



Argentina

The World Bank
Country Survey FY 2012

Report of Findings
September 2012

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Argentina perceive the Bank;
- Obtain systematic feedback from stakeholders in Argentina regarding:
 - Their views regarding the general environment in Argentina;
 - Their overall attitudes toward the World Bank in Argentina;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Argentina; and
 - Perceptions of the World Bank's future role in Argentina.
- Use data to help inform the Argentina country partnership strategy.

II. Methodology

In May-July, 2012, 279 stakeholders of the World Bank in Argentina were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President, Prime Minister, Minister, or Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; academia/research institutes/think tanks; and the judiciary branch. A total of 104 stakeholders participated in the country survey (37%).

Importantly, this survey was administered electronically – respondents were emailed invitations to participate and the questionnaire was completed online. Respondents were asked about: general issues facing Argentina, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Argentina; and the Bank's communication and information sharing in Argentina.

- A. General Issues Facing Argentina: Respondents were asked to indicate whether Argentina is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in Argentina.

II. Methodology (continued)

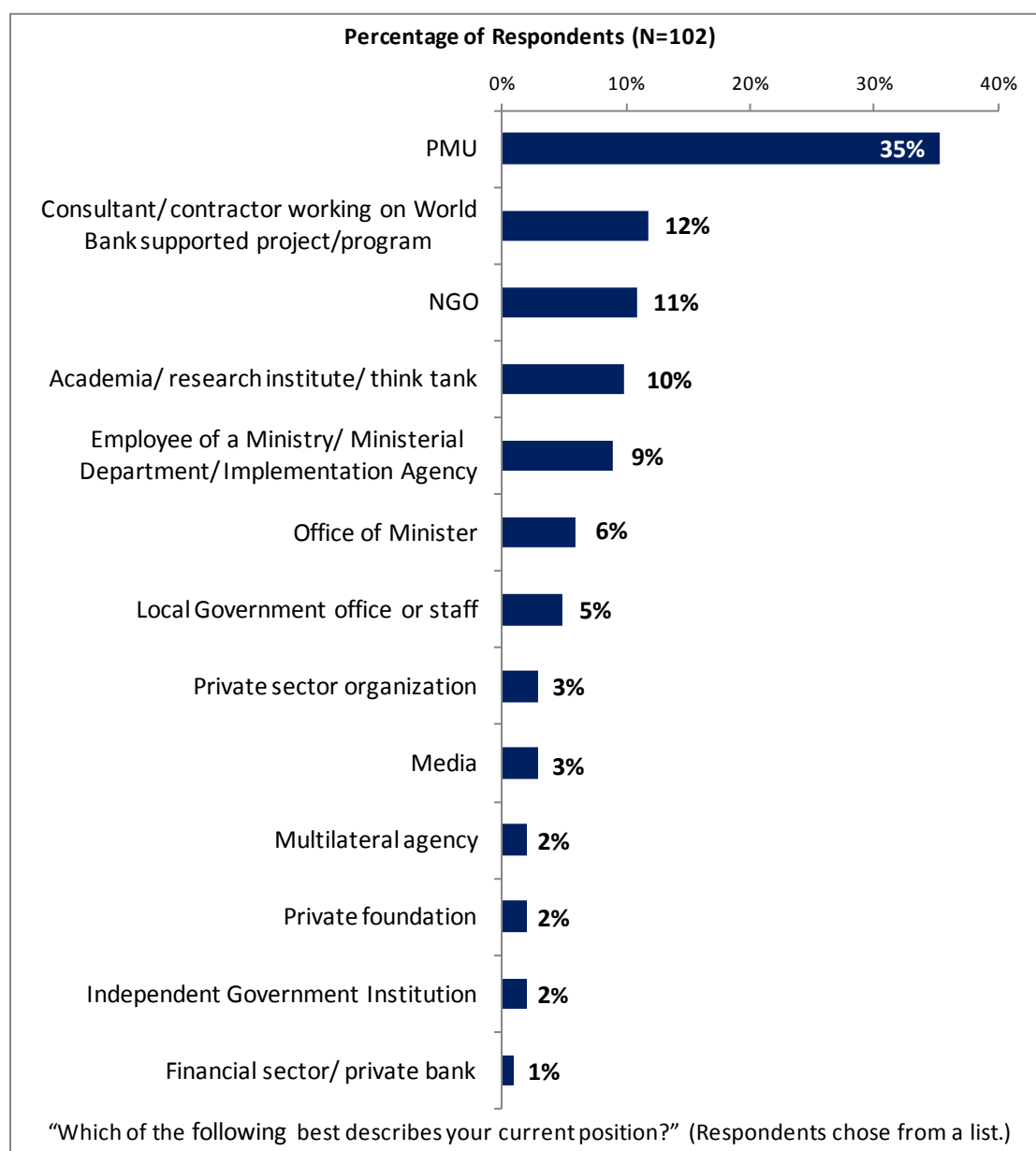
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Argentina, Bank staff preparedness, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Argentina, and with which groups the Bank should work more.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Argentina, the extent to which the Bank meets Argentina's need for financial instruments and knowledge services, and the Bank's level of effectiveness across twenty-two development areas, such as economic growth, poverty reduction, governance, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution the Bank's knowledge and research make to development results and the technical quality of the Bank's knowledge and research.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, working with the World Bank increasing Argentina's institutional capacity, and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Argentina: Respondents were asked to indicate what the Bank should do to make itself of greater value in Argentina.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's website and PIC. Respondents were asked about their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Argentina, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 253 respondents (29% response rate) who completed the country survey in FY 2010 and the 279 respondents (53% response rate) who completed the survey in FY 2005. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

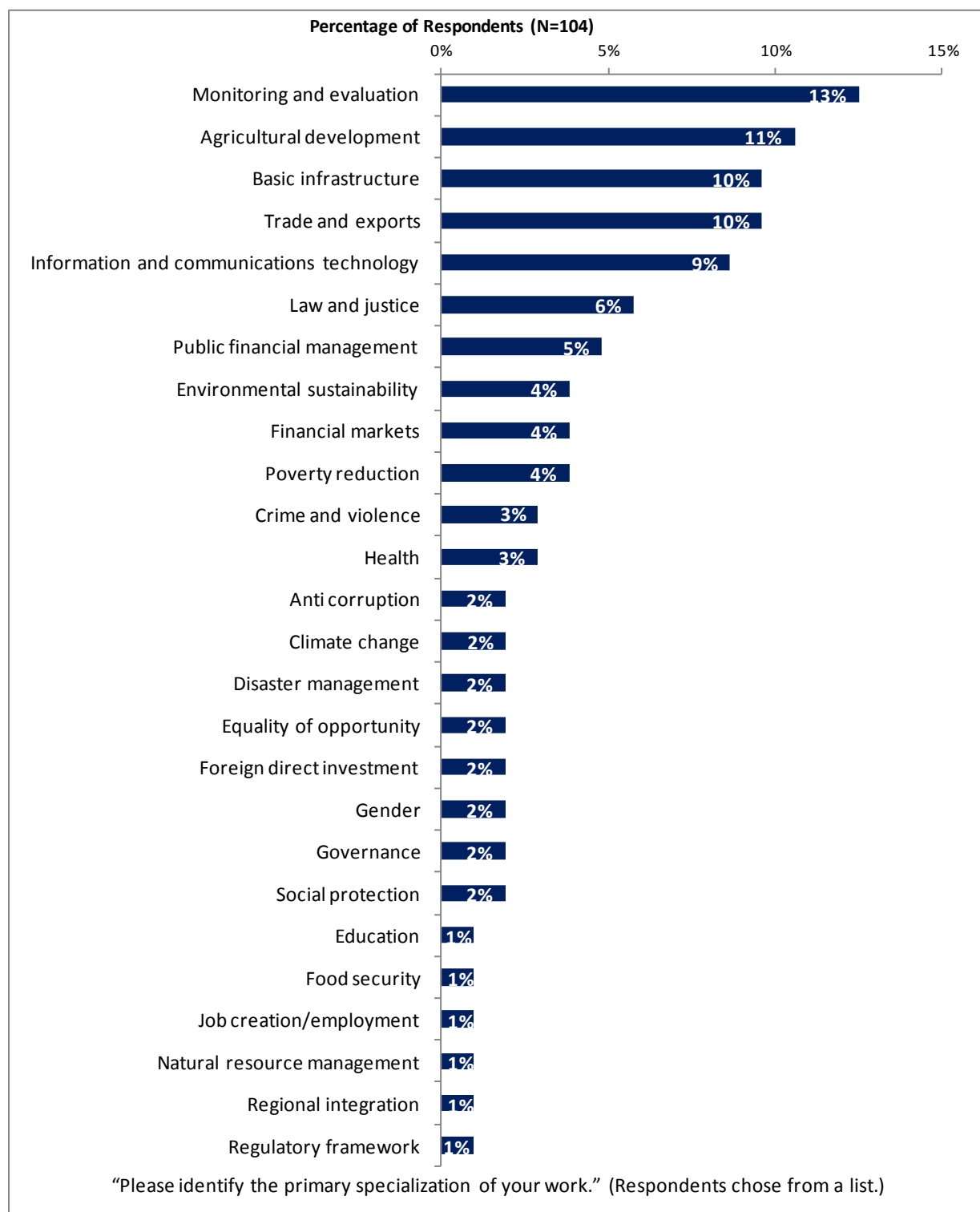
Current Position

- For further analyses, respondents from PMUs were combined with consultants/contractors working on Bank-supported projects/programs; the small number of respondents from local government, multilateral agencies, private sector organizations, private foundations, financial sector/private banks, independent government institutions, and the media were included in the “Other” category. Note there were no respondents from the office of the President, Prime Minister, or Parliamentarian; bilateral agencies; CBOs; trade unions; and the judiciary branch.



III. Demographics of the Sample (continued)

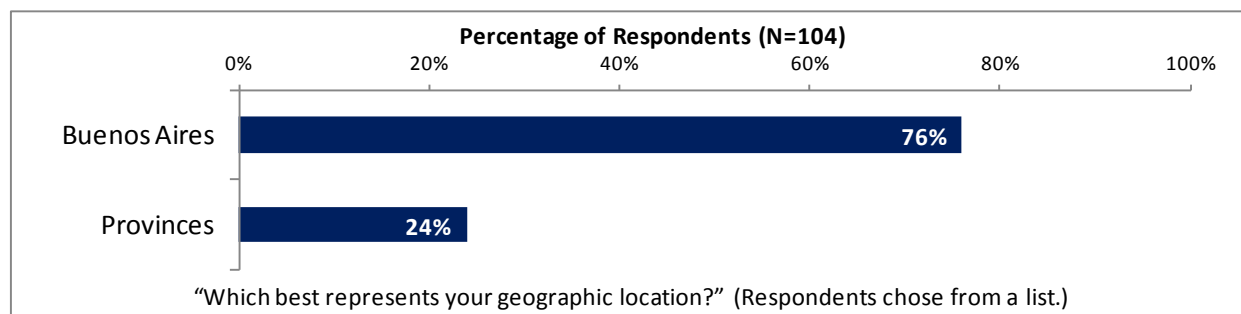
Area of Primary Specialization



III. Demographics of the Sample (continued)

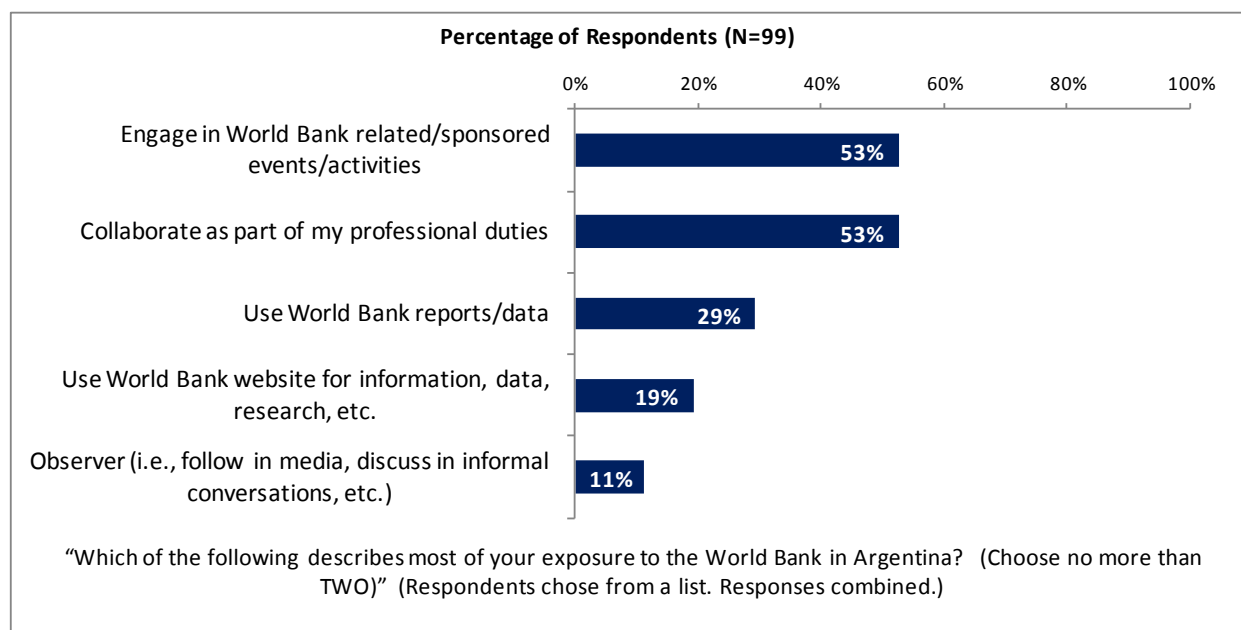
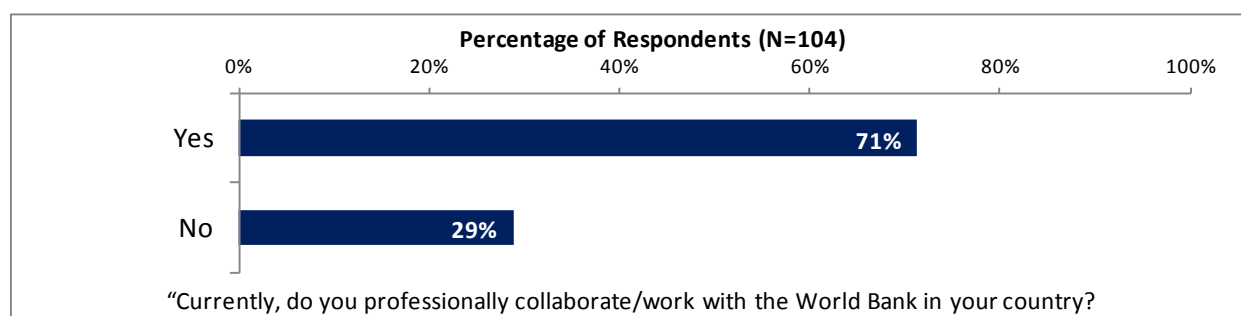
Geographic Location

- Responses across both geographic locations for all country survey questions can be found in the Appendix (see page 73). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



Collaboration with and Exposure to the World Bank

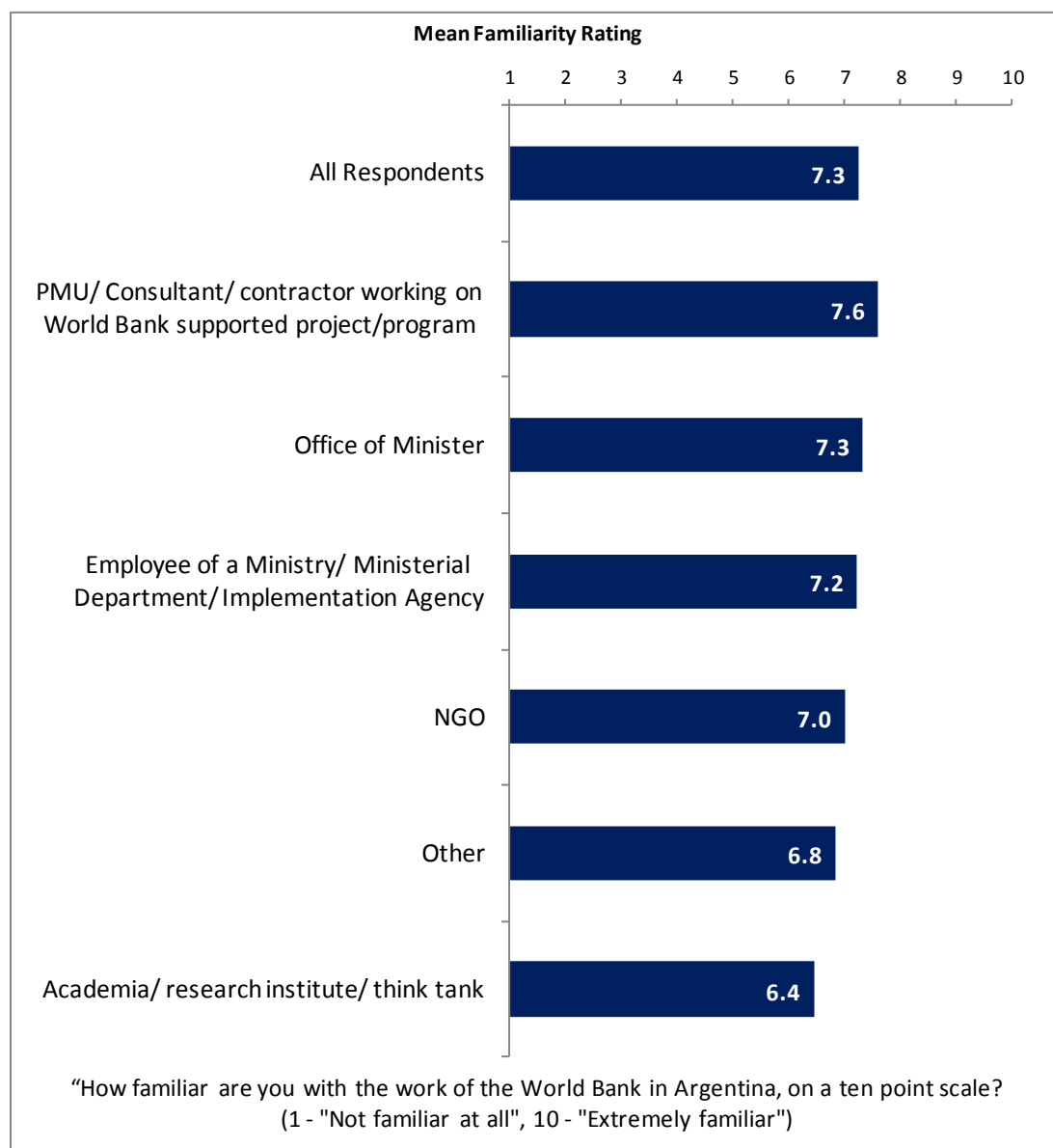
- Differences in responding to indicator questions based on collaborating with and exposure to the World Bank in Argentina can be found in the Appendix (see page 89).



III. Demographics of the Sample (continued)

Familiarity with the World Bank

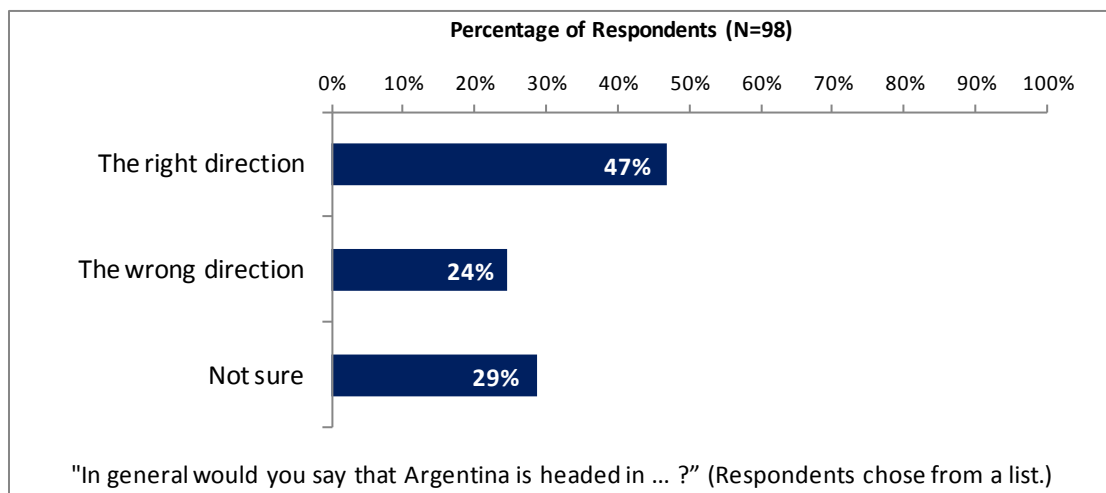
- Across all respondents, familiarity with the Bank received a mean rating of 7.3; this was significantly higher than the mean rating received in the FY '10 country survey (6.8).



IV. General Issues facing Argentina

Headed in the Right Direction

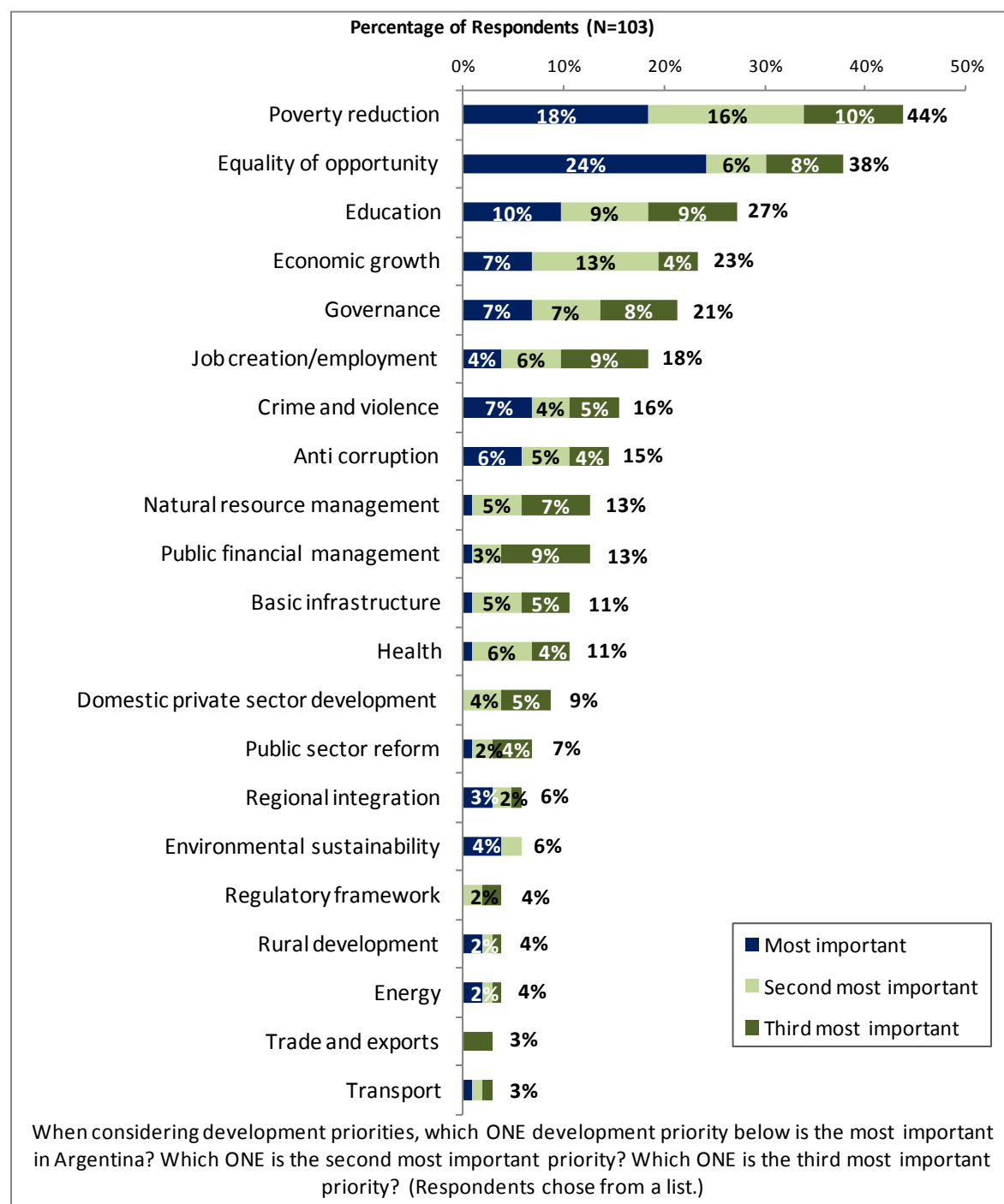
- A plurality of respondents across most stakeholder groups indicated that Argentina was headed in the right direction, except respondents from academia/research institutes/think tanks who were more likely to indicate that Argentina was headed in the wrong direction.



IV. General Issues facing Argentina (continued)

Development Priority

- In the FY '10 country survey*, reducing poverty (35%) and government effectiveness/governance (34%) were considered the most important development priorities for Argentina.

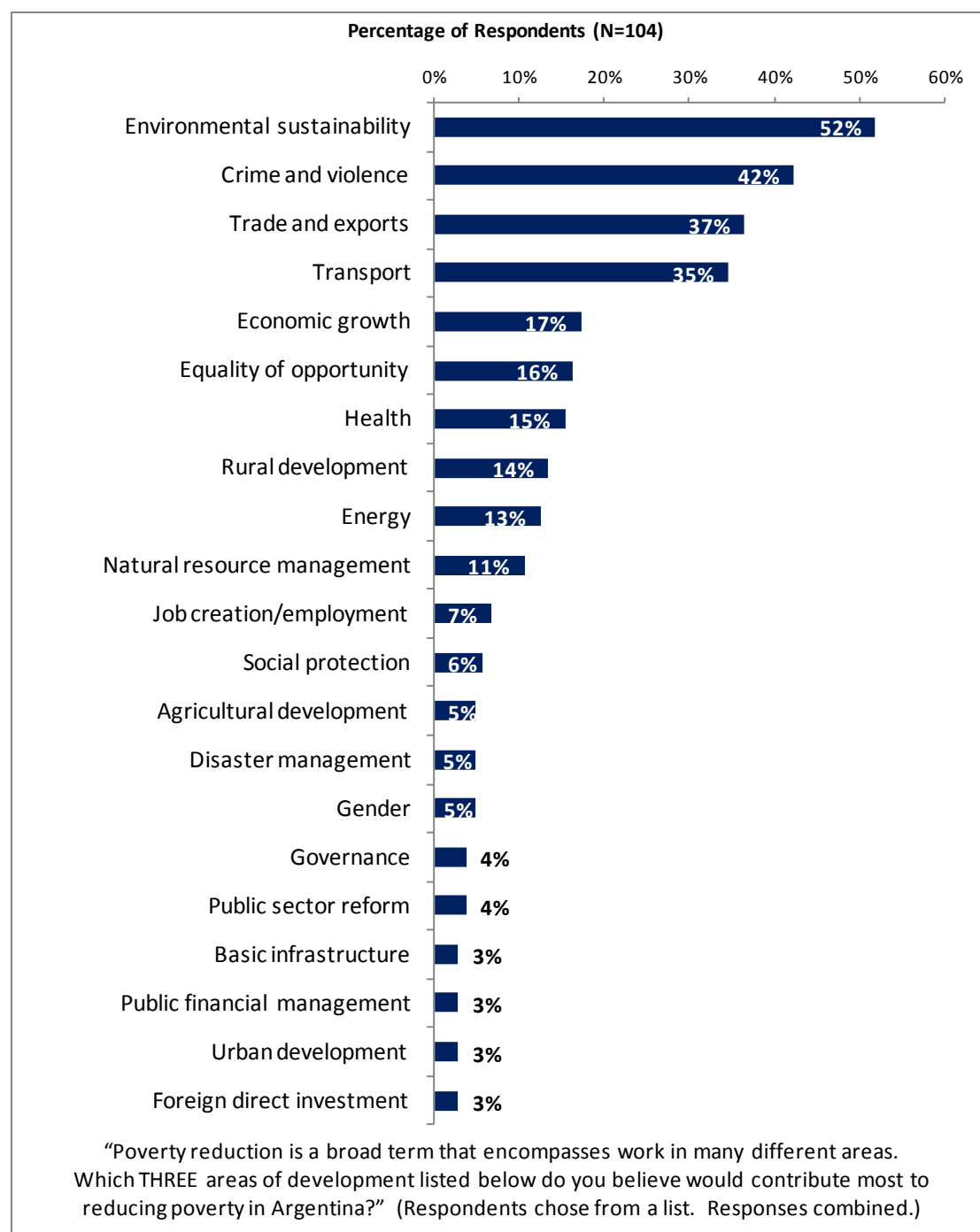


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

IV. General Issues facing Argentina (continued)

Reducing Poverty

- In the FY '10 country survey*, respondents indicated that education (51%) and increasing employment (41%) would contribute most to poverty reduction in Argentina.

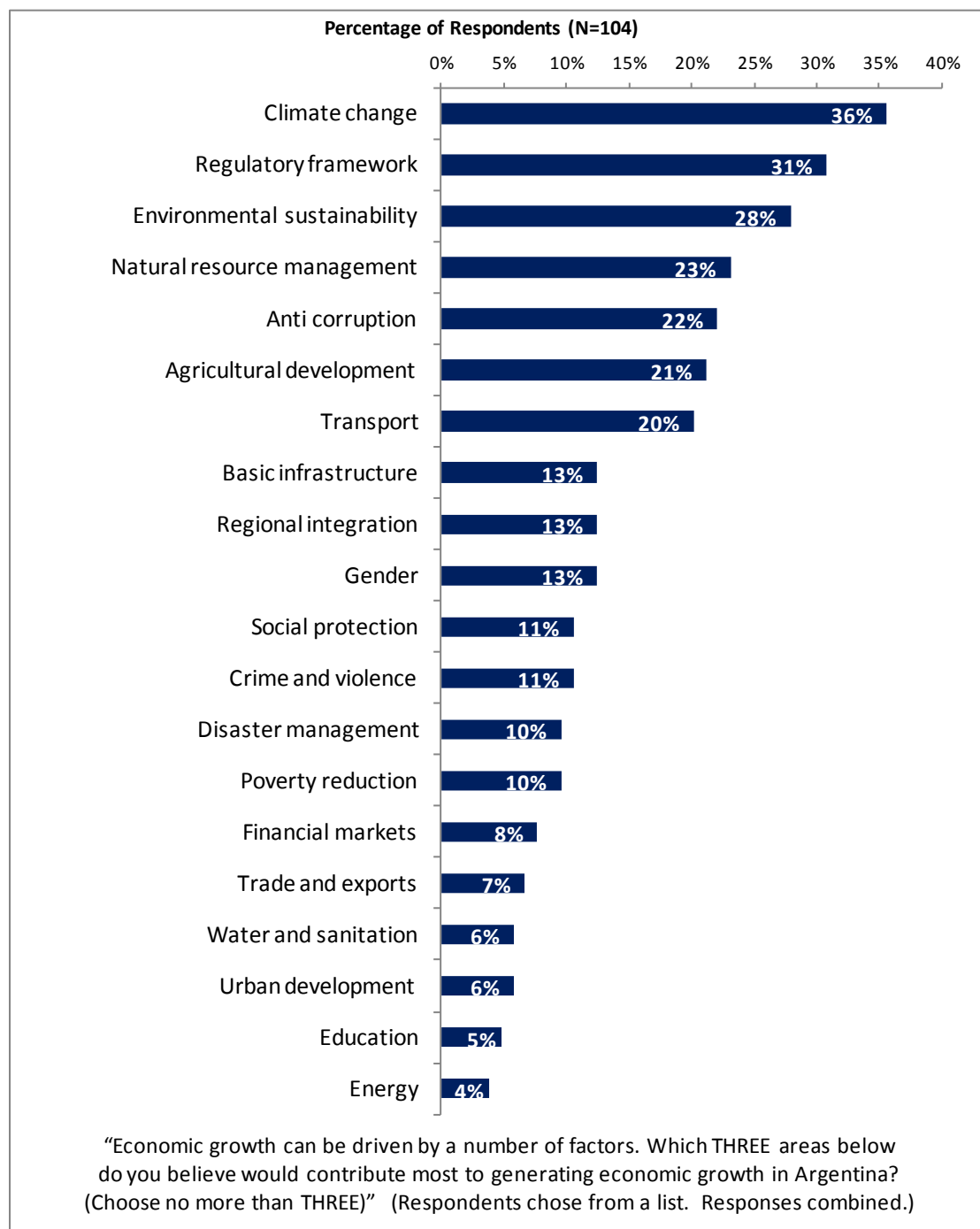


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

IV. General Issues facing Argentina (continued)

Economic Growth

- In the FY '10 country survey*, respondents indicated that improving access to and/or quality of education (42%) and improving governance (34%) would contribute most to generating faster economic growth in Argentina.

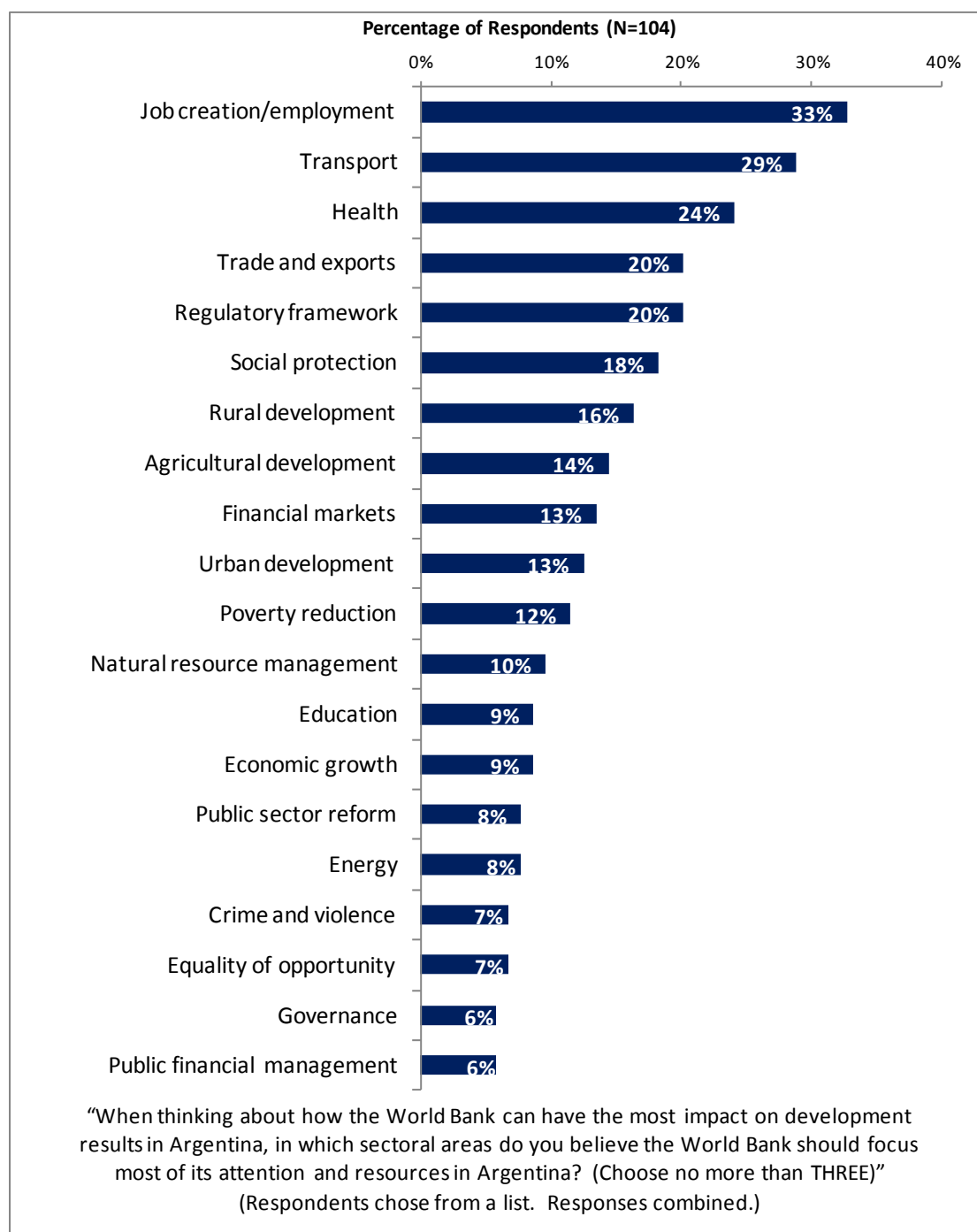


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank

Focusing World Bank Resources

- In the FY '10 country survey*, respondents indicated that the Bank should focus on reducing poverty (35%), improving basic infrastructure (30%), and increasing access to education (29%) in Argentina.

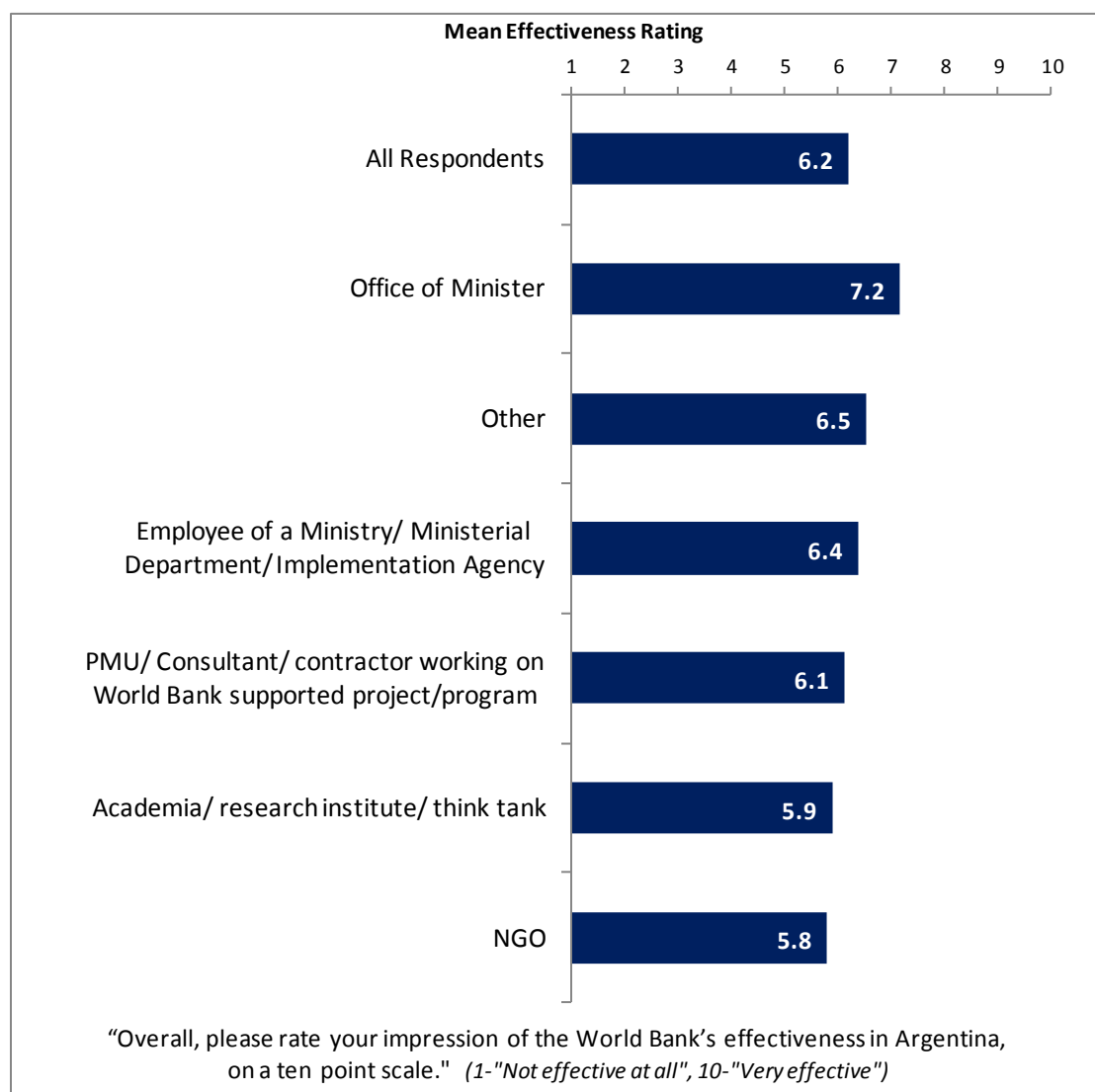


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness (*Indicator Question*)

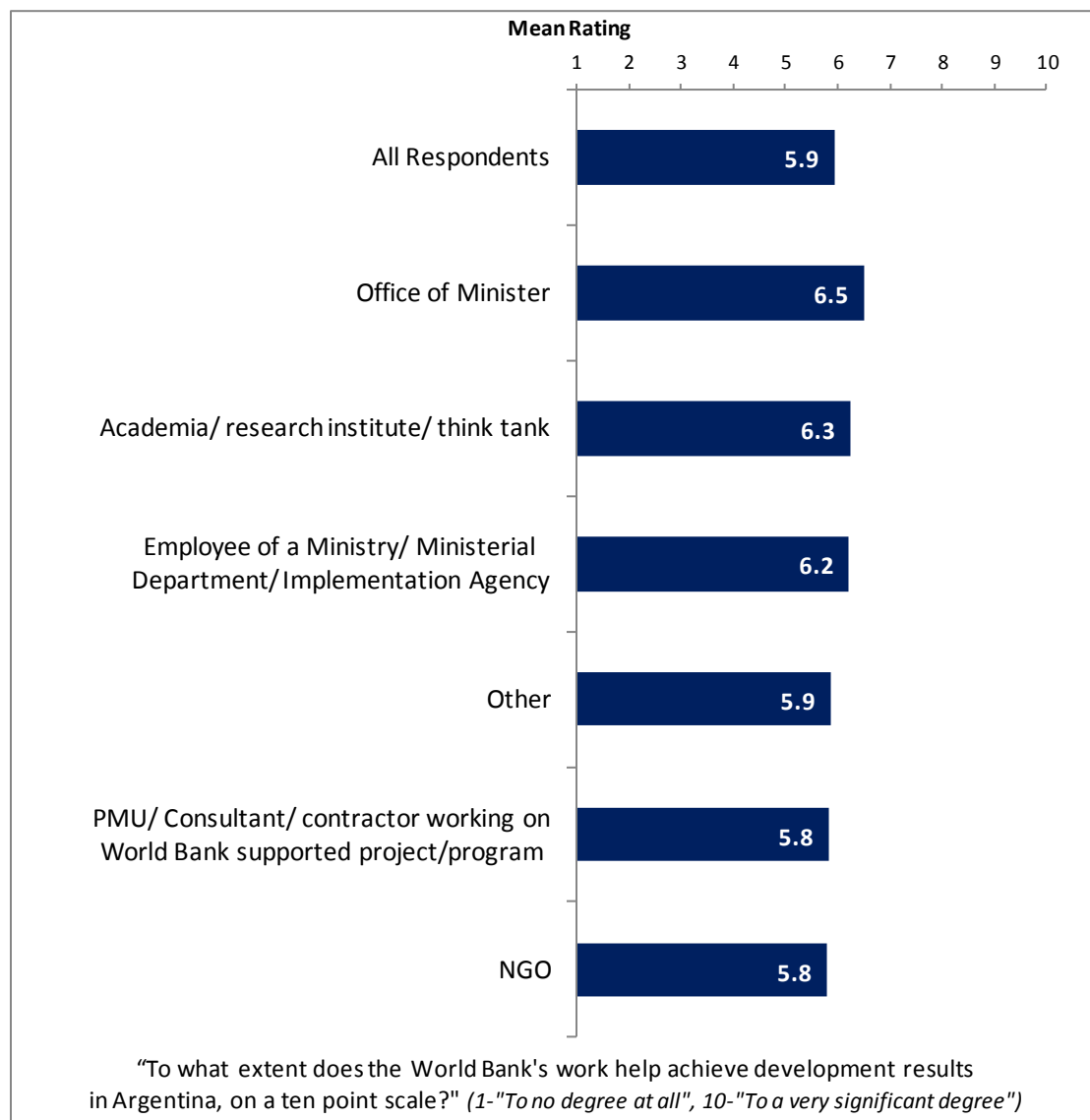
- Across all respondents, ratings of the World Bank's overall effectiveness in Argentina received a mean rating of 6.2; this was statistically similar to the mean rating received in the FY '10 country survey (6.2), but significantly higher than the mean rating received in the FY '05 country survey (5.6).
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings.



V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results *(Indicator Question)*

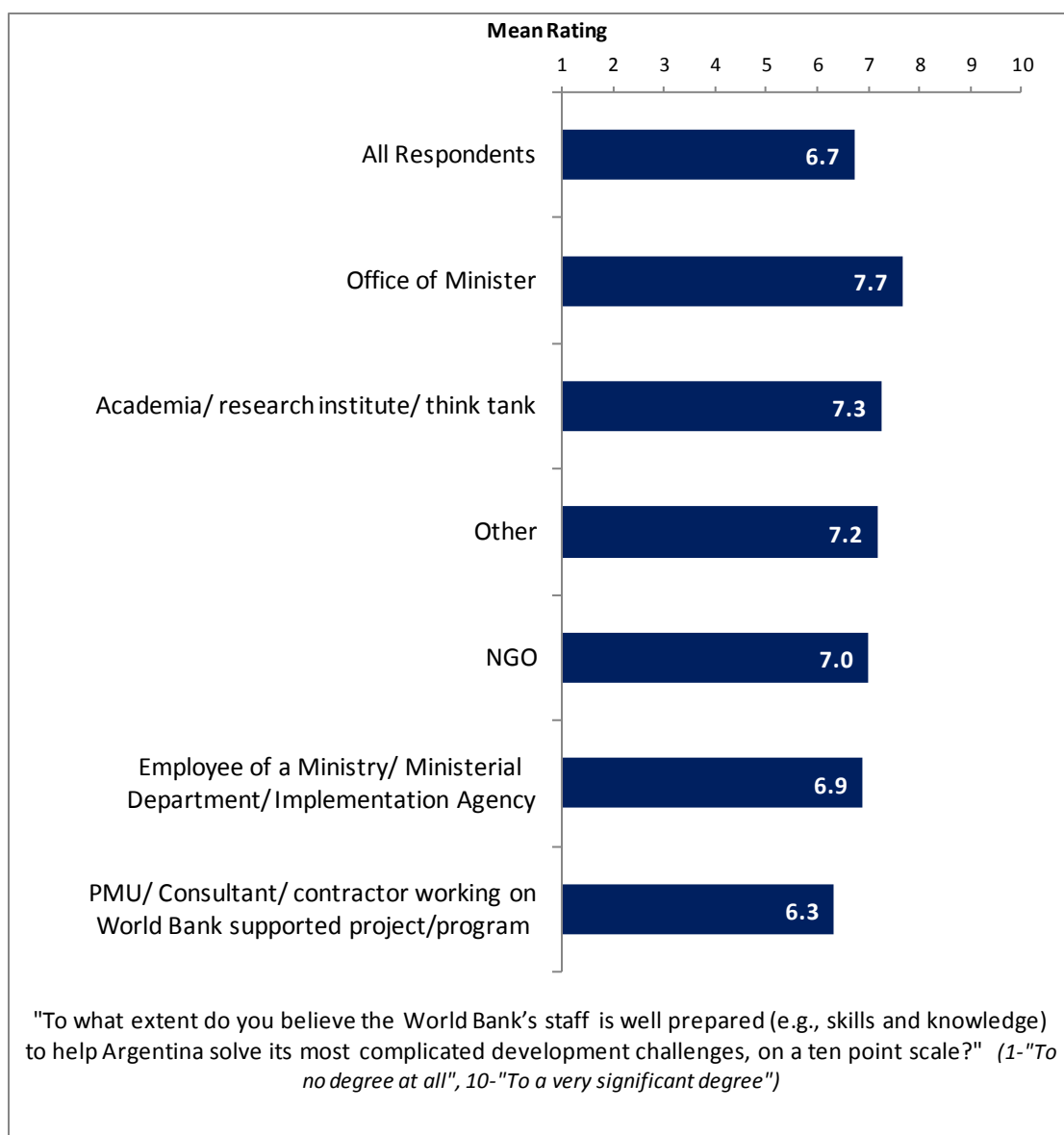
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank helping achieve development results in Argentina.



V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

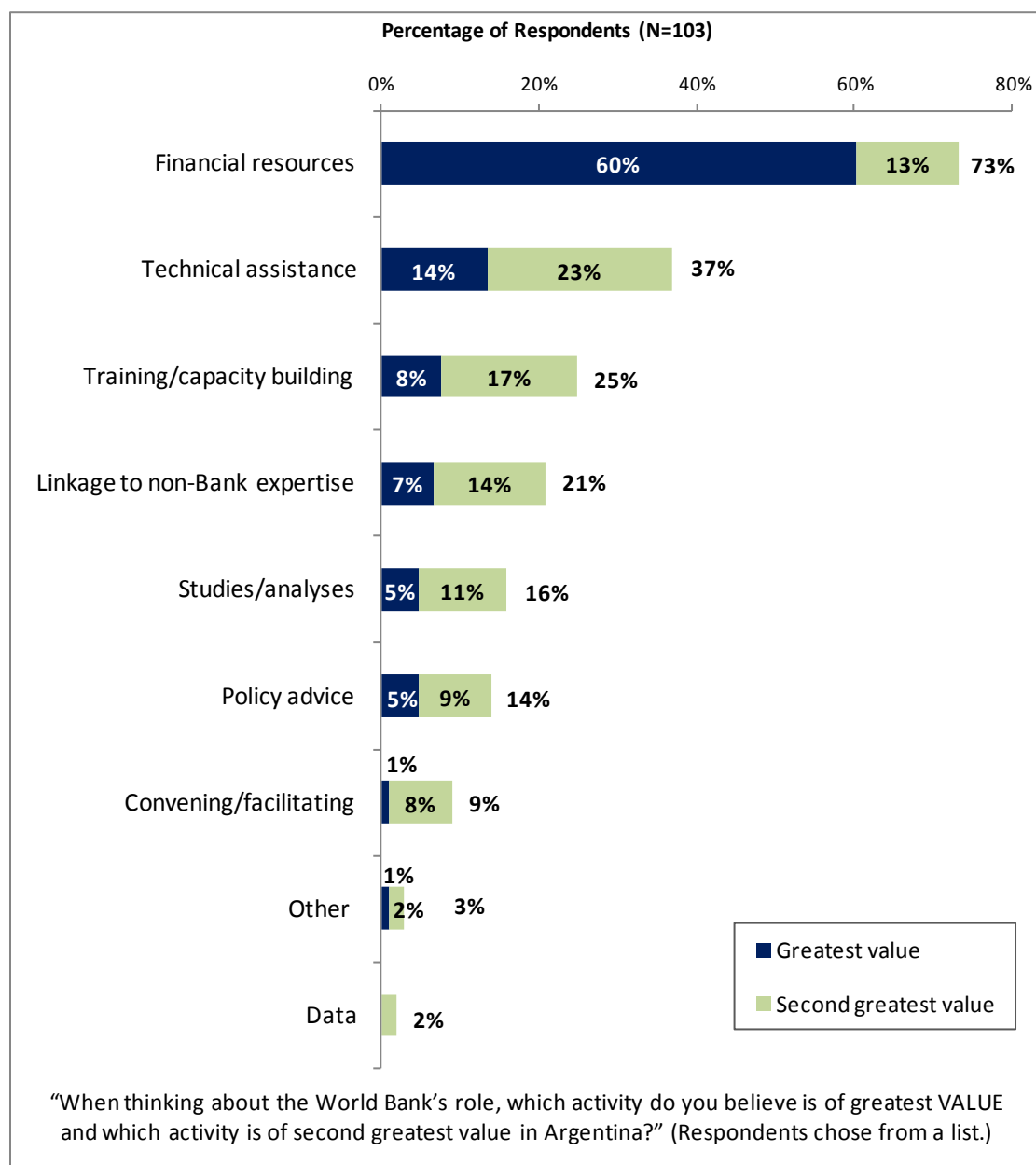
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's staff being well prepared to help Argentina solve its most complicated development challenges.



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '10 country survey* indicated that the Bank's greatest values to Argentina were lending when others won't (49%) and financial resources (46%).

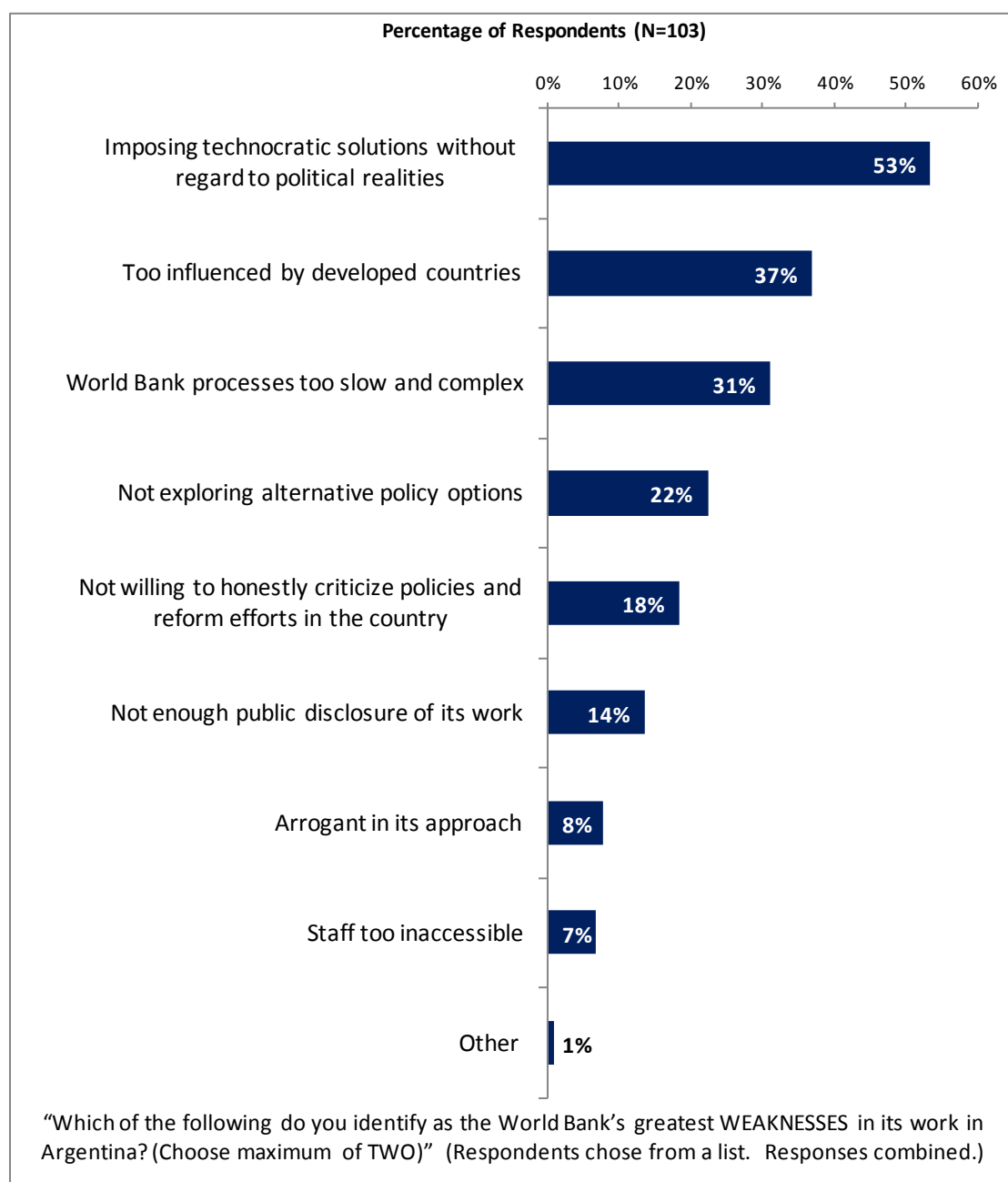


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

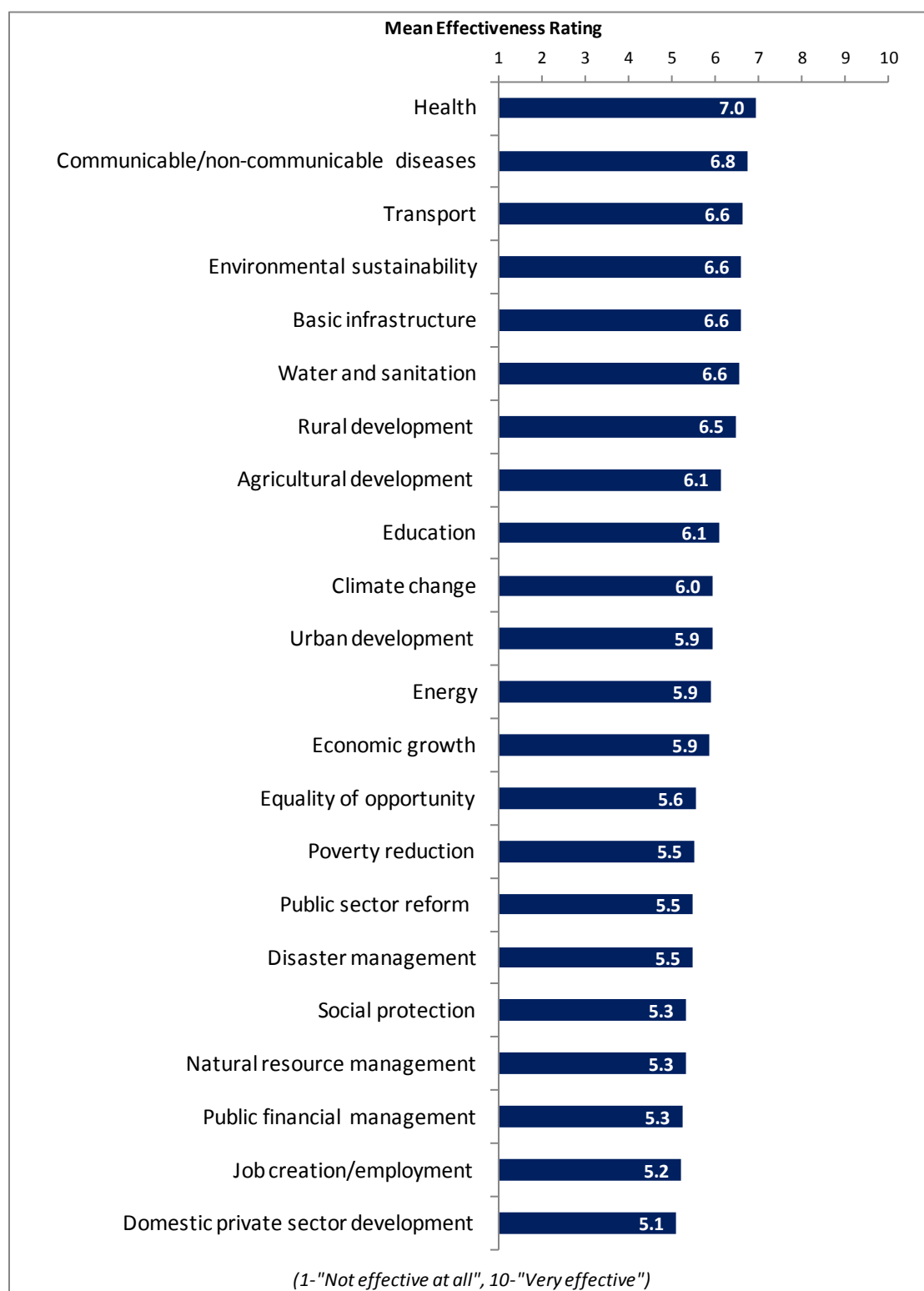
- Respondents in the FY '10 survey* indicated that the Bank's greatest weaknesses in its work were not exploring alternative policy options (53%), being too bureaucratic in its operational policies and procedures (51%), and imposing technocratic solutions without regard to political realities (50%) in Argentina.



*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

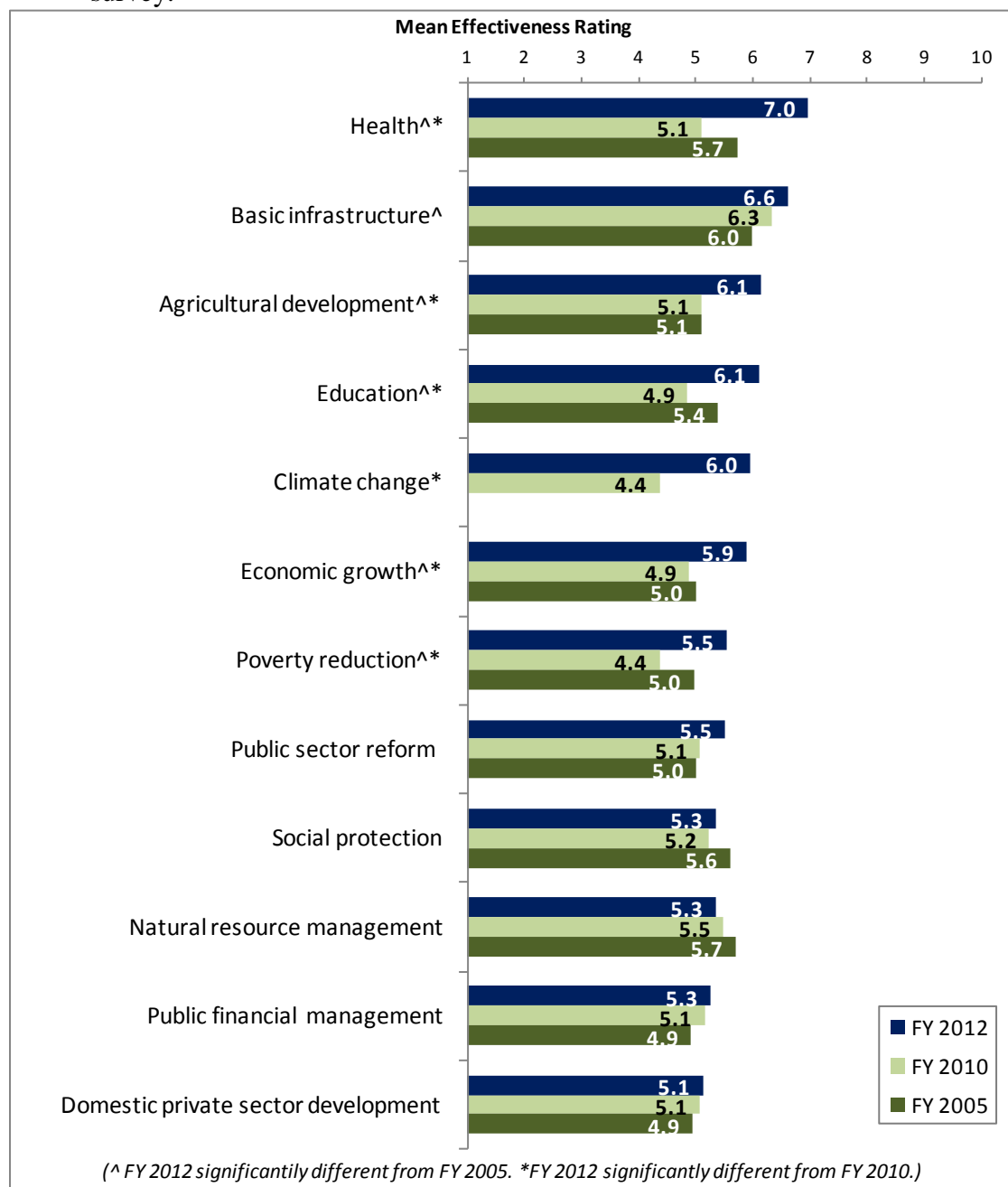
Specific Areas of Effectiveness (continued)

- There were no significant stakeholder differences in their ratings of the Bank's effectiveness across these twenty-two areas, except "Public sector reform". Employees of ministries/ministerial departments/implementation agencies had significantly lower ratings than respondents from NGOs.
- There were no significant differences in ratings of the Bank's effectiveness across geographic locations, except "Natural resource management". Respondents from provinces had significantly higher ratings than respondents from Buenos Aires.
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendices.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness at health, agricultural development, education, climate change, economic growth, and poverty reduction compared to respondents in the FY '10 country survey. Respondents in this year's country survey also gave significantly higher ratings for the Bank's effectiveness at health, basic infrastructure, agricultural development, education, economic growth, and poverty reduction compared to respondents in the FY '05 country survey.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Argentina, bivariate correlational analyses were conducted using respondents' ratings of the twenty-two specific areas of effectiveness.

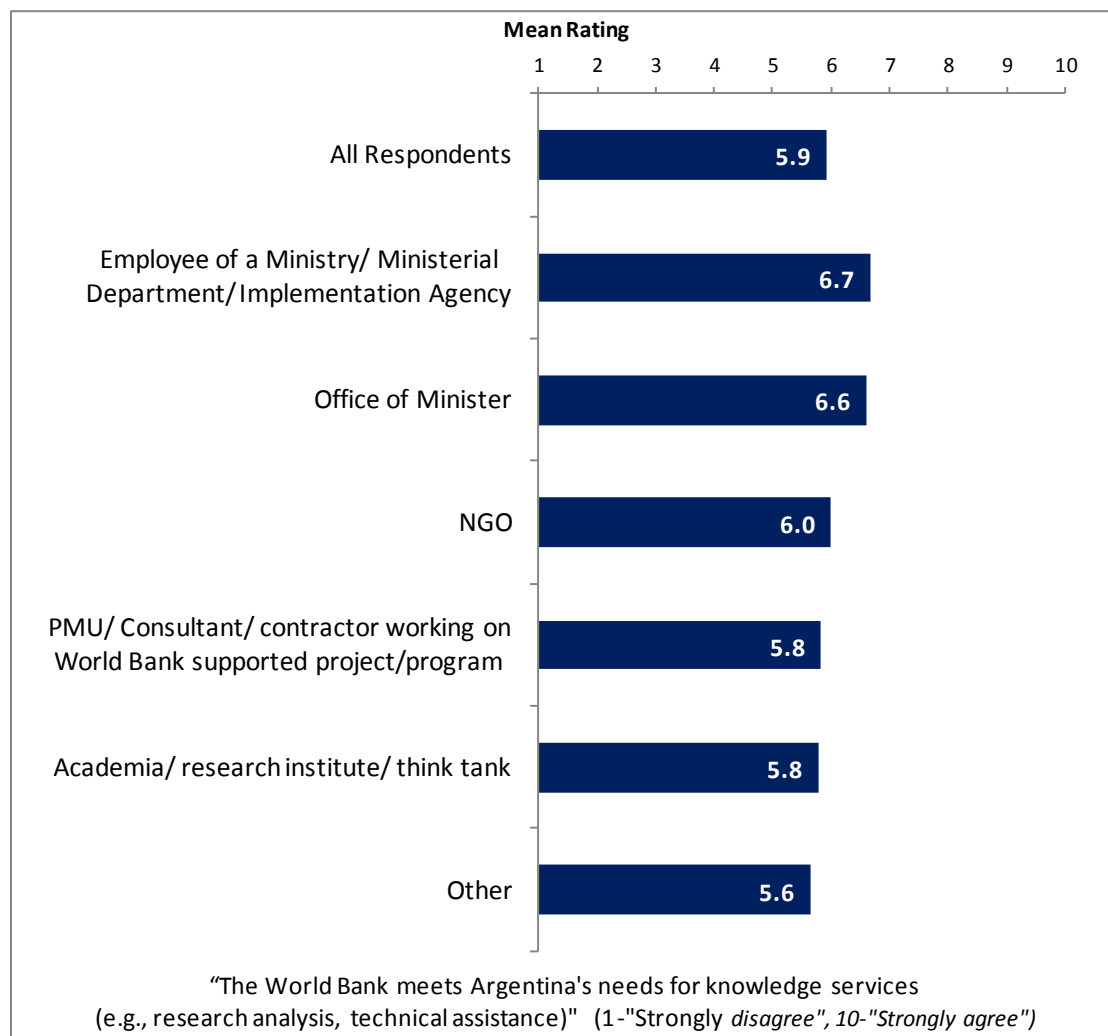
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Argentina. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at natural resource management;
 - The Bank's effectiveness at public sector reform;
 - The Bank's effectiveness at domestic private sector development; and
 - The Bank's effectiveness at public financial management.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Argentina, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at domestic private sector development;
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at natural resource management; and
 - The Bank's effectiveness at social protection.

VII. World Bank Knowledge and Instruments

Knowledge: Meeting Argentina's Knowledge Needs (*Indicator Question*)

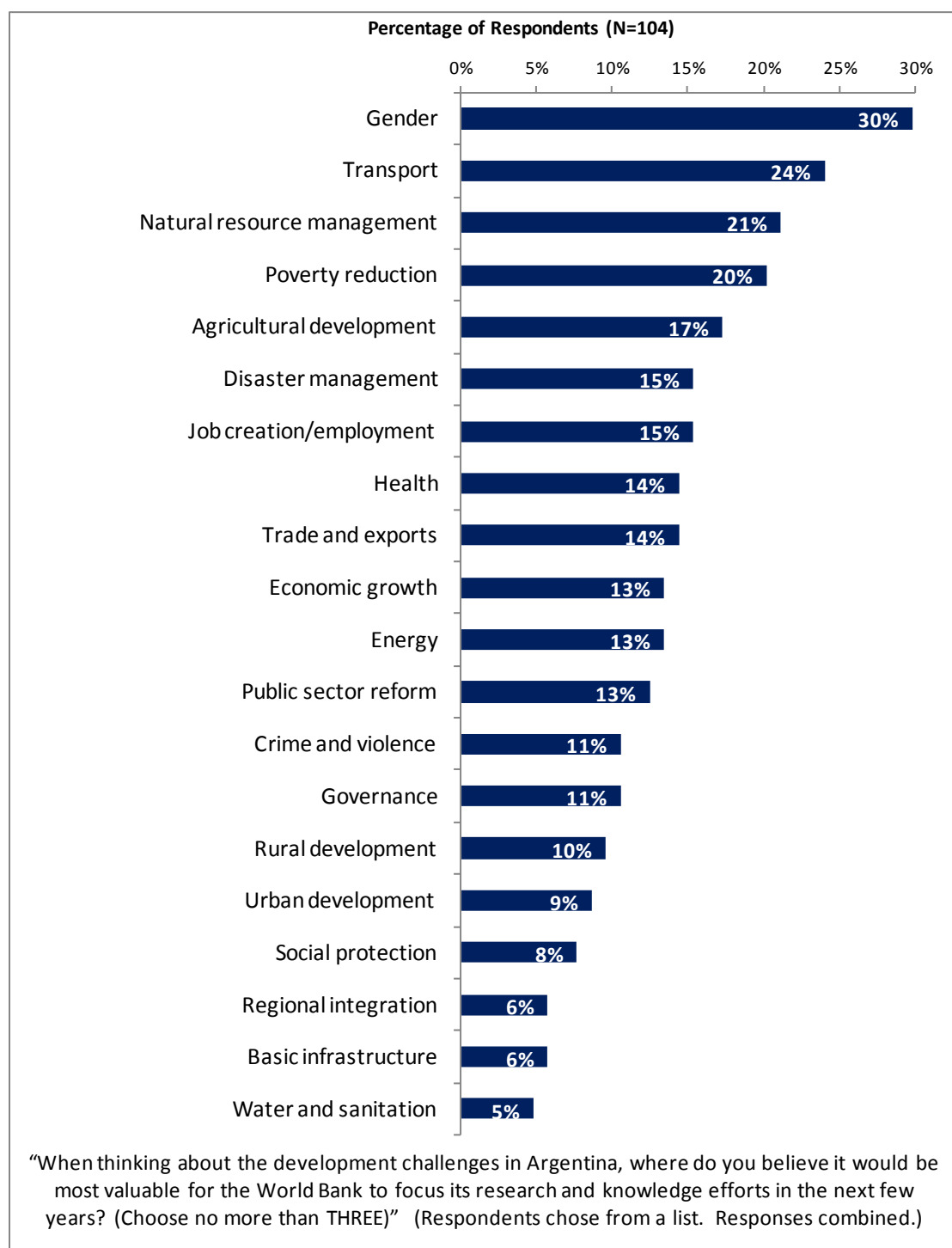
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank meeting Argentina's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents in the FY '10 country survey indicated that it would be most valuable for the Bank to focus on education (33%) and poverty (29%) in Argentina.



*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

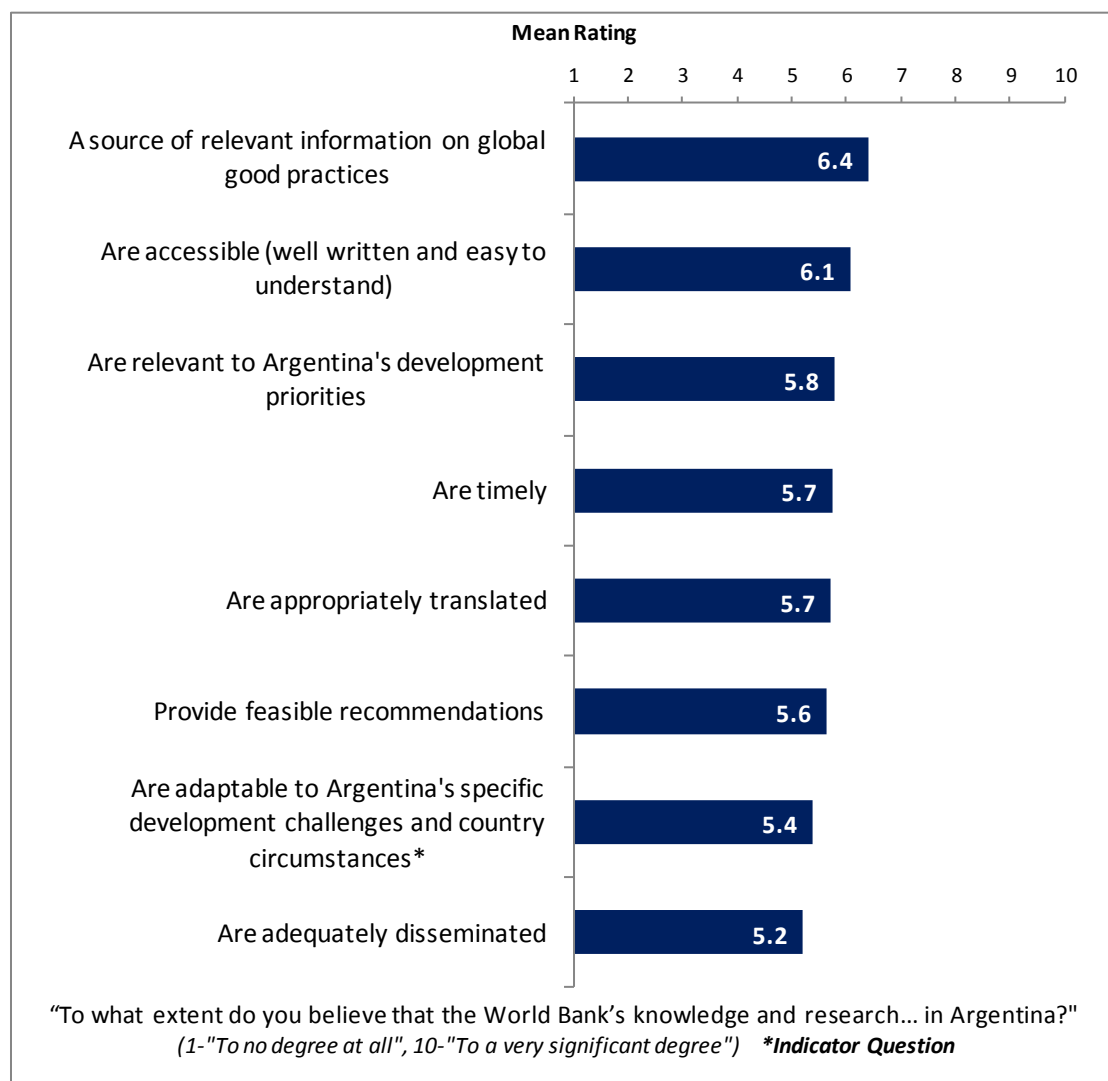
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's knowledge and research effectiveness at all five of these aspects.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

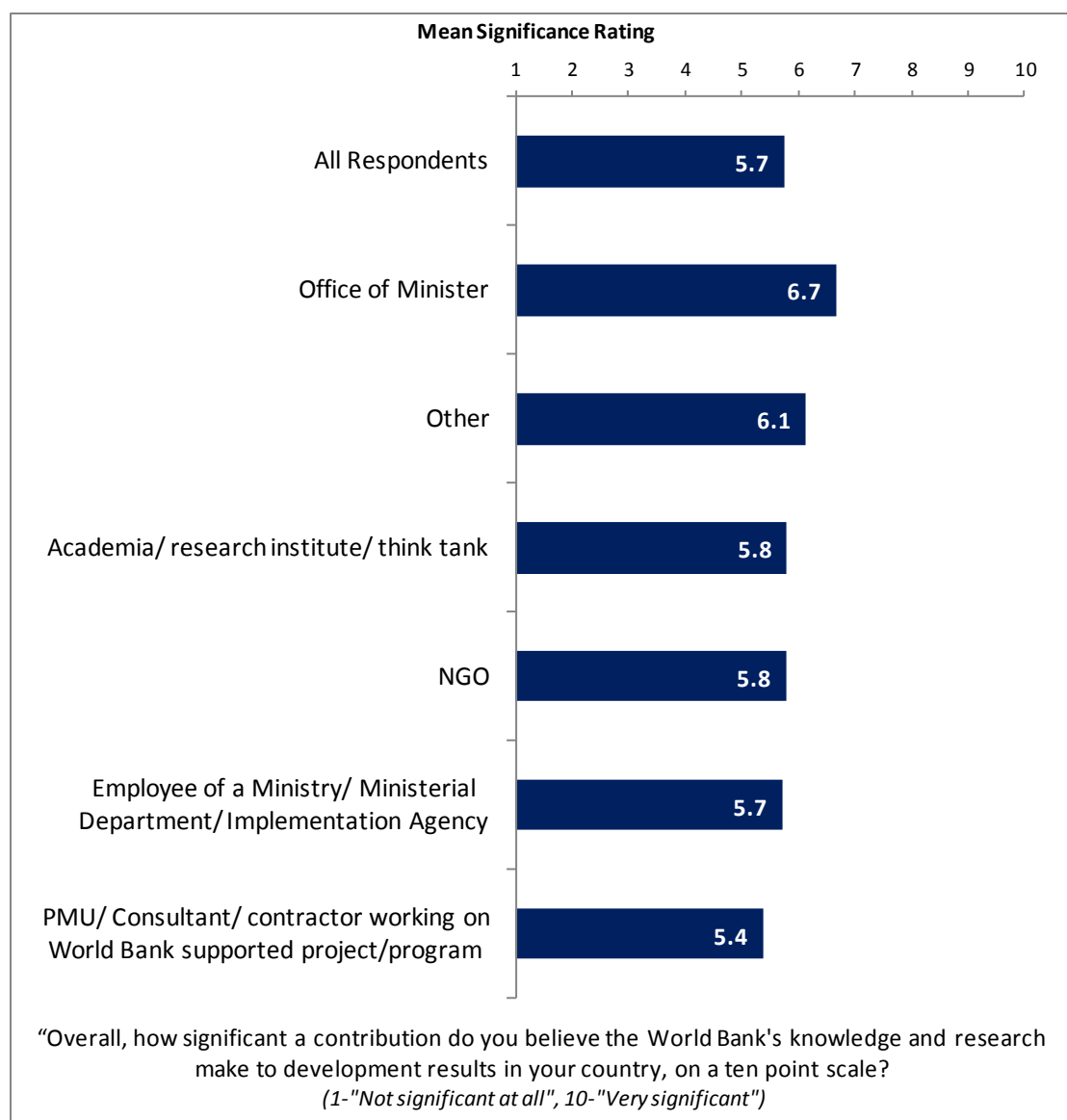
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for these qualities of the World Bank's knowledge and research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution *(Indicator Question)*

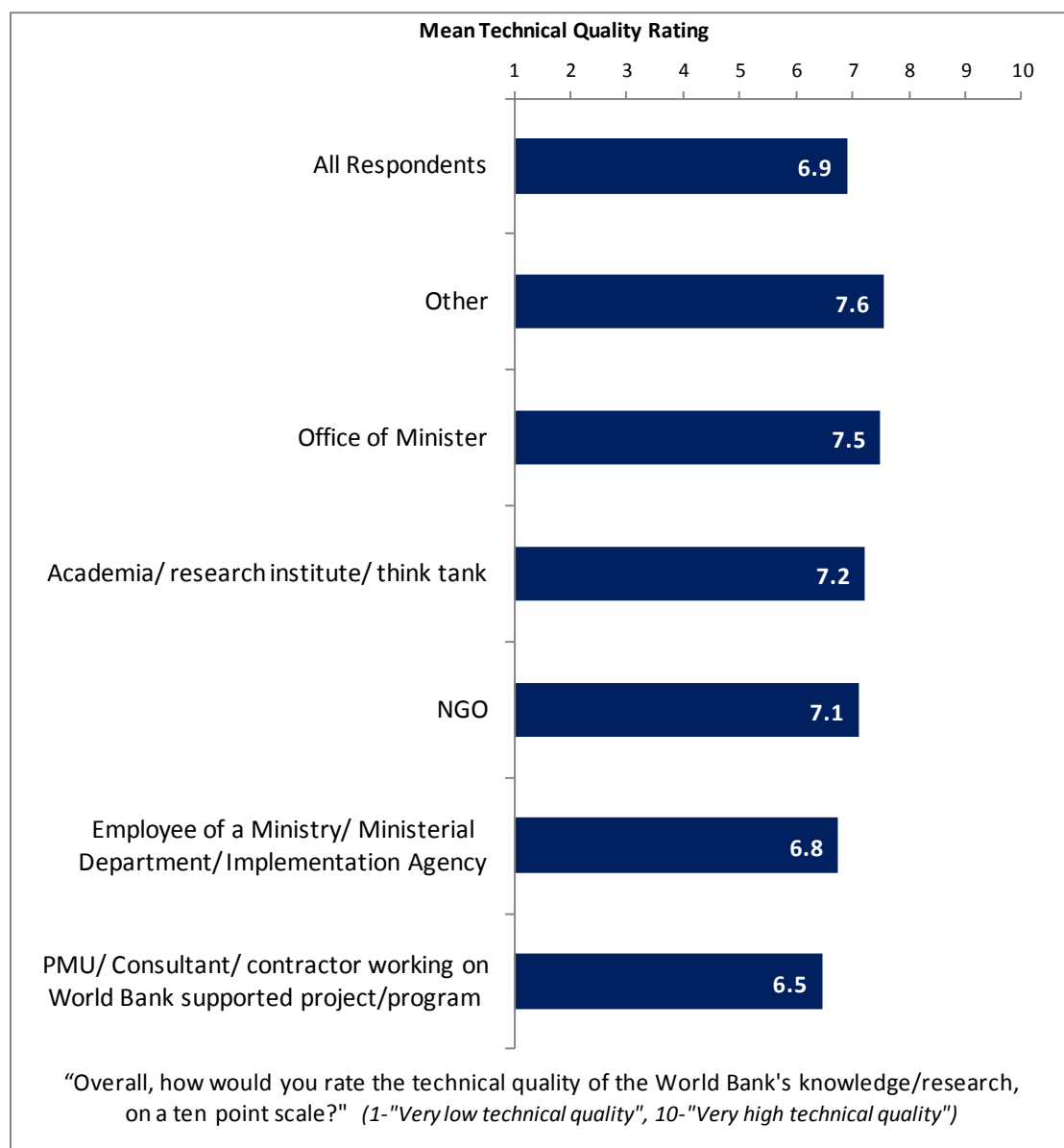
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Argentina.



VII. World Bank Knowledge and Instruments (continued)

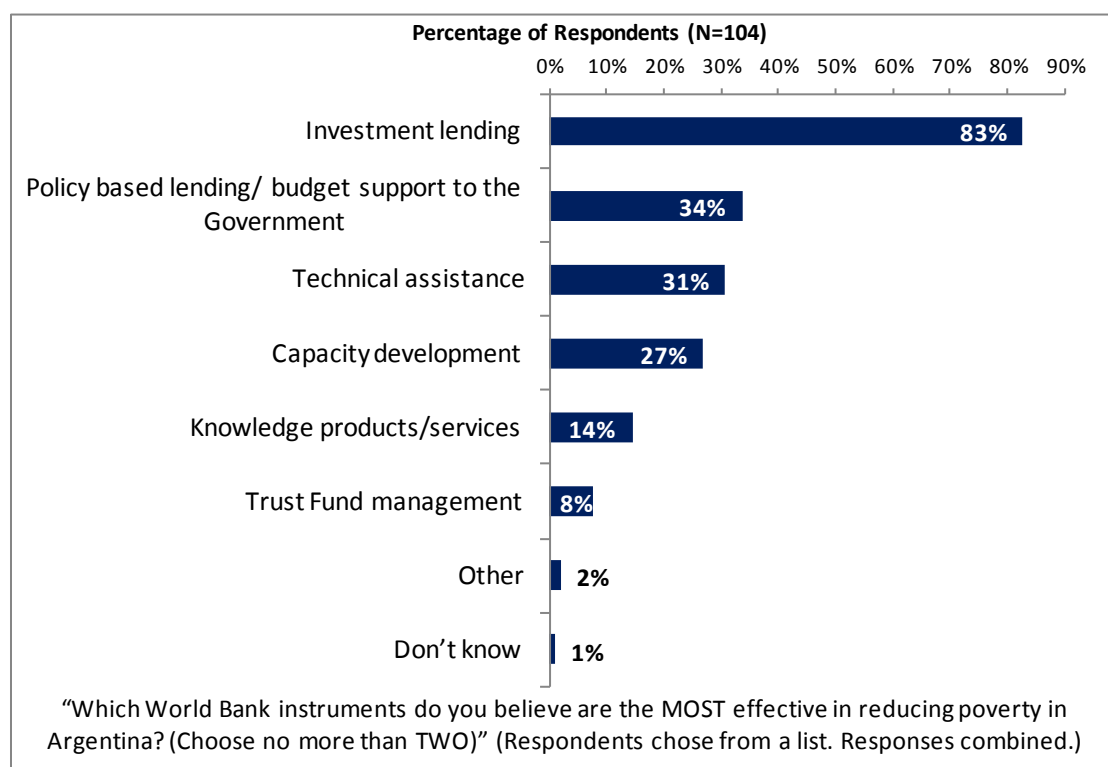
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.

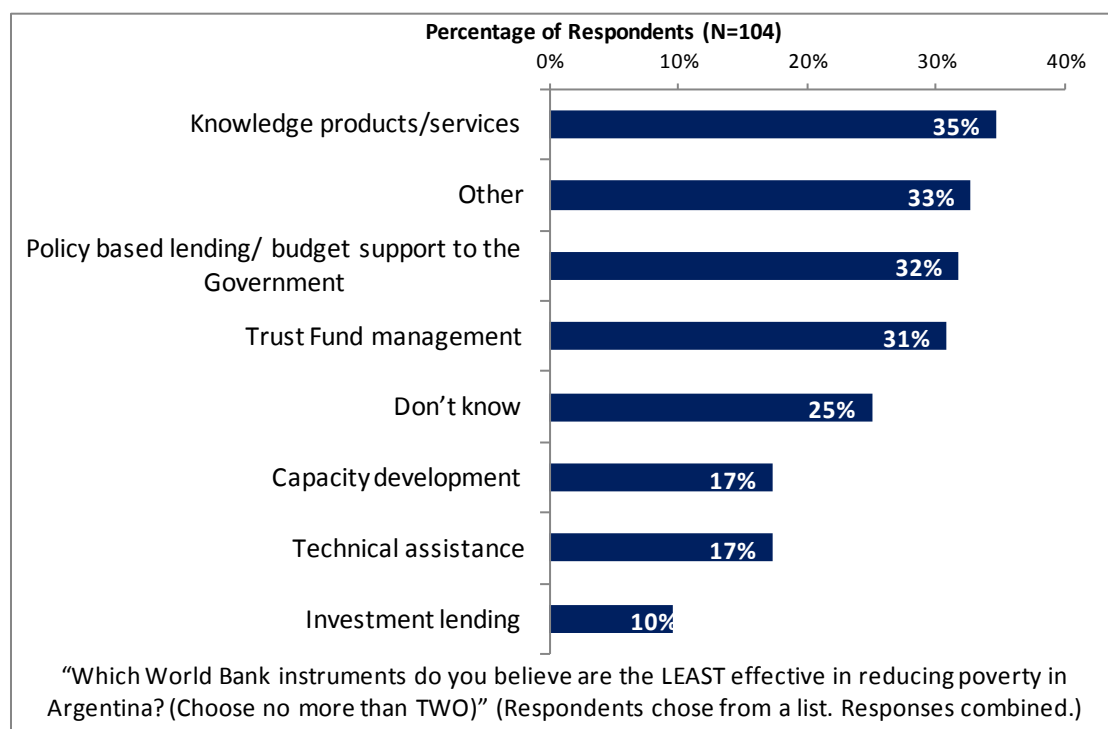


VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective



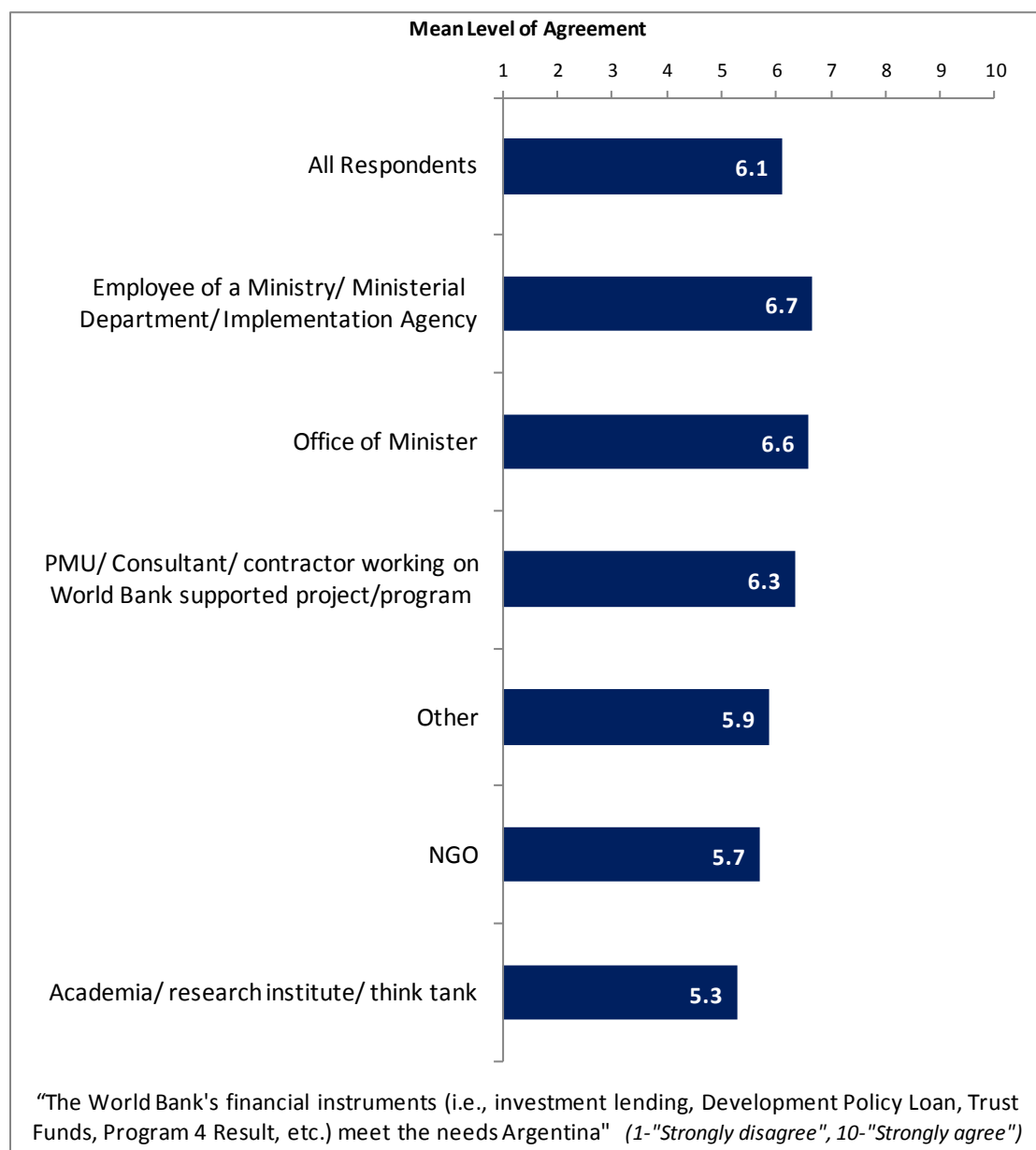
Instruments: Least Effective



VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Argentina's Needs (*Indicator Question*)

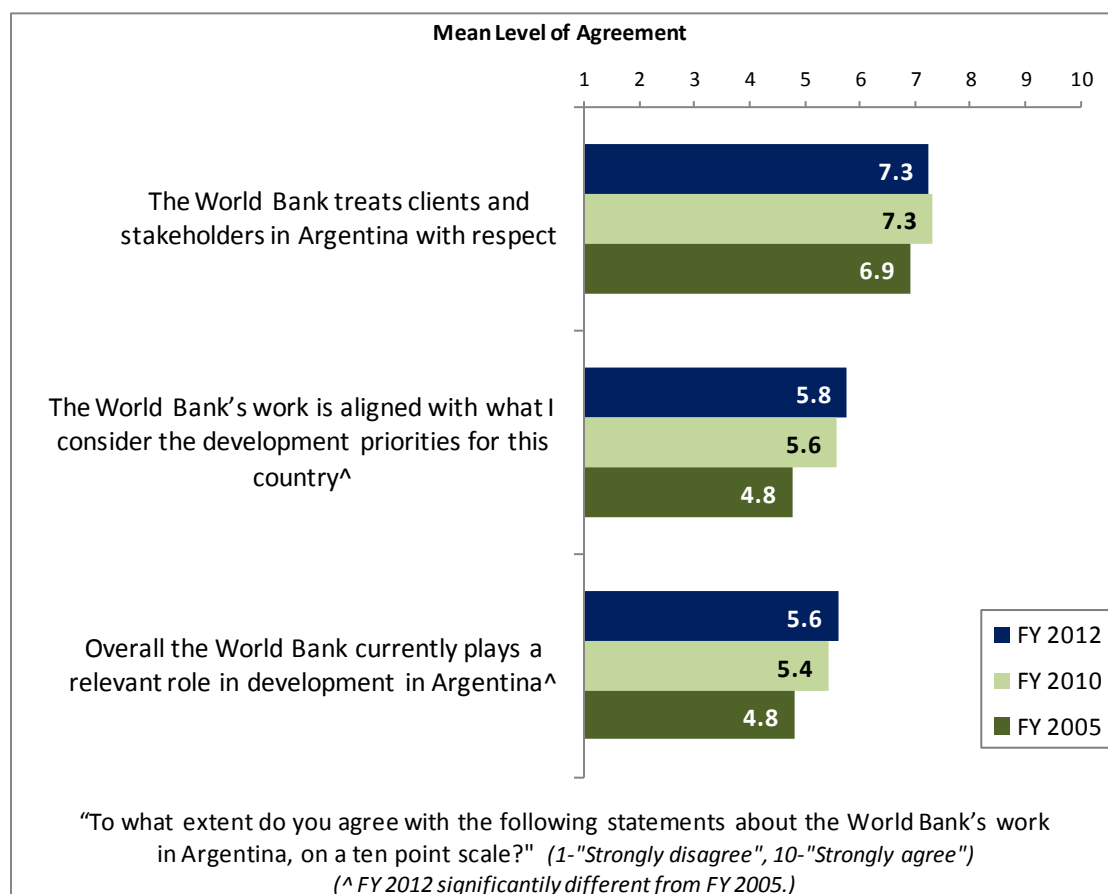
- Respondents across all stakeholder groups and both geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Argentina's needs.



VIII. How the World Bank Operates

The World Bank's Work in Argentina

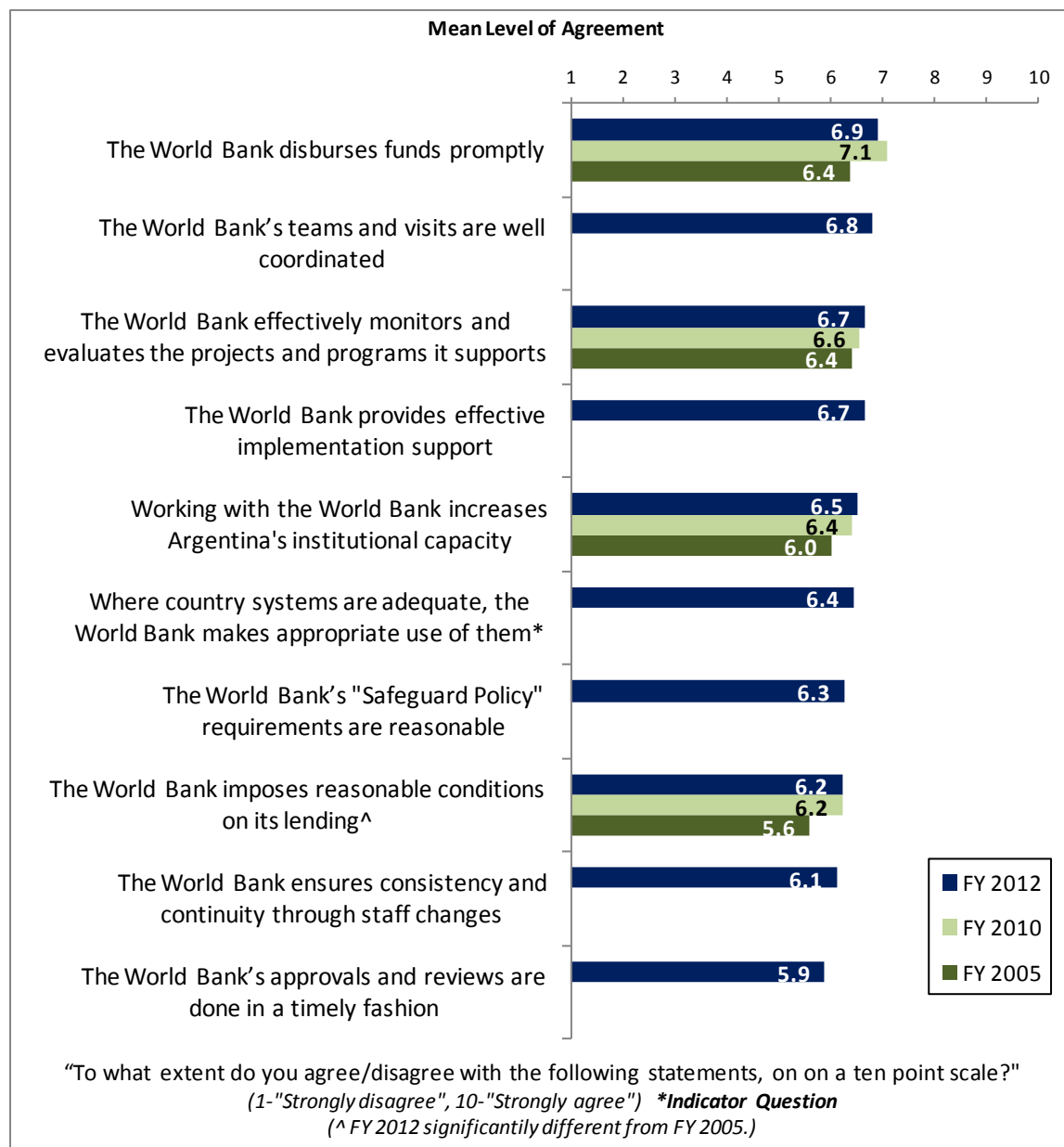
- Respondents in this year's country survey had significantly higher levels of agreement that the Bank is aligned with respondents' development priorities, and that the Bank plays a relevant role in Argentina's development compared to respondents from the FY '05 country survey.
- Respondents across all stakeholder groups and both geographic locations had statistically similar levels of agreement in this year's country survey.



VIII. How the World Bank Operates (continued)

Overall Perceptions

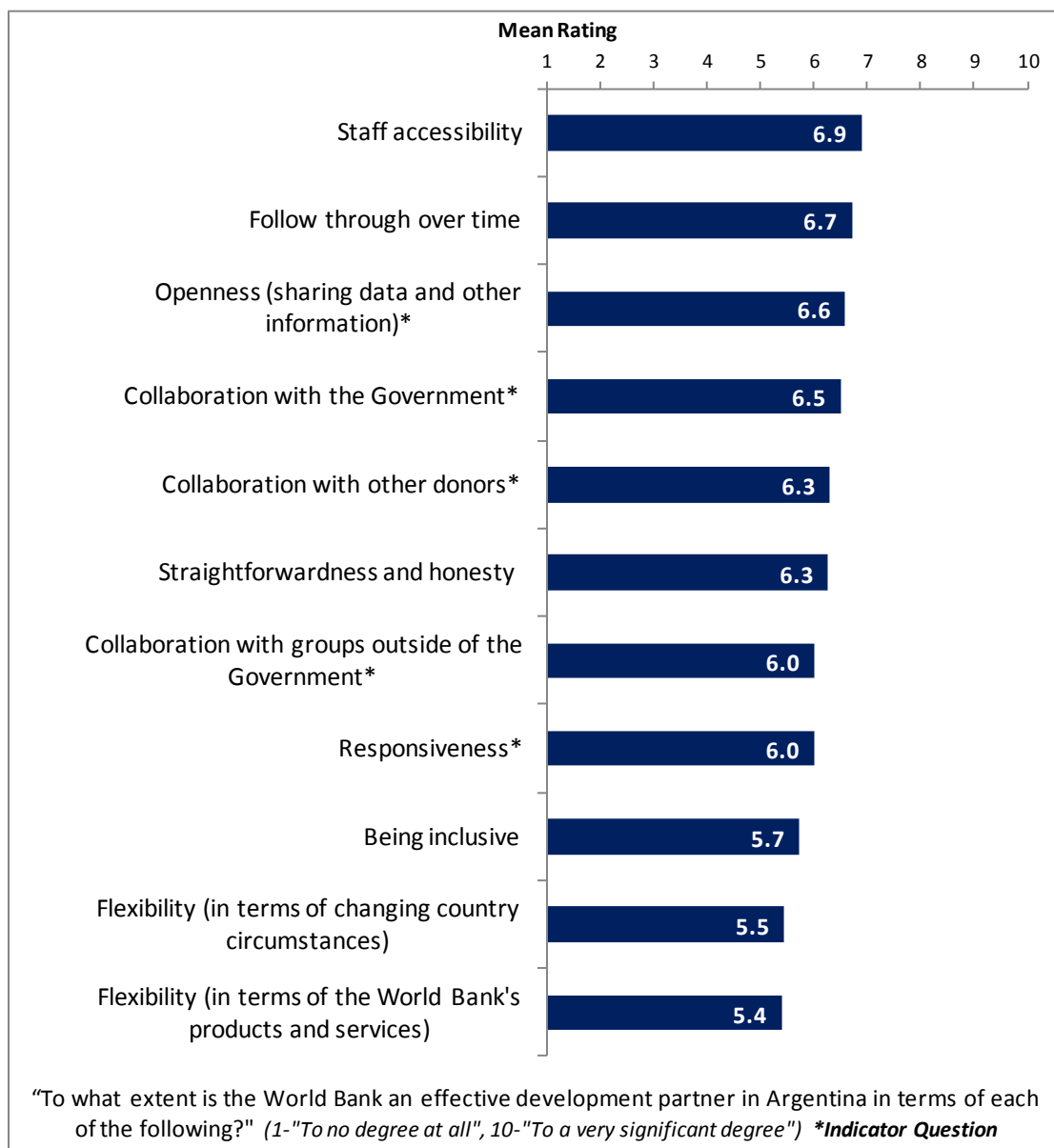
- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank imposes reasonable conditions on its lending compared to respondents from the FY '05 country survey.
- Respondents across all stakeholder groups and both geographic locations had statistically similar levels of agreement in this year's country survey.



VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

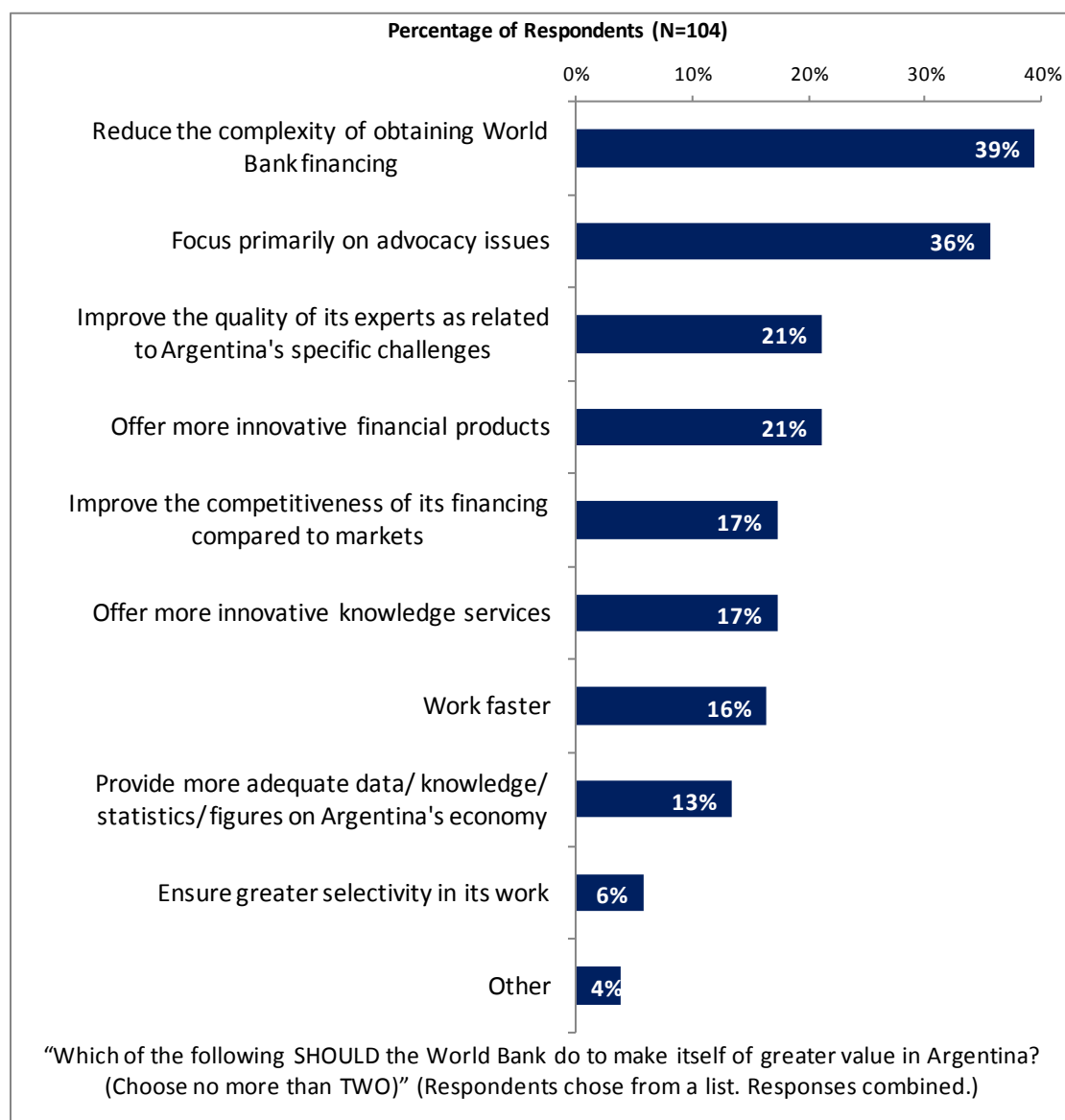
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for all of these aspects of the Bank being an effective development partner.



IX. The Future Role of the World Bank in Argentina

Making the Bank of Greater Value

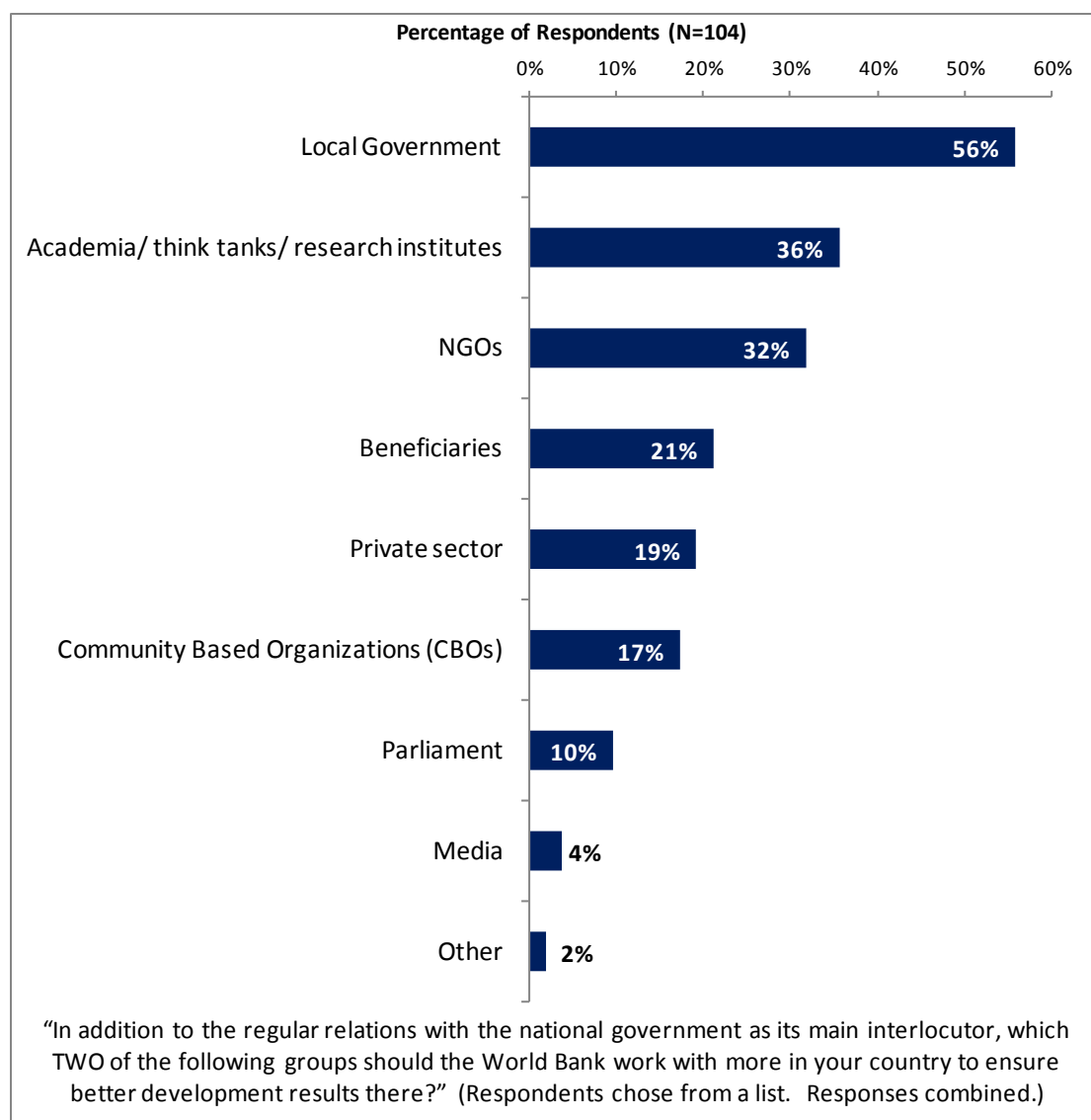
- Respondents in the FY '10 country survey also indicated that the World Bank should reduce the complexity of obtaining Bank financing (26%) and focus primarily on advice and advocacy issues (22%) as top priorities for the Bank in making itself of greater value in Argentina.



IX. The Future Role of the World Bank in Argentina (continued)

Collaborating in Argentina

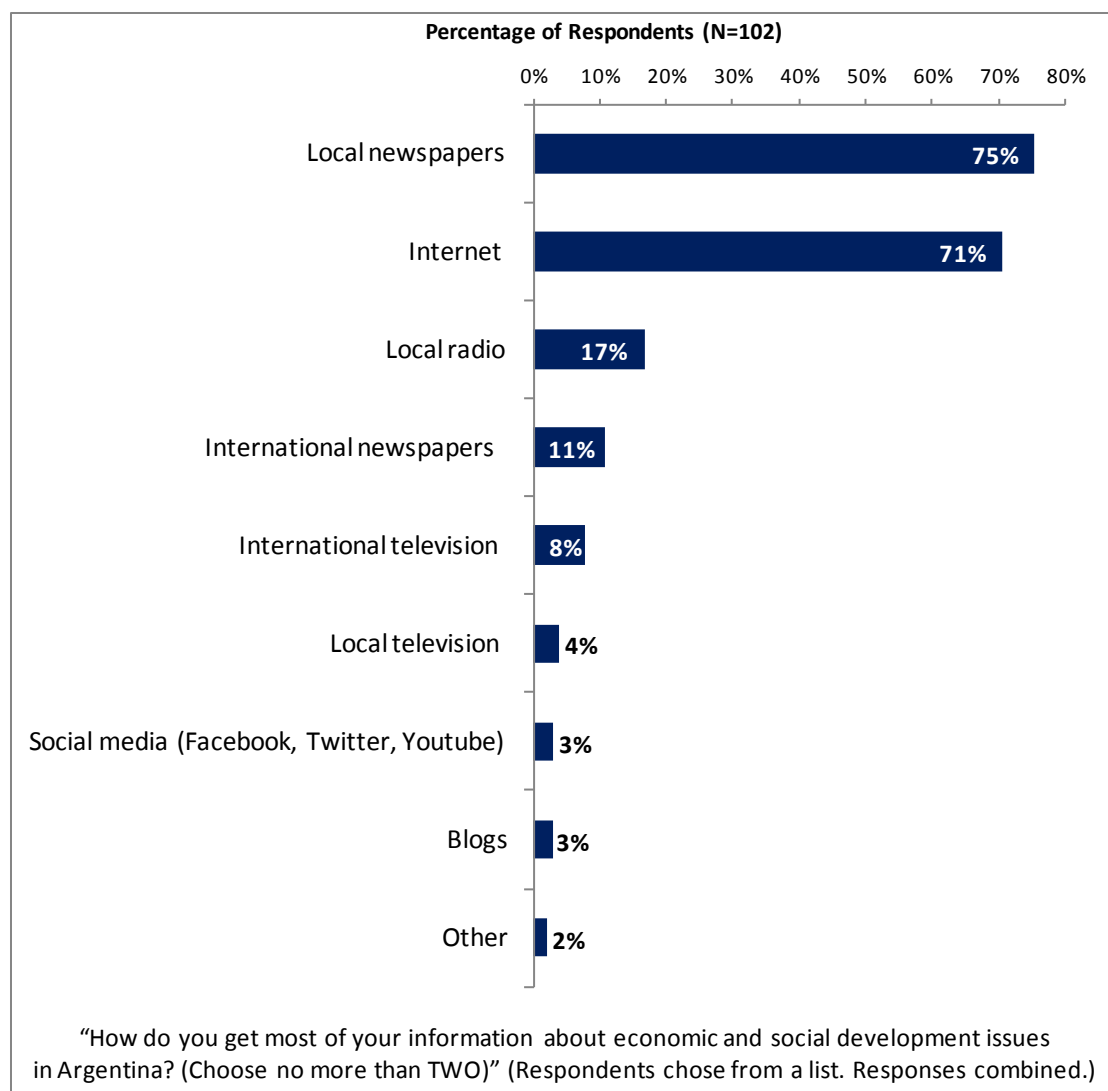
- Respondents indicated that the World Bank should collaborate more closely with local government, academia/think tanks/research institutes, and NGOs to ensure better development results in Argentina. Majority of respondents from the Office of Minister, PMUs/consultants/contractors working on Bank supported projects/programs, and employees of ministries/ministerial departments/implementation agencies indicated that the Bank should collaborate more with local government. Respondents from NGOs and academia/think tanks/research institutes tended to indicate that the Bank should work more with NGOs and academia/think tanks/research institutes.
- Respondents in the FY '10 country survey also indicated local government (51%) as a top group, which the World Bank should work with more closely.



X. Communication and Openness

Information Sources

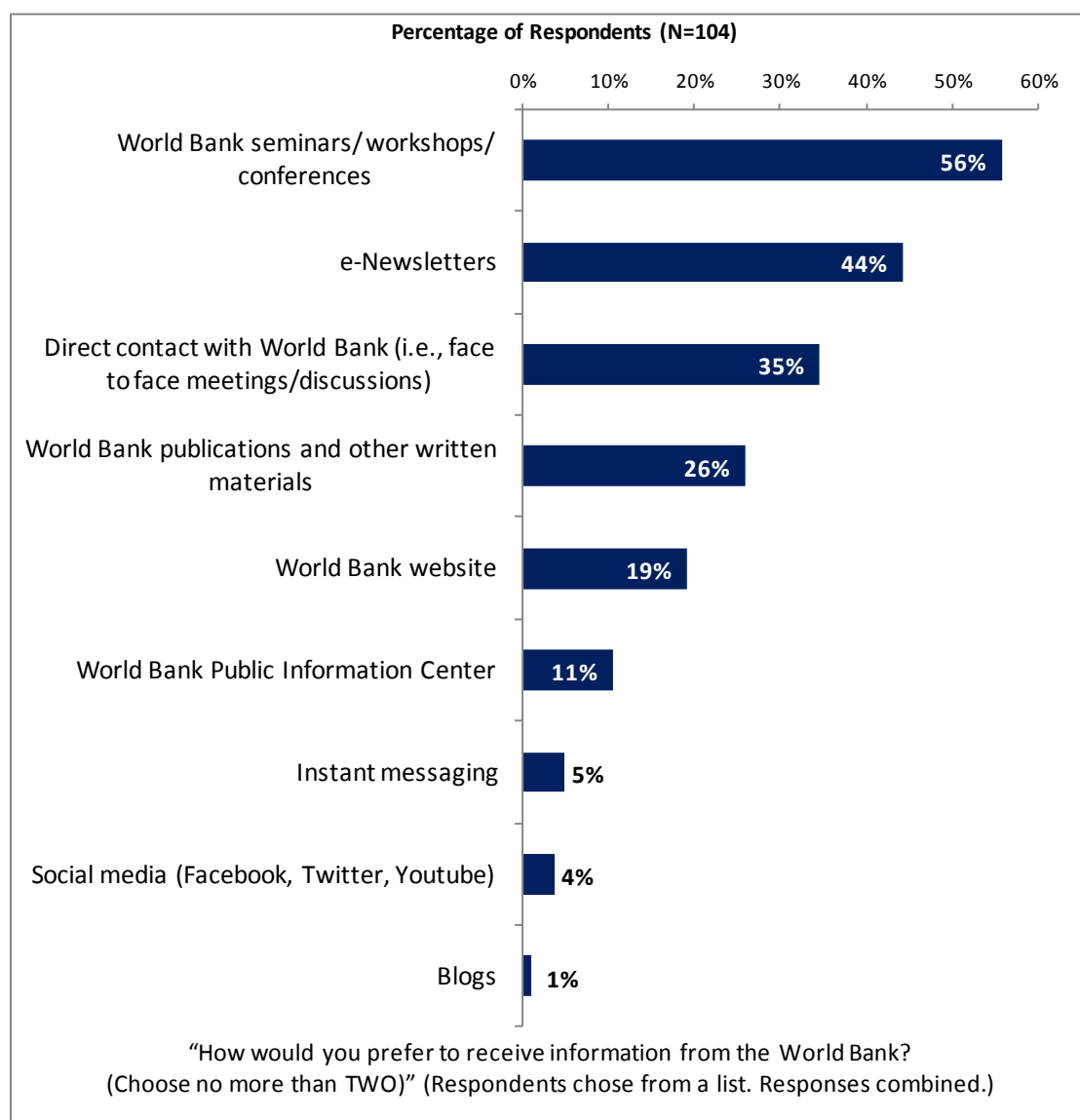
- Respondents in the FY '10 country survey* indicated that they got most of their information about economic and social development issues in Argentina from local newspapers (57%) and the Internet (56%).



*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

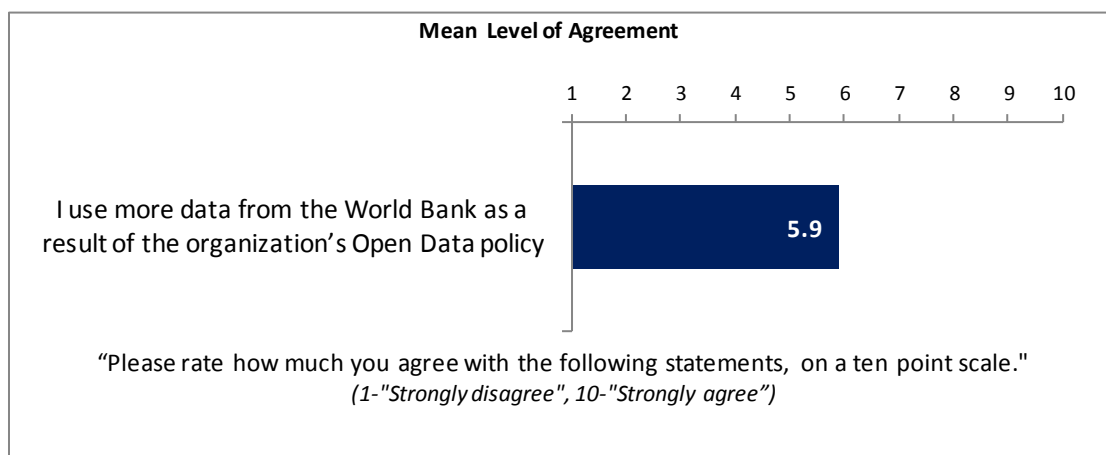
X. Communication and Openness (continued)

Information Sources (continued)



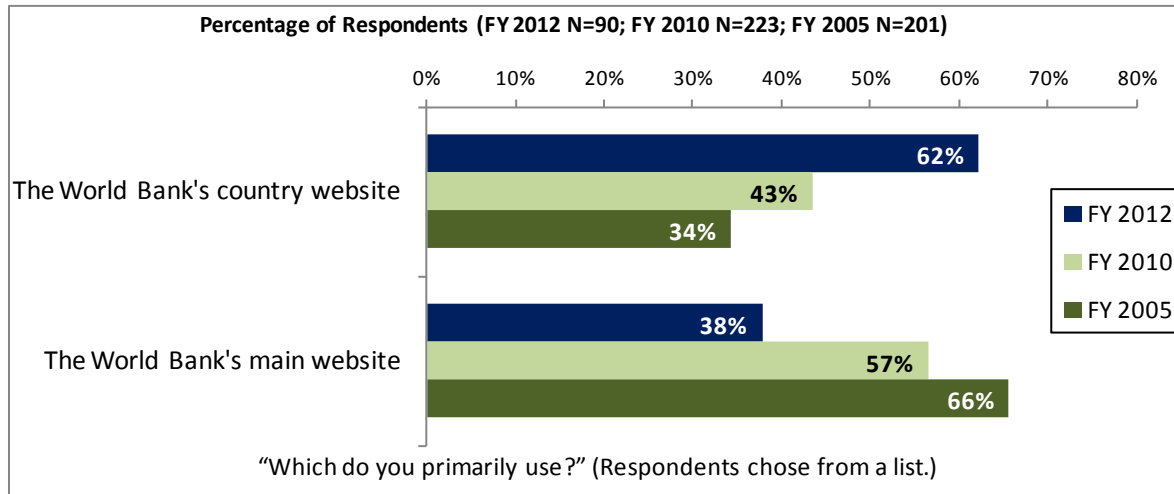
X. Communication and Openness (continued)

Access to Information



Website Usage

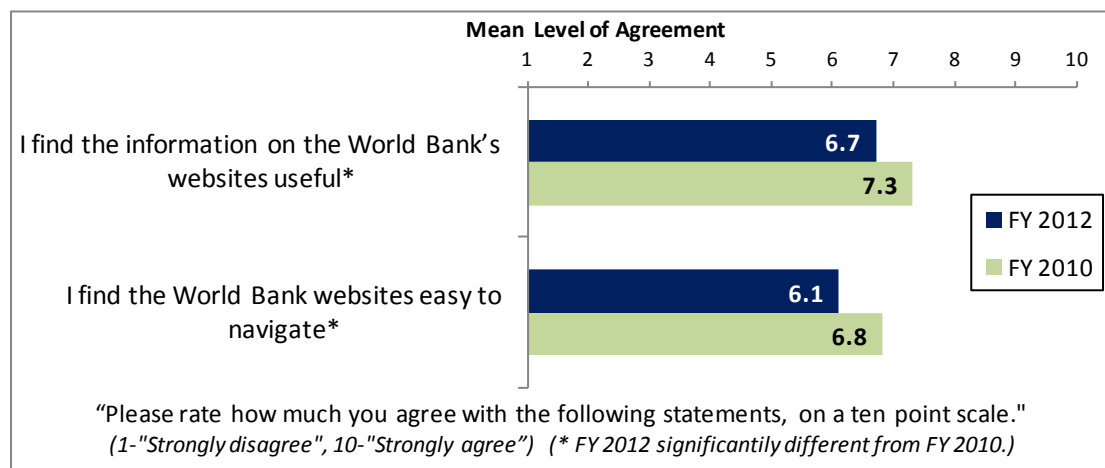
- Significantly higher number of respondents in this year's country survey indicated that they used the World Bank's country website compared to respondents in the FY '10 and FY '05 country surveys.



X. Communication and Openness (continued)

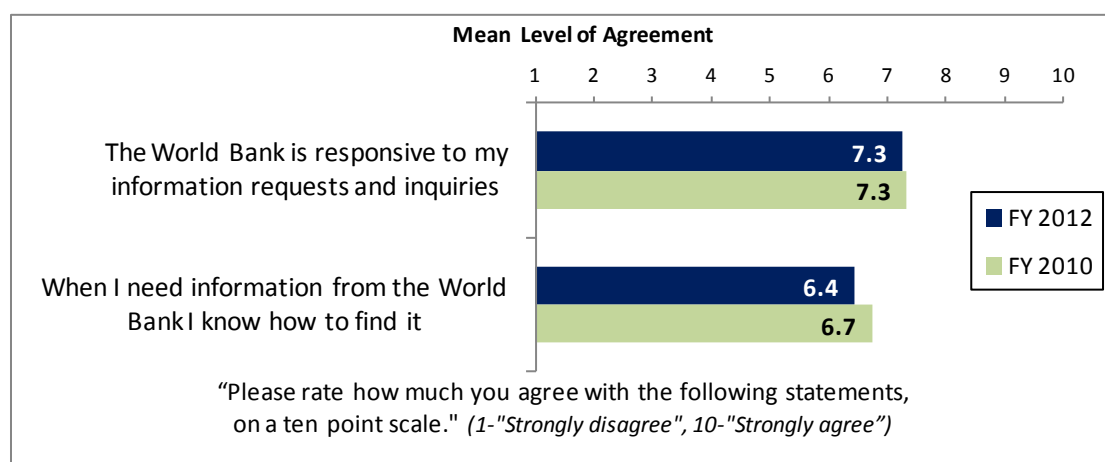
Website Evaluation

- Respondents in this year's country survey had significantly lower levels of agreement that they find the information on Bank websites useful and that Bank websites are easy to navigate compared to respondents in the FY '10 country survey.



Information Sharing

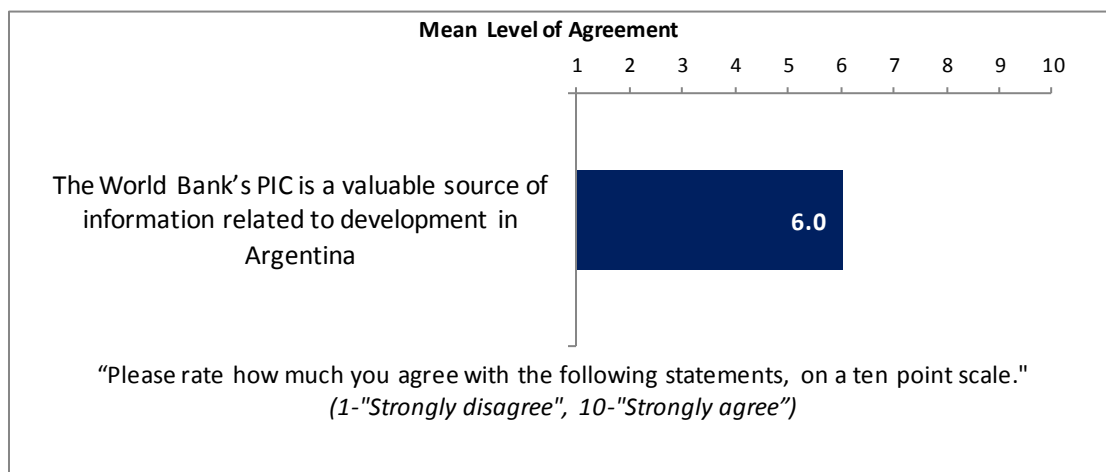
- Respondents from Buenos Aires (7.0) had significantly lower levels of agreement that the World Bank is responsive to their information requests and inquiries compared to respondents from provinces (8.3) in this year's country survey.



X. Communication and Openness (continued)

Public Information Centers (PICs)

- Respondents from NGOs (7.7) and academia/think tanks/research institutes (7.4) had significantly higher levels of agreement that the World Bank's PIC is a valuable source of information related to development in Argentina compared to respondents from PMUs/consultants/contractors working on Bank supported projects/programs (5.2) and respondents from the Office of Minister (5.5).



XI. Appendices

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ARGENTINA



Appendix A: Responses to All Questions across All Respondents (N=104)

A. General Issues facing Argentina

1. In general would you say that Argentina is headed in...?	Percentage of Respondents (N=98)
The right direction	46.9%
The wrong direction	24.5%
Not sure	28.6%

2. When considering development priorities, which ONE development priority below is the most important in Argentina? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=103)			
	<i>Most Important</i>	<i>2nd Most Important</i>	<i>3rd Most Important</i>	<i>Combined</i>
Poverty reduction	18.4%	15.5%	9.7%	43.7%
Equality of opportunity	24.3%	5.8%	7.8%	37.9%
Education	9.7%	8.7%	8.7%	27.2%
Economic growth	6.8%	12.6%	3.9%	23.3%
Governance	6.8%	6.8%	7.8%	21.4%
Job creation/employment	3.9%	5.8%	8.7%	18.4%
Crime and violence	6.8%	3.9%	4.9%	15.5%
Anti corruption	5.8%	4.9%	3.9%	14.6%
Natural resource management	1.0%	4.9%	6.8%	12.6%
Public financial management	1.0%	2.9%	8.7%	12.6%
Basic infrastructure	1.0%	4.9%	4.9%	10.7%
Health	1.0%	5.8%	3.9%	10.7%
Domestic private sector development	0.0%	3.9%	4.9%	8.7%
Public sector reform	1.0%	1.9%	3.9%	6.8%
Regional integration	2.9%	1.9%	1.0%	5.8%
Environmental sustainability	3.9%	1.9%	0.0%	5.8%
Regulatory framework	0.0%	1.9%	1.9%	3.9%
Rural development	1.9%	1.0%	1.0%	3.9%
Energy	1.9%	1.0%	1.0%	3.9%
Trade and exports	0.0%	0.0%	2.9%	2.9%
Transport	1.0%	1.0%	1.0%	2.9%
Foreign direct investment	0.0%	1.0%	0.0%	1.0%
Agricultural development	1.0%	0.0%	0.0%	1.0%
Water and sanitation	0.0%	0.0%	1.0%	1.0%
Urban development	0.0%	1.0%	0.0%	1.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Argentina (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=104)
Environmental sustainability	51.9%
Crime and violence	42.3%
Trade and exports	36.5%
Transport	34.6%
Economic growth	17.3%
Equality of opportunity	16.3%
Health	15.4%
Rural development	13.5%
Energy	12.5%
Natural resource management	10.6%
Job creation/employment	6.7%
Social protection	5.8%
Agricultural development	4.8%
Disaster management	4.8%
Gender	4.8%
Governance	3.8%
Public sector reform	3.8%
Basic infrastructure	2.9%
Public financial management	2.9%
Urban development	2.9%
Foreign direct investment	2.9%
Water and sanitation	1.0%
Climate change	1.0%
Regional integration	1.0%
Regulatory framework	0.0%
Anti corruption	0.0%
Education	0.0%
Financial markets	0.0%
Domestic private sector development	0.0%

A. General Issues facing Argentina (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=104)
Climate change	35.6%
Regulatory framework	30.8%
Environmental sustainability	27.9%
Natural resource management	23.1%
Anti corruption	22.1%
Agricultural development	21.2%
Transport	20.2%
Basic infrastructure	12.5%
Regional integration	12.5%
Gender	12.5%
Social protection	10.6%
Crime and violence	10.6%
Disaster management	9.6%
Poverty reduction	9.6%
Financial markets	7.7%
Trade and exports	6.7%
Water and sanitation	5.8%
Urban development	5.8%
Education	4.8%
Energy	3.8%
Domestic private sector development	2.9%
Public financial management	1.9%
Governance	1.0%
Public sector reform	1.0%
Job creation/employment	0.0%
Equality of opportunity	0.0%
Health	0.0%
Rural development	0.0%
Foreign direct investment	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in Argentina, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	103	7.25	1.63

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Argentina, on a ten-point scale. (1-Not effective at all, 10-Very effective)	100	6.20	1.72

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges, on a ten point scale?	99	6.73	1.95

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=104)
Job creation/employment	32.7%
Transport	28.8%
Health	24.0%
Trade and exports	20.2%
Regulatory framework	20.2%
Social protection	18.3%
Rural development	16.3%
Agricultural development	14.4%
Financial markets	13.5%
Urban development	12.5%
Poverty reduction	11.5%
Natural resource management	9.6%
Education	8.7%
Economic growth	8.7%
Public sector reform	7.7%
Energy	7.7%
Crime and violence	6.7%
Equality of opportunity	6.7%
Governance	5.8%
Public financial management	5.8%
Gender	3.8%
Basic infrastructure	3.8%
Disaster management	3.8%
Foreign direct investment	2.9%
Climate change	1.9%
Regional integration	1.0%
Domestic private sector development	1.0%
Water and sanitation	1.0%
Environmental sustainability	1.0%
Anti corruption	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Argentina?	Percentage of Respondents (N=103)		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Financial resources	60.2%	13.1%	73.3%
Technical assistance	13.6%	23.2%	36.8%
Training/capacity building	7.8%	17.2%	24.9%
Linkage to non-Bank expertise	6.8%	14.1%	20.9%
Studies/analyses	4.9%	11.1%	16.0%
Policy advice	4.9%	9.1%	13.9%
Convening/facilitating	1.0%	8.1%	9.1%
Other	1.0%	2.0%	3.0%
Data	0.0%	2.0%	2.0%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=103)
Imposing technocratic solutions without regard to political realities	53.4%
Too influenced by developed countries	36.9%
World Bank processes too slow and complex	31.1%
Not exploring alternative policy options	22.3%
Not willing to honestly criticize policies and reform efforts in the country	18.4%
Not enough public disclosure of its work	13.6%
Arrogant in its approach	7.8%
Staff too inaccessible	6.8%
Other	1.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Investment lending	82.7%
Policy based lending/ budget support to the Government	33.7%
Technical assistance	30.8%
Capacity development	26.9%
Knowledge products/services	14.4%
Trust Fund management	7.7%
Other	1.9%
Don't know	1.0%

8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Knowledge products/services	34.6%
Other	32.7%
Policy based lending/ budget support to the Government	31.7%
Trust Fund management	30.8%
Don't know	25.0%
Capacity development	17.3%
Technical assistance	17.3%
Investment lending	9.6%

B. Overall Attitudes toward the World Bank (continued)

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Local Government	55.8%
Academia/think tanks/research institutes	35.6%
NGOs	31.7%
Beneficiaries	21.2%
Private sector	19.2%
Community Based Organizations (CBOs)	17.3%
Parliament	9.6%
Media	3.8%
Other	1.9%

To what extent do you agree with the following statements about the World Bank's work in Argentina, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Argentina	100	5.60	1.85
11. The World Bank's work is aligned with what I consider the development priorities for this country	98	5.77	1.84
12. The World Bank treats clients and stakeholders in Argentina with respect	98	7.26	2.19

To what extent is the World Bank an effective development partner in Argentina, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
13. Responsiveness	92	6.01	1.89
14. Flexibility (in terms of the World Bank's products and services)	91	5.40	1.93
15. Flexibility (in terms of changing country circumstances)	93	5.45	2.02
16. Being inclusive	90	5.73	2.07
17. Openness (sharing data and other information)	97	6.60	2.03
18. Staff accessibility	99	6.89	2.23
19. Straightforwardness and honesty	92	6.27	2.36
20. Collaboration with groups outside of the Government	77	6.01	2.14
21. Collaboration with the Government	92	6.50	2.02
22. Collaboration with other donors	62	6.31	2.00
23. Follow through over time	88	6.72	1.95

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Argentina, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Transport	69	6.64	2.09
2. Urban development	63	5.94	1.79
3. Environmental sustainability	82	6.62	2.08
4. Basic infrastructure	81	6.62	1.62
5. Communicable/non-communicable diseases	60	6.77	1.47
6. Poverty reduction	76	5.54	2.03
7. Domestic private sector development	58	5.12	1.89
8. Water and sanitation	72	6.58	1.82
9. Economic growth	64	5.89	1.99
10. Energy	59	5.90	2.07
11. Disaster management	50	5.50	2.06
12. Public financial management	62	5.26	2.34
13. Job creation/employment	64	5.23	2.21
14. Equality of opportunity	66	5.56	1.99
15. Health	65	6.97	1.62
16. Rural development	64	6.50	1.58
17. Education	67	6.10	2.13
18. Social protection	55	5.35	2.18
19. Climate change	71	5.96	2.28
20. Public sector reform	65	5.51	2.34
21. Agricultural development	61	6.15	1.88
22. Natural resource management	55	5.35	2.11

Achieving Development Results	N	Mean	SD
23. To what extent does the World Bank's work help to achieve development results in Argentina, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	96	5.94	1.67

To what extent do you agree with the following statements about the World Bank in Argentina, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
24. The World Bank's financial instruments meet the needs of Argentina	92	6.12	1.77
25. The World Bank meets Argentina's needs for knowledge services	89	5.92	1.89

D. The World Bank's Knowledge

1. When thinking about the development challenges in Argentina, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=104)
Gender	29.8%
Transport	24.0%
Natural resource management	21.2%
Poverty reduction	20.2%
Agricultural development	17.3%
Disaster management	15.4%
Job creation/employment	15.4%
Health	14.4%
Trade and exports	14.4%
Economic growth	13.5%
Energy	13.5%
Public sector reform	12.5%
Crime and violence	10.6%
Governance	10.6%
Rural development	9.6%
Urban development	8.7%
Social protection	7.7%
Regional integration	5.8%
Basic infrastructure	5.8%
Water and sanitation	4.8%
Foreign direct investment	3.8%
Public financial management	3.8%
Financial markets	3.8%
Equality of opportunity	2.9%
Domestic private sector development	1.9%
Climate change	1.9%
Regulatory framework	1.9%
Anti corruption	1.9%
Education	1.0%
Environmental sustainability	1.0%

How effective do you believe the World Bank's knowledge and research are at... in Argentina? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
2. Raising your awareness of the particular topic	85	5.72	1.91
3. Stimulating public debate/dialogue	85	5.64	1.90
4. Enhancing your knowledge and/or skills	92	6.34	1.84
5. Contributing to good policy making	88	6.11	1.90
6. Providing support for program implementation	92	6.77	1.82

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Argentina? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
7. Are timely	86	5.74	1.85
8. Are relevant to Argentina's development priorities	85	5.79	1.79
9. Provide feasible recommendations	85	5.65	1.76
10. Are accessible (well written and easy to understand)	86	6.08	1.97
11. A source of relevant information on global good practices	87	6.40	1.96
12. Are adequately disseminated	90	5.21	2.04
13. Are appropriately translated	79	5.72	2.00
14. Are adaptable to Argentina's specific development challenges and circumstances	85	5.39	1.92

Overall Evaluations	N	Mean	SD
15. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	95	5.75	1.77
16. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	94	6.89	1.52

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	85	6.92	2.14
2. The World Bank effectively monitors and evaluates the projects and programs it supports	93	6.66	1.98
3. The World Bank's approvals and reviews are done in a timely fashion	88	5.89	2.30
4. The World Bank's "Safeguard Policy" requirements are reasonable	85	6.27	2.36
5. The World Bank asks reasonable conditions on its lending	89	6.22	2.04
6. Working with the World Bank increases Argentina's institutional capacity	95	6.53	2.09
7. The World Bank ensures consistency and continuity through staff changes	86	6.12	2.30
8. The World Bank's teams and visits are well coordinated	87	6.82	2.13
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	82	6.44	2.40
10. The World Bank provides effective implementation support (i.e., supervision of projects)	90	6.66	2.19

F. The Future Role of the World Bank in Argentina

1. Which of the following SHOULD the World Bank do to make itself of greater value in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Reduce the complexity of obtaining World Bank financing	39.4%
Focus primarily on advocacy issues	35.6%
Improve the quality of its experts as related to Argentina's specific challenges	21.2%
Offer more innovative financial products	21.2%
Improve the competitiveness of its financing compared to markets	17.3%
Offer more innovative knowledge services	17.3%
Work faster	16.3%
Provide more adequate data/knowledge/statistics/figures on Argentina's economy	13.5%
Ensure greater selectivity in its work	5.8%
Other	3.8%
Increase availability of Fee-Based services	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=102)
Local newspapers	75.5%
Internet	70.6%
Local radio	16.7%
International newspapers	10.8%
International television	7.8%
Local television	3.9%
Social media (Facebook, Twitter, Youtube)	2.9%
Blogs	2.9%
Other	2.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
World Bank seminars/workshops/conferences	55.8%
e-Newsletters	44.2%
Direct contact with World Bank (i.e., face to face meetings/discussions)	34.6%
World Bank publications and other written materials	26.0%
World Bank website	19.2%
World Bank Public Information Center	10.6%
Instant messaging	4.8%
Social media (Facebook, Twitter, Youtube)	3.8%
Blogs	1.0%
Mobile phones	0.0%
Other	0.0%

G. Communication and Information Sharing (continued)

3. Which do you primarily use?	Percentage of Respondents (N=90)
The World Bank's country website (www.bancomundial.org.ar)	62.2%
The World Bank's main website (www.worldbank.org)	37.8%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
4. I use more data from the World Bank as a result of the organization's Open Data policy	78	5.88	2.31
5. The World Bank's PIC is a valuable source of information related to development in Argentina	49	6.02	2.01
6. I find the World Bank websites easy to navigate	91	6.11	2.04
7. I find the information on the World Bank's websites useful	90	6.71	1.92
8. When I need information from the World Bank I know how to find it	94	6.43	2.19
9. The World Bank is responsive to my information requests and inquiries	74	7.26	2.23

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=102)
PMU	35.3%
Consultant/Contractor on Bank supported Project	11.8%
NGO	10.8%
Academia/Research institute/Think tank	9.8%
Employee of Ministry/Ministerial Dep/Implementation Agency	8.8%
Office of Minister	5.9%
Local Government office or staff	4.9%
Private sector organization	2.9%
Media	2.9%
Multilateral agency	2.0%
Private foundation	2.0%
Independent Government Institution	2.0%
Financial sector/Private bank	1.0%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=104)
Monitoring and evaluation	12.5%
Agricultural development	10.6%
Basic infrastructure	9.6%
Trade and exports	9.6%
Information and communications technology	8.7%
Law and justice	5.8%
Public financial management	4.8%
Environmental sustainability	3.8%
Financial markets	3.8%
Poverty reduction	3.8%
Crime and violence	2.9%
Health	2.9%
Anti corruption	1.9%
Climate change	1.9%
Disaster management	1.9%
Equality of opportunity	1.9%
Foreign direct investment	1.9%
Gender	1.9%
Governance	1.9%
Social protection	1.9%
Education	1.0%
Food security	1.0%
Job creation/employment	1.0%
Natural resource management	1.0%
Regional integration	1.0%
Regulatory framework	1.0%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=104)
Yes	71.2%
No	28.8%

4. Which of the following describes most of your exposure to the World Bank in Argentina? (Choose no more than TWO)	Percentage of Respondents (N=99)
Engage in World Bank related/sponsored events/activities	52.5%
Collaborate as part of my professional duties	52.5%
Use World Bank reports/data	29.3%
Use World Bank website for information, data, research, etc.	19.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	11.1%

5. Which best represents your geographic location?	Percentage of Respondents (N=104)
Buenos Aires	76.0%
Provinces	24.0%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Argentina

In general, would you say that Argentina is headed in...?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
The right direction	83.3%	57.1%	44.4%	54.5%	22.2%	50.0%
The wrong direction	0.0%	0.0%	24.4%	18.2%	55.6%	22.2%
Not sure	16.7%	42.9%	31.1%	27.3%	22.2%	27.8%

When considering development priorities, which ONE development priority below is the most important in Argentina? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 st Most Important	Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Environmental sustainability		0.0%	0.0%	2.1%	18.2%	10.0%	0.0%
Equality of opportunity		33.3%	22.2%	23.4%	18.2%	20.0%	33.3%
Health		0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Climate change		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*		50.0%	0.0%	17.0%	45.5%	10.0%	11.1%
Public sector reform		0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Regional integration		0.0%	0.0%	2.1%	0.0%	0.0%	11.1%
Gender		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence		0.0%	22.2%	6.4%	0.0%	10.0%	5.6%
Domestic private sector development		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development		0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Trade and exports		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth		0.0%	11.1%	8.5%	0.0%	0.0%	11.1%
Regulatory framework		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure		0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Natural resource management		0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Anti corruption		0.0%	11.1%	4.3%	0.0%	20.0%	0.0%
Disaster management		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development		0.0%	0.0%	2.1%	9.1%	0.0%	0.0%
Education		0.0%	11.1%	12.8%	0.0%	10.0%	5.6%
Social protection		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance		0.0%	11.1%	4.3%	9.1%	10.0%	11.1%
Transport		0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Water and sanitation		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy		16.7%	0.0%	2.1%	0.0%	0.0%	0.0%
Public financial management		0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment		0.0%	0.0%	8.5%	0.0%	0.0%	0.0%
Financial markets		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Argentina (continued)

When considering development priorities, which ONE development priority below is the most important in Argentina? Which ONE is the second most important priority? Which ONE is the third most important priority?

2 nd Most Important						
Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Environmental sustainability*	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%
Equality of opportunity	0.0%	11.1%	2.1%	18.2%	10.0%	5.6%
Health	0.0%	11.1%	10.6%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	11.1%	17.0%	0.0%	30.0%	16.7%
Public sector reform	0.0%	11.1%	2.1%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	2.1%	9.1%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	4.3%	9.1%	0.0%	5.6%
Domestic private sector development	0.0%	0.0%	8.5%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	33.3%	22.2%	14.9%	9.1%	10.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Basic infrastructure	16.7%	0.0%	4.3%	0.0%	0.0%	11.1%
Natural resource management	16.7%	0.0%	0.0%	9.1%	10.0%	11.1%
Anti corruption	16.7%	0.0%	6.4%	0.0%	10.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Education	16.7%	0.0%	4.3%	18.2%	10.0%	16.7%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	11.1%	6.4%	0.0%	10.0%	5.6%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Public financial management	0.0%	0.0%	2.1%	0.0%	0.0%	11.1%
Job creation/employment	0.0%	22.2%	8.5%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Argentina (continued)

When considering development priorities, which ONE development priority below is the most important in Argentina? Which ONE is the second most important priority? Which ONE is the third most important priority?

3 rd Most Important	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	Academia/ Research institute/ Think tank	Other
Percentage of Respondents	Office of Minister	NGO		
Environmental sustainability	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	16.7%	0.0%	0.0%	5.6%
Health	0.0%	11.1%	4.3%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Poverty reduction	33.3%	0.0%	6.4%	18.2%
Public sector reform	0.0%	0.0%	4.3%	0.0%
Regional integration	0.0%	0.0%	2.1%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%
Crime and violence	16.7%	0.0%	6.4%	0.0%
Domestic private sector development*	0.0%	0.0%	2.1%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	4.3%	0.0%
Economic growth	0.0%	0.0%	4.3%	0.0%
Regulatory framework	0.0%	11.1%	2.1%	0.0%
Basic infrastructure	0.0%	11.1%	4.3%	18.2%
Natural resource management	0.0%	22.2%	4.3%	0.0%
Anti corruption	16.7%	0.0%	6.4%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	0.0%	2.1%	0.0%
Education	16.7%	11.1%	6.4%	9.1%
Social protection	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	22.2%	10.6%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	9.1%
Energy	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	8.5%	18.2%
Job creation/employment	0.0%	0.0%	8.5%	27.3%
Financial markets	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Argentina (continued)

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Agricultural development	0.0%	0.0%	2.1%	18.2%	10.0%	5.6%
Trade and exports	16.7%	22.2%	33.3%	36.4%	40.0%	61.1%
Economic growth	33.3%	0.0%	25.0%	9.1%	0.0%	16.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	11.1%	2.1%	0.0%	10.0%	0.0%
Natural resource management	33.3%	11.1%	6.3%	9.1%	20.0%	5.6%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	6.3%	9.1%	0.0%	5.6%
Rural development	0.0%	11.1%	12.5%	9.1%	30.0%	16.7%
Education	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	8.3%	9.1%	0.0%	5.6%
Governance	0.0%	22.2%	4.2%	0.0%	0.0%	0.0%
Transport	66.7%	22.2%	35.4%	45.5%	20.0%	27.8%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Energy	16.7%	0.0%	14.6%	0.0%	10.0%	16.7%
Public financial management	0.0%	0.0%	4.2%	9.1%	0.0%	0.0%
Job creation/employment	16.7%	11.1%	4.2%	18.2%	10.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Environmental sustainability	50.0%	33.3%	56.3%	36.4%	70.0%	44.4%
Equality of opportunity	0.0%	33.3%	18.8%	18.2%	10.0%	11.1%
Health	0.0%	22.2%	14.6%	9.1%	20.0%	16.7%
Climate change	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Public sector reform	0.0%	11.1%	2.1%	18.2%	0.0%	0.0%
Regional integration	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Gender	0.0%	11.1%	6.3%	9.1%	0.0%	0.0%
Crime and violence	50.0%	77.8%	35.4%	27.3%	40.0%	55.6%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	16.7%	0.0%	0.0%	0.0%	10.0%	5.6%

*Significantly different between stakeholder groups

A. General Issues facing Argentina (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Argentina?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Water and sanitation*	0.0%	0.0%	0.0%	27.3%	0.0%	16.7%
Energy	16.7%	0.0%	6.3%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	2.1%	0.0%	0.0%	5.6%
Job creation/employment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	22.2%	4.2%	18.2%	0.0%	11.1%
Urban development	0.0%	11.1%	6.3%	9.1%	10.0%	0.0%
Environmental sustainability	33.3%	0.0%	25.0%	27.3%	40.0%	38.9%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	50.0%	33.3%	35.4%	27.3%	40.0%	33.3%
Agricultural development	0.0%	22.2%	27.1%	9.1%	40.0%	5.6%
Trade and exports	0.0%	11.1%	8.3%	0.0%	10.0%	5.6%
Regulatory framework*	50.0%	33.3%	39.6%	0.0%	40.0%	11.1%
Basic infrastructure	0.0%	11.1%	10.4%	18.2%	10.0%	22.2%
Natural resource management*	33.3%	22.2%	12.5%	9.1%	30.0%	55.6%
Anti corruption	0.0%	22.2%	22.9%	36.4%	30.0%	11.1%
Disaster management	16.7%	0.0%	10.4%	18.2%	20.0%	0.0%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	0.0%	8.3%	0.0%	10.0%	0.0%
Social protection	16.7%	11.1%	12.5%	0.0%	10.0%	11.1%
Governance	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Transport	0.0%	11.1%	29.2%	36.4%	10.0%	5.6%
Poverty reduction	16.7%	11.1%	6.3%	9.1%	0.0%	16.7%
Public sector reform	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Regional integration	16.7%	11.1%	16.7%	9.1%	0.0%	11.1%
Gender*	0.0%	44.4%	4.2%	18.2%	0.0%	27.8%
Crime and violence	33.3%	11.1%	10.4%	18.2%	0.0%	5.6%
Domestic private sector development	16.7%	0.0%	2.1%	0.0%	0.0%	5.6%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Argentina?	6	7.33	2.25	9	7.22	1.30	48	7.60	1.48	11	7.00	2.28	9	6.44	1.33	18	6.83	1.65

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

B. Overall Attitudes toward the World Bank (continued)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Argentina.	6	7.17	1.72	8	6.38	1.06	48	6.13	1.63	10	5.80	1.14	9	5.89	2.09	17	6.53	2.21

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

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Argentina solve its most complicated development challenges?	6	7.67	1.63	9	6.89	1.36	48	6.33	1.93	9	7.00	1.58	8	7.25	1.49	17	7.18	2.51

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

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Argentina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	22.2%	12.5%	27.3%	30.0%	16.7%
Education	0.0%	0.0%	8.3%	18.2%	20.0%	5.6%
Social protection	16.7%	22.2%	27.1%	9.1%	0.0%	11.1%
Governance*	0.0%	11.1%	2.1%	27.3%	10.0%	0.0%
Transport	16.7%	11.1%	29.2%	45.5%	50.0%	22.2%
Poverty reduction	33.3%	0.0%	14.6%	0.0%	10.0%	11.1%
Public sector reform	0.0%	0.0%	8.3%	9.1%	10.0%	11.1%
Regional integration	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Gender	0.0%	11.1%	4.2%	0.0%	0.0%	5.6%
Crime and violence	33.3%	11.1%	4.2%	0.0%	0.0%	11.1%
Domestic private sector development	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	4.2%	0.0%	10.0%	0.0%
Water and sanitation	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Energy	0.0%	11.1%	12.5%	0.0%	0.0%	5.6%
Public financial management	16.7%	0.0%	2.1%	9.1%	0.0%	16.7%
Job creation/employment*	50.0%	22.2%	29.2%	9.1%	20.0%	61.1%
Financial markets	16.7%	44.4%	10.4%	9.1%	10.0%	5.6%
Urban development	33.3%	11.1%	10.4%	9.1%	30.0%	0.0%
Environmental sustainability	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	8.3%	18.2%	0.0%	5.6%
Health	33.3%	33.3%	25.0%	18.2%	20.0%	16.7%
Climate change	0.0%	0.0%	2.1%	0.0%	0.0%	5.6%
Agricultural development	16.7%	0.0%	16.7%	27.3%	20.0%	0.0%
Trade and exports*	16.7%	44.4%	12.5%	18.2%	0.0%	38.9%
Economic growth	0.0%	11.1%	10.4%	9.1%	0.0%	11.1%
Regulatory framework	16.7%	11.1%	22.9%	9.1%	20.0%	27.8%
Basic infrastructure	0.0%	0.0%	2.1%	9.1%	20.0%	0.0%
Natural resource management	0.0%	22.2%	10.4%	9.1%	20.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	4.2%	0.0%	0.0%	11.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Percentage of Respondents						
Financial resources	50.0%	55.6%	70.2%	63.6%	40.0%	55.6%
Technical assistance	16.7%	22.2%	10.6%	9.1%	20.0%	11.1%
Policy advice	16.7%	0.0%	0.0%	9.1%	0.0%	11.1%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	11.1%	2.1%	18.2%	20.0%	11.1%
Studies/analyses	0.0%	11.1%	6.4%	0.0%	10.0%	0.0%
Convening/facilitating	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	16.7%	0.0%	8.5%	0.0%	10.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%

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

2 nd Greatest Value	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Percentage of Respondents						
Financial resources	0.0%	22.2%	11.1%	10.0%	20.0%	11.8%
Technical assistance	33.3%	22.2%	22.2%	10.0%	10.0%	41.2%
Policy advice*	0.0%	0.0%	8.9%	40.0%	10.0%	0.0%
Data	0.0%	0.0%	0.0%	10.0%	0.0%	5.9%
Training/capacity building	0.0%	22.2%	17.8%	10.0%	30.0%	11.8%
Studies/analyses	33.3%	0.0%	11.1%	10.0%	10.0%	11.8%
Convening/facilitating	0.0%	11.1%	8.9%	10.0%	10.0%	5.9%
Linkage to non-Bank expertise	33.3%	22.2%	17.8%	0.0%	10.0%	5.9%
Other	0.0%	0.0%	2.2%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	50.0%	44.4%	57.4%	36.4%	30.0%	66.7%
Not exploring alternative policy options	33.3%	33.3%	21.3%	27.3%	30.0%	11.1%
Staff too inaccessible	0.0%	11.1%	10.6%	9.1%	0.0%	0.0%
Arrogant in its approach	0.0%	11.1%	14.9%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	50.0%	44.4%	8.5%	27.3%	20.0%	11.1%
Too influenced by developed countries	16.7%	33.3%	40.4%	18.2%	40.0%	44.4%
Not enough public disclosure of its work	16.7%	11.1%	6.4%	27.3%	30.0%	16.7%
World Bank processes too slow and complex	33.3%	11.1%	38.3%	27.3%	20.0%	33.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Argentina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Investment lending*	83.3%	88.9%	91.7%	45.5%	70.0%	83.3%
Capacity development	16.7%	33.3%	25.0%	36.4%	40.0%	22.2%
Policy based lending/ budget support to the Government	33.3%	33.3%	27.1%	45.5%	20.0%	50.0%
Knowledge products/services	0.0%	22.2%	16.7%	9.1%	20.0%	11.1%
Technical assistance	33.3%	11.1%	25.0%	63.6%	50.0%	27.8%
Trust Fund management	16.7%	11.1%	10.4%	0.0%	0.0%	5.6%
Other	16.7%	0.0%	2.1%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Argentina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Investment lending	16.7%	22.2%	8.3%	18.2%	10.0%	0.0%
Capacity development	33.3%	22.2%	16.7%	9.1%	0.0%	22.2%
Policy based lending/ budget support to the Government*	66.7%	33.3%	33.3%	9.1%	60.0%	16.7%
Knowledge products/services	83.3%	33.3%	25.0%	27.3%	30.0%	50.0%
Technical assistance	0.0%	33.3%	20.8%	18.2%	0.0%	11.1%
Trust Fund management	0.0%	33.3%	31.3%	27.3%	30.0%	38.9%
Other	0.0%	22.2%	33.3%	45.5%	40.0%	38.9%
Don't know	0.0%	0.0%	29.2%	45.5%	30.0%	22.2%

*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
NGOs*	16.7%	44.4%	12.5%	90.9%	70.0%	27.8%
Local Government	83.3%	55.6%	64.6%	27.3%	30.0%	55.6%
Beneficiaries	16.7%	22.2%	33.3%	9.1%	0.0%	5.6%
Private sector	0.0%	0.0%	25.0%	18.2%	10.0%	27.8%
Community Based Organizations (CBOs)	16.7%	22.2%	20.8%	9.1%	10.0%	11.1%
Academia/think tanks/research institutes*	33.3%	22.2%	27.1%	27.3%	80.0%	44.4%
Parliament	16.7%	22.2%	6.3%	0.0%	0.0%	22.2%
Media*	16.7%	11.1%	0.0%	18.2%	0.0%	0.0%
Other	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Argentina, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Argentina	6	6.17	2.86	9	6.33	1.22	48	5.58	1.87	10	5.20	1.87	8	5.75	1.91	17	5.41	1.62
The World Bank's work is aligned with what I consider the development priorities for this country	6	6.00	2.37	9	5.44	2.01	48	5.73	1.76	10	5.60	2.01	7	6.00	2.00	16	6.06	1.84
The World Bank treats clients and stakeholders in Argentina with respect	6	7.83	1.47	8	7.63	1.92	48	6.71	2.33	10	7.70	1.64	8	8.00	1.31	16	7.69	2.65

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

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	5	7.20	.84	8	6.38	2.07	46	5.65	1.86	8	5.63	1.41	9	6.89	1.96	14	6.00	2.22
Flexibility (in terms of the World Bank's products and services)	5	5.60	1.52	6	6.00	2.00	47	5.17	1.87	8	4.88	1.89	9	6.22	1.92	14	5.36	2.37
Flexibility (in terms of changing country circumstances)	5	5.40	1.52	9	6.56	2.51	46	5.07	1.82	9	5.44	2.19	7	6.86	1.86	15	5.27	2.31
Being inclusive	5	5.80	1.30	7	4.86	2.34	45	5.53	1.89	8	5.75	1.98	8	6.88	2.53	15	6.07	2.55
Openness (sharing data and other information)	6	7.00	2.37	8	5.88	1.81	47	6.64	1.76	8	6.88	2.23	10	7.10	2.02	16	6.25	2.84
Staff accessibility	5	7.40	1.52	9	7.22	1.48	47	6.57	2.35	10	6.70	2.58	9	7.44	2.46	17	7.12	2.29
Straightforwardness and honesty	5	5.80	2.17	8	6.00	2.39	47	6.26	2.32	8	5.88	2.75	8	7.13	3.00	14	6.29	2.43
Collaboration with groups outside of the Government	5	6.00	1.87	4	5.50	2.52	36	5.81	1.55	10	6.40	2.99	9	6.11	2.89	12	6.33	2.67
Collaboration with the Government	5	6.60	2.07	9	7.00	1.80	44	5.95	2.01	10	7.60	1.43	8	7.25	1.83	15	6.60	2.41
Collaboration with other donors	4	6.75	2.06	6	6.67	1.51	31	5.87	1.88	7	6.71	1.80	5	7.00	2.83	8	6.63	2.72
Follow through over time	5	6.00	2.55	8	7.25	1.98	42	6.50	1.69	10	6.90	2.33	7	6.86	2.85	15	7.00	1.96

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Argentina, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Transport	4	5.75	3.50	8	7.38	1.85	29	6.90	1.57	5	5.80	2.86	7	6.00	3.00	15	6.87	1.73
Urban development	4	5.50	1.73	5	6.20	1.64	28	5.86	1.35	6	6.00	2.68	6	5.83	2.99	13	6.46	1.56
Environmental sustainability	4	5.75	1.71	8	6.75	2.25	37	6.84	1.72	9	6.56	2.60	9	6.33	3.00	14	6.79	1.89
Basic infrastructure	4	6.75	1.26	7	6.00	1.15	38	6.76	1.36	8	6.25	1.49	7	6.00	2.83	16	7.25	1.39
Communicable/non-communicable diseases	4	6.75	.96	5	7.00	.71	30	6.83	1.34	4	5.25	1.26	4	6.75	2.87	12	7.25	1.36
Poverty reduction	4	5.50	1.73	7	4.57	2.15	38	5.50	2.18	9	5.56	1.42	5	5.40	3.05	12	6.50	1.31
Domestic private sector development	4	5.00	2.16	5	6.40	1.52	22	4.50	1.60	8	5.25	1.67	5	6.20	2.39	14	5.21	2.19
Water and sanitation	4	6.25	1.26	7	6.71	1.98	35	6.71	1.66	7	6.57	1.40	6	5.67	2.88	13	6.69	2.14
Economic growth	5	6.00	1.87	6	5.50	2.59	29	5.69	1.89	7	6.43	.98	5	6.80	2.59	12	5.83	2.33
Energy	4	6.00	.82	5	5.80	.84	26	5.88	2.16	7	6.14	1.95	6	6.00	2.61	10	6.10	2.42
Disaster management	4	5.25	1.50	4	7.50	2.08	22	5.36	1.62	5	5.40	1.52	5	5.20	3.56	9	5.67	2.35
Public financial management	5	6.00	2.35	6	3.50	2.88	26	5.23	2.05	7	6.29	1.25	5	4.80	3.96	12	5.67	2.27
Job creation/employment	4	5.00	2.83	5	5.00	2.92	31	4.97	2.18	6	5.83	.98	5	5.20	3.27	12	6.08	1.78
Equality of opportunity	5	5.20	2.17	5	6.60	2.61	30	5.63	1.79	8	5.38	1.51	5	5.20	3.27	12	5.67	1.87
Health	4	6.75	1.26	5	6.80	1.79	34	7.18	1.60	5	6.60	.89	5	6.40	2.61	11	7.18	1.47
Rural development	3	5.33	2.31	7	6.00	1.73	34	6.71	1.40	4	6.25	.96	4	6.75	2.87	11	6.73	1.49
Education	4	5.50	1.91	6	5.00	2.53	31	6.10	1.70	6	7.00	1.41	7	6.86	3.80	12	6.25	2.05
Social protection	4	5.75	1.50	6	4.50	2.35	24	5.38	1.84	4	5.75	1.26	5	5.20	3.70	11	5.73	2.69
Climate change	5	6.60	1.34	7	7.57	2.07	31	5.71	1.88	8	6.25	2.25	7	6.29	2.81	12	5.25	3.05
Public sector reform*	4	5.00	2.16	6	3.00	2.45	31	5.68	2.02	7	6.71	.76	5	5.00	3.54	11	6.18	2.68
Agricultural development	2	6.50	2.12	5	5.40	1.52	30	6.50	1.72	5	6.20	.84	6	6.33	2.34	12	5.67	2.39
Natural resource management	2	6.00	2.83	5	4.60	2.51	23	5.48	1.47	6	5.67	2.25	7	4.71	2.87	11	5.82	2.52

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	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's work help to achieve development results in Argentina?	6	6.50	2.07	9	6.22	1.20	46	5.83	1.70	10	5.80	1.55	8	6.25	1.98	15	5.87	1.77

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

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Argentina, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Argentina	5	6.60	1.95	9	6.67	1.66	43	6.35	1.59	10	5.70	2.16	7	5.29	1.80	16	5.88	1.82
The World Bank meets Argentina's needs for knowledge services	5	6.60	1.67	9	6.67	1.80	41	5.83	1.60	9	6.00	1.80	9	5.78	2.54	14	5.64	2.47

D. The World Bank's Knowledge

When thinking about the development challenges in Argentina, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Transport	33.3%	11.1%	16.7%	36.4%	40.0%	33.3%
Poverty reduction	33.3%	33.3%	12.5%	45.5%	20.0%	16.7%
Public sector reform	0.0%	11.1%	20.8%	0.0%	0.0%	11.1%
Regional integration*	33.3%	0.0%	4.2%	18.2%	0.0%	0.0%
Gender	33.3%	11.1%	25.0%	54.5%	40.0%	33.3%
Crime and violence	0.0%	11.1%	14.6%	9.1%	10.0%	5.6%
Rural development	16.7%	11.1%	8.3%	0.0%	0.0%	22.2%
Education	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Social protection	16.7%	33.3%	6.3%	0.0%	0.0%	5.6%
Governance	16.7%	0.0%	14.6%	9.1%	10.0%	5.6%
Domestic private sector development	16.7%	0.0%	0.0%	0.0%	0.0%	5.6%
Foreign direct investment	0.0%	0.0%	6.3%	0.0%	0.0%	5.6%
Water and sanitation*	33.3%	0.0%	4.2%	0.0%	10.0%	0.0%
Health	0.0%	11.1%	22.9%	0.0%	10.0%	11.1%
Climate change	0.0%	0.0%	2.1%	0.0%	0.0%	5.6%
Agricultural development	16.7%	11.1%	18.8%	0.0%	10.0%	33.3%
Trade and exports	16.7%	33.3%	12.5%	0.0%	30.0%	5.6%
Economic growth	33.3%	11.1%	10.4%	18.2%	10.0%	11.1%
Regulatory framework	0.0%	0.0%	2.1%	9.1%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	6.3%	18.2%	10.0%	0.0%
Natural resource management	0.0%	22.2%	22.9%	9.1%	40.0%	16.7%
Anti corruption	0.0%	11.1%	2.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	11.1%	10.4%	36.4%	30.0%	11.1%
Energy	0.0%	22.2%	8.3%	18.2%	20.0%	16.7%
Public financial management	0.0%	11.1%	4.2%	0.0%	0.0%	5.6%
Job creation/employment	0.0%	22.2%	22.9%	0.0%	10.0%	5.6%
Financial markets	0.0%	0.0%	4.2%	9.1%	0.0%	5.6%
Urban development	0.0%	0.0%	12.5%	9.1%	0.0%	11.1%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Equality of opportunity	0.0%	11.1%	0.0%	0.0%	0.0%	11.1%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)**How effective do you believe the World Bank's knowledge and research are at ... in Argentina? (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	6	6.00	1.67	8	5.63	2.33	38	5.34	1.85	9	5.11	1.90	7	6.86	2.04	15	6.20	1.82
Stimulating public debate/dialogue	5	5.80	1.48	7	6.71	1.98	39	5.13	1.94	9	5.33	1.50	7	7.14	1.77	17	5.82	1.88
Enhancing your knowledge and/or skills	6	6.83	1.72	9	7.44	1.42	43	5.95	1.79	9	6.56	1.01	7	7.57	1.90	16	5.75	2.21
Contributing to good policy making	6	6.83	1.17	6	6.33	1.97	41	5.80	1.78	10	6.30	2.00	8	7.00	1.93	15	6.20	2.21
Providing support for program implementation	5	7.60	2.19	8	7.63	1.51	43	6.49	1.97	10	6.60	1.65	8	6.88	2.10	16	6.88	1.54

To what extent do you believe that the World Bank's knowledge and research ... in Argentina? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	6	6.50	1.38	8	5.25	2.31	42	5.48	1.61	8	5.50	2.07	7	6.86	2.19	14	6.00	2.11
Are relevant to Argentina's development priorities	6	6.67	1.37	8	5.50	2.33	40	5.58	1.72	8	5.50	1.20	8	6.25	2.12	14	6.00	2.00
Provide feasible recommendations	5	6.00	2.45	7	5.71	2.14	42	5.38	1.62	8	5.38	1.06	7	6.43	1.90	14	6.00	2.18
Are accessible (well written and easy to understand)	6	6.67	2.73	7	6.00	1.91	43	5.95	1.65	8	5.25	1.67	7	7.00	2.52	13	6.08	2.53
A source of relevant information on global good practices	6	6.83	1.72	8	6.38	2.00	42	6.14	1.77	8	7.00	1.20	8	6.88	2.42	13	6.23	2.80
Are adequately disseminated	6	6.17	2.14	9	4.67	2.18	44	5.27	1.83	9	4.22	2.11	7	6.43	1.40	13	5.15	2.58
Are appropriately translated	5	6.40	2.51	7	6.29	.95	39	5.46	1.82	7	5.43	1.99	7	6.29	2.14	13	5.77	2.80
Are adaptable to Argentina's specific development challenges and country circumstances	6	6.17	1.72	8	4.38	2.07	41	5.20	1.86	8	5.00	1.20	7	6.00	1.83	13	5.85	2.30

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	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's knowledge and research make to development results in your country?	6	6.67	2.07	7	5.71	1.89	46	5.37	1.57	9	5.78	.97	10	5.80	1.99	15	6.13	2.13
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	6	7.50	1.87	8	6.75	1.39	44	6.45	1.49	9	7.11	.78	9	7.22	1.64	16	7.56	1.67

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

E. Working with the World Bank

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

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	5	6.80	2.77	9	7.89	1.76	44	7.18	1.73	8	6.25	3.01	5	6.80	2.17	12	5.67	2.77
The World Bank effectively monitors and evaluates the projects and programs it supports	5	6.00	1.87	9	6.89	2.03	47	6.49	1.83	10	7.00	2.67	6	7.00	2.28	14	7.14	1.66
The World Bank's approvals and reviews are done in a timely fashion	5	5.80	2.17	8	6.13	3.00	46	5.43	2.05	9	6.89	2.57	5	6.80	3.03	13	6.15	2.41
The World Bank's "Safeguard Policy" requirements are reasonable	4	5.00	3.16	8	6.63	1.85	45	6.11	2.14	9	7.67	2.29	6	7.33	1.86	11	5.18	3.19
The World Bank imposes reasonable conditions on its lending	5	5.20	2.17	9	6.44	2.30	46	6.02	1.86	8	7.00	2.14	6	7.33	2.50	13	5.92	2.25
Working with the World Bank increases Argentina's institutional capacity	5	6.00	2.45	9	6.67	2.74	47	6.49	1.67	9	7.00	2.83	7	7.00	2.52	16	6.38	2.28
The World Bank ensures consistency and continuity through staff changes	5	6.00	1.87	9	6.56	2.19	44	5.70	2.21	7	6.71	2.69	6	7.17	2.04	13	6.54	2.73
The World Bank's teams and visits are well coordinated	5	7.20	1.79	8	7.50	1.77	46	6.74	2.02	9	7.33	2.06	5	6.80	2.59	12	6.42	2.68
Where country systems are adequate, the World Bank makes appropriate use of them	4	4.75	3.10	9	6.78	2.39	41	6.24	2.31	8	7.38	1.85	6	7.50	1.87	13	6.15	3.00
The World Bank provides effective implementation support	4	6.25	1.89	9	6.22	2.64	47	6.45	2.17	9	7.44	1.88	6	7.67	2.34	13	7.08	1.98

F. The Future Role of the World Bank in Argentina

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Argentina's specific challenges	0.0%	22.2%	29.2%	27.3%	0.0%	16.7%
Reduce the complexity of obtaining World Bank financing	50.0%	33.3%	35.4%	45.5%	50.0%	44.4%
Focus primarily on advocacy issues	83.3%	33.3%	33.3%	27.3%	30.0%	33.3%
Improve the competitiveness of its financing compared to markets	0.0%	11.1%	18.8%	18.2%	10.0%	22.2%
Ensure greater selectivity in its work*	33.3%	11.1%	2.1%	0.0%	0.0%	11.1%
Provide more adequate data/knowledge/ statistics/figures on Argentina's economy	0.0%	33.3%	8.3%	27.3%	30.0%	5.6%
Offer more innovative financial products	0.0%	11.1%	25.0%	18.2%	10.0%	27.8%
Offer more innovative knowledge services	16.7%	33.3%	12.5%	18.2%	30.0%	16.7%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster	16.7%	11.1%	27.1%	0.0%	10.0%	5.6%
Other	0.0%	0.0%	2.1%	9.1%	10.0%	5.6%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Local newspapers	66.7%	77.8%	76.1%	63.6%	80.0%	83.3%
International newspapers	16.7%	22.2%	2.2%	18.2%	20.0%	16.7%
Local radio	0.0%	33.3%	19.6%	9.1%	10.0%	16.7%
Local television	16.7%	0.0%	4.3%	0.0%	10.0%	0.0%
International television	0.0%	0.0%	13.0%	9.1%	10.0%	0.0%
Internet	100.0%	66.7%	73.9%	63.6%	50.0%	66.7%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	2.2%	18.2%	0.0%	0.0%
Blogs	0.0%	0.0%	2.2%	0.0%	10.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
World Bank website	33.3%	22.2%	18.8%	0.0%	10.0%	27.8%
Direct contact with World Bank (i.e., face to face meetings/discussions)	33.3%	22.2%	31.3%	54.5%	30.0%	44.4%
e-Newsletters	33.3%	55.6%	39.6%	45.5%	60.0%	38.9%
Instant messaging	0.0%	22.2%	6.3%	0.0%	0.0%	0.0%
World Bank seminars/workshops/conferences	50.0%	66.7%	62.5%	36.4%	30.0%	61.1%
World Bank Public Information Center	16.7%	0.0%	10.4%	18.2%	30.0%	0.0%
World Bank publications and other written materials	33.3%	11.1%	27.1%	36.4%	30.0%	22.2%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	2.1%	9.1%	10.0%	5.6%
Blogs	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which do you primarily use?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
The World Bank's country website	66.7%	55.6%	62.8%	55.6%	60.0%	68.8%
The World Bank's main website	33.3%	44.4%	37.2%	44.4%	40.0%	31.3%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Office of Minister			Employee of Ministry/Ministerial Dep/Implementation Agency			PMU/Consultant/Contractor on Bank supported project			NGO			Academia/Research institute/Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	6	5.17	2.93	7	6.14	2.41	35	5.26	1.96	8	7.00	1.20	8	7.63	1.69	13	5.85	3.13
The World Bank's PIC is a valuable source of information related to development in Argentina*	4	5.50	1.91	5	5.80	1.92	19	5.16	1.68	6	7.67	1.63	7	7.43	1.62	8	6.00	2.45
I find the World Bank websites easy to navigate	6	6.33	2.07	8	5.50	1.60	44	5.80	1.91	9	5.56	2.30	6	7.83	1.17	16	6.50	2.31
I find the information on the World Bank's websites useful	6	6.33	2.25	8	7.13	1.13	41	6.27	1.76	9	6.22	1.72	7	7.71	1.60	17	7.29	2.42
When I need information from the World Bank I know how to find it	6	6.33	2.07	8	5.63	1.60	45	6.60	2.00	9	4.89	2.37	7	8.00	1.83	17	6.53	2.67
The World Bank is responsive to my information requests and inquiries	5	7.20	1.48	4	7.50	.58	38	7.11	2.08	9	7.00	2.92	6	8.00	2.10	10	7.30	3.27

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	87.5%	36.4%	40.0%	44.4%
No	0.0%	0.0%	12.5%	63.6%	60.0%	55.6%

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/ Consultant/ Contractor on Bank supported project	NGO	Academia/ Research institute/ Think tank	Other
Observer	0.0%	0.0%	4.5%	20.0%	30.0%	22.2%
Use World Bank reports/data	33.3%	44.4%	13.6%	40.0%	50.0%	44.4%
Engage in World Bank related/sponsored events/activities	66.7%	33.3%	63.6%	50.0%	40.0%	38.9%
Collaborate as part of my professional duties*	33.3%	77.8%	70.5%	40.0%	10.0%	33.3%
Use World Bank website for information, data, research, etc.	50.0%	22.2%	13.6%	10.0%	10.0%	27.8%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Argentina

In general, would you say that Argentina is headed in...?

Percentage of Respondents	Buenos Aires	Provinces
The right direction	47.3%	45.8%
The wrong direction	25.7%	20.8%
Not sure	27.0%	33.3%

When considering development priorities, which ONE development priority below is the most important in Argentina? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 st Most Important		
Percentage of Respondents	Buenos Aires	Provinces
Environmental sustainability	5.1%	0.0%
Equality of opportunity	24.4%	24.0%
Health	1.3%	0.0%
Climate change	0.0%	0.0%
Poverty reduction	21.8%	8.0%
Public sector reform	1.3%	0.0%
Regional integration	1.3%	8.0%
Gender	0.0%	0.0%
Crime and violence	6.4%	8.0%
Domestic private sector development	0.0%	0.0%
Foreign direct investment	0.0%	0.0%
Agricultural development	1.3%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	5.1%	12.0%
Regulatory framework	0.0%	0.0%
Basic infrastructure	1.3%	0.0%
Natural resource management	0.0%	4.0%
Anti corruption	7.7%	0.0%
Disaster management	0.0%	0.0%
Rural development	1.3%	4.0%
Education*	6.4%	20.0%
Social protection	0.0%	0.0%
Governance	7.7%	4.0%
Transport	0.0%	4.0%
Water and sanitation	0.0%	0.0%
Energy	1.3%	4.0%
Public financial management	1.3%	0.0%
Job creation/employment	5.1%	0.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%

*Significantly different between locations

A. General Issues facing Argentina (continued)

When considering development priorities, which ONE development priority below is the most important in Argentina?
Which ONE is the second most important priority? Which ONE is the third most important priority?

2nd Most Important		
Percentage of Respondents	Buenos Aires	Provinces
Environmental sustainability*	0.0%	8.0%
Equality of opportunity	6.4%	4.0%
Health	6.4%	4.0%
Climate change	0.0%	0.0%
Poverty reduction	16.7%	12.0%
Public sector reform	2.6%	0.0%
Regional integration	2.6%	0.0%
Gender	0.0%	0.0%
Crime and violence	5.1%	0.0%
Domestic private sector development	2.6%	8.0%
Foreign direct investment	0.0%	4.0%
Agricultural development	0.0%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	12.8%	12.0%
Regulatory framework	2.6%	0.0%
Basic infrastructure	3.8%	8.0%
Natural resource management	5.1%	4.0%
Anti corruption	5.1%	4.0%
Disaster management	0.0%	0.0%
Rural development	1.3%	0.0%
Education	7.7%	12.0%
Social protection	0.0%	0.0%
Governance	7.7%	4.0%
Transport	1.3%	0.0%
Water and sanitation	0.0%	0.0%
Energy	1.3%	0.0%
Public financial management	3.8%	0.0%
Job creation/employment*	2.6%	16.0%
Financial markets	0.0%	0.0%
Urban development	1.3%	0.0%

*Significantly different between locations

A. General Issues facing Argentina (continued)

When considering development priorities, which ONE development priority below is the most important in Argentina?
Which ONE is the second most important priority? Which ONE is the third most important priority?

3rd Most Important		
Percentage of Respondents	Buenos Aires	Provinces
Environmental sustainability	0.0%	0.0%
Equality of opportunity	5.1%	16.0%
Health	3.8%	4.0%
Climate change	0.0%	0.0%
Poverty reduction	9.0%	12.0%
Public sector reform	3.8%	4.0%
Regional integration	1.3%	0.0%
Gender	0.0%	0.0%
Crime and violence	6.4%	0.0%
Domestic private sector development	5.1%	4.0%
Foreign direct investment	0.0%	0.0%
Agricultural development	0.0%	0.0%
Trade and exports	3.8%	0.0%
Economic growth	3.8%	4.0%
Regulatory framework	2.6%	0.0%
Basic infrastructure	5.1%	4.0%
Natural resource management	6.4%	8.0%
Anti corruption	5.1%	0.0%
Disaster management	0.0%	0.0%
Rural development	0.0%	4.0%
Education	11.5%	0.0%
Social protection	0.0%	0.0%
Governance	7.7%	8.0%
Transport	0.0%	4.0%
Water and sanitation	1.3%	0.0%
Energy	0.0%	4.0%
Public financial management	7.7%	12.0%
Job creation/employment	9.0%	8.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%

A. General Issues facing Argentina (continued)

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Agricultural development	5.1%	4.0%
Trade and exports*	41.8%	20.0%
Economic growth	19.0%	12.0%
Regulatory framework	0.0%	0.0%
Basic infrastructure	1.3%	8.0%
Natural resource management	10.1%	12.0%
Anti corruption	0.0%	0.0%
Disaster management	5.1%	4.0%
Rural development	11.4%	20.0%
Education	0.0%	0.0%
Social protection	3.8%	12.0%
Governance	5.1%	0.0%
Transport	36.7%	28.0%
Water and sanitation	1.3%	0.0%
Energy	10.1%	20.0%
Public financial management	2.5%	4.0%
Job creation/employment	7.6%	4.0%
Financial markets	0.0%	0.0%
Urban development	2.5%	4.0%
Environmental sustainability	53.2%	48.0%
Equality of opportunity	13.9%	24.0%
Health	15.2%	16.0%
Climate change	1.3%	0.0%
Public sector reform	5.1%	0.0%
Regional integration	0.0%	4.0%
Gender	5.1%	4.0%
Crime and violence	39.2%	52.0%
Domestic private sector development	0.0%	0.0%
Foreign direct investment	3.8%	0.0%

*Significantly different between locations

A. General Issues facing Argentina (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Argentina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Water and sanitation	5.1%	8.0%
Energy	5.1%	0.0%
Public financial management	2.5%	0.0%
Job creation/employment	0.0%	0.0%
Financial markets	8.9%	4.0%
Urban development	7.6%	0.0%
Environmental sustainability	29.1%	24.0%
Equality of opportunity	0.0%	0.0%
Health	0.0%	0.0%
Climate change	32.9%	44.0%
Agricultural development	19.0%	28.0%
Trade and exports	7.6%	4.0%
Regulatory framework	29.1%	36.0%
Basic infrastructure	12.7%	12.0%
Natural resource management	20.3%	32.0%
Anti corruption	21.5%	24.0%
Disaster management	11.4%	4.0%
Rural development	0.0%	0.0%
Education	5.1%	4.0%
Social protection	10.1%	12.0%
Governance	1.3%	0.0%
Transport	22.8%	12.0%
Poverty reduction	10.1%	8.0%
Public sector reform	1.3%	0.0%
Regional integration	11.4%	16.0%
Gender	12.7%	12.0%
Crime and violence	10.1%	12.0%
Domestic private sector development	2.5%	4.0%
Foreign direct investment	0.0%	0.0%

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Argentina?	78	7.29	1.69	25	7.12	1.45

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Argentina.	75	6.05	1.75	25	6.64	1.58

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Argentina solve its most complicated development challenges?	75	6.67	1.83	24	6.92	2.34

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

When thinking about how the World Bank can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Argentina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Rural development	13.9%	24.0%
Education	10.1%	4.0%
Social protection	21.5%	8.0%
Governance	6.3%	4.0%
Transport*	34.2%	12.0%
Poverty reduction	11.4%	12.0%
Public sector reform	8.9%	4.0%
Regional integration	1.3%	0.0%
Gender	5.1%	0.0%
Crime and violence	6.3%	8.0%
Domestic private sector development	0.0%	4.0%
Foreign direct investment	2.5%	4.0%
Water and sanitation	0.0%	4.0%
Energy	7.6%	8.0%
Public financial management	7.6%	0.0%
Job creation/employment	27.8%	48.0%
Financial markets	10.1%	24.0%
Urban development	13.9%	8.0%
Environmental sustainability	0.0%	4.0%
Equality of opportunity	5.1%	12.0%
Health	25.3%	20.0%
Climate change	1.3%	4.0%
Agricultural development	17.7%	4.0%
Trade and exports	17.7%	28.0%
Economic growth	7.6%	12.0%
Regulatory framework	19.0%	24.0%
Basic infrastructure	3.8%	4.0%
Natural resource management	10.1%	8.0%
Anti corruption	0.0%	0.0%
Disaster management	3.8%	4.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value		
Percentage of Respondents	Buenos Aires	Provinces
Financial resources	57.7%	68.0%
Technical assistance	12.8%	16.0%
Policy advice	6.4%	0.0%
Data	0.0%	0.0%
Training/capacity building	9.0%	4.0%
Studies/analyses	5.1%	4.0%
Convening/facilitating	1.3%	0.0%
Linkage to non-Bank expertise	6.4%	8.0%
Other	1.3%	0.0%

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

2 nd Greatest Value		
Percentage of Respondents	Buenos Aires	Provinces
Financial resources	14.9%	8.0%
Technical assistance	23.0%	24.0%
Policy advice	6.8%	16.0%
Data	2.7%	0.0%
Training/capacity building	17.6%	16.0%
Studies/analyses	12.2%	8.0%
Convening/facilitating	8.1%	8.0%
Linkage to non-Bank expertise	13.5%	16.0%
Other	1.4%	4.0%

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Imposing technocratic solutions without regard to political realities	53.8%	52.0%
Not exploring alternative policy options	25.6%	12.0%
Staff too inaccessible	6.4%	8.0%
Arrogant in its approach	9.0%	4.0%
Not willing to honestly criticize policies and reform efforts in the country	16.7%	24.0%
Too influenced by developed countries	33.3%	48.0%
Not enough public disclosure of its work	14.1%	12.0%
World Bank processes too slow and complex	30.8%	32.0%
Other	0.0%	4.0%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Argentina?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Investment lending	83.5%	80.0%
Capacity development	22.8%	40.0%
Policy based lending/ budget support to the Government	35.4%	28.0%
Knowledge products/services	15.2%	12.0%
Technical assistance	30.4%	32.0%
Trust Fund management	7.6%	8.0%
Other	2.5%	0.0%
Don't know	1.3%	0.0%

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Argentina?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Investment lending	7.6%	16.0%
Capacity development	16.5%	20.0%
Policy based lending/ budget support to the Government	29.1%	40.0%
Knowledge products/services	35.4%	32.0%
Technical assistance	20.3%	8.0%
Trust Fund management	30.4%	32.0%
Other	35.4%	24.0%
Don't know	24.1%	28.0%

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
NGOs	35.4%	20.0%
Local Government	50.6%	72.0%
Beneficiaries	17.7%	32.0%
Private sector	17.7%	24.0%
Community Based Organizations (CBOs)	19.0%	12.0%
Academia/think tanks/research institutes	34.2%	40.0%
Parliament	12.7%	0.0%
Media	5.1%	0.0%
Other	2.5%	0.0%

To what extent do you agree with the following statements about the World Bank's work in Argentina, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Argentina	75	5.44	1.83	25	6.08	1.85
The World Bank's work is aligned with what I consider the development priorities for this country	73	5.68	1.82	25	6.00	1.94
The World Bank treats clients and stakeholders in Argentina with respect	74	7.15	2.13	24	7.58	2.38

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

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Responsiveness	68	5.96	1.95	24	6.17	1.74
Flexibility (in terms of the World Bank's products and services)	67	5.27	1.99	24	5.75	1.75
Flexibility (in terms of changing country circumstances)	69	5.22	1.96	24	6.13	2.09
Being inclusive	68	5.51	2.12	22	6.41	1.79
Openness (sharing data and other information)	74	6.50	2.04	23	6.91	2.02
Staff accessibility	74	6.77	2.15	25	7.24	2.45
Straightforwardness and honesty	68	6.04	2.24	24	6.92	2.62
Collaboration with groups outside of the Government	59	5.86	2.19	18	6.50	1.98
Collaboration with the Government	68	6.41	1.99	24	6.75	2.13
Collaboration with other donors	48	6.06	2.04	14	7.14	1.70
Follow through over time	65	6.51	1.94	23	7.30	1.92

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Argentina, on a ten point scale?

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Transport	51	6.41	2.03	18	7.28	2.16
Urban development	48	5.75	1.76	15	6.53	1.85
Environmental sustainability	62	6.45	2.05	20	7.15	2.13
Basic infrastructure	62	6.48	1.58	19	7.05	1.72
Communicable/non-communicable diseases	49	6.71	1.50	11	7.00	1.34
Poverty reduction	59	5.36	1.95	17	6.18	2.21
Domestic private sector development	43	4.93	1.74	15	5.67	2.26
Water and sanitation	54	6.39	1.83	18	7.17	1.72
Economic growth	48	5.79	1.79	16	6.19	2.54
Energy	44	5.91	1.94	15	5.87	2.47
Disaster management	37	5.62	1.93	13	5.15	2.44
Public financial management	46	5.24	2.28	16	5.31	2.57
Job creation/employment	47	5.15	2.05	17	5.47	2.65
Equality of opportunity	49	5.43	1.91	17	5.94	2.19
Health	52	7.04	1.39	13	6.69	2.39
Rural development	48	6.33	1.46	16	7.00	1.86
Education	52	5.96	2.04	15	6.60	2.44
Social protection	44	5.32	1.97	11	5.45	2.98
Climate change	56	5.75	2.27	15	6.73	2.22
Public sector reform	50	5.34	2.15	15	6.07	2.89
Agricultural development	45	5.89	1.86	16	6.88	1.78
Natural resource management*	43	5.05	2.00	12	6.42	2.23

*Significantly different between locations

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Argentina?	72	5.82	1.51	24	6.29	2.07

(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 in Argentina, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Argentina	70	5.99	1.78	22	6.55	1.71
The World Bank meets Argentina's needs for knowledge services	67	5.79	1.80	22	6.32	2.15

D. The World Bank's Knowledge

When thinking about the development challenges in Argentina, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Transport	22.8%	28.0%
Poverty reduction	24.1%	8.0%
Public sector reform*	16.5%	0.0%
Regional integration	6.3%	4.0%
Gender	32.9%	20.0%
Crime and violence	12.7%	4.0%
Rural development	7.6%	16.0%
Education	1.3%	0.0%
Social protection	10.1%	0.0%
Governance	8.9%	16.0%
Domestic private sector development*	0.0%	8.0%
Foreign direct investment	2.5%	8.0%
Water and sanitation	6.3%	0.0%
Health	17.7%	4.0%
Climate change	1.3%	4.0%
Agricultural development*	12.7%	32.0%
Trade and exports	11.4%	24.0%
Economic growth	16.5%	4.0%
Regulatory framework	1.3%	4.0%
Basic infrastructure	5.1%	8.0%
Natural resource management	24.1%	12.0%
Anti corruption	2.5%	0.0%
Disaster management	16.5%	12.0%
Energy*	7.6%	32.0%
Public financial management	2.5%	8.0%
Job creation/employment	12.7%	24.0%
Financial markets	2.5%	8.0%
Urban development	8.9%	8.0%
Environmental sustainability	1.3%	0.0%
Equality of opportunity	2.5%	4.0%

*Significantly different between locations

How effective do you believe the World Bank's knowledge and research are at ... in Argentina?

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	64	5.66	1.86	21	5.90	2.10
Stimulating public debate/dialogue	63	5.49	1.89	22	6.05	1.91
Enhancing your knowledge and/or skills	69	6.26	1.78	23	6.57	2.02
Contributing to good policy making	66	6.11	1.82	22	6.14	2.17
Providing support for program implementation	69	6.77	1.78	23	6.78	2.00

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Argentina?

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

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Are timely	64	5.66	1.78	22	6.00	2.05
Are relevant to Argentina's development priorities	64	5.78	1.68	21	5.81	2.14
Provide feasible recommendations	64	5.52	1.62	21	6.05	2.13
Are accessible (well written and easy to understand)	64	5.92	1.99	22	6.55	1.90
A source of relevant information on global good practices	66	6.39	1.92	21	6.43	2.11
Are adequately disseminated	68	5.09	2.09	22	5.59	1.87
Are appropriately translated	61	5.57	2.09	18	6.22	1.59
Are adaptable to Argentina's specific development challenges and country circumstances	65	5.37	1.86	20	5.45	2.16

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	72	5.61	1.63	23	6.17	2.12
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	72	6.83	1.44	22	7.09	1.77

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

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	63	6.63	2.11	22	7.73	2.07
The World Bank effectively monitors and evaluates the projects and programs it supports	69	6.45	1.88	24	7.25	2.15
The World Bank's approvals and reviews are done in a timely fashion*	65	5.60	2.21	23	6.70	2.38
The World Bank's "Safeguard Policy" requirements are reasonable	62	6.16	2.18	23	6.57	2.81
The World Bank imposes reasonable conditions on its lending	66	6.06	2.06	23	6.70	1.96
Working with the World Bank increases Argentina's institutional capacity*	71	6.27	2.11	24	7.29	1.88
The World Bank ensures consistency and continuity through staff changes	65	6.03	2.25	21	6.38	2.48
The World Bank's teams and visits are well coordinated	64	6.59	2.01	23	7.43	2.37
Where country systems are adequate, the World Bank makes appropriate use of them	60	6.30	2.28	22	6.82	2.74
The World Bank provides effective implementation support*	66	6.36	2.22	24	7.46	1.93

*Significantly different between locations

F. The Future Role of the World Bank in Argentina

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Improve the quality of its experts as related to Argentina's specific challenges	20.3%	24.0%
Reduce the complexity of obtaining World Bank financing	41.8%	32.0%
Focus primarily on advocacy issues	35.4%	36.0%
Improve the competitiveness of its financing compared to markets	16.5%	20.0%
Ensure greater selectivity in its work	7.6%	0.0%
Provide more adequate data/knowledge/statistics/figures on Argentina's economy	13.9%	12.0%
Offer more innovative financial products	17.7%	32.0%
Offer more innovative knowledge services	16.5%	20.0%
Increase availability of Fee-Based services	0.0%	0.0%
Work faster	17.7%	12.0%
Other	3.8%	4.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Local newspapers	78.2%	66.7%
International newspapers	11.5%	8.3%
Local radio	16.7%	16.7%
Local television	2.6%	8.3%
International television	9.0%	4.2%
Internet	65.4%	87.5%
Social media (Facebook, Twitter, Youtube)	3.8%	0.0%
Blogs	2.6%	4.2%
Other	2.6%	0.0%

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
World Bank website	20.3%	16.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	32.9%	40.0%
e-Newsletters	46.8%	36.0%
Instant messaging	5.1%	4.0%
World Bank seminars/workshops/conferences	53.2%	64.0%
World Bank Public Information Center	11.4%	8.0%
World Bank publications and other written materials	25.3%	28.0%
Mobile phones	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	3.8%	4.0%
Blogs	1.3%	0.0%
Other	0.0%	0.0%

Which do you primarily use?

Percentage of Respondents	Buenos Aires	Provinces
The World Bank's country website	60.6%	66.7%
The World Bank's main website	39.4%	33.3%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Buenos Aires			Provinces		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	63	5.68	2.37	15	6.73	1.87
The World Bank's PIC is a valuable source of information related to development in Argentina	38	5.79	2.04	11	6.82	1.72
I find the World Bank websites easy to navigate	70	6.04	2.07	21	6.33	1.96
I find the information on the World Bank's websites useful	70	6.59	1.91	20	7.15	1.93
When I need information from the World Bank I know how to find it	71	6.32	2.16	23	6.74	2.30
The World Bank is responsive to my information requests and inquiries*	59	7.00	2.27	15	8.27	1.83

*Significantly different between locations

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Buenos Aires	Provinces
Yes	72.2%	68.0%
No	27.8%	32.0%

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

Percentage of Respondents (Responses Combined)	Buenos Aires	Provinces
Observer	9.2%	17.4%
Use World Bank reports/data	30.3%	26.1%
Engage in World Bank related/sponsored events/activities	52.6%	52.2%
Collaborate as part of my professional duties	52.6%	52.2%
Use World Bank website for information, data, research, etc.	19.7%	17.4%

Appendix D: Responses to All Questions by Year¹

FY '05 Response Number = 279 • FY '10 Response Number = 253 • FY '12 Response Number = 104

B. Overall Attitudes toward the World Bank

	year								
	FY 2005			FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Argentina?*	270	7.09	1.92	253	6.77	2.05	103	7.25	1.63
Overall, please rate your impression of the World Bank's effectiveness in Argentina.^	257	5.58	1.82	239	6.16	1.88	100	6.20	1.72

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

*Significantly different between FY12 and FY10 country surveys. ^Significantly different between FY12 and FY05 country surveys.

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
NGOs	31.2%	31.7%
Local Government	51.0%	55.8%
Beneficiaries	26.9%	21.2%
Private sector	17.4%	19.2%
Community Based Organizations (CBOs)	18.6%	17.3%
Academia/think tanks/research institutes*	-	35.6%
Parliament	14.2%	9.6%
Media*	-	3.8%
Other	39.5%	1.9%

* Not included in FY 2010 questionnaire.

To what extent do you agree with the following statements about the World Bank's work in Argentina, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2005			FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Argentina^	260	4.81	2.03	247	5.43	2.07	100	5.60	1.85
The World Bank's work is aligned with what I consider the development priorities for this country^	251	4.76	1.95	243	5.59	2.05	98	5.77	1.84
The World Bank treats clients and stakeholders in Argentina with respect	228	6.91	2.34	229	7.32	2.05	98	7.26	2.19

^Significantly different between FY12 and FY05 country surveys.

¹ Only those questions that were asked in the FY '05, FY '10 and FY '12 country surveys, with similar response scales/options, are presented.

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Argentina, on a ten point scale?

	year								
	FY 2005			FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Basic infrastructure [^]	225	5.99	2.04	226	6.35	2.09	81	6.62	1.62
Poverty reduction ^{^*}	238	4.96	1.96	226	4.37	1.88	76	5.54	2.03
Domestic private sector development	187	4.95	2.07	191	5.08	2.14	58	5.12	1.89
Economic growth ^{^*}	231	4.99	1.68	227	4.90	1.88	64	5.89	1.99
Public financial management	208	4.93	1.99	186	5.15	2.25	62	5.26	2.34
Health ^{^*}	215	5.72	2.13	212	5.11	2.22	65	6.97	1.62
Education ^{^*}	224	5.39	2.20	212	4.86	2.21	67	6.10	2.13
Social protection	213	5.61	2.22	201	5.24	2.23	55	5.35	2.18
Climate change [*]				179	4.37	2.23	71	5.96	2.28
Public sector reform	235	5.02	2.11	229	5.08	2.13	65	5.51	2.34
Agricultural development ^{^*}	187	5.09	2.14	181	5.11	2.24	61	6.15	1.88
Natural resource management	215	5.70	2.11	223	5.49	2.31	55	5.35	2.11

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

^{*}Significantly different between FY12 and FY10 country surveys. [^]Significantly different between FY12 and FY05 country surveys.

D. The World Bank's Knowledge

When thinking about the development challenges in Argentina, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years?

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Transport	6.7%	24.0%
Poverty reduction	28.5%	20.2%
Public sector reform	11.1%	12.5%
Regional integration [*]	-	5.8%
Gender [*]	-	29.8%
Crime and violence [*]	-	10.6%
Rural development	2.4%	9.6%
Education	33.2%	1.0%
Social protection	6.7%	7.7%
Governance	7.9%	10.6%
Domestic private sector development	6.7%	1.9%
Foreign direct investment [*]	-	3.8%
Water and sanitation	3.6%	4.8%
Health	12.6%	14.4%
Climate change [*]	-	1.9%
Agricultural development	4.3%	17.3%
Trade and exports [*]	-	14.4%
Economic growth [*]	-	13.5%
Regulatory framework [*]	-	1.9%
Basic infrastructure [*]	-	5.8%
Natural resource management/environmental sustainability	15.0%	22.1%
Anti corruption	9.1%	1.9%
Disaster management [*]	-	15.4%
Energy	11.5%	13.5%
Public financial management	5.1%	3.8%
Job creation/employment	10.3%	15.4%
Financial markets	1.6%	3.8%
Urban development	7.1%	8.7%
Equality of opportunity	11.5%	2.9%

^{*} Not included in FY 2010 questionnaire.

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

	year								
	FY 2005			FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	152	6.37	2.49	165	7.08	2.20	85	6.92	2.14
The World Bank effectively monitors and evaluates the projects and programs it supports	157	6.42	2.11	180	6.57	2.05	93	6.66	1.98
The World Bank imposes reasonable conditions on its lending [^]	242	5.60	2.38	220	6.23	2.18	89	6.22	2.04
Working with the World Bank increases Argentina's institutional capacity	155	6.02	2.16	174	6.43	1.99	95	6.53	2.09

(1-Strongly disagree, 10-Strongly agree)

[^]Significantly different between FY12 and FY05 country surveys.

F. The Future Role of the World Bank in Argentina

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Improve the quality of its experts as related to Argentina's specific challenges	17.0%	21.2%
Reduce the complexity of obtaining World Bank financing	25.7%	39.4%
Focus primarily on advocacy issues	22.1%	35.6%
Improve the competitiveness of its financing compared to markets	9.5%	17.3%
Ensure greater selectivity in its work*	-	5.8%
Provide more adequate data/knowledge/statistics/figures on Argentina's economy*	-	13.5%
Offer more innovative financial products	9.9%	21.2%
Offer more innovative knowledge services	9.9%	17.3%
Increase availability of Fee-Based services*	-	0.0%
Work faster*	-	16.3%
Other	5.9%	3.8%

* Not included in FY 2010 questionnaire.

G. Communication and Information Sharing

Which do you primarily use?

Percentage of Respondents	FY 2005	FY 2010	FY 2012
The World Bank's country website [^] *	34.3%	43.5%	62.2%
The World Bank's main website [^] *	65.7%	56.5%	37.8%

*Significantly different between FY12 and FY10 country surveys. [^]Significantly different between FY12 and FY05 country surveys.

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the World Bank websites easy to navigate*	226	6.82	2.07	91	6.11	2.04
I find the information on the World Bank's websites useful*	224	7.32	1.79	90	6.71	1.92
When I need information from the World Bank I know how to find it	236	6.73	2.26	94	6.43	2.19
The World Bank is responsive to my information requests and inquiries	213	7.33	2.02	74	7.26	2.23

*Significantly different between FY12 and FY10 country surveys.

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Argentina? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Argentina.	6.18	6.21	6.34	5.40	5.96	6.96	6.16	6.31	6.36	6.14	6.16	6.58
To what extent do you believe the World Bank's staff is well prepared to help Argentina solve its most complicated development challenges?	6.92	6.66	6.81	6.44	6.49	7.46	6.84	6.72	7.07	6.54	6.58	7.58
Overall the World Bank currently plays a relevant role in development in Argentina	5.26	5.73	5.80	4.40	5.30	6.50	5.62	5.68	5.64	5.67	5.55	6.05
The World Bank's work is aligned with what I consider the development priorities for this country	5.92	5.71	5.94	4.56	5.55	6.44	5.59	6.00	5.88	5.75	5.77	5.95
Responsiveness	6.08	5.99	6.18	5.11	5.75	6.88	6.00	6.12	6.29	5.87	5.99	6.50
Openness (sharing data and other information)	6.67	6.57	6.64	6.60	6.54	6.86	6.63	6.64	6.76	6.51	6.53	7.12
Collaboration with groups outside of the Government	6.13	5.96	6.10	4.83	5.83	6.43	5.79	6.14	5.81	6.19	6.11	5.42
Collaboration with the Government	6.81	6.38	6.60	5.90	6.22	7.28	6.49	6.55	6.67	6.39	6.45	6.87
Collaboration with other donors	6.53	6.23	6.38	5.00	5.98	7.20	6.48	6.17	6.26	6.31	6.30	6.25
To what extent does the World Bank's work help to achieve development results in Argentina?	5.81	5.99	6.11	4.78	5.63	6.81	6.05	5.92	6.05	5.92	5.84	6.59
The World Bank's financial instruments meet the needs of Argentina	5.64	6.30	6.28	4.75	5.97	6.56	6.08	6.19	5.88	6.35	6.04	6.53
The World Bank meets Argentina's needs for knowledge services	5.76	5.98	6.09	5.00	5.72	6.64	5.89	6.06	5.88	6.09	5.85	6.67
Are adaptable to Argentina's specific development challenges and country circumstances	5.46	5.36	5.53	4.56	5.17	6.04	5.34	5.48	5.58	5.28	5.30	6.00
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5.85	5.71	5.93	5.00	5.45	6.77	5.93	5.75	5.89	5.76	5.76	6.13
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.50	6.66	6.95	7.22	6.68	7.64	7.07	6.90	7.41	6.57	6.84	7.63
Where country systems are adequate, the World Bank makes appropriate use of them	7.05	6.24	6.49	5.80	6.09	7.32	6.47	6.42	6.97	6.05	6.23	7.58

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Argentina FY 2012 Questionnaire



World Bank Country Survey FY12 – ARGENTINA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Argentina or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Argentina, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Argentina. The World Bank commissioned an independent firm to oversee the logistics of this effort in Argentina. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING ARGENTINA

A1. In general would you say that ARGENTINA is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES FACING ARGENTINA (CONT...)

A2. When considering development priorities, which ONE development priority below is the most important in ARGENTINA? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING ARGENTINA (CONT...)

A 3. Poverty reduction is a broad term that encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in ARGENTINA? (Choose no more than THREE)	
1	Agricultural development
2	Trade and exports
3	Economic growth
4	Regulatory framework
5	Basic infrastructure
6	Natural resource management (e.g., oil, gas, mining)
7	Anti corruption
8	Disaster management
9	Rural development
10	Education
11	Social protection (e.g., pensions, targeted social assistance)
12	Governance (i.e., government effectiveness)
13	Transport (e.g., roads, bridges, transportation)
14	Water and sanitation
15	Energy
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Job creation/employment
18	Financial markets
19	Urban development
20	Environmental sustainability
21	Equality of opportunity (i.e., equity)
22	Health
23	Climate change (e.g., mitigation, adaptation)
24	Public sector reform
25	Regional integration
26	Gender
27	Crime and violence
28	Domestic private sector development
29	Foreign direct investment

SECTION A: GENERAL ISSUES FACING ARGENTINA (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in ARGENTINA? (Choose no more than THREE)	
1	Water and sanitation
2	Energy
3	Public financial management (e.g., public expenditure, fiscal system reform)
4	Job creation/employment
5	Financial markets
6	Urban development
7	Environmental sustainability
8	Equality of opportunity (i.e., equity)
9	Health
10	Climate change (e.g., mitigation, adaptation)
11	Agricultural development
12	Trade and exports
13	Regulatory framework
14	Basic infrastructure
15	Natural resource management (e.g., oil, gas, mining)
16	Anti corruption
17	Disaster management
18	Rural development
19	Education
20	Social protection (e.g., pensions, targeted social assistance)
21	Governance (i.e., government effectiveness)
22	Transport (e.g., roads, bridges, transportation)
23	Poverty reduction
24	Public sector reform
25	Regional integration
26	Gender
27	Crime and violence
28	Domestic private sector development
29	Foreign direct investment

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in ARGENTINA, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in ARGENTINA, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B4. When thinking about how the World Bank can have the most impact on development results in ARGENTINA, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in ARGENTINA? (Choose no more than THREE)

1	Rural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional integration
9	Gender
10	Crime and violence
11	Domestic private sector development
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Public financial management (e.g., public expenditure, fiscal system reform)
16	Job creation/employment
17	Financial markets
18	Urban development
19	Environmental sustainability
20	Equality of opportunity (i.e., equity)
21	Health
22	Climate change (e.g., mitigation, adaptation)
23	Agricultural development
24	Trade and exports
25	Economic growth
26	Regulatory framework
27	Basic infrastructure
28	Natural resource management (e.g., oil, gas, mining)
29	Anti corruption
30	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

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

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
4	Data	<input type="checkbox"/>	<input type="checkbox"/>
5	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
6	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
7	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
8	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Staff too inaccessible
4	Arrogant in its approach
5	Not willing to honestly criticize policies and reform efforts in the country
6	Too influenced by developed countries
7	Not enough public disclosure of its work
8	World Bank processes too slow and complex
9	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in ARGENTINA? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in ARGENTINA? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
8	Academia/think tanks/research institutes
9	Parliament
10	Media
12	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Argentina, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank currently plays a relevant role in development in Argentina	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank treats clients and stakeholders in Argentina with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Argentina, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B13	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in ARGENTINA, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

C23. To what extent does the World Bank's work help to achieve development results in ARGENTINA, on a ten point scale?											
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 in ARGENTINA, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
C24	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of ARGENTINA	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	The World Bank meets ARGENTINA's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in ARGENTINA, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Transport (e.g., roads, bridges, transportation)
2	Poverty reduction
3	Public sector reform
4	Regional integration
5	Gender
6	Crime and violence
7	Rural development
8	Education
9	Social protection (e.g., pensions, targeted social assistance)
10	Governance (i.e., government effectiveness)
11	Domestic private sector development
12	Foreign direct investment
13	Water and sanitation
14	Health
15	Climate change (e.g., mitigation, adaptation)
16	Agricultural development
17	Trade and exports
18	Economic growth
19	Regulatory framework
20	Basic infrastructure
21	Natural resource management (e.g., oil, gas, mining)
22	Anti corruption
23	Disaster management
24	Energy
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Financial markets
28	Urban development
29	Environmental sustainability
30	Equality of opportunity (i.e., equity)

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in ARGENTINA?													
		Not effective at all										Very effective	Don't know
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you believe that the World Bank's knowledge and research ... in ARGENTINA?													
		To no degree at all										To a very significant degree	Don't know
D7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are relevant to ARGENTINA's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are adaptable to ARGENTINA's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D15. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D16. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?										
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

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank 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'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's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Argentina's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

F1. Which of the following SHOULD the World Bank do to make itself of greater value in ARGENTINA? (Choose no more than TWO)	
1	Improve the quality of its experts as related to ARGENTINA's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on ARGENTINA's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in ARGENTINA? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	Local television
5	International television
6	Internet
7	Social media (Facebook, Twitter, Youtube)
8	Blogs
9	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G3. Which do you primarily use?	
1	The World Bank's country website (www.bancomundial.org.ar)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G4	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G5	The World Bank's PIC is a valuable source of information related to development in Argentina <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G6	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G7	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G8	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G9	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION

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

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (i.e., government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Argentina? (Choose no more than TWO)

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

H5. Which best represents your geographic location?

1	Ciudad de Buenos Aires
2	Provincias

Thank you for completing the survey!