



World Bank Group Country Survey FY16 – Bolivia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bolivia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Bolivia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Bolivia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING BOLIVIA

A1. In general would you say that Bolivia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Bolivia.

Please identify which of the following you consider the most important development priorities in Bolivia? (Choose no more than THREE)

1	Global/regional integration	17	Education
2	Food security	18	Agricultural development
3	Strengthen institutional capacity to improve public resource management	19	Trade and exports
4	Social protection (e.g., pensions, targeted social assistance)	20	Crime and violence
5	Gender equity	21	Anti corruption
6	Private sector development	22	Law and justice (e.g., judicial system)
7	Foreign direct investment	23	Regulatory framework
8	Urban development	24	Communicable/non-communicable diseases
9	Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	25	Economic growth, fiscal sustainability and resilience to economic shocks
10	Rural development	26	Disaster management
11	Financial markets	27	Information and communications technology
12	Equality of opportunity (i.e., equity)	28	Economic diversification (beyond commodities)
13	Health	29	Hydroelectric energy
14	Environmental sustainability and resilience to climate change	30	Productive complexes
15	Poverty reduction	31	Access to basic services (e.g., water and sanitation, electricity, others)
16	Reduce transport costs and increase connectivity of isolated communities to the national road network	32	Natural resource management (e.g., oil, gas, mining)

SECTION A: GENERAL ISSUES

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than THREE)

1	Access to basic services (e.g., water and sanitation, electricity, others)	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Education
3	Rural development	19	Foreign direct investment
4	Environmental sustainability and resilience to climate change	20	Hydroelectric energy
5	Global/regional integration	21	Strengthen institutional capacity to improve public resource management
6	Gender equity	22	Private sector development
7	Economic growth, fiscal sustainability and resilience to economic shocks	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Health
9	Regulatory framework	25	Agricultural development
10	Social protection (e.g., pensions, targeted social assistance)	26	Disaster management
11	Law and justice (e.g., judicial system)	27	Job creation/employment (opportunities for income generation, market access, and sustainable intensification)
12	Reduce transport costs and increase connectivity of isolated communities to the national road network	28	Financial markets
13	Crime and violence	29	Trade and exports
14	Communicable/non-communicable diseases	30	Food security
15	Information and communications technology	31	Productive complexes
16	Economic diversification (beyond commodities)		

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Bolivia?

(Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services (e.g., water and sanitation, and electricity)
15	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Bolivia? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How familiar are you with the work of these organizations in Bolivia?											
		Not familiar at all						Extremely familiar			
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Development Bank of Latin America (CAF)	1	2	3	4	5	6	7	8	9	10
B4	Economic Commission for Latin America and the Caribbean (CEPAL)	1	2	3	4	5	6	7	8	9	10
B5	United Nations Development Program (PNUD)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Bolivia.												
		Not effective at all						Extremely effective				Don't know
B6	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Development Bank of Latin America (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B9	Economic Commission for Latin America and the Caribbean (CEPAL)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	United Nations Development Program (PNUD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B11. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bolivia solve its most complicated development challenges?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all						To a very significant degree				Don't know	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. When thinking about how the World Bank Group can have the most impact on development results in Bolivia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bolivia? (Choose no more than THREE)

1	Health	17	Economic growth, fiscal sustainability and resilience to economic shocks
2	Crime and violence	18	Private sector development
3	Reduce transport costs and increase connectivity of isolated communities to the national road network	19	Access to basic services (e.g., water and sanitation, electricity, others)
4	Agricultural development	20	Food security
5	Global/regional integration	21	Environmental sustainability and resilience to climate change
6	Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	22	Information and communications technology
7	Strengthen institutional capacity to improve public resource management	23	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	24	Equality of opportunity (i.e., equity)
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Education	27	Communicable/non-communicable diseases
12	Hydroelectric energy	28	Natural resource management (e.g., oil, gas, mining)
13	Gender equity	29	Poverty reduction
14	Financial markets	30	Anti corruption
15	Urban development	31	Disaster management
16	Productive complexes	32	Economic diversification (beyond commodities)

B13. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bolivia?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B14. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than TWO)

1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Too aligned with country priorities, even if resources are inadequate
17	Not adequately sensitive to political/social realities in Bolivia
18	Other (please specify): _____
19	Don't know

B15. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B16. To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?												
		Strongly disagree									Strongly agree	Don't know
B17	Overall the World Bank Group currently plays a relevant role in development in Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?												
		To no degree at all									To a very significant degree	Don't know
B19	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B31	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B32	Treating clients and stakeholders in Bolivia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B34. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	The World Bank Group's procurement requirements are too rigid
6	There is not an adequate level of citizen/civil society participation
7	The World Bank Group works too slowly
8	The World Bank Group does not do adequate follow through/follow-up
9	Political pressures and obstacles
10	Reforms are not well thought out in light of country challenges
11	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Reduce transport costs and increase connectivity of isolated communities to the national road network	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Economic diversification (beyond commodities)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Productive complexes	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth, fiscal sustainability and resilience to economic shocks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Strengthen institutional capacity to improve public resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Hydroelectric energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Environmental sustainability and resilience to climate change	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Access to basic services (e.g., water and sanitation, electricity, others)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in Bolivia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Bolivia?													
		Strongly disagree										Strongly agree	Don't know
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C5. To what extent do you believe that Bolivia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are adaptable to Bolivia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Bolivia											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Bolivia's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bolivia?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree	Don't know		

E11. Which of the following best describes the World Bank Group's support in Bolivia? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bolivia
2	The World Bank Group is not sufficiently selective in Bolivia, and it is involved in too many areas of development.
3	Don't know

SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOLIVIA

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

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Bolivia's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Bolivia's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Bolivia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Bolivia? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services (e.g., facilitates/leads discussions/dialogues/events)
4	The combination is appropriate for Bolivia
5	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G9	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia? (Select only ONE response)

- | | |
|---|-----------------------------------------------------|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view of how the two institutions work together in Bolivia?
(Select only ONE response)**

- | | |
|---|--------------------------------------------------------------|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in Bolivia?
(Choose no more than TWO)**

- | | |
|---|---------------------------------------------------------------------------|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|------------------------------|
| 1 | La Paz-El Alto |
| 2 | Santa Cruz |
| 3 | Cochabamba |
| 4 | Other city in the urban area |

Thank you for completing the survey!