

FY 2019 Guatemala Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



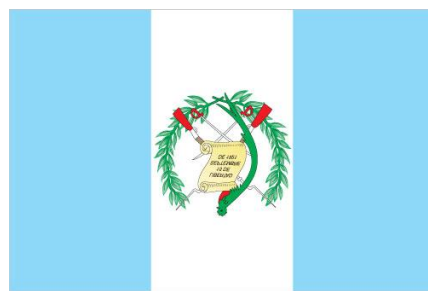
WORLD BANK GROUP

September 2019



Acknowledgements

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Country Opinion Surveys
THE WORLD BANK GROUP



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GUATEMALA





I. Objectives

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

- *General Issues Facing Guatemala*
- *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 Guatemala*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to July 2019, 354 stakeholders of the WBG in Guatemala 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; office of a minister; Congress; ministries/secretarial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and 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 160 stakeholders participated in the survey (45% response rate). Respondents received the questionnaires via online survey platform Qualtrics.

Every country that engages in the Country Opinion Survey (COS) 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'16 (response rate was 76%, N=279). 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'16 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 80).

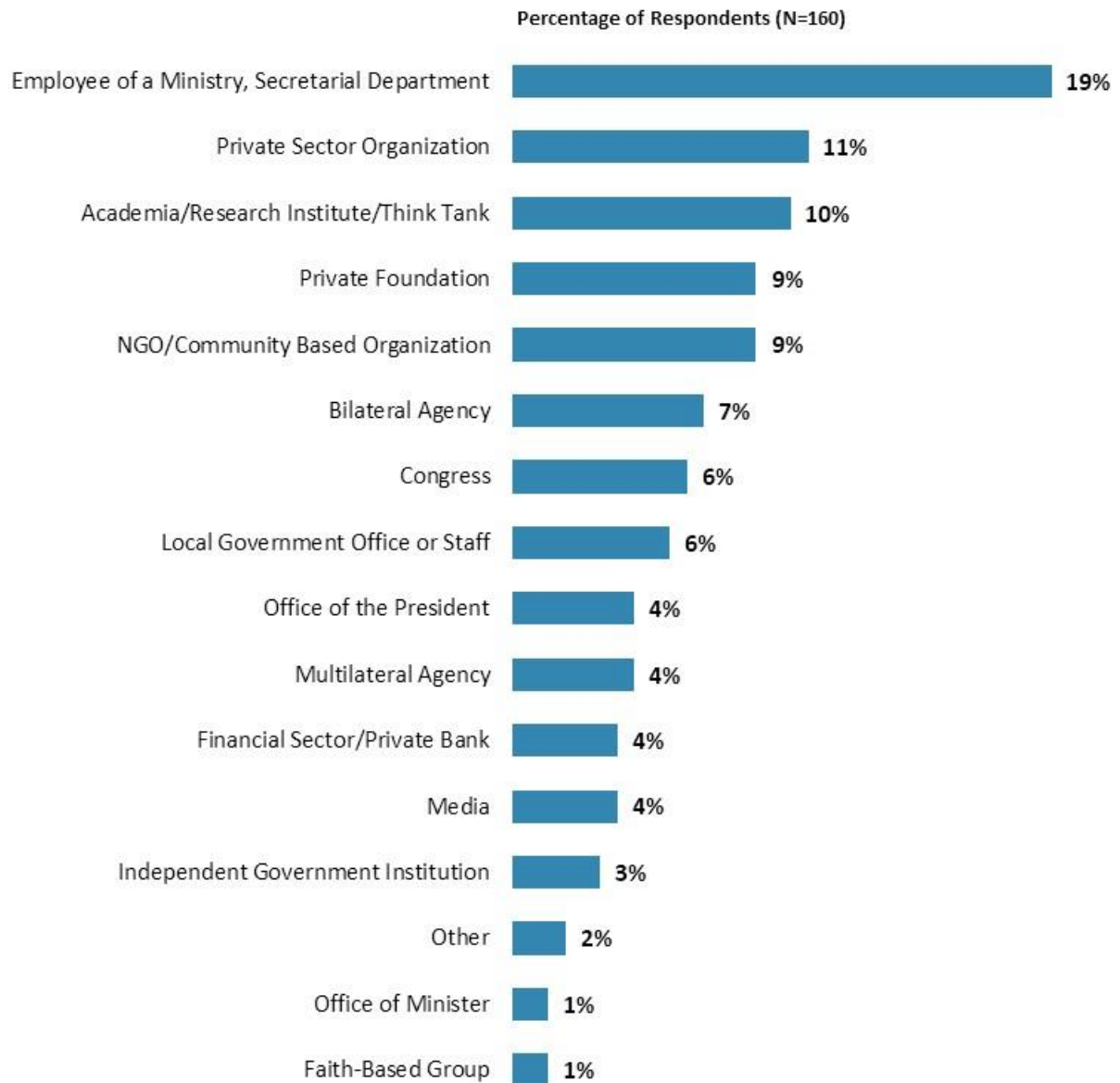
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- For further analyses, some respondent groups were combined¹.



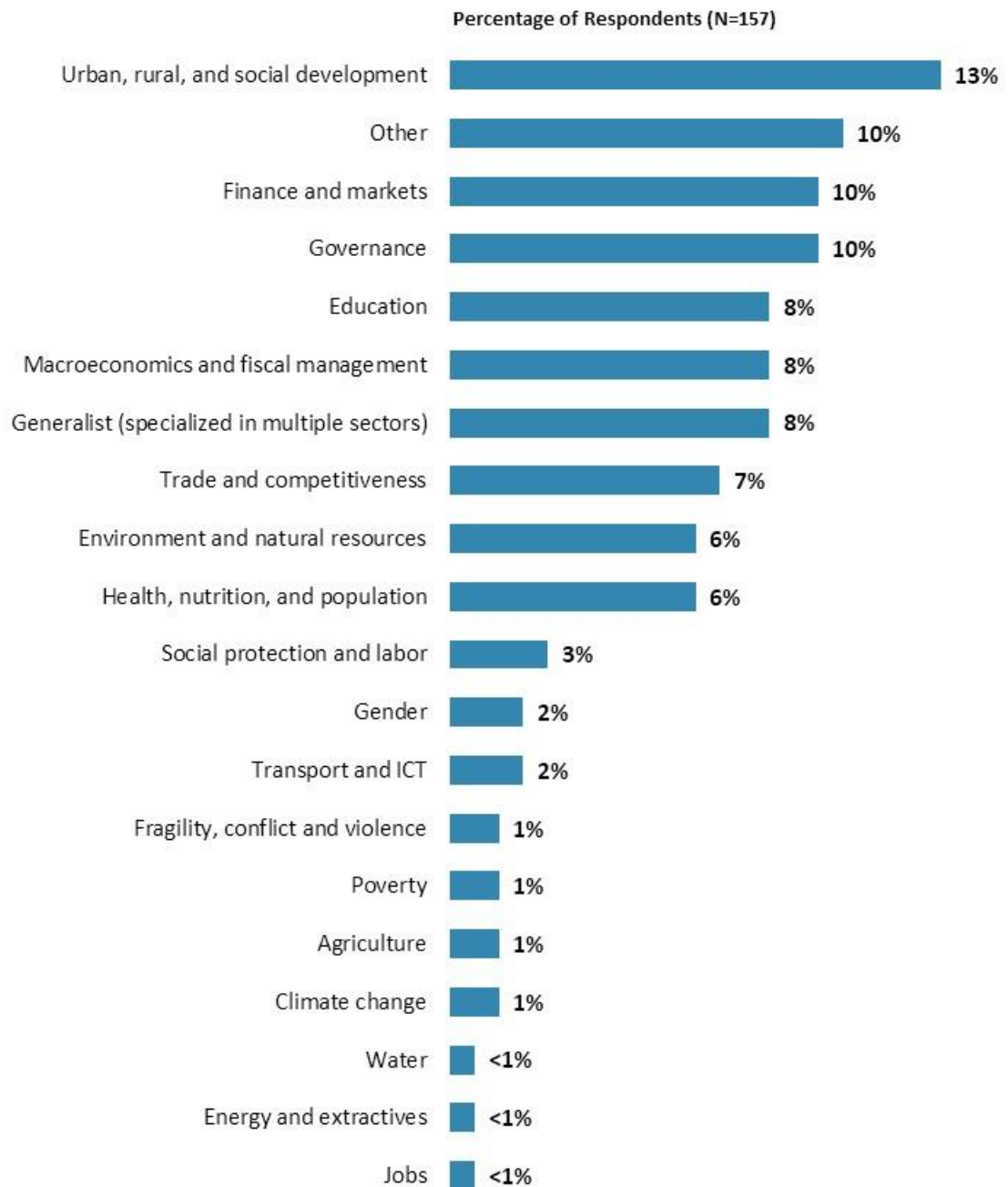
"Which of the following best describes your current affiliation?"
(Respondents chose from a list.)

¹ Respondents from the Office of the President were combined with respondents from the office of a minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community-based organizations, and faith-based groups were combined in the "CSO" category; and the small number of respondents from the media and independent government institutions were included in the "Other" category. There were no respondents from PMUs and consultants working on WBG projects, trade unions, youth groups, and the judiciary branch.



III. Demographics of the Sample (continued)

Area of Primary Specialization



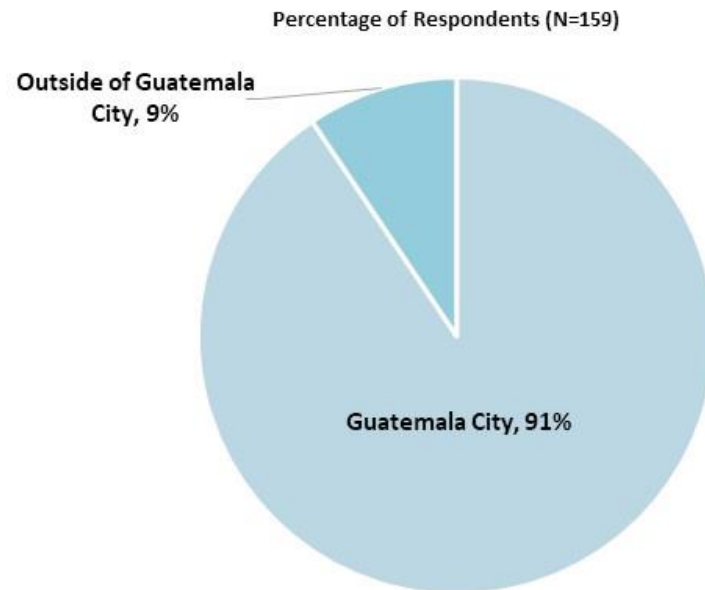
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

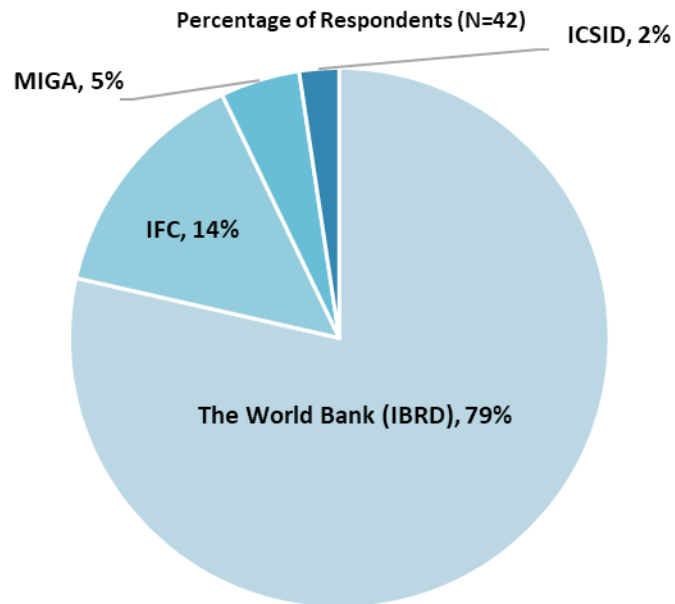
Geographic Locations

- Because of the small number of respondents from outside of Guatemala City, comparisons of geographic locations were not conducted.



"Which best represents your geographic location?"
(Respondents chose from a list.)

Exposure to Agencies within the World Bank Group



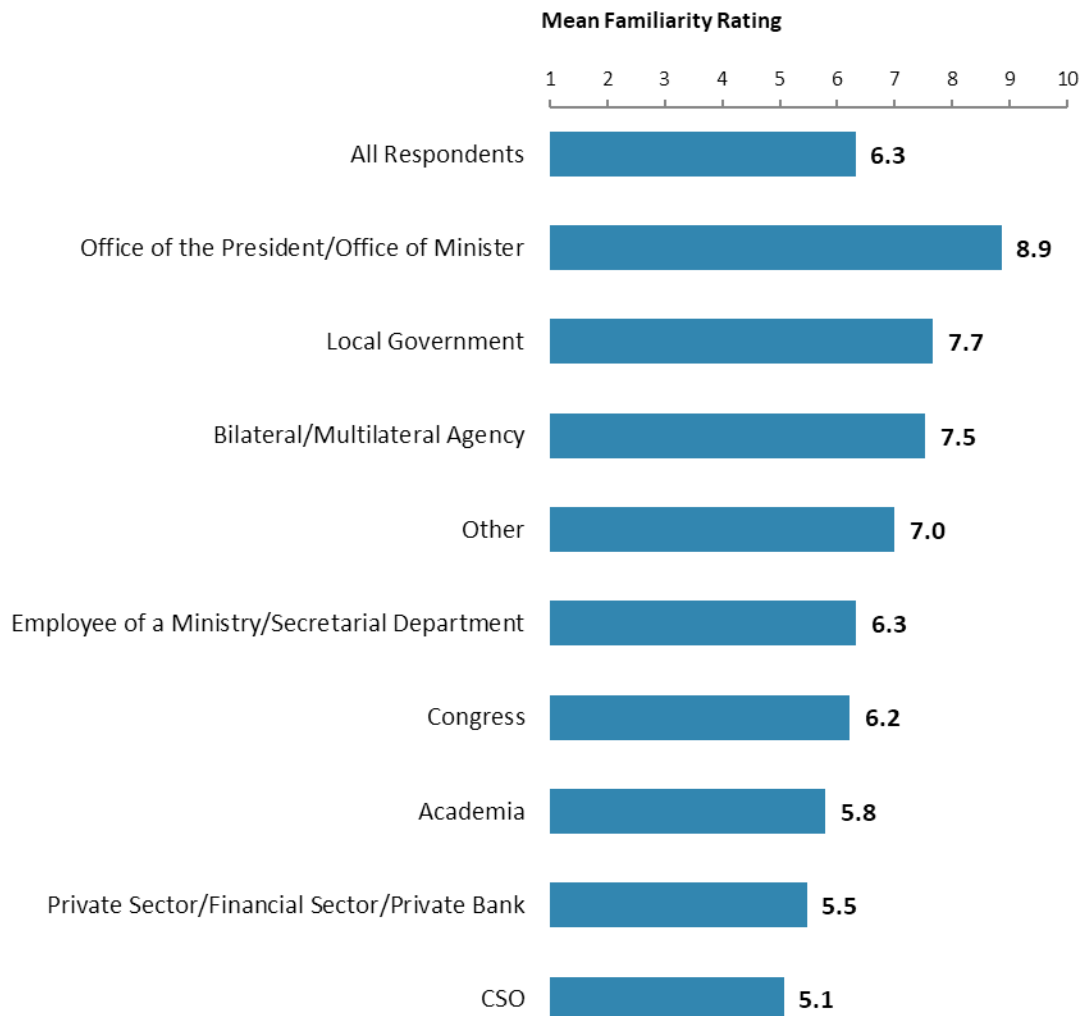
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly correlated with their ratings of the WBG's overall effectiveness in Guatemala, with their agreement that the WBG plays a relevant role in development in Guatemala, and with their ratings of the extent to which the WBG's work helps to achieve development results in Guatemala.



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



III. Demographics of the Sample (continued)

Familiarity with the WBG vs. Other Development Banks²

- **Year comparison:** Respondents in this year's Country Survey and respondents in the FY'16 Country Survey had statistically similar levels of familiarity with the World Bank Group (WBG), the Inter-American Development Bank (IDB/BID), and the Central American Bank for Economic Integration (CABEI/BCiE).



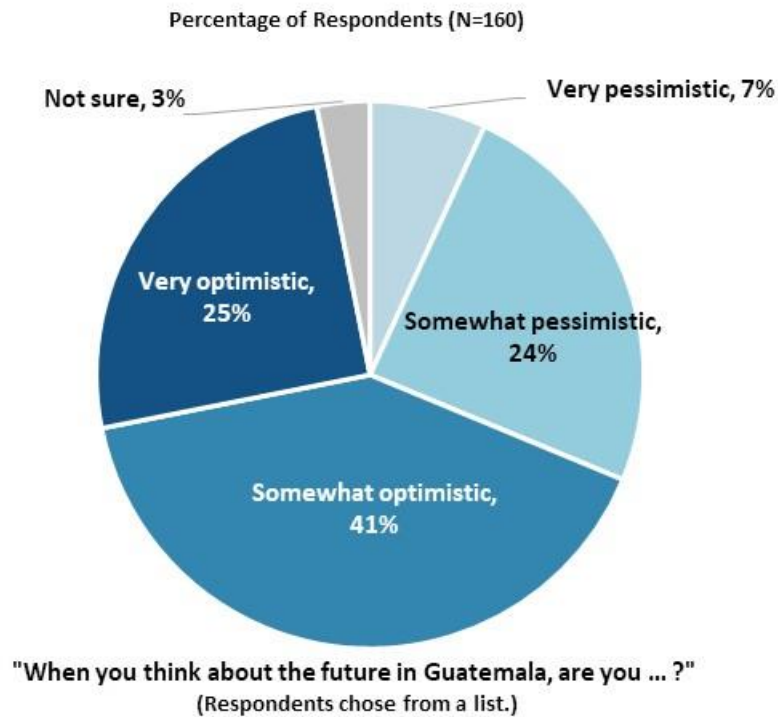
"How familiar are you with the work of these organizations in Guatemala?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

² Means presented in the chart were calculated based on weighted data. See Appendix D (page 80) for details.

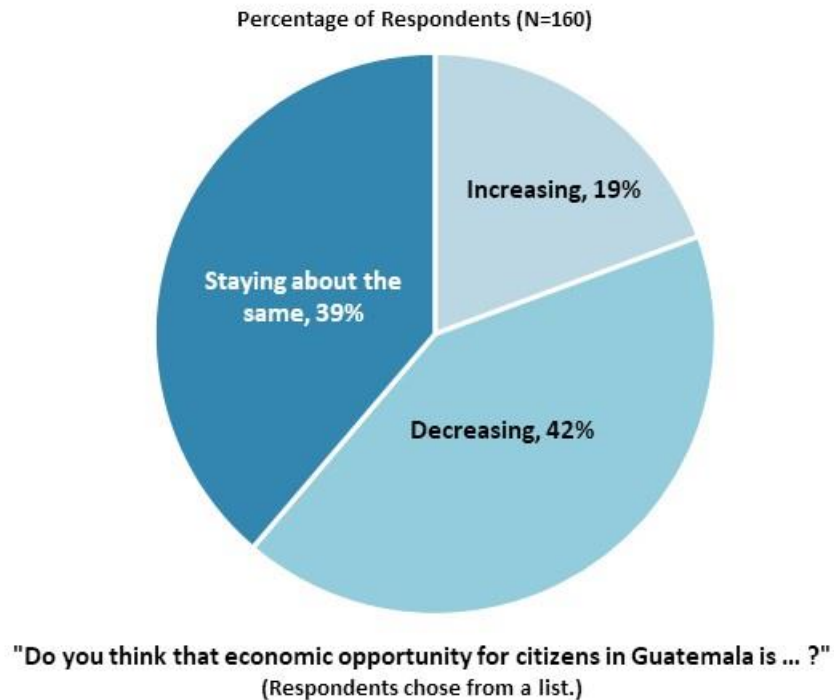


IV. General Issues Facing Guatemala

Optimism for the Future of Guatemala



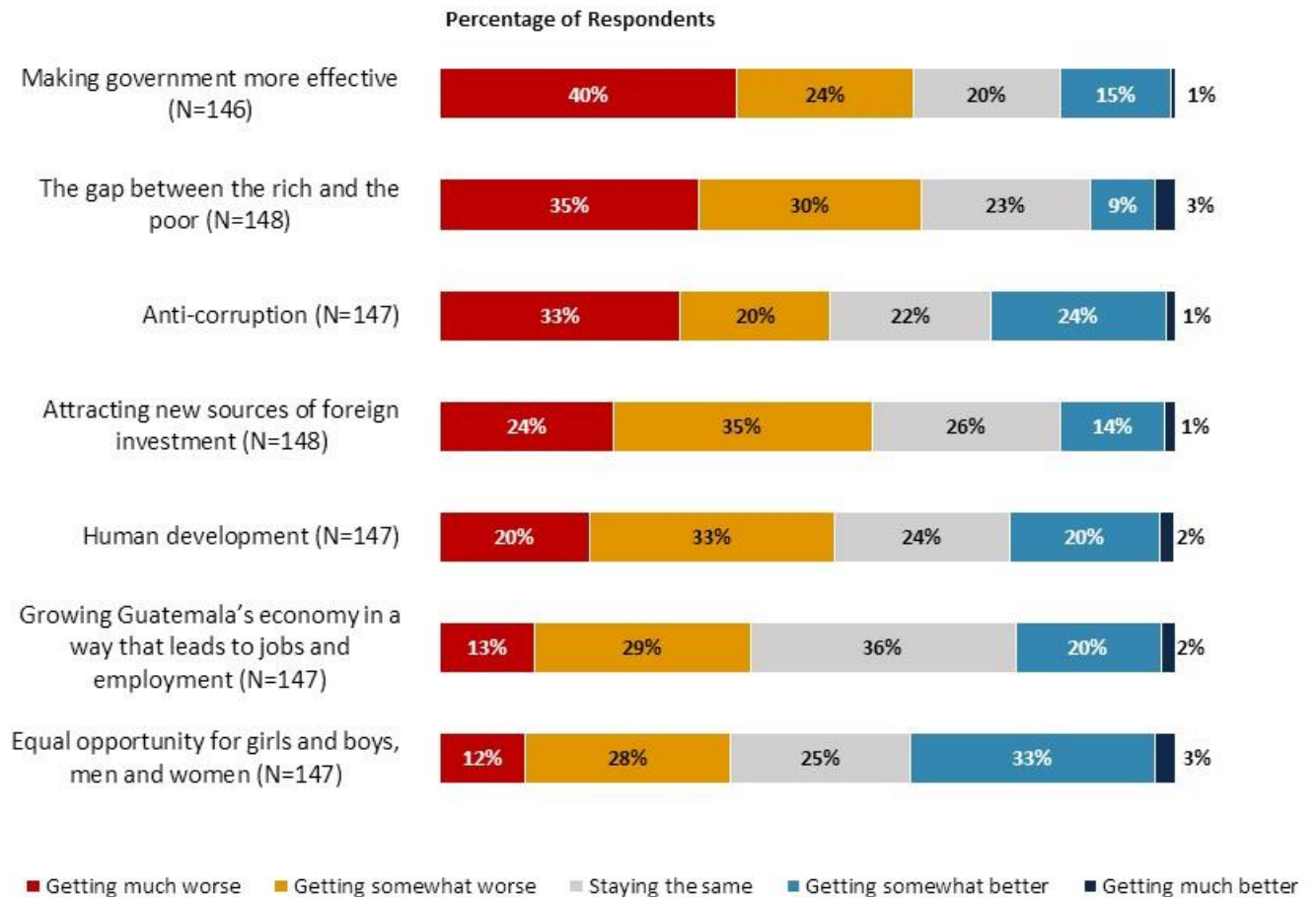
Perceptions of Economic Opportunity





IV. General Issues Facing Guatemala (continued)

Perceptions of Improvement and Decline in Specific Areas



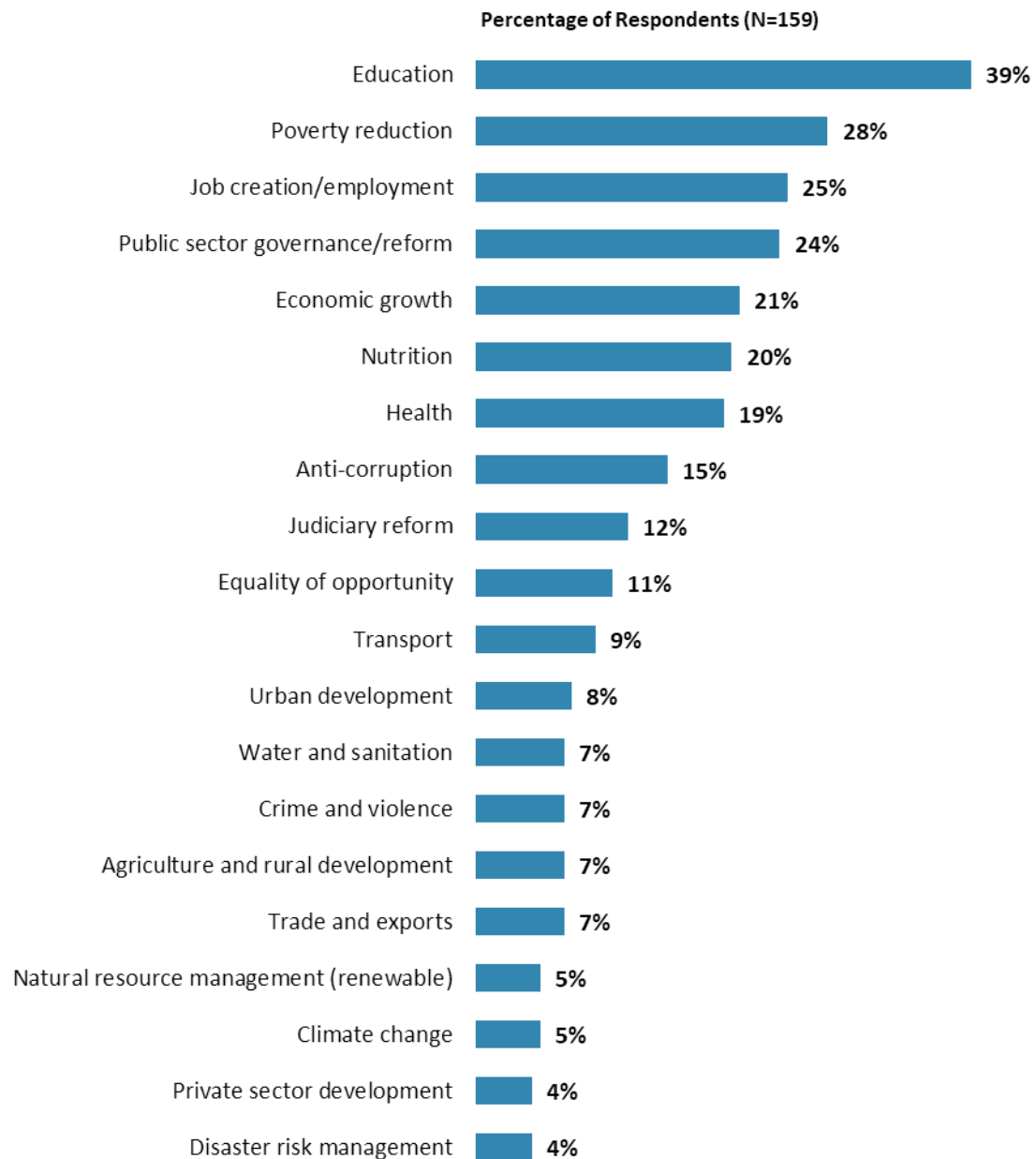
"Please describe the direction Guatemala is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Guatemala (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Guatemala were “*public sector governance/reform*” (41%), “*education*” (39%), and “*food security*” (33%).



"Listed below are a number of development priorities in Guatemala. Please identify which of the following you consider the most important development priorities in Guatemala.

(Choose no more than THREE)"

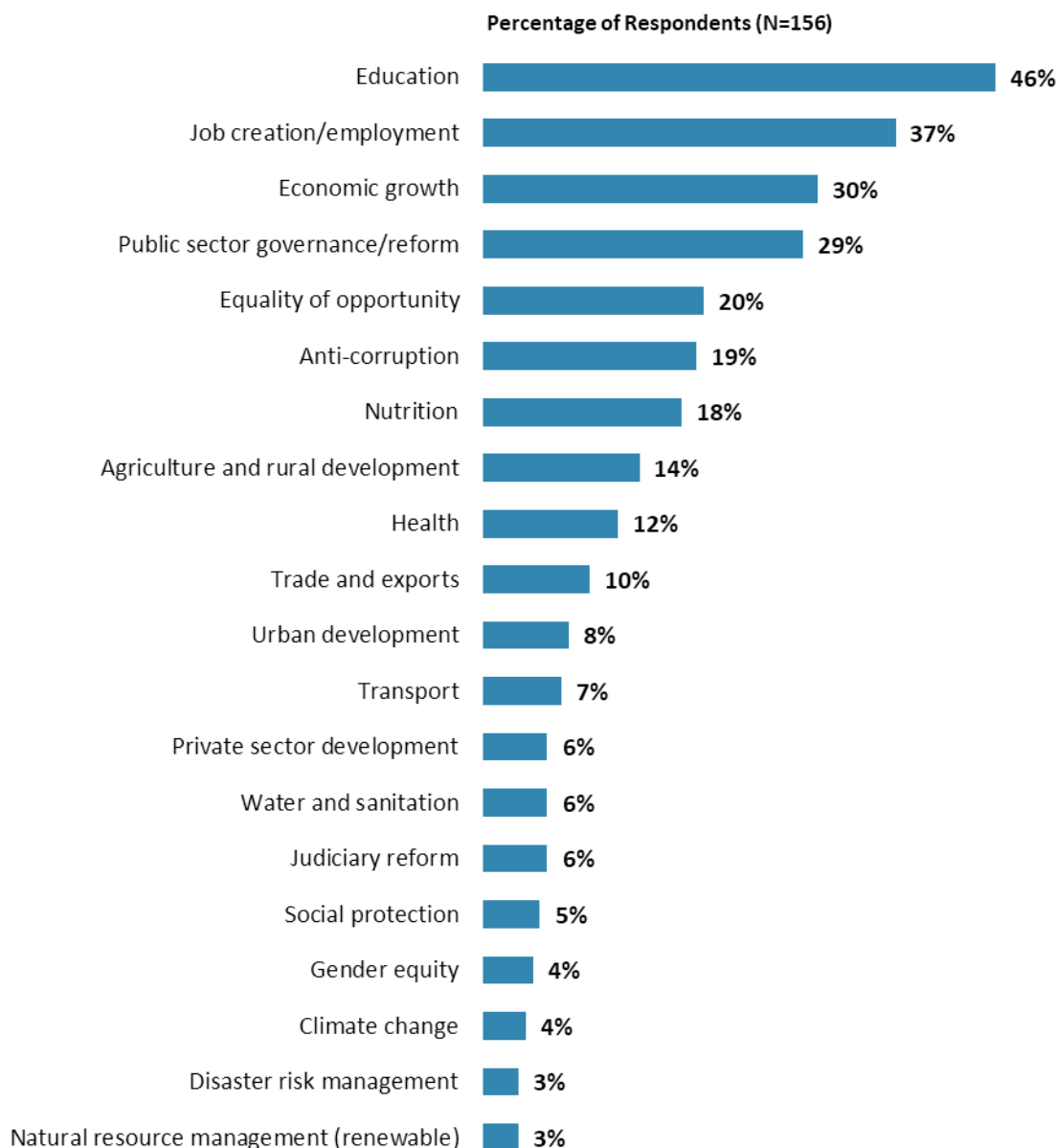
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



IV. General Issues Facing Guatemala (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Guatemala were “*education*” (47%) and “*rural development*” (44%).



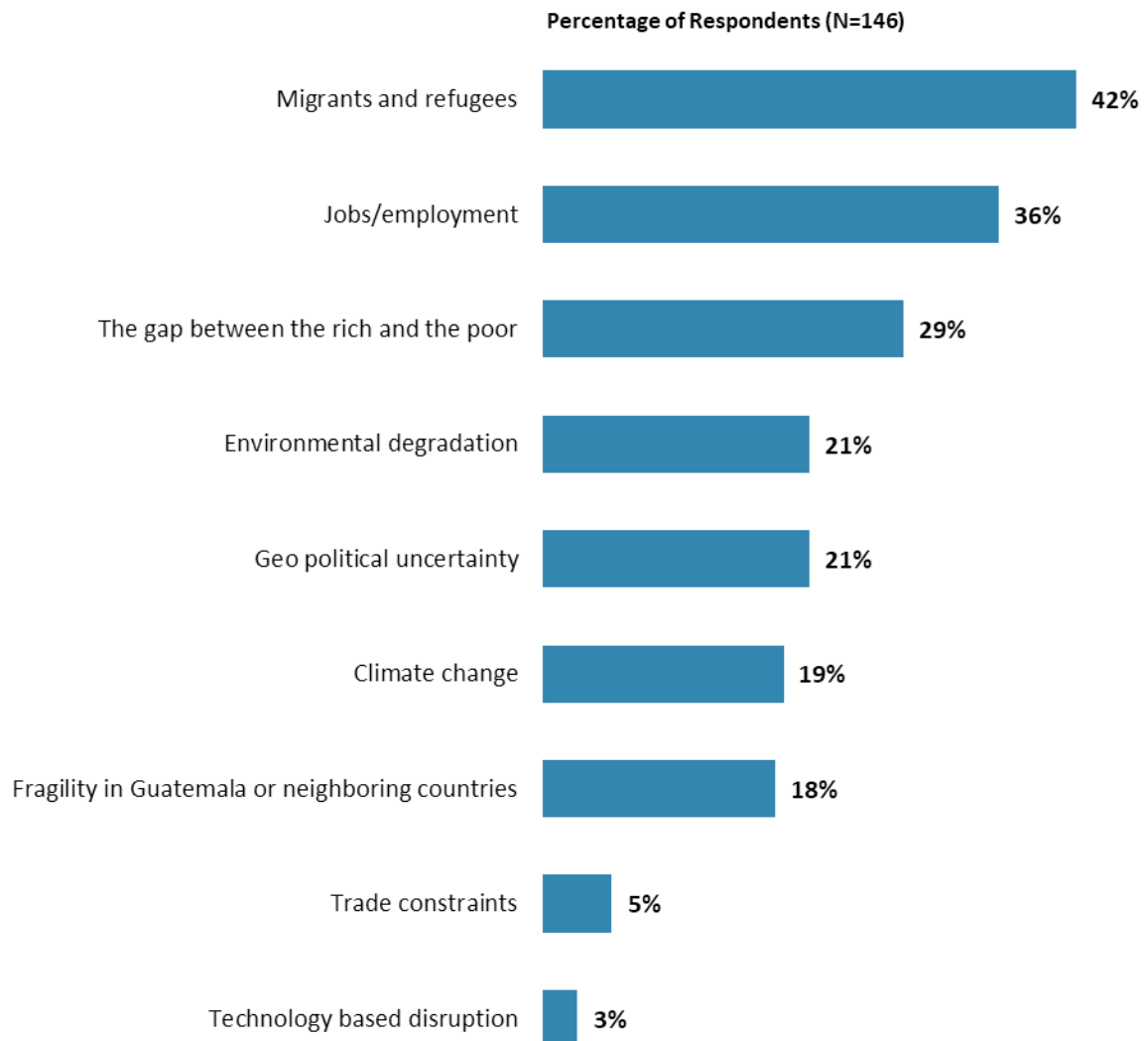
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Guatemala? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)



IV. General Issues Facing Guatemala (continued)

The Impact of Global Challenges on Guatemala

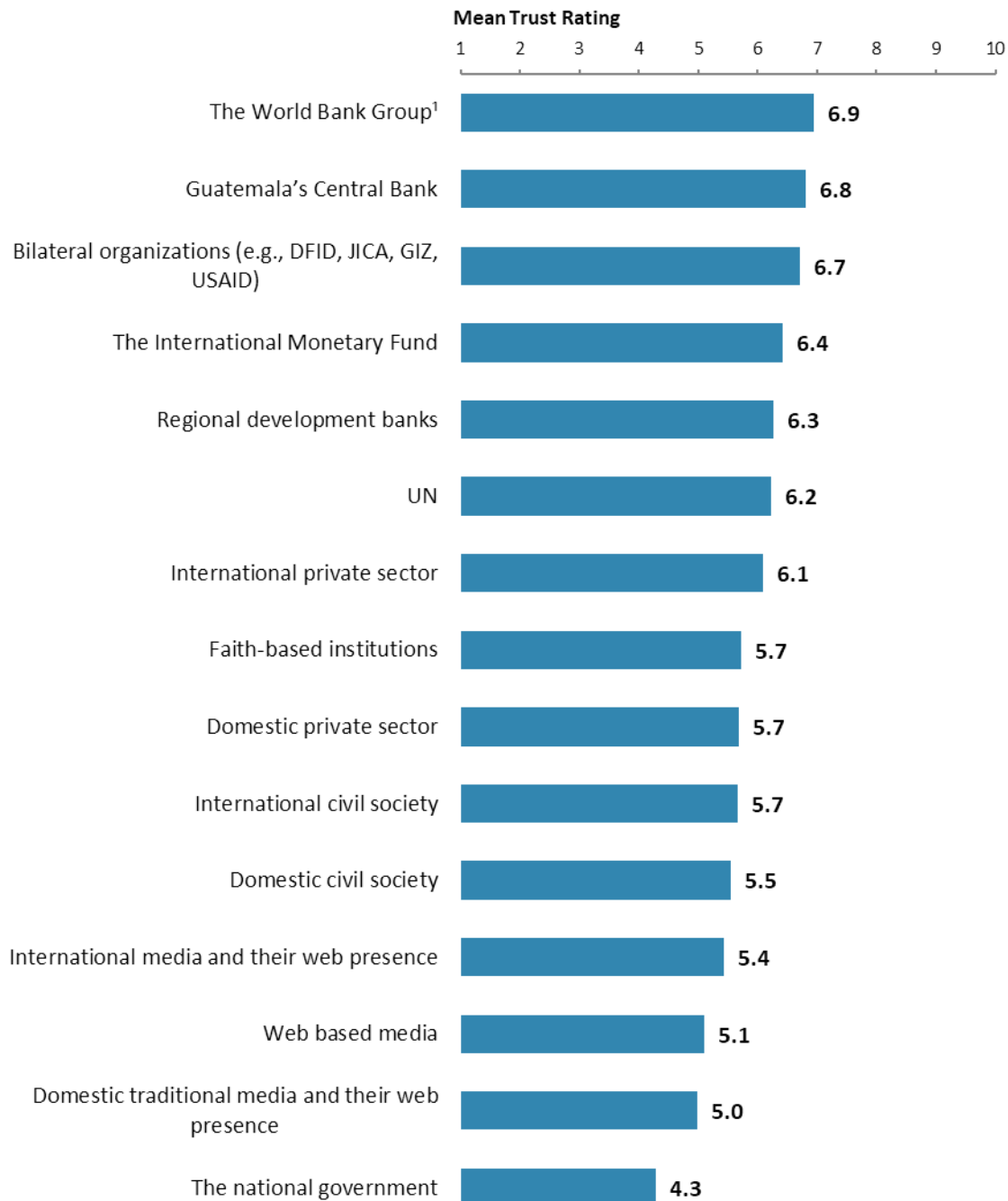


"Listed below are global challenges. Which do you think have the most serious impact on Guatemala?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Guatemala (continued)

Trust in Institutions

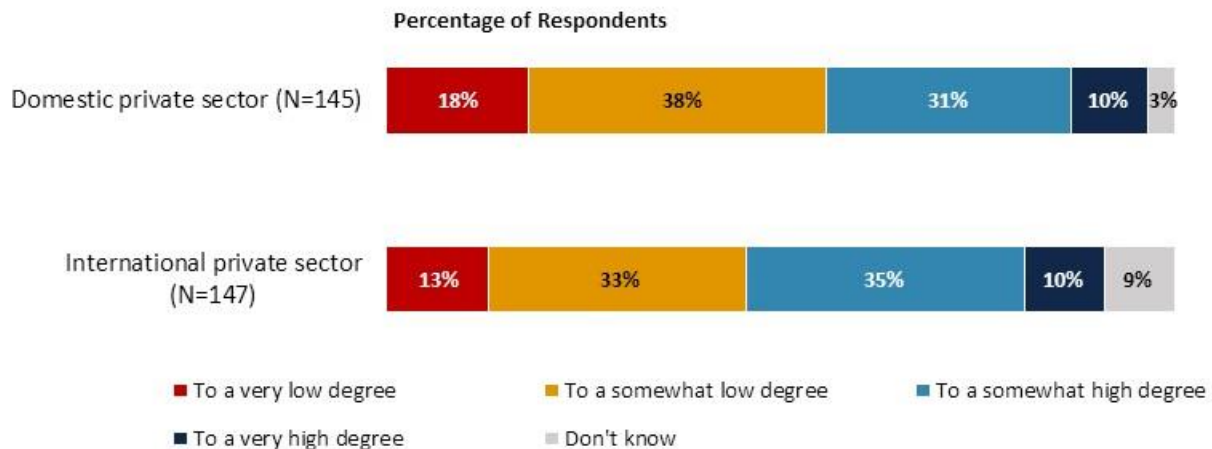


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")
'Indicator Question



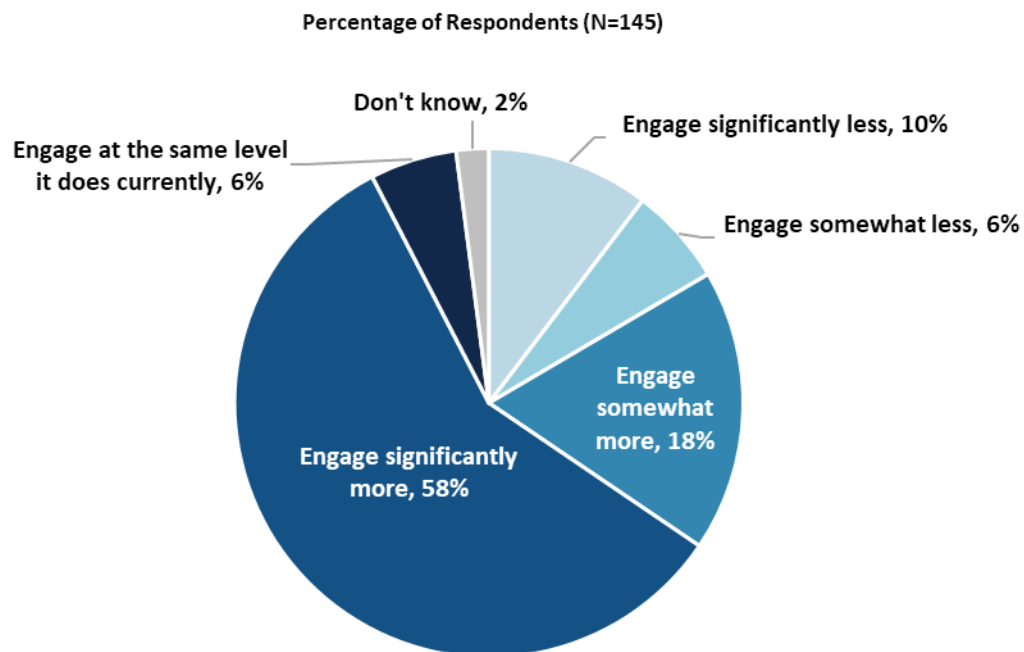
IV. General Issues Facing Guatemala (continued)

Trust in the Private Sector



"To what extent do you trust _____ to engage in public service delivery in Guatemala?"
(Respondents chose from a list.)

Civil Society Engagement

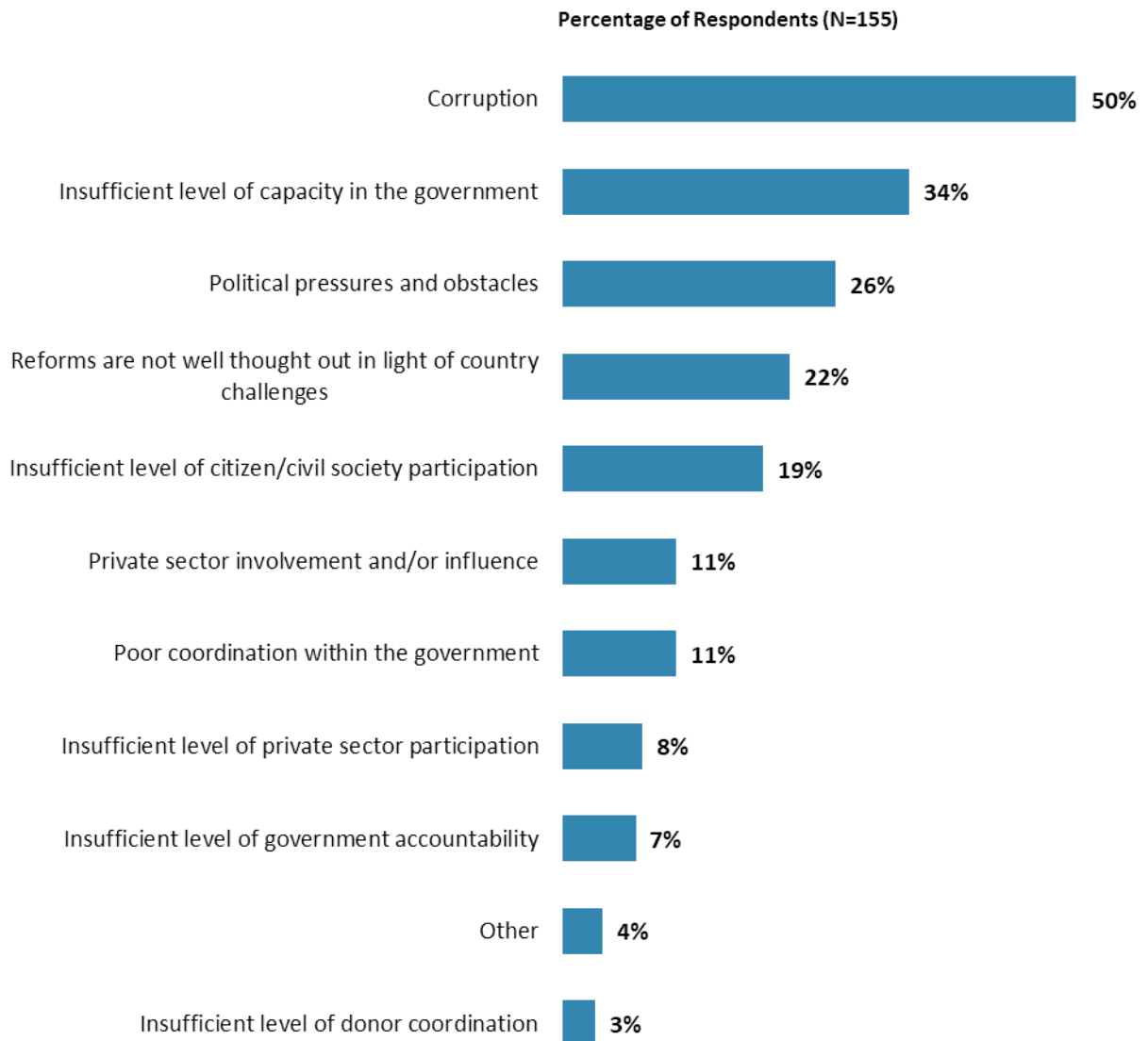


"When thinking about development efforts in Guatemala, do you think that civil society (e.g., NGOs, CBOs) should ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Guatemala (continued)

Attributions for Slow/Failed Reform Efforts



"When economic and/or social reform efforts fail or are slow to take place in Guatemala, 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

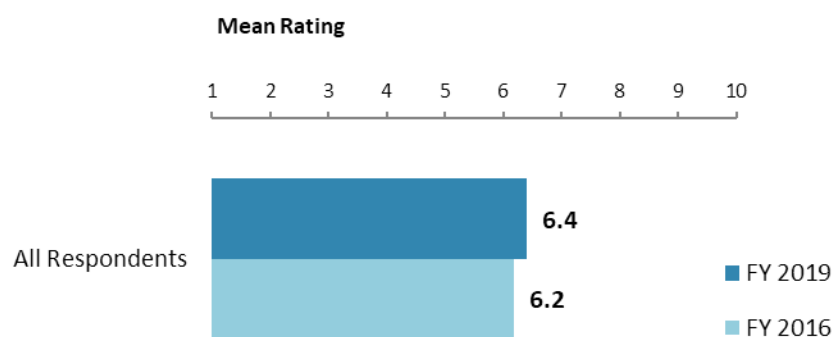
Overall Effectiveness of the World Bank Group vs. Other Development Banks³

(Indicator Question)



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

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Guatemala?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means in the charts on this page were calculated based on weighted data.



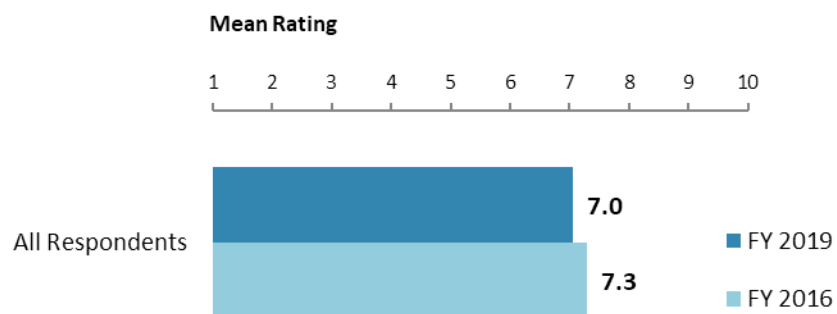
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Guatemala's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Guatemala?" (1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Guatemala solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

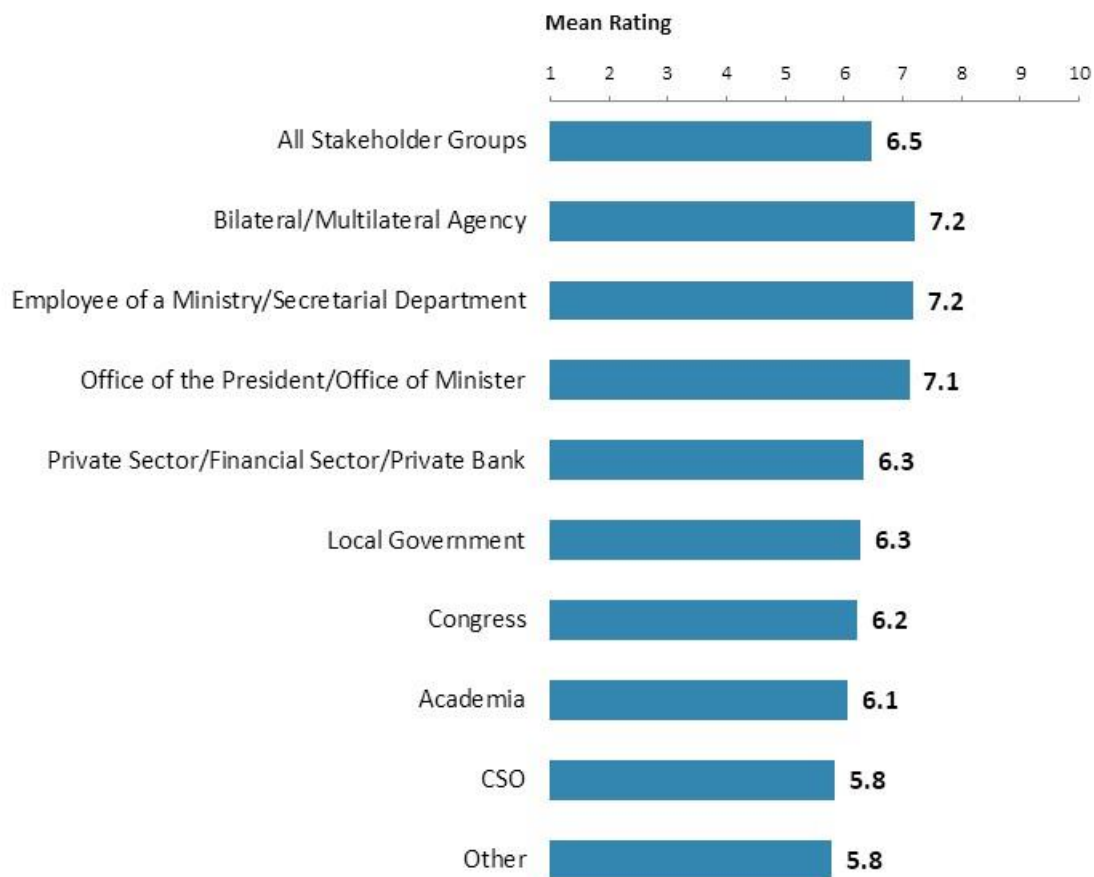
⁴ Means in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 85).



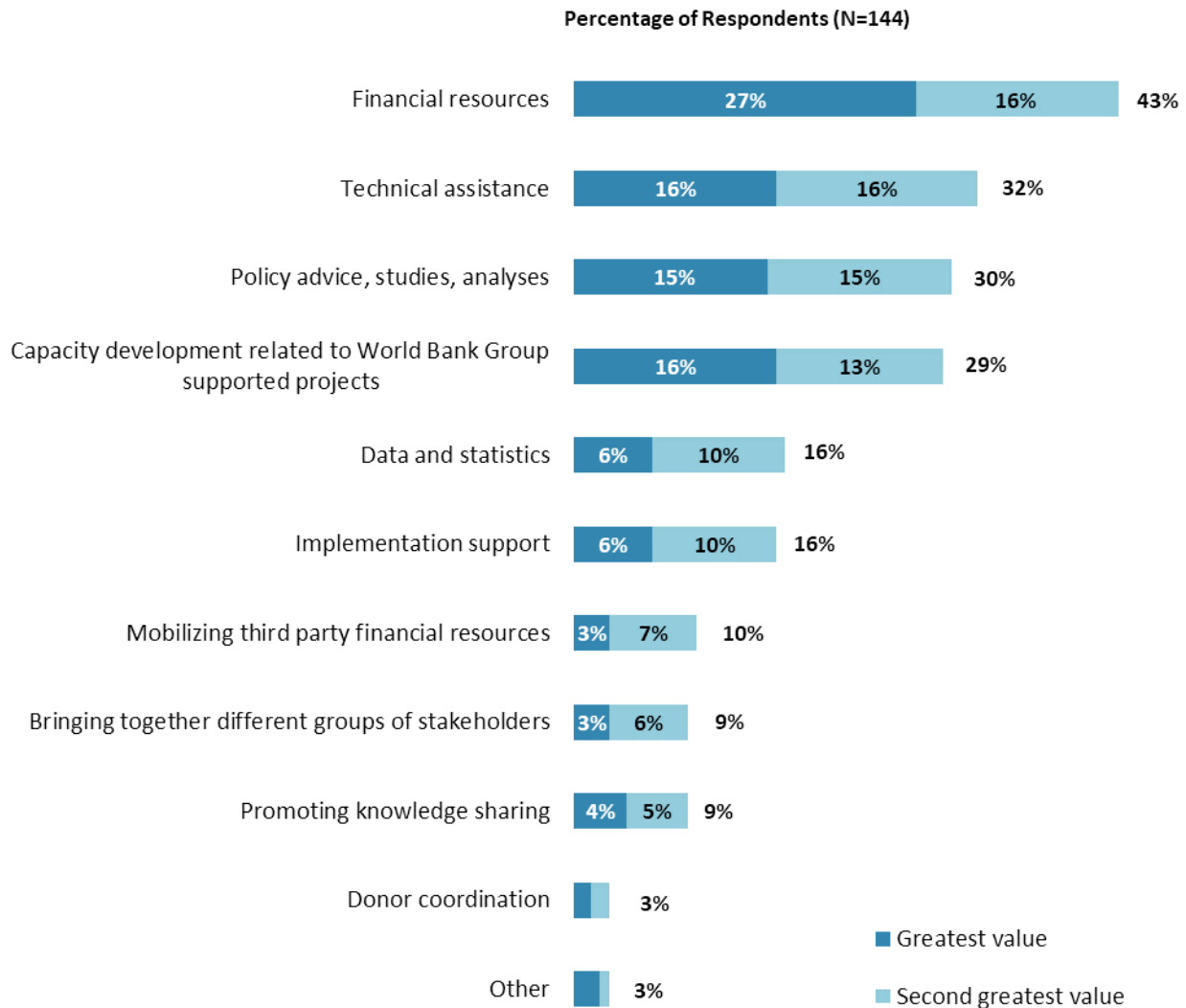
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Guatemala were its "*financial resources*" (56%), "*policy advice, studies, analyses*" (45%), and "*technical assistance*" (30%).



"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 Guatemala?"

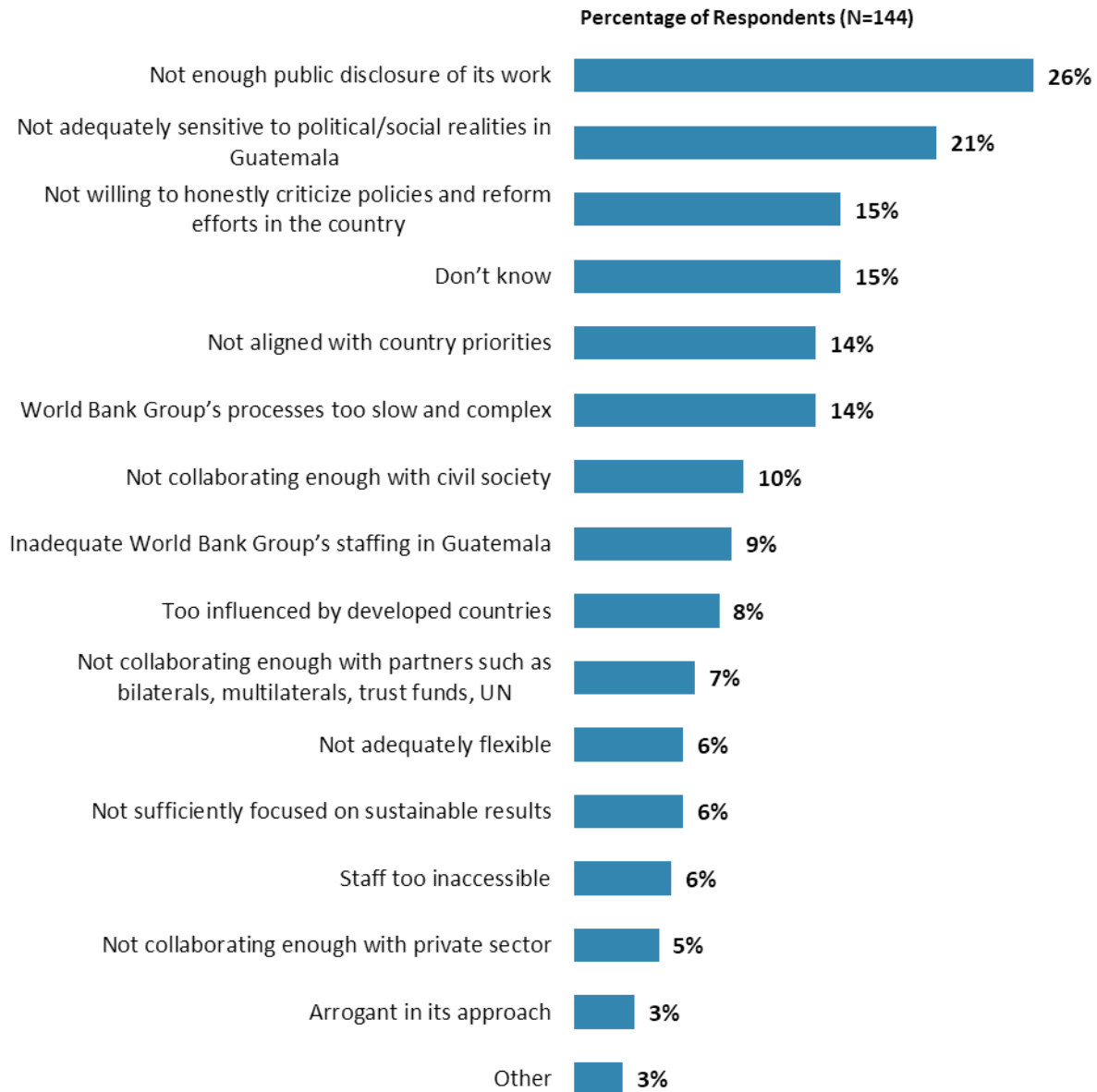
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Guatemala were being "*too influenced by developed countries*" (22%) and "*not enough public disclosure of its work*" (19%).

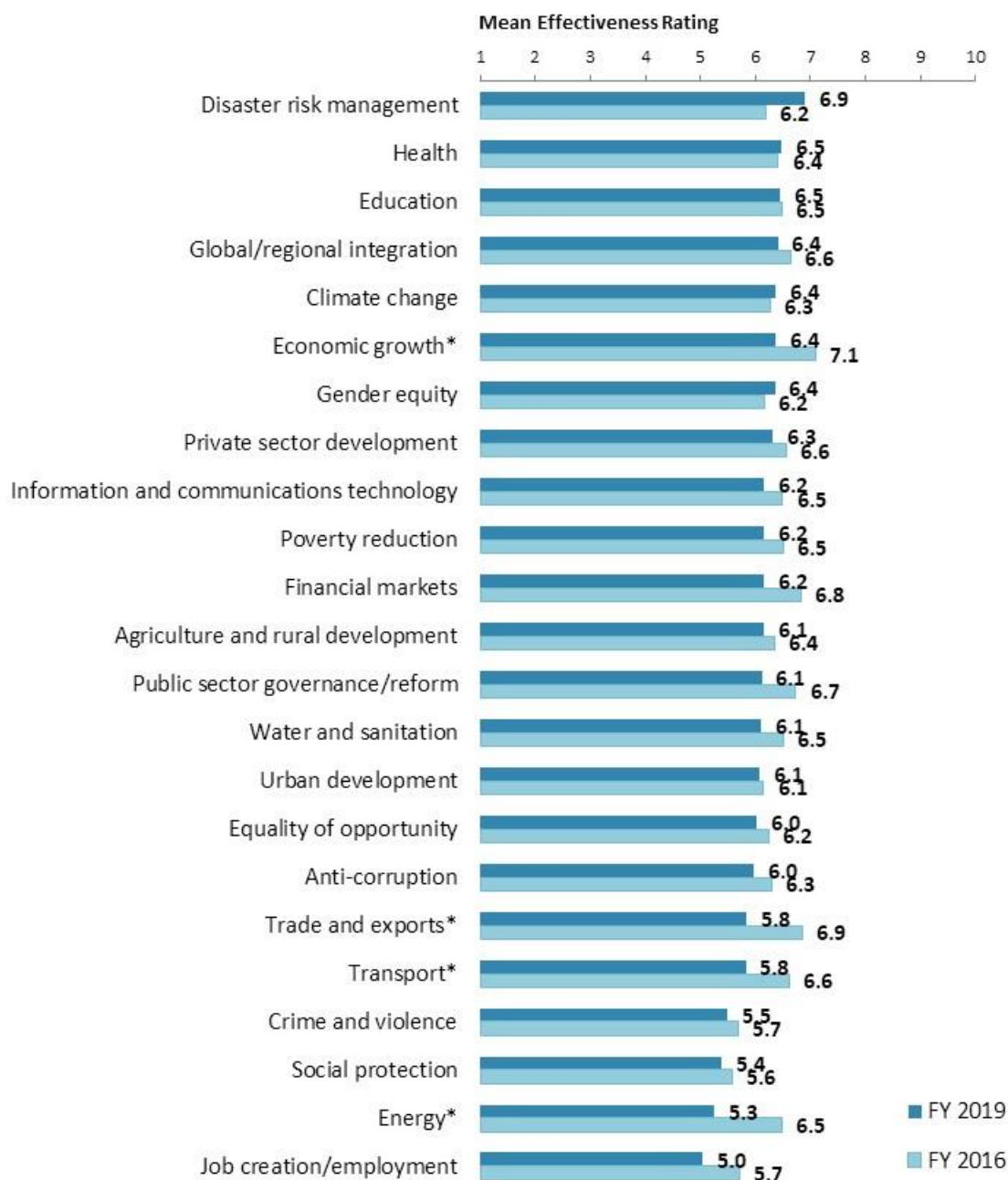


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Guatemala?"
(1- "Not effective at all", 10- "Very effective")
(*Significantly different between FY 2019 and FY 2016)

⁵ Means in the chart were calculated based on weighted data.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Guatemala?"

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

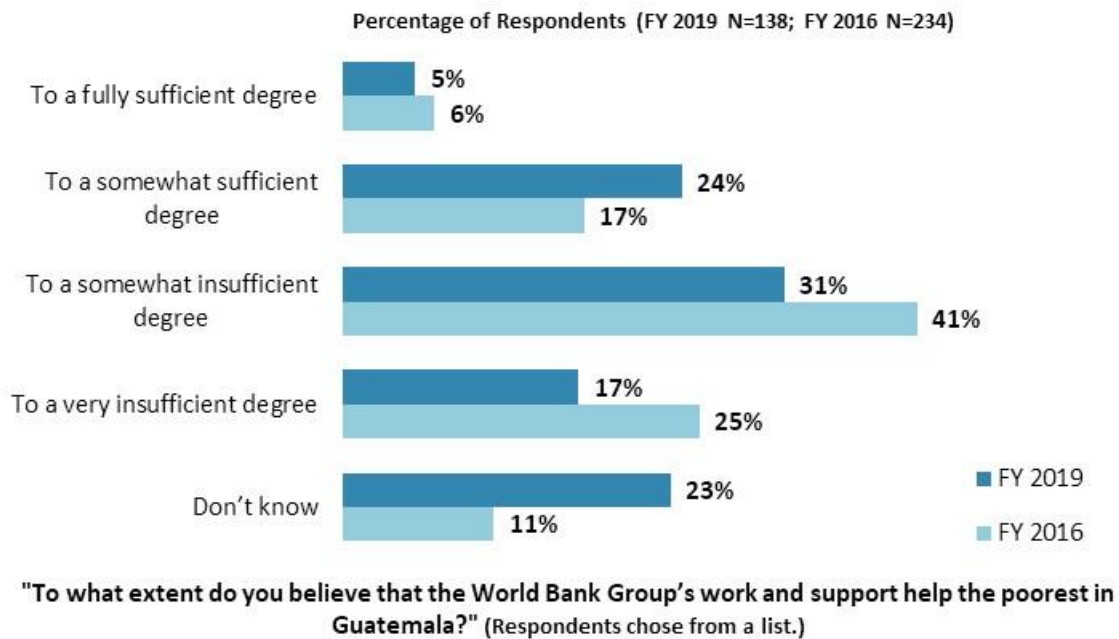
(*Significantly different between collaborators and non-collaborators)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) 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.

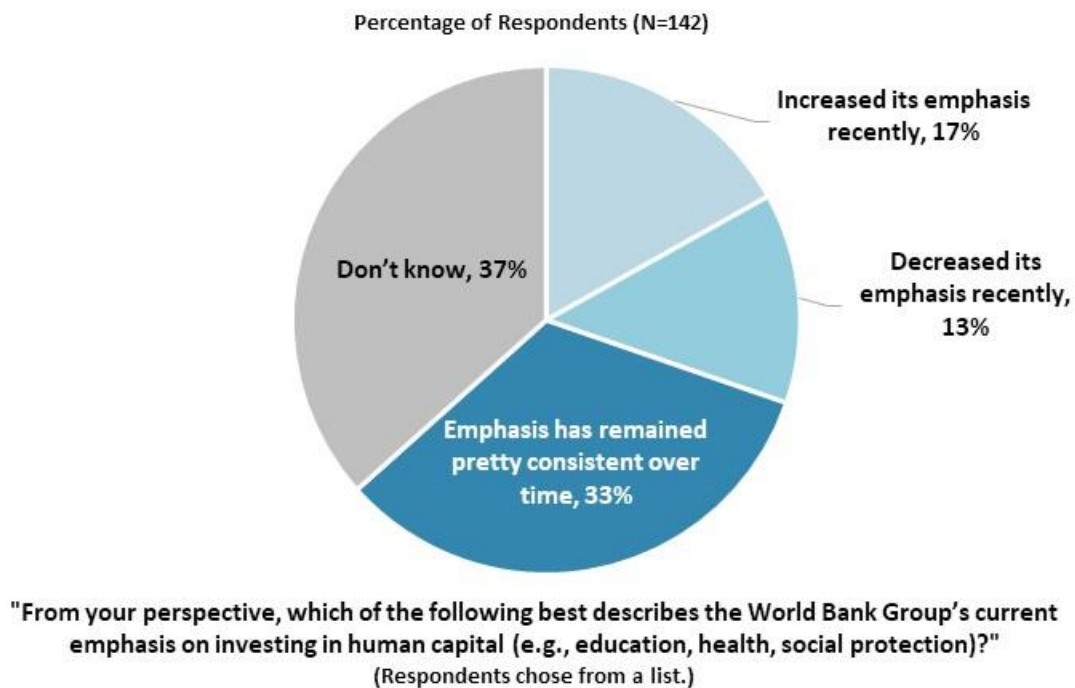


VI. Sectoral Effectiveness (continued)

Helping the Poorest⁷



The WBG's Human Capital Investment

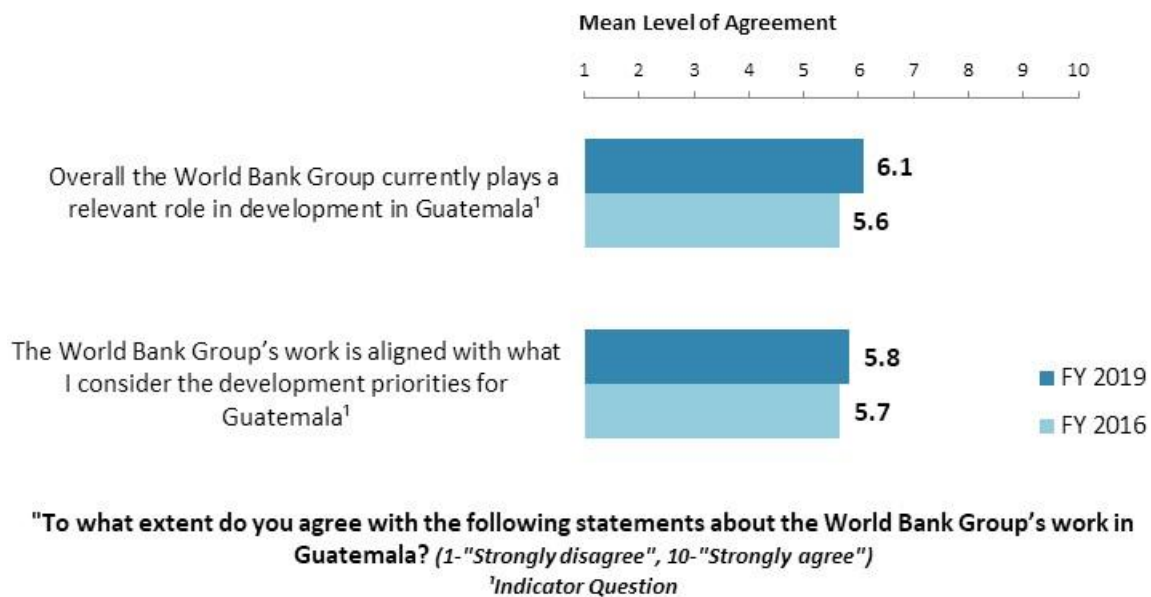


⁷ Percentages in the chart were calculated based on weighted data.

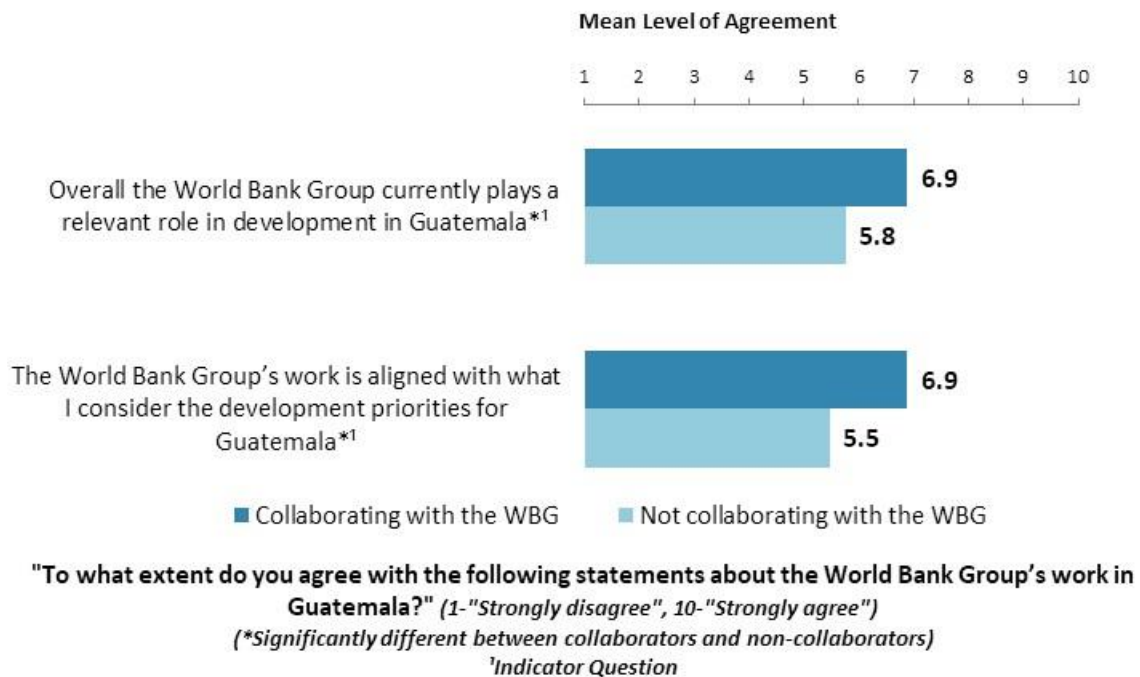


VII. How the World Bank Group Operates

The World Bank Group's Work in Guatemala: Year Comparison⁸



The World Bank Group's Work in Guatemala: Collaboration

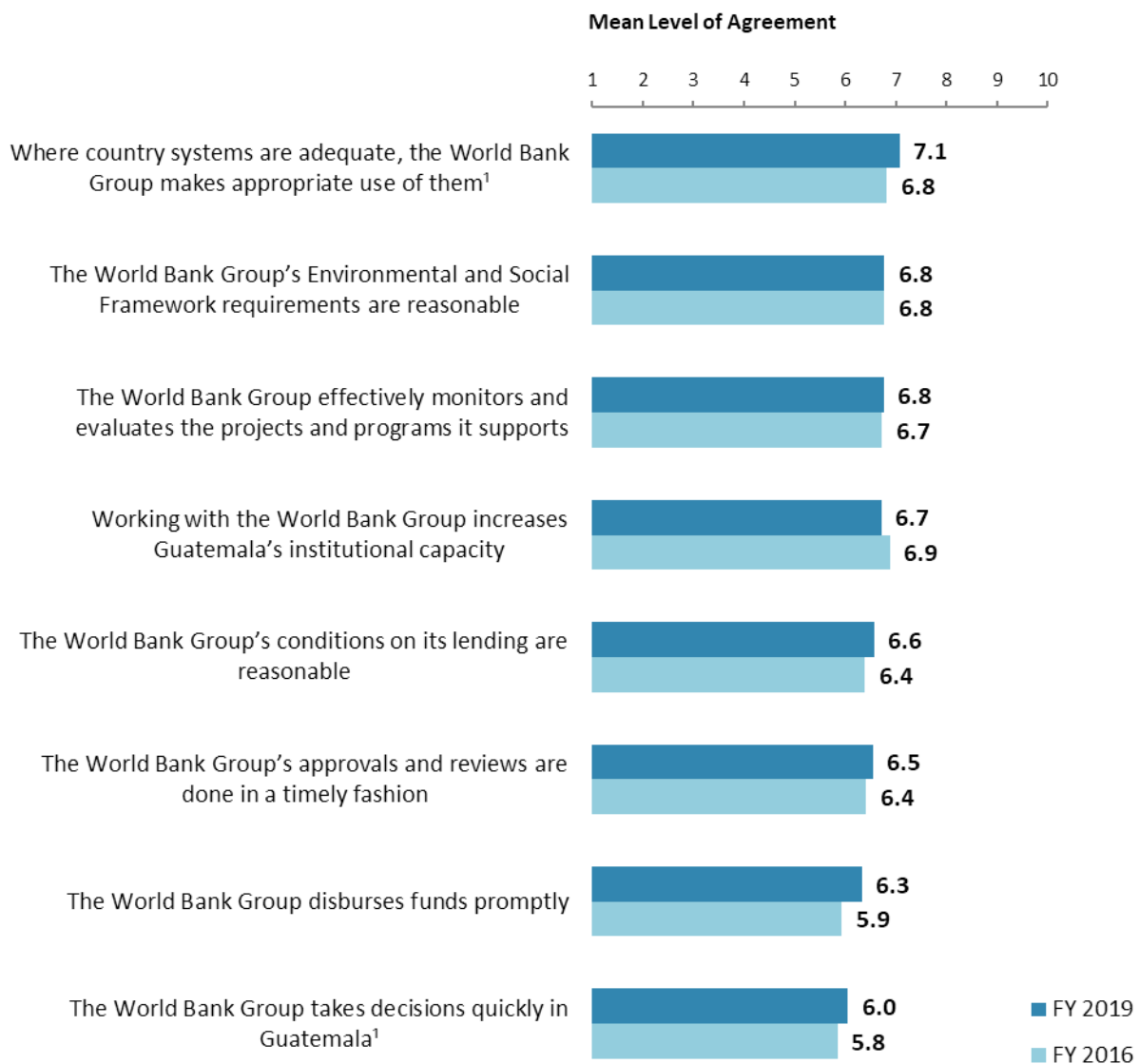


⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



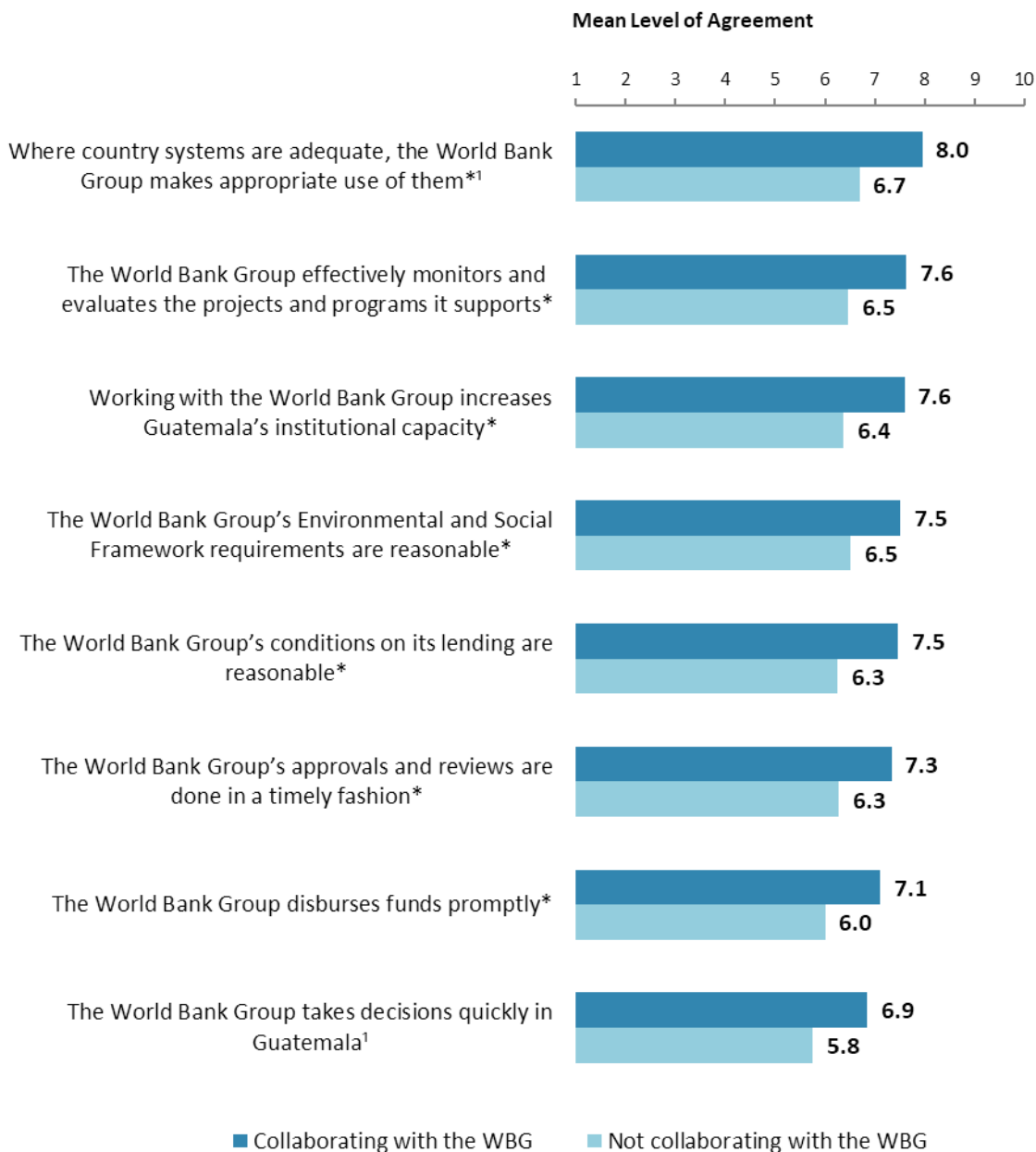
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

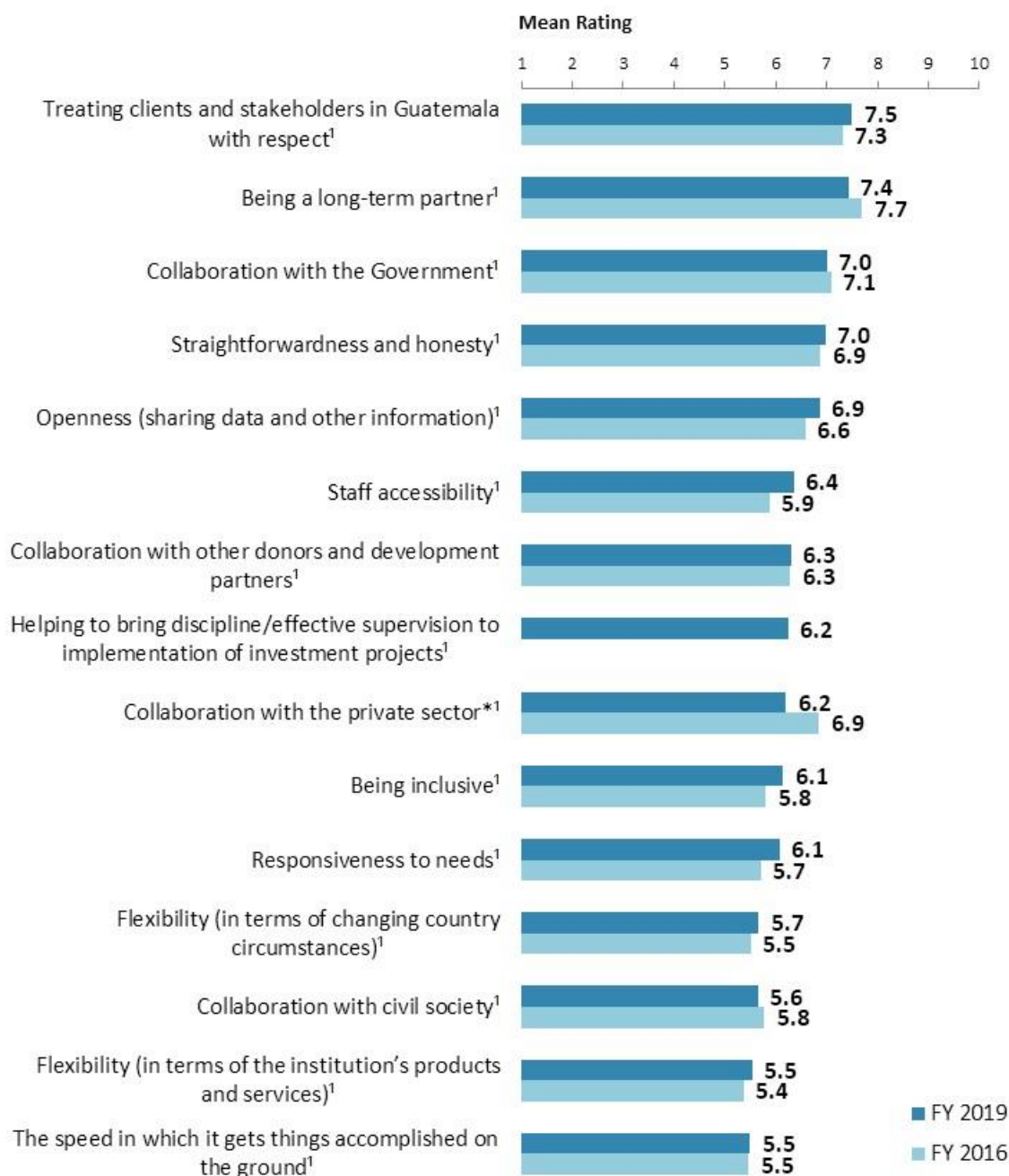


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



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

(*Significantly different between FY 2019 and FY 2016)

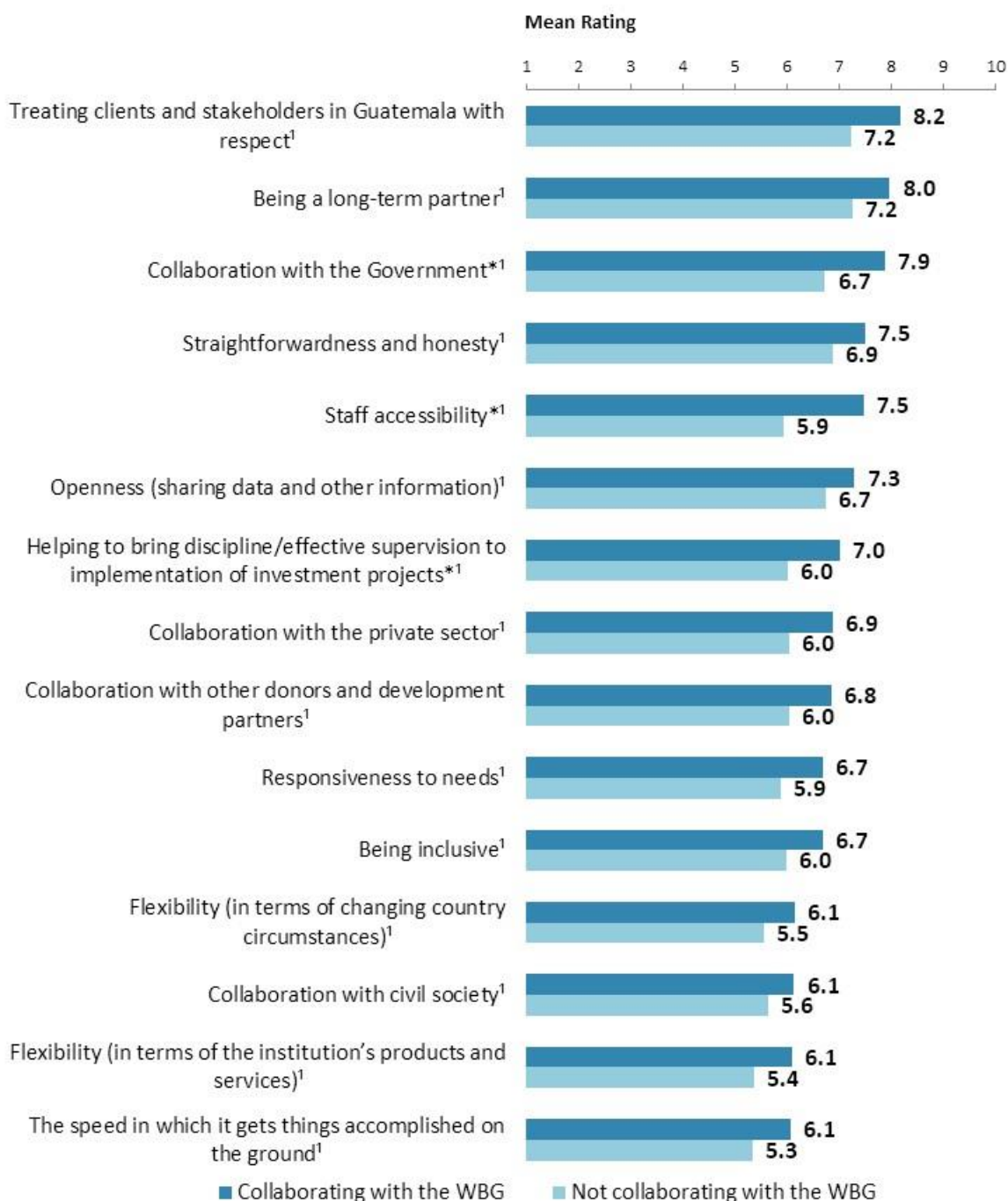
¹Indicator Question

¹⁰ 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 Guatemala, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

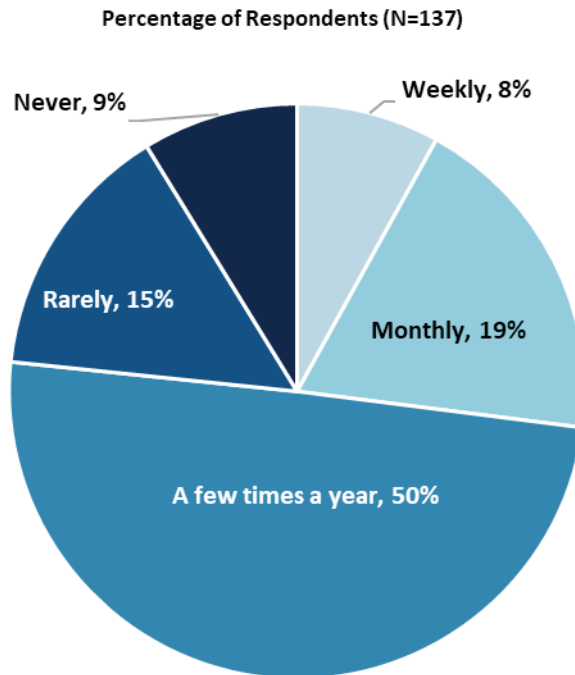
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

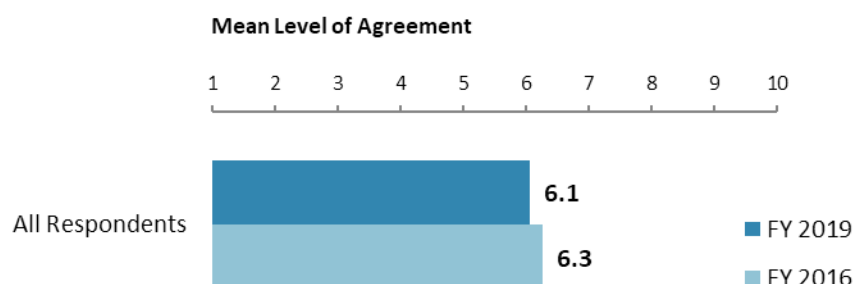


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



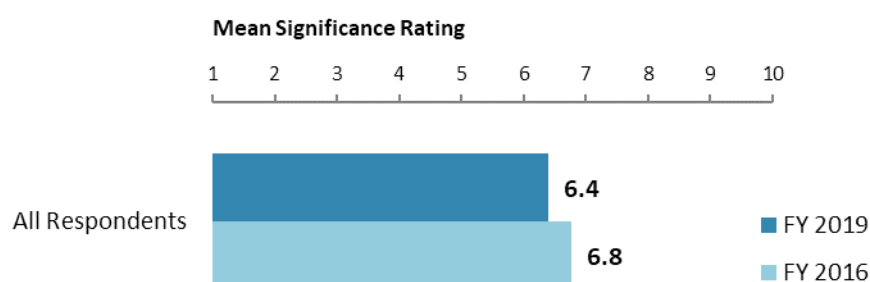
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Guatemala's Knowledge Needs¹¹ (*Indicator Question*)



"The World Bank Group meets Guatemala'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*)



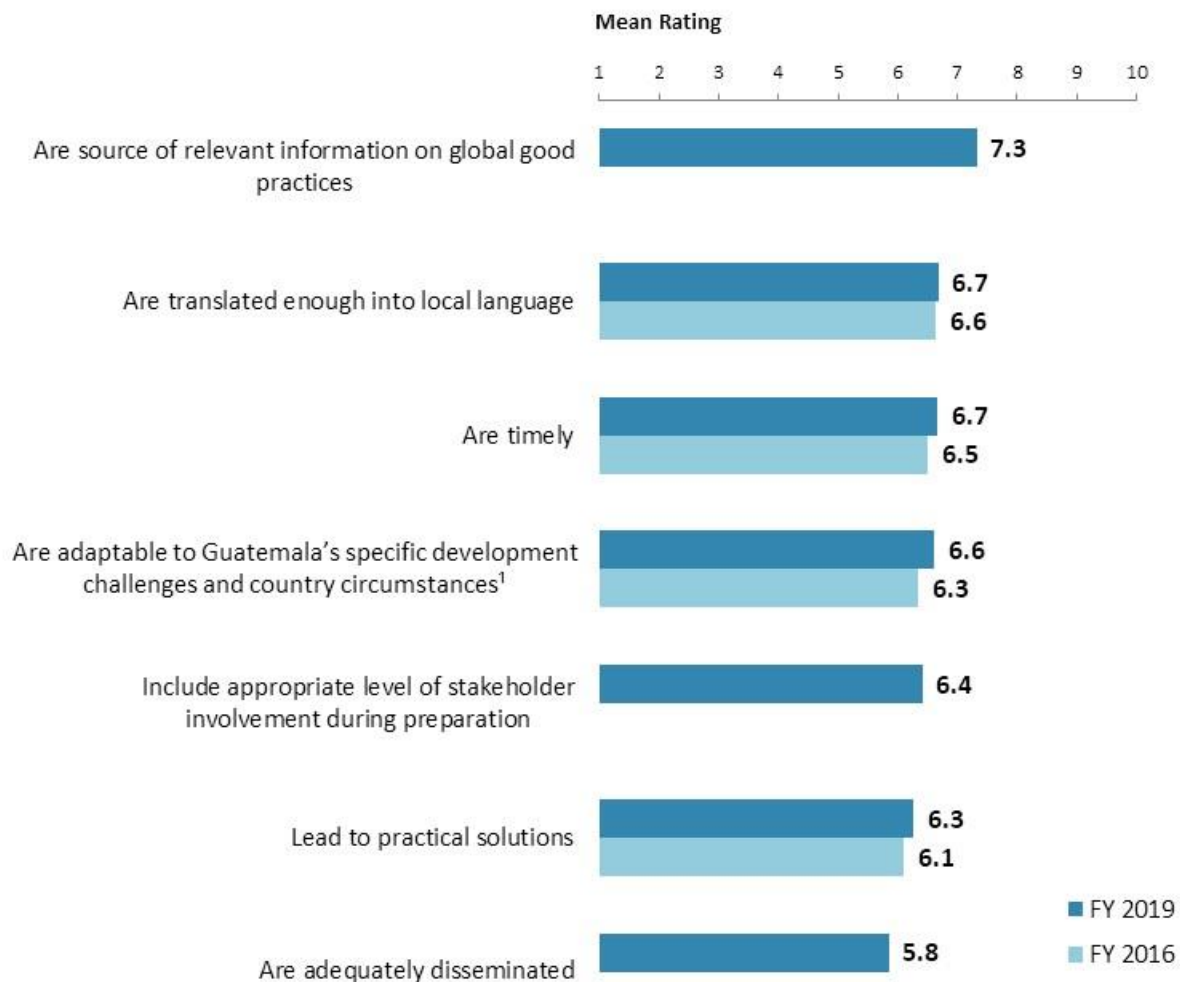
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹¹ 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 Activities¹²



"In Guatemala, 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")

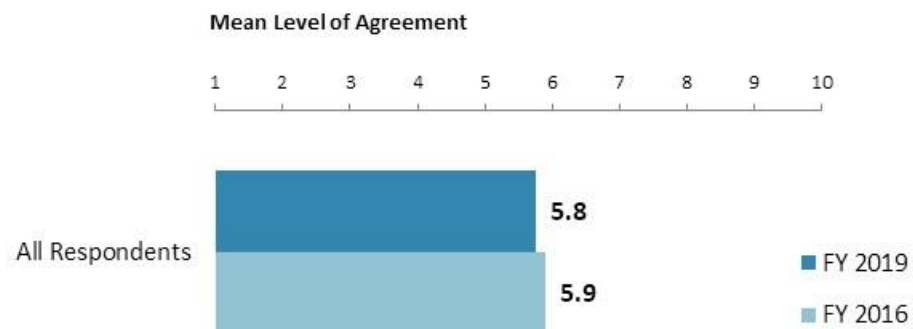
'Indicator Question

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



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

Meeting Guatemala's Needs for Financial Instruments¹³ (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Guatemala."
(1-"Strongly disagree", 10-"Strongly agree")

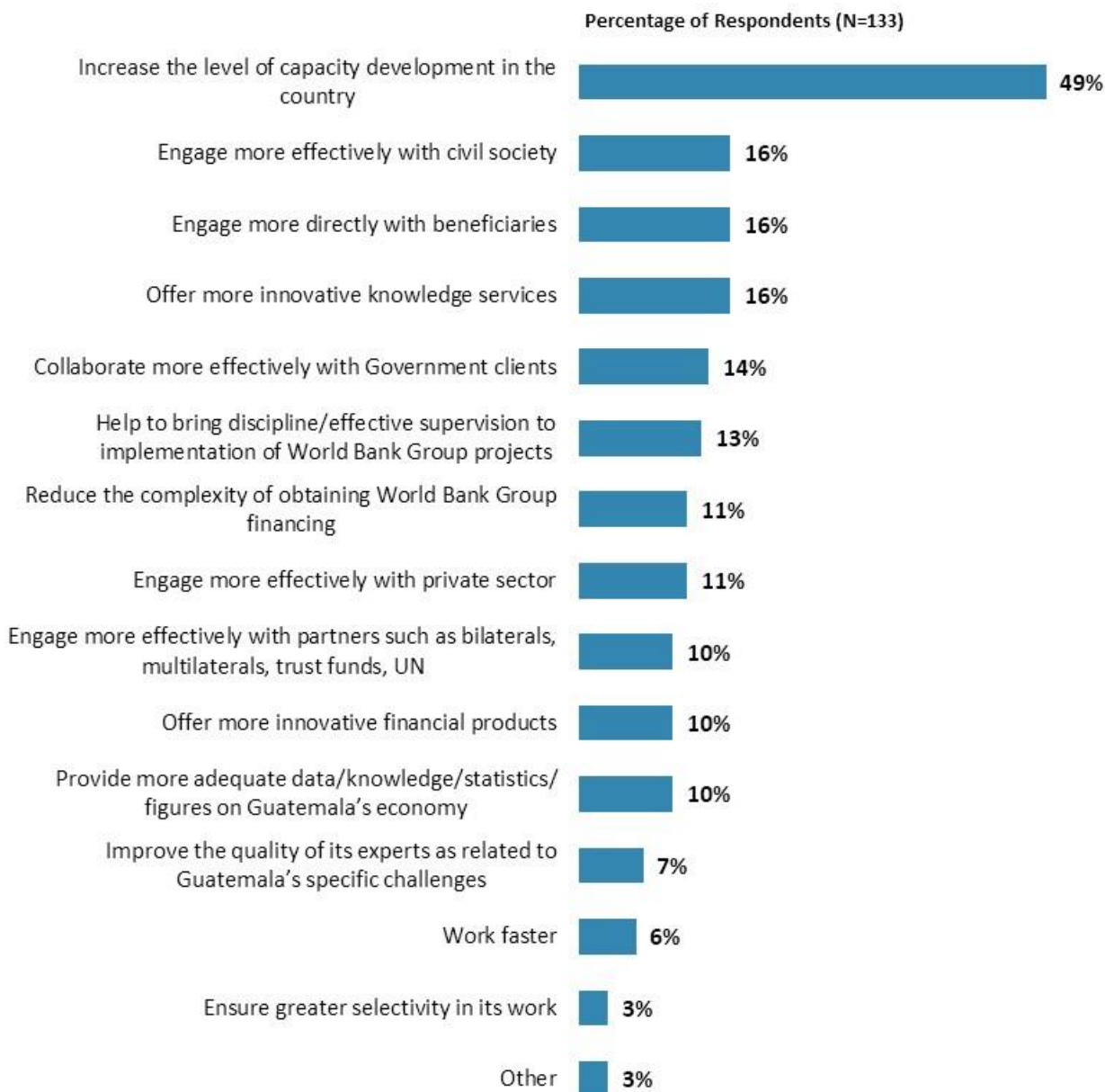
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the WBG in Guatemala

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (35%) and “*reach out more to groups outside of Government*” (34%).



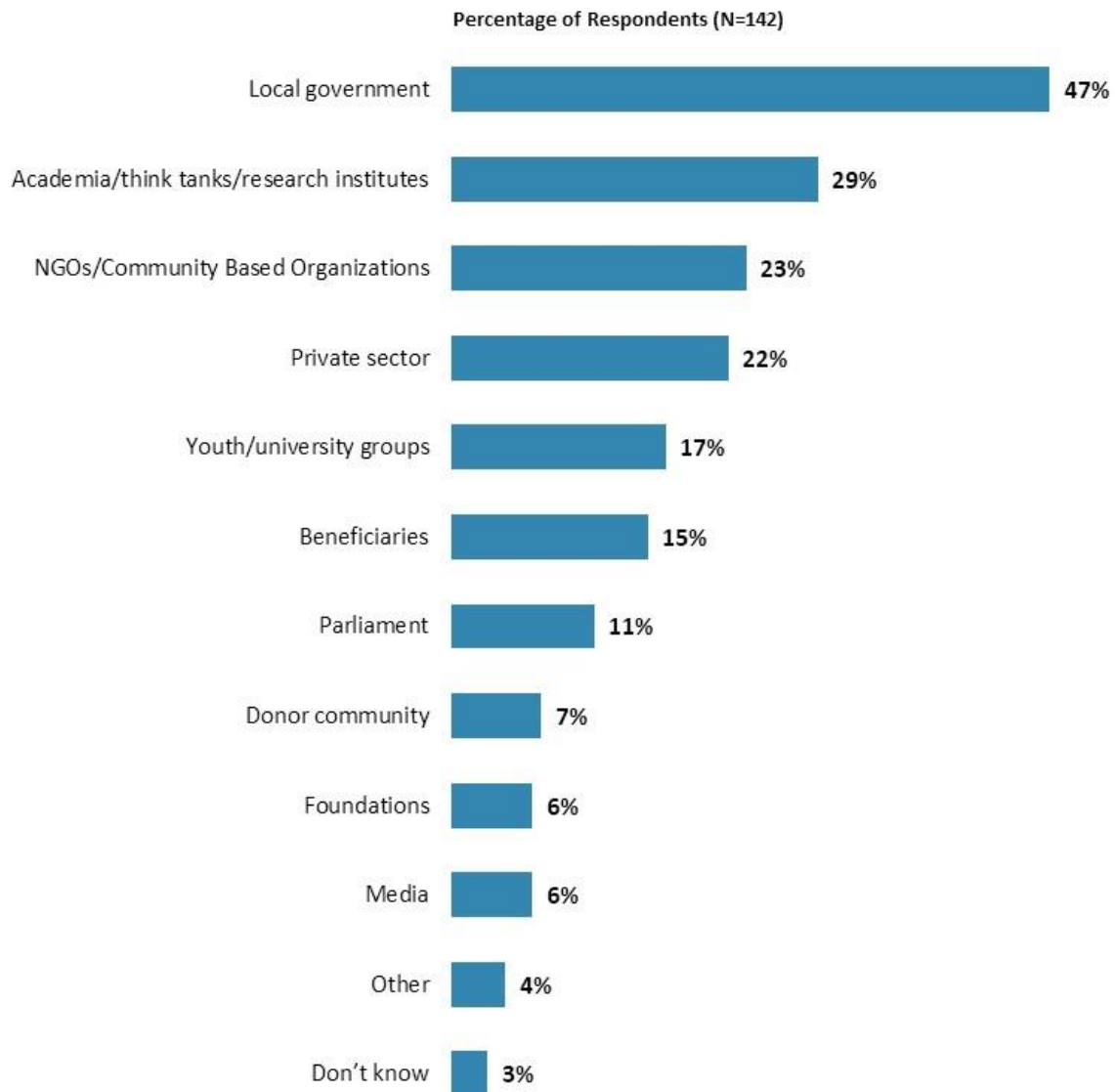
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala?
(Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...



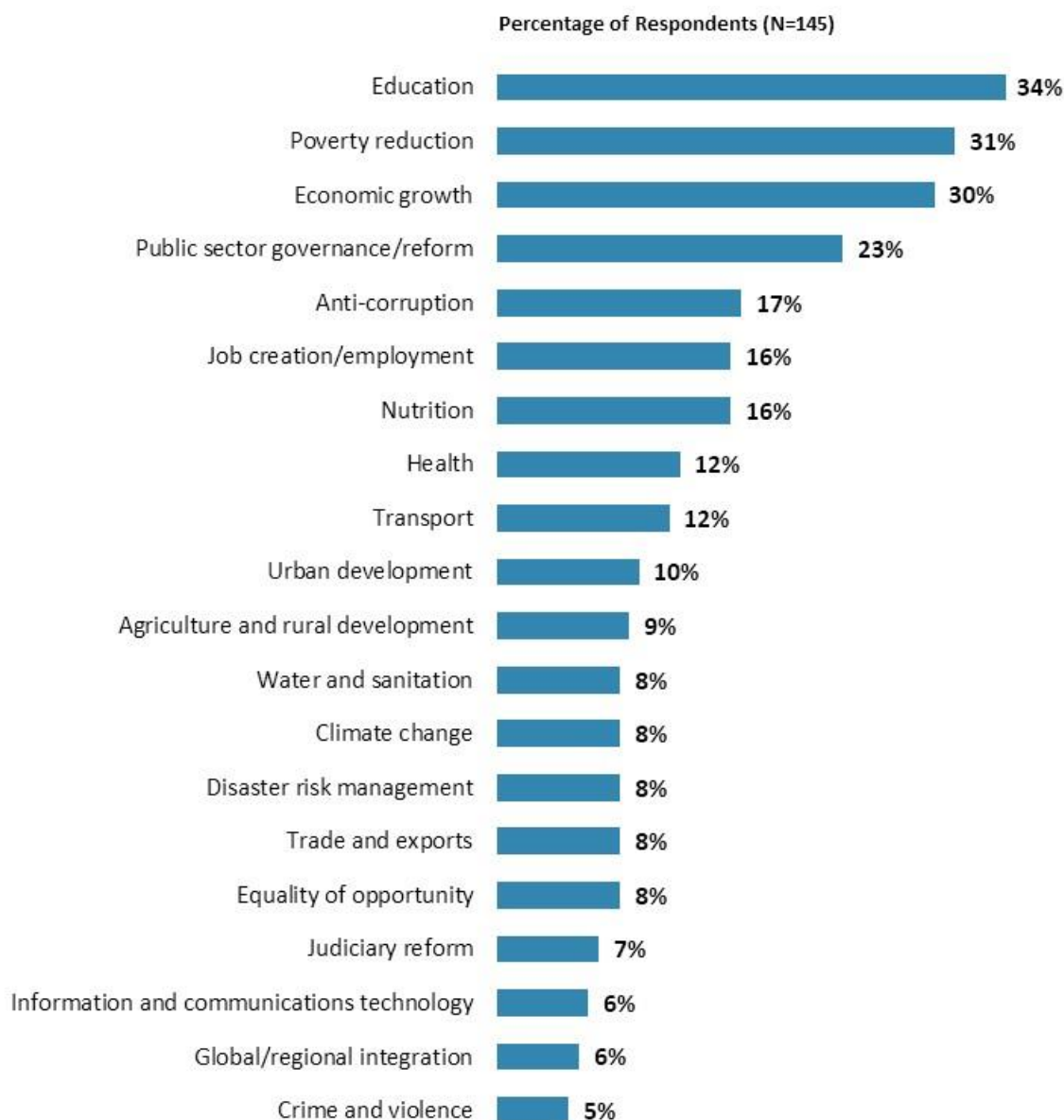
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*education*” (37%), “*rural development*” (33%), “*health*” (29%), and “*public sector governance/reform*” (26%).

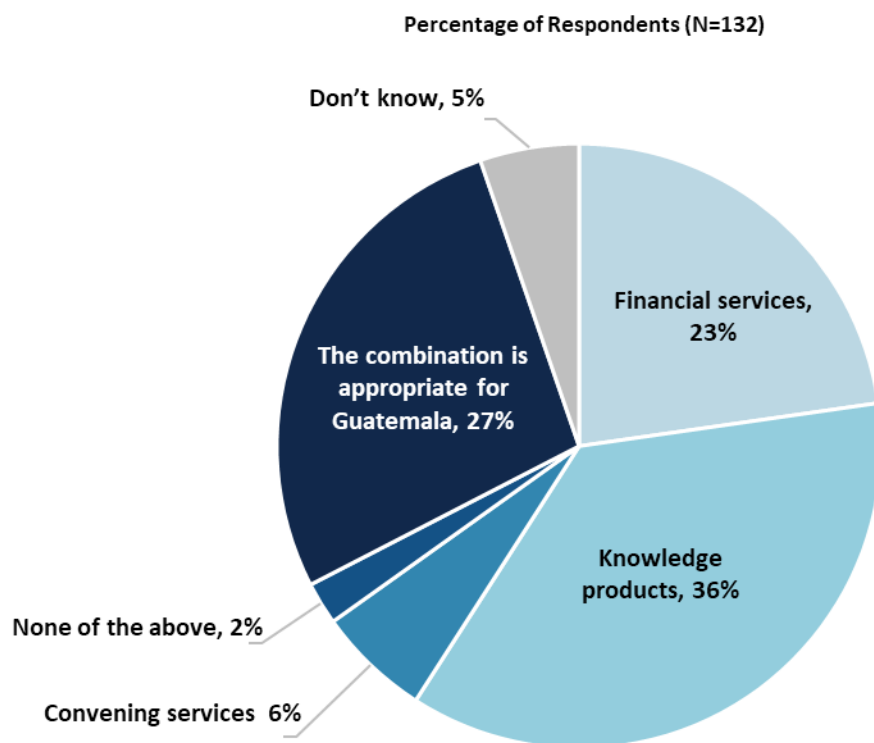


“When thinking about how the World Bank Group can have the most impact on development results in Guatemala, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



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

Future Combination of the WBG Services

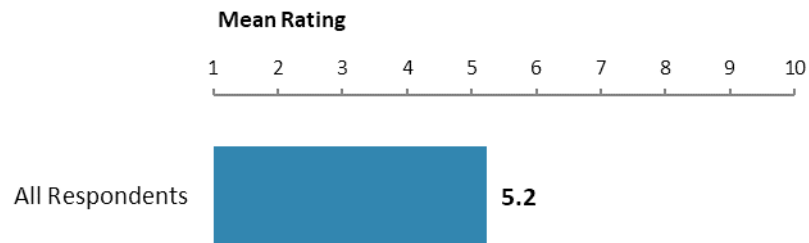


"When considering the combination of services that the World Bank Group offers in Guatemala, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Guatemala?"
(Respondents chose from a list.)



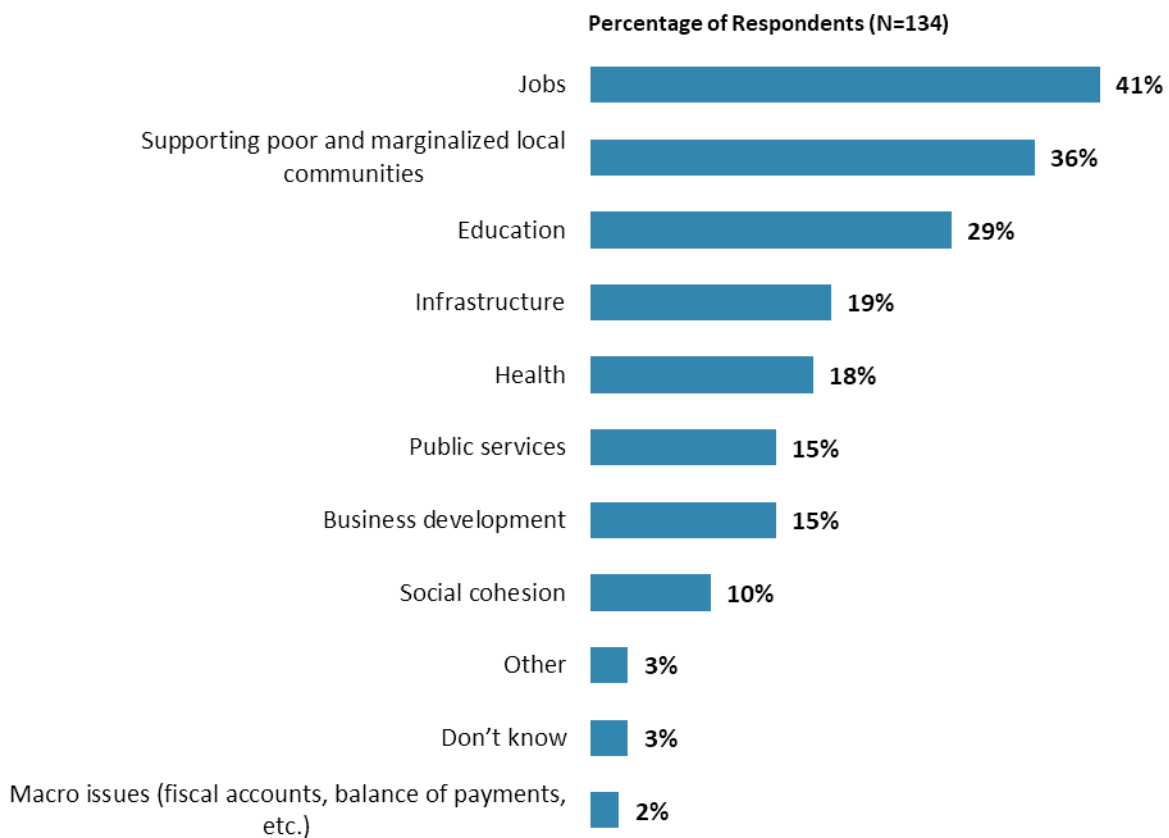
IX. The Future Role of the WBG in Guatemala (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Guatemala?"
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Guatemala?"
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

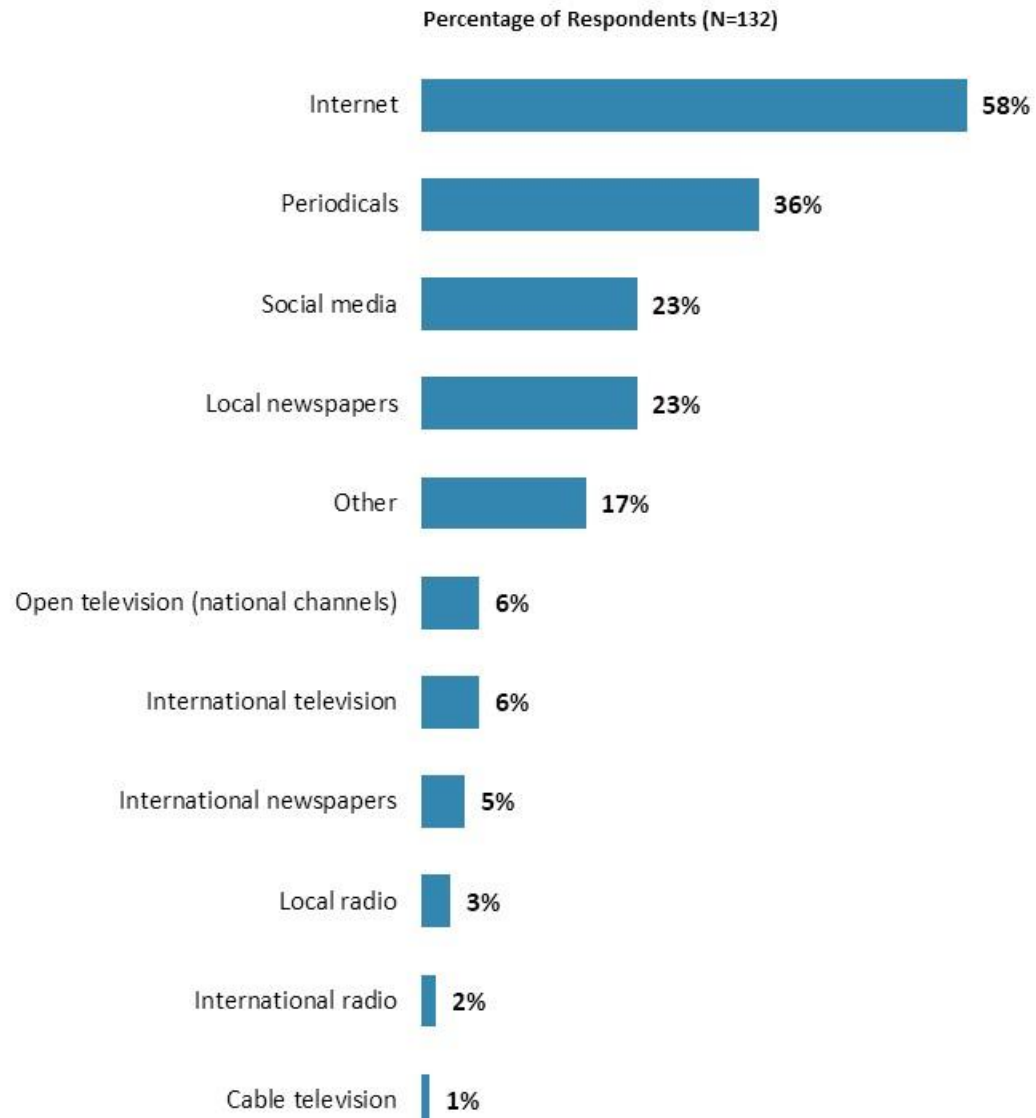


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 60) for responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Guatemala from “*Internet*” (49%) and “*periodicals*” (42%).



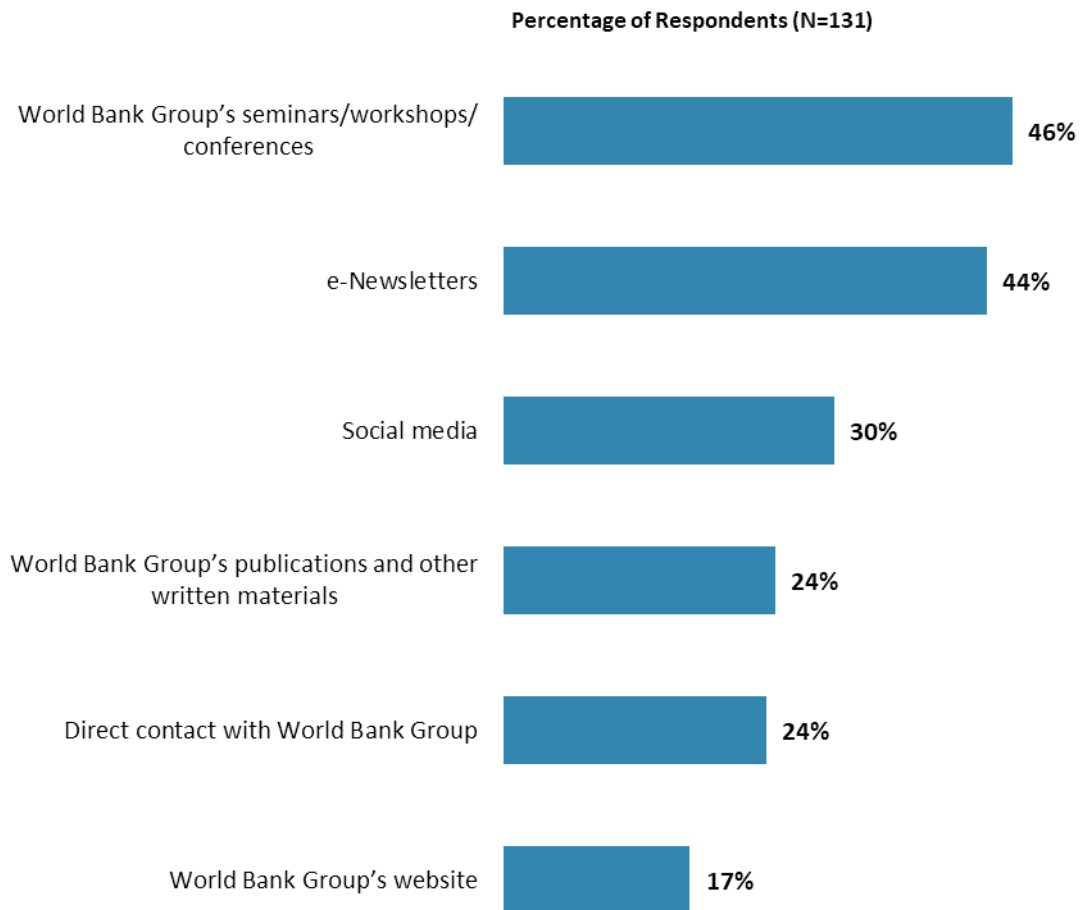
"How do you get most of your information about economic and social development issues in Guatemala?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (43%) and “*direct contact with the World Bank Group*” (39%).

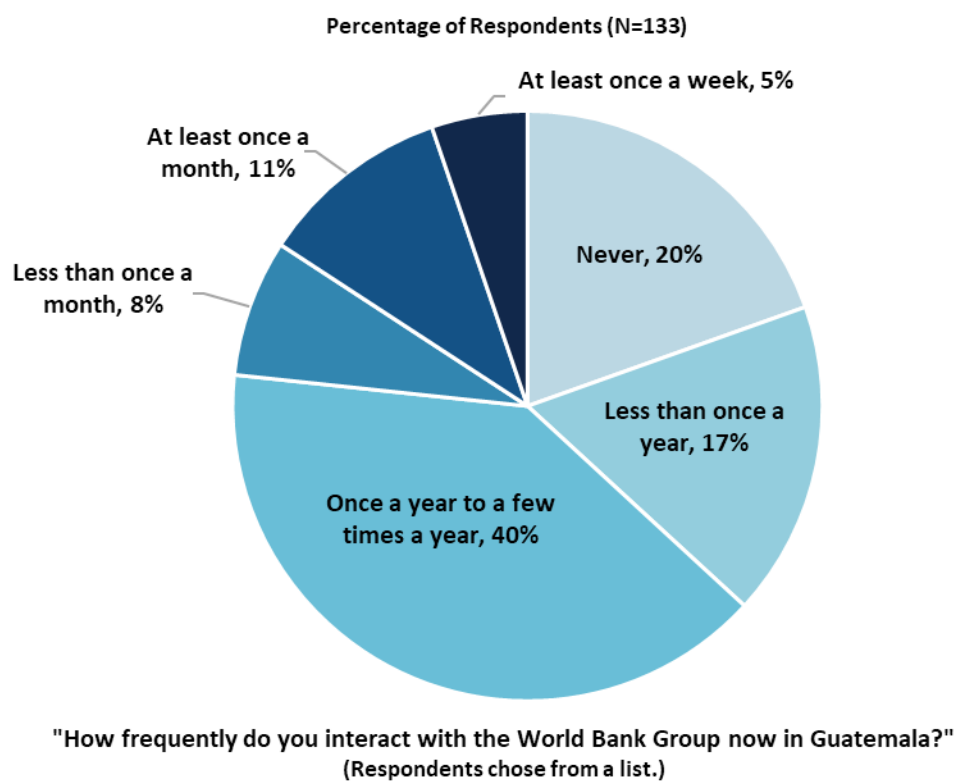


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

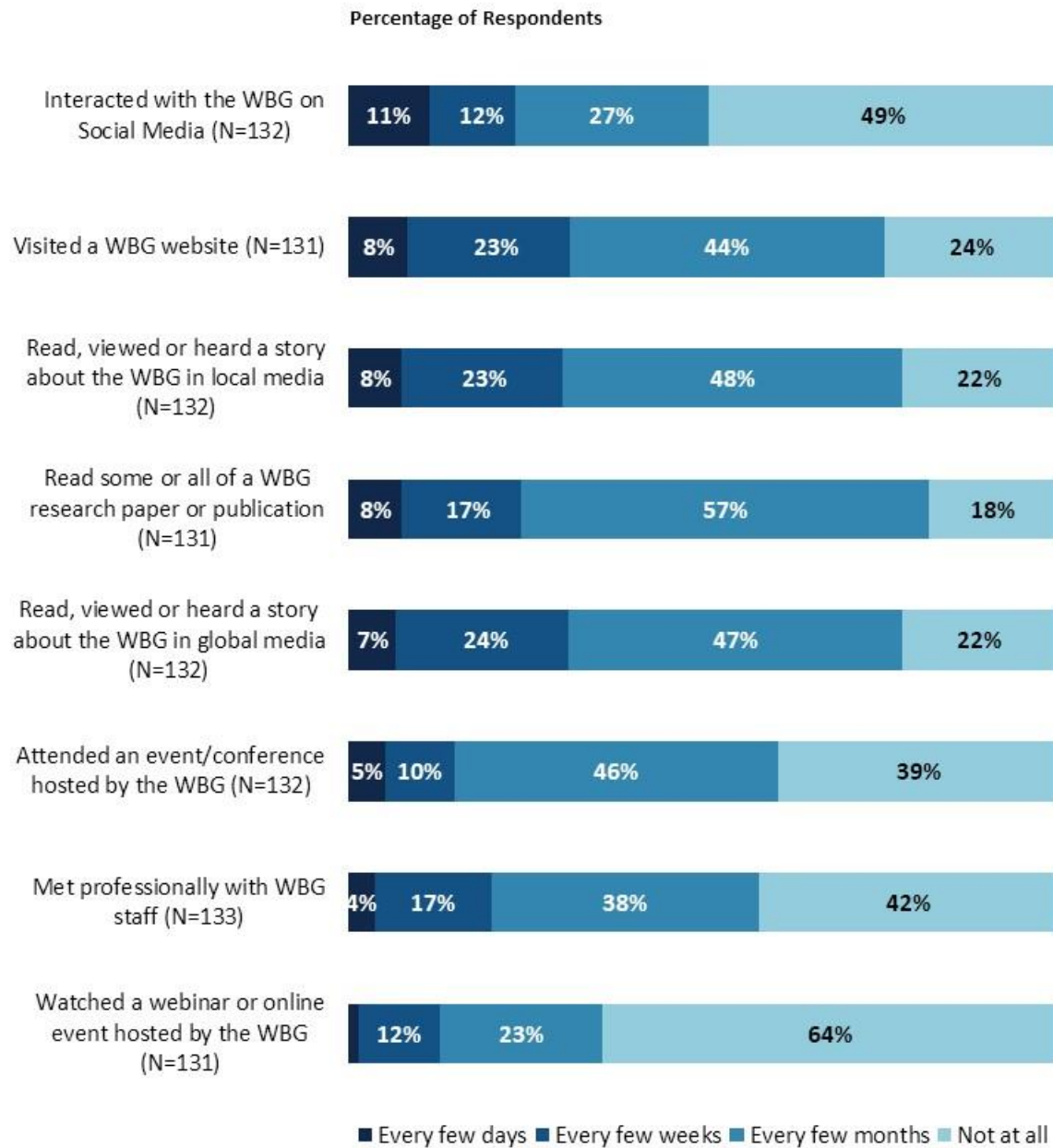
WBG Interaction Frequency





X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XII. Appendices

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GUATEMALA





Appendix A: Responses to All Questions across All Respondents (N=160)

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 Guatemala

1. When you think about the future in Guatemala, are you ... ?	Percentage of Respondents (N=160)
Very pessimistic	6.9%
Somewhat pessimistic	24.4%
Somewhat optimistic	40.6%
Very optimistic	25.0%
Not sure	3.1%

2. Do you think that economic opportunity for citizens in Guatemala is ... ?	Percentage of Respondents (N=160)
Increasing	19.4%
Decreasing	41.9%
Staying about the same	38.8%

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

3. Listed below are a number of development priorities in Guatemala. Please identify which of the following you consider the most important development priorities in Guatemala. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=159)
Education	39.0%
Poverty reduction	27.7%
Job creation/employment	24.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.9%
Economic growth	20.8%
Nutrition	20.1%
Health	19.5%
Anti-corruption	15.1%
Judiciary reform	11.9%
Equality of opportunity (i.e., social inclusion)	10.7%
Transport (e.g., roads, bridges, transportation)	9.4%
Urban development	7.5%
Water and sanitation	6.9%
Crime and violence	6.9%
Agriculture and rural development	6.9%
Trade and exports	6.9%
Natural resource management (renewable)	5.0%
Climate change (e.g., mitigation, adaptation)	5.0%
Private sector development	4.4%
Disaster risk management	4.4%
Gender equity (closing the gap between women and men, and boys and girls)	3.8%
Information and communications technology	3.8%
Social protection (e.g., pensions, targeted social assistance)	2.5%
Global/regional integration	1.9%
Energy	1.9%
Pollution	1.3%
Financial markets	1.3%

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

4. 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 Guatemala? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=156)
Education	46.2%
Job creation/employment	37.2%
Economic growth	30.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28.8%
Equality of opportunity (i.e., social inclusion)	19.9%
Anti-corruption	19.2%
Nutrition	17.9%
Agriculture and rural development	14.1%
Health	12.2%
Trade and exports	9.6%
Urban development	7.7%
Transport (e.g., roads, bridges, transportation)	7.1%
Private sector development	5.8%
Water and sanitation	5.8%
Judiciary reform	5.8%
Social protection (e.g., pensions, targeted social assistance)	5.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.5%
Climate change (e.g., mitigation, adaptation)	3.8%
Disaster risk management	3.2%
Natural resource management (renewable)	3.2%
Financial markets	1.9%
Information and communications technology	1.3%
Crime and violence	0.6%
Global/regional integration	0.6%
Pollution	0.6%
Energy	0.0%

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

5. When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=155)
Corruption	49.7%
Insufficient level of capacity in the government	33.5%
Political pressures and obstacles	26.5%
Reforms are not well thought out in light of country challenges	21.9%
Insufficient level of citizen/civil society participation	19.4%
Private sector involvement and/or influence	11.0%
Poor coordination within the government	11.0%
Insufficient level of private sector participation	7.7%
Insufficient level of government accountability	7.1%
Other	3.9%
Insufficient level of donor coordination	3.2%

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	142	2	4.29	2.26
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	139	9	6.71	2.04
3. The World Bank Group*	139	10	6.94	2.25
4. The International Monetary Fund	129	19	6.42	2.28
5. UN	139	10	6.23	2.49
6. Regional development banks	128	19	6.27	1.98
7. Guatemala's Central Bank	140	6	6.81	2.11
8. International private sector	126	19	6.09	2.22
9. Domestic private sector	141	5	5.69	2.37
10. International civil society (e.g., NGOs, CBOs)	136	11	5.67	2.23
11. Domestic civil society (e.g., NGOs, CBOs)	139	9	5.55	2.16
12. Faith-based institutions	132	13	5.73	2.31
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	141	6	4.99	2.28
14. International media and their web presence	135	11	5.44	2.19
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	139	9	5.09	2.27

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

7. Please describe the direction Guatemala is moving in, when considering ... ?	Direction				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection) (N=147)	20.4%	33.3%	23.8%	20.4%	2.0%
Equal opportunity for girls and boys, men and women (N=147)	11.6%	27.9%	24.5%	33.3%	2.7%
Growing Guatemala's economy in a way that leads to jobs and employment (N=147)	12.9%	29.3%	36.1%	19.7%	2.0%
The gap between the rich and the poor (N=148)	35.1%	30.4%	23.0%	8.8%	2.7%
Making government more effective (N=146)	40.4%	24.0%	19.9%	15.1%	0.7%
Anti-corruption (N=147)	32.7%	20.4%	21.8%	23.8%	1.4%
Attracting new sources of foreign investment (N=148)	23.6%	35.1%	25.7%	14.2%	1.4%

8. Listed below are global challenges. Which do you think have the most serious impact on Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=146)
Migrants and refugees	42.5%
Jobs/employment	36.3%
The gap between the rich and the poor	28.8%
Environmental degradation	21.2%
Geo political uncertainty	21.2%
Climate change	19.2%
Fragility in Guatemala or neighboring countries	18.5%
Trade constraints	5.5%
Technology based disruption	2.7%
Terrorism	0.0%

9. When thinking about development efforts in Guatemala, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=145)
Engage significantly less	10.3%
Engage somewhat less	6.2%
Engage somewhat more	17.9%
Engage significantly more	57.9%
Engage at the same level it does currently	5.5%
Don't know	2.1%

10. To what extent do you trust domestic private sector to engage in public service delivery in Guatemala?	Percentage of Respondents (N=145)
To a very low degree	17.9%
To a somewhat low degree	37.9%
To a somewhat high degree	31.0%
To a very high degree	9.7%
Don't know	3.4%

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

11. To what extent do you trust international private sector to engage in public service delivery in Guatemala?	Percentage of Respondents (N=147)
To a very low degree	12.9%
To a somewhat low degree	32.7%
To a somewhat high degree	35.4%
To a very high degree	10.2%
Don't know	8.8%

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Guatemala? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity		
	N	Mean	SD
1. World Bank Group (WBG)	145	6.32	2.46
2. Inter-American Development Bank (IDB/BID)	143	6.50	2.23
3. Central American Bank for Economic Integration (CABEI/BCiE)	144	5.71	2.44

2. Overall, please rate your impression of the effectiveness of these organizations in Guatemala. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. World Bank Group (WBG)*	127	17	6.54	2.19
2. Inter-American Development Bank (IDB/BID)	129	16	6.42	2.11
3. Central American Bank for Economic Integration (CABEI/BCiE)	119	26	5.80	2.15

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Guatemala solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	114	31	7.15	2.19

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

4. When thinking about how the World Bank Group can have the most impact on development results in Guatemala, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=145)
Education	34.5%
Poverty reduction	31.0%
Economic growth	29.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.4%
Anti-corruption	16.6%
Job creation/employment	15.9%
Nutrition	15.9%
Health	12.4%
Transport (e.g., roads, bridges, transportation)	11.7%
Urban development	9.7%
Agriculture and rural development	9.0%
Water and sanitation	8.3%
Climate change (e.g., mitigation, adaptation)	8.3%
Disaster risk management	8.3%
Trade and exports	8.3%
Equality of opportunity (i.e., social inclusion)	8.3%
Judiciary reform	6.9%
Information and communications technology	6.2%
Global/regional integration	5.5%
Crime and violence	4.8%
Financial markets	4.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.1%
Natural resource management (renewable)	4.1%
Private sector development	3.4%
Energy	2.8%
Pollution	2.1%
Social protection (e.g., pensions, targeted social assistance)	1.4%

5. 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 Guatemala?	Percentage of Respondents (N=144)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	27.1%	16.0%	43.1%
Technical assistance	16.0%	16.0%	31.9%
Policy advice, studies, analyses	15.3%	14.6%	29.9%
Capacity development related to World Bank Group supported projects	16.0%	13.2%	29.2%
Data and statistics	6.3%	10.4%	16.7%
Implementation support	6.3%	9.7%	16.0%
Mobilizing third party financial resources	2.8%	6.9%	9.7%
Bringing together different groups of stakeholders	2.8%	6.3%	9.0%
Promoting knowledge sharing	4.2%	4.9%	9.0%
Donor coordination	1.4%	1.4%	2.8%
Other	2.1%	0.7%	2.8%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Not enough public disclosure of its work	26.4%
Not adequately sensitive to political/social realities in Guatemala	20.8%
Not willing to honestly criticize policies and reform efforts in the country	15.3%
Don't know	15.3%
Not aligned with country priorities	13.9%
World Bank Group's processes too slow and complex	13.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	9.7%
Inadequate World Bank Group's staffing in Guatemala	9.0%
Too influenced by developed countries	8.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.9%
Not adequately flexible	6.3%
Not sufficiently focused on sustainable results	6.3%
Staff too inaccessible	5.6%
Not collaborating enough with private sector	4.9%
Arrogant in its approach	3.5%
Other	2.8%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (Select only ONE response)	Percentage of Respondents (N=141)
To a fully sufficient degree	5.7%
To a somewhat sufficient degree	24.1%
To a somewhat insufficient degree	31.2%
To a very insufficient degree	16.3%
Don't know	22.7%

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=142)
Increased its emphasis recently	16.9%
Decreased its emphasis recently	13.4%
Emphasis has remained pretty consistent over time	33.1%
Don't know	36.6%

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

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=142)
Local government	47.2%
Academia/think tanks/research institutes	28.9%
NGOs/Community Based Organizations	23.2%
Private sector	21.8%
Youth/university groups	16.9%
Beneficiaries	15.5%
Parliament	11.3%
Donor community	7.0%
Foundations	6.3%
Media	6.3%
Other	4.2%
Don't know	2.8%

To what extent do you agree with the following statements about the World Bank Group's work in Guatemala? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Guatemala*	132	10	6.12	2.43
11. The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	128	13	5.91	2.38

To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	112	19	6.17	2.20
13. Flexibility (in terms of the institution's products and services)*	105	31	5.59	2.14
14. Flexibility (in terms of changing country circumstances)*	112	24	5.72	2.08
15. Being inclusive*	110	28	6.21	2.15
16. Openness (sharing data and other information)*	115	21	6.92	2.17
17. Collaboration with the Government*	116	20	7.06	2.06
18. The speed in which it gets things accomplished on the ground*	103	32	5.56	2.26
19. Helping to bring discipline/effective supervision to implementation of investment projects*	104	32	6.31	2.22
20. Collaboration with civil society*	101	35	5.76	2.36
21. Staff accessibility*	113	19	6.45	2.55
22. Collaboration with other donors and development partners*	100	35	6.34	2.12
23. Collaboration with the private sector*	87	47	6.30	2.07
24. Straightforwardness and honesty*	115	18	7.05	2.48
25. Treating clients and stakeholders in Guatemala with respect*	118	18	7.54	2.33
26. Being a long-term partner*	112	24	7.50	2.16

**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 Guatemala? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	41	95	5.39	2.83
2. Gender equity (closing the gap between women and men, and boys and girls)	64	69	6.41	2.41
3. Private sector development	60	72	6.38	2.42
4. Education	84	49	6.51	2.14
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	90	45	6.21	2.44
6. Global/regional integration	71	64	6.45	2.51
7. Urban development	69	66	6.13	2.45
8. Energy	53	81	5.34	2.42
9. Water and sanitation	63	71	6.14	2.55
10. Pollution	49	85	5.55	2.69
11. Job creation/employment	50	85	5.10	2.61
12. Health	72	62	6.49	2.47
13. Financial markets	51	81	6.22	2.44
14. Transport (e.g., roads, bridges, transportation)	57	77	5.86	2.28
15. Agriculture and rural development	71	64	6.17	2.31
16. Trade and exports	53	80	5.92	2.34
17. Crime and violence	48	85	5.60	2.66
18. Natural resource management (renewable)	58	77	5.71	2.48
19. Climate change (e.g., mitigation, adaptation)	68	65	6.41	2.50
20. Poverty reduction	82	51	6.22	2.45
21. Anti-corruption	66	66	5.98	2.53
22. Judiciary reform	54	78	5.83	2.55
23. Economic growth	79	55	6.46	2.45
24. Disaster risk management	72	62	6.90	2.42
25. Equality of opportunity (i.e., social inclusion)	59	76	6.12	2.58
26. Nutrition	70	65	6.80	2.63
27. Information and communications technology	45	90	6.22	2.39

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Guatemala?* (1-To no degree at all, 10-To a very significant degree)	116	18	6.47	2.27

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Guatemala?* (1-To no degree at all, 10-To a very significant degree)	113	21	5.98	2.13

To what extent do you agree with the following statements about the World Bank Group in Guatemala? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Guatemala*	120	16	5.82	2.35
5. The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	117	18	6.12	2.22

**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=137)
Weekly	8.0%
Monthly	19.0%
A few times a year	49.6%
Rarely	14.6%
Never	8.8%

In Guatemala, 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	109	19	6.71	2.15
3. Include appropriate level of stakeholder involvement during preparation	99	32	6.47	2.09
4. Lead to practical solutions	110	21	6.36	2.20
5. Are source of relevant information on global good practices	114	19	7.37	2.08
6. Are adequately disseminated	110	22	5.89	2.45
7. Are translated enough into local language	106	25	6.69	2.66
8. Are adaptable to Guatemala's specific development challenges and country circumstances*	115	18	6.65	2.11

Overall Evaluations	N	DK	Mean	SD
9. 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)	125	11	6.42	2.16
10. 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)	115	20	7.72	1.85

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	87	45	6.37	2.32
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	98	32	6.81	2.34
3. The World Bank Group's approvals and reviews are done in a timely fashion	79	52	6.63	2.01
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	76	53	6.87	2.04
5. The World Bank Group's conditions on its lending are reasonable	88	41	6.66	2.36
6. The World Bank Group takes decisions quickly in Guatemala*	91	38	6.13	2.43
7. Working with the World Bank Group increases Guatemala's institutional capacity	106	25	6.75	2.19
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	77	54	7.17	2.20

**E. Working with the World Bank Group (continued)**

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Guatemala? (1-To no degree at all, 10-To a very significant degree)	90	42	5.23	2.42

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=134)
Jobs	41.0%
Supporting poor and marginalized local communities	35.8%
Education	29.1%
Infrastructure	19.4%
Health	17.9%
Public services	14.9%
Business development	14.9%
Social cohesion	9.7%
Other	3.0%
Don't know	3.0%
Macro issues (fiscal accounts, balance of payments, etc.)	2.2%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=133)
Increase the level of capacity development in the country	48.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.8%
Engage more directly with beneficiaries	15.8%
Offer more innovative knowledge services	15.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.8%
Reduce the complexity of obtaining World Bank Group financing	11.3%
Engage more effectively with private sector	11.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.8%
Offer more innovative financial products	9.8%
Provide more adequate data/knowledge/statistics/figures on Guatemala's economy	9.8%
Improve the quality of its experts as related to Guatemala's specific challenges	6.8%
Work faster	6.0%
Ensure greater selectivity in its work	3.0%
Other	3.0%

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

2. When considering the combination of services that the World Bank Group offers in Guatemala, 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 Guatemala? (Select only ONE response)	Percentage of Respondents (N=132)
Financial services	22.7%
Knowledge products (e.g. research, analysis, data, technical assistance)	36.4%
Convening services	6.1%
None of the above	2.3%
The combination is appropriate for Guatemala	27.3%
Don't know	5.3%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Guatemala?	Percentage of Respondents (N=133)
Never	19.5%
Less than once a year	17.3%
Once a year to a few times a year	39.8%
Less than once a month	7.5%
At least once a month	10.5%
At least once a week	5.3%

2. How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=132)
Internet	57.6%
Periodicals	35.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	22.7%
Local newspapers	22.7%
Other	17.4%
Open television (national channels)	6.1%
International television	6.1%
International newspapers	4.5%
Local radio	3.0%
International radio	1.5%
Cable television	0.8%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=131)
World Bank Group's seminars/workshops/conferences	45.8%
e-Newsletters	43.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.8%
World Bank Group's publications and other written materials	24.4%
Direct contact with World Bank Group	23.7%
World Bank Group's website	16.8%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=120)
High speed/WiFi	91.7%
Dial-up	8.3%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents			
	Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=132)	7.6%	22.7%	47.7%	22.0%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=132)	6.8%	24.2%	47.0%	22.0%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) (N=132)	11.4%	12.1%	27.3%	49.2%
Visited a WBG website (e.g. read a blog, used data) (N=131)	8.4%	22.9%	44.3%	24.4%
Attended an event/conference hosted by the WBG (N=132)	5.3%	9.8%	45.5%	39.4%
Watched a webinar or online event hosted by the WBG (N=131)	1.5%	11.5%	22.9%	64.1%
Read some or all of a WBG research paper or publication (N=131)	7.6%	16.8%	57.3%	18.3%
Met professionally with WBG staff (N=133)	3.8%	16.5%	37.6%	42.1%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=160)
Employee of a Ministry, Secretarial Department	19.4%
Private Sector Organization	10.6%
Academia/Research Institute/Think Tank	10.0%
Private Foundation	8.8%
NGO/Community Based Organization	8.8%
Bilateral Agency	6.9%
Congress	6.3%
Local Government Office or Staff	5.6%
Office of the President	4.4%
Multilateral Agency	4.4%
Financial Sector/Private Bank	3.8%
Media (press, radio, TV, web, etc.)	3.8%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.1%
Other	1.9%
Office of Minister	1.3%
Faith-Based Group	1.3%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	0.0%
Trade Union	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=157)
Urban, rural, and social development	12.7%
Other	10.2%
Finance and markets	9.6%
Governance	9.6%
Education	8.3%
Macroeconomics and fiscal management	8.3%
Generalist (specialized in multiple sectors)	8.3%
Trade and competitiveness	7.0%
Environment and natural resources	6.4%
Health, nutrition, and population	6.4%
Social protection and labor	2.5%
Gender	1.9%
Transport and ICT	1.9%
Fragility, conflict and violence	1.3%
Poverty	1.3%
Agriculture	1.3%
Climate change	1.3%
Water	0.6%
Energy and extractives	0.6%
Jobs	0.6%
Public-private partnerships	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=157)
Yes	26.8%
No	73.2%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? (Select only ONE response)	Percentage of Respondents (N=42)
The World Bank (IBRD)	78.6%
The International Finance Corporation (IFC)	14.3%
The Multilateral Investment Guarantee Agency (MIGA)	4.8%
International Centre for Settlement of Investment Disputes (ICSID)	2.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=42)
Yes	31.0%
No	69.0%

6. Which of the following describes most of your exposure to the World Bank Group in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=154)
Engage in World Bank Group related/sponsored events/activities	45.5%
Use World Bank Group reports/data	42.9%
Collaborate as part of my professional duties	35.7%
Use World Bank Group website for information, data, research, etc.	25.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	14.9%

**H. Background Information (continued)**

7. What's your gender?	Percentage of Respondents (N=160)
Female	36.3%
Male	63.8%

8. What's your age?	Percentage of Respondents (N=160)
25 and under	1.9%
26-35	9.4%
36-45	30.0%
46-55	35.0%
56 and above	23.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=159)
Guatemala City	90.6%
Outside of Guatemala City	9.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁴

- Office of the President/Office of Minister N=9
- Local Government N=9
- CSO N=30
- Congress N=10
- Bilateral/Multilateral Agency N=18
- Academia N=16
- Employee of a Ministry/Secretarial Department N=31
- Private Sector/Financial Sector/Private Bank N=23
- Other¹⁵ N=14

A. General Issues facing Guatemala

When you think about the future in Guatemala, are you ... ?*

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Very pessimistic	11.1%	0.0%	0.0%	11.1%	11.1%	4.3%	3.3%	25.0%	7.1%
Somewhat pessimistic	0.0%	10.0%	6.5%	11.1%	44.4%	26.1%	26.7%	56.3%	28.6%
Somewhat optimistic	22.2%	40.0%	51.6%	11.1%	33.3%	56.5%	50.0%	12.5%	42.9%
Very optimistic	66.7%	40.0%	41.9%	44.4%	11.1%	13.0%	16.7%	0.0%	21.4%
Not sure	0.0%	10.0%	0.0%	22.2%	0.0%	0.0%	3.3%	6.3%	0.0%

*Significantly different between stakeholder groups

¹⁴ All 160 respondents provided information about their current affiliation (question H1 in the questionnaire).

¹⁵ Includes the following categories: Media (N=6), Independent Government Institution (N=5), and Other (N=3).

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

Listed below are a number of development priorities in Guatemala. Please identify which of the following you consider the most important development priorities in Guatemala. (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Global/regional integration	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.3%	0.0%	7.1%
Urban development	0.0%	0.0%	9.7%	11.1%	11.1%	4.3%	13.3%	0.0%	7.1%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	6.7%	0.0%	0.0%
Private sector development	0.0%	10.0%	3.2%	0.0%	0.0%	13.0%	3.3%	0.0%	7.1%
Education	50.0%	30.0%	45.2%	55.6%	33.3%	30.4%	36.7%	31.3%	50.0%
Public sector governance/reform	25.0%	30.0%	16.1%	0.0%	33.3%	17.4%	23.3%	50.0%	21.4%
Water and sanitation	12.5%	0.0%	6.5%	0.0%	11.1%	13.0%	6.7%	0.0%	7.1%
Social protection	0.0%	10.0%	6.5%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%	0.0%	0.0%	11.1%	11.1%	4.3%	6.7%	0.0%	0.0%
Pollution	0.0%	0.0%	3.2%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Job creation/employment	12.5%	30.0%	32.3%	33.3%	5.6%	30.4%	23.3%	31.3%	14.3%
Health	62.5%	20.0%	22.6%	33.3%	11.1%	13.0%	16.7%	18.8%	7.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	7.1%
Transport	25.0%	20.0%	3.2%	11.1%	11.1%	13.0%	6.7%	6.3%	7.1%
Poverty reduction	37.5%	0.0%	35.5%	22.2%	22.2%	26.1%	36.7%	18.8%	28.6%
Anti-corruption	0.0%	10.0%	19.4%	22.2%	16.7%	21.7%	10.0%	18.8%	7.1%
Judiciary reform*	12.5%	0.0%	3.2%	0.0%	5.6%	13.0%	13.3%	25.0%	35.7%
Crime and violence	0.0%	10.0%	6.5%	11.1%	11.1%	4.3%	6.7%	6.3%	7.1%
Natural resource management (renewable)	0.0%	0.0%	9.7%	0.0%	11.1%	0.0%	3.3%	0.0%	14.3%
Climate change	12.5%	10.0%	3.2%	0.0%	11.1%	0.0%	10.0%	0.0%	0.0%
Economic growth	12.5%	20.0%	29.0%	44.4%	5.6%	30.4%	13.3%	12.5%	21.4%
Agriculture and rural development	0.0%	20.0%	3.2%	0.0%	0.0%	13.0%	10.0%	12.5%	0.0%
Trade and exports	0.0%	30.0%	9.7%	0.0%	5.6%	4.3%	6.7%	6.3%	0.0%
Disaster risk management	0.0%	0.0%	12.9%	0.0%	0.0%	0.0%	6.7%	0.0%	7.1%
Equality of opportunity*	0.0%	0.0%	3.2%	22.2%	33.3%	0.0%	10.0%	25.0%	7.1%
Nutrition	25.0%	40.0%	3.2%	0.0%	27.8%	21.7%	23.3%	37.5%	14.3%
Information and communications technology	12.5%	0.0%	6.5%	0.0%	5.6%	4.3%	3.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Insufficient level of citizen/civil society participation	12.5%	20.0%	19.4%	0.0%	17.6%	31.8%	21.4%	18.8%	14.3%
Corruption	25.0%	30.0%	45.2%	33.3%	64.7%	50.0%	57.1%	50.0%	64.3%
Private sector involvement and/or influence	0.0%	20.0%	3.2%	11.1%	17.6%	4.5%	14.3%	31.3%	0.0%
Insufficient level of private sector participation	0.0%	20.0%	12.9%	22.2%	5.9%	0.0%	7.1%	6.3%	0.0%
Insufficient level of donor coordination	0.0%	10.0%	3.2%	0.0%	0.0%	4.5%	3.6%	6.3%	0.0%
Reforms are not well thought out in light of country challenges	50.0%	20.0%	22.6%	11.1%	11.8%	18.2%	32.1%	6.3%	28.6%
Poor coordination within the government	12.5%	10.0%	22.6%	0.0%	11.8%	9.1%	10.7%	0.0%	7.1%
Insufficient level of government accountability	0.0%	10.0%	12.9%	22.2%	0.0%	0.0%	7.1%	6.3%	7.1%
Political pressures and obstacles	62.5%	30.0%	35.5%	22.2%	35.3%	22.7%	14.3%	18.8%	14.3%
Insufficient level of capacity in the government	25.0%	20.0%	16.1%	55.6%	35.3%	50.0%	25.0%	43.8%	50.0%
Other	0.0%	10.0%	3.2%	0.0%	0.0%	0.0%	3.6%	6.3%	14.3%

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 trust the World Bank Group to do what is right?	6	8.83	0.98	7	7.00	3.21	31	7.35	1.92	9	7.33	3.24	16	7.25	1.57	18	6.83	2.48	25	6.40	2.08	13	6.23	2.42	14	6.36	2.31

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

B. Overall Attitudes toward the World Bank Group

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

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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)*	7	8.86	1.21	9	6.22	2.91	30	6.33	2.25	9	7.67	2.24	15	7.53	2.13	21	5.48	2.40	25	5.08	2.52	15	5.80	1.97	14	7.00	2.45
Inter-American Development Bank (IDB/BID)*	6	9.00	1.26	9	6.44	2.40	30	6.43	1.81	8	6.00	2.83	15	8.07	1.49	21	5.90	2.10	25	5.68	2.38	15	6.00	2.10	14	7.07	2.40
Central American Bank for Economic Integration (CABE/BCiE)	6	9.00	1.26	9	5.00	3.00	30	5.87	2.49	9	5.89	3.10	15	5.87	1.88	21	5.38	2.27	25	5.16	2.13	15	5.93	2.05	14	5.36	2.90

*Significantly different between stakeholder groups

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

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

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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)	6	7.50	1.38	9	7.22	2.44	27	7.00	1.98	8	6.75	2.76	14	7.36	1.39	15	5.87	2.29	22	5.59	2.20	12	5.83	2.21	14	6.64	2.44
Inter-American Development Bank (IDB/BID)*	6	7.50	1.22	9	7.33	2.00	26	6.88	1.75	8	4.88	2.64	14	7.71	1.27	17	6.18	2.38	23	5.78	2.00	12	5.50	1.88	14	6.21	2.49
Central American Bank for Economic Integration (CABE/BCiE)*	6	6.83	1.47	8	6.13	2.70	24	6.83	1.69	7	3.86	1.68	11	6.64	1.43	16	6.13	2.33	21	5.00	2.00	13	4.69	1.93	13	5.54	2.47

*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 Guatemala, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Financial markets	0.0%	11.1%	3.3%	0.0%	0.0%	9.5%	3.8%	0.0%	7.1%
Education	50.0%	33.3%	36.7%	44.4%	13.3%	42.9%	26.9%	13.3%	64.3%
Public sector governance/reform*	0.0%	33.3%	10.0%	11.1%	46.7%	9.5%	34.6%	46.7%	14.3%
Job creation/employment	0.0%	11.1%	23.3%	11.1%	6.7%	33.3%	7.7%	20.0%	7.1%
Health*	50.0%	33.3%	16.7%	22.2%	6.7%	0.0%	3.8%	13.3%	7.1%
Social protection	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	6.7%	0.0%
Anti-corruption	16.7%	11.1%	16.7%	11.1%	13.3%	28.6%	11.5%	26.7%	7.1%
Water and sanitation	16.7%	22.2%	6.7%	22.2%	13.3%	4.8%	3.8%	6.7%	0.0%
Gender equity (closing the gap between women and men, and boys and girls)	16.7%	0.0%	3.3%	11.1%	13.3%	0.0%	3.8%	0.0%	0.0%
Private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	11.5%	0.0%	0.0%
Global/regional integration	0.0%	11.1%	6.7%	11.1%	6.7%	0.0%	11.5%	0.0%	0.0%
Pollution	0.0%	0.0%	3.3%	0.0%	6.7%	0.0%	0.0%	0.0%	7.1%
Urban development	0.0%	0.0%	3.3%	33.3%	13.3%	4.8%	15.4%	6.7%	14.3%
Judiciary reform	0.0%	0.0%	6.7%	0.0%	0.0%	9.5%	7.7%	13.3%	14.3%
Transport*	0.0%	11.1%	0.0%	0.0%	0.0%	23.8%	11.5%	46.7%	7.1%
Natural resource management (renewable)	0.0%	0.0%	3.3%	0.0%	6.7%	0.0%	7.7%	0.0%	14.3%
Climate change	0.0%	11.1%	3.3%	0.0%	20.0%	4.8%	7.7%	6.7%	21.4%
Nutrition	33.3%	11.1%	16.7%	0.0%	26.7%	4.8%	15.4%	13.3%	28.6%
Information and communications technology	16.7%	11.1%	13.3%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Agriculture and rural development	33.3%	22.2%	10.0%	11.1%	0.0%	4.8%	3.8%	20.0%	0.0%
Economic growth	16.7%	22.2%	33.3%	33.3%	20.0%	42.9%	42.3%	6.7%	21.4%
Disaster risk management	0.0%	0.0%	20.0%	0.0%	6.7%	0.0%	11.5%	6.7%	7.1%
Trade and exports	16.7%	11.1%	3.3%	22.2%	13.3%	19.0%	0.0%	6.7%	0.0%
Crime and violence	0.0%	11.1%	0.0%	11.1%	6.7%	4.8%	7.7%	0.0%	7.1%
Poverty reduction	16.7%	22.2%	46.7%	33.3%	20.0%	23.8%	34.6%	26.7%	28.6%
Equality of opportunity	0.0%	0.0%	13.3%	11.1%	20.0%	0.0%	3.8%	13.3%	7.1%
Energy	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%	0.0%	0.0%

*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Increased its emphasis recently	14.3%	11.1%	23.3%	22.2%	21.4%	5.0%	15.4%	7.1%	30.8%
Decreased its emphasis recently	0.0%	0.0%	6.7%	33.3%	7.1%	10.0%	19.2%	21.4%	23.1%
Emphasis has remained pretty consistent over time	28.6%	66.7%	30.0%	33.3%	50.0%	30.0%	23.1%	28.6%	30.8%
Don't know	57.1%	22.2%	40.0%	11.1%	21.4%	55.0%	42.3%	42.9%	15.4%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Parliament	0.0%	33.3%	6.7%	11.1%	28.6%	5.0%	7.7%	7.1%	15.4%
Donor community	0.0%	0.0%	0.0%	11.1%	21.4%	5.0%	3.8%	7.1%	23.1%
NGOs/Community Based Organizations	0.0%	11.1%	23.3%	22.2%	35.7%	20.0%	38.5%	21.4%	7.7%
Beneficiaries	28.6%	22.2%	20.0%	0.0%	14.3%	20.0%	11.5%	7.1%	15.4%
Youth/university groups	28.6%	33.3%	23.3%	22.2%	14.3%	15.0%	3.8%	0.0%	30.8%
Academia/think tanks/research institutes*	14.3%	22.2%	33.3%	33.3%	14.3%	15.0%	30.8%	85.7%	0.0%
Private sector*	14.3%	33.3%	6.7%	11.1%	7.1%	55.0%	30.8%	7.1%	23.1%
Local government	42.9%	33.3%	66.7%	66.7%	42.9%	40.0%	34.6%	64.3%	23.1%
Foundations*	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	23.1%	0.0%	15.4%
Media	0.0%	11.1%	6.7%	11.1%	14.3%	5.0%	0.0%	0.0%	15.4%
Other	14.3%	0.0%	3.3%	11.1%	0.0%	0.0%	3.8%	0.0%	15.4%
Don't know*	28.6%	0.0%	3.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 Guatemala	6	7.50	1.22	8	6.50	2.45	28	6.79	2.02	9	6.44	3.54	14	6.36	2.31	17	6.00	2.15	24	5.04	2.91	13	5.69	2.25	13	5.92	2.14
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	6	7.67	1.37	9	5.67	2.35	28	6.57	2.36	9	5.67	3.24	13	7.38	1.71	16	5.63	1.78	22	4.82	2.58	12	4.75	2.05	13	5.85	2.27

*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 Guatemala, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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*	3	8.33	0.58	9	5.78	1.99	25	7.12	1.96	7	6.14	2.12	11	7.00	2.00	13	6.00	1.58	23	5.35	2.50	8	5.00	2.39	13	5.77	2.31
Flexibility (in terms of the institution's products and services)*	3	8.00	0.00	9	5.56	2.07	25	6.72	1.84	6	5.00	3.29	9	5.89	1.69	13	5.54	1.71	19	4.79	2.25	9	4.67	1.58	12	4.75	2.26
Flexibility (in terms of changing country circumstances)*	4	7.75	0.96	9	5.56	1.94	25	6.64	1.73	8	5.38	3.46	11	6.55	1.75	13	5.38	1.50	19	5.05	2.20	10	4.60	1.58	13	5.15	2.12
Being inclusive	2	8.00	1.41	6	6.67	2.73	25	6.88	1.51	8	5.88	3.52	12	6.75	1.42	13	6.08	1.85	20	5.55	2.52	11	5.36	1.80	13	6.00	2.35
Openness (sharing data and other information)	3	8.33	1.53	8	6.88	2.03	25	7.56	1.92	7	6.29	3.20	11	7.36	1.80	15	6.80	2.18	22	6.55	2.06	11	6.45	1.63	13	6.54	3.04
Collaboration with the Government	4	7.25	0.96	7	6.71	2.43	27	7.81	1.59	8	7.00	3.07	12	7.00	1.86	13	7.46	1.33	22	6.68	2.38	10	6.50	1.72	13	6.38	2.63
The speed in which it gets things accomplished on the ground*	3	5.67	2.31	6	5.33	3.27	25	6.96	1.59	6	5.33	3.44	10	5.90	1.79	11	5.36	1.75	18	4.22	2.24	11	5.18	2.32	13	5.15	2.03
Helping to bring discipline/effective supervision to implementation of investment projects	3	7.67	0.58	8	5.63	2.62	23	7.04	2.06	5	6.00	3.39	11	6.73	1.56	12	6.25	2.09	19	5.68	2.31	10	5.70	2.11	13	6.31	2.53
Collaboration with civil society*	3	7.00	1.00	6	6.83	2.93	21	7.00	1.55	5	4.40	4.28	11	6.36	1.63	11	5.55	1.57	21	5.00	2.43	11	4.36	2.20	12	5.58	2.71
Staff accessibility*	4	7.50	2.08	9	6.11	2.57	25	7.64	1.85	7	5.57	3.60	12	8.08	1.78	13	5.85	2.41	22	5.73	2.43	9	5.33	3.00	12	5.58	2.81
Collaboration with other donors and development partners*	3	7.67	1.15	6	5.33	2.34	23	7.13	1.91	7	6.43	2.51	13	7.46	1.45	9	4.89	2.32	18	5.72	2.14	8	6.75	1.91	13	5.54	1.98
Collaboration with the private sector	2	8.00	0.00	7	6.57	2.57	16	6.81	1.68	4	5.75	2.06	8	7.13	1.36	14	6.79	1.89	18	5.78	2.34	6	5.83	1.47	12	5.25	2.53
Straightforwardness and honesty	3	8.67	1.53	9	6.00	3.16	25	7.96	2.01	8	6.63	3.38	12	7.92	1.73	14	7.50	2.28	22	6.55	2.61	10	6.50	1.72	12	5.83	2.86
Treating clients and stakeholders in Guatemala with respect	4	7.50	2.08	9	6.78	2.99	28	8.07	1.92	7	7.29	2.63	12	8.00	2.22	14	7.93	1.86	20	6.75	2.77	11	8.09	1.92	13	7.00	2.77
Being a long-term partner	3	8.33	0.58	8	7.25	2.19	26	8.15	1.80	8	7.00	2.93	12	8.08	1.98	12	8.42	1.24	20	6.80	2.28	10	7.10	2.38	13	6.46	2.50

*Significantly different between stakeholder groups

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

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 Guatemala?	5	6.80	2.95	9	6.00	2.69	24	7.63	1.56	8	7.00	3.02	14	6.57	1.55	13	6.77	2.09	21	6.00	2.63	10	4.90	1.73	12	5.67	2.31

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

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 influence the development agenda in Guatemala?	4	6.25	2.99	6	4.83	1.83	22	6.86	1.81	8	4.75	3.37	14	6.14	1.99	14	6.29	1.33	21	6.00	2.37	12	5.25	1.14	12	5.83	2.52

(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 Guatemala? (1- Strongly disagree, 10- Strongly agree)

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 Guatemala	4	5.00	3.16	9	5.67	2.78	24	6.79	1.74	8	5.38	3.16	13	6.46	1.76	16	6.50	1.83	24	4.96	2.39	10	5.00	2.26	12	5.33	2.90
The World Bank Group meets Guatemala's needs for knowledge services	5	6.20	3.27	8	5.75	2.49	26	7.15	1.85	8	4.75	3.41	9	6.11	1.69	15	6.53	1.96	22	5.91	2.18	12	5.58	1.44	12	5.42	2.39

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 the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Weekly	0.0%	11.1%	7.4%	22.2%	0.0%	0.0%	15.4%	7.1%	8.3%
Monthly	50.0%	22.2%	14.8%	11.1%	28.6%	5.0%	11.5%	28.6%	33.3%
A few times a year	16.7%	33.3%	48.1%	33.3%	57.1%	60.0%	50.0%	57.1%	58.3%
Rarely	0.0%	11.1%	22.2%	11.1%	14.3%	25.0%	15.4%	7.1%	0.0%
Never	33.3%	22.2%	7.4%	22.2%	0.0%	10.0%	7.7%	0.0%	0.0%

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

In Guatemala, 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 the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 adaptable to Guatemala's specific development challenges and country circumstances	5	6.40	3.13	9	6.44	2.24	24	7.25	1.82	7	7.86	2.61	11	6.91	1.92	15	6.73	1.28	21	6.38	2.40	11	6.18	2.09	12	5.58	2.19

	Office of the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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?	4	5.75	2.63	9	6.00	2.29	25	7.36	1.38	8	7.25	2.49	14	6.07	1.94	19	6.58	2.39	23	6.04	2.40	11	5.73	1.79	12	6.00	2.52
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	4	6.75	3.20	7	7.29	1.60	24	8.29	1.33	6	8.67	1.21	14	7.93	2.06	15	7.67	1.91	22	7.27	2.10	11	7.64	1.43	12	7.42	2.15

(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 the President/ Office of Minister			Congress			Employee of a Ministry/ Secretarial Department			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			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 takes decisions quickly in Guatemala	3	5.67	2.52	8	6.25	2.96	16	7.38	2.28	6	5.83	3.06	10	7.30	1.89	12	6.08	1.88	18	5.39	2.57	7	5.86	1.95	11	4.91	2.47
Where country systems are adequate, the World Bank Group makes appropriate use of them*	3	8.00	1.73	6	6.50	2.43	17	7.94	1.34	6	7.17	3.49	11	8.18	1.83	8	7.63	1.41	10	5.70	1.89	5	4.80	2.17	11	7.18	2.60

*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Guatemala?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Jobs	33.3%	22.2%	48.1%	50.0%	38.5%	31.6%	38.5%	42.9%	58.3%
Social cohesion	0.0%	0.0%	14.8%	0.0%	23.1%	5.3%	7.7%	21.4%	0.0%
Public services	16.7%	11.1%	25.9%	12.5%	15.4%	5.3%	11.5%	21.4%	8.3%
Supporting poor and marginalized local communities	16.7%	22.2%	40.7%	62.5%	53.8%	36.8%	34.6%	21.4%	25.0%
Business development	0.0%	11.1%	25.9%	0.0%	0.0%	26.3%	19.2%	7.1%	8.3%
Macro issues (fiscal accounts, balance of payments, etc.)	0.0%	0.0%	3.7%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	44.4%	22.2%	37.5%	7.7%	36.8%	34.6%	35.7%	25.0%
Health*	50.0%	33.3%	3.7%	0.0%	7.7%	15.8%	26.9%	7.1%	41.7%
Infrastructure	16.7%	22.2%	11.1%	37.5%	15.4%	36.8%	7.7%	28.6%	16.7%
Other*	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	7.1%	0.0%
Don't know	0.0%	11.1%	0.0%	0.0%	7.7%	0.0%	3.8%	0.0%	8.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Ensure greater selectivity in its work	0.0%	0.0%	3.7%	12.5%	0.0%	0.0%	8.0%	0.0%	0.0%
Increase the level of capacity development in the country	33.3%	77.8%	59.3%	75.0%	69.2%	36.8%	32.0%	35.7%	41.7%
Reduce the complexity of obtaining World Bank Group financing	16.7%	22.2%	22.2%	0.0%	7.7%	10.5%	8.0%	0.0%	8.3%
Work faster	16.7%	0.0%	7.4%	12.5%	0.0%	0.0%	8.0%	0.0%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	22.2%	11.1%	0.0%	15.4%	26.3%	8.0%	14.3%	8.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	16.7%	0.0%	3.7%	0.0%	46.2%	15.8%	0.0%	7.1%	8.3%
Offer more innovative financial products	16.7%	11.1%	0.0%	12.5%	7.7%	10.5%	20.0%	7.1%	8.3%
Provide more adequate data/knowledge/statistics/figures on Guatemala's economy*	0.0%	33.3%	7.4%	0.0%	7.7%	5.3%	0.0%	28.6%	16.7%
Engage more effectively with civil society*	16.7%	0.0%	11.1%	12.5%	0.0%	10.5%	40.0%	28.6%	0.0%
Engage more directly with beneficiaries	33.3%	22.2%	11.1%	12.5%	7.7%	15.8%	20.0%	14.3%	16.7%
Improve the quality of its experts as related to Guatemala's specific challenges	0.0%	0.0%	3.7%	0.0%	0.0%	5.3%	12.0%	14.3%	16.7%
Offer more innovative knowledge services	16.7%	0.0%	18.5%	25.0%	7.7%	10.5%	20.0%	21.4%	16.7%
Collaborate more effectively with Government clients	16.7%	0.0%	14.8%	37.5%	23.1%	10.5%	8.0%	7.1%	16.7%
Engage more effectively with private sector*	0.0%	11.1%	0.0%	0.0%	0.0%	42.1%	16.0%	0.0%	16.7%
Other	16.7%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Guatemala?

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Never	33.3%	22.2%	7.4%	22.2%	7.7%	27.8%	24.0%	21.4%	25.0%
Less than once a year	16.7%	0.0%	18.5%	22.2%	15.4%	11.1%	28.0%	14.3%	16.7%
Once a year to a few times a year	16.7%	33.3%	59.3%	33.3%	23.1%	44.4%	24.0%	57.1%	41.7%
Less than once a month	0.0%	22.2%	0.0%	0.0%	23.1%	16.7%	8.0%	0.0%	0.0%
At least once a month	16.7%	11.1%	3.7%	22.2%	30.8%	0.0%	8.0%	7.1%	16.7%
At least once a week	16.7%	11.1%	11.1%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Social media	0.0%	22.2%	25.9%	25.0%	23.1%	11.1%	28.0%	21.4%	33.3%
Internet	50.0%	44.4%	63.0%	62.5%	69.2%	44.4%	68.0%	57.1%	41.7%
Periodicals	33.3%	11.1%	48.1%	12.5%	23.1%	38.9%	44.0%	50.0%	16.7%
International newspapers	0.0%	11.1%	3.7%	0.0%	15.4%	11.1%	0.0%	0.0%	0.0%
Local radio	0.0%	0.0%	3.7%	0.0%	0.0%	5.6%	8.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	4.0%	0.0%	0.0%
Local newspapers	16.7%	22.2%	18.5%	37.5%	38.5%	44.4%	16.0%	14.3%	0.0%
Cable television	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Open television (national channels)	16.7%	0.0%	11.1%	12.5%	7.7%	5.6%	4.0%	0.0%	0.0%
International television	16.7%	11.1%	7.4%	12.5%	0.0%	5.6%	0.0%	0.0%	16.7%
Other*	33.3%	22.2%	3.7%	12.5%	0.0%	16.7%	12.0%	35.7%	50.0%

*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 the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Social media	16.7%	22.2%	38.5%	25.0%	33.3%	26.3%	40.0%	14.3%	25.0%
World Bank Group's seminars/workshops/ conferences*	50.0%	44.4%	57.7%	62.5%	33.3%	5.3%	48.0%	64.3%	58.3%
Direct contact with World Bank Group	16.7%	33.3%	23.1%	25.0%	33.3%	15.8%	12.0%	21.4%	50.0%
e-Newsletters	33.3%	44.4%	34.6%	37.5%	58.3%	68.4%	40.0%	35.7%	33.3%
World Bank Group's website	16.7%	11.1%	15.4%	0.0%	16.7%	36.8%	24.0%	7.1%	0.0%
World Bank Group's publications and other written materials	50.0%	22.2%	15.4%	37.5%	8.3%	31.6%	20.0%	35.7%	25.0%

*Significantly different between stakeholder groups

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

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
High speed/WiFi	100.0%	100.0%	91.7%	85.7%	76.9%	93.3%	100.0%	92.9%	81.8%
Dial-up	0.0%	0.0%	8.3%	14.3%	23.1%	6.7%	0.0%	7.1%	18.2%

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?*

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Yes	33.3%	20.0%	41.9%	44.4%	41.2%	30.4%	13.3%	0.0%	15.4%
No	66.7%	80.0%	58.1%	55.6%	58.8%	69.6%	86.7%	100.0%	84.6%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? * (Select only ONE response)

Percentage of Respondents	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
The World Bank (IBRD)	50.0%	100.0%	84.6%	100.0%	100.0%	42.9%	100.0%	0.0%	50.0%
The International Finance Corporation (IFC)	0.0%	0.0%	7.7%	0.0%	0.0%	57.1%	0.0%	0.0%	50.0%
The Multilateral Investment Guarantee Agency (MIGA)	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Office of Minister	Congress	Employee of a Ministry/ Secretarial Department	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Observer	22.2%	0.0%	10.3%	12.5%	11.1%	18.2%	25.0%	6.3%	21.4%
Use World Bank Group reports/data*	33.3%	30.0%	27.6%	37.5%	50.0%	31.8%	53.6%	81.3%	35.7%
Engage in World Bank Group related/sponsored events/activities	44.4%	80.0%	37.9%	62.5%	50.0%	27.3%	50.0%	37.5%	50.0%
Collaborate as part of my professional duties*	33.3%	40.0%	65.5%	25.0%	33.3%	27.3%	28.6%	31.3%	14.3%
Use World Bank Group website for information, data, research, etc.	33.3%	20.0%	13.8%	25.0%	27.8%	50.0%	14.3%	25.0%	28.6%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

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 FY19 Guatemala COS questionnaire: All 10-point scale questions and questions B4, B6, B7 and F1 from the questionnaire.

- Collaborating with the WBG N=42 ● Not collaborating with the WBG N=115

A. General Issues Facing Guatemala

To what extent do you trust each of the following groups to do what is right?

(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
The national government	38	4.68	2.30	102	4.14	2.26
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	36	6.97	2.14	100	6.57	2.02
The World Bank Group	36	7.47	2.18	101	6.72	2.25
The International Monetary Fund	31	6.81	2.09	96	6.25	2.33
UN	34	6.56	2.67	102	6.11	2.47
Regional development banks	32	6.69	1.94	94	6.13	2.01
Guatemala's Central Bank	36	6.94	2.43	101	6.74	2.02
International private sector	30	6.00	2.53	94	6.14	2.13
Domestic private sector	37	5.65	2.58	101	5.73	2.31
International civil society	33	5.73	2.27	100	5.61	2.24
Domestic civil society	35	5.51	2.19	101	5.54	2.19
Faith-based institutions	33	5.58	2.46	96	5.79	2.27
Domestic traditional media and their web presence	36	4.75	2.20	102	5.06	2.30
International media and their web presence	34	5.50	2.14	98	5.40	2.20
Web based media	36	5.22	2.10	100	5.07	2.32

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Guatemala? (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)*	37	7.59	1.86	105	5.88	2.52
Inter-American Development Bank (IDB/BID)*	37	7.30	2.17	103	6.23	2.19
Central American Bank for Economic Integration (CABE/BCiE)	37	6.11	2.60	104	5.56	2.38

*Significantly different between collaborators and non-collaborators

¹⁶ Only 157 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)**

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	33	7.06	1.58	91	6.30	2.35
Inter-American Development Bank (IDB/BID)	33	7.00	1.52	94	6.17	2.24
Central American Bank for Economic Integration (CABE/BCiE)	31	6.26	1.90	86	5.57	2.19

	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 (e.g., skills and knowledge) to help Guatemala solve its most complicated development challenges?*	34	7.85	1.58	78	6.81	2.36

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Financial markets	5.6%	3.8%
Education	30.6%	35.8%
Public sector governance/reform	22.2%	22.6%
Job creation/employment	16.7%	16.0%
Health	11.1%	13.2%
Social protection	0.0%	1.9%
Anti-corruption	13.9%	17.9%
Water and sanitation	8.3%	7.5%
Gender equity (closing the gap between women and men, and boys and girls)	5.6%	3.8%
Private sector development	0.0%	4.7%
Global/regional integration	5.6%	5.7%
Pollution	2.8%	1.9%
Urban development	8.3%	10.4%
Judiciary reform	5.6%	7.5%
Transport	13.9%	10.4%
Natural resource management (renewable)	2.8%	3.8%
Climate change	8.3%	6.6%
Nutrition	13.9%	17.0%
Information and communications technology	5.6%	6.6%
Agriculture and rural development	13.9%	7.5%
Economic growth	27.8%	31.1%
Disaster risk management*	16.7%	5.7%
Trade and exports	8.3%	8.5%
Crime and violence	2.8%	5.7%
Poverty reduction	33.3%	30.2%
Equality of opportunity	11.1%	7.5%
Energy	2.8%	2.8%

*Significantly different between collaborators and non-collaborators



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 Guatemala?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	10.8%	15.4%
Not enough public disclosure of its work	18.9%	27.9%
Arrogant in its approach	2.7%	3.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	10.8%	4.8%
Not adequately sensitive to political/social realities in Guatemala	16.2%	23.1%
Staff too inaccessible	2.7%	6.7%
Not collaborating enough with private sector	8.1%	3.8%
Too influenced by developed countries	10.8%	7.7%
World Bank Group's processes too slow and complex	21.6%	11.5%
Not collaborating enough with civil society	5.4%	11.5%
Not adequately flexible	10.8%	3.8%
Not sufficiently focused on sustainable results	5.4%	6.7%
Not willing to honestly criticize policies and reform efforts in the country	18.9%	14.4%
Inadequate World Bank Group's staffing in Guatemala	13.5%	7.7%
Other	2.7%	2.9%
Don't know	13.5%	16.3%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.7%	6.9%
To a somewhat sufficient degree	29.7%	22.8%
To a somewhat insufficient degree	40.5%	27.7%
To a very insufficient degree	10.8%	18.8%
Don't know	16.2%	23.8%

To what extent do you agree with the following statements about the World Bank Group's work in Guatemala?
(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 Guatemala*	36	6.89	2.08	93	5.76	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	36	6.89	2.03	89	5.47	2.43

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in Guatemala, 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	32	6.69	1.80	77	5.88	2.32
Flexibility (in terms of the institution's products and services)	31	6.10	2.17	73	5.36	2.11
Flexibility (in terms of changing country circumstances)	30	6.13	1.96	80	5.54	2.13
Being inclusive	31	6.68	2.02	77	5.97	2.19
Openness (sharing data and other information)	31	7.29	2.10	81	6.74	2.22
Collaboration with the Government*	31	7.87	1.98	83	6.72	2.03
The speed in which it gets things accomplished on the ground	27	6.07	2.13	74	5.32	2.29
Helping to bring discipline/effective supervision to implementation of investment projects*	28	7.00	1.92	75	6.01	2.27
Collaboration with civil society	23	6.13	2.10	76	5.62	2.45
Staff accessibility*	33	7.45	2.09	77	5.92	2.59
Collaboration with other donors and development partners	30	6.83	1.98	67	6.03	2.14
Collaboration with the private sector	24	6.88	1.54	62	6.03	2.20
Straightforwardness and honesty	32	7.50	2.27	82	6.87	2.56
Treating clients and stakeholders in Guatemala with respect	32	8.16	2.07	83	7.23	2.40
Being a long-term partner	30	7.97	2.13	79	7.24	2.14

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	13	6.15	2.41	28	5.04	2.97
Gender equity (closing the gap between women and men, and boys and girls)	19	6.84	1.92	44	6.18	2.60
Private sector development	18	7.00	2.03	41	6.05	2.54
Education	21	6.81	2.25	62	6.39	2.12
Public sector governance/reform*	27	6.96	2.34	61	5.82	2.44
Global/regional integration	22	6.82	2.32	48	6.25	2.61
Urban development	22	6.55	2.30	45	5.84	2.53
Energy	16	5.63	2.31	36	5.17	2.50
Water and sanitation	18	6.67	2.47	44	5.91	2.60
Pollution	17	5.94	2.38	32	5.34	2.85
Job creation/employment	15	5.67	2.44	35	4.86	2.68
Health	19	7.00	2.54	52	6.27	2.45
Financial markets	15	5.93	2.66	35	6.29	2.40
Transport	17	5.65	2.52	39	5.90	2.20
Agriculture and rural development	19	5.84	2.46	51	6.25	2.28
Trade and exports	14	5.93	2.56	38	5.87	2.30
Crime and violence	14	5.71	2.84	33	5.48	2.62
Natural resource management (renewable)	18	6.00	2.50	40	5.58	2.49
Climate change	22	6.50	2.46	44	6.32	2.59
Poverty reduction	21	6.81	2.29	58	5.91	2.51
Anti-corruption	17	6.53	2.65	48	5.75	2.49
Judiciary reform	15	5.93	2.89	38	5.76	2.47
Economic growth	19	6.79	2.53	58	6.31	2.47
Disaster risk management	24	7.13	2.42	46	6.67	2.42
Equality of opportunity	18	6.56	2.45	39	5.82	2.66
Nutrition	18	7.61	2.79	50	6.42	2.53
Information and communications technology	16	6.63	2.55	29	6.00	2.31

*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 does the World Bank Group's work help to achieve development results in Guatemala?	30	6.90	2.11	84	6.29	2.34

(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
To what extent does the World Bank Group influence the development agenda in Guatemala?*	30	6.63	1.97	80	5.70	2.15

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Guatemala?***(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 Guatemala	29	6.00	2.49	89	5.71	2.31
The World Bank Group meets Guatemala's needs for knowledge services*	31	6.94	2.28	84	5.77	2.14

Significantly different between collaborators and non-collaborators*D. The World Bank Group's Knowledge Work and Activities****In Guatemala, 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	30	7.13	2.33	76	6.51	2.11
Include appropriate level of stakeholder involvement during preparation	29	7.03	1.86	68	6.21	2.16
Lead to practical solutions	30	6.90	2.06	78	6.14	2.25
Are source of relevant information on global good practices	30	7.70	2.31	81	7.21	2.02
Are adequately disseminated	28	6.64	2.13	79	5.66	2.54
Are translated enough into local language	28	6.39	2.77	75	6.71	2.64
Are adaptable to Guatemala's specific development challenges and country circumstances	31	6.94	1.81	82	6.52	2.23

	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?	33	6.85	1.99	89	6.22	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	33	7.79	1.83	79	7.65	1.87

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	26	7.12	2.14	60	6.00	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	27	7.63	1.84	69	6.46	2.46
The World Bank Group's approvals and reviews are done in a timely fashion*	24	7.33	1.58	54	6.28	2.10
The World Bank Group's Environmental and Social Framework requirements are reasonable*	25	7.52	1.73	49	6.51	2.12
The World Bank Group's conditions on its lending are reasonable*	26	7.46	2.14	60	6.25	2.39
The World Bank Group takes decisions quickly in Guatemala	27	6.85	2.58	62	5.76	2.32
Working with the World Bank Group increases Guatemala's institutional capacity*	30	7.60	2.14	74	6.38	2.14
Where country systems are adequate, the World Bank Group makes appropriate use of them*	25	7.96	1.67	50	6.70	2.34

*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 donor community is doing enough to support the government's efforts related to refugees in Guatemala?	22	5.68	1.94	66	5.12	2.58

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

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	3.0%	3.1%
Increase the level of capacity development in the country	60.6%	45.4%
Reduce the complexity of obtaining World Bank Group financing	12.1%	10.3%
Work faster	12.1%	4.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.1%	13.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	21.2%	5.2%
Offer more innovative financial products	12.1%	9.3%
Provide more adequate data/knowledge/statistics/figures on Guatemala's economy	6.1%	11.3%
Engage more effectively with civil society	9.1%	18.6%
Engage more directly with beneficiaries	18.2%	15.5%
Improve the quality of its experts as related to Guatemala's specific challenges	0.0%	9.3%
Offer more innovative knowledge services	9.1%	18.6%
Collaborate more effectively with Government clients	15.2%	13.4%
Engage more effectively with private sector	9.1%	12.4%
Other	3.0%	3.1%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 245
- FY 2019 Number of comparable respondents = 157

By weighting, the FY 2016 and FY 2019 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 2016	FY 2019
Office of the President/Office of Minister	7.5%	7.5%
Congress	6.5%	6.5%
Government Institutions	22.5%	22.5%
Local Government	6.5%	6.5%
Bilateral/Multilateral Agency	8.5%	8.5%
Civil Society	18.0%	18.0%
Private Sector	12.5%	12.5%
Academia	12.5%	12.5%
Media	5.5%	5.5%

B. Overall Attitudes toward the World Bank Group

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	240	6.24	2.41	143	6.29	2.46
Inter-American Development Bank (IDB/BID)	239	6.51	2.37	140	6.43	2.24
Central American Bank for Economic Integration (CABE/BCiE)	239	5.50	2.74	141	5.68	2.47

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	212	6.43	2.15	125	6.46	2.21
Inter-American Development Bank (IDB/BID)	217	6.53	2.19	126	6.31	2.13
Central American Bank for Economic Integration (CABE/BCiE)	185	5.97	2.44	117	5.65	2.15

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Guatemala solve its most complicated development challenges?	196	7.28	2.16	111	7.05	2.24

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

¹⁷ Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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 Guatemala?*

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	6.4%	5.1%
To a somewhat sufficient degree	17.1%	23.9%
To a somewhat insufficient degree	40.6%	31.2%
To a very insufficient degree	25.2%	16.7%
Don't know	10.7%	23.2%

*Significantly different between FY 2016 and FY 2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Guatemala	222	5.65	2.23	129	6.08	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	215	5.66	2.23	126	5.84	2.41

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	214	5.71	2.33	108	6.07	2.23
Flexibility (in terms of the institution's products and services)	189	5.37	2.25	102	5.53	2.19
Flexibility (in terms of changing country circumstances)	199	5.51	2.23	110	5.66	2.13
Being inclusive	191	5.80	2.28	107	6.14	2.22
Openness (sharing data and other information)	198	6.59	2.08	112	6.87	2.23
Collaboration with the Government	203	7.09	1.99	113	7.00	2.11
The speed in which it gets things accomplished on the ground	174	5.47	2.09	101	5.50	2.30
Helping to bring discipline/effective supervision to implementation of investment projects ¹				101	6.24	2.25
Collaboration with civil society	182	5.78	2.47	98	5.65	2.42
Staff accessibility	179	5.88	2.49	110	6.35	2.63
Collaboration with other donors and development partners	175	6.29	2.22	97	6.30	2.16
Collaboration with the private sector*	167	6.85	2.30	83	6.20	2.11
Straightforwardness and honesty	187	6.87	2.42	113	6.98	2.52
Treating clients and stakeholders in Guatemala with respect	177	7.31	2.26	115	7.49	2.36
Being a long-term partner	185	7.69	2.20	109	7.43	2.21

*Significantly different between FY 2016 and FY 2019

¹ Only FY 2019 questionnaire had this response option



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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection	113	5.57	2.41	40	5.39	2.88
Gender equity (closing the gap between women and men, and boys and girls)	97	6.16	2.48	62	6.35	2.49
Private sector development	126	6.55	2.48	57	6.31	2.52
Education	141	6.48	2.41	83	6.46	2.20
Public sector governance/reform	150	6.74	2.30	89	6.11	2.50
Global/regional integration	111	6.64	2.06	69	6.41	2.55
Urban development	115	6.15	2.30	68	6.08	2.51
Energy*	118	6.47	2.14	52	5.26	2.45
Water and sanitation	118	6.51	2.13	61	6.10	2.58
Pollution [†]				49	5.52	2.74
Job creation/employment	122	5.70	2.48	50	5.04	2.67
Health	123	6.42	2.33	71	6.48	2.51
Financial markets	119	6.84	2.17	49	6.15	2.53
Transport*	113	6.63	2.05	55	5.82	2.33
Agriculture and rural development [‡]	146	6.36	2.26	70	6.15	2.35
Trade and exports*	122	6.86	2.14	52	5.85	2.40
Crime and violence	101	5.68	2.43	47	5.49	2.74
Natural resource management (renewable) [†]				58	5.66	2.54
Climate change	116	6.27	2.37	66	6.38	2.57
Poverty reduction	149	6.51	2.53	81	6.15	2.48
Anti-corruption	125	6.29	2.58	66	5.97	2.55
Judiciary reform [†]				52	5.78	2.60
Economic growth*	144	7.10	2.17	77	6.36	2.53
Disaster risk management ^{‡‡}	114	6.19	2.47	73	6.90	2.48
Equality of opportunity	117	6.24	2.43	58	6.03	2.67
Nutrition [†]				68	6.72	2.71
Information and communications technology	101	6.50	2.13	44	6.16	2.43

*Significantly different between FY 2016 and FY 2019

[†] Only FY 2019 questionnaire had these response options.

[‡] In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture and rural development" category.

^{‡‡} In FY 2016, the category was "Disaster management."

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	219	6.18	2.16	114	6.41	2.33

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Guatemala?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Guatemala	209	5.91	2.22	117	5.76	2.40
The World Bank Group meets Guatemala's needs for knowledge services	212	6.26	2.18	116	6.06	2.27

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 2016	FY 2019
Weekly	5.7%	8.2%
Monthly	20.1%	20.1%
A few times a year	43.2%	48.5%
Rarely	25.8%	14.2%
Never	5.2%	9.0%

In Guatemala, 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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	202	6.50	2.00	108	6.67	2.17
Include appropriate level of stakeholder involvement during preparation ¹				96	6.41	2.18
Lead to practical solutions	194	6.11	2.09	109	6.25	2.27
Are source of relevant information on global good practices ¹				112	7.32	2.11
Are adequately disseminated ¹				109	5.84	2.49
Are translated enough into local language	188	6.63	2.51	105	6.67	2.69
Are adaptable to Guatemala's specific development challenges and country circumstances	204	6.35	2.09	114	6.61	2.17

¹ Only FY 2019 questionnaire had these response options.

	FY 2016			FY 2019		
	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?	213	6.76	2.14	122	6.40	2.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	208	7.58	1.71	112	7.76	1.84

(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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	125	5.93	2.20	85	6.33	2.34
The World Bank Group effectively monitors and evaluates the projects and programs it supports	162	6.73	2.29	96	6.76	2.36
The World Bank Group's approvals and reviews are done in a timely fashion	141	6.41	2.22	77	6.54	2.05
The World Bank Group's Environmental and Social Framework requirements are reasonable ¹	116	6.78	2.17	73	6.78	2.09
The World Bank Group's conditions on its lending are reasonable	153	6.38	2.17	86	6.57	2.41
The World Bank Group takes decisions quickly in Guatemala	147	5.85	2.25	89	6.05	2.47
Working with the World Bank Group increases Guatemala's institutional capacity	179	6.87	2.11	104	6.71	2.21
Where country systems are adequate, the World Bank Group makes appropriate use of them	135	6.82	2.17	75	7.07	2.27

¹ In FY 2016, the category was "The World Bank Group's "Safeguard Policy" requirements are reasonable."

F. The Future Role of The World Bank Group in Guatemala

When considering the combination of services that the World Bank Group offers in Guatemala, 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 Guatemala? (Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
Financial services	27.4%	21.8%
Knowledge products	32.4%	37.6%
Convening services	2.7%	6.0%
None of the above	2.7%	2.3%
The combination is appropriate for Guatemala	27.9%	26.3%
Don't know	6.8%	6.0%



Appendix E: 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 Guatemala? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.72	7.47	7.16	6.38	7.57	6.41	6.57	7.69	6.84	7.43	6.98	7.32
Overall, please rate your impression of the World Bank Group's effectiveness in Guatemala	6.30	7.06	6.63	5.94	7.10	5.80	5.98	7.15	6.10	7.22	6.61	6.30
Overall the World Bank Group currently plays a relevant role in development in Guatemala	5.76	6.89	6.26	5.53	6.74	5.42	5.58	6.87	5.85	6.70	6.22	6.03
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	5.47	6.89	6.07	5.53	6.33	5.57	5.50	6.58	5.71	6.46	6.17	5.48
Responsiveness to needs	5.88	6.69	6.33	5.82	6.62	5.85	5.81	6.74	6.05	6.63	6.35	6.00
Flexibility (in terms of the institution's products and services)	5.36	6.10	5.74	5.20	6.05	5.17	5.25	6.12	5.51	5.93	5.76	5.41
Flexibility (in terms of changing country circumstances)	5.54	6.13	5.85	5.50	6.10	5.45	5.38	6.26	5.73	5.95	5.83	5.76
Being inclusive	5.97	6.68	6.34	6.17	6.71	5.88	5.93	6.76	6.15	6.59	6.43	5.91
Openness (sharing data and other information)	6.74	7.29	7.05	6.62	7.20	6.76	6.66	7.38	6.82	7.27	7.01	6.96
Collaboration with the Government	6.72	7.87	7.22	6.50	7.32	6.92	6.77	7.53	6.87	7.57	7.25	6.74
The speed in which it gets things accomplished on the ground	5.32	6.07	5.69	5.30	5.95	5.22	5.27	6.02	5.34	6.05	5.89	4.70
Helping to bring discipline/effective supervision to implementation of investment projects	6.01	7.00	6.51	5.89	6.68	6.16	6.06	6.86	6.25	6.73	6.59	5.90
Collaboration with civil society	5.62	6.13	6.01	4.50	6.32	5.23	5.39	6.27	5.36	6.61	5.92	5.52
Staff accessibility	5.92	7.45	6.54	6.25	6.95	5.98	6.05	7.00	6.10	7.11	6.71	5.88
Collaboration with other donors and development partners	6.03	6.83	6.51	5.91	6.73	6.05	5.92	6.98	5.80	7.29	6.64	5.63
Collaboration with the private sector	6.03	6.87	6.47	6.11	6.83	5.89	6.02	6.83	6.17	6.87	6.35	6.70
Straightforwardness and honesty	6.87	7.50	7.14	7.31	7.54	6.70	6.98	7.36	6.91	7.55	7.11	7.35
Treating clients and stakeholders in Guatemala with respect	7.23	8.16	7.65	7.62	7.69	7.59	7.36	7.96	7.40	8.00	7.76	7.24
Being a long-term partner	7.24	7.97	7.60	7.92	7.94	7.22	7.47	7.81	7.49	7.84	7.66	7.55
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	6.29	6.90	6.61	5.54	6.91	5.96	6.26	6.73	6.03	7.13	6.42	6.75
To what extent does the World Bank Group influence the development agenda in Guatemala?	5.70	6.63	6.13	5.08	6.32	5.65	5.58	6.50	5.69	6.50	6.10	5.68
The World Bank Group's financial instruments meet the needs of Guatemala	5.71	6.00	6.03	4.93	6.03	5.72	5.70	6.09	5.85	5.96	5.79	6.23
The World Bank Group meets Guatemala's needs for knowledge services	5.77	6.94	6.34	4.86	6.40	5.86	5.93	6.42	5.80	6.73	6.20	6.00
The World Bank Group's knowledge work and activities are adaptable to Guatemala's specific development challenges and country circumstances	6.52	6.94	6.78	6.54	6.95	6.50	6.66	6.85	6.51	7.12	6.72	6.85
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.22	6.85	6.54	5.87	6.66	6.19	6.30	6.63	6.15	6.92	6.45	6.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.65	7.79	7.81	7.14	7.80	7.64	7.74	7.71	7.55	7.98	7.52	8.42
The World Bank Group takes decisions quickly in Guatemala	5.76	6.85	6.15	6.00	6.31	5.93	5.84	6.43	5.88	6.47	6.07	6.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.70	7.96	7.19	6.71	7.61	6.50	6.82	7.47	6.77	7.64	7.19	7.00

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Guatemala FY 2019 COS Questionnaire



World Bank Group Country Survey FY 2019 – Guatemala

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Guatemala or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Guatemala, 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 Guatemala.

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 GUATEMALA

A1. When you think about the future in Guatemala, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Guatemala is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Guatemala.			
Please identify which of the following you consider the most important development priorities in Guatemala. (Choose no more than THREE)			
1	Global/regional integration	15	Poverty reduction
2	Urban development	16	Anti-corruption
3	Energy	17	Judiciary reform
4	Private sector development	18	Crime and violence
5	Education	19	Natural resource management (renewable)
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Climate change (e.g., mitigation, adaptation)
7	Water and sanitation	21	Economic growth
8	Social protection (e.g., pensions, targeted social assistance)	22	Agriculture and rural development
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Trade and exports
10	Pollution	24	Disaster risk management
11	Job creation/employment	25	Equality of opportunity (i.e., social inclusion)
12	Health	26	Nutrition
13	Financial markets	27	Information and communications technology
14	Transport (e.g., roads, bridges, transportation)		

SECTION A: GENERAL ISSUES

A4. 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 Guatemala? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Trade and exports	15	Gender equity (closing the gap between women and men, and boys and girls)
3	Crime and violence	16	Private sector development
4	Climate change (e.g., mitigation, adaptation)	17	Education
5	Transport (e.g., roads, bridges, transportation)	18	Global/regional integration
6	Agriculture and rural development	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Energy	20	Urban development
8	Disaster risk management	21	Water and sanitation
9	Equality of opportunity (i.e., social inclusion)	22	Pollution
10	Nutrition	23	Job creation/employment
11	Economic growth	24	Judiciary reform
12	Information and communications technology	25	Health
13	Anti-corruption	26	Natural resource management (renewable)

A5. When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than TWO)	
1	Insufficient level of citizen/civil society participation
2	Corruption
3	Private sector involvement and/or influence
4	Insufficient level of private sector participation
5	Insufficient level of donor coordination
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Insufficient level of government accountability
9	Political pressures and obstacles
10	Insufficient level of capacity in the government
11	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Guatemala's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A7. Please describe the direction Guatemala is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Guatemala's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Guatemala? (Choose no more than TWO)

1	Jobs/employment	6	Technology based disruption
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in Guatemala or neighboring countries
4	Climate change	9	The gap between the rich and the poor
5	Trade constraints	10	Geo political uncertainty

A9. When thinking about development efforts in Guatemala, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Guatemala?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Guatemala?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Guatemala?											
		Not familiar at all								Extremely familiar	
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
3	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10

B2. Overall, please rate your impression of the effectiveness of these organizations in Guatemala.													
		Not effective at all										Very effective	Don't know
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Guatemala 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	

B4. When thinking about how the World Bank Group can have the most impact on development results in Guatemala, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)											
1	Financial markets	15	Transport (e.g., roads, bridges, transportation)								
2	Education	16	Natural resource management (renewable)								
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Climate change (e.g., mitigation, adaptation)								
4	Job creation/employment	18	Nutrition								
5	Health	19	Information and communications technology								
6	Social protection (e.g., pensions, targeted social assistance)	20	Agriculture and rural development								
7	Anti-corruption	21	Economic growth								
8	Water and sanitation	22	Disaster risk management								
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Trade and exports								
10	Private sector development	24	Crime and violence								
11	Global/regional integration	25	Poverty reduction								
12	Pollution	26	Equality of opportunity (i.e., social inclusion)								
13	Urban development	27	Energy								
14	Judiciary reform										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. 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 Guatemala?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)	
1	Not aligned with country priorities
2	Not enough public disclosure of its work
3	Arrogant in its approach
4	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
5	Not adequately sensitive to political/social realities in Guatemala
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not collaborating enough with civil society (e.g., NGOs, CBOs)
11	Not adequately flexible
12	Not sufficiently focused on sustainable results
13	Not willing to honestly criticize policies and reform efforts in the country
14	Inadequate World Bank Group's staffing in Guatemala
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (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

B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	7	Private sector
2	Donor community	8	Local government
3	NGOs/Community Based Organizations	9	Foundations
4	Beneficiaries	10	Media
5	Youth/university groups	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Guatemala, 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	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in Guatemala with respect											<input type="checkbox"/>
B26	Being a long-term partner											<input type="checkbox"/>

**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 Guatemala? (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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	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 Guatemala?											
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

C3. To what extent does the World Bank Group influence the development agenda in Guatemala?											
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 Guatemala?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Guatemala'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"/>

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Guatemala's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's Environmental and Social Framework 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 Guatemala											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Guatemala'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"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Guatemala?										
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

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Guatemala? (Choose no more than TWO)	
1	Jobs
2	Social cohesion
3	Public services
4	Supporting poor and marginalized local communities
5	Business development
6	Macro issues (fiscal accounts, balance of payments, etc.)
7	Education
8	Health
9	Infrastructure
10	Other (please specify): _____
11	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GUATEMALA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Increase the level of capacity development in the country
3	Reduce the complexity of obtaining World Bank Group financing
4	Work faster
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative financial products
8	Provide more adequate data/knowledge/statistics/figures on Guatemala's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Engage more directly with beneficiaries
11	Improve the quality of its experts as related to Guatemala's specific challenges
12	Offer more innovative knowledge services
13	Collaborate more effectively with Government clients (e.g., national, state, local)
14	Engage more effectively with private sector
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Guatemala, 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 Guatemala? (Select only ONE response)	
1	Financial services
2	Knowledge products (e.g. research, analysis, data, technical assistance)
3	Convening services
4	None of the above
5	The combination is appropriate for Guatemala
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Guatemala?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	7	Local newspapers
2	Internet	8	Cable television
3	Periodicals	9	Open television (national channels)
4	International newspapers	10	International television
5	Local radio	11	Other (please specify): _____
6	International radio		

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4	e-Newsletters
2	World Bank Group's seminars/workshops/conferences	5	World Bank Group's website
3	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	6	World Bank Group's publications and other written materials

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Congress	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Secretarial Department	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

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, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Guatemala? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Guatemala City
2	Outside of Guatemala City

Thank you for completing the survey!