



## **World Bank Group Country Survey FY 2025 – Bolivia**

The World Bank Group seeks your insights regarding our engagement and activities in Bolivia. You have been identified as an integral partner, leader, or decision-maker in the country, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Bolivia but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged Diagnosis, a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Q1. What is your <b>primary professional affiliation</b> ? <i>(Select only 1 response)</i>	
1	<b>Office of the President, Vice presidency, Minister</b>
2	<b>Plurinational Legislative Assembly</b>
3	<b>Government Institution:</b> Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	<b>Local Government</b>
5	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
6	<b>Civil Society Organization:</b> local and regional (NGO; Community-Based Organization; Private Foundation; Faith-Based Group, Youth Group)
7	<b>Youth Organizations</b>
8	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
9	<b>Academia / Research Centers</b>
10	<b>Media</b>
11	<b>Other</b> (please specify): _____

Q2. How <b>familiar</b> are you with the World Bank Group's work in Bolivia?									
1	2	3	4	5	6	7	8	9	10
<b>Not familiar at all</b>									<b>Very familiar</b>

Q3. In the past 3 years, have you <b>worked</b> or <b>collaborated</b> with the World Bank Group (WBG) in Bolivia?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following <b>WBG agencies</b> have you worked or collaborated with in Bolivia? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

[ASK ALL]

A1. How much do you <b>trust</b> each of the following institutions to do what is right for Bolivia?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Government of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Subnational governments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Plurinational Legislative Assembly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The Central Bank of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	United Nations agencies (e.g., FAO, UNPFA, UNICEF, UNDP, UNODC, WHO/PAHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regional multilateral banks (e.g. IDB, CAF, FONPLATA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Civil society (NGOs, foundations)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Social organizations (youth and community organizations, <i>movimientos sociales</i> , etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Bilateral development agencies (e.g., JICA, GIZ, AECID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How <b>relevant</b> is each of the following organizations to Bolivia's development?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group (IBRD, IFC, MIGA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	United Nations agencies (e.g., FAO, UNPFA, UNICEF, UNDP, UNODC, WHO/PAHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Regional multilateral banks (e.g., IDB, CAF, FONPLATA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Bilateral development agencies (e.g., JICA, GIZ, AECID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How <b>effective</b> is each of the following organizations in helping Bolivia achieve development results?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group (IBRD, IFC, MIGA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	United Nations agencies (e.g., FAO, UNPFA, UNICEF, UNDP, UNODC, WHO/PAHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Regional multilateral banks (e.g., IDB, CAF, FONPLATA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Bilateral development agencies (e.g., JICA, GIZ, AECID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A4. Based on your experience, in the past two years, how has the WBG changed in terms of...		Became significantly worse	Became somewhat worse	Stayed the same	Became somewhat better	Became significantly better	Don't know
1	[ASK ALL] Its work to improve people's lives in Bolivia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	[ASK ALL] Its work to improve the overall business environment in Bolivia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	[ASK GOVT & PS ONLY, Q1=1-4 OR 8] Creating new opportunities for investment and economic growth in Bolivia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	[ASK GOVT Q1=1-4, BI/MULTI Q1=5, COLLAB ONLY FOR Q1 6-10, Q3=1; YOUTH SKIP] The speed of the WBG projects preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	[ASK GOVT Q1=1-4, BI/MULTI Q1=5, COLLAB ONLY FOR Q1 6-10, Q3=1; YOUTH SKIP] Partnering with others to increase development finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	[ASK GOVT Q1=1-4, BI/MULTI Q1=5, COLLAB ONLY FOR Q1 6-10, Q3=1; YOUTH SKIP] Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	[ASK GOVT Q1=1-4, BI/MULTI Q1=5, COLLAB ONLY FOR Q1 6-10, Q3=1; YOUTH SKIP] Improving the technical quality of WBG-supported projects in Bolivia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	[ASK GOVT Q1=1-4, BI/MULTI Q1=5, COLLAB ONLY FOR Q1 6-10, Q3=1; YOUTH SKIP] Working across its institutions as one World Bank Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**[ASK YOUTH, Q1=7]**

AA1. Please select which of the following WBG activities you are most familiar with (Select all that apply)

1	Financing development projects in Bolivia	5	Expanding access to basic services such as water, health, or electricity
2	Research and data generation, socio-economic studies, and information	6	Financing infrastructure in roads and/or urban development
3	Advising, promoting, and/or organizing events on development topics relevant to Bolivia	7	Promoting agricultural development
4	Providing technical assistance to public institutions	8	Supporting gender equity and social inclusion

AA2. What are the three most significant **social and economic challenges that Bolivian youth face today?** (Select up to 3)

1	Lack of quality jobs with social benefits
2	Poor quality of basic education and vocational training
3	Financial and bureaucratic barriers to youth entrepreneurship
4	Limited youth representation in political and social decision-making
5	Gender inequality, racial discrimination, and social exclusion (LGBT+, Afro-Bolivians, Indigenous people)
6	Pressures for internal or international migration due to lack of opportunities.
7	Other (specify): _____

AA3. What areas do **you think the WBG should prioritize to improve opportunities for young people in Bolivia?** (Select up to 3)

1	Improve the quality of education
2	Increase training opportunities in technical and soft skills
3	Expand decent youth employment opportunities for young people (e.g. good working conditions, access to social security)
4	Improve access to quality health services
5	Expand effective political and social participation of youth
6	Improve the regulatory framework for youth entrepreneurship/business
7	Increase access to new technologies and support for innovation
8	Boost youth participation in development projects
9	Strengthen coordination and collaboration between youth organization
10	Other (please specify): _____

AA4. To what extent do you see the <b>WBG</b> as a <b>strategic ally for youth</b> ?											
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>		Don't know

AA5. Which of these actions do you think the World Bank Group can implement to help Bolivian <b>youth play a more effective role in the country's development</b> ? (Select all that apply)			
1	Offer civic education programs and/or training in <b>public policy and policymaking</b>	5	Help to strengthen <b>collaboration networks</b> between youth and youth organizations
2	Provide advice and/or support to enhance initiatives to support <b>youth entrepreneurship</b>	6	Develop investigations/studies/projects to <b>improve access</b> and conditions for youth employment
3	Promote <b>youth participation in the formulation and execution</b> of public policies	7	Design mechanisms to promote <b>youth leadership and engagement in projects</b> financed by development partners
4	Launch <b>social inclusion projects</b> to address gender inequalities, racial discrimination, and support for LGBT+ youth	8	Other (please specify): _____

AA6. <b>Has your organization received technical or financial support from a multilateral or bilateral development partner, NGO, or local foundation?</b>	
1	Yes
2	No

AA7. <b>[ASK IF AA6 =1]</b> Please share any recommendations on how development partners could improve the technical and/or financial support received by your organization. [open-end]

**[ASK WB COLLABORATORS, Q3=1]**

Please think about a specific WBG-supported project or initiative that you are most familiar with.

<b>B1. Please select the <b>development area</b> that this WBG-supported project or initiative supported. (Select all that apply)</b>			
1	Agriculture / food security	9	Private sector development
2	Climate resilience / environmental sustainability	10	Social protection
3	Education and skills development	11	Transport
4	Energy / electricity	12	Water / Sanitation
5	Macro-economic management	13	Urban development
6	Financial sector development	14	Disaster risk management
7	Institutional development and governance	15	Other (please specify): _____
8	Health		

**B2. If you recall, what was the name of this WBG-supported project or initiative? [open-end]**

**B3. How **helpful** was the WBG in achieving the goals of this project or initiative?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not helpful at all</b>									<b>Very helpful</b>	Don't know

**[ASK IF B3=1-4] B4a. How could the WBG have been **more helpful** on this project or initiative? (Please be specific)**

**[ASK ALL]**

C1. To what extent is the WBG an <b>effective development partner</b> in terms of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Responsiveness to needs of Bolivian population	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Tailoring policy advice and programming to the Bolivian context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Contributing to the public discussion of development in Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Being a long-term partner to Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C2. To what extent is the WBG an effective development partner in Bolivia, in terms of <b>collaborating</b> with the following groups?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Plurinational Legislative Assembly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Other development partners (bilateral and multilateral agencies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The WBG supports the Government of Bolivia's **engagement with civil society** (including citizens, CBOs, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

**[ASK ALL]**

C3. How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Bolivia?										
<i>If you are not familiar with this area of the WBG's work, please select "Don't know"</i>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not effective at all</b>									<b>Very effective</b>	Don't know

**[ASK IF C3=1-4]** C4a. How could the WBG be **more effective** in facilitating civil society participation in development policy dialogue and implementation? *(Please be specific)*

**[ASK IF C3=5-10]** C4b. Please share examples of the WBG's **effective facilitation of civil society participation** in development policy dialogue and implementation. *(Please be specific)*

<b>[ASK ALL]</b> D1. Which WBG instruments do you <b>value the most</b> in Bolivia? (Select up to 2)	
1	<b>Convening power</b> (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 <sup>rd</sup> party financial resources)
2	<b>Advisory services</b> (e.g., capacity building and training, policy advice, technical assistance)
3	<b>Financial resources</b> (e.g., budget support, investment lending, grants, trust funds)
4	<b>Data and research</b> (e.g., statistics, reports, research on global development issues)
5	<b>Other</b> (please specify): _____

<b>[ASK GOVT Q1=1-4, COLLAB ONLY FOR Q1 5-11, Q3=1]</b>														
D2. To what extent do you agree with the following statements about the WBG's <b>financial support</b> to Bolivia? (If you have <b>NO</b> exposure to, or experience with the WBG's financing, please respond "Don't know")														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) <b>meet the needs</b> of Bolivia	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	The terms and conditions of the WBG's financing are <b>competitive</b> compared to other development banks	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	The terms and conditions of the WBG's financing are competitive compared to the capital markets	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	The standards and requirements for the WBG's financing are <b>reasonable</b>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The WBG provides financial support in a <b>timely</b> manner	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

The following questions ask about the WBG's **knowledge work, including data, research, training, and advisory services**, in Bolivia.

**[ASK ALL]** D3. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in Bolivia?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not significant at all</b>									<b>Very significant</b>	Don't know

**[ASK ALL]** D4. In the past 3 years, what WBG knowledge work **have you used**?  
(Select all that apply)

1	Data resources	5	Workshops or training courses (in-person or online, incl. audiovisual materials and meeting recordings)
2	Research and analytical reports	6	Technical assistance
3	Advisory services	7	Other (please specify): _____
4	Online collaboration platforms	8	I have not used WBG knowledge work

**[ASK D5 & D6 IF USED KNOWLEDGE, D4=1-7]**

Please think about a **specific WBG knowledge work** that you most recently utilized.

D5. If you recall, what was the name of this WBG knowledge work? [open-ended]

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D6. For what **purpose** did you use this WBG knowledge work? [open-ended]

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**[ASK D7 IF USED POLICY ADVICE, D4=1-7]**

D7. In your opinion, has the WBG's policy advice or technical assistance **influenced** government policies or actions in **Bolivia**?

1	Yes
2	No

D8. Please share any recommendations for how the WBG could improve its policy advice or technical assistance to inform government policies or actions. *(Please be specific)*

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**[ASK IF USED KNOWLEDGE, D4=1-7]**

D9. To what extent do you agree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
1	Working with the WBG <b>increases</b> Bolivia's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	I am satisfied with the <b>quality</b> of the WBG's knowledge work on Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG's knowledge work and activities (e.g. publications, online collaboration platforms) are <b>translated enough</b> into Spanish	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG's knowledge work is <b>tailored</b> to Bolivia's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The WBG's publications are adequately <b>disseminated</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D10. **[ASK IF NOT SATISFIED WITH QUALITY, D9\_2=1-4]** D9a. How could the WBG **improve the quality** of its knowledge work in Bolivia? *(Please be specific)*

**[ASK ALL]**

**E1. What are the top five areas where the WBG can best support Bolivia's development over the next five years? (Select up to 5)**

1	Social protection (e.g., pensions, cash transfers to poor households)	11	Natural resource management, climate resilience, and climate change mitigation
2	Social inclusion (incl. gender equity, youth development, Indigenous people, people with disabilities)	12	Private sector, trade and export development
3	Education and skills	13	Financial sector development
4	Health	14	Job creation and SME development
5	Energy (incl. mining sector)	15	Green growth (e.g., tourism, bioeconomy)
6	Water / sanitation	16	Macroeconomic stability (incl. fiscal policy and fiscal management)
7	Transport and logistics	17	Public sector governance (incl. anti-corruption, judicial reform)
8	Digital development	18	Crime and violence
9	Urban development and disaster risk management	19	Other (please specify): _____
10	Agriculture and rural development		

**E2. In your opinion, what are the 3 most important priorities today for **reducing poverty and boosting shared prosperity** (increasing the income of the poorest 40% of the population) in Bolivia?**

1	Accelerating growth in small, micro, and medium size enterprises	7	Accelerating growth in the formal private sector
2	Creating jobs for urban youth	8	increasing (non-farm) rural employment
3	Raising productivity of small producers and integrating them into value chains	9	Maintaining subsidies and controlling prices of essential goods
4	Expanding public investment and services in poor communities	10	Improving infrastructure services (roads, water, sanitation, electricity)
5	Diversifying and growing Bolivia's exports	11	Reducing informality
6	Improving the quality of education and health services	12	Reducing ethnic and gender discrimination

<b>E3. When should Bolivia prioritize green growth? Please select the statement that best reflects your opinion.</b>	
1	Bolivia should first address immediate economic challenges; green growth can come later.
2	Bolivia should use current challenges as an opportunity to transition to green growth now.
3	Green growth should not be a priority for Bolivia

<b>E4. What are the major <u>constraints</u> to increasing the private sector's contribution to Bolivia's economic and social development? (Select up to 3)</b>			
1	Access to finance and capital	9	Informality
2	Infrastructure gaps	10	State-owned enterprises
3	Skilled workforce availability	11	Fiscal management and revenue policies
4	Technical and technological capacity	12	Corruption
5	Trade regulations	13	Land policies
6	Labor regulations	14	Rule of law (seguridad jurídica)
7	Investment regulations	15	Political instabilities
8	Market size / demand	16	Other (please specify): _____

<b>[ASK ALL] F1. How would you prefer to obtain information from the WBG? (Select up to 3)</b>			
1	<b>WBG e-Newsletters</b>	6	<b>WBG website</b> (including blogs)
2	<b>Direct contact with WBG staff</b> (e.g., in person, virtually, phone, email)	7	<b>WBG podcasts</b>
3	<b>WBG social media channels</b> (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	<b>WBG publications</b>
4	<b>WBG direct messaging</b> (e.g., WhatsApp)	9	Other (please specify): _____
5	<b>WBG event / conference / workshop</b> (in person or online)		

<b>[ASK ALL] F2. Do you recall seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

<b>[ASK IF RECALL, F2=1] F3. Where do you recall seeing or hearing this information? (Select all that apply)</b>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG website (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

<b>[ASK IF F2=1] F4. What do you recall seeing or hearing about the WBG in the media or public platforms? (Select all that apply)</b>			
1	WBG economic forecasts	4	Investment projects (e.g. access to electricity, Rural Alliances Project - PAR, water and irrigation)
2	WBG reforms to become a better bank	5	WBG short story competition against racism
3	WBG mission to end poverty on a livable planet	6	Other (please specify): _____

<b>[ASK ALL] F5. What information would be most helpful to you in understanding the WBG's activities in Bolivia? (Select up to 3)</b>			
1	More public information about new and ongoing WBG projects in the country	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations about current and past WBG projects in Bolivia	6	Regular updates on WBG activities
3	Sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

**[ASK ALL]**

G1. What is your <b>gender</b> ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. What is your <b>age</b> ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

G3. <b>Within your organization</b> , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

G4. Which best represents your <b>geographic location</b> ?	
1	Capital city of the department
2	Intermediate city (with a population between 50,000 and 500,000 inhabitants)
3	Rural area

**Thank you for completing this survey!**