

# FY 2019 Peru Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**September 2019**



## Acknowledgements

The Peru 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Antonina Redko, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Peru country team and the independent fielding agency Ipsos. In particular, PORG is grateful for the support from Ericka Milenka Nogales De Tejerina (Communications Associate) who coordinated the survey related activities from La Paz, Bolivia.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## PERU





## I. Objectives

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

- *General Issues Facing Peru*
- *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 Peru*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to July 2019, 629 stakeholders of the WBG in Peru 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/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations.

A total of 159 stakeholders participated in the survey (25% response rate). Respondents received the questionnaires via courier or the online survey platform Qualtrics.

Every country that engages in the Country Opinion Survey (COS) 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'16 (response rate was 37%, N=209). 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, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 73).

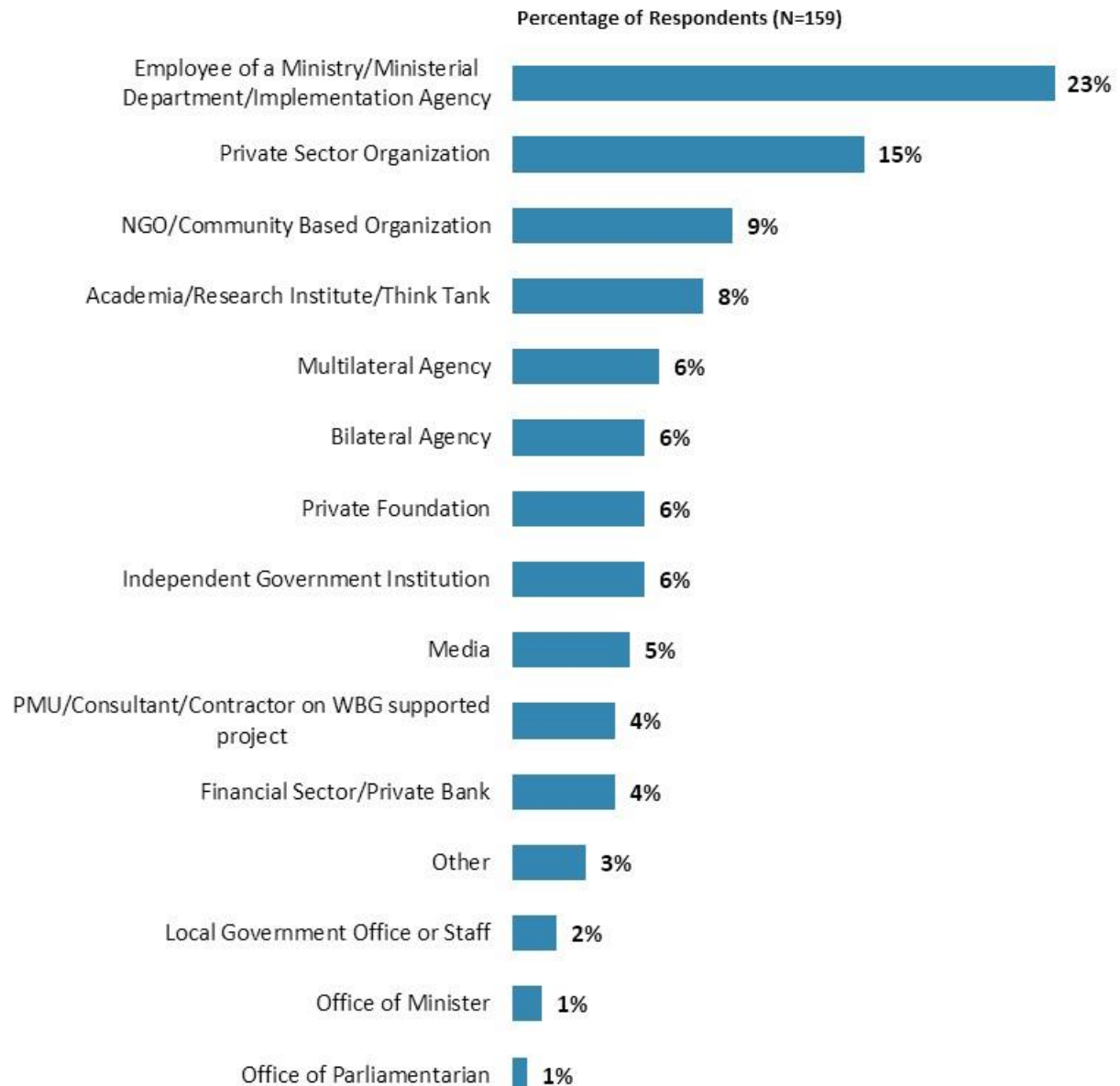
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

- For further analyses, some respondent groups were combined<sup>1</sup>.



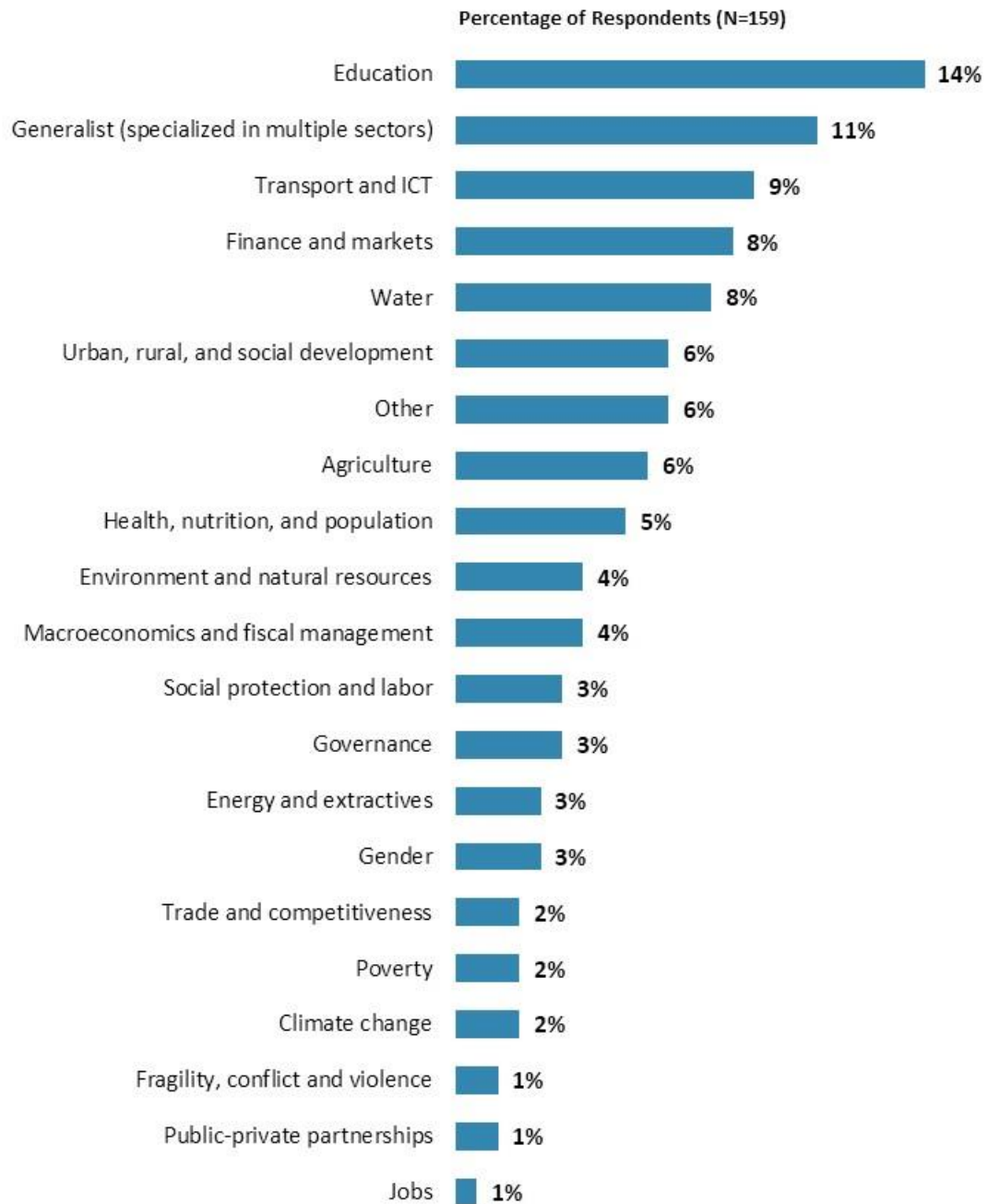
**"Which of the following best describes your current affiliation?"**  
(Respondents chose from a list.)

<sup>1</sup> Employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs, and consultants working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations and NGOs/community-based organizations were combined in the "CSO" category; and the small number of respondents from the office of a minister, the office of a parliamentarian, and local government were included in the "Other" category. There were no respondents from the Office of the President/Prime Minister, trade unions, faith-based groups, youth groups, and the judiciary branch.



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

#### Area of Primary Specialization



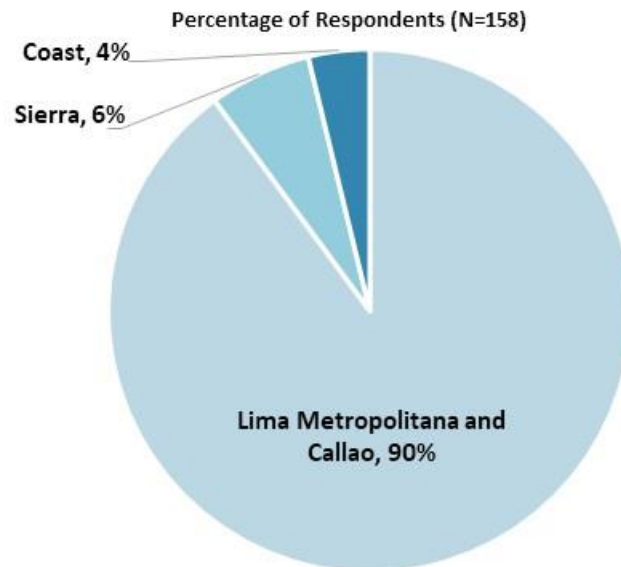
**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

#### Geographic Locations

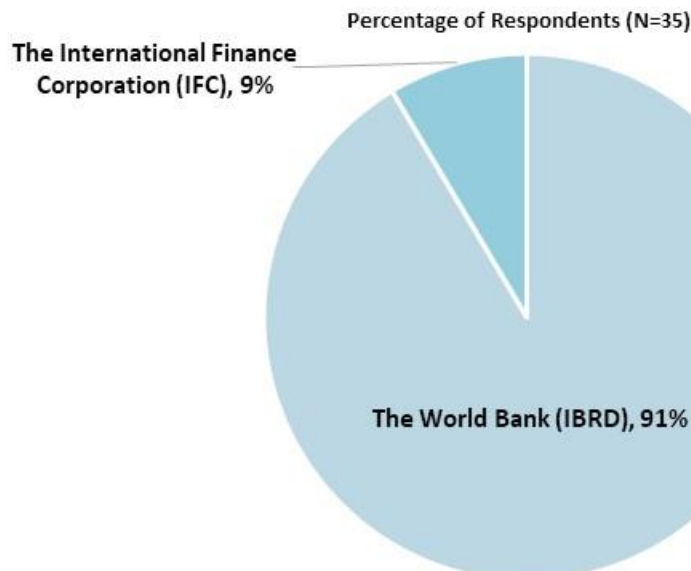
- Because of the small number of respondents from Sierra and Coast, comparisons of geographic locations were not conducted.



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

Note: No respondents selected "Amazon basin" response option.

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



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Peru?" (Respondents chose from a list.)

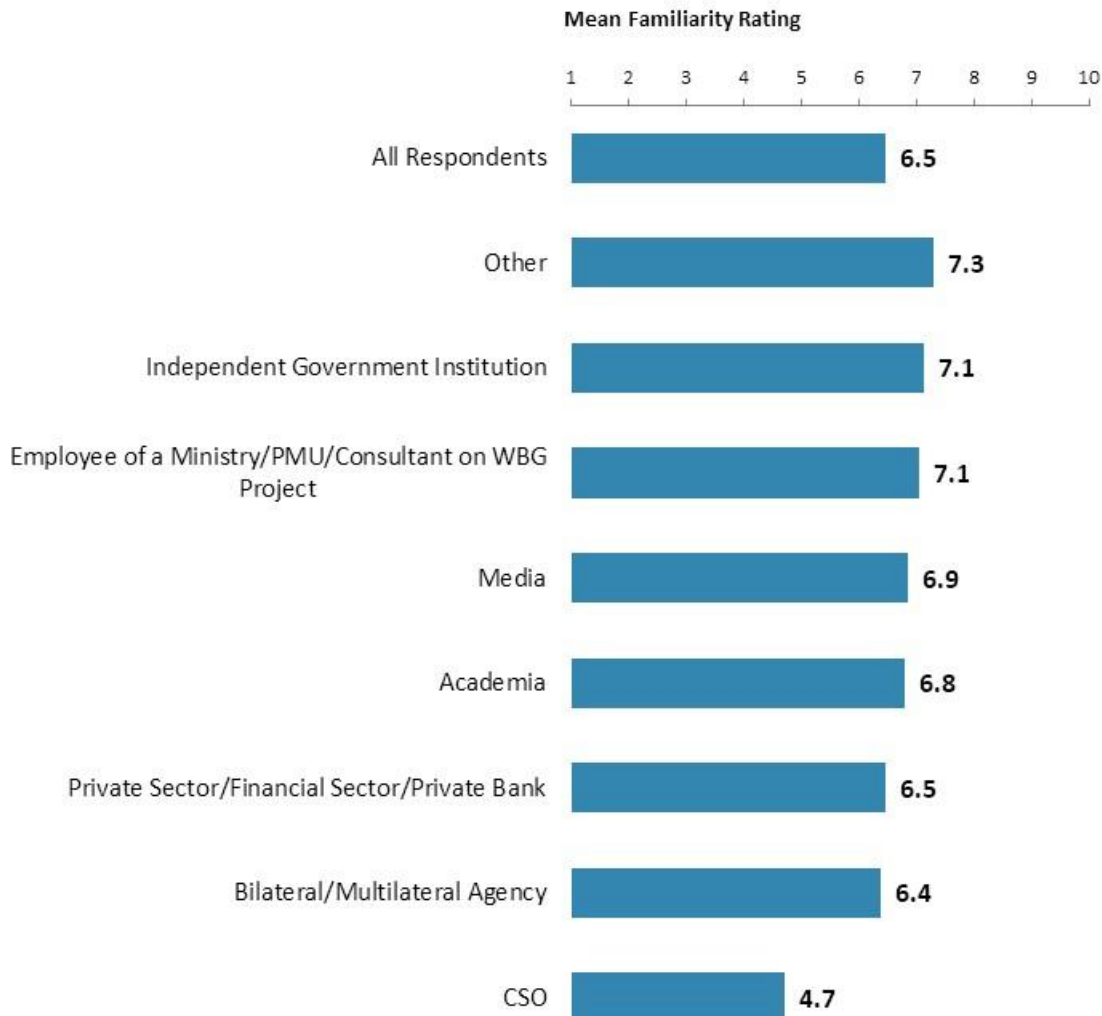
Note: No respondents selected "The Multilateral Investment Guarantee Agency (MIGA)" and "International Centre for Settlement of Investment Disputes (ICSID)" response options.



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

#### Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly, correlated with their ratings of the WBG's overall effectiveness in Peru, and significantly, moderately, correlated with their agreement that the WBG plays a relevant role in development in Peru, and with their ratings of the extent to which the WBG's work helps to achieve development results in Peru.



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

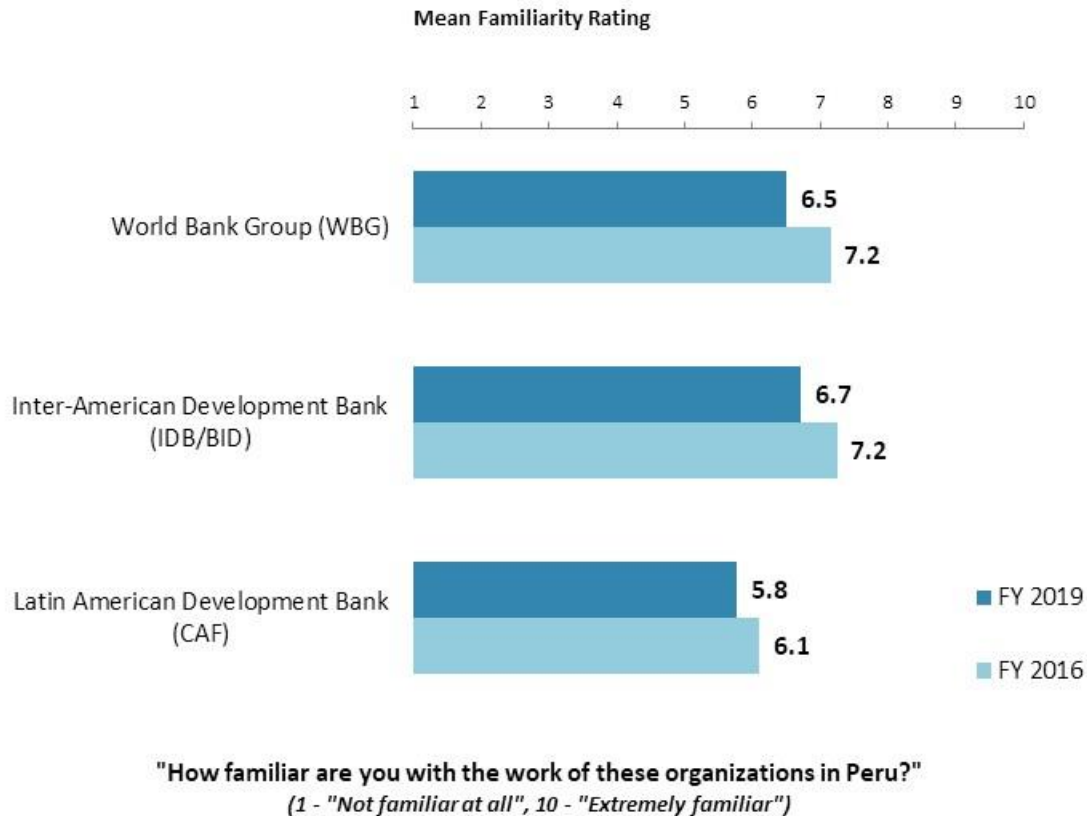




### III. Demographics of the Sample (continued)

#### Familiarity with the WBG vs. Other Development Banks<sup>2</sup>

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the World Bank Group and the Inter-American Development Bank (IDB/BID) than respondents in the FY'16 Country Survey. Respondents' levels of familiarity with the Latin American Development Bank (CAF) were statistically similar in FY'16 and FY'19.

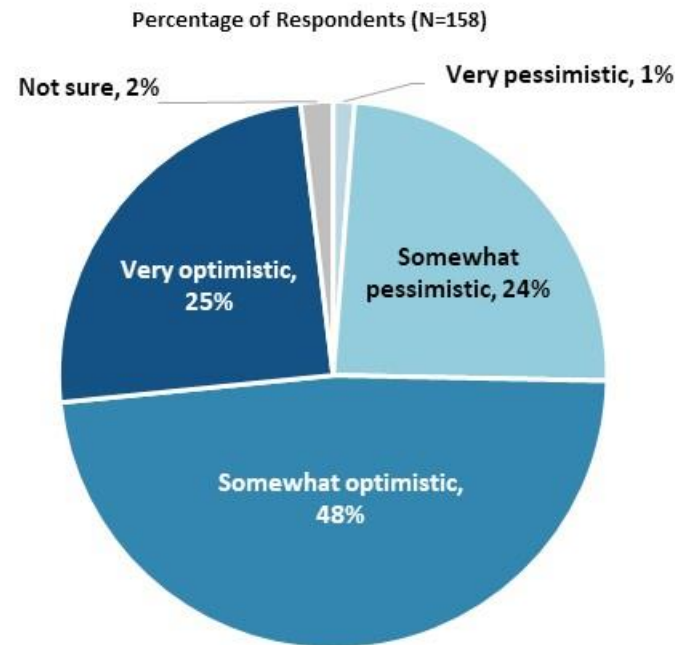


<sup>2</sup> Means in the chart were calculated based on weighted data. See Appendix D (page 73) for details.



## IV. General Issues Facing Peru

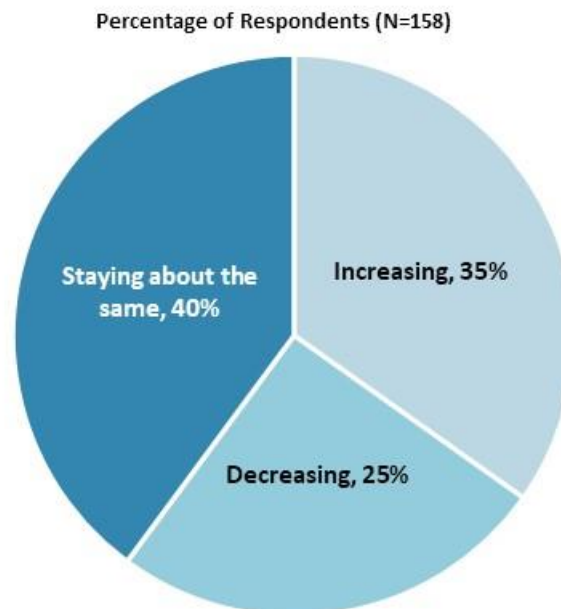
### Optimism for the Future of Peru



"When you think about the future in Peru, are you ... ?"  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity

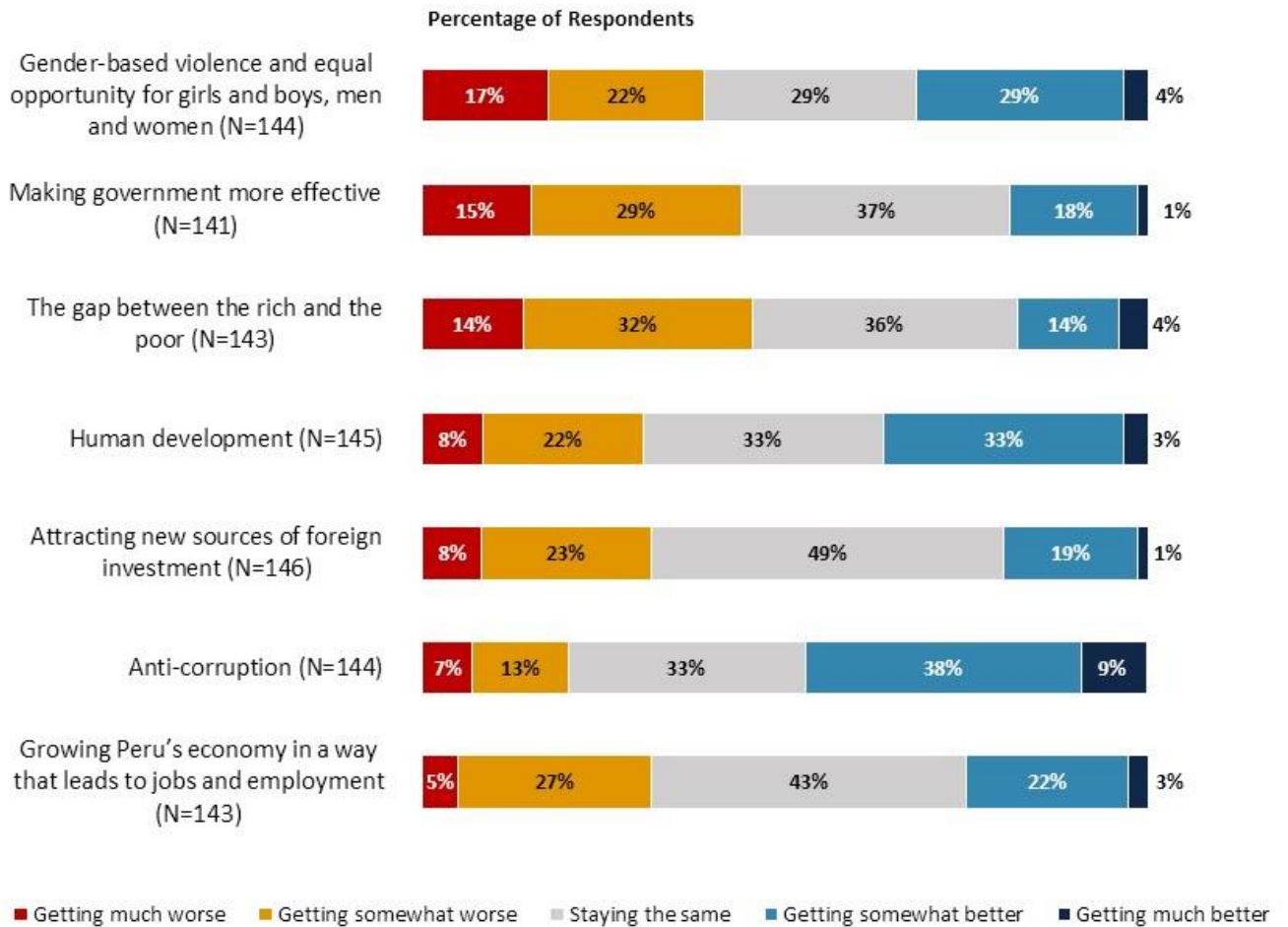


"Do you think that economic opportunity for citizens in Peru is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Peru (continued)

### Perceptions of Improvement and Decline in Specific Areas



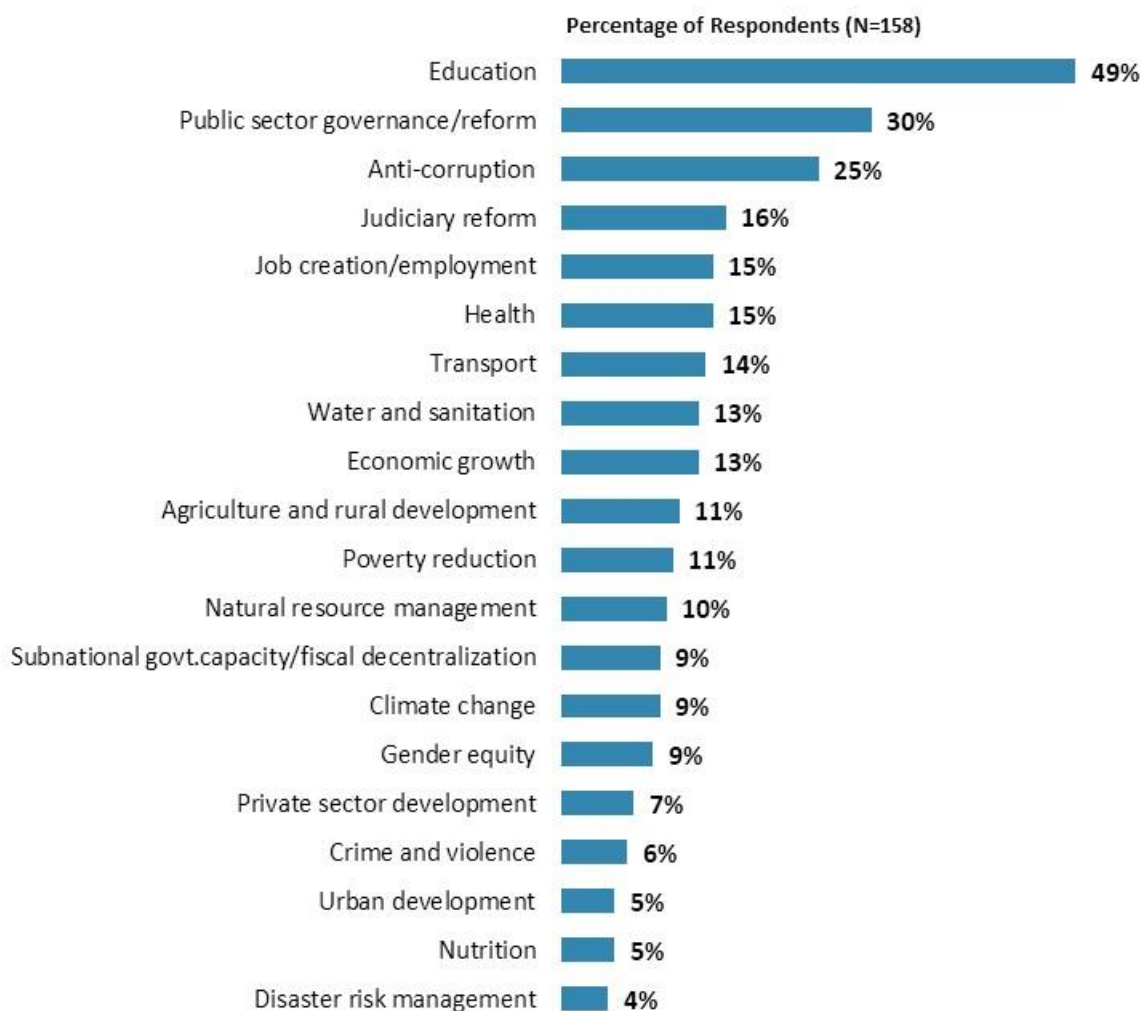
**"Please describe the direction Peru is moving in, when considering ... ?"**  
(Respondents chose from a list.)



## IV. General Issues Facing Peru (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Peru were “*education*” (45%) and “*public sector governance/reform*” (43%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (14% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Peru, compared to the rest of respondents in other areas of work (education specialists = 82%; others = 44%).<sup>3</sup>



"Listed below are a number of development priorities in Peru. Please identify which of the following you consider the most important development priorities in Peru.

(Choose no more than THREE)"

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

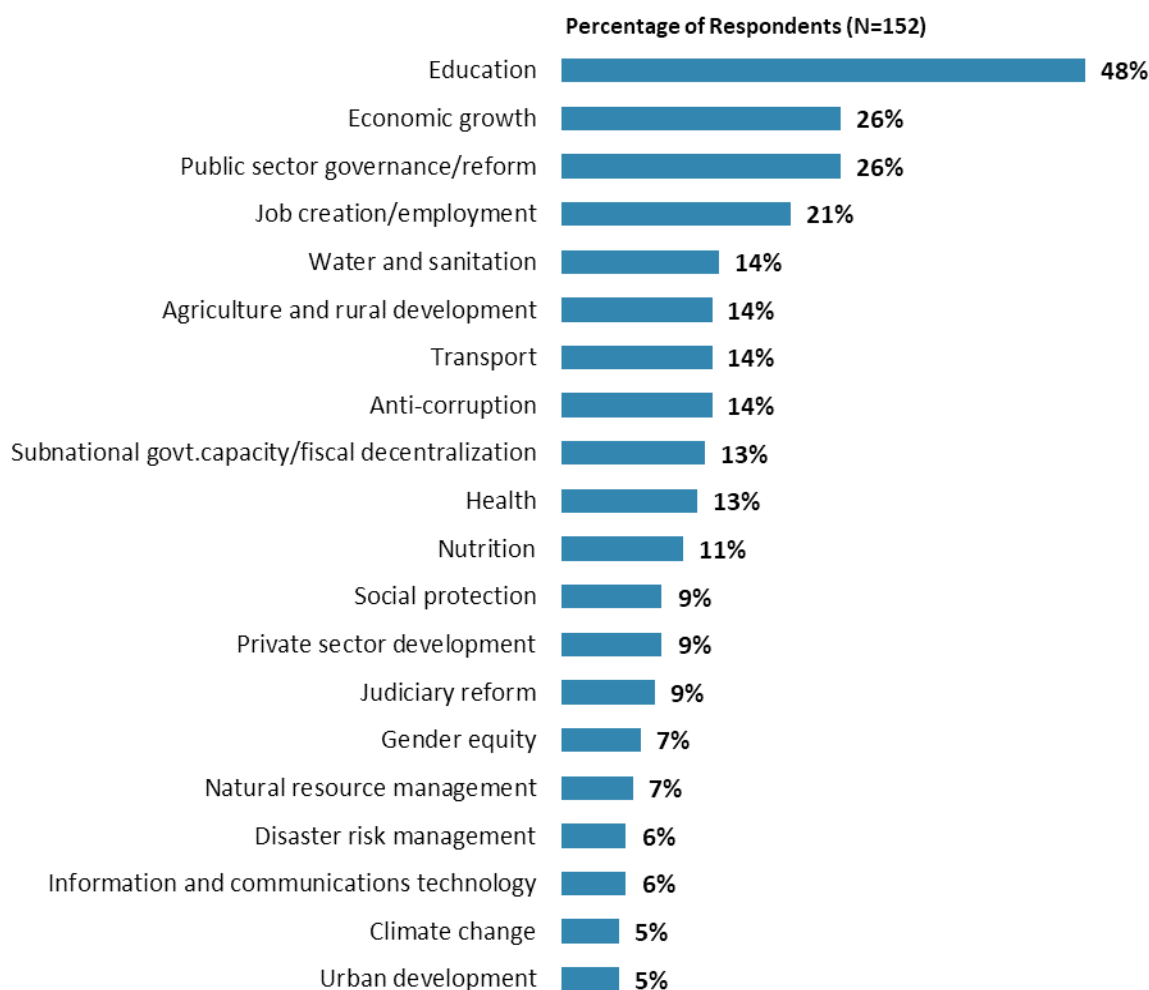
<sup>3</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question G2 in Appendix F), analyses are done to see these respondents' views about development priorities in a country.



## IV. General Issues Facing Peru (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Peru were “*education*” (55%), “*economic growth*” (32%), and “*water and sanitation*” (31%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that “*education*” was the greatest contributor to poverty reduction, compared to respondents from other areas (education specialists = 76%; others = 44%).<sup>4</sup>



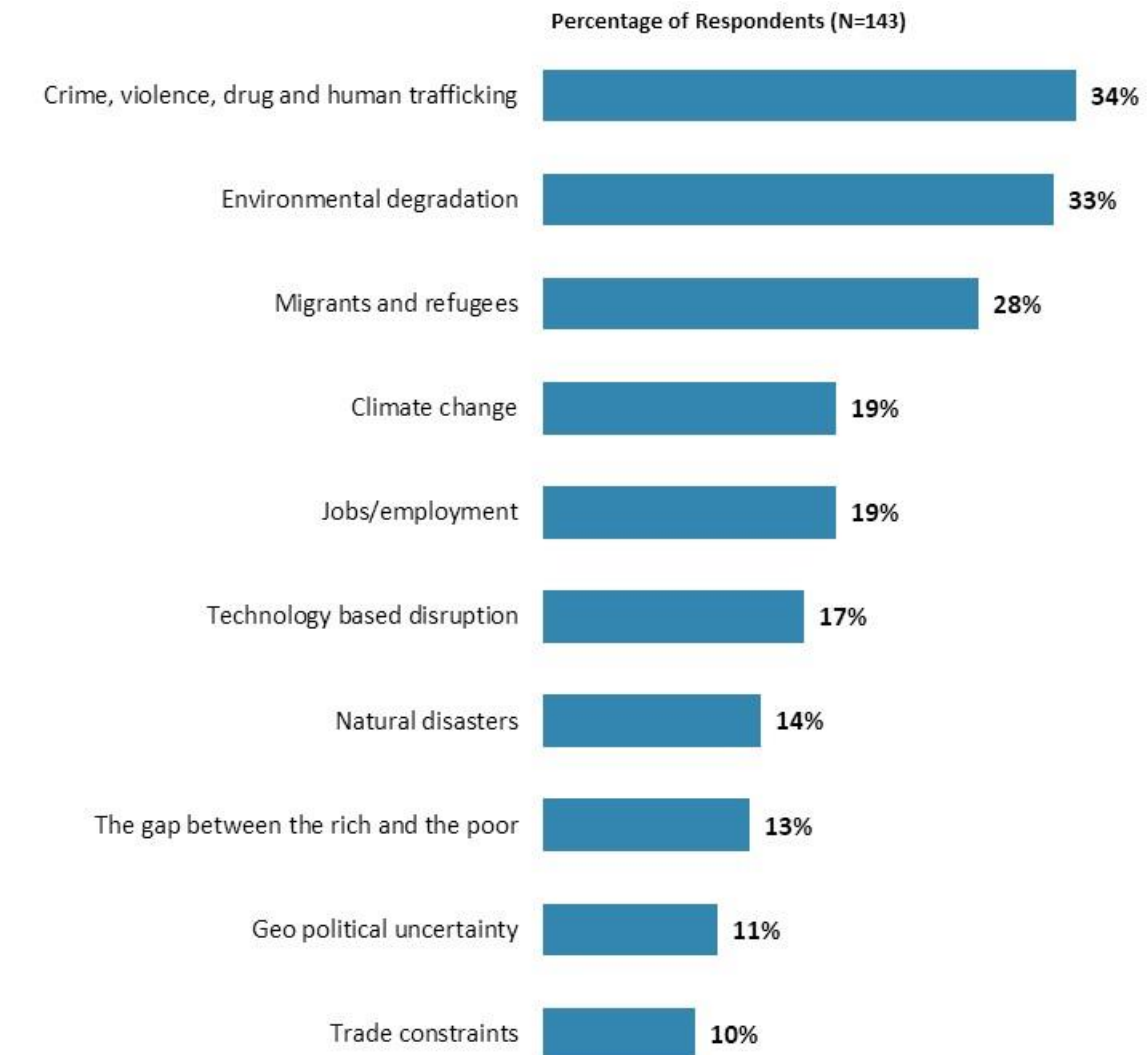
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Peru? (Choose no more than THREE)"**  
 (Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)

<sup>4</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question G2 in Appendix F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.



## IV. General Issues Facing Peru (continued)

### The Impact of Global Challenges on Peru

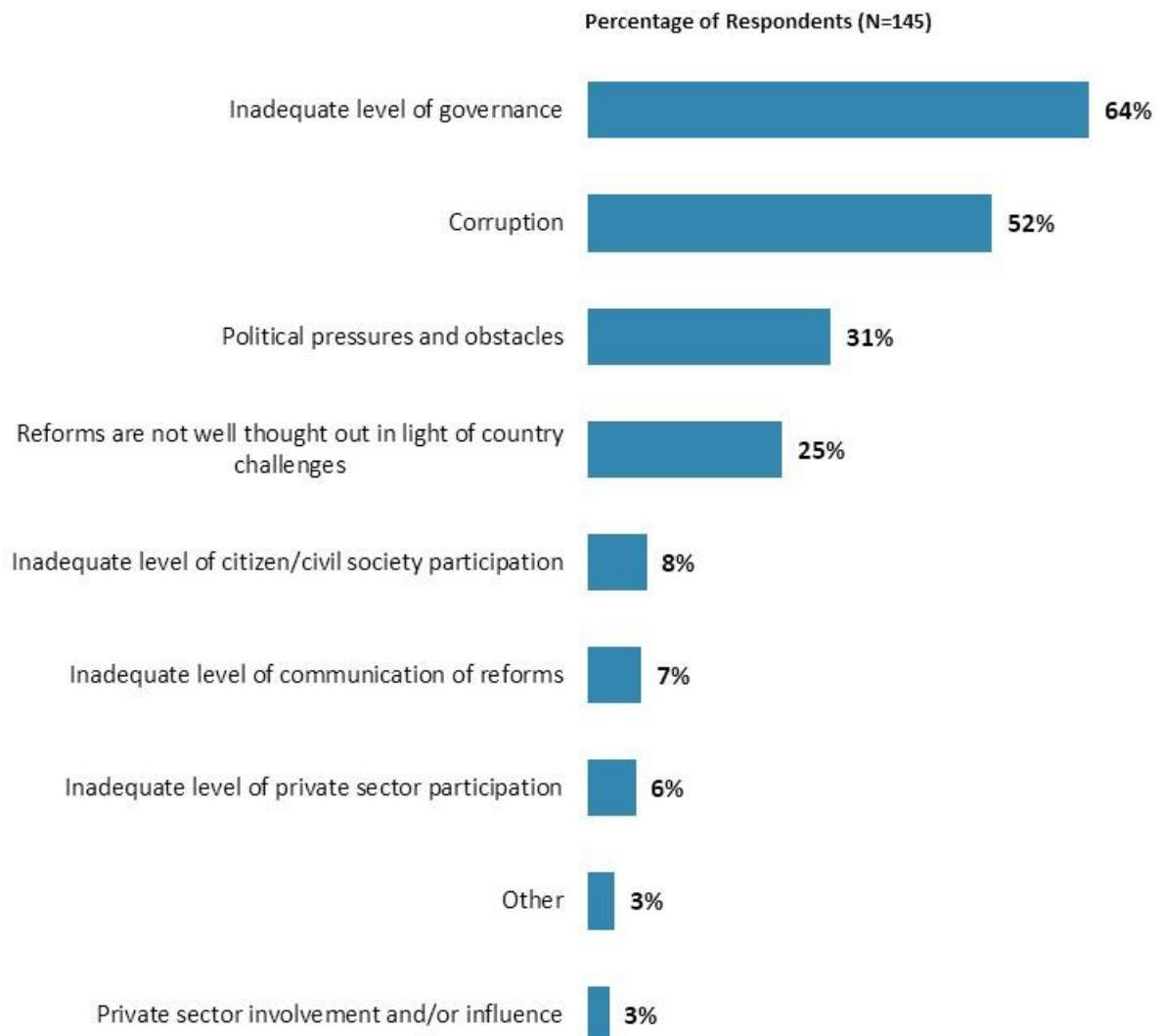


"Listed below are global challenges. Which do you think have the most serious impact on Peru?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Peru (continued)

### Attributions for Slow/Failed Reform Efforts



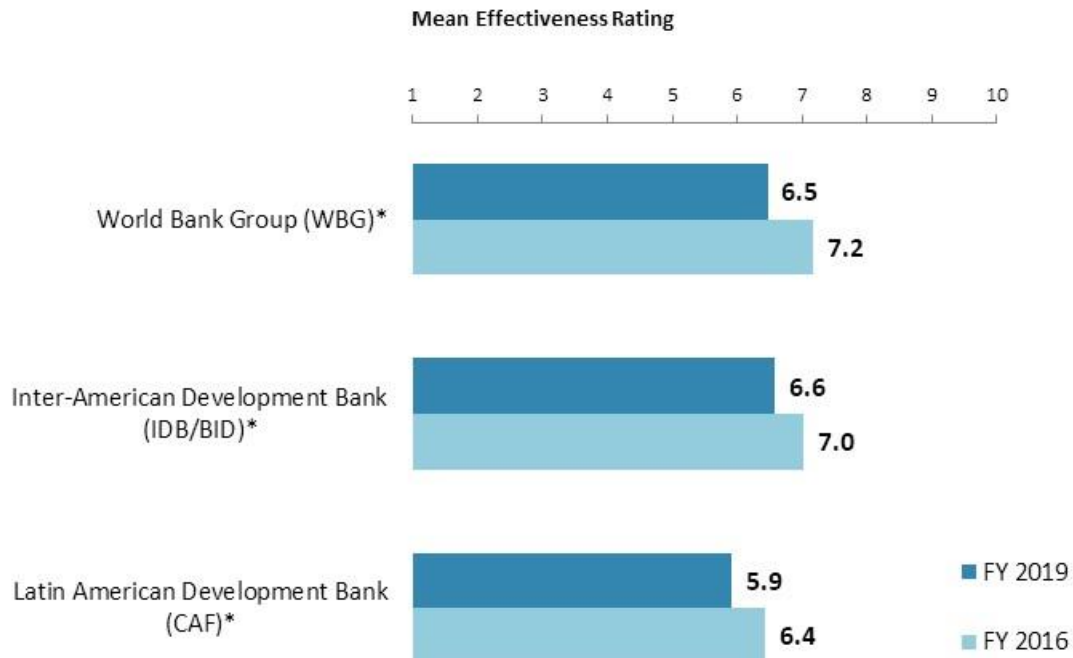
**"When economic and/or social reform efforts fail or are slow to take place in Peru, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Overall Effectiveness of the World Bank Group vs. Other Development Banks<sup>5</sup>

(Indicator Question)

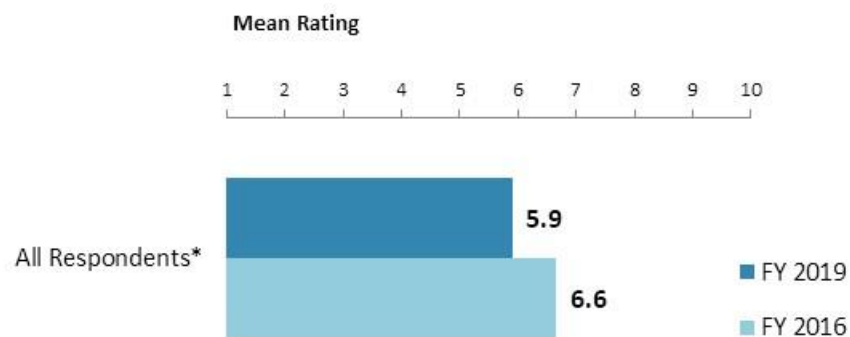


"Overall, please rate your impression of the effectiveness of these organizations in Peru."

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

(\*Significantly different between FY 2019 and FY 2016)

### Achieving Development Results (Indicator Question)



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

(\*Significantly different between FY 2019 and FY 2016)

<sup>5</sup> Means in the charts on this page were calculated based on weighted data.





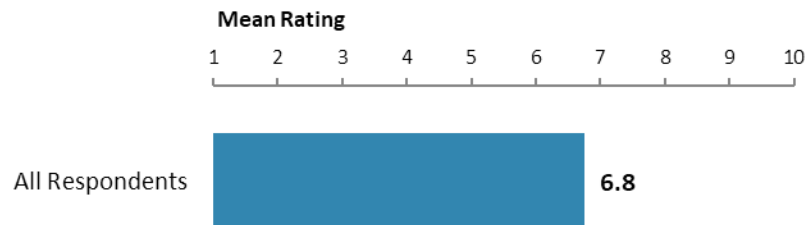
## V. Overall Attitudes toward the World Bank Group (continued)

### Influence on Peru's Development Agenda (*Indicator Question*)



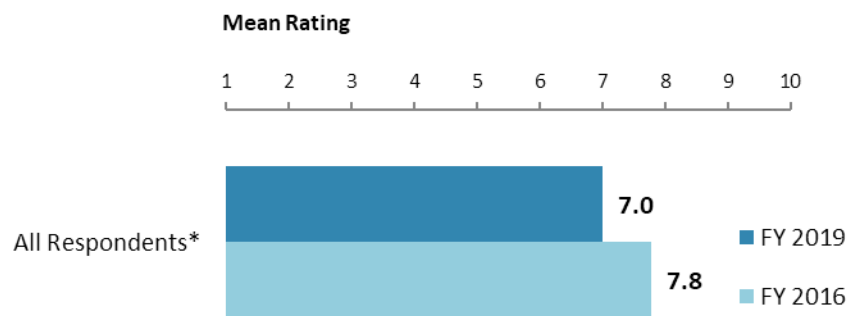
"To what extent does the World Bank Group influence the development agenda in Peru?"  
(1-"To no degree at all", 10-"To a very significant degree")

### Trust in the WBG (*Indicator Question*)



"To what extent do you trust the World Bank Group to do what is right?"  
(1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness<sup>6</sup>



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Peru solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)

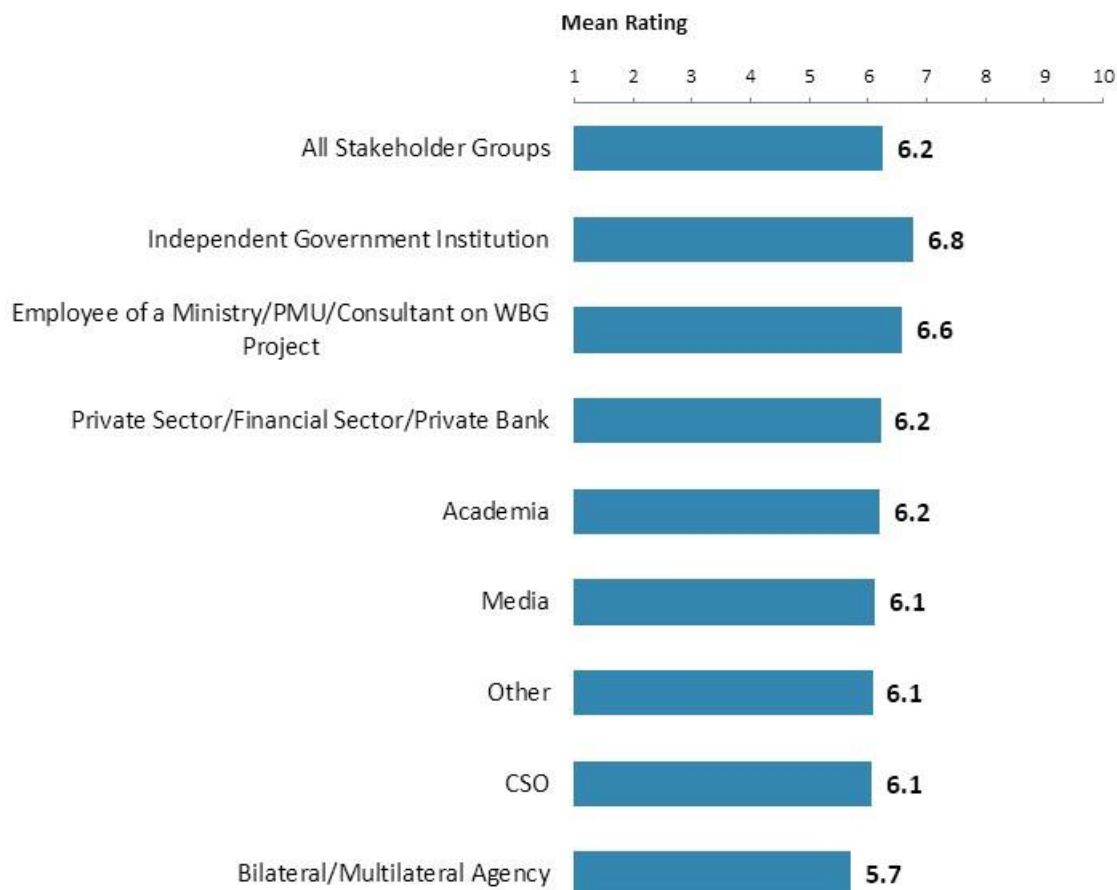
<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had higher mean ratings (although not statistically significant) for the aggregated responses to the twenty-eight COS indicator questions than respondents who do not collaborate with the WBG (collaborators = 6.7; non-collaborators = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 78).



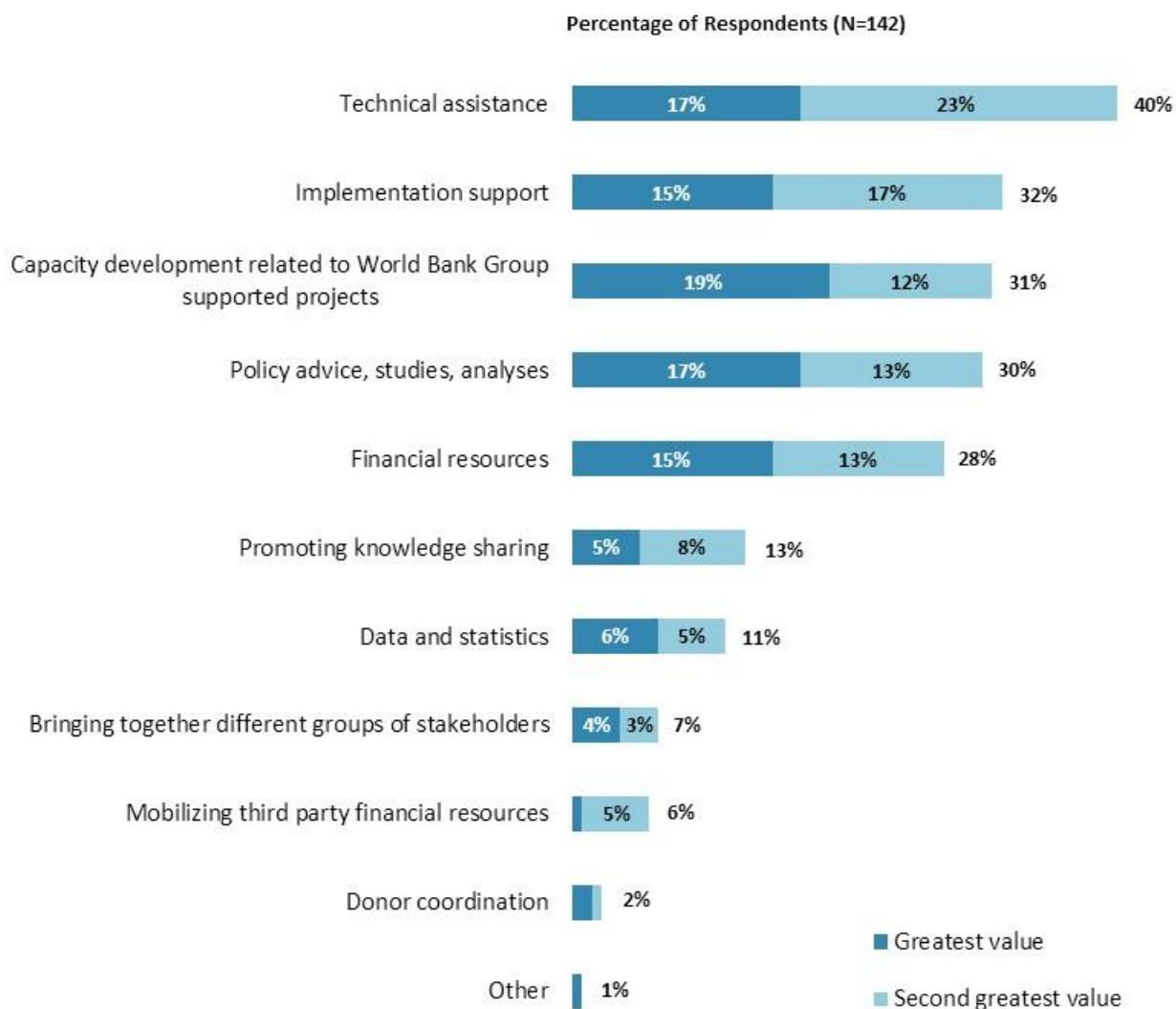
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Peru were its "*policy advice, studies, analyses*" (62%), "*financial resources*" (38%), and "*technical assistance*" (36%).



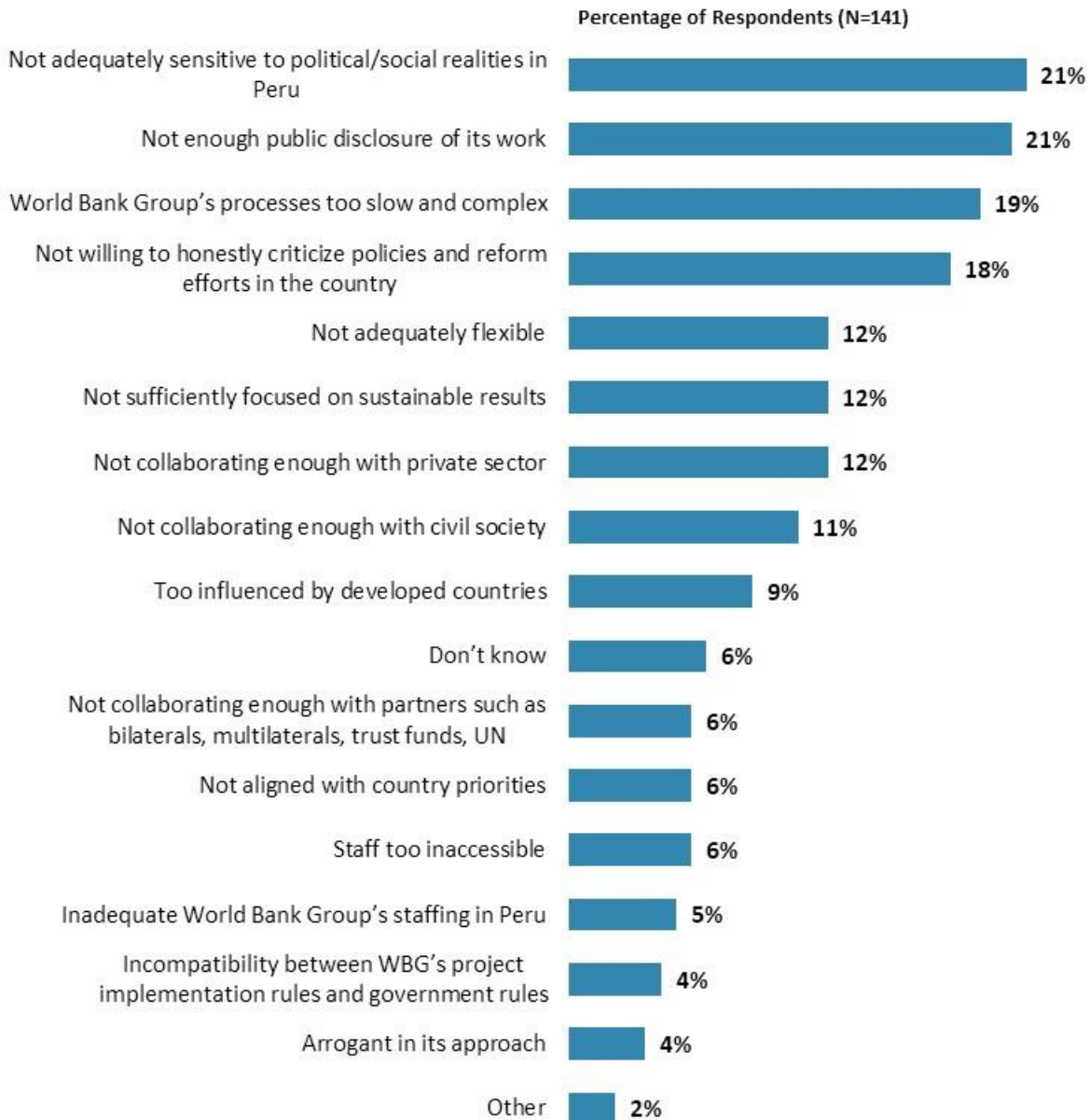
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Peru?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Peru were "*not enough public disclosure of its work*" (22%) and "*World Bank Group's processes too slow*" (21%).

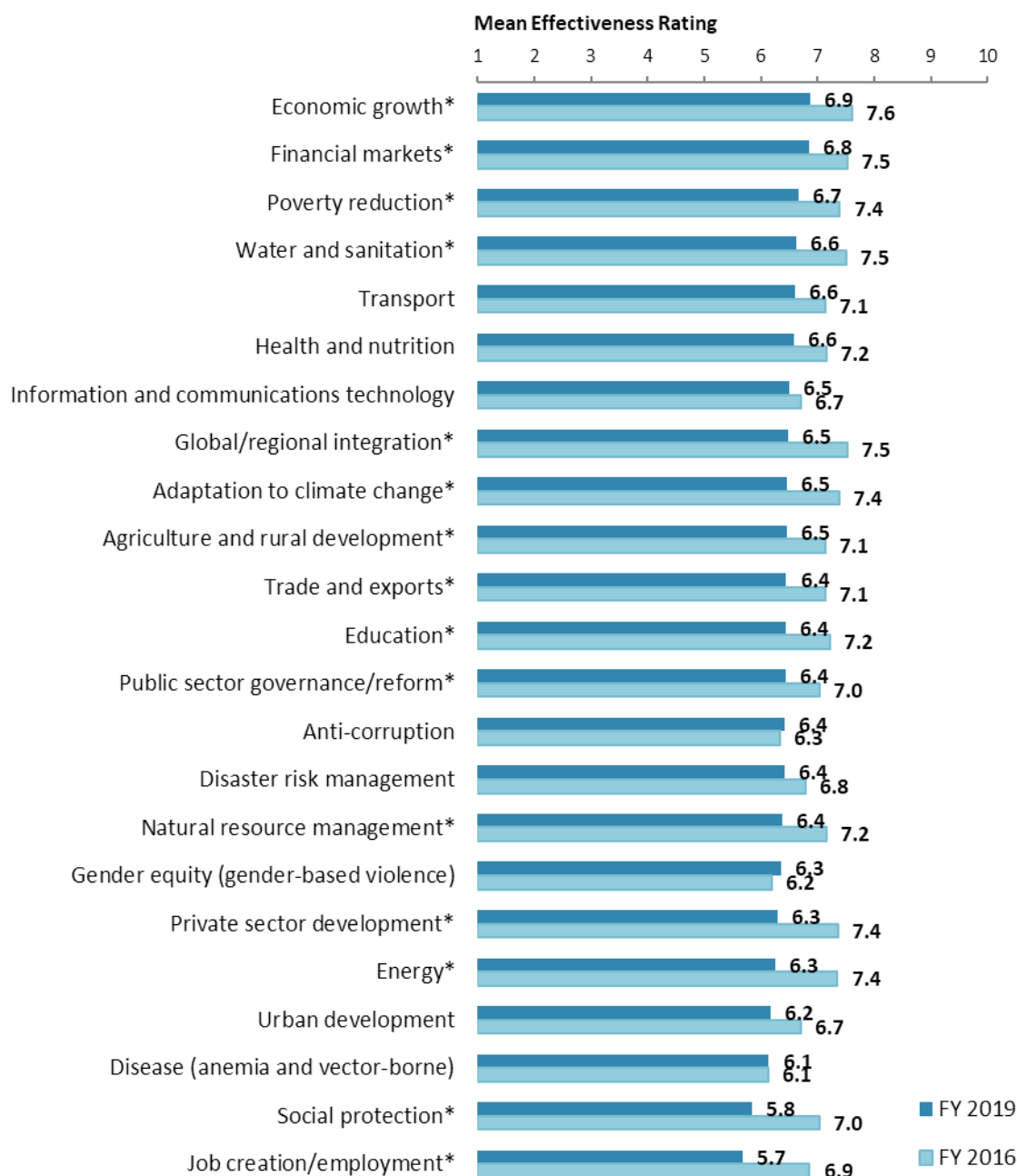


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Peru? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>7</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 Peru?"

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

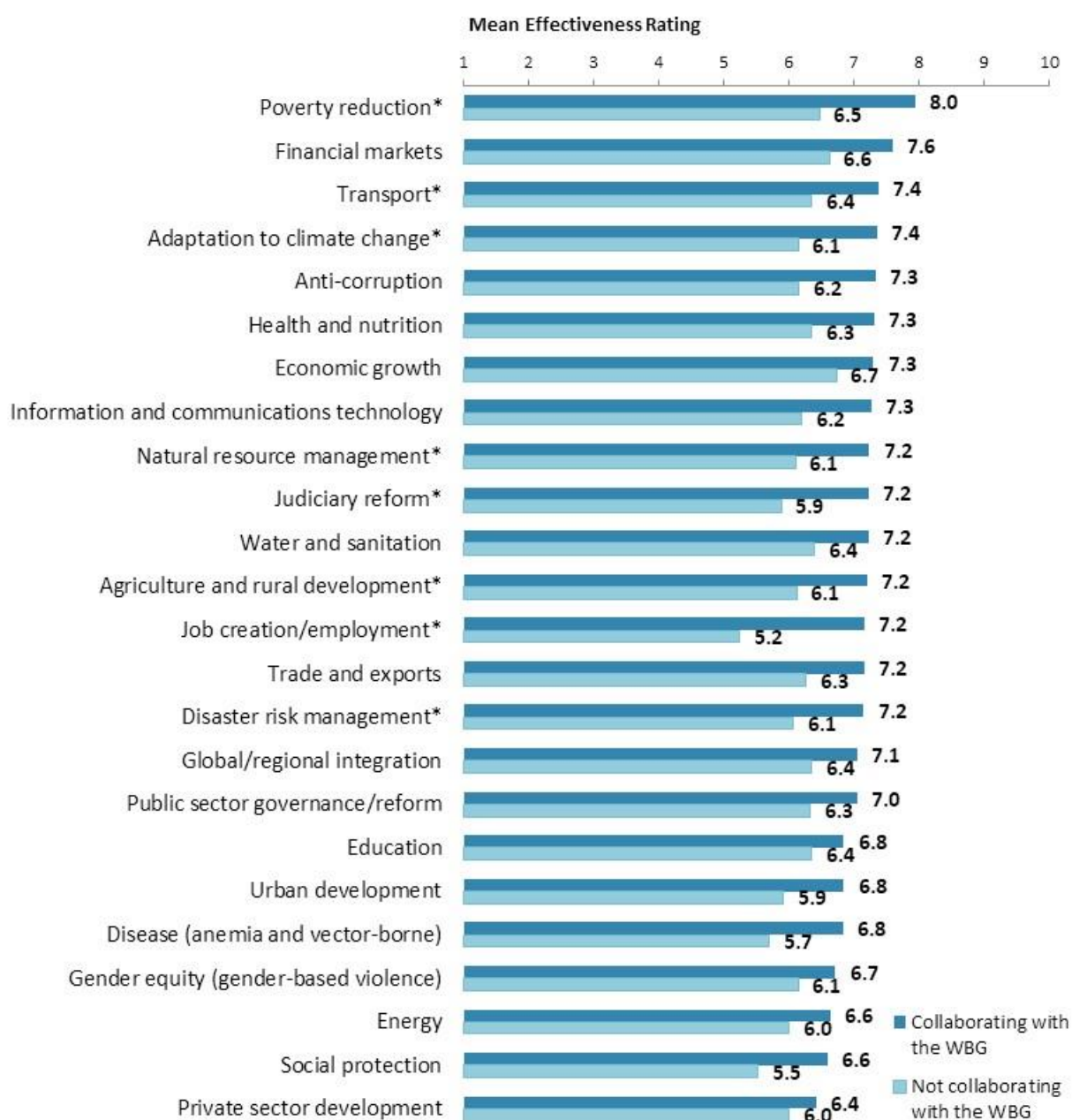
(\*Significantly different between FY 2019 and FY 2016)

<sup>7</sup> Means in the chart were calculated based on weighted data.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>8</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 Peru?"**

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

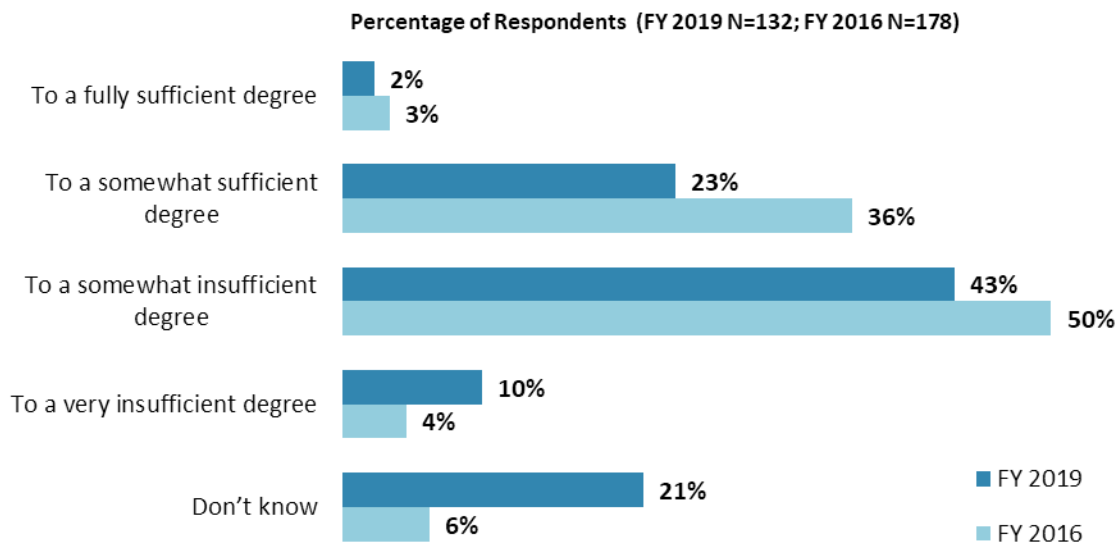
(\*Significantly different between collaborators and non-collaborators)

<sup>8</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) 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.



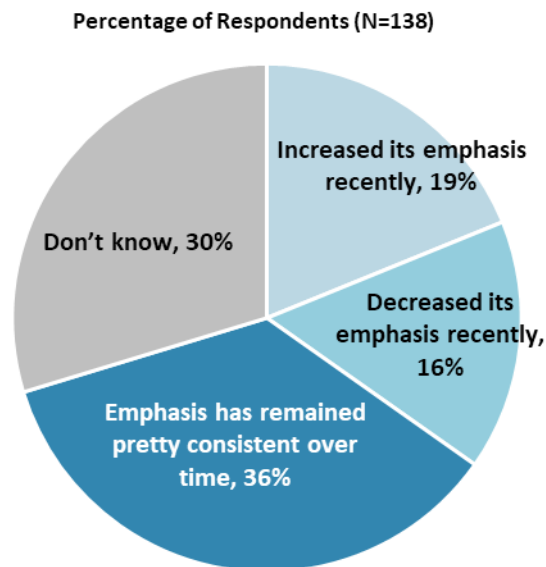
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>9</sup>



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

### The WBG's Human Capital Investment



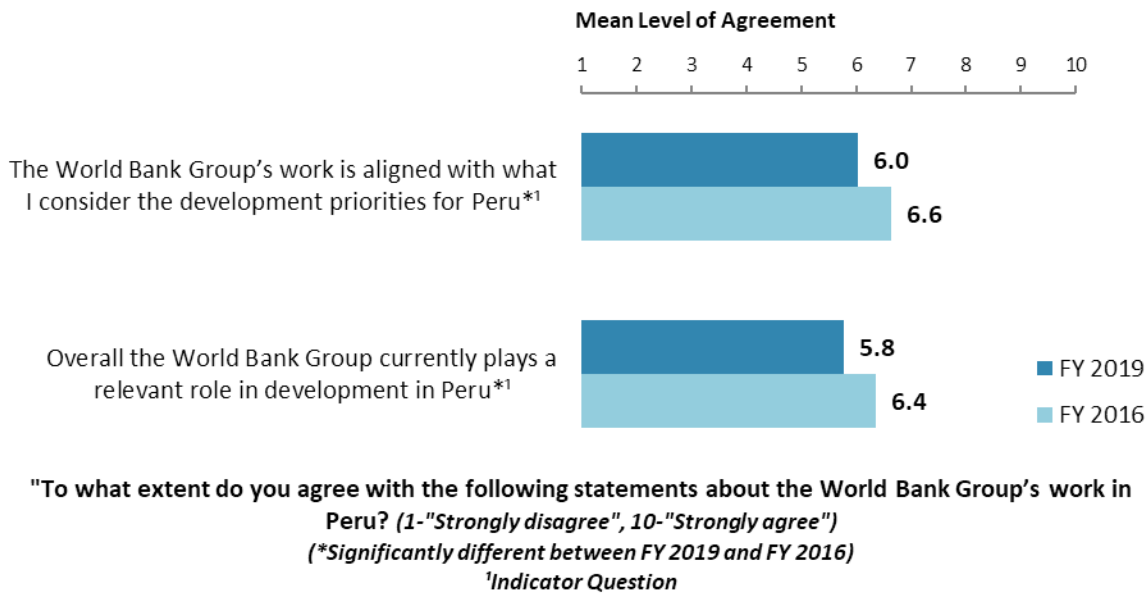
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

<sup>9</sup> Percentages in the chart were calculated based on weighted data.

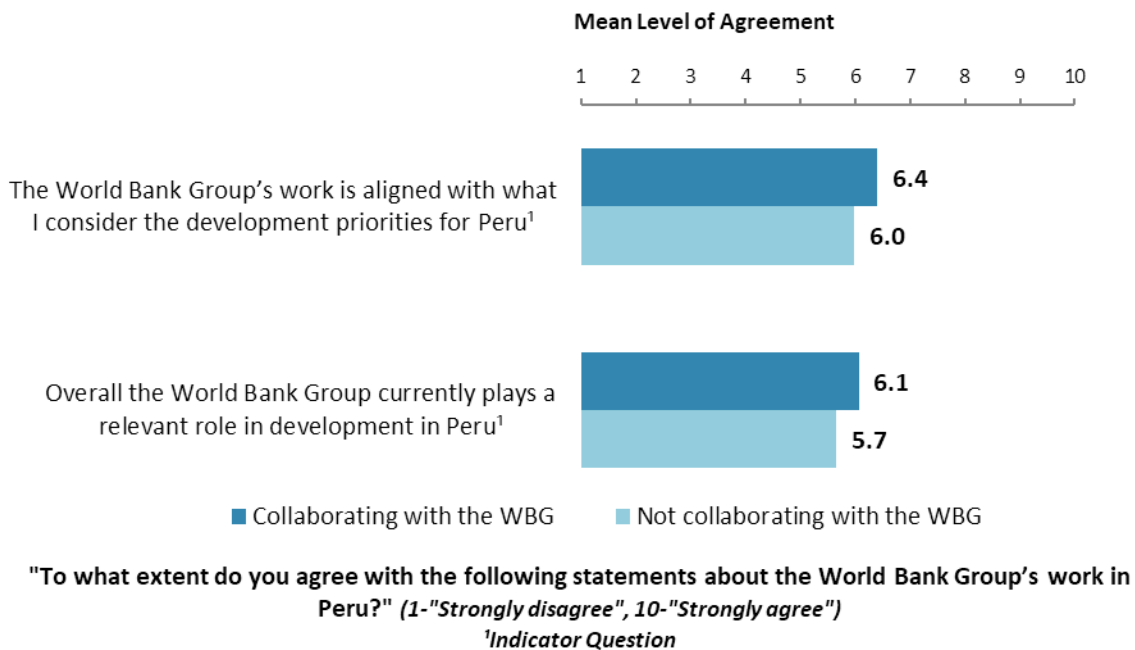


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Peru: Year Comparison<sup>10</sup>



### The World Bank Group's Work in Peru: Collaboration



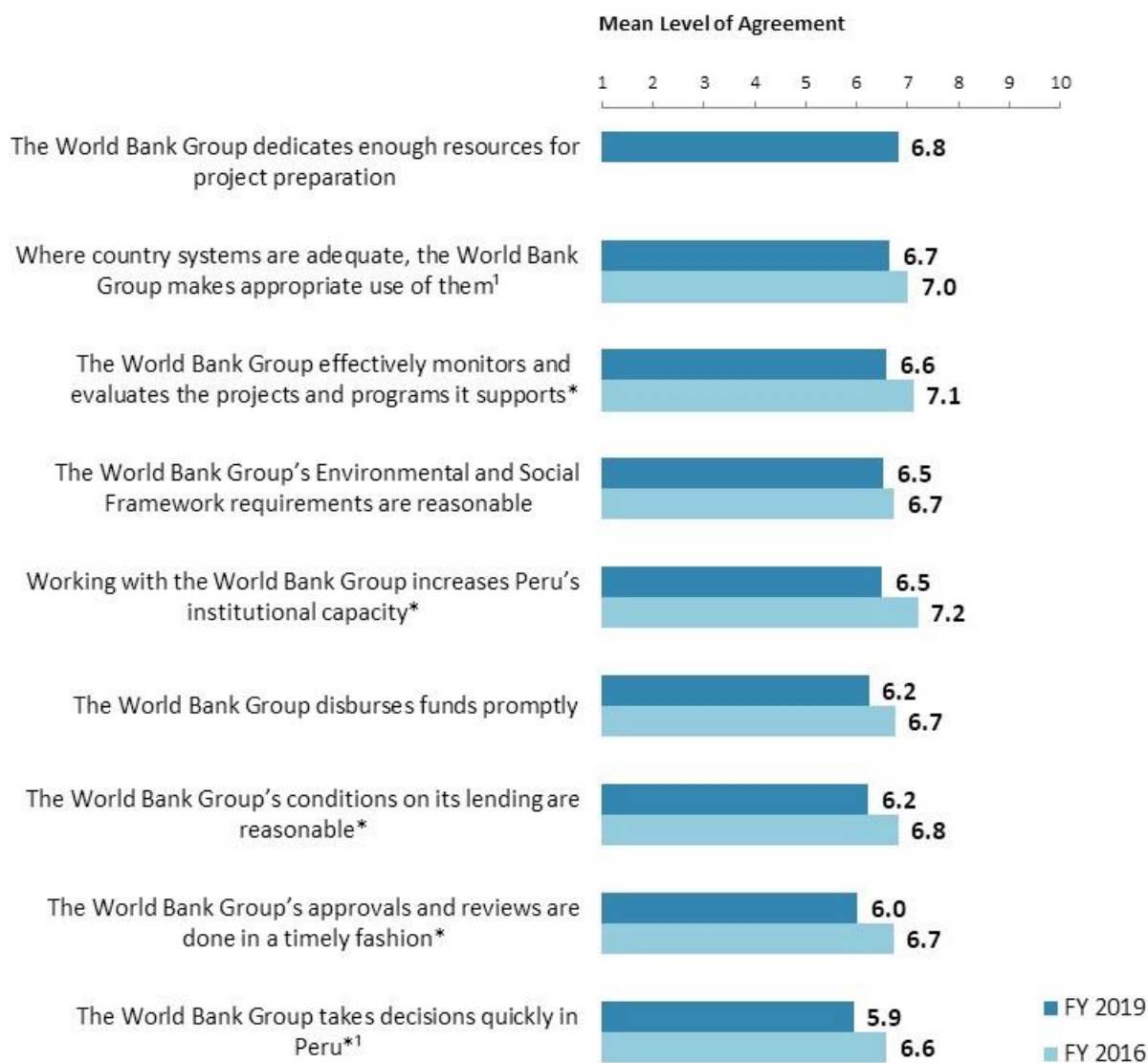
<sup>10</sup> Means in the chart were calculated based on weighted data.





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

### Overall Perceptions: Year Comparison<sup>11</sup>



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

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

*(\*Significantly different between FY 2019 and FY 2016)*

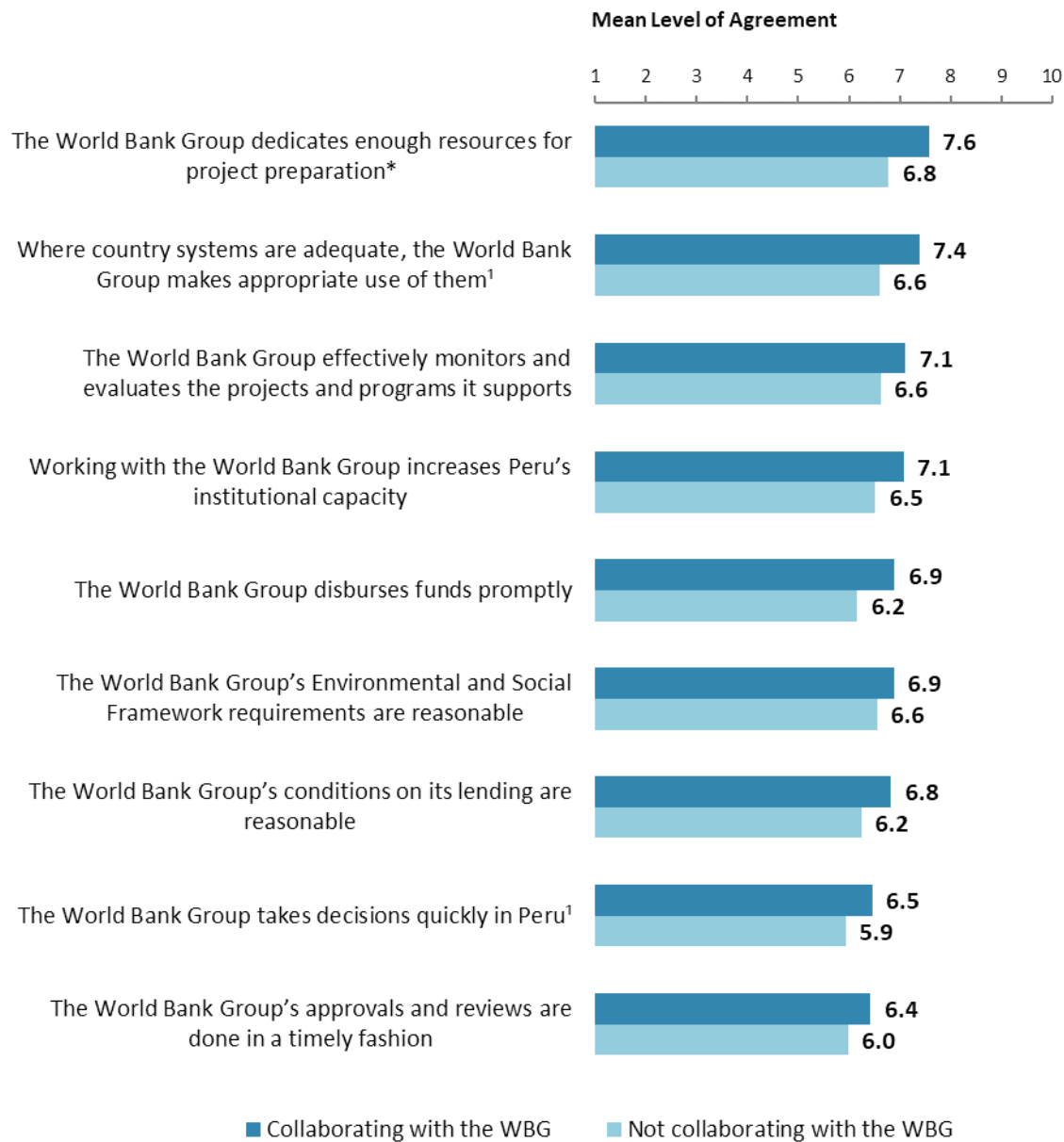
*'Indicator Question*

<sup>11</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")

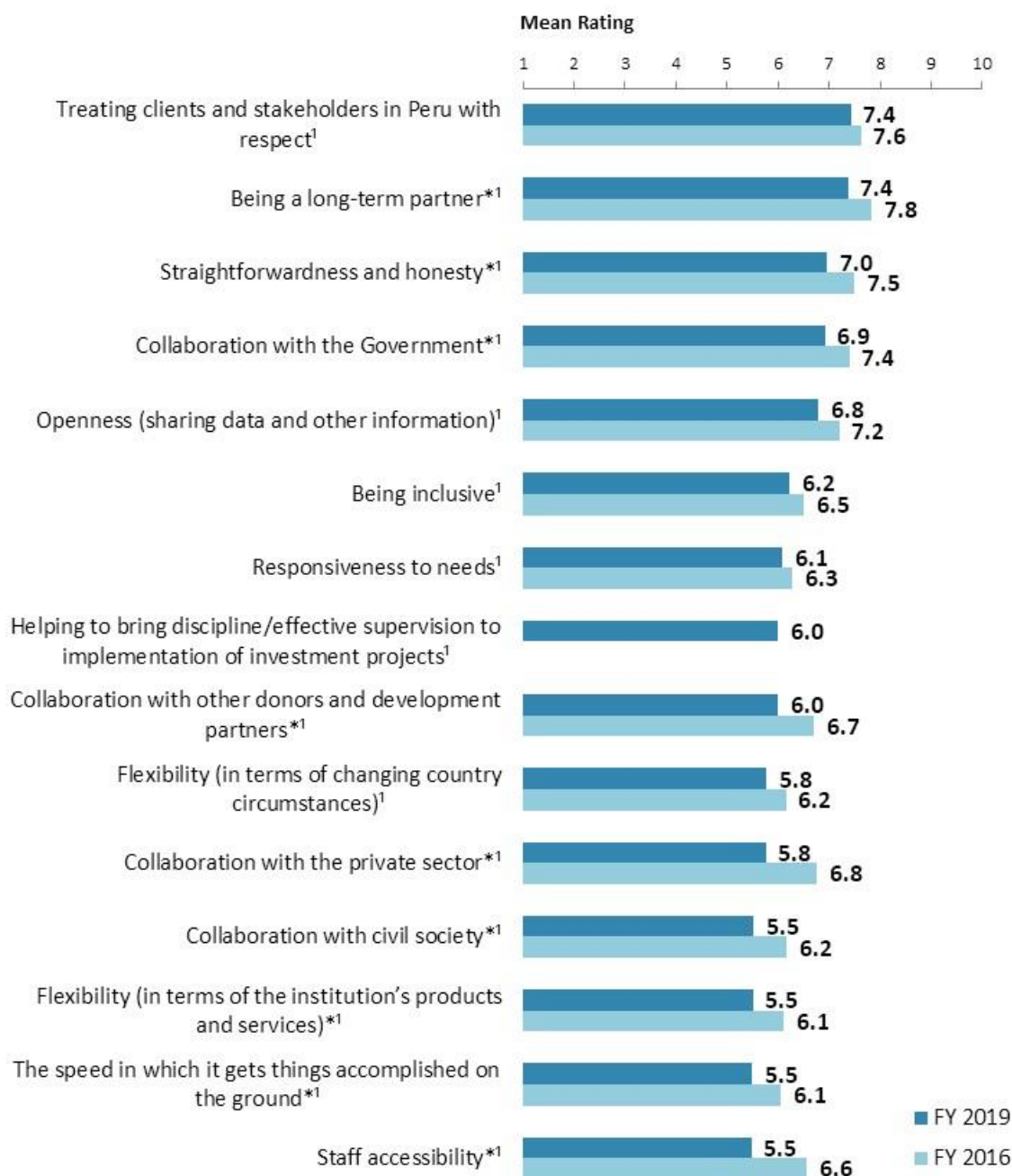
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>12</sup>



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

(\*Significantly different between FY 2019 and FY 2016)

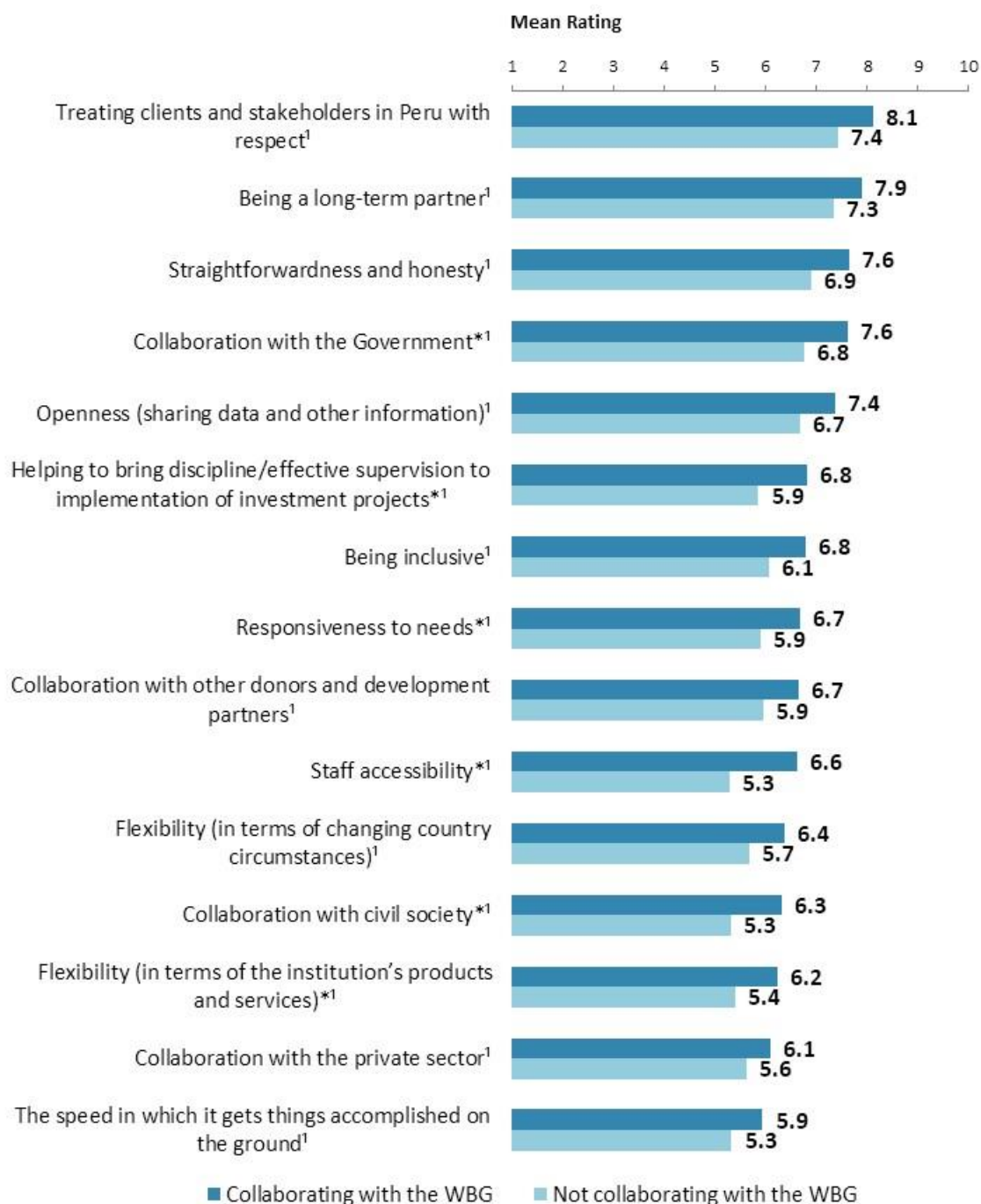
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the 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 Peru, 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)

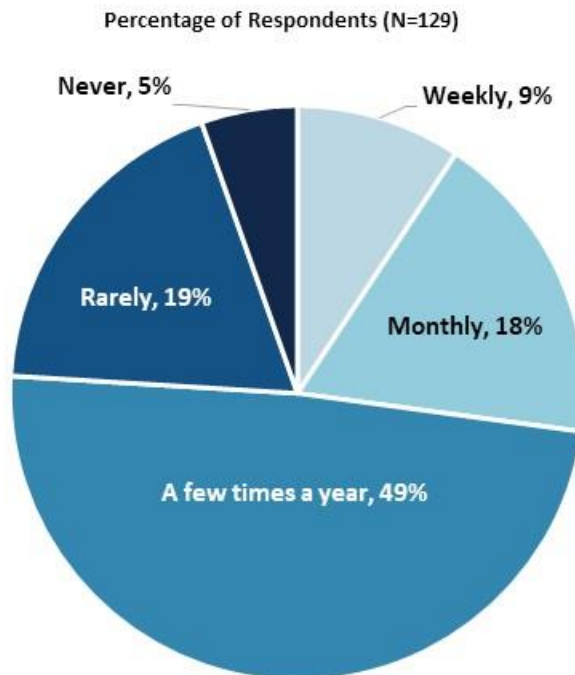
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** This year, respondents from the media and independent government institutions indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

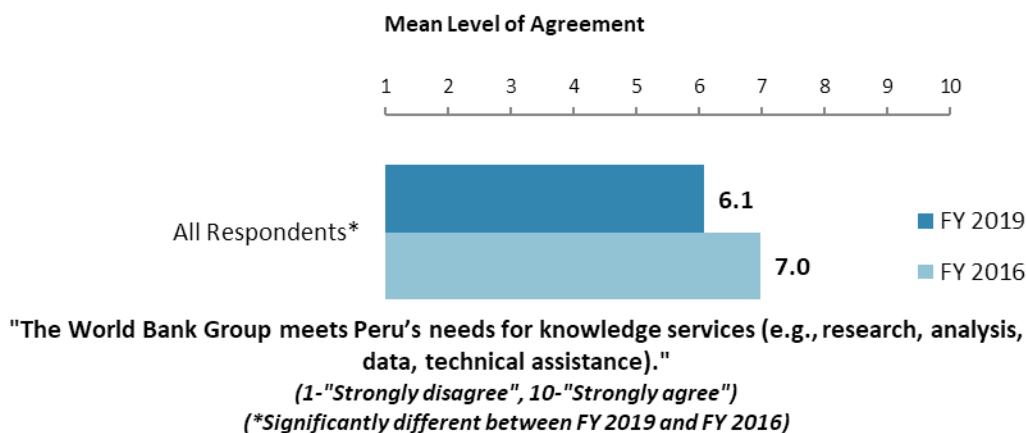


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

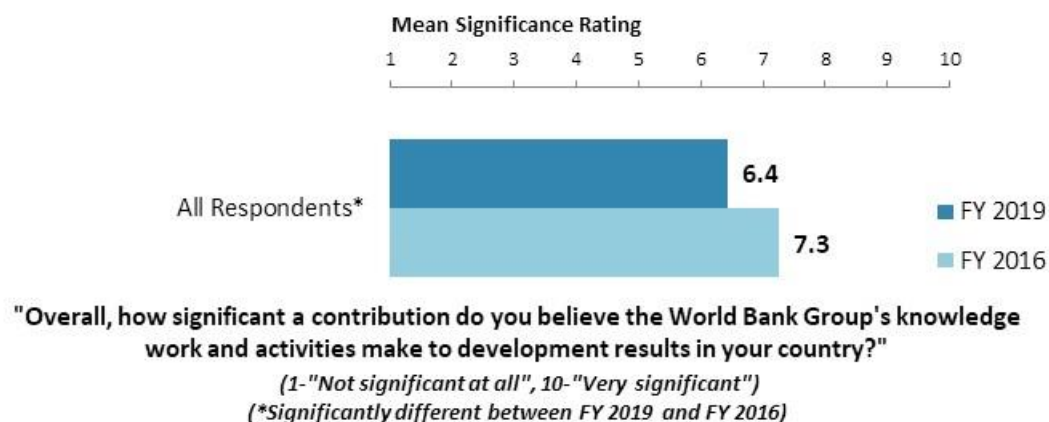


## VIII. World Bank Group's Knowledge and Instruments (continued)

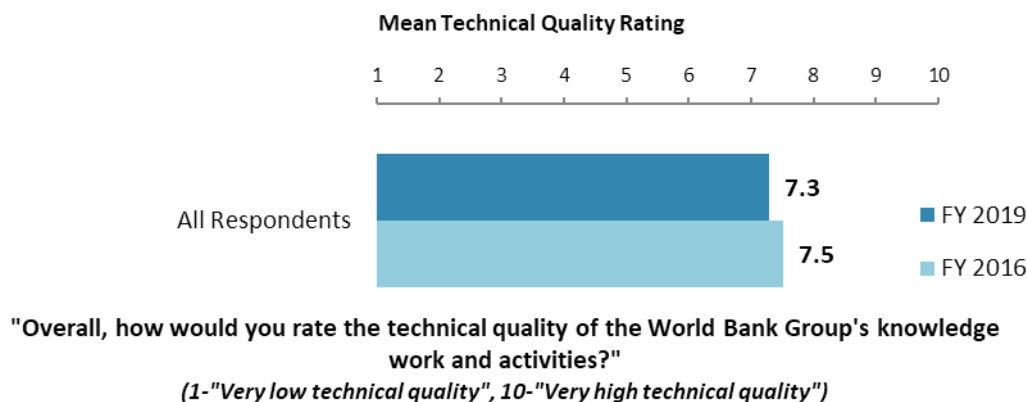
### Meeting Peru's Knowledge Needs<sup>13</sup> (Indicator Question)



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



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

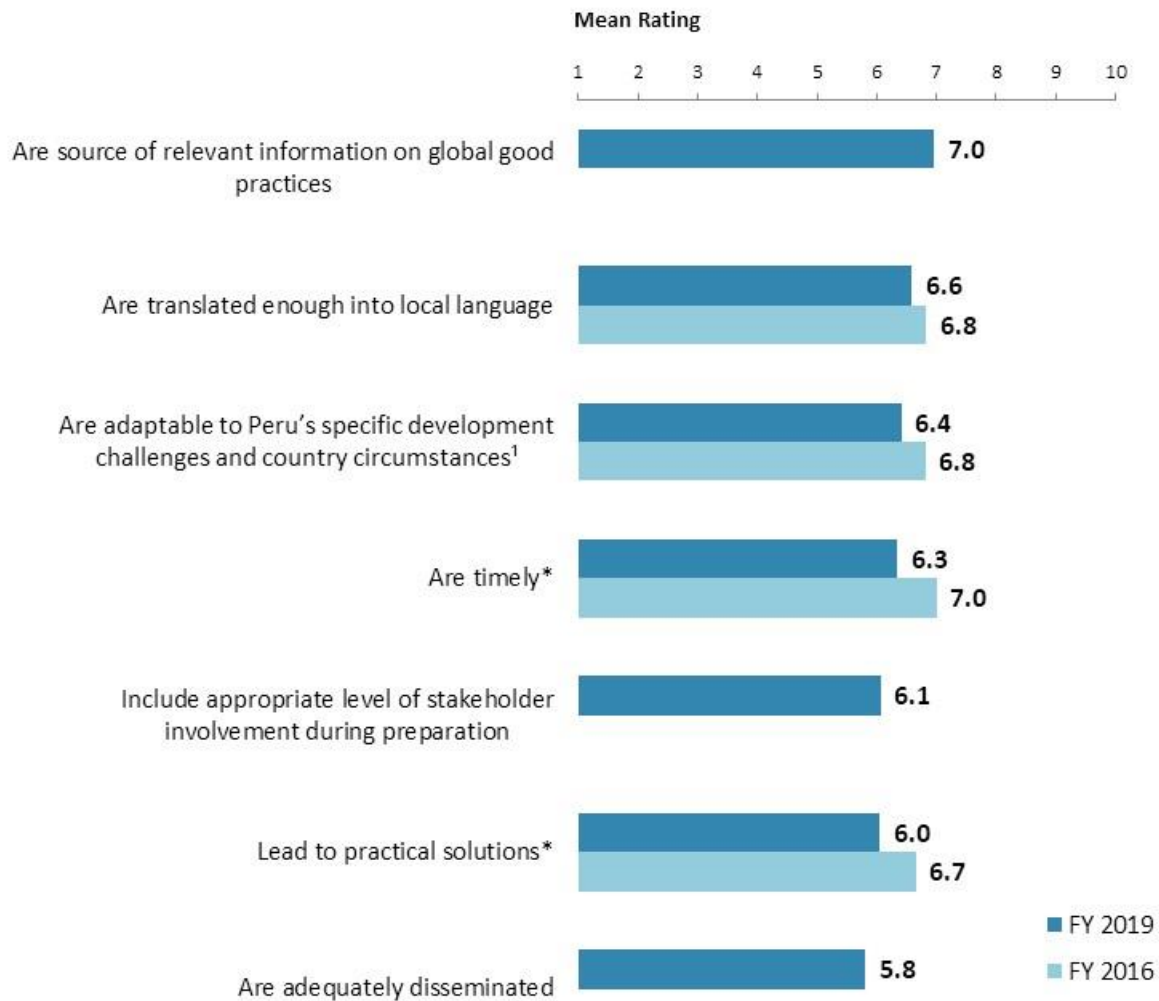


<sup>13</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>14</sup>



"In Peru, 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")

(\*Significantly different between FY 2019 and FY 2016)

Indicator Question

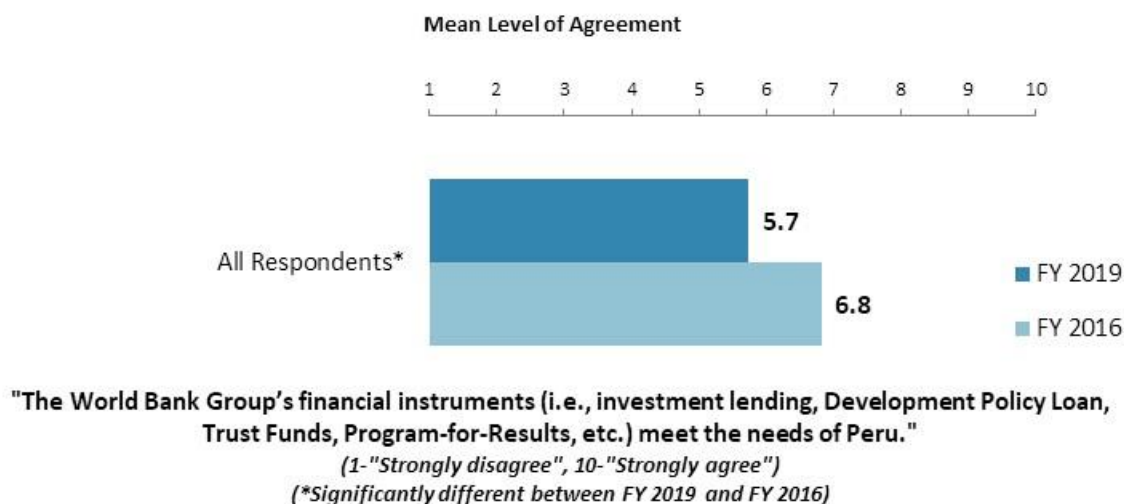
<sup>14</sup> Means in the chart were calculated based on weighted data.



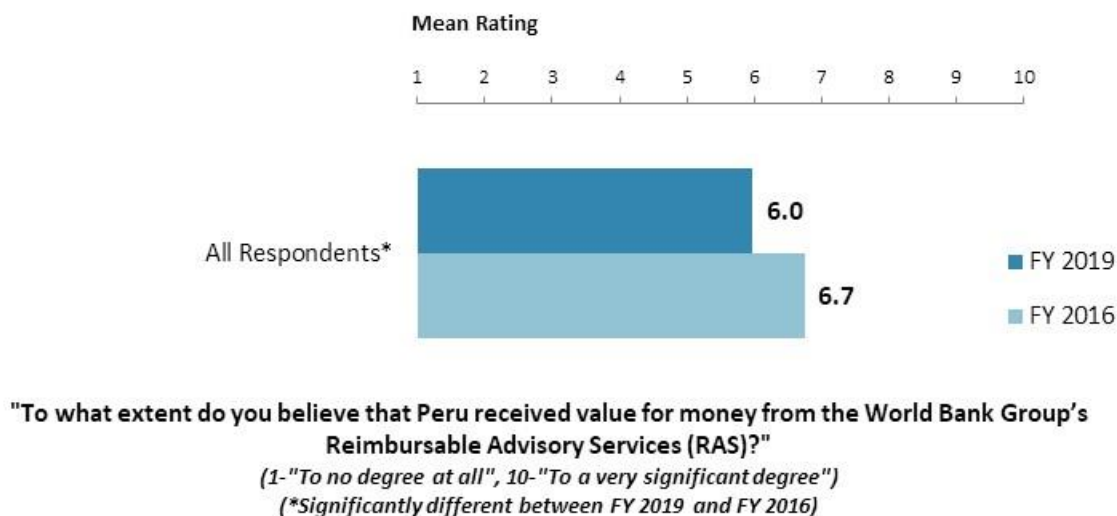


## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Peru's Needs for Financial Instruments<sup>15</sup> (Indicator Question)



### WBG's Reimbursable Advisory Services



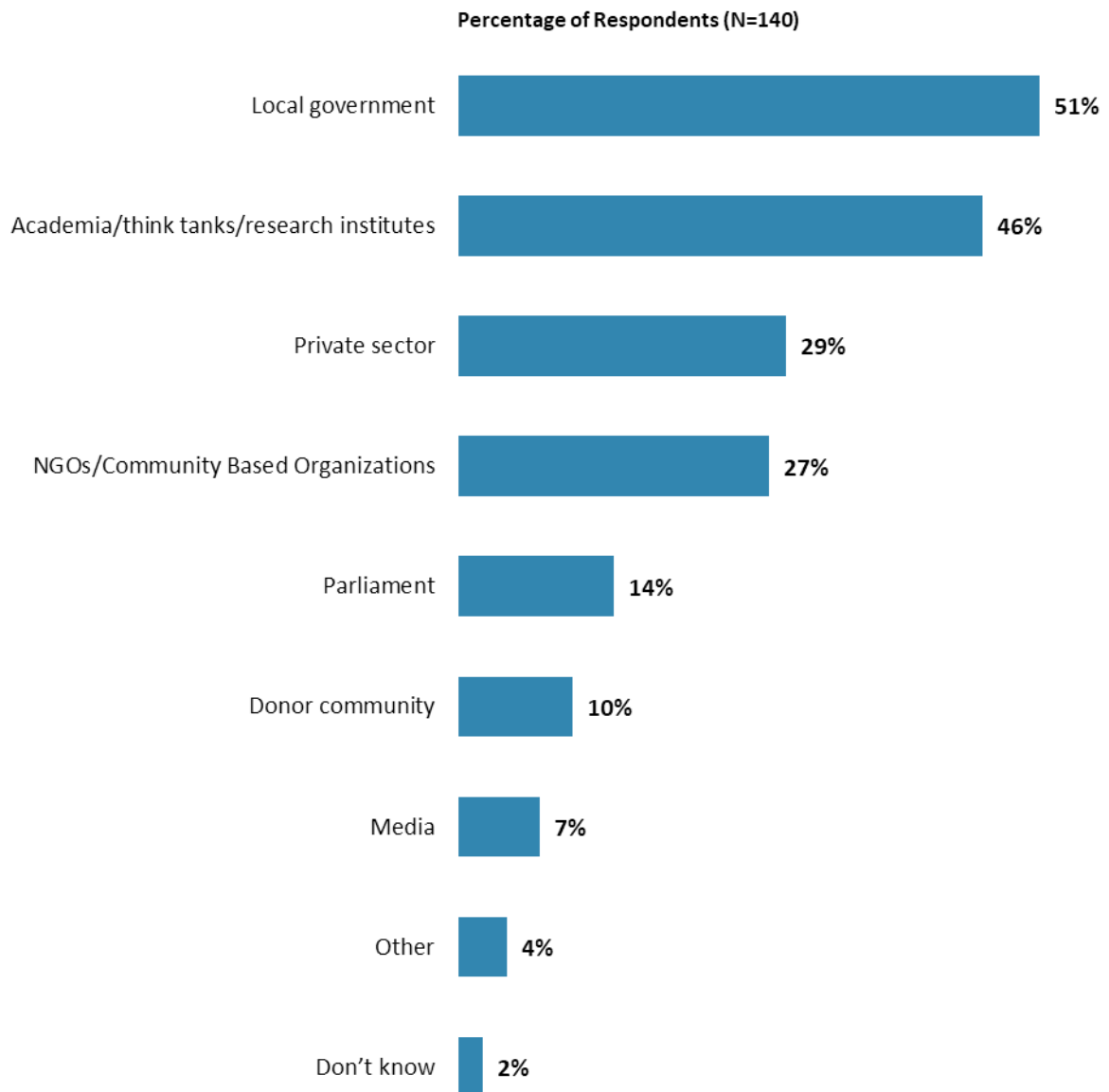
<sup>15</sup> Means in the charts on this page were calculated based on weighted data.





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

### The World Bank Group Should Collaborate More with ...



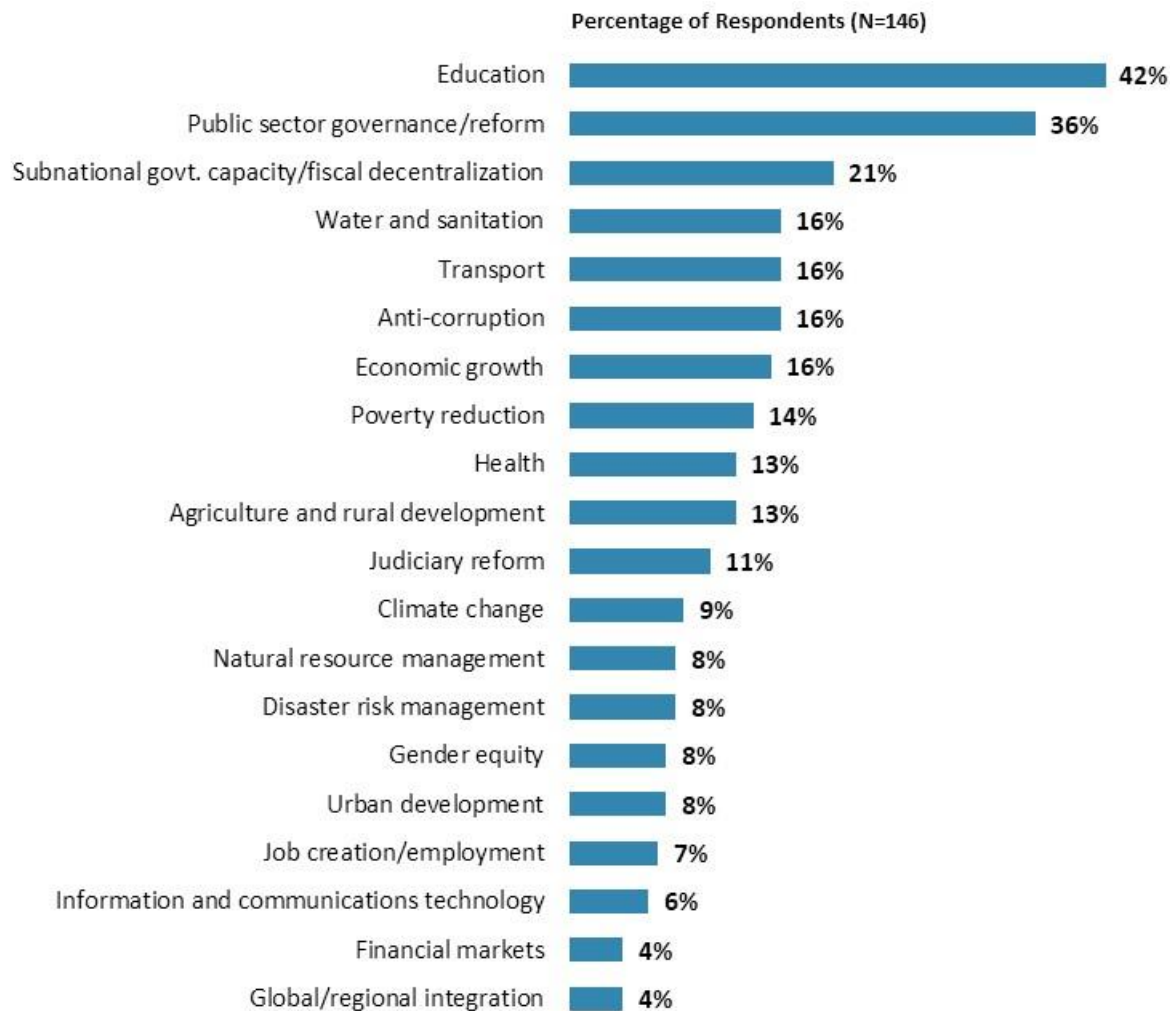
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the World Bank Group in Peru (continued)

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

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*education*” (40%) and “*public sector governance/reform*” (38%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to respondents from other areas (education specialists = 67%; others = 38%).<sup>16</sup>



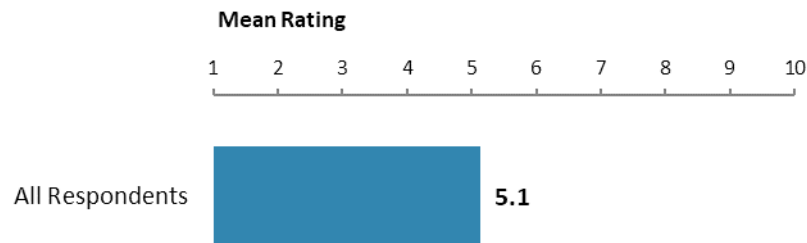
**“When thinking about how the World Bank Group can have the most impact on development results in Peru, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Peru? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)

<sup>16</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question G2 in Appendix F), analyses are done to see these respondents’ views about which sectors the WBG should focus most of its resources.



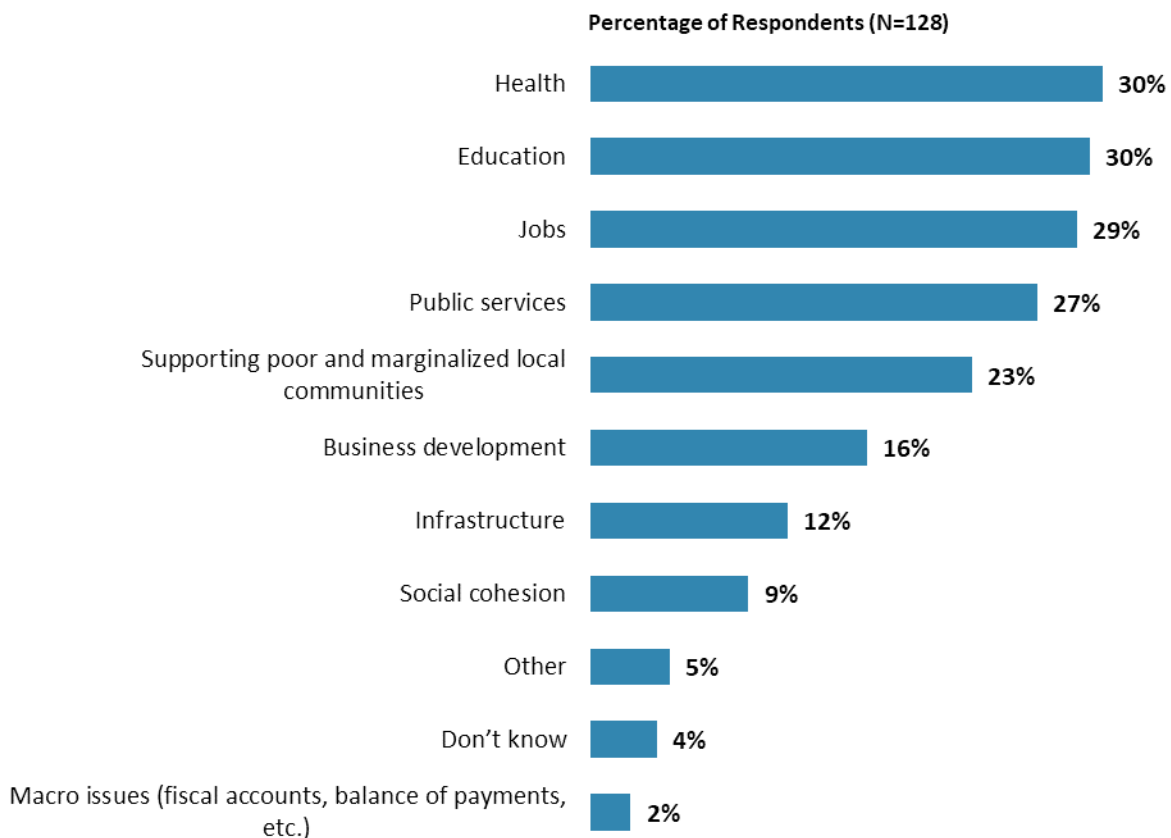
## IX. The Future Role of the World Bank Group in Peru (continued)

### Migrants: Donor Community's Support



**"To what extent do you believe that the donor community is doing enough to support the government's efforts related to migrants in Peru?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### Migrants: WBG's Support



**"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migrant crisis in Peru?"**  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

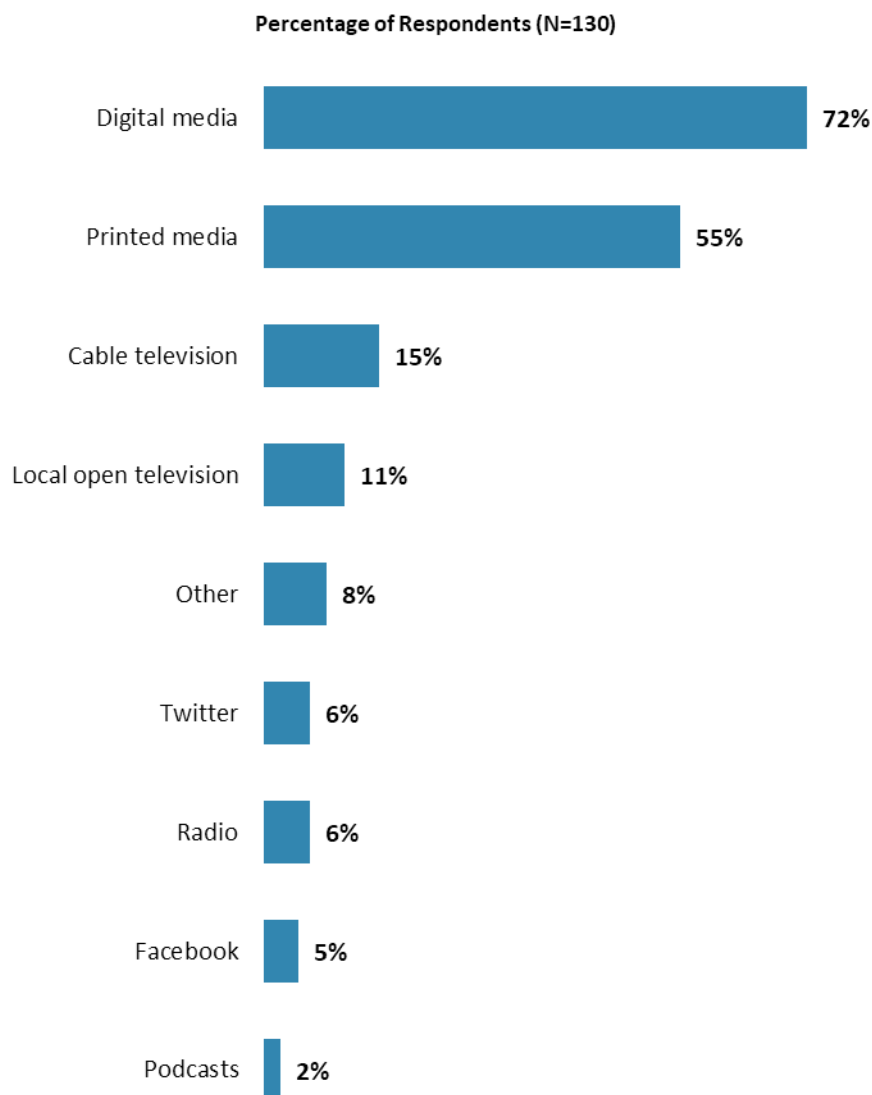


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 54) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Peru from “Internet” (58%) and “periodicals/magazines” (35%).



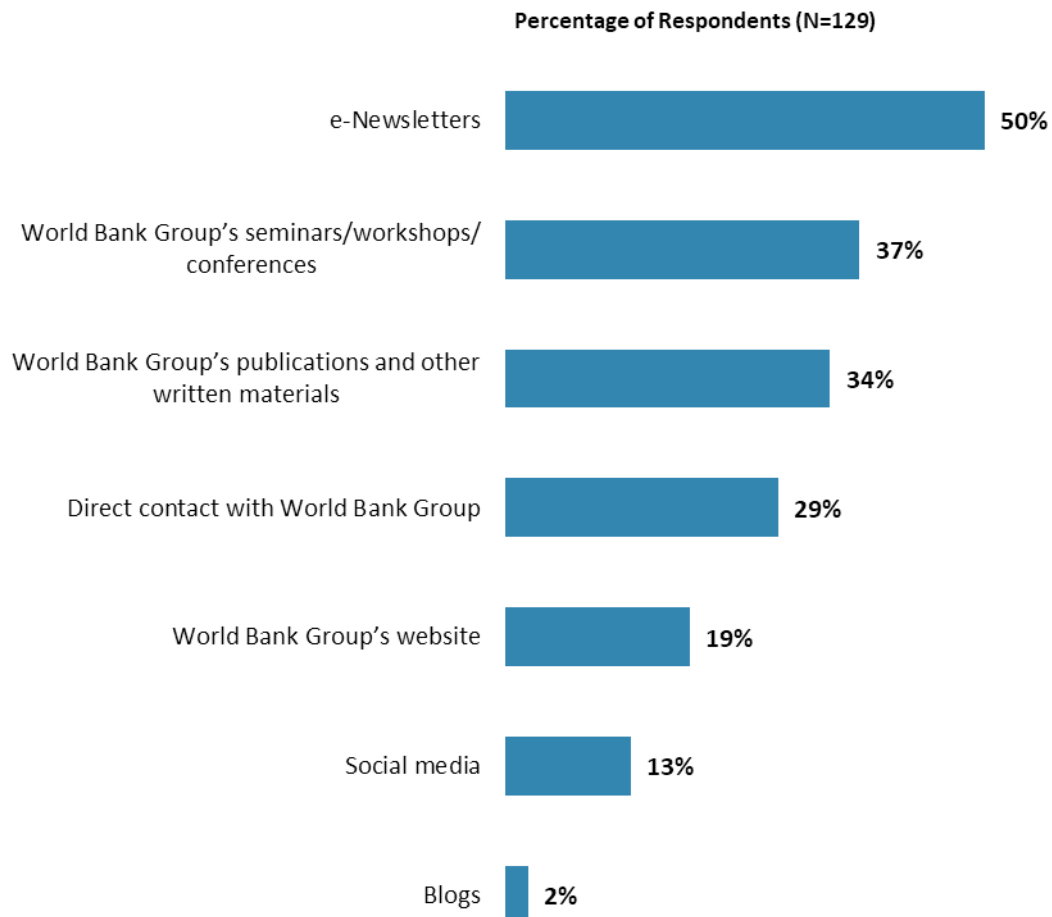
"How do you get most of your information about economic and social development issues in Peru?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (43%) and “*e-Newsletters*” (42%).

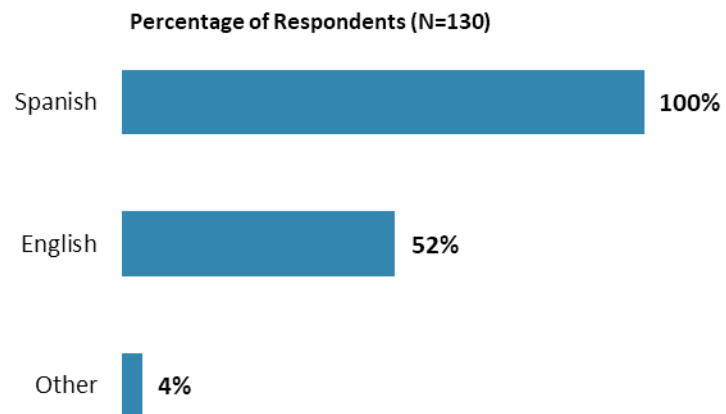


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

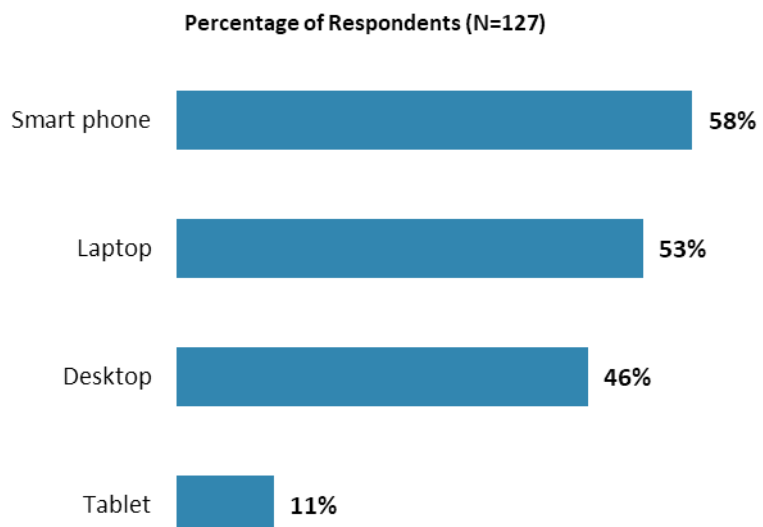
### General Information Sources: Languages



"In what language do you get most of your information about economic and social development issues in Peru? (Choose ALL that apply)"  
(Respondents chose from a list. Responses combined.)

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### Devices to Visit WBG Websites

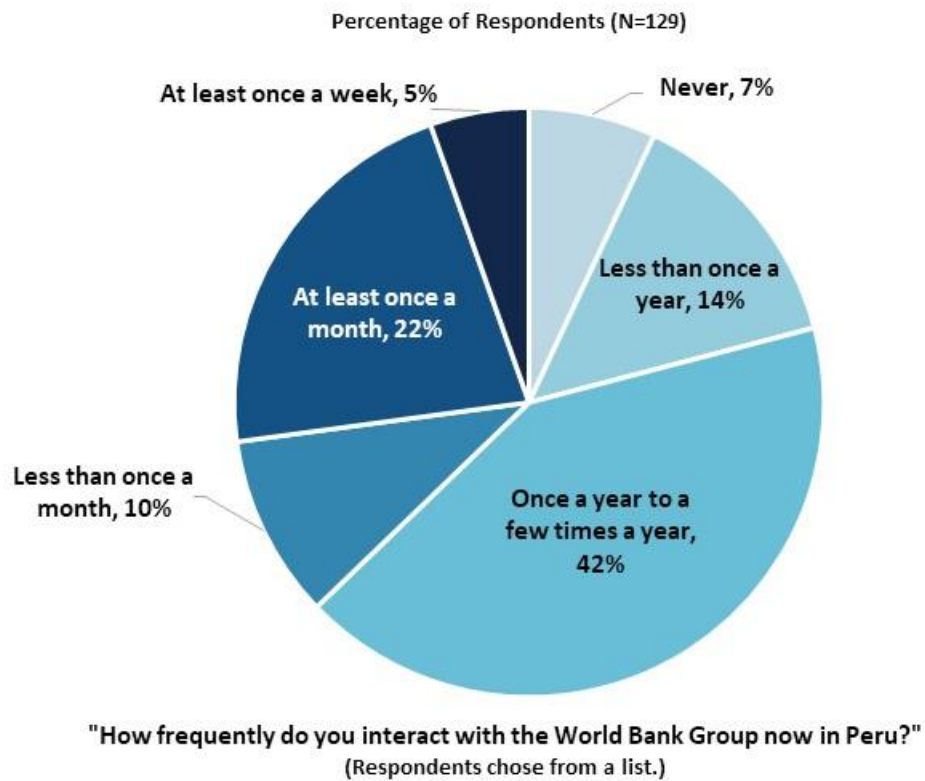


"Which device do you use primarily when visiting a World Bank Group website? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

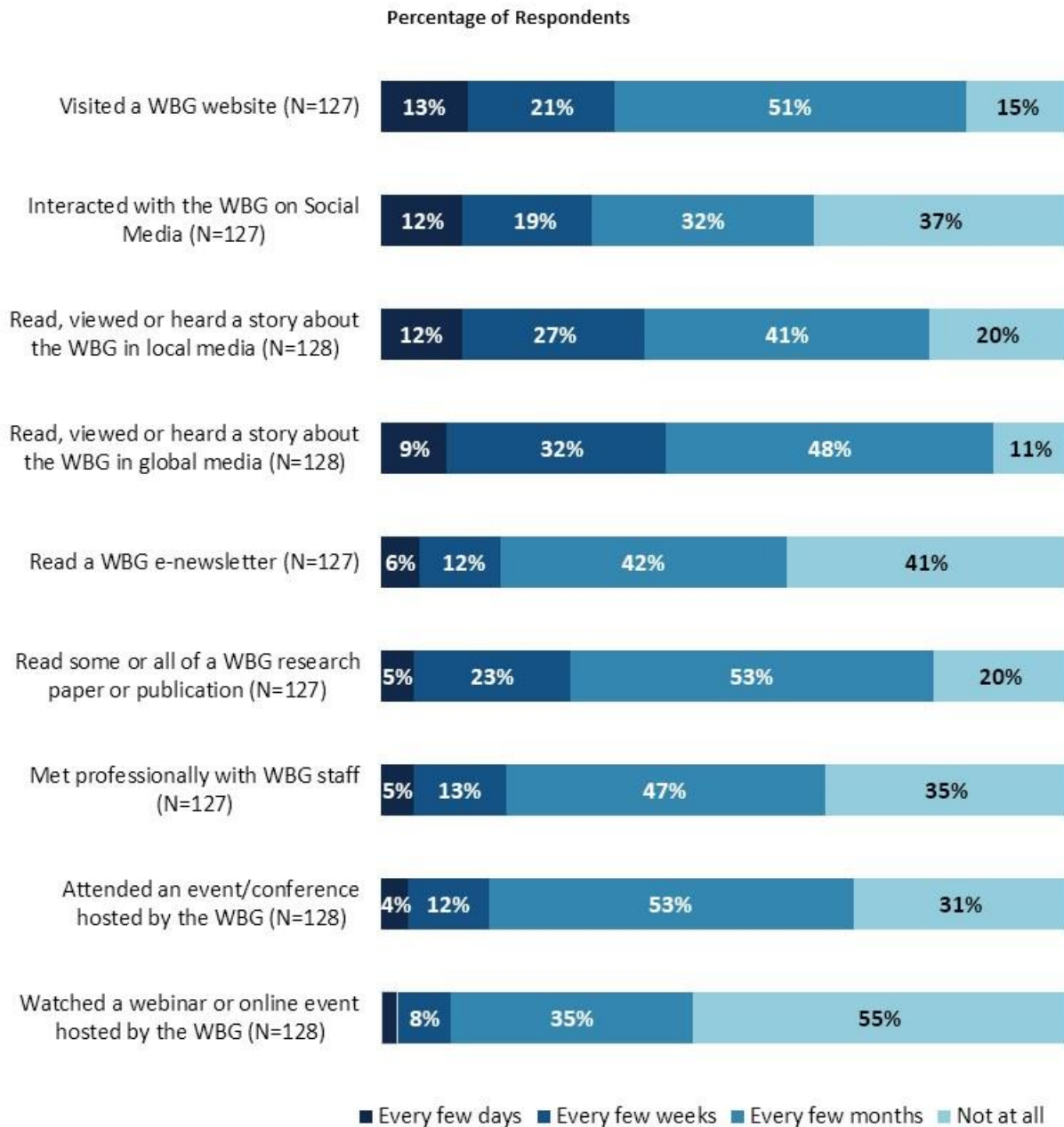
### WBG Interaction Frequency





## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)





## XI. Appendices

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### PERU





## Appendix A: Responses to All Questions across All Respondents (N=159)

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 Peru

1. When you think about the future in Peru, are you ... ?	Percentage of Respondents (N=158)
Very pessimistic	1.3%
Somewhat pessimistic	24.1%
Somewhat optimistic	48.1%
Very optimistic	24.7%
Not sure	1.9%

2. Do you think that economic opportunity for citizens in Peru is ... ?	Percentage of Respondents (N=158)
Increasing	34.8%
Decreasing	25.3%
Staying about the same	39.9%

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

<b>3. Listed below are a number of development priorities in Peru. Please identify which of the following you consider the most important development priorities in Peru. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=158)</b>
Education	49.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.7%
Anti-corruption	24.7%
Judiciary reform	15.8%
Job creation/employment (e.g., labor market reform)	14.6%
Health	14.6%
Transport (e.g., roads, bridges, transportation)	13.9%
Water and sanitation	13.3%
Economic growth	13.3%
Agriculture and rural development	11.4%
Poverty reduction	10.8%
Natural resource management (e.g., deforestation, water resource management, fisheries)	10.1%
Subnational government capacity and fiscal decentralization	9.5%
Climate change (e.g., mitigation, adaptation)	9.5%
Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)	8.9%
Private sector development	7.0%
Crime and violence	6.3%
Urban development	5.1%
Nutrition	5.1%
Disaster risk management (e.g., disaster risk financing and insurance)	4.4%
Information and communications technology	4.4%
Financial markets (e.g., improving payment system, financial inclusion and literacy)	3.2%
Social protection (e.g., pensions, targeted social assistance)	1.9%
Trade and exports	1.9%
Energy	1.3%
Global/regional integration	0.6%
Pollution	0.6%
Disease (anemia, vector-borne)	0.6%

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

<b>4. 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 Peru? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Education	48.0%
Economic growth	25.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.7%
Job creation/employment (e.g., labor market reform)	21.1%
Water and sanitation	14.5%
Agriculture and rural development	13.8%
Transport (e.g., roads, bridges, transportation)	13.8%
Anti-corruption	13.8%
Subnational government capacity and fiscal decentralization	13.2%
Health	12.5%
Nutrition	11.2%
Social protection (e.g., pensions, targeted social assistance)	9.2%
Private sector development	9.2%
Judiciary reform	8.6%
Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)	7.2%
Natural resource management (e.g., deforestation, water resource management, fisheries)	6.6%
Disaster risk management (e.g., disaster risk financing and insurance)	5.9%
Information and communications technology	5.9%
Climate change (e.g., mitigation, adaptation)	5.3%
Urban development	5.3%
Crime and violence	4.6%
Financial markets (e.g., improving payment system, financial inclusion and literacy)	3.9%
Disease (anemia, vector-borne)	3.3%
Energy	2.0%
Pollution	1.3%
Global/regional integration	0.7%
Trade and exports	0.0%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Peru, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=145)</b>
Inadequate level of governance (e.g., inadequate level of capacity, accountability, poor coordination within the government)	64.1%
Corruption	51.7%
Political pressures and obstacles	31.0%
Reforms are not well thought out in light of country challenges	24.8%
Inadequate level of citizen/civil society participation	7.6%
Inadequate level of communication of reforms	6.9%
Inadequate level of private sector participation	6.2%
Other	3.4%
Private sector involvement and/or influence	2.8%

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

Trust in WBG	N	DK	Mean	SD
6. To what extent do you trust the World Bank Group to do what is right?*( <i>(1-To no degree at all, 10-To a very significant degree)</i> )	125	20	6.76	1.85

7. Please describe the direction Peru is moving in, when considering ... ?	Direction				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection) (N=145)	8.3%	22.1%	33.1%	33.1%	3.4%
Gender-based violence and equal opportunity for girls and boys, men and women (N=144)	17.4%	21.5%	29.2%	28.5%	3.5%
Growing Peru's economy in a way that leads to jobs and employment (N=143)	4.9%	26.6%	43.4%	22.4%	2.8%
The gap between the rich and the poor (N=143)	14.0%	31.5%	36.4%	14.0%	4.2%
Making government more effective (N=141)	14.9%	29.1%	36.9%	17.7%	1.4%
Anti-corruption (N=144)	6.9%	13.2%	32.6%	38.2%	9.0%
Attracting new sources of foreign investment (N=146)	8.2%	23.3%	48.6%	18.5%	1.4%

8. Listed below are global challenges. Which do you think have the most serious impact on Peru? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=143)
Crime, violence, drug and human trafficking	34.3%
Environmental degradation	32.9%
Migrants and refugees	28.0%
Climate change	18.9%
Jobs/employment	18.9%
Technology based disruption	16.8%
Natural disasters	14.0%
The gap between the rich and the poor	13.3%
Geo political uncertainty	11.2%
Trade constraints	9.8%

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

1. How familiar are you with the work of these organizations in Peru? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity		
	N	Mean	SD
1. World Bank Group (WBG)	145	6.46	2.41
2. Inter-American Development Bank (IDB/BID)	145	6.68	2.35
3. Latin American Development Bank (CAF)	143	5.77	2.45

2. Overall, please rate your impression of the effectiveness of these organizations in Peru. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. World Bank Group (WBG)*	128	16	6.52	2.04
2. Inter-American Development Bank (IDB/BID)	126	17	6.60	1.89
3. Latin American Development Bank (CAF)	111	28	5.92	2.05

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Peru solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	127	18	7.08	1.86

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Peru, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Peru? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=146)</b>
Education	41.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	36.3%
Subnational government capacity and fiscal decentralization	20.5%
Water and sanitation	16.4%
Transport (e.g., roads, bridges, transportation)	16.4%
Anti-corruption	16.4%
Economic growth	15.8%
Poverty reduction	14.4%
Health	13.0%
Agriculture and rural development	13.0%
Judiciary reform	11.0%
Climate change (e.g., mitigation, adaptation)	8.9%
Natural resource management (e.g., deforestation, water resource management, fisheries)	8.2%
Disaster risk management (e.g., disaster risk financing and insurance)	8.2%
Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)	7.5%
Urban development	7.5%
Job creation/employment (e.g., labor market reform)	6.8%
Information and communications technology	6.2%
Financial markets (e.g., improving payment system, financial inclusion and literacy)	4.1%
Global/regional integration	4.1%
Nutrition	4.1%
Private sector development	3.4%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Crime and violence	2.1%
Energy	1.4%
Disease (anemia, vector-borne)	1.4%
Pollution	0.7%
Trade and exports	0.7%

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

5. 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 Peru?	Percentage of Respondents (N=142)		
	Greatest Value	Second Greatest Value	Combined
Technical assistance	16.9%	23.4%	40.3%
Implementation support (i.e., integrity, financial management, procurement, social and environmental safeguards)	14.8%	17.0%	31.8%
Capacity development related to World Bank Group supported projects	19.0%	12.1%	31.1%
Policy advice, studies, analyses	16.9%	13.5%	30.4%
Financial resources	14.8%	12.8%	27.6%
Promoting knowledge sharing	4.9%	7.8%	12.7%
Data and statistics	6.3%	5.0%	11.3%
Bringing together different groups of stakeholders	3.5%	2.8%	6.4%
Mobilizing third party financial resources	0.7%	5.0%	5.7%
Donor coordination	1.4%	0.7%	2.1%
Other	0.7%	0.0%	0.7%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Peru? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=141)
Not adequately sensitive to political/social realities in Peru	21.3%
Not enough public disclosure of its work	20.6%
World Bank Group's processes too slow and complex	19.1%
Not willing to honestly criticize policies and reform efforts in the country	17.7%
Not adequately flexible	12.1%
Not sufficiently focused on sustainable results	12.1%
Not collaborating enough with private sector	12.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.6%
Too influenced by developed countries	8.5%
Don't know	6.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.7%
Not aligned with country priorities	5.7%
Staff too inaccessible	5.7%
Inadequate World Bank Group's staffing in Peru	5.0%
Incompatibility between WBG's project implementation rules and government rules	4.3%
Arrogant in its approach	3.5%
Other	2.1%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Peru? (Select only ONE response)	Percentage of Respondents (N=140)
To a fully sufficient degree	2.1%
To a somewhat sufficient degree	24.3%
To a somewhat insufficient degree	40.0%
To a very insufficient degree	10.7%
Don't know	22.9%

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

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=138)
Increased its emphasis recently	18.8%
Decreased its emphasis recently	15.9%
Emphasis has remained pretty consistent over time	35.5%
Don't know	29.7%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=140)
Local government	50.7%
Academia/think tanks/research institutes	45.7%
Private sector	28.6%
NGOs/Community Based Organizations	27.1%
Parliament	13.6%
Donor community	10.0%
Media	7.1%
Other	4.3%
Don't know	2.1%

To what extent do you agree with the following statements about the World Bank Group's work in Peru? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Peru*	130	10	5.76	1.90
11. The World Bank Group's work is aligned with what I consider the development priorities for Peru*	126	14	6.10	1.69

To what extent is the World Bank Group an effective development partner in Peru, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	118	12	6.09	1.78
13. Flexibility (in terms of the institution's products and services)*	117	17	5.62	1.84
14. Flexibility (in terms of changing country circumstances)*	112	20	5.87	1.71
15. Being inclusive*	119	12	6.24	1.90
16. Openness (sharing data and other information)*	120	13	6.87	1.92
17. Collaboration with the Government*	124	9	6.98	1.76
18. The speed in which it gets things accomplished on the ground*	117	16	5.49	1.88
19. Helping to bring discipline/effective supervision to implementation of investment projects*	116	17	6.09	2.10
20. Collaboration with civil society*	116	18	5.57	2.04
21. Staff accessibility*	113	19	5.63	2.41
22. Collaboration with other donors and development partners*	110	23	6.13	2.03
23. Collaboration with the private sector*	105	28	5.72	1.91
24. Straightforwardness and honesty*	112	18	7.10	2.10
25. Treating clients and stakeholders in Peru with respect*	112	20	7.58	1.97
26. Being a long-term partner*	114	18	7.46	1.89



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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Peru? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., targeted social assistance)	61	70	5.79	2.15
2. Gender equity (gender-based violence)	70	60	6.31	2.00
3. Private sector development	69	63	6.09	2.02
4. Education	90	39	6.46	1.91
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	94	38	6.50	2.00
6. Global/regional integration	75	52	6.52	1.90
7. Urban development	79	50	6.14	2.21
8. Energy	61	65	6.15	2.06
9. Water and sanitation	80	49	6.63	1.93
10. Job creation/employment	58	71	5.67	2.19
11. Health and nutrition	77	51	6.55	2.07
12. Financial markets	70	58	6.83	1.95
13. Transport (e.g., roads, bridges, transportation)	81	49	6.62	2.01
14. Agriculture and rural development	77	52	6.39	1.97
15. Trade and exports	54	74	6.48	1.94
16. Natural resource management (forestry, fisheries and water)	76	52	6.36	1.87
17. Adaptation to climate change	76	52	6.46	2.00
18. Poverty reduction	88	40	6.81	2.09
19. Anti-corruption	66	63	6.42	2.18
20. Judiciary reform	56	72	6.20	2.17
21. Economic growth	83	44	6.87	1.82
22. Disaster risk management	71	57	6.37	2.06
23. Disease (anemia and vector-borne)	48	79	5.98	2.07
24. Information and communications technology	56	73	6.48	2.34

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Peru?* (1-To no degree at all, 10-To a very significant degree)	118	16	5.93	1.77

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Peru?* (1-To no degree at all, 10-To a very significant degree)	120	14	6.17	1.88

To what extent do you agree with the following statements about the World Bank Group in Peru? (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-for-Results, etc.) meet the needs of Peru*	116	18	5.83	1.84
5. The World Bank Group meets Peru's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	123	11	6.15	1.80

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
6. To what extent do you believe that Peru 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)	71	63	6.11	1.79

**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=129)
Weekly	9.3%
Monthly	17.8%
A few times a year	48.8%
Rarely	18.6%
Never	5.4%

In Peru, 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	104	21	6.52	1.70
3. Include appropriate level of stakeholder involvement during preparation	97	30	6.28	1.81
4. Lead to practical solutions	102	25	6.20	1.92
5. Are source of relevant information on global good practices	113	14	7.13	1.83
6. Are adequately disseminated	111	17	5.98	2.17
7. Are translated enough into local language	107	20	6.75	2.13
8. Are adaptable to Peru's specific development challenges and country circumstances*	108	20	6.57	1.81

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	114	14	6.55	1.78
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	115	14	7.42	1.53

**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	78	51	6.35	1.89
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	96	32	6.76	1.86
3. The World Bank Group's approvals and reviews are done in a timely fashion	91	37	6.11	1.92
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	88	41	6.65	1.93
5. The World Bank Group's conditions on its lending are reasonable	86	43	6.40	1.84
6. The World Bank Group takes decisions quickly in Peru*	86	43	6.08	1.82
7. Working with the World Bank Group increases Peru's institutional capacity	101	28	6.67	2.09
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	78	51	6.81	1.91
9. The World Bank Group dedicates enough resources (e.g., time, staff) for project preparation	94	35	7.00	1.77

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

<b>Donor Support to Migrants</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe that the donor community is doing enough to support the government's efforts related to migrants in Peru? (1-To no degree at all, 10-To a very significant degree)	84	45	5.13	1.98

<b>11. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migrant crisis in Peru? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=128)</b>
Health	30.5%
Education	29.7%
Jobs	28.9%
Public services	26.6%
Supporting poor and marginalized local communities	22.7%
Business development	16.4%
Infrastructure	11.7%
Social cohesion	9.4%
Other	4.7%
Don't know	3.9%
Macro issues (fiscal accounts, balance of payments, etc.)	2.3%

**F. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Peru?</b>	<b>Percentage of Respondents (N=129)</b>
Never	7.0%
Less than once a year	14.0%
Once a year to a few times a year	41.9%
Less than once a month	10.1%
At least once a month	21.7%
At least once a week	5.4%

<b>2. How do you get most of your information about economic and social development issues in Peru? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=130)</b>
Digital media	72.3%
Printed media	55.4%
Cable television	15.4%
Local open television	10.8%
Other	8.5%
Twitter	6.2%
Radio	6.2%
Facebook	4.6%
Podcasts	2.3%

<b>3. In what language do you get most of your information about economic and social development issues in Peru? (Choose ALL that apply)</b>	<b>Percentage of Respondents (N=130)</b>
Spanish	100.0%
English	52.3%
Other	3.8%

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

<b>4. 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=129)</b>
e-Newsletters	50.4%
World Bank Group's seminars/workshops/conferences	37.2%
World Bank Group's publications and other written materials	34.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.7%
World Bank Group's website	19.4%
Social media (e.g., Facebook, Twitter, YouTube)	13.2%
Blogs	2.3%

<b>5. Which device do you use primarily when visiting a World Bank Group website? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=127)</b>
Smart phone	58.3%
Laptop	52.8%
Desktop	46.5%
Tablet	11.0%

<b>6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>Percentage of Respondents</b>			
	<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=128)	11.7%	26.6%	41.4%	20.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=128)	9.4%	32.0%	47.7%	10.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) (N=127)	11.8%	18.9%	32.3%	37.0%
Visited a WBG website (e.g., read a blog, used data) (N=127)	12.6%	21.3%	51.2%	15.0%
Attended an event/conference hosted by the WBG (N=128)	3.9%	11.7%	53.1%	31.3%
Watched a webinar or online event hosted by the WBG (N=128)	2.3%	7.8%	35.2%	54.7%
Read some or all of a WBG research paper or publication (N=127)	4.7%	22.8%	52.8%	19.7%
Met professionally with WBG staff (N=127)	4.7%	13.4%	46.5%	35.4%
Read a WBG e-newsletter (N=127)	5.5%	11.8%	41.7%	40.9%

**G. Background Information**

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=159)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	23.3%
Private Sector Organization	15.1%
NGO/Community Based Organization	9.4%
Academia/Research Institute/Think Tank	8.2%
Multilateral Agency	6.3%
Bilateral Agency	5.7%
Private Foundation	5.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.7%
Media (press, radio, TV, web, etc.)	5.0%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	4.4%
Financial Sector/Private Bank	4.4%
Other	3.1%
Local Government Office or Staff	1.9%
Office of Minister	1.3%
Office of Parliamentarian	0.6%
Office of the President, Prime Minister	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=159)</b>
Education	13.8%
Generalist (specialized in multiple sectors)	10.7%
Transport and ICT	8.8%
Finance and markets	8.2%
Water	7.5%
Urban, rural, and social development	6.3%
Other	6.3%
Agriculture	5.7%
Health, nutrition, and population	5.0%
Environment and natural resources	3.8%
Macroeconomics and fiscal management	3.8%
Social protection and labor	3.1%
Governance	3.1%
Energy and extractives	2.5%
Gender	2.5%
Trade and competitiveness	1.9%
Poverty	1.9%
Climate change	1.9%
Fragility, conflict and violence	1.3%
Public-private partnerships	1.3%
Jobs	0.6%

**G. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=159)</b>
Yes	22.6%
No	77.4%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Peru? (Select only ONE response)</b>	<b>Percentage of Respondents (N=35)</b>
The World Bank (IBRD)	91.4%
The International Finance Corporation (IFC)	8.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=34)</b>
Yes	26.5%
No	73.5%

<b>6. Which of the following describes most of your exposure to the World Bank Group in Peru? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=152)</b>
Use World Bank Group reports/data	48.0%
Engage in World Bank Group related/sponsored events/activities	36.8%
Collaborate as part of my professional duties	30.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.4%
Use World Bank Group website for information, data, research, etc.	18.4%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=158)</b>
Female	36.7%
Male	63.3%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=156)</b>
25 and under	0.6%
26-35	5.8%
36-45	23.7%
46-55	33.3%
56 and above	36.5%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=158)</b>
Lima Metropolitana and Callao	89.9%
Sierra	6.3%
Coast	3.8%
Amazon basin	0.0%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>17</sup>

- Employee of a Ministry/PMU/Consultant on WBG Project N=44
- CSO N=24
- Academia N=13
- Bilateral/Multilateral Agency N=19
- Media N=8
- Other<sup>18</sup> N=11
- Private Sector/Financial Sector/Private Bank N=31
- Independent Government Institution N=9

### A. General Issues facing Peru

When you think about the future in Peru, are you ... ?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Very pessimistic	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Somewhat pessimistic	9.3%	42.1%	38.7%	25.0%	25.0%	33.3%	15.4%	9.1%
Somewhat optimistic	44.2%	47.4%	38.7%	41.7%	62.5%	55.6%	61.5%	72.7%
Very optimistic	44.2%	0.0%	22.6%	29.2%	12.5%	11.1%	15.4%	18.2%
Not sure	2.3%	5.3%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%

<sup>17</sup> All 159 respondents provided information about their current affiliations (question G1 in the questionnaire).

<sup>18</sup> Includes the following categories: Office of Minister (N=2), Office of Parliamentarian (N=1), Local Government Office or Staff (N=3), and Other (N=5).

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

Listed below are a number of development priorities in Peru. Please identify which of the following you consider the most important development priorities in Peru.  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Job creation/employment	14.0%	10.5%	25.8%	8.3%	12.5%	11.1%	15.4%	9.1%
Health	16.3%	5.3%	6.5%	20.8%	12.5%	22.2%	30.8%	9.1%
Natural resource management	4.7%	26.3%	3.2%	12.5%	0.0%	0.0%	23.1%	18.2%
Private sector development	7.0%	10.5%	12.9%	0.0%	0.0%	11.1%	0.0%	9.1%
Education	46.5%	47.4%	45.2%	54.2%	50.0%	66.7%	61.5%	36.4%
Public sector governance/reform	25.6%	47.4%	32.3%	33.3%	37.5%	11.1%	15.4%	27.3%
Global/regional integration	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Subnational government capacity and fiscal decentralization	9.3%	15.8%	6.5%	4.2%	0.0%	0.0%	15.4%	27.3%
Urban development	9.3%	0.0%	3.2%	4.2%	12.5%	0.0%	0.0%	9.1%
Energy	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	7.7%	0.0%
Water and sanitation	23.3%	0.0%	12.9%	4.2%	0.0%	11.1%	15.4%	27.3%
Pollution	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	5.3%	6.5%	0.0%	0.0%	22.2%	0.0%	0.0%
Social protection*	0.0%	0.0%	0.0%	4.2%	25.0%	0.0%	0.0%	0.0%
Disaster risk management	2.3%	10.5%	6.5%	0.0%	12.5%	0.0%	0.0%	9.1%
Disease (anemia, vector-borne)	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	18.6%	5.3%	6.5%	16.7%	12.5%	11.1%	7.7%	0.0%
Trade and exports	0.0%	5.3%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	7.0%	0.0%	6.5%	8.3%	0.0%	11.1%	7.7%	9.1%
Gender equity	9.3%	5.3%	6.5%	20.8%	12.5%	0.0%	0.0%	9.1%
Climate change	9.3%	15.8%	3.2%	8.3%	12.5%	22.2%	7.7%	9.1%
Poverty reduction	20.9%	5.3%	3.2%	8.3%	12.5%	11.1%	7.7%	9.1%
Anti-corruption	18.6%	36.8%	35.5%	20.8%	12.5%	11.1%	23.1%	27.3%
Judiciary reform	18.6%	10.5%	16.1%	12.5%	12.5%	33.3%	0.0%	27.3%
Economic growth	11.6%	5.3%	16.1%	8.3%	37.5%	33.3%	15.4%	0.0%
Nutrition	7.0%	10.5%	3.2%	0.0%	0.0%	0.0%	15.4%	0.0%
Information and communications technology	4.7%	5.3%	0.0%	8.3%	12.5%	0.0%	0.0%	9.1%
Transport	14.0%	0.0%	25.8%	12.5%	12.5%	11.1%	7.7%	18.2%

\*Significantly different between stakeholder groups



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

When economic and/or social reform efforts fail or are slow to take place in Peru, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Reforms are not well thought out in light of country challenges	27.8%	5.6%	36.7%	8.7%	28.6%	50.0%	33.3%	18.2%
Inadequate level of governance	61.1%	66.7%	73.3%	69.6%	42.9%	62.5%	41.7%	72.7%
Political pressures and obstacles	36.1%	38.9%	13.3%	21.7%	71.4%	37.5%	41.7%	27.3%
Inadequate level of private sector participation	5.6%	5.6%	13.3%	4.3%	0.0%	12.5%	0.0%	0.0%
Inadequate level of citizen/civil society participation	2.8%	16.7%	3.3%	17.4%	0.0%	0.0%	16.7%	0.0%
Inadequate level of communication of reforms	5.6%	16.7%	6.7%	8.7%	0.0%	0.0%	0.0%	9.1%
Private sector involvement and/or influence	2.8%	0.0%	3.3%	0.0%	0.0%	0.0%	16.7%	0.0%
Corruption	58.3%	50.0%	43.3%	56.5%	57.1%	37.5%	41.7%	63.6%
Other	0.0%	0.0%	6.7%	8.7%	0.0%	0.0%	0.0%	9.1%

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent do you trust the World Bank Group to do what is right?	31	6.81	1.87	14	6.07	2.20	27	7.26	1.48	19	6.58	2.17	7	7.29	0.49	6	8.00	1.10	11	5.82	1.66	10	6.50	2.22

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

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
World Bank Group (WBG)*	40	7.05	2.29	16	6.38	2.13	30	6.47	2.24	24	4.71	2.54	7	6.86	0.69	8	7.13	2.70	10	6.80	2.30	10	7.30	2.79
Inter-American Development Bank (IDB/BID)	40	6.90	2.36	16	6.69	2.50	30	6.67	2.40	23	5.52	2.43	7	7.00	0.82	8	7.38	2.56	11	6.91	2.34	10	7.40	2.07
Latin American Development Bank (CAF)	39	5.74	2.65	16	5.13	2.31	30	6.53	2.13	23	4.78	2.65	7	6.14	1.35	8	6.25	2.92	10	6.10	1.91	10	5.90	2.77

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
World Bank Group (WBG)	35	7.03	1.98	15	5.87	2.29	27	6.52	1.81	17	5.76	2.36	7	7.00	1.00	8	6.50	2.45	10	6.10	0.99	9	7.11	2.71
Inter-American Development Bank (IDB/BID)	32	6.91	1.99	13	6.00	2.31	28	6.79	1.69	18	6.39	1.85	7	7.00	0.58	8	6.63	2.45	11	6.18	0.98	9	6.44	2.74
Latin American Development Bank (CAF)	25	6.16	2.13	11	5.36	2.38	28	6.14	1.88	15	5.93	2.58	7	6.00	1.15	8	5.88	2.36	10	5.40	0.84	7	5.71	2.69

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Private sector development	2.5%	6.3%	3.3%	4.2%	0.0%	0.0%	0.0%	10.0%
Education	45.0%	31.3%	33.3%	41.7%	28.6%	62.5%	72.7%	30.0%
Public sector governance/reform	32.5%	31.3%	50.0%	33.3%	42.9%	12.5%	36.4%	40.0%
Energy	0.0%	6.3%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	25.0%	0.0%	16.7%	12.5%	0.0%	12.5%	18.2%	30.0%
Pollution	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	5.0%	12.5%	13.3%	8.3%	0.0%	0.0%	0.0%	0.0%
Health	15.0%	0.0%	13.3%	16.7%	14.3%	12.5%	27.3%	0.0%
Financial markets*	0.0%	6.3%	6.7%	0.0%	0.0%	37.5%	0.0%	0.0%
Social protection*	0.0%	12.5%	0.0%	0.0%	14.3%	0.0%	0.0%	10.0%
Gender equity	5.0%	6.3%	0.0%	20.8%	14.3%	0.0%	9.1%	10.0%
Global/regional integration	0.0%	6.3%	3.3%	8.3%	0.0%	0.0%	9.1%	10.0%
Nutrition	7.5%	6.3%	0.0%	4.2%	0.0%	0.0%	9.1%	0.0%
Urban development	12.5%	18.8%	3.3%	0.0%	14.3%	0.0%	0.0%	10.0%
Trade and exports	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	3.3%	8.3%	0.0%	0.0%	0.0%	0.0%
Natural resource management	2.5%	12.5%	3.3%	16.7%	14.3%	0.0%	18.2%	10.0%
Judiciary reform	7.5%	6.3%	23.3%	12.5%	14.3%	0.0%	0.0%	10.0%
Economic growth*	20.0%	6.3%	30.0%	0.0%	28.6%	25.0%	0.0%	10.0%
Agriculture and rural development	20.0%	6.3%	6.7%	16.7%	0.0%	25.0%	18.2%	0.0%
Subnational government capacity and fiscal decentralization	17.5%	31.3%	26.7%	16.7%	0.0%	12.5%	18.2%	30.0%
Disease (anemia, vector-borne)	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.0%	0.0%	10.0%	8.3%	28.6%	0.0%	0.0%	0.0%
Transport	12.5%	31.3%	10.0%	16.7%	14.3%	25.0%	9.1%	30.0%
Disaster risk management	15.0%	12.5%	3.3%	4.2%	0.0%	0.0%	0.0%	20.0%
Climate change	12.5%	6.3%	3.3%	4.2%	28.6%	12.5%	18.2%	0.0%
Poverty reduction	12.5%	6.3%	16.7%	12.5%	28.6%	25.0%	18.2%	10.0%
Anti-corruption	12.5%	18.8%	16.7%	16.7%	14.3%	12.5%	18.2%	30.0%

\*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increased its emphasis recently	15.8%	20.0%	17.9%	22.7%	0.0%	25.0%	36.4%	10.0%
Decreased its emphasis recently	13.2%	26.7%	17.9%	9.1%	33.3%	12.5%	18.2%	10.0%
Emphasis has remained pretty consistent over time	36.8%	26.7%	46.4%	22.7%	50.0%	37.5%	27.3%	40.0%
Don't know	34.2%	26.7%	17.9%	45.5%	16.7%	25.0%	18.2%	40.0%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Parliament	10.5%	13.3%	14.3%	4.3%	42.9%	25.0%	0.0%	30.0%
Donor community*	7.9%	46.7%	7.1%	4.3%	0.0%	0.0%	9.1%	0.0%
NGOs/Community Based Organizations*	23.7%	53.3%	7.1%	52.2%	14.3%	25.0%	18.2%	20.0%
Academia/think tanks/research institutes*	39.5%	13.3%	46.4%	56.5%	42.9%	50.0%	90.9%	40.0%
Media	5.3%	13.3%	7.1%	8.7%	14.3%	0.0%	9.1%	0.0%
Private sector*	18.4%	33.3%	53.6%	26.1%	42.9%	0.0%	18.2%	20.0%
Local government	60.5%	20.0%	53.6%	39.1%	42.9%	50.0%	54.5%	80.0%
Other	5.3%	0.0%	7.1%	0.0%	0.0%	12.5%	0.0%	10.0%
Don't know	5.3%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Overall the World Bank Group currently plays a relevant role in development in Peru	32	6.22	1.86	15	5.27	1.98	28	5.71	2.12	19	5.58	1.74	7	5.57	0.98	8	5.88	2.23	11	5.55	1.69	10	5.80	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Peru	33	6.36	1.71	14	6.00	1.75	26	6.19	1.92	20	5.45	1.54	7	6.14	1.07	8	6.63	2.33	10	6.00	0.82	8	6.00	1.77

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Responsiveness to needs	30	6.70	1.88	14	5.64	2.10	28	6.07	1.41	14	5.57	1.55	6	6.17	0.98	7	6.57	2.23	10	5.30	1.64	9	6.11	2.26
Flexibility (in terms of the institution's products and services)	32	5.91	1.96	13	5.08	2.25	26	5.85	1.67	17	5.00	1.50	4	5.00	0.82	8	5.88	2.10	9	5.56	1.33	8	6.00	2.45
Flexibility (in terms of changing country circumstances)	31	6.03	1.70	13	5.31	2.25	27	5.89	1.63	12	5.33	1.23	5	5.40	1.14	8	6.50	2.45	9	5.89	1.45	7	6.57	1.40
Being inclusive	31	6.65	1.92	12	5.50	2.35	26	6.50	1.36	18	5.67	1.71	6	6.17	1.83	8	6.50	2.33	10	6.30	1.70	8	6.00	2.83
Openness (sharing data and other information)	32	7.25	1.70	13	5.85	2.08	27	7.30	2.03	17	6.59	1.91	4	7.25	0.96	8	6.63	1.85	10	6.50	1.51	9	6.67	2.69
Collaboration with the Government	33	7.09	1.76	13	6.15	2.34	28	7.11	1.55	18	7.00	1.75	5	6.60	1.14	8	7.13	1.64	10	6.90	1.20	9	7.44	2.55
The speed in which it gets things accomplished on the ground	31	6.23	1.76	12	4.50	1.57	26	5.00	1.90	16	5.69	1.70	5	5.00	2.12	8	5.88	1.89	10	5.20	2.20	9	5.56	1.94
Helping to bring discipline/effective supervision to implementation of investment projects	30	6.43	2.08	12	5.33	2.23	26	6.19	2.00	17	5.76	1.86	5	5.60	2.61	7	6.43	2.37	11	6.00	1.95	8	6.38	2.83
Collaboration with civil society	28	6.21	1.95	12	4.67	1.67	27	5.56	2.12	19	4.95	1.84	6	5.83	1.94	6	5.67	1.97	11	5.64	2.01	7	5.86	3.13
Staff accessibility	31	6.39	2.59	12	4.92	1.88	25	5.08	2.20	14	4.64	1.45	5	4.00	2.00	8	6.63	2.72	10	6.00	2.05	8	6.75	3.45
Collaboration with other donors and development partners	29	6.79	2.14	14	5.36	2.34	23	5.78	2.07	17	6.12	1.50	4	4.75	1.71	5	6.60	2.30	10	6.00	2.05	8	6.63	1.60
Collaboration with the private sector	25	6.20	1.80	9	5.33	2.55	27	5.22	2.12	15	5.60	1.24	5	5.40	1.14	7	6.86	2.12	10	6.20	1.87	7	5.14	1.77
Straightforwardness and honesty	29	7.48	1.74	14	5.93	2.40	26	6.96	2.20	15	6.53	2.23	4	6.75	2.22	8	8.50	1.77	9	7.00	1.66	7	8.29	1.98
Treating clients and stakeholders in Peru with respect	28	7.93	1.84	12	6.75	2.45	24	7.50	2.00	17	7.41	2.18	5	6.40	0.55	8	8.50	1.77	10	7.20	1.69	8	8.50	1.77
Being a long-term partner	29	7.41	1.99	13	6.92	2.33	23	7.48	1.73	17	7.41	1.80	5	7.60	0.89	8	8.50	1.77	10	7.40	1.17	9	7.56	2.74

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent does the World Bank Group's work help to achieve development results in Peru?	33	6.24	1.82	13	5.54	1.81	24	6.04	1.83	17	5.59	1.58	5	5.60	0.55	7	6.43	2.37	10	5.50	1.18	9	6.00	2.35

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
To what extent does the World Bank Group influence the development agenda in Peru?	32	6.47	1.72	13	5.85	2.34	24	6.17	1.69	19	5.95	2.01	6	5.17	1.17	7	6.57	2.44	10	6.50	1.18	9	6.00	2.65

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

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
The World Bank Group's financial instruments meet the needs of Peru	32	6.03	1.91	13	5.38	2.02	27	6.07	1.90	18	5.28	1.78	6	5.00	1.10	6	6.33	2.50	9	5.89	1.17	5	6.60	1.67
The World Bank Group meets Peru's needs for knowledge services	32	6.25	1.72	12	6.00	1.81	26	6.19	1.55	20	5.85	2.25	7	5.86	1.07	7	7.14	2.12	10	6.00	1.25	9	6.11	2.62

**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	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	2.9%	0.0%	3.7%	4.5%	50.0%	14.3%	18.2%	37.5%
Monthly	20.6%	35.7%	14.8%	13.6%	0.0%	28.6%	18.2%	0.0%
A few times a year	52.9%	50.0%	63.0%	40.9%	33.3%	28.6%	36.4%	50.0%
Rarely	20.6%	0.0%	14.8%	31.8%	16.7%	28.6%	18.2%	12.5%
Never	2.9%	14.3%	3.7%	9.1%	0.0%	0.0%	9.1%	0.0%

\*Significantly different between stakeholder groups

In Peru, 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)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Are adaptable to Peru's specific development challenges and country circumstances	30	6.50	1.78	11	6.27	1.42	23	7.13	1.77	15	6.93	1.83	5	5.20	0.84	7	6.71	2.21	9	5.44	1.59	8	7.00	2.33

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	29	6.79	1.86	11	6.09	1.92	24	6.83	1.69	18	6.72	2.02	7	5.71	1.25	7	6.29	2.21	10	6.00	1.49	8	6.75	1.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	30	7.50	1.50	12	7.00	1.86	23	7.52	1.34	18	7.44	1.54	7	6.86	0.38	7	7.86	2.34	10	7.20	1.48	8	7.75	1.83

(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)

	Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
The World Bank Group takes decisions quickly in Peru	25	6.24	2.01	10	6.10	1.10	20	5.85	1.95	11	6.27	1.56	3	5.67	0.58	6	6.33	2.34	5	5.20	1.92	6	6.50	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	24	6.88	2.21	6	6.83	0.98	19	7.42	1.43	9	6.33	2.18	3	5.33	0.58	5	6.80	2.68	6	6.00	1.67	6	6.83	2.23

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migrant crisis in Peru?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Public services	38.2%	42.9%	23.1%	9.1%	14.3%	28.6%	10.0%	37.5%
Business development	14.7%	7.1%	34.6%	9.1%	14.3%	28.6%	10.0%	0.0%
Infrastructure	14.7%	7.1%	15.4%	9.1%	14.3%	14.3%	0.0%	12.5%
Social cohesion	5.9%	7.1%	15.4%	9.1%	28.6%	0.0%	0.0%	12.5%
Education	23.5%	14.3%	26.9%	45.5%	28.6%	28.6%	30.0%	50.0%
Health	35.3%	42.9%	15.4%	22.7%	28.6%	28.6%	60.0%	25.0%
Supporting poor and marginalized local communities	20.6%	14.3%	19.2%	27.3%	28.6%	28.6%	30.0%	25.0%
Jobs	35.3%	35.7%	26.9%	13.6%	42.9%	14.3%	40.0%	25.0%
Macro issues (fiscal accounts, balance of payments, etc.)	0.0%	7.1%	3.8%	0.0%	0.0%	14.3%	0.0%	0.0%
Other	2.9%	14.3%	3.8%	4.5%	0.0%	14.3%	0.0%	0.0%
Don't know	0.0%	0.0%	7.7%	13.6%	0.0%	0.0%	0.0%	0.0%



## F. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Peru?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Never	2.9%	7.1%	11.5%	13.6%	0.0%	0.0%	9.1%	0.0%
Less than once a year	17.6%	7.1%	15.4%	22.7%	0.0%	0.0%	18.2%	0.0%
Once a year to a few times a year	32.4%	21.4%	53.8%	40.9%	85.7%	57.1%	45.5%	25.0%
Less than once a month	11.8%	14.3%	7.7%	13.6%	0.0%	14.3%	9.1%	0.0%
At least once a month	29.4%	50.0%	7.7%	9.1%	14.3%	14.3%	9.1%	50.0%
At least once a week	5.9%	0.0%	3.8%	0.0%	0.0%	14.3%	9.1%	25.0%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Local open television*	20.0%	0.0%	0.0%	4.5%	14.3%	28.6%	27.3%	0.0%
Cable television	22.9%	7.1%	15.4%	22.7%	0.0%	14.3%	9.1%	0.0%
Digital media	60.0%	78.6%	80.8%	68.2%	85.7%	71.4%	72.7%	87.5%
Facebook	5.7%	7.1%	3.8%	4.5%	0.0%	0.0%	9.1%	0.0%
Twitter	2.9%	0.0%	7.7%	9.1%	14.3%	0.0%	0.0%	25.0%
Printed media	48.6%	71.4%	53.8%	50.0%	57.1%	71.4%	54.5%	62.5%
Podcasts	0.0%	0.0%	7.7%	4.5%	0.0%	0.0%	0.0%	0.0%
Radio	5.7%	14.3%	3.8%	13.6%	0.0%	0.0%	0.0%	0.0%
Other	5.7%	14.3%	11.5%	4.5%	14.3%	0.0%	9.1%	12.5%

\*Significantly different between stakeholder groups

In what language do you get most of your information about economic and social development issues in Peru? (Choose ALL that apply)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Spanish	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
English*	31.4%	78.6%	57.7%	40.9%	85.7%	42.9%	90.9%	37.5%
Other	2.9%	7.1%	0.0%	4.5%	14.3%	0.0%	0.0%	12.5%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's seminars/workshops/ conferences	41.2%	28.6%	34.6%	36.4%	28.6%	14.3%	45.5%	62.5%
Blogs	0.0%	7.1%	0.0%	4.5%	0.0%	0.0%	9.1%	0.0%
World Bank Group's website	14.7%	21.4%	30.8%	13.6%	14.3%	0.0%	18.2%	37.5%
World Bank Group's publications and other written materials	26.5%	35.7%	38.5%	31.8%	28.6%	57.1%	45.5%	25.0%
e-Newsletters	55.9%	42.9%	57.7%	54.5%	28.6%	57.1%	36.4%	37.5%
Social media	17.6%	14.3%	7.7%	13.6%	28.6%	0.0%	18.2%	0.0%
Direct contact with World Bank Group	23.5%	21.4%	23.1%	40.9%	42.9%	42.9%	18.2%	37.5%

Which device do you use primarily when visiting a World Bank Group website? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Smart phone	55.9%	57.1%	76.0%	50.0%	57.1%	50.0%	45.5%	62.5%
Tablet	5.9%	14.3%	8.0%	13.6%	14.3%	16.7%	9.1%	25.0%
Laptop	50.0%	42.9%	64.0%	63.6%	57.1%	50.0%	27.3%	50.0%
Desktop	55.9%	57.1%	36.0%	31.8%	42.9%	33.3%	81.8%	25.0%

**G. Background Information**

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	40.9%	36.8%	12.9%	8.3%	0.0%	22.2%	0.0%	27.3%
No	59.1%	63.2%	87.1%	91.7%	100.0%	77.8%	100.0%	72.7%

\*Significantly different between stakeholder groups

**G. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Peru?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	100.0%	100.0%	25.0%	100.0%	0.0%	100.0%	0.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	75.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer	16.7%	22.2%	20.7%	21.7%	50.0%	33.3%	23.1%	20.0%
Use World Bank Group reports/data	42.9%	44.4%	58.6%	47.8%	50.0%	33.3%	76.9%	20.0%
Engage in World Bank Group related/sponsored events/activities	45.2%	27.8%	27.6%	39.1%	37.5%	22.2%	30.8%	60.0%
Collaborate as part of my professional duties*	52.4%	44.4%	17.2%	8.7%	0.0%	33.3%	15.4%	40.0%
Use World Bank Group website for information, data, research, etc.	4.8%	11.1%	34.5%	21.7%	25.0%	33.3%	23.1%	10.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>19</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 FY19 Peru COS questionnaire: All 10-point scale questions and questions B4, B6, and B7 from the questionnaire.*

● Collaborating with the WBG N=36    ● Not collaborating with the WBG N=123

### A. General Issues Facing Peru

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	30	6.97	2.01	95	6.69	1.80

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	33	7.36	2.43	112	6.20	2.35
Inter-American Development Bank (IDB/BID)*	33	7.48	2.20	112	6.44	2.35
Latin American Development Bank (CAF)	32	6.47	2.41	111	5.57	2.44

\*Significantly different between collaborators and non-collaborators

**Overall, please rate your impression of the effectiveness of these organizations in Peru.**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	31	7.13	2.17	97	6.32	1.97
Inter-American Development Bank (IDB/BID)	28	7.14	1.84	98	6.45	1.89
Latin American Development Bank (CAF)	23	6.04	2.27	88	5.89	2.00

	Collaborating with the WBG			Not collaborating with the WBG		
	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 Peru solve its most complicated development challenges?*	32	7.78	1.50	95	6.84	1.92

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

<sup>19</sup> All 159 respondents provided information about their level of collaboration with the World Bank Group (question G3 in the questionnaire).

**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 Peru, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Peru?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Private sector development	3.0%	3.5%
Education	27.3%	46.0%
Public sector governance/reform	39.4%	35.4%
Energy	3.0%	0.9%
Water and sanitation	24.2%	14.2%
Pollution	0.0%	0.9%
Job creation/employment	3.0%	8.0%
Health	9.1%	14.2%
Financial markets	3.0%	4.4%
Social protection	3.0%	2.7%
Gender equity	6.1%	8.0%
Global/regional integration	6.1%	3.5%
Nutrition	3.0%	4.4%
Urban development	6.1%	8.0%
Trade and exports	0.0%	0.9%
Crime and violence	0.0%	2.7%
Natural resource management	6.1%	8.8%
Judiciary reform	3.0%	13.3%
Economic growth	12.1%	16.8%
Agriculture and rural development	21.2%	10.6%
Subnational government capacity and fiscal decentralization	24.2%	19.5%
Disease (anemia, vector-borne)	0.0%	1.8%
Information and communications technology	6.1%	6.2%
Transport	21.2%	15.0%
Disaster risk management	12.1%	7.1%
Climate change*	18.2%	6.2%
Poverty reduction	12.1%	15.0%
Anti-corruption	9.1%	18.6%

\*Significantly different between collaborators and non-collaborators

**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 Peru?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Not adequately flexible	9.4%	12.8%
Not sufficiently focused on sustainable results	6.3%	13.8%
Not collaborating enough with civil society*	0.0%	13.8%
Not willing to honestly criticize policies and reform efforts in the country	21.9%	16.5%
Not collaborating enough with private sector	15.6%	11.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	12.5%	3.7%
Not aligned with country priorities	3.1%	6.4%
Not adequately sensitive to political/social realities in Peru	12.5%	23.9%
Too influenced by developed countries	6.3%	9.2%
World Bank Group's processes too slow and complex	25.0%	17.4%
Not enough public disclosure of its work	18.8%	21.1%
Arrogant in its approach	3.1%	3.7%
Inadequate World Bank Group's staffing in Peru	9.4%	3.7%
Incompatibility between WBG's project implementation rules and government rules	6.3%	3.7%
Staff too inaccessible	3.1%	6.4%
Other	0.0%	2.8%
Don't know	9.4%	5.5%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	3.0%	1.9%
To a somewhat sufficient degree	36.4%	20.6%
To a somewhat insufficient degree	36.4%	41.1%
To a very insufficient degree	12.1%	10.3%
Don't know	12.1%	26.2%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Peru	33	6.06	2.09	97	5.66	1.83
The World Bank Group's work is aligned with what I consider the development priorities for Peru	32	6.41	1.81	94	5.99	1.64

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	31	6.68	1.80	87	5.89	1.73
Flexibility (in terms of the institution's products and services)*	31	6.23	1.93	86	5.40	1.76
Flexibility (in terms of changing country circumstances)	31	6.35	1.80	81	5.68	1.65
Being inclusive	31	6.77	2.01	88	6.06	1.83
Openness (sharing data and other information)	32	7.38	1.95	88	6.68	1.89
Collaboration with the Government*	31	7.61	1.73	93	6.76	1.73
The speed in which it gets things accomplished on the ground	31	5.94	1.88	86	5.33	1.86
Helping to bring discipline/effective supervision to implementation of investment projects*	28	6.82	2.02	88	5.85	2.08
Collaboration with civil society*	29	6.31	2.17	87	5.32	1.94
Staff accessibility*	29	6.62	2.51	84	5.29	2.29
Collaboration with other donors and development partners	29	6.66	2.27	81	5.94	1.92
Collaboration with the private sector	24	6.08	2.12	81	5.62	1.84
Straightforwardness and honesty	31	7.65	1.94	81	6.89	2.13
Treating clients and stakeholders in Peru with respect	27	8.11	1.58	85	7.41	2.06
Being a long-term partner	28	7.89	1.69	86	7.33	1.94

\*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	15	6.60	2.23	46	5.52	2.07
Gender equity (gender-based violence)	21	6.71	2.22	49	6.14	1.89
Private sector development	14	6.43	2.53	55	6.00	1.89
Education	19	6.84	2.27	71	6.35	1.81
Public sector governance/reform	22	7.05	2.28	72	6.33	1.89
Global/regional integration	18	7.06	2.21	57	6.35	1.78
Urban development	19	6.84	2.36	60	5.92	2.13
Energy	14	6.64	2.68	47	6.00	1.85
Water and sanitation	22	7.23	2.16	58	6.40	1.81
Job creation/employment*	13	7.15	2.38	45	5.24	1.96
Health and nutrition	16	7.31	2.15	61	6.34	2.02
Financial markets	15	7.60	2.10	55	6.62	1.87
Transport*	21	7.38	2.20	60	6.35	1.89
Agriculture and rural development*	19	7.21	2.02	58	6.12	1.90
Trade and exports	13	7.15	2.27	41	6.27	1.80
Natural resource management (forestry, fisheries and water)*	17	7.24	1.92	59	6.10	1.80
Adaptation to climate change*	20	7.35	1.95	56	6.14	1.94
Poverty reduction*	20	7.95	1.99	68	6.47	2.01
Anti-corruption	15	7.33	2.41	51	6.16	2.06
Judiciary reform*	13	7.23	2.59	43	5.88	1.95
Economic growth	20	7.30	1.87	63	6.73	1.80
Disaster risk management*	20	7.15	1.87	51	6.06	2.07
Disease (anemia and vector-borne)	12	6.83	2.33	36	5.69	1.92
Information and communications technology	15	7.27	2.31	41	6.20	2.32

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Peru?	32	6.19	1.97	86	5.84	1.69

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Peru?	32	6.19	2.35	88	6.16	1.69

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Peru?***(1- Strongly disagree, 10- Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Peru	30	5.70	2.07	86	5.87	1.76
The World Bank Group meets Peru's needs for knowledge services	31	6.19	1.96	92	6.13	1.76

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Peru received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	16	6.63	2.13	55	5.96	1.68

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Peru, 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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	29	6.52	1.66	75	6.52	1.72
Include appropriate level of stakeholder involvement during preparation	28	6.36	2.04	69	6.25	1.73
Lead to practical solutions	30	6.30	2.15	72	6.15	1.83
Are source of relevant information on global good practices	31	7.03	2.06	82	7.17	1.76
Are adequately disseminated	30	6.40	2.33	81	5.83	2.10
Are translated enough into local language	31	6.94	2.16	76	6.67	2.13
Are adaptable to Peru's specific development challenges and country circumstances	29	6.97	1.80	79	6.43	1.80

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	28	6.64	2.18	86	6.52	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	30	7.20	1.94	85	7.49	1.37

*(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)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	20	6.90	2.17	58	6.16	1.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports	26	7.12	1.88	70	6.63	1.84
The World Bank Group's approvals and reviews are done in a timely fashion	26	6.42	2.30	65	5.98	1.75
The World Bank Group's Environmental and Social Framework requirements are reasonable	25	6.88	1.99	63	6.56	1.92
The World Bank Group's conditions on its lending are reasonable	23	6.83	1.59	63	6.24	1.92
The World Bank Group takes decisions quickly in Peru	24	6.46	2.25	62	5.94	1.62
Working with the World Bank Group increases Peru's institutional capacity	28	7.07	2.00	73	6.52	2.12
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	7.38	1.75	57	6.60	1.94
The World Bank Group dedicates enough resources for project preparation*	26	7.58	1.84	68	6.78	1.71

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to migrants in Peru?*	18	6.28	2.47	66	4.82	1.72

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



## Appendix D: Responses to Selected Questions by Year<sup>20</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.*

- FY 2016 Number of comparable respondents = 192
- FY 2019 Number of comparable respondents = 151

*By weighting, the FY 2016 and FY 2019 samples 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	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	4.0%	4.0%
Office of Parliamentarian	0.5%	0.5%
Government Institutions	36.0%	36.0%
Bilateral/Multilateral Agency	12.0%	12.0%
Civil Society	13.5%	13.5%
Private Sector	18.0%	18.0%
Academia	8.0%	8.0%
Media	8.0%	8.0%

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	183	7.15	1.94	138	6.50	2.29
Inter-American Development Bank (IDB/BID)*	182	7.25	1.89	138	6.71	2.29
Latin American Development Bank (CAF)	179	6.10	2.33	136	5.78	2.37

\*Significantly different between FY 2016 and FY 2019

**Overall, please rate your impression of the effectiveness of these organizations in Peru.** (1-Not effective at all, 10-Very effective)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	166	7.17	1.68	123	6.47	1.93
Inter-American Development Bank (IDB/BID)*	167	7.02	1.73	121	6.59	1.78
Latin American Development Bank (CAF)*	134	6.43	1.87	108	5.92	1.93

\*Significantly different between FY 2016 and FY 2019

	FY 2016			FY 2019		
	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 Peru solve its most complicated development challenges?*	170	7.78	1.47	122	7.01	1.79

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

<sup>20</sup> Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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 Peru?\*

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	3.4%	2.3%
To a somewhat sufficient degree	36.0%	23.5%
To a somewhat insufficient degree	50.0%	43.2%
To a very insufficient degree	4.5%	9.8%
Don't know	6.2%	21.2%

\*Significantly different between FY 2016 and FY 2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Peru*	174	6.35	1.72	124	5.77	1.82
The World Bank Group's work is aligned with what I consider the development priorities for Peru*	173	6.63	1.56	122	6.04	1.67

\*Significantly different between FY 2016 and FY 2019

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	152	6.28	1.82	113	6.09	1.70
Flexibility (in terms of the institution's products and services)*	153	6.12	1.79	112	5.51	1.78
Flexibility (in terms of changing country circumstances)	157	6.16	1.82	109	5.78	1.68
Being inclusive	154	6.51	1.76	115	6.23	1.80
Openness (sharing data and other information)	162	7.20	1.84	114	6.79	1.85
Collaboration with the Government*	158	7.40	1.61	118	6.92	1.65
The speed in which it gets things accomplished on the ground*	143	6.06	1.88	111	5.49	1.83
Helping to bring discipline/effective supervision to implementation of investment projects*				111	6.01	2.01
Collaboration with civil society*	143	6.18	2.00	112	5.51	1.96
Staff accessibility*	151	6.57	2.14	109	5.48	2.31
Collaboration with other donors and development partners*	134	6.71	1.89	105	6.00	2.05
Collaboration with the private sector*	134	6.77	1.72	98	5.77	1.88
Straightforwardness and honesty*	151	7.49	1.87	108	6.97	2.05
Treating clients and stakeholders in Peru with respect	157	7.62	1.76	108	7.42	1.94
Being a long-term partner*	150	7.84	1.89	109	7.37	1.82

\*Significantly different between FY 2016 and FY 2019

' Only FY 2019 questionnaire had this response option



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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	71	7.04	2.03	60	5.84	2.11
Gender equity (gender-based violence)	69	6.19	2.06	64	6.35	1.84
Private sector development*	81	7.37	1.69	63	6.30	1.89
Education*	100	7.22	2.10	87	6.44	1.81
Public sector governance/reform*	101	7.03	2.10	90	6.44	1.82
Global/regional integration*	75	7.53	1.76	70	6.48	1.84
Urban development	69	6.71	1.87	72	6.17	2.02
Energy*	75	7.35	1.64	59	6.25	1.93
Water and sanitation*	99	7.51	1.90	77	6.63	1.73
Job creation/employment*	70	6.86	1.99	54	5.68	2.08
Health and nutrition'	89	7.16	1.99	75	6.58	1.97
Financial markets*	81	7.52	1.66	67	6.84	1.74
Transport	77	7.15	1.87	79	6.61	1.83
Agriculture and rural development***	96	7.13	1.94	75	6.45	1.88
Trade and exports*	67	7.13	1.68	52	6.45	1.92
Natural resource management (forestry, fisheries and water)*	79	7.17	2.10	73	6.37	1.72
Adaptation to climate change****	83	7.38	1.93	70	6.47	1.81
Poverty reduction*	116	7.39	1.88	86	6.67	2.04
Anti-corruption	77	6.34	2.23	64	6.42	2.05
Judiciary reform****				57	6.27	2.03
Economic growth*	102	7.61	1.77	81	6.88	1.70
Disaster risk management*****	71	6.79	2.24	66	6.42	1.97
Disease (anemia and vector-borne)*****	52	6.14	2.00	47	6.14	1.91
Information and communications technology	61	6.71	1.94	51	6.49	2.18

\*Significantly different between FY 2016 and FY 2019

' In FY 2016, the category was "Health."

" In FY 2016, there were two categories related to agriculture and rural development: "Agricultural development" and "Rural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture and rural development" category.

\*\*\* In FY 2016, the category was "Climate change (e.g., mitigation, adaptation)."

\*\*\*\* Only FY 2019 questionnaire had this response option.

\*\*\*\*\* In FY 2016, the category was "Disaster management."

\*\*\*\*\* In FY 2016, the category was "Communicable/non-communicable diseases."

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Peru?*	149	6.65	1.43	113	5.90	1.68

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Peru?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Peru*	140	6.82	1.74	112	5.73	1.83
The World Bank Group meets Peru's needs for knowledge services*	147	6.98	1.68	118	6.07	1.71

\*Significantly different between FY 2016 and FY 2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Peru received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	113	6.74	1.75	71	5.98	1.63

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019***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	FY 2016	FY 2019
Weekly	11.0%	8.9%
Monthly	33.5%	17.7%
A few times a year	40.6%	48.4%
Rarely	12.3%	20.2%
Never	2.6%	4.8%

\*Significantly different between FY 2016 and FY 2019

**In Peru, 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)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	139	7.00	1.59	101	6.34	1.65
Include appropriate level of stakeholder involvement during preparation'				94	6.06	1.75
Lead to practical solutions*	140	6.65	1.70	98	6.04	1.86
Are source of relevant information on global good practices'				109	6.97	1.81
Are adequately disseminated'				107	5.80	2.10
Are translated enough into local language	136	6.83	2.01	104	6.58	2.08
Are adaptable to Peru's specific development challenges and country circumstances	139	6.81	1.81	104	6.41	1.76

\*Significantly different between FY 2016 and FY 2019

' Only FY 2019 questionnaire had these response options.

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

	FY 2016			FY 2019		
	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?*	147	7.25	1.57	110	6.42	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	150	7.52	1.42	112	7.28	1.53

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

\*Significantly different between FY 2016 and FY 2019

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	85	6.75	1.95	77	6.24	1.91
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	120	7.11	1.70	92	6.58	1.87
The World Bank Group's approvals and reviews are done in a timely fashion*	98	6.72	1.75	89	6.02	1.91
The World Bank Group's Environmental and Social Framework requirements are reasonable'	91	6.74	1.69	82	6.53	1.93
The World Bank Group's conditions on its lending are reasonable*	105	6.81	1.70	83	6.23	1.82
The World Bank Group takes decisions quickly in Peru*	102	6.58	1.84	83	5.94	1.77
Working with the World Bank Group increases Peru's institutional capacity*	126	7.20	1.74	98	6.50	2.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	83	7.01	1.67	77	6.65	1.89
The World Bank Group dedicates enough resources for project preparation''				90	6.81	1.81

\*Significantly different between FY 2016 and FY 2019

' In FY 2016, the category was "The World Bank Group's "Safeguard Policy" requirements are reasonable."

'' Only FY 2019 questionnaire had this response option.



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Peru? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.69	6.97	6.89	6.36	6.80	6.78	6.73	6.89	6.82	6.74	6.78	6.83
Overall, please rate your impression of the World Bank Group's effectiveness in Peru	6.32	7.13	6.88	5.42	6.43	6.70	6.31	7.00	6.41	6.88	6.52	6.77
Overall the World Bank Group currently plays a relevant role in development in Peru	5.66	6.06	6.14	4.54	5.71	5.86	5.51	6.26	5.73	5.90	5.76	5.88
The World Bank Group's work is aligned with what I consider the development priorities for Peru	5.99	6.41	6.37	5.00	5.84	6.37	6.01	6.23	6.05	6.20	6.07	6.21
Responsiveness to needs	5.89	6.68	6.39	4.91	5.97	6.25	5.94	6.35	6.05	6.20	6.08	6.23
Flexibility (in terms of the institution's products and services)	5.40	6.23	5.93	4.55	5.70	5.63	5.40	6.09	5.69	5.62	5.68	5.59
Flexibility (in terms of changing country circumstances)	5.68	6.35	6.22	4.57	5.91	5.89	5.72	6.20	5.84	6.00	5.85	6.09
Being inclusive	6.06	6.77	6.63	4.78	6.40	6.13	5.86	6.87	6.28	6.23	6.22	6.45
Openness (sharing data and other information)	6.68	7.38	7.25	5.29	6.84	6.95	6.61	7.33	6.72	7.23	6.90	6.86
Collaboration with the Government	6.76	7.61	7.29	5.80	6.97	7.00	6.80	7.29	6.79	7.37	7.02	6.82
The speed in which it gets things accomplished on the ground	5.33	5.94	5.77	4.38	5.36	5.66	5.29	5.86	5.32	5.88	5.62	5.05
Helping to bring discipline/effective supervision to implementation of investment projects	5.85	6.82	6.44	4.62	6.18	6.02	5.89	6.45	5.83	6.65	6.24	5.57
Collaboration with civil society	5.32	6.31	5.87	4.57	5.56	5.64	5.33	6.05	5.46	5.89	5.64	5.43
Staff accessibility	5.29	6.62	6.10	3.70	5.70	5.63	5.32	6.22	5.31	6.28	5.70	5.48
Collaboration with other donors and development partners	5.94	6.66	6.55	4.55	5.94	6.31	5.73	6.72	5.88	6.59	6.15	6.05
Collaboration with the private sector	5.62	6.08	6.06	4.38	5.65	5.77	5.60	5.90	5.50	6.19	5.66	5.91
Straightforwardness and honesty	6.89	7.65	7.45	5.71	7.00	7.22	6.91	7.42	6.87	7.55	7.15	6.95
Treating clients and stakeholders in Peru with respect	7.41	8.11	7.98	6.30	7.68	7.56	7.41	7.95	7.30	8.24	7.61	7.68
Being a long-term partner	7.33	7.89	7.84	6.14	7.26	7.73	7.28	7.84	7.27	7.95	7.53	7.37
To what extent does the World Bank Group's work help to achieve development results in Peru?	5.84	6.19	6.27	4.68	5.89	6.03	5.84	6.15	5.89	6.10	5.91	6.20
To what extent does the World Bank Group influence the development agenda in Peru?	6.16	6.19	6.29	5.73	6.15	6.21	6.14	6.24	6.17	6.20	6.16	6.30
The World Bank Group's financial instruments meet the needs of Peru	5.87	5.70	6.04	5.10	5.75	5.97	5.85	5.89	5.97	5.63	5.76	6.33
The World Bank Group meets Peru's needs for knowledge services	6.13	6.19	6.36	5.43	6.05	6.31	6.11	6.29	6.14	6.28	6.10	6.55
The World Bank Group's knowledge work and activities are adaptable to Peru's specific development challenges and country circumstances	6.43	6.97	6.82	5.25	6.44	6.71	6.61	6.53	6.62	6.51	6.54	6.76
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.52	6.64	6.76	5.70	6.25	6.86	6.61	6.50	6.64	6.42	6.55	6.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.49	7.20	7.51	7.10	7.15	7.69	7.32	7.61	7.59	7.13	7.42	7.52
The World Bank Group takes decisions quickly in Peru	5.94	6.46	6.27	5.14	5.90	6.26	5.90	6.36	6.14	6.00	6.05	6.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.60	7.38	6.95	6.14	6.74	6.87	6.77	6.86	6.80	6.81	6.73	7.14

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Peru FY 2019 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Peru**

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

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 PERU

<b>A1. When you think about the future in Peru, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in Peru is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Peru.</b>			
<b>Please identify which of the following you consider the most important development priorities in Peru. (Choose no more than THREE)</b>			
1	Job creation/employment (e.g., labor market reform)	15	Disaster risk management (e.g., disaster risk financing and insurance)
2	Health	16	Disease (anemia, vector-borne)
3	Natural resource management (e.g., deforestation, water resource management, fisheries)	17	Agriculture and rural development
4	Private sector development	18	Trade and exports
5	Education	19	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)
7	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
8	Subnational government capacity and fiscal decentralization	22	Poverty reduction
9	Urban development	23	Anti-corruption
10	Energy	24	Judiciary reform
11	Water and sanitation	25	Economic growth
12	Pollution	26	Nutrition
13	Financial markets (e.g., improving payment system, financial inclusion and literacy)	27	Information and communications technology
14	Social protection (e.g., pensions, targeted social assistance)	28	Transport (e.g., roads, bridges, transportation)

## SECTION A: GENERAL ISSUES

<b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Peru? (Choose no more than THREE)</b>			
1	Trade and exports	15	Private sector development
2	Crime and violence	16	Education
3	Climate change (e.g., mitigation, adaptation)	17	Global/regional integration
4	Economic growth	18	Water and sanitation
5	Disaster risk management (e.g., disaster risk financing and insurance)	19	Job creation/employment (e.g., labor market reform)
6	Nutrition	20	Pollution
7	Disease (anemia, vector-borne)	21	Health
8	Information and communications technology	22	Financial markets (e.g., improving payment system, financial inclusion and literacy)
9	Social protection (e.g., pensions, targeted social assistance)	23	Natural resource management (e.g., deforestation, water resource management, fisheries)
10	Agriculture and rural development	24	Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)
11	Transport (e.g., roads, bridges, transportation)	25	Subnational government capacity and fiscal decentralization
12	Energy	26	Urban development
13	Anti-corruption	27	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
14	Judiciary reform		

<b>A5. When economic and/or social reform efforts fail or are slow to take place in Peru, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Reforms are not well thought out in light of country challenges
2	Inadequate level of governance (e.g., inadequate level of capacity, accountability, poor coordination within the government)
3	Political pressures and obstacles
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Inadequate level of communication of reforms
7	Private sector involvement and/or influence
8	Corruption
9	Other (please specify): _____

## SECTION A: GENERAL ISSUES

<b>A6. To what extent do you trust the World Bank Group to do what is right?</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>A7. Please describe the direction Peru is moving in, when considering ... ?</b>						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Gender-based violence and equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Peru's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>A8. Listed below are global challenges. Which do you think have the most serious impact on Peru? (Choose no more than TWO)</b>			
1	Environmental degradation	6	Migrants and refugees
2	Natural disasters	7	Jobs/employment
3	Technology based disruption	8	Trade constraints
4	Climate change	9	The gap between the rich and the poor
5	Crime, violence, drug and human trafficking	10	Geo political uncertainty

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

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

<b>B2. Overall, please rate your impression of the effectiveness of these organizations in Peru.</b>												
		Not effective at all								Very effective		Don't know
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Peru 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	

B4. When thinking about how the World Bank Group can have the most impact on development results in Peru, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Peru? (Choose no more than THREE)			
1	Private sector development	15	Trade and exports
2	Education	16	Crime and violence
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (e.g., deforestation, water resource management, fisheries)
4	Energy	18	Judiciary reform
5	Water and sanitation	19	Economic growth
6	Pollution	20	Agriculture and rural development
7	Job creation/employment (e.g., labor market reform)	21	Subnational government capacity and fiscal decentralization
8	Health	22	Disease (anemia, vector-borne)
9	Financial markets (e.g., improving payment system, financial inclusion and literacy)	23	Information and communications technology
10	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
11	Gender equity (addressing violence against women; closing the gap between women and men, and boys and girls)	25	Disaster risk management (e.g., disaster risk financing and insurance)
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Nutrition	27	Poverty reduction
14	Urban development	28	Anti-corruption

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

<b>B5. 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 Peru?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support (i.e., integrity, financial management, procurement, social and environmental safeguards)	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Peru? (Choose no more than TWO)</b>	
1	Not adequately flexible
2	Not sufficiently focused on sustainable results
3	Not collaborating enough with civil society (e.g., NGOs, CBOs)
4	Not willing to honestly criticize policies and reform efforts in the country
5	Not collaborating enough with private sector
6	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
7	Not aligned with country priorities
8	Not adequately sensitive to political/social realities in Peru
9	Too influenced by developed countries
10	World Bank Group's processes too slow and complex
11	Not enough public disclosure of its work
12	Arrogant in its approach
13	Inadequate World Bank Group's staffing in Peru
14	Incompatibility between WBG's project implementation rules and government rules
15	Staff too inaccessible
16	Other (please specify): _____
17	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Peru? (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

**B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Parliament	6	Private sector
2	Donor community	7	Local government
3	NGOs/Community Based Organizations	8	Other (please specify): _____
4	Academia/think tanks/research institutes	9	Don't know
5	Media		

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Peru	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Peru	1	2	3	4	5	6	7	8	9	10	<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 Peru, in terms of each of the following?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Peru with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Peru? (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	Social protection (e.g., targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (gender-based violence)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural resource management (forestry, fisheries and water)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Adaptation to climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disease (anemia and vector-borne)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Peru?</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>C3. To what extent does the World Bank Group influence the development agenda in Peru?</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 Peru?</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Peru	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Peru'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 Peru 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

## 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 Peru, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adaptable to Peru's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

## SECTION 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		
<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 Environmental and Social Framework 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 Peru											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Peru'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 dedicates enough resources (e.g., time, staff) for project preparation											<input type="checkbox"/>	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

<b>E10. To what extent do you believe that the donor community is doing enough to support the government's efforts related to migrants in Peru?</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. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migrant crisis in Peru? (Choose no more than TWO)</b>	
1	Public services
2	Business development
3	Infrastructure
4	Social cohesion
5	Education
6	Health
7	Supporting poor and marginalized local communities
8	Jobs
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

## SECTION F: COMMUNICATION AND INFORMATION SHARING

<b>F1. How frequently do you interact with the World Bank Group now in Peru?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

<b>F2. How do you get most of your information about economic and social development issues in Peru? (Choose no more than TWO)</b>			
1	Local open television	6	Printed media
2	Cable television	7	Podcasts
3	Digital media	8	Radio
4	Facebook	9	Other (please specify): _____
5	Twitter		

<b>F3. In what language do you get most of your information about economic and social development issues in Peru? (Choose ALL that apply)</b>	
1	Spanish
2	English
3	Other (please specify): _____

<b>F4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's seminars/workshops/conferences	5	e-Newsletters
2	Blogs	6	Social media (e.g., Facebook, Twitter, YouTube)
3	World Bank Group's website	7	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
4	World Bank Group's publications and other written materials		

<b>F5. Which device do you use primarily when visiting a World Bank Group website? (Choose no more than TWO)</b>	
1	Smart phone
2	Tablet
3	Laptop
4	Desktop

## SECTION F: COMMUNICATION AND INFORMATION SHARING

F6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION G: BACKGROUND INFORMATION

<b>G1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

<b>G2. 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>G3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>G4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Peru? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION G: BACKGROUND INFORMATION**

<b>G5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>G6. Which of the following describes most of your exposure to the World Bank Group in Peru? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>G7. What's your gender?</b>	
1	Female
2	Male

<b>G8. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>G9. Which best represents your geographic location?</b>	
1	Lima Metropolitana and Callao
2	Coast
3	Sierra
4	Amazon basin

**Thank you for completing the survey!**