

FY15 Nicaragua Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



April 2015



Acknowledgements

The Nicaragua Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Nicaragua country team and the local fielding agency Arquitectura & Construccion Ediciones S.A. In particular, PORG is grateful for the support from Cynthia Flores Mora (Communications Associate) in Managua, Nicaragua.



CountryOpinionSurveys
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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

From November to December 2014, 298 stakeholders of the WBG in Nicaragua were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President, office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups, youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 131 stakeholders participated in the survey (44% response rate).

Some respondents completed questionnaires with a representative of the fielding agency face to face. Others received and returned the questionnaires via courier, mail or email. Respondents were asked about: general issues facing Nicaragua; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Nicaragua; and the WBG's communication and information sharing.

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

The results in this year's Country Survey were compared to those in the Country Surveys conducted in FY'12 (response rate is 73%, N=240). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, E, G, H, and I. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 142).



II. Methodology (continued)

- A. **General Issues Facing Nicaragua:** Respondents were asked to indicate whether Nicaragua is headed in the right direction, what they thought were the most important development priorities, which areas would contribute most to reducing poverty, and how “shared prosperity” would be best achieved.
- B. **Overall Attitudes toward the World Bank Group (WBG):** their familiarity with the WBG and other organizations, their effectiveness in Nicaragua, WBG staff preparedness to help Nicaragua solve its development challenges, the WBG’s local presence, the WBG’s capacity building in Nicaragua, their agreement with various statements regarding the WBG’s work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG’s greatest values and weaknesses, the most effective instruments in helping reduce poverty, the extent to which the WBG’s work helps the poorest in Nicaragua, and in which sectoral areas the WBG should focus most of its resources.
- C. **World Bank Group’s Effectiveness and Results:** Respondents were asked to rate the extent to which the WBG’s work helps achieve development results in Nicaragua, the extent to which the WBG meets Nicaragua’s needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty one development areas, and the WBG’s level of effectiveness in these areas, such as education, poverty reduction, economic growth and public sector governance.
- D. **The World Bank Group’s Knowledge Work and Activities:** Respondents were asked how often they use the WBG’s knowledge work, and were asked to rate the effectiveness and quality of the WBG’s knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality. Respondents were also asked to rate the quality of the most recent LAC Flagship Report.
- E. **Working with the World Bank Group:** Respondents were asked to rate their levels of agreement with a series of statements regarding working with the WBG, such as the WBG’s “Safeguard Policy” requirements being reasonable, and disbursing funds promptly. The respondents were also asked whether they think the organization is risk-averse and to rate the extent to which the WBG is selective, and the extent to which the WBG promotes private public partnerships in Nicaragua.
- F. **The Future Role of the World Bank Group in Nicaragua:** Respondents were asked to indicate what the WBG should do to make itself of greater value in Nicaragua and which services the WBG should offer more of in the country. They were asked to rate the extent to which they believe the WBG has moved in the right direction in the last three years, and the significance of the role international development cooperation plays in Nicaragua’s development in the near future. .



II. Methodology (continued)

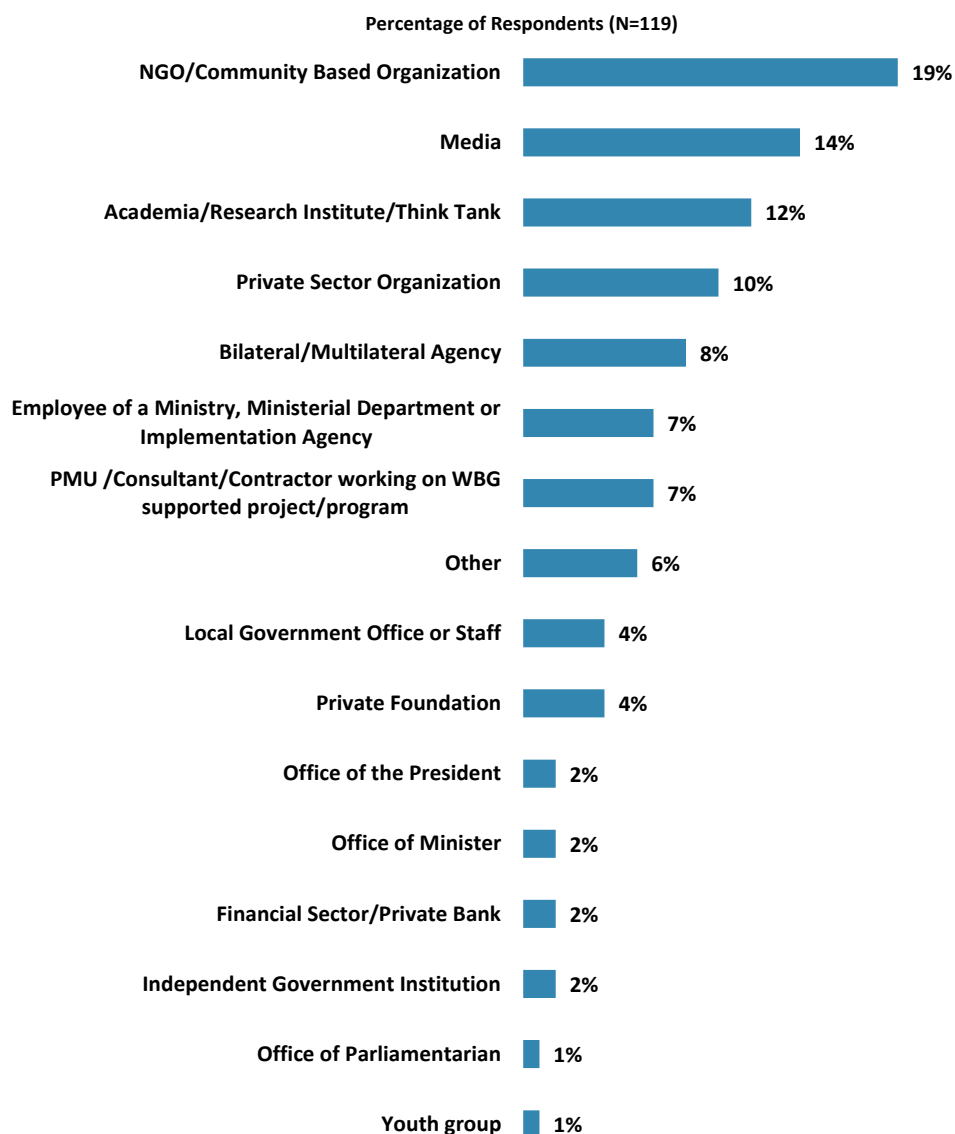
- G. **Communication and Information Sharing**: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, and were asked to rate WBG's responsiveness to information requests, value of its social media channels, the easiness to find information and to navigate the WBG websites.
- H. **Background Information**: Respondents were asked to indicate their current position, specialization, gender, whether they currently collaborate or previously collaborated with the WBG, their exposure to the WBG in Nicaragua, which WBG agencies they work with, their geographic locations, gender, and whether they think that the IFC and the World Bank work well together.



III. Demographics of the Sample

Current Position

- For further analyses, respondents from ministries/ministerial departments, PMUs, and consultants working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; Respondents from private foundations, NGOs/CBOs, and youth groups were combined into “CSO.” Few respondents from the office of the president, office of a minister, office of parliamentarian, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from trade unions, faith-based groups, or judiciary groups.

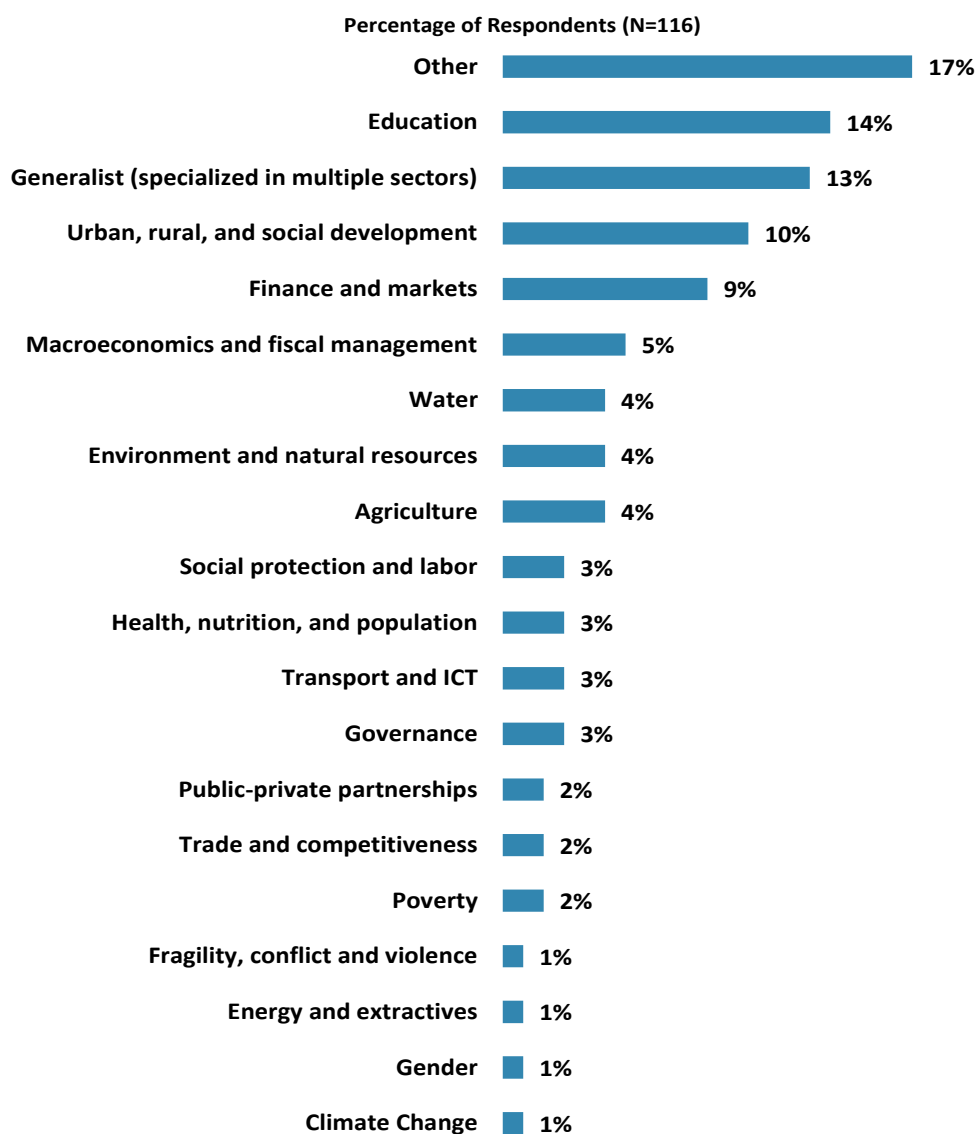


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization¹



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

¹ Given the large number of respondents specializing in education, cross-sectoral analyses were conducted to examine if respondents from this sector dominated the overall responses to the multiple choice questions about Nicaragua's development priorities and sectoral areas that can contribute to poverty reduction in the country. For details, please see Appendix G.



III. Demographics of the Sample (continued)

Gender of Respondents²

Male and female respondents in this year's country survey had similar levels of interaction with the WBG. Approximately three quarters of male and female respondents engage primarily with the World Bank in Nicaragua. Approximately a quarter of both male and female stakeholders have projects involving both the IFC and the Bank. They also hold similar views of how well these two institutions of the WBG work together. Please go to page 130 of Appendix E for more background information of the female and male respondents in this survey.

Percentage of Respondents (N=118)



"Please indicate your gender." (Respondents chose from a list.)

Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 104).

Percentage of Respondents (N=120)



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

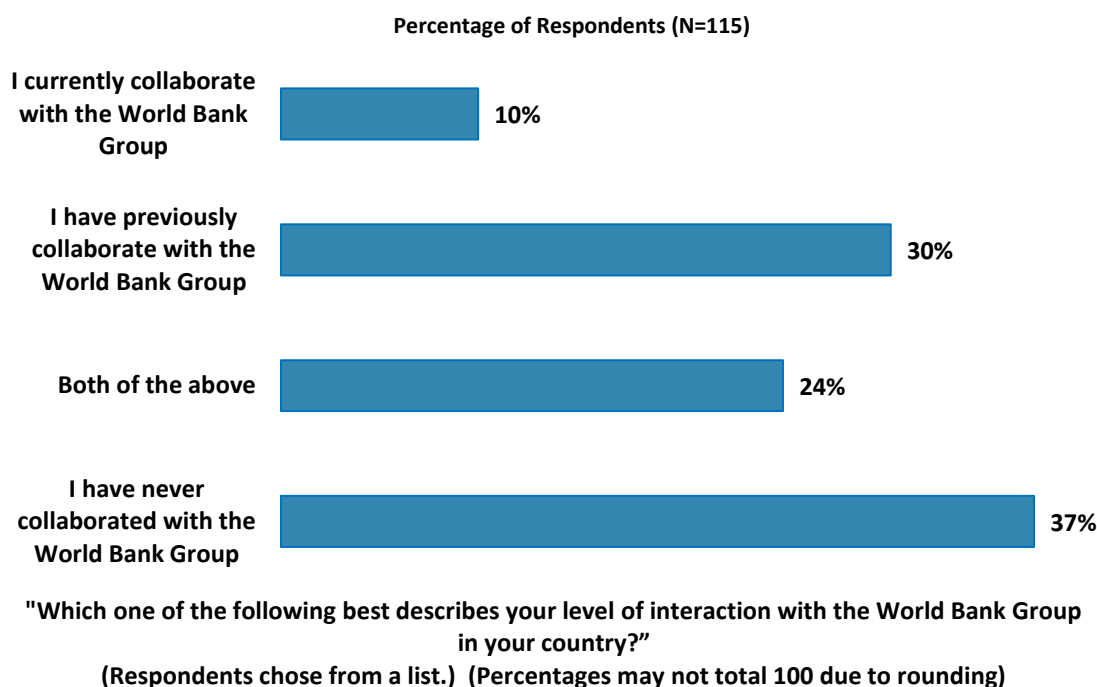
² Please note when women and men have significantly different responses to a question, their differences will be described in a bullet point in the report. **When their responses do not differ significantly, it will not be mentioned in the report.**



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group³

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Nicaragua, can be found in Appendix D (see page 117) and Appendix H (see page 152). Please note that in Appendix D and H, “*I currently collaborate with the WBG*” and “*Both of the above*” were grouped into “*Currently collaborating*.” Where levels of collaboration appear to have a significant impact on overall views of the World Bank Group, it is highlighted in yellow in Appendix H.



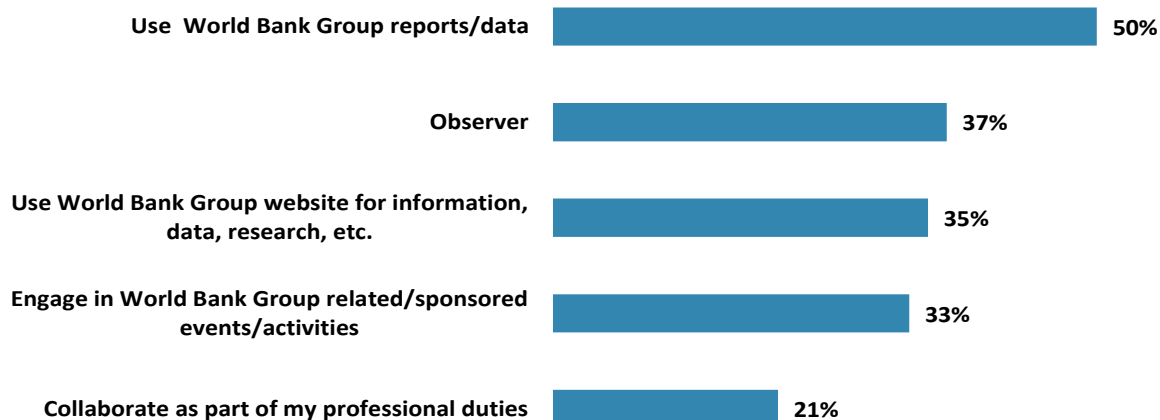
³ Please note when stakeholders across different levels of collaboration have significantly different responses to a question, their differences will be described in a bullet point in the report. **When their responses do not differ significantly, it is will not be mentioned in the report.**



III. Demographics of the Sample (continued)

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

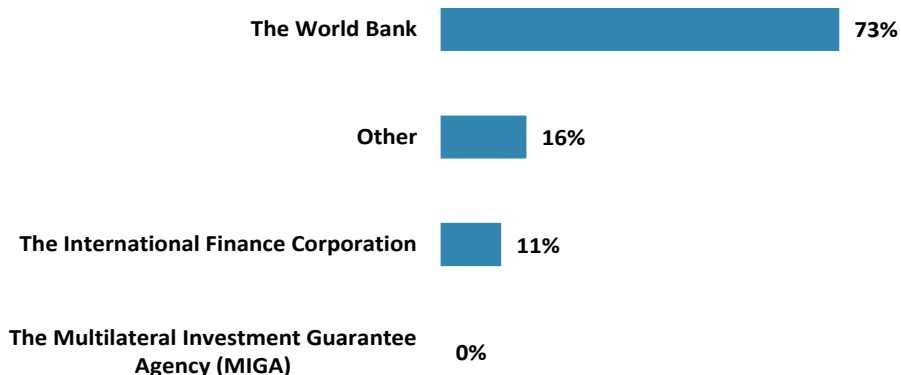
Percentage of Respondents (N=115)



"Which of the following describes most of your exposure to the World Bank Group in Nicaragua?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

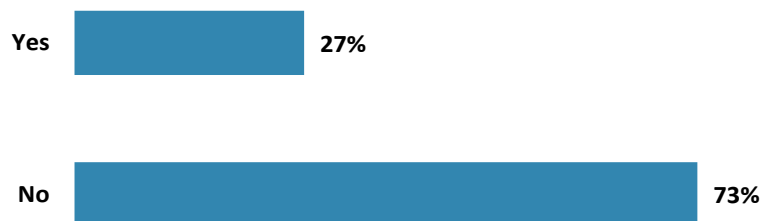
Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=108)



"Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua?" (Respondents chose from a list.)

Percentage of Respondents (N=104)



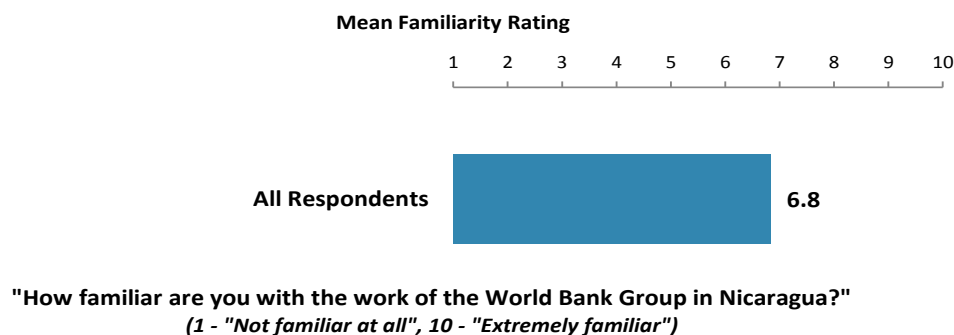
"Do your projects involve both the World Bank and IFC?"



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents of this year's Country Survey and those in the FY'12 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 6.9; weighted mean in FY'12 = 6.5)⁴.
- **Stakeholder groups:** Respondents from CSOs and media were significantly less likely to be familiar with the WBG than respondents from other stakeholder groups.
- **Geographic locations:** Respondents across geographic locations in Nicaragua had statistically similar levels of familiarity with the WBG.
- **Collaboration:** Respondents who currently collaborate with the WBG are significantly more familiar (mean levels of familiarity = 8.2) with the institution than those who previously collaborated with it (mean levels of familiarity = 6.3) and those who never collaborated with the WBG (mean levels of familiarity = 6.1).
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Nicaragua, the WBG's relevance to Nicaragua's development and the institution's ability to help achieve development results in the country.



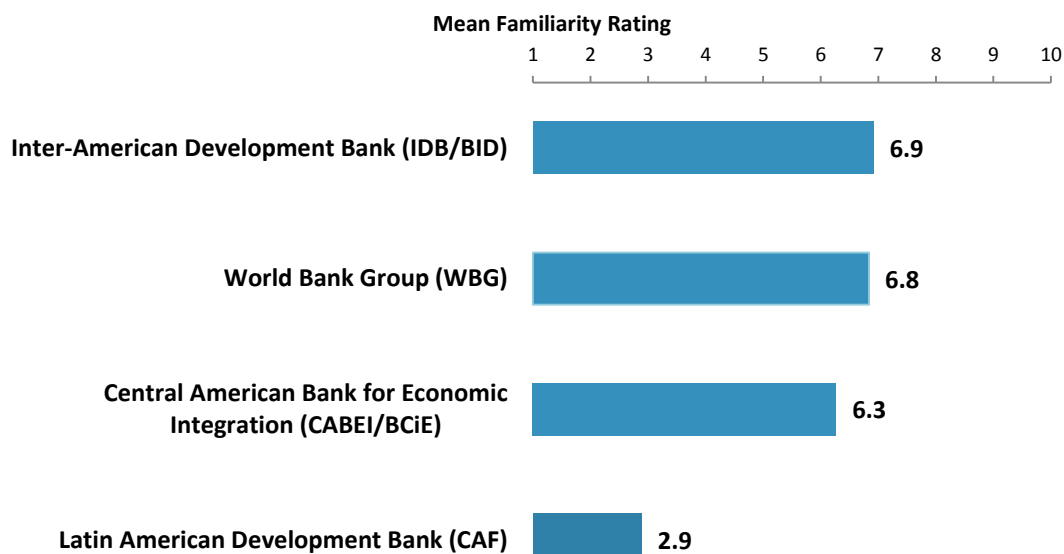
⁴ All means in the description of year comparisons are calculated based on weighted data. Go to Appendix F for more details. The mean in the chart was calculated based on unweighted data.



III. Demographics of the Sample (continued)

Familiarity with Other Organizations

- Respondents had statistically similar levels of familiarity with the Inter-American Development Bank and the WBG.
- Respondents were significantly less familiar with the Central American Bank for Economic Integration and Latin American Development Bank than the WBG.



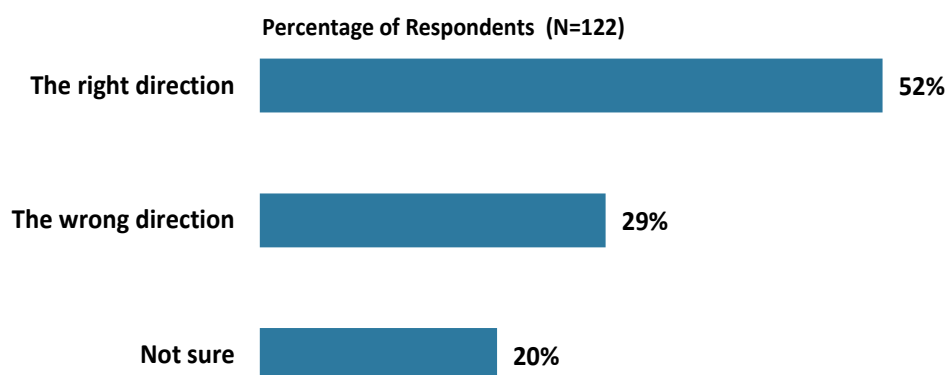
"How familiar are you with the work of these organizations in Nicaragua?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing Nicaragua

Headed in the Right Direction

- **Year comparison:** Respondents of this year's and the FY'12 Country Surveys shared similar views of the direction Nicaragua is headed in.
- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were most positive about the prospect of Nicaragua, whereas respondents from CSOs, media, and academia/research institutes/think tanks were least likely to indicate that the country is headed in the right direction.
- **Geographic locations:** Respondents across geographic locations had statistically similar views of the country's direction.
- **Collaboration:** Respondents who collaborate with the WBG professionally tended to be significantly more likely to indicate that the country is headed in the right direction than those who previously or never worked with the institution.

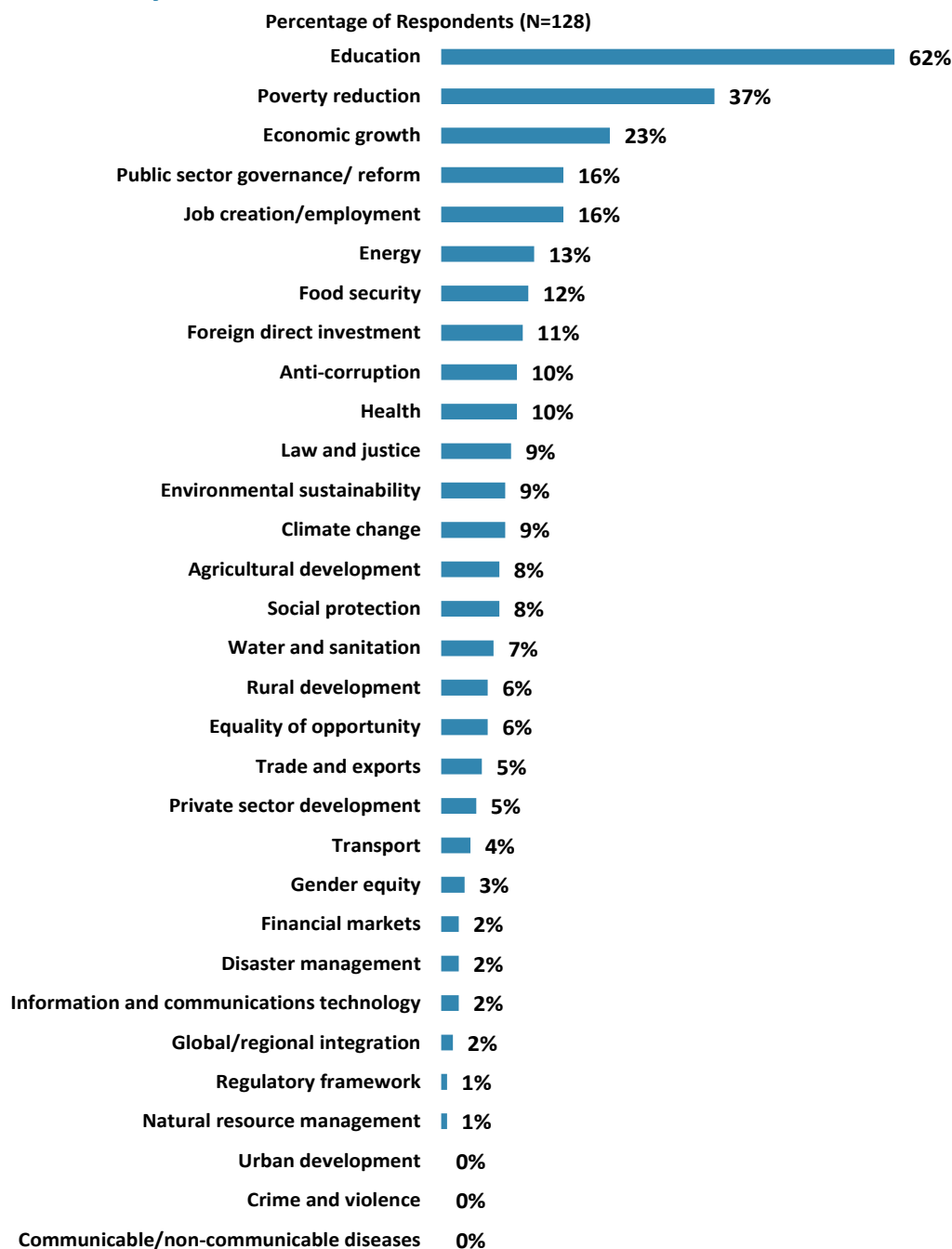


"In general, would you say that Nicaragua is headed in ...?"
(Respondents chose from a list.)(Percentages may not total 100 due to rounding)



IV. General Issues Facing Nicaragua (continued)

Development Priority⁵



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

⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of sectors in question H2 in Appendix J), analyses are done to see these respondents' views about the top development priorities in the country.



IV. General Issues Facing Nicaragua (continued)

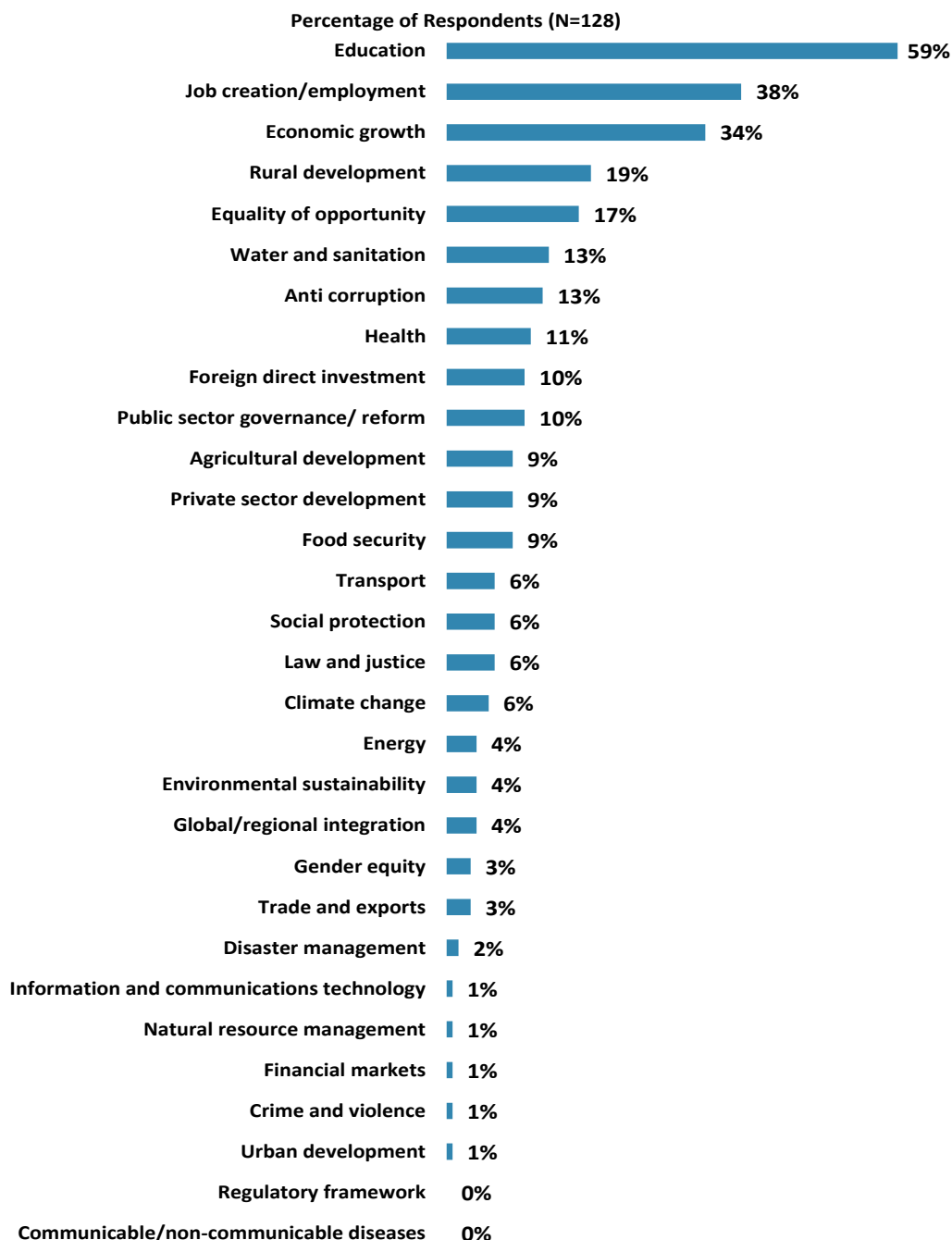
Development Priority (continued)

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Nicaragua were “*basic education*” (49%) and “*poverty reduction*” (43%). This year’s respondents indicated that the most important development priorities in Nicaragua remain to be “*education*” (62%) and “*poverty reduction*” (37%).
- **Stakeholder groups:** Respondents from academia/research institutes/think tanks and local governments were mostly likely to believe that “*education*” is the top development priority in Nicaragua. However, respondents from ministries/PMUs, and consultants working on WBG projects were significantly less likely to think this way.
- **Geographic locations:** Respondents across geographic locations all agreed that “*education*” and “*poverty reduction*” are Nicaragua’s top two development priorities.
- **Areas of specialization:** Respondents who primarily specialized in “*education*” (14% of the sample) were significantly more likely than other respondents to indicate that “*education*” is Nicaragua’s most important development priority.
- **Gender:** it is worth pointing out that less than 5% of women and men considered “*gender equity*” as a top development priority for Nicaragua.



IV. General Issues Facing Nicaragua (continued)

What Would Contribute Most to Reducing Poverty⁶



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

⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of sectors in question H2 in Appendix J), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty in the country.



IV. General Issues Facing Nicaragua (continued)

What Would Contribute Most to Reducing Poverty (continued)

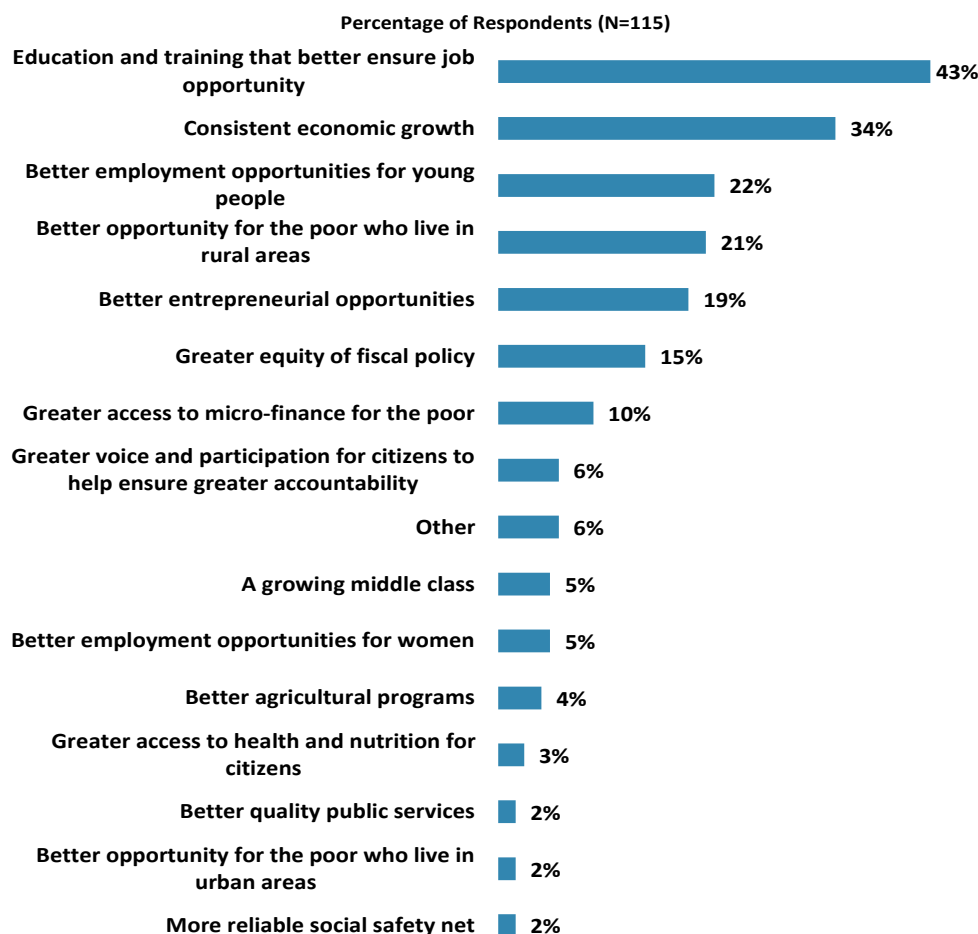
- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Nicaragua were “*basic education*” (47%) and “*economic growth*” (39%). In this year’s Survey, “*education*” continued to be seen as the top contributor to reducing poverty in Nicaragua.
- **Stakeholder groups:** While overall “*education*” is perceived as the greatest contributor to poverty reduction in Nicaragua, respondents from ministries/PMUs, local governments, and consultants working on WBG projects were significantly *less* likely to see the unparalleled contribution to poverty reduction compared to respondents from other stakeholders groups.
- **Geographic locations:** Respondents across geographic locations all tended to agree that “*education*” and “*job creation/employment*” would contribute most to reducing poverty in Nicaragua.



IV. General Issues Facing Nicaragua (continued)

Factors Contributing to “Shared Prosperity”

- **Stakeholder groups:** Respondents from local governments were most likely to believe that “*consistent economic growth*” would contribute most to achieving shared prosperity in Nicaragua, whereas respondents from CSOs were significantly less likely to think so.
- **Gender differences:** it is worth mentioning that female respondents were significantly more likely than male respondents to indicate that “*better opportunity for the poor who live in rural areas*” would contribute most to achieving shared prosperity in Nicaragua. Yet, men were significantly more likely to indicate than women that “*better entrepreneurial opportunities*” would contribute most to achieving shared prosperity.



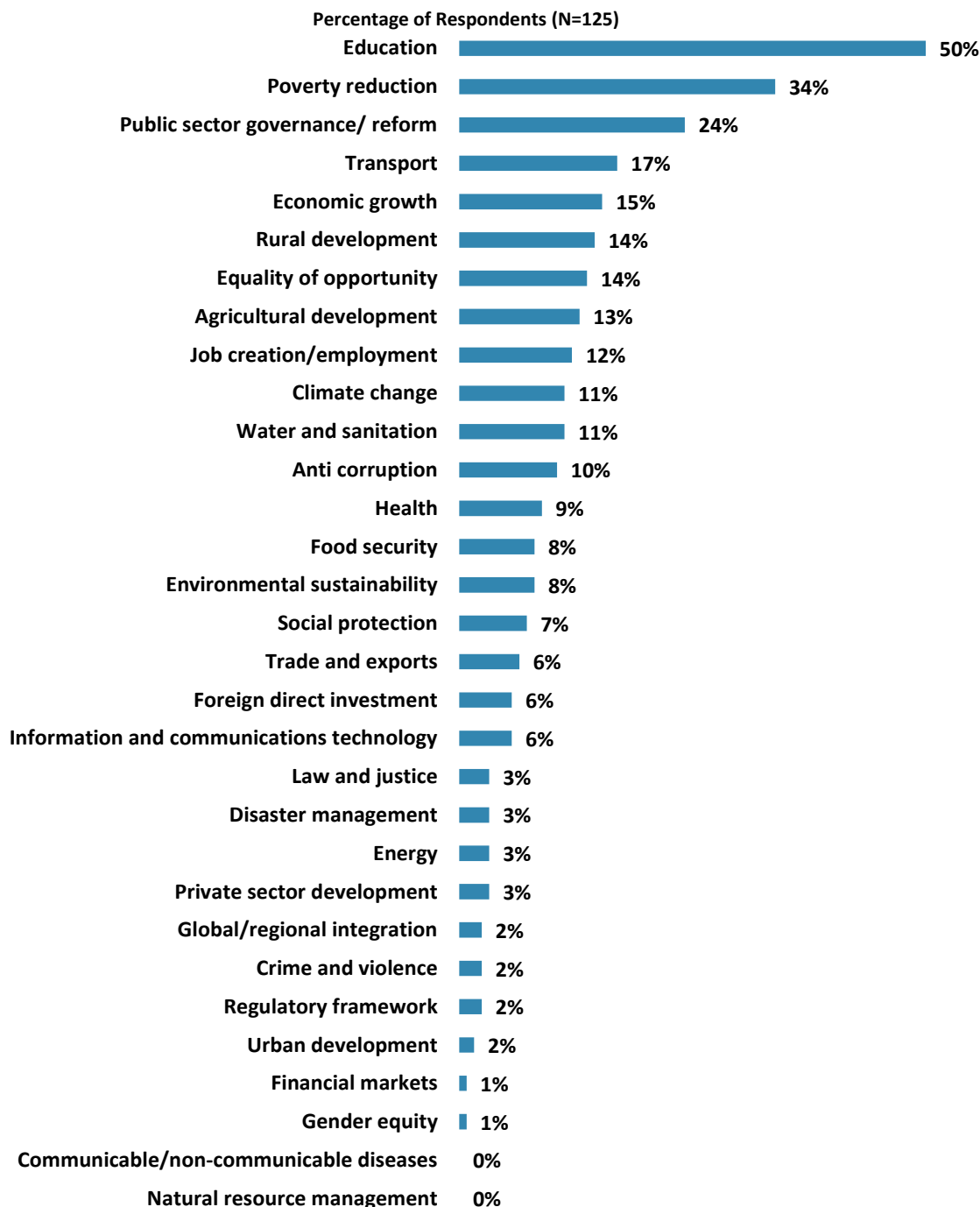
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources⁷



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



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

Where the World Bank Group Should Focus its Resources (continued)

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the WBG should focus its resources on “*basic education*” (37%). This year’s respondents again believed that the WBG should focus mostly on “*education*.”
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations all tended to agree that the WBG should focus its resources on “*education*” in Nicaragua.
- **Areas of specialization:** Respondents who specialize in “*education*” (14% of this year’s sample) were significantly more likely than other respondents to indicate that the WBG should focus mostly on “*education*.”
- **Gender differences:** Compared to male respondents, female respondents were significantly more likely to indicate that the WBG should focus primarily on “*equality of opportunity*.”

⁷ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix J), analyses are done to see these respondents’ views about which areas the World Bank Group should focus its attention and resources on.



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

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

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

- **Year comparison:** This year’s respondents gave significantly higher ratings for the WBG’s effectiveness in Nicaragua (weighted mean = 7.2⁸) than respondents in the FY’12 Country Survey (weighted mean = 6.5).
- **Stakeholder groups:** Respondents from local governments gave the WBG the highest ratings for its effectiveness in Nicaragua, whereas respondents from CSOs had significantly lower ratings for the institution’s effectiveness in the country.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the WBG’s overall effectiveness in Nicaragua.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher ratings for the WBG’s effectiveness than respondents who previously or never collaborated with the institution.



"Overall, please rate your impression of the World Bank Group's effectiveness in Nicaragua?"
(1 - "Not effective at all", 10 - "Very effective")

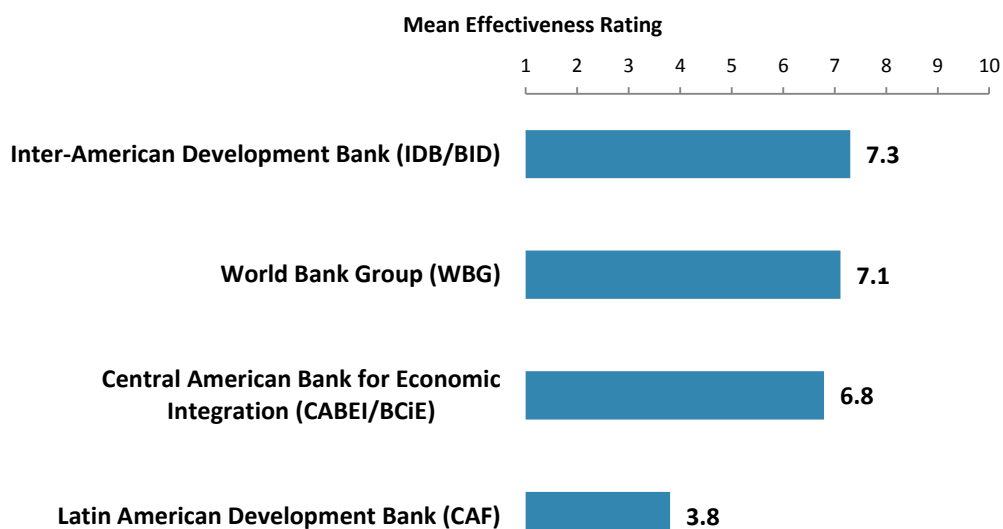
⁸ The mean (7.1) presented in the chart was calculated based on un-weighted data.



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

Effectiveness of Other Organizations

- Respondents gave statistically similar ratings for the WBG and Inter-American Development Bank's effectiveness. Yet, they rated the effectiveness of the Central American Bank for Economic Integration and Latin American Development Bank significantly lower than that of the WBG and IDB.



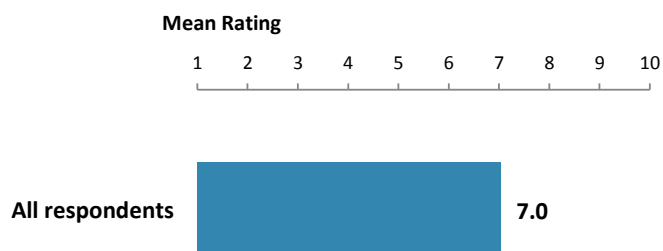
"Overall, please rate your impression of the effectiveness of these organizations?"
(1 - "Not effective at all", 10 - "Very effective")



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

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in the FY'12 and this year's Country Surveys gave statistically similar ratings for the extent the WBG's work helped to achieve development results in Nicaragua.
- **Stakeholder groups:** Respondents from the local governments had the highest ratings for the extent to which the WBG's work helped to achieve development results in Nicaragua, whereas respondents from CSOs had significantly lower ratings.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the WBG helping achieve development results in Nicaragua.
- **Gender:** Female respondents had significantly higher ratings for the extent to which the WBG's work helps to achieve development results in Nicaragua than male respondents.



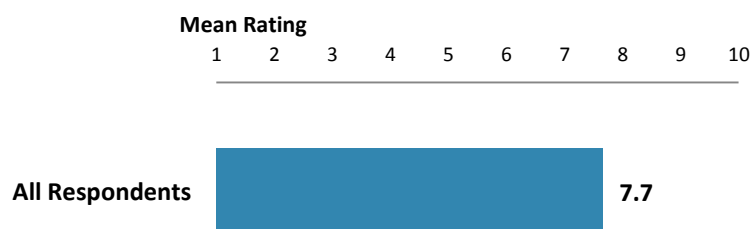
"To what extent does the World Bank Group's work help to achieve development results in Nicaragua?"
(1 - "To no degree at all", 10 - "To a very significant degree")



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

Staff Preparedness

- **Year comparison:** Respondents in the FY'12 and this year's Country Surveys gave statistically similar ratings for the extent to which the WBG's staff is well-prepared to help Nicaragua solve its most complicated development challenges.
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Nicaragua solve its most complicated development challenges.
- **Collaboration:** Respondents who currently work with the WBG had the highest ratings for the extent to which the WBG's staff is well-prepared to help the country solve its most complicated development challenges, whereas respondents who previously worked with the institution had significantly lower ratings.



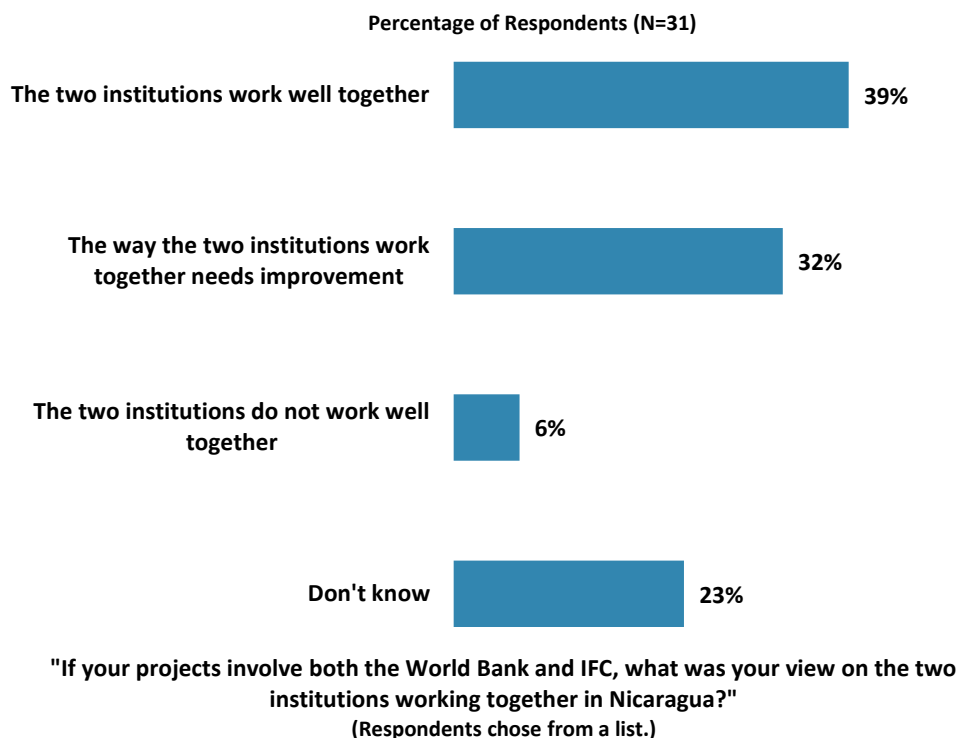
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Nicaragua solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

World Bank and IFC Working Together

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar views of the working relationship between the World Bank and IFC of the World Bank Group.

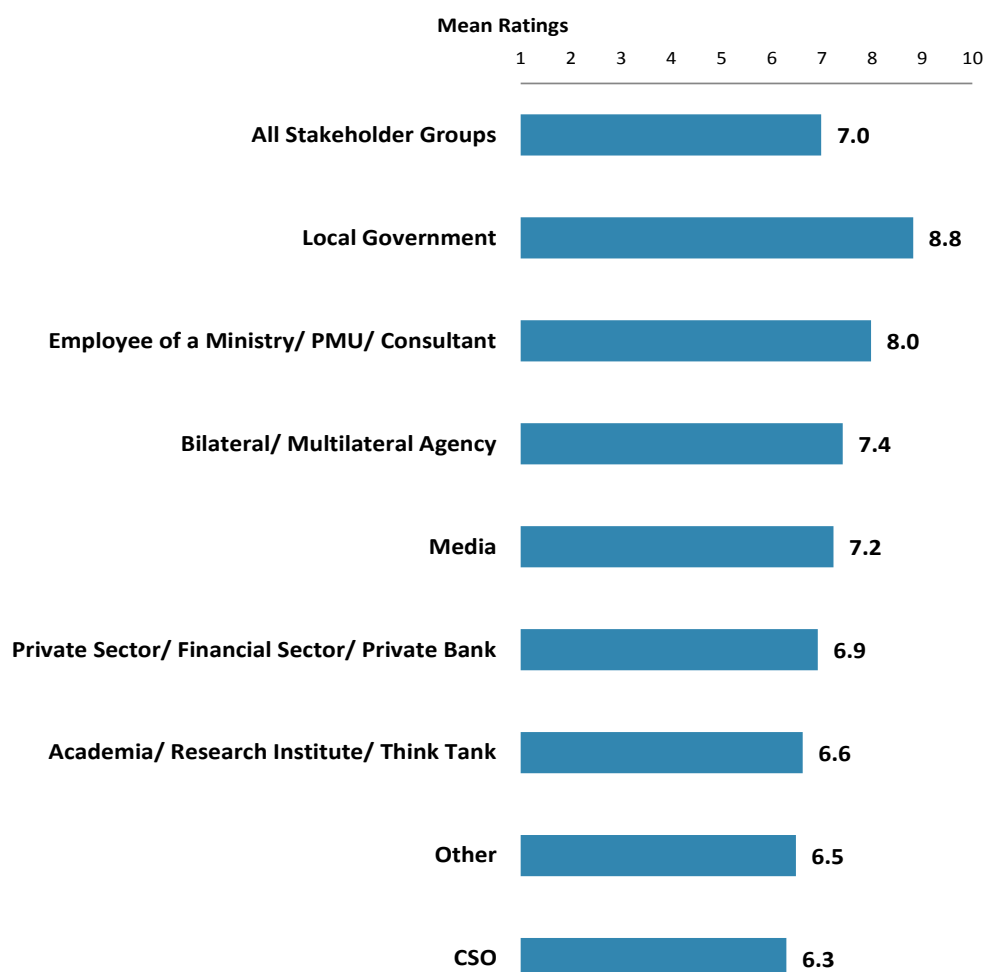




V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents from local governments had the highest ratings for the twenty five indicator questions, whereas respondents from CSOs had significantly lower ratings.
- **Gender:** Female respondents overall had significantly higher ratings (7.4) for the twenty five indicator questions than their male counterpart (6.8)
- **Collaboration:** Respondents who are currently collaborating with the WBG had the highest ratings (7.6) for the twenty five indicator questions, whereas respondents who previously collaborated with the institution had significantly lower ratings (6.5).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix I (page 153).



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

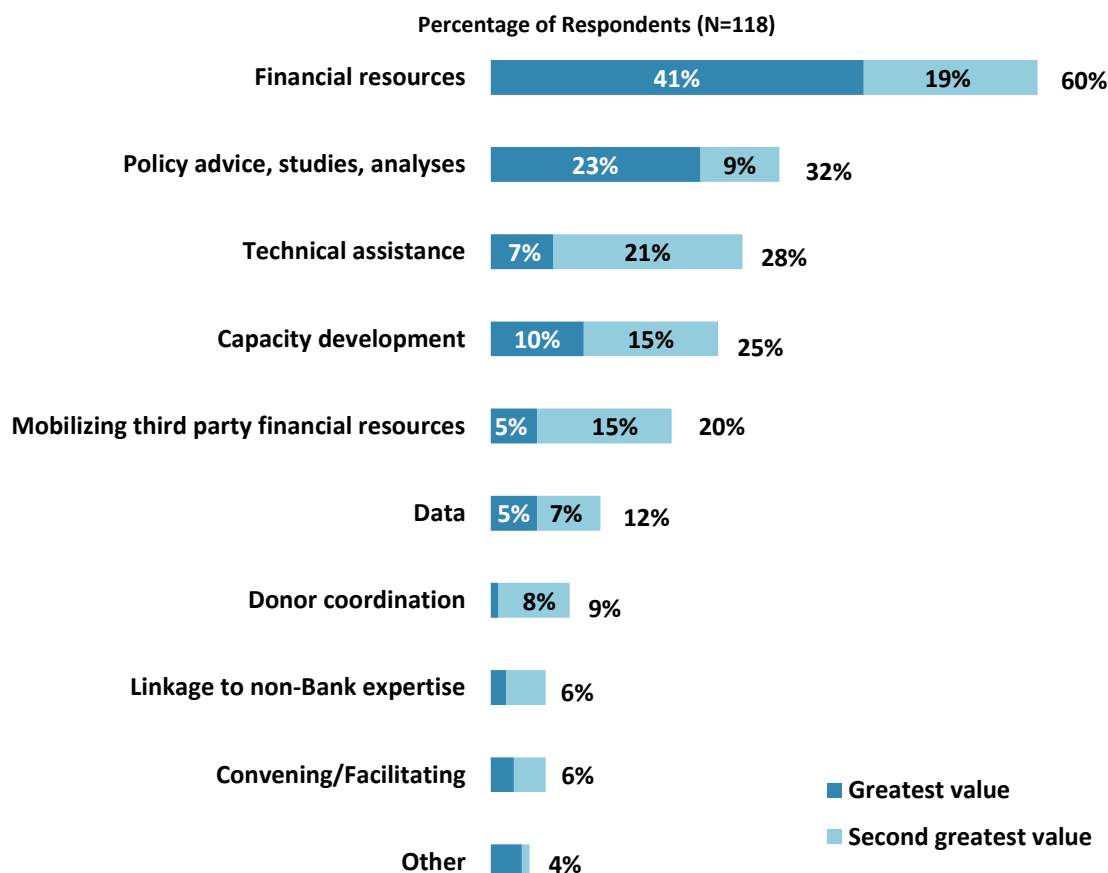
* Responses to all twenty five indicator questions can be found in Appendices H and I.



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the WBG's greatest value in Nicaragua is its "*financial resources*" (82%). This year's respondents again believed that the WBG's greatest value in the country is its "*financial resources*."



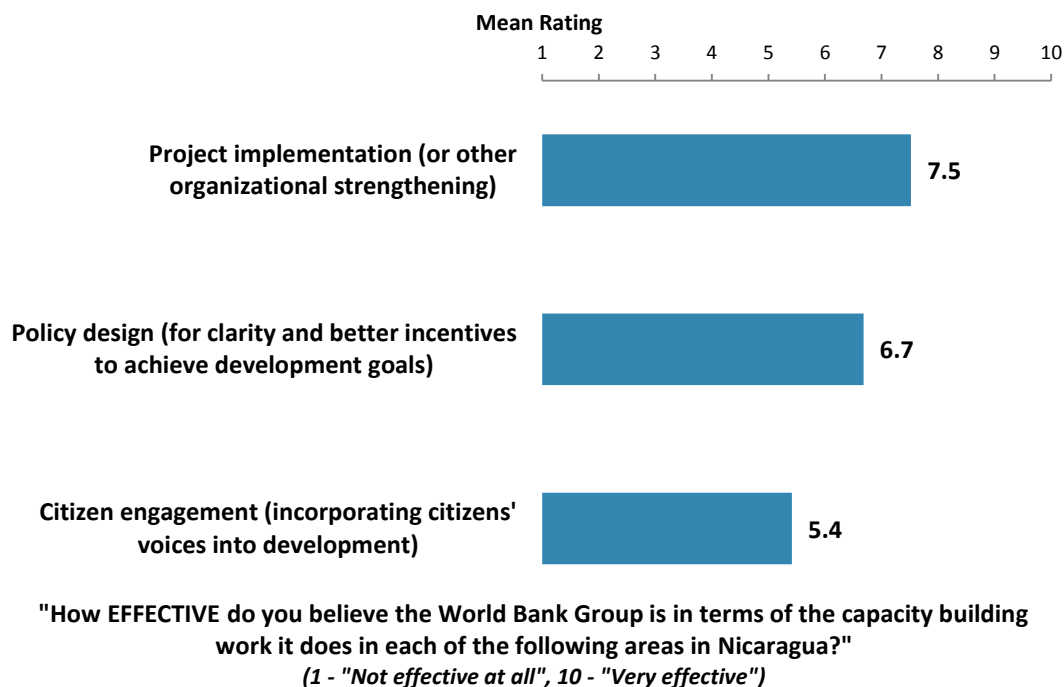
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nicaragua?"
(Respondents chose from a list.)



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

Effectiveness of WBG's Capacity Building Work

- **Stakeholder groups:** Respondents from local governments gave the highest ratings for the WBG's effectiveness in "*citizen engagement*," whereas respondents from academia/research institutes/think tanks gave significantly lower ratings. In the meantime, respondents from local governments gave the highest ratings for the WBG's effectiveness in "*project implementation*," whereas respondents from CSOs gave significantly lower ratings.
- **Geographic locations:** Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in all three areas of capacity building work.
- **Collaboration:** Respondents who currently collaborate with the institution had the highest ratings for the WBG's effectiveness in "*project implementation*," whereas respondents who previously collaborated with the institution had significantly lower ratings.
- **Gender:** Female respondents tended to give significantly higher ratings for the WBG's effectiveness in "*project implementation*" and "*citizen engagement*" than male respondents.

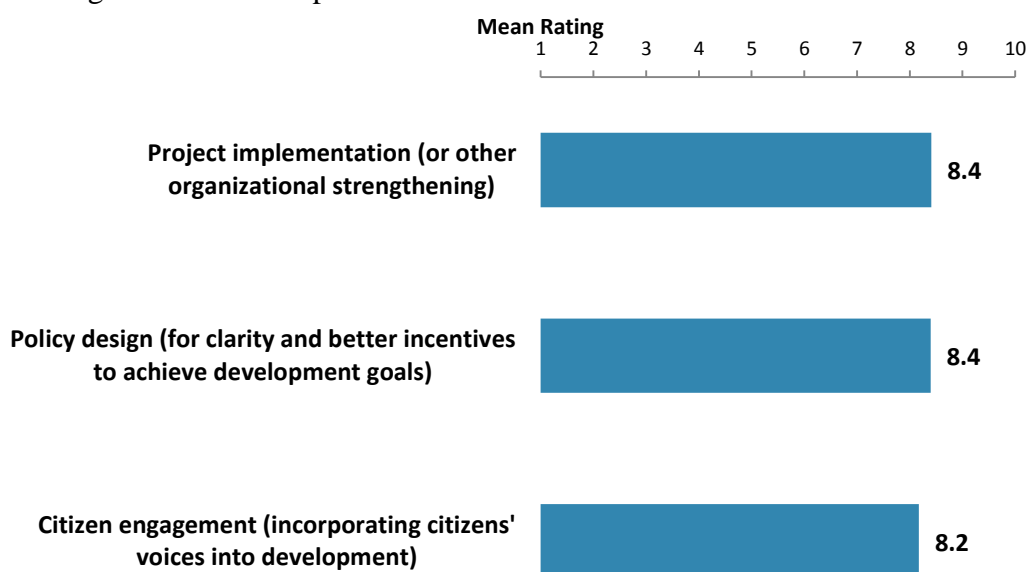




V. Overall Attitudes toward the World Bank Group (continued)

Importance of WBG's Capacity Building Work

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar ratings for the importance of the WBG being involved in all three aspects of capacity building.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the importance of the WBG being involved in all three aspects of capacity building.
- **Gender:** Female respondents gave significantly higher ratings for the importance of the WBG being involved in “*citizen engagement*” aspect of capacity building work in Nicaragua than male respondents.

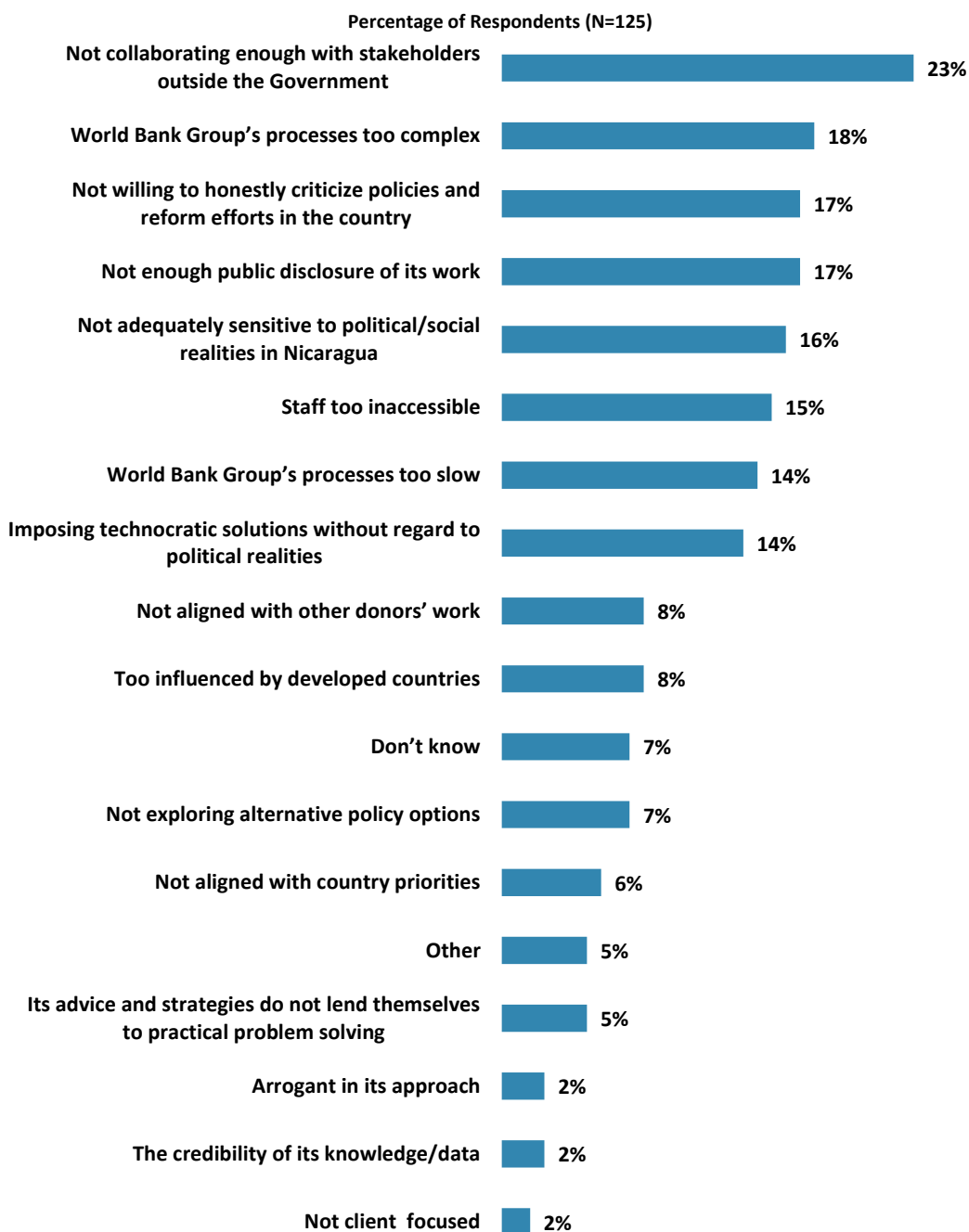


"When thinking about how to improve capacity building in Nicaragua to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness



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



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

Greatest Weakness (continued)

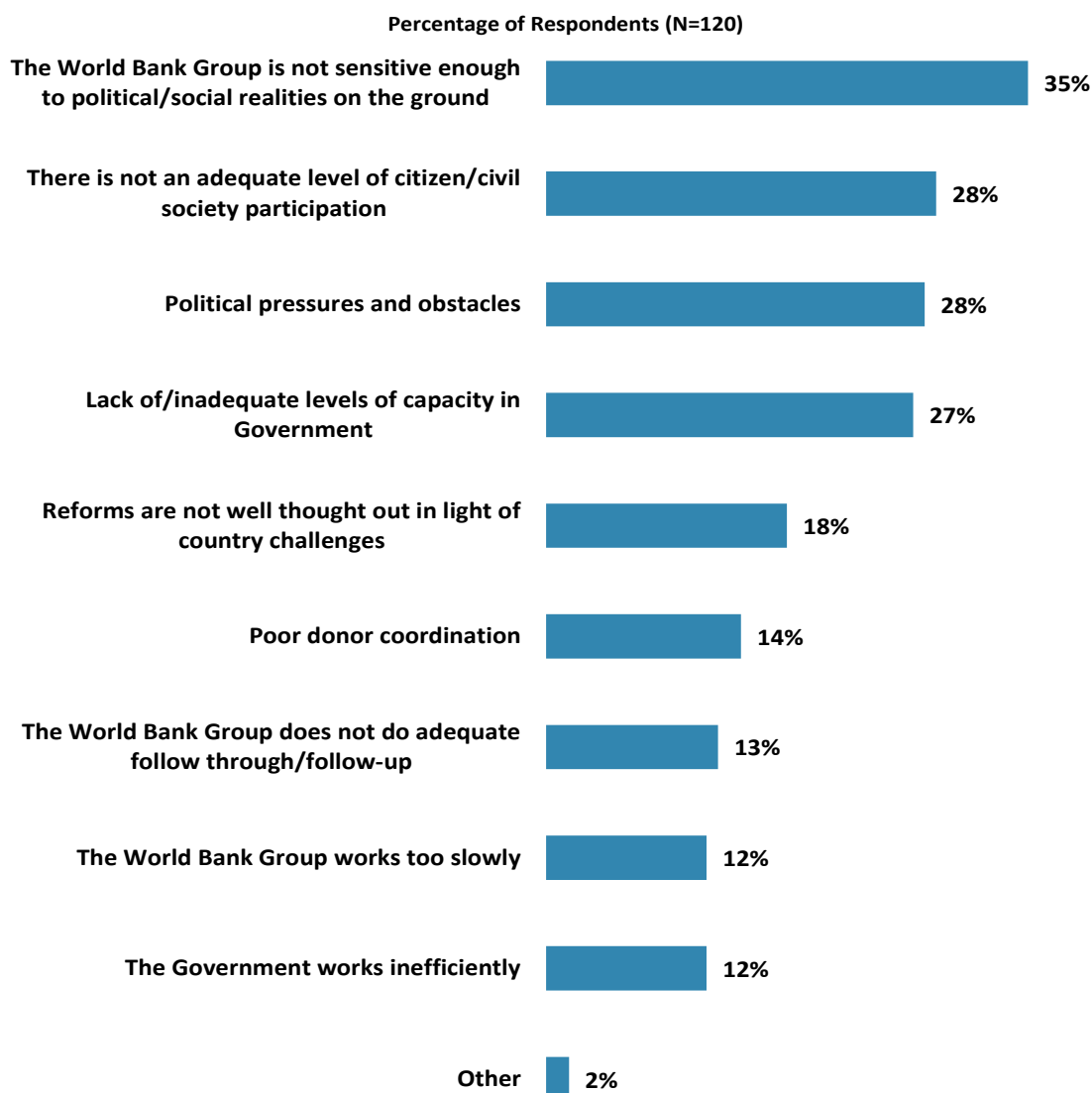
- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the WBG's greatest weakness in its work in Nicaragua was being "*too bureaucratic in its operational policies and procedures*" (29%), whereas a plurality of this year's respondents indicated that the WBG's greatest weakness in its work in Nicaragua was "*not collaborating enough with stakeholders outside the Government*" (23%).
- **Stakeholder groups:** Respondents from CSOs were significantly more likely to indicate than respondents from other stakeholder groups that the WBG's greatest weakness in its work in Nicaragua was "*not collaborating enough with stakeholders outside the Government*" (23%).



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

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank-assisted reform efforts to "*the World Bank working too slowly*" (27%).
- **Stakeholder groups:** Among this year's respondents, respondents from academia/research institutes/think tanks were significantly more likely to indicate that slow WBG-assisted reforms should be attributed to "*political pressures and obstacles*," compared to respondents from other stakeholder groups.

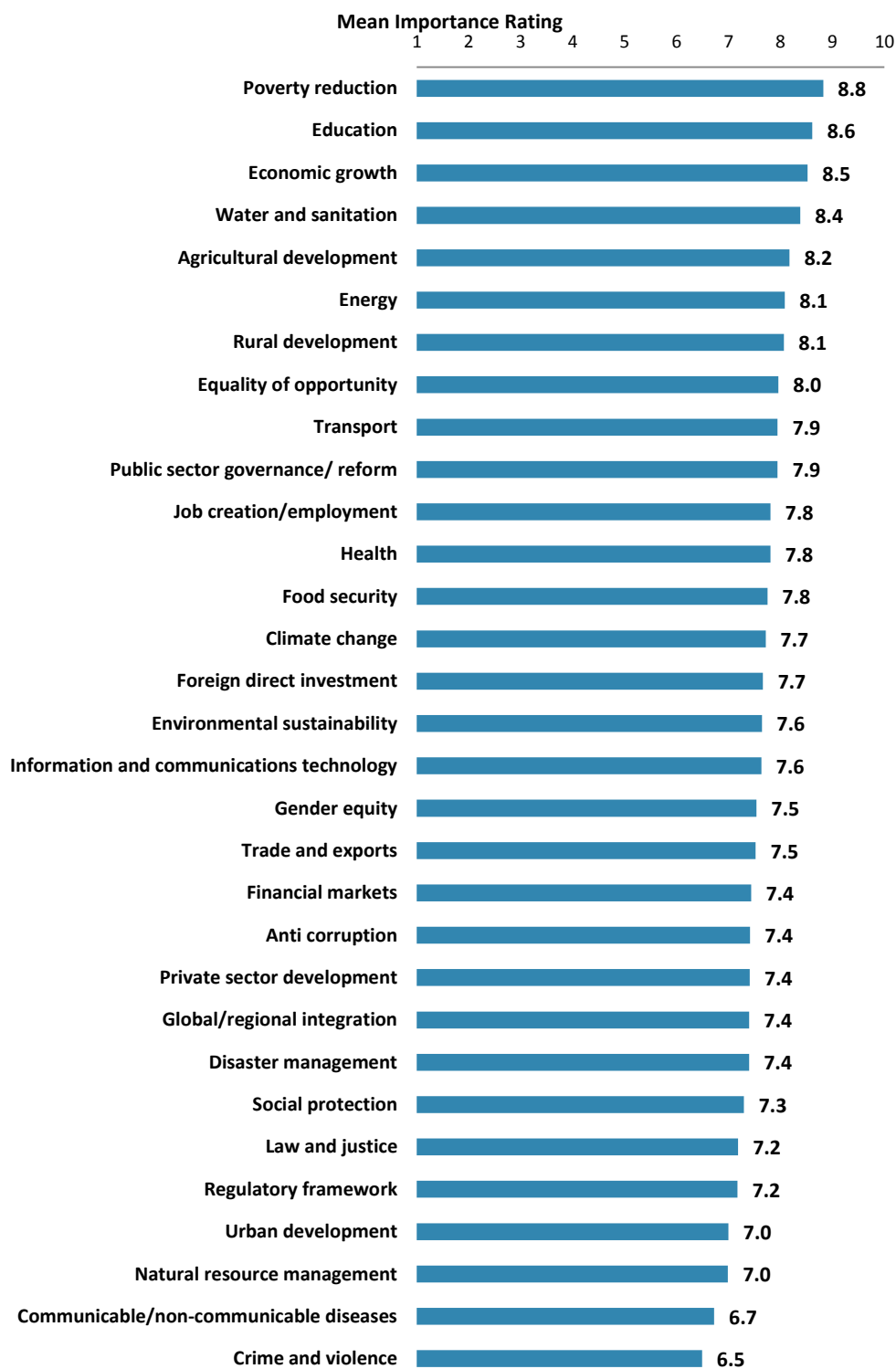


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of Sectoral Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Nicaragua?"

(1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas



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



VI. Sectoral Importance and Effectiveness (continued)

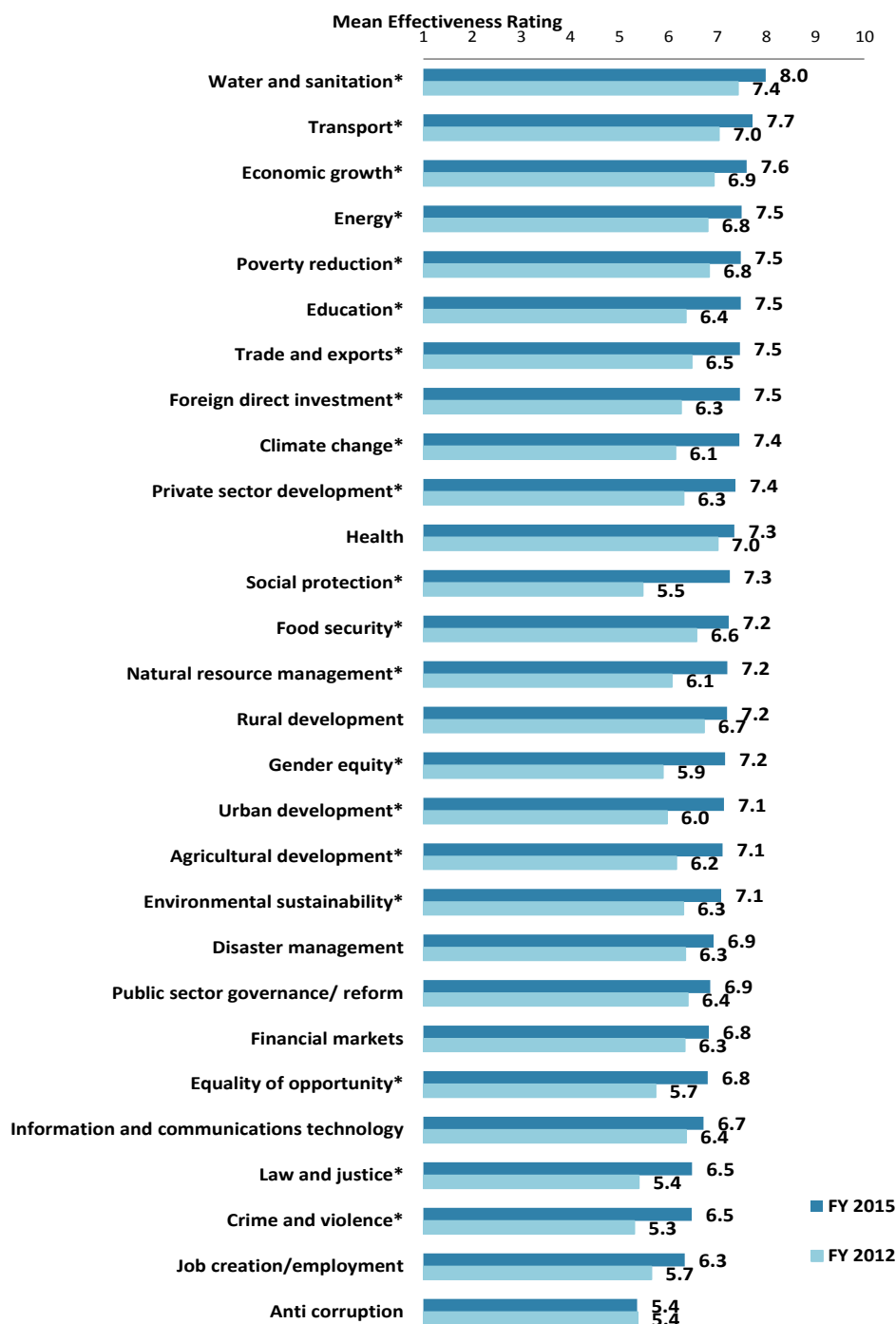
Effectiveness of Sectoral Areas (continued)

- **Stakeholder groups:** There were significant stakeholder differences in respondents' ratings for the WBG's effectiveness in eighteen of the thirty one sectoral areas. In most cases, respondents from local governments gave the highest ratings for the WBG's effectiveness, whereas respondents from academia/research institutes/think tanks tended to give significantly lower ratings. Please see appendix B (page 87) for more details.
- **Geographic locations:** There were no significant geographic differences in respondents' ratings for the WBG's effectiveness any of the thirty one sectoral areas.
- **Gender differences:** There were significant gender differences in respondents' ratings for the WBG's effectiveness in seventeen of the thirty one sectoral areas. Female respondents always gave significantly higher ratings for the WBG's effectiveness than male respondents. Please see appendix E (page 130) for more details.
- **Areas of specialization:** It is worth pointing out that respondents who specialize in "education" (14% of the sample) gave significantly lower ratings for the WBG's effectiveness in "public sector governance/reform," "anti corruption," and "health" than respondents who specialize in other areas.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 72) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Year Comparison⁹



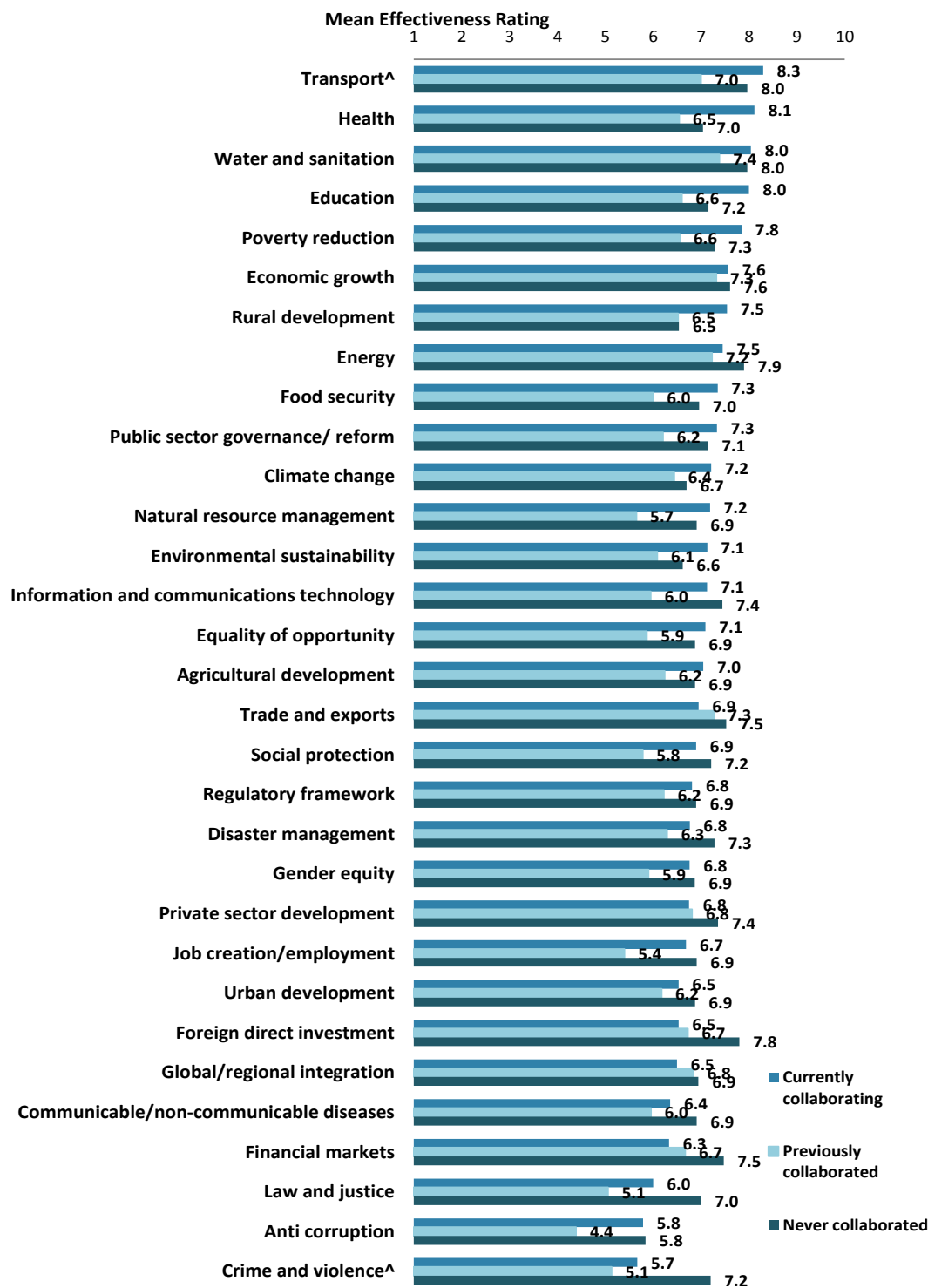
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

⁹ Only those sectoral areas that were asked in both the FY'12 and FY'15 Country Surveys are explored in this chart. All means presented in this chart are calculated based on weighted data. See Appendix F for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaboration



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua?" (1-"Not effective at all", 10-"Very effective")
 (^Significantly different between levels of collaboration with the WBG)



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Nicaragua. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at transport; and,
 - The WBG's effectiveness at public sector governance/ reform.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Nicaragua, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness food security;
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at information and communications technology; and
 - The WBG's effectiveness at poverty reduction.



VII. How the World Bank Group Operates

The World Bank Group's Work in Nicaragua

- **Stakeholder groups:** There were significant differences in stakeholders' views on four of the following statements about the WBG's work in Nicaragua. In most cases, respondents from local governments had the highest levels of agreement with the four statements, whereas respondents from CSOs had significantly lower levels of agreement. These statements include:

- *Overall the WBG currently plays a relevant role in development in Nicaragua;*
- *The WBG's work is aligned with what I consider the development priorities for Nicaragua;*
- *The WBG supports programs and strategies that are realistic for Nicaragua;*
- *The WBG listens and takes into account your views.*

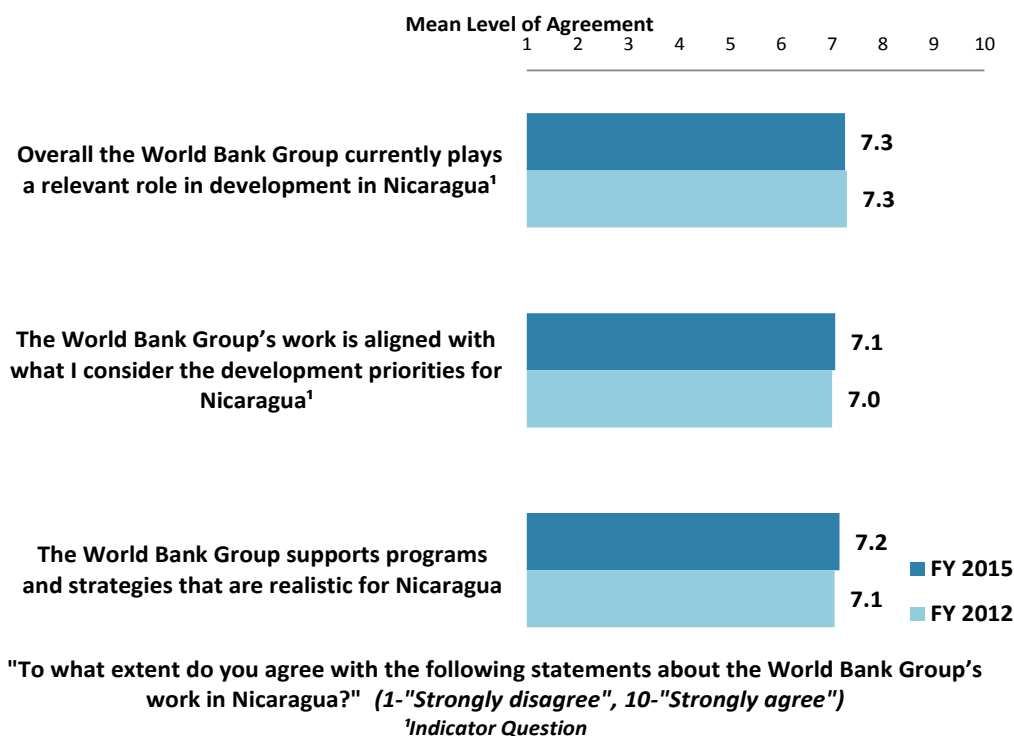




VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Nicaragua: Year Comparison¹⁰

- **Year comparison:** Respondents in the FY'12 and this year's Country Surveys did not differ in their views on the following statements about the WBG's work in Nicaragua.



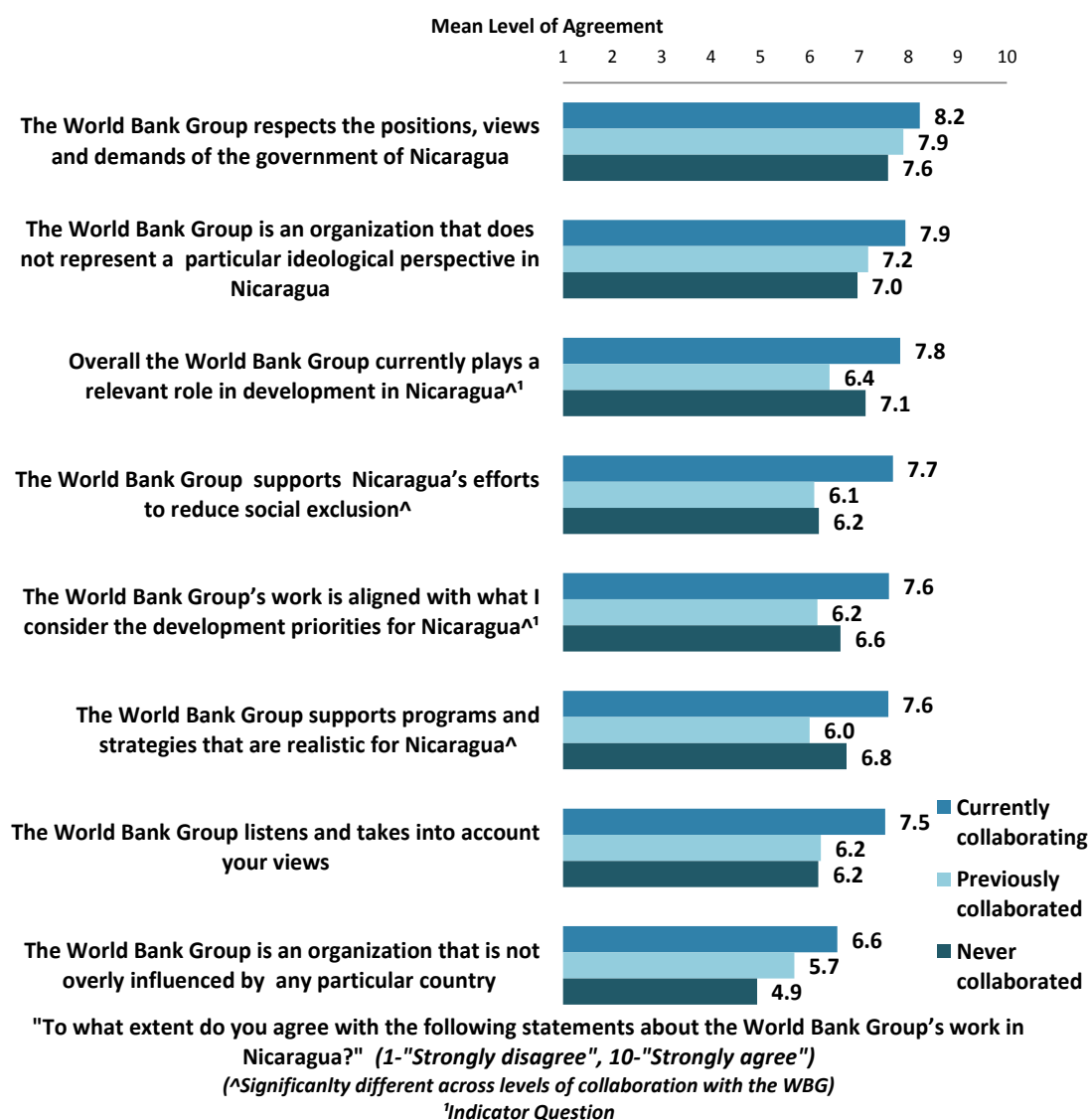
¹⁰ Only statements that were present in both FY'12 and FY'15 were included in this chart. All means presented in this chart are calculated based on weighted data. This is why the means in FY'15 in this chart are slightly different from those in the previous page. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Nicaragua: Collaboration

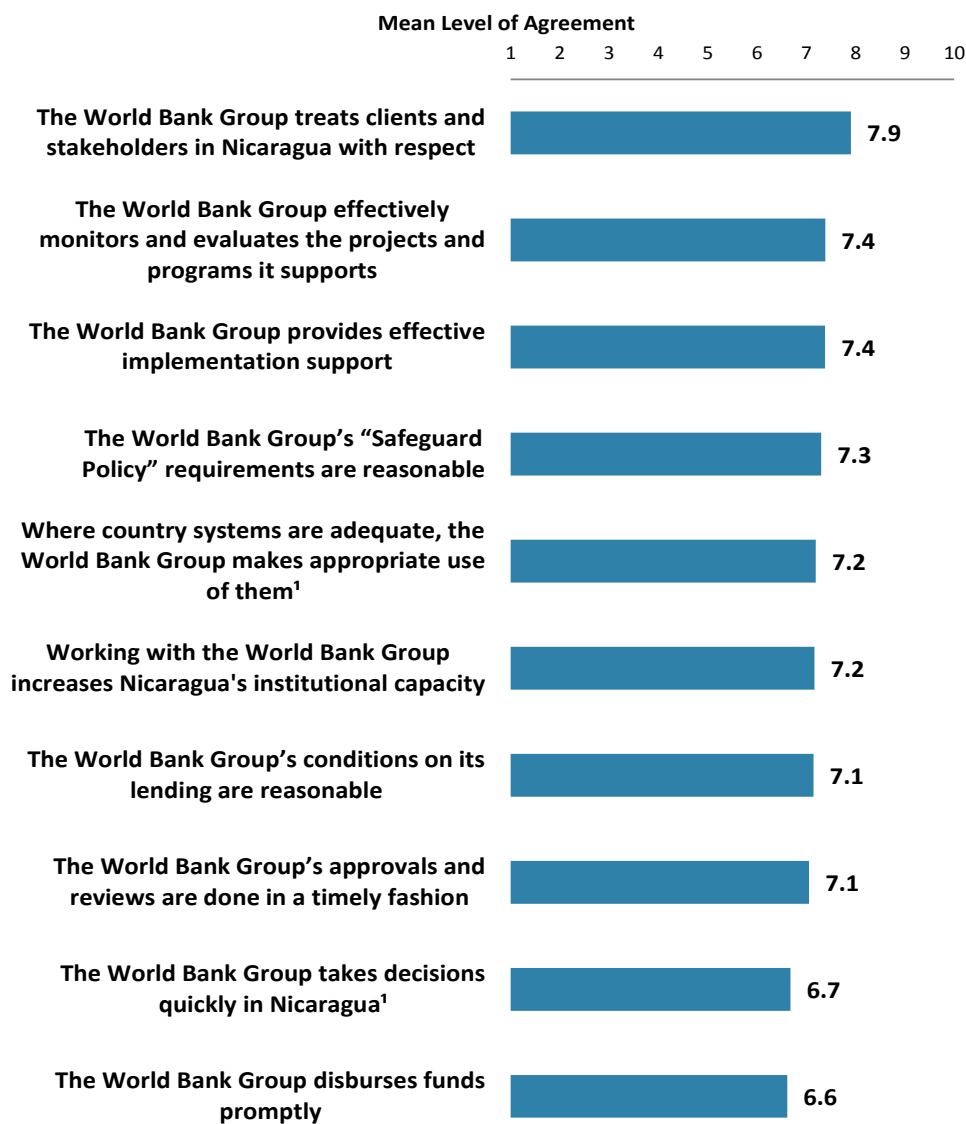
- **Collaboration:** Respondents currently collaborating with the WBG had significantly higher levels of agreement with four of the following statements than respondents who previously or never collaborate with the institution. There four statements are:
 - *Overall the WBG currently plays a relevant role in development in Nicaragua*
 - *The WBG's work is aligned with what I consider the development priorities for Nicaragua*
 - *The WBG supports Nicaragua's efforts to reduce social exclusion, and*
 - *The WBG supports programs and strategies that are realistic for Nicaragua*





VII. How the World Bank Group Operates (continued)

Overall Perceptions



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

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

'Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- **Stakeholder groups:** There were significant differences in respondents' levels of agreement with three statements about the WBG (listed below). In most cases, respondents from CSOs had significantly lower levels of agreement than respondents from other stakeholder groups:

- *The WBG takes decisions quickly in Nicaragua*
- *The WBG disburses funds promptly*
- *Working with the WBG increases Nicaragua's institutional capacity*

*It is worth pointing out that when it comes how promptly the WBG disburses funds, respondents from local governments had the lowest levels of agreement among all respondents.

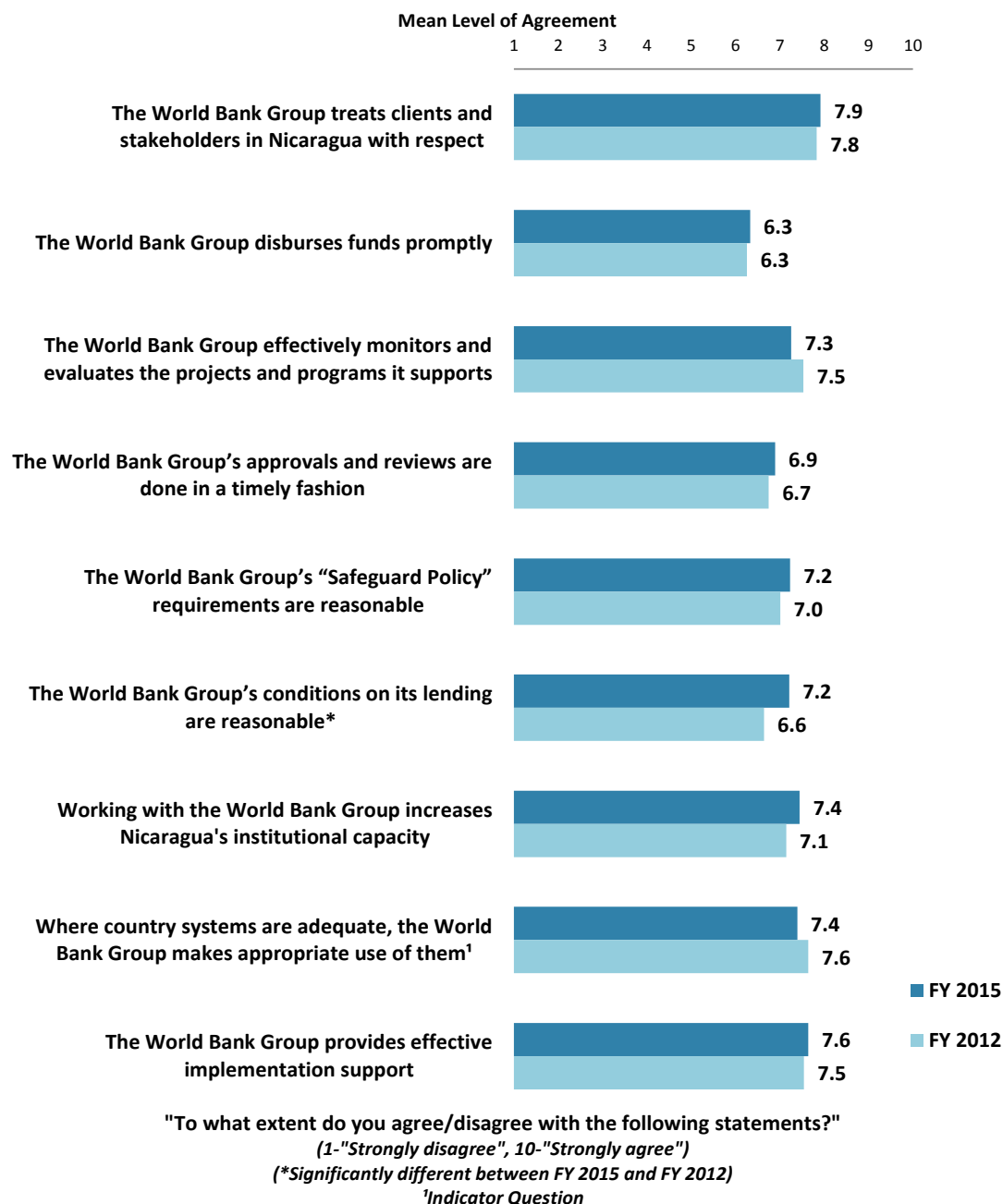
- **Geographic locations:** Respondents across geographic locations had statistically similar levels of agreement with all the following statements.
- **Gender differences:** Female respondents had significantly higher levels of agreement with two statements below than male respondents.
 - *The WBG's approvals and reviews are done in a timely fashion*
 - *The WBG takes decisions quickly in Nicaragua*



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹¹

- **Year comparison:** Respondents of this year's Country Survey had significantly higher levels of agreement with the statement that "*the WBG's conditions on its lending are reasonable*" than respondents in the FY'12 Country Survey.



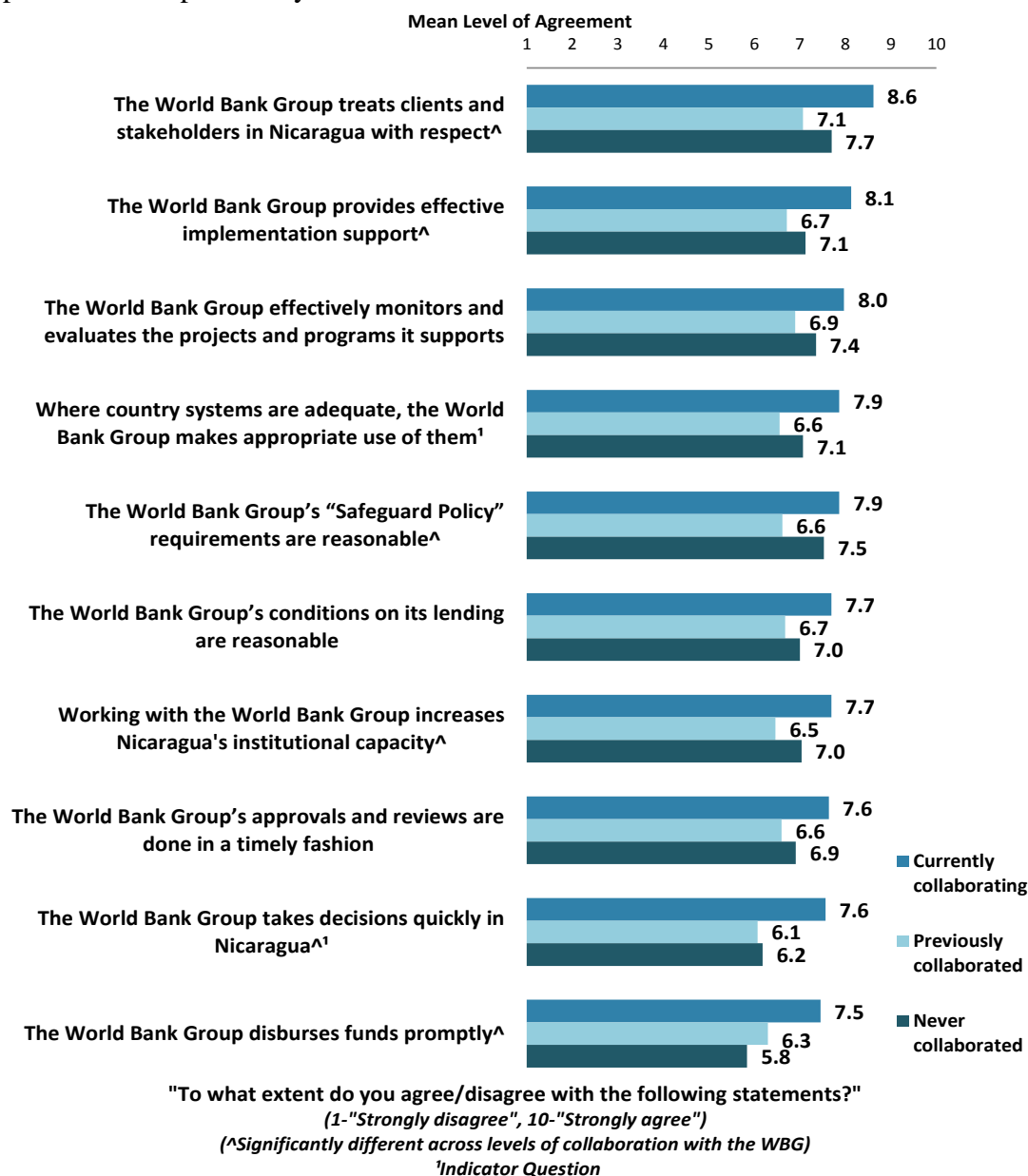
¹¹ Only statements that are included in both the FY'12 and FY'15 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data. This is why the means in FY'15 in this chart are slightly different from those in page 44. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of agreement with the statements that “the WBG treats clients and stakeholders in Nicaragua with respect,” “the WBG provides effective implementation support,” “the WBG’s ‘Safeguard Policy’ requirements are reasonable,” “the WBG disburses funds promptly,” “the WBG takes decisions quickly in Nicaragua,” and “working with the WBG increase Nicaragua’s institutional capacity,” compared to respondents who previously or never collaborated with the institution.





VII. How the World Bank Group Operates (continued)

WBG Promoting Private Public Partnerships

- **Stakeholder groups:** Respondents from local governments had the highest ratings for the extent the WBG's work helps to find solutions that promote PPP in Nicaragua, whereas respondents from CSOs had significantly lower ratings for it.
- **Geographic locations:** respondents across geographic locations had statistically similar ratings for the extent the WBG's work helps to find solutions that promote PPP.

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents



6.6

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

Helping the Poorest

Percentage of Respondents (N=125)

To a fully sufficient degree



9%

To a somewhat sufficient degree



32%

To a somewhat insufficient degree



42%

To a very insufficient degree



10%

Don't know



6%

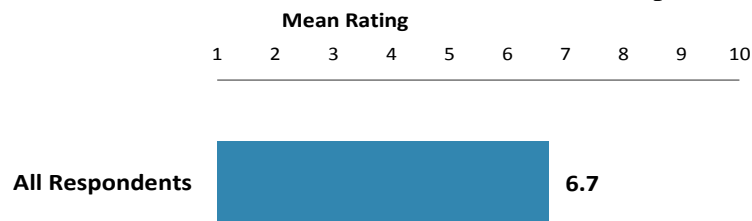
"To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua?"
(Respondents chose from a list.) (Percentages may not total 100 due to rounding)



VII. How the World Bank Group Operates (continued)

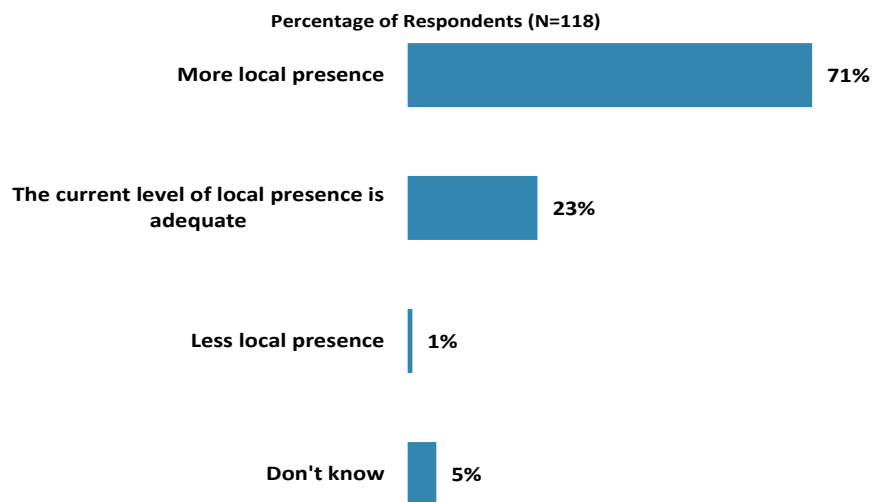
Internal Measuring and Monitoring

- **Stakeholder groups:** Respondents from local governments had the highest ratings for the extent the WBG measures and corrects its work in real time in Nicaragua, whereas respondents from CSOs had significantly lower ratings for it.
- **Geographic locations:** respondents across geographic locations had statistically similar ratings for the extent the WBG measures and corrects its work in real time.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher ratings for the extent the WBG measures and corrects its work in real time than respondents who previously or never collaborated with the institution.
- **Gender differences:** Female respondents gave significantly higher ratings for the extent the WBG measures and corrects its work in real time than male respondents.



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

The World Bank Group's Local Presence in Nicaragua

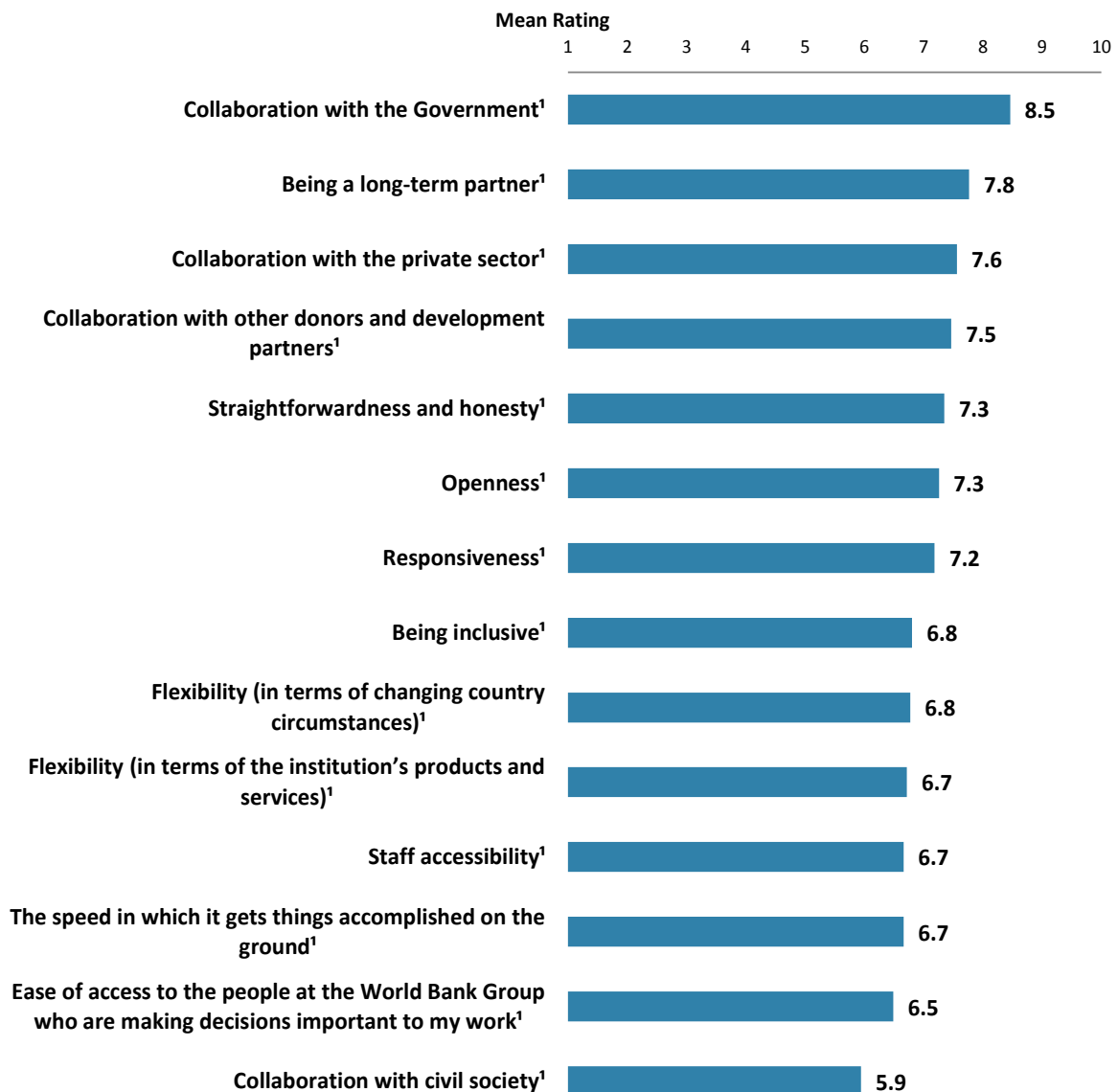


"To be a more effective development partner in Nicaragua, do you think the World Bank Group should have...?"
(Respondents chose from a list.)



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



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

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

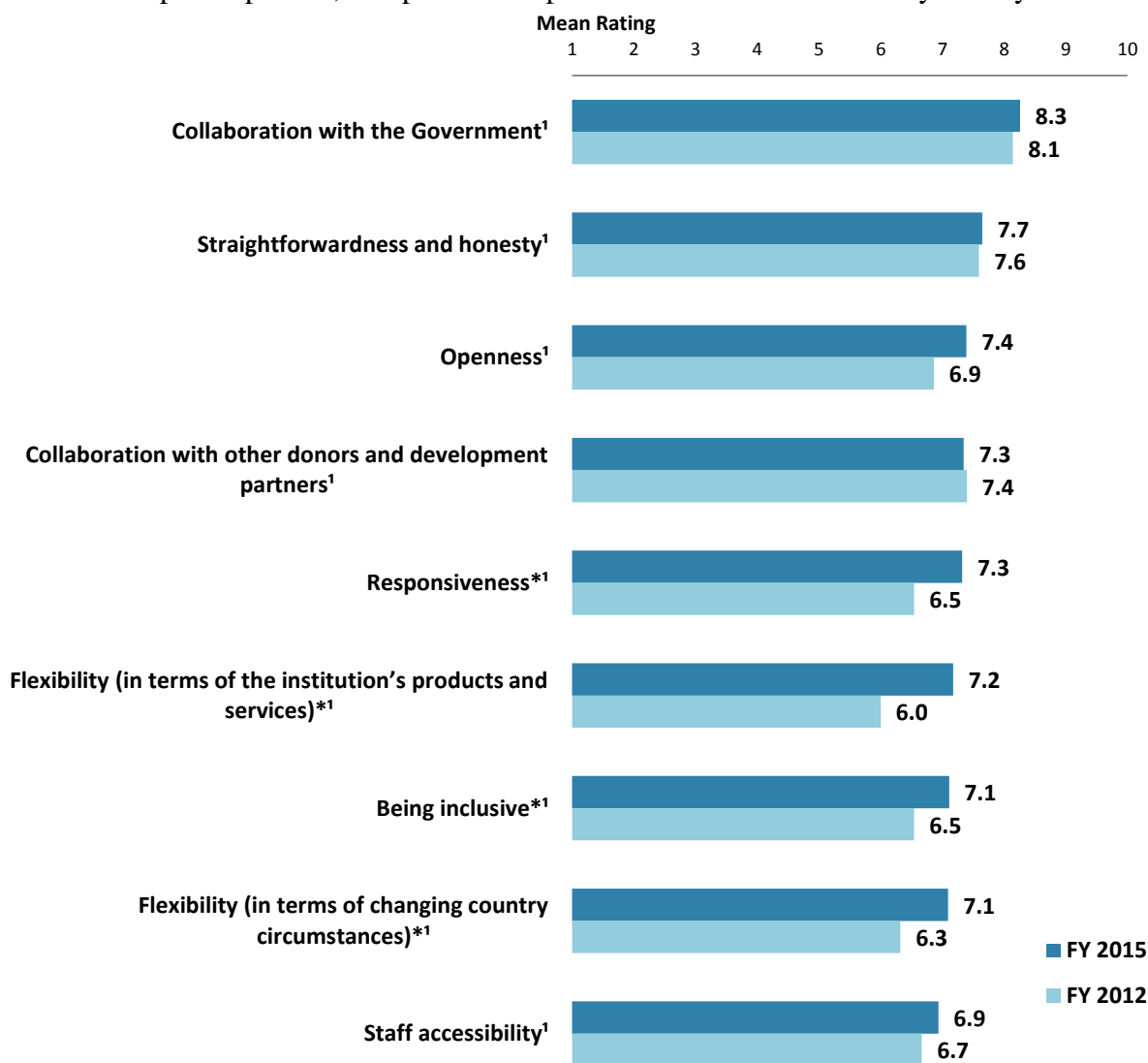
- **Stakeholder groups:** There were significant stakeholder differences in the respondents' ratings for five of the qualities as an effective development partner. Respondents from local governments had the highest ratings, whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower ratings. These qualities are:
 - *Responsiveness;*
 - *Staff accessibility;*
 - *Ease of access to the people at the World Bank Group who are making decisions important to my work;*
 - *Collaboration with civil society;*
 - *The speed in which its gets things accomplished on the ground.*
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for all of the fourteen qualities of the WBG as an effective development partner in Nicaragua.
- **Gender differences:** Female respondents gave significantly higher ratings for the WBG's "inclusiveness," "speed in which it gets things accomplished on the ground," and "being a long-term partner" than male respondents.



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Year Comparison¹²

- **Year comparison:** As indicated in the chart below, respondents of this year's Country Survey gave significantly higher ratings for several qualities of the WBG as an effective development partner, compared to respondents in the FY'12 Country Survey.



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

(*Significantly different between FY2015 and FY2012)

¹Indicator Question

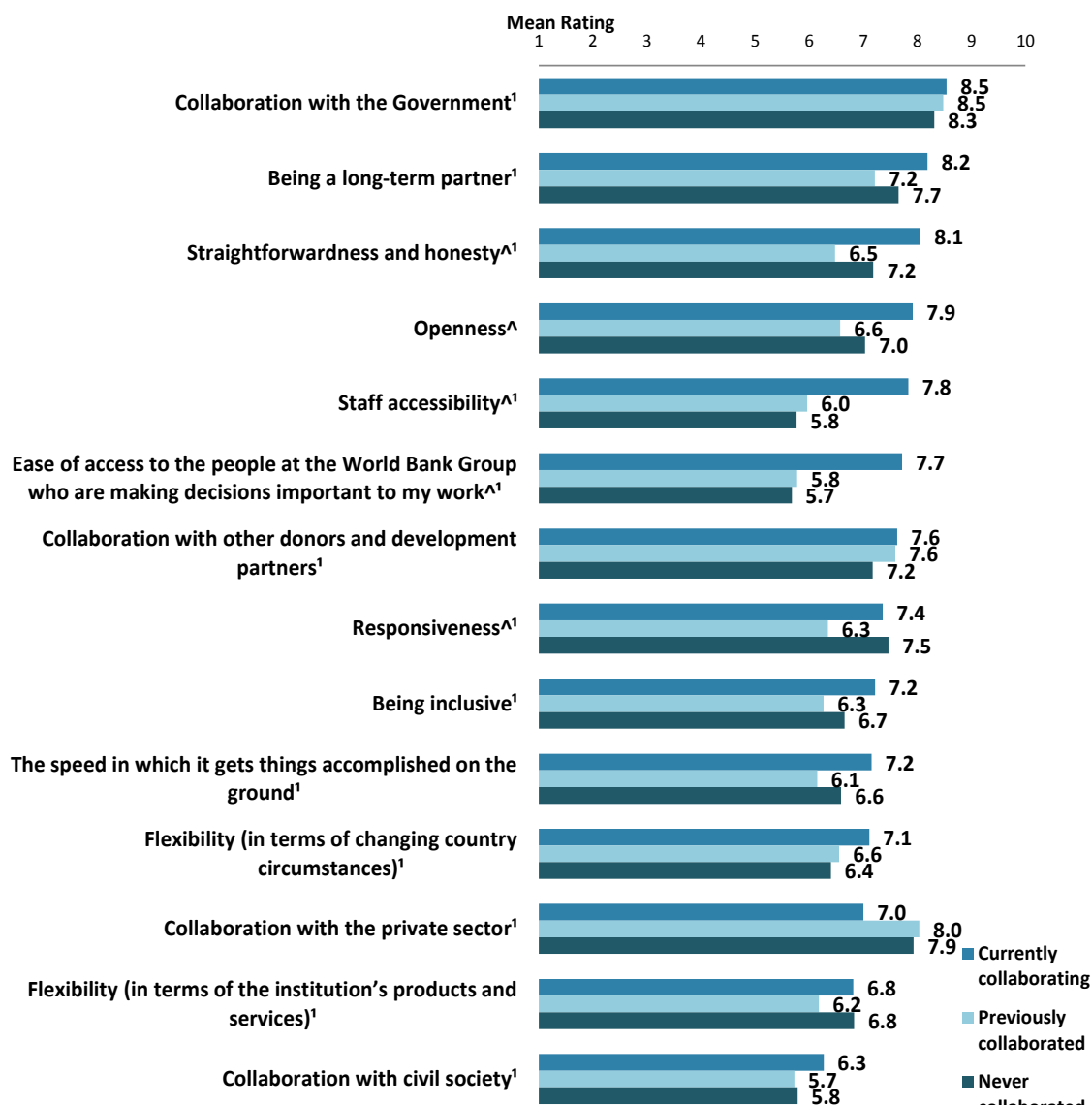
¹² Only qualities that are included in both the FY'12 and FY'15 Country Surveys are presented in this chart. All means in this chart are calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner: Collaboration

- **Collaboration:** Respondents who currently collaborate with the WBG gave significantly higher ratings than other respondents for the WBG's "straightforwardness and honesty," "openness," "staff accessibility," "ease of access to the people at the WBG who are making decisions important to my work," and "responsiveness."



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

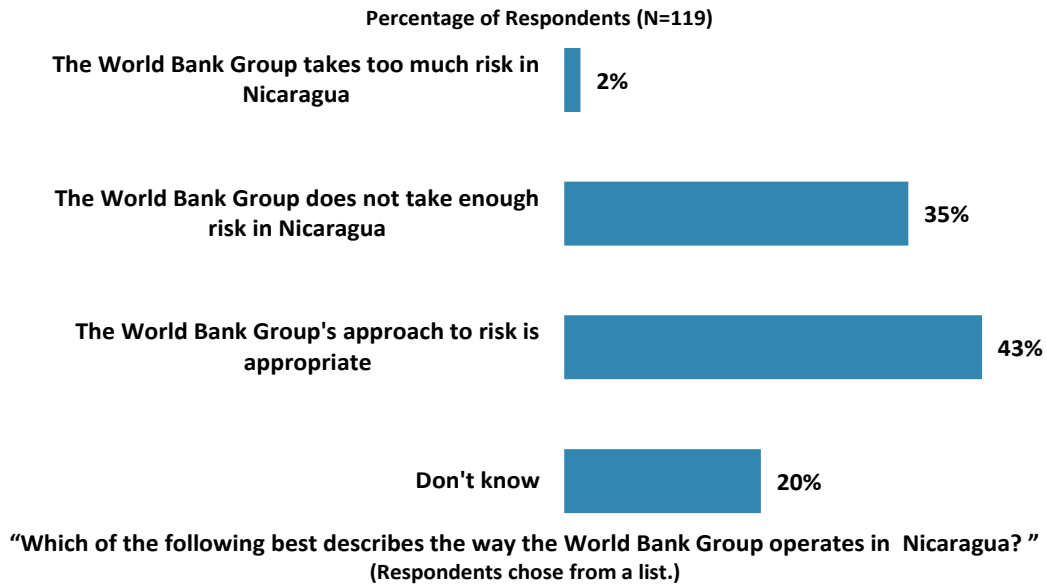
(¹Significantly different across levels of collaboration with the WBG)

¹Indicator Question

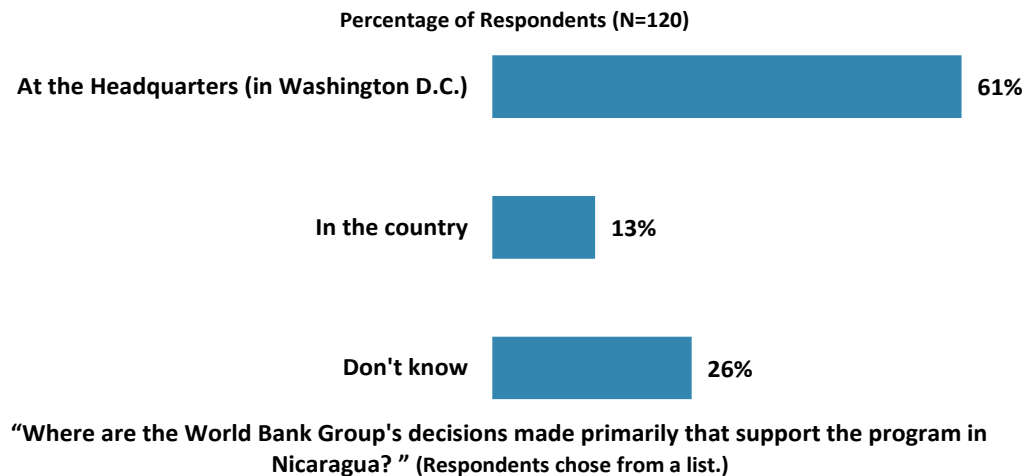


VII. How the World Bank Group Operates (continued)

The World Bank Group's Approach to Risk in Nicaragua



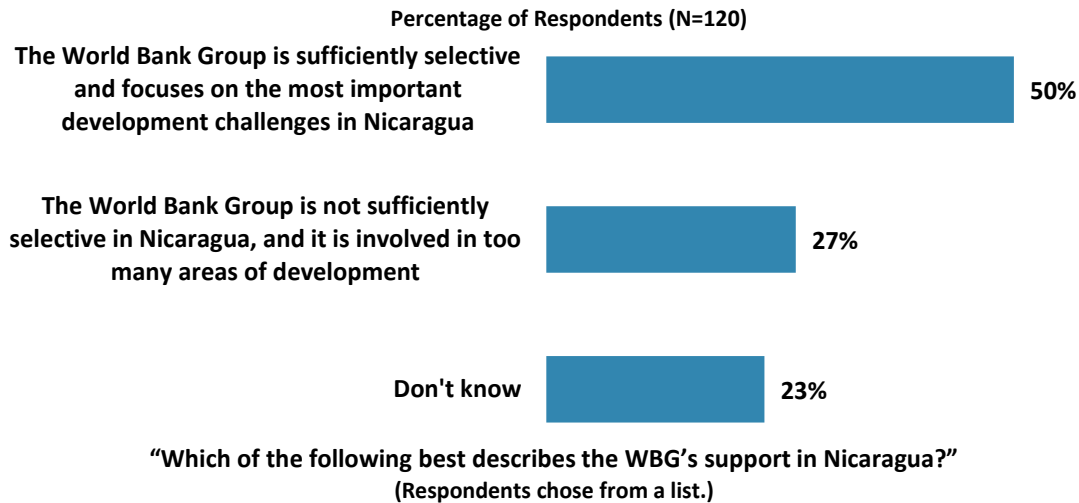
Making Decisions about the WBG Program in Nicaragua



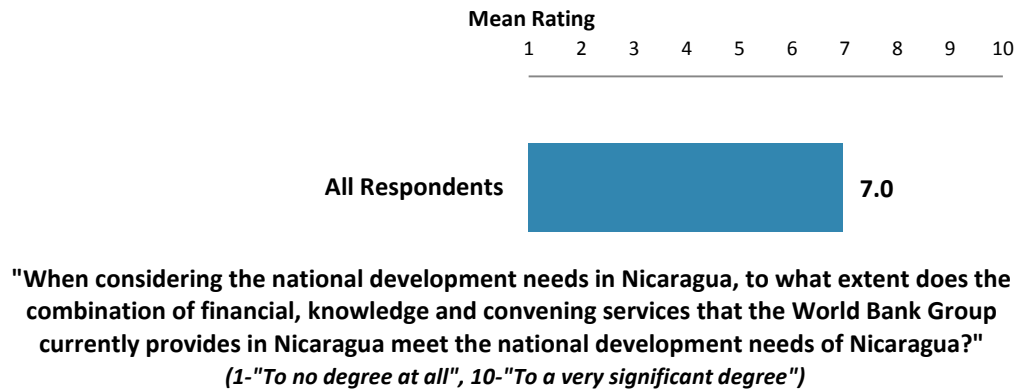


VII. How the World Bank Group Operates (continued)

Selectivity of the World Bank Group's Support



Current combination of WBG services

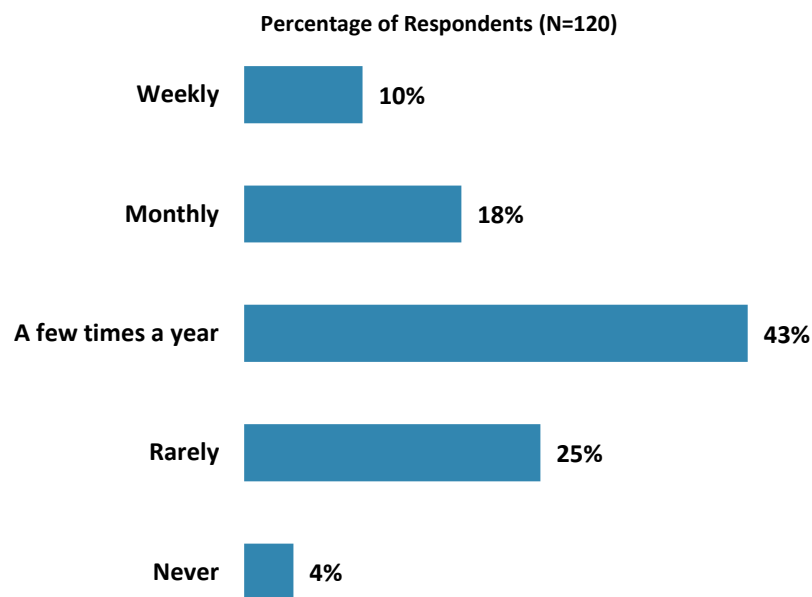




VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work

- **Year comparison:** Respondents in FY'12 and this year's Surveys did not differ in how frequently they consulted WBG knowledge work and activities in the work they do.
- **Stakeholder groups:** Respondents from media consulted the WBG knowledge work and activities most frequently among all stakeholders, whereas respondents from CSOs and private sector/financial sector/private banks used them significantly less frequently.
- **Geographic locations:** Respondents across geographic locations did not differ in how frequently they consulted WBG knowledge work and activities in the work they do.



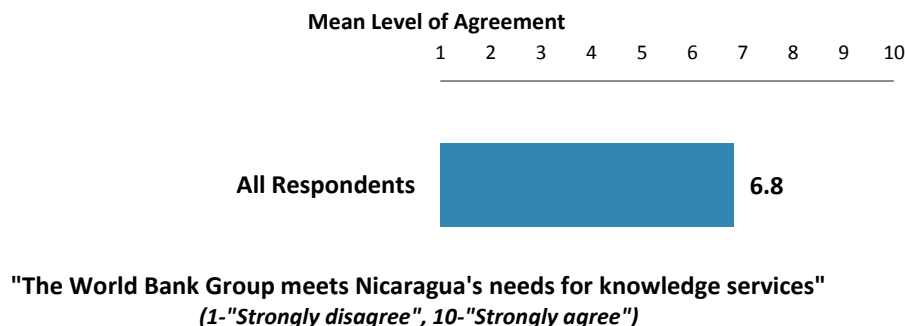
"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)



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

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

- **Year comparison:** Respondents of this year's Country Survey had significantly higher levels of agreement (weighted mean = 6.8) that the World Bank Group meets Nicaragua's needs for knowledge services than respondents in the FY'12 Survey (weighted mean = 6.1).
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group meets Nicaragua's needs for knowledge services.
- **Gender differences:** Female respondents had significantly higher levels of agreement that the World Bank Group meets Nicaragua's needs for knowledge services than male respondents.

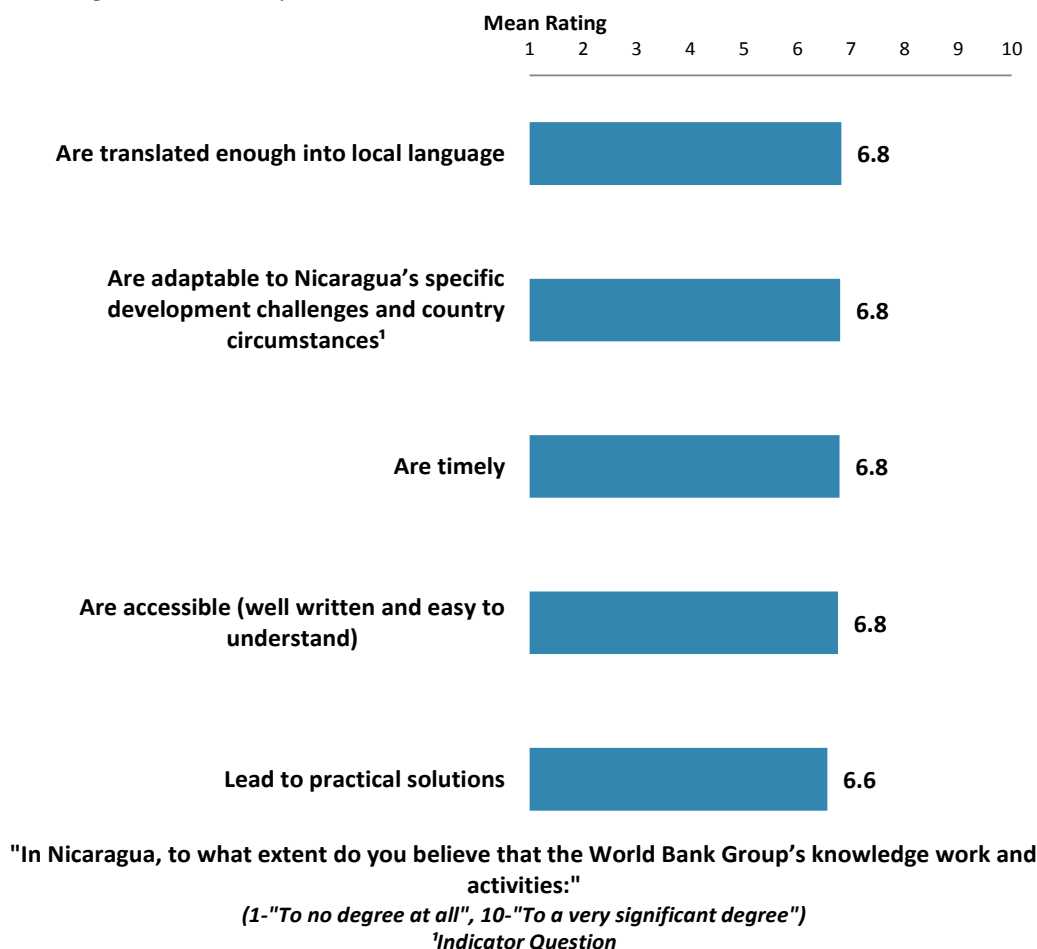




VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

- **Year comparison:** Respondents in FY'12 and FY'15 all gave statistically similar ratings for the qualities of the WBG's knowledge work and activities.
- **Stakeholder groups:** Respondents from local governments had the highest ratings for the WBG's knowledge work and activities "*leading to practical solutions*" and being "*timely*," whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower ratings for it.
- **Geographic locations:** Respondents across geographic locations gave statistically similar ratings for all the qualities of the WBG knowledge work and activities.
- **Gender differences:** Female respondents gave significantly higher ratings than male respondents for the WBG's knowledge work and activities "*being timely*," "*leading to practical solutions*," and "*being adaptable to Nicaragua's specific development challenges and country circumstances*."

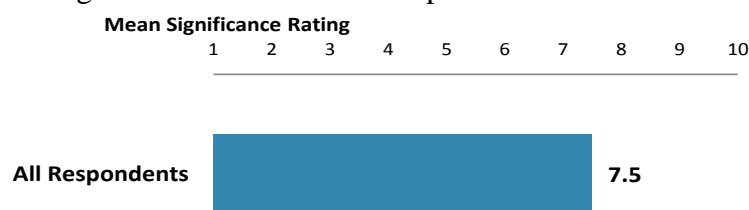




VIII. World Bank Group's Knowledge and Instruments (continued)

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

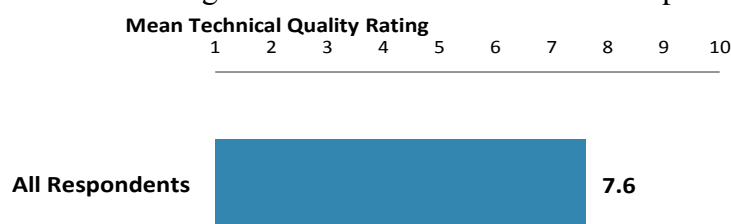
- **Year comparison:** This year's respondents gave significantly higher ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Nicaragua than respondents in the FY'12 Country Survey.
- **Stakeholder groups:** Although overall respondents all gave highly positive ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Nicaragua, respondents from CSOs tended to give significantly lower ratings for it.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Nicaragua.
- **Gender differences:** Female respondents gave significantly higher ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Nicaragua than their male counterparts.



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

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

- **Year comparison:** Respondents in FY'12 and this year's Surveys gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- **Gender differences:** Female respondents gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities than male respondents.



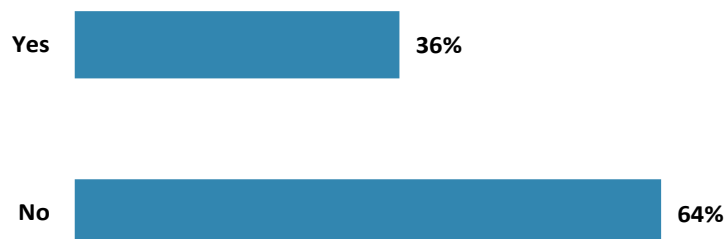
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

LAC Flagship Report

Percentage of Respondents (N=115)



"Have you read/consulted the most recent LAC Flagship Report: [*Inequality of a Lower Growth Latin America*]?"

Learning New Information and Insights from the LAC Flagship Report

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Flagship Report raised substantive new information and insight.

Mean Rating

1 2 3 4 5 6 7 8 9 10

All respondents

7.3

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

Usefulness of the LAC Flagship Report

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Flagship Report provided them useful information in terms of the work they do.

Mean Rating

1 2 3 4 5 6 7 8 9 10

All respondents

7.5

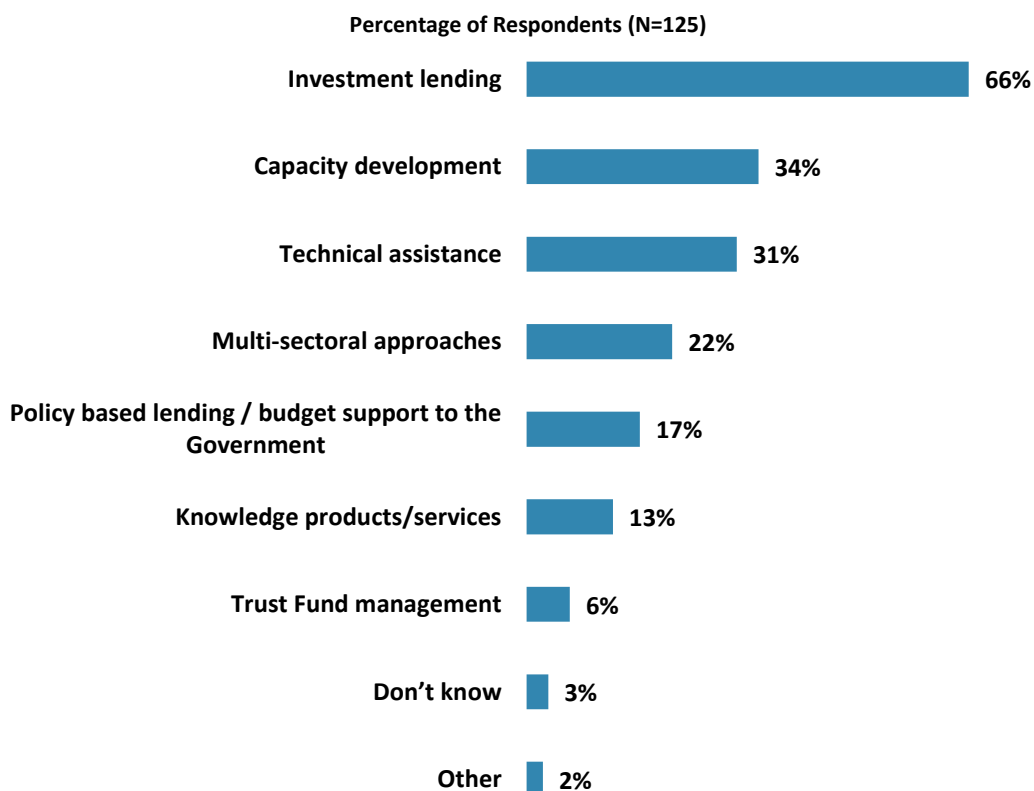
"To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?" (1-"To no degree at all", 10-"To a very significant degree")



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey also indicated that the most effective WBG instrument in reducing poverty in Nicaragua was "*investment lending*" (54%).



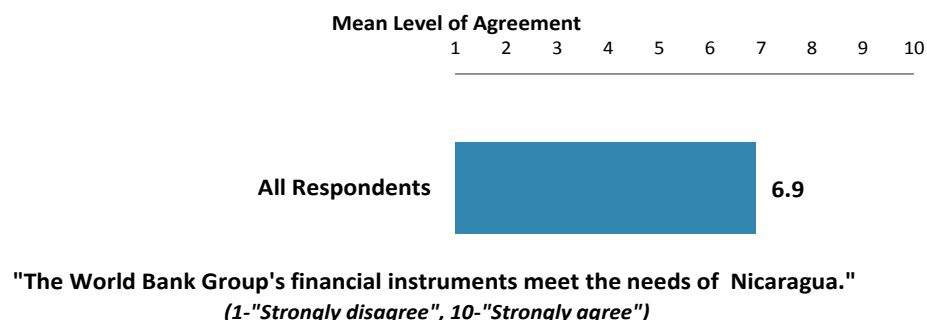
"Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Nicaragua? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in FY'12 and this year's Country Survey had statistically similar levels of agreement that the World Bank Group's financial instruments meet Nicaragua's needs.
- **Stakeholder groups:** Respondents from CSOs had the highest levels of agreement that the World Bank Group's financial instruments meet Nicaragua's needs, whereas respondents from CSOs had significantly lower levels of agreement.
- **Geographic locations:** Respondents across geographic locations had statistically similar levels of agreement that the World Bank Group's financial instruments meet Nicaragua's needs.
- **Gender differences:** Female respondents had significantly higher levels of agreement that the World Bank Group's financial instruments meet Nicaragua's needs than male respondents.

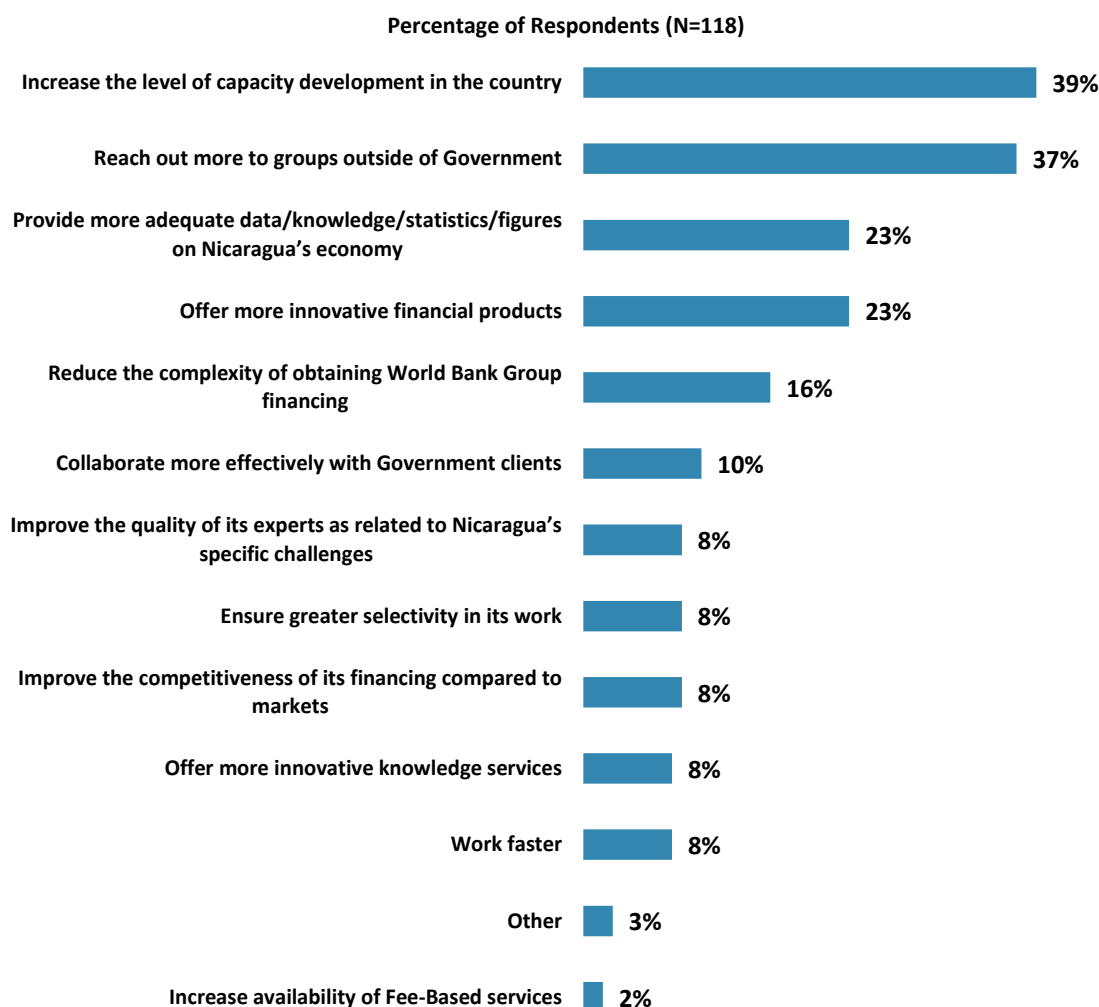




IX. The Future Role of the World Bank Group in Nicaragua

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing* (49%)” to make itself of greater value in Nicaragua.
- **Stakeholder groups:** Among all respondents, those who are from academia/research institutes/think tanks were most likely to indicate that the WBG should “*increase the level of capacity development in the country.*” And respondents who work for CSOs were most likely to indicate that the WBG should “*reach out more to groups outside of Government.*”
- **Geographic locations:** Respondents across geographic locations agreed that the WBG should “*increase the level of capacity development in the country*” and “*reach out more to groups outside of Government*” to make itself of greater value in the country.



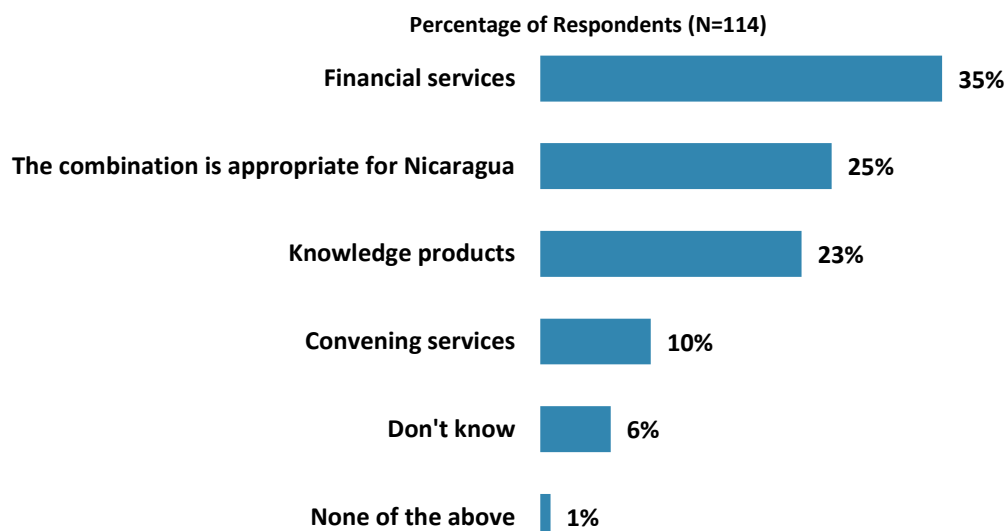
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Nicaragua? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group's Services in Nicaragua

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar views on the combination of WBG services.



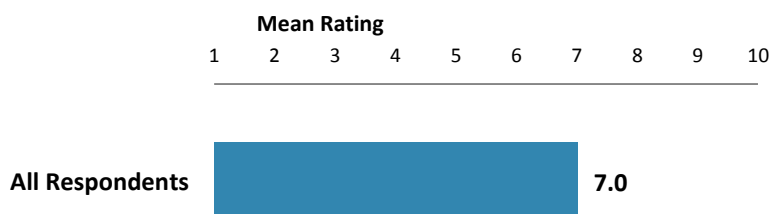
"When considering the combination of services that the World Bank Group offers in Nicaragua, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Nicaragua?"
(Respondents chose from a list.)



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

Has the World Bank Group Moved in the Right Direction?

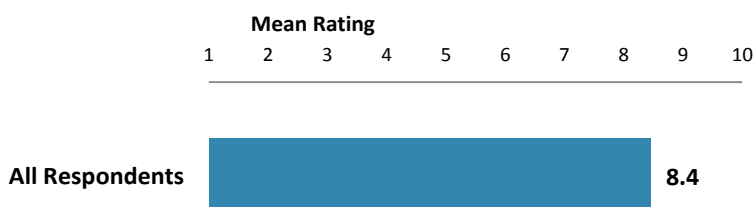
- **Stakeholder groups:** Respondents local governments were significantly more likely to indicate that the WBG moved in the right direction in the last three years in terms of the focus of its work in Nicaragua compared to respondents from other stakeholder groups.
- **Geographic locations:** Respondents across geographic locations had statistically similar ratings for the extent to which they believed that the institution moved in the right direction in the last three years in terms of the focus of its work in Nicaragua.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly more likely to indicate that the WBG moved in the right direction in the last three years in terms of the focus of its work in Nicaragua compared to respondents who previously or never worked with the institution.



"In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua?"
(1-"To no degree at all", 10-"To a very significant degree")

Role of International Development Cooperation

- **Stakeholder groups and geographic locations:** Respondents across stakeholder groups and geographic locations had statistically similar ratings for the significance of the role international development cooperation plays in Nicaragua in the near future.



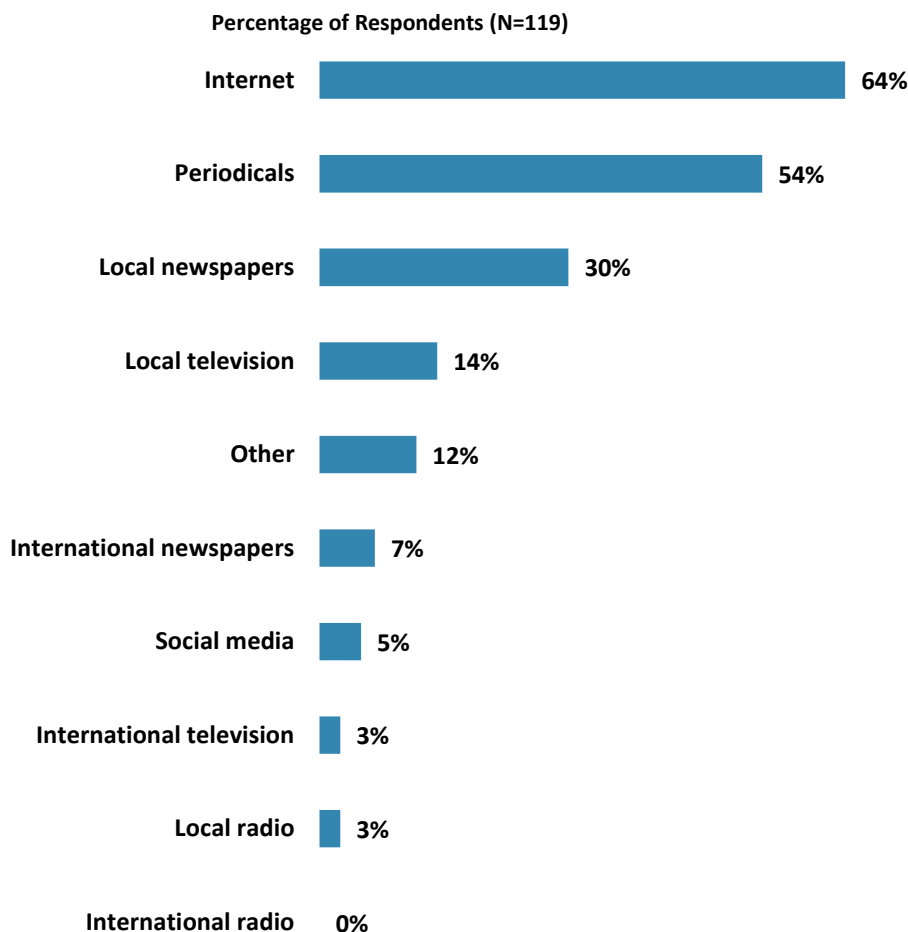
"How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future?"
(1-"Not a significant role at all", 10-"Very significant role")



X. Communication and Openness

General Information Sources

- **Year comparison:** In FY'12, respondents got most of their information about economic and social development issues in Nicaragua from the Internet (56%) and local newspapers (53%).
- **Stakeholder groups:** Respondents from local governments were most likely to get information about economic and social development issues from “*local television*” and respondents from bilateral/multilateral agencies were mostly likely to get the information from “*local newspapers*.”
- **Gender differences:** it is important to mention that women were significantly more likely to get most of their information about economic and social development issues from “*social media*” than men.



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



X. Communication and Openness (continued)

Preferred Information Sources

- **Year comparison:** A plurality of respondents of the FY'12 Country Survey indicated they would prefer to receive information from the WBG through “*e-Newsletters*” (48%).
- **Stakeholder groups:** Respondents from the local governments and private sector/financial sector/private banks and CSOs were significantly more likely to indicate that they would prefer to receive information from the WBG through “*e-Newsletters*” than respondents from other stakeholder groups.



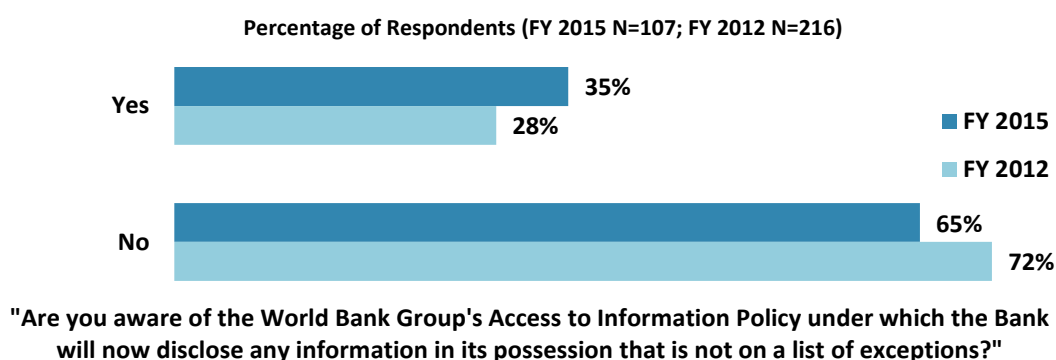
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Openness (continued)

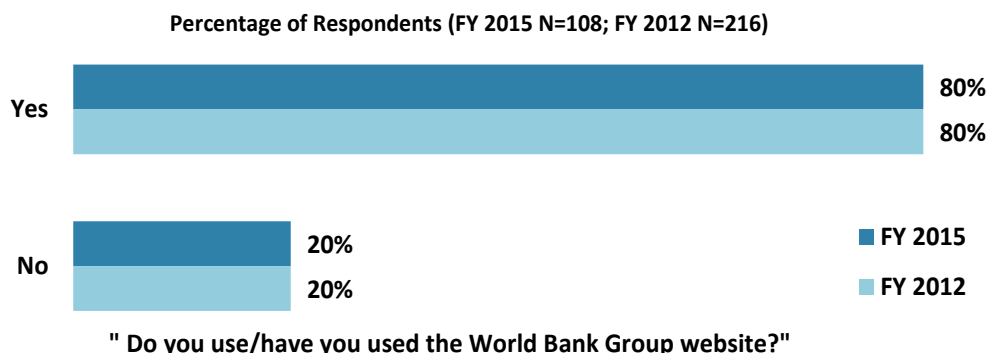
Access to Information

- **Year comparison**¹³: Respondents in this year's Country Survey were not significantly more aware of the AI Policy than respondents in FY'12.
- **Collaboration**: Respondents who currently collaborate with the WBG were significantly more likely to be aware of the AI Policy of the WBG than respondents who previously or never collaborated with the WBG.
- **Gender**: Female respondents were significantly more likely to be aware of the AI Policy of the WBG than male respondents.



Website Usage

- **Year comparison**: Similar percentages of respondents in FY'12 and this year's Surveys have used the WBG website.
- **Stakeholder groups**: Respondents from bilateral/multilateral agencies and academia/research institutes/think tanks were most likely to have used the WBG website, whereas respondents from local governments were least likely to have done so.



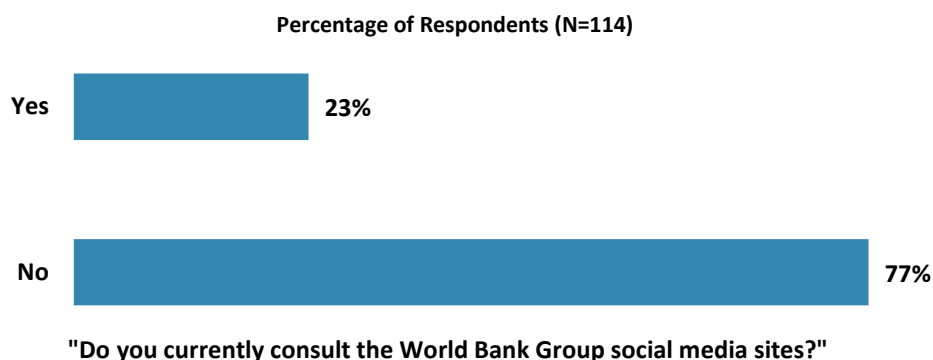
¹³ Percentages in the charts on this page were all calculated based on weighted data. Please go to Appendix F for more details on weighting.



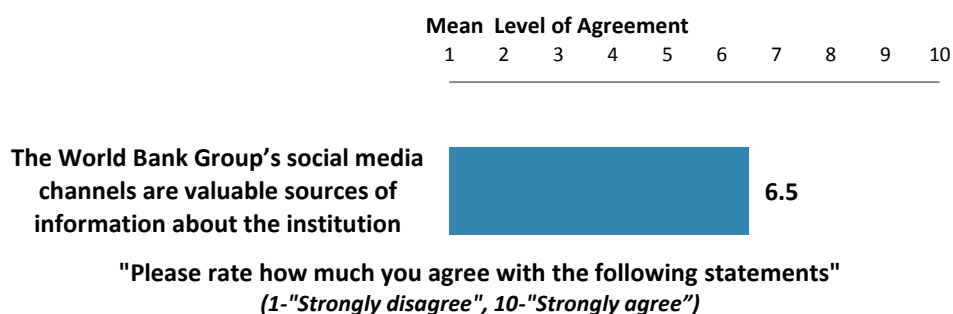
X. Communication and Openness (continued)

Use of WBG's Social Media Channels

- **Stakeholder groups:** Respondents from academia/research institutes/think tanks were most likely to indicate that they consulted the WBG social media sites, whereas respondents from the private sector/financial sector/private banks were significantly less likely to consult the WBG social media channels.
- **Geographic locations:** Respondents from Managua were significantly more likely to indicate that they consulted the WBG social media sites than respondents from other locations of the country.
- **Gender:** It is worth mentioning that statistically similar percentages of female and male respondents have used the WBG social media sites.



Evaluation of WBG's Social Media Channels

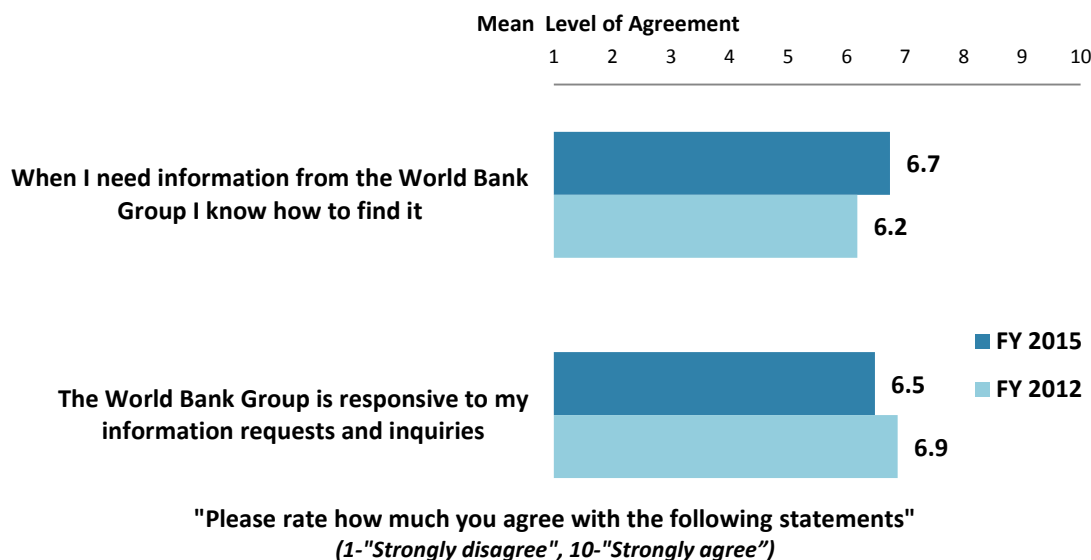




X. Communication and Openness (continued)

Information Sharing¹⁴

- **Year comparison:** Respondents in FY'12 and this year's Surveys had statistically similar levels of agreement with the two statements below.
- **Stakeholder groups:** Respondents from local governments had significantly *higher* levels of agreement with the statement that "*when I need information from the WBG I know how to find it*" than respondents from other stakeholder groups. However, respondents from local governments and CSOs had significantly *lower* levels of agreement with the statement that "*the WBG is responsive to my information requests and inquiries*" compared to other respondents.
- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of agreement with both of the statements than respondents who previously or never collaborated with the institution.



¹⁴ Means in the chart below were calculated based on weighted data. Please go to Appendix F for more details about weighting.



XI. Appendices

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Nicaragua





Appendix A: Responses to All Questions across All Respondents (N=131)

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 Nicaragua

1. In general would you say that Nicaragua is headed in ...?	Percentage of Respondents (N=122)
The right direction	51.6%
The wrong direction	28.7%
Not sure	19.7%

2. Listed below are a number of development priorities in Nicaragua. Please identify which of the following you consider the most important development priorities in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=128)
Education	60.9%
Poverty reduction	36.7%
Economic growth	22.7%
Public sector governance/ reform	16.4%
Job creation/employment	16.4%
Energy	12.5%
Food security	11.7%
Foreign direct investment	10.9%
Anti-corruption	10.2%
Health	10.2%
Law and justice	9.4%
Environmental sustainability	8.6%
Climate change	8.6%
Agricultural development	7.8%
Social protection	7.8%
Water and sanitation	7.0%
Rural development	6.3%
Equality of opportunity	6.3%
Trade and exports	5.5%
Private sector development	4.7%
Transport	3.9%
Gender equity	3.1%
Financial markets	2.3%
Disaster management	2.3%
Information and communications technology	2.3%
Global/regional integration	1.6%
Regulatory framework	0.8%
Natural resource management	0.8%
Urban development	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=128)
Education	58.6%
Job creation/employment	38.3%
Economic growth	33.6%
Rural development	18.8%
Equality of opportunity	17.2%
Water and sanitation	13.3%
Anti corruption	12.5%
Health	10.9%
Foreign direct investment	10.2%
Public sector governance/ reform	10.2%
Agricultural development	8.6%
Private sector development	8.6%
Food security	8.6%
Transport	6.3%
Social protection	6.3%
Law and justice	6.3%
Climate change	5.5%
Energy	3.9%
Environmental sustainability	3.9%
Global/regional integration	3.9%
Gender equity	3.1%
Trade and exports	3.1%
Disaster management	1.6%
Information and communications technology	0.8%
Natural resource management	0.8%
Financial markets	0.8%
Crime and violence	0.8%
Urban development	0.8%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=115)
Education and training that better ensure job opportunity	43.5%
Consistent economic growth	33.9%
Better employment opportunities for young people	21.7%
Better opportunity for the poor who live in rural areas	20.9%
Better entrepreneurial opportunities	19.1%
Greater equity of fiscal policy	14.8%
Greater access to micro-finance for the poor	9.6%
Greater voice and participation for citizens to help ensure greater accountability	6.1%
Other	6.1%
A growing middle class	5.2%
Better employment opportunities for women	5.2%
Better agricultural programs	4.3%
Greater access to health and nutrition for citizens	2.6%
Better quality public services	1.7%
Better opportunity for the poor who live in urban areas	1.7%
More reliable social safety net	1.7%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Nicaragua? (1-Not familiar at all, 10-Very familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	126	0	6.84	2.37
2. Inter-American Development Bank (IDB/BID)	123	0	6.92	2.27
3. Latin American Development Bank (CAF)	119	0	2.89	2.11
4. Central American Bank for Economic Integration (CABEI/BCiE)	123	0	6.27	2.49

Overall, please rate your impression of the effectiveness of these organizations in Nicaragua? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
5. World Bank Group (WBG)*	116	9	7.11	2.06
6. Inter-American Development Bank (IDB/BID)	113	11	7.30	1.94
7. Latin American Development Bank (CAF)	51	67	3.80	2.33
8. Central American Bank for Economic Integration (CABEI/BCiE)	102	21	6.79	2.15

Staff Preparedness	N	DK	Mean	SD
9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Nicaragua solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	110	16	7.66	1.91

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

10. When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=125)
Education	49.6%
Poverty reduction	33.6%
Public sector governance/ reform	24.0%
Transport	16.8%
Economic growth	15.2%
Rural development	14.4%
Equality of opportunity	13.6%
Agricultural development	12.8%
Job creation/employment	12.0%
Climate change	11.2%
Water and sanitation	11.2%
Anti corruption	10.4%
Health	8.8%
Food security	8.0%
Environmental sustainability	8.0%
Social protection	7.2%
Trade and exports	6.4%
Foreign direct investment	5.6%
Information and communications technology	5.6%
Law and justice	3.2%
Disaster management	3.2%
Energy	3.2%
Private sector development	3.2%
Global/regional integration	2.4%
Crime and violence	2.4%
Regulatory framework	2.4%
Urban development	1.6%
Financial markets	0.8%
Gender equity	0.8%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%

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

11. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nicaragua?	Percentage of Respondents (N=118)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	40.7%	19.0%	59.6%
Policy advice, studies, analyses	22.9%	8.6%	31.5%
Technical assistance	6.8%	20.7%	27.5%
Capacity development	10.2%	14.7%	24.8%
Mobilizing third party financial resources	5.1%	14.7%	19.7%
Data	5.1%	6.9%	12.0%
Donor coordination	0.8%	7.8%	8.6%
Linkage to non-Bank expertise	1.7%	4.3%	6.0%
Convening/Facilitating	2.5%	3.4%	6.0%
Other	3.4%	0.9%	4.3%

How EFFECTIVE do you believe the WBG is in terms of the capacity building work it does in each of the following areas in Nicaragua? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
12. Project implementation (or other organizational strengthening)	84	39	7.52	2.03
13. Citizen engagement (incorporating citizens' voices into development)	67	55	5.42	2.83
14. Policy design (for clarity and better incentives to achieve development goals)	76	48	6.68	2.11

When thinking about how to improve capacity building in Nicaragua to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
15. Project implementation (or other organizational strengthening)	103	17	8.41	1.89
16. Citizen engagement (incorporating citizens' voices into development)	93	28	8.17	2.05
17. Policy design (for clarity and better incentives to achieve development goals)	94	25	8.39	1.74

18. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=125)
Not collaborating enough with stakeholders outside the Government	23.2%
World Bank Group's processes too complex	17.6%
Not willing to honestly criticize policies and reform efforts in the country	16.8%
Not enough public disclosure of its work	16.8%
Not adequately sensitive to political/social realities in Nicaragua	16.0%
Staff too inaccessible	15.2%
World Bank Group's processes too slow	14.4%
Imposing technocratic solutions without regard to political realities	13.6%
Not aligned with other donors' work	8.0%
Too influenced by developed countries	8.0%
Don't know	7.2%
Not exploring alternative policy options	7.2%
Not aligned with country priorities	5.6%
Other	4.8%
Its advice and strategies do not lend themselves to practical problem solving	4.8%
Arrogant in its approach	2.4%
The credibility of its knowledge/data	2.4%
Not client focused	1.6%

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

19. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=125)
Investment lending	65.6%
Capacity development	34.4%
Technical assistance	31.2%
Multi-sectoral approaches	21.6%
Policy based lending / budget support to the Government	16.8%
Knowledge products/services	12.8%
Trust Fund management	6.4%
Don't know	3.2%
Other	2.4%

20. To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua? (Choose only ONE response)	Percentage of Respondents (N=125)
To a fully sufficient degree	8.8%
To a somewhat sufficient degree	32.0%
To a somewhat insufficient degree	42.4%
To a very insufficient degree	10.4%
Don't know	6.4%

To what extent do you agree with the following statements about the World Bank Group's work in Nicaragua? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
21. Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	116	6	7.19	2.26
22. The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	115	7	6.92	2.07
23. The World Bank Group supports Nicaragua's efforts to reduce social exclusion	104	16	6.76	2.20
24. The World Bank Group supports programs and strategies that are realistic for Nicaragua	115	7	6.91	2.15
25. The World Bank Group treats clients and stakeholders in Nicaragua with respect	104	14	7.90	2.03
26. The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	104	17	7.45	2.63
27. The World Bank Group is an organization that is not overly influenced by any particular country	100	20	5.71	2.74
28. The World Bank Group respects the positions, views and demands of the government of Nicaragua	106	15	7.92	1.86
29. The World Bank Group listens and takes into account your views	102	18	6.84	2.60

Current combination of WBG services meeting national development needs	N	DK	Mean	SD
30. When considering the national development needs in Nicaragua, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Nicaragua meet the national development needs of Nicaragua?? (1-To no degree at all, 10-To a very significant degree)	113	10	6.97	1.98

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

To what extent is the WBG an effective development partner in Nicaragua, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	102	16	7.19	1.93
32. Flexibility (in terms of the institution's products and services)*	96	20	6.72	2.06
33. Flexibility (in terms of changing country circumstances)*	102	14	6.77	1.96
34. Being inclusive*	98	17	6.81	2.19
35. Openness*	100	13	7.26	2.08
36. Staff accessibility*	101	13	6.66	2.36
37. Straightforwardness and honesty*	92	18	7.35	2.26
38. Ease of access to the people at the World Bank Group who are making decisions important to my work*	94	21	6.49	2.57
39. Collaboration with civil society*	90	27	5.94	2.56
40. Collaboration with the Government*	102	12	8.46	1.40
41. Collaboration with other donors and development partners*	88	27	7.47	2.11
42. Collaboration with the private sector*	89	27	7.56	2.02
43. The speed in which it gets things accomplished on the ground*	89	28	6.66	1.97
44. Being a long-term partner*	100	17	7.77	2.19

45. To be a more effective development partner in Nicaragua, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=118)
More local presence	71.2%
The current level of local presence is adequate	22.9%
Less local presence	.8%
Don't know	5.1%

46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=120)
The World Bank Group is not sensitive enough to political/social realities on the ground	35.0%
There is not an adequate level of citizen/civil society participation	28.3%
Political pressures and obstacles	27.5%
Lack of/inadequate levels of capacity in Government	26.7%
Reforms are not well thought out in light of country challenges	17.5%
Poor donor coordination	14.2%
The World Bank Group does not do adequate follow through/follow-up	12.5%
The World Bank Group works too slowly	11.7%
The Government works inefficiently	11.7%
Other	1.7%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Nicaragua? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	108	10	7.42	2.61
2. Information and communications technology	109	8	7.63	2.34
3. Transport	111	5	7.95	2.11
4. Crime and violence	104	7	6.49	2.65
5. Law and justice	109	7	7.18	2.48
6. Urban development	106	7	7.00	2.26
7. Environmental sustainability	107	5	7.64	2.30
8. Regulatory framework	99	11	7.17	2.30
9. Communicable/non-communicable diseases	102	10	6.73	2.32
10. Poverty reduction	113	5	8.82	1.69
11. Gender equity	104	8	7.54	2.22
12. Private sector development	108	7	7.41	2.21
13. Foreign direct investment	110	4	7.66	2.17
14. Water and sanitation	105	7	8.38	1.79
15. Trade and exports	107	6	7.52	2.02
16. Economic growth	109	6	8.52	1.90
17. Energy	106	7	8.08	1.93
18. Disaster management	106	8	7.40	2.13
19. Public sector governance/ reform	108	5	7.94	2.25
20. Job creation/employment	109	5	7.81	2.44
21. Financial markets	101	7	7.44	1.87
22. Equality of opportunity	105	8	7.96	2.07
23. Health	108	6	7.81	2.29
24. Rural development	108	5	8.06	2.07
25. Global/regional integration	103	10	7.40	2.25
26. Food security	108	6	7.75	2.06
27. Education	109	7	8.61	1.99
28. Social protection	101	10	7.30	2.38
29. Climate change	109	7	7.72	2.22
30. Agricultural development	103	8	8.17	2.03
31. Natural resource management	102	10	6.99	2.53

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	56	62	5.11	2.85
2. Information and communications technology	57	58	6.72	2.35
3. Transport	83	33	7.75	1.90
4. Crime and violence	50	63	6.16	2.51
5. Law and justice	55	58	5.85	2.66
6. Urban development	55	58	6.56	2.07
7. Environmental sustainability	73	44	6.58	2.46
8. Regulatory framework	63	49	6.67	2.21
9. Communicable/non-communicable diseases	61	53	6.49	2.34
10. Poverty reduction	86	31	7.17	2.35
11. Gender equity	69	46	6.55	2.48
12. Private sector development	69	45	6.99	1.89
13. Foreign direct investment	63	51	7.06	1.92
14. Water and sanitation	79	36	7.85	1.83
15. Trade and exports	65	50	7.22	1.83
16. Economic growth	79	36	7.46	1.91
17. Energy	81	33	7.46	1.85
18. Disaster management	64	47	6.83	2.41
19. Public sector governance/ reform	80	33	6.84	2.61
20. Job creation/employment	66	48	6.12	2.67
21. Financial markets	60	55	6.80	2.19
22. Equality of opportunity	74	40	6.54	2.51
23. Health	82	34	7.24	2.35
24. Rural development	78	37	6.90	2.31
25. Global/regional integration	53	58	6.85	2.24
26. Food security	75	40	6.81	2.24
27. Education	85	28	7.29	2.37
28. Social protection	66	48	6.67	2.49
29. Climate change	71	43	6.83	2.42
30. Agricultural development	75	40	6.63	2.27
31. Natural resource management	62	52	6.65	2.45

3. Where are the World Bank Group's decisions made primarily that support the program in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=120)
At the Headquarters (in Washington D.C.)	60.8%
In the country	13.3%
Don't know	25.8%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	112	8	7.04	2.19

To what extent do you agree with the following statements about the World Bank Group in Nicaragua? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Nicaragua*	107	13	6.90	2.05
6. The World Bank Group meets Nicaragua's needs for knowledge services*	104	13	6.82	2.16

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

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	82	35	6.72	2.18

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=120)			
Weekly	10.0%			
Monthly	18.3%			
A few times a year	42.5%			
Rarely	25.0%			
Never	4.2%			

In Nicaragua, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	103	13	6.79	2.14
3. Lead to practical solutions	100	13	6.56	2.11
4. Are accessible (well written and easy to understand)	103	10	6.76	2.08
5. Are translated enough into local language	99	12	6.82	2.08
6. Are adaptable to Nicaragua's specific development challenges and country circumstances*	104	13	6.80	2.08

Overall Evaluations	N	DK	Mean	SD
7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	112	8	7.50	2.04
8. Overall, how would you rate the technical quality of the WBG's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	111	9	7.61	1.89

9. Have you read/consulted the most LAC Flagship Report: [Inequality of a Lower Growth Latin America]?	Percentage of Respondents (N=115)			
Yes	35.7%			
No	64.3%			

Flagship Reports	N	DK	Mean	SD
10. To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading? (1-To no degree at all, 10-To a very significant degree)	50	67	7.26	1.72
11. To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do? (1-To no degree at all, 10-To a very significant degree)	50	66	7.52	2.01

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	82	36	6.61	2.41
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	97	20	7.38	2.24
3. The World Bank Group's approvals and reviews are done in a timely fashion	89	28	7.06	2.16
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	76	39	7.30	1.95
5. The World Bank Group's conditions on its lending are reasonable	95	22	7.15	1.91
6. The World Bank Group takes decisions quickly in Nicaragua*	84	33	6.68	2.01
7. Working with the World Bank Group increases Nicaragua's institutional capacity	98	18	7.16	2.01
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	74	42	7.19	2.06
9. The World Bank Group provides effective implementation support	87	29	7.38	2.18

WBG Promoting PPP in Nicaragua	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	86	34	6.64	2.22

11. Which of the following best describes the way the World Bank Group operates in Nicaragua? (Select only one response)	Percentage of Respondents (N=119)
The World Bank Group takes too much risk in Nicaragua	1.7%
The World Bank Group does not take enough risk in Nicaragua	35.3%
The World Bank Group's approach to risk is appropriate	42.9%
Don't know	20.2%

12. Which of the following best describes the World Bank Group's support in Nicaragua? (Select only one response)	Percentage of Respondents (N=120)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nicaragua	50.0%
The World Bank Group is not sufficiently selective in Nicaragua, and it is involved in too many areas of development	26.7%
Don't know	23.3%

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

WBG moving in the right direction in the last three years	N	DK	Mean	SD
1. In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	100	19	7.01	2.10

Role of International Development Cooperation	N	DK	Mean	SD
2. How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future? (1-To no degree at all, 10-To a very significant degree)	119	1	8.45	1.73

3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=118)
Increase the level of capacity development in the country	39.0%
Reach out more to groups outside of Government	37.3%
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	22.9%
Offer more innovative financial products	22.9%
Reduce the complexity of obtaining World Bank Group financing	16.1%
Collaborate more effectively with Government clients	10.2%
Improve the quality of its experts as related to Nicaragua's specific challenges	8.5%
Ensure greater selectivity in its work	8.5%
Improve the competitiveness of its financing compared to markets	8.5%
Offer more innovative knowledge services	7.6%
Work faster	7.6%
Other	2.5%
Increase availability of Fee-Based services	1.7%

4. When considering the combination of services that the WBG offers in Nicaragua and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=114)
Financial services	35.1%
Knowledge products	22.8%
Convening services	9.6%
None of the above	.9%
The combination is appropriate for Nicaragua	25.4%
Don't know	6.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=119)
Internet	63.9%
Periodicals	53.8%
Local newspapers	30.3%
Local television	14.3%
Other	11.8%
International newspapers	6.7%
Social media	5.0%
International television	2.5%
Local radio	2.5%
International radio	0.0%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=120)			
Direct contact with World Bank Group	46.7%			
e-Newsletters	44.2%			
World Bank Group's seminars/workshops/conferences	40.8%			
World Bank Group's publications and other written materials	30.0%			
World Bank Group's website	19.2%			
Social media	7.5%			
Mobile phones	2.5%			
Other	1.7%			

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=114)			
Yes	28.9%			
No	71.1%			

4. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=115)			
Yes	83.5%			
No	16.5%			

5. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=114)			
Yes	22.8%			
No	77.2%			

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. When I need information from the World Bank Group I know how to find it	98	11	6.81	2.58
7. The World Bank Group's social media channels are valuable sources of information about the institution	59	30	6.49	2.79
8. The World Bank Group is responsive to my information requests and inquiries	88	29	6.64	2.62

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=119)
NGO/Community Based Organization	19.3%
Media	14.3%
Academia/Research Institute/Think Tank	11.8%
Private Sector Organization	10.1%
Bilateral/Multilateral Agency	8.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	6.7%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	6.7%
Other	5.9%
Local Government Office or Staff	4.2%
Private Foundation	4.2%
Office of the President	1.7%
Office of Minister	1.7%
Financial Sector/Private Bank	1.7%
Independent Government Institution	1.7%
Office of Parliamentarian	.8%
Youth group	.8%
2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=116)
Other	17.2%
Education	13.8%
Generalist (specialized in multiple sectors)	12.9%
Urban, rural, and social development	10.3%
Finance and markets	8.6%
Macroeconomics and fiscal management	5.2%
Water	4.3%
Environment and natural resources	4.3%
Agriculture	4.3%
Social protection and labor	2.6%
Health, nutrition, and population	2.6%
Transport and ICT	2.6%
Governance	2.6%
Public-private partnerships	1.7%
Trade and competitiveness	1.7%
Poverty	1.7%
Fragility, conflict and violence	.9%
Energy and extractives	.9%
Gender	.9%
Climate Change	.9%
3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=115)
I currently collaborate with the World Bank Group	9.6%
I have previously collaborate with the World Bank Group	29.6%
Both of the above	24.3%
I have never collaborated with the World Bank Group	36.5%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=108)
The World Bank (IDA)	73.1%
The International Finance Corporation (IFC)	11.1%
Other	15.7%
5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=104)
Yes	26.9%
No	73.1%
6. If yes, what was your view of how the two institutions work together in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=31)
The two institutions work well together	38.7%
The way the two institutions work together needs improvement	32.3%
The two institutions do not work well together	6.5%
Don't know	22.6%
7. Which of the following describes most of your exposure to the World Bank Group in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=115)
Use World Bank Group reports/data	50.4%
Observer	36.5%
Use World Bank Group website for information, data, research, etc.	34.8%
Engage in World Bank Group related/sponsored events/activities	33.0%
Collaborate as part of my professional duties	20.9%
8. What's your gender?	Percentage of Respondents (N=118)
Female	39.8%
Male	60.2%
9. Which best represents your geographic location?	Percentage of Respondents (N=120)
Managua	85.0%
Pacific	4.2%
Central	5.0%
Atlantic	5.8%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁵**A. General Issues facing Nicaragua**

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	87.5%	80.0%	50.0%	92.3%	33.3%	31.3%	33.3%	41.7%
The wrong direction	12.5%	20.0%	0.0%	0.0%	40.7%	50.0%	50.0%	33.3%
Not sure	0.0%	0.0%	50.0%	7.7%	25.9%	18.8%	16.7%	25.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Social protection	25.0%	20.0%	22.2%	0.0%	7.4%	0.0%	7.1%	0.0%
Food security	12.5%	0.0%	0.0%	21.4%	14.8%	23.5%	0.0%	7.1%
Public sector governance/ reform	18.8%	20.0%	22.2%	0.0%	25.9%	11.8%	0.0%	14.3%
Education*	37.5%	80.0%	66.7%	50.0%	66.7%	52.9%	100.0%	64.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	7.4%	5.9%	0.0%	7.1%
Private sector development	0.0%	0.0%	0.0%	7.1%	3.7%	11.8%	0.0%	7.1%
Foreign direct investment	6.3%	0.0%	11.1%	28.6%	0.0%	23.5%	7.1%	7.1%
Water and sanitation	18.8%	0.0%	0.0%	7.1%	0.0%	0.0%	7.1%	14.3%
Anti-corruption	6.3%	40.0%	11.1%	7.1%	7.4%	17.6%	0.0%	7.1%
Job creation/employment	6.3%	0.0%	11.1%	7.1%	25.9%	29.4%	21.4%	14.3%
Rural development	12.5%	0.0%	11.1%	7.1%	3.7%	0.0%	7.1%	14.3%
Financial markets	0.0%	0.0%	0.0%	14.3%	3.7%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	6.3%	0.0%	0.0%	7.1%	14.8%	0.0%	7.1%	7.1%
Equality of opportunity	0.0%	0.0%	11.1%	0.0%	14.8%	5.9%	7.1%	0.0%
Health	12.5%	20.0%	11.1%	14.3%	7.4%	11.8%	7.1%	7.1%
Global/regional integration	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	56.3%	60.0%	33.3%	21.4%	33.3%	23.5%	64.3%	28.6%
Energy*	0.0%	0.0%	22.2%	42.9%	3.7%	29.4%	0.0%	14.3%
Transport	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	7.1%
Climate change	0.0%	20.0%	0.0%	7.1%	14.8%	0.0%	0.0%	14.3%
Agricultural development	0.0%	0.0%	22.2%	0.0%	14.8%	0.0%	7.1%	21.4%
Trade and exports*	6.3%	0.0%	0.0%	35.7%	0.0%	0.0%	0.0%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth*	43.8%	20.0%	44.4%	0.0%	7.4%	35.3%	42.9%	14.3%
Law and justice	0.0%	0.0%	0.0%	7.1%	14.8%	11.8%	7.1%	14.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Disaster management	6.3%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	7.1%
Information and communications technology*	12.5%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

¹⁵ Only 119 respondents provided the information about their current positions. Thus only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Water and sanitation	18.8%	0.0%	0.0%	14.3%	10.7%	17.6%	7.1%	21.4%
Equality of opportunity	12.5%	40.0%	40.0%	7.1%	14.3%	23.5%	21.4%	7.1%
Economic growth*	43.8%	0.0%	60.0%	50.0%	25.0%	29.4%	42.9%	7.1%
Climate change	6.3%	20.0%	0.0%	0.0%	7.1%	5.9%	0.0%	14.3%
Global/regional integration	18.8%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	7.1%	7.1%	0.0%	0.0%	7.1%
Health	12.5%	20.0%	10.0%	7.1%	14.3%	17.6%	7.1%	7.1%
Urban development	0.0%	0.0%	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%	0.0%	0.0%
Social protection	12.5%	0.0%	0.0%	0.0%	0.0%	11.8%	7.1%	7.1%
Law and justice	0.0%	0.0%	0.0%	7.1%	14.3%	0.0%	0.0%	14.3%
Transport	12.5%	0.0%	0.0%	14.3%	0.0%	11.8%	7.1%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	60.0%	10.0%	0.0%	14.3%	5.9%	7.1%	14.3%
Private sector development	0.0%	0.0%	20.0%	21.4%	3.6%	5.9%	14.3%	7.1%
Foreign direct investment	25.0%	0.0%	0.0%	28.6%	3.6%	11.8%	0.0%	7.1%
Education*	37.5%	40.0%	70.0%	35.7%	71.4%	58.8%	85.7%	71.4%
Energy	0.0%	20.0%	10.0%	0.0%	0.0%	5.9%	0.0%	7.1%
Public sector governance/ reform	12.5%	0.0%	10.0%	7.1%	7.1%	11.8%	7.1%	14.3%
Natural resource management	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	10.0%	0.0%	7.1%	0.0%	0.0%	7.1%
Disaster management	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	12.5%	20.0%	20.0%	28.6%	21.4%	5.9%	21.4%	21.4%
Agricultural development	6.3%	0.0%	10.0%	14.3%	7.1%	11.8%	14.3%	7.1%
Job creation/employment	25.0%	60.0%	30.0%	21.4%	46.4%	64.7%	50.0%	21.4%
Financial markets	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.5%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	7.1%
Food security	6.3%	20.0%	0.0%	21.4%	7.1%	0.0%	7.1%	14.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Better employment opportunities for young people	12.5%	20.0%	11.1%	7.1%	28.6%	25.0%	27.3%	30.8%
Better employment opportunities for women	18.8%	0.0%	0.0%	7.1%	0.0%	0.0%	9.1%	0.0%
Greater access to micro-finance for the poor	18.8%	0.0%	0.0%	28.6%	9.5%	6.3%	0.0%	7.7%
Greater voice and participation for citizens to help ensure greater accountability	12.5%	0.0%	0.0%	0.0%	4.8%	12.5%	0.0%	7.7%
Greater access to health and nutrition for citizens	6.3%	0.0%	11.1%	0.0%	4.8%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	31.3%	0.0%	0.0%	35.7%	14.3%	12.5%	9.1%	7.7%
A growing middle class	0.0%	0.0%	0.0%	7.1%	14.3%	12.5%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	12.5%	20.0%	44.4%	21.4%	23.8%	6.3%	27.3%	38.5%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	7.7%
Consistent economic growth*	37.5%	100.0%	55.6%	42.9%	14.3%	18.8%	36.4%	30.8%
More reliable social safety net	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Greater equity of fiscal policy	6.3%	20.0%	11.1%	0.0%	33.3%	18.8%	0.0%	23.1%
Education and training that better ensure job opportunity	31.3%	40.0%	44.4%	28.6%	38.1%	68.8%	72.7%	38.5%
Better quality public services	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Better agricultural programs	0.0%	0.0%	11.1%	14.3%	0.0%	6.3%	0.0%	0.0%
Other	6.3%	0.0%	11.1%	7.1%	9.5%	0.0%	18.2%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	16	8.31	1.92	5	8.20	1.92	10	8.30	1.64	14	6.71	2.13	26	5.50	2.32	17	6.71	2.17	14	7.43	1.79	14	5.86	2.85
Inter-American Development Bank (IDB/BID)*	16	7.50	2.19	5	6.20	3.27	10	9.10	.99	14	7.57	2.10	25	5.20	2.14	17	6.71	1.49	14	7.93	1.49	13	6.54	2.07
Latin American Development Bank (CAF)*	15	3.20	2.11	5	3.20	2.77	9	3.67	2.24	13	4.69	2.39	25	2.24	1.36	17	3.41	2.37	14	1.86	1.56	13	2.31	2.25
Central American Bank for Economic Integration (CABE/BCiE)*	16	7.19	1.91	5	7.60	1.67	9	7.22	1.86	14	7.14	2.21	26	4.62	2.70	17	6.76	2.19	14	6.57	2.53	14	5.93	2.50

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	16	7.81	2.14	5	9.00	1.41	10	7.20	2.20	13	6.85	1.63	24	5.92	2.04	14	8.07	1.44	14	7.00	2.04	11	6.73	2.05
Inter-American Development Bank (IDB/BID)*	15	7.80	2.08	5	8.40	.89	10	8.00	1.15	14	7.43	1.79	21	5.95	2.09	14	8.00	1.41	14	7.29	1.54	12	6.75	2.38
Latin American Development Bank (CAF)	5	4.20	1.92	5	3.80	3.35	2	5.50	2.12	10	4.10	1.85	9	3.00	1.58	7	5.29	3.30	4	1.75	.96	6	3.83	2.79
Central American Bank for Economic Integration (CABE/BCiE)	15	7.00	2.07	5	8.60	1.14	10	7.20	2.15	13	6.77	2.09	18	6.00	2.30	12	7.58	1.98	12	6.08	2.11	11	6.55	2.30

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?	13	8.46	1.27	5	8.20	1.64	10	7.80	1.75	14	7.86	1.79	23	6.87	2.01	12	8.33	1.92	12	7.58	2.50	12	6.92	2.19

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Social protection	18.8%	0.0%	0.0%	0.0%	0.0%	5.9%	7.1%	14.3%
Crime and violence	6.3%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	7.1%
Transport	18.8%	40.0%	0.0%	35.7%	11.1%	17.6%	14.3%	14.3%
Agricultural development	6.3%	0.0%	10.0%	7.1%	7.4%	23.5%	28.6%	21.4%
Global/regional integration	6.3%	0.0%	10.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Anti corruption	6.3%	40.0%	0.0%	7.1%	7.4%	5.9%	14.3%	14.3%
Public sector governance/ reform	12.5%	0.0%	40.0%	21.4%	33.3%	11.8%	21.4%	28.6%
Health	12.5%	0.0%	10.0%	7.1%	3.7%	23.5%	7.1%	7.1%
Rural development	12.5%	20.0%	20.0%	21.4%	7.4%	17.6%	0.0%	28.6%
Foreign direct investment*	25.0%	0.0%	0.0%	0.0%	3.7%	5.9%	0.0%	0.0%
Education	25.0%	0.0%	60.0%	50.0%	55.6%	58.8%	71.4%	50.0%
Energy	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	14.3%	0.0%
Job creation/employment	12.5%	0.0%	10.0%	14.3%	14.8%	17.6%	14.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	10.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Environmental sustainability	6.3%	0.0%	0.0%	14.3%	11.1%	0.0%	14.3%	7.1%
Equality of opportunity	0.0%	20.0%	30.0%	0.0%	18.5%	29.4%	14.3%	7.1%
Private sector development*	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	0.0%	7.1%
Water and sanitation	12.5%	20.0%	0.0%	7.1%	7.4%	11.8%	14.3%	7.1%
Food security	12.5%	20.0%	10.0%	7.1%	11.1%	5.9%	0.0%	0.0%
Climate change*	0.0%	40.0%	10.0%	0.0%	22.2%	0.0%	7.1%	21.4%
Poverty reduction	37.5%	60.0%	20.0%	21.4%	40.7%	35.3%	14.3%	35.7%
Trade and exports	18.8%	0.0%	0.0%	0.0%	3.7%	5.9%	14.3%	7.1%
Economic growth	12.5%	20.0%	50.0%	21.4%	11.1%	0.0%	21.4%	14.3%
Law and justice	0.0%	0.0%	0.0%	7.1%	3.7%	5.9%	0.0%	7.1%
Regulatory framework	6.3%	0.0%	10.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Information and communications technology*	25.0%	0.0%	0.0%	7.1%	7.4%	0.0%	0.0%	0.0%
Disaster management	6.3%	20.0%	0.0%	0.0%	3.7%	5.9%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Convening/Facilitating	0.0%	0.0%	0.0%	7.7%	8.0%	0.0%	0.0%	0.0%
Data	6.7%	0.0%	11.1%	0.0%	4.0%	0.0%	0.0%	14.3%
Policy advice, studies, analyses	6.7%	0.0%	22.2%	46.2%	28.0%	18.8%	38.5%	7.1%
Financial resources	53.3%	80.0%	44.4%	15.4%	36.0%	50.0%	38.5%	50.0%
Capacity development	20.0%	0.0%	0.0%	7.7%	8.0%	0.0%	15.4%	7.1%
Technical assistance	6.7%	20.0%	22.2%	7.7%	4.0%	6.3%	7.7%	0.0%
Mobilizing third party financial resources	6.7%	0.0%	0.0%	7.7%	4.0%	6.3%	0.0%	14.3%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	7.7%	0.0%	12.5%	0.0%	0.0%

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	15.4%	0.0%
Data*	0.0%	0.0%	44.4%	0.0%	4.0%	13.3%	0.0%	0.0%
Policy advice, studies, analyses	6.7%	0.0%	11.1%	0.0%	0.0%	6.7%	15.4%	21.4%
Financial resources	26.7%	0.0%	22.2%	30.8%	24.0%	6.7%	7.7%	7.1%
Capacity development	20.0%	20.0%	0.0%	15.4%	24.0%	13.3%	7.7%	14.3%
Technical assistance	0.0%	60.0%	11.1%	30.8%	16.0%	33.3%	15.4%	35.7%
Mobilizing third party financial resources	26.7%	0.0%	11.1%	23.1%	8.0%	13.3%	30.8%	7.1%
Donor coordination	13.3%	20.0%	0.0%	0.0%	4.0%	13.3%	7.7%	7.1%
Linkage to non-Bank expertise	6.7%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	15	8.60	1.68	4	9.00	1.41	7	7.71	1.70	8	7.50	1.41	18	6.17	2.26	8	8.13	1.64	9	7.00	2.06	9	7.11	2.57
Citizen engagement (incorporating citizens' voices into development)*	9	7.33	3.16	4	8.50	1.29	4	4.25	2.22	4	4.75	3.30	18	4.33	2.63	8	6.13	2.53	7	3.00	2.16	9	5.89	2.42
Policy design (for clarity and better incentives to achieve development goals)	12	7.42	2.19	3	8.67	1.53	7	7.57	1.40	7	6.00	2.24	20	5.80	2.09	7	7.57	2.23	7	5.71	2.56	8	6.50	1.41

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	15	8.93	1.75	5	9.60	.89	9	8.11	2.03	9	8.33	1.32	23	7.78	1.93	10	9.10	1.29	12	8.67	1.15	13	7.69	3.12
Citizen engagement (incorporating citizens' voices into development)	12	8.75	2.01	4	8.75	1.50	8	6.75	2.55	7	7.43	1.51	23	7.83	2.29	11	9.27	.90	11	8.64	1.43	12	7.92	2.54
Policy design (for clarity and better incentives to achieve development goals)	13	9.00	1.87	4	9.25	1.50	9	8.67	1.22	9	7.67	1.12	22	7.59	1.99	9	8.89	1.05	12	9.00	1.35	11	8.09	2.39

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Staff too inaccessible	12.5%	20.0%	10.0%	23.1%	10.7%	17.6%	21.4%	7.1%
Not exploring alternative policy options	12.5%	0.0%	10.0%	0.0%	0.0%	0.0%	21.4%	21.4%
Not collaborating enough with stakeholders outside the Government*	0.0%	0.0%	10.0%	30.8%	60.7%	5.9%	28.6%	14.3%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	0.0%	0.0%	0.0%	3.6%	5.9%	7.1%	7.1%
Not enough public disclosure of its work	31.3%	20.0%	10.0%	0.0%	14.3%	11.8%	21.4%	28.6%
Arrogant in its approach	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	7.1%	7.1%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	7.1%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	14.3%
World Bank Group's processes too complex*	37.5%	60.0%	20.0%	23.1%	10.7%	5.9%	0.0%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	0.0%	30.0%	7.7%	14.3%	29.4%	21.4%	21.4%
Too influenced by developed countries	12.5%	20.0%	0.0%	7.7%	10.7%	0.0%	7.1%	14.3%
Imposing technocratic solutions without regard to political realities	25.0%	0.0%	0.0%	23.1%	10.7%	11.8%	14.3%	14.3%
World Bank Group's processes too slow	18.8%	20.0%	20.0%	23.1%	14.3%	17.6%	7.1%	7.1%
Not aligned with other donors' work*	12.5%	0.0%	40.0%	23.1%	3.6%	0.0%	0.0%	0.0%
Not aligned with country priorities	6.3%	40.0%	10.0%	0.0%	7.1%	0.0%	0.0%	7.1%
Not adequately sensitive to political/social realities in Nicaragua	0.0%	20.0%	10.0%	15.4%	17.9%	35.3%	7.1%	7.1%
Other	0.0%	0.0%	10.0%	0.0%	7.1%	5.9%	0.0%	7.1%
Don't know	0.0%	0.0%	10.0%	7.7%	3.6%	23.5%	7.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Trust Fund management	0.0%	20.0%	0.0%	0.0%	14.3%	5.9%	0.0%	7.1%
Knowledge products/services	0.0%	0.0%	20.0%	14.3%	10.7%	17.6%	7.1%	21.4%
Investment lending	87.5%	80.0%	60.0%	57.1%	53.6%	82.4%	57.1%	57.1%
Technical assistance	18.8%	40.0%	30.0%	21.4%	32.1%	41.2%	35.7%	35.7%
Capacity development*	56.3%	0.0%	20.0%	42.9%	25.0%	11.8%	57.1%	42.9%
Policy based lending / budget support to the Government	12.5%	20.0%	50.0%	21.4%	14.3%	11.8%	14.3%	14.3%
Multi-sectoral approaches	12.5%	40.0%	20.0%	28.6%	32.1%	17.6%	21.4%	7.1%
Other	6.3%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	7.1%	3.6%	5.9%	0.0%	7.1%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
To a fully sufficient degree	18.8%	60.0%	10.0%	7.1%	3.6%	5.9%	0.0%	7.1%
To a somewhat sufficient degree	50.0%	0.0%	40.0%	28.6%	28.6%	29.4%	21.4%	28.6%
To a somewhat insufficient degree	25.0%	40.0%	40.0%	50.0%	39.3%	41.2%	64.3%	42.9%
To a very insufficient degree	0.0%	0.0%	0.0%	7.1%	21.4%	11.8%	7.1%	21.4%
Don't know	6.3%	0.0%	10.0%	7.1%	7.1%	11.8%	7.1%	0.0%

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	16	8.31	1.82	4	9.00	2.00	10	7.50	2.59	11	7.27	1.79	25	6.12	2.30	15	7.80	2.08	14	6.64	2.44	14	6.50	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	15	8.07	1.87	4	8.25	1.71	10	7.50	2.01	12	7.08	1.56	25	5.72	1.99	16	7.25	2.02	14	6.93	2.09	13	6.08	2.33
The World Bank Group supports Nicaragua's efforts to reduce social exclusion	13	8.00	1.87	2	8.00	2.83	8	7.25	2.25	11	6.73	1.42	24	6.17	2.28	14	6.50	2.24	14	6.71	2.20	12	5.83	2.76
The World Bank Group supports programs and strategies that are realistic for Nicaragua*	15	8.07	1.98	5	9.20	1.79	10	7.30	1.95	12	6.25	1.36	25	5.64	1.96	15	7.13	2.00	14	6.86	2.28	12	6.67	2.53
The World Bank Group treats clients and stakeholders in Nicaragua with respect	15	8.67	1.80	3	8.00	1.73	9	8.22	2.11	12	8.25	1.36	22	7.23	2.31	11	8.18	1.78	14	6.86	2.35	11	7.91	2.26
The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	14	8.07	2.81	5	9.00	1.73	9	7.44	2.19	11	7.18	3.03	20	6.85	2.91	14	6.57	2.93	14	7.64	2.50	12	8.08	2.02
The World Bank Group is an organization that is not overly influenced by any particular country	12	7.50	2.84	2	7.00	1.41	9	5.78	2.64	9	6.89	2.26	23	4.91	2.75	13	4.85	2.88	14	5.86	2.60	13	5.38	2.79
The World Bank Group respects the positions, views and demands of the government of Nicaragua	15	8.47	1.73	4	9.00	2.00	9	7.11	2.26	11	7.45	2.02	23	7.65	2.06	13	8.23	1.36	14	8.50	1.40	11	7.45	2.11
The World Bank Group listens and takes into account your views*	15	8.60	1.80	3	8.33	2.08	8	6.88	2.30	12	6.58	2.39	24	5.67	2.73	9	7.00	2.74	11	5.91	2.39	13	6.46	2.90

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
When considering the national development needs in Nicaragua, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Nicaragua meet the national development needs of Nicaragua?*	15	8.07	1.67	5	8.80	1.64	10	6.80	1.99	11	7.64	1.21	24	5.96	1.90	14	7.29	1.90	14	6.86	1.83	13	5.92	2.53

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

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Responsiveness*	16	8.00	1.71	3	8.67	1.15	9	7.33	1.87	11	7.00	1.18	23	6.35	2.21	13	8.00	1.47	12	6.67	1.78	11	6.45	2.34
Flexibility (in terms of the institution's products and services)	14	7.64	1.65	4	9.25	.96	8	6.88	1.81	10	6.30	1.57	22	5.95	2.52	11	7.00	1.26	13	6.23	1.96	11	6.36	2.42
Flexibility (in terms of changing country circumstances)	15	7.67	1.63	3	9.00	1.00	9	6.78	1.99	11	6.45	1.63	22	6.23	2.05	12	7.25	1.66	14	5.93	1.64	12	6.67	2.64
Being inclusive	13	7.92	1.93	4	8.75	.96	8	7.13	1.81	11	6.73	1.85	23	5.91	2.43	9	7.11	2.42	14	6.07	1.94	12	6.67	2.35
Openness	15	8.07	1.98	3	8.33	.58	10	8.20	1.75	10	6.80	1.40	23	6.74	2.34	10	7.20	2.35	13	6.31	2.63	12	7.42	1.62
Staff accessibility*	15	8.20	1.74	3	8.33	1.53	10	7.50	2.07	10	6.30	1.70	22	6.41	2.36	11	5.09	2.88	14	5.71	2.27	12	6.42	2.47
Straightforwardness and honesty	15	8.33	1.80	4	9.50	1.00	8	7.38	1.41	8	7.75	1.16	22	6.73	2.91	8	7.50	2.07	13	6.08	2.29	10	7.30	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	7.71	2.33	3	8.67	.58	8	7.75	2.19	10	6.20	2.35	20	5.45	2.70	12	5.50	2.68	11	5.45	2.21	12	6.92	2.61
Collaboration with civil society*	10	7.60	2.22	3	9.00	1.00	5	6.20	2.49	8	6.25	2.38	25	5.20	2.77	11	6.27	2.15	13	5.31	2.29	11	4.82	2.48
Collaboration with the Government	15	8.40	1.80	4	9.50	1.00	8	8.13	1.73	10	8.50	1.08	23	8.61	1.03	13	8.54	.78	13	8.62	1.12	12	7.58	2.19
Collaboration with other donors and development partners	10	7.80	2.04	3	9.00	1.00	10	7.40	2.46	8	7.75	1.04	21	7.00	2.53	10	8.10	.88	12	7.50	1.78	11	6.45	2.81
Collaboration with the private sector	9	8.22	2.33	3	9.33	1.15	6	7.00	1.67	11	6.82	1.99	22	8.00	1.31	12	8.08	1.51	10	7.40	1.84	12	6.67	2.93
The speed in which it gets things accomplished on the ground*	14	7.79	1.81	3	9.00	1.00	7	7.00	2.16	10	6.60	1.07	20	6.05	1.82	9	6.89	2.57	11	5.55	1.57	11	6.36	2.11
Being a long-term partner	15	8.40	1.99	5	9.40	.89	10	7.50	2.17	11	7.27	2.49	20	7.50	2.09	11	8.09	2.21	11	7.36	2.58	13	7.08	2.36

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
More local presence	60.0%	60.0%	50.0%	76.9%	70.4%	94.1%	71.4%	69.2%
The current level of local presence is adequate	40.0%	20.0%	40.0%	15.4%	22.2%	5.9%	14.3%	30.8%
Less local presence	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Don't know	0.0%	20.0%	10.0%	7.7%	3.7%	0.0%	14.3%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	18.8%	0.0%	10.0%	15.4%	7.1%	6.3%	7.1%	28.6%
Poor donor coordination	18.8%	40.0%	30.0%	23.1%	3.6%	0.0%	21.4%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	56.3%	40.0%	20.0%	46.2%	35.7%	12.5%	42.9%	28.6%
Lack of/inadequate levels of capacity in Government	6.3%	20.0%	30.0%	15.4%	39.3%	25.0%	28.6%	35.7%
There is not an adequate level of citizen/civil society participation	25.0%	0.0%	10.0%	30.8%	46.4%	31.3%	14.3%	21.4%
The World Bank Group works too slowly	6.3%	20.0%	10.0%	15.4%	7.1%	12.5%	14.3%	21.4%
The Government works inefficiently	6.3%	0.0%	20.0%	23.1%	7.1%	18.8%	0.0%	7.1%
Political pressures and obstacles*	6.3%	20.0%	30.0%	23.1%	35.7%	31.3%	64.3%	7.1%
Reforms are not well thought out in light of country challenges	18.8%	20.0%	40.0%	0.0%	14.3%	25.0%	7.1%	28.6%
Other	6.3%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Anti corruption	16	7.38	2.47	3	10.00	0.00	8	7.13	1.73	11	7.55	2.77	24	6.79	2.65	15	7.80	2.65	14	7.43	2.87	13	7.31	3.01
Information and communications technology	16	7.81	2.54	5	9.80	.45	7	7.14	2.61	11	7.27	2.53	24	7.38	2.14	15	8.13	1.77	14	7.43	2.98	14	7.00	2.45
Transport*	14	8.29	2.23	5	9.20	1.30	10	7.10	2.42	11	8.73	1.19	25	6.80	2.45	15	8.87	1.25	14	8.14	1.96	14	7.93	2.16
Crime and violence	14	7.21	2.78	3	8.67	1.53	9	5.11	2.15	10	6.80	2.86	23	6.13	2.49	15	7.40	2.26	13	5.38	3.23	14	6.50	2.47
Law and justice	14	7.29	2.81	4	9.00	1.41	9	6.00	1.80	10	7.60	2.63	24	6.29	2.60	16	7.69	2.36	14	7.50	2.28	14	6.93	2.53
Urban development*	14	7.36	2.50	4	9.50	1.00	9	7.00	2.18	10	7.50	2.59	23	5.74	2.28	15	8.00	1.36	14	6.57	2.21	14	6.86	1.96
Environmental sustainability	15	8.00	2.04	3	8.67	1.53	10	7.10	2.28	12	8.08	2.50	22	6.73	2.78	15	7.87	1.55	14	7.57	2.82	13	8.08	1.89
Regulatory framework	14	7.36	1.69	2	10.00	0.00	9	7.33	1.80	10	8.00	1.63	22	6.05	2.85	13	7.23	2.55	14	7.00	2.66	12	7.67	1.67
Communicable/non-communicable diseases*	12	8.33	2.06	3	9.33	.58	9	6.56	1.94	9	7.00	1.58	23	5.48	2.56	15	6.80	2.34	14	6.29	2.33	14	6.93	2.13
Poverty reduction*	15	9.07	1.79	5	9.80	.45	10	8.80	1.55	11	8.64	2.01	26	7.81	2.21	15	9.20	.94	14	9.14	1.35	13	9.38	.87
Gender equity	15	8.47	1.88	4	9.25	1.50	9	7.56	1.42	9	7.67	1.58	23	7.13	2.22	14	7.50	3.11	14	6.43	2.79	13	7.77	1.30
Private sector development	15	7.53	2.23	3	8.00	1.00	9	6.33	2.40	12	8.42	2.47	24	6.67	2.55	15	7.67	1.95	13	6.92	2.14	13	8.23	1.42
Foreign direct investment	15	7.60	2.59	4	9.75	.50	10	6.60	2.22	11	8.36	2.38	26	6.96	2.47	16	8.25	1.69	13	7.62	1.85	12	8.00	1.48
Water and sanitation	14	8.50	2.07	3	9.67	.58	9	7.78	2.28	9	8.89	1.05	24	7.46	2.04	15	8.73	1.44	14	8.71	1.64	14	8.79	1.48
Trade and exports	15	7.40	2.77	4	9.25	.96	9	6.78	2.11	10	8.10	1.73	25	6.92	2.33	15	7.93	1.49	14	7.29	1.64	13	8.08	1.50
Economic growth	15	8.80	1.78	4	9.75	.50	10	8.10	2.56	11	8.73	1.90	24	7.75	2.25	16	8.75	1.61	14	8.79	1.81	12	8.92	1.38
Energy	13	8.46	1.90	3	9.67	.58	10	8.10	1.52	11	8.55	1.86	23	7.48	2.19	15	8.27	1.79	14	7.71	2.46	14	8.14	1.70
Disaster management	15	8.13	1.85	3	9.33	1.15	10	7.10	1.73	10	7.10	1.85	24	6.50	2.55	14	8.00	1.84	14	7.07	2.09	13	7.77	2.20
Public sector governance/ reform	14	8.21	1.93	3	10.00	0.00	10	8.30	1.64	10	7.80	2.57	25	7.32	2.67	16	7.81	2.59	14	7.86	1.88	13	8.15	2.15
Job creation/employment	15	8.27	2.19	4	10.00	0.00	10	7.40	2.07	11	7.09	2.43	23	6.65	2.71	15	8.93	2.02	14	7.79	2.49	14	8.21	2.58
Financial markets	15	7.73	1.91	3	10.00	0.00	9	6.56	1.74	11	7.73	1.68	24	7.38	1.81	12	7.33	1.44	12	7.00	1.81	13	7.46	2.40
Equality of opportunity	15	8.13	1.81	3	10.00	0.00	9	7.89	1.76	11	7.91	1.64	21	7.19	2.68	15	8.27	2.02	14	7.79	2.01	14	8.36	2.21
Health*	15	8.67	1.88	4	9.75	.50	9	7.11	1.96	10	8.60	1.07	25	6.76	2.52	15	8.67	1.29	14	7.07	2.79	13	7.69	2.95
Rural development	15	8.33	2.58	3	9.67	.58	10	7.90	1.97	11	8.91	1.22	25	7.00	2.52	15	8.40	1.40	12	8.42	1.38	14	8.21	2.12
Global/regional integration	13	8.69	2.10	3	9.67	.58	8	6.38	2.00	12	8.00	1.86	23	7.26	2.43	15	6.93	1.87	12	6.50	3.03	14	7.14	1.88
Food security	15	8.27	2.19	3	9.67	.58	9	6.89	2.26	11	8.27	1.10	25	7.00	2.52	15	8.13	1.51	13	7.54	2.18	14	8.07	1.82
Education	15	8.87	1.85	4	9.75	.50	10	8.70	2.11	10	8.90	1.45	25	7.48	2.66	16	9.25	1.06	13	8.77	1.64	12	8.83	2.17
Social protection	13	7.92	2.53	4	9.75	.50	9	6.44	2.24	10	7.30	2.36	23	6.65	2.69	14	7.86	2.03	12	6.75	2.30	14	7.43	2.34
Climate change	15	7.80	2.57	4	10.00	0.00	10	7.20	1.75	11	7.91	1.70	24	7.08	2.41	15	7.87	1.81	13	7.23	2.86	14	8.50	1.95
Agricultural development*	13	8.85	2.15	4	10.00	0.00	10	7.90	1.66	9	8.33	1.73	23	6.78	2.56	15	8.47	1.60	13	8.31	1.70	13	8.85	1.28
Natural resource management	13	7.38	2.75	3	10.00	0.00	9	7.00	1.32	10	7.40	1.90	24	5.88	2.77	15	7.33	2.41	13	6.31	2.87	12	7.75	2.45

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Anti corruption*	6	7.00	2.10	3	9.33	1.15	3	4.33	2.52	4	5.50	3.32	15	5.27	2.74	7	5.86	3.08	7	3.14	1.68	8	3.50	2.73
Information and communications technology	9	8.00	2.12	3	9.33	1.15	2	7.00	0.00	4	5.50	3.70	16	6.31	2.24	5	7.20	2.49	7	5.71	1.98	9	6.22	2.54
Transport*	10	8.30	1.95	4	9.50	1.00	6	8.67	1.03	9	8.00	1.41	18	7.33	2.11	12	8.33	1.44	8	7.00	1.07	13	6.54	2.47
Crime and violence	6	7.00	2.00	3	9.33	1.15	3	6.33	1.53	4	5.25	2.99	14	5.57	2.65	7	7.57	2.30	4	4.25	1.50	7	5.14	2.73
Law and justice*	8	7.25	1.67	3	9.33	1.15	2	6.00	1.41	4	5.00	2.94	15	5.87	2.53	5	7.40	3.05	7	4.00	2.31	8	5.00	2.67
Urban development*	8	6.88	1.46	4	9.50	1.00	3	7.33	.58	3	7.33	1.53	14	6.00	1.71	5	8.20	1.92	6	4.83	1.60	9	5.78	2.73
Environmental sustainability*	11	7.18	2.64	4	9.50	1.00	5	7.60	.89	6	6.83	3.13	19	5.89	2.49	7	8.14	1.86	9	4.89	2.20	9	6.11	2.03
Regulatory framework*	10	7.60	1.78	3	9.33	1.15	3	6.33	2.08	8	8.38	1.19	15	5.93	2.25	6	7.33	1.86	8	5.00	2.14	8	5.63	2.26
Communicable/non-communicable diseases*	6	7.33	1.97	3	9.33	1.15	2	6.50	.71	5	7.20	1.10	18	6.00	2.45	9	8.00	2.00	6	4.33	1.03	9	5.44	2.79
Poverty reduction	11	7.55	2.84	4	9.25	1.50	6	7.67	1.75	7	8.14	1.21	21	6.48	2.29	12	7.92	2.50	11	6.55	2.46	11	6.45	2.50
Gender equity	9	7.67	1.94	4	8.50	1.29	4	6.00	2.16	6	7.83	1.60	18	6.17	2.75	8	6.75	3.20	9	4.89	2.20	9	6.00	2.45
Private sector development	6	7.33	1.86	3	8.00	1.00	2	7.50	.71	7	7.86	1.57	18	7.00	1.41	11	7.36	2.01	9	6.56	1.74	11	6.36	2.38
Foreign direct investment*	6	6.83	2.32	4	9.50	.58	3	7.67	.58	6	7.83	1.60	17	6.71	1.61	9	8.00	1.80	6	6.17	1.60	10	6.00	2.26
Water and sanitation	9	8.11	1.96	4	9.25	.50	5	8.80	.84	8	8.50	1.20	18	7.06	2.24	11	8.55	1.37	8	6.75	1.67	13	7.62	1.89
Trade and exports	7	7.29	2.21	4	9.50	.58	3	7.33	.58	7	7.57	1.40	16	7.06	1.88	9	7.56	1.13	7	7.29	1.11	10	6.00	2.54
Economic growth	9	7.89	2.09	4	9.50	.58	4	8.00	1.41	7	8.00	1.53	20	7.20	2.04	10	8.00	1.56	11	7.27	1.56	11	6.27	2.33
Energy	8	7.75	2.19	3	9.67	.58	6	7.50	1.87	7	8.29	1.70	20	7.15	1.90	10	8.00	1.25	11	7.18	1.60	13	6.85	2.27
Disaster management	9	7.78	1.99	3	9.67	.58	4	6.75	1.71	5	7.80	2.28	14	6.36	2.90	11	7.27	2.24	7	5.43	1.99	8	5.63	2.62
Public sector governance/ reform*	11	8.00	1.90	3	9.67	.58	6	6.17	2.14	8	8.25	1.49	20	6.35	2.78	10	7.70	1.34	8	4.88	3.36	11	5.82	3.16
Job creation/employment*	10	7.80	1.99	3	9.67	.58	3	8.00	1.00	5	6.20	2.86	16	5.13	2.39	10	7.50	1.72	7	4.29	1.70	9	4.67	3.28
Financial markets*	6	7.17	1.94	4	9.75	.50	2	6.00	1.41	7	7.00	2.16	16	6.31	1.78	7	8.00	1.41	7	7.00	2.16	8	4.88	2.80
Equality of opportunity*	10	7.80	1.87	4	9.75	.50	4	8.00	1.15	6	7.50	1.87	19	6.11	2.62	11	7.27	2.20	9	4.89	2.26	9	4.22	2.11
Health*	11	8.45	1.69	4	9.75	.50	5	8.40	1.14	7	8.43	.79	20	6.10	2.36	12	7.92	2.23	8	4.88	1.64	12	6.83	2.89
Rural development*	10	8.30	1.95	4	9.75	.50	6	8.00	1.41	6	8.17	1.17	20	5.95	2.33	12	7.17	2.44	9	5.44	2.19	8	5.38	1.77
Global/regional integration*	6	7.67	2.50	3	9.67	.58	2	6.50	.71	4	7.50	1.29	15	7.07	2.05	6	7.67	1.86	7	5.43	2.37	8	5.13	2.36
Food security*	11	8.18	1.78	4	9.75	.50	3	6.67	.58	5	7.00	1.58	22	5.64	2.44	11	7.73	1.74	6	5.00	1.90	11	6.73	2.00
Education	11	8.09	2.74	3	9.33	.58	9	7.67	2.24	6	8.00	1.26	21	6.19	2.44	12	7.58	2.43	11	6.09	2.39	9	8.22	1.79
Social protection*	10	7.90	1.91	3	9.33	.58	5	7.60	1.14	5	6.80	2.05	19	5.63	2.48	7	8.14	1.95	7	5.71	2.69	8	5.38	3.25
Climate change	10	7.90	1.85	3	9.33	.58	5	7.80	1.64	6	7.50	1.76	19	6.11	2.79	10	7.30	1.89	7	4.86	1.86	9	6.33	3.16
Agricultural development*	10	8.00	2.00	3	9.33	.58	6	7.33	1.97	5	7.60	.55	22	5.82	2.26	10	7.50	1.90	8	5.38	1.41	8	5.88	2.59
Natural resource management*	8	7.63	2.00	3	9.67	.58	3	8.33	1.53	5	6.80	1.64	20	5.65	2.68	8	8.00	1.77	7	4.71	1.70	6	6.83	2.79

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****Where are the World Bank Group's decisions made primarily that support the program in Nicaragua? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
At the Headquarters (in Washington D.C.)	81.3%	40.0%	40.0%	71.4%	57.1%	47.1%	50.0%	78.6%
In the country	12.5%	0.0%	20.0%	7.1%	14.3%	11.8%	28.6%	7.1%
Don't know	6.3%	60.0%	40.0%	21.4%	28.6%	41.2%	21.4%	14.3%

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?*	16	8.06	1.95	5	9.80	.45	10	7.40	2.46	12	7.33	1.87	25	6.12	2.19	15	7.20	2.21	14	6.64	2.02	13	6.08	2.10

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua*	15	7.93	1.58	5	10.00	0.00	10	7.20	1.62	12	7.00	1.41	23	5.87	2.01	13	6.77	2.35	14	6.93	1.86	13	6.00	2.27
The World Bank Group meets Nicaragua's needs for knowledge services	15	7.73	1.39	4	7.75	4.50	9	7.44	1.51	13	6.77	1.96	23	6.26	1.89	12	6.42	2.68	14	6.50	2.38	12	6.58	2.43

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua?*	13	7.46	1.76	3	10.00	0.00	6	7.17	1.33	9	6.67	1.73	20	5.50	2.40	11	7.18	2.04	9	6.00	1.94	9	6.78	2.49

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

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	12.5%	0.0%	0.0%	0.0%	0.0%	23.5%	21.4%	14.3%
Monthly	31.3%	0.0%	20.0%	7.1%	17.9%	35.3%	21.4%	0.0%
A few times a year	18.8%	40.0%	80.0%	35.7%	57.1%	17.6%	28.6%	64.3%
Rarely	37.5%	20.0%	0.0%	50.0%	21.4%	23.5%	28.6%	14.3%
Never	0.0%	40.0%	0.0%	7.1%	3.6%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Are timely*	15	7.53	1.51	4	9.25	1.50	9	7.56	1.33	10	6.80	1.93	26	5.92	2.17	14	7.43	1.79	11	6.09	2.34	12	5.92	2.64
Lead to practical solutions*	15	7.53	1.55	3	10.00	0.00	9	7.00	1.58	11	7.00	1.26	26	5.58	2.18	11	7.00	2.00	12	5.92	2.11	12	6.08	2.61
Are accessible (well written and easy to understand)	15	7.53	1.51	4	7.25	4.27	9	8.00	1.41	10	7.00	1.05	26	5.88	1.93	14	6.36	2.34	11	6.64	2.38	12	6.75	2.18
Are translated enough into local language	15	7.13	1.92	3	10.00	0.00	8	7.00	2.45	10	7.40	.70	26	6.46	1.94	12	6.08	2.19	12	6.83	2.37	11	6.27	2.41
Are adaptable to Nicaragua's specific development challenges and country circumstances	15	7.60	1.76	5	7.60	3.78	9	7.22	1.48	11	7.45	1.21	26	5.69	2.15	11	7.18	1.66	13	6.69	2.32	12	6.50	1.93

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	16	8.31	1.66	5	9.40	1.34	10	7.70	1.64	12	8.08	1.38	28	6.57	2.15	14	8.00	1.30	13	6.77	2.55	12	7.00	2.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	7.75	2.11	5	9.60	.89	10	7.90	1.60	12	7.83	.94	27	7.15	1.79	14	8.14	1.70	14	7.14	2.32	12	7.08	2.39

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

Have you read/consulted the most recent LAC Flagship Report: [Inequality of a Lower Growth Latin America]? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	6.7%	20.0%	40.0%	35.7%	35.7%	50.0%	50.0%	38.5%
No	93.3%	80.0%	60.0%	64.3%	64.3%	50.0%	50.0%	61.5%

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	2	6.00	2.83	2	7.50	2.12	4	7.25	.96	6	8.33	1.03	12	7.58	1.62	8	7.63	1.77	7	7.57	1.62	8	5.50	1.69
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	2	5.50	3.54	2	5.50	.71	4	6.75	1.71	6	8.00	1.26	12	8.00	1.86	8	8.63	1.77	7	7.57	1.62	8	6.50	2.67

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

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	15	8.27	1.79	4	5.50	4.12	4	6.00	2.94	13	7.08	1.75	17	5.65	2.52	9	7.44	2.30	8	6.00	2.07	11	5.64	2.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	8.53	1.55	4	8.50	2.38	6	7.33	2.42	13	8.08	1.50	21	6.57	2.62	10	7.90	1.60	14	6.50	2.62	13	6.85	2.30
The World Bank Group's approvals and reviews are done in a timely fashion	15	7.87	1.85	3	8.00	2.65	6	6.83	2.14	13	7.54	1.27	19	6.00	2.71	9	8.00	1.41	11	6.55	2.25	12	6.75	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	13	7.69	2.02	3	9.33	.58	7	8.00	2.31	10	7.30	1.06	17	6.35	2.37	9	7.67	1.22	8	6.75	1.98	8	7.38	2.00
The World Bank Group's conditions on its lending are reasonable	15	8.00	1.65	4	9.00	.82	8	6.63	1.51	14	7.00	1.84	18	6.39	1.94	11	7.45	1.37	12	7.08	2.23	12	6.83	2.41
The World Bank Group takes decisions quickly in Nicaragua*	15	8.07	1.53	4	7.75	1.89	6	7.17	1.94	13	6.31	1.84	19	5.74	2.23	8	7.13	1.81	9	6.44	1.94	9	5.89	1.90
Working with the World Bank Group increases Nicaragua's institutional capacity*	15	8.07	1.58	4	9.25	.96	7	7.43	2.07	13	7.00	1.73	22	6.18	2.34	11	8.09	1.70	14	7.14	1.56	11	6.27	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.73	2.22	3	8.33	2.08	7	7.86	2.27	12	7.00	1.41	17	6.24	2.33	6	8.50	1.05	6	6.83	1.72	8	6.75	2.12
The World Bank Group provides effective implementation support	15	8.20	1.61	4	8.75	1.89	6	7.33	2.94	11	7.36	1.03	18	6.72	2.89	10	7.90	2.08	11	6.45	2.11	11	7.27	2.15

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua?*	10	7.60	1.71	4	9.75	.50	6	7.00	2.10	10	7.40	1.96	25	5.60	2.18	10	7.10	1.37	10	6.10	2.73	10	6.00	2.21

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank Group takes too much risk in Nicaragua	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	7.1%	0.0%
The World Bank Group does not take enough risk in Nicaragua	13.3%	20.0%	30.0%	42.9%	44.8%	29.4%	35.7%	42.9%
The World Bank Group's approach to risk is appropriate	66.7%	80.0%	50.0%	42.9%	31.0%	41.2%	42.9%	28.6%
Don't know	20.0%	0.0%	20.0%	14.3%	20.7%	29.4%	14.3%	28.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nicaragua	62.5%	100.0%	50.0%	35.7%	41.4%	47.1%	64.3%	35.7%
The World Bank Group is not sufficiently selective in Nicaragua, and it is involved in too many areas of development	18.8%	0.0%	30.0%	35.7%	37.9%	11.8%	21.4%	35.7%
Don't know	18.8%	0.0%	0.0%	28.6%	20.7%	41.2%	14.3%	28.6%

**F. Recent Trends and the Future Role of the World Bank Group in Nicaragua**

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua?*	15	8.27	1.71	5	8.60	2.19	8	7.25	2.38	12	7.67	1.37	22	5.77	2.07	13	7.38	1.39	13	6.62	2.29	11	6.18	2.27

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future?	16	8.81	1.87	5	9.20	1.79	10	7.90	1.91	14	9.00	1.18	29	7.86	1.87	16	8.63	1.71	14	8.50	1.56	14	8.50	1.79

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	12.5%	40.0%	44.4%	14.3%	21.4%	35.3%	28.6%	7.1%
Ensure greater selectivity in its work	12.5%	0.0%	11.1%	21.4%	3.6%	0.0%	7.1%	14.3%
Offer more innovative financial products	18.8%	0.0%	33.3%	35.7%	21.4%	17.6%	14.3%	35.7%
Improve the competitiveness of its financing compared to markets	12.5%	20.0%	11.1%	0.0%	3.6%	11.8%	7.1%	14.3%
Reach out more to groups outside of Government*	6.3%	0.0%	0.0%	50.0%	60.7%	47.1%	35.7%	35.7%
Work faster	6.3%	20.0%	11.1%	14.3%	7.1%	5.9%	0.0%	7.1%
Improve the quality of its experts as related to Nicaragua's specific challenges	12.5%	0.0%	0.0%	7.1%	3.6%	0.0%	21.4%	14.3%
Offer more innovative knowledge services	12.5%	0.0%	0.0%	0.0%	3.6%	17.6%	7.1%	14.3%
Collaborate more effectively with Government clients*	18.8%	40.0%	33.3%	0.0%	0.0%	11.8%	7.1%	7.1%
Increase the level of capacity development in the country*	50.0%	60.0%	44.4%	21.4%	50.0%	11.8%	64.3%	21.4%
Reduce the complexity of obtaining World Bank Group financing	18.8%	20.0%	0.0%	28.6%	14.3%	29.4%	7.1%	7.1%
Increase availability of Fee-Based services	6.3%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	11.1%	7.1%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Financial services	46.7%	60.0%	30.0%	46.2%	28.6%	29.4%	35.7%	18.2%
Knowledge products	6.7%	0.0%	30.0%	23.1%	25.0%	29.4%	35.7%	18.2%
Convening services	0.0%	0.0%	0.0%	7.7%	25.0%	0.0%	7.1%	18.2%
None of the above	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Nicaragua	40.0%	40.0%	20.0%	15.4%	17.9%	29.4%	21.4%	36.4%
Don't know	6.7%	0.0%	20.0%	0.0%	3.6%	11.8%	0.0%	9.1%

**G. Communication and Information Sharing****How do you get most of your information about economic and social development issues in Nicaragua? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Periodicals	31.3%	40.0%	60.0%	64.3%	60.7%	64.7%	57.1%	42.9%
International newspapers	12.5%	20.0%	10.0%	7.1%	0.0%	0.0%	14.3%	0.0%
Local radio	0.0%	0.0%	0.0%	7.1%	3.6%	0.0%	0.0%	7.1%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	18.8%	80.0%	0.0%	7.1%	14.3%	5.9%	0.0%	28.6%
International television	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Local newspapers*	37.5%	20.0%	70.0%	0.0%	25.0%	29.4%	35.7%	35.7%
Internet	68.8%	20.0%	50.0%	71.4%	67.9%	58.8%	78.6%	57.1%
Social media*	0.0%	20.0%	0.0%	0.0%	17.9%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	10.0%	35.7%	7.1%	17.6%	14.3%	7.1%

Significantly different between stakeholder groups*How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Direct contact with World Bank Group	31.3%	40.0%	70.0%	50.0%	51.7%	41.2%	42.9%	50.0%
e-Newsletters*	56.3%	80.0%	40.0%	71.4%	20.7%	58.8%	35.7%	35.7%
World Bank Group's seminars/workshops/conferences	37.5%	20.0%	20.0%	28.6%	51.7%	47.1%	50.0%	42.9%
World Bank Group's publications and other written materials	25.0%	20.0%	40.0%	28.6%	20.7%	29.4%	42.9%	35.7%
World Bank Group's website	12.5%	20.0%	30.0%	7.1%	34.5%	5.9%	21.4%	7.1%
Social media	12.5%	20.0%	0.0%	0.0%	6.9%	11.8%	7.1%	7.1%
Mobile phones	6.3%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	7.1%
Other	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	7.1%

Significantly different between stakeholder groups*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 a list of exceptions?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	37.5%	40.0%	60.0%	21.4%	15.4%	26.7%	23.1%	35.7%
No	62.5%	60.0%	40.0%	78.6%	84.6%	73.3%	76.9%	64.3%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	68.8%	40.0%	100.0%	92.9%	69.2%	93.8%	100.0%	92.9%
No	31.3%	60.0%	0.0%	7.1%	30.8%	6.3%	0.0%	7.1%

Significantly different between stakeholder groups*Do you currently consult the World Bank Group social media sites?***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	12.5%	20.0%	20.0%	7.1%	26.9%	20.0%	46.2%	28.6%
No	87.5%	80.0%	80.0%	92.9%	73.1%	80.0%	53.8%	71.4%

**Significantly different between stakeholder groups*

**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/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it*	12	8.25	2.22	2	8.50	2.12	10	8.30	2.11	12	7.50	1.73	20	5.90	1.94	16	6.31	2.85	12	7.08	2.71	13	5.08	3.12
The World Bank Group's social media channels are valuable sources of information about the institution	4	6.75	3.30	2	9.50	.71	7	5.14	3.08	5	6.80	2.77	12	6.17	2.62	9	6.89	3.33	10	7.90	1.20	9	4.89	3.06
The World Bank Group is responsive to my information requests and inquiries*	13	8.08	1.80	3	5.33	4.04	9	7.78	2.17	11	7.73	1.27	16	5.00	2.61	15	6.93	2.71	9	5.78	2.99	11	5.82	2.82

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
I currently collaborate with the World Bank Group	37.5%	0.0%	0.0%	7.1%	6.9%	6.7%	0.0%	7.7%
I have previously collaborate with the World Bank Group	0.0%	0.0%	0.0%	57.1%	48.3%	13.3%	46.2%	30.8%
Both of the above	50.0%	20.0%	80.0%	21.4%	10.3%	0.0%	7.7%	30.8%
I have never collaborated with the World Bank Group	12.5%	80.0%	20.0%	14.3%	34.5%	80.0%	46.2%	30.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank	80.0%	50.0%	80.0%	84.6%	66.7%	85.7%	50.0%	76.9%
The International Finance Corporation	13.3%	0.0%	20.0%	7.7%	12.5%	0.0%	21.4%	7.7%
Other	6.7%	50.0%	0.0%	7.7%	20.8%	14.3%	28.6%	15.4%

Do your projects involve both the World Bank and IFC?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	42.9%	80.0%	22.2%	33.3%	12.0%	15.4%	30.8%	25.0%
No	57.1%	20.0%	77.8%	66.7%	88.0%	84.6%	69.2%	75.0%

**H. Background Information**

If yes, what was your view on the two institutions working together in Nicaragua? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The two institutions work well together	50.0%	25.0%	0.0%	20.0%	25.0%	50.0%	50.0%	100.0%
The way the two institutions work together needs improvement	0.0%	25.0%	33.3%	60.0%	75.0%	0.0%	50.0%	0.0%
The two institutions do not work well together	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Don't know	33.3%	50.0%	66.7%	0.0%	0.0%	50.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	18.8%	100.0%	10.0%	50.0%	40.0%	43.8%	28.6%	35.7%
Use World Bank Group reports/data*	12.5%	40.0%	60.0%	42.9%	68.0%	68.8%	57.1%	35.7%
Engage in World Bank Group related/sponsored events/activities*	68.8%	0.0%	30.0%	42.9%	12.0%	43.8%	28.6%	28.6%
Collaborate as part of my professional duties*	68.8%	20.0%	40.0%	0.0%	4.0%	0.0%	28.6%	21.4%
Use World Bank Group website for information, data, research, etc.	18.8%	0.0%	30.0%	28.6%	52.0%	31.3%	35.7%	50.0%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	40.0%	60.0%	70.0%	14.3%	37.9%	58.8%	21.4%	38.5%
Male	60.0%	40.0%	30.0%	85.7%	62.1%	41.2%	78.6%	61.5%



Appendix C: Responses to All Questions by Geographical Locations¹⁶

A. General Issues facing Nicaragua

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

Percentage of Respondents	Managua	Other
The right direction	52.6%	47.1%
The wrong direction	29.5%	29.4%
Not sure	17.9%	23.5%

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

Percentage of Respondents (Responses combined)	Managua	Other
Social protection	8.0%	11.8%
Food security	12.0%	11.8%
Public sector governance/ reform	15.0%	17.6%
Education	63.0%	58.8%
Gender equity	4.0%	0.0%
Private sector development	5.0%	0.0%
Foreign direct investment	12.0%	0.0%
Water and sanitation	7.0%	0.0%
Anti-corruption	10.0%	11.8%
Job creation/employment	17.0%	17.6%
Rural development	6.0%	11.8%
Financial markets	3.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	7.0%	5.9%
Equality of opportunity	7.0%	5.9%
Health	11.0%	5.9%
Global/regional integration	1.0%	0.0%
Poverty reduction	38.0%	35.3%
Energy	13.0%	17.6%
Transport	4.0%	0.0%
Climate change*	3.0%	29.4%
Agricultural development	8.0%	11.8%
Trade and exports	6.0%	5.9%
Crime and violence	0.0%	0.0%
Economic growth	25.0%	17.6%
Law and justice	10.0%	0.0%
Regulatory framework	1.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	1.0%	0.0%
Disaster management*	0.0%	17.6%
Information and communications technology	2.0%	5.9%

*Significantly different between geographic locations

¹⁶ Only 120 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Managua	Other
Water and sanitation	13.7%	5.9%
Equality of opportunity	15.7%	29.4%
Economic growth	36.3%	17.6%
Climate change	4.9%	11.8%
Global/regional integration	4.9%	0.0%
Gender equity	3.9%	0.0%
Health	11.8%	11.8%
Urban development	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Social protection	5.9%	0.0%
Law and justice	6.9%	5.9%
Transport	7.8%	0.0%
Crime and violence*	0.0%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	1.0%	0.0%
Anti corruption	8.8%	23.5%
Private sector development	8.8%	5.9%
Foreign direct investment	10.8%	5.9%
Education	59.8%	64.7%
Energy	2.9%	5.9%
Public sector governance/ reform	9.8%	5.9%
Natural resource management	1.0%	0.0%
Environmental sustainability	3.9%	0.0%
Disaster management	1.0%	0.0%
Rural development	18.6%	17.6%
Agricultural development	9.8%	5.9%
Job creation/employment	36.3%	58.8%
Financial markets	1.0%	0.0%
Trade and exports	3.9%	0.0%
Food security	7.8%	11.8%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Managua	Other
Better employment opportunities for young people	18.9%	31.3%
Better employment opportunities for women	5.6%	0.0%
Greater access to micro-finance for the poor	10.0%	12.5%
Greater voice and participation for citizens to help ensure greater accountability	6.7%	6.3%
Greater access to health and nutrition for citizens	2.2%	6.3%
Better entrepreneurial opportunities	15.6%	18.8%
A growing middle class	5.6%	6.3%
Better opportunity for the poor who live in rural areas	23.3%	18.8%
Better opportunity for the poor who live in urban areas	2.2%	0.0%
Consistent economic growth	32.2%	43.8%
More reliable social safety net	1.1%	6.3%
Greater equity of fiscal policy	17.8%	6.3%
Education and training that better ensure job opportunity	44.4%	43.8%
Better quality public services	1.1%	0.0%
Better agricultural programs	4.4%	0.0%
Other	7.8%	0.0%

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	100	6.84	2.35	17	6.94	2.44
Inter-American Development Bank (IDB/BID)	99	6.93	2.25	16	6.88	2.09
Latin American Development Bank (CAF)	95	2.86	2.06	17	3.41	2.65
Central American Bank for Economic Integration (CABEI/BCiE)	99	6.22	2.54	17	7.06	1.95

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	92	7.12	2.13	16	6.88	1.45
Inter-American Development Bank (IDB/BID)	90	7.32	1.92	16	7.00	1.97
Latin American Development Bank (CAF)	39	3.62	2.22	10	4.80	2.78
Central American Bank for Economic Integration (CABEI/BCiE)	81	6.79	2.19	16	6.88	1.93

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?	86	7.67	2.00	16	7.38	1.75

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

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

Percentage of Respondents (Responses combined)	Managua	Other
Social protection	5.9%	5.9%
Crime and violence	2.0%	5.9%
Transport	15.8%	23.5%
Agricultural development	11.9%	23.5%
Global/regional integration	3.0%	0.0%
Anti corruption	9.9%	11.8%
Public sector governance/ reform	24.8%	17.6%
Health	10.9%	0.0%
Rural development	13.9%	17.6%
Foreign direct investment	5.9%	0.0%
Education	49.5%	52.9%
Energy	4.0%	0.0%
Job creation/employment	12.9%	11.8%
Financial markets	1.0%	0.0%
Urban development	2.0%	0.0%
Environmental sustainability	7.9%	5.9%
Equality of opportunity	15.8%	5.9%
Private sector development	3.0%	5.9%
Water and sanitation	9.9%	5.9%
Food security	5.9%	17.6%
Climate change	9.9%	17.6%
Poverty reduction	29.7%	47.1%
Trade and exports	7.9%	0.0%
Economic growth	15.8%	17.6%
Law and justice	4.0%	0.0%
Regulatory framework	3.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.0%
Gender equity	1.0%	0.0%
Information and communications technology	6.9%	0.0%
Disaster management	4.0%	0.0%

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

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

Greatest Value		
Percentage of Respondents	Managua	Other
Convening/Facilitating*	1.1%	11.8%
Data	4.3%	5.9%
Policy advice, studies, analyses	23.7%	17.6%
Financial resources	40.9%	52.9%
Capacity development	9.7%	0.0%
Technical assistance	7.5%	5.9%
Mobilizing third party financial resources	5.4%	5.9%
Donor coordination	1.1%	0.0%
Linkage to non-Bank expertise	2.2%	0.0%
Other	3.2%	0.0%

*Significantly different between geographic locations

2 nd Greatest Value		
Percentage of Respondents	Managua	Other
Convening/Facilitating	3.3%	5.9%
Data	6.5%	5.9%
Policy advice, studies, analyses	7.6%	5.9%
Financial resources	19.6%	5.9%
Capacity development	15.2%	17.6%
Technical assistance*	18.5%	41.2%
Mobilizing third party financial resources	18.5%	0.0%
Donor coordination	6.5%	11.8%
Linkage to non-Bank expertise	4.3%	5.9%
Other	1.1%	0.0%

*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	68	7.49	2.03	11	7.36	2.42
Citizen engagement (incorporating citizens' voices into development)	52	5.35	2.93	12	5.42	2.68
Policy design (for clarity and better incentives to achieve development goals)	61	6.74	2.17	11	6.00	1.79

When thinking about how to improve capacity building in Nicaragua to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	84	8.42	1.81	13	8.08	2.63
Citizen engagement (incorporating citizens' voices into development)	77	8.21	2.08	12	7.92	1.93
Policy design (for clarity and better incentives to achieve development goals)	76	8.38	1.74	13	8.31	2.02

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

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

Percentage of Respondents (Responses combined)	Managua	Other
Staff too inaccessible	14.9%	17.6%
Not exploring alternative policy options	7.9%	5.9%
Not collaborating enough with stakeholders outside the Government	24.8%	23.5%
Its advice and strategies do not lend themselves to practical problem solving	5.0%	5.9%
Not enough public disclosure of its work	17.8%	11.8%
Arrogant in its approach	2.0%	5.9%
Not client focused	2.0%	0.0%
The credibility of its knowledge/data	2.0%	5.9%
World Bank Group's processes too complex	14.9%	29.4%
Not willing to honestly criticize policies and reform efforts in the country	17.8%	5.9%
Too influenced by developed countries	8.9%	5.9%
Imposing technocratic solutions without regard to political realities	13.9%	11.8%
World Bank Group's processes too slow	14.9%	17.6%
Not aligned with other donors' work	8.9%	5.9%
Not aligned with country priorities*	4.0%	17.6%
Not adequately sensitive to political/social realities in Nicaragua	13.9%	23.5%
Other	4.0%	5.9%
Don't know	7.9%	0.0%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Managua	Other
Trust Fund management*	3.9%	17.6%
Knowledge products/services	13.7%	5.9%
Investment lending	66.7%	58.8%
Technical assistance	32.4%	23.5%
Capacity development	34.3%	29.4%
Policy based lending / budget support to the Government	18.6%	11.8%
Multi-sectoral approaches*	18.6%	41.2%
Other*	1.0%	11.8%
Don't know	3.9%	0.0%

*Significantly different between geographic locations

To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua?
(Select only ONE response)

Percentage of Respondents	Managua	Other
To a fully sufficient degree	6.9%	23.5%
To a somewhat sufficient degree	31.4%	23.5%
To a somewhat insufficient degree	41.2%	52.9%
To a very insufficient degree	12.7%	0.0%
Don't know	7.8%	0.0%

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua	94	7.14	2.37	16	7.19	1.94
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	95	6.91	2.17	15	6.67	1.50
The World Bank Group supports Nicaragua's efforts to reduce social exclusion	86	6.67	2.33	13	6.85	1.28
The World Bank Group supports programs and strategies that are realistic for Nicaragua	93	6.77	2.21	16	7.25	1.81
The World Bank Group treats clients and stakeholders in Nicaragua with respect	83	7.88	2.11	15	7.53	1.77
The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	84	7.44	2.58	16	7.50	2.99
The World Bank Group is an organization that is not overly influenced by any particular country	82	5.61	2.67	14	6.64	3.08
The World Bank Group respects the positions, views and demands of the government of Nicaragua	86	7.85	1.87	15	8.40	1.84
The World Bank Group listens and takes into account your views	82	6.65	2.66	14	7.00	2.25

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
When considering the national development needs in Nicaragua, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Nicaragua meet the national development needs of Nicaragua?	91	6.99	1.99	16	6.69	2.24

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

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	84	7.07	1.99	15	7.47	1.51
Flexibility (in terms of the institution's products and services)	79	6.58	2.04	15	7.27	2.19
Flexibility (in terms of changing country circumstances)	84	6.73	1.98	15	6.87	1.85
Being inclusive	79	6.68	2.27	16	7.06	1.77
Openness	82	7.26	2.16	15	7.07	1.79
Staff accessibility	83	6.52	2.44	15	7.07	1.87
Straightforwardness and honesty	75	7.15	2.35	14	8.21	1.63
Ease of access to the people at the World Bank Group who are making decisions important to my work	76	6.32	2.64	15	6.87	2.17
Collaboration with civil society	73	5.77	2.61	14	6.43	2.17
Collaboration with the Government	84	8.48	1.33	15	8.13	1.81
Collaboration with other donors and development partners	71	7.44	2.03	15	7.33	2.53
Collaboration with the private sector	71	7.65	1.90	15	7.40	2.26
The speed in which it gets things accomplished on the ground	71	6.68	1.92	15	6.53	2.20
Being a long-term partner	81	7.85	2.11	16	7.00	2.53

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

To be more effective development partner in Nicaragua, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Managua	Other
More local presence	71.7%	68.8%
The current level of local presence is adequate	22.2%	25.0%
Less local presence	1.0%	0.0%
Don't know	5.1%	6.3%

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

Percentage of Respondents (Responses combined)	Managua	Other
The World Bank Group does not do adequate follow through/follow-up	12.0%	11.8%
Poor donor coordination	13.0%	17.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	37.0%	29.4%
Lack of/inadequate levels of capacity in Government	26.0%	29.4%
There is not an adequate level of citizen/civil society participation	27.0%	35.3%
The World Bank Group works too slowly	13.0%	5.9%
The Government works inefficiently	9.0%	17.6%
Political pressures and obstacles	29.0%	23.5%
Reforms are not well thought out in light of country challenges	19.0%	11.8%
Other	2.0%	0.0%

C. World Bank Group's Effectiveness and Results

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	91	7.37	2.54	14	7.57	3.11
Information and communications technology	90	7.49	2.33	17	8.24	2.44
Transport	94	7.96	2.13	15	7.87	2.10
Crime and violence	87	6.55	2.64	15	6.13	2.64
Law and justice	91	7.13	2.57	15	7.00	1.89
Urban development	89	6.88	2.32	15	7.67	1.68
Environmental sustainability	90	7.64	2.33	15	7.47	2.26
Regulatory framework	83	7.10	2.35	14	7.50	2.18
Communicable/non-communicable diseases	85	6.60	2.31	15	7.27	2.46
Poverty reduction	94	8.74	1.78	16	9.13	1.15
Gender equity	88	7.44	2.16	14	8.14	2.51
Private sector development	90	7.23	2.30	15	8.27	1.49
Foreign direct investment	93	7.63	2.24	15	7.87	1.88
Water and sanitation	88	8.35	1.86	15	8.40	1.45
Trade and exports	91	7.43	2.10	15	8.07	1.44
Economic growth	92	8.43	1.99	15	9.13	1.19
Energy	89	8.01	1.99	15	8.53	1.68
Disaster management	88	7.36	2.10	16	7.50	2.34
Public sector governance/ reform	91	7.89	2.25	15	8.13	2.39
Job creation/employment	92	7.82	2.42	15	7.80	2.65
Financial markets	84	7.43	1.70	15	7.47	2.64
Equality of opportunity	89	7.90	2.07	14	8.36	2.21
Health	91	7.82	2.28	15	7.53	2.47
Rural development	91	8.04	2.09	15	8.27	2.02
Global/regional integration	87	7.31	2.21	14	7.93	2.59
Food security	91	7.71	2.08	15	8.00	2.04
Education	90	8.50	2.13	16	9.13	1.09
Social protection	86	7.20	2.40	14	7.86	2.28
Climate change	92	7.63	2.17	15	8.20	2.54
Agricultural development	85	8.06	2.07	15	8.67	1.80
Natural resource management	86	6.92	2.49	14	7.21	2.86

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	45	5.04	2.87	9	5.89	2.80
Information and communications technology	46	6.70	2.29	10	6.80	2.86
Transport	69	7.74	1.84	12	7.58	2.31
Crime and violence	38	5.95	2.51	11	6.82	2.60
Law and justice	44	5.75	2.59	9	7.00	2.65
Urban development	43	6.40	2.04	10	7.40	2.27
Environmental sustainability	60	6.55	2.42	11	7.09	2.81
Regulatory framework	53	6.58	2.18	9	7.33	2.50
Communicable/non-communicable diseases	48	6.29	2.35	11	7.36	2.29
Poverty reduction	72	7.19	2.35	12	7.25	2.56
Gender equity	58	6.36	2.59	10	7.50	1.65
Private sector development	55	7.04	1.83	12	7.25	1.54
Foreign direct investment	52	7.04	1.96	10	7.40	1.71
Water and sanitation	64	7.73	1.95	13	8.31	.95
Trade and exports	53	7.13	1.91	11	7.82	1.25
Economic growth	66	7.42	1.97	11	8.00	1.48
Energy	67	7.42	1.88	12	7.92	1.78
Disaster management	50	6.70	2.41	12	7.42	2.54
Public sector governance/ reform	67	6.84	2.60	11	6.82	2.86
Job creation/employment	53	6.09	2.56	11	6.82	3.09
Financial markets	48	6.79	2.11	10	7.00	2.67
Equality of opportunity	63	6.52	2.51	10	6.80	2.70
Health	68	7.22	2.42	12	7.25	2.18
Rural development	65	6.91	2.32	11	6.82	2.48
Global/regional integration	43	6.74	2.14	9	7.44	2.83
Food security	62	6.71	2.26	12	7.33	2.27
Education	72	7.24	2.38	11	7.45	2.46
Social protection	56	6.46	2.55	9	7.89	1.90
Climate change	59	6.64	2.38	11	7.82	2.60
Agricultural development	62	6.65	2.23	11	7.18	2.04
Natural resource management	51	6.51	2.40	10	7.50	2.72

Where are the World Bank Group's decisions made primarily that support the program in Nicaragua?

(Select only ONE response)

Percentage of Respondents	Managua	Other
At the Headquarters (in Washington D.C.)	61.8%	52.9%
In the country	13.7%	11.8%
Don't know	24.5%	35.3%

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	94	6.98	2.20	17	7.35	2.23

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua	90	6.87	2.00	16	7.06	2.43
The World Bank Group meets Nicaragua's needs for knowledge services	88	6.75	2.14	15	7.13	2.39

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua?	68	6.59	2.15	13	7.23	2.31

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

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

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

(Select only ONE response)

Percentage of Respondents	Managua	Other
Weekly	9.9%	5.6%
Monthly	17.8%	22.2%
A few times a year	43.6%	38.9%
Rarely	25.7%	22.2%
Never	3.0%	11.1%

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Are timely	85	6.80	2.11	17	6.53	2.21
Lead to practical solutions	84	6.49	2.11	16	6.94	2.11
Are accessible (well written and easy to understand)	86	6.78	2.09	16	6.44	1.97
Are translated enough into local language	82	6.73	2.06	16	7.06	2.14
Are adaptable to Nicaragua's specific development challenges and country circumstances	86	6.71	2.16	17	7.06	1.52

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	93	7.46	2.06	18	7.56	1.92
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	93	7.61	1.88	18	7.61	2.03

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

Have you read/consulted the most recent LAC Flagship Report: [Inequality of a Lower Growth Latin America]?

(Select only ONE response)

Percentage of Respondents	Managua	Other
Yes	37.1%	27.8%
No	62.9%	72.2%

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	42	7.33	1.59	8	6.88	2.42
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	42	7.57	2.06	8	7.25	1.83

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

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

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	71	6.65	2.37	11	6.36	2.73
The World Bank Group effectively monitors and evaluates the projects and programs it supports	82	7.41	2.24	15	7.20	2.31
The World Bank Group's approvals and reviews are done in a timely fashion	75	7.08	2.19	14	6.93	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable	62	7.18	1.96	14	7.86	1.88
The World Bank Group's conditions on its lending are reasonable	79	7.10	1.93	16	7.38	1.82
The World Bank Group takes decisions quickly in Nicaragua	69	6.65	2.07	15	6.80	1.78
Working with the World Bank Group increases Nicaragua's institutional capacity	83	7.14	2.07	15	7.27	1.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	61	7.16	2.16	13	7.31	1.55
The World Bank Group provides effective implementation support	74	7.35	2.21	13	7.54	2.11

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua?	69	6.49	2.27	17	7.24	1.92

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

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

Percentage of Respondents	Managua	Other
The World Bank Group takes too much risk in Nicaragua	2.0%	0.0%
The World Bank Group does not take enough risk in Nicaragua	34.7%	38.9%
The World Bank Group's approach to risk is appropriate	41.6%	50.0%
Don't know	21.8%	11.1%

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

Percentage of Respondents	Managua	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nicaragua	47.1%	66.7%
The World Bank Group is not sufficiently selective in Nicaragua, and it is involved in too many areas of development	27.5%	22.2%
Don't know	25.5%	11.1%

F. Recent Trends and the Future Role of the World Bank Group in Nicaragua

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua?	83	7.04	2.14	17	6.88	1.90

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future?	101	8.42	1.72	18	8.61	1.85

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

**F. Recent Trends and the Future Role of the World Bank Group in Nicaragua (continued)**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Nicaragua?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Managua	Other
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	23.8%	17.6%
Ensure greater selectivity in its work	9.9%	0.0%
Offer more innovative financial products	22.8%	23.5%
Improve the competitiveness of its financing compared to markets	8.9%	5.9%
Reach out more to groups outside of Government	38.6%	29.4%
Work faster	6.9%	11.8%
Improve the quality of its experts as related to Nicaragua's specific challenges	9.9%	0.0%
Offer more innovative knowledge services	7.9%	5.9%
Collaborate more effectively with Government clients	9.9%	11.8%
Increase the level of capacity development in the country	35.6%	58.8%
Reduce the complexity of obtaining World Bank Group financing	13.9%	29.4%
Increase availability of Fee-Based services	2.0%	0.0%
Other	3.0%	0.0%

When considering the combination of services that the World Bank Group offers in Nicaragua, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in

Nicaragua? (Select only ONE response)

Percentage of Respondents	Managua	Other
Financial services	36.5%	27.8%
Knowledge products	21.9%	27.8%
Convening services	5.2%	33.3%
None of the above	1.0%	0.0%
The combination is appropriate for Nicaragua	28.1%	11.1%
Don't know	7.3%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Managua	Other
Periodicals	55.4%	44.4%
International newspapers	5.0%	16.7%
Local radio	2.0%	5.6%
International radio	0.0%	0.0%
Local television*	10.9%	33.3%
International television	3.0%	0.0%
Local newspapers	32.7%	16.7%
Internet	66.3%	50.0%
Social media	4.0%	11.1%
Other	12.9%	5.6%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Managua	Other
Direct contact with World Bank Group	45.1%	55.6%
e-Newsletters	45.1%	38.9%
World Bank Group's seminars/workshops/conferences	41.2%	38.9%
World Bank Group's publications and other written materials	32.4%	16.7%
World Bank Group's website	18.6%	22.2%
Social media	5.9%	16.7%
Mobile phones	2.9%	0.0%
Other	1.0%	5.6%

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

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 a list of exceptions?

Percentage of Respondents	Managua	Other
Yes	30.2%	22.2%
No	69.8%	77.8%

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

Percentage of Respondents	Managua	Other
Yes	84.5%	77.8%
No	15.5%	22.2%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Managua	Other
Yes	24.0%	16.7%
No	76.0%	83.3%

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

	Which best represents your geographic location?					
	Managua			Other		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	85	6.85	2.62	13	6.54	2.33
The World Bank Group's social media channels are valuable sources of information about the institution	52	6.56	2.74	7	6.00	3.37
The World Bank Group is responsive to my information requests and inquiries	74	6.82	2.64	14	5.64	2.37

H. Background Information

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

Percentage of Respondents	Managua	Other
I currently collaborate with the World Bank Group	9.2%	11.8%
I have previously collaborate with the World Bank Group	28.6%	35.3%
Both of the above	28.6%	0.0%
I have never collaborated with the World Bank Group	33.7%	52.9%

**Significantly different between geographic locations*

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

Percentage of Respondents	Managua	Other
The World Bank	74.5%	64.3%
The International Finance Corporation	9.6%	21.4%
Other	16.0%	14.3%

Do your projects involve both the World Bank and IFC?

Percentage of Respondents	Managua	Other
Yes	23.9%	43.8%
No	76.1%	56.3%



H. Background Information

If yes, what was your view on the two institutions working together in Nicaragua? (Select only ONE response)

Percentage of Respondents	Managua	Other
The two institutions work well together	41.7%	28.6%
The way the two institutions work together needs improvement	37.5%	14.3%
The two institutions do not work well together	4.2%	14.3%
Don't know	16.7%	42.9%

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

Percentage of Respondents (Responses combined)	Managua	Other
Observer	35.7%	41.2%
Use World Bank Group reports/data	49.0%	58.8%
Engage in World Bank Group related/sponsored events/activities*	36.7%	11.8%
Collaborate as part of my professional duties	22.4%	11.8%
Use World Bank Group website for information, data, research, etc.	32.7%	47.1%

*Significantly different between geographic locations

What's your gender?

Percentage of Respondents	Managua	Other
Female	40.2%	37.5%
Male	59.8%	62.5%



Appendix D: Responses to All Questions by Levels of Collaboration¹⁷

A. General Issues facing Nicaragua

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The right direction	66.7%	50.0%	38.5%
The wrong direction	12.8%	26.7%	46.2%
Not sure	20.5%	23.3%	15.4%

*Significantly different between levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social protection	10.8%	3.0%	11.9%
Food security	13.5%	12.1%	7.1%
Public sector governance/ reform	13.5%	9.1%	21.4%
Education	56.8%	66.7%	66.7%
Gender equity	0.0%	3.0%	7.1%
Private sector development	2.7%	3.0%	4.8%
Foreign direct investment	10.8%	9.1%	11.9%
Water and sanitation	13.5%	3.0%	2.4%
Anti-corruption	8.1%	3.0%	16.7%
Job creation/employment	13.5%	18.2%	19.0%
Rural development	5.4%	6.1%	9.5%
Financial markets	2.7%	6.1%	0.0%
Urban development	0.0%	0.0%	0.0%
Environmental sustainability	8.1%	3.0%	9.5%
Equality of opportunity	2.7%	9.1%	7.1%
Health	8.1%	18.2%	4.8%
Global/regional integration	2.7%	0.0%	0.0%
Poverty reduction	43.2%	45.5%	31.0%
Energy	2.7%	15.2%	19.0%
Transport	8.1%	0.0%	2.4%
Climate change	2.7%	9.1%	9.5%
Agricultural development	10.8%	12.1%	2.4%
Trade and exports	10.8%	9.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%
Economic growth	32.4%	15.2%	23.8%
Law and justice	8.1%	15.2%	4.8%
Regulatory framework	0.0%	3.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management	2.7%	0.0%	0.0%
Disaster management	0.0%	0.0%	4.8%
Information and communications technology	5.4%	0.0%	2.4%

¹⁷ Only 115 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “both of the above” were combined as “currently collaborating” for the comparisons in this appendix.

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Water and sanitation	12.8%	15.2%	7.1%
Equality of opportunity	23.1%	9.1%	19.0%
Economic growth*	48.7%	36.4%	19.0%
Climate change	5.1%	6.1%	7.1%
Global/regional integration	10.3%	3.0%	0.0%
Gender equity	0.0%	9.1%	2.4%
Health	10.3%	6.1%	14.3%
Urban development	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%
Social protection	5.1%	9.1%	2.4%
Law and justice	0.0%	9.1%	9.5%
Transport	10.3%	6.1%	2.4%
Crime and violence	0.0%	3.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Information and communications technology	2.6%	0.0%	0.0%
Anti corruption	10.3%	9.1%	11.9%
Private sector development	5.1%	6.1%	14.3%
Foreign direct investment	12.8%	12.1%	7.1%
Education	53.8%	54.5%	71.4%
Energy	5.1%	0.0%	2.4%
Public sector governance/ reform	2.6%	9.1%	16.7%
Natural resource management	0.0%	0.0%	2.4%
Environmental sustainability	2.6%	3.0%	4.8%
Disaster management	2.6%	0.0%	0.0%
Rural development	20.5%	18.2%	19.0%
Agricultural development	2.6%	12.1%	11.9%
Job creation/employment	28.2%	45.5%	47.6%
Financial markets	0.0%	3.0%	0.0%
Trade and exports	7.7%	3.0%	0.0%
Food security	10.3%	9.1%	7.1%

*Significantly different between levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Better employment opportunities for young people	16.2%	32.1%	13.5%
Better employment opportunities for women	8.1%	3.6%	0.0%
Greater access to micro-finance for the poor	13.5%	17.9%	2.7%
Greater voice and participation for citizens to help ensure greater accountability	5.4%	3.6%	8.1%
Greater access to health and nutrition for citizens	2.7%	3.6%	2.7%
Better entrepreneurial opportunities	27.0%	7.1%	13.5%
A growing middle class	0.0%	10.7%	8.1%
Better opportunity for the poor who live in rural areas	24.3%	25.0%	21.6%
Better opportunity for the poor who live in urban areas	0.0%	3.6%	2.7%
Consistent economic growth	48.6%	21.4%	32.4%
More reliable social safety net	0.0%	0.0%	2.7%
Greater equity of fiscal policy	5.4%	14.3%	24.3%
Education and training that better ensure job opportunity*	35.1%	35.7%	62.2%
Better quality public services	2.7%	0.0%	0.0%
Better agricultural programs	5.4%	7.1%	0.0%
Other	5.4%	14.3%	2.7%

*Significantly different between levels of collaboration

**B. Overall Attitudes toward the World Bank Group****How familiar are you with the work of these organizations in Nicaragua?**

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	39	8.18	1.79	32	6.31	2.10	41	6.07	2.46
Inter-American Development Bank (IDB/BID)	39	7.46	2.32	32	6.94	1.90	40	6.30	2.34
Latin American Development Bank (CAF)	36	3.08	2.09	31	2.71	2.22	40	2.90	2.22
Central American Bank for Economic Integration (CABE/BCiE)	38	6.71	2.19	32	6.00	2.59	41	6.15	2.73

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between levels of collaboration***Overall, please rate your impression of the effectiveness of these organizations in Nicaragua.**

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	39	7.67	1.98	28	6.43	2.10	37	6.95	1.99
Inter-American Development Bank (IDB/BID)	37	7.73	1.69	30	6.97	2.08	35	7.11	1.88
Latin American Development Bank (CAF)	11	3.91	2.12	15	3.47	2.88	20	4.00	2.22
Central American Bank for Economic Integration (CABE/BCiE)	34	7.03	2.17	28	6.07	2.26	31	7.16	1.92

*(1-Not effective at all, 10-Very effective) *Significantly different between levels of collaboration*

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?*	36	8.33	1.37	28	6.89	2.25	34	7.56	1.94

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between levels of collaboration***When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectoral areas do you believe the WBG should focus most of its resources in Nicaragua? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Social protection	5.1%	6.3%	4.8%
Crime and violence	0.0%	3.1%	4.8%
Transport	20.5%	6.3%	21.4%
Agricultural development	2.6%	15.6%	19.0%
Global/regional integration	7.7%	0.0%	0.0%
Anti corruption	7.7%	9.4%	11.9%
Public sector governance/ reform	15.4%	31.3%	23.8%
Health	7.7%	9.4%	11.9%
Rural development	15.4%	15.6%	11.9%
Foreign direct investment	10.3%	3.1%	2.4%
Education	41.0%	59.4%	54.8%
Energy	0.0%	3.1%	4.8%
Job creation/employment	10.3%	9.4%	14.3%
Financial markets	0.0%	3.1%	0.0%
Urban development	2.6%	0.0%	2.4%
Environmental sustainability	7.7%	9.4%	7.1%
Equality of opportunity	12.8%	6.3%	23.8%
Private sector development	2.6%	6.3%	2.4%
Water and sanitation	12.8%	3.1%	9.5%
Food security	7.7%	12.5%	4.8%
Climate change	12.8%	9.4%	11.9%
Poverty reduction	33.3%	34.4%	33.3%
Trade and exports	10.3%	9.4%	0.0%
Economic growth	23.1%	21.9%	7.1%
Law and justice	2.6%	3.1%	4.8%
Regulatory framework	7.7%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%
Gender equity	0.0%	3.1%	0.0%
Information and communications technology	12.8%	3.1%	2.4%
Disaster management	5.1%	0.0%	2.4%

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

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

Greatest Value Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Convening/Facilitating	0.0%	3.0%	5.4%
Data	5.4%	6.1%	0.0%
Policy advice, studies, analyses*	13.5%	39.4%	16.2%
Financial resources	43.2%	42.4%	45.9%
Capacity development	13.5%	3.0%	8.1%
Technical assistance	13.5%	0.0%	8.1%
Mobilizing third party financial resources	8.1%	3.0%	5.4%
Donor coordination	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	5.4%
Other	2.7%	0.0%	5.4%

*Significantly different between levels of collaboration

2 nd Greatest Value Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Convening/Facilitating	2.7%	6.1%	2.8%
Data	8.1%	3.0%	8.3%
Policy advice, studies, analyses	8.1%	6.1%	5.6%
Financial resources	24.3%	18.2%	11.1%
Capacity development	16.2%	15.2%	13.9%
Technical assistance	16.2%	24.2%	25.0%
Mobilizing third party financial resources	13.5%	24.2%	11.1%
Donor coordination	8.1%	0.0%	13.9%
Linkage to non-Bank expertise	2.7%	3.0%	8.3%
Other	0.0%	3.0%	0.0%

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	35	8.20	1.69	22	6.41	2.34	18	7.50	1.72
Citizen engagement (incorporating citizens' voices into development)	23	6.13	3.03	17	4.35	2.91	20	5.35	2.52
Policy design (for clarity and better incentives to achieve development goals)	33	7.03	2.07	19	5.74	2.35	16	6.69	1.78

*Significantly different between levels of collaboration

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	39	8.67	1.61	24	8.00	1.98	30	8.47	1.87
Citizen engagement (incorporating citizens' voices into development)	33	8.09	1.99	25	8.16	2.12	27	8.33	2.00
Policy design (for clarity and better incentives to achieve development goals)	36	8.72	1.47	23	8.17	1.59	27	8.19	2.02

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nicaragua?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Staff too inaccessible	7.7%	18.2%	14.6%
Not exploring alternative policy options	12.8%	9.1%	0.0%
Not collaborating enough with stakeholders outside the Government	17.9%	33.3%	26.8%
Its advice and strategies do not lend themselves to practical problem solving	7.7%	9.1%	0.0%
Not enough public disclosure of its work	15.4%	12.1%	24.4%
Arrogant in its approach*	0.0%	9.1%	0.0%
Not client focused	2.6%	3.0%	0.0%
The credibility of its knowledge/data	2.6%	0.0%	2.4%
World Bank Group's processes too complex	17.9%	12.1%	22.0%
Not willing to honestly criticize policies and reform efforts in the country	15.4%	12.1%	19.5%
Too influenced by developed countries	10.3%	12.1%	4.9%
Imposing technocratic solutions without regard to political realities	12.8%	18.2%	4.9%
World Bank Group's processes too slow	20.5%	18.2%	9.8%
Not aligned with other donors' work*	17.9%	9.1%	0.0%
Not aligned with country priorities	5.1%	9.1%	4.9%
Not adequately sensitive to political/social realities in Nicaragua*	5.1%	9.1%	29.3%
Other	7.7%	0.0%	4.9%
Don't know	5.1%	3.0%	12.2%

*Significantly different between levels of collaboration

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Trust Fund management	0.0%	6.1%	9.5%
Knowledge products/services	10.3%	15.2%	9.5%
Investment lending	69.2%	60.6%	66.7%
Technical assistance	33.3%	30.3%	31.0%
Capacity development	38.5%	39.4%	23.8%
Policy based lending / budget support to the Government	17.9%	12.1%	21.4%
Multi-sectoral approaches	15.4%	27.3%	26.2%
Other	5.1%	0.0%	2.4%
Don't know	2.6%	3.0%	4.8%

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
To a fully sufficient degree	10.3%	3.0%	11.9%
To a somewhat sufficient degree	46.2%	33.3%	14.3%
To a somewhat insufficient degree	33.3%	48.5%	47.6%
To a very insufficient degree	5.1%	12.1%	16.7%
Don't know	5.1%	3.0%	9.5%

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	37	7.84	2.05	32	6.41	2.42	37	7.14	2.29
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	38	7.61	1.99	32	6.16	2.45	35	6.63	1.54
The World Bank Group supports Nicaragua's efforts to reduce social exclusion*	32	7.69	1.97	31	6.10	2.34	32	6.19	2.07
The World Bank Group supports programs and strategies that are realistic for Nicaragua*	37	7.59	2.02	32	6.00	2.21	36	6.75	2.06
The World Bank Group treats clients and stakeholders in Nicaragua with respect*	34	8.62	1.72	28	7.07	2.54	33	7.70	1.74
The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	35	7.94	2.52	27	7.19	2.83	33	6.97	2.65
The World Bank Group is an organization that is not overly influenced by any particular country	32	6.56	2.66	29	5.69	2.97	31	4.94	2.41
The World Bank Group respects the positions, views and demands of the government of Nicaragua	34	8.24	1.81	30	7.90	1.79	34	7.59	2.05
The World Bank Group listens and takes into account your views	34	7.53	2.39	31	6.23	2.58	28	6.18	2.70

*Significantly different between levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
When considering the national development needs in Nicaragua, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Nicaragua meet the national development needs of Nicaragua?	38	7.39	1.78	31	6.45	1.96	34	6.97	2.04

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

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	36	7.36	1.81	29	6.34	2.09	32	7.47	1.74
Flexibility (in terms of the institution's products and services)	33	6.82	2.04	28	6.18	2.00	30	6.83	2.13
Flexibility (in terms of changing country circumstances)	36	7.11	1.91	29	6.55	2.05	30	6.40	1.92
Being inclusive	32	7.22	2.01	30	6.27	2.35	29	6.66	2.24
Openness*	36	7.92	1.78	28	6.57	2.41	29	7.03	2.06
Staff accessibility*	36	7.83	1.84	28	5.96	2.27	30	5.77	2.57
Straightforwardness and honesty*	34	8.06	1.72	25	6.48	2.77	27	7.19	2.24
Ease of access to the people at the World Bank Group who are making decisions important to my work*	32	7.72	2.19	27	5.78	2.62	28	5.68	2.54
Collaboration with civil society	26	6.27	2.54	29	5.72	2.64	28	5.79	2.59
Collaboration with the Government	35	8.54	1.52	27	8.48	1.09	32	8.31	1.26
Collaboration with other donors and development partners	27	7.63	1.98	27	7.59	1.99	29	7.17	2.22
Collaboration with the private sector	27	7.00	2.45	27	8.04	1.22	29	7.93	1.53
The speed in which it gets things accomplished on the ground	33	7.15	1.87	27	6.15	1.88	22	6.59	2.04
Being a long-term partner	37	8.19	1.85	28	7.21	2.69	29	7.66	2.00

*Significantly different between levels of collaboration

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

To be more effective development partner in Nicaragua, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
More local presence	62.2%	72.7%	77.5%
The current level of local presence is adequate	35.1%	18.2%	15.0%
Less local presence	0.0%	3.0%	0.0%
Don't know	2.7%	6.1%	7.5%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
The World Bank Group does not do adequate follow through/follow-up	10.5%	9.1%	14.6%
Poor donor coordination	21.1%	15.2%	7.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.2%	48.5%	26.8%
Lack of/inadequate levels of capacity in Government	23.7%	33.3%	26.8%
There is not an adequate level of citizen/civil society participation	18.4%	33.3%	29.3%
The World Bank Group works too slowly	7.9%	15.2%	14.6%
The Government works inefficiently	7.9%	12.1%	12.2%
Political pressures and obstacles	26.3%	21.2%	34.1%
Reforms are not well thought out in light of country challenges	26.3%	6.1%	22.0%
Other	2.6%	0.0%	2.4%

C. World Bank Group's Effectiveness and Results

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	35	7.00	2.425	31	7.48	2.59	34	8.06	2.41
Information and communications technology	35	7.17	2.83	31	7.45	2.11	36	8.36	1.74
Transport	36	8.14	2.06	32	7.44	2.27	36	8.22	1.97
Crime and violence	34	5.94	2.98	29	6.48	2.44	35	6.91	2.44
Law and justice	35	6.69	2.58	30	7.20	2.25	36	7.33	2.65
Urban development	34	6.62	2.61	31	7.10	1.97	34	7.09	2.19
Environmental sustainability	35	7.37	2.38	31	7.68	2.45	34	7.71	2.26
Regulatory framework	32	7.25	1.85	29	7.07	2.37	32	7.03	2.81
Communicable/non-communicable diseases	31	6.87	2.29	30	6.23	2.19	34	6.79	2.56
Poverty reduction	36	8.86	1.79	33	8.52	2.00	36	8.94	1.39
Gender equity	35	7.63	1.88	30	7.30	2.37	33	7.55	2.51
Private sector development	35	7.43	2.33	31	7.29	2.58	35	7.34	1.85
Foreign direct investment	36	7.56	2.38	32	7.69	2.40	36	7.58	1.87
Water and sanitation	32	8.22	2.00	31	8.29	1.94	35	8.51	1.63
Trade and exports	35	7.46	2.31	32	7.25	2.21	34	7.71	1.64
Economic growth	34	8.50	2.08	32	8.34	2.16	36	8.72	1.58
Energy	33	7.94	1.98	31	8.13	2.14	35	8.14	1.80
Disaster management	33	7.24	1.95	31	7.03	2.39	35	7.74	2.03
Public sector governance/ reform	33	7.79	2.06	31	7.68	2.33	37	8.41	2.09
Job creation/employment	37	7.78	2.50	30	7.60	2.24	35	8.23	2.30
Financial markets	33	7.39	1.89	31	7.55	1.77	32	7.47	1.65
Equality of opportunity	35	7.97	1.69	29	7.66	2.11	34	8.38	2.17
Health	34	7.74	2.34	32	7.59	2.35	35	8.03	2.24
Rural development	36	8.14	2.17	32	8.06	2.14	33	8.09	1.96
Global/regional integration	32	7.75	2.17	32	7.19	2.58	33	7.36	2.10
Food security	34	7.76	2.06	33	7.64	2.33	34	7.79	1.95
Education	34	8.62	2.05	30	8.23	2.45	37	8.92	1.66
Social protection	33	7.15	2.41	31	7.35	2.29	32	7.38	2.50
Climate change	36	7.47	2.32	32	7.66	2.29	34	7.94	2.13
Agricultural development	34	8.38	1.89	29	7.93	2.15	33	8.03	2.14
Natural resource management	32	7.13	2.20	31	6.77	2.78	33	6.76	2.70

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	14	5.79	2.75	18	4.39	2.57	19	5.84	3.10
Information and communications technology	16	7.13	2.03	20	5.95	2.52	18	7.44	2.18
Transport*	27	8.30	1.44	22	7.00	2.14	28	7.96	1.86
Crime and violence*	12	5.67	1.78	15	5.13	2.33	20	7.20	2.86
Law and justice	15	6.00	1.77	17	5.06	2.70	18	7.00	2.99
Urban development	17	6.53	1.81	17	6.18	1.94	16	6.88	2.58
Environmental sustainability	23	7.13	1.96	23	6.09	2.52	21	6.62	2.85
Regulatory framework	21	6.81	1.81	18	6.22	2.62	19	6.89	2.45
Communicable/non-communicable diseases	14	6.36	2.13	21	5.95	2.01	22	6.91	2.76
Poverty reduction	26	7.85	1.64	27	6.56	2.52	28	7.29	2.64
Gender equity	21	6.76	2.05	21	5.90	2.68	23	6.87	2.63
Private sector development	16	6.75	2.02	21	6.81	1.83	28	7.36	1.59
Foreign direct investment	17	6.53	2.27	22	6.73	1.78	20	7.80	1.64
Water and sanitation	25	8.04	1.74	21	7.38	1.96	28	7.96	1.86
Trade and exports	19	6.95	2.20	22	7.27	1.61	21	7.52	1.78
Economic growth	21	7.57	1.94	25	7.32	1.86	28	7.61	1.97
Energy	22	7.45	1.84	26	7.23	1.97	29	7.90	1.72
Disaster management	17	6.76	2.11	17	6.29	2.44	25	7.28	2.57
Public sector governance/ reform	24	7.33	2.30	24	6.21	3.05	27	7.15	2.41
Job creation/employment	19	6.68	2.26	20	5.40	2.44	22	6.91	2.84
Financial markets	15	6.33	2.44	21	6.67	2.03	19	7.47	1.93
Equality of opportunity	22	7.09	2.24	23	5.87	2.65	24	6.88	2.56
Health	26	8.12	1.93	24	6.54	2.19	26	7.04	2.76
Rural development	24	7.54	2.08	23	6.52	2.25	26	6.54	2.56
Global/regional integration	12	6.50	2.58	19	6.84	2.34	18	6.94	2.10
Food security	23	7.35	1.92	23	6.00	2.45	25	6.96	2.34
Education	28	8.00	1.94	25	6.60	2.43	26	7.15	2.68
Social protection	20	6.90	2.34	23	5.78	2.49	19	7.21	2.66
Climate change	19	7.21	2.42	25	6.44	2.62	23	6.70	2.32
Agricultural development	21	7.05	2.40	25	6.24	2.05	24	6.88	2.11
Natural resource management	16	7.19	2.04	20	5.65	2.68	22	6.91	2.35

*Significantly different between levels of collaboration

Where are the World Bank Group's decisions made primarily that support the program in Nicaragua?*

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
At the Headquarters (in Washington D.C.)	64.1%	69.7%	47.6%
In the country	12.8%	18.2%	9.5%
Don't know	23.1%	12.1%	42.9%

*Significantly different between levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	38	7.42	2.05	32	6.41	2.30	36	7.25	2.12

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

To what extent do you agree with the following statements about the WBG in Nicaragua?

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua	38	7.45	1.57	29	6.31	2.02	34	6.94	2.23
The World Bank Group meets Nicaragua's needs for knowledge services	39	7.31	1.94	29	6.21	2.14	31	7.00	2.16

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua?*	30	7.37	1.75	23	5.48	2.13	23	6.74	2.30

(1-To no degree at all, 10-To a very significant degree) *Significantly different between levels of collaboration

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

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Weekly	10.3%	6.1%	7.1%
Monthly	23.1%	15.2%	16.7%
A few times a year	48.7%	54.5%	31.0%
Rarely	17.9%	21.2%	35.7%
Never	0.0%	3.0%	9.5%

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	35	7.20	1.75	29	6.14	2.23	33	7.06	2.16
Lead to practical solutions	36	6.92	1.90	29	6.21	2.16	30	6.67	2.28
Are accessible (well written and easy to understand)	37	7.27	1.94	29	6.31	1.91	31	6.58	2.16
Are translated enough into local language	32	7.28	1.90	30	6.43	2.19	31	6.74	2.11
Are adaptable to Nicaragua's specific development challenges and country circumstances	37	7.00	2.20	30	6.17	2.13	31	7.13	1.86

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	38	7.92	1.78	31	6.97	2.27	38	7.61	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	37	7.95	1.72	33	7.36	1.87	36	7.69	2.01

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

Have you read/consulted the most recent LAC Flagship Report: [Inequality of a Lower Growth Latin America]?

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	29.7%	42.4%	31.0%
No	70.3%	57.6%	69.0%

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MiGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	15	7.13	1.41	17	7.41	1.77	14	7.29	1.90
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	15	6.93	2.37	17	8.18	1.63	14	7.36	1.91

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

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

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	33	7.45	2.22	27	6.30	2.15	19	5.84	2.61
The World Bank Group effectively monitors and evaluates the projects and programs it supports	35	7.97	1.82	30	6.90	2.55	28	7.36	2.20
The World Bank Group's approvals and reviews are done in a timely fashion	33	7.64	1.80	30	6.60	2.30	23	6.91	2.29
The World Bank Group's "Safeguard Policy" requirements are reasonable*	30	7.87	1.91	26	6.62	2.17	17	7.53	1.33
The World Bank Group's conditions on its lending are reasonable	36	7.69	1.72	28	6.68	2.14	26	7.00	1.77
The World Bank Group takes decisions quickly in Nicaragua*	32	7.56	1.70	27	6.07	2.04	22	6.18	2.15
Working with the World Bank Group increases Nicaragua's institutional capacity*	36	7.69	1.72	30	6.47	2.24	27	7.04	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	30	7.87	1.91	27	6.56	2.03	14	7.07	2.16
The World Bank Group provides effective implementation support*	31	8.13	1.75	28	6.71	2.29	24	7.13	2.33

*Significantly different between levels of collaboration

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua?	28	7.07	2.24	29	6.10	2.16	26	6.69	2.31

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

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The World Bank Group takes too much risk in Nicaragua	2.6%	0.0%	2.4%
The World Bank Group does not take enough risk in Nicaragua	28.9%	47.1%	28.6%
The World Bank Group's approach to risk is appropriate	52.6%	41.2%	38.1%
Don't know	15.8%	11.8%	31.0%

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nicaragua	64.1%	41.2%	42.9%
The World Bank Group is not sufficiently selective in Nicaragua, and it is involved in too many areas of development	23.1%	44.1%	19.0%
Don't know	12.8%	14.7%	38.1%

*Significantly different between levels of collaboration

F. Recent Trends and the Future Role of the World Bank Group in Nicaragua

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua?*	34	7.88	1.85	30	6.33	2.26	31	6.90	1.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different between levels of collaboration

**F. Recent Trends and the Future Role of the World Bank Group in Nicaragua**

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future?	39	8.46	1.67	34	8.53	1.81	41	8.51	1.61

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	18.4%	17.6%	29.3%
Ensure greater selectivity in its work	10.5%	8.8%	7.3%
Offer more innovative financial products	23.7%	23.5%	19.5%
Improve the competitiveness of its financing compared to markets	10.5%	8.8%	7.3%
Reach out more to groups outside of Government	34.2%	44.1%	34.1%
Work faster	5.3%	11.8%	7.3%
Improve the quality of its experts as related to Nicaragua's specific challenges*	10.5%	14.7%	0.0%
Offer more innovative knowledge services	10.5%	8.8%	4.9%
Collaborate more effectively with Government clients	15.8%	0.0%	12.2%
Increase the level of capacity development in the country	36.8%	35.3%	46.3%
Reduce the complexity of obtaining World Bank Group financing	5.3%	20.6%	24.4%
Increase availability of Fee-Based services	2.6%	0.0%	2.4%
Other	2.6%	2.9%	2.4%

*Significantly different between levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Financial services	36.1%	42.4%	30.0%
Knowledge products	22.2%	24.2%	17.5%
Convening services	5.6%	18.2%	7.5%
None of the above	2.8%	0.0%	0.0%
The combination is appropriate for Nicaragua	27.8%	15.2%	32.5%
Don't know	5.6%	0.0%	12.5%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Nicaragua?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Periodicals	50.0%	55.9%	54.8%
International newspapers	2.6%	5.9%	9.5%
Local radio	2.6%	5.9%	0.0%
International radio	0.0%	0.0%	0.0%
Local television	10.5%	11.8%	19.0%
International television	2.6%	2.9%	2.4%
Local newspapers	39.5%	29.4%	26.2%
Internet	73.7%	64.7%	54.8%
Social media	2.6%	2.9%	9.5%
Other	5.3%	14.7%	16.7%

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Currently collaborating	Previously collaborated	Never collaborated
Direct contact with World Bank Group	43.6%	50.0%	45.2%
e-Newsletters	43.6%	44.1%	47.6%
World Bank Group's seminars/workshops/conferences	46.2%	47.1%	33.3%
World Bank Group's publications and other written materials	25.6%	29.4%	31.0%
World Bank Group's website	15.4%	11.8%	28.6%
Social media	7.7%	5.9%	9.5%
Mobile phones	5.1%	0.0%	2.4%
Other	0.0%	2.9%	0.0%

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 a list of exceptions?*

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	48.7%	18.8%	15.8%
No	51.3%	81.3%	84.2%

*Significantly different between levels of collaboration

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

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	84.6%	87.5%	76.9%
No	15.4%	12.5%	23.1%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	25.6%	18.8%	21.1%
No	74.4%	81.3%	78.9%

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?								
	I currently collaborate with the World Bank Group			I have previously collaborate with the World Bank Group			I have never collaborated with the World Bank Group		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it*	34	7.94	2.28	28	6.50	2.19	32	6.00	2.68
The World Bank Group's social media channels are valuable sources of information about the institution	17	6.76	3.21	13	7.15	1.95	25	6.00	2.89
The World Bank Group is responsive to my information requests and inquiries*	34	7.65	2.31	25	6.12	2.49	24	5.92	2.80

*Significantly different between levels of collaboration

H. Background Information**Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua?****(Select only ONE response)**

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The World Bank	82.1%	71.9%	63.6%
The International Finance Corporation	10.3%	15.6%	9.1%
Other	7.7%	12.5%	27.3%

Do your projects involve both the World Bank and IFC?

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Yes	38.2%	18.8%	22.2%
No	61.8%	81.3%	77.8%

**H. Background Information (continued)****If yes, what was your view on the two institutions working together in Nicaragua? (Select only ONE response)**

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
The two institutions work well together	35.7%	28.6%	44.4%
The way the two institutions work together needs improvement	28.6%	71.4%	11.1%
The two institutions do not work well together	14.3%	0.0%	0.0%
Don't know	21.4%	0.0%	44.4%

What's your gender?

Percentage of Respondents	Currently collaborating	Previously collaborated	Never collaborated
Female	44.7%	29.4%	45.2%
Male	55.3%	70.6%	54.8%



Appendix E: Responses to All Questions by Gender¹⁸

Sample composition by gender: Which of the following best describes your current position?

Percentage of Respondents	Female	Male
Office of the President	0.0%	2.9%
Office of Minister	2.1%	1.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.6%	2.9%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	2.1%	10.0%
Local Government Office or Staff	6.4%	2.9%
Bilateral/Multilateral Agency	14.9%	4.3%
Private Sector Organization	2.1%	15.7%
Private Foundation	4.3%	4.3%
Financial Sector/Private Bank	2.1%	1.4%
NGO/Community Based Organization	17.0%	21.4%
Media	21.3%	10.0%
Independent Government Institution	2.1%	1.4%
Youth group	2.1%	0.0%
Academia/Research Institute/Think Tank	6.4%	15.7%
Other	6.4%	5.7%

A. General Issues facing Nicaragua

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

Percentage of Respondents	Female	Male
The right direction	47.8%	53.1%
The wrong direction	28.3%	31.3%
Not sure	23.9%	15.6%

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection	13.6%	5.6%
Food security	11.4%	9.9%
Public sector governance/ reform	18.2%	14.1%
Education	56.8%	66.2%
Gender equity	4.5%	2.8%
Private sector development	2.3%	5.6%
Foreign direct investment	9.1%	11.3%
Water and sanitation	6.8%	5.6%
Anti-corruption	15.9%	7.0%
Job creation/employment	13.6%	19.7%
Rural development	9.1%	5.6%
Financial markets	2.3%	2.8%
Urban development	0.0%	0.0%
Environmental sustainability	6.8%	7.0%
Equality of opportunity	11.4%	4.2%
Health	6.8%	12.7%
Global/regional integration	2.3%	0.0%
Poverty reduction	31.8%	40.8%
Energy	15.9%	11.3%
Transport	6.8%	1.4%
Climate change	9.1%	5.6%
Agricultural development	9.1%	8.5%
Trade and exports*	0.0%	9.9%
Crime and violence	0.0%	0.0%
Economic growth	27.3%	22.5%
Law and justice	2.3%	12.7%
Regulatory framework	2.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	1.4%
Disaster management	2.3%	1.4%
Information and communications technology	2.3%	2.8%

*Significantly different between female and male respondents

¹⁸ Only 118 respondents provided their demographic information about gender. Thus only these respondents were included in the comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Female	Male
Water and sanitation	6.5%	15.5%
Equality of opportunity*	28.3%	11.3%
Economic growth	28.3%	38.0%
Climate change	4.3%	7.0%
Global/regional integration	0.0%	7.0%
Gender equity	6.5%	1.4%
Health	17.4%	7.0%
Urban development	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Social protection	6.5%	4.2%
Law and justice	6.5%	7.0%
Transport	8.7%	5.6%
Crime and violence	0.0%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	0.0%	1.4%
Anti corruption	15.2%	8.5%
Private sector development	8.7%	8.5%
Foreign direct investment	4.3%	14.1%
Education	69.6%	53.5%
Energy	2.2%	2.8%
Public sector governance/ reform	6.5%	11.3%
Natural resource management	0.0%	1.4%
Environmental sustainability	6.5%	1.4%
Disaster management	0.0%	1.4%
Rural development	21.7%	16.9%
Agricultural development	4.3%	12.7%
Job creation/employment	39.1%	40.8%
Financial markets	0.0%	1.4%
Trade and exports	2.2%	4.2%
Food security	6.5%	8.5%

*Significantly different between female and male respondents

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

Percentage of Respondents (Responses combined)	Female	Male
Better employment opportunities for young people	17.1%	22.2%
Better employment opportunities for women	2.4%	6.3%
Greater access to micro-finance for the poor	4.9%	14.3%
Greater voice and participation for citizens to help ensure greater accountability	4.9%	6.3%
Greater access to health and nutrition for citizens	2.4%	3.2%
Better entrepreneurial opportunities*	7.3%	22.2%
A growing middle class	4.9%	6.3%
Better opportunity for the poor who live in rural areas*	34.1%	15.9%
Better opportunity for the poor who live in urban areas	4.9%	0.0%
Consistent economic growth	36.6%	33.3%
More reliable social safety net	2.4%	0.0%
Greater equity of fiscal policy	19.5%	14.3%
Education and training that better ensure job opportunity	46.3%	42.9%
Better quality public services	0.0%	1.6%
Better agricultural programs	0.0%	6.3%
Other	9.8%	4.8%

*Significantly different between female and male respondents

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	45	7.11	2.58	70	6.73	2.09
Inter-American Development Bank (IDB/BID)	44	7.27	2.36	70	6.74	2.10
Latin American Development Bank (CAF)	41	2.83	1.94	69	3.04	2.30
Central American Bank for Economic Integration (CABEI/BCiE)	43	6.35	2.76	71	6.34	2.34

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	43	7.47	2.18	63	6.86	1.95
Inter-American Development Bank (IDB/BID)	41	7.63	1.87	64	7.11	1.88
Latin American Development Bank (CAF)	16	3.69	2.63	32	3.94	2.30
Central American Bank for Economic Integration (CABEI/BCiE)	37	7.38	2.15	58	6.53	2.05

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?	39	8.03	1.78	61	7.49	1.96

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

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection	6.7%	4.2%
Crime and violence	4.4%	1.4%
Transport	20.0%	15.5%
Agricultural development	11.1%	14.1%
Global/regional integration	2.2%	2.8%
Anti corruption	11.1%	9.9%
Public sector governance/ reform	24.4%	22.5%
Health	11.1%	8.5%
Rural development	15.6%	14.1%
Foreign direct investment	2.2%	7.0%
Education	48.9%	50.7%
Energy	2.2%	4.2%
Job creation/employment	11.1%	14.1%
Financial markets	0.0%	1.4%
Urban development	4.4%	0.0%
Environmental sustainability	6.7%	8.5%
Equality of opportunity*	24.4%	8.5%
Private sector development	0.0%	5.6%
Water and sanitation	13.3%	7.0%
Food security	6.7%	7.0%
Climate change	11.1%	11.3%
Poverty reduction	37.8%	28.2%
Trade and exports	2.2%	9.9%
Economic growth	13.3%	18.3%
Law and justice	0.0%	5.6%
Regulatory framework	2.2%	2.8%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.0%
Gender equity	2.2%	0.0%
Information and communications technology*	0.0%	9.9%
Disaster management	4.4%	2.8%

*Significantly different between female and male respondents

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

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

Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	2.3%	3.1%
Data	2.3%	4.6%
Policy advice, studies, analyses	14.0%	29.2%
Financial resources*	55.8%	33.8%
Capacity development	11.6%	6.2%
Technical assistance	4.7%	9.2%
Mobilizing third party financial resources	2.3%	7.7%
Donor coordination	2.3%	0.0%
Linkage to non-Bank expertise	2.3%	1.5%
Other	2.3%	3.1%

*Significantly different between female and male respondents

2 nd Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	2.4%	4.6%
Data*	14.3%	1.5%
Policy advice, studies, analyses	4.8%	7.7%
Financial resources	14.3%	20.0%
Capacity development	11.9%	16.9%
Technical assistance	19.0%	24.6%
Mobilizing third party financial resources	14.3%	16.9%
Donor coordination*	14.3%	3.1%
Linkage to non-Bank expertise	2.4%	6.2%
Other	2.4%	0.0%

*Significantly different between female and male respondents

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	30	8.33	1.63	47	6.98	2.10
Citizen engagement (incorporating citizens' voices into development)*	24	6.71	2.73	38	4.66	2.66
Policy design (for clarity and better incentives to achieve development goals)	26	7.27	2.07	44	6.36	2.07

*Significantly different between female and male respondents

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	37	8.86	1.38	58	8.16	1.95
Citizen engagement (incorporating citizens' voices into development)*	35	8.77	1.55	52	7.83	2.17
Policy design (for clarity and better incentives to achieve development goals)	33	8.85	1.15	54	8.15	1.90

*Significantly different between female and male respondents

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

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

Percentage of Respondents (Responses combined)	Female	Male
Staff too inaccessible	13.0%	15.7%
Not exploring alternative policy options	4.3%	10.0%
Not collaborating enough with stakeholders outside the Government	17.4%	30.0%
Its advice and strategies do not lend themselves to practical problem solving	2.2%	5.7%
Not enough public disclosure of its work	17.4%	17.1%
Arrogant in its approach	0.0%	4.3%
Not client focused	0.0%	2.9%
The credibility of its knowledge/data	2.2%	1.4%
World Bank Group's processes too complex	19.6%	15.7%
Not willing to honestly criticize policies and reform efforts in the country	13.0%	18.6%
Too influenced by developed countries	6.5%	10.0%
Imposing technocratic solutions without regard to political realities	15.2%	11.4%
World Bank Group's processes too slow	19.6%	12.9%
Not aligned with other donors' work	10.9%	7.1%
Not aligned with country priorities	2.2%	8.6%
Not adequately sensitive to political/social realities in Nicaragua	21.7%	11.4%
Other	6.5%	2.9%
Don't know	10.9%	4.3%

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

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	4.3%	5.6%
Knowledge products/services	13.0%	12.7%
Investment lending	76.1%	59.2%
Technical assistance	26.1%	35.2%
Capacity development	32.6%	33.8%
Policy based lending / budget support to the Government	15.2%	18.3%
Multi-sectoral approaches	26.1%	19.7%
Other	0.0%	4.2%
Don't know	2.2%	4.2%

To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua?*(
(Select only ONE response)

Percentage of Respondents	Female	Male
To a fully sufficient degree	19.6%	2.8%
To a somewhat sufficient degree	30.4%	29.6%
To a somewhat insufficient degree	37.0%	46.5%
To a very insufficient degree	6.5%	14.1%
Don't know	6.5%	7.0%

*Significantly different between female and male respondents

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

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	41	7.93	2.35	67	6.73	2.17
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	41	7.22	2.31	67	6.72	1.94
The World Bank Group supports Nicaragua's efforts to reduce social exclusion	36	7.17	2.56	61	6.41	1.99
The World Bank Group supports programs and strategies that are realistic for Nicaragua	42	7.29	2.44	65	6.57	1.95
The World Bank Group treats clients and stakeholders in Nicaragua with respect	37	7.97	2.34	59	7.71	1.90
The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	36	7.72	2.34	62	7.37	2.71
The World Bank Group is an organization that is not overly influenced by any particular country	33	6.00	2.51	61	5.64	2.80
The World Bank Group respects the positions, views and demands of the government of Nicaragua	37	8.05	1.82	63	7.84	1.91
The World Bank Group listens and takes into account your views*	36	7.50	2.57	58	6.10	2.48

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
When considering the national development needs in Nicaragua, to what extent does the combination of financial, knowledge and convening services that the World Bank Group currently provides in Nicaragua meet the national development needs of Nicaragua?	42	7.29	2.03	63	6.81	1.89

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

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness	40	7.60	2.02	58	6.84	1.80
Flexibility (in terms of the institution's products and services)*	38	7.18	1.84	55	6.29	2.11
Flexibility (in terms of changing country circumstances)*	40	7.20	2.08	57	6.40	1.82
Being inclusive*	36	7.44	2.14	57	6.32	2.14
Openness	38	7.68	2.14	57	6.95	2.07
Staff accessibility	39	6.85	2.60	57	6.44	2.23
Straightforwardness and honesty	33	7.82	2.27	55	7.02	2.27
Ease of access to the people at the World Bank Group who are making decisions important to my work	35	6.77	2.57	54	6.26	2.56
Collaboration with civil society	33	6.52	2.68	52	5.50	2.43
Collaboration with the Government	39	8.54	1.14	58	8.48	1.38
Collaboration with other donors and development partners	35	7.94	1.76	49	7.18	2.19
Collaboration with the private sector	33	8.09	1.88	51	7.45	1.77
The speed in which it gets things accomplished on the ground*	33	7.24	2.05	51	6.37	1.79
Being a long-term partner*	40	8.38	1.69	55	7.35	2.37

*Significantly different between female and male respondents

To be more effective development partner in Nicaragua, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	65.9%	75.7%
The current level of local presence is adequate	27.3%	18.6%
Less local presence	0.0%	1.4%
Don't know	6.8%	4.3%

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

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

Percentage of Respondents (Responses combined)	Female	Male
The World Bank Group does not do adequate follow through/follow-up	11.4%	11.3%
Poor donor coordination	11.4%	15.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.1%	36.6%
Lack of/inadequate levels of capacity in Government	31.8%	22.5%
There is not an adequate level of citizen/civil society participation	29.5%	26.8%
The World Bank Group works too slowly*	2.3%	18.3%
The Government works inefficiently	4.5%	14.1%
Political pressures and obstacles	29.5%	28.2%
Reforms are not well thought out in light of country challenges	22.7%	15.5%
Other	2.3%	1.4%

*Significantly different between female and male respondents

C. World Bank Group's Effectiveness and Results

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption	35	7.91	2.11	68	7.21	2.73
Information and communications technology	38	7.87	2.12	67	7.61	2.35
Transport	42	8.40	1.96	65	7.78	2.08
Crime and violence*	40	7.38	2.53	60	5.98	2.58
Law and justice	39	7.26	2.36	65	7.09	2.58
Urban development	39	7.23	1.97	63	6.84	2.44
Environmental sustainability*	40	8.23	1.94	63	7.24	2.49
Regulatory framework	33	7.39	2.49	62	7.03	2.26
Communicable/non-communicable diseases	38	7.13	2.46	60	6.33	2.19
Poverty reduction*	43	9.30	1.17	65	8.43	1.92
Gender equity*	38	8.34	2.16	63	7.02	2.11
Private sector development	40	7.00	2.25	63	7.62	2.19
Foreign direct investment	41	7.39	2.18	65	7.83	2.22
Water and sanitation	39	8.64	1.60	62	8.16	1.93
Trade and exports	39	7.62	1.95	65	7.51	2.09
Economic growth	41	8.39	2.10	64	8.64	1.79
Energy	40	8.33	2.03	62	8.00	1.88
Disaster management*	39	7.97	1.88	63	7.05	2.19
Public sector governance/ reform*	38	8.63	1.70	66	7.58	2.41
Job creation/employment*	39	8.72	1.70	66	7.33	2.59
Financial markets*	37	8.00	1.63	60	7.18	1.77
Equality of opportunity*	39	8.82	1.45	62	7.52	2.17
Health	38	8.29	1.92	66	7.53	2.41
Rural development*	41	8.73	1.50	63	7.68	2.25
Global/regional integration	38	7.61	2.46	61	7.26	2.14
Food security	40	8.13	1.90	64	7.52	2.15
Education*	38	9.16	1.52	66	8.27	2.21
Social protection*	37	7.95	2.01	61	6.84	2.52
Climate change*	41	8.24	1.74	64	7.33	2.44
Agricultural development*	40	8.78	1.46	58	7.66	2.26
Natural resource management	37	7.30	2.54	62	6.77	2.55

*Significantly different between female and male respondents

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption	16	6.25	3.07	37	4.84	2.63
Information and communications technology*	16	8.25	1.61	39	6.21	2.30
Transport*	29	8.55	1.70	51	7.33	1.79
Crime and violence*	15	7.87	2.13	33	5.39	2.37
Law and justice*	15	7.33	2.66	37	5.41	2.45
Urban development*	16	7.63	2.03	36	6.11	2.01
Environmental sustainability*	23	7.61	2.35	47	6.13	2.42
Regulatory framework	17	7.18	2.53	44	6.45	2.08
Communicable/non-communicable diseases *	20	7.75	2.17	38	5.74	2.13
Poverty reduction*	32	8.03	2.26	52	6.69	2.30
Gender equity	24	7.04	2.76	43	6.16	2.28
Private sector development	21	7.10	2.17	45	7.02	1.57
Foreign direct investment	21	7.24	2.34	40	7.00	1.69
Water and sanitation*	25	8.88	1.27	51	7.33	1.87
Trade and exports	21	7.43	2.11	42	7.19	1.70
Economic growth	26	7.77	2.14	50	7.42	1.77
Energy	26	8.04	1.97	52	7.29	1.72
Disaster management*	21	7.86	2.35	40	6.40	2.30
Public sector governance/ reform	28	7.00	2.75	49	6.84	2.50
Job creation/employment	20	7.10	2.71	43	5.93	2.46
Financial markets	16	7.75	2.24	41	6.59	2.00
Equality of opportunity*	25	7.48	2.90	47	6.15	2.15
Health*	28	8.46	2.01	51	6.61	2.30
Rural development*	28	7.86	2.24	47	6.36	2.23
Global/regional integration*	16	7.88	2.39	35	6.43	2.10
Food security*	26	7.62	2.23	47	6.36	2.19
Education*	34	7.94	2.49	48	6.77	2.22
Social protection	23	7.43	2.78	41	6.17	2.26
Climate change	26	7.31	2.78	43	6.47	2.15
Agricultural development*	27	7.48	2.59	46	6.28	1.81
Natural resource management	19	7.42	2.76	41	6.24	2.22

*Significantly different between female and male respondents

Where are the World Bank Group's decisions made primarily that support the program in Nicaragua?*

(Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	45.7%	69.0%
In the country	10.9%	15.5%
Don't know	43.5%	15.5%

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?*	42	7.62	2.20	67	6.76	2.10

(1-To no degree at all, 10-To a very significant degree) *Significantly different between female and male respondents

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua*	41	7.54	1.87	63	6.56	1.98
The World Bank Group meets Nicaragua's needs for knowledge services*	40	7.38	2.02	61	6.49	2.15

*Significantly different between female and male respondents

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua?*	32	7.59	2.05	47	6.00	2.03

(1-To no degree at all, 10-To a very significant degree) *Significantly different between female and male respondents

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

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

(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	10.6%	7.1%
Monthly	17.0%	18.6%
A few times a year	42.6%	44.3%
Rarely	23.4%	27.1%
Never	6.4%	2.9%

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely*	42	7.43	2.10	58	6.36	1.93
Lead to practical solutions*	43	7.12	2.13	55	6.22	1.97
Are accessible (well written and easy to understand)	44	7.14	2.02	56	6.48	2.05
Are translated enough into local language	40	6.85	2.14	56	6.84	2.00
Are adaptable to Nicaragua's specific development challenges and country circumstances*	44	7.30	2.00	57	6.37	2.07

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	46	8.04	1.93	63	7.16	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	44	8.23	1.54	65	7.28	1.96

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

*Significantly different between female and male respondents

Have you read/consulted the most recent LAC Flagship Report: [Inequality of a Lower Growth Latin America]?

(Select only ONE response)

Percentage of Respondents	Female	Male
Yes	35.6%	33.8%
No	64.4%	66.2%

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe this Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	18	7.50	1.42	30	7.20	1.85
To what extent do you believe this Flagship Report provided you with useful information in terms of the work you do?	18	7.83	2.20	30	7.40	1.92

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

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	32	7.16	2.34	48	6.29	2.27
The World Bank Group effectively monitors and evaluates the projects and programs it supports	38	7.84	2.14	57	7.16	2.21
The World Bank Group's approvals and reviews are done in a timely fashion*	38	7.63	2.01	49	6.65	2.14
The World Bank Group's "Safeguard Policy" requirements are reasonable	33	7.58	2.14	41	7.10	1.71
The World Bank Group's conditions on its lending are reasonable	39	7.44	1.86	54	6.94	1.93
The World Bank Group takes decisions quickly in Nicaragua*	34	7.24	1.99	48	6.25	1.96
Working with the World Bank Group increases Nicaragua's institutional capacity	39	7.59	1.97	57	6.86	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	31	7.71	1.83	41	6.76	2.19
The World Bank Group provides effective implementation support	36	7.86	2.15	49	6.96	2.17

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua?	37	7.00	2.19	47	6.32	2.26

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

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

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Nicaragua	0.0%	2.9%
The World Bank Group does not take enough risk in Nicaragua	23.4%	42.9%
The World Bank Group's approach to risk is appropriate	55.3%	34.3%
Don't know	21.3%	20.0%

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

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nicaragua	55.3%	46.5%
The World Bank Group is not sufficiently selective in Nicaragua, and it is involved in too many areas of development	21.3%	29.6%
Don't know	23.4%	23.9%

F. Recent Trends and the Future Role of the World Bank Group in Nicaragua

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank Group has moved in the right direction in terms of the focus of its work in Nicaragua?	38	7.55	2.24	60	6.75	1.88

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe that international development cooperation SHOULD play in Nicaragua's development in the near future?	46	8.85	1.70	71	8.24	1.66

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

**F. Recent Trends and the Future Role of the World Bank Group in Nicaragua (continued)**

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

Percentage of Respondents (Responses combined)	Female	Male
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy*	33.3%	16.9%
Ensure greater selectivity in its work*	0.0%	14.1%
Offer more innovative financial products	22.2%	22.5%
Improve the competitiveness of its financing compared to markets	11.1%	7.0%
Reach out more to groups outside of Government	26.7%	43.7%
Work faster	2.2%	11.3%
Improve the quality of its experts as related to Nicaragua's specific challenges	11.1%	7.0%
Offer more innovative knowledge services	13.3%	4.2%
Collaborate more effectively with Government clients	8.9%	11.3%
Increase the level of capacity development in the country	33.3%	42.3%
Reduce the complexity of obtaining World Bank Group financing	20.0%	14.1%
Increase availability of Fee-Based services	4.4%	0.0%
Other	2.2%	2.8%

*Significantly different between female and male respondents

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

Percentage of Respondents	Female	Male
Financial services	26.7%	40.3%
Knowledge products	15.6%	26.9%
Convening services	6.7%	11.9%
None of the above	0.0%	1.5%
The combination is appropriate for Nicaragua	44.4%	13.4%
Don't know	6.7%	6.0%

*Significantly different between female and male respondents

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	55.3%	52.9%
International newspapers	8.5%	5.7%
Local radio	0.0%	4.3%
International radio	0.0%	0.0%
Local television	14.9%	12.9%
International television	2.1%	2.9%
Local newspapers	21.3%	37.1%
Internet	59.6%	67.1%
Social media*	10.6%	1.4%
Other	14.9%	10.0%

*Significantly different between female and male respondents

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

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group	48.9%	43.7%
e-Newsletters	44.7%	43.7%
World Bank Group's seminars/workshops/conferences	40.4%	42.3%
World Bank Group's publications and other written materials	29.8%	31.0%
World Bank Group's website	17.0%	21.1%
Social media	8.5%	7.0%
Mobile phones	2.1%	2.8%
Other	0.0%	1.4%

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

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 a list of exceptions?*

Percentage of Respondents	Female	Male
Yes	41.9%	18.8%
No	58.1%	81.2%

*Significantly different between female and male respondents

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

Percentage of Respondents	Female	Male
Yes	84.1%	84.1%
No	15.9%	15.9%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Female	Male
Yes	25.0%	20.6%
No	75.0%	79.4%

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	40	6.78	2.94	57	6.93	2.20
The World Bank Group's social media channels are valuable sources of information about the institution	24	6.83	2.81	34	6.38	2.74
The World Bank Group is responsive to my information requests and inquiries	33	7.21	2.71	53	6.36	2.54

H. Background Information

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

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	6.5%	10.3%
I have previously collaborate with the World Bank Group	21.7%	35.3%
Both of the above	30.4%	20.6%
I have never collaborated with the World Bank Group	41.3%	33.8%

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

Percentage of Respondents	Female	Male
The World Bank	77.8%	68.9%
The International Finance Corporation	11.1%	11.5%
Other	11.1%	19.7%

Do your projects involve both the World Bank and IFC?

Percentage of Respondents	Female	Male
Yes	22.0%	27.9%
No	78.0%	72.1%

If yes, what was your view on the two institutions working together in Nicaragua? (Select only ONE response)

Percentage of Respondents	Female	Male
The two institutions work well together	44.4%	35.0%
The way the two institutions work together needs improvement	11.1%	45.0%
The two institutions do not work well together	0.0%	5.0%
Don't know	44.4%	15.0%

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

Percentage of Respondents (Responses combined)	Female	Male
Observer	35.6%	36.8%
Use World Bank Group reports/data	42.2%	57.4%
Engage in World Bank Group related/sponsored events/activities	42.2%	26.5%
Collaborate as part of my professional duties	24.4%	17.6%
Use World Bank Group website for information, data, research, etc.	33.3%	35.3%



Appendix F: Responses to All Questions by Year¹⁹

*All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY '12 Number of comparable respondents = 226 • FY '15 Number of comparable respondents = 112

By weighting, FY12 and FY15 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	5%	5%
Office of parliamentarian	5%	5%
Government institutions	20%	20%
Local government	10%	10%
Bilateral/multilateral agencies	10%	10%
Civil society	20%	20%
Private sector	10%	10%
Academia	10%	10%
Media	10%	10%

A. General Issues facing Nicaragua

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

Percentage of Respondents	FY 2015	FY 2012
The right direction	62.3%	65.6%
The wrong direction	21.7%	21.6%
Not sure	16.0%	12.8%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group (WBG)?	109	6.91	2.57	226	6.46	1.96

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank Group (WBG)*	104	7.23	2.02	210	6.64	1.83

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?	99	7.55	2.10	196	7.35	1.85

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

¹⁹ Only those questions that were asked in the FY '12 and FY '15 country surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua	103	7.26	2.33	221	7.29	2.10
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	103	7.06	2.09	212	7.00	2.01
The World Bank Group supports programs and strategies that are realistic for Nicaragua	103	7.15	2.17	213	7.05	2.00
The World Bank Group treats clients and stakeholders in Nicaragua with respect	94	7.92	2.01	201	7.83	2.12

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Responsiveness*	88	7.32	1.89	182	6.54	1.84
Flexibility (in terms of the institution's products and services)*	90	7.18	2.11	186	6.00	1.95
Flexibility (in terms of changing country circumstances)*	92	7.09	1.91	184	6.32	2.04
Being inclusive*	90	7.11	2.07	173	6.54	2.12
Openness	91	7.39	2.01	191	6.86	2.33
Staff accessibility	92	6.94	2.21	184	6.67	2.31
Straightforwardness and honesty	82	7.65	2.18	185	7.59	2.06
Collaboration with the Government	93	8.26	1.84	207	8.14	1.60
Collaboration with other donors and development partners	80	7.35	2.40	156	7.40	1.84

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti corruption	52	5.36	3.11	148	5.37	2.60
Information and communications technology	54	6.72	2.70	148	6.37	2.29
Transport*	77	7.72	2.19	164	7.03	2.02
Crime and violence*	48	6.47	2.47	121	5.31	2.16
Law and justice*	51	6.49	2.52	135	5.40	2.38
Urban development*	53	7.14	1.90	141	5.97	2.25
Environmental sustainability*	69	7.08	2.42	168	6.30	2.18
Poverty reduction*	74	7.48	2.33	186	6.83	2.08
Gender equity*	64	7.16	2.44	148	5.89	2.31
Private sector development*	61	7.37	1.56	145	6.31	1.76
Foreign direct investment*	58	7.46	1.79	128	6.26	2.00
Water and sanitation*	73	7.98	1.69	181	7.42	1.71
Trade and exports*	60	7.46	1.66	124	6.48	1.81
Economic growth*	72	7.60	1.86	164	6.93	1.98
Energy*	73	7.49	2.02	151	6.80	1.86
Disaster management	60	6.92	2.56	131	6.35	1.94
Public sector governance/ reform	73	6.86	2.76	151	6.40	2.10
Job creation/employment	61	6.33	2.94	131	5.65	2.22
Financial markets	55	6.83	2.49	121	6.33	1.93
Equality of opportunity*	69	6.80	2.56	139	5.74	2.28
Health	76	7.35	2.36	165	7.01	1.97
Rural development	72	7.20	2.29	159	6.73	1.95
Food security*	70	7.23	2.22	148	6.58	2.13
Education*	79	7.48	2.31	168	6.36	2.18
Social protection*	62	7.25	2.34	123	5.48	2.24
Climate change*	66	7.45	2.37	142	6.14	2.08
Agricultural development*	63	7.11	2.15	148	6.17	2.06
Natural resource management*	57	7.21	2.54	136	6.07	2.02

*Significantly different between FY2015 and FY2012

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	106	7.14	2.43	215	6.77	1.80

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua	102	7.00	2.41	206	6.57	2.02
The World Bank Group meets Nicaragua's needs for knowledge services*	97	6.78	2.47	202	6.12	1.79

*Significantly different between FY2015 and FY2012

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

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

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2012
Weekly	11.8%	7.2%
Monthly	17.3%	15.2%
A few times a year	40.9%	52.9%
Rarely	24.5%	21.1%
Never	5.5%	3.6%

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

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Are timely	96	6.67	2.42	199	6.90	2.00
Are accessible (well written and easy to understand)	96	6.64	2.25	201	6.59	2.10
Are adaptable to Nicaragua's specific development challenges and country circumstances	99	6.79	2.16	198	6.55	2.10

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	105	7.45	2.31	207	6.81	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	105	7.56	2.11	212	7.96	1.47

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

*Significantly different between FY2015 and FY2012

E. Working with the World Bank Group

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	80	6.33	2.80	180	6.26	2.29
The World Bank Group effectively monitors and evaluates the projects and programs it supports	92	7.26	2.46	198	7.53	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	84	6.89	2.26	183	6.75	2.06
The World Bank Group's "Safeguard Policy" requirements are reasonable	74	7.23	2.10	143	7.01	2.06
The World Bank Group's conditions on its lending are reasonable*	92	7.21	1.87	180	6.64	2.14
Working with the World Bank Group increases Nicaragua's institutional capacity	93	7.44	1.87	205	7.14	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	7.39	1.99	142	7.64	1.79
The World Bank Group provides effective implementation support	83	7.64	2.14	191	7.54	1.81

*Significantly different between FY2015 and FY2012

**G. Communication and Information Sharing**

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 a list of exceptions?

Percentage of Respondents	FY 2015	FY 2012
Yes	34.6%	28.2%
No	65.4%	71.8%

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

Percentage of Respondents	FY 2015	FY 2012
Yes	79.6%	79.6%
No	20.4%	20.4%

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

	year					
	FY 2015			FY 2012		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	89	6.75	2.79	177	6.19	2.74
The World Bank Group is responsive to my information requests and inquiries	84	6.48	2.72	135	6.88	2.36



Appendix G: Responses to Key Questions by Areas of Specialization

A. General Issues facing Nicaragua

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

Percentage of Respondents (Responses combined)	Education specialists	Other
Social protection	12.5%	8.2%
Food security	12.5%	12.4%
Public sector governance/ reform	6.3%	16.5%
Education*	87.5%	58.8%
Gender equity	0.0%	4.1%
Private sector development	0.0%	5.2%
Foreign direct investment	12.5%	9.3%
Water and sanitation	6.3%	5.2%
Anti-corruption	0.0%	9.3%
Job creation/employment	12.5%	18.6%
Rural development	6.3%	7.2%
Financial markets	0.0%	3.1%
Urban development	0.0%	0.0%
Environmental sustainability	6.3%	7.2%
Equality of opportunity	6.3%	6.2%
Health	12.5%	10.3%
Global/regional integration	0.0%	1.0%
Poverty reduction	43.8%	38.1%
Energy	12.5%	12.4%
Transport	6.3%	3.1%
Climate change	6.3%	7.2%
Agricultural development	6.3%	9.3%
Trade and exports	0.0%	7.2%
Crime and violence	0.0%	0.0%
Economic growth	31.3%	22.7%
Law and justice	0.0%	10.3%
Regulatory framework*	6.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	1.0%
Disaster management	6.3%	2.1%
Information and communications technology	0.0%	3.1%

*Significantly different between respondents who specialize in education and other sectoral areas

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

Percentage of Respondents (Responses combined)	Education specialists	Other
Water and sanitation	12.5%	12.1%
Equality of opportunity	18.8%	16.2%
Economic growth	25.0%	34.3%
Climate change	0.0%	7.1%
Global/regional integration	0.0%	4.0%
Gender equity	0.0%	4.0%
Health	18.8%	10.1%
Urban development	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Social protection	12.5%	4.0%
Law and justice	0.0%	7.1%
Transport	6.3%	7.1%
Crime and violence	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	0.0%	1.0%
Anti corruption	6.3%	11.1%
Private sector development	12.5%	8.1%
Foreign direct investment	6.3%	11.1%
Education*	87.5%	56.6%
Energy	6.3%	3.0%
Public sector governance/ reform	6.3%	10.1%
Natural resource management*	6.3%	0.0%
Environmental sustainability	0.0%	4.0%
Disaster management	0.0%	1.0%
Rural development	18.8%	19.2%
Agricultural development	12.5%	9.1%
Job creation/employment	37.5%	40.4%
Financial markets	0.0%	1.0%
Trade and exports	0.0%	4.0%
Food security	6.3%	9.1%

*Significantly different between respondents who specialize in education and other sectoral areas

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

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

Percentage of Respondents (Responses combined)	Education specialists	Other
Social protection	12.5%	5.1%
Crime and violence	0.0%	2.0%
Transport	6.3%	18.4%
Agricultural development	25.0%	12.2%
Global/regional integration	0.0%	2.0%
Anti corruption	18.8%	8.2%
Public sector governance/ reform	31.3%	22.4%
Health	12.5%	9.2%
Rural development	0.0%	16.3%
Foreign direct investment	6.3%	4.1%
Education*	75.0%	46.9%
Energy	6.3%	2.0%
Job creation/employment	12.5%	11.2%
Financial markets	0.0%	1.0%
Urban development	0.0%	2.0%
Environmental sustainability	12.5%	7.1%
Equality of opportunity	12.5%	15.3%
Private sector development	0.0%	4.1%
Water and sanitation	12.5%	9.2%
Food security	0.0%	9.2%
Climate change	6.3%	12.2%
Poverty reduction	18.8%	34.7%
Trade and exports	12.5%	6.1%
Economic growth	12.5%	17.3%
Law and justice	0.0%	4.1%
Regulatory framework	0.0%	3.1%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.0%
Gender equity	0.0%	1.0%
Information and communications technology	0.0%	7.1%
Disaster management	6.3%	3.1%

*Significantly different between respondents who specialize in education and other sectoral areas

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

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

	Please identify the primary specialization of your work.					
	Education specialists			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	14	7.71	2.89	88	7.27	2.58
Information and communications technology	14	7.36	2.76	90	7.61	2.33
Transport	15	7.20	2.34	91	8.03	2.09
Crime and violence	15	6.33	2.35	84	6.43	2.69
Law and justice	15	7.33	2.35	88	7.00	2.51
Urban development	15	6.73	1.75	86	7.00	2.36
Environmental sustainability	15	7.73	2.19	87	7.57	2.38
Regulatory framework	14	7.36	2.24	80	7.09	2.38
Communicable/non-communicable diseases	14	6.57	2.10	83	6.66	2.40
Poverty reduction	15	8.87	1.51	92	8.77	1.76
Gender equity	13	7.46	2.11	86	7.50	2.26
Private sector development	15	6.67	1.95	87	7.46	2.28
Foreign direct investment	15	7.47	1.55	90	7.67	2.31
Water and sanitation	15	8.67	1.35	85	8.29	1.90
Trade and exports	15	7.00	1.56	88	7.59	2.13
Economic growth	15	7.87	1.81	89	8.64	1.94
Energy	15	7.27	1.94	86	8.20	1.95
Disaster management	15	7.33	1.91	86	7.35	2.19
Public sector governance/ reform	15	7.67	2.02	88	7.94	2.33
Job creation/employment	14	7.79	2.26	90	7.79	2.51
Financial markets	13	6.54	1.90	84	7.56	1.85
Equality of opportunity	14	7.29	2.40	86	8.02	2.05
Health	15	7.47	2.26	88	7.80	2.34
Rural development	13	7.92	2.02	90	8.09	2.12
Global/regional integration	14	6.36	2.13	84	7.51	2.27
Food security	14	7.71	1.94	89	7.74	2.12
Education	13	8.23	1.74	90	8.64	2.08
Social protection	13	7.00	2.31	84	7.27	2.43
Climate change	14	7.86	2.11	90	7.67	2.28
Agricultural development	14	8.14	1.83	84	8.13	2.10
Natural resource management	13	7.00	2.38	84	6.90	2.59

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

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

	Please identify the primary specialization of your work.					
	Education specialists			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	6	2.83	2.04	45	5.36	2.83
Information and communications technology	6	5.50	2.17	47	6.79	2.42
Transport	8	6.50	2.20	70	7.86	1.87
Crime and violence	6	5.17	1.17	40	6.13	2.66
Law and justice	7	4.86	2.61	43	6.02	2.61
Urban development	8	5.38	1.19	42	6.76	2.21
Environmental sustainability	9	5.56	1.81	59	6.75	2.57
Regulatory framework	8	6.13	2.17	51	6.73	2.28
Communicable/non-communicable diseases	8	5.63	1.85	48	6.52	2.43
Poverty reduction	10	6.30	2.31	71	7.27	2.38
Gender equity	10	6.20	2.25	55	6.49	2.57
Private sector development	10	7.20	1.40	55	7.00	1.85
Foreign direct investment	8	6.75	1.28	51	7.06	2.01
Water and sanitation	10	6.90	1.60	64	7.94	1.85
Trade and exports	7	6.57	.98	54	7.31	1.94
Economic growth	11	6.91	1.30	63	7.59	2.03
Energy	12	6.92	1.51	64	7.58	1.94
Disaster management	9	6.00	1.73	50	6.90	2.56
Public sector governance/ reform*	10	5.00	2.98	65	7.09	2.52
Job creation/employment	8	4.50	1.85	53	6.38	2.69
Financial markets	7	6.00	2.52	48	6.90	2.20
Equality of opportunity	11	5.27	2.53	59	6.71	2.48
Health*	9	5.44	1.94	68	7.41	2.37
Rural development	10	5.60	1.78	63	7.03	2.39
Global/regional integration	7	5.86	.69	42	6.93	2.43
Food security	9	6.56	1.33	62	6.77	2.38
Education	14	6.93	2.27	66	7.29	2.44
Social protection	10	6.60	2.72	52	6.62	2.55
Climate change	9	6.22	1.72	58	6.90	2.59
Agricultural development	8	6.00	.93	62	6.76	2.33
Natural resource management	8	6.50	1.77	50	6.58	2.57

*Significantly different between respondents who specialize in education and other sectoral areas



Appendix H: Indicator Questions as a Function of Exposure to the World Bank Group

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 Group in Nicaragua? (Choose no more than TWO)									
				Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	Currently collaborating	Previously collaborated	Never collaborated	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 Group	7.67	6.43	6.95	7.29	6.74	7.20	6.96	6.73	7.71	6.85	7.88	7.42	6.38
Overall the World Bank Group currently plays a relevant role in development in Nicaragua	7.84	6.41	7.14	7.37	6.87	7.25	7.13	6.76	8.03	7.07	7.58	7.42	6.76
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	7.61	6.16	6.63	7.24	6.34	6.94	6.89	6.54	7.64	6.65	7.83	7.17	6.43
Responsiveness	7.36	6.34	7.47	7.32	6.89	7.09	7.23	6.93	7.54	7.05	7.52	7.34	6.77
Flexibility (in terms of the institution's products and services)	6.82	6.18	6.83	6.69	6.65	6.84	6.51	6.58	6.85	6.58	7.00	6.72	6.58
Flexibility (in terms of changing country circumstances)	7.11	6.55	6.40	7.00	6.26	6.82	6.67	6.44	7.25	6.59	7.27	6.87	6.50
Being inclusive	7.22	6.27	6.66	6.95	6.35	6.78	6.68	6.47	7.26	6.60	7.20	6.92	6.39
Openness	7.92	6.57	7.03	7.47	6.78	7.15	7.33	7.03	7.59	7.10	7.65	7.40	6.94
Staff accessibility	7.83	5.96	5.77	6.95	5.97	6.65	6.59	6.35	7.09	6.28	7.70	6.92	6.06
Straightforwardness and honesty	8.06	6.48	7.19	7.69	6.54	7.39	7.24	7.00	7.87	7.10	7.91	7.54	6.90
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.72	5.78	5.68	6.69	5.87	6.69	6.15	6.09	6.94	6.04	7.65	6.69	5.83
Collaboration with civil society	6.27	5.72	5.79	5.87	6.00	6.05	5.80	5.63	6.45	5.79	6.47	6.23	5.39
Collaboration with the Government	8.54	8.48	8.31	8.65	8.00	8.27	8.56	8.24	8.74	8.35	8.64	8.52	8.23
Collaboration with other donors and development partners	7.63	7.59	7.17	7.74	6.87	7.27	7.54	7.23	7.85	7.32	7.78	7.77	6.84
Collaboration with the private sector	7.00	8.04	7.93	7.61	7.63	7.20	8.02	7.54	7.76	7.67	7.31	7.87	7.19
The speed in which it gets things accomplished on the ground	7.15	6.15	6.59	6.96	6.11	6.73	6.65	6.15	7.58	6.56	7.11	7.05	5.96
Being a long-term partner	8.19	7.21	7.66	7.87	7.41	7.76	7.64	7.23	8.56	7.59	8.04	8.10	6.94
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	7.42	6.41	7.25	7.28	6.74	7.04	7.13	6.80	7.64	6.87	7.83	7.40	6.49
The World Bank Group's financial instruments meet the needs of Nicaragua	7.45	6.31	6.94	7.08	6.62	6.96	6.86	6.61	7.47	6.65	7.79	7.37	6.03
The World Bank Group meets Nicaragua's needs for knowledge services	7.31	6.21	7.00	6.95	6.46	6.65	6.92	6.48	7.31	6.66	7.17	7.14	6.11
The World Bank Group's knowledge work and activities are adaptable to Nicaragua's specific development challenges and country circumstances	7.00	6.17	7.13	6.92	6.37	6.67	6.80	6.37	7.40	6.70	6.83	6.90	6.43
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.92	6.97	7.61	7.55	7.40	7.70	7.28	7.22	8.06	7.33	8.08	7.76	7.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.95	7.36	7.69	7.74	7.33	7.48	7.69	7.40	7.97	7.47	8.00	7.72	7.34
The World Bank Group takes decisions quickly in Nicaragua	7.56	6.07	6.18	6.69	6.63	7.17	6.17	6.49	6.94	6.32	7.79	6.84	6.31
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.87	6.56	7.07	7.29	6.92	7.32	7.00	6.93	7.52	7.00	7.71	7.48	6.63

Yellow highlight indicates significant difference between Yes and No means.



Appendix I: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank Group*	16	7.81	2.14	5	9.00	1.41	10	7.20	2.20	13	6.85	1.63	24	5.92	2.04	14	8.07	1.44	14	7.00	2.04	11	6.73	2.05
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	16	8.31	1.82	4	9.00	2.00	10	7.50	2.59	11	7.27	1.79	25	6.12	2.30	15	7.80	2.08	14	6.64	2.44	14	6.50	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	15	8.07	1.87	4	8.25	1.71	10	7.50	2.01	12	7.08	1.56	25	5.72	1.99	16	7.25	2.02	14	6.93	2.09	13	6.08	2.33
Responsiveness*	16	8.00	1.71	3	8.67	1.15	9	7.33	1.87	11	7.00	1.18	23	6.35	2.21	13	8.00	1.47	12	6.67	1.78	11	6.45	2.34
Flexibility (in terms of the institution's products and services)	14	7.64	1.65	4	9.25	.96	8	6.88	1.81	10	6.30	1.57	22	5.95	2.52	11	7.00	1.26	13	6.23	1.96	11	6.36	2.42
Flexibility (in terms of changing country circumstances)	15	7.67	1.63	3	9.00	1.00	9	6.78	1.99	11	6.45	1.63	22	6.23	2.05	12	7.25	1.66	14	5.93	1.64	12	6.67	2.64
Being inclusive	13	7.92	1.93	4	8.75	.96	8	7.13	1.81	11	6.73	1.85	23	5.91	2.43	9	7.11	2.42	14	6.07	1.94	12	6.67	2.35
Openness	15	8.07	1.98	3	8.33	.58	10	8.20	1.75	10	6.80	1.40	23	6.74	2.34	10	7.20	2.35	13	6.31	2.63	12	7.42	1.62
Staff accessibility*	15	8.20	1.74	3	8.33	1.53	10	7.50	2.07	10	6.30	1.70	22	6.41	2.36	11	5.09	2.88	14	5.71	2.27	12	6.42	2.47
Straightforwardness and honesty	15	8.33	1.80	4	9.50	1.00	8	7.38	1.41	8	7.75	1.16	22	6.73	2.91	8	7.50	2.07	13	6.08	2.29	10	7.30	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	7.71	2.33	3	8.67	.58	8	7.75	2.19	10	6.20	2.35	20	5.45	2.70	12	5.50	2.68	11	5.45	2.21	12	6.92	2.61
Collaboration with civil society*	10	7.60	2.22	3	9.00	1.00	5	6.20	2.49	8	6.25	2.38	25	5.20	2.77	11	6.27	2.15	13	5.31	2.29	11	4.82	2.48
Collaboration with the Government	15	8.40	1.80	4	9.50	1.00	8	8.13	1.73	10	8.50	1.08	23	8.61	1.03	13	8.54	.78	13	8.62	1.12	12	7.58	2.19
Collaboration with other donors and development partners	10	7.80	2.04	3	9.00	1.00	10	7.40	2.46	8	7.75	1.04	21	7.00	2.53	10	8.10	.88	12	7.50	1.78	11	6.45	2.81
Collaboration with the private sector	9	8.22	2.33	3	9.33	1.15	6	7.00	1.67	11	6.82	1.99	22	8.00	1.31	12	8.08	1.51	10	7.40	1.84	12	6.67	2.93
The speed in which it gets things accomplished on the ground*	14	7.79	1.81	3	9.00	1.00	7	7.00	2.16	10	6.60	1.07	20	6.05	1.82	9	6.89	2.57	11	5.55	1.57	11	6.36	2.11
Being a long-term partner	15	8.40	1.99	5	9.40	.89	10	7.50	2.17	11	7.27	2.49	20	7.50	2.09	11	8.09	2.21	11	7.36	2.58	13	7.08	2.36
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?*	16	8.06	1.95	5	9.80	.45	10	7.40	2.46	12	7.33	1.87	25	6.12	2.19	15	7.20	2.21	14	6.64	2.02	13	6.08	2.10
The World Bank Group's financial instruments meet the needs of Nicaragua*	15	7.93	1.58	5	10.00	0.00	10	7.20	1.62	12	7.00	1.41	23	5.87	2.01	13	6.77	2.35	14	6.93	1.86	13	6.00	2.27
The World Bank Group meets Nicaragua's needs for knowledge services	15	7.73	1.39	4	7.75	4.50	9	7.44	1.51	13	6.77	1.96	23	6.26	1.89	12	6.42	2.68	14	6.50	2.38	12	6.58	2.43
The World Bank Group's knowledge work and activities are adaptable to Nicaragua's specific development challenges and country circumstances	15	7.60	1.76	5	7.60	3.78	9	7.22	1.48	11	7.45	1.21	26	5.69	2.15	11	7.18	1.66	13	6.69	2.32	12	6.50	1.93
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	16	8.31	1.66	5	9.40	1.34	10	7.70	1.64	12	8.08	1.38	28	6.57	2.15	14	8.00	1.30	13	6.77	2.55	12	7.00	2.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	7.75	2.11	5	9.60	.89	10	7.90	1.60	12	7.83	.94	27	7.15	1.79	14	8.14	1.70	14	7.14	2.32	12	7.08	2.39
The World Bank Group takes decisions quickly in Nicaragua*	15	8.07	1.53	4	7.75	1.89	6	7.17	1.94	13	6.31	1.84	19	5.74	2.23	8	7.13	1.81	9	6.44	1.94	9	5.89	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.73	2.22	3	8.33	2.08	7	7.86	2.27	12	7.00	1.41	17	6.24	2.33	6	8.50	1.05	6	6.83	1.72	8	6.75	2.12

*Significantly different between stakeholder groups



Appendix J: Nicaragua FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Nicaragua

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING NICARAGUA

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Nicaragua.			
Please identify which of the following you consider the most important development priorities in Nicaragua? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, child labor prevention)	17	Global/regional integration
2	Food security	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Education	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti-corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nicaragua? (Choose no more than THREE)			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Health	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance, child labor prevention)	25	Rural development
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases	29	Trade and exports
15	Information and communications technology	30	Food security

**SECTION A: GENERAL ISSUES**

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

(Choose no more than TWO)

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

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

How familiar are you with the work of these organizations in Nicaragua?											
		Not familiar at all					Extremely familiar				
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10
B4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Nicaragua.											
		Not effective at all					Extremely effective				
B5	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B6	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B7	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10
B8	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nicaragua? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, child labor prevention)	17	Equality of opportunity (i.e., equity)
2	Crime and violence	18	Private sector development
3	Transport (e.g., roads, bridges, transportation)	19	Water and sanitation
4	Agricultural development	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Anti corruption	22	Poverty reduction
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Trade and exports
8	Health	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Education	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Gender equity
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

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

B11. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nicaragua?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Nicaragua? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
B12	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Nicaragua to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
B15	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

B18. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nicaragua? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Nicaragua
17	Other (please specify): _____
18	Don't know

B19. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nicaragua? (Choose no more than TWO)

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

B20. To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

To what extent do you agree with the following statements about the World Bank Group's work in Nicaragua?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B21	Overall the World Bank Group currently plays a relevant role in development in Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	The World Bank Group supports Nicaragua's efforts to reduce social exclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	The World Bank Group supports programs and strategies that are realistic for Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	The World Bank Group treats clients and stakeholders in Nicaragua with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	The World Bank Group is an organization that does not represent a particular ideological perspective in Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	The World Bank Group is an organization that is not overly influenced by any particular country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	The World Bank Group respects the positions, views and demands of the government of Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	The World Bank Group listens and takes into account your views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

To what extent is the World Bank Group an effective development partner in Nicaragua, in terms of each of the following?		To no degree at all										To a very significant degree										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B31	Responsiveness																					<input type="checkbox"/>
B32	Flexibility (in terms of the institution's products and services)																					<input type="checkbox"/>
B33	Flexibility (in terms of changing country circumstances)																					<input type="checkbox"/>
B34	Being inclusive																					<input type="checkbox"/>
B35	Openness (sharing data and other information)																					<input type="checkbox"/>
B36	Staff accessibility																					<input type="checkbox"/>
B37	Straightforwardness and honesty																					<input type="checkbox"/>
B38	Ease of access to the people at the World Bank Group who are making decisions important to my work																					<input type="checkbox"/>
B39	Collaboration with civil society																					<input type="checkbox"/>
B40	Collaboration with the Government																					<input type="checkbox"/>
B41	Collaboration with other donors and development partners																					<input type="checkbox"/>
B42	Collaboration with the private sector																					<input type="checkbox"/>
B43	The speed in which it gets things accomplished on the ground																					<input type="checkbox"/>
B44	Being a long-term partner																					<input type="checkbox"/>

B45. To be a more effective development partner in Nicaragua, do you believe that the World Bank Group should have... ? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

B46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

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

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

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

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

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. Where are the World Bank Group's decisions made primarily that support the program in Nicaragua? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

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

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

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nicaragua?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

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

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

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

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

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

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

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

D9. Have you read/consulted the most recent LAC Flagship Report: [Inequality of a Lower Growth Latin America]? (LAC Flagship Reports are annual reports prepared by the LAC Chief Economist Office.)

1	Yes
2	No

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

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

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

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

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nicaragua?												
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	

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

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

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

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

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

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

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

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

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

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters
3	World Bank Group's seminars/workshops/conferences
4	World Bank Group's publications and other written materials
5	World Bank Group's website
6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
7	Mobile phones
8	Other (please specify): _____

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

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

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**SECTION H: BACKGROUND INFORMATION**

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

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

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

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

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

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|----------|
| 1 | Managua |
| 2 | Pacific |
| 3 | Central |
| 4 | Atlantic |

Thank you for completing the survey!