

# FY 2021 Costa Rica Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



February 2022



## Acknowledgements

The Costa Rica Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Costa Rica country team and independent fielding agency Instituto Ciudadano. In particular, SI is grateful for the support from Cynthia Flores Mora (External Affairs Officer), Cesar Leon (Consultant), and Lorena Bukele (Consultant) who coordinated the survey related activities from San Jose, Costa Rica.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## COSTA RICA





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Costa Rica 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 Costa Rica*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From June to August 2021, 1,353 stakeholders of the WBG in Costa Rica 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; offices of Ministers; offices of Parliamentarians; employees of ministries/ministerial departments/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 judiciary; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and private banks; private foundations; NGOs and community-based organizations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 242 stakeholders participated in the survey (18% response rate). Respondents completed the questionnaire via the online 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.

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



## II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'19 (response rate was 51%, N=210). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY '19 and FY '21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, mean ratings and percentages of respondents in both years are slightly different from those of the original data reported in the FY'19 COS report and the non-weighted data presented in this report.

Original Distribution		
Percentage of Respondents	FY19	FY21
Office of the President, Prime Minister, Minister	6.3%	7.1%
Government Institutions (includes offices of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	27.4%	17.2%
Bilateral/Multilateral Agencies	4.2%	10.5%
Private Sector	20.5%	16.3%
Academia	6.3%	15.9%
Media	11.1%	7.5%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, faith-based groups, and trade unions)	14.7%	9.6%
Local Government	9.5%	15.9%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>190</b>	<b>239</b>

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options and respondents who did not answer the stakeholder group question were not included in these comparisons.)

*The weighted stakeholder breakdown is presented below:*

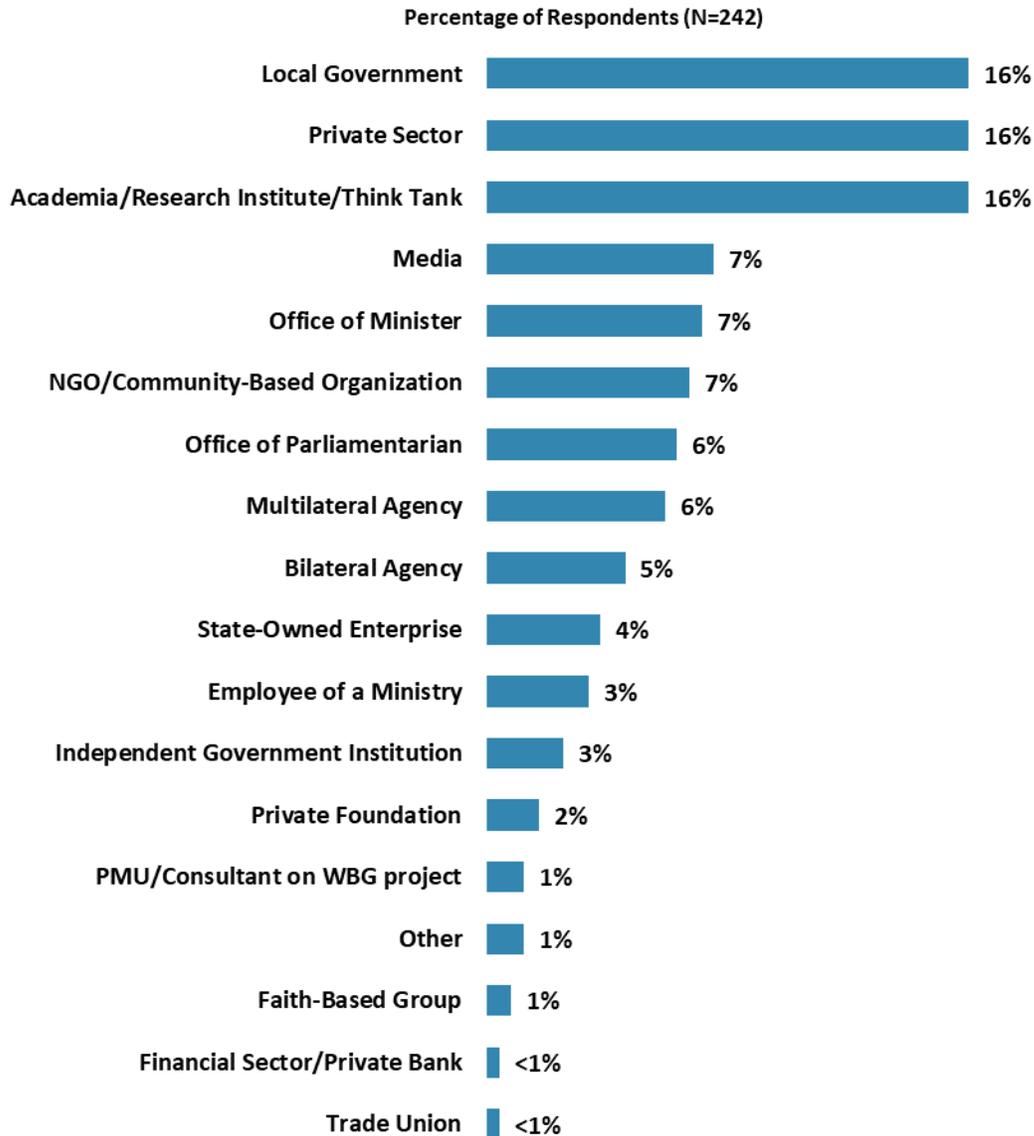
Weighted Distribution		
Percentage of Respondents	FY19	FY21
Office of the President, Prime Minister, Minister	6.7%	6.7%
Government Institutions	22.3%	22.3%
Bilateral/Multilateral Agencies	7.3%	7.3%
Private Sector	18.4%	18.4%
Academia	11.1%	11.1%
Media	9.3%	9.3%
Civil Society	12.2%	12.2%
Local Government	12.7%	12.7%
<b>Total Number of Respondents (Weighted)</b>	<b>190</b>	<b>239</b>



### III. Demographics of the Sample

#### Current Position

- Note that for subsequent analyses, some respondent groups were combined<sup>1</sup>.



**“Which of the following best describes your current affiliation? (Select only ONE response)”**  
(Respondents chose from a list.)

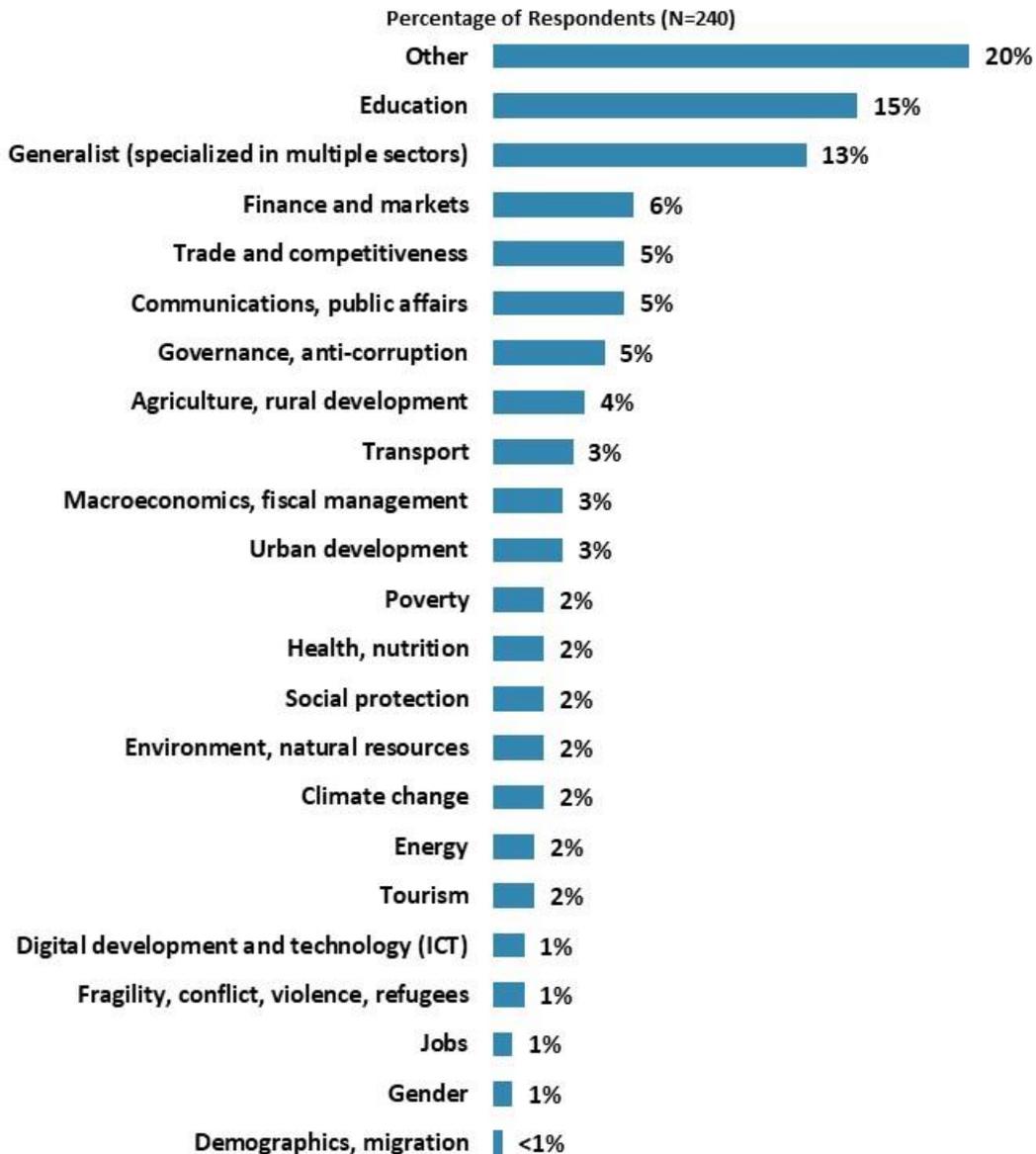
<sup>1</sup> Respondents from PMUs/Consultants on WBG projects were combined with employees of ministries; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from independent government institutions and state-owned enterprises were combined to create a “Other Government Institutions” category; and respondents from private foundations, NGOs/CBOs, trade unions, and faith-based groups were combined into a “Civil Society” category. The three respondents who identified as “Other” were not included in subsequent stakeholder group comparisons.



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

#### Area of Primary Specialization

- Note, when more than 10% of the sample are respondents from a particular sector, analyses compare these respondents' views about development priorities and areas in which the WBG should focus its resources. However, these comparisons are not conducted for "Other" or "Generalist" specializations.



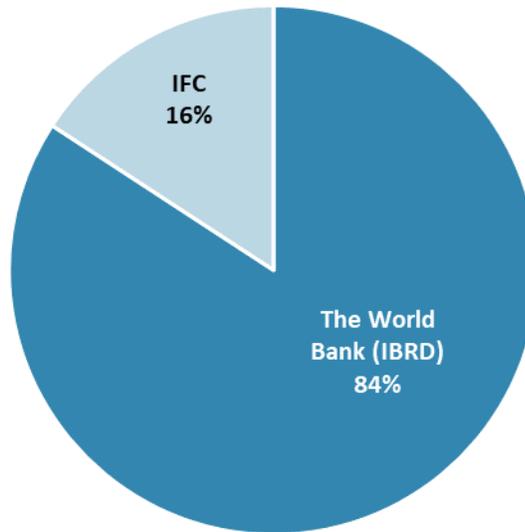
**"Please identify the primary specialization of your work. (Select only ONE response)"**  
(Respondents chose from a list.)



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

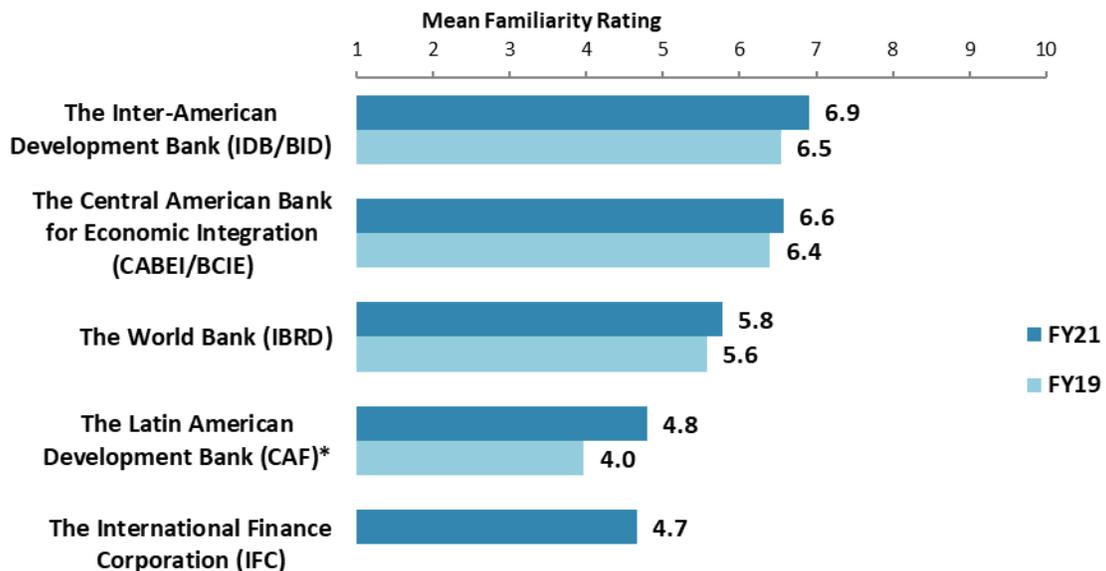
#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=19)



"If yes [professionally collaborate with the WBG], which of the following agencies of the WBG do you primarily collaborate/work with in Costa Rica? (Select only ONE response)"  
(Respondents chose from a list.)

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



"How familiar are you with the work of these organizations in Costa Rica?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")  
Means based on weighted data. \*Significantly different between FY21 and FY19

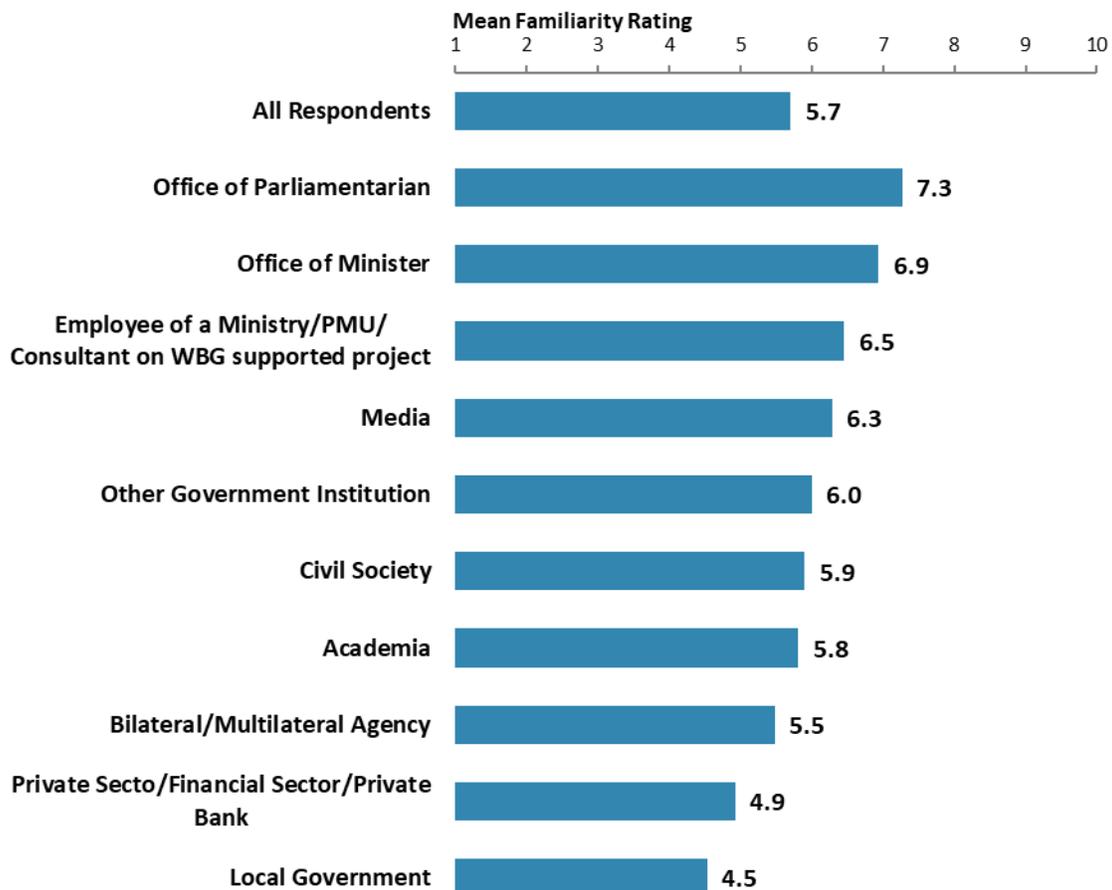
<sup>2</sup> In FY21, the question about familiarity was asked separately about the World Bank (IBRD) and the IFC. Only ratings of familiarity for the World Bank (IBRD) were used in the comparison to FY19.



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

#### Familiarity with the World Bank<sup>3</sup>

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WB compared to respondents in the FY '19 Country Survey (weighted mean in FY '21 = 5.8; weighted mean in FY '19 = 5.6).
- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher levels of familiarity with the WB (mean rating = 8.2) compared to respondents who do not collaborate (mean rating = 5.5).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WB were significantly, strongly correlated with their ratings for the WB's overall effectiveness in Costa Rica, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Costa Rica's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Costa Rica.



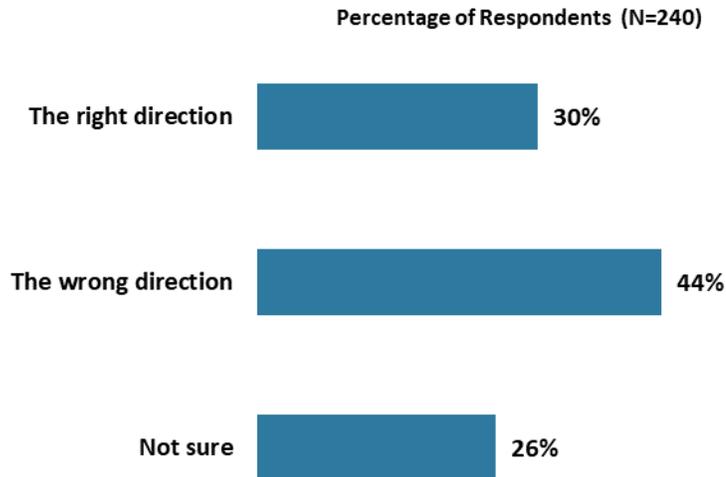
"How familiar are you with the work of the World Bank (IBRD) in Costa Rica?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

<sup>3</sup> In FY21, the question about familiarity was asked separately about the World Bank (IBRD) and the IFC. Only ratings of familiarity for the World Bank (IBRD) were used in these analyses.



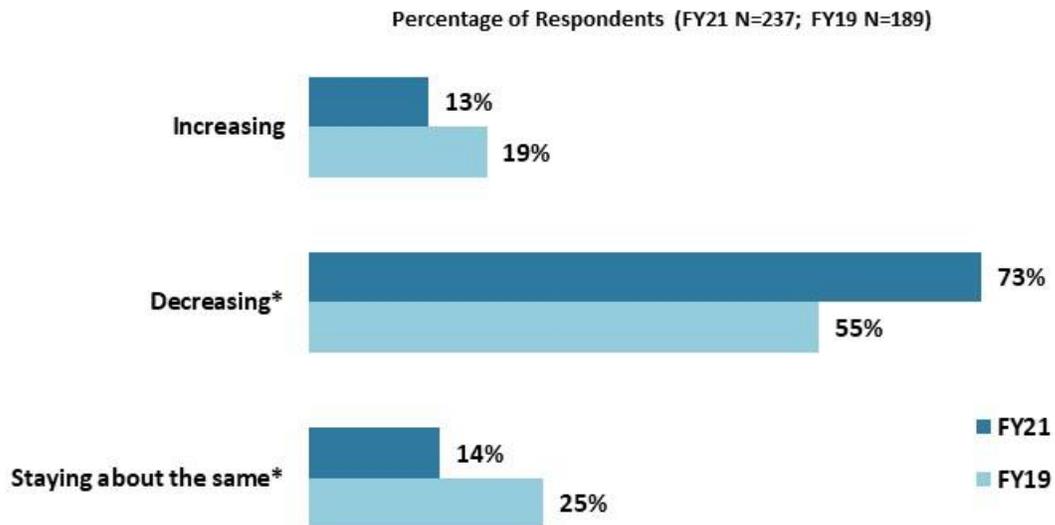
## IV. Overall Context

### Headed in the Right Direction



"In general, would you say that Costa Rica is headed in ... ?" (Respondents chose from a list.)

### Economic Opportunity



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

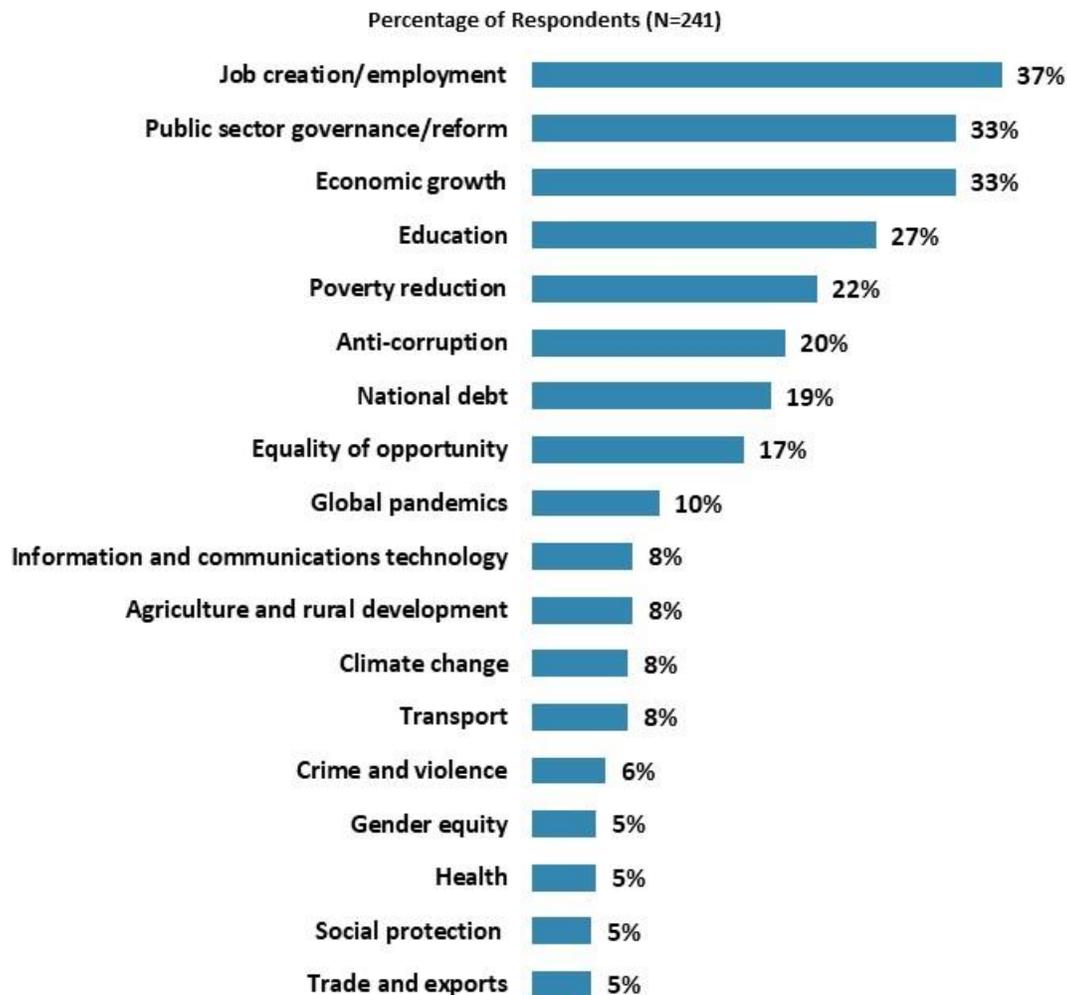
Percentages based on weighted data. \*Significantly different between FY21 and FY19



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the most important development priority in Costa Rica was “*job creation/employment*” (58%), followed by “*public sector governance/reform*” (42%), “*economic growth*” (27%), “*education*” (27%), “*transport*” (22%), and “*poverty reduction*” (19%). Of note, “*anti-corruption*” gained in priority in FY '21, with 20% of respondents selecting it compared to just 7% in FY '19.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” and “*anti-corruption*” were top development priorities compared to other respondents (education specialists = 44% and 36%, respectively; other specializations = 24% and 17%, respectively). Education specialists were also significantly *less* likely to indicate that “*job creation/employment*” was a top development priority compared to other respondents (education specialists = 19%; other specializations = 40%).



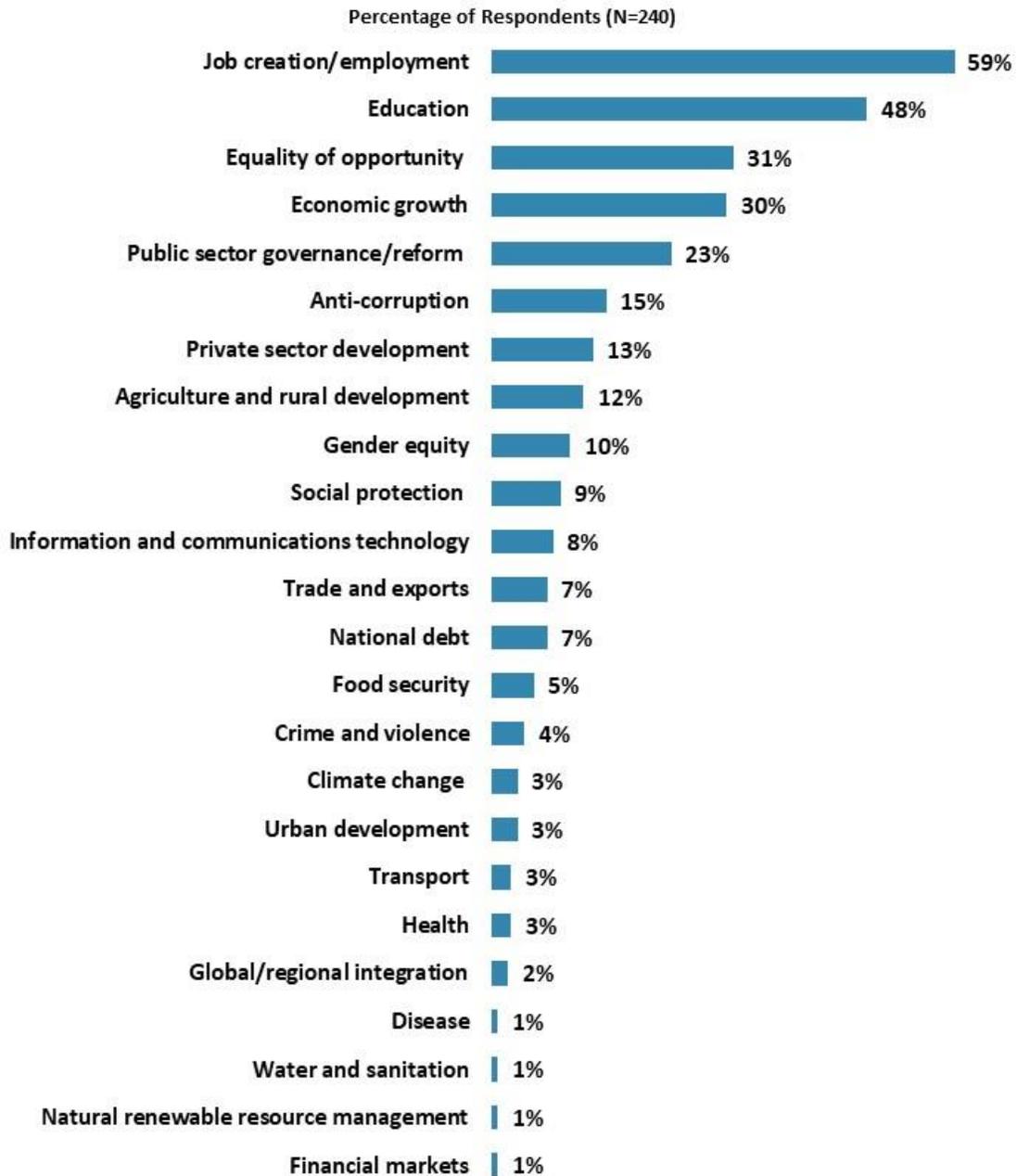
"Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 18 of 30 shown.)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the biggest contributors to poverty reduction in Costa Rica were “*job creation/employment*” (61%), “*education*” (50%), and “*economic growth*” (50%), followed by “*equality of opportunity*” (22%) and “*public sector governance/reform*” (17%).

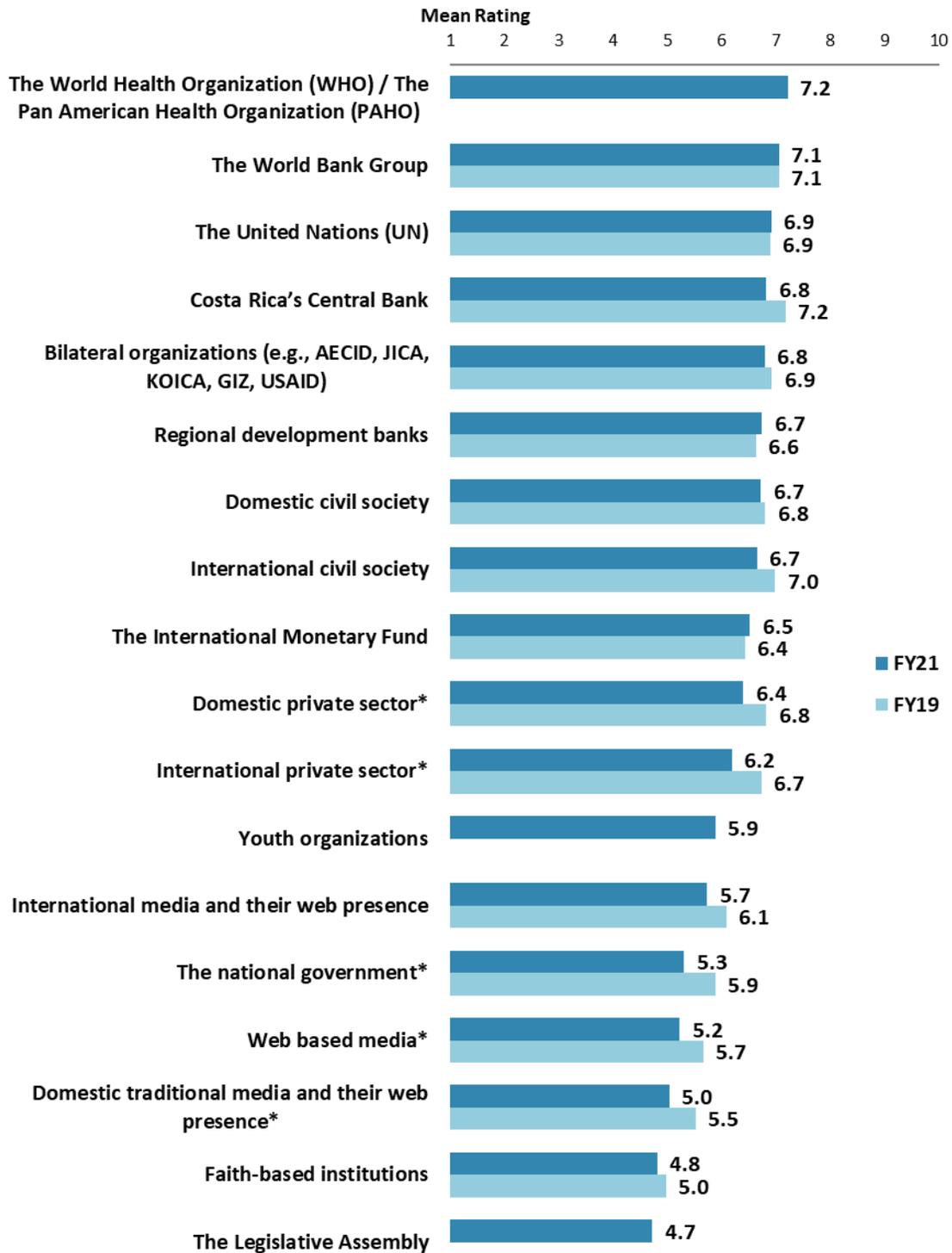


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica?" (Respondents chose from a list. Responses combined.)



## 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")

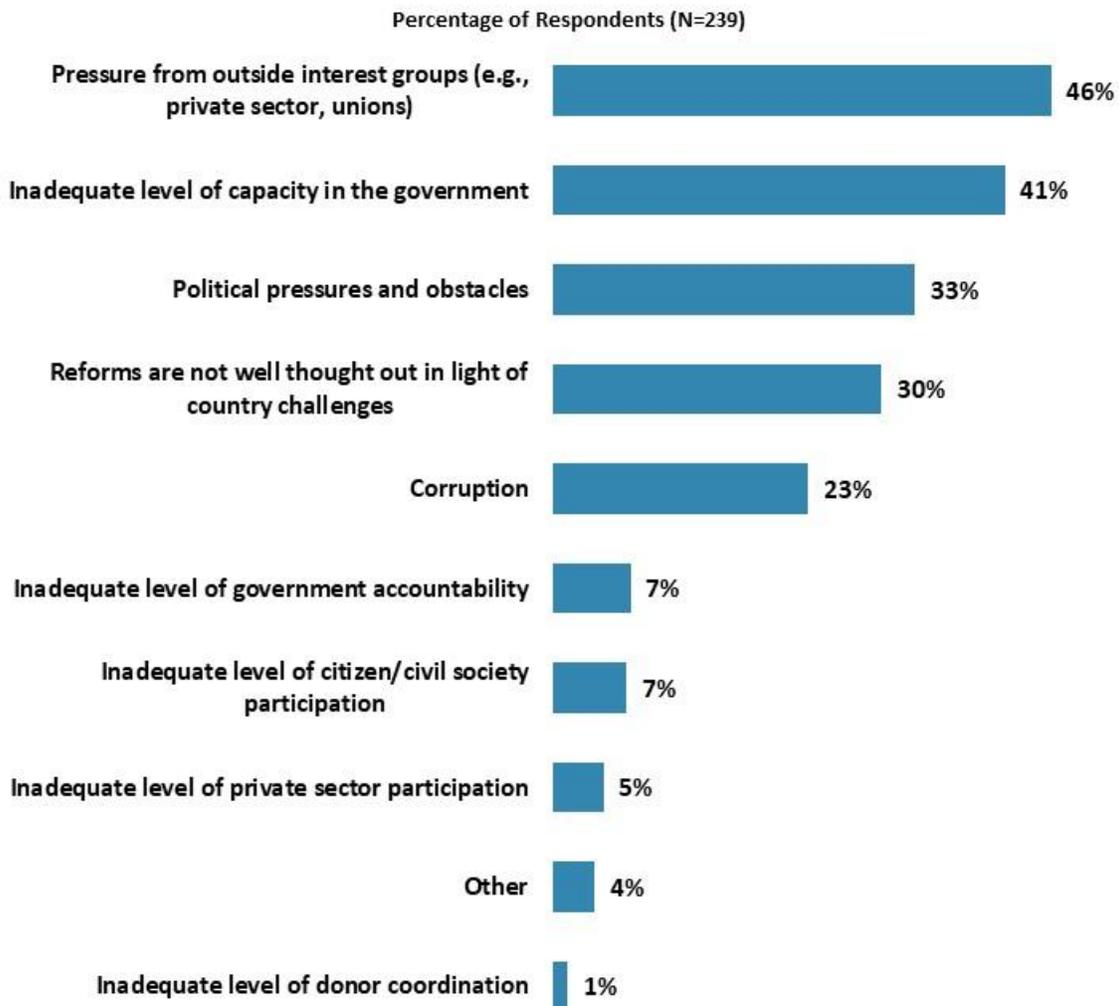
Means based on weighted data. \*Significantly different between FY21 and FY19



## IV. Overall Context (continued)

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that they attributed slow or failed reform efforts in Costa Rica to “*political pressures and obstacles*” (44%), “*inadequate level of capacity in the government*” (37%), “*poor coordination within the government*” (33%), and “*reforms not well thought out in light of country challenges*” (31%), followed by “*corruption*” (19%) and “*inadequate level of citizen/civil society participation*” (14%). It should be noted that “*Pressure from outside interest groups*” is a new response option in FY '21. The closest point of comparison in FY '18 would be “*Private sector involvement and/or influence*” which was selected by 5% of respondents in that survey effort.

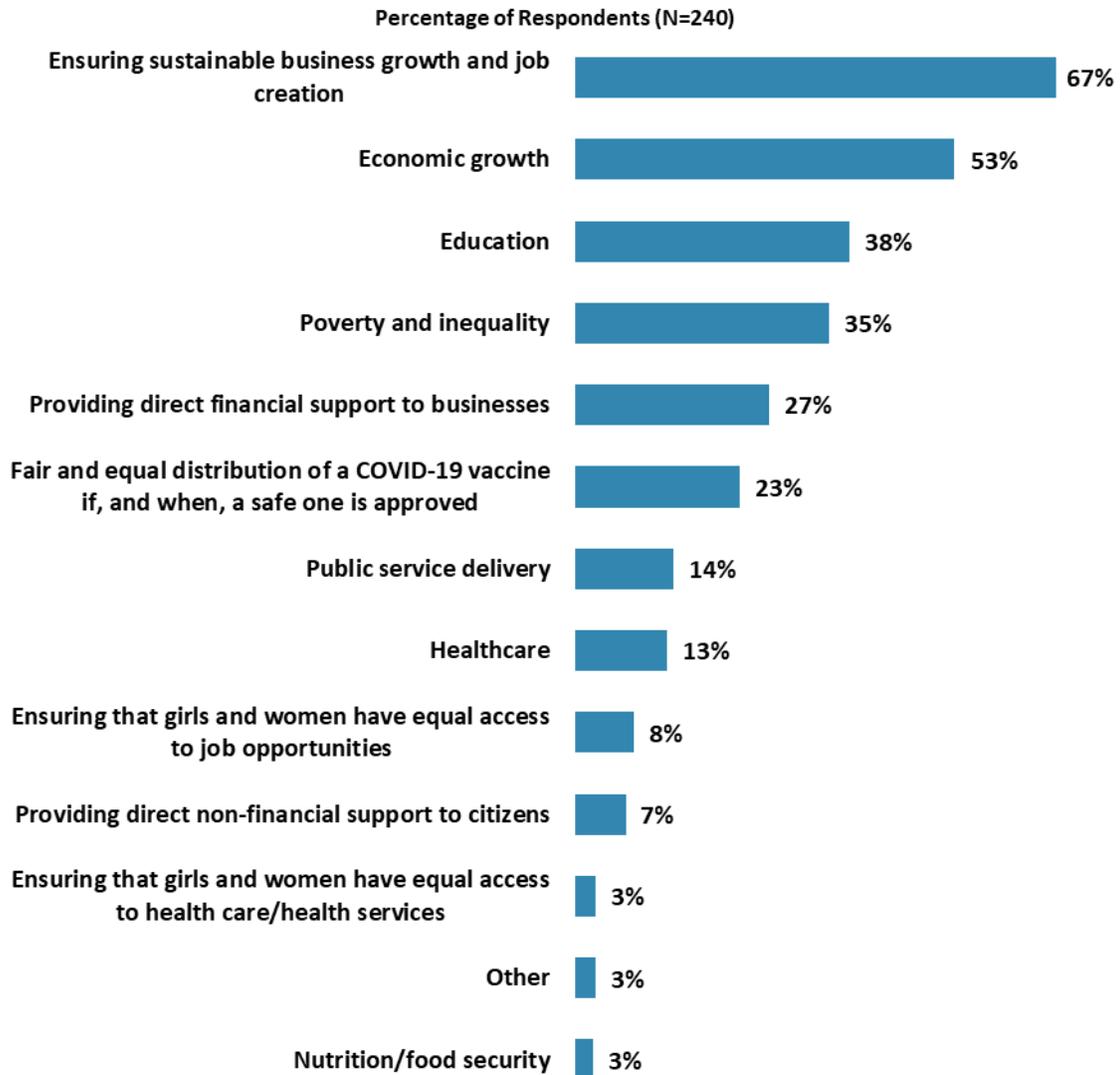


**"When economic and/or social reform efforts fail or are slow to take place in Costa Rica, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Preferred Areas for Government Focus during COVID-19 Pandemic

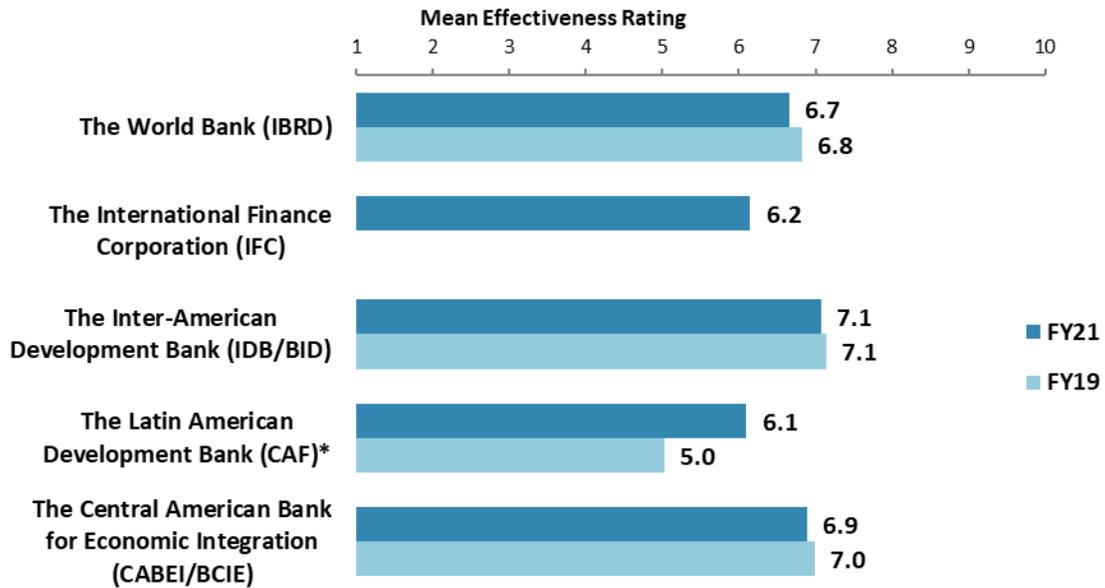


"The COVID-19 pandemic has stressed many aspects of Costa Rica's growth and development. In which areas would you like to see the Costa Rican government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### The World Bank's Overall Effectiveness<sup>4</sup> (Indicator Question)



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

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

Means based on weighted data. \*Significantly different between FY21 and FY19

### Achieving Development Results (Indicator Question)



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

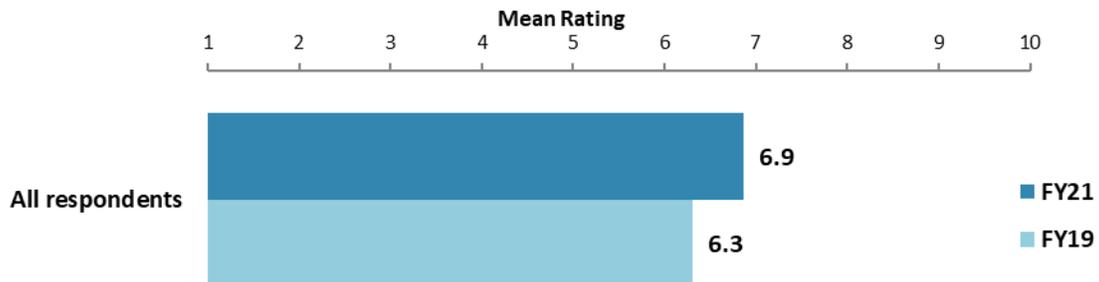
Means based on weighted data. Statistically similar between FY21 and FY19

<sup>4</sup> In FY21, the question about effectiveness was asked separately about the World Bank (IBRD) and the IFC.



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

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



"To what extent does the World Bank Group influence the development agenda in Costa Rica?" (1 - "To no degree at all", 10 - "To a very significant degree")  
Means based on weighted data. Significantly different between FY21 and FY19

### WBG Staff Preparedness



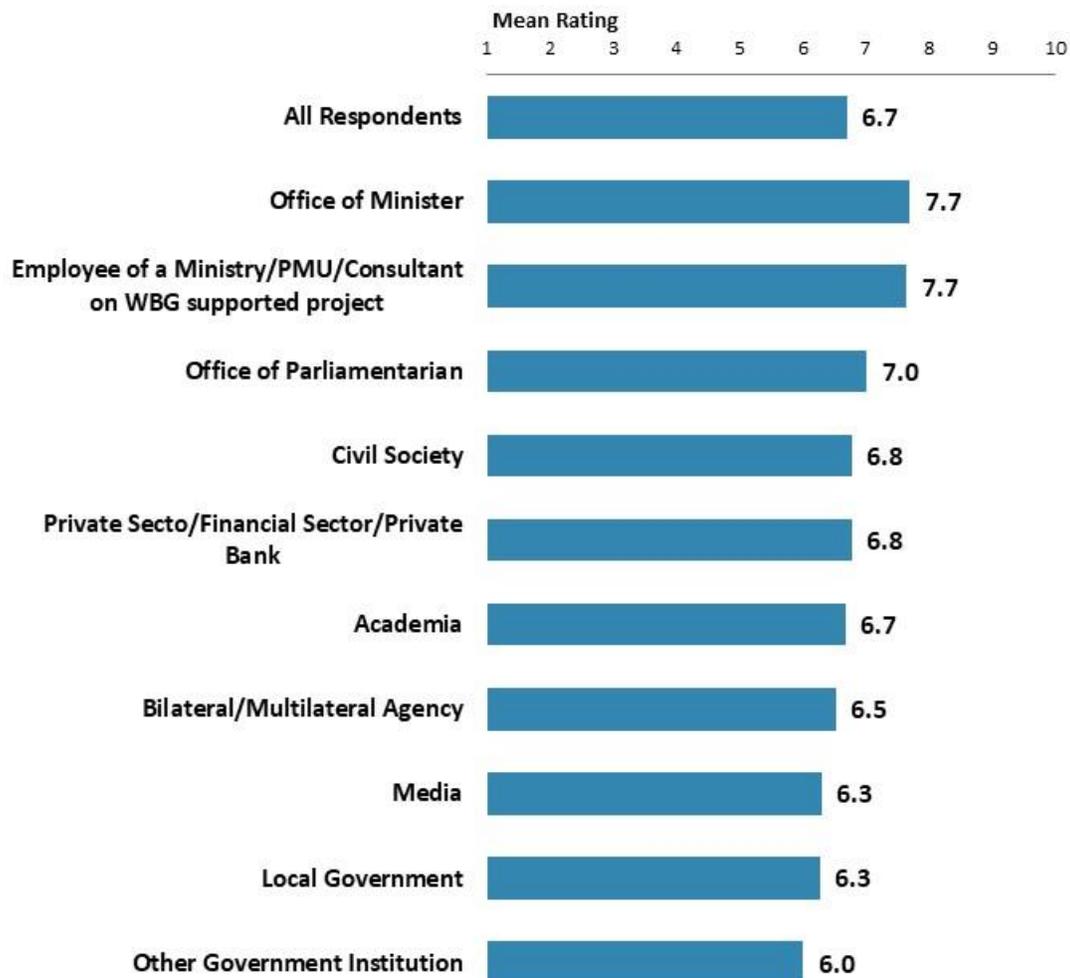
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Costa Rica solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data.  
Statistically similar between FY21 and FY19



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 8.0) compared to respondents who reported that they do not collaborate with the WBG (mean rating = 6.6).
- **Stakeholder groups:** Although it did not reach statistical significance, there was a strong trend that respondents from the Offices of Ministers and employees of ministries/PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions whereas respondents from media, local government, and other government institutions had much lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 50).



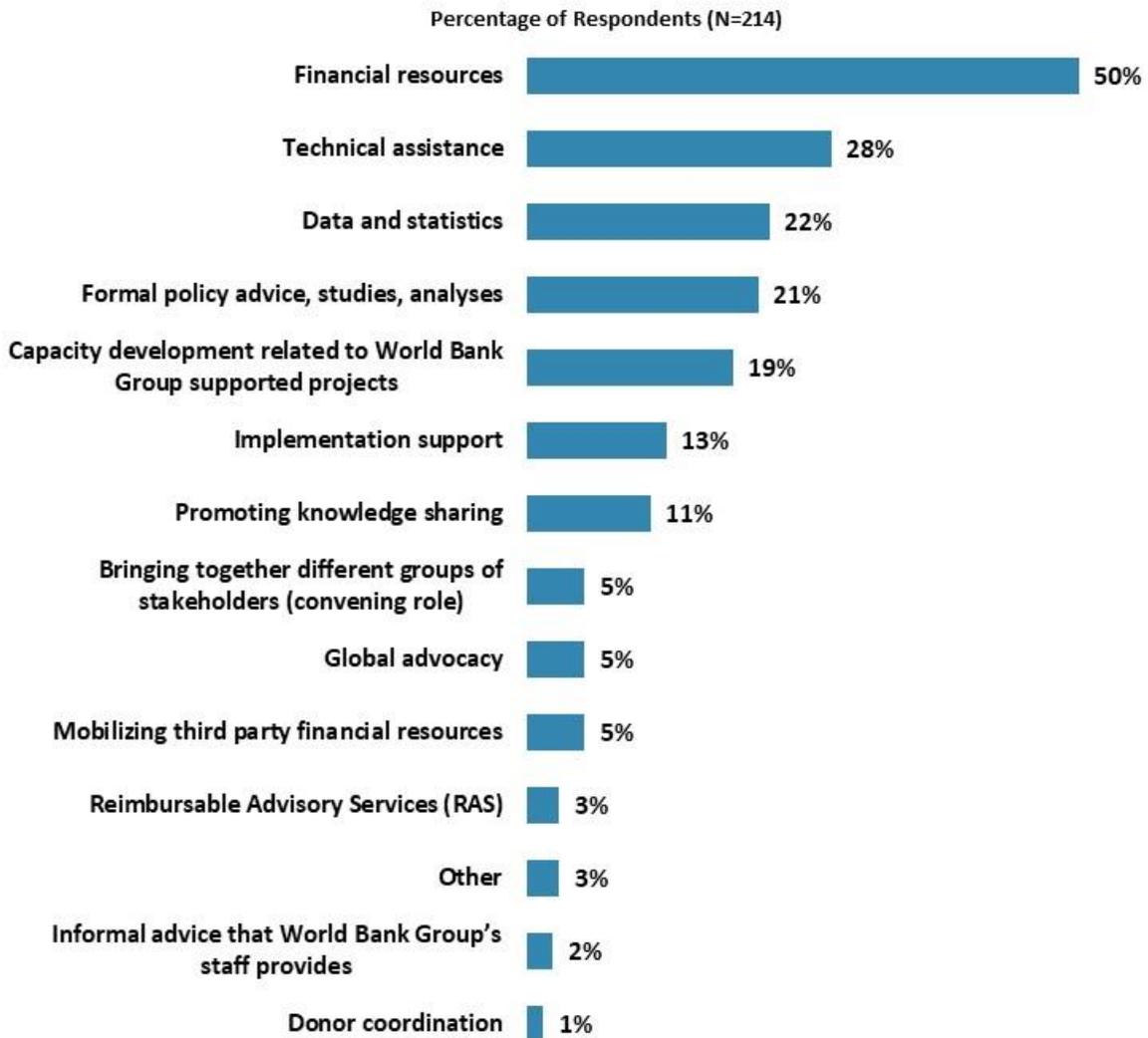
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG's greatest values to Costa Rica were "*financial resources*" (47%), "*capacity development related to WBG supported projects*" (32%), "*policy advice studies, analyses*" (27%), and "*technical assistance*" (27%). Of note, the WBG's "*data and statistics*" increased in value in FY '21 (22%) compared to the FY '19 Country Survey (6%).



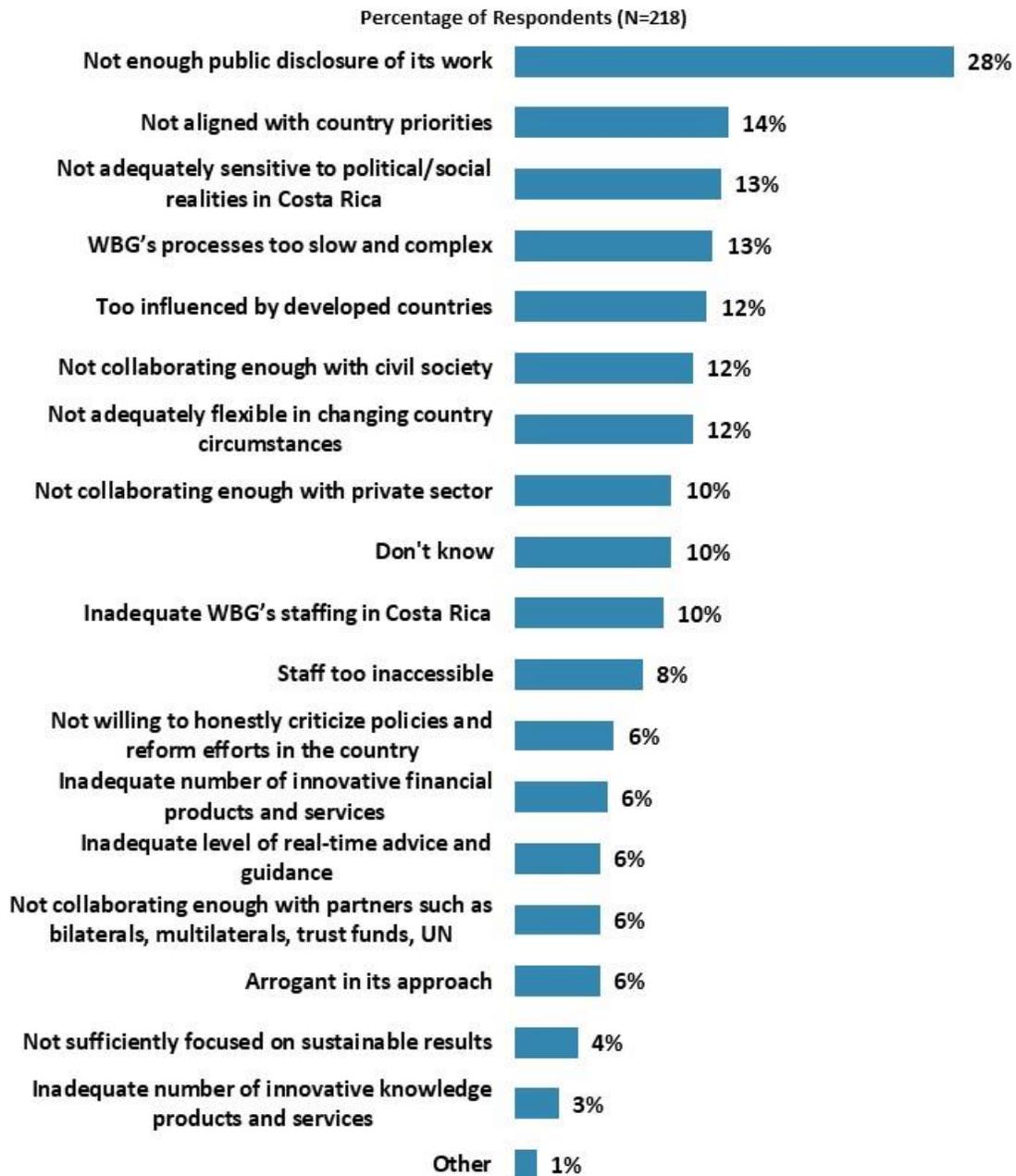
"When thinking about the World Bank Group's role in Costa Rica, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG's greatest weaknesses in its work in Costa Rica were “*not enough public disclosure of its work*” (30%), “*not aligned with country priorities*” (24%), and “*don't know*” (20%), followed by “*inadequate World Bank Group's staffing in Costa Rica*” (14%) and “*not adequately sensitive to political/ social realities in Costa Rica*” (14%).

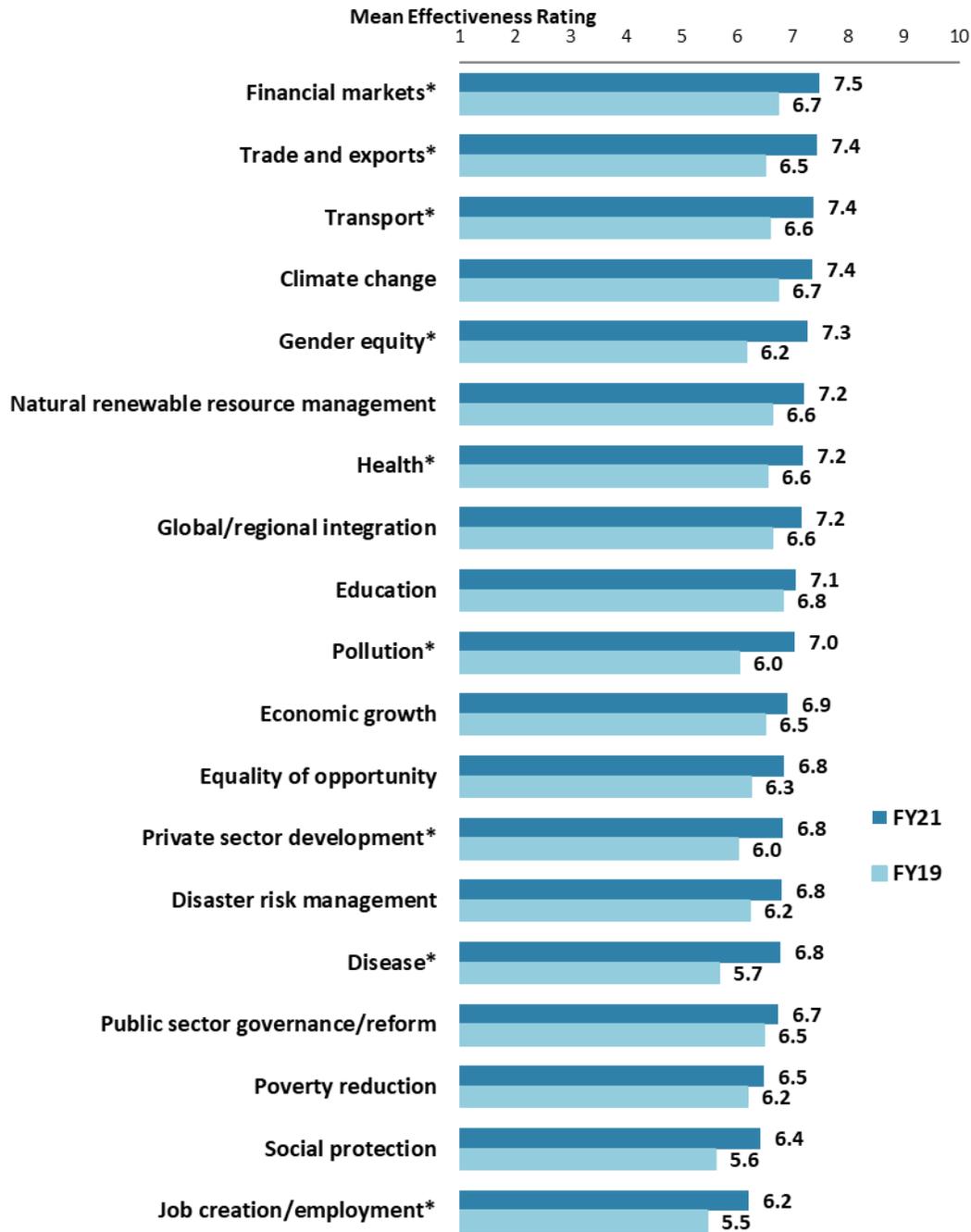


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. World Bank Group’s Support in Development Areas

### Effectiveness of WBG’s Support in Sectoral Areas<sup>5</sup>



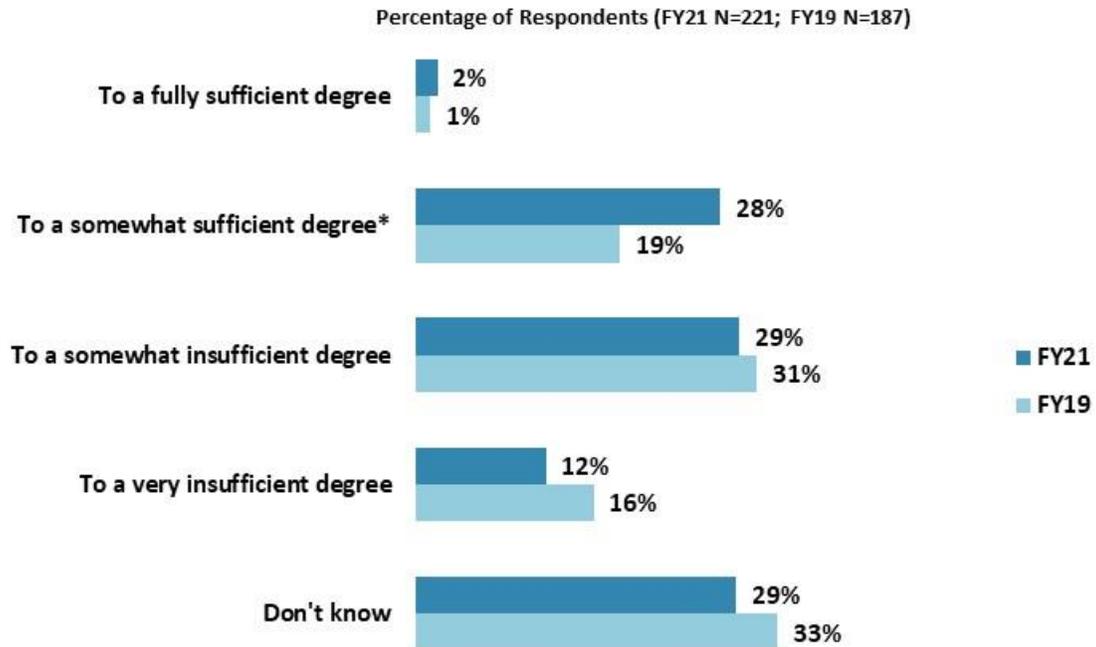
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Costa Rica?" (1-"Not effective at all", 10-"Very effective")**  
*Means calculated using weighted data. \*Significantly different between FY21 and FY19*

<sup>5</sup> Note, informed stakeholders primarily 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 (see Appendix A, page 34).



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

### Helping the Poorest



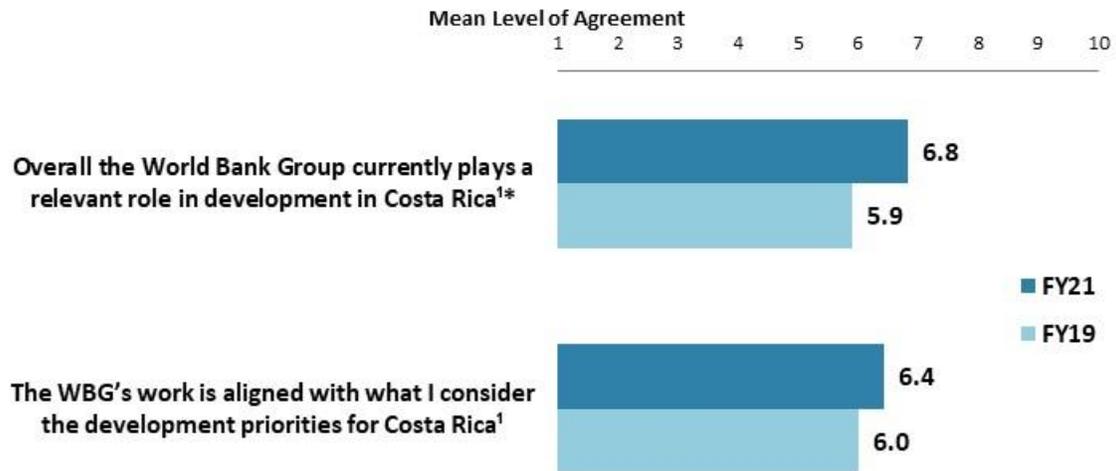
**"To what extent do you believe that the World Bank Group's work and support help the poorest in Costa Rica? (Select only ONE response)"** (Respondents chose from a list.)

*Percentages based on weighted data. \*Significantly different between FY21 and FY19*



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

### The World Bank Group's Work in Costa Rica

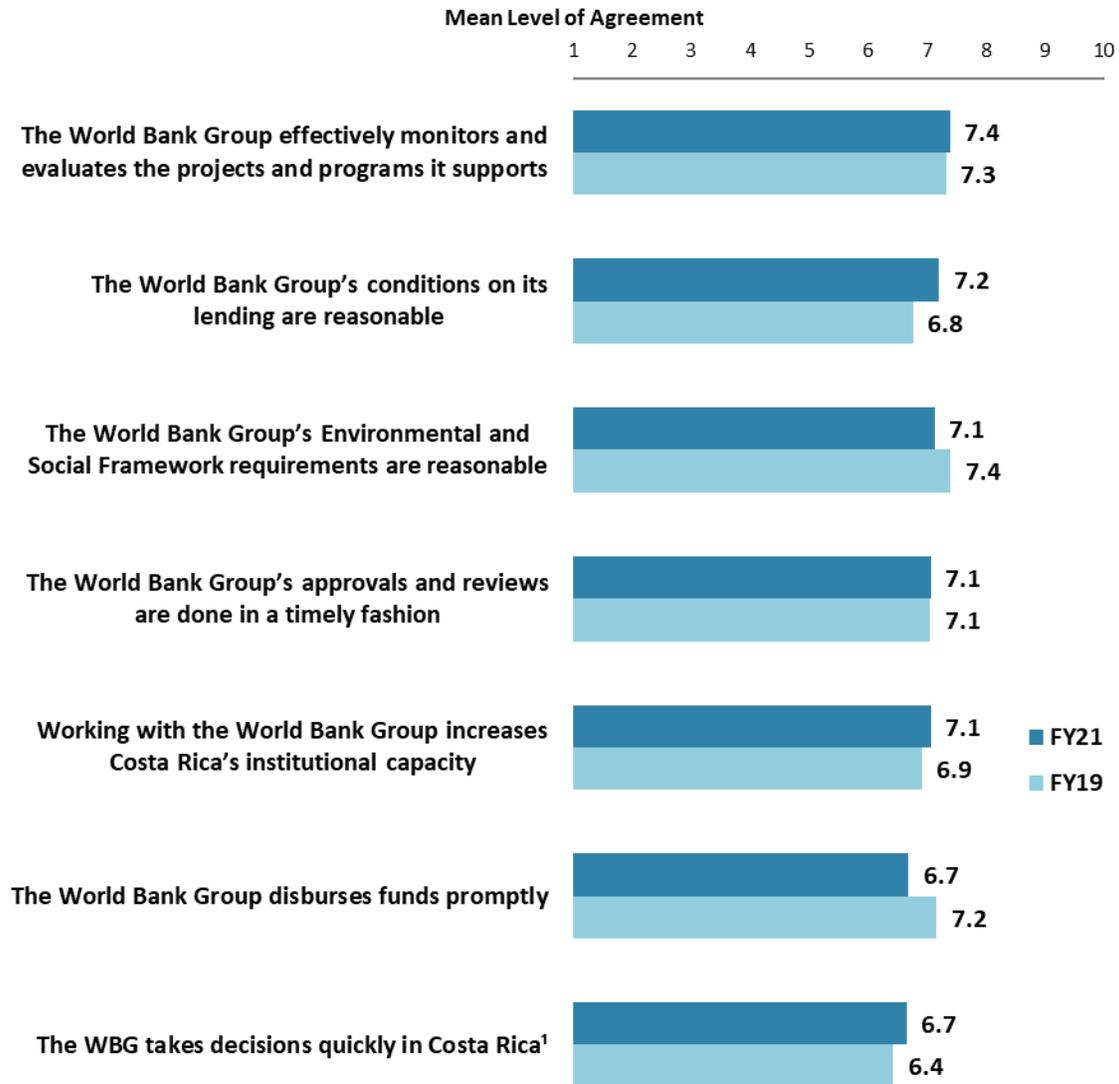


"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Costa Rica?" (1-"Strongly disagree", 10-"Strongly agree")  
Means based on weighted data. \*Significantly different between FY21 and FY19 <sup>1</sup>Indicator Question



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

### Overall Perceptions



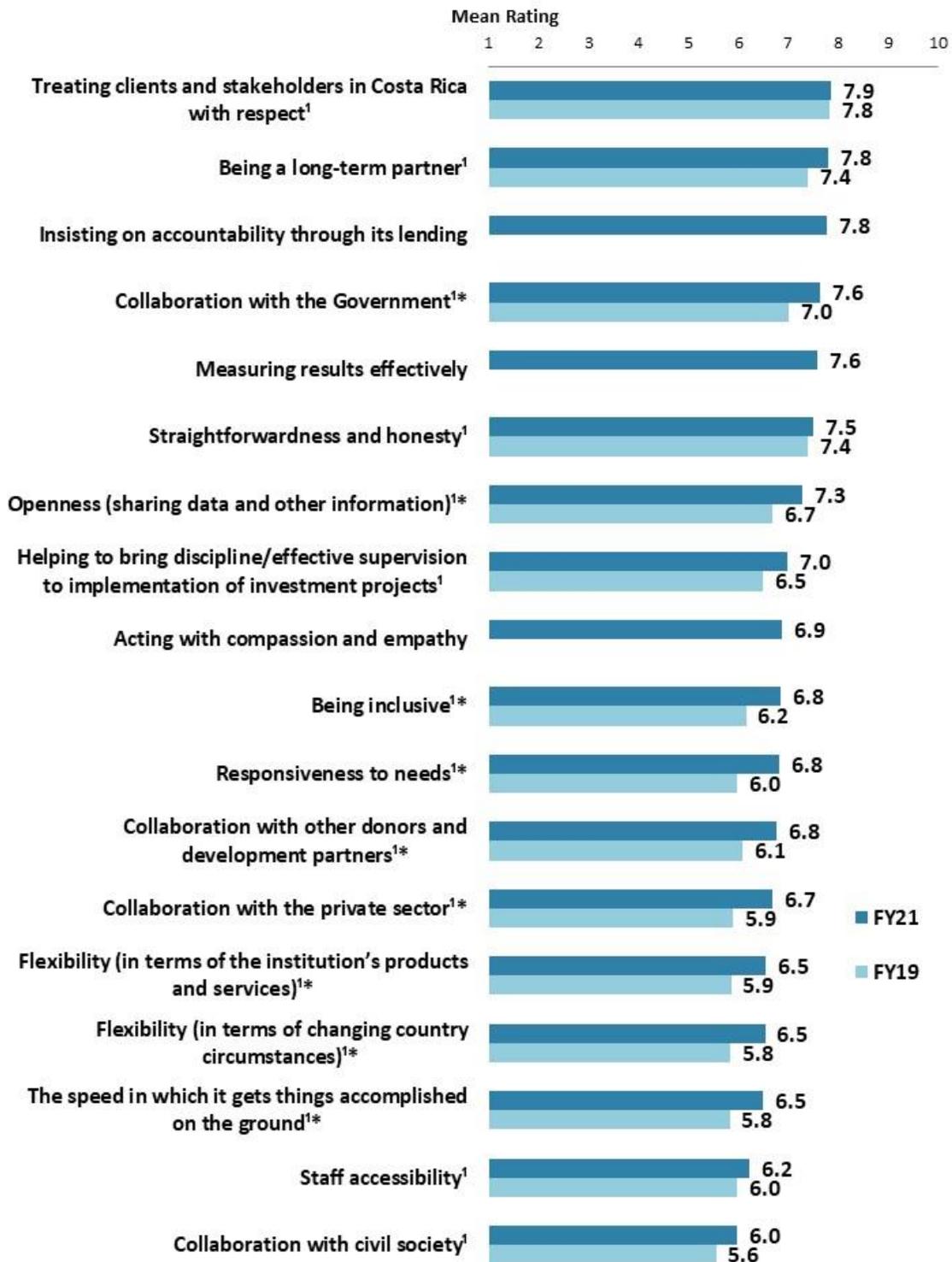
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

Means based on weighted data. Statistically similar between FY21 and FY19 <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner



"To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
Means based on weighted data. \*Significantly different between FY21 and FY19 <sup>1</sup>Indicator Question



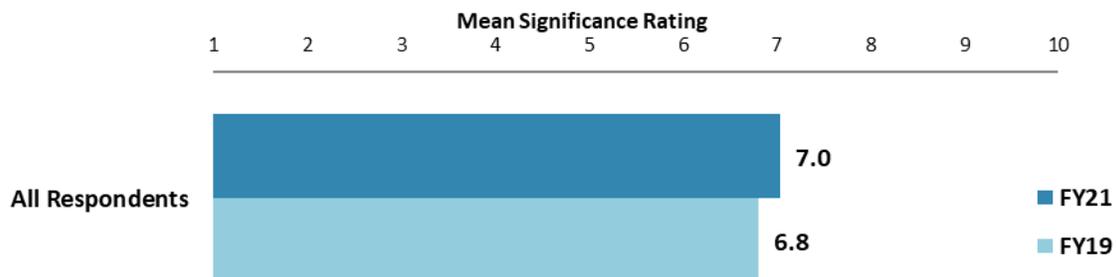
## VIII. World Bank Group’s Knowledge and Instruments

### Meeting Costa Rica’s Knowledge Needs *(Indicator Question)*



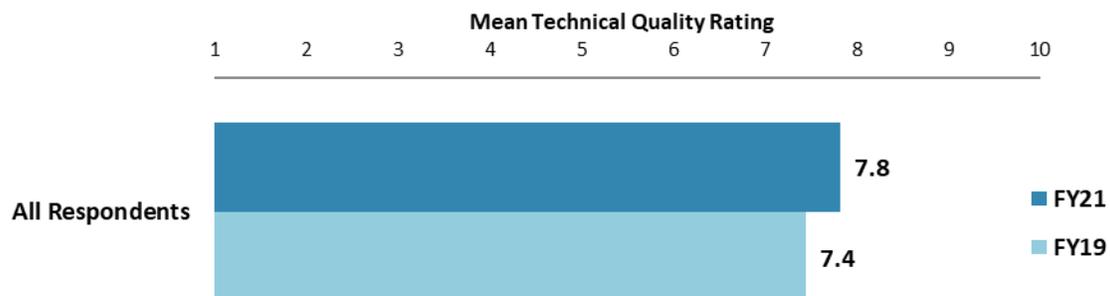
**"The World Bank Group meets Costa Rica's needs for knowledge services."**  
*(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.  
 Significantly different between FY21 and FY19*

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



**"Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?"** *(1-"Not significant at all", 10-"Very significant") Means based on weighted data. Statistically similar between FY21 and FY19*

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

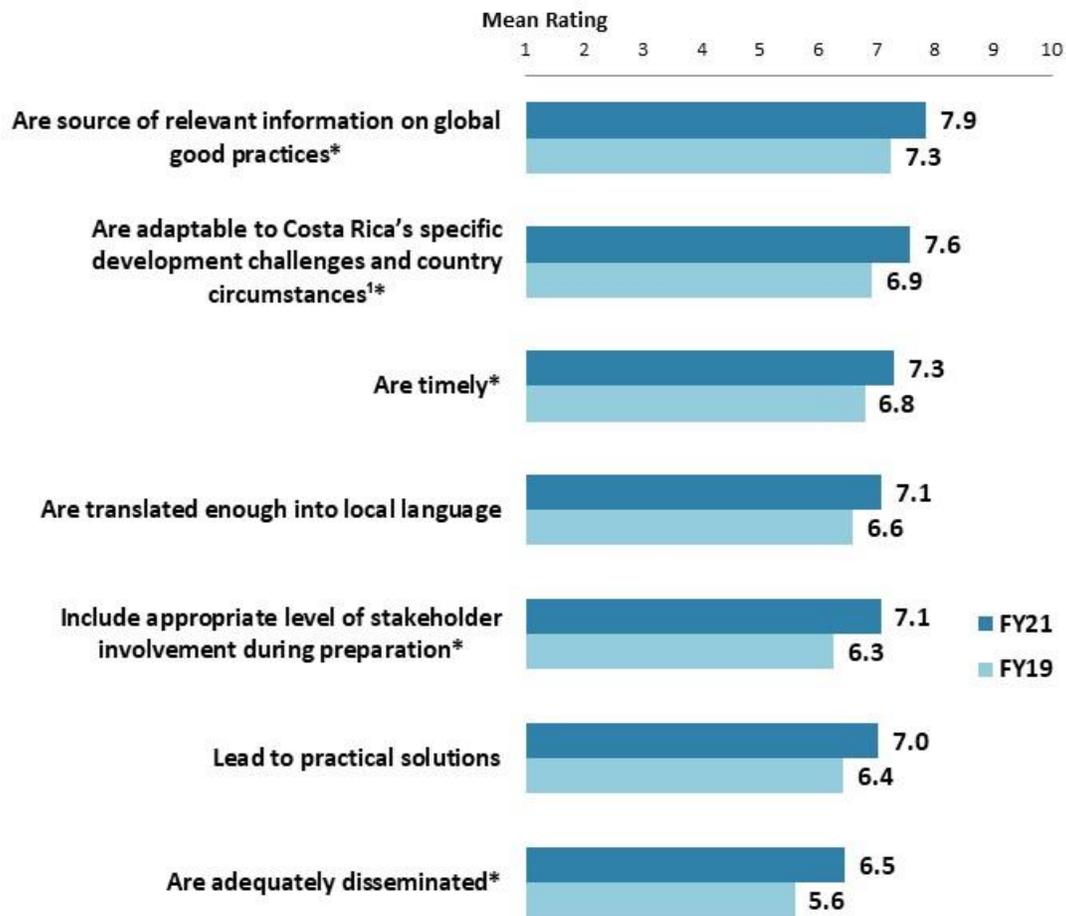


**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"** *(1-"Very low technical quality", 10-"Very high technical quality") Means based on weighted data. Statistically similar between FY21 and FY18*



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

### Qualities of the WBG's Knowledge Work and Activities

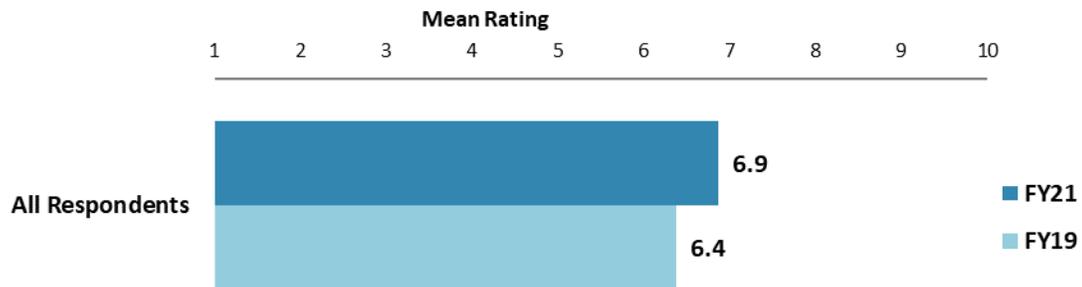


"In Costa Rica, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")  
Means based on weighted data. \*Significantly between FY21 and FY19 <sup>1</sup>Indicator Question



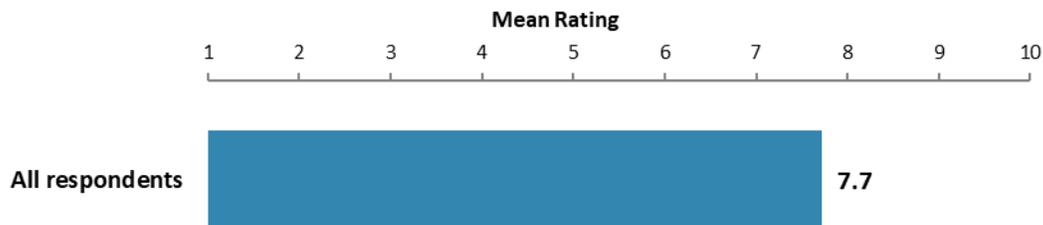
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Costa Rica's Needs for Financial Instruments (*Indicator Question*)



"The World Bank Group's financial instruments meet the needs of Costa Rica."  
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.  
Significantly different between FY21 and FY19

### WBG's Global Advocacy Role



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?" (1 - "Not important at all", 10 - "Very important")

### Effectiveness of WBG's Reimbursable Advisory Services (RAS)



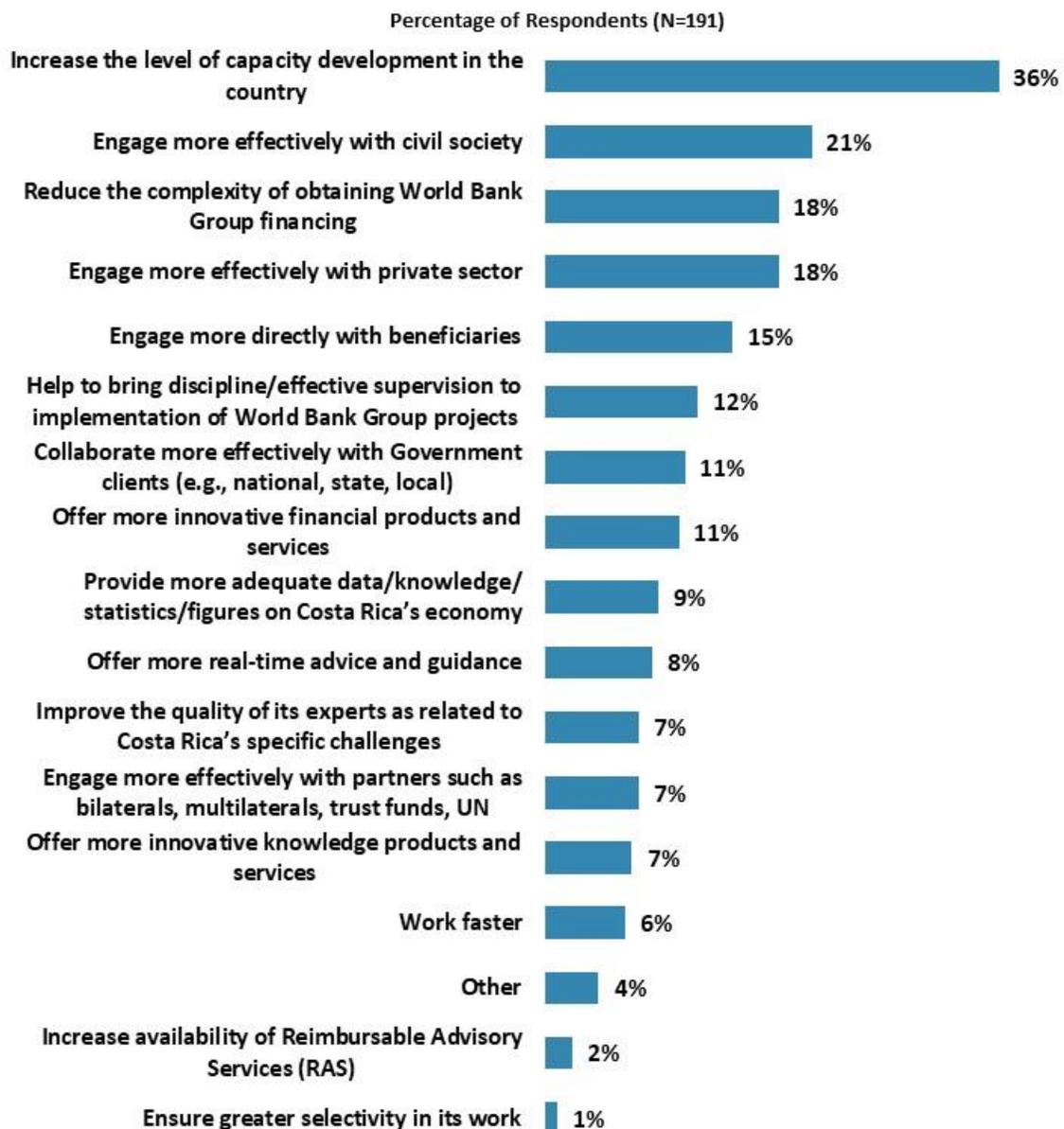
"To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data. Significantly different between FY21 and FY19



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

### Making the World Bank Group of Greater Value

- Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (29%), “*engage more effectively with civil society*” (20%), “*engage more effectively with private sector*” (20%), “*reduce the complexity of obtaining WBG financing*” (18%), “*collaborate more effectively with Government clients*” (17%), and “*offer more innovative financial products*” (17%) to make itself of greater value in Costa Rica.



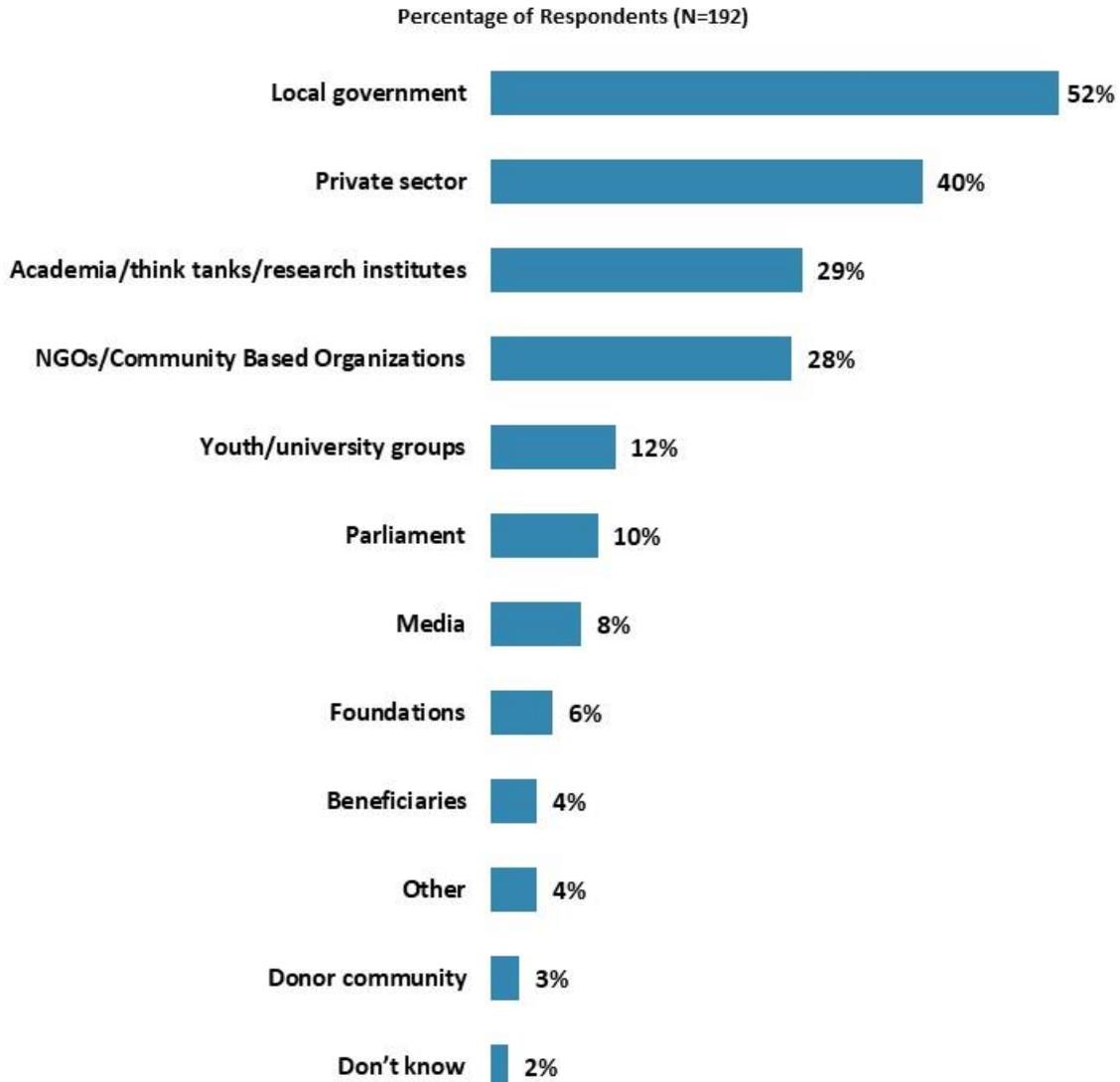
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Costa Rica (continued)

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

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG should collaborate more with “*local government*” (49%), “*private sector*” (37%), “*NGOs/Community-based organizations*” (30%), and “*academia/think tanks/research institutes*” (22%) to ensure better development results in Costa Rica.



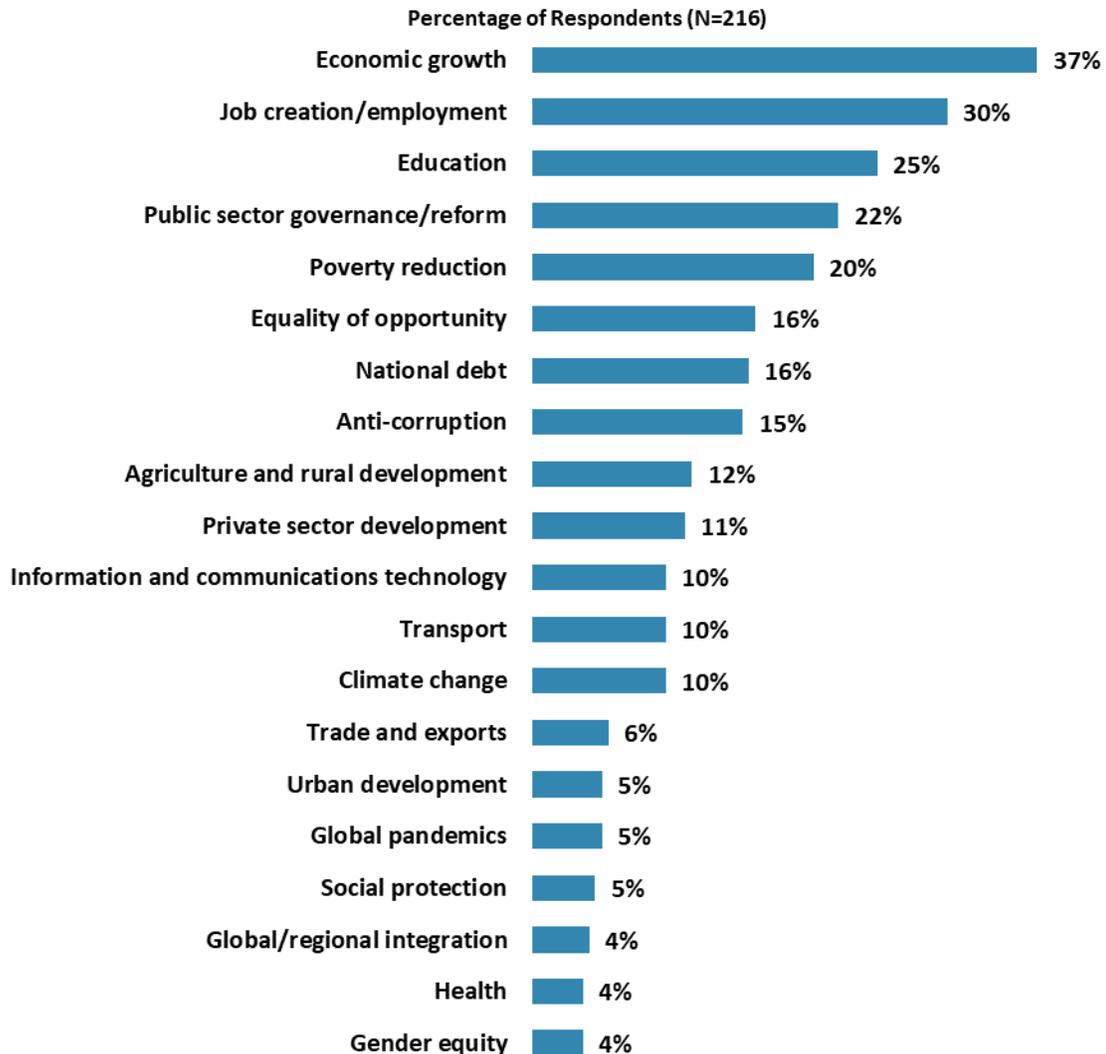
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Costa Rica (continued)

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

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (37%), “*public sector governance/reform*” (32%), “*economic growth*” (30%), “*education*” (30%), “*transport*” (27%), and “*poverty reduction*” (26%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that the WBG should focus on “*education*” and “*global pandemics*” compared to other respondents (education specialists = 55% and 13%, respectively; others = 20% and 4%, respectively).



“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 THREE)”  
 (Respondents chose from a list. Responses combined. Top 20 of 30 shown.)

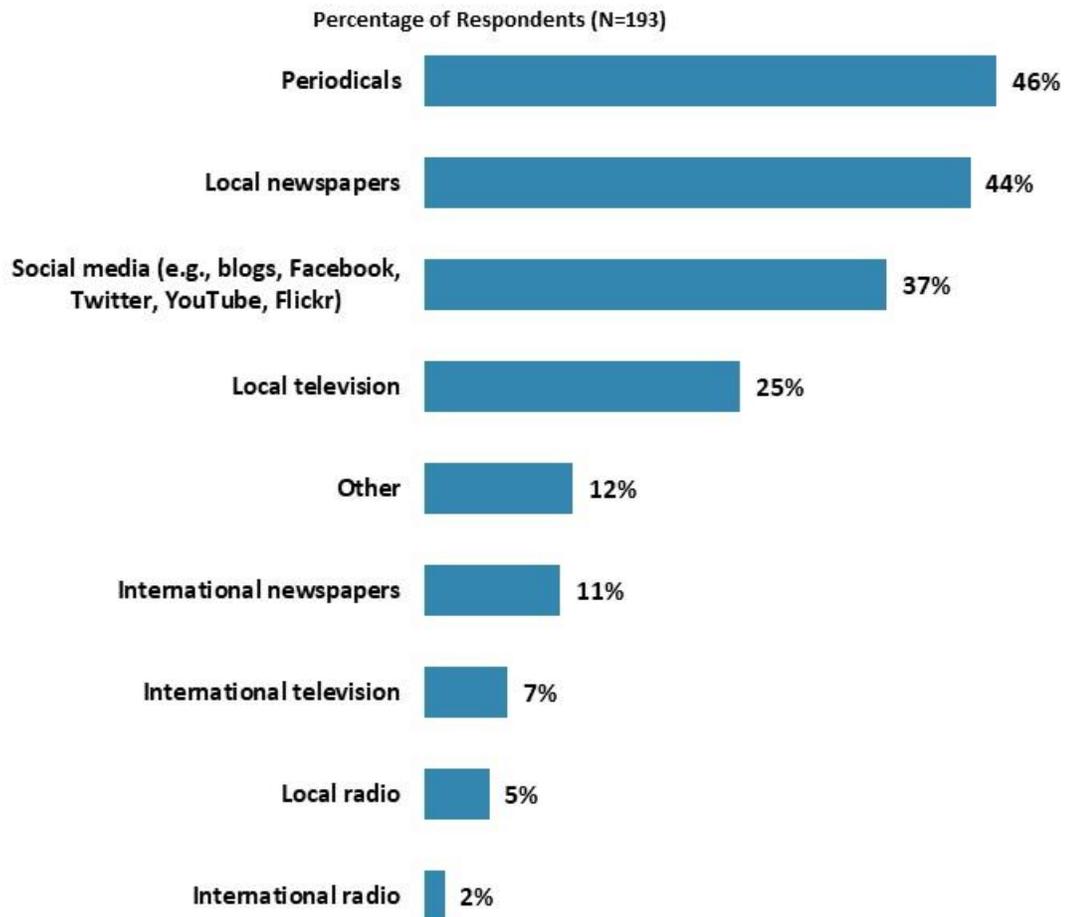


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 50) for selected responses by stakeholder groups.*

### Information Sources for Economic and Social Development Issues

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that they got most of their information about economic and social development issues through “*local and international newspapers*” (49%) and “*local and international television*” (37%).



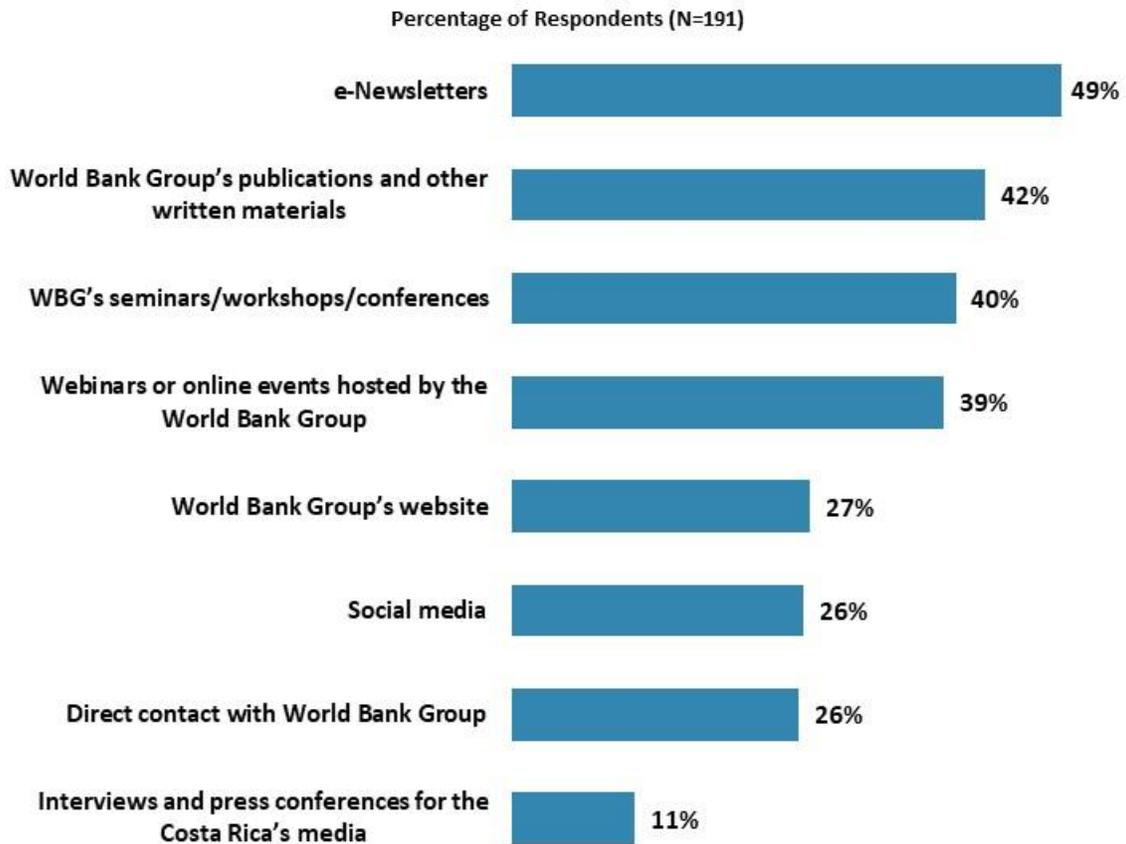
"How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that they would prefer to receive information from the WBG through “*personalized emails*” (41%), “*WBG’s seminars/workshops/conferences*” (38%), “*direct contact with WBG*” (33%), and “*WBG’s publications and other written materials*” (28%),



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



## XI. Appendices

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### COSTA RICA





## Appendix A: Responses to All Questions across All Respondents (N=242)

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

<b>1. In general, would you say that Costa Rica is headed in ... ?</b>	<b>Percentage of Respondents (N=240)</b>
The right direction	30.4%
The wrong direction	43.8%
Not sure	25.8%

<b>2. Do you think that economic opportunity for citizens in Costa Rica is ... ?</b>	<b>Percentage of Respondents (N=240)</b>
Increasing	12.5%
Decreasing	73.3%
Staying about the same	14.2%

**A. Overall Context (continued)**

<b>3. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=241)</b>
Job creation/employment	36.9%
Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)	33.2%
Economic growth	33.2%
Education	27.0%
Poverty reduction	22.4%
Anti-corruption	19.9%
National debt	18.7%
Equality of opportunity (i.e., social inclusion)	16.6%
Global pandemics (e.g., COVID-19)	10.0%
Information and communications technology	7.9%
Agriculture and rural development	7.9%
Climate change (e.g., mitigation, adaptation)	7.5%
Transport (e.g., roads, bridges, transportation)	7.5%
Crime and violence	5.8%
Gender equity (closing the gap between women and men, and boys and girls)	5.0%
Health	5.0%
Social protection (e.g., pensions, targeted social assistance)	4.6%
Trade and exports	4.6%
Private sector development	4.1%
Judiciary reform	4.1%
Water and sanitation	2.9%
Natural renewable resource management	2.9%
Urban development	2.1%
Pollution	1.7%
Energy	1.2%
Global/regional integration	0.8%
Food security	0.8%
Disaster risk management	0.8%
Financial markets	0.4%
Disease	0.0%

**A. Overall Context (continued)**

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica? (Choose no more than 3)</b>	<b>Percentage of Respondents (Responses Combined; N=240)</b>
Job creation/employment	59.2%
Education	47.9%
Equality of opportunity (i.e., social inclusion)	30.8%
Economic growth	30.0%
Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)	22.9%
Anti-corruption	14.6%
Private sector development	12.9%
Agriculture and rural development	11.7%
Gender equity (closing the gap between women and men, and boys and girls)	10.0%
Social protection (e.g., pensions, targeted social assistance)	8.8%
Information and communications technology	7.9%
Trade and exports	7.1%
National debt	7.1%
Food security	5.4%
Crime and violence	4.2%
Climate change (e.g., mitigation, adaptation)	3.3%
Urban development	3.3%
Transport (e.g., roads, bridges, transportation)	2.5%
Health	2.5%
Global/regional integration	2.1%
Disease	0.8%
Water and sanitation	0.8%
Natural renewable resource management	0.8%
Financial markets	0.8%
Judiciary reform	0.4%
Pollution	0.4%
Disaster risk management	0.0%
Energy	0.0%

**A. Overall Context (continued)**

<b>5. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=240)</b>
Ensuring sustainable business growth and job creation	67.1%
Economic growth	52.9%
Education	38.3%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	35.4%
Providing direct financial support to businesses (business support packages)	27.1%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	22.9%
Public service delivery (e.g., strengthening policies, institutions)	13.8%
Healthcare	12.9%
Ensuring that girls and women have equal access to job opportunities	8.3%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	7.1%
Ensuring that girls and women have equal access to health care/health services	2.9%
Other	2.9%
Nutrition/food security	2.5%

<b>6. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=239)</b>
Pressure from outside interest groups (e.g., private sector, unions)	45.6%
Inadequate level of capacity in the government	41.4%
Political pressures and obstacles	33.1%
Reforms are not well thought out in light of country challenges	30.1%
Corruption	23.4%
Inadequate level of government accountability	7.1%
Inadequate level of citizen/civil society participation	6.7%
Inadequate level of private sector participation	4.6%
Other	3.8%
Inadequate level of donor coordination	1.3%

**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 government	230	3	5.34	2.31
2. Bilateral organizations (e.g., AECID, JICA, KOICA, GIZ, USAID)	208	23	6.81	1.98
3. The World Bank Group*	208	23	7.05	2.01
4. The International Monetary Fund	218	15	6.49	2.18
5. The United Nations (UN)	220	11	6.90	2.17
6. The World Health Organization (WHO)/ The Pan American Health Organization (PAHO)	227	5	7.22	2.02
7. Regional development banks	213	17	6.75	1.81
8. Costa Rica's Central Bank	214	16	6.81	1.97
9. The Legislative Assembly	225	2	4.67	2.26
10. International private sector	212	17	6.17	2.01
11. Domestic private sector	224	7	6.35	1.99
12. International civil society (e.g., NGOs, CBOs)	212	18	6.67	1.98
13. Domestic civil society (e.g., NGOs, CBOs)	218	12	6.71	1.88
14. Youth organizations	204	26	5.87	2.15
15. Faith-based institutions	207	21	4.81	2.63
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	223	7	5.00	2.24
17. International media and their web presence	221	10	5.70	2.23
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	222	9	5.16	2.15

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

1. How familiar are you with the work of these organizations in Costa Rica? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	228	n/a	5.70	2.74
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	227	n/a	4.54	2.72
3. The Inter-American Development Bank (IDB/BID)	229	n/a	6.84	2.38
4. The Latin American Development Bank (CAF)	228	n/a	4.73	2.83
5. The Central American Bank for Economic Integration (CABEI/BCIE)	228	n/a	6.49	2.57

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Costa Rica? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall, the World Bank Group currently plays a relevant role in development in Costa Rica*	200	26	6.86	2.02
3. The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	198	28	6.47	2.08

4. Overall, please rate your impression of the effectiveness of these organizations in Costa Rica. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	180	44	6.69	1.97
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	148	76	6.15	2.02
3. The Inter-American Development Bank (IDB/BID)	211	14	7.07	1.94
4. The Latin American Development Bank (CAF)	158	67	6.10	2.03
5. The Central American Bank for Economic Integration (CABEI/BCIE)	200	24	6.86	1.98

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Costa Rica?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	191	34	6.70	1.97

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Costa Rica?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	188	35	6.87	1.87

7. 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)	Percentage of Respondents (N=224)
To a fully sufficient degree	1.8%
To a somewhat sufficient degree	29.5%
To a somewhat insufficient degree	28.6%
To a very insufficient degree	12.1%
Don't know	28.1%

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

<b>8. When thinking about the World Bank Group's role in Costa Rica, which activity do you VALUE the most? (Choose no more than 2)</b>	<b>Percentage of Respondents (Responses Combined; N=214)</b>
Financial resources	50.0%
Technical assistance	27.6%
Data and statistics	22.0%
Formal policy advice, studies, analyses	21.0%
Capacity development related to World Bank Group supported projects	18.7%
Implementation support	12.6%
Promoting knowledge sharing	11.2%
Bringing together different groups of stakeholders (convening role)	5.1%
Global advocacy	5.1%
Mobilizing third party financial resources	5.1%
Reimbursable Advisory Services (RAS)	2.8%
Other	2.8%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.3%
Donor coordination	1.4%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=218)</b>
Not enough public disclosure of its work	28.4%
Not aligned with country priorities	13.8%
Not adequately sensitive to political/social realities in Costa Rica	13.3%
World Bank Group's processes too slow and complex	12.8%
Too influenced by developed countries	12.4%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	11.5%
Not adequately flexible in changing country circumstances	11.5%
Not collaborating enough with private sector	10.1%
Don't know	10.1%
Inadequate World Bank Group's staffing in Costa Rica	9.6%
Staff too inaccessible	8.3%
Not willing to honestly criticize policies and reform efforts in the country	6.4%
Inadequate number of innovative financial products and services	6.0%
Inadequate level of real-time advice and guidance	5.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.5%
Arrogant in its approach	5.5%
Not sufficiently focused on sustainable results	4.1%
Inadequate number of innovative knowledge products and services	2.8%
Other	1.4%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in 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)</b>	<b>Percentage of Respondents (Responses Combined; N=216)</b>
Economic growth	36.6%
Job creation/employment	30.1%
Education	25.0%
Public sector governance/reform (i.e., reducing red tape, restructuring institutions for more efficiency)	22.2%
Poverty reduction	20.4%
Equality of opportunity (i.e., social inclusion)	16.2%
National debt	15.7%
Anti-corruption	15.3%
Agriculture and rural development	11.6%
Private sector development	11.1%
Information and communications technology	9.7%
Transport (e.g., roads, bridges, transportation)	9.7%
Climate change (e.g., mitigation, adaptation)	9.7%
Trade and exports	5.6%
Urban development	5.1%
Global pandemics (e.g., COVID-19)	5.1%
Social protection (e.g., pensions, targeted social assistance)	4.6%
Global/regional integration	4.2%
Health	3.7%
Gender equity (closing the gap between women and men, and boys and girls)	3.7%
Food security	2.8%
Natural renewable resource management	2.8%
Judiciary reform	2.3%
Water and sanitation	1.9%
Financial markets	1.9%
Energy	1.9%
Pollution	1.4%
Crime and violence	1.4%
Disaster risk management	0.9%
Disease	0.0%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=213)
Multi-lateral financial institution	34.3%
World Bank	26.3%
Don't know	25.4%
Private sector solutions	18.8%
Development institution	17.4%
Financial advisory solutions	15.5%
Investment bank	14.1%
Innovation and entrepreneurship	8.5%
Public-private partnerships	8.5%
Impact investor	7.0%
None of the above	5.6%
Venture capital	4.7%
Asset manager	2.8%
Thought leader	1.9%
Other	1.4%

**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 Costa Rica solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	161	52	7.42	2.01

To what extent is the World Bank Group an effective development partner in Costa Rica, 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*	175	31	6.82	2.06
3. Flexibility (in terms of the institution's products and services)*	165	37	6.52	1.94
4. Flexibility (in terms of changing country circumstances)*	161	40	6.50	1.92
5. Being inclusive*	165	36	6.79	2.02
6. Openness (sharing data and other information)*	168	32	7.24	2.18
7. Collaboration with the Government*	174	28	7.66	1.89
8. The speed in which it gets things accomplished on the ground*	157	44	6.49	2.03
9. Helping to bring discipline/effective supervision to implementation of investment projects*	158	40	7.00	2.01
10. Collaboration with civil society*	160	40	5.99	2.36
11. Staff accessibility*	157	40	6.20	2.42
12. Collaboration with other donors and development partners*	142	55	6.75	2.27
13. Collaboration with the private sector*	149	51	6.68	2.22
14. Straightforwardness and honesty*	154	46	7.47	2.30
15. Treating clients and stakeholders in Costa Rica with respect*	155	45	7.86	2.14
16. Being a long-term partner*	163	37	7.76	2.20
17. Acting with compassion and empathy	156	44	6.82	2.58
18. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	164	36	7.78	2.19
19. Measuring results effectively	157	42	7.59	2.25

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

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
20. The World Bank Group disburses funds promptly	124	77	6.72	2.17
21. The World Bank Group effectively monitors and evaluates the projects and programs it supports	152	47	7.39	1.95
22. The World Bank Group's approvals and reviews are done in a timely fashion	139	60	7.09	1.99
23. The World Bank Group's Environmental and Social Framework requirements are reasonable	130	70	7.21	1.94
24. The World Bank Group's conditions on its lending are reasonable	139	58	7.19	1.90
25. The World Bank Group takes decisions quickly in Costa Rica*	131	67	6.63	2.07
26. Working with the World Bank Group increases Costa Rica's institutional capacity	146	53	7.05	2.22

To what extent do you agree/disagree with the following statements about the World Bank Group in Costa Rica? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
27. 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*	148	52	6.85	1.97
28. The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	148	51	6.99	2.05

Reimbursable Advisory Services	N	DK	Mean	SD
29. To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	119	82	7.01	1.91

Global role of advocacy	N	DK	Mean	SD
30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	151	51	7.72	2.05

**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 Costa Rica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	59	136	6.51	2.22
2. Gender equity (closing the gap between women and men, and boys and girls)	85	111	7.26	1.70
3. Private sector development	102	91	6.85	1.94
4. Education	115	77	7.08	1.95
5. Public sector governance/reform i.e., (reducing red tape, restructuring institutions for more efficiency)	115	79	6.71	2.22
6. Global/regional integration	108	85	7.13	2.02
7. Pollution	78	115	7.00	2.01
8. Job creation/employment	90	104	6.28	2.02
9. Health	85	108	7.12	2.04
10. Financial markets	100	93	7.47	1.71
11. Transport (e.g., transportation)	77	116	7.30	1.82
12. Trade and exports	85	107	7.40	1.96
13. Natural renewable resource management	85	107	7.11	2.11
14. Climate change (e.g., mitigation, adaptation)	93	99	7.26	2.05
15. Poverty reduction	114	78	6.43	2.39
16. Economic growth	118	74	6.84	2.22
17. Disaster risk management	71	119	6.75	2.21
18. Equality of opportunity (i.e., social inclusion)	84	107	6.76	2.22
19. Disease	60	131	6.63	2.15

**E. World Bank Group's Knowledge Work and Activities**

In Costa Rica, 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
1. Are timely	136	52	7.30	1.86
2. Include appropriate level of stakeholder involvement during preparation	135	56	7.03	1.99
3. Lead to practical solutions	135	56	6.99	2.03
4. Are source of relevant information on global good practices	143	47	7.79	1.95
5. Are adequately disseminated	145	46	6.40	2.42
6. Are translated enough into local language	138	51	7.07	2.26
7. Are adaptable to Costa Rica's specific development challenges and country circumstances*	139	52	7.50	1.89

Overall Evaluations	N	DK	Mean	SD
8. 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)	157	36	7.08	2.01
9. 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)	155	39	7.83	1.78

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than 2)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
Increase the level of capacity development in the country	35.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	20.9%
Reduce the complexity of obtaining World Bank Group financing	18.3%
Engage more effectively with private sector	18.3%
Engage more directly with beneficiaries	14.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.0%
Offer more innovative financial products and services	10.5%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	8.9%
Offer more real-time advice and guidance	8.4%
Improve the quality of its experts as related to Costa Rica's specific challenges	7.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.3%
Offer more innovative knowledge products and services	6.8%
Work faster	6.3%
Other	4.2%
Increase availability of Reimbursable Advisory Services (RAS)	2.1%
Ensure greater selectivity in its work	1.0%

<b>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 2)</b>	<b>Percentage of Respondents (Responses Combined; N=192)</b>
Local government	52.1%
Private sector	39.6%
Academia/think tanks/research institutes	28.6%
NGOs/Community Based Organizations	27.6%
Youth/university groups	11.5%
Parliament	9.9%
Media	8.3%
Foundations	5.7%
Beneficiaries	4.2%
Other	4.2%
Donor community	2.6%
Don't know	1.6%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than 2)</b>	<b>Percentage of Respondents (Responses Combined; N=193)</b>
Periodicals	46.1%
Local newspapers	44.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	37.3%
Local television	25.4%
Other	11.9%
International newspapers	10.9%
International television	6.7%
Local radio	5.2%
International radio	1.6%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
e-Newsletters	49.2%
World Bank Group's publications and other written materials	42.4%
World Bank Group's seminars/workshops/conferences	39.8%
Webinars or online events hosted by the World Bank Group	38.7%
World Bank Group's website	26.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	26.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.7%
Interviews and press conferences for the Costa Rica's media	11.0%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=242)
Local Government Office or Staff	15.7%
Private Sector Organization	15.7%
Academia/Research Institute/Think Tank	15.7%
Media (press, radio, TV, web, etc.)	7.4%
Office of Minister	7.0%
NGO/Community Based Organization	6.6%
Office of Parliamentarian	6.2%
Multilateral Agency (UN, regional development bank)	5.8%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.5%
State-Owned Enterprise	3.7%
Employee of Ministry, Ministerial Department, Implementation Agency	3.3%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.5%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.7%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.2%
Other	1.2%
Faith-Based Group	0.8%
Financial Sector/Private Bank	0.4%
Trade Union	0.4%
Office of the President, Prime Minister	0.0%
Judicial System (e.g., courts)	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only 1 response)</b>	<b>Percentage of Respondents (N=240)</b>
Other	19.6%
Education	15.0%
Generalist (specialized in multiple sectors)	12.9%
Finance and markets	5.8%
Trade and competitiveness	5.4%
Communications, public affairs	5.4%
Governance, anti-corruption	4.6%
Agriculture, rural development	3.8%
Transport	3.3%
Macroeconomics, fiscal management	2.9%
Urban development	2.9%
Poverty	2.1%
Health, nutrition	2.1%
Social protection	2.1%
Environment, natural resources	2.1%
Climate change	2.1%
Energy	1.7%
Tourism	1.7%
Digital development and technology (ICT)	1.3%
Fragility, conflict, violence, refugees	1.3%
Jobs	0.8%
Gender	0.8%
Demographics, migration	0.4%
Water, sanitation	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Costa Rica?</b>	<b>Percentage of Respondents (N=240)</b>
Yes	7.9%
No	92.1%

<b>4. 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)</b>	<b>Percentage of Respondents (N=19)</b>
The World Bank (IBRD)	84.2%
The International Finance Corporation (IFC)	15.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**H. Background Information (continued)**

<b>5. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than 2)</b>	<b>Percentage of Respondents (Responses Combined; N=220)</b>
Use World Bank Group reports/data	46.8%
Use World Bank Group website for information, data, research, etc.	37.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.5%
Engage in World Bank Group related/sponsored events/activities	18.2%
Collaborate as part of my professional duties	11.8%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=241)</b>
Female	37.8%
Male	62.2%

<b>7. What's your age?</b>	<b>Percentage of Respondents (N=241)</b>
25 and under	0.0%
26-35	11.2%
36-45	28.6%
46-55	25.3%
56 and above	34.9%



## Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of Minister N=17 ● Office of Parliamentarian N=15 ● Employee of a Ministry/PMU/Consultant on WBG Project N=11
- Local Government N=38 ● Other Government Institutions<sup>6</sup> N=15 ● Bilateral/Multilateral Agency N=25 ● Private Sector/Financial Sector/Private Bank N=39
- Civil Society<sup>7</sup> N=23 ● Academia N=38 ● Media N=18

### A. Overall Context

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

Percentage of Respondents	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
The right direction	70.6%	7.1%	72.7%	26.3%	57.1%	32.0%	17.9%	17.4%	21.1%	33.3%
The wrong direction	17.6%	71.4%	9.1%	47.4%	42.9%	36.0%	59.0%	39.1%	50.0%	33.3%
Not sure	11.8%	21.4%	18.2%	26.3%		32.0%	23.1%	43.5%	28.9%	33.3%

\*Significantly different between stakeholder groups

Do you think that economic opportunity for citizens in Costa Rica is ... ?

Percentage of Respondents	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Increasing	23.5%		27.3%	13.2%	28.6%	4.0%	17.9%	4.3%	10.8%	5.6%
Decreasing	17.6%	86.7%	63.6%	78.9%	57.1%	76.0%	74.4%	87.0%	81.1%	77.8%
Staying about the same	58.8%	13.3%	9.1%	7.9%	14.3%	20.0%	7.7%	8.7%	8.1%	16.7%

<sup>6</sup> Includes respondents from independent government institutions and state-owned enterprises.

<sup>7</sup> Includes respondents from NGOs/CBOs, trade unions, faith-based groups, and private foundations.

**A. Overall Context (continued)**

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 THREE) \*Significantly different between stakeholder groups

Percentage of Respondents	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Private sector development*	0.0%	0.0%	0.0%	0.0%	7.1%	4.0%	17.9%	0.0%	2.6%	0.0%
Global pandemics	0.0%	13.3%	27.3%	2.6%	7.1%	8.0%	5.1%	17.4%	10.5%	22.2%
Gender equity	5.9%	13.3%	0.0%	10.5%	0.0%	4.0%	2.6%	0.0%	7.9%	0.0%
Financial markets	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	41.2%	46.7%	45.5%	44.7%	21.4%	32.0%	38.5%	43.5%	26.3%	33.3%
Public sector governance/reform*	17.6%	20.0%	36.4%	31.6%	14.3%	64.0%	48.7%	34.8%	15.8%	33.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	2.6%	0.0%
Food security	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	11.8%	0.0%	9.1%	2.6%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	4.3%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	9.1%	7.9%	0.0%	8.0%	0.0%	4.3%	0.0%	0.0%
Pollution*	0.0%	0.0%	0.0%	5.3%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	5.9%	20.0%	0.0%	2.6%	0.0%	8.0%	0.0%	4.3%	7.9%	0.0%
Health	0.0%	0.0%	0.0%	2.6%	7.1%	8.0%	2.6%	8.7%	10.5%	0.0%
Education	29.4%	20.0%	27.3%	15.8%	21.4%	16.0%	30.8%	21.7%	42.1%	33.3%
Trade and exports*	23.5%	0.0%	18.2%	0.0%	7.1%	0.0%	2.6%	4.3%	5.3%	0.0%
Information & communications technology	0.0%	0.0%	0.0%	13.2%	0.0%	0.0%	17.9%	4.3%	13.2%	5.6%
Agriculture and rural development	5.9%	13.3%	27.3%	13.2%	0.0%	8.0%	10.3%	8.7%	0.0%	0.0%
National debt	17.6%	20.0%	9.1%	13.2%	21.4%	20.0%	15.4%	17.4%	18.4%	44.4%
Equality of opportunity	41.2%	26.7%	18.2%	21.1%	0.0%	16.0%	7.7%	17.4%	13.2%	5.6%
Natural renewable resource management	0.0%	0.0%	9.1%	2.6%	7.1%	4.0%	5.1%	4.3%	0.0%	0.0%
Climate change	5.9%	0.0%	0.0%	2.6%	7.1%	12.0%	5.1%	8.7%	18.4%	5.6%
Poverty reduction*	29.4%	46.7%	0.0%	31.6%	28.6%	4.0%	12.8%	34.8%	21.1%	22.2%
Anti-corruption	5.9%	6.7%	18.2%	21.1%	35.7%	20.0%	15.4%	21.7%	34.2%	5.6%
Judiciary reform	5.9%	0.0%	0.0%	7.9%	0.0%	4.0%	2.6%	4.3%	2.6%	11.1%
Economic growth	52.9%	40.0%	27.3%	18.4%	64.3%	36.0%	35.9%	21.7%	28.9%	38.9%
Disaster risk management	0.0%	0.0%	0.0%	2.6%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	6.7%	18.2%	7.9%	14.3%	12.0%	5.1%	0.0%	5.3%	16.7%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	6.7%	0.0%	2.6%	7.1%	4.0%	5.1%	8.7%	10.5%	11.1%



**A. Overall Context (continued)**

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 TWO) \*Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Pressure from outside interest groups	47.1%	46.7%	72.7%	40.5%	57.1%	32.0%	30.8%	40.9%	55.3%	61.1%
Reforms are not well thought out in light of country challenges*	58.8%	46.7%	27.3%	18.9%	28.6%	40.0%	35.9%	31.8%	21.1%	11.1%
Inadequate level of private sector participation	5.9%	0.0%	0.0%	2.7%	0.0%	4.0%	12.8%	4.5%	5.3%	0.0%
Inadequate level of citizen/civil society participation	11.8%	0.0%	0.0%	16.2%	0.0%	8.0%	2.6%	0.0%	7.9%	5.6%
Inadequate level of donor coordination	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	2.6%	4.5%	0.0%	0.0%
Corruption	0.0%	13.3%	18.2%	32.4%	14.3%	16.0%	25.6%	36.4%	23.7%	27.8%
Inadequate level of government accountability	0.0%	0.0%	9.1%	2.7%	0.0%	12.0%	12.8%	4.5%	5.3%	22.2%
Inadequate level of capacity in the government*	11.8%	80.0%	9.1%	40.5%	35.7%	36.0%	48.7%	50.0%	44.7%	44.4%
Political pressures and obstacles*	58.8%	6.7%	54.5%	40.5%	42.9%	36.0%	23.1%	18.2%	34.2%	27.8%
Other	0.0%	0.0%	9.1%	0.0%	14.3%	8.0%	2.6%	9.1%	2.6%	0.0%

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	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 WBG to do what is right?	16	7.94	15	7.40	10	7.80	27	6.85	12	6.33	22	6.82	32	7.16	18	7.11	36	6.97	18	6.50

(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 Costa Rica? (1-Not familiar at all, 10-Extremely familiar)

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	17	6.94	15	7.27	11	6.45	34	4.53	13	6.00	25	5.48	37	4.92	20	5.90	36	5.81	18	6.28
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	17	4.71	15	6.47	11	4.36	34	3.71	13	3.92	24	4.25	36	4.56	21	4.19	35	4.54	18	6.17
The Inter-American Development Bank (IDB/BID)*	17	8.76	15	7.73	11	7.73	34	6.41	13	6.46	25	7.08	37	6.59	21	6.10	35	6.37	18	7.22
The Latin American Development Bank (CAF)*	17	5.88	15	6.80	11	4.45	34	4.38	13	4.15	25	5.12	37	3.81	21	3.67	34	4.62	18	6.50
The Central American Bank for Economic Integration (CABEL/BCIE)*	17	8.00	15	7.67	11	6.82	34	5.35	13	6.54	25	6.20	37	6.62	21	5.52	35	6.29	17	7.71

\*Significantly different between stakeholder groups

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the WBG currently plays a relevant role in development in Costa Rica	16	7.81	15	7.07	11	7.27	29	6.48	12	6.08	22	6.86	30	6.40	15	7.00	32	7.03	17	6.88
The WBG's work is aligned with what I consider the development priorities for Costa Rica	16	7.56	15	6.13	10	7.30	27	6.44	12	6.08	22	6.68	30	5.83	16	6.50	32	6.59	17	6.18



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

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	13	7.54	15	6.67	9	7.67	26	6.08	13	6.15	18	7.00	27	6.33	14	6.64	28	7.14	16	6.31
The International Finance Corporation (IFC), the World Bank Group's private sector arm	8	7.88	14	6.86	8	6.88	22	5.64	9	4.67	12	6.33	23	6.09	11	5.55	24	6.12	17	6.24
The Inter-American Development Bank (IDB/BID)	17	8.00	15	7.13	11	8.36	34	7.03	13	6.77	21	7.19	33	6.94	17	6.76	31	6.81	17	6.59
The Latin American Development Bank (CAF)	11	7.45	14	6.64	10	6.00	25	5.56	10	5.70	15	6.27	23	6.09	11	5.55	22	6.09	17	6.12
The Central American Bank for Economic Integration (CABEL/BCIE)	15	7.67	15	7.27	10	7.60	29	6.48	12	7.00	20	6.40	33	6.85	16	6.62	30	6.93	17	6.59

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Costa Rica?	15	7.67	15	6.53	10	7.30	26	6.42	12	6.17	19	6.63	29	6.76	14	6.79	32	6.62	17	6.24

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG influence the development agenda in Costa Rica?	14	7.86	15	6.73	10	7.60	24	6.63	11	6.45	20	6.75	31	7.19	13	7.31	31	6.55	17	5.94

(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 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 THREE) \*Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Urban development	6.7%	7.1%	18.2%	12.9%	0.0%	4.3%	5.6%	0.0%	0.0%	0.0%
Education*	6.7%	42.9%	27.3%	9.7%	23.1%	0.0%	22.2%	40.0%	39.4%	41.2%
Water and sanitation	6.7%	0.0%	9.1%	0.0%	0.0%	4.3%	0.0%	5.0%	0.0%	0.0%
Private sector development*	6.7%	0.0%	0.0%	6.5%	7.7%	8.7%	30.6%	10.0%	6.1%	17.6%
Job creation/employment	20.0%	35.7%	36.4%	32.3%	30.8%	26.1%	25.0%	30.0%	36.4%	29.4%
Health	6.7%	0.0%	9.1%	0.0%	7.7%	0.0%	5.6%	10.0%	3.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	7.7%	8.7%	0.0%	0.0%	0.0%	5.9%
Social protection	6.7%	14.3%	0.0%	3.2%	15.4%	8.7%	2.8%	0.0%	3.0%	0.0%
Gender equity	13.3%	7.1%	0.0%	0.0%	7.7%	0.0%	0.0%	5.0%	6.1%	5.9%
Energy	0.0%	0.0%	0.0%	3.2%	7.7%	0.0%	2.8%	5.0%	0.0%	0.0%
Global pandemics	13.3%	7.1%	0.0%	0.0%	0.0%	0.0%	2.8%	10.0%	9.1%	11.8%
Public sector governance/reform*	33.3%	7.1%	27.3%	16.1%	15.4%	52.2%	25.0%	25.0%	12.1%	11.8%
Food security	0.0%	0.0%	0.0%	9.7%	0.0%	4.3%	0.0%	5.0%	3.0%	0.0%
Global/regional integration	6.7%	0.0%	0.0%	3.2%	0.0%	0.0%	11.1%	5.0%	6.1%	0.0%
Pollution	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%
National debt	6.7%	14.3%	18.2%	19.4%	23.1%	4.3%	16.7%	5.0%	15.2%	41.2%
Crime and violence	0.0%	7.1%	0.0%	0.0%	0.0%	4.3%	0.0%	5.0%	0.0%	0.0%
Economic growth	46.7%	42.9%	54.5%	38.7%	15.4%	21.7%	33.3%	30.0%	42.4%	41.2%
Trade and exports	6.7%	7.1%	9.1%	6.5%	0.0%	8.7%	11.1%	0.0%	3.0%	0.0%
Equality of opportunity	13.3%	28.6%	0.0%	16.1%	7.7%	26.1%	8.3%	15.0%	30.3%	5.9%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information & communications technology	20.0%	0.0%	9.1%	22.6%	0.0%	8.7%	8.3%	5.0%	6.1%	11.8%
Transport	6.7%	7.1%	9.1%	16.1%	15.4%	13.0%	5.6%	5.0%	6.1%	11.8%
Agriculture and rural development	13.3%	14.3%	9.1%	12.9%	7.7%	17.4%	13.9%	20.0%	3.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	3.2%	0.0%	8.7%	5.6%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	18.2%	22.6%	30.8%	13.0%	8.3%	10.0%	21.2%	17.6%
Natural renewable resource management	0.0%	0.0%	9.1%	0.0%	0.0%	4.3%	5.6%	10.0%	0.0%	0.0%
Poverty reduction	26.7%	28.6%	9.1%	16.1%	46.2%	21.7%	16.7%	25.0%	15.2%	17.6%
Climate change	20.0%	0.0%	18.2%	6.5%	0.0%	13.0%	5.6%	15.0%	12.1%	11.8%
Disaster risk management	6.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?	12	8.83	13	7.77	11	8.00	22	7.05	11	6.36	17	7.06	25	7.44	11	7.36	27	7.48	10	6.80

(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 Costa Rica, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	13	7.62	13	7.00	11	7.73	23	6.83	11	5.64	18	6.50	27	6.37	13	7.00	31	7.16	13	6.62
Flexibility (in terms of the institution's products and services)	13	7.15	12	6.67	10	7.10	23	6.52	10	5.90	18	6.17	25	6.40	12	6.83	28	6.46	12	6.33
Flexibility (in terms of changing country circumstances)	12	7.25	13	6.85	10	7.00	22	6.68	11	5.91	18	6.33	24	6.46	10	6.40	27	6.22	12	6.42
Being inclusive*	13	8.15	13	6.62	10	7.80	22	6.82	11	6.64	18	6.11	25	7.12	11	7.09	27	6.74	13	5.46
Openness (sharing data and other information)	13	8.54	13	7.69	10	8.00	22	6.14	11	7.09	17	7.06	27	7.44	13	7.77	27	7.15	14	6.43
Collaboration with the Government	13	9.15	13	7.69	11	8.27	22	7.00	11	7.18	18	7.72	29	7.59	13	7.08	29	7.69	13	7.38
The speed in which it gets things accomplished on the ground	12	7.75	13	6.62	10	6.60	20	6.30	10	5.80	17	6.29	25	6.04	11	6.82	26	6.88	12	6.17
Helping to bring discipline/effective supervision to implementation of investment projects	12	8.58	13	6.85	9	6.78	21	6.52	10	6.20	16	7.31	27	6.96	10	7.40	26	7.19	13	6.38
Collaboration with civil society	11	6.91	13	6.38	9	6.22	20	6.05	11	5.09	18	5.56	26	5.85	13	6.00	27	6.30	11	5.36
Staff accessibility	14	7.36	12	6.42	10	7.10	17	6.06	8	5.50	19	5.95	27	5.74	11	7.00	25	6.32	13	5.23
Collaboration with other donors and development partners	11	8.45	12	6.92	9	7.67	18	6.22	8	6.38	17	6.29	25	6.72	10	7.00	20	6.90	11	5.55
Collaboration with the private sector*	11	8.18	13	7.46	9	7.22	19	5.53	7	5.71	16	7.13	29	6.28	11	7.45	22	6.82	12	5.92
Straightforwardness and honesty	13	8.54	13	7.85	10	8.60	19	6.74	8	6.37	16	7.19	24	7.63	12	7.92	28	7.46	11	6.36
Treating clients and stakeholders in Costa Rica with respect	14	8.93	13	8.23	11	8.73	20	7.15	9	6.78	16	7.63	23	7.87	12	8.17	25	7.96	11	6.91
Being a long-term partner	13	8.77	13	7.77	11	8.82	21	7.43	10	7.90	18	7.33	26	7.73	13	8.15	24	7.54	13	6.77

\*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 statement? (1- Strongly disagree, 10- Strongly agree)

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private/ Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG takes decisions quickly in Costa Rica	10	7.90	11	6.82	6	7.67	18	6.17	8	6.88	12	7.00	18	6.33	10	6.50	24	6.33	13	6.23

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private/ Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Costa Rica	12	8.25	10	7.70	5	8.40	23	6.35	9	6.67	15	6.47	23	6.22	11	6.91	26	7.00	12	6.50
The WBG meets Costa Rica's needs for knowledge services	13	7.85	10	7.80	6	8.50	21	6.33	9	6.78	15	6.73	22	6.73	10	7.50	29	6.76	12	6.83

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private/ Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	7	8.86	10	8.10	7	7.29	19	6.68	8	6.50	11	6.91	16	6.25	9	6.89	20	7.30	11	6.27

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

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	10	9.20	10	8.20	9	8.22	21	7.29	9	8.11	18	7.06	24	7.58	11	8.00	28	7.54	10	7.30

*(1- Not important at all, 10- Very important)***E. World Bank Group's Knowledge Work and Activities**

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Costa Rica's specific development challenges and country circumstances	11	8.27	10	7.90	8	8.50	16	6.50	9	7.56	14	7.36	21	7.24	12	7.83	26	7.35	11	7.73

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

	Office of Minister		Office of Parliament		Employee of Ministry/PMU /Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private/Financial Sector		Civil Society		Academia		Media	
	N	Mean	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 WBG's knowledge work and activities make to development results in your country?	12	7.92	10	7.50	8	7.87	20	7.20	11	6.64	15	6.87	27	6.41	13	7.23	27	7.26	13	6.62
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	12	9.17	10	8.30	9	8.33	20	7.00	11	7.45	17	8.18	24	7.67	13	8.00	27	7.70	11	7.09

*(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 Costa Rica**

Which of the following SHOULD the WBG do to make itself of greater value in Costa Rica? (Choose no more than TWO) \*Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private/ Financial Sector	Civil Society	Academia	Media
Reduce the complexity of obtaining World Bank Group financing	14.3%	10.0%	20.0%	25.9%	7.1%	23.8%	19.4%	35.3%	10.0%	0.0%
Improve the quality of its experts as related to Costa Rica's specific challenges	7.1%	20.0%	0.0%	7.4%	7.1%	4.8%	0.0%	17.6%	10.0%	7.1%
Collaborate more effectively with Government clients	28.6%	10.0%	10.0%	22.2%	7.1%	4.8%	6.5%	11.8%	6.7%	7.1%
Work faster	7.1%	10.0%	0.0%	3.7%	0.0%	0.0%	3.2%	11.8%	10.0%	21.4%
Offer more innovative knowledge products and services	14.3%	20.0%	0.0%	3.7%	7.1%	0.0%	9.7%	5.9%	6.7%	7.1%
Increase availability of Reimbursable Advisory Services (RAS)	7.1%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	11.8%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.1%	20.0%	20.0%	11.1%	7.1%	4.8%	12.9%	5.9%	20.0%	14.3%
Offer more real-time advice and guidance	14.3%	20.0%	10.0%	7.4%	28.6%	0.0%	3.2%	5.9%	6.7%	7.1%
Offer more innovative financial products and services	7.1%	20.0%	20.0%	0.0%	14.3%	19.0%	9.7%	11.8%	3.3%	21.4%
Engage more effectively with private sector*	7.1%	0.0%	10.0%	7.4%	7.1%	9.5%	51.6%	5.9%	20.0%	35.7%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	21.4%	20.0%	10.0%	3.7%	7.1%	9.5%	3.2%	5.9%	13.3%	7.1%
Engage more effectively with civil society	7.1%	20.0%	20.0%	22.2%	21.4%	33.3%	12.9%	23.5%	26.7%	14.3%
Increase the level of capacity development in the country	35.7%	20.0%	40.0%	29.6%	42.9%	28.6%	45.2%	35.3%	36.7%	35.7%
Engage more directly with beneficiaries	14.3%	10.0%	10.0%	18.5%	21.4%	9.5%	12.9%	5.9%	20.0%	14.3%
Ensure greater selectivity in its work	0.0%	0.0%	10.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	10.0%	3.7%	7.1%	38.1%	3.2%	5.9%	3.3%	0.0%
Other	0.0%	0.0%	0.0%	14.8%	0.0%	4.8%	0.0%	0.0%	3.3%	7.1%

**F. The Future Role of The World Bank Group in Costa Rica (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) \*Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private/ Financial Sector	Civil Society	Academia	Media
Beneficiaries	7.1%	0.0%	20.0%	3.6%	0.0%	0.0%	6.7%	0.0%	6.7%	0.0%
Media*	7.1%	0.0%	20.0%	0.0%	14.3%	0.0%	6.7%	0.0%	0.0%	64.3%
Youth/university groups	7.1%	10.0%	10.0%	14.3%	35.7%	9.5%	6.7%	0.0%	13.3%	7.1%
Local government*	50.0%	50.0%	50.0%	96.4%	64.3%	52.4%	50.0%	33.3%	30.0%	28.6%
Foundations*	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	6.7%	33.3%	3.3%	7.1%
NGOs/Community Based Organizations*	21.4%	20.0%	10.0%	42.9%	0.0%	33.3%	10.0%	66.7%	30.0%	21.4%
Academia/think tanks/research institutes*	42.9%	20.0%	30.0%	14.3%	21.4%	33.3%	3.3%	33.3%	70.0%	0.0%
Donor community	0.0%	0.0%	0.0%	0.0%	7.1%	14.3%	3.3%	0.0%	0.0%	0.0%
Parliament*	7.1%	60.0%	20.0%	3.6%	14.3%	4.8%	6.7%	0.0%	0.0%	28.6%
Private sector*	50.0%	40.0%	30.0%	17.9%	28.6%	23.8%	86.7%	33.3%	33.3%	42.9%
Other*	0.0%	0.0%	0.0%	0.0%	7.1%	14.3%	0.0%	0.0%	13.3%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	6.7%	0.0%	0.0%	0.0%



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private/ Financial Sector	Civil Society	Academia	Media
Local radio	7.1%	0.0%	0.0%	3.4%	7.1%	0.0%	10.0%	5.6%	10.0%	0.0%
International radio	0.0%	0.0%	0.0%	3.4%	7.1%	4.8%	0.0%	0.0%	0.0%	0.0%
Local newspapers*	42.9%	50.0%	50.0%	31.0%	28.6%	66.7%	66.7%	44.4%	30.0%	28.6%
International newspapers	14.3%	10.0%	0.0%	3.4%	14.3%	4.8%	10.0%	22.2%	20.0%	7.1%
Local television	14.3%	30.0%	20.0%	44.8%	14.3%	28.6%	20.0%	27.8%	26.7%	14.3%
International television*	0.0%	10.0%	10.0%	24.1%	7.1%	0.0%	6.7%	0.0%	3.3%	0.0%
Periodicals*	28.6%	40.0%	40.0%	10.3%	71.4%	61.9%	40.0%	66.7%	56.7%	57.1%
Social media*	50.0%	30.0%	80.0%	51.7%	28.6%	23.8%	33.3%	16.7%	36.7%	35.7%
Other*	35.7%	10.0%	0.0%	6.9%	7.1%	9.5%	10.0%	11.1%	3.3%	28.6%

\*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) \*Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private/ Financial Sector	Civil Society	Academia	Media
World Bank Group's publications and other written materials	57.1%	50.0%	20.0%	27.6%	53.8%	47.6%	40.0%	52.9%	50.0%	35.7%
e-Newsletters	35.7%	30.0%	30.0%	31.0%	53.8%	57.1%	66.7%	47.1%	50.0%	64.3%
World Bank Group's seminars/workshops/conferences	57.1%	30.0%	60.0%	44.8%	46.2%	28.6%	26.7%	58.8%	36.7%	21.4%
Social media	28.6%	40.0%	50.0%	24.1%	23.1%	23.8%	20.0%	11.8%	33.3%	21.4%
Direct contact with World Bank Group*	42.9%	20.0%	10.0%	27.6%	23.1%	38.1%	3.3%	35.3%	23.3%	50.0%
World Bank Group's website	7.1%	40.0%	10.0%	34.5%	7.7%	33.3%	26.7%	29.4%	36.7%	14.3%
Webinars or online events hosted by the World Bank Group	42.9%	30.0%	30.0%	44.8%	53.8%	33.3%	53.3%	35.3%	26.7%	21.4%
Interviews and press conferences for the Costa Rica's media*	14.3%	0.0%	0.0%	6.9%	23.1%	0.0%	16.7%	17.6%	0.0%	42.9%



## H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Costa Rica?\*

Percentage of Respondents	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Yes	41.2%		18.2%	5.4%	7.1%	12.0%	2.6%		2.6%	11.1%
No	58.8%	100.0%	81.8%	94.6%	92.9%	88.0%	97.4%	100.0%	97.4%	88.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
The World Bank (IDA)	100.0%		100.0%	50.0%	100.0%	100.0%			100.0%	50.0%
The International Finance Corporation (IFC)				50.0%			100.0%			50.0%
The Multilateral Investment Guarantee Agency (MIGA)										
International Centre for Settlement of Investment Disputes (ICSID)										

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliament	Employee of Ministry/PMU /Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private/Financial Sector	Civil Society	Academia	Media
Observer	41.2%	26.7%	10.0%	56.7%	42.9%	37.5%	41.7%	20.0%	36.4%	16.7%
Use World Bank Group reports/data*	17.6%	66.7%	50.0%	30.0%	35.7%	45.8%	38.9%	70.0%	51.5%	72.2%
Engage in World Bank Group related/sponsored events/activities	41.2%	13.3%	40.0%	13.3%	14.3%	25.0%	13.9%	5.0%	18.2%	5.6%
Collaborate as part of my professional duties*	35.3%	0.0%	30.0%	10.0%	14.3%	33.3%	5.6%	5.0%	0.0%	0.0%
Use World Bank Group website for information, data, research, etc.	11.8%	46.7%	20.0%	23.3%	35.7%	33.3%	47.2%	60.0%	42.4%	50.0%

\*Significantly different between stakeholder groups



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

Indicator Question	Currently, do you professionally collaborate/ work with the WBG in your country?	
	Not Collaborating with the WBG	Currently Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.92	8.28
Overall the WBG currently plays a relevant role in development in Mauritania	6.67	9.06
The World Bank Group's work is aligned with what I consider the development priorities for Mauritania	6.26	8.71
Overall, please rate your impression of the WB's effectiveness in Mauritania.	6.51	8.56
Overall, please rate your impression of the IFC's effectiveness in Mauritania.	5.96	7.86
To what extent does the World Bank Group's work help to achieve development results in Mauritania?	6.54	8.50
To what extent does the WBG influence the development agenda in Mauritania?	6.74	8.18
Responsiveness to needs	6.66	8.44
Flexibility (in terms of the institution's products and services)	6.42	7.35
Flexibility (in terms of changing country circumstances)	6.36	7.71
Being inclusive	6.67	7.88
Openness (sharing data and other information)	7.14	8.12
Collaboration with the Government	7.52	8.83
The speed in which it gets things accomplished on the ground	6.35	7.75
Helping to bring discipline/effective supervision to implementation of investment projects	6.92	7.69
Collaboration with civil society	5.82	7.50
Staff accessibility	6.00	7.88
Collaboration with other donors and development partners	6.58	8.00
Collaboration with the private sector	6.54	7.88
Straightforwardness and honesty	7.28	9.00
Treating clients and stakeholders in Mauritania with respect	7.69	9.11
Being a long-term partner	7.58	9.29
The World Bank Group takes decisions quickly in Mauritania	6.51	7.64
The World Bank Group's financial instruments meet the needs of Mauritania	6.70	8.29
The World Bank Group meets Mauritania's needs for knowledge services	6.86	8.07
Are adaptable to Mauritania's specific development challenges and country circumstances	7.43	8.38
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.99	8.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.76	8.67

Yellow highlight indicates significant difference between Yes and No means.



## Appendix D: Costa Rica FY21 COS Questionnaire



### **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**

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

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

<b>A3. Listed below are a number of development priorities in Costa Rica.</b>			
<b>Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than 3)</b>			
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**

<b>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)</b>	
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): _____

<b>A7. To what extent do you trust each of the following groups to do what is right?</b>												
		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**

<b>B1. How familiar are you with the work of these organizations in Costa Rica?</b>											
		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

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Costa Rica?</b>												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B2</b>	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"/>
<b>B3</b>	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"/>

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Costa Rica.</b>												
		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"/>

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Costa Rica?</b>												
												Don't know
		1	2	3	4	5	6	7	8	9	10	
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>										<b>To a very significant degree</b>		<b>Don't know</b>

<b>B6. To what extent does the World Bank Group influence the development agenda in Costa Rica?</b>												
												Don't know
		1	2	3	4	5	6	7	8	9	10	
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>										<b>To a very significant degree</b>		<b>Don't know</b>

<b>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)</b>	
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**

<b>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)</b>			
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

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

<b>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?</b>												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all								To a very significant degree				Don't know

<b>To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following?</b>		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Costa Rica with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	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"/>
<b>C19</b>	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
<b>C20</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	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"/>	
<b>C22</b>	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"/>	
<b>C23</b>	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"/>	
<b>C24</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	The World Bank Group takes decisions quickly in Costa Rica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	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
<b>C27</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Costa Rica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	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"/>	

<b>C29. To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>C30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?</b>												
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**

<b>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")</b>												
		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
<b>E1</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	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**

<b>H1. Which of the following best describes your current affiliation? (Select only 1 response)</b>			
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)		

<b>H2. Please identify the primary specialization of your work. (Select only 1 response)</b>			
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): _____

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

<b>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)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION 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!**