



# Panama

## The World Bank Country Survey FY 2013

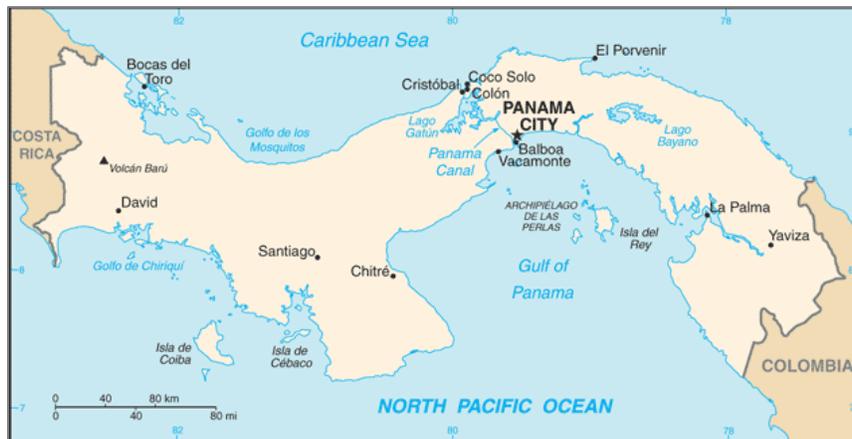
Report of Findings  
November 2013



Country Opinion Surveys  
THE WORLD BANK GROUP

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

From June to September 2013, 281 stakeholders of the World Bank in Panama were invited to provide their opinions on the Bank's work in the country by participating in a country survey. Participants in the survey were drawn from the office of the President/Minister, office of a parliamentarian, ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 51 stakeholders participated in the survey (18% response rate).

Respondents received and completed questionnaires online. Respondents were asked about: general issues facing Panama; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Panama; and the Bank's communication and information sharing in Panama.

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

- A. General Issues Facing Panama: Respondents were asked to indicate whether Panama is headed in the right direction, what they thought were the top three development priorities in Panama, which areas would contribute most to reducing poverty and generating economic growth, and which best illustrates how the idea of "shared prosperity" would be achieved.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, Inter-American Development Bank, Latin American Development Bank, and the International Finance Corporation and their perceived effectiveness of these organizations in Panama. They were asked to rate the Bank staff's preparedness to help Panama solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values, the most effective instruments in helping to reduce poverty in Panama, with which stakeholder groups the Bank should collaborate more.

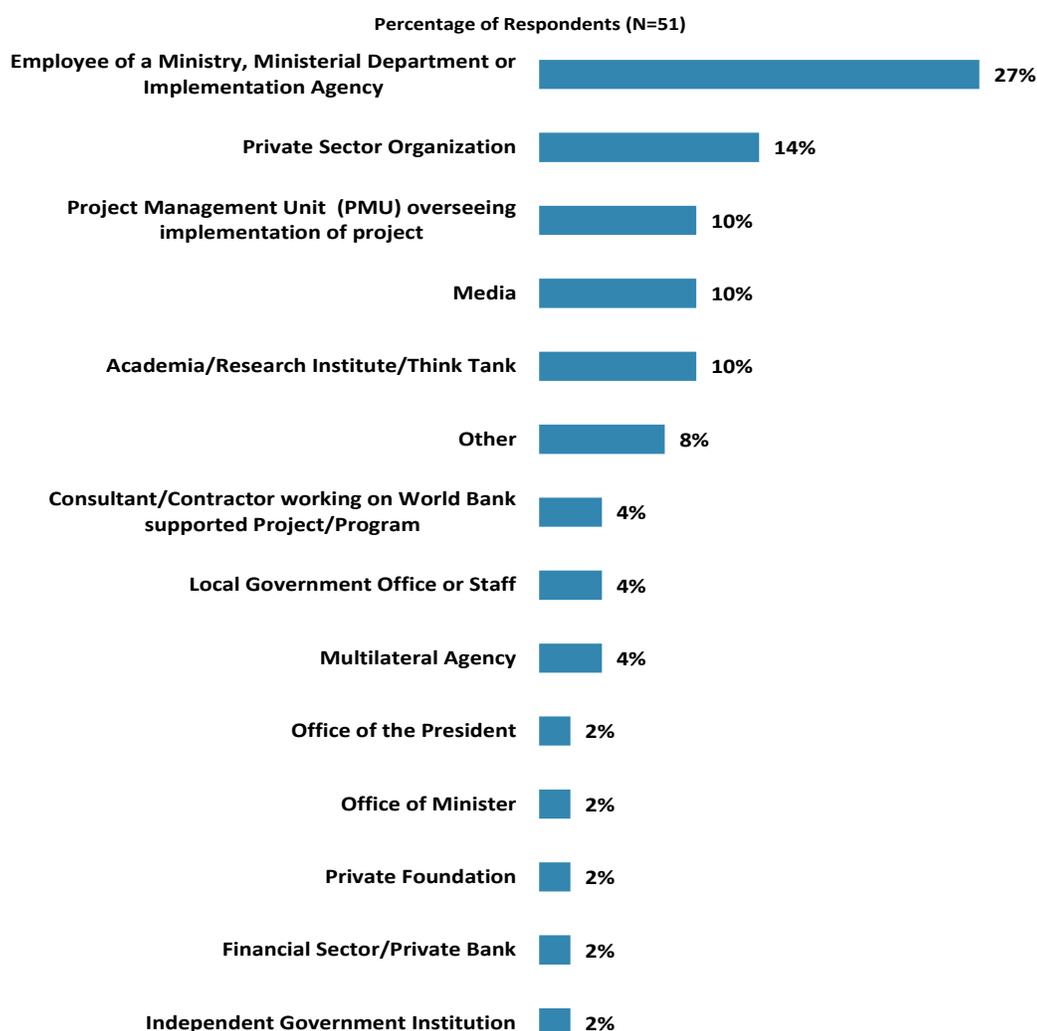
## II. Methodology (continued)

- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Panama's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty-two development areas, such as quality of education/skills development, poverty reduction, anti-corruption, social inclusion, and water and sanitation.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult the World Bank knowledge work and activities, the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Panama's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Panama: Respondents were asked to rate how significant a role international cooperation and the World Bank should play respectively in Panama in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, and whether they used/had used the World Bank website. Respondents were also asked about their level of agreement that they use/consult World Bank data more often they did a few years ago, that they find the World Bank websites easy to navigate, that they know how to find information from the Bank, and that they find the information on the World Bank's websites useful.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Panama, and their geographic location.

### III. Demographics of the Sample

#### Current Position

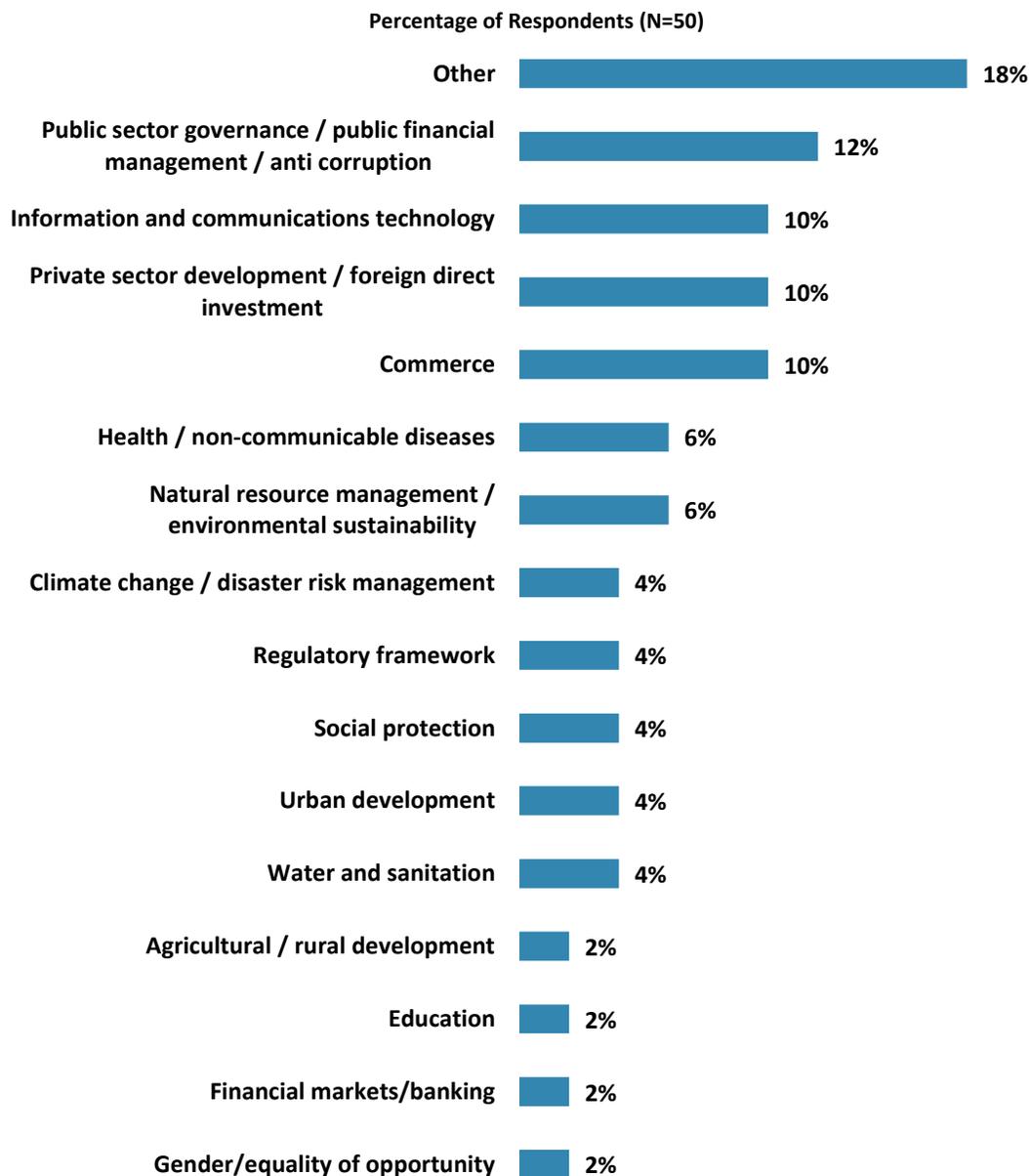
- For further analyses, respondents from PMUs were combined with consultants/contractors working on Bank projects; respondents from private sector organizations were combined with respondents from financial sector/private banks; respondents from private foundations, the few respondents from the Office of the President, office of a minister, local governments, multilateral agencies, private foundations, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the office of a parliamentarian, bilateral agencies, NGOs, community-based organizations, trade unions, faith-based groups, 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

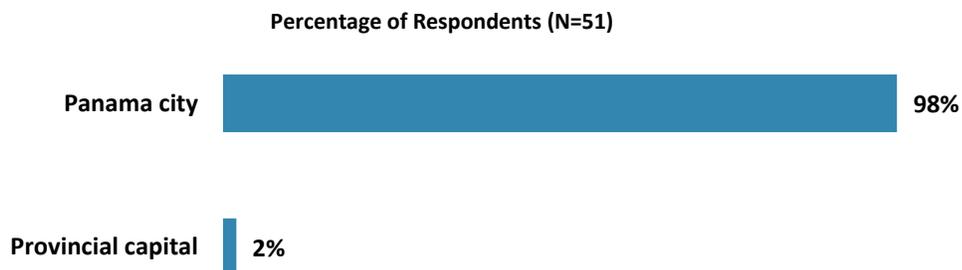


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- Nearly all respondents indicated that they were located in Panama city. Because of the small number of respondents from other areas (provincial capitals and rural areas), statistical comparisons across geographic locations were not possible.

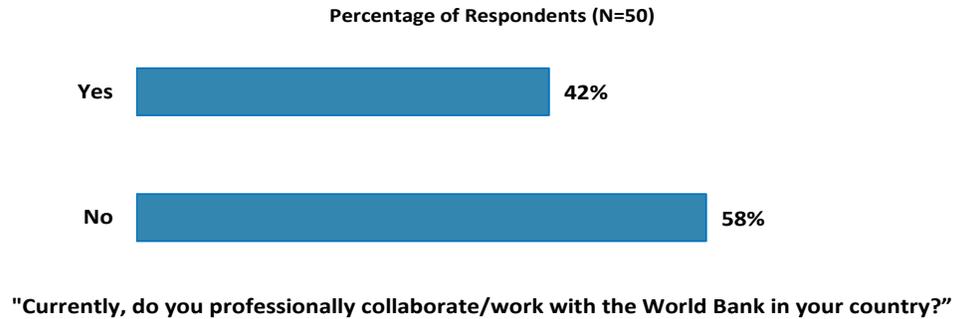


“Which best represents your geographic location?”

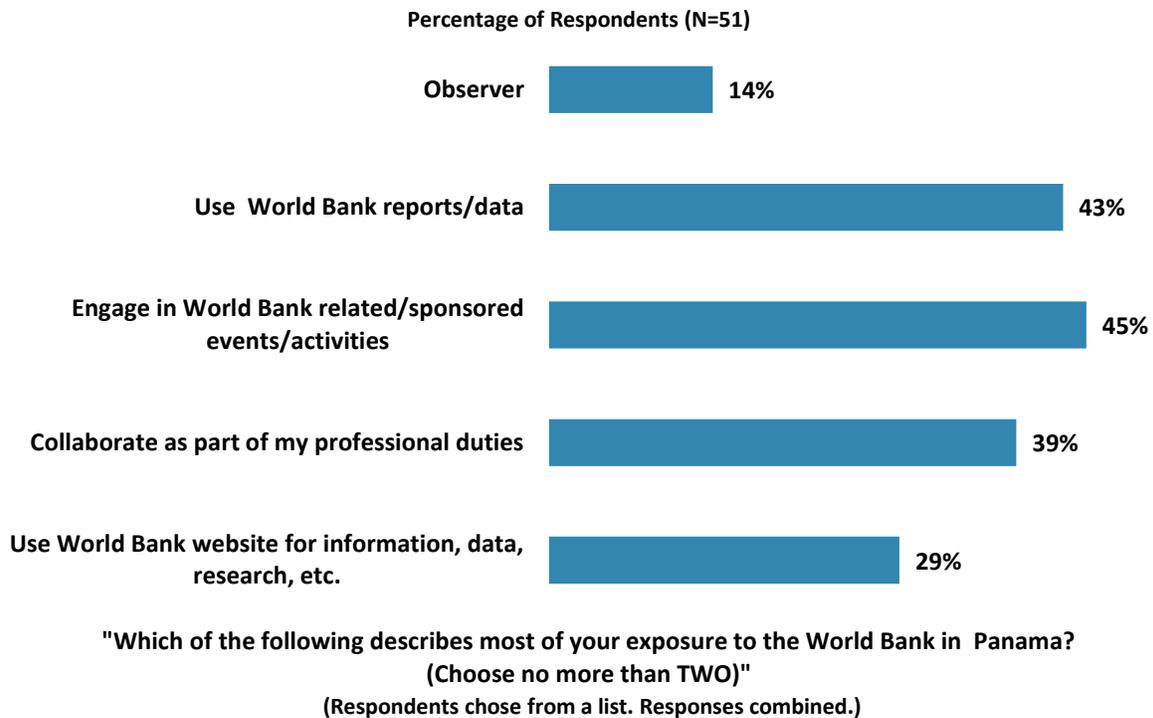
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Panama, can be found in Appendix C (see page 80). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



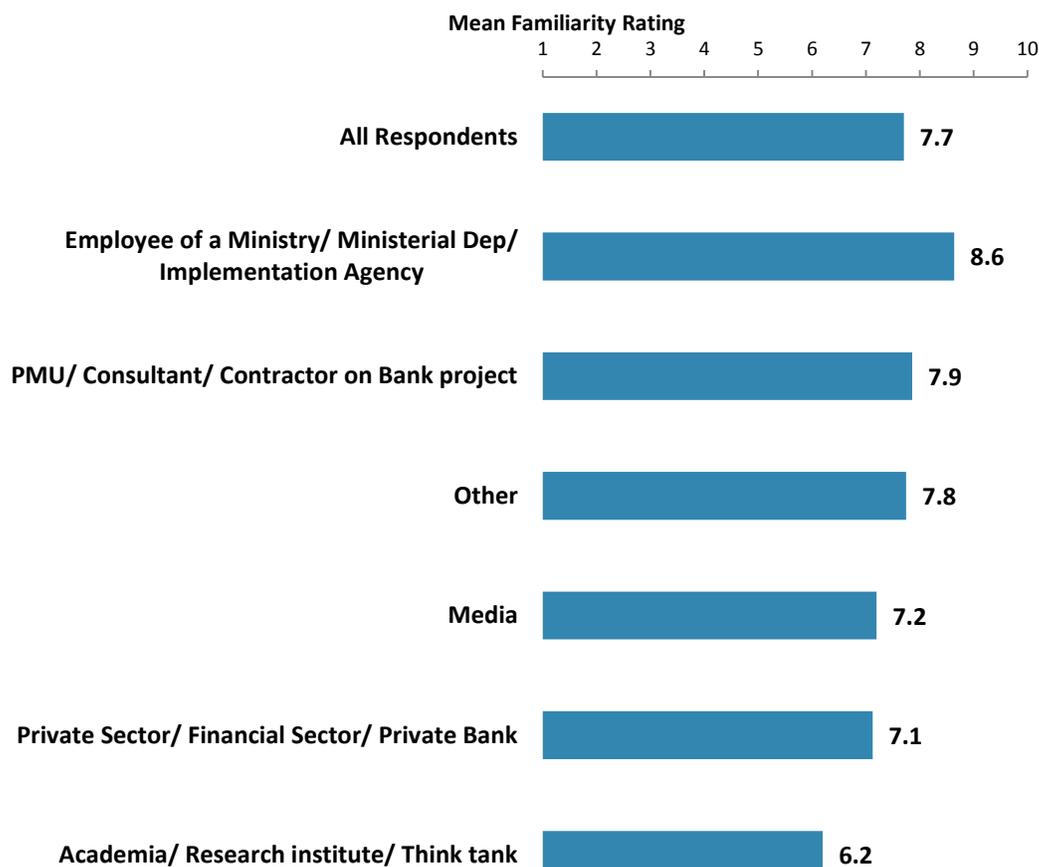
#### Collaboration with and Exposure to the World Bank (continued)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- Respondents from across stakeholder groups gave statistically similar levels of familiarity with the World Bank.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Panama, and significantly, moderately correlated with the Bank's perceived relevance to Panama's development, and the Bank's ability to help achieve development results in Panama.

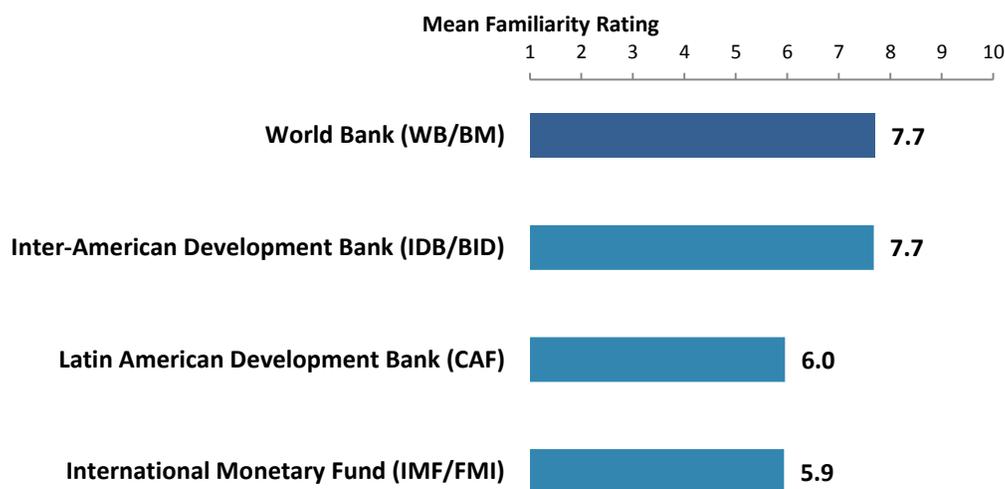


**"How familiar are you with the work of the World Bank in Panama?"**  
*(1 - "Not familiar at all", 10 - "Extremely familiar")*

### III. Demographics of the Sample (continued)

#### Familiarity with Other Organizations

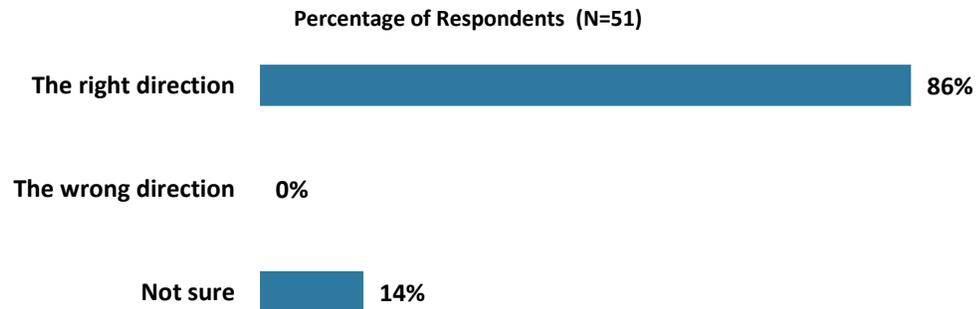
- Respondents significantly different levels of familiarity with the World Bank, inter-American Development Bank, Latin American Development Bank, and International Monetary Fund in Panama. Respondents are significantly more familiar with the World Bank and the Inter-American Development Bank than the International Monetary Fund and Latin American Development Bank.



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

## IV. General Issues Facing Panama

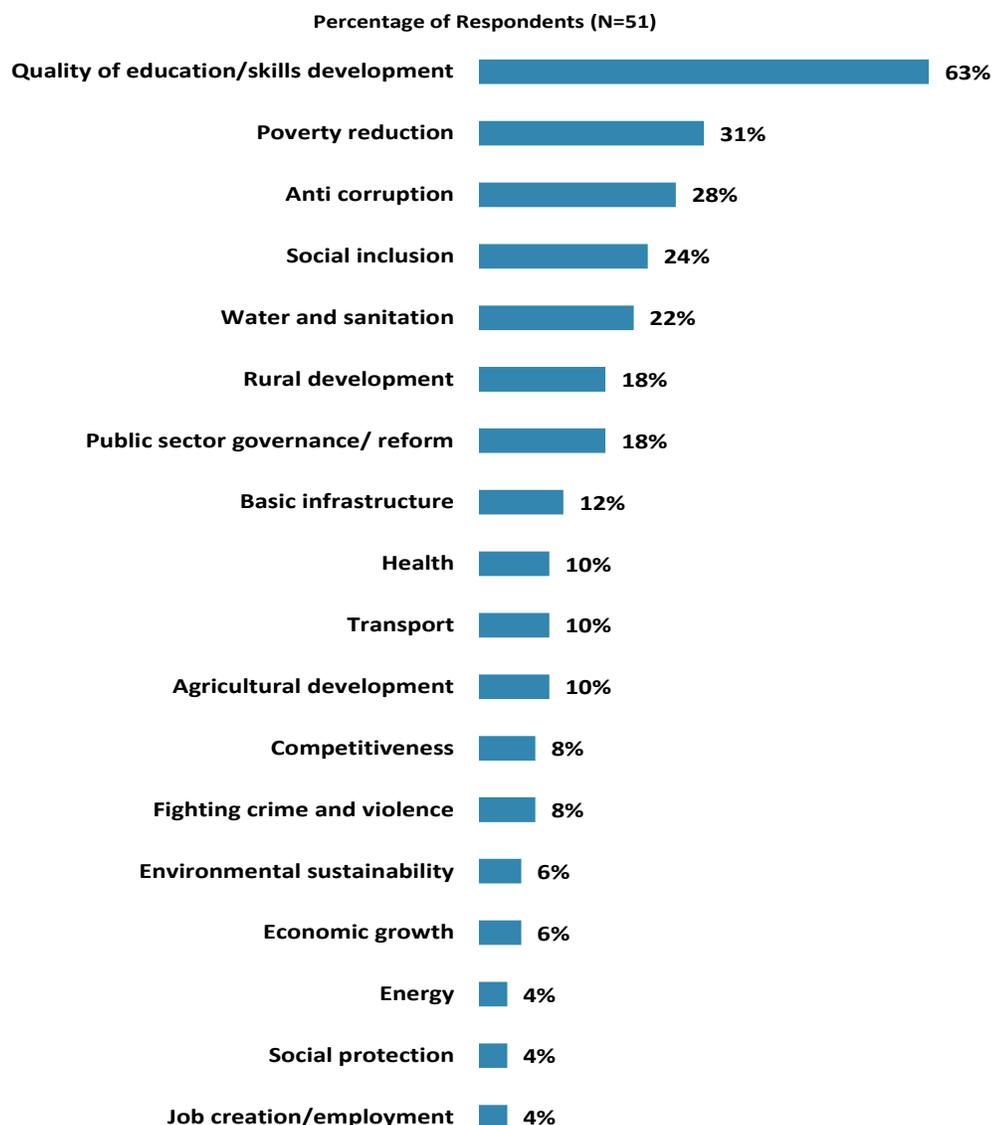
### Headed in the Right Direction



"In general, would you say that Panama is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Panama (continued)

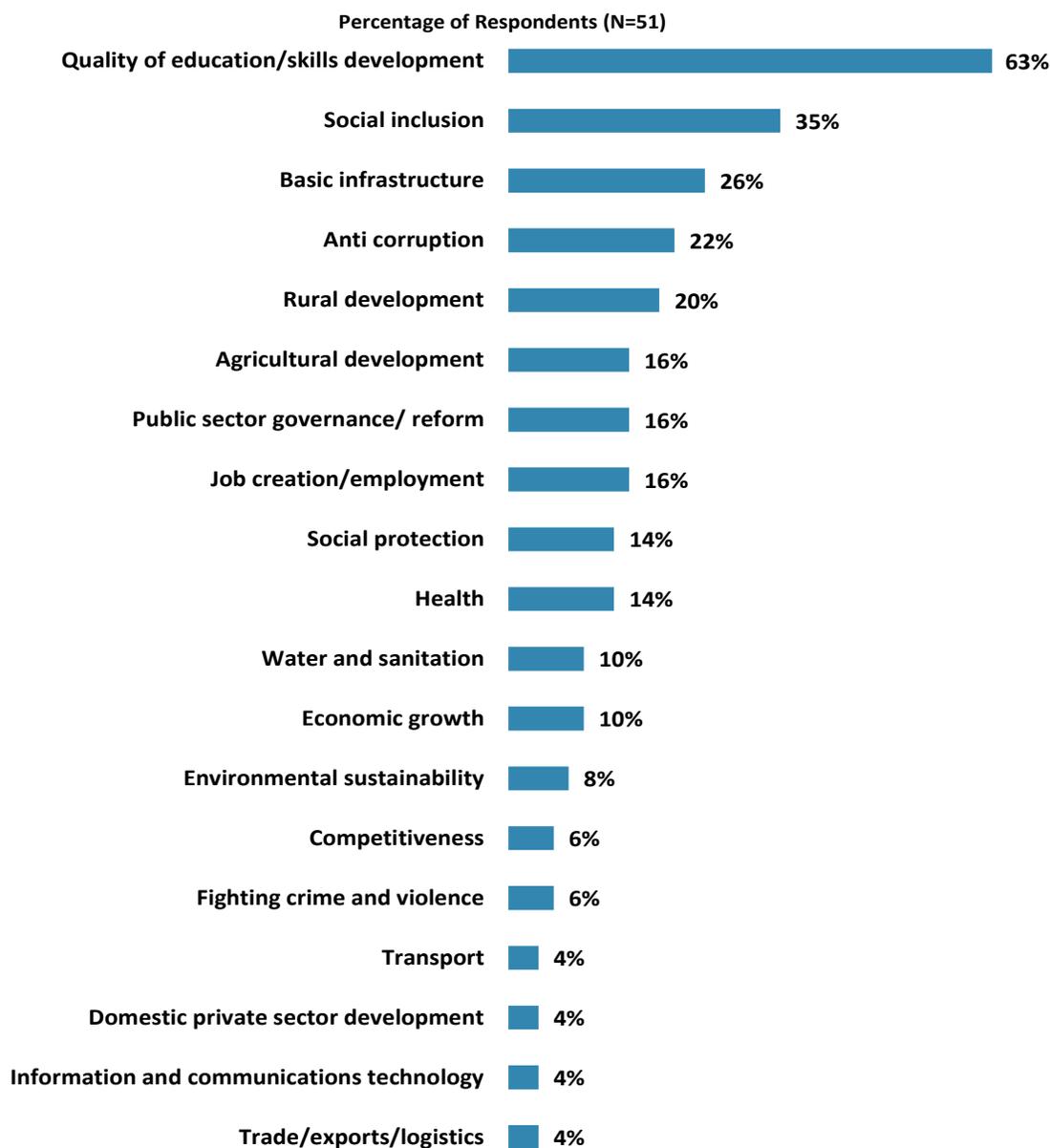
### Development Priority



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

## IV. General Issues Facing Panama (continued)

### What Would Contribute Most to Reducing Poverty

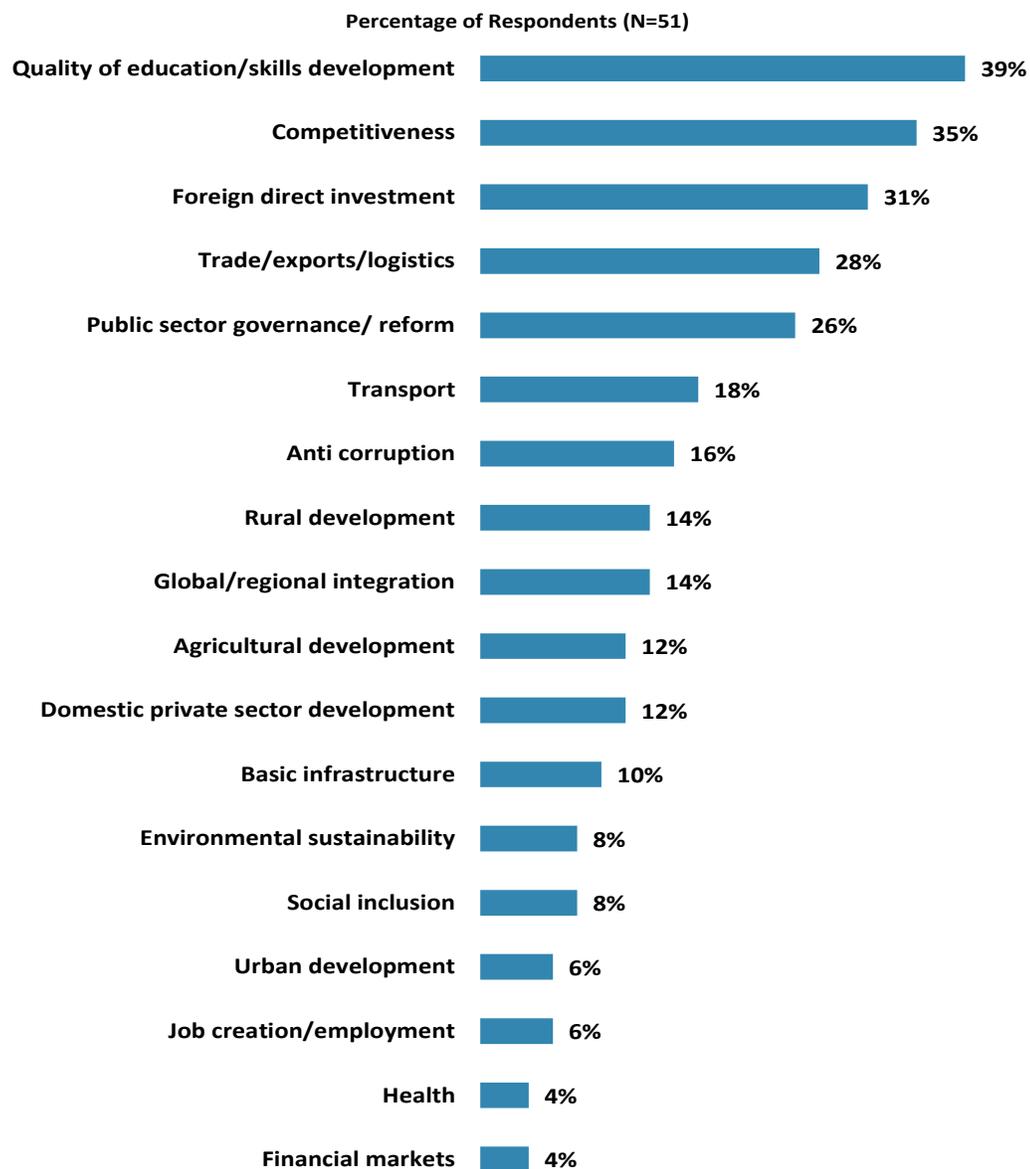


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Panama?"

(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Panama (continued)

### What Would Contribute Most to Generating Economic Growth

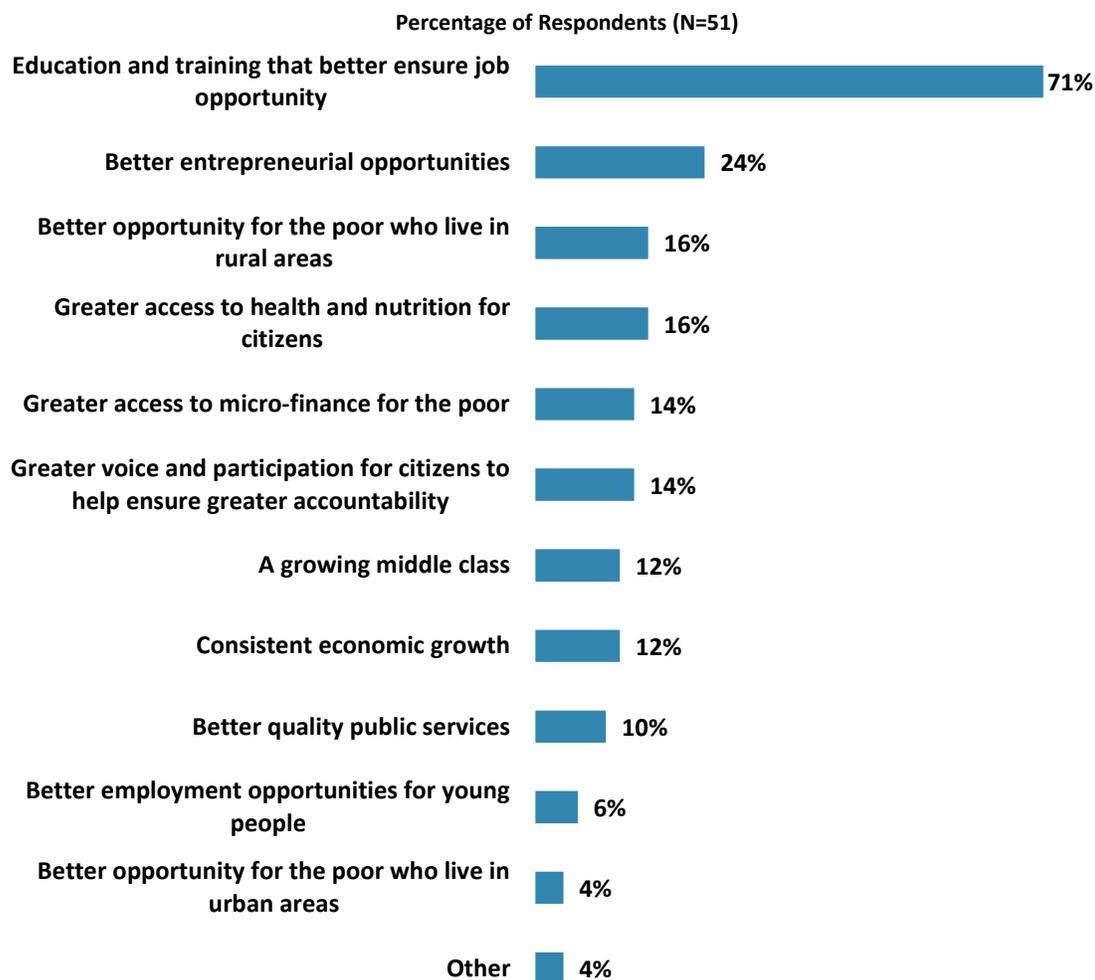


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Panama? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Panama (continued)

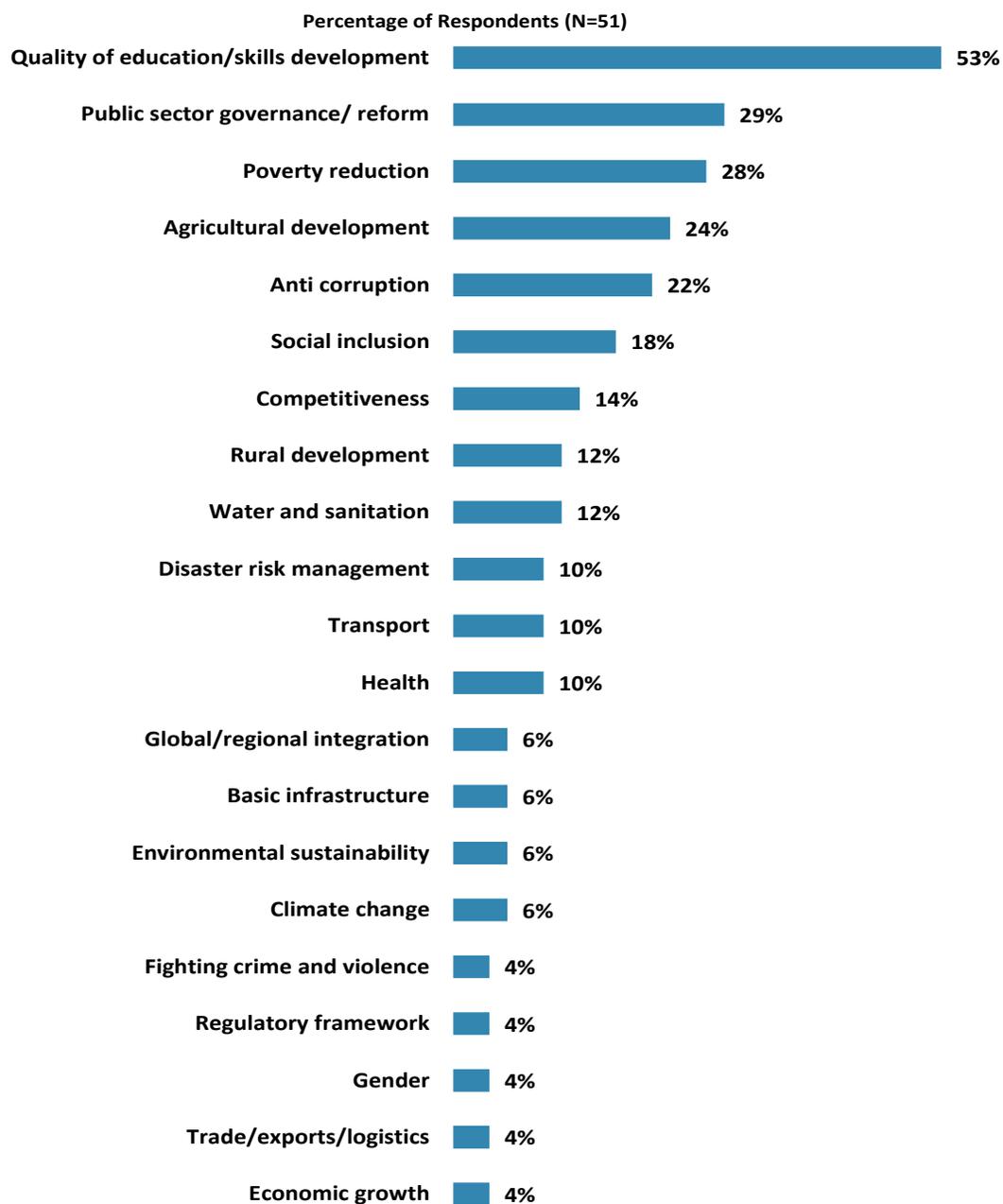
### What Best Illustrates How “Shared Prosperity” Would be Achieved in Panama



"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)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources



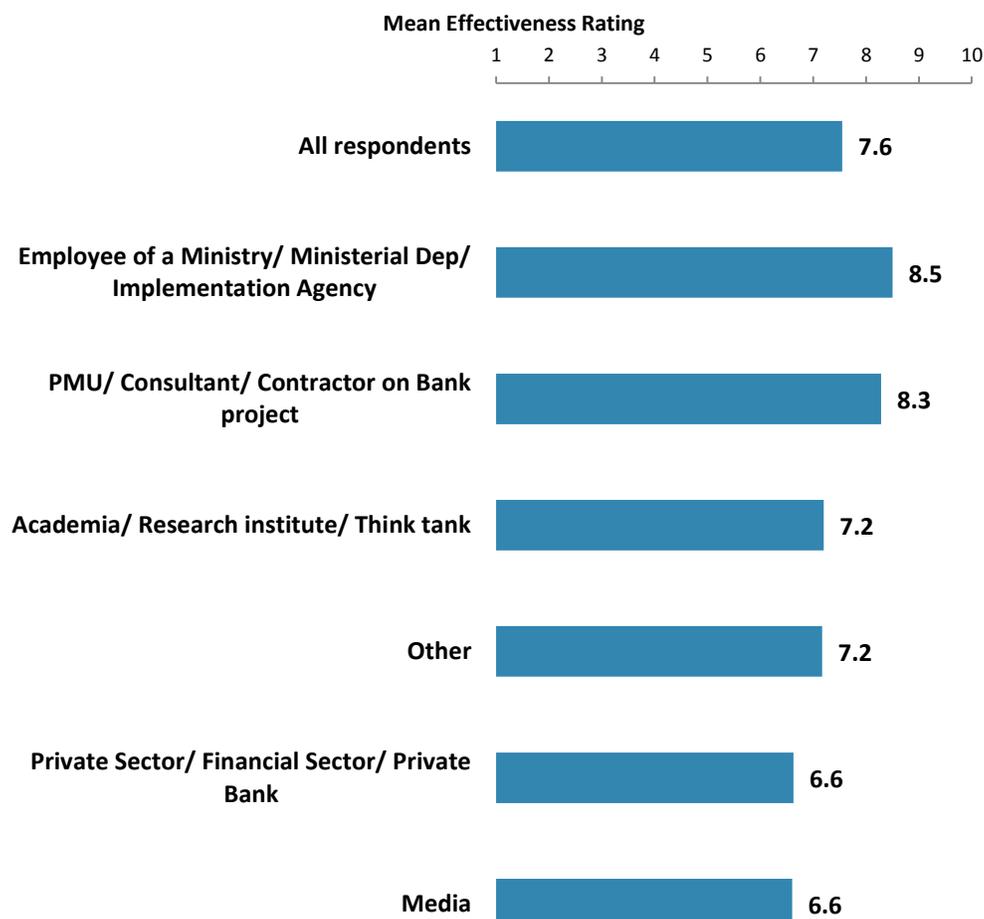
**“When thinking about how the World Bank can have the most impact on development results in Panama, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Panama? (Choose no more than THREE)”**  
 (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank (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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the World Bank’s overall effectiveness in Panama.

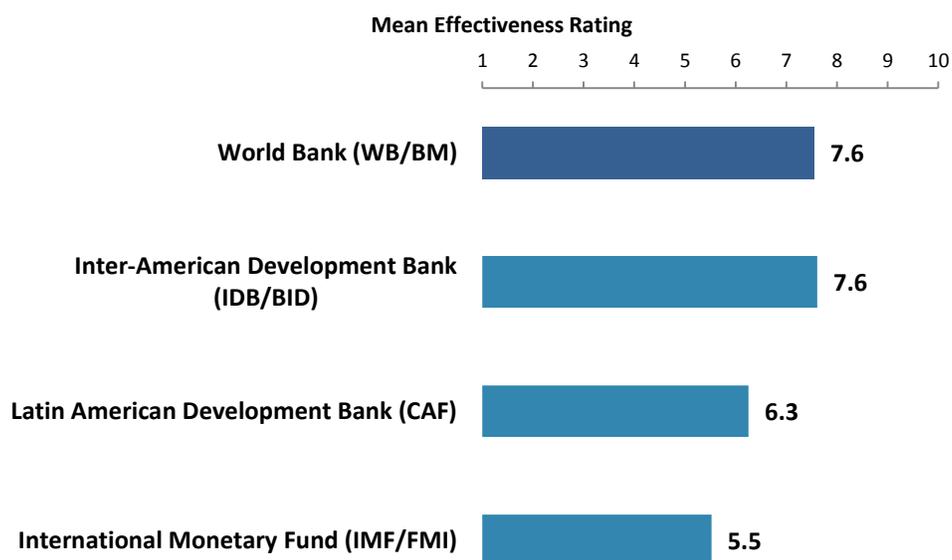


**"Overall, please rate your impression of the World Bank's effectiveness in Panama."  
(1 - "Not effective at all", 10 - "Extremely effective")**

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

### Other Organizations' Overall Effectiveness

- Respondents gave statistically similar ratings for the effectiveness of the World Bank and the Inter-American Development Bank.
- Compared to the ratings for the World Bank's effectiveness, respondents gave significantly lower ratings to the effectiveness of the Latin American Development Bank and the International Monetary Fund.



"Overall, please rate your impression of these organizations' effectiveness in Panama."  
(1 - "Not effective at all", 10 - "Extremely effective")

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

### Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups had statistically similar ratings for the extent to which the World Bank's work helps achieve development results in Panama.



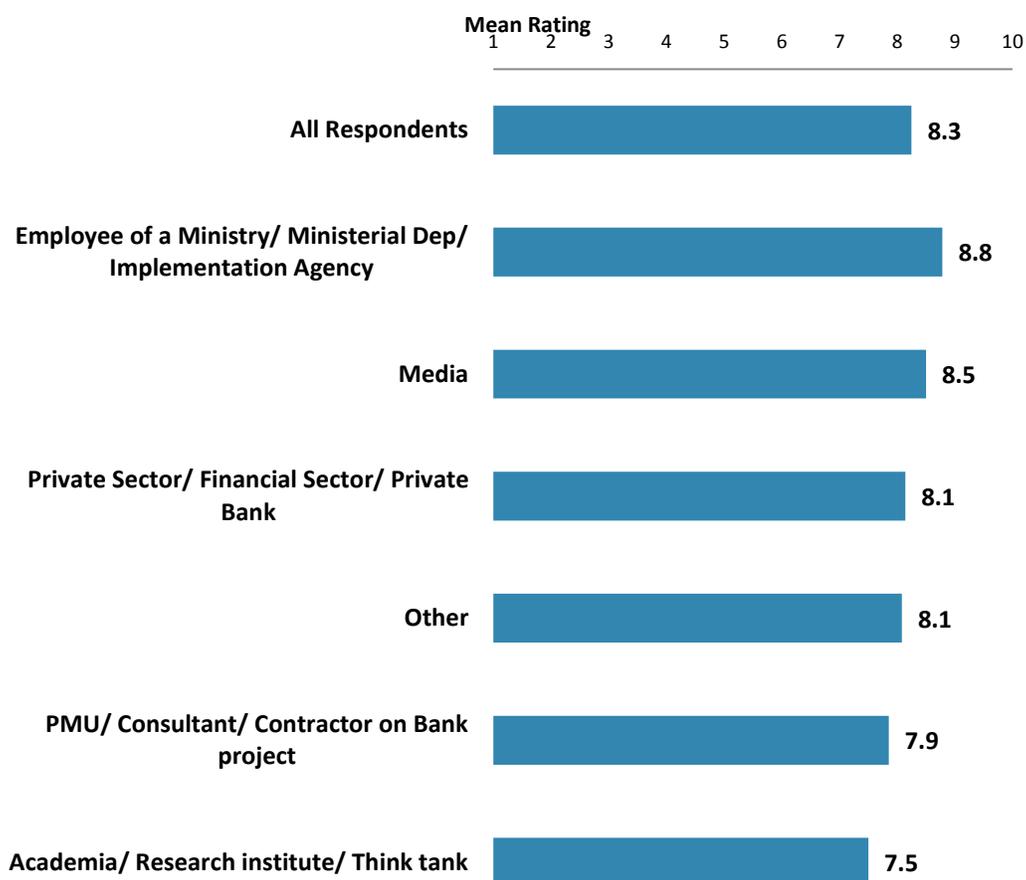
"To what extent does the World Bank's work help to achieve development results in Panama?"

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

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

### Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups gave statistically similar ratings for the extent to which the World Bank's staff is well prepared to help Panama solve its most complicated development challenges.

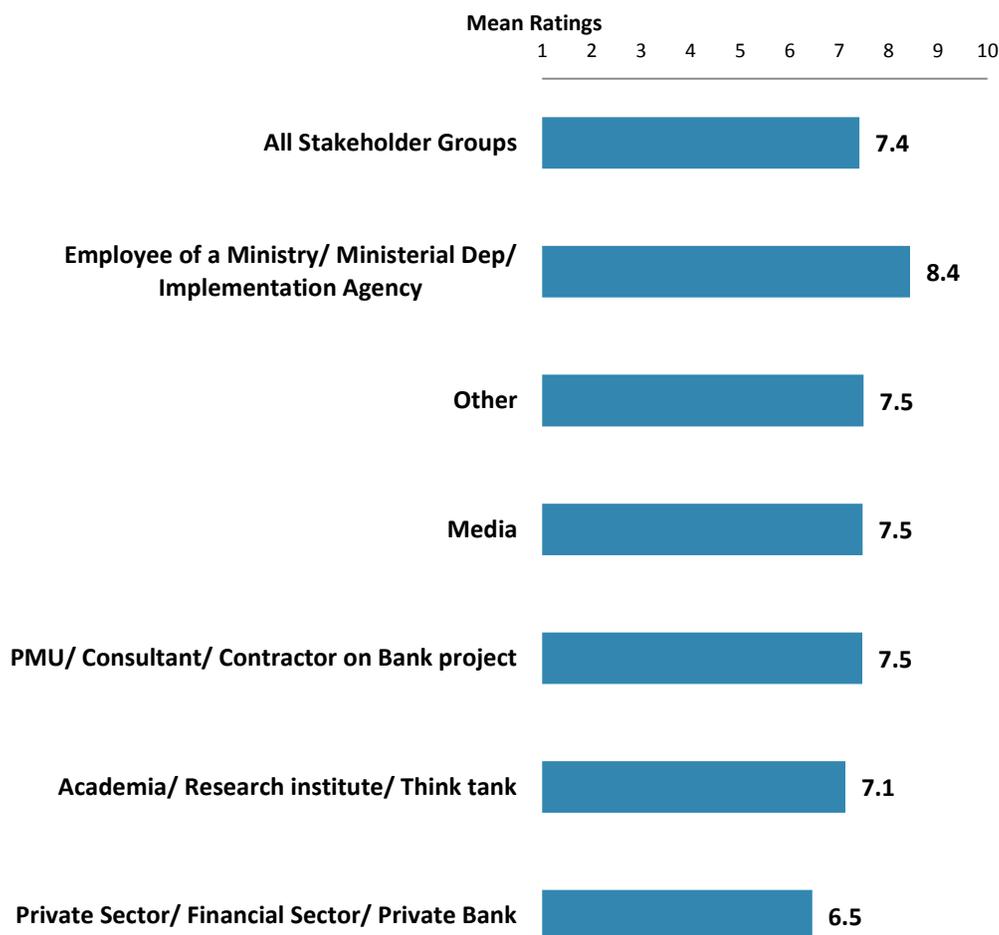


"To what extent do you believe the World Bank's staff is well prepared to help Panama solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- Overall, respondents across stakeholder groups gave statistically similar ratings for the indicator questions.

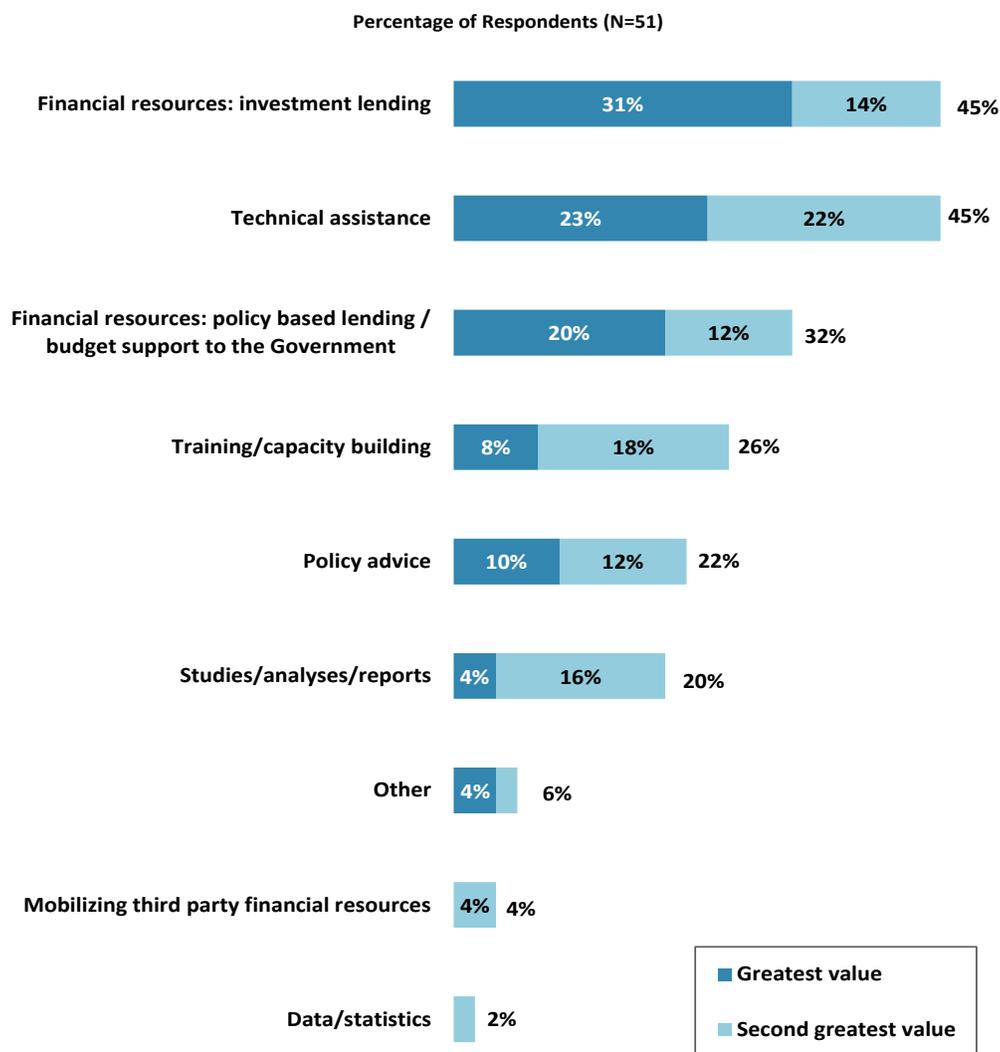


**Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10**

\* Responses to all fifteen indicator questions can be found in Appendix C and D.

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

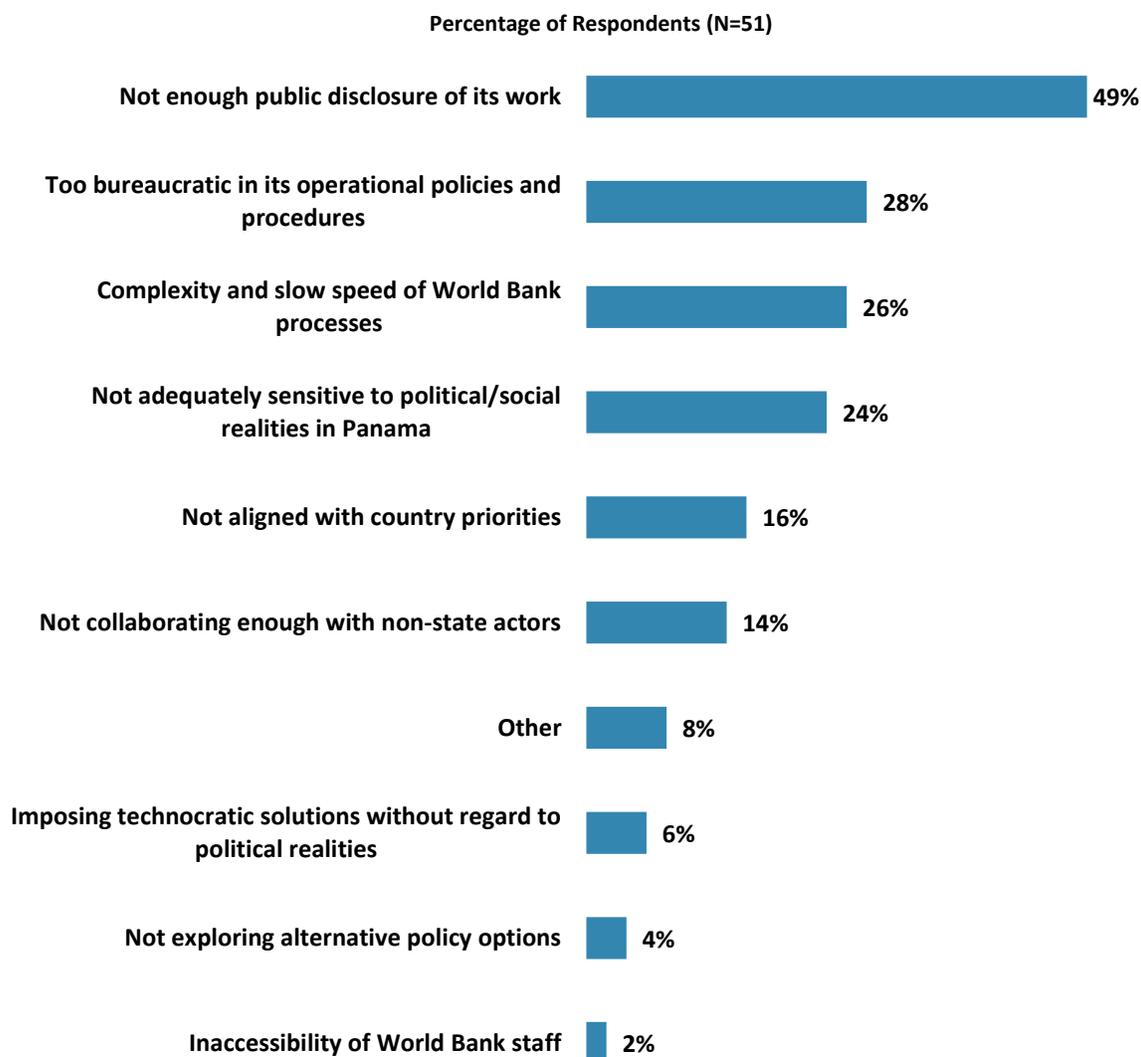
### Greatest Value



"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?" (Respondents chose from a list.)

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

### Greatest Weakness

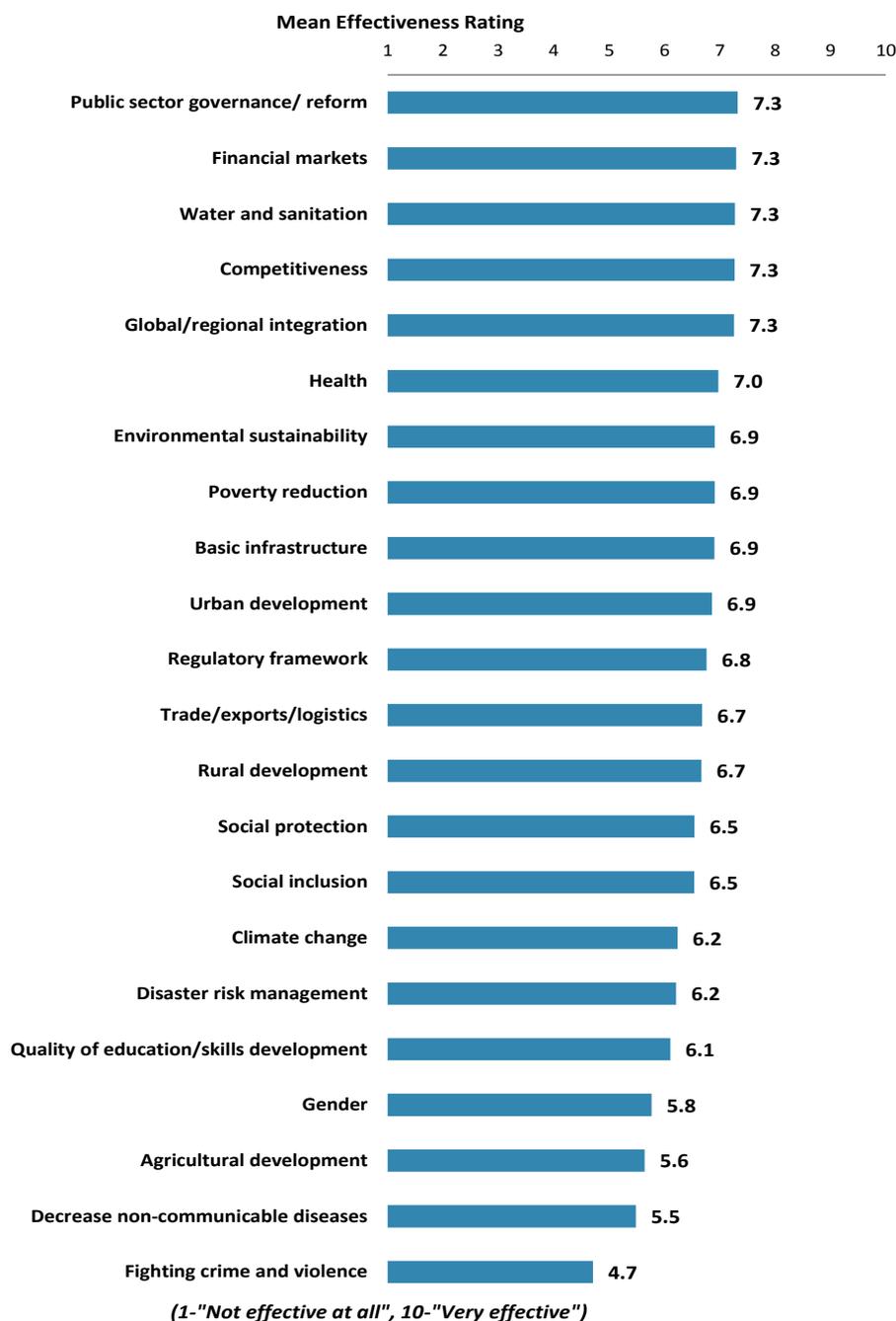


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Panama? (Choose no more than TWO)"

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness

- Respondents across stakeholder groups had significant differences in their ratings for the Bank's effectiveness in two development areas: health and global/regional integration. Respondents from the other organizations and employees from ministries/ministerial departments/implementation agencies had the highest ratings for the Bank's effectiveness in these two development areas, whereas respondents from media and academia/research institutes/think tanks had significantly lower ratings.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

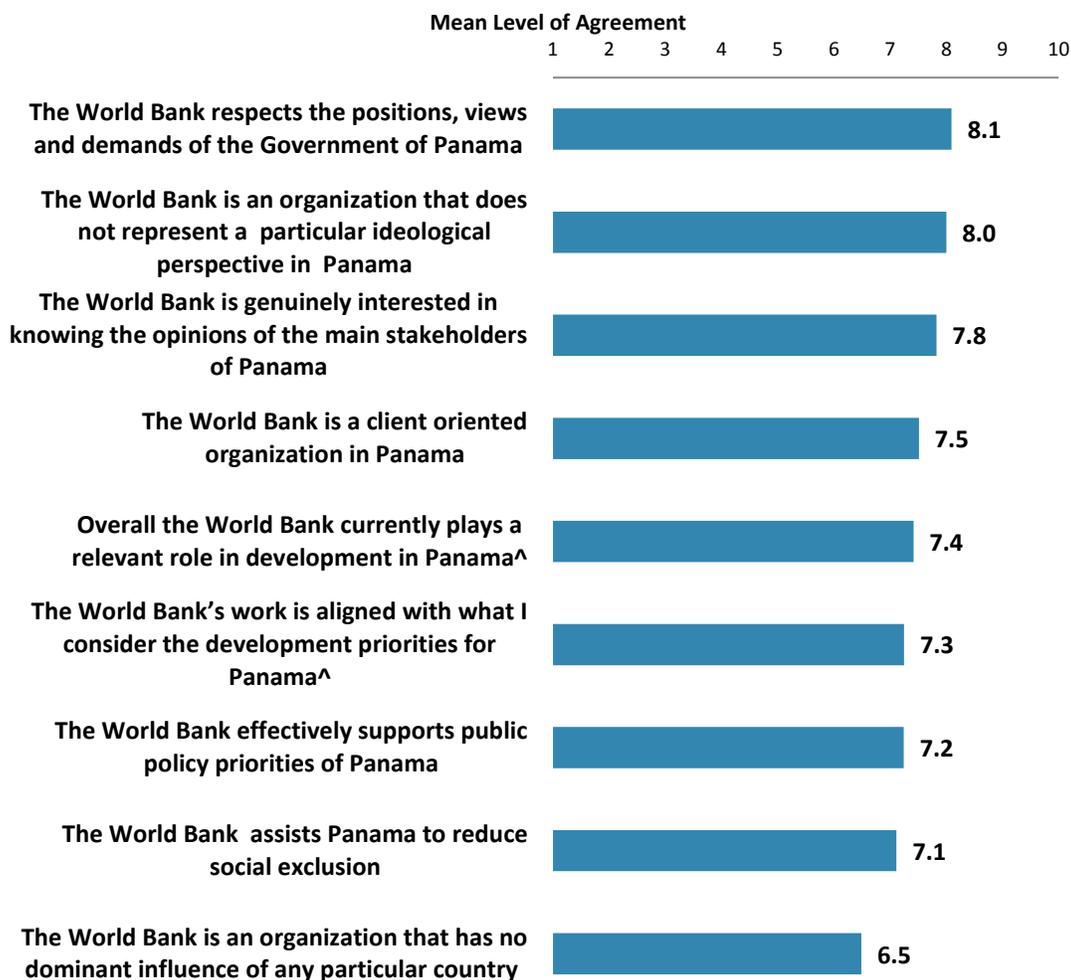
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Panama. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at social protection;
  - The Bank's effectiveness at poverty reduction;
  - The Bank's effectiveness at quality of education/skills development;
  - The Bank's effectiveness at trade/exports/logistics; and
  - The Bank's effectiveness at health.
  
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Panama, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at social protection;
  - The Bank's effectiveness at global/regional integration;
  - The Bank's effectiveness at trade/exports/logistics;
  - The Bank's effectiveness at poverty reduction;
  - The Bank's effectiveness at public sector governance/reform; and
  - The Bank's effectiveness at health.

## VII. How the World Bank Operates

### The World Bank's Work in Panama

- Respondents from the academia/research institutes/think tanks, PMUs, and contractors/consultants working on Bank projects had the highest levels of agreement that “the World Bank respects the positions, views and demands of the Government of Panama,” whereas respondents from the media and the private sector/financial sector/private banks had significantly lower levels of agreement.



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

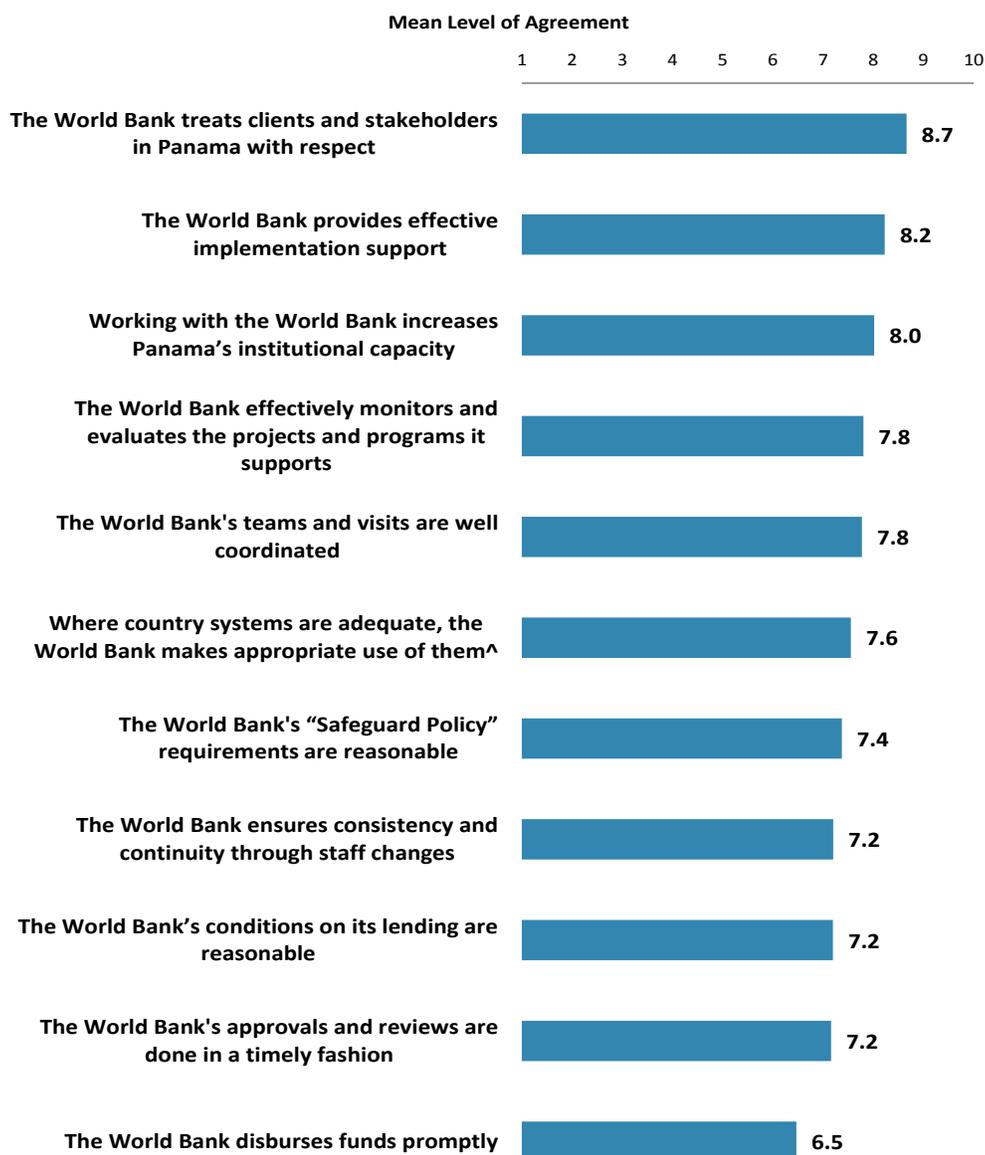
(1-"Strongly disagree", 10-"Strongly agree")

^Indicator Question

## VII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents across stakeholder groups had statistically similar levels of agreement with all of the following agreements.



"To what extent do you agree/disagree with the following statements?"

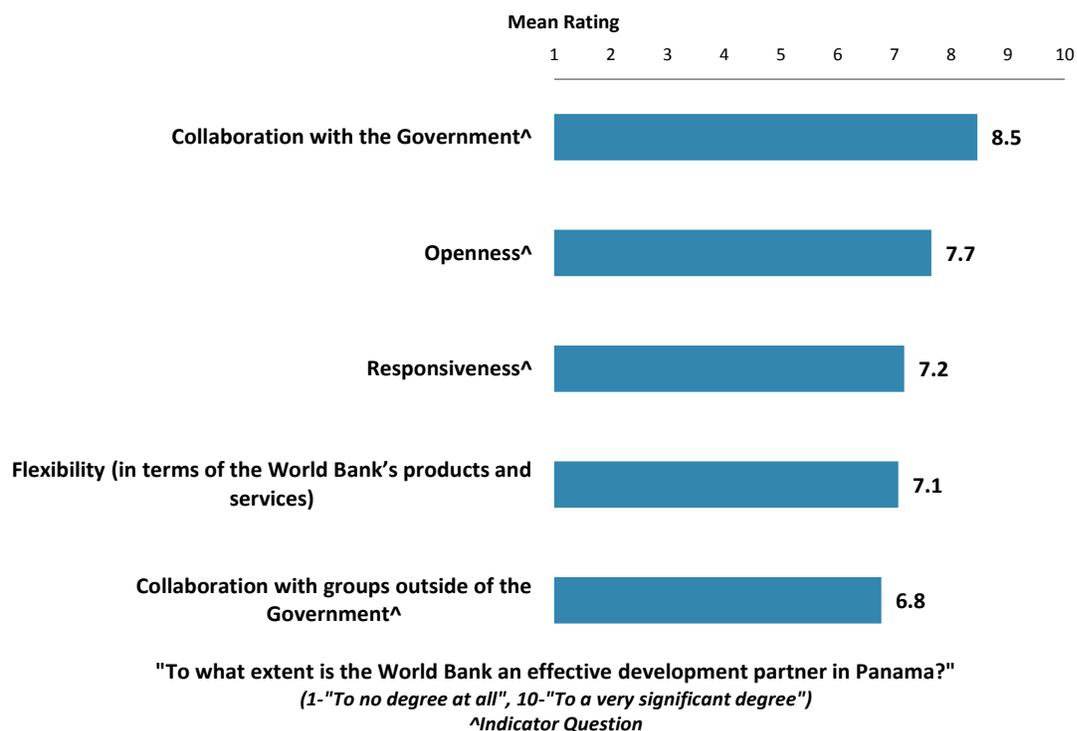
(1-"Strongly disagree", 10-"Strongly agree")

<sup>^</sup>Indicator Question

## VII. How the World Bank Operates (continued)

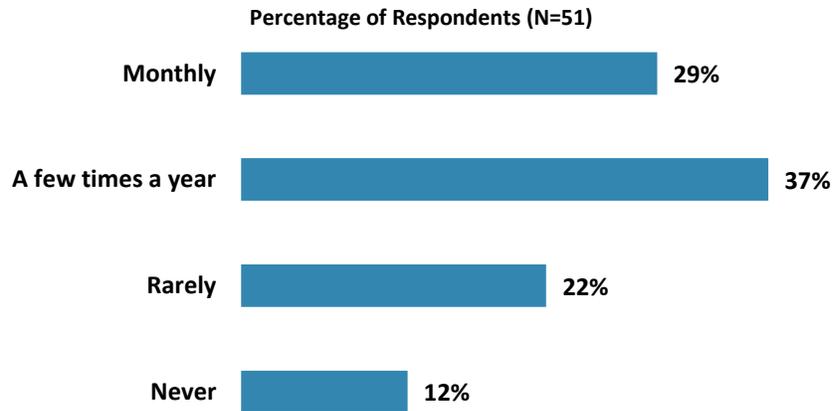
### The World Bank as an Effective Development Partner

- Respondents across stakeholder groups gave statistically similar ratings for all of the following aspects of the World Bank as an effective development partner in Panama.



## VIII. World Bank Knowledge and Instruments

### Frequency of Use

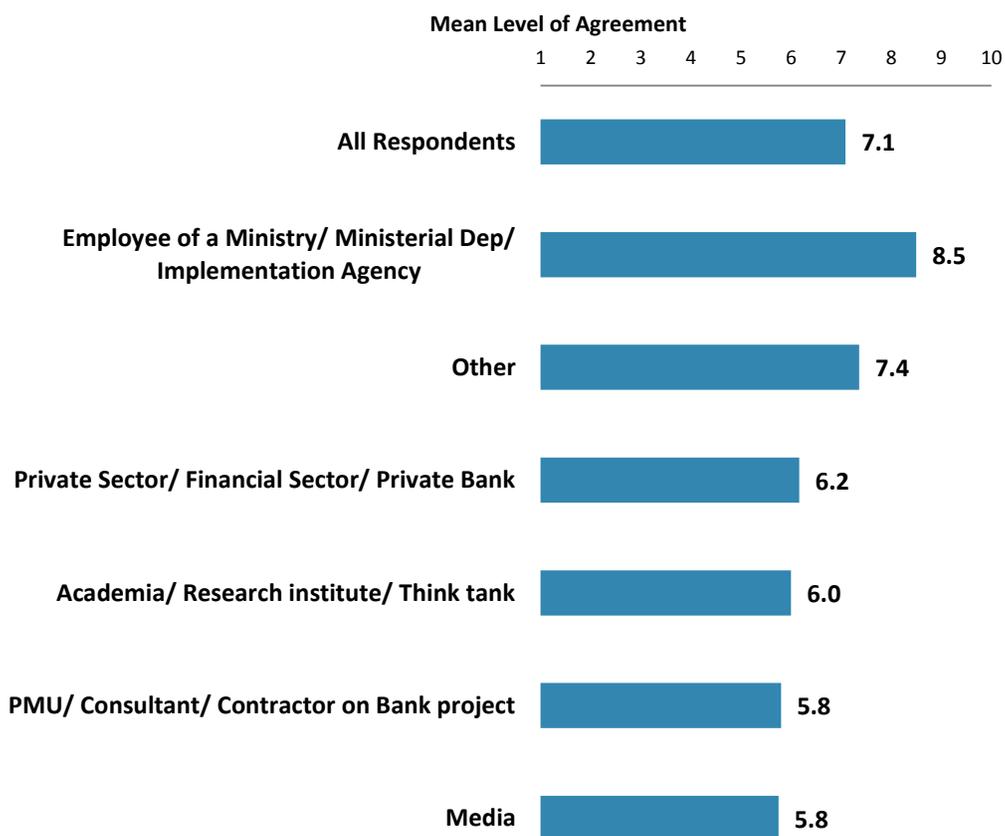


"How frequently do you consult World Bank knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Knowledge and Instruments (continued)

### Meeting Panama's Knowledge Needs (*Indicator Question*)

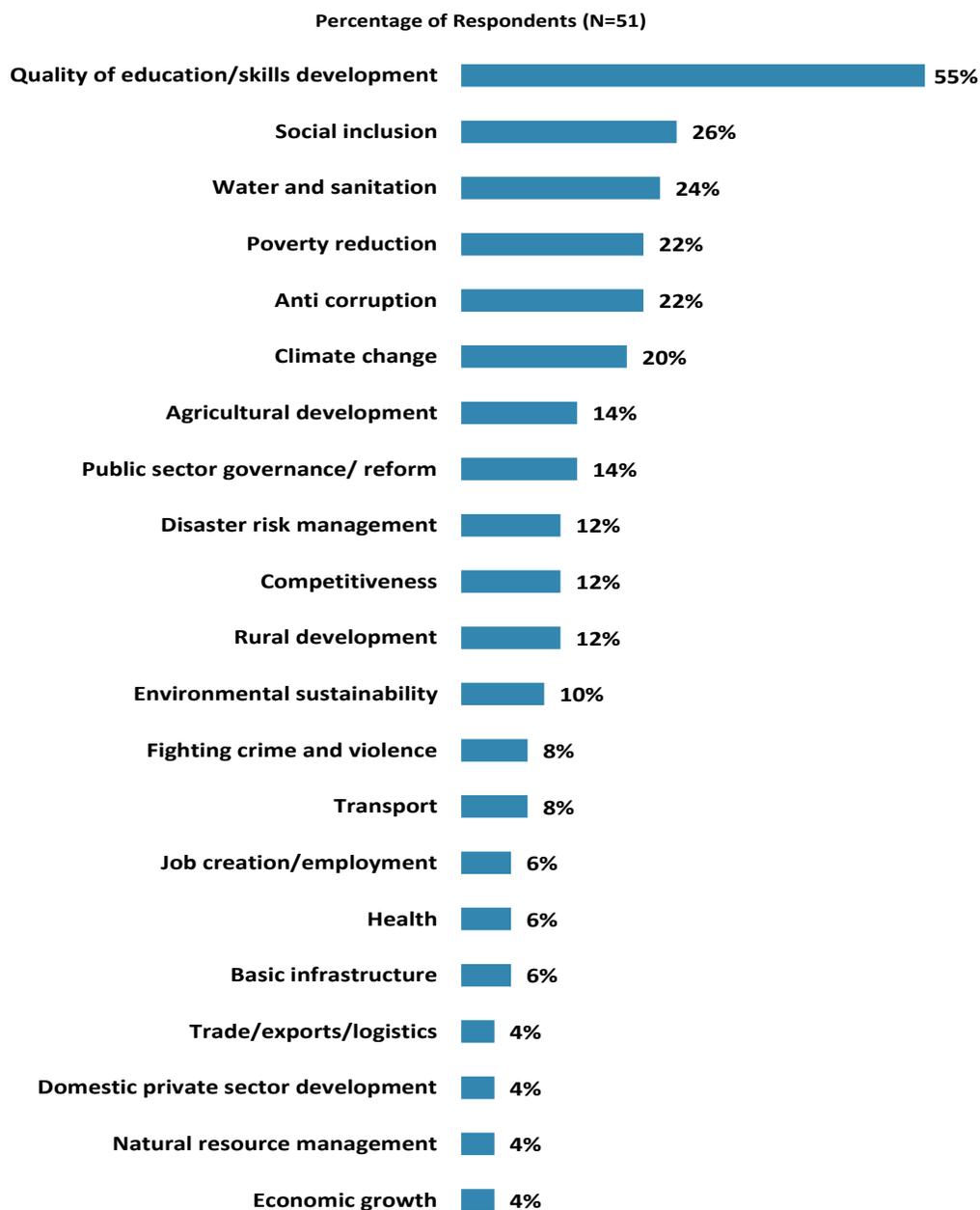
- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets Panama's needs for knowledge services.



**"The World Bank meets Panama's needs for knowledge services ."**  
*(1-"Strongly disagree", 10-"Strongly agree")*

## VIII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research



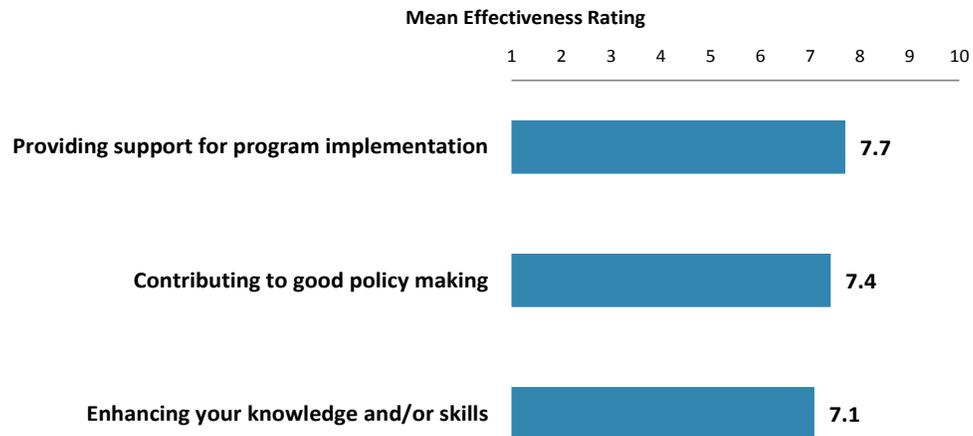
**“When thinking about the development challenges in Panama, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)”**

(Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

- Respondents across all stakeholder groups gave statistically similar ratings for the Bank's effectiveness in "providing support for program implementation," "contributing to good policy making," and "enhancing knowledge and/or skills."



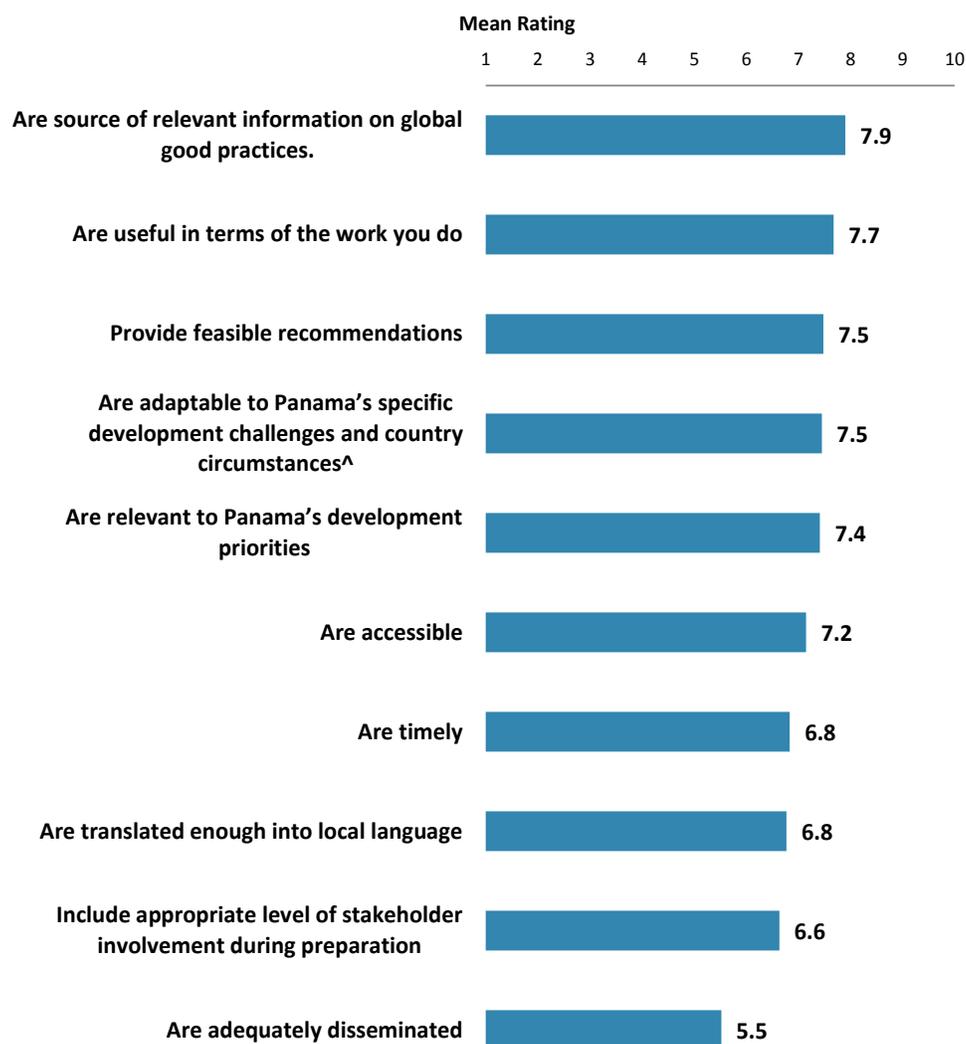
"In Panama, how effective do you believe the World Bank's knowledge work and activities are at:"

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

## VIII. World Bank Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents across stakeholder groups gave statistically similar ratings for all of the following qualities of the World Bank's knowledge work and activities.



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

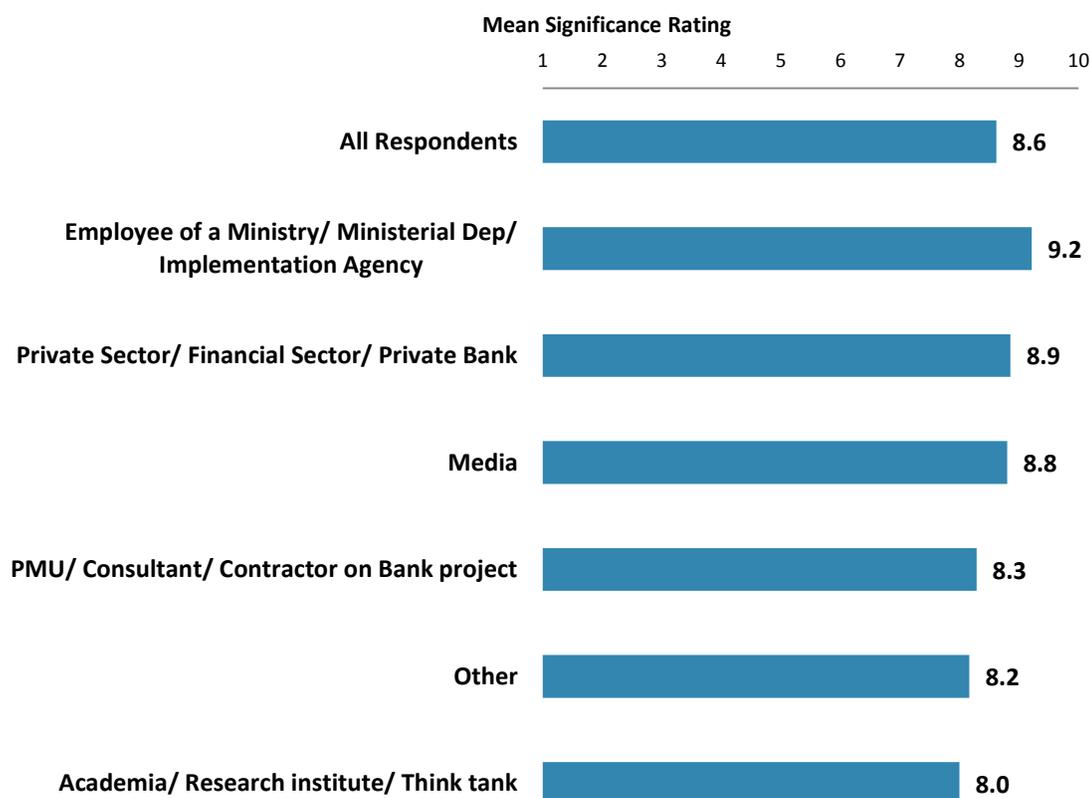
(1-"To no degree at all", 10-"To a very significant degree")

^Indicator Question

## VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across stakeholder groups gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Panama.

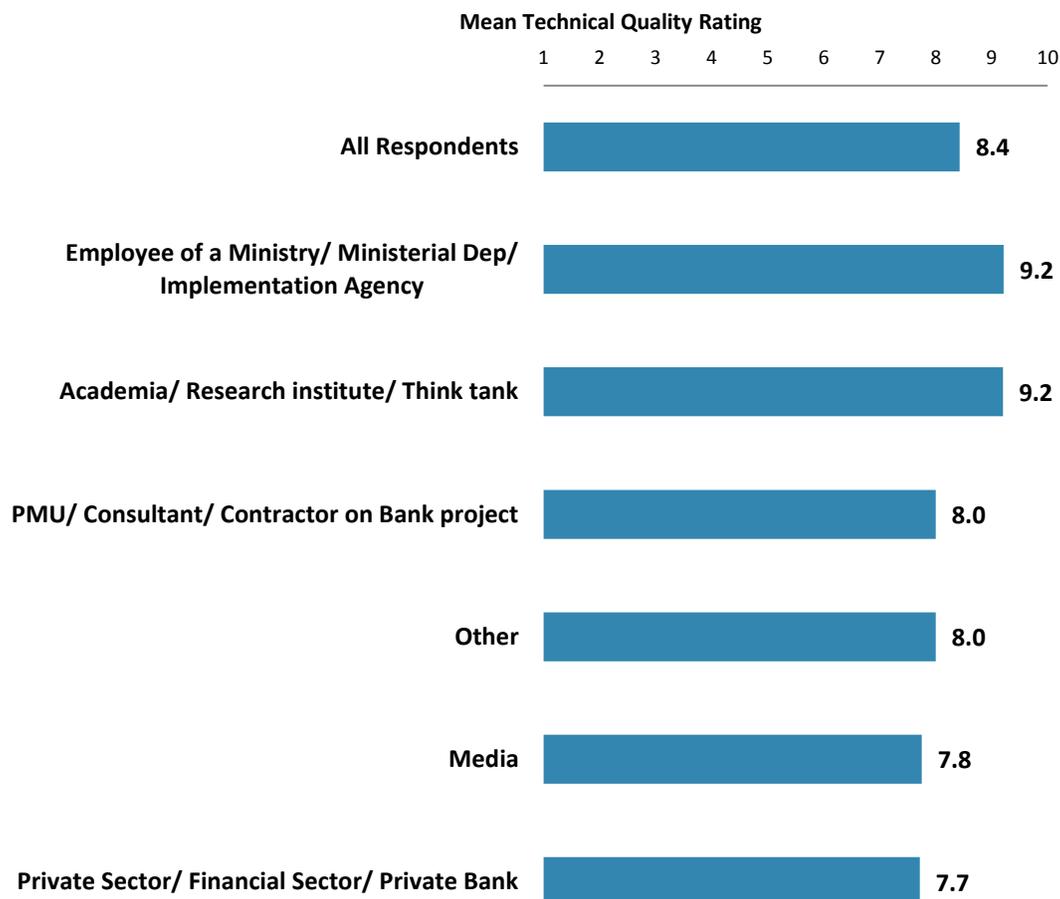


**"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"**  
*(1-"Not significant at all", 10-"Very significant")*

## VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.

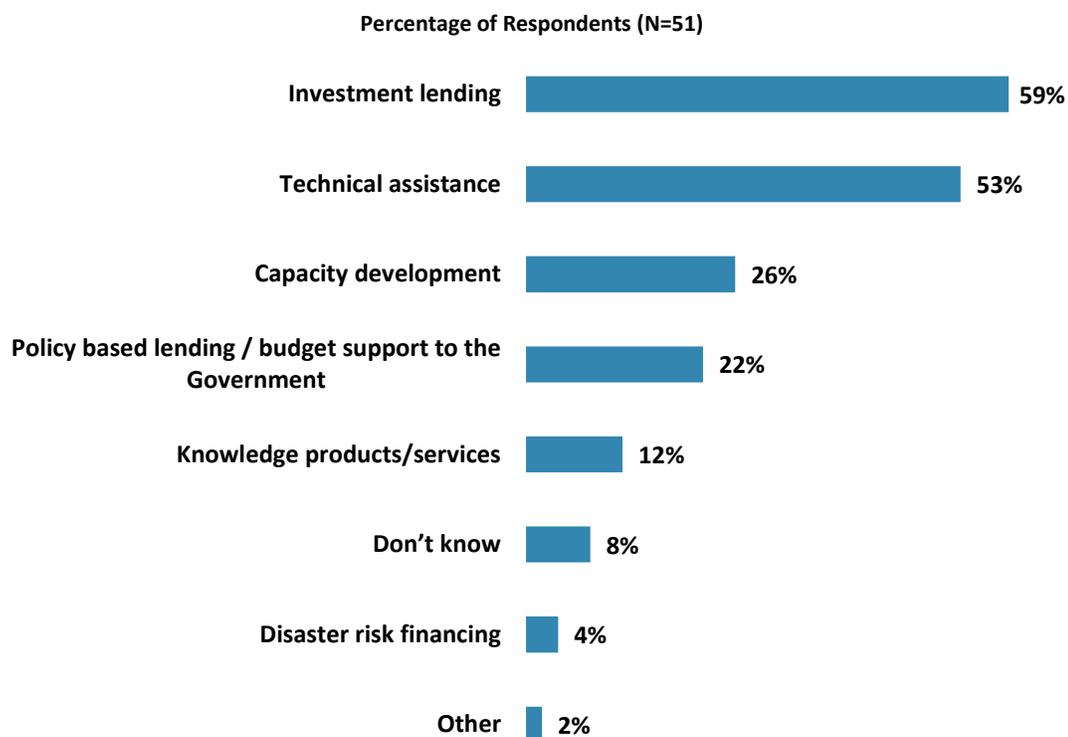


**"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?"**

*(1-"Very low technical quality", 10-"Very high technical quality")*

## VIII. World Bank Knowledge and Instruments (continued)

### Most Effective Instruments

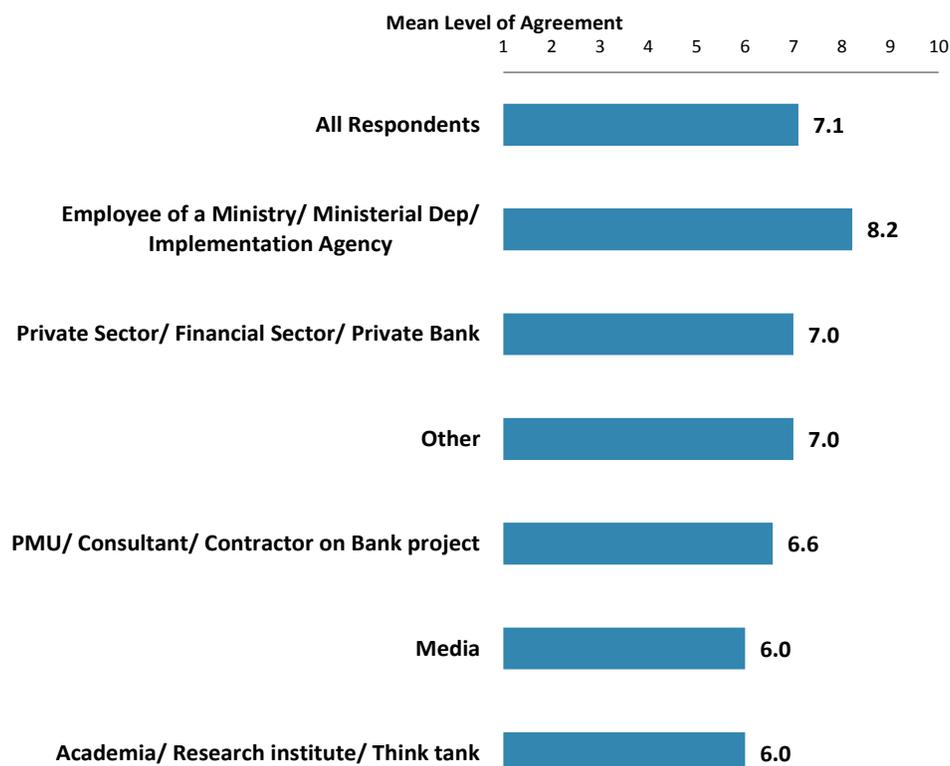


**“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Panama? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank's financial instruments meet Panama's needs.

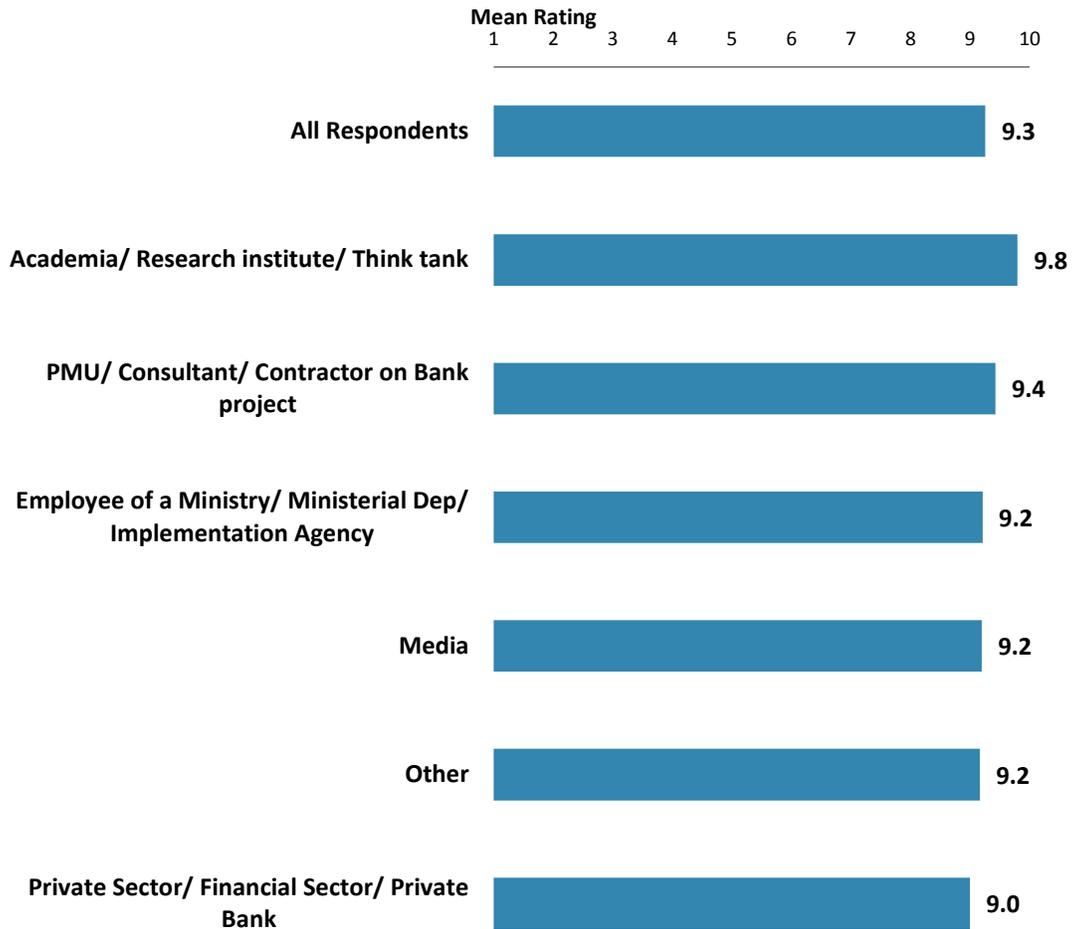


"The World Bank's financial instruments meet the needs of Panama"  
(1-"Strongly disagree", 10-"Strongly agree")

## IX. Future Role of the World Bank in Panama

### Role Significance of International Cooperation

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the future role of international development cooperation in Panama’s development.

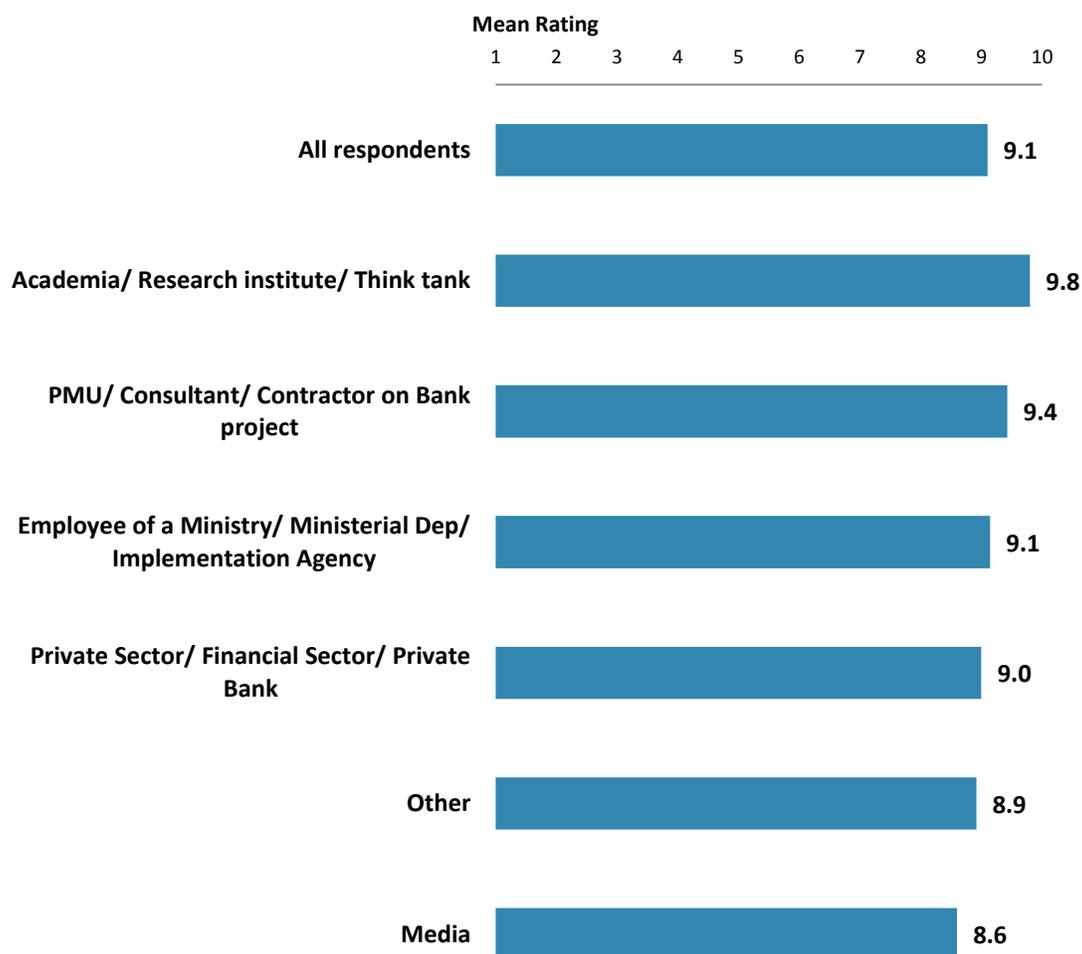


**"How significant a role do you believe that international cooperation SHOULD play in Panama's development in the near future?"**  
*(1-"Not a significant role at all", 10-"Very significant role")*

## IX. Future Role of the World Bank in Panama (continued)

### Role Significance of the World Bank

- Respondents across stakeholder groups gave statistically similar ratings for the significance of the future role of the World Bank in Panama's development.

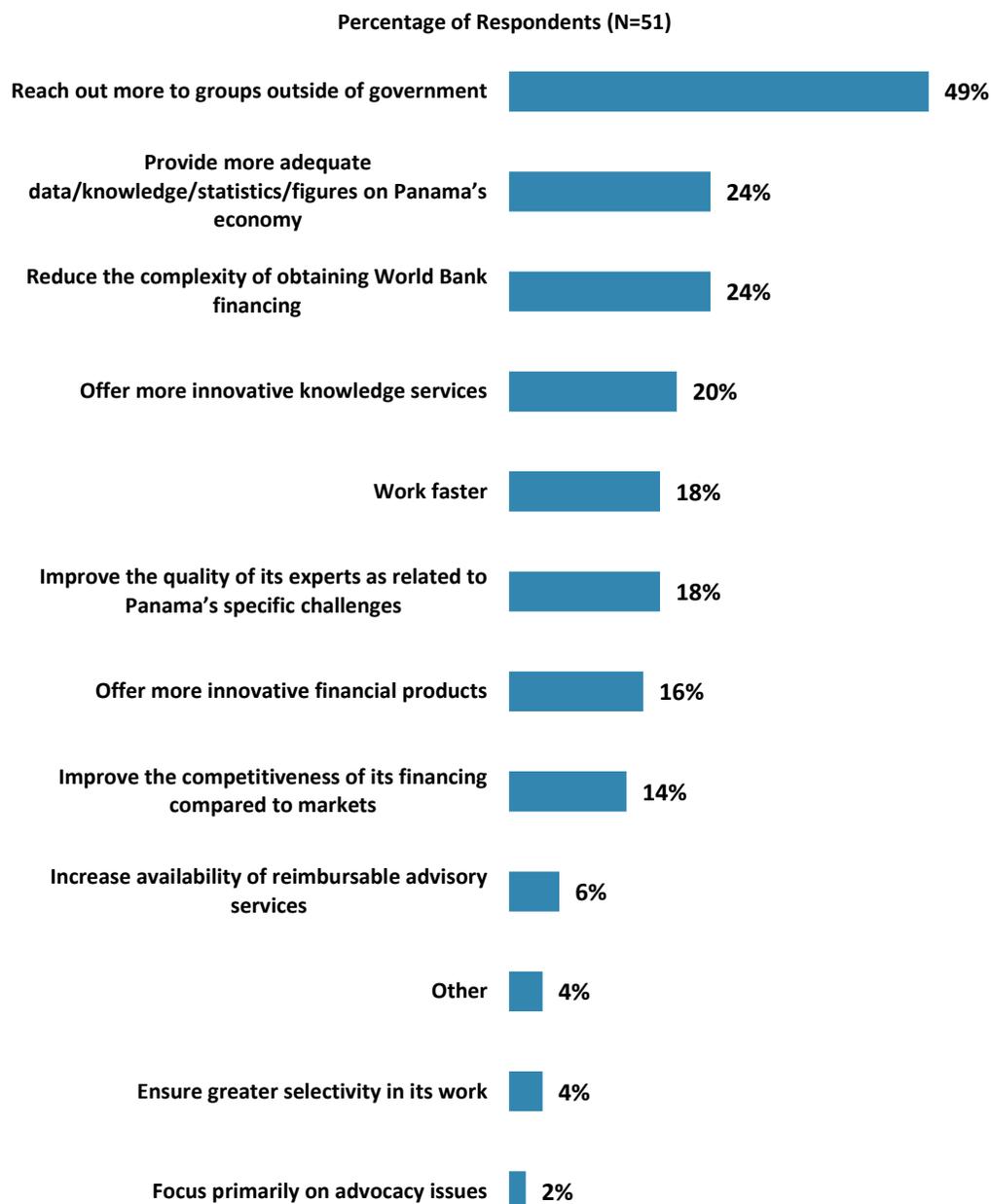


"How significant a role do you believe the World Bank SHOULD play in Panama's development in the near future?"

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

## IX. Future Role of the World Bank in Panama (continued)

### Making the World Bank of Greater Value

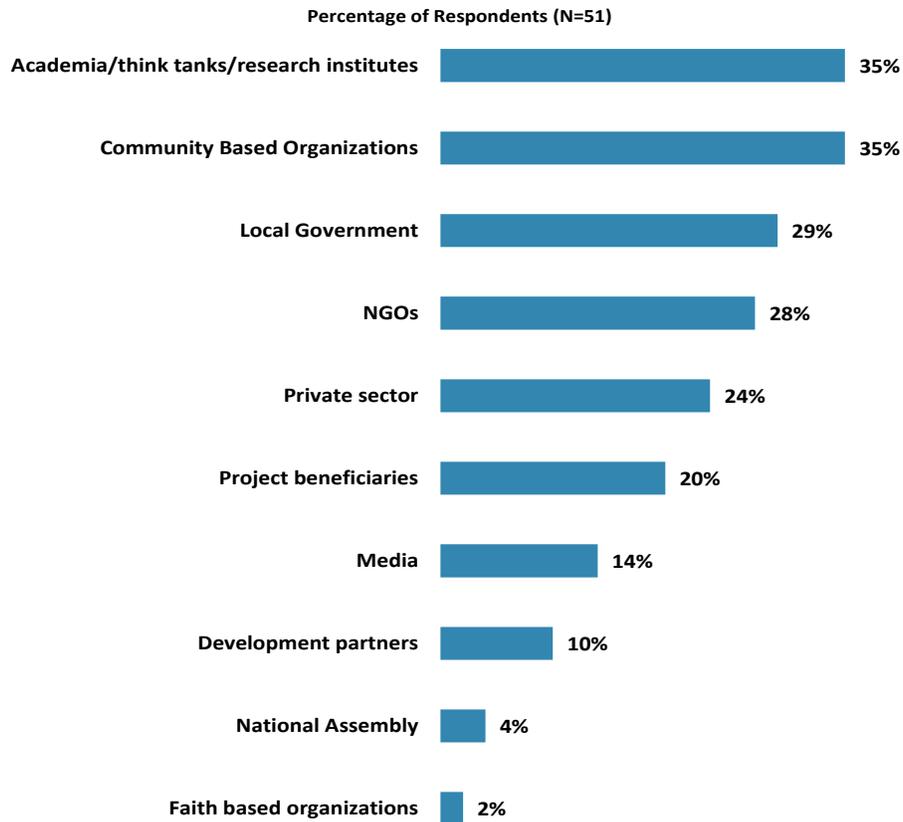


"Which of the following SHOULD the World Bank do to make itself of greater value in Panama?  
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

## IX. Future Role of the World Bank in Panama (continued)

### Collaborating with Other Groups



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?"  
(Respondents chose from a list. Responses combined.)

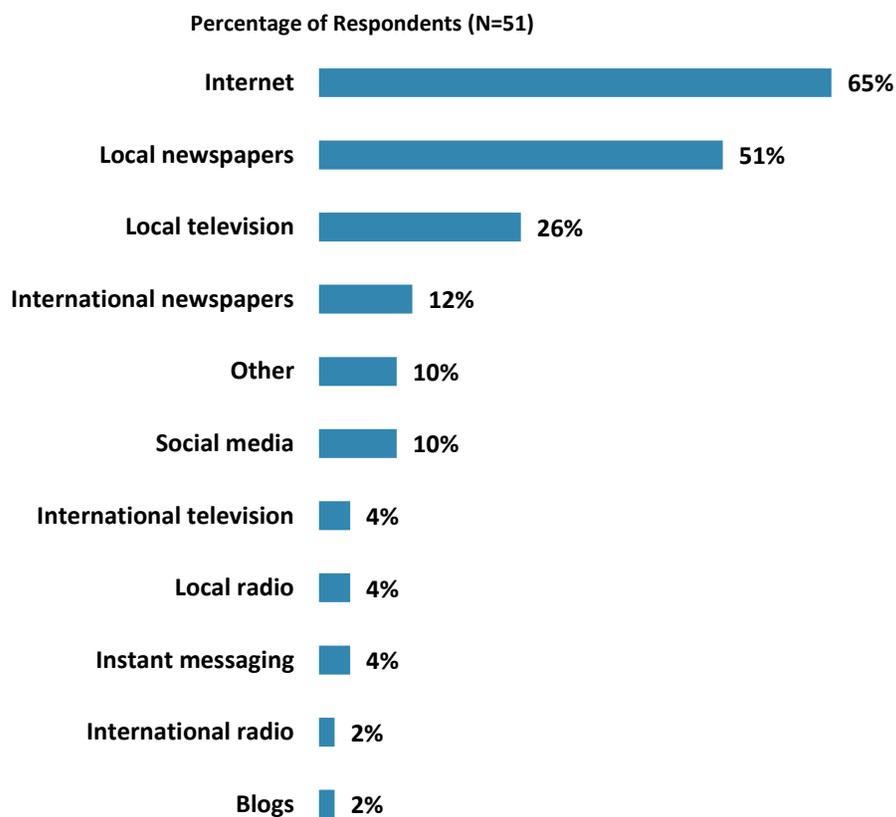
### Influencing the Global Development Agenda



"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods'?"  
(1 - "To no degree at all", 10 - "To a very significant degree")

## X. Communication and Openness

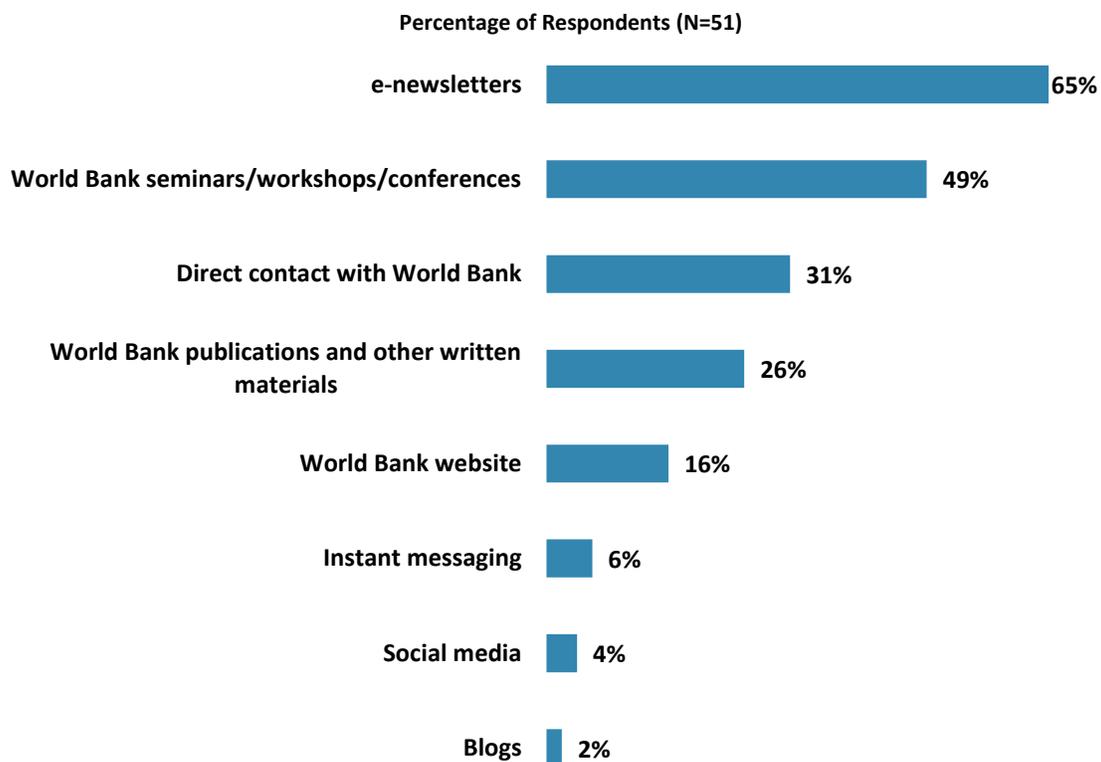
### Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources



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

## X. Communication and Openness (continued)

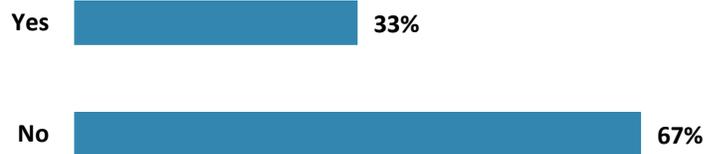
### Access to Information

Percentage of Respondents (N=51)



"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?"

Percentage of Respondents (N=51)



"Have you requested information from the World Bank on its activities in the past year?"

Percentage of Respondents (N=17)



"Were you able to obtain this information?"

Mean Level of Agreement

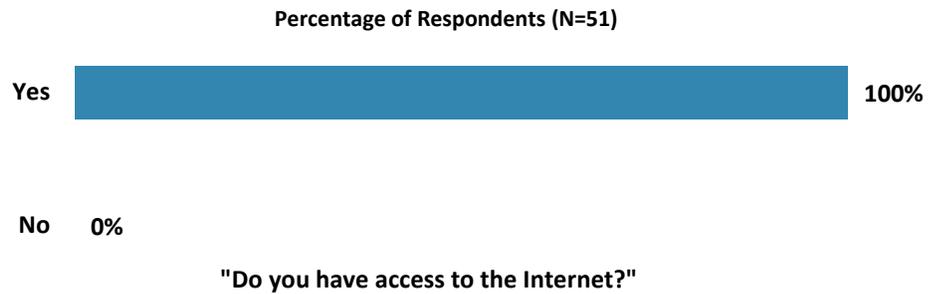
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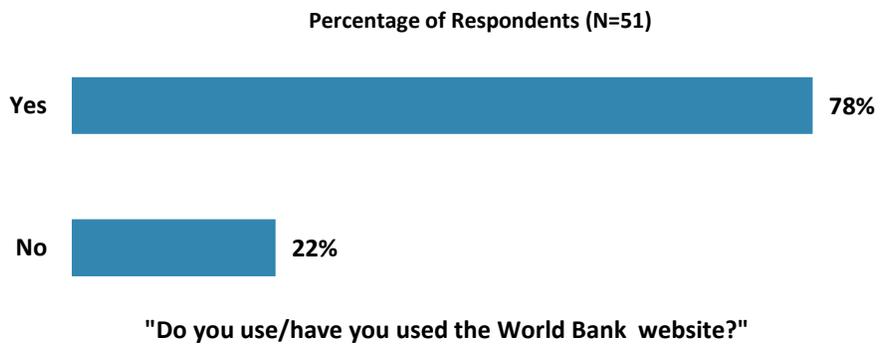
"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Internet Access

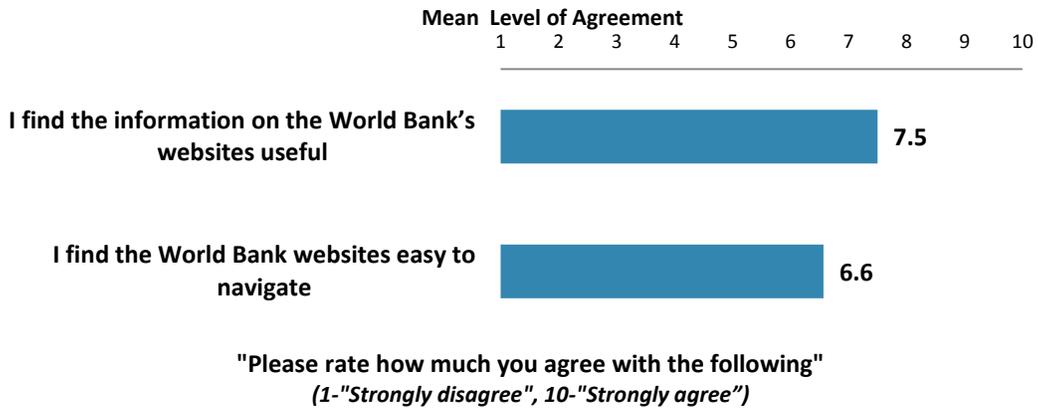


### Website Usage

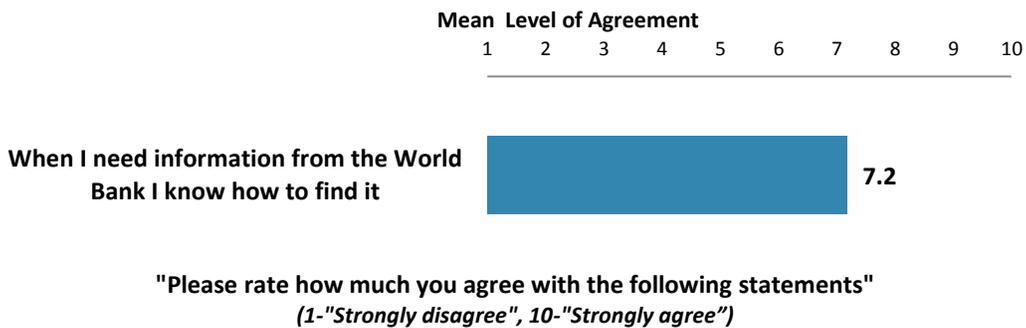


## X. Communication and Openness (continued)

### Website Evaluation



### Information Sharing



## XI. Appendices

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**Panama**



## Appendix A: Responses to All Questions across All Respondents (N=51)

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 Panama

<b>1. In general would you say that Panama is headed in ... ?</b>	<b>Percentage of Respondents (N=51)</b>
The right direction	86.3%
The wrong direction	0.0%
Not sure	13.7%

<b>2. Listed below are a number of development priorities in Panama. Please identify which of the following you consider the most important development priorities in Panama? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Quality of education/skills development	62.7%
Poverty reduction	31.4%
Anti corruption	27.5%
Social inclusion	23.5%
Water and sanitation	21.6%
Rural development	17.6%
Public sector governance/ reform	17.6%
Basic infrastructure	11.8%
Health	9.8%
Transport	9.8%
Agricultural development	9.8%
Competitiveness	7.8%
Fighting crime and violence	7.8%
Environmental sustainability	5.9%
Economic growth	5.9%
Energy	3.9%
Social protection	3.9%
Job creation/employment	3.9%
Disaster risk management	2.0%
Global/regional integration	2.0%
Urban development	2.0%
Climate change	2.0%
Trade/exports/logistics	2.0%
Regulatory framework	2.0%
Decrease non-communicable diseases	2.0%
Gender	0.0%
Domestic private sector development	0.0%
Foreign direct investment	0.0%
Financial markets	0.0%
Natural resource management	0.0%
Information and communications technology	0.0%

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

<b>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 Panama? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Quality of education/skills development	62.7%
Social inclusion	35.3%
Basic infrastructure	25.5%
Anti corruption	21.6%
Rural development	19.6%
Agricultural development	15.7%
Public sector governance/ reform	15.7%
Job creation/employment	15.7%
Social protection	13.7%
Health	13.7%
Water and sanitation	9.8%
Economic growth	9.8%
Environmental sustainability	7.8%
Competitiveness	5.9%
Fighting crime and violence	5.9%
Transport	3.9%
Domestic private sector development	3.9%
Information and communications technology	3.9%
Trade/exports/logistics	3.9%
Disaster risk management	2.0%
Foreign direct investment	2.0%
Natural resource management	2.0%
Climate change	0.0%
Global/regional integration	0.0%
Gender	0.0%
Urban development	0.0%
Regulatory framework	0.0%
Decrease non-communicable diseases	0.0%
Energy	0.0%
Financial markets	0.0%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Panama? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Quality of education/skills development	39.2%
Competitiveness	35.3%
Foreign direct investment	31.4%
Trade/exports/logistics	27.5%
Public sector governance/ reform	25.5%
Transport	17.6%
Anti corruption	15.7%
Rural development	13.7%
Global/regional integration	13.7%
Agricultural development	11.8%
Domestic private sector development	11.8%
Basic infrastructure	9.8%
Environmental sustainability	7.8%
Social inclusion	7.8%
Urban development	5.9%
Job creation/employment	5.9%
Health	3.9%
Financial markets	3.9%
Disaster risk management	2.0%
Water and sanitation	2.0%
Information and communications technology	2.0%
Regulatory framework	2.0%
Natural resource management	2.0%
Fighting crime and violence	2.0%
Energy	0.0%
Gender	0.0%
Social protection	0.0%
Climate change	0.0%
Decrease non-communicable diseases	0.0%

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

<b>5. 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>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Education and training that better ensure job opportunity	70.6%
Better entrepreneurial opportunities	23.5%
Better opportunity for the poor who live in rural areas	15.7%
Greater access to health and nutrition for citizens	15.7%
Greater access to micro-finance for the poor	13.7%
Greater voice and participation for citizens to help ensure greater accountability	13.7%
A growing middle class	11.8%
Consistent economic growth	11.8%
Better quality public services	9.8%
Better employment opportunities for young people	5.9%
Better opportunity for the poor who live in urban areas	3.9%
Other	3.9%
Better employment opportunities for women	0.0%

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

<b>How familiar are you with the work of these organizations in Panama?</b> <i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. World Bank (WB/BM)	51	0	7.71	2.17
2. International Monetary Fund (IMF/FMI)	49	2	5.94	2.78
3. Inter-American Development Bank (IDB/BID)	47	4	7.68	2.31
4. Latin American Development Bank (CAF)	47	4	5.96	3.03

<b>Overall, please rate your impression of the effectiveness of these organizations in Panama.</b> <i>(1-Not effective at all, 10-Extremely effective)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. World Bank (WB/BM)*	51	0	7.55	1.72
6. International Monetary Fund (IMF/FMI)	46	5	5.52	2.26
7. Inter-American Development Bank (IDB/BID)	49	2	7.61	1.88
8. Latin American Development Bank (CAF)	43	8	6.26	2.59

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. To what extent do you believe the World Bank's staff is well prepared to help Panama solve its most complicated development challenges?	48	3	8.25	1.47

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

<b>10. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Quality of education/skills development	52.9%
Public sector governance/ reform	29.4%
Poverty reduction	27.5%
Agricultural development	23.5%
Anti corruption	21.6%
Social inclusion	17.6%
Competitiveness	13.7%
Rural development	11.8%
Water and sanitation	11.8%
Disaster risk management	9.8%
Transport	9.8%
Health	9.8%
Global/regional integration	5.9%
Basic infrastructure	5.9%
Environmental sustainability	5.9%
Climate change	5.9%
Fighting crime and violence	3.9%
Regulatory framework	3.9%
Gender	3.9%
Trade/exports/logistics	3.9%
Economic growth	3.9%
Urban development	2.0%
Domestic private sector development	2.0%
Social protection	2.0%
Foreign direct investment	2.0%
Job creation/employment	2.0%
Natural resource management	2.0%
Energy	0.0%
Financial markets	0.0%
Decrease non-communicable diseases	0.0%
Information and communications technology	0.0%

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

11. 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?	Percentage of Respondents (N=51)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources: investment lending	31.4%	13.7%	45.1%
Technical assistance	23.5%	21.6%	45.1%
Financial resources: policy based lending / budget support to the Government	19.6%	11.8%	31.4%
Training/capacity building	7.8%	17.6%	25.5%
Policy advice	9.8%	11.8%	21.6%
Studies/analyses/reports	3.9%	15.7%	19.6%
Other	3.9%	2.0%	5.9%
Mobilizing third party financial resources	0.0%	3.9%	3.9%
Data/statistics	0.0%	2.0%	2.0%
Convening/facilitating services	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%

12. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Panama? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=51)
Not enough public disclosure of its work	49.0%
Too bureaucratic in its operational policies and procedures	27.5%
Complexity and slow speed of World Bank processes	25.5%
Not adequately sensitive to political/social realities in Panama	23.5%
Not aligned with country priorities	15.7%
Not collaborating enough with non-state actors	13.7%
Other	7.8%
Imposing technocratic solutions without regard to political realities	5.9%
Not exploring alternative policy options	3.9%
Inaccessibility of World Bank staff	2.0%
The credibility of its knowledge/data	0.0%

13. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Panama? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=51)
Investment lending	58.8%
Technical assistance	52.9%
Capacity development	25.5%
Policy based lending / budget support to the Government	21.6%
Knowledge products/services	11.8%
Don't know	7.8%
Disaster risk financing	3.9%
Other	2.0%

Influencing Global Development Agenda	N	DK	Mean	SD
14. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?" (1-To no degree at all, 10-To a very significant degree)	51	0	8.69	1.76

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

<b>15. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Academia/think tanks/research institutes	35.3%
Community Based Organizations	35.3%
Local Government	29.4%
NGOs	27.5%
Private sector	23.5%
Project beneficiaries	19.6%
Media	13.7%
Development partners	9.8%
National Assembly	3.9%
Faith based organizations	2.0%
Foundations	0.0%
Other	0.0%

<b>To what extent do you agree with the following statements about the World Bank's work in Panama? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. Overall the World Bank currently plays a relevant role in development in Panama*	48	3	7.42	2.05
17. The World Bank's work is aligned with what I consider the development priorities for Panama*	48	3	7.25	1.77
18. The World Bank effectively supports public policy priorities of Panama	45	6	7.24	1.69
19. The World Bank assists Panama to reduce social exclusion	44	7	7.11	2.14
20. The World Bank treats clients and stakeholders in Panama with respect	42	9	8.67	1.51
21. The World Bank is a client oriented organization in Panama	43	8	7.51	2.37
22. The World Bank is an organization that does not represent a particular ideological perspective in Panama	43	8	8.00	2.40
23. The World Bank is an organization that has no dominant influence of any particular country	41	10	6.49	3.05
24. The World Bank respects the positions, views and demands of the Government of Panama	43	8	8.09	2.04
25. The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Panama	46	5	7.83	2.37

<b>To what extent is the World Bank an effective development partner in Panama, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
26. Responsiveness*	46	5	7.17	1.97
27. Flexibility (in terms of the World Bank's products and services)	44	7	7.07	2.14
28. Openness*	43	8	7.65	1.90
29. Collaboration with groups outside of the Government*	43	8	6.77	2.39
30. Collaboration with the Government*	41	10	8.46	1.58

### 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Fighting crime and violence	38	13	4.71	2.29
2. Competitiveness	45	6	7.27	1.95
3. Urban development	42	9	6.86	2.37
4. Environmental sustainability	44	7	6.91	2.40
5. Regulatory framework	42	9	6.76	2.47
6. Basic infrastructure	42	9	6.90	2.54
7. Decrease non-communicable diseases	33	18	5.48	2.85
8. Poverty reduction	44	7	6.91	2.53
9. Gender	39	12	5.77	2.84
10. Water and sanitation	47	4	7.28	2.68
11. Trade/exports/logistics	44	7	6.68	2.73
12. Disaster risk management	38	13	6.21	2.72
13. Public sector governance/ reform	46	5	7.33	2.51
14. Financial markets	37	14	7.30	2.59
15. Social inclusion	43	8	6.53	2.81
16. Health	41	10	6.98	2.52
17. Rural development	42	9	6.67	2.78
18. Global/regional integration	39	12	7.26	2.36
19. Quality of education/skills development	38	13	6.11	2.84
20. Social protection	37	14	6.54	2.86
21. Climate change	38	13	6.24	2.72
22. Agricultural development	39	12	5.64	2.81

Achieving Development Results*	N	DK	Mean	SD
23. To what extent does the World Bank's work help to achieve development results in Panama? (1-To no degree at all, 10-To a very significant degree)	48	3	7.27	1.59

To what extent do you agree with the following statements about the World Bank in Panama? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
24. The World Bank's financial instruments meet the needs of Panama*	49	2	7.10	1.87
25. The World Bank meets Panama's needs for knowledge services*	45	6	7.09	2.32

### D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=51)
Monthly	29.4%
A few times a year	37.3%
Rarely	21.6%
Never	11.8%

**D. The World Bank's Knowledge Work and Activities (continued)**  
*(i.e., Analysis, Studies, Research, Data, Reports, Conferences)*

<b>2. 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>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Quality of education/skills development	54.9%
Social inclusion	25.5%
Water and sanitation	23.5%
Poverty reduction	21.6%
Anti corruption	21.6%
Climate change	19.6%
Agricultural development	13.7%
Public sector governance/ reform	13.7%
Disaster risk management	11.8%
Competitiveness	11.8%
Rural development	11.8%
Environmental sustainability	9.8%
Fighting crime and violence	7.8%
Transport	7.8%
Job creation/employment	5.9%
Health	5.9%
Basic infrastructure	5.9%
Trade/exports/logistics	3.9%
Domestic private sector development	3.9%
Natural resource management	3.9%
Economic growth	3.9%
Global/regional integration	2.0%
Gender	2.0%
Energy	2.0%
Social protection	2.0%
Information and communications technology	2.0%
Foreign direct investment	0.0%
Financial markets	0.0%
Urban development	0.0%
Regulatory framework	0.0%
Decrease non-communicable diseases	0.0%

<b>In Panama, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10- Very effective)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. Enhancing your knowledge and/or skills	45	6	7.09	2.20
4. Contributing to good policy making	48	3	7.42	1.82
5. Providing support for program implementation	48	3	7.71	1.80

**D. The World Bank's Knowledge Work and Activities (continued)**  
*(i.e., Analysis, Studies, Research, Data, Reports, Conferences)*

In Panama, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	49	2	6.84	1.96
7. Include appropriate level of stakeholder involvement during preparation	44	7	6.64	2.22
8. Are relevant to Panama's development priorities	48	3	7.42	1.93
9. Provide feasible recommendations	48	3	7.48	1.92
10. Are accessible	46	5	7.15	2.28
11. Are source of relevant information on global good practices.	42	9	7.90	2.03
12. Are useful in terms of the work you do	47	4	7.68	2.33
13. Are adequately disseminated	48	4	5.52	2.93
14. Are translated enough into local language	40	11	6.78	2.45
15. Are adaptable to Panama's specific development challenges and country circumstances*	42	9	7.45	2.17

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	50	1	8.62	1.47
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	47	4	8.43	1.65

### E. Working with the World Bank

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 disburses funds promptly	32	19	6.47	2.60
2. The World Bank effectively monitors and evaluates the projects and programs it supports	46	5	7.80	1.75
3. The World Bank's approvals and reviews are done in a timely fashion	37	14	7.16	1.92
4. The World Bank's "Safeguard Policy" requirements are reasonable	37	14	7.38	2.38
5. The World Bank's conditions on its lending are reasonable	40	11	7.20	2.21
6. Working with the World Bank increases Panama's institutional capacity	47	4	8.02	2.16
7. The World Bank ensures consistency and continuity through staff changes	39	12	7.21	2.56
8. The World Bank's teams and visits are well coordinated	40	11	7.78	2.03
9. Where country systems are adequate, the World Bank makes appropriate use of them*	34	17	7.56	1.97
10. The World Bank provides effective implementation support	39	12	8.23	1.71

### F. Recent Trends and the Future Role of the World Bank in Panama

Future Role of the International Cooperation	N	DK	Mean	SD
1. How significant a role do you believe that international cooperation SHOULD play in Panama's development in the near future? (1-Not a significant role at all, 10-Very significant role)	50	1	9.26	1.26

Future Role of the World Bank	N	DK	Mean	SD
2. How significant a role do you believe the World Bank SHOULD play in Panama's development in the near future? (1-Not a significant role at all, 10-Very significant role)	50	1	9.12	1.36

3. Which of the following SHOULD the World Bank do to make itself of greater value in Panama? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=51)
Reach out more to groups outside of government	49.0%
Provide more adequate data/knowledge/statistics/figures on Panama's economy	23.5%
Reduce the complexity of obtaining World Bank financing	23.5%
Offer more innovative knowledge services	19.6%
Work faster	17.6%
Improve the quality of its experts as related to Panama's specific challenges	17.6%
Offer more innovative financial products	15.7%
Improve the competitiveness of its financing compared to markets	13.7%
Increase availability of reimbursable advisory services	5.9%
Other	3.9%
Ensure greater selectivity in its work	3.9%
Focus primarily on advocacy issues	2.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Panama? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Internet	64.7%
Local newspapers	51.0%
Local television	25.5%
International newspapers	11.8%
Other	9.8%
Social media	9.8%
International television	3.9%
Local radio	3.9%
Instant messaging	3.9%
International radio	2.0%
Blogs	2.0%
Mobile phones	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
e-newsletters	64.7%
World Bank seminars/workshops/conferences	49.0%
Direct contact with World Bank	31.4%
World Bank publications and other written materials	25.5%
World Bank website	15.7%
Instant messaging	5.9%
Social media	3.9%
Blogs	2.0%
Mobile phones	0.0%
Other	0.0%

<b>3. 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 a list of exceptions?</b>	<b>Percentage of Respondents (N=51)</b>
Yes	35.3%
No	64.7%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=51)</b>
Yes	33.3%
No	66.7%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=17)</b>
Yes	94.1%
No	5.9%

**G. Communication and Information Sharing (continued)**

6. Do you access to the Internet?	Percentage of Respondents (N=51)
Yes	100.0%
No	0%

7. Do you use/have you used the World Bank website?	Percentage of Respondents (N=51)
Yes	78.4%
No	21.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I use/consult World Bank data more often than I did a few years ago	50	1	6.22	3.13
9. I find the World Bank websites easy to navigate	44	7	6.57	2.92
10. I find the information on the World Bank's websites useful	46	5	7.50	2.65
11. When I need information from the World Bank I know how to find it	41	10	7.17	2.76

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=51)
Employee of a Ministry, Ministerial Department or Implementation Agency	27.5%
Private Sector Organization	13.7%
Project Management Unit (PMU) overseeing implementation of project	9.8%
Media	9.8%
Academia/Research Institute/Think Tank	9.8%
Other	7.8%
Consultant/Contractor working on World Bank supported Project/Program	3.9%
Local Government Office or Staff	3.9%
Multilateral Agency	3.9%
Office of the President	2.0%
Office of Minister	2.0%
Private Foundation	2.0%
Financial Sector/Private Bank	2.0%
Independent Government Institution	2.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=50)</b>
Other	18.0%
Public sector governance / public financial management / anti corruption	12.0%
Information and communications technology	10.0%
Private sector development / foreign direct investment	10.0%
Commerce	10.0%
Health / non-communicable diseases	6.0%
Natural resource management / environmental sustainability	6.0%
Climate change / disaster risk management	4.0%
Regulatory framework	4.0%
Social protection	4.0%
Urban development	4.0%
Water and sanitation	4.0%
Agricultural / rural development	2.0%
Education	2.0%
Financial markets/banking	2.0%
Gender/equality of opportunity	2.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=50)</b>
Yes	42.0%
No	58.0%

<b>4. Which of the following describes most of your exposure to the World Bank in Panama? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=51)</b>
Observer	13.7%
Use World Bank reports/data	43.1%
Engage in World Bank related/sponsored events/activities	45.1%
Collaborate as part of my professional duties	39.2%
Use World Bank website for information, data, research, etc.	29.4%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=51)</b>
Panama city	98.0%
Provincial capital	2.0%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Panama

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
The right direction	100.0%	100.0%	75.0%	60.0%	80.0%	83.3%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not sure	0.0%	0.0%	25.0%	40.0%	20.0%	16.7%

Listed below are a number of development priorities in Panama. Please identify which of the following you consider the most important development priorities in Panama?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Transport	7.1%	28.6%	12.5%	0.0%	0.0%	8.3%
Public sector governance/ reform	21.4%	28.6%	25.0%	0.0%	0.0%	16.7%
Global/regional integration	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	50.0%	28.6%	0.0%	0.0%	40.0%	0.0%
Anti corruption	21.4%	0.0%	50.0%	40.0%	20.0%	33.3%
Job creation/employment	7.1%	0.0%	0.0%	0.0%	20.0%	0.0%
Rural development	14.3%	14.3%	25.0%	0.0%	60.0%	8.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Environmental sustainability	7.1%	14.3%	0.0%	0.0%	0.0%	8.3%
Social inclusion*	7.1%	0.0%	25.0%	80.0%	0.0%	41.7%
Health	21.4%	14.3%	0.0%	0.0%	20.0%	0.0%
Quality of education/skills development	50.0%	42.9%	75.0%	100.0%	60.0%	66.7%
Poverty reduction	35.7%	28.6%	25.0%	20.0%	60.0%	25.0%
Energy	7.1%	0.0%	12.5%	0.0%	0.0%	0.0%
Competitiveness	7.1%	28.6%	12.5%	0.0%	0.0%	0.0%
Climate change	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Agricultural development	7.1%	14.3%	0.0%	40.0%	0.0%	8.3%
Trade/exports/logistics	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Fighting crime and violence	0.0%	14.3%	12.5%	0.0%	0.0%	16.7%
Economic growth	7.1%	14.3%	0.0%	20.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Decrease non-communicable diseases	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	7.1%	14.3%	25.0%	0.0%	0.0%	16.7%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Water and sanitation	21.4%	0.0%	12.5%	0.0%	20.0%	0.0%
Social inclusion	28.6%	42.9%	12.5%	60.0%	20.0%	50.0%
Economic growth	14.3%	14.3%	12.5%	20.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	7.1%	14.3%	12.5%	20.0%	60.0%	25.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	35.7%	14.3%	12.5%	20.0%	20.0%	33.3%
Social protection	14.3%	14.3%	12.5%	0.0%	0.0%	25.0%
Competitiveness	0.0%	28.6%	0.0%	0.0%	0.0%	8.3%
Transport	7.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Fighting crime and violence	0.0%	0.0%	12.5%	0.0%	20.0%	8.3%
Decrease non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	14.3%	12.5%	0.0%	0.0%	0.0%
Anti corruption	7.1%	14.3%	50.0%	20.0%	20.0%	25.0%
Domestic private sector development	0.0%	0.0%	0.0%	20.0%	0.0%	8.3%
Foreign direct investment	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Quality of education/skills development	64.3%	57.1%	75.0%	100.0%	60.0%	41.7%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	28.6%	14.3%	12.5%	20.0%	20.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Environmental sustainability	14.3%	14.3%	0.0%	0.0%	0.0%	8.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Health	14.3%	28.6%	12.5%	0.0%	0.0%	16.7%
Agricultural development	14.3%	0.0%	25.0%	20.0%	20.0%	16.7%
Job creation/employment	21.4%	14.3%	12.5%	0.0%	20.0%	16.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade/exports/logistics	0.0%	0.0%	12.5%	0.0%	0.0%	8.3%

**A. General Issues facing Panama (continued)**

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social inclusion	0.0%	14.3%	0.0%	20.0%	20.0%	8.3%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	14.3%	14.3%	12.5%	20.0%	40.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	28.6%	0.0%	12.5%	0.0%	0.0%	25.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Rural development	7.1%	14.3%	12.5%	0.0%	40.0%	16.7%
Foreign direct investment	35.7%	28.6%	37.5%	40.0%	20.0%	25.0%
Urban development	14.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Water and sanitation	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Quality of education/skills development	28.6%	42.9%	37.5%	60.0%	20.0%	50.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Decrease non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade/exports/logistics	35.7%	28.6%	50.0%	20.0%	20.0%	8.3%
Public sector governance/ reform	35.7%	28.6%	12.5%	20.0%	0.0%	33.3%
Domestic private sector development	14.3%	14.3%	25.0%	0.0%	0.0%	8.3%
Job creation/employment	7.1%	0.0%	0.0%	0.0%	0.0%	16.7%
Agricultural development	7.1%	0.0%	25.0%	0.0%	20.0%	16.7%
Competitiveness	28.6%	42.9%	37.5%	60.0%	0.0%	41.7%
Transport	21.4%	42.9%	12.5%	20.0%	20.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Environmental sustainability	7.1%	14.3%	0.0%	0.0%	20.0%	8.3%
Health	0.0%	14.3%	12.5%	0.0%	0.0%	0.0%
Basic infrastructure	7.1%	0.0%	12.5%	20.0%	20.0%	8.3%
Fighting crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	20.0%	8.3%

### A. General Issues facing Panama (continued)

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)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
A growing middle class	0.0%	14.3%	37.5%	20.0%	20.0%	0.0%
Better employment opportunities for young people	7.1%	0.0%	0.0%	0.0%	0.0%	16.7%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	78.6%	57.1%	62.5%	80.0%	80.0%	66.7%
Greater access to health and nutrition for citizens	21.4%	28.6%	12.5%	0.0%	0.0%	16.7%
Better entrepreneurial opportunities	42.9%	14.3%	12.5%	40.0%	0.0%	16.7%
Greater access to micro-finance for the poor	7.1%	0.0%	12.5%	0.0%	40.0%	25.0%
Better opportunity for the poor who live in rural areas	21.4%	28.6%	0.0%	0.0%	40.0%	8.3%
Better opportunity for the poor who live in urban areas	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Consistent economic growth	14.3%	14.3%	12.5%	0.0%	0.0%	16.7%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	14.3%	25.0%	60.0%	0.0%	8.3%
Better quality public services	0.0%	14.3%	12.5%	0.0%	20.0%	16.7%
Other	0.0%	14.3%	12.5%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	14	8.64	1.86	7	7.86	1.21	8	7.13	2.95	5	7.20	1.92	5	6.20	3.19	12	7.75	1.82
International Monetary Fund (IMF/FMI)	13	6.69	2.59	6	3.50	2.59	8	6.75	3.01	5	7.20	1.92	5	5.20	3.49	12	5.58	2.50
Inter-American Development Bank (IDB/BID)	12	8.17	1.80	6	7.33	2.50	8	7.38	3.02	5	8.20	1.10	5	6.00	3.39	11	8.09	2.07
Latin American Development Bank (CAF)	12	6.83	2.76	6	4.33	.82	7	5.86	3.80	5	7.40	2.61	5	4.20	4.44	12	6.08	2.87

Overall, please rate your impression of the effectiveness of these organizations in Panama. (1-Not effective at all, 10-Extremely effective)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	14	8.50	1.40	7	8.29	1.25	8	6.63	2.39	5	6.60	1.14	5	7.20	1.48	12	7.17	1.64
International Monetary Fund (IMF/FMI)	13	6.69	1.84	6	3.50	1.87	7	5.57	2.82	5	6.20	1.10	4	6.00	2.31	11	4.73	2.24
Inter-American Development Bank (IDB/BID)	14	8.29	1.59	6	7.00	3.03	7	7.57	1.90	5	8.00	.71	5	7.20	.84	12	7.17	2.17
Latin American Development Bank (CAF)	13	7.46	1.94	6	3.83	1.94	5	6.60	3.51	5	6.40	2.51	3	5.33	3.79	11	6.18	2.40

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Panama solve its most complicated development challenges?	14	8.79	.97	7	7.86	1.77	7	8.14	1.68	4	8.50	1.29	4	7.50	2.08	12	8.08	1.56

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

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

When thinking about how the World Bank can have the most impact on development results in 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)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Public sector governance/ reform	42.9%	28.6%	50.0%	20.0%	0.0%	16.7%
Transport	0.0%	28.6%	25.0%	0.0%	0.0%	8.3%
Poverty reduction	35.7%	28.6%	0.0%	60.0%	20.0%	25.0%
Global/regional integration	7.1%	14.3%	0.0%	20.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	20.0%	8.3%
Fighting crime and violence	0.0%	14.3%	0.0%	0.0%	0.0%	8.3%
Domestic private sector development	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Rural development	7.1%	28.6%	0.0%	0.0%	20.0%	16.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Water and sanitation	14.3%	0.0%	25.0%	0.0%	20.0%	8.3%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Environmental sustainability	7.1%	14.3%	12.5%	0.0%	0.0%	0.0%
Social inclusion	21.4%	14.3%	0.0%	40.0%	0.0%	25.0%
Health	14.3%	28.6%	12.5%	0.0%	0.0%	0.0%
Quality of education/skills development	35.7%	42.9%	62.5%	80.0%	60.0%	58.3%
Competitiveness	21.4%	28.6%	0.0%	0.0%	20.0%	8.3%
Climate change	14.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Agricultural development	21.4%	0.0%	37.5%	40.0%	0.0%	33.3%
Trade/exports/logistics	7.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Economic growth	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Decrease non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	7.1%	0.0%	12.5%	0.0%	20.0%	0.0%
Natural resource management	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	14.3%	37.5%	20.0%	20.0%	41.7%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management*	14.3%	0.0%	0.0%	0.0%	60.0%	0.0%

\*Significantly different between stakeholder groups

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

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

<b>Greatest Value Percentage of Respondents</b>	<b>Employee of a Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/Consultant/ Contractor on Bank project</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>Media</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources: investment lending	28.6%	71.4%	25.0%	20.0%	20.0%	25.0%
Financial resources: policy based lending / budget support to the Government	28.6%	0.0%	0.0%	40.0%	0.0%	33.3%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Technical assistance	14.3%	28.6%	37.5%	0.0%	40.0%	25.0%
Policy advice	14.3%	0.0%	12.5%	0.0%	0.0%	16.7%
Data/statistics	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	7.1%	0.0%	0.0%	20.0%	40.0%	0.0%
Studies/analyses/reports	7.1%	0.0%	0.0%	20.0%	0.0%	0.0%
Convening/facilitating services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<b>2<sup>nd</sup> Greatest Value Percentage of Respondents</b>	<b>Employee of a Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/Consultant/ Contractor on Bank project</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>Media</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources: investment lending	21.4%	0.0%	0.0%	40.0%	20.0%	8.3%
Financial resources: policy based lending / budget support to the Government	14.3%	14.3%	25.0%	0.0%	20.0%	0.0%
Mobilizing third party financial resources	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Technical assistance	28.6%	14.3%	0.0%	0.0%	40.0%	33.3%
Policy advice	7.1%	0.0%	12.5%	40.0%	20.0%	8.3%
Data/statistics	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building*	0.0%	42.9%	50.0%	0.0%	0.0%	16.7%
Studies/analyses/reports	14.3%	14.3%	12.5%	20.0%	0.0%	25.0%
Convening/facilitating services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Not exploring alternative policy options	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Not adequately sensitive to political/social realities in Panama	7.1%	14.3%	12.5%	40.0%	40.0%	41.7%
Not enough public disclosure of its work	50.0%	28.6%	50.0%	80.0%	40.0%	50.0%
Not aligned with country priorities	21.4%	14.3%	37.5%	0.0%	0.0%	8.3%
Imposing technocratic solutions without regard to political realities	7.1%	0.0%	12.5%	0.0%	0.0%	8.3%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inaccessibility of World Bank staff	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Complexity and slow speed of World Bank processes	35.7%	28.6%	12.5%	20.0%	40.0%	16.7%
Too bureaucratic in its operational policies and procedures	50.0%	42.9%	0.0%	20.0%	20.0%	16.7%
Not collaborating enough with non-state actors*	7.1%	0.0%	50.0%	20.0%	0.0%	8.3%
Other	0.0%	14.3%	12.5%	0.0%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Capacity development	28.6%	57.1%	25.0%	0.0%	0.0%	25.0%
Policy based lending / budget support to the Government	28.6%	0.0%	37.5%	40.0%	20.0%	8.3%
Knowledge products/services	7.1%	0.0%	12.5%	20.0%	0.0%	25.0%
Investment lending	64.3%	57.1%	37.5%	60.0%	60.0%	66.7%
Technical assistance*	57.1%	42.9%	0.0%	80.0%	80.0%	66.7%
Disaster risk financing	0.0%	0.0%	12.5%	0.0%	20.0%	0.0%
Other	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	37.5%	0.0%	0.0%	8.3%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods?"	14	9.29	.99	7	9.29	1.25	8	8.00	3.34	5	8.80	1.30	5	9.00	1.73	12	7.92	1.24

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

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

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)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
NGOs	21.4%	28.6%	62.5%	20.0%	0.0%	25.0%
Local Government	50.0%	57.1%	0.0%	20.0%	20.0%	16.7%
Project beneficiaries	35.7%	28.6%	0.0%	20.0%	0.0%	16.7%
Private sector	21.4%	14.3%	25.0%	0.0%	0.0%	50.0%
Community Based Organizations	35.7%	42.9%	37.5%	20.0%	40.0%	33.3%
Development partners	14.3%	0.0%	0.0%	0.0%	20.0%	16.7%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	14.3%	28.6%	37.5%	40.0%	100.0%	33.3%
National Assembly	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Media*	0.0%	0.0%	37.5%	60.0%	20.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Panama	14	7.93	1.73	6	8.00	2.76	6	6.50	2.07	5	7.60	1.14	5	6.40	3.05	12	7.33	1.92
The World Bank's work is aligned with what I consider the development priorities for Panama	14	7.86	1.66	6	7.00	1.79	7	6.00	2.24	5	7.00	.71	4	6.75	2.36	12	7.67	1.56
The World Bank effectively supports public policy priorities of Panama	13	7.46	1.66	6	7.17	1.72	7	6.57	2.30	4	7.25	.50	4	7.25	.50	11	7.45	2.02
The World Bank assists Panama to reduce social exclusion	13	7.77	2.05	6	7.17	1.72	6	5.17	2.93	4	7.00	.82	4	7.00	1.41	11	7.45	2.25
The World Bank treats clients and stakeholders in Panama with respect	11	9.09	1.30	6	9.00	1.26	6	7.83	2.23	5	7.80	1.30	4	8.75	.96	10	8.90	1.60
The World Bank is a client oriented organization in Panama	12	8.67	1.67	7	7.71	3.15	6	6.50	2.81	5	6.20	1.92	3	6.00	2.65	10	7.70	2.11
The World Bank is an organization that does not represent a particular ideological perspective in Panama	10	7.50	2.51	7	8.43	3.31	7	6.86	3.08	5	8.40	1.52	2	9.00	1.41	12	8.50	1.73
The World Bank is an organization that has no dominant influence of any particular country	9	7.56	2.51	6	6.50	4.32	8	6.63	3.58	5	3.80	1.79	2	7.00	1.41	11	6.64	2.77
The World Bank respects the positions, views and demands of the Government of Panama*	12	8.50	1.57	7	9.57	.79	8	6.88	3.04	4	6.25	.96	3	9.00	1.00	9	8.00	1.94
The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Panama	11	8.64	1.36	7	7.71	3.50	8	6.38	2.77	5	6.60	2.30	4	9.50	1.00	11	8.09	1.97

\*Significantly different between stakeholder groups

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

To what extent is the World Bank an effective development partner in Panama? (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/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	13	7.92	1.66	6	7.33	1.03	7	5.86	2.04	5	7.40	1.67	4	5.75	3.40	11	7.45	1.92
Flexibility (in terms of the World Bank's products and services)	13	7.92	1.61	5	7.20	1.10	7	6.29	2.43	5	6.80	1.92	4	5.25	4.03	10	7.30	1.95
Openness	11	8.00	1.73	6	7.17	1.83	7	7.71	2.06	5	7.20	2.28	3	8.67	1.15	11	7.45	2.21
Collaboration with groups outside of the Government	13	8.08	1.75	4	7.75	2.06	6	5.17	2.86	4	6.25	.50	4	6.75	3.30	12	6.00	2.45
Collaboration with the Government	10	9.20	.92	6	8.00	1.90	7	8.14	2.12	4	8.25	1.50	3	9.00	1.00	11	8.18	1.72

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Fighting crime and violence	12	4.83	1.90	4	4.25	1.50	5	4.40	4.67	4	4.25	1.50	4	3.25	2.06	9	5.78	1.56
Competitiveness	12	7.58	2.07	5	7.60	.55	8	6.88	2.95	5	6.60	.89	3	7.67	2.52	12	7.25	1.82
Urban development	13	7.38	2.06	5	5.80	1.79	5	6.80	4.38	5	5.60	2.51	3	7.33	3.06	11	7.18	1.66
Environmental sustainability	14	8.00	1.57	7	6.43	2.88	6	6.17	3.71	4	4.75	.96	4	7.50	2.08	9	6.78	2.22
Regulatory framework	11	7.73	1.62	7	6.00	2.71	7	6.71	3.50	4	4.75	1.89	2	6.50	2.12	11	7.09	2.43
Basic infrastructure	13	7.38	2.75	5	7.00	2.45	7	6.86	2.85	4	5.75	.96	3	5.67	4.04	10	7.10	2.38
Decrease non-communicable diseases	9	5.11	2.32	4	5.50	3.32	5	5.40	4.34	4	4.75	2.06	2	2.50	2.12	9	6.89	2.57
Poverty reduction	13	7.46	1.81	5	6.80	1.79	7	6.00	3.83	4	5.25	2.87	4	4.75	2.99	11	8.27	1.56
Gender	11	5.82	2.52	6	5.83	3.06	6	5.50	4.32	4	5.25	3.10	3	3.00	2.65	9	7.00	1.66
Water and sanitation	14	7.86	1.99	7	8.86	1.46	7	6.86	3.39	4	5.50	3.11	4	4.50	3.51	11	7.45	2.50
Trade/exports/logistics	12	7.25	2.73	6	5.83	2.48	7	5.86	3.48	5	5.40	2.19	3	5.00	3.61	11	8.09	1.97
Disaster risk management	11	6.45	2.38	6	7.00	1.67	5	5.20	4.55	4	5.75	2.06	4	4.75	3.77	8	6.88	2.47
Public sector governance/ reform	12	8.25	1.60	7	6.00	3.06	7	6.71	3.68	5	7.60	1.14	4	6.50	3.87	11	7.73	1.95
Financial markets	11	7.36	2.73	4	7.50	2.08	6	8.17	3.13	4	5.50	2.89	3	7.33	2.52	9	7.33	2.50
Social inclusion	14	6.86	2.07	7	6.29	3.09	5	4.80	4.76	4	5.25	2.22	4	6.00	3.83	9	8.00	1.73
Health*	10	7.10	1.29	6	7.00	2.45	6	6.33	3.88	4	5.50	1.29	3	3.67	3.06	12	8.50	1.88
Rural development	12	7.25	1.60	6	6.50	3.39	6	5.50	4.32	4	4.50	1.73	3	4.67	4.04	11	8.09	1.76
Global/regional integration*	10	8.20	1.69	6	7.33	1.86	6	6.83	3.31	5	6.80	1.30	3	3.33	3.21	9	8.00	1.73
Quality of education/skills development	12	6.67	2.84	4	6.00	1.41	6	5.67	4.23	4	5.25	2.22	3	4.00	4.36	9	6.78	2.11
Social protection	12	7.92	2.02	4	7.50	1.29	7	5.43	3.99	4	5.00	2.71	3	4.00	4.36	7	6.71	2.06
Climate change	11	7.18	2.36	6	6.17	.41	5	5.00	4.58	4	5.75	1.89	4	5.00	4.62	8	6.63	2.13
Agricultural development	12	6.33	2.61	5	5.00	2.55	5	3.40	3.71	4	4.50	1.73	3	3.67	3.06	10	7.30	2.11

\*Significantly different between stakeholder groups

**C. World Bank Effectiveness and Results (continued)**

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Panama?	14	8.14	1.61	6	6.67	1.75	7	6.86	2.27	4	7.00	.82	5	6.60	1.67	12	7.17	.94

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

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Panama	14	8.21	1.31	7	6.57	1.13	7	7.00	2.00	4	6.00	.82	5	6.00	3.08	12	7.00	2.00
The World Bank meets Panama's needs for knowledge services	14	8.50	1.65	5	5.80	1.92	6	6.17	3.13	4	5.75	1.26	5	6.00	3.39	11	7.36	1.80

**D. The World Bank's Knowledge**

How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Monthly	28.6%	57.1%	12.5%	40.0%	20.0%	25.0%
A few times a year	50.0%	0.0%	37.5%	60.0%	20.0%	41.7%
Rarely	21.4%	28.6%	12.5%	0.0%	40.0%	25.0%
Never	0.0%	14.3%	37.5%	0.0%	20.0%	8.3%

**D. The World Bank's Knowledge (continued)**

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)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Public sector governance/ reform	14.3%	14.3%	25.0%	0.0%	0.0%	16.7%
Gender	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Domestic private sector development	0.0%	0.0%	12.5%	0.0%	0.0%	8.3%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	35.7%	28.6%	12.5%	0.0%	60.0%	8.3%
Trade/exports/logistics	7.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Disaster risk management	14.3%	0.0%	12.5%	20.0%	40.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Climate change	28.6%	14.3%	0.0%	20.0%	40.0%	16.7%
Poverty reduction	14.3%	14.3%	12.5%	40.0%	20.0%	33.3%
Competitiveness	14.3%	42.9%	12.5%	0.0%	0.0%	0.0%
Anti corruption	7.1%	14.3%	37.5%	40.0%	20.0%	25.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social inclusion	28.6%	0.0%	12.5%	60.0%	20.0%	33.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fighting crime and violence	7.1%	14.3%	12.5%	0.0%	0.0%	8.3%
Quality of education/skills development	42.9%	57.1%	87.5%	60.0%	40.0%	50.0%
Global/regional integration	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Transport	7.1%	28.6%	0.0%	0.0%	0.0%	8.3%
Agricultural development	14.3%	0.0%	25.0%	0.0%	20.0%	16.7%
Natural resource management	7.1%	0.0%	0.0%	20.0%	0.0%	0.0%
Job creation/employment	7.1%	0.0%	0.0%	0.0%	0.0%	16.7%
Health	7.1%	14.3%	12.5%	0.0%	0.0%	0.0%
Economic growth	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Rural development	7.1%	28.6%	0.0%	20.0%	0.0%	16.7%
Environmental sustainability	14.3%	14.3%	0.0%	0.0%	20.0%	8.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	7.1%	0.0%	12.5%	0.0%	0.0%	8.3%
Decrease non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**D. The World Bank's Knowledge (continued)**

In Panama, how effective do you believe the World Bank's knowledge work and activities: (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	14	7.86	1.66	6	6.17	3.19	6	6.50	2.81	4	7.25	1.50	5	6.60	2.61	10	7.10	2.02
Contributing to good policy making	14	8.00	1.47	6	7.00	1.90	8	7.00	2.39	4	7.25	.96	5	6.40	2.51	11	7.73	1.68
Providing support for program implementation	14	8.57	1.16	5	7.80	1.48	8	7.00	1.77	5	8.00	1.22	5	6.00	2.92	11	7.73	1.85

In Panama, to what extent do you believe that the World Bank'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/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	13	7.38	2.18	7	6.57	2.15	8	6.63	2.00	4	6.75	1.50	5	6.00	2.74	12	6.92	1.56
Include appropriate level of stakeholder involvement during preparation	12	7.67	1.72	6	8.00	1.79	7	5.57	2.64	4	5.75	.50	5	6.40	3.29	10	5.80	1.99
Are relevant to Panama's development priorities	13	8.00	1.78	7	7.29	2.29	7	5.57	1.81	5	7.20	1.10	4	8.25	2.36	12	7.75	1.71
Provide feasible recommendations	13	8.08	1.50	7	7.00	1.63	8	6.63	3.07	5	7.20	1.10	4	8.50	1.91	11	7.45	1.81
Are accessible	14	7.07	2.64	6	6.83	2.48	7	7.14	2.79	4	6.50	1.73	4	7.25	2.50	11	7.64	1.80
Are source of relevant information on global good practices.	11	7.91	2.39	5	8.60	1.14	7	7.86	3.13	4	7.75	1.50	4	8.25	1.26	11	7.55	1.81
Are useful in terms of the work you do	13	8.77	1.48	6	7.17	1.47	8	6.63	3.42	4	7.75	1.89	5	8.00	2.83	11	7.27	2.45
Are adequately disseminated	11	6.73	2.61	7	5.71	3.50	8	4.25	3.01	5	4.40	2.88	5	4.80	3.49	12	5.92	2.64
Are translated enough into local language	10	7.20	2.44	7	5.57	3.60	5	8.00	1.22	4	7.50	1.29	4	5.25	3.86	10	6.90	1.37
Are adaptable to Panama's specific development challenges and country circumstances	12	8.50	1.45	6	7.17	1.47	6	6.50	2.59	4	7.00	.82	5	6.40	3.36	9	7.67	2.55

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	14	9.21	1.05	7	8.29	1.98	7	8.86	1.57	5	8.80	1.10	5	8.00	2.12	12	8.17	1.34
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	14	9.21	.89	7	8.00	1.29	7	7.71	2.87	4	7.75	.50	5	9.20	1.30	10	8.00	1.76

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

**E. Working with the World Bank**

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	12	6.58	2.87	6	5.83	3.43	3	7.67	2.52	3	6.33	.58	2	7.50	.71	6	6.00	2.68
The World Bank effectively monitors and evaluates the projects and programs it supports	14	8.29	.99	7	8.86	1.21	6	7.33	2.07	4	6.00	2.94	4	7.50	2.08	11	7.55	1.69
The World Bank's approvals and reviews are done in a timely fashion	11	7.18	2.04	7	8.00	1.53	6	7.33	2.16	3	5.33	2.08	2	8.50	2.12	8	6.63	1.69
The World Bank's "Safeguard Policy" requirements are reasonable	11	7.36	1.86	7	7.43	3.21	6	8.67	1.21	3	6.33	1.15	3	7.00	5.20	7	6.86	2.19
The World Bank's conditions on its lending are reasonable	12	7.58	1.44	7	7.00	3.16	7	8.43	1.27	3	5.67	2.31	3	5.33	4.51	8	7.00	1.51
Working with the World Bank increases Panama's institutional capacity	13	8.54	1.45	7	6.71	3.68	7	8.86	1.21	4	7.25	1.50	5	8.40	2.30	11	7.82	2.18
The World Bank ensures consistency and continuity through staff changes	13	7.38	2.50	6	6.17	3.76	5	9.00	1.73	3	7.33	1.15	3	6.67	3.51	9	6.78	2.17
The World Bank's teams and visits are well coordinated	14	8.14	2.44	7	7.43	2.64	4	8.50	1.91	3	6.67	.58	4	8.75	1.50	8	7.00	.93
Where country systems are adequate, the World Bank makes appropriate use of them	10	7.40	2.41	5	7.60	1.52	5	7.40	2.97	4	8.00	1.83	2	9.00	1.41	8	7.25	1.39
The World Bank provides effective implementation support	13	8.62	1.66	6	8.50	1.52	5	9.20	1.30	5	6.60	1.82	2	9.00	1.41	8	7.63	1.69

**F. The Future Role of the World Bank in Panama**

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international cooperation SHOULD play in Panama's development in the near future?	14	9.21	1.05	7	9.43	.79	7	9.00	2.65	5	9.20	1.10	5	9.80	.45	12	9.17	.94

(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/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Panama's development in the near future?	14	9.14	1.17	7	9.43	.79	7	9.00	2.65	5	8.60	1.34	5	9.80	.45	12	8.92	1.16

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

**F. The Future Role of the World Bank in Panama (continued)**

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Panama's specific challenges	28.6%	14.3%	25.0%	20.0%	0.0%	8.3%
Reduce the complexity of obtaining World Bank financing	42.9%	28.6%	12.5%	0.0%	40.0%	8.3%
Focus primarily on advocacy issues	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	21.4%	14.3%	12.5%	20.0%	20.0%	0.0%
Reach out more to groups outside of government*	14.3%	0.0%	87.5%	80.0%	60.0%	75.0%
Ensure greater selectivity in its work	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Panama's economy	14.3%	14.3%	25.0%	20.0%	20.0%	41.7%
Offer more innovative financial products	21.4%	14.3%	0.0%	20.0%	20.0%	16.7%
Offer more innovative knowledge services	7.1%	57.1%	12.5%	20.0%	20.0%	16.7%
Increase availability of reimbursable advisory services	14.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Work faster	28.6%	28.6%	12.5%	0.0%	20.0%	8.3%
Other	0.0%	14.3%	0.0%	0.0%	0.0%	8.3%

\*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 Panama? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Local newspapers	57.1%	28.6%	37.5%	40.0%	80.0%	58.3%
International newspapers*	0.0%	0.0%	37.5%	40.0%	20.0%	0.0%
Local radio	7.1%	0.0%	0.0%	0.0%	20.0%	0.0%
International radio	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	35.7%	42.9%	0.0%	0.0%	40.0%	25.0%
International television	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Internet	50.0%	85.7%	87.5%	80.0%	40.0%	58.3%
Social media	0.0%	14.3%	0.0%	20.0%	0.0%	25.0%
Blogs	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%
Other	7.1%	14.3%	12.5%	0.0%	0.0%	16.7%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
World Bank website	7.1%	0.0%	25.0%	20.0%	40.0%	16.7%
Direct contact with World Bank*	14.3%	42.9%	25.0%	80.0%	0.0%	41.7%
e-newsletters	64.3%	71.4%	87.5%	20.0%	40.0%	75.0%
Instant messaging	14.3%	0.0%	12.5%	0.0%	0.0%	0.0%
World Bank seminars/workshops/conferences	64.3%	57.1%	25.0%	60.0%	60.0%	33.3%
World Bank publications and other written materials	35.7%	28.6%	12.5%	20.0%	40.0%	16.7%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Blogs	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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 a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	57.1%	57.1%	25.0%	20.0%	0.0%	25.0%
No	42.9%	42.9%	75.0%	80.0%	100.0%	75.0%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	50.0%	28.6%	37.5%	20.0%	20.0%	25.0%
No	50.0%	71.4%	62.5%	80.0%	80.0%	75.0%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
No	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	78.6%	100.0%	75.0%	100.0%	80.0%	58.3%
No	21.4%	0.0%	25.0%	0.0%	20.0%	41.7%

**G. Communication and Information Sharing (continued)**

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/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more often than I did a few years ago	14	6.71	2.79	7	7.71	3.09	8	4.88	4.19	5	4.80	2.49	4	6.50	3.11	12	6.17	3.01
I find the World Bank websites easy to navigate	13	6.62	3.04	6	6.33	2.94	6	8.33	2.34	4	4.50	2.89	4	7.50	2.52	11	6.09	3.14
I find the information on the World Bank's websites useful	14	8.07	2.34	6	8.17	1.33	7	8.43	3.31	4	6.50	2.38	4	7.75	2.06	11	6.09	3.18
When I need information from the World Bank I know how to find it	12	8.17	1.90	6	7.17	3.06	7	8.00	2.52	4	4.75	3.86	3	6.00	3.61	9	6.67	2.78

**H. Background Information**

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Yes	46.2%	71.4%	0.0%	0.0%	60.0%	58.3%
No	53.8%	28.6%	100.0%	100.0%	40.0%	41.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Private Sector/ Financial Sector/ Private Bank	Media	Academia/ Research institute/ Think tank	Other
Observer*	0.0%	0.0%	25.0%	0.0%	0.0%	41.7%
Use World Bank reports/data	42.9%	42.9%	62.5%	60.0%	20.0%	33.3%
Engage in World Bank related/sponsored events/activities	64.3%	28.6%	25.0%	40.0%	60.0%	41.7%
Collaborate as part of my professional duties*	50.0%	71.4%	0.0%	20.0%	80.0%	25.0%
Use World Bank website for information, data, research, etc.	21.4%	28.6%	62.5%	60.0%	0.0%	16.7%

\*Significantly different between stakeholder group

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Panama? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the effectiveness of the World Bank in Panama	7.03	8.19	7.80	6.00	7.90	7.09	7.36	7.78	7.23	8.05	7.53	7.60
To what extent do you believe the World Bank's staff is well prepared to help Panama solve its most complicated development challenges?	8.07	8.50	8.36	7.50	8.56	7.86	8.15	8.36	8.14	8.42	8.06	8.71
Overall the World Bank currently plays a relevant role in development in Panama	6.81	8.35	7.60	6.17	7.71	7.00	7.28	7.57	7.14	7.84	7.50	7.21
The World Bank's work is aligned with what I consider the development priorities for Panama	6.81	7.95	7.36	6.50	7.70	6.67	6.50	8.14	7.10	7.50	7.45	6.80
Responsiveness	6.72	7.75	7.32	6.00	7.37	6.89	7.04	7.32	7.00	7.42	7.23	7.07
Openness	7.17	8.37	7.87	6.00	7.88	7.33	7.38	8.00	7.31	8.18	7.82	7.33
Collaboration with groups outside of the Government	6.46	7.06	6.92	5.83	6.80	6.72	6.48	7.10	6.35	7.41	6.81	6.67
Collaboration with the Government	8.17	8.76	8.67	7.00	8.52	8.39	8.42	8.53	8.27	8.80	8.41	8.57
To what extent does the World Bank's work help to achieve development results in Panama?	6.89	7.85	7.38	6.50	7.70	6.71	6.92	7.65	7.17	7.42	7.23	7.38
The World Bank's financial instruments meet the needs of Panama	6.81	7.43	7.33	5.50	7.25	6.90	6.92	7.30	7.24	6.90	7.09	7.14
The World Bank meets Panama's needs for knowledge services	6.72	7.47	7.33	5.50	7.12	7.05	6.71	7.52	7.12	7.05	7.19	6.85
The World Bank's knowledge work and activities are adaptable to Panama's specific development challenges and country circumstances	6.92	8.24	7.65	6.00	7.64	7.25	7.41	7.50	7.24	7.76	7.38	7.62
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	8.46	8.86	8.75	7.67	8.97	8.14	8.44	8.83	8.47	8.85	8.57	8.73
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	8.19	8.75	8.55	7.40	8.50	8.33	8.48	8.36	8.22	8.70	8.30	8.71
Where country systems are adequate, the World Bank makes appropriate use of them	7.33	8.08	7.71	6.00	7.75	7.29	7.44	7.67	7.41	7.83	7.39	7.91

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix D: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			Private Sector/ Financial Sector/ Private Bank			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank in Panama	14	8.50	1.40	7	8.29	1.25	8	6.63	2.39	5	6.60	1.14	5	7.20	1.48	12	7.17	1.64
To what extent do you believe the World Bank's staff is well prepared to help Panama solve its most complicated development challenges?	14	8.79	.97	7	7.86	1.77	7	8.14	1.68	4	8.50	1.29	4	7.50	2.08	12	8.08	1.56
Overall the World Bank currently plays a relevant role in development in Panama	14	7.93	1.73	6	8.00	2.76	6	6.50	2.07	5	7.60	1.14	5	6.40	3.05	12	7.33	1.92
The World Bank's work is aligned with what I consider the development priorities for Panama	14	7.86	1.66	6	7.00	1.79	7	6.00	2.24	5	7.00	.71	4	6.75	2.36	12	7.67	1.56
Responsiveness	13	7.92	1.66	6	7.33	1.03	7	5.86	2.04	5	7.40	1.67	4	5.75	3.40	11	7.45	1.92
Openness	11	8.00	1.73	6	7.17	1.83	7	7.71	2.06	5	7.20	2.28	3	8.67	1.15	11	7.45	2.21
Collaboration with groups outside of the Government	13	8.08	1.75	4	7.75	2.06	6	5.17	2.86	4	6.25	.50	4	6.75	3.30	12	6.00	2.45
Collaboration with the Government	10	9.20	.92	6	8.00	1.90	7	8.14	2.12	4	8.25	1.50	3	9.00	1.00	11	8.18	1.72
To what extent does the World Bank's work help to achieve development results in Panama?	14	8.14	1.61	6	6.67	1.75	7	6.86	2.27	4	7.00	.82	5	6.60	1.67	12	7.17	.94
The World Bank's financial instruments meet the needs of Panama	14	8.21	1.31	7	6.57	1.13	7	7.00	2.00	4	6.00	.82	5	6.00	3.08	12	7.00	2.00
The World Bank meets Panama's needs for knowledge services	14	8.50	1.65	5	5.80	1.92	6	6.17	3.13	4	5.75	1.26	5	6.00	3.39	11	7.36	1.80
The World Bank's knowledge work and activities are adaptable to Panama's specific development challenges and country circumstances	12	8.50	1.45	6	7.17	1.47	6	6.50	2.59	4	7.00	.82	5	6.40	3.36	9	7.67	2.55
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	14	9.21	1.05	7	8.29	1.98	7	8.86	1.57	5	8.80	1.10	5	8.00	2.12	12	8.17	1.34
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	14	9.21	.89	7	8.00	1.29	7	7.71	2.87	4	7.75	.50	5	9.20	1.30	10	8.00	1.76
Where country systems are adequate, the World Bank makes appropriate use of them	10	7.40	2.41	5	7.60	1.52	5	7.40	2.97	4	8.00	1.83	2	9.00	1.41	8	7.25	1.39

## 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**

<b>How familiar are you with the work of these organizations in Panama, on a ten point scale?</b>												
		Not familiar at all								Extremely familiar		Don't know
		1	2	3	4	5	6	7	8	9	10	
<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"/>

<b>Overall, please rate your impression of the effectiveness of these organizations in Panama, on a ten point scale?</b>												
		Not effective at all								Extremely effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<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			
To no degree at all									To a very significant degree	Don't know		
										<input type="checkbox"/>		

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

<b>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)</b>			
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**

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

<b>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?</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>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)</b>	
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**

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

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

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

<b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b>													
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

<b>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?</b>										
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

<b>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?</b>										
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

<b>F3. Which of the following SHOULD the World Bank do to make itself of greater value in Panama? (Choose no more than TWO)</b>	
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**

<b>G1. How do you get most of your information about economic and social development issues in Panama? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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	1	2	3	4	5	6	7	8	9	10	<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>	1	2	3	4	5	6	7	8	9	10	<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>	1	2	3	4	5	6	7	8	9	10	<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.)	1	2	3	4	5	6	7	8	9	10	<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**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
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): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
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!**