

# FY 2019 Costa Rica Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**August 2019**



## Acknowledgements

The Costa Rica 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, Jessica Cameron, Antonina Redko, 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 Costa Rica country team and the independent fielding agency Ipsos Costa Rica, Sociedad Anónima. In particular, PORG is grateful for the support from Luis Enrique Gutierrez Izquierdo (Senior Operations Officer) and Cynthia Flores Mora (Communications Officer) who coordinated the survey related activities from San Jose, Costa Rica.





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## I. Objectives

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

- *General Issues Facing Costa Rica*
- *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 Costa Rica*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February to April 2019, 414 stakeholders of the WBG in Costa Rica 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 government offices; 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 210 stakeholders participated in the survey (51% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via email and returned it accordingly, or received the questionnaires via the 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 36%, N=171). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 78).

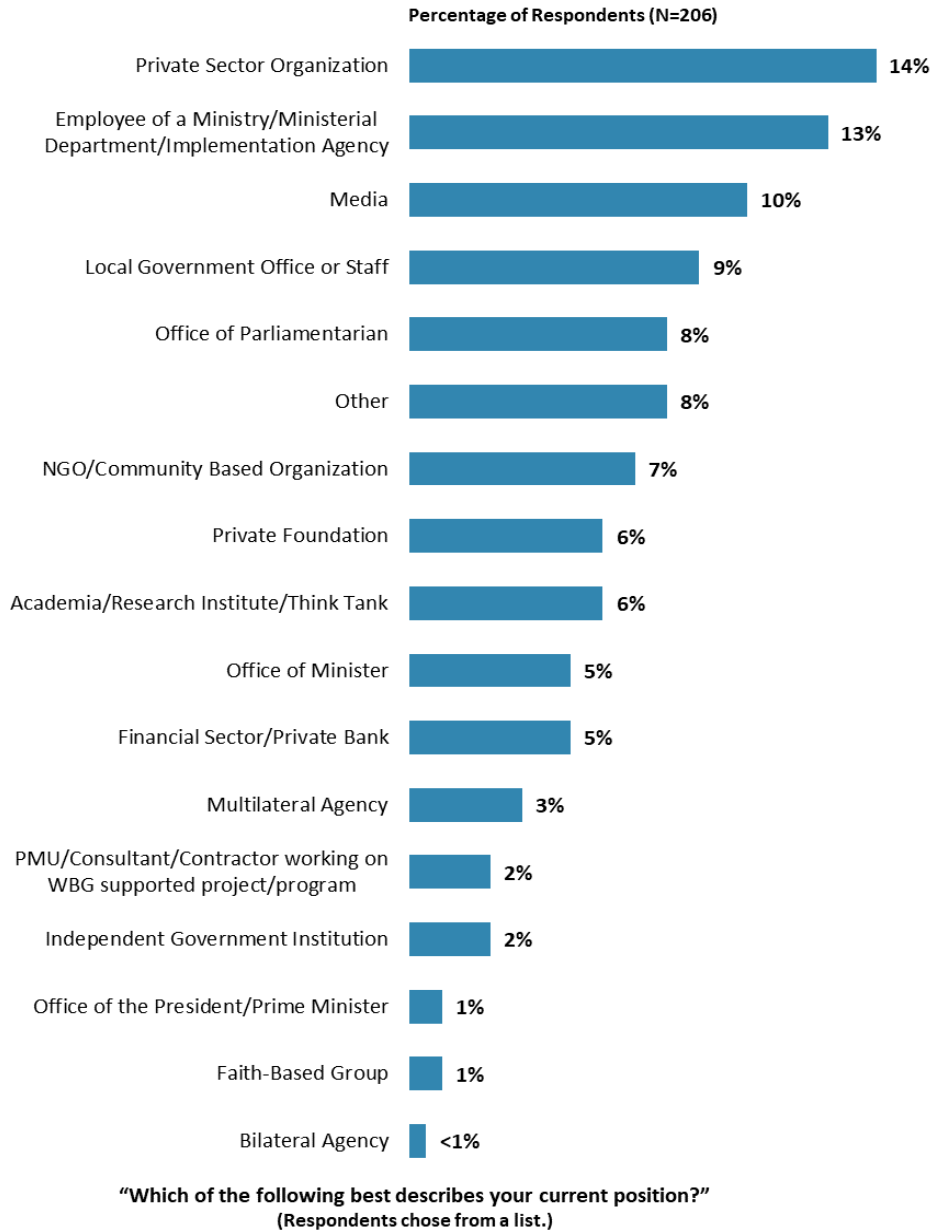
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>

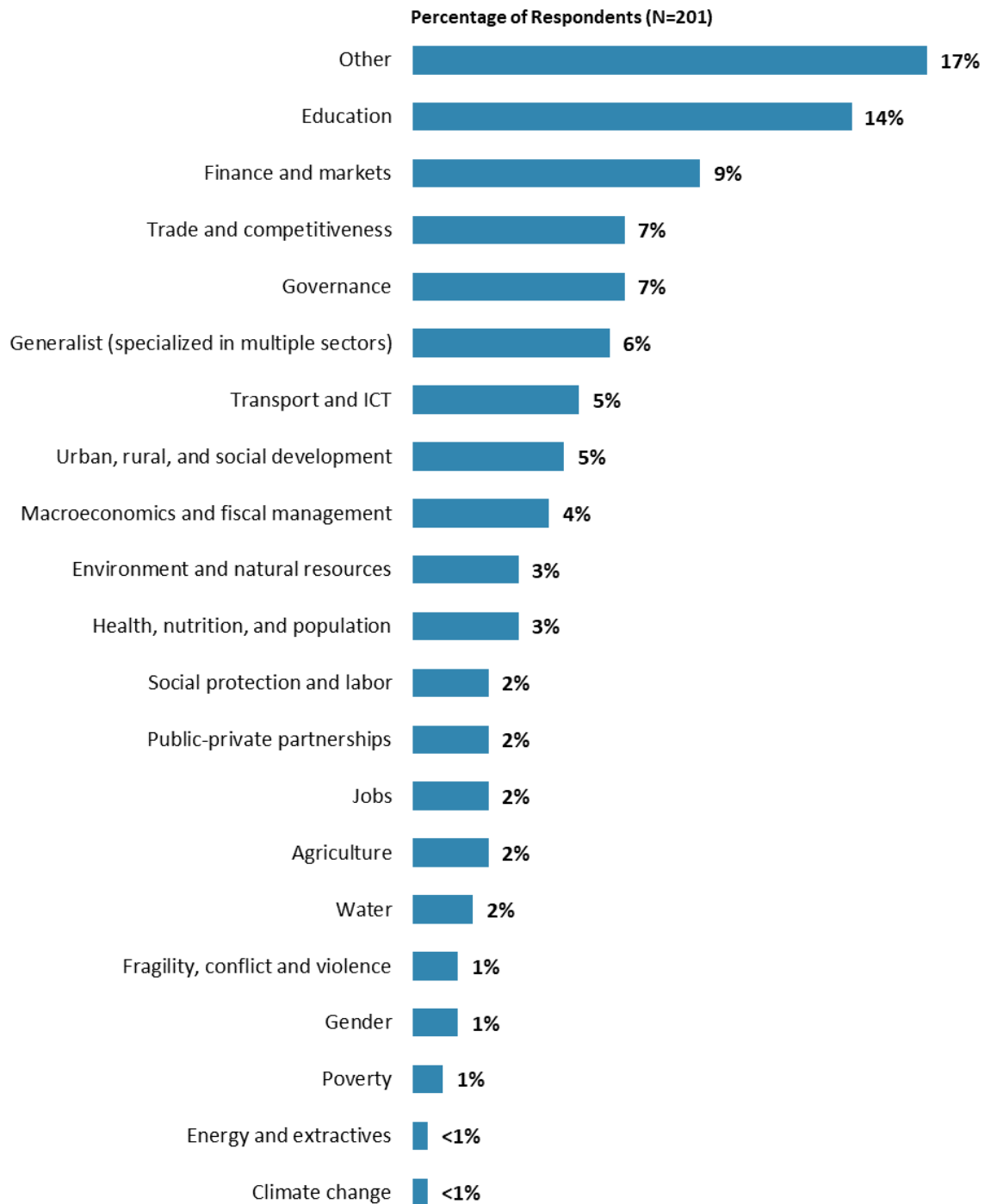


<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs, and consultants working on WBG projects; respondents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



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

#### Area of Primary Specialization



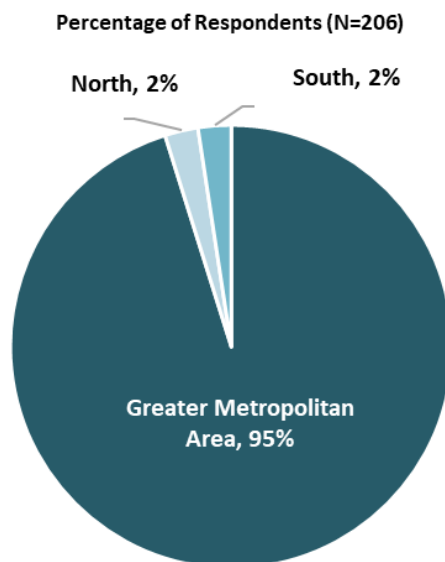
**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



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

#### Geographic Locations

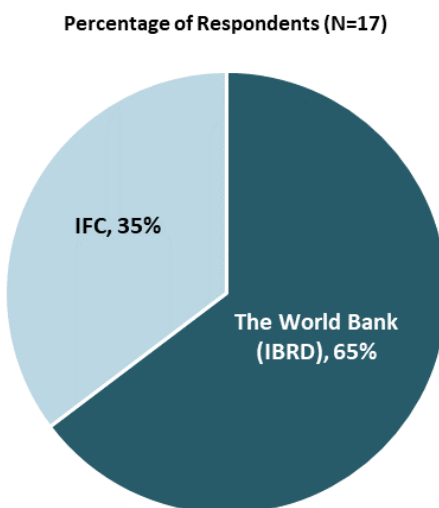
- Because of the small number of respondents from North and South, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



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

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



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

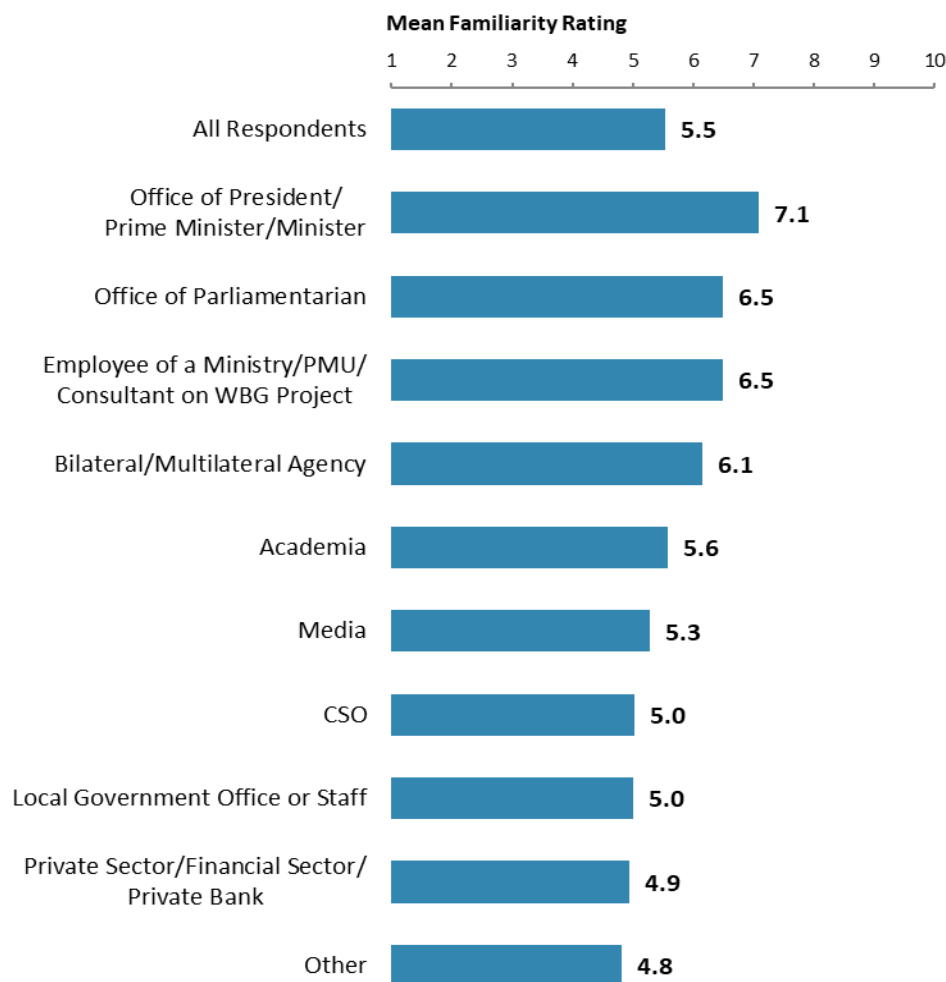
Note: no respondents selected "MIGA" or "ICSID" response options



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to the FY'16 Country Survey (weighted mean in FY'19 = 5.76; weighted mean in FY'16 = 6.65)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in Costa Rica, and moderately, significantly correlated with their agreement that the WBG plays a relevant role in Costa Rica's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Costa Rica.



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

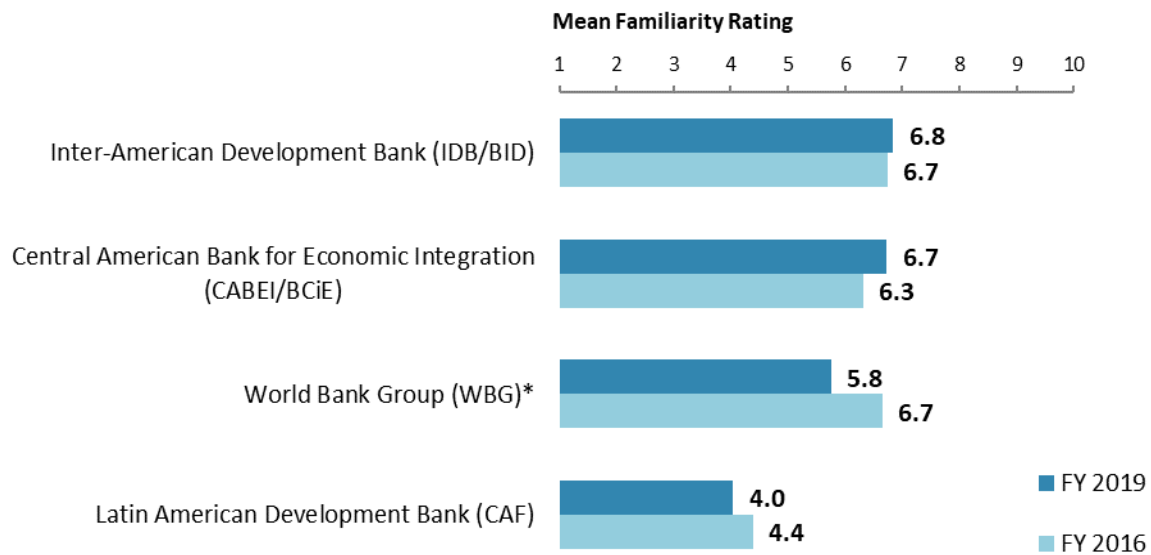
<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 78) for more details on weighting.





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

#### Familiarity with the WBG vs. Other Development Banks<sup>3</sup>



"How familiar are you with the work of these organizations in Costa Rica?"

(1 - "Not familiar at all", 10 - "Extremely familiar")

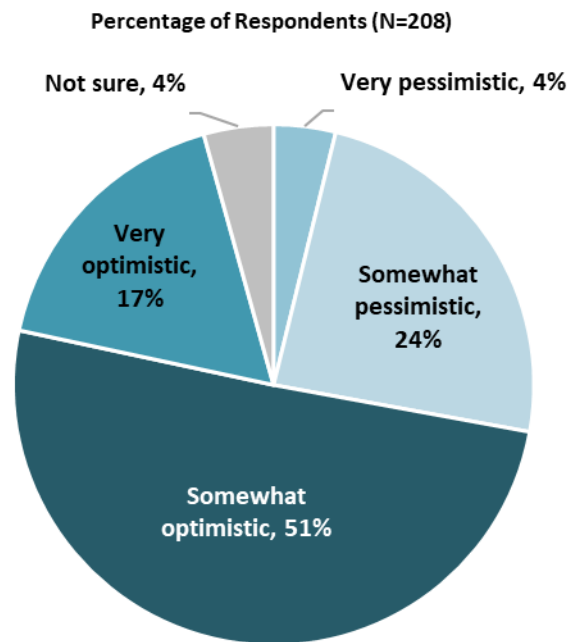
(\*Significantly different between FY 2019 and FY 2016)

<sup>3</sup> Means presented in this chart were calculated based on weighted data.



## IV. General Issues Facing Costa Rica

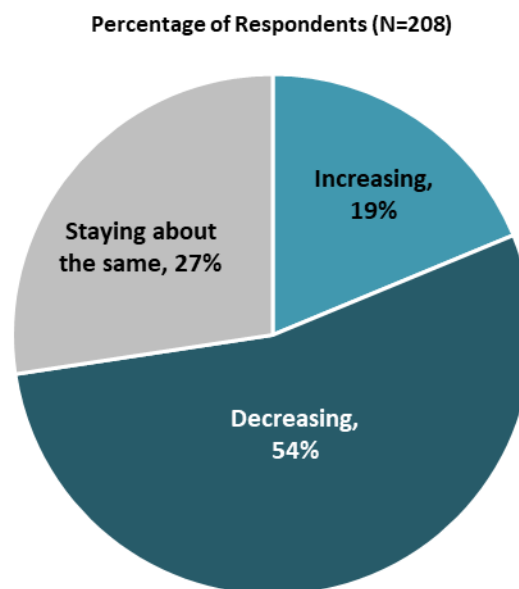
### Optimism for the Future of Costa Rica



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

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### Perceptions of Economic Opportunity

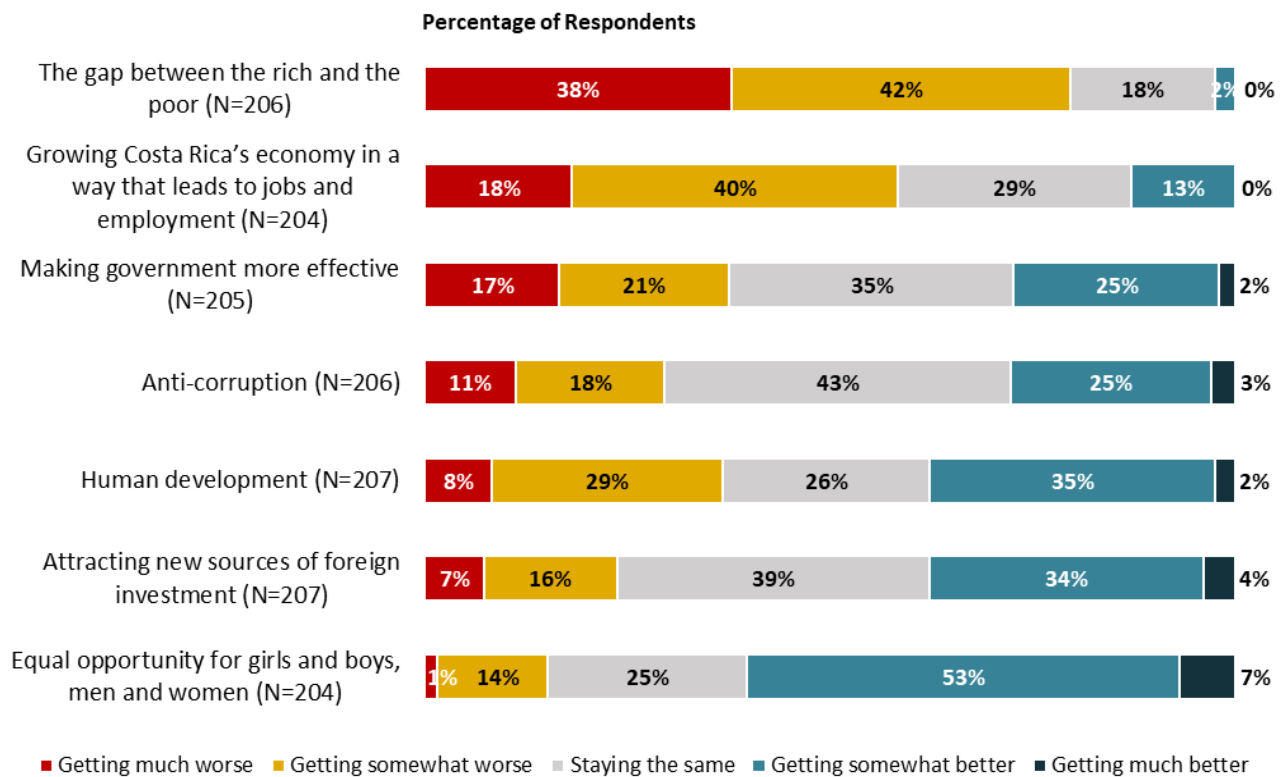


"Do you think that economic opportunity for citizens in Costa Rica is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Costa Rica (continued)

### Perceptions of Improvement and Decline in Specific Areas



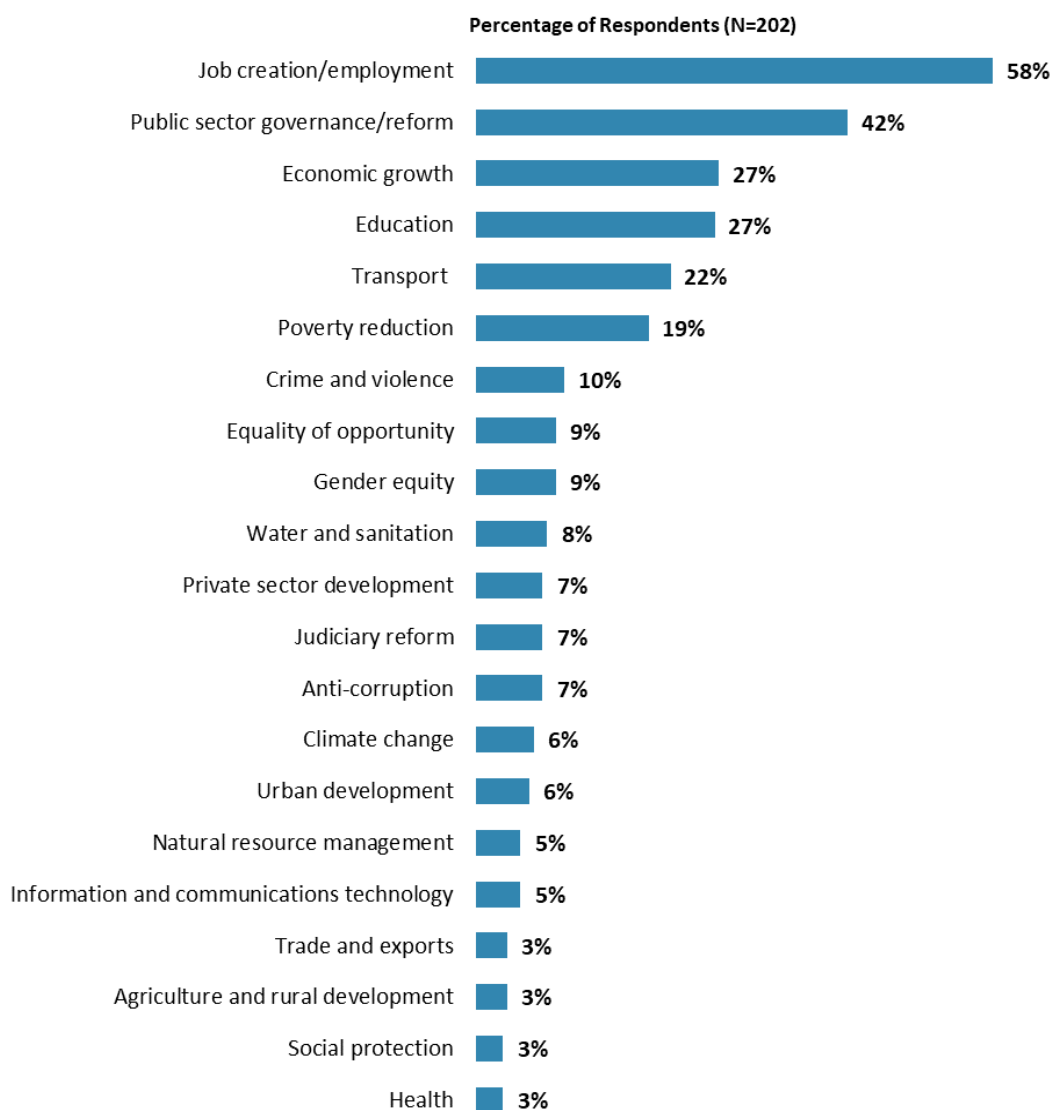
"Please describe the direction Costa Rica is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Costa Rica (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Costa Rica were “*public sector reform*” (52%), “*job creation/employment*” (39%), and “*economic growth*” (30%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (14% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Costa Rica, compared to the rest of respondents in other areas of work (education specialists = 52%; others = 22%).<sup>4</sup>



"Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 21 of 28 response options shown)

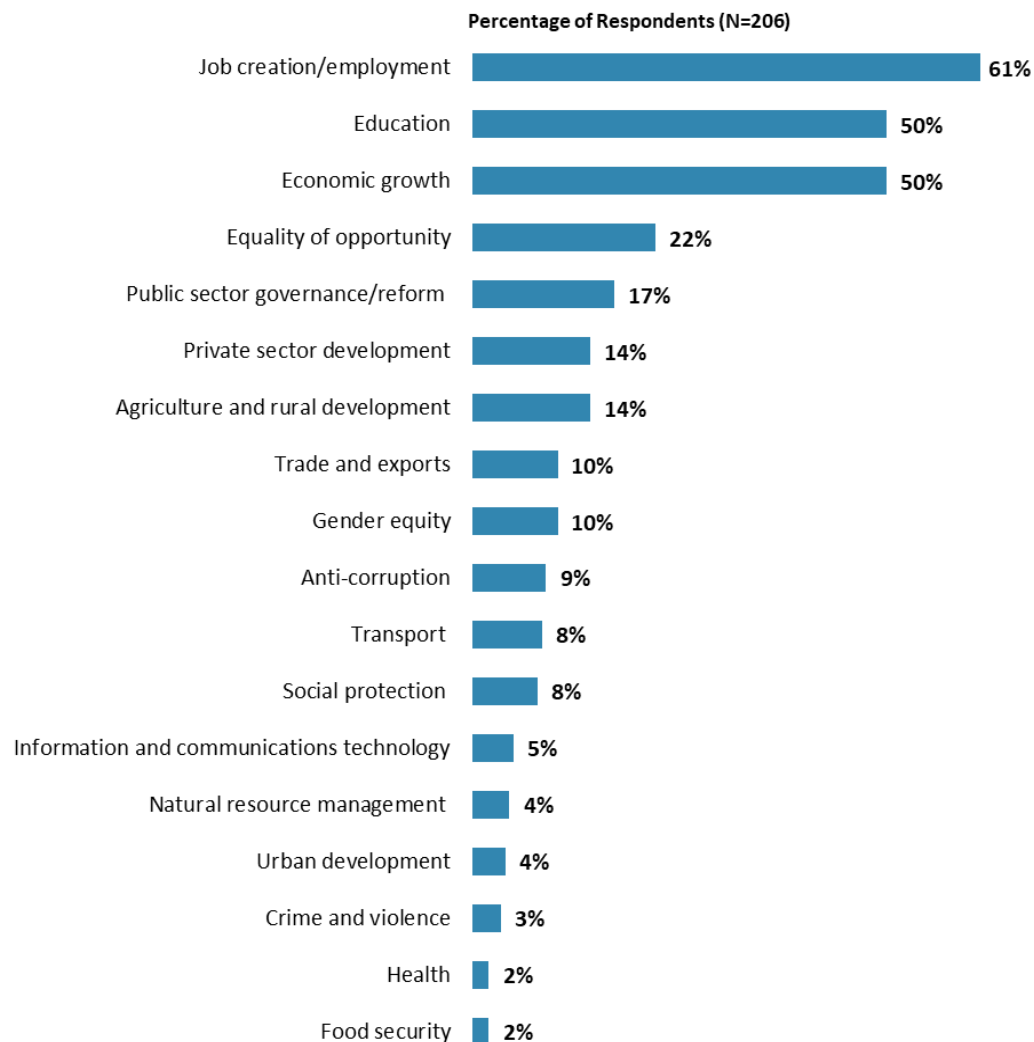
<sup>4</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. General Issues Facing Costa Rica (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 Costa Rica were “*education*” (51%), “*economic growth*” (42%), and “*job creation/employment*” (39%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (14% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Costa Rica compared to the rest of respondents in other areas of work (education specialists = 75%; others = 47%).<sup>5</sup>



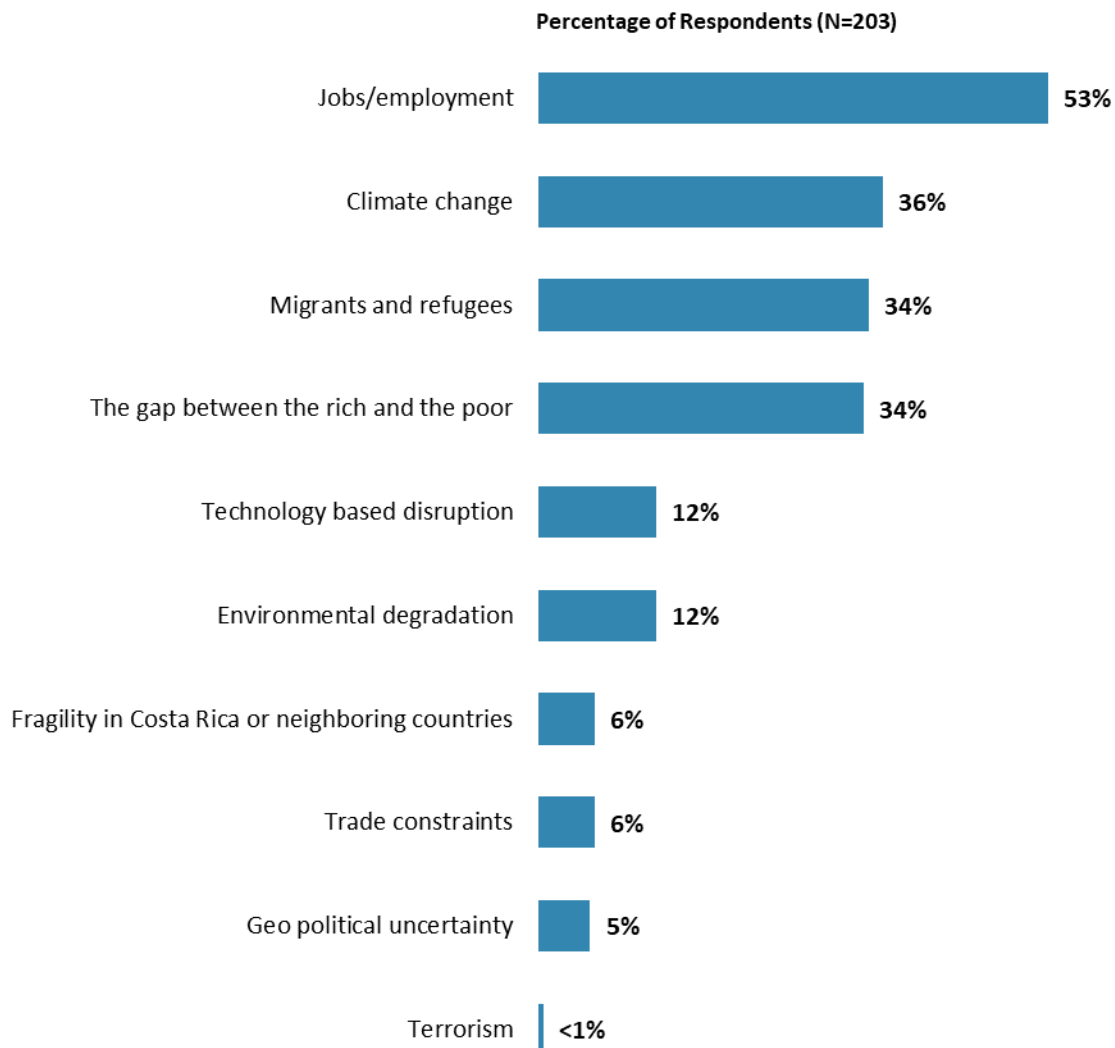
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 18 of 27 response options shown)

<sup>5</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



## IV. General Issues Facing Costa Rica (continued)

### The Impact of Global Challenges on Costa Rica

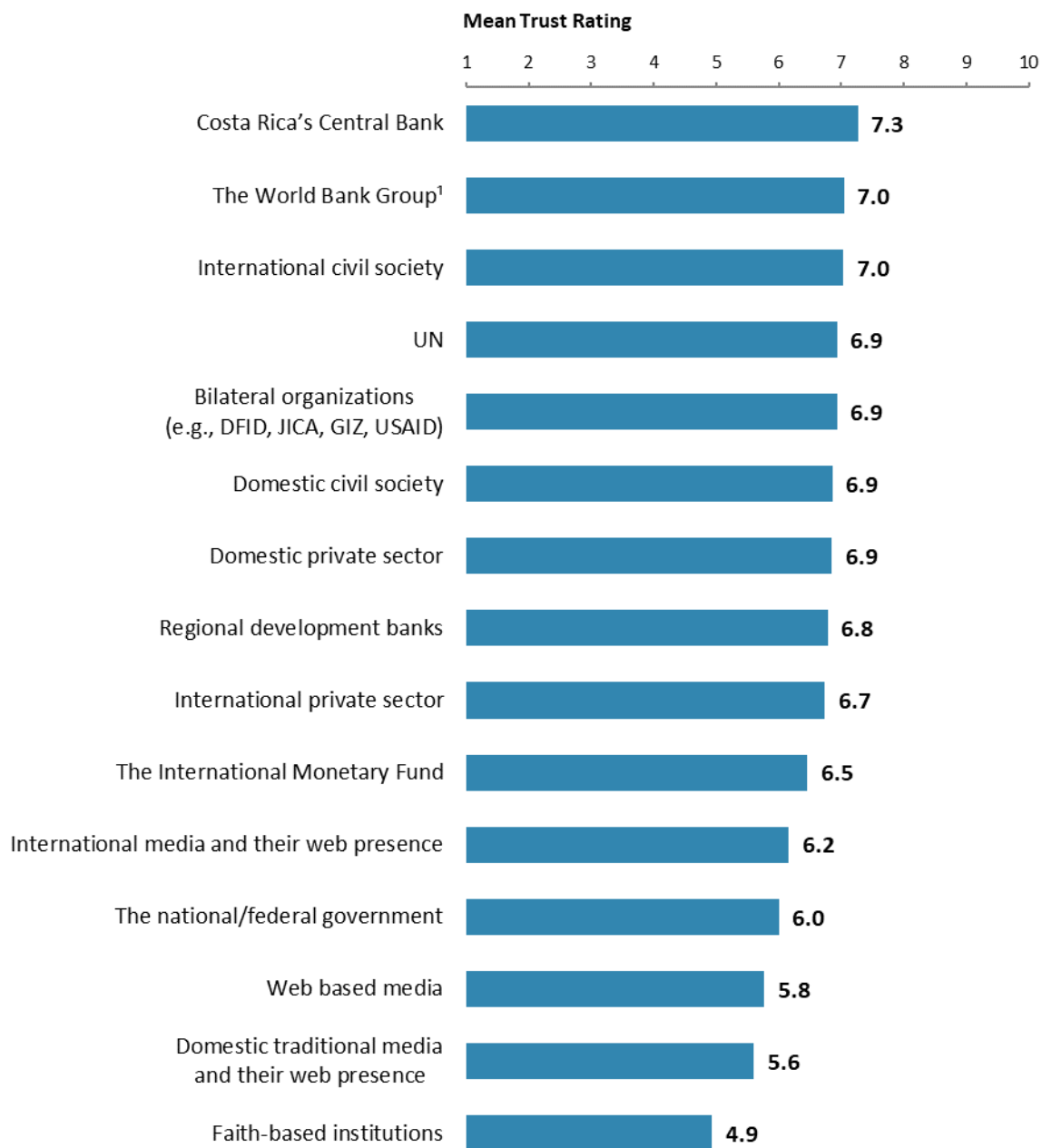


**"Listed below are global challenges. Which do you think have the most serious impact on Costa Rica?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Costa Rica (continued)

### Trust in Institutions

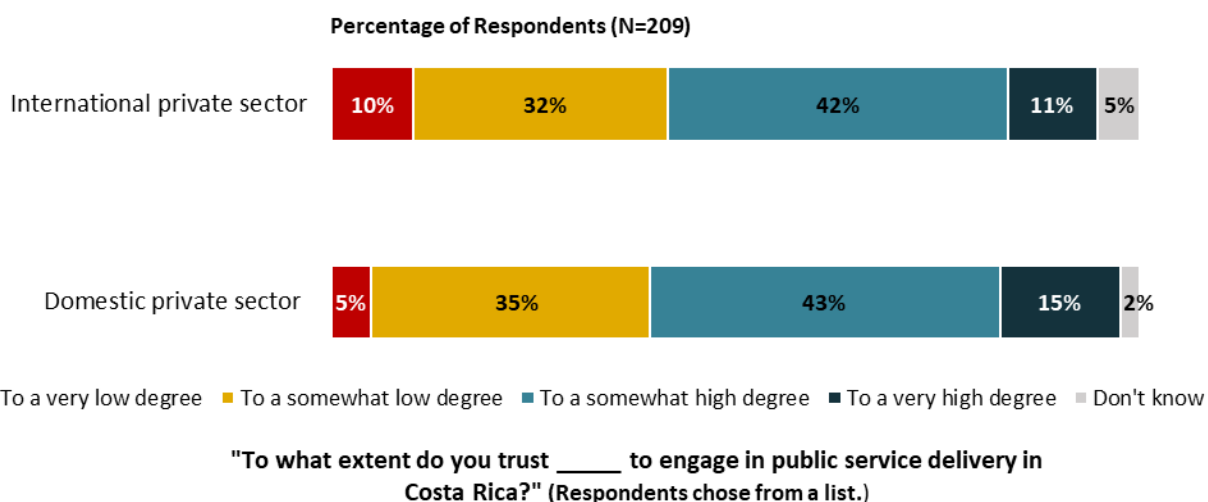


"To what extent do you trust each of the following groups to do what is right? "  
(1-"To no degree at all ", 10-"To a very significant degree")  
Indicator Question

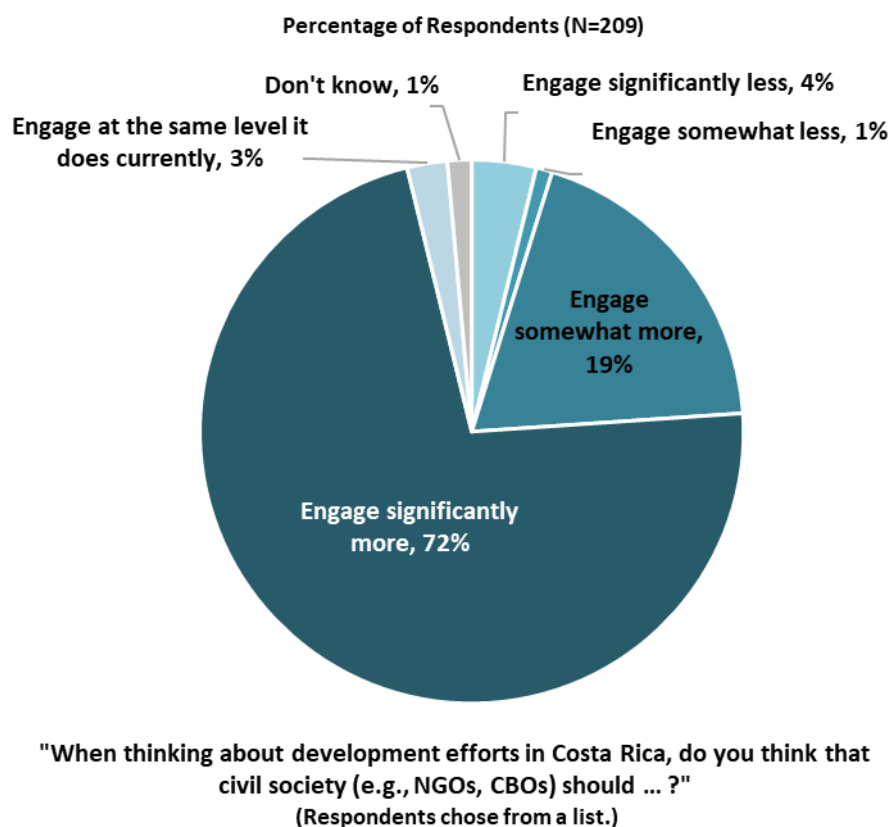


## IV. General Issues Facing Costa Rica (continued)

### Trust in the Private Sector



### Civil Society Engagement

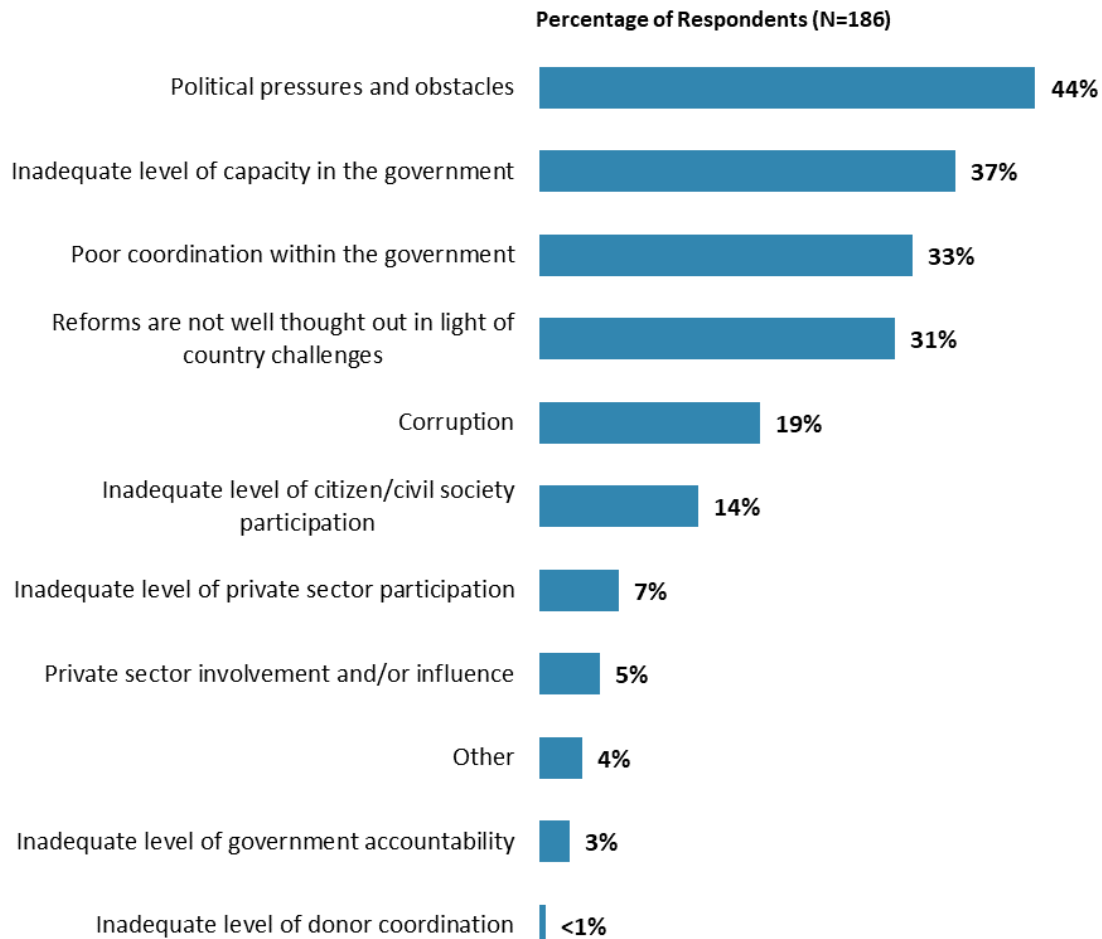






## IV. General Issues Facing Costa Rica (continued)

### Attributing Slow/Failed Reform Efforts



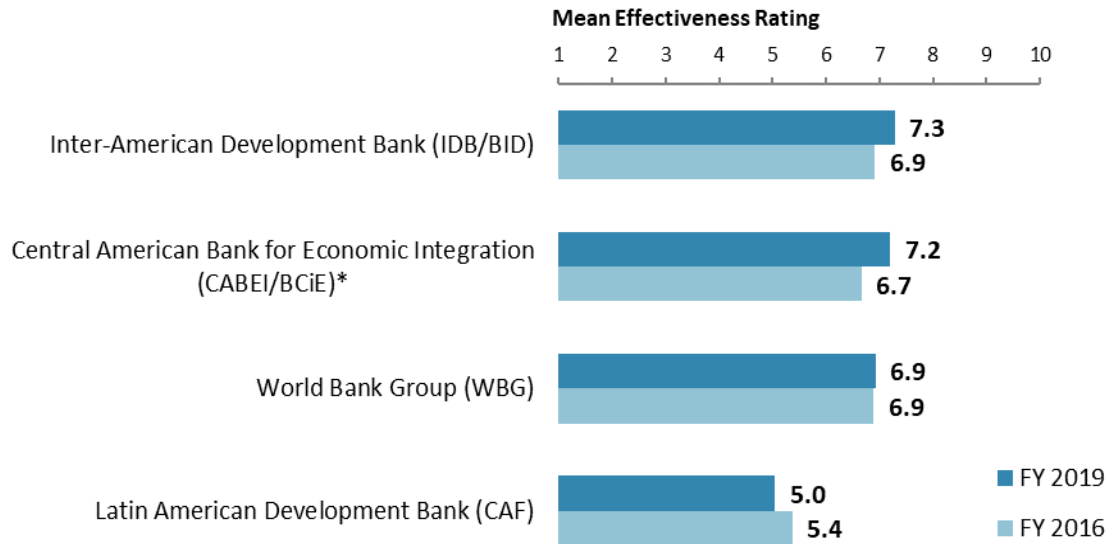
**"When economic and/or social reform efforts fail or are slow to take place in Costa Rica, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Overall Effectiveness of the World Bank Group vs. Other Development Banks<sup>6</sup>

(Indicator Question)

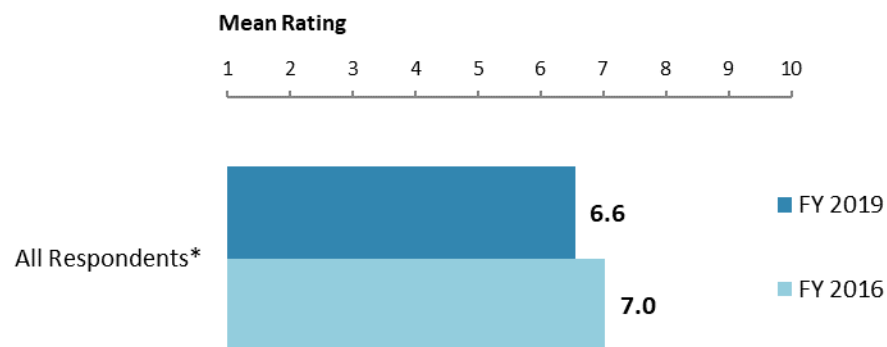


"Overall, please rate your impression of the effectiveness of these organizations in Costa Rica."

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

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

### Achieving Development Results (Indicator Question)



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

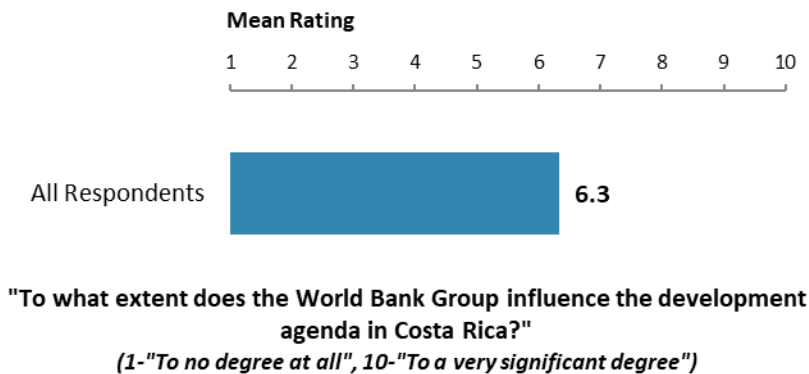
(\*Significantly different between FY 2019 and FY 2016)

<sup>6</sup> Means presented in the charts on this page were calculated based on weighted data.

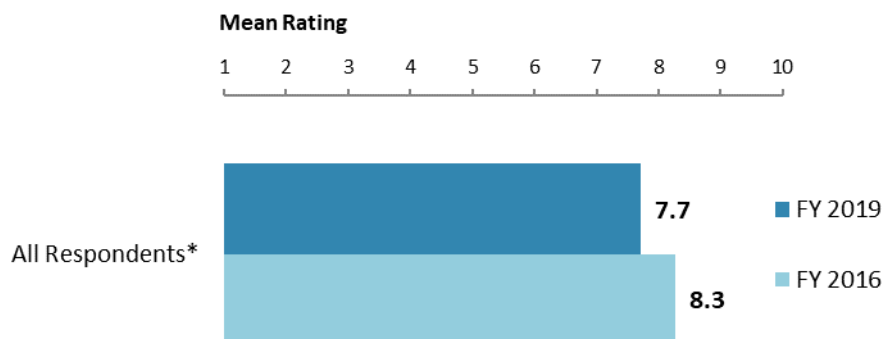


## V. Overall Attitudes toward the World Bank Group (continued)

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



### WBG Staff Preparedness<sup>7</sup>



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)

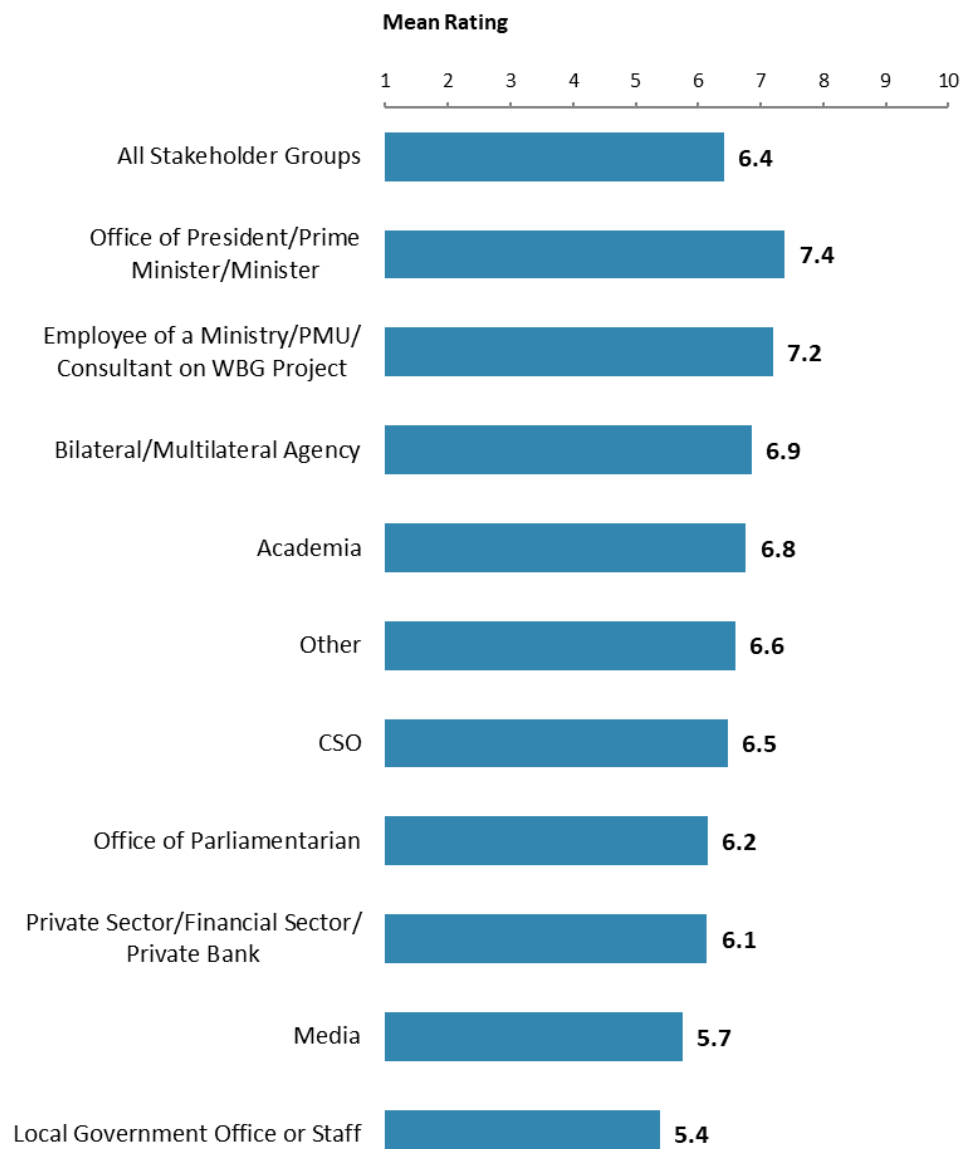
<sup>7</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President, Prime Minister, and the office of a minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the local government had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 59).



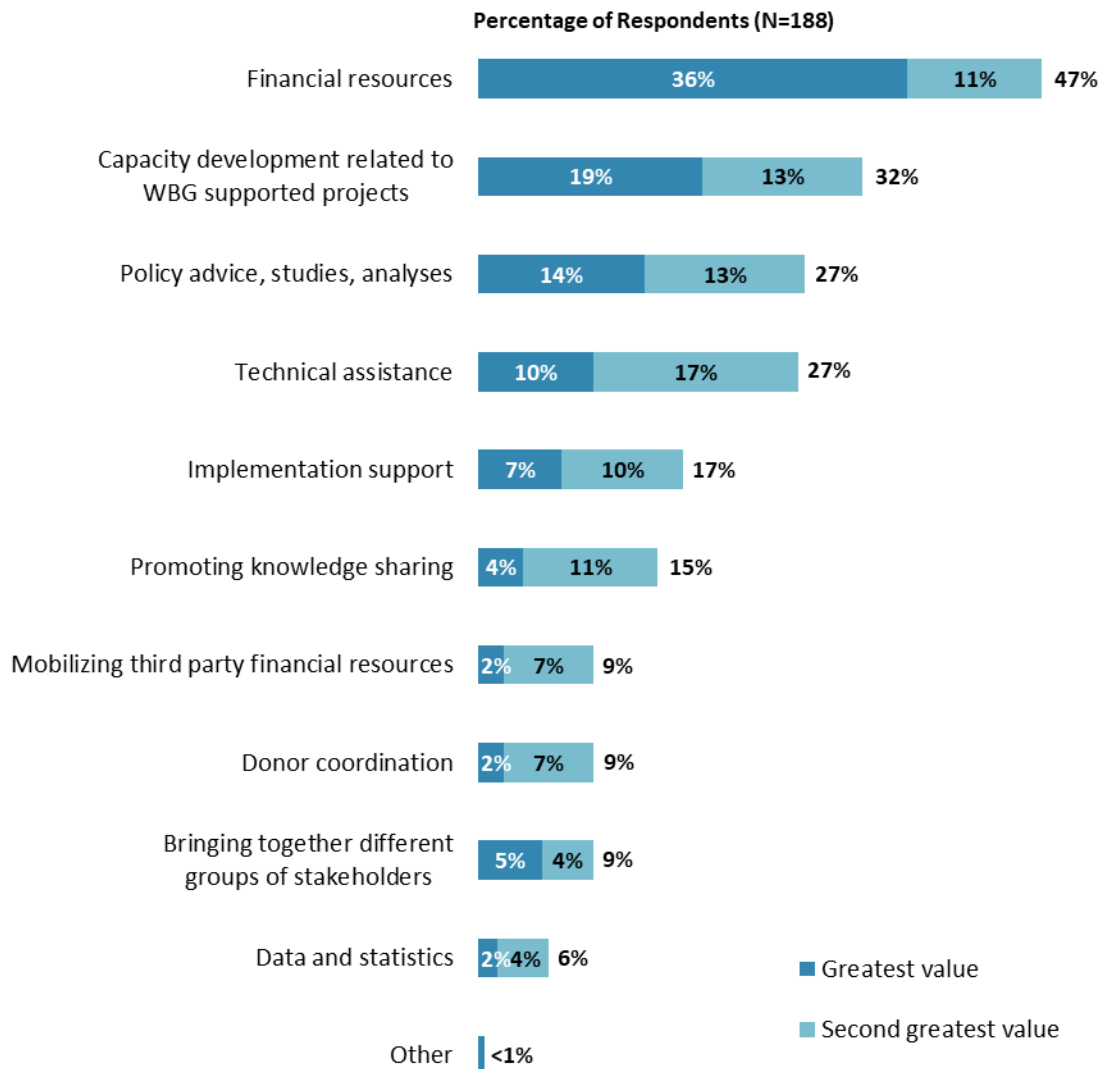
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Costa Rica were its "*financial resources*" (46%), "*policy advice, studies, analyses*" (43%), and "*technical assistance*" (42%).



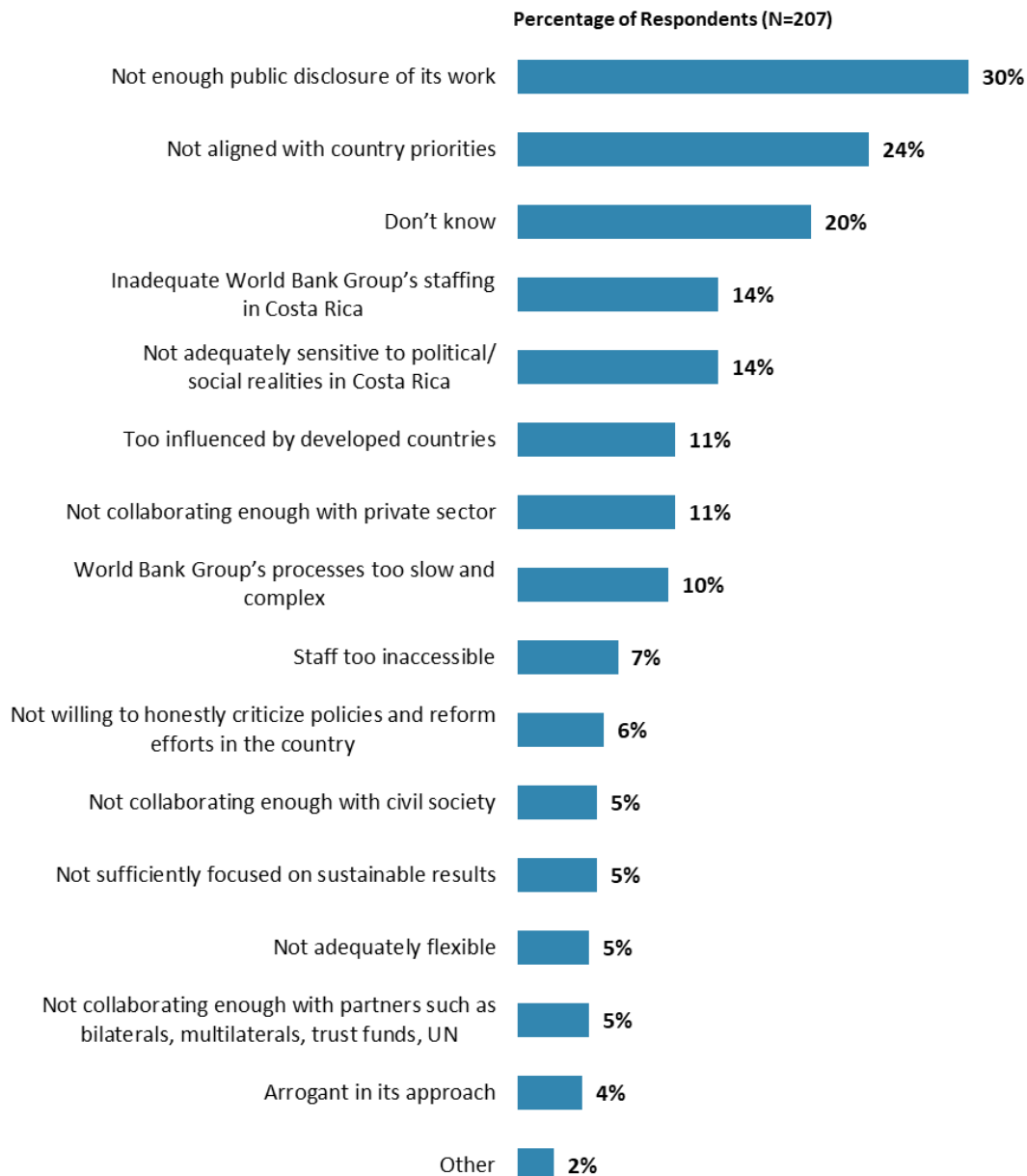
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Costa Rica?"  
(Respondents chose from a list.)



## 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 Costa Rica were "*not enough public disclosure of its work*" (23%), that its activities were "*not aligned with country priorities*" (22%), and "*World Bank Group's processes too complex*" (20%).

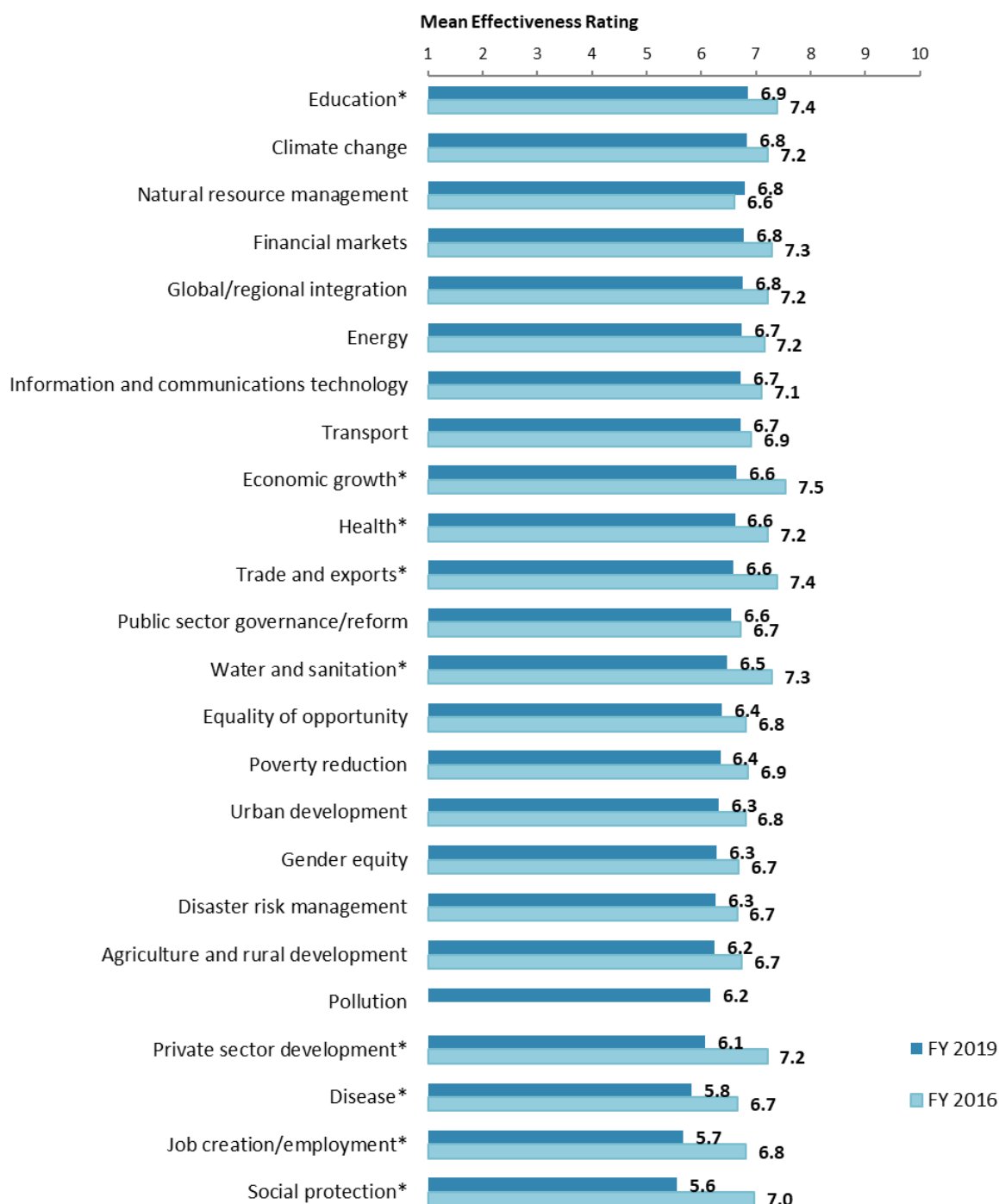


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>8</sup>



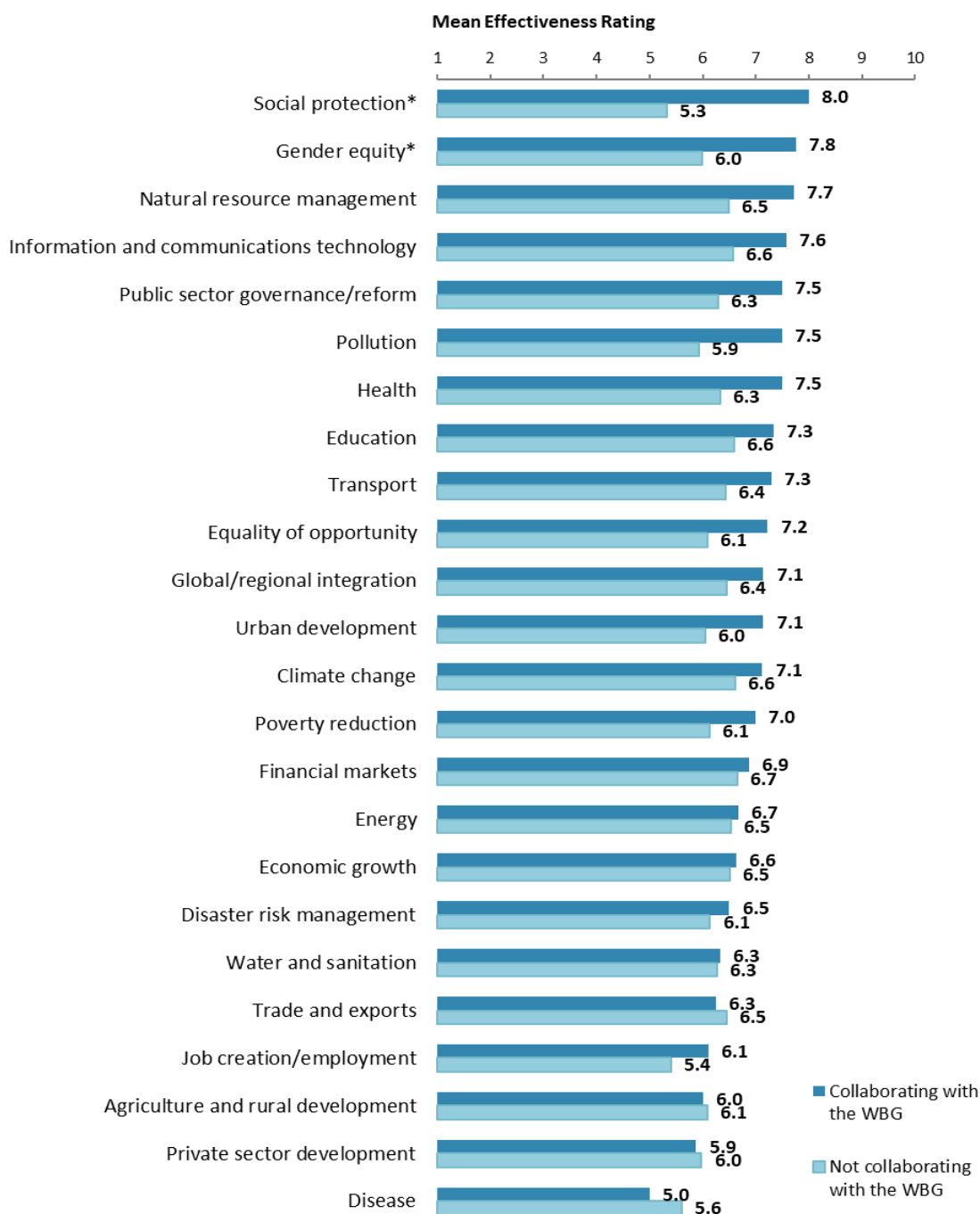
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Costa Rica?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between FY 2019 and FY 2016)*

<sup>8</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>9</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 Costa Rica?" (1-"Not effective at all", 10-"Very effective")**  
(\*Significantly different between collaborators and non-collaborators)

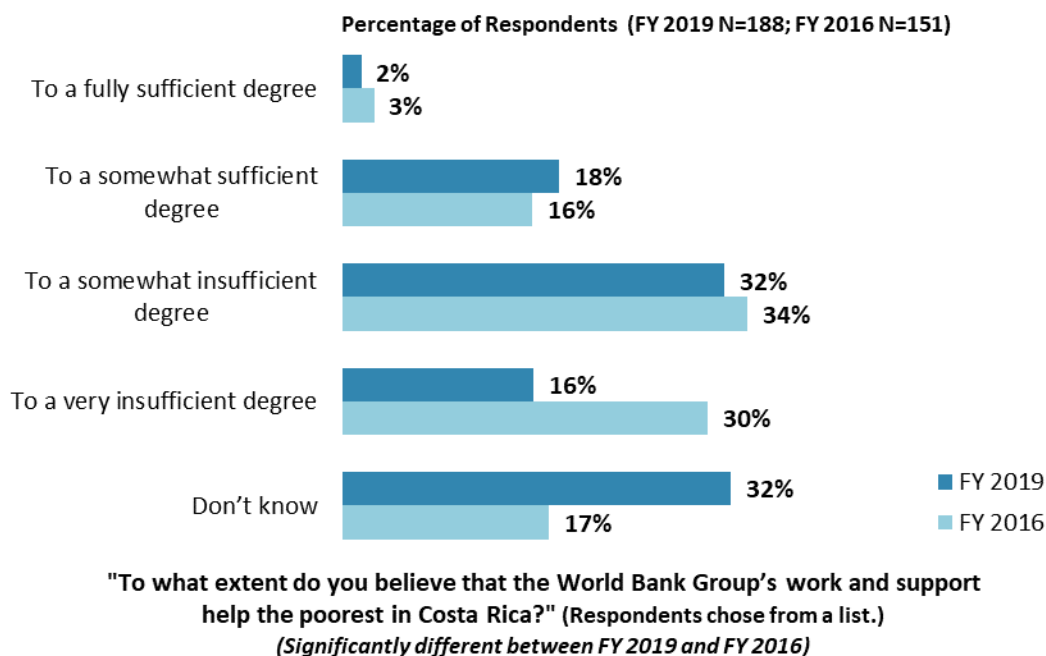
<sup>9</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



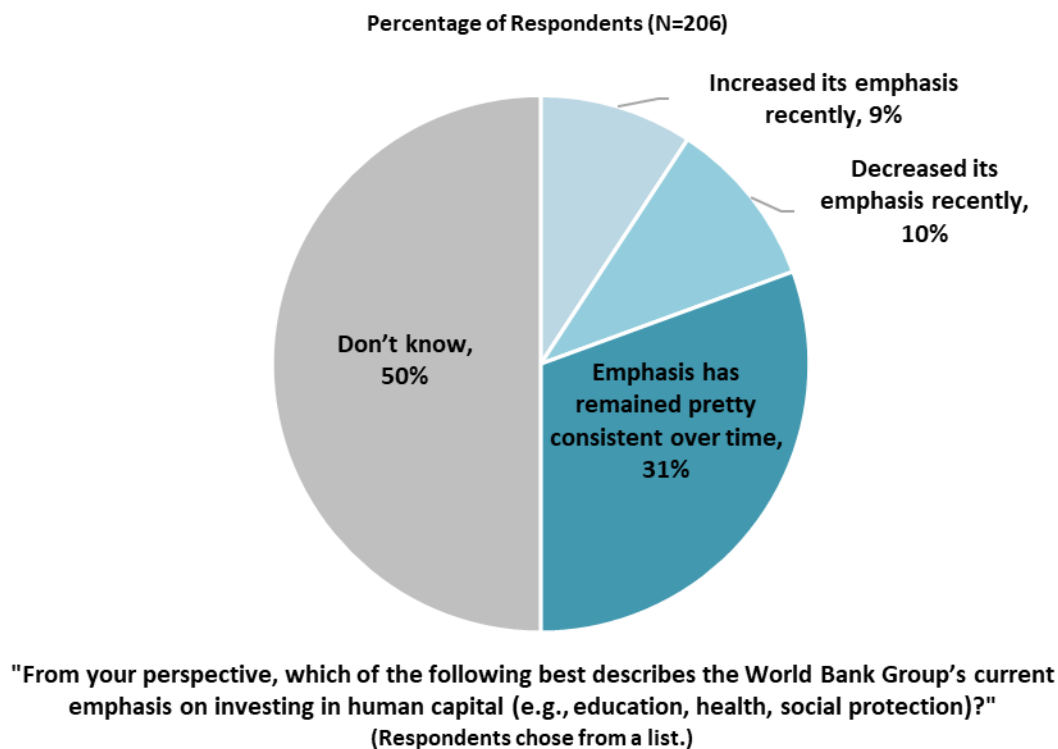


## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>10</sup>



### The WBG's Human Capital Investment

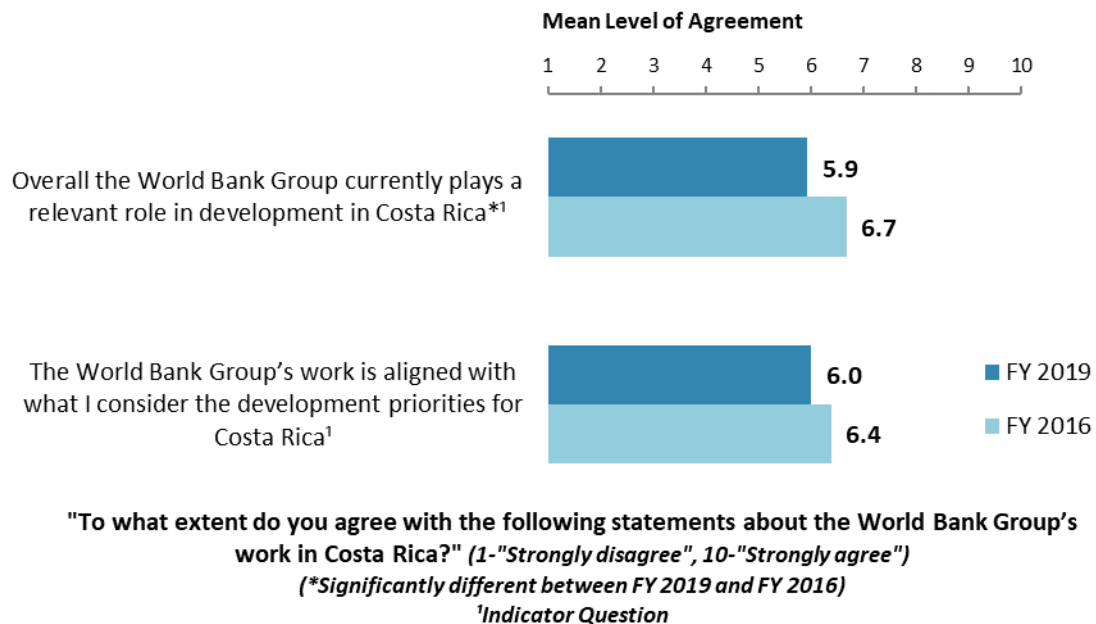


<sup>10</sup> Percentages presented in this chart were calculated based on weighted data.

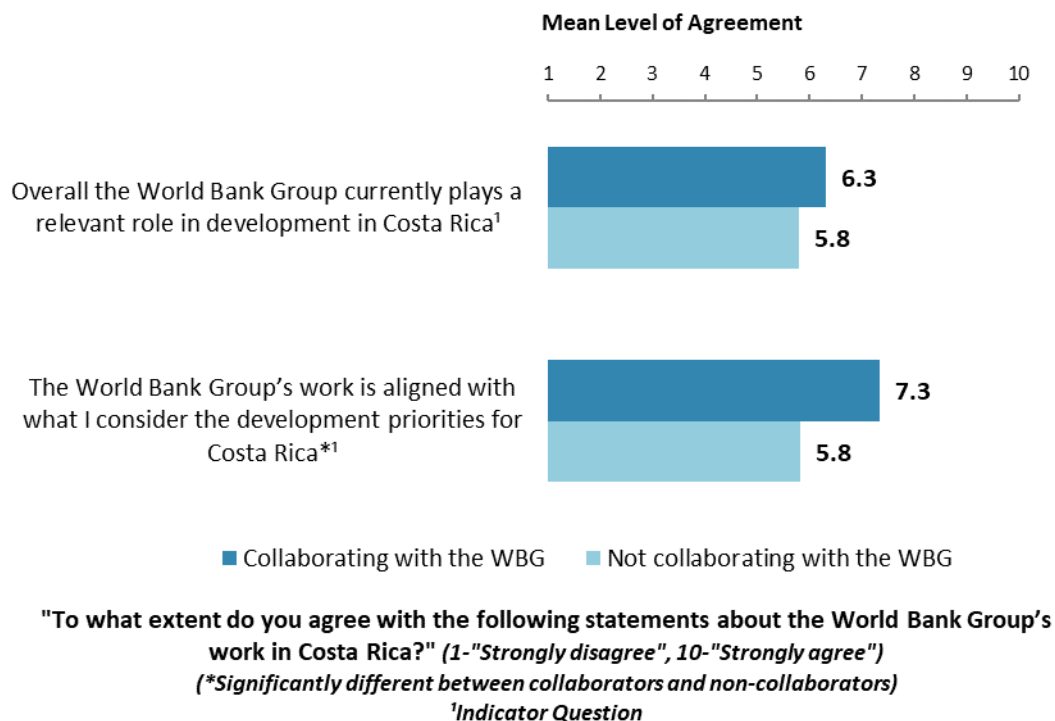


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Costa Rica: Year Comparison<sup>11</sup>



### The World Bank Group's Work in Costa Rica: Collaboration

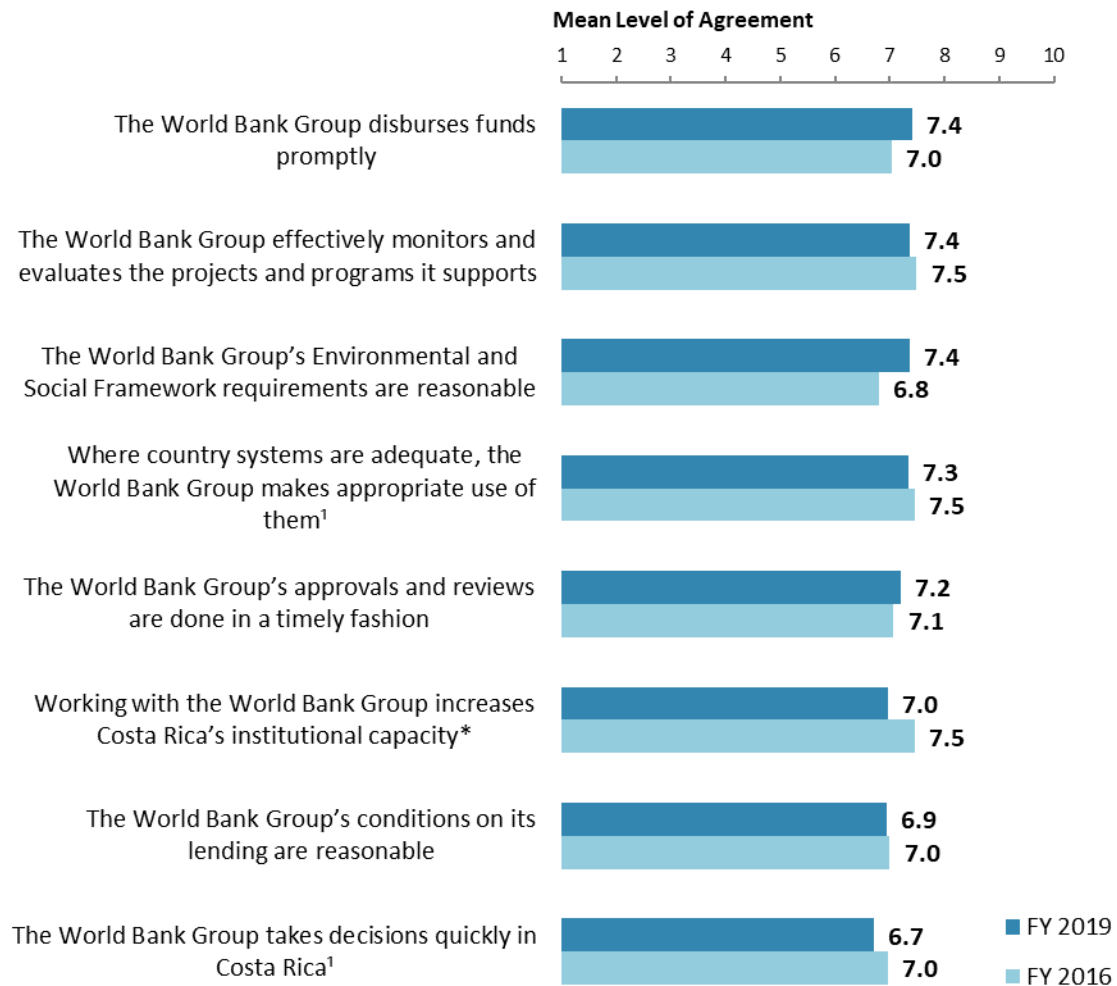


<sup>11</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>12</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)**

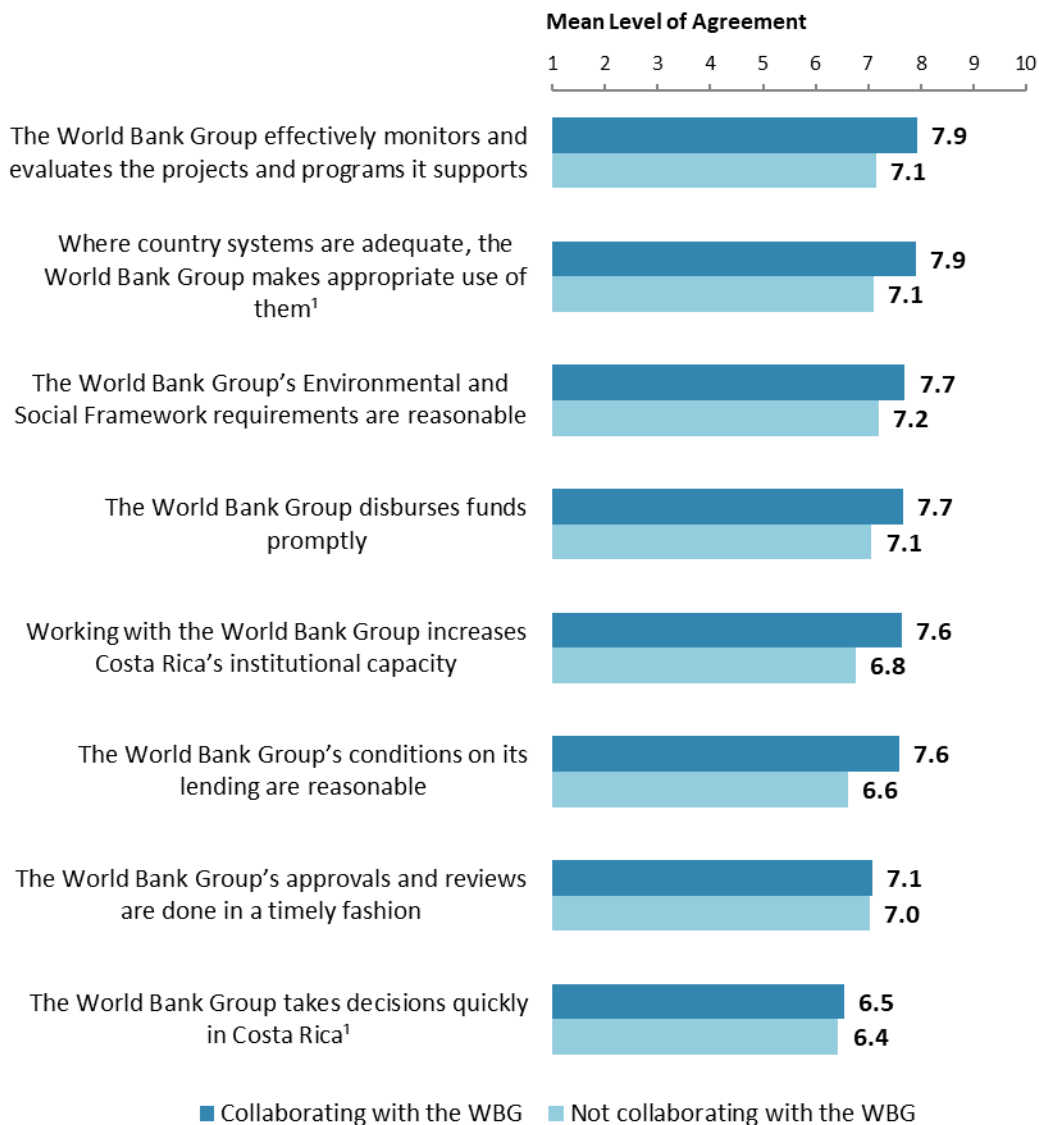
**<sup>1</sup>Indicator Question**

<sup>12</sup> Means in this 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")  
*<sup>1</sup>Indicator Question*



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

### The WBG as an Effective Development Partner: Year Comparison<sup>13</sup>



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

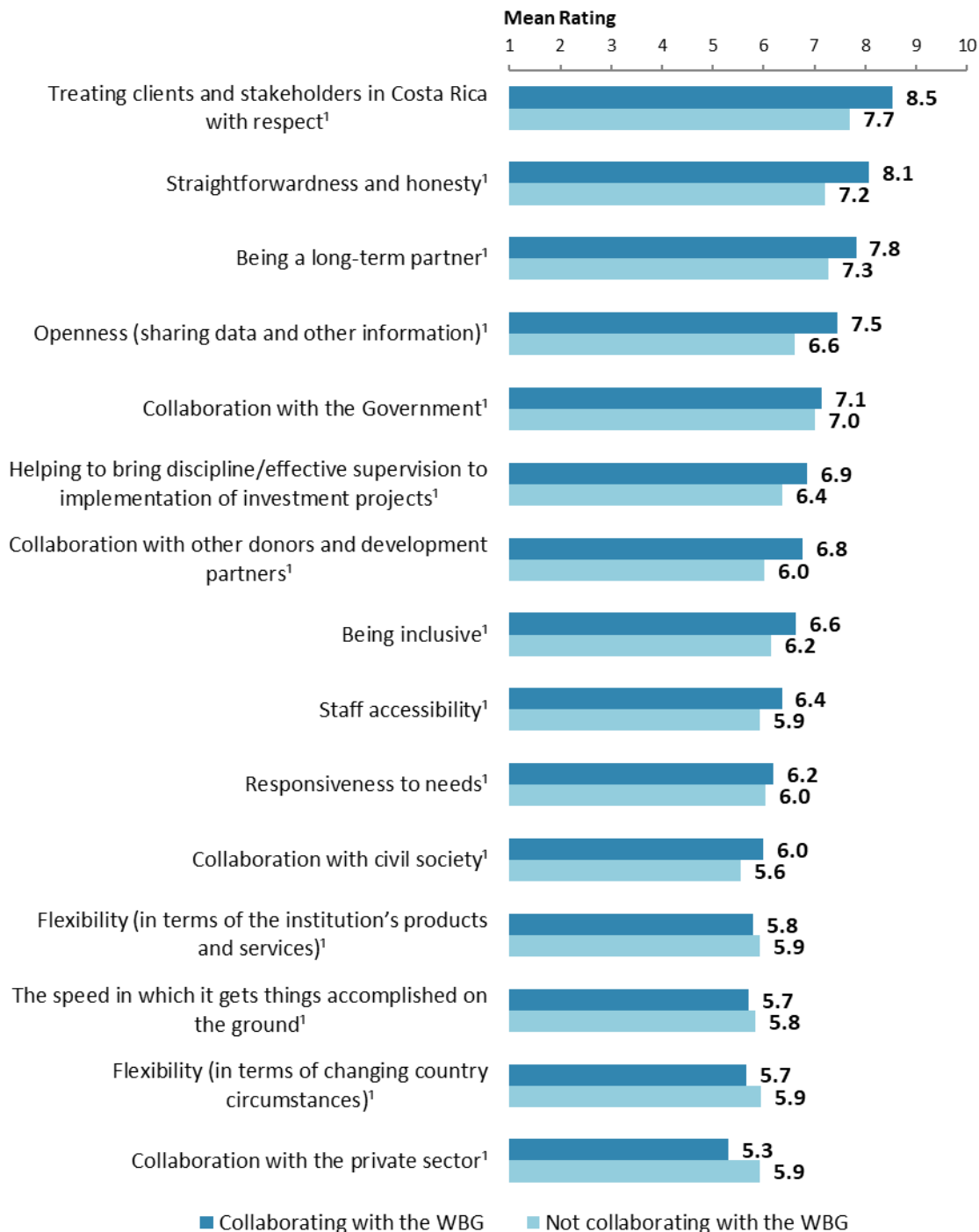
<sup>1</sup>Indicator Question

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



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

### The WBG as an Effective Development Partner: Collaboration



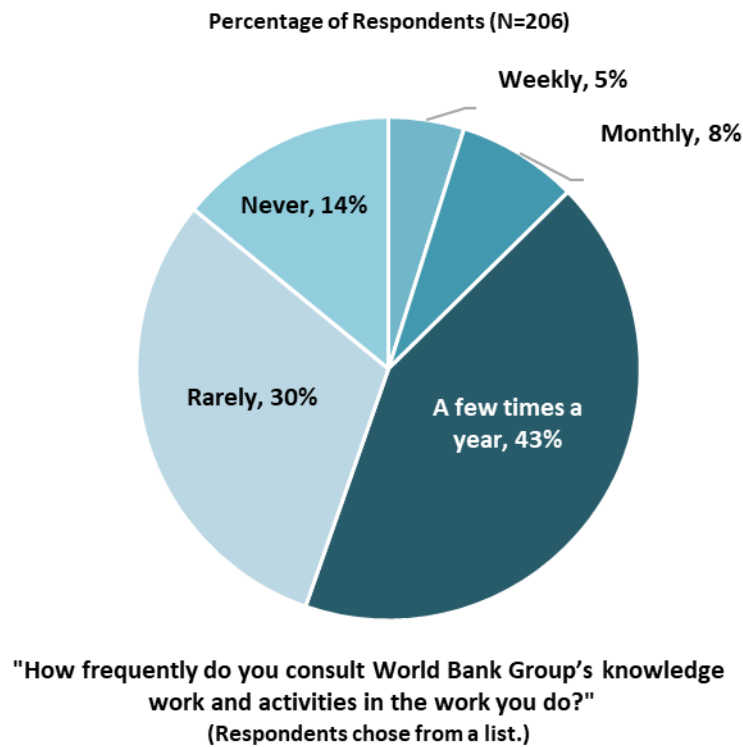
**"To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

<sup>1</sup>Indicator Question



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

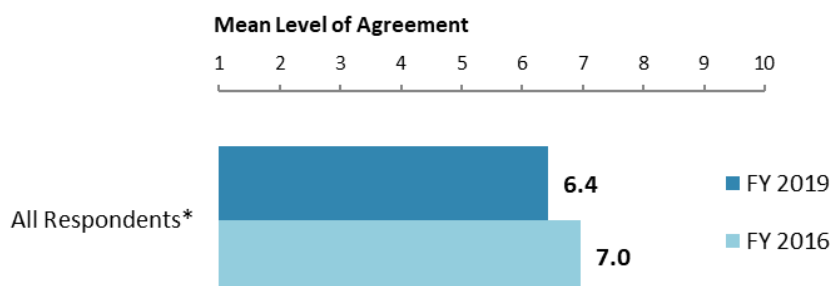
### Frequency of Consulting WBG Knowledge Work and Activities





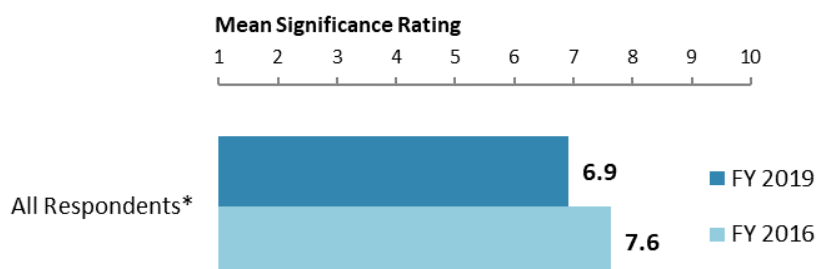
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Costa Rica's Knowledge Needs<sup>14</sup> (Indicator Question)



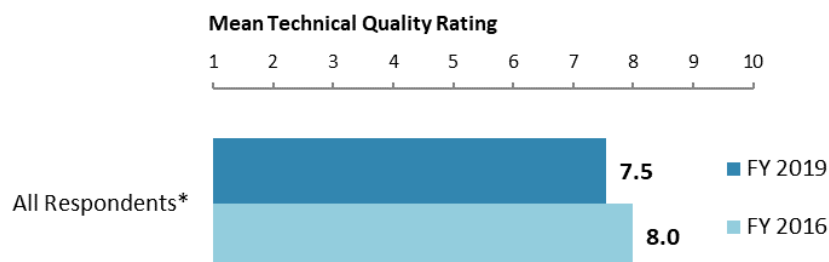
"The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2019 and FY 2016)

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")  
(\*Significantly different between FY 2019 and FY 2016)

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



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

<sup>14</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>15</sup>



**"In Costa Rica, 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")**

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

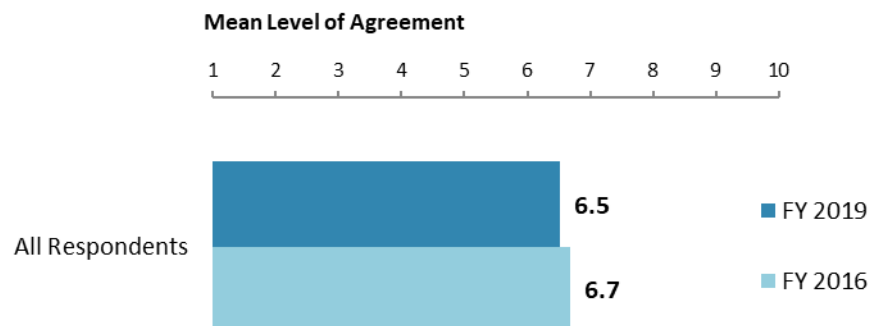
*'Indicator Question*

<sup>15</sup> Means in this chart were calculated based on weighted data.



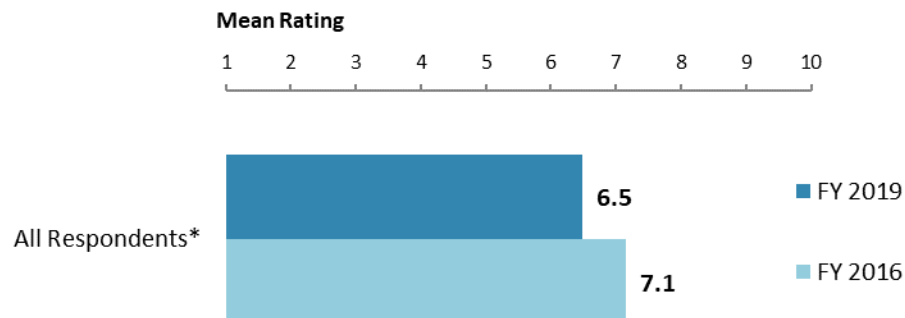
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Costa Rica's Needs for Financial Instruments<sup>16</sup> (Indicator Question)



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

### Effectiveness of WBG's Reimbursable Advisory Services (RAS)



**"To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)

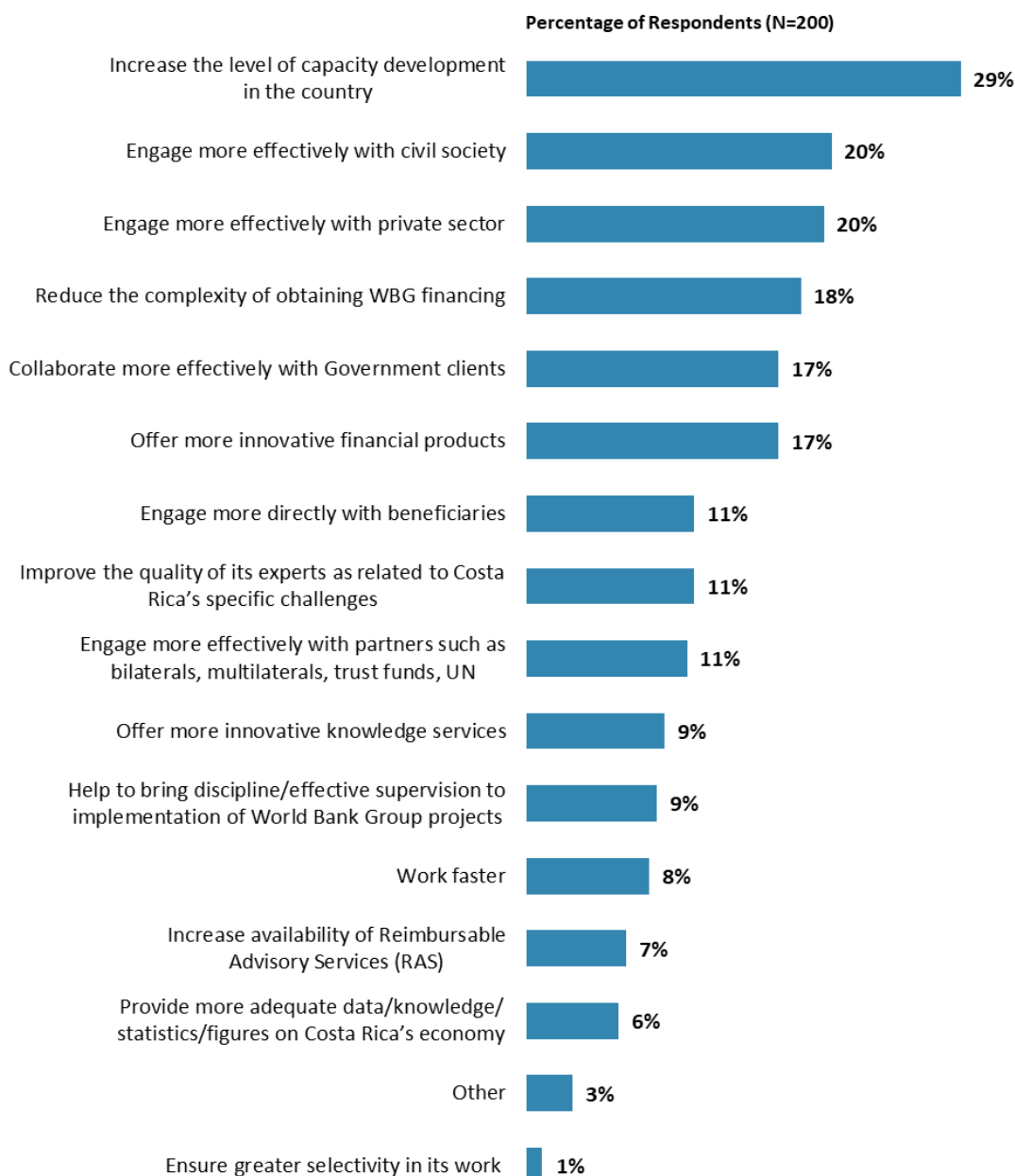
<sup>16</sup> Means presented in the charts on this page were calculated based on weighted data.



## IX. The Future Role of the WBG in Costa Rica

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that, to make itself of greater value, the WBG should “*reduce the complexity of obtaining World Bank Group financing*” (25%), “*offer more innovative financial products*” (24%), and “*provide more adequate data/knowledge/statistics/figures on Costa Rica’s economy*” (22%).

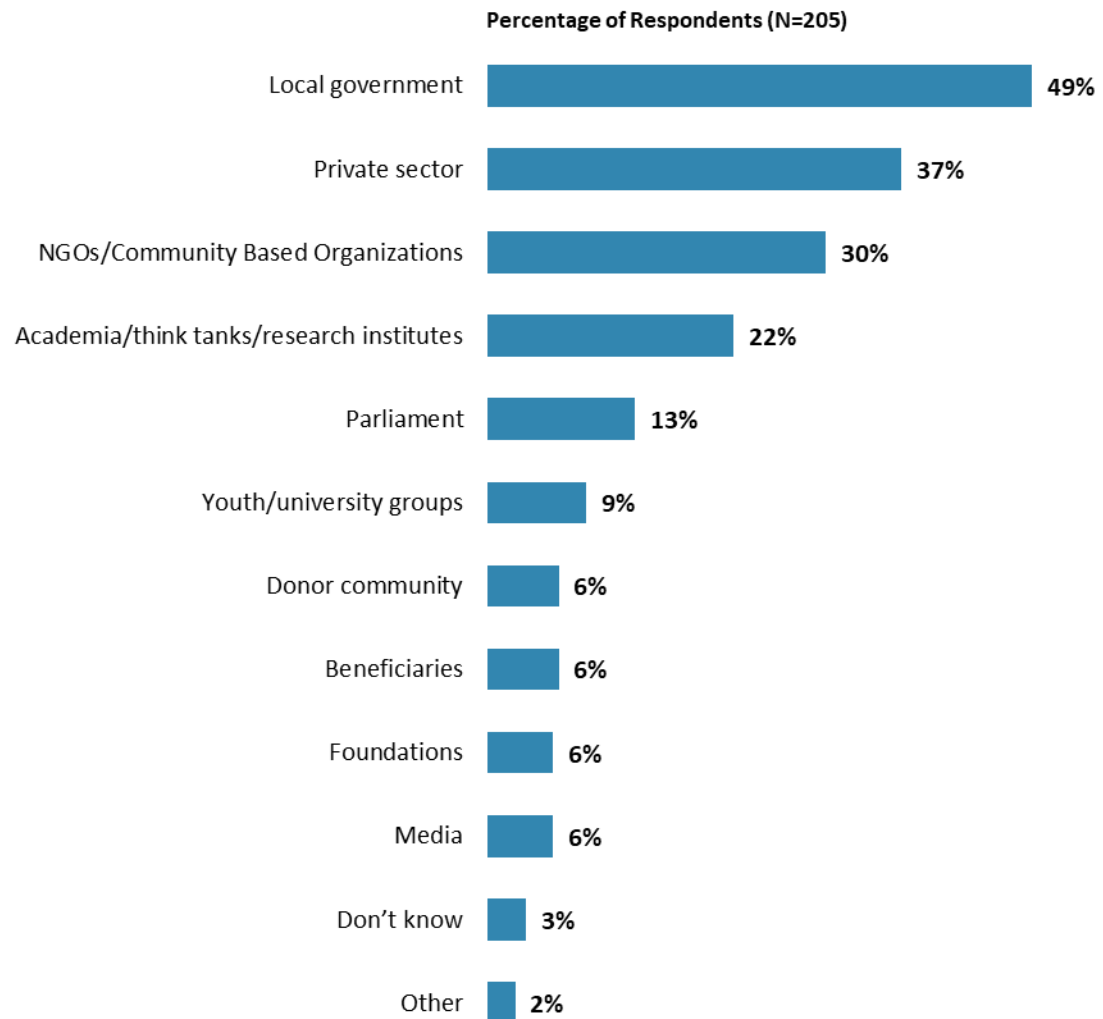


**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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



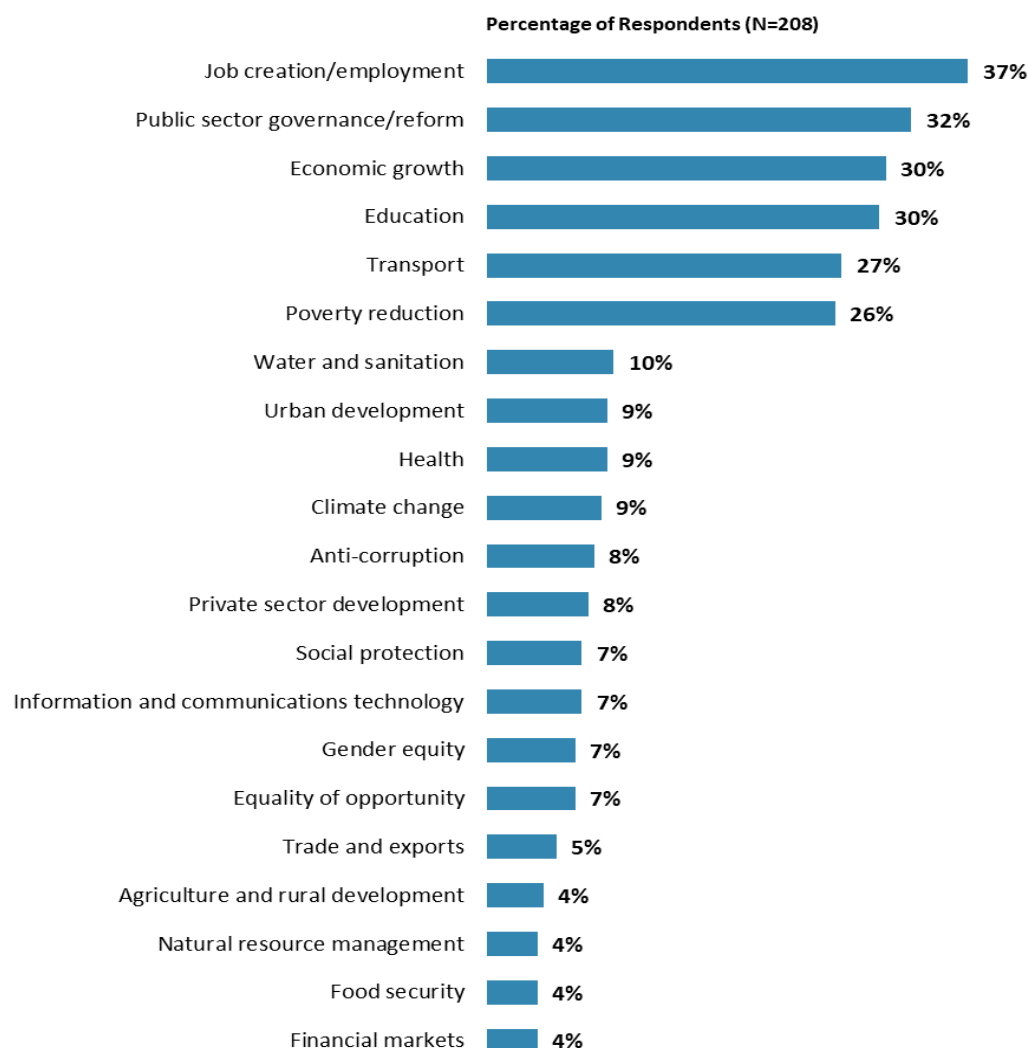
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Costa Rica (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 “*transport*” (43%), “*economic growth*” (33%), and “*public sector reform*” (32%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (14% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 66%; others = 25%).<sup>17</sup>



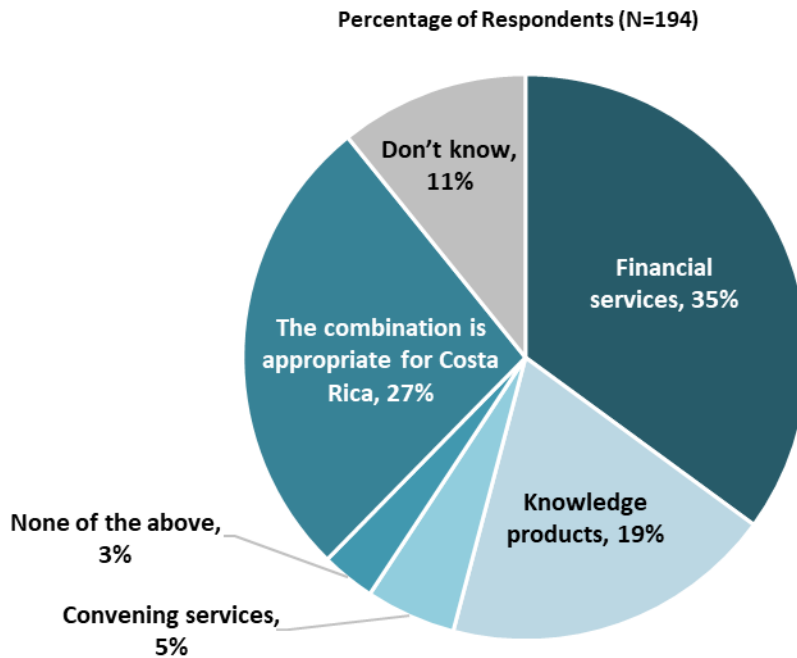
**“When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 21 of 28 response options shown)

<sup>17</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



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

### Future Combination of the WBG Services

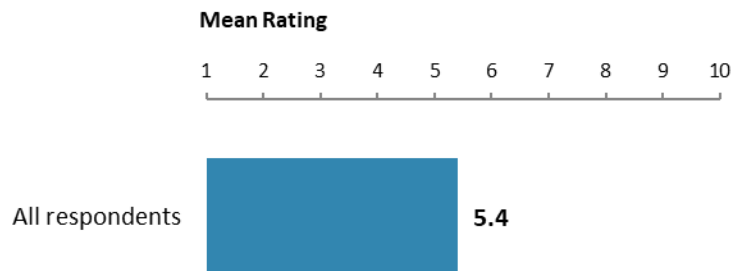


"When considering the combination of services that the World Bank Group offers in Costa Rica, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Costa Rica?" (Respondents chose from a list.)



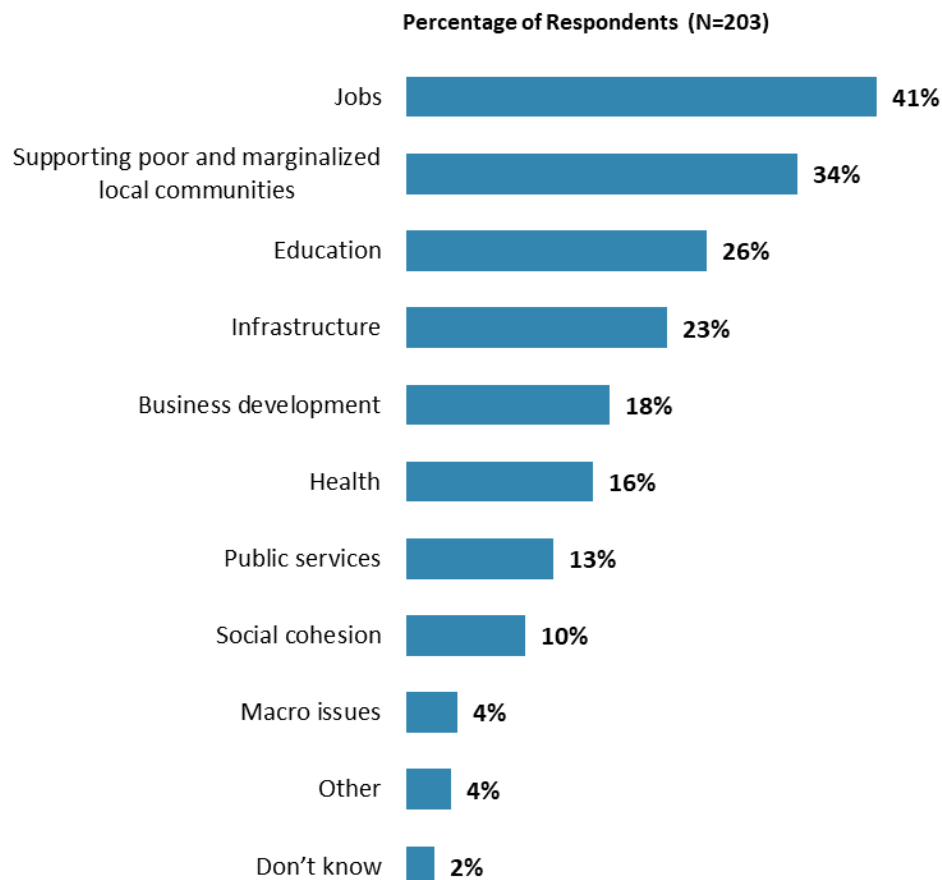
## IX. The Future Role of the WBG in Costa Rica (continued)

### Refugees: Donor Community's Support



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

### Refugees: WBG's Support



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

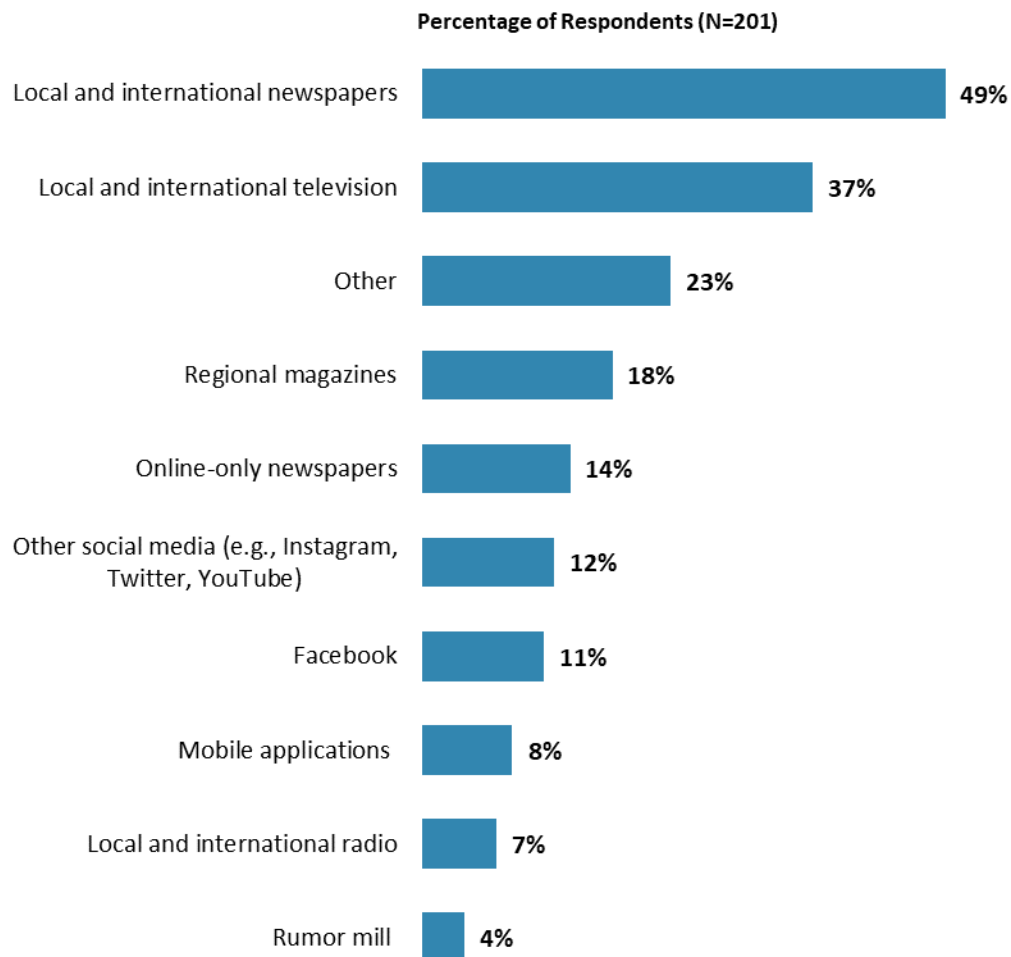


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for selected 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 Costa Rica from “*online newspapers/media*” (53%) and “*social media*” (42%).



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

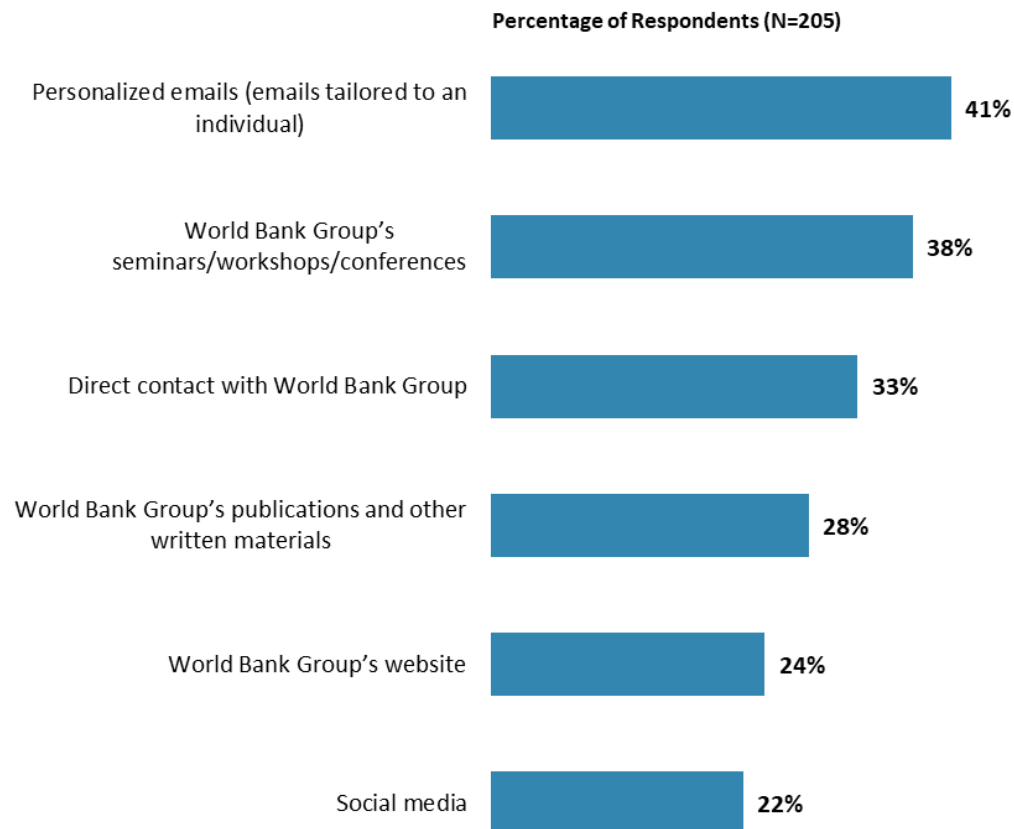




## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (39%) and “*World Bank Group’s publications and other written materials*” (37%).

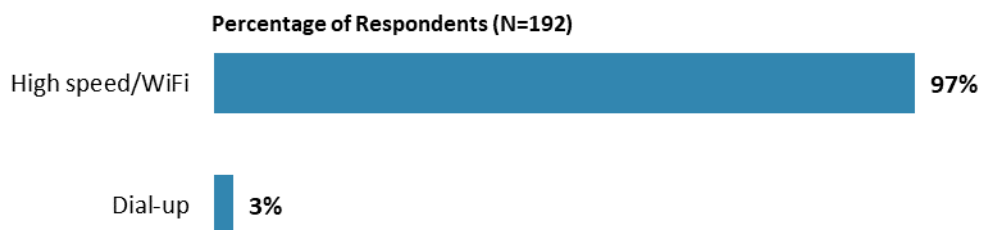


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



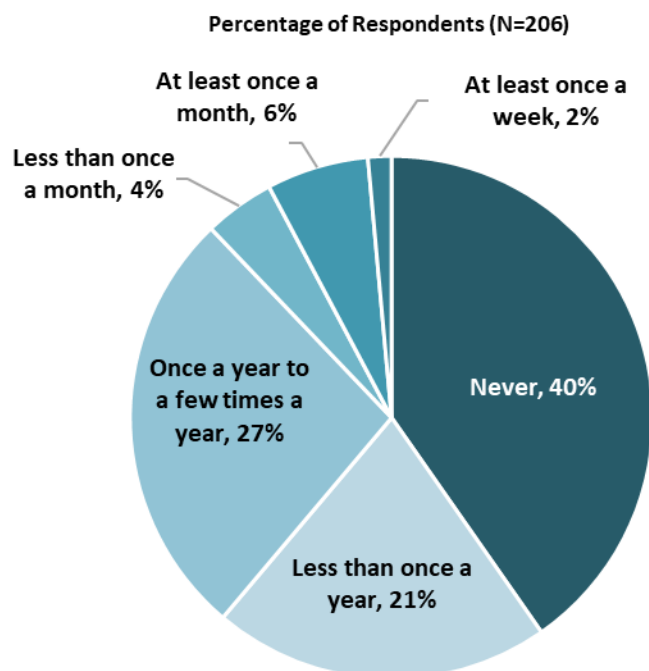
## X. Communication and Outreach (continued)

### Access to the Internet



"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)

### WBG Interaction Frequency

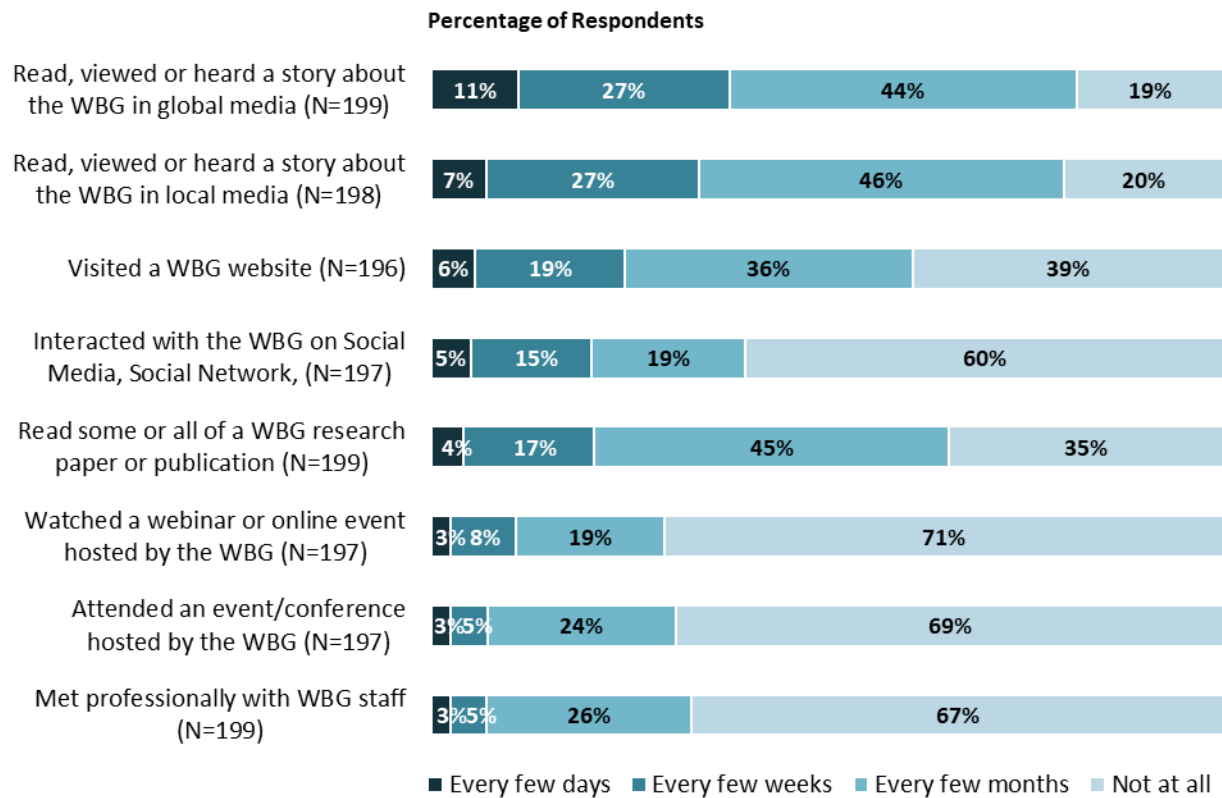


"How frequently do you interact with the World Bank Group now in Costa Rica?" (Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

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### COSTA RICA





## Appendix A: Responses to All Questions across All Respondents (N=210)

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 Costa Rica

1. When you think about the future in Costa Rica, are you ... ?	Percentage of Respondents (N=208)
Very pessimistic	3.8%
Somewhat pessimistic	24.0%
Somewhat optimistic	50.5%
Very optimistic	17.3%
Not sure	4.3%

2. Do you think that economic opportunity for citizens in Costa Rica is ... ?	Percentage of Respondents (N=208)
Increasing	18.8%
Decreasing	53.8%
Staying about the same	27.4%

**A. General Issues Facing Costa Rica (continued)**

<b>3. Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Job creation/employment	57.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	41.6%
Economic growth	27.2%
Education	26.7%
Transport (e.g., roads, bridges, transportation)	21.8%
Poverty reduction	19.3%
Crime and violence	9.9%
Equality of opportunity (i.e., social inclusion)	8.9%
Gender equity (closing the gap between women and men, and boys and girls)	8.9%
Water and sanitation	7.9%
Private sector development	7.4%
Judiciary reform	7.4%
Anti-corruption	7.4%
Climate change (e.g., mitigation, adaptation)	6.4%
Urban development	5.9%
Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)	5.0%
Information and communications technology	5.0%
Trade and exports	3.5%
Agriculture and rural development	3.5%
Social protection (e.g., pensions, targeted social assistance)	3.0%
Health	3.0%
Financial markets	2.0%
Global/regional integration	2.0%
Pollution	2.0%
Food security (food access, and food use and misuse)	2.0%
Energy	1.5%
Disaster risk management	0.5%
Disease (e.g., diabetes and hypertension, colon cancer)	0.5%

**A. General Issues Facing Costa Rica (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 Costa Rica? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=206)</b>
Job creation/employment	60.7%
Education	49.5%
Economic growth	49.5%
Equality of opportunity (i.e., social inclusion)	21.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.0%
Private sector development	14.1%
Agriculture and rural development	14.1%
Trade and exports	10.2%
Gender equity (closing the gap between women and men, and boys and girls)	10.2%
Anti-corruption	8.7%
Transport (e.g., roads, bridges, transportation)	8.3%
Social protection (e.g., pensions, targeted social assistance)	7.8%
Information and communications technology	4.9%
Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)	4.4%
Urban development	3.9%
Crime and violence	3.4%
Health	1.9%
Food security (food access, and food use and misuse)	1.9%
Judiciary reform	1.5%
Disaster risk management	1.0%
Global/regional integration	1.0%
Water and sanitation	1.0%
Financial markets	1.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Energy	0.5%
Disease (e.g., diabetes and hypertension, colon cancer)	0.0%
Pollution	0.0%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Costa Rica, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=186)</b>
Political pressures and obstacles	43.5%
Inadequate level of capacity in the government	36.6%
Poor coordination within the government	32.8%
Reforms are not well thought out in light of country challenges	31.2%
Corruption	19.4%
Inadequate level of citizen/civil society participation	14.0%
Inadequate level of private sector participation	7.0%
Private sector involvement and/or influence	5.4%
Other	3.8%
Inadequate level of government accountability	2.7%
Inadequate level of donor coordination	0.5%

**A. General Issues Facing Costa Rica (continued)**

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	193	3	6.01	1.95
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	177	26	6.93	1.82
3. The World Bank Group*	179	25	7.04	1.86
4. The International Monetary Fund	174	29	6.46	2.01
5. UN	185	17	6.94	2.07
6. Regional development banks	179	23	6.79	1.89
7. Costa Rica's Central Bank	197	6	7.27	1.85
8. International private sector	182	21	6.74	1.85
9. Domestic private sector	201	3	6.85	1.75
10. International civil society (e.g., NGOs, CBOs)	192	12	7.04	1.60
11. Domestic civil society (e.g., NGOs, CBOs)	196	8	6.86	1.73
12. Faith-based institutions	192	10	4.93	2.25
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	204	3	5.60	2.16
14. International media and their web presence	200	6	6.16	2.02
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	201	5	5.77	2.03

7. Please describe the direction Costa Rica is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat at worse	Staying the same	Getting somewhat at better	Getting much better
1. Human development (e.g., health, education, and social protection)	207	8.2%	28.5%	25.6%	35.3%	2.4%
2. Equal opportunity for girls and boys, men and women	204	1.5%	13.7%	24.5%	53.4%	6.9%
3. Growing Costa Rica's economy in a way that leads to jobs and employment	204	18.1%	40.2%	28.9%	12.7%	0.0%
4. The gap between the rich and the poor	206	37.9%	41.7%	18.0%	2.4%	0.0%
5. Making government more effective	205	16.6%	21.0%	35.1%	25.4%	2.0%
6. Anti-corruption	206	11.2%	18.4%	42.7%	24.8%	2.9%
7. Attracting new sources of foreign investment	207	7.2%	16.4%	38.6%	33.8%	3.9%

8. Listed below are global challenges. Which do you think have the most serious impact on Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=203)
Jobs/employment	53.2%
Climate change	36.0%
Migrants and refugees	34.5%
The gap between the rich and the poor	34.0%
Technology based disruption	12.3%
Environmental degradation	12.3%
Fragility in Costa Rica or neighboring countries	5.9%
Trade constraints	5.9%
Geo political uncertainty	5.4%
Terrorism	0.5%



**A. General Issues Facing Costa Rica (continued)**

9. When thinking about development efforts in Costa Rica, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=209)
Engage significantly less	3.8%
Engage somewhat less	1.0%
Engage somewhat more	19.1%
Engage significantly more	72.2%
Engage at the same level it does currently	2.4%
Don't know	1.4%

10. To what extent do you trust domestic private sector to engage in public service delivery in Costa Rica?	Percentage of Respondents (N=208)
To a very low degree	4.8%
To a somewhat low degree	34.6%
To a somewhat high degree	43.3%
To a very high degree	14.9%
Don't know	2.4%

11. To what extent do you trust international private sector to engage in public service delivery in Costa Rica?	Percentage of Respondents (N=209)
To a very low degree	10.0%
To a somewhat low degree	31.6%
To a somewhat high degree	42.1%
To a very high degree	11.0%
Don't know	5.3%

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

1. How familiar are you with the work of these organizations in Costa Rica? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
World Bank Group (WBG)	209	n/a	5.45	2.73
Inter-American Development Bank (IDB/BID)	209	n/a	6.51	2.47
Latin American Development Bank (CAF)	208	n/a	3.89	2.62
Central American Bank for Economic Integration (CABEI/BCiE)	209	n/a	6.42	2.51

2. Overall, please rate your impression of the effectiveness of these organizations in Costa Rica. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
World Bank Group (WBG)*	160	49	6.71	2.02
Inter-American Development Bank (IDB/BID)	187	22	7.08	1.86
Latin American Development Bank (CAF)	115	93	4.97	2.46
Central American Bank for Economic Integration (CABEI/BCiE)	177	32	7.01	1.98

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 Costa Rica solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	145	63	7.57	1.77

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Job creation/employment	36.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32.2%
Economic growth	30.3%
Education	29.8%
Transport (e.g., roads, bridges, transportation)	26.9%
Poverty reduction	26.4%
Water and sanitation	9.6%
Urban development	9.1%
Health	9.1%
Climate change (e.g., mitigation, adaptation)	8.7%
Anti-corruption	8.2%
Private sector development	7.7%
Social protection (e.g., pensions, targeted social assistance)	7.2%
Information and communications technology	7.2%
Gender equity (closing the gap between women and men, and boys and girls)	6.7%
Equality of opportunity (i.e., social inclusion)	6.7%
Trade and exports	5.3%
Agriculture and rural development	4.3%
Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)	3.8%
Food security (food access, and food use and misuse)	3.8%
Financial markets	3.8%
Crime and violence	2.9%
Global/regional integration	2.9%
Judiciary reform	2.4%
Disaster risk management	1.9%
Energy	1.4%
Pollution	1.4%
Disease (e.g., diabetes and hypertension, colon cancer)	0.5%

**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 Costa Rica?	Percentage of Respondents (N=188)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	35.6%	11.2%	46.8%
Capacity development related to World Bank Group supported projects	18.6%	13.3%	31.9%
Policy advice, studies, analyses	13.8%	13.3%	27.1%
Technical assistance	9.6%	17.0%	26.6%
Implementation support	6.9%	10.1%	17.0%
Promoting knowledge sharing	3.7%	11.2%	14.9%
Mobilizing third party financial resources	2.1%	7.4%	9.6%
Donor coordination	2.1%	7.4%	9.6%
Bringing together different groups of stakeholders	5.3%	4.3%	9.6%
Data and statistics	1.6%	4.3%	5.9%
Other	0.5%	0.0%	0.5%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=207)
Not enough public disclosure of its work	30.4%
Not aligned with country priorities	23.7%
Don't know	19.8%
Inadequate World Bank Group's staffing in Costa Rica	13.5%
Not adequately sensitive to political/social realities in Costa Rica	13.5%
Too influenced by developed countries	10.6%
Not collaborating enough with private sector	10.6%
World Bank Group's processes too slow and complex	10.1%
Staff too inaccessible	6.8%
Not willing to honestly criticize policies and reform efforts in the country	5.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	5.3%
Not sufficiently focused on sustainable results	5.3%
Not adequately flexible	4.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.8%
Arrogant in its approach	4.3%
Other	2.4%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=207)
To a fully sufficient degree	1.4%
To a somewhat sufficient degree	17.9%
To a somewhat insufficient degree	29.0%
To a very insufficient degree	17.4%
Don't know	34.3%

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

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=206)
Increased its emphasis recently	9.2%
Decreased its emphasis recently	10.2%
Emphasis has remained pretty consistent over time	30.6%
Don't know	50.0%

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=205)
Local government	48.8%
Private sector	37.1%
NGOs/Community Based Organizations	30.2%
Academia/think tanks/research institutes	22.0%
Parliament	13.2%
Youth/university groups	8.8%
Donor community	6.3%
Beneficiaries	6.3%
Foundations	5.9%
Media	5.9%
Don't know	3.4%
Other	2.4%

To what extent do you agree with the following statements about the World Bank Group's work in Costa Rica? (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 Costa Rica*	169	37	5.86	2.13
11. The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	165	40	5.98	2.03

To what extent is the World Bank Group an effective development partner in Costa Rica, 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*	156	49	6.04	1.89
13. Flexibility (in terms of the institution's products and services)*	142	62	5.91	1.89
14. Flexibility (in terms of changing country circumstances)*	152	53	5.91	1.98
15. Being inclusive*	152	54	6.19	2.00
16. Openness (sharing data and other information)*	149	54	6.67	2.12
17. Collaboration with the Government*	165	41	7.02	1.89
18. The speed in which it gets things accomplished on the ground*	146	60	5.83	2.08
19. Helping to bring discipline/effective supervision to implementation of investment projects*	147	59	6.41	2.04
20. Collaboration with civil society*	141	65	5.56	2.13
21. Staff accessibility*	140	67	5.93	2.36
22. Collaboration with other donors and development partners*	129	76	6.05	2.10
23. Collaboration with the private sector*	129	76	5.84	2.18
24. Straightforwardness and honesty*	145	60	7.25	2.03
25. Treating clients and stakeholders in Costa Rica with respect*	140	67	7.76	1.86
26. Being a long-term partner*	138	69	7.30	2.10

**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 Costa Rica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	70	133	5.47	2.21
2. Gender equity (closing the gap between women and men, and boys and girls)	84	122	6.14	2.07
3. Private sector development	104	101	5.96	2.04
4. Education	127	79	6.65	1.99
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	127	79	6.39	2.11
6. Global/regional integration	103	101	6.49	1.99
7. Urban development	93	112	6.12	2.03
8. Energy	87	119	6.54	1.99
9. Water and sanitation	77	128	6.27	1.95
10. Pollution	73	131	6.00	2.01
11. Job creation/employment	88	117	5.42	2.28
12. Health	97	108	6.44	2.05
13. Financial markets	98	105	6.65	1.91
14. Transport (e.g., roads, bridges, transportation)	99	107	6.51	2.01
15. Agriculture and rural development	91	115	6.07	2.09
16. Trade and exports	87	116	6.43	1.99
17. Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)	88	116	6.57	2.02
18. Climate change (e.g., mitigation, adaptation)	91	114	6.64	2.21
19. Poverty reduction	114	88	6.21	2.27
20. Economic growth	117	88	6.50	2.11
21. Disaster risk management	82	123	6.16	2.32
22. Equality of opportunity (i.e., social inclusion)	90	115	6.19	2.04
23. Disease (e.g., diabetes and hypertension, colon cancer)	58	147	5.57	2.13
24. Information and communications technology	87	119	6.64	1.99

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Costa Rica?* (1-To no degree at all, 10-To a very significant degree)	166	41	6.46	1.92

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Costa Rica?* (1-To no degree at all, 10-To a very significant degree)	159	48	6.33	1.98

To what extent do you agree with the following statements about the World Bank Group in Costa Rica? (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, Program-for-Results, etc.) meet the needs of Costa Rica*	164	44	6.37	1.99
5. The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	154	53	6.30	2.03

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

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	108	99	6.29	2.01

**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=206)
Weekly	4.9%
Monthly	7.8%
A few times a year	42.7%
Rarely	30.6%
Never	14.1%

In Costa Rica, 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	138	65	6.75	1.87
3. Include appropriate level of stakeholder involvement during preparation	119	86	6.29	2.17
4. Lead to practical solutions	136	68	6.46	2.02
5. Are source of relevant information on global good practices	142	62	7.18	2.01
6. Are adequately disseminated	142	62	5.50	2.49
7. Are translated enough into local language	124	79	6.56	2.51
8. Are adaptable to Costa Rica's specific development challenges and country circumstances*	138	66	6.86	2.07

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)	164	40	6.80	1.88
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)	151	54	7.40	1.87

**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	114	91	7.09	2.29
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	142	63	7.20	1.90
3. The World Bank Group's approvals and reviews are done in a timely fashion	117	88	7.06	2.09
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	107	98	7.21	2.13
5. The World Bank Group's conditions on its lending are reasonable	119	85	6.68	2.37
6. The World Bank Group takes decisions quickly in Costa Rica*	117	87	6.42	2.27
7. Working with the World Bank Group increases Costa Rica's institutional capacity	139	66	6.86	2.18
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	104	101	7.19	2.07

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Costa Rica? (1-To no degree at all, 10-To a very significant degree)	132	73	5.41	2.20

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=203)
Jobs	40.9%
Supporting poor and marginalized local communities	34.0%
Education	26.1%
Infrastructure	22.7%
Business development	17.7%
Health	16.3%
Public services	12.8%
Social cohesion	10.3%
Macro issues (fiscal accounts, balance of payments, etc.)	4.4%
Other	3.9%
Don't know	2.5%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Increase the level of capacity development in the country	28.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	20.0%
Engage more effectively with private sector	19.5%
Reduce the complexity of obtaining World Bank Group financing	18.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.5%
Offer more innovative financial products	16.5%
Engage more directly with beneficiaries	11.0%
Improve the quality of its experts as related to Costa Rica's specific challenges	11.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.5%
Offer more innovative knowledge services	9.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.5%
Work faster	8.0%
Increase availability of Reimbursable Advisory Services (RAS)	6.5%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	6.0%
Other	3.0%
Ensure greater selectivity in its work	1.0%

<b>2. When considering the combination of services that the World Bank Group offers in Costa Rica, 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 Costa Rica? (Select only ONE response)</b>	<b>Percentage of Respondents (N=194)</b>
Financial services	35.1%
Knowledge products	19.1%
Convening services	5.2%
None of the above	3.1%
The combination is appropriate for Costa Rica	26.8%
Don't know	10.8%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Costa Rica?</b>	<b>Percentage of Respondents (N=206)</b>
Never	40.3%
Less than once a year	20.9%
Once a year to a few times a year	26.7%
Less than once a month	4.4%
At least once a month	6.3%
At least once a week	1.5%



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

<b>2. How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=201)</b>
Local and international newspapers	49.3%
Local and international television	36.8%
Other	23.4%
Regional magazines	17.9%
Online-only newspapers	13.9%
Other social media (e.g., Instagram, Twitter, YouTube)	12.4%
Facebook	11.4%
Mobile applications (e.g., Reddit, Inkl, News360, SmartNews, Apple News, BuzzFeed, Feedly, Flipboard)	8.5%
Local and international radio	7.0%
Rumor mill (the people in a particular place or profession who spread rumors)	4.0%

<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=205)</b>
Personalized emails (emails tailored to an individual)	41.0%
World Bank Group's seminars/workshops/conferences	37.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.7%
World Bank Group's publications and other written materials	28.3%
World Bank Group's website	24.4%
Social media (e.g., Instagram, Facebook, Twitter, YouTube, Flickr)	22.4%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=192)</b>
High speed/WiFi	97.4%
Dial-up	2.6%

<b>5. 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>N</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)	198	7.1%	26.8%	46.0%	20.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	199	11.1%	26.6%	43.7%	18.6%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	197	5.1%	15.2%	19.3%	60.4%
Visited a WBG website (e.g. read a blog, used data)	196	5.6%	18.9%	36.2%	39.3%
Attended an event/conference hosted by the WBG	197	2.5%	4.6%	23.9%	69.0%
Watched a webinar or online event hosted by the WBG	197	2.5%	8.1%	18.8%	70.6%
Read some or all of a WBG research paper or publication	199	4.0%	16.6%	44.7%	34.7%
Met professionally with WBG staff	198	2.5%	4.5%	25.8%	67.2%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=206)</b>
Private Sector Organization	14.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	12.6%
Media (press, radio, TV, web, etc.)	10.2%
Local Government Office or Staff	8.7%
Office of Parliamentarian	7.8%
Other	7.8%
NGO/Community Based Organization	6.8%
Private Foundation	5.8%
Academia/Research Institute/Think Tank	5.8%
Office of Minister	4.9%
Financial Sector/Private Bank	4.9%
Multilateral Agency	3.4%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.4%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.4%
Office of the President, Prime Minister	1.0%
Faith-Based Group	1.0%
Bilateral Agency	0.5%
Trade Union	0.0%
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=201)</b>
Other	16.9%
Education	14.4%
Finance and markets	9.5%
Trade and competitiveness	7.0%
Governance	7.0%
Generalist (specialized in multiple sectors)	6.5%
Transport and ICT	5.5%
Urban, rural, and social development	5.0%
Macroeconomics and fiscal management	4.5%
Environment and natural resources	3.5%
Health, nutrition, and population	3.5%
Social protection and labor	2.5%
Public-private partnerships	2.5%
Jobs	2.5%
Agriculture	2.5%
Water	2.0%
Fragility, conflict and violence	1.5%
Gender	1.5%
Poverty	1.0%
Energy and extractives	0.5%
Climate change	0.5%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=207)</b>
Yes	8.2%
No	91.8%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Costa Rica? (Select only ONE response)</b>	<b>Percentage of Respondents (N=17)</b>
The World Bank (IBRD)	64.7%
The International Finance Corporation (IFC)	35.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=17)</b>
Yes	52.9%
No	47.1%

<b>6. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=184)</b>
Use World Bank Group reports/data	49.5%
Use World Bank Group website for information, data, research, etc.	38.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	33.2%
Engage in World Bank Group related/sponsored events/activities	22.8%
Collaborate as part of my professional duties	14.7%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=208)</b>
Female	37.0%
Male	63.0%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=208)</b>
25 and under	1.4%
26-35	16.3%
36-45	18.8%
46-55	30.8%
56 and above	32.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=206)</b>
Greater Metropolitan Area	95.1%
North	2.4%
South	2.4%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>18</sup>

- Office of President/Prime Minister/Minister N=12
- Local Government Office or Staff N=18
- CSO N=28
- Other<sup>19</sup> N=21
- Office of Parliamentarian N=16
- Bilateral/Multilateral Agency N=8
- Media N=21
- Employee of a Ministry/PMU/Consultant on WBG Project N=31
- Private Sector/Financial Sector/Private Bank N=39
- Academia N=12

### A. General Issues facing Costa Rica

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Very pessimistic	8.3%	0.0%	3.2%	0.0%	0.0%	5.3%	3.6%	9.5%	8.3%	0.0%
Somewhat pessimistic	0.0%	18.8%	12.9%	22.2%	25.0%	28.9%	28.6%	47.6%	25.0%	19.0%
Somewhat optimistic	41.7%	25.0%	64.5%	72.2%	62.5%	52.6%	42.9%	28.6%	50.0%	61.9%
Very optimistic	50.0%	56.3%	19.4%	5.6%	12.5%	10.5%	10.7%	4.8%	16.7%	14.3%
Not sure	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	14.3%	9.5%	0.0%	4.8%

\*Significantly different between stakeholder groups

<sup>18</sup> Only 206 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>19</sup> Includes the following categories: Independent Government Institution (N=5), and Other (N=16).

**A. General Issues facing Costa Rica (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Water and sanitation	8.3%	0.0%	6.9%	11.1%	0.0%	2.6%	14.3%	10.0%	0.0%	19.0%
Pollution	0.0%	0.0%	6.9%	5.6%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Job creation/employment*	75.0%	87.5%	41.4%	61.1%	37.5%	50.0%	50.0%	90.0%	45.5%	52.4%
Gender equity (closing the gap between women and men, and boys and girls)	8.3%	18.8%	3.4%	0.0%	12.5%	5.3%	10.7%	20.0%	18.2%	4.8%
Private sector development	0.0%	6.3%	6.9%	0.0%	0.0%	10.5%	10.7%	5.0%	18.2%	9.5%
Education	41.7%	50.0%	31.0%	16.7%	12.5%	21.1%	14.3%	25.0%	18.2%	42.9%
Global/regional integration	0.0%	0.0%	0.0%	5.6%	0.0%	5.3%	0.0%	0.0%	9.1%	0.0%
Food security	0.0%	0.0%	3.4%	0.0%	12.5%	0.0%	3.6%	5.0%	0.0%	0.0%
Urban development*	8.3%	6.3%	10.3%	27.8%	0.0%	2.6%	0.0%	5.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%	4.8%
Financial markets	0.0%	6.3%	3.4%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Social protection	0.0%	6.3%	3.4%	0.0%	12.5%	2.6%	3.6%	0.0%	9.1%	0.0%
Public sector governance/reform	25.0%	31.3%	37.9%	33.3%	37.5%	42.1%	57.1%	50.0%	45.5%	42.9%
Health*	8.3%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%	14.3%
Economic growth	41.7%	31.3%	24.1%	27.8%	0.0%	28.9%	25.0%	35.0%	9.1%	33.3%
Disaster risk management*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	16.7%	0.0%	13.8%	5.6%	12.5%	5.3%	17.9%	5.0%	0.0%	9.5%
Agriculture and rural development*	8.3%	6.3%	3.4%	5.6%	25.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Trade and exports	8.3%	0.0%	0.0%	0.0%	12.5%	7.9%	7.1%	0.0%	0.0%	0.0%
Crime and violence	8.3%	6.3%	13.8%	5.6%	0.0%	15.8%	10.7%	5.0%	9.1%	4.8%
Climate change	0.0%	6.3%	3.4%	5.6%	25.0%	7.9%	7.1%	5.0%	9.1%	4.8%
Disease*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	6.3%	10.3%	16.7%	0.0%	10.5%	3.6%	5.0%	9.1%	4.8%
Judiciary reform	0.0%	6.3%	10.3%	16.7%	0.0%	10.5%	7.1%	0.0%	9.1%	4.8%
Information and communications technology	0.0%	0.0%	3.4%	5.6%	0.0%	10.5%	3.6%	0.0%	9.1%	9.5%
Transport	16.7%	6.3%	20.7%	22.2%	25.0%	28.9%	21.4%	15.0%	27.3%	28.6%
Natural resource management	0.0%	6.3%	6.9%	5.6%	0.0%	5.3%	10.7%	0.0%	0.0%	4.8%
Poverty reduction	25.0%	12.5%	34.5%	16.7%	25.0%	18.4%	14.3%	20.0%	27.3%	4.8%

\*Significantly different between stakeholder groups

**A. General Issues facing Costa Rica (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Inadequate level of capacity in the government	33.3%	66.7%	37.9%	20.0%	12.5%	32.4%	21.7%	50.0%	41.7%	41.2%
Inadequate level of donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	16.7%	33.3%	48.3%	26.7%	12.5%	27.0%	43.5%	25.0%	41.7%	17.6%
Political pressures and obstacles	33.3%	26.7%	34.5%	46.7%	62.5%	40.5%	60.9%	50.0%	50.0%	41.2%
Inadequate level of private sector participation	25.0%	0.0%	3.4%	0.0%	12.5%	10.8%	4.3%	6.3%	0.0%	11.8%
Inadequate level of citizen/civil society participation*	25.0%	0.0%	10.3%	26.7%	50.0%	0.0%	13.0%	6.3%	33.3%	23.5%
Private sector involvement and/or influence	8.3%	0.0%	3.4%	0.0%	12.5%	2.7%	8.7%	12.5%	0.0%	11.8%
Poor coordination within the government	41.7%	46.7%	41.4%	33.3%	37.5%	35.1%	17.4%	25.0%	25.0%	29.4%
Inadequate level of government accountability	0.0%	6.7%	0.0%	6.7%	0.0%	5.4%	0.0%	6.3%	0.0%	0.0%
Corruption	8.3%	20.0%	17.2%	33.3%	0.0%	32.4%	21.7%	12.5%	8.3%	5.9%
Other	8.3%	0.0%	0.0%	0.0%	0.0%	2.7%	8.7%	0.0%	0.0%	17.6%

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust The World Bank Group to do what is right?*	11	7.91	1.30	15	7.47	1.85	27	7.41	1.67	16	5.75	2.14	6	8.00	1.26	33	6.61	1.69	25	6.80	1.96	17	7.35	1.69	8	7.63	1.85	18	7.33	1.46

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

**B. Overall Attitudes toward the World Bank Group****How familiar are you with the work of these organizations in Costa Rica? (1-Not familiar at all, 10-Extremely familiar)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office			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
World Bank Group (WBG)	12	7.08	2.23	16	6.50	2.76	31	6.48	2.58	18	5.00	2.40	7	6.14	2.48	39	4.95	2.64	28	5.04	2.57	21	5.29	2.70	12	5.58	3.58	21	4.81	2.44
Inter-American Development Bank (IDB/BID)*	12	9.00	1.28	16	7.63	2.16	31	7.23	2.11	18	5.89	2.72	7	6.86	2.19	39	5.97	2.37	28	6.61	2.13	21	6.29	2.22	12	5.17	3.30	21	6.38	2.16
Latin American Development Bank (CAF)*	12	6.17	3.35	15	5.40	2.53	31	3.52	2.57	18	3.61	2.50	7	5.57	2.44	39	3.59	2.64	28	3.89	2.22	21	3.24	2.23	12	3.58	2.50	21	3.71	2.51
Central American Bank for Economic Integration (CABEI/BCiE)*	12	8.42	1.93	16	8.19	2.07	31	6.65	2.18	18	5.22	2.58	7	7.14	2.54	39	6.26	2.50	28	6.39	2.20	21	6.52	2.20	12	4.75	3.02	21	6.48	2.09

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office			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
World Bank Group (WBG)	10	7.80	1.14	15	7.07	2.05	26	7.35	1.92	15	6.20	2.27	6	7.33	1.75	26	5.96	1.93	22	6.55	1.77	15	7.00	1.41	9	7.22	2.59	15	6.13	2.23
Inter-American Development Bank (IDB/BID)	11	8.55	1.37	15	7.47	2.07	28	7.71	1.56	16	6.31	2.12	7	7.43	1.13	33	6.94	1.71	27	6.85	1.56	18	6.78	1.63	9	7.00	2.40	21	6.81	2.04
Latin American Development Bank (CAF)	9	6.67	2.74	13	5.08	2.02	16	4.81	2.48	9	4.56	2.74	4	5.75	0.96	19	4.26	2.66	17	4.94	2.54	10	5.30	2.00	4	5.50	2.65	13	4.92	2.56
Central American Bank for Economic Integration (CABEI/BCiE)*	11	8.27	1.68	16	7.88	2.00	23	7.35	1.72	14	6.00	2.42	6	6.83	1.17	31	7.35	1.58	27	6.56	1.78	17	6.53	1.59	9	6.44	2.55	21	7.10	2.26

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Food security	0.0%	0.0%	3.2%	11.1%	14.3%	0.0%	7.4%	9.5%	0.0%	0.0%
Urban development	8.3%	0.0%	12.9%	22.2%	0.0%	7.7%	0.0%	19.0%	8.3%	9.5%
Water and sanitation	16.7%	6.3%	12.9%	11.1%	14.3%	7.7%	0.0%	4.8%	8.3%	23.8%
Pollution	0.0%	0.0%	6.5%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	50.0%	37.5%	29.0%	50.0%	71.4%	35.9%	29.6%	28.6%	41.7%	38.1%
Social protection	8.3%	12.5%	6.5%	11.1%	14.3%	2.6%	7.4%	9.5%	0.0%	9.5%
Health	8.3%	0.0%	12.9%	0.0%	0.0%	7.7%	7.4%	14.3%	25.0%	4.8%
Education	33.3%	25.0%	22.6%	27.8%	14.3%	25.6%	44.4%	28.6%	33.3%	33.3%
Public sector governance/reform*	25.0%	31.3%	35.5%	11.1%	14.3%	28.2%	66.7%	23.8%	41.7%	23.8%
Global/regional integration	0.0%	0.0%	3.2%	0.0%	0.0%	2.6%	3.7%	4.8%	0.0%	9.5%
Energy	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
Gender equity	8.3%	12.5%	3.2%	5.6%	0.0%	2.6%	14.8%	9.5%	8.3%	0.0%
Financial markets	0.0%	6.3%	6.5%	0.0%	0.0%	5.1%	0.0%	4.8%	0.0%	9.5%
Private sector development	0.0%	6.3%	3.2%	5.6%	14.3%	12.8%	14.8%	0.0%	8.3%	9.5%
Poverty reduction	33.3%	37.5%	19.4%	38.9%	57.1%	25.6%	14.8%	42.9%	8.3%	19.0%
Anti-corruption	0.0%	0.0%	9.7%	11.1%	0.0%	12.8%	14.8%	0.0%	8.3%	4.8%
Economic growth*	25.0%	56.3%	41.9%	27.8%	0.0%	30.8%	0.0%	33.3%	16.7%	47.6%
Disaster risk management	0.0%	0.0%	3.2%	0.0%	14.3%	2.6%	0.0%	0.0%	0.0%	4.8%
Equality of opportunity	8.3%	6.3%	12.9%	0.0%	14.3%	0.0%	14.8%	14.3%	0.0%	0.0%
Transport	33.3%	6.3%	19.4%	22.2%	14.3%	43.6%	18.5%	38.1%	33.3%	23.8%
Agriculture and rural development	8.3%	12.5%	3.2%	5.6%	14.3%	0.0%	3.7%	0.0%	8.3%	4.8%
Crime and violence	0.0%	6.3%	3.2%	0.0%	0.0%	2.6%	3.7%	0.0%	8.3%	0.0%
Natural resource management	8.3%	6.3%	3.2%	11.1%	0.0%	2.6%	7.4%	0.0%	0.0%	0.0%
Climate change	8.3%	12.5%	3.2%	5.6%	28.6%	10.3%	11.1%	9.5%	8.3%	4.8%
Judiciary reform	0.0%	0.0%	6.5%	0.0%	0.0%	2.6%	3.7%	0.0%	8.3%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Information and communications technology	0.0%	12.5%	9.7%	0.0%	0.0%	17.9%	0.0%	0.0%	16.7%	4.8%
Trade and exports	16.7%	0.0%	3.2%	5.6%	0.0%	7.7%	11.1%	0.0%	0.0%	4.8%

\*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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Increased its emphasis recently	16.7%	0.0%	13.3%	11.1%	0.0%	10.3%	3.7%	5.0%	25.0%	9.5%
Decreased its emphasis recently	8.3%	12.5%	10.0%	16.7%	14.3%	7.7%	14.8%	0.0%	8.3%	14.3%
Emphasis has remained pretty consistent over time	41.7%	56.3%	33.3%	22.2%	42.9%	17.9%	33.3%	40.0%	25.0%	23.8%
Don't know	33.3%	31.3%	43.3%	50.0%	42.9%	64.1%	48.1%	55.0%	41.7%	52.4%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Private sector*	33.3%	12.5%	23.3%	5.6%	57.1%	64.1%	30.8%	35.0%	58.3%	47.6%
Local government*	66.7%	56.3%	60.0%	88.9%	42.9%	33.3%	38.5%	35.0%	33.3%	47.6%
Academia/think tanks/research institutes*	33.3%	6.3%	26.7%	5.6%	14.3%	23.1%	15.4%	25.0%	66.7%	19.0%
Parliament*	8.3%	75.0%	20.0%	0.0%	0.0%	10.3%	3.8%	5.0%	0.0%	9.5%
Foundations*	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	26.9%	5.0%	0.0%	0.0%
Media*	0.0%	0.0%	6.7%	0.0%	0.0%	2.6%	3.8%	30.0%	0.0%	9.5%
Youth/university groups	8.3%	12.5%	10.0%	16.7%	0.0%	5.1%	3.8%	15.0%	8.3%	9.5%
Donor community	8.3%	12.5%	10.0%	5.6%	28.6%	0.0%	0.0%	5.0%	8.3%	9.5%
NGOs/Community Based Organizations	25.0%	18.8%	23.3%	50.0%	14.3%	23.1%	53.8%	30.0%	16.7%	28.6%
Beneficiaries	8.3%	0.0%	10.0%	11.1%	14.3%	5.1%	3.8%	5.0%	0.0%	9.5%
Other*	0.0%	6.3%	0.0%	0.0%	28.6%	2.6%	0.0%	0.0%	0.0%	4.8%
Don't know	8.3%	0.0%	0.0%	0.0%	0.0%	5.1%	7.7%	5.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	12	6.17	2.41	14	5.93	1.82	25	6.48	2.24	13	5.46	2.33	7	6.43	2.51	29	5.72	1.93	25	6.12	1.79	18	4.94	1.70	8	6.00	2.78	15	5.53	2.42
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	10	7.10	1.60	15	5.33	2.64	25	6.52	2.04	12	5.17	2.33	7	6.57	1.27	27	6.11	1.55	26	6.12	1.66	17	4.88	1.65	8	6.38	2.92	15	6.07	2.22

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			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
Responsiveness to needs*	11	7.55	1.57	13	5.69	1.44	27	6.74	1.99	13	4.54	1.81	7	5.86	1.68	26	5.81	1.79	19	6.21	1.51	14	5.50	1.91	8	5.63	2.13	15	6.33	1.88
Flexibility (in terms of the institution's products and services)	10	6.70	1.57	13	5.31	1.18	26	6.69	1.87	13	4.77	2.17	4	5.75	1.89	21	5.76	1.92	18	5.78	1.80	14	5.43	1.55	6	5.83	2.23	14	6.50	2.07
Flexibility (in terms of changing country circumstances)*	9	7.33	1.12	13	5.54	1.39	26	6.81	2.06	12	4.08	1.68	4	6.00	2.00	24	5.79	1.98	22	5.68	1.84	16	5.56	1.59	9	5.89	2.37	14	6.29	2.13
Being inclusive	10	7.40	1.58	12	5.50	1.51	26	7.04	2.37	11	5.27	2.15	6	6.50	1.38	23	6.22	1.65	21	6.24	1.95	17	5.35	1.97	8	5.50	2.20	15	6.40	1.80
Openness (sharing data and other information)*	10	8.50	1.08	12	6.25	2.01	23	7.70	1.82	11	4.91	2.81	7	7.00	2.00	24	6.46	2.11	21	7.05	1.88	15	5.53	1.64	9	6.56	2.24	15	6.73	1.87
Collaboration with the Government*	11	8.73	0.90	14	6.79	1.53	27	7.33	1.75	13	4.92	2.50	7	7.43	1.40	29	6.83	1.67	20	7.45	1.57	17	6.53	1.70	9	7.56	1.74	15	7.27	1.83
The speed in which it gets things accomplished on the ground*	9	7.56	1.59	12	5.17	1.95	26	6.88	1.51	13	4.31	2.46	5	6.40	1.52	23	5.43	1.90	19	5.68	2.06	15	5.40	1.88	8	5.88	2.30	14	6.07	2.43
Helping to bring discipline/effective supervision to implementation of investment projects*	10	8.00	1.63	12	5.92	2.19	26	7.19	1.60	12	5.00	2.63	5	8.00	1.22	25	6.00	1.44	19	6.26	1.73	15	5.73	2.09	9	6.89	2.93	11	6.45	2.07
Collaboration with civil society*	9	7.00	2.18	12	5.42	1.88	20	6.55	2.54	13	4.15	1.82	6	5.67	1.63	24	5.58	1.91	21	5.86	1.49	13	4.38	2.02	8	5.25	2.25	12	5.75	2.09
Staff accessibility*	9	8.33	1.41	11	5.00	1.67	24	7.42	2.22	13	5.08	2.33	6	6.17	2.23	21	5.57	1.91	20	5.90	2.05	14	4.00	1.80	8	6.00	3.12	11	6.36	2.29
Collaboration with other donors and development partners*	8	7.88	1.81	11	5.18	1.89	18	7.22	1.90	12	4.67	2.27	7	6.29	2.21	20	5.80	1.99	19	6.21	1.90	12	5.25	1.48	7	6.29	2.14	12	6.67	1.83
Collaboration with the private sector*	10	8.30	1.06	11	5.27	2.15	13	7.00	1.73	9	4.78	1.86	6	5.50	2.07	24	5.38	2.22	20	6.20	2.04	13	4.92	2.18	9	6.11	1.05	11	5.45	2.30
Straightforwardness and honesty*	10	8.60	0.97	11	6.73	1.90	24	7.92	1.82	12	6.33	2.77	6	8.17	0.98	21	7.62	1.43	20	7.35	1.60	14	5.64	2.02	10	7.60	2.17	14	7.14	1.92
Treating clients and stakeholders in Costa Rica with respect*	8	8.75	1.16	10	7.70	1.64	24	8.71	1.33	12	7.25	2.09	5	8.60	1.34	22	7.77	1.51	18	8.11	1.41	15	6.20	2.01	10	7.40	2.46	13	7.62	1.98
Being a long-term partner*	8	9.13	0.83	11	6.64	2.29	21	7.71	1.79	12	5.92	2.84	6	8.00	1.90	22	7.32	2.03	18	7.67	1.64	13	6.54	1.94	9	7.67	1.94	15	7.33	2.13

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	11	7.36	2.20	12	6.75	2.01	24	6.96	1.85	13	5.69	2.50	7	7.14	1.68	29	6.24	1.60	25	6.36	1.38	18	6.22	1.80	9	6.33	2.50	15	6.13	2.13

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



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Costa Rica?	12	6.75	2.45	12	6.00	2.04	25	7.24	1.88	10	5.10	2.23	6	6.33	1.97	27	6.11	1.89	24	6.54	1.53	17	6.00	1.58	9	6.44	2.24	14	6.00	2.11

(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 Costa Rica? (1- Strongly disagree, 10- Strongly agree)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			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
The World Bank Group's financial instruments meet the needs of Costa Rica	10	7.10	1.79	14	6.93	1.90	24	6.75	2.42	13	5.62	2.36	7	7.00	1.73	30	5.73	1.96	24	6.25	1.45	14	6.36	1.55	9	6.33	2.18	16	6.81	2.10
The World Bank Group meets Costa Rica's needs for knowledge services*	9	8.22	1.30	13	6.15	2.54	24	6.92	1.91	13	5.38	2.36	6	6.67	2.16	25	5.56	1.98	23	6.52	1.31	14	5.71	1.54	8	6.13	2.42	16	6.63	2.13

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Weekly	8.3%	12.5%	10.0%	5.9%	0.0%	2.6%	3.6%	5.0%	0.0%	0.0%
Monthly	16.7%	6.3%	13.3%	5.9%	14.3%	0.0%	14.3%	5.0%	8.3%	4.8%
A few times a year	41.7%	50.0%	40.0%	41.2%	71.4%	46.2%	46.4%	45.0%	33.3%	28.6%
Rarely	16.7%	25.0%	23.3%	23.5%	14.3%	30.8%	28.6%	45.0%	33.3%	47.6%
Never	16.7%	6.3%	13.3%	23.5%	0.0%	20.5%	7.1%	0.0%	25.0%	19.0%

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			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
The World Bank Group's knowledge work and activities are adaptable to Costa Rica's specific development challenges and country circumstances	8	7.75	1.83	10	6.90	1.79	22	7.50	1.90	10	5.20	2.82	7	7.57	1.13	23	6.65	2.25	21	6.81	1.57	12	6.67	2.15	7	7.43	1.51	15	6.93	2.12

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	9	7.89	1.90	14	6.29	2.09	24	7.58	1.41	12	5.58	2.54	7	7.14	2.12	27	6.81	1.92	25	6.92	1.22	18	6.17	1.62	9	6.67	2.35	16	6.94	1.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	9	8.44	0.88	14	7.00	1.92	26	8.38	1.33	9	5.89	2.37	7	7.57	1.51	24	7.38	1.86	24	7.67	1.27	14	6.14	2.25	8	7.63	2.45	13	7.23	1.88

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

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government Office			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
The World Bank Group takes decisions quickly in Costa Rica*	7	7.71	1.60	11	7.00	2.10	18	7.61	1.72	10	4.60	2.37	5	6.40	2.30	20	6.10	2.45	18	6.94	1.76	8	5.00	2.14	7	6.43	2.37	10	6.40	1.71
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	8.00	1.67	12	7.67	1.78	14	7.14	2.63	10	5.70	2.91	5	7.60	1.14	15	7.67	1.35	18	7.56	1.46	7	6.14	2.19	7	7.86	2.67	9	6.78	1.72

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Costa Rica**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Work faster*	16.7%	13.3%	0.0%	5.6%	14.3%	7.9%	0.0%	31.6%	0.0%	4.8%
Improve the quality of its experts as related to Costa Rica's specific challenges	16.7%	20.0%	17.2%	11.1%	0.0%	5.3%	7.4%	10.5%	18.2%	9.5%
Engage more effectively with private sector*	0.0%	0.0%	6.9%	0.0%	28.6%	57.9%	18.5%	10.5%	36.4%	9.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	20.0%	0.0%	0.0%	57.1%	7.9%	18.5%	5.3%	0.0%	23.8%
Offer more innovative financial products	33.3%	13.3%	20.7%	11.1%	0.0%	21.1%	14.8%	5.3%	0.0%	23.8%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	8.3%	26.7%	17.2%	33.3%	28.6%	10.5%	18.5%	21.1%	18.2%	9.5%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	6.7%	10.3%	5.6%	0.0%	5.3%	7.4%	5.3%	9.1%	9.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.7%	6.7%	6.9%	16.7%	0.0%	7.9%	7.4%	15.8%	9.1%	0.0%
Offer more innovative knowledge services	8.3%	6.7%	10.3%	11.1%	0.0%	7.9%	7.4%	5.3%	27.3%	9.5%
Collaborate more effectively with Government clients*	16.7%	20.0%	31.0%	44.4%	0.0%	2.6%	7.4%	21.1%	0.0%	19.0%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	8.3%	13.3%	3.4%	5.6%	0.0%	0.0%	0.0%	15.8%	18.2%	9.5%
Engage more effectively with civil society*	0.0%	6.7%	10.3%	16.7%	14.3%	26.3%	37.0%	31.6%	9.1%	9.5%
Increase the level of capacity development in the country*	58.3%	26.7%	44.8%	33.3%	14.3%	18.4%	22.2%	5.3%	36.4%	38.1%
Engage more directly with beneficiaries	16.7%	6.7%	6.9%	5.6%	42.9%	10.5%	7.4%	0.0%	18.2%	19.0%
Other	0.0%	6.7%	0.0%	0.0%	0.0%	5.3%	3.7%	5.3%	0.0%	4.8%

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Never	16.7%	31.3%	36.7%	55.6%	0.0%	51.3%	35.7%	25.0%	50.0%	57.1%
Less than once a year	25.0%	6.3%	10.0%	22.2%	42.9%	15.4%	32.1%	35.0%	8.3%	23.8%
Once a year to a few times a year	41.7%	50.0%	30.0%	16.7%	28.6%	23.1%	25.0%	30.0%	25.0%	14.3%
Less than once a month	8.3%	6.3%	3.3%	0.0%	14.3%	5.1%	7.1%	0.0%	8.3%	0.0%
At least once a month	8.3%	6.3%	13.3%	0.0%	14.3%	5.1%	0.0%	10.0%	8.3%	4.8%
At least once a week	0.0%	0.0%	6.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Regional magazines	25.0%	12.5%	10.3%	27.8%	14.3%	18.4%	14.8%	5.3%	18.2%	33.3%
Facebook*	8.3%	6.3%	24.1%	16.7%	42.9%	5.3%	14.8%	0.0%	9.1%	4.8%
Local and international television	25.0%	37.5%	51.7%	38.9%	28.6%	55.3%	25.9%	31.6%	27.3%	19.0%
Local and international newspapers	66.7%	56.3%	51.7%	44.4%	57.1%	50.0%	40.7%	63.2%	27.3%	38.1%
Other social media*	8.3%	25.0%	6.9%	5.6%	42.9%	0.0%	18.5%	10.5%	18.2%	19.0%
Mobile applications	8.3%	6.3%	6.9%	22.2%	0.0%	7.9%	3.7%	10.5%	0.0%	9.5%
Online-only newspapers	8.3%	12.5%	24.1%	16.7%	0.0%	10.5%	11.1%	10.5%	27.3%	14.3%
Local and international radio	0.0%	0.0%	0.0%	5.6%	0.0%	10.5%	3.7%	15.8%	18.2%	9.5%
Rumor mill*	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	9.1%	0.0%
Other	33.3%	25.0%	13.8%	16.7%	14.3%	26.3%	22.2%	21.1%	36.4%	33.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Direct contact with World Bank Group	41.7%	43.8%	26.7%	44.4%	42.9%	30.8%	44.4%	30.0%	8.3%	19.0%
World Bank Group's seminars/workshops/conferences	25.0%	25.0%	43.3%	27.8%	28.6%	33.3%	44.4%	45.0%	58.3%	33.3%
World Bank Group's website	16.7%	12.5%	30.0%	11.1%	0.0%	33.3%	18.5%	25.0%	58.3%	23.8%
World Bank Group's publications and other written materials	25.0%	25.0%	43.3%	22.2%	42.9%	25.6%	18.5%	10.0%	33.3%	42.9%
Personalized emails	58.3%	50.0%	26.7%	55.6%	42.9%	35.9%	40.7%	45.0%	33.3%	47.6%
Social media	25.0%	25.0%	20.0%	27.8%	42.9%	23.1%	22.2%	25.0%	0.0%	19.0%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
High speed/WiFi	100.0%	100.0%	92.6%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%
Dial-up	0.0%	0.0%	7.4%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%

**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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	8.3%	12.5%	12.9%	5.6%	25.0%	7.7%	7.4%	0.0%	0.0%	9.5%
No	91.7%	87.5%	87.1%	94.4%	75.0%	92.3%	92.6%	100.0%	100.0%	90.5%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The World Bank (IBRD)	100.0%	50.0%	50.0%	100.0%	100.0%	66.7%	50.0%	0.0%	0.0%	50.0%
The International Finance Corporation (IFC)	0.0%	50.0%	50.0%	0.0%	0.0%	33.3%	50.0%	0.0%	0.0%	50.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Observer	33.3%	38.5%	18.5%	50.0%	37.5%	35.3%	40.0%	22.2%	33.3%	26.3%
Use World Bank Group reports/data	41.7%	69.2%	37.0%	21.4%	37.5%	52.9%	40.0%	72.2%	50.0%	68.4%
Engage in World Bank Group related/sponsored events/activities	25.0%	23.1%	29.6%	21.4%	50.0%	17.6%	20.0%	16.7%	33.3%	15.8%
Collaborate as part of my professional duties*	25.0%	7.7%	37.0%	7.1%	25.0%	11.8%	12.0%	0.0%	16.7%	5.3%
Use World Bank Group website for information, data, research, etc.	25.0%	30.8%	40.7%	35.7%	25.0%	38.2%	48.0%	55.6%	25.0%	36.8%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>20</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 Costa Rica COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.*

● Collaborating with the WBG N=17      ● Not collaborating with the WBG N=190

### A. General Issues Facing Costa Rica

**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	14	6.71	1.86	177	5.98	1.94
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	15	7.00	1.96	160	6.96	1.81
The World Bank Group	16	7.31	1.49	161	7.06	1.87
The International Monetary Fund	15	6.73	1.79	157	6.46	2.03
UN	16	6.50	2.28	167	7.00	2.05
Regional development banks	15	7.33	1.68	162	6.77	1.89
Costa Rica's Central Bank	15	7.80	1.57	180	7.27	1.83
International private sector	16	7.19	1.28	164	6.72	1.89
Domestic private sector	16	7.06	1.81	183	6.87	1.72
International civil society	16	7.06	1.44	174	7.06	1.61
Domestic civil society	16	6.88	1.67	178	6.88	1.74
Faith-based institutions	15	5.20	2.37	175	4.92	2.25
Domestic traditional media and their web presence	16	5.88	2.03	186	5.60	2.17
International media and their web presence	16	6.25	2.11	182	6.18	2.01
Web based media	16	5.69	2.02	183	5.80	2.02

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

**How familiar are you with the work of these organizations in Costa Rica?** (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)*	17	7.12	2.29	189	5.38	2.68
Inter-American Development Bank (IDB/BID)*	17	8.29	1.16	189	6.40	2.45
Latin American Development Bank (CAF)	17	4.18	3.03	188	3.91	2.58
Central American Bank for Economic Integration (CABE/BCiE)	17	7.53	1.28	189	6.37	2.53

\*Significantly different between collaborators and non-collaborators

<sup>20</sup> Only 207 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 Costa Rica.** (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)	15	7.07	1.94	145	6.68	2.03
Inter-American Development Bank (IDB/BID)	15	7.67	1.35	171	7.03	1.90
Latin American Development Bank (CAF)	12	4.58	2.15	103	5.02	2.50
Central American Bank for Economic Integration (CABE/BCiE)	14	7.07	1.64	162	7.01	2.01

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges?	14	8.14	1.23	130	7.51	1.82

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Food security	5.9%	3.7%
Urban development	5.9%	9.5%
Water and sanitation*	23.5%	8.5%
Pollution	0.0%	1.6%
Job creation/employment	17.6%	38.6%
Social protection	11.8%	6.9%
Health	11.8%	8.5%
Education	41.2%	28.6%
Public sector governance/reform	35.3%	32.3%
Global/regional integration	5.9%	2.6%
Energy	0.0%	1.6%
Gender equity	5.9%	6.3%
Financial markets	11.8%	3.2%
Private sector development	17.6%	6.9%
Poverty reduction	23.5%	27.0%
Anti-corruption	0.0%	8.5%
Economic growth	35.3%	29.6%
Disaster risk management	0.0%	2.1%
Equality of opportunity	11.8%	6.3%
Transport	11.8%	28.6%
Agriculture and rural development*	17.6%	3.2%
Crime and violence	0.0%	2.6%
Natural resource management	0.0%	4.2%
Climate change	5.9%	9.0%
Judiciary reform	0.0%	2.6%
Disease	0.0%	0.5%
Information and communications technology	0.0%	7.9%
Trade and exports	0.0%	5.8%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	6.0%	24.0%
Arrogant in its approach	0.0%	5.0%
Inadequate World Bank Group's staffing in Costa Rica*	35.0%	12.0%
Not willing to honestly criticize policies and reform efforts in the country	12.0%	5.0%
Staff too inaccessible	18.0%	6.0%
Not collaborating enough with private sector	6.0%	11.0%
Too influenced by developed countries	6.0%	11.0%
World Bank Group's processes too slow and complex	6.0%	11.0%
Not adequately flexible	0.0%	5.0%
Not sufficiently focused on sustainable results*	18.0%	4.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	18.0%	4.0%
Not adequately sensitive to political/social realities in Costa Rica	12.0%	14.0%
Not collaborating enough with civil society	6.0%	5.0%
Not enough public disclosure of its work	18.0%	32.0%
Other	6.0%	2.0%
Don't know	12.0%	20.0%

\*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 Costa Rica? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	0.0%	1.6%
To a somewhat sufficient degree	43.8%	16.0%
To a somewhat insufficient degree	18.8%	30.3%
To a very insufficient degree	18.8%	17.0%
Don't know	18.8%	35.1%

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

(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 Costa Rica	16	6.31	2.33	151	5.81	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	15	7.33	1.54	148	5.83	2.03

\*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 Costa Rica, 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	15	6.20	1.66	140	6.03	1.93
Flexibility (in terms of the institution's products and services)	15	5.80	2.04	126	5.93	1.89
Flexibility (in terms of changing country circumstances)	15	5.67	2.13	135	5.94	1.98
Being inclusive	14	6.64	1.60	137	6.15	2.04
Openness (sharing data and other information)	13	7.46	1.94	135	6.61	2.13
Collaboration with the Government	14	7.14	1.88	150	7.02	1.89
The speed in which it gets things accomplished on the ground	14	5.71	1.77	131	5.85	2.12
Helping to bring discipline/effective supervision to implementation of investment projects	14	6.86	0.95	132	6.37	2.13
Collaboration with civil society	12	6.00	1.86	128	5.55	2.12
Staff accessibility	14	6.36	2.53	125	5.92	2.32
Collaboration with other donors and development partners	13	6.77	1.92	115	6.02	2.07
Collaboration with the private sector	10	5.30	2.26	118	5.92	2.14
Straightforwardness and honesty	13	8.08	1.50	131	7.21	2.00
Treating clients and stakeholders in Costa Rica with respect	13	8.54	1.76	126	7.71	1.85
Being a long-term partner	11	7.82	1.72	126	7.28	2.13

**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 Costa Rica?** (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*	4	8.00	1.41	66	5.32	2.16
Gender equity*	8	7.75	1.67	75	5.99	2.05
Private sector development	8	5.88	2.42	95	5.98	2.03
Education	12	7.33	1.56	114	6.59	2.03
Public sector governance/reform	12	7.50	2.24	114	6.29	2.08
Global/regional integration	7	7.14	1.68	94	6.45	2.03
Urban development	7	7.14	2.04	85	6.05	2.03
Energy	6	6.67	1.86	81	6.53	2.01
Water and sanitation	9	6.33	2.24	68	6.26	1.93
Pollution	4	7.50	2.08	68	5.93	2.00
Job creation/employment	9	6.11	2.57	78	5.40	2.21
Health	10	7.50	1.08	86	6.34	2.11
Financial markets	8	6.88	2.10	89	6.65	1.90
Transport	10	7.30	1.77	88	6.43	2.03
Agriculture and rural development	4	6.00	1.83	86	6.08	2.12
Trade and exports	4	6.25	1.50	82	6.45	2.02
Natural resource management	7	7.71	2.29	80	6.49	1.99
Climate change	8	7.13	2.23	82	6.61	2.22
Poverty reduction	12	7.00	2.13	101	6.13	2.28
Economic growth	11	6.64	1.80	105	6.50	2.15
Disaster risk management	8	6.50	2.56	73	6.14	2.32
Equality of opportunity	9	7.22	1.20	80	6.09	2.09
Disease	3	5.00	3.00	54	5.61	2.12
Information and communications technology	7	7.57	1.27	80	6.56	2.02

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	15	6.33	2.13	149	6.47	1.91

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Costa Rica?	15	5.93	2.15	142	6.37	1.97

(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 World Bank Group's financial instruments meet the needs of Costa Rica	16	6.63	1.89	146	6.35	2.02
The World Bank Group meets Costa Rica's needs for knowledge services	16	6.75	2.02	136	6.26	2.04

(1- Strongly disagree, 10- Strongly agree)

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	10	5.20	2.44	96	6.41	1.95

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

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

In Costa Rica, 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	12	7.00	2.04	125	6.74	1.86
Include appropriate level of stakeholder involvement during preparation	11	7.18	2.18	107	6.21	2.16
Lead to practical solutions*	15	7.47	1.51	120	6.34	2.05
Are source of relevant information on global good practices	15	7.40	1.92	126	7.17	2.03
Are adequately disseminated	14	6.50	2.62	127	5.39	2.47
Are translated enough into local language	11	7.09	2.59	112	6.52	2.52
Are adaptable to Costa Rica's specific development challenges and country circumstances*	13	8.15	1.57	124	6.74	2.07

\*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?	15	6.80	1.74	147	6.81	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	7.80	1.61	134	7.37	1.90

(1- Very low technical quality, 10- Very high technical quality)

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	9	7.67	2.29	103	7.07	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	7.92	1.85	127	7.15	1.81
The World Bank Group's approvals and reviews are done in a timely fashion	12	7.08	2.23	104	7.03	2.07
The World Bank Group's Environmental and Social Framework requirements are reasonable	10	7.70	0.48	95	7.20	2.14
The World Bank Group's conditions on its lending are reasonable	12	7.58	1.56	105	6.61	2.38
The World Bank Group takes decisions quickly in Costa Rica	11	6.55	2.16	104	6.43	2.23
Working with the World Bank Group increases Costa Rica's institutional capacity	14	7.64	1.82	124	6.76	2.21
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	7.91	1.45	92	7.10	2.13

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Costa Rica?	10	5.20	1.69	121	5.43	2.25

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

**F. The future role of the World Bank Group in Costa Rica****Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Work faster	6.0%	8.0%
Improve the quality of its experts as related to Costa Rica's specific challenges	6.0%	12.0%
Engage more effectively with private sector	25.0%	19.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	25.0%	9.0%
Offer more innovative financial products	25.0%	16.0%
Ensure greater selectivity in its work	0.0%	1.0%
Reduce the complexity of obtaining World Bank Group financing	19.0%	18.0%
Increase availability of Reimbursable Advisory Services (RAS)	6.0%	7.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.0%	9.0%
Offer more innovative knowledge services	13.0%	9.0%
Collaborate more effectively with Government clients	13.0%	17.0%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	6.0%	6.0%
Engage more effectively with civil society	13.0%	20.0%
Increase the level of capacity development in the country	31.0%	29.0%
Engage more directly with beneficiaries	0.0%	12.0%
Other	6.0%	3.0%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>21</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 = 153
- FY 2019 Number of comparable respondents = 190

*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/Minister	9.0%	9.0%
Office of Parliamentarian	14.0%	14.0%
Government Institutions	24.0%	24.0%
Local Government Office or Staff	7.0%	7.0%
Bilateral/Multilateral Agency/Embassy	3.0%	3.0%
Civil Society	12.0%	12.0%
Private Sector	15.0%	15.0%
Academia	6.0%	6.0%
Media	10.0%	10.0%

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	152	6.65	2.67	189	5.76	2.73
Inter-American Development Bank (IDB/BID)	152	6.73	2.70	189	6.84	2.40
Latin American Development Bank (CAF)	152	4.38	3.04	188	4.04	2.69
Central American Bank for Economic Integration (CABE/BCiE)	152	6.31	2.81	189	6.73	2.44

\*Significantly different between FY2016 and FY2019

**Overall, please rate your impression of the effectiveness of these organizations in Costa Rica.**

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	130	6.90	1.80	150	6.92	1.91
Inter-American Development Bank (IDB/BID)	128	6.92	1.96	170	7.29	1.79
Latin American Development Bank (CAF)	89	5.37	2.50	109	5.04	2.43
Central American Bank for Economic Integration (CABE/BCiE)*	124	6.67	2.04	161	7.20	1.89

\*Significantly different between FY2016 and FY2019

<sup>21</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)**

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges?*	115	8.27	1.31	136	7.70	1.67

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2019

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

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	2.6%	1.6%
To a somewhat sufficient degree	15.9%	18.1%
To a somewhat insufficient degree	33.8%	31.9%
To a very insufficient degree	30.5%	16.0%
Don't know	17.2%	32.4%

\*Significantly different between FY2016 and FY2019

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

(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 Costa Rica*	134	6.68	2.12	156	5.93	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	129	6.38	2.00	152	6.01	2.05

\*Significantly different between FY2016 and FY2019

**To what extent is the World Bank Group an effective development partner in Costa Rica, 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	111	6.57	1.84	145	6.16	1.89
Flexibility (in terms of the institution's products and services)	107	6.28	1.79	133	5.99	1.84
Flexibility (in terms of changing country circumstances)	113	6.03	1.90	141	6.02	1.96
Being inclusive	115	6.66	1.82	140	6.26	2.05
Openness (sharing data and other information)	123	7.25	1.79	137	6.86	2.10
Collaboration with the Government	127	7.46	1.56	153	7.14	1.82
The speed in which it gets things accomplished on the ground	119	6.11	1.74	136	5.98	2.09
Helping to bring discipline/effective supervision to implementation of investment projects <sup>1</sup>				138	6.58	2.06
Collaboration with civil society*	114	6.35	2.12	129	5.76	2.18
Staff accessibility	104	6.60	2.20	129	6.14	2.39
Collaboration with other donors and development partners	99	6.53	2.12	116	6.22	2.12
Collaboration with the private sector*	107	6.78	1.95	117	6.05	2.19
Straightforwardness and honesty	113	7.61	1.87	134	7.42	1.93
Treating clients and stakeholders in Costa Rica with respect	116	7.77	1.93	127	7.95	1.78
Being a long-term partner*	125	8.22	1.93	124	7.44	2.06

\*Significantly different between FY2016 and FY2019

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	65	6.97	1.70	63	5.56	2.28
Gender equity	49	6.68	1.69	70	6.29	2.09
Private sector development*	76	7.21	1.51	91	6.07	2.04
Education*	84	7.40	1.78	113	6.85	1.97
Public sector governance/reform <sup>'</sup>	82	6.73	1.90	115	6.55	2.17
Global/regional integration	77	7.22	1.69	94	6.76	1.98
Urban development	70	6.81	1.60	80	6.32	2.11
Energy	76	7.15	1.92	78	6.74	2.06
Water and sanitation*	68	7.30	1.71	68	6.47	1.94
Pollution <sup>"</sup>				66	6.17	2.08
Job creation/employment*	71	6.82	1.74	78	5.67	2.33
Health*	72	7.21	1.53	84	6.62	2.09
Financial markets	71	7.30	1.67	87	6.78	1.92
Transport	81	6.91	1.92	89	6.71	2.01
Agriculture and rural development <sup>'''</sup>	78	6.74	1.61	78	6.24	2.11
Trade and exports*	83	7.39	1.43	78	6.60	1.97
Natural resource management	66	6.60	1.77	76	6.80	2.02
Climate change	77	7.21	1.46	79	6.83	2.34
Poverty reduction	85	6.85	1.95	102	6.35	2.39
Economic growth*	95	7.55	1.43	104	6.64	2.12
Disaster risk management	56	6.65	1.65	71	6.27	2.44
Equality of opportunity	55	6.81	1.76	78	6.37	2.12
Disease <sup>''''</sup>	52	6.67	1.65	48	5.83	2.18
Information and communications technology	69	7.11	1.34	78	6.72	2.00

\*Significantly different between FY2016 and FY2019

<sup>'</sup> In FY 2016, the category was "Public sector reform"

<sup>"</sup> Only FY 2019 questionnaire had this response option.

<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 "Communicable/non-communicable diseases"

	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 Costa Rica?*	138	7.03	1.58	151	6.55	1.91

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2019

**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 Costa Rica?***(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 Costa Rica	117	6.67	1.71	150	6.52	1.99
The World Bank Group meets Costa Rica's needs for knowledge services*	121	6.97	1.71	141	6.43	2.04

\*Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	109	7.15	1.56	97	6.49	1.99

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2019***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	2.7%	6.5%
Monthly	21.3%	9.1%
A few times a year	42.7%	43.5%
Rarely	18.7%	28.0%
Never	14.7%	12.9%

\*Significantly different between FY2016 and FY2019

**In Costa Rica, 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	117	7.10	1.74	129	6.96	1.80
Include appropriate level of stakeholder involvement during preparation'				108	6.51	2.19
Lead to practical solutions	116	6.69	1.71	126	6.64	2.04
Are source of relevant information on global good practices'				130	7.40	1.88
Are adequately disseminated'				129	5.70	2.48
Are translated enough into local language*	105	7.54	1.95	113	6.75	2.47
Are adaptable to Costa Rica's specific development challenges and country circumstances	115	7.09	1.66	124	7.03	1.96

\*Significantly different between FY2016 and FY2019

' Only FY 2019 questionnaire had this response option.

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

	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?*	133	7.63	1.80	150	6.91	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	127	8.00	1.51	141	7.55	1.83

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between FY2016 and FY2019

**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	90	7.03	1.92	107	7.40	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	111	7.49	1.61	128	7.36	1.83
The World Bank Group's approvals and reviews are done in a timely fashion	94	7.07	1.64	105	7.20	2.05
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>1</sup>	87	6.80	2.06	97	7.36	1.99
The World Bank Group's conditions on its lending are reasonable	104	6.99	1.72	106	6.94	2.27
The World Bank Group takes decisions quickly in Costa Rica	91	6.97	1.76	105	6.70	2.17
Working with the World Bank Group increases Costa Rica's institutional capacity*	116	7.46	1.76	129	6.96	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	94	7.46	1.67	96	7.34	2.07

\*Significantly different between FY2016 and FY2019

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

**F. The future role of the World Bank Group in Costa Rica**

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

Percentage of Respondents	FY 2016	FY 2019
Financial services	41.8%	33.7%
Knowledge products	23.5%	19.7%
Convening services	3.3%	4.5%
None of the above	4.6%	3.4%
The combination is appropriate for Costa Rica	16.3%	27.0%
Don't know	10.5%	11.8%



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust The World Bank Group to do what is right?	7.06	7.31	7.32	6.79	7.23	7.06	6.98	7.66	6.98	8.00	7.26	6.95
Overall, please rate your impression of the World Bank Group's effectiveness in Costa Rica.	6.68	7.07	6.98	6.26	6.95	6.56	6.49	7.54	6.57	7.68	6.87	6.57
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	5.81	6.31	5.95	5.62	6.13	5.55	5.70	6.26	5.61	6.96	5.98	5.61
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	5.83	7.33	6.16	5.68	6.47	5.54	5.77	6.70	5.66	7.65	6.24	5.59
Responsiveness to needs	6.03	6.20	6.12	5.98	6.21	5.91	5.98	6.32	5.94	6.68	6.16	5.90
Flexibility (in terms of the institution's products and services)	5.93	5.80	6.07	5.66	5.98	5.86	5.87	6.09	5.79	6.57	5.92	5.93
Flexibility (in terms of changing country circumstances)	5.94	5.67	6.03	5.75	5.96	5.90	5.84	6.17	5.78	6.73	6.09	5.63
Being inclusive	6.15	6.64	6.33	6.02	6.22	6.22	6.09	6.60	6.09	6.87	6.41	5.93
Openness (sharing data and other information)	6.61	7.46	7.07	6.14	6.73	6.80	6.63	7.15	6.51	8.00	6.82	6.68
Collaboration with the Government	7.02	7.14	7.13	6.87	6.99	7.09	6.99	7.18	6.90	7.79	7.14	6.88
The speed in which it gets things accomplished on the ground	5.85	5.71	6.03	5.41	5.87	5.77	5.69	6.21	5.64	6.70	5.99	5.56
Helping to bring discipline/effective supervision to implementation of investment projects	6.37	6.86	6.71	5.90	6.43	6.40	6.16	7.24	6.12	7.83	6.75	5.88
Collaboration with civil society	5.55	6.00	5.77	5.39	5.78	5.47	5.38	6.54	5.48	6.47	5.89	5.19
Staff accessibility	5.92	6.36	6.41	5.35	6.25	5.77	5.77	6.74	5.70	7.59	6.07	5.93
Collaboration with other donors and development partners	6.02	6.77	6.37	5.86	6.50	5.82	5.97	6.83	5.99	7.15	6.38	5.89
Collaboration with the private sector	5.92	5.30	6.24	5.56	6.17	5.85	5.88	6.40	5.82	7.06	6.10	5.88
Straightforwardness and honesty	7.21	8.08	7.53	6.92	7.32	7.31	7.08	8.03	7.15	8.08	7.43	7.13
Treating clients and stakeholders in Costa Rica with respect	7.71	8.54	7.99	7.54	7.82	7.83	7.61	8.47	7.69	8.46	7.85	7.80
Being a long-term partner	7.28	7.82	7.46	7.24	7.52	7.23	7.15	7.97	7.28	7.95	7.58	7.06
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	6.47	6.33	6.53	6.33	6.68	6.27	6.31	6.92	6.30	7.39	6.73	6.05
To what extent does the World Bank Group influence the development agenda in Costa Rica?	6.37	5.93	6.42	6.14	6.31	6.34	6.25	6.54	6.19	7.09	6.47	6.11
The World Bank Group's financial instruments meet the needs of Costa Rica	6.35	6.63	6.44	6.35	6.58	6.24	6.35	6.58	6.25	7.26	6.39	6.43
The World Bank Group meets Costa Rica's needs for knowledge services	6.26	6.75	6.49	6.13	6.60	6.16	6.23	6.78	6.17	7.38	6.41	6.31
The World Bank Group's knowledge work and activities are adaptable to Costa Rica's specific development challenges and country circumstances	6.74	8.15	7.06	6.63	7.21	6.66	6.69	7.51	6.71	8.05	7.06	6.70
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.81	6.80	6.88	6.74	6.85	6.82	6.75	7.08	6.73	7.42	6.96	6.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.37	7.80	7.45	7.42	7.51	7.38	7.35	7.68	7.30	8.17	7.55	7.28
The World Bank Group takes decisions quickly in Costa Rica	6.43	6.55	6.63	6.08	6.50	6.39	6.28	6.87	6.16	7.79	6.71	5.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.10	7.91	7.30	7.06	7.23	7.19	7.09	7.52	7.01	8.11	7.41	6.86

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Costa Rica FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Costa Rica**

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

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 COSTA RICA

<b>A1. When you think about the future in Costa Rica, 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 Costa Rica is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Costa Rica.</b>			
<b>Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)</b>			
1	Water and sanitation	15	Economic growth
2	Pollution	16	Disaster risk management
3	Job creation/employment	17	Equality of opportunity (i.e., social inclusion)
4	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
5	Private sector development	19	Trade and exports
6	Education	20	Crime and violence
7	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
8	Food security (food access, and food use and misuse)	22	Disease (e.g., diabetes and hypertension, colon cancer)
9	Urban development	23	Anti-corruption
10	Energy	24	Judiciary reform
11	Financial markets	25	Information and communications technology
12	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)
14	Health	28	Poverty reduction

## 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 Costa Rica? (Choose no more than THREE)</b>			
1	Agriculture and rural development	15	Gender equity (closing the gap between women and men, and boys and girls)
2	Trade and exports	16	Private sector development
3	Disaster risk management	17	Pollution
4	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
5	Crime and violence	19	Education
6	Climate change (e.g., mitigation, adaptation)	20	Global/regional integration
7	Transport (e.g., roads, bridges, transportation)	21	Food security (food access, and food use and misuse)
8	Energy	22	Urban development
9	Social protection (e.g., pensions, targeted social assistance)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
10	Disease (e.g., diabetes and hypertension, colon cancer)	24	Health
11	Economic growth	25	Water and sanitation
12	Anti-corruption	26	Financial markets
13	Information and communications technology	27	Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)
14	Judiciary reform		

<b>A5. When economic and/or social reform efforts fail or are slow to take place in Costa Rica, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Inadequate level of capacity in the government
2	Inadequate level of donor coordination
3	Reforms are not well thought out in light of country challenges
4	Political pressures and obstacles
5	Inadequate level of private sector participation
6	Inadequate level of citizen/civil society participation
7	Private sector involvement and/or influence
8	Poor coordination within the government
9	Inadequate level of government accountability
10	Corruption
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	The national/federal government	1	2	3	4	5	6	7	8	9	3	<input type="checkbox"/>	
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	26	<input type="checkbox"/>	
3	The World Bank Group	1	2	3	4	5	6	7	8	9	25	<input type="checkbox"/>	
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	29	<input type="checkbox"/>	
5	UN	1	2	3	4	5	6	7	8	9	17	<input type="checkbox"/>	
6	Regional development banks	1	2	3	4	5	6	7	8	9	23	<input type="checkbox"/>	
7	Costa Rica's Central Bank	1	2	3	4	5	6	7	8	9	6	<input type="checkbox"/>	
8	International private sector	1	2	3	4	5	6	7	8	9	21	<input type="checkbox"/>	
9	Domestic private sector	1	2	3	4	5	6	7	8	9	3	<input type="checkbox"/>	
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	12	<input type="checkbox"/>	
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	8	<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	3	<input type="checkbox"/>	
14	International media and their web presence	1	2	3	4	5	6	7	8	9	6	<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	5	<input type="checkbox"/>	

A7. Please describe the direction Costa Rica 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 Costa Rica'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 Costa Rica? (Choose no more than TWO)**

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

**A9. When thinking about development efforts in Costa Rica, 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 Costa Rica?**

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 Costa Rica?**

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 Costa Rica?</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
4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10

<b>B2. Overall, please rate your impression of the effectiveness of these organizations in Costa Rica.</b>													
		Not effective at all										Very effective	Don't know
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	49		<input type="checkbox"/>
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	22		<input type="checkbox"/>
3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	93		<input type="checkbox"/>
4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	32		<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 Costa Rica solve its most complicated development challenges?</b>												
1	2	3	4	5	6	7	8	9	63			
To no degree at all									To a very significant degree		Don't know	

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)</b>			
1	Food security (food access, and food use and misuse)	15	Poverty reduction
2	Urban development	16	Anti-corruption
3	Water and sanitation	17	Economic growth
4	Pollution	18	Disaster risk management
5	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
6	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
7	Health	21	Agriculture and rural development
8	Education	22	Crime and violence
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)
10	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
11	Energy	25	Judiciary reform
12	Gender equity (closing the gap between women and men, and boys and girls)	26	Disease (e.g., diabetes and hypertension, colon cancer)
13	Financial markets	27	Information and communications technology
14	Private sector development	28	Trade and exports

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

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Costa Rica? (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	Private sector	7	Youth/university groups
2	Local government	8	Donor community
3	Academia/think tanks/research institutes	9	NGOs/Community Based Organizations
4	Parliament	10	Beneficiaries
5	Foundations	11	Other (please specify): _____
6	Media	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Costa Rica	1	2	3	4	5	6	7	8	9	37	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	1	2	3	4	5	6	7	8	9	40	<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 Costa Rica, 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		
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	49	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	62	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	53	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	54	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	54	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	41	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	60	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	59	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	65	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	67	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	76	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	76	<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	60	<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Costa Rica with respect	1	2	3	4	5	6	7	8	9	67	<input type="checkbox"/>
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	69	<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 Costa Rica? (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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	133	<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	122	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	101	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	79	<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	79	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	101	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	112	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	119	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	128	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	131	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	117	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	108	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	105	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	107	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	115	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	116	<input type="checkbox"/>	
17	Natural resource management (e.g., fisheries, rural productive landscapes, wealth accounting and valuation of ecosystem services)	1	2	3	4	5	6	7	8	9	116	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	114	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	88	<input type="checkbox"/>	
20	Economic growth	1	2	3	4	5	6	7	8	9	88	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	123	<input type="checkbox"/>	
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	115	<input type="checkbox"/>	
23	Disease (e.g., diabetes and hypertension, colon cancer)	1	2	3	4	5	6	7	8	9	147	<input type="checkbox"/>	
24	Information and communications technology	1	2	3	4	5	6	7	8	9	119	<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 Costa Rica?</b>												
1	2	3	4	5	6	7	8	9	41	<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 Costa Rica?</b>												
1	2	3	4	5	6	7	8	9	48	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>To what extent do you agree with the following statements about the World Bank Group in Costa Rica?</b>													
		Strongly disagree									Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Costa Rica	1	2	3	4	5	6	7	8	9	44	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	53	<input type="checkbox"/>	

<b>C6. To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>												
1	2	3	4	5	6	7	8	9	99	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	



## 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 Costa Rica, 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	65	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	86	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	68	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	62	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	62	<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	79	<input type="checkbox"/>
<b>D8</b>	Are adaptable to Costa Rica's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	66	<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	40	<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	54	<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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	91	<input type="checkbox"/>
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	63	<input type="checkbox"/>
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	88	<input type="checkbox"/>
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	98	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	85	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Costa Rica	1	2	3	4	5	6	7	8	9	87	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Costa Rica's institutional capacity	1	2	3	4	5	6	7	8	9	66	<input type="checkbox"/>
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	101	<input type="checkbox"/>

## SECTION E: WORKING WITH THE WORLD BANK GROUP

<b>E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Costa Rica?</b>										
1	2	3	4	5	6	7	8	9	73	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

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

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Costa Rica?</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 Costa Rica? (Choose no more than TWO)</b>			
1	Regional magazines	6	Mobile applications (e.g., Reddit, Inkl, News360, SmartNews, Apple News, BuzzFeed, Feedly, Flipboard)
2	Facebook	7	Online-only newspapers
3	Local and international television	8	Local and international radio
4	Local and international newspapers	9	Rumor mill (the people in a particular place or profession who spread rumors)
5	Other social media (e.g., Instagram, Twitter, YouTube)	10	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 seminars/workshops/conferences	5	Personalized emails (emails tailored to an individual)
3	World Bank Group's website	6	Social media (e.g., Instagram, Facebook, Twitter, YouTube, Flickr)

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

## SECTION H: BACKGROUND INFORMATION

<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

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

**SECTION H: BACKGROUND INFORMATION**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	North
2	South
3	Greater Metropolitan Area

**Thank you for completing the survey!**