



CountryOpinionSurveys

FY 2025 **Bolivia**

Country Opinion Survey Report

Acknowledgements

The Bolivia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Qi Xue, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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Contents

Objectives

Methodology Overview

Executive Summary

Overall Views of the World Bank Group (WBG)

The WBG's Work on Development Priorities

The WBG's Instruments

The WBG's Engagement and Collaboration

WBG and Youth Organizations in Bolivia

Communication and Outreach

Sample Demographics and Detailed Methodology



Objectives

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

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much do they trust the WBG? What opinions do stakeholders have of the WBG regarding its effectiveness and relevance to development in Bolivia? Are these perceptions improving or declining?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG been helpful in achieving the goals of its projects in these areas? How did these projects impact the people of Bolivia, and how could the WBG have been more helpful?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Bolivia? What are the key stakeholders' opinions of WBG's financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Bolivia?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Bolivia? Are opinions improving or declining? How effectively has the WBG facilitated the Government's engagement with civil society?
- 5. Communications:** What are the preferred communication channels, and do they differ between stakeholder groups? Do stakeholders recall any WBG messaging? What information do stakeholders want from the WBG?



Methodology Overview

Fielded in May – August 2025

- 594 potential participants were asked to complete the survey
- Respondents completed the questionnaire online, by telephone, or through face-to-face interviews
- List of names provided by the WBG country team and supplemented by the field agency
- Data collection conducted by an independent field firm

376 participants (63% response rate)

- 85% from the capital city of the department
- 27% have collaborated with the WBG within the past 3 years

Compared to the FY22 Country Survey Results

- 313 participants (45% response rate)
- 97% from the capital city of the department
- 19% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.

Stakeholders in FY25 COS Sample



What is your primary professional affiliation? (Select only 1 response)
(Percentage of Respondents, N=376)

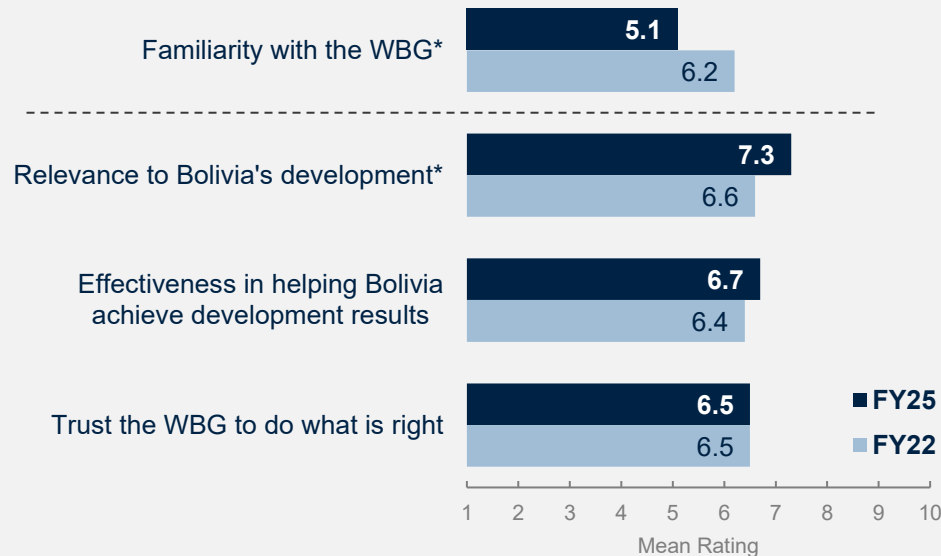
Executive Summary

1. Overall Views of the WBG:

Stakeholders in FY25 reported **lower levels of familiarity** with the WBG's work compared to those surveyed in FY22. Respondents from civil society, media, and youth organizations, in particular, reported notably low levels of familiarity with the Bank.

Trust in the WBG remained at the same level as reported in the last survey. Perceptions of the WBG's **relevance** to Bolivia's development improved significantly, while views of the WBG's **effectiveness** in supporting the country's development results increased slightly but not significantly.

Compared to other countries, stakeholder ratings on key performance indicators in Bolivia were lower than ratings in other countries in Latin America and the Caribbean and IBRD countries surveyed in FY25.



2. The WBG's Work on Development Priorities:

Natural resource management (including climate resilience and climate change mitigation), **education/skills**, **health**, **job creation and SME development**, and **water/sanitation** were indicated as the top areas for the WBG support in Bolivia. While most priorities have remained consistent since FY22, natural resource management, climate resilience and mitigation, and water and sanitation saw a notable increase in priority in FY25, with stakeholders selecting these areas three times more often than in the previous survey. Moreover, 67% of respondents believed that Bolivia should use current challenges as an **opportunity to transition to green growth now**.

To reduce poverty and boost shared prosperity, stakeholders emphasized the importance of accelerating growth among small, micro, and medium-sized enterprises and improving the quality of education and health services, reflecting strong alignment with the development priorities they have identified for the WBG focus.



Executive Summary (continued)

In terms of private sector development, more than a third of stakeholders identified **corruption** (36%) and **political instabilities** (33%) as the key constraints to increasing the private sector's contribution to socioeconomic development in Bolivia.

3. WBG's Operational Effectiveness:

Over 40% of WBG clients and partners recognized **positive changes** resulting from the WBG's reform efforts in the past two years, particularly in improving the technical quality of WBG-supported projects, enhancing ease of collaboration with the Bank, and strengthening WBG partnerships to expand development finance. Although another third of respondents reported no perceived change in these areas. When asked about the WBG's **helpfulness** in the projects they were most familiar with, nearly two-thirds of respondents who collaborated with the WBG rated its support in Bolivia as "very helpful."

4. WBG Instruments:

Stakeholders considered the WBG's financial resources to be its greatest value to Bolivia. In FY25, an increasing number of respondents believed that the WBG's **financial instruments meet Bolivia's needs** (mean=7.1). At the same time, respondents from the private sector expressed the most critical views of WBG financing, with most average ratings in this category falling below 6.0.

66% of stakeholders reported using WBG's knowledge products, with data resources, research, and analytical reports cited as the most frequently used resources.

Stakeholders who used the WBG's knowledge work strongly agreed that it contributes to **strengthening Bolivia's institutional capacity** (mean=7.1). However, fewer respondents felt that the WBG's publications are adequately **disseminated** (mean=6.0). In their written comments, stakeholders called for improved translation and dissemination of WBG's knowledge products and emphasized the need for closer collaboration and coordination with public institutions and academia to better align WBG knowledge with local needs.

Youth Organizations

As part of the Bolivia FY25 stakeholder survey, youth organizations were invited to answer additional questions. Overall, respondents from these organizations reported some of the lowest levels of familiarity with the WBG's work (mean=4.9), but they still perceived the WBG as a strategic ally for youth in Bolivia (mean=8.1).

Among the activities they were most familiar with, youth respondents highlighted WBG financing of development projects and the production of research and data. Regarding general challenges, youth respondents identified the lack of quality jobs with social benefits and the limited representation of youth in decision-making as equally significant issues facing Bolivian youth today. Consequently, 58% of respondents suggested that the WBG should prioritize supporting more effective political and social participation of youth and promote young people's inclusion in the formulation and execution of public policies (70%).

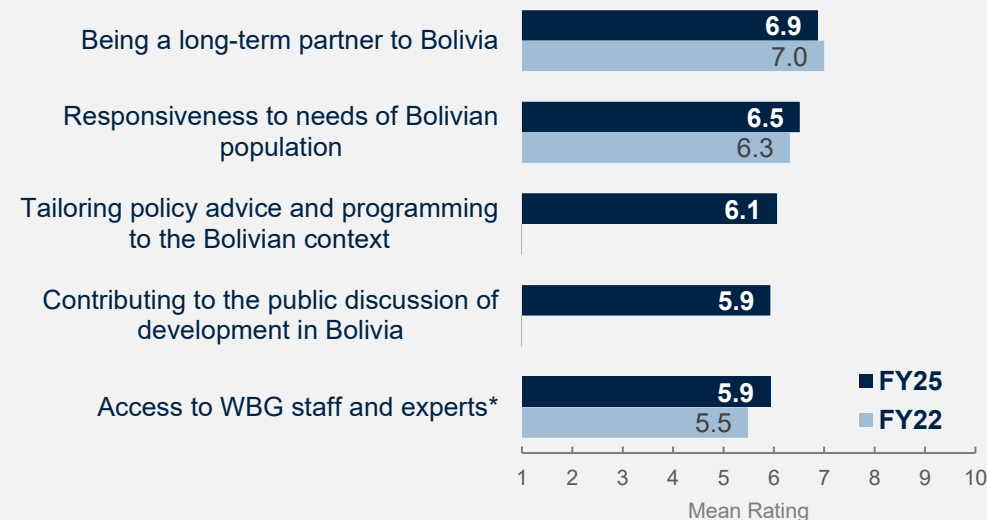


Executive Summary (continued)

Among those respondents who used the WBG’s knowledge work, more than half (52%) indicated that WBG **policy advice** had positively influenced government policy in Bolivia. Respondents recommended that the WBG decentralize its engagement by working more directly with subnational governments and diverse stakeholders, tailoring support to Bolivia’s local contexts. They also emphasized the importance of sustained capacity building, practical knowledge sharing, and stronger accountability through monitoring, open data, and transparency to ensure effective and corruption-free implementation.

4. The WBG’s Engagement and Collaboration:

The WBG in Bolivia continued to be regarded as a **long-term development partner** to the country, with its **responsiveness to the needs** of the Bolivian population showing some improvement since the last survey.



Stakeholders remained divided on the **WBG’s contribution to public dialogue** on development in Bolivia and on the **accessibility of WBG staff**. Those outside the government expressed lower levels of agreement with these statements, and both ratings remained moderate overall. Nonetheless, perceptions of the Bank’s staff accessibility have improved significantly compared to the previous survey.

Similar to the FY22 survey results, the WBG received moderately positive ratings for the effectiveness of its partnerships with the **national government** and **other development partners** (means=6.4 and 6.3, respectively). Ratings of its collaboration with the **private sector** and **civil society** were lower (both means=6.0), but they have improved since FY22. Overall collaboration ratings remained moderate across all stakeholder groups.

5. Communications:

40% of respondents reported recently seeing or hearing about the Bank, most commonly through **social media** (43%). The messages they recalled were mainly related to WBG projects and economic forecasts. Looking ahead, stakeholders expressed a preference for receiving information through **WBG events**—both online and in person (52%)—as well as through direct contact with **WBG staff** (42%) and **social media channels** (39%). The information considered most helpful for understanding the WBG’s role in Bolivia included public **updates on new and ongoing projects** (59%) and **impact assessments or evaluations** of past and current WBG initiatives in the country (44%).



Overall Views of the World Bank Group



WORLD BANK GROUP

Familiarity with the WBG is Highest Among Academia and Government Institutions, but Overall is Lower than in FY22

Comparison of FY22 and FY25

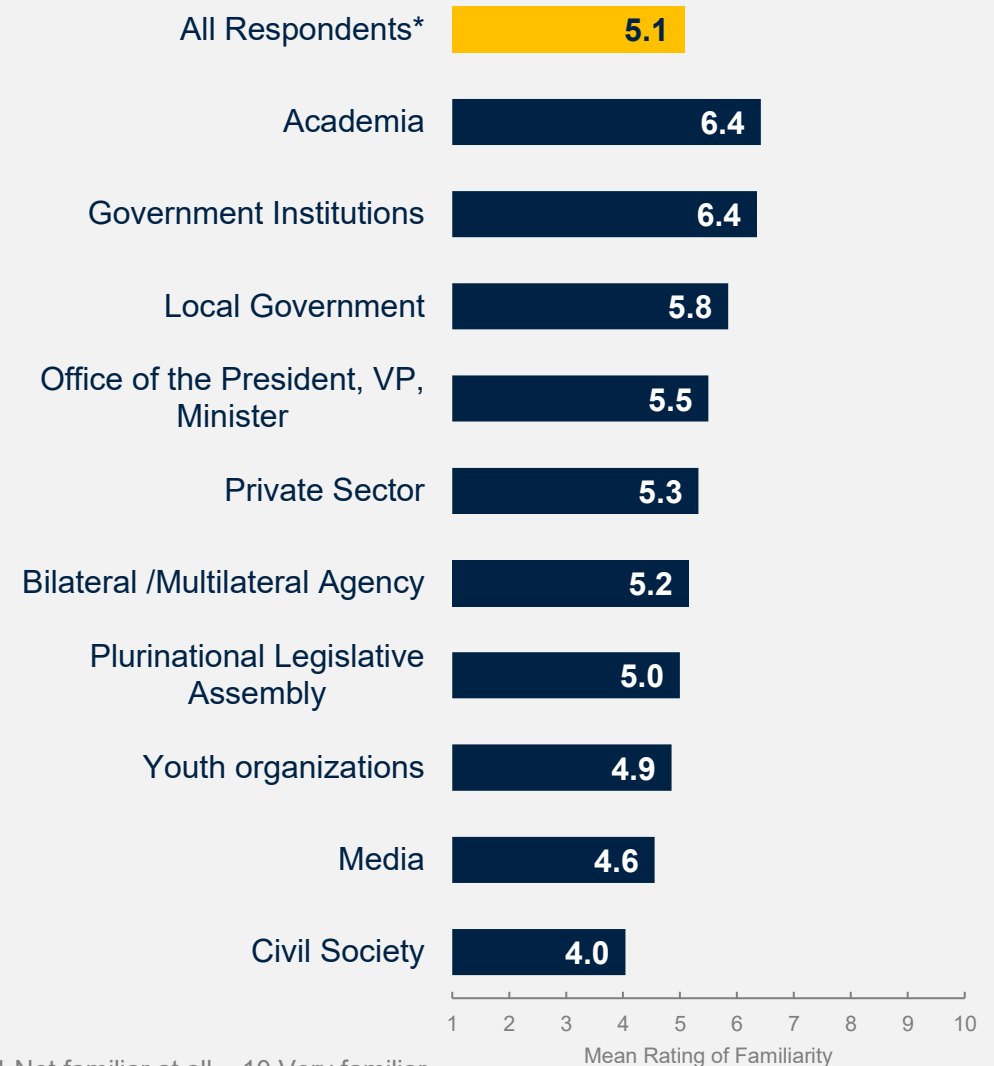
Mean familiarity: **FY25 = 5.1***
FY22 = 6.2

Collaboration with the WBG

Mean familiarity: **Collaborate with WBG = 7.1***
Do not collaborate = 4.3

Stakeholder groups

Respondents from academia and government institutions were most familiar with the WBG, whereas respondents from civil society, media, and youth organizations were significantly less familiar.



How familiar are you with the World Bank Group's work in Bolivia? Scale: 1 Not familiar at all – 10 Very familiar

*Denotes significant difference between groups

Trust in the WBG Remains Stable Over Time, but Varies Significantly Across Stakeholder Groups

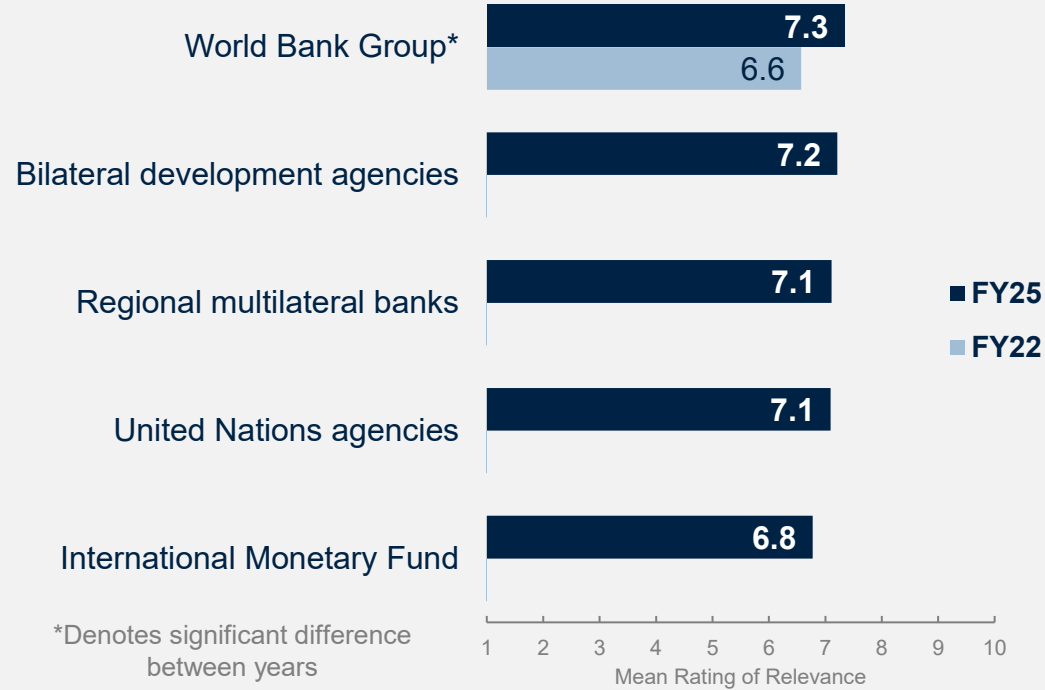
Respondents reported levels of trust in the WBG consistent with FY22 findings. Notable inter-group differences emerged: respondents from **civil society** (mean = 5.9) and the **Plurinational Legislative Assembly** (mean = 5.5) expressed the lowest levels of trust in the WBG, while respondents from **local governments** reported significantly higher trust levels (mean = 8.1).



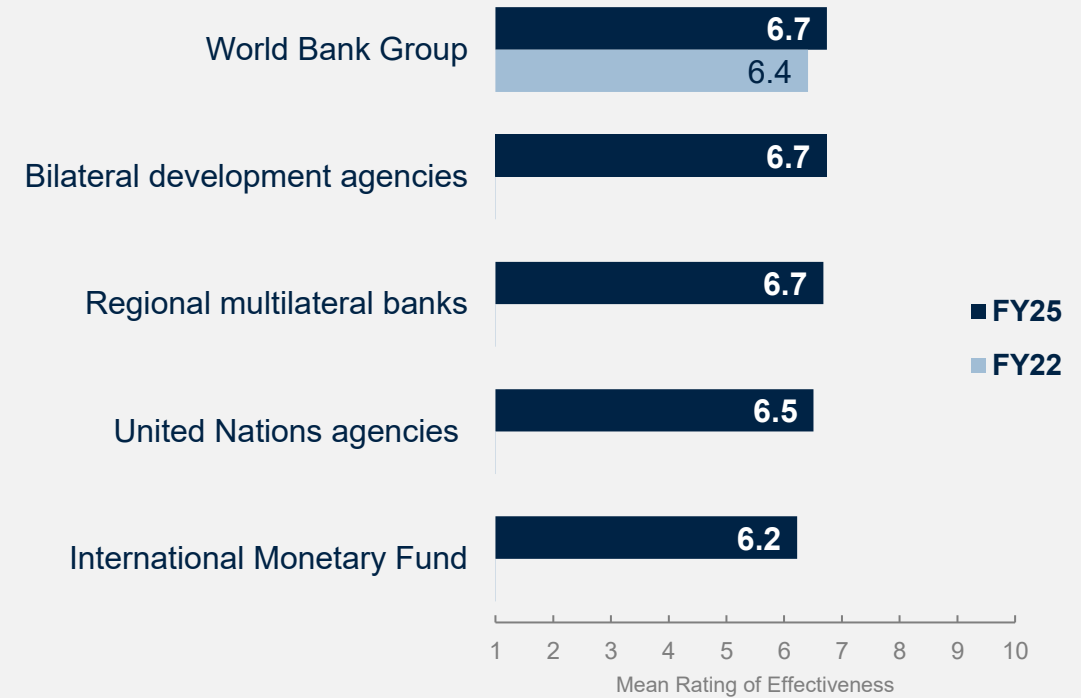
Perceptions of WBG Relevance and Effectiveness Increased

Compared to the FY22 COS, respondents this year rated the WBG significantly more positively in terms of its **relevance**. Perceptions of **effectiveness** also improved, but this change did not reach statistical significance. Respondents differed in their perceptions of WBG effectiveness, with those from government institutions and the office of the President, Vice President, and Ministers giving the highest mean ratings (both means = 7.3).

RELEVANCE to Bolivia's development



EFFECTIVENESS in helping Bolivia achieve development results



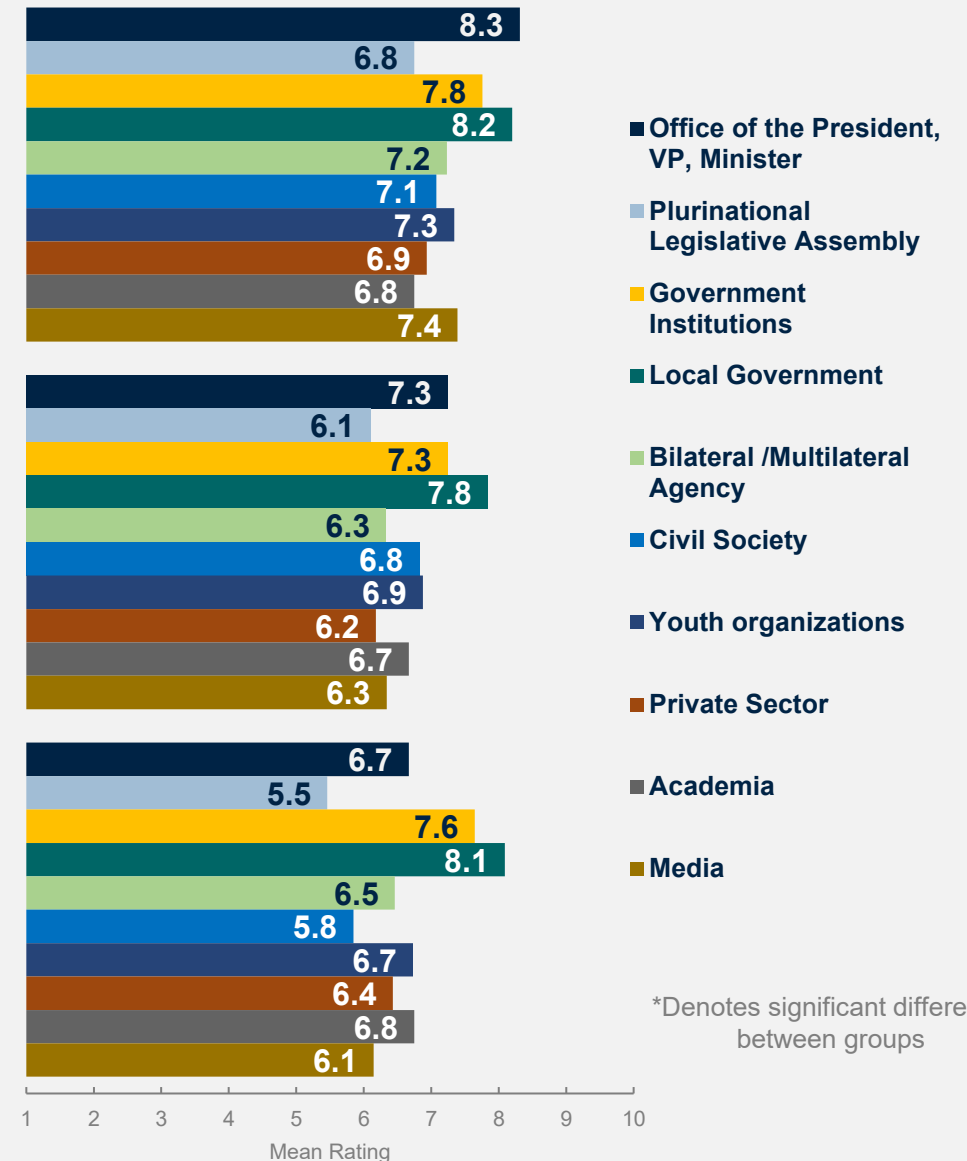
Stakeholders from Local Government and Government Institutions Had More Positive Perceptions of the WBG

Respondents from the **Plurinational Legislative Assembly** consistently expressed the most critical views across all three indicators.

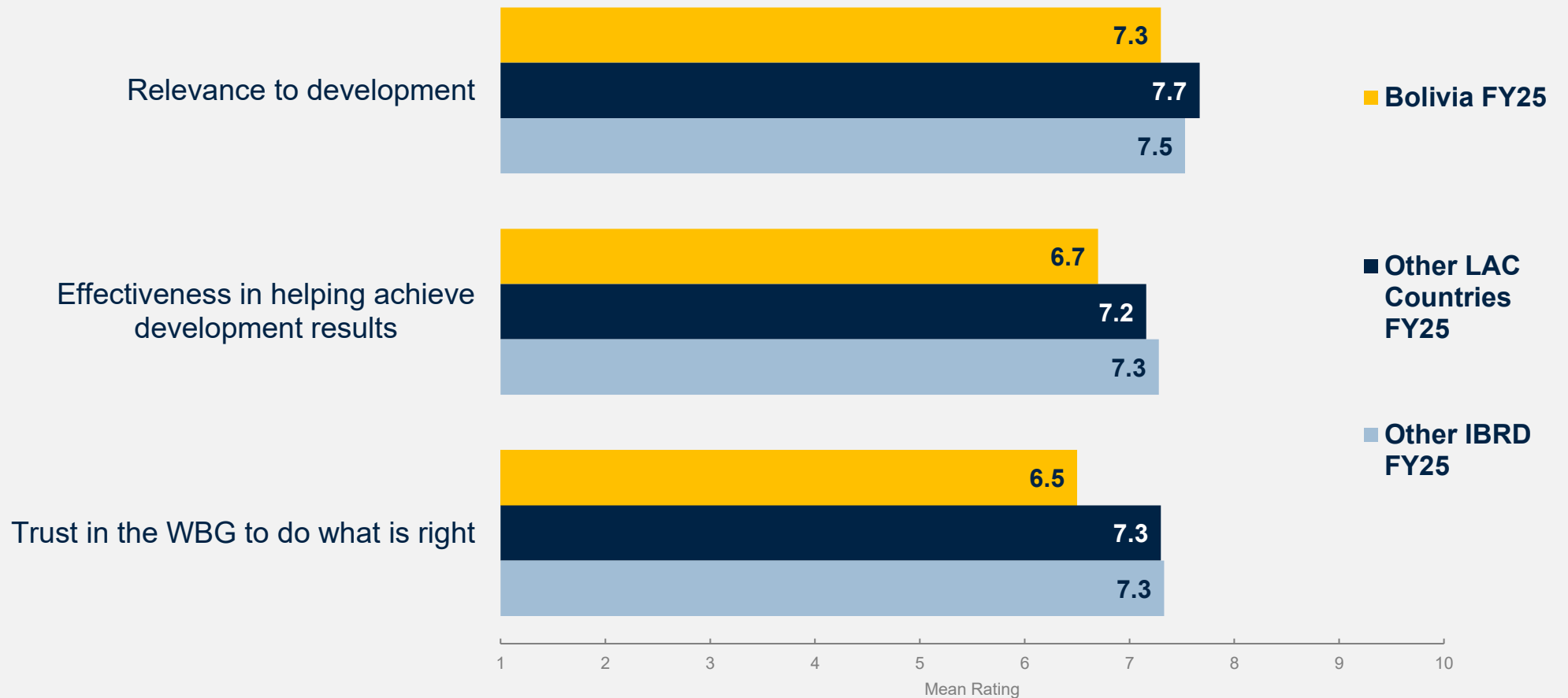
Effectiveness in helping Bolivia achieve development results*

Relevance to Bolivia's development

Trust in the WBG to do what is right for Bolivia*

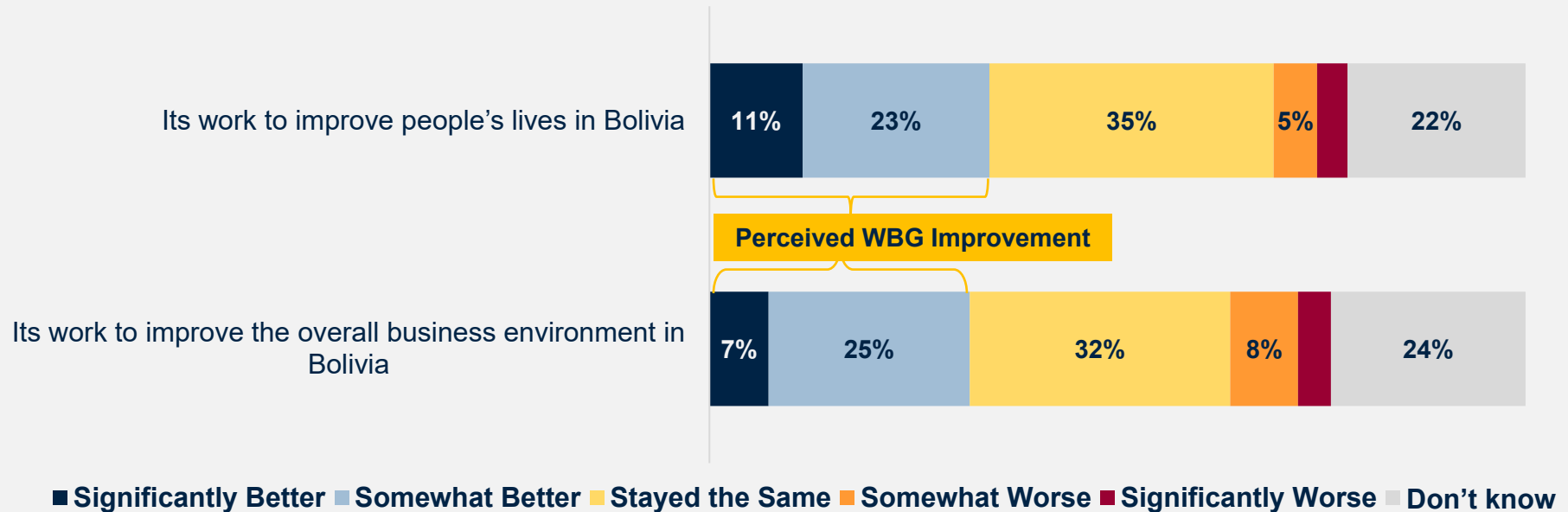


FY25 KPI Ratings in Bolivia Fall Below LAC and IBRD Benchmarks



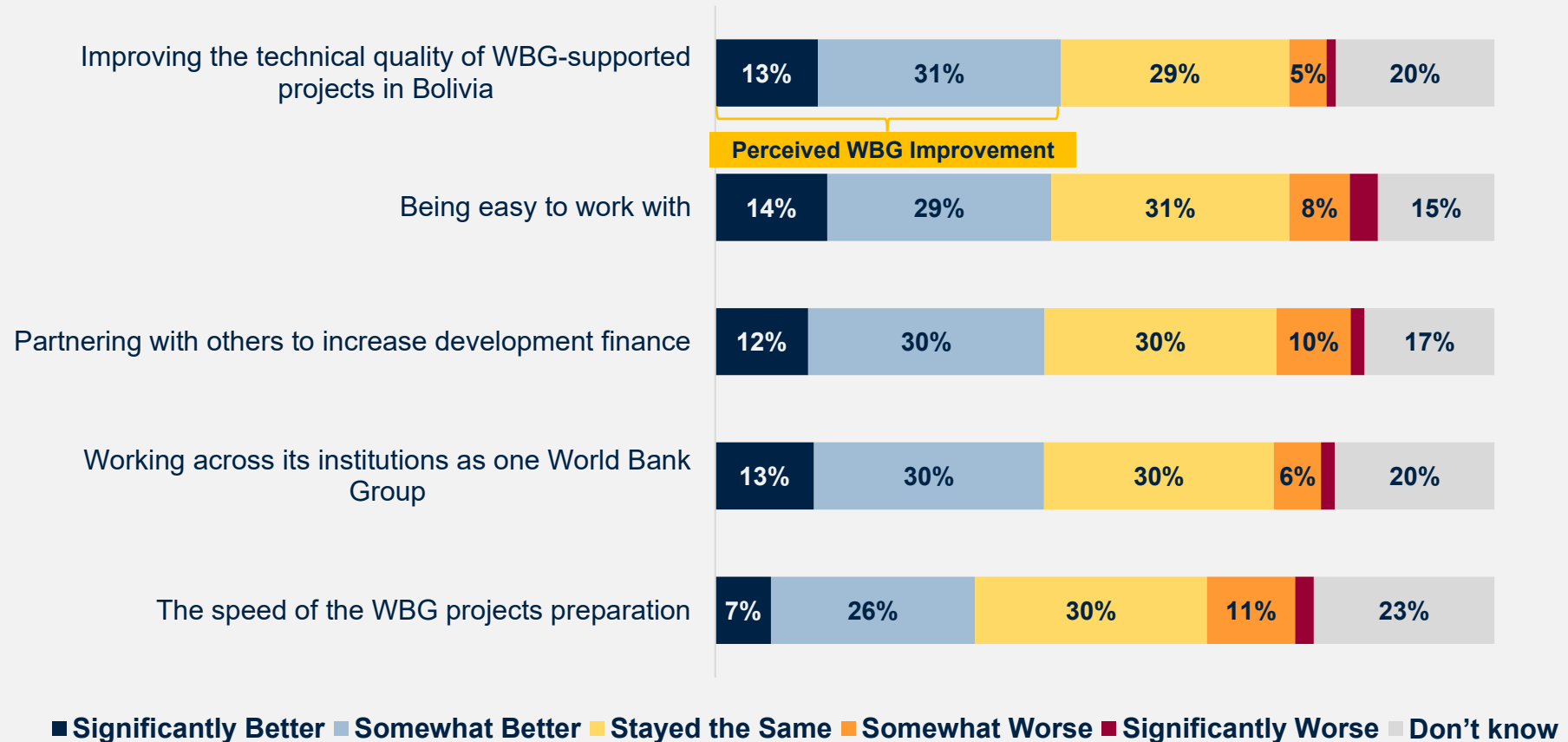
30% of Stakeholders See Positive Change in WBG's Work on Improving Lives and the Business Environment in Bolivia; One-Third Report No Change

Based on your experience, *in the past two years*, how has the WBG changed in terms of...



Over 44% of WBG Clients/Partners Saw Improvement in the Technical Quality of WBG-supported Projects; One-Third Report No Change Across all Aspects

Based on your experience, *in the past two years*, how has the WBG changed in terms of...



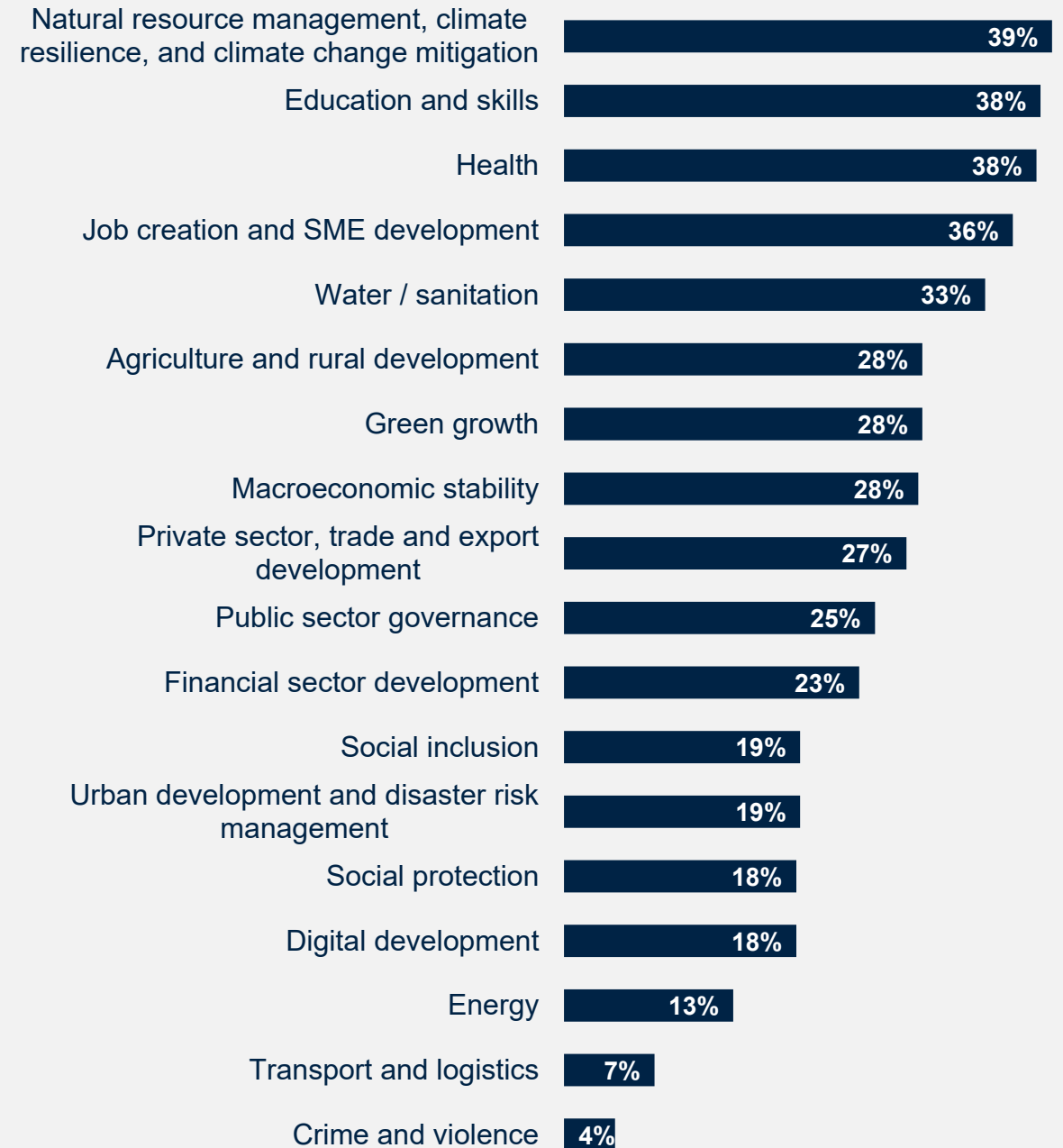
The WBG's Work on Development Priorities



WBG: Focal Development Areas in Bolivia for the Next Five Years

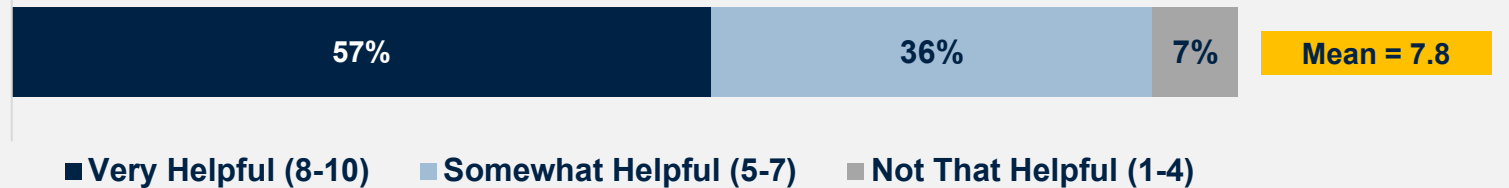
In FY25, respondents selected **natural resource management** (including climate resilience and climate change mitigation), **education**, **health**, **job creation**, and **water/sanitation** as the desired WBG priorities for Bolivia.

Notably, in the current survey, **climate change-related issues** and **water and sanitation** have emerged as new priorities—each selected by a significantly larger share of respondents compared to FY22, when only 10% mentioned them.

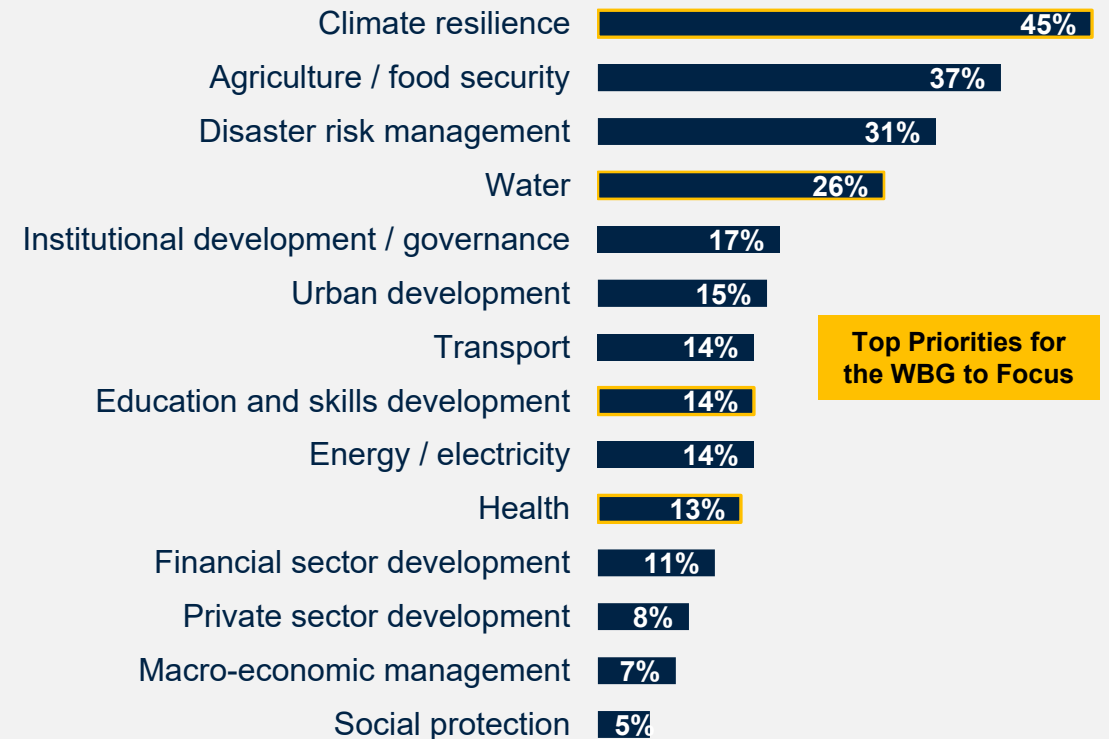


93% of WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With a Majority Rating as “Very Helpful”

How helpful was the WBG in achieving the goals of this project or initiative?



In their written responses on how the WBG could be more helpful, a few respondents pointed to excessive bureaucracy and emphasized the need for limited central government intervention. They also recommended making projects and studies more inclusive, supporting both the public and private sectors, reaching vulnerable groups, and engaging small producers to enhance food production.



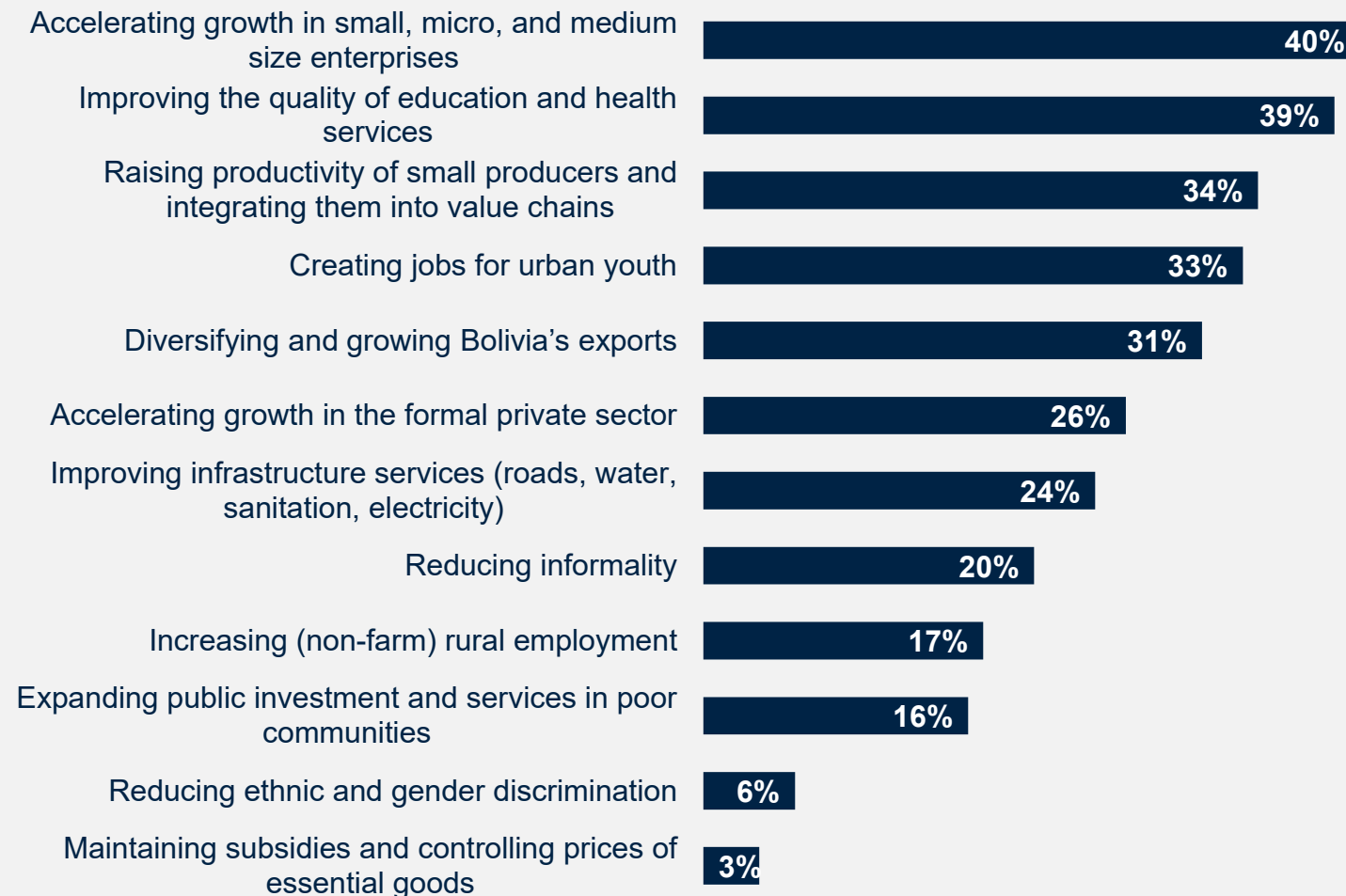
Please think about a specific WBG-supported project or initiative that you are most familiar with. Please select the development area that this WBG-supported project or initiative supported. (Select all that apply) (Asked only of those who said that they collaborate with the WBG, Percentage of Respondents, N=84)

If you recall, what was the name of this WBG-supported project or initiative? [open-end] (N=44)

How could the WBG have been more helpful on this project or initiative? (Please be specific) (N=4)



SME Growth and Improved Education Quality Are the Top Priorities for Reducing Poverty and Boosting Shared Prosperity in Bolivia



67% of Respondents Say Bolivia Should Use Current Challenges as an Opportunity to Transition to Green Growth Now

The majority of stakeholders agreed that Bolivia should view current challenges as an opportunity to pursue green growth. While most stakeholder groups showed clear support for this approach, responses from the **media**, **academia**, and the **private sector** were more divided, with opinions nearly evenly split between the top two options.

Bolivia should use current challenges as an opportunity to transition to green growth now

67%

Bolivia should first address immediate economic challenges; green growth can come later

32%

Green growth should not be a priority for Bolivia

2%

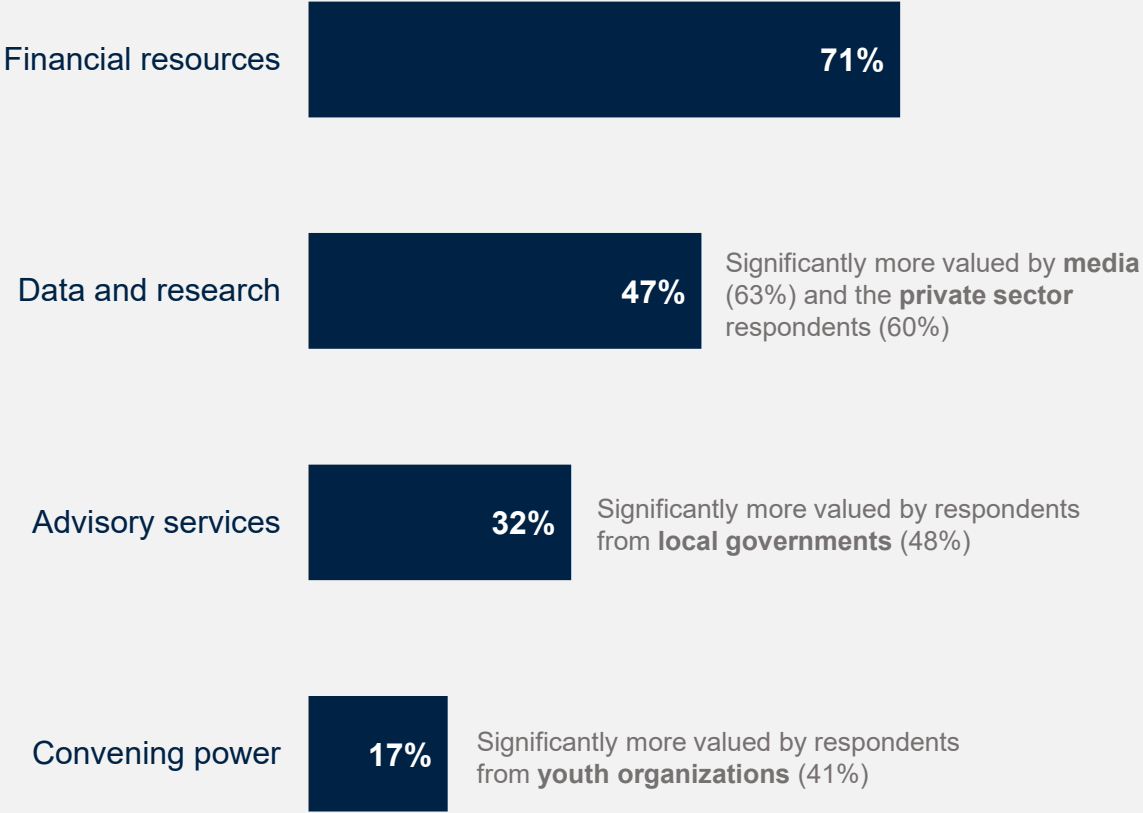


The WBG's Instruments



WORLD BANK GROUP

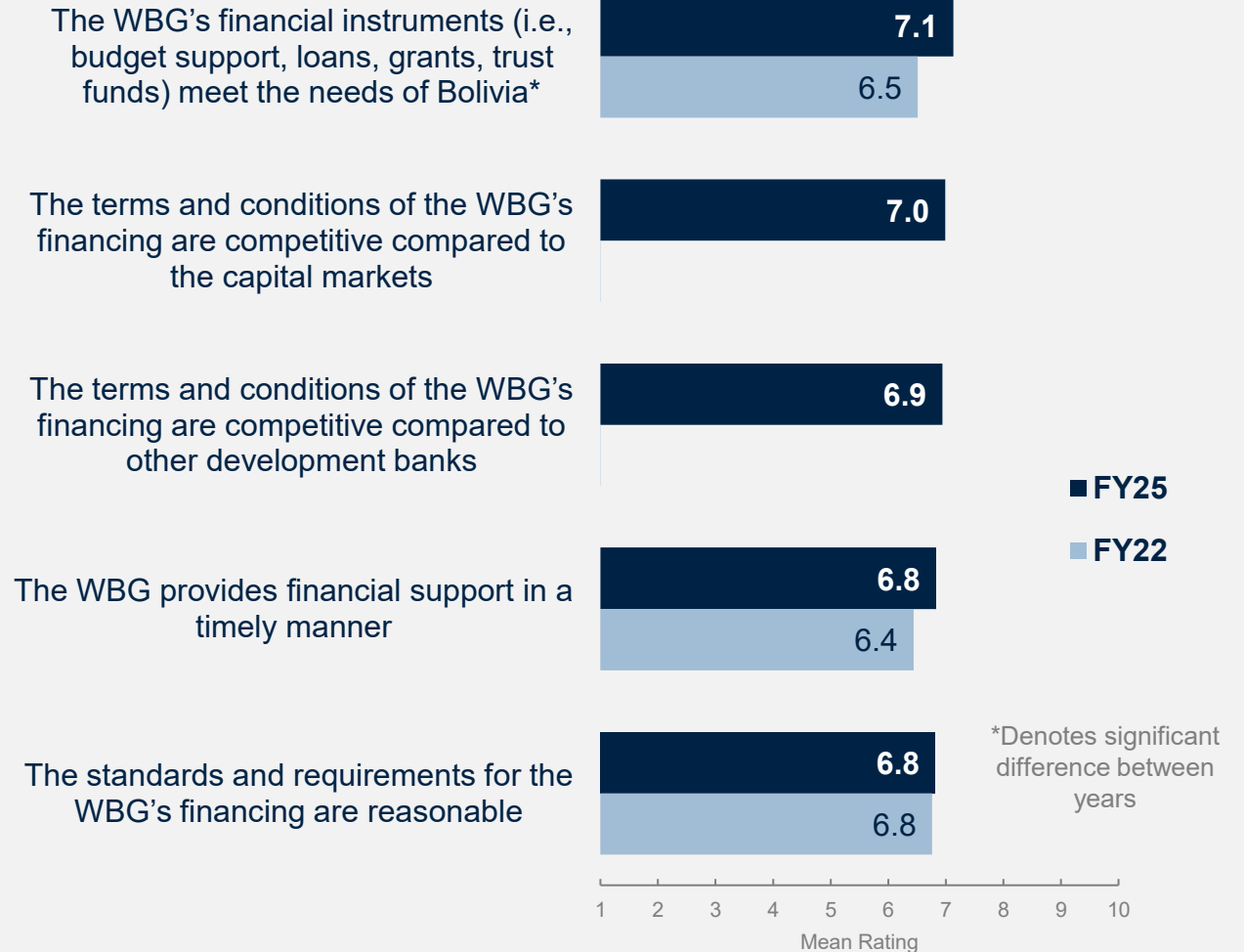
Financial Resources Seen as the WBG's Greatest Contribution to Bolivia, with Notable Differences across Stakeholder Groups




Stakeholders Report Improved Perception of WBG Financing Meeting Bolivia's Needs

Stakeholders' perceptions of WBG's financial instruments meeting Bolivia's needs improved, as did their perceptions of financial support being timely.

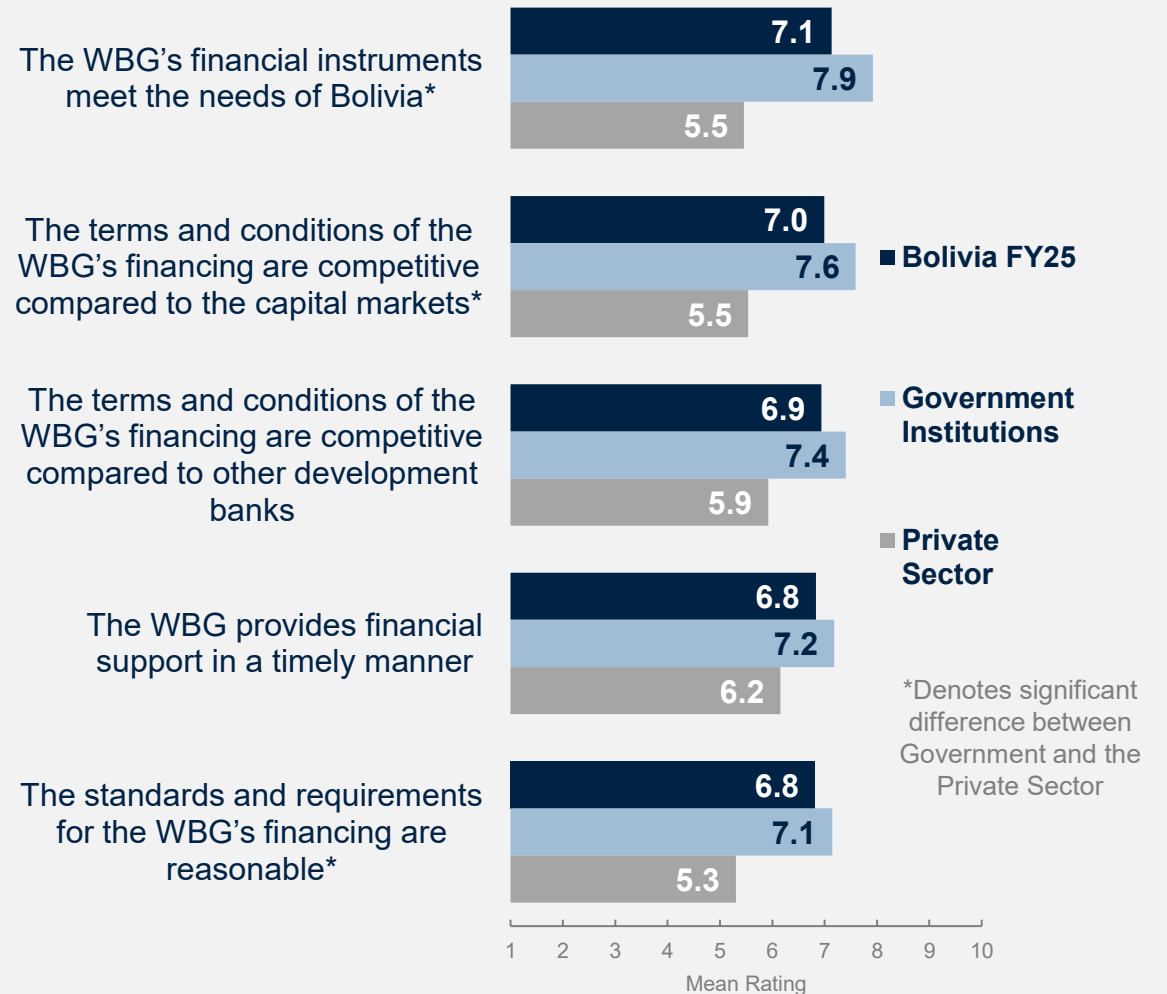
Intergroup differences stand out: respondents from the **private sector** (mean = 5.7) and the **Plurinational Legislative Assembly** (mean = 5.7) had significantly lower perceptions across the five indicators.



 To what extent do you agree with the following statements about the WBG's financial support to Bolivia?
Scale: 1 Strongly disagree – 10 Strongly agree (Asked only to those in government institutions or who said that they collaborate with the WBG)

Perception of WBG Financial Instruments by Stakeholder Group

While financial indicators in Bolivia received very positive ratings both globally and relative to the previous year's results, the differences across stakeholder groups are notable. The **private sector** expressed significantly lower levels of agreement with the statement compared to the overall average and government institutions.



66% of Respondents Used WBG Knowledge Work in the Past 3 Years

Respondents from the Plurinational Legislative Assembly (58%), media (49%), and youth organization (49%) were less likely to use the WBG's knowledge work.

In open-ended responses, stakeholders recalled various WBG knowledge products. They reported using the WBG Data360 portal, Global Economic Outlook, gender gap-related reports, and information and analytics on water and irrigation. Respondents also recalled attending WBG-organized workshops, trainings, and WBG MOOCs.



Stakeholders Used WBG Knowledge Work for a Variety of Purposes

For what purpose did you use this WBG knowledge work?

Research, Learning & Analysis

- WBG data is used for academic and professional investigations
- Using reports, data, and indicators to study health, economy, and social issues, as well as for university theses and scholarly work

“In the past, I've used it for research. I've also used it to support certain project backgrounds and justifications with data. The use of this data has been highly valued in my professional career because in Bolivia, we have a lack of data, and in some cases, a lack of reliable data.”
(Civil Society Respondent)

Project Design and Implementation

- Knowledge work applied to development programs and practical projects (WASH, PAR II/III, urban mobility, agriculture, tax systems)
- Provides technical and empirical bases for proposals, project frameworks, and impact assessments
- Strengthens institutional planning and implementation capacity

“This information allows us to support our proposals with empirical evidence, moving beyond merely ideal or theoretical approaches and strengthening the formulation of more realistic and contextualized recommendations.”
(Youth Organization Respondent)

Communication & Advocacy

- Used WBG knowledge work for sharing knowledge: in journalism, training, workshops, and seminars
- Helps to raise awareness on environmental issues, gender gaps, rights, and inclusion
- Ensures findings reach stakeholders — from journalists to public officials and civil society

“To enrich seminars, institutional decision-making based on country development indicators, analysis of educational scholarships, access, permanence, gender, educational and health diagnoses specific to Bolivia and El Alto.”
(Academia Respondent)

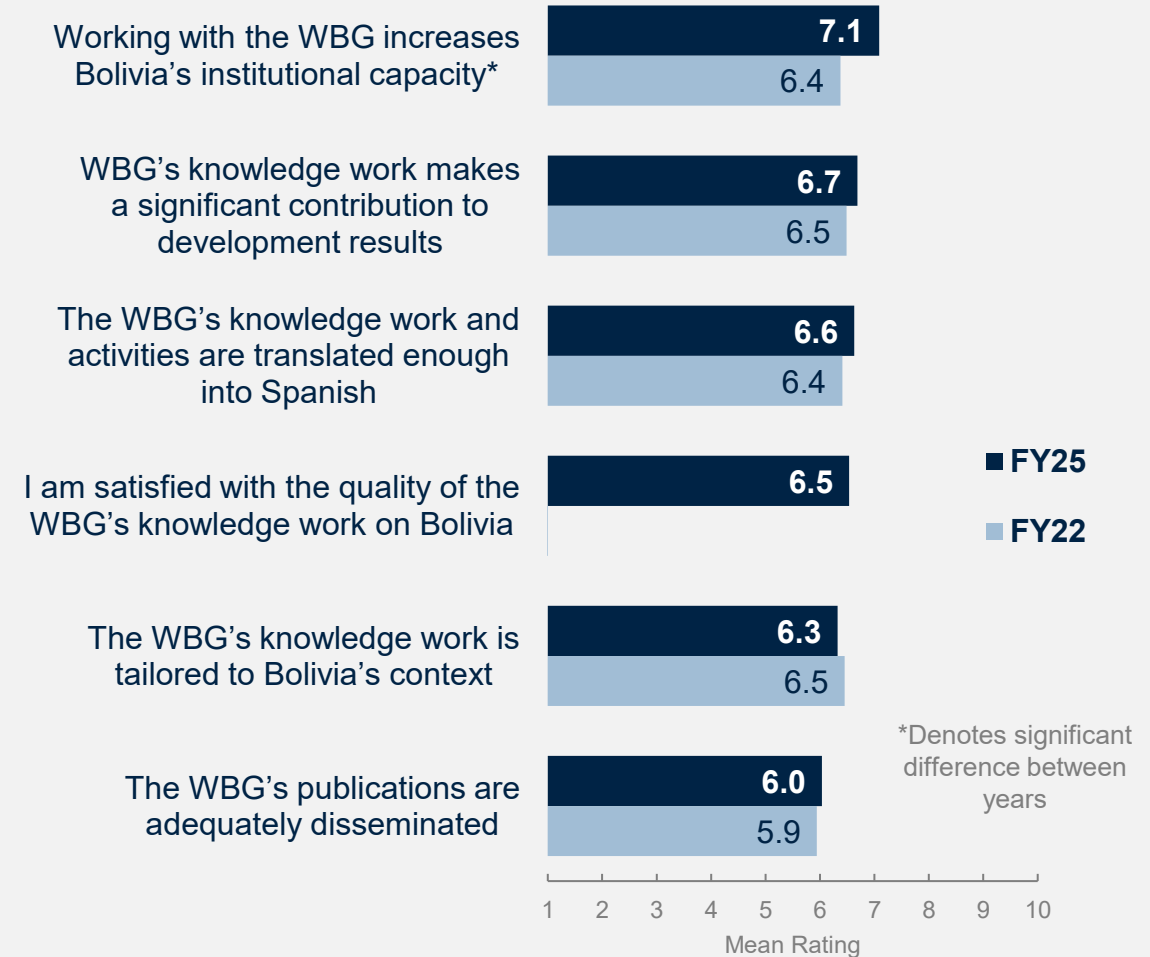


Increasingly More Respondents Value the WBG's Role in Strengthening Institutional Capacity

In FY25, a significantly higher share of respondents agreed that working with the WBG helps increase institutional capacity. Overall, other ratings of the WBG's knowledge work remained moderately positive.

To improve the Bank's knowledge work,[^] respondents suggested:

- Translating and sharing reports, and involving communities, NGOs, and Indigenous groups in open debates and co-participatory spaces.
- Coordinating with public institutions, universities, and private sector actors (e.g., farmers and businesses) to better align projects with local needs.
- Funding studies, workshops, and indicators; supporting micro-entrepreneurs; and ensuring that project results are widely shared and relevant.



How significant a contribution do you believe the WBG's knowledge work makes to development results in Bolivia?

Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

[^] If you rated the quality of the WBG's knowledge work between 1-4, how could the WBG improve the quality of its knowledge work in Bolivia? (Please be specific) (N=5)

Only asked those who indicated that they had used WBG knowledge work in the past 3 years



52% of Respondents Report WBG Policy Advice Shaped Government Policy

Please share any recommendations for how the WBG could improve its policy advice or technical assistance to inform government policies or actions.

Decentralize and broaden engagement

- Work directly with subnational governments (departments/municipalities) and reach rural and marginalized communities.
- Include civil society, youth, indigenous groups, the private sector, and academia in co-design, dialogue tables, and follow-up.
- Contextualize advice to Bolivia's cultural, territorial, and socioeconomic realities; avoid over-reliance on central channels/bureaucracy.

Build capacity with sustained technical assistance

- Expand trainings, workshops, and courses (incl. UEPs) and provide ongoing, hands-on TA rather than one-off missions.
- Strengthen in-country technical units/offices and promote staff stability and peer/horizontal exchanges.
- Produce practical knowledge products (short videos, infographics, guides) and facilitate cross-learning platforms.

Elevate accountability, evidence, and transparency

- Embed monitoring & evaluation, impact evaluations, and open data to track results and inform course-correction.
- Publish accessible reports on project outcomes/financing; increase media/outreach and public visibility of recommendations.
- Reduce bureaucracy and tighten spending oversight to deter corruption and ensure efficient implementation.



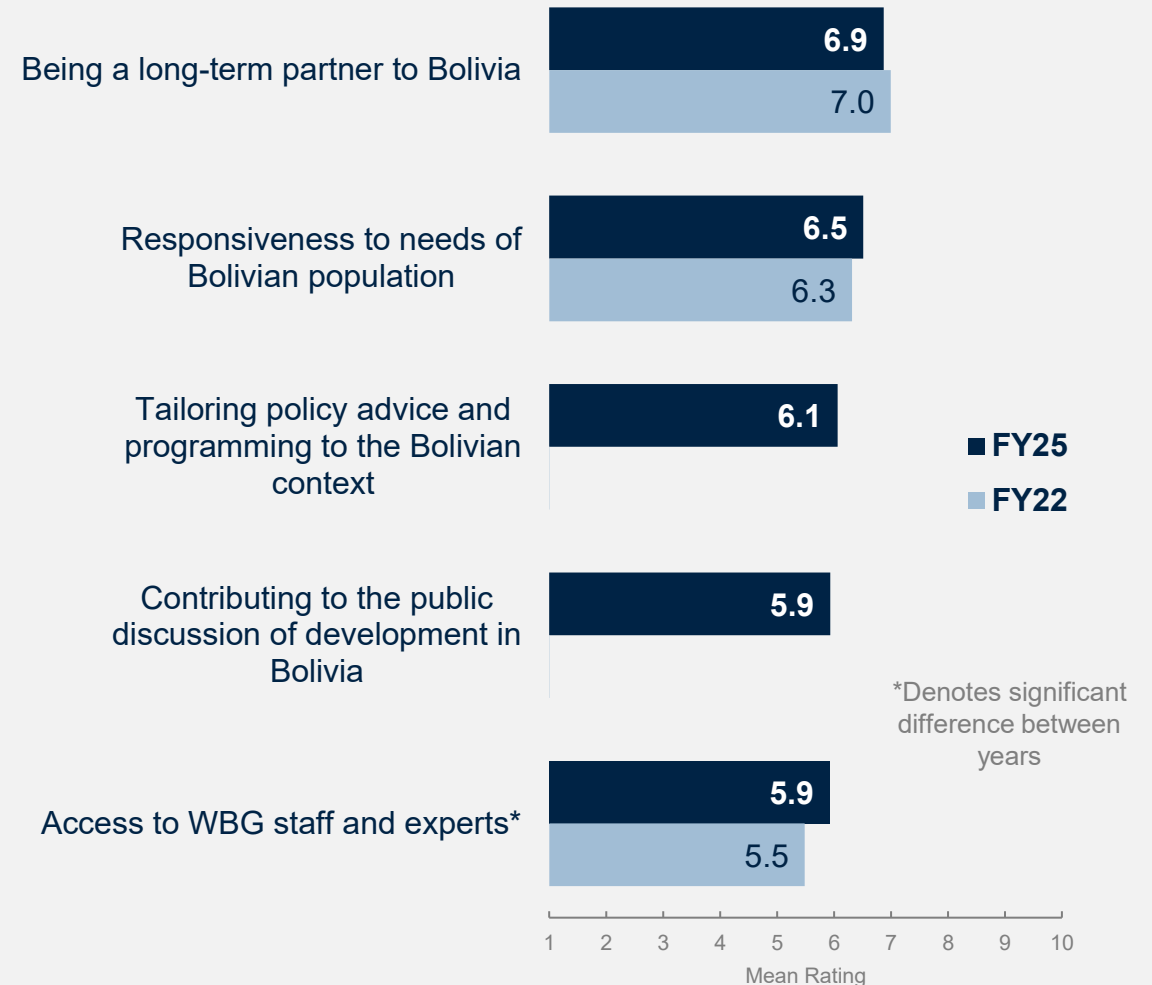
The WBG's Engagement and Collaboration



The WBG is Viewed as a Long-Term Partner; Perceptions of Staff Accessibility Have Improved but Remain Moderate

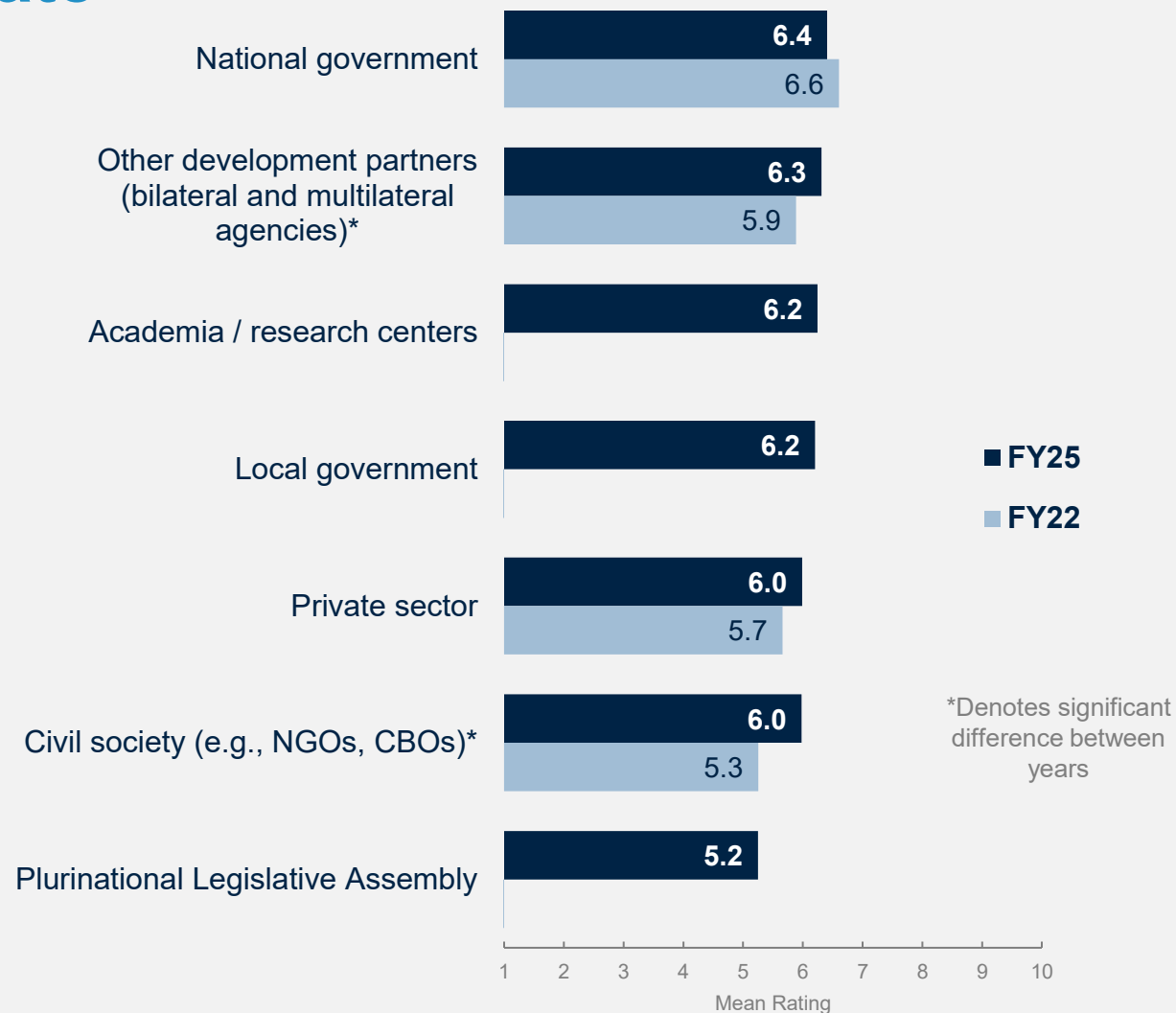
Fewer respondents agreed that the WBG is effective in providing **access to its staff and experts**—particularly those from the media (mean = 5.0), the Plurinational Legislative Assembly (mean = 5.1), academia (mean = 5.4), and bilateral/multilateral agencies (mean = 5.5).

Regarding the WBG’s contribution to the **public discussion of development**, the overall rating was moderate and lower levels of agreement were observed among respondents from the media (mean=5.1), bilateral/multilateral agencies (mean=5.3), and the private sector (mean=5.5).



Perceptions of WBG Collaboration with Development Partners and Civil Society Have Improved, but Overall Ratings Remain Moderate

Stakeholders from **bilateral and multilateral agencies** were the most critical of the WBG's collaboration effectiveness across institutions (overall mean = 5.3), giving the lowest ratings to its collaboration with academia, the Plurinational Legislative Assembly, and other development partners.



Corruption and Political Instabilities are Major Constraints to Increasing the Private Sector's Contribution to Bolivia's Development

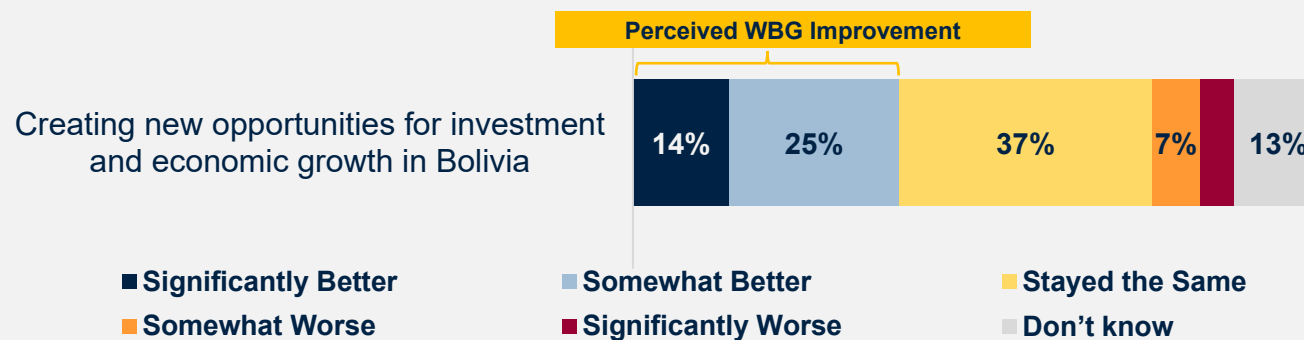
Around **39%** of stakeholders indicated that the WBG has become better or significantly better at creating new opportunities for investment and economic growth in Bolivia. When asked about the main constraint on the private sector's contribution to Bolivia's development, more than one-third of respondents cited corruption and political instability.

Interestingly, respondents from **government institutions** were more likely to identify limited technical and technological capacity as the key constraint, while those from the **private sector** more often pointed to political instability and insufficient rule of law (or lack of legal security).

What are the major constraints to increasing the private sector's contribution to Bolivia's economic and social development?



Based on your experience, in the past two years, how has the WBG changed in terms of...

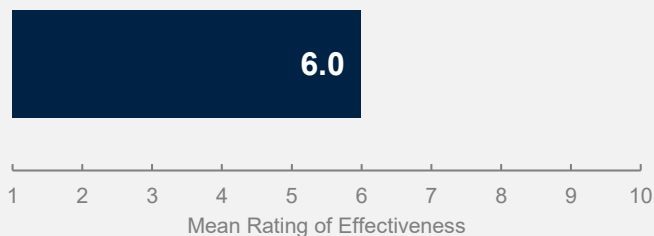


What are the major constraints to increasing the private sector's contribution to Bolivia's economic and social development? (Select up to 3) (Percentage of Government & Private Sector Respondents, N=157)

Based on your experience, in the past two years, how has the WBG changed in terms of... (Asked only to respondents in Government Institutions, Bilateral/Multilateral Agencies, and those who indicated that they have collaborated with the WBG in the past 3 years. Percentage of Respondents, N=140)

WBG Effectiveness in Facilitating Civil Society Participation

All Respondents



Around a quarter of respondents (24%) rated the WBG's effectiveness below average (1-4). These respondents suggested the following could help to make the WBG more effective:

- Share accessible reports, data, and updates through diverse channels to keep citizens and CSOs informed.
- Hold open forums, workshops, and consultations that engage diverse voices directly, beyond government intermediaries.
- Provide transparent funding, training, and partnerships to strengthen CSOs and local leadership in development.

Some Examples of the WBG's Effective Facilitation of Civil Society Participation

"An effective example was the support provided by the World Bank Group in multi-stakeholder dialogue spaces for territorial economic development planning (it also contributes to the OT), particularly in highly vulnerable areas. Through participatory workshops and the provision of disaggregated data, we were able to engage civil society organizations, universities, and youth groups like ours."

(Youth Organization Respondent)

"The World Bank Group has effectively promoted civil society participation in infrastructure projects, facilitating spaces for dialogue and consultation in which local organizations have been able to express their concerns and proposals. This approach has contributed to civil society assuming a more central role in territorial development processes, strengthening community ownership of projects and improving their long-term sustainability and impact."

(Civil Society Respondent)

"- Newsletters or periodic bulletins specifically geared toward civil society and highlighting opportunities for collaboration."

- In-person or online spaces for discussion and/or dissemination of WBG activities based on themes, identifying clear stakeholders to comment on the activities."

- Annual or biannual consultation meetings on strategic issues with civil society."

(Civil Society Respondent)



How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Bolivia? Scale: 1 Not effective at all – 10 Very effective

[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation? (Please be specific) (N=46) [If effectiveness rating > 4] Please share examples of the WBG's effective facilitation of civil society participation in development policy dialogue and implementation. (Please be specific) (N=99)

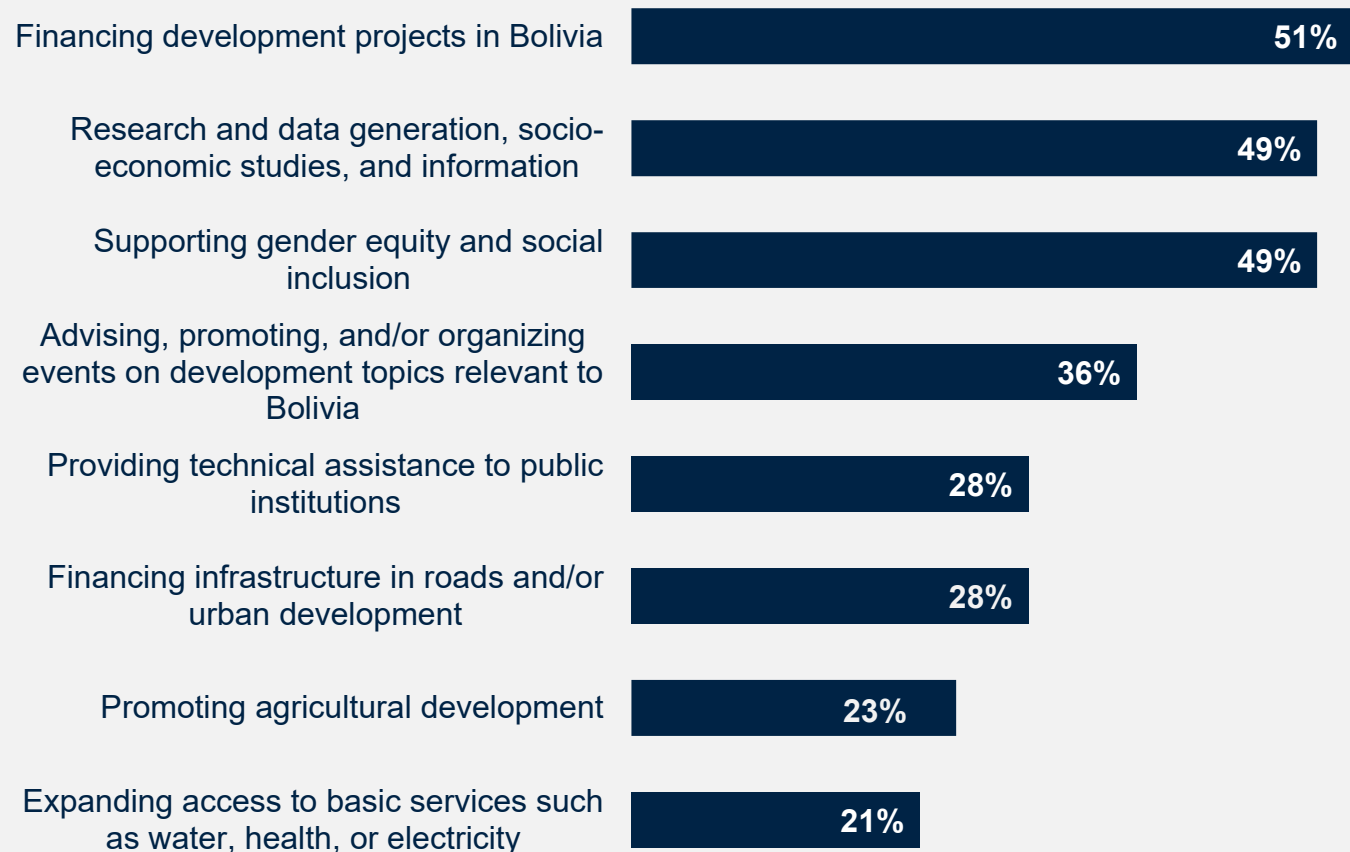


WBG and Youth Organizations in Bolivia



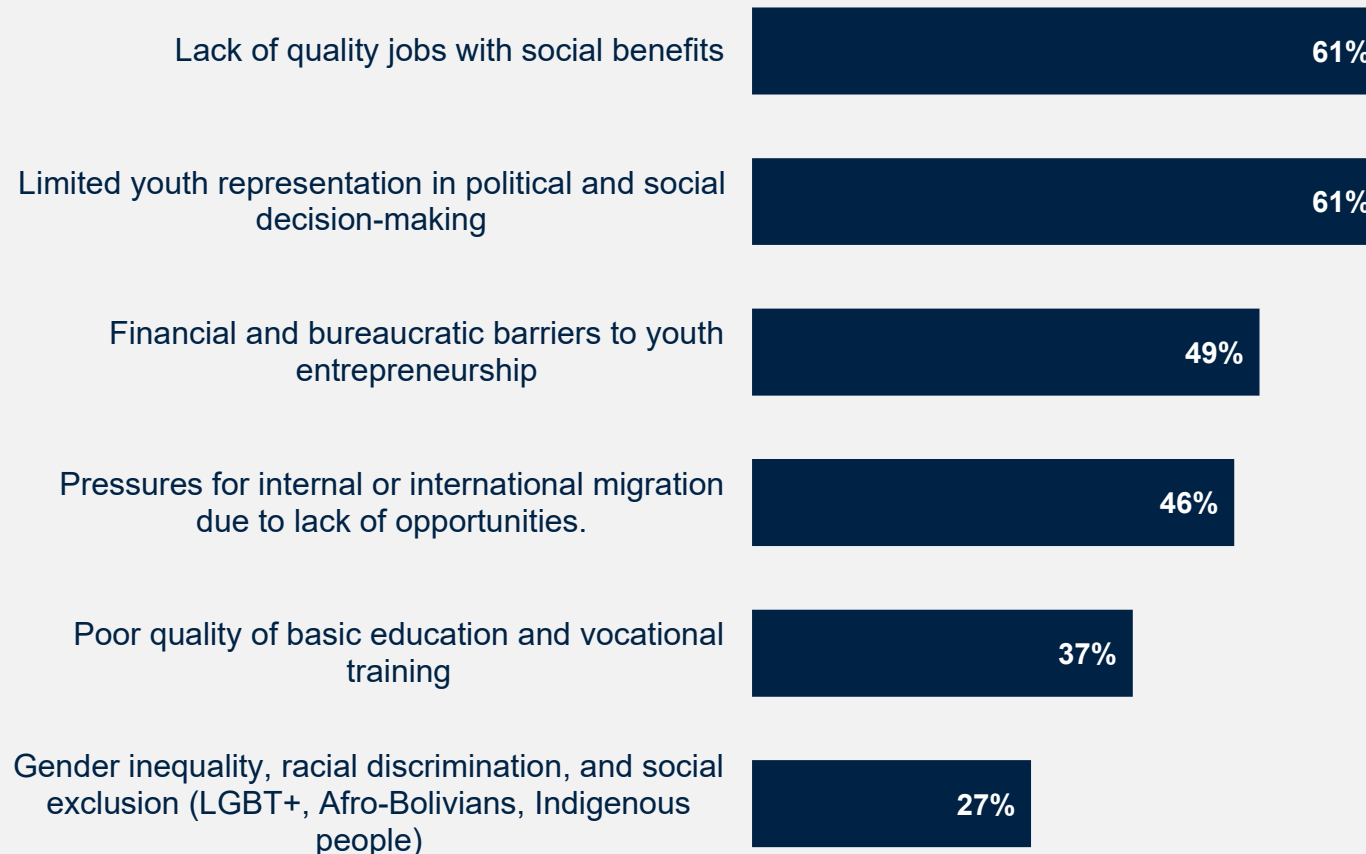
Development Project Financing, Research, and Support for Gender Equity and Social Inclusion are WBG Activities that Young People are Most Familiar With in Bolivia

Please select which of the following WBG activities you are most familiar with



Lack of Quality Jobs and Limited Youth Representation in Decision-Making are the Main Challenges for Young People in Bolivia

What are the three most significant social and economic challenges that Bolivian youth face today?

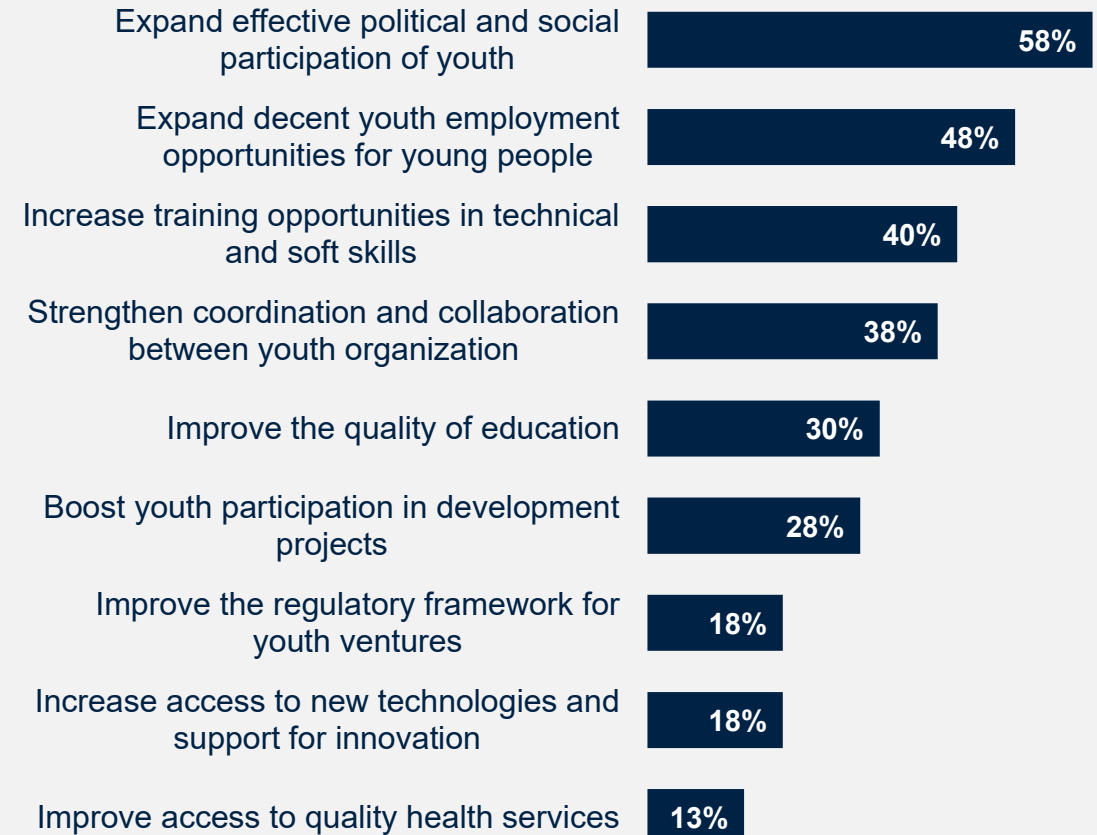


Support for Youth's Political Participation and Employment are the Areas for WBG to Prioritize to Support Young People in Bolivia

65% of respondents from youth groups indicated that their organizations had previously received technical or financial support from the development partner. Those who said 'yes', in their open-ended responses, indicated that development partners could be more effective by providing:

- Sustained support for youth projects through flexible, accessible funding with fewer bureaucratic barriers.
- Stronger capacity building through ongoing training, technical assistance, and tailored admin support.
- Better collaboration via regular communication, participatory approaches, and coordination with municipalities.
- Youth empowerment by respecting autonomy, fostering dialogue, and supporting policy engagement on key youth issues.

What areas do you think the WBG should prioritize to improve opportunities for young people in Bolivia?

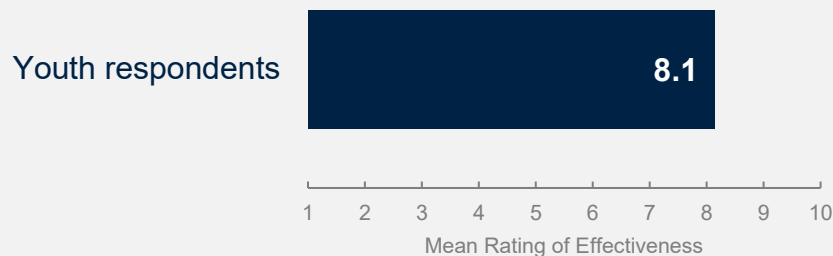


What areas do you think the WBG should prioritize to improve opportunities for young people in Bolivia? (Select up to 3) (Percentage of Respondents, N=40)
 Has your organization received technical or financial support from a multilateral or bilateral development partner, NGO, or local foundation? (N=40)
 If you have received financing from the development partner, please share any recommendations on how development partners could improve the technical and/or financial support received by your organization. (N=22)



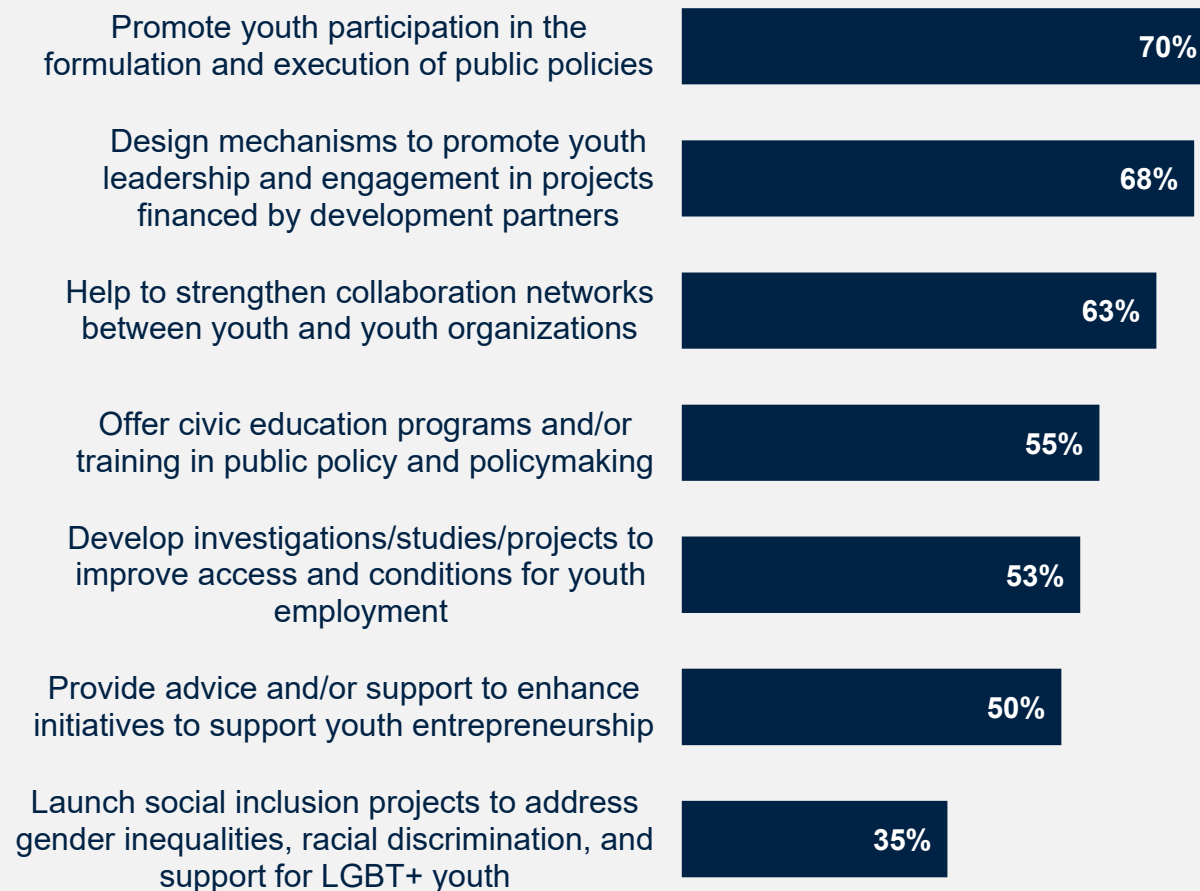
Youth Respondents Agree that the WBG is a Strategic Ally that Should Promote Youth Participation in Policy Formulation

To what extent do you see the WBG as a strategic ally for youth?



Youth respondents expressed strong satisfaction with the WBG's role as a strategic ally for youth. In response to the question on how the WBG could be more effective in working with youth, the majority highlighted the importance of youth participation in the design and implementation of public policies, active involvement in projects, and the WBG's role in strengthening collaboration.

Which of these actions do you think the World Bank Group can implement to help Bolivian youth play a more effective role in the country's development?



To what extent do you see the WBG as a strategic ally for youth?

Which of these actions do you think the World Bank Group can implement to help Bolivian youth play a more effective role in the country's development? (Select all that apply) (Percentage of Respondents, N=40)

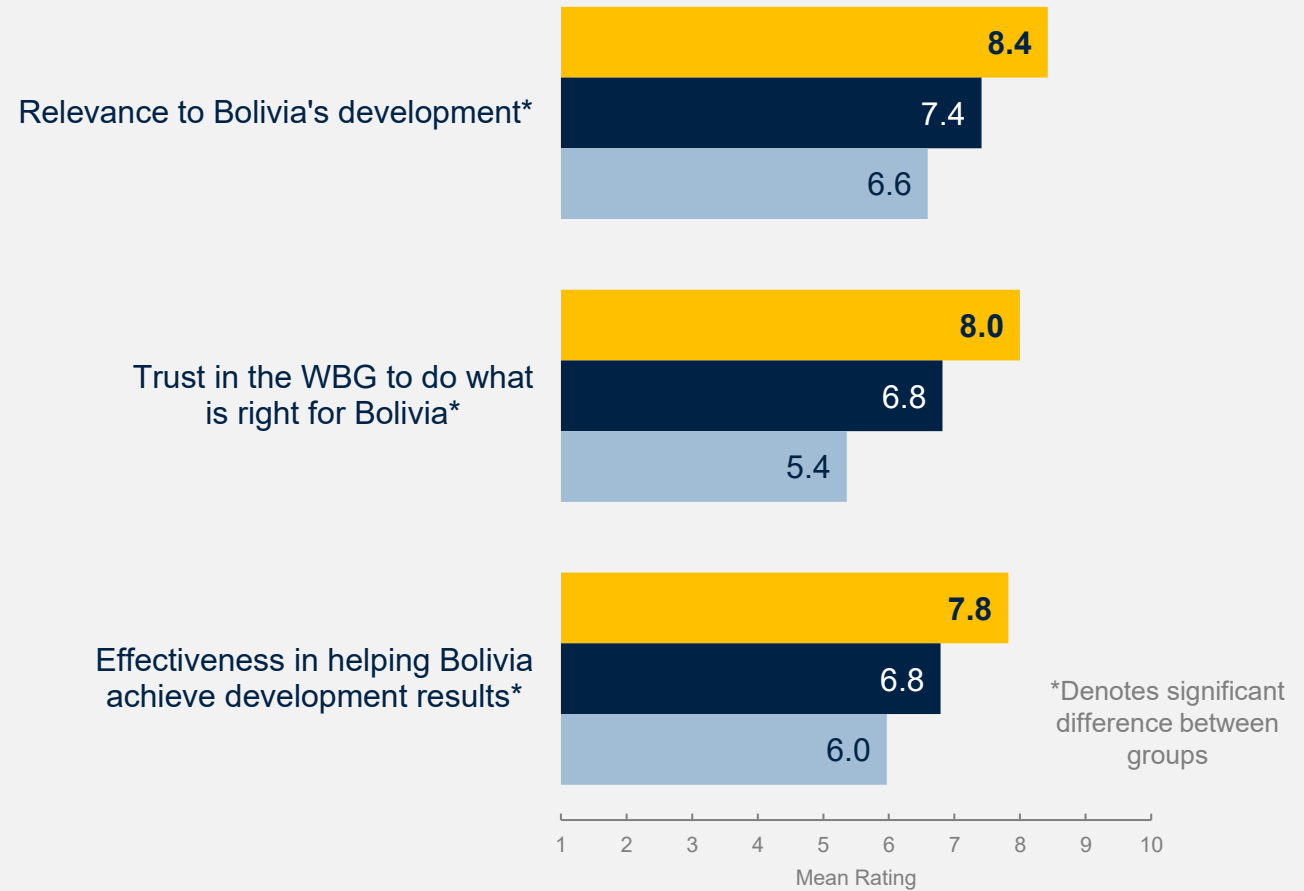
Communication and Outreach



WORLD BANK GROUP

Outreach and Engagement Is Important Because Familiarity Leads to More Positive Perceptions

Greater engagement with the WBG not only meets stakeholder demand but also fosters more positive perceptions. Stakeholders highly familiar with the WBG (ratings of 8–10) consistently rate its trust, relevance, and effectiveness higher than those with low familiarity (ratings of 1–4).



How familiar are you with the work of the WBG in Bolivia?

■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)



How familiar are you with the World Bank Group's work in Bolivia? Scale: 1 Not familiar at all – 10 Very familiar
 How much do you trust each of the following institutions to do what is right for Bolivia? Scale: 1 Not at all – 10 Very much
 How relevant is each of the following organizations to Bolivia's development? Scale: 1 Not at all – 10 Very much
 How effective is each of the following organizations in helping Bolivia achieve development results? Scale: 1 Not at all – 10 Very much

WBG Events/Conference/Workshops Are Stakeholders' Main Preference for Receiving Information from the WBG

Stakeholder preferences vary and should inform targeted outreach. While the majority of respondents favored **WBG events** and **direct contact with staff**, different stakeholder groups revealed varying preferences for communication channels.

Top Preferred WBG Channels

	All Respondents	Office of the President, VP, Minister	Plurinational Legislative Assembly	Government Institutions	Local Government	Bilateral /Multilateral Agency	Civil Society	Youth organizations	Private Sector	Academia	Media
WBG event / conference / workshop (in person or online)	52%	46%	55%	59%	58%	50%	43%	64%	38%	33%	61%
Direct contact with WBG staff (e.g., in person, virtually, phone, email)*	42%	8%	45%	37%	38%	58%	40%	36%	42%	25%	58%
WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)*	39%	15%	55%	26%	38%	8%	42%	67%	31%	17%	41%
WBG e-Newsletters*	32%	69%	32%	26%	19%	33%	31%	18%	31%	42%	41%
WBG direct messaging (e.g., WhatsApp)	28%	31%	19%	26%	42%	17%	25%	38%	36%	8%	23%
WBG publications*	23%	31%	16%	20%	19%	42%	33%	10%	27%	50%	14%
WBG website (including blogs)*	22%	31%	10%	37%	19%	50%	18%	13%	31%	42%	14%
WBG podcasts*	14%	31%	13%	13%	12%	8%	4%	33%	13%	17%	14%



How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=358)

*Denotes significant difference between stakeholder groups

To Better Understand the WBG's Role in Bolivia, Stakeholders Wanted Information on New and Ongoing Projects in the Country and Impact Assessments

Top Types of Preferred Information about the WBG

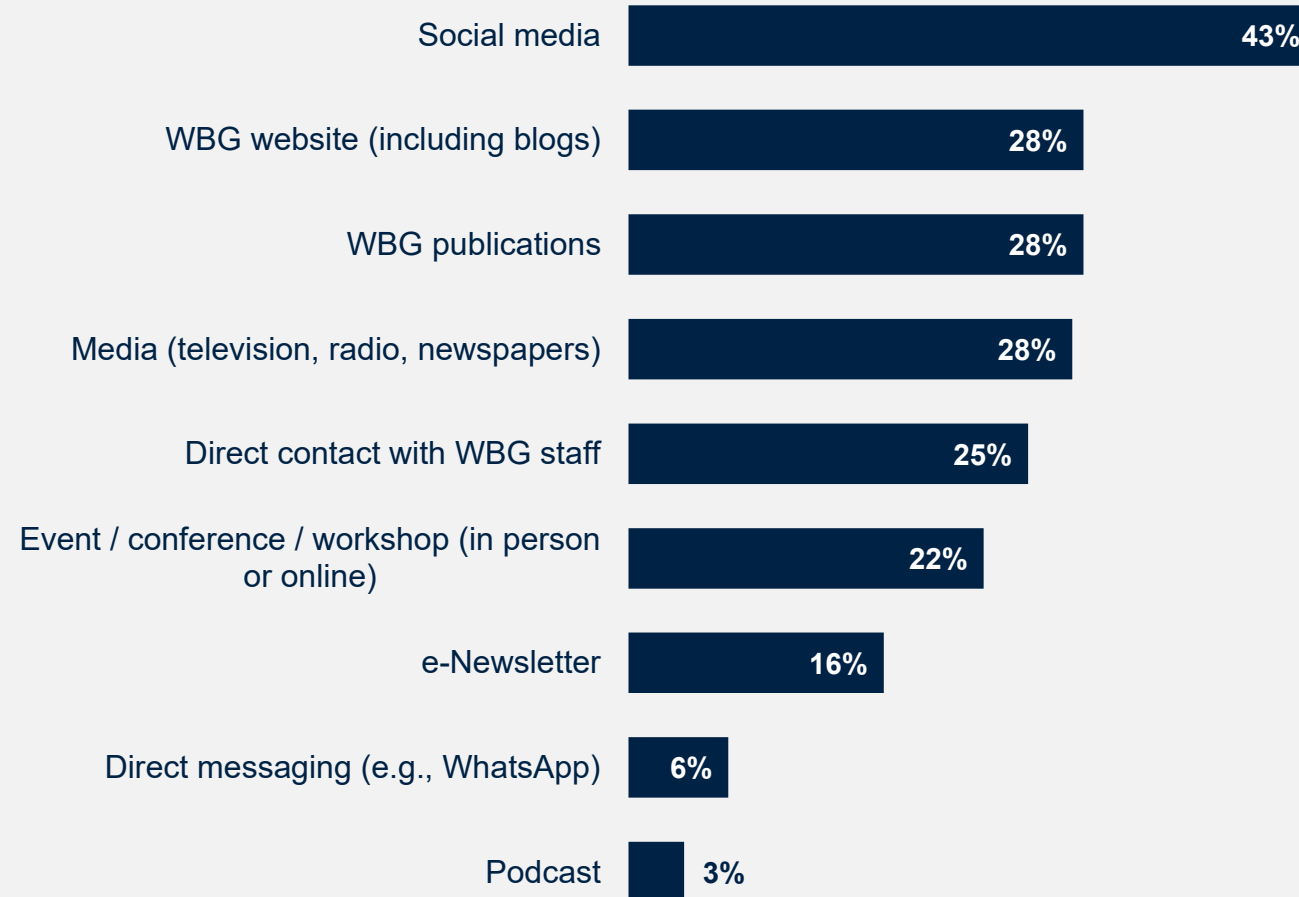
	All Respondents	Office of the President, VP, Minister	Plurinational Legislative Assembly	Government Institutions	Local Government	Bilateral /Multilateral Agency	Civil Society	Youth organizations	Private Sector	Academia	Media
More public information about new and ongoing WBG projects in the country	59%	50%	71%	52%	50%	73%	55%	74%	62%	33%	63%
Impact assessments and evaluations about current and past WBG projects in Bolivia*	44%	50%	45%	46%	8%	64%	39%	33%	47%	67%	59%
WBG research and knowledge	37%	29%	29%	33%	27%	55%	40%	38%	36%	50%	43%
Sector-specific strategies	36%	7%	45%	37%	35%	55%	45%	26%	33%	42%	33%
Information on how to work / partner with WBG*	36%	36%	42%	37%	35%	0%	51%	56%	31%	25%	21%
Regular updates on WBG activities	27%	36%	32%	33%	27%	18%	16%	28%	24%	17%	35%
Overview of WBG financial products and services	20%	36%	13%	20%	23%	9%	18%	18%	31%	0%	21%



What information would be most helpful to you in understanding the WBG's role in Bolivia? (Select up to 3)
(Percentage of Respondents, N=357) *Denotes significant difference between stakeholder groups

Only 40% of Respondents Recalled Seeing or Hearing About the WBG, Recently, Most Often through Social Media

Where do you recall seeing or hearing this information?



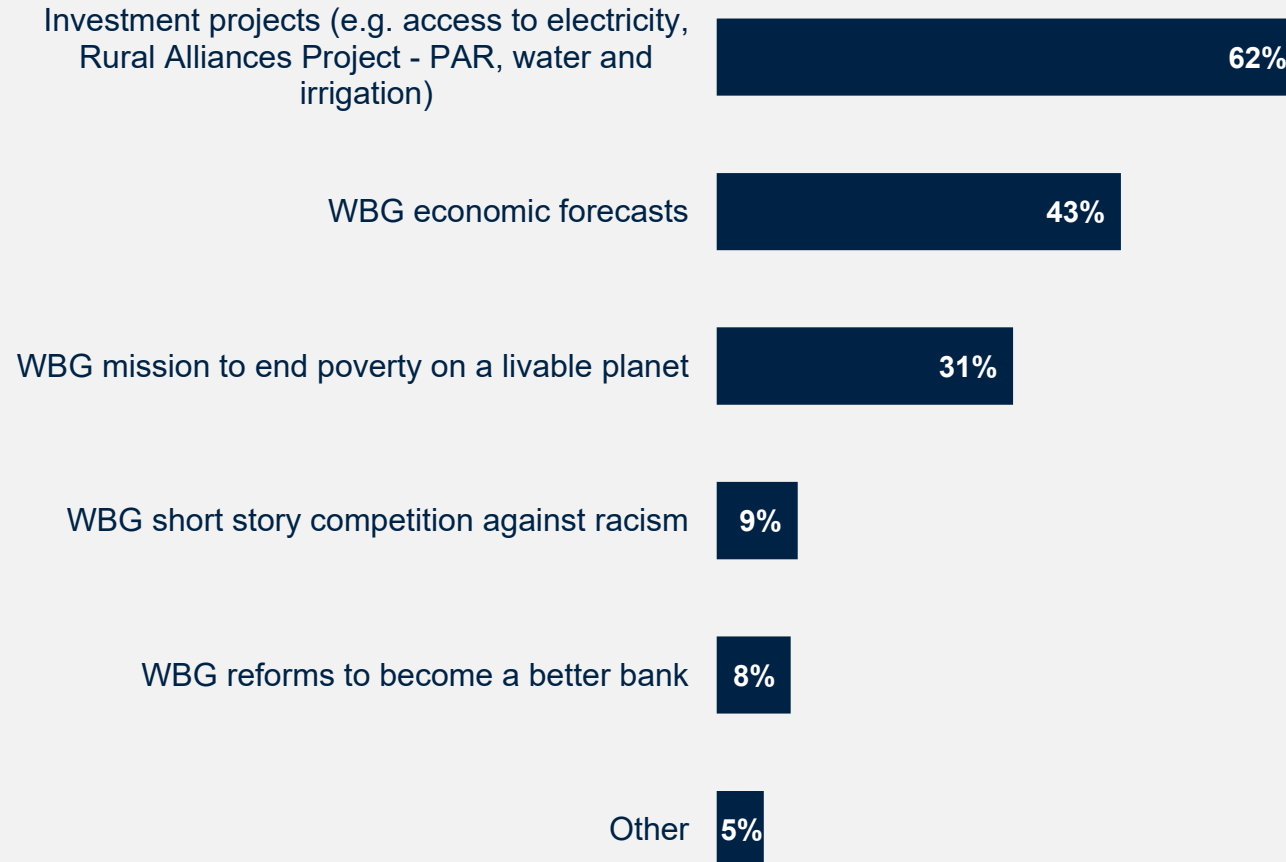
Do you recall seeing or hearing anything about the WBG recently? (N=359)

Where do you recall seeing or hearing this information? (Select all that apply) (Percentage of Respondents, N=144)

What do you recall seeing or hearing about the WBG in the media or public platforms? (Select all that apply) (Percentage of Respondents, N=141)

Information About Investment Projects and Economic Forecasts Were the Most Recalled Topics

What do you recall seeing or hearing about the WBG?

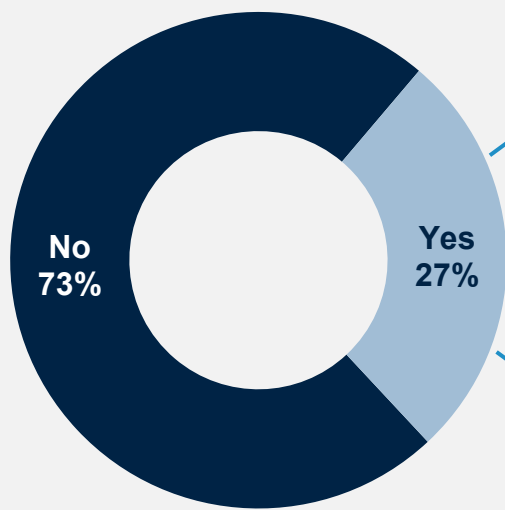


Sample Demographics and Detailed Methodology

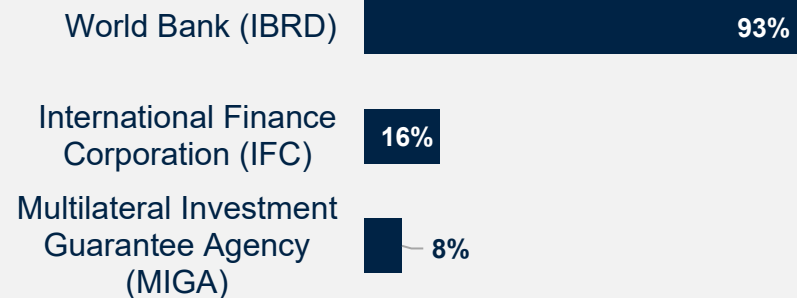


Sample Demographics

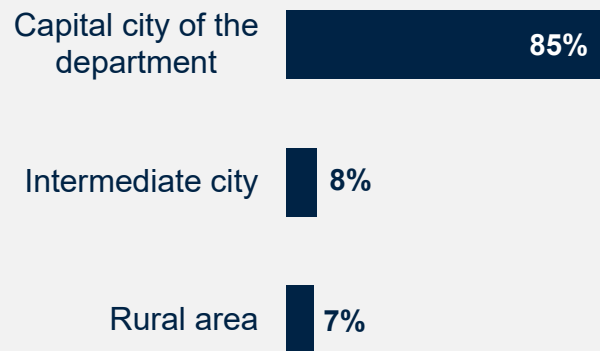
In the past 3 years, have you worked or collaborated with the WBG in Bolivia?
(N=376)



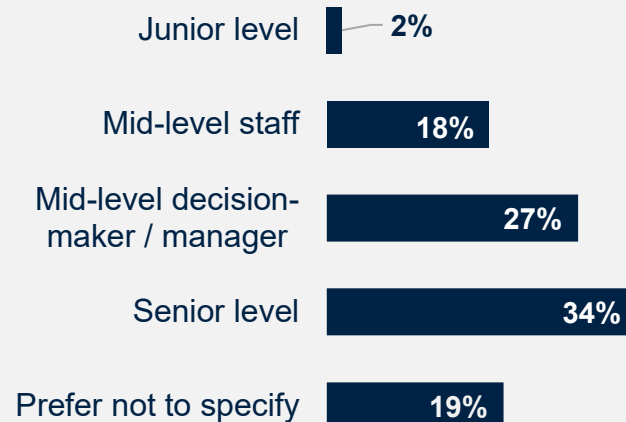
Which of the following WBG agencies have you worked or collaborated with in Bolivia?
(N=101)



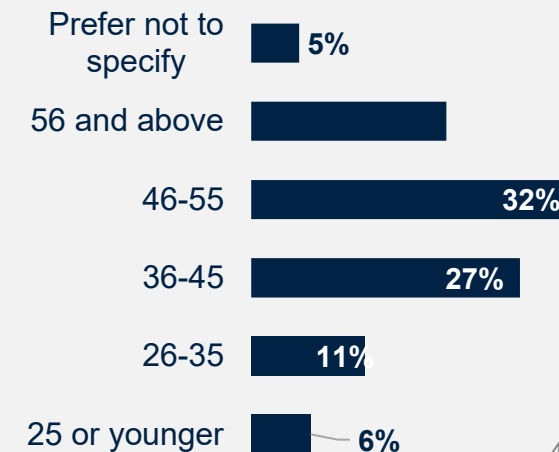
Which best represents your geographic location?
(N=355)



Within your organization, would you describe yourself as...
(N=357)



What's your age?
(N=357)



Detailed Methodology

From **May to August 2025**, a total of 594 stakeholders in Bolivia were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from government institutions, local government, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **376 participated in the survey (63% response rate)**. Respondents received the questionnaire via email and completed it online.

This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 45% (N=313).

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, 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. However, the stakeholder compositions for both survey years should be taken into consideration when interpreting these comparisons.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2022	FY 2025
Government Principals: Office of the President, Prime Minister, Minister, Plurinational Legislative Assembly	5%	13%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	23%	14%
Local Government	10%	7%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	8%	3%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group	17%	18%
Youth Organizations	0%	11%
Private Sector: Private Company, Financial Sector Organization, Private Bank	20%	12%
Academia / Research Center	6%	3%
Media	8%	17%
Other	3%	1%
Total Number of Respondents*	308	376



What is your primary professional affiliation? (Select only 1 response)

*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Bolivia COS FY25 Appendices.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Please note that not all questions were asked of every respondent in FY25. Some questions—particularly those requiring more in-depth knowledge of WBG projects and operations—were only presented to a subset of stakeholders. Consequently, for year-over-year comparisons, some FY22 means shown in this report are based only on the subset of respondents who received the same questions in FY25, rather than the full FY22 sample. As a result, these means may differ from those published in the original FY22 report. Please refer to the questionnaire for details on question routing. The questionnaire is published in the WBG Microdata Library, along with the survey microdata, appendices, and this report.

The open-ended comments to this survey were analyzed with ChatGPT, a generative AI tool, and reviewed by the World Bank staff for accuracy.



CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countrysurveys@worldbankgroup.org

