

FY 2016 Bolivia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2016



Acknowledgements

The Bolivia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, Jing Guo, and Calita Woods. Isabel Tepedino, Dania Mendoza, and Noreen Wambui provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Bolivia country team and the fielding agency PWC. In particular, PORG is grateful for the support from Gabriela Orozco Ruiz (Communications Associate), Veronica Cronembold Orna (Consultant), and Alejandro Castellanos (Communications Assistant), who coordinated the survey related activities from La Paz, Bolivia.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Bolivia.....	9
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Importance and Effectiveness.....	22
VII. How the World Bank Group Operates	26
VIII. World Bank Group’s Knowledge and Instruments	32
IX. The Future Role of the World Bank Group in Bolivia	36
X. Communication and Outreach	39
XI. Appendices.....	42





I. Objectives

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

- *General Issues Facing Bolivia*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Bolivia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

In April-May 2016, 600 stakeholders of the WBG in Bolivia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 230 stakeholders participated in the survey (38% response rate).

Some respondents received and returned the questionnaires via courier; other respondents completed the questionnaires online. Respondents were asked about: general issues facing Bolivia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Bolivia; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

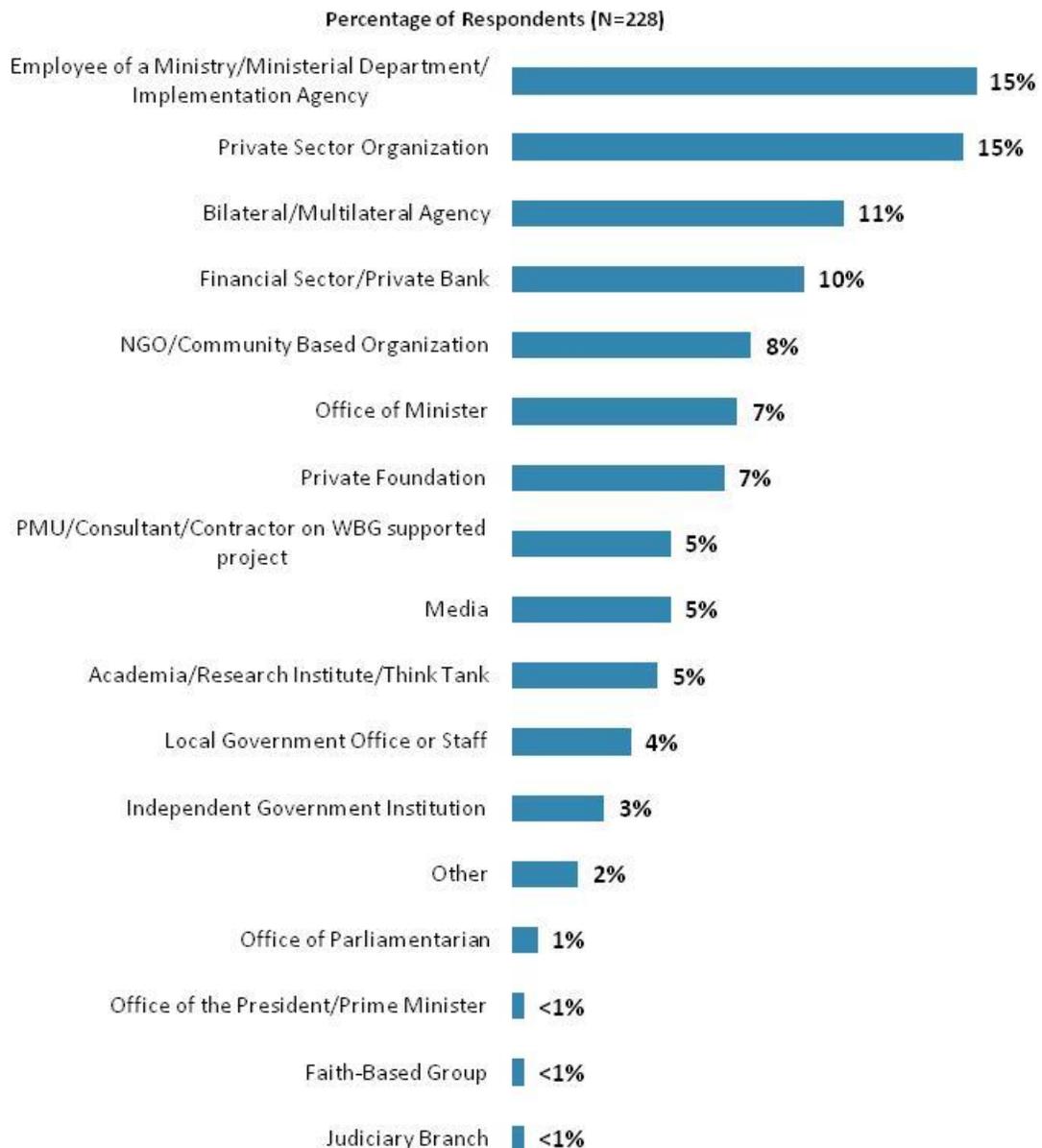
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate is 48%, N=210). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 89).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; and respondents from NGOs/community based organizations, private foundations, and faith-based groups were combined in the “CSO” category. Few respondents from the office of a parliamentarian, local governments, independent government institutions, and the judiciary branch were included in the “Other” category. Note that there were no respondents from trade unions and youth groups.

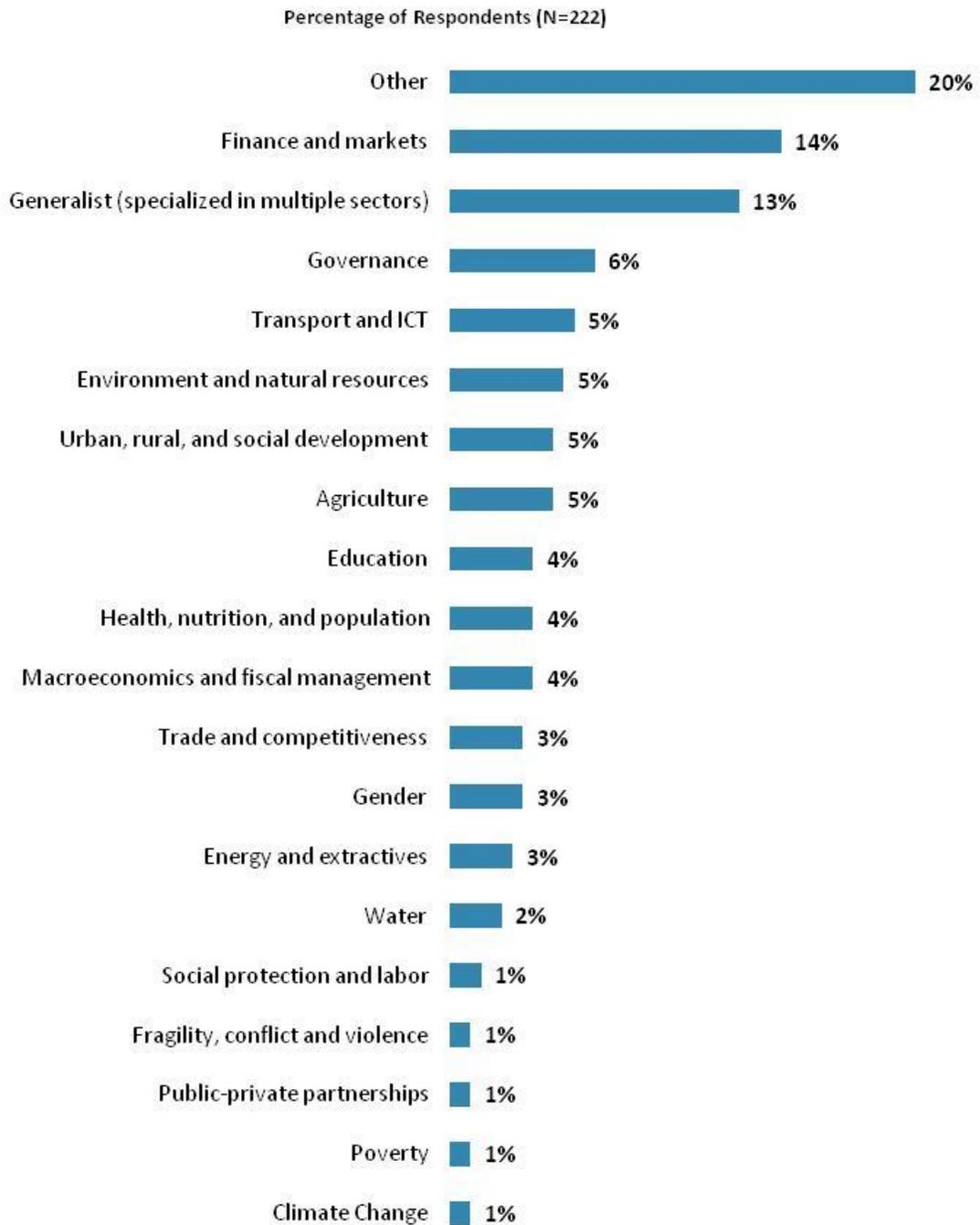


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



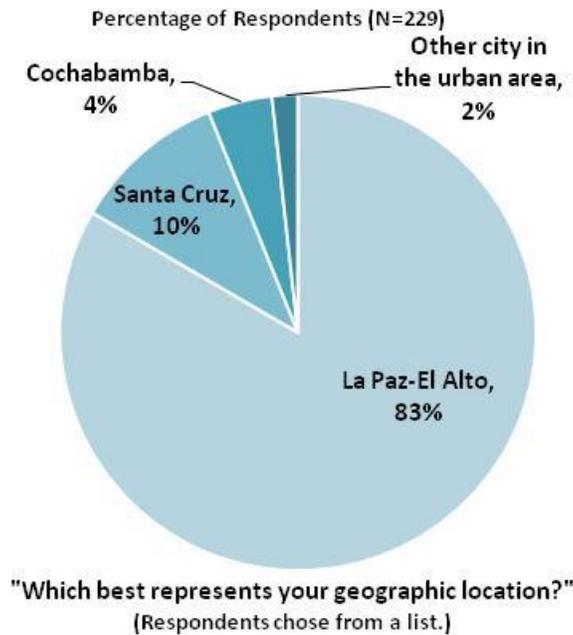
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



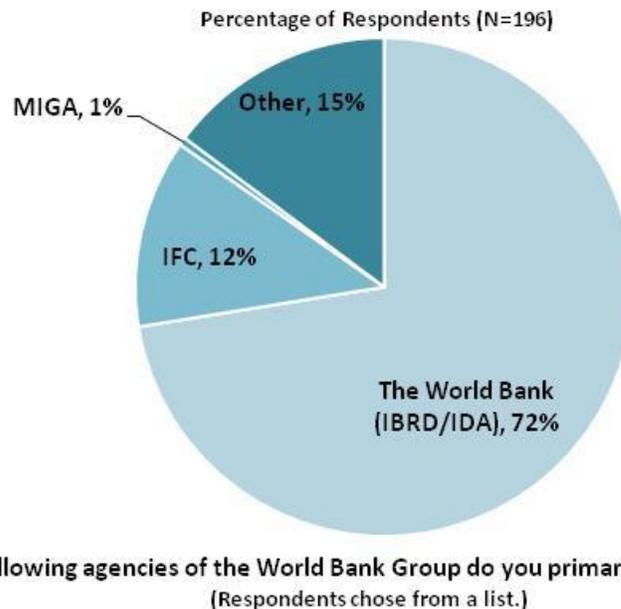
III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from Santa Cruz, Cochabamba, and other cities in the urban areas were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 81).



Exposure to Agencies within the World Bank Group

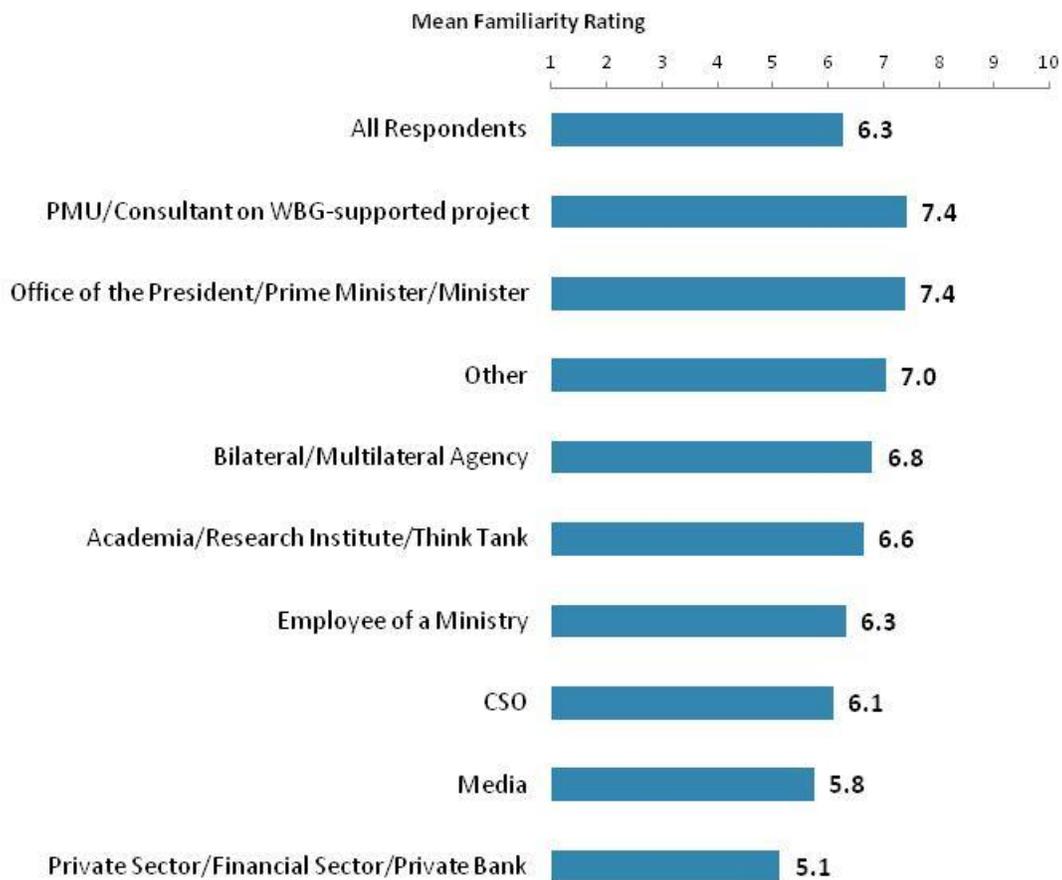




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 6.4; weighted mean in FY'14 = 6.8)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Bolivia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Bolivia, and the extent to which the WBG contributes to the country's development results.



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

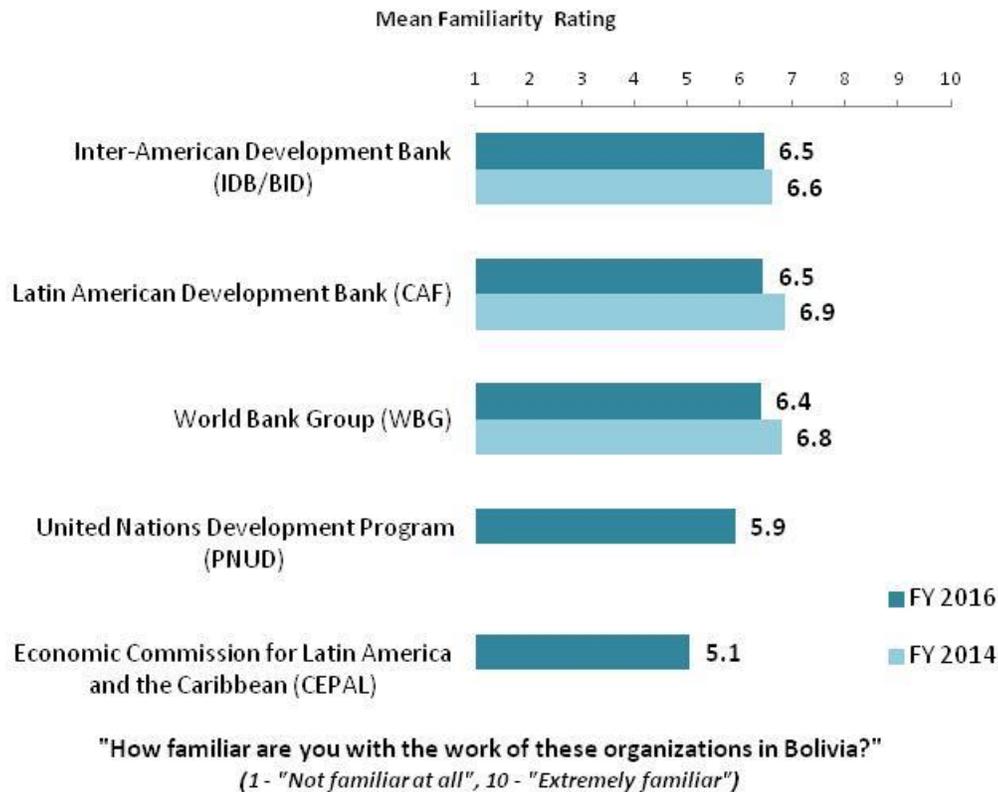
¹ Please refer to Appendix E (page 89) for more details on weighting. Means in the chart were calculated based on un-weighted data.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Development Banks

- **Year comparison:** Respondents in this year’s Country Survey indicated statistically similar levels of familiarity with the IDB, the CAF, and the WBG compared to respondents in the FY’14 Country Survey.²
- In this year’s Country Survey, stakeholders in Bolivia were significantly more familiar with the WBG than with the CEPAL.



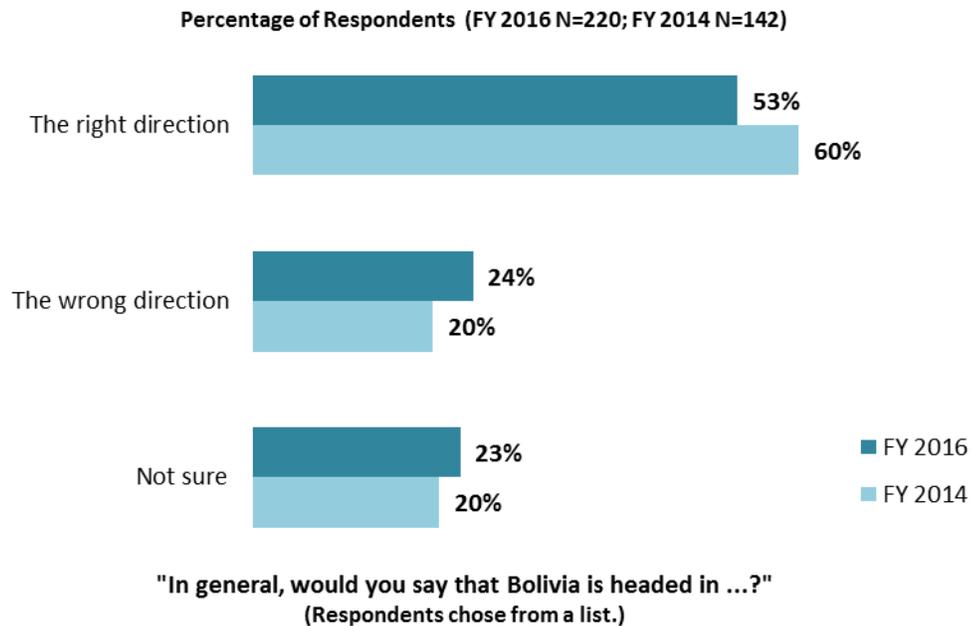
² Please refer to Appendix E (page 89) for more details on weighting. Means in the chart were calculated based on weighted data.



IV. General Issues Facing Bolivia

Headed in the Right Direction³

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and employees of ministries were significantly more likely to indicate that Bolivia is headed in the right direction, while respondents from academia/research institutes/think tanks were significantly less positive about the prospect of Bolivia.



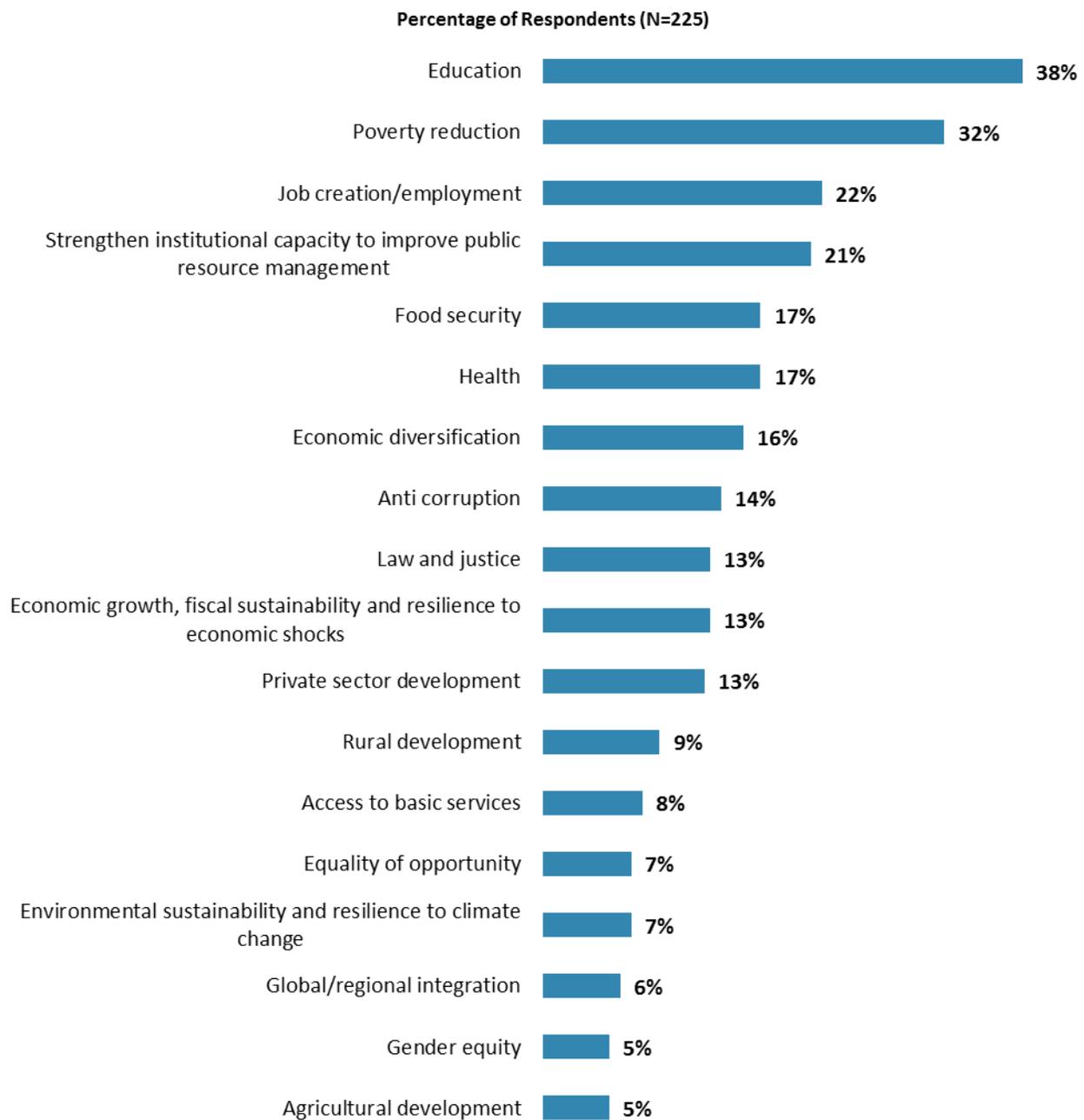
³ Percentages presented in the chart were calculated based on weighted data from the FY 2016 and FY 2014 Country Surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Bolivia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Bolivia were “*poverty reduction and equity*” (42%) and “*education*” (31%).



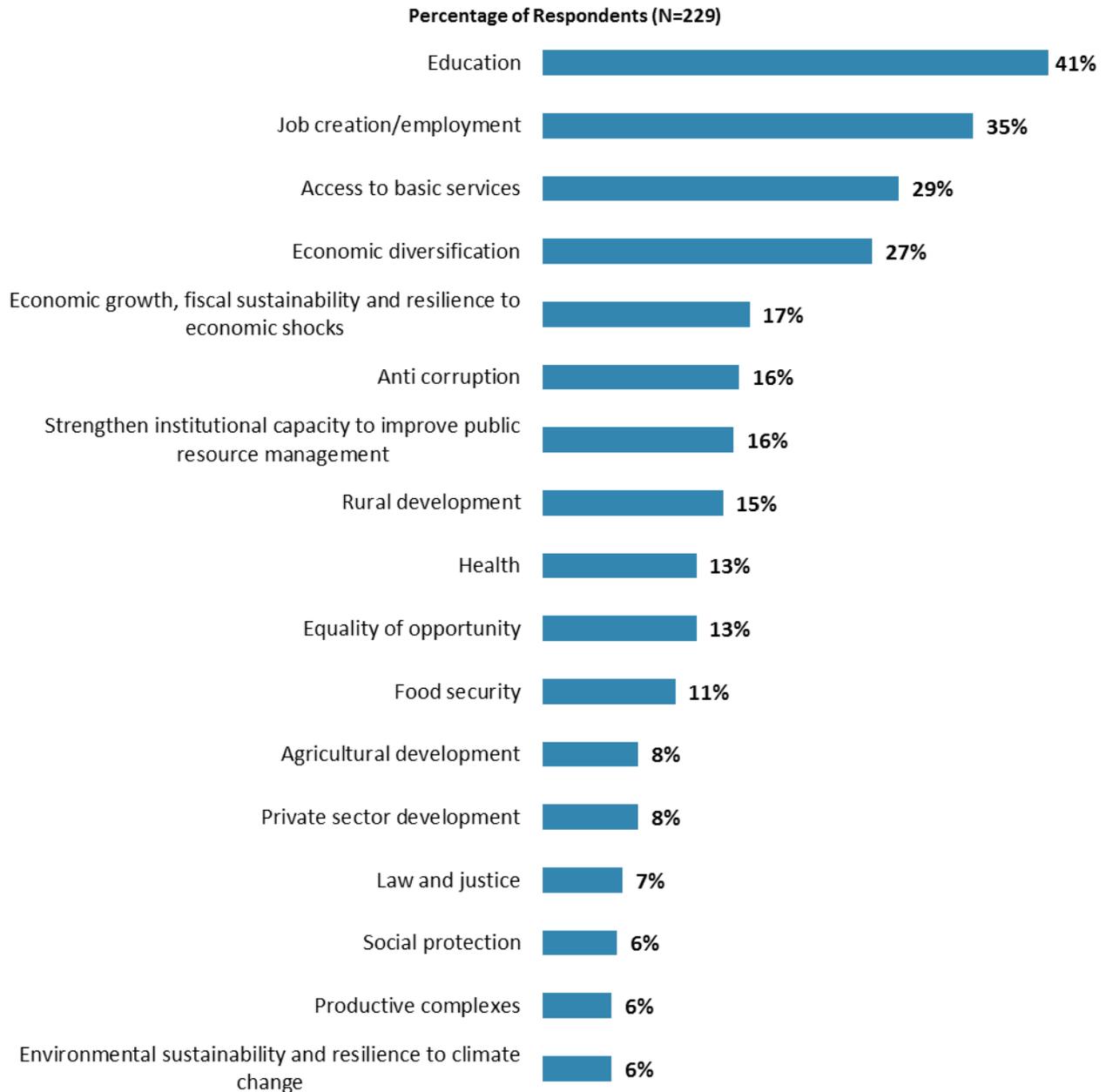
"Listed below are a number of development priorities in Bolivia. Please identify which of the following you consider the most important development priorities in Bolivia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 18 of 32 response options shown.)



IV. General Issues Facing Bolivia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Bolivia were “*education*” (46%) and “*employment and job creation*” (38%).



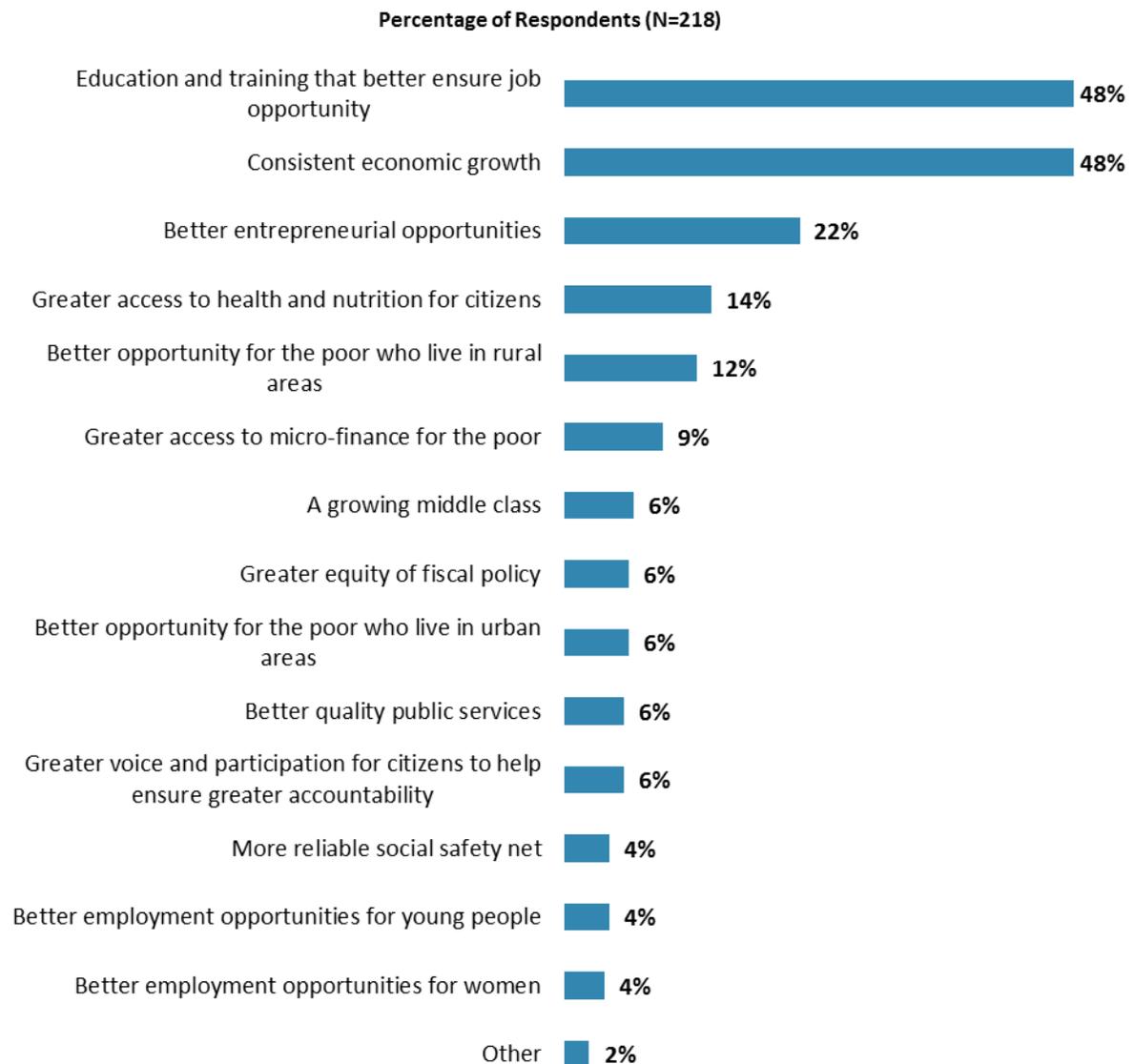
"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 of 31 response options shown.)



IV. General Issues Facing Bolivia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that the greatest contributors to shared prosperity in Bolivia were “*expanded access and quality of social services (education, health and nutrition)*” (50%), “*job creation and quality of employment*” (43%), and “*sustainable economic growth*” (42%).

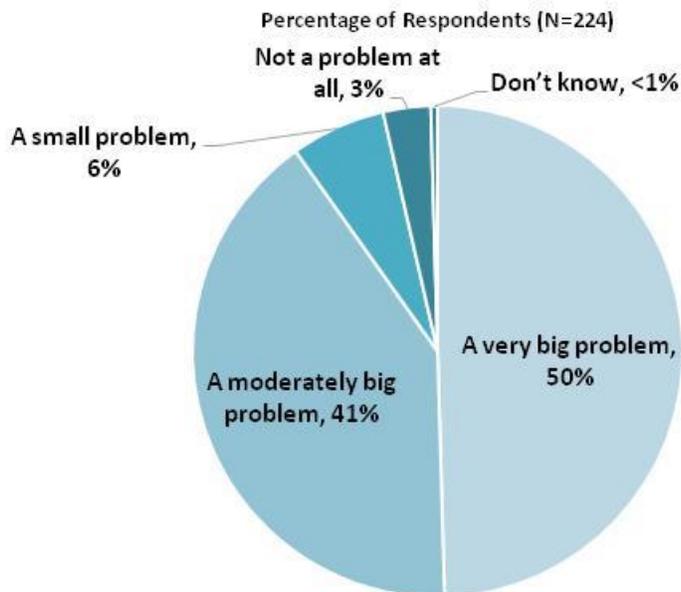


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When 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)"
(Respondents chose from a list. Responses combined.)



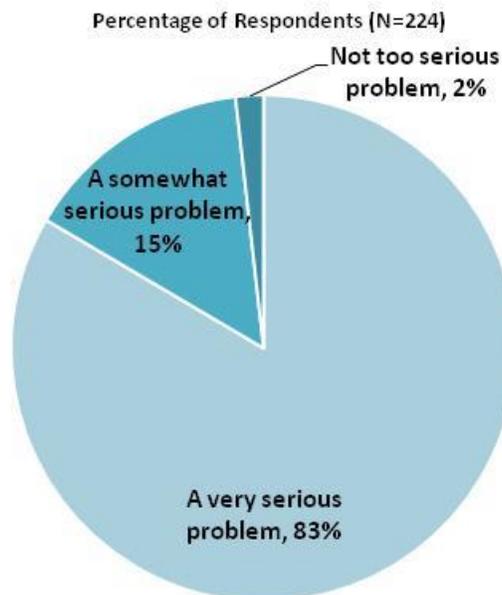
IV. General Issues Facing Bolivia (continued)

Gap between the Rich and the Poor



"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?" (Respondents chose from a list.)

Global Climate Change



"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)

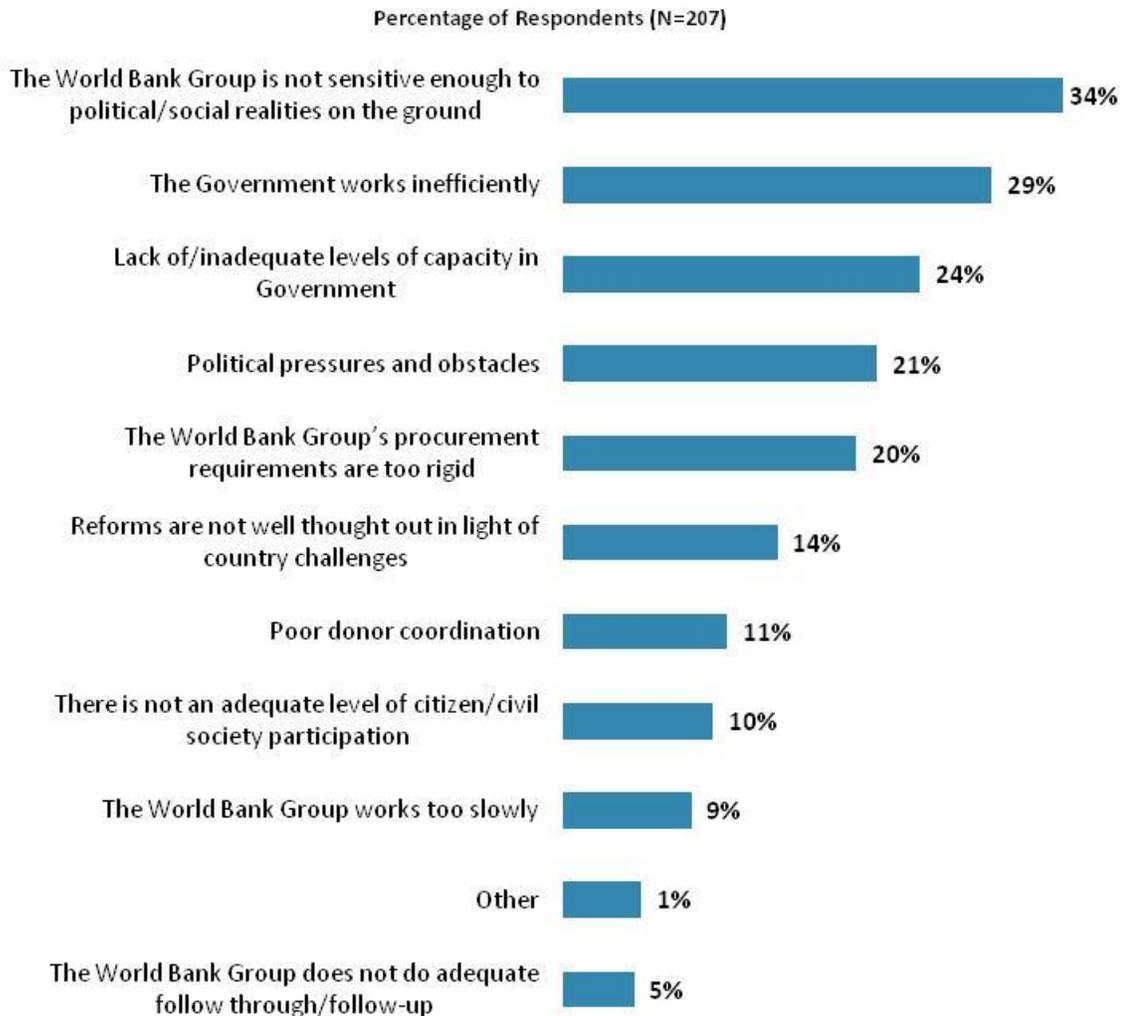
(Note: no respondents chose "not a problem" or "don't know".)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Stakeholder groups:** Respondents from the media were significantly more likely to attribute failed or slow WBG assisted reform efforts to “*the WBG being not sensitive enough to political/social realities on the ground*”, and respondents from the private sector were significantly more likely to indicate that “*the Government works inefficiently*” compared to respondents from other stakeholder groups.



"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)"
(Respondents chose from a list. Responses combined.)



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

As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

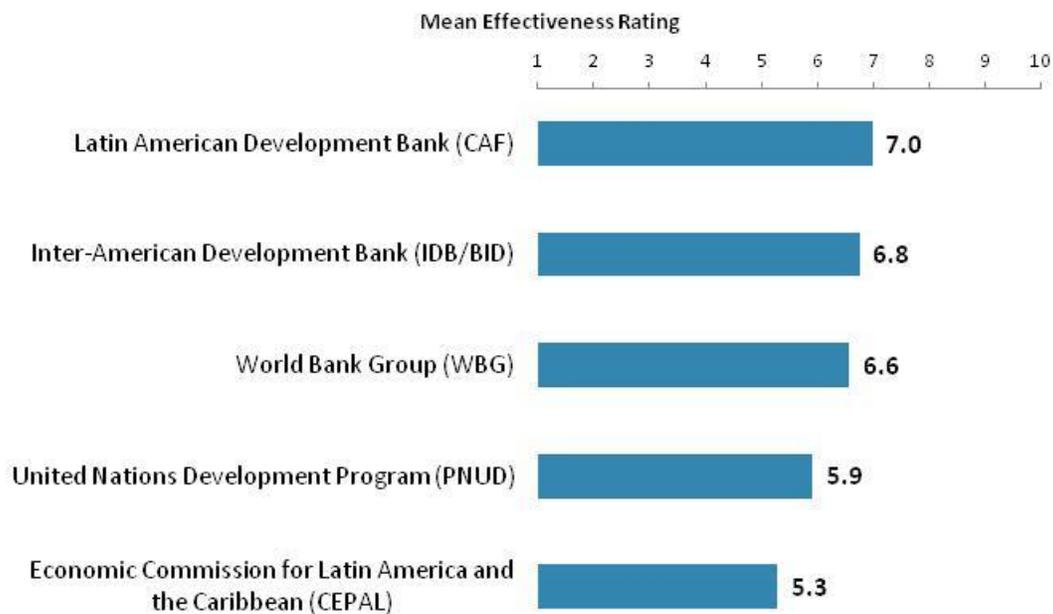
The World Bank Group's Overall Effectiveness⁴ (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in Bolivia."
(1 - "Not effective at all", 10 - "Very effective")

Effectiveness of the World Bank Group and Other Development Banks⁵

- Stakeholders gave significantly higher ratings for the WBG's effectiveness than the effectiveness of the CEPAL.



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

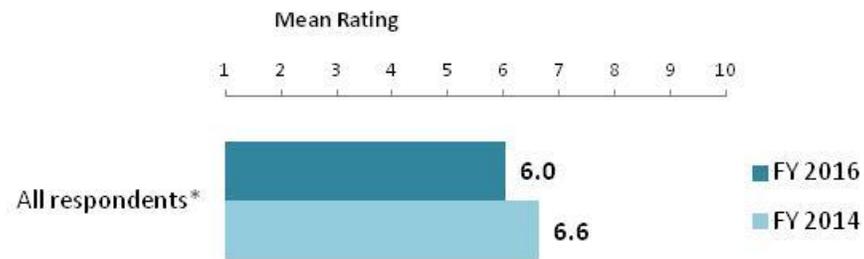
⁴ Means presented in the chart were calculated based on weighted data from FY'16 and FY'14.

⁵ Means in the chart were calculated based on un-weighted data from FY'16.



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

Achieving Development Results⁶ (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Bolivia?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2016 and FY 2014)

WBG Staff Preparedness



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

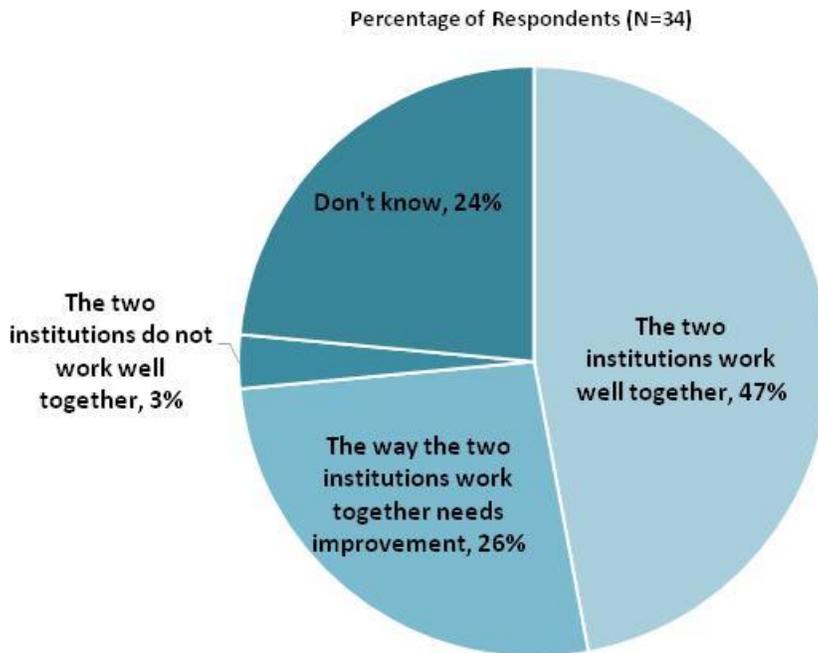
⁶ Means presented in the charts on this page were calculated based on weighted data.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



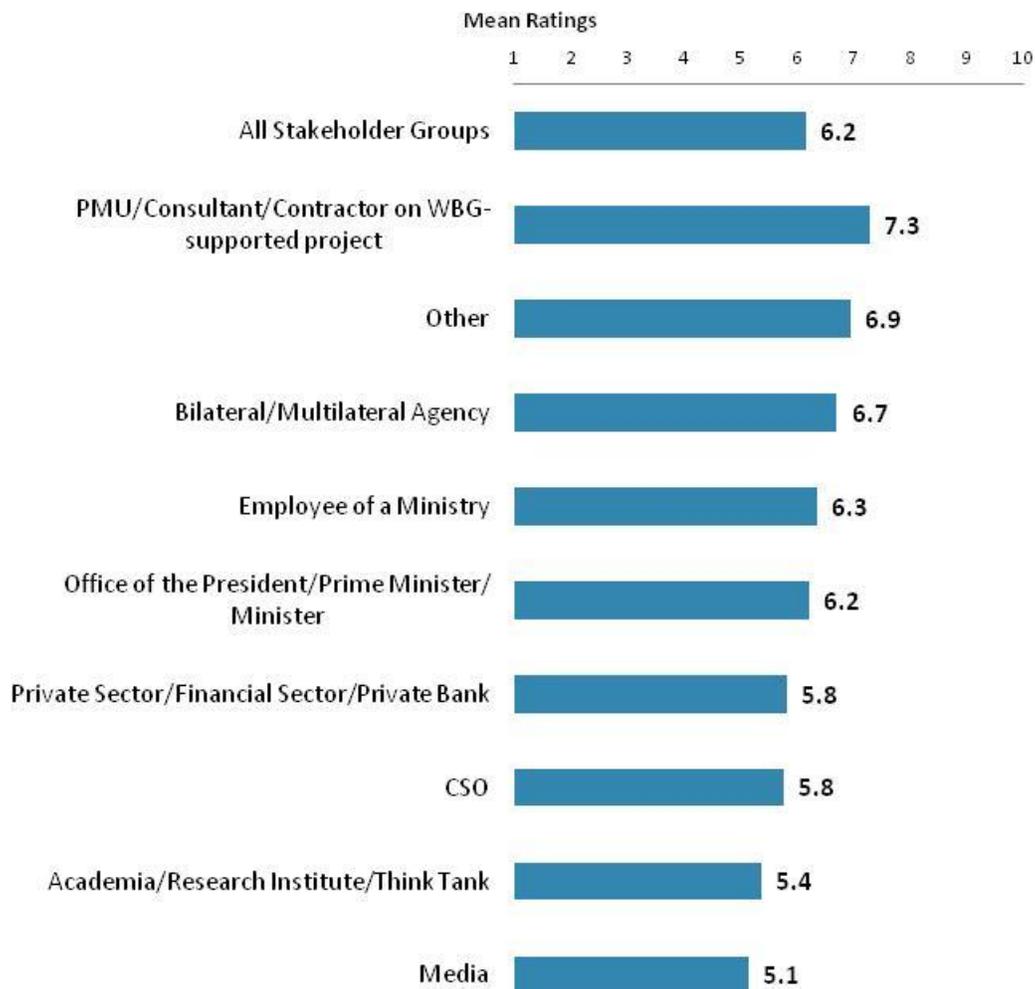
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Bolivia?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 61).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 5.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 94).



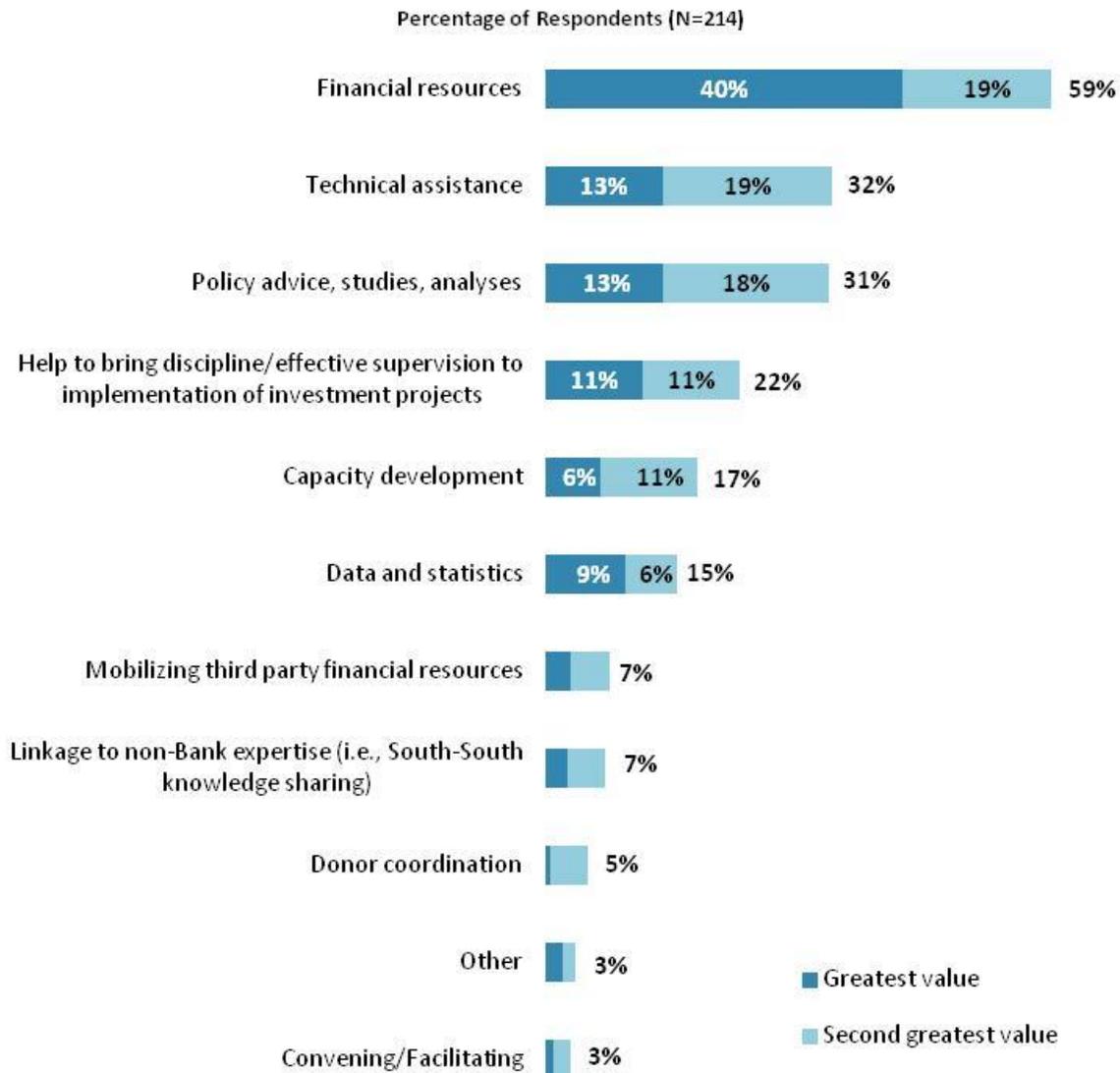
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Values

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Bolivia were "*financing (lending and grants) of investment projects*" (80%) and "*provision of technical assistance*" (52%).



"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?"

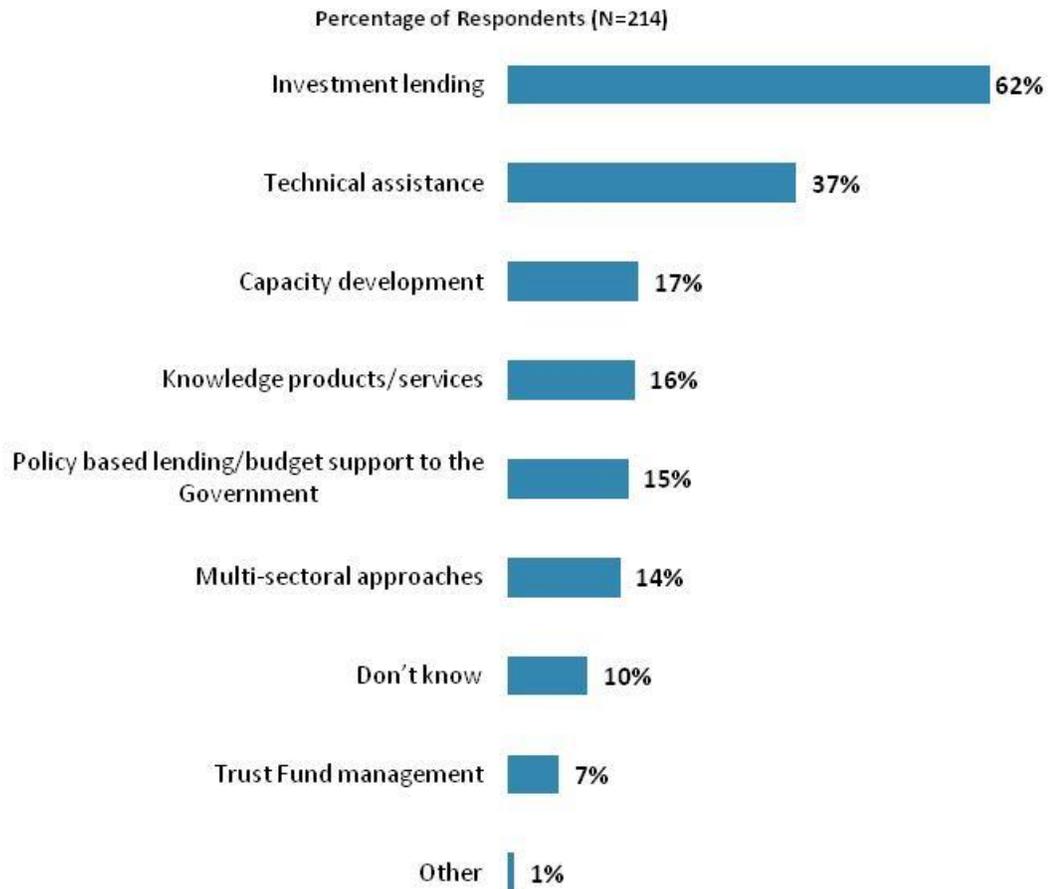
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's most effective instruments in reducing poverty in Bolivia were its “*investment financing*” (70%) and “*technical assistance*” (52%).



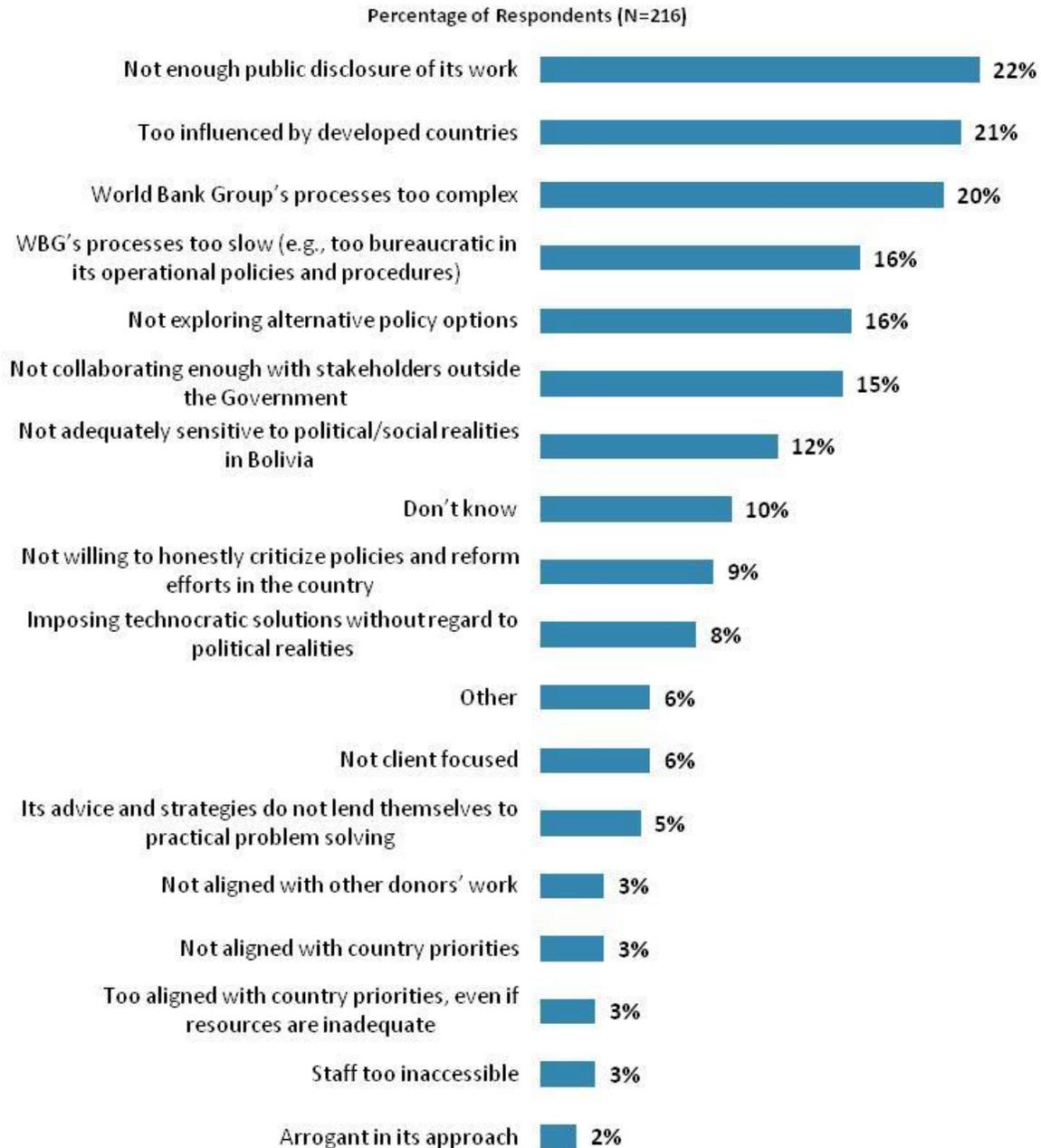
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weaknesses in its work in Bolivia were “*not enough public disclosure of its work*” (24%) and “*too bureaucratic in its operational policies and procedures*” (24%).

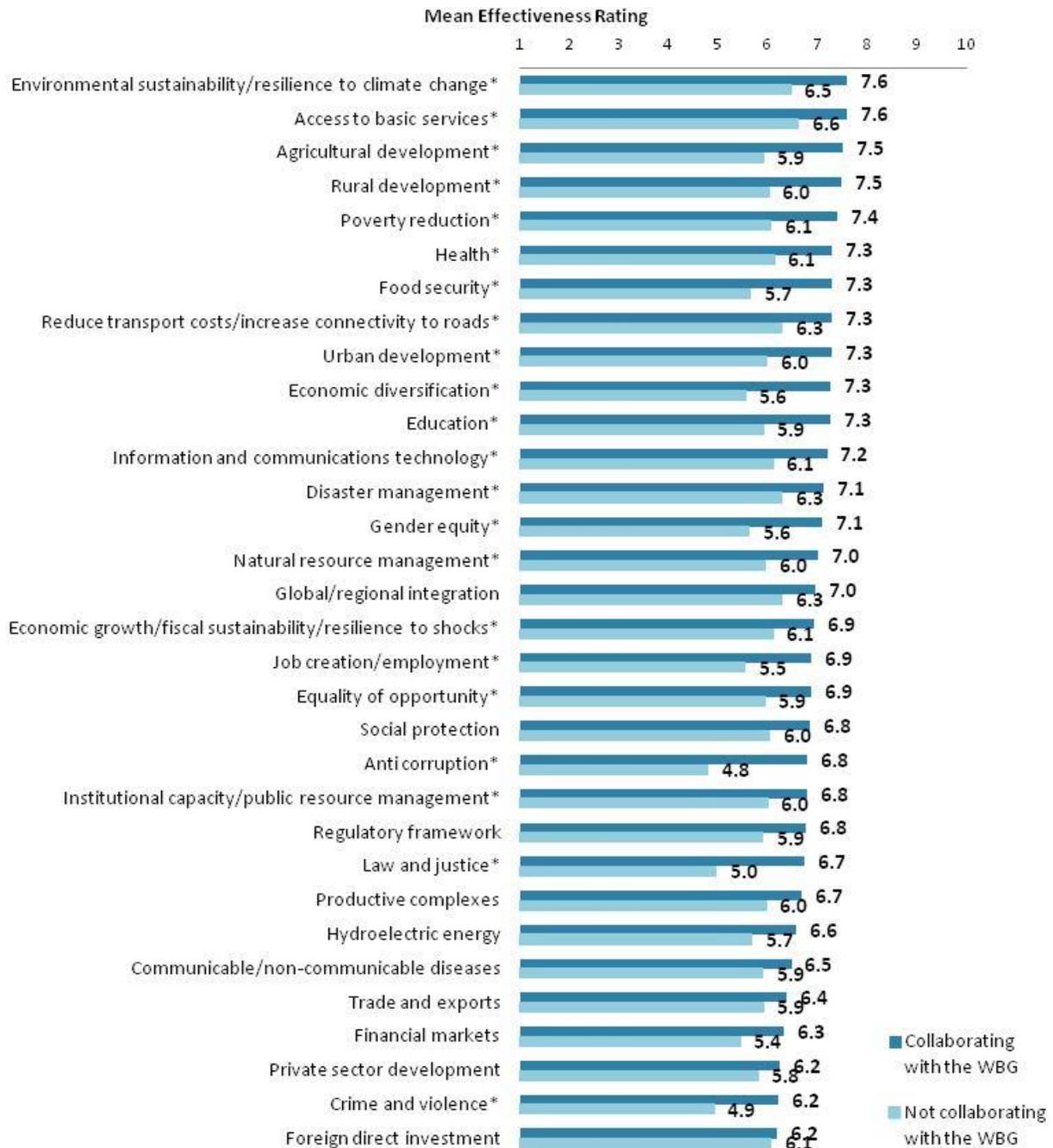


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁷



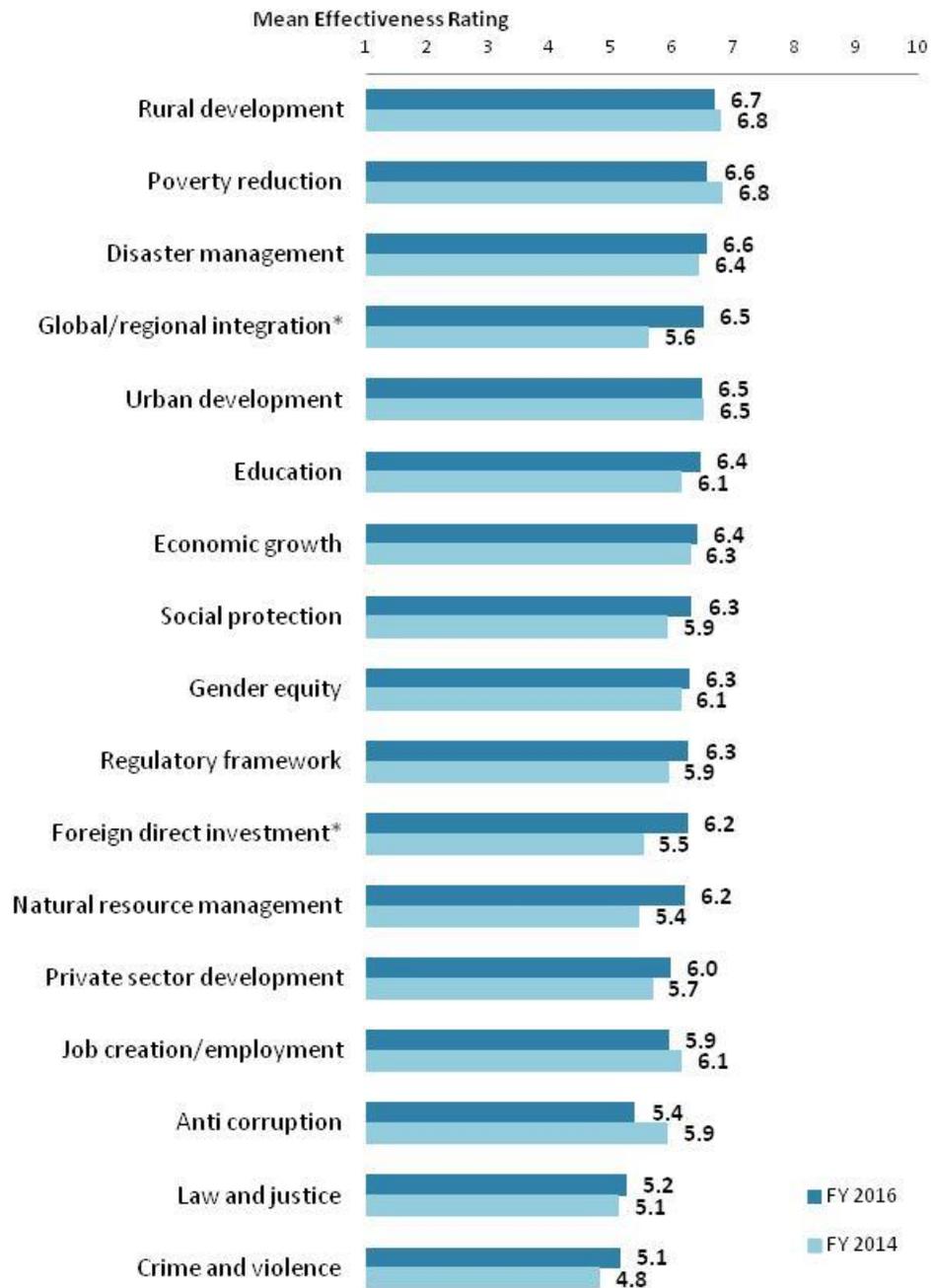
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators with the WBG)

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 54) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁸



"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?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2016 and FY 2014)

⁸ Means presented in this chart were calculated based on weighted data.



VI. Sectoral Effectiveness (continued)

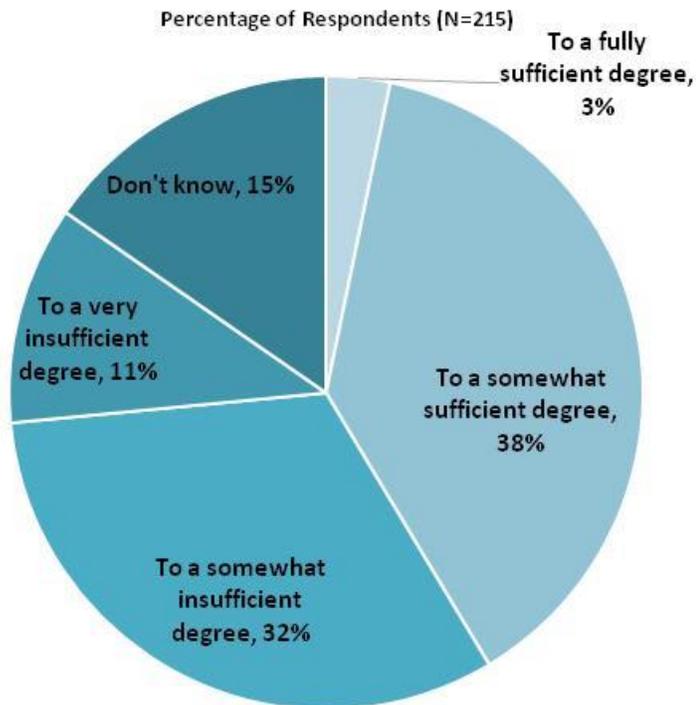
The WBG Promoting Private Public Partnerships



All Respondents  5.8

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

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia?" (Respondents chose from a list.)



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Bolivia, bivariate correlational analyses were conducted using respondents' ratings of the thirty two specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

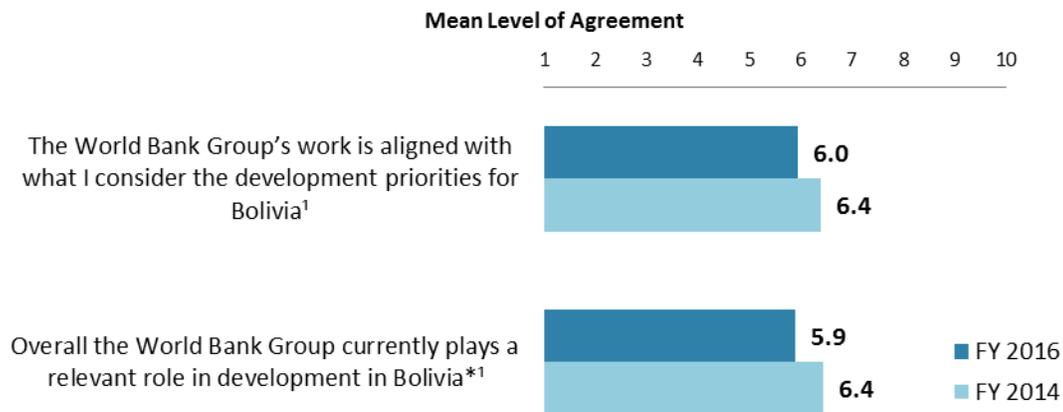
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Bolivia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at gender equity;
 - The WBG's effectiveness at equality of opportunity; and
 - The WBG's effectiveness at poverty reduction.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Bolivia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at environmental sustainability and resilience to climate change; and
 - The WBG's effectiveness at poverty reduction.



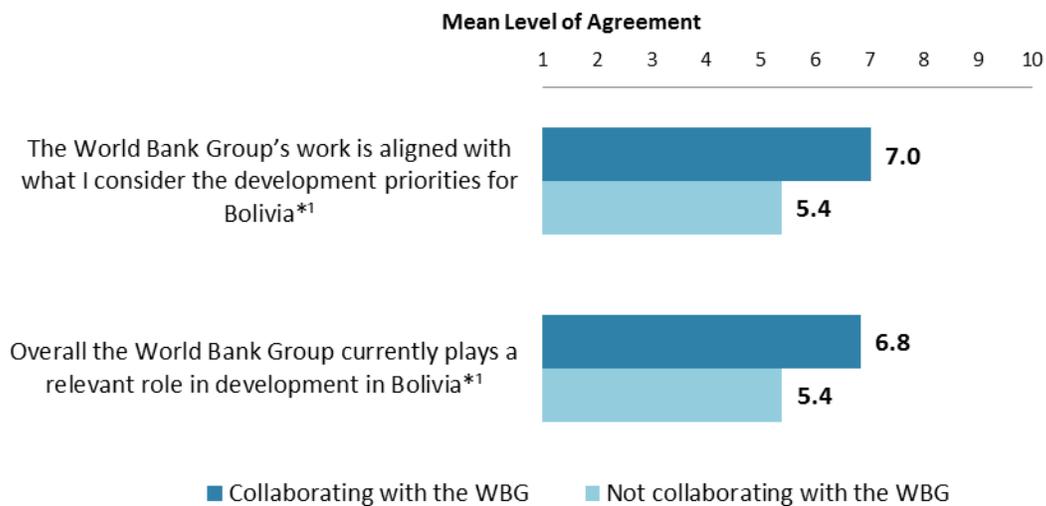
VII. How the World Bank Group Operates

The World Bank Group's Work in Bolivia: Year Comparison⁹



"To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2016 and FY 2014)
¹Indicator Question

The World Bank Group's Work in Bolivia: Collaboration



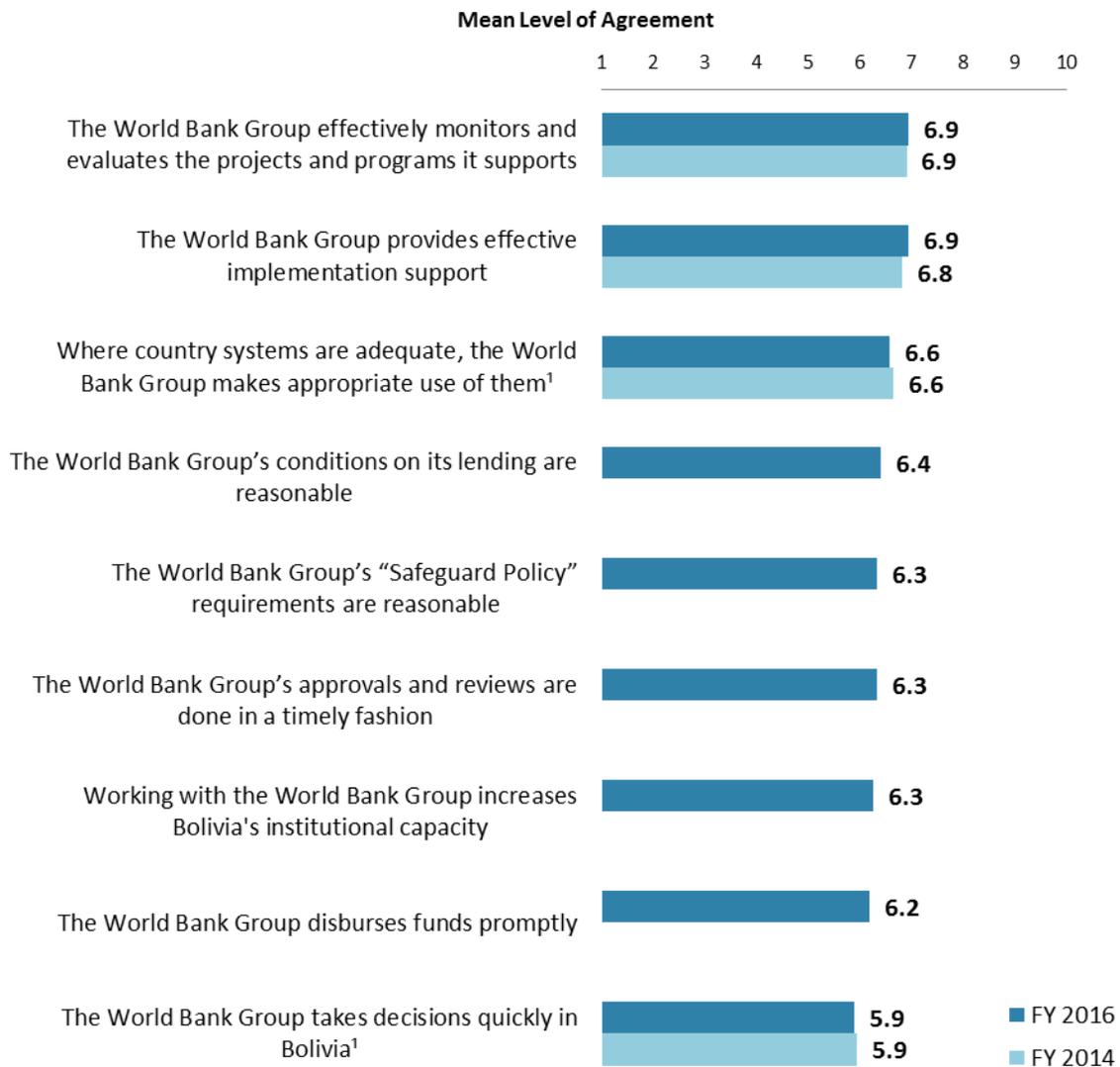
"To what extent do you agree with the following statements about the World Bank Group's work Bolivia?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹⁰



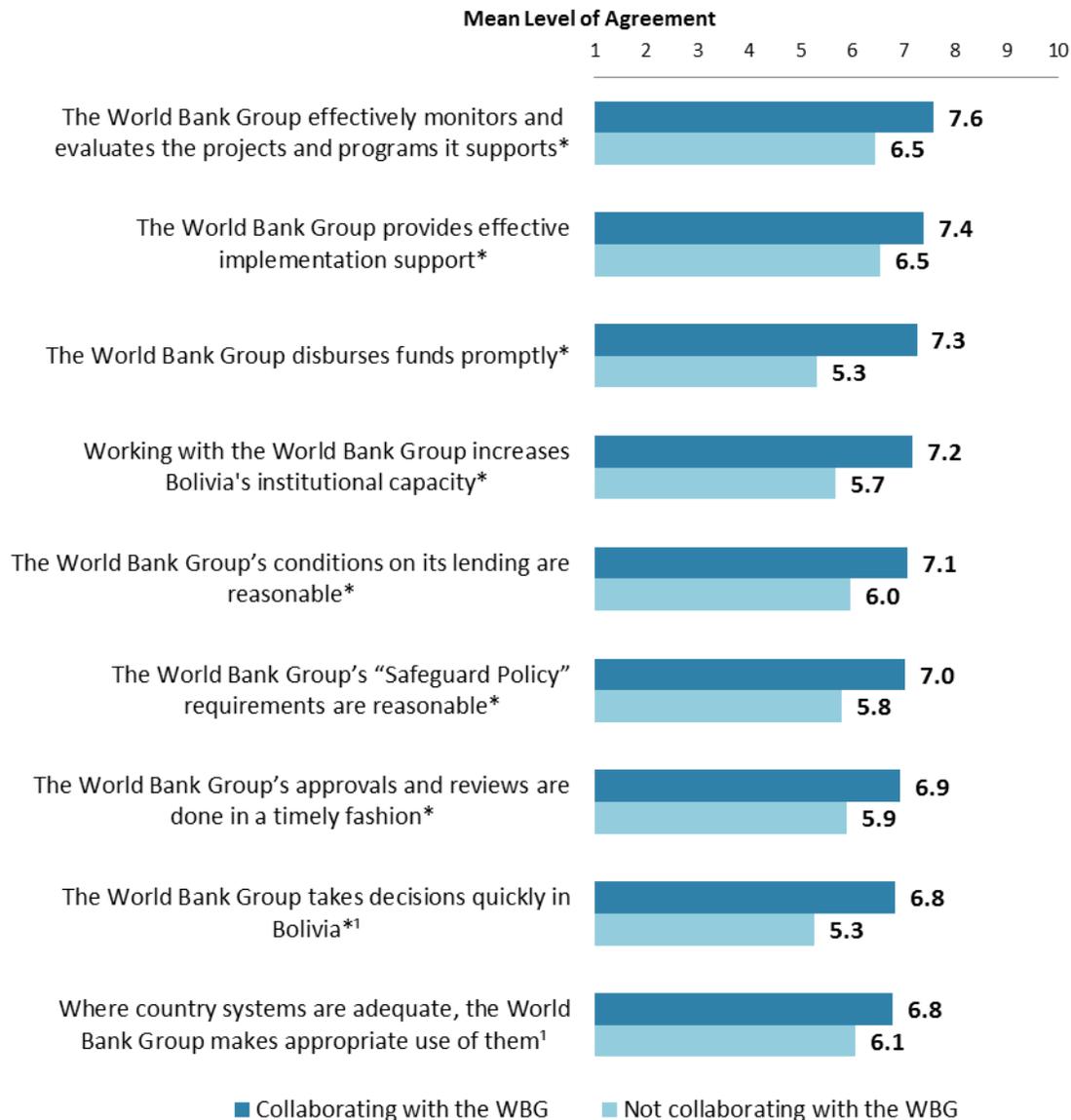
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

¹⁰ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

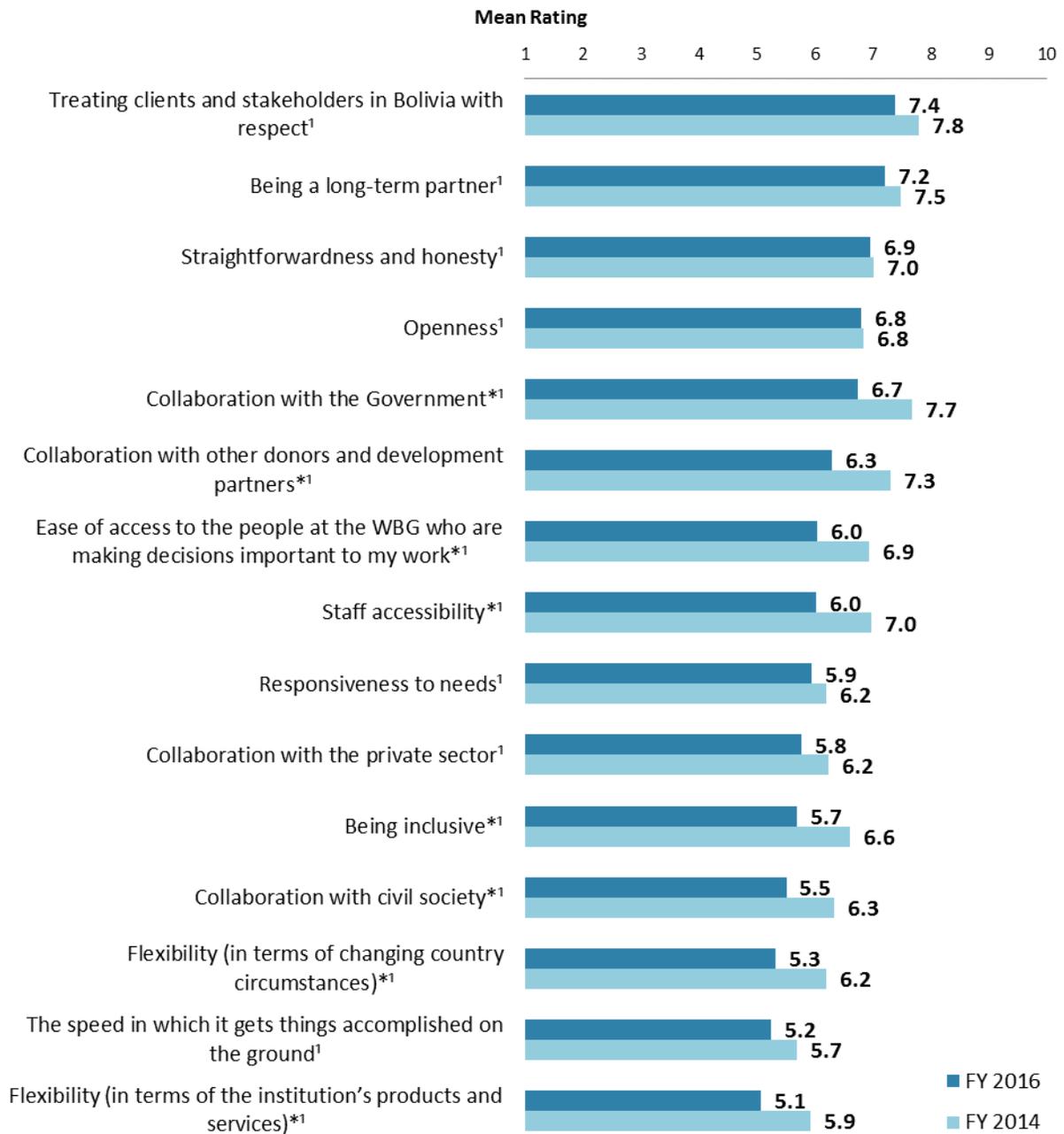


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹



"To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2016 and FY 2014)

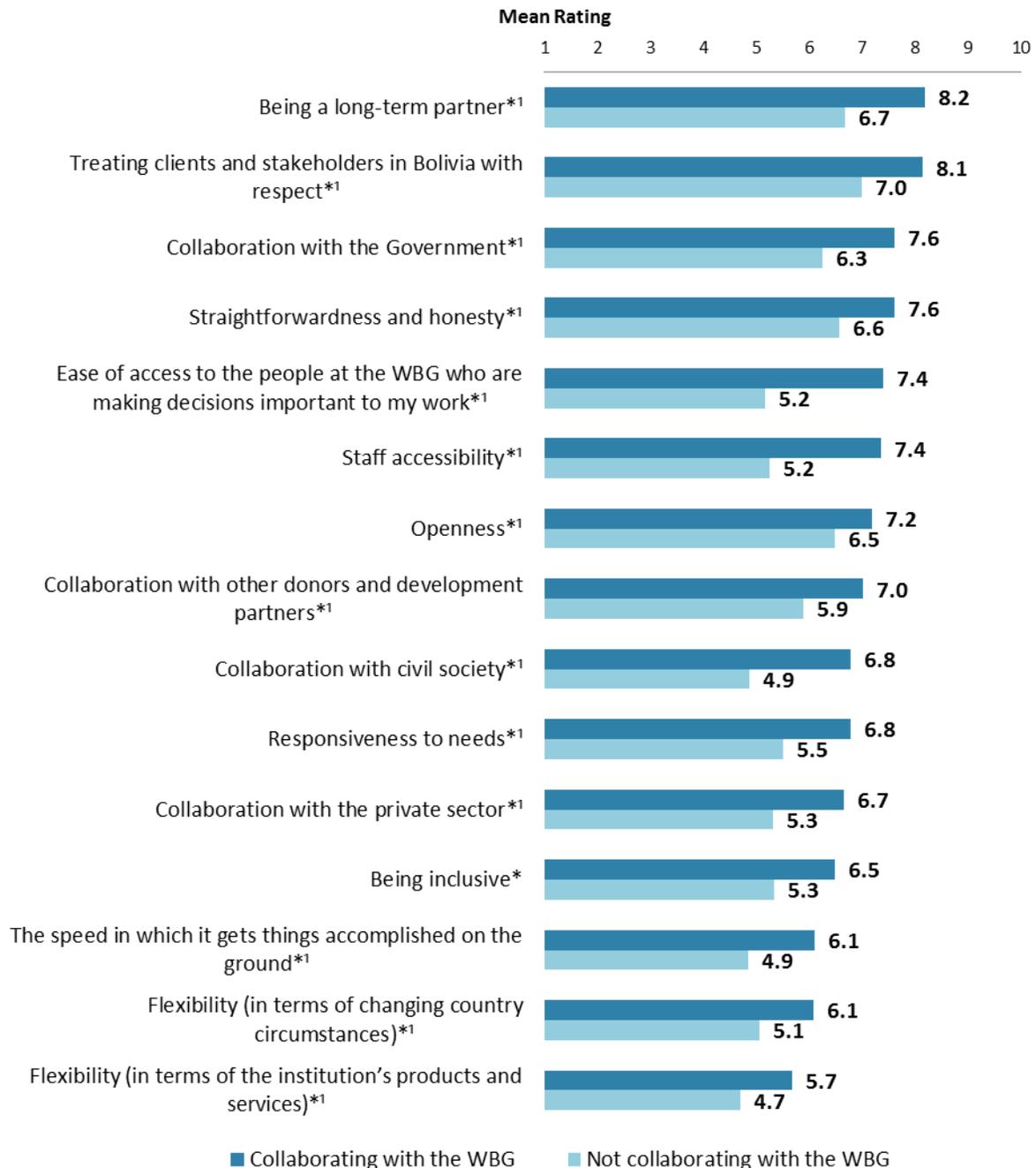
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

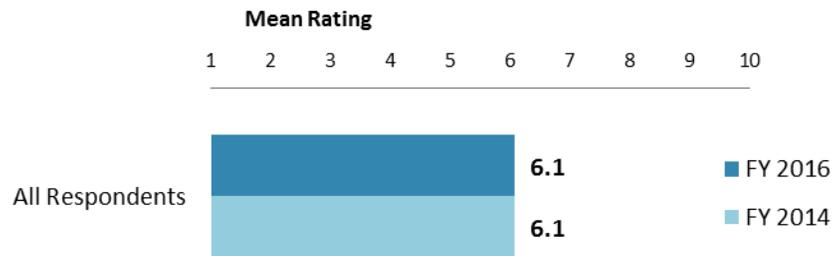
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring¹²



"To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?" (1-"To no degree at all", 10-"To a very significant degree")

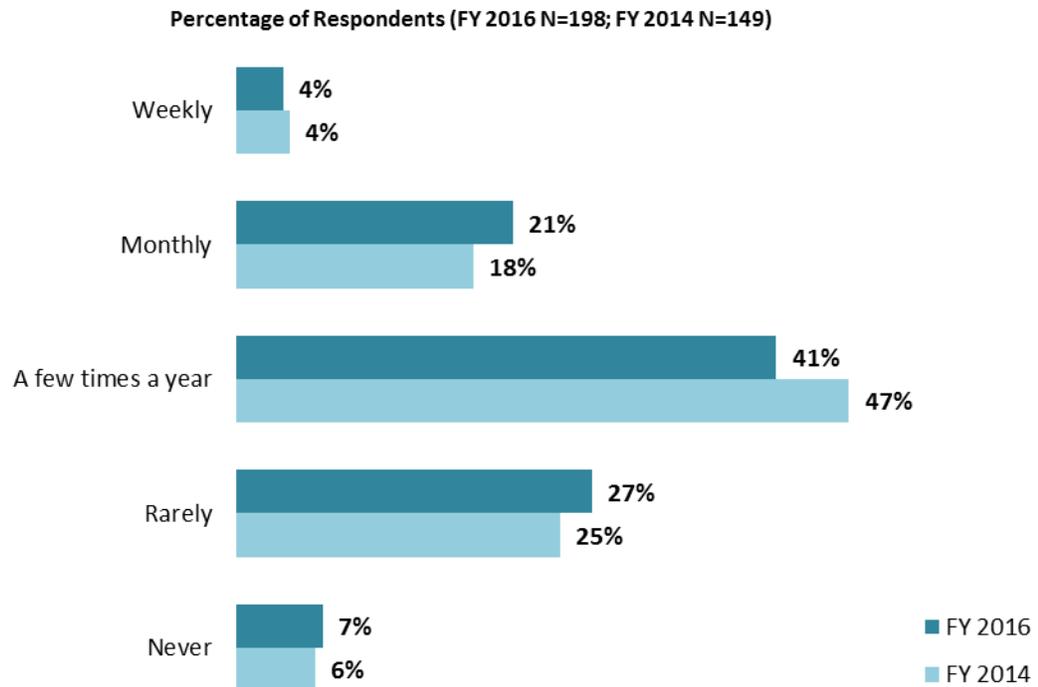
¹² Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹³

- **Stakeholder groups:** In this year's Country Survey, respondents from academia/ research institutes/think tanks and bilateral/multilateral agencies were significantly more likely to use the WBG's knowledge work and activities on a *monthly* basis compared to respondents from other stakeholder groups.



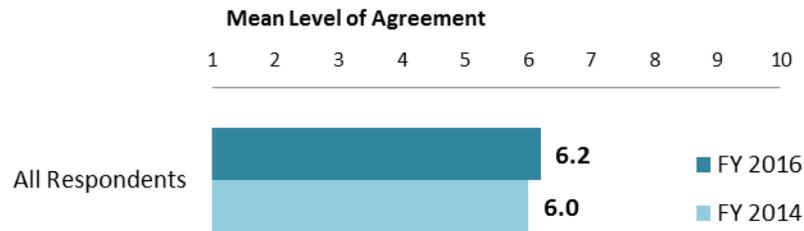
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹³ Percentages in the chart were calculated based on weighted data.



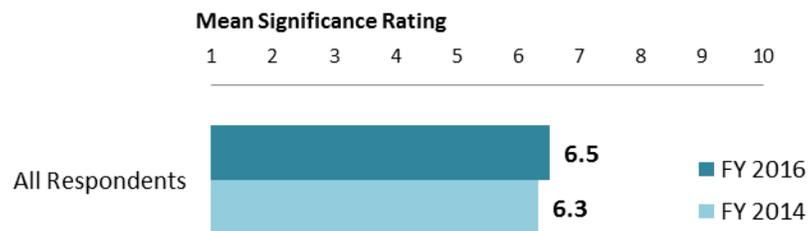
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Bolivia's Knowledge Needs¹⁴ (Indicator Question)



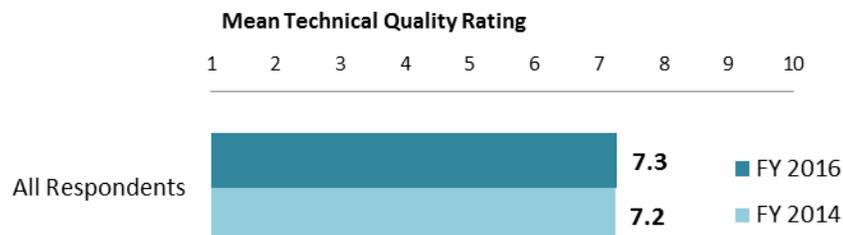
"The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)



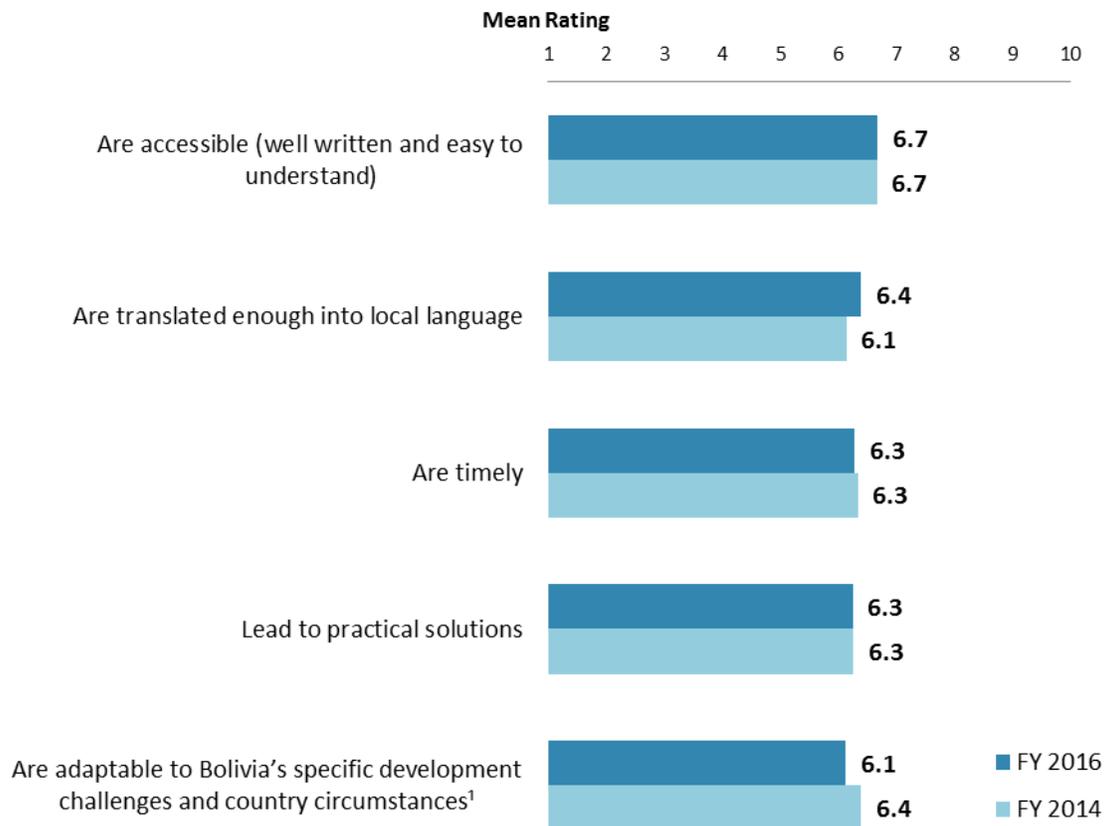
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁴ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹⁵



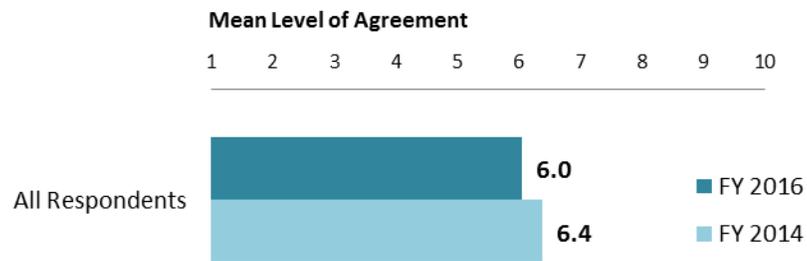
"In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
¹Indicator Question

¹⁵ Means in the chart were calculated based on weighted data.



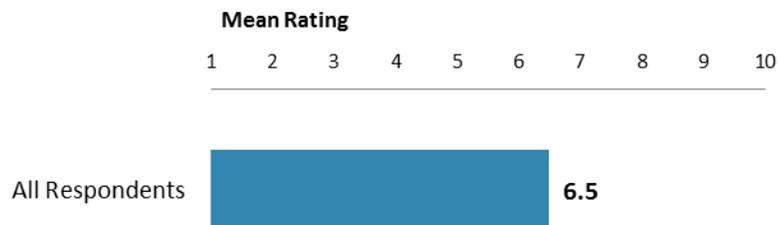
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Bolivia's Needs for Financial Instruments¹⁶ (Indicator Question)



"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-"Strongly disagree", 10-"Strongly agree")

The WBG's Reimbursable Advisory Services



"To what extent do you believe that Bolivia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

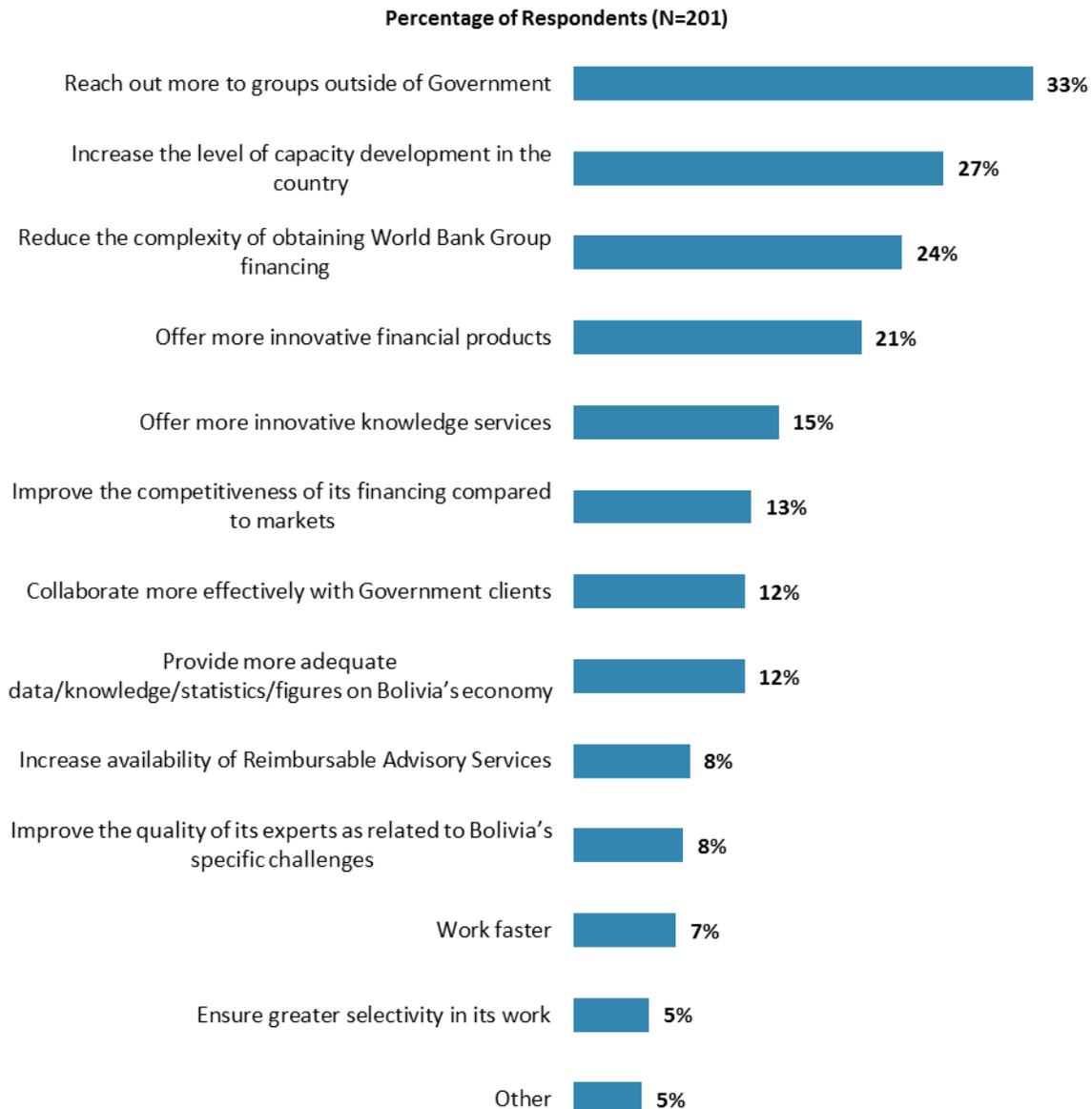
¹⁶ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Bolivia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*work more closely with sub-national levels*” (38%) and “*increase the level of financing*” (31%) to make itself of greater value in Bolivia.



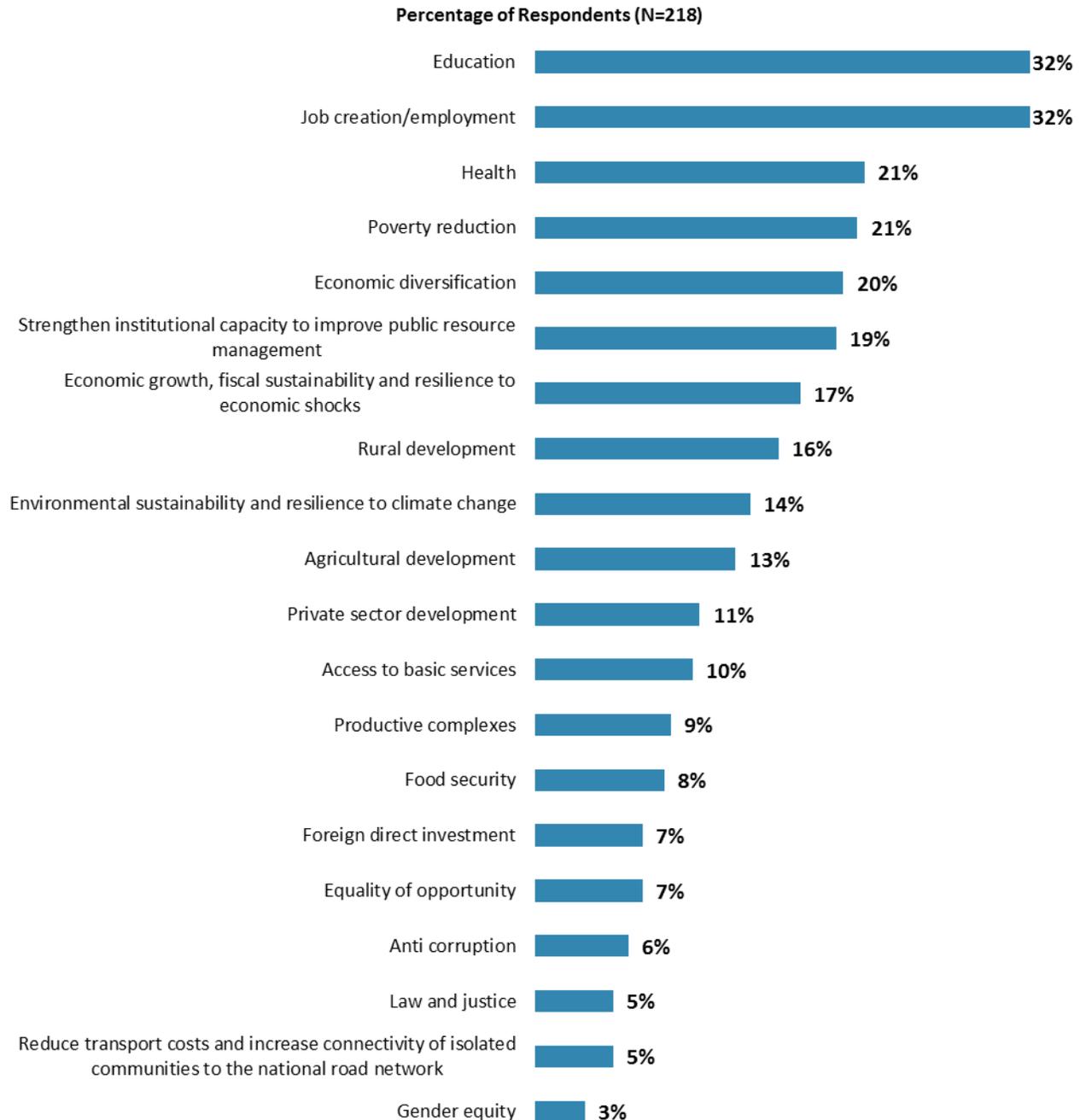
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Bolivia (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*poverty reduction and equity*” (29%) and “*education*” (25%).



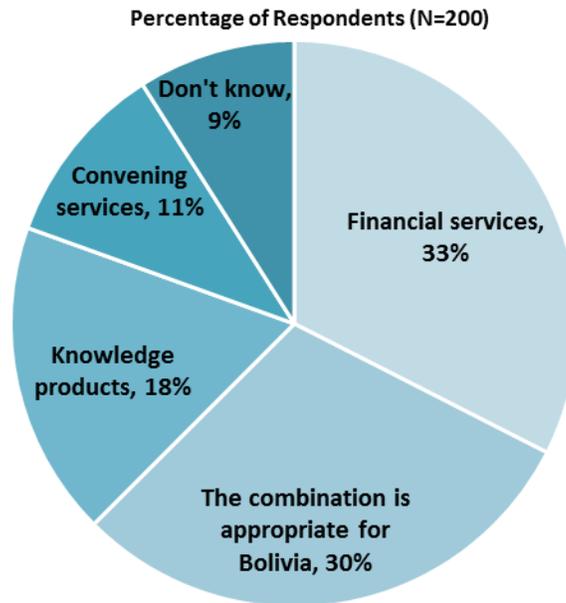
“When thinking about how the World Bank Group can have the most impact on development results in Bolivia, in which sectoral areas do you believe the WBG should focus most of its resources in Bolivia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IX. The Future Role of the WBG in Bolivia (continued)

Future Combination of the WBG Services

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should offer more of “*knowledge products*” (36%) in Bolivia.



"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 WBG should offer more of in Bolivia?" (Respondents chose from a list.)

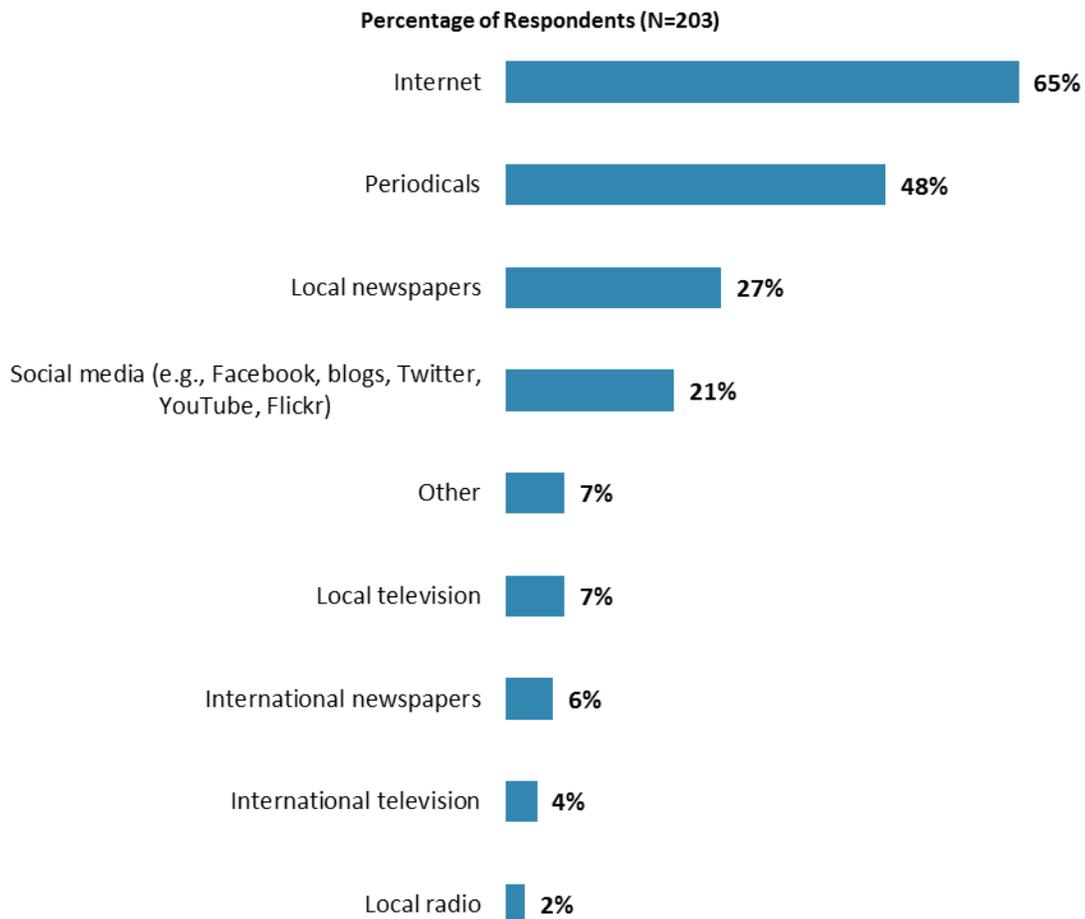


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 61) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY' 14 Country Survey indicated that they got most of their information about economic and social development issues in Bolivia from “*Internet*” (58%) and “*local newspapers*” (50%).



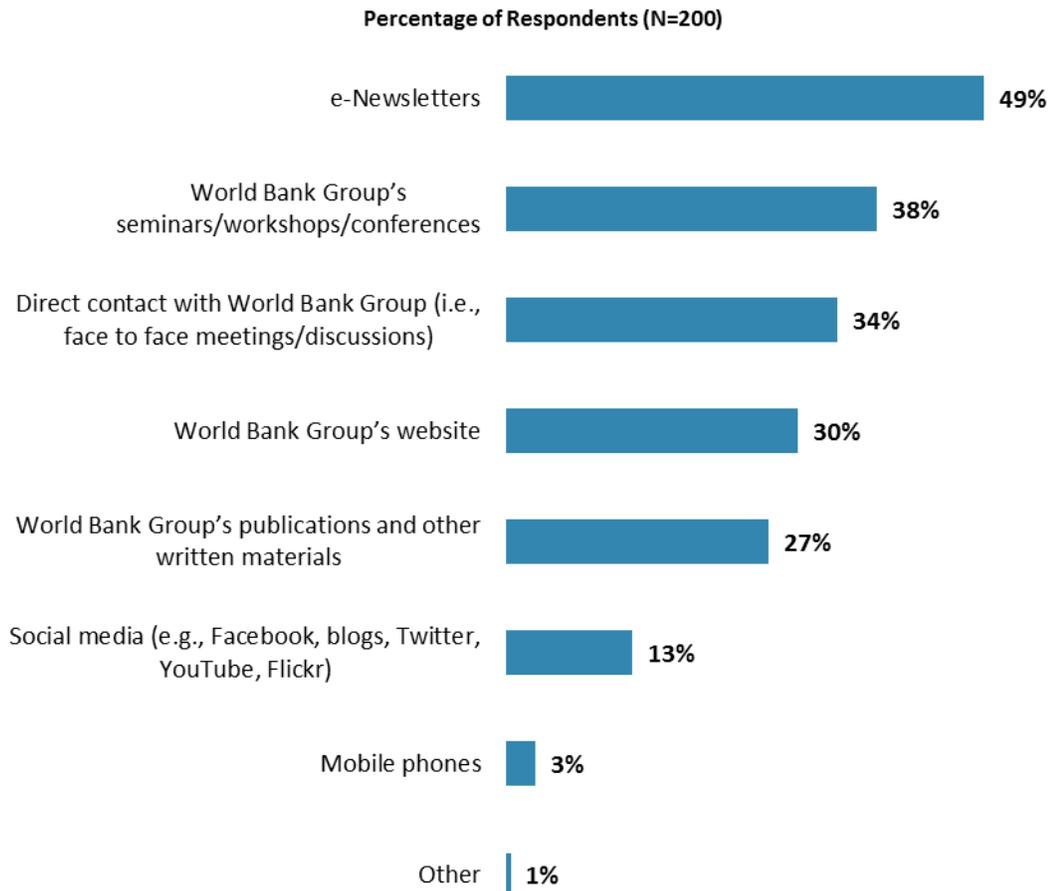
"How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (55%).

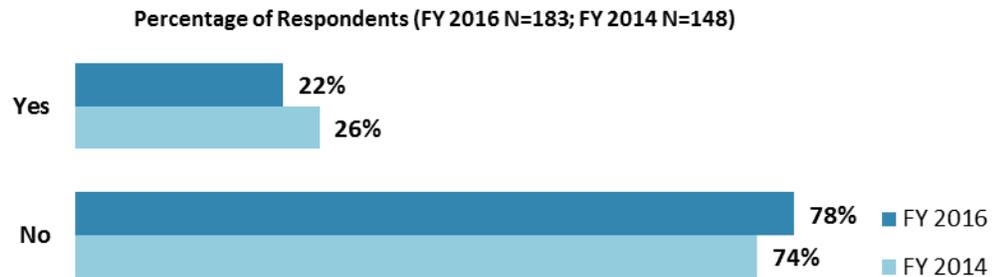


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



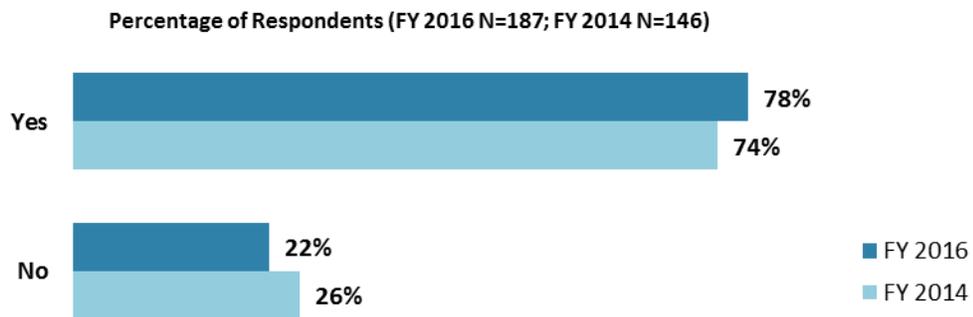
X. Communication and Outreach (continued)

Access to Information¹⁷

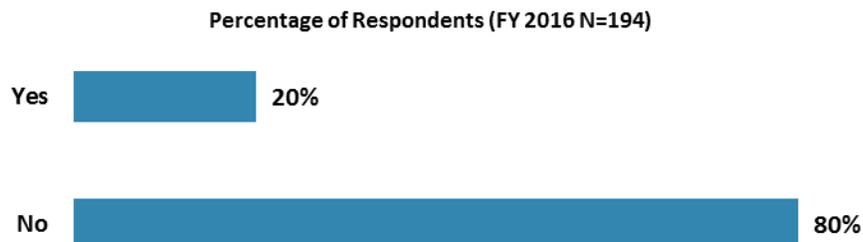


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

The WBG's Website and Social Media Usage



"Do you use/have you used the World Bank Group website?"



"Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?"

¹⁷ Percentages presented in the charts on this page were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	43
B. Responses to All Questions by Stakeholder Groups.....	59
C. Responses to Indicator Questions by Geographic Location.....	79
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group	81
E. Responses to Selected Questions by Year.....	87
F. Indicator Questions as a Function of Exposure to the WBG	92
G. WBG Country Opinion Survey FY16 – Bolivia Questionnaire	93

Bolivia





Appendix A: Responses to All Questions across All Respondents (N=230)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Bolivia

1. In general would you say that Bolivia is headed in ... ?	Percentage of Respondents (N=228)
The right direction	53.5%
The wrong direction	22.4%
Not sure	24.1%

**A. General Issues Facing Bolivia (continued)**

2. 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)	Percentage of Respondents (Responses Combined; N=225)
Education	38.2%
Poverty reduction	32.0%
Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	22.2%
Strengthen institutional capacity to improve public resource management	21.3%
Food security	17.3%
Health	17.3%
Economic diversification (beyond commodities)	16.0%
Anti corruption	14.2%
Law and justice (e.g., judicial system)	13.3%
Economic growth, fiscal sustainability and resilience to economic shocks	13.3%
Private sector development	12.9%
Rural development	9.3%
Access to basic services (e.g., water and sanitation, electricity, others)	8.0%
Equality of opportunity (i.e., equity)	7.1%
Environmental sustainability and resilience to climate change	7.1%
Global/regional integration	6.2%
Gender equity	5.3%
Agricultural development	5.3%
Foreign direct investment	4.9%
Productive complexes	3.6%
Natural resource management (e.g., oil, gas, mining)	3.6%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Crime and violence	3.1%
Information and communications technology	3.1%
Urban development	1.8%
Trade and exports	1.3%
Financial markets	1.3%
Reduce transport costs and increase connectivity of isolated communities to the national road network	1.3%
Communicable/non-communicable diseases	0.9%
Disaster management	0.9%
Hydroelectric energy	0.9%
Regulatory framework	0.4%

**A. General Issues Facing Bolivia (continued)**

3. 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)	Percentage of Respondents (Responses Combined; N=229)
Education	41.5%
Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	35.4%
Access to basic services (e.g., water and sanitation, electricity, others)	29.3%
Economic diversification (beyond commodities)	27.1%
Economic growth, fiscal sustainability and resilience to economic shocks	17.0%
Anti corruption	16.2%
Strengthen institutional capacity to improve public resource management	15.7%
Rural development	14.8%
Health	12.7%
Equality of opportunity (i.e., equity)	12.7%
Food security	10.9%
Agricultural development	7.9%
Private sector development	7.9%
Law and justice (e.g., judicial system)	6.6%
Social protection (e.g., pensions, targeted social assistance)	6.1%
Productive complexes	5.7%
Environmental sustainability and resilience to climate change	5.7%
Gender equity	4.4%
Reduce transport costs and increase connectivity of isolated communities to the national road network	4.4%
Foreign direct investment	3.9%
Trade and exports	3.1%
Natural resource management (e.g., oil, gas, mining)	2.6%
Urban development	1.7%
Crime and violence	1.7%
Hydroelectric energy	1.3%
Global/regional integration	1.3%
Information and communications technology	0.9%
Disaster management	0.4%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Financial markets	0.0%

**A. General Issues Facing Bolivia (continued)**

4. 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)	Percentage of Respondents (Responses Combined; N=218)
Education and training that better ensure job opportunity	47.7%
Consistent economic growth	47.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.0%
Greater access to health and nutrition for citizens	13.8%
Better opportunity for the poor who live in rural areas	12.4%
Greater access to micro-finance for the poor	9.2%
A growing middle class	6.4%
Greater equity of fiscal policy	6.0%
Better opportunity for the poor who live in urban areas	6.0%
Better quality public services (e.g., water and sanitation, and electricity)	5.5%
Greater voice and participation for citizens to help ensure greater accountability	5.5%
More reliable social safety net	4.1%
Better employment opportunities for young people	4.1%
Better employment opportunities for women	3.7%
Other	2.3%

5. 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)	Percentage of Respondents (N=224)
A very big problem	49.6%
A moderately big problem	40.6%
A small problem	6.3%
Not a problem at all	3.1%
Don’t know	0.4%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=224)
A very serious problem	83.5%
A somewhat serious problem	14.7%
Not too serious problem	1.8%
Not a problem	0.0%
Don’t know	0.0%

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

How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	221	0	6.27	2.28
2. Inter-American Development Bank (IDB/BID)	218	0	6.43	2.16
3. Latin American Development Bank (CAF)	213	0	6.44	2.23
4. Economic Commission for Latin America and the Caribbean (CEPAL)	212	0	5.06	2.31
5. United Nations Development Program (PNUD)	213	0	5.92	2.35

Overall, please rate your impression of the effectiveness of these organizations in Bolivia. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
6. World Bank Group (WBG)*	192	29	6.57	2.08
7. Inter-American Development Bank (IDB/BID)	195	19	6.75	1.78
8. Latin American Development Bank (CAF)	188	27	6.98	1.82
9. Economic Commission for Latin America and the Caribbean (CEPAL)	155	58	5.28	1.94
10. United Nations Development Program (PNUD)	183	33	5.91	2.03

Staff Preparedness	N	DK	Mean	SD
11. 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-To no degree at all, 10-To a very significant degree)	186	35	7.22	1.86

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

12. 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)	Percentage of Respondents (Responses Combined; N=218)
Education	31.7%
Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	31.7%
Health	21.1%
Poverty reduction	20.6%
Economic diversification (beyond commodities)	19.7%
Strengthen institutional capacity to improve public resource management	19.3%
Economic growth, fiscal sustainability and resilience to economic shocks	17.0%
Rural development	15.6%
Environmental sustainability and resilience to climate change	13.8%
Agricultural development	12.8%
Private sector development	10.6%
Access to basic services (e.g., water and sanitation, electricity, others)	10.1%
Productive complexes	8.7%
Food security	8.3%
Foreign direct investment	6.9%
Equality of opportunity (i.e., equity)	6.9%
Anti corruption	6.0%
Law and justice (e.g., judicial system)	5.0%
Reduce transport costs and increase connectivity of isolated communities to the national road network	5.0%
Gender equity	3.2%
Crime and violence	2.8%
Natural resource management (e.g., oil, gas, mining)	2.8%
Trade and exports	2.8%
Information and communications technology	2.8%
Hydroelectric energy	2.3%
Urban development	2.3%
Regulatory framework	1.8%
Global/regional integration	1.8%
Social protection (e.g., pensions, targeted social assistance)	1.8%
Financial markets	0.9%
Disaster management	0.9%
Communicable/non-communicable diseases	0.0%

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

13. 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?	Percentage of Respondents (N=214)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	39.7%	19.3%	59.1%
Technical assistance	13.1%	18.9%	32.0%
Policy advice, studies, analyses	13.1%	18.4%	31.5%
Help to bring discipline/effective supervision to implementation of investment projects	10.7%	10.8%	21.6%
Capacity development	6.1%	10.8%	16.9%
Data and statistics	8.9%	5.7%	14.5%
Mobilizing third party financial resources	2.8%	4.2%	7.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	2.3%	4.2%	6.6%
Donor coordination	0.5%	4.2%	4.7%
Other	1.9%	1.4%	3.3%
Convening/Facilitating	0.9%	1.9%	2.8%

14. 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)	Percentage of Respondents (Responses Combined; N=216)
Not enough public disclosure of its work	22.2%
Too influenced by developed countries	21.3%
World Bank Group's processes too complex	20.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	16.2%
Not exploring alternative policy options	15.7%
Not collaborating enough with stakeholders outside the Government	15.3%
Not adequately sensitive to political/social realities in Bolivia	12.0%
Don't know	9.7%
Not willing to honestly criticize policies and reform efforts in the country	8.8%
Imposing technocratic solutions without regard to political realities	7.9%
Other	5.6%
Not client focused	5.6%
Its advice and strategies do not lend themselves to practical problem solving	5.1%
Not aligned with other donors' work	3.2%
Not aligned with country priorities	3.2%
Too aligned with country priorities, even if resources are inadequate	2.8%
Staff too inaccessible	2.8%
Arrogant in its approach	1.9%
The credibility of its knowledge/data	0.0%

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

15. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bolivia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=214)
Investment lending (financing specific projects)	61.7%
Technical assistance (advice, best practice, international experience, etc.)	36.9%
Capacity development	16.8%
Knowledge products/services (analytical work, studies, surveys, etc.)	16.4%
Policy based lending/budget support to the Government	15.4%
Multi-sectoral approaches	14.5%
Don't know	10.3%
Trust Fund management	6.5%
Other	0.9%

16. To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia? (Select only ONE response)	Percentage of Respondents (N=215)
To a fully sufficient degree	3.3%
To a somewhat sufficient degree	38.1%
To a somewhat insufficient degree	32.1%
To a very insufficient degree	11.2%
Don't know	15.3%

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. Overall the World Bank Group currently plays a relevant role in development in Bolivia*	194	17	5.91	2.12
18. The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	187	23	5.99	2.09

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

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
19. Responsiveness to needs*	174	38	5.98	1.90
20. Flexibility (in terms of the institution's products and services)*	160	51	5.09	1.91
21. Flexibility (in terms of changing country circumstances)*	171	38	5.44	2.05
22. Being inclusive*	170	40	5.75	2.02
23. Openness (sharing data and other information)*	177	26	6.76	2.00
24. Collaboration with the Government*	173	37	6.75	2.03
25. The speed in which it gets things accomplished on the ground*	157	53	5.31	2.03
26. Ease of access to the people at the World Bank Group who are making decisions important to my work*	163	44	6.05	2.46
27. Collaboration with civil society*	149	58	5.56	2.26
28. Staff accessibility*	163	43	6.07	2.38
29. Collaboration with other donors and development partners*	141	64	6.28	1.92
30. Collaboration with the private sector*	141	66	5.75	2.15
31. Straightforwardness and honesty*	170	37	6.95	1.99
32. Treating clients and stakeholders in Bolivia with respect*	170	39	7.41	1.87
33. Being a long-term partner*	165	42	7.21	2.22

34. 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)	Percentage of Respondents (Responses Combined; N=207)
The World Bank Group is not sensitive enough to political/social realities on the ground	33.8%
The Government works inefficiently	29.0%
Lack of/inadequate levels of capacity in Government	24.2%
Political pressures and obstacles	21.3%
The World Bank Group's procurement requirements are too rigid	19.8%
Reforms are not well thought out in light of country challenges	14.5%
Poor donor coordination	11.1%
There is not an adequate level of citizen/civil society participation	10.1%
The World Bank Group works too slowly	8.7%
Other	5.3%
The World Bank Group does not do adequate follow through/follow-up	4.8%

**C. World Bank Group's Effectiveness and Results**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	80	122	6.28	1.91
2. Information and communications technology	73	126	6.51	1.97
3. Reduce transport costs and increase connectivity of isolated communities to the national road network	77	123	6.66	1.79
4. Crime and violence	47	154	5.30	2.03
5. Law and justice (e.g., judicial system)	64	135	5.39	2.24
6. Urban development	87	111	6.46	1.84
7. Economic diversification (beyond commodities)	90	110	6.17	1.91
8. Regulatory framework	85	113	6.27	1.98
9. Communicable/non-communicable diseases	54	144	6.06	1.82
10. Poverty reduction	141	63	6.59	1.78
11. Anti corruption	83	118	5.40	2.14
12. Private sector development	96	100	5.92	2.08
13. Foreign direct investment	73	125	6.11	1.98
14. Productive complexes	84	112	6.25	1.99
15. Trade and exports	70	125	6.09	2.08
16. Economic growth, fiscal sustainability and resilience to economic shocks	96	103	6.41	1.91
17. Health	98	102	6.54	1.82
18. Disaster management	95	104	6.59	1.91
19. Strengthen institutional capacity to improve public resource management	112	84	6.33	1.98
20. Job creation/employment (opportunities for income generation, market access, and sustainable intensification)	94	103	6.01	1.96
21. Financial markets	80	118	5.71	2.22
22. Equality of opportunity (i.e., equity)	85	116	6.35	1.94
23. Hydroelectric energy	58	139	5.98	2.07
24. Rural development	110	91	6.70	2.13
25. Global/regional integration	67	130	6.51	1.94
26. Food security	88	109	6.35	1.94
27. Education	88	108	6.43	1.84
28. Social protection (e.g., pensions, targeted social assistance)	59	138	6.27	1.91
29. Environmental sustainability and resilience to climate change	107	95	6.97	1.88
30. Agricultural development	99	100	6.60	2.02
31. Access to basic services (e.g., water and sanitation, electricity, others)	108	90	7.04	1.79
32. Natural resource management (e.g., oil, gas, mining)	63	136	6.33	1.97

**C. World Bank Group's Effectiveness and Results (continued)**

Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Bolivia? (1-To no degree at all, 10-To a very significant degree)	172	31	6.07	1.80
To what extent do you agree with the following statements about the World Bank Group in Bolivia? (1-Strongly disagree, 10-Strongly agree)				
3. 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*	170	32	6.04	1.99
4. The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	176	29	6.21	2.06
Reimbursable Advisory Services				
5. To what extent do you believe that Bolivia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	89	110	6.48	2.01
Measuring The World Bank Group's Work				
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia? (1-To no degree at all, 10-To a very significant degree)	126	79	6.01	1.95

D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=207)				
Weekly	3.9%				
Monthly	18.4%				
A few times a year	43.5%				
Rarely	25.6%				
Never	8.7%				
In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)		Degree			
	N	DK	Mean	SD	
2. Are timely	158	45	6.32	1.90	
3. Lead to practical solutions	159	44	6.26	1.91	
4. Are accessible (well written and easy to understand)	165	36	6.64	1.88	
5. Are translated enough into local language	161	42	6.43	2.15	
6. Are adaptable to Bolivia's specific development challenges and country circumstances*	160	45	6.21	2.01	
Overall Evaluations		N	DK	Mean	SD
7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	169	34	6.57	2.02	
8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	179	27	7.28	1.78	

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	115	89	6.25	2.36
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	140	61	6.93	2.00
3. The World Bank Group's approvals and reviews are done in a timely fashion	132	69	6.33	2.18
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	107	95	6.39	2.22
5. The World Bank Group's conditions on its lending are reasonable	128	75	6.39	2.04
6. The World Bank Group takes decisions quickly in Bolivia*	124	76	5.91	2.23
7. Working with the World Bank Group increases Bolivia's institutional capacity	144	56	6.29	2.20
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	93	107	6.39	2.36
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	128	74	6.93	2.11

WBG Promoting PPP in Bolivia	N	DK	Mean	SD
10. 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-To no degree at all, 10-To a very significant degree)	136	64	5.77	2.27

11. Which of the following best describes the World Bank Group's support in Bolivia? (Select only ONE response)	Percentage of Respondents (N=200)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bolivia	43.0%
The World Bank Group is not sufficiently selective in Bolivia, and it is involved in too many areas of development	18.0%
Don't know	39.0%

F. The Future Role of the World Bank Group in Bolivia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=201)
Reach out more to groups outside of Government	33.3%
Increase the level of capacity development in the country	26.9%
Reduce the complexity of obtaining World Bank Group financing	23.9%
Offer more innovative financial products	20.9%
Offer more innovative knowledge services	14.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.4%
Provide more adequate data/knowledge/statistics/figures on Bolivia's economy	12.4%
Increase availability of Reimbursable Advisory Services (RAS)	8.5%
Improve the quality of its experts as related to Bolivia's specific challenges	8.0%
Work faster	7.5%
Ensure greater selectivity in its work	5.5%
Other	5.0%

**F. The Future Role of the World Bank Group in Bolivia (continued)**

2. 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)	Percentage of Respondents (N=200)
Financial services	32.5%
The combination is appropriate for Bolivia	30.0%
Knowledge products	18.0%
Convening services (e.g., facilitates/leads discussions/dialogues/events)	10.5%
Don't know	9.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=203)
Internet	64.5%
Periodicals	47.8%
Local newspapers	27.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	21.2%
Other	7.4%
Local television	7.4%
International newspapers	5.9%
International television	3.9%
Local radio	2.5%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=200)
e-Newsletters	49.0%
World Bank Group's seminars/workshops/conferences	38.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.0%
World Bank Group's website	30.0%
World Bank Group's publications and other written materials	27.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	13.0%
Mobile phones	3.0%
Other	0.5%

3. 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?	Percentage of Respondents (N=193)
Yes	22.8%
No	77.2%

**G. Communication and Information Sharing (continued)**

4. 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)	Percentage of Respondents (N=44)
World Bank Group's website	45.5%
World Bank Group's seminars/workshops/conferences	22.7%
Colleagues/Friends/Peer organizations	20.5%
Other	6.8%
World Bank Group's e-Newsletters	4.5%
News/Media	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=200)
Yes	23.5%
No	76.5%

6. Were you able to obtain this information?	Percentage of Respondents (N=48)
Yes	87.5%
No	12.5%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=197)
Yes	75.6%
No	24.4%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=194)
Yes	20.1%
No	79.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. 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.)	184	18	6.47	2.56
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	127	73	6.15	2.46
11. The World Bank Group is responsive to my information requests and inquiries	118	81	6.77	2.39

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=228)
Employee of a Ministry, Ministerial Department or Implementation Agency	15.4%
Private Sector Organization	14.9%
Bilateral/Multilateral Agency	11.0%
Financial Sector/Private Bank	9.6%
NGO/Community Based Organization	7.9%
Office of Minister	7.5%
Private Foundation	7.0%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	5.3%
Media (press, radio, TV, web, etc.)	5.3%
Academia/Research Institute/Think Tank	4.8%
Local Government Office or Staff	3.9%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.1%
Other	2.2%
Office of Parliamentarian	0.9%
Office of the President, Prime Minister	0.4%
Faith-Based Group	0.4%
Judiciary Branch	0.4%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=222)
Other	20.3%
Finance and markets	14.4%
Generalist (specialized in multiple sectors)	12.6%
Governance	6.3%
Transport and ICT	5.4%
Environment and natural resources	5.0%
Urban, rural, and social development	4.5%
Agriculture	4.5%
Education	3.6%
Health, nutrition, and population	3.6%
Macroeconomics and fiscal management	3.6%
Trade and competitiveness	3.2%
Gender	3.2%
Energy and extractives	2.7%
Water	2.3%
Social protection and labor	1.4%
Fragility, conflict and violence	0.9%
Public-private partnerships	0.9%
Poverty	0.9%
Climate Change	0.9%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=225)
Yes	30.7%
No	69.3%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Bolivia? (Select only ONE response)	Percentage of Respondents (N=196)
The World Bank (IBRD/IDA)	72.4%
The International Finance Corporation (IFC)	12.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
Other	14.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=211)
Yes	12.3%
No	87.7%

6. If yes, what was your view of how the two institutions work together in Bolivia? (Select only ONE response)	Percentage of Respondents (N=34)
The two institutions work well together	47.1%
The way the two institutions work together needs improvement	26.5%
The two institutions do not work well together	2.9%
Don't know	23.5%

7. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=211)
Use World Bank Group reports/data	36.5%
Engage in World Bank Group related/sponsored events/activities	36.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	34.6%
Use World Bank Group website for information, data, research, etc.	25.6%
Collaborate as part of my professional duties	19.4%

8. What's your gender?	Percentage of Respondents (N=228)
Female	27.6%
Male	72.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=229)
La Paz-El Alto	83.4%
Santa Cruz	10.5%
Cochabamba	4.4%
Other city in the urban area	1.7%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁸

- Office of the President/Prime Minister/Minister N=18
- Employee of a Ministry N=35
- PMU/Consultant on WBG-supported Project N=12
- Bilateral/Multilateral Agency N=25
- Private Sector/Financial Sector/Private Bank N=56
- CSO N=35
- Media N=12
- Academia/Research Institute/Think Tank N=11
- Other N=24

A. General Issues facing Bolivia

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	94.4%	82.9%	66.7%	44.0%	32.7%	40.0%	33.3%	18.2%	78.3%
The wrong direction	5.6%	5.7%	16.7%	16.0%	29.1%	37.1%	25.0%	63.6%	8.7%
Not sure	0.0%	11.4%	16.7%	40.0%	38.2%	22.9%	41.7%	18.2%	13.0%

*Significantly different between stakeholder groups

¹⁸ Only 228 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	5.6%	6.1%	0.0%	12.0%	8.9%	0.0%	8.3%	10.0%	4.3%
Food security	22.2%	27.3%	33.3%	12.0%	7.1%	20.6%	8.3%	0.0%	26.1%
Strengthen institutional capacity to improve public resource management*	11.1%	18.2%	25.0%	40.0%	10.7%	29.4%	8.3%	70.0%	8.7%
Social protection	0.0%	9.1%	0.0%	4.0%	1.8%	2.9%	8.3%	0.0%	4.3%
Gender equity	5.6%	0.0%	16.7%	12.0%	0.0%	8.8%	8.3%	0.0%	8.7%
Private sector development	0.0%	6.1%	16.7%	16.0%	21.4%	11.8%	25.0%	0.0%	8.7%
Foreign direct investment	0.0%	3.0%	8.3%	4.0%	8.9%	0.0%	16.7%	0.0%	4.3%
Urban development	0.0%	3.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	8.7%
Job creation/employment	38.9%	15.2%	25.0%	16.0%	17.9%	23.5%	33.3%	30.0%	26.1%
Rural development	0.0%	18.2%	16.7%	4.0%	7.1%	2.9%	16.7%	10.0%	13.0%
Financial markets	5.6%	0.0%	8.3%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	5.6%	3.0%	16.7%	12.0%	3.6%	14.7%	0.0%	0.0%	8.7%
Health	5.6%	6.1%	16.7%	12.0%	28.6%	23.5%	25.0%	10.0%	13.0%
Environmental sustainability and resilience to climate change	5.6%	12.1%	8.3%	4.0%	1.8%	20.6%	0.0%	0.0%	4.3%
Poverty reduction*	72.2%	48.5%	41.7%	36.0%	16.1%	14.7%	25.0%	10.0%	47.8%
Reduce transport costs and increase connectivity of isolated communities to the national road network	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Education*	0.0%	27.3%	16.7%	32.0%	64.3%	44.1%	50.0%	50.0%	21.7%
Agricultural development*	0.0%	18.2%	0.0%	0.0%	3.6%	5.9%	0.0%	10.0%	0.0%
Trade and exports	5.6%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Crime and violence*	16.7%	0.0%	0.0%	4.0%	0.0%	5.9%	0.0%	0.0%	4.3%
Anti corruption	16.7%	6.1%	8.3%	4.0%	23.2%	14.7%	33.3%	20.0%	4.3%
Law and justice	11.1%	0.0%	0.0%	20.0%	19.6%	20.6%	16.7%	20.0%	4.3%
Regulatory framework*	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	5.6%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%
Economic growth, fiscal sustainability and resilience to economic shocks	11.1%	9.1%	0.0%	20.0%	8.9%	11.8%	8.3%	40.0%	26.1%
Disaster management*	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	5.6%	0.0%	0.0%	0.0%	1.8%	2.9%	0.0%	0.0%	17.4%
Economic diversification	27.8%	18.2%	25.0%	12.0%	19.6%	11.8%	0.0%	10.0%	8.7%
Hydroelectric energy	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Productive complexes	5.6%	9.1%	8.3%	0.0%	1.8%	0.0%	8.3%	0.0%	4.3%
Access to basic services	11.1%	15.2%	0.0%	12.0%	5.4%	2.9%	0.0%	0.0%	13.0%
Natural resource management	5.6%	6.1%	0.0%	4.0%	3.6%	5.9%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Access to basic services	33.3%	47.1%	41.7%	32.0%	26.8%	17.1%	33.3%	18.2%	16.7%
Equality of opportunity	16.7%	14.7%	16.7%	28.0%	1.8%	14.3%	0.0%	9.1%	20.8%
Rural development	0.0%	20.6%	33.3%	16.0%	7.1%	14.3%	8.3%	9.1%	29.2%
Environmental sustainability and resilience to climate change*	5.6%	5.9%	0.0%	0.0%	1.8%	20.0%	16.7%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	4.0%	1.8%	0.0%	0.0%	9.1%	0.0%
Gender equity	5.6%	5.9%	8.3%	8.0%	3.6%	5.7%	0.0%	0.0%	0.0%
Economic growth, fiscal sustainability and resilience to economic shocks	22.2%	17.6%	8.3%	20.0%	8.9%	8.6%	33.3%	27.3%	33.3%
Urban development	0.0%	2.9%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	8.8%	0.0%	4.0%	3.6%	2.9%	8.3%	9.1%	20.8%
Law and justice	16.7%	5.9%	0.0%	0.0%	7.1%	2.9%	16.7%	9.1%	8.3%
Reduce transport costs and increase connectivity of isolated communities to the national road network*	0.0%	0.0%	0.0%	12.0%	5.4%	0.0%	0.0%	0.0%	16.7%
Crime and violence	0.0%	0.0%	8.3%	4.0%	0.0%	0.0%	8.3%	0.0%	4.2%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	4.2%
Economic diversification	38.9%	17.6%	16.7%	32.0%	28.6%	31.4%	25.0%	18.2%	29.2%
Anti corruption*	16.7%	8.8%	8.3%	12.0%	28.6%	11.4%	41.7%	18.2%	0.0%
Education*	22.2%	35.3%	25.0%	24.0%	62.5%	54.3%	25.0%	54.5%	29.2%
Foreign direct investment	0.0%	0.0%	0.0%	12.0%	8.9%	0.0%	0.0%	9.1%	0.0%
Hydroelectric energy	0.0%	2.9%	0.0%	4.0%	1.8%	0.0%	0.0%	0.0%	0.0%
Strengthen institutional capacity to improve public resource management*	16.7%	11.8%	33.3%	28.0%	7.1%	11.4%	0.0%	45.5%	16.7%
Private sector development*	0.0%	2.9%	0.0%	4.0%	19.6%	8.6%	0.0%	9.1%	0.0%
Natural resource management	5.6%	5.9%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	8.3%
Health*	5.6%	5.9%	25.0%	4.0%	23.2%	20.0%	8.3%	0.0%	4.2%
Agricultural development	0.0%	14.7%	16.7%	20.0%	3.6%	2.9%	8.3%	0.0%	4.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Job creation/employment*	83.3%	29.4%	25.0%	16.0%	32.1%	45.7%	33.3%	27.3%	33.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	2.9%	0.0%	4.0%	3.6%	5.7%	8.3%	0.0%	0.0%
Food security	11.1%	26.5%	16.7%	12.0%	5.4%	5.7%	16.7%	0.0%	4.2%
Productive complexes	0.0%	5.9%	8.3%	0.0%	5.4%	5.7%	8.3%	18.2%	8.3%

*Significantly different between stakeholder groups

**A. General Issues facing Bolivia (continued)**

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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	38.9%	35.3%	58.3%	48.0%	55.6%	43.8%	44.4%	63.6%	47.6%
More reliable social safety net*	0.0%	8.8%	0.0%	12.0%	0.0%	0.0%	22.2%	0.0%	4.8%
Greater access to micro-finance for the poor	5.6%	17.6%	0.0%	12.0%	7.4%	3.1%	22.2%	0.0%	14.3%
Greater voice and participation for citizens to help ensure greater accountability	11.1%	0.0%	0.0%	4.0%	3.7%	6.3%	0.0%	27.3%	9.5%
Greater access to health and nutrition for citizens	0.0%	14.7%	8.3%	16.0%	16.7%	21.9%	22.2%	0.0%	9.5%
Better entrepreneurial opportunities	22.2%	17.6%	33.3%	20.0%	33.3%	25.0%	11.1%	9.1%	4.8%
A growing middle class	0.0%	2.9%	8.3%	16.0%	5.6%	9.4%	0.0%	9.1%	0.0%
Better opportunity for the poor who live in rural areas	5.6%	23.5%	16.7%	8.0%	3.7%	12.5%	22.2%	0.0%	23.8%
Better opportunity for the poor who live in urban areas	5.6%	11.8%	0.0%	0.0%	3.7%	3.1%	11.1%	9.1%	14.3%
Better employment opportunities for young people	0.0%	0.0%	8.3%	4.0%	1.9%	6.3%	0.0%	9.1%	14.3%
Better employment opportunities for women*	5.6%	11.8%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	5.6%	5.9%	8.3%	4.0%	7.4%	6.3%	11.1%	0.0%	4.8%
Education and training that better ensure job opportunity	50.0%	38.2%	50.0%	40.0%	53.7%	53.1%	22.2%	63.6%	47.6%
Better quality public services	5.6%	11.8%	8.3%	4.0%	5.6%	3.1%	0.0%	9.1%	0.0%
Other	11.1%	0.0%	0.0%	0.0%	1.9%	3.1%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	38.9%	50.0%	83.3%	56.0%	37.0%	54.5%	33.3%	54.5%	56.5%
A moderately big problem	61.1%	38.2%	16.7%	40.0%	46.3%	30.3%	58.3%	36.4%	39.1%
A small problem	0.0%	11.8%	0.0%	4.0%	7.4%	9.1%	0.0%	9.1%	4.3%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	9.3%	3.0%	8.3%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	94.4%	84.8%	58.3%	88.0%	88.9%	76.5%	100.0%	54.5%	87.0%
A somewhat serious problem	5.6%	12.1%	33.3%	12.0%	11.1%	20.6%	0.0%	45.5%	8.7%
Not too serious problem	0.0%	3.0%	8.3%	0.0%	0.0%	2.9%	0.0%	0.0%	4.3%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	18	7.39	2.20	30	6.33	2.09	12	7.42	3.09	25	6.80	1.71	54	5.13	2.54	34	6.09	2.23	12	5.75	1.96	11	6.64	1.80	23	7.04	1.36
Inter-American Development Bank (IDB/BID)	18	7.67	1.64	30	6.40	2.14	10	6.00	2.26	25	6.68	2.10	53	6.04	2.50	34	6.21	2.10	12	5.67	2.19	11	6.27	1.74	23	7.04	1.74
Latin American Development Bank (CAF)	17	7.71	1.69	27	5.48	2.24	10	5.50	2.46	25	6.44	2.22	53	6.47	2.55	34	6.47	1.99	12	6.08	2.35	11	7.09	1.45	22	6.59	1.97
Economic Commission for Latin America and the Caribbean (CEPAL)*	18	6.00	2.50	27	4.26	2.16	10	3.50	1.84	25	5.60	2.60	53	4.70	2.15	34	5.12	2.18	12	5.50	2.32	11	6.55	2.25	20	5.05	2.14
United Nations Development Program (PNUD)*	18	7.06	2.53	29	5.41	2.34	10	4.50	1.96	25	6.72	2.35	53	5.21	2.26	34	6.47	1.99	12	6.17	2.62	10	6.40	2.67	20	5.65	2.16

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	15	7.47	1.46	27	6.41	2.12	11	7.55	3.05	23	7.22	1.62	43	6.00	2.28	28	6.57	1.79	10	5.60	1.90	11	5.27	2.24	22	7.18	1.65
Inter-American Development Bank (IDB/BID)*	17	7.59	1.73	25	6.84	1.70	8	8.00	0.76	23	7.57	1.31	45	6.56	1.98	31	6.16	1.61	12	5.75	2.01	11	5.36	1.96	21	7.24	1.18
Latin American Development Bank (CAF)	15	7.33	1.23	23	6.26	2.43	8	7.75	1.91	23	7.43	1.59	46	7.37	1.87	30	6.33	1.83	12	6.25	1.91	11	7.00	1.41	18	7.22	1.11
Economic Commission for Latin America and the Caribbean (CEPAL)*	14	6.50	1.70	18	4.61	1.79	6	6.17	1.60	18	6.33	1.68	39	4.74	2.10	24	5.04	1.73	11	5.09	1.87	11	4.55	2.11	12	5.83	1.53
United Nations Development Program (PNUD)	14	6.86	1.51	22	5.14	2.17	7	6.43	1.72	24	6.63	1.71	44	5.52	2.29	30	5.80	1.83	11	5.73	2.28	11	5.27	2.20	18	6.33	1.75

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bolivia solve its most complicated development challenges?*	16	7.94	1.81	30	7.23	1.79	12	8.33	1.67	21	7.67	1.77	38	7.08	2.16	25	6.88	1.76	9	5.89	2.15	11	6.36	2.11	22	7.27	0.98

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups



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

When thinking about how the World Bank Group can have the most impact on development results in 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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Health	33.3%	9.7%	16.7%	8.3%	34.0%	20.6%	25.0%	0.0%	23.8%
Crime and violence*	16.7%	0.0%	8.3%	4.2%	0.0%	2.9%	0.0%	0.0%	0.0%
Reduce transport costs and increase connectivity of isolated communities to the national road network	0.0%	9.7%	8.3%	4.2%	3.8%	0.0%	0.0%	9.1%	14.3%
Agricultural development	5.6%	22.6%	16.7%	8.3%	7.5%	8.8%	25.0%	18.2%	14.3%
Global/regional integration	0.0%	3.2%	0.0%	4.2%	3.8%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	50.0%	25.8%	58.3%	16.7%	28.3%	38.2%	33.3%	18.2%	28.6%
Strengthen institutional capacity to improve public resource management	27.8%	16.1%	8.3%	33.3%	13.2%	20.6%	16.7%	36.4%	14.3%
Social protection	0.0%	3.2%	0.0%	4.2%	0.0%	2.9%	0.0%	0.0%	4.8%
Rural development	11.1%	22.6%	25.0%	12.5%	11.3%	11.8%	8.3%	9.1%	28.6%
Foreign direct investment	5.6%	9.7%	0.0%	12.5%	9.4%	0.0%	16.7%	9.1%	0.0%
Education	27.8%	19.4%	16.7%	25.0%	45.3%	41.2%	25.0%	36.4%	23.8%
Hydroelectric energy	0.0%	3.2%	0.0%	8.3%	3.8%	0.0%	0.0%	0.0%	0.0%
Gender equity	5.6%	3.2%	8.3%	4.2%	0.0%	5.9%	0.0%	9.1%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	3.2%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%
Productive complexes	22.2%	6.5%	8.3%	4.2%	5.7%	11.8%	8.3%	9.1%	9.5%
Economic growth, fiscal sustainability and resilience to economic shocks	5.6%	6.5%	8.3%	12.5%	22.6%	23.5%	33.3%	36.4%	4.8%
Private sector development	0.0%	3.2%	0.0%	20.8%	15.1%	20.6%	0.0%	9.1%	4.8%
Access to basic services	16.7%	22.6%	8.3%	8.3%	5.7%	5.9%	0.0%	9.1%	14.3%
Food security*	11.1%	19.4%	41.7%	8.3%	0.0%	5.9%	8.3%	0.0%	0.0%
Environmental sustainability and resilience to climate change*	0.0%	22.6%	0.0%	12.5%	3.8%	26.5%	25.0%	0.0%	23.8%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	1.9%	8.8%	8.3%	0.0%	4.8%
Trade and exports	0.0%	0.0%	0.0%	4.2%	7.5%	0.0%	8.3%	0.0%	0.0%
Equality of opportunity	5.6%	6.5%	0.0%	8.3%	3.8%	11.8%	8.3%	9.1%	9.5%
Law and justice	0.0%	3.2%	0.0%	0.0%	11.3%	5.9%	8.3%	9.1%	0.0%
Regulatory framework	0.0%	6.5%	0.0%	4.2%	1.9%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	0.0%	0.0%	0.0%	1.9%	5.9%	0.0%	0.0%	9.5%
Poverty reduction*	16.7%	22.6%	41.7%	41.7%	15.1%	5.9%	0.0%	36.4%	28.6%
Anti corruption	0.0%	3.2%	0.0%	4.2%	15.1%	2.9%	16.7%	0.0%	0.0%
Disaster management	5.6%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic diversification	22.2%	25.8%	8.3%	16.7%	20.8%	8.8%	25.0%	27.3%	23.8%

*Significantly different between stakeholder groups



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

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 Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	0.0%	16.7%	0.0%	16.0%	13.5%	21.9%	9.1%	18.2%	9.5%
Data and statistics*	0.0%	0.0%	8.3%	8.0%	17.3%	3.1%	18.2%	27.3%	4.8%
Convening/Facilitating	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Financial resources	55.6%	46.7%	16.7%	48.0%	36.5%	31.3%	27.3%	27.3%	47.6%
Capacity development	0.0%	3.3%	16.7%	0.0%	5.8%	9.4%	0.0%	18.2%	9.5%
Technical assistance	33.3%	13.3%	8.3%	12.0%	11.5%	9.4%	18.2%	9.1%	9.5%
Help to bring discipline/effective supervision to implementation of investment projects	5.6%	16.7%	33.3%	4.0%	5.8%	15.6%	9.1%	0.0%	14.3%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	4.0%	7.7%	0.0%	9.1%	0.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Linkage to non-Bank expertise*	0.0%	0.0%	16.7%	8.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Other	0.0%	3.3%	0.0%	0.0%	1.9%	6.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	16.7%	0.0%	16.7%	29.2%	21.2%	19.4%	18.2%	18.2%	28.6%
Data and statistics	0.0%	0.0%	0.0%	8.3%	7.7%	6.5%	9.1%	18.2%	4.8%
Convening/Facilitating	0.0%	3.3%	0.0%	0.0%	1.9%	0.0%	9.1%	0.0%	4.8%
Financial resources	16.7%	16.7%	33.3%	20.8%	19.2%	19.4%	18.2%	27.3%	14.3%
Capacity development	11.1%	13.3%	16.7%	12.5%	9.6%	9.7%	0.0%	9.1%	14.3%
Technical assistance	16.7%	26.7%	8.3%	8.3%	15.4%	29.0%	27.3%	9.1%	14.3%
Help to bring discipline/effective supervision to implementation of investment projects	22.2%	16.7%	16.7%	0.0%	13.5%	3.2%	9.1%	9.1%	9.5%
Mobilizing third party financial resources	0.0%	3.3%	0.0%	8.3%	5.8%	9.7%	0.0%	0.0%	0.0%
Donor coordination	0.0%	6.7%	8.3%	4.2%	3.8%	3.2%	0.0%	9.1%	4.8%
Linkage to non-Bank expertise*	16.7%	10.0%	0.0%	8.3%	0.0%	0.0%	9.1%	0.0%	0.0%
Other	0.0%	3.3%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	23.5%	36.7%	16.7%	8.3%	19.2%	12.1%	41.7%	18.2%	26.1%
Not exploring alternative policy options	5.9%	13.3%	0.0%	8.3%	21.2%	15.2%	0.0%	36.4%	30.4%
Not collaborating enough with stakeholders outside the Government*	0.0%	0.0%	0.0%	4.2%	26.9%	36.4%	8.3%	27.3%	4.3%
Its advice and strategies do not lend themselves to practical problem solving	5.9%	6.7%	8.3%	8.3%	5.8%	6.1%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	23.5%	13.3%	41.7%	4.2%	28.8%	18.2%	33.3%	9.1%	30.4%
Arrogant in its approach	0.0%	6.7%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	6.7%	0.0%	8.3%	3.8%	12.1%	0.0%	0.0%	8.7%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	23.5%	26.7%	33.3%	16.7%	15.4%	18.2%	33.3%	9.1%	17.4%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	0.0%	8.3%	12.5%	13.5%	12.1%	0.0%	18.2%	4.3%
Staff too inaccessible	0.0%	0.0%	0.0%	4.2%	5.8%	0.0%	16.7%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	17.6%	10.0%	0.0%	8.3%	5.8%	9.1%	8.3%	9.1%	4.3%
World Bank Group's processes too slow	17.6%	30.0%	16.7%	25.0%	9.6%	9.1%	25.0%	9.1%	13.0%
Not aligned with other donors' work*	17.6%	0.0%	0.0%	8.3%	1.9%	3.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	5.9%	0.0%	8.3%	4.2%	1.9%	6.1%	0.0%	9.1%	0.0%
Too aligned with country priorities, even if resources are inadequate	0.0%	0.0%	0.0%	4.2%	1.9%	6.1%	0.0%	18.2%	0.0%
Not adequately sensitive to political/social realities in Bolivia	23.5%	6.7%	8.3%	16.7%	5.8%	9.1%	25.0%	18.2%	17.4%
Other	0.0%	6.7%	0.0%	12.5%	3.8%	6.1%	0.0%	9.1%	8.7%
Don't know	17.6%	10.0%	16.7%	12.5%	7.7%	6.1%	8.3%	0.0%	13.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	6.7%	0.0%	16.0%	10.0%	3.0%	8.3%	0.0%	4.5%
Knowledge products/services*	5.9%	6.7%	25.0%	4.0%	12.0%	30.3%	33.3%	18.2%	27.3%
Capacity development	5.9%	16.7%	16.7%	8.0%	18.0%	24.2%	8.3%	36.4%	18.2%
Technical assistance	52.9%	16.7%	58.3%	32.0%	36.0%	39.4%	41.7%	27.3%	40.9%
Investment lending	76.5%	73.3%	58.3%	48.0%	66.0%	48.5%	83.3%	36.4%	63.6%
Policy based lending/budget support to the Government*	35.3%	10.0%	16.7%	40.0%	8.0%	6.1%	0.0%	27.3%	9.1%
Multi-sectoral approaches	17.6%	16.7%	16.7%	16.0%	8.0%	18.2%	16.7%	9.1%	18.2%
Other	0.0%	0.0%	0.0%	4.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	23.3%	0.0%	12.0%	14.0%	9.1%	0.0%	18.2%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
To a fully sufficient degree																												
To a somewhat sufficient degree																												
To a somewhat insufficient degree																												
To a very insufficient degree																												
Don't know																												

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	15	5.53	2.03	24	6.50	2.04	11	6.73	3.29	22	6.82	1.79	44	5.34	2.11	33	5.67	1.85	12	4.58	1.62	10	5.00	2.49	21	6.81	1.63
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	16	6.44	1.82	24	6.08	1.91	11	7.27	3.04	24	6.54	1.98	43	5.63	2.06	30	5.47	1.68	12	5.00	2.13	8	5.13	2.47	17	6.76	2.11

*Significantly different between stakeholder groups



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

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	14	5.57	1.91	27	6.15	1.70	12	6.67	2.39	21	6.48	1.47	30	5.77	1.87	28	6.00	1.96	10	4.00	2.05	9	5.56	2.65	21	6.43	1.75
Flexibility (in terms of the institution's products and services)*	15	4.80	1.93	26	5.54	1.84	11	6.36	2.25	21	5.33	1.56	28	4.50	1.77	25	4.92	1.73	10	3.90	1.37	7	4.14	2.61	15	5.93	1.87
Flexibility (in terms of changing country circumstances)*	15	4.80	1.74	28	5.61	2.01	11	6.91	2.43	22	6.05	1.59	33	5.52	2.03	25	5.00	1.83	10	3.70	0.95	8	4.38	3.11	17	5.94	2.01
Being inclusive*	15	5.33	1.80	26	6.12	1.99	12	7.50	2.58	21	6.10	1.81	30	5.57	1.89	29	5.31	1.93	10	3.90	1.29	8	5.13	2.23	17	6.29	1.76
Openness (sharing data and other information)	15	6.80	2.08	23	6.52	1.90	11	7.55	2.21	22	6.91	2.14	35	6.63	2.18	29	6.59	2.08	12	5.58	1.88	9	7.22	1.86	19	7.42	1.35
Collaboration with the Government*	15	6.73	1.91	25	6.52	1.66	11	7.36	3.07	21	7.57	1.83	33	6.42	2.22	27	6.37	1.94	10	5.00	1.25	8	6.88	1.36	21	7.57	1.89
The speed in which it gets things accomplished on the ground*	15	5.33	1.72	27	5.44	1.95	10	5.90	3.21	19	6.00	1.56	28	4.75	2.12	24	5.04	1.78	9	4.11	2.03	6	3.17	1.47	17	6.53	1.37
Ease of access to the people at the World Bank Group who are making decisions important to my work*	16	5.94	2.41	22	6.32	2.08	10	7.40	2.12	22	6.82	2.87	27	5.04	2.34	29	5.86	2.25	9	3.67	1.80	9	5.67	2.96	18	7.22	1.96
Collaboration with civil society*	12	6.00	2.59	21	5.81	2.06	9	7.44	2.07	19	6.16	1.95	30	5.13	1.93	26	5.04	2.03	9	4.44	2.40	8	3.75	2.82	13	6.46	2.37
Staff accessibility*	16	5.94	2.17	23	6.52	1.95	9	7.22	2.17	23	6.96	2.64	28	5.39	2.25	28	5.64	2.16	9	3.67	2.12	8	4.63	2.77	17	7.41	2.03
Collaboration with other donors and development partners	12	6.42	1.98	21	6.43	1.80	5	5.80	1.10	22	6.73	2.27	23	5.57	1.88	24	6.13	1.87	8	5.25	1.83	9	6.22	1.92	15	7.27	1.62
Collaboration with the private sector*	11	6.00	1.61	15	6.27	1.58	8	7.00	2.14	18	7.22	1.44	32	4.69	1.94	26	5.35	2.35	11	5.27	2.53	8	5.00	2.73	10	6.60	1.71
Straightforwardness and honesty	14	6.21	1.31	27	7.07	1.92	11	8.36	1.36	19	7.47	1.50	31	6.42	2.32	27	6.67	2.24	10	6.60	2.32	8	6.38	1.85	21	7.62	1.77
Treating clients and stakeholders in Bolivia with respect	15	7.40	1.30	27	7.37	2.04	10	8.80	1.32	18	8.00	1.41	31	7.23	2.09	27	7.15	2.13	12	6.42	2.15	8	6.63	2.07	20	7.75	1.25
Being a long-term partner	15	6.07	2.49	23	7.48	2.37	10	7.80	2.82	21	7.76	2.07	34	7.06	2.24	23	7.13	2.18	11	5.55	1.86	7	7.71	1.60	19	7.95	1.61

*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The Government works inefficiently*	0.0%	14.3%	16.7%	33.3%	48.9%	31.3%	41.7%	20.0%	26.1%
Poor donor coordination	23.5%	10.7%	8.3%	8.3%	4.3%	21.9%	0.0%	10.0%	13.0%
The World Bank Group is not sensitive enough to political/social realities on the ground*	47.1%	50.0%	25.0%	25.0%	12.8%	28.1%	75.0%	50.0%	39.1%
Lack of/inadequate levels of capacity in Government*	0.0%	7.1%	16.7%	37.5%	40.4%	31.3%	8.3%	50.0%	4.3%
The World Bank Group's procurement requirements are too rigid*	52.9%	28.6%	41.7%	4.2%	8.5%	15.6%	16.7%	10.0%	26.1%
There is not an adequate level of citizen/civil society participation*	11.8%	3.6%	8.3%	8.3%	0.0%	25.0%	16.7%	10.0%	13.0%
The World Bank Group works too slowly	11.8%	3.6%	8.3%	16.7%	17.0%	0.0%	16.7%	0.0%	0.0%
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	0.0%	12.5%	8.5%	6.3%	0.0%	10.0%	0.0%
Political pressures and obstacles	0.0%	25.0%	50.0%	20.8%	23.4%	15.6%	16.7%	30.0%	21.7%
Reforms are not well thought out in light of country challenges	35.3%	7.1%	8.3%	16.7%	8.5%	9.4%	8.3%	10.0%	30.4%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	6	5.17	1.33	16	6.50	1.51	8	8.00	2.00	12	6.42	1.78	9	5.89	2.09	12	5.92	1.88	3	5.00	1.73	4	5.25	2.50	8	6.63	2.33
Information and communications technology	6	5.17	1.83	10	6.90	1.97	6	8.17	1.94	9	6.78	1.79	15	5.87	2.03	10	6.10	1.60	5	5.80	2.59	5	7.80	1.30	6	6.83	1.94
Reduce transport costs and increase connectivity of isolated communities to the national road network	7	7.00	0.58	12	6.67	1.72	6	6.50	2.07	13	7.69	2.21	14	6.36	1.50	8	5.38	1.69	5	6.00	2.92	5	6.80	1.10	7	7.00	1.15
Crime and violence	3	4.67	1.15	5	5.40	2.70	4	5.75	2.50	8	5.63	1.69	9	5.33	2.18	10	5.00	1.63	3	4.67	2.08	3	4.00	3.46	2	8.00	0.00
Law and justice	7	5.14	1.07	6	6.00	3.10	3	5.67	3.21	9	5.78	2.05	12	5.25	2.60	13	5.08	1.66	4	5.50	2.08	5	4.20	3.56	3	6.33	2.89
Urban development*	7	5.71	1.25	13	6.46	2.03	5	8.20	1.48	13	7.15	1.34	17	6.12	2.00	9	5.11	1.76	6	5.67	1.86	7	7.00	2.24	8	7.25	1.28
Economic diversification*	7	6.43	1.27	11	6.73	1.85	7	8.00	1.53	15	6.93	0.88	12	4.92	1.62	17	5.82	2.19	6	5.83	1.72	6	5.50	2.51	8	5.50	2.39
Regulatory framework	9	5.67	2.35	11	6.09	2.07	6	8.00	1.67	15	6.93	1.33	13	5.77	2.68	15	6.27	1.79	3	5.00	2.00	5	5.80	1.30	7	6.29	1.80
Communicable/non-communicable diseases	6	6.67	1.75	7	5.86	1.95	2	5.00	4.24	8	6.38	1.30	9	6.00	1.80	9	4.67	1.87	5	5.80	1.30	3	7.67	1.53	5	7.40	0.55
Poverty reduction*	13	6.46	1.13	20	6.60	1.93	8	8.75	1.75	20	7.20	1.58	23	6.09	1.83	22	5.86	1.83	9	5.78	1.48	8	6.25	1.98	16	7.19	1.28
Anti corruption*	7	5.00	1.00	12	6.50	1.68	5	7.60	2.51	10	5.80	1.55	19	4.58	2.36	13	4.54	1.85	5	4.00	1.00	6	5.50	3.39	4	7.00	0.82
Private sector development	7	5.00	1.83	9	6.44	2.01	7	5.86	1.86	15	6.67	1.80	21	5.24	2.23	17	5.76	2.51	6	6.17	1.17	8	6.25	2.31	4	7.25	1.50
Foreign direct investment	4	6.75	0.96	9	6.78	2.11	5	6.20	2.59	11	5.73	2.10	17	5.41	1.91	11	5.36	1.63	4	6.50	2.38	7	7.29	2.06	4	7.25	1.71
Productive complexes	7	6.29	1.11	13	6.38	1.98	6	7.00	2.28	15	6.87	1.36	13	5.92	2.25	14	5.57	2.24	4	5.75	2.22	5	5.00	3.08	6	7.17	1.60
Trade and exports	6	4.67	2.34	8	6.25	2.43	5	6.80	2.39	12	6.92	0.90	13	5.77	2.39	11	5.55	2.07	4	6.00	2.16	5	6.80	2.68	5	6.00	1.87
Economic growth, fiscal sustainability and resilience to economic shocks	6	5.17	1.94	9	6.89	2.20	5	7.20	1.92	17	7.18	0.95	20	5.90	2.13	18	6.00	1.91	6	5.67	1.37	9	6.56	2.55	5	7.60	1.14
Health	12	6.83	1.11	11	7.09	1.58	4	7.50	1.73	14	6.71	1.27	17	5.59	2.37	15	6.20	2.31	7	6.14	1.57	5	7.20	1.92	12	7.00	1.54
Disaster management	9	6.78	0.67	14	6.93	1.64	5	6.40	1.82	16	7.50	1.46	13	6.15	2.34	16	5.50	2.39	7	6.00	2.00	5	6.60	2.70	9	7.44	1.01
Strengthen institutional capacity to improve public resource management*	13	6.46	2.18	18	6.67	1.71	7	8.14	1.57	17	7.00	1.58	17	5.29	2.28	16	5.56	1.75	6	5.33	1.63	8	5.88	2.42	9	7.22	1.30
Job creation/employment	7	5.71	1.11	13	6.38	2.26	6	7.33	2.16	14	6.93	1.14	18	5.28	2.08	15	5.67	1.72	5	6.40	2.41	5	4.60	2.30	10	6.10	2.18
Financial markets	4	6.00	1.41	8	6.25	2.12	6	7.17	2.48	10	6.70	1.49	22	4.41	2.36	17	5.71	2.05	3	4.67	1.53	5	6.20	2.39	4	7.00	2.16
Equality of opportunity	5	6.00	2.55	11	6.55	2.16	8	7.63	2.33	13	6.69	1.60	11	6.18	2.09	15	5.73	1.75	3	4.67	1.53	5	5.20	1.92	13	6.92	1.50
Hydroelectric energy	4	5.00	1.41	8	6.25	2.25	4	7.00	2.58	7	6.57	0.98	12	5.75	2.30	9	5.11	1.96	5	5.60	2.30	2	5.50	4.95	6	7.17	1.72
Rural development*	11	6.45	1.81	16	7.44	2.10	8	9.13	1.13	18	7.22	1.26	14	5.71	2.30	16	5.38	2.45	9	6.11	2.03	7	6.57	1.99	9	7.11	2.09
Global/regional integration	4	5.50	1.91	9	6.33	2.29	6	8.17	0.98	10	7.10	1.52	12	5.67	1.97	11	5.82	1.54	6	7.00	2.45	4	6.50	2.38	4	7.50	2.08
Food security*	11	6.18	1.40	12	6.75	1.86	8	9.13	0.99	15	6.47	1.92	15	5.60	1.59	13	5.38	2.06	6	5.33	1.63	5	6.40	2.07	2	7.50	0.71
Education	8	7.00	0.93	13	6.92	1.75	4	8.00	1.83	14	6.50	1.61	14	5.50	2.10	14	6.14	1.99	7	5.57	2.23	6	6.17	2.23	7	7.43	0.79
Social protection	5	6.00	1.00	7	6.43	2.51	4	7.00	2.94	12	6.83	1.19	8	5.63	2.07	9	5.89	2.15	2	4.50	2.12	4	6.50	2.08	7	6.71	1.98
Environmental sustainability and resilience to climate change	11	6.55	2.02	18	7.50	1.69	9	8.33	1.87	13	7.15	1.57	13	6.69	2.02	19	6.32	1.83	6	6.17	1.72	7	6.29	2.75	10	7.70	1.06
Agricultural development*	10	6.60	1.51	15	7.40	1.99	7	9.00	1.00	15	6.87	1.55	14	5.57	2.10	18	5.89	2.17	8	5.63	2.13	6	5.83	2.04	5	7.80	0.45
Access to basic services*	10	7.30	1.25	16	7.31	1.82	7	8.14	2.12	16	7.50	1.32	18	6.39	2.12	18	6.44	1.76	7	5.57	2.44	6	8.00	1.10	8	7.75	0.71
Natural resource management	4	6.25	0.96	10	6.60	2.41	4	7.25	0.96	9	7.22	1.39	10	6.40	1.65	14	5.71	2.16	4	5.50	2.52	5	5.80	2.86	2	6.00	2.83

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results (continued)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	17	6.18	1.81	21	6.62	1.47	12	6.83	2.59	20	6.95	1.50	33	5.52	1.87	27	5.59	1.53	11	5.09	1.51	8	4.88	1.89	21	6.57	1.54

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bolivia	16	6.00	1.71	20	6.35	2.13	12	6.50	2.65	20	6.75	1.71	33	5.52	1.86	25	5.72	2.01	11	4.91	1.30	9	5.67	2.45	22	6.77	1.93
The World Bank Group meets Bolivia's needs for knowledge services	17	5.94	1.71	24	6.58	1.98	12	6.75	2.67	20	6.80	1.61	34	5.97	2.14	27	5.93	2.00	11	4.73	2.20	8	6.13	2.17	21	6.62	2.18

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bolivia received value for money from the World Bank Group's Reimbursable Advisory Services?	3	6.33	0.58	18	7.06	1.47	8	7.75	2.05	9	6.11	1.69	22	6.00	2.33	13	5.77	2.17	3	4.33	2.52	5	7.20	1.79	7	7.43	1.62

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?*	9	5.33	1.58	21	6.62	1.63	8	8.00	1.69	14	6.79	1.42	27	4.89	1.97	17	5.35	2.26	9	5.33	1.41	7	6.29	2.14	13	6.85	1.41

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups



D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Weekly		0.0%			6.9%			9.1%			0.0%			6.3%			3.2%			8.3%			0.0%			0.0%	
Monthly		5.9%			17.2%			9.1%			40.0%			8.3%			16.1%			16.7%			66.7%			13.0%	
A few times a year		47.1%			44.8%			45.5%			32.0%			41.7%			38.7%			41.7%			22.2%			69.6%	
Rarely		47.1%			27.6%			36.4%			20.0%			18.8%			38.7%			33.3%			0.0%			13.0%	
Never		0.0%			3.4%			0.0%			8.0%			25.0%			3.2%			0.0%			11.1%			4.3%	

*Significantly different between stakeholder groups

In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	15	5.93	2.19	24	6.42	1.74	9	7.11	2.62	18	7.22	1.59	29	6.10	2.11	23	5.91	1.70	11	5.55	1.81	9	6.22	2.05	18	6.72	1.45
Lead to practical solutions	15	6.07	2.22	24	6.54	1.72	10	6.80	2.66	18	6.22	1.59	29	6.28	2.27	22	5.95	1.81	10	4.70	1.49	8	5.88	1.64	21	7.10	1.26
Are accessible (well written and easy to understand)	15	6.33	1.59	25	6.60	1.71	10	6.90	2.38	19	7.26	1.82	29	6.55	2.10	24	6.79	1.93	12	5.58	2.31	8	7.13	1.36	21	6.62	1.63
Are translated enough into local language*	15	6.07	1.83	23	6.57	2.11	8	7.75	2.49	18	7.89	1.97	31	6.65	2.14	24	5.83	2.33	11	5.27	1.62	8	5.75	2.66	21	6.00	1.73
Are adaptable to Bolivia's specific development challenges and country circumstances	15	5.60	1.50	25	6.56	1.76	10	6.40	3.10	18	6.72	1.81	29	6.38	2.08	25	5.84	2.08	9	5.22	1.99	7	5.29	2.14	20	6.65	1.95

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	17	6.41	1.77	20	6.55	1.96	8	8.00	2.00	19	7.16	1.80	36	6.53	2.47	26	6.31	1.95	12	5.75	1.71	8	5.38	2.13	21	7.05	1.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	17	7.18	1.70	25	7.12	1.76	10	8.20	1.81	20	7.90	1.37	37	7.14	2.19	29	7.28	1.87	11	6.64	1.36	9	7.00	2.06	19	7.32	1.25

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)



E. Working with the World Bank Group

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	14	6.07	1.73	19	6.63	2.41	8	8.50	2.14	13	6.85	2.12	21	5.38	2.16	15	5.67	2.55	6	5.00	1.41	4	4.25	2.06	14	7.07	2.70
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	7.00	1.93	18	7.00	2.45	9	8.67	1.73	17	6.59	1.91	21	6.43	1.99	24	6.33	2.16	8	6.50	1.51	6	7.00	2.10	20	7.80	1.28
The World Bank Group's approvals and reviews are done in a timely fashion	13	6.00	1.68	20	6.30	2.27	11	7.27	2.69	15	6.20	1.86	23	5.96	2.27	21	6.10	2.19	6	5.50	1.38	6	6.83	2.64	15	7.13	2.47
The World Bank Group's "Safeguard Policy" requirements are reasonable	13	6.46	1.56	20	6.00	2.34	10	6.50	3.89	13	6.77	1.83	17	6.18	2.01	13	6.69	2.56	4	5.50	1.73	4	5.50	1.73	12	7.08	1.73
The World Bank Group's conditions on its lending are reasonable	12	6.50	1.17	19	5.89	2.18	11	6.91	3.48	16	7.06	1.98	22	5.95	1.99	19	6.16	2.03	5	6.20	1.48	5	6.20	2.77	17	6.88	1.27
The World Bank Group takes decisions quickly in Bolivia	11	6.18	1.72	19	6.16	2.27	11	6.82	3.12	17	5.88	1.62	20	5.50	2.26	17	5.12	2.32	9	5.00	2.12	5	5.80	3.11	13	6.69	2.02
Working with the World Bank Group increases Bolivia's institutional capacity	12	6.25	1.42	22	6.36	2.04	8	8.13	1.73	17	6.29	2.49	25	6.20	2.31	23	6.04	2.33	9	5.22	1.64	7	5.43	3.26	19	6.79	2.02
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	6.60	2.41	16	6.13	2.39	8	8.50	2.27	13	5.77	1.88	17	6.29	2.08	13	5.69	2.02	5	6.40	2.30	4	7.50	2.38	6	6.33	4.18
The World Bank Group provides effective implementation support	15	6.67	1.99	19	6.68	2.60	8	8.63	2.00	16	6.25	1.69	23	7.04	2.16	18	6.72	2.24	5	6.40	2.41	6	6.67	2.34	16	7.69	1.45

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bolivia?	13	5.85	1.91	19	6.53	2.06	8	8.13	2.36	12	5.83	2.17	33	5.42	2.15	24	5.54	2.23	10	5.20	2.35	7	4.57	2.44	9	5.22	2.68

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

Which of the following best describes the World Bank Group's support in Bolivia?*(Select only one response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bolivia	64.7%	53.6%	45.5%	52.2%	31.9%	23.3%	50.0%	22.2%	59.1%
The World Bank Group is not sufficiently selective in Bolivia, and it is involved in too many areas of development	17.6%	14.3%	27.3%	13.0%	10.6%	30.0%	16.7%	55.6%	4.5%
Don't know	17.6%	32.1%	27.3%	34.8%	57.4%	46.7%	33.3%	22.2%	36.4%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	11.8%	20.7%	18.2%	17.4%	25.5%	20.7%	25.0%	0.0%	31.8%
Ensure greater selectivity in its work	5.9%	6.9%	9.1%	8.7%	4.3%	3.4%	0.0%	11.1%	4.5%
Provide more adequate data/knowledge/statistics/figures on Bolivia's economy	5.9%	13.8%	9.1%	4.3%	8.5%	13.8%	16.7%	22.2%	22.7%
Improve the competitiveness of its financing compared to markets	29.4%	3.4%	36.4%	4.3%	17.0%	10.3%	8.3%	11.1%	9.1%
Reach out more to groups outside of Government*	0.0%	13.8%	9.1%	17.4%	59.6%	65.5%	33.3%	55.6%	9.1%
Increase the level of capacity development in the country	29.4%	17.2%	45.5%	34.8%	25.5%	24.1%	25.0%	44.4%	22.7%
Improve the quality of its experts as related to Bolivia's specific challenges*	0.0%	13.8%	0.0%	4.3%	4.3%	0.0%	41.7%	22.2%	9.1%
Offer more innovative knowledge services	11.8%	24.1%	9.1%	8.7%	10.6%	24.1%	8.3%	11.1%	18.2%
Collaborate more effectively with Government clients	0.0%	6.9%	9.1%	26.1%	6.4%	20.7%	8.3%	0.0%	18.2%
Work faster	17.6%	13.8%	0.0%	8.7%	6.4%	3.4%	0.0%	0.0%	9.1%
Reduce the complexity of obtaining World Bank Group financing*	52.9%	41.4%	45.5%	39.1%	10.6%	3.4%	33.3%	11.1%	9.1%
Increase availability of Reimbursable Advisory Services	23.5%	6.9%	9.1%	4.3%	6.4%	3.4%	0.0%	0.0%	18.2%
Other	0.0%	3.4%	0.0%	8.7%	4.3%	6.9%	0.0%	11.1%	9.1%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	35.3%	28.6%	54.5%	34.8%	40.4%	17.2%	25.0%	11.1%	36.4%
Knowledge products	0.0%	32.1%	9.1%	13.0%	19.1%	10.3%	33.3%	33.3%	18.2%
Convening services	0.0%	7.1%	0.0%	13.0%	10.6%	20.7%	0.0%	33.3%	9.1%
The combination is appropriate for Bolivia	52.9%	25.0%	27.3%	26.1%	19.1%	44.8%	33.3%	11.1%	31.8%
Don't know	11.8%	7.1%	9.1%	13.0%	10.6%	6.9%	8.3%	11.1%	4.5%



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	29.4%	27.6%	45.5%	20.8%	6.3%	20.7%	25.0%	11.1%	31.8%
International newspapers*	5.9%	6.9%	0.0%	0.0%	14.6%	0.0%	0.0%	22.2%	0.0%
Local radio	0.0%	10.3%	0.0%	4.2%	2.1%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	5.9%	13.8%	18.2%	0.0%	8.3%	3.4%	25.0%	0.0%	0.0%
International television	0.0%	0.0%	9.1%	0.0%	8.3%	3.4%	8.3%	11.1%	0.0%
Local newspapers	11.8%	24.1%	9.1%	41.7%	35.4%	17.2%	33.3%	22.2%	31.8%
Internet*	88.2%	48.3%	72.7%	66.7%	56.3%	89.7%	33.3%	77.8%	54.5%
Periodicals	41.2%	48.3%	36.4%	50.0%	45.8%	58.6%	50.0%	55.6%	36.4%
Other	5.9%	6.9%	0.0%	4.2%	10.4%	3.4%	8.3%	0.0%	18.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	47.1%	37.9%	27.3%	45.5%	23.4%	37.9%	33.3%	33.3%	31.8%
Mobile phones	11.8%	0.0%	0.0%	0.0%	6.4%	0.0%	0.0%	0.0%	4.5%
World Bank Group's seminars/workshops/conferences*	41.2%	65.5%	81.8%	22.7%	34.0%	17.2%	33.3%	22.2%	31.8%
World Bank Group's publications and other written materials	29.4%	17.2%	9.1%	36.4%	19.1%	31.0%	41.7%	33.3%	36.4%
World Bank Group's website*	17.6%	10.3%	9.1%	22.7%	44.7%	34.5%	33.3%	66.7%	27.3%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	5.9%	17.2%	36.4%	13.6%	2.1%	17.2%	8.3%	0.0%	27.3%
e-Newsletters	35.3%	44.8%	36.4%	50.0%	61.7%	58.6%	50.0%	44.4%	36.4%
Other	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	25.0%	37.0%	22.2%	30.4%	10.9%	18.5%	33.3%	22.2%	13.6%
No	75.0%	63.0%	77.8%	69.6%	89.1%	81.5%	66.7%	77.8%	86.4%

**G. Communication and Information Sharing (continued)**

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)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
World Bank Group's seminars/workshops/conferences	50.0%	20.0%	50.0%	14.3%	40.0%	20.0%	0.0%	50.0%	0.0%
World Bank Group's website	50.0%	50.0%	50.0%	42.9%	40.0%	20.0%	75.0%	0.0%	33.3%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	25.0%	0.0%	0.0%
News/Media	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	20.0%	0.0%	42.9%	0.0%	20.0%	0.0%	50.0%	66.7%
Other	0.0%	10.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%

Have you requested information from the World Bank Group on its activities in the past year?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	29.4%	31.0%	0.0%	45.8%	8.3%	28.6%	18.2%	25.0%	22.7%
No	70.6%	69.0%	100.0%	54.2%	91.7%	71.4%	81.8%	75.0%	77.3%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	100.0%	90.0%	0.0%	90.9%	100.0%	75.0%	100.0%	66.7%	100.0%
No	0.0%	10.0%	0.0%	9.1%	0.0%	25.0%	0.0%	33.3%	0.0%

Do you use/have you used the World Bank Group website?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	92.9%	79.3%	77.8%	79.2%	62.5%	79.3%	54.5%	88.9%	81.8%
No	7.1%	20.7%	22.2%	20.8%	37.5%	20.7%	45.5%	11.1%	18.2%

Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	14.3%	27.6%	44.4%	12.5%	12.5%	34.6%	45.5%	0.0%	9.1%
No	85.7%	72.4%	55.6%	87.5%	87.5%	65.4%	54.5%	100.0%	90.9%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	16	6.81	1.76	26	7.12	2.37	11	5.82	2.89	23	7.22	2.17	37	5.51	3.11	27	6.19	2.69	12	5.92	2.81	9	6.78	2.44	21	7.29	1.71
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	12	6.58	2.54	16	6.31	2.30	10	5.90	3.00	14	6.43	2.68	21	5.67	2.37	21	5.86	2.43	10	5.80	2.94	6	5.50	3.51	15	7.07	1.71
The World Bank Group is responsive to my information requests and inquiries	10	5.60	2.17	20	7.30	1.95	9	6.67	2.50	18	7.28	2.61	19	6.32	2.14	18	6.67	2.87	7	4.86	2.73	3	8.00	1.73	13	7.92	1.71

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	38.9%	57.6%	72.7%	48.0%	12.7%	17.1%	0.0%	9.1%	37.5%
No	61.1%	42.4%	27.3%	52.0%	87.3%	82.9%	100.0%	90.9%	62.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	76.5%	90.6%	100.0%	91.3%	35.9%	72.4%	80.0%	90.9%	63.6%
The International Finance Corporation (IFC)	11.8%	6.3%	0.0%	4.3%	38.5%	13.8%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Other	11.8%	3.1%	0.0%	4.3%	23.1%	13.8%	20.0%	9.1%	36.4%

*Significantly different between stakeholder groups

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	11.8%	18.8%	30.0%	26.1%	3.9%	9.1%	8.3%	10.0%	4.8%
No	88.2%	81.3%	70.0%	73.9%	96.1%	90.9%	91.7%	90.0%	95.2%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	50.0%	28.6%	100.0%	25.0%	66.7%	25.0%	0.0%	50.0%	100.0%
The way the two institutions work together needs improvement	50.0%	28.6%	0.0%	37.5%	0.0%	25.0%	100.0%	50.0%	0.0%
The two institutions do not work well together	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	28.6%	0.0%	37.5%	33.3%	50.0%	0.0%	0.0%	0.0%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	50.0%	19.4%	8.3%	32.0%	52.2%	34.4%	33.3%	18.2%	31.8%
Use World Bank Group reports/data*	16.7%	19.4%	16.7%	48.0%	34.8%	46.9%	75.0%	72.7%	27.3%
Engage in World Bank Group related/sponsored events/activities	33.3%	45.2%	50.0%	52.0%	21.7%	28.1%	25.0%	27.3%	50.0%
Collaborate as part of my professional duties*	11.1%	51.6%	41.7%	28.0%	6.5%	9.4%	0.0%	18.2%	13.6%
Use World Bank Group website for information, data, research, etc.	27.8%	12.9%	8.3%	12.0%	26.1%	40.6%	33.3%	27.3%	31.8%

Significantly different between stakeholder groups*What's your gender?***

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	44.4%	14.7%	25.0%	37.5%	12.5%	34.3%	25.0%	18.2%	54.2%
Male	55.6%	85.3%	75.0%	62.5%	87.5%	65.7%	75.0%	81.8%	45.8%

**Significantly different between stakeholder groups*



Appendix C: Responses to Indicator Questions by Geographic Location¹⁹

● La Paz-El Alto N=191 ● Other N=38

B. Overall Attitudes toward the World Bank Group

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bolivia	164	6.61	2.06	28	6.36	2.25

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

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia	165	5.92	2.08	29	5.90	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	159	6.06	2.09	28	5.64	2.13

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?

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

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	151	5.97	1.93	23	6.00	1.73
Flexibility (in terms of the institution's products and services)	139	5.08	1.90	21	5.19	2.02
Flexibility (in terms of changing country circumstances)	151	5.42	2.03	20	5.60	2.19
Being inclusive	148	5.70	1.94	22	6.14	2.53
Openness (sharing data and other information)	153	6.76	2.02	24	6.79	1.96
Collaboration with the Government	148	6.76	2.02	25	6.72	2.15
The speed in which it gets things accomplished on the ground	135	5.30	2.04	22	5.41	1.97
Ease of access to the people at the World Bank Group who are making decisions important to my work	141	6.13	2.44	22	5.55	2.60
Collaboration with civil society	128	5.54	2.30	21	5.67	2.03
Staff accessibility	141	6.11	2.40	22	5.82	2.30
Collaboration with other donors and development partners	121	6.23	1.97	20	6.55	1.57
Collaboration with the private sector	118	5.80	2.12	23	5.52	2.29
Straightforwardness and honesty	147	6.92	2.02	23	7.13	1.84
Treating clients and stakeholders in Bolivia with respect	145	7.37	1.93	25	7.60	1.50
Being a long-term partner	141	7.18	2.25	24	7.38	2.08

¹⁹ 229 respondents provided information about their geographic location. These respondents were included in the analysis presented in this appendix.

**C. World Bank Group's Effectiveness and Results**

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?	147	6.08	1.82	25	6.00	1.73

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in Bolivia?***(1-Strongly disagree, 10-Strongly agree)*

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bolivia	143	6.03	2.04	27	6.07	1.73
The World Bank Group meets Bolivia's needs for knowledge services	150	6.29	2.07	26	5.77	1.97

D. The World Bank Group's Knowledge Work and Activities**In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Bolivia's specific development challenges and country circumstances	139	6.17	2.02	21	6.52	1.91

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	145	6.57	2.03	24	6.63	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	157	7.25	1.79	22	7.50	1.74

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	La Paz-El Alto			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Bolivia	104	5.91	2.30	20	5.90	1.89
Where country systems are adequate, the World Bank Group makes appropriate use of them	78	6.23	2.38	15	7.20	2.14



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Bolivia COS questionnaire: All 10-point scale questions and question 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 in Bolivia?"

- Collaborating with the WBG N=69
- Not collaborating with the WBG N=156

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	69	7.30	1.90	149	5.77	2.29
Inter-American Development Bank (IDB/BID)	66	6.68	2.05	147	6.31	2.22
Latin American Development Bank (CAF)	65	6.34	2.23	145	6.48	2.25
Economic Commission for Latin America and the Caribbean (CEPAL)*	64	4.52	2.33	143	5.28	2.27
United Nations Development Program (PNUD)	65	5.68	2.48	143	6.03	2.30

**Significantly different between collaborators and non-collaborators*

Overall, please rate your impression of the effectiveness of these organizations in Bolivia.

(1-Not effective at all, 10-Extremely effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	65	7.54	1.85	124	6.03	2.01
Inter-American Development Bank (IDB/BID)*	61	7.31	1.50	131	6.47	1.85
Latin American Development Bank (CAF)	59	7.20	2.03	126	6.87	1.72
Economic Commission for Latin America and the Caribbean (CEPAL)	42	5.38	2.29	110	5.20	1.77
United Nations Development Program (PNUD)	53	5.87	2.10	127	5.91	1.96

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bolivia solve its most complicated development challenges?*	65	7.89	1.40	118	6.85	1.99

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

²⁰ Only 225 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

When thinking about how the World Bank Group can have the most impact on development results in 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)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	14.7%	24.7%
Crime and violence	2.9%	2.7%
Reduce transport costs and increase connectivity of isolated communities to the national road network	5.9%	4.8%
Agricultural development	19.1%	9.6%
Global/regional integration	1.5%	1.4%
Job creation/employment	27.9%	34.2%
Strengthen institutional capacity to improve public resource management	17.6%	20.5%
Social protection	1.5%	2.1%
Rural development*	27.9%	8.9%
Foreign direct investment	4.4%	8.2%
Education*	14.7%	40.4%
Hydroelectric energy	2.9%	2.1%
Gender equity	1.5%	2.7%
Financial markets	1.5%	0.7%
Urban development	1.5%	2.7%
Productive complexes	11.8%	7.5%
Economic growth, fiscal sustainability and resilience to economic shocks	10.3%	19.9%
Private sector development	8.8%	11.6%
Access to basic services*	19.1%	6.2%
Food security	11.8%	6.2%
Environmental sustainability and resilience to climate change*	22.1%	9.6%
Information and communications technology	0.0%	4.1%
Trade and exports	2.9%	2.7%
Equality of opportunity	8.8%	5.5%
Law and justice	1.5%	6.2%
Regulatory framework	2.9%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	4.1%
Poverty reduction*	30.9%	16.4%
Anti corruption	4.4%	6.8%
Disaster management	1.5%	0.7%
Economic diversification	16.2%	21.2%

*Significantly different between collaborators and non-collaborators

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

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	64	6.84	2.08	127	5.40	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	65	7.02	1.91	119	5.38	1.96

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	61	6.77	1.84	110	5.51	1.80
Flexibility (in terms of the institution's products and services)*	59	5.68	2.01	98	4.69	1.73
Flexibility (in terms of changing country circumstances)*	60	6.07	2.04	108	5.06	1.96
Being inclusive*	58	6.47	2.15	109	5.34	1.82
Openness (sharing data and other information)*	62	7.19	1.97	112	6.49	2.00
Collaboration with the Government*	60	7.60	1.65	110	6.25	2.06
The speed in which it gets things accomplished on the ground*	55	6.09	2.11	100	4.85	1.85
Ease of access to the people at the World Bank Group who are making decisions important to my work*	62	7.40	2.28	99	5.16	2.17
Collaboration with civil society*	50	6.78	2.08	97	4.87	2.05
Staff accessibility*	61	7.36	2.15	100	5.24	2.17
Collaboration with other donors and development partners*	47	7.02	1.81	93	5.88	1.86
Collaboration with the private sector*	41	6.66	1.84	98	5.32	2.13
Straightforwardness and honesty*	58	7.60	1.54	109	6.56	2.12
Treating clients and stakeholders in Bolivia with respect*	59	8.14	1.51	109	7.00	1.94
Being a long-term partner*	57	8.18	1.78	107	6.68	2.28

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	33	7.09	1.57	45	5.62	1.91
Information and communications technology*	26	7.19	1.77	46	6.11	2.00
Reduce transport costs and increase connectivity of isolated communities to the national road network*	29	7.28	1.53	48	6.29	1.84
Crime and violence*	14	6.21	1.81	33	4.91	2.02
Law and justice*	15	6.73	2.05	48	4.96	2.16
Urban development*	29	7.28	1.31	56	5.98	1.93
Economic diversification*	30	7.27	1.28	58	5.55	1.92
Regulatory framework	33	6.76	1.62	51	5.90	2.11
Communicable/non-communicable diseases	15	6.47	2.07	39	5.90	1.71
Poverty reduction*	52	7.40	1.33	87	6.06	1.81
Anti corruption*	24	6.79	1.91	58	4.79	1.97
Private sector development	26	6.23	2.03	69	5.80	2.11
Foreign direct investment	21	6.19	2.20	51	6.06	1.92
Productive complexes	32	6.69	1.45	51	5.96	2.25
Trade and exports	24	6.38	2.00	45	5.91	2.15
Economic growth, fiscal sustainability and resilience to economic shocks*	33	6.94	1.71	62	6.11	1.97
Health*	35	7.29	1.18	62	6.13	2.00
Disaster management*	36	7.11	1.26	58	6.28	2.18
Strengthen institutional capacity to improve public resource management*	47	6.79	1.74	64	6.00	2.10
Job creation/employment*	34	6.88	1.41	59	5.53	2.09
Financial markets	24	6.33	2.24	55	5.44	2.19
Equality of opportunity*	35	6.86	1.67	49	5.94	2.02
Hydroelectric energy	19	6.58	1.43	38	5.68	2.31
Rural development*	48	7.48	1.81	60	6.02	2.14
Global/regional integration	21	6.95	1.32	45	6.29	2.17
Food security*	34	7.29	1.61	52	5.65	1.85
Education*	34	7.26	1.21	53	5.91	2.00
Social protection	19	6.84	1.68	39	6.03	1.99
Environmental sustainability and resilience to climate change*	46	7.59	1.75	59	6.47	1.85
Agricultural development*	42	7.50	1.63	56	5.91	2.05
Access to basic services*	45	7.58	1.32	61	6.61	1.97
Natural resource management*	22	7.00	1.45	40	5.95	2.15

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	63	6.89	1.75	107	5.55	1.63

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bolivia*	59	7.07	1.85	109	5.46	1.84
The World Bank Group meets Bolivia's needs for knowledge services*	61	6.87	1.85	113	5.81	2.07

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bolivia received value for money from the World Bank Group's Reimbursable Advisory Services?*	29	7.52	1.43	59	5.98	2.09

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?*	47	6.53	1.85	77	5.65	1.96

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

D. The World Bank Group's Knowledge Work and Activities**In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	58	7.03	1.80	98	5.88	1.85
Lead to practical solutions*	60	6.85	1.74	97	5.88	1.93
Are accessible (well written and easy to understand)*	61	7.10	1.64	102	6.34	1.97
Are translated enough into local language*	59	6.88	2.26	100	6.15	2.06
Are adaptable to Bolivia's specific development challenges and country circumstances*	61	6.89	1.83	97	5.78	2.03

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	60	7.27	1.72	107	6.16	2.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	63	7.68	1.71	114	7.04	1.79

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

*Significantly different between collaborators and non-collaborators

**E. Working with the World Bank Group**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	54	7.26	2.31	59	5.31	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	58	7.59	2.09	80	6.45	1.81
The World Bank Group's approvals and reviews are done in a timely fashion*	54	6.93	2.24	76	5.89	2.07
The World Bank Group's "Safeguard Policy" requirements are reasonable*	48	7.04	2.26	57	5.81	2.06
The World Bank Group's conditions on its lending are reasonable*	46	7.07	2.05	80	5.97	1.96
The World Bank Group takes decisions quickly in Bolivia*	47	6.83	2.07	75	5.28	2.14
Working with the World Bank Group increases Bolivia's institutional capacity*	55	7.18	2.01	87	5.69	2.13
Where country systems are adequate, the World Bank Group makes appropriate use of them	37	6.78	2.81	54	6.07	2.00
The World Bank Group provides effective implementation support*	55	7.40	2.16	71	6.54	2.02

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bolivia?*	41	6.71	2.17	93	5.31	2.18

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it*	62	7.23	2.32	120	6.09	2.61
The World Bank Group's social media channels are valuable sources of information about the institution	42	6.29	2.50	84	6.08	2.47
The World Bank Group is responsive to my information requests and inquiries*	50	7.52	1.95	66	6.21	2.56

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²¹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

FY 2014 Number of comparable respondents = 149 • FY 2016 Number of comparable respondents = 221

By weighting, the FY 2014 and FY 2016 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2014	FY 2016
Office of the President/Prime Minister/Minister	10%	10%
Government institutions	25%	25%
Local Government	5%	5%
Bilateral/multilateral agencies	10%	10%
Civil society	20%	20%
Private sector	15%	15%
Academia	10%	10%
Media	5%	5%

A. General Issues Facing Bolivia

In general would you say that Bolivia is headed in...?

Percentage of Respondents	FY 2014	FY 2016
The right direction	59.9%	53.2%
The wrong direction	19.7%	24.1%
Not sure	20.4%	22.7%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	148	6.80	2.13	213	6.40	2.23
Inter-American Development Bank (IDB/BID)	146	6.61	2.07	210	6.46	2.12
Latin American Development Bank (CAF)	146	6.86	2.40	204	6.45	2.19

Overall, please rate your impression of the effectiveness of these organizations in Bolivia.

(1-Not effective at all, 10-Extremely effective)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	142	6.46	1.93	187	6.57	2.08
Inter-American Development Bank (IDB/BID)	137	6.67	1.66	190	6.68	1.80
Latin American Development Bank (CAF)	130	7.21	1.96	182	6.93	1.81

²¹ Only those questions that were asked in the FY 2014 and FY 2016 country opinion surveys, with similar response scales/options, are presented.

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bolivia solve its most complicated development challenges?	129	7.43	1.76	183	7.19	1.88

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

To what extent do you agree with the following statements about the World Bank Group's work in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bolivia*	140	6.45	2.11	189	5.91	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	136	6.39	1.95	179	5.96	2.10

*Significantly different between FY2016 and FY2014

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	120	6.19	2.01	172	5.95	1.94
Flexibility (in terms of the institution's products and services)*	120	5.92	2.02	157	5.07	1.94
Flexibility (in terms of changing country circumstances)*	125	6.19	2.05	166	5.32	2.10
Being inclusive*	123	6.60	1.94	167	5.69	2.04
Openness (sharing data and other information)	125	6.84	2.05	174	6.80	1.99
Collaboration with the Government*	126	7.67	1.72	168	6.74	1.98
The speed in which it gets things accomplished on the ground	113	5.69	1.99	156	5.24	2.03
Ease of access to the people at the World Bank Group who are making decisions important to my work*	127	6.93	2.31	165	6.04	2.43
Collaboration with civil society*	112	6.33	2.07	148	5.50	2.36
Staff accessibility*	129	6.98	2.26	163	6.02	2.40
Collaboration with other donors and development partners*	100	7.30	1.87	143	6.29	1.88
Collaboration with the private sector	83	6.23	2.22	138	5.76	2.18
Straightforwardness and honesty	126	7.01	2.11	167	6.95	1.96
Treating clients and stakeholders in Bolivia with respect	125	7.80	1.77	168	7.39	1.88
Being a long-term partner	123	7.47	1.87	159	7.21	2.23

*Significantly different between FY2016 and FY2014

**C. World Bank Group's Effectiveness and Results**

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity	69	6.13	2.22	79	6.28	1.90
Crime and violence	50	4.81	2.51	48	5.14	2.07
Law and justice	59	5.12	2.22	64	5.25	2.30
Urban development	79	6.51	2.11	87	6.48	1.89
Regulatory framework	73	5.92	2.32	85	6.26	1.90
Poverty reduction	99	6.81	2.06	140	6.57	1.80
Anti corruption	65	5.92	2.65	81	5.39	2.21
Private sector development	74	5.67	2.24	95	5.96	2.11
Foreign direct investment*	69	5.51	2.37	74	6.24	2.00
Economic growth	87	6.28	2.10	98	6.40	1.98
Disaster management	70	6.42	2.20	96	6.56	1.97
Job creation/employment	77	6.14	2.13	92	5.94	1.98
Rural development	80	6.78	2.00	112	6.68	2.16
Global/regional integration*	60	5.60	2.37	67	6.51	1.96
Education	78	6.15	2.28	88	6.45	1.85
Social protection	64	5.91	2.28	57	6.31	1.90
Natural resource management	57	5.44	2.43	65	6.21	2.07

*Significantly different between FY2016 and FY2014

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bolivia?*	136	6.64	1.86	168	6.04	1.81

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

*Significantly different between FY2016 and FY2014

To what extent do you agree with the following statements about the World Bank Group in Bolivia?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bolivia	135	6.38	1.88	166	6.04	2.03
The World Bank Group meets Bolivia's needs for knowledge services	119	6.00	1.83	172	6.20	2.06

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bolivia?	103	6.08	1.89	123	6.08	1.96

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

**D. The World Bank Group's Knowledge Work and Activities**

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

Percentage of Respondents	FY 2014	FY 2016
Weekly	4.0%	3.5%
Monthly	18.1%	21.2%
A few times a year	47.0%	41.4%
Rarely	24.8%	27.3%
Never	6.0%	6.6%

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

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely	117	6.34	2.07	155	6.29	1.90
Lead to practical solutions	114	6.27	2.00	156	6.25	1.90
Are accessible (well written and easy to understand)	125	6.67	1.79	162	6.68	1.86
Are translated enough into local language	106	6.14	2.11	157	6.39	2.19
Are adaptable to Bolivia's specific development challenges and country circumstances	118	6.40	1.96	156	6.13	2.05

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	125	6.33	1.93	164	6.51	1.99
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	131	7.25	1.75	175	7.28	1.77

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly				114	6.18	2.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports	114	6.90	1.86	139	6.94	2.03
The World Bank Group's approvals and reviews are done in a timely fashion				131	6.32	2.23
The World Bank Group's "Safeguard Policy" requirements are reasonable				104	6.34	2.26
The World Bank Group's conditions on its lending are reasonable				124	6.40	2.07
The World Bank Group takes decisions quickly in Bolivia	110	5.95	2.07	124	5.90	2.28
Working with the World Bank Group increases Bolivia's institutional capacity				142	6.26	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	80	6.64	2.14	92	6.57	2.28
The World Bank Group provides effective implementation support	97	6.81	2.08	126	6.93	2.15

**G. Communication and Information Sharing**

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?

Percentage of Respondents	FY 2014	FY 2016
Yes	26.4%	22.4%
No	73.6%	77.6%

Do you use/have you used the World Bank Group website?

Percentage of Respondents	FY 2014	FY 2016
Yes	74.0%	77.5%
No	26.0%	22.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	130	6.78	2.27	178	6.55	2.46
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	99	5.94	2.42	127	6.13	2.52
The World Bank Group is responsive to my information requests and inquiries	108	6.79	2.25	114	6.83	2.42



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall effectiveness of the World Bank Group (WBG) in Bolivia	6.03	7.54	6.72	6.36	6.73	6.40	6.32	7.06	6.49	7.03	6.59	6.66
Overall the World Bank Group currently plays a relevant role in development in Bolivia	5.40	6.84	6.17	5.46	5.91	6.01	5.61	6.47	5.69	7.00	5.95	5.94
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	5.38	7.02	6.26	5.45	6.06	5.91	5.73	6.45	5.75	6.95	5.98	6.06
Responsiveness to needs	5.51	6.77	6.22	5.36	6.00	5.95	5.64	6.55	5.77	6.69	6.06	5.78
Flexibility (in terms of the institution's products and services)	4.69	5.68	5.39	4.39	5.15	4.98	4.72	5.69	4.90	5.69	5.18	4.85
Flexibility (in terms of changing country circumstances)	5.06	6.07	5.65	4.83	5.28	5.67	4.95	6.16	5.33	5.72	5.52	5.14
Being inclusive	5.34	6.47	6.03	5.13	5.94	5.43	5.32	6.48	5.53	6.48	5.80	5.64
Openness (sharing data and other information)	6.49	7.19	6.92	6.42	6.78	6.75	6.58	7.07	6.66	7.16	6.77	6.79
Collaboration with the Government	6.25	7.60	6.99	6.22	6.73	6.83	6.48	7.23	6.60	7.37	6.86	6.50
The speed in which it gets things accomplished on the ground	4.85	6.09	5.55	4.74	5.37	5.24	5.03	5.77	5.11	5.97	5.33	5.29
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.16	7.40	6.47	5.17	6.16	5.95	5.45	6.98	5.74	7.29	6.24	5.58
Collaboration with civil society	4.87	6.78	5.83	4.85	5.76	5.22	5.07	6.32	5.30	6.59	5.81	4.88
Staff accessibility	5.24	7.36	6.44	5.17	6.17	5.87	5.47	6.89	5.77	7.09	6.20	5.70
Collaboration with other donors and development partners	5.88	7.02	6.47	5.78	6.24	6.35	6.01	6.68	6.10	6.97	6.40	6.00
Collaboration with the private sector	5.32	6.66	6.07	5.19	5.71	5.90	5.34	6.44	5.58	7.05	5.90	5.47
Straightforwardness and honesty	6.56	7.60	7.27	6.14	6.98	6.81	6.66	7.39	6.69	7.70	6.99	6.73
Treating clients and stakeholders in Bolivia with respect	7.00	8.14	7.54	7.15	7.56	7.19	7.18	7.83	7.25	8.06	7.45	7.36
Being a long-term partner	6.68	8.18	7.57	6.33	7.10	7.36	7.05	7.44	6.91	8.33	7.20	7.21
To what extent does the World Bank Group's work help to achieve development results in Bolivia?	5.55	6.89	6.33	5.42	6.09	6.00	5.71	6.60	5.84	6.91	6.17	5.75
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	5.46	7.07	6.31	5.47	5.94	6.19	5.68	6.58	5.79	7.03	6.13	5.73
The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.81	6.87	6.52	5.39	6.10	6.27	5.83	6.74	5.95	6.92	6.28	5.85
The World Bank Group's knowledge work and activities are adaptable to Bolivia's specific development challenges and country circumstances	5.78	6.89	6.36	5.76	6.17	6.21	6.04	6.42	5.97	6.87	6.16	6.24
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.16	7.27	6.87	5.94	6.46	6.79	6.22	7.16	6.48	7.00	6.70	6.30
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.04	7.68	7.49	6.87	7.28	7.33	7.08	7.65	7.17	7.76	7.34	7.17
The World Bank Group takes decisions quickly in Bolivia	5.28	6.83	6.12	5.26	6.01	5.62	5.49	6.38	5.63	6.66	5.88	5.86
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.07	6.78	6.52	5.92	6.43	6.19	6.27	6.46	6.20	6.79	6.19	6.83

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Bolivia FY 2016 Questionnaire



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

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			
Very low technical quality									Very high technical quality			Don't know
												<input type="checkbox"/>

**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	<input type="checkbox"/>	
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	<input type="checkbox"/>
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
-----------	---	------------	-----------

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
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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.)																					<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																					<input type="checkbox"/>
G11	The World Bank Group is responsive to my information requests and inquiries																					<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!