



CountryOpinionSurveys

FY 2025 Peru

Country Opinion Survey Report

Acknowledgements

The Peru 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. Irina Popova and Noreen Wambui provided data support.

BI acknowledges the significant contribution from the Peru country team and the independent field agency, IPSOS Peru. In particular, BI is grateful for the support from Pablo Andres Rivero Morales (Senior External Affairs Officer) and Alexandra Sears (Program Assistant), who coordinated the survey-related activities from Lima, Peru.



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Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Peru 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 Peru? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the last two years?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG helped achieve the goals of its projects in these areas? How do respondents perceive its operational effectiveness? How did these projects impact the people of Peru, and what could the WBG have done to be more helpful?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Peru? What opinion do key stakeholders have of WBG's financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Peru?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Peru? Are opinions improving or declining? How effective has the WBG been in facilitating 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 key topics do stakeholders recall? What information do stakeholders want from the WBG?



Methodology Overview

Fielded in April – June 2025

- 1351 potential participants were asked to complete the survey
- Respondents completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the field firm
- Data collection conducted by an independent field firm

426 participants (32% response rate)

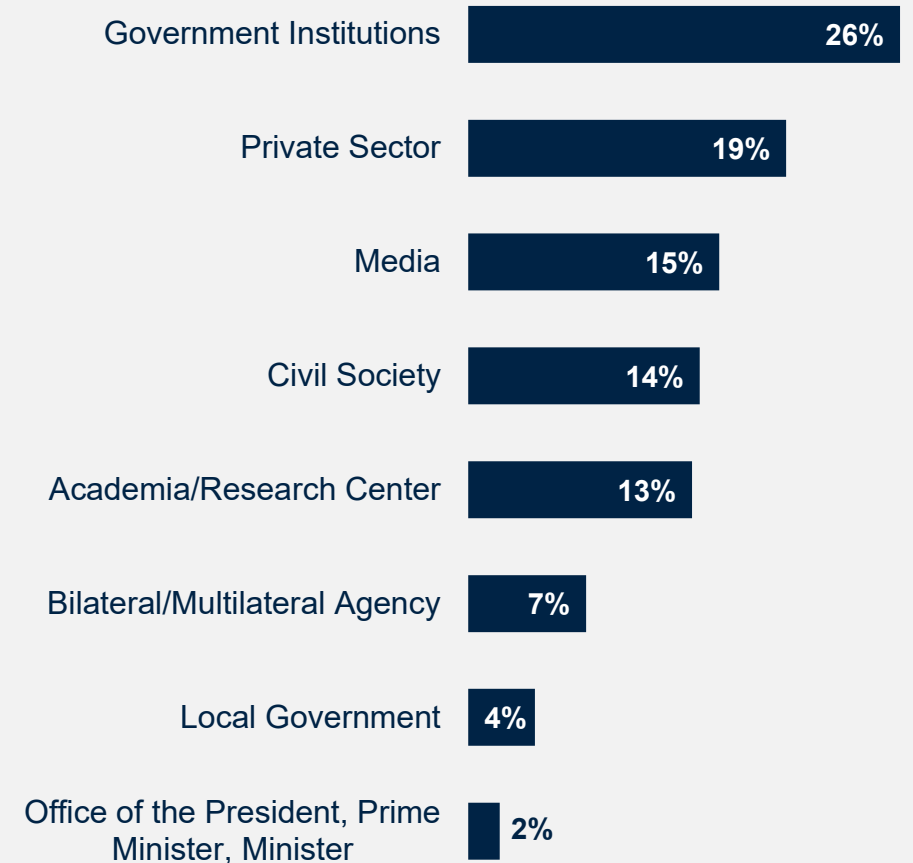
- 88% from Lima
- 35% have collaborated with the WBG within the past 3 years

Compared to the FY22 Country Survey Results

- 356 participants (22% response rate)
- 90% from Lima
- 18% collaborated with the WBG

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

Stakeholders in FY25 COS Sample



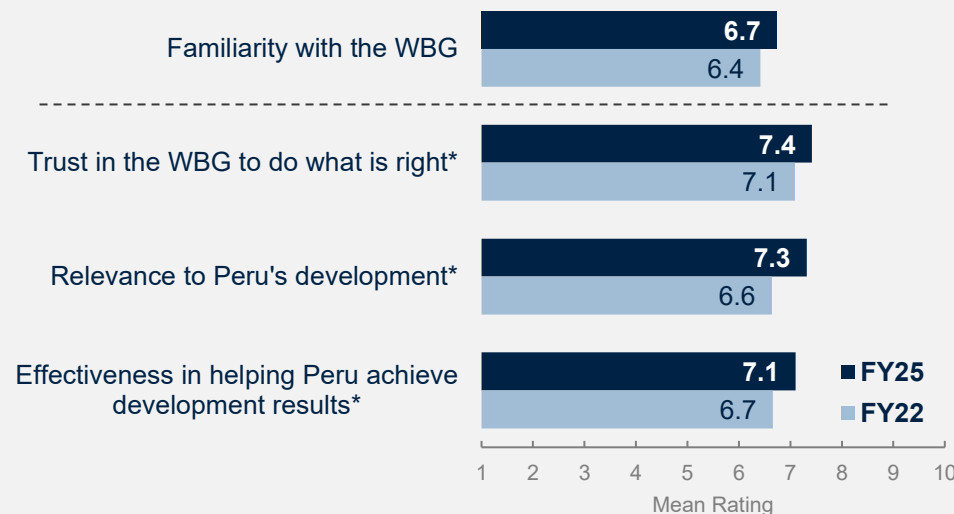
What is your primary professional affiliation? (Select only 1 response) (Percentage of Respondents, N=426)

Executive Summary

1. Overall Views of the WBG:

This year, stakeholders in Peru reported similar levels of **familiarity** with the WBG’s work to those observed in FY22. At the same time, their levels of **trust** in the WBG have increased significantly, resulting in the Bank taking the top place on the list with trust ratings exceeding those of other development institutions in the country, including regional development banks (CAF, IDB), the UN, and the IMF. In addition, ratings for the WBG’s **relevance** to Peru’s development and its **effectiveness** in helping the country achieve results have improved significantly since the FY22 Country Survey.

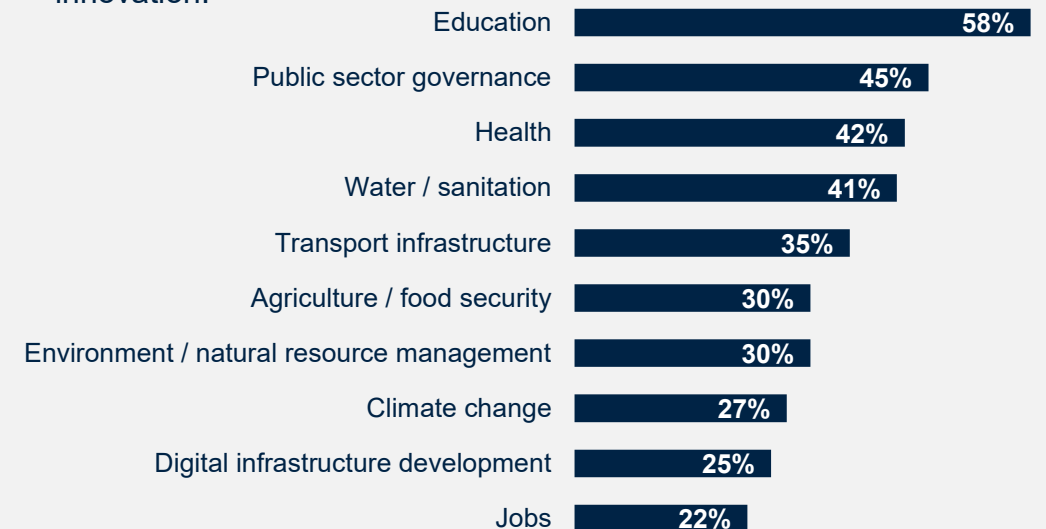
Peru’s trust in the WBG was on par with the average in other IBRD countries surveyed in FY25 and above the FY25 regional mean. Peru’s ratings of the WBG’s relevance were slightly lower than those in other IBRD countries and the regional average, while effectiveness ratings were comparable to both comparator groups.



2. The WBG’s Work on Development Priorities:

Education, public sector governance, health, water/sanitation, and transport infrastructure were identified as the top priorities for the WBG’s support in FY25. While most development priorities remained consistent with the FY22 survey results, this year there was a greater emphasis on the **transport** and **water** sectors, with twice as many respondents selecting them compared to the previous survey.

In their open-ended comments, respondents urged the WBG to strengthen **public institutions and governance**—modernizing the state, building subnational capacities, improving public financial management, and **fighting corruption** through transparency and citizen oversight. They also stressed closing gaps in **basic services** (health, education, water and sanitation) with better infrastructure and digital tools and supporting family **agriculture and rural development** via technological irrigation, value-chain development, and productive innovation.



Executive Summary (continued)

3. WBG's Operational Effectiveness:

When asked about the WBG reform efforts over the past two years, about 40% of the stakeholders indicated that the WBG had become **somewhat or significantly better** at fulfilling its core mission of **improving people's lives** in Peru and improving the **country's overall business environment**.

WBG clients and partners identified the most notable reform-related improvements in the **technical quality** of WBG-supported projects and **its partnering with others** to increase development finance, with over 50% of respondents recognizing positive change in these areas. Another 48% saw improvements in the overall **ease of working with the Bank**, but views on the **speed of project approval** were more moderate, with only 35% of clients reporting improvements, and over a third reporting no change or a decline.

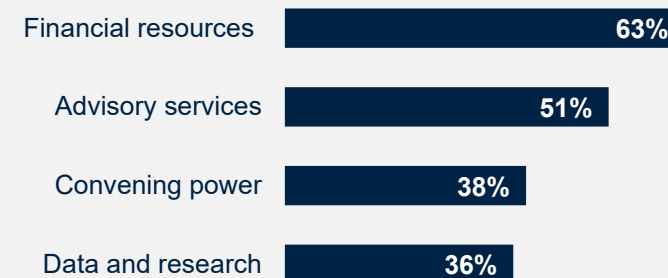
In their written responses regarding how to make the WBG more effective in Peru, respondents most often emphasized that the WBG should better tailor projects to Peru's territorial realities and needs, prioritizing high-impact, viable interventions over pre-conceived solutions. They called for stronger **citizen participation and accountability**, with formal dialogue spaces, citizen oversight, and transparent monitoring of physical and financial progress. A recurring concern was the **limited capacity of public officials and institutions**, prompting demands for specialized technical assistance, training, and clearer guidance to ensure projects are well-prepared, implemented on time, and sustained. Many also pointed to coordination gaps and slow internal procedures—especially multiple reviews, “no-objection” steps, procurement, and disbursement—as major obstacles, and warned that corruption and

misuse of resources undermine effectiveness, requiring tighter integrity controls and better targeting to reach intended beneficiaries.

4. WBG's Instruments:

Financial resources were viewed as the WBG's greatest value to Peru (63%), competitive with market alternatives. However, perceptions of the **timeliness** of the Bank's financial support and its effectiveness in meeting the country's needs were somewhat more moderate. In qualitative comments, respondents emphasized that **financing should be accompanied by technical assistance** and capacity building for subnational governments, SMEs, and local actors to design, implement, and monitor projects effectively. Many also stressed the need for more **agile and accessible funding instruments**, clearer communication about financing options, and strong governance, transparency, and anti-corruption measures.

More than **85% of respondents reported using the WBG's knowledge work**, primarily research and analytical reports. Stakeholders expressed positive views of the Bank's knowledge, with significant improvements in ratings for its contribution to strengthening **institutional capacity** and supporting **development results** in the country.



Executive Summary (continued)

58% reported that WBG’s policy advice helped shape government policies in Peru. In qualitative comments, respondents called for more training, workshops, and advisory support on new technologies, project management, climate and circular economy policies, and enterprise development, tailored to local realities and territories. Respondents also highlighted the importance of research, data generation, and knowledge sharing—including policy notes, impact indicators, international exchanges, and accessible guides—so that government policies and WBG-funded projects would be more evidence-based, better targeted, and more sustainable.

5. The WBG’s Engagement and Collaboration:

Stakeholders perceived the WBG as a **long-term development partner**, with significantly more positive, although still relatively moderate, views of the Bank’s **responsiveness**.

Respondents gave the highest ratings to the Bank’s collaboration with the country’s central bank, followed by its collaboration with the national government. Engagement with other stakeholder groups was viewed moderately positively, while stakeholders gave the lowest ratings to the WBG’s collaboration with Congress and the media, both of which received average scores below 6.0. Looking forward, respondents expressed a desire for more collaboration with **academia, civil society, and regional governments**.

In open-ended comments, respondents pointed out that the WBG should engage more with a broad range of stakeholders—local and regional governments, civil society, communities, the private sector, academia, and media—to better understand territorial needs, design

culturally relevant and inclusive solutions, strengthen institutional and citizen capacities, improve coordination and transparency, and ultimately enhance the legitimacy, sustainability, and impact of its support.



6. Communications:

62 % of respondents recalled seeing or hearing about the WBG recently, most often regarding the WBG's poverty and equity assessment, economic forecasts, and its work related to climate change. Stakeholders most often reported obtaining this information through WBG events, social media, direct contact with WBG staff, and WBG publications. Respondents reported that they prefer to obtain communication from the WBG via its newsletters and at its events (in person or online). Most stakeholders listed **impact assessments and evaluations** and **case studies** of WBG projects as the most helpful information types for better understanding the Bank’s role in Peru, and several stakeholder groups were also interested in sector-specific strategies.



Overall Views of the World Bank Group



WORLD BANK GROUP

Familiarity with the WBG has Increased since FY22, the Highest Among Civil Society and Bilateral/Multilateral Agencies

Comparison of FY22 and FY25

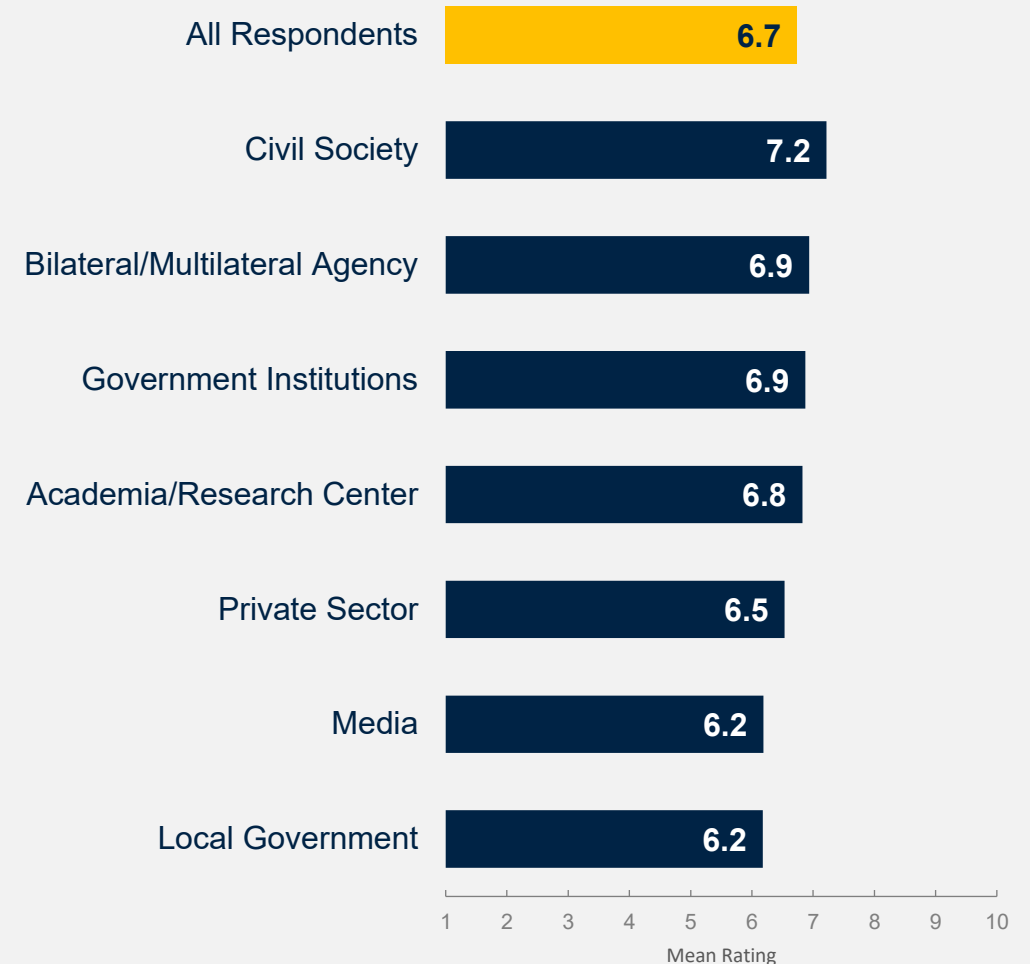
Mean familiarity: **FY25 = 6.7**
FY22 = 6.4

Collaboration with the WBG

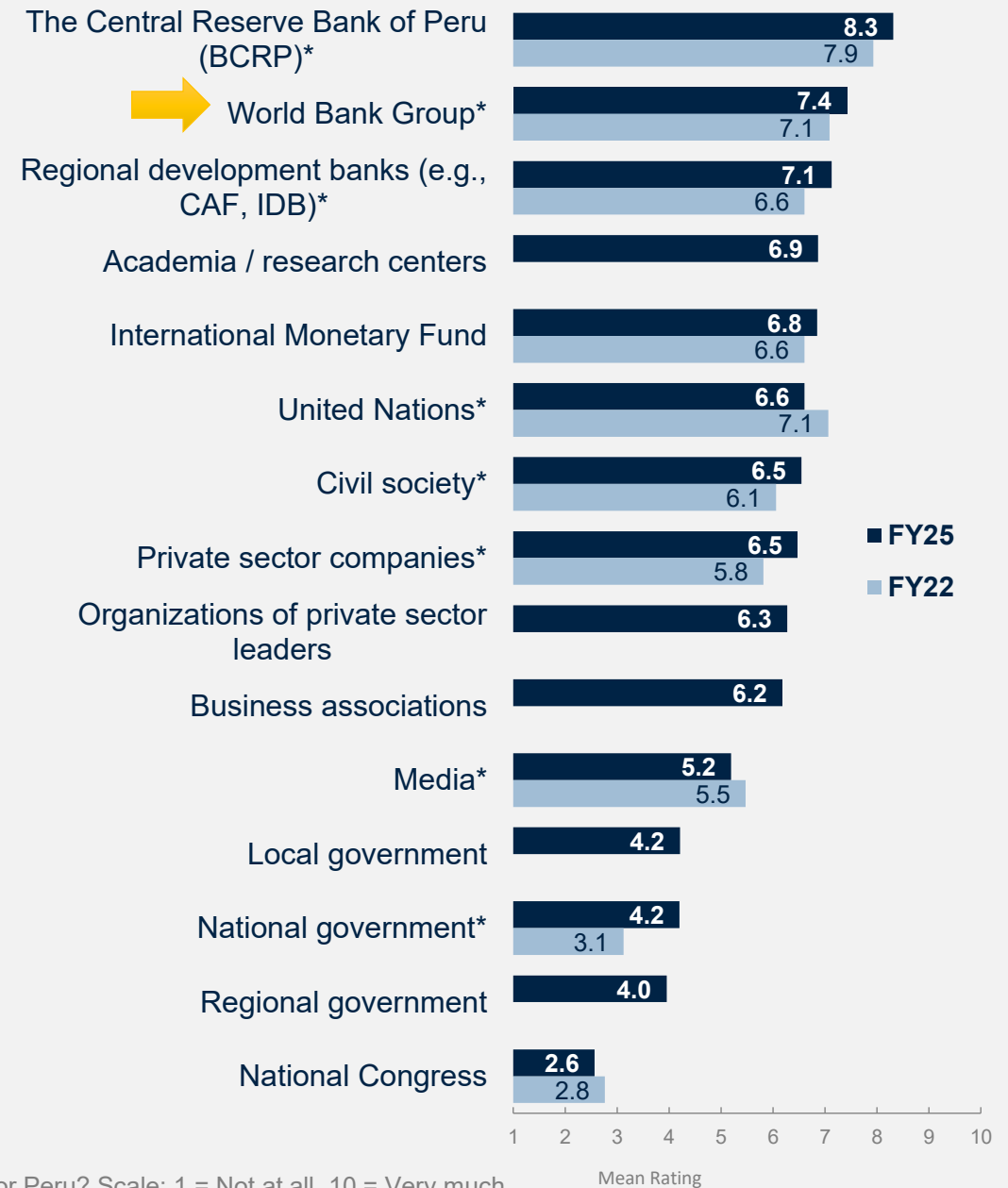
Mean familiarity: **Collaborate with WBG = 7.8***
Do not collaborate = 6.2

Stakeholder groups

Respondents from civil society and bilateral/multilateral agencies were most familiar with the WBG, whereas respondents from media and local government were less familiar.



Trust in the WBG is Among the Highest and has Improved since FY22



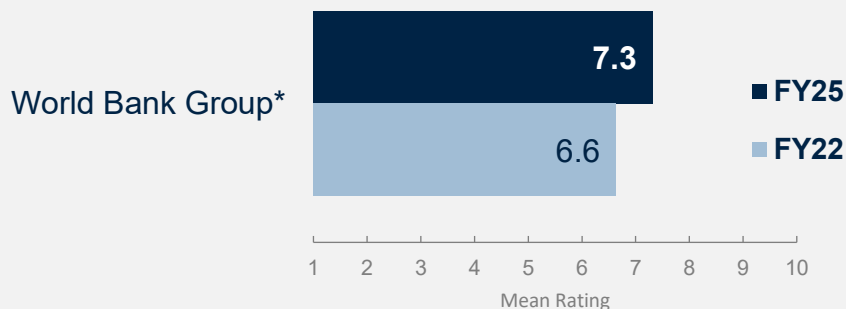
How much do you trust each of the following institutions to do what is right for Peru? Scale: 1 = Not at all, 10 = Very much.

*Denotes statistically significant difference between FY22 and FY25.

Perceptions of WBG Relevance and Effectiveness Have Increased

Respondents rated the WBG's relevance to Peru's development and its effectiveness in helping Peru achieve development results notably higher than the previous year's results.

RELEVANCE to Peru's development



EFFECTIVENESS in helping Peru achieving development results



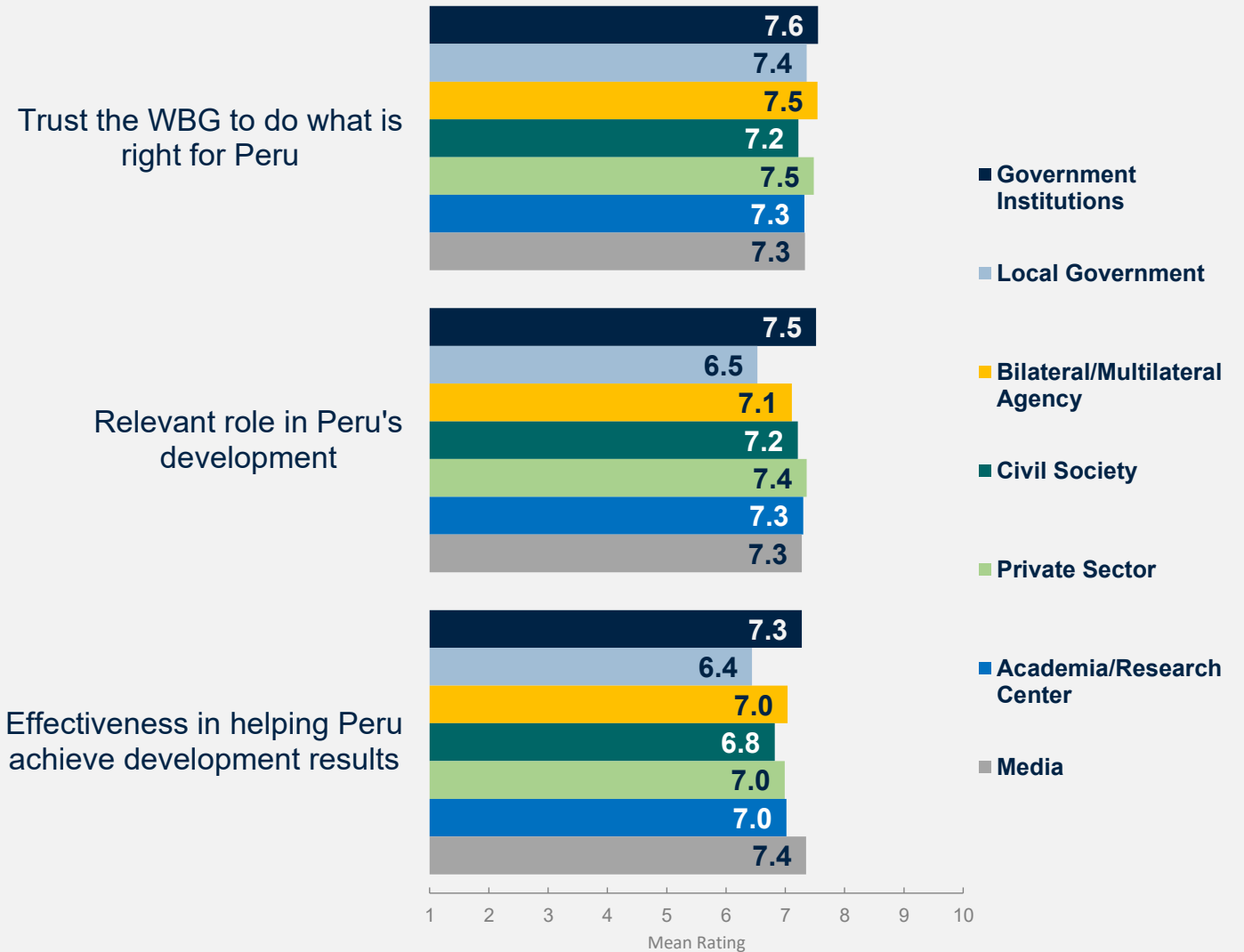
How relevant is the World Bank Group to Peru's development? (Scale: 1=Not at all, 10=Very relevant)

How effective is each of the following organizations in helping Peru achieve development results?(Scale: 1=Not at all, 10=Very much)

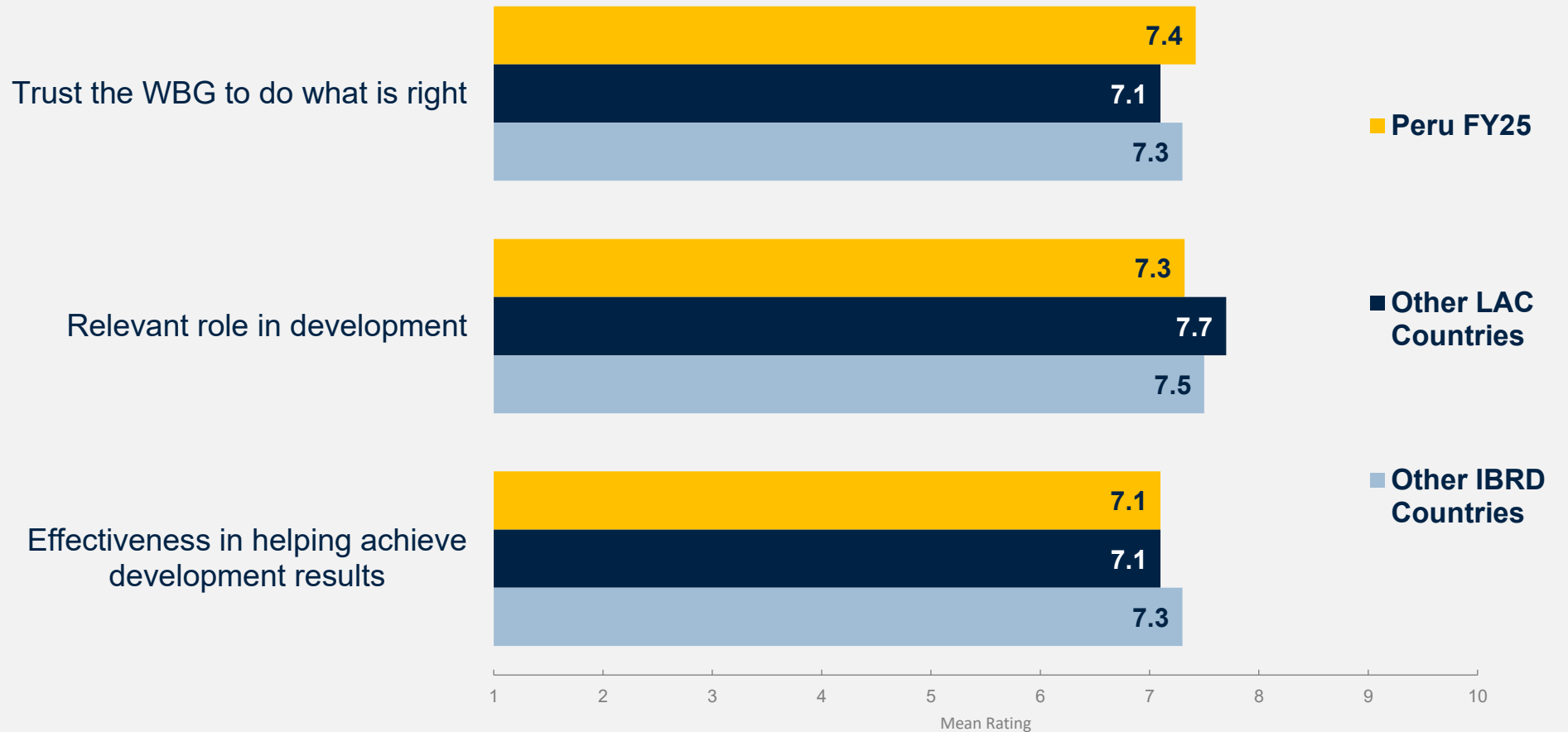
*Denotes statistically significant difference between FY22 and FY25.

Stable KPI Ratings Across Groups

The perception of key performance indicators was largely consistent across stakeholder groups.



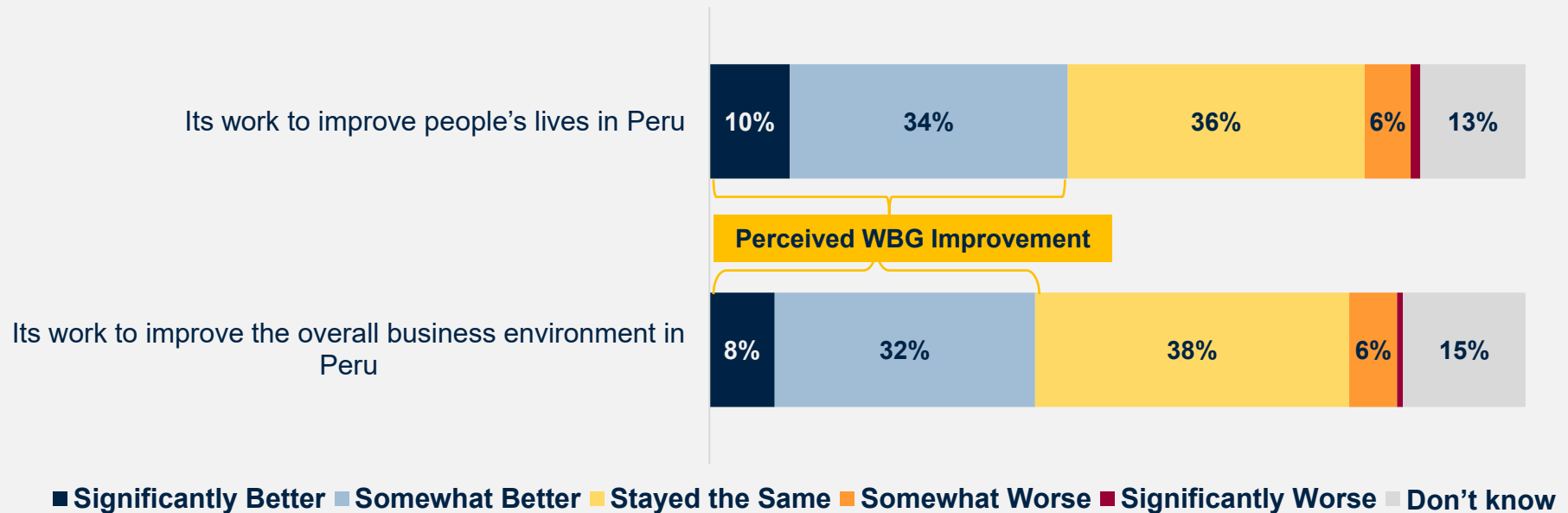
Peru Outperforms Regional Peers in Trust Ratings for FY25, While Relevance Remains Below Average



Other Latin America and the Caribbean (LAC) FY25: Argentina, Colombia, Guatemala, Panama, Bolivia, Mexico, Ecuador, Grenada, Saint Lucia, Sint Maarten
 Other IBRD FY25 countries included: Angola, Mauritius, China, Indonesia, Argentina, India, Botswana, Colombia, Guatemala, Jordan, Panama, Philippines, Thailand, Bolivia, Gabon, Kazakhstan, Mexico, Ecuador, Iraq

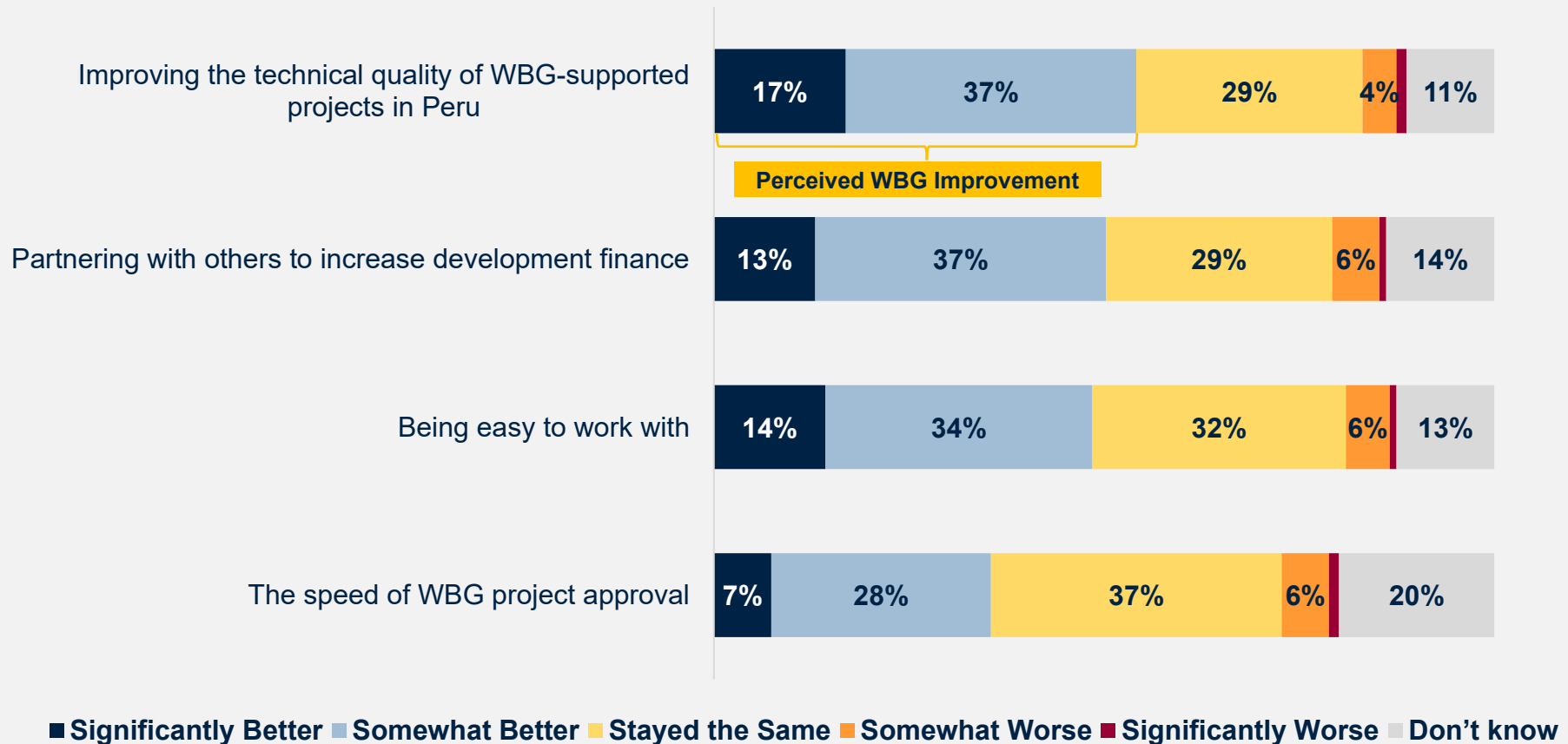
At Least 40% of Stakeholders See Positive Change in WBG's Work on Improving People's Lives and the Business Environment in Peru; Another Third Reports No Change

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



More than Half of WBG Stakeholders Saw Improvement in the Technical Quality of WBG-Supported Projects

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



The WBG's Work on Development Priorities



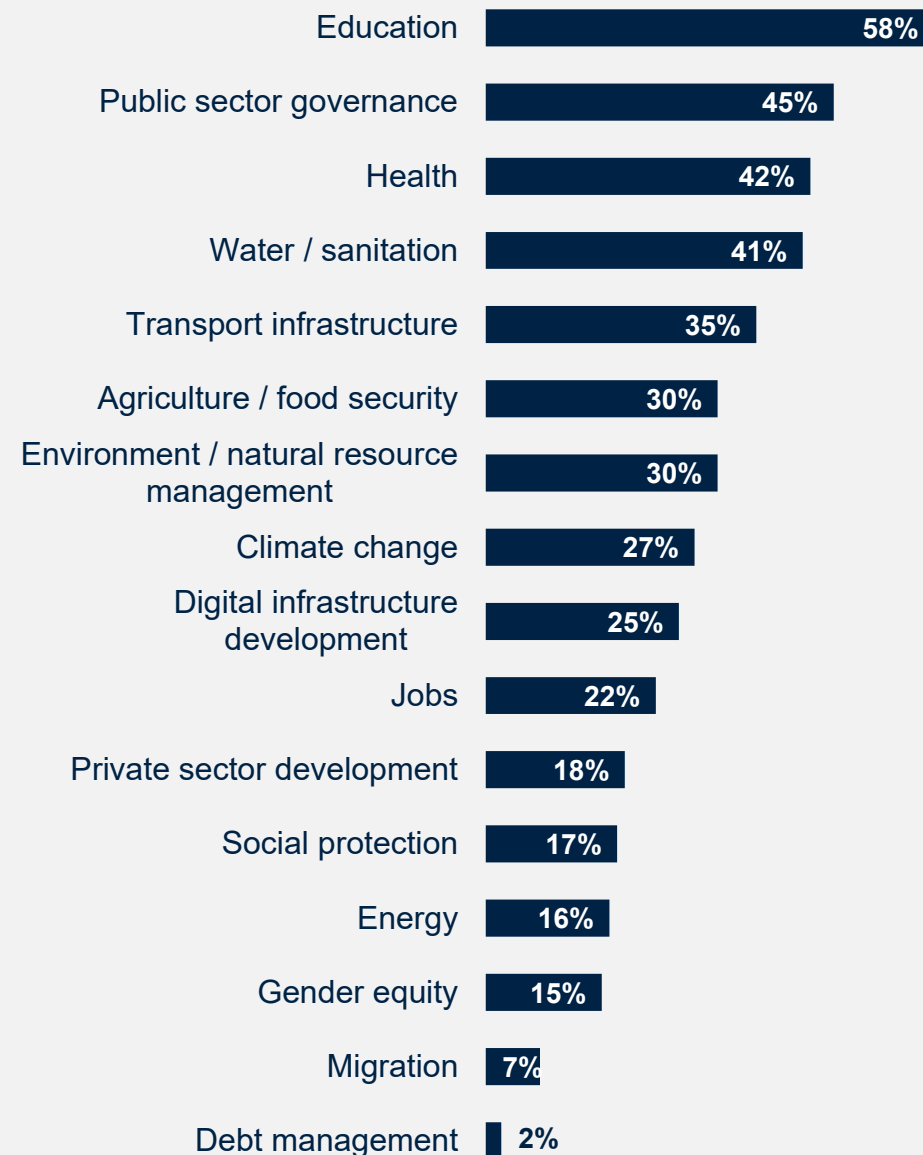
WBG: Focal Development Areas

In FY25, stakeholders identified **education, public sector governance, health, and water/sanitation** as their top priorities.

Compared to previous survey findings, **transport infrastructure** rose significantly in preference (increasing from 12% in FY22 to 35% in FY25). Similarly, **water and sanitation** — ranked as the #4 priority in FY25 — was selected by only 17% of stakeholders in FY22.

In open-ended responses on how the WBG could increase its effectiveness in Peru, stakeholders suggested to:

- Prioritize financing for **health, education, water/sanitation, and social protection**, with an emphasis on rural and vulnerable regions, digital inclusion, and capacity building for public officials.
- Support **family farming, circular economy, renewable energy, and climate change adaptation** through territorial approaches, local innovation, and direct support to indigenous communities.
- Provide technical assistance for **state modernization, decentralization, transparency, and anti-corruption efforts**, while fostering citizen participation and participatory monitoring of projects



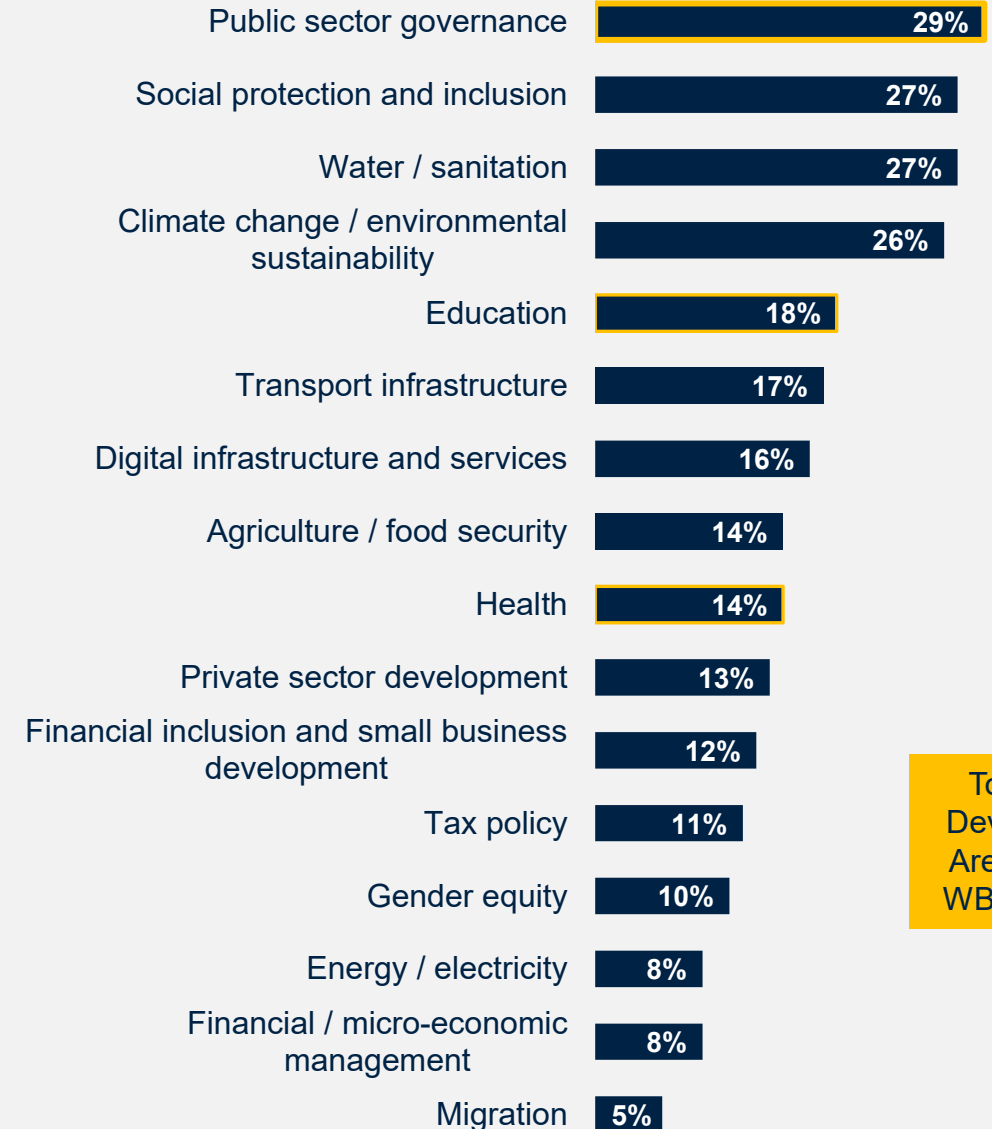
Which areas should the WBG prioritize to have the most impact on development results in Peru? (Select up to 5) (Percentage of Respondents, N = 364)
 ^What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru? (Please be specific) (N = 261)

WBG Projects Recall

Respondents were most likely to recall projects related to **public sector governance, social protection and inclusion, water and sanitation, and climate change.**

In open-ended responses on how the WBG could be more helpful in project implementation, stakeholders emphasized:

- The importance of close monitoring of project implementation.
- The need for more transparent procedures in project financing.
- Greater agility in project financing and approval.



Top Three Development Areas for the WBG's Focus

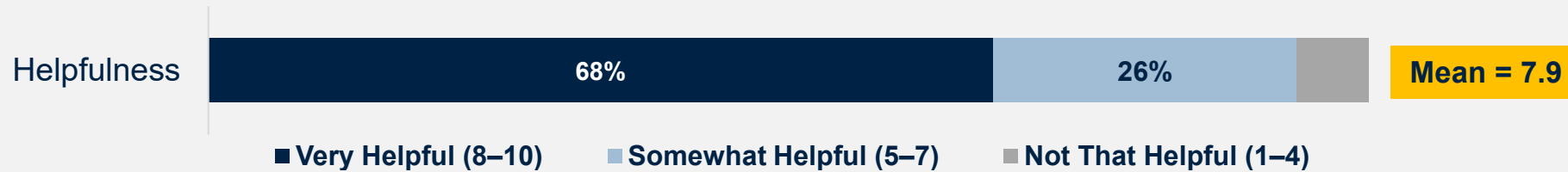


Please think about a specific WBG-supported project or initiative that you are most familiar with.

Please select the development area that this WBG-supported project or initiative supported. (Select all that apply) ^Asked only those who said that they collaborate with the WBG. (Percentage of Respondents, N = 146)

How could the WBG be more helpful? (Percentage of Respondents, N = 10)

Nearly All WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With Majority Saying “Very Helpful”



In Open-Ended Comments, Clients Discussed the Impact the WBG-Supported Project Had on the People of Peru

“The northern expansion of the Metropolitano (Metropolitan Expressway), supported by the World Bank Group, has had a direct, positive impact on the quality of life of more than 350,000 residents of northern Lima, significantly reducing travel times and costs to downtown Lima. This project has improved accessibility to reliable, high-quality public transportation, particularly benefiting low-income groups who previously faced long daily commutes. It has also contributed to reducing polluting emissions and easing traffic congestion, promoting more sustainable and inclusive urban mobility.”

(Local Government Respondent)

“The investments made by the sanitation service providers involved in the program are enabling them to improve their operational response capacity to users in the short, medium, and long term. The capacity of the drinking water and sewage infrastructure has been improved to ensure quality and long-term sustainability...” (Government Institution Respondent, discussing water and sanitation program)



How helpful was the WBG in achieving the goals of this project or initiative? Scale: 1 Not helpful at all – 10 Very helpful (Asked only those who said that they collaborate with the WBG, Percentage of Respondents, N=145) [If helpful rating > 4]
How did this project impact the people? [open-ended] (N=89)

Key Actions to Enhance the WBG's Operational Effectiveness in Peru: Strengthen Implementation Capacity, Contextualize and Target Projects, and Improving WBG Procedures and M&E

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru?

Strengthen Project Implementation and WBG Staffing

- Provide more, better-targeted technical assistance, mentoring, and internships—especially for subnational entities and key project teams—both prior to and during financing.
- Ensure that World Bank and implementing staff are highly qualified, merit-based, less “elitist,” and familiar with local realities, with a stronger presence in the field and in interior regions.
- Use true specialists or suitable implementing partners (e.g., UN agencies) where needed to ensure high-quality debt and project management and proper use of financed resources.

Make Projects More Contextualized, Inclusive, and Well-Targeted

- Base project design on real territorial and sectoral needs, avoiding one-size-fits-all solutions.
- Involve diverse stakeholders—local governments, civil society, indigenous groups, women, youth, private sector—from design through implementation.
- Apply territorial, intercultural, gender, and age lenses so projects reach vulnerable regions and groups.

Improving Procedures, Coordination, Monitoring, and Governance

- Simplify and speed up WBG procedures (prior reviews, no-objection, procurement, disbursement) to accelerate execution.
- Strengthen coordination across sectors and levels of government, and with the private sector, to reduce overlaps and waste.
- Improve monitoring and results management with clear indicators, better data, field missions, and systematic learning.
- Reinforce transparency and anti-corruption through citizen oversight, public tracking platforms, and real-time audits.

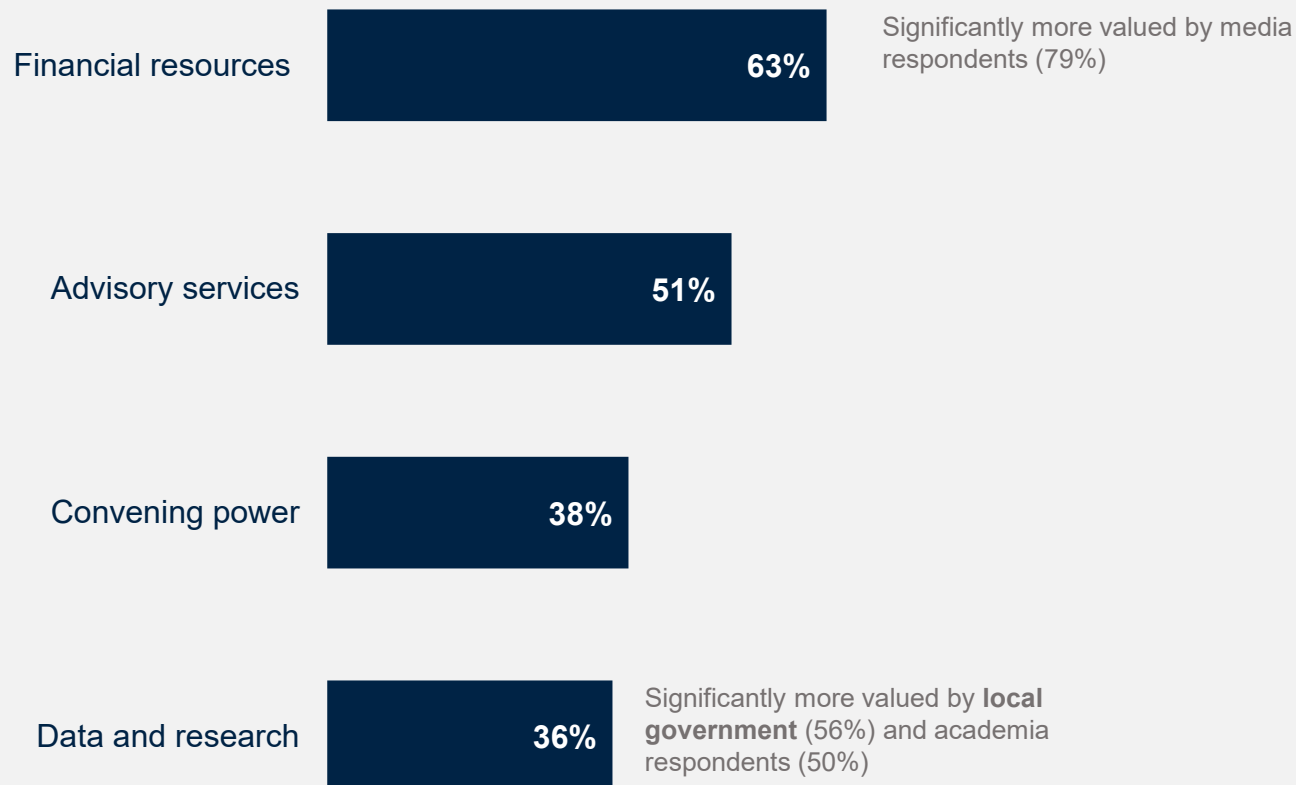


What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru? (Please be specific) (N=261)

The WBG's Instruments



Financial Resources Considered the WBG's Greatest Value to Peru



WBG's Financial Instruments are Viewed as Competitive to Markets

Perceptions of the WBG's financial instruments have improved over time, although the increase in ratings remains statistically insignificant.

The conditions of the WBG's financing are competitive compared to markets (private sector or other development banks)



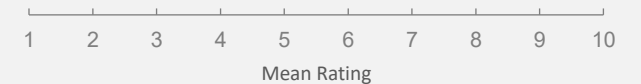
The standards and requirements for the WBG's financing are reasonable



The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Peru



The WBG provides financial support in a timely manner



■ FY25
■ FY22



Key Messages on WBG Financing: Summary of Comments

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru?

Increase and Broaden Access to Financing

- Respondents emphasized the need for greater investment and co-financing, particularly for rural infrastructure, agriculture, education, and sanitation projects.
- Stakeholders urged the WBG to expand financial support to subnational governments and local actors, ensuring funds reach vulnerable regions such as the jungle, highlands, and the Amazon.
- Several called for direct financing for small and medium-sized farmers, micro and small enterprises, and Indigenous communities to reduce barriers to credit and participation in development programs.

Improve Financial Delivery, Timeliness, and Oversight

- Stakeholders noted the need for timely disbursement of funds, urging the WBG to ensure financing is delivered when sectors demand it and to close gaps in project execution.
- Respondents asked the Bank to monitor and supervise financing more effectively, ensuring that resources are used transparently and reach their intended beneficiaries.
- Some recommended creating or strengthening trust funds and co-investment mechanisms to promote efficient, corruption-free financial flows.

Align Financing with Development Priorities and Ensure Equity

- Respondents encouraged the WBG to target financing toward high-impact areas such as health networks, climate adaptation, and water and sanitation projects.
- They stressed that financing should prioritize inclusion and territorial balance, directing resources to marginalized regions and actors with limited access to credit.



Most Respondents (86%) Used WBG Knowledge Work in the Past 3 Years; Primarily in the Form of Research and Analytical Reports

Different stakeholder groups used different types of WBG knowledge work:

- **Policy notes** were most frequently recalled by respondents from bilateral/multilateral agencies (53%) and academia (55%).
- **Data resources** were primarily used by civil society (53%) and academia respondents (42%).



Stakeholders Used WBG Knowledge Work for a Variety of Purposes, including Academic Work and Policy Support

For what purpose did you use this WBG knowledge activity/analytical work?

Academic and Research Use

- Extensively used as a credible reference in academic studies, theses, graduate teaching, and seminars.
- Provides data and analysis for journalistic content, opinion columns, and investigative reports.
- Supports comparative and international analysis, enriching research on poverty, inequality, climate, and development.

Policy and Institutional Support

- Informs the design and evaluation of public policies and programs, including agriculture, education, infrastructure, and environmental management.
- Strengthens public sector practices such as procurement, investment planning, and regulatory frameworks.
- Offers evidence for political advocacy, policy proposals, and government dialogue at national and regional levels.

Practical Application in Projects and Professional Work

- Applied directly in project formulation, management, and monitoring (e.g., sanitation, disaster prevention, cadaster, trade, and financing mechanisms).
- Provides tools and guidance for continuous improvement, capacity building, and business process innovation.
- Serves as a strategic reference for NGOs, private sector actors, and international organizations implementing development initiatives in Peru.



58% of Respondents Report WBG Policy Advice Shaped Government Policy and Influenced Key Development Areas

Environmental and Sustainable Development

- *“The World Bank Group has advised Peru on the creation of regulatory frameworks to address climate change, including the promotion of green bonds and the design of adaptation policies in vulnerable sectors such as agriculture and water resources. Furthermore, the World Bank Group has provided technical and financial advice and influenced policies related to urban planning and sustainable transportation.”* (Local Government Respondent)
- *“[...] In sectors such as environmental management and climate change, the World Bank Group has supported the incorporation of standards that promote sustainability and adaptation, helping these policies align with international standards and better respond to local needs.”* (Government Institutions Respondent)
- *“In the new Universal Drinking Water and Sanitation Service Law. Many of the problems identified in the report were addressed and are reflected in the law.”* (Academia Respondent)

Public Management and Social Policy

- *“In my opinion, the World Bank Group's policy advice has indeed influenced the formulation and improvement of government policies in Peru. For example, in the area of public management and transparency, the World Bank Group's recommendations have contributed to strengthening regulatory frameworks for combating corruption and improving efficiency in public administration.”* (Government Institution Respondent)
- *“GBM's advice provided a better understanding of the existing needs of the various operators involved in the procurement processes for the areas required for the execution of infrastructure projects, which has helped close existing gaps. This, in turn, has allowed for improvements in the government measures being implemented to make these processes more efficient.”* (Government Institution Respondent)
- *“In educational and employment policies, improving the skills of young people so they can access new technological trends and economic improvements through personal development.”* (Academia Respondent)



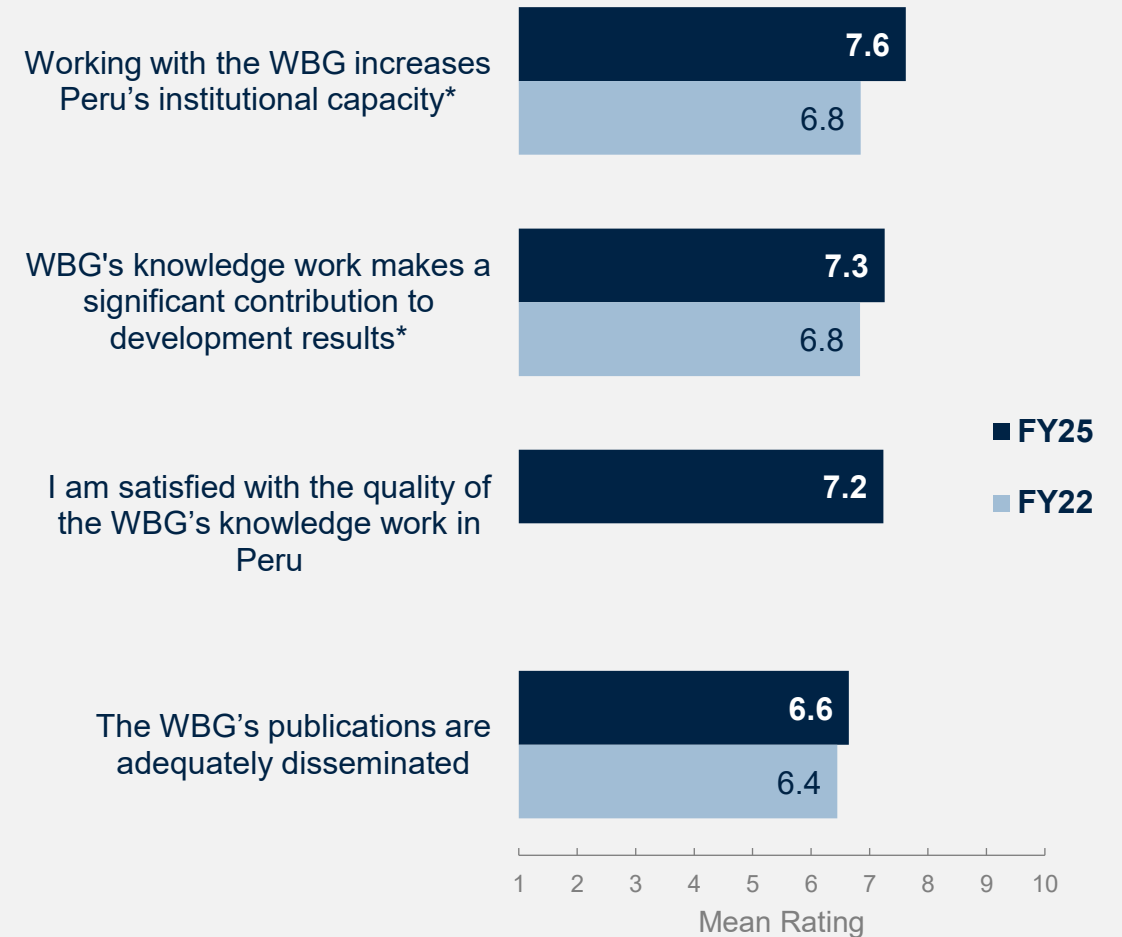
In your opinion, has the WBG's policy advice influenced a new or previous government policy in Peru? (Percentage of Respondents, N=340)
What government policy or action did the WBG's advice influence and in what way? (N=125) Select comments corresponding to the top development priorities for the WBG's focus, as identified by respondents, are shown here.

Stakeholders Are Significantly More Positive About the WBG's Knowledge Work, Especially Its Impact on Institutional Capacity

In FY25, respondents who used the WBG's knowledge work gave significantly higher ratings to it, **increasing institutional capacity** and its **contribution to achieving development results** in Peru.

To improve the quality of knowledge work, stakeholders felt that WBG should:

- Make knowledge more transparent and accessible by publishing data sources with links, releasing research reports openly, and improving dissemination through bulletins, tutorials, and social media.
- Build dialogue with civil society, academia, businesses, and regional actors to ensure findings are contextualized and relevant to Peru's realities.
- Enhance staff and consultant selection, align work with Peru's national agenda, and invest in training future public servants while promoting integrity and anti-corruption values.



How significant a contribution do you believe the WBG's knowledge work makes to development results in Peru? Scale: 1 = Not at all, 10 = Very much.

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

*Denotes statistically significant difference between FY22 and FY25.

The WBG's Engagement and Collaboration



Perceptions of the WBG as an Open Long-Term Partner in Peru Remain Positive; Views of the Bank's Responsiveness to Needs Have Improved



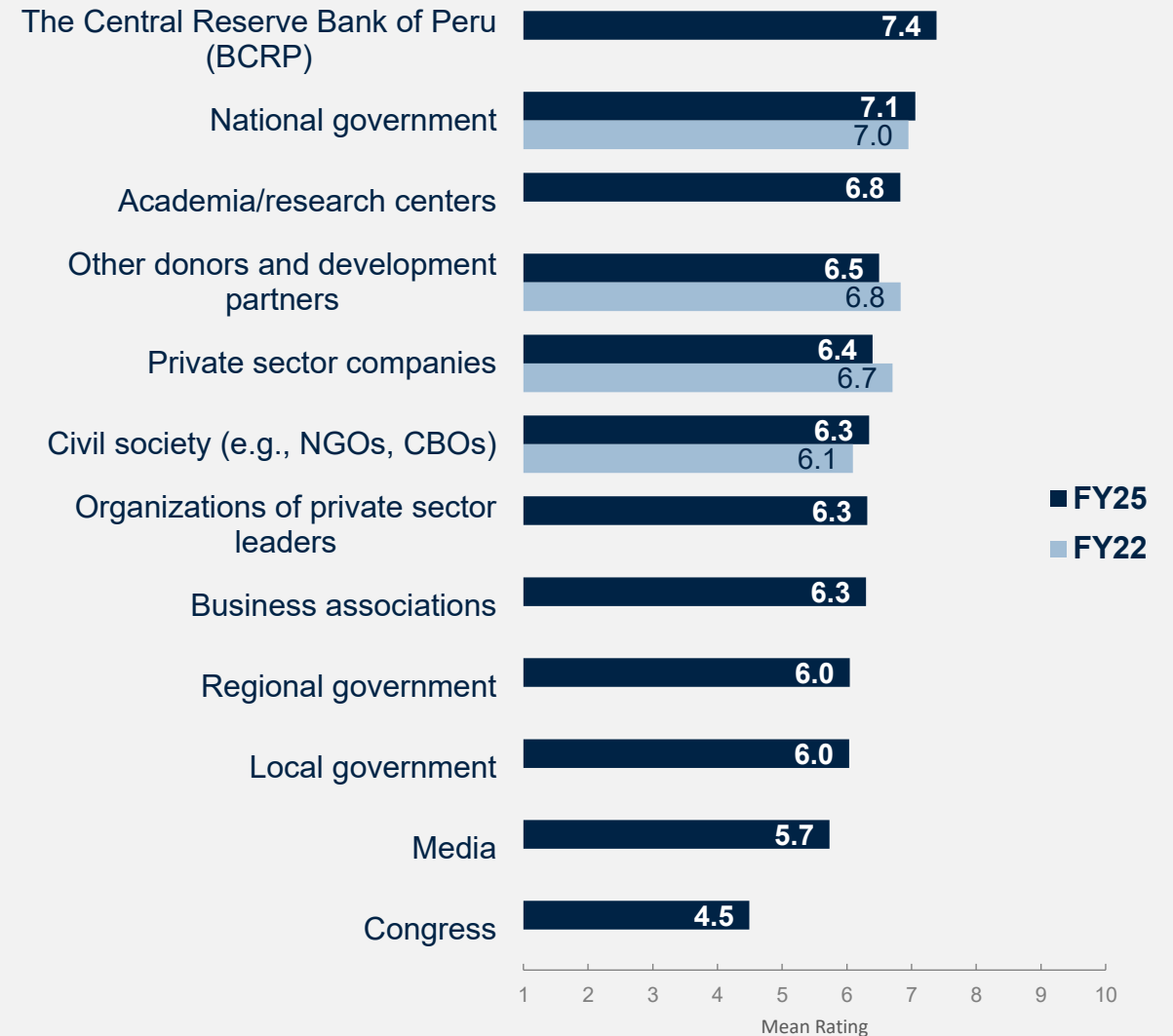
To what extent is the WBG an effective development partner in terms of the following? Scale: 1 = Not at all, 10 = Very much.

^What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru? (Please be specific) (N=261)

*Denotes statistically significant difference between FY22 and FY25.

Perceptions of WBG Partnerships in Peru Are Strongest with the Central Reserve Bank and the National Government

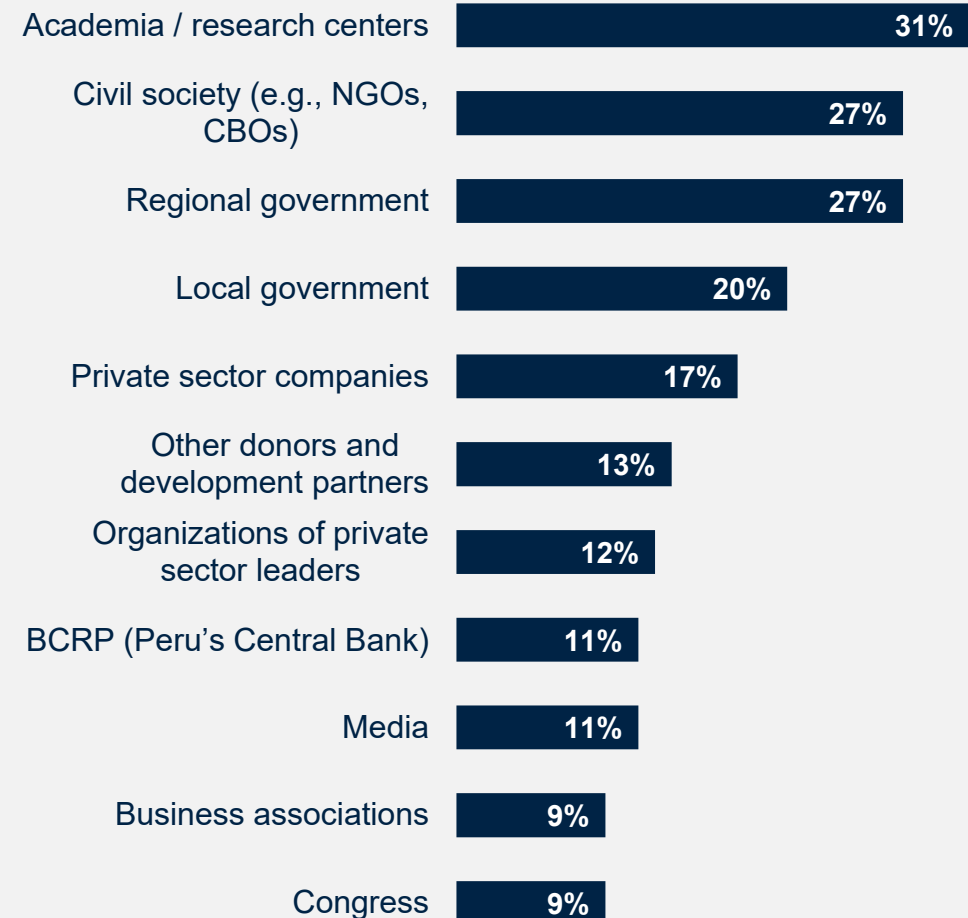
Perceptions of the WBG's collaboration with the private sector, other donors and development partners, and civil society remain moderate.



Stakeholders Want the Bank to Collaborate More With Academia, Civil Society, and Regional Government

In qualitative comments,[^] respondents discussed the need for the WBG to increase engagement and collaboration with stakeholders. Respondents suggested the WBG could do the following:

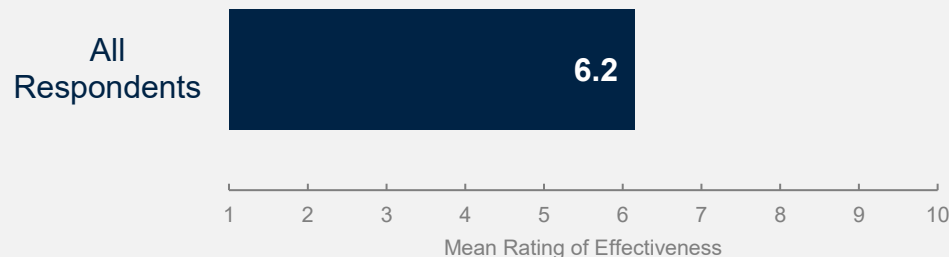
- Coordinate with other development partners, especially the UN and multilaterals, to align strategies and address cross-cutting priorities.
- Engage citizens and civil society through territorial dialogue platforms, participatory monitoring, and community feedback.
- Build state and local capacity by supporting institutional modernization and territorial approaches.
- Promote multisector alliances with academia, private sector, NGOs, and media, and decentralize outreach beyond Lima.



In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Peru? (Select up to 2) (Percentage of Respondents, N = 389)

[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru? (Please be specific) (N = 261)

WBG Effectiveness in Facilitating Civil Society Participation



Respondents from **bilateral/multilateral agencies** (mean = 5.5) and civil society (mean = 5.6) gave the lowest ratings for the WBG's effectiveness in facilitating civil society participation in development policy dialogue and implementation in Peru. Around 17% of respondents rated the WBG's effectiveness below average (1-4). These respondents suggested the following could help to make the WBG more effective:

- Allocate more funding and capacity-building to grassroots organizations
- Promote sustained dialogue and partnerships with civil society and treat them as partners in local development
- Raising awareness about the Bank's activities for a larger audience

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

"Capacity building for local government decision-makers (online courses, ongoing assistance to local and regional governments organized by macro-regions, etc.). Ongoing training for local managers on performance-based budgeting, impact assessment, social development plans and policies, expenditure, and investment." (Civil Society Respondent)

"For several years, a stakeholder platform was established around the issue of water, which supported the actions of various governments and served as a space for dialogue. This platform lasted many years, and despite no longer being supported by the World Bank, it remains active." (Academia Respondent)

"In Lima, the World Bank Group has facilitated civil society participation in consultations for the development of development strategies, including workshops and roundtable discussions with NGOs, academics, and community leaders. Participatory spaces were held to gather citizen input during urban and transportation projects, such as the sustainable mobility project. Dialogues on climate change and urban resilience were also promoted. These actions have strengthened inclusion in the planning and implementation of local public policies." (Local Government Respondent)

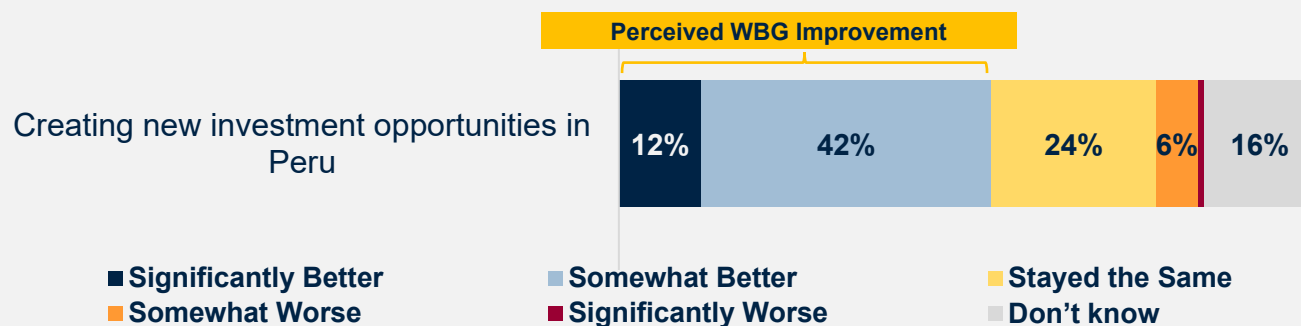


How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Peru? Scale: 1 Not effective at all – 10 Very effective

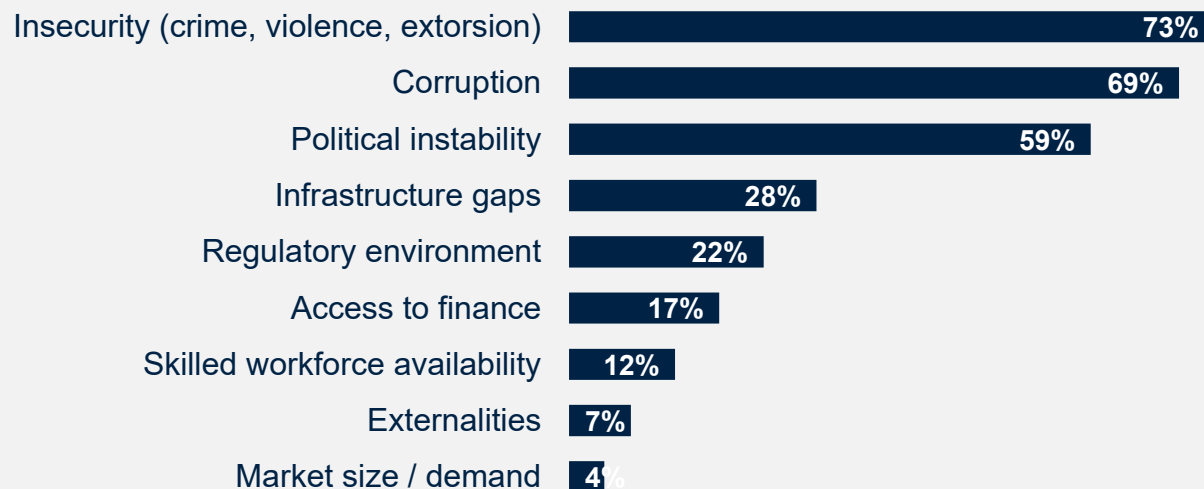
[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation? (N=16) [If effectiveness rating > 4] Please share examples of the WBG's effective facilitation of civil society participation in development policy dialogue and implementation. (Please be specific) (N=115)

The WBG Working With the Private Sector

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



What are the biggest challenges facing private sector development in Peru?



To Make the WBG More Effective in Private Sector Development, Respondents Discussed[^]:

- Facilitate structured public–private dialogue to strengthen collaboration and align priorities.
- Support the private sector with technical assistance and skills development
- Expand the dissemination of information and communication about projects and services to ensure broader outreach and engagement across stakeholders.



What are the biggest challenges facing private sector development in Peru? (Select up to 3) (Percentage of Respondents, N = 166)

[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Peru? (Please be specific) (N = 261)

Communication and Outreach

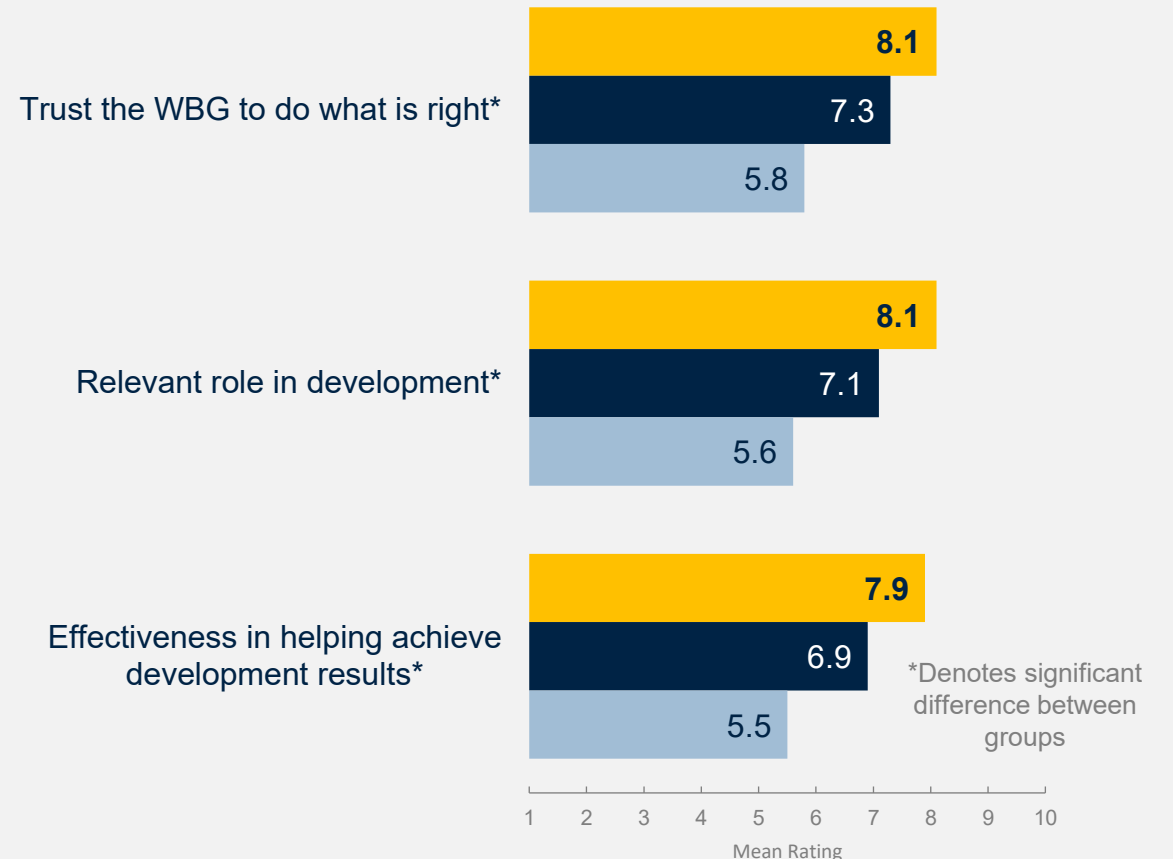


WORLD BANK GROUP

Greater Familiarity Through Engagement Builds More Positive Perceptions

Strengthening engagement with the WBG not only addresses stakeholders' strong demand for closer collaboration but also helps build trust, deepen understanding of the WBG's role, and enhance perceptions of its relevance and impact.

Survey results show that stakeholders who are **highly familiar** with the WBG (ratings of 8–10) consistently rate its trustworthiness, relevance, and effectiveness substantially higher than those with **low familiarity** (ratings of 1–4), underscoring the positive link between engagement and perception.



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

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

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

Trust the WBG to do what is right. Scale: 1 Not familiar at all – 10 Very familiar

Relevant role in development Scale: 1 Not familiar at all – 10 Very familiar

Effectiveness in helping achieve development results Scale: 1 Not familiar at all – 10 Very familiar



e-Newsletters and Events Are Stakeholders' Top Choices for Receiving Information from the WBG

Stakeholder preferences vary and should inform targeted outreach. While most respondents favor the WBG e-Newsletter and WBG events (both online and in person), stakeholders from the media expressed a stronger preference for direct contact. Academia respondents in addition to the top two channels, also value WBG publications

	All Respondents	Government Institutions	Local Government	Bilateral /Multilateral Agency	Civil Society	Private Sector	Top Two Preferred WBG Channels	
							Academia	Media
WBG e-Newsletters	64%	61%	57%	59%	73%	70%	58%	62%
WBG event / conference / workshop (in person or online)	55%	59%	64%	48%	59%	60%	57%	40%
Direct contact with WBG staff (e.g., in person, virtually, phone, email)	41%	46%	50%	38%	39%	41%	26%	44%
WBG publications*	31%	26%	29%	38%	27%	29%	57%	20%
WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	22%	26%	21%	10%	24%	13%	19%	33%
WBG direct messaging (e.g., WhatsApp, Telegram)	22%	26%	14%	17%	20%	24%	15%	27%
WBG website (including blogs)*	16%	8%	36%	21%	18%	13%	26%	13%
WBG podcasts	15%	18%	14%	21%	10%	17%	9%	16%



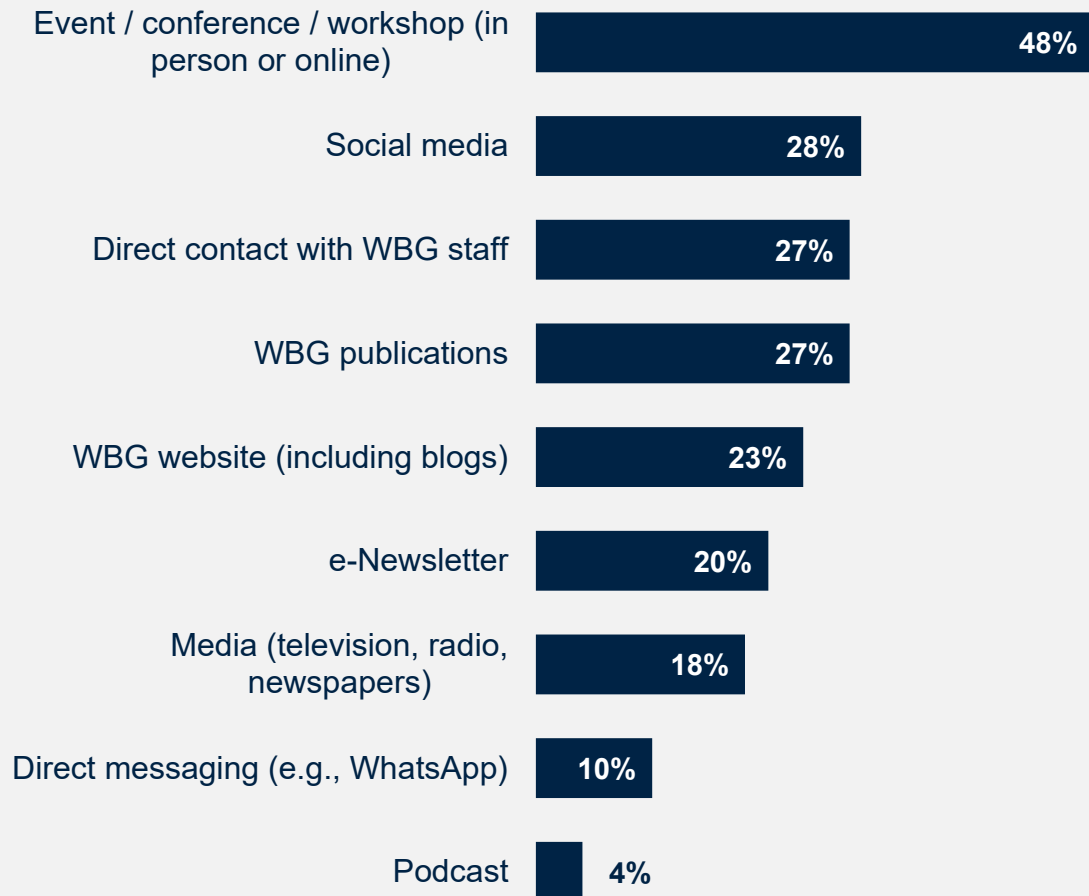
How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=362)

*Significant difference between stakeholder groups

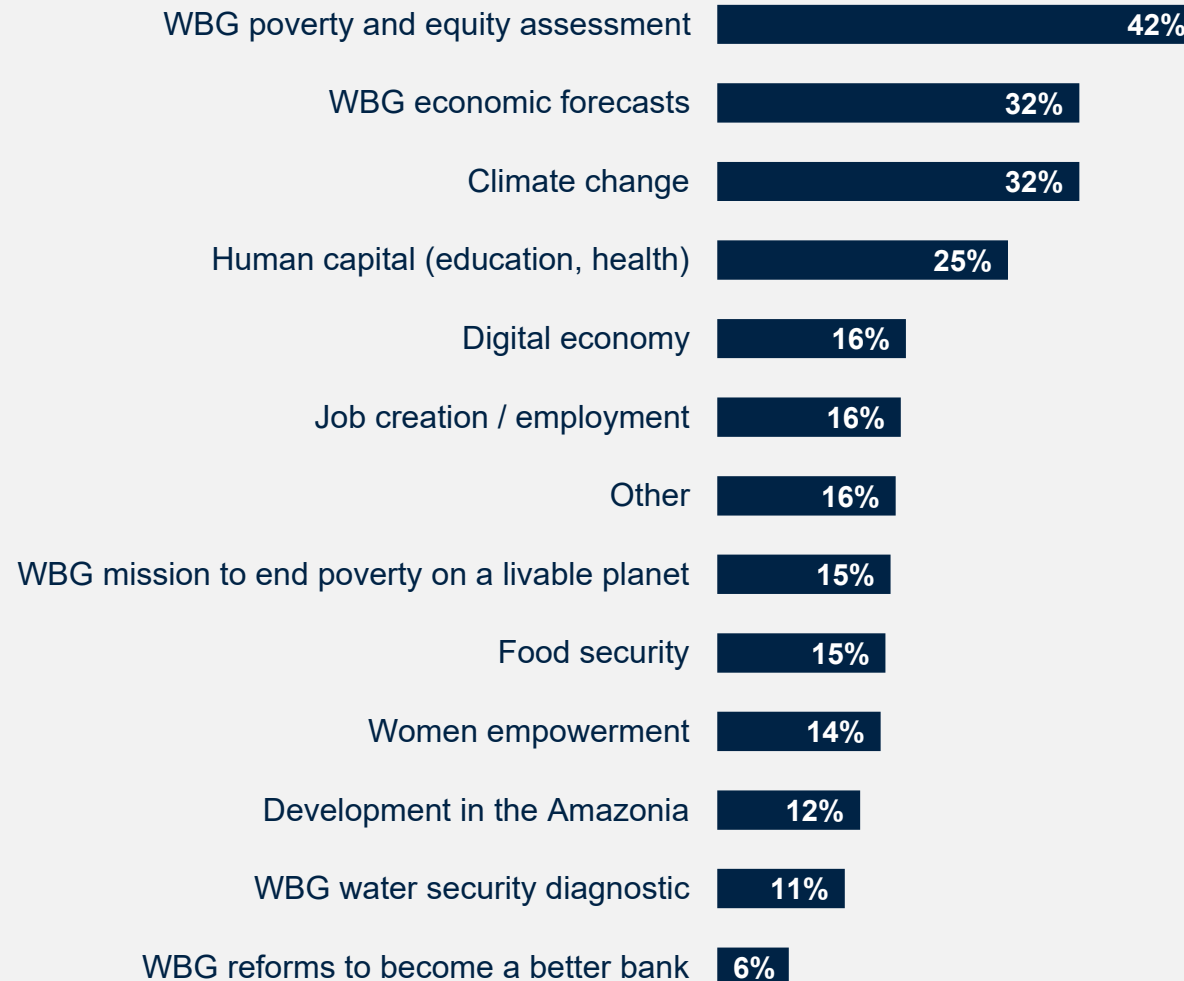
62% of Respondents Recalled Seeing or Hearing About the WBG Recently; Most Often through Events/Conferences/Workshops

Events/ conferences/ workshops emerged as the most popular source for WBG information recall. This aligns with the finding that 55% of stakeholders prefer events as a channel of communication with the WBG.

Notably, while 64% of respondents reported newsletters as their preferred method of obtaining information from the WBG, only 20% recalled receiving any information through this source recently. This gap suggests a potential opportunity to strengthen outreach through newsletters.



WBG Poverty and Equality Assessment, Economic Forecasts, and Climate Change-Related Work Were the Most Frequently Recalled Topics



To Better Understand the WBG's Role in Peru, Stakeholders Preferred Impact Assessments and Evaluations and Case Studies of the WBG Projects

Top Two Types of Preferred Information About the WBG

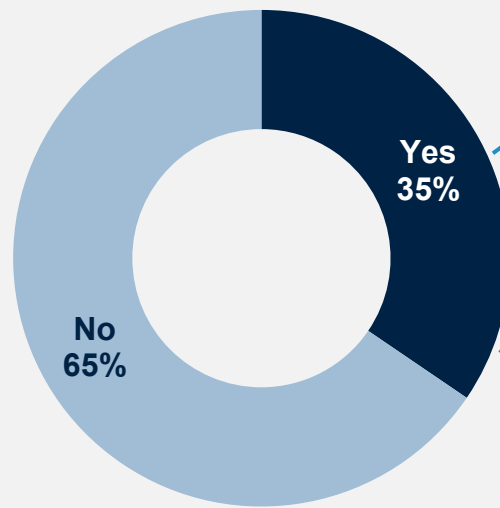
	All Respondents	Government Institutions	Local government	Bilateral /Multilateral Agency	Civil Society	Private Sector	Academia	Media
Impact assessments and evaluations	39%	45%	57%	36%	35%	32%	43%	31%
Case studies of WBG projects*	38%	44%	57%	46%	37%	43%	32%	18%
WBG research and knowledge*	37%	29%	50%	39%	33%	22%	60%	47%
Publications in collaboration with others (Media outlets, think tanks or Universities)*	37%	23%	14%	21%	39%	37%	51%	58%
Sector-specific strategies	34%	30%	36%	43%	43%	41%	32%	20%
Regular social media short videos*	33%	39%	21%	25%	35%	33%	15%	44%
Information on how to work / partner with WBG	21%	24%	21%	18%	24%	21%	13%	24%
Regular updates on WBG activities	21%	22%	14%	18%	27%	19%	19%	22%
Overview of WBG financial products and services	19%	26%	14%	25%	10%	24%	9%	15%

Sample Demographics and Detailed Methodology



Sample Demographics

In the past 3 years, have you worked or collaborated with the WBG in Peru?
(N=426)



Which of the following WBG agencies have you worked or collaborated with in Peru?
(N=147)

World Bank (IBRD)

91%

International Finance Corporation (IFC)

18%

Which best represents your geographic location?
(N=359)

Lima

88%

Other urban areas in regions

10%

Rural areas

2%

What is your gender?
(N=362)

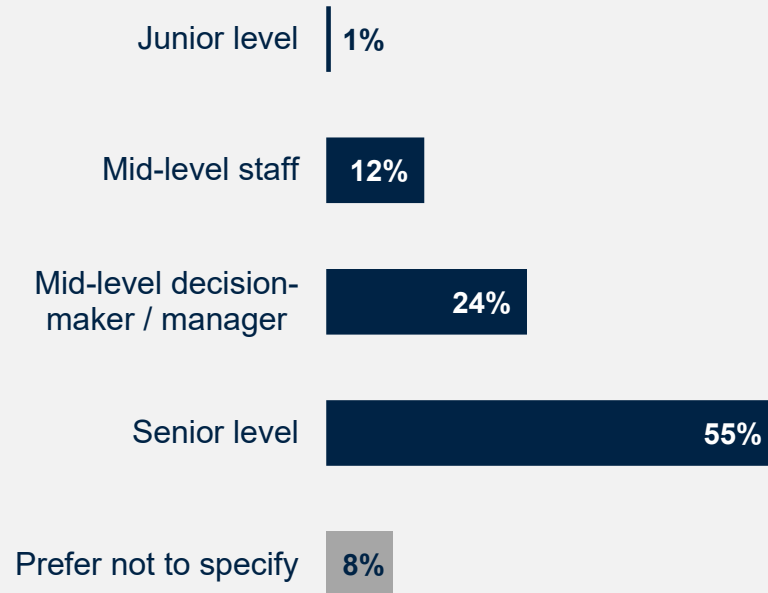
Male
64%

Female
36%

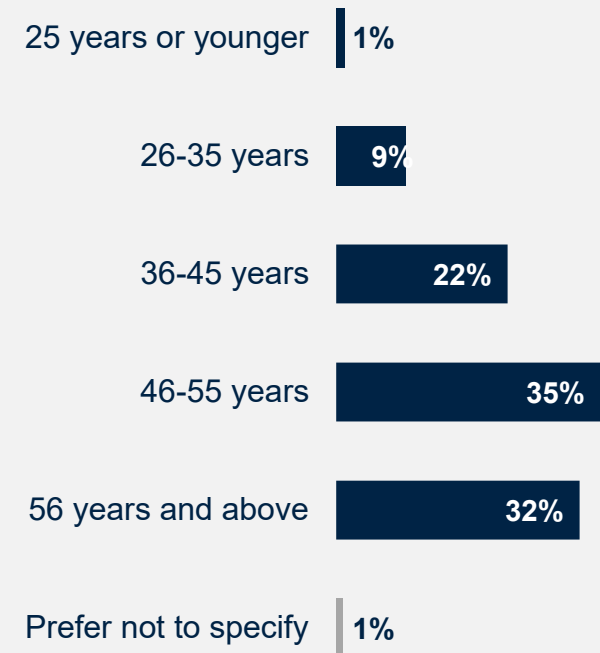


Sample Demographics (continued)

*Within your organization,
would you describe yourself as...*
(N=360)



What's your age?
(N=361)



Detailed Methodology

From **April to June 2025**, a total of 1351 stakeholders in Peru 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 and multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **426 participated in the survey (32% response rate)**. Respondents received the questionnaire via courier and returned it, accordingly, or completed it online, or completed it with a representative of the field agency.

This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 22% (N = 356).

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and 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, Parliamentarian	13%	2%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	16%	26%
Local Government	2%	4%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	8%	7%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	20%	14%
Private Sector: Private Company, Financial Sector Organization, Private Bank	12%	19%
Academia / Research Center	18%	13%
Media	12%	15%
Total Number of Respondents	355	426



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 “Peru 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

