

Appendix F: World Bank Country Survey 2013 – Paraguay Questionnaire



World Bank Country Survey FY13 – Paraguay

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Paraguay or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Paraguay, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Paraguay. The World Bank commissioned an independent firm to oversee the logistics of this effort in Paraguay. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING PARAGUAY

A1. In general would you say that Paraguay 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 Paraguay.			
Please identify which of the following you consider the most important development priorities in Paraguay? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	10	Health
2	Transport (e.g., roads, bridges, transportation)	11	Education
3	Gender	12	Poverty reduction
4	Domestic private sector development	13	Energy
5	Water and sanitation	14	Climate change (e.g., mitigation, adaptation)
6	Anti corruption	15	Crime and violence
7	Job creation/employment	16	Economic growth
8	Rural development	17	Law and justice (e.g., judicial system)
9	Equality of opportunity (i.e., equity)	18	Basic infrastructure

A3. 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 Paraguay? (Choose no more than THREE)			
1	Water and sanitation	10	Transport (e.g., roads, bridges, transportation)
2	Equality of opportunity (i.e., equity)	11	Crime and violence
3	Economic growth	12	Anti corruption
4	Climate change (e.g., mitigation, adaptation)	13	Domestic private sector development
5	Gender	14	Education
6	Rural development	15	Energy
7	Basic infrastructure	16	Health
8	Social protection (e.g., pensions, targeted social assistance)	17	Job creation/employment
9	Law and justice (e.g., judicial system)		

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SECTION A: GENERAL ISSUES**A4. Economic growth can be driven by a number of factors.**

Which THREE areas below do you believe would contribute most to generating economic growth in Paraguay? (Choose no more than THREE)

1	Energy	9	Education
2	Gender	10	Domestic private sector development
3	Equality of opportunity (i.e., equity)	11	Job creation/employment
4	Social protection (e.g., pensions, targeted social assistance)	12	Transport (e.g., roads, bridges, transportation)
5	Climate change (e.g., mitigation, adaptation)	13	Health
6	Anti corruption	14	Basic infrastructure
7	Rural development	15	Law and justice (e.g., judicial system)
8	Water and sanitation	16	Crime and violence

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Paraguay? (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 effective risk management
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

How familiar are you with the work of these organizations in Paraguay, on a ten point scale?												
		Not familiar at all								Extremely familiar		Don't know
		1	2	3	4	5	6	7	8	9	10	
B1	World Bank (WB/BM)											<input type="checkbox"/>
B2	Inter-American Development Bank (IDB/BID)											<input type="checkbox"/>
B3	Latin American Development Bank (CAF)											<input type="checkbox"/>

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

B7. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Paraguay solve its most complicated development challenges, on a ten point scale?												
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

B8. When thinking about how the World Bank can have the most impact on development results in Paraguay, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Paraguay? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	10	Job creation/employment
2	Transport (e.g., roads, bridges, transportation)	11	Equality of opportunity (i.e., equity)
3	Poverty reduction	12	Health
4	Gender	13	Education
5	Crime and violence	14	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	15	Economic growth
7	Rural development	16	Law and justice (e.g., judicial system)
8	Water and sanitation	17	Basic infrastructure
9	Energy	18	Anti corruption

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 Paraguay?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B10. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Paraguay? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Paraguay
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B11. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Private sector
4	Community Based Organizations (CBOs)
5	Academia/think tanks/research institutes
6	Parliament
7	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B12	Overall the World Bank currently plays a relevant role in development in Paraguay	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank's work is aligned with what I consider the development priorities for Paraguay	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in Paraguay with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	The World Bank supports Paraguay to reduce social exclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B16	The World Bank is an organization that does not represent a particular ideological perspective in Paraguay	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The World Bank is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	The World Bank respects the positions, views and demands of the government of Paraguay	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank listens and takes into account your views	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Paraguay , in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B30. When considering the national development needs in Paraguay, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides in Paraguay meet the national development needs of Paraguay, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Paraguay, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption											<input type="checkbox"/>	
C2	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>	
C3	Crime and violence											<input type="checkbox"/>	
C4	Law and justice (e.g., judicial system)											<input type="checkbox"/>	
C5	Basic infrastructure											<input type="checkbox"/>	
C6	Poverty reduction											<input type="checkbox"/>	
C7	Gender											<input type="checkbox"/>	
C8	Domestic private sector development											<input type="checkbox"/>	
C9	Water and sanitation											<input type="checkbox"/>	
C10	Economic growth											<input type="checkbox"/>	
C11	Energy											<input type="checkbox"/>	
C12	Job creation/employment											<input type="checkbox"/>	
C13	Equality of opportunity (i.e., equity)											<input type="checkbox"/>	
C14	Health											<input type="checkbox"/>	
C15	Rural development											<input type="checkbox"/>	
C16	Education											<input type="checkbox"/>	
C17	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>	
C18	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C19. To what extent does the World Bank's work help to achieve development results in Paraguay, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Paraguay, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
C20	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Paraguay	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	The World Bank meets Paraguay's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Paraguay, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)			
1	Gender	10	Equality of opportunity (i.e., equity)
2	Domestic private sector development	11	Crime and violence
3	Water and sanitation	12	Education
4	Energy	13	Transport (e.g., roads, bridges, transportation)
5	Social protection (e.g., pensions, targeted social assistance)	14	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	15	Health
7	Poverty reduction	16	Economic growth
8	Law and justice (e.g., judicial system)	17	Rural development
9	Anti corruption	18	Basic infrastructure

In Paraguay, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D3	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Paraguay's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Paraguay's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D11. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?

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

D12. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?

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

D13	Have you read/consulted the most recent LAC Flagship Report: <i>Economic Mobility and the Rise of the Latin American Middle Class</i> ? (If YES please go to D14; if NO please go to E1)	Yes	No
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D14. 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

D15. 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

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
E6	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
E7	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	
E8	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

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

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

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 Paraguay's development in the near future, on a ten point scale?

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. How significant a role do you believe the World Bank SHOULD play in Paraguay's development in the near future, on a ten point scale?

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

F4. Which of the following SHOULD the World Bank do to make itself of greater value in Paraguay? (Choose no more than TWO)

1	Improve the quality of its experts as related to Paraguay's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Other (please specify): _____

F5. When considering the combination of services that the World Bank Group offers in Paraguay, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank should offer more of in Paraguay? (Please mark only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Paraguay

SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in Paraguay? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

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

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

G3	Are you aware of the World Bank'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	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.bancomundial.org.py)
2	The World Bank's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
G10	I use/consult World Bank data more often than I did a few years ago												<input type="checkbox"/>
G11	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G12	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G13	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G14	The World Bank is responsive to my information requests and inquiries												<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION**H1. Which of the following best describes your current position? (Please mark only ONE response)**

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)

1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION**H3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

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

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

H5. Which best represents your geographic location?

1	Asuncion
2	Ciudad del Este
3	Other cities
4	Rural areas

Thank you for completing the survey!