



World Bank Group Country Survey FY 2019 – Panama

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

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 PANAMA

A1. When you think about the future in Panama, are you ... ?

1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Panama is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Panama.

Please identify which of the following you consider the most important development priorities in Panama. (Choose no more than THREE)

1	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Natural resource management (renewable and non-renewable)
2	Global/regional integration	16	Climate change (e.g., mitigation, adaptation)
3	Food security	17	Poverty reduction
4	Energy	18	Judiciary reform
5	Water and sanitation	19	Economic growth
6	Pollution	20	Disaster risk management
7	Job creation/employment	21	Equality of opportunity (i.e., social inclusion)
8	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
10	Private sector development	24	Trade and exports
11	Information and communications technology	25	Development of indigenous population (including governance and public service delivery)
12	Urban development	26	Anti-corruption
13	Health	27	Disease (communicable and non-communicable)
14	Financial markets	28	Education

SECTION A: GENERAL ISSUES

A4. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Panama? (Choose no more than THREE)

1	Climate change (e.g., mitigation, adaptation)	15	Global/regional integration
2	Transport (e.g., roads, bridges, transportation)	16	Food security
3	Energy	17	Urban development
4	Trade and exports	18	Private sector development
5	Development of indigenous population (including governance and public service delivery)	19	Education
6	Economic growth	20	Water and sanitation
7	Disaster risk management	21	Pollution
8	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
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	Agriculture and rural development	24	Natural resource management (renewable and non-renewable)
11	Disease (communicable and non-communicable)	25	Health
12	Information and communications technology	26	Financial markets
13	Anti-corruption	27	Gender equity (closing the gap between women and men, and boys and girls)
14	Judiciary reform		

A5. When economic and/or social reform efforts fail or are slow to take place in Panama, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Political pressures and obstacles
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Corruption
9	Poor coordination within the government
10	Private sector involvement and/or influence
11	Other (please specify): _____

SECTION A: GENERAL ISSUES

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

A7. Please describe the direction Panama 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 Panama'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 Panama? (Choose no more than TWO)

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

A9. When thinking about development efforts in Panama, do you think that civil society (e.g., Nongovernmental Organizations, Community Based Organizations) 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 Panama?

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 Panama?

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Panama?

		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	

B2. Overall, please rate your impression of the effectiveness of these organizations in Panama.

		Not effective at all										Very effective	Don't know
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Panama solve its most complicated development challenges?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B4. When thinking about how the World Bank Group can have the most impact on development results in Panama, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Panama? (Choose no more than THREE)

1	Private sector development	15	Trade and exports
2	Education	16	Job creation/employment
3	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
4	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (renewable and non-renewable)
6	Development of indigenous population (including governance and public service delivery)	20	Equality of opportunity (i.e., social inclusion)
7	Health	21	Disease (communicable and non-communicable)
8	Financial markets	22	Information and communications technology
9	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
10	Energy	24	Judiciary reform
11	Water and sanitation	25	Economic growth
12	Pollution	26	Disaster risk management
13	Food security	27	Poverty reduction
14	Urban development	28	Anti-corruption

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Panama?

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

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Panama? (Choose no more than TWO)

1	Not aligned with country priorities
2	Not enough public disclosure of its work
3	Arrogant in its approach
4	Inadequate World Bank Group's staffing in Panama
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible
11	Not sufficiently focused on sustainable results
12	Not willing to honestly criticize policies and reform efforts in the country
13	Not adequately sensitive to political/social realities in Panama
14	Not collaborating enough with civil society (e.g., Nongovernmental Organizations, Community Based Organizations)
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 Panama? (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	Media	7	Nongovernmental Organizations/Community Based Organizations
2	Local government	8	Beneficiaries
3	Parliament	9	Youth/university groups
4	Foundations	10	Academia/think tanks/research institutes
5	Private sector	11	Other (please specify): _____
6	Donor community	12	Don't know

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in Panama?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C3. To what extent does the World Bank Group influence the development agenda in Panama?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Panama?													
		Strongly disagree										Strongly agree	Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Reimbursable Advisory Services, etc.) meet the needs of Panama	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	The World Bank Group meets Panama's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C6. To what extent do you believe that Panama received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

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

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

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Panama	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Panama's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Panama's economy
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Increase availability of Reimbursable Advisory Services (RAS)
8	Offer more innovative financial products
9	Engage more effectively with Nongovernmental Organizations and Community Based Organizations
10	Offer more innovative knowledge services
11	Collaborate more effectively with Government clients (e.g., national, state, local)
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to Panama's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Panama, 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 Panama? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Panama
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Panama?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Panama? (Choose no more than TWO)

1	International newspapers	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
2	Local television	7	Periodicals
3	Internet	8	International television
4	Local radio	9	Local newspapers
5	International radio	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	4	World Bank Group's seminars/ workshops/ conferences
2	World Bank Group's website	5	World Bank Group's publications and other written materials
3	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, 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): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

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

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

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. Which of the following describes most of your exposure to the World Bank Group in Panama? (Choose no more than TWO)

- | | |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H7. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H8. What's your age?

- | | |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

H9. Which best represents your geographic location?

- | | |
|---|---------------------|
| 1 | Panama City |
| 2 | Provincial capitals |
| 3 | Rural areas |
| 4 | Indigenous areas |

Thank you for completing the survey!