

# FY 2019 Argentina Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



September 2019



## Acknowledgements

The Argentina Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Antonina Redko, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Argentina country team and the independent fielding agency Isonomía Consultores. In particular, PORG is grateful for the support from Carolina Marcela Crerar (Communications Associate) who coordinated the survey related activities from Buenos Aires, Argentina.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

|   |    |
|---|----|
| I. Objectives .....                                     | 3  |
| II. Methodology.....                                    | 3  |
| III. Demographics of the Sample.....                    | 4  |
| IV. General Issues Facing Argentina.....                | 9  |
| V. Overall Attitudes toward the World Bank Group.....   | 17 |
| VI. Sectoral Effectiveness.....                         | 22 |
| VII. How the World Bank Group Operates .....            | 25 |
| VIII. World Bank Group’s Knowledge and Instruments..... | 30 |
| IX. The Future Role of the WBG in Argentina.....        | 34 |
| X. Communication and Outreach .....                     | 38 |
| XI. Appendices.....                                     | 42 |

## ARGENTINA





## I. Objectives

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

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

## II. Methodology

From April to May 2019, 1,289 stakeholders of the WBG in Argentina were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; 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; judiciary branch; and other organizations.

A total of 375 stakeholders participated in the survey (29% 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 43%, N=90). 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, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 79).

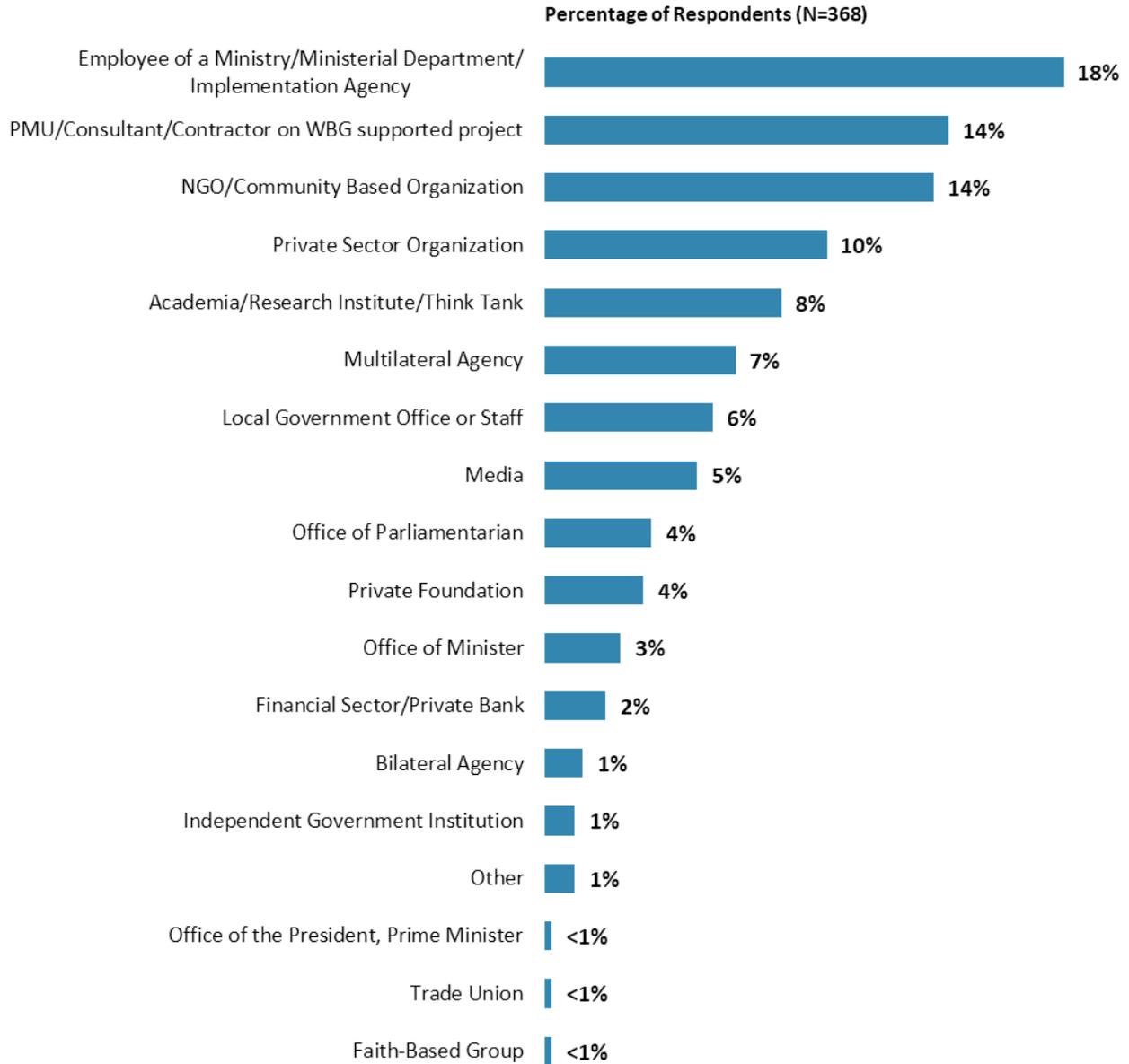
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

- For further analyses, some respondent groups were combined<sup>1</sup>.



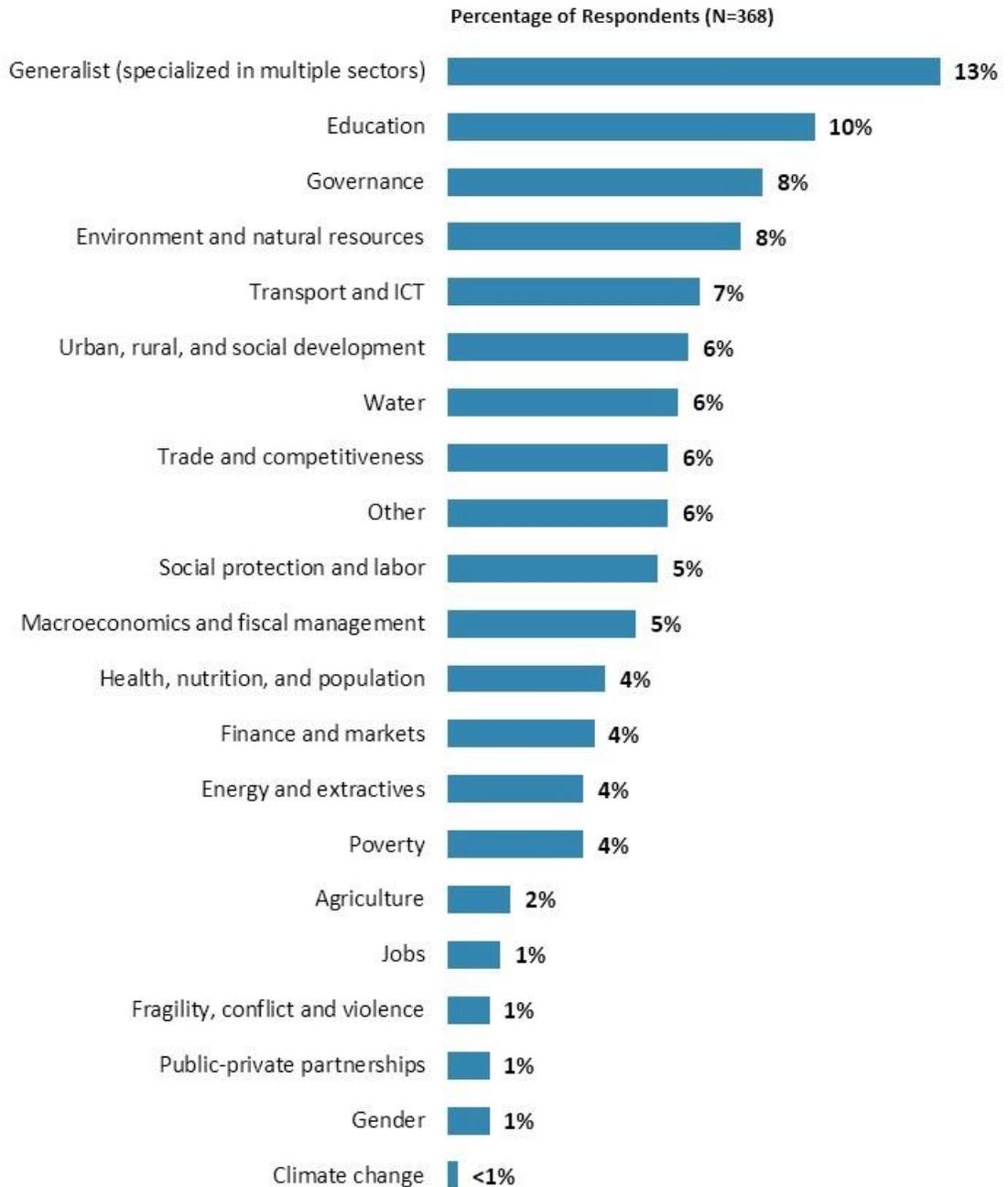
**“Which of the following best describes your current affiliation?”**  
(Respondents chose from a list.)

<sup>1</sup> 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, trade unions and faith-based groups were combined in the “CSO” category; and the small number of respondents from independent government institutions were included in the “Other” category. There were no respondents from youth groups and the judiciary branch.



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



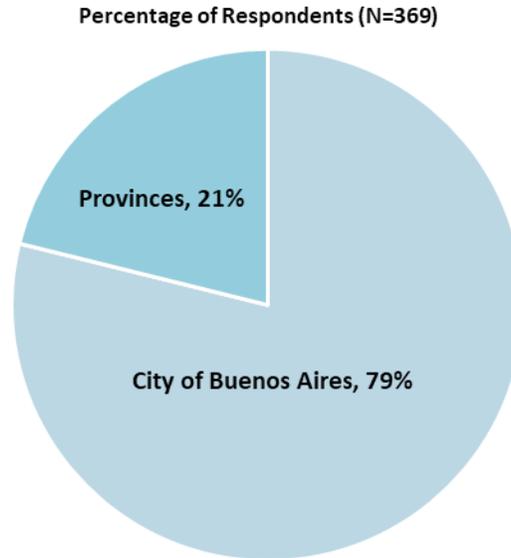
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Geographic Locations

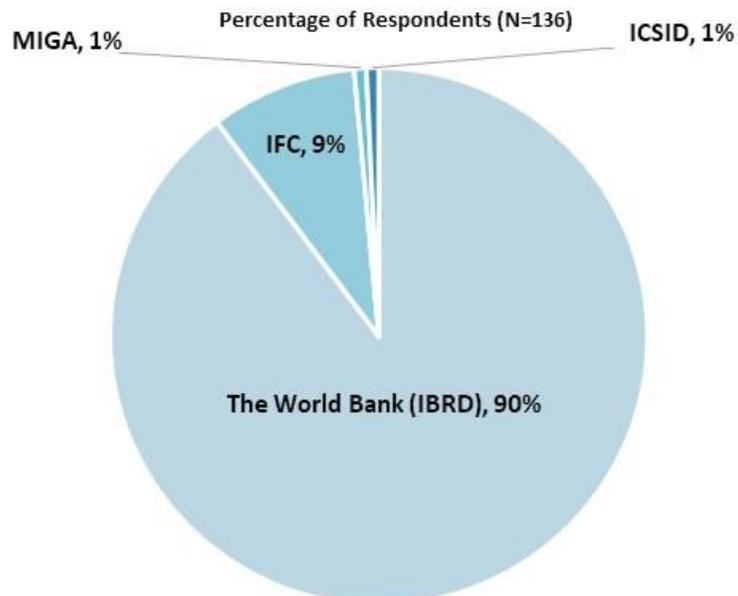
- Geographic location comparisons can be found in Appendix C (page 69).



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

---

#### Exposure to Agencies within the World Bank Group



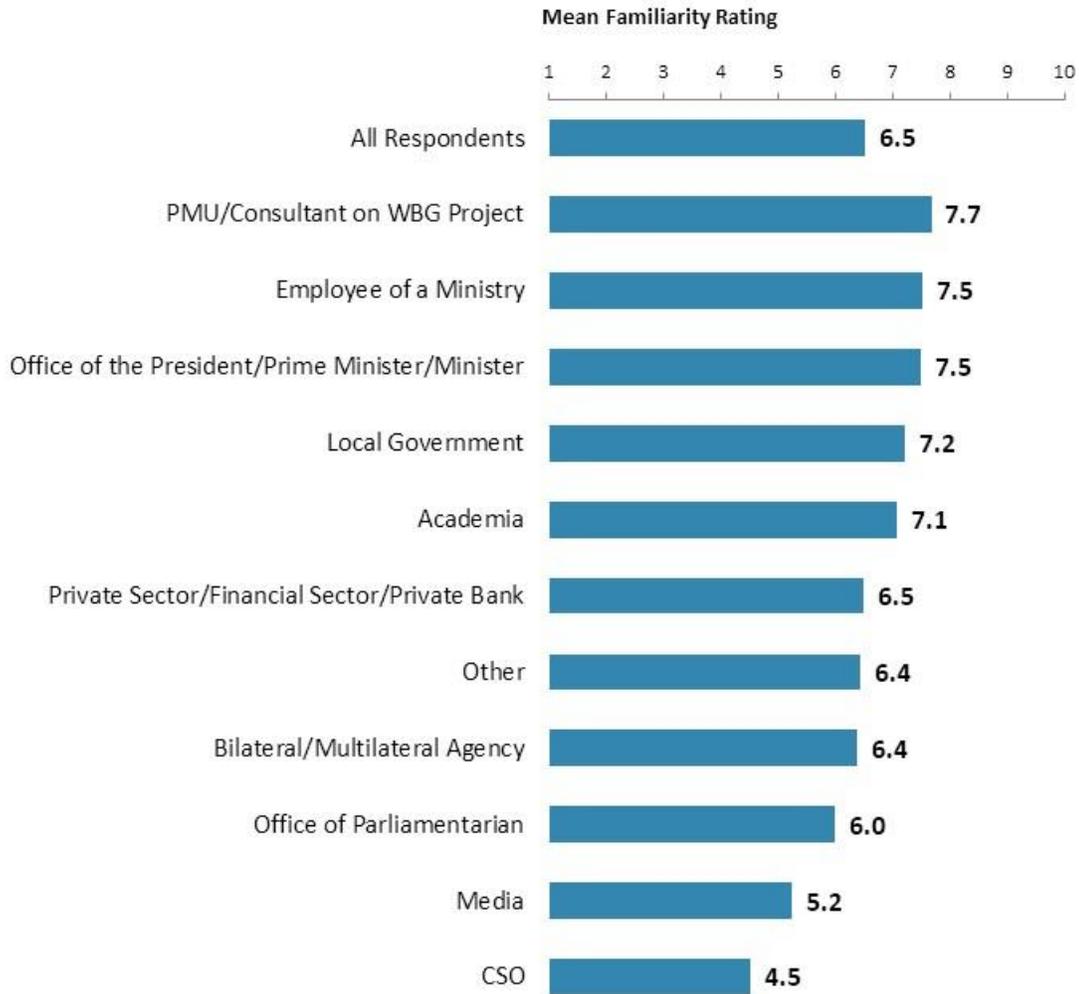
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Argentina?"  
(Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

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



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



### III. Demographics of the Sample (continued)

#### Familiarity with the WBG vs. Other Development Banks<sup>2</sup>



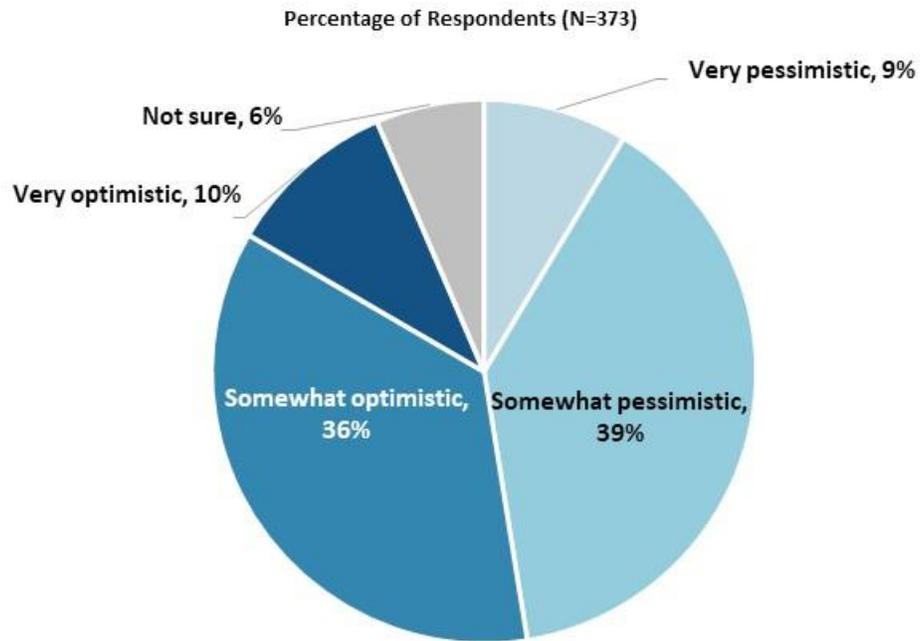
**"How familiar are you with the work of these organizations in Argentina?"**  
(1 - "Not familiar at all", 10 - "Extremely familiar")

<sup>2</sup> Means in the chart were calculated based on weighted data. See Appendix E (page 79) for details.



## IV. General Issues Facing Argentina

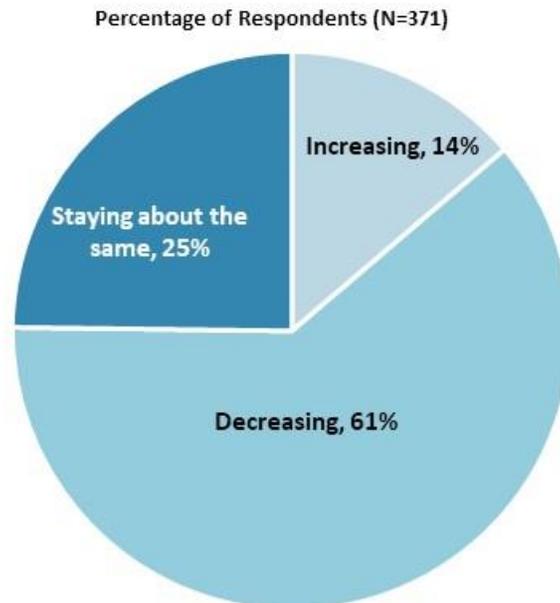
### Optimism for the Future of Argentina



"When you think about the future in Argentina, are you ... ?"  
(Respondents chose from a list.)

---

### Perceptions of Economic Opportunity

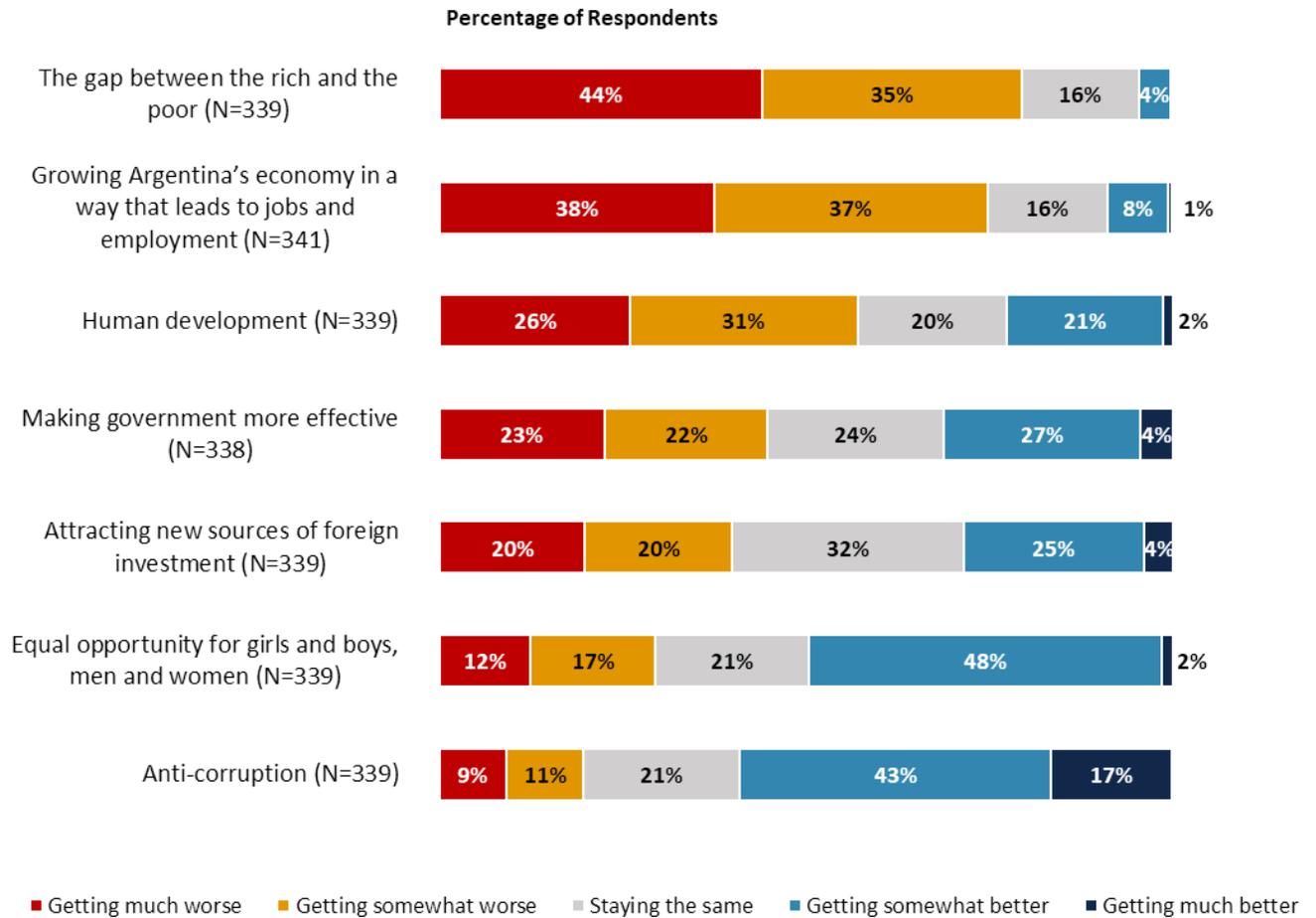


"Do you think that economic opportunity for citizens in Argentina is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Argentina (continued)

### Perceptions of Improvement and Decline in Specific Areas



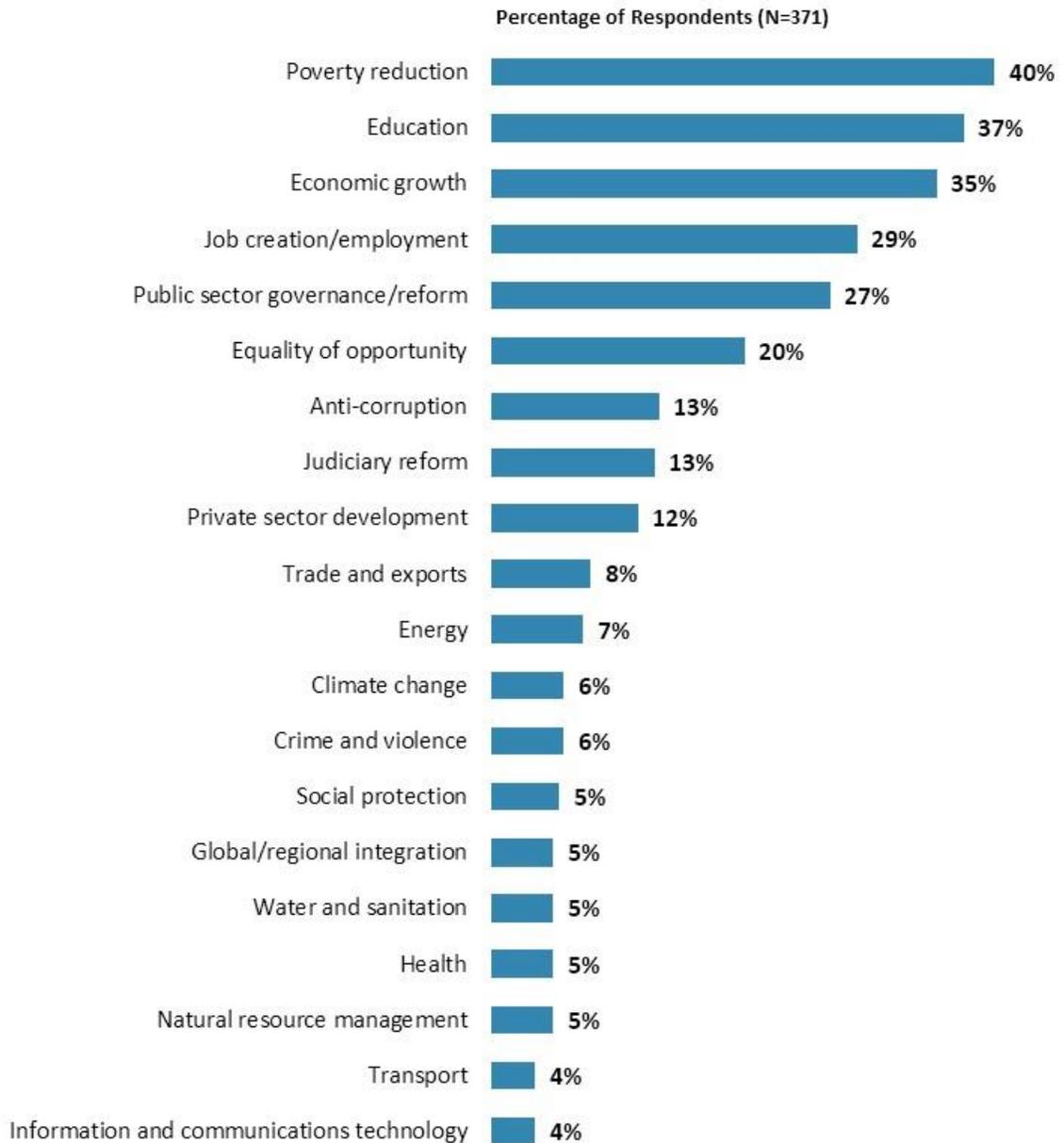
"Please describe the direction Argentina is moving in, when considering ... ?"  
 (Respondents chose from a list.)



## IV. General Issues Facing Argentina (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Argentina were “*education*” (45%), “*poverty reduction*” (36%), “*public sector governance/reform*” (24%), and “*job creation/employment*” (23%).



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

**(Choose no more than THREE)"**

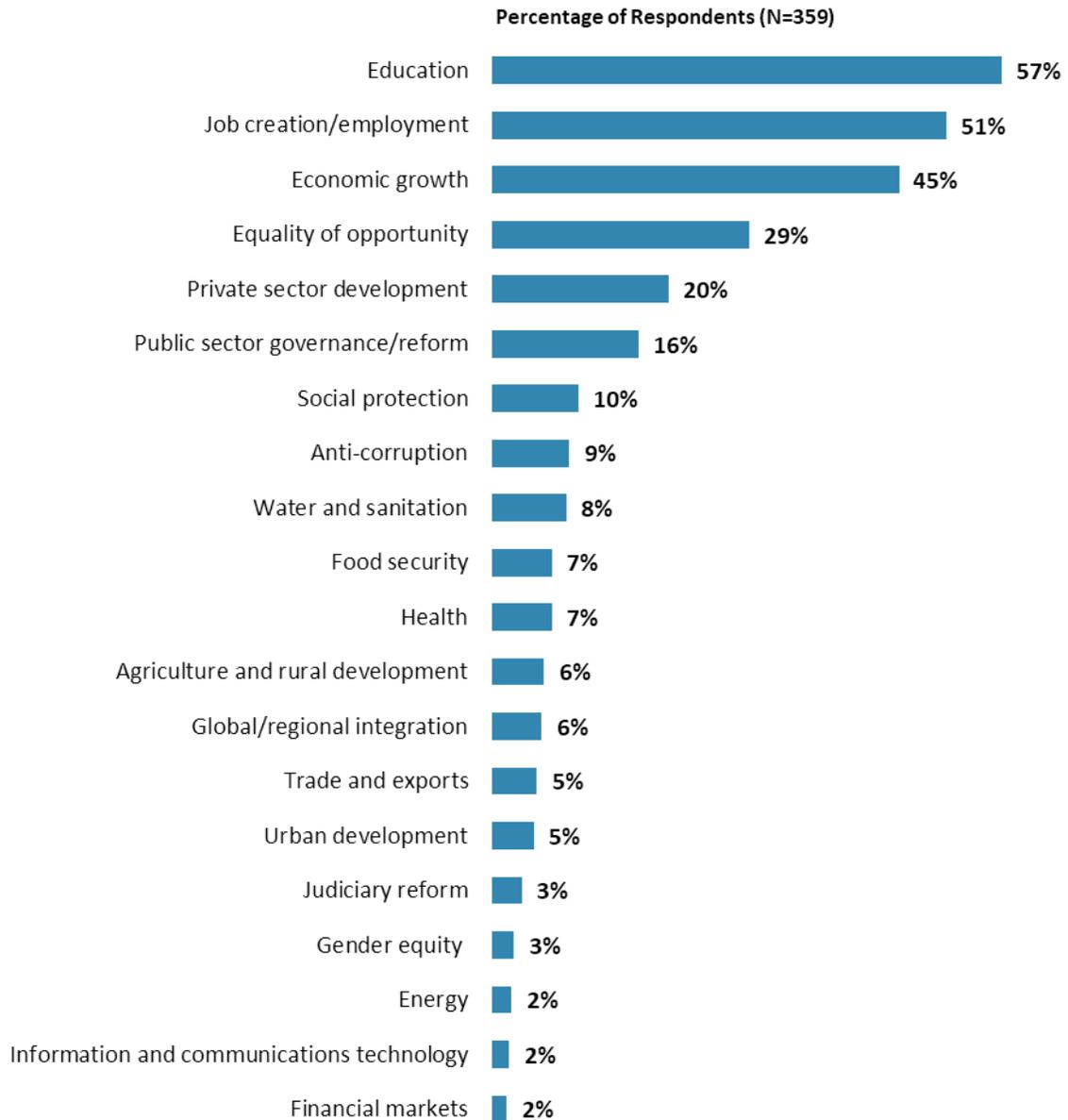
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## IV. General Issues Facing Argentina (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 Argentina were “*education*” (57%), “*equality of opportunity*” (39%), “*job creation/employment*” (34%), and “*economic growth*” (31%).



"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 Argentina?"

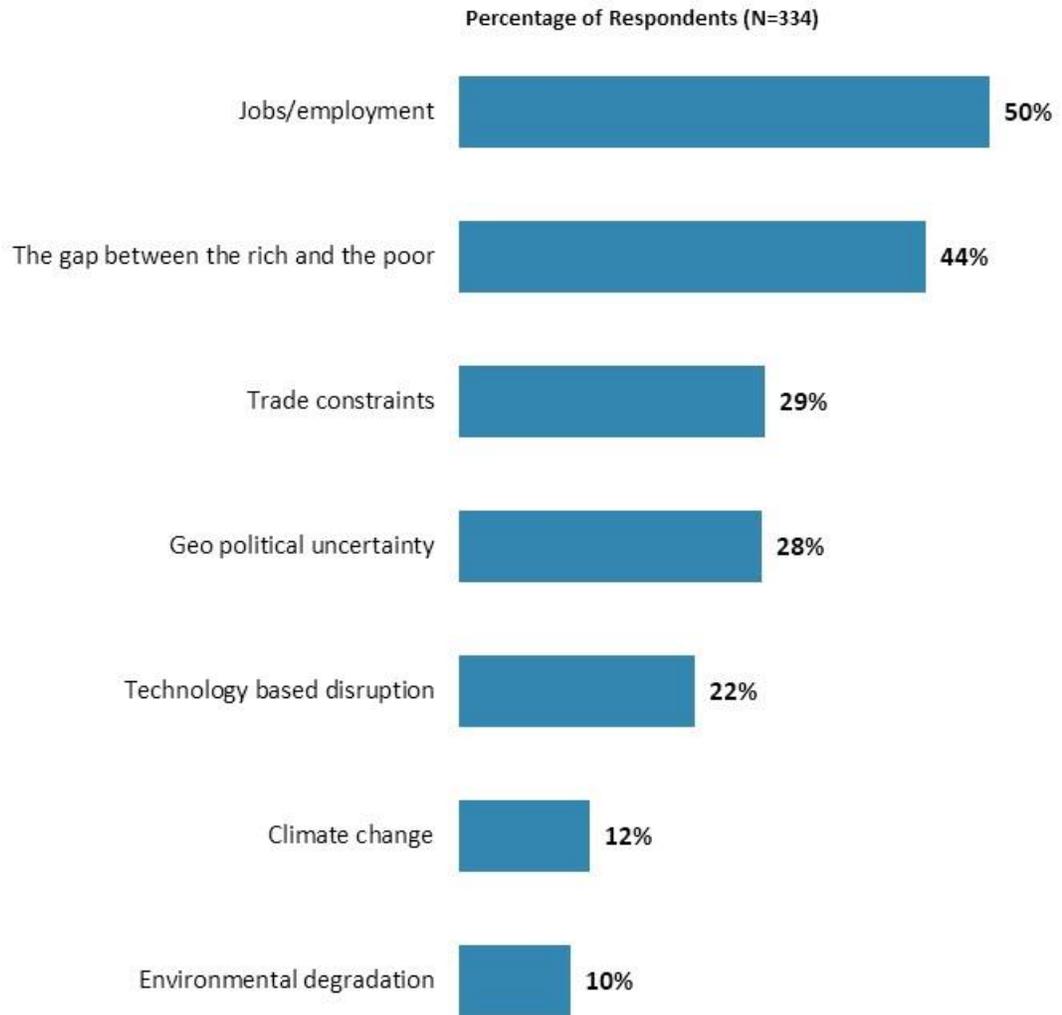
(Choose no more than THREE)"

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



## IV. General Issues Facing Argentina (continued)

### The Impact of Global Challenges on Argentina



"Listed below are global challenges. Which do you think have the most serious impact on Argentina?"

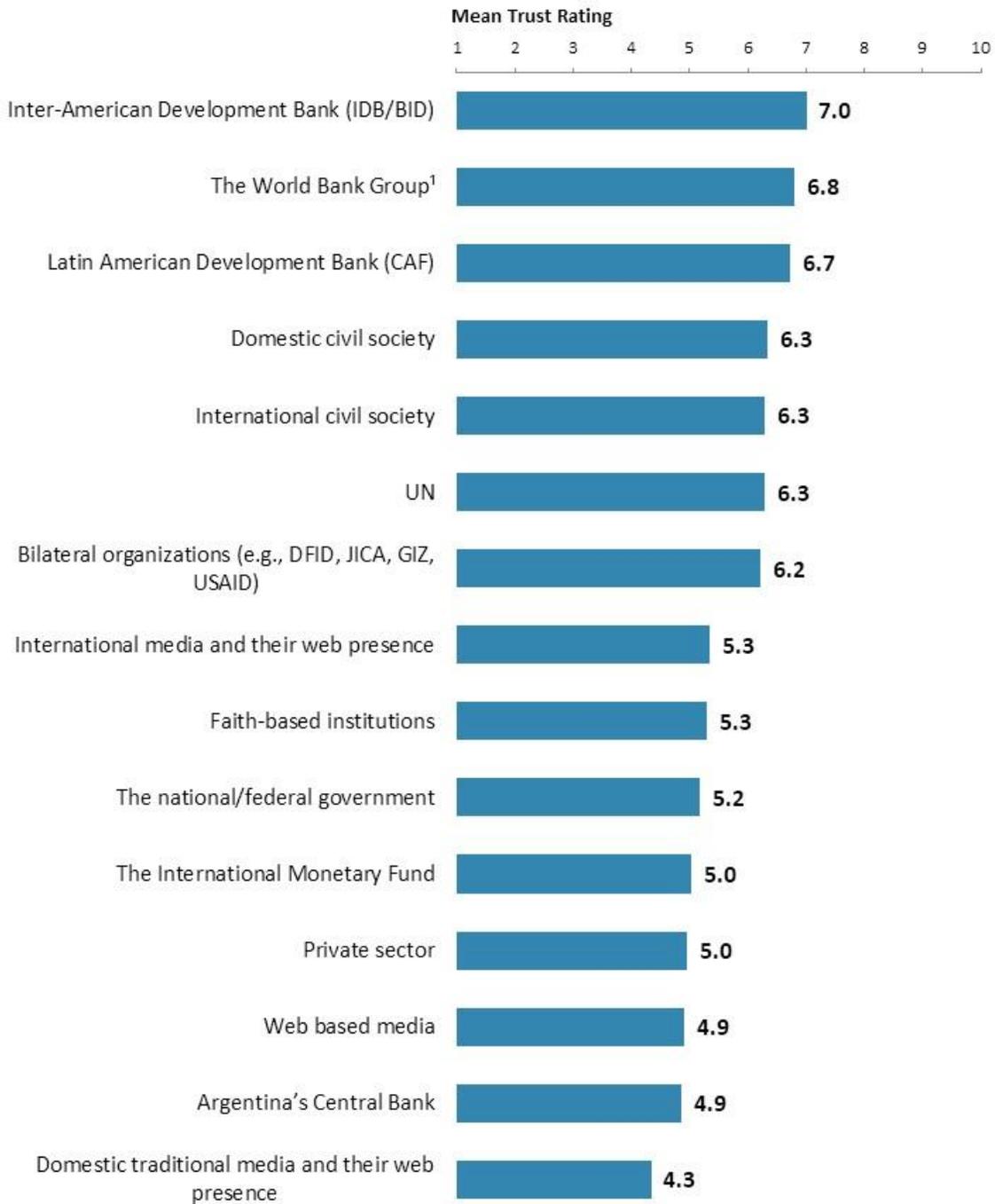
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Argentina (continued)

### Trust in Institutions

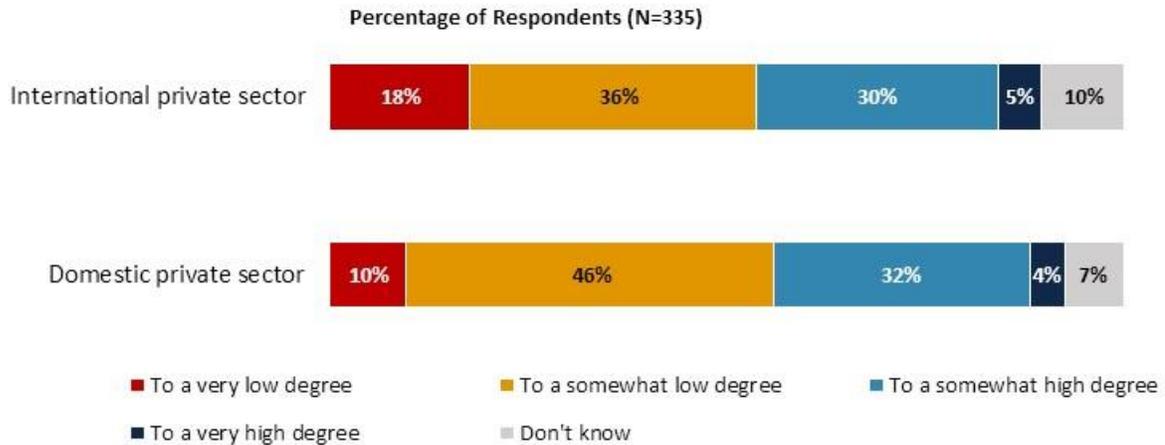


**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all ", 10-"To a very significant degree")  
<sup>1</sup>Indicator Question



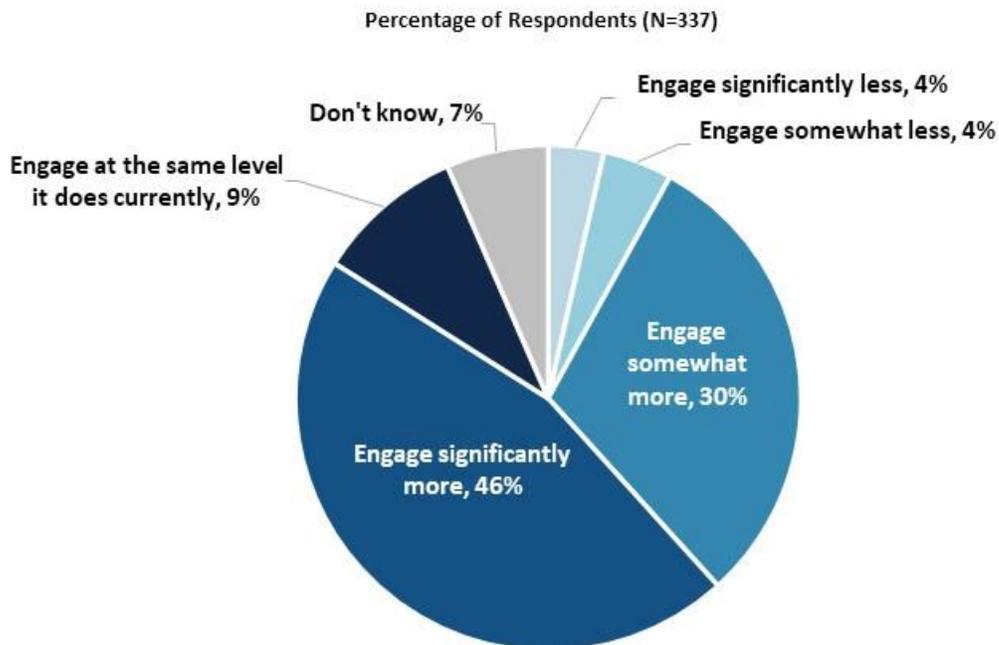
## IV. General Issues Facing Argentina (continued)

### Trust in the Private Sector



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

### Civil Society Engagement

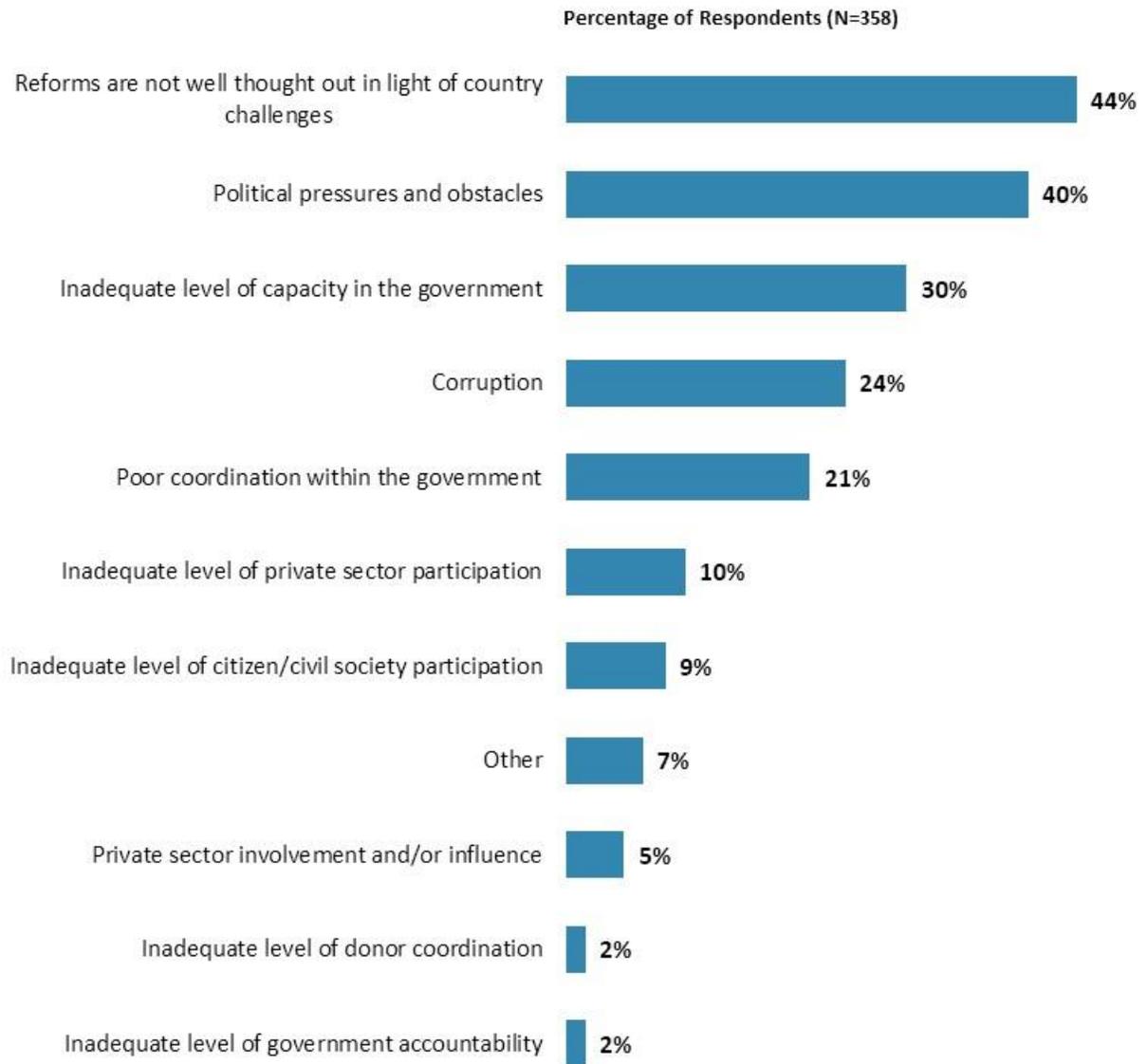


"When thinking about development efforts in Argentina, do you think that civil society (e.g., NGOs, CBOs) should ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Argentina (continued)

### Attributions for Slow/Failed Reform Efforts

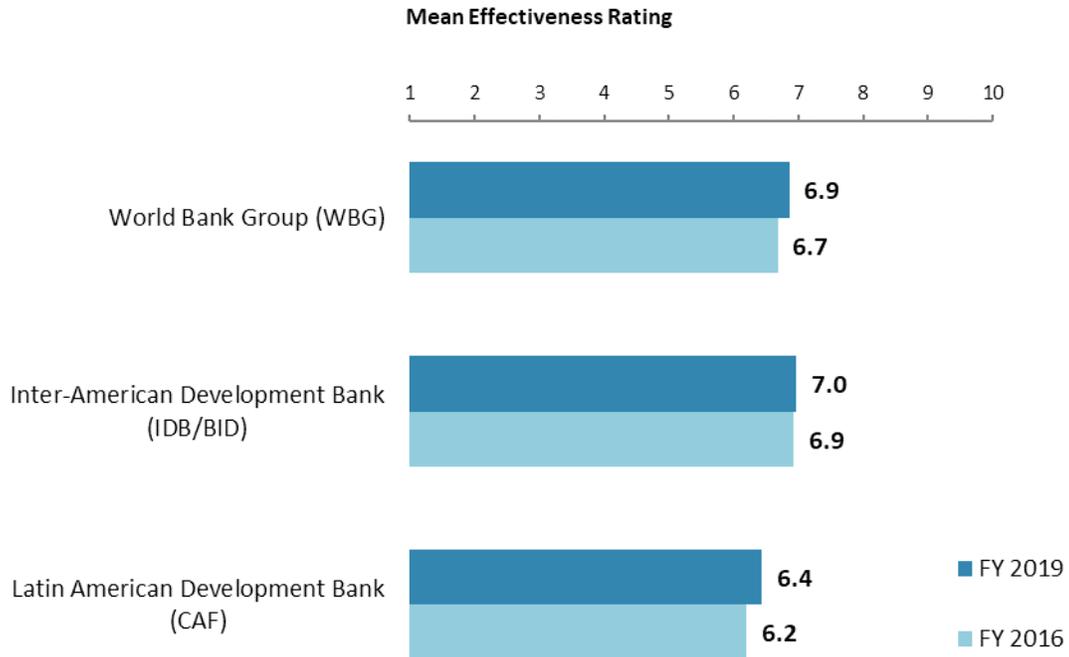


**"When economic and/or social reform efforts fail or are slow to take place in Argentina, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



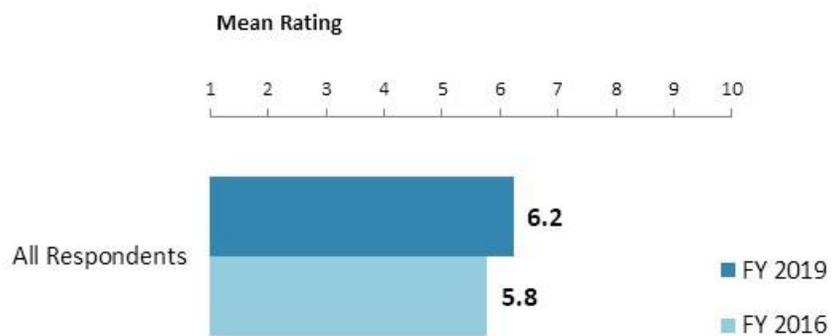
## V. Overall Attitudes toward the World Bank Group

### Overall Effectiveness of the World Bank Group vs. Other Development Banks<sup>3</sup> (Indicator Question)



"Overall, please rate your impression of the effectiveness of these organizations in Argentina."  
(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 Argentina?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>3</sup> Means in the charts on this page were calculated based on weighted data.



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

### Influence on Argentina's Development Agenda (*Indicator Question*)



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

### WBG Staff Preparedness<sup>4</sup>



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

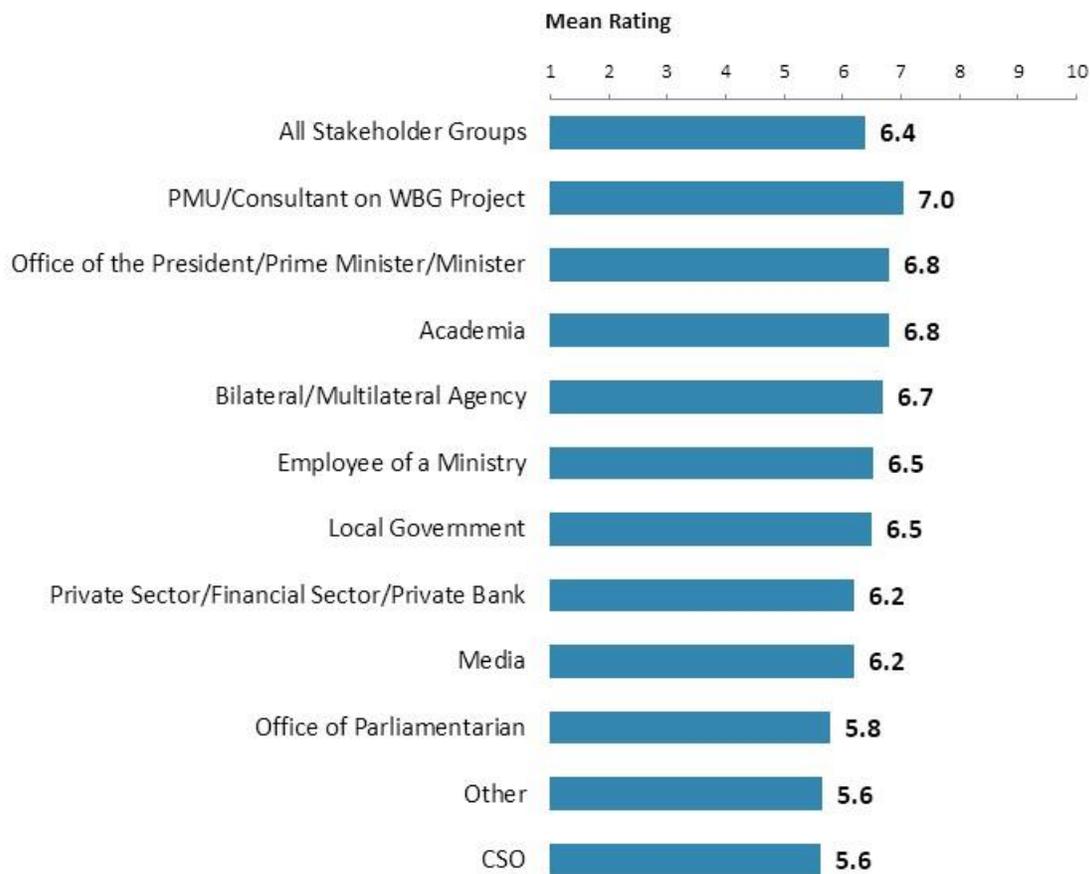
<sup>4</sup> Means in the chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs and consultants on WBG supported projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from civil society had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).
- **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 = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 84).



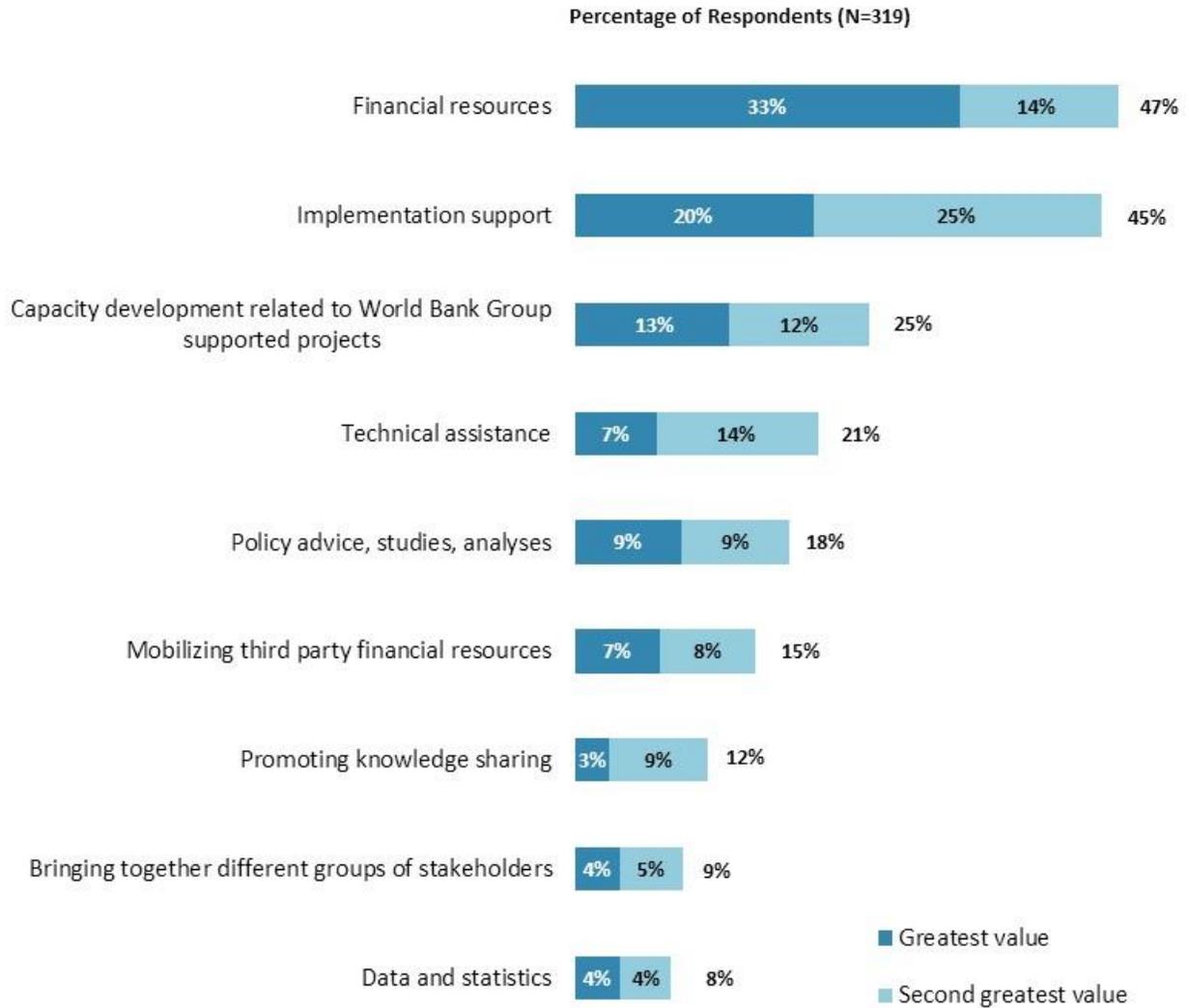
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## 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 value to Argentina was its "*financial resources*" (75%).



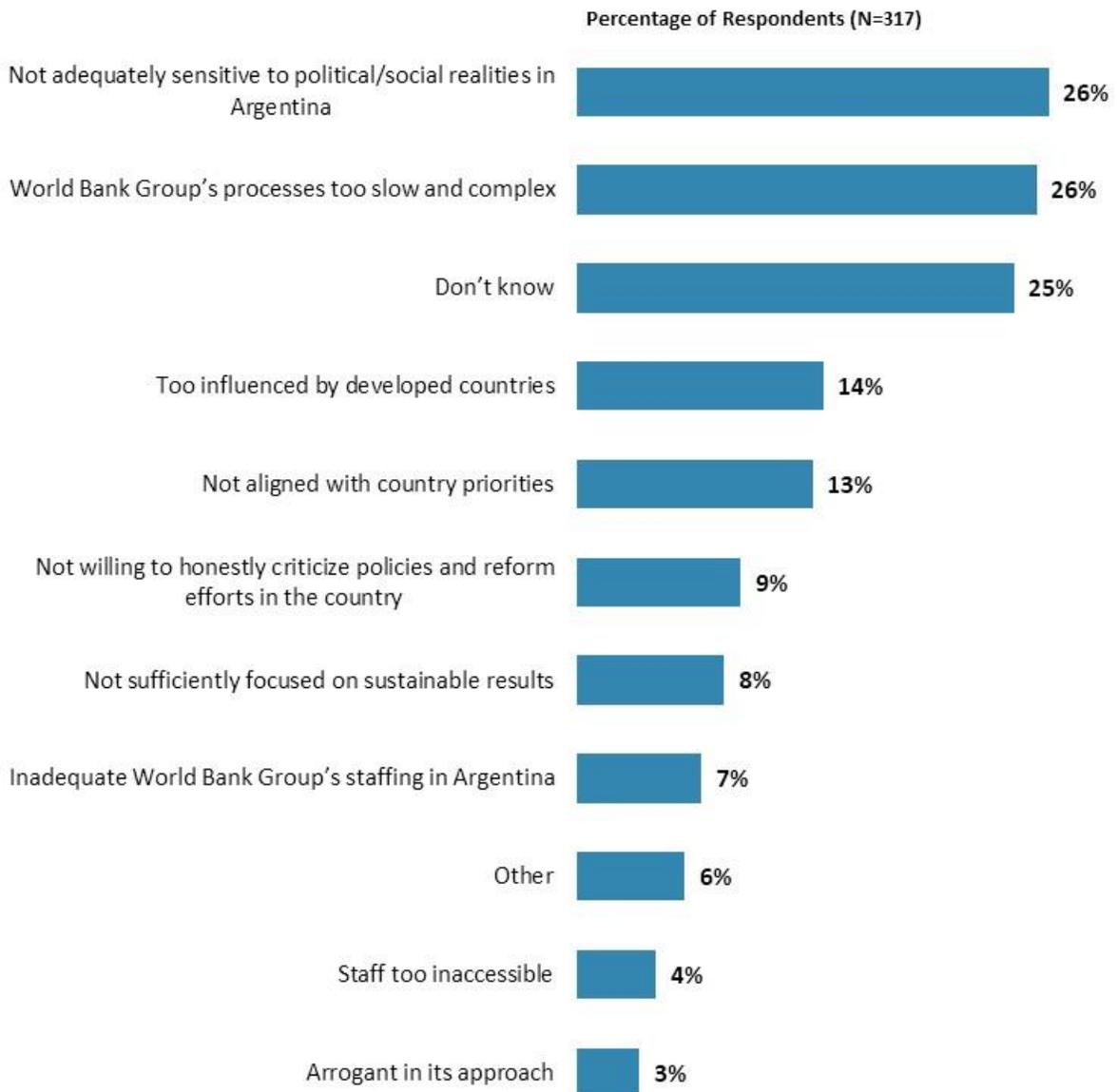
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Argentina?"**  
(Respondents chose from a list.)



## 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 Argentina were *"too influenced by developed countries"* (29%), *"World Bank Group's processes too slow"* (21%), and *"not collaborating enough with stakeholders outside the Government"* (20%).

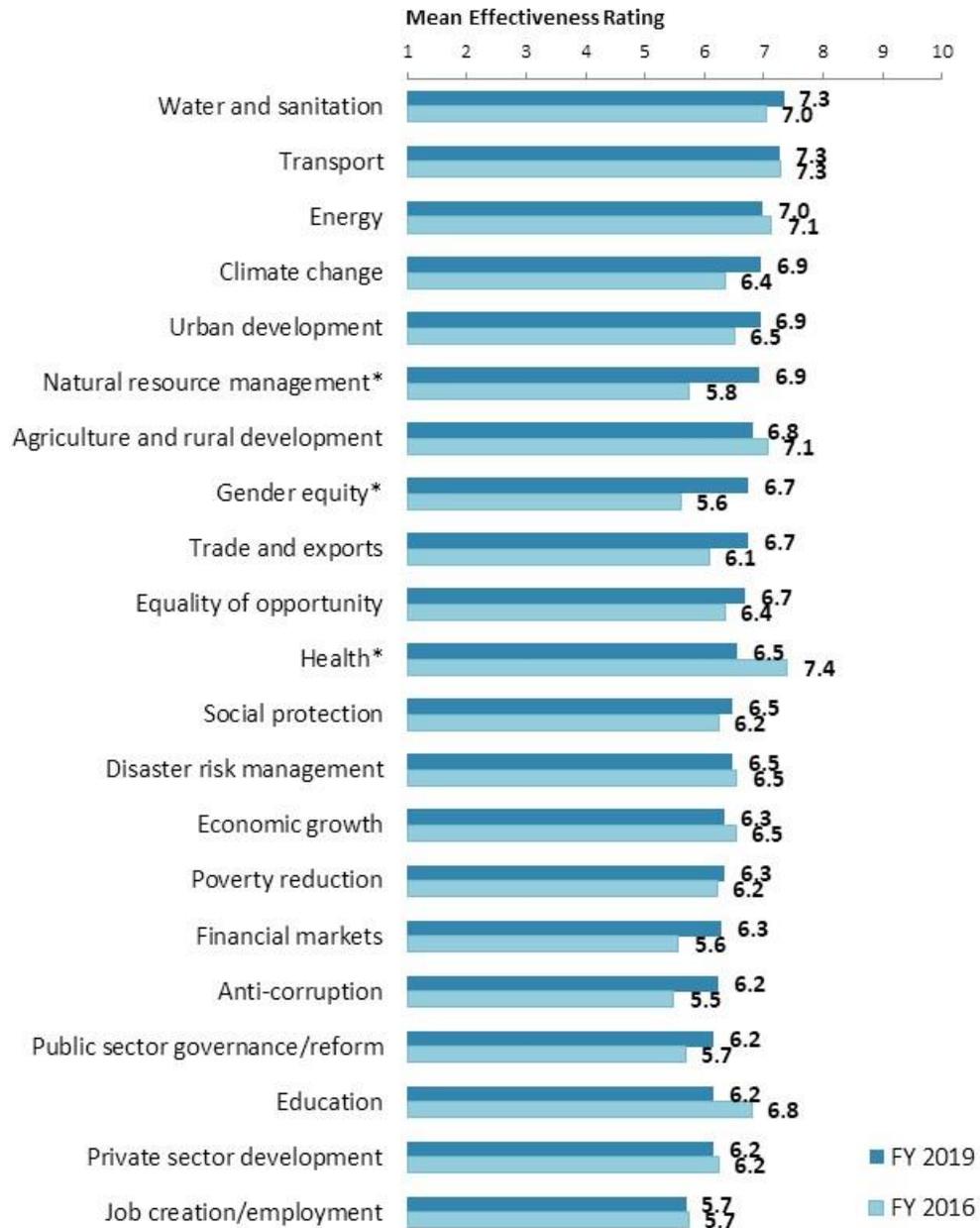


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison<sup>5</sup>



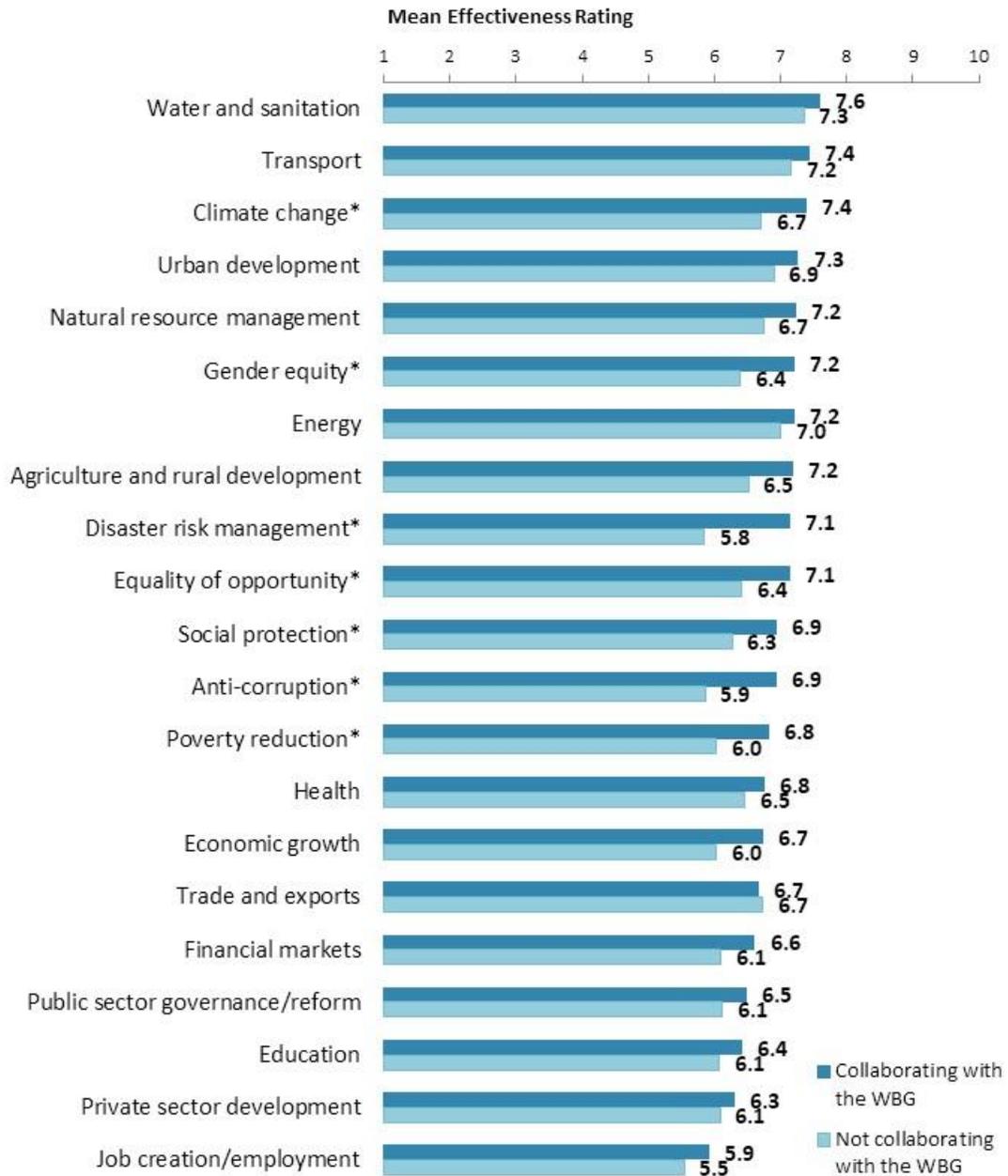
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Argentina?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2019 and FY 2016)

<sup>5</sup> Means in the chart were calculated based on weighted data.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>6</sup>



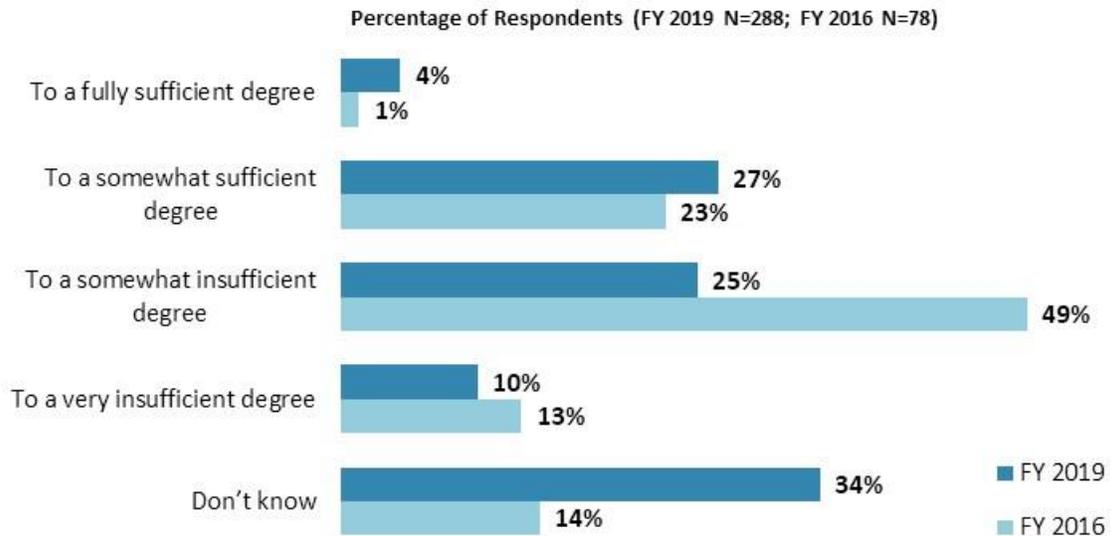
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Argentina?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) 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.



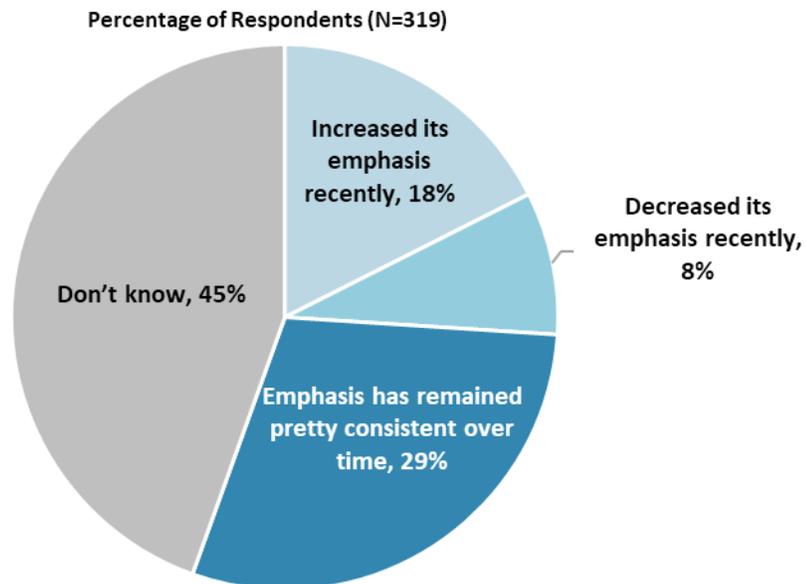
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



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

### The WBG's Human Capital Investment



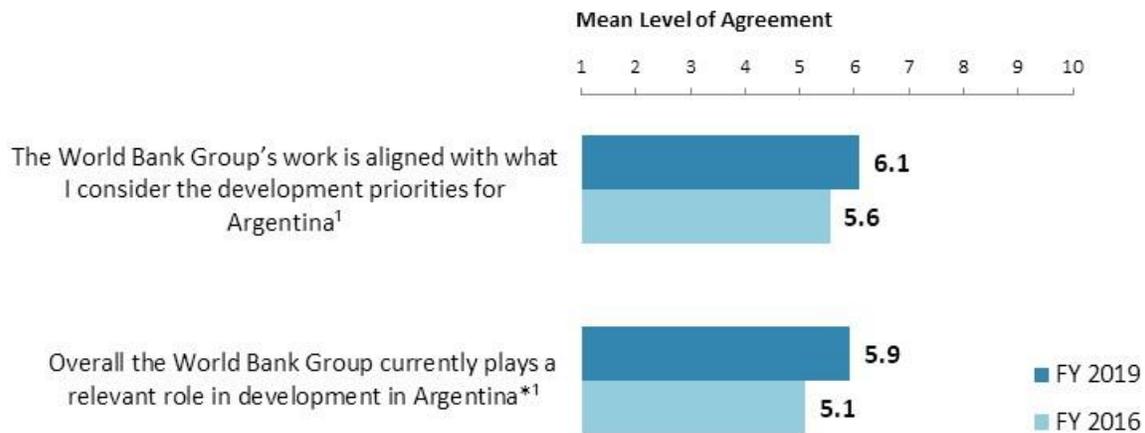
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

<sup>7</sup> Percentages in the chart were calculated based on weighted data.



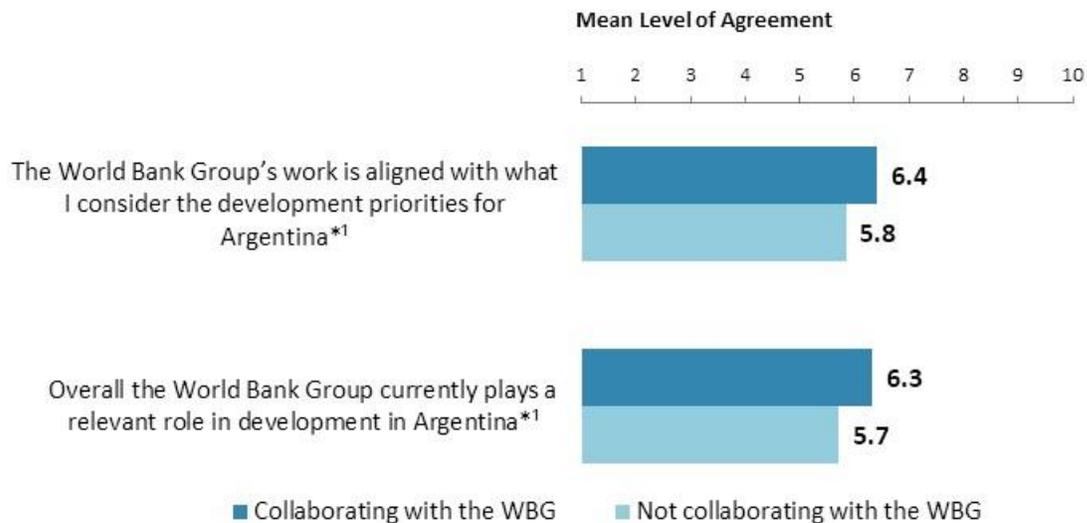
## VII. How the World Bank Group Operates

### The World Bank Group's Work in Argentina: Year Comparison<sup>8</sup>



**"To what extent do you agree with the following statements about the World Bank Group's work in Argentina?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between FY 2019 and FY 2016)  
<sup>1</sup>Indicator Question

### The World Bank Group's Work in Argentina: Collaboration



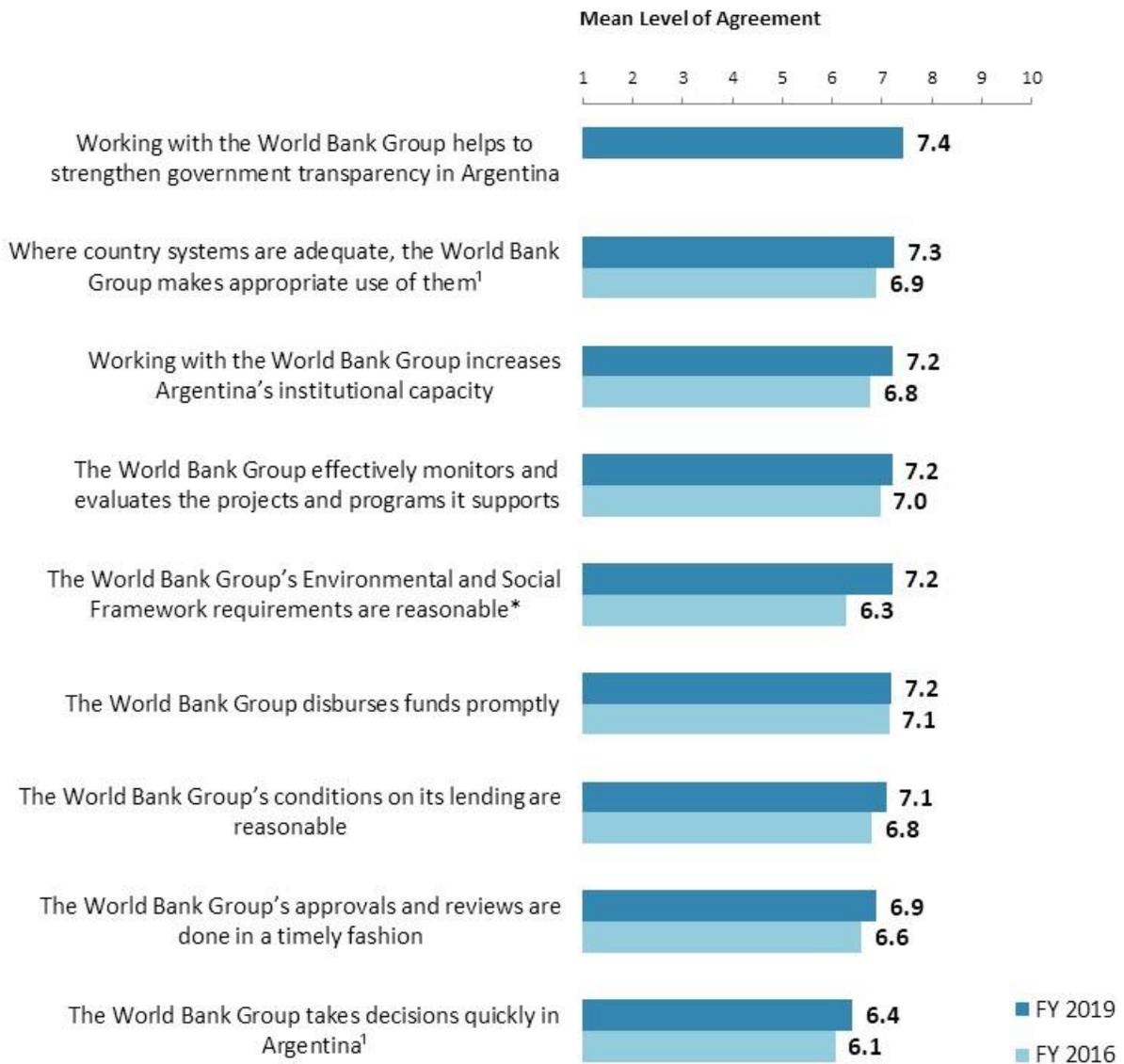
**"To what extent do you agree with the following statements about the World Bank Group's work in Argentina?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between collaborators and non-collaborators)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Year Comparison<sup>9</sup>



**"To what extent do you agree/disagree with the following statements?"**

*(1-"Strongly disagree", 10-"Strongly agree")*

*(\*Significantly different between FY 2019 and FY 2016)*

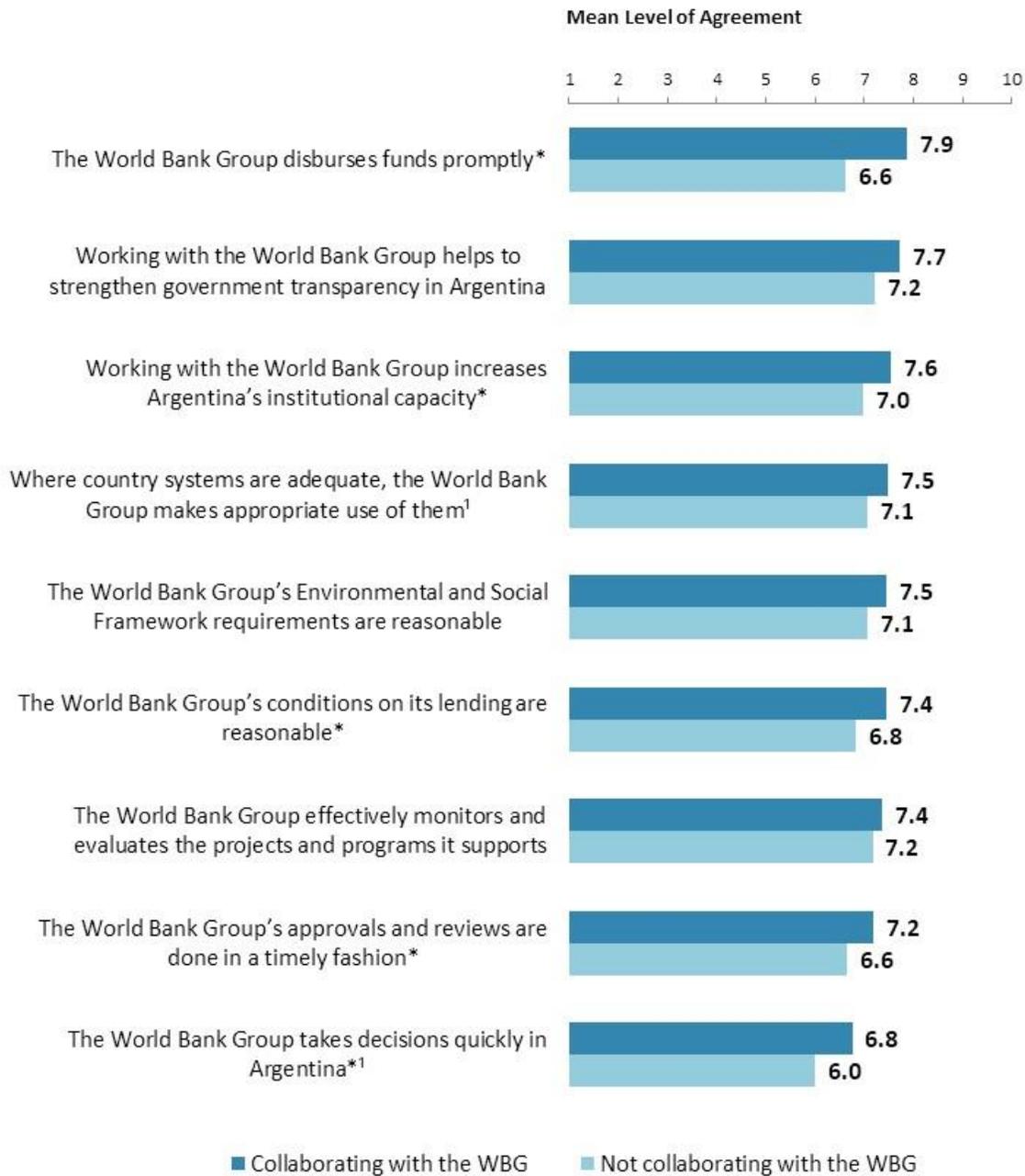
*<sup>1</sup>Indicator Question*

<sup>9</sup> 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")*

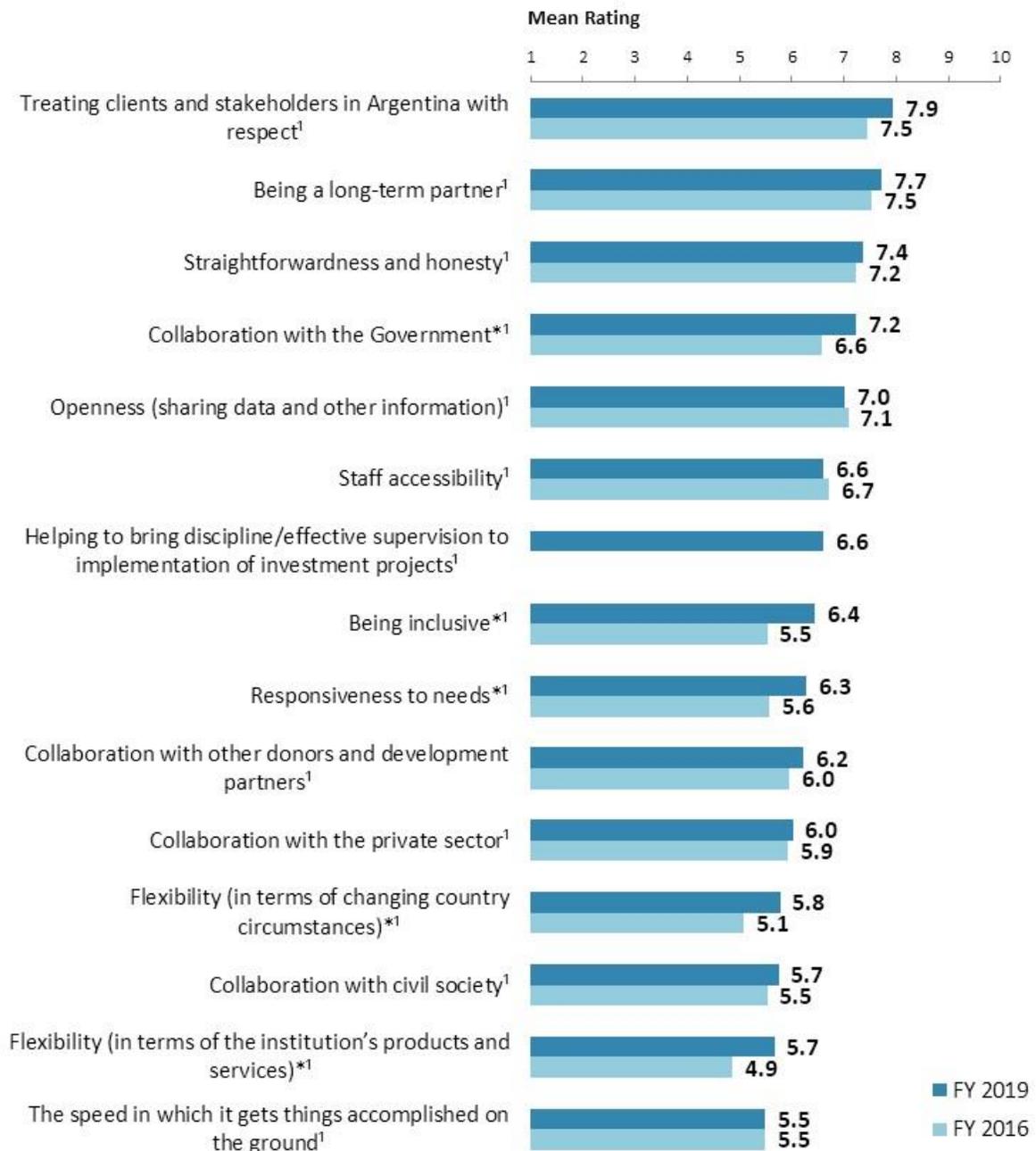
*(\*Significantly different between collaborators and non-collaborators)*

*<sup>1</sup>Indicator Question*



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



**"To what extent is the World Bank Group an effective development partner in Argentina, 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)

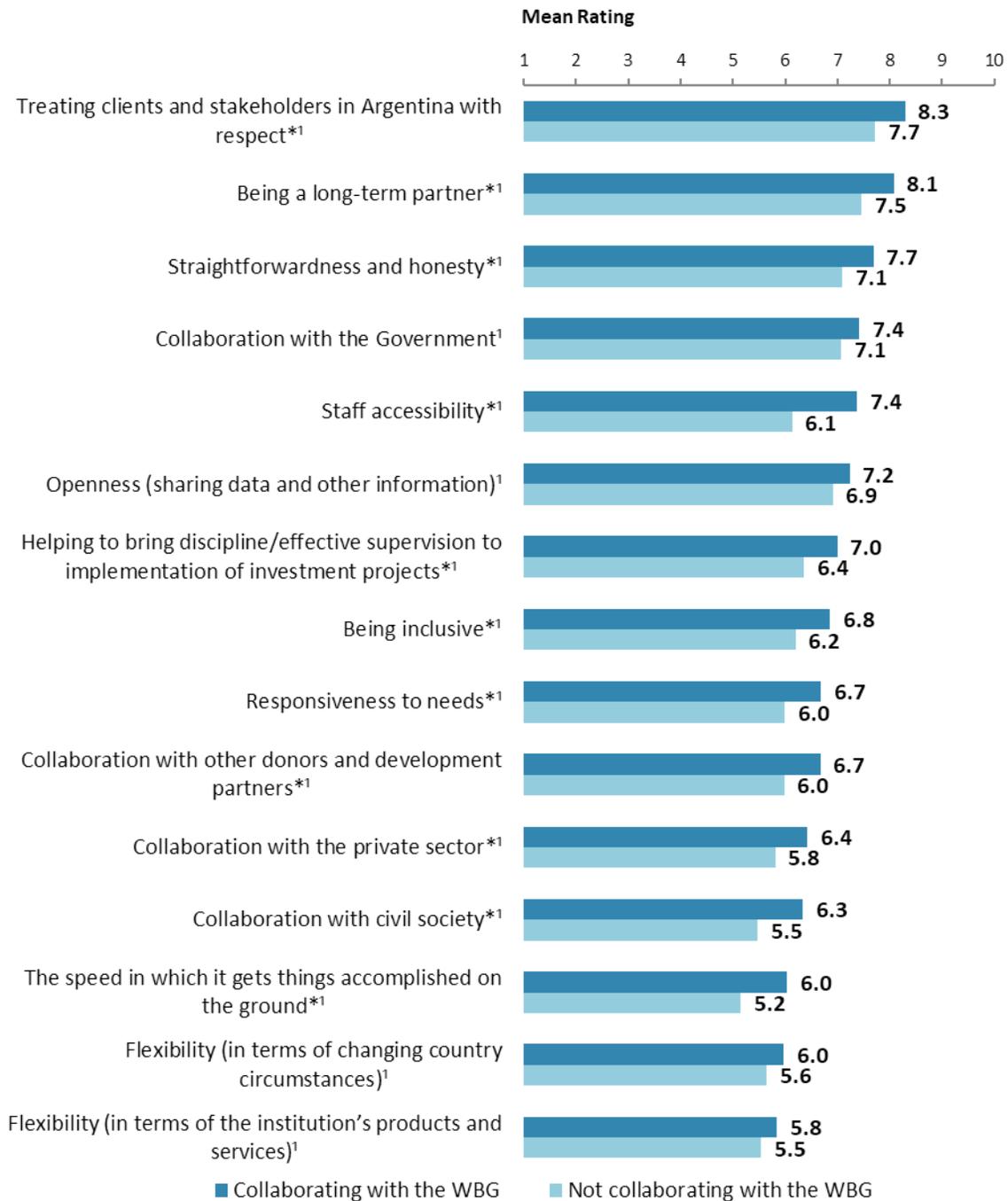
<sup>1</sup>Indicator Question

<sup>10</sup> 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 Argentina, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

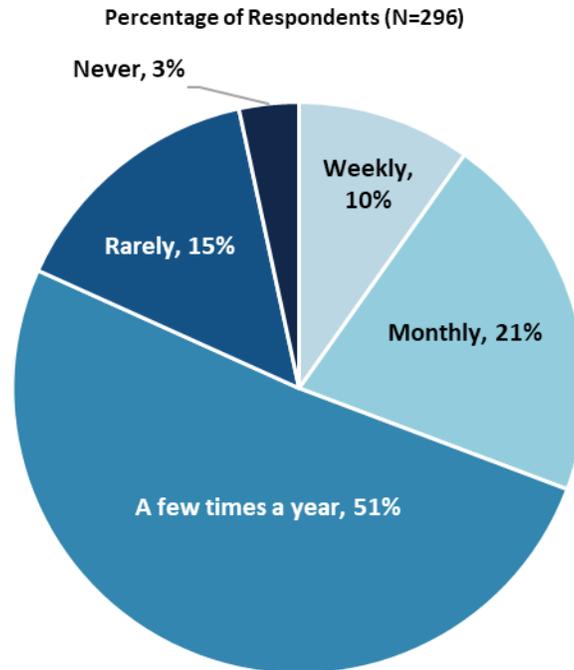
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

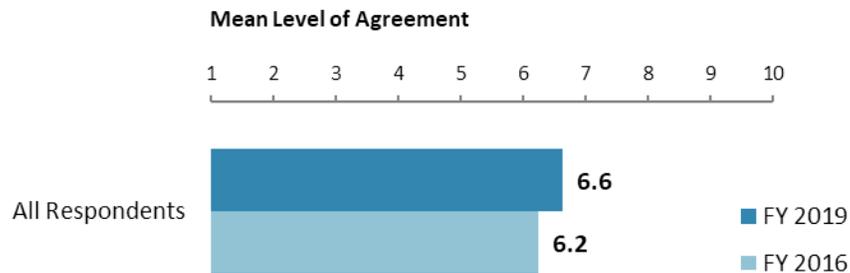


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



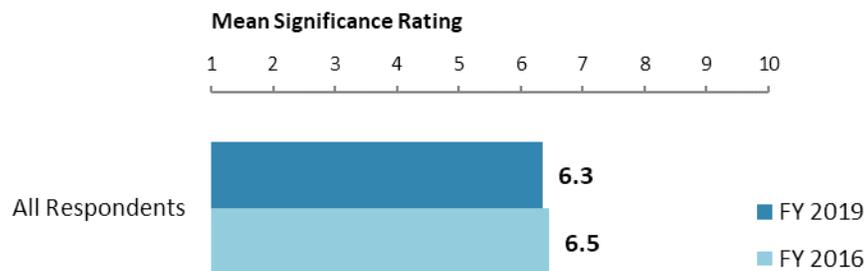
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Argentina's Knowledge Needs<sup>11</sup> (Indicator Question)



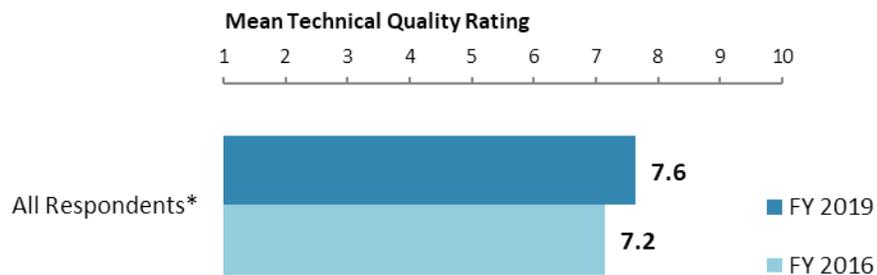
"The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)."  
(1-"Strongly disagree", 10-"Strongly agree")

### 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)



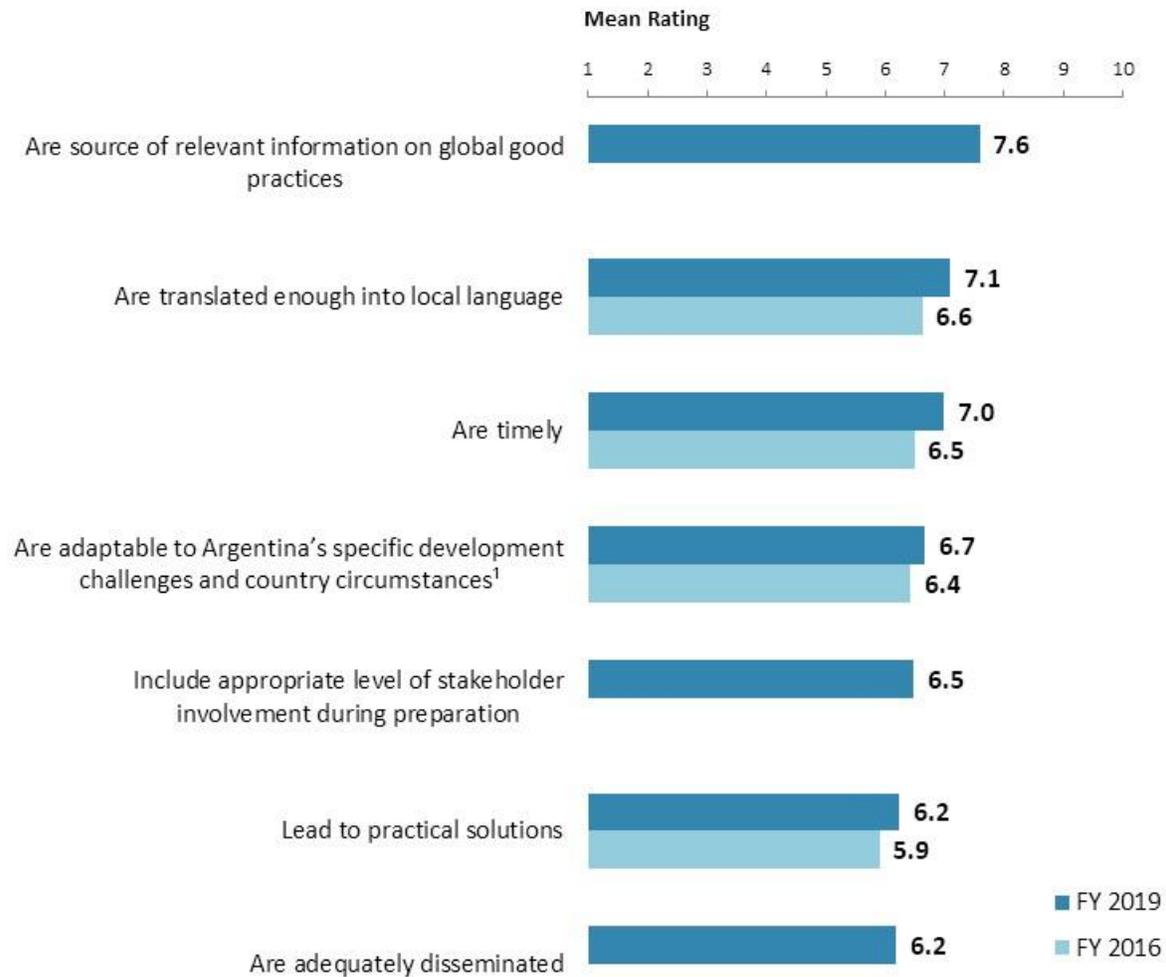
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2019 and FY 2016)

<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



"In Argentina, 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")

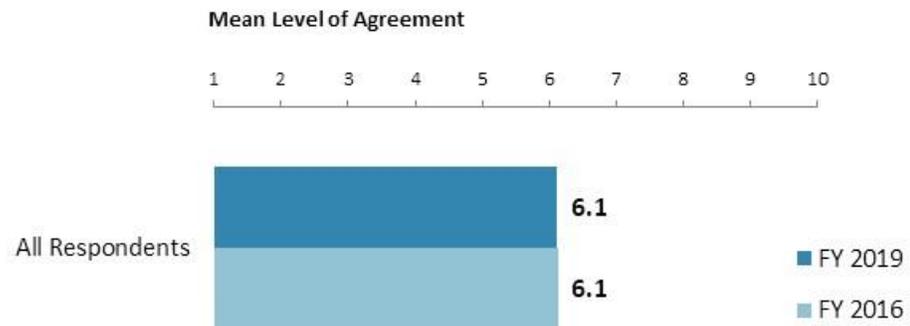
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Argentina's Needs for Financial Instruments<sup>13</sup> (Indicator Question)



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

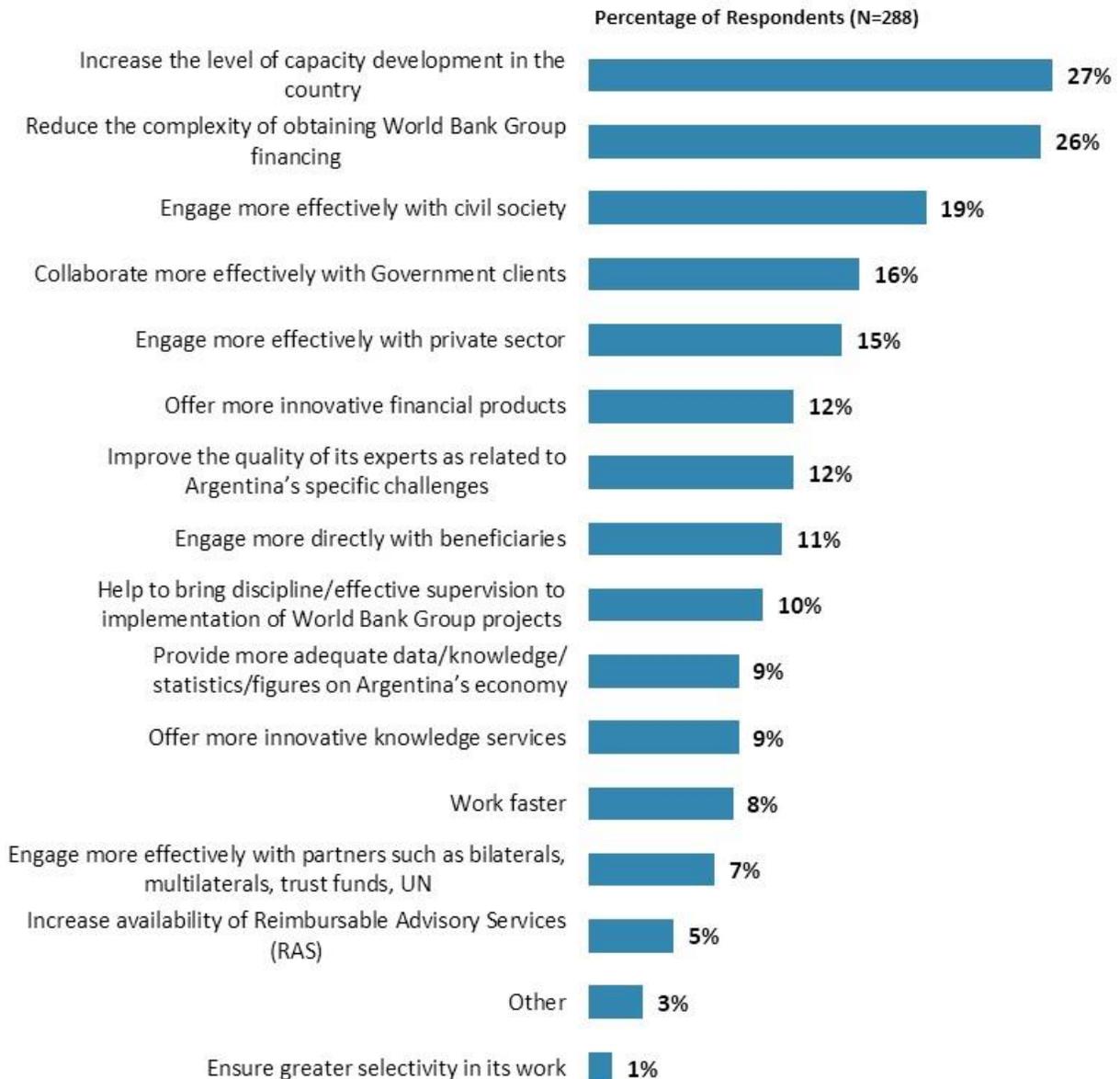
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Argentina

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reduce the complexity of obtaining World Bank Group financing*” (33%), “*reach out more to groups outside of Government*” (27%), and “*collaborate more effectively with Government clients*” (26%) to make itself of greater value in Argentina.



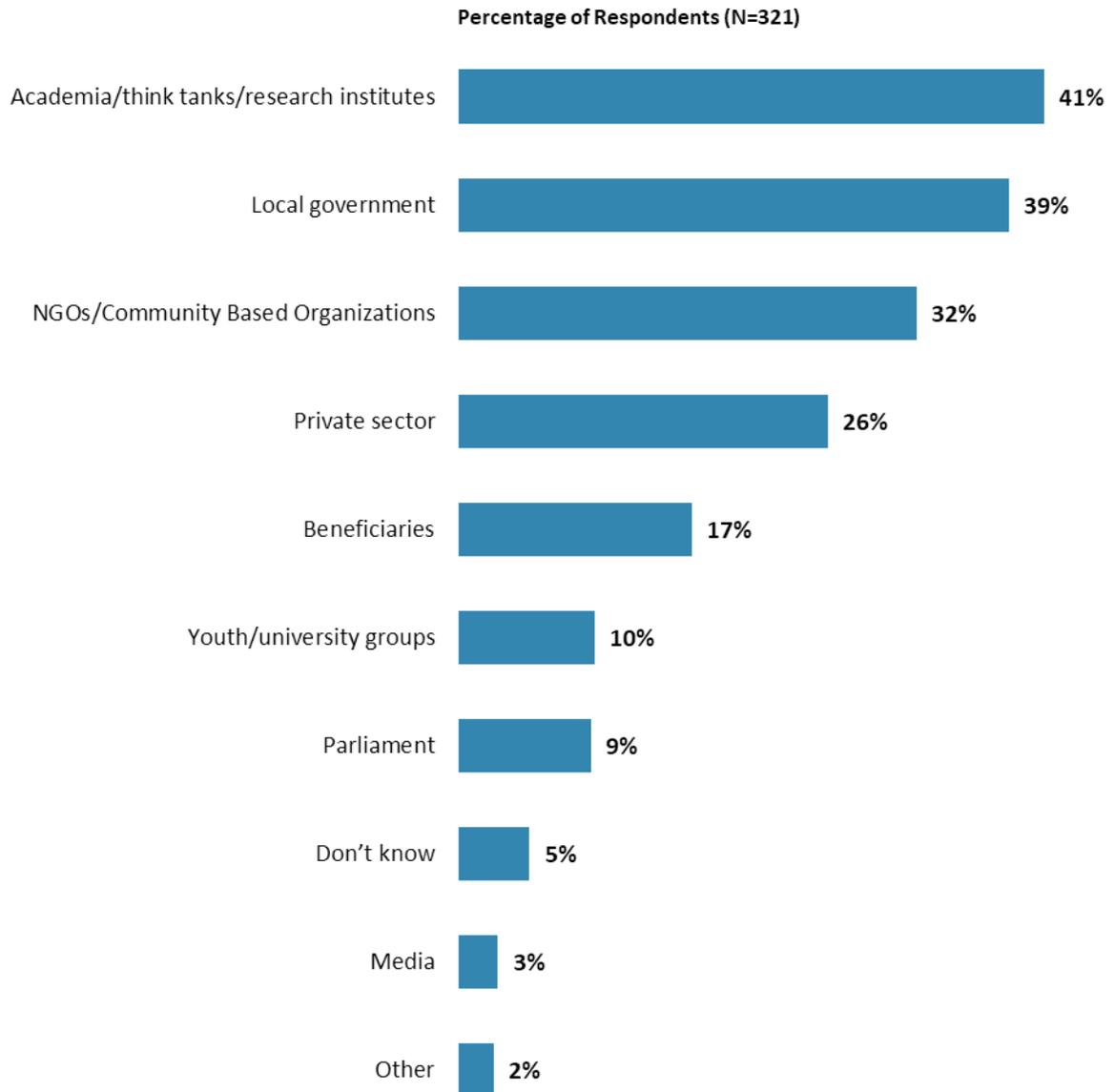
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina?  
(Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



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

### The World Bank Group Should Collaborate More with ...



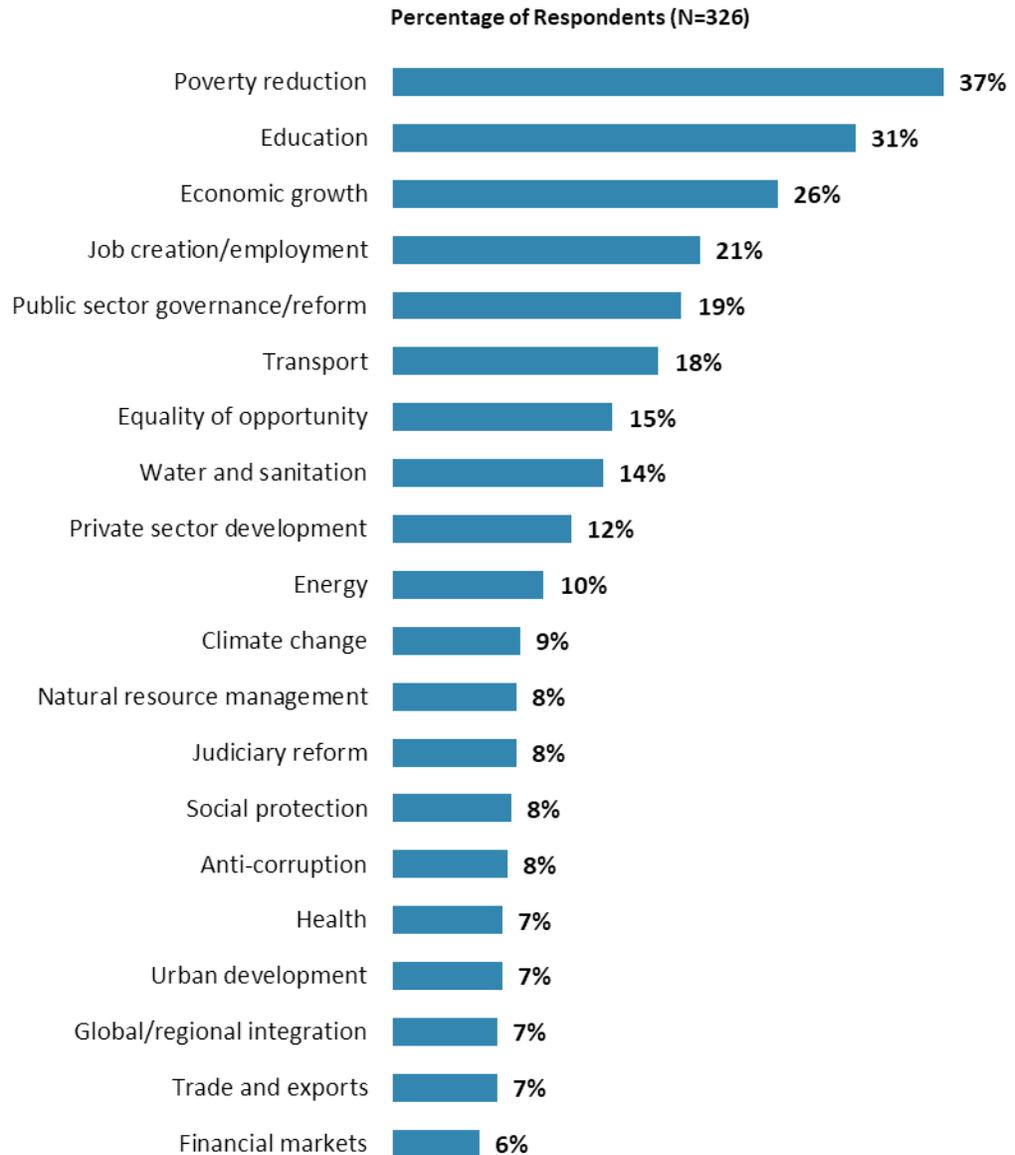
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Argentina (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*” (42%) and “*poverty reduction*” (34%).

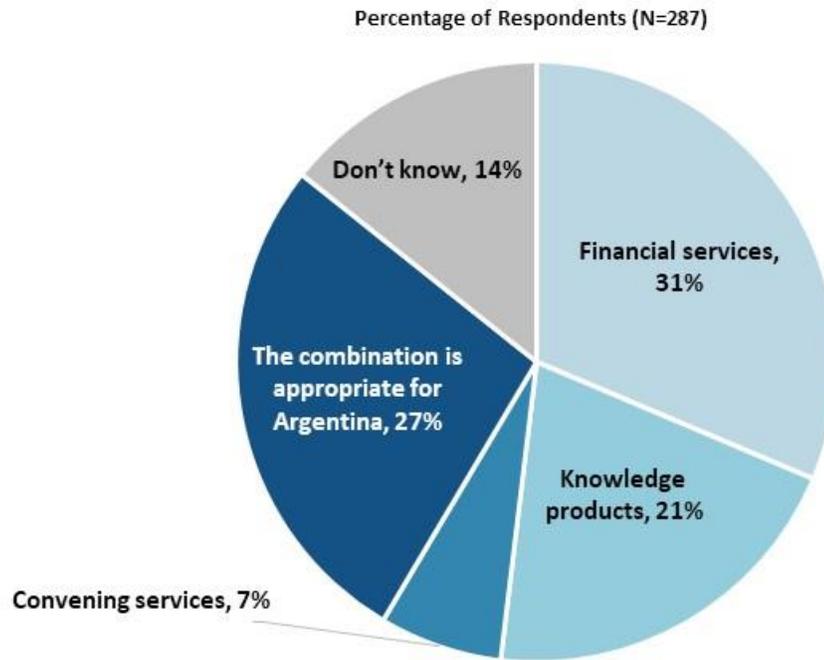


**“When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Argentina? (Choose no more than THREE)”**  
(Respondents chose from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



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

### Future Combination of the WBG Services



**"When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina?"**  
(Respondents chose from a list.)

Note: No respondents selected "None of the above" response option.

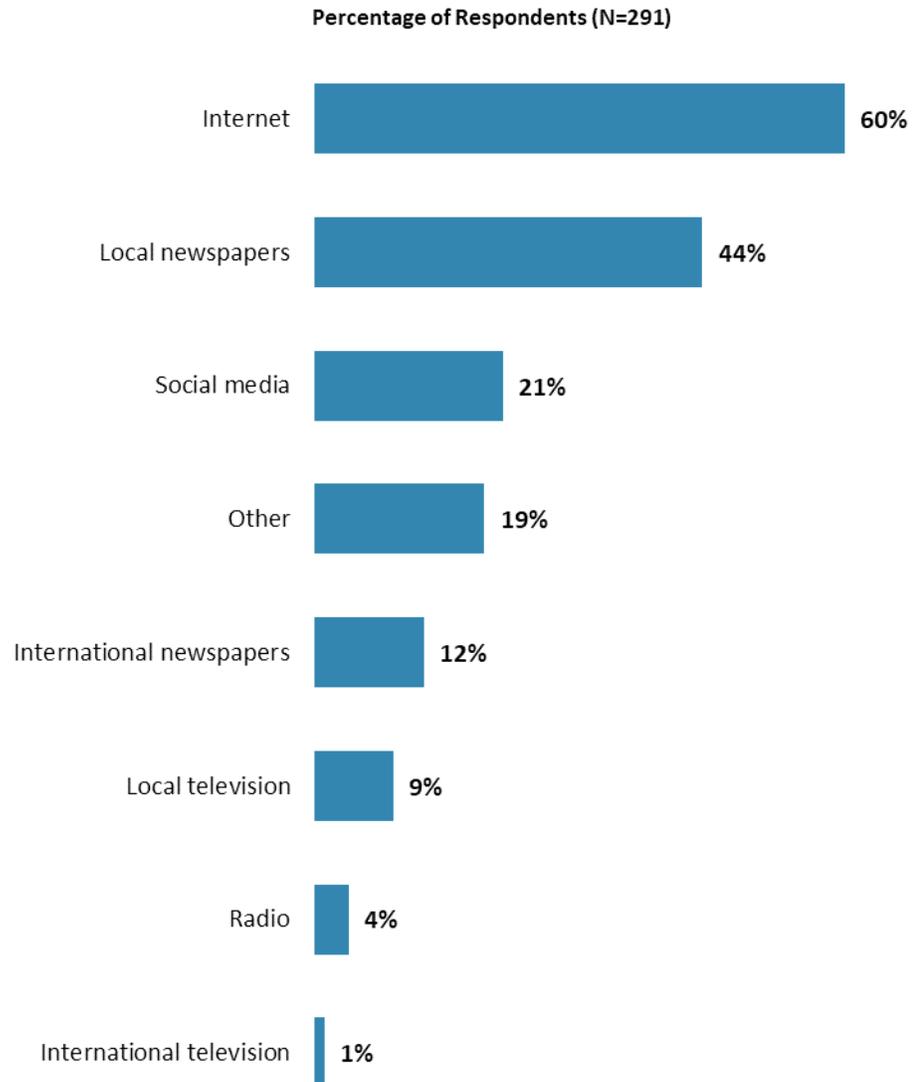


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 57) 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 Argentina from “Internet” (61%), “local newspapers” (39%), and “periodicals” (37%).



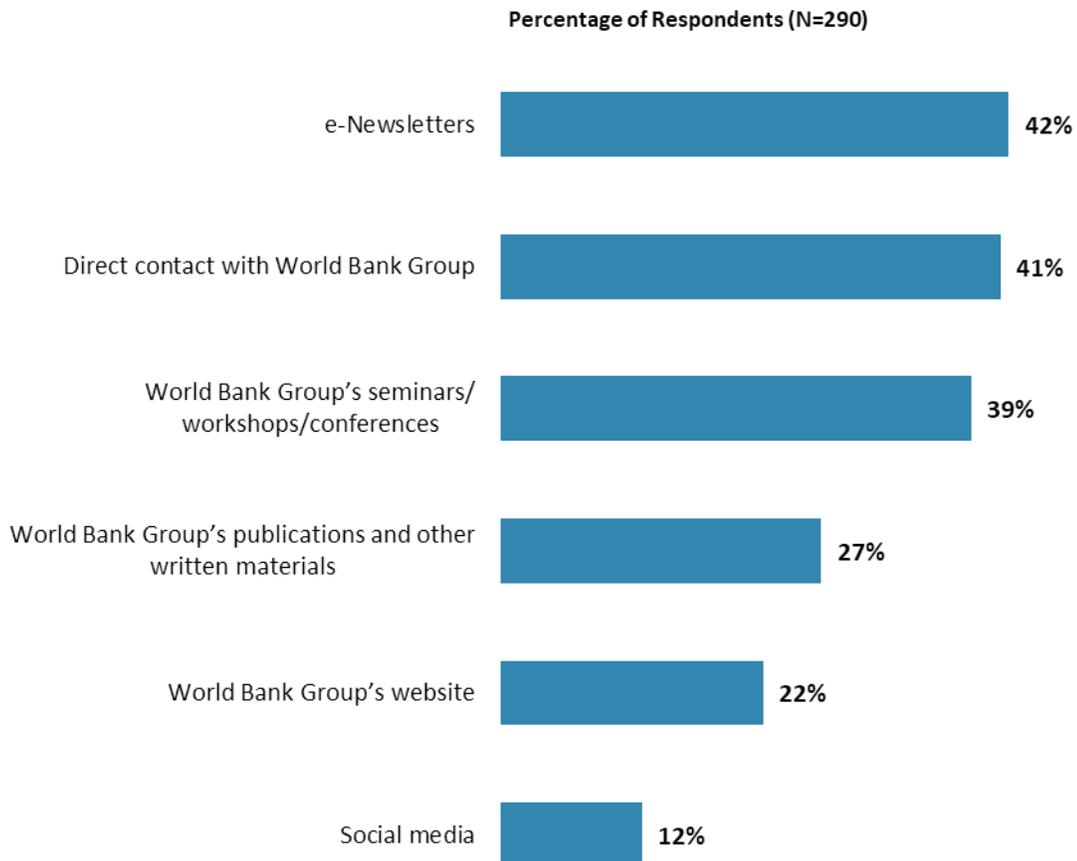
"How do you get most of your information about economic and social development issues in Argentina?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## 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 “*direct contact with World Bank Group*” (39%), “*e-Newsletters*” (39%), and “*World Bank Group’s seminars/workshops/conferences*” (39%).

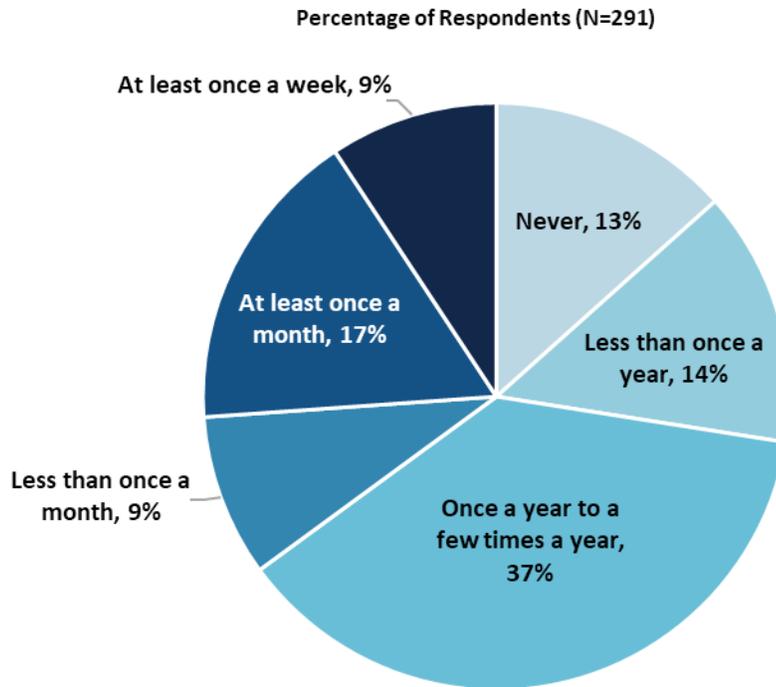


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

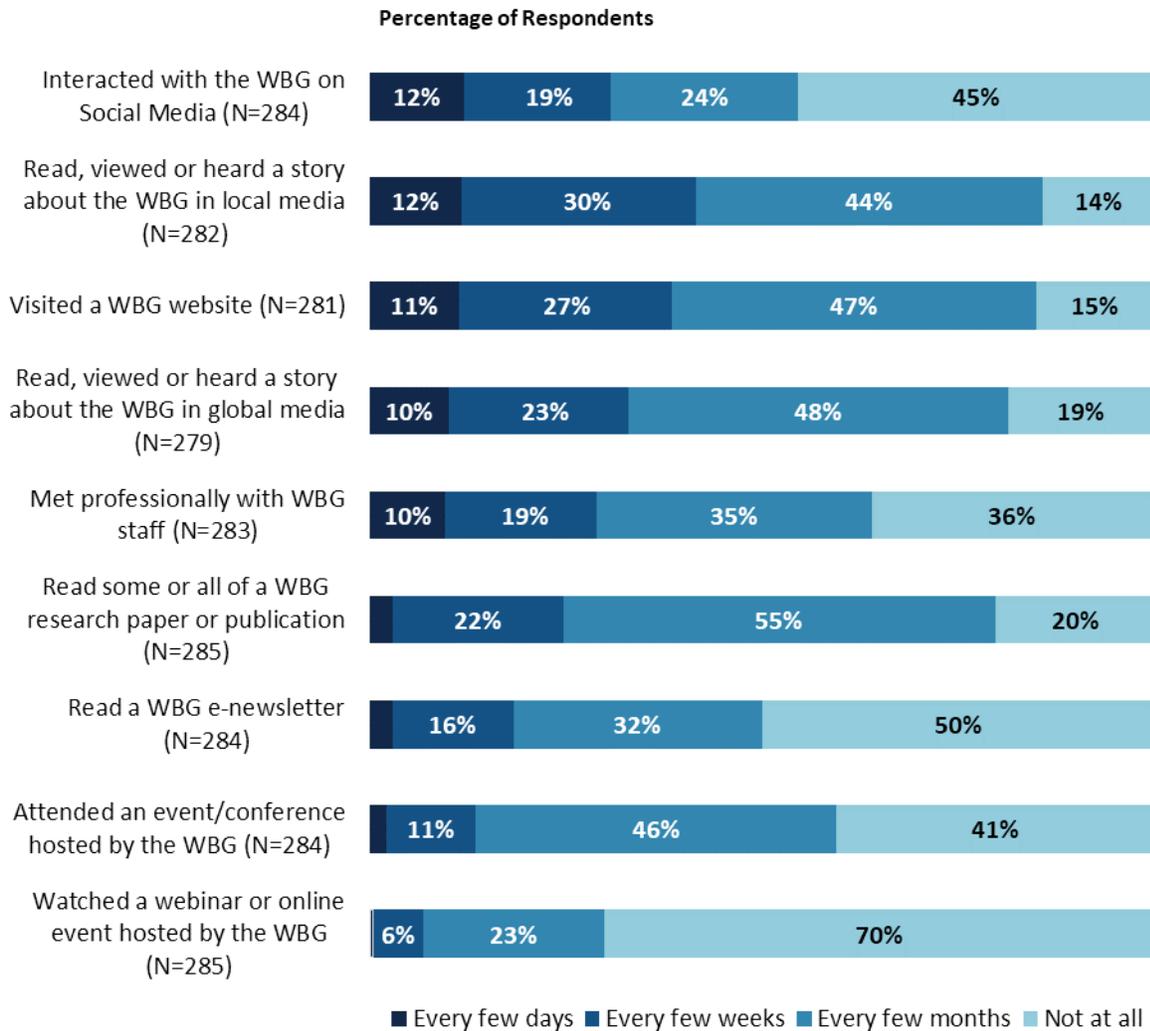


"How frequently do you interact with the World Bank Group now in Argentina?"  
(Respondents chose from a list.)



## 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.)



## XI. Appendices

|   |    |
|---|----|
| A. Responses to All Questions across All Respondents.....                                       | 42 |
| B. Responses to Selected Questions by Stakeholder Groups .....                                  | 57 |
| C. Responses to Indicator Questions by Geographic Location .....                                | 69 |
| D. Responses to Selected Questions by Levels of Collaboration<br>with the World Bank Group..... | 72 |
| E. Responses to Selected Questions by Year.....   | 79 |
| F. Indicator Questions as a Function of Exposure to the WBG.....                                | 84 |
| G. Argentina FY 2019 COS Questionnaire.....   | 85 |

### ARGENTINA





## Appendix A: Responses to All Questions across All Respondents (N=375)

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 Argentina

| <b>1. When you think about the future in Argentina, are you ... ?</b> | <b>Percentage of Respondents (N=373)</b> |
|---|--|
| Very pessimistic  | 8.6%                                     |
| Somewhat pessimistic  | 38.9%                                    |
| Somewhat optimistic   | 35.9%                                    |
| Very optimistic   | 10.2%                                    |
| Not sure  | 6.4%                                     |

| <b>2. Do you think that economic opportunity for citizens in Argentina is ... ?</b> | <b>Percentage of Respondents (N=371)</b> |
|---|--|
| Increasing  | 13.7%                                    |
| Decreasing  | 61.5%                                    |
| Staying about the same  | 24.8%                                    |

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

| <b>3. Listed below are a number of development priorities in Argentina. Please identify which of the following you consider the most important development priorities in Argentina. (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=371)</b> |
|---|--|
| Poverty reduction   | 39.6%  |
| Education   | 37.2%  |
| Economic growth   | 35.0%  |
| Job creation/employment   | 28.8%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 26.7%  |
| Equality of opportunity (i.e., social inclusion)  | 19.9%  |
| Anti-corruption   | 13.2%  |
| Judiciary reform  | 12.9%  |
| Private sector development  | 11.6%  |
| Trade and exports   | 7.8%   |
| Energy  | 7.3%   |
| Climate change (e.g., mitigation, adaptation)   | 5.7%   |
| Crime and violence  | 5.7%   |
| Social protection (e.g., pensions, targeted social assistance)  | 5.4%   |
| Global/regional integration   | 4.9%   |
| Water and sanitation  | 4.9%   |
| Health  | 4.9%   |
| Natural resource management (renewable/non-renewable)   | 4.9%   |
| Transport (e.g., roads, bridges, transportation)  | 3.5%   |
| Information and communications technology   | 3.5%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 2.7%   |
| Food security   | 2.4%   |
| Financial markets   | 2.2%   |
| Agriculture and rural development   | 1.9%   |
| Urban development   | 1.6%   |
| Disaster risk management  | 1.1%   |
| Pollution   | 0.5%   |

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

| <b>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 Argentina? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=359)</b> |
|---|--|
| Education   | 56.8%  |
| Job creation/employment   | 50.7%  |
| Economic growth   | 45.4%  |
| Equality of opportunity (i.e., social inclusion)  | 28.7%  |
| Private sector development  | 19.8%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 16.4%  |
| Social protection (e.g., pensions, targeted social assistance)  | 9.7%   |
| Anti-corruption   | 8.6%   |
| Water and sanitation  | 8.4%   |
| Food security   | 6.7%   |
| Health  | 6.7%   |
| Agriculture and rural development   | 5.8%   |
| Global/regional integration   | 5.6%   |
| Trade and exports   | 5.0%   |
| Urban development   | 4.7%   |
| Judiciary reform  | 3.3%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 2.5%   |
| Energy  | 2.2%   |
| Information and communications technology   | 1.9%   |
| Financial markets   | 1.7%   |
| Crime and violence  | 1.4%   |
| Transport (e.g., roads, bridges, transportation)  | 1.1%   |
| Natural resource management (renewable/non-renewable)   | 1.1%   |
| Climate change (e.g., mitigation, adaptation)   | 0.6%   |
| Pollution   | 0.3%   |
| Disaster risk management  | 0.0%   |

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

| <b>5. When economic and/or social reform efforts fail or are slow to take place in Argentina, which of the following would you attribute this to? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=358)</b> |
|---|--|
| Reforms are not well thought out in light of country challenges   | 44.4%  |
| Political pressures and obstacles   | 40.2%  |
| Inadequate level of capacity in the government  | 29.6%  |
| Corruption  | 24.3%  |
| Poor coordination within the government   | 21.2%  |
| Inadequate level of private sector participation  | 10.3%  |
| Inadequate level of citizen/civil society participation   | 8.7%   |
| Other   | 6.7%   |
| Private sector involvement and/or influence   | 5.0%   |
| Inadequate level of donor coordination  | 1.7%   |
| Inadequate level of government accountability   | 1.7%   |

| <b>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)</b> | <b>Degree</b> |           |             |           |
|--|---------------|-----------|-------------|-----------|
|  | <b>N</b>      | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 1. The national/federal government   | 334           | 4         | 5.18        | 2.05      |
| 2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)  | 241           | 91        | 6.23        | 1.93      |
| 3. The World Bank Group*   | 297           | 42        | 6.81        | 1.83      |
| 4. The International Monetary Fund   | 312           | 16        | 5.03        | 2.50      |
| 5. UN  | 289           | 44        | 6.29        | 1.96      |
| 6. Inter-American Development Bank (IDB/BID)   | 300           | 36        | 7.01        | 1.75      |
| 7. Latin American Development Bank (CAF)   | 263           | 70        | 6.73        | 1.85      |
| 8. Argentina's Central Bank  | 316           | 17        | 4.86        | 2.01      |
| 9. Private sector  | 324           | 5         | 4.95        | 1.79      |
| 10. International civil society (e.g., NGOs, CBOs)   | 290           | 39        | 6.30        | 1.76      |
| 11. Domestic civil society (e.g., NGOs, CBOs)  | 303           | 27        | 6.34        | 1.88      |
| 12. Faith-based institutions   | 301           | 32        | 5.30        | 2.23      |
| 13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)   | 328           | 4         | 4.34        | 1.86      |
| 14. International media and their web presence   | 301           | 35        | 5.34        | 1.88      |
| 15. Web based media (i.e., blogs, social media, other web-based news and information sources)  | 312           | 22        | 4.90        | 1.93      |

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

| 7. Please describe the direction Argentina 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=339)      | 26.0%              | 31.0%                  | 20.4%            | 21.2%                   | 1.5%                |
| Equal opportunity for girls and boys, men and women (N=339)                     | 12.4%              | 17.1%                  | 20.9%            | 48.1%                   | 1.5%                |
| Growing Argentina's economy in a way that leads to jobs and employment (N=341)  | 37.5%              | 37.2%                  | 16.4%            | 8.2%                    | 0.6%                |
| The gap between the rich and the poor (N=339)                                   | 44.0%              | 35.4%                  | 15.9%            | 4.4%                    | 0.3%                |
| Making government more effective (N=338)  | 22.5%              | 22.2%                  | 24.0%            | 26.9%                   | 4.4%                |
| Anti-corruption (N=339)   | 9.1%               | 10.6%                  | 21.2%            | 42.5%                   | 16.5%               |
| Attracting new sources of foreign investment (N=339)                            | 19.8%              | 20.1%                  | 31.6%            | 24.5%                   | 4.1%                |

| 8. Listed below are global challenges. Which do you think have the most serious impact on Argentina? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=334) |
|--|---|
| Jobs/employment  | 50.0%   |
| The gap between the rich and the poor  | 44.0%   |
| Trade constraints  | 28.7%   |
| Geo political uncertainty  | 28.4%   |
| Technology based disruption  | 22.2%   |
| Climate change   | 12.3%   |
| Environmental degradation  | 10.5%   |

| 9. When thinking about development efforts in Argentina, do you think that civil society (e.g., NGOs, CBOs) should ... ? | Percentage of Respondents (N=337) |
|--|-----------------------------------|
| Engage significantly less  | 3.6%                              |
| Engage somewhat less   | 4.5%                              |
| Engage somewhat more   | 30.3%                             |
| Engage significantly more  | 45.7%                             |
| Engage at the same level it does currently   | 9.5%                              |
| Don't know   | 6.5%                              |

| 10. To what extent do you trust domestic private sector to engage in public service delivery in Argentina? | Percentage of Respondents (N=335) |
|--|-----------------------------------|
| To a very low degree   | 9.6%                              |
| To a somewhat low degree   | 46.3%                             |
| To a somewhat high degree  | 32.2%                             |
| To a very high degree  | 4.5%                              |
| Don't know   | 7.5%                              |

| 11. To what extent do you trust international private sector to engage in public service delivery in Argentina? | Percentage of Respondents (N=335) |
|---|-----------------------------------|
| To a very low degree  | 17.6%                             |
| To a somewhat low degree  | 36.1%                             |
| To a somewhat high degree   | 30.4%                             |
| To a very high degree   | 5.4%                              |
| Don't know  | 10.4%                             |

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

| 1. How familiar are you with the work of these organizations in Argentina?<br>(1-Not familiar at all, 10-Extremely familiar) | Familiarity |      |      |
|--|-------------|------|------|
|  | N           | Mean | SD   |
| 1. World Bank Group (WBG)  | 329         | 6.53 | 2.50 |
| 2. Inter-American Development Bank (IDB/BID)   | 329         | 6.78 | 2.34 |
| 3. Latin American Development Bank (CAF)   | 328         | 5.52 | 2.76 |

| 2. Overall, please rate your impression of the effectiveness of these organizations in Argentina. (1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|---|---------------|-----|------|------|
|   | N             | DK  | Mean | SD   |
| 1. World Bank Group (WBG)*  | 272           | 56  | 6.99 | 1.87 |
| 2. Inter-American Development Bank (IDB/BID)  | 283           | 46  | 7.11 | 1.74 |
| 3. Latin American Development Bank (CAF)  | 224           | 104 | 6.52 | 1.95 |

| 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 Argentina solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 249 | 80 | 7.39 | 1.71 |

| 4. When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Argentina? (Choose no more than THREE) | Percentage of Respondents<br>(Responses Combined; N=326) |
|--|--|
| Poverty reduction  | 36.8%  |
| Education  | 31.0%  |
| Economic growth  | 25.8%  |
| Job creation/employment  | 20.6%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 19.3%  |
| Transport (e.g., roads, bridges, transportation)   | 17.8%  |
| Equality of opportunity (i.e., social inclusion)   | 14.7%  |
| Water and sanitation   | 14.1%  |
| Private sector development   | 12.0%  |
| Energy   | 10.1%  |
| Climate change (e.g., mitigation, adaptation)  | 8.6%   |
| Natural resource management (renewable/non-renewable)  | 8.3%   |
| Judiciary reform   | 8.3%   |
| Social protection (e.g., pensions, targeted social assistance)   | 8.0%   |
| Anti-corruption  | 7.7%   |
| Health   | 7.4%   |
| Urban development  | 7.4%   |
| Global/regional integration  | 7.1%   |
| Trade and exports  | 7.1%   |
| Financial markets  | 5.8%   |
| Agriculture and rural development  | 4.9%   |
| Information and communications technology  | 3.1%   |
| Gender equity (closing the gap between women and men, and boys and girls)  | 2.8%   |
| Crime and violence   | 2.5%   |
| Pollution  | 1.8%   |
| Disaster risk management   | 1.8%   |
| Food security  | 0.9%   |

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

| 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 Argentina? | Percentage of Respondents (N=319) |                       |          |
|---|-----------------------------------|-----------------------|----------|
|   | Greatest Value                    | Second Greatest Value | Combined |
| Financial resources   | 32.9%                             | 13.6%                 | 46.5%    |
| Implementation support  | 20.4%                             | 24.7%                 | 45.1%    |
| Capacity development related to World Bank Group supported projects   | 13.2%                             | 12.0%                 | 25.2%    |
| Technical assistance  | 6.9%                              | 13.9%                 | 20.8%    |
| Policy advice, studies, analyses  | 9.1%                              | 9.2%                  | 18.3%    |
| Mobilizing third party financial resources  | 7.2%                              | 8.2%                  | 15.4%    |
| Promoting knowledge sharing   | 2.8%                              | 8.5%                  | 11.4%    |
| Bringing together different groups of stakeholders  | 3.8%                              | 5.4%                  | 9.1%     |
| Data and statistics   | 3.8%                              | 4.4%                  | 8.2%     |
| Other   | 0.0%                              | 0.0%                  | 0.0%     |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=317) |
|---|---|
| Not adequately sensitive to political/social realities in Argentina   | 26.5%   |
| World Bank Group's processes too slow and complex   | 25.9%   |
| Don't know  | 24.6%   |
| Too influenced by developed countries   | 13.9%   |
| Not aligned with country priorities   | 13.2%   |
| Not willing to honestly criticize policies and reform efforts in the country  | 9.1%  |
| Not sufficiently focused on sustainable results   | 8.2%  |
| Inadequate World Bank Group's staffing in Argentina   | 6.9%  |
| Other   | 6.0%  |
| Staff too inaccessible  | 4.4%  |
| Arrogant in its approach  | 3.5%  |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Argentina? (Select only ONE response) | Percentage of Respondents (N=322) |
|---|-----------------------------------|
| To a fully sufficient degree  | 4.7%                              |
| To a somewhat sufficient degree   | 27.0%                             |
| To a somewhat insufficient degree   | 26.4%                             |
| To a very insufficient degree   | 9.6%                              |
| Don't know  | 32.3%                             |

| 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=319) |
|---|-----------------------------------|
| Increased its emphasis recently   | 17.6%                             |
| Decreased its emphasis recently   | 8.5%                              |
| Emphasis has remained pretty consistent over time   | 29.5%                             |
| Don't know  | 44.5%                             |

**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=321) |
|--|---|
| Academia/think tanks/research institutes   | 41.4%   |
| Local government   | 38.9%   |
| NGOs/Community Based Organizations   | 32.4%   |
| Private sector   | 26.2%   |
| Beneficiaries  | 16.5%   |
| Youth/university groups  | 9.7%  |
| Parliament   | 9.3%  |
| Don't know   | 5.0%  |
| Media  | 2.8%  |
| Other  | 2.5%  |

| To what extent do you agree with the following statements about the World Bank Group's work in Argentina? (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 Argentina*  | 275                | 46 | 5.97 | 2.02 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Argentina*  | 263                | 56 | 6.08 | 1.95 |

| To what extent is the World Bank Group an effective development partner in Argentina, 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*  | 240    | 58  | 6.30 | 1.70 |
| 13. Flexibility (in terms of the institution's products and services)*  | 237    | 64  | 5.68 | 1.84 |
| 14. Flexibility (in terms of changing country circumstances)*   | 245    | 56  | 5.80 | 1.92 |
| 15. Being inclusive*  | 233    | 64  | 6.47 | 1.88 |
| 16. Openness (sharing data and other information)*  | 239    | 59  | 7.05 | 1.85 |
| 17. Collaboration with the Government*  | 242    | 59  | 7.23 | 1.58 |
| 18. The speed in which it gets things accomplished on the ground*   | 220    | 77  | 5.56 | 1.97 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects*   | 223    | 74  | 6.65 | 1.85 |
| 20. Collaboration with civil society*   | 207    | 91  | 5.83 | 2.08 |
| 21. Staff accessibility*  | 234    | 61  | 6.70 | 2.31 |
| 22. Collaboration with other donors and development partners*   | 168    | 129 | 6.27 | 1.96 |
| 23. Collaboration with the private sector*  | 176    | 124 | 6.04 | 1.94 |
| 24. Straightforwardness and honesty*  | 224    | 75  | 7.38 | 2.03 |
| 25. Treating clients and stakeholders in Argentina with respect*  | 235    | 65  | 7.99 | 1.80 |
| 26. Being a long-term partner*  | 237    | 63  | 7.72 | 1.82 |

**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 Argentina? (1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|--|---------------|-----|------|------|
|  | N             | DK  | Mean | SD   |
| 1. Social protection (e.g., pensions, targeted social assistance)  | 131           | 163 | 6.56 | 1.95 |
| 2. Gender equity (closing the gap between women and men, and boys and girls)   | 144           | 150 | 6.78 | 1.93 |
| 3. Private sector development  | 123           | 167 | 6.18 | 1.83 |
| 4. Education   | 145           | 145 | 6.21 | 1.98 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 144           | 149 | 6.30 | 2.05 |
| 6. Urban development   | 155           | 138 | 7.08 | 1.78 |
| 7. Energy  | 139           | 149 | 7.11 | 1.79 |
| 8. Water and sanitation  | 151           | 140 | 7.46 | 1.71 |
| 9. Job creation/employment   | 123           | 167 | 5.72 | 2.12 |
| 10. Health   | 126           | 162 | 6.60 | 2.11 |
| 11. Financial markets  | 92            | 195 | 6.33 | 2.09 |
| 12. Transport (e.g., roads, bridges, transportation)   | 146           | 146 | 7.29 | 1.75 |
| 13. Agriculture and rural development  | 108           | 182 | 6.81 | 2.12 |
| 14. Trade and exports  | 87            | 200 | 6.71 | 1.89 |
| 15. Natural resource management (renewable/non-renewable)  | 133           | 158 | 6.98 | 1.91 |
| 16. Climate change (e.g., mitigation, adaptation)  | 138           | 152 | 7.04 | 2.00 |
| 17. Poverty reduction  | 174           | 118 | 6.40 | 2.17 |
| 18. Anti-corruption  | 113           | 175 | 6.34 | 2.37 |
| 19. Economic growth  | 125           | 160 | 6.36 | 2.07 |
| 20. Disaster risk management   | 93            | 192 | 6.53 | 2.15 |
| 21. Equality of opportunity (i.e., social inclusion)   | 147           | 141 | 6.75 | 2.01 |

| Achieving Development Results  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 2. To what extent does the World Bank Group's work help to achieve development results in Argentina?* (1-To no degree at all, 10-To a very significant degree) | 232 | 65 | 6.27 | 1.80 |

| Influencing the Development Agenda   | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 3. To what extent does the World Bank Group influence the development agenda in Argentina?* (1-To no degree at all, 10-To a very significant degree) | 233 | 63 | 5.90 | 1.89 |

| To what extent do you agree with the following statements about the World Bank Group in Argentina? (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, Guarantees, etc.) meet the needs of Argentina* | 245 | 52 | 6.11 | 2.00 |
| 5. The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)*                                  | 228 | 67 | 6.68 | 1.90 |

**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=296) |
|---|-----------------------------------|
| Weekly  | 9.8%                              |
| Monthly   | 20.9%                             |
| A few times a year  | 51.0%                             |
| Rarely  | 14.9%                             |
| Never   | 3.4%                              |

| In Argentina, 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   | 215    | 69 | 6.98 | 1.66 |
| 3. Include appropriate level of stakeholder involvement during preparation  | 193    | 91 | 6.51 | 1.94 |
| 4. Lead to practical solutions  | 210    | 79 | 6.32 | 1.88 |
| 5. Are source of relevant information on global good practices  | 222    | 62 | 7.60 | 1.71 |
| 6. Are adequately disseminated  | 239    | 48 | 6.11 | 2.22 |
| 7. Are translated enough into local language  | 211    | 72 | 7.11 | 2.19 |
| 8. Are adaptable to Argentina's specific development challenges and country circumstances*  | 213    | 74 | 6.69 | 1.93 |

| 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) | 238 | 51 | 6.36 | 1.84 |
| 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)                               | 252 | 39 | 7.68 | 1.52 |

**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   | 189                | 95  | 7.22 | 1.87 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports   | 223                | 64  | 7.28 | 1.84 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion   | 183                | 101 | 6.93 | 1.76 |
| 4. The World Bank Group's Environmental and Social Framework requirements are reasonable   | 198                | 86  | 7.26 | 1.87 |
| 5. The World Bank Group's conditions on its lending are reasonable   | 203                | 80  | 7.12 | 1.86 |
| 6. The World Bank Group takes decisions quickly in Argentina*  | 192                | 92  | 6.38 | 1.92 |
| 7. Working with the World Bank Group increases Argentina's institutional capacity  | 220                | 64  | 7.24 | 1.96 |
| 8. Working with the World Bank Group helps to strengthen government transparency in Argentina  | 219                | 67  | 7.43 | 2.05 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 160                | 123 | 7.28 | 1.90 |

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

| <b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=288)</b> |
|---|--|
| Increase the level of capacity development in the country   | 26.7%  |
| Reduce the complexity of obtaining World Bank Group financing   | 26.0%  |
| Engage more effectively with civil society (e.g., NGOs, CBOs)   | 19.4%  |
| Collaborate more effectively with Government clients (e.g., national, state, local)   | 15.6%  |
| Engage more effectively with private sector   | 14.6%  |
| Offer more innovative financial products  | 11.8%  |
| Improve the quality of its experts as related to Argentina's specific challenges  | 11.8%  |
| Engage more directly with beneficiaries   | 11.1%  |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects   | 10.1%  |
| Provide more adequate data/knowledge/statistics/figures on Argentina's economy  | 8.7%   |
| Offer more innovative knowledge services  | 8.7%   |
| Work faster   | 8.3%   |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN  | 7.3%   |
| Increase availability of Reimbursable Advisory Services (RAS)   | 4.9%   |
| Other   | 3.1%   |
| Ensure greater selectivity in its work  | 1.4%   |

| <b>2. When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina? (Select only ONE response)</b> | <b>Percentage of Respondents (N=287)</b> |
|--|--|
| Financial services   | 31.4%                                    |
| Knowledge products   | 20.6%                                    |
| Convening services   | 6.6%                                     |
| None of the above  | 0.0%                                     |
| The combination is appropriate for Argentina   | 27.2%                                    |
| Don't know   | 14.3%                                    |

**G. Communication and Information Sharing**

| <b>1. How frequently do you interact with the World Bank Group now in Argentina?</b> | <b>Percentage of Respondents (N=291)</b> |
|--|--|
| Never  | 13.4%                                    |
| Less than once a year  | 14.1%                                    |
| Once a year to a few times a year  | 37.5%                                    |
| Less than once a month   | 8.9%                                     |
| At least once a month  | 16.8%                                    |
| At least once a week   | 9.3%                                     |



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

| <b>2. How do you get most of your information about economic and social development issues in Argentina? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=291)</b> |
|--|--|
| Internet   | 60.1%  |
| Local newspapers   | 44.0%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 21.3%  |
| Other  | 19.2%  |
| International newspapers   | 12.4%  |
| Local television   | 8.9%   |
| Radio  | 3.8%   |
| International television   | 1.0%   |

| <b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=290)</b> |
|--|--|
| e-Newsletters  | 42.1%  |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions)                             | 41.4%  |
| World Bank Group’s seminars/workshops/conferences  | 39.0%  |
| World Bank Group’s publications and other written materials  | 26.6%  |
| World Bank Group’s website   | 21.7%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 11.7%  |

| <b>4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b> | <b>Percentage of Respondents</b> |                        |                         |                   |
|---|----------------------------------|------------------------|-------------------------|-------------------|
|   | <b>Every few days</b>            | <b>Every few weeks</b> | <b>Every few months</b> | <b>Not at all</b> |
| Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=282)                             | 11.7%                            | 29.8%                  | 44.3%                   | 14.2%             |
| Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=279)                            | 10.0%                            | 22.9%                  | 48.4%                   | 18.6%             |
| Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) (N=284)               | 12.0%                            | 18.7%                  | 23.9%                   | 45.4%             |
| Visited a WBG website (e.g., read a blog, used data) (N=281)  | 11.4%                            | 27.0%                  | 46.6%                   | 14.9%             |
| Attended an event/conference hosted by the WBG (N=284)  | 2.1%                             | 11.3%                  | 46.1%                   | 40.5%             |
| Watched a webinar or online event hosted by the WBG (N=285)   | 0.4%                             | 6.3%                   | 23.2%                   | 70.2%             |
| Read some or all of a WBG research paper or publication (N=285)   | 2.8%                             | 21.8%                  | 55.1%                   | 20.4%             |
| Met professionally with WBG staff (N=283)   | 9.5%                             | 19.4%                  | 35.0%                   | 36.0%             |
| Read a WBG e-newsletter (N=284)   | 2.8%                             | 15.5%                  | 31.7%                   | 50.0%             |

**H. Background Information**

| <b>1. Which of the following best describes your current affiliation?<br/>(Select only ONE response)</b>  | <b>Percentage of Respondents<br/>(N=368)</b> |
|---|--|
| Employee of a Ministry, Ministerial Department or Implementation Agency   | 18.5%  |
| Project Management Unit (PMU) overseeing implementation of project/<br>Consultant/Contractor working on World Bank Group supported<br>project/program | 14.4%  |
| NGO/Community Based Organization  | 13.9%  |
| Private Sector Organization   | 10.1%  |
| Academia/Research Institute/Think Tank  | 8.4%   |
| Multilateral Agency   | 6.8%   |
| Local Government Office or Staff  | 6.0%   |
| Media (press, radio, TV, web, etc.)   | 5.4%   |
| Office of Parliamentarian   | 3.8%   |
| Private Foundation  | 3.5%   |
| Office of Minister  | 2.7%   |
| Financial Sector/Private Bank   | 2.2%   |
| Bilateral Agency  | 1.4%   |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/<br>oversight institution)  | 1.1%   |
| Other   | 1.1%   |
| Office of the President, Prime Minister   | 0.3%   |
| Trade Union   | 0.3%   |
| Faith-Based Group   | 0.3%   |
| Youth Group   | 0.0%   |
| Judiciary Branch  | 0.0%   |

| <b>2. Please identify the primary specialization of your work.<br/>(Select only ONE response)</b> | <b>Percentage of Respondents<br/>(N=368)</b> |
|---|--|
| Generalist (specialized in multiple sectors)  | 12.8%  |
| Education   | 9.5%   |
| Governance  | 8.2%   |
| Environment and natural resources   | 7.6%   |
| Transport and ICT   | 6.5%   |
| Urban, rural, and social development  | 6.3%   |
| Water   | 6.0%   |
| Trade and competitiveness   | 5.7%   |
| Other   | 5.7%   |
| Social protection and labor   | 5.4%   |
| Macroeconomics and fiscal management  | 4.9%   |
| Health, nutrition, and population   | 4.1%   |
| Finance and markets   | 3.8%   |
| Energy and extractives  | 3.5%   |
| Poverty   | 3.5%   |
| Agriculture   | 1.6%   |
| Jobs  | 1.4%   |
| Fragility, conflict and violence  | 1.1%   |
| Public-private partnerships   | 1.1%   |
| Gender  | 1.1%   |
| Climate change  | 0.3%   |

**H. Background Information (continued)**

| <b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b> | <b>Percentage of Respondents (N=369)</b> |
|---|--|
| Yes   | 36.6%                                    |
| No  | 63.4%                                    |

| <b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Argentina? (Select only ONE response)</b> | <b>Percentage of Respondents (N=136)</b> |
|---|--|
| The World Bank (IBRD)   | 89.7%                                    |
| The International Finance Corporation (IFC)   | 8.8%                                     |
| The Multilateral Investment Guarantee Agency (MIGA)   | 0.7%                                     |
| International Centre for Settlement of Investment Disputes (ICSID)  | 0.7%                                     |

| <b>5. Do your projects involve both the World Bank and the IFC?</b> | <b>Percentage of Respondents (N=131)</b> |
|---|--|
| Yes   | 20.6%                                    |
| No  | 79.4%                                    |

| <b>6. Which of the following describes most of your exposure to the World Bank Group in Argentina? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=357)</b> |
|--|--|
| Engage in World Bank Group related/sponsored events/activities   | 38.9%  |
| Collaborate as part of my professional duties  | 38.7%  |
| Use World Bank Group reports/data  | 36.7%  |
| Use World Bank Group website for information, data, research, etc.   | 24.1%  |
| Observer (i.e., follow in media, discuss in informal conversations, etc.)  | 14.8%  |

| <b>7. What's your gender?</b> | <b>Percentage of Respondents (N=371)</b> |
|-------------------------------|--|
| Female                        | 40.7%                                    |
| Male                          | 59.3%                                    |

| <b>8. What's your age?</b> | <b>Percentage of Respondents (N=373)</b> |
|----------------------------|--|
| 25 and under               | 1.6%                                     |
| 26-35                      | 13.7%                                    |
| 36-45                      | 30.3%                                    |
| 46-55                      | 26.5%                                    |
| 56 and above               | 27.9%                                    |

| <b>9. Which best represents your geographic location?</b> | <b>Percentage of Respondents (N=369)</b> |
|---|--|
| City of Buenos Aires                                      | 78.9%                                    |
| Provinces   | 21.1%                                    |



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>14</sup>

- Office of the President/Prime Minister/Minister N=11
- PMU/Consultant on WBG Project N=53
- Private Sector/Financial Sector/Private Bank N=45
- Academia N=31
- Office of Parliamentarian N=14
- Local Govt. N=22
- CSO N=66
- Other<sup>15</sup> N=8
- Employee of a Ministry N=68
- Bilateral/Multilateral Agency N=30
- Media N=20

### A. General Issues facing Argentina

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Very pessimistic          | 0.0%  | 0.0%                      | 7.4%                   | 7.5%                          | 4.5%        | 3.3%                          | 13.3%  | 7.6%  | 25.0% | 16.1%    | 0.0%  |
| Somewhat pessimistic      | 45.5%   | 0.0%                      | 35.3%                  | 32.1%                         | 50.0%       | 53.3%                         | 37.8%  | 36.4% | 50.0% | 48.4%    | 50.0% |
| Somewhat optimistic       | 18.2%   | 35.7%                     | 36.8%                  | 41.5%                         | 27.3%       | 43.3%                         | 40.0%  | 37.9% | 25.0% | 29.0%    | 37.5% |
| Very optimistic           | 27.3%   | 57.1%                     | 14.7%                  | 9.4%                          | 9.1%        | 0.0%                          | 4.4%   | 7.6%  | 0.0%  | 6.5%     | 0.0%  |
| Not sure                  | 9.1%  | 7.1%                      | 5.9%                   | 9.4%                          | 9.1%        | 0.0%                          | 4.4%   | 10.6% | 0.0%  | 0.0%     | 12.5% |

\*Significantly different between stakeholder groups

<sup>14</sup> Only 368 respondents provided information about their current affiliation (question H1 in the questionnaire). Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>15</sup> Includes the following categories: Independent Government Institution (N=4) and Other (N=4).

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

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

| Percentage of Respondents (Responses Combined)                            | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Global/regional integration*  | 0.0%  | 7.1%                      | 2.9%                   | 0.0%                          | 0.0%        | 6.9%                          | 4.4%   | 6.2%  | 5.0%  | 6.5%     | 37.5% |
| Food security   | 0.0%  | 0.0%                      | 2.9%                   | 0.0%                          | 0.0%        | 0.0%                          | 2.2%   | 9.2%  | 0.0%  | 0.0%     | 0.0%  |
| Financial markets   | 0.0%  | 0.0%                      | 1.5%                   | 3.8%                          | 0.0%        | 6.9%                          | 0.0%   | 3.1%  | 5.0%  | 0.0%     | 0.0%  |
| Education   | 18.2%   | 21.4%                     | 33.8%                  | 37.7%                         | 50.0%       | 37.9%                         | 35.6%  | 43.1% | 35.0% | 45.2%    | 0.0%  |
| Public sector governance/ reform*   | 45.5%   | 21.4%                     | 20.6%                  | 18.9%                         | 27.3%       | 41.4%                         | 44.4%  | 16.9% | 15.0% | 41.9%    | 25.0% |
| Urban development   | 0.0%  | 7.1%                      | 1.5%                   | 1.9%                          | 4.5%        | 0.0%                          | 2.2%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Energy  | 0.0%  | 14.3%                     | 8.8%                   | 7.5%                          | 4.5%        | 0.0%                          | 6.7%   | 7.7%  | 10.0% | 6.5%     | 12.5% |
| Social protection   | 0.0%  | 14.3%                     | 2.9%                   | 9.4%                          | 0.0%        | 6.9%                          | 0.0%   | 7.7%  | 0.0%  | 12.9%    | 0.0%  |
| Gender equity (closing the gap between women and men, and boys and girls) | 9.1%  | 0.0%                      | 2.9%                   | 1.9%                          | 0.0%        | 6.9%                          | 0.0%   | 4.6%  | 5.0%  | 0.0%     | 0.0%  |
| Water and sanitation*   | 0.0%  | 0.0%                      | 8.8%                   | 15.1%                         | 0.0%        | 0.0%                          | 2.2%   | 3.1%  | 5.0%  | 0.0%     | 0.0%  |
| Pollution   | 0.0%  | 0.0%                      | 0.0%                   | 1.9%                          | 4.5%        | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Job creation/employment*  | 63.6%   | 57.1%                     | 26.5%                  | 24.5%                         | 27.3%       | 41.4%                         | 31.1%  | 26.2% | 30.0% | 9.7%     | 12.5% |
| Health  | 9.1%  | 0.0%                      | 4.4%                   | 3.8%                          | 4.5%        | 10.3%                         | 4.4%   | 4.6%  | 0.0%  | 6.5%     | 12.5% |
| Private sector development  | 18.2%   | 14.3%                     | 8.8%                   | 9.4%                          | 13.6%       | 10.3%                         | 24.4%  | 7.7%  | 25.0% | 3.2%     | 0.0%  |
| Climate change*   | 18.2%   | 0.0%                      | 2.9%                   | 5.7%                          | 13.6%       | 0.0%                          | 4.4%   | 9.2%  | 0.0%  | 0.0%     | 25.0% |
| Poverty reduction   | 36.4%   | 14.3%                     | 45.6%                  | 39.6%                         | 31.8%       | 24.1%                         | 42.2%  | 43.1% | 50.0% | 35.5%    | 50.0% |
| Trade and exports   | 9.1%  | 14.3%                     | 8.8%                   | 3.8%                          | 9.1%        | 17.2%                         | 13.3%  | 0.0%  | 10.0% | 9.7%     | 0.0%  |
| Crime and violence  | 9.1%  | 0.0%                      | 5.9%                   | 3.8%                          | 0.0%        | 13.8%                         | 4.4%   | 6.2%  | 0.0%  | 6.5%     | 25.0% |
| Natural resource management (renewable/ non-renewable)                    | 9.1%  | 0.0%                      | 4.4%                   | 5.7%                          | 18.2%       | 3.4%                          | 4.4%   | 4.6%  | 0.0%  | 3.2%     | 0.0%  |
| Anti-corruption   | 0.0%  | 7.1%                      | 8.8%                   | 17.0%                         | 9.1%        | 24.1%                         | 6.7%   | 16.9% | 20.0% | 16.1%    | 0.0%  |
| Judiciary reform  | 0.0%  | 14.3%                     | 8.8%                   | 9.4%                          | 18.2%       | 10.3%                         | 17.8%  | 13.8% | 15.0% | 19.4%    | 12.5% |
| Transport   | 9.1%  | 0.0%                      | 7.4%                   | 5.7%                          | 4.5%        | 0.0%                          | 2.2%   | 0.0%  | 5.0%  | 0.0%     | 12.5% |
| Agriculture and rural development   | 0.0%  | 0.0%                      | 0.0%                   | 7.5%                          | 0.0%        | 3.4%                          | 0.0%   | 3.1%  | 0.0%  | 0.0%     | 0.0%  |
| Economic growth*  | 9.1%  | 57.1%                     | 36.8%                  | 37.7%                         | 36.4%       | 24.1%                         | 37.8%  | 21.5% | 55.0% | 45.2%    | 62.5% |
| Disaster risk management  | 0.0%  | 0.0%                      | 2.9%                   | 0.0%                          | 4.5%        | 0.0%                          | 0.0%   | 1.5%  | 0.0%  | 0.0%     | 0.0%  |
| Equality of opportunity   | 18.2%   | 21.4%                     | 23.5%                  | 24.5%                         | 13.6%       | 10.3%                         | 4.4%   | 30.8% | 10.0% | 29.0%    | 12.5% |
| Information and communications technology                                 | 9.1%  | 0.0%                      | 10.3%                  | 0.0%                          | 0.0%        | 0.0%                          | 2.2%   | 3.1%  | 0.0%  | 3.2%     | 0.0%  |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses Combined)                  | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Reforms are not well thought out in light of country challenges | 30.0%   | 53.8%                     | 43.8%                  | 40.4%                         | 31.8%       | 35.7%                         | 54.5%  | 43.5% | 35.0% | 64.5%    | 37.5% |
| Poor coordination within the government                         | 20.0%   | 15.4%                     | 25.0%                  | 21.2%                         | 22.7%       | 17.9%                         | 18.2%  | 24.2% | 10.0% | 22.6%    | 37.5% |
| Inadequate level of donor coordination                          | 10.0%   | 7.7%                      | 0.0%                   | 3.8%                          | 0.0%        | 0.0%                          | 0.0%   | 3.2%  | 0.0%  | 0.0%     | 0.0%  |
| Inadequate level of government accountability                   | 0.0%  | 0.0%                      | 0.0%                   | 3.8%                          | 4.5%        | 3.6%                          | 4.5%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Inadequate level of capacity in the government                  | 20.0%   | 15.4%                     | 21.9%                  | 32.7%                         | 31.8%       | 32.1%                         | 29.5%  | 27.4% | 35.0% | 35.5%    | 62.5% |
| Political pressures and obstacles                               | 30.0%   | 53.8%                     | 42.2%                  | 32.7%                         | 36.4%       | 46.4%                         | 40.9%  | 37.1% | 55.0% | 38.7%    | 50.0% |
| Inadequate level of private sector participation                | 20.0%   | 7.7%                      | 18.8%                  | 9.6%                          | 18.2%       | 0.0%                          | 9.1%   | 4.8%  | 15.0% | 9.7%     | 0.0%  |
| Inadequate level of citizen/civil society participation         | 0.0%  | 7.7%                      | 10.9%                  | 7.7%                          | 9.1%        | 7.1%                          | 6.8%   | 14.5% | 5.0%  | 6.5%     | 0.0%  |
| Corruption  | 30.0%   | 23.1%                     | 15.6%                  | 32.7%                         | 13.6%       | 35.7%                         | 22.7%  | 29.0% | 35.0% | 12.9%    | 12.5% |
| Private sector involvement and/or influence                     | 10.0%   | 0.0%                      | 9.4%                   | 0.0%                          | 18.2%       | 3.6%                          | 0.0%   | 4.8%  | 5.0%  | 6.5%     | 0.0%  |
| Other   | 10.0%   | 0.0%                      | 9.4%                   | 1.9%                          | 9.1%        | 7.1%                          | 9.1%   | 8.1%  | 5.0%  | 0.0%     | 0.0%  |

|   | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   |       |      |      |
| To what extent do you trust the World Bank Group to do what is right? | 9   | 7.22 | 1.48 | 11                        | 7.45 | 1.69 | 55                     | 6.65 | 1.82 | 48                            | 7.02 | 1.77 | 17          | 7.24 | 1.86 | 23                            | 7.00 | 2.24 | 39   | 6.90 | 1.92 | 43  | 6.16 | 1.91 | 15    | 6.20 | 2.18 | 26       | 7.00 | 1.36 | 7     | 7.00 | 0.82 |

(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 Argentina? (1-Not familiar at all, 10-Extremely familiar)**

|  | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| World Bank Group (WBG)*                    | 10  | 7.50 | 1.43 | 10                        | 6.00 | 2.05 | 58                     | 7.52 | 1.95 | 49                            | 7.67 | 2.08 | 18          | 7.22 | 2.49 | 24                            | 6.38 | 2.45 | 42   | 6.50 | 2.53 | 61  | 4.52 | 2.45 | 17    | 5.24 | 2.14 | 29       | 7.07 | 2.20 | 7     | 6.43 | 3.10 |
| Inter-American Development Bank (IDB/BID)* | 10  | 7.00 | 1.76 | 10                        | 6.70 | 1.77 | 58                     | 7.64 | 1.95 | 49                            | 6.94 | 2.38 | 18          | 7.83 | 2.23 | 24                            | 6.79 | 2.62 | 42   | 7.00 | 2.25 | 60  | 5.45 | 2.28 | 18    | 5.78 | 2.53 | 29       | 7.03 | 2.32 | 7     | 6.71 | 2.29 |
| Latin American Development Bank (CAF)*     | 10  | 6.30 | 2.41 | 10                        | 4.40 | 3.06 | 58                     | 6.40 | 2.32 | 49                            | 5.88 | 3.01 | 18          | 5.94 | 2.71 | 24                            | 5.63 | 2.68 | 42   | 5.81 | 2.47 | 60  | 4.20 | 2.73 | 17    | 5.12 | 2.78 | 29       | 5.55 | 2.93 | 7     | 5.14 | 3.02 |

\*Significantly different between stakeholder groups

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

|  | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| World Bank Group (WBG)*                    | 10  | 7.30 | 1.83 | 9                         | 6.89 | 1.69 | 52                     | 7.10 | 1.83 | 47                            | 7.34 | 1.62 | 15          | 7.67 | 1.50 | 16                            | 7.13 | 1.96 | 34   | 7.44 | 1.85 | 41  | 5.61 | 2.23 | 13    | 6.46 | 1.61 | 26       | 7.19 | 1.23 | 5     | 7.20 | 2.17 |
| Inter-American Development Bank (IDB/BID)* | 10  | 7.30 | 1.77 | 10                        | 7.20 | 1.62 | 53                     | 7.28 | 1.56 | 44                            | 7.25 | 1.66 | 16          | 8.31 | 1.01 | 17                            | 7.00 | 1.90 | 38   | 7.74 | 1.39 | 47  | 5.94 | 2.08 | 14    | 6.86 | 1.99 | 25       | 7.04 | 1.21 | 5     | 7.00 | 2.00 |
| Latin American Development Bank (CAF)      | 10  | 7.10 | 2.51 | 7                         | 6.00 | 2.71 | 45                     | 6.60 | 1.64 | 36                            | 6.78 | 1.61 | 10          | 7.40 | 0.97 | 15                            | 6.53 | 2.00 | 28   | 6.71 | 2.00 | 35  | 5.43 | 2.40 | 13    | 6.77 | 2.24 | 19       | 6.68 | 1.42 | 4     | 6.75 | 1.89 |

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

| Percentage of Respondents (Responses Combined)                            | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Health  | 10.0%   | 0.0%                      | 5.2%                   | 12.2%                         | 16.7%       | 4.3%                          | 4.8%   | 3.4%  | 5.6%  | 14.3%    | 14.3% |
| Public sector governance/reform   | 20.0%   | 30.0%                     | 10.3%                  | 10.2%                         | 22.2%       | 21.7%                         | 31.0%  | 18.6% | 16.7% | 25.0%    | 42.9% |
| Education   | 40.0%   | 30.0%                     | 34.5%                  | 22.4%                         | 22.2%       | 26.1%                         | 28.6%  | 35.6% | 27.8% | 39.3%    | 42.9% |
| Financial markets   | 0.0%  | 0.0%                      | 5.2%                   | 4.1%                          | 0.0%        | 13.0%                         | 11.9%  | 8.5%  | 0.0%  | 3.6%     | 0.0%  |
| Global/regional integration   | 10.0%   | 10.0%                     | 5.2%                   | 8.2%                          | 0.0%        | 13.0%                         | 7.1%   | 8.5%  | 5.6%  | 7.1%     | 0.0%  |
| Energy  | 0.0%  | 0.0%                      | 10.3%                  | 14.3%                         | 16.7%       | 0.0%                          | 14.3%  | 8.5%  | 5.6%  | 7.1%     | 14.3% |
| Water and sanitation*   | 10.0%   | 10.0%                     | 17.2%                  | 28.6%                         | 22.2%       | 4.3%                          | 9.5%   | 6.8%  | 5.6%  | 21.4%    | 0.0%  |
| Pollution*  | 0.0%  | 10.0%                     | 1.7%                   | 8.2%                          | 0.0%        | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Job creation/employment   | 20.0%   | 40.0%                     | 20.7%                  | 16.3%                         | 50.0%       | 17.4%                         | 11.9%  | 22.0% | 11.1% | 17.9%    | 28.6% |
| Social protection   | 0.0%  | 0.0%                      | 17.2%                  | 12.2%                         | 0.0%        | 8.7%                          | 0.0%   | 5.1%  | 11.1% | 10.7%    | 0.0%  |
| Gender equity (closing the gap between women and men, and boys and girls) | 10.0%   | 0.0%                      | 1.7%                   | 4.1%                          | 5.6%        | 4.3%                          | 4.8%   | 1.7%  | 0.0%  | 0.0%     | 0.0%  |
| Private sector development  | 10.0%   | 10.0%                     | 12.1%                  | 8.2%                          | 11.1%       | 4.3%                          | 21.4%  | 10.2% | 16.7% | 10.7%    | 14.3% |
| Food security   | 0.0%  | 0.0%                      | 0.0%                   | 2.0%                          | 0.0%        | 0.0%                          | 0.0%   | 1.7%  | 5.6%  | 0.0%     | 0.0%  |
| Urban development   | 10.0%   | 20.0%                     | 10.3%                  | 6.1%                          | 16.7%       | 4.3%                          | 2.4%   | 6.8%  | 0.0%  | 7.1%     | 0.0%  |
| Information and communications technology                                 | 10.0%   | 0.0%                      | 8.6%                   | 0.0%                          | 0.0%        | 0.0%                          | 2.4%   | 3.4%  | 5.6%  | 0.0%     | 0.0%  |
| Transport   | 50.0%   | 0.0%                      | 20.7%                  | 20.4%                         | 22.2%       | 4.3%                          | 21.4%  | 11.9% | 22.2% | 17.9%    | 14.3% |
| Natural resource management (renewable/non-renewable)                     | 0.0%  | 0.0%                      | 8.6%                   | 12.2%                         | 5.6%        | 4.3%                          | 14.3%  | 8.5%  | 5.6%  | 7.1%     | 0.0%  |
| Climate change  | 10.0%   | 10.0%                     | 3.4%                   | 16.3%                         | 16.7%       | 17.4%                         | 0.0%   | 10.2% | 0.0%  | 7.1%     | 14.3% |
| Poverty reduction   | 20.0%   | 30.0%                     | 51.7%                  | 30.6%                         | 16.7%       | 26.1%                         | 33.3%  | 44.1% | 44.4% | 28.6%    | 42.9% |
| Judiciary reform  | 0.0%  | 0.0%                      | 1.7%                   | 4.1%                          | 11.1%       | 17.4%                         | 14.3%  | 8.5%  | 16.7% | 10.7%    | 14.3% |
| Economic growth   | 30.0%   | 40.0%                     | 13.8%                  | 22.4%                         | 22.2%       | 39.1%                         | 28.6%  | 25.4% | 44.4% | 25.0%    | 42.9% |
| Disaster risk management  | 10.0%   | 0.0%                      | 3.4%                   | 0.0%                          | 5.6%        | 4.3%                          | 2.4%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Equality of opportunity   | 10.0%   | 0.0%                      | 12.1%                  | 10.2%                         | 5.6%        | 17.4%                         | 7.1%   | 22.0% | 22.2% | 28.6%    | 0.0%  |
| Agriculture and rural development   | 0.0%  | 10.0%                     | 3.4%                   | 8.2%                          | 0.0%        | 4.3%                          | 7.1%   | 6.8%  | 0.0%  | 0.0%     | 0.0%  |
| Trade and exports   | 0.0%  | 30.0%                     | 5.2%                   | 4.1%                          | 5.6%        | 8.7%                          | 7.1%   | 8.5%  | 11.1% | 7.1%     | 0.0%  |
| Crime and violence  | 0.0%  | 10.0%                     | 3.4%                   | 2.0%                          | 0.0%        | 13.0%                         | 2.4%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Anti-corruption   | 0.0%  | 0.0%                      | 5.2%                   | 6.1%                          | 0.0%        | 21.7%                         | 7.1%   | 11.9% | 16.7% | 3.6%     | 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/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
|   | Increased its emphasis recently                 | 30.0%                     | 0.0%                   | 26.3%                         | 15.2%       | 11.8%                         | 12.5%  | 15.8% | 18.3% | 16.7%    | 10.7% |
| Decreased its emphasis recently                   | 30.0%   | 10.0%                     | 7.0%                   | 6.5%                          | 5.9%        | 8.3%                          | 10.5%  | 11.7% | 0.0%  | 3.6%     | 14.3% |
| Emphasis has remained pretty consistent over time | 30.0%   | 50.0%                     | 33.3%                  | 41.3%                         | 41.2%       | 25.0%                         | 26.3%  | 16.7% | 16.7% | 35.7%    | 14.3% |
| Don't know  | 10.0%   | 40.0%                     | 33.3%                  | 37.0%                         | 41.2%       | 54.2%                         | 47.4%  | 53.3% | 66.7% | 50.0%    | 42.9% |

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) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|--|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
|  | Parliament                                      | 10.0%                     | 30.0%                  | 8.8%                          | 6.5%        | 5.6%                          | 12.5%  | 10.3% | 5.0%  | 11.1%    | 7.1%  |
| Media*   | 0.0%  | 0.0%                      | 3.5%                   | 2.2%                          | 0.0%        | 0.0%                          | 0.0%   | 0.0%  | 27.8% | 3.6%     | 0.0%  |
| Youth/university groups*                       | 40.0%   | 0.0%                      | 15.8%                  | 10.9%                         | 5.6%        | 12.5%                         | 2.6%   | 5.0%  | 5.6%  | 10.7%    | 14.3% |
| Private sector*                                | 20.0%   | 20.0%                     | 15.8%                  | 21.7%                         | 16.7%       | 29.2%                         | 66.7%  | 25.0% | 16.7% | 14.3%    | 28.6% |
| Local government*                              | 70.0%   | 80.0%                     | 40.4%                  | 52.2%                         | 72.2%       | 37.5%                         | 23.1%  | 30.0% | 11.1% | 25.0%    | 42.9% |
| NGOs/Community Based Organizations*            | 0.0%  | 40.0%                     | 26.3%                  | 15.2%                         | 33.3%       | 25.0%                         | 25.6%  | 73.3% | 22.2% | 14.3%    | 28.6% |
| Academia/think tanks/research institutes*      | 20.0%   | 10.0%                     | 40.4%                  | 39.1%                         | 44.4%       | 29.2%                         | 43.6%  | 35.0% | 50.0% | 82.1%    | 28.6% |
| Beneficiaries                                  | 30.0%   | 10.0%                     | 22.8%                  | 28.3%                         | 11.1%       | 8.3%                          | 10.3%  | 8.3%  | 11.1% | 21.4%    | 28.6% |
| Other  | 0.0%  | 0.0%                      | 1.8%                   | 2.2%                          | 0.0%        | 12.5%                         | 0.0%   | 5.0%  | 0.0%  | 0.0%     | 0.0%  |
| Don't know                                     | 0.0%  | 0.0%                      | 5.3%                   | 4.3%                          | 0.0%        | 8.3%                          | 5.1%   | 3.3%  | 16.7% | 7.1%     | 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 Argentina? (1-Strongly disagree, 10-Strongly agree)

|  | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   |       |      |      |
| Overall the World Bank Group currently plays a relevant role in development in Argentina             | 10  | 6.40 | 1.58 | 10                        | 5.60 | 1.71 | 52                     | 6.40 | 2.00 | 44                            | 6.16 | 2.01 | 16          | 6.31 | 1.66 | 19                            | 6.37 | 2.14 | 35   | 5.37 | 1.99 | 41  | 5.51 | 2.46 | 13    | 5.23 | 1.83 | 26       | 6.04 | 1.82 | 5     | 5.80 | 1.79 |
| The World Bank Group's work is aligned with what I consider the development priorities for Argentina | 9   | 6.33 | 2.06 | 9                         | 4.89 | 1.45 | 53                     | 6.47 | 1.74 | 43                            | 6.47 | 1.98 | 16          | 6.25 | 1.57 | 18                            | 6.17 | 2.01 | 32   | 5.66 | 2.03 | 40  | 5.73 | 2.20 | 10    | 5.40 | 1.96 | 24       | 6.29 | 1.92 | 5     | 5.00 | 2.35 |

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

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

|  | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| Responsiveness to needs  | 10  | 6.80 | 1.87 | 8                         | 5.75 | 2.38 | 51                     | 6.29 | 1.33 | 43                            | 6.79 | 1.70 | 16          | 6.31 | 1.54 | 12                            | 6.42 | 1.73 | 28   | 6.18 | 1.61 | 32  | 5.69 | 2.10 | 11    | 5.91 | 2.02 | 20       | 6.30 | 1.49 | 5     | 6.40 | 1.34 |   |      |
| Flexibility (in terms of the institution's products and services)                          | 10  | 6.20 | 1.55 | 8                         | 5.25 | 1.67 | 49                     | 5.57 | 1.55 | 42                            | 5.90 | 1.64 | 17          | 5.41 | 1.87 | 15                            | 6.27 | 2.25 | 28   | 5.79 | 1.91 | 31  | 4.94 | 1.79 | 10    | 6.30 | 2.16 | 19       | 5.79 | 2.27 | 5     | 5.20 | 2.68 |   |      |
| Flexibility (in terms of changing country circumstances)                                   | 10  | 6.00 | 1.63 | 9                         | 6.11 | 1.62 | 49                     | 5.65 | 1.64 | 44                            | 5.91 | 1.85 | 17          | 5.47 | 2.00 | 14                            | 5.86 | 1.96 | 29   | 5.90 | 2.11 | 31  | 5.42 | 1.93 | 13    | 6.38 | 2.50 | 21       | 5.76 | 2.17 | 5     | 5.80 | 2.77 |   |      |
| Being inclusive  | 9   | 7.11 | 1.27 | 9                         | 5.78 | 2.39 | 48                     | 6.56 | 1.43 | 39                            | 6.56 | 1.76 | 16          | 6.50 | 1.83 | 16                            | 7.00 | 1.79 | 26   | 6.54 | 1.75 | 31  | 5.52 | 2.29 | 11    | 6.18 | 2.48 | 20       | 7.00 | 1.97 | 5     | 6.20 | 2.17 |   |      |
| Openness (sharing data and other information)*   | 10  | 6.90 | 1.10 | 8                         | 6.50 | 1.69 | 49                     | 6.78 | 1.66 | 42                            | 7.36 | 1.72 | 17          | 7.18 | 1.78 | 17                            | 7.35 | 2.03 | 28   | 7.64 | 1.77 | 33  | 6.39 | 2.19 | 11    | 5.73 | 2.10 | 16       | 8.19 | 1.56 | 6     | 6.67 | 1.21 |   |      |
| Collaboration with the Government  | 9   | 7.44 | 0.88 | 8                         | 6.50 | 1.60 | 49                     | 7.16 | 1.30 | 42                            | 7.36 | 1.85 | 17          | 7.18 | 1.42 | 17                            | 7.00 | 1.66 | 30   | 7.37 | 1.73 | 31  | 6.90 | 1.60 | 13    | 6.92 | 2.18 | 18       | 7.89 | 1.37 | 5     | 7.20 | 0.84 |   |      |
| The speed in which it gets things accomplished on the ground*                              | 9   | 6.56 | 1.42 | 7                         | 4.29 | 2.06 | 48                     | 5.71 | 1.93 | 44                            | 5.91 | 2.02 | 15          | 6.33 | 1.63 | 13                            | 5.92 | 1.75 | 25   | 5.12 | 1.83 | 29  | 4.48 | 2.21 | 6     | 5.33 | 1.21 | 16       | 5.75 | 1.53 | 6     | 5.00 | 2.68 |   |      |
| Helping to bring discipline/effective supervision to implementation of investment projects | 9   | 6.89 | 1.45 | 9                         | 5.67 | 2.06 | 46                     | 6.78 | 1.59 | 42                            | 7.19 | 1.84 | 14          | 7.29 | 1.54 | 16                            | 6.56 | 2.10 | 28   | 6.29 | 1.98 | 28  | 6.00 | 2.02 | 9     | 6.33 | 2.29 | 14       | 6.64 | 1.91 | 5     | 6.20 | 1.10 |   |      |
| Collaboration with civil society*  | 7   | 6.57 | 1.62 | 6                         | 5.67 | 1.86 | 41                     | 5.83 | 1.64 | 36                            | 6.64 | 1.97 | 15          | 6.20 | 1.78 | 16                            | 6.25 | 1.81 | 24   | 5.54 | 1.82 | 37  | 4.81 | 2.42 | 9     | 5.22 | 2.86 | 11       | 6.09 | 2.34 | 3     | 5.00 | 3.46 |   |      |
| Staff accessibility*   | 9   | 6.89 | 2.03 | 7                         | 6.00 | 1.91 | 47                     | 6.94 | 1.99 | 45                            | 7.78 | 1.68 | 17          | 6.82 | 2.27 | 17                            | 6.06 | 2.14 | 29   | 6.62 | 2.38 | 28  | 5.11 | 2.87 | 11    | 5.09 | 2.26 | 18       | 7.67 | 1.88 | 4     | 5.50 | 3.32 |   |      |
| Collaboration with other donors and development partners                                   | 6   | 7.50 | 1.38 | 7                         | 5.29 | 1.60 | 41                     | 6.02 | 1.74 | 25                            | 7.08 | 1.71 | 12          | 7.00 | 1.21 | 15                            | 6.00 | 1.96 | 18   | 5.94 | 2.31 | 24  | 5.63 | 2.37 | 7     | 5.86 | 1.68 | 9        | 7.33 | 2.12 | 3     | 5.33 | 2.08 |   |      |
| Collaboration with the private sector  | 5   | 6.80 | 1.64 | 8                         | 5.13 | 2.10 | 36                     | 6.06 | 1.67 | 22                            | 6.00 | 1.95 | 10          | 6.60 | 1.90 | 12                            | 6.67 | 2.42 | 31   | 6.06 | 2.32 | 29  | 5.55 | 1.72 | 10    | 6.00 | 1.83 | 9        | 6.56 | 2.13 | 2     | 5.50 | 2.12 |   |      |
| Straightforwardness and honesty  | 9   | 7.56 | 2.07 | 8                         | 6.25 | 2.38 | 47                     | 7.47 | 1.85 | 41                            | 7.49 | 2.09 | 16          | 7.69 | 2.02 | 17                            | 6.71 | 1.90 | 27   | 7.96 | 2.10 | 27  | 6.78 | 2.08 | 8     | 6.63 | 2.20 | 16       | 7.81 | 1.38 | 5     | 7.20 | 3.49 |   |      |
| Treating clients and stakeholders in Argentina with respect*                               | 10  | 7.50 | 1.43 | 7                         | 6.86 | 1.86 | 48                     | 7.94 | 1.85 | 44                            | 8.43 | 1.44 | 17          | 8.65 | 0.93 | 15                            | 7.40 | 2.03 | 29   | 8.28 | 2.00 | 26  | 7.00 | 1.96 | 12    | 7.75 | 2.01 | 20       | 8.55 | 1.50 | 5     | 7.80 | 2.77 |   |      |
| Being a long-term partner  | 9   | 7.67 | 1.32 | 9                         | 6.44 | 1.81 | 49                     | 7.61 | 1.74 | 42                            | 8.07 | 1.79 | 16          | 8.25 | 1.24 | 18                            | 7.33 | 2.20 | 31   | 7.97 | 1.97 | 28  | 7.00 | 1.83 | 12    | 7.83 | 2.04 | 17       | 8.41 | 1.58 | 4     | 7.75 | 1.89 |   |      |

\*Significantly different between stakeholder groups

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

|   | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| To what extent does the World Bank Group's work help to achieve development results in Argentina? | 10  | 6.30 | 2.21 | 8                         | 5.63 | 1.69 | 45                     | 6.47 | 1.85 | 42                            | 6.71 | 1.80 | 15          | 6.80 | 1.32 | 16                            | 5.81 | 2.14 | 31   | 6.35 | 1.50 | 26  | 5.77 | 1.97 | 10    | 5.10 | 1.66 | 22       | 6.09 | 1.63 | 5     | 6.40 | 1.95 |   |      |

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



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

|   | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| To what extent does the World Bank Group influence the development agenda in Argentina? | 10  | 6.60 | 1.35 | 8                         | 4.75 | 2.38 | 43                     | 6.23 | 1.73 | 38                            | 6.16 | 2.05 | 17          | 5.94 | 1.92 | 19                            | 6.05 | 1.84 | 30   | 5.67 | 1.81 | 29  | 5.59 | 2.01 | 11    | 5.55 | 1.51 | 20       | 5.65 | 1.98 | 6     | 5.00 | 2.10 |

(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 Argentina? (1- Strongly disagree, 10- Strongly agree)**

|   | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Argentina* | 10  | 6.40 | 1.78 | 9                         | 5.22 | 1.86 | 46                     | 6.13 | 2.03 | 40                            | 6.98 | 1.82 | 15          | 6.27 | 1.39 | 17                            | 6.29 | 2.23 | 33   | 6.36 | 1.87 | 31  | 5.55 | 2.32 | 12    | 5.58 | 2.15 | 23       | 5.48 | 1.90 | 6     | 4.50 | 1.64 |
| The World Bank Group meets Argentina's needs for knowledge services       | 10  | 6.80 | 1.87 | 9                         | 6.00 | 1.50 | 43                     | 6.23 | 1.84 | 35                            | 7.29 | 1.81 | 14          | 7.71 | 0.91 | 18                            | 6.78 | 2.16 | 29   | 6.69 | 2.14 | 29  | 6.41 | 1.88 | 9     | 5.89 | 2.47 | 25       | 6.56 | 1.92 | 5     | 7.00 | 1.87 |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Weekly                    | 10.0%   | 11.1%                     | 22.0%                  | 20.9%                         | 11.1%       | 4.3%                          | 0.0%   | 3.8%  | 0.0%  | 3.7%     | 16.7% |
| Monthly                   | 20.0%   | 44.4%                     | 24.0%                  | 14.0%                         | 22.2%       | 13.0%                         | 21.1%  | 15.1% | 20.0% | 37.0%    | 0.0%  |
| A few times a year        | 50.0%   | 22.2%                     | 46.0%                  | 58.1%                         | 27.8%       | 78.3%                         | 47.4%  | 54.7% | 60.0% | 48.1%    | 50.0% |
| Rarely                    | 20.0%   | 11.1%                     | 8.0%                   | 4.7%                          | 33.3%       | 4.3%                          | 26.3%  | 20.8% | 13.3% | 11.1%    | 16.7% |
| Never                     | 0.0%  | 11.1%                     | 0.0%                   | 2.3%                          | 5.6%        | 0.0%                          | 5.3%   | 5.7%  | 6.7%  | 0.0%     | 16.7% |

\*Significantly different between stakeholder groups



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

In Argentina, 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/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| Are adaptable to Argentina's specific development challenges and country circumstances | 8   | 6.63 | 1.51 | 8                         | 6.50 | 1.77 | 40                     | 6.48 | 1.50 | 35                            | 7.31 | 1.84 | 14          | 6.86 | 1.35 | 17                            | 7.18 | 1.55 | 27   | 6.04 | 2.34 | 27  | 6.15 | 2.61 | 8     | 7.25 | 1.39 | 21       | 7.00 | 2.02 | 5     | 5.80 | 2.17 |

|  | Office of the President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | 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? | 9   | 6.78 | 2.17 | 8                         | 5.38 | 1.51 | 45                     | 6.27 | 1.74 | 40                            | 7.15 | 1.83 | 16          | 6.50 | 1.59 | 18                            | 6.61 | 2.25 | 31   | 5.90 | 1.80 | 30  | 6.07 | 1.87 | 11    | 5.73 | 2.20 | 22       | 6.23 | 1.51 | 5     | 6.00 | 1.73 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 10  | 7.40 | 1.58 | 9                         | 7.56 | 0.88 | 45                     | 7.49 | 1.39 | 42                            | 8.02 | 1.69 | 15          | 7.87 | 1.13 | 19                            | 8.16 | 1.38 | 32   | 7.44 | 1.97 | 36  | 7.31 | 1.51 | 11    | 7.18 | 1.89 | 25       | 8.04 | 1.17 | 5     | 8.20 | 0.45 |

(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/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG Project |      |      | Local Govt. |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/Financial Sector/Private Bank |      |      | CSO |      |      | Media |      |      | 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   | N        | Mean | SD   | N     | Mean | SD   |
| The World Bank Group takes decisions quickly in Argentina*                             | 8   | 5.88 | 1.73 | 6                         | 4.33 | 2.16 | 42                     | 6.45 | 1.74 | 35                            | 7.31 | 1.76 | 15          | 6.40 | 2.06 | 11                            | 6.45 | 1.69 | 30   | 6.53 | 1.68 | 16  | 5.19 | 1.83 | 7     | 5.71 | 2.14 | 15       | 6.47 | 1.85 | 5     | 4.80 | 2.59 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 9   | 6.33 | 1.41 | 5                         | 7.40 | 0.55 | 31                     | 7.32 | 1.72 | 34                            | 7.71 | 2.08 | 12          | 7.17 | 1.70 | 11                            | 6.64 | 2.73 | 22   | 7.59 | 1.79 | 14  | 7.21 | 1.85 | 5     | 6.80 | 1.64 | 12       | 6.67 | 2.39 | 4     | 8.00 | 1.15 |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses Combined)  | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Offer more innovative financial products  | 20.0%   | 25.0%                     | 10.2%                  | 22.7%                         | 0.0%        | 4.5%                          | 13.2%  | 5.8%  | 15.4% | 12.0%    | 16.7% |
| Ensure greater selectivity in its work  | 0.0%  | 0.0%                      | 0.0%                   | 0.0%                          | 0.0%        | 9.1%                          | 0.0%   | 1.9%  | 0.0%  | 0.0%     | 0.0%  |
| Provide more adequate data/knowledge/statistics/figures on Argentina's economy                | 0.0%  | 12.5%                     | 10.2%                  | 2.3%                          | 5.6%        | 9.1%                          | 10.5%  | 9.6%  | 15.4% | 16.0%    | 0.0%  |
| Work faster*  | 10.0%   | 37.5%                     | 4.1%                   | 18.2%                         | 11.1%       | 0.0%                          | 7.9%   | 5.8%  | 7.7%  | 4.0%     | 0.0%  |
| Reduce the complexity of obtaining World Bank Group financing*                                | 50.0%   | 0.0%                      | 36.7%                  | 31.8%                         | 38.9%       | 4.5%                          | 28.9%  | 23.1% | 23.1% | 8.0%     | 33.3% |
| Increase availability of Reimbursable Advisory Services (RAS)                                 | 0.0%  | 0.0%                      | 12.2%                  | 11.4%                         | 0.0%        | 0.0%                          | 5.3%   | 1.9%  | 0.0%  | 0.0%     | 0.0%  |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 0.0%  | 0.0%                      | 6.1%                   | 13.6%                         | 11.1%       | 4.5%                          | 13.2%  | 7.7%  | 7.7%  | 24.0%    | 16.7% |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*     | 0.0%  | 12.5%                     | 6.1%                   | 4.5%                          | 5.6%        | 50.0%                         | 2.6%   | 1.9%  | 0.0%  | 4.0%     | 0.0%  |
| Engage more effectively with civil society*   | 10.0%   | 0.0%                      | 4.1%                   | 15.9%                         | 11.1%       | 0.0%                          | 2.6%   | 73.1% | 15.4% | 8.0%     | 16.7% |
| Increase the level of capacity development in the country*                                    | 40.0%   | 12.5%                     | 30.6%                  | 22.7%                         | 38.9%       | 31.8%                         | 18.4%  | 15.4% | 7.7%  | 52.0%    | 50.0% |
| Engage more directly with beneficiaries   | 0.0%  | 12.5%                     | 12.2%                  | 13.6%                         | 11.1%       | 4.5%                          | 5.3%   | 13.5% | 38.5% | 8.0%     | 0.0%  |
| Improve the quality of its experts as related to Argentina's specific challenges*             | 0.0%  | 12.5%                     | 10.2%                  | 2.3%                          | 33.3%       | 18.2%                         | 18.4%  | 7.7%  | 7.7%  | 16.0%    | 0.0%  |
| Engage more effectively with private sector*  | 0.0%  | 25.0%                     | 8.2%                   | 6.8%                          | 5.6%        | 13.6%                         | 44.7%  | 11.5% | 23.1% | 4.0%     | 16.7% |
| Offer more innovative knowledge services  | 0.0%  | 0.0%                      | 12.2%                  | 9.1%                          | 5.6%        | 9.1%                          | 2.6%   | 3.8%  | 30.8% | 12.0%    | 0.0%  |
| Collaborate more effectively with Government clients  | 30.0%   | 37.5%                     | 18.4%                  | 9.1%                          | 22.2%       | 18.2%                         | 13.2%  | 9.6%  | 7.7%  | 16.0%    | 50.0% |
| Other   | 0.0%  | 0.0%                      | 4.1%                   | 4.5%                          | 0.0%        | 9.1%                          | 5.3%   | 0.0%  | 0.0%  | 4.0%     | 0.0%  |

\*Significantly different between stakeholder groups



### G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Argentina?\*

| Percentage of Respondents         | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|-----------------------------------|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Never                             | 0.0%  | 42.9%                     | 8.2%                   | 2.3%                          | 27.8%       | 8.7%                          | 10.5%  | 30.8% | 7.7%  | 3.7%     | 33.3% |
| Less than once a year             | 30.0%   | 14.3%                     | 6.1%                   | 4.5%                          | 11.1%       | 17.4%                         | 18.4%  | 23.1% | 15.4% | 11.1%    | 0.0%  |
| Once a year to a few times a year | 40.0%   | 42.9%                     | 26.5%                  | 20.5%                         | 16.7%       | 47.8%                         | 39.5%  | 42.3% | 69.2% | 63.0%    | 50.0% |
| Less than once a month            | 0.0%  | 0.0%                      | 8.2%                   | 11.4%                         | 0.0%        | 21.7%                         | 18.4%  | 3.8%  | 0.0%  | 7.4%     | 16.7% |
| At least once a month             | 10.0%   | 0.0%                      | 32.7%                  | 31.8%                         | 27.8%       | 4.3%                          | 13.2%  | 0.0%  | 7.7%  | 14.8%    | 0.0%  |
| At least once a week              | 20.0%   | 0.0%                      | 18.4%                  | 29.5%                         | 16.7%       | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|--|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| International television*                      | 0.0%  | 0.0%                      | 0.0%                   | 0.0%                          | 0.0%        | 8.7%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%     | 0.0%  |
| Local newspapers                               | 40.0%   | 62.5%                     | 55.1%                  | 46.5%                         | 38.9%       | 34.8%                         | 55.3%  | 36.5% | 38.5% | 29.6%    | 33.3% |
| Radio  | 0.0%  | 0.0%                      | 2.0%                   | 9.3%                          | 5.6%        | 4.3%                          | 5.3%   | 1.9%  | 0.0%  | 3.7%     | 0.0%  |
| Social media                                   | 30.0%   | 25.0%                     | 14.3%                  | 27.9%                         | 27.8%       | 26.1%                         | 13.2%  | 25.0% | 7.7%  | 25.9%    | 16.7% |
| International newspapers                       | 20.0%   | 0.0%                      | 16.3%                  | 2.3%                          | 0.0%        | 17.4%                         | 15.8%  | 7.7%  | 30.8% | 14.8%    | 16.7% |
| Local television*                              | 10.0%   | 0.0%                      | 4.1%                   | 16.3%                         | 22.2%       | 17.4%                         | 2.6%   | 7.7%  | 0.0%  | 0.0%     | 50.0% |
| Internet                                       | 60.0%   | 37.5%                     | 46.9%                  | 62.8%                         | 55.6%       | 56.5%                         | 57.9%  | 63.5% | 92.3% | 70.4%    | 83.3% |
| Other  | 10.0%   | 25.0%                     | 24.5%                  | 14.0%                         | 27.8%       | 8.7%                          | 21.1%  | 23.1% | 15.4% | 22.2%    | 0.0%  |

\*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/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Direct contact with World Bank Group                        | 50.0%   | 37.5%                     | 30.6%                  | 50.0%                         | 22.2%       | 43.5%                         | 39.5%  | 49.0% | 69.2% | 26.9%    | 33.3% |
| World Bank Group's website                                  | 20.0%   | 12.5%                     | 14.3%                  | 15.9%                         | 27.8%       | 21.7%                         | 23.7%  | 25.5% | 15.4% | 38.5%    | 16.7% |
| Social media  | 30.0%   | 12.5%                     | 8.2%                   | 11.4%                         | 11.1%       | 17.4%                         | 7.9%   | 13.7% | 7.7%  | 11.5%    | 16.7% |
| World Bank Group's publications and other written materials | 0.0%  | 25.0%                     | 36.7%                  | 25.0%                         | 27.8%       | 30.4%                         | 23.7%  | 21.6% | 23.1% | 30.8%    | 33.3% |
| e-Newsletters   | 20.0%   | 62.5%                     | 49.0%                  | 36.4%                         | 50.0%       | 43.5%                         | 42.1%  | 35.3% | 46.2% | 46.2%    | 33.3% |
| World Bank Group's seminars/workshops/conferences           | 40.0%   | 25.0%                     | 44.9%                  | 40.9%                         | 50.0%       | 30.4%                         | 39.5%  | 39.2% | 30.8% | 26.9%    | 66.7% |



## 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/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---------------------------|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Yes                       | 18.2%   | 0.0%                      | 57.4%                  | 81.1%                         | 40.9%       | 43.3%                         | 33.3%  | 4.5%  | 5.0%  | 25.8%    | 25.0% |
| No                        | 81.8%   | 100.0%                    | 42.6%                  | 18.9%                         | 59.1%       | 56.7%                         | 66.7%  | 95.5% | 95.0% | 74.2%    | 75.0% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents  | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media  | Academia | Other  |
|--|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|--------|----------|--------|
| The World Bank (IBRD)  | 100.0%  | 0.0%                      | 100.0%                 | 97.7%                         | 88.9%       | 92.3%                         | 40.0%  | 50.0% | 0.0%   | 100.0%   | 100.0% |
| The International Finance Corporation (IFC)                        | 0.0%  | 0.0%                      | 0.0%                   | 2.3%                          | 11.1%       | 7.7%                          | 53.3%  | 50.0% | 0.0%   | 0.0%     | 0.0%   |
| The Multilateral Investment Guarantee Agency (MIGA)                | 0.0%  | 0.0%                      | 0.0%                   | 0.0%                          | 0.0%        | 0.0%                          | 6.7%   | 0.0%  | 0.0%   | 0.0%     | 0.0%   |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0%  | 0.0%                      | 0.0%                   | 0.0%                          | 0.0%        | 0.0%                          | 0.0%   | 0.0%  | 100.0% | 0.0%     | 0.0%   |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined)                      | Office of the President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant on WBG Project | Local Govt. | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Academia | Other |
|---|---|---------------------------|------------------------|-------------------------------|-------------|-------------------------------|--|-------|-------|----------|-------|
| Observer*   | 10.0%   | 21.4%                     | 11.9%                  | 0.0%                          | 15.8%       | 13.8%                         | 18.6%  | 29.0% | 21.1% | 10.0%    | 12.5% |
| Use World Bank Group reports/data*                                  | 40.0%   | 50.0%                     | 26.9%                  | 15.7%                         | 26.3%       | 41.4%                         | 30.2%  | 51.6% | 68.4% | 56.7%    | 12.5% |
| Engage in World Bank Group related/sponsored events/activities      | 60.0%   | 7.1%                      | 44.8%                  | 37.3%                         | 42.1%       | 41.4%                         | 41.9%  | 33.9% | 10.5% | 50.0%    | 37.5% |
| Collaborate as part of my professional duties*                      | 20.0%   | 7.1%                      | 55.2%                  | 82.4%                         | 31.6%       | 37.9%                         | 32.6%  | 11.3% | 0.0%  | 36.7%    | 62.5% |
| Use World Bank Group website for information, data, research, etc.* | 0.0%  | 42.9%                     | 11.9%                  | 3.9%                          | 21.1%       | 24.1%                         | 30.2%  | 41.9% | 57.9% | 26.7%    | 12.5% |

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

- City of Buenos Aires N=291
- Provinces N=78

### A. General Issues Facing Argentina

|   | City of Buenos Aires |      |      | Provinces |      |      |
|---|----------------------|------|------|-----------|------|------|
|   | N                    | Mean | SD   | N         | Mean | SD   |
| To what extent do you trust the World Bank Group to do what is right? | 228                  | 6.80 | 1.82 | 65        | 6.83 | 1.90 |

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

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

|   | City of Buenos Aires |      |      | Provinces |      |      |
|---|----------------------|------|------|-----------|------|------|
|   | N                    | Mean | SD   | N         | Mean | SD   |
| Overall, please rate your impression of the effectiveness of the World Bank Group in Argentina. | 208                  | 7.00 | 1.89 | 61        | 6.90 | 1.79 |

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

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

(1-Strongly disagree, 10-Strongly agree)

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | N                    | Mean | SD   | N         | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Argentina             | 215                  | 6.00 | 2.09 | 57        | 5.75 | 1.75 |
| The World Bank Group's work is aligned with what I consider the development priorities for Argentina | 205                  | 6.15 | 1.96 | 55        | 5.78 | 1.93 |

<sup>16</sup> Only 369 respondents provided information about their geographic location (question H9 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)**

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

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | N                    | Mean | SD   | N         | Mean | SD   |
| Responsiveness to needs  | 184                  | 6.39 | 1.66 | 53        | 6.02 | 1.83 |
| Flexibility (in terms of the institution's products and services)                          | 183                  | 5.73 | 1.81 | 52        | 5.46 | 1.92 |
| Flexibility (in terms of changing country circumstances)                                   | 188                  | 5.82 | 1.92 | 54        | 5.67 | 1.90 |
| Being inclusive  | 179                  | 6.51 | 1.86 | 51        | 6.29 | 1.92 |
| Openness (sharing data and other information)  | 183                  | 7.02 | 1.88 | 53        | 7.17 | 1.76 |
| Collaboration with the Government  | 186                  | 7.28 | 1.55 | 53        | 7.06 | 1.69 |
| The speed in which it gets things accomplished on the ground                               | 168                  | 5.64 | 1.98 | 51        | 5.29 | 1.96 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 169                  | 6.70 | 1.84 | 51        | 6.47 | 1.91 |
| Collaboration with civil society   | 158                  | 5.75 | 2.07 | 47        | 6.06 | 2.14 |
| Staff accessibility  | 181                  | 6.78 | 2.30 | 51        | 6.43 | 2.36 |
| Collaboration with other donors and development partners                                   | 127                  | 6.33 | 1.91 | 39        | 6.03 | 2.10 |
| Collaboration with the private sector  | 134                  | 6.16 | 1.92 | 39        | 5.59 | 1.98 |
| Straightforwardness and honesty  | 174                  | 7.33 | 2.03 | 47        | 7.51 | 2.05 |
| Treating clients and stakeholders in Argentina with respect                                | 183                  | 7.98 | 1.83 | 50        | 8.02 | 1.66 |
| Being a long-term partner  | 182                  | 7.73 | 1.84 | 52        | 7.73 | 1.74 |

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

|   | City of Buenos Aires |      |      | Provinces |      |      |
|---|----------------------|------|------|-----------|------|------|
|   | N                    | Mean | SD   | N         | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Argentina? | 183                  | 6.30 | 1.82 | 46        | 6.11 | 1.77 |

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

|   | City of Buenos Aires |      |      | Provinces |      |      |
|---|----------------------|------|------|-----------|------|------|
|   | N                    | Mean | SD   | N         | Mean | SD   |
| To what extent does the World Bank Group influence the development agenda in Argentina? | 185                  | 5.94 | 1.80 | 46        | 5.63 | 2.19 |

(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 Argentina?

(1-Strongly disagree, 10-Strongly agree)

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | N                    | Mean | SD   | N         | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Argentina | 196                  | 6.18 | 2.01 | 47        | 5.74 | 1.93 |
| The World Bank Group meets Argentina's needs for knowledge services      | 181                  | 6.66 | 1.95 | 45        | 6.69 | 1.74 |

**D. The World Bank Group's Knowledge Work and Activities****In Argentina, 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)*

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | N                    | Mean | SD   | N         | Mean | SD   |
| Are adaptable to Argentina's specific development challenges and country circumstances | 165                  | 6.70 | 1.90 | 45        | 6.53 | 2.06 |

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | 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? | 189                  | 6.45 | 1.81 | 47        | 5.96 | 1.97 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 197                  | 7.70 | 1.51 | 51        | 7.63 | 1.61 |

*(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)**

|  | City of Buenos Aires |      |      | Provinces |      |      |
|--|----------------------|------|------|-----------|------|------|
|  | N                    | Mean | SD   | N         | Mean | SD   |
| The World Bank Group takes decisions quickly in Argentina*                             | 151                  | 6.51 | 1.87 | 39        | 5.82 | 2.05 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 121                  | 7.31 | 1.94 | 36        | 7.11 | 1.80 |

*\*Significantly different between geographic locations*



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

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

- Collaborating with the WBG N=135
- Not collaborating with the WBG N=234

### A. General Issues Facing Argentina

**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/federal government*                       | 120                        | 5.49 | 2.14 | 211                            | 5.00 | 1.97 |
| Bilateral organizations (e.g., DFID, JICA, GIZ, USAID) | 86                         | 6.36 | 1.99 | 154                            | 6.14 | 1.89 |
| The World Bank Group                                   | 113                        | 6.87 | 1.85 | 181                            | 6.77 | 1.84 |
| The International Monetary Fund                        | 111                        | 5.12 | 2.60 | 199                            | 4.97 | 2.46 |
| UN   | 98                         | 6.08 | 2.07 | 188                            | 6.41 | 1.91 |
| Inter-American Development Bank (IDB/BID)              | 107                        | 6.90 | 1.77 | 190                            | 7.06 | 1.75 |
| Latin American Development Bank (CAF)                  | 101                        | 6.72 | 1.72 | 160                            | 6.74 | 1.94 |
| Argentina's Central Bank                               | 111                        | 5.05 | 2.22 | 202                            | 4.77 | 1.89 |
| Private sector   | 116                        | 4.85 | 1.79 | 205                            | 5.02 | 1.81 |
| International civil society                            | 100                        | 6.04 | 1.58 | 187                            | 6.42 | 1.85 |
| Domestic civil society*                                | 104                        | 5.90 | 1.72 | 196                            | 6.56 | 1.93 |
| Faith-based institutions*                              | 106                        | 4.83 | 2.23 | 192                            | 5.55 | 2.20 |
| Domestic traditional media and their web presence      | 115                        | 4.19 | 1.89 | 210                            | 4.43 | 1.85 |
| International media and their web presence             | 105                        | 5.18 | 1.86 | 193                            | 5.41 | 1.91 |
| Web based media  | 108                        | 4.93 | 1.85 | 201                            | 4.87 | 1.98 |

*\*Significantly different between collaborators and non-collaborators*

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

**How familiar are you with the work of these organizations in Argentina? (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)*                    | 118                        | 7.82 | 2.06 | 208                            | 5.78 | 2.44 |
| Inter-American Development Bank (IDB/BID)* | 117                        | 7.51 | 2.33 | 209                            | 6.35 | 2.26 |
| Latin American Development Bank (CAF)*     | 117                        | 6.39 | 2.88 | 208                            | 5.03 | 2.57 |

*\*Significantly different between collaborators and non-collaborators*

<sup>17</sup> Only 369 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 Argentina.

(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)*                   | 113                        | 7.36 | 1.71 | 156                            | 6.69 | 1.94 |
| Inter-American Development Bank (IDB/BID) | 107                        | 7.33 | 1.73 | 173                            | 6.97 | 1.75 |
| Latin American Development Bank (CAF)     | 89                         | 6.76 | 1.79 | 134                            | 6.35 | 2.04 |

\*Significantly different between collaborators and non-collaborators

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Argentina solve its most complicated development challenges?* | 114                        | 7.63 | 1.63 | 133                            | 7.17 | 1.77 |

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

| Percentage of Respondents (Responses Combined)                            | Collaborating with the WBG | Not collaborating with the WBG |
|---|----------------------------|--------------------------------|
| Health  | 7.6%                       | 7.3%                           |
| Public sector governance/reform   | 15.3%                      | 21.5%                          |
| Education   | 26.3%                      | 33.7%                          |
| Financial markets   | 8.5%                       | 4.4%                           |
| Global/regional integration   | 5.9%                       | 7.8%                           |
| Energy  | 9.3%                       | 10.2%                          |
| Water and sanitation*   | 25.4%                      | 7.8%                           |
| Pollution   | 2.5%                       | 1.5%                           |
| Job creation/employment   | 16.1%                      | 22.9%                          |
| Social protection   | 11.9%                      | 5.9%                           |
| Gender equity (closing the gap between women and men, and boys and girls) | 3.4%                       | 2.4%                           |
| Private sector development  | 12.7%                      | 11.2%                          |
| Food security   | 0.8%                       | 1.0%                           |
| Urban development   | 9.3%                       | 5.9%                           |
| Information and communications technology                                 | 3.4%                       | 2.9%                           |
| Transport   | 20.3%                      | 16.6%                          |
| Natural resource management (renewable/non-renewable)                     | 11.9%                      | 6.3%                           |
| Climate change  | 9.3%                       | 8.3%                           |
| Poverty reduction   | 37.3%                      | 36.6%                          |
| Judiciary reform*   | 3.4%                       | 11.2%                          |
| Economic growth   | 22.9%                      | 27.8%                          |
| Disaster risk management  | 2.5%                       | 1.5%                           |
| Equality of opportunity   | 11.0%                      | 16.6%                          |
| Agriculture and rural development   | 5.1%                       | 4.4%                           |
| Trade and exports*  | 3.4%                       | 9.3%                           |
| Crime and violence  | 1.7%                       | 2.9%                           |
| Anti-corruption   | 6.8%                       | 8.3%                           |

\*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 Argentina?  
(Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)                            | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|--|-------------------------------|-----------------------------------|
| Not adequately sensitive to political/social realities in Argentina          | 27.4%                         | 25.4%                             |
| Too influenced by developed countries  | 15.0%                         | 12.9%                             |
| World Bank Group's processes too slow and complex*                           | 39.8%                         | 17.9%                             |
| Not willing to honestly criticize policies and reform efforts in the country | 6.2%                          | 10.9%                             |
| Staff too inaccessible   | 2.7%                          | 5.5%                              |
| Not aligned with country priorities  | 10.6%                         | 14.4%                             |
| Not sufficiently focused on sustainable results                              | 7.1%                          | 9.0%                              |
| Arrogant in its approach   | 5.3%                          | 2.5%                              |
| Inadequate World Bank Group's staffing in Argentina                          | 4.4%                          | 8.5%                              |
| Other  | 8.8%                          | 4.5%                              |
| Don't know*  | 14.2%                         | 30.8%                             |

\*Significantly different between collaborators and non-collaborators

To what extent do you believe that the World Bank Group's work and support help the poorest in Argentina?\*

| Percentage of Respondents         | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|-----------------------------------|-------------------------------|-----------------------------------|
| To a fully sufficient degree      | 7.7%                          | 2.5%                              |
| To a somewhat sufficient degree   | 39.3%                         | 20.3%                             |
| To a somewhat insufficient degree | 24.8%                         | 27.7%                             |
| To a very insufficient degree     | 9.4%                          | 9.9%                              |
| Don't know                        | 18.8%                         | 39.6%                             |

\*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group's work in Argentina?  
(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 Argentina*             | 110                        | 6.33 | 1.95 | 162                            | 5.72 | 2.05 |
| The World Bank Group's work is aligned with what I consider the development priorities for Argentina* | 109                        | 6.41 | 1.90 | 151                            | 5.84 | 1.97 |

\*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 Argentina, 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*  | 103                        | 6.68 | 1.49 | 134                            | 5.99 | 1.79 |
| Flexibility (in terms of the institution's products and services)                           | 103                        | 5.83 | 1.85 | 132                            | 5.54 | 1.82 |
| Flexibility (in terms of changing country circumstances)                                    | 107                        | 5.97 | 1.94 | 136                            | 5.64 | 1.89 |
| Being inclusive*  | 93                         | 6.85 | 1.60 | 138                            | 6.20 | 2.01 |
| Openness (sharing data and other information)   | 102                        | 7.24 | 1.74 | 136                            | 6.91 | 1.93 |
| Collaboration with the Government   | 100                        | 7.42 | 1.53 | 140                            | 7.07 | 1.61 |
| The speed in which it gets things accomplished on the ground*                               | 99                         | 6.03 | 1.92 | 120                            | 5.15 | 1.93 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 97                         | 7.00 | 1.76 | 124                            | 6.35 | 1.88 |
| Collaboration with civil society*   | 82                         | 6.34 | 1.89 | 124                            | 5.48 | 2.13 |
| Staff accessibility*  | 104                        | 7.38 | 2.10 | 129                            | 6.13 | 2.32 |
| Collaboration with other donors and development partners*                                   | 70                         | 6.67 | 1.88 | 98                             | 5.98 | 1.97 |
| Collaboration with the private sector*  | 66                         | 6.42 | 2.05 | 109                            | 5.81 | 1.86 |
| Straightforwardness and honesty*  | 100                        | 7.69 | 1.90 | 122                            | 7.09 | 2.10 |
| Treating clients and stakeholders in Argentina with respect*                                | 105                        | 8.30 | 1.57 | 129                            | 7.72 | 1.94 |
| Being a long-term partner*  | 100                        | 8.08 | 1.70 | 136                            | 7.46 | 1.87 |

\*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 Argentina? (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*   | 54                         | 6.94 | 1.84 | 76                             | 6.26 | 2.00 |
| Gender equity (closing the gap between women and men, and boys and girls)* | 64                         | 7.22 | 1.80 | 78                             | 6.38 | 1.96 |
| Private sector development   | 52                         | 6.31 | 2.07 | 70                             | 6.09 | 1.65 |
| Education  | 56                         | 6.43 | 1.96 | 88                             | 6.07 | 1.99 |
| Public sector governance/reform  | 66                         | 6.48 | 2.23 | 77                             | 6.12 | 1.88 |
| Urban development  | 71                         | 7.27 | 1.75 | 83                             | 6.90 | 1.80 |
| Energy   | 58                         | 7.21 | 1.89 | 79                             | 7.00 | 1.73 |
| Water and sanitation   | 68                         | 7.59 | 1.82 | 83                             | 7.35 | 1.62 |
| Job creation/employment  | 52                         | 5.92 | 2.06 | 70                             | 5.54 | 2.17 |
| Health   | 56                         | 6.75 | 1.99 | 69                             | 6.46 | 2.22 |
| Financial markets  | 41                         | 6.61 | 2.10 | 51                             | 6.10 | 2.08 |
| Transport  | 68                         | 7.44 | 1.74 | 78                             | 7.15 | 1.76 |
| Agriculture and rural development  | 48                         | 7.19 | 2.11 | 60                             | 6.52 | 2.10 |
| Trade and exports  | 33                         | 6.67 | 2.09 | 53                             | 6.74 | 1.80 |
| Natural resource management (renewable/non-renewable)                      | 63                         | 7.24 | 1.94 | 69                             | 6.74 | 1.88 |
| Climate change*  | 66                         | 7.39 | 1.94 | 71                             | 6.70 | 2.01 |
| Poverty reduction*   | 75                         | 6.83 | 2.09 | 97                             | 6.03 | 2.17 |
| Anti-corruption*   | 47                         | 6.94 | 2.27 | 65                             | 5.86 | 2.34 |
| Economic growth  | 56                         | 6.73 | 2.06 | 68                             | 6.03 | 2.04 |
| Disaster risk management*  | 49                         | 7.14 | 1.94 | 44                             | 5.84 | 2.20 |
| Equality of opportunity*   | 65                         | 7.14 | 1.82 | 81                             | 6.42 | 2.11 |

*\*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 Argentina?* | 102                        | 6.63 | 1.77 | 129                            | 5.98 | 1.78 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent does the World Bank Group influence the development agenda in Argentina?* | 94                         | 6.38 | 1.80 | 138                            | 5.55 | 1.88 |

*(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 Argentina?***(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 Argentina* | 101                        | 6.63 | 1.95 | 142                            | 5.73 | 1.97 |
| The World Bank Group meets Argentina's needs for knowledge services*      | 94                         | 7.13 | 1.80 | 133                            | 6.35 | 1.92 |

*\*Significantly different between collaborators and non-collaborators***D. The World Bank Group's Knowledge Work and Activities****In Argentina, 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  | 91                         | 7.12 | 1.67 | 122                            | 6.86 | 1.66 |
| Include appropriate level of stakeholder involvement during preparation*                | 82                         | 6.88 | 1.81 | 111                            | 6.23 | 2.00 |
| Lead to practical solutions*  | 85                         | 6.62 | 1.90 | 123                            | 6.10 | 1.85 |
| Are source of relevant information on global good practices*                            | 92                         | 7.87 | 1.56 | 128                            | 7.40 | 1.79 |
| Are adequately disseminated*  | 96                         | 6.64 | 2.13 | 141                            | 5.74 | 2.22 |
| Are translated enough into local language*  | 90                         | 7.68 | 1.91 | 119                            | 6.67 | 2.32 |
| Are adaptable to Argentina's specific development challenges and country circumstances* | 85                         | 7.08 | 1.74 | 126                            | 6.40 | 2.02 |

*\*Significantly different between collaborators and non-collaborators*

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* | 99                         | 6.76 | 1.73 | 137                            | 6.05 | 1.88 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?  | 103                        | 7.84 | 1.56 | 147                            | 7.56 | 1.50 |

*(1- Not significant at all, 10- Very significant; 1- Very low technical quality, 10- Very high technical quality)**\*Significantly different between collaborators and non-collaborators*



### E. Working with the World Bank Group

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group disburses funds promptly*  | 90                         | 7.88 | 1.53 | 99                             | 6.63 | 1.96 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 102                        | 7.37 | 2.05 | 119                            | 7.18 | 1.66 |
| The World Bank Group's approvals and reviews are done in a timely fashion*                    | 90                         | 7.19 | 1.70 | 91                             | 6.65 | 1.78 |
| The World Bank Group's Environmental and Social Framework requirements are reasonable         | 93                         | 7.45 | 1.78 | 103                            | 7.07 | 1.95 |
| The World Bank Group's conditions on its lending are reasonable*                              | 89                         | 7.45 | 1.52 | 112                            | 6.84 | 2.06 |
| The World Bank Group takes decisions quickly in Argentina*                                    | 93                         | 6.75 | 1.79 | 98                             | 6.00 | 1.97 |
| Working with the World Bank Group increases Argentina's institutional capacity*               | 96                         | 7.55 | 1.60 | 122                            | 6.98 | 2.18 |
| Working with the World Bank Group helps to strengthen government transparency in Argentina    | 91                         | 7.71 | 1.88 | 127                            | 7.22 | 2.16 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 79                         | 7.49 | 1.82 | 81                             | 7.06 | 1.96 |

\*Significantly different between collaborators and non-collaborators

### F. The Future Role of the World Bank Group in Argentina

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

(Choose no more than TWO)

| Percentage of Respondents (Responses Combined)  | Collaborating with the WBG | Not collaborating with the WBG |
|---|----------------------------|--------------------------------|
| Offer more innovative financial products  | 15.3%                      | 9.7%                           |
| Ensure greater selectivity in its work  | 0.9%                       | 1.7%                           |
| Provide more adequate data/knowledge/statistics/figures on Argentina's economy                | 7.2%                       | 9.7%                           |
| Work faster   | 6.3%                       | 9.7%                           |
| Reduce the complexity of obtaining World Bank Group financing*                                | 34.2%                      | 21.1%                          |
| Increase availability of Reimbursable Advisory Services (RAS)*                                | 10.8%                      | 1.1%                           |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 12.6%                      | 8.6%                           |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN      | 8.1%                       | 6.9%                           |
| Engage more effectively with civil society*   | 7.2%                       | 27.4%                          |
| Increase the level of capacity development in the country                                     | 31.5%                      | 23.4%                          |
| Engage more directly with beneficiaries   | 13.5%                      | 9.7%                           |
| Improve the quality of its experts as related to Argentina's specific challenges              | 8.1%                       | 13.7%                          |
| Engage more effectively with private sector   | 12.6%                      | 15.4%                          |
| Offer more innovative knowledge services  | 4.5%                       | 10.9%                          |
| Collaborate more effectively with Government clients  | 13.5%                      | 17.1%                          |
| Other   | 4.5%                       | 2.3%                           |

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>18</sup>

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 = 82
- FY 2019 Number of comparable respondents = 328

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/Prime Minister/Office of Minister | 3.5%    | 3.5%    |
| Government Institutions                                   | 35.0%   | 35.0%   |
| Bilateral/Multilateral Agency                             | 9.0%    | 9.0%    |
| Civil Society   | 24.5%   | 24.5%   |
| Private Sector  | 13.0%   | 13.0%   |
| Academia  | 9.0%    | 9.0%    |
| Media   | 6.0%    | 6.0%    |

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

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

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| World Bank Group (WBG)                    | 80      | 6.97 | 2.41 | 294     | 6.38 | 2.54 |
| Inter-American Development Bank (IDB/BID) | 80      | 6.83 | 2.68 | 294     | 6.63 | 2.38 |
| Latin American Development Bank (CAF)     | 79      | 5.45 | 3.13 | 293     | 5.47 | 2.77 |

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

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

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| World Bank Group (WBG)                    | 70      | 6.68 | 1.57 | 240     | 6.86 | 1.93 |
| Inter-American Development Bank (IDB/BID) | 68      | 6.93 | 1.73 | 250     | 6.96 | 1.80 |
| Latin American Development Bank (CAF)     | 53      | 6.20 | 1.96 | 202     | 6.43 | 2.00 |

|  | 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 to help Argentina solve its most complicated development challenges? | 67      | 7.36 | 1.64 | 217     | 7.35 | 1.77 |

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

<sup>18</sup> 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 Argentina?\***  
(Select only ONE response)

| Percentage of Respondents         | FY 2016 | FY 2019 |
|-----------------------------------|---------|---------|
| To a fully sufficient degree      | 1.3%    | 4.2%    |
| To a somewhat sufficient degree   | 23.1%   | 26.7%   |
| To a somewhat insufficient degree | 48.7%   | 25.3%   |
| To a very insufficient degree     | 12.8%   | 9.7%    |
| Don't know                        | 14.1%   | 34.0%   |

\*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 Argentina?**  
(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 Argentina*            | 72      | 5.11 | 1.77 | 241     | 5.92 | 2.09 |
| The World Bank Group's work is aligned with what I consider the development priorities for Argentina | 68      | 5.55 | 2.03 | 230     | 6.09 | 1.99 |

\*Significantly different between FY 2016 and FY 2019

**To what extent is the World Bank Group an effective development partner in Argentina, 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*  | 57      | 5.58 | 1.63 | 207     | 6.28 | 1.72 |
| Flexibility (in terms of the institution's products and services)*                          | 54      | 4.86 | 1.69 | 205     | 5.67 | 1.86 |
| Flexibility (in terms of changing country circumstances)*                                   | 59      | 5.09 | 1.67 | 211     | 5.77 | 1.93 |
| Being inclusive*  | 56      | 5.53 | 1.86 | 200     | 6.44 | 1.88 |
| Openness (sharing data and other information)   | 61      | 7.08 | 1.91 | 207     | 7.02 | 1.89 |
| Collaboration with the Government*  | 57      | 6.58 | 1.83 | 209     | 7.23 | 1.60 |
| The speed in which it gets things accomplished on the ground                                | 52      | 5.49 | 1.92 | 190     | 5.49 | 1.98 |
| Helping to bring discipline/effective supervision to implementation of investment projects' |         |      |      | 192     | 6.60 | 1.88 |
| Collaboration with civil society  | 49      | 5.53 | 2.00 | 182     | 5.75 | 2.12 |
| Staff accessibility   | 57      | 6.70 | 2.17 | 203     | 6.62 | 2.37 |
| Collaboration with other donors and development partners                                    | 43      | 5.95 | 1.63 | 144     | 6.23 | 2.02 |
| Collaboration with the private sector   | 36      | 5.92 | 1.51 | 154     | 6.02 | 1.94 |
| Straightforwardness and honesty   | 58      | 7.23 | 2.12 | 191     | 7.37 | 1.98 |
| Treating clients and stakeholders in Argentina with respect                                 | 44      | 7.45 | 2.02 | 202     | 7.93 | 1.83 |
| Being a long-term partner   | 48      | 7.53 | 1.86 | 204     | 7.71 | 1.85 |

\*Significantly different between FY 2016 and FY 2019

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

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Social protection  | 17      | 6.25 | 1.60 | 112     | 6.48 | 1.98 |
| Gender equity (closing the gap between women and men, and boys and girls)* | 16      | 5.61 | 1.67 | 120     | 6.74 | 1.91 |
| Private sector development   | 18      | 6.25 | 2.04 | 108     | 6.15 | 1.84 |
| Education  | 30      | 6.80 | 2.09 | 129     | 6.15 | 2.01 |
| Public sector governance/reform  | 33      | 5.69 | 2.39 | 118     | 6.15 | 2.07 |
| Urban development  | 25      | 6.50 | 1.83 | 131     | 6.94 | 1.80 |
| Energy   | 31      | 7.13 | 1.82 | 120     | 6.99 | 1.79 |
| Water and sanitation   | 35      | 7.03 | 1.87 | 128     | 7.34 | 1.74 |
| Job creation/employment  | 27      | 5.74 | 1.92 | 108     | 5.69 | 2.14 |
| Health*  | 29      | 7.40 | 1.63 | 109     | 6.55 | 2.09 |
| Financial markets  | 16      | 5.56 | 2.22 | 81      | 6.29 | 2.05 |
| Transport  | 35      | 7.28 | 1.62 | 124     | 7.28 | 1.75 |
| Agriculture and rural development <sup>†</sup>                             | 30      | 7.06 | 1.99 | 99      | 6.81 | 2.10 |
| Trade and exports  | 16      | 6.08 | 2.13 | 74      | 6.73 | 1.88 |
| Natural resource management (renewable/non-renewable)*                     | 15      | 5.75 | 2.24 | 115     | 6.93 | 1.90 |
| Climate change   | 31      | 6.35 | 2.37 | 119     | 6.95 | 2.00 |
| Poverty reduction  | 40      | 6.22 | 2.04 | 152     | 6.34 | 2.18 |
| Anti-corruption  | 23      | 5.49 | 2.43 | 96      | 6.24 | 2.30 |
| Economic growth  | 27      | 6.54 | 1.56 | 110     | 6.34 | 2.03 |
| Disaster risk management <sup>‡</sup>                                      | 19      | 6.55 | 1.83 | 78      | 6.47 | 2.07 |
| Equality of opportunity  | 22      | 6.35 | 1.92 | 127     | 6.69 | 1.99 |

\*Significantly different between FY 2016 and FY 2019

<sup>†</sup> 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.

<sup>‡</sup> 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 Argentina? | 55      | 5.78 | 1.58 | 201     | 6.23 | 1.83 |

(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 Argentina?

(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 Argentina | 56      | 6.13 | 1.81 | 212     | 6.12 | 2.05 |
| The World Bank Group meets Argentina's needs for knowledge services      | 56      | 6.24 | 1.98 | 198     | 6.63 | 1.95 |

**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                    | 7.5%    | 9.2%    |
| Monthly                   | 29.9%   | 19.5%   |
| A few times a year        | 32.8%   | 54.4%   |
| Rarely                    | 23.9%   | 14.2%   |
| Never                     | 6.0%    | 2.7%    |

\*Significantly different between FY 2016 and FY 2019

**In Argentina, 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   | 50      | 6.49 | 1.82 | 190     | 6.98 | 1.72 |
| Include appropriate level of stakeholder involvement during preparation <sup>1</sup>   |         |      |      | 170     | 6.48 | 1.96 |
| Lead to practical solutions  | 53      | 5.91 | 1.92 | 180     | 6.24 | 1.91 |
| Are source of relevant information on global good practices <sup>1</sup>               |         |      |      | 194     | 7.59 | 1.74 |
| Are adequately disseminated <sup>1</sup>   |         |      |      | 206     | 6.18 | 2.14 |
| Are translated enough into local language  | 53      | 6.62 | 1.91 | 184     | 7.08 | 2.26 |
| Are adaptable to Argentina's specific development challenges and country circumstances | 55      | 6.42 | 1.87 | 183     | 6.66 | 2.02 |

<sup>1</sup> 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? | 54      | 6.45 | 1.70 | 206     | 6.35 | 1.88 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*  | 57      | 7.15 | 1.66 | 221     | 7.65 | 1.58 |

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

\*Significantly different between FY 2016 and FY 2019

**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   | 43      | 7.15 | 2.09 | 161     | 7.20 | 1.92 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 50      | 6.97 | 1.88 | 191     | 7.20 | 1.89 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 42      | 6.58 | 1.97 | 154     | 6.89 | 1.80 |
| The World Bank Group's Environmental and Social Framework requirements are reasonable**       | 41      | 6.28 | 2.17 | 170     | 7.20 | 1.86 |
| The World Bank Group's conditions on its lending are reasonable                               | 45      | 6.80 | 1.85 | 174     | 7.08 | 1.88 |
| The World Bank Group takes decisions quickly in Argentina                                     | 39      | 6.05 | 2.07 | 162     | 6.40 | 1.87 |
| Working with the World Bank Group increases Argentina's institutional capacity                | 48      | 6.77 | 2.11 | 188     | 7.21 | 1.96 |
| Working with the World Bank Group helps to strengthen government transparency in Argentina"   |         |      |      | 189     | 7.44 | 2.04 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 37      | 6.89 | 2.12 | 136     | 7.25 | 1.96 |

\*Significantly different between FY 2016 and FY 2019

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

" Only FY 2019 questionnaire had this response option.

**F. The Future Role of The World Bank Group in Argentina**

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

| Percentage of Respondents                    | FY 2016 | FY 2019 |
|--|---------|---------|
| Financial services                           | 48.5%   | 31.0%   |
| Knowledge products                           | 7.6%    | 18.4%   |
| Convening services                           | 7.6%    | 7.5%    |
| None of the above                            | 0.0%    | 0.0%    |
| The combination is appropriate for Argentina | 19.7%   | 28.6%   |
| Don't know                                   | 16.7%   | 14.5%   |

\*Significantly different between FY 2016 and FY 2019



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

| Indicator Question   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |                            | Which of the following describes most of your exposure to the World Bank Group in Argentina?<br>(Choose no more than TWO) |          |                      |          |                          |          |             |          |                 |          |
|--|--|----------------------------|---|----------|----------------------|----------|--------------------------|----------|-------------|----------|-----------------|----------|
|  | Not collaborating with the WBG   | Collaborating with the WBG | Observer  |          | Use WBG reports/data |          | Engage in WBG activities |          | Collaborate |          | Use WBG website |          |
|  |  |                            | 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?  | 6.77   | 6.87                       | 6.89  | 6.47     | 6.94                 | 6.65     | 6.75                     | 6.96     | 6.73        | 6.99     | 6.89            | 6.69     |
| Overall, please rate your impression of the World Bank Group's effectiveness in Argentina  | 6.69   | 7.36                       | 7.16  | 6.00     | 7.13                 | 6.78     | 6.89                     | 7.18     | 6.68        | 7.46     | 7.06            | 6.85     |
| Overall the World Bank Group currently plays a relevant role in development in Argentina   | 5.72   | 6.33                       | 6.11  | 4.97     | 6.08                 | 5.72     | 5.69                     | 6.32     | 5.68        | 6.35     | 6.03            | 5.68     |
| The World Bank Group's work is aligned with what I consider the development priorities for Argentina   | 5.84   | 6.41                       | 6.21  | 5.30     | 6.27                 | 5.75     | 6.02                     | 6.19     | 5.69        | 6.61     | 6.11            | 6.03     |
| Responsiveness to needs  | 5.99   | 6.68                       | 6.42  | 5.33     | 6.36                 | 6.18     | 6.20                     | 6.43     | 5.98        | 6.69     | 6.31            | 6.25     |
| Flexibility (in terms of the institution's products and services)  | 5.54   | 5.83                       | 5.79  | 4.96     | 5.76                 | 5.60     | 5.67                     | 5.74     | 5.45        | 6.02     | 5.69            | 5.74     |
| Flexibility (in terms of changing country circumstances)   | 5.64   | 5.97                       | 5.89  | 5.15     | 5.87                 | 5.67     | 5.73                     | 5.89     | 5.58        | 6.09     | 5.73            | 6.06     |
| Being inclusive  | 6.20   | 6.85                       | 6.61  | 5.59     | 6.49                 | 6.48     | 6.32                     | 6.73     | 6.24        | 6.85     | 6.54            | 6.32     |
| Openness (sharing data and other information)  | 6.91   | 7.24                       | 7.27  | 5.58     | 7.01                 | 7.19     | 7.06                     | 7.10     | 6.87        | 7.35     | 7.01            | 7.33     |
| Collaboration with the Government  | 7.07   | 7.42                       | 7.32  | 6.50     | 7.21                 | 7.23     | 7.11                     | 7.36     | 7.05        | 7.42     | 7.21            | 7.24     |
| The speed in which it gets things accomplished on the ground   | 5.15   | 6.03                       | 5.72  | 4.30     | 5.68                 | 5.34     | 5.29                     | 5.91     | 5.14        | 6.09     | 5.65            | 5.22     |
| Helping to bring discipline/effective supervision to implementation of investment projects   | 6.35   | 7.00                       | 6.75  | 5.75     | 6.78                 | 6.38     | 6.53                     | 6.79     | 6.32        | 7.05     | 6.66            | 6.58     |
| Collaboration with civil society   | 5.48   | 6.34                       | 6.03  | 4.54     | 5.97                 | 5.66     | 5.78                     | 5.96     | 5.52        | 6.38     | 5.89            | 5.73     |
| Staff accessibility  | 6.13   | 7.37                       | 6.88  | 5.38     | 6.98                 | 6.18     | 6.59                     | 6.85     | 6.03        | 7.53     | 6.86            | 6.02     |
| Collaboration with other donors and development partners   | 5.98   | 6.67                       | 6.41  | 5.45     | 6.41                 | 6.10     | 6.24                     | 6.37     | 5.89        | 6.81     | 6.32            | 6.17     |
| Collaboration with the private sector  | 5.81   | 6.42                       | 6.11  | 5.52     | 6.28                 | 5.65     | 5.91                     | 6.22     | 5.75        | 6.48     | 6.02            | 6.07     |
| Straightforwardness and honesty  | 7.09   | 7.69                       | 7.41  | 6.57     | 7.38                 | 7.22     | 7.19                     | 7.52     | 6.92        | 7.83     | 7.41            | 7.02     |
| Treating clients and stakeholders in Argentina with respect  | 7.72   | 8.30                       | 8.09  | 7.17     | 8.07                 | 7.85     | 7.75                     | 8.33     | 7.65        | 8.42     | 8.07            | 7.72     |
| Being a long-term partner  | 7.46   | 8.08                       | 7.83  | 6.92     | 7.84                 | 7.53     | 7.58                     | 7.94     | 7.38        | 8.18     | 7.75            | 7.65     |
| To what extent does the World Bank Group's work help to achieve development results in Argentina?  | 5.98   | 6.63                       | 6.37  | 5.54     | 6.41                 | 6.03     | 6.16                     | 6.43     | 5.89        | 6.73     | 6.37            | 5.89     |
| To what extent does the World Bank Group influence the development agenda in Argentina?  | 5.55   | 6.38                       | 6.07  | 4.81     | 6.03                 | 5.64     | 5.76                     | 6.09     | 5.41        | 6.53     | 5.97            | 5.65     |
| The World Bank Group's financial instruments meet the needs of Argentina   | 5.73   | 6.63                       | 6.22  | 5.23     | 6.30                 | 5.71     | 5.90                     | 6.36     | 5.65        | 6.70     | 6.28            | 5.47     |
| The World Bank Group meets Argentina's needs for knowledge services  | 6.35   | 7.13                       | 6.88  | 5.41     | 6.77                 | 6.58     | 6.61                     | 6.83     | 6.29        | 7.26     | 6.75            | 6.55     |
| The World Bank Group's knowledge work and activities are adaptable to Argentina's specific development challenges and country circumstances              | 6.40   | 7.08                       | 6.82  | 6.09     | 6.88                 | 6.51     | 6.83                     | 6.62     | 6.41        | 7.18     | 6.73            | 6.77     |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.05   | 6.76                       | 6.51  | 5.62     | 6.41                 | 6.39     | 6.31                     | 6.52     | 6.13        | 6.76     | 6.51            | 6.02     |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 7.56   | 7.84                       | 7.82  | 7.14     | 7.73                 | 7.76     | 7.75                     | 7.74     | 7.54        | 8.02     | 7.75            | 7.72     |
| The World Bank Group takes decisions quickly in Argentina  | 6.00   | 6.75                       | 6.52  | 5.36     | 6.48                 | 6.14     | 6.33                     | 6.44     | 5.91        | 6.93     | 6.49            | 5.95     |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 7.06   | 7.49                       | 7.31  | 7.13     | 7.61                 | 6.57     | 7.39                     | 7.18     | 7.05        | 7.57     | 7.21            | 7.61     |

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Argentina FY 2019 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Argentina**

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

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 ARGENTINA**

| <b>A1. When you think about the future in Argentina, are you ... ?</b> |                      |
|--|----------------------|
| 1  | Very pessimistic     |
| 2  | Somewhat pessimistic |
| 3  | Somewhat optimistic  |
| 4  | Very optimistic      |
| 5  | Not sure             |

| <b>A2. Do you think that economic opportunity for citizens in Argentina is ... ?</b> |                        |
|--|------------------------|
| 1  | Increasing             |
| 2  | Decreasing             |
| 3  | Staying about the same |

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

**SECTION A: GENERAL ISSUES**

| <b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>   |  |    |   |
|---|--|----|---|
| <b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Argentina? (Choose no more than THREE)</b> |  |    |   |
| 1   | Agriculture and rural development                              | 14 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 2   | Trade and exports  | 15 | Gender equity (closing the gap between women and men, and boys and girls)   |
| 3   | Climate change (e.g., mitigation, adaptation)                  | 16 | Education   |
| 4   | Transport (e.g., roads, bridges, transportation)               | 17 | Global/regional integration   |
| 5   | Energy   | 18 | Food security   |
| 6   | Anti-corruption  | 19 | Urban development   |
| 7   | Judiciary reform   | 20 | Natural resource management (renewable/non-renewable)   |
| 8   | Disaster risk management                                       | 21 | Pollution   |
| 9   | Equality of opportunity (i.e., social inclusion)               | 22 | Job creation/employment   |
| 10  | Information and communications technology                      | 23 | Health  |
| 11  | Social protection (e.g., pensions, targeted social assistance) | 24 | Financial markets   |
| 12  | Crime and violence   | 25 | Private sector development  |
| 13  | Economic growth  | 26 | Water and sanitation  |

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

**SECTION A: GENERAL ISSUES**

| <b>A6. To what extent do you trust each of the following groups to do what is right?</b> |   |                     |   |   |   |   |                              |   |   |   |    |                          |
|--|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
|  |   | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |
|  |   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 1  | The national/federal 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  | Inter-American Development Bank (IDB/BID)   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7  | Latin American Development Bank (CAF)   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8  | Argentina's Central Bank  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9  | 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"/> |

| <b>A7. Please describe the direction Argentina is moving in, when considering ... ?</b> |  |                          |                          |                          |                          |                          |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   |  | 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"/> |
| 2   | Equal opportunity for girls and boys, men and women                    | <input type="checkbox"/> |
| 3   | Growing Argentina's economy in a way that leads to jobs and employment | <input type="checkbox"/> |
| 4   | The gap between the rich and the poor                                  | <input type="checkbox"/> |
| 5   | Making government more effective                                       | <input type="checkbox"/> |
| 6   | Anti-corruption  | <input type="checkbox"/> |
| 7   | Attracting new sources of foreign investment                           | <input type="checkbox"/> |

**SECTION A: GENERAL ISSUES**

| <b>A8. Listed below are global challenges. Which do you think have the most serious impact on Argentina? (Choose no more than TWO)</b> |                                       |   |                           |
|--|---------------------------------------|---|---------------------------|
| 1  | The gap between the rich and the poor | 5 | Jobs/employment           |
| 2  | Environmental degradation             | 6 | Trade constraints         |
| 3  | Technology based disruption           | 7 | Geo political uncertainty |
| 4  | Climate change                        |   |                           |

| <b>A9. When thinking about development efforts in Argentina, do you think that civil society (e.g., NGOs, CBOs) should ... ?</b> |  |
|--|--|
| 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                                 |

| <b>A10. To what extent do you trust domestic private sector to engage in public service delivery in Argentina?</b> |                           |
|--|---------------------------|
| 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                |

| <b>A11. To what extent do you trust international private sector to engage in public service delivery in Argentina?</b> |                           |
|---|---------------------------|
| 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**

| <b>B1. How familiar are you with the work of these organizations in Argentina?</b> |   |                     |   |   |   |   |   |   |   |                    |    |
|--|---|---------------------|---|---|---|---|---|---|---|--------------------|----|
|  |   | Not familiar at all |   |   |   |   |   |   |   | Extremely familiar |    |
| 1  |   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                  | 10 |
| 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  | Latin American Development Bank (CAF)     | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                  | 10 |

| <b>B2. Overall, please rate your impression of the effectiveness of these organizations in Argentina.</b> |   |                      |   |   |   |   |   |   |   |                |    |                          |  |
|---|---|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|--|
|   |   | Not effective at all |   |   |   |   |   |   |   | Very effective |    | Don't know               |  |
| 1   |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 |                          |  |
| 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   | Latin American Development Bank (CAF)     | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |  |

| <b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges?</b> |   |   |   |   |   |   |   |   |                              |                          |  |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           |                          |  |            |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |                          |  | Don't know |
|  |   |   |   |   |   |   |   |   |                              | <input type="checkbox"/> |  |            |

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

| <b>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 Argentina?</b> |   |   |  |
|---|---|---|--|
|   |   | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
| 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  | Other (please specify): _____                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)</b> |  |
|---|--|
| 1   | Not adequately sensitive to political/social realities in Argentina          |
| 2   | Too influenced by developed countries  |
| 3   | World Bank Group's processes too slow and complex                            |
| 4   | Not willing to honestly criticize policies and reform efforts in the country |
| 5   | Staff too inaccessible   |
| 6   | Not aligned with country priorities  |
| 7   | Not sufficiently focused on sustainable results                              |
| 8   | Arrogant in its approach   |
| 9   | Inadequate World Bank Group's staffing in Argentina                          |
| 10  | Other (please specify): _____  |
| 11  | 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 Argentina? (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              | 6  | NGOs/Community Based Organizations       |
| 2 | Media                   | 7  | Academia/think tanks/research institutes |
| 3 | Youth/university groups | 8  | Beneficiaries                            |
| 4 | Private sector          | 9  | Other (please specify): _____            |
| 5 | Local government        | 10 | Don’t know                               |

**To what extent do you agree with the following statements about the World Bank Group’s work in Argentina?**

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

| <b>To what extent is the World Bank Group an effective development partner in Argentina, in terms of each of the following?</b> |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
|   |  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 |                          |
| <b>B12</b>  | Responsiveness to needs  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B13</b>  | Flexibility (in terms of the institution's products and services)                          | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B14</b>  | Flexibility (in terms of changing country circumstances)                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B15</b>  | Being inclusive  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B16</b>  | Openness (sharing data and other information)  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B17</b>  | Collaboration with the Government  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B18</b>  | The speed in which it gets things accomplished on the ground                               | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B19</b>  | Helping to bring discipline/effective supervision to implementation of investment projects | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B20</b>  | Collaboration with civil society   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B21</b>  | Staff accessibility  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B22</b>  | Collaboration with other donors and development partners                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B23</b>  | Collaboration with the private sector  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B24</b>  | Straightforwardness and honesty  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B25</b>  | Treating clients and stakeholders in Argentina with respect                                | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B26</b>  | Being a long-term partner  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

| <b>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 Argentina? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b> |   |                      |   |   |   |   |   |   |   |   |                |                          |
|---|---|----------------------|---|---|---|---|---|---|---|---|----------------|--------------------------|
|   |   | 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   | Urban development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 7   | Energy  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 8   | Water and sanitation  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 9   | Job creation/employment   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 10  | Health  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 11  | Financial markets   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 12  | Transport (e.g., roads, bridges, transportation)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 13  | Agriculture and rural development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 14  | Trade and exports   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 15  | Natural resource management (renewable/non-renewable)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 16  | Climate change (e.g., mitigation, adaptation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 17  | Poverty reduction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 18  | Anti-corruption   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 19  | Economic growth   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 20  | Disaster risk management  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |
| 21  | Equality of opportunity (i.e., social inclusion)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             | <input type="checkbox"/> |

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

| <b>C2. To what extent does the World Bank Group's work help to achieve development results in Argentina?</b> |   |   |   |   |   |   |   |   |                              |                          |  |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|------------|
| 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 |

| <b>C3. To what extent does the World Bank Group influence the development agenda in Argentina?</b> |   |   |   |   |   |   |   |   |                              |                          |  |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|------------|
| 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 |

| <b>To what extent do you agree with the following statements about the World Bank Group in Argentina?</b> |   |                   |   |   |   |   |   |   |   |   |    |                          |            |
|---|---|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
| <b>C4</b>   | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Guarantees, etc.) meet the needs of Argentina | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>C5</b>   | The World Bank Group meets Argentina'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)**

|   |                    |
|---|--------------------|
| <b>D1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?</b> |                    |
| 1   | Weekly             |
| 2   | Monthly            |
| 3   | A few times a year |
| 4   | Rarely             |
| 5   | Never              |

|   |  |                            |   |   |   |   |                                     |   |   |   |    |                          |  |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|--|
| <b>In Argentina, to what extent do you believe that the World Bank Group’s knowledge work and activities:</b> |  |                            |   |   |   |   |                                     |   |   |   |    |                          |  |
|   |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |  |
| <b>D2</b>   | Are timely   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D3</b>   | Include appropriate level of stakeholder involvement during preparation                | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D4</b>   | Lead to practical solutions  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D5</b>   | Are source of relevant information on global good practices                            | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D6</b>   | Are adequately disseminated  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D7</b>   | Are translated enough into local language  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>D8</b>   | Are adaptable to Argentina’s specific development challenges and country circumstances | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |

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

|  |   |   |   |   |   |   |   |   |                                    |                          |                   |  |
|--|---|---|---|---|---|---|---|---|------------------------------------|--------------------------|-------------------|--|
| <b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b> |   |   |   |   |   |   |   |   |                                    |                          |                   |  |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                                 | <input type="checkbox"/> |                   |  |
| <b>Very low technical quality</b>  |   |   |   |   |   |   |   |   | <b>Very high technical quality</b> |                          | <b>Don't know</b> |  |

**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 |                          |            |
| <b>E1</b>   | The World Bank Group disburses funds promptly  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E2</b>   | The World Bank Group effectively monitors and evaluates the projects and programs it supports  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E3</b>   | The World Bank Group's approvals and reviews are done in a timely fashion  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E4</b>   | The World Bank Group's Environmental and Social Framework requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E5</b>   | The World Bank Group's conditions on its lending are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E6</b>   | The World Bank Group takes decisions quickly in Argentina  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E7</b>   | Working with the World Bank Group increases Argentina's institutional capacity   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E8</b>   | Working with the World Bank Group helps to strengthen government transparency in Argentina   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E9</b>   | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ARGENTINA**

| <b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina? (Choose no more than TWO)</b> |   |
|--|---|
| 1  | Offer more innovative financial products  |
| 2  | Ensure greater selectivity in its work  |
| 3  | Provide more adequate data/knowledge/statistics/figures on Argentina's economy                |
| 4  | Work faster   |
| 5  | Reduce the complexity of obtaining World Bank Group financing                                 |
| 6  | Increase availability of Reimbursable Advisory Services (RAS)                                 |
| 7  | Help to bring discipline/effective supervision to implementation of World Bank Group projects |
| 8  | Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN      |
| 9  | Engage more effectively with civil society (e.g., NGOs, CBOs)                                 |
| 10   | Increase the level of capacity development in the country                                     |
| 11   | Engage more directly with beneficiaries   |
| 12   | Improve the quality of its experts as related to Argentina's specific challenges              |
| 13   | Engage more effectively with private sector   |
| 14   | Offer more innovative knowledge services  |
| 15   | Collaborate more effectively with Government clients (e.g., national, state, local)           |
| 16   | Other (please specify): _____   |

| <b>F2. When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina? (Select only ONE response)</b> |  |
|---|--|
| 1   | Financial services                           |
| 2   | Knowledge products                           |
| 3   | Convening services                           |
| 4   | None of the above                            |
| 5   | The combination is appropriate for Argentina |
| 6   | Don't know                                   |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| <b>G1. How frequently do you interact with the World Bank Group now in Argentina?</b> |                                   |
|---|-----------------------------------|
| 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              |

| <b>G2. How do you get most of your information about economic and social development issues in Argentina? (Choose no more than TWO)</b> |  |   |                               |
|---|--|---|-------------------------------|
| 1   | International television                                       | 5 | International newspapers      |
| 2   | Local newspapers   | 6 | Local television              |
| 3   | Radio  | 7 | Internet                      |
| 4   | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8 | Other (please specify): _____ |

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

| <b>G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b> |   |                          |                          |                          |                          |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
|  |   | 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"/> |
| 9  | Read a WBG e-newsletter   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

| <b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b> |   |    |  |
|---|---|----|--|
| 1   | Office of the President, Prime Minister   | 11 | Private Foundation   |
| 2   | Office of Minister  | 12 | NGO/Community Based Organization   |
| 3   | Office of Parliamentarian   | 13 | Media (press, radio, TV, web, etc.)  |
| 4   | Employee of a Ministry, Ministerial Department or Implementation Agency   | 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): _____  |

| <b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b> |                                      |    |  |
|--|--------------------------------------|----|--|
| 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                  |    |  |

| <b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b> |     |
|--|-----|
| 1  | Yes |
| 2  | No  |

**SECTION H: BACKGROUND INFORMATION**

**H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Argentina? (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) |

**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 Argentina? (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 | City of Buenos Aires |
| 2 | Provinces            |

**Thank you for completing the survey!**