



World Bank Group Country Survey FY 2021 – El Salvador

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

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 El Salvador is headed in ... ? | |
|--|---------------------|
| 1 | The right direction |
| 2 | The wrong direction |
| 3 | Not sure |

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

| A3. Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE) | | | |
|--|---|----|--|
| 1 | Global pandemics (e.g., COVID-19) | 18 | Information and communications technology |
| 2 | Financial markets | 19 | National debt |
| 3 | Job creation/employment | 20 | Equality of opportunity (i.e., social inclusion) |
| 4 | Gender equity (closing the gap between women and men, and boys and girls) | 21 | Agriculture and rural development |
| 5 | Education | 22 | Crime and violence |
| 6 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 23 | Natural renewable resource management |
| 7 | Global/regional integration | 24 | Climate change (e.g., mitigation, adaptation) |
| 8 | Food security | 25 | Poverty reduction |
| 9 | Urban development | 26 | Anti-corruption |
| 10 | Energy | 27 | Judiciary reform |
| 11 | Early childhood development (i.e., health and education for children from birth up to the age of eight) | 28 | Waste management |
| 12 | Pollution | 29 | Disaster risk management |
| 13 | Social protection (e.g., pensions, targeted social assistance) | 30 | Transport (e.g., roads, bridges, transportation) |
| 14 | Health | 31 | Non-communicable diseases |
| 15 | Water and sanitation | 32 | Economic growth |
| 16 | Post-pandemic economic recovery | 33 | Local economic development |
| 17 | Development of private sector and of micro, small, and medium enterprises | 34 | Trade and exports |

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 El Salvador? (Choose no more than THREE)

| | | | |
|----|--|----|---|
| 1 | Climate change (e.g., mitigation, adaptation) | 17 | Global/regional integration |
| 2 | Judiciary reform | 18 | National debt |
| 3 | Equality of opportunity (i.e., social inclusion) | 19 | Job creation/employment |
| 4 | Energy | 20 | Urban development |
| 5 | Information and communications technology | 21 | Financial markets |
| 6 | Economic growth | 22 | Water and sanitation |
| 7 | Agriculture and rural development | 23 | Gender equity (closing the gap between women and men, and boys and girls) |
| 8 | Trade and exports | 24 | Development of private sector and of micro, small, and medium enterprises |
| 9 | Crime and violence | 25 | Education |
| 10 | Disaster risk management | 26 | Pollution |
| 11 | Transport (e.g., roads, bridges, transportation) | 27 | Food security |
| 12 | Social protection (e.g., pensions, targeted social assistance) | 28 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 13 | Anti-corruption | 29 | Natural renewable resource management |
| 14 | Waste management | 30 | Early childhood development (i.e., health and education for children from birth up to the age of eight) |
| 15 | Local economic development | 31 | Post-pandemic economic recovery |
| 16 | Non-communicable diseases | 32 | Health |

A5. The COVID-19 pandemic has stressed many aspects of El Salvador's growth and development. In which areas would you like to see the El Salvador government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

| | |
|----|--|
| 1 | Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens |
| 2 | Healthcare |
| 3 | Providing direct financial support to businesses (business support packages) |
| 4 | Poverty and inequality (e.g., strengthening the social safety net, social assistance) |
| 5 | Nutrition/food security |
| 6 | Public service delivery (e.g., strengthening policies, institutions) |
| 7 | Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved |
| 8 | Ensuring that girls and women have equal access to job opportunities |
| 9 | Education |
| 10 | Ensuring that girls and women have equal access to health care/health services |
| 11 | Ensuring sustainable business growth and job creation |
| 12 | Economic growth |
| 13 | Other (please specify): _____ |

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in El Salvador, which of the following would you attribute this to? (Choose no more than TWO)

| | |
|----|--|
| 1 | Reforms are not well thought out in light of country challenges |
| 2 | Corruption |
| 3 | Inadequate level of private sector participation |
| 4 | Inadequate level of donor coordination |
| 5 | Inadequate level of citizen/civil society participation |
| 6 | Inadequate level of government accountability |
| 7 | Inadequate level of capacity in the government |
| 8 | Political pressures and obstacles |
| 9 | Pressure from outside interest groups (e.g., private sector, unions) |
| 10 | Other (please specify): _____ |

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 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | The national government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Bilateral organizations (e.g., JICA, GIZ, USAID, AECID) | 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 | The World Health Organization (WHO) / The Pan American Health Organization (PAHO) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | Regional development banks | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | El Salvador's Central Reserve Bank | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | The Legislative Assembly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | International private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Domestic private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | International civil society (e.g., NGOs, CBOs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13 | Domestic civil society (e.g., NGOs, CBOs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14 | Youth organizations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 15 | Faith-based institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 16 | Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 17 | International media and their web presence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 18 | 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"/> |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

| B1. How familiar are you with the work of these organizations in El Salvador? | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|---|--------------------|
| | | Not familiar at all | | | | | | | | | Extremely familiar |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | The World Bank (IBRD) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 2 | The International Finance Corporation (IFC), the World Bank Group's private sector arm | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 3 | The Inter-American Development Bank (IDB/BID) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 4 | The Latin American Development Bank (CAF) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 5 | The Central American Bank for Economic Integration (CABEI/BCIE) | 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 El Salvador? | | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B2 | Overall the World Bank Group currently plays a relevant role in development in El Salvador | 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 El Salvador | 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 El Salvador. | | | | | | | | | | | | |
|---|--|----------------------|---|---|---|---|---|---|---|---|----------------|--------------------------|
| | | Not effective at all | | | | | | | | | Very effective | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | The World Bank (IBRD) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | The International Finance Corporation (IFC), the World Bank Group's private sector arm | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | The Inter-American Development Bank (IDB/BID) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | The Latin American Development Bank (CAF) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | The Central American Bank for Economic Integration (CABEI/BCIE) | 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 El Salvador? | | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--------------------------|
| | | 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 |
| | | | | | | | | | | | | | <input type="checkbox"/> |

| B6. To what extent does the World Bank Group influence the development agenda in El Salvador? | | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--------------------------|
| | | 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 |
| | | | | | | | | | | | | | <input type="checkbox"/> |

| B7. To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador? (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 El Salvador, which activity do you VALUE the most? (Choose no more than TWO) | |
|--|---|
| 1 | Formal policy advice, studies, analyses |
| 2 | Implementation support |
| 3 | Capacity development related to World Bank Group supported projects |
| 4 | Technical assistance |
| 5 | Donor coordination |
| 6 | Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails) |
| 7 | Global advocacy |
| 8 | Financial resources |
| 9 | Mobilizing third party financial resources |
| 10 | Promoting knowledge sharing |
| 11 | Bringing together different groups of stakeholders (convening role) |
| 12 | Data and statistics |
| 13 | Other (please specify): _____ |

| B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO) | |
|---|---|
| 1 | Not enough public disclosure of its work |
| 2 | Inadequate World Bank Group's staffing in El Salvador |
| 3 | Staff too inaccessible |
| 4 | Not collaborating enough with private sector |
| 5 | Inadequate number of innovative financial products and services |
| 6 | Not aligned with country priorities |
| 7 | Not adequately sensitive to political/social realities in El Salvador |
| 8 | Not willing to honestly criticize policies and reform efforts in the country |
| 9 | World Bank Group's processes too slow and complex |
| 10 | Not adequately flexible in changing country circumstances |
| 11 | Not sufficiently focused on sustainable results |
| 12 | Not collaborating enough with civil society (e.g., NGOs, CBOs) |
| 13 | Inadequate number of innovative knowledge products and services |
| 14 | Arrogant in its approach |
| 15 | Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN |
| 16 | Inadequate level of real-time advice and guidance |
| 17 | Too influenced by developed countries |
| 18 | Other (please specify): _____ |
| 19 | 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 El Salvador, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)

| | | | |
|----|---|----|--|
| 1 | Post-pandemic economic recovery | 18 | Local economic development |
| 2 | Global/regional integration | 19 | Climate change (e.g., mitigation, adaptation) |
| 3 | Development of private sector and of micro, small, and medium enterprises | 20 | Trade and exports |
| 4 | Education | 21 | Crime and violence |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22 | Natural renewable resource management |
| 6 | Financial markets | 23 | National debt |
| 7 | Social protection (e.g., pensions, targeted social assistance) | 24 | Transport (e.g., roads, bridges, transportation) |
| 8 | Food security | 25 | Poverty reduction |
| 9 | Urban development | 26 | Anti-corruption |
| 10 | Early childhood development (i.e., health and education for children from birth up to the age of eight) | 27 | Waste management |
| 11 | Water and sanitation | 28 | Economic growth |
| 12 | Job creation/employment | 29 | Equality of opportunity (i.e., social inclusion) |
| 13 | Health | 30 | Non-communicable diseases |
| 14 | Pollution | 31 | Disaster risk management |
| 15 | Global pandemics (e.g., COVID-19) | 32 | Information and communications technology |
| 16 | Energy | 33 | Judiciary reform |
| 17 | Gender equity (closing the gap between women and men, and boys and girls) | 34 | Agriculture and rural development |

B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)

| | | | |
|---|-------------------------------------|----|---------------------------------|
| 1 | Multi-lateral financial institution | 9 | Public-private partnerships |
| 2 | Investment Bank | 10 | Venture Capital |
| 3 | Asset Manager | 11 | Innovation and Entrepreneurship |
| 4 | Financial Advisory Solutions | 12 | Thought leader |
| 5 | Private Sector Solutions | 13 | None of the above |
| 6 | World Bank | 14 | Don't know |
| 7 | Impact Investor | 15 | Other (please specify): _____ |
| 8 | Development institution | | |

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 El Salvador 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 El Salvador, 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 | <input type="checkbox"/> |
| 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 El Salvador 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"/> |
| C17 | Acting with compassion and empathy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C18 | Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C19 | Measuring results effectively | 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 |
| C20 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C21 | The World Bank Group effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C22 | The World Bank Group's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C23 | The World Bank Group's Environmental and Social Framework requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C24 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C25 | The World Bank Group takes decisions quickly in El Salvador | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C26 | Working with the World Bank Group increases El Salvador's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| To what extent do you agree/disagree with the following statements about the World Bank Group in El Salvador? | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| C27 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of El Salvador | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C28 | The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| C29. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt? | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|----------------|----|------------|--------------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> | |
| Not important at all | | | | | | | | Very important | | 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 El Salvador? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know") | | | | | | | | | | | | | |
|--|---|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | Not effective at all | | | | | | | | | | Very effective | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 2 | Gender equity (closing the gap between women and men, and boys and girls) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 3 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 4 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 6 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 7 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 8 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 9 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 10 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 11 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 12 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 13 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 14 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 15 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 16 | Natural renewable resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 17 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 18 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 19 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 20 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 21 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 22 | COVID-19 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

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

| In El Salvador, to what extent do you believe that the World Bank Group's knowledge work and activities: | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E1 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E2 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E3 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E4 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E5 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E6 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E7 | Are adaptable to El Salvador's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| E8. 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 |

| E9. 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 EL SALVADOR

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

| | |
|----|---|
| 1 | Engage more directly with beneficiaries |
| 2 | Offer more innovative financial products and services |
| 3 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 4 | Engage more effectively with civil society (e.g., NGOs, CBOs) |
| 5 | Offer more innovative knowledge products and services |
| 6 | Offer more real-time advice and guidance |
| 7 | Provide more adequate data/knowledge/statistics/figures on El Salvador's economy |
| 8 | Help to bring discipline/effective supervision to implementation of World Bank Group projects |
| 9 | Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN |
| 10 | Reduce the complexity of obtaining World Bank Group financing |
| 11 | Ensure greater selectivity in its work |
| 12 | Engage more effectively with private sector |
| 13 | Improve the quality of its experts as related to El Salvador's specific challenges |
| 14 | Increase the level of capacity development in the country |
| 15 | Increase availability of Reimbursable Advisory Services (RAS) |
| 16 | Work faster |
| 17 | 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 | NGOs/Community Based Organizations | 7 | Youth/university groups |
| 2 | Local government | 8 | Media |
| 3 | Private sector | 9 | Foundations |
| 4 | Beneficiaries | 10 | Academia/think tanks/research institutes |
| 5 | Donor community | 11 | Other (please specify): _____ |
| 6 | Parliament | 12 | Don't know |

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

| | | | |
|---|--|---|--|
| 1 | World Bank Group's publications and other written materials | 5 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2 | e-Newsletters | 6 | World Bank Group's website |
| 3 | World Bank Group's seminars/workshops/conferences | 7 | Webinars or online events hosted by the World Bank Group |
| 4 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8 | Interviews and press conferences for the EI Salvador's media |

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 Minister | 13 | Financial Sector/Private Bank |
| 3 | Office of Parliamentarian | 14 | Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation) |
| 4 | Employee of Ministry, Ministerial Department, 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 (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 |

| H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in El Salvador? (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) |

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in El Salvador? (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. |

H6. What's your gender?

| | |
|---|--------|
| 1 | Female |
| 2 | Male |

H7. What's your age?

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

Thank you for completing the survey!