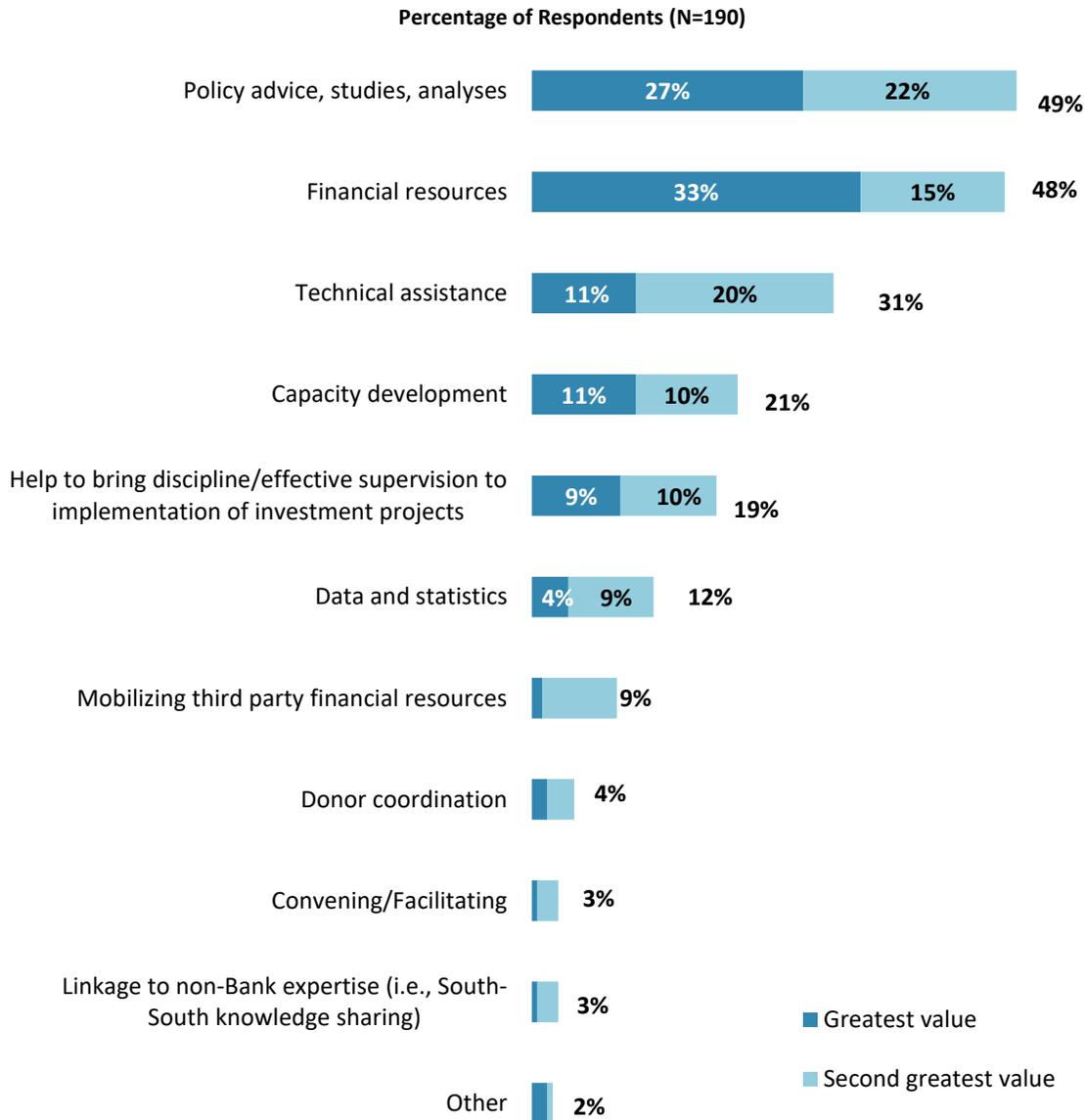
<sup>4</sup> Responses to all twenty six indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 97).



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

### Greatest Values

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to the Dominican Republic were its "*financial resources: investment lending*" (60%) and "*financial resources: policy based lending / budget support to the Government*" (38%).



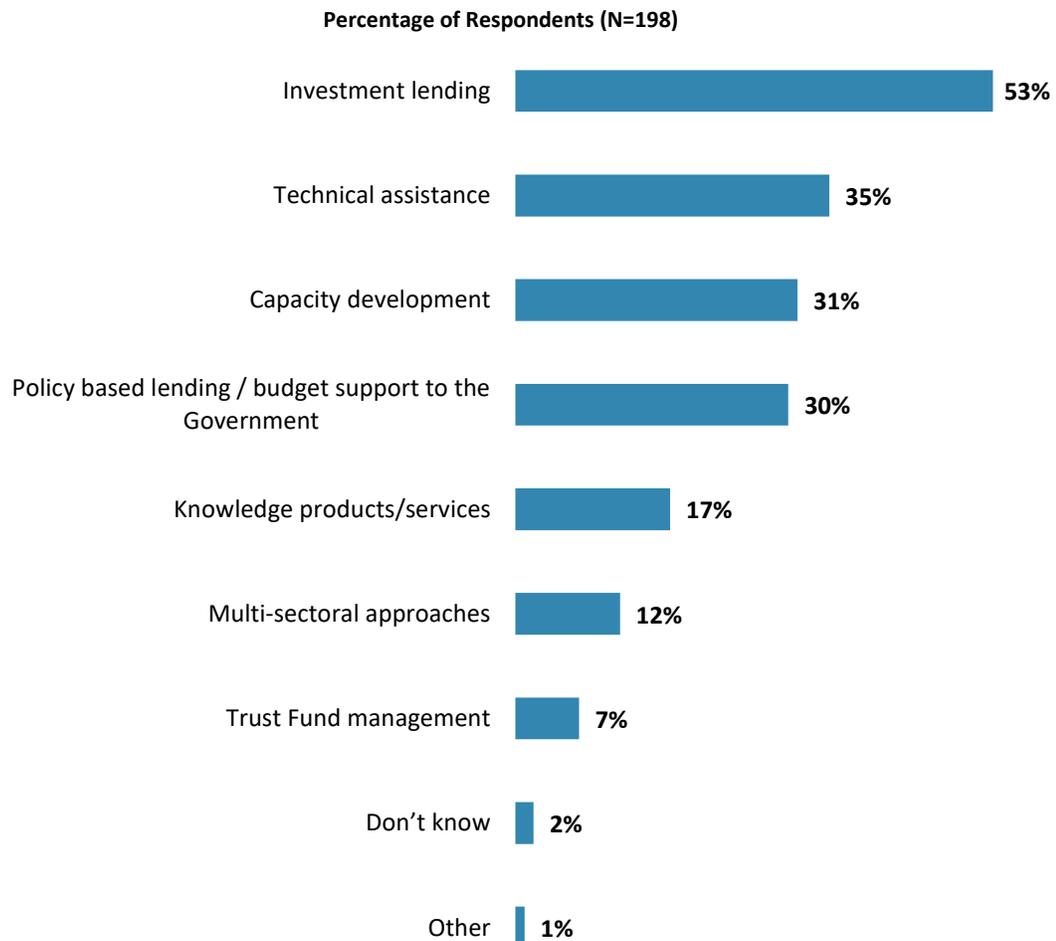
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Dominican Republic?"**  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in the Dominican Republic were “*investment lending*” (66%), “*technical assistance*” (60%), and “*policy based lending/ budget support to the Government*” (35%).



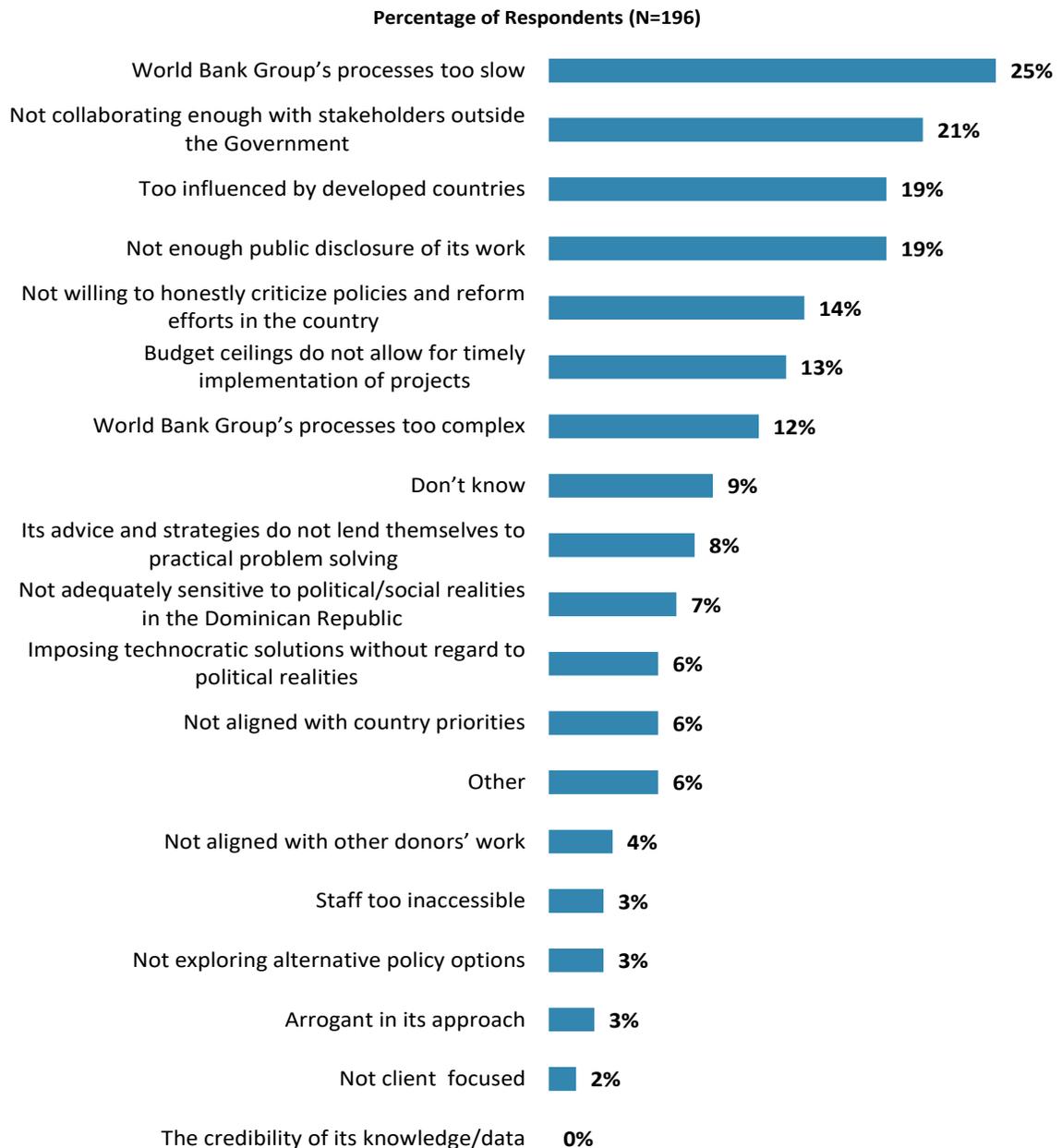
**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Dominican Republic? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weaknesses in its work in the Dominican Republic were *"being too bureaucratic in its operational policies and procedures"* (37%), *"being too influenced by development countries"* (28%), and *"not enough public disclosure of its work"* (27%).



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



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



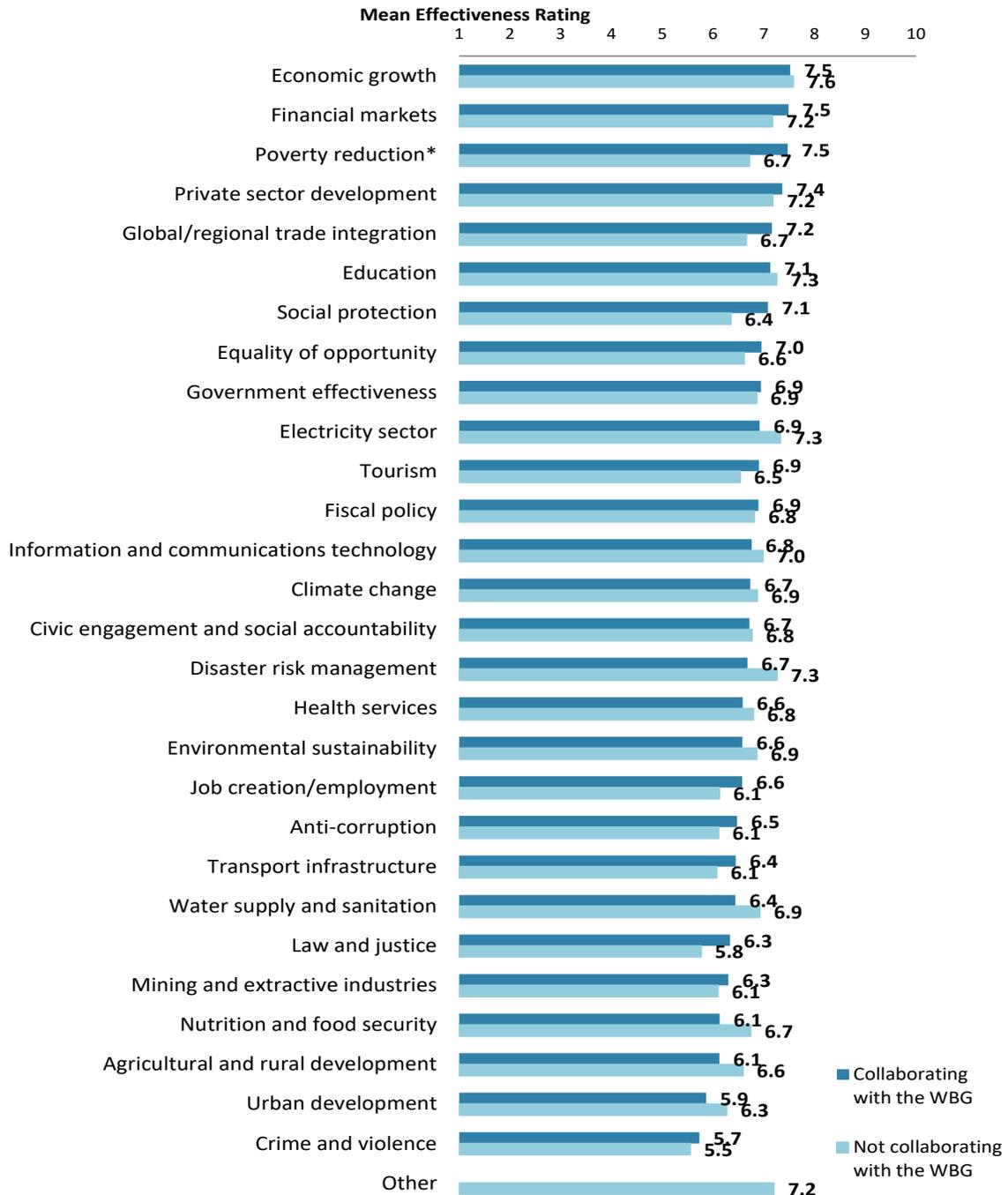
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Dominican Republic?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between FY 2016 and FY 2013)*

<sup>5</sup>All means presented in this chart are calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Dominican Republic?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 46) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships

Mean Rating

1 2 3 4 5 6 7 8 9 10

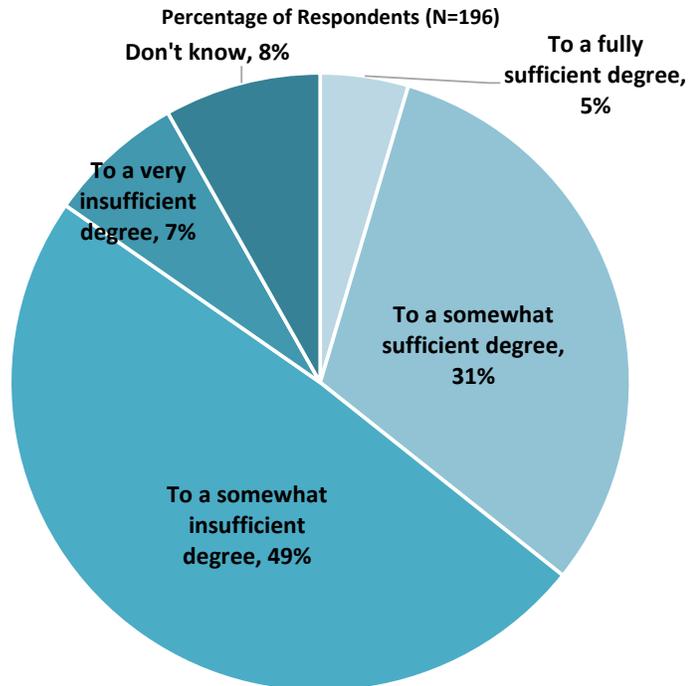
All Respondents



7.3

**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Dominican Republic?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest



**"To what extent do you believe that the World Bank Group's work and support help the poorest in the Dominican Republic?"** (Respondents chose from a list.)



## VI. Sectoral 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 the Dominican Republic, bivariate correlational analyses were conducted using respondents' ratings of the twenty nine specific areas of effectiveness.

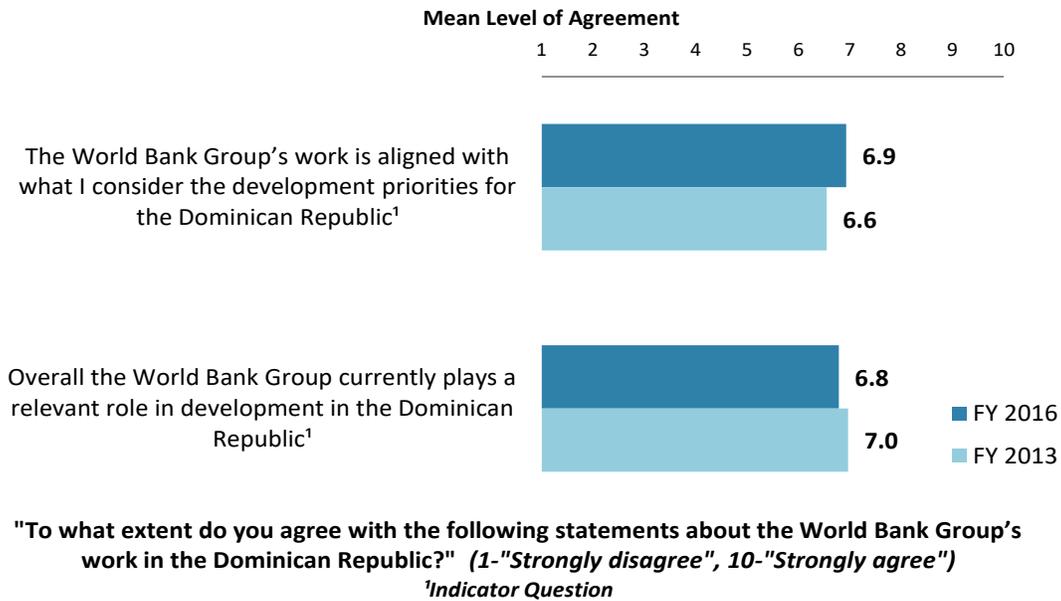
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG'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 WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in the Dominican Republic. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at equality of opportunity; and
  - The WBG's effectiveness at government effectiveness.
  
- 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 the Dominican Republic, 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 poverty reduction;
  - The WBG's effectiveness at nutrition and food security; and
  - The WBG's effectiveness at equality of opportunity.

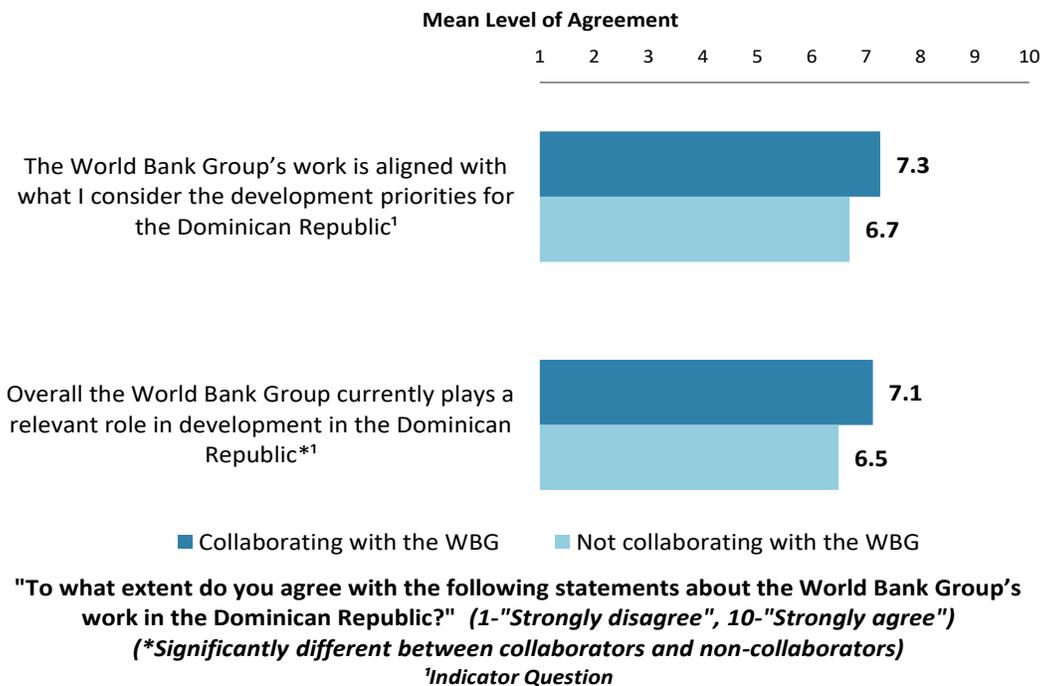


## VII. How the World Bank Group Operates

### The World Bank Group's Work in the Dominican Republic: Year Comparison<sup>7</sup>



### The World Bank Group's Work in the Dominican Republic: Collaboration

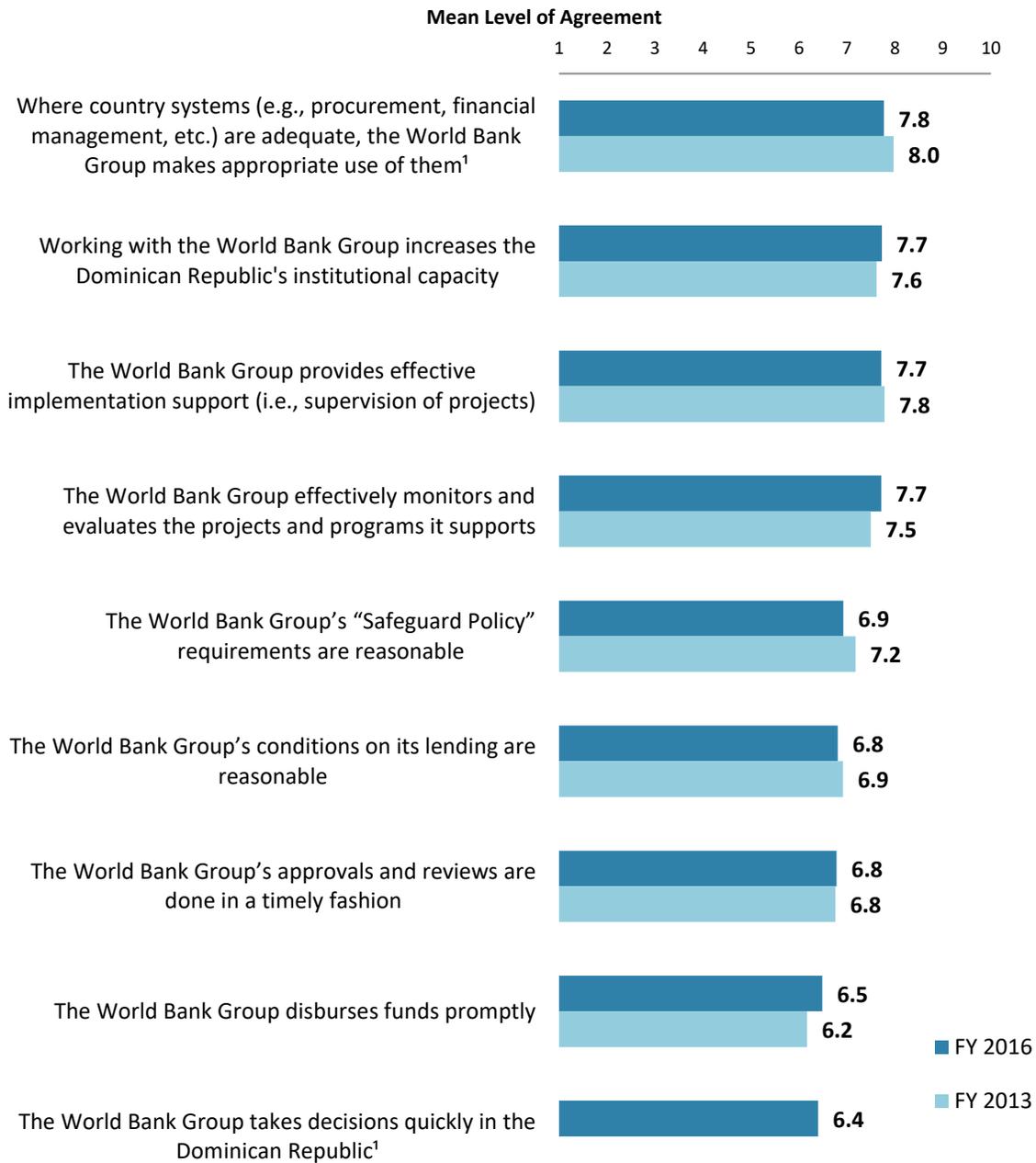


<sup>7</sup> Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



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

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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

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

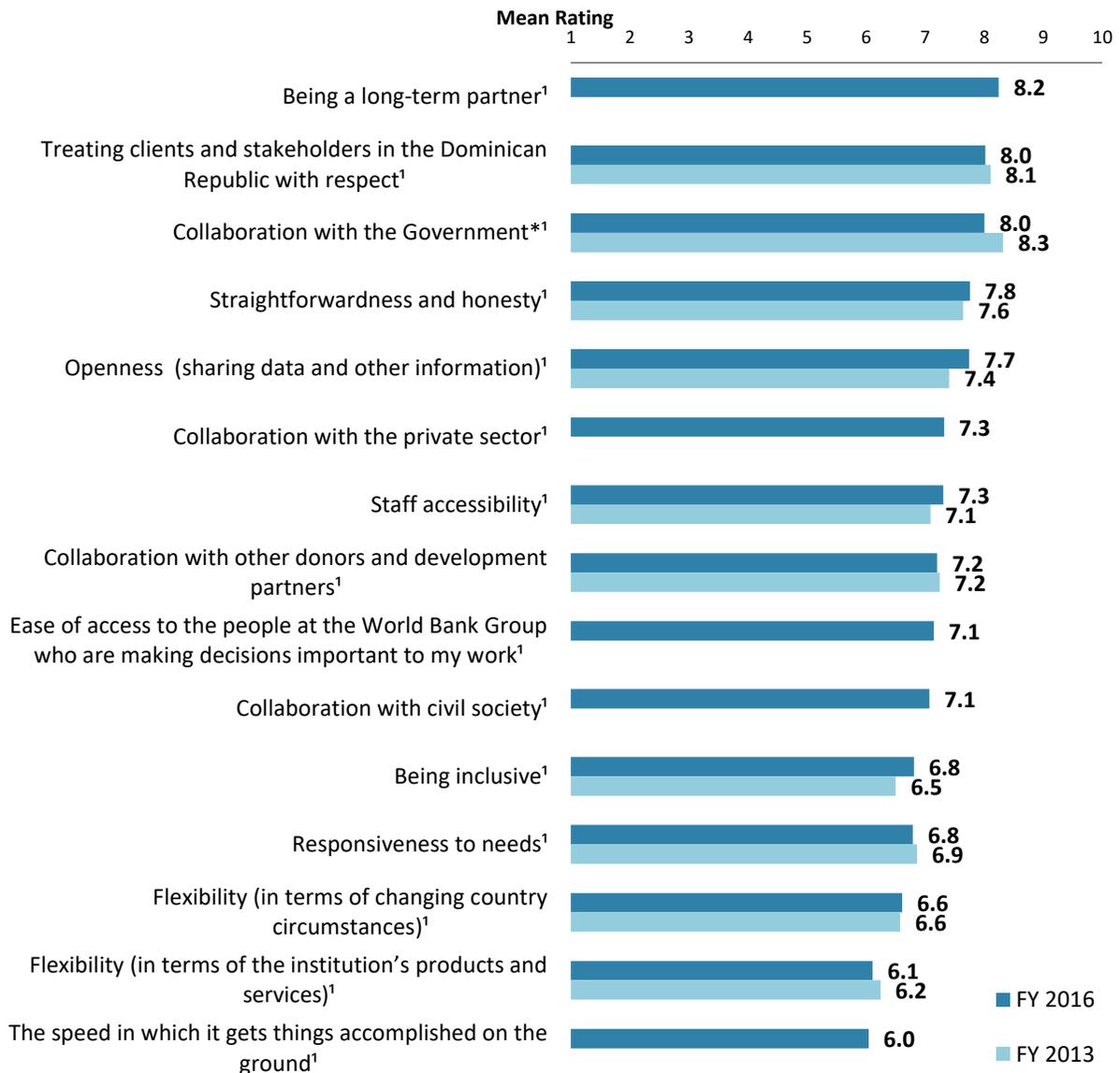
*<sup>1</sup>Indicator Question*



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's collaboration with the Government in the Dominican Republic than respondents in the FY'13 Country Survey.



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

(\*Significantly different between FY 2016 and FY 2013)

<sup>1</sup>Indicator Question

<sup>9</sup> All means in this chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

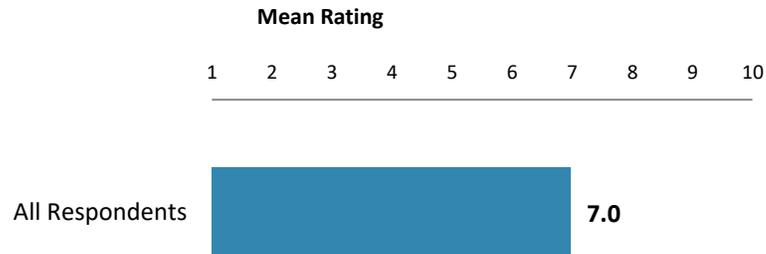
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

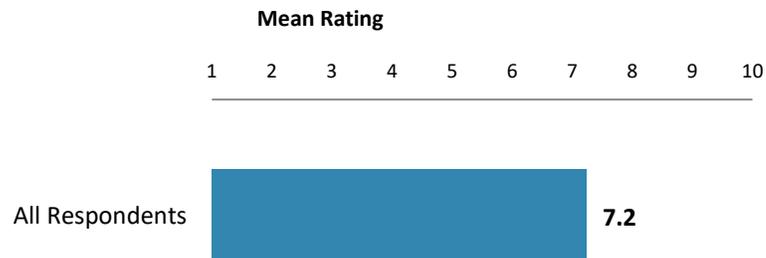
### Internal Measuring and Monitoring



**"To what extent do you believe the World Bank Group measures and corrects its work in real time in the Dominican Republic?" (1-"To no degree at all", 10-"To a very significant degree")**

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### Reimbursable Advisory Services



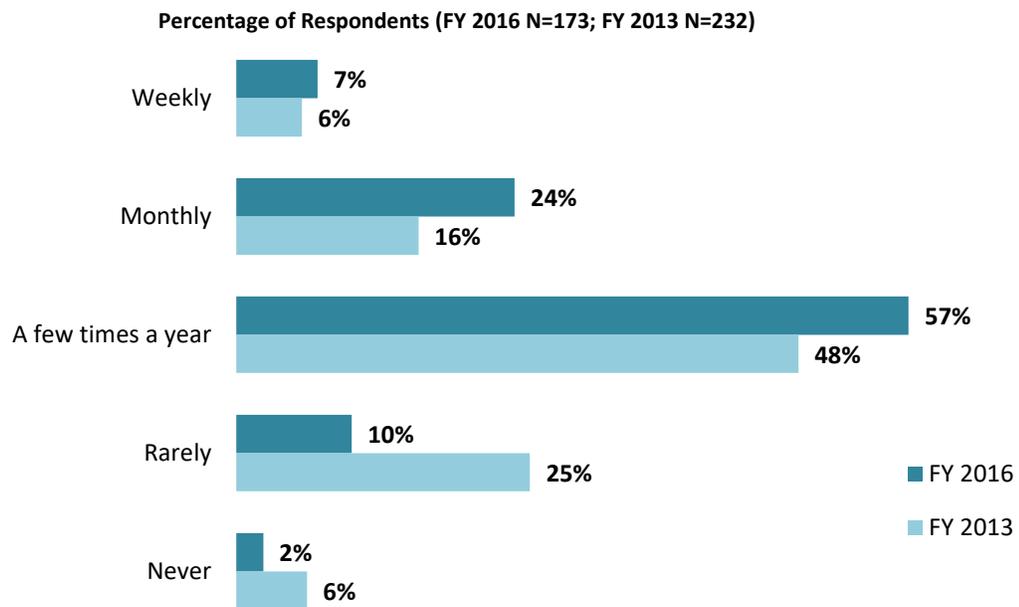
**"To what extent do you believe that the Dominican Republic received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")**



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>10</sup>

- **Year comparison:** respondents in this year’s Country Survey consulted the WBG’s knowledge work and activities significantly more frequently than respondents in the FY’13 Country Survey.



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

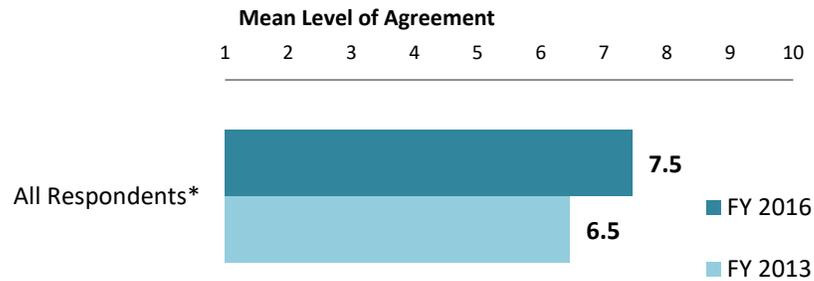
(Note: percentages may not total 100 due to rounding)

<sup>10</sup> Percentages in this chart were calculated based on weighted data.



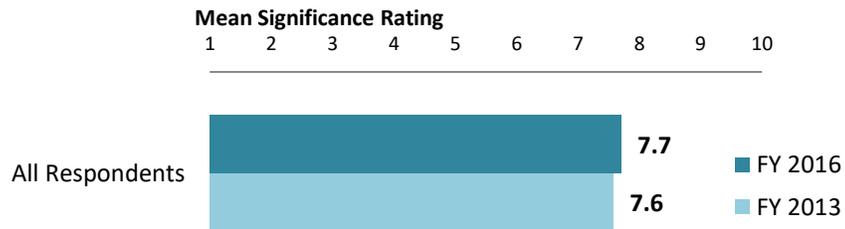
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting the Dominican Republic’s Knowledge Needs<sup>11</sup> (Indicator Question)



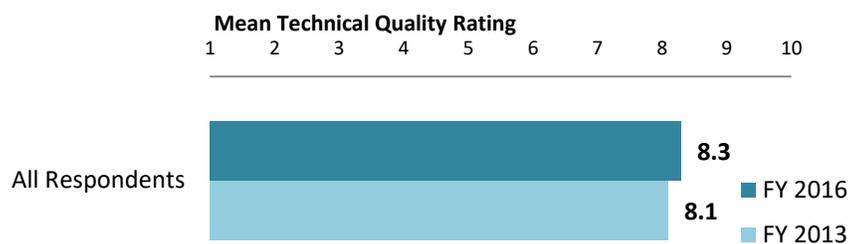
**"The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between FY 2016 and FY 2013)

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



**"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)



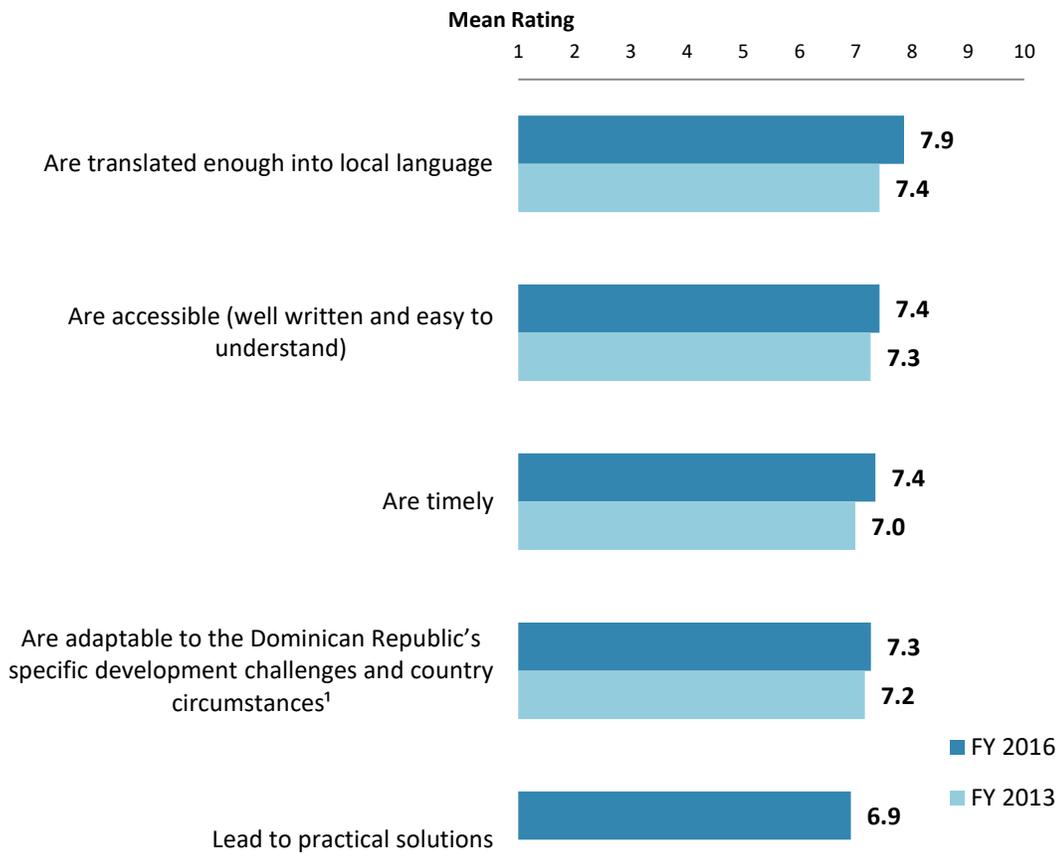
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")**

<sup>11</sup>All means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



"In the Dominican Republic, 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")  
*Indicator Question*

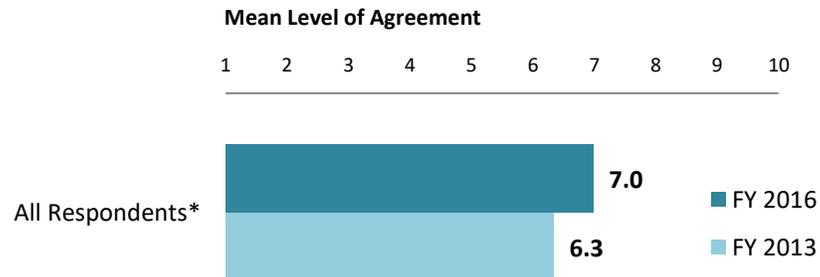
<sup>12</sup> All means in this chart were calculated based on weighted data.



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

### Meeting the Dominican Republic's Needs for Financial Instruments<sup>13</sup>

(Indicator Question)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic." (1-"Strongly disagree", 10-"Strongly agree")**  
*(\*Significantly different between FY 2016 and FY 2013)*

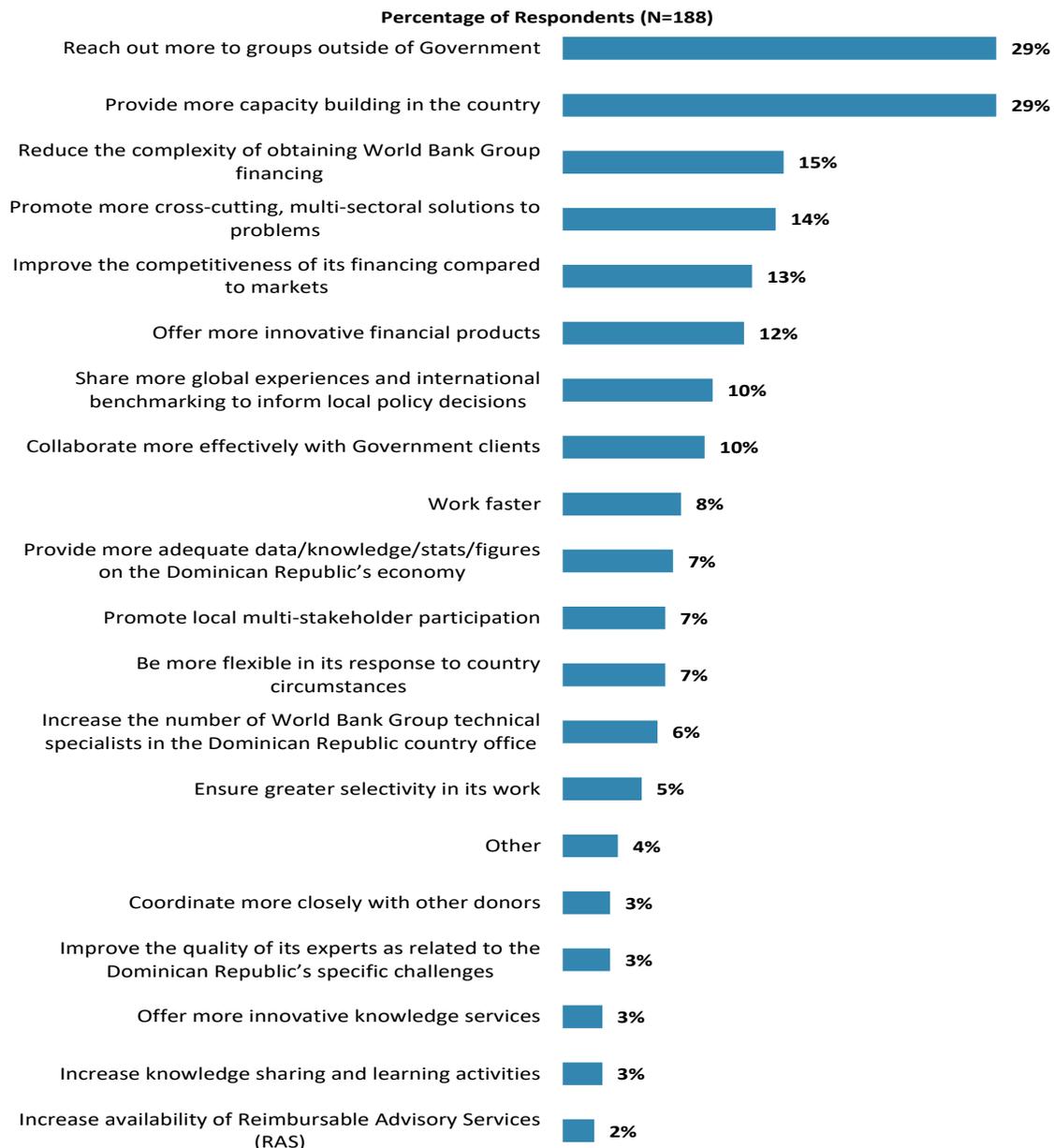
<sup>13</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the WBG in the Dominican Republic

### Making the World Bank Group of Greater Value

- Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should *“reach out more to groups outside of the Government”* (49%) and *“reduce the complexity of obtaining World Bank financing”* (46%) to make itself of greater value in the Dominican Republic.
- Stakeholder groups:** Stakeholders from CSOs and private sector/financial sector/private banks were significantly more likely to indicate that the WBG should reach more to groups outside of Government compared to stakeholders from other groups.



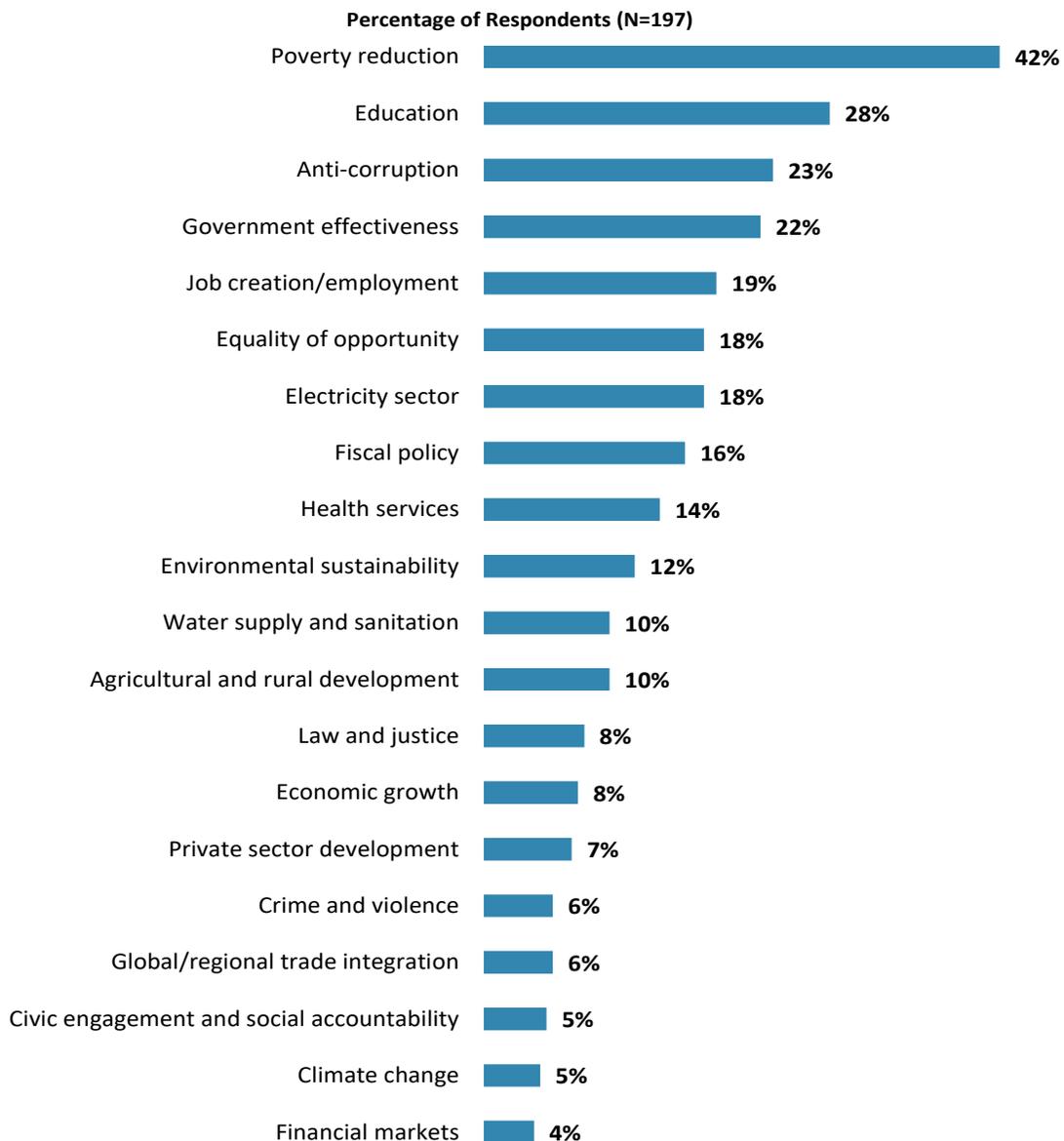
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Dominican Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in the Dominican Republic (continued)

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

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*public sector governance/reform*” (46%), “*education*” (39%), and “*poverty reduction*” (33%).

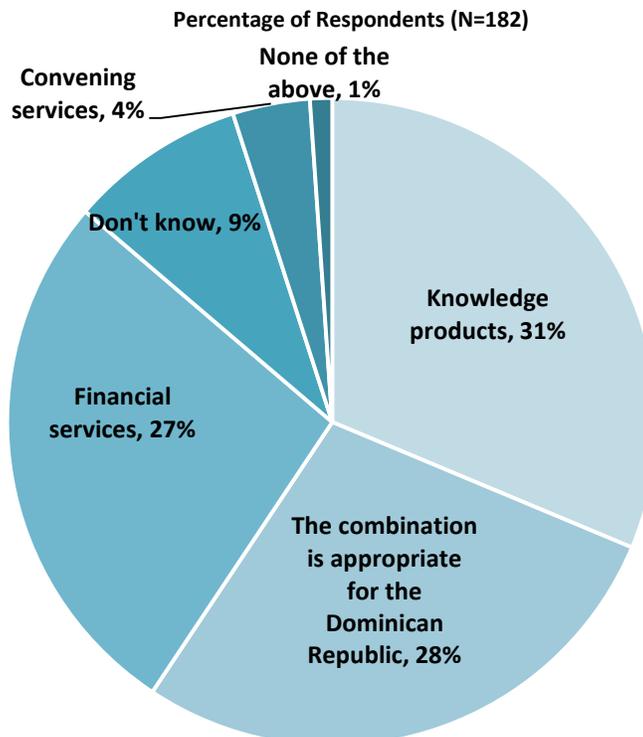


“When thinking about how the World Bank Group can have the most impact on development results in the Dominican Republic, in which sectoral areas do you believe the WBG should focus most of its resources in the Dominican Republic? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



## IX. The Future Role of the WBG in the Dominican Republic (continued)

### Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in the Dominican Republic, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in the Dominican Republic?"  
(Respondents chose from a list.)

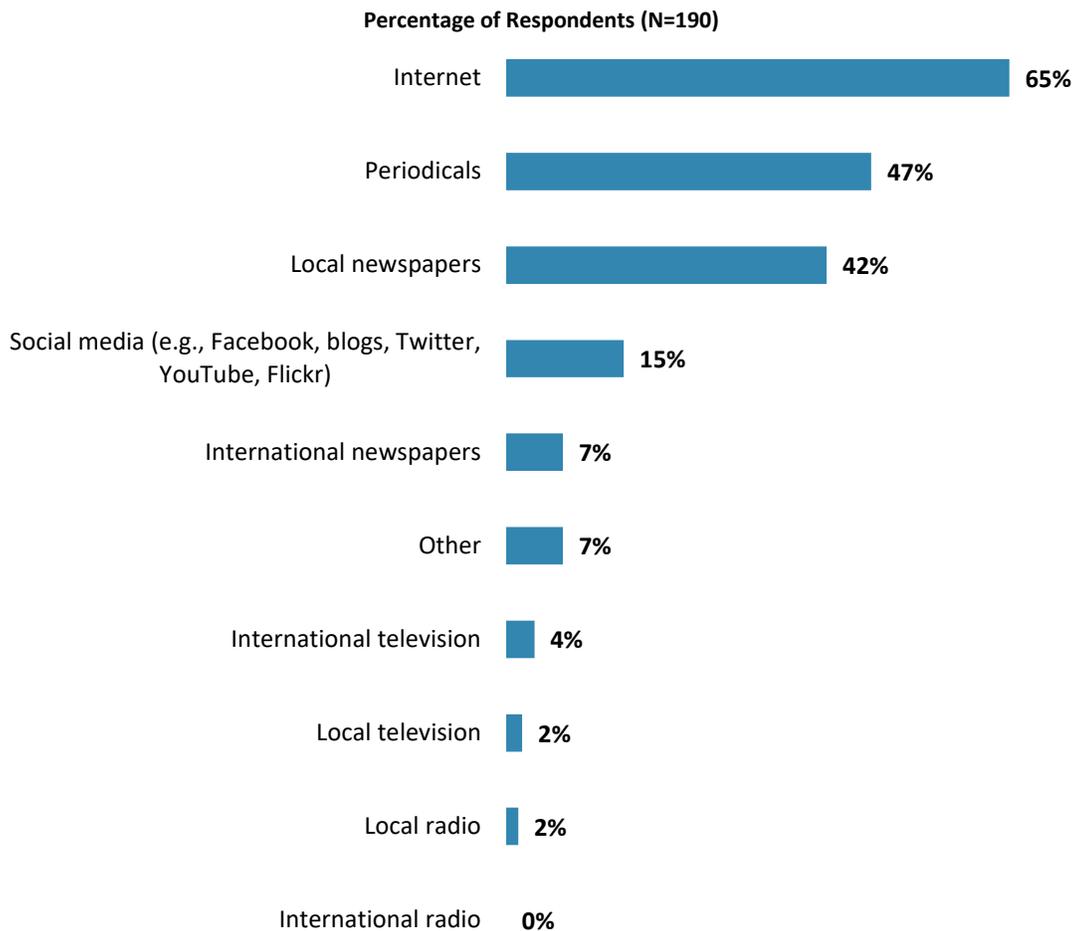


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’13 Country Survey indicated that they got most of their information about economic and social development issues in the Dominican Republic from “*local newspapers (print)*” (42%), “*periodicals*” (40%), and “*other web-based sources*” (32%).



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



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (42%), “*direct contact with World Bank*” (38%), and “*e-Newsletters* (36%)”.

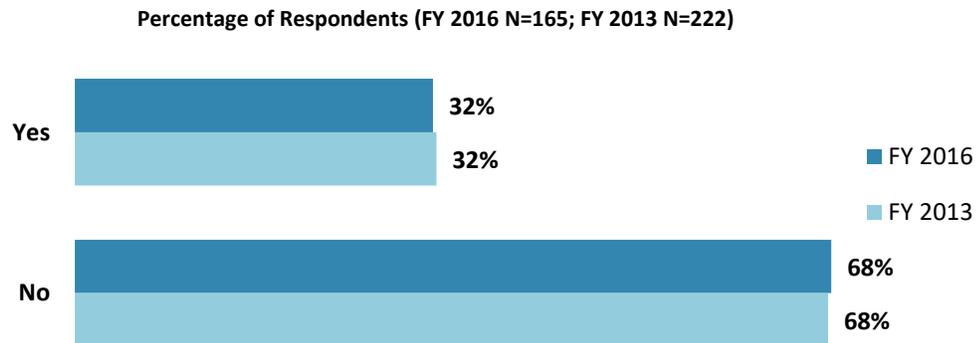


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



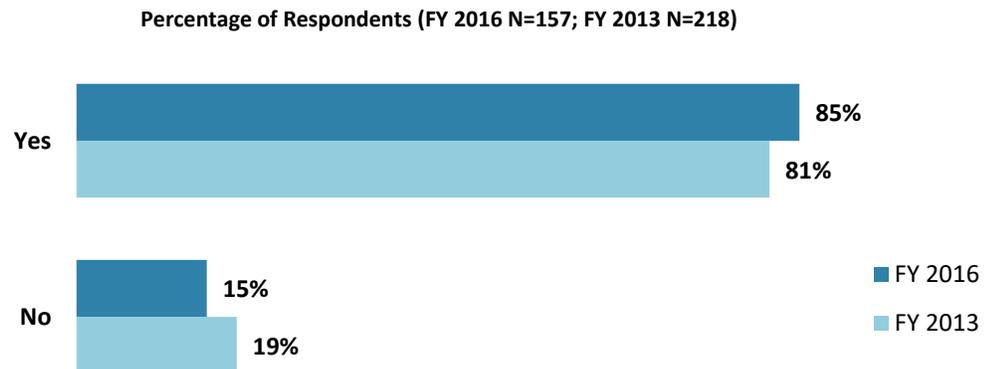
## X. Communication and Outreach (continued)

### Access to Information<sup>14</sup>



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

### The WBG Website Usage



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

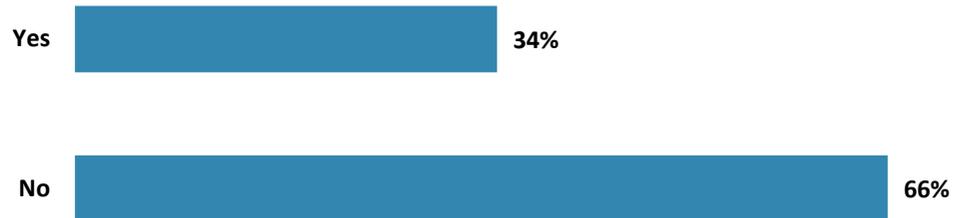
<sup>14</sup> Percentages presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Use of the WBG's Social Media Channels

Percentage of Respondents (N=158)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr) ?"



## XI. Appendices

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### The Dominican Republic





## Appendix A: Responses to All Questions across All Respondents (N=201)

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 the Dominican Republic

1. In general would you say that the Dominican Republic is headed in ... ?	Percentage of Respondents (N=182)
The right direction	65.9%
The wrong direction	21.4%
Not sure	12.6%

2. Listed below are a number of development priorities in the Dominican Republic. Please identify which of the following you consider the most important development priorities in the Dominican Republic? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=193)
Poverty reduction	45.1%
Education	29.0%
Electricity sector	24.4%
Job creation/employment	21.8%
Equality of opportunity	20.2%
Economic growth	19.7%
Government effectiveness	18.7%
Fiscal policy	18.1%
Anti-corruption	16.1%
Health services	14.5%
Law and justice	11.4%
Environmental sustainability	10.4%
Crime and violence	8.3%
Agricultural and rural development	6.7%
Private sector development	5.7%
Water supply and sanitation	3.6%
Climate change	3.1%
Social protection	2.6%
Other	2.6%
Urban development	2.6%
Global/regional trade integration	2.1%
Financial markets	2.1%
Transport infrastructure	2.1%
Disaster risk management	2.1%
Civic engagement and social accountability	2.1%
Mining and extractive industries	1.6%
Tourism	1.0%
Information and communications technology	1.0%
Nutrition and food security	0.0%

**A. General Issues Facing the Dominican Republic (continued)**

<b>3. 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 the Dominican Republic? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Job creation/employment	37.5%
Education	34.0%
Equality of opportunity	33.5%
Anti-corruption	20.0%
Agricultural and rural development	18.0%
Government effectiveness	16.0%
Economic growth	16.0%
Health services	16.0%
Fiscal policy	14.5%
Crime and violence	13.0%
Private sector development	10.0%
Law and justice	9.5%
Nutrition and food security	8.0%
Social protection	7.0%
Electricity sector	6.5%
Environmental sustainability	6.0%
Water supply and sanitation	6.0%
Financial markets	5.0%
Other	4.5%
Global/regional trade integration	3.0%
Civic engagement and social accountability	3.0%
Information and communications technology	2.5%
Transport infrastructure	2.0%
Disaster risk management	1.5%
Climate change	1.5%
Urban development	1.0%
Mining and extractive industries	0.5%
Tourism	0.5%

**A. General Issues Facing the Dominican Republic (continued)**

<b>4. 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 the Dominican Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=174)</b>
Education and training that better ensure job opportunity	37.4%
Consistent economic growth	22.4%
Greater access to micro-finance for the poor	15.5%
Better governance and transparency, less corruption	15.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	15.5%
Better employment opportunities for young people	12.6%
Better quality public services	10.9%
Greater equity of fiscal policy	8.6%
Stronger institutions and rule of law	8.6%
Greater voice and participation for citizens to help ensure greater accountability	7.5%
Greater access to health and nutrition for citizens	7.5%
More reliable social safety net	6.9%
Better opportunity for the poor who live in rural areas	6.3%
Better opportunity for the poor who live in urban areas	5.7%
A growing middle class	4.6%
Better employment opportunities for women	4.6%
Resolving the problem of lack of documentation to recognize citizen rights for all Dominicans	2.3%
More reliable judicial system	1.7%
More reliable electricity services	1.1%
Greater citizen security	1.1%
Other	0.6%

<b>5. 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 the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=198)</b>
A very big problem	71.7%
A moderately big problem	23.7%
A small problem	3.0%
Not a problem at all	1.0%
Don’t know	.5%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=197)</b>
A very serious problem	74.1%
A somewhat serious problem	23.4%
Not too serious problem	2.0%
Not a problem	.5%
Don’t know	.0%

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

How familiar are you with the work of these organizations in the Dominican Republic? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	198	0	7.56	1.97
2. Inter-American Development Bank (IDB/BID)	194	0	7.66	1.96
3. Latin American Development Bank (CAF)	194	0	4.31	2.68
4. European Investment Bank (EIB/BEI)	193	0	4.18	2.63

Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
5. World Bank Group (WBG)*	189	9	7.33	1.84
6. Inter-American Development Bank (IDB/BID)	189	9	7.53	1.77
7. Latin American Development Bank (CAF)	105	86	4.98	2.55
8. European Investment Bank (EIB/BEI)	109	83	5.01	2.55

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 the Dominican Republic solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	187	11	8.25	1.55

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in the Dominican Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Dominican Republic? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=197)</b>
Poverty reduction	41.6%
Education	27.9%
Anti-corruption	23.4%
Government effectiveness	22.3%
Job creation/employment	18.8%
Equality of opportunity	17.8%
Electricity sector	17.8%
Fiscal policy	16.2%
Health services	14.2%
Environmental sustainability	12.2%
Water supply and sanitation	10.2%
Agricultural and rural development	10.2%
Law and justice	8.1%
Economic growth	7.6%
Private sector development	7.1%
Crime and violence	5.6%
Global/regional trade integration	5.6%
Civic engagement and social accountability	5.1%
Climate change	4.6%
Financial markets	4.1%
Social protection	3.6%
Urban development	3.0%
Disaster risk management	2.5%
Other	2.5%
Transport infrastructure	2.0%
Information and communications technology	1.5%
Mining and extractive industries	1.0%
Tourism	0.5%
Nutrition and food security	0.5%

**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 the Dominican Republic?	Percentage of Respondents (N=190)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	27.4%	21.5%	48.9%
Financial resources	33.2%	14.5%	47.7%
Technical assistance	10.5%	19.9%	30.4%
Capacity development	10.5%	10.2%	20.7%
Help to bring discipline/effective supervision to implementation of investment projects	8.9%	9.7%	18.6%
Data and statistics	3.7%	8.6%	12.3%
Mobilizing third party financial resources	1.1%	7.5%	8.6%
Donor coordination	1.6%	2.7%	4.3%
Convening/Facilitating	0.5%	2.2%	2.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.5%	2.2%	2.7%
Other	1.6%	0.5%	2.1%

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Dominican Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
World Bank Group's processes too slow	25.0%
Not collaborating enough with stakeholders outside the Government	20.9%
Too influenced by developed countries	18.9%
Not enough public disclosure of its work	18.9%
Not willing to honestly criticize policies and reform efforts in the country	14.3%
Budget ceilings do not allow for timely implementation of projects	13.3%
World Bank Group's processes too complex	11.7%
Don't know	9.2%
Its advice and strategies do not lend themselves to practical problem solving	8.2%
Not adequately sensitive to political/social realities in the Dominican Republic	7.1%
Imposing technocratic solutions without regard to political realities	6.1%
Not aligned with country priorities	6.1%
Other	6.1%
Not aligned with other donors' work	3.6%
Staff too inaccessible	3.1%
Not exploring alternative policy options	3.1%
Arrogant in its approach	2.6%
Not client focused	1.5%
The credibility of its knowledge/data	0.0%

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

<b>13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Dominican Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=198)</b>
Investment lending	53.0%
Technical assistance	34.8%
Capacity development	31.3%
Policy based lending / budget support to the Government	30.3%
Knowledge products/services	17.2%
Multi-sectoral approaches	11.6%
Trust Fund management	7.1%
Don't know	2.0%
Other	1.0%

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest in the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=196)</b>
To a fully sufficient degree	4.6%
To a somewhat sufficient degree	31.1%
To a somewhat insufficient degree	49.0%
To a very insufficient degree	7.1%
Don't know	8.2%

<b>To what extent do you agree with the following statements about the World Bank Group's work in the Dominican Republic? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
15. Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic*	184	7	6.73	2.05
16. The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic*	183	9	6.90	2.07

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

To what extent is the World Bank Group an effective development partner in the Dominican Republic, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
17. Responsiveness to needs*	158	22	6.61	2.07
18. Flexibility (in terms of the institution's products and services)*	145	37	6.04	1.86
19. Flexibility (in terms of changing country circumstances)*	158	25	6.46	1.86
20. Being inclusive*	156	24	6.78	1.87
21. Openness (sharing data and other information)*	161	17	7.67	1.81
22. Collaboration with the Government*	175	11	7.94	1.68
23. The speed in which it gets things accomplished on the ground*	156	28	5.87	1.92
24. Ease of access to the people at the World Bank Group who are making decisions important to my work*	157	26	7.14	2.27
25. Collaboration with civil society*	160	24	7.03	2.04
26. Staff accessibility*	165	17	7.25	2.11
27. Collaboration with other donors and development partners*	145	36	7.18	1.97
28. Collaboration with the private sector*	138	45	7.22	1.83
29. Straightforwardness and honesty*	162	20	7.75	1.99
30. Treating clients and stakeholders in the Dominican Republic with respect*	152	28	7.97	1.88
31. Being a long-term partner*	163	23	8.21	1.83

32. 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=185)
The Government works inefficiently	35.7%
Political pressures and obstacles	33.0%
There is not an adequate level of citizen/civil society participation	25.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.8%
Lack of/inadequate levels of capacity in Government	18.9%
Reforms are not well thought out in light of country challenges	18.4%
The World Bank Group does not do adequate follow through/follow-up	11.4%
The World Bank Group works too slowly	9.2%
Poor donor coordination	8.6%
Other	4.3%

**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 the Dominican Republic? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Transport infrastructure	163	18	6.73	2.23
2. Poverty reduction	185	5	8.71	1.77
3. Equality of opportunity	175	8	7.86	2.13
4. Job creation/employment	174	11	7.84	2.08
5. Global/regional trade integration	168	16	7.48	1.96
6. Private sector development	176	10	7.76	1.91
7. Financial markets	172	14	7.54	2.03
8. Urban development	164	18	7.15	1.94
9. Agricultural and rural development	169	14	7.54	2.11
10. Mining and extractive industries	163	22	6.55	2.19
11. Tourism	159	24	6.86	2.13
12. Economic growth	181	4	8.42	1.50
13. Electricity sector	175	10	8.52	1.74
14. Information and communications technology	168	16	7.22	2.06
15. Climate change	178	10	8.11	1.78
16. Disaster risk management	175	12	7.74	1.72
17. Environmental sustainability	171	15	7.98	1.80
18. Fiscal policy	175	10	8.31	1.72
19. Government effectiveness	177	10	8.46	1.69
20. Anti-corruption	178	9	8.39	1.97
21. Civic engagement and social accountability	168	11	7.81	1.88
22. Law and justice	168	17	7.65	2.01
23. Crime and violence	163	19	7.36	2.18
24. Social protection	169	16	7.61	1.92
25. Education	174	11	8.53	1.79
26. Health services	168	16	8.18	1.93
27. Nutrition and food security	166	17	7.40	2.19
28. Water supply and sanitation	171	16	7.93	1.92
29. Other	10	27	9.40	0.70

**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 the Dominican Republic? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Transport infrastructure	64	121	6.28	2.32
Poverty reduction	137	48	7.01	1.98
Equality of opportunity	121	63	6.75	2.07
Job creation/employment	100	83	6.26	1.97
Global/regional trade integration	96	87	6.80	2.03
Private sector development	122	59	7.25	1.95
Financial markets	99	84	7.25	1.94
Urban development	80	100	6.16	2.20
Agricultural and rural development	94	90	6.47	1.93
Mining and extractive industries	77	107	6.12	2.18
Tourism	80	103	6.61	2.03
Economic growth	134	48	7.57	1.84
Electricity sector	134	51	7.13	2.11
Information and communications technology	84	100	6.89	2.02
Climate change	94	89	6.81	2.12
Disaster risk management	93	91	7.05	1.98
Environmental sustainability	92	91	6.76	2.07
Fiscal policy	114	66	6.87	2.25
Government effectiveness	136	50	6.88	2.05
Anti-corruption	121	64	6.28	2.35
Civic engagement and social accountability	113	71	6.76	2.23
Law and justice	89	94	5.90	2.28
Crime and violence	81	104	5.51	2.47
Social protection	98	84	6.58	2.34
Education	119	65	7.24	2.02
Health services	92	90	6.78	2.14
Nutrition and food security	81	101	6.57	2.31
Water supply and sanitation	95	89	6.80	2.21
Other	6	48	7.33	3.44

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic? (1-To no degree at all, 10-To a very significant degree)	182	6	7.09	1.79

To what extent do you agree with the following statements about the World Bank Group in the Dominican Republic? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic*	173	16	6.84	1.75
5. The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	180	7	7.33	1.79

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that the Dominican Republic received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	116	73	7.24	1.90

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

Measuring The World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Dominican Republic? (1-To no degree at all, 10-To a very significant degree)	118	71	6.97	1.94

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=188)
Weekly	6.9%
Monthly	22.3%
A few times a year	59.0%
Rarely	9.0%
Never	2.7%

In the Dominican Republic, 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	169	13	7.30	1.75
3. Lead to practical solutions	170	17	6.80	1.78
4. Are accessible (well written and easy to understand)	180	7	7.43	1.84
5. Are translated enough into local language	170	13	7.73	2.10
6. Are adaptable to the Dominican Republic's specific development challenges and country circumstances*	173	13	7.17	1.68

Overall Evaluations	N	DK	Mean	SD
7. 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)	185	5	7.65	1.62
8. 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)	181	9	8.22	1.47

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	119	14	6.40	2.25
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	156	31	7.61	1.77
3. The World Bank Group's approvals and reviews are done in a timely fashion	122	65	6.77	1.95
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	98	88	6.99	1.78
5. The World Bank Group's conditions on its lending are reasonable	139	47	6.85	1.96
6. The World Bank Group takes decisions quickly in the Dominican Republic*	138	48	6.43	2.09
7. Working with the World Bank Group increases the Dominican Republic's institutional capacity	174	14	7.68	1.79
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	124	63	7.73	1.75
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	151	36	7.70	1.85

**E. Working with the World Bank Group (continued)**

<b>WBG Promoting PPP in the Dominican Republic</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Dominican Republic? (1-To no degree at all, 10-To a very significant degree)	155	32	7.32	1.81

<b>11. Which of the following best describes the World Bank Group's support in the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=186)</b>
The WBG is sufficiently selective and focuses on the most important development challenges in the Dominican Republic	45.7%
The WBG is not sufficiently selective in the Dominican Republic, and it is involved in too many areas of development	14.5%
The WBG is too selective in the Dominican Republic, and it is not involved in enough areas of development	31.2%
Don't know	8.6%

**F. The Future Role of the World Bank Group in the Dominican Republic**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Dominican Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=188)</b>
Reach out more to groups outside of Government	29.3%
Provide more capacity building in the country	29.3%
Reduce the complexity of obtaining World Bank Group financing	14.9%
Promote more cross-cutting, multi-sectoral solutions to problems	14.4%
Improve the competitiveness of its financing compared to markets	12.8%
Offer more innovative financial products	12.2%
Share more global experiences and international benchmarking to inform local policy decisions	10.1%
Collaborate more effectively with Government clients	9.6%
Work faster	8.0%
Provide more adequate data/knowledge/statistics/figures on the Dominican Republic's economy	7.4%
Promote local multi-stakeholder participation	6.9%
Be more flexible in its response to country circumstances	6.9%
Increase the number of World Bank Group technical specialists in the Dominican Republic country office	6.4%
Ensure greater selectivity in its work	5.3%
Other	3.7%
Coordinate more closely with other donors	3.2%
Improve the quality of its experts as related to the Dominican Republic's specific challenges	3.2%
Offer more innovative knowledge services	2.7%
Increase knowledge sharing and learning activities	2.7%
Increase availability of Reimbursable Advisory Services (RAS)	2.1%

**F. The Future Role of the World Bank Group in the Dominican Republic (continued)**

<b>2. When considering the combination of services that the World Bank Group offers in the Dominican Republic, 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 the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=182)</b>
Knowledge products	31.3%
The combination is appropriate for the Dominican Republic	28.0%
Financial services	26.9%
Don't know	8.8%
Convening services	3.8%
None of the above	1.1%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in the Dominican Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Internet	65.3%
Periodicals	47.4%
Local newspapers	41.6%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	15.3%
International newspapers	7.4%
Other	7.4%
International television	3.7%
Local television	2.1%
Local radio	1.6%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=187)</b>
e-Newsletters	41.7%
World Bank Group's seminars/workshops/conferences	40.6%
World Bank Group's publications and other written materials	33.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	33.7%
World Bank Group's website	26.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	9.6%
Mobile phones	2.1%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=180)</b>
Yes	31.1%
No	68.9%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=51)
World Bank Group's website	60.8%
World Bank Group's seminars/workshops/conferences	13.7%
Colleagues/Friends/Peer organizations	11.8%
News/Media	9.8%
World Bank Group's e-Newsletters	3.9%
Other	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=174)
Yes	25.9%
No	74.1%

6. Were you able to obtain this information?	Percentage of Respondents (N=29)
Yes	93.1%
No	6.9%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=170)
Yes	84.1%
No	15.9%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=158)
Yes	34.2%
No	65.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. 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.)	183	7	7.91	1.95
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	114	74	7.44	2.27
11. The World Bank Group is responsive to my information requests and inquiries	134	52	8.16	1.86

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=197)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	14.2%
Private Sector Organization	13.7%
NGO/Community Based Organization	11.7%
Bilateral/Multilateral Agency	8.6%
Independent Government Institution	8.1%
Office of Minister	7.1%
Financial Sector/Private Bank	6.6%
Academia/Research Institute/Think Tank	6.1%
Other	5.6%
Private Foundation	5.1%
PMU/Consultant/Contractor working on World Bank Group supported project	4.1%
Media	3.6%
Local Government Office or Staff	2.5%
Office of the President, Prime Minister	1.5%
Office of Parliamentarian	1.0%
Trade Union	.5%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=195)</b>
Generalist (specialized in multiple sectors)	13.8%
Other	13.3%
Finance and markets	12.3%
Energy and extractives	8.7%
Education	6.7%
Urban, rural, and social development	6.7%
Governance	6.7%
Macroeconomics and fiscal management	6.2%
Trade and competitiveness	6.2%
Transport and ICT	4.1%
Social protection and labor	3.1%
Environment and natural resources	2.1%
Public-private partnerships	2.1%
Health, nutrition, and population	2.1%
Poverty	1.5%
Agriculture	1.5%
Water	1.0%
Jobs	1.0%
Fragility, conflict and violence	.5%
Climate Change	.5%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=193)</b>
Yes	36.3%
No	63.7%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=176)</b>
The World Bank (IBRD/IDA)	77.8%
The International Finance Corporation (IFC)	16.5%
The Multilateral Investment Guarantee Agency (MIGA)	.6%
Other	5.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=185)</b>
Yes	31.4%
No	68.6%

<b>6. If yes, what was your view of how the two institutions work together in the Dominican Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=58)</b>
The two institutions work well together	65.5%
The way the two institutions work together needs improvement	20.7%
The two institutions do not work well together	1.7%
Don't know	12.1%

<b>7. Which of the following describes most of your exposure to the World Bank Group in the Dominican Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=193)</b>
Engage in World Bank Group related/sponsored events/activities	48.2%
Use World Bank Group reports/data	44.6%
Collaborate as part of my professional duties	34.2%
Use World Bank Group website for information, data, research, etc.	26.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	14.0%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=197)</b>
Female	33.0%
Male	67.0%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=197)</b>
Santo Domingo	89.3%
North/Cibao	5.1%
South/Southwest	4.6%
East	1.0%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>15</sup>

- Office of President/Prime Minister/Minister N=17
- Employee of a Ministry N=28
- PMU/Consultant on WBG-supported Project N=8
- Bilateral/Multilateral Agency N=17
- Private Sector/Financial Sector/Private Bank N=40
- CSO N=34
- Media N=7
- Independent Government Institution N=16
- Academia/Research Institute/Think Tank N=12
- Other N=18

### A. General Issues facing the Dominican Republic

In general, would you say that the Dominican Republic is headed in ... ?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	100.0%	92.3%	87.5%	66.7%	52.8%	43.8%	33.3%	85.7%	27.3%	66.7%
The wrong direction	0.0%	3.8%	0.0%	6.7%	27.8%	46.9%	33.3%	7.1%	45.5%	22.2%
Not sure	0.0%	3.8%	12.5%	26.7%	19.4%	9.4%	33.3%	7.1%	27.3%	11.1%

\*Significantly different between stakeholder groups

<sup>15</sup> Only 197 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing the Dominican Republic (continued)**

Listed below are a number of development priorities in the Dominican Republic. Please identify which of the following you consider the most important development priorities in the Dominican Republic?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth	23.1%	37.0%	14.3%	0.0%	20.0%	14.7%	28.6%	12.5%	18.2%	22.2%
Poverty reduction	61.5%	48.1%	71.4%	47.1%	35.0%	44.1%	85.7%	37.5%	36.4%	38.9%
Equality of opportunity	15.4%	18.5%	42.9%	23.5%	12.5%	38.2%	14.3%	18.8%	9.1%	11.1%
Job creation/employment	15.4%	37.0%	0.0%	35.3%	25.0%	11.8%	28.6%	25.0%	18.2%	11.1%
Global/regional trade integration	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Private sector development	7.7%	3.7%	0.0%	5.9%	7.5%	2.9%	14.3%	0.0%	9.1%	11.1%
Financial markets	0.0%	3.7%	0.0%	0.0%	2.5%	5.9%	0.0%	0.0%	0.0%	0.0%
Urban development*	7.7%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Agricultural and rural development	0.0%	7.4%	14.3%	0.0%	0.0%	11.8%	0.0%	18.8%	9.1%	11.1%
Mining and extractive industries	0.0%	7.4%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Tourism	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Transport infrastructure	0.0%	3.7%	0.0%	5.9%	2.5%	0.0%	0.0%	0.0%	0.0%	5.6%
Electricity sector	15.4%	14.8%	42.9%	23.5%	27.5%	11.8%	42.9%	37.5%	45.5%	22.2%
Information and communications technology	7.7%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	7.7%	0.0%	0.0%	11.8%	0.0%	5.9%	0.0%	0.0%	0.0%	5.6%
Disaster risk management	0.0%	0.0%	14.3%	5.9%	2.5%	0.0%	0.0%	6.3%	0.0%	0.0%
Environmental sustainability	7.7%	14.8%	0.0%	5.9%	5.0%	8.8%	0.0%	18.8%	18.2%	22.2%
Fiscal policy	15.4%	7.4%	0.0%	5.9%	32.5%	11.8%	28.6%	25.0%	27.3%	22.2%
Government effectiveness	23.1%	22.2%	14.3%	17.6%	12.5%	29.4%	14.3%	12.5%	9.1%	22.2%
Anti-corruption*	0.0%	7.4%	0.0%	11.8%	37.5%	20.6%	14.3%	6.3%	9.1%	5.6%
Civic engagement and social accountability	0.0%	3.7%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	9.1%	0.0%
Law and justice	7.7%	11.1%	14.3%	17.6%	15.0%	11.8%	14.3%	6.3%	9.1%	5.6%
Crime and violence	15.4%	3.7%	14.3%	11.8%	15.0%	0.0%	0.0%	6.3%	9.1%	5.6%
Social protection	0.0%	0.0%	14.3%	0.0%	2.5%	2.9%	0.0%	6.3%	9.1%	0.0%
Education	30.8%	37.0%	14.3%	35.3%	32.5%	26.5%	0.0%	25.0%	18.2%	33.3%
Health services	30.8%	0.0%	28.6%	5.9%	7.5%	23.5%	14.3%	18.8%	9.1%	22.2%
Nutrition and food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply and sanitation	0.0%	3.7%	0.0%	5.9%	0.0%	2.9%	0.0%	12.5%	0.0%	11.1%
Other	0.0%	0.0%	0.0%	5.9%	0.0%	8.8%	0.0%	0.0%	9.1%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues facing the Dominican Republic (continued)**

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 the Dominican Republic? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Disaster risk management	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	5.6%
Equality of opportunity*	29.4%	46.4%	50.0%	41.2%	10.0%	52.9%	42.9%	31.3%	16.7%	33.3%
Crime and violence	11.8%	10.7%	25.0%	11.8%	15.0%	17.6%	14.3%	12.5%	8.3%	0.0%
Global/regional trade integration	5.9%	3.6%	0.0%	0.0%	2.5%	0.0%	14.3%	6.3%	0.0%	5.6%
Private sector development*	17.6%	3.6%	0.0%	11.8%	25.0%	0.0%	0.0%	12.5%	8.3%	5.6%
Financial markets	5.9%	10.7%	0.0%	0.0%	7.5%	5.9%	0.0%	6.3%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	5.9%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Agricultural and rural development	17.6%	21.4%	12.5%	17.6%	10.0%	14.7%	42.9%	18.8%	16.7%	27.8%
Mining and extractive industries	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure	0.0%	3.6%	0.0%	0.0%	2.5%	0.0%	14.3%	0.0%	0.0%	5.6%
Nutrition and food security	5.9%	3.6%	12.5%	11.8%	5.0%	11.8%	14.3%	0.0%	8.3%	11.1%
Information and communications technology	5.9%	3.6%	0.0%	0.0%	5.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	5.9%	2.5%	2.9%	0.0%	0.0%	0.0%	0.0%
Economic growth	29.4%	21.4%	0.0%	5.9%	27.5%	2.9%	14.3%	12.5%	25.0%	11.1%
Environmental sustainability	0.0%	14.3%	0.0%	5.9%	0.0%	14.7%	14.3%	0.0%	0.0%	5.6%
Fiscal policy	35.3%	3.6%	12.5%	17.6%	17.5%	20.6%	0.0%	18.8%	8.3%	0.0%
Government effectiveness	5.9%	21.4%	12.5%	29.4%	10.0%	20.6%	28.6%	18.8%	16.7%	5.6%
Anti-corruption	17.6%	3.6%	12.5%	29.4%	22.5%	23.5%	28.6%	25.0%	33.3%	11.1%
Civic engagement and social accountability	5.9%	7.1%	0.0%	0.0%	2.5%	2.9%	0.0%	0.0%	0.0%	0.0%
Law and justice	5.9%	3.6%	12.5%	5.9%	22.5%	8.8%	0.0%	6.3%	0.0%	5.6%
Job creation/employment	47.1%	32.1%	25.0%	29.4%	42.5%	26.5%	42.9%	31.3%	41.7%	55.6%
Social protection	0.0%	14.3%	12.5%	11.8%	2.5%	5.9%	14.3%	12.5%	8.3%	0.0%
Education	23.5%	42.9%	37.5%	29.4%	40.0%	23.5%	14.3%	43.8%	33.3%	44.4%
Health services	11.8%	7.1%	37.5%	11.8%	7.5%	23.5%	0.0%	12.5%	33.3%	27.8%
Electricity sector	17.6%	3.6%	0.0%	5.9%	5.0%	2.9%	0.0%	6.3%	16.7%	11.1%
Water supply and sanitation	0.0%	7.1%	12.5%	0.0%	10.0%	2.9%	0.0%	6.3%	0.0%	16.7%
Other	0.0%	0.0%	0.0%	5.9%	5.0%	5.9%	0.0%	6.3%	8.3%	11.1%

\*Significantly different between stakeholder groups



**A. General Issues facing the Dominican Republic (continued)**

The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Dominican Republic? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Consistent economic growth	50.0%	29.2%	37.5%	12.5%	17.2%	12.9%	25.0%	14.3%	18.2%	22.2%
More reliable social safety net	12.5%	4.2%	12.5%	18.8%	3.4%	9.7%	0.0%	0.0%	0.0%	5.6%
Greater access to micro-finance for the poor	18.8%	12.5%	0.0%	0.0%	24.1%	9.7%	25.0%	35.7%	18.2%	16.7%
Greater voice and participation for citizens to help ensure greater accountability	6.3%	4.2%	12.5%	12.5%	3.4%	9.7%	0.0%	7.1%	18.2%	5.6%
Greater access to health and nutrition for citizens	0.0%	4.2%	0.0%	6.3%	6.9%	9.7%	0.0%	14.3%	9.1%	11.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	12.5%	16.7%	0.0%	6.3%	34.5%	22.6%	0.0%	7.1%	0.0%	5.6%
A growing middle class	6.3%	0.0%	12.5%	6.3%	3.4%	3.2%	0.0%	21.4%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	0.0%	12.5%	0.0%	12.5%	0.0%	9.7%	0.0%	0.0%	0.0%	16.7%
Better opportunity for the poor who live in urban areas*	0.0%	16.7%	0.0%	18.8%	0.0%	0.0%	25.0%	7.1%	0.0%	5.6%
Better employment opportunities for young people	18.8%	12.5%	25.0%	12.5%	10.3%	12.9%	25.0%	14.3%	9.1%	5.6%
Better employment opportunities for women	6.3%	4.2%	25.0%	6.3%	0.0%	6.5%	0.0%	0.0%	0.0%	5.6%
Greater equity of fiscal policy	12.5%	4.2%	12.5%	6.3%	6.9%	9.7%	0.0%	21.4%	0.0%	5.6%
Education and training that better ensure job opportunity	31.3%	45.8%	25.0%	12.5%	44.8%	41.9%	0.0%	28.6%	27.3%	61.1%
Better quality public services*	6.3%	12.5%	0.0%	18.8%	3.4%	9.7%	0.0%	7.1%	45.5%	11.1%
More reliable judicial system*	0.0%	0.0%	12.5%	0.0%	3.4%	0.0%	25.0%	0.0%	0.0%	0.0%
More reliable electricity services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	5.6%
Greater citizen security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Stronger institutions and rule of law*	6.3%	4.2%	12.5%	25.0%	3.4%	6.5%	50.0%	0.0%	18.2%	5.6%
Better governance and transparency, less corruption	6.3%	8.3%	0.0%	12.5%	31.0%	19.4%	25.0%	14.3%	18.2%	11.1%
Resolving the problem of lack of documentation to recognize citizen rights for all Dominicans	0.0%	0.0%	12.5%	12.5%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Other	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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 the Dominican Republic? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very big problem	76.5%	60.7%	57.1%	76.5%	67.5%	90.9%	71.4%	56.3%	66.7%	72.2%
A moderately big problem	17.6%	39.3%	42.9%	17.6%	27.5%	6.1%	28.6%	37.5%	16.7%	22.2%
A small problem	5.9%	0.0%	0.0%	5.9%	2.5%	0.0%	0.0%	6.3%	16.7%	0.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	2.5%	3.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%



**A. General Issues facing the Dominican Republic (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very serious problem	70.6%	77.8%	71.4%	70.6%	70.0%	81.8%	71.4%	75.0%	75.0%	66.7%
A somewhat serious problem	29.4%	18.5%	28.6%	29.4%	25.0%	18.2%	28.6%	25.0%	8.3%	33.3%
Not too serious problem	0.0%	3.7%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	16.7%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 Group (WBG)	17	8.12	1.76	28	7.68	2.18	8	8.38	1.30	17	8.18	1.85	40	7.73	2.15	33	6.55	1.82	7	7.57	1.40	16	7.38	1.75	12	7.25	1.60	17	7.76	2.28
Inter-American Development Bank (IDB/BID)	17	8.18	1.47	27	7.85	1.66	7	7.71	1.98	17	7.82	2.40	40	7.80	2.19	31	6.77	2.03	7	7.86	1.68	16	7.44	1.75	12	7.33	1.83	17	8.29	1.86
Latin American Development Bank (CAF)	17	4.53	3.06	27	4.33	2.45	7	3.29	2.06	17	4.76	3.23	40	5.00	2.83	30	3.47	2.34	7	5.43	2.82	16	4.00	2.39	12	3.25	1.48	18	4.39	2.81
European Investment Bank (EIB/BEI)	16	3.38	2.63	27	3.78	2.26	7	4.29	2.43	17	5.24	3.19	40	4.93	2.71	30	3.57	2.30	7	4.29	3.64	16	3.63	2.19	12	3.67	1.67	18	4.56	2.94

Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic. (1-Not effective at all, 10-Extremely effective)

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 Group (WBG)	16	7.63	2.03	27	7.67	1.84	8	7.88	1.13	15	7.40	1.68	39	7.15	1.68	31	6.61	1.93	7	7.29	2.21	15	7.53	1.96	11	6.55	1.81	17	8.00	1.80
Inter-American Development Bank (IDB/BID)*	17	7.94	1.43	26	8.23	1.07	8	7.38	1.85	15	7.60	1.45	38	7.26	1.87	31	6.87	1.91	7	7.71	2.21	15	7.47	1.88	12	6.25	1.96	17	8.65	1.37
Latin American Development Bank (CAF)	9	5.78	2.49	13	5.92	2.72	4	4.00	1.63	4	5.50	3.11	23	4.78	2.37	20	3.95	2.26	5	6.60	3.05	7	5.71	2.69	4	3.75	1.50	13	5.00	2.58
European Investment Bank (EIB/BEI)	8	5.00	2.07	13	5.46	2.70	6	4.67	1.97	6	5.17	3.31	22	5.36	2.44	21	4.05	2.29	6	5.50	3.33	7	5.00	2.45	4	4.25	2.22	13	5.62	2.84

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 (e.g., skills and knowledge) to help the Dominican Republic solve its most complicated development	16	8.19	1.80	26	8.65	1.41	8	8.38	.52	16	8.25	1.48	37	8.16	1.69	32	8.03	1.87	6	7.83	1.72	15	8.40	1.24	12	7.92	1.38	16	8.63	1.20

(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 the Dominican Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Dominican Republic? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water supply and sanitation	0.0%	14.3%	12.5%	5.9%	7.5%	6.1%	28.6%	12.5%	16.7%	16.7%
Poverty reduction	46.7%	39.3%	37.5%	35.3%	50.0%	33.3%	71.4%	43.8%	16.7%	44.4%
Equality of opportunity*	13.3%	17.9%	50.0%	23.5%	5.0%	39.4%	28.6%	6.3%	8.3%	5.6%
Job creation/employment	26.7%	25.0%	12.5%	17.6%	17.5%	9.1%	42.9%	25.0%	25.0%	11.1%
Global/regional trade integration	0.0%	7.1%	0.0%	5.9%	2.5%	6.1%	14.3%	6.3%	0.0%	11.1%
Private sector development	6.7%	3.6%	0.0%	11.8%	10.0%	9.1%	14.3%	0.0%	0.0%	11.1%
Civic engagement and social accountability	20.0%	3.6%	0.0%	0.0%	0.0%	9.1%	0.0%	6.3%	16.7%	0.0%
Urban development	0.0%	0.0%	0.0%	5.9%	2.5%	3.0%	0.0%	0.0%	0.0%	11.1%
Agricultural and rural development	20.0%	10.7%	12.5%	5.9%	7.5%	15.2%	0.0%	0.0%	8.3%	16.7%
Mining and extractive industries	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure	0.0%	3.6%	0.0%	5.9%	2.5%	0.0%	0.0%	6.3%	0.0%	0.0%
Electricity sector	20.0%	14.3%	25.0%	17.6%	22.5%	6.1%	0.0%	31.3%	25.0%	16.7%
Information and communications technology	0.0%	3.6%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	6.7%	0.0%	12.5%	11.8%	0.0%	9.1%	0.0%	6.3%	0.0%	5.6%
Disaster risk management	0.0%	3.6%	0.0%	0.0%	7.5%	0.0%	0.0%	6.3%	0.0%	0.0%
Environmental sustainability	6.7%	14.3%	12.5%	17.6%	7.5%	18.2%	14.3%	6.3%	8.3%	16.7%
Fiscal policy	13.3%	25.0%	0.0%	23.5%	15.0%	6.1%	14.3%	31.3%	8.3%	16.7%
Government effectiveness	20.0%	32.1%	25.0%	11.8%	17.5%	27.3%	28.6%	31.3%	16.7%	16.7%
Anti-corruption*	20.0%	7.1%	12.5%	41.2%	35.0%	27.3%	0.0%	6.3%	50.0%	11.1%
Financial markets	0.0%	10.7%	0.0%	5.9%	5.0%	3.0%	0.0%	0.0%	8.3%	0.0%
Law and justice	6.7%	7.1%	0.0%	5.9%	12.5%	6.1%	0.0%	12.5%	8.3%	11.1%
Crime and violence	6.7%	3.6%	0.0%	5.9%	2.5%	3.0%	14.3%	6.3%	8.3%	11.1%
Social protection	0.0%	7.1%	0.0%	0.0%	5.0%	6.1%	0.0%	6.3%	0.0%	0.0%
Education	33.3%	17.9%	37.5%	11.8%	37.5%	27.3%	14.3%	31.3%	33.3%	33.3%
Health services	13.3%	0.0%	37.5%	17.6%	12.5%	21.2%	0.0%	18.8%	16.7%	11.1%
Nutrition and food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Economic growth	13.3%	17.9%	0.0%	5.9%	7.5%	0.0%	14.3%	0.0%	16.7%	5.6%
Other	0.0%	0.0%	0.0%	5.9%	0.0%	6.1%	0.0%	0.0%	0.0%	11.1%

\*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 the Dominican Republic?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	43.8%	26.9%	12.5%	29.4%	23.7%	26.7%	28.6%	26.7%	41.7%	16.7%
Data and statistics	6.3%	3.8%	0.0%	11.8%	2.6%	3.3%	0.0%	0.0%	8.3%	0.0%
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Financial resources*	25.0%	61.5%	37.5%	17.6%	36.8%	26.7%	14.3%	33.3%	8.3%	44.4%
Capacity development	6.3%	7.7%	12.5%	23.5%	7.9%	23.3%	0.0%	0.0%	0.0%	11.1%
Technical assistance*	6.3%	0.0%	0.0%	11.8%	15.8%	0.0%	28.6%	26.7%	8.3%	16.7%
Help to bring discipline/effective supervision to implementation of investment projects*	6.3%	0.0%	37.5%	0.0%	13.2%	10.0%	14.3%	6.7%	25.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	6.7%	0.0%	5.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Other	6.3%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	26.7%	20.0%	37.5%	29.4%	23.7%	17.2%	14.3%	28.6%	25.0%	5.6%
Data and statistics	6.7%	4.0%	0.0%	17.6%	10.5%	13.8%	0.0%	7.1%	8.3%	5.6%
Convening/Facilitating	13.3%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	8.3%	0.0%
Financial resources	20.0%	8.0%	12.5%	5.9%	23.7%	10.3%	28.6%	21.4%	0.0%	16.7%
Capacity development*	0.0%	12.0%	37.5%	0.0%	15.8%	3.4%	0.0%	7.1%	33.3%	5.6%
Technical assistance	20.0%	40.0%	12.5%	23.5%	10.5%	13.8%	0.0%	14.3%	8.3%	33.3%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	4.0%	0.0%	11.8%	7.9%	20.7%	14.3%	7.1%	8.3%	16.7%
Mobilizing third party financial resources	6.7%	12.0%	0.0%	0.0%	5.3%	10.3%	14.3%	14.3%	8.3%	5.6%
Donor coordination	6.7%	0.0%	0.0%	11.8%	0.0%	0.0%	14.3%	0.0%	0.0%	5.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	14.3%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**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 the Dominican Republic? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	43.8%	17.9%	25.0%	5.9%	10.3%	30.3%	14.3%	12.5%	8.3%	17.6%
Not exploring alternative policy options	0.0%	0.0%	12.5%	0.0%	5.1%	0.0%	0.0%	6.3%	8.3%	5.9%
Not collaborating enough with stakeholders outside the Government*	6.3%	7.1%	0.0%	17.6%	35.9%	42.4%	14.3%	0.0%	41.7%	5.9%
Its advice and strategies do not lend themselves to practical problem solving	6.3%	7.1%	12.5%	17.6%	17.9%	0.0%	0.0%	0.0%	16.7%	0.0%
Not enough public disclosure of its work	25.0%	3.6%	0.0%	17.6%	30.8%	18.2%	42.9%	25.0%	8.3%	17.6%
Arrogant in its approach	6.3%	3.6%	0.0%	5.9%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Not client focused	0.0%	3.6%	0.0%	5.9%	0.0%	3.0%	0.0%	0.0%	0.0%	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	18.8%	25.0%	25.0%	5.9%	15.4%	3.0%	0.0%	6.3%	8.3%	5.9%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	3.6%	0.0%	5.9%	7.7%	27.3%	28.6%	31.3%	41.7%	11.8%
Staff too inaccessible	0.0%	3.6%	0.0%	5.9%	0.0%	0.0%	14.3%	6.3%	8.3%	5.9%
Imposing technocratic solutions without regard to political realities	0.0%	10.7%	25.0%	0.0%	12.8%	0.0%	0.0%	6.3%	0.0%	5.9%
World Bank Group's processes too slow	18.8%	42.9%	37.5%	11.8%	33.3%	9.1%	14.3%	18.8%	33.3%	29.4%
Not aligned with other donors' work*	0.0%	3.6%	0.0%	23.5%	0.0%	0.0%	14.3%	0.0%	0.0%	5.9%
Not aligned with country priorities	12.5%	7.1%	0.0%	0.0%	5.1%	9.1%	0.0%	6.3%	0.0%	5.9%
Not adequately sensitive to political/social realities in the Dominican Republic	6.3%	7.1%	12.5%	0.0%	5.1%	6.1%	14.3%	12.5%	8.3%	5.9%
Budget ceilings do not allow for timely implementation of projects*	18.8%	28.6%	12.5%	0.0%	5.1%	21.2%	0.0%	6.3%	0.0%	23.5%
Other	0.0%	10.7%	25.0%	0.0%	5.1%	3.0%	14.3%	6.3%	8.3%	5.9%
Don't know	12.5%	0.0%	0.0%	23.5%	5.1%	9.1%	14.3%	18.8%	0.0%	17.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	6.3%	0.0%	12.5%	0.0%	12.5%	9.1%	0.0%	6.3%	16.7%	5.6%
Knowledge products/services	25.0%	14.8%	0.0%	23.5%	12.5%	24.2%	28.6%	25.0%	25.0%	0.0%
Capacity development*	25.0%	33.3%	75.0%	41.2%	20.0%	39.4%	14.3%	12.5%	50.0%	33.3%
Technical assistance	50.0%	40.7%	12.5%	35.3%	32.5%	30.3%	42.9%	37.5%	8.3%	55.6%
Investment lending	50.0%	51.9%	75.0%	47.1%	50.0%	51.5%	28.6%	62.5%	50.0%	61.1%
Policy based lending / budget support to the Government	31.3%	40.7%	25.0%	11.8%	40.0%	21.2%	42.9%	31.3%	33.3%	22.2%
Multi-sectoral approaches	12.5%	3.7%	0.0%	11.8%	15.0%	15.2%	14.3%	12.5%	16.7%	11.1%
Other	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	3.7%	0.0%	5.9%	2.5%	0.0%	0.0%	0.0%	0.0%	5.6%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
To a fully sufficient degree	6.3%	7.1%	0.0%	0.0%	5.1%	9.1%	0.0%	0.0%	0.0%	5.6%
To a somewhat sufficient degree	37.5%	35.7%	37.5%	58.8%	23.1%	15.2%	28.6%	31.3%	8.3%	50.0%
To a somewhat insufficient degree	43.8%	35.7%	50.0%	23.5%	56.4%	60.6%	42.9%	62.5%	83.3%	27.8%
To a very insufficient degree	6.3%	7.1%	12.5%	0.0%	10.3%	12.1%	14.3%	0.0%	8.3%	0.0%
Don't know	6.3%	14.3%	0.0%	17.6%	5.1%	3.0%	14.3%	6.3%	0.0%	16.7%

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

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 the Dominican Republic	15	6.60	2.06	25	7.00	2.36	8	7.50	1.60	16	7.00	1.97	36	6.69	1.97	31	6.48	2.17	7	6.71	2.56	15	6.60	2.06	12	5.75	1.96	17	7.29	1.72
The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic	16	7.25	2.11	24	7.25	2.52	8	7.38	1.30	16	7.13	1.20	37	6.81	1.88	32	6.53	2.63	7	6.71	2.06	14	7.14	1.17	12	6.17	1.95	15	7.20	2.27



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

To what extent is the World Bank Group an effective development partner in the Dominican Republic, 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/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 to needs*	15	5.73	2.60	24	7.17	1.74	7	7.29	1.11	13	6.31	1.80	30	6.03	2.04	25	6.56	2.12	5	6.40	2.51	11	7.36	2.11	20	6.00	1.76	16	7.94	1.65
Flexibility (in terms of the institution's products and services)	13	5.69	1.93	23	6.35	2.08	6	5.17	1.83	11	5.91	1.64	29	5.79	1.72	20	6.00	1.95	5	6.60	1.67	14	6.57	1.50	8	5.50	1.41	14	6.71	2.20
Flexibility (in terms of changing country circumstances)	15	6.07	1.91	23	6.70	1.72	7	6.29	2.50	10	6.20	1.62	31	6.06	1.82	24	6.25	1.92	6	7.00	2.37	14	7.07	1.77	10	6.00	1.33	16	7.50	1.79
Being inclusive	13	6.54	1.85	23	7.17	1.75	8	7.13	.64	15	6.87	2.00	32	6.63	2.06	27	6.19	2.00	4	6.75	1.71	10	7.60	1.58	10	6.80	.92	12	7.33	2.19
Openness (sharing data and other information)	15	7.53	2.26	24	8.00	1.44	8	7.38	1.06	15	7.53	2.17	32	7.53	1.93	25	7.60	1.83	4	7.75	1.50	12	8.58	.90	11	7.73	1.42	13	7.38	2.43
Collaboration with the Government	16	7.94	2.24	26	8.23	1.48	8	7.88	1.25	15	7.87	1.73	36	7.97	1.72	27	7.59	1.89	6	7.33	1.86	14	8.07	1.14	11	8.09	1.30	14	8.43	1.65
The speed in which it gets things accomplished on the ground	15	5.67	2.02	25	6.36	1.75	8	5.63	1.51	11	6.18	1.94	32	5.41	2.05	23	5.52	1.97	4	6.00	2.45	12	6.25	2.09	11	5.27	.65	13	7.08	1.85
Ease of access to the people at the World Bank Group who are making decisions important to my work	12	7.50	2.20	24	7.13	2.35	8	7.88	1.46	13	7.77	1.59	31	7.65	2.30	27	6.26	2.30	4	6.00	2.45	11	7.82	1.40	11	5.73	2.53	14	7.64	2.65
Collaboration with civil society*	14	6.86	2.25	24	7.92	1.28	8	7.50	1.69	13	7.15	1.91	34	6.35	2.31	26	6.46	1.98	5	7.00	2.45	10	8.20	.92	11	6.55	1.92	13	7.85	2.15
Staff accessibility	14	6.86	2.32	25	7.36	2.29	8	6.88	1.96	15	7.93	1.83	32	7.38	2.25	27	6.78	2.04	4	6.75	2.63	14	8.00	1.36	10	6.80	1.81	14	7.64	2.17
Collaboration with other donors and development partners	11	6.82	2.23	21	7.14	1.74	7	7.14	1.95	16	7.88	2.16	24	7.33	2.01	27	6.85	1.97	5	6.40	2.07	12	8.00	1.41	8	6.13	1.55	12	7.67	1.92
Collaboration with the private sector	8	7.88	.83	19	7.95	1.22	6	7.00	1.41	8	7.25	1.58	35	6.71	2.36	25	7.52	1.61	5	7.00	2.12	8	7.63	.74	10	6.20	1.48	12	7.58	1.93
Straightforwardness and honesty	14	7.57	2.14	24	7.83	2.04	7	8.29	1.11	13	8.08	2.47	34	7.94	1.82	26	7.00	2.30	5	7.40	2.07	11	8.45	.82	11	7.18	1.72	15	8.40	1.99
Treating clients and stakeholders in the Dominican Republic with respect	12	7.83	1.99	23	8.26	1.76	8	8.00	1.41	13	8.38	2.14	32	8.06	1.64	25	7.56	2.38	2	9.00	1.41	13	8.15	1.86	9	7.11	1.27	13	8.31	1.60
Being a long-term partner	14	8.00	2.45	24	8.33	1.66	8	7.88	1.13	14	8.36	2.02	33	8.52	1.56	28	7.75	2.05	4	8.50	1.91	12	8.75	.62	9	6.78	1.99	15	9.13	1.41

\*Significantly different between stakeholder groups

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/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The Government works inefficiently*	6.7%	12.0%	25.0%	60.0%	35.9%	50.0%	14.3%	33.3%	75.0%	37.5%
Poor donor coordination	0.0%	16.0%	12.5%	6.7%	2.6%	10.0%	14.3%	13.3%	8.3%	12.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.7%	24.0%	50.0%	20.0%	30.8%	16.7%	42.9%	13.3%	25.0%	12.5%
Lack of/inadequate levels of capacity in Government	20.0%	24.0%	0.0%	20.0%	28.2%	26.7%	0.0%	6.7%	0.0%	18.8%
There is not an adequate level of citizen/civil society participation	26.7%	24.0%	37.5%	20.0%	17.9%	26.7%	42.9%	33.3%	33.3%	25.0%
The World Bank Group works too slowly	20.0%	20.0%	0.0%	0.0%	15.4%	3.3%	0.0%	6.7%	0.0%	6.3%
The World Bank Group does not do adequate follow through/follow-up*	13.3%	36.0%	0.0%	6.7%	7.7%	3.3%	0.0%	20.0%	0.0%	12.5%
Political pressures and obstacles	46.7%	8.0%	37.5%	33.3%	41.0%	33.3%	28.6%	26.7%	41.7%	43.8%
Reforms are not well thought out in light of country challenges	20.0%	20.0%	12.5%	6.7%	17.9%	26.7%	42.9%	13.3%	0.0%	12.5%
Other	13.3%	4.0%	12.5%	6.7%	0.0%	0.0%	0.0%	6.7%	8.3%	6.3%

\*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 infrastructure	16	7.50	2.07	20	7.20	2.02	6	7.00	.89	13	6.23	2.49	36	6.94	2.22	25	6.20	2.38	7	6.14	3.24	11	7.45	1.75	10	6.00	2.40	16	6.25	1.98
Poverty reduction	16	8.75	1.65	24	9.33	1.01	8	9.38	.74	16	8.63	1.15	38	8.84	1.67	29	8.38	2.50	7	8.57	1.13	14	8.29	1.73	12	7.83	2.41	18	9.00	1.61
Equality of opportunity	15	7.53	2.10	24	8.58	1.21	8	8.50	.93	15	8.07	1.79	36	7.89	2.20	26	7.58	2.73	7	7.29	2.36	14	7.71	2.46	11	7.09	2.47	16	8.06	2.14
Job creation/employment	16	7.88	1.75	23	8.57	1.73	8	7.25	2.38	15	8.60	1.18	36	7.78	2.44	27	7.85	1.96	6	7.83	2.23	12	7.50	1.78	11	6.45	2.81	17	7.76	2.05
Global/regional trade integration	15	7.07	1.87	24	7.92	1.25	7	8.00	1.41	15	7.53	2.26	37	7.43	2.19	24	7.54	2.13	6	8.33	1.21	11	7.36	1.43	11	7.64	2.11	15	6.73	2.40
Private sector development	16	8.00	1.59	24	8.38	1.53	7	7.29	1.80	14	8.00	1.80	40	7.83	2.05	26	7.77	2.29	6	8.17	1.33	12	7.42	1.78	12	7.42	1.83	16	7.19	1.60
Financial markets	16	7.81	1.80	23	7.83	1.77	7	6.29	2.29	15	7.87	1.96	37	8.08	1.92	25	7.24	2.18	7	7.14	2.19	11	8.09	1.51	12	6.83	2.21	16	7.06	1.98
Urban development	15	7.07	2.12	23	7.52	1.86	7	6.71	1.50	13	7.62	2.14	35	7.11	1.95	25	7.08	1.82	6	6.83	2.56	10	7.10	2.33	11	6.64	2.11	16	7.38	1.67
Agricultural and rural development	15	7.53	2.13	23	8.00	1.78	7	8.00	1.63	14	7.29	2.09	36	7.69	2.36	26	7.85	2.06	6	7.50	1.87	12	7.42	1.68	11	6.64	2.66	16	7.06	2.05
Mining and extractive industries	15	6.47	2.20	23	7.00	1.93	8	5.00	2.45	13	5.77	2.09	35	6.43	2.28	25	6.76	2.03	6	6.50	2.51	10	7.70	1.49	11	6.82	2.82	14	6.43	2.41
Tourism	15	6.67	2.23	22	7.05	1.53	7	5.71	2.56	12	6.17	1.85	34	7.06	2.26	24	7.58	1.59	6	6.67	2.34	10	7.70	2.00	11	6.27	2.61	15	6.07	2.69
Economic growth	16	8.50	1.59	25	8.60	1.04	8	7.88	1.25	14	8.21	1.31	38	8.63	1.57	28	8.43	1.93	7	7.86	1.57	13	8.08	1.50	12	8.67	.89	17	8.41	1.70
Electricity sector	15	9.13	.92	26	8.58	1.42	8	9.00	.76	16	8.06	2.17	35	8.74	1.90	27	8.26	2.23	6	8.67	1.03	14	8.29	1.98	10	8.90	.99	16	8.06	1.81
Information and communications technology*	15	7.20	1.90	24	7.75	1.78	8	7.38	1.77	14	5.64	2.47	35	7.60	1.72	26	6.96	2.41	7	7.43	1.51	11	8.18	1.25	10	6.10	3.25	15	7.07	1.53
Climate change	16	8.31	.70	25	8.56	1.04	8	8.75	1.04	16	7.50	2.16	39	8.18	1.80	27	7.81	2.25	7	8.14	1.57	12	8.92	1.08	11	7.00	2.61	14	7.93	2.06
Disaster risk management	16	7.69	1.20	25	8.20	1.32	8	8.13	1.46	15	7.07	2.25	37	7.70	1.81	27	7.74	2.19	7	7.57	1.72	10	8.20	.92	12	7.92	1.44	15	7.27	1.67
Environmental sustainability	15	8.27	1.16	24	8.50	1.22	8	7.75	1.98	15	7.73	2.31	36	8.17	1.73	28	7.79	2.36	7	8.00	1.53	11	8.36	1.03	11	7.27	2.00	14	7.64	1.91
Fiscal policy	15	8.87	1.06	25	8.40	1.63	8	8.00	1.31	15	8.67	1.45	37	8.27	2.17	24	8.25	1.96	7	8.57	.79	13	8.23	1.54	11	8.18	1.94	17	8.00	1.62
Government effectiveness	15	7.73	1.83	25	8.76	1.13	8	8.00	.76	17	8.82	1.55	37	8.54	2.01	28	8.43	2.12	6	8.83	.75	12	8.50	.80	10	8.20	2.35	16	8.69	1.35
Anti-corruption	15	7.27	2.12	25	8.28	1.97	8	8.63	.92	17	8.82	1.98	37	8.86	1.97	28	8.14	2.35	6	8.50	1.38	13	8.46	1.56	10	8.30	2.21	16	8.63	1.45
Civic engagement and social accountability	15	7.47	1.64	24	7.92	1.82	8	8.75	.71	14	7.14	2.88	35	8.06	1.57	26	7.73	2.32	6	8.33	1.21	13	7.54	1.61	10	7.90	1.91	15	7.73	1.83
Law and justice	15	6.87	1.77	23	7.91	2.07	8	7.13	1.13	15	7.40	2.47	35	8.23	1.97	27	7.56	2.12	6	8.17	1.47	11	7.36	1.50	11	7.18	2.96	14	7.79	1.58
Crime and violence	14	7.50	1.83	23	7.78	1.68	7	7.14	2.04	13	6.92	2.63	34	7.76	2.16	25	6.88	2.64	6	8.00	2.10	13	8.00	1.08	11	6.45	2.98	15	6.73	2.05
Social protection	16	7.50	1.32	24	8.38	1.35	8	8.38	.74	14	7.93	2.06	35	7.26	1.98	26	7.04	2.65	6	7.83	2.23	11	8.00	1.10	10	7.00	2.26	16	7.69	1.74
Education	16	8.38	1.15	24	8.92	1.21	8	9.00	.93	14	8.29	2.09	38	8.89	1.89	27	8.37	2.27	6	8.67	1.21	12	8.25	1.29	11	7.82	2.40	16	8.31	1.74
Health services	14	8.36	1.22	24	8.50	1.50	8	8.38	1.19	13	7.38	2.53	38	8.34	1.94	27	7.89	2.49	6	8.67	1.21	11	8.45	1.04	11	7.82	2.36	15	8.40	1.96
Nutrition and food security	14	7.71	1.54	23	8.00	1.62	8	7.75	.89	13	6.38	2.06	37	7.68	2.25	26	7.27	2.41	6	7.83	1.94	12	7.08	2.43	11	6.55	2.94	14	7.14	2.60
Water supply and sanitation	15	8.60	1.12	23	8.39	1.62	8	8.00	1.20	14	7.14	2.21	37	8.00	2.11	27	7.44	2.36	7	8.29	1.50	11	7.64	1.80	11	7.64	2.34	16	8.31	1.25
Other				2	9.50	.71							2	9.50	.71	2	9.50	.71	1	10.00					2	9.00	1.41	1	9.00	

\*Significantly different between stakeholder groups





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

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 the Dominican Republic?*	16	7.56	1.93	27	7.74	1.89	6	7.33	1.21	15	7.00	1.77	38	6.50	1.78	28	6.75	1.51	7	7.57	2.51	16	6.88	1.63	12	6.08	1.68	15	8.33	1.23

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

**To what extent do you agree with the following statements about the World Bank Group in the Dominican Republic? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic	16	7.19	2.07	25	7.44	1.80	6	7.33	.82	13	6.85	1.52	37	6.35	2.00	27	6.56	1.25	7	6.86	2.41	16	6.81	1.22	10	6.00	1.83	14	7.86	1.46
The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)	16	7.75	2.02	28	7.89	1.47	6	7.00	.89	15	7.27	1.10	39	6.87	2.05	25	7.52	1.87	7	7.14	2.19	15	6.93	1.71	12	6.92	1.68	15	8.07	1.28

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 the Dominican Republic received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	10	7.20	1.93	18	7.89	1.37	6	7.83	1.17	9	6.22	2.64	26	7.31	2.22	10	6.40	1.65	5	6.40	2.30	12	7.67	1.30	7	6.00	1.73	11	8.18	1.60

(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/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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 the Dominican Republic?	9	6.78	1.99	21	7.29	1.90	6	7.17	1.17	8	6.25	1.91	22	6.32	2.17	17	7.24	1.89	4	7.00	1.41	13	7.69	1.80	6	5.83	1.94	11	7.82	1.99

(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	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	13.3%	3.7%	33.3%	11.8%	7.5%	0.0%	42.9%	0.0%	0.0%	0.0%
Monthly	20.0%	29.6%	33.3%	23.5%	10.0%	27.6%	0.0%	25.0%	25.0%	29.4%
A few times a year	46.7%	63.0%	16.7%	64.7%	62.5%	58.6%	57.1%	56.3%	66.7%	64.7%
Rarely	13.3%	0.0%	16.7%	0.0%	15.0%	10.3%	0.0%	18.8%	8.3%	5.9%
Never	6.7%	3.7%		0.0%	5.0%	3.4%	0.0%	0.0%	0.0%	0.0%

In the Dominican Republic, 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/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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	15	7.53	2.10	28	7.82	1.68	6	7.33	.82	9	6.89	1.76	36	7.03	1.92	26	7.15	1.97	6	7.50	1.64	14	7.07	.92	11	6.82	1.54	16	7.81	1.64
Lead to practical solutions*	15	6.80	1.97	27	7.63	1.76	6	6.67	1.03	11	6.91	1.38	36	6.28	1.75	25	6.44	1.98	7	7.00	2.65	15	6.93	1.10	12	6.00	1.60	14	7.79	1.42
Are accessible (well written and easy to understand)	15	7.73	1.87	28	7.89	1.59	6	7.33	1.51	15	7.87	1.41	37	6.86	1.99	28	7.36	1.85	7	6.71	2.75	14	7.64	1.28	12	7.50	1.93	16	7.75	1.77
Are translated enough into local language	13	8.23	2.13	27	8.11	1.63	6	7.67	1.37	12	7.92	1.73	35	6.77	2.50	27	8.07	1.94	7	6.86	3.24	14	7.86	1.51	12	7.83	2.41	15	8.60	1.18
Are adaptable to the Dominican Republic's specific development challenges and country circumstances	15	7.53	1.81	28	7.71	1.61	6	7.17	.98	12	7.17	1.70	35	6.66	1.75	26	7.23	1.50	7	6.86	2.41	14	7.00	1.18	12	6.67	1.97	16	7.69	1.66

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			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?	16	8.00	1.93	28	8.18	1.72	6	7.33	.82	15	7.33	1.29	38	7.32	1.82	29	7.52	1.57	7	7.29	2.36	16	7.75	1.18	11	7.09	1.58	17	8.18	1.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	8.19	1.91	27	8.44	1.45	6	8.00	.63	13	7.54	1.66	37	7.89	1.66	28	8.50	1.43	7	7.86	1.68	16	8.25	.93	12	8.17	1.34	17	8.94	1.03

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



**E. Working with the World Bank Group**

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/Prime Minister/Minister			Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	11	5.36	2.46	21	6.76	1.92	6	8.00	2.00	5	5.20	1.48	25	6.24	2.39	14	6.07	2.50	6	6.17	2.23	11	7.36	2.50	7	5.71	2.06	12	7.00	1.91			
The World Bank Group effectively monitors and evaluates the projects and programs it supports	12	7.42	1.98	26	7.85	1.38	7	8.14	.90	11	7.09	1.58	33	7.18	2.02	21	7.90	1.73	4	6.00	2.31	14	7.71	1.98	9	7.44	1.94	17	8.41	1.58			
The World Bank Group's approvals and reviews are done in a timely fashion	10	6.70	1.95	20	7.15	1.57	7	6.86	1.21	7	5.57	1.72	27	6.70	2.20	16	6.56	2.16	4	6.50	2.38	11	6.91	2.43	7	6.57	1.62	12	7.42	2.07			
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	6.90	2.18	10	7.10	1.37	7	7.14	1.57	7	5.86	1.57	19	7.05	1.87	15	7.33	1.50	3	6.33	2.31	9	6.89	2.47	7	6.86	1.35	9	7.67	2.06			
The World Bank Group's conditions on its lending are reasonable	13	6.85	1.72	19	6.63	2.17	7	7.43	1.27	6	6.17	2.04	33	6.76	2.14	20	6.30	1.53	5	6.80	2.17	10	7.50	2.46	9	7.22	1.39	15	7.47	2.29			
The World Bank Group takes decisions quickly in the Dominican Republic	12	6.42	2.27	22	7.00	1.88	7	7.00	1.41	10	6.20	1.87	27	5.93	2.04	23	6.57	2.11	5	7.00	2.35	10	6.20	2.35	8	5.63	2.20	12	6.75	2.53			
Working with the World Bank Group increases the Dominican Republic's institutional capacity	14	7.57	1.91	25	8.16	1.49	7	7.29	.95	14	7.79	1.85	37	7.35	2.10	29	7.66	2.11	5	7.00	2.55	14	7.64	1.45	11	7.27	1.56	16	8.31	1.20			
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	12	7.58	2.23	21	8.19	1.50	6	7.17	1.83	9	7.67	2.29	25	7.72	1.40	19	7.58	1.98	4	6.75	3.20	10	8.10	1.52	5	7.40	1.34	12	8.00	1.54			
The World Bank Group provides effective implementation support (i.e., supervision of projects)	12	7.75	2.05	25	8.20	1.55	7	7.57	.98	10	7.20	1.87	31	7.26	2.27	25	7.92	1.89	5	6.60	2.97	13	7.77	1.83	7	7.71	.76	14	8.21	1.37			

	Which of the following best describes your current position?																																
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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 the World Bank Group's work helps to find solutions that promote private public partnerships in the Dominican Republic?	12	7.58	2.27	23	7.96	1.30	6	7.33	1.21	8	6.25	1.83	36	6.81	2.18	28	7.36	1.64	7	7.86	2.48	10	7.60	.84	10	7.20	1.62	13	7.46	1.85			

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

**E. Working with the World Bank Group (continued)**

Which of the following best describes the World Bank Group's support in the Dominican Republic? (Select only one response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The WBG is sufficiently selective and focuses on the most important development challenges in the Dominican Republic	43.8%	57.7%	42.9%	37.5%	30.8%	58.6%	28.6%	56.3%	33.3%	62.5%
The WBG is not sufficiently selective in the Dominican Republic, and it is involved in too many areas of development	12.5%	7.7%	0.0%	37.5%	17.9%	3.4%	14.3%	18.8%	25.0%	12.5%
The WBG is too selective in the Dominican Republic, and it is not involved in enough areas of development	37.5%	30.8%	57.1%	12.5%	41.0%	34.5%	28.6%	6.3%	41.7%	18.8%
Don't know	6.3%	3.8%	0.0%	12.5%	10.3%	3.4%	28.6%	18.8%	0.0%	6.3%



**F. The Future Role of the World Bank Group in the Dominican Republic**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products*	25.0%	11.1%	14.3%	0.0%	7.9%	10.3%	57.1%	6.3%	8.3%	17.6%
Ensure greater selectivity in its work*	6.3%	0.0%	0.0%	31.3%	2.6%	3.4%	14.3%	0.0%	0.0%	5.9%
Provide more adequate data/knowledge/statistics/figures on the Dominican Republic's economy	12.5%	7.4%	0.0%	6.3%	7.9%	6.9%	0.0%	0.0%	33.3%	0.0%
Improve the competitiveness of its financing compared to markets	25.0%	7.4%	28.6%	0.0%	18.4%	10.3%	14.3%	6.3%	0.0%	23.5%
Reach out more to groups outside of Government*	6.3%	7.4%	14.3%	12.5%	44.7%	55.2%	42.9%	25.0%	41.7%	17.6%
Provide more capacity building in the country	12.5%	44.4%	28.6%	31.3%	23.7%	41.4%	14.3%	18.8%	25.0%	29.4%
Improve the quality of its experts as related to the Dominican Republic's specific challenges	0.0%	7.4%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	8.3%	5.9%
Offer more innovative knowledge services	12.5%	3.7%	0.0%	0.0%	0.0%	3.4%	0.0%	6.3%	0.0%	0.0%
Collaborate more effectively with Government clients	6.3%	7.4%	42.9%	18.8%	2.6%	10.3%	14.3%	12.5%	8.3%	5.9%
Work faster	12.5%	18.5%	14.3%	0.0%	10.5%	0.0%	0.0%	6.3%	8.3%	5.9%
Reduce the complexity of obtaining World Bank Group financing*	12.5%	22.2%	28.6%	0.0%	31.6%	10.3%	0.0%	12.5%	0.0%	5.9%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Be more flexible in its response to country circumstances	0.0%	11.1%	14.3%	12.5%	0.0%	3.4%	0.0%	12.5%	16.7%	11.8%
Coordinate more closely with other donors*	0.0%	0.0%	0.0%	18.8%	0.0%	3.4%	14.3%	0.0%	0.0%	5.9%
Promote local multi-stakeholder participation	18.8%	0.0%	0.0%	0.0%	5.3%	10.3%	0.0%	6.3%	16.7%	5.9%
Increase knowledge sharing and learning activities	0.0%	7.4%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	8.3%	5.9%
Promote more cross-cutting, multi-sectoral solutions to problems	25.0%	11.1%	0.0%	0.0%	18.4%	13.8%	0.0%	31.3%	8.3%	11.8%
Increase the number of World Bank Group technical specialists in the Dominican Republic country office*	0.0%	7.4%	0.0%	18.8%	5.3%	0.0%	0.0%	25.0%	0.0%	5.9%
Share more global experiences and international benchmarking to inform local policy decisions	18.8%	3.7%	14.3%	18.8%	7.9%	6.9%	0.0%	18.8%	0.0%	17.6%
Other	6.3%	3.7%	0.0%	0.0%	7.9%	3.4%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in the Dominican Republic, 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 the Dominican Republic? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	42.9%	28.6%	28.6%	20.0%	32.5%	16.0%	57.1%	26.7%	16.7%	17.6%
Knowledge products	7.1%	39.3%	28.6%	40.0%	27.5%	36.0%	28.6%	26.7%	50.0%	23.5%
Convening services	7.1%	0.0%	0.0%	6.7%	5.0%	4.0%	0.0%	0.0%	0.0%	11.8%
None of the above	7.1%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for the Dominican Republic	35.7%	32.1%	28.6%	13.3%	22.5%	36.0%	14.3%	40.0%	25.0%	23.5%
Don't know	0.0%	0.0%	14.3%	20.0%	12.5%	4.0%	0.0%	6.7%	8.3%	23.5%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.7%	14.3%	0.0%	29.4%	12.5%	20.7%	0.0%	18.8%	0.0%	29.4%
International newspapers	13.3%	3.6%	0.0%	5.9%	5.0%	13.8%	0.0%	12.5%	8.3%	5.9%
Local radio	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	6.3%	0.0%	5.9%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	13.3%	0.0%	0.0%	5.9%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
International television	0.0%	0.0%	0.0%	5.9%	7.5%	3.4%	0.0%	6.3%	8.3%	0.0%
Local newspapers	40.0%	39.3%	66.7%	52.9%	45.0%	41.4%	42.9%	25.0%	41.7%	41.2%
Internet	73.3%	60.7%	83.3%	58.8%	62.5%	69.0%	42.9%	68.8%	83.3%	58.8%
Periodicals	40.0%	64.3%	33.3%	11.8%	52.5%	48.3%	42.9%	50.0%	50.0%	47.1%
Other	13.3%	10.7%	16.7%	11.8%	10.0%	3.4%	14.3%	0.0%	0.0%	0.0%

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/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.3%	26.9%	33.3%	31.3%	43.6%	31.0%	0.0%	25.0%	33.3%	52.9%
Mobile phones	6.3%	0.0%	0.0%	12.5%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	43.8%	34.6%	66.7%	25.0%	43.6%	48.3%	42.9%	56.3%	25.0%	23.5%
World Bank Group's publications and other written materials	37.5%	50.0%	0.0%	37.5%	28.2%	27.6%	57.1%	12.5%	41.7%	41.2%
World Bank Group's website	37.5%	23.1%	50.0%	31.3%	17.9%	24.1%	28.6%	18.8%	33.3%	41.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.3%	3.8%	0.0%	6.3%	12.8%	13.8%	14.3%	12.5%	8.3%	11.8%
e-Newsletters	37.5%	53.8%	50.0%	31.3%	38.5%	48.3%	14.3%	68.8%	50.0%	17.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	35.7%	12.0%	80.0%	47.1%	28.2%	22.2%	42.9%	33.3%	50.0%	29.4%
No	64.3%	88.0%	20.0%	52.9%	71.8%	77.8%	57.1%	66.7%	50.0%	70.6%

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

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
World Bank Group's seminars/workshops/conferences	20.0%	0.0%	33.3%	12.5%	22.2%	16.7%	0.0%	0.0%	20.0%	0.0%
World Bank Group's website	60.0%	50.0%	66.7%	25.0%	44.4%	66.7%	100.0%	80.0%	60.0%	100.0%
World Bank Group's e-Newsletters	20.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
News/Media	0.0%	50.0%	0.0%	25.0%	11.1%	16.7%	0.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	0.0%	25.0%	22.2%	0.0%	0.0%	20.0%	20.0%	0.0%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	6.3%	28.0%	50.0%	35.3%	31.6%	20.8%	50.0%	8.3%	25.0%	25.0%
No	93.8%	72.0%	50.0%	64.7%	68.4%	79.2%	50.0%	91.7%	75.0%	75.0%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	-	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	-	100.0%	100.0%
No	-	20.0%	0.0%	0.0%	0.0%	25.0%	0.0%	-	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	71.4%	92.6%	100.0%	88.2%	69.7%	84.6%	100.0%	76.9%	100.0%	88.2%
No	28.6%	7.4%	0.0%	11.8%	30.3%	15.4%	0.0%	23.1%	0.0%	11.8%

Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	50.0%	32.0%	20.0%	25.0%	30.3%	50.0%	50.0%	36.4%	27.3%	29.4%
No	50.0%	68.0%	80.0%	75.0%	69.7%	50.0%	50.0%	63.6%	72.7%	70.6%



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

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

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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 (e.g., whom to call, where to reach them, etc.)	15	6.93	3.13	26	8.00	1.92	6	8.50	1.38	17	8.12	1.62	38	7.92	1.62	29	7.69	2.00	7	7.86	1.95	15	8.67	1.50	11	8.27	1.10	17	7.88	2.47
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	11	8.00	1.90	17	8.12	2.42	5	6.40	1.52	6	7.33	1.63	21	7.52	1.75	18	7.17	2.79	6	7.50	1.64	12	7.58	1.88	7	6.57	2.70	9	7.44	3.05
The World Bank Group is responsive to my information requests and inquiries	11	8.55	2.34	20	8.50	1.67	5	8.60	.55	15	8.47	1.13	27	8.30	1.54	17	7.53	1.84	4	7.75	2.22	11	8.91	1.51	10	8.00	1.33	13	7.54	2.73

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?\*( Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	37.5%	53.6%	57.1%	76.5%	44.7%	12.1%	0.0%	12.5%	25.0%	29.4%
No	62.5%	46.4%	42.9%	23.5%	55.3%	87.9%	100.0%	87.5%	75.0%	70.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	94.1%	92.0%	87.5%	93.3%	34.3%	78.6%	100.0%	92.3%	100.0%	76.5%
The International Finance Corporation (IFC)	5.9%	4.0%	0.0%	6.7%	60.0%	10.7%	0.0%	7.7%	0.0%	5.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	12.5%	0.0%	5.7%	10.7%	0.0%	0.0%	0.0%	17.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	43.5%	25.0%	29.4%	51.3%	6.1%	28.6%	21.4%	0.0%	37.5%
No	50.0%	56.5%	75.0%	70.6%	48.7%	93.9%	71.4%	78.6%	100.0%	62.5%

\*Significantly different between stakeholder groups



**H. Background Information (continued)**

If yes, what was your view of how the two institutions work together in the Dominican Republic? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The two institutions work well together	62.5%	70.0%	50.0%	60.0%	60.0%	50.0%	100.0%	100.0%	-	66.7%
The way the two institutions work together needs improvement	0.0%	10.0%	50.0%	0.0%	35.0%	50.0%	0.0%	0.0%	-	33.3%
The two institutions do not work well together	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%
Don't know	25.0%	20.0%	0.0%	40.0%	5.0%	0.0%	0.0%	0.0%	-	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.6%	3.6%	0.0%	11.8%	16.2%	15.6%	14.3%	26.7%	0.0%	29.4%
Use World Bank Group reports/data*	82.4%	39.3%	25.0%	23.5%	43.2%	50.0%	71.4%	26.7%	50.0%	35.3%
Engage in World Bank Group related/sponsored events/activities*	29.4%	64.3%	62.5%	35.3%	40.5%	59.4%	0.0%	53.3%	58.3%	47.1%
Collaborate as part of my professional duties*	41.2%	50.0%	75.0%	64.7%	35.1%	18.8%	14.3%	6.7%	25.0%	23.5%
Use World Bank Group website for information, data, research, etc.*	5.9%	14.3%	25.0%	5.9%	21.6%	40.6%	57.1%	46.7%	41.7%	35.3%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Female	29.4%	37.0%	37.5%	58.8%	15.0%	35.3%	42.9%	31.3%	18.2%	44.4%
Male	70.6%	63.0%	62.5%	41.2%	85.0%	64.7%	57.1%	68.8%	81.8%	55.6%



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

- Santo Domingo N=176
- Other N=21 (Combining North/Cibao, South/Southwest, and East)

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

Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic.

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

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	167	7.35	1.84	20	7.10	1.71

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic	162	6.73	2.04	20	6.95	1.99
The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic	162	6.96	2.01	19	6.68	2.40

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

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	136	6.63	2.08	20	6.65	2.08
Flexibility (in terms of the institution's products and services)	126	6.12	1.83	18	5.50	2.07
Flexibility (in terms of changing country circumstances)	138	6.45	1.86	18	6.44	1.98
Being inclusive	136	6.86	1.85	18	6.11	2.08
Openness (sharing data and other information)	140	7.74	1.77	19	7.05	2.09
Collaboration with the Government	154	7.97	1.72	19	7.68	1.42
The speed in which it gets things accomplished on the ground	134	5.91	1.96	20	5.65	1.76
Ease of access to the people at the World Bank Group who are making decisions important to my work*	136	7.34	2.18	19	5.89	2.38
Collaboration with civil society	140	7.12	2.06	18	6.22	1.86
Staff accessibility	145	7.35	2.11	19	6.42	2.04
Collaboration with other donors and development partners	127	7.23	2.00	18	6.83	1.76
Collaboration with the private sector	120	7.18	1.93	16	7.50	1.03
Straightforwardness and honesty	141	7.84	2.00	19	7.05	1.90
Treating clients and stakeholders in the Dominican Republic with respect	134	8.04	1.92	17	7.41	1.46
Being a long-term partner	143	8.24	1.81	18	7.94	2.13

\*Significantly different between geographic locations

<sup>16</sup> 197 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic?	160	7.03	1.83	19	7.63	1.42

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in the Dominican Republic?***(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic	151	6.85	1.76	19	7.11	1.45
The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)	161	7.37	1.79	16	7.25	1.39

**D. The World Bank Group's Knowledge Work and Activities****In the Dominican Republic, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to the Dominican Republic's specific development challenges and country circumstances	154	7.13	1.69	16	7.81	1.38

	Which best represents your geographic location?					
	Santo Domingo			Other		
	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?	163	7.64	1.69	19	7.79	.92
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	159	8.19	1.52	19	8.53	.90

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?					
	Santo Domingo			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Dominican Republic	121	6.55	2.07	14	5.86	1.99
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	111	7.75	1.79	12	7.75	1.48



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 the Dominican Republic COS questionnaire: All 10-point scale questions and question B10 “When thinking about how the World Bank Group can have the most impact on development results in the Dominican Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources in the Dominican Republic?”

- Collaborating with the WBG N=70
- Not collaborating with the WBG N=123

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	69	8.36	1.41	122	7.11	2.08
Inter-American Development Bank (IDB/BID)*	68	8.07	1.48	119	7.45	2.12
Latin American Development Bank (CAF)	69	4.67	2.69	118	3.98	2.54
European Investment Bank (EIB/BEI)*	69	4.67	2.67	117	3.86	2.53

\*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic.

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	69	7.72	1.71	114	7.04	1.89
Inter-American Development Bank (IDB/BID)	67	7.73	1.63	115	7.37	1.87
Latin American Development Bank (CAF)	35	5.23	2.38	64	4.59	2.54
European Investment Bank (EIB/BEI)	38	5.42	2.46	66	4.61	2.54

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Dominican Republic solve its most complicated development challenges?	68	8.37	1.49	113	8.13	1.58

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

<sup>17</sup> Only 193 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**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 the Dominican Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Dominican Republic? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Water supply and sanitation	8.6%	10.7%
Poverty reduction	40.0%	42.1%
Equality of opportunity	17.1%	18.2%
Job creation/employment	18.6%	19.0%
Global/regional trade integration	4.3%	6.6%
Private sector development	11.4%	5.0%
Civic engagement and social accountability	2.9%	6.6%
Urban development	4.3%	1.7%
Agricultural and rural development	5.7%	12.4%
Mining and extractive industries	2.9%	0.0%
Tourism	0.0%	0.8%
Transport infrastructure	1.4%	2.5%
Electricity sector	22.9%	15.7%
Information and communications technology	2.9%	0.8%
Climate change	4.3%	4.1%
Disaster risk management	1.4%	3.3%
Environmental sustainability	14.3%	11.6%
Fiscal policy*	24.3%	12.4%
Government effectiveness	21.4%	22.3%
Anti-corruption	25.7%	23.1%
Financial markets	4.3%	4.1%
Law and justice	4.3%	9.1%
Crime and violence	4.3%	5.8%
Social protection	2.9%	4.1%
Education	24.3%	28.9%
Health services	12.9%	14.9%
Nutrition and food security	0.0%	0.8%
Economic growth	8.6%	7.4%
Other	0.0%	4.1%

\*Significantly different between collaborators and non-collaborators



**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 the Dominican Republic?  
(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic*	64	7.13	2.07	115	6.50	2.01
The World Bank Group’s work is aligned with what I consider the development priorities for the Dominican Republic	65	7.26	2.03	113	6.70	2.07

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	57	6.93	1.79	98	6.40	2.19
Flexibility (in terms of the institution’s products and services)	54	6.30	1.76	89	5.89	1.93
Flexibility (in terms of changing country circumstances)	55	6.58	1.62	98	6.36	2.00
Being inclusive	57	7.11	1.79	94	6.57	1.94
Openness (sharing data and other information)	58	7.67	1.98	98	7.72	1.72
Collaboration with the Government	60	7.87	1.78	110	7.96	1.64
The speed in which it gets things accomplished on the ground	54	6.11	1.95	97	5.72	1.91
Ease of access to the people at the World Bank Group who are making decisions important to my work*	56	7.98	1.83	96	6.61	2.37
Collaboration with civil society*	57	7.46	1.89	98	6.78	2.12
Staff accessibility*	58	7.84	1.83	102	6.91	2.15
Collaboration with other donors and development partners	54	7.33	2.08	86	7.02	1.90
Collaboration with the private sector	46	7.57	1.64	88	7.01	1.90
Straightforwardness and honesty	57	7.98	2.18	101	7.63	1.91
Treating clients and stakeholders in the Dominican Republic with respect	56	8.14	2.16	92	7.86	1.73
Being a long-term partner	61	8.26	1.84	98	8.21	1.84

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Transport infrastructure	56	7.02	1.92	100	6.40	2.34
Poverty reduction	63	8.87	1.69	115	8.63	1.77
Equality of opportunity	59	7.95	2.12	110	7.80	2.17
Job creation/employment*	58	8.41	1.76	109	7.55	2.20
Global/regional trade integration	60	7.63	1.83	102	7.39	2.08
Private sector development	61	8.13	1.58	109	7.56	1.98
Financial markets	58	7.88	1.86	108	7.40	2.02
Urban development	55	7.35	2.06	103	6.99	1.84
Agricultural and rural development	56	7.48	2.30	107	7.54	2.03
Mining and extractive industries	56	6.39	2.27	101	6.65	2.17
Tourism	53	6.81	2.29	100	6.89	2.04
Economic growth	62	8.32	1.60	113	8.44	1.46
Electricity sector	61	8.21	2.28	108	8.66	1.37
Information and communications technology	60	6.98	2.32	102	7.29	1.88
Climate change	63	7.97	1.99	110	8.15	1.68
Disaster risk management	60	7.47	2.05	110	7.90	1.53
Environmental sustainability	57	7.81	2.16	108	8.15	1.60
Fiscal policy	64	8.59	1.59	105	8.10	1.79
Government effectiveness	63	8.51	1.76	108	8.43	1.68
Anti-corruption	62	8.55	2.01	110	8.30	1.95
Civic engagement and social accountability	59	7.75	2.01	104	7.82	1.83
Law and justice	59	7.73	2.12	103	7.59	1.97
Crime and violence	57	7.33	2.36	101	7.39	2.06
Social protection	57	7.74	1.73	106	7.53	2.05
Education	61	8.38	2.11	108	8.57	1.61
Health services	58	7.81	2.29	105	8.32	1.70
Nutrition and food security	55	7.18	2.26	105	7.42	2.16
Water supply and sanitation	57	7.54	2.32	108	8.07	1.68
Other	3	9.67	.58	7	9.29	.76

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Transport infrastructure	18	6.44	2.01	42	6.07	2.46
Poverty reduction*	51	7.47	1.98	81	6.72	1.98
Equality of opportunity	46	6.96	2.13	70	6.61	2.09
Job creation/employment	33	6.58	2.02	63	6.13	1.97
Global/regional trade integration	31	7.16	1.92	61	6.66	2.14
Private sector development	44	7.36	2.21	73	7.18	1.81
Financial markets	35	7.49	1.95	59	7.17	1.99
Urban development	22	5.86	2.62	56	6.27	2.04
Agricultural and rural development	24	6.13	1.85	68	6.59	1.96
Mining and extractive industries	23	6.30	2.18	52	6.10	2.19
Tourism	21	6.90	1.84	56	6.54	2.09
Economic growth	50	7.52	1.94	79	7.58	1.83
Electricity sector	49	6.92	2.23	80	7.33	1.90
Information and communications technology	25	6.76	2.18	56	6.98	1.96
Climate change	34	6.74	2.29	56	6.88	2.09
Disaster risk management	31	6.68	2.36	58	7.26	1.77
Environmental sustainability	31	6.58	2.14	57	6.86	2.11
Fiscal policy	39	6.90	2.44	70	6.81	2.20
Government effectiveness	53	6.94	2.19	78	6.86	2.02
Anti-corruption	42	6.48	2.34	74	6.11	2.41
Civic engagement and social accountability	39	6.72	2.37	69	6.77	2.21
Law and justice	30	6.33	2.28	55	5.76	2.32
Crime and violence	26	5.73	2.68	51	5.55	2.41
Social protection	36	7.08	2.30	57	6.35	2.33
Education	40	7.13	2.33	74	7.26	1.89
Health services	29	6.59	2.34	58	6.79	2.13
Nutrition and food security	23	6.13	2.77	54	6.74	2.18
Water supply and sanitation	25	6.44	2.53	66	6.92	2.14
Other				5	7.20	3.83

\*Significantly different between collaborators and non-collaborators



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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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 the Dominican Republic?	65	7.25	2.01	111	6.99	1.70

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic	61	7.10	1.74	106	6.74	1.77
The World Bank Group meets the Dominican Republic’s needs for knowledge services (e.g., research, analysis, data, technical assistance)	66	7.50	1.72	108	7.31	1.78

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the Dominican Republic received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?	45	7.60	1.98	67	7.04	1.85

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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 the Dominican Republic?	43	7.07	2.20	70	6.91	1.82

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

**D. The World Bank Group’s Knowledge Work and Activities**

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	59	7.46	1.90	105	7.18	1.63
Lead to practical solutions	61	7.00	1.80	104	6.75	1.76
Are accessible (well written and easy to understand)	63	7.48	2.01	112	7.48	1.67
Are translated enough into local language	59	7.80	2.18	106	7.78	2.00
Are adaptable to the Dominican Republic’s specific development challenges and country circumstances	62	7.27	1.78	106	7.15	1.63

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) 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?	66	7.64	1.80	113	7.63	1.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	65	8.12	1.69	110	8.29	1.36

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

**E. Working with the World Bank Group**

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	42	6.48	2.18	74	6.31	2.27
The World Bank Group effectively monitors and evaluates the projects and programs it supports	55	7.67	1.86	96	7.54	1.76
The World Bank Group's approvals and reviews are done in a timely fashion	46	6.65	1.96	73	6.79	1.96
The World Bank Group's "Safeguard Policy" requirements are reasonable	34	6.79	1.84	61	7.07	1.75
The World Bank Group's conditions on its lending are reasonable	48	6.56	2.01	87	6.94	1.91
The World Bank Group takes decisions quickly in the Dominican Republic	45	6.36	2.29	88	6.43	1.98
Working with the World Bank Group increases the Dominican Republic's institutional capacity	64	7.86	1.78	105	7.54	1.83
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	47	7.68	1.97	72	7.76	1.66
The World Bank Group provides effective implementation support (i.e., supervision of projects)	53	7.57	2.08	93	7.75	1.74

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Dominican Republic?	55	7.22	1.84	95	7.41	1.75

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

**G. Communication and Information Sharing**

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	69	8.07	1.79	109	7.76	2.03
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	36	7.69	2.34	75	7.39	2.14
The World Bank Group is responsive to my information requests and inquiries	58	8.48	1.58	72	7.94	1.88



## Appendix E: Responses to Selected Questions by Year<sup>18</sup>

\*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents each year will be slightly different from those in FY 2013 appendices.

**FY 2013 Number of comparable respondents = 239 • FY 2016 Number of comparable respondents = 186**

By weighting, FY 2013 and FY 2016 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2016	FY2013
Office of the President/ Prime Minister/ Minister	5%	5%
Office of Parliamentarian	5%	5%
Government institutions	25%	25%
Local government	10%	10%
Bilateral/ Multilateral Agency	10%	10%
Civil society	20%	20%
Private sector	15%	15%
Academia/ Research institute/ Think tank	5%	5%
Media	5%	5%

### A. General Issues Facing the Dominican Republic

In general would you say that the Dominican Republic is headed in...?\*

Percentage of Respondents	FY2016	FY2013
The right direction	65.1%	51.9%
The wrong direction	23.7%	20.6%
Not sure	11.2%	27.6%

\*Significantly different between FY2016 and FY2013

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Dominican Republic?*	184	7.58	1.91	239	6.62	2.05

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2016 and FY2013

Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic.

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank Group in the Dominican Republic.*	176	7.34	1.76	213	6.94	1.78

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2016 and FY2013

<sup>18</sup> Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented.

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Dominican Republic solve its most complicated development challenges?	176	8.29	1.55	205	8.10	1.73

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group's work in the Dominican Republic?***(1-Strongly disagree, 10-Strongly agree)*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic	170	6.79	2.04	218	6.97	2.31
The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic	167	6.93	2.08	223	6.55	2.02

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	146	6.79	2.02	200	6.86	1.93
Flexibility (in terms of the institution's products and services)	136	6.11	1.90	197	6.24	2.13
Flexibility (in terms of changing country circumstances)	146	6.61	1.84	198	6.58	1.99
Being inclusive	149	6.81	1.87	185	6.50	2.12
Openness (sharing data and other information)	148	7.75	1.75	203	7.41	1.89
Collaboration with the Government*	163	8.01	1.63	219	8.32	1.36
The speed in which it gets things accomplished on the ground	142	6.04	1.93			
Ease of access to the people at the World Bank Group who are making decisions important to my work	144	7.15	2.17			
Collaboration with civil society	147	7.07	1.97			
Staff accessibility	151	7.31	2.03	203	7.09	2.03
Collaboration with other donors and development partners	138	7.20	1.81	160	7.25	1.84
Collaboration with the private sector	129	7.32	1.70			
Straightforwardness and honesty	147	7.76	2.00	203	7.65	2.06
Treating clients and stakeholders in the Dominican Republic with respect	140	8.02	1.81	208	8.11	1.74
Being a long-term partner	152	8.25	1.76			

*\*Significantly different between FY2016 and FY2013*

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Dominican Republic? (1-Not effective at all, 10-Very effective)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Transport infrastructure*	61	6.27	2.08	141	5.19	2.23
Poverty reduction*	123	7.03	2.03	193	6.05	2.13
Equality of opportunity*	109	6.79	2.09	150	5.83	2.31
Job creation/employment*	96	6.15	1.85	167	5.26	1.97
Global/regional trade integration	90	6.91	1.87	158	6.51	2.14
Private sector development	110	7.35	1.85			
Financial markets*	93	7.43	1.87	158	6.25	2.04
Urban development	75	6.37	2.21	153	5.82	2.19
Agricultural and rural development	84	6.47	1.92			
Mining and extractive industries	73	6.25	2.05	123	5.78	2.16
Tourism	75	6.72	1.83	142	6.31	1.91
Economic growth*	119	7.72	1.85	180	6.97	1.80
Electricity sector	122	7.09	2.06			
Information and communications technology	78	7.15	1.93	156	6.77	1.94
Climate change*	86	6.82	1.98	151	6.22	2.06
Disaster risk management	86	7.01	1.93	160	6.58	2.04
Environmental sustainability	85	6.82	1.99			
Fiscal policy	102	7.08	2.19			
Government effectiveness	125	6.94	2.01			
Anti-corruption*	112	6.31	2.22	193	5.29	2.52
Civic engagement and social accountability	104	6.88	2.18			
Law and justice	84	6.21	2.26	159	5.64	2.31
Crime and violence*	78	5.71	2.39	141	4.46	2.29
Social protection*	91	6.71	2.27	158	5.85	2.33
Education*	107	7.32	1.96	185	6.57	2.04
Health services	83	6.76	2.01	166	6.59	1.89
Nutrition and food security*	76	6.74	2.30	154	6.10	2.15
Water supply and sanitation	87	6.87	2.07	162	6.53	2.01
Other	5	7.21	3.86			

\*Significantly different between FY2016 and FY2013

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic?*	169	7.18	1.80	222	6.60	1.94

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2013

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic*	157	6.98	1.73	219	6.34	2.04
The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	166	7.45	1.71	215	6.47	2.01

\*Significantly different between FY2016 and FY2013

**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	FY2016	FY2013
Weekly	6.9%	5.6%
Monthly	23.7%	15.5%
A few times a year	57.2%	47.8%
Rarely	9.8%	25.0%
Never	2.3%	6.0%

\*Significantly different between FY2016 and FY2013

**In the Dominican Republic, 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)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	155	7.35	1.82	202	6.99	1.92
Lead to practical solutions	154	6.92	1.83			
Are accessible (well written and easy to understand)	166	7.43	1.93	198	7.27	1.96
Are translated enough into local language	159	7.86	2.06	192	7.42	2.15
Are adaptable to the Dominican Republic's specific development challenges and country circumstances	159	7.27	1.76	202	7.16	1.97

	year					
	FY 2016			FY 2013		
	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?	170	7.71	1.63	223	7.58	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	166	8.29	1.49	226	8.10	1.51

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

**E. Working with the World Bank Group**

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	112	6.49	2.25	169	6.17	2.52
The World Bank Group effectively monitors and evaluates the projects and programs it supports	143	7.71	1.76	205	7.50	2.05
The World Bank Group's approvals and reviews are done in a timely fashion	111	6.79	1.99	164	6.76	2.12
The World Bank Group's "Safeguard Policy" requirements are reasonable	92	6.93	1.83	145	7.18	2.07
The World Bank Group's conditions on its lending are reasonable	124	6.81	1.92	173	6.92	2.15
The World Bank Group takes decisions quickly in the Dominican Republic	126	6.40	2.19			
Working with the World Bank Group increases the Dominican Republic's institutional capacity	161	7.73	1.77	211	7.62	2.02
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	121	7.77	1.74	136	7.97	1.67
The World Bank Group provides effective implementation support (i.e., supervision of projects)	139	7.72	1.81	176	7.78	1.95

**G. Communication and Information Sharing**

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	FY2016	FY2013
Yes	32.1%	32.4%
No	67.9%	67.6%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY2016	FY2013
Yes	26.9%	26.9%
No	73.1%	73.1%

Were you able to obtain this information?

Percentage of Respondents	FY2016	FY2013
Yes	93.1%	84.6%
No	6.9%	15.4%

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

Percentage of Respondents	FY2016	FY2013
Yes	84.7%	81.2%
No	15.3%	18.8%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	169	7.89	1.86	188	6.90	2.57
The World Bank Group is responsive to my information requests and inquiries*	122	8.02	1.74	141	7.11	2.47

\*Significantly different between FY2016 and FY2013



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Dominican Republic? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the effectiveness of the World Bank Group in the Dominican Republic.	7.04	7.72	7.46	6.69	7.38	7.30	7.15	7.56	7.14	7.73	7.47	7.00
Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic	6.50	7.12	6.80	6.15	6.79	6.59	6.43	7.01	6.57	6.95	6.81	6.43
The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic	6.70	7.26	7.03	6.28	7.02	6.80	6.62	7.24	6.79	7.15	7.02	6.67
Responsiveness to needs	6.40	6.93	6.66	6.35	6.87	6.35	6.22	7.04	6.63	6.61	6.57	6.77
Flexibility (in terms of the institution's products and services)	5.89	6.30	6.15	5.41	6.21	5.91	5.86	6.28	6.04	6.10	5.94	6.42
Flexibility (in terms of changing country circumstances)	6.36	6.58	6.53	5.95	6.76	6.11	6.18	6.76	6.50	6.37	6.41	6.57
Being inclusive	6.57	7.11	6.91	5.59	7.01	6.46	6.37	7.16	6.54	7.14	6.82	6.62
Openness (sharing data and other information)	7.72	7.67	7.69	7.56	7.78	7.56	7.38	7.96	7.65	7.72	7.67	7.68
Collaboration with the Government	7.96	7.87	7.99	7.78	8.07	7.84	7.79	8.13	8.00	7.88	7.96	7.96
The speed in which it gets things accomplished on the ground	5.72	6.11	5.93	5.50	6.00	5.74	5.68	6.08	5.87	5.91	5.82	6.05
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.61	7.98	7.34	5.94	7.56	6.72	6.68	7.63	6.87	7.78	7.33	6.80
Collaboration with civil society	6.78	7.46	7.26	5.58	7.48	6.58	6.59	7.52	6.79	7.54	7.06	7.02
Staff accessibility	6.91	7.84	7.45	6.18	7.70	6.75	6.74	7.77	7.05	7.70	7.38	6.98
Collaboration with other donors and development partners	7.02	7.33	7.22	7.06	7.53	6.84	6.94	7.46	7.05	7.49	7.20	7.21
Collaboration with the private sector	7.01	7.57	7.42	6.18	7.43	7.08	6.97	7.56	7.22	7.37	7.16	7.48
Straightforwardness and honesty	7.63	7.98	7.84	7.23	7.78	7.72	7.47	8.02	7.69	7.89	7.87	7.43
Treating clients and stakeholders in the Dominican Republic with respect	7.86	8.14	7.97	8.05	8.04	7.91	7.72	8.20	8.01	7.92	8.06	7.74
Being a long-term partner	8.21	8.26	8.19	8.26	8.27	8.11	8.09	8.31	8.18	8.24	8.23	8.11
To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic?	6.99	7.25	7.14	6.57	7.09	7.04	6.95	7.20	7.05	7.10	7.11	6.96
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic	6.74	7.10	6.94	6.19	6.86	6.83	6.92	6.75	6.76	7.02	6.87	6.79
The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.31	7.50	7.46	6.76	7.38	7.37	7.13	7.64	7.34	7.44	7.40	7.32
The World Bank Group's knowledge work and activities are adaptable to the Dominican Republic's specific development challenges and country circumstances	7.15	7.27	7.24	6.85	7.24	7.14	7.04	7.35	7.09	7.37	7.30	6.89
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.63	7.64	7.69	7.32	7.73	7.53	7.33	7.97	7.66	7.60	7.72	7.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8.29	8.12	8.27	7.80	8.22	8.19	8.03	8.39	8.24	8.13	8.18	8.28
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.76	7.68	7.77	7.50	7.80	7.67	7.81	7.67	7.68	7.84	7.74	7.75
The World Bank Group takes decisions quickly in the Dominican Republic	6.43	6.36	6.43	6.54	6.55	6.31	6.22	6.67	6.39	6.54	6.51	6.28

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: The Dominican Republic FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – the Dominican Republic**

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

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 THE DOMINICAN REPUBLIC**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in the Dominican Republic.</b>			
<b>Please identify which of the following you consider the most important development priorities in the Dominican Republic? (Choose no more than THREE)</b>			
1	Economic growth	16	Disaster risk management (planning, financing, mitigation)
2	Poverty reduction	17	Environmental sustainability (e.g., management of forest and water resources, improving solid waste management)
3	Equality of opportunity (i.e., equity, gender, social inclusion)	18	Fiscal policy (i.e., debt sustainability, tax policy, equity and efficiency of public expenditures)
4	Job creation/employment	19	Government effectiveness (i.e., institutional strengthening and capacity, quality of public services, municipal development)
5	Global/regional trade integration (e.g., logistics and connectivity, supply chains)	20	Anti-corruption (e.g., public financial management and procurement, open data, legislative and audit oversight)
6	Private sector development (e.g., investment climate, innovation, corporate governance)	21	Civic engagement and social accountability
7	Financial markets (e.g., access to microfinance)	22	Law and justice (i.e., judiciary system capacity and efficiency)
8	Urban development	23	Crime and violence (e.g., urban design to mitigate crime, youth programs)
9	Agricultural and rural development (e.g., irrigation, dam safety, improving product quality, linking farmers to markets)	24	Social protection (i.e., social safety nets, pensions)
10	Mining and extractive industries (transparency, regulation, cadaster, standards)	25	Education (quality and access)
11	Tourism	26	Health services (quality and access, including maternal and child health)
12	Transport infrastructure (e.g., roads, bridges, ports)	27	Nutrition and food security
13	Electricity sector (reducing losses, improving service quality, upgrading sector management, investing in renewables)	28	Water supply and sanitation (equitable access and quality of services)
14	Information and communications technology (ensuring national coverage and affordability)	29	Other (please specify: _____)
15	Climate change (mitigation and adaptation)		

**SECTION A: GENERAL ISSUES**

**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 the Dominican Republic? (Choose no more than THREE)**

1	Disaster risk management (planning, financing, mitigation)	15	Economic growth
2	Equality of opportunity (i.e., equity, gender, social inclusion)	16	Environmental sustainability (e.g., management of forest and water resources, improving solid waste management)
3	Crime and violence (e.g., urban design to mitigate crime, youth programs)	17	Fiscal policy (i.e., debt sustainability, tax policy, equity and efficiency of public expenditures)
4	Global/regional trade integration (e.g., logistics and connectivity, supply chains)	18	Government effectiveness (i.e., institutional strengthening and capacity, quality of public services, municipal development)
5	Private sector development (e.g., investment climate, innovation, corporate governance)	19	Anti-corruption (e.g., public financial management and procurement, open data, legislative and audit oversight)
6	Financial markets (e.g., access to microfinance)	20	Civic engagement and social accountability
7	Urban development	21	Law and justice (i.e., judiciary system capacity and efficiency)
8	Agricultural and rural development (e.g., irrigation, dam safety, improving product quality, linking farmers to markets)	22	Job creation/employment
9	Mining and extractive industries (transparency, regulation, cadaster, standards)	23	Social protection (i.e., social safety nets, pensions)
10	Tourism	24	Education (quality and access)
11	Transport infrastructure (e.g., roads, bridges, ports)	25	Health services (quality and access, including maternal and child health)
12	Nutrition and food security	26	Electricity sector (reducing losses, improving service quality, upgrading sector management, investing in renewables)
13	Information and communications technology (ensuring national coverage and affordability)	27	Water supply and sanitation (equitable access and quality of services)
14	Climate change (mitigation and adaptation)	28	Other (please specify: _____)

**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 enhanced 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 the Dominican Republic? (Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
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	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	More reliable judicial system
16	More reliable electricity services
17	Greater citizen security
18	Stronger institutions and rule of law
19	Better governance and transparency, less corruption
20	Resolving the problem of lack of documentation to recognize citizen rights for all Dominicans
21	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 the Dominican Republic?**

**(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**

<b>How familiar are you with the work of these organizations in the Dominican Republic?</b>											
		Not familiar at all						Extremely familiar			
<b>B1</b>	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
<b>B2</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
<b>B3</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10
<b>B4</b>	European Investment Bank (EIB/BEI)	1	2	3	4	5	6	7	8	9	10

<b>Overall, please rate your impression of the effectiveness of these organizations in the Dominican Republic.</b>												
		Not effective at all						Extremely effective				Don't know
<b>B5</b>	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B6</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B7</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	European Investment Bank (EIB/BEI)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Dominican Republic solve its most complicated development challenges?</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 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 the Dominican Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Dominican Republic?**

**(Choose no more than THREE)**

1	Water supply and sanitation (equitable access and quality of services)	16	Disaster risk management (planning, financing, mitigation)
2	Poverty reduction	17	Environmental sustainability (e.g., management of forest and water resources, improving solid waste management)
3	Equality of opportunity (i.e., equity, gender, social inclusion)	18	Fiscal policy (i.e., debt sustainability, tax policy, equity and efficiency of public expenditures)
4	Job creation/employment	19	Government effectiveness (i.e., institutional strengthening and capacity, quality of public services, municipal development)
5	Global/regional trade integration (e.g., logistics and connectivity, supply chains)	20	Anti-corruption (e.g., public financial management and procurement, open data, legislative and audit oversight)
6	Private sector development (e.g., investment climate, innovation, corporate governance)	21	Financial markets (e.g., access to microfinance)
7	Civic engagement and social accountability	22	Law and justice (i.e., judiciary system capacity and efficiency)
8	Urban development	23	Crime and violence (e.g., urban design to mitigate crime, youth programs)
9	Agricultural and rural development (e.g., irrigation, dam safety, improving product quality, linking farmers to markets)	24	Social protection (i.e., social safety nets, pensions)
10	Mining and extractive industries (transparency, regulation, cadaster, standards)	25	Education (quality and access)
11	Tourism	26	Health services (quality and access, including maternal and child health)
12	Transport infrastructure (e.g., roads, bridges, ports)	27	Nutrition and food security
13	Electricity sector (reducing losses, improving service quality, upgrading sector management, investing in renewables)	28	Economic growth
14	Information and communications technology (ensuring national coverage and affordability)	29	Other (please specify: _____)
15	Climate change (mitigation and adaptation)		

**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 the Dominican Republic?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Dominican Republic? (Choose no more than TWO)**

1	Too influenced by developed countries
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	Staff too inaccessible
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 the Dominican Republic
17	Budget ceilings do not allow for timely implementation of projects
18	Other (please specify): _____
19	Don't know

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

**B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Dominican Republic? (Choose no more than TWO)**

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

**B14. To what extent do you believe that the World Bank Group's work and support help the poorest in the Dominican Republic? (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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	Overall the World Bank Group currently plays a relevant role in development in the Dominican Republic											<input type="checkbox"/>	
<b>B16</b>	The World Bank Group's work is aligned with what I consider the development priorities for the Dominican Republic											<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 the Dominican Republic, 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	10	<input type="checkbox"/>
<b>B17</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	Treating clients and stakeholders in the Dominican Republic with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B32. 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)</b>	
1	The Government works inefficiently
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 World Bank Group does not do adequate follow through/follow-up
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**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the Dominican Republic?</b>													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Transport infrastructure (e.g., roads, bridges, ports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Equality of opportunity (i.e., equity, gender, social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Global/regional trade integration (e.g., logistics and connectivity, supply chains)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Private sector development (e.g., investment climate, innovation, corporate governance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Financial markets (e.g., access to microfinance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Agricultural and rural development (e.g., irrigation, dam safety, improving product quality, linking farmers to markets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Mining and extractive industries (transparency, regulation, cadaster, standards)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Electricity sector (reducing losses, improving service quality, upgrading sector management, investing in renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Information and communications technology (ensuring national coverage and affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Climate change (mitigation and adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster risk management (planning, financing, mitigation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Environmental sustainability (e.g., management of forest and water resources, improving solid waste management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Fiscal policy (i.e., debt sustainability, tax policy, equity and efficiency of public expenditures)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Government effectiveness (i.e., institutional strengthening and capacity, quality of public services, municipal development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption (e.g., public financial management and procurement, open data, legislative and audit oversight)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Civic engagement and social accountability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Law and justice (i.e., judiciary system capacity and efficiency)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Crime and violence (e.g., urban design to mitigate crime, youth programs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (i.e., social safety nets, pensions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Education (quality and access)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health services (quality and access, including maternal and child health)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Nutrition and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Water supply and sanitation (equitable access and quality of services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Other (please specify: _____)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Dominican Republic? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Transport infrastructure (e.g., roads, bridges, ports)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Equality of opportunity (i.e., equity, gender, social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Global/regional trade integration (e.g., logistics and connectivity, supply chains)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development (e.g., investment climate, innovation, corporate governance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Financial markets (e.g., access to microfinance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Agricultural and rural development (e.g., irrigation, dam safety, improving product quality, linking farmers to markets)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Mining and extractive industries (transparency, regulation, cadaster, standards)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Electricity sector (reducing losses, improving service quality, upgrading sector management, investing in renewables)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Information and communications technology (ensuring national coverage and affordability)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Climate change (mitigation and adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Disaster risk management (planning, financing, mitigation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Environmental sustainability (e.g., management of forest and water resources, improving solid waste management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Fiscal policy (i.e., debt sustainability, tax policy, equity and efficiency of public expenditures)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Government effectiveness (i.e., institutional strengthening and capacity, quality of public services, municipal development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption (e.g., public financial management and procurement, open data, legislative and audit oversight)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Civic engagement and social accountability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Law and justice (i.e., judiciary system capacity and efficiency)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Crime and violence (e.g., urban design to mitigate crime, youth programs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social protection (i.e., social safety nets, pensions)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Education (quality and access)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Health services (quality and access, including maternal and child health)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Nutrition and food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Water supply and sanitation (equitable access and quality of services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Other (please specify: _____)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. To what extent does the World Bank Group's work help to achieve development results in the Dominican Republic?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in the Dominican Republic?</b>																					
											Strongly disagree		Strongly agree		Don't know						
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Dominican Republic										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets the Dominican Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe that the Dominican Republic received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</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>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Dominican Republic?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

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



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

**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 the Dominican Republic, 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	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	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adaptable to the Dominican Republic's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**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?**

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

**D8. 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 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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in the Dominican Republic											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases the Dominican Republic's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Dominican Republic?</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>E11. Which of the following best describes the World Bank Group's support in the Dominican Republic? (Select only one response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Dominican Republic
2	The World Bank Group is not sufficiently selective in the Dominican Republic, and it is involved in too many areas of development.
3	The World Bank Group is too selective in the Dominican Republic, and it is not involved in enough areas of development
4	Don't know



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

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Dominican Republic? (Choose no more than TWO)**

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on the Dominican Republic's economy
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 (i.e., the private sector and civil society)
6	Provide more capacity building in the country
7	Improve the quality of its experts as related to the Dominican Republic's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local, or municipal level)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Be more flexible in its response to country circumstances
14	Coordinate more closely with other donors
15	Promote local multi-stakeholder participation (coalition building)
16	Increase knowledge sharing and learning activities (e.g., South-South exchanges, online courses and products, conferences)
17	Promote more cross-cutting, multi-sectoral solutions to problems
18	Increase the number of World Bank Group technical specialists in the Dominican Republic country office
19	Share more global experiences and international benchmarking to inform local policy decisions
20	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in the Dominican Republic, 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 the Dominican Republic? (Select only ONE response)**

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

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	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)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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**G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)**

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

<b>G5</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
<b>G6</b>	Were you able to obtain this information?	Yes	No
<b>G7</b>	Do you use/have you used the World Bank Group website?	Yes	No
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

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

		Strongly disagree										Strongly agree										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G9</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>G10</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>G11</b>	The World Bank Group is responsive to my information requests and inquiries																					<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, 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. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

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

- |   |   |
|---|---|
| 1 | The World Bank (IBRD/IDA)                           |
| 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 the Dominican Republic? (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 the Dominican Republic? (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 | Santo Domingo   |
| 2 | North/Cibao     |
| 3 | South/Southwest |
| 4 | East            |

**Thank you for completing the survey!**