

## Appendix E: Panama FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Panama**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Panama or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Panama, 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 Panama. The World Bank commissioned an independent firm to oversee the logistics of this effort in Panama. 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 PANAMA**

<b>A1. In general would you say that Panama is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Panama.</b>			
<b>Please identify which of the following you consider the most important development priorities in Panama? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Quality of education/skills development
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	19	Energy
4	Global/regional integration	20	Competitiveness
5	Gender	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade/exports/logistics
8	Water and sanitation	24	Fighting crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Regulatory framework
11	Rural development	27	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)
12	Financial markets	28	Basic infrastructure (e.g., rural water supply, tertiary roads)
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster risk management
15	Social inclusion (i.e., shared prosperity)	31	Information and communications technology
16	Health		

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Panama? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Information and communications technology
2	Social inclusion (i.e., shared prosperity)	17	Anti corruption
3	Economic growth	18	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	19	Foreign direct investment
5	Global/regional integration	20	Quality of education/skills development
6	Gender	21	Energy
7	Rural development	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)
8	Urban development	23	Natural resource management (e.g., oil, gas, mining)
9	Regulatory framework	24	Environmental sustainability
10	Basic infrastructure (e.g., rural water supply, tertiary roads)	25	Disaster risk management
11	Social protection (e.g., pensions, targeted social assistance)	26	Health
12	Competitiveness	27	Agricultural development
13	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
14	Fighting crime and violence	29	Financial markets
15	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)	30	Trade/exports/logistics

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## SECTION A: GENERAL ISSUES

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Panama? (Choose no more than THREE)</b>			
1	Energy	16	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)
2	Gender	17	Trade/exports/logistics
3	Social inclusion (i.e., shared prosperity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Competitiveness
8	Disaster risk management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Basic infrastructure (e.g., rural water supply, tertiary roads)
13	Quality of education/skills development	28	Fighting crime and violence
14	Information and communications technology	29	Financial markets
15	Regulatory framework		

<b>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 Panama? (Choose no more than TWO)</b>	
1	A growing middle class
2	Better employment opportunities for young people
3	Better employment opportunities for women
4	Education and training that better ensure job opportunity
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to micro-finance for the poor
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	Greater voice and participation for citizens to help ensure greater accountability
12	Better quality public services
13	Other (please specify): _____

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

How familiar are you with the work of these organizations in Panama, on a ten point scale?												
		Not familiar at all								Extremely familiar		Don't know
<b>B1</b>	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B2</b>	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B3</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B4</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

Overall, please rate your impression of the effectiveness of these organizations in Panama, on a ten point scale?												
		Not effective at all								Extremely effective		Don't know
<b>B5</b>	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B6</b>	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B7</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B9. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Panama solve its most complicated development challenges, on a ten point scale?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

**B10. When thinking about how the World Bank can have the most impact on development results in Panama, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Panama? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	17	Social inclusion (i.e., shared prosperity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Quality of education/skills development
4	Poverty reduction	20	Competitiveness
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender	22	Agricultural development
7	Fighting crime and violence	23	Trade/exports/logistics
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Regulatory framework
10	Foreign direct investment	26	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)
11	Water and sanitation	27	Basic infrastructure (e.g., rural water supply, tertiary roads)
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster risk management
16	Environmental sustainability		

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

<b>B11. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Panama?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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	Data/statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses/reports	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating services	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B12. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Panama? (Choose no more than TWO)</b>	
1	Not exploring alternative policy options
2	Not adequately sensitive to political/social realities in Panama
3	Not enough public disclosure of its work
4	Not aligned with country priorities
5	Imposing technocratic solutions without regard to political realities
6	The credibility of its knowledge/data
7	Inaccessibility of World Bank staff
8	Complexity and slow speed of World Bank processes
9	Too bureaucratic in its operational policies and procedures
10	Not collaborating enough with non-state actors
11	Other (please specify): _____

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

**B13. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Panama? (Choose no more than TWO)**

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

**B14. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), 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

**B15. 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 Panama to ensure better development results? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Project beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Development partners (e.g., IDB/CAF/UN/AECID/JICA)
7	Foundations
8	Academia/think tanks/research institutes
9	National Assembly
10	Media
11	Faith based organizations
12	Other (please specify): _____



## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Panama, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Overall the World Bank currently plays a relevant role in development in Panama											<input type="checkbox"/>	
<b>B17</b>	The World Bank's work is aligned with what I consider the development priorities for Panama											<input type="checkbox"/>	
<b>B18</b>	The World Bank effectively supports public policy priorities of Panama											<input type="checkbox"/>	
<b>B19</b>	The World Bank assists Panama to reduce social exclusion											<input type="checkbox"/>	
<b>B20</b>	The World Bank treats clients and stakeholders in Panama with respect											<input type="checkbox"/>	
<b>B21</b>	The World Bank is a client oriented organization in Panama											<input type="checkbox"/>	
<b>B22</b>	The World Bank is an organization that does not represent a particular ideological perspective in Panama											<input type="checkbox"/>	
<b>B23</b>	The World Bank is an organization that has no dominant influence of any particular country											<input type="checkbox"/>	
<b>B24</b>	The World Bank respects the positions, views and demands of the Government of Panama											<input type="checkbox"/>	
<b>B25</b>	The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Panama											<input type="checkbox"/>	

To what extent is the World Bank an effective development partner in Panama, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B26</b>	Responsiveness											<input type="checkbox"/>	
<b>B27</b>	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
<b>B28</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B29</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
<b>B30</b>	Collaboration with the Government											<input type="checkbox"/>	

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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 Panama, on a ten point scale?												
		Not effective at all								Very effective	Don't know	
		1	2	3	4	5	6	7	8	9	10	
<b>C1</b>	Fighting crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C2</b>	Competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Basic infrastructure (e.g., rural water supply, tertiary roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Trade/exports/logistics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Social inclusion (i.e., shared prosperity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	Quality of education/skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C23. To what extent does the World Bank's work help to achieve development results in Panama, on a ten point scale?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank in Panama, on a ten point scale?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C24</b>	The World Bank's financial instruments (i.e., investment loan, Development Policy Loan, Trust Funds, etc.) meet the needs of Panama	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C25</b>	The World Bank meets Panama's needs for knowledge services (e.g., research, analysis, data, technical assistance, convening services)	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)

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

<b>D2. When thinking about the development challenges in Panama, 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)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	17	Fighting crime and violence
2	Gender	18	Quality of education/skills development
3	Domestic private sector development	19	Global/regional integration
4	Foreign direct investment	20	Information and communications technology
5	Water and sanitation	21	Transport (e.g., roads, bridges, transportation)
6	Trade/exports/logistics	22	Agricultural development
7	Energy	23	Natural resource management (e.g., oil, gas, mining)
8	Disaster risk management	24	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	25	Health
10	Climate change (e.g., mitigation, adaptation)	26	Economic growth
11	Poverty reduction	27	Rural development
12	Competitiveness	28	Environmental sustainability
13	Anti corruption	29	Regulatory framework
14	Financial markets	30	Basic infrastructure (e.g., rural water supply, tertiary roads)
15	Social inclusion (i.e., shared prosperity)	31	Decrease non-communicable diseases (e.g., heart disease, diabetes, cancer)
16	Urban development		

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

In Panama, how effective do you believe the World Bank's knowledge work and activities are at:													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

In Panama, 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		
<b>D6</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are relevant to Panama's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D12</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D13</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D14</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D15</b>	Are adaptable to Panama's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D16. 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		

D17. 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		

**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	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Panama's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

**F1. How significant a role do you believe that international cooperation SHOULD play in Panama'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

**F2. How significant a role do you believe the World Bank SHOULD play in Panama'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. Which of the following SHOULD the World Bank do to make itself of greater value in Panama? (Choose no more than TWO)**

1	Improve the quality of its experts as related to Panama'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	Provide more adequate data/knowledge/statistics/figures on Panama's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of reimbursable advisory services
11	Work faster
12	Other (please specify): _____

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

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Internet
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Mobile phones
11	Instant messaging
12	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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	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)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>



**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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		
<b>G8</b>	I use/consult World Bank data more often than I did a few years ago											<input type="checkbox"/>	
<b>G9</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
<b>G10</b>	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"/>	
<b>G11</b>	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"/>	

**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? (Please mark only ONE response)

1	Office of the President
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, 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	11	Natural resource management / environmental sustainability
2	Climate change / disaster risk management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender / equality of opportunity	16	Urban development
7	Health / non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Commerce
9	Job creation/employment	19	Other (please specify): _____
10	Regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Panama? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Panama city
2	Provincial capital
3	Rural areas

**Thank you for completing the survey!**