



World Bank Group Country Survey FY 2021 – Costa Rica

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

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 Costa Rica is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

A3. Listed below are a number of development priorities in Costa Rica.			
Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than 3)			
1	Private sector development	16	Trade and exports
2	Global pandemics (e.g., COVID-19)	17	Information and communications technology
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Financial markets	19	National debt
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)	21	Natural renewable resource management
7	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
8	Food security	23	Poverty reduction
9	Urban development	24	Anti-corruption
10	Energy	25	Judiciary reform
11	Water and sanitation	26	Economic growth
12	Pollution	27	Disaster risk management
13	Social protection (e.g., pensions, targeted social assistance)	28	Transport (e.g., roads, bridges, transportation)
14	Health	29	Disease
15	Education	30	Crime and violence

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 Costa Rica? (Choose no more than 3)

1	Transport (e.g., roads, bridges, transportation)	15	Food security
2	Agriculture and rural development	16	Gender equity (closing the gap between women and men, and boys and girls)
3	Judiciary reform	17	National debt
4	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
5	Disease	19	Health
6	Economic growth	20	Water and sanitation
7	Social protection (e.g., pensions, targeted social assistance)	21	Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)
8	Disaster risk management	22	Pollution
9	Trade and exports	23	Private sector development
10	Anti-corruption	24	Natural renewable resource management
11	Climate change (e.g., mitigation, adaptation)	25	Global/regional integration
12	Crime and violence	26	Education
13	Energy	27	Urban development
14	Information and communications technology	28	Financial markets

A5. The COVID-19 pandemic has stressed many aspects of Costa Rica's growth and development. In which areas would you like to see the Costa Rica 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 3)

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

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Costa Rica, which of the following would you attribute this to? (Choose no more than 2)

1	Pressure from outside interest groups (e.g., private sector, unions)
2	Reforms are not well thought out in light of country challenges
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Inadequate level of donor coordination
6	Corruption
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Political pressures and obstacles
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., AECID, JICA, KOICA, 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	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	Costa Rica's Central 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 Costa Rica?											
		Not familiar at all									Extremely familiar
1		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 Costa Rica?												
		Strongly disagree									Strongly agree	Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall, the World Bank Group currently plays a relevant role in development in Costa Rica	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 Costa Rica	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 Costa Rica.												
		Not effective at all									Very effective	Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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 Costa Rica?												
											<input type="checkbox"/>	
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 Costa Rica?												
											<input type="checkbox"/>	
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 Costa Rica? (Select only 1 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 Costa Rica, which activity do you VALUE the most? (Choose no more than 2)

1	Bringing together different groups of stakeholders (convening role)
2	Data and statistics
3	Capacity development related to World Bank Group supported projects
4	Donor coordination
5	Formal policy advice, studies, analyses
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	Reimbursable Advisory Services (RAS)
10	Promoting knowledge sharing
11	Mobilizing third party financial resources
12	Implementation support
13	Technical assistance
14	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than 2)

1	Not collaborating enough with civil society (e.g., NGOs, CBOs)
2	Inadequate level of real-time advice and guidance
3	Staff too inaccessible
4	Inadequate number of innovative financial products and services
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Costa Rica
8	Not enough public disclosure of its work
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 willing to honestly criticize policies and reform efforts in the country
13	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Costa Rica
15	Not collaborating enough with private sector
16	Inadequate number of innovative knowledge products and services
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 Costa Rica, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Costa Rica? (Choose no more than 3)

1	Urban development	16	National debt
2	Education	17	Crime and violence
3	Water and sanitation	18	Economic growth
4	Private sector development	19	Trade and exports
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Health	21	Disease
7	Financial markets	22	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	24	Agriculture and rural development
10	Energy	25	Judiciary reform
11	Global pandemics (e.g., COVID-19)	26	Anti-corruption
12	Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)	27	Natural renewable resource management
13	Food security	28	Poverty reduction
14	Global/regional integration	29	Climate change (e.g., mitigation, adaptation)
15	Pollution	30	Disaster risk management

B11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

1	Development institution	9	Impact investor
2	Innovation and entrepreneurship	10	Public-private partnerships
3	Venture capital	11	World Bank
4	Asset manager	12	Thought leader
5	Private sector solutions	13	None of the above
6	Multi-lateral financial institution	14	Don't know
7	Financial advisory solutions	15	Other (please specify): _____
8	Investment bank		

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 Costa Rica 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 Costa Rica, 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 Costa Rica 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 Costa Rica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Working with the World Bank Group increases Costa Rica'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 Costa Rica?												
		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 Costa Rica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	The World Bank Group meets Costa Rica'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. To what extent do you believe that Costa Rica 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	

C30. 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 Costa Rica? (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., (reducing red tape, restructuring institutions for more efficiency)	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	Pollution	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	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Transport (e.g., transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Natural renewable resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disease	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 Costa Rica, 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
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 Costa Rica'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 COSTA RICA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than 2)

1	Reduce the complexity of obtaining World Bank Group financing
2	Improve the quality of its experts as related to Costa Rica's specific challenges
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Work faster
5	Offer more innovative knowledge products and services
6	Increase availability of Reimbursable Advisory Services (RAS)
7	Help to bring discipline/effective supervision to implementation of World Bank Group projects
8	Offer more real-time advice and guidance
9	Offer more innovative financial products and services
10	Engage more effectively with private sector
11	Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy
12	Engage more effectively with civil society (e.g., NGOs, CBOs)
13	Increase the level of capacity development in the country
14	Engage more directly with beneficiaries
15	Ensure greater selectivity in its work
16	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
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 2)

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than 2)

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

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

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 Costa Rica's media

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	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 1 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 Costa Rica? (Select only 1 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 Costa Rica? (Choose no more than 2)

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!