

FY 2020 Mexico Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

September 2020



Acknowledgements

The Mexico 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, 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 Mexico country team and the independent fielding agency Parametría S.A. de C.V. In particular, PORG is grateful for the support from Gabriela Aguilar (Senior External Affairs Officer), Karim Omar Lara Ayub (Operations Officer), and Carlota Molina Hernandez (External Affairs Associate) who coordinated the survey related activities from Mexico City, Mexico.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. Overall Context	9
V. Overall Attitudes Toward the World Bank Group	15
VI. World Bank Group's Support in Development Areas.....	20
VII. World Bank Group's Work and Engagement on the Ground	23
VIII. World Bank Group's Knowledge and Instruments	28
IX. The Future Role of the WBG in Mexico.....	31
X. Communication and Outreach	34
XI. Appendices.....	38





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Mexico*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to July 2020, 412 stakeholders of the WBG in Mexico were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Office of a Secretary; office of a congressman; employees of a Secretary/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 134 stakeholders participated in the survey (33% response rate). Respondents filled out the questionnaire via 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 34%, N=164). 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 70).

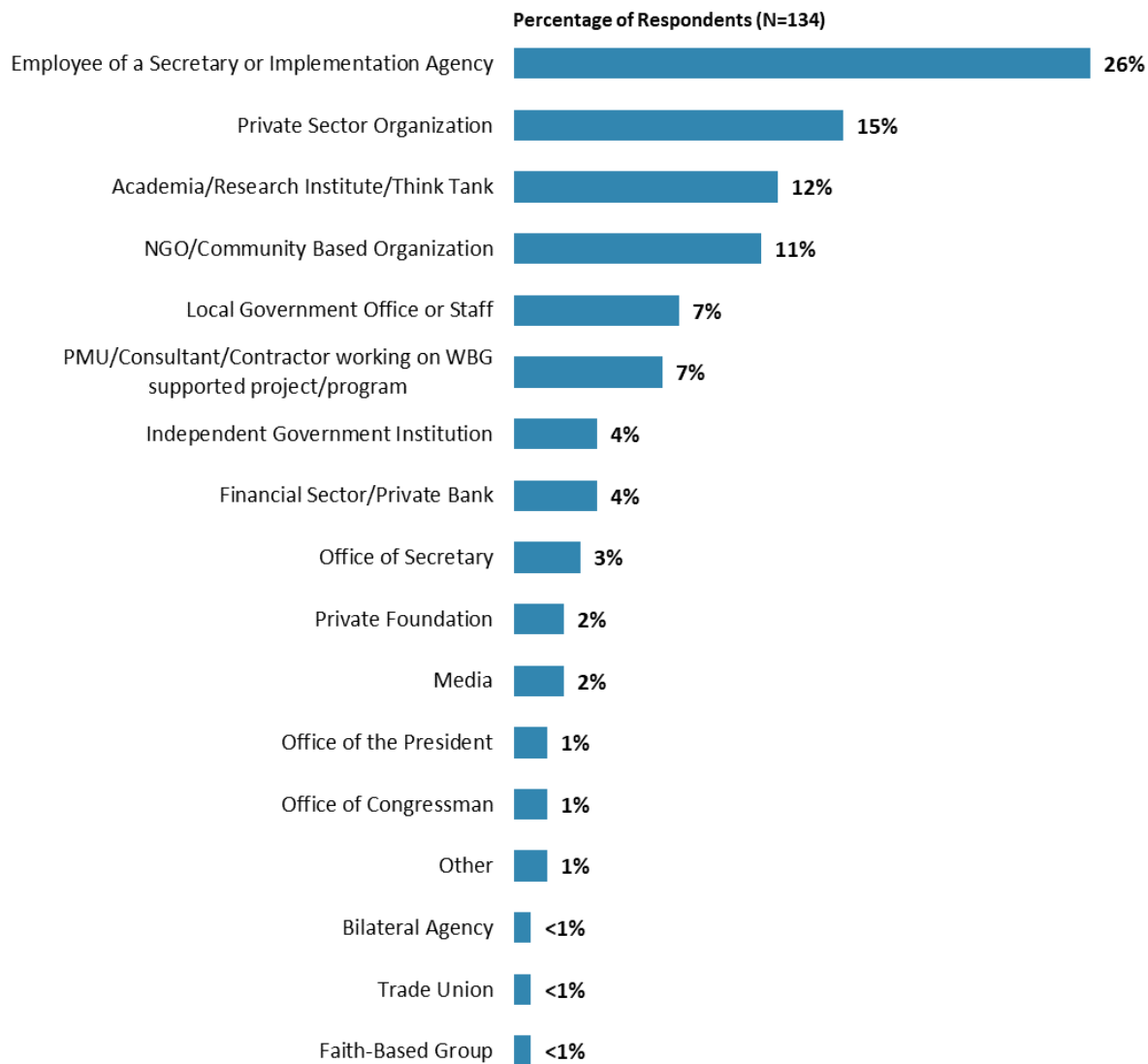
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



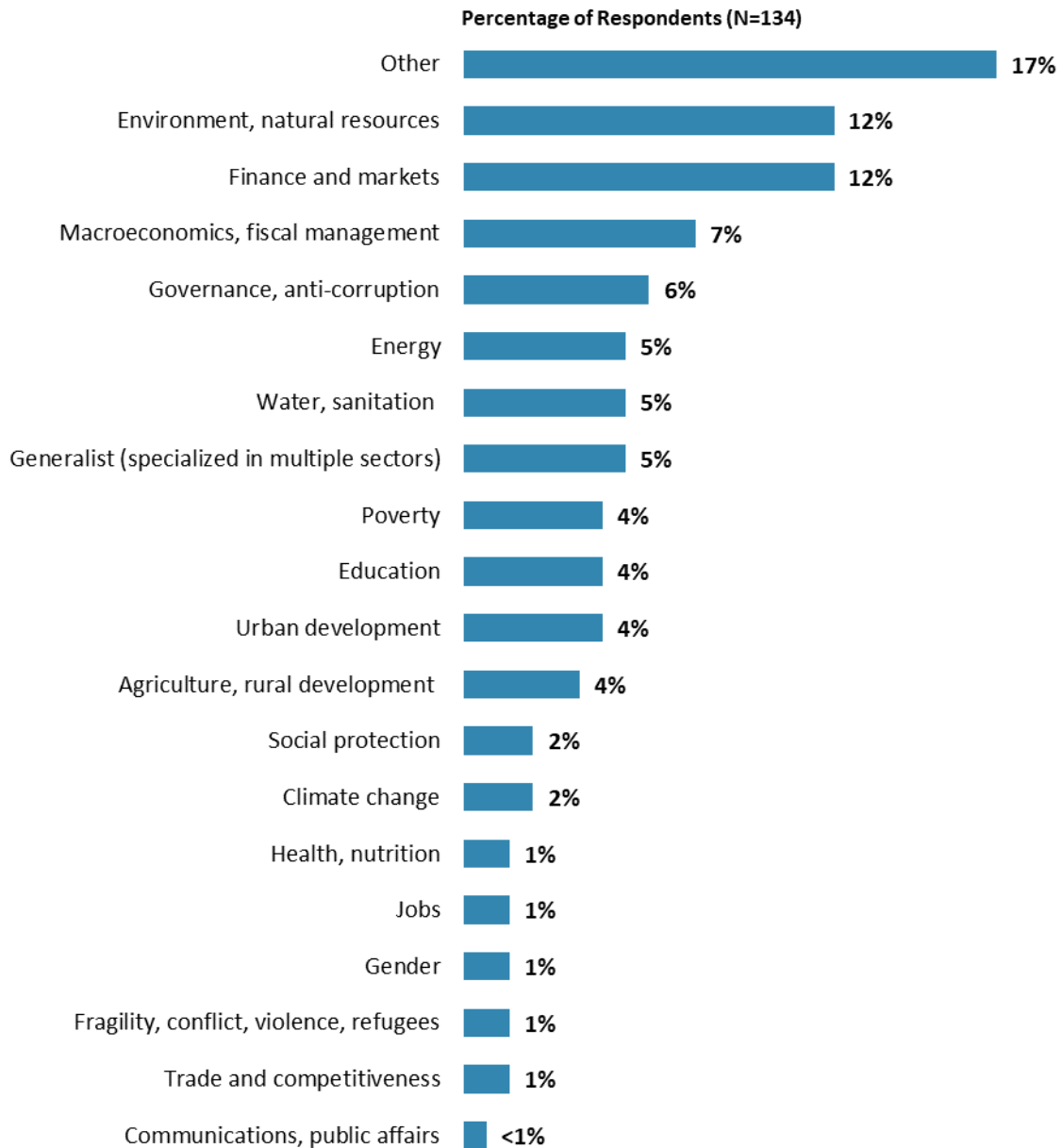
"Which of the following best describes your current position?"
(Respondents chose from a list.)

¹ Respondents from the office of the President were combined with the respondents from the office of a secretary; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, and faith-based groups were combined in the "CSO" category. A small number of respondents from the office of a congressman, bilateral agencies, and the media were combined in the "Other" category. There were no respondents from the judicial system, state-owned enterprises, multilateral agencies, and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization



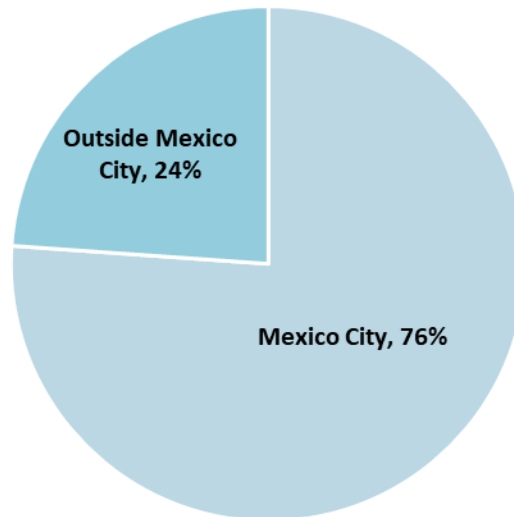
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

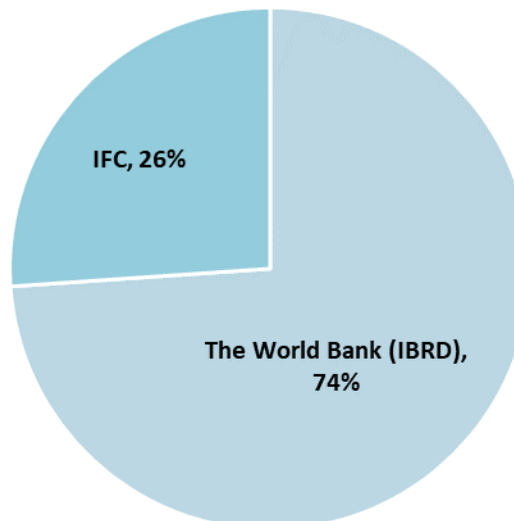
Percentage of Respondents (N=134)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=46)



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

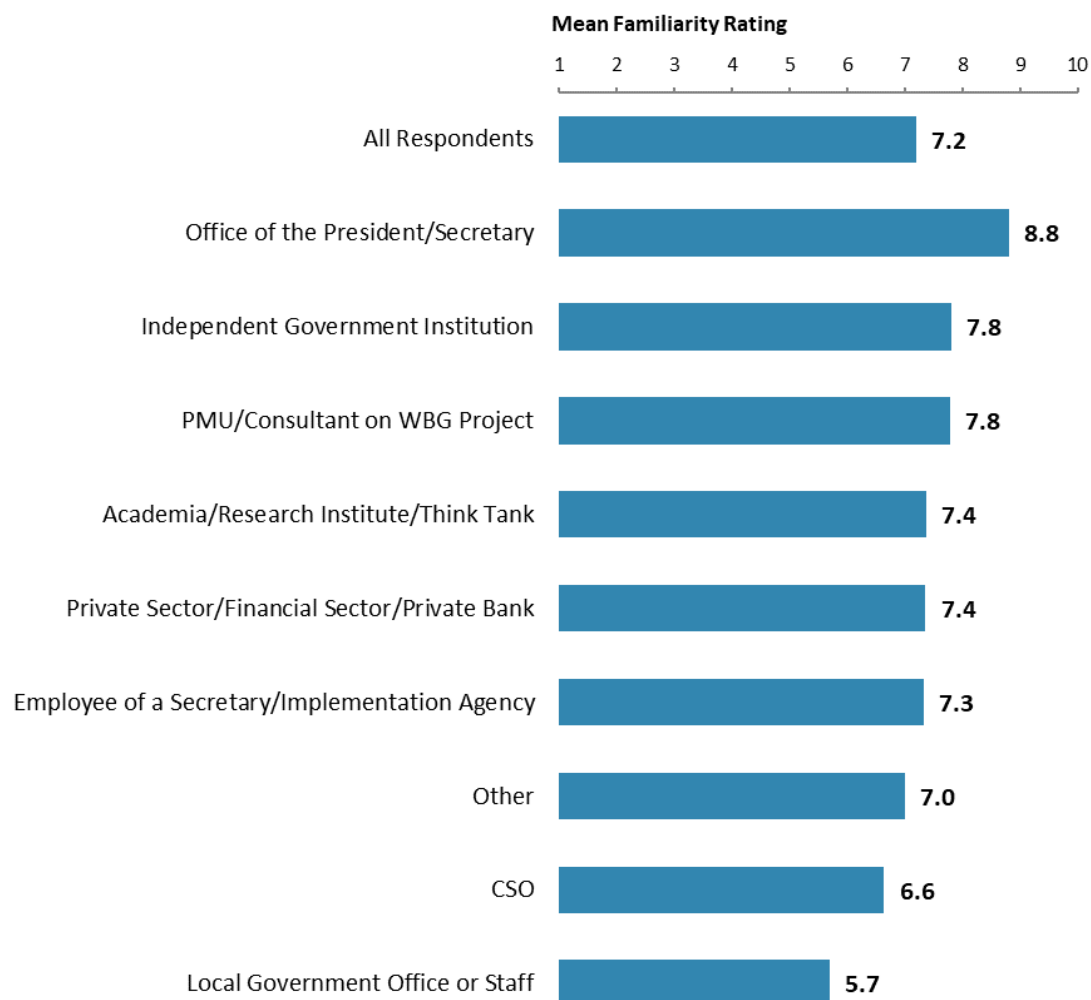
Note: no respondents selected "MIGA" or "ICSID" response options



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'20 = 7.2; weighted mean in FY'16 = 7.9)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Mexico's development and with their ratings for the WBG's overall effectiveness in Mexico, and significantly, moderately correlated with the ratings of the extent to which the WBG's work helps to achieve development results in Mexico.



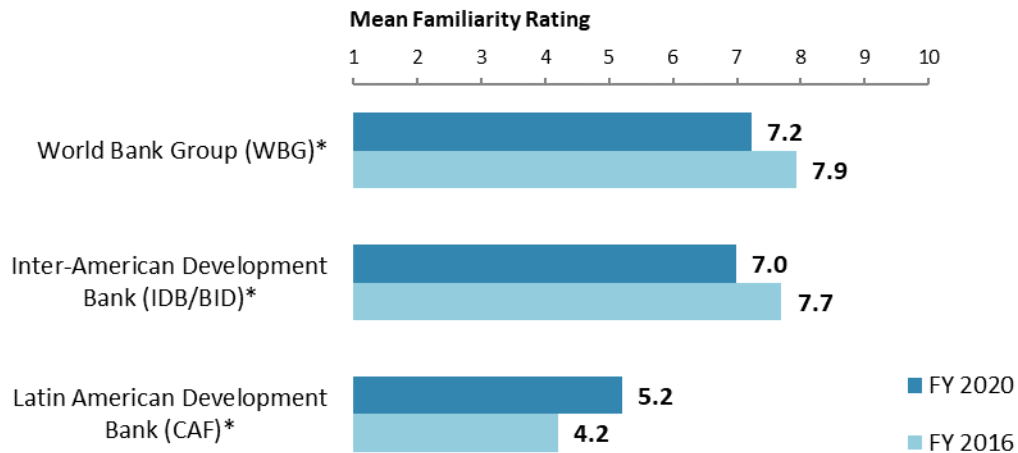
"How familiar are you with the work of the World Bank Group in Mexico?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 70) for more details on weighting.



III. Demographics of the Sample (continued)

Familiarity with the WBG vs. Other Development Banks³



"How familiar are you with the work of these organizations in Mexico?"

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

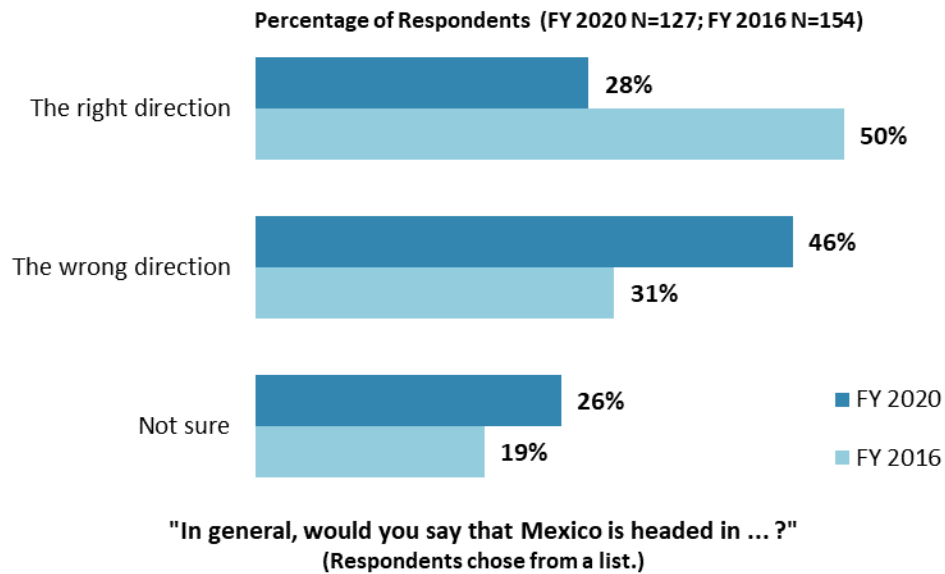
(*Significantly different between FY 2020 and FY 2016)

³ Means presented in this chart were calculated based on weighted data. See Appendix D (page 70) for details.

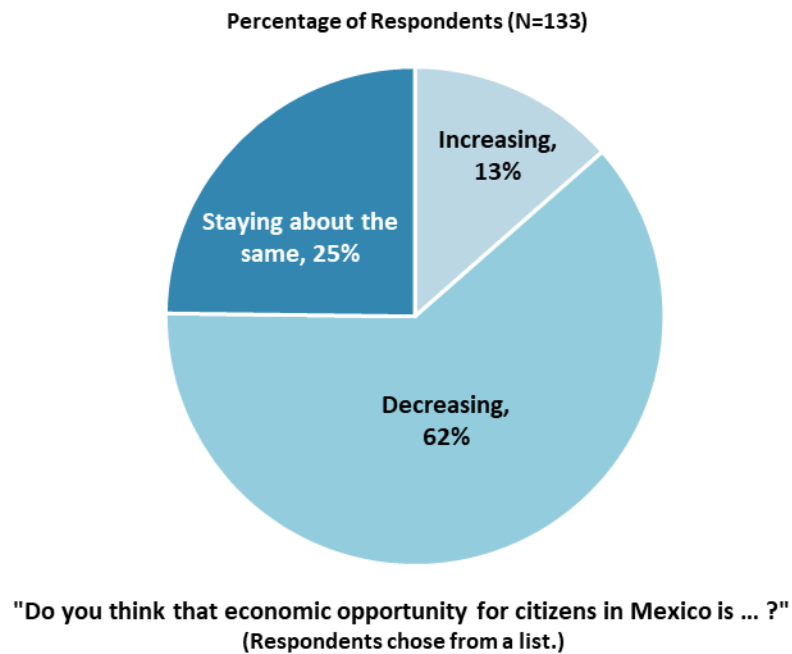


IV. Overall Context

Headed in the Right Direction⁴



Perceptions of Economic Opportunity

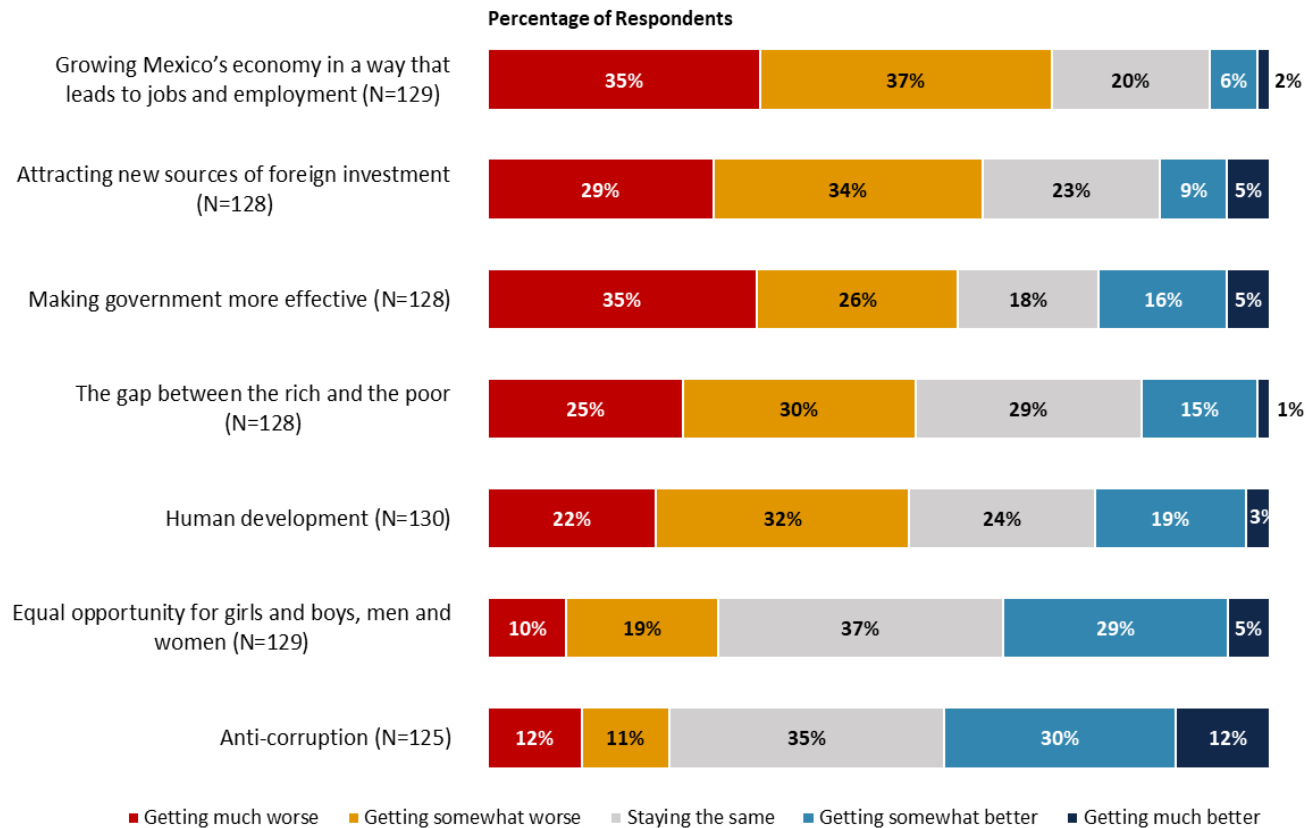


⁴ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



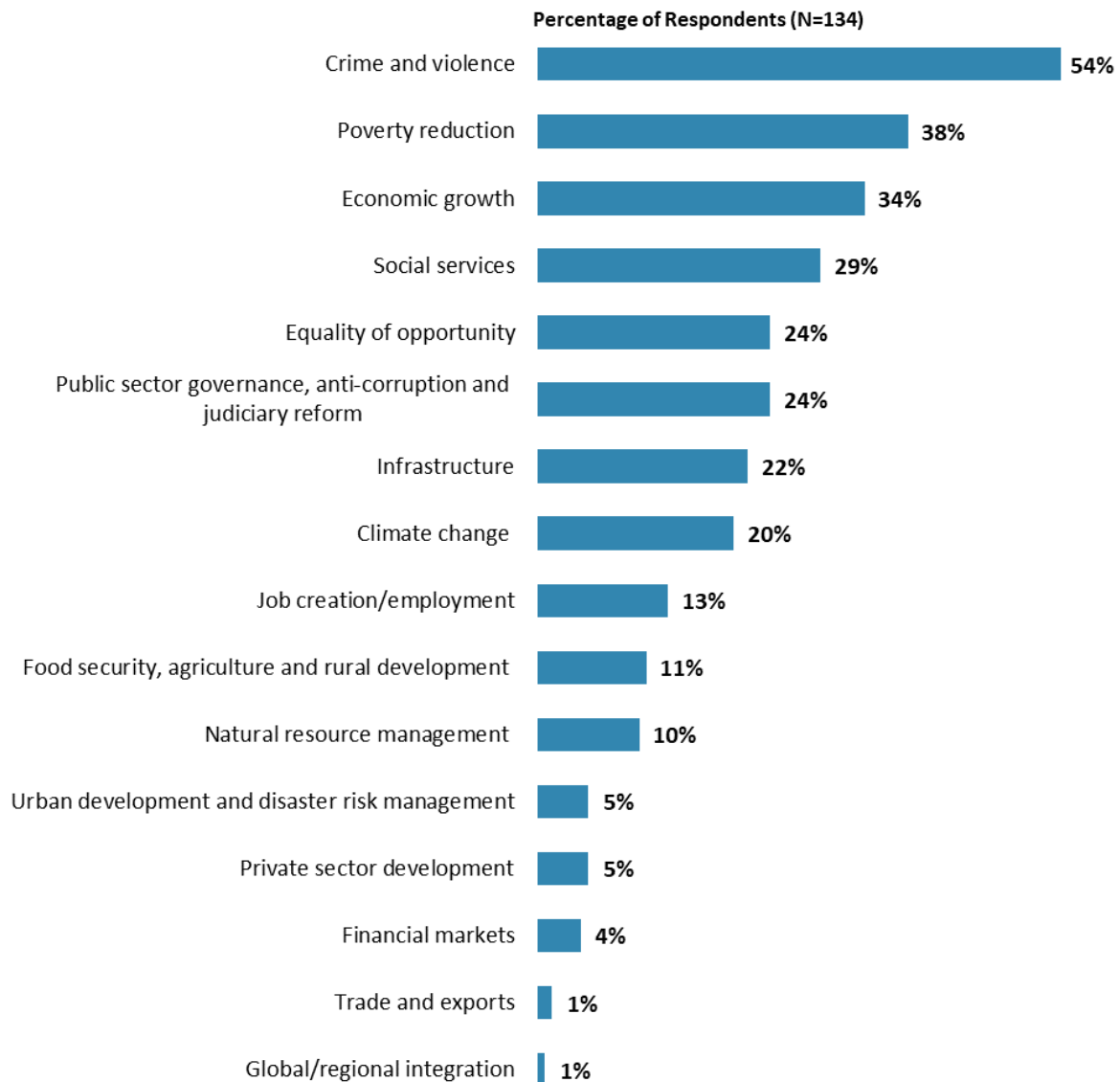
"Please describe the direction Mexico is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Mexico were “*poverty reduction*” (44%), “*public sector governance/reform*” (37%), “*education*” (34%), “*anti-corruption*” (33%), and “*economic growth*” (23%).
- In 2020, 54% of respondents chose “*crime and violence*” as a top development priority in Mexico, which represents a significant increase, compared to 2016, when only 7% of respondents chose this option.



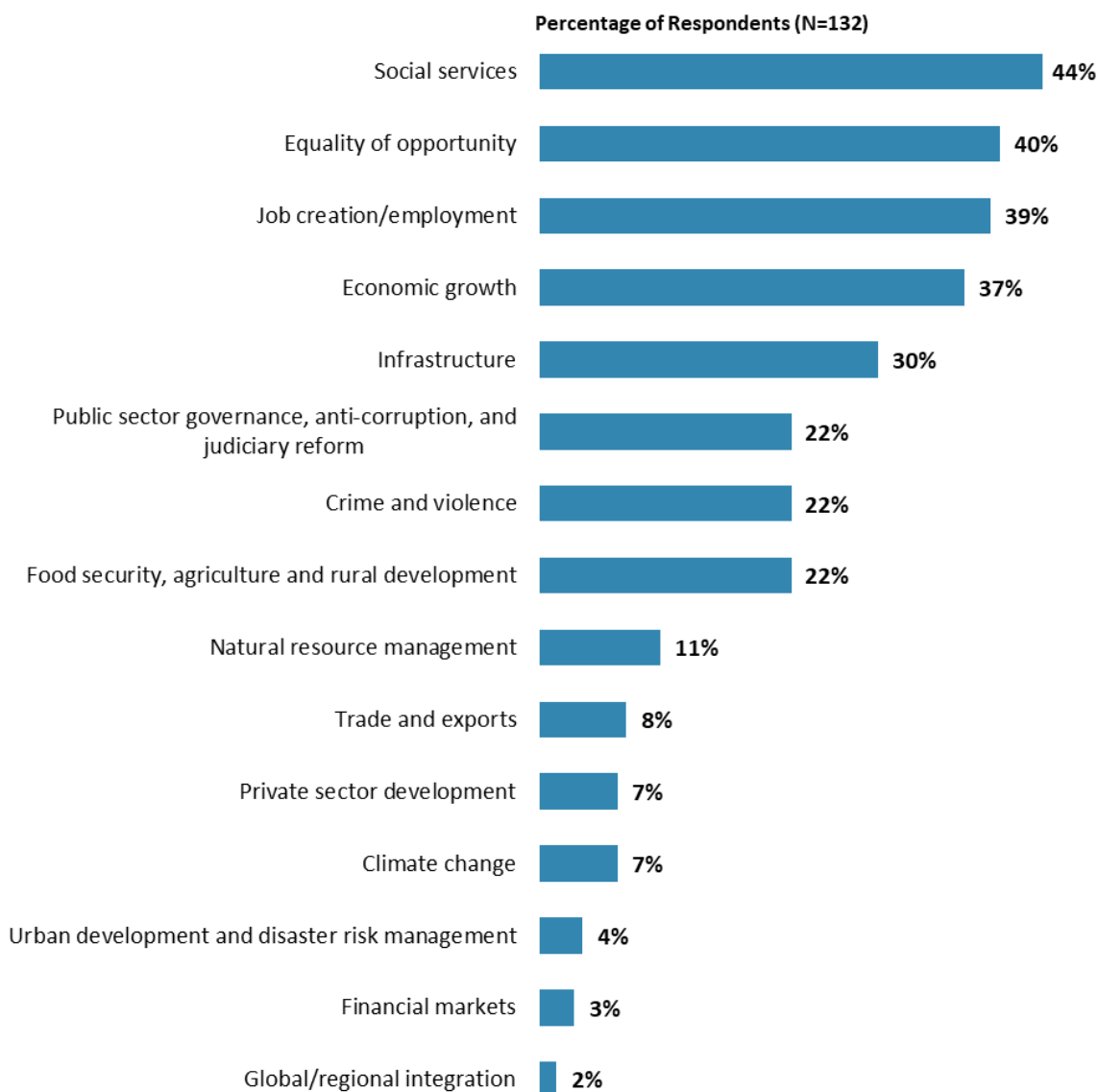
"Listed below are a number of development priorities in Mexico. Please identify which of the following you consider the most important development priorities in Mexico. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (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 Mexico were “*education*” (54%), “*anti-corruption*” (41%), “*economic growth*” (34%), “*job creation/employment*” (25%), and “*equality of opportunity*” (24%).

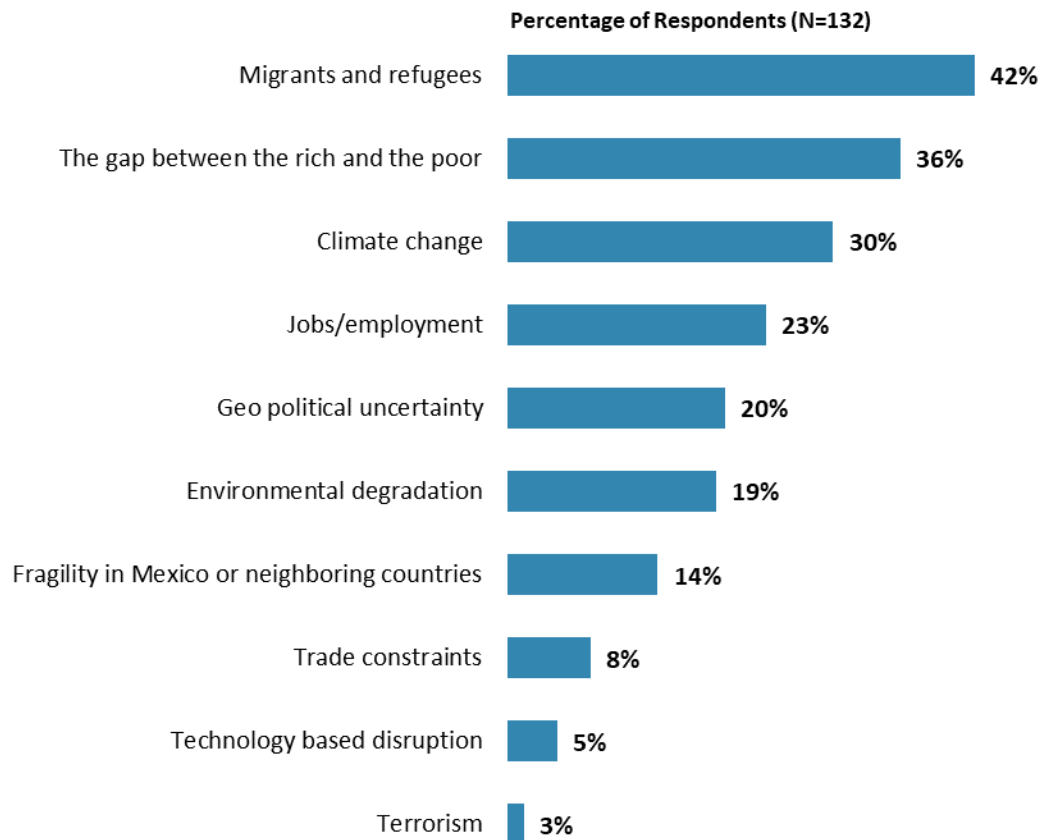


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mexico? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Mexico



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



IV. Overall Context (continued)

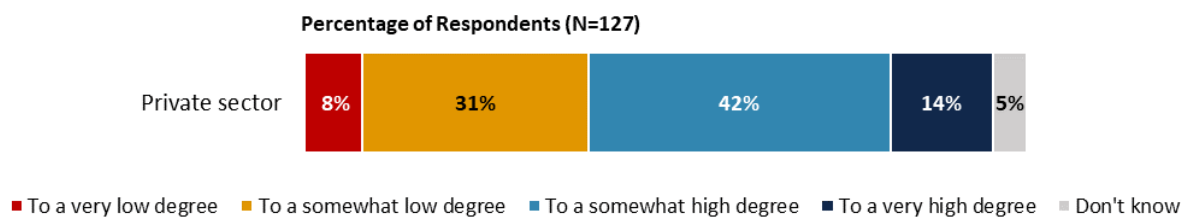
Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question

Trust in the Private Sector



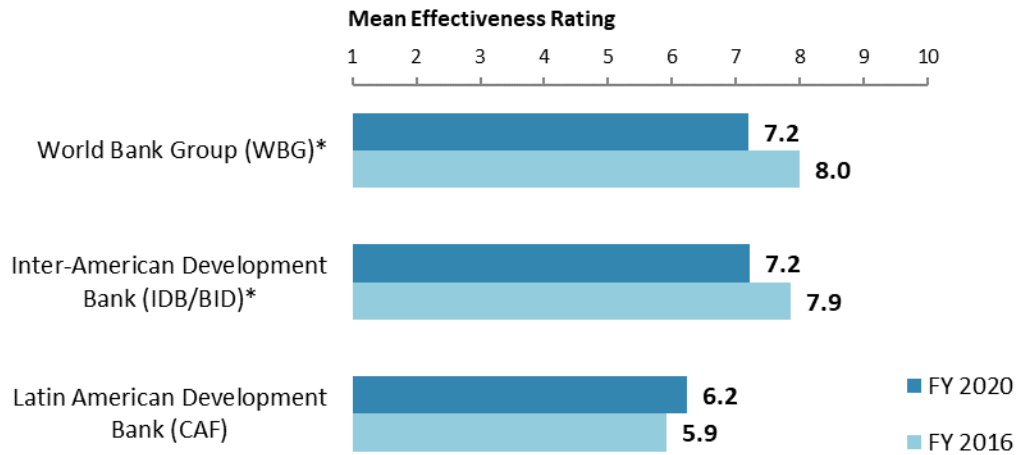
"To what extent do you trust private sector to engage in
public service delivery in Mexico?"
(Respondents chose from a list.)



V. Overall Attitudes Toward the World Bank Group

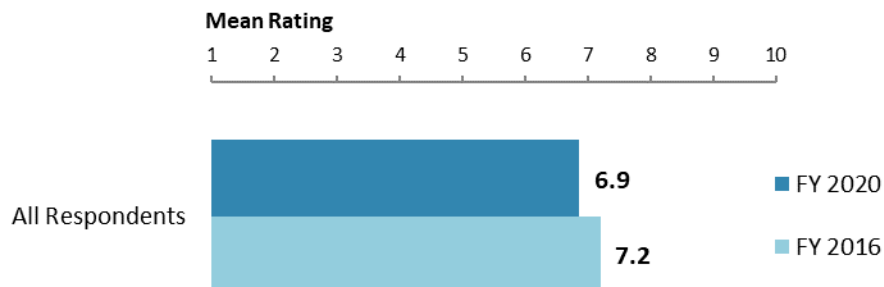
Overall Effectiveness of the World Bank Group vs. Other Development Banks⁵

(Indicator Question)



"Overall, please rate your impression of the effectiveness of these organizations in Mexico." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2020 and FY 2016)

Achieving Development Results (Indicator Question)



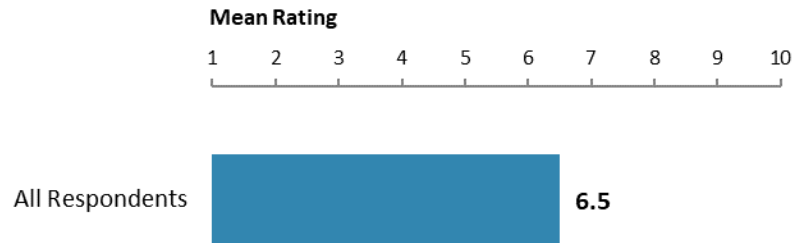
"To what extent does the World Bank Group's work help to achieve development results in Mexico?" (1-"To no degree at all", 10-"To a very significant degree")

⁵ Means presented in the charts on this page were calculated based on weighted data.



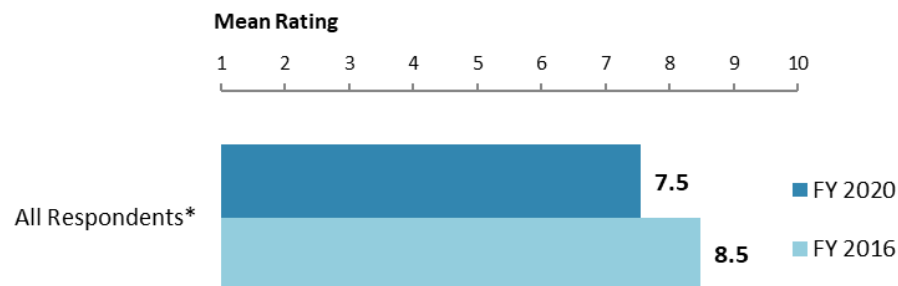
V. Overall Attitudes Toward the World Bank Group (continued)

Influence on Mexico's Development Agenda (*Indicator Question*)



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

WBG Staff Preparedness⁶



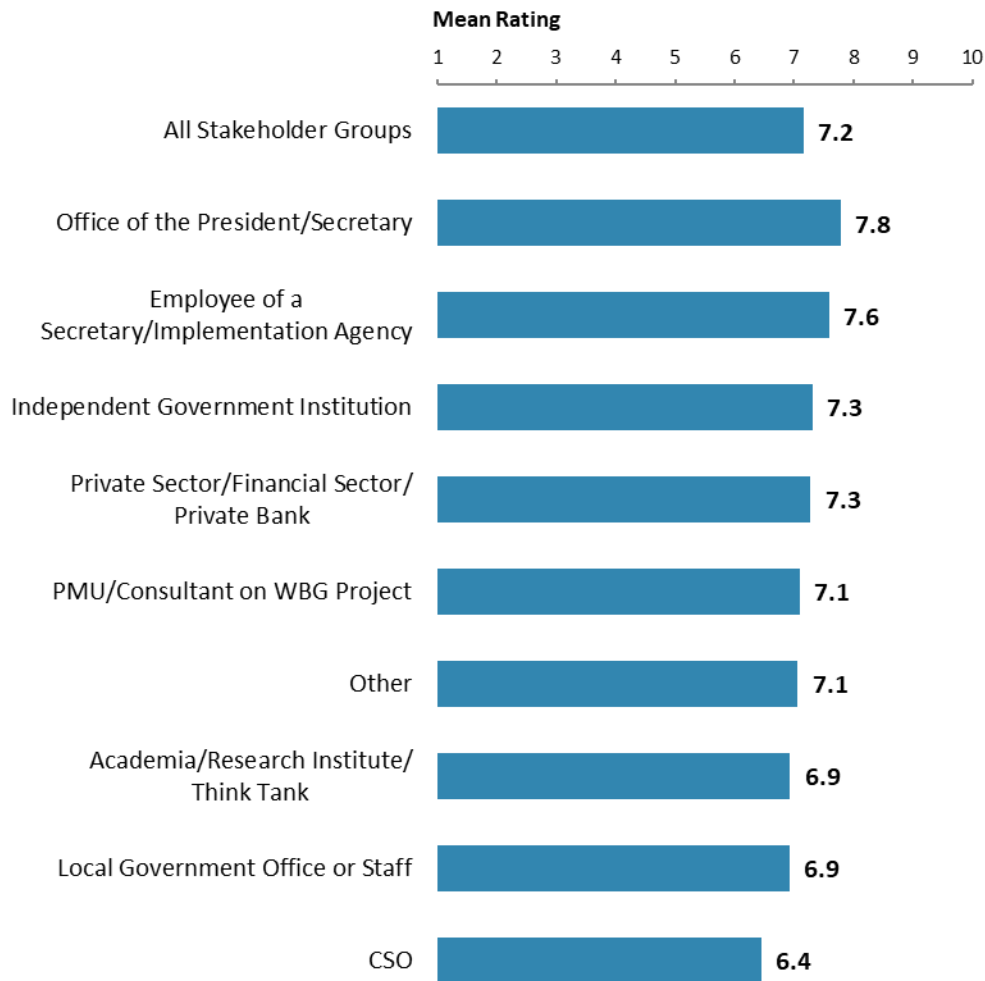
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mexico solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2016)

⁶ Means in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups



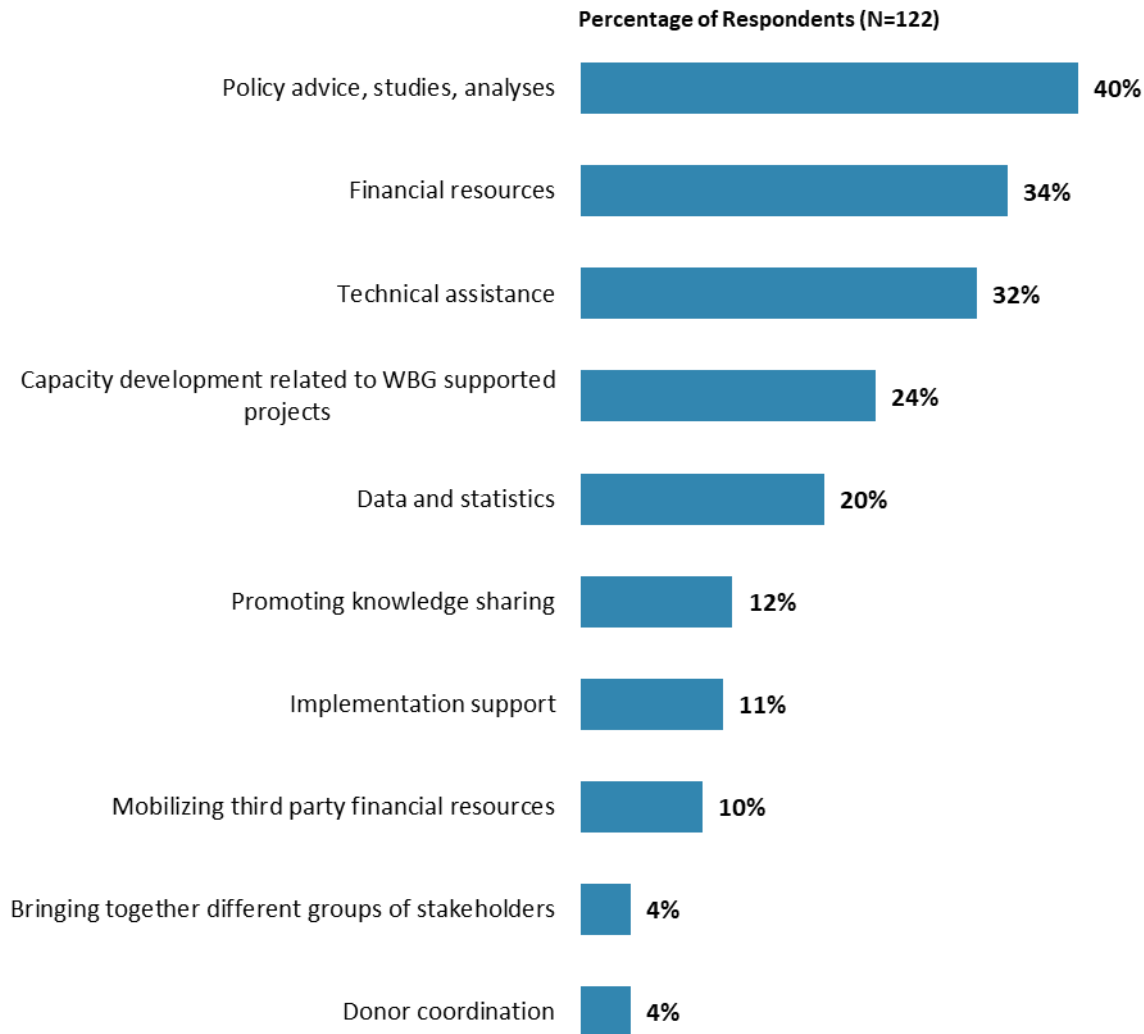
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 Mexico were "*policy advice, studies, analyses*" (51%), "*financial resources*" (42%), and "*technical assistance*" (38%).



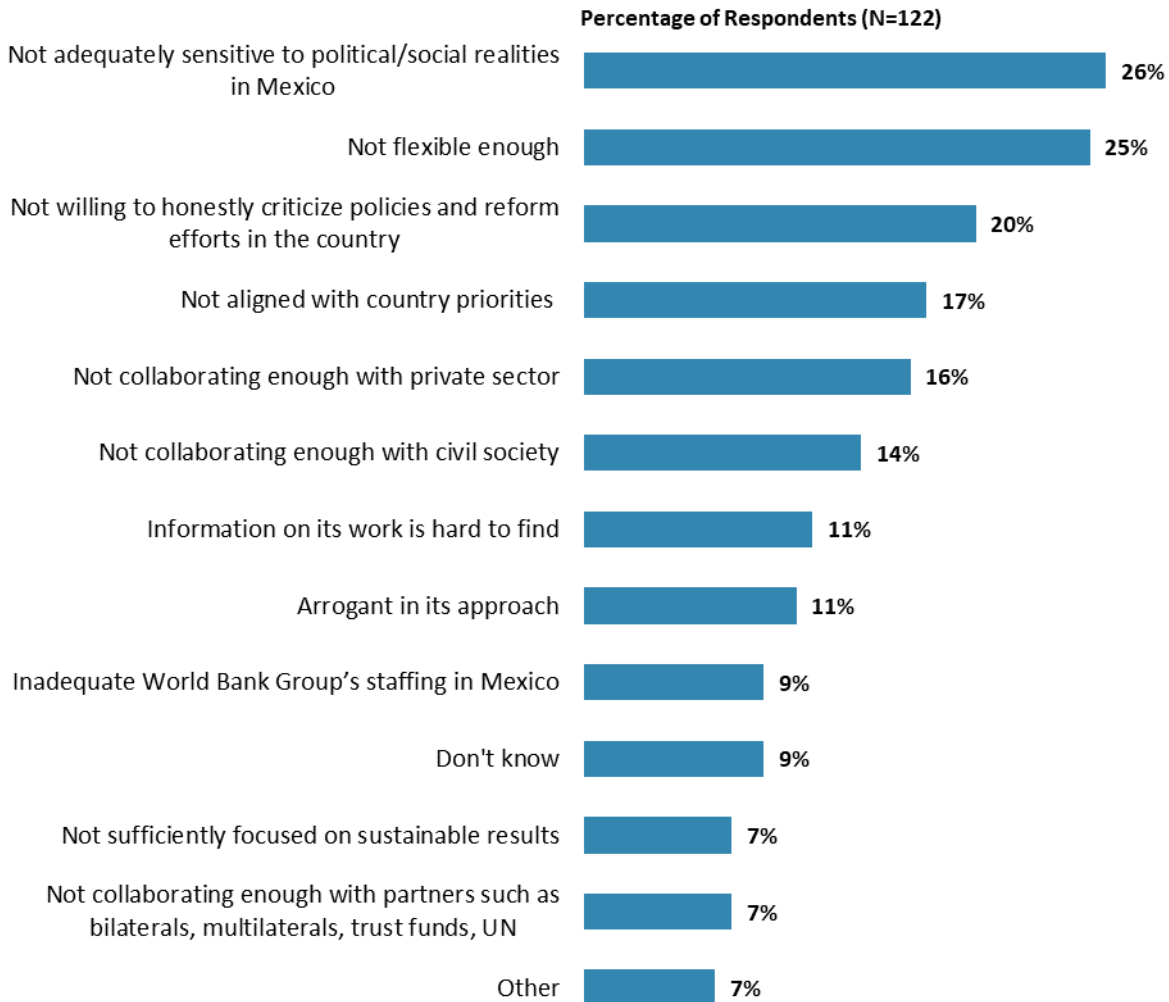
"When thinking about the World Bank Group's role in Mexico, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Mexico were "*World Bank Group's processes too slow*" (25%) and "*World Bank Group's processes too complex*" (20%).

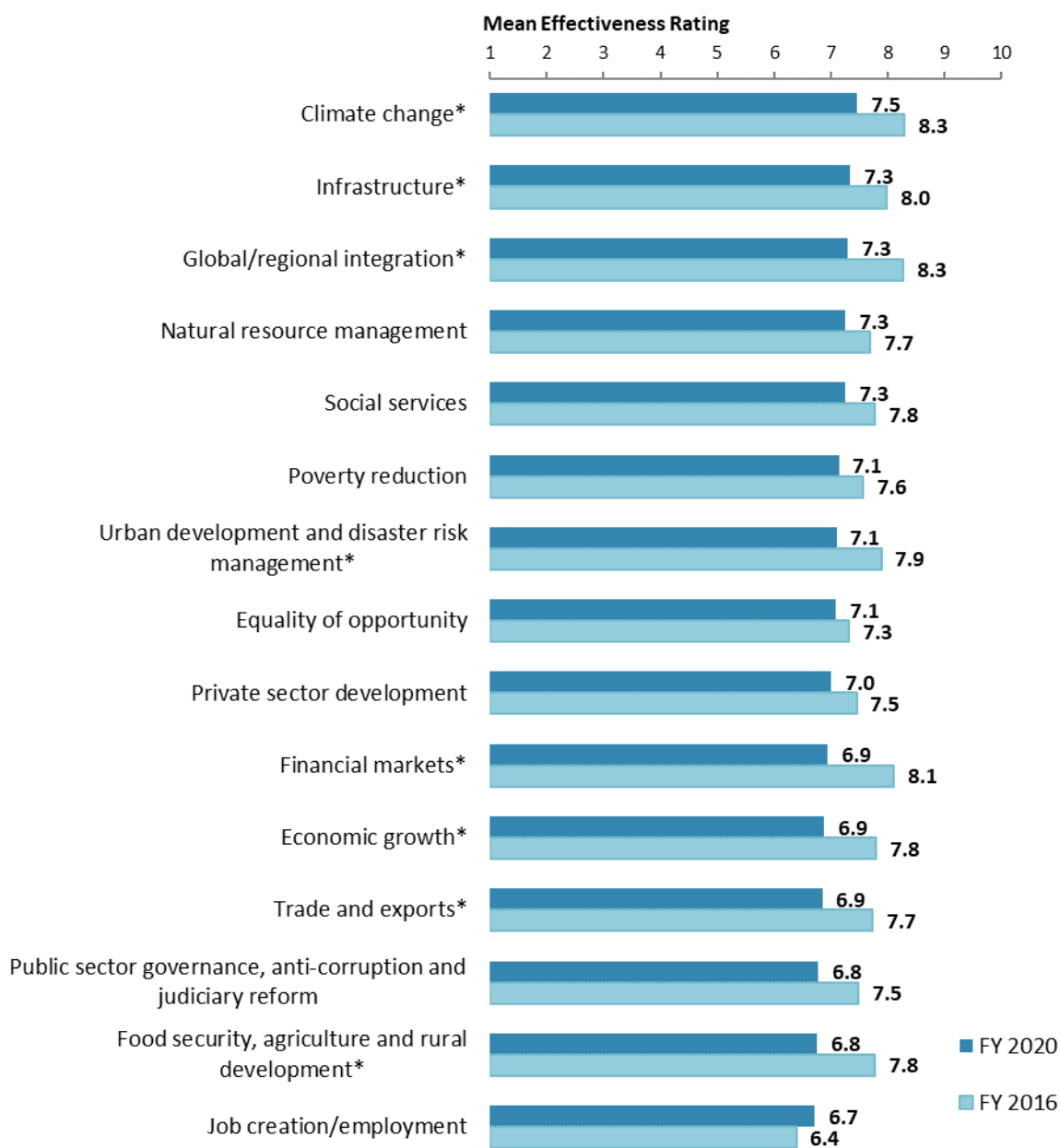


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mexico? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



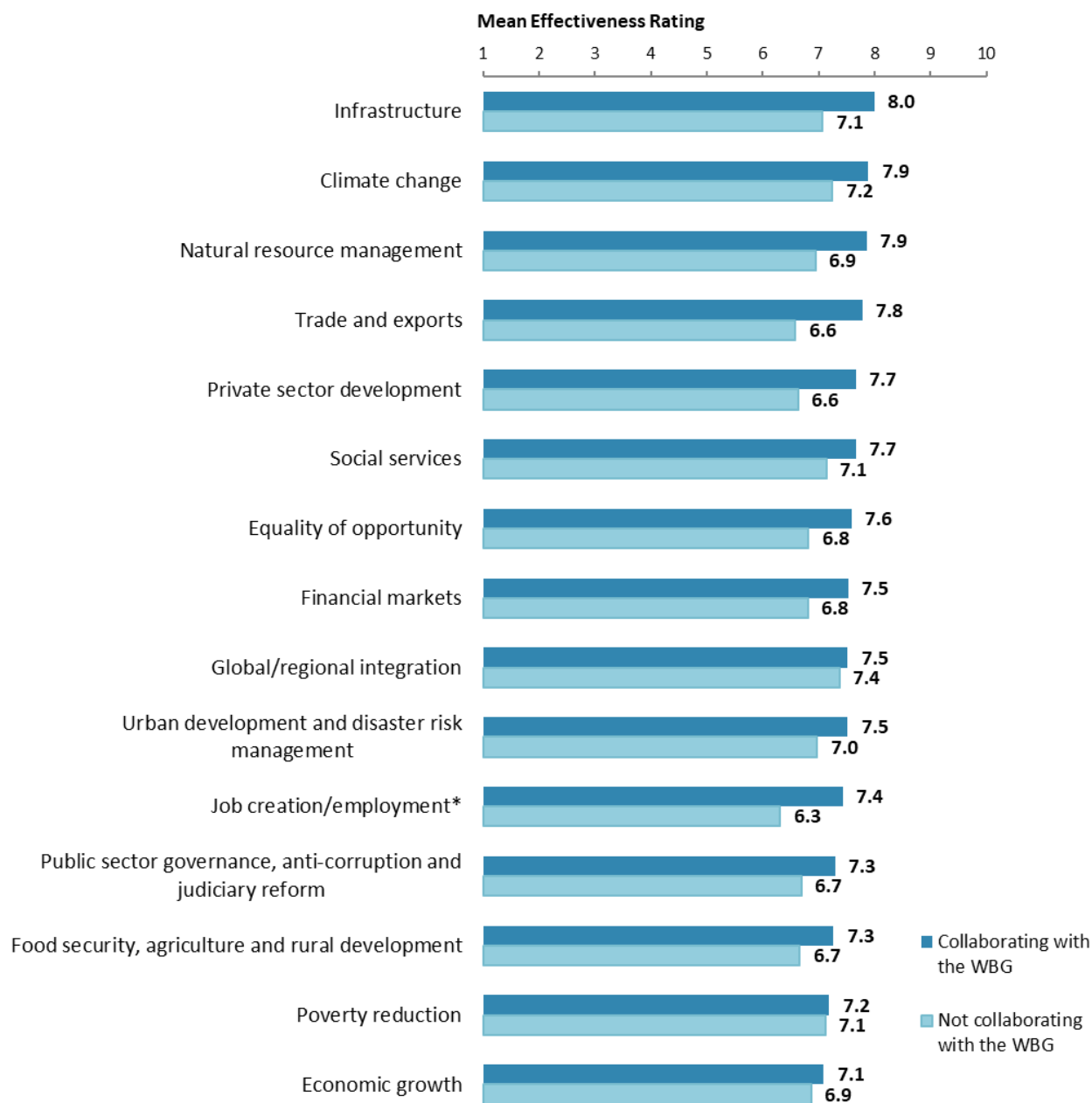
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mexico?"
(1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2020 and FY 2016)

⁷ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mexico?"

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

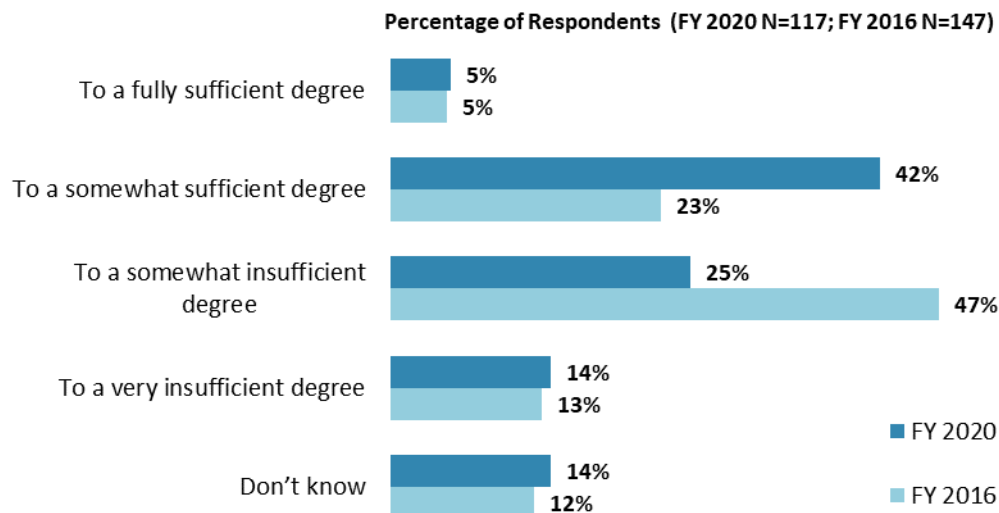
(*Significantly different between collaborators and non-collaborators)

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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.



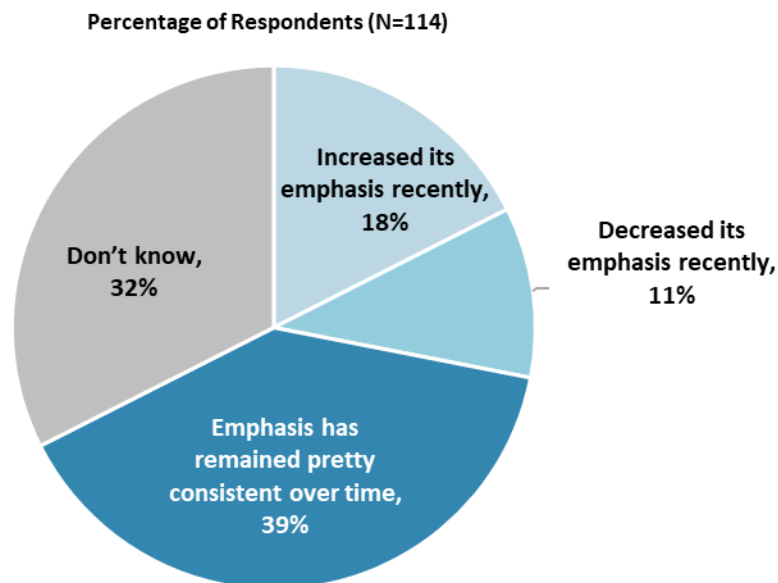
VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁹



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

The WBG's Human Capital Investment



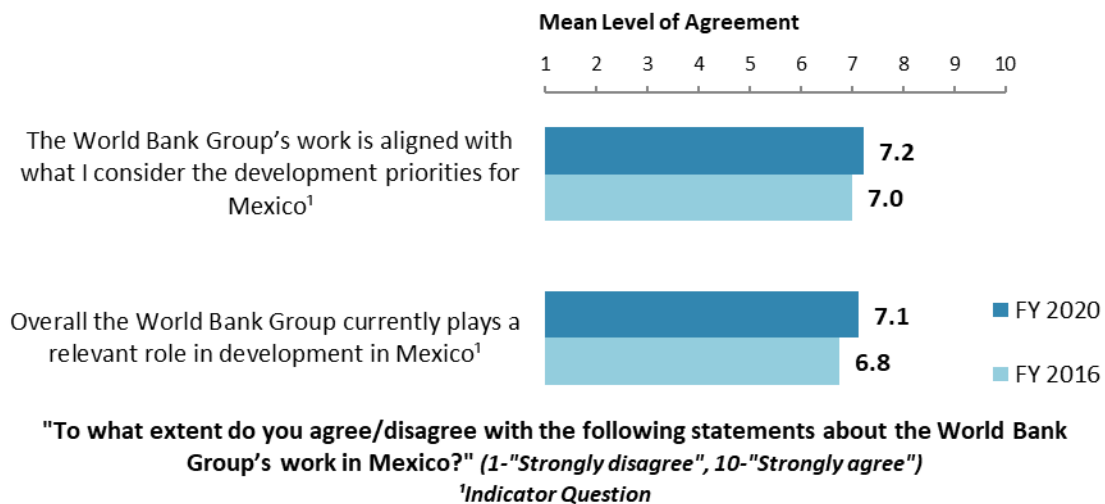
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁹ Percentages presented in this chart were calculated based on weighted data.

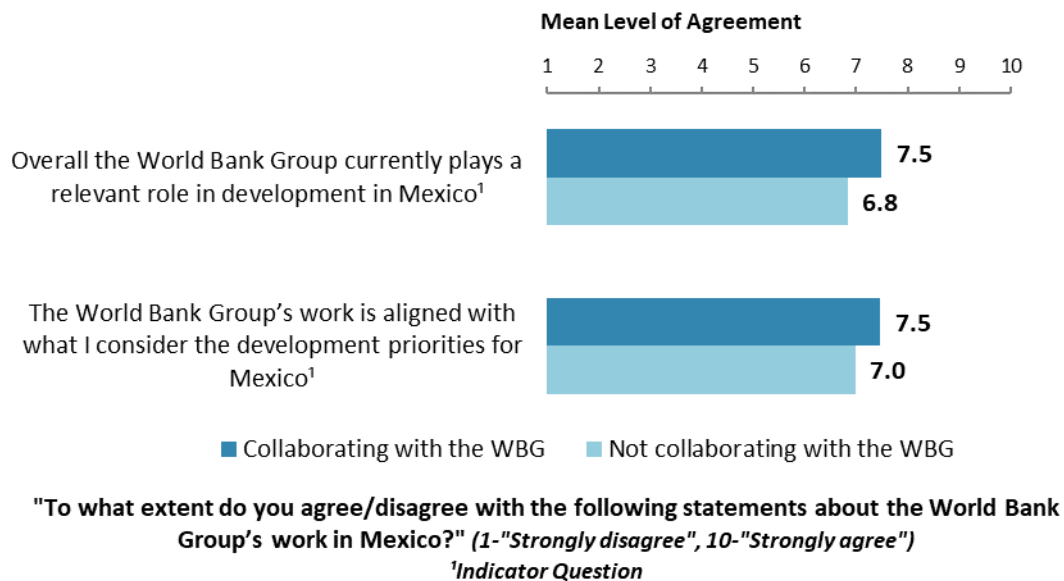


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Mexico: Year Comparison¹⁰



The World Bank Group's Work in Mexico: Collaboration

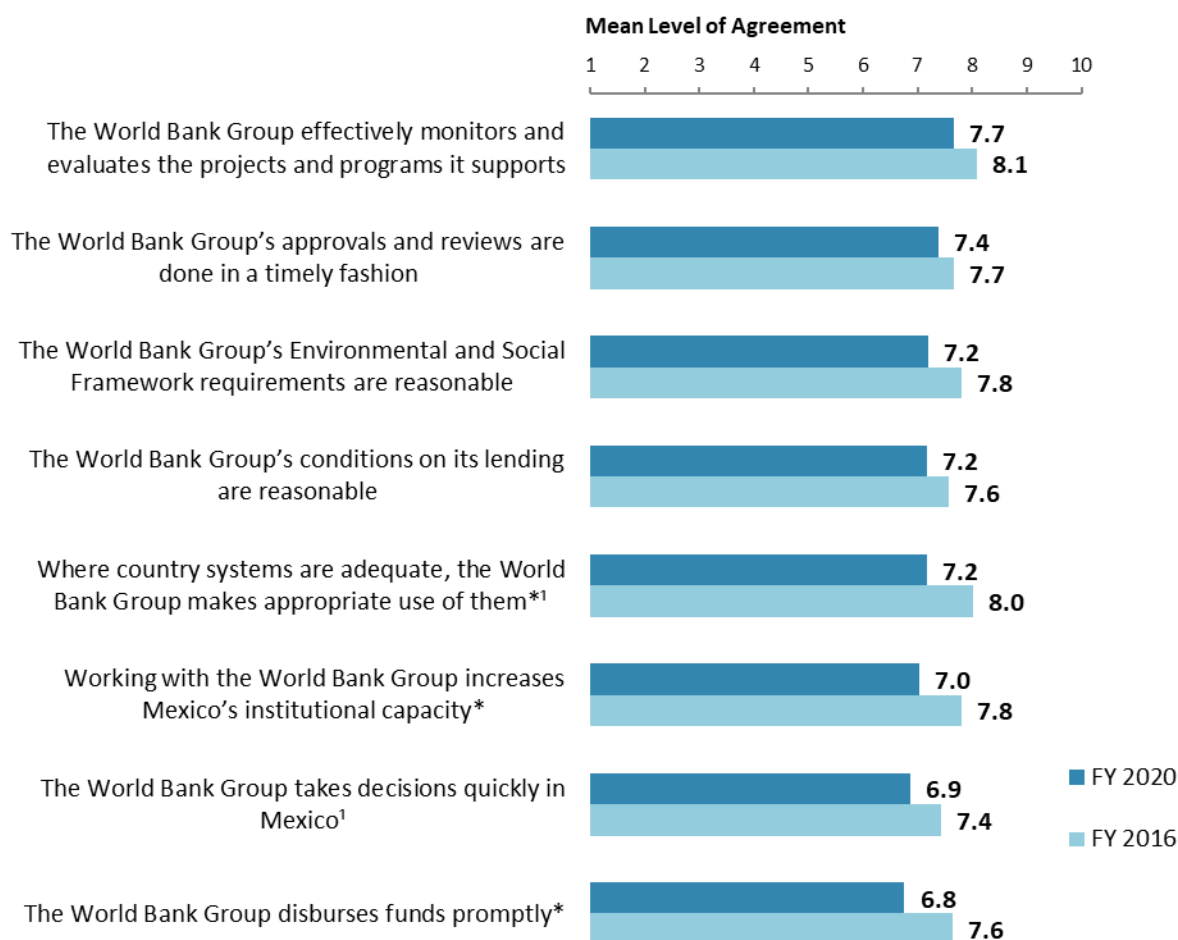


¹⁰ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹¹



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

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

(*Significantly different between FY 2020 and FY 2016)

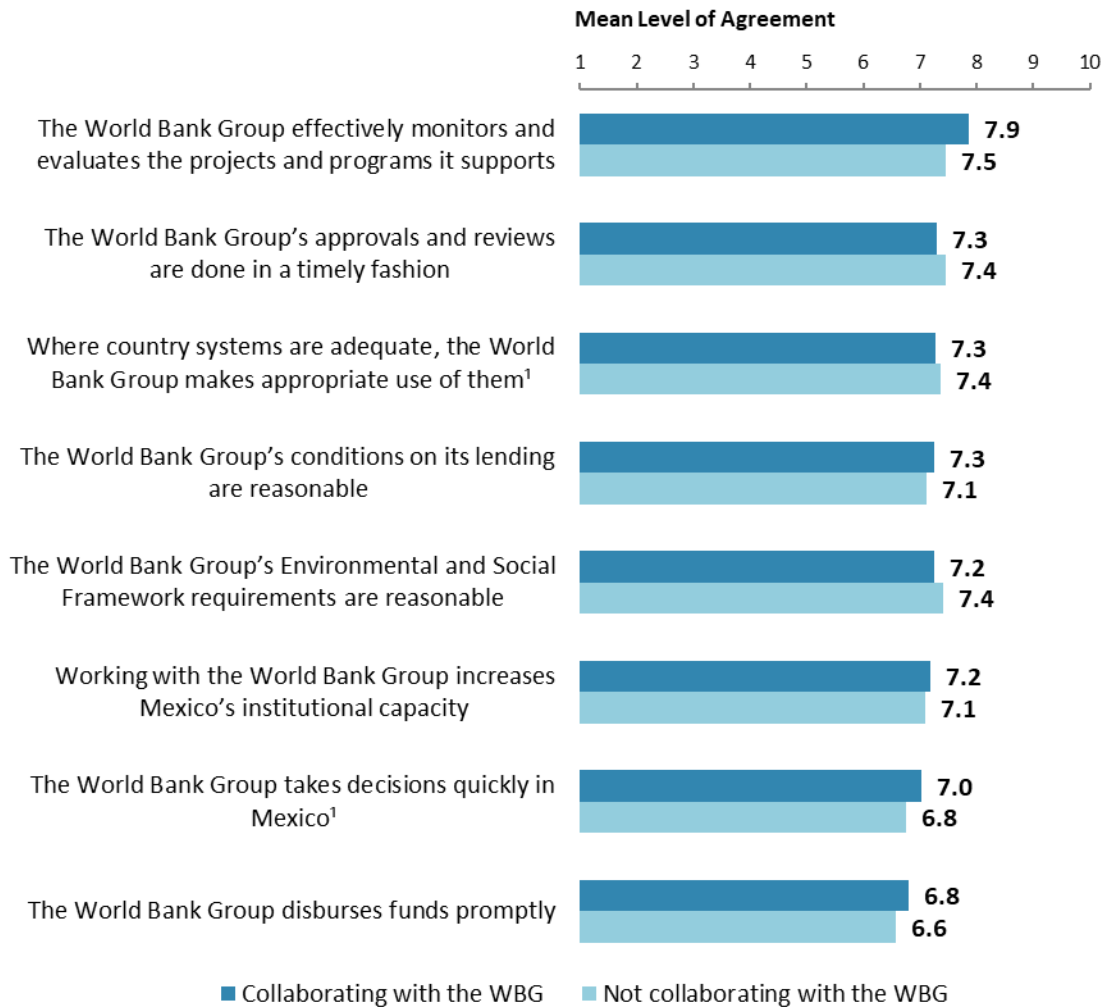
¹Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹²



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

(*Significantly different between FY 2020 and FY 2016)

¹Indicator Question

¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



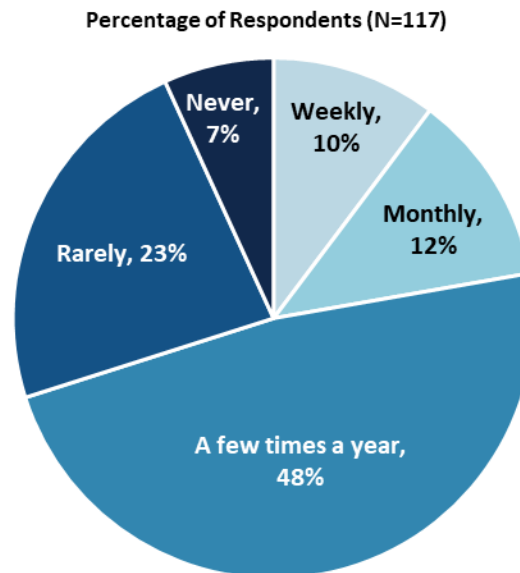
"To what extent is the World Bank Group an effective development partner in Mexico, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

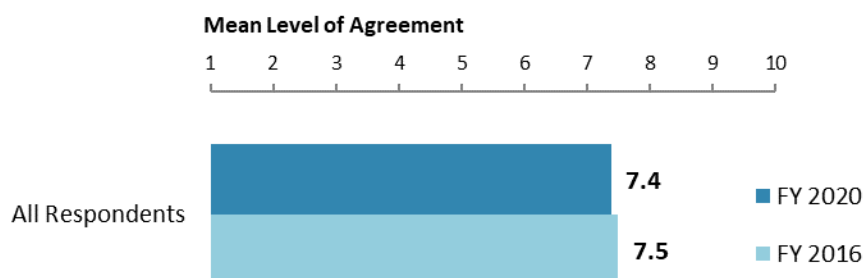


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



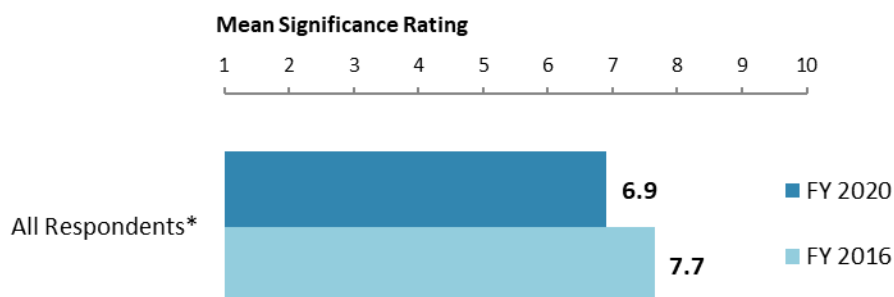
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mexico's Knowledge Needs¹³ (Indicator Question)



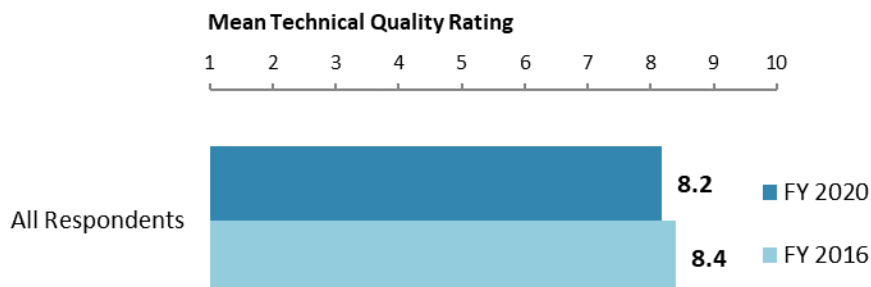
"The World Bank Group meets Mexico's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2020 and FY 2016)

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



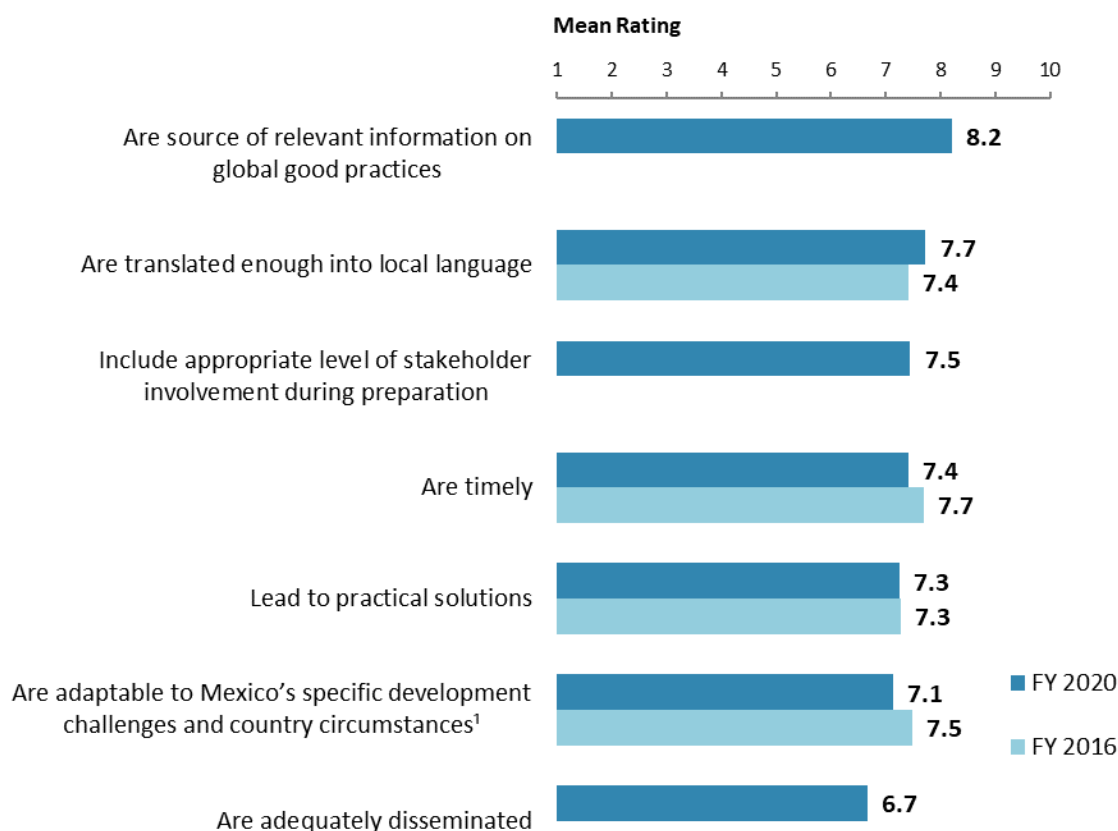
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹³ Means in the charts on this page were calculated based on weighted data.



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

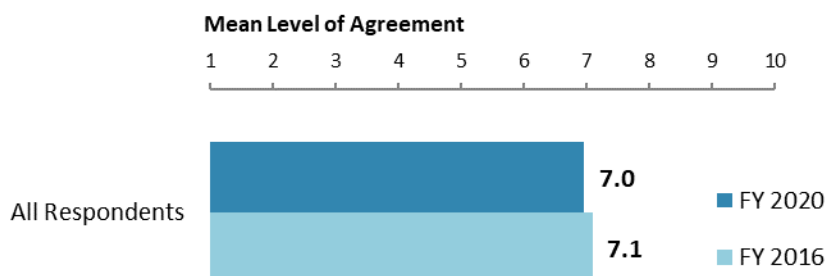
Qualities of the WBG's Knowledge Work and Activities¹⁴



"In Mexico, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

'Indicator Question

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



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mexico"
(1-"Strongly disagree", 10-"Strongly agree")

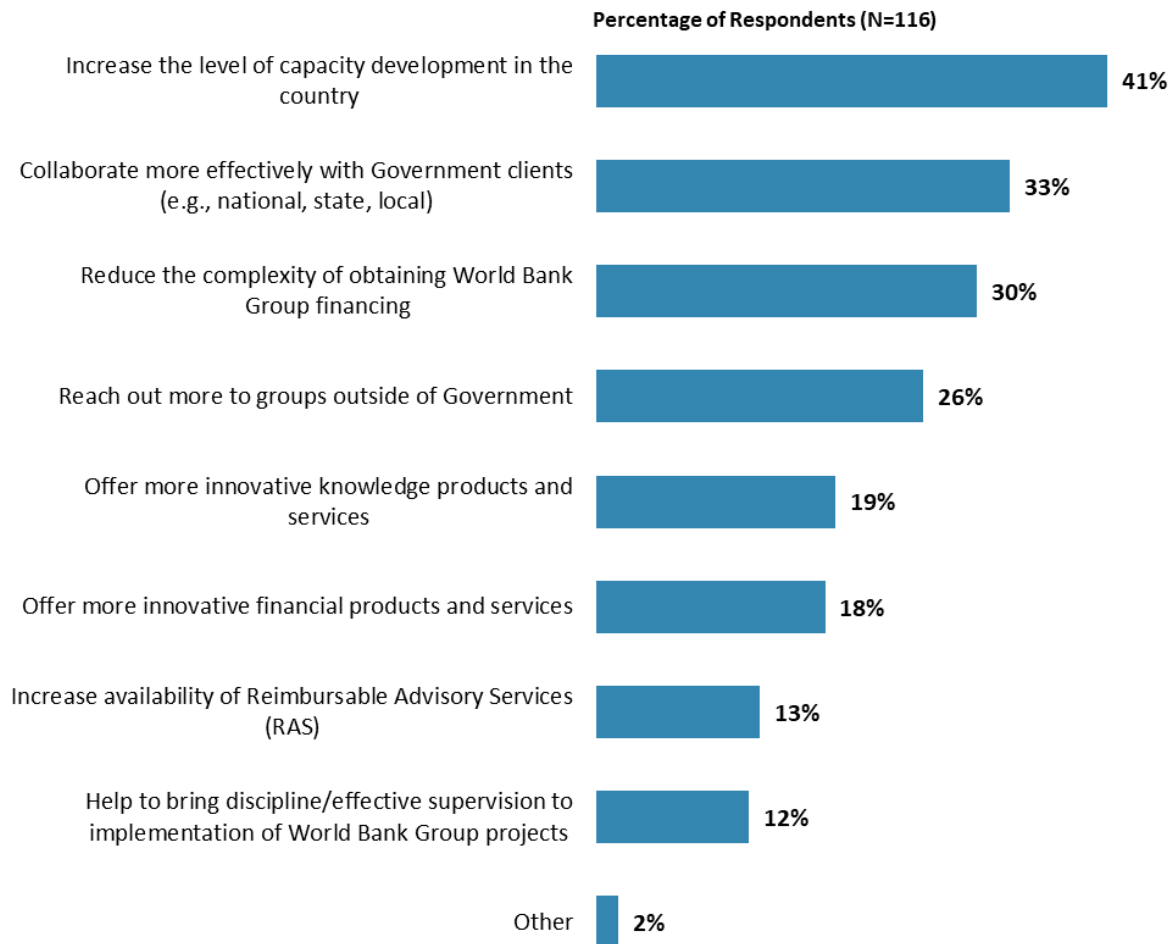
¹⁴ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Mexico

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (30%) to make itself of greater value in Mexico.

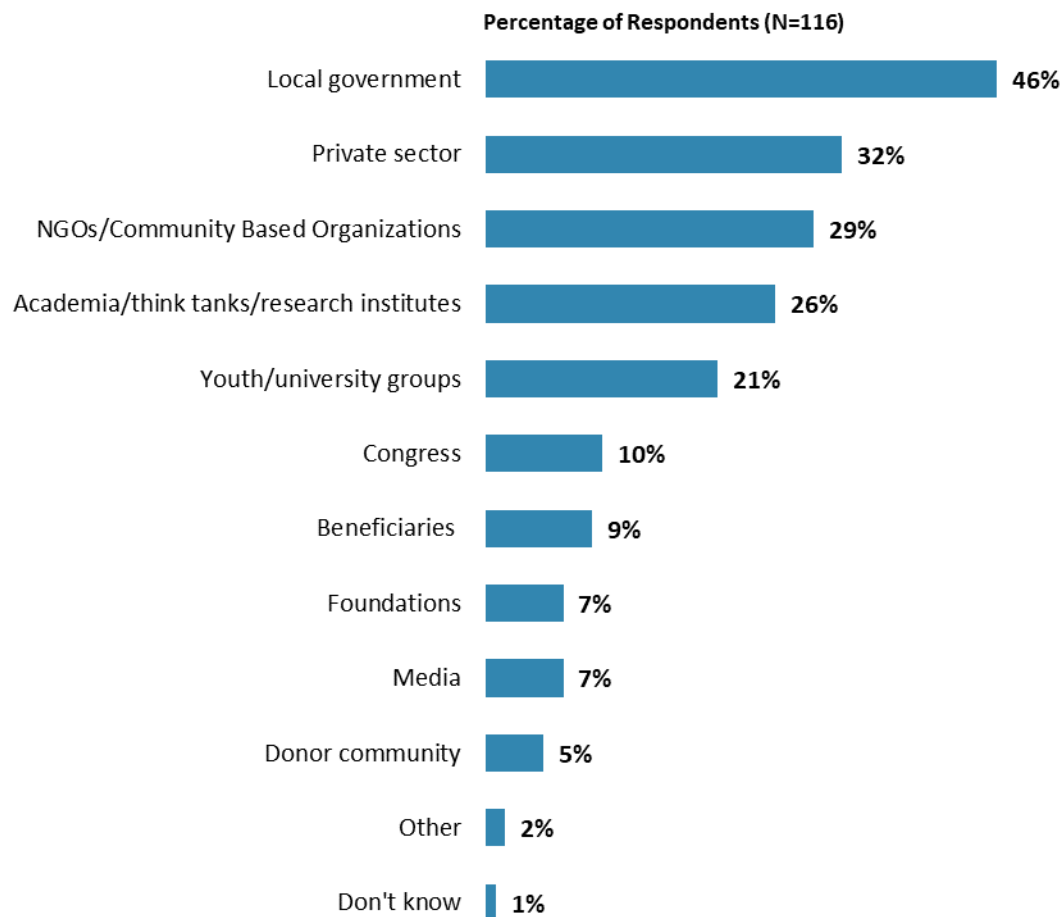


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mexico? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Mexico (continued)

The World Bank Group Should Collaborate More with ...



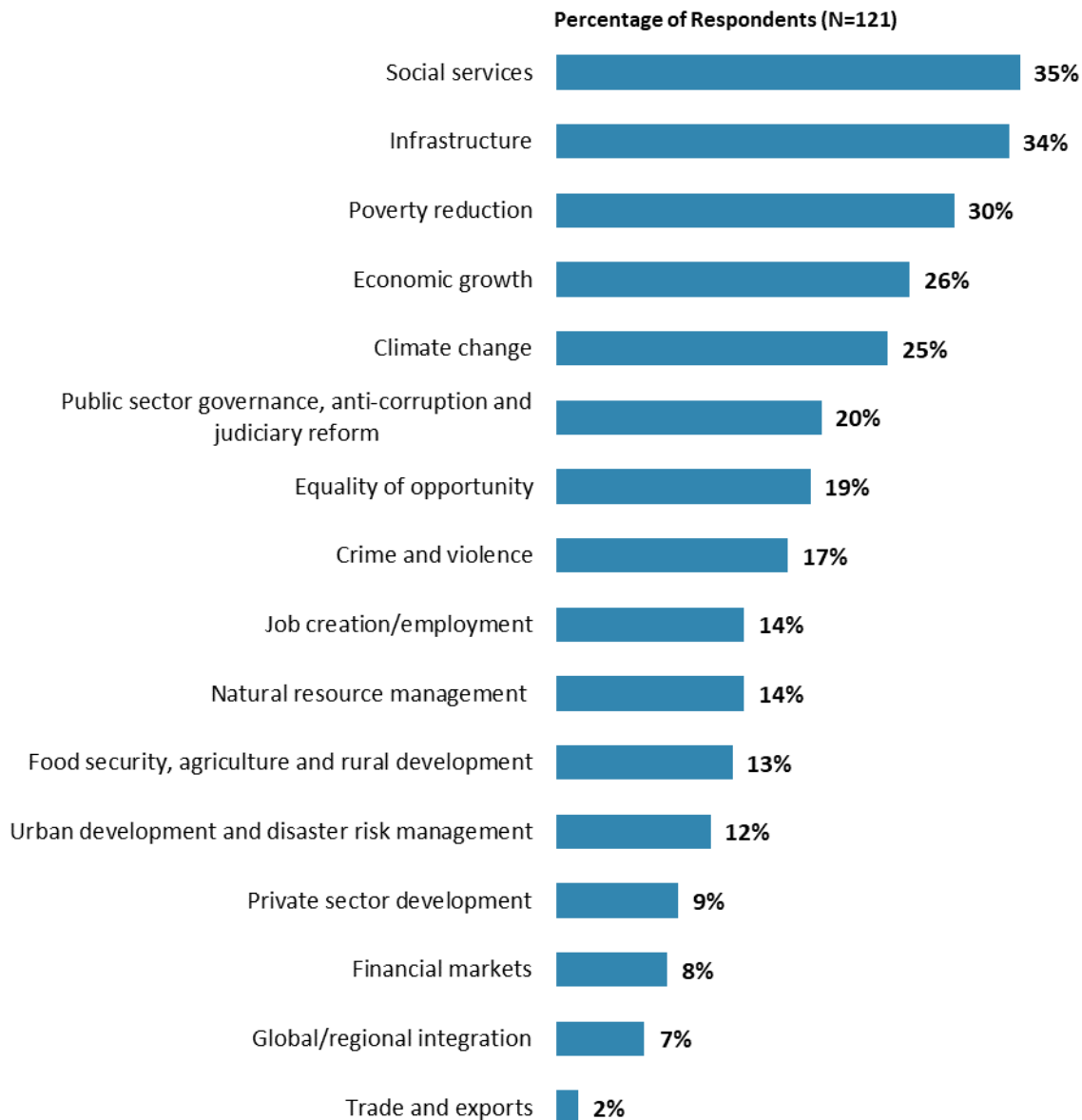
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Mexico (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*” (43%), “*poverty reduction*” (31%), “*economic growth*” (30%), “*public sector governance/reform*” (20%), and “*anti-corruption*” (20%).



“When thinking about how the World Bank Group can have the most impact on development results in Mexico, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mexico? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

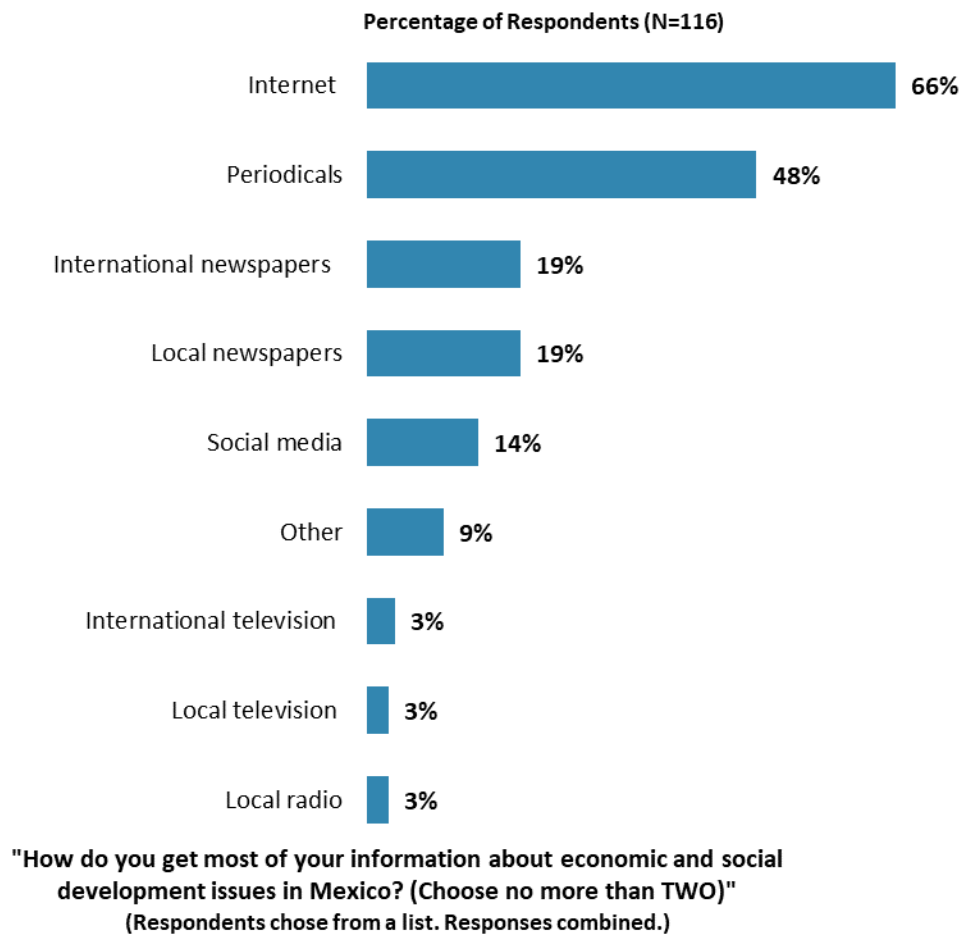


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 51) for selected 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 Mexico from the “Internet” (72%) and “periodicals” (39%).

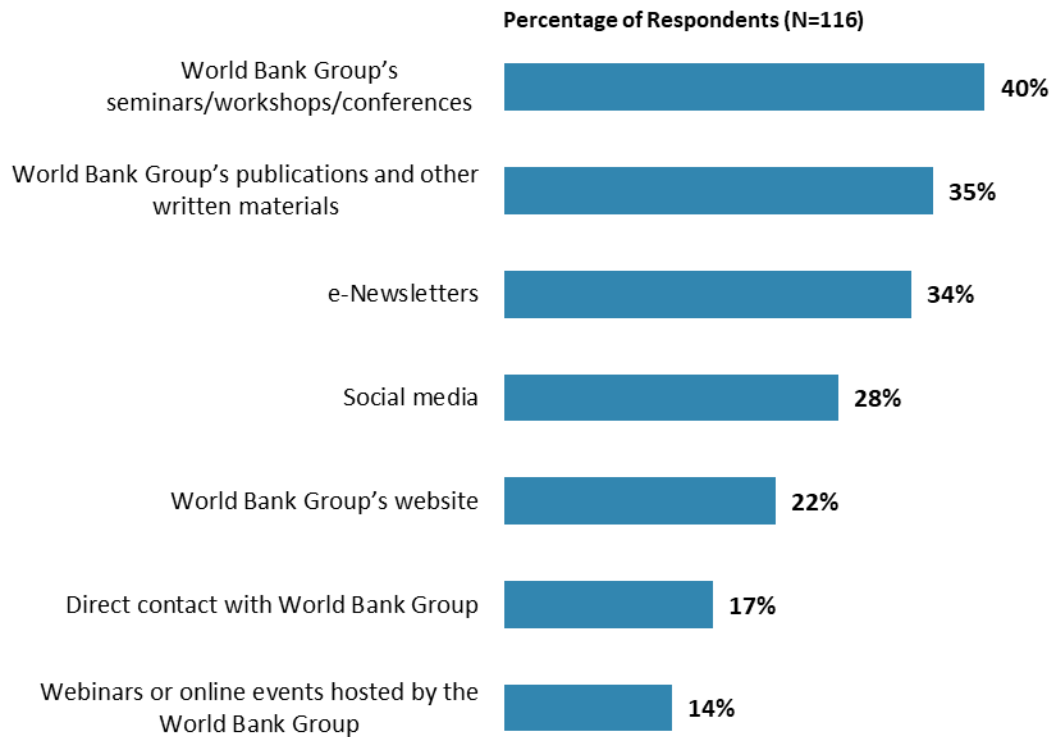




X. Communication and Outreach (continued)

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*” (50%).

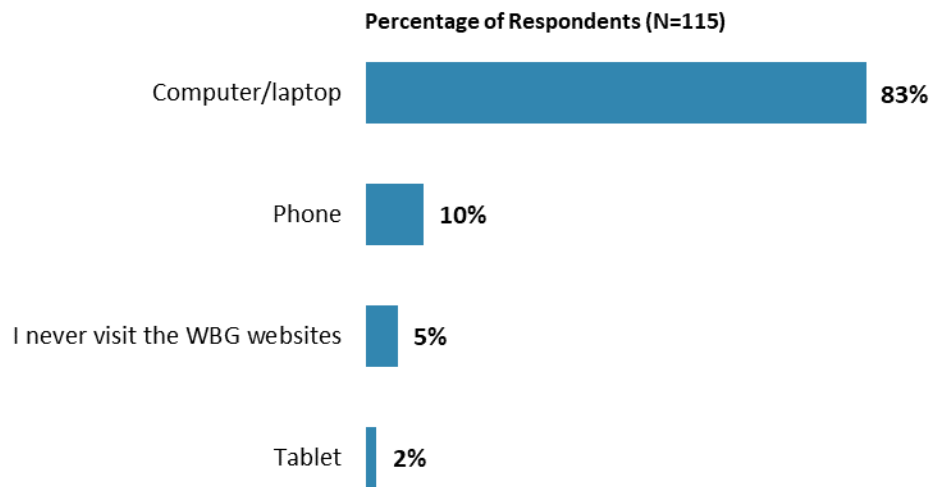


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



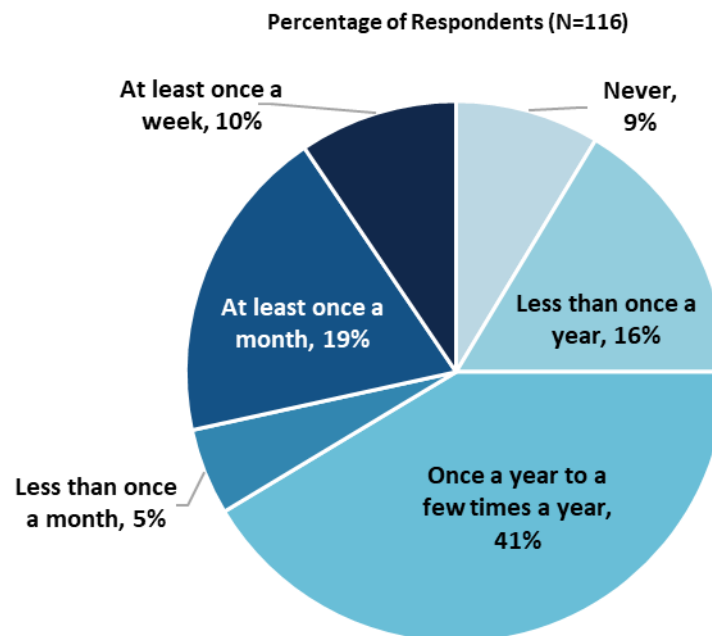
X. Communication and Outreach (continued)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency

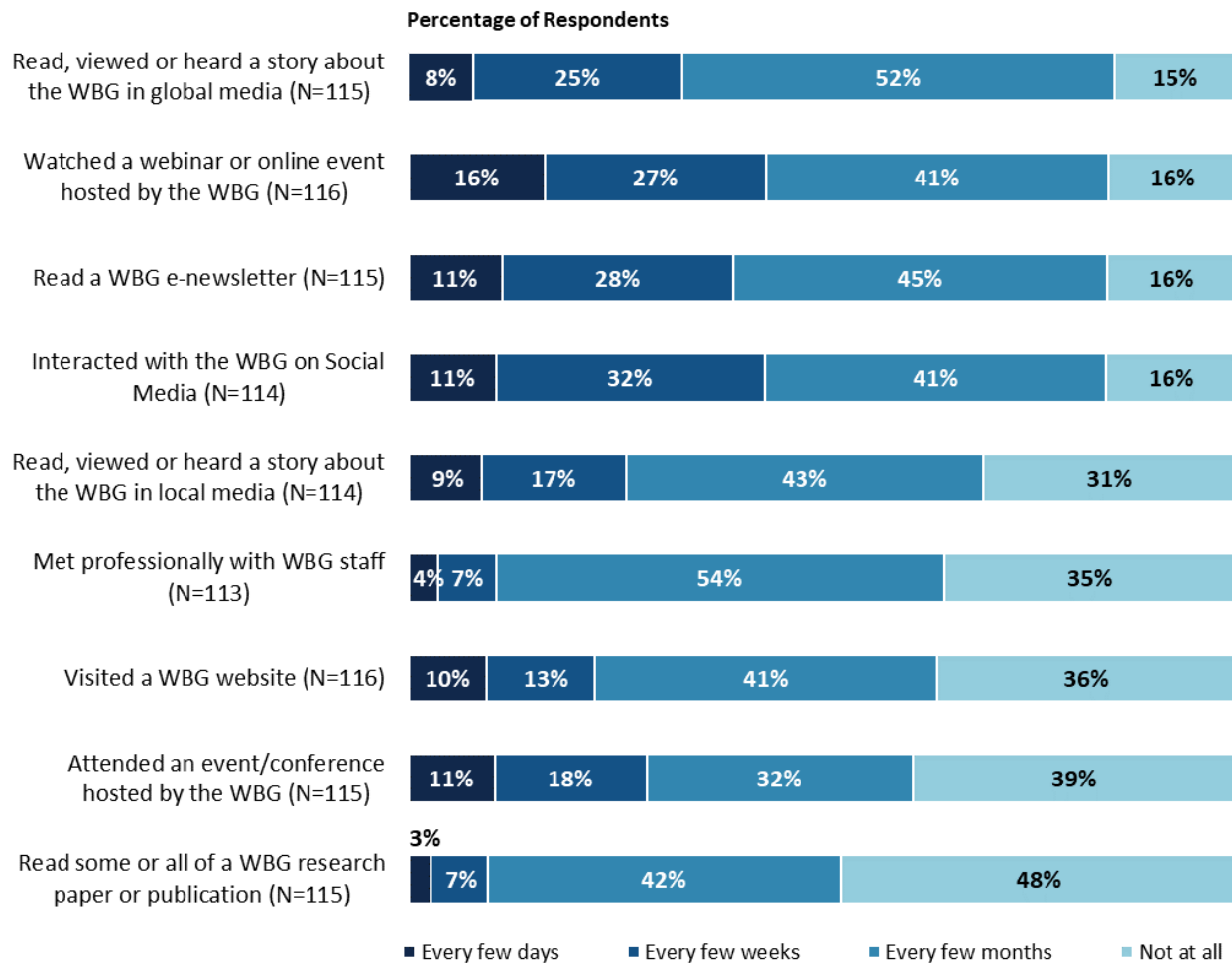


"How frequently do you interact with the World Bank Group now in Mexico?"
(Respondents chose from a list.)



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

A. Responses to All Questions Across All Respondents	39
B. Responses to Selected Questions by Stakeholder Groups	51
C. Responses to Selected Questions by Levels of Collaboration with the World Bank Group	63
D. Responses to Selected Questions by Year.....	70
E. Indicator Questions as a Function of Exposure to the WBG.....	76
F. Mexico FY 2020 COS Questionnaire.....	77

MEXICO





Appendix A: Responses to All Questions across All Respondents (N=134)

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. Overall Context

1. In general, would you say that Mexico is headed in ... ?	Percentage of Respondents (N=133)
The right direction	26.3%
The wrong direction	48.9%
Not sure	24.8%

2. Do you think that economic opportunity for citizens in Mexico is ... ?	Percentage of Respondents (N=133)
Increasing	13.5%
Decreasing	61.7%
Staying about the same	24.8%

3. Listed below are a number of development priorities in Mexico. Please identify which of the following you consider the most important development priorities in Mexico. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=134)
Crime and violence	53.7%
Poverty reduction	38.1%
Economic growth	33.6%
Social services (education, health, social protection)	29.1%
Equality of opportunity (i.e., social inclusion, gender equity)	23.9%
Public sector governance, anti-corruption and judiciary reform	23.9%
Infrastructure (transport, energy, information and communications technology, water and sanitation)	21.6%
Climate change (e.g., mitigation, adaptation)	20.1%
Job creation/employment	13.4%
Food security, agriculture and rural development	11.2%
Natural resource management (forests, biodiversity)	10.4%
Urban development and disaster risk management	5.2%
Private sector development	5.2%
Financial markets	4.5%
Trade and exports	1.5%
Global/regional integration	0.7%

**A. Overall Context (continued)**

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 Mexico? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=132)
Social services (education, health, social protection)	43.9%
Equality of opportunity (i.e., social inclusion, gender equity)	40.2%
Job creation/employment	39.4%
Economic growth	37.1%
Infrastructure (transport, energy, Information and communications technology, water and sanitation)	29.5%
Public sector governance, anti-corruption, and judiciary reform	22.0%
Crime and violence	22.0%
Food security, agriculture and rural development	22.0%
Natural resource management (forests, biodiversity)	10.6%
Trade and exports	7.6%
Private sector development	6.8%
Climate change (e.g., mitigation, adaptation)	6.8%
Urban development and disaster risk management	3.8%
Financial markets	3.0%
Global/regional integration	1.5%

5. Please describe the direction Mexico is moving in, when considering ... ?	N	Direction				
		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)	130	21.5%	32.3%	23.8%	19.2%	3.1%
2. Equal opportunity for girls and boys, men and women	129	10.1%	19.4%	36.4%	28.7%	5.4%
3. Growing Mexico's economy in a way that leads to jobs and employment	129	34.9%	37.2%	20.2%	6.2%	1.6%
4. The gap between the rich and the poor	128	25.0%	29.7%	28.9%	14.8%	1.6%
5. Making government more effective	128	34.4%	25.8%	18.0%	16.4%	5.5%
6. Anti-corruption	125	12.0%	11.2%	35.2%	29.6%	12.0%
7. Attracting new sources of foreign investment	128	28.9%	34.4%	22.7%	8.6%	5.5%

6. Listed below are global challenges. Which do you think have the most serious impact on Mexico? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=132)
Migrants and refugees	42.4%
The gap between the rich and the poor	35.6%
Climate change	29.5%
Jobs/employment	23.5%
Geo political uncertainty	19.7%
Environmental degradation	18.9%
Fragility in Mexico or neighboring countries	13.6%
Trade constraints	7.6%
Technology based disruption	4.5%
Terrorism	1.5%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	126	2	5.22	2.77
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	113	12	7.07	2.04
3. The World Bank Group*	121	7	7.26	1.95
4. The International Monetary Fund	119	9	6.91	2.1
5. The United Nations (UN)	120	8	7.17	2.07
6. Regional development banks - IDB, CAF	116	10	7.10	2.17
7. Mexico's Central Bank - BANXICO	121	6	7.62	2.02
8. The private sector	125	2	6.30	2.21
9. Civil society (e.g., NGOs)	124	2	7.06	2.11
10. Faith-based institutions	88	35	5.24	2.27
11. The media and their web presence (e.g., newspapers, TV stations, radio)	125	3	5.92	2.38
12. Web based media (i.e., blogs, social media, other web-based news and information sources)	125	3	6.17	2.17

8. To what extent do you trust private sector to engage in public service delivery in Mexico?	Percentage of Respondents (N=127)
To a very low degree	7.9%
To a somewhat low degree	31.5%
To a somewhat high degree	41.7%
To a very high degree	14.2%
Don't know	4.7%

B. Overall Attitudes Toward the World Bank Group

1. How familiar are you with the work of these organizations in Mexico? (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. World Bank Group (WBG)	125	n/a	7.21	2.38
2. Inter-American Development Bank (IDB/BID)	124	n/a	7.02	2.55
3. Latin American Development Bank (CAF)	124	n/a	5.26	3.05

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mexico? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Mexico*	116	9	7.10	2.12
3. The World Bank Group's work is aligned with what I consider the development priorities for Mexico*	116	9	7.19	2.12

4. Overall, please rate your impression of these organizations in Mexico. (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
1. World Bank Group (WBG)*	115	10	7.21	1.95
2. Inter-American Development Bank (IDB/BID)	110	14	7.22	1.94
3. Latin American Development Bank (CAF)	81	42	6.25	2.34

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

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Mexico?* (1-To no degree at all, 10-To a very significant degree)	113	11	6.91	1.98

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Mexico?* (1-To no degree at all, 10-To a very significant degree)	110	15	6.51	2.13

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mexico? (Select only ONE response)	Percentage of Respondents (N=124)
To a fully sufficient degree	4.0%
To a somewhat sufficient degree	41.9%
To a somewhat insufficient degree	26.6%
To a very insufficient degree	12.9%
Don't know	14.5%

8. When thinking about the World Bank Group's role in Mexico, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=122)
Policy advice, studies, analyses	40.2%
Financial resources	34.4%
Technical assistance	32.0%
Capacity development related to World Bank Group supported projects	23.8%
Data and statistics	19.7%
Promoting knowledge sharing	12.3%
Implementation support	11.5%
Mobilizing third party financial resources	9.8%
Bringing together different groups of stakeholders	4.1%
Donor coordination	4.1%
Other	0.0%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mexico? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=122)
Not adequately sensitive to political/social realities in Mexico	26.2%
Not flexible enough	25.4%
Not willing to honestly criticize policies and reform efforts in the country	19.7%
Not aligned with country priorities	17.2%
Not collaborating enough with private sector	16.4%
Not collaborating enough with civil society (e.g., NGOs)	13.9%
Information on its work is hard to find	11.5%
Arrogant in its approach	10.7%
Inadequate World Bank Group's staffing in Mexico	9.0%
Don't know	9.0%
Not sufficiently focused on sustainable results	7.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.4%
Other	6.6%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Mexico, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mexico? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=121)
Social services (education, health, social protection)	34.7%
Infrastructure (transport, energy, information and communications technology, water and sanitation)	33.9%
Poverty reduction	29.8%
Economic growth	26.4%
Climate change (e.g., mitigation, adaptation)	24.8%
Public sector governance, anti-corruption and judiciary reform	19.8%
Equality of opportunity (i.e., social inclusion, gender equity)	19.0%
Crime and violence	17.4%
Job creation/employment	14.0%
Natural resource management (forests, biodiversity)	14.0%
Food security, agriculture and rural development	13.2%
Urban development and disaster risk management	11.6%
Private sector development	9.1%
Financial markets	8.3%
Global/regional integration	6.6%
Trade and exports	1.7%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mexico solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	104	16	7.63	1.94

To what extent is the World Bank Group an effective development partner in Mexico, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	103	12	6.93	1.83
3. Flexibility (in terms of the institution's products and services)*	103	15	6.44	2.06
4. Flexibility (in terms of changing country circumstances)*	106	13	6.58	2.02
5. Being inclusive*	100	18	7.17	2.08
6. Openness (sharing data and other information)*	110	7	7.70	2.15
7. Collaboration with the Government*	103	16	7.52	2.19
8. The speed in which it gets things accomplished on the ground*	101	17	6.35	2.24
9. Helping to bring discipline/effective supervision to implementation of investment projects*	100	19	7.25	2.16
10. Collaboration with civil society*	92	26	6.72	1.91
11. Staff accessibility*	93	20	7.51	2.08
12. Collaboration with other donors and development partners*	90	28	7.17	2.03
13. Collaboration with the private sector*	90	28	6.94	2.05
14. Straightforwardness and honesty*	106	11	8.08	1.91
15. Treating clients and stakeholders in Mexico with respect*	105	14	8.42	1.81
16. Being a long-term partner*	104	15	8.18	1.93

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	88	31	6.69	2.12
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	102	16	7.64	1.86
19. The World Bank Group's approvals and reviews are done in a timely fashion	99	17	7.41	1.7
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	85	33	7.36	1.96
21. The World Bank Group's conditions on its lending are reasonable	85	33	7.21	1.92
22. The World Bank Group takes decisions quickly in Mexico*	94	24	6.89	2.05
23. Working with the World Bank Group increases Mexico's institutional capacity	104	14	7.15	2.29
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	80	37	7.36	2.18

To what extent do you agree/disagree with the following statements about the World Bank Group in Mexico? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. The World Bank Group's financial instruments (investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mexico*	91	28	7.05	1.95
26. The World Bank Group meets Mexico's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	107	12	7.53	1.93

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
27. To what extent do you believe that Mexico received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	72	47	7.11	2.11

D. World Bank Group's Support in Development Areas

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 Mexico? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	49	64	7.02	1.88
2. Gender equity (closing the gap between women and men, and boys and girls)	73	41	7.33	1.79
3. Private sector development	57	57	6.93	2.09
4. Education	62	49	7.47	1.77
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	62	53	6.90	2.07
6. Global/regional integration	60	53	7.22	1.96
7. Food security	68	46	7.46	2.00
8. Urban development	54	60	6.81	2.09
9. Energy	52	62	7.13	2.33
10. Water and sanitation	46	68	7.02	2.29
11. Pollution	60	53	7.32	2.04
12. Job creation/employment (e.g., income opportunities for the poor)	69	44	7.54	2.09
13. Health and nutrition	78	36	7.18	2.05
14. Financial markets	68	45	6.99	2.19
15. Transport (e.g., roads, bridges, transportation)	70	44	7.13	2.18

**D. World Bank Group's Support in Development Areas (continued)**

2. 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=114)
Increased its emphasis recently	17.5%
Decreased its emphasis recently	10.5%
Emphasis has remained pretty consistent over time	39.5%
Don't know	32.5%

E. 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=117)
Weekly	10.3%
Monthly	12.0%
A few times a year	47.9%
Rarely	23.1%
Never	6.8%

In Mexico, 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	101	11	7.47	1.63
3. Include appropriate level of stakeholder involvement during preparation	93	22	7.53	1.72
4. Lead to practical solutions	98	17	7.37	1.83
5. Are source of relevant information on global good practices	102	13	8.28	1.52
6. Are adequately disseminated and accessible	108	7	6.84	2.36
7. Are translated enough into local language	100	15	7.83	1.87
8. Are adaptable to Mexico's specific development challenges and country circumstances*	101	14	7.26	2.04

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)	99	16	7.05	2.07
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)	107	9	8.22	1.42

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mexico? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
Increase the level of capacity development in the country	40.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	32.8%
Reduce the complexity of obtaining World Bank Group financing	30.2%
Reach out more to groups outside of Government	25.9%
Offer more innovative knowledge products and services	19.0%
Offer more innovative financial products and services	18.1%
Increase availability of Reimbursable Advisory Services (RAS)	12.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.1%
Other	1.7%

2. 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=116)
Local government	45.7%
Private sector	31.9%
NGOs/Community Based Organizations	29.3%
Academia/think tanks/research institutes	25.9%
Youth/university groups	20.7%
Congress	10.3%
Beneficiaries	9.5%
Foundations	6.9%
Media	6.9%
Donor community	5.2%
Other	1.7%
Don't know	0.9%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Mexico?	Percentage of Respondents (N=116)
Never	8.6%
Less than once a year	16.4%
Once a year to a few times a year	41.4%
Less than once a month	5.2%
At least once a month	19.0%
At least once a week	9.5%

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

2. How do you get most of your information about economic and social development issues in Mexico? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
Internet	65.5%
Periodicals	48.3%
International newspapers	19.0%
Local newspapers	19.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.8%
Other	9.5%
International television	3.4%
Local television	2.6%
Local radio	2.6%
International radio	0.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=116)
World Bank Group's seminars/workshops/conferences	39.7%
World Bank Group's publications and other written materials	35.3%
e-Newsletters	33.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	27.6%
World Bank Group's website	22.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	17.2%
Webinars or online events hosted by the World Bank Group	13.8%

4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=115)
Computer/laptop	83.5%
Phone	9.6%
I never visit the WBG websites	5.2%
Tablet	1.7%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	116	16.4%	26.7%	41.4%	15.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	114	10.5%	32.5%	41.2%	15.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	115	10.4%	18.3%	32.2%	39.1%
Visited a WBG website (e.g., read a blog, used data)	115	11.3%	27.8%	45.2%	15.7%
Attended an event/conference hosted by the WBG	113	3.5%	7.1%	54.0%	35.4%
Watched a webinar or online event hosted by the WBG	115	2.6%	7.0%	42.6%	47.8%
Read some or all of a WBG research paper or publication	115	7.8%	25.2%	52.2%	14.8%
Met professionally with WBG staff	114	8.8%	17.5%	43.0%	30.7%
Read a WBG e-newsletter	116	9.5%	12.9%	41.4%	36.2%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=134)
Employee of a Secretary or Implementation Agency	26.1%
Private Sector Organization	14.9%
Academia/Research Institute/Think Tank	11.9%
NGO/Community Based Organization	11.2%
Local Government Office or Staff	7.5%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	6.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.7%
Financial Sector/Private Bank	3.7%
Office of Secretary	3.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	2.2%
Media (press, radio, TV, web, etc.)	2.2%
Office of the President	1.5%
Office of Congressman	1.5%
Other	1.5%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.7%
Trade Union	0.7%
Faith-Based Group	0.7%
Judicial System (e.g., courts)	0.0%
State-Owned Enterprise	0.0%
Multilateral Agency (e.g., UN, regional development bank)	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=134)
Other	17.2%
Environment, natural resources	11.9%
Finance and markets	11.9%
Macroeconomics, fiscal management	7.5%
Governance, anti-corruption	6.0%
Energy	5.2%
Water, sanitation	5.2%
Generalist (specialized in multiple sectors)	5.2%
Poverty	4.5%
Education	4.5%
Urban development	4.5%
Agriculture, rural development	3.7%
Social protection	2.2%
Climate change	2.2%
Health, nutrition	1.5%
Jobs	1.5%
Gender	1.5%
Fragility, conflict, violence, refugees	1.5%
Trade and competitiveness	1.5%
Communications, public affairs	0.7%
Transport	0.0%
Digital development and technology (ICT)	0.0%
Tourism	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=132)
Yes	34.1%
No	65.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mexico? (Select only ONE response)	Percentage of Respondents (N=46)
The World Bank (IBRD)	73.9%
The International Finance Corporation (IFC)	26.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=45)
Yes	28.9%
No	71.1%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Mexico? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=125)
Use World Bank Group reports/data	40.8%
Engage in World Bank Group related/sponsored events/activities	36.8%
Collaborate as part of my professional duties	33.6%
Use World Bank Group website for information, data, research, etc.	25.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.8%

7. What's your gender?	Percentage of Respondents (N=133)
Female	40.6%
Male	59.4%

8. What's your age?	Percentage of Respondents (N=133)
25 and under	3.0%
26-35	22.6%
36-45	21.1%
46-55	26.3%
56 and above	27.1%

9. Which best represents your geographic location?	Percentage of Respondents (N=134)
Mexico City	76.1%
Outside Mexico City	23.9%



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of the President/Secretary N=6 ● Employee of a Secretary/Implementation Agency N=35 ● PMU/Consultant on WBG Project N=9 ● Local Government Office or Staff N=10
- Independent Government Institution N=5 ● Private Sector/Financial Sector/Private Bank N=25 ● CSO N=20 ● Academia/Research Institute/Think Tank (Academia) N=16 ●
- Other¹⁵ N=8

A. Overall Context

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

Percentage of Respondents	Office of the President/Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/Financial Sector/Private Bank	CSO	Academia	Other
The right direction	50.0%	45.7%	33.3%	30.0%	25.0%	8.0%	15.0%	18.8%	12.5%
The wrong direction	50.0%	31.4%	44.4%	40.0%	50.0%	60.0%	45.0%	62.5%	87.5%
Not sure	0.0%	22.9%	22.2%	30.0%	25.0%	32.0%	40.0%	18.8%	0.0%

¹⁵ Includes the following categories: Office of Congressman (N=2), Bilateral Agency (N=1), Media (N=3), and Other (N=2).



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Poverty reduction	33.3%	48.6%	44.4%	30.0%	0.0%	44.0%	35.0%	31.3%	25.0%
Economic growth	16.7%	48.6%	44.4%	40.0%	60.0%	28.0%	15.0%	18.8%	37.5%
Equality of opportunity*	33.3%	11.4%	55.6%	10.0%	20.0%	4.0%	55.0%	43.8%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Food security, agriculture and rural development	0.0%	20.0%	11.1%	20.0%	0.0%	0.0%	10.0%	12.5%	12.5%
Urban development and disaster risk management	16.7%	5.7%	0.0%	0.0%	0.0%	8.0%	5.0%	6.3%	0.0%
Infrastructure*	50.0%	17.1%	11.1%	10.0%	40.0%	32.0%	0.0%	25.0%	50.0%
Job creation/ employment	16.7%	5.7%	11.1%	30.0%	20.0%	16.0%	0.0%	25.0%	25.0%
Financial markets	16.7%	2.9%	11.1%	0.0%	0.0%	4.0%	0.0%	6.3%	12.5%
Trade and exports	0.0%	2.9%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Crime and violence	33.3%	51.4%	55.6%	30.0%	80.0%	64.0%	60.0%	43.8%	62.5%
Natural resource management	33.3%	5.7%	11.1%	30.0%	20.0%	0.0%	20.0%	6.3%	0.0%
Climate change	33.3%	28.6%	11.1%	20.0%	20.0%	24.0%	15.0%	12.5%	0.0%
Private sector development*	0.0%	2.9%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	12.5%
Social services	0.0%	25.7%	11.1%	40.0%	40.0%	24.0%	55.0%	25.0%	25.0%
Public sector governance, anti-corruption and judiciary reform	16.7%	20.0%	22.2%	20.0%	0.0%	28.0%	25.0%	43.8%	12.5%

*Significantly different between stakeholder groups

	Office of the President/ Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	5	9.00	31	7.52	9	7.56	8	6.63	5	7.20	22	7.05	19	6.47	15	7.00	7	8.71

(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 Mexico?** (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
World Bank Group (WBG)	5	8.80	33	7.33	9	7.78	10	5.70	5	7.80	22	7.36	17	6.65	16	7.38	8	7.00
Inter-American Development Bank (IDB/BID)*	5	9.00	32	7.25	9	7.44	10	4.50	5	6.20	22	7.50	17	6.47	16	7.38	8	7.13
Latin American Development Bank (CAF)	5	8.00	32	5.59	9	5.33	10	3.10	5	3.80	22	5.59	17	4.59	16	5.19	8	6.38

*Significantly different between stakeholder groups

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Mexico	5	7.40	31	7.55	9	7.78	9	7.00	4	7.00	21	7.00	15	6.00	14	7.00	8	7.13
The World Bank Group's work is aligned with what I consider the development priorities for Mexico	5	7.60	31	7.81	9	7.89	9	5.78	4	7.25	21	7.10	15	6.60	14	6.86	8	7.25

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
World Bank Group (WBG)	5	8.20	30	7.43	9	7.78	9	7.22	4	7.25	21	7.24	16	6.06	13	7.15	8	7.38
Inter-American Development Bank (IDB/BID)	5	8.00	28	7.64	9	6.78	7	6.57	4	6.00	20	7.60	16	6.75	13	7.15	8	7.00
Latin American Development Bank (CAF)	5	7.20	19	6.16	7	6.57	4	6.25	3	2.67	15	6.47	12	5.92	9	6.89	7	6.29

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Mexico?	5	8.00	30	7.03	8	7.88	8	7.75	3	6.33	21	6.86	16	6.25	14	6.57	8	6.25

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Mexico?	5	7.20	29	6.90	8	6.88	8	7.38	4	6.75	18	6.17	16	5.88	14	5.86	8	6.50

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

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

When thinking about how the World Bank Group can have the most impact on development results in Mexico, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mexico? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Equality of opportunity	0.0%	18.8%	44.4%	20.0%	20.0%	10.0%	31.3%	18.8%	0.0%
Trade and exports	0.0%	3.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	15.6%	22.2%	0.0%	0.0%	15.0%	31.3%	18.8%	37.5%
Social services	0.0%	28.1%	22.2%	40.0%	40.0%	40.0%	56.3%	31.3%	37.5%
Private sector development	0.0%	6.3%	0.0%	10.0%	20.0%	20.0%	6.3%	12.5%	0.0%
Public sector governance, anti-corruption and judiciary reform	20.0%	15.6%	22.2%	10.0%	0.0%	30.0%	6.3%	37.5%	25.0%
Global/regional integration	0.0%	9.4%	0.0%	30.0%	0.0%	0.0%	6.3%	0.0%	12.5%
Food security, agriculture and rural development	0.0%	9.4%	22.2%	0.0%	20.0%	15.0%	12.5%	25.0%	12.5%
Urban development and disaster risk management	20.0%	15.6%	0.0%	10.0%	0.0%	10.0%	6.3%	18.8%	12.5%
Economic growth	40.0%	28.1%	33.3%	20.0%	20.0%	30.0%	12.5%	25.0%	37.5%
Infrastructure	40.0%	40.6%	22.2%	20.0%	20.0%	50.0%	25.0%	25.0%	37.5%
Job creation/employment	0.0%	6.3%	22.2%	20.0%	20.0%	20.0%	12.5%	18.8%	12.5%
Financial markets	0.0%	9.4%	11.1%	10.0%	0.0%	20.0%	0.0%	6.3%	0.0%
Natural resource management	40.0%	15.6%	22.2%	10.0%	20.0%	0.0%	12.5%	25.0%	0.0%
Climate change	60.0%	31.3%	22.2%	10.0%	20.0%	20.0%	43.8%	12.5%	0.0%
Poverty reduction	60.0%	31.3%	22.2%	50.0%	60.0%	10.0%	31.3%	25.0%	25.0%



C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	5	8.00	27	7.56	9	6.89	9	6.44	4	6.75	17	7.12	11	6.00	10	6.00	8	6.75
Flexibility (in terms of the institution's products and services)	5	7.20	30	7.23	9	6.44	9	5.78	3	6.00	16	6.13	12	5.75	11	5.82	8	6.38
Flexibility (in terms of changing country circumstances)	5	6.80	30	7.53	9	6.56	9	6.00	4	6.50	16	6.50	12	5.75	13	5.69	8	6.50
Being inclusive	5	7.80	26	7.42	9	7.33	9	7.89	4	6.50	16	7.63	13	5.85	10	6.90	8	6.88
Openness (sharing data and other information)	5	8.40	30	7.90	9	7.00	9	7.44	4	7.50	19	8.00	14	7.36	12	7.50	8	7.88
Collaboration with the Government	5	7.20	30	8.27	9	7.44	9	8.33	4	7.00	16	7.44	11	6.73	11	6.45	8	7.13
The speed in which it gets things accomplished on the ground	5	7.60	28	7.29	9	5.89	9	6.44	3	5.33	15	5.67	13	5.77	11	5.00	8	7.13
Helping to bring discipline/effective supervision to implementation of investment projects	5	8.20	28	7.64	8	8.13	8	7.63	3	6.67	17	7.29	13	6.62	10	5.90	8	6.88
Collaboration with civil society	5	6.80	23	7.65	8	6.88	7	6.71	3	6.33	12	6.08	14	6.07	12	6.08	8	7.00
Staff accessibility*	5	8.40	26	8.27	8	5.50	8	8.88	3	6.00	16	8.00	8	7.38	11	6.55	8	6.13
Collaboration with other donors and development partners	5	8.20	27	7.67	8	5.88	7	7.71	3	5.67	11	7.45	12	6.58	9	6.78	8	7.13
Collaboration with the private sector	4	7.50	23	7.70	7	6.00	5	7.40	3	5.33	18	6.61	13	7.08	9	6.44	8	6.75
Straightforwardness and honesty	5	7.60	29	8.28	9	6.89	8	8.75	3	6.67	18	9.00	12	7.42	14	8.29	8	7.50
Treating clients and stakeholders in Mexico with respect	5	9.00	27	8.81	9	7.33	9	8.89	4	7.75	18	9.17	12	7.75	13	8.08	8	7.63
Being a long-term partner	5	8.80	28	8.75	9	7.33	9	7.56	4	7.00	17	9.00	11	7.55	13	8.00	8	7.50

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/ Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Mexico	5	6.80	29	7.62	8	6.38	7	7.29	3	6.33	16	6.81	13	5.92	7	5.71	6	7.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	4	7.50	21	7.62	8	6.50	7	7.86	3	6.67	13	8.00	10	7.20	7	6.14	7	7.57

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

	Office of the President/ Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Mexico	5	6.60	24	7.42	7	7.57	7	7.57	3	6.67	16	7.44	12	6.67	10	5.90	7	6.71
The World Bank Group meets Mexico's needs for knowledge services	5	7.40	31	7.81	9	7.56	8	7.88	4	7.50	17	7.88	14	6.71	11	6.82	8	7.88

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	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Increased its emphasis recently	40.0%	16.7%	11.1%	33.3%	0.0%	10.5%	21.4%	13.3%	25.0%
Decreased its emphasis recently	0.0%	10.0%	22.2%	0.0%	20.0%	0.0%	14.3%	13.3%	25.0%
Emphasis has remained pretty consistent over time	60.0%	33.3%	33.3%	44.4%	40.0%	42.1%	35.7%	46.7%	37.5%
Don't know	0.0%	40.0%	33.3%	22.2%	40.0%	47.4%	28.6%	26.7%	12.5%



E. World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Office of the President/Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/Financial Sector/Private Bank	CSO	Academia	Other
Weekly	20.0%	6.7%	11.1%	10.0%	20.0%	5.0%	13.3%	0.0%	37.5%
Monthly	0.0%	10.0%	22.2%	20.0%	0.0%	5.0%	13.3%	13.3%	25.0%
A few times a year	60.0%	60.0%	44.4%	20.0%	40.0%	50.0%	40.0%	60.0%	25.0%
Rarely	20.0%	23.3%	11.1%	30.0%	40.0%	30.0%	26.7%	20.0%	0.0%
Never	0.0%	0.0%	11.1%	20.0%	0.0%	10.0%	6.7%	6.7%	12.5%

In Mexico, to what extent do you believe that the World Bank Group's knowledge work and activities:

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Mexico's specific development challenges and country circumstances	5	8.60	26	7.62	9	7.44	10	6.70	3	5.33	15	7.27	14	6.50	11	7.55	8	7.38

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

	Office of the President/Secretary		Employee of a Secretary/Implement. Agency		PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		Private Sector/Financial Sector/Private Bank		CSO		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5	7.60	25	7.08	9	7.67	9	7.67	4	6.75	14	7.36	13	6.08	13	6.54	7	7.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	8.80	28	8.43	9	8.00	10	8.00	5	8.60	17	8.59	13	7.85	12	7.67	8	8.13

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

**F. The Future Role of The World Bank Group in Mexico**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Mexico? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Increase availability of Reimbursable Advisory Services (RAS)	40.0%	13.3%	11.1%	0.0%	0.0%	26.3%	0.0%	6.7%	25.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.0%	13.3%	11.1%	10.0%	20.0%	5.3%	0.0%	6.7%	50.0%
Offer more innovative financial products and services	0.0%	26.7%	22.2%	10.0%	20.0%	21.1%	6.7%	20.0%	12.5%
Offer more innovative knowledge products and services	20.0%	23.3%	33.3%	20.0%	40.0%	10.5%	13.3%	20.0%	0.0%
Collaborate more effectively with Government clients	40.0%	33.3%	44.4%	30.0%	0.0%	36.8%	20.0%	33.3%	50.0%
Reduce the complexity of obtaining World Bank Group financing	20.0%	33.3%	33.3%	40.0%	20.0%	31.6%	46.7%	13.3%	12.5%
Reach out more to groups outside of Government*	20.0%	10.0%	11.1%	20.0%	0.0%	36.8%	66.7%	26.7%	25.0%
Increase the level of capacity development in the country	40.0%	33.3%	33.3%	40.0%	80.0%	31.6%	40.0%	73.3%	12.5%
Other	0.0%	3.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Mexico (continued)**

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)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Congress	20.0%	10.0%	11.1%	10.0%	20.0%	10.5%	0.0%	6.7%	25.0%
Foundations	0.0%	0.0%	22.2%	0.0%	0.0%	10.5%	20.0%	0.0%	12.5%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	13.3%	6.7%	37.5%
Local government	100.0%	56.7%	55.6%	50.0%	60.0%	26.3%	33.3%	40.0%	25.0%
Donor community	20.0%	6.7%	22.2%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	20.0%	16.7%	22.2%	30.0%	40.0%	21.1%	93.3%	20.0%	0.0%
Academia/think tanks/research institutes*	0.0%	23.3%	44.4%	30.0%	40.0%	0.0%	6.7%	80.0%	12.5%
Beneficiaries	20.0%	10.0%	11.1%	20.0%	20.0%	5.3%	6.7%	0.0%	12.5%
Youth/university groups	0.0%	36.7%	11.1%	10.0%	0.0%	21.1%	20.0%	20.0%	12.5%
Private sector*	20.0%	26.7%	0.0%	30.0%	20.0%	78.9%	6.7%	26.7%	50.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	12.5%
Don't know	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Never	0.0%	13.3%	11.1%	10.0%	0.0%	0.0%	13.3%	6.7%	12.5%
Less than once a year	0.0%	3.3%	11.1%	30.0%	60.0%	21.1%	20.0%	20.0%	12.5%
Once a year to a few times a year	40.0%	33.3%	11.1%	30.0%	40.0%	57.9%	46.7%	66.7%	25.0%
Less than once a month	0.0%	6.7%	0.0%	0.0%	0.0%	10.5%	6.7%	0.0%	12.5%
At least once a month	60.0%	30.0%	22.2%	30.0%	0.0%	10.5%	6.7%	6.7%	12.5%
At least once a week	0.0%	13.3%	44.4%	0.0%	0.0%	0.0%	6.7%	0.0%	25.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Internet	100.0%	70.0%	55.6%	80.0%	100.0%	52.6%	60.0%	40.0%	87.5%
Periodicals	40.0%	50.0%	66.7%	40.0%	40.0%	57.9%	26.7%	53.3%	50.0%
International television	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	6.7%	13.3%	0.0%
International newspapers	20.0%	10.0%	33.3%	10.0%	0.0%	26.3%	26.7%	33.3%	0.0%
Local television	0.0%	3.3%	0.0%	10.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Local radio	0.0%	3.3%	0.0%	10.0%	0.0%	0.0%	6.7%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	20.0%	20.0%	22.2%	10.0%	0.0%	10.5%	20.0%	0.0%	12.5%
Local newspapers	0.0%	26.7%	0.0%	0.0%	0.0%	26.3%	26.7%	26.7%	12.5%
Other	20.0%	6.7%	0.0%	10.0%	0.0%	15.8%	6.7%	20.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
World Bank Group's seminars/workshops/conf erences	60.0%	43.3%	44.4%	50.0%	20.0%	26.3%	40.0%	53.3%	12.5%
World Bank Group's website	20.0%	16.7%	0.0%	20.0%	40.0%	21.1%	26.7%	20.0%	62.5%
World Bank Group's publications and other written materials	60.0%	36.7%	22.2%	10.0%	20.0%	36.8%	33.3%	60.0%	25.0%
e-Newsletters	0.0%	36.7%	22.2%	20.0%	60.0%	36.8%	33.3%	20.0%	75.0%
Direct contact with World Bank Group	40.0%	16.7%	44.4%	10.0%	0.0%	31.6%	6.7%	6.7%	0.0%
Social media	0.0%	30.0%	44.4%	50.0%	0.0%	21.1%	40.0%	20.0%	12.5%
Webinars or online events hosted by the World Bank Group	20.0%	6.7%	22.2%	20.0%	40.0%	15.8%	6.7%	20.0%	0.0%



H. Background Information

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

Percentage of Respondents	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Yes	83.3%	58.8%	55.6%	10.0%	0.0%	45.8%	10.0%	6.3%	0.0%
No	16.7%	41.2%	44.4%	90.0%	100.0%	54.2%	90.0%	93.8%	100.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
IBRD	80.0%	95.2%	100.0%	100.0%	0.0%	9.1%	100.0%	100.0%	0.0%
IFC	20.0%	4.8%	0.0%	0.0%	0.0%	90.9%	0.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	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 Mexico? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Secretary	Employee of a Secretary/Implement. Agency	PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Observer	16.7%	9.7%	12.5%	11.1%	20.0%	20.8%	26.3%	20.0%	12.5%
Use World Bank Group reports/data*	0.0%	32.3%	25.0%	33.3%	60.0%	20.8%	57.9%	73.3%	75.0%
Engage in World Bank Group related/sponsored events/activities	33.3%	41.9%	25.0%	44.4%	40.0%	50.0%	21.1%	40.0%	12.5%
Collaborate as part of my professional duties*	83.3%	48.4%	62.5%	33.3%	40.0%	25.0%	10.5%	26.7%	0.0%
Use World Bank Group website for information, data, research, etc.*	33.3%	16.1%	12.5%	11.1%	20.0%	25.0%	47.4%	13.3%	62.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

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 FY20 Mexico COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY16 and FY20 Mexico COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY16 N=83
- Collaborating with the WBG, FY20 N=45
- Not collaborating with the WBG, FY20 N=87

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
The national/federal government	43	5.65	82	4.94
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	43	7.49	69	6.77
The World Bank Group	44	7.64	76	7.01
The International Monetary Fund	42	7.21	76	6.70
The United Nations (UN)	43	7.56	76	6.92
Regional development banks - IDB, CAF	44	7.45	71	6.85
Mexico's Central Bank - BANXICO	44	7.91	76	7.42
The private sector	43	6.63	81	6.09
Civil society (e.g., NGOs)	42	6.81	81	7.17
Faith-based institutions	28	5.04	59	5.27
The media and their web presence*	44	5.34	80	6.20
Web based media*	44	5.66	83	6.59

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes Toward the World Bank Group

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Mexico?*	81	9.01	43	8.21	81	6.64

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators*

¹⁶ Only 132 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mexico?***(1-Strongly disagree, 10-Strongly agree)*

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Mexico	75	7.60	43	7.49	72	6.83
The World Bank Group's work is aligned with what I consider the development priorities for Mexico	77	7.71	43	7.47	72	6.99

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Mexico.	80	8.54	43	7.56	71	6.96

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Mexico?	72	7.54	42	7.12	70	6.74

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Mexico?	41	6.56	68	6.43

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Mexico?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	7.0%	1.3%
To a somewhat sufficient degree	39.5%	43.8%
To a somewhat insufficient degree	23.3%	28.8%
To a very insufficient degree	18.6%	10.0%
Don't know	11.6%	16.3%



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 Mexico?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not sufficiently focused on sustainable results	4.8%	8.9%
Not collaborating enough with civil society (e.g., NGOs)*	4.8%	17.7%
Information on its work is hard to find	11.9%	10.1%
Not aligned with country priorities	11.9%	20.3%
Not adequately sensitive to political/social realities in Mexico	33.3%	22.8%
Not flexible enough*	38.1%	19.0%
Not willing to honestly criticize policies and reform efforts in the country	11.9%	24.1%
Not collaborating enough with private sector	14.3%	17.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	11.9%	5.1%
Arrogant in its approach	14.3%	8.9%
Inadequate World Bank Group's staffing in Mexico	9.5%	8.9%
Other	7.1%	6.3%
Don't know	9.5%	8.9%

*Significantly different between collaborators and non-collaborators

When thinking about how the World Bank Group can have the most impact on development results in Mexico, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mexico?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Equality of opportunity (i.e., social inclusion, gender equity)	19.0%	19.2%
Trade and exports	0.0%	1.3%
Crime and violence	11.9%	20.5%
Social services (education, health, social protection)	23.8%	41.0%
Private sector development	9.5%	9.0%
Public sector governance, anti-corruption and judiciary reform	16.7%	21.8%
Global/regional integration	4.8%	7.7%
Food security, agriculture and rural development	9.5%	14.1%
Urban development and disaster risk management	11.9%	11.5%
Economic growth	23.8%	26.9%
Infrastructure (transport, energy, information and communications technology, water and sanitation)	40.5%	30.8%
Job creation/employment	9.5%	16.7%
Financial markets	11.9%	6.4%
Natural resource management (forests, biodiversity)	21.4%	10.3%
Climate change (e.g., mitigation, adaptation)	33.3%	20.5%
Poverty reduction	33.3%	28.2%

C. World Bank Group's Work and Engagement on the Ground

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Mexico solve its most complicated development challenges?	80	8.75	40	7.75	63	7.52

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Mexico, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Responsiveness to needs	75	7.68	38	7.24	64	6.70
Flexibility (in terms of the institution's products and services)	72	7.44	39	6.74	63	6.19
Flexibility (in terms of changing country circumstances)*	73	7.55	39	7.18	66	6.18
Being inclusive	73	7.68	38	7.39	61	6.98
Openness (sharing data and other information)	75	8.19	41	7.80	68	7.60
Collaboration with the Government	76	8.61	38	7.58	64	7.45
The speed in which it gets things accomplished on the ground	74	7.50	38	6.61	62	6.13
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ			38	7.53	61	7.03
Collaboration with civil society	65	7.25	31	6.97	60	6.53
Staff accessibility	75	8.07	38	7.89	54	7.19
Collaboration with other donors and development partners ⁱ			35	7.49	54	6.91
Collaboration with the private sector	51	7.76	35	6.97	54	6.87
Straightforwardness and honesty	71	8.66	40	8.05	65	8.08
Treating clients and stakeholders in Mexico with respect	74	8.51	39	8.56	65	8.31
Being a long-term partner*	68	8.71	37	8.78	66	7.82

*Significantly different between collaborators and non-collaborators

ⁱ Only FY 2020 questionnaire had this response option**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	64	8.45	36	6.81	51	6.57
The World Bank Group effectively monitors and evaluates the projects and programs it supports	70	8.46	39	7.87	62	7.45
The World Bank Group's approvals and reviews are done in a timely fashion	59	7.95	40	7.30	58	7.45
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	53	8.04	37	7.24	47	7.40
The World Bank Group's conditions on its lending are reasonable	59	7.86	35	7.26	49	7.12
The World Bank Group takes decisions quickly in Mexico	73	7.74	37	7.03	56	6.75
Working with the World Bank Group increases Mexico's institutional capacity	72	8.06	39	7.18	64	7.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	62	8.05	30	7.27	49	7.37

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Mexico?***(1- Strongly disagree, 10- Strongly agree)*

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Mexico	70	7.60	35	7.26	55	6.87
The World Bank Group meets Mexico's needs for knowledge services	70	7.91	41	7.76	65	7.35

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe that Mexico received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	66	8.02	27	7.30	44	6.93

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



D. World Bank Group's Support in Development Areas

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Private sector development	33	7.73	15	7.67	33	6.64
Social services ⁱ	44	8.45	21	7.67	51	7.14
Public sector governance, anti-corruption and judiciary reform ⁱⁱ	56	8.08	17	7.29	39	6.69
Global/regional integration	30	8.63	21	7.52	40	7.38
Food security, agriculture and rural development ⁱⁱⁱ	44	8.35	19	7.26	42	6.67
Urban development and disaster risk management ^{iv}	48	8.13	21	7.52	38	6.97
Infrastructure ^v	60	8.37	25	8.00	42	7.07
Job creation/employment*	28	7.43	21	7.43	32	6.31
Financial markets	34	8.26	19	7.53	32	6.81
Trade and exports	21	7.81	14	7.79	31	6.58
Natural resource management	32	8.13	21	7.86	38	6.95
Climate change	52	8.96	27	7.89	41	7.24
Poverty reduction	51	8.35	27	7.19	50	7.12
Economic growth	41	8.24	22	7.09	45	6.87
Equality of opportunity	32	8.03	24	7.58	45	6.82

*Significantly different between collaborators and non-collaborators

ⁱ In FY 2016, there were three categories related to social services: "Education", "Health", and "Social protection." A mean score of responses to these three categories was calculated and included in a separate variable that then was compared to FY 2020 "Social services" category.

ⁱⁱ In FY 2016, there were two categories related to public sector governance: "Public sector governance/reform" and "Anti-corruption". A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Public sector governance, anti-corruption and judiciary reform" category.

ⁱⁱⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Food security, agriculture and rural development" category.

^{iv} In FY 2016, there were two categories related to urban development and disaster risk management: "Urban development" and "Disaster management." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Urban development and disaster risk management" category.

^v In FY 2016, there were four categories related to infrastructure: "Transport", "Energy", "Information and communications technology", and "Water and sanitation". A mean score of responses to these four categories was calculated and included in a separate variable that then was compared to FY 2020 "Infrastructure" category.



E. World Bank Group's Knowledge Work and Activities

In Mexico, 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)

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Are timely	72	8.01	36	7.69	64	7.30
Include appropriate level of stakeholder involvement during preparation ⁱ			35	7.83	57	7.30
Lead to practical solutions	72	7.71	37	7.51	60	7.23
Are source of relevant information on global good practices ⁱ			37	8.41	64	8.19
Are adequately disseminated ⁱ			38	6.92	69	6.75
Are translated enough into local language	72	7.54	35	7.80	64	7.81
Are adaptable to Mexico's specific development challenges and country circumstances	71	7.92	36	7.33	64	7.17

ⁱ Only FY 2020 questionnaire had this response option

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	72	8.06	35	7.20	63	6.92

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	72	8.54	38	8.45	68	8.07

(1- Very low technical quality, 10- Very high technical quality)

Which of the following SHOULD the World Bank Group do to make itself of greater value in Mexico?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Increase availability of Reimbursable Advisory Services (RAS)	12.8%	11.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.3%	13.2%
Offer more innovative financial products and services	23.1%	15.8%
Offer more innovative knowledge products and services	23.1%	17.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	35.9%	31.6%
Reduce the complexity of obtaining World Bank Group financing	35.9%	27.6%
Reach out more to groups outside of Government*	10.3%	34.2%
Increase the level of capacity development in the country	38.5%	40.8%
Other	2.6%	1.3%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2020 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 = 159
- FY 2020 Number of comparable respondents = 127

By weighting, the FY 2016 and FY 2020 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 2020
Office of the President/Secretary	5.5%	5.5%
Government Institutions	42.5%	42.5%
Local Government	8.0%	8.0%
Bilateral/Multilateral Agency	1.5%	1.5%
Civil Society	17.5%	17.5%
Private Sector	15.0%	15.0%
Academia/Research Institute/Think Tank	10.0%	10.0%

A. Overall Context

In general, would you say that Mexico is headed in ... ?*

Percentage of Respondents	FY 2016	FY 2020
The right direction	50.0%	28.3%
The wrong direction	30.5%	45.7%
Not sure	19.5%	26.0%

**Significantly different between FY2016 and FY2020*

B. Overall Attitudes toward the World Bank Group

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	155	7.94	2.44	118	7.22	2.36
Inter-American Development Bank (IDB/BID)*	151	7.70	2.48	117	6.98	2.57
Latin American Development Bank (CAF)*	149	4.20	3.06	117	5.21	3.08

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2020*

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mexico	135	6.76	2.18	109	7.13	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Mexico	135	7.01	2.00	109	7.23	2.07

¹⁷ Only those questions that were asked in the FY 2016 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	141	7.99	1.83	108	7.19	1.92
Inter-American Development Bank (IDB/BID)*	133	7.85	1.68	103	7.22	1.91
Latin American Development Bank (CAF)	62	5.92	2.39	76	6.23	2.35

(1-Not effective at all, 10-Very effective) *Significantly different between FY2016 and FY2020

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mexico?	121	7.20	1.99	106	6.87	2.00

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

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

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2020
To a fully sufficient degree	4.8%	5.1%
To a somewhat sufficient degree	23.1%	41.9%
To a somewhat insufficient degree	46.9%	25.6%
To a very insufficient degree	12.9%	13.7%
Don't know	12.2%	13.7%

*Significantly different between FY2016 and FY2020

C. World Bank Group's Work and Engagement on the Ground

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mexico solve its most complicated development challenges?*	138	8.47	1.59	97	7.54	1.96

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2020

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	120	7.09	1.92	97	6.94	1.80
Flexibility (in terms of the institution's products and services)	125	6.89	1.98	97	6.44	2.07
Flexibility (in terms of changing country circumstances)	126	6.89	2.07	100	6.59	2.01
Being inclusive	127	7.06	2.16	94	7.11	2.08
Openness (sharing data and other information)	131	7.84	1.78	104	7.66	2.10
Collaboration with the Government*	131	8.33	1.50	97	7.56	2.15
The speed in which it gets things accomplished on the ground	125	6.85	2.02	96	6.35	2.21
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ				94	7.30	2.12
Collaboration with civil society	120	6.51	2.45	87	6.73	1.85
Staff accessibility	122	7.50	2.28	86	7.61	2.02
Collaboration with other donors and development partners ⁱ				86	7.14	2.04
Collaboration with the private sector	95	7.24	1.91	83	6.98	2.03
Straightforwardness and honesty	120	8.24	1.82	99	8.02	1.88
Treating clients and stakeholders in Mexico with respect	121	8.33	1.84	98	8.41	1.72
Being a long-term partner	111	8.42	1.70	98	8.17	1.88

*Significantly different between FY2016 and FY2020

ⁱ Only FY 2020 questionnaire had this response option

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	104	7.64	2.31	81	6.76	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports	114	8.09	1.94	95	7.67	1.75
The World Bank Group's approvals and reviews are done in a timely fashion	96	7.67	1.89	93	7.39	1.74
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	79	7.80	2.04	79	7.20	1.98
The World Bank Group's conditions on its lending are reasonable	98	7.57	2.09	82	7.17	1.97
The World Bank Group takes decisions quickly in Mexico	108	7.42	2.00	89	6.87	2.11
Working with the World Bank Group increases Mexico's institutional capacity*	114	7.81	2.06	99	7.02	2.40
Where country systems are adequate, the World Bank Group makes appropriate use of them*	88	8.01	2.14	76	7.17	2.31

*Significantly different between FY2016 and FY2020

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Mexico?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mexico	123	7.10	2.07	86	6.96	2.08
The World Bank Group meets Mexico's needs for knowledge services	122	7.49	2.04	102	7.38	2.04

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Mexico received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	101	7.72	1.75	70	7.05	2.17

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2020*



D. World Bank Group's Support in Development Areas

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Private sector development	61	7.45	1.92	45	7.00	1.92
Social services (education, health, social protection) ⁱ	81	7.77	2.18	70	7.25	1.82
Public sector governance, anti-corruption and judiciary reform ⁱⁱ	92	7.48	2.37	54	6.77	2.18
Global/regional integration*	56	8.27	1.58	58	7.30	1.99
Food security, agriculture and rural development ⁱⁱⁱ	68	7.77	2.13	60	6.76	2.18
Urban development and disaster risk management ^{iv}	78	7.89	1.67	59	7.10	2.07
Infrastructure (transport, energy, information and communications technology, water and sanitation) ^v	94	7.98	1.73	65	7.34	2.15
Job creation/employment	49	6.39	2.52	51	6.72	2.27
Financial markets*	56	8.10	2.01	49	6.94	2.47
Trade and exports*	47	7.74	1.56	44	6.85	2.42
Natural resource management (forests, biodiversity)	55	7.69	2.05	58	7.26	2.09
Climate change (e.g., mitigation, adaptation)*	82	8.30	2.10	64	7.46	2.09
Poverty reduction	84	7.56	2.62	75	7.14	2.06
Economic growth*	66	7.80	2.06	63	6.88	2.27
Equality of opportunity (i.e., social inclusion, gender equity)	59	7.32	2.49	66	7.09	2.20

*Significantly different between collaborators and non-collaborators

ⁱ In FY 2016, there were three categories related to social services: "Education", "Health", and "Social protection." A mean score of responses to these three categories was calculated and included in a separate variable that then was compared to FY 2020 "Social services" category.

ⁱⁱ In FY 2016, there were two categories related to public sector governance: "Public sector governance/reform" and "Anti-corruption". A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Public sector governance, anti-corruption and judiciary reform" category.

ⁱⁱⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Food security, agriculture and rural development" category.

^{iv} In FY 2016, there were two categories related to urban development and disaster risk management: "Urban development" and "Disaster management." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Urban development and disaster risk management" category.

^v In FY 2016, there were four categories related to infrastructure: "Transport", "Energy", "Information and communications technology", and "Water and sanitation". A mean score of responses to these four categories was calculated and included in a separate variable that then was compared to FY 2020 "Infrastructure" category.

E. 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 2020
Weekly	17.7%	9.0%
Monthly	19.1%	10.8%
A few times a year	42.6%	49.5%
Rarely	15.6%	24.3%
Never	5.0%	6.3%

*Significantly different between FY2016 and FY2020

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

In Mexico, 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 2020		
	N	Mean	SD	N	Mean	SD
Are timely	124	7.69	1.80	96	7.41	1.69
Include appropriate level of stakeholder involvement during preparation ⁱ				89	7.45	1.76
Lead to practical solutions	121	7.27	1.90	93	7.25	1.88
Are source of relevant information on global good practices ⁱ				98	8.20	1.57
Are adequately disseminated ⁱ				103	6.67	2.38
Are translated enough into local language	123	7.42	2.20	95	7.73	1.91
Are adaptable to Mexico's specific development challenges and country circumstances	116	7.48	2.01	95	7.14	2.13

*Significantly different between FY2016 and FY2020

ⁱ Only FY 2020 questionnaire had this response option

	FY 2016			FY 2020		
	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?*	123	7.65	1.99	94	6.91	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	125	8.41	1.53	101	8.18	1.47

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

*Significantly different between FY2016 and FY2020



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 Mexico? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	7.01	7.64	7.50	5.84	7.26	7.17	7.01	7.57	6.93	7.77	7.24	7.18
Overall the World Bank Group currently plays a relevant role in development in Mexico	6.83	7.49	7.26	6.06	7.16	6.96	6.74	7.67	6.69	7.77	7.15	6.85
The World Bank Group's work is aligned with what I consider the development priorities for Mexico	6.99	7.47	7.22	6.12	7.05	7.04	6.73	7.62	6.67	7.72	7.24	6.44
Overall, please rate your impression of the World Bank Group's effectiveness in Mexico.	6.96	7.56	7.41	6.12	7.33	7.02	6.87	7.79	6.77	7.97	7.35	6.78
To what extent does the World Bank Group's work help to achieve development results in Mexico?	6.74	7.12	7.05	5.79	6.98	6.74	6.54	7.50	6.45	7.64	7.08	6.33
To what extent does the World Bank Group influence the development agenda in Mexico?	6.43	6.56	6.61	5.93	6.59	6.42	6.18	7.08	6.17	7.14	6.63	6.12
Responsiveness to needs	6.70	7.24	7.02	5.92	6.87	6.88	6.73	7.14	6.47	7.58	7.06	6.38
Flexibility (in terms of the institution's products and services)	6.19	6.74	6.49	5.58	6.36	6.41	6.07	6.92	6.15	6.76	6.56	5.83
Flexibility (in terms of changing country circumstances)	6.18	7.18	6.65	5.50	6.52	6.45	6.20	7.00	6.25	6.89	6.55	6.29
Being inclusive	6.98	7.39	7.20	6.36	7.09	7.12	6.67	7.86	6.85	7.56	7.41	6.31
Openness (sharing data and other information)	7.60	7.80	7.83	6.67	7.53	7.84	7.57	7.84	7.51	7.95	7.61	7.82
Collaboration with the Government	7.45	7.58	7.46	7.31	7.55	7.29	7.10	8.06	7.21	7.83	7.70	6.67
The speed in which it gets things accomplished on the ground	6.13	6.61	6.45	5.15	6.13	6.46	5.90	6.97	6.05	6.64	6.44	5.80
Helping to bring discipline/effective supervision to implementation of investment projects	7.03	7.53	7.42	6.08	7.41	7.00	6.95	7.78	6.81	7.94	7.37	6.83
Collaboration with civil society	6.53	6.97	6.78	5.92	6.72	6.60	6.31	7.33	6.39	7.09	6.89	6.00
Staff accessibility	7.19	7.89	7.52	7.12	7.70	7.19	7.28	7.82	7.22	7.86	7.58	7.19
Collaboration with other donors and development partners	6.91	7.49	7.22	6.36	7.00	7.24	6.76	7.71	6.84	7.49	7.25	6.65
Collaboration with the private sector	6.87	6.97	6.91	6.92	6.76	7.11	6.60	7.39	6.77	7.17	7.08	6.48
Straightforwardness and honesty	8.08	8.05	8.10	8.25	7.98	8.31	7.90	8.49	8.08	8.18	8.36	7.48
Treating clients and stakeholders in Mexico with respect	8.31	8.56	8.41	8.17	8.25	8.55	8.15	8.78	8.35	8.43	8.48	8.12
Being a long-term partner	7.82	8.78	8.28	7.43	8.04	8.33	8.00	8.43	7.97	8.47	8.36	7.62
The World Bank Group takes decisions quickly in Mexico	6.75	7.03	6.90	6.00	6.75	6.84	6.39	7.41	6.76	6.82	6.82	6.68
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.37	7.27	7.45	6.89	7.27	7.55	7.18	7.69	7.48	7.21	7.44	7.20
The World Bank Group's financial instruments meet the needs of Mexico	6.87	7.26	7.21	6.27	7.33	6.74	6.83	7.52	6.91	7.41	7.22	6.74
The World Bank Group meets Mexico's needs for knowledge services	7.35	7.76	7.70	6.64	7.50	7.63	7.27	8.09	7.32	7.97	7.72	7.08
In Mexico, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Mexico's specific development challenges and country circumstances	7.17	7.33	7.52	5.73	7.32	7.32	7.10	7.69	7.02	7.83	7.46	6.96
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.92	7.20	7.26	5.77	7.11	6.98	6.73	7.60	6.69	7.66	7.33	6.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8.07	8.45	8.36	7.50	8.33	8.17	8.17	8.42	8.02	8.69	8.31	8.14

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Mexico FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Mexico

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

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: OVERALL CONTEXT

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

A2. Do you think that economic opportunity for citizens in Mexico is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Mexico. Please identify which of the following you consider the most important development priorities in Mexico. (Choose no more than THREE)			
1	Poverty reduction	9	Financial markets
2	Economic growth	10	Trade and exports
3	Equality of opportunity (i.e., social inclusion, gender equity)	11	Crime and violence
4	Global/regional integration	12	Natural resource management (forests, biodiversity)
5	Food security, agriculture and rural development	13	Climate change (e.g., mitigation, adaptation)
6	Urban development and disaster risk management	14	Private sector development
7	Infrastructure (transport, energy, information and communications technology, water and sanitation)	15	Social services (education, health, social protection)
8	Job creation/employment	16	Public sector governance, anti-corruption and judiciary reform

SECTION A: OVERALL CONTEXT

A4. 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 Mexico? (Choose no more than THREE)

1	Public sector governance, anti-corruption, and judiciary reform	9	Economic growth
2	Private sector development	10	Equality of opportunity (i.e., social inclusion, gender equity)
3	Social services (education, health, social protection)	11	Trade and exports
4	Crime and violence	12	Global/regional integration
5	Climate change (e.g., mitigation, adaptation)	13	Food security, agriculture and rural development
6	Infrastructure (transport, energy, Information and communications technology, water and sanitation)	14	Urban development and disaster risk management
7	Job creation/employment	15	Natural resource management (forests, biodiversity)
8	Financial markets		

A5. Please describe the direction Mexico is moving in, when considering ... ?

		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	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 Mexico'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"/>

A6. Listed below are global challenges. Which do you think have the most serious impact on Mexico? (Choose no more than TWO)

1	Jobs/employment	6	The gap between the rich and the poor
2	Trade constraints	7	Environmental degradation
3	Climate change	8	Fragility in Mexico or neighboring countries
4	Terrorism	9	Technology based disruption
5	Migrants and refugees	10	Geo political uncertainty

SECTION A: OVERALL CONTEXT

A7. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks - IDB, CAF	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Mexico's Central Bank - BANXICO	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Civil society (e.g., NGOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	The media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A8. To what extent do you trust private sector to engage in public service delivery in Mexico?	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Mexico?											
		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

To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Mexico?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall the World Bank Group currently plays a relevant role in development in Mexico	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B3	The World Bank Group’s work is aligned with what I consider the development priorities for Mexico	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B4. Overall, please rate your impression of the effectiveness of these organizations in Mexico.													
		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"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Mexico?											
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	

B6. To what extent does the World Bank Group influence the development agenda in Mexico?											
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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mexico? (Select only ONE response)											
1	To a fully sufficient degree										
2	To a somewhat sufficient degree										
3	To a somewhat insufficient degree										
4	To a very insufficient degree										
5	Don't know										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Mexico, which activity do you VALUE the most? (Choose no more than TWO)	
1	Financial resources
2	Data and statistics
3	Promoting knowledge sharing
4	Implementation support
5	Bringing together different groups of stakeholders
6	Capacity development related to World Bank Group supported projects
7	Technical assistance
8	Policy advice, studies, analyses
9	Mobilizing third party financial resources
10	Donor coordination
11	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mexico? (Choose no more than TWO)	
1	Not sufficiently focused on sustainable results
2	Not collaborating enough with civil society (e.g., NGOs)
3	Information on its work is hard to find
4	Not aligned with country priorities
5	Not adequately sensitive to political/social realities in Mexico
6	Not flexible enough
7	Not willing to honestly criticize policies and reform efforts in the country
8	Not collaborating enough with private sector
9	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
10	Arrogant in its approach
11	Inadequate World Bank Group's staffing in Mexico
12	Other (please specify): _____
13	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Mexico, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mexico? (Choose no more than THREE)

1	Equality of opportunity (i.e., social inclusion, gender equity)	9	Urban development and disaster risk management
2	Trade and exports	10	Economic growth
3	Crime and violence	11	Infrastructure (transport, energy, information and communications technology, water and sanitation)
4	Social services (education, health, social protection)	12	Job creation/employment
5	Private sector development	13	Financial markets
6	Public sector governance, anti-corruption and judiciary reform	14	Natural resource management (forests, biodiversity)
7	Global/regional integration	15	Climate change (e.g., mitigation, adaptation)
8	Food security, agriculture and rural development	16	Poverty reduction

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mexico solve its most complicated development challenges?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in Mexico, 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	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Mexico with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

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	
C17	The World Bank Group disburses funds promptly											<input type="checkbox"/>
C18	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
C19	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
C21	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
C22	The World Bank Group takes decisions quickly in Mexico											<input type="checkbox"/>
C23	Working with the World Bank Group increases Mexico's institutional capacity											<input type="checkbox"/>
C24	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Mexico?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mexico											<input type="checkbox"/>
C26	The World Bank Group meets Mexico's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C27. To what extent do you believe that Mexico received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?													
1	2	3	4	5	6	7	8	9	10				
												<input type="checkbox"/>	
To no degree at all										To a very significant degree		Don't know	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mexico? *(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	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Social services (education, health, social protection)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Public sector governance, anti-corruption and judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Food security, agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development and disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Infrastructure (transport, energy, information and communications technology, water and sanitation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Natural resource management (forests, biodiversity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Equality of opportunity (i.e., social inclusion, gender equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. 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

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Mexico, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Mexico's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MEXICO

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mexico? (Choose no more than TWO)	
1	Increase availability of Reimbursable Advisory Services (RAS)
2	Help to bring discipline/effective supervision to implementation of World Bank Group projects
3	Offer more innovative financial products and services
4	Offer more innovative knowledge products and services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Reduce the complexity of obtaining World Bank Group financing
7	Reach out more to groups outside of Government
8	Increase the level of capacity development in the country
9	Other (please specify): _____

F2. 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	Congress	7	Academia/think tanks/research institutes
2	Foundations	8	Beneficiaries
3	Media	9	Youth/university groups
4	Local government	10	Private sector
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Mexico?	
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

G2. How do you get most of your information about economic and social development issues in Mexico? (Choose no more than TWO)			
1	Internet	6	Local radio
2	Periodicals	7	International radio
3	International television	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's seminars/workshops/conferences	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	World Bank Group's website	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's publications and other written materials	7	Webinars or online events hosted by the World Bank Group
4	e-Newsletters		

G4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. 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 H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President	12	Private Sector Organization
2	Office of Secretary	13	Financial Sector/Private Bank
3	Office of Congressman	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of a Secretary or Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (e.g., UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mexico? (Select only ONE response)

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)

H5. Do your projects involve both the World Bank and the IFC?

1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Mexico? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?

1	Female
2	Male

H8. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?

1	Mexico City
2	Outside Mexico City

Thank you for completing the survey!