

# FY 2019 Argentina Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK 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.





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## 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).

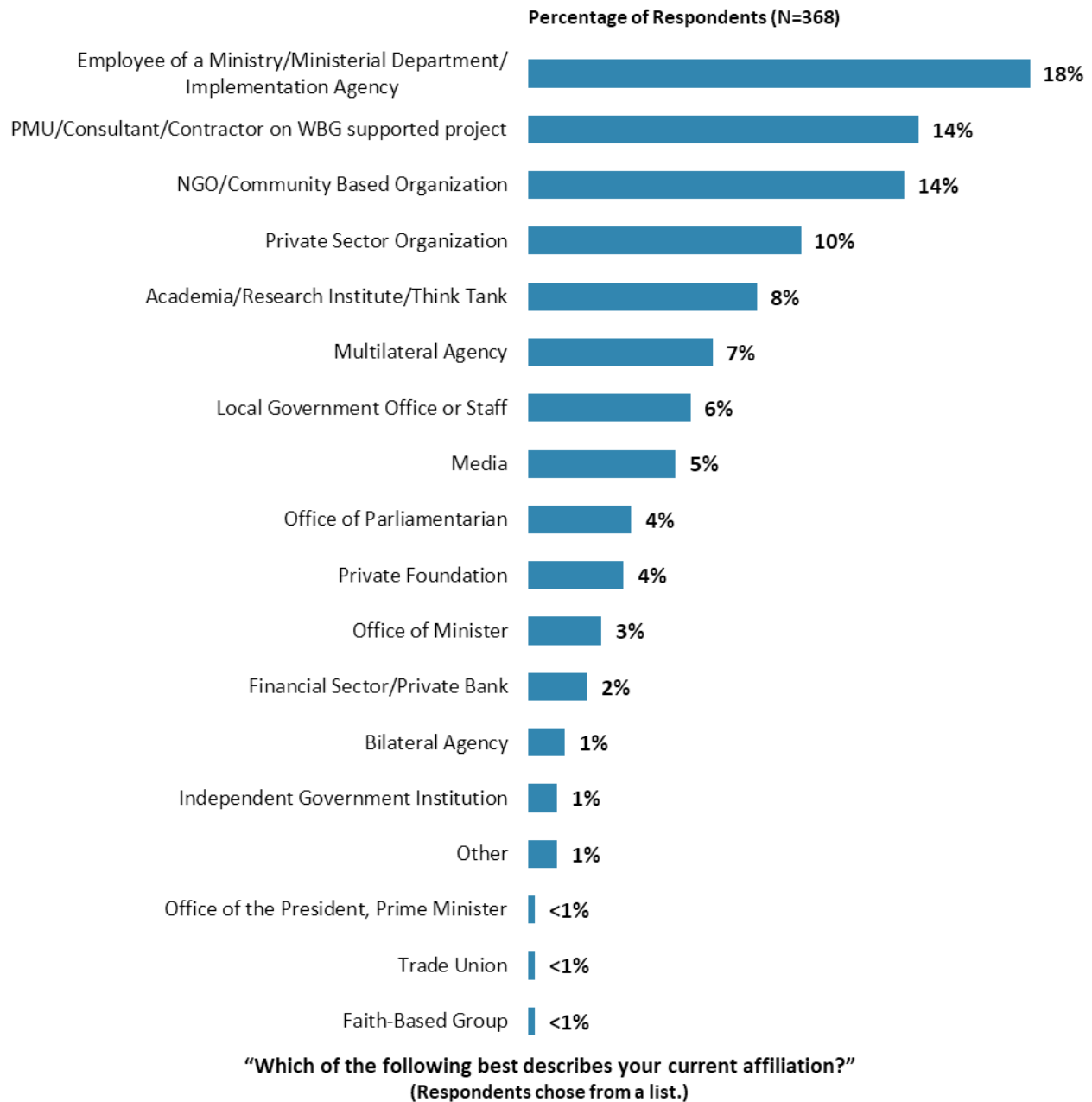
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

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

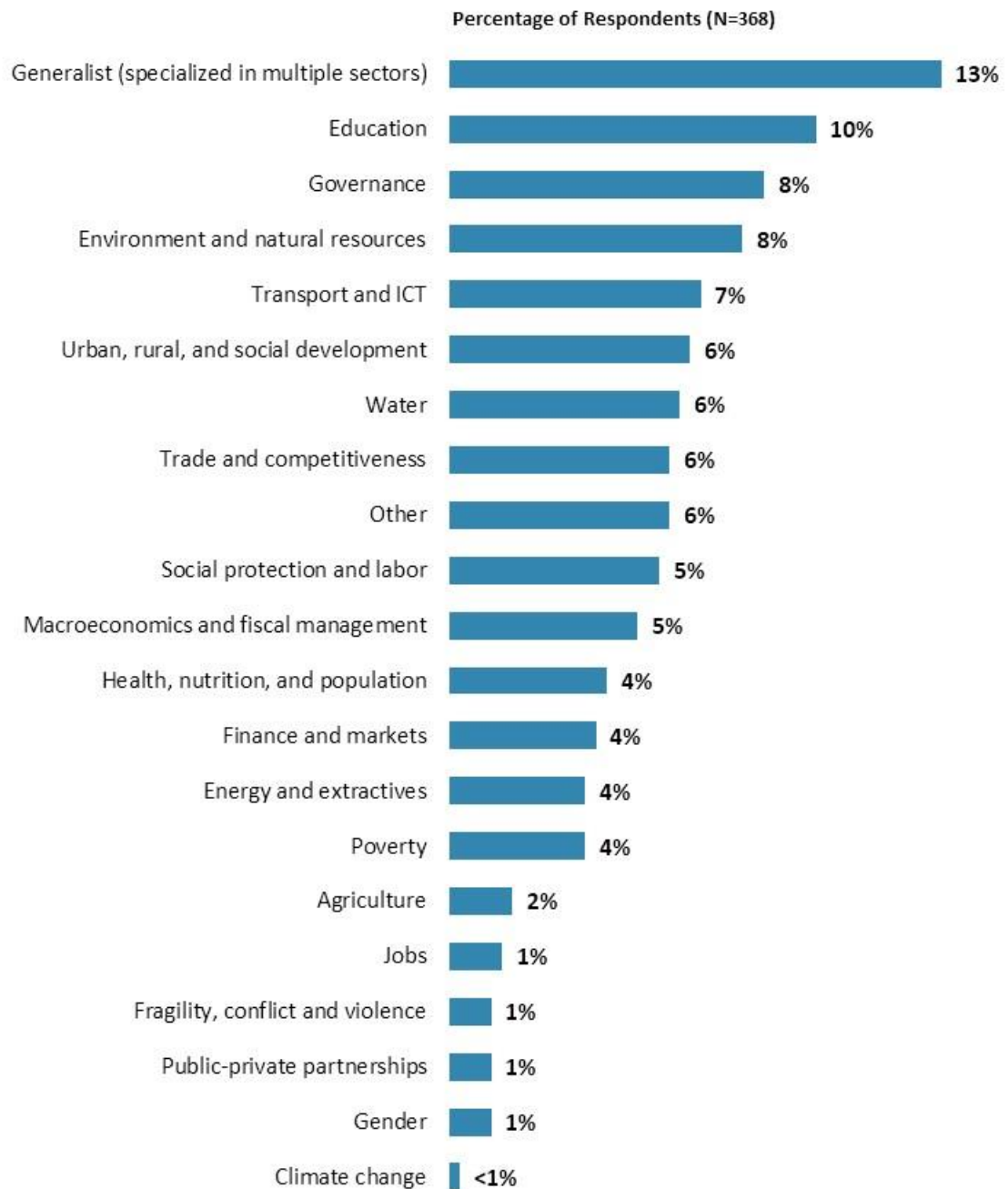


<sup>1</sup> Respondents from the Office of the President were combined with respondents from the office of a minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector 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.)

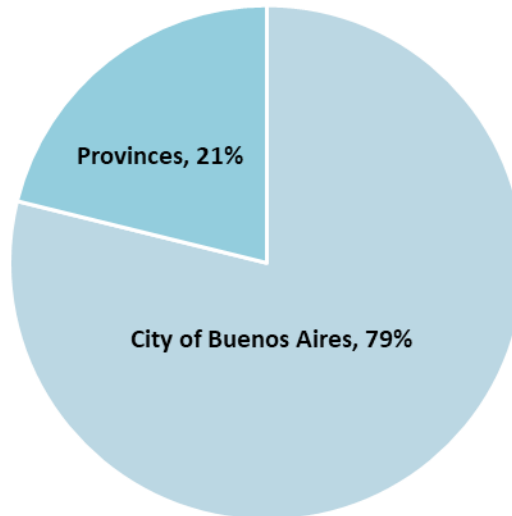


### III. Demographics of the Sample (continued)

#### Geographic Locations

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

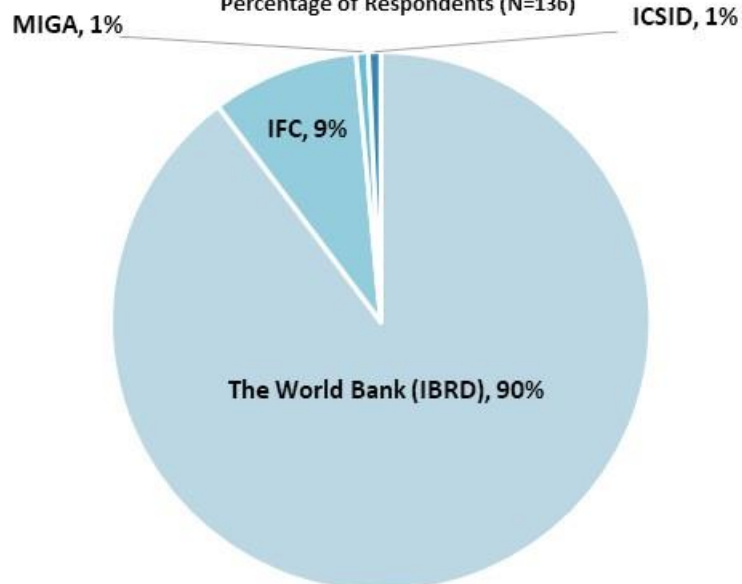
Percentage of Respondents (N=369)



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

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

Percentage of Respondents (N=136)



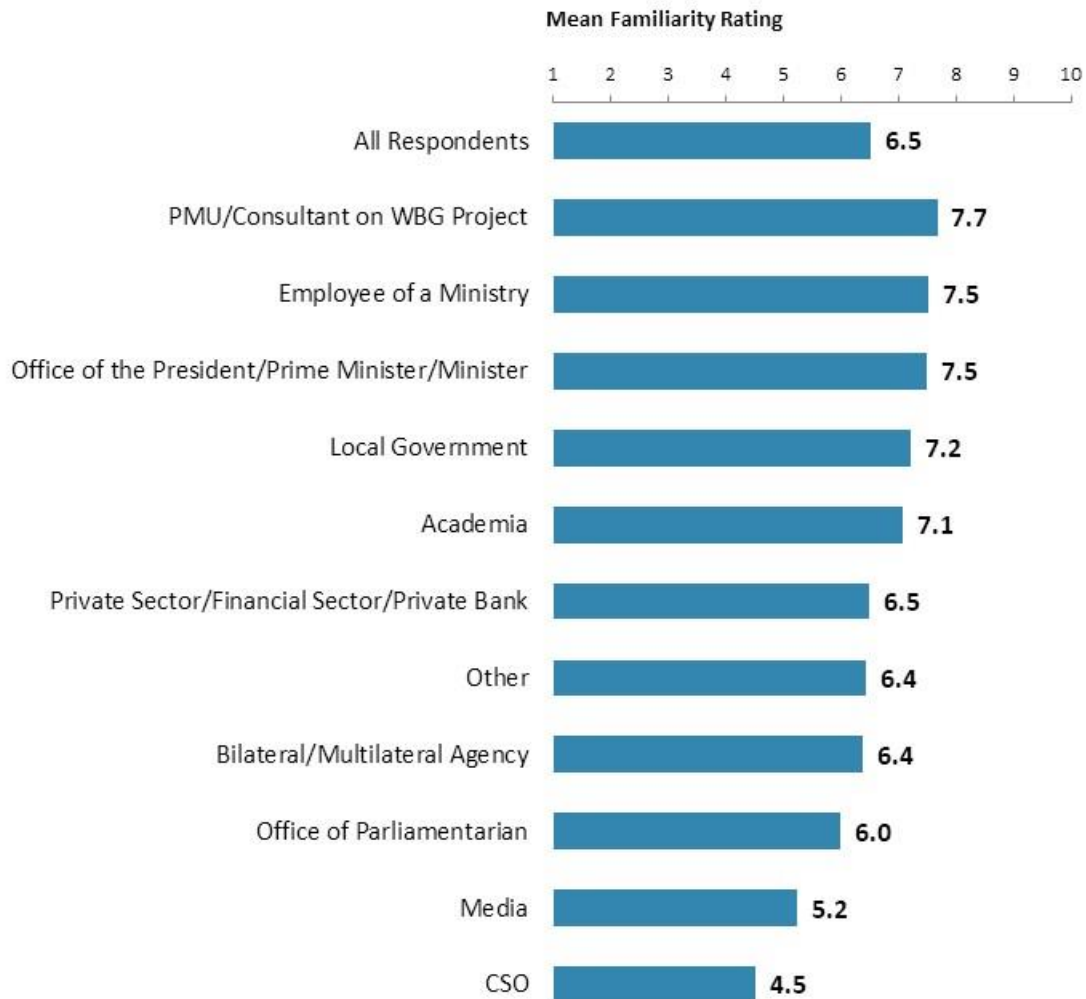
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Argentina?"  
(Respondents chose from a list.)



### 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.



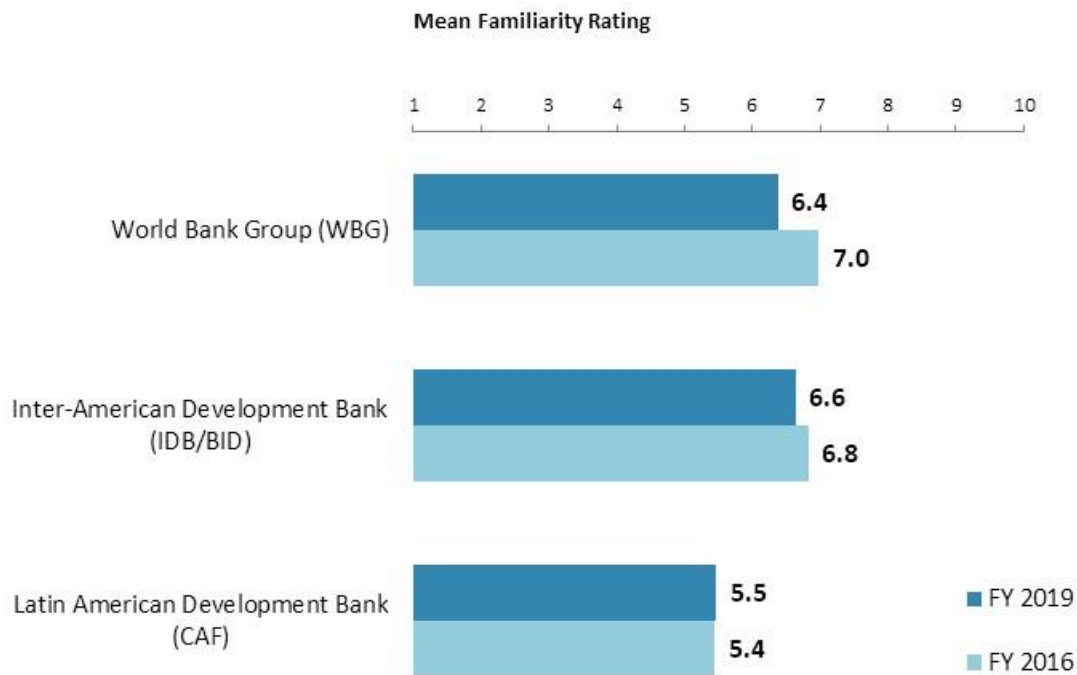
"How familiar are you with the work of the World Bank Group in Argentina?"  
(1-"Not familiar at all", 10-"Extremely familiar")





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

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



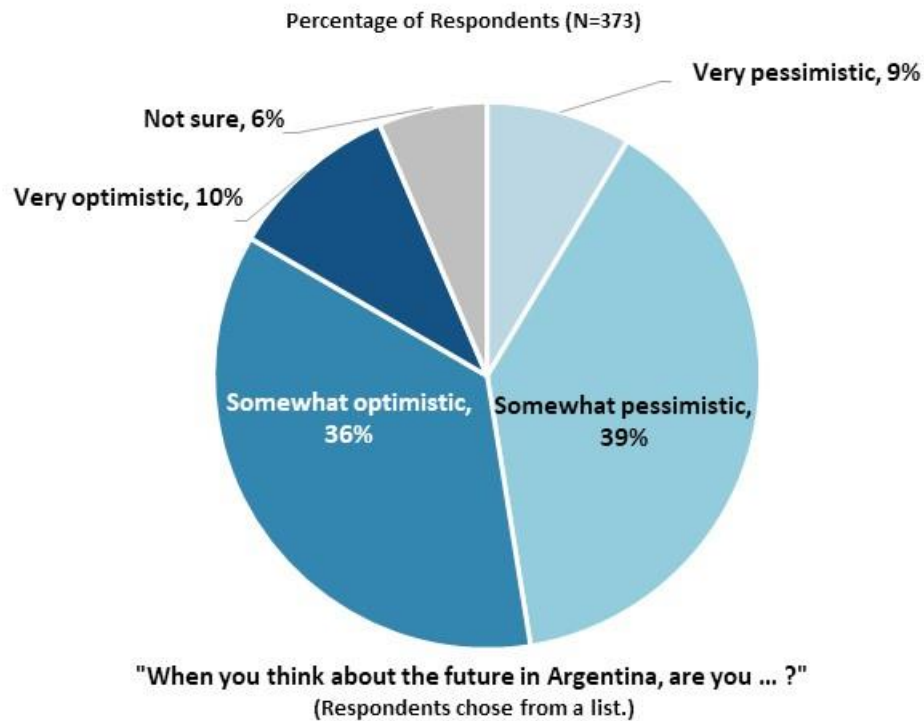
**"How familiar are you with the work of these organizations in Argentina?"**  
(1 - "Not familiar at all", 10 - "Extremely familiar")

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

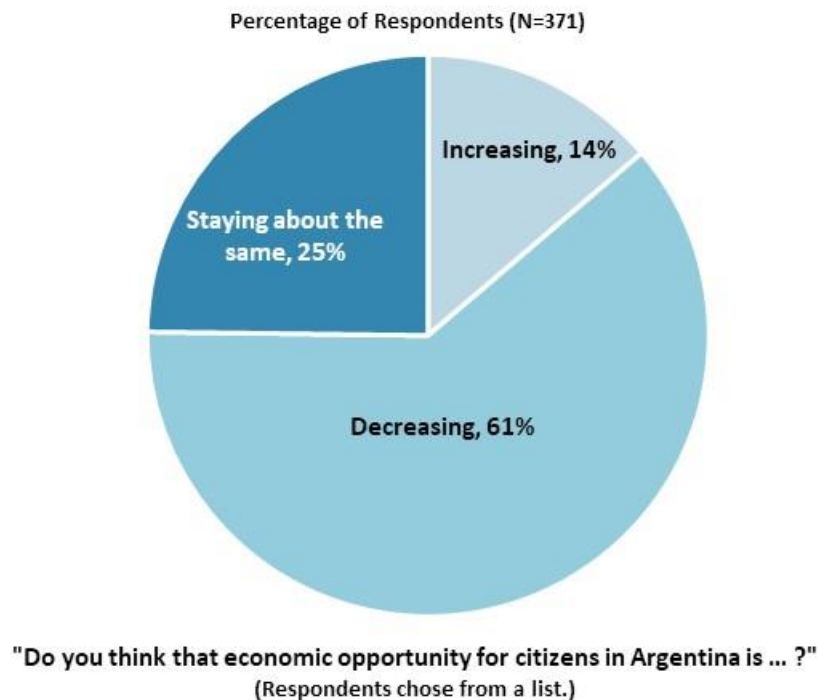


## IV. General Issues Facing Argentina

### Optimism for the Future of Argentina



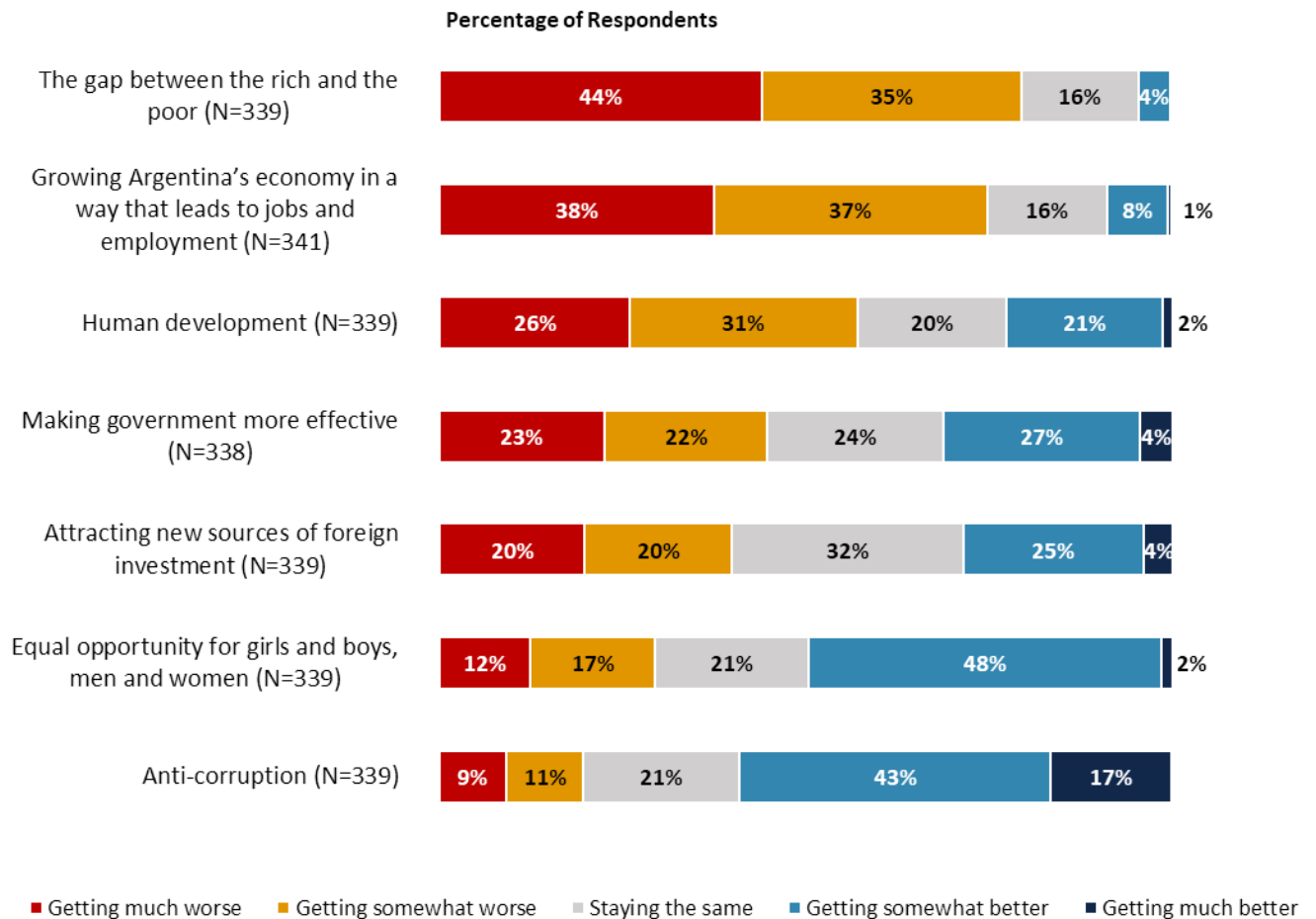
### Perceptions of Economic Opportunity





## IV. General Issues Facing Argentina (continued)

### Perceptions of Improvement and Decline in Specific Areas



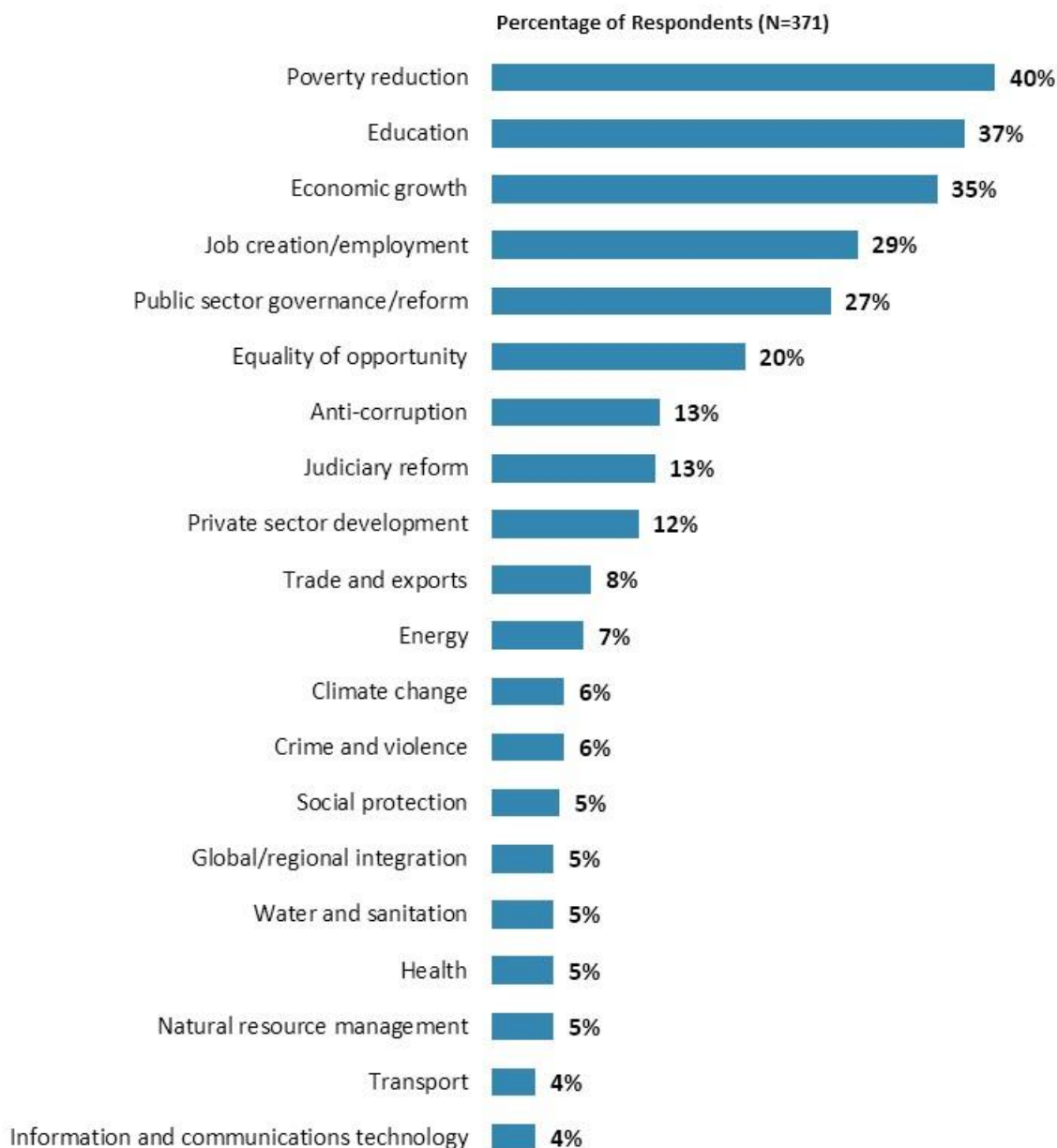
"Please describe the direction Argentina is moving in, when considering ... ?"  
(Respondents chose from a list.)



## 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)"**

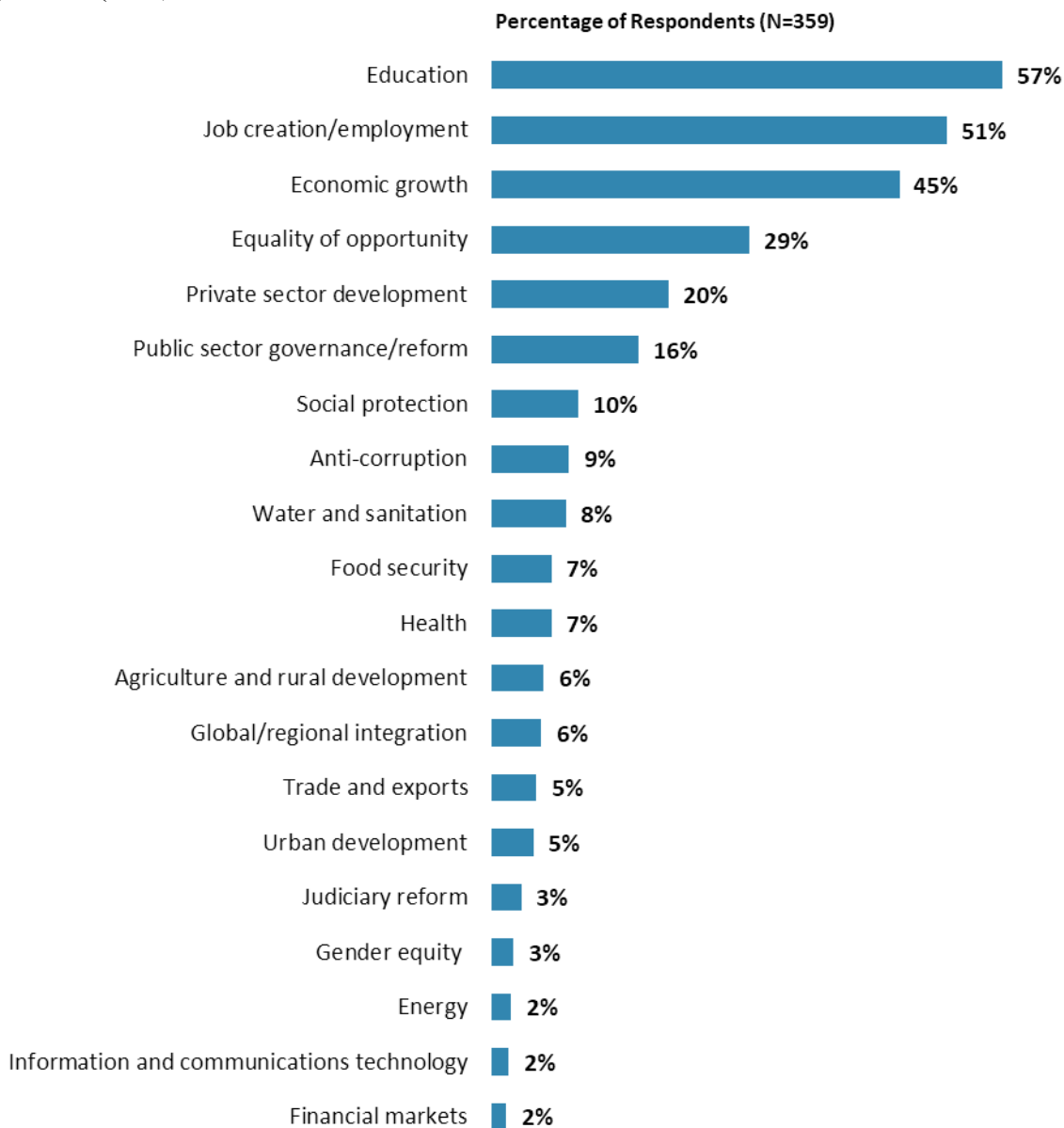
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## 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?"

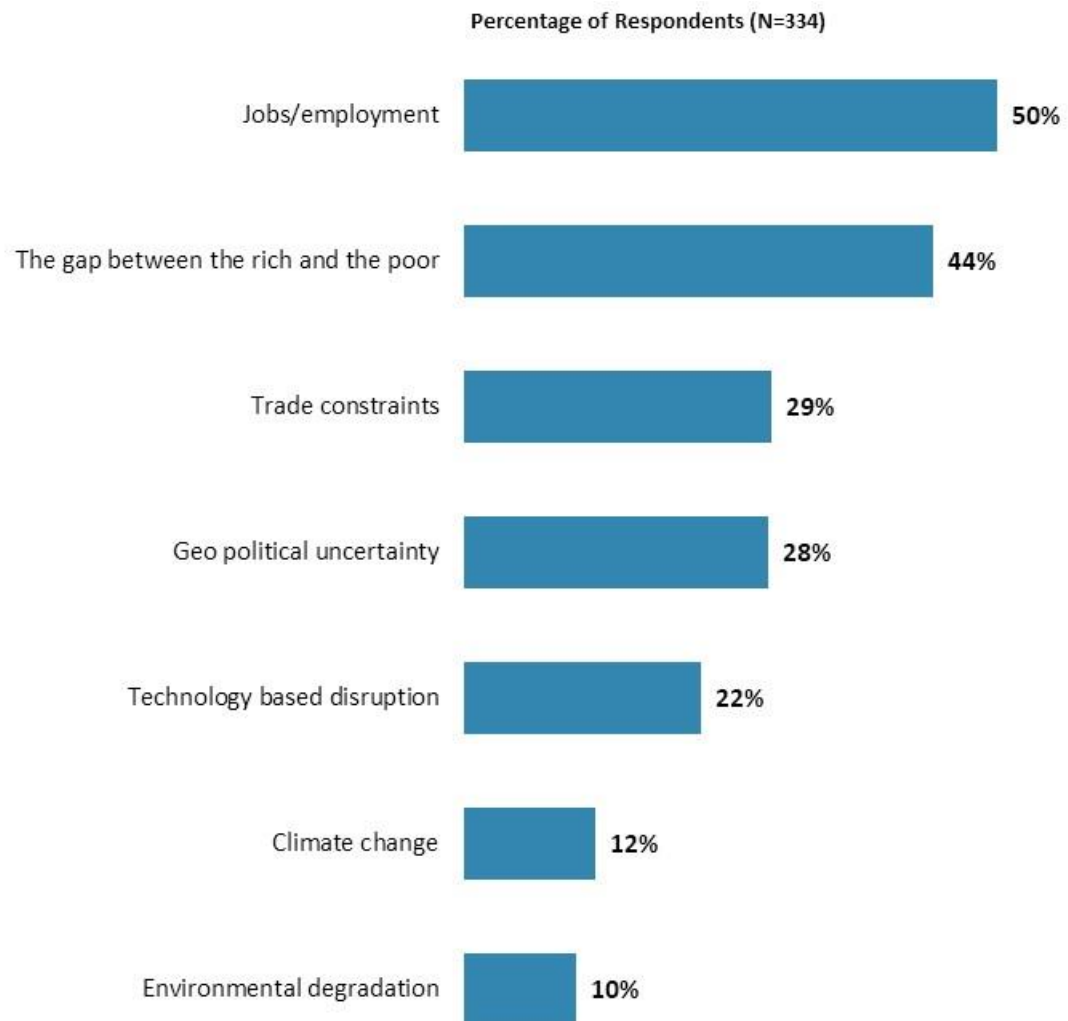
(Choose no more than THREE)"

(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



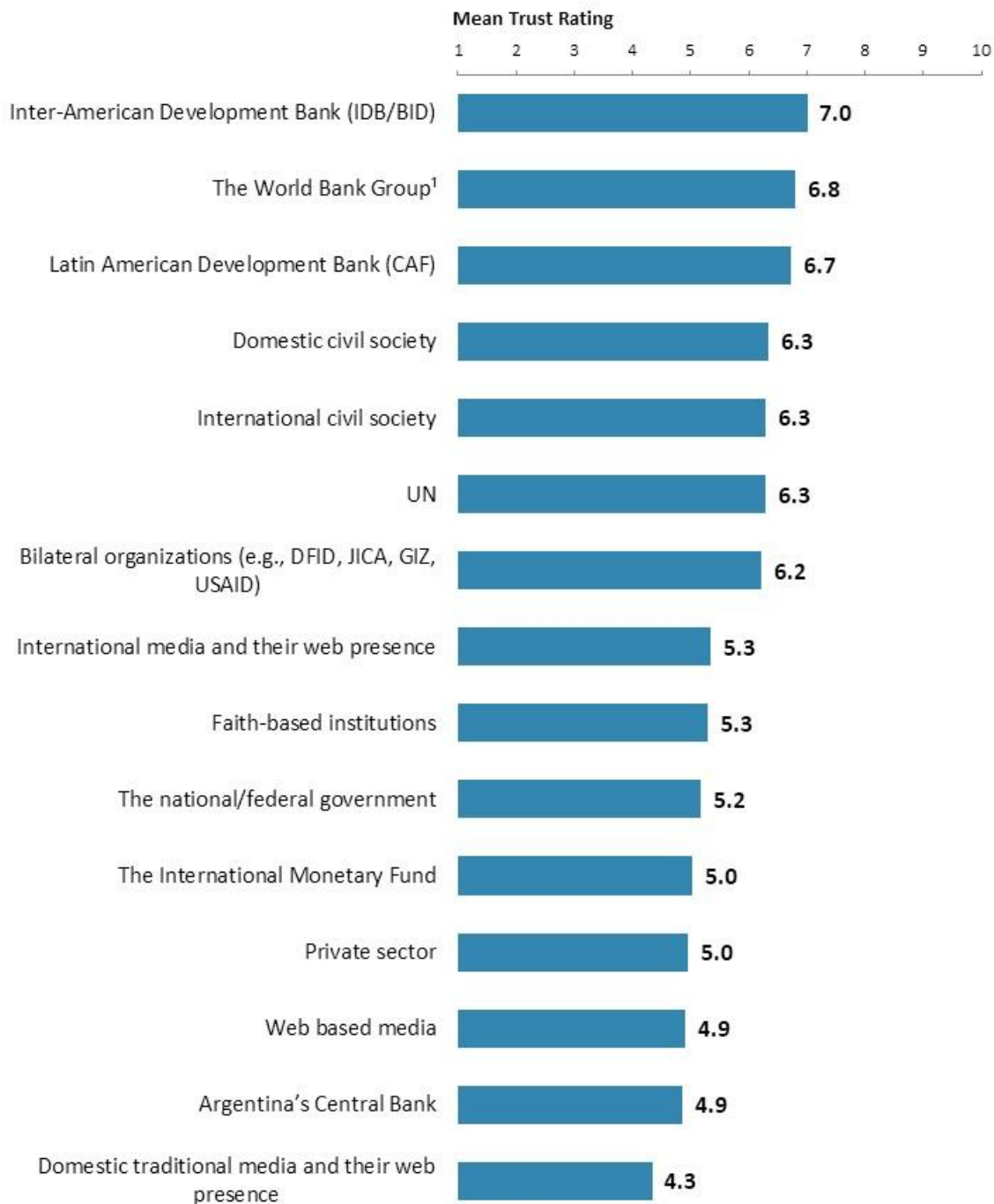
**"Listed below are global challenges. Which do you think have the most serious impact on Argentina?  
(Choose no more than TWO)"**

(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?"**

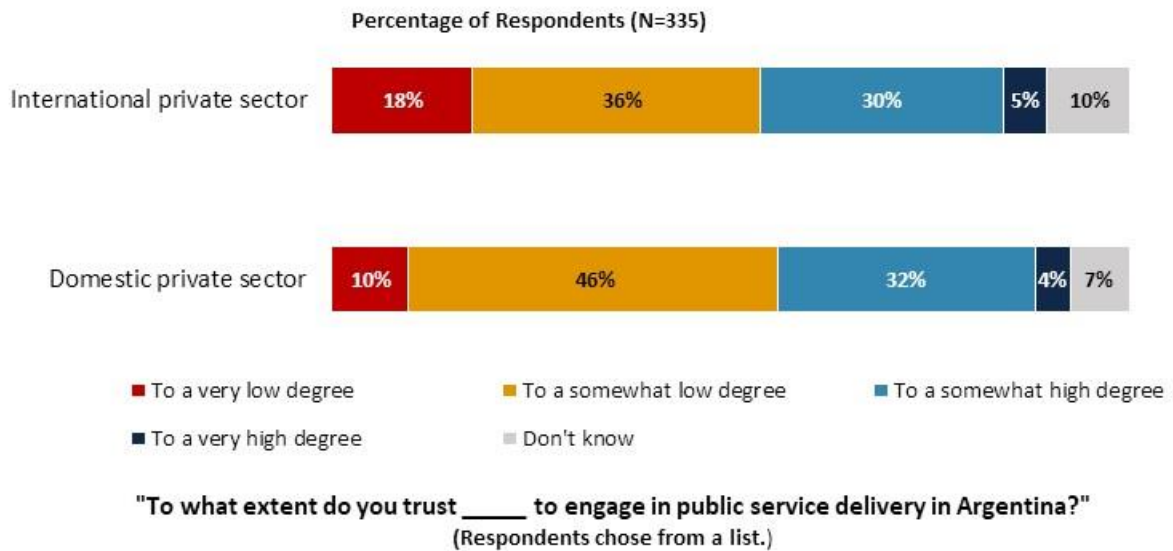
*(1- "To no degree at all ", 10- "To a very significant degree")*

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

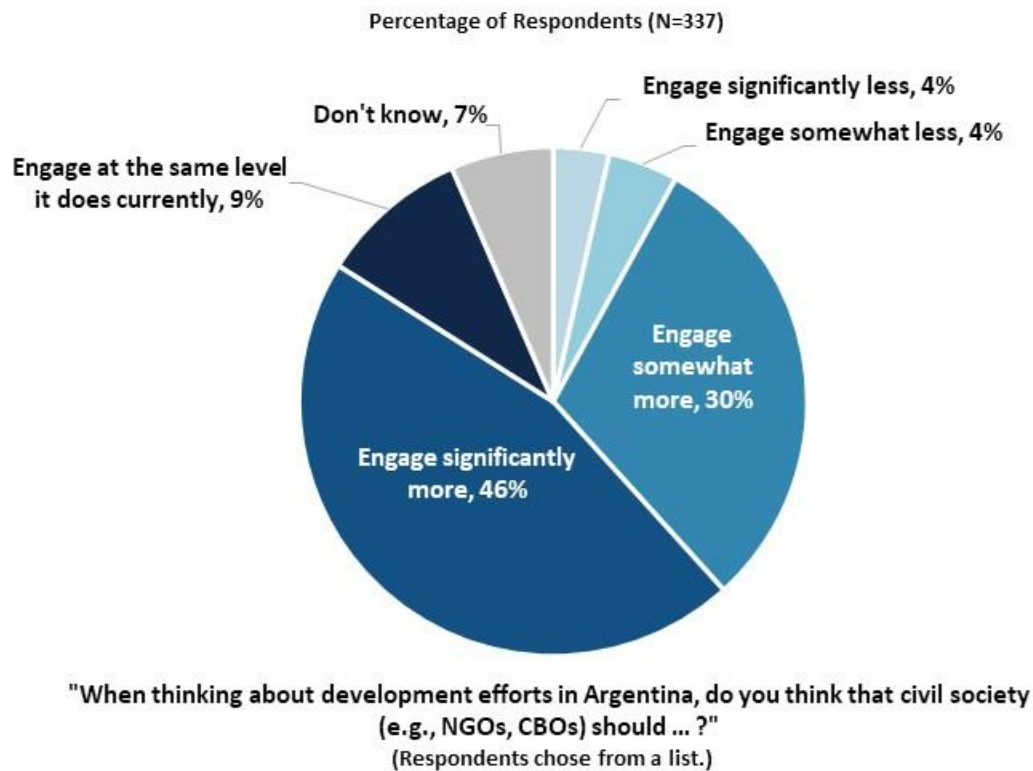


## IV. General Issues Facing Argentina (continued)

### Trust in the Private Sector



### Civil Society Engagement

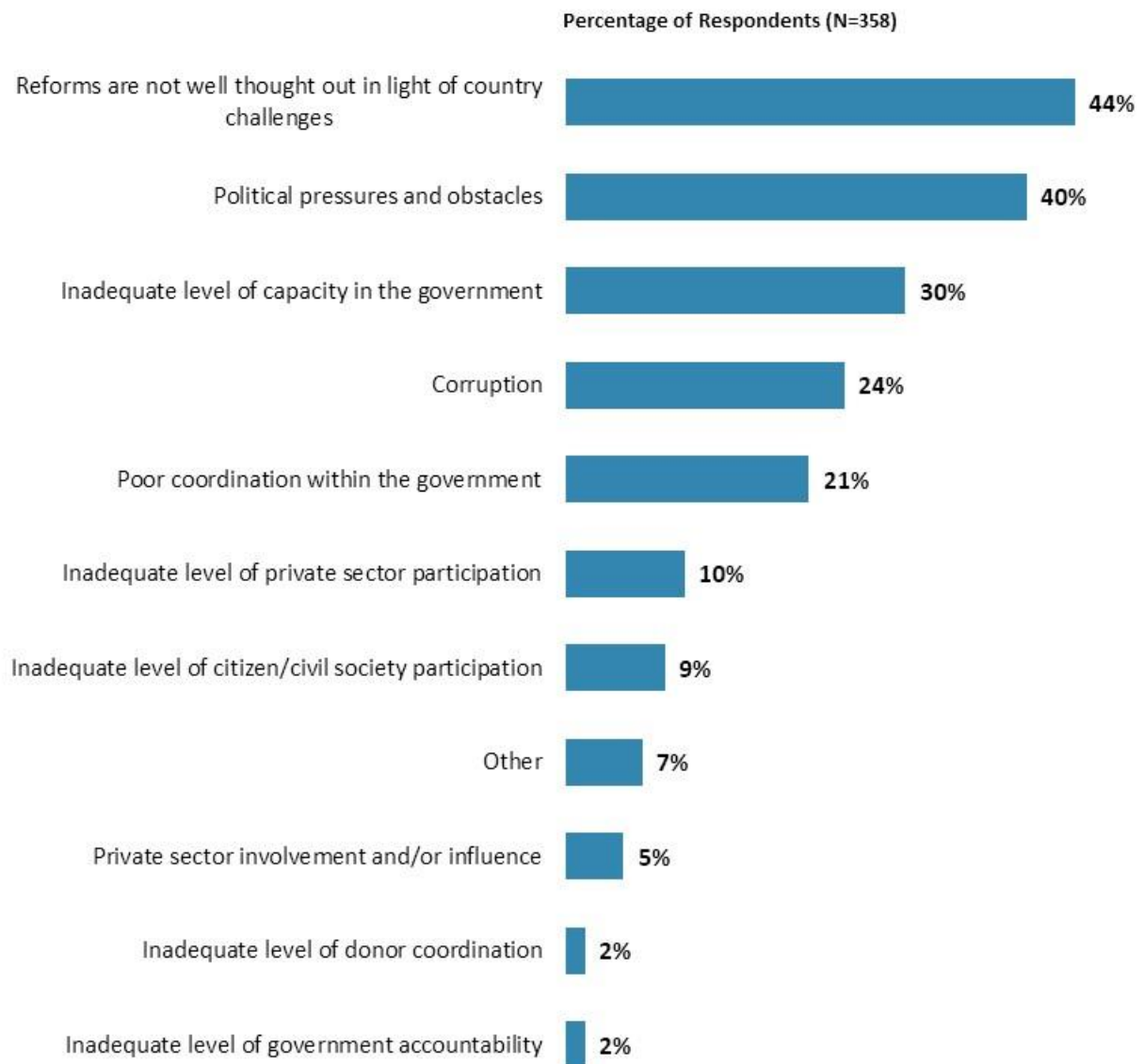






## IV. General Issues Facing Argentina (continued)

### 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)"**

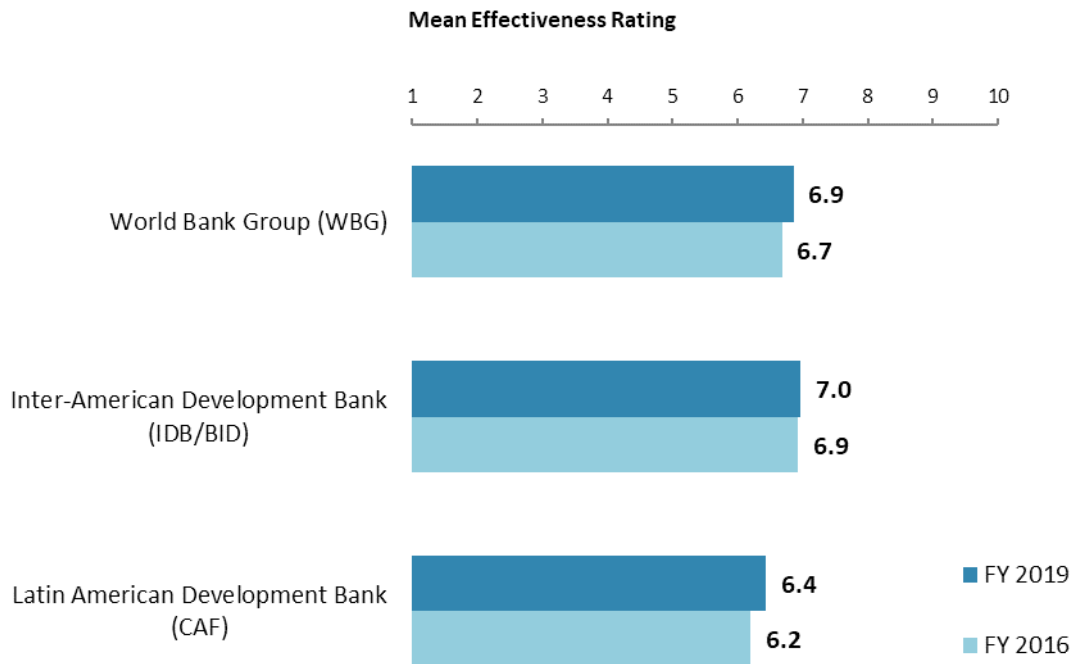
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

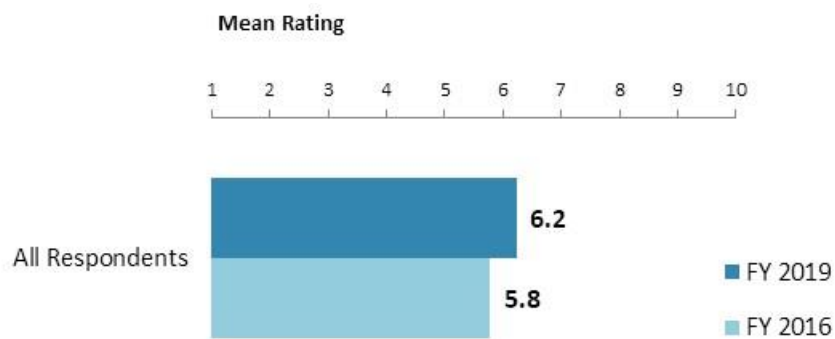
### Overall Effectiveness of the World Bank Group vs. Other Development Banks<sup>3</sup>

(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)



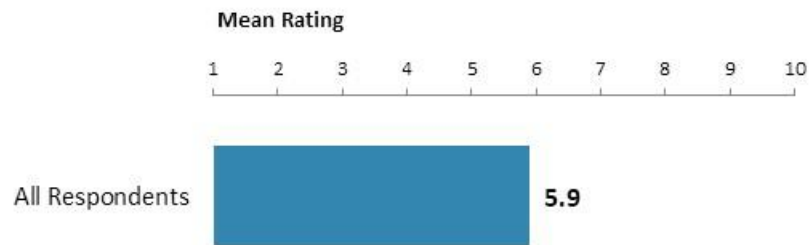
"To what extent does the World Bank Group's work help to achieve development results in Argentina?" (1-"To no degree at all", 10-"To a very significant degree")

<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")**

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### 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")**

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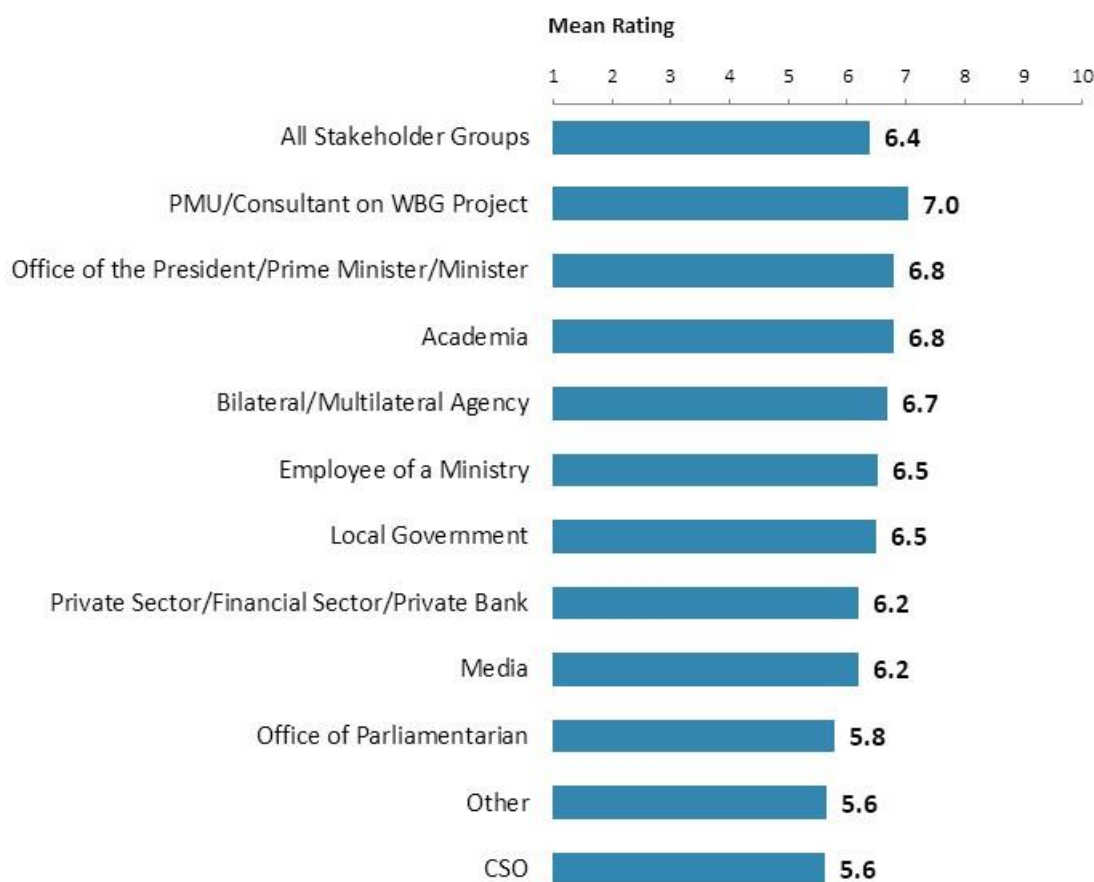
<sup>4</sup> Means in the chart were calculated based on weighted data.



## 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).



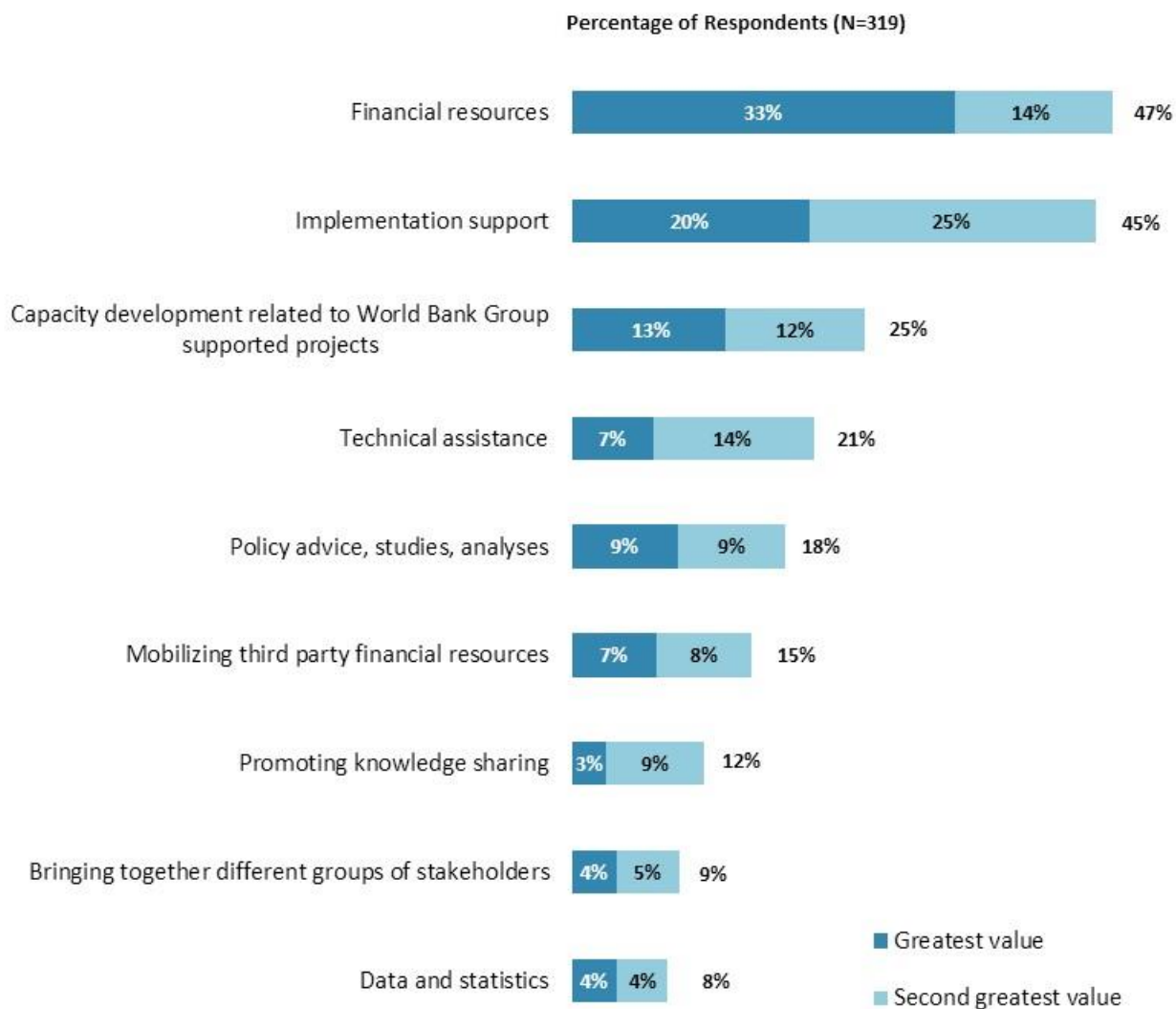
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## 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%).



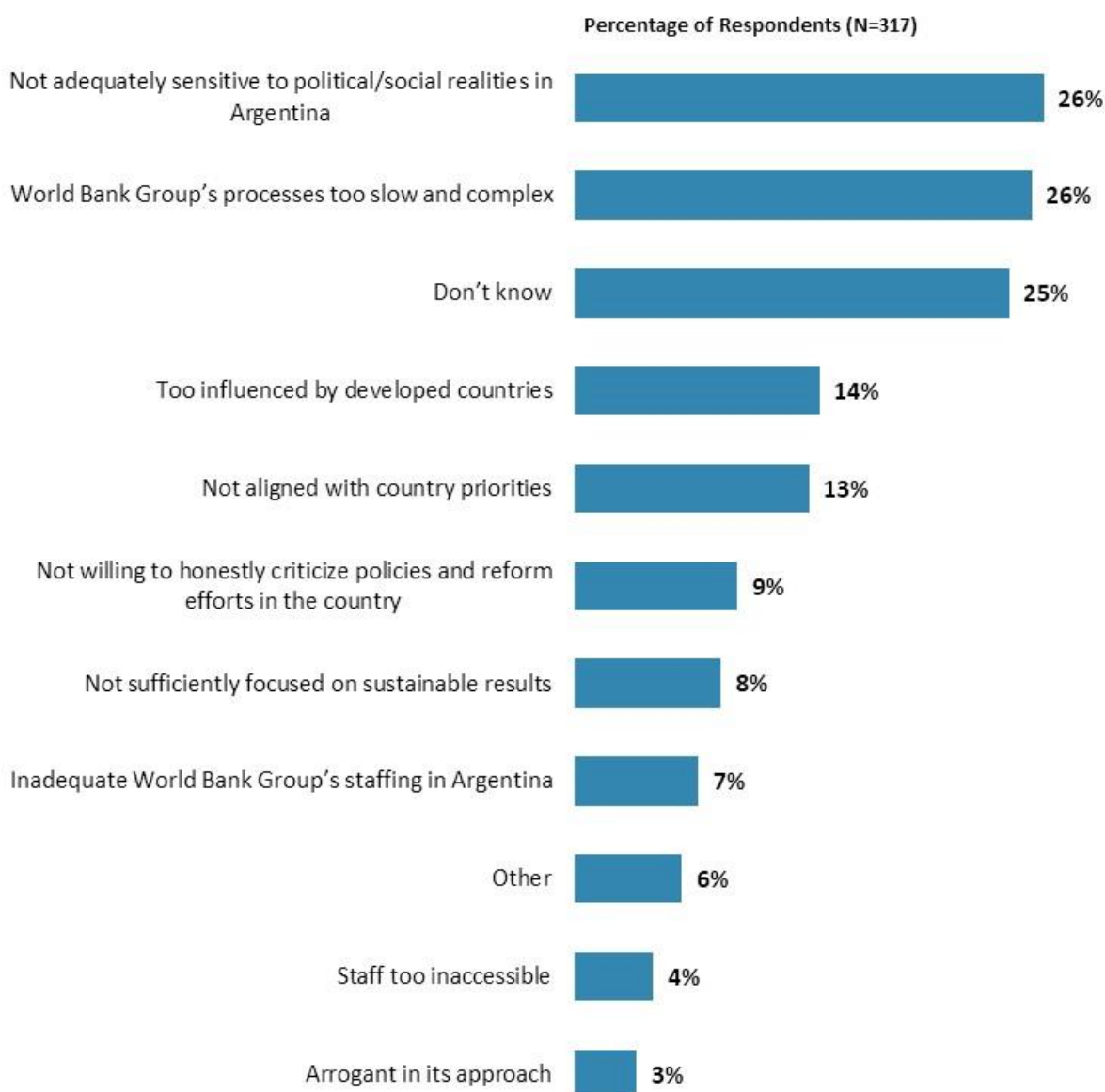
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Argentina?"  
(Respondents chose from a list.)



## 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%).

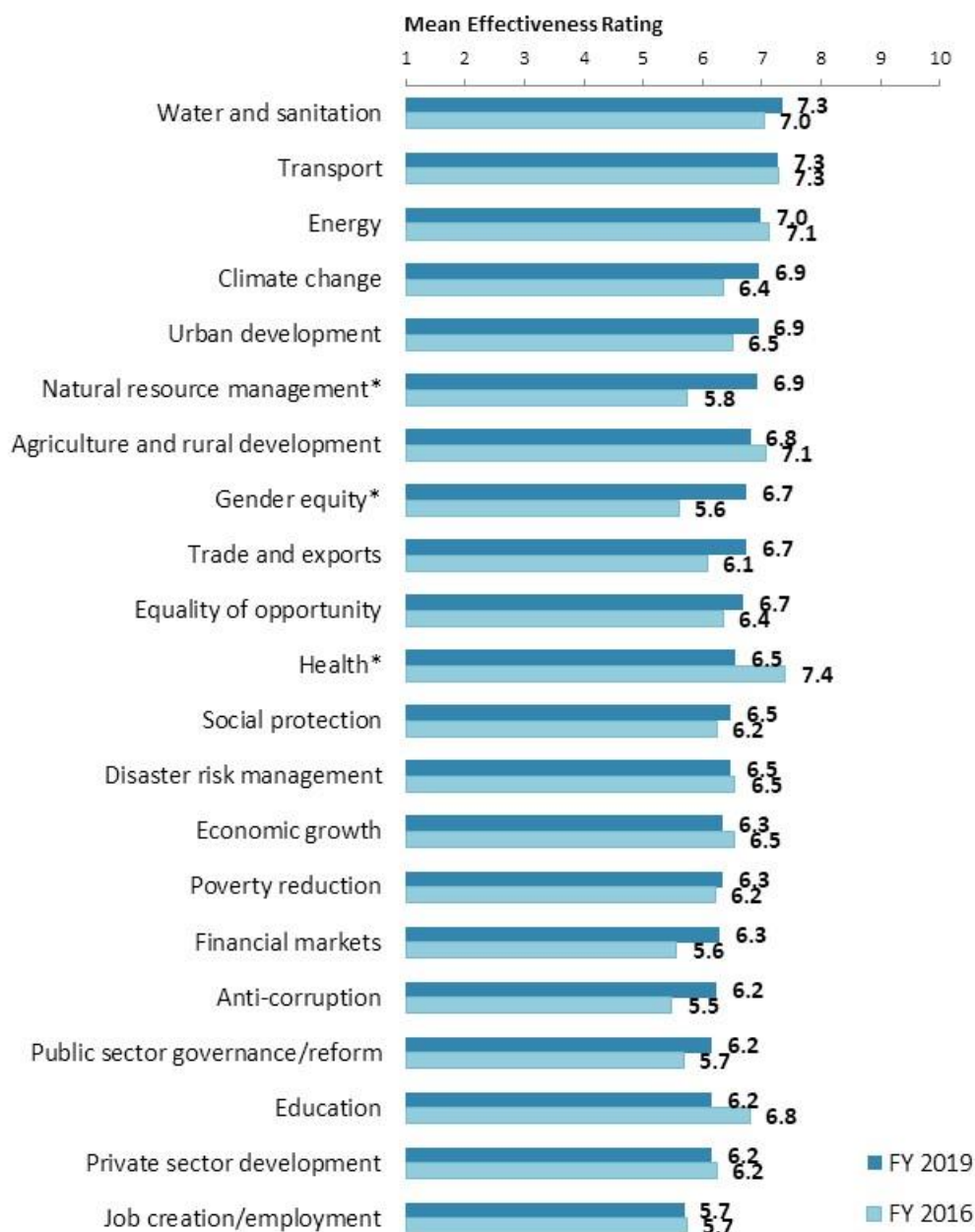


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## 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)*

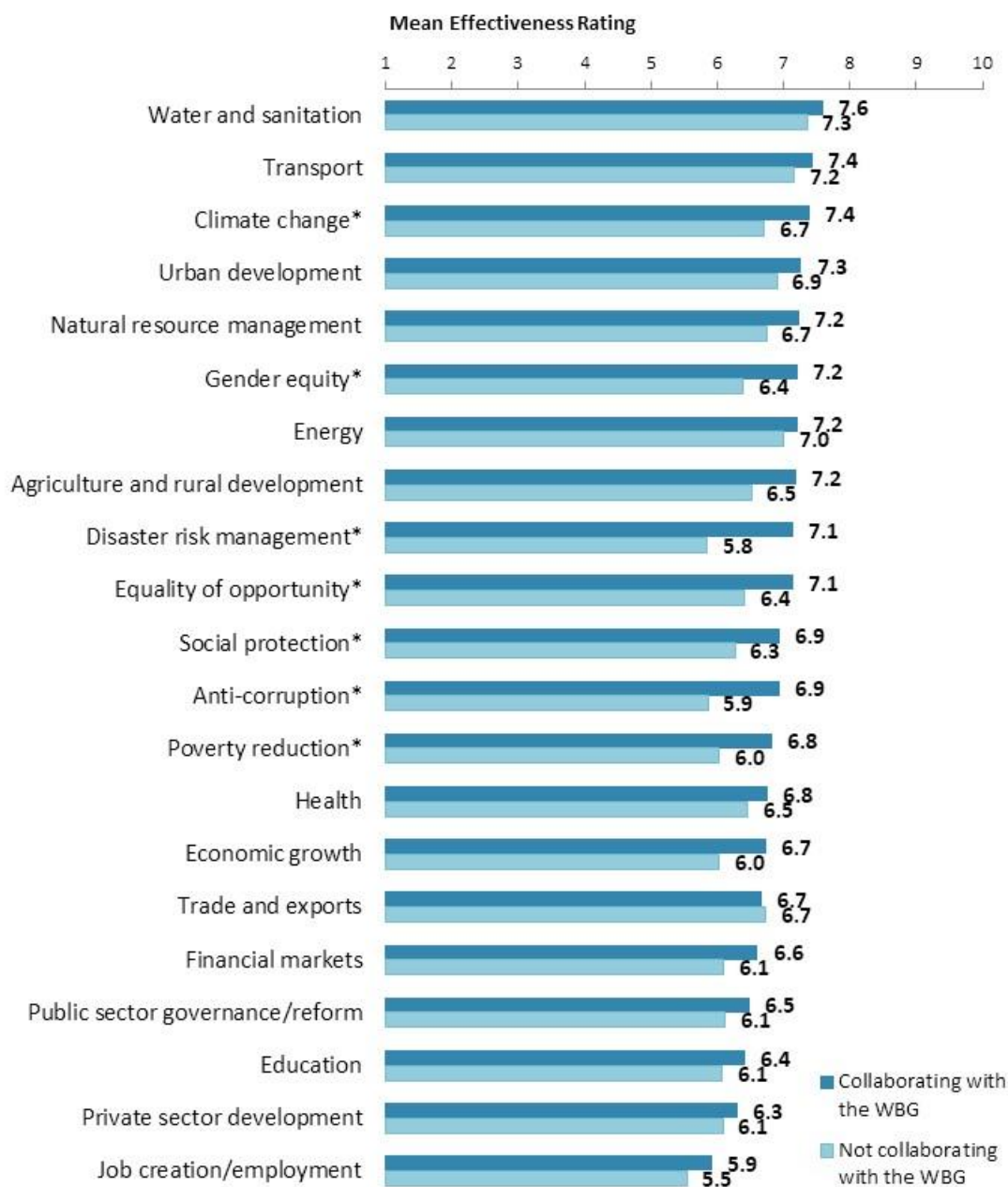
<sup>5</sup> Means in the chart were calculated based on weighted data.





## 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)

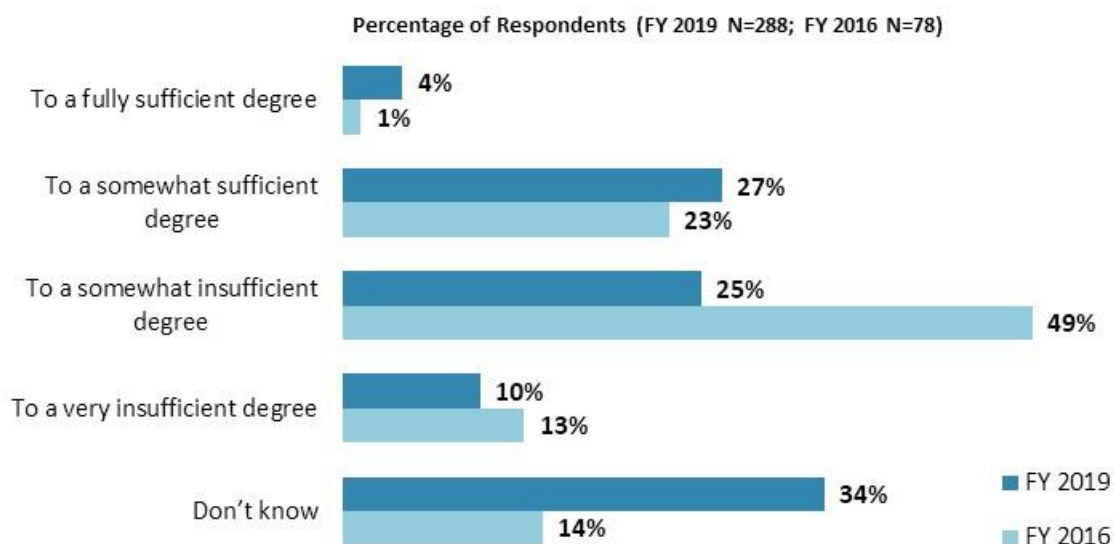
<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.





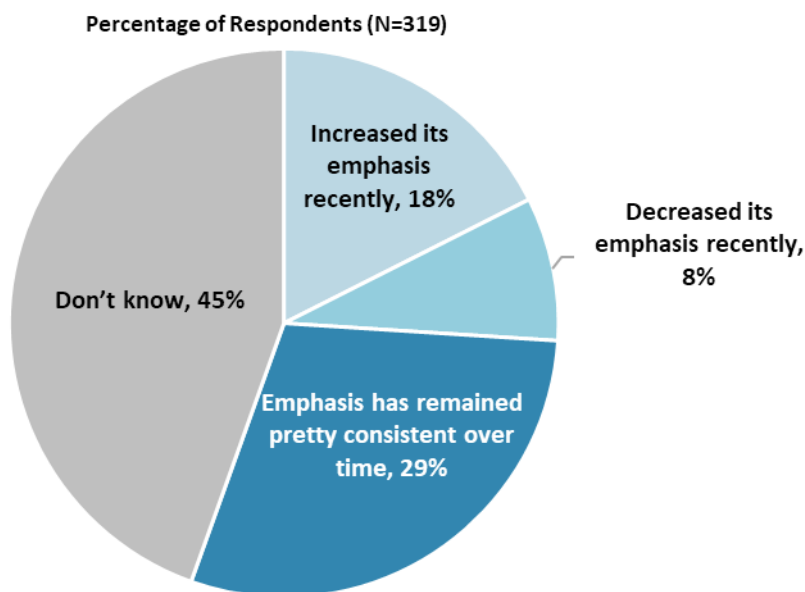
## VI. Sectoral Effectiveness (continued)

### 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



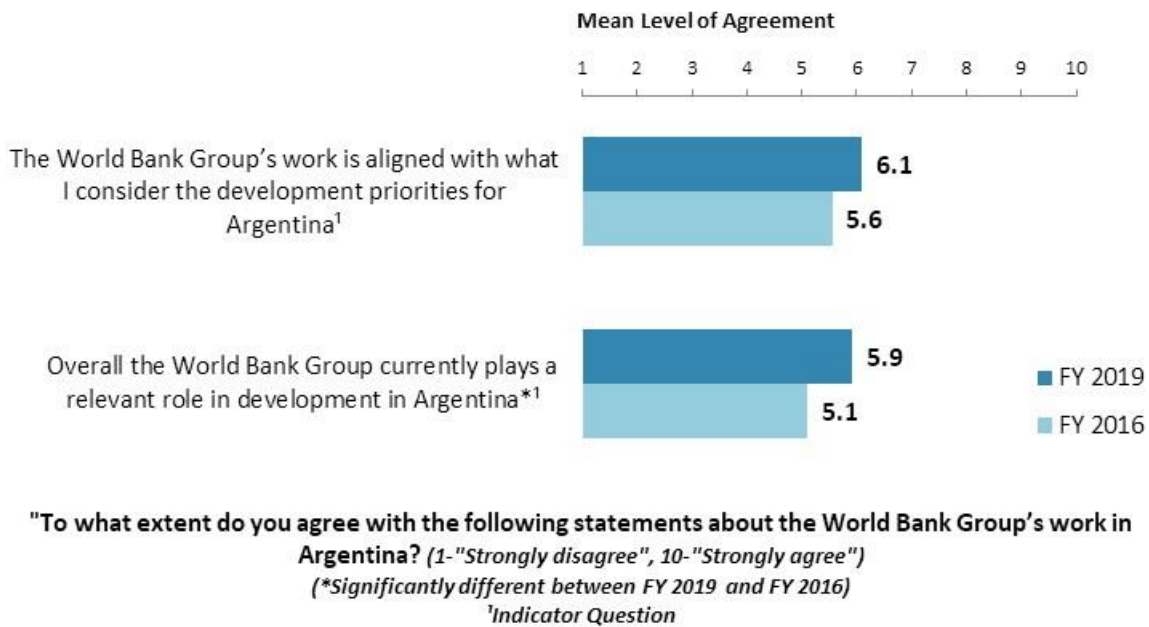
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

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

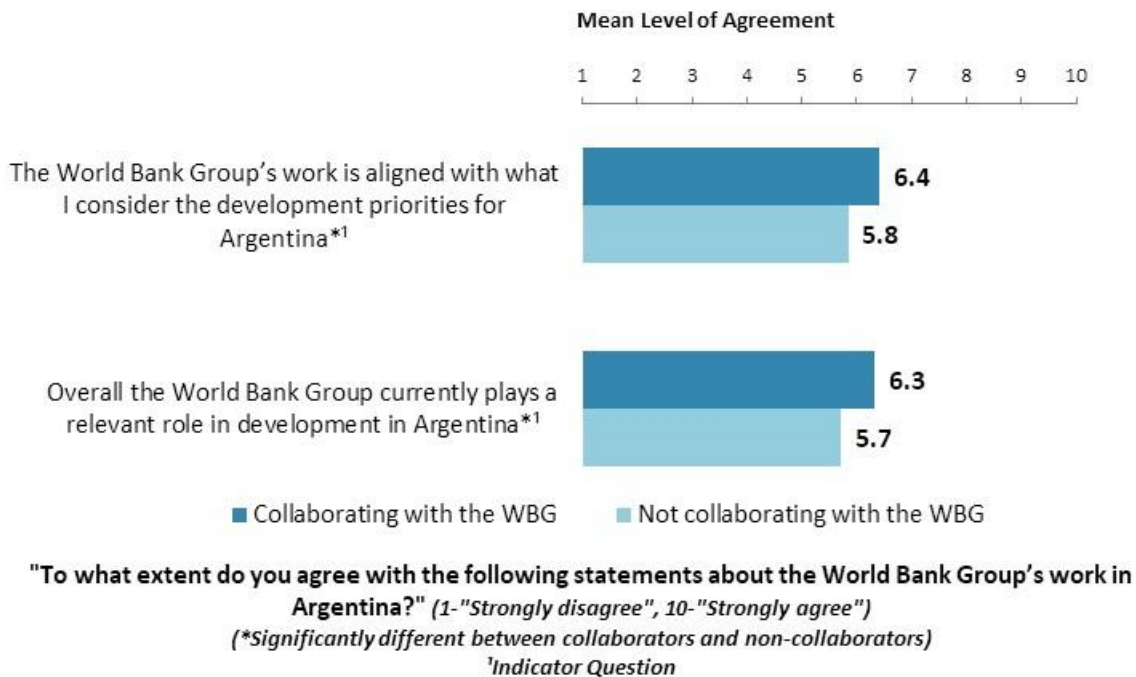


## VII. How the World Bank Group Operates

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



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

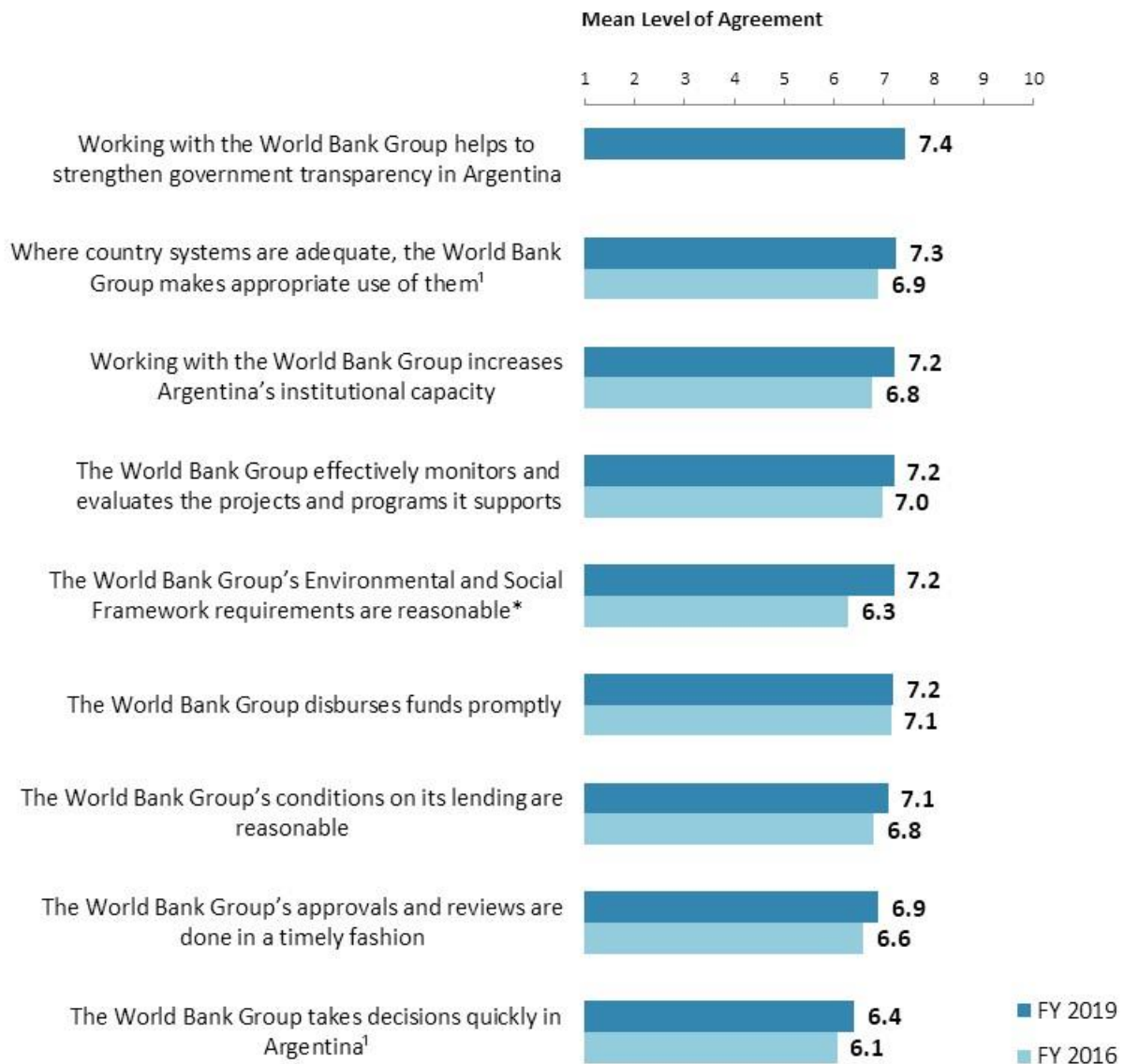


<sup>8</sup> Means in the chart were calculated based on weighted data.



## 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)*

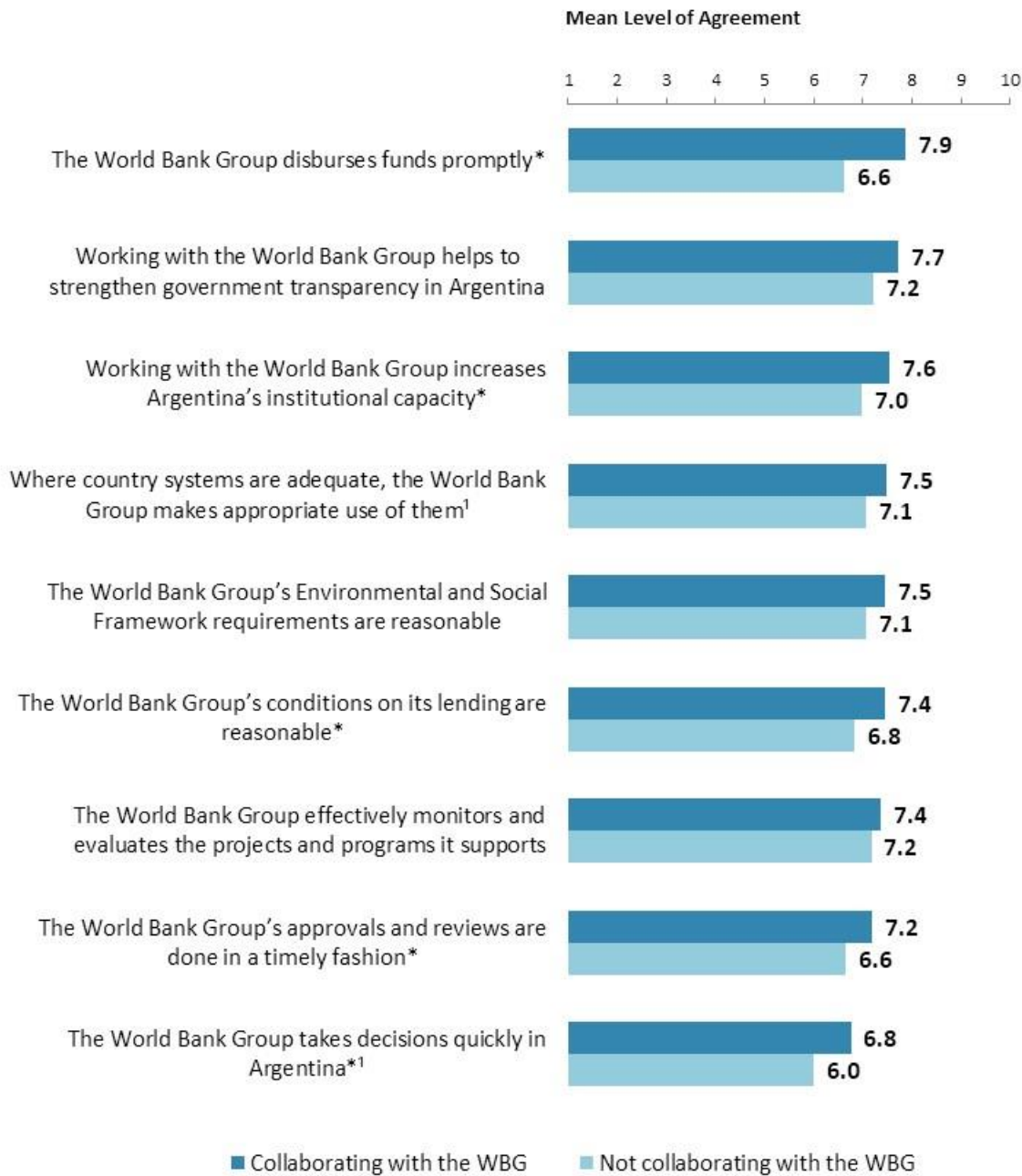
*<sup>1</sup>Indicator Question*

<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")*

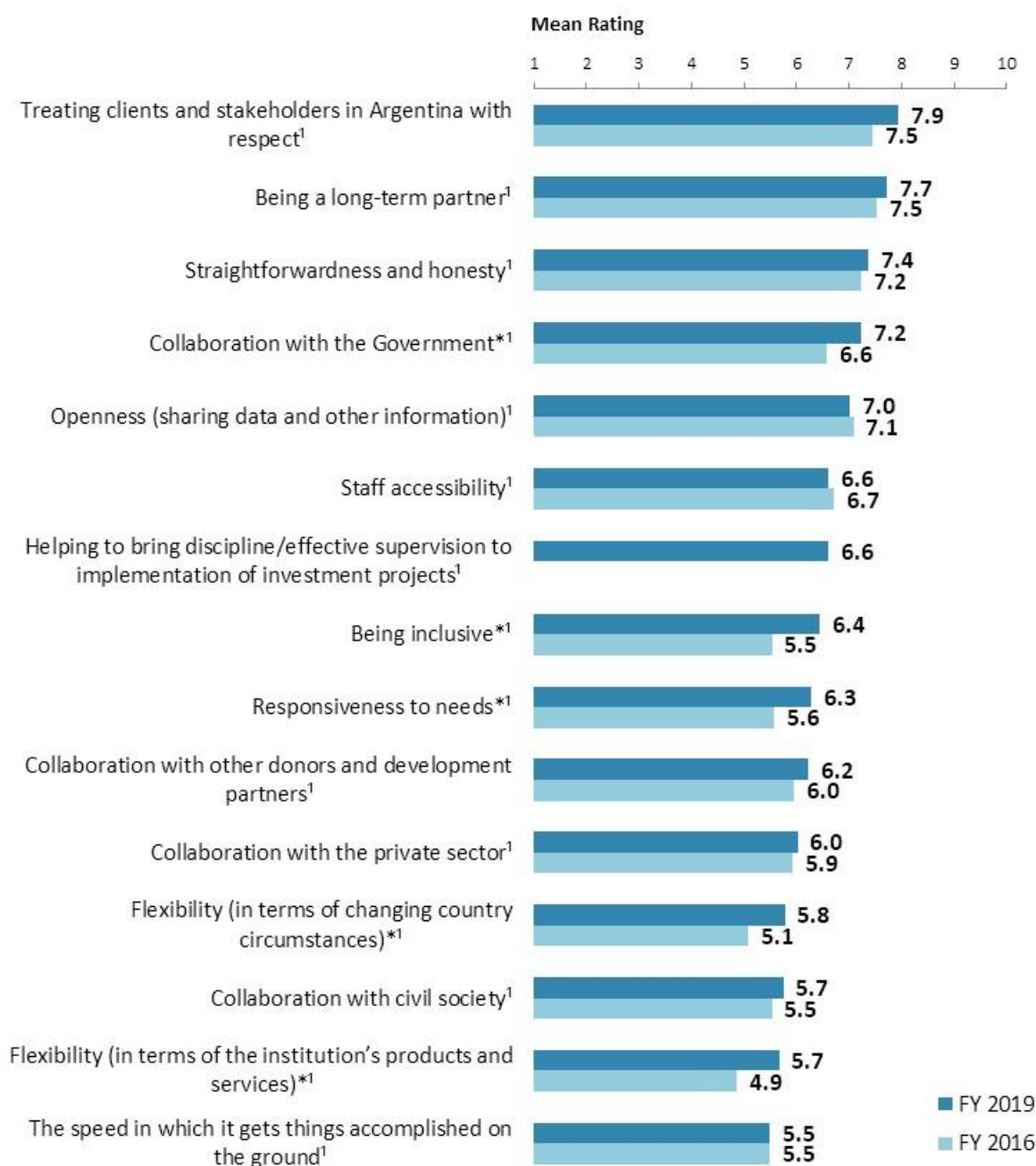
*(\*Significantly different between collaborators and non-collaborators)*

*<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")**

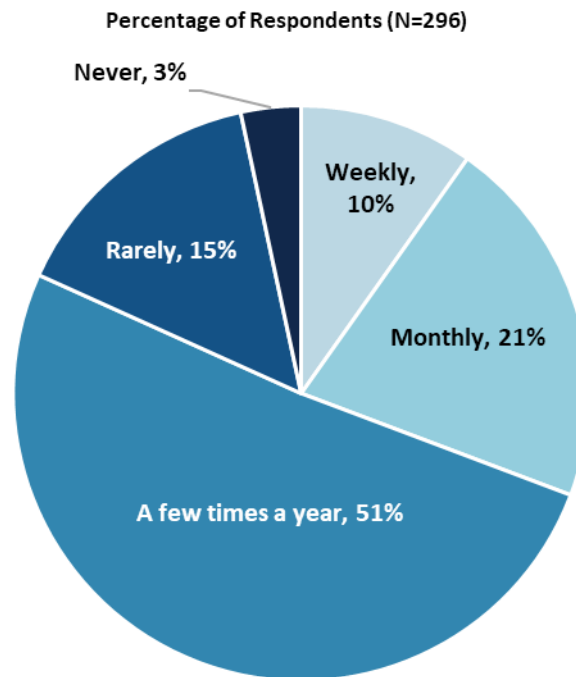
**(\*Significantly different between collaborators and non-collaborators)**

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



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

### Frequency of Consulting WBG Knowledge Work and Activities



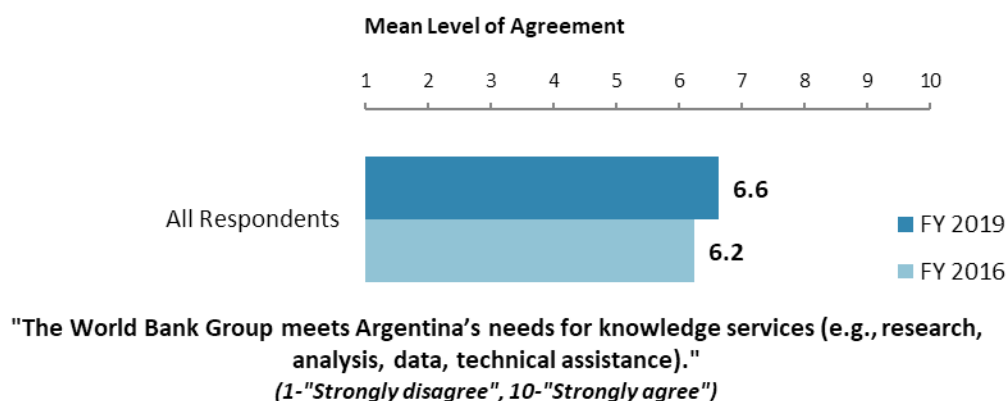
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



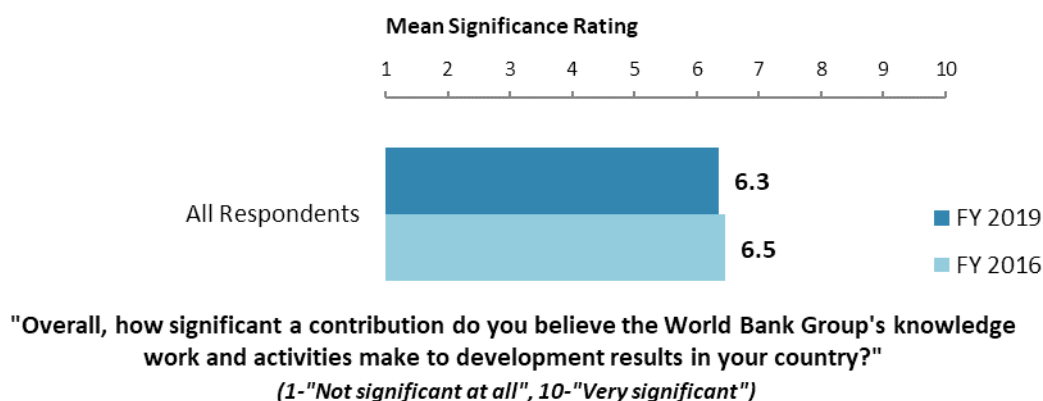


## VIII. World Bank Group's Knowledge and Instruments (continued)

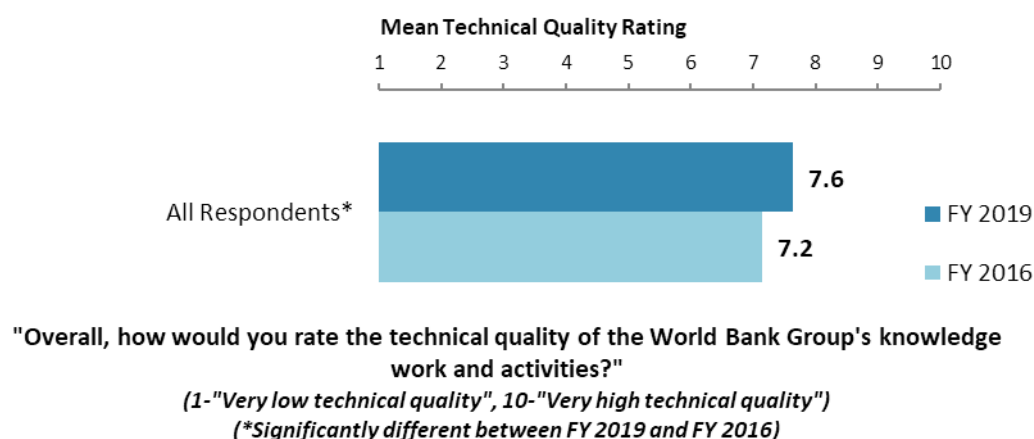
### Meeting Argentina's Knowledge Needs<sup>11</sup> (*Indicator Question*)



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



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



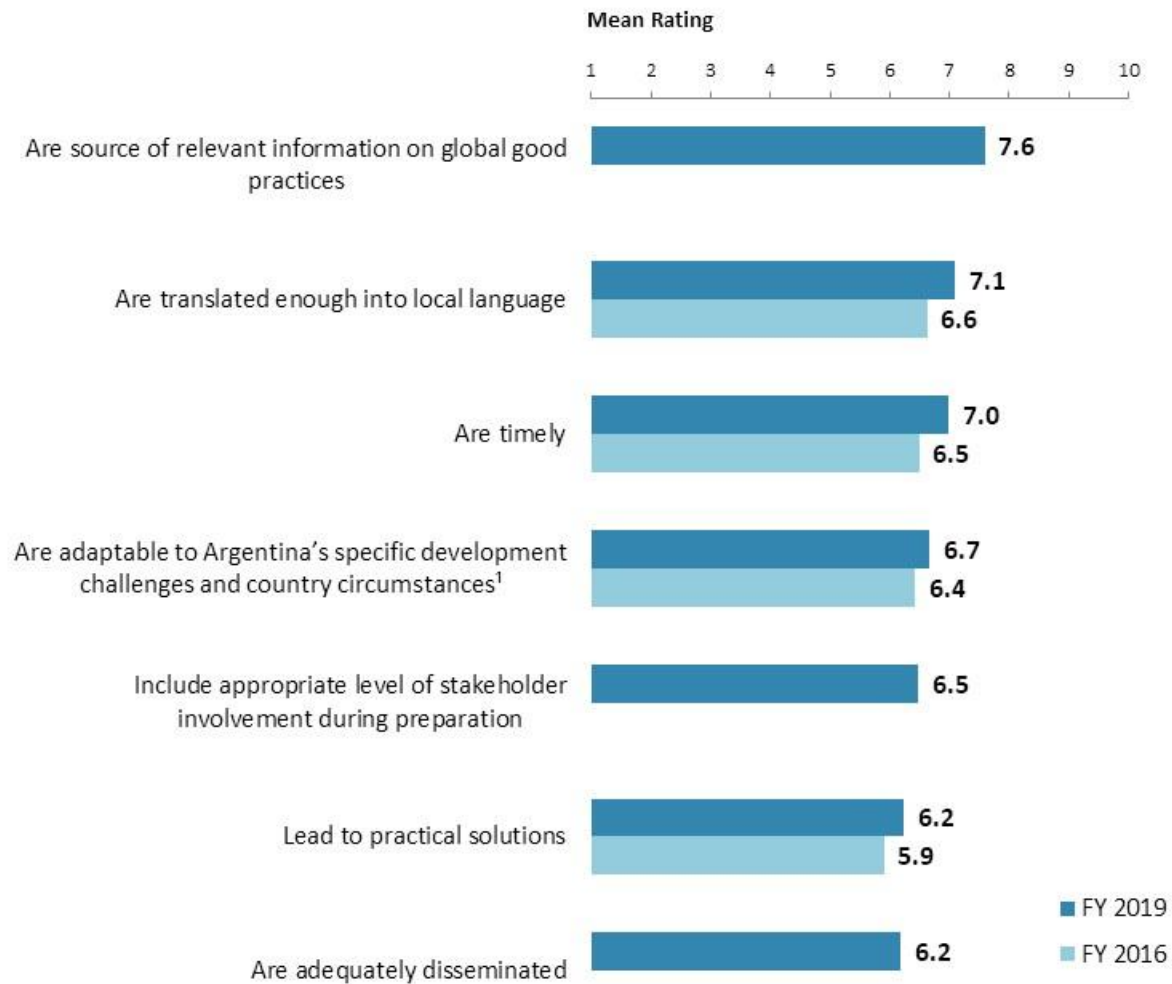
<sup>11</sup> Means in the charts on this page were calculated based on weighted data.





## 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")**

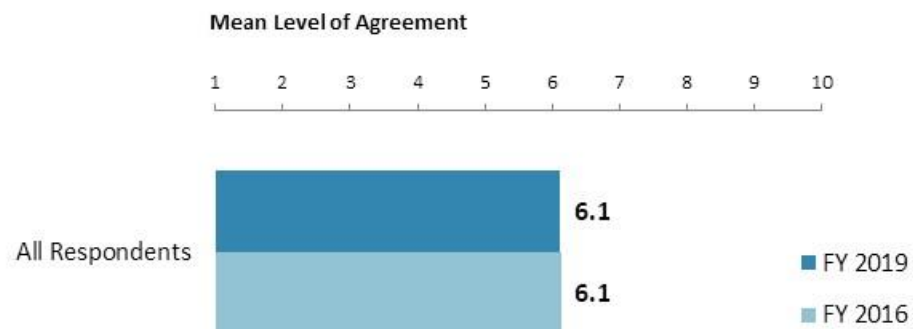
*<sup>1</sup>Indicator Question*

<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")

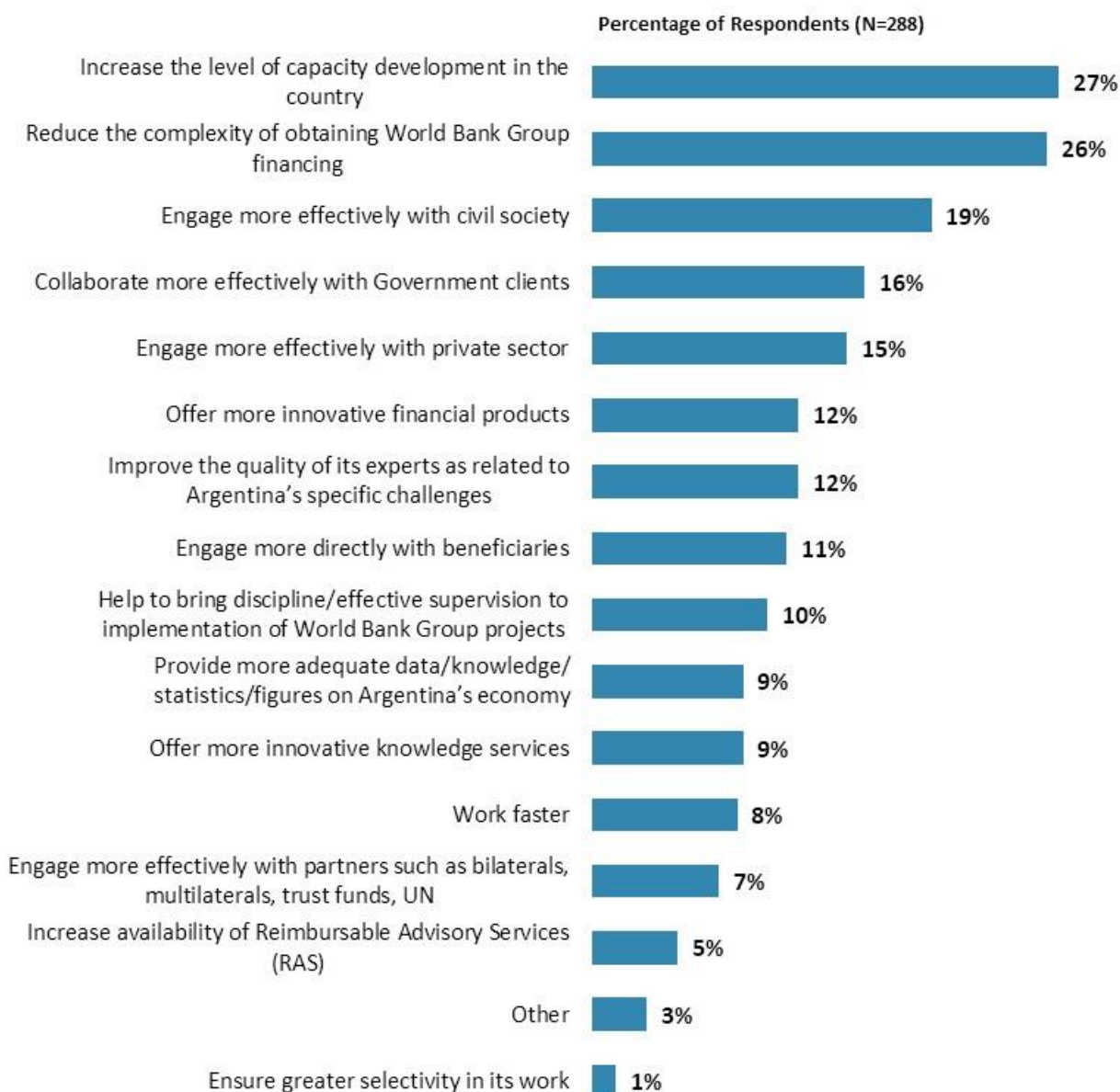
<sup>13</sup> Means in the chart were calculated based on weighted data.



## 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.



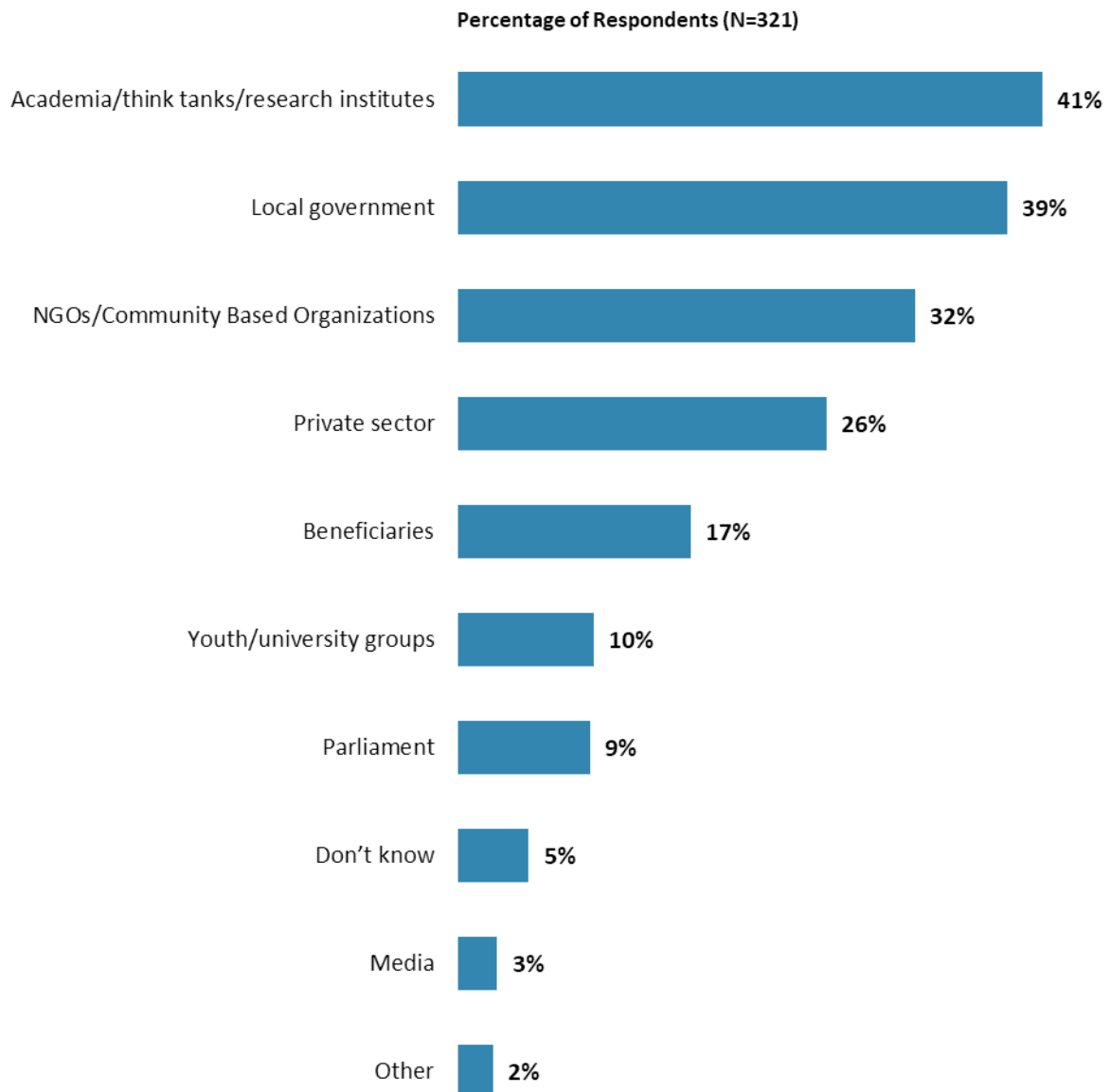
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina?  
(Choose no more than TWO)"**

(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 ...



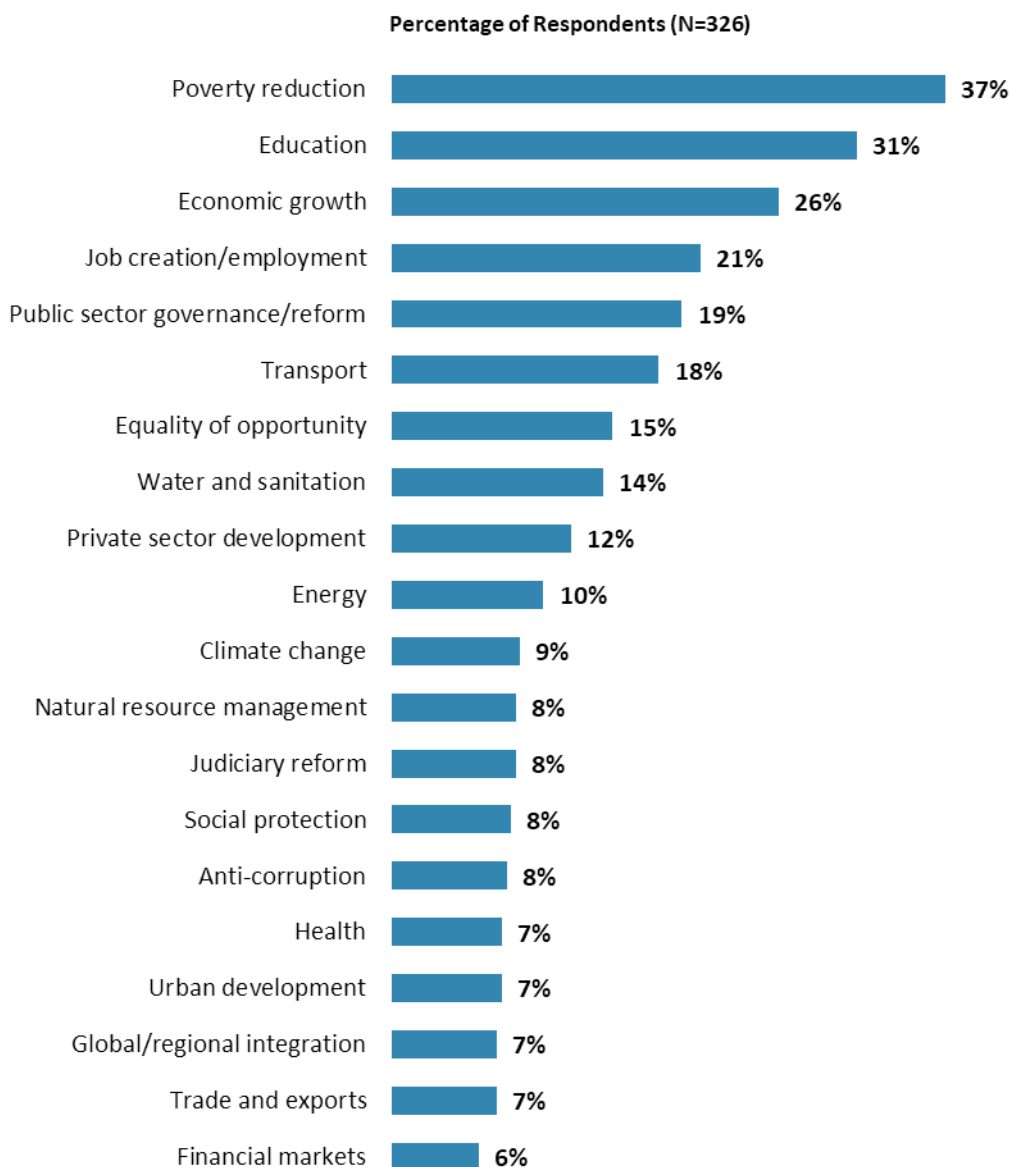
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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%).

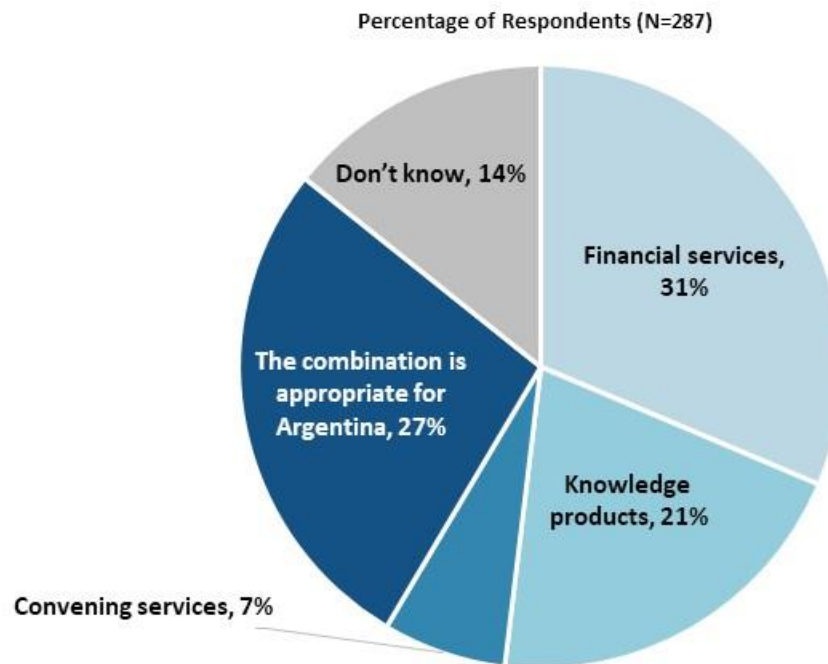


**“When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Argentina? (Choose no more than THREE)”**  
(Respondents chose from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

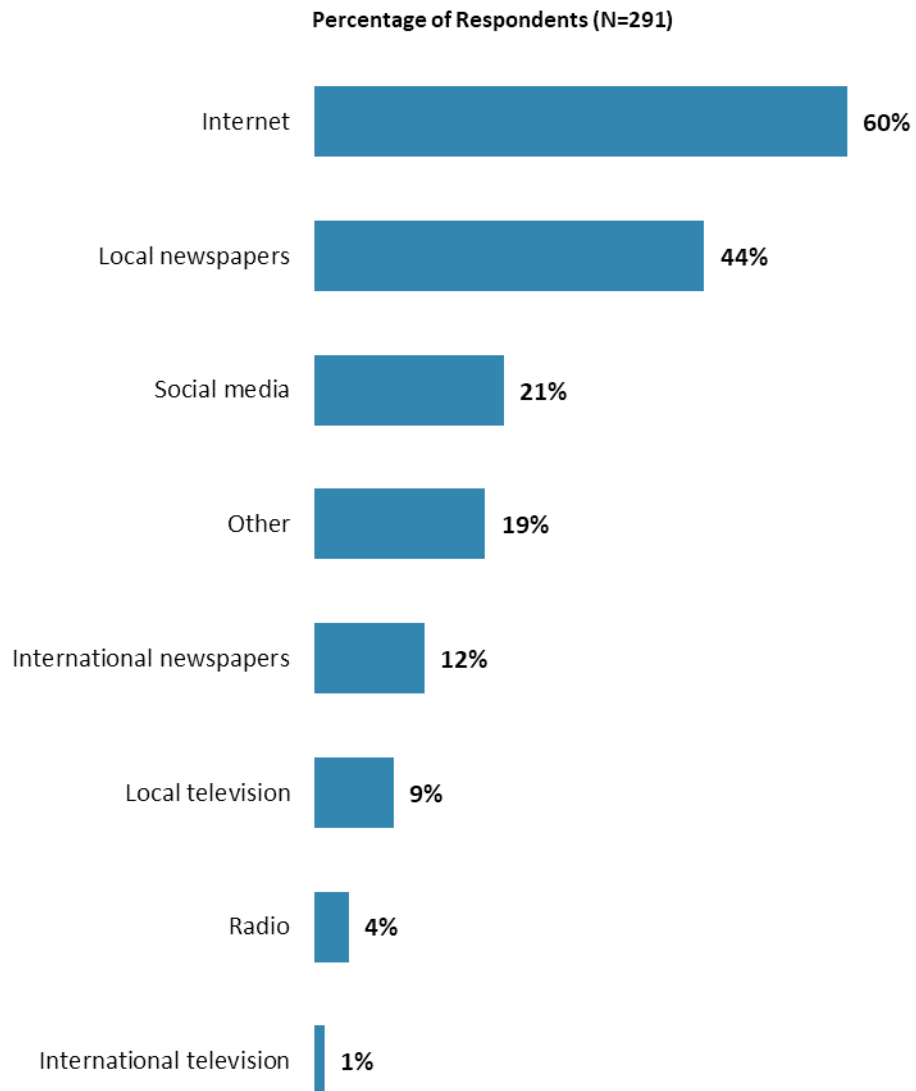


## X. Communication and Outreach

*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%).



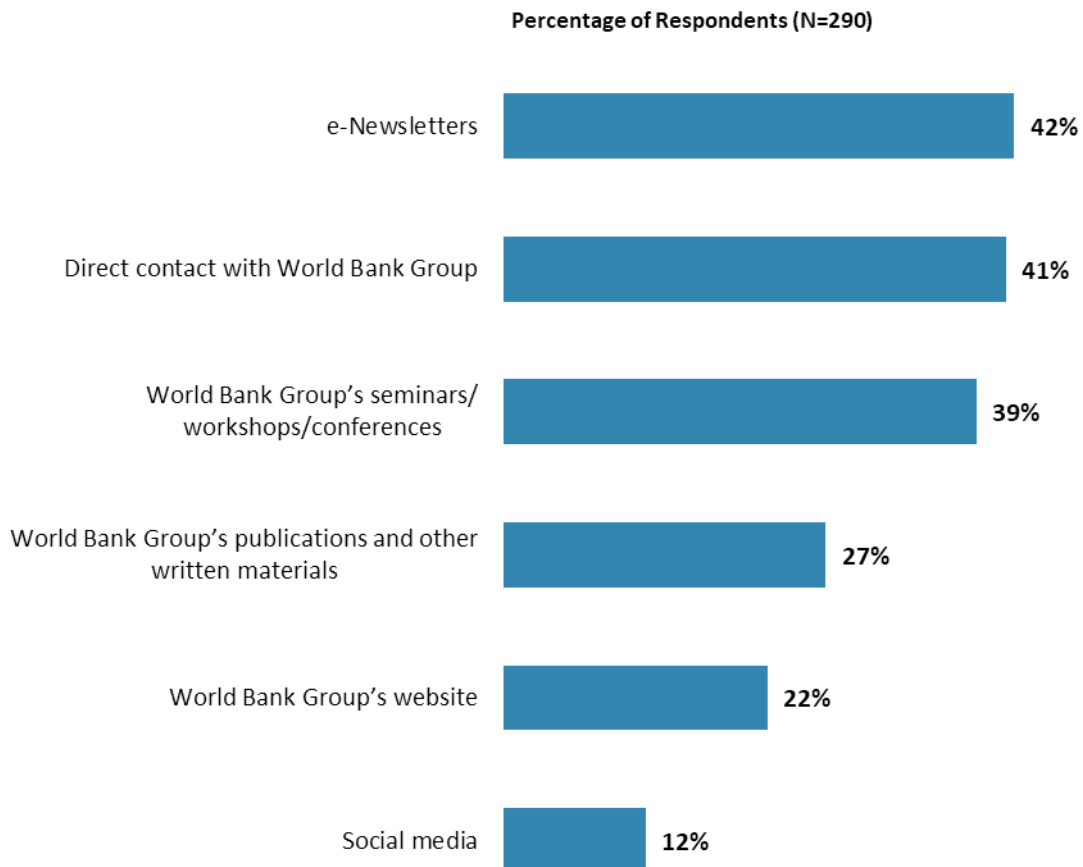
"How do you get most of your information about economic and social development issues in Argentina?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## 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%).



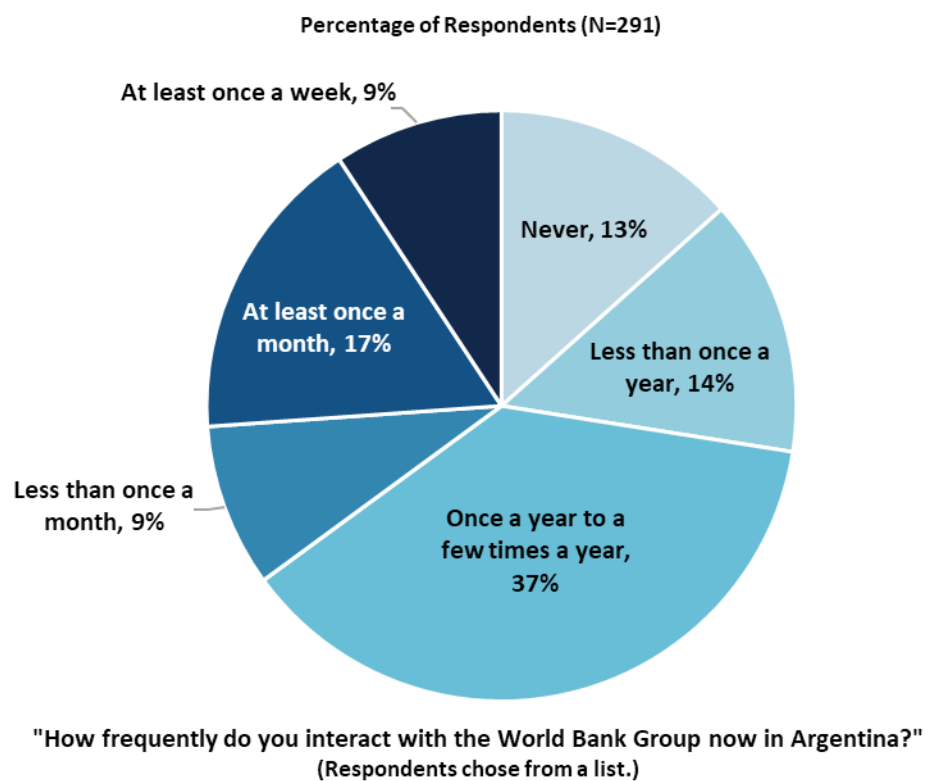
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)





## X. Communication and Outreach (continued)

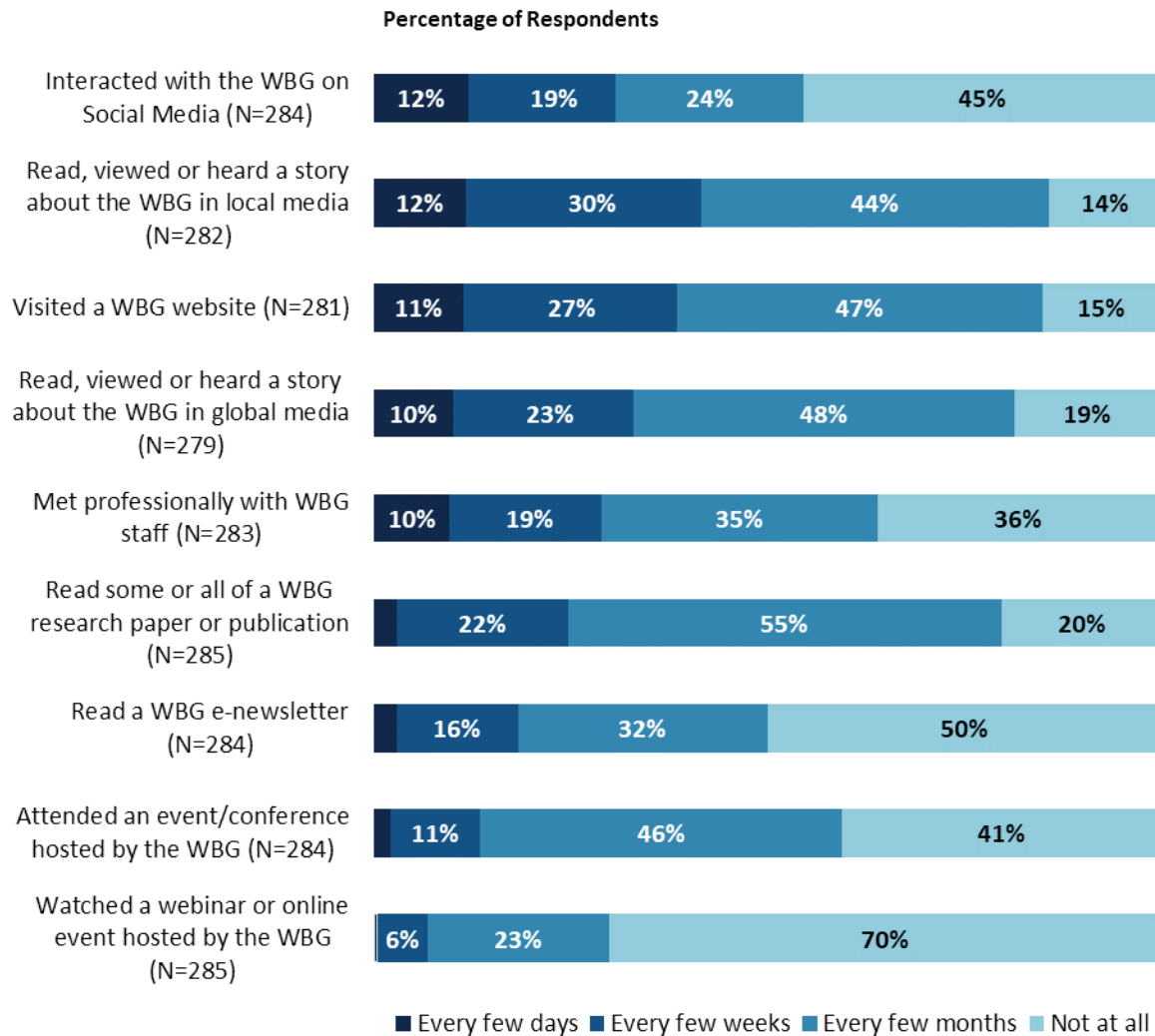
### WBG Interaction Frequency





## 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

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### 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

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

2. Do you think that economic opportunity for citizens in Argentina is ... ?	Percentage of Respondents (N=371)
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? (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 (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? (Select only ONE response)</b>	<b>Percentage of Respondents (N=368)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	18.5%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported 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/ 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. (Select only ONE response)</b>	<b>Percentage of Respondents (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 Parliamentary 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 Parliamentary	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	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%	28.6%
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%	28.6%
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	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
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
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 (Responses Combined)	Collaborating with the WBG	Not collaborating 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 the WBG	Not collaborating 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 <sup>1</sup>				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

<sup>1</sup> 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? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.77	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.</b>			
<b>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

A6. To what extent do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
1	The national/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"/>	

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

## SECTION A: GENERAL ISSUES

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

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		

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

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

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

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

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

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	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	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	<input type="checkbox"/>	
To no degree at all								To a very significant degree		Don't know	

<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 (Choose only ONE)</b>	<b>Second Greatest Value (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
<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**

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

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Argentina? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	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

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

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

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

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

		To no degree at all					To a very significant degree					Don't know
<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"/>

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

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

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

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

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Argentina											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Argentina's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Working with the World Bank Group helps to strengthen government transparency in Argentina											<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											<input type="checkbox"/>	

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

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

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on 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): _____

**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)**

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!**