

FY15 Chile Country Opinion Survey Report

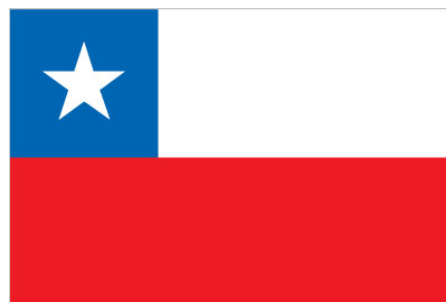
THE WORLD BANK GROUP

Public Opinion Research Group



Acknowledgements

The Chile Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, and Jessica Cameron. Calita Woods, Dania Mendoza, and Isabel Tepedino provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the local fielding agency Kronos. In particular, PORG is grateful for the support from Sandra Arzubiaga (Communications Officer) who coordinated the survey related activities from Lima, Peru.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

- *General Issues Facing Chile*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Chile*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to October 2015, 486 stakeholders of the WBG in Chile were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 49 stakeholders participated in the survey (10% response rate).

Respondents received and completed with the presence of a representative of the independent fielding agency. Respondents were asked about: general issues facing Chile; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Chile; and the WBG's communication and information sharing.

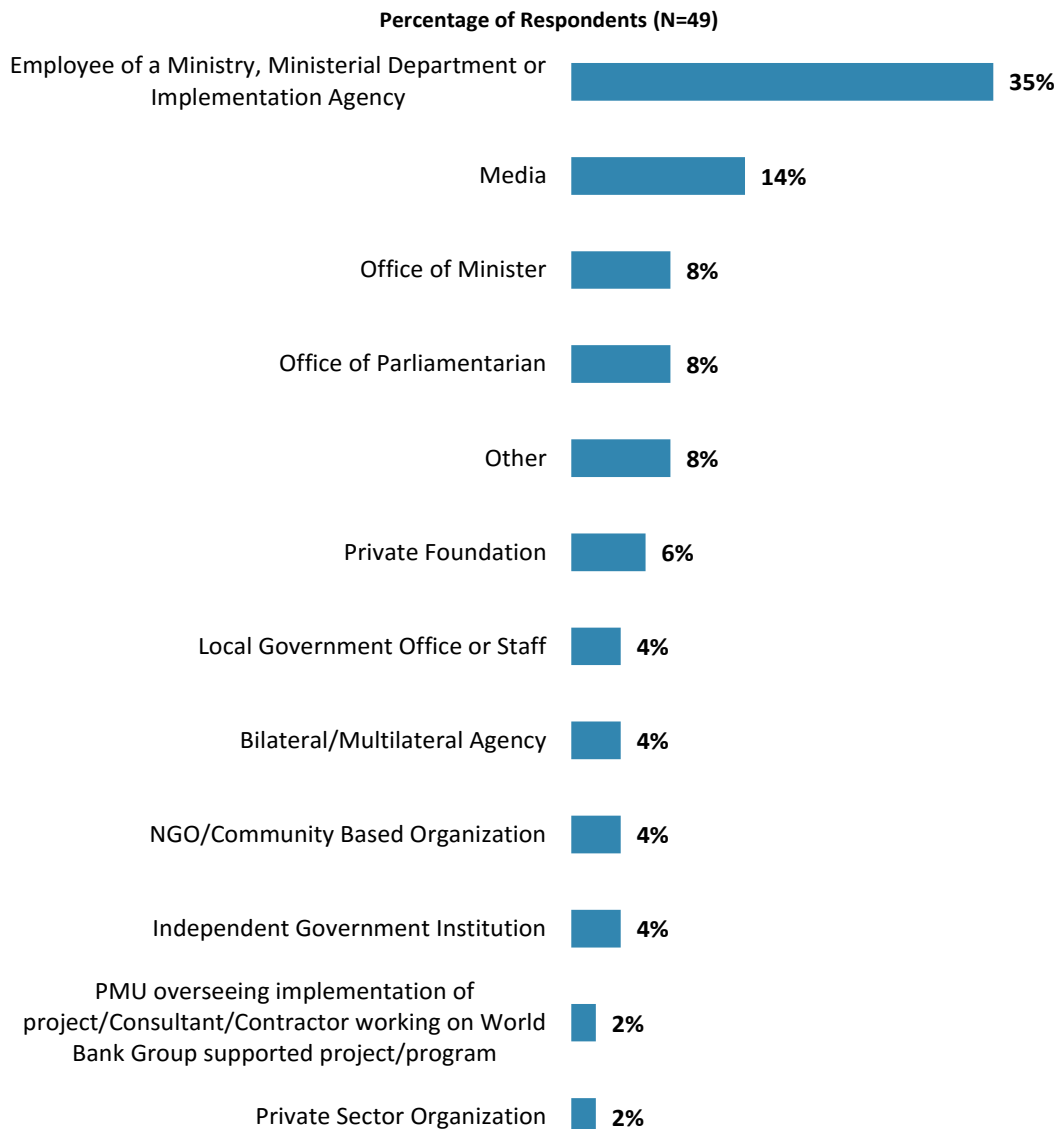
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.



III. Demographics of the Sample

Current Position

- For further analyses, respondents from ministries/ ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects were combined; respondents from non-profit organizations/community based organizations and private foundations were combined in the “CSO” category. Few respondents from the office of a minister, office of a parliamentarian, local governments, bilateral/multilateral agencies, private sector organizations, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, financial sector/private banks, faith-based groups, trade unions, youth groups, academia, or the judiciary branch.

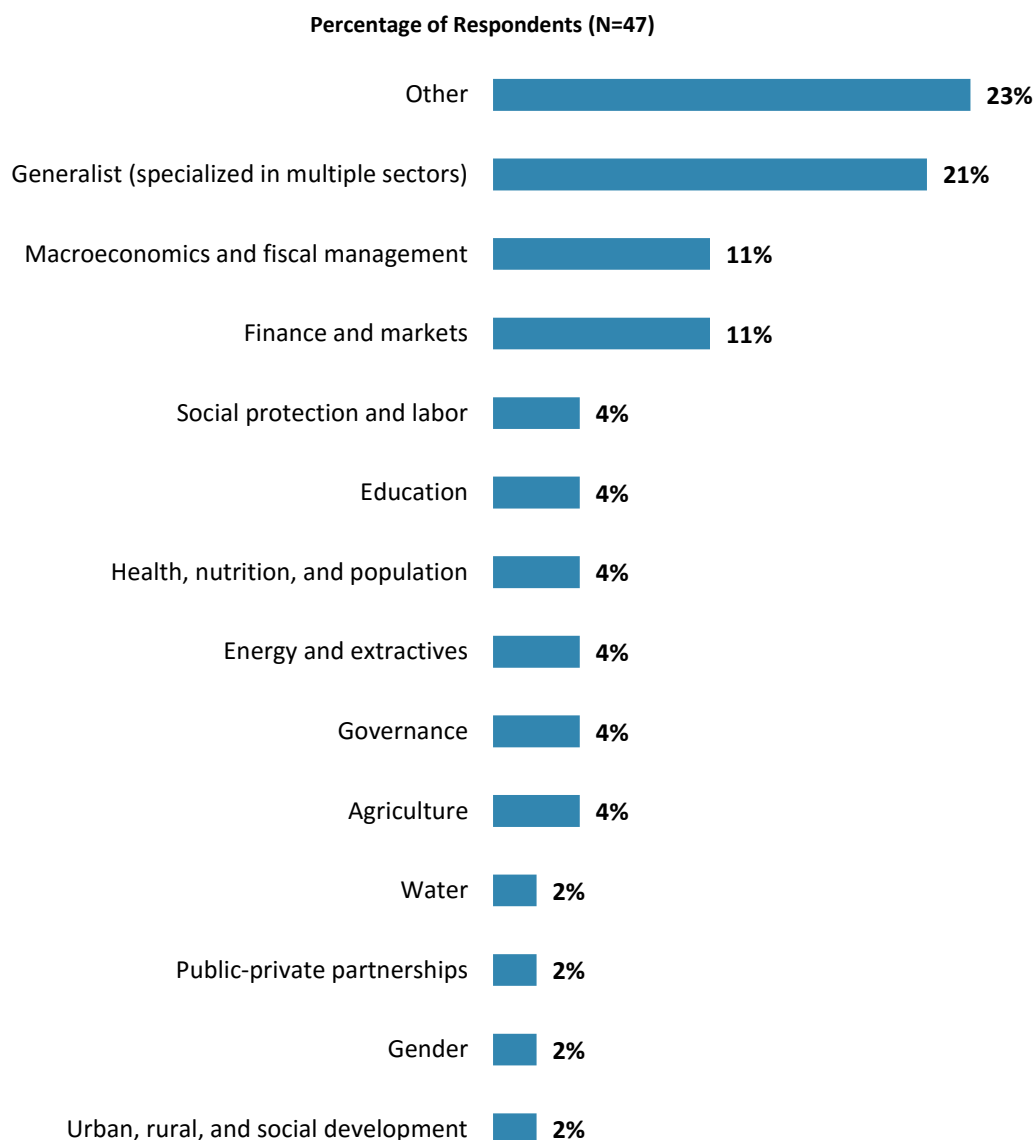


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

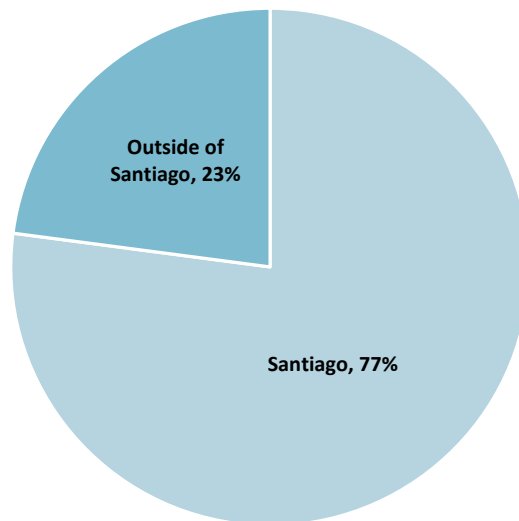


III. Demographics of the Sample (continued)

Geographic locations

- For comparisons between geographic locations, please go to appendix C (page 91).

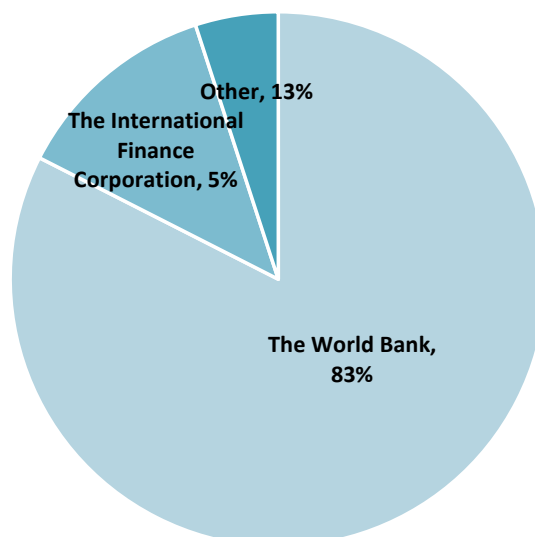
Percentage of Respondents (N=48)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=40)



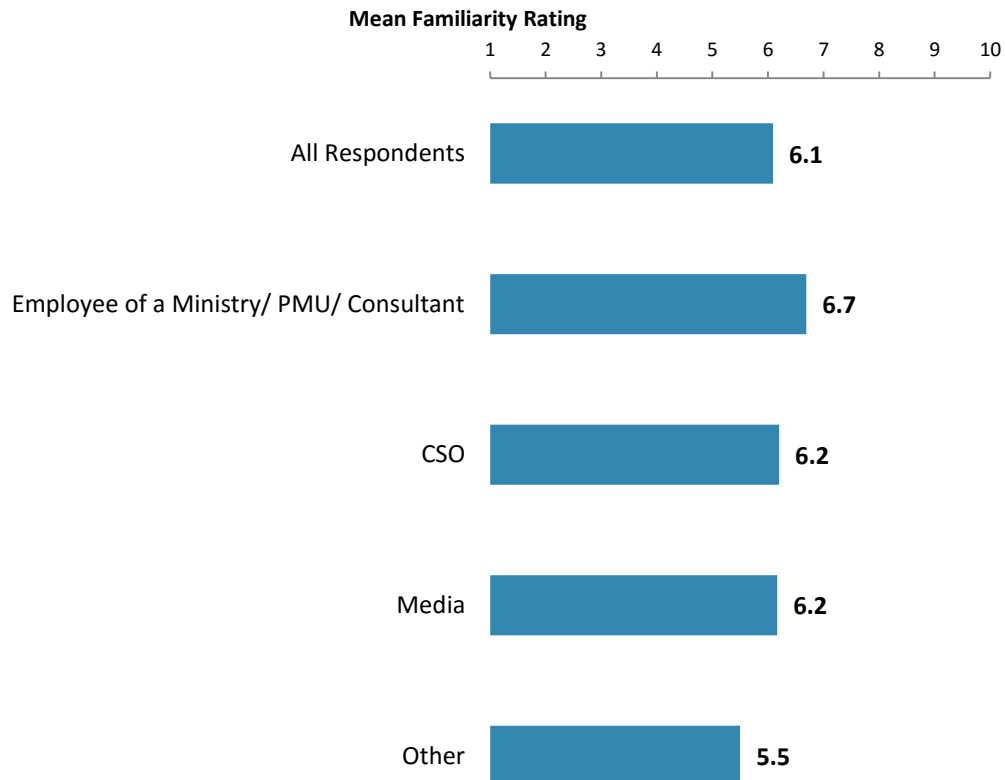
"Which of the following agencies of the World Bank Group do you primarily engage with in Chile?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)
(Note: no respondents chose "the Multilateral Investment Guarantee Agency")



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Chile, and the extent to which the WBG plays a relevant role in development in Chile. However, the respondents' levels of familiarity with the WBG were not significantly correlated with the extent to which the WBG contributes to the country's development results.



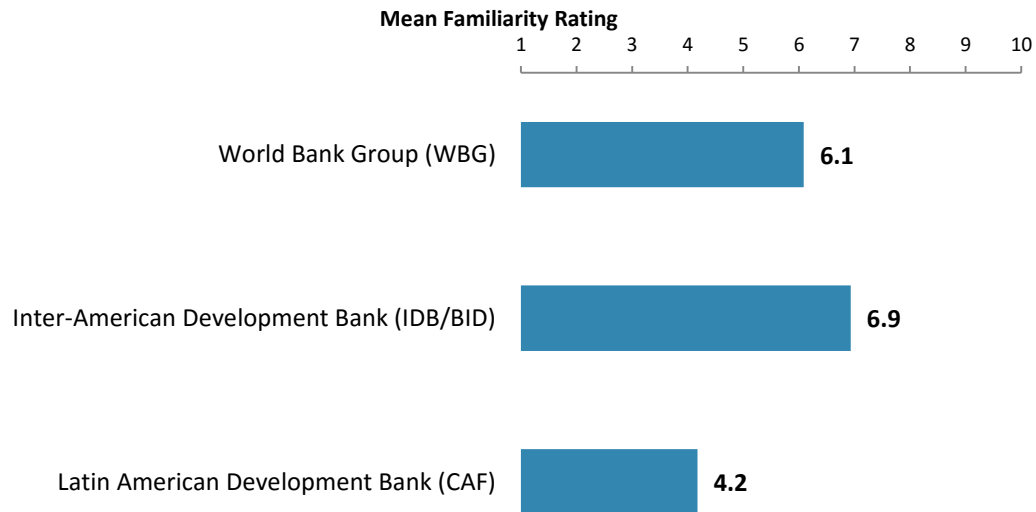
"How familiar are you with the work of the World Bank Group in Chile?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Organizations

- Respondents were significantly more familiar with the Inter-American Development Bank than the World Bank Group. However, compared to the Latin American Development Bank, the respondents were significantly more familiar with the World Bank Group.



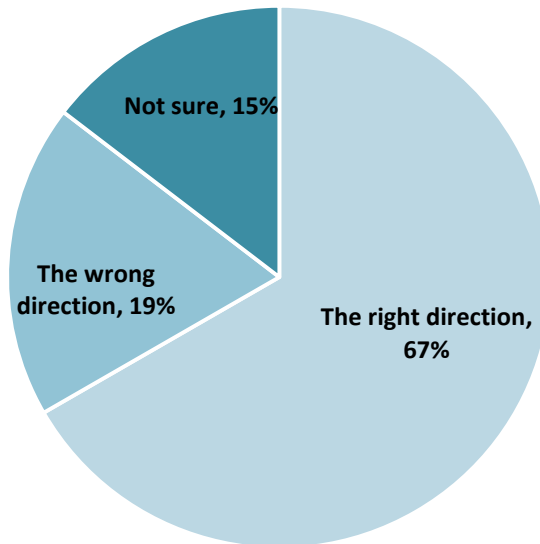
"How familiar are you with the work of these organizations in Chile?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing Chile

Headed in the Right Direction

Percentage of Respondents (N=48)

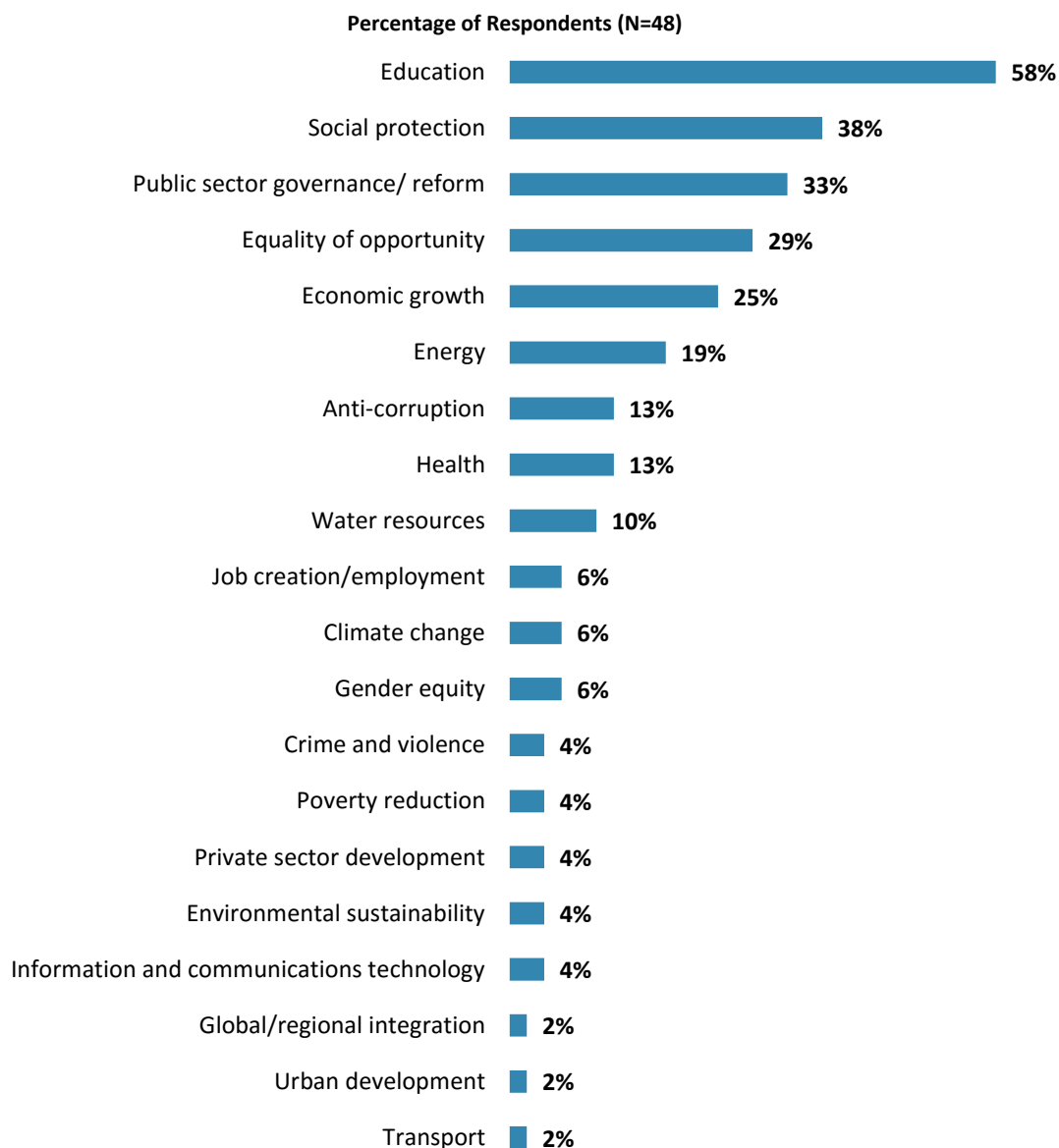


"In general, would you say that Chile is headed in ...?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



IV. General Issues Facing Chile (continued)

Development Priority

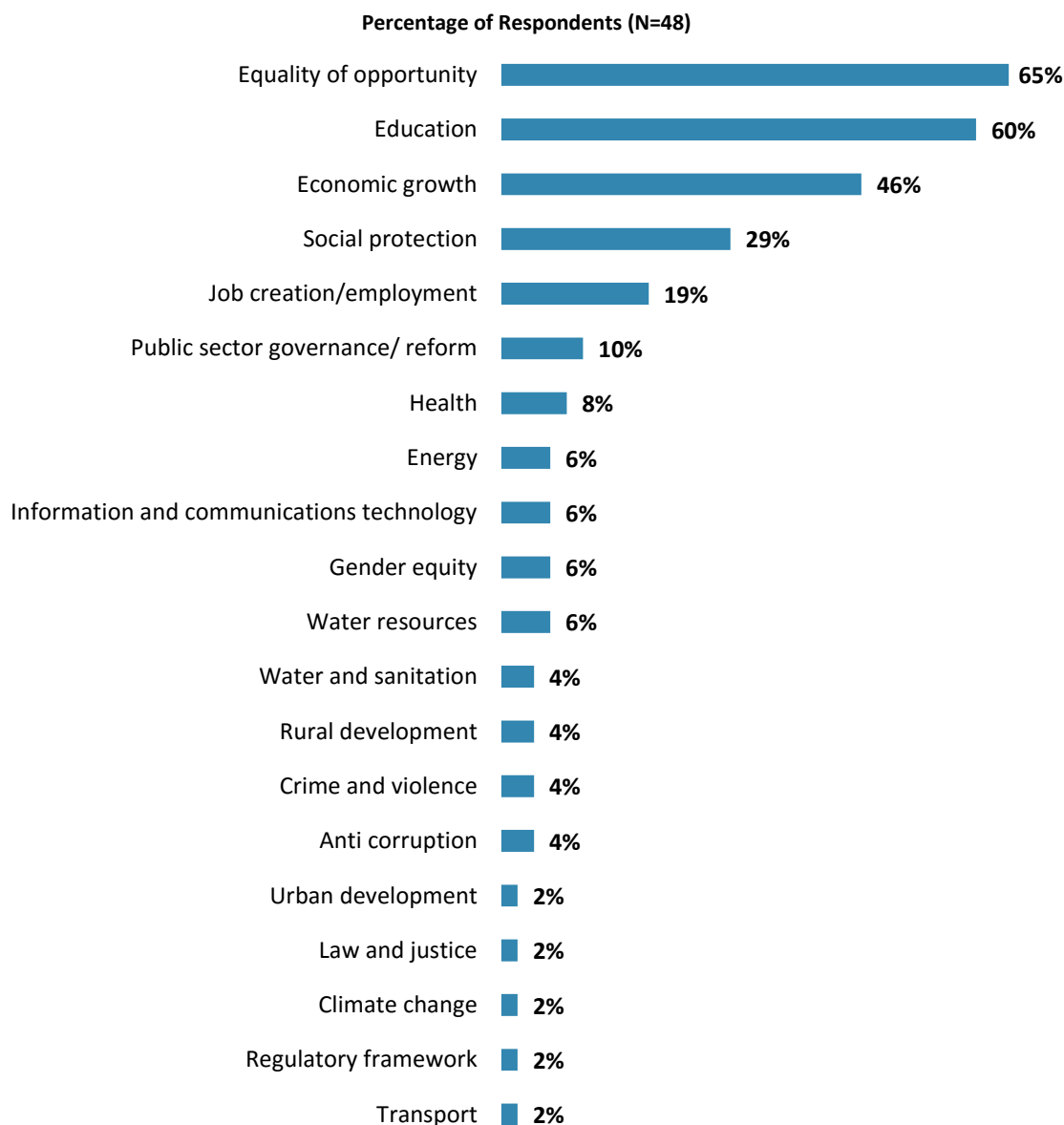


"Listed below are a number of development priorities in Chile. Please identify which of the following you consider the most important development priorities in Chile. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IV. General Issues Facing Chile (continued)

What Would Contribute Most to Reducing Poverty



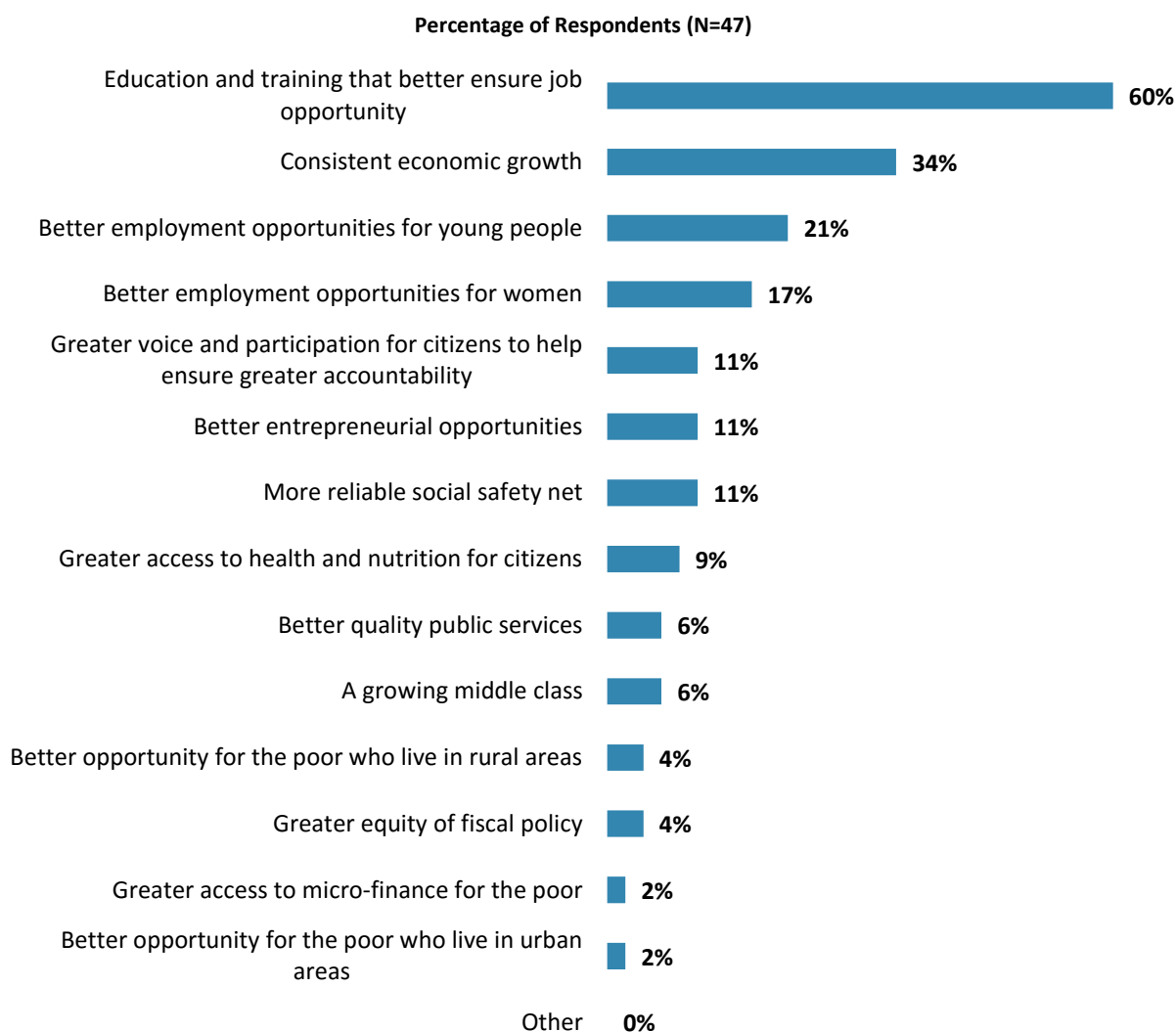
"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Chile? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing Chile (continued)

Factors Contributing to “Shared Prosperity”

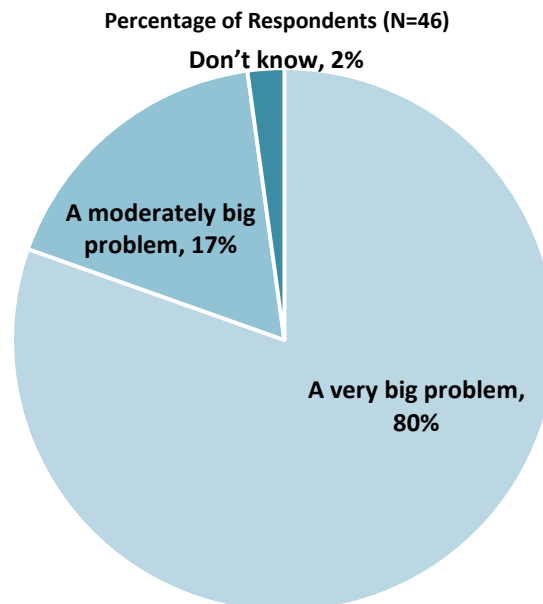


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chile? (Choose no more than TWO)"



IV. General Issues Facing Chile (continued)

Gap between the Rich and the Poor

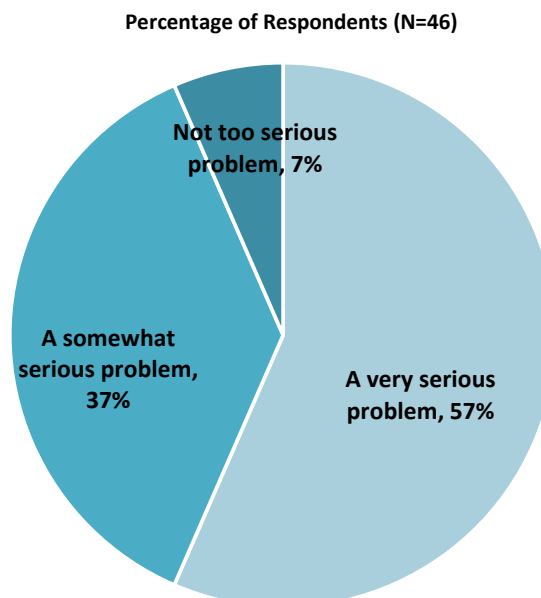


"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Chile?" (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

(Note: No respondents chose "a small problem" or "not a problem at all" as a response to this question)

Climate Change



"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)

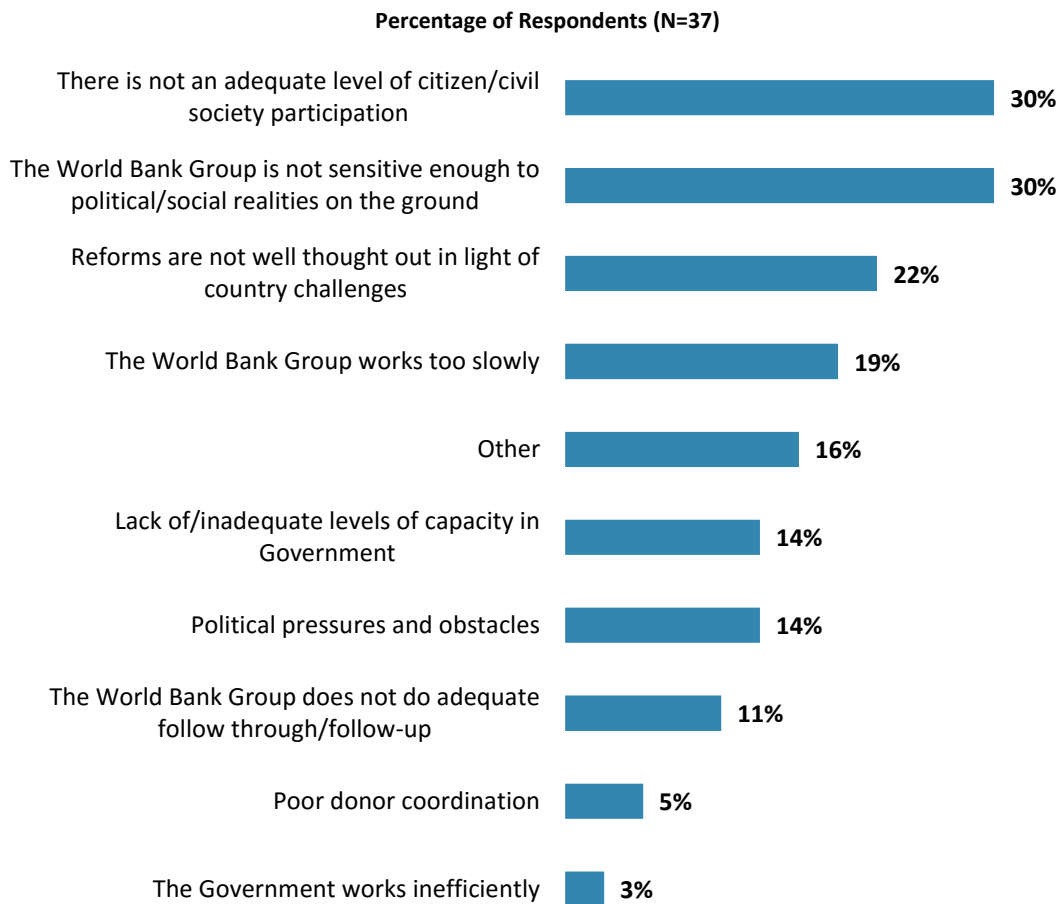
(Note: percentages may not total 100 due to rounding)

(Note: No respondents chose "not a problem" or "don't know" as a response to this question)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts



"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

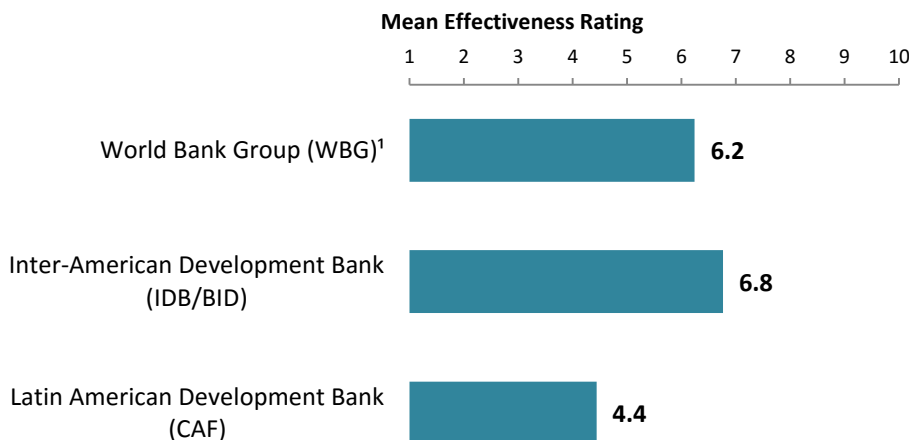


V. Overall Attitudes toward the World Bank Group (continued)

As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

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

- Respondents gave significantly *lower* ratings for the WBG's effectiveness than that of the Inter-American Development Bank. However, they gave significantly *higher* ratings for the WBG's effectiveness than that of the Latin American Development Bank.

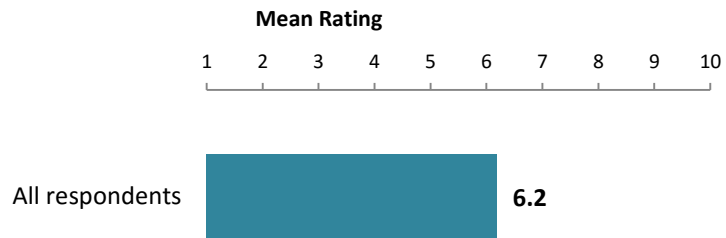


"Overall, please rate your impression of the effectiveness of these organizations in Chile."
(1 - "Not effective at all", 10 - "Very effective")
¹Indicator question



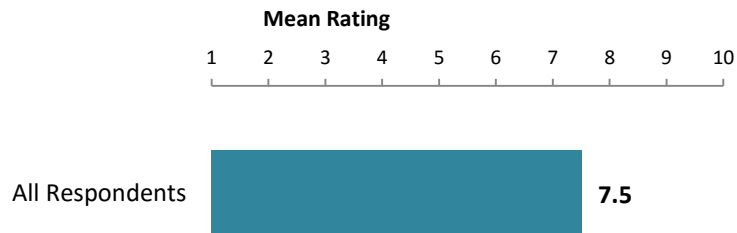
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results (*Indicator Question*)



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

WBG Staff Preparedness



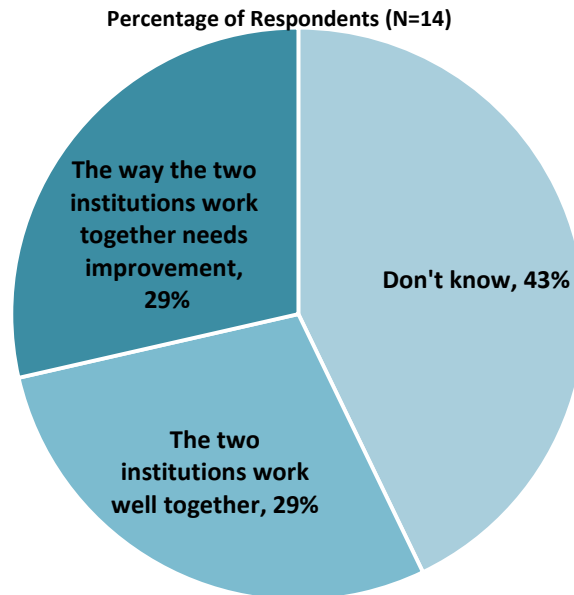
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chile solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Chile?” (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding.)

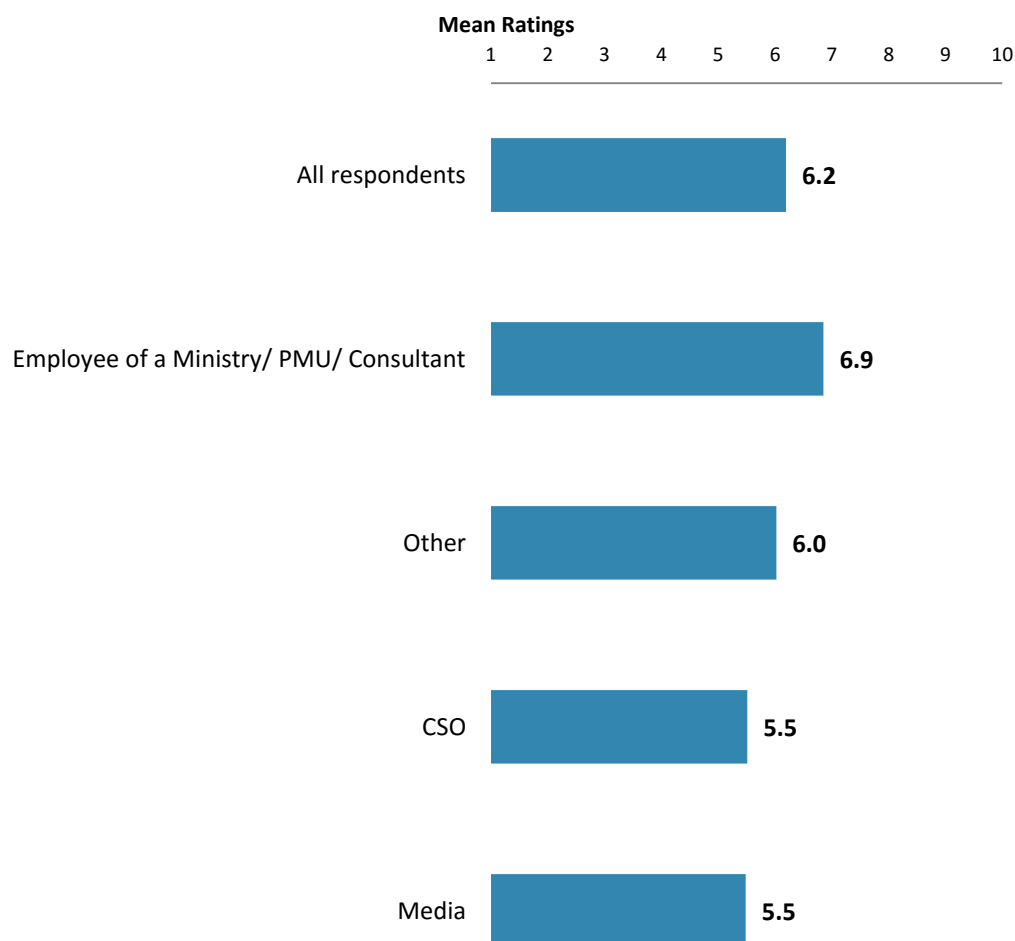
(Note: no respondents chose “the two institutions do not work well together” as a response to this question)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** respondents across stakeholder groups gave statistically similar overall ratings for the twenty five indicator questions.

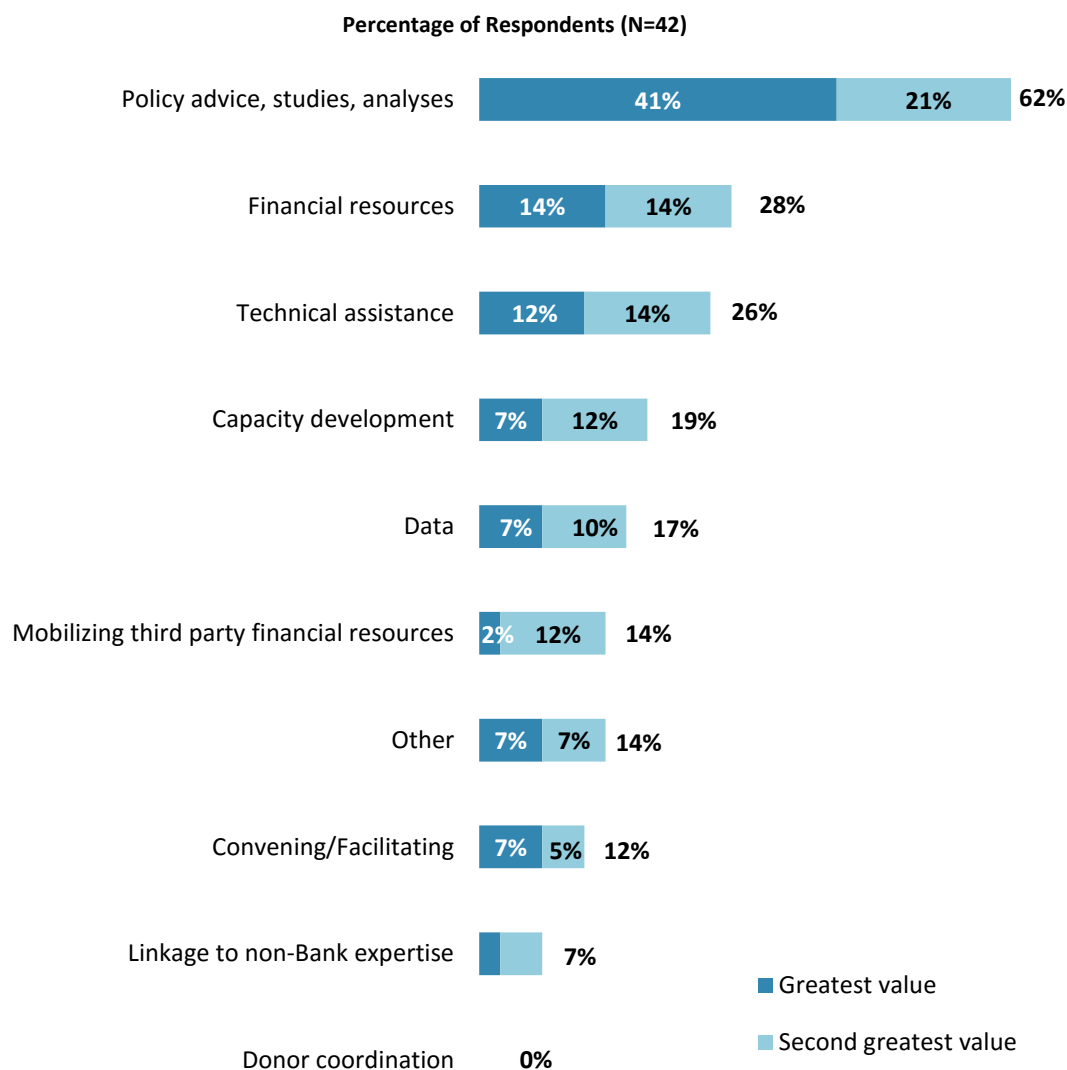


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

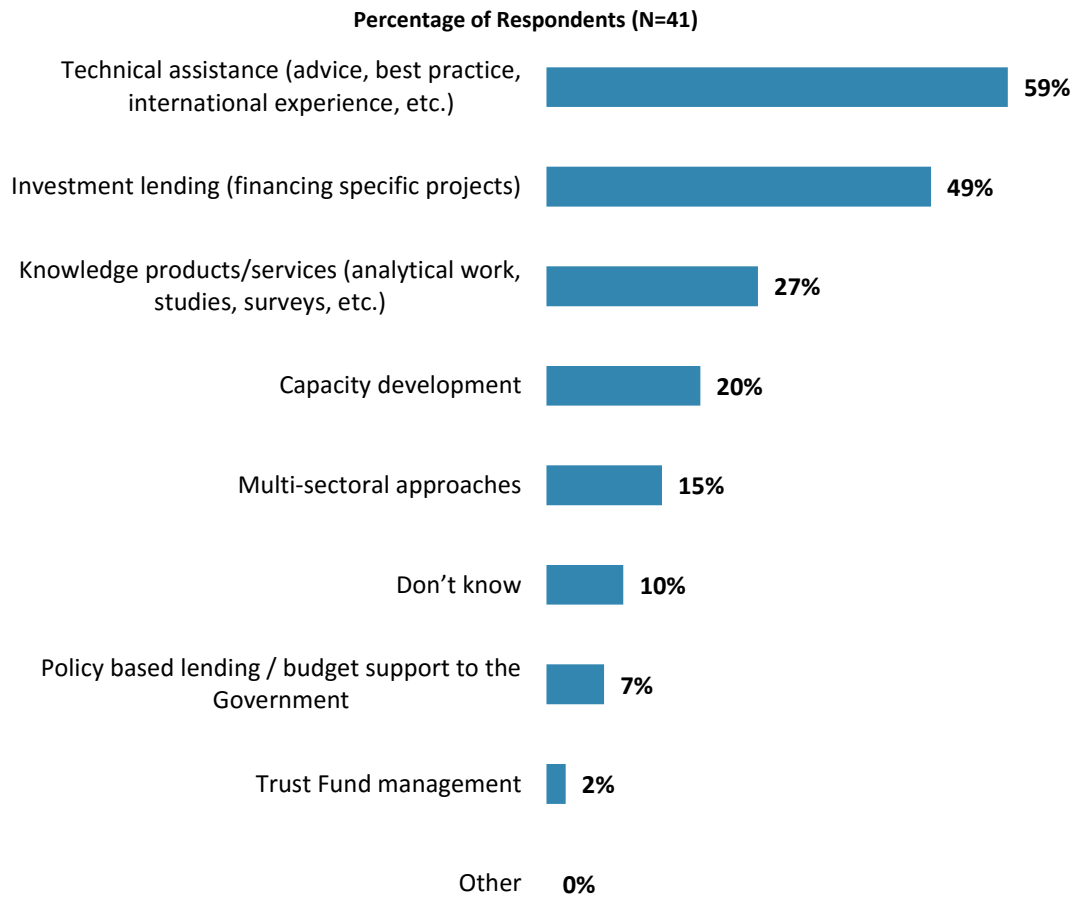


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chile?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

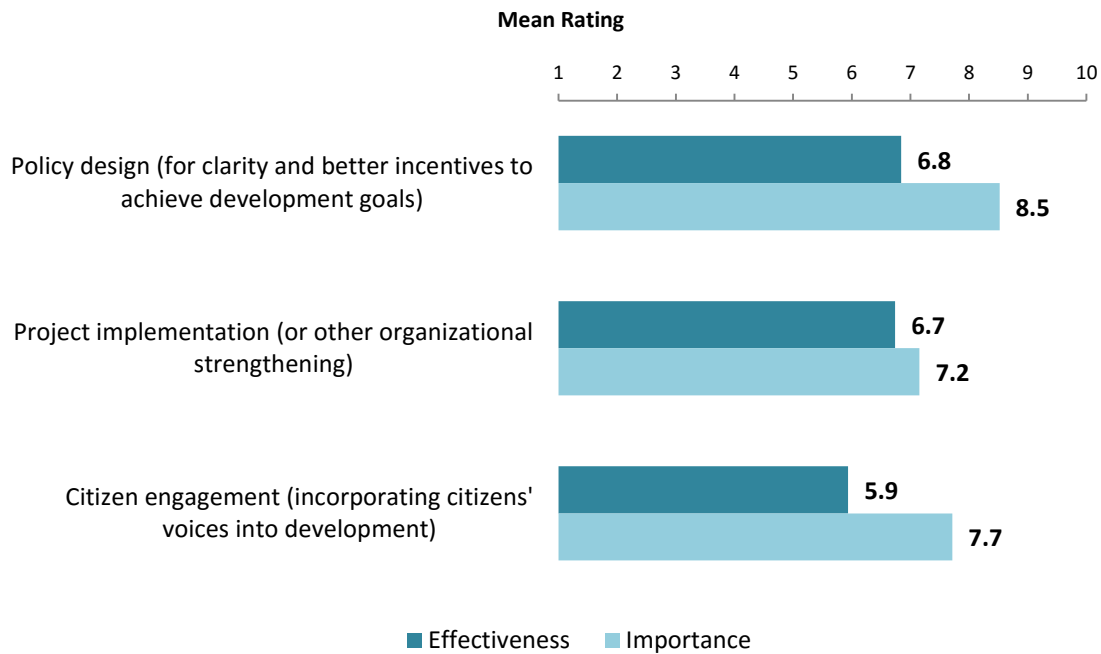


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chile? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



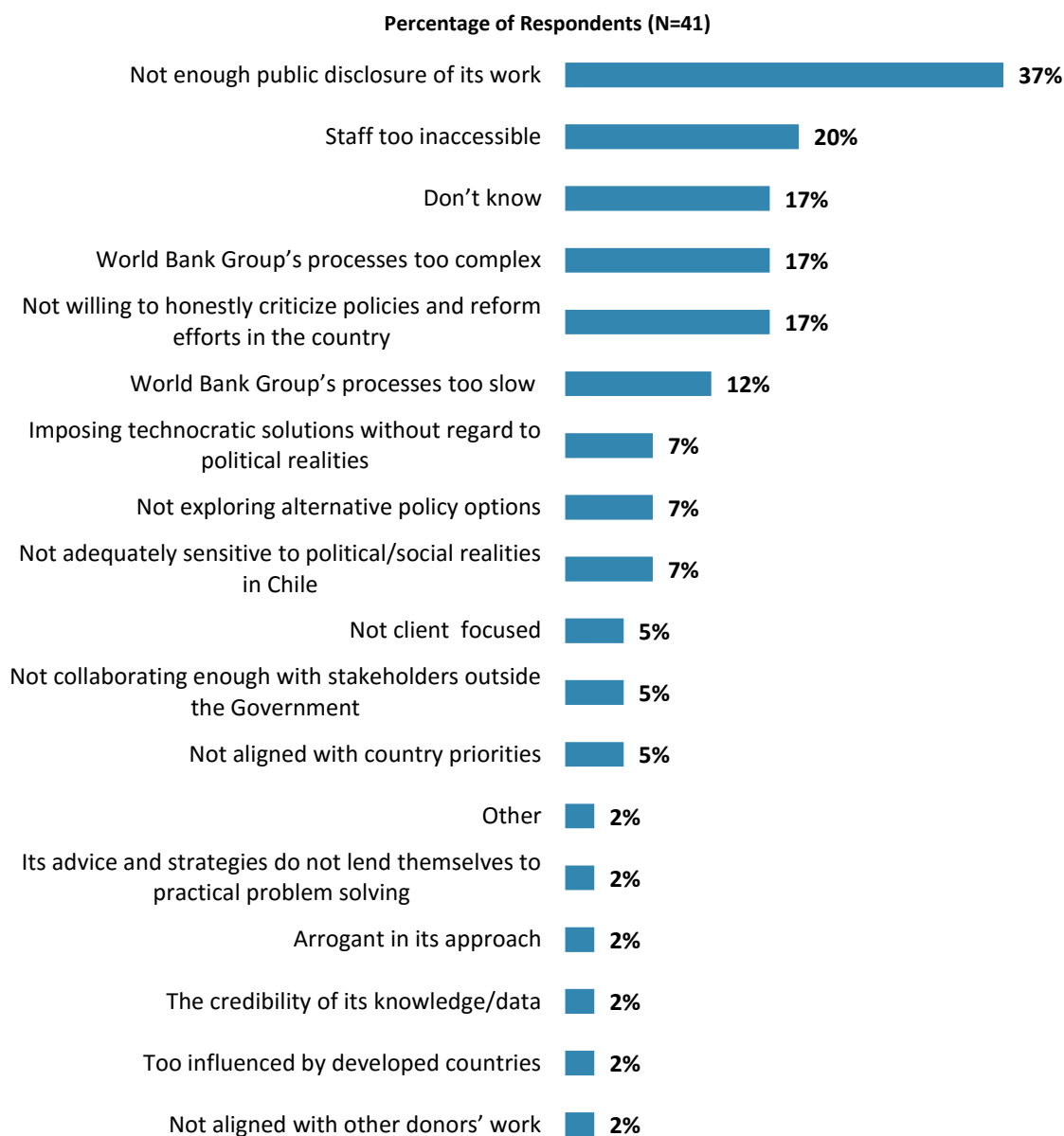
"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chile?"
(1 - "Not effective at all", 10 - "Very effective")

"When thinking about how to improve capacity building in Chile to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

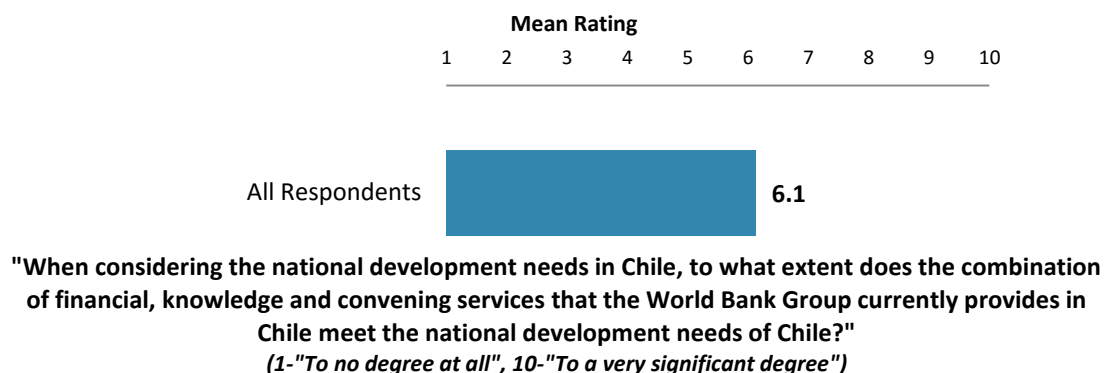


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

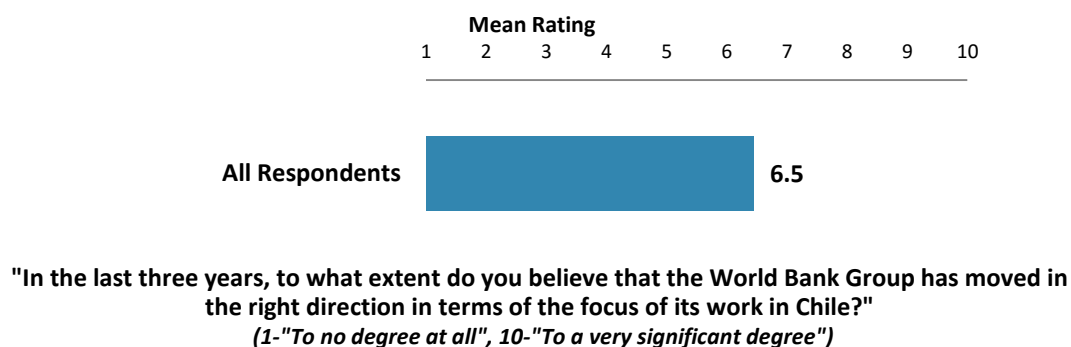


V. Overall Attitudes toward the World Bank Group (continued)

Current Combination of World Bank Group Services



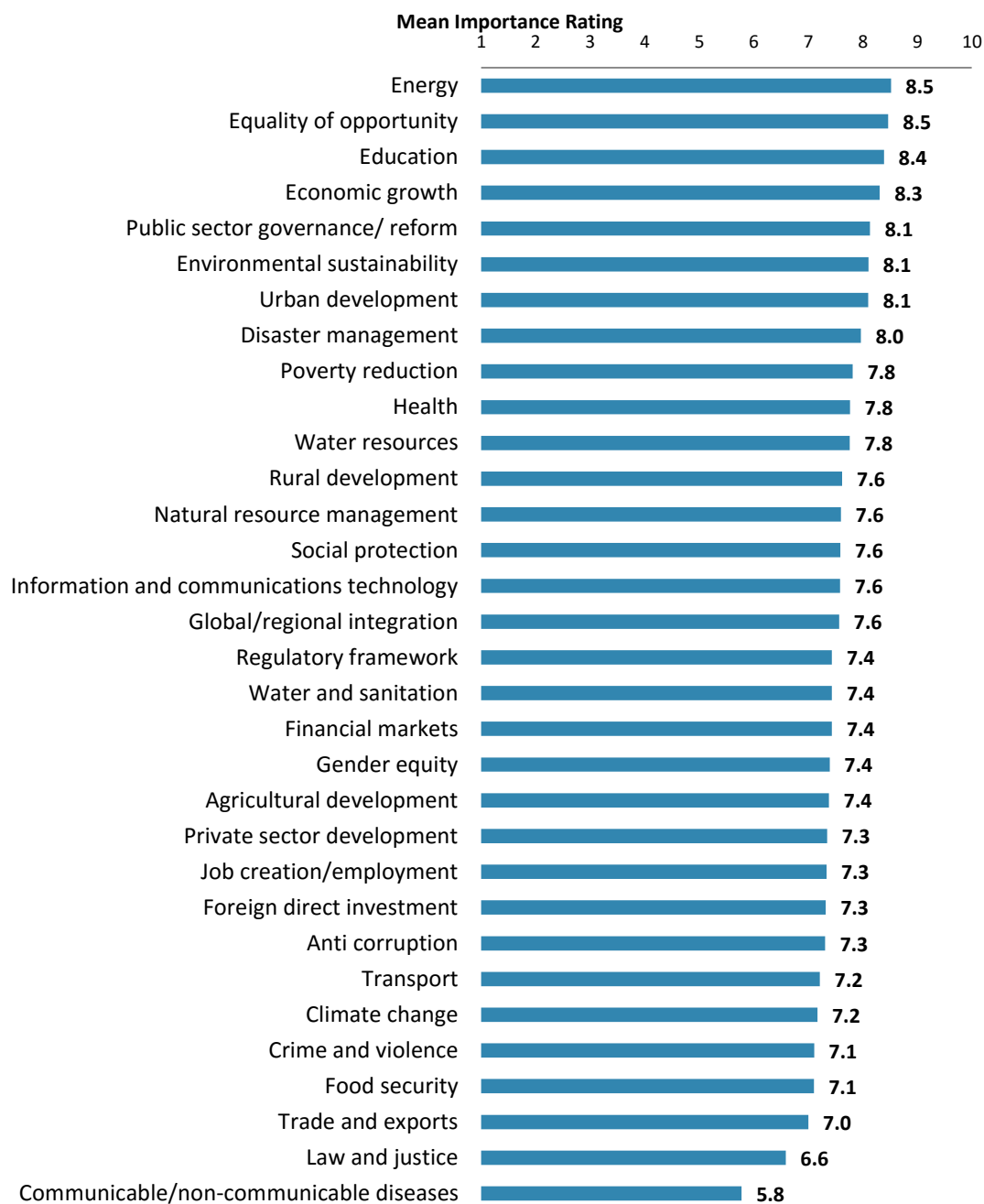
The World Bank Group Moved in the Right Direction





VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

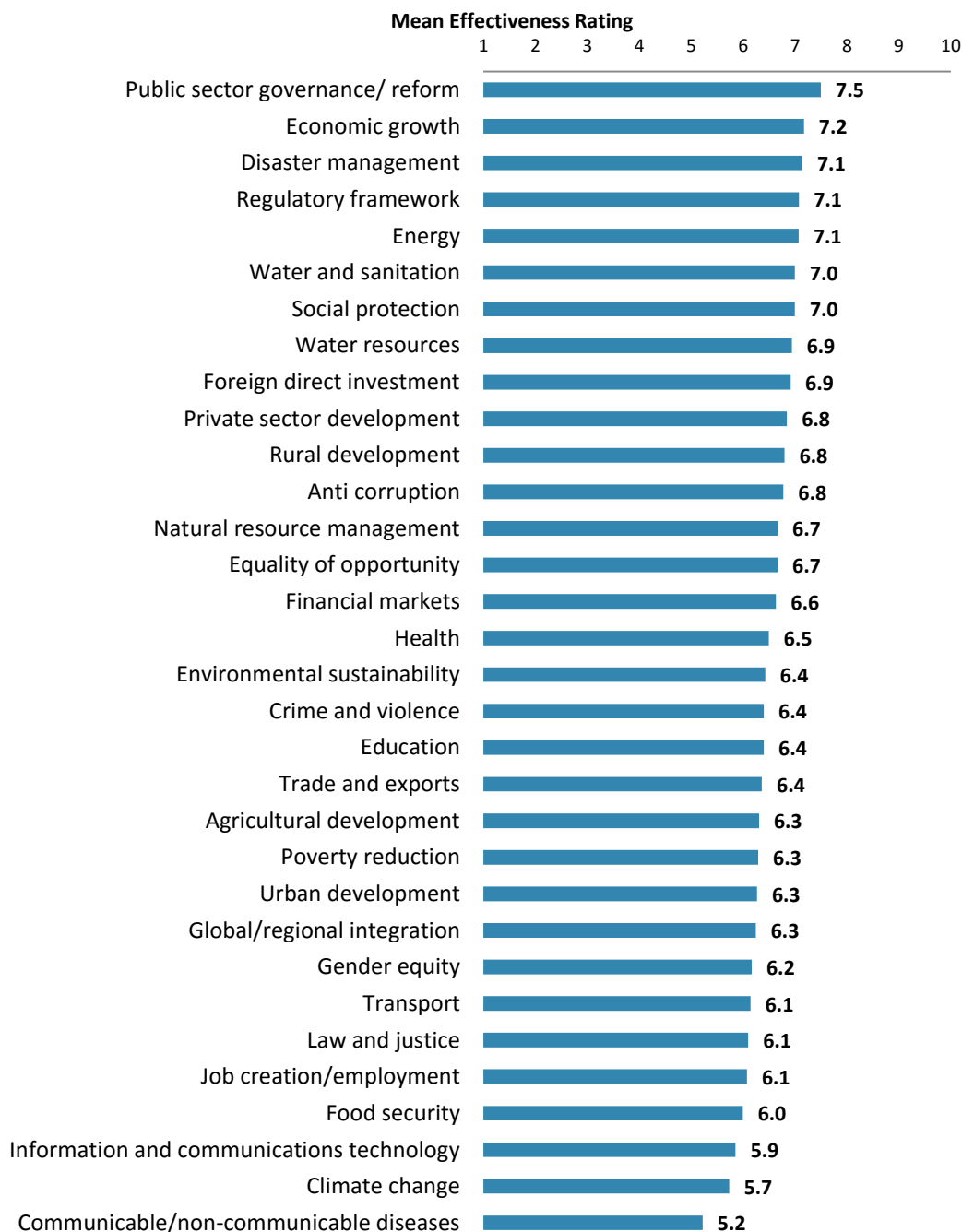


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chile?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas

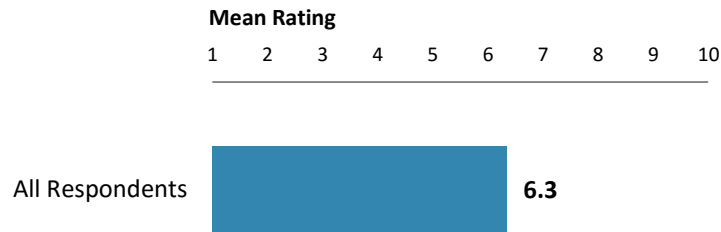


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile?" (1-"Not effective at all", 10-"Very effective")



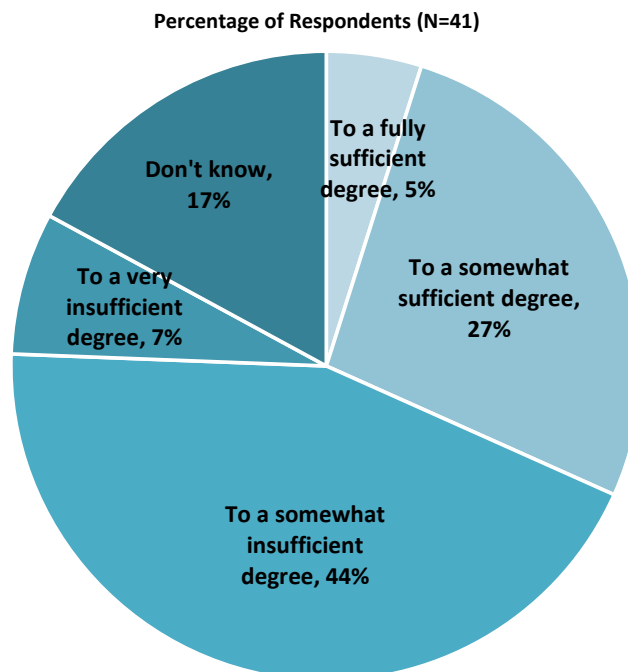
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chile?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest



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



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

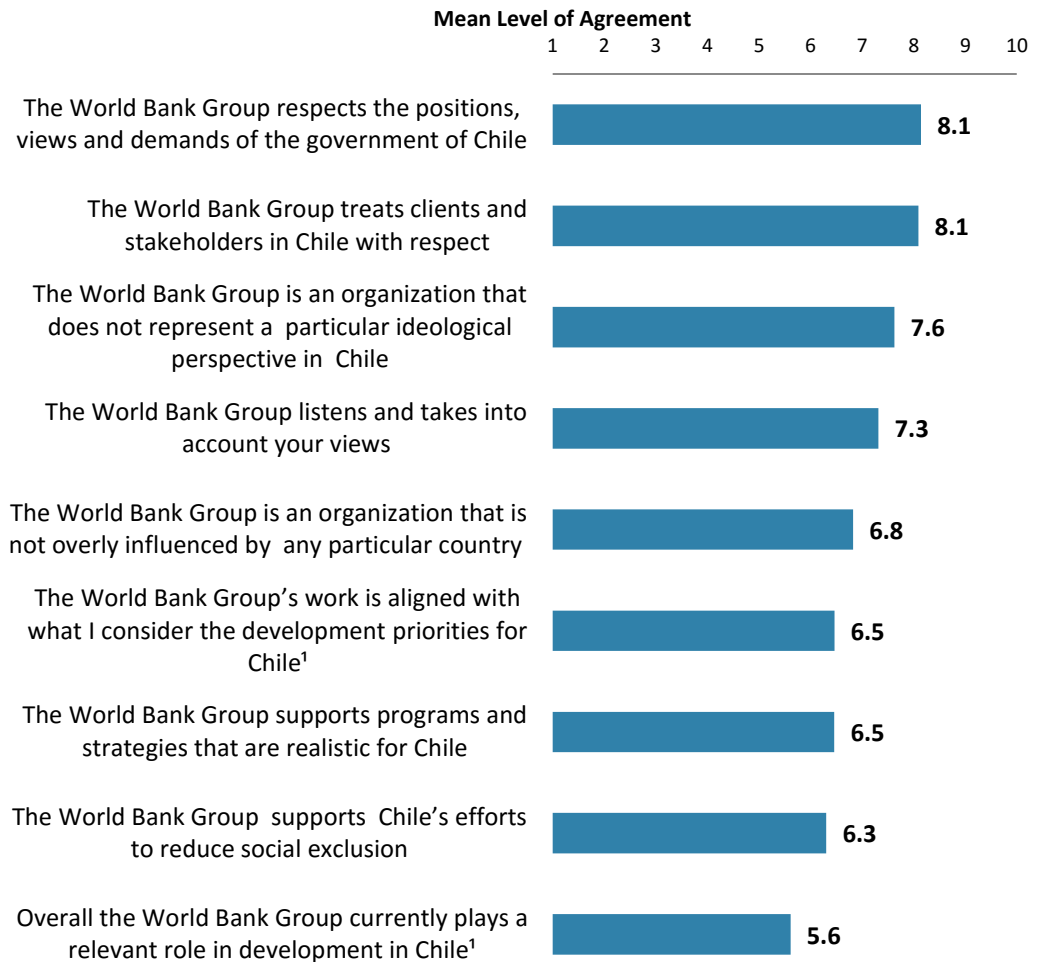
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Chile. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at climate change; and
 - The WBG's effectiveness at poverty reduction.
- 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 WBG's ability to help achieve development results in Chile, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at communicable/non-communicable diseases; and
 - The WBG's effectiveness at health.



VII. How the World Bank Group Operates

The World Bank Group's Work in Chile



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

'Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

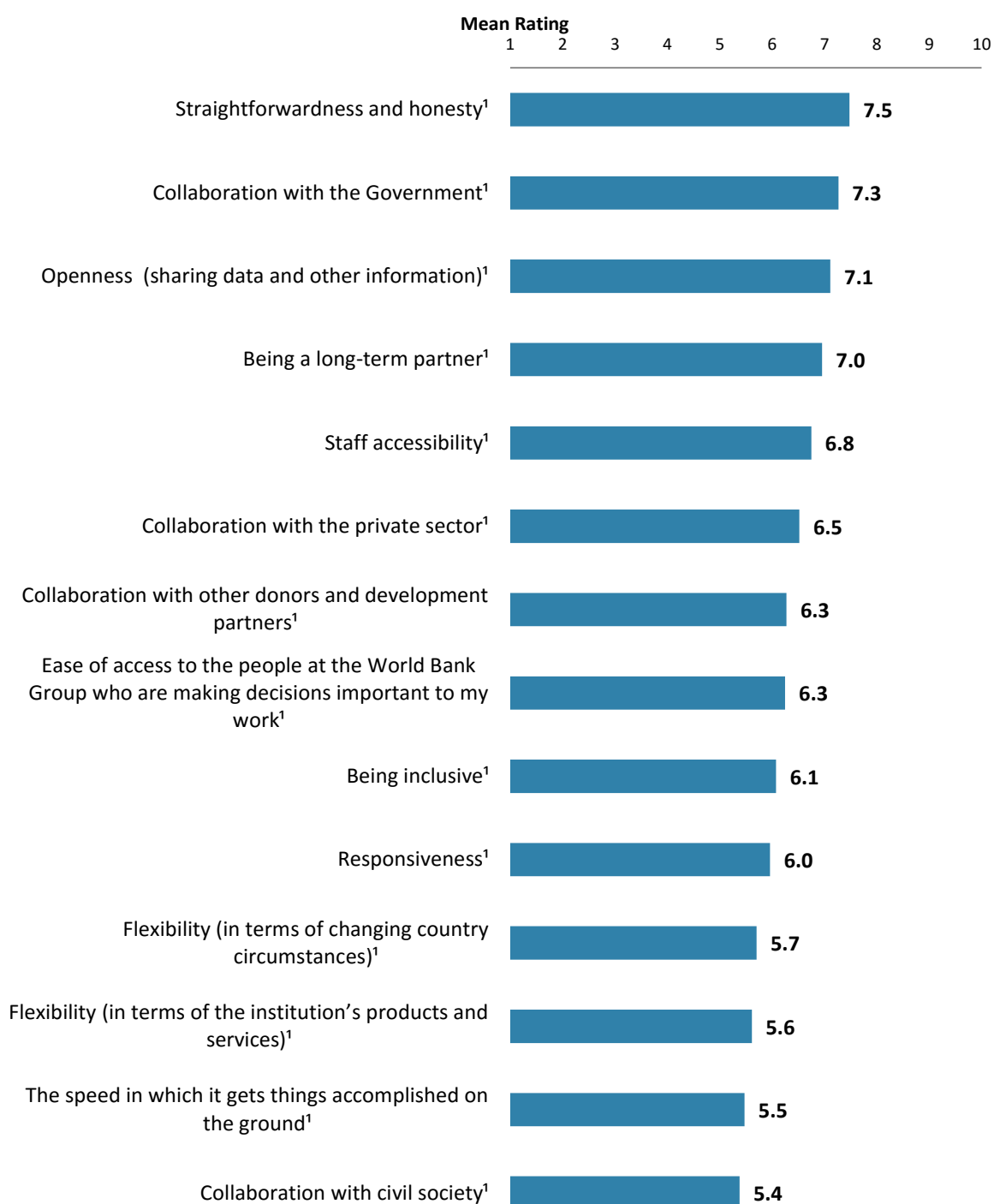


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner



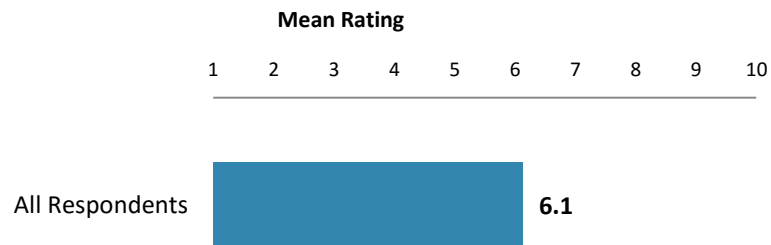
"To what extent is the World Bank Group an effective development partner in Chile, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

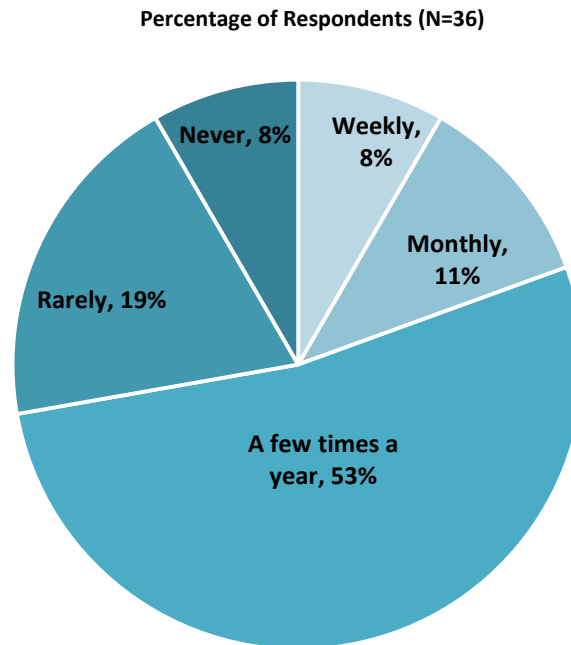


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Chile?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



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

Meeting Chile's Knowledge Needs (*Indicator Question*)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

All Respondents



7.1

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

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

Mean Significance Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



6.9

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

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

Mean Technical Quality Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



7.6

"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Flagship Report

Percentage of Respondents (N=34)



"Have you read/consulted the most recent LAC Flagship Report: [Latin American Entrepreneurs: Many Firms But Little Innovation]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)"

Mean Rating
1 2 3 4 5 6 7 8 9 10

All Respondents 7.3

"To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?"
(1-"To no degree at all", 10-"To a very significant degree")

Mean Rating
1 2 3 4 5 6 7 8 9 10

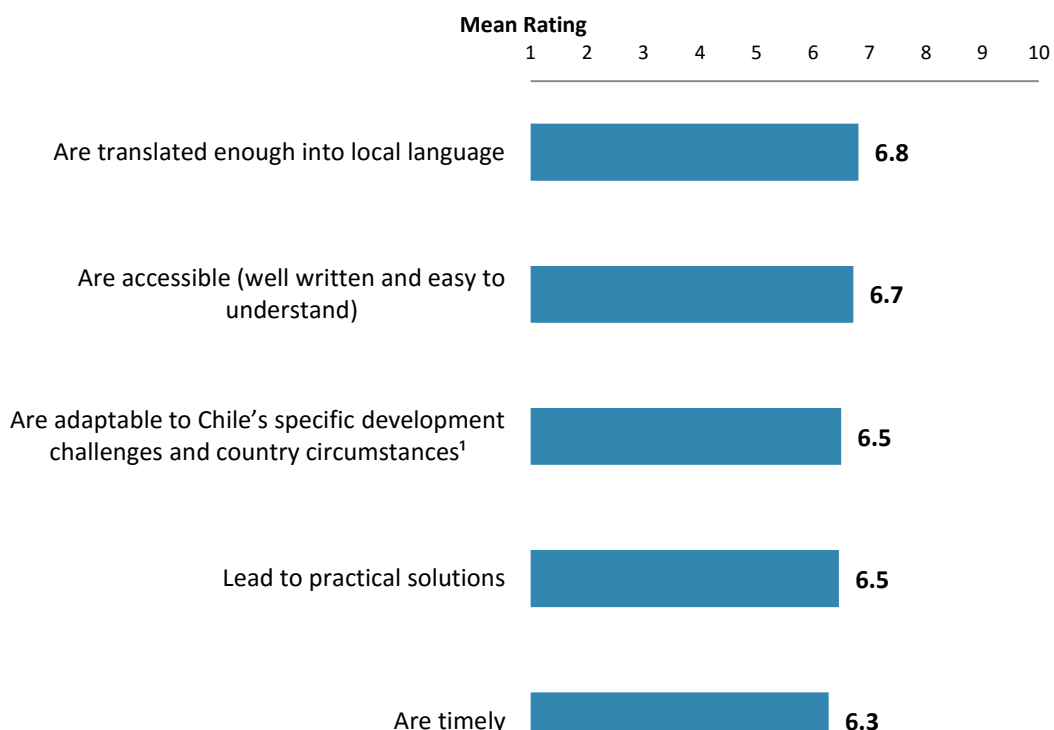
All Respondents 7.3

"To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Qualities of the WBG's Knowledge Work and Activities



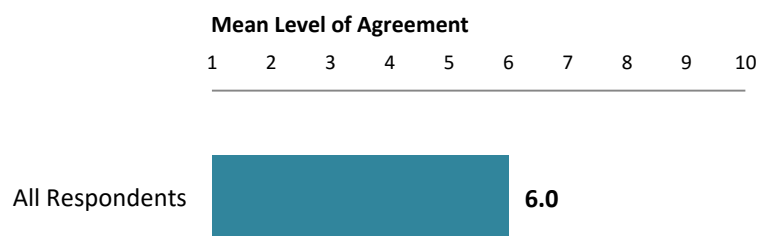
"In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

'Indicator Question



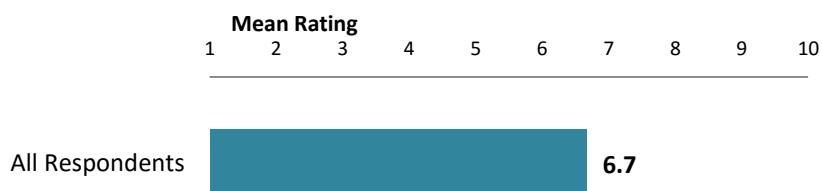
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Chile's Needs for Financial Instruments (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Chile."
(1-"Strongly disagree", 10-"Strongly agree")

Reimbursable Advisory Services (RAS)

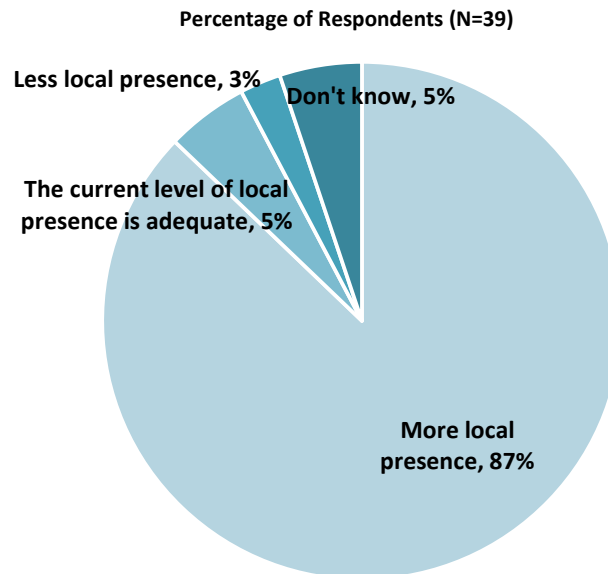


"To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



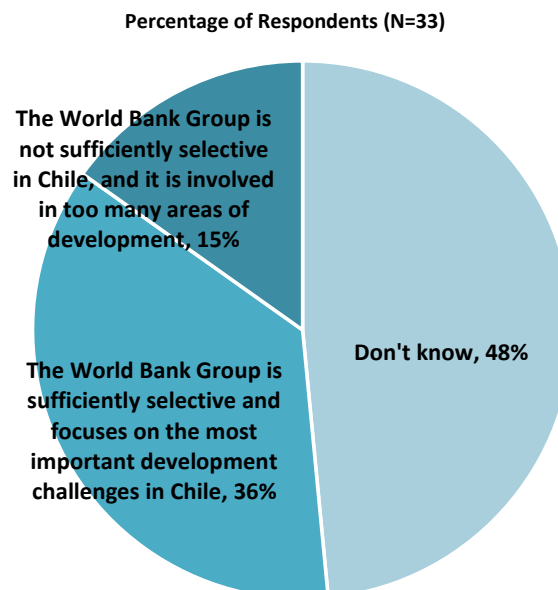
IX. The Future Role of the WBG in Chile

The World Bank Group's Local Presence in Chile



"To be a more effective development partner in Chile, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

Selectivity of the World Bank Group's Support

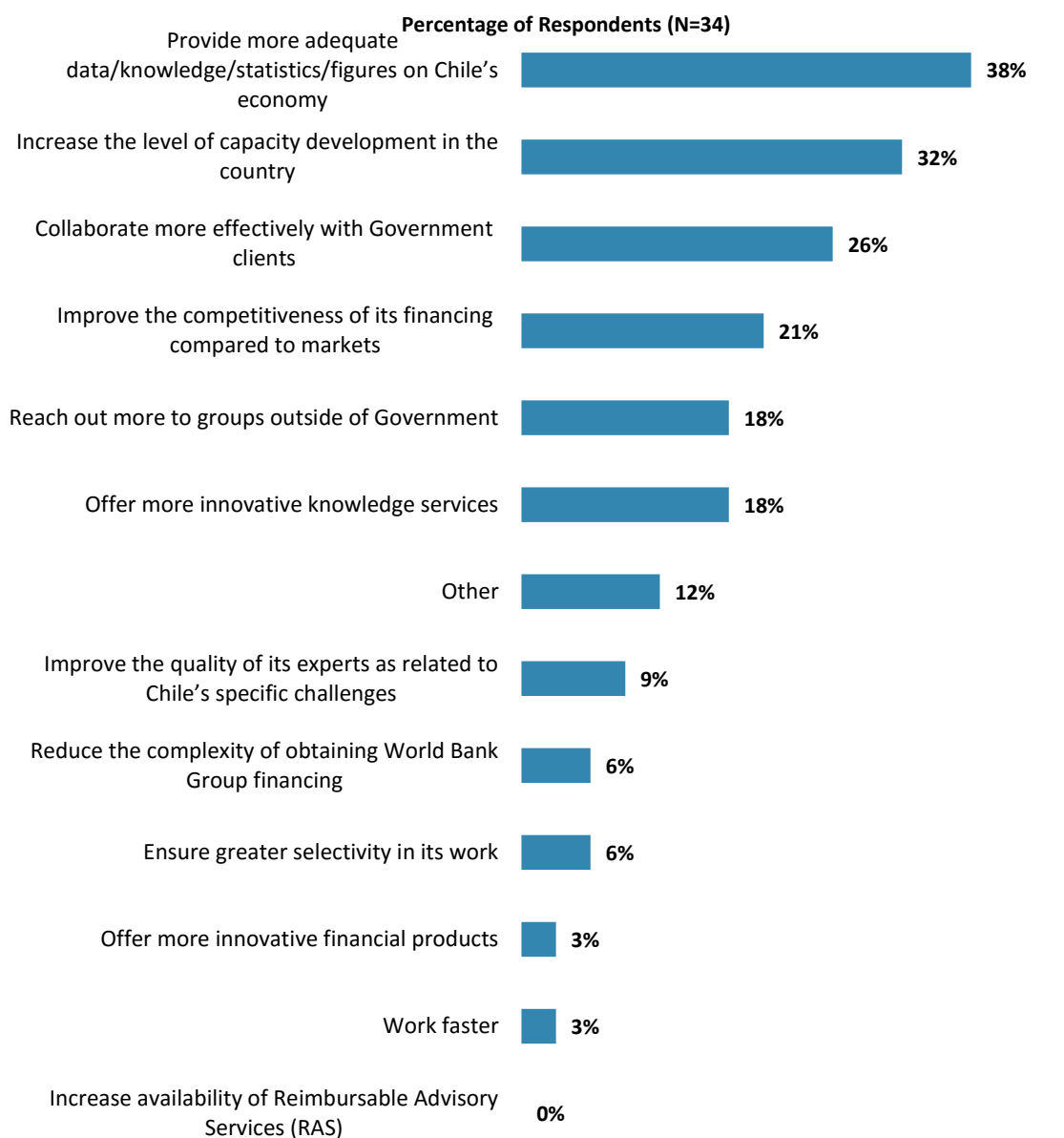


"Which of the following best describes the World Bank Group's support in Chile?"
(Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



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

Making the World Bank Group of Greater Value

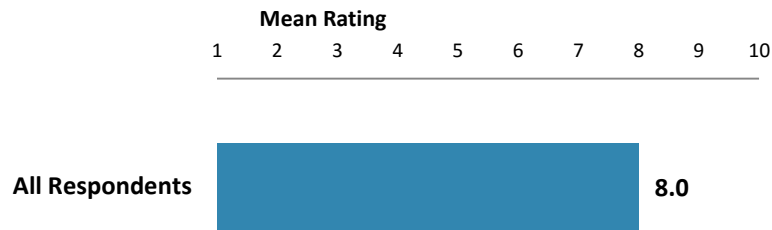


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The Role of International Development Cooperation in Chile's Development

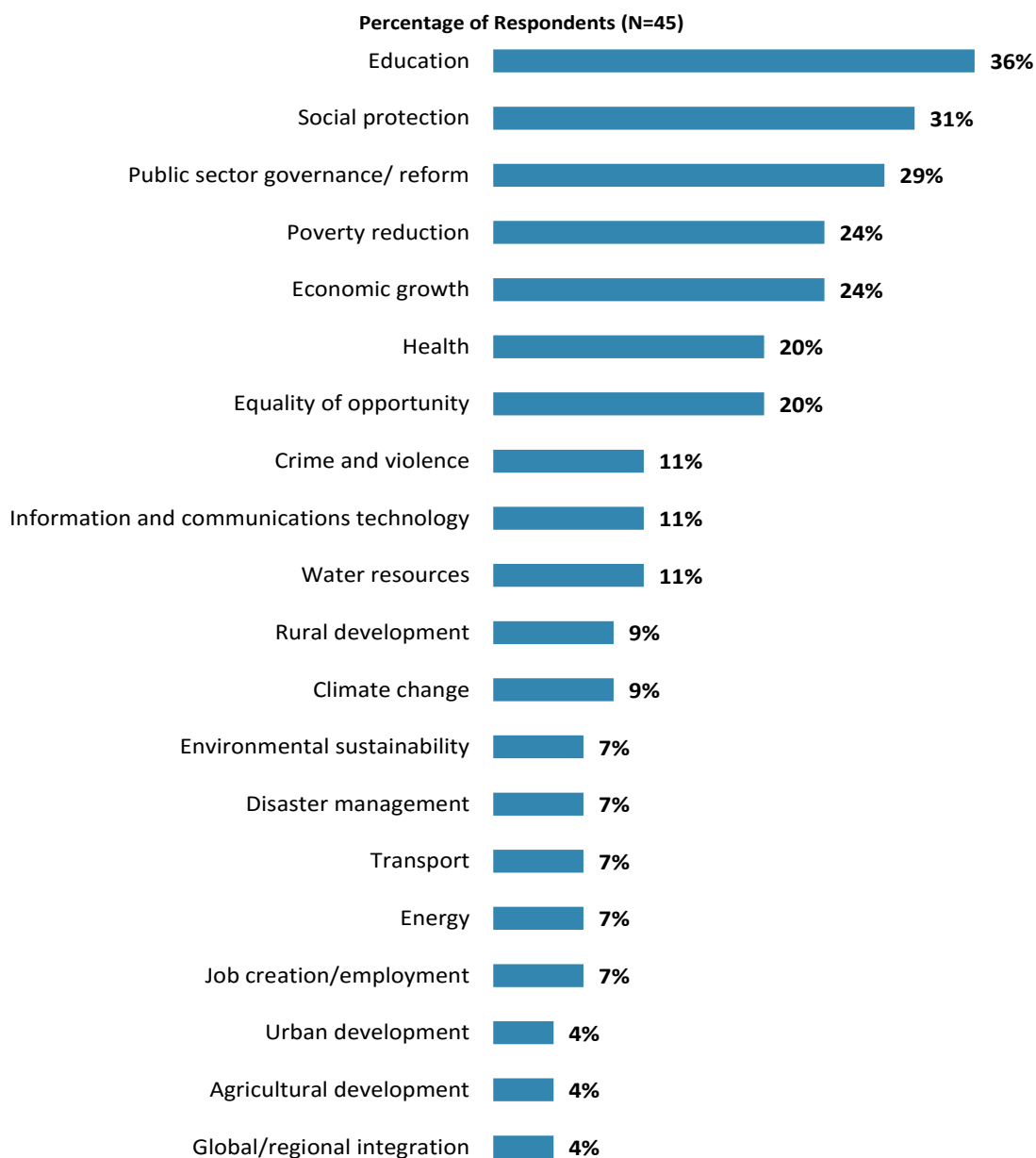


"How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Chile's development in the near future?"
(1-"Not a significant role at all", 10-"Very significant role")



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

Where the World Bank Group Should Focus its Resources



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

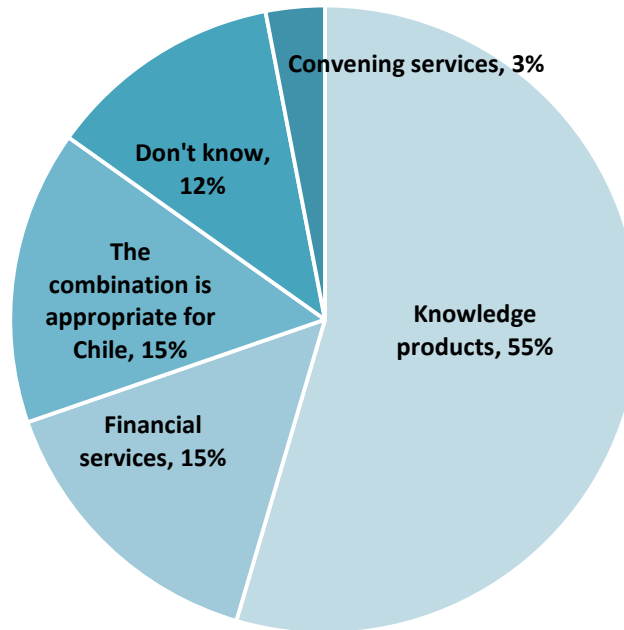
(Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



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

Future Combination of the WBG services

Percentage of Respondents (N=33)



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

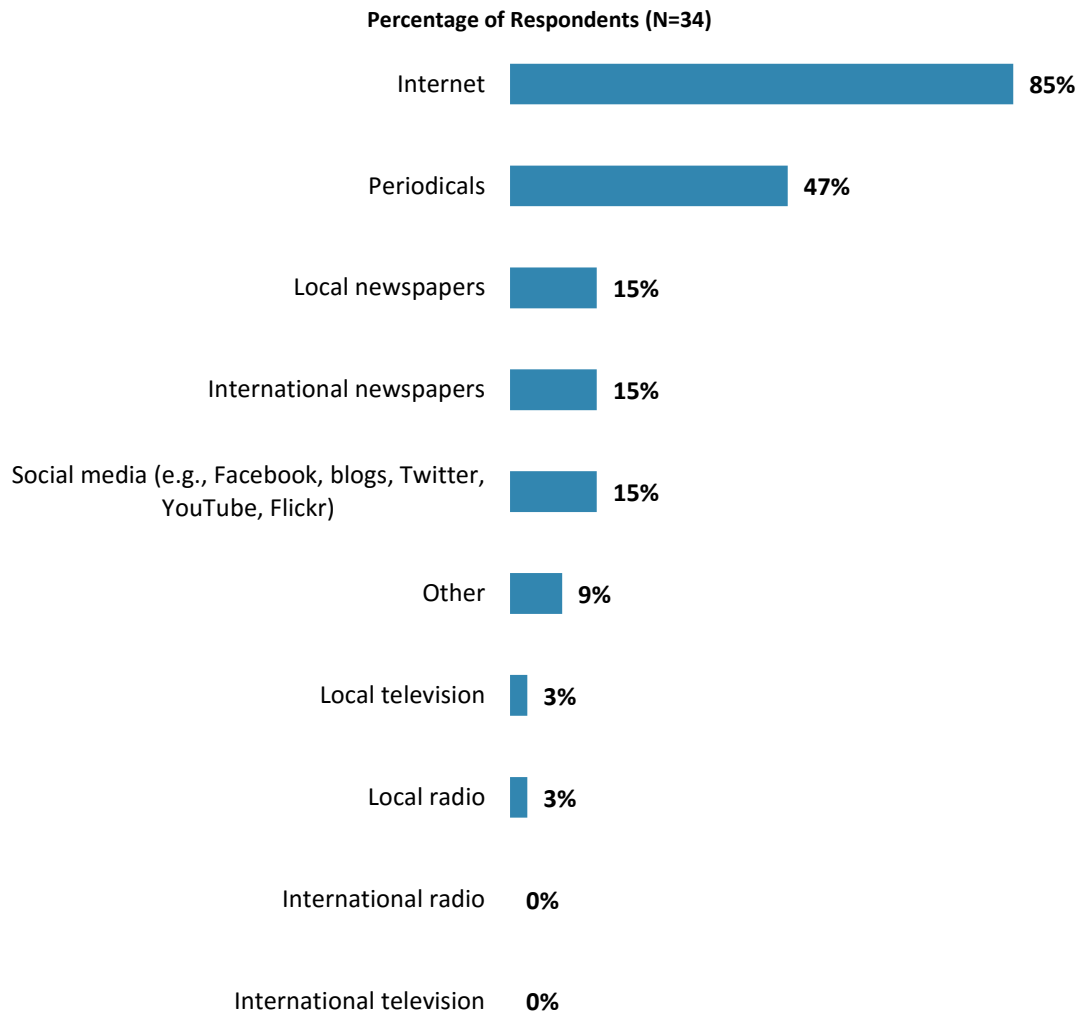
(Note: no respondents chose "none of the above" as a response to this question.)



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.

General Information Sources

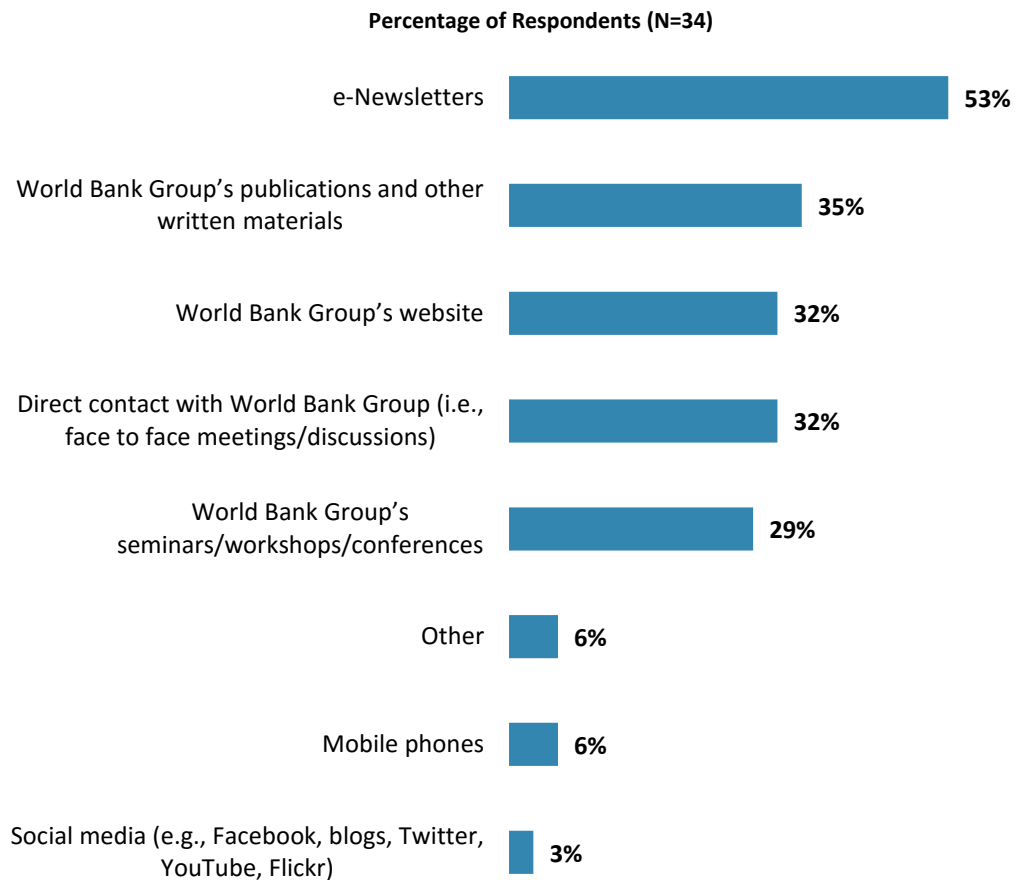


"How do you get most of your information about economic and social development issues in Chile? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources



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



X. Communication and Outreach (continued)

Access to Information

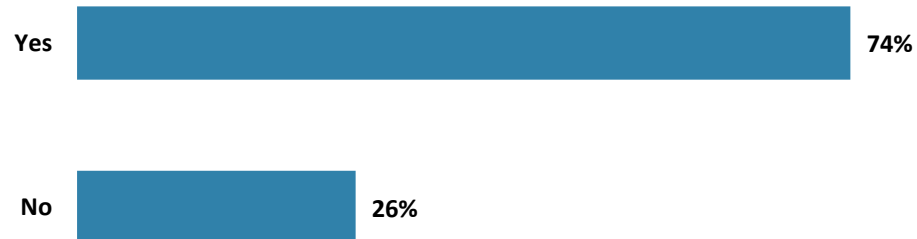
Percentage of Respondents (N=34)



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

The WBG Website Usage

Percentage of Respondents (N=34)



"Do you use/have you used the World Bank Group website?"



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (N=33)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution

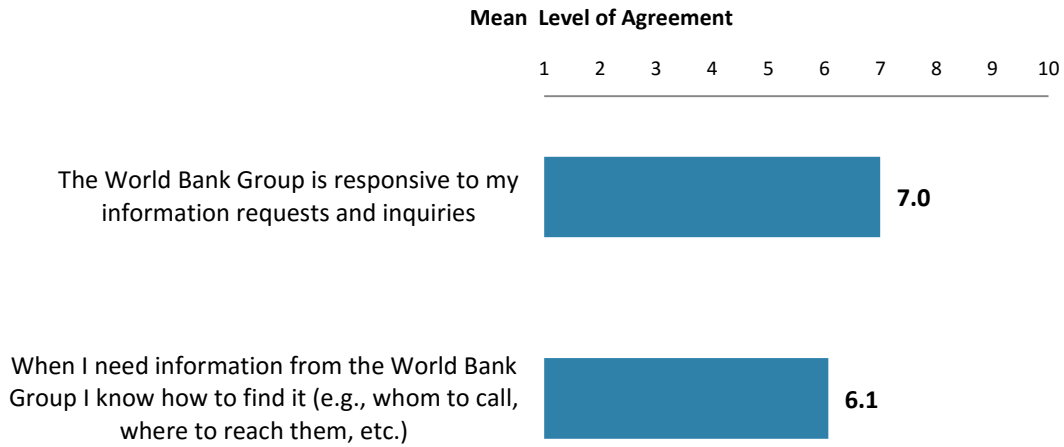


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing



**"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")**



XI. Appendices

A. Responses to All Questions across All Respondents.....	48
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Chile





Appendix A: Responses to All Questions across All Respondents (N=49)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Chile

1. In general would you say that Chile is headed in ... ?	Percentage of Respondents (N=48)
The right direction	66.7%
The wrong direction	18.8%
Not sure	14.6%

2. Listed below are a number of development priorities in Chile. Please identify which of the following you consider the most important development priorities in Chile? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=48)
Education	58.3%
Social protection	37.5%
Public sector governance/ reform	33.3%
Equality of opportunity	29.2%
Economic growth	25.0%
Energy	18.8%
Anti-corruption	12.5%
Health	12.5%
Water resources	10.4%
Job creation/employment	6.3%
Climate change	6.3%
Gender equity	6.3%
Crime and violence	4.2%
Poverty reduction	4.2%
Private sector development	4.2%
Environmental sustainability	4.2%
Information and communications technology	4.2%
Global/regional integration	2.1%
Urban development	2.1%
Transport	2.1%
Financial markets	2.1%
Regulatory framework	2.1%
Foreign direct investment	2.1%
Rural development	2.1%
Trade and exports	2.1%
Law and justice	2.1%
Disaster management	2.1%
Food security	0.0%
Water and sanitation	0.0%
Agricultural development	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%

**A. General Issues Facing Chile (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 Chile? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=48)
Equality of opportunity	64.6%
Education	60.4%
Economic growth	45.8%
Social protection	29.2%
Job creation/employment	18.8%
Public sector governance/ reform	10.4%
Health	8.3%
Energy	6.3%
Information and communications technology	6.3%
Gender equity	6.3%
Water resources	6.3%
Water and sanitation	4.2%
Rural development	4.2%
Crime and violence	4.2%
Anti corruption	4.2%
Urban development	2.1%
Law and justice	2.1%
Climate change	2.1%
Regulatory framework	2.1%
Transport	2.1%
Foreign direct investment	2.1%
Natural resource management	2.1%
Environmental sustainability	2.1%
Disaster management	2.1%
Agricultural development	2.1%
Global/regional integration	0.0%
Communicable/non-communicable diseases	0.0%
Private sector development	0.0%
Financial markets	0.0%
Trade and exports	0.0%
Food security	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=47)
Education and training that better ensure job opportunity	59.6%
Consistent economic growth	34.0%
Better employment opportunities for young people	21.3%
Better employment opportunities for women	17.0%
Greater voice and participation for citizens to help ensure greater accountability	10.6%
Better entrepreneurial opportunities	10.6%
More reliable social safety net	10.6%
Greater access to health and nutrition for citizens	8.5%
Better quality public services	6.4%
A growing middle class	6.4%
Better opportunity for the poor who live in rural areas	4.3%
Greater equity of fiscal policy	4.3%
Greater access to micro-finance for the poor	2.1%
Better opportunity for the poor who live in urban areas	2.1%
Other	0.0%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Chile? (Select only ONE response)	Percentage of Respondents (N=46)
A very big problem	80.4%
A moderately big problem	17.4%
Don't know	2.2%
A small problem	0.0%
Not a problem at all	0.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=46)
A very serious problem	56.5%
A somewhat serious problem	37.0%
Not too serious problem	6.5%
Not a problem	0.0%
Don't know	0.0%

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

How familiar are you with the work of these organizations in Chile? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	45	0	6.09	2.37
2. Inter-American Development Bank (IDB/BID)	45	0	6.93	2.32
3. Latin American Development Bank (CAF)	45	0	4.18	2.53

Overall, please rate your impression of the effectiveness of these organizations in Chile. <i>(1-Not effective at all, 10-Extremely effective)</i>	Effectiveness			
	N	DK	Mean	SD
4. World Bank Group (WBG)*	37	7	6.24	1.85
5. Inter-American Development Bank (IDB/BID)	38	6	6.76	1.82
6. Latin American Development Bank (CAF)	25	20	4.44	2.42

Staff Preparedness	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chile solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	35	10	7.51	1.99

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

8. When thinking about how the World Bank Group can have the most impact on development results in Chile, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chile? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=45)
Education	35.6%
Social protection	31.1%
Public sector governance/ reform	28.9%
Poverty reduction	24.4%
Economic growth	24.4%
Health	20.0%
Equality of opportunity	20.0%
Crime and violence	11.1%
Information and communications technology	11.1%
Water resources	11.1%
Rural development	8.9%
Climate change	8.9%
Environmental sustainability	6.7%
Disaster management	6.7%
Transport	6.7%
Energy	6.7%
Job creation/employment	6.7%
Urban development	4.4%
Agricultural development	4.4%
Global/regional integration	4.4%
Gender equity	4.4%
Private sector development	2.2%
Financial markets	2.2%
Water and sanitation	2.2%
Regulatory framework	2.2%
Anti corruption	2.2%
Foreign direct investment	0.0%
Food security	0.0%
Trade and exports	0.0%
Law and justice	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%

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

9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chile?	Percentage of Respondents (N=42)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	40.5%	21.4%	61.9%
Financial resources	14.3%	14.3%	28.6%
Technical assistance	11.9%	14.3%	26.2%
Capacity development	7.1%	11.9%	19.0%
Data	7.1%	9.5%	16.7%
Mobilizing third party financial resources	2.4%	11.9%	14.3%
Other	7.1%	7.1%	14.3%
Convening/Facilitating	7.1%	4.8%	11.9%
Linkage to non-Bank expertise	2.4%	4.8%	7.1%
Donor coordination	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chile? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
10. Project implementation (or other organizational strengthening)	23	19	6.74	1.54
11. Citizen engagement (incorporating citizens' voices into development)	16	26	5.94	1.91
12. Policy design (for clarity and better incentives to achieve development goals)	25	17	6.84	1.49

When thinking about how to improve capacity building in Chile to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
13. Project implementation (or other organizational strengthening)	26	13	7.15	2.13
14. Citizen engagement (incorporating citizens' voices into development)	21	17	7.71	1.90
15. Policy design (for clarity and better incentives to achieve development goals)	25	16	8.52	1.29

16. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=41)
Not enough public disclosure of its work	36.6%
Staff too inaccessible	19.5%
Don't know	17.1%
World Bank Group's processes too complex	17.1%
Not willing to honestly criticize policies and reform efforts in the country	17.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	12.2%
Imposing technocratic solutions without regard to political realities	7.3%
Not exploring alternative policy options	7.3%
Not adequately sensitive to political/social realities in Chile	7.3%
Not client focused	4.9%
Not collaborating enough with stakeholders outside the Government	4.9%
Not aligned with country priorities	4.9%
Other	2.4%
Its advice and strategies do not lend themselves to practical problem solving	2.4%
Arrogant in its approach	2.4%
The credibility of its knowledge/data	2.4%
Too influenced by developed countries	2.4%
Not aligned with other donors' work	2.4%

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

17. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=41)
Technical assistance (advice, best practice, international experience, etc.)	58.5%
Investment lending (financing specific projects)	48.8%
Knowledge products/services (analytical work, studies, surveys, etc.)	26.8%
Capacity development	19.5%
Multi-sectoral approaches	14.6%
Don't know	9.8%
Policy based lending / budget support to the Government	7.3%
Trust Fund management	2.4%
Other	0.0%

18. To what extent do you believe that the World Bank Group's work and support help the poorest in Chile? (Choose only ONE response)	Percentage of Respondents (N=41)
To a fully sufficient degree	4.9%
To a somewhat sufficient degree	26.8%
To a somewhat insufficient degree	43.9%
To a very insufficient degree	7.3%
Don't know	17.1%

To what extent do you agree with the following statements about the World Bank Group's work in Chile? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
19. Overall the World Bank Group currently plays a relevant role in development in Chile*	31	8	5.61	1.89
20. The World Bank Group's work is aligned with what I consider the development priorities for Chile*	28	11	6.46	1.71
21. The World Bank Group supports Chile's efforts to reduce social exclusion	26	13	6.31	2.00
22. The World Bank Group supports programs and strategies that are realistic for Chile	26	13	6.46	1.84
23. The World Bank Group treats clients and stakeholders in Chile with respect	21	17	8.10	1.76
24. The World Bank Group is an organization that does not represent a particular ideological perspective in Chile	27	11	7.63	1.88
25. The World Bank Group is an organization that is not overly influenced by any particular country	23	15	6.83	2.77
26. The World Bank Group respects the positions, views and demands of the government of Chile	28	11	8.14	1.92
27. The World Bank Group listens and takes into account your views	22	16	7.32	2.01

Current combination of services	Level of Agreement			
	N	DK	Mean	SD
28. When considering the national development needs in Chile, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Chile meet the national development needs of Chile? (1-To no degree at all, 10-To a very significant degree)	31	9	6.13	2.06

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

To what extent is the World Bank Group an effective development partner in Chile, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
29. Responsiveness*	27	12	5.96	2.01
30. Flexibility (in terms of the institution's products and services)*	26	12	5.62	1.81
31. Flexibility (in terms of changing country circumstances)*	24	12	5.71	1.78
32. Being inclusive*	26	12	6.08	1.94
33. Openness (sharing data and other information)*	26	12	7.12	2.23
34. Staff accessibility*	24	13	6.75	2.54
35. Straightforwardness and honesty*	25	13	7.48	2.08
36. Ease of access to the people at the World Bank Group who are making decisions important to my work*	24	13	6.25	2.44
37. Collaboration with civil society*	21	16	5.38	2.52
38. Collaboration with the Government*	26	13	7.27	2.27
39. Collaboration with other donors and development partners*	18	20	6.28	2.42
40. Collaboration with the private sector*	21	17	6.52	2.18
41. The speed in which it gets things accomplished on the ground*	21	16	5.48	2.23
42. Being a long-term partner*	24	13	6.96	2.37

43. To be a more effective development partner in Chile, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=39)
More local presence	87.2%
The current level of local presence is adequate	5.1%
Less local presence	2.6%
Don't know	5.1%

44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=37)
There is not an adequate level of citizen/civil society participation	29.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.7%
Reforms are not well thought out in light of country challenges	21.6%
The World Bank Group works too slowly	18.9%
Other	16.2%
Lack of/inadequate levels of capacity in Government	13.5%
Political pressures and obstacles	13.5%
The World Bank Group does not do adequate follow through/follow-up	10.8%
Poor donor coordination	5.4%
The Government works inefficiently	2.7%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chile? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
Anti corruption	29	8	7.31	2.22
Information and communications technology	31	6	7.58	2.11
Transport	28	9	7.21	2.47
Crime and violence	28	9	7.11	2.22
Law and justice	29	8	6.59	2.06
Water resources	29	8	7.76	2.20
Urban development	30	7	8.10	1.97
Environmental sustainability	29	8	8.10	1.88
Regulatory framework	30	7	7.43	1.91
Communicable/non-communicable diseases	27	10	5.78	2.67
Poverty reduction	32	6	7.81	2.24
Gender equity	28	9	7.39	2.11
Private sector development	29	8	7.34	2.22
Foreign direct investment	28	9	7.32	2.40
Water and sanitation	30	7	7.43	2.30
Trade and exports	29	8	7.00	2.25
Economic growth	29	8	8.31	1.89
Energy	29	8	8.52	1.55
Disaster management	28	8	7.96	2.30
Public sector governance/ reform	30	8	8.13	2.26
Job creation/employment	30	8	7.33	2.28
Financial markets	30	7	7.43	2.16
Equality of opportunity	30	7	8.47	1.50
Health	30	7	7.77	1.77
Rural development	29	7	7.62	1.95
Global/regional integration	30	7	7.57	2.22
Food security	29	7	7.10	1.97
Education	31	7	8.39	1.94
Social protection	29	7	7.59	2.20
Climate change	30	7	7.17	2.53
Agricultural development	29	8	7.38	2.23
Natural resource management	30	8	7.60	2.33

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	9	21	6.78	2.28
Information and communications technology	14	21	5.86	1.99
Transport	14	25	6.14	1.88
Crime and violence	10	25	6.40	1.96
Law and justice	10	18	6.10	2.08
Water resources	17	18	6.94	1.82
Urban development	11	23	6.27	2.24
Environmental sustainability	14	20	6.43	1.79
Regulatory framework	13	20	7.08	1.85
Communicable/non-communicable diseases	9	25	5.22	2.39
Poverty reduction	17	17	6.29	2.11
Gender equity	12	23	6.17	2.17
Private sector development	13	21	6.85	1.99
Foreign direct investment	12	23	6.92	1.98
Water and sanitation	15	20	7.00	1.96
Trade and exports	11	23	6.36	2.29
Economic growth	17	18	7.18	1.63
Energy	14	21	7.07	1.59
Disaster management	14	22	7.14	2.14
Public sector governance/ reform	16	16	7.50	2.03
Job creation/employment	13	22	6.08	2.14
Financial markets	11	24	6.64	1.91
Equality of opportunity	15	20	6.67	1.99
Health	12	23	6.50	2.58
Rural development	15	23	6.80	2.11
Global/regional integration	12	23	6.25	2.45
Food security	13	22	6.00	2.31
Education	15	20	6.40	2.10
Social protection	13	22	7.00	1.73
Climate change	15	20	5.73	2.63
Agricultural development	13	21	6.31	2.06
Natural resource management	12	23	6.67	2.10

3. Where are the World Bank Group's decisions made primarily that support the program in Chile? (Select only ONE response)	Percentage of Respondents (N=36)
At the Headquarters (in Washington D.C.)	50.0%
In the country	5.6%
Don't know	44.4%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Chile? (1-To no degree at all, 10-To a very significant degree)	27	10	6.19	1.88

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

To what extent do you agree with the following statements about the World Bank Group in Chile? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Chile*	24	13	6.00	1.84
6. The World Bank Group meets Chile's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	28	9	7.07	1.80
Reimbursable Advisory Service				
7. To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	12	24	6.67	2.15
Measuring and Correcting Work				
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Chile?	15	22	6.13	1.88

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=36)
Weekly	8.3%
Monthly	11.1%
A few times a year	52.8%
Rarely	19.4%
Never	8.3%

In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	25	11	6.28	2.46
3. Lead to practical solutions	26	10	6.46	2.00
4. Are accessible (well written and easy to understand)	28	9	6.71	2.37
5. Are translated enough into local language	26	10	6.81	2.65
6. Are adaptable to Chile's specific development challenges and country circumstances*	26	10	6.50	2.20

Overall Evaluations	N	DK	Mean	SD
7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	26	9	6.88	1.90
8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	28	9	7.57	1.57

9. Have you read/consulted the most recent LAC Flagship Report: [Latin American Entrepreneurs: Many Firms But Little Innovation]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)	Percentage of Respondents (N=34)
Yes	14.7%
No	85.3%

Flagship Report	N	DK	Mean	SD
10. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading? <i>(1-To no degree at all, 10-To a very significant degree)</i>	4	3	7.25	2.22
11. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do? <i>(1-To no degree at all, 10-To a very significant degree)</i>	4	3	7.25	2.22

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	14	20	6.29	2.49
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	18	16	6.33	2.30
3. The World Bank Group's approvals and reviews are done in a timely fashion	16	18	6.69	2.24
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	11	23	6.55	2.16
5. The World Bank Group's conditions on its lending are reasonable	14	20	6.43	2.38
6. The World Bank Group takes decisions quickly in Chile*	14	19	6.14	2.28
7. Working with the World Bank Group increases Chile's institutional capacity	19	15	6.42	2.50
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	14	20	6.79	2.01
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	18	16	6.56	2.31

WBG Promoting PPP in Chile	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chile? (1-To no degree at all, 10-To a very significant degree)	23	11	6.35	1.99

11. Which of the following best describes the way the World Bank Group operates in Chile? (Select only one response)	Percentage of Respondents (N=34)
Don't know	44.1%
The World Bank Group does not take enough risk in Chile	32.4%
The World Bank Group's approach to risk is appropriate	23.5%
The World Bank Group takes too much risk in Chile	0.0%

12. Which of the following best describes the World Bank Group's support in Chile? (Select only one response)	Percentage of Respondents (N=33)
Don't know	48.5%
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chile	36.4%
The World Bank Group is not sufficiently selective in Chile, and it is involved in too many areas of development	15.2%

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

The World Bank Group moving in the Right Direction	N	DK	Mean	SD
1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Chile? <i>(1-To no degree at all, 10-To a very significant degree)</i>	20	14	6.45	2.04

Role of the International Development Cooperation	N	DK	Mean	SD
2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Chile's development in the near future? <i>(1-To no degree at all, 10-To a very significant degree)</i>	28	6	8.00	1.61

3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=34)
Provide more adequate data/knowledge/statistics/figures on Chile's economy	38.2%
Increase the level of capacity development in the country	32.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	26.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	20.6%
Reach out more to groups outside of Government	17.6%
Offer more innovative knowledge services	17.6%
Other	11.8%
Improve the quality of its experts as related to Chile's specific challenges	8.8%
Reduce the complexity of obtaining World Bank Group financing	5.9%
Ensure greater selectivity in its work	5.9%
Offer more innovative financial products	2.9%
Work faster	2.9%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

4. When considering the combination of services that the World Bank Group offers in Chile, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chile? (Select only ONE response)	Percentage of Respondents (N=33)
Knowledge products	54.5%
Financial services	15.2%
The combination is appropriate for Chile	15.2%
Don't know	12.1%
Convening services	3.0%
None of the above	0.0%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=34)
Internet	85.3%
Periodicals	47.1%
Local newspapers	14.7%
International newspapers	14.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	14.7%
Other	8.8%
Local television	2.9%
Local radio	2.9%
International radio	0.0%
International television	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=34)
e-Newsletters	52.9%
World Bank Group's publications and other written materials	35.3%
World Bank Group's website	32.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.4%
World Bank Group's seminars/workshops/conferences	29.4%
Other	5.9%
Mobile phones	5.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	2.9%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=34)
Yes	8.8%
No	91.2%

4. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=34)
Yes	73.5%
No	26.5%

5. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=33)
Yes	9.1%
No	90.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	28	6	6.07	2.52
7. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	17	16	5.06	2.05
8. The World Bank Group is responsive to my information requests and inquiries	14	17	7.00	1.84

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=49)
Employee of a Ministry, Ministerial Department or Implementation Agency	34.7%
Media	14.3%
Office of Minister	8.2%
Office of Parliamentarian	8.2%
Other	8.2%
Private Foundation	6.1%
Local Government Office or Staff	4.1%
Bilateral/Multilateral Agency	4.1%
NGO/Community Based Organization	4.1%
Independent Government Institution	4.1%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.0%
Private Sector Organization	2.0%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=47)
Other	23.4%
Generalist (specialized in multiple sectors)	21.3%
Macroeconomics and fiscal management	10.6%
Finance and markets	10.6%
Social protection and labor	4.3%
Education	4.3%
Health, nutrition, and population	4.3%
Energy and extractives	4.3%
Governance	4.3%
Agriculture	4.3%
Water	2.1%
Public-private partnerships	2.1%
Gender	2.1%
Urban, rural, and social development	2.1%

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=45)
I have never collaborated with the World Bank Group	57.8%
I have previously collaborate with the World Bank Group	20.0%
I currently collaborate with the World Bank Group	13.3%
Both of the above	8.9%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Chile? (Select only ONE response)	Percentage of Respondents (N=40)
The World Bank	82.5%
Other	12.5%
The International Finance Corporation	5.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%

**H. Background Information (continued)**

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=42)
Yes	26.2%
No	73.8%

6. If yes, what was your view of how the two institutions work together in Chile? (Select only ONE response)	Percentage of Respondents (N=14)
Don't know	42.9%
The two institutions work well together	28.6%
The way the two institutions work together needs improvement	28.6%
The two institutions do not work well together	0.0%

7. Which of the following describes most of your exposure to the World Bank Group in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=47)
Use World Bank Group reports/data	48.9%
Use World Bank Group website for information, data, research, etc.	40.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	31.9%
Collaborate as part of my professional duties	27.7%
Engage in World Bank Group related/sponsored events/activities	14.9%

8. What's your gender?	Percentage of Respondents (N=48)
Female	29.2%
Male	70.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=48)
Santiago	77.1%
Outside of Santiago	22.9%

Appendix B: Responses to All Questions by Stakeholder Groups¹

● Employee of a Ministry/ PMU/ Consultant N=18 ● CSO N=5 ● Media N=7 ● Other N=19

A. General Issues facing Chile

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
The right direction	94.1%	20.0%	28.6%	68.4%
The wrong direction	0.0%	20.0%	42.9%	26.3%
Not sure	5.9%	60.0%	28.6%	5.3%

*Significantly different between stakeholder groups

¹ Only 49 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Chile (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Social protection	41.2%	20.0%	42.9%	36.8%
Food security	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	52.9%	20.0%	28.6%	21.1%
Global/regional integration	5.9%	0.0%	0.0%	0.0%
Gender equity	0.0%	20.0%	0.0%	10.5%
Private sector development	0.0%	0.0%	0.0%	10.5%
Foreign direct investment	5.9%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Anti-corruption	11.8%	0.0%	28.6%	10.5%
Job creation/employment	0.0%	20.0%	0.0%	10.5%
Rural development	5.9%	0.0%	0.0%	0.0%
Financial markets	5.9%	0.0%	0.0%	0.0%
Urban development	5.9%	0.0%	0.0%	0.0%
Environmental sustainability	5.9%	20.0%	0.0%	0.0%
Equality of opportunity	23.5%	20.0%	14.3%	42.1%
Health	11.8%	0.0%	28.6%	10.5%
Education	58.8%	60.0%	85.7%	47.4%
Poverty reduction	0.0%	0.0%	14.3%	5.3%
Energy	11.8%	20.0%	14.3%	26.3%
Water resources	23.5%	0.0%	0.0%	5.3%
Transport	5.9%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	14.3%	10.5%
Agricultural development	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	5.3%
Crime and violence	0.0%	20.0%	0.0%	5.3%
Economic growth	23.5%	40.0%	14.3%	26.3%
Law and justice	0.0%	0.0%	0.0%	5.3%
Regulatory framework	0.0%	0.0%	14.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	5.3%
Information and communications technology	0.0%	20.0%	0.0%	5.3%

A. General Issues facing Chile (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 Chile? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Water and sanitation	5.9%	0.0%	0.0%	5.3%
Equality of opportunity	70.6%	60.0%	42.9%	68.4%
Economic growth	52.9%	60.0%	28.6%	42.1%
Climate change	0.0%	0.0%	0.0%	5.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	20.0%	0.0%	10.5%
Rural development	5.9%	0.0%	0.0%	5.3%
Urban development	5.9%	0.0%	0.0%	0.0%
Regulatory framework	5.9%	0.0%	0.0%	0.0%
Water resources	5.9%	0.0%	0.0%	10.5%
Social protection	29.4%	0.0%	42.9%	31.6%
Law and justice	0.0%	0.0%	14.3%	0.0%
Transport	0.0%	0.0%	0.0%	5.3%
Crime and violence	0.0%	20.0%	0.0%	5.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	20.0%	14.3%	5.3%
Anti corruption	0.0%	20.0%	0.0%	5.3%
Private sector development	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	5.3%
Education	64.7%	60.0%	85.7%	47.4%
Energy	5.9%	0.0%	14.3%	5.3%
Public sector governance/ reform	17.6%	20.0%	14.3%	0.0%
Natural resource management	0.0%	0.0%	14.3%	0.0%
Environmental sustainability	5.9%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	5.3%
Health	5.9%	0.0%	14.3%	10.5%
Agricultural development	0.0%	0.0%	0.0%	5.3%
Job creation/employment	17.6%	20.0%	14.3%	21.1%
Financial markets	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Chile (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chile? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Better employment opportunities for young people	22.2%	0.0%	33.3%	22.2%
Better employment opportunities for women	11.1%	20.0%	16.7%	22.2%
Greater access to micro-finance for the poor	5.6%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	11.1%	20.0%	16.7%	5.6%
Greater access to health and nutrition for citizens	5.6%	0.0%	0.0%	16.7%
Better entrepreneurial opportunities	11.1%	0.0%	33.3%	5.6%
A growing middle class	0.0%	20.0%	0.0%	11.1%
Better opportunity for the poor who live in rural areas	5.6%	0.0%	0.0%	5.6%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	16.7%	0.0%
Consistent economic growth	33.3%	60.0%	0.0%	38.9%
More reliable social safety net	5.6%	20.0%	16.7%	11.1%
Greater equity of fiscal policy	5.6%	0.0%	0.0%	5.6%
Education and training that better ensure job opportunity	66.7%	60.0%	66.7%	50.0%
Better quality public services	11.1%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Chile?
(Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
A very big problem	88.2%	80.0%	100.0%	66.7%
A moderately big problem	11.8%	20.0%	0.0%	27.8%
A small problem	0.0%	0.0%	0.0%	0.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	5.6%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?
(Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
A very serious problem	58.8%	60.0%	66.7%	50.0%
A somewhat serious problem	29.4%	20.0%	33.3%	50.0%
Not too serious problem	11.8%	20.0%	0.0%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Chile?

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	16	6.69	2.06	5	6.20	3.35	6	6.17	2.14	18	5.50	2.48
Inter-American Development Bank (IDB/BID)	16	6.81	2.56	5	7.20	2.59	6	6.67	1.75	18	7.06	2.36
Latin American Development Bank (CAF)	16	4.44	2.42	5	3.20	2.77	6	4.83	3.19	18	4.00	2.45

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

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	14	7.07	1.98	3	5.00	1.00	5	5.00	1.41	15	6.13	1.68
Inter-American Development Bank (IDB/BID)	12	7.08	1.68	4	6.75	2.99	6	5.33	1.21	16	7.06	1.69
Latin American Development Bank (CAF)	8	5.13	2.23	2	4.50	2.12	4	3.75	2.75	11	4.18	2.68

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chile solve its most complicated development challenges?	15	7.87	2.13	1	7.00	0	5	7.60	2.30	14	7.14	1.88

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Social protection	31.3%	20.0%	16.7%	38.9%
Crime and violence	12.5%	20.0%	0.0%	11.1%
Transport	12.5%	0.0%	0.0%	5.6%
Agricultural development	0.0%	0.0%	0.0%	11.1%
Global/regional integration	6.3%	0.0%	0.0%	5.6%
Gender equity	0.0%	20.0%	0.0%	5.6%
Public sector governance/ reform	31.3%	20.0%	33.3%	27.8%
Health	18.8%	20.0%	16.7%	22.2%
Rural development	12.5%	0.0%	16.7%	5.6%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%
Education	37.5%	80.0%	50.0%	16.7%
Energy	6.3%	0.0%	16.7%	5.6%
Job creation/employment	0.0%	0.0%	0.0%	16.7%
Financial markets	0.0%	0.0%	0.0%	5.6%
Urban development	0.0%	0.0%	0.0%	11.1%
Environmental sustainability	12.5%	0.0%	0.0%	5.6%
Water resources	18.8%	0.0%	0.0%	11.1%
Equality of opportunity	12.5%	40.0%	16.7%	22.2%
Private sector development	0.0%	0.0%	0.0%	5.6%
Water and sanitation	0.0%	0.0%	0.0%	5.6%
Food security	0.0%	0.0%	0.0%	0.0%
Climate change	6.3%	0.0%	16.7%	11.1%
Poverty reduction	25.0%	20.0%	50.0%	16.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%
Economic growth	25.0%	40.0%	16.7%	22.2%
Law and justice	0.0%	0.0%	0.0%	0.0%
Regulatory framework	6.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	16.7%	0.0%
Information and communications technology	6.3%	20.0%	16.7%	11.1%
Disaster management	18.8%	0.0%	0.0%	0.0%

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Convening/Facilitating	13.3%	0.0%	0.0%	5.9%
Data	6.7%	0.0%	20.0%	5.9%
Policy advice, studies, analyses	20.0%	40.0%	60.0%	52.9%
Financial resources	20.0%	20.0%	20.0%	5.9%
Capacity development	20.0%	0.0%	0.0%	0.0%
Technical assistance	13.3%	20.0%	0.0%	11.8%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	5.9%
Donor coordination	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	6.7%	0.0%	0.0%	0.0%
Other	0.0%	20.0%	0.0%	11.8%

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Convening/Facilitating	6.7%	0.0%	0.0%	5.9%
Data	0.0%	20.0%	20.0%	11.8%
Policy advice, studies, analyses	33.3%	20.0%	20.0%	11.8%
Financial resources	20.0%	0.0%	0.0%	17.6%
Capacity development	0.0%	20.0%	0.0%	23.5%
Technical assistance	13.3%	0.0%	40.0%	11.8%
Mobilizing third party financial resources	20.0%	20.0%	20.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	6.7%	0.0%	0.0%	5.9%
Other	0.0%	20.0%	0.0%	11.8%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chile? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	10	7.10	1.97	2	6.50	0.71	2	7.00	0.00	9	6.33	1.32
Citizen engagement (incorporating citizens' voices into development)*	7	7.14	1.77	-	-	-	2	6.00	1.41	7	4.71	1.50
Policy design (for clarity and better incentives to achieve development goals)	9	7.00	1.80	1	8.00	-	4	7.75	0.96	11	6.27	1.27

*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in Chile to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	11	7.00	2.53	3	7.67	0.58	2	6.50	2.12	10	7.30	2.16
Citizen engagement (incorporating citizens' voices into development)	9	7.33	2.35	1	10.00	0	2	8.00	1.41	9	7.78	1.56
Policy design (for clarity and better incentives to achieve development goals)	11	8.27	1.62	1	9.00	0	3	8.67	0.58	10	8.70	1.16

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Staff too inaccessible	13.3%	20.0%	60.0%	12.5%
Not exploring alternative policy options	6.7%	0.0%	0.0%	12.5%
Not collaborating enough with stakeholders outside the Government	0.0%	20.0%	20.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	6.7%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	26.7%	40.0%	20.0%	50.0%
Arrogant in its approach	0.0%	0.0%	0.0%	6.3%
Not client focused	6.7%	20.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	6.3%
World Bank Group's processes too complex	26.7%	20.0%	0.0%	12.5%
Not willing to honestly criticize policies and reform efforts in the country	13.3%	20.0%	40.0%	12.5%
Too influenced by developed countries	0.0%	0.0%	0.0%	6.3%
Imposing technocratic solutions without regard to political realities	20.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	20.0%	0.0%	0.0%	12.5%
Not aligned with other donors' work	0.0%	0.0%	0.0%	6.3%
Not aligned with country priorities	0.0%	0.0%	20.0%	6.3%
Not adequately sensitive to political/social realities in Chile	6.7%	0.0%	0.0%	12.5%
Other	6.7%	0.0%	0.0%	0.0%
Don't know	13.3%	40.0%	20.0%	12.5%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Trust Fund management	0.0%	20.0%	0.0%	0.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	20.0%	40.0%	40.0%	25.0%
Investment lending (financing specific projects)	40.0%	60.0%	80.0%	43.8%
Technical assistance (advice, best practice, international experience, etc.)	66.7%	40.0%	60.0%	56.3%
Capacity development	20.0%	0.0%	0.0%	31.3%
Policy based lending / budget support to the Government	6.7%	0.0%	20.0%	6.3%
Multi-sectoral approaches	6.7%	0.0%	0.0%	31.3%
Other	0.0%	0.0%	0.0%	0.0%
Don't know	20.0%	20.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
To a fully sufficient degree	6.7%	0.0%	0.0%	6.3%
To a somewhat sufficient degree	46.7%	0.0%	20.0%	18.8%
To a somewhat insufficient degree	20.0%	60.0%	60.0%	56.3%
To a very insufficient degree	6.7%	0.0%	20.0%	6.3%
Don't know	20.0%	40.0%	0.0%	12.5%

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

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chile	11	6.09	1.76	3	5.33	1.15	5	6.00	1.58	12	5.08	2.27
The World Bank Group's work is aligned with what I consider the development priorities for Chile	11	7.09	1.51	2	5.50	0.71	5	6.00	2.24	10	6.20	1.75
The World Bank Group supports Chile's efforts to reduce social exclusion*	11	7.64	1.63	2	6.00	0.00	3	5.33	1.15	10	5.20	1.99
The World Bank Group supports programs and strategies that are realistic for Chile	11	7.00	2.19	2	5.50	0.71	3	5.33	1.15	10	6.40	1.65
The World Bank Group treats clients and stakeholders in Chile with respect	11	8.55	1.75	1	8.00	0	2	7.00	2.83	7	7.71	1.70
The World Bank Group is an organization that does not represent a particular ideological perspective in Chile	12	8.00	1.65	3	7.00	1.73	4	7.50	2.08	8	7.38	2.39
The World Bank Group is an organization that is not overly influenced by any particular country	9	7.89	1.96	1	6.00	0	4	6.50	3.42	9	6.00	3.28
The World Bank Group respects the positions, views and demands of the government of Chile	11	8.36	2.20	2	9.00	1.41	5	7.00	1.87	10	8.30	1.70
The World Bank Group listens and takes into account your views	11	8.09	1.58	1	8.00	0	2	6.00	1.41	8	6.50	2.45

*Significantly different between stakeholder groups

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When considering the national development needs in Chile, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Chile meet the national development needs of Chile?*	13	7.31	1.89	3	4.33	.58	5	6.40	2.19	10	5.00	1.63

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Chile, 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?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	11	6.91	2.21	2	4.00	0.00	4	4.75	1.71	10	5.80	1.62
Flexibility (in terms of the institution's products and services)	10	6.10	1.52	2	5.00	1.41	4	4.25	1.50	10	5.80	2.15
Flexibility (in terms of changing country circumstances)	9	6.78	1.39	2	4.00	0.00	4	4.75	1.26	9	5.44	2.01
Being inclusive	9	7.11	1.96	2	4.50	0.71	5	5.60	2.19	10	5.70	1.70
Openness (sharing data and other information)	9	8.00	1.41	1	5.00	0.00	5	6.20	2.77	11	7.00	2.49
Staff accessibility*	9	8.22	1.79	2	7.00	1.41	3	3.33	2.08	10	6.40	2.50
Straightforwardness and honesty	10	8.30	1.70	2	5.00	1.41	4	6.00	2.58	9	7.78	1.86
Ease of access to the people at the World Bank Group who are	10	7.60	2.67	2	6.50	0.71	3	4.67	0.58	9	5.22	2.11
Collaboration with civil society	8	6.75	2.92	2	4.00	0.00	3	4.67	1.53	8	4.63	2.33
Collaboration with the Government	11	7.73	2.57	1	3.00	0.00	5	6.80	1.79	9	7.44	1.88
Collaboration with other donors and development partners	7	6.29	2.98	-	-	-	4	6.25	2.50	7	6.29	2.14
Collaboration with the private sector	8	6.75	2.76	1	5.00	0.00	5	6.20	2.17	7	6.71	1.80
The speed in which it gets things accomplished on the ground	10	6.40	2.59	2	3.50	0.71	3	4.33	1.15	6	5.17	1.72
Being a long-term partner	9	7.00	2.74	2	4.50	0.71	4	7.00	2.71	9	7.44	2.01

*Significantly different between stakeholder groups

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

To be a more effective development partner in Chile, do you believe that the World Bank Group should have ... ?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
More local presence	92.9%	60.0%	100.0%	86.7%
The current level of local presence is adequate	0.0%	0.0%	0.0%	13.3%
Less local presence	7.1%	0.0%	0.0%	0.0%
Don't know	0.0%	40.0%	0.0%	0.0%

*Significantly different between stakeholder groups

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	7.7%	40.0%	0.0%	7.1%
Poor donor coordination	7.7%	0.0%	0.0%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.8%	20.0%	20.0%	35.7%
Lack of/inadequate levels of capacity in Government	15.4%	20.0%	0.0%	14.3%
There is not an adequate level of citizen/civil society participation*	23.1%	40.0%	80.0%	14.3%
The World Bank Group works too slowly	30.8%	0.0%	40.0%	7.1%
The Government works inefficiently	0.0%	0.0%	20.0%	0.0%
Political pressures and obstacles	15.4%	0.0%	0.0%	21.4%
Reforms are not well thought out in light of country challenges	15.4%	20.0%	20.0%	28.6%
Other	15.4%	20.0%	0.0%	21.4%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chile? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	9	6.89	2.67	1	8.00	0.00	5	8.20	1.79	14	7.21	2.19
Information and communications technology	10	7.80	2.44	1	4.00	0.00	5	7.20	1.48	15	7.80	2.01
Transport	9	6.89	2.67	1	5.00	0.00	4	7.50	0.58	14	7.50	2.77
Crime and violence	9	6.33	2.69	1	4.00	0.00	4	7.75	0.50	14	7.64	2.02
Law and justice	9	6.44	2.60	1	4.00	0.00	4	7.00	1.41	15	6.73	1.91
Water resources	9	7.11	3.10	1	8.00	0.00	4	7.00	1.15	15	8.33	1.76
Urban development	9	7.67	2.40	1	9.00	0.00	5	8.00	1.22	15	8.33	2.02
Environmental sustainability	9	7.00	2.69	1	9.00	0.00	4	8.25	0.50	15	8.67	1.29
Regulatory framework	9	7.56	2.24	1	9.00	0.00	5	7.00	1.58	15	7.40	1.92
Communicable/non-communicable diseases	7	5.71	2.69	1	3.00	0.00	4	4.50	3.11	15	6.33	2.58
Poverty reduction	10	7.50	2.76	2	6.00	2.83	5	7.00	2.65	15	8.53	1.51
Gender equity	8	6.50	2.62	1	4.00	0.00	5	7.40	1.52	14	8.14	1.70
Private sector development	8	7.13	2.17	1	4.00	0.00	5	7.40	1.52	15	7.67	2.44
Foreign direct investment	8	6.88	2.30	1	4.00	0.00	5	7.40	1.52	14	7.79	2.69
Water and sanitation	9	7.11	2.42	1	8.00	0.00	5	6.20	1.30	15	8.00	2.48
Trade and exports	9	6.78	1.79	1	3.00	0.00	5	6.60	1.14	14	7.57	2.62
Economic growth	9	7.89	2.03	1	8.00	0.00	5	8.60	1.14	14	8.50	2.14
Energy	9	8.33	1.80	1	9.00	0.00	5	7.60	1.82	14	8.93	1.27
Disaster management	9	7.67	2.50	1	8.00	0.00	4	5.75	2.22	14	8.79	1.93
Public sector governance/ reform	9	7.56	3.00	1	8.00	0.00	5	8.60	1.14	15	8.33	2.16
Job creation/employment	9	6.78	2.59	1	8.00	0.00	5	7.60	0.55	15	7.53	2.56
Financial markets	9	6.56	2.24	1	7.00	0.00	5	7.80	1.64	15	7.87	2.29
Equality of opportunity	9	8.56	1.67	1	8.00	0.00	5	7.80	1.10	15	8.67	1.59
Health	9	7.22	2.39	1	8.00	0.00	5	7.00	1.22	15	8.33	1.45
Rural development	9	7.00	2.45	1	4.00	0.00	5	7.80	1.48	14	8.21	1.48
Global/regional integration	9	7.11	2.03	1	3.00	0.00	5	8.00	1.22	15	8.00	2.36
Food security	8	7.38	1.85	1	5.00	0.00	5	6.20	2.17	15	7.40	1.99
Education	10	8.30	2.75	1	8.00	0.00	5	8.20	0.84	15	8.53	1.73
Social protection	9	7.22	2.91	-	-	-	5	7.20	1.30	15	7.93	2.02
Climate change	9	7.00	3.04	1	2.00	0.00	5	6.00	1.87	15	8.00	1.96
Agricultural development	9	6.56	2.65	1	3.00	0.00	4	8.00	2.16	15	8.00	1.60
Natural resource management	9	6.89	3.18	2	5.00	2.83	4	7.75	2.06	15	8.33	1.45

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	2	8.00	0.00	-	-	-	2	6.00	0.00	5	6.60	3.05
Information and communications technology	4	7.00	0.82	1	3.00	0.00	2	5.50	0.71	7	5.71	2.43
Transport	4	7.00	1.15	2	5.00	0.00	2	7.00	1.41	6	5.67	2.50
Crime and violence	3	6.33	0.58	-	-	-	2	6.50	0.71	5	6.40	2.88
Law and justice	3	6.33	0.58	-	-	-	2	5.00	1.41	5	6.40	2.88
Water resources	5	7.60	0.89	1	6.00	0.00	2	7.00	1.41	9	6.67	2.35
Urban development	2	7.00	0.00	1	2.00	0.00	2	7.00	1.41	6	6.50	2.35
Environmental sustainability	4	7.25	1.26	2	5.50	0.00	2	6.00	0.00	6	6.33	2.50
Regulatory framework	5	7.80	0.45	1	5.00	0.00	2	7.00	1.41	5	6.80	2.77
Communicable/non-communicable diseases	1	6.00	0	-	-	-	2	4.50	2.12	6	5.33	2.80
Poverty reduction	5	7.40	2.07	2	6.50	0.71	3	4.67	1.53	7	6.14	2.41
Gender equity	3	7.33	1.53	-	-	-	2	4.50	2.12	7	6.14	2.34
Private sector development	5	7.20	1.48	1	7.00	0	2	7.50	2.12	5	6.20	2.77
Foreign direct investment	5	8.00	1.22	-	-	-	2	6.50	0.71	5	6.00	2.55
Water and sanitation	5	7.80	1.30	1	7.00	0.00	2	5.50	0.71	7	6.86	2.54
Trade and exports	3	8.00	1.00	1	3.00	0.00	2	5.00	1.41	5	6.60	2.51
Economic growth	7	7.71	1.60	2	7.50	0.71	4	7.00	0.82	4	6.25	2.50
Energy	3	7.67	0.58	1	7.00	0.00	4	6.75	0.96	6	7.00	2.37
Disaster management	4	8.00	1.41	1	6.00	0.00	3	5.67	2.52	6	7.50	2.43
Public sector governance/ reform*	5	8.00	1.22	1	2.00	0.00	3	7.33	1.15	7	8.00	1.83
Job creation/employment	4	7.00	0.82	1	2.00	0.00	3	6.33	2.08	5	6.00	2.45
Financial markets	3	7.67	1.15	1	5.00	0.00	3	6.33	2.08	4	6.50	2.52
Equality of opportunity	5	7.60	1.67	1	6.00	0.00	3	6.33	2.08	6	6.17	2.40
Health	3	8.00	1.00	-	-	-	3	7.33	0.58	6	5.33	3.27
Rural development	3	7.67	0.58	-	-	-	3	7.67	0.58	9	6.22	2.59
Global/regional integration	3	6.67	0.58	-	-	-	3	7.33	0.58	6	5.50	3.39
Food security	2	7.50	0.71	-	-	-	3	6.00	2.65	8	5.63	2.50
Education	3	8.00	1.00	2	4.50	2.12	3	7.00	1.00	7	6.00	2.45
Social protection	3	8.00	1.00	1	5.00	0.00	3	7.67	0.58	6	6.50	2.17
Climate change	3	7.67	1.15	1	2.00	0.00	3	6.00	2.65	8	5.38	2.77
Agricultural development	2	7.50	0.71	1	3.00	0.00	3	7.67	0.58	7	5.86	2.19
Natural resource management	3	7.67	1.15	-	-	-	3	7.33	0.58	6	5.83	2.71

*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions made primarily that support the program in Chile? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
At the Headquarters (in Washington D.C.)	53.8%	33.3%	80.0%	40.0%
In the country	7.7%	0.0%	0.0%	6.7%
Don't know	38.5%	66.7%	20.0%	53.3%

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chile?	9	7.00	1.50	2	4.00	0.00	5	6.20	2.17	11	5.91	1.97

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

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Chile*	10	6.70	1.70	2	3.50	0.71	5	6.80	1.30	7	5.14	1.77
The World Bank Group meets Chile's needs for knowledge services (e.g., research, analysis, data, technical assistance)	10	7.90	1.52	2	4.50	0.71	5	7.20	1.30	11	6.73	1.95

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	3	8.33	2.08	1	3.00	0.00	4	6.50	1.73	4	6.50	1.91

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Chile?	7	6.71	1.89	1	3.00	0.00	3	6.33	2.08	4	5.75	1.50

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Weekly	8.3%	0.0%	40.0%	0.0%
Monthly	8.3%	25.0%	20.0%	6.7%
A few times a year	58.3%	50.0%	0.0%	66.7%
Rarely	16.7%	0.0%	40.0%	20.0%
Never	8.3%	25.0%	0.0%	6.7%

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

In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	9	7.11	1.36	2	3.00	2.83	4	5.50	3.51	10	6.50	2.46
Lead to practical solutions	10	7.20	1.23	2	4.00	1.41	4	6.00	3.16	10	6.40	2.01
Are accessible (well written and easy to understand)	11	7.36	1.91	2	7.50	3.54	5	6.00	2.65	10	6.20	2.66
Are translated enough into local language	11	7.55	2.58	2	5.50	0.71	5	5.20	2.49	8	7.13	2.95
Are adaptable to Chile's specific development challenges and country circumstances	10	7.20	2.20	1	5.00	0.00	5	5.80	2.17	10	6.30	2.31

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	9	7.56	1.74	2	6.00	1.41	5	6.00	2.45	10	6.90	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	11	8.27	1.35	3	7.33	0.58	4	6.25	2.22	10	7.40	1.51

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

Have you read/consulted the most recent LAC Flagship Report: [Latin American Entrepreneurs: Many Firms But Little Innovation]? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant				CSO	Media	Other
	Yes	No	Yes	No			
Yes	15.4%	84.6%	50.0%	50.0%	20.0%	80.0%	7.1%
No							

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	1	8.00	0	1	8.00	0	1	4.00	0	1	9.00	0
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	1	8.00	0	1	8.00	0	1	4.00	0	1	9.00	0

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

E. Working with the World Bank Group

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	6	7.67	2.07	1	5.00	0	3	3.33	1.53	4	6.75	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports	7	7.57	1.90	2	4.00	2.83	3	4.67	2.52	6	6.50	1.87
The World Bank Group's approvals and reviews are done in a timely fashion*	6	8.33	1.03	1	4.00	0	3	4.00	1.73	6	6.83	1.94
The World Bank Group's "Safeguard Policy" requirements are reasonable*	5	8.00	1.41	-	-	-	2	3.50	2.12	4	6.25	1.26
The World Bank Group's conditions on its lending are reasonable	4	8.50	1.29	1	4.00	0	3	4.33	2.08	6	6.50	2.17
The World Bank Group takes decisions quickly in Chile	6	7.50	1.76	2	4.00	0.00	2	3.50	2.12	4	6.50	2.08
Working with the World Bank Group increases Chile's institutional capacity*	7	8.00	1.63	2	4.00	1.41	2	3.50	2.12	8	6.38	2.50
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6	8.00	1.26	1	5.00	0	3	4.67	2.52	4	7.00	1.41
The World Bank Group provides effective implementation support (i.e., supervision of projects)	7	7.71	2.06	2	4.50	0.71	3	4.33	2.08	6	7.00	2.10

*Significantly different between stakeholder groups

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chile?	9	7.00	1.80	2	5.50	3.54	4	5.50	2.38	8	6.25	1.83

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

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Chile? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant				CSO	Media	Other
	Consultant	CSO	Media	Other			
The World Bank Group takes too much risk in Chile	0.0%	0.0%	0.0%	0.0%			
The World Bank Group does not take enough risk in Chile	25.0%	50.0%	75.0%	21.4%			
The World Bank Group's approach to risk is appropriate	41.7%	0.0%	0.0%	21.4%			
Don't know	33.3%	50.0%	25.0%	57.1%			

Which of the following best describes the World Bank Group's support in Chile? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant				CSO	Media	Other
	Consultant	CSO	Media	Other			
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chile	58.3%	0.0%	25.0%	30.8%			
The World Bank Group is not sufficiently selective in Chile, and it is involved in too many areas of development	8.3%	25.0%	25.0%	15.4%			
Don't know	33.3%	75.0%	50.0%	53.8%			

F. The Future Role of the World Bank Group in Chile

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Chile?*	9	7.56	1.74	2	4.50	0.71	3	4.33	1.53	6	6.50	1.87

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

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Chile's development in the near future?	12	8.42	1.44	3	8.33	1.53	4	7.75	.96	9	7.44	2.07

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

F. The Future Role of the World Bank Group in Chile (continued)

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Chile's economy	30.8%	25.0%	50.0%	46.2%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	15.4%
Offer more innovative financial products	0.0%	0.0%	0.0%	7.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	23.1%	25.0%	25.0%	15.4%
Reach out more to groups outside of Government	7.7%	25.0%	25.0%	23.1%
Work faster*	0.0%	25.0%	0.0%	0.0%
Improve the quality of its experts as related to Chile's specific challenges	15.4%	0.0%	0.0%	7.7%
Offer more innovative knowledge services	7.7%	25.0%	25.0%	23.1%
Collaborate more effectively with Government clients (e.g., national, state, local)*	53.8%	0.0%	50.0%	0.0%
Increase the level of capacity development in the country	38.5%	50.0%	0.0%	30.8%
Reduce the complexity of obtaining World Bank Group financing	7.7%	0.0%	25.0%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%
Other	15.4%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Chile, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chile?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Financial services	8.3%	25.0%	75.0%	0.0%
Knowledge products	41.7%	25.0%	25.0%	84.6%
Convening services	8.3%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Chile	25.0%	0.0%	0.0%	15.4%
Don't know	16.7%	50.0%	0.0%	0.0%

*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 Chile? (Choose no more than TWO)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Periodicals	38.5%	75.0%	50.0%	46.2%
International newspapers	23.1%	25.0%	0.0%	7.7%
Local radio	0.0%	0.0%	0.0%	7.7%
International radio	0.0%	0.0%	0.0%	0.0%
Local television	7.7%	0.0%	0.0%	0.0%
International television	0.0%	0.0%	0.0%	0.0%
Local newspapers	15.4%	0.0%	25.0%	15.4%
Internet	84.6%	75.0%	100.0%	84.6%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	15.4%	0.0%	0.0%	23.1%
Other	7.7%	0.0%	25.0%	7.7%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.8%	25.0%	50.0%	30.8%
e-Newsletters	46.2%	50.0%	25.0%	69.2%
World Bank Group's seminars/workshops/conferences	46.2%	0.0%	25.0%	23.1%
World Bank Group's publications and other written materials	30.8%	75.0%	50.0%	23.1%
World Bank Group's website	23.1%	0.0%	50.0%	46.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	7.7%	0.0%	0.0%	0.0%
Mobile phones	7.7%	0.0%	0.0%	7.7%
Other	7.7%	25.0%	0.0%	0.0%

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Yes	7.7%	0.0%	0.0%	15.4%
No	92.3%	100.0%	100.0%	84.6%

Do you use/have you used the World Bank Group Website?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Yes	76.9%	50.0%	100.0%	69.2%
No	23.1%	50.0%	0.0%	30.8%

Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Yes	15.4%	0.0%	25.0%	0.0%
No	84.6%	100.0%	75.0%	100.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?											
	Employee of a Ministry/ PMU/ Consultant			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	11	6.91	2.17	3	6.33	3.79	4	2.75	2.22	10	6.40	1.78
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	5	5.60	1.14	2	3.50	2.12	3	3.67	2.08	7	5.71	2.36
The World Bank Group is responsive to my information requests and inquiries	8	7.38	2.13	1	8.00	0	2	6.00	1.41	3	6.33	1.53

*Significantly different between stakeholder groups

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
I currently collaborate with the World Bank Group	31.3%	0.0%	0.0%	5.6%
I have previously collaborate with the World Bank Group	25.0%	20.0%	16.7%	16.7%
Both of the above	6.3%	20.0%	0.0%	11.1%
I have never collaborated with the World Bank Group	37.5%	60.0%	83.3%	66.7%

Which of the following agencies of the World Bank Group do you primarily engage with in Chile? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
The World Bank	88.2%	66.7%	80.0%	80.0%
The International Finance Corporation	0.0%	0.0%	20.0%	6.7%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	0.0%	0.0%
Other	11.8%	33.3%	0.0%	13.3%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Yes	31.3%	0.0%	50.0%	17.6%
No	68.8%	100.0%	50.0%	82.4%

If yes, what was your view of how the two institutions work together in Chile? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
The two institutions work well together	0.0%	0.0%	66.7%	40.0%
The way the two institutions work together needs improvement	40.0%	0.0%	33.3%	20.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%
Don't know	60.0%	100.0%	0.0%	40.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	CSO	Media	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.3%	40.0%	14.3%	33.3%
Use World Bank Group reports/data	41.2%	40.0%	85.7%	44.4%
Engage in World Bank Group related/sponsored events/activities	17.6%	20.0%	14.3%	11.1%
Collaborate as part of my professional duties	41.2%	40.0%	0.0%	22.2%
Use World Bank Group website for information, data, research, etc.	23.5%	20.0%	71.4%	50.0%

H. Background Information

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant			
	CSO	Media	Other	
Female	35.3%	40.0%	14.3%	26.3%
Male	64.7%	60.0%	85.7%	73.7%

Appendix C: Responses to Indicator Questions by Geographic Locations²

● Santiago N=37 ● Outside of Santiago N=11

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
Please rate your impression of the World Bank Group's effectiveness in Chile	31	6.32	1.97	6	5.83	0.98

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chile	27	5.81	1.90	4	4.25	1.26
The World Bank Group's work is aligned with what I consider the development priorities for Chile	25	6.60	1.76	3	5.33	0.58

To what extent is the World Bank Group an effective development partner in Chile, 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?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
Responsiveness	23	6.17	2.06	4	4.75	1.26
Flexibility (in terms of the institution's products and services)	22	5.77	1.93	4	4.75	0.50
Flexibility (in terms of changing country circumstances)	21	5.81	1.89	3	5.00	0.00
Being inclusive	22	6.05	2.08	4	6.25	0.96
Openness (sharing data and other information)	23	7.22	2.32	3	6.33	1.53
Staff accessibility	21	7.10	2.51	3	4.33	1.15
Straightforwardness and honesty	22	7.50	2.13	3	7.33	2.08
Ease of access to the people at the World Bank Group who are making decisions important to my work*	20	6.85	2.06	4	3.25	2.06
Collaboration with civil society	17	5.76	2.44	4	3.75	2.50
Collaboration with the Government*	23	7.61	1.99	3	4.67	3.06
Collaboration with other donors and development partners	16	6.50	2.13	2	4.50	4.95
Collaboration with the private sector	19	6.79	1.87	2	4.00	4.24
The speed in which it gets things accomplished on the ground	19	5.68	2.08	2	3.50	3.54
Being a long-term partner	21	7.14	2.10	3	5.67	4.16

*Significantly different between geographic locations

² Only 48 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.

C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chile?	23	6.00	1.86	4	7.25	1.89

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Chile	22	6.05	1.86	2	5.50	2.12
The World Bank Group meets Chile's needs for knowledge services (e.g., research, analysis, data, technical assistance)	23	7.09	1.98	5	7.00	0.71

*Significantly different between geographic locations

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

In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
Are adaptable to Chile's specific development challenges and country circumstances	22	6.45	2.24	4	6.75	2.22

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	22	6.73	2.00	4	7.75	0.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	24	7.58	1.69	4	7.50	0.58

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

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

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

	Which best represents your geographic location?					
	Santiago			Outside of Santiago		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Chile	12	6.00	2.41	2	7.00	1.41
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	12	6.75	2.14	2	7.00	1.41

Appendix D: Chile FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Chile

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Chile or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Chile, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Chile.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING CHILE

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Chile.

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

1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Food security	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Water resources
5	Gender equity	21	Transport (e.g., roads, bridges, transportation)
6	Private sector development	22	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	23	Agricultural development
8	Water and sanitation	24	Trade and exports
9	Anti-corruption	25	Crime and violence
10	Job creation/employment	26	Economic growth
11	Rural development	27	Law and justice (e.g., judicial system)
12	Financial markets	28	Regulatory framework
13	Urban development	29	Communicable/non-communicable diseases
14	Environmental sustainability	30	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	31	Disaster management
16	Health	32	Information and communications technology

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Chile? (Choose no more than THREE)

1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Water resources	26	Health
11	Social protection (e.g., pensions, targeted social assistance)	27	Agricultural development
12	Law and justice (e.g., judicial system)	28	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	29	Financial markets
14	Crime and violence	30	Trade and exports
15	Communicable/non-communicable diseases	31	Food security
16	Information and communications technology		

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chile?

(Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Chile? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How familiar are you with the work of these organizations in Chile?											
		Not familiar at all								Extremely familiar	
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Chile.												
		Not effective at all								Extremely effective		Don't know
B4	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chile solve its most complicated development challenges?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all								To a very significant degree		Don't know	

B8. When thinking about how the World Bank Group can have the most impact on development results in Chile, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chile? (Choose no more than THREE)											
1	Social protection (e.g., pensions, targeted social assistance)					17	Water resources				
2	Crime and violence					18	Equality of opportunity (i.e., equity)				
3	Transport (e.g., roads, bridges, transportation)					19	Private sector development				
4	Agricultural development					20	Water and sanitation				
5	Global/regional integration					21	Food security				
6	Gender equity					22	Climate change (e.g., mitigation, adaptation)				
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)					23	Poverty reduction				
8	Health					24	Trade and exports				
9	Rural development					25	Economic growth				
10	Foreign direct investment					26	Law and justice (e.g., judicial system)				
11	Education					27	Regulatory framework				
12	Energy					28	Communicable/non-communicable diseases				
13	Job creation/employment					29	Natural resource management (e.g., oil, gas, mining)				
14	Financial markets					30	Anti corruption				
15	Urban development					31	Information and communications technology				
16	Environmental sustainability					32	Disaster management				

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

B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chile?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chile? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
B10	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Chile to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
B13	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B16. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Chile
17	Other (please specify): _____
18	Don't know

B17. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chile? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B18. To what extent do you believe that the World Bank Group's work and support help the poorest in Chile? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent do you agree with the following statements about the World Bank Group's work in Chile?													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
B19	Overall the World Bank Group currently plays a relevant role in development in Chile											<input type="checkbox"/>	
B20	The World Bank Group's work is aligned with what I consider the development priorities for Chile											<input type="checkbox"/>	
B21	The World Bank Group supports Chile's efforts to reduce social exclusion											<input type="checkbox"/>	
B22	The World Bank Group supports programs and strategies that are realistic for Chile											<input type="checkbox"/>	
B23	The World Bank Group treats clients and stakeholders in Chile with respect											<input type="checkbox"/>	
B24	The World Bank Group is an organization that does not represent a particular ideological perspective in Chile											<input type="checkbox"/>	
B25	The World Bank Group is an organization that is not overly influenced by any particular country											<input type="checkbox"/>	
B26	The World Bank Group respects the positions, views and demands of the government of Chile											<input type="checkbox"/>	
B27	The World Bank Group listens and takes into account your views											<input type="checkbox"/>	

B28. When considering the national development needs in Chile, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Chile meet the national development needs of Chile?													
1	2	3	4	5	6	7	8	9	10				
To no degree at all										To a very significant degree		Don't know	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Chile, 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	1	2	3	4	5	6	7	8	9	10	
B29	Responsiveness																					<input type="checkbox"/>
B30	Flexibility (in terms of the institution's products and services)																					<input type="checkbox"/>
B31	Flexibility (in terms of changing country circumstances)																					<input type="checkbox"/>
B32	Being inclusive																					<input type="checkbox"/>
B33	Openness (sharing data and other information)																					<input type="checkbox"/>
B34	Staff accessibility																					<input type="checkbox"/>
B35	Straightforwardness and honesty																					<input type="checkbox"/>
B36	Ease of access to the people at the World Bank Group who are making decisions important to my work																					<input type="checkbox"/>
B37	Collaboration with civil society																					<input type="checkbox"/>
B38	Collaboration with the Government																					<input type="checkbox"/>
B39	Collaboration with other donors and development partners																					<input type="checkbox"/>
B40	Collaboration with the private sector																					<input type="checkbox"/>
B41	The speed in which it gets things accomplished on the ground																					<input type="checkbox"/>
B42	Being a long-term partner																					<input type="checkbox"/>

B43. To be a more effective development partner in Chile, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chile?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Water resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	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 GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Water resources	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	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 GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Chile? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Chile?												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
To no degree at all						To a very significant degree					Don't know	

To what extent do you agree with the following statements about the World Bank Group in Chile?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Chile'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"/>

C7. To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all						To a very significant degree					Don't know

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Chile?											
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

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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

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

		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are adaptable to Chile's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

D9. Have you read/consulted the most recent LAC Flagship Report: [*Latin American Entrepreneurs: Many Firms But Little Innovation*]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)

1	Yes
2	No

D10. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?

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

D11. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Chile											<input type="checkbox"/>
E7	Working with the World Bank Group increases Chile's institutional capacity											<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chile?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree	Don't know		

E11. Which of the following best describes the way the World Bank Group operates in Chile? (Select only one response)												
1	The World Bank Group takes too much risk in Chile											
2	The World Bank Group does not take enough risk in Chile											
3	The World Bank Group's approach to risk is appropriate											
4	Don't know											

E12. Which of the following best describes the World Bank Group's support in Chile? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chile											
2	The World Bank Group is not sufficiently selective in Chile, and it is involved in too many areas of development.											
3	Don't know											

SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHILE

F1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Chile?

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

F2. How significant a role do you believe that international development cooperation (e.g., range of donors and partners) SHOULD play in Chile's development in the near future?

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

F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Chile's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Chile's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F4. When considering the combination of services that the World Bank Group offers in Chile, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chile? (Select only ONE response)

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Chile? (Choose no more than TWO)

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

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

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

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G6	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G7	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G8	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

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 H: BACKGROUND INFORMATION

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

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

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

SECTION H: BACKGROUND INFORMATION

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Chile?
(Select only ONE response)**

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

1	Yes
2	No

**H6. If yes, what was your view of how the two institutions work together in Chile?
(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

**H7. Which of the following describes most of your exposure to the World Bank Group in Chile?
(Choose no more than TWO)**

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

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Santiago
2	Outside of Santiago

Thank you for completing the survey!