

FY16 Argentina Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2016



Acknowledgements

The Argentina Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, Jessica Cameron, and Calita Woods. 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 Argentina country team and the local fielding agency Soto Magariños. In particular, PORG is grateful for the support from Shane Kimo Romig, who coordinated the survey related activities from Buenos Aires, Argentina.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

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

II. Methodology

From November 2015 to January 2016, 208 stakeholders of the WBG in Argentina were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 90 stakeholders participated in the survey (43% response rate).

Respondents received and completed the questionnaire online. Respondents were asked about: general issues facing Argentina; 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 Argentina; 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.

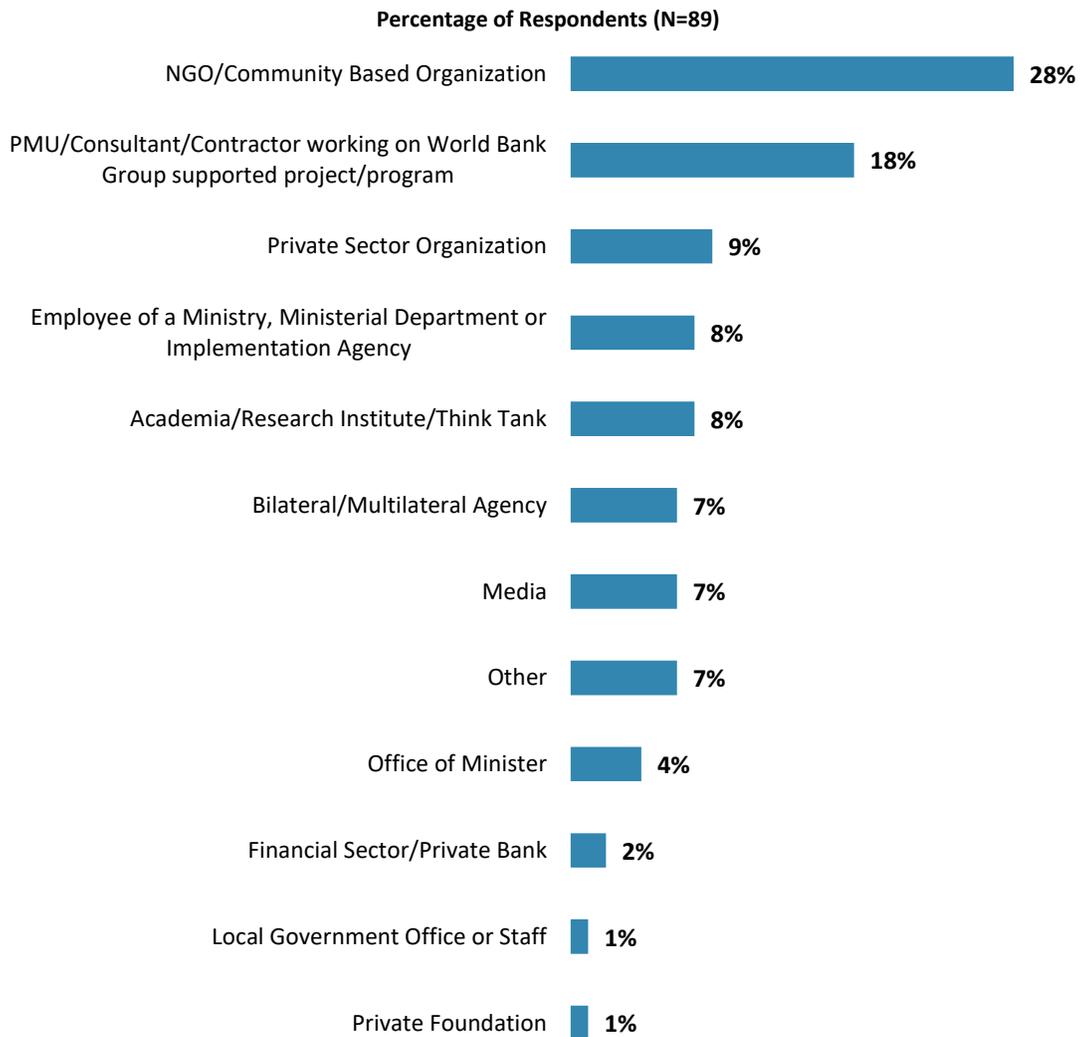
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 37%, N=104). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'16 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, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 93).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations. Few respondents from the office of a minister, local governments, private foundations, and other organizations were included in the “Other” category. NGO/CBO was renamed as CSO in the analysis. There were no respondents from the Office of the President/Prime Minister, office of a parliamentarian, independent government institutions, trade unions, faith-based groups, youth groups, or the judiciary branch.

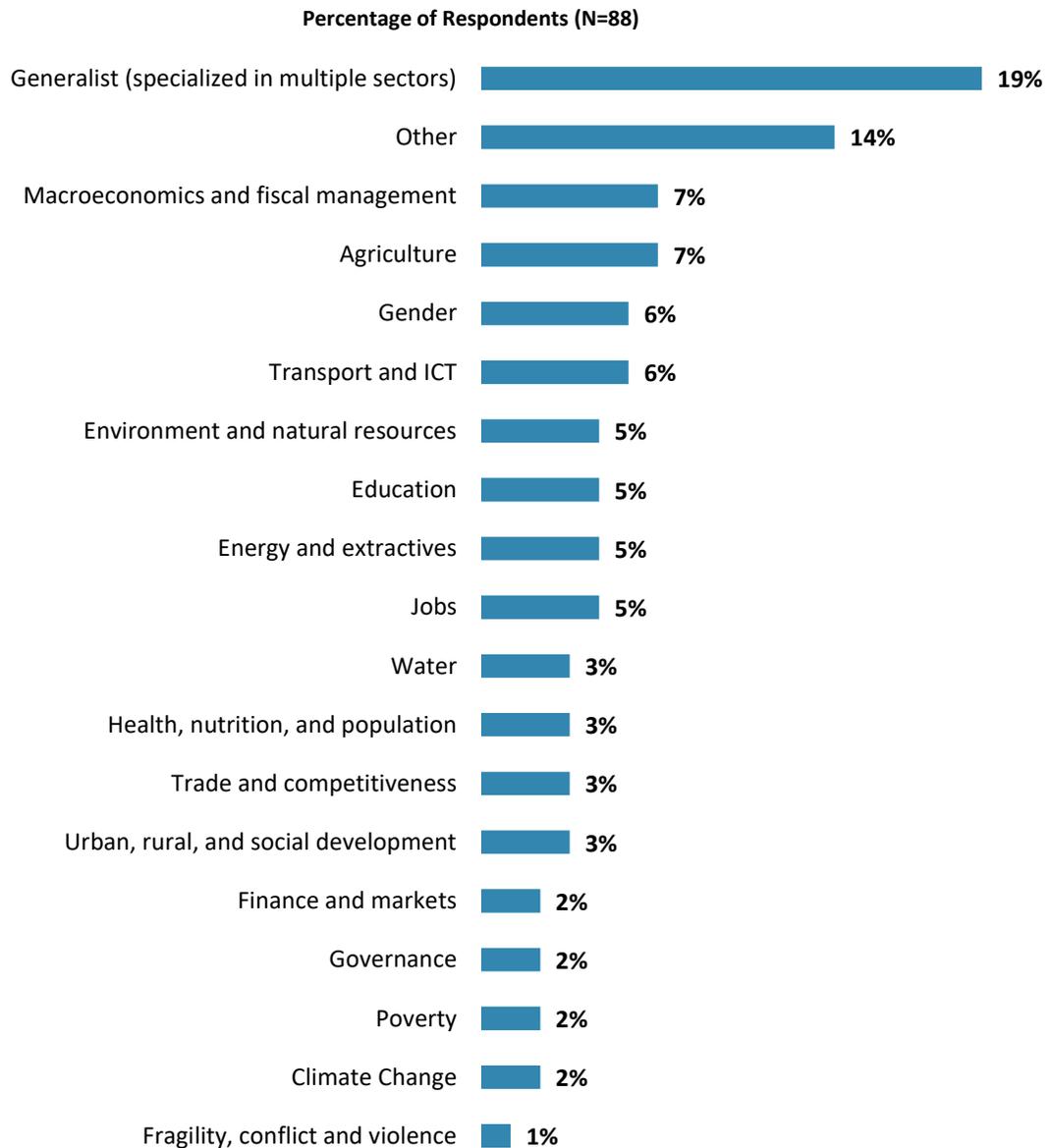


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



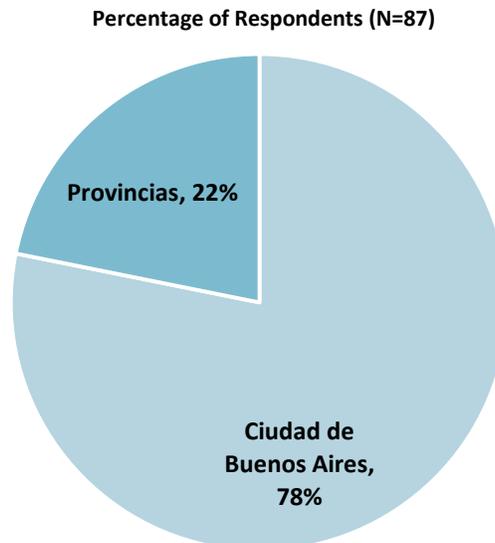
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

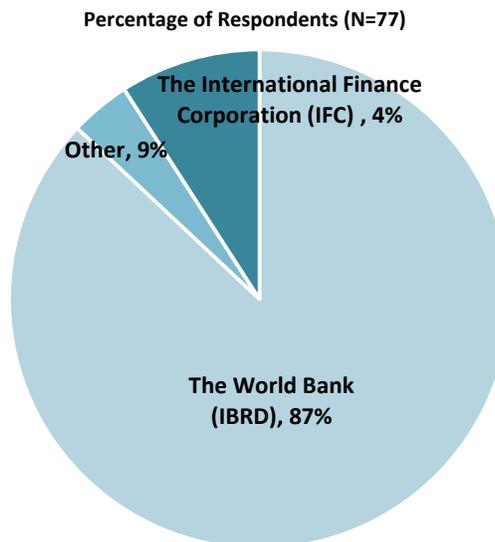
Geographic locations

- For more details of the comparison between geographic locations, please go to appendix C (page 84).



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

Exposure to Agencies within the World Bank Group



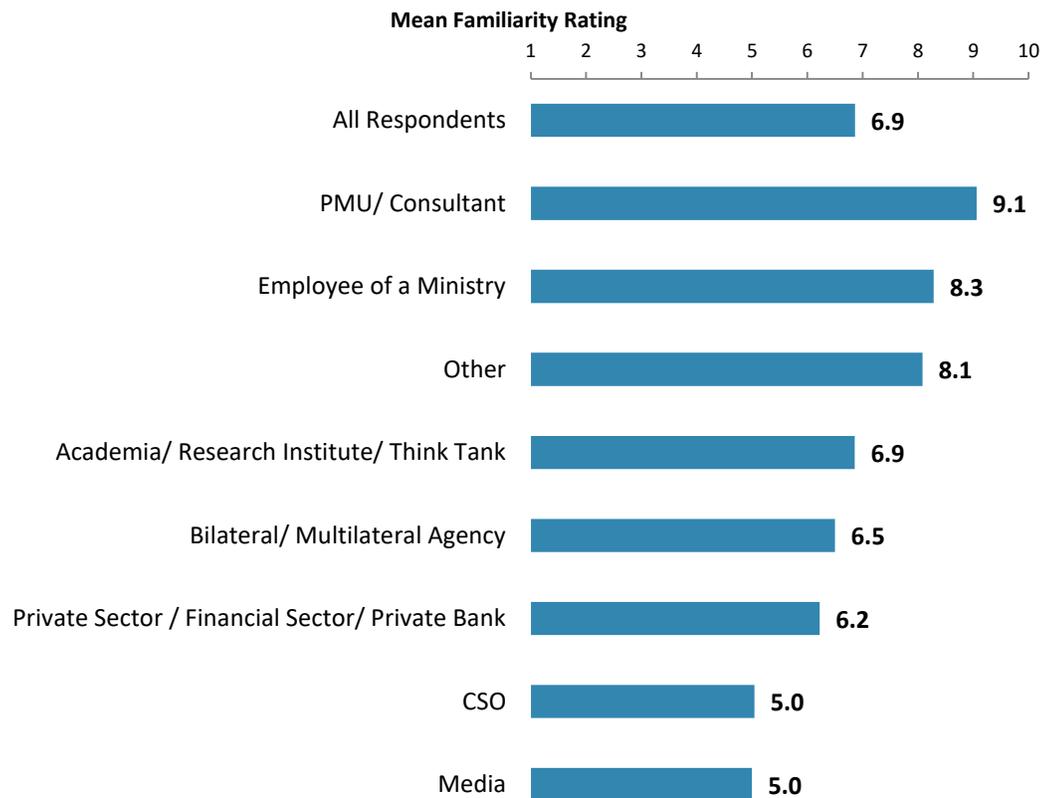
"Which of the following agencies of the World Bank Group do you primarily engage with in Argentina?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 6.7; weighted mean in FY'12 = 7.1)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Argentina, the extent to which the WBG plays a relevant role in development in Argentina and the extent to which the WBG helps to achieve development results in the country.



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

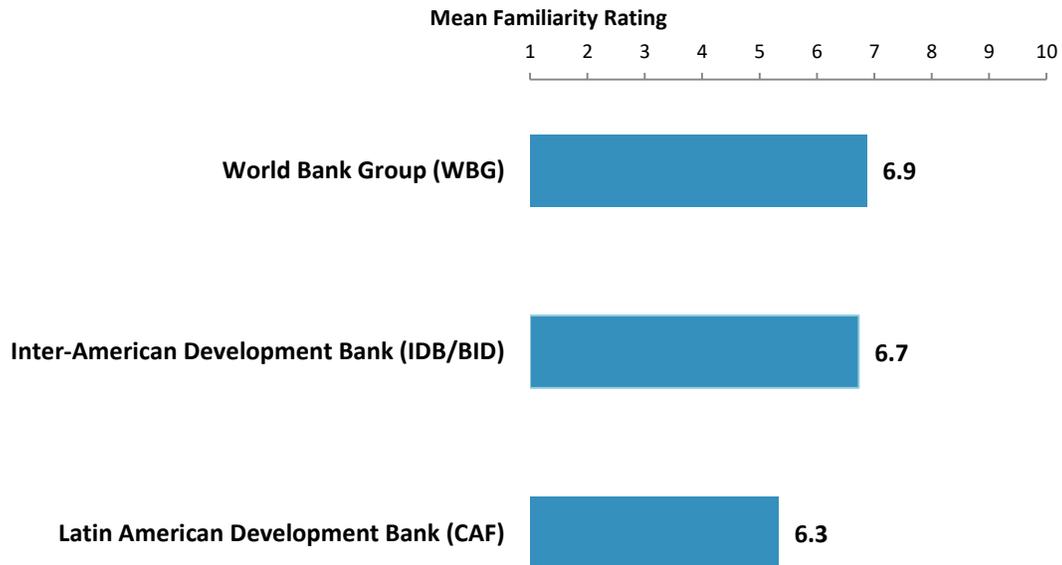
¹ Please refer to Appendix E (page 93) for more details on weighting. The means in the chart were calculated based on un-weighted data.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Development Banks

- Stakeholders in Argentina were significantly more familiar with the WBG than the Latin American Development Bank. Their levels of familiarity with the WBG and the Inter-American Development Bank were statistically similar.

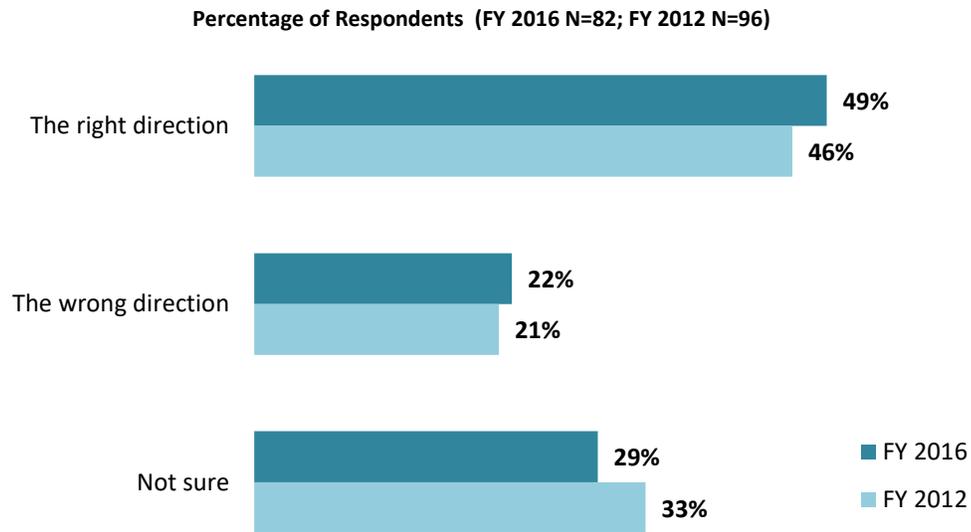


"How familiar are you with the work of these organizations in Argentina?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing Argentina

Headed in the Right Direction²



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

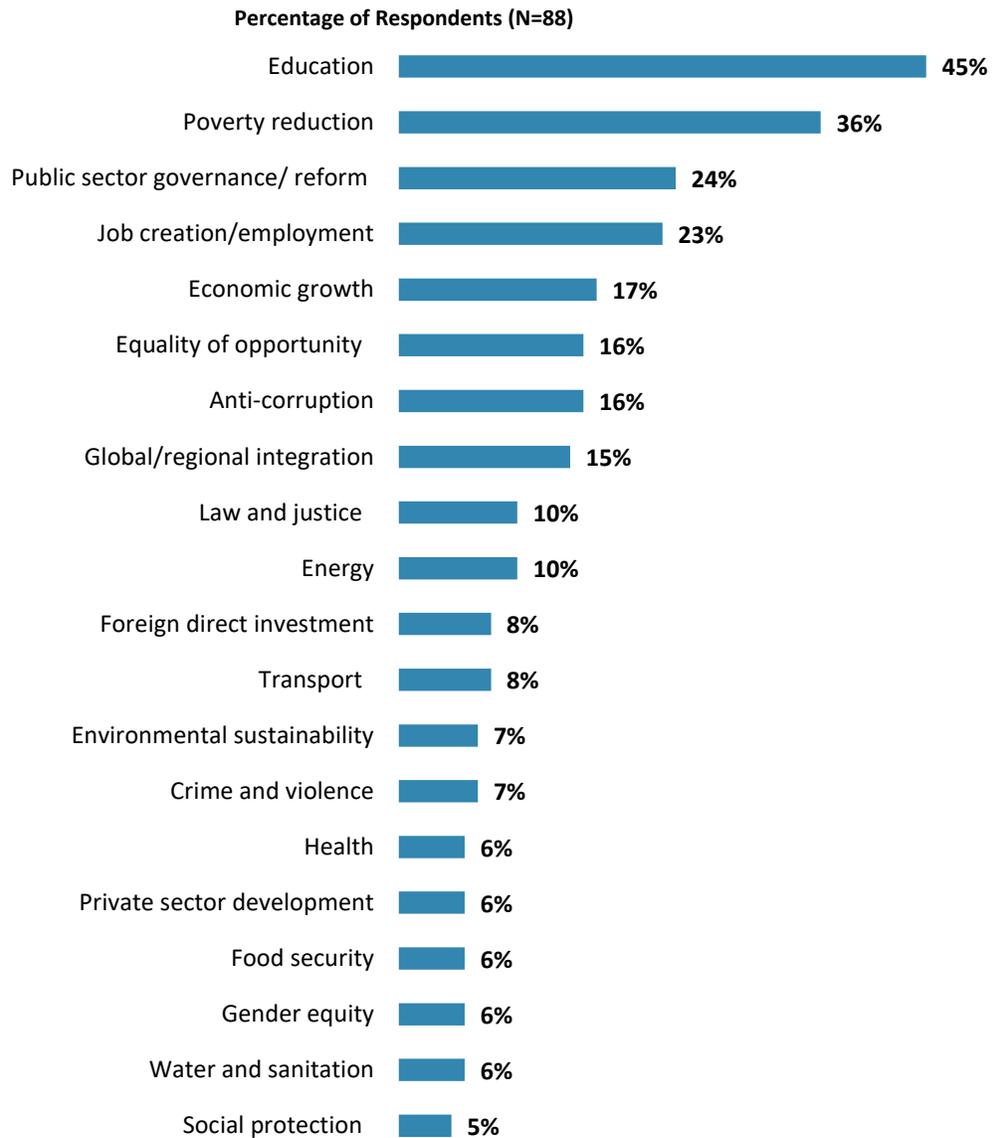
²All percentages presented in the chart were calculated based on weighted data from FY 2016 and FY 2012 country surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Argentina (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the most important development priorities in Argentina were “*poverty reduction*” (44%), “*equality of opportunity*” (38%), and “*education*” (27%).



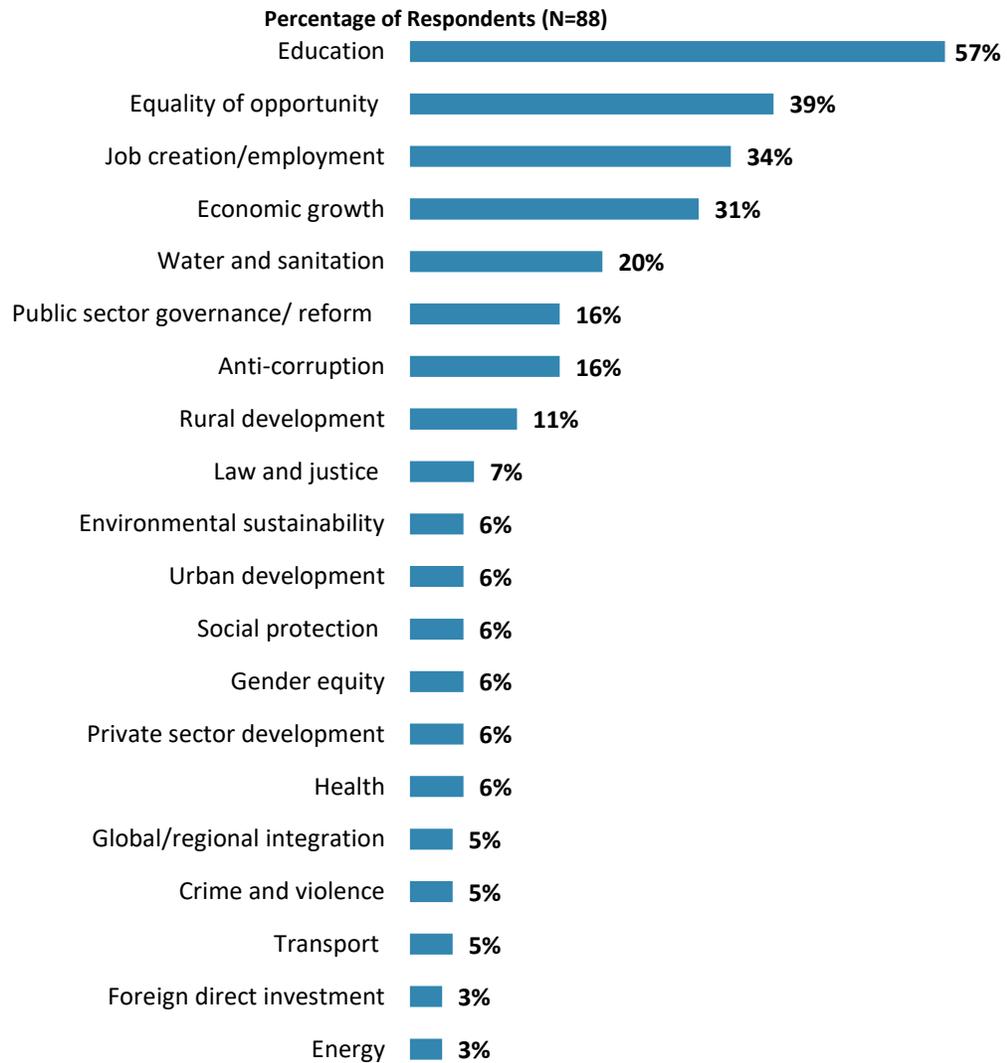
"Listed below are a number of development priorities in Argentina. Please identify which of the following you consider the most important development priorities in Argentina. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing Argentina (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Argentina were “*environmental sustainability*” (52%), “*crime and violence*” (42%), “*trade and exports*” (37%), and “*transport*” (35%).

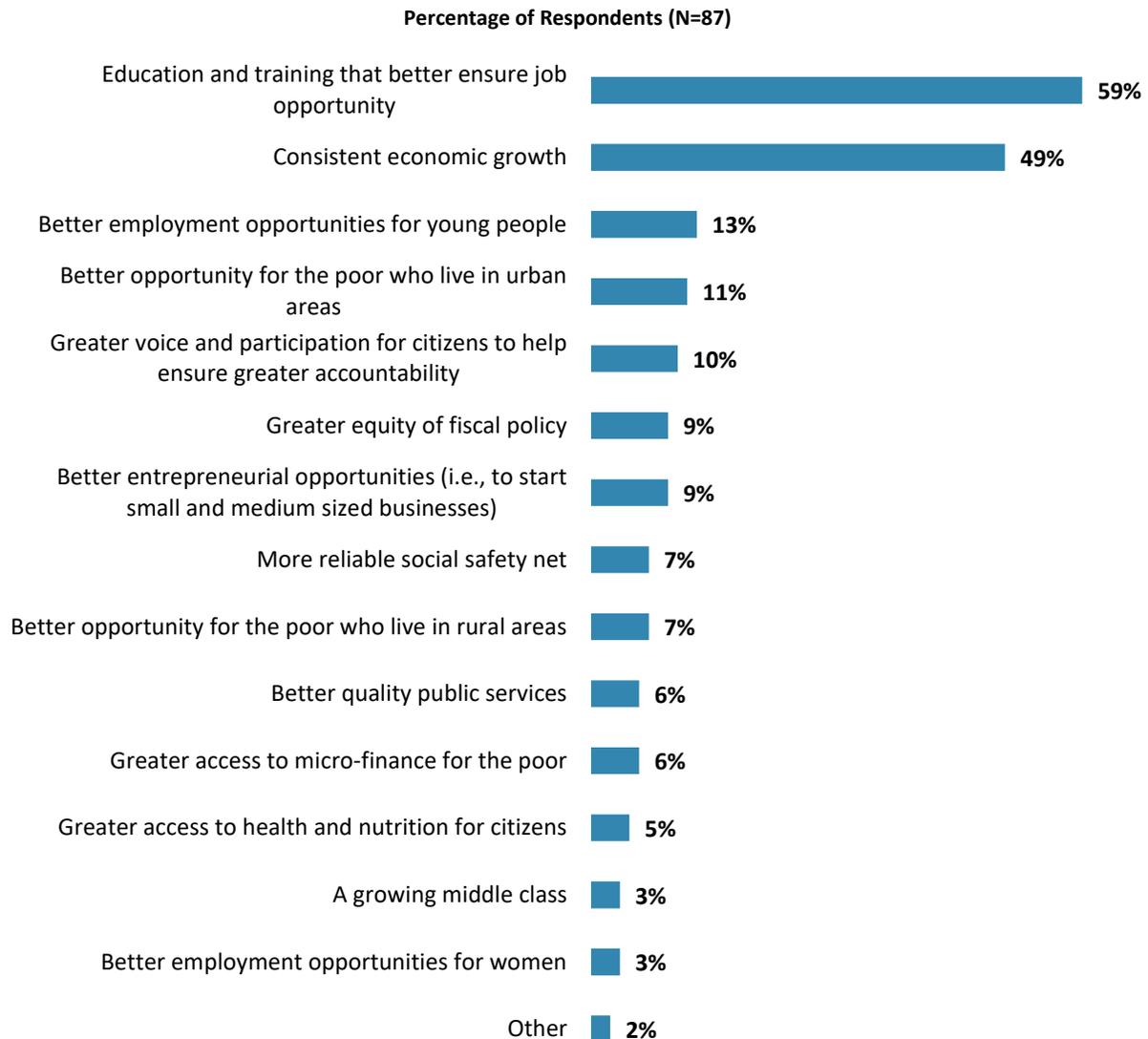


"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Argentina? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing Argentina (continued)

Factors Contributing to “Shared Prosperity”



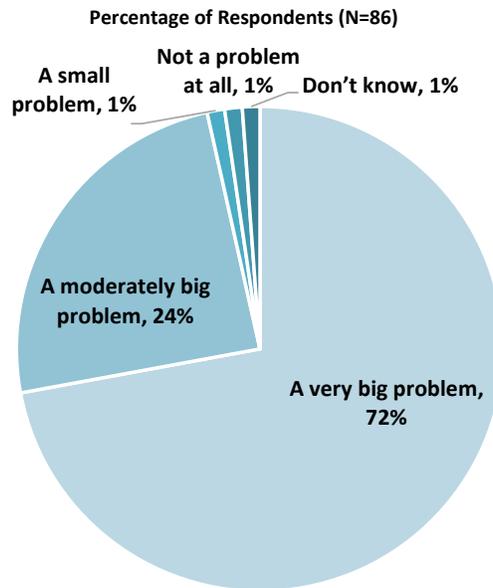
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



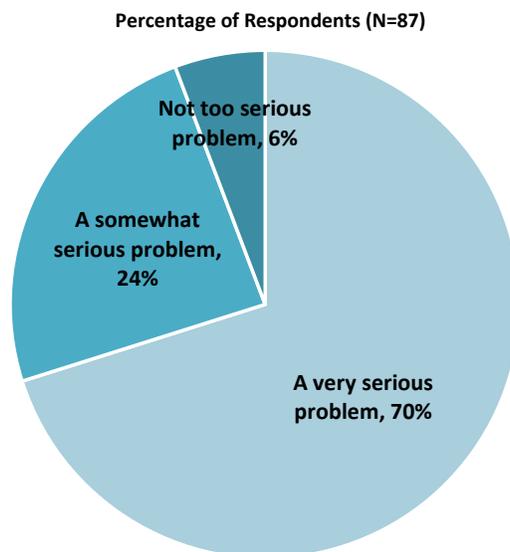
IV. General Issues Facing Argentina (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Argentina?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Climate Change



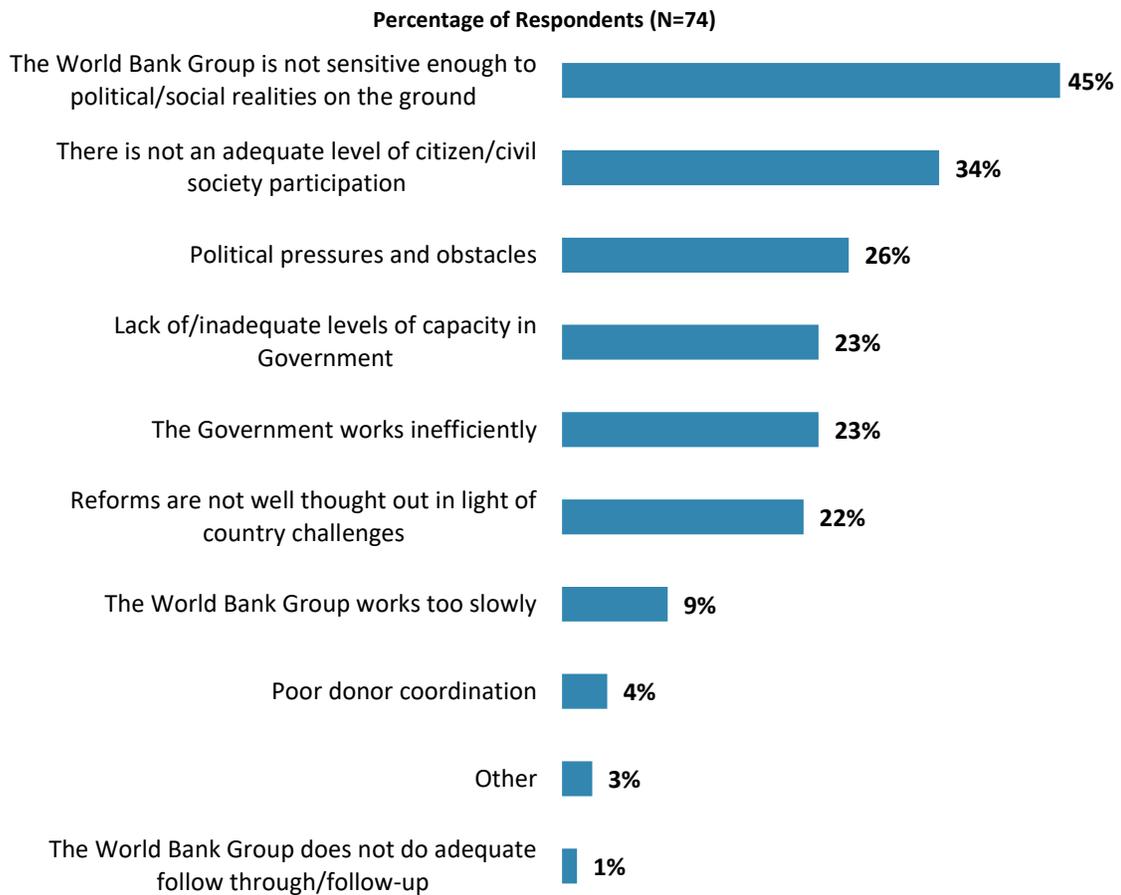
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Stakeholder groups:** Among this year’s respondents, respondents from CSO and private sector/financial sector/private banks were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



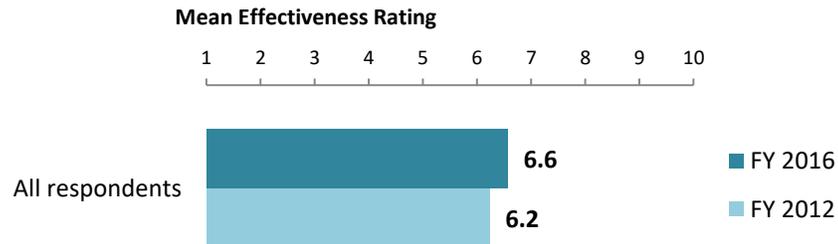
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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.

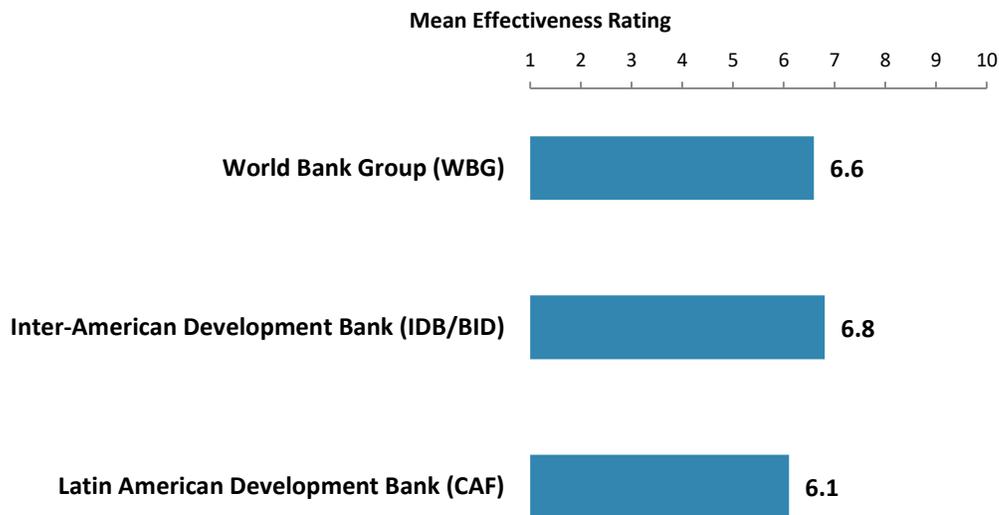
The World Bank Group’s Overall Effectiveness³ (Indicator Question)



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

The Effectiveness of the World Bank Group and Other Development Banks⁴

- Stakeholders gave significantly higher ratings for the WBG’s effectiveness than the effectiveness of the Inter-American Development Bank and the Latin American Development Bank.



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

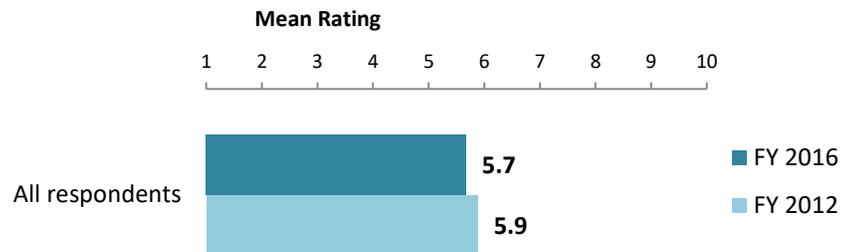
³ Both means presented in this chart were calculated based on weighted data from FY’16 and FY’12.

⁴ Means in the chart were calculated based on un-weighted data.



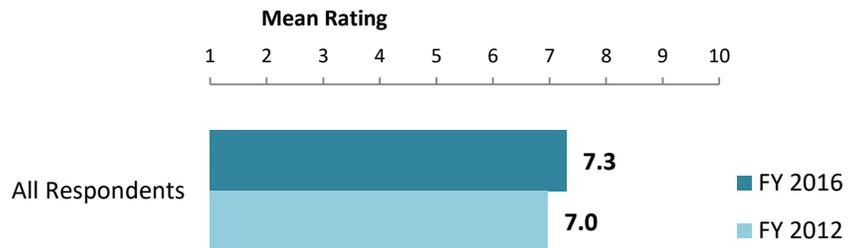
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results *(Indicator Question)⁵*



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

WBG Staff Preparedness



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

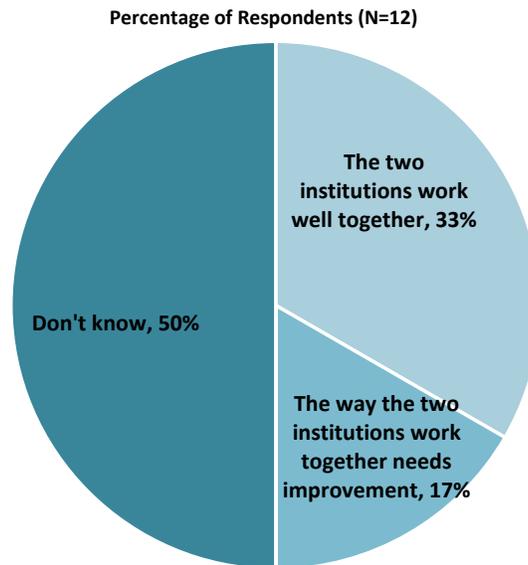
⁵ All means presented in this page were calculated based on weighted data from FY'16 and FY'12.



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

The World Bank and the IFC Working Together

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



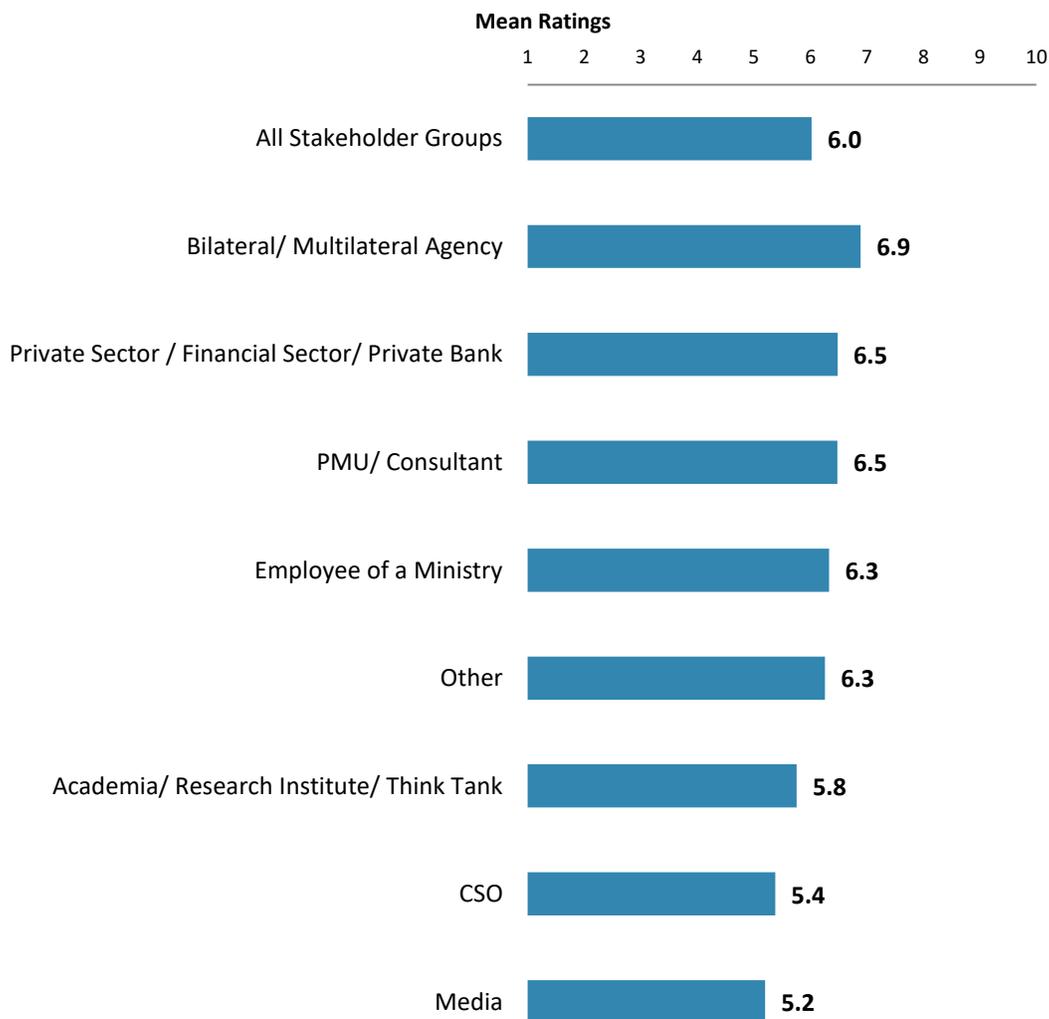
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Argentina?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups⁶

- **Stakeholder groups:** respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions.
- **Collaboration:** respondents who collaborate with the WBG had significantly higher overall ratings (mean=6.7) for the twenty six indicator questions than respondents who do not collaborate with the institution (mean=5.7).



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

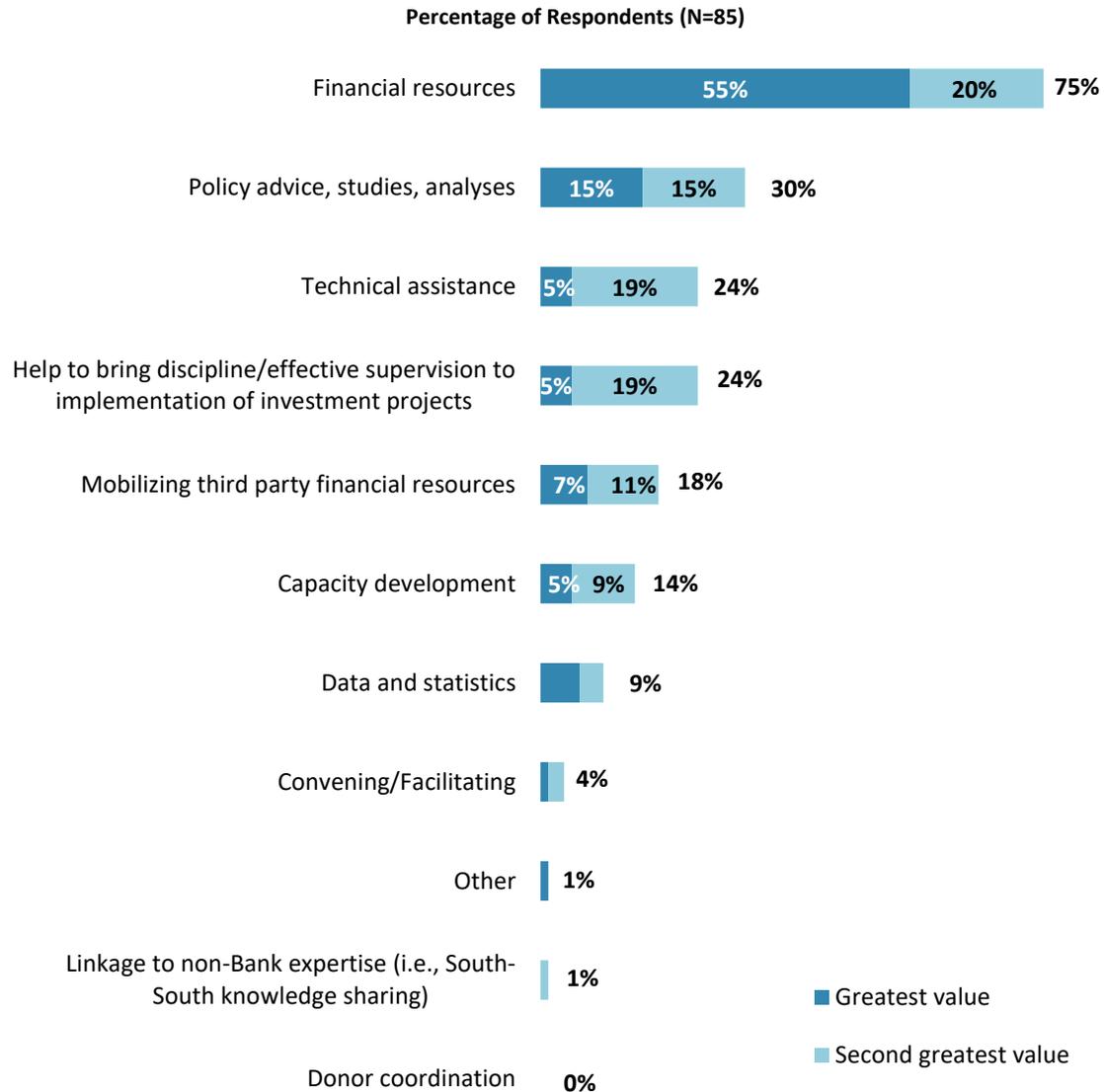
⁶ Responses to all twenty six indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 98).



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

Greatest Values

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest value to Argentina was its "*financial resources*" (73%).



"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 Argentina?"

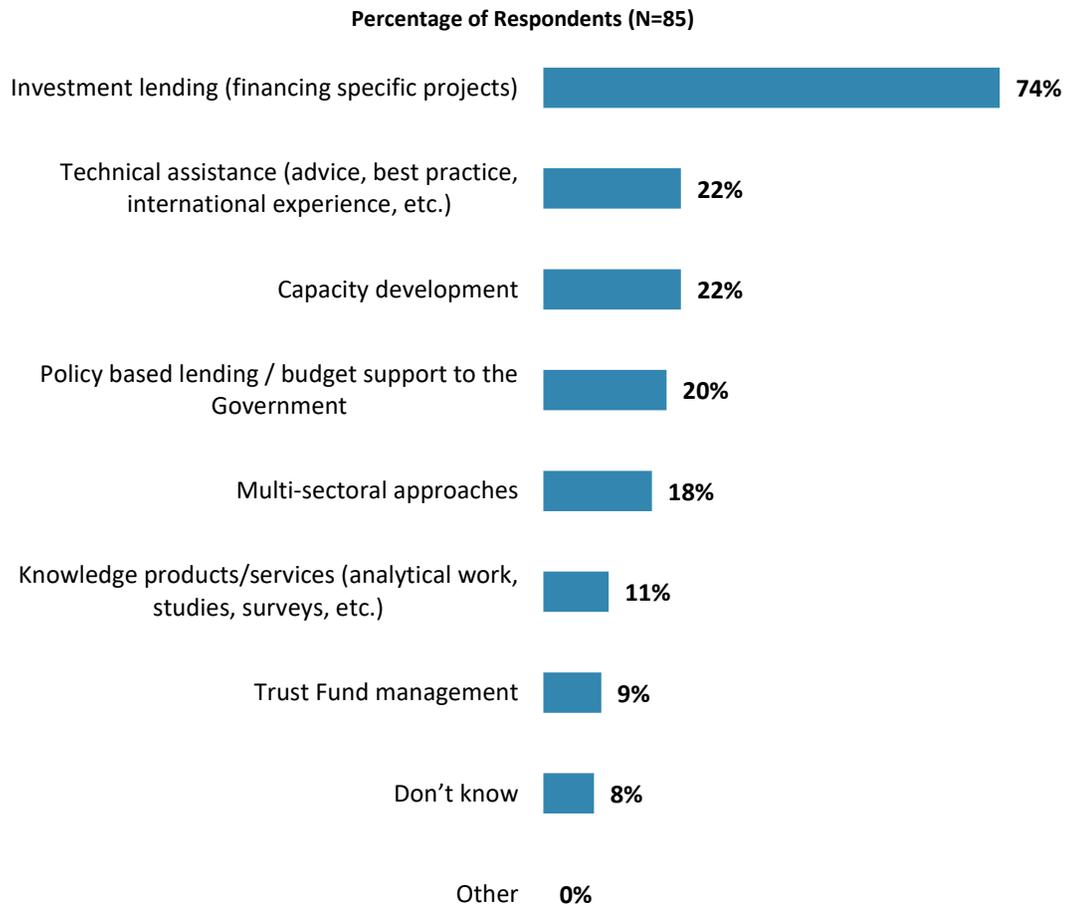
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the previous FY'12 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Argentina were “investment lending” (83%), “policy based lending/ budget support to the Government” (34%), and “technical assistance” (31%).



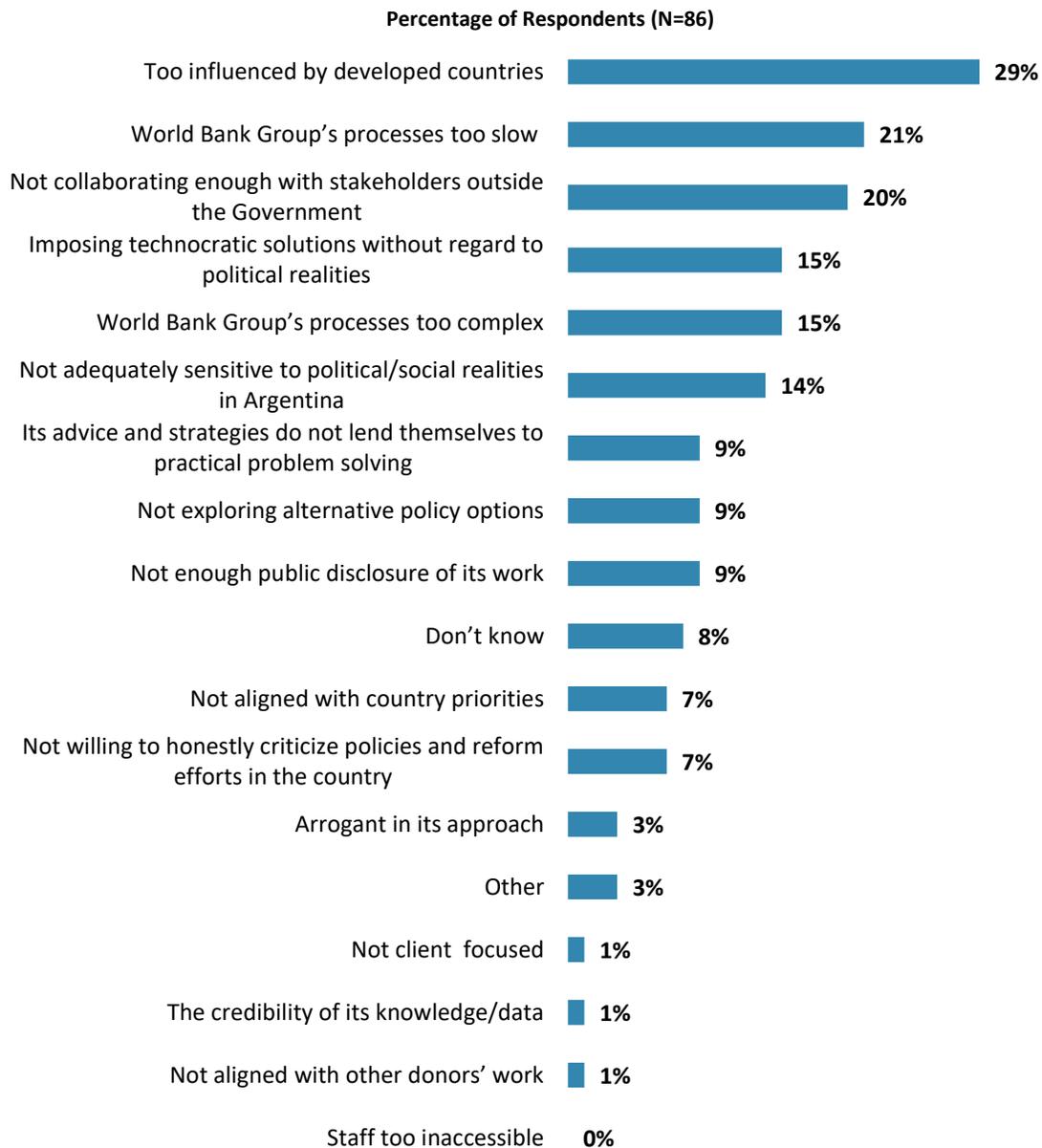
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Argentina? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Argentina were "*imposing technocratic solutions without regard to political realities*," (53%), "*being too influenced by developed countries*" (37%), and "*its processes being too slow and complex*" (31%).

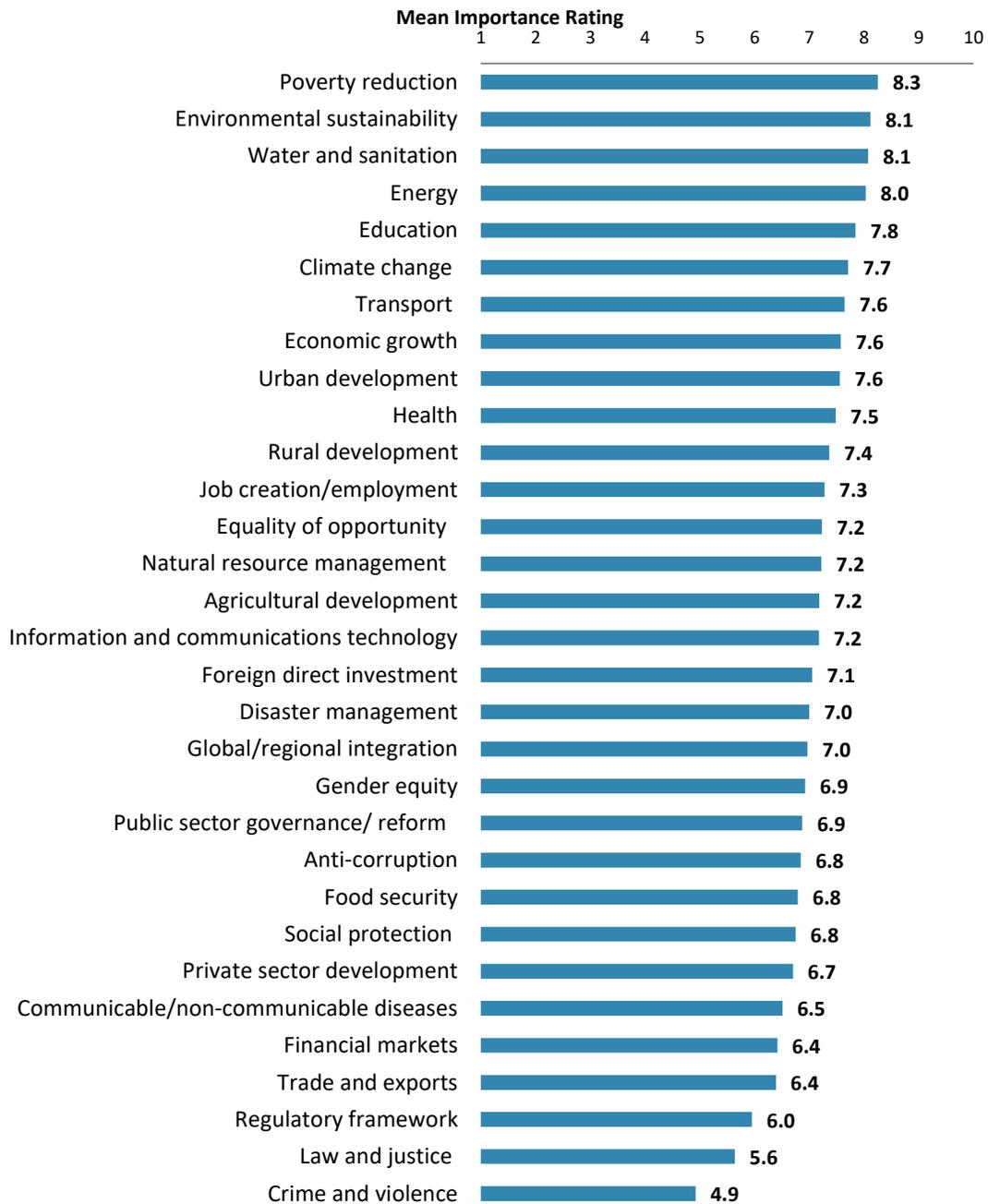


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

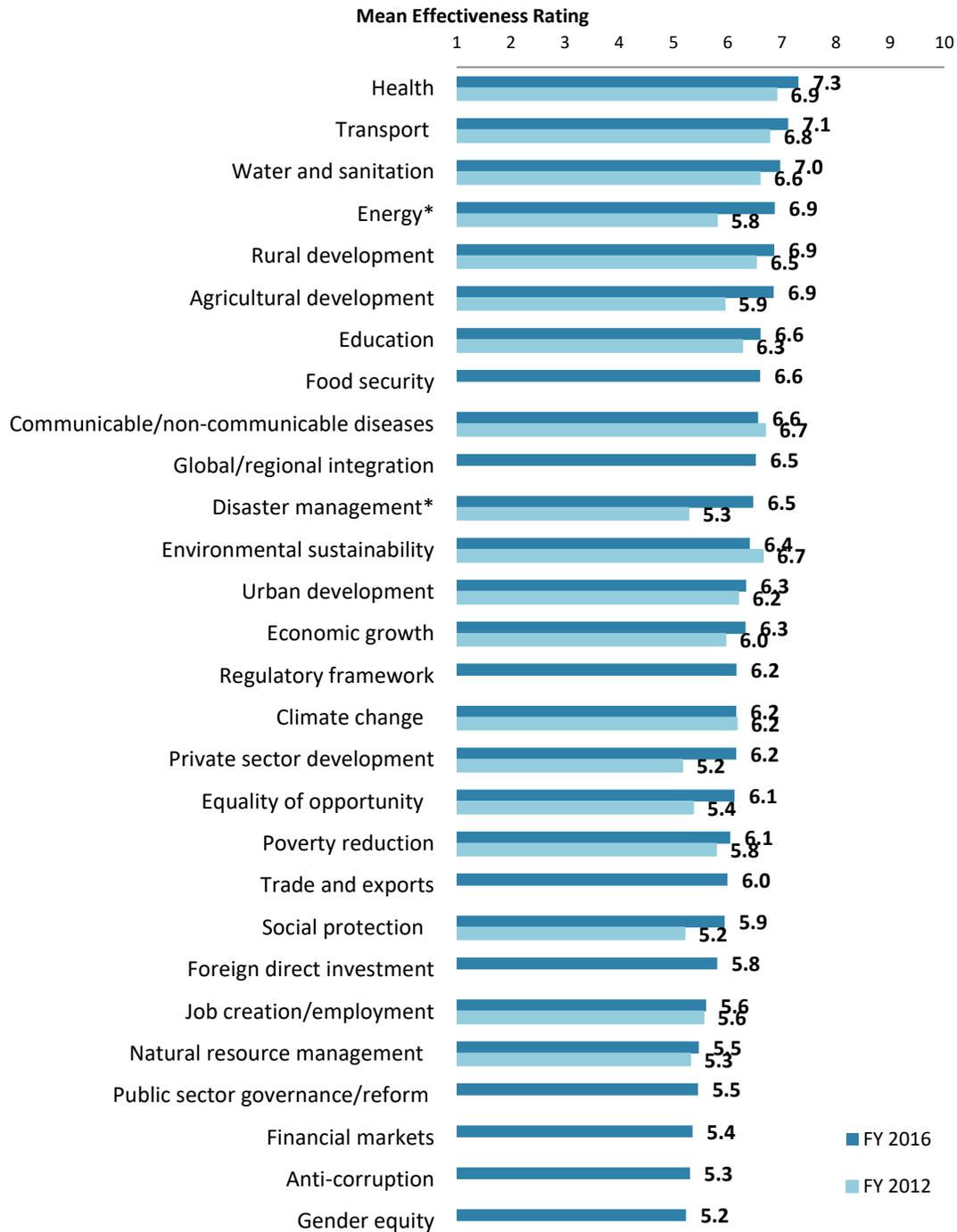


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Argentina?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



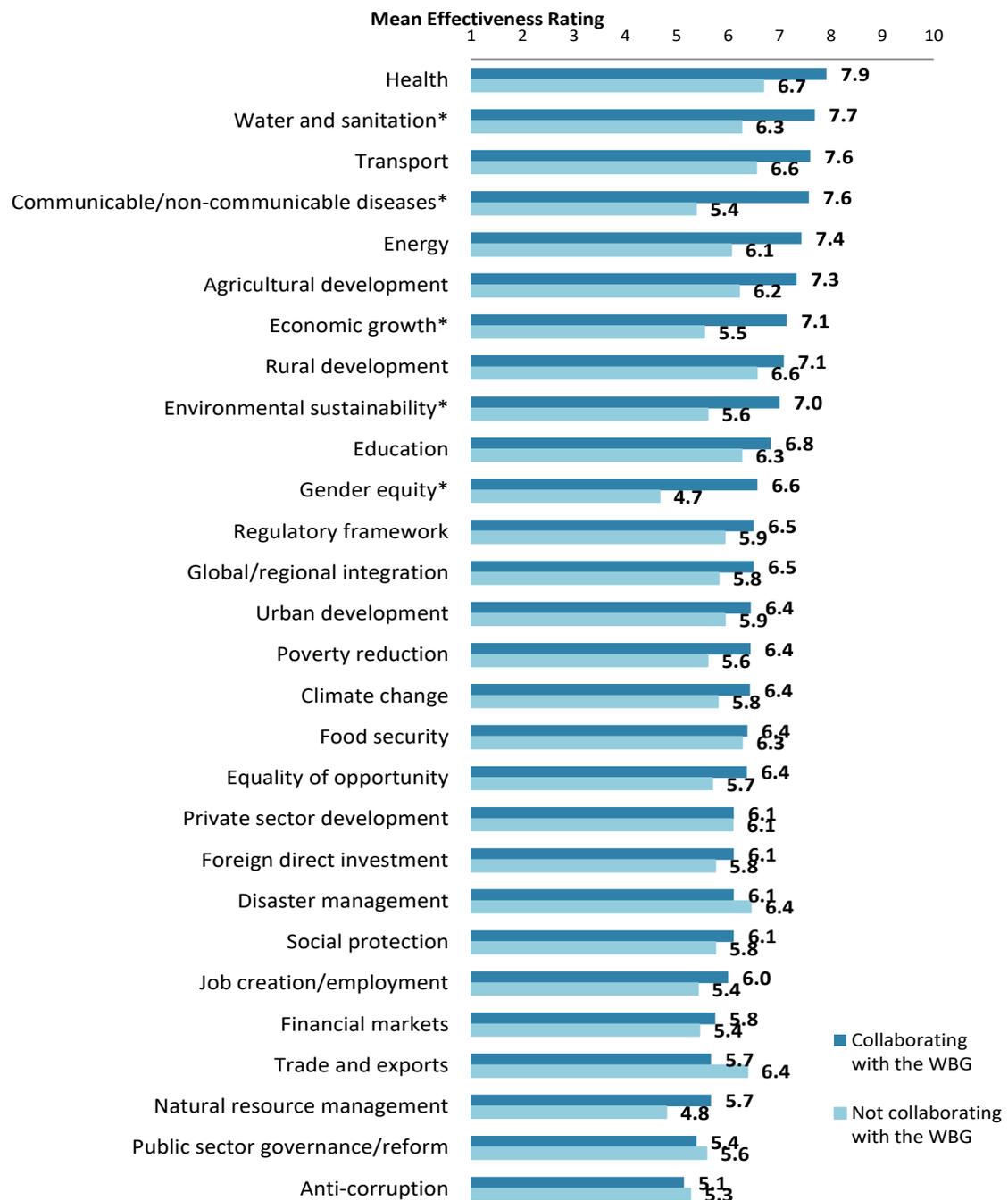
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Argentina?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2016 and FY 2012)

⁷All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



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

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 50) 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)

The WBG Promoting Private Public Partnerships

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents

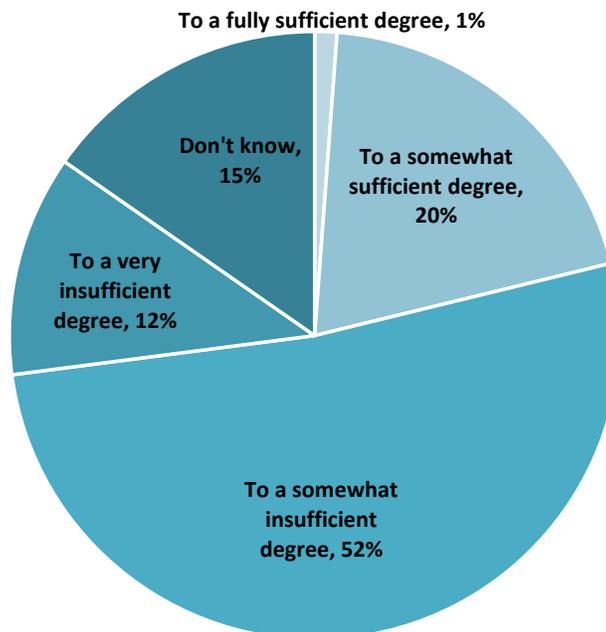


6.1

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

Helping the Poorest

Percentage of Respondents (N=85)



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



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

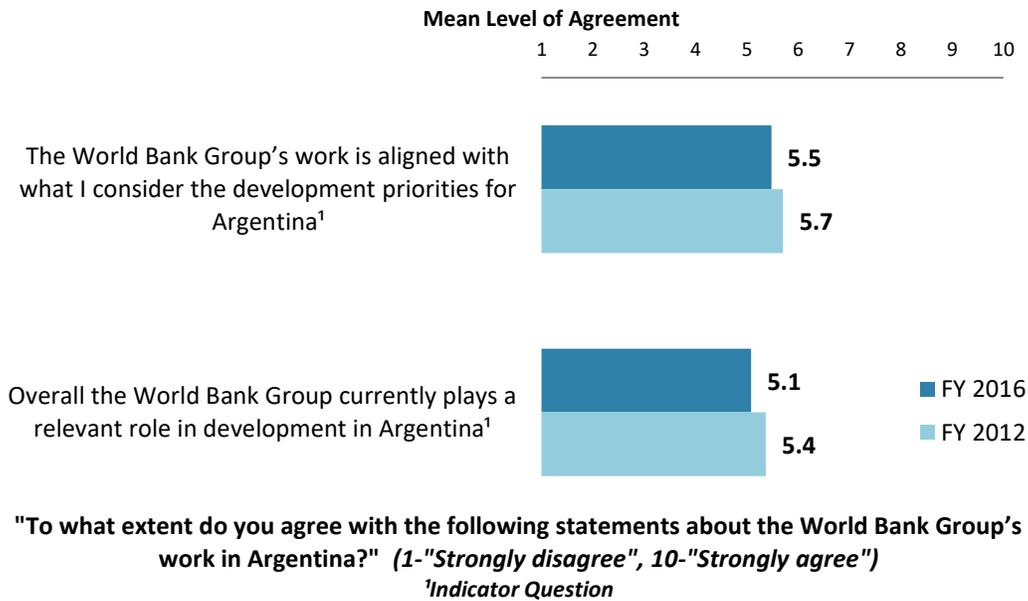
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Argentina. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at agricultural development;
 - The WBG's effectiveness at foreign direct investment; and
 - The WBG's effectiveness at transport.

- 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 Argentina, 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 social protection;
 - The WBG's effectiveness at gender equity; and
 - The WBG's effectiveness at food security.

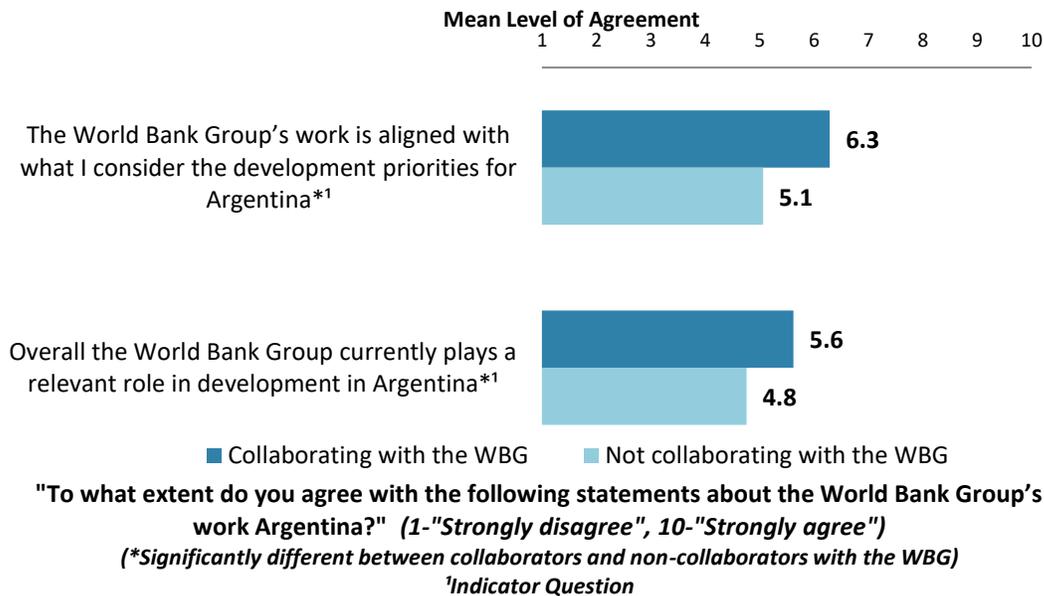


VII. How the World Bank Group Operates

The World Bank Group's Work in Argentina: Year Comparison⁹



The World Bank Group's Work in Argentina: Collaboration

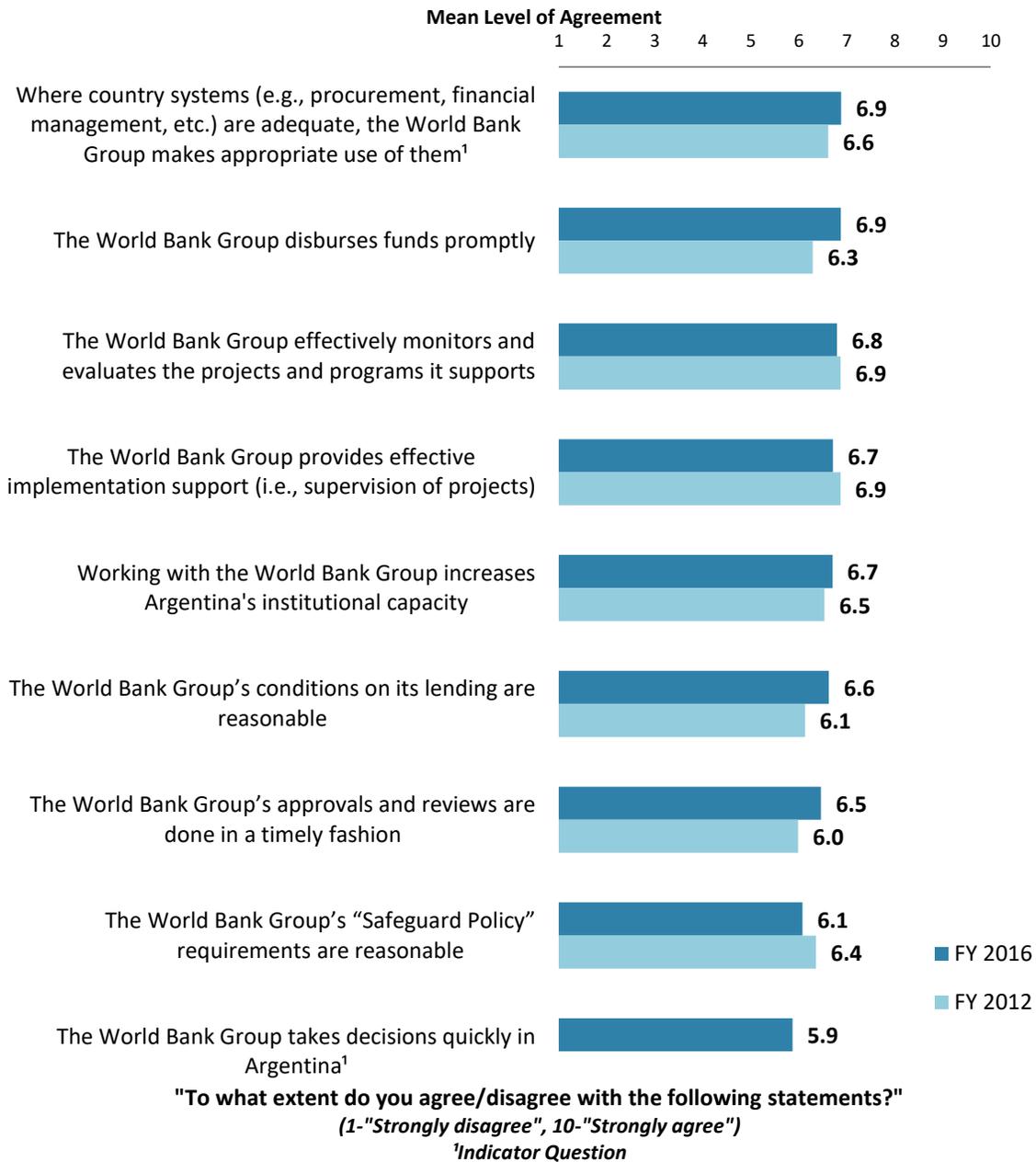


⁹ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹⁰

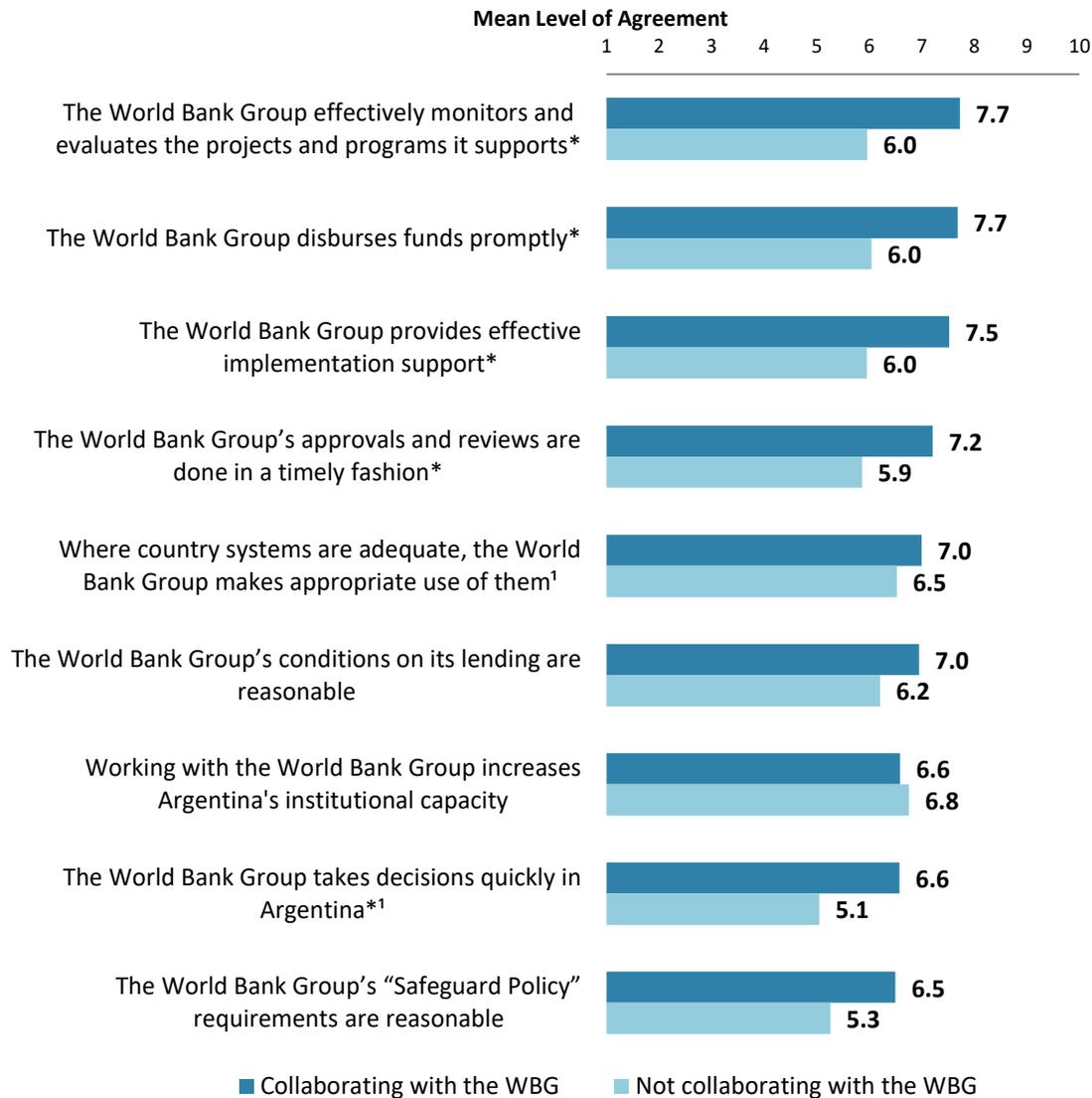


¹⁰ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



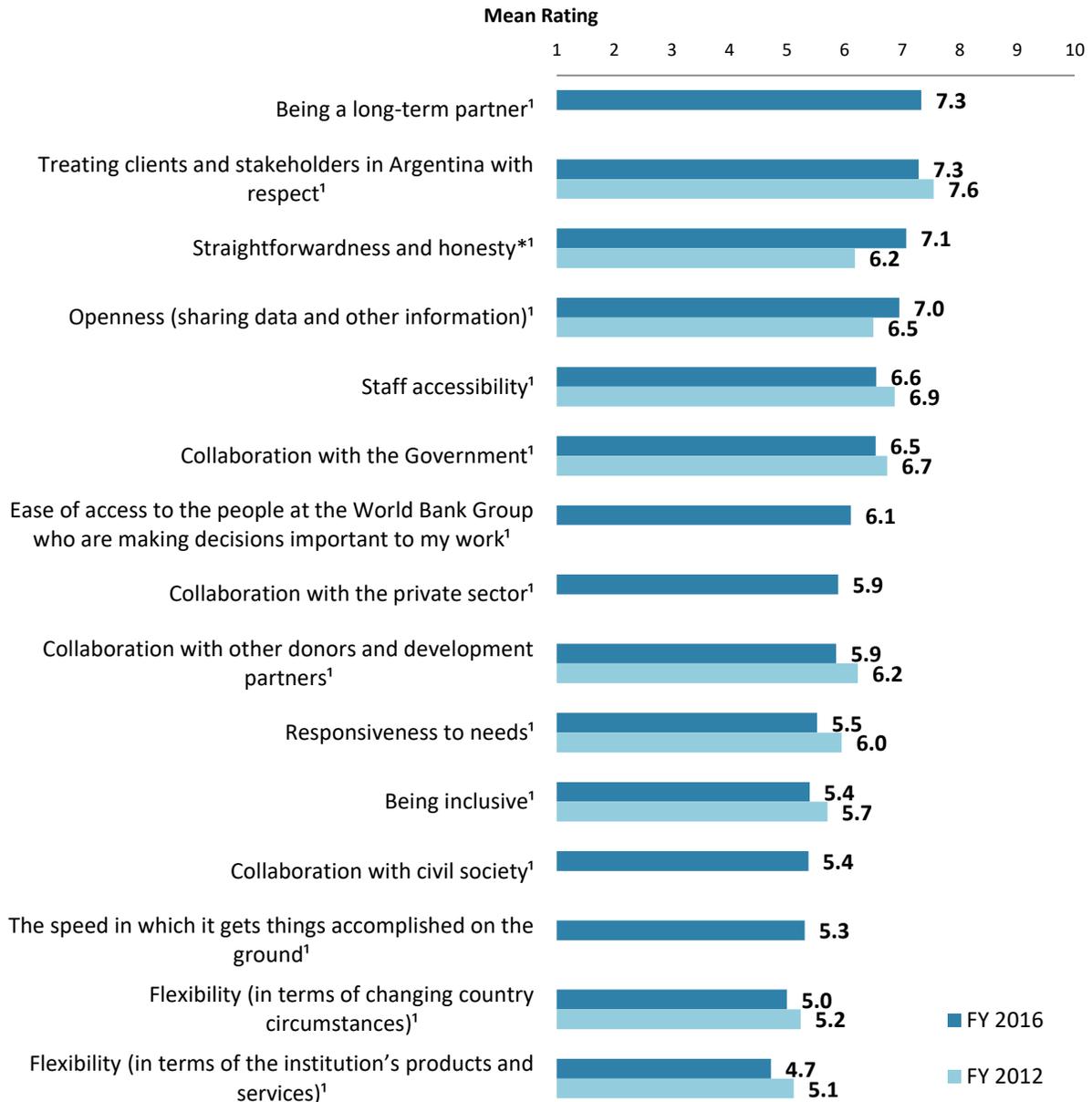
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the WBG's "straightforwardness and honesty," compared to respondents in the FY'12 Country Survey.



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

(*Significantly different between FY2016 and FY2012)

¹Indicator Question

¹¹ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

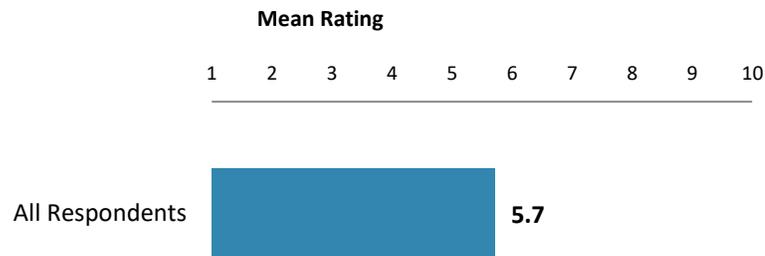
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



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

Reimbursable Advisory Services

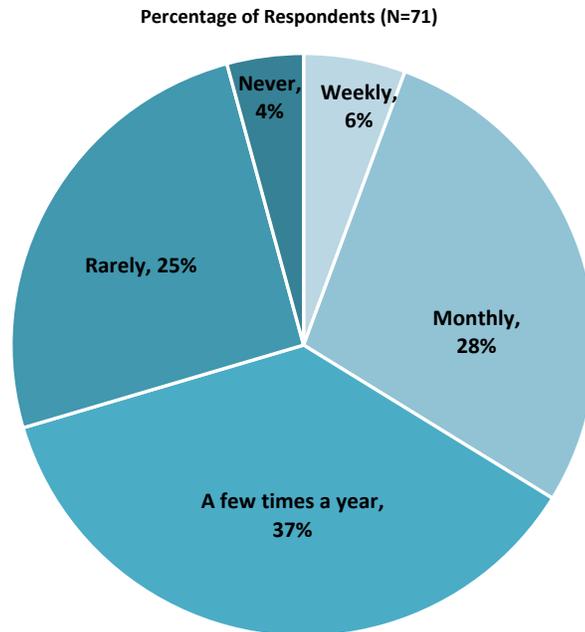


"To what extent do you believe that Argentina received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

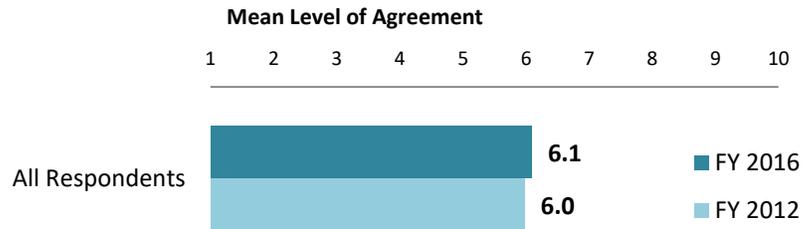


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



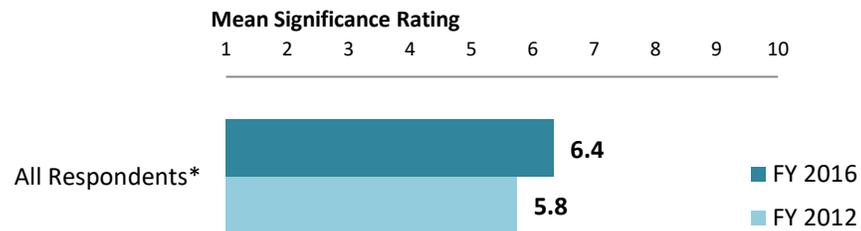
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Argentina’s Knowledge Needs¹² (Indicator Question)



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

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



"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")
(*Significantly different between FY 2016 and FY 2012)

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



"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")

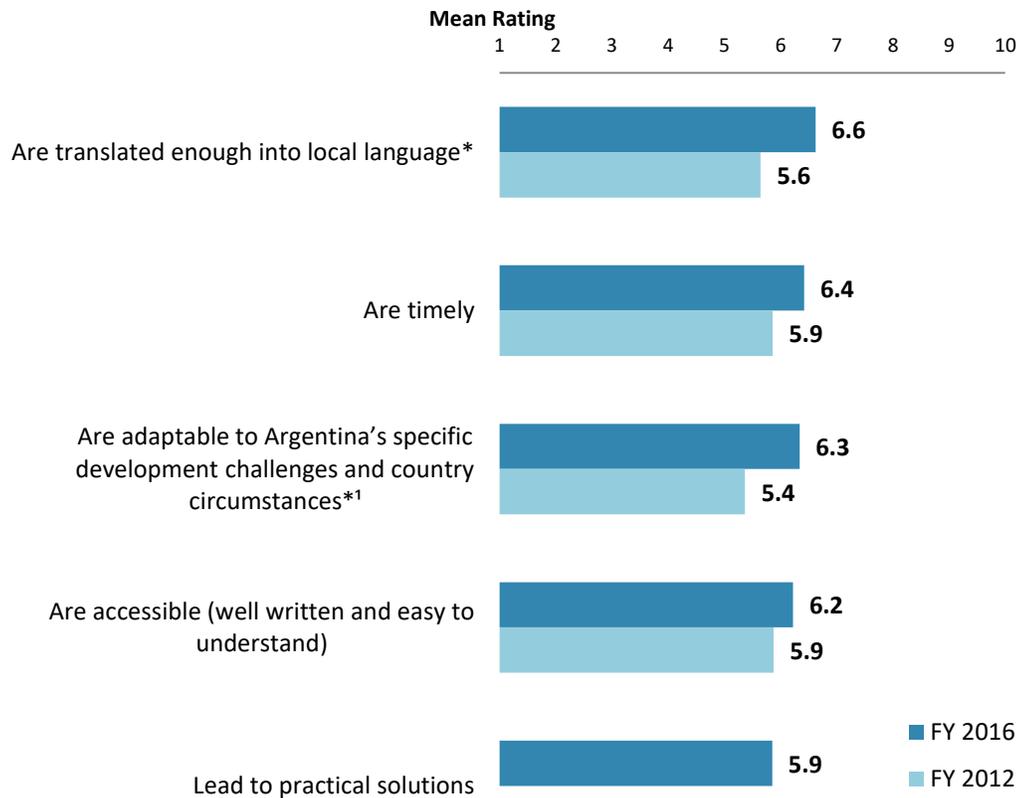
¹²All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹³

- Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for a number of qualities of the WBG's knowledge work and activities compared to respondents in the FY'12 Country Survey, including *"being translated enough into local language"* and *"being adaptable to Argentina's specific development challenges and country circumstances."*



"In Argentina, 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")

(*Significantly different between FY 2016 and FY 2012)

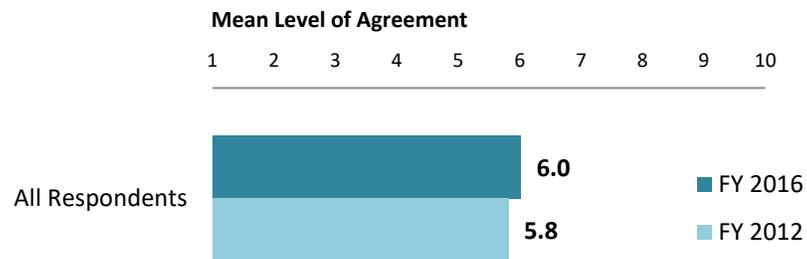
¹Indicator Question

¹³ All means in this chart were calculated based on weighted data.



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

Meeting Argentina's Needs for Financial Instruments¹⁴ (*Indicator Question*)



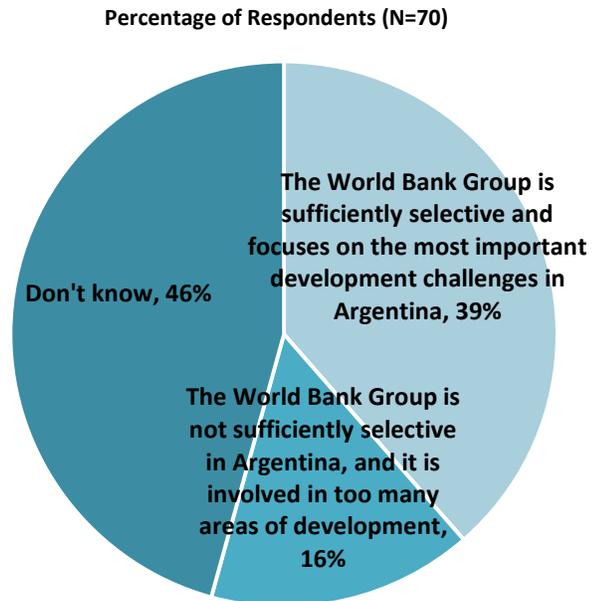
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina."
(1-"Strongly disagree", 10-"Strongly agree")

¹⁴ Means in this chart were calculated based on weighted data.



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

Selectivity of the World Bank Group's Support



“Which of the following best describes the World Bank Group’s support in Argentina?”

(Respondents chose from a list.)

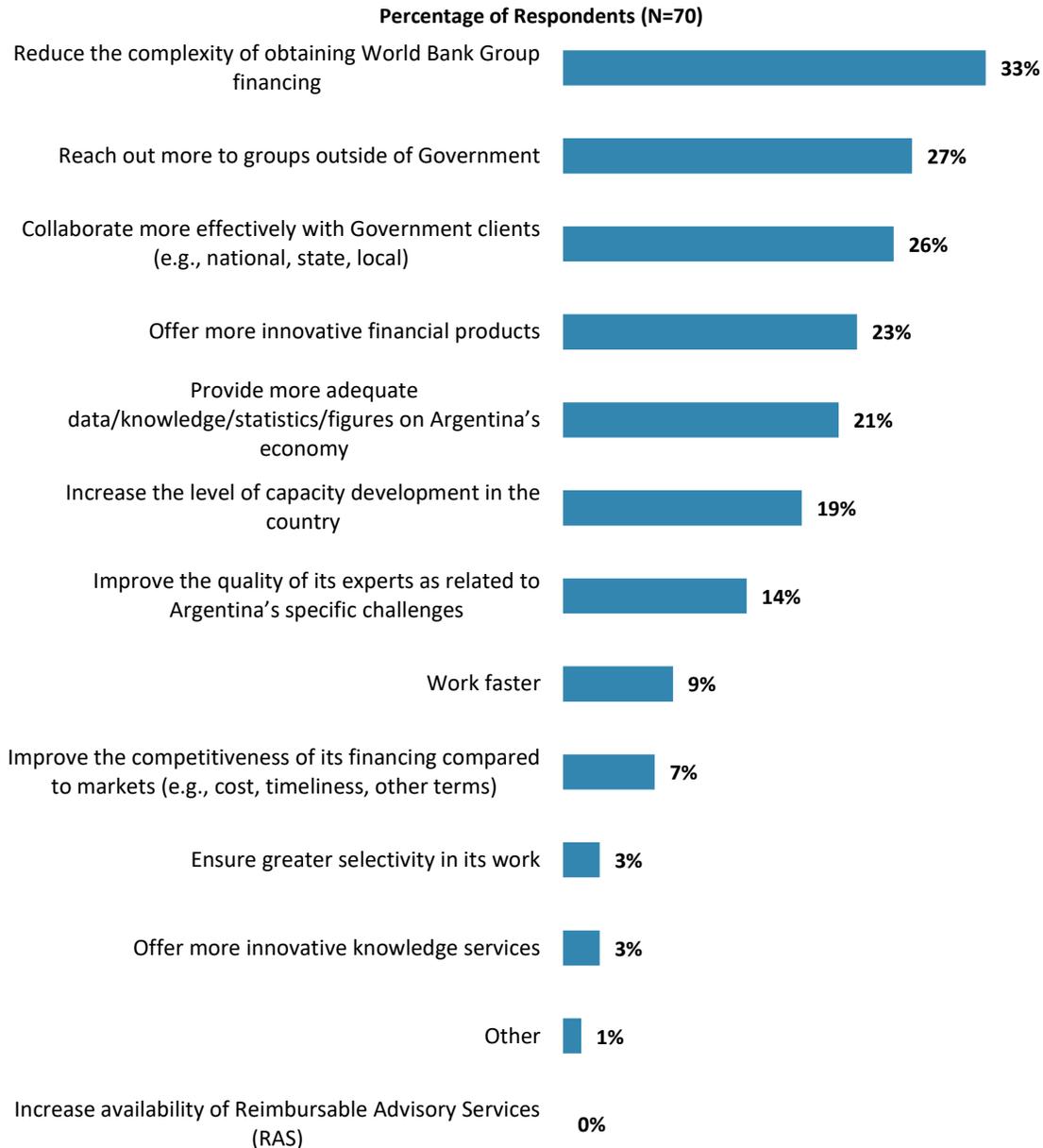
(Note: percentages may not total 100 due to rounding)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (39%) to make itself of greater value in Argentina.



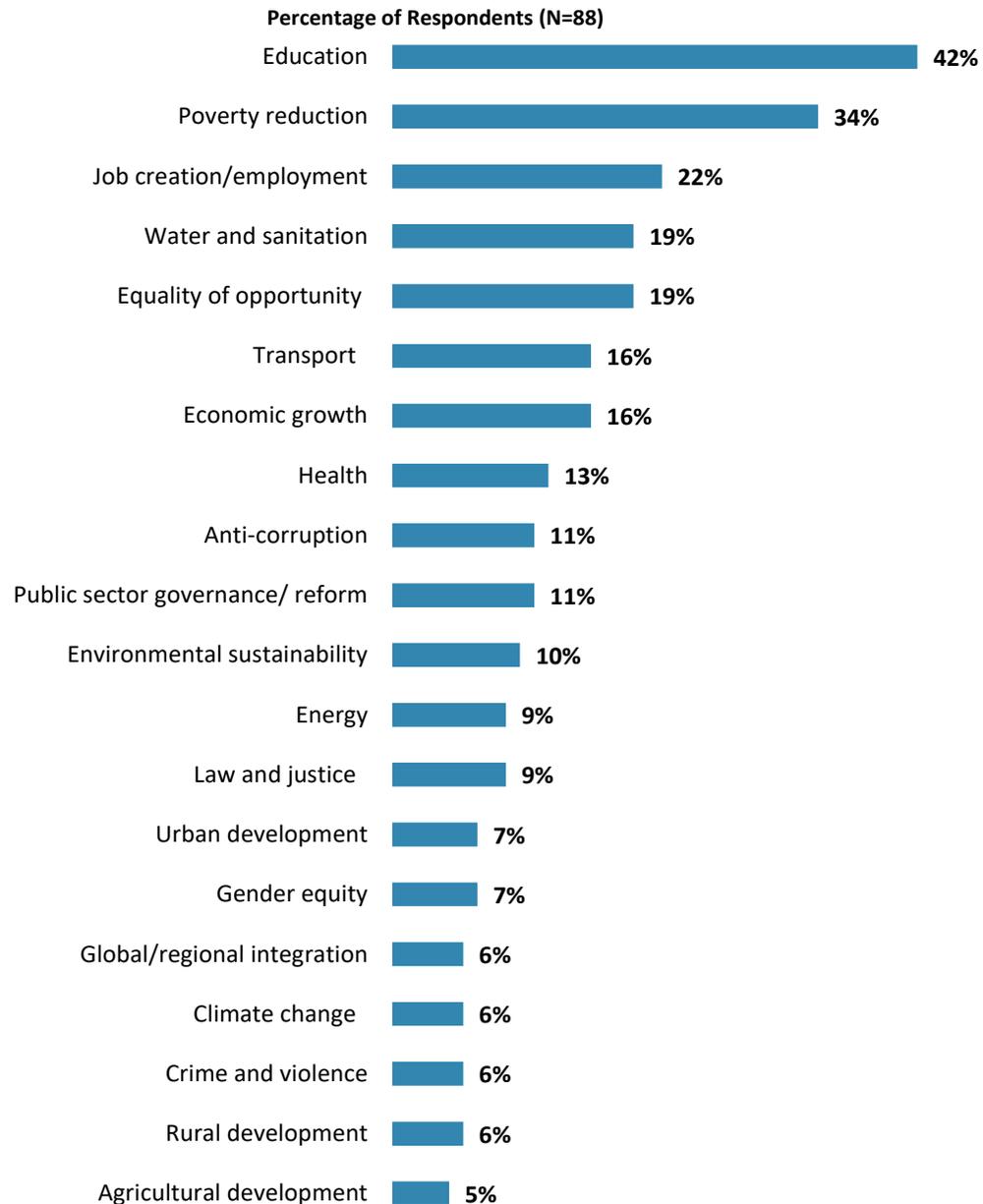
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should focus its resources on “*job creation/employment*” (33%) and “*transport*” (29%).

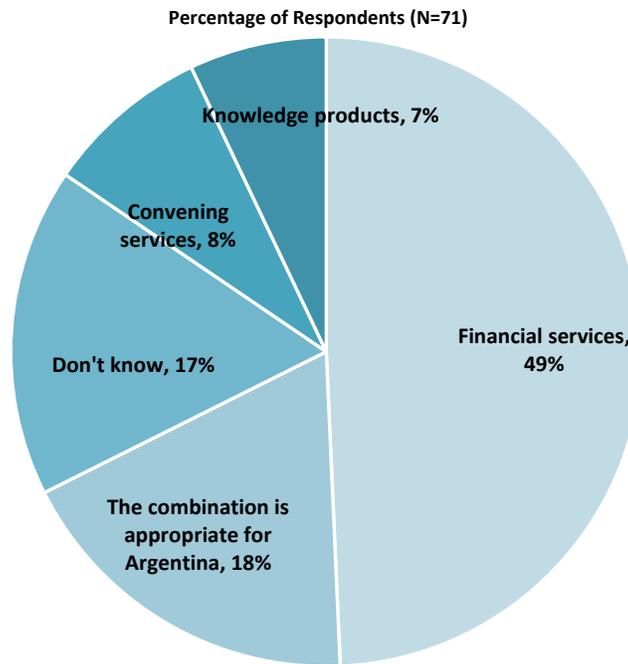


“When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectoral areas do you believe the WBG should focus most of its resources in Argentina? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



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

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Argentina, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Argentina?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

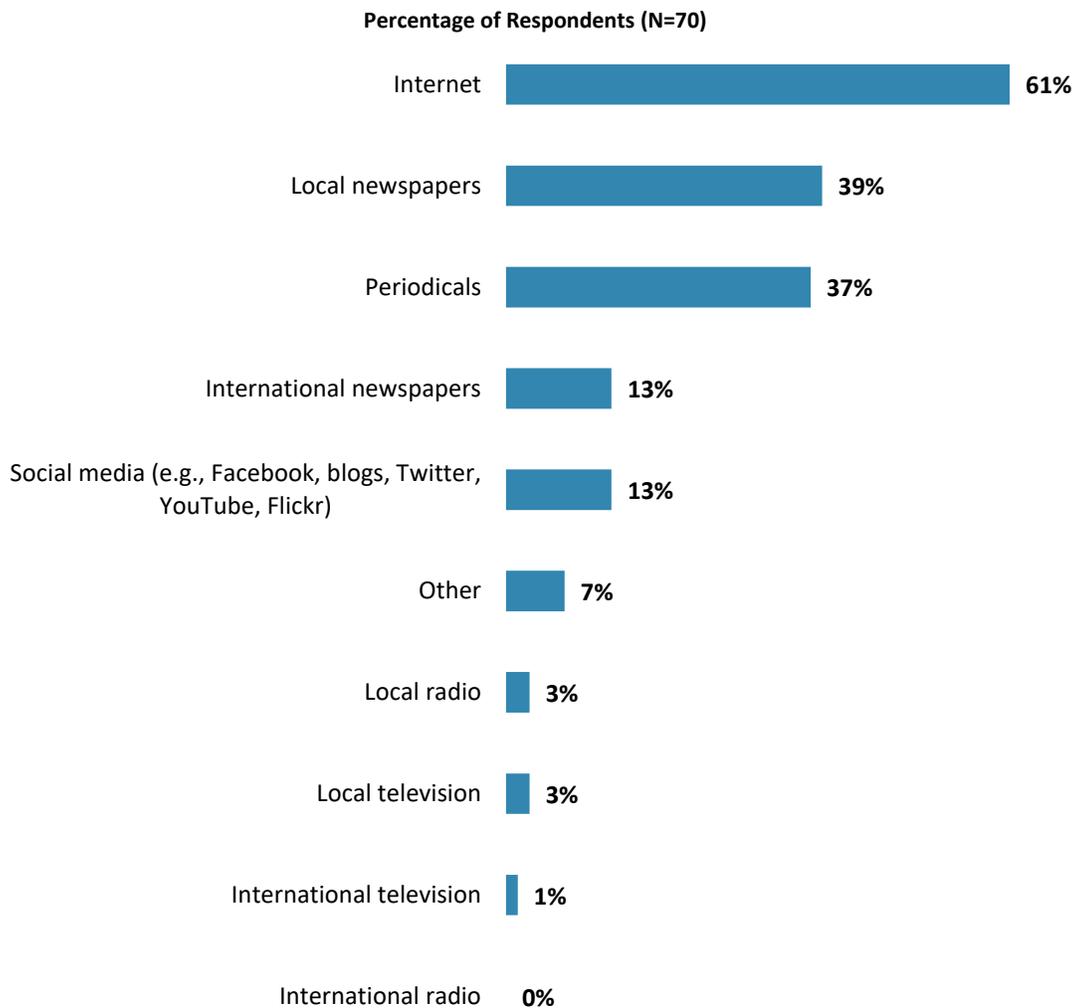


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 64) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that they got most of their information about economic and social development issues in Argentina from “*local newspapers*” (76%) and “*the Internet* (71%)”.



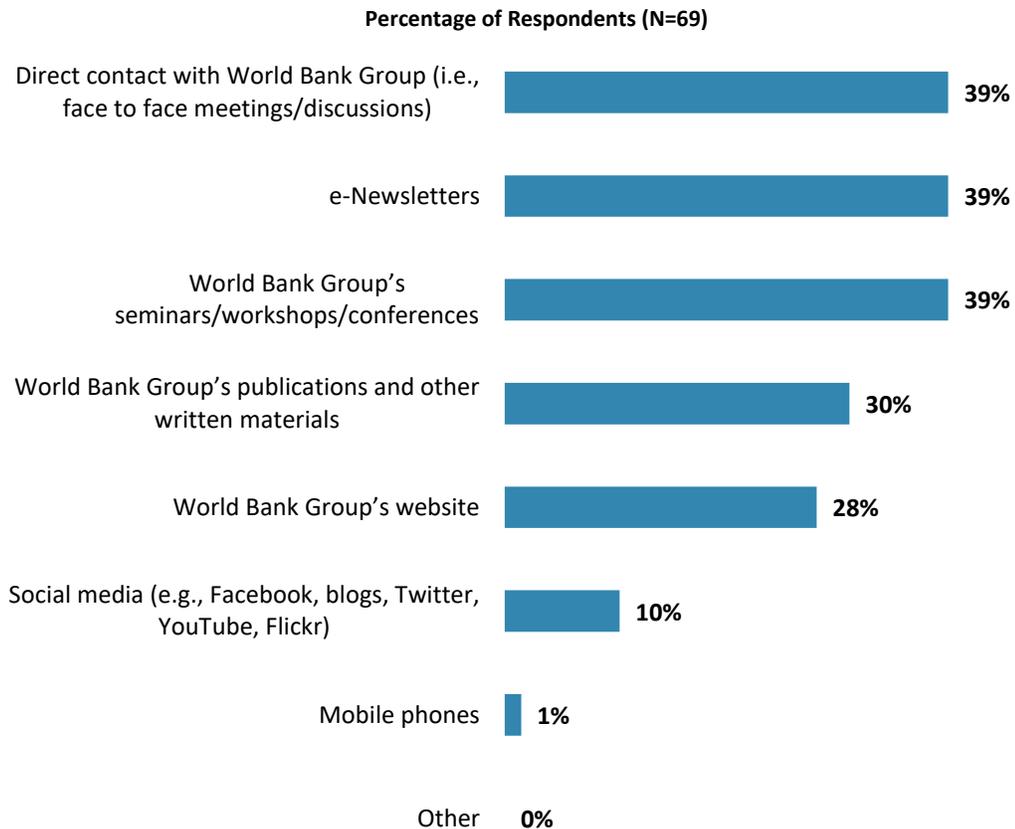
"How do you get most of your information about economic and social development issues in Argentina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conferences*” (56%), “*e-Newsletters*” (44%), and “*direct contact with the World Bank* (35%)”.



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



X. Communication and Outreach (continued)

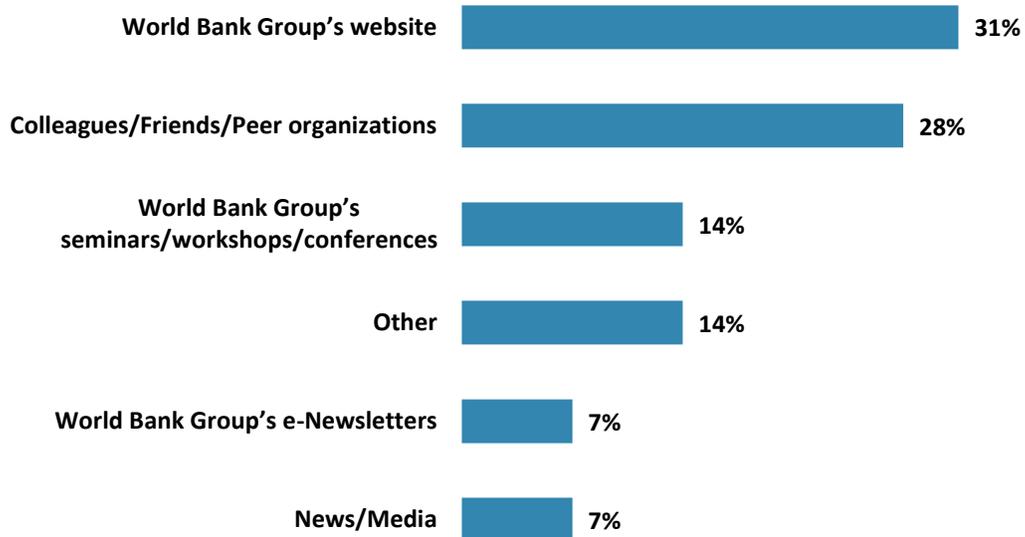
Access to Information

Percentage of Respondents (N=68)



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

Percentage of Respondents (N=29)



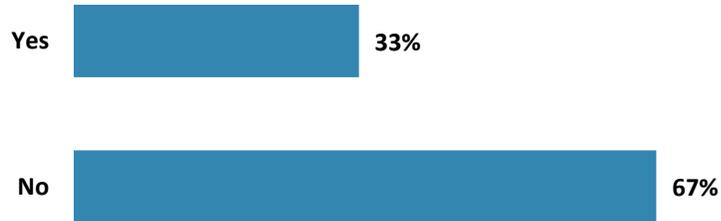
"If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies?" (Respondents choose from a list)



X. Communication and Outreach (continued)

Access to Information (continued)

Percentage of Respondents (N=70)



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

Percentage of Respondents (N=24)



"Were you able to obtain this information?"

The WBG Website Usage

Percentage of Respondents (N=71)



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



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

Percentage of Respondents (N=71)



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

Evaluation of the WBG's Social Media Channels

1 2 3 4 5 6 7 8 9 10

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

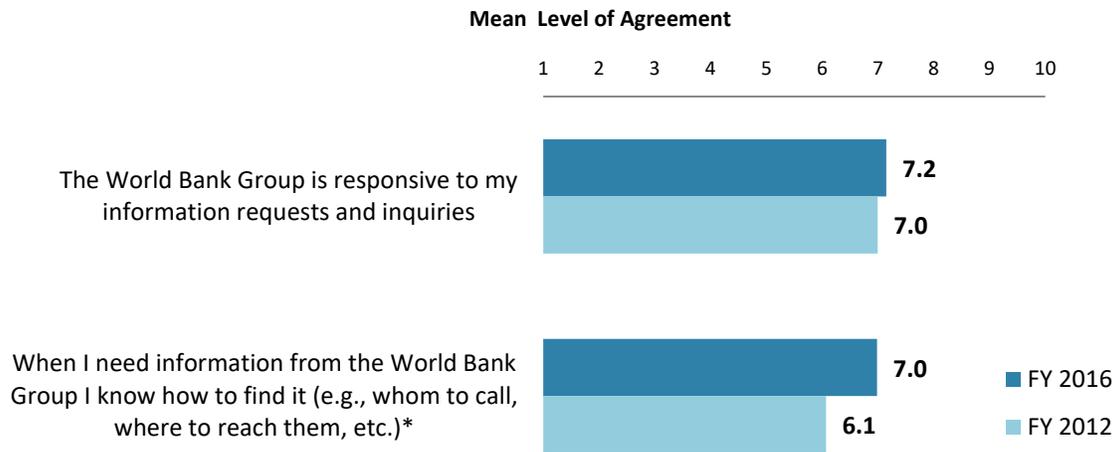


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁵



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2012)

¹⁵ Means in the chart were calculated based on weighted data.



XI. Appendices

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





Appendix A: Responses to All Questions across All Respondents (N=90)

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 Argentina

1. In general would you say that Argentina is headed in ... ?	Percentage of Respondents (N=88)
The right direction	50.0%
The wrong direction	20.5%
Not sure	29.5%

2. Listed below are a number of development priorities in Argentina. Please identify which of the following you consider the most important development priorities in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=88)
Education	45.5%
Poverty reduction	36.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.9%
Job creation/employment	22.7%
Economic growth	17.0%
Equality of opportunity (i.e., equity)	15.9%
Anti-corruption	15.9%
Global/regional integration	14.8%
Law and justice (e.g., judicial system)	10.2%
Energy	10.2%
Foreign direct investment	8.0%
Transport (e.g., roads, bridges, transportation)	8.0%
Environmental sustainability	6.8%
Crime and violence	6.8%
Health	5.7%
Private sector development	5.7%
Food security	5.7%
Gender equity	5.7%
Water and sanitation	5.7%
Social protection (e.g., pensions, targeted social assistance)	4.5%
Natural resource management (e.g., oil, gas, mining)	4.5%
Rural development	3.4%
Climate change (e.g., mitigation, adaptation)	3.4%
Regulatory framework	2.3%
Agricultural development	2.3%
Urban development	1.1%
Financial markets	1.1%
Trade and exports	1.1%
Information and communications technology	1.1%
Communicable/non-communicable diseases	1.1%
Disaster management	0.0%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=88)
Education	56.8%
Equality of opportunity (i.e., equity)	38.6%
Job creation/employment	34.1%
Economic growth	30.7%
Water and sanitation	20.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.9%
Anti-corruption	15.9%
Rural development	11.4%
Law and justice (e.g., judicial system)	6.8%
Environmental sustainability	5.7%
Urban development	5.7%
Social protection (e.g., pensions, targeted social assistance)	5.7%
Gender equity	5.7%
Private sector development	5.7%
Health	5.7%
Global/regional integration	4.5%
Crime and violence	4.5%
Transport (e.g., roads, bridges, transportation)	4.5%
Foreign direct investment	3.4%
Energy	3.4%
Food security	2.3%
Information and communications technology	1.1%
Natural resource management (e.g., oil, gas, mining)	1.1%
Climate change (e.g., mitigation, adaptation)	1.1%
Regulatory framework	1.1%
Trade and exports	1.1%
Agricultural development	1.1%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Argentina (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 Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=87)
Education and training that better ensure job opportunity	58.6%
Consistent economic growth	49.4%
Better employment opportunities for young people	12.6%
Better opportunity for the poor who live in urban areas	11.5%
Greater voice and participation for citizens to help ensure greater accountability	10.3%
Greater equity of fiscal policy	9.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	9.2%
More reliable social safety net	6.9%
Better opportunity for the poor who live in rural areas	6.9%
Better quality public services	5.7%
Greater access to micro-finance for the poor	5.7%
Greater access to health and nutrition for citizens	4.6%
A growing middle class	3.4%
Better employment opportunities for women	3.4%
Other	2.3%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Argentina? (Select only ONE response)	Percentage of Respondents (N=86)
A very big problem	72.1%
A moderately big problem	24.4%
A small problem	1.2%
Not a problem at all	1.2%
Don’t know	1.2%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=87)
A very serious problem	70.1%
A somewhat serious problem	24.1%
Not too serious problem	5.7%
Not a problem	0.0%
Don’t know	0.0%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Argentina? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	88	2	6.86	2.42
2. Inter-American Development Bank (IDB/BID)	88	2	6.73	2.61
3. Latin American Development Bank (CAF)	86	4	5.33	3.12



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

Overall, please rate your impression of the effectiveness of these organizations in Argentina. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
4. World Bank Group (WBG)*	74	12	6.59	1.55
5. Inter-American Development Bank (IDB/BID)	74	11	6.81	1.71
6. Latin American Development Bank (CAF)	57	28	6.11	1.93

Staff Preparedness	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	72	14	7.38	1.62

8. When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Argentina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=88)
Education	42.0%
Poverty reduction	34.1%
Job creation/employment	21.6%
Water and sanitation	19.3%
Equality of opportunity (i.e., equity)	19.3%
Transport (e.g., roads, bridges, transportation)	15.9%
Economic growth	15.9%
Health	12.5%
Anti-corruption	11.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.4%
Environmental sustainability	10.2%
Energy	9.1%
Law and justice (e.g., judicial system)	9.1%
Urban development	6.8%
Gender equity	6.8%
Global/regional integration	5.7%
Climate change (e.g., mitigation, adaptation)	5.7%
Crime and violence	5.7%
Rural development	5.7%
Agricultural development	4.5%
Foreign direct investment	4.5%
Information and communications technology	3.4%
Private sector development	3.4%
Food security	2.3%
Communicable/non-communicable diseases	2.3%
Social protection (e.g., pensions, targeted social assistance)	1.1%
Financial markets	1.1%
Trade and exports	1.1%
Regulatory framework	1.1%
Natural resource management (e.g., oil, gas, mining)	1.1%
Disaster management	0.0%



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

9. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Argentina?	Percentage of Respondents (N=85)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	55.3%	20.0%	75.3%
Policy advice, studies, analyses	15.3%	15.3%	30.6%
Technical assistance	4.7%	18.8%	23.5%
Help to bring discipline/effective supervision to implementation of investment projects	4.7%	18.8%	23.5%
Mobilizing third party financial resources	7.1%	10.6%	17.6%
Capacity development	4.7%	9.4%	14.1%
Data and statistics	5.9%	3.5%	9.4%
Convening/Facilitating	1.2%	2.4%	3.5%
Other	1.2%	0.0%	1.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	1.2%	1.2%
Donor coordination	0.0%	0.0%	0.0%

10. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=86)
Too influenced by developed countries	29.1%
World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures)	20.9%
Not collaborating enough with stakeholders outside the Government	19.8%
Imposing technocratic solutions without regard to political realities	15.1%
World Bank Group’s processes too complex	15.1%
Not adequately sensitive to political/social realities in Argentina	14.0%
Its advice and strategies do not lend themselves to practical problem solving	9.3%
Not exploring alternative policy options	9.3%
Not enough public disclosure of its work	9.3%
Don’t know	8.1%
Not aligned with country priorities	7.0%
Not willing to honestly criticize policies and reform efforts in the country	7.0%
Arrogant in its approach	3.5%
Other	3.5%
Not client focused	1.2%
The credibility of its knowledge/data	1.2%
Not aligned with other donors’ work	1.2%
Staff too inaccessible	0.0%

11. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=85)
Investment lending (financing specific projects)	74.1%
Technical assistance (advice, best practice, international experience, etc.)	22.4%
Capacity development	22.4%
Policy based lending/budget support to the Government	20.0%
Multi-sectoral approaches	17.6%
Knowledge products/services (analytical work, studies, surveys, etc.)	10.6%
Trust Fund management	9.4%
Don’t know	8.2%
Other	0.0%

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

12. To what extent do you believe that the World Bank Group's work and support help the poorest in Argentina? (Select only ONE response)	Percentage of Respondents (N=85)
To a fully sufficient degree	1.2%
To a somewhat sufficient degree	20.0%
To a somewhat insufficient degree	51.8%
To a very insufficient degree	11.8%
Don't know	15.3%

To what extent do you agree with the following statements about the World Bank Group's work in Argentina? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
13. Overall the World Bank Group currently plays a relevant role in development in Argentina*	78	7	5.10	1.76
14. The World Bank Group's work is aligned with what I consider the development priorities for Argentina*	74	11	5.49	1.97

To what extent is the World Bank Group an effective development partner in Argentina, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Responsiveness to needs*	61	17	5.56	1.59
16. Flexibility (in terms of the institution's products and services)*	59	19	4.78	1.62
17. Flexibility (in terms of changing country circumstances)*	63	15	5.05	1.61
18. Being inclusive*	59	18	5.41	1.79
19. Openness (sharing data and other information)*	65	13	6.95	1.94
20. Collaboration with the Government*	62	15	6.53	1.80
21. The speed in which it gets things accomplished on the ground*	55	22	5.33	1.88
22. Ease of access to the people at the World Bank Group who are making decisions important to my work*	60	17	6.27	2.45
23. Collaboration with civil society*	54	23	5.48	2.05
24. Staff accessibility*	60	18	6.65	2.22
25. Collaboration with other donors and development partners*	44	32	5.84	1.67
26. Collaboration with the private sector*	38	37	5.95	1.59
27. Straightforwardness and honesty*	62	15	7.13	2.15
28. Treating clients and stakeholders in Argentina with respect*	46	29	7.28	2.08
29. Being a long-term partner*	52	24	7.31	1.93

30. 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; N=74)
The World Bank Group is not sensitive enough to political/social realities on the ground	44.6%
There is not an adequate level of citizen/civil society participation	33.8%
Political pressures and obstacles	25.7%
Lack of/inadequate levels of capacity in Government	23.0%
The Government works inefficiently	23.0%
Reforms are not well thought out in light of country challenges	21.6%
The World Bank Group works too slowly	9.5%
Poor donor coordination	4.1%
Other	2.7%
The World Bank Group does not do adequate follow through/follow-up	1.4%

**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 Argentina? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	54	21	4.93	2.91
2. Financial markets	60	16	6.42	2.47
3. Transport (e.g., roads, bridges, transportation)	68	7	7.65	1.90
4. Anti-corruption	64	13	6.84	2.78
5. Law and justice (e.g., judicial system)	58	19	5.64	3.12
6. Urban development	66	9	7.56	1.82
7. Environmental sustainability	67	8	8.12	1.39
8. Trade and exports	59	17	6.39	2.12
9. Information and communications technology	63	14	7.17	2.16
10. Poverty reduction	71	5	8.25	1.90
11. Gender equity	65	11	6.92	2.43
12. Private sector development	57	19	6.70	2.03
13. Foreign direct investment	55	22	7.05	2.12
14. Water and sanitation	67	9	8.07	1.56
15. Regulatory framework	63	14	5.95	2.68
16. Economic growth	66	11	7.58	1.76
17. Energy	65	10	8.03	1.61
18. Disaster management	59	16	7.00	2.25
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	63	14	6.87	2.79
20. Job creation/employment	65	11	7.28	2.00
21. Communicable/non-communicable diseases	59	17	6.51	2.28
22. Equality of opportunity (i.e., equity)	65	10	7.23	2.16
23. Social protection (e.g., pensions, targeted social assistance)	64	11	6.75	2.48
24. Rural development	68	9	7.37	1.72
25. Global/regional integration	65	11	6.97	2.33
26. Food security	62	13	6.79	2.10
27. Natural resource management (e.g., oil, gas, mining)	68	8	7.22	1.96
28. Health	64	10	7.48	2.03
29. Climate change (e.g., mitigation, adaptation)	69	8	7.71	1.90
30. Agricultural development	66	10	7.18	1.87
31. Education	71	6	7.85	2.20

**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 Argentina? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	20	51	5.35	1.76
2. Transport (e.g., roads, bridges, transportation)	36	36	7.06	1.67
3. Urban development	27	43	6.22	1.89
4. Environmental sustainability	37	35	6.32	1.93
5. Regulatory framework	25	46	6.12	2.32
6. Communicable/non-communicable diseases	17	55	6.35	2.32
7. Poverty reduction	44	29	5.95	2.02
8. Anti-corruption	25	46	5.28	2.30
9. Private sector development	21	50	6.24	2.02
10. Foreign direct investment	23	49	5.91	2.21
11. Water and sanitation	38	34	7.00	1.93
12. Trade and exports	18	54	5.94	2.10
13. Economic growth	29	43	6.24	1.57
14. Health	31	39	7.23	1.63
15. Disaster management	20	52	6.40	1.79
16. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35	36	5.49	2.43
17. Job creation/employment	32	40	5.59	1.93
18. Financial markets	18	51	5.56	2.23
19. Equality of opportunity (i.e., equity)	27	44	6.04	2.03
20. Energy	33	40	6.79	1.98
21. Rural development	31	41	6.84	1.93
22. Global/regional integration	23	46	6.30	1.84
23. Food security	21	49	6.43	1.96
24. Education	34	37	6.53	2.06
25. Social protection (e.g., pensions, targeted social assistance)	19	49	6.11	1.76
26. Climate change (e.g., mitigation, adaptation)	32	39	6.25	2.34
27. Agricultural development	28	44	6.75	2.07
28. Natural resource management (e.g., oil, gas, mining)	18	51	5.39	2.20

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Argentina? (1-To no degree at all, 10-To a very significant degree)	59	13	5.71	1.55

To what extent do you agree with the following statements about the World Bank Group in Argentina? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina*	60	12	6.05	1.75
5. The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	60	12	6.13	1.89

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Argentina received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	40	31	6.15	1.79

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

Measuring The World Bank Group's 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 Argentina? (1-To no degree at all, 10-To a very significant degree)	46	25	5.72	1.99

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=71)
Weekly	5.6%
Monthly	28.2%
A few times a year	36.6%
Rarely	25.4%
Never	4.2%

In Argentina, 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	54	15	6.37	1.81
3. Lead to practical solutions	58	12	5.78	1.86
4. Are accessible (well written and easy to understand)	62	9	6.26	2.16
5. Are translated enough into local language	57	15	6.63	1.92
6. Are adaptable to Argentina's specific development challenges and country circumstances*	60	11	6.27	1.87

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)	58	14	6.38	1.77
8. 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)	62	10	7.11	1.69

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	44	27	6.89	2.17
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	52	19	6.85	1.98
3. The World Bank Group's approvals and reviews are done in a timely fashion	44	27	6.55	2.01
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	42	29	6.07	2.34
5. The World Bank Group's conditions on its lending are reasonable	47	24	6.60	1.97
6. The World Bank Group takes decisions quickly in Argentina*	41	28	5.93	2.08
7. Working with the World Bank Group increases Argentina's institutional capacity	50	21	6.70	2.10
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	36	35	6.78	2.13
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	48	22	6.79	2.09

**E. Working with the World Bank Group (continued)**

WBG Promoting PPP in Argentina	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 Argentina? (1-To no degree at all, 10-To a very significant degree)	35	36	6.11	2.04

11. Which of the following best describes the World Bank Group's support in Argentina? (Select only ONE response)	Percentage of Respondents (N=70)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Argentina	38.6%
The World Bank Group is not sufficiently selective in Argentina, and it is involved in too many areas of development	15.7%
Don't know	45.7%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=70)
Reduce the complexity of obtaining World Bank Group financing	32.9%
Reach out more to groups outside of Government	27.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.7%
Offer more innovative financial products	22.9%
Provide more adequate data/knowledge/statistics/figures on Argentina's economy	21.4%
Increase the level of capacity development in the country	18.6%
Improve the quality of its experts as related to Argentina's specific challenges	14.3%
Work faster	8.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.1%
Ensure greater selectivity in its work	2.9%
Offer more innovative knowledge services	2.9%
Other	1.4%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

2. When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina? (Select only ONE response)	Percentage of Respondents (N=71)
Financial services	49.3%
The combination is appropriate for Argentina	18.3%
Don't know	16.9%
Convening services	8.5%
Knowledge products	7.0%
None of the above	0.0%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=70)
Internet	61.4%
Local newspapers	38.6%
Periodicals	37.1%
International newspapers	12.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	12.9%
Other	7.1%
Local radio	2.9%
Local television	2.9%
International television	1.4%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=69)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	39.1%
e-Newsletters	39.1%
World Bank Group's seminars/workshops/conferences	39.1%
World Bank Group's publications and other written materials	30.4%
World Bank Group's website	27.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	10.1%
Mobile phones	1.4%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=68)
Yes	39.7%
No	60.3%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=29)
World Bank Group's website	31.0%
Colleagues/Friends/Peer organizations	27.6%
World Bank Group's seminars/workshops/conferences	13.8%
Other	13.8%
World Bank Group's e-Newsletters	6.9%
News/Media	6.9%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=70)
Yes	32.9%
No	67.1%

6. Were you able to obtain this information?	Percentage of Respondents (N=24)
Yes	95.8%
No	4.2%

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

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=71)
Yes	87.3%
No	12.7%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=71)
Yes	16.9%
No	83.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. 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.)	68	3	6.97	2.21
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	37	33	5.78	2.52
11. The World Bank Group is responsive to my information requests and inquiries	48	22	7.15	1.97

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=89)
NGO/Community Based Organization	28.1%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	18.0%
Private Sector Organization	9.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	7.9%
Academia/Research Institute/Think Tank	7.9%
Bilateral/Multilateral Agency	6.7%
Media	6.7%
Other	6.7%
Office of Minister	4.5%
Financial Sector/Private Bank	2.2%
Local Government Office or Staff	1.1%
Private Foundation	1.1%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=88)
Generalist (specialized in multiple sectors)	19.3%
Other	13.6%
Macroeconomics and fiscal management	6.8%
Agriculture	6.8%
Gender	5.7%
Transport and ICT	5.7%
Environment and natural resources	4.5%
Education	4.5%
Energy and extractives	4.5%
Jobs	4.5%
Water	3.4%
Health, nutrition, and population	3.4%
Trade and competitiveness	3.4%
Urban, rural, and social development	3.4%
Finance and markets	2.3%
Governance	2.3%
Poverty	2.3%
Climate Change	2.3%
Fragility, conflict and violence	1.1%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=87)
Yes	31.0%
No	69.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Argentina? (Select only ONE response)	Percentage of Respondents (N=77)
The World Bank (IBRD)	87.0%
The International Finance Corporation (IFC)	3.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	9.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=86)
Yes	11.6%
No	88.4%

6. If yes, what was your view of how the two institutions work together in Argentina? (Select only ONE response)	Percentage of Respondents (N=12)
The two institutions work well together	33.3%
The way the two institutions work together needs improvement	16.7%
The two institutions do not work well together	0.0%
Don't know	50.0%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Argentina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=88)
Engage in World Bank Group related/sponsored events/activities	39.8%
Use World Bank Group reports/data	35.2%
Use World Bank Group website for information, data, research, etc.	34.1%
Collaborate as part of my professional duties	25.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	23.9%

8. What's your gender?	Percentage of Respondents (N=88)
Female	43.2%
Male	56.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=87)
Ciudad de Buenos Aires	78.2%
Provincias	21.8%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry N=7
- PMU/Consultant on WBG-supported Project N=16
- Bilateral/Multilateral Agency N=6
- Private Sector/Financial Sector/Private Bank N=10
- CSO N=25
- Media N=6
- Academia/Research Institute/Think Tank N=7
- Other N=12

A. General Issues facing Argentina

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	57.1%	68.8%	50.0%	60.0%	24.0%	66.7%	42.9%	63.6%
The wrong direction	14.3%	18.8%	33.3%	20.0%	20.0%	16.7%	28.6%	18.2%
Not sure	28.6%	12.5%	16.7%	20.0%	56.0%	16.7%	28.6%	18.2%

¹⁶ Only 89 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	0.0%	18.8%	16.7%	0.0%	8.3%	16.7%	42.9%	25.0%
Food security	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	0.0%	16.7%
Public sector governance/reform	14.3%	18.8%	16.7%	20.0%	29.2%	33.3%	42.9%	16.7%
Social protection	0.0%	12.5%	16.7%	0.0%	4.2%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	8.3%
Private sector development	14.3%	6.3%	0.0%	10.0%	8.3%	0.0%	0.0%	0.0%
Foreign direct investment*	0.0%	6.3%	16.7%	40.0%	0.0%	16.7%	0.0%	0.0%
Urban development	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	18.8%	16.7%	20.0%	0.0%	16.7%	0.0%	16.7%
Job creation/employment	42.9%	31.3%	16.7%	30.0%	16.7%	16.7%	14.3%	16.7%
Rural development	14.3%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Water and sanitation	14.3%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Environmental sustainability	14.3%	0.0%	16.7%	0.0%	4.2%	16.7%	14.3%	8.3%
Equality of opportunity	14.3%	12.5%	0.0%	0.0%	33.3%	0.0%	0.0%	25.0%
Health	14.3%	6.3%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Climate change	0.0%	6.3%	0.0%	0.0%	0.0%	16.7%	14.3%	0.0%
Poverty reduction*	14.3%	18.8%	16.7%	30.0%	62.5%	66.7%	28.6%	25.0%
Transport	0.0%	12.5%	0.0%	30.0%	4.2%	0.0%	0.0%	8.3%
Education	42.9%	31.3%	33.3%	70.0%	58.3%	33.3%	42.9%	33.3%
Agricultural development	0.0%	6.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Crime and violence*	28.6%	6.3%	0.0%	0.0%	0.0%	0.0%	28.6%	8.3%
Anti-corruption	0.0%	12.5%	50.0%	20.0%	16.7%	33.3%	14.3%	0.0%
Law and justice	0.0%	6.3%	16.7%	10.0%	16.7%	0.0%	0.0%	16.7%
Regulatory framework	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Communicable/non-communicable diseases*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.3%	0.0%	0.0%	4.2%	16.7%	0.0%	8.3%
Economic growth	28.6%	12.5%	33.3%	20.0%	4.2%	0.0%	42.9%	25.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	28.6%	31.3%	0.0%	40.0%	12.5%	16.7%	0.0%	25.0%
Equality of opportunity	42.9%	43.8%	66.7%	20.0%	41.7%	66.7%	14.3%	25.0%
Rural development	28.6%	25.0%	16.7%	0.0%	0.0%	16.7%	0.0%	16.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Global/regional integration	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	14.3%	16.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	8.3%
Economic growth	42.9%	37.5%	33.3%	20.0%	12.5%	50.0%	42.9%	41.7%
Urban development*	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	42.9%	8.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	16.7%	0.0%	8.3%	16.7%	0.0%	8.3%
Law and justice	0.0%	6.3%	0.0%	10.0%	8.3%	0.0%	0.0%	16.7%
Transport*	0.0%	6.3%	0.0%	10.0%	0.0%	33.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	10.0%	4.2%	16.7%	14.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	12.5%	0.0%	10.0%	29.2%	0.0%	42.9%	8.3%
Education	57.1%	56.3%	50.0%	80.0%	58.3%	33.3%	42.9%	58.3%
Foreign direct investment	0.0%	0.0%	0.0%	10.0%	4.2%	0.0%	14.3%	0.0%
Energy	0.0%	6.3%	0.0%	0.0%	4.2%	0.0%	0.0%	8.3%
Public sector governance/reform	14.3%	12.5%	16.7%	10.0%	25.0%	0.0%	14.3%	16.7%
Private sector development	14.3%	12.5%	16.7%	10.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Environmental sustainability	0.0%	6.3%	0.0%	0.0%	8.3%	16.7%	14.3%	0.0%
Health	14.3%	18.8%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	28.6%	25.0%	50.0%	60.0%	45.8%	16.7%	28.6%	8.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Food security	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

**A. General Issues facing Argentina (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 Argentina? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	71.4%	50.0%	66.7%	55.6%	37.5%	66.7%	42.9%	41.7%
More reliable social safety net	0.0%	12.5%	16.7%	0.0%	0.0%	16.7%	0.0%	16.7%
Greater access to micro-finance for the poor	0.0%	6.3%	0.0%	0.0%	4.2%	33.3%	14.3%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	6.3%	0.0%	11.1%	25.0%	0.0%	0.0%	8.3%
Greater access to health and nutrition for citizens	0.0%	6.3%	0.0%	11.1%	0.0%	0.0%	0.0%	16.7%
Better entrepreneurial opportunities	28.6%	12.5%	0.0%	11.1%	0.0%	0.0%	14.3%	16.7%
A growing middle class	0.0%	0.0%	0.0%	11.1%	4.2%	0.0%	0.0%	8.3%
Better opportunity for the poor who live in rural areas	14.3%	6.3%	33.3%	11.1%	4.2%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	14.3%	12.5%	0.0%	11.1%	12.5%	0.0%	42.9%	0.0%
Better employment opportunities for young people	0.0%	6.3%	16.7%	33.3%	16.7%	0.0%	0.0%	16.7%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	14.3%	12.5%	0.0%	0.0%	4.2%	16.7%	14.3%	16.7%
Education and training that better ensure job opportunity	57.1%	62.5%	66.7%	44.4%	66.7%	50.0%	57.1%	50.0%
Better quality public services	0.0%	6.3%	0.0%	0.0%	8.3%	0.0%	14.3%	8.3%
Other	0.0%	0.0%	0.0%	0.0%	4.2%	16.7%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	71.4%	50.0%	66.7%	62.5%	87.5%	66.7%	85.7%	75.0%
A moderately big problem	28.6%	50.0%	33.3%	12.5%	12.5%	16.7%	14.3%	25.0%
A small problem	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	14.3%	62.5%	83.3%	55.6%	95.8%	66.7%	71.4%	66.7%
A somewhat serious problem	85.7%	18.8%	16.7%	33.3%	4.2%	16.7%	28.6%	33.3%
Not too serious problem	0.0%	18.8%	0.0%	11.1%	0.0%	16.7%	0.0%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 Argentina? (1-Not familiar at all, 10-Extremely familiar)

	Employee of a Ministry			PMU/Consultant			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)*	7	8.29	1.50	16	9.06	0.93	6	6.50	2.17	9	6.22	2.91	24	5.04	1.81	6	5.00	2.00	7	6.86	2.41	12	8.08	1.88
Inter-American Development Bank (IDB/BID)*	7	8.71	1.60	16	7.81	2.81	6	6.83	3.60	9	6.00	2.69	24	5.21	2.00	6	4.83	1.72	7	7.71	1.80	12	7.75	2.14
Latin American Development Bank (CAF)*	7	7.43	2.51	16	6.94	3.40	6	4.50	3.21	9	4.00	2.83	23	3.30	1.55	6	4.83	2.79	7	5.86	2.97	11	7.73	2.90

*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant			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)*	7	6.57	1.62	16	7.56	0.89	5	7.40	0.89	7	7.00	2.71	17	5.71	1.16	5	6.20	1.79	6	5.50	1.38	10	6.50	1.08
Inter-American Development Bank (IDB/BID)*	7	7.43	1.81	14	7.86	1.10	5	8.20	1.10	7	6.43	2.51	17	5.53	1.59	5	6.00	1.00	7	6.57	1.27	11	7.00	1.26
Latin American Development Bank (CAF)	6	6.33	1.63	12	7.00	2.04	3	6.67	2.08	4	5.75	2.99	13	4.85	1.21	4	5.75	1.50	5	6.00	2.00	10	6.70	2.06

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant			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 (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges?	6	6.33	2.34	16	7.56	1.41	4	8.00	0.82	8	8.13	1.81	17	7.06	1.39	4	7.25	1.50	6	6.67	1.97	10	7.70	1.70

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



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Health	14.3%	18.8%	16.7%	22.2%	12.5%	16.7%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	8.3%	16.7%	28.6%	0.0%
Transport	0.0%	18.8%	0.0%	44.4%	8.3%	16.7%	42.9%	8.3%
Agricultural development	28.6%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	8.3%	16.7%	0.0%	16.7%
Job creation/employment	42.9%	12.5%	33.3%	22.2%	29.2%	16.7%	0.0%	16.7%
Public sector governance/reform	0.0%	12.5%	33.3%	11.1%	8.3%	0.0%	28.6%	8.3%
Social protection	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Foreign direct investment	0.0%	0.0%	0.0%	11.1%	4.2%	0.0%	14.3%	0.0%
Education	42.9%	37.5%	50.0%	66.7%	54.2%	16.7%	42.9%	16.7%
Energy	0.0%	18.8%	16.7%	0.0%	4.2%	16.7%	0.0%	8.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	16.7%
Financial markets	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	6.3%	0.0%	0.0%	4.2%	0.0%	42.9%	8.3%
Environmental sustainability	0.0%	12.5%	0.0%	11.1%	4.2%	16.7%	14.3%	16.7%
Economic growth*	57.1%	6.3%	33.3%	0.0%	4.2%	50.0%	0.0%	25.0%
Private sector development*	28.6%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	28.6%	37.5%	0.0%	22.2%	4.2%	33.3%	14.3%	25.0%
Food security	0.0%	6.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Climate change	0.0%	6.3%	0.0%	0.0%	4.2%	0.0%	14.3%	16.7%
Information and communications technology	0.0%	6.3%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	14.3%	12.5%	33.3%	0.0%	25.0%	16.7%	14.3%	33.3%
Law and justice	0.0%	6.3%	0.0%	11.1%	16.7%	0.0%	14.3%	8.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Natural resource management	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	42.9%	12.5%	50.0%	44.4%	41.7%	33.3%	14.3%	41.7%
Anti-corruption	0.0%	12.5%	16.7%	11.1%	16.7%	16.7%	14.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 Argentina?

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses*	0.0%	6.3%	66.7%	0.0%	20.8%	16.7%	0.0%	18.2%
Data and statistics	14.3%	0.0%	16.7%	0.0%	8.3%	0.0%	20.0%	0.0%
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Financial resources	85.7%	62.5%	16.7%	55.6%	50.0%	50.0%	60.0%	54.5%
Capacity development	0.0%	6.3%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%
Technical assistance	0.0%	0.0%	0.0%	11.1%	4.2%	16.7%	20.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	18.8%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	22.2%	4.2%	16.7%	0.0%	18.2%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	14.3%	0.0%	16.7%	22.2%	12.5%	0.0%	60.0%	27.3%
Data and statistics	0.0%	0.0%	0.0%	0.0%	8.3%	16.7%	0.0%	0.0%
Convening/Facilitating	0.0%	6.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Financial resources	0.0%	18.8%	50.0%	44.4%	16.7%	0.0%	20.0%	18.2%
Capacity development	14.3%	18.8%	0.0%	0.0%	4.2%	0.0%	0.0%	18.2%
Technical assistance	28.6%	12.5%	16.7%	11.1%	20.8%	33.3%	0.0%	27.3%
Help to bring discipline/effective supervision to implementation of investment projects	28.6%	43.8%	16.7%	11.1%	8.3%	16.7%	20.0%	9.1%
Mobilizing third party financial resources*	14.3%	0.0%	0.0%	11.1%	29.2%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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 Argentina? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	14.3%	18.8%	16.7%	22.2%	41.7%	50.0%	33.3%	27.3%
Not exploring alternative policy options	28.6%	18.8%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%
Not collaborating enough with stakeholders outside the Government*	0.0%	0.0%	50.0%	22.2%	41.7%	16.7%	0.0%	9.1%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	18.8%	0.0%	11.1%	8.3%	0.0%	33.3%	0.0%
Not enough public disclosure of its work*	0.0%	0.0%	50.0%	22.2%	4.2%	0.0%	16.7%	0.0%
Arrogant in its approach	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Not client focused	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	14.3%	18.8%	0.0%	11.1%	12.5%	33.3%	0.0%	18.2%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	6.3%	0.0%	0.0%	8.3%	33.3%	0.0%	9.1%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	42.9%	18.8%	16.7%	11.1%	12.5%	33.3%	0.0%	0.0%
World Bank Group's processes too slow	14.3%	25.0%	16.7%	11.1%	16.7%	0.0%	33.3%	45.5%
Not aligned with other donors' work	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	14.3%	6.3%	0.0%	22.2%	0.0%	0.0%	0.0%	18.2%
Not adequately sensitive to political/social realities in Argentina	42.9%	12.5%	0.0%	11.1%	8.3%	16.7%	0.0%	27.3%
Other	0.0%	6.3%	16.7%	0.0%	0.0%	0.0%	16.7%	0.0%
Don't know	0.0%	0.0%	0.0%	22.2%	12.5%	0.0%	16.7%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	0.0%	20.0%	11.1%	12.5%	16.7%	16.7%	9.1%
Knowledge products/services	14.3%	6.3%	40.0%	22.2%	8.3%	16.7%	0.0%	0.0%
Capacity development	28.6%	18.8%	0.0%	0.0%	29.2%	33.3%	0.0%	45.5%
Technical assistance	57.1%	18.8%	0.0%	33.3%	25.0%	16.7%	0.0%	18.2%
Investment lending	71.4%	93.8%	80.0%	88.9%	58.3%	50.0%	66.7%	81.8%
Policy based lending/budget support to the Government	0.0%	12.5%	20.0%	33.3%	25.0%	16.7%	33.3%	9.1%
Multi-sectoral approaches	28.6%	18.8%	20.0%	11.1%	12.5%	16.7%	0.0%	36.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	6.3%	20.0%	0.0%	8.3%	16.7%	33.3%	0.0%



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 Argentina?*(Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
To a fully sufficient degree	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	14.3%	31.3%	40.0%	44.4%	0%	33.3%	16.7%	18.2%
To a somewhat insufficient degree	57.1%	56.3%	0.0%	33.3%	75.0%	33.3%	16.7%	54.5%
To a very insufficient degree	0.0%	12.5%	0.0%	11.1%	4.2%	33.3%	66.7%	0.0%
Don't know	14.3%	0.0%	60.0%	11.1%	20.8%	0.0%	0.0%	27.3%

*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant			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 Argentina	7	5.71	1.98	15	4.93	1.53	4	6.50	1.29	7	5.00	2.89	22	4.82	1.59	6	4.83	1.33	6	4.33	1.37	10	5.30	1.64
The World Bank Group’s work is aligned with what I consider the development priorities for Argentina	7	5.71	2.29	16	5.75	2.02	2	7.50	0.71	7	5.14	2.79	20	5.30	1.92	6	4.83	2.04	5	5.60	2.30	10	5.50	1.43



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

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

	Employee of a Ministry			PMU/Consultant			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 to needs	5	6.00	1.58	15	5.87	1.41	3	5.67	1.15	8	5.25	2.76	15	5.40	1.40	2	4.00	1.41	3	4.33	0.58	9	5.89	1.17
Flexibility (in terms of the institution's products and services)	5	6.00	2.74	14	5.29	1.54	3	5.33	0.58	7	4.57	1.99	14	4.07	1.33	2	3.50	0.71	3	4.00	1.00	10	4.80	1.32
Flexibility (in terms of changing country circumstances)	5	5.40	2.41	16	5.63	1.63	3	5.33	1.53	9	4.89	2.32	12	4.75	1.06	4	4.00	0.82	3	3.67	0.58	10	5.10	1.37
Being inclusive	5	5.80	2.28	15	6.07	1.79	3	6.67	2.08	8	5.38	2.13	13	4.69	1.44	4	4.25	2.63	2	4.50	0.71	9	5.44	1.01
Openness (sharing data and other information)	5	6.80	0.45	16	7.50	2.03	3	7.00	1.73	9	7.78	1.09	15	6.27	2.31	3	6.33	2.52	4	6.75	2.99	10	6.70	1.77
Collaboration with the Government	5	6.40	2.07	14	6.57	1.91	3	6.67	2.08	9	7.00	2.06	12	6.33	1.61	4	6.75	1.89	4	5.50	1.73	10	6.50	1.90
The speed in which it gets things accomplished on the ground*	5	6.00	1.58	14	5.79	1.93	3	5.67	1.15	6	7.33	1.86	12	4.25	1.22	4	4.00	2.83	2	3.50	0.71	8	5.25	1.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	4	5.75	2.06	16	7.75	1.34	3	6.00	3.61	6	7.00	1.67	14	4.36	2.27	3	5.33	3.21	3	4.67	3.06	10	6.80	2.35
Collaboration with civil society	3	5.67	0.58	10	6.40	1.84	2	5.50	0.71	8	5.88	1.96	16	4.38	1.86	4	5.00	3.46	3	5.00	2.65	7	6.43	1.99
Staff accessibility	5	6.60	1.14	16	7.50	1.97	4	6.00	3.16	7	7.29	1.80	11	5.45	2.16	3	6.00	3.46	4	5.75	2.75	10	7.00	2.26
Collaboration with other donors and development partners	4	6.25	1.50	11	6.73	1.49	3	6.00	1.00	7	5.86	1.57	10	4.90	1.66	1	4.00	-	2	4.00	0.00	6	6.33	1.97
Collaboration with the private sector	3	5.33	0.58	7	6.14	1.57	2	6.00	1.41	8	6.63	1.41	7	6.00	1.63	3	5.33	3.21	2	4.50	0.71	6	5.83	1.72
Straightforwardness and honesty*	5	8.20	1.10	16	7.31	1.89	3	7.33	1.53	8	8.75	1.28	13	6.15	2.27	2	3.50	0.71	4	6.50	3.51	10	6.90	1.91
Treating clients and stakeholders in Argentina with respect	5	8.60	1.67	12	7.92	1.16	3	6.67	2.08	6	8.00	1.41	6	5.67	2.94	1	4.00	-	3	5.67	3.79	9	7.22	1.72
Being a long-term partner	5	8.00	1.87	12	8.25	1.29	3	7.00	2.00	7	8.14	1.35	10	6.20	2.10	3	6.33	2.52	2	5.50	3.54	9	6.89	1.90

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The Government works inefficiently*	0.0%	20.0%	0.0%	33.3%	14.3%	80.0%	20.0%	22.2%
Poor donor coordination	0.0%	6.7%	25.0%	0.0%	4.8%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	60.0%	73.3%	25.0%	22.2%	28.6%	60.0%	80.0%	33.3%
Lack of/inadequate levels of capacity in Government	20.0%	13.3%	50.0%	33.3%	28.6%	0.0%	40.0%	11.1%
There is not an adequate level of citizen/civil society participation*	20.0%	6.7%	25.0%	33.3%	66.7%	0.0%	20.0%	33.3%
The World Bank Group works too slowly	20.0%	6.7%	0.0%	11.1%	0.0%	20.0%	20.0%	22.2%
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Political pressures and obstacles	40.0%	13.3%	50.0%	55.6%	23.8%	20.0%	0.0%	22.2%
Reforms are not well thought out in light of country challenges*	40.0%	40.0%	0.0%	11.1%	4.8%	0.0%	20.0%	55.6%
Other	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	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 Argentina? (1-Not important at all, 10-Very important)

	Employee of a Ministry			PMU/Consultant			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
Crime and violence	3	4.67	3.51	8	4.50	3.12	3	3.67	2.89	8	6.25	2.31	13	5.38	2.96	5	4.20	3.63	4	6.00	3.74	9	4.33	2.60
Financial markets	4	7.00	4.08	10	6.50	2.01	4	6.25	3.10	9	7.56	1.51	13	6.46	2.11	5	5.40	2.88	5	6.20	3.70	9	5.56	2.70
Transport*	4	7.50	1.73	15	7.93	1.16	4	6.75	3.30	9	8.89	1.05	16	6.69	2.21	5	6.40	2.19	5	9.00	1.00	9	7.78	1.56
Anti-corruption	5	5.60	2.97	13	7.31	2.75	4	6.75	3.40	9	8.33	1.41	15	7.00	2.54	5	6.00	3.39	3	7.33	4.62	9	5.11	2.76
Law and justice	4	4.75	3.30	8	5.50	3.42	4	4.75	3.20	9	7.11	2.89	15	6.33	2.77	5	5.00	4.18	3	5.67	4.51	9	4.56	3.00
Urban development	4	7.00	1.83	13	7.62	1.26	4	8.00	0.82	9	7.67	1.41	16	7.88	1.89	5	7.00	2.55	5	8.80	1.10	9	6.22	2.44
Environmental sustainability	5	8.00	1.73	16	8.50	1.03	4	8.00	0.82	9	8.11	1.27	13	8.08	1.50	5	7.00	2.55	5	9.00	1.00	9	7.56	1.01
Trade and exports	4	5.50	3.32	10	6.60	1.51	4	6.25	2.87	9	6.89	1.27	12	7.08	1.00	5	5.80	3.27	5	6.80	4.09	9	5.56	1.67
Information and communications technology	5	7.00	3.46	12	7.83	1.34	4	7.75	0.50	9	6.56	2.19	14	7.93	1.94	5	5.80	3.19	4	5.50	3.70	9	7.11	1.27
Poverty reduction	5	8.00	2.83	15	8.53	1.55	4	9.25	0.96	9	8.56	1.81	18	8.22	1.66	4	6.00	3.56	5	8.80	1.10	10	7.80	1.93
Gender equity	4	7.50	1.73	13	7.77	1.64	4	8.25	0.50	9	6.56	2.30	16	7.25	2.41	5	5.00	3.81	3	7.00	2.65	10	6.40	2.55
Private sector development	4	6.00	2.45	10	5.80	1.99	4	6.00	4.08	9	7.44	1.81	12	7.58	1.38	5	6.80	2.77	4	7.00	1.15	8	6.25	1.49
Foreign direct investment	4	6.25	2.75	9	6.22	1.99	4	7.00	3.56	9	8.11	1.76	11	7.64	1.43	5	6.80	2.39	3	7.67	1.53	9	6.22	2.33
Water and sanitation	4	7.50	1.73	16	8.31	0.79	4	7.25	2.87	9	8.78	1.30	16	7.81	1.91	4	7.75	1.71	4	8.25	1.71	9	7.89	1.45
Regulatory framework	5	5.80	2.95	11	6.45	2.42	4	5.50	2.38	9	6.44	2.13	16	6.50	2.80	5	3.80	2.59	3	7.33	3.79	9	5.44	2.74
Economic growth*	5	6.40	1.52	14	7.21	1.72	4	9.50	0.58	9	7.89	1.45	15	8.00	1.56	4	5.25	3.30	5	8.40	1.14	9	7.44	1.24
Energy	4	7.50	1.73	14	8.00	1.30	4	7.50	3.11	9	8.67	0.71	14	8.14	1.35	5	7.00	2.55	5	8.80	1.10	9	7.67	1.87
Disaster management	3	6.00	1.73	12	7.42	1.31	4	7.00	2.83	9	6.56	1.94	14	7.57	2.10	4	6.50	3.11	3	7.67	4.04	9	6.33	3.12
Public sector governance/reform	4	6.00	3.37	13	6.85	3.16	4	6.50	3.11	9	7.44	1.88	15	7.67	2.50	5	5.80	3.83	4	8.00	1.83	8	5.88	3.18
Job creation/employment	5	7.00	1.87	13	7.15	1.52	4	9.00	0.82	9	8.22	1.99	14	7.21	1.63	5	6.20	3.56	4	7.75	1.50	10	6.60	2.50
Communicable/non-communicable diseases	5	6.40	3.58	11	7.18	1.89	4	6.50	2.08	9	6.56	2.60	13	5.77	1.79	4	7.25	2.63	3	6.67	2.08	9	6.44	2.88
Equality of opportunity	5	7.60	1.82	13	7.08	1.98	4	9.00	0.00	8	7.25	1.49	16	7.38	2.28	4	6.75	3.30	4	6.75	2.22	10	6.80	2.94
Social protection	5	6.00	3.16	13	6.62	2.75	4	7.75	2.50	9	6.89	2.03	15	7.27	2.02	4	6.00	2.58	3	8.00	1.73	10	6.50	2.76
Rural development	5	7.20	1.64	16	7.81	1.05	4	8.75	0.50	9	6.89	1.96	15	6.93	2.09	5	7.00	2.00	4	7.25	1.50	9	7.33	2.12
Global/regional integration*	5	6.20	3.27	13	7.46	2.03	4	7.25	2.87	9	7.56	2.01	15	7.47	2.13	5	3.60	2.07	4	8.00	1.41	9	6.67	2.12
Food security	5	7.00	1.87	13	7.23	1.59	4	5.00	2.94	9	7.11	2.03	14	6.43	2.34	4	7.00	2.94	3	5.67	2.52	9	7.44	1.88
Natural resource management	5	7.20	2.05	14	7.50	1.51	4	8.00	1.15	9	7.22	1.72	16	7.63	1.89	5	6.40	2.51	5	6.20	3.42	9	6.56	2.13
Health	5	7.60	1.67	14	8.00	1.57	4	7.00	2.83	8	7.75	1.91	15	7.33	2.26	5	7.40	2.30	3	7.00	1.73	9	6.89	2.67
Climate change	5	7.00	1.87	16	8.00	1.55	4	7.75	1.50	9	7.56	2.07	15	7.93	2.02	5	6.80	2.59	5	8.00	1.87	9	7.44	2.24
Agricultural development	5	7.00	1.22	15	8.20	0.77	4	6.25	3.10	9	6.78	1.79	14	6.79	2.33	5	6.40	2.41	5	6.40	2.07	8	7.88	1.46
Education	5	7.60	1.82	16	8.19	1.28	4	8.50	1.91	9	9.00	1.00	17	7.82	2.48	5	6.40	3.36	4	8.50	2.38	10	7.20	2.44

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

	Employee of a Ministry			PMU/Consultant			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
Gender equity	4	6.00	1.41	2	7.00	0.00	1	5.00	-	3	6.67	1.53	4	3.75	1.50	-	-	-	-	-	-	6	4.83	1.83
Transport*	4	7.50	1.73	11	7.82	1.17	1	7.00	-	4	8.75	1.26	5	5.40	1.34	2	6.50	0.71	2	7.00	1.41	7	6.00	1.83
Urban development	3	7.33	2.08	6	6.67	2.25	1	6.00	-	3	7.00	2.00	5	6.40	1.82	2	6.00	1.41	1	6.00	-	6	4.83	1.83
Environmental sustainability	4	7.00	1.83	12	7.08	2.23	2	7.00	1.41	3	6.33	1.53	6	5.67	1.21	2	5.50	2.12	1	4.00	-	6	5.17	2.04
Regulatory framework	2	7.50	3.54	8	6.75	2.55	1	5.00	-	3	6.33	2.52	4	4.50	2.38	1	9.00	-	1	7.00	-	5	5.20	1.48
Communicable/non-communicable diseases*	3	7.33	2.08	3	9.00	0.00	1	7.00	-	2	6.00	2.83	2	2.50	0.71	1	7.00	-	-	-	-	5	5.60	1.67
Poverty reduction	4	7.00	2.45	13	6.38	2.10	2	7.50	2.12	3	6.33	2.08	8	5.50	1.60	3	5.33	3.21	1	7.00	-	9	5.11	1.83
Anti-corruption	2	7.00	2.83	6	6.17	3.37	1	5.00	-	4	5.50	2.08	6	4.50	1.97	1	4.00	-	-	-	-	4	5.00	1.63
Private sector development	2	4.50	0.71	3	7.00	2.00	1	6.00	-	3	8.33	2.89	5	5.60	0.89	1	7.00	-	-	-	-	6	5.83	2.40
Foreign direct investment	3	6.00	1.73	2	6.50	3.54	1	6.00	-	3	7.33	2.52	6	4.50	1.64	2	8.00	1.41	-	-	-	6	5.67	2.58
Water and sanitation	5	7.40	1.52	11	7.27	1.79	1	6.00	-	3	8.00	1.00	7	6.00	2.58	2	6.00	4.24	-	-	-	8	6.88	1.36
Trade and exports	2	7.00	2.83	2	5.00	2.83	1	6.00	-	2	7.00	1.41	4	5.25	1.26	2	9.50	0.71	-	-	-	5	4.60	1.52
Economic growth	4	7.00	1.83	8	7.13	1.25	1	6.00	-	2	7.00	1.41	5	5.60	1.52	1	3.00	-	-	-	-	7	5.71	1.38
Health	4	7.50	1.73	8	8.00	1.51	1	7.00	-	3	7.33	2.08	7	6.29	1.60	2	9.00	0.00	-	-	-	5	6.40	1.52
Disaster management	3	7.00	2.65	3	7.33	2.08	2	6.50	2.12	2	5.50	0.71	5	6.20	1.79	-	-	-	-	-	-	5	6.00	1.87
Public sector governance/reform	3	4.67	3.51	11	6.55	2.16	1	4.00	-	2	7.50	2.12	7	3.86	2.48	2	7.00	2.83	1	7.00	-	7	5.14	1.95
Job creation/employment	4	6.00	1.83	7	5.86	2.12	1	6.00	-	3	5.33	4.04	7	5.43	1.72	1	6.00	-	-	-	-	8	5.63	1.69
Financial markets	3	4.67	3.51	2	7.50	0.71	1	4.00	-	2	7.00	2.83	3	5.00	2.00	1	6.00	-	-	-	-	6	5.33	2.25
Equality of opportunity	4	7.25	1.71	6	6.33	2.34	1	5.00	-	1	7.00	-	5	5.40	2.51	1	8.00	-	-	-	-	8	5.75	1.75
Energy*	4	7.25	1.50	9	8.00	1.32	2	7.00	2.83	2	7.50	0.71	6	5.17	2.14	2	8.50	0.71	1	8.00	-	6	5.00	1.67
Rural development	4	7.50	1.73	8	7.25	2.19	2	8.00	1.41	1	7.00	-	5	5.00	2.45	2	7.50	2.12	1	9.00	-	7	6.57	1.27
Global/regional integration*	1	5.00	-	5	8.00	1.00	1	4.00	-	4	8.00	1.41	4	5.50	1.91	1	5.00	-	-	-	-	7	5.29	1.25
Food security	3	7.67	2.52	3	8.33	1.15	1	5.00	-	3	7.00	1.73	5	5.40	1.52	-	-	-	-	-	-	6	5.67	1.97
Education	4	7.00	1.83	8	7.38	2.00	1	7.00	-	3	6.67	3.21	7	5.14	2.04	2	10.00	0.00	1	7.00	-	7	5.43	0.79
Social protection	3	6.33	2.31	3	7.00	2.00	1	6.00	-	1	8.00	-	5	5.60	1.14	-	-	-	-	-	-	6	5.67	2.16
Climate change	4	5.75	3.59	9	7.11	2.52	2	6.00	2.83	3	7.00	2.00	6	5.50	2.07	-	-	-	1	5.00	-	6	5.50	1.87
Agricultural development*	4	7.50	2.08	7	8.43	0.98	2	7.50	2.12	1	6.00	-	5	4.60	1.82	2	7.50	3.54	-	-	-	7	5.86	1.46
Natural resource management	2	5.50	0.71	2	9.00	0.00	1	4.00	-	1	7.00	-	5	4.60	2.61	-	-	-	1	3.00	-	6	5.17	1.72

*Significantly different between stakeholder groups



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

	Employee of a Ministry			PMU/Consultant			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 Argentina?	5	6.20	1.79	16	5.81	1.56	2	6.50	2.12	6	6.67	2.07	14	5.14	0.77	3	4.00	2.65	3	5.67	1.15	9	5.67	1.32

(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 Argentina? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry			PMU/Consultant			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 Argentina	5	6.60	1.67	15	6.27	1.87	2	8.00	1.41	7	6.43	2.15	14	5.93	1.82	5	4.80	1.48	2	4.00	0.00	9	5.89	1.17
The World Bank Group meets Argentina's needs for knowledge services	5	6.80	2.49	15	6.27	2.05	3	8.00	1.00	7	7.29	1.70	13	5.46	1.45	4	4.50	1.73	3	5.33	3.06	9	5.89	1.27

	Employee of a Ministry			PMU/Consultant			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 Argentina received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	3	7.00	2.00	13	6.77	1.17	2	7.50	2.12	3	7.00	2.00	6	6.00	2.10	4	4.25	2.63	2	4.50	0.71	6	5.17	0.75

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

	Employee of a Ministry			PMU/Consultant			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 Argentina?	4	5.75	3.40	15	6.07	1.39	2	8.00	1.41	3	6.33	1.15	7	5.29	2.43	4	4.00	2.71	2	4.00	1.41	8	5.63	1.41

(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?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	0.0%	18.8%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Monthly	25.0%	43.8%	100.0%	25.0%	5.0%	20.0%	0.0%	44.4%
A few times a year	0.0%	25.0%	0.0%	37.5%	50.0%	40.0%	60.0%	44.4%
Rarely	50.0%	6.3%	0.0%	25.0%	45.0%	40.0%	20.0%	11.1%
Never	25.0%	6.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

In Argentina, 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)

	Employee of a Ministry			PMU/Consultant			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	3	6.33	2.31	14	6.43	1.95	2	7.50	0.71	6	7.17	1.17	13	6.23	1.74	3	4.67	3.79	4	6.75	1.71	8	5.88	1.36
Lead to practical solutions	3	6.00	2.65	15	5.60	2.38	2	7.50	0.71	7	6.57	1.62	16	5.81	1.33	3	5.00	3.61	2	6.00	0.00	9	5.00	1.41
Are accessible (well written and easy to understand)	4	6.25	2.99	15	6.20	2.48	2	7.00	0.00	7	6.71	1.70	17	6.18	1.67	3	6.00	3.00	4	6.75	3.20	9	5.67	2.50
Are translated enough into local language	4	6.50	2.52	16	6.13	2.22	2	7.00	0.00	6	7.83	0.41	15	6.87	1.64	2	6.50	4.95	2	6.00	0.00	9	6.22	1.92
Are adaptable to Argentina's specific development challenges and country circumstances	4	7.50	2.08	15	6.07	2.12	2	6.50	0.71	7	7.29	1.11	16	6.31	1.66	3	4.67	2.08	3	7.00	2.65	9	5.22	1.64

	Employee of a Ministry			PMU/Consultant			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?	4	6.75	2.22	16	6.25	1.57	2	8.00	0.00	6	7.50	1.38	14	6.21	1.67	3	5.00	2.65	3	5.67	2.52	9	5.89	1.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	3	8.67	1.53	15	6.67	1.59	3	8.33	0.58	7	7.57	1.62	17	7.12	1.58	3	5.00	2.65	4	7.50	1.73	9	6.78	1.39

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



E. Working with the World Bank Group

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

	Employee of a Ministry			PMU/Consultant			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*	5	8.80	0.45	16	7.75	1.65	1	8.00	-	5	6.60	2.07	6	4.67	1.86	2	5.50	4.95	-	-	-	8	5.63	1.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	5	8.00	1.87	16	7.44	1.55	2	7.50	0.71	6	6.83	1.72	9	5.67	2.24	4	4.25	2.22	1	7.00	-	8	7.00	1.60
The World Bank Group's approvals and reviews are done in a timely fashion	5	7.40	2.19	16	6.56	1.90	-	-	-	4	7.50	1.73	6	6.00	2.00	4	4.25	2.22	1	7.00	-	7	6.57	1.51
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	8.00	1.41	14	5.79	2.26	2	7.00	1.41	4	8.00	0.82	5	4.00	2.12	3	5.67	2.31	1	4.00	-	7	5.29	2.43
The World Bank Group's conditions on its lending are reasonable*	5	7.80	1.48	15	6.67	1.54	2	8.00	1.41	5	8.00	1.00	5	4.80	2.77	3	8.00	1.73	2	4.50	0.71	9	5.44	1.74
The World Bank Group takes decisions quickly in Argentina	4	7.00	1.83	15	6.13	2.20	1	8.00	-	3	7.00	1.00	5	5.00	2.55	4	4.25	2.22	-	-	-	8	5.38	1.30
Working with the World Bank Group increases Argentina's institutional capacity	5	7.00	1.87	14	6.36	2.37	2	8.00	1.41	6	8.33	0.52	9	6.33	2.35	3	7.00	3.46	2	4.50	0.71	8	6.13	1.55
Where country systems are adequate, the World Bank Group makes appropriate use of them	5	8.20	0.84	14	6.14	2.41	1	8.00	-	3	8.33	0.58	4	6.75	1.26	2	7.50	0.71	1	7.00	-	5	5.80	3.27
The World Bank Group provides effective implementation support	5	7.80	1.64	16	6.75	1.98	2	7.50	2.12	4	8.00	0.82	8	5.75	2.49	3	5.00	3.00	1	7.00	-	8	6.75	1.98

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant			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 Argentina?	2	9.00	1.41	10	5.50	1.84	1	8.00	-	5	7.40	1.52	9	6.00	1.94	3	4.33	3.51	-	-	-	5	5.80	0.84

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

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	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 Argentina	40.0%	56.3%	33.3%	37.5%	36.8%	20.0%	0.0%	33.3%
The World Bank Group is not sufficiently selective in Argentina, and it is involved in too many areas of development	40.0%	6.3%	33.3%	0.0%	15.8%	20.0%	0.0%	33.3%
Don't know	20.0%	37.5%	33.3%	62.5%	47.4%	60.0%	100.0%	33.3%



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	60.0%	25.0%	33.3%	12.5%	15.8%	40.0%	25.0%	11.1%
Ensure greater selectivity in its work	0.0%	0.0%	33.3%	0.0%	5.3%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Argentina's economy	0.0%	6.3%	33.3%	37.5%	42.1%	20.0%	0.0%	11.1%
Improve the competitiveness of its financing compared to markets	0.0%	6.3%	0.0%	12.5%	10.5%	0.0%	0.0%	11.1%
Reach out more to groups outside of Government*	20.0%	0.0%	33.3%	62.5%	42.1%	40.0%	25.0%	11.1%
Increase the level of capacity development in the country	0.0%	25.0%	66.7%	12.5%	10.5%	0.0%	25.0%	33.3%
Improve the quality of its experts as related to Argentina's specific challenges	20.0%	25.0%	0.0%	0.0%	10.5%	0.0%	25.0%	22.2%
Offer more innovative knowledge services	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Collaborate more effectively with Government clients	20.0%	25.0%	0.0%	37.5%	26.3%	20.0%	25.0%	33.3%
Work faster	20.0%	18.8%	0.0%	12.5%	0.0%	20.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	60.0%	37.5%	0.0%	0.0%	21.1%	40.0%	25.0%	66.7%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	60.0%	56.3%	33.3%	62.5%	36.8%	20.0%	40.0%	66.7%
Knowledge products	0.0%	6.3%	33.3%	12.5%	5.3%	20.0%	0.0%	0.0%
Convening services	20.0%	0.0%	0.0%	0.0%	15.8%	20.0%	20.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Argentina	20.0%	31.3%	33.3%	12.5%	10.5%	20.0%	0.0%	22.2%
Don't know	0.0%	6.3%	0.0%	12.5%	31.6%	20.0%	40.0%	11.1%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social media	20.0%	18.8%	0.0%	12.5%	21.1%	0.0%	0.0%	0.0%
International newspapers	20.0%	18.8%	33.3%	0.0%	10.5%	20.0%	0.0%	12.5%
Local radio	20.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	0.0%	0.0%	12.5%	5.3%	0.0%	0.0%	0.0%
International television	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local newspapers	60.0%	50.0%	33.3%	25.0%	26.3%	60.0%	40.0%	25.0%
Internet	40.0%	50.0%	33.3%	75.0%	68.4%	60.0%	80.0%	75.0%
Periodicals	40.0%	18.8%	33.3%	25.0%	47.4%	0.0%	40.0%	75.0%
Other	0.0%	12.5%	33.3%	12.5%	0.0%	20.0%	0.0%	0.0%

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	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	40.0%	62.5%	33.3%	50.0%	38.9%	20.0%	20.0%	12.5%
Mobile phones	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	40.0%	37.5%	66.7%	25.0%	44.4%	40.0%	0.0%	62.5%
World Bank Group's publications and other written materials	20.0%	31.3%	66.7%	37.5%	38.9%	20.0%	20.0%	12.5%
World Bank Group's website	40.0%	6.3%	33.3%	12.5%	22.2%	40.0%	60.0%	50.0%
Social media	0.0%	0.0%	0.0%	0.0%	22.2%	20.0%	20.0%	12.5%
e-Newsletters	20.0%	37.5%	0.0%	75.0%	33.3%	40.0%	40.0%	37.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	60.0%	56.3%	33.3%	42.9%	31.6%	0.0%	40.0%	37.5%
No	40.0%	43.8%	66.7%	57.1%	68.4%	100.0%	60.0%	62.5%

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	0.0%	44.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's website	33.3%	44.4%	0.0%	25.0%	16.7%	0.0%	0.0%	66.7%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	16.7%	100.0%	0.0%	0.0%
News/Media	0.0%	11.1%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	100.0%	50.0%	50.0%	0.0%	50.0%	33.3%
Other	66.7%	0.0%	0.0%	25.0%	0.0%	0.0%	50.0%	0.0%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	40.0%	56.3%	100.0%	12.5%	20.0%	40.0%	0.0%	37.5%
No	60.0%	43.8%	0.0%	87.5%	80.0%	60.0%	100.0%	62.5%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	66.7%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	100.0%	93.8%	100.0%	75.0%	85.0%	60.0%	100.0%	87.5%
No	0.0%	6.3%	0.0%	25.0%	15.0%	40.0%	0.0%	12.5%

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	20.0%	12.5%	0.0%	0.0%	30.0%	20.0%	0.0%	25.0%
No	80.0%	87.5%	100.0%	100.0%	70.0%	80.0%	100.0%	75.0%

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

	Employee of a Ministry			PMU/Consultant			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*	5	8.80	1.30	16	7.88	1.59	3	6.33	3.79	8	7.13	2.42	18	5.44	2.33	4	7.25	2.75	5	6.80	1.30	8	7.63	1.30
The World Bank Group's social media channels are valuable sources of information about the institution	2	5.00	5.66	8	5.38	3.25	3	7.67	1.53	5	5.40	2.61	12	5.50	1.83	3	6.67	4.04	-	-	-	4	6.25	0.96
The World Bank Group is responsive to my information requests and inquiries	5	8.20	2.05	14	7.50	1.51	2	8.50	0.71	5	7.80	1.64	12	6.58	2.02	3	6.33	3.79	1	7.00	-	5	5.40	1.82

*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?*(Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	57.1%	60.0%	50.0%	30.0%	8.3%	0.0%	14.3%	41.7%
No	42.9%	40.0%	50.0%	70.0%	91.7%	100.0%	85.7%	58.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank	100.0%	100.0%	80.0%	57.1%	81.8%	100.0%	60.0%	100.0%
The International Finance Corporation	0.0%	0.0%	20.0%	28.6%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	14.3%	18.2%	0.0%	40.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	12.5%	20.0%	10.0%	8.3%	16.7%	0.0%	25.0%
No	100.0%	87.5%	80.0%	90.0%	91.7%	83.3%	100.0%	75.0%

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer	16.7%	6.3%	16.7%	40.0%	40.0%	33.3%	28.6%	0.0%
Use World Bank Group reports/data*	0.0%	18.8%	50.0%	50.0%	12.0%	83.3%	57.1%	66.7%
Engage in World Bank Group related/sponsored events/activities	33.3%	50.0%	0.0%	40.0%	60.0%	0.0%	28.6%	33.3%
Collaborate as part of my professional duties*	66.7%	56.3%	33.3%	30.0%	4.0%	0.0%	14.3%	16.7%
Use World Bank Group website for information, data, research, etc.	16.7%	18.8%	66.7%	20.0%	40.0%	16.7%	57.1%	41.7%

*Significantly different between stakeholder groups

**H. Background Information (continued)****What's your gender?**

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	42.9%	43.8%	50.0%	20.0%	60.0%	50.0%	28.6%	27.3%
Male	57.1%	56.3%	50.0%	80.0%	40.0%	50.0%	71.4%	72.7%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

- Ciudad de Buenos Aires N=68 ● Provincias N=19

B. Overall Attitudes toward the World Bank Group

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

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

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	55	6.44	1.62	16	7.00	1.26

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

(1-Strongly disagree, 10-Strongly agree)

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Argentina	58	4.91	1.72	18	5.56	1.69
The World Bank Group's work is aligned with what I consider the development priorities for Argentina	54	5.37	2.10	18	5.94	1.59

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

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

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	45	5.49	1.74	15	5.67	1.05
Flexibility (in terms of the institution's products and services)	43	4.65	1.65	15	5.07	1.58
Flexibility (in terms of changing country circumstances)	48	5.04	1.65	14	5.00	1.57
Being inclusive	44	5.45	1.85	15	5.27	1.67
Openness (sharing data and other information)	49	7.02	1.93	16	6.75	2.02
Collaboration with the Government	45	6.51	1.75	16	6.50	2.00
The speed in which it gets things accomplished on the ground	39	5.44	2.04	15	5.07	1.49
Ease of access to the people at the World Bank Group who are making decisions important to my work	45	6.33	2.43	14	5.79	2.42
Collaboration with civil society	42	5.55	2.12	11	5.09	1.87
Staff accessibility	45	6.49	2.32	15	7.13	1.85
Collaboration with other donors and development partners	33	5.67	1.78	11	6.36	1.21
Collaboration with the private sector	29	5.83	1.54	9	6.33	1.80
Straightforwardness and honesty	45	7.07	2.18	16	7.13	2.09
Treating clients and stakeholders in Argentina with respect	33	7.15	2.21	12	7.50	1.78
Being a long-term partner	39	7.10	1.98	12	7.83	1.70

¹⁷ 87 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Argentina?	43	5.63	1.60	15	5.80	1.37

(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 Argentina?

(1-Strongly disagree, 10-Strongly agree)

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina	44	5.84	1.75	15	6.60	1.72
The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)	45	6.16	1.99	14	6.00	1.66

D. The World Bank Group's Knowledge Work and Activities**In Argentina, 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)

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
Are adaptable to Argentina's specific development challenges and country circumstances	44	6.36	1.73	15	5.87	2.26

	Ciudad de Buenos Aires			Provincias		
	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?	43	6.44	1.68	14	5.93	1.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	47	7.15	1.64	14	6.79	1.76

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

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Ciudad de Buenos Aires			Provincias		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Argentina	28	5.96	1.95	12	5.58	2.31
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	24	7.42	1.53	11	5.45	2.73

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Argentina COS questionnaire: All 10-point scale questions and question B8 “When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Argentina?”

- Collaborating with the WBG N=27
- Not collaborating with the WBG N=60

B. Overall Attitudes toward the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	26	8.54	1.50	59	6.03	2.35
Inter-American Development Bank (IDB/BID)*	26	7.81	2.53	59	6.17	2.49
Latin American Development Bank (CAF)*	26	6.73	3.46	57	4.70	2.71

**Significantly different between collaborators and non-collaborators*

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	24	7.29	1.30	47	6.21	1.50
Inter-American Development Bank (IDB/BID)*	22	7.77	1.41	49	6.37	1.63
Latin American Development Bank (CAF)	19	6.63	2.22	37	5.78	1.73

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges?*	23	7.96	1.40	46	7.00	1.66

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

¹⁸ Only 87 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	15.4%	10.2%
Crime and violence	0.0%	8.5%
Transport	19.2%	15.3%
Agricultural development	7.7%	3.4%
Global/regional integration	0.0%	8.5%
Job creation/employment	23.1%	22.0%
Public sector governance/reform	11.5%	11.9%
Social protection	0.0%	1.7%
Rural development*	15.4%	1.7%
Foreign direct investment	0.0%	5.1%
Education	34.6%	47.5%
Energy	11.5%	5.1%
Gender equity	3.8%	6.8%
Financial markets	0.0%	1.7%
Urban development	7.7%	6.8%
Environmental sustainability	11.5%	8.5%
Economic growth	15.4%	16.9%
Private sector development	7.7%	1.7%
Water and sanitation	30.8%	13.6%
Food security	0.0%	3.4%
Climate change	0.0%	8.5%
Information and communications technology	3.8%	3.4%
Trade and exports	0.0%	1.7%
Equality of opportunity	23.1%	18.6%
Law and justice	0.0%	11.9%
Regulatory framework	0.0%	1.7%
Communicable/non-communicable diseases*	7.7%	0.0%
Natural resource management	3.8%	0.0%
Poverty reduction	34.6%	33.9%
Anti-corruption	3.8%	15.3%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Argentina*	24	5.63	1.74	51	4.76	1.61
The World Bank Group’s work is aligned with what I consider the development priorities for Argentina*	24	6.29	1.68	47	5.06	2.02

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	22	6.14	1.17	37	5.11	1.66
Flexibility (in terms of the institution's products and services)*	23	5.30	1.49	34	4.29	1.53
Flexibility (in terms of changing country circumstances)*	24	5.54	1.61	37	4.62	1.48
Being inclusive*	21	6.29	1.74	37	4.84	1.59
Openness (sharing data and other information)	24	7.42	1.53	40	6.65	2.13
Collaboration with the Government	21	6.67	1.80	39	6.38	1.83
The speed in which it gets things accomplished on the ground	20	5.75	1.45	33	4.97	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work*	24	7.50	1.64	34	5.24	2.47
Collaboration with civil society*	16	6.38	1.67	36	4.97	2.08
Staff accessibility*	23	7.43	1.67	36	6.08	2.37
Collaboration with other donors and development partners	16	6.25	1.48	27	5.52	1.72
Collaboration with the private sector	13	6.00	1.53	25	5.92	1.66
Straightforwardness and honesty*	24	8.00	1.69	36	6.44	2.22
Treating clients and stakeholders in Argentina with respect*	18	8.28	1.07	26	6.50	2.35
Being a long-term partner*	18	8.06	1.70	32	6.81	1.96

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	14	4.50	3.11	38	5.26	2.82
Financial markets	17	6.24	2.91	41	6.56	2.29
Transport	22	8.18	1.18	43	7.42	2.05
Anti-corruption	21	6.33	3.10	41	6.98	2.62
Law and justice	16	5.00	2.99	40	5.85	3.15
Urban development	20	7.55	1.99	43	7.44	1.74
Environmental sustainability	22	8.32	1.09	42	7.90	1.49
Trade and exports	19	6.32	2.03	38	6.45	2.19
Information and communications technology	18	7.06	1.76	43	7.19	2.35
Poverty reduction	22	8.27	1.83	46	8.17	1.98
Gender equity	22	7.45	1.92	41	6.71	2.49
Private sector development	18	6.61	2.15	37	6.78	2.04
Foreign direct investment	18	6.33	2.43	35	7.37	1.93
Water and sanitation	22	8.23	1.02	42	7.95	1.79
Regulatory framework	17	5.76	2.66	43	6.14	2.67
Economic growth	20	7.55	1.93	43	7.51	1.74
Energy	20	8.05	1.19	42	7.93	1.79
Disaster management	18	7.06	1.92	38	6.84	2.42
Public sector governance/reform	20	6.55	3.15	41	7.02	2.60
Job creation/employment	21	7.48	2.14	41	7.17	2.00
Communicable/non-communicable diseases	18	6.78	2.44	38	6.37	2.27
Equality of opportunity	20	6.95	2.39	42	7.29	2.06
Social protection	20	6.65	3.07	41	6.85	2.04
Rural development	21	7.67	1.15	44	7.11	1.92
Global/regional integration	19	6.84	2.29	43	6.93	2.38
Food security	18	7.44	1.58	41	6.44	2.27
Natural resource management	20	7.30	1.45	45	7.07	2.17
Health	20	7.75	2.00	41	7.27	2.10
Climate change	22	8.00	1.69	44	7.45	1.99
Agricultural development*	22	7.82	1.22	41	6.78	2.10
Education	24	7.58	1.98	44	8.14	2.17

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	7	6.57	1.51	12	4.67	1.61
Transport	15	7.60	1.24	20	6.55	1.82
Urban development	9	6.44	1.67	16	5.94	2.02
Environmental sustainability*	14	7.00	1.75	20	5.60	1.88
Regulatory framework	8	6.50	2.27	15	5.93	2.28
Communicable/non-communicable diseases*	7	7.57	1.40	8	5.38	2.33
Poverty reduction	16	6.44	1.67	25	5.60	2.18
Anti-corruption	7	5.14	2.34	15	5.27	2.31
Private sector development	9	6.11	1.76	11	6.09	2.21
Foreign direct investment	9	6.11	1.83	12	5.75	2.38
Water and sanitation*	16	7.69	1.20	19	6.26	2.13
Trade and exports	9	5.67	1.41	8	6.38	2.83
Economic growth*	14	7.14	1.10	13	5.54	1.56
Health	12	7.92	1.24	16	6.69	1.78
Disaster management	9	6.11	1.45	9	6.44	2.13
Public sector governance/reform	13	5.38	2.33	19	5.58	2.52
Job creation/employment	13	6.00	1.87	17	5.41	2.00
Financial markets	8	5.75	2.55	9	5.44	2.19
Equality of opportunity	11	6.36	1.86	13	5.69	2.06
Energy	14	7.43	1.45	16	6.06	2.26
Rural development	12	7.08	1.88	16	6.56	2.10
Global/regional integration	10	6.50	1.58	11	5.82	2.04
Food security	8	6.38	1.69	11	6.27	2.24
Education	12	6.83	1.47	19	6.26	2.42
Social protection	9	6.11	1.62	8	5.75	1.91
Climate change	14	6.43	2.68	15	5.80	2.01
Agricultural development	12	7.33	1.56	14	6.21	2.36
Natural resource management	6	5.67	1.63	10	4.80	2.39

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Argentina?*	22	6.18	1.79	34	5.29	1.24

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Argentina	21	6.14	1.80	36	5.89	1.77
The World Bank Group meets Argentina's needs for knowledge services	21	6.62	1.88	36	5.81	1.89

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Argentina received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	17	6.59	1.42	22	5.73	1.98

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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 Argentina?	19	6.26	1.73	26	5.23	2.07

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Argentina, 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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	20	6.40	1.79	31	6.26	1.84
Lead to practical solutions	21	5.81	2.23	34	5.68	1.59
Are accessible (well written and easy to understand)	21	6.14	2.01	38	6.24	2.27
Are translated enough into local language	21	6.52	2.20	33	6.70	1.78
Are adaptable to Argentina's specific development challenges and country circumstances	21	6.29	1.95	36	6.22	1.84

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	22	6.73	1.45	33	6.00	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	21	7.48	1.50	38	6.82	1.75

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	19	7.68	1.53	22	6.05	2.34
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	22	7.73	1.20	27	5.96	2.12
The World Bank Group's approvals and reviews are done in a timely fashion*	19	7.21	1.65	22	5.86	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable	20	6.50	1.99	19	5.26	2.47
The World Bank Group's conditions on its lending are reasonable	20	6.95	1.47	24	6.21	2.23
The World Bank Group takes decisions quickly in Argentina*	19	6.58	1.87	19	5.05	1.90
Working with the World Bank Group increases Argentina's institutional capacity	22	6.59	1.84	25	6.76	2.24
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.00	2.07	19	6.53	2.25
The World Bank Group provides effective implementation support*	21	7.52	1.44	24	5.96	2.29

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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 Argentina?	10	6.40	2.07	24	6.08	2.06

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it*	23	8.13	1.32	42	6.29	2.37
The World Bank Group's social media channels are valuable sources of information about the institution	13	5.69	2.93	22	5.82	2.36
The World Bank Group is responsive to my information requests and inquiries	22	7.32	1.84	23	6.91	2.11

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY 2012 Number of comparable respondents = 100 • FY 2016 Number of comparable respondents = 83

By weighting the FY 2012 data against the FY 2016 data based on the question about current position (H1: stakeholder group), the two years' data has the same stakeholder composition and thus is comparable. Only stakeholder groups which were present in both years were included in the weighting and analysis. Respondents from the "office of the president/Prime Minister," "office of parliamentarian," "independent government institutions," "trade unions," "faith-based groups," "youth groups," "the judiciary branch," and "other" were therefore not included in the analysis below. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2016
Office of Minister	4.8%	4.8%
Employee of a Ministry	8.4%	8.4%
PMU/ Consultant	19.3%	19.3%
Local government	1.2%	1.2%
Bilateral/ Multilateral agency	7.2%	7.2%
Private sector organization	9.6%	9.6%
Private foundation	1.2%	1.2%
Financial sector/ Private bank	2.4%	2.4%
NGO/ CBO	30.1%	30.1%
Media	7.2%	7.2%
Academia/ Research institute/ Think tank	8.4%	8.4%

A. General Issues Facing Argentina

In general would you say that Argentina is headed in...?

Percentage of Respondents	FY2016	FY2012
The right direction	48.8%	45.8%
The wrong direction	22.0%	20.8%
Not sure	29.3%	33.3%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the World Bank Group in Argentina?	81	6.72	2.41	99	7.09	1.83

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

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Argentina?	69	6.57	1.56	93	6.23	1.85

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

¹⁹ Only those questions that were asked in the FY 2012 and FY 2016 country opinion surveys, with similar response scales/options, are presented.



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

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Argentina solve its most complicated development challenges?	66	7.30	1.65	89	6.97	2.10

(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's work in Argentina?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Argentina	73	5.08	1.75	93	5.37	1.84
The World Bank Group's work is aligned with what I consider the development priorities for Argentina	69	5.48	1.99	92	5.71	1.98

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

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

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	57	5.53	1.62	83	5.95	1.97
Flexibility (in terms of the institution's products and services)	54	4.72	1.63	78	5.12	1.98
Flexibility (in terms of changing country circumstances)	58	5.00	1.60	86	5.24	2.17
Being inclusive	56	5.39	1.83	83	5.70	2.28
Openness (sharing data and other information)	61	6.95	1.97	88	6.50	2.37
Collaboration with the Government	57	6.54	1.83	88	6.74	2.10
The speed in which it gets things accomplished on the ground	52	5.31	1.93			
Ease of access to the people at the World Bank Group who are making decisions important to my work	55	6.11	2.42			
Collaboration with civil society	51	5.37	2.06			
Staff accessibility	56	6.55	2.21	93	6.87	2.35
Collaboration with other donors and development partners	42	5.86	1.68	58	6.23	2.22
Collaboration with the private sector	36	5.89	1.55			
Straightforwardness and honesty*	57	7.07	2.19	82	6.18	2.53
Treating clients and stakeholders in Argentina with respect	42	7.29	2.11	92	7.55	2.25
Being a long-term partner	48	7.33	1.95			

*Significantly different between FY2016 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 Argentina? (1-Not effective at all, 10-Very effective)

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
Gender equity	17	5.24	1.79			
Transport (e.g., roads, bridges, transportation)	34	7.12	1.68	65	6.77	2.19
Urban development	26	6.35	1.81	59	6.20	1.89
Environmental sustainability	34	6.41	1.89	79	6.65	2.15
Regulatory framework	24	6.17	2.35			
Communicable/non-communicable diseases	16	6.56	2.22	51	6.69	1.53
Poverty reduction	40	6.05	2.01	73	5.79	1.81
Anti-corruption	23	5.30	2.32			
Private sector development	19	6.16	2.01	65	5.17	1.97
Foreign direct investment	21	5.81	2.20			
Water and sanitation	35	6.97	1.92	70	6.60	2.07
Trade and exports	17	6.00	2.15			
Economic growth	27	6.33	1.59	61	5.96	2.08
Health	29	7.31	1.63	56	6.90	1.49
Disaster management*	19	6.47	1.81	46	5.28	2.14
Public sector governance/reform	33	5.45	2.39			
Job creation/employment	28	5.61	1.89	57	5.56	1.92
Financial markets	17	5.35	2.12			
Equality of opportunity (i.e., equity)	23	6.13	1.98	63	5.36	2.02
Energy*	31	6.87	1.91	58	5.80	2.09
Rural development	29	6.86	2.00	53	6.53	1.53
Global/regional integration	21	6.52	1.75			
Food security	20	6.60	1.85			
Education	31	6.61	2.12	63	6.27	2.01
Social protection (e.g., pensions, targeted social assistance)	18	5.94	1.66	50	5.21	2.19
Climate change (e.g., mitigation, adaptation)	31	6.16	2.33	69	6.17	2.42
Agricultural development	27	6.85	2.03	53	5.94	2.07
Natural resource management (e.g., oil, gas, mining)	17	5.47	2.24	54	5.31	2.31

*Significantly different between FY2016 and FY2012

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Argentina?	55	5.67	1.56	89	5.88	1.76

(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 Argentina?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina	56	6.02	1.79	89	5.81	1.95
The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)	56	6.09	1.94	84	5.98	2.01

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

In Argentina, 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 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
Are timely	50	6.42	1.83	78	5.86	2.14
Lead to practical solutions	54	5.85	1.85			
Are accessible (well written and easy to understand)	58	6.22	2.18	77	5.88	2.18
Are translated enough into local language*	53	6.62	1.89	74	5.65	2.34
Are adaptable to Argentina's specific development challenges and country circumstances*	56	6.34	1.85	77	5.37	2.00

*Significantly different between FY2016 and FY2012

	year					
	FY 2016			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?*	54	6.35	1.75	89	5.76	1.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	58	7.07	1.69	89	7.28	1.40

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

*Significantly different between FY2016 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 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	41	6.88	2.17	71	6.29	2.58
The World Bank Group effectively monitors and evaluates the projects and programs it supports	49	6.80	1.93	86	6.87	2.00
The World Bank Group's approvals and reviews are done in a timely fashion	41	6.46	1.98	78	5.98	2.51
The World Bank Group's "Safeguard Policy" requirements are reasonable	39	6.08	2.25	71	6.36	2.57
The World Bank Group's conditions on its lending are reasonable	43	6.63	1.95	75	6.13	2.13
The World Bank Group takes decisions quickly in Argentina	38	5.87	2.07			
Working with the World Bank Group increases Argentina's institutional capacity	47	6.70	2.13	85	6.54	2.32
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	34	6.88	2.13	75	6.61	2.37
The World Bank Group provides effective implementation support (i.e., supervision of projects)	45	6.71	2.06	80	6.87	2.15

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

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

	year					
	FY 2016			FY 2012		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	65	6.98	2.23	86	6.07	2.49
The World Bank Group is responsive to my information requests and inquiries	46	7.15	1.97	68	7.00	2.70

**Significantly different between FY2016 and FY2012*



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Argentina? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall effectiveness of the World Bank Group (WBG) in Argentina	6.21	7.29	6.64	6.14	6.64	6.37	6.43	6.71	6.27	7.19	6.91	5.84
Overall the World Bank Group currently plays a relevant role in development in Argentina	4.76	5.63	5.10	4.81	5.10	4.92	5.07	5.00	4.91	5.42	5.08	4.96
The World Bank Group's work is aligned with what I consider the development priorities for Argentina	5.06	6.29	5.77	4.38	5.59	5.14	5.38	5.56	5.12	6.35	5.51	5.33
Responsiveness to needs	5.11	6.14	5.73	4.79	5.63	5.26	5.38	5.67	5.23	6.05	5.64	5.13
Flexibility (in terms of the institution's products and services)	4.29	5.30	4.78	4.36	4.74	4.63	4.52	4.92	4.54	5.06	4.78	4.50
Flexibility (in terms of changing country circumstances)	4.62	5.54	5.02	4.85	5.15	4.68	4.91	5.08	4.73	5.50	5.13	4.56
Being inclusive	4.84	6.29	5.61	4.42	5.38	5.33	5.33	5.40	5.08	6.00	5.55	4.88
Openness (sharing data and other information)	6.65	7.42	7.06	6.57	6.98	6.90	6.76	7.22	7.00	6.86	6.93	7.00
Collaboration with the Government	6.38	6.67	6.61	6.07	6.50	6.45	6.31	6.75	6.48	6.50	6.61	6.13
The speed in which it gets things accomplished on the ground	4.97	5.75	5.51	4.67	5.23	5.50	5.28	5.38	5.03	5.94	5.50	4.77
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.24	7.50	6.59	4.75	6.18	6.26	6.16	6.27	5.68	7.20	6.44	5.53
Collaboration with civil society	4.97	6.38	5.76	4.57	5.35	5.61	5.53	5.32	5.16	6.13	5.68	4.79
Staff accessibility	6.08	7.43	6.83	5.82	6.67	6.60	6.61	6.69	6.33	7.25	6.82	6.13
Collaboration with other donors and development partners	5.52	6.25	5.82	6.00	5.79	6.00	5.86	5.86	5.78	6.00	5.94	5.56
Collaboration with the private sector	5.92	6.00	5.93	6.10	6.05	5.87	5.81	6.19	6.04	5.82	6.03	5.75
Straightforwardness and honesty	6.44	8.00	7.23	6.54	7.19	6.83	7.06	7.11	6.74	7.71	7.13	6.92
Treating clients and stakeholders in Argentina with respect	6.50	8.28	7.31	6.78	7.53	6.50	7.55	6.86	6.64	8.19	7.17	7.38
Being a long-term partner	6.81	8.06	7.50	6.20	7.39	6.94	7.00	7.57	7.06	7.56	7.46	6.62
To what extent does the World Bank Group's work help to achieve development results in Argentina?	5.29	6.18	5.79	5.20	5.74	5.56	5.38	6.08	5.53	6.00	5.89	5.26
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina	5.89	6.14	6.09	5.77	6.22	5.53	5.94	6.12	5.74	6.58	6.08	5.89
The World Bank Group meets Argentina's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.81	6.62	6.13	6.00	6.26	5.79	5.97	6.28	5.84	6.60	6.25	5.78
The World Bank Group's knowledge work and activities are adaptable to Argentina's specific development challenges and country circumstances	6.22	6.29	6.16	6.38	6.25	6.11	6.42	5.96	6.00	6.71	6.05	6.53
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.00	6.73	6.47	5.73	6.53	5.81	6.55	6.07	6.03	6.94	6.33	6.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.82	7.48	7.19	6.46	7.12	6.84	7.09	6.96	6.79	7.61	7.05	7.00
The World Bank Group takes decisions quickly in Argentina	5.05	6.58	5.69	6.50	6.08	5.21	5.50	6.05	5.40	6.43	5.93	5.22
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.53	7.00	6.62	7.80	6.68	7.11	6.71	6.88	6.89	6.67	6.71	7.17

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Argentina FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Argentina

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Argentina or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Argentina, 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 Argentina.

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 ARGENTINA

A1. In general would you say that Argentina 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 Argentina.
Please identify which of the following you consider the most important development priorities in Argentina? (Choose no more than THREE)

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

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Argentina? (Choose no more than THREE)

1	Water and sanitation	16	Anti-corruption
2	Equality of opportunity (i.e., equity)	17	Education
3	Rural development	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Energy
5	Global/regional integration	20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equity	21	Private sector development
7	Economic growth	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Health
10	Social protection (e.g., pensions, targeted social assistance)	25	Agricultural development
11	Law and justice (e.g., judicial system)	26	Disaster management
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 Argentina? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
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	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

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

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

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



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

B8. When thinking about how the World Bank Group can have the most impact on development results in Argentina, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Argentina? (Choose no more than THREE)			
1	Health	17	Economic growth
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	Job creation/employment	22	Information and communications technology
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	24	Equality of opportunity (i.e., equity)
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	Gender equity	29	Poverty reduction
14	Financial markets	30	Anti-corruption
15	Urban development	31	Disaster management
16	Environmental sustainability		

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

B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Argentina?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Argentina? (Choose no more than TWO)	
1	Too influenced by developed countries
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	Staff too inaccessible
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 Argentina
17	Other (please specify): _____
18	Don't know

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

B11. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Argentina? (Choose no more than TWO)

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

B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Argentina? (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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B13	Overall the World Bank Group currently plays a relevant role in development in Argentina											<input type="checkbox"/>	
B14	The World Bank Group's work is aligned with what I consider the development priorities for Argentina											<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in Argentina, 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		
B15	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Treating clients and stakeholders in Argentina with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B30. 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 Government works inefficiently
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 World Bank Group does not do adequate follow through/follow-up
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 Argentina?												Don't know
		Not important at all									Very important	
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Financial markets	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	Anti-corruption	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	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Information and communications technology	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	Regulatory framework	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	Communicable/non-communicable diseases	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	Social protection (e.g., pensions, targeted social assistance)	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	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Health	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	Education	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 Argentina? (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	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	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"/>
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	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. To what extent does the World Bank Group's work help to achieve development results in Argentina?											
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 Argentina?																					
										Strongly disagree		Strongly agree		Don't know							
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Argentina										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Argentina'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"/>

C6. To what extent do you believe that Argentina received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Argentina?											
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 Argentina, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adaptable to Argentina'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	

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

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

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

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 World Bank Group's support in Argentina? (Select only one response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Argentina
2	The World Bank Group is not sufficiently selective in Argentina, 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 ARGENTINA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Argentina? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Argentina's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Argentina's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Argentina, 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 Argentina? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Argentina
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 Argentina? (Choose no more than TWO)

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	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)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G9	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)																					<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution																					<input type="checkbox"/>
G11	The World Bank Group is responsive to my information requests and inquiries																					<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

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

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

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

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view of how the two institutions work together in Argentina?
(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 Argentina?
(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 | Ciudad de Buenos Aires |
| 2 | Provincias |

Thank you for completing the survey!