

FY 2016 Costa Rica Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



June 2016



Acknowledgements

The Costa Rica 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), Svetlana Markova, Jing Guo, 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 Costa Rica country team and the fielding agency IPSOS. In particular, PORG is grateful for the support from Cynthia Flores Mora (Communications Associate), who coordinated the survey related activities from San Jose, Costa Rica.



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 Costa Rica perceive the WBG. The survey explored:

- *General Issues Facing Costa Rica*
- *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 Costa Rica*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to March 2016, 475 stakeholders of the WBG in Costa Rica 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/implementation agencies; 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; NGOs/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 171 stakeholders participated in the survey (36% response rate).

Some respondents received and returned the questionnaires via mail, email, or completed the survey with the presence of a representative of the independent fielding agency; other respondents received and completed the questionnaire online. Respondents were asked about: general issues facing Costa Rica; 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 Costa Rica; 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.

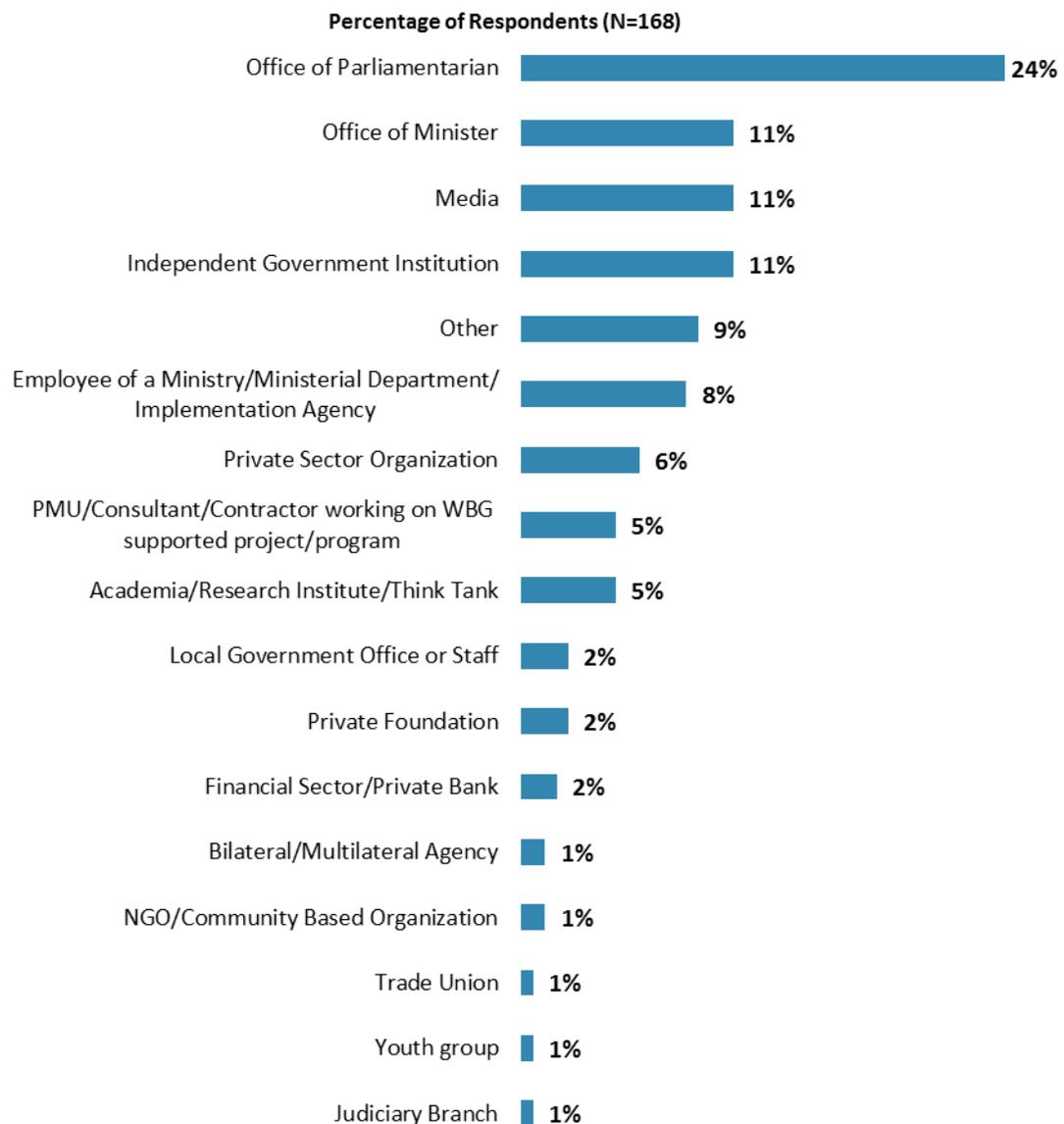
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate is 41%, N=127). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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, and E. For the weighted stakeholder breakdown and year comparison results, please see appendix D (page 91).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from PMUs/consultants/contractors working on WBG supported projects/programs were combined with employees of ministries/ministerial departments/implementation agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and respondents from NGOs/community based organizations, private foundations, trade unions, and youth groups were combined in the “CSO” category. Few respondents from local governments, bilateral/multilateral agencies, and the judiciary branch were included in the “Other” category. Note that there were no respondents from the Office of the President/Prime Minister and faith-based groups.

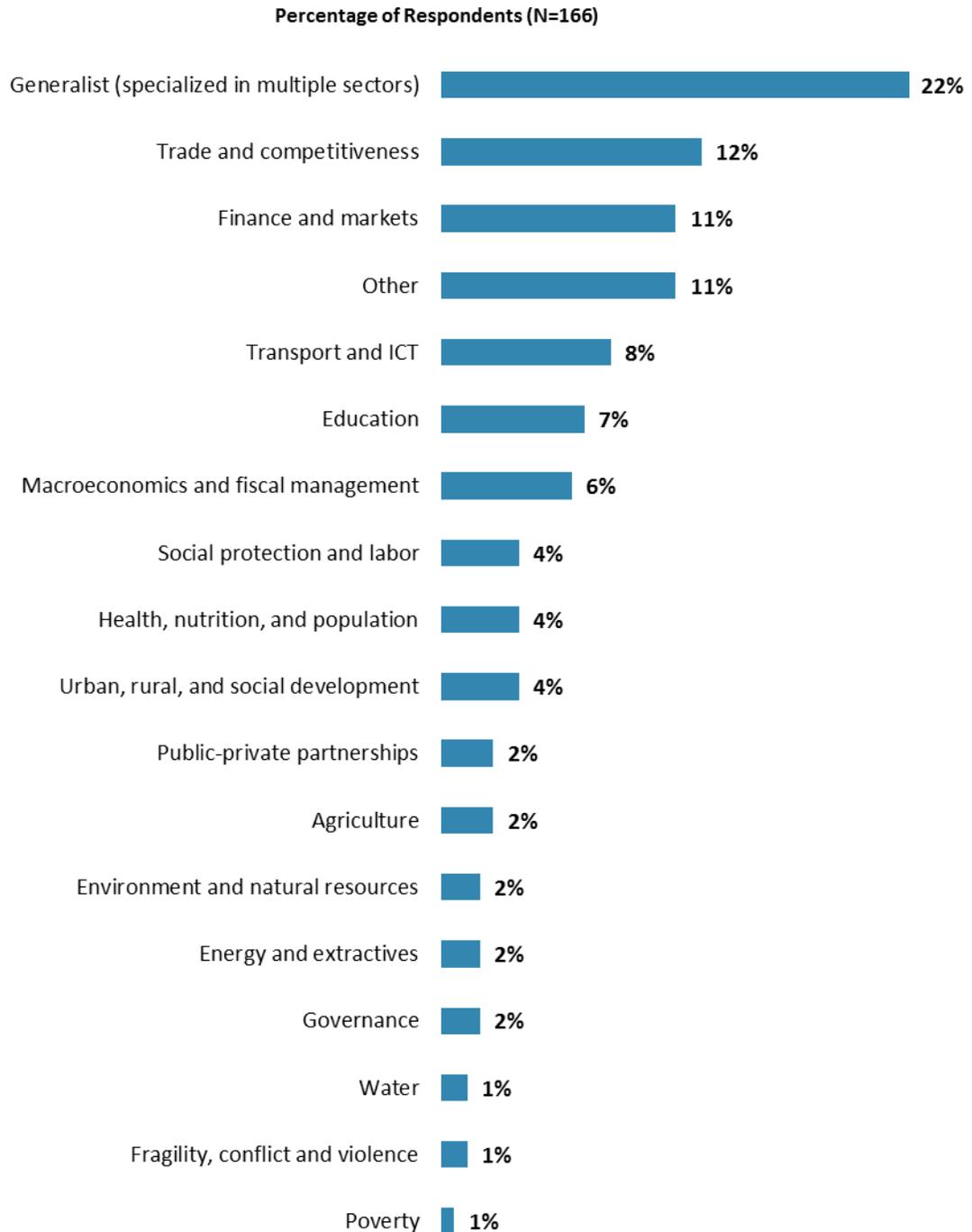


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



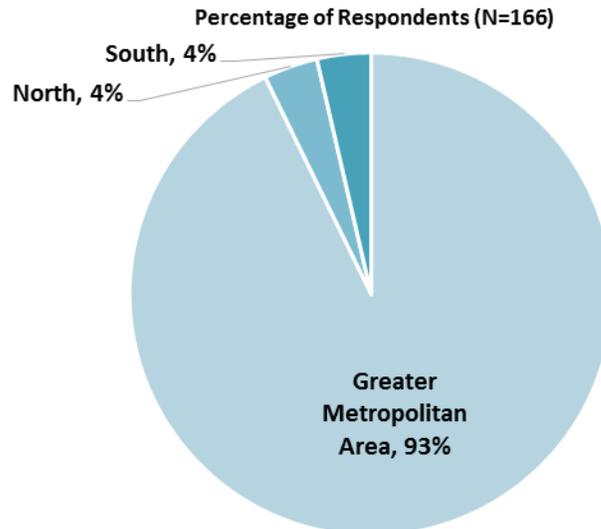
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

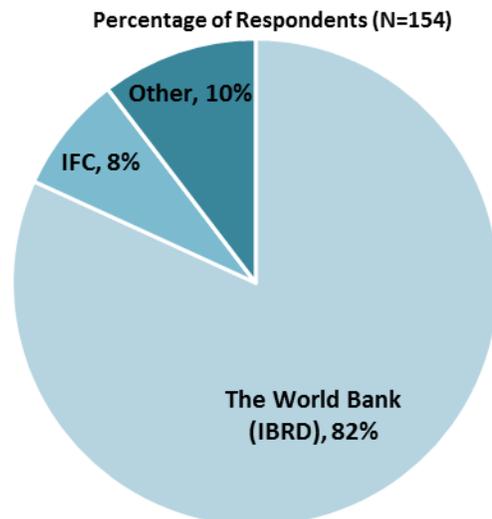
Geographic Locations

- **Note:** Because of the small number of respondents from North and South, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



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

Exposure to Agencies within the World Bank Group



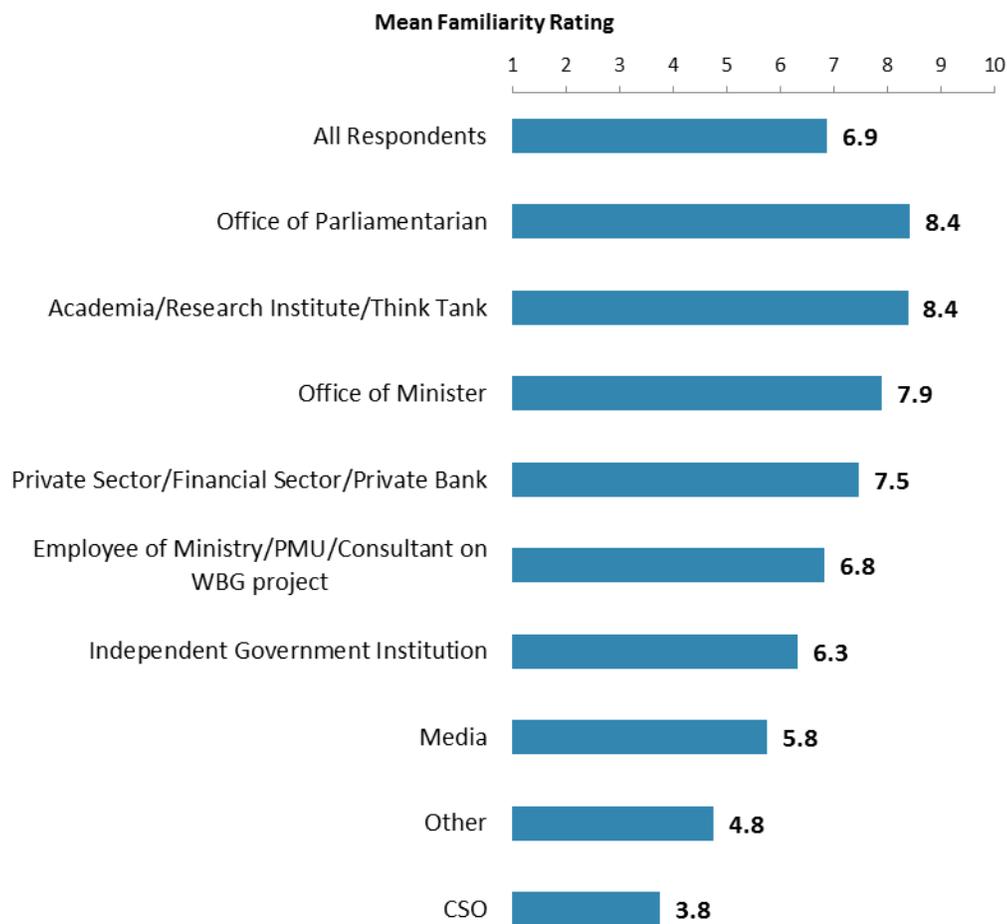
"Which of the following agencies of the World Bank Group do you primarily engage with in Costa Rica?"
(Respondents chose from a list.) (Note: no respondents chose "MIGA")



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 6.7; weighted mean in FY'14 = 6.4)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Costa Rica, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Costa Rica, and the extent to which the WBG contributes to the country's development results.



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

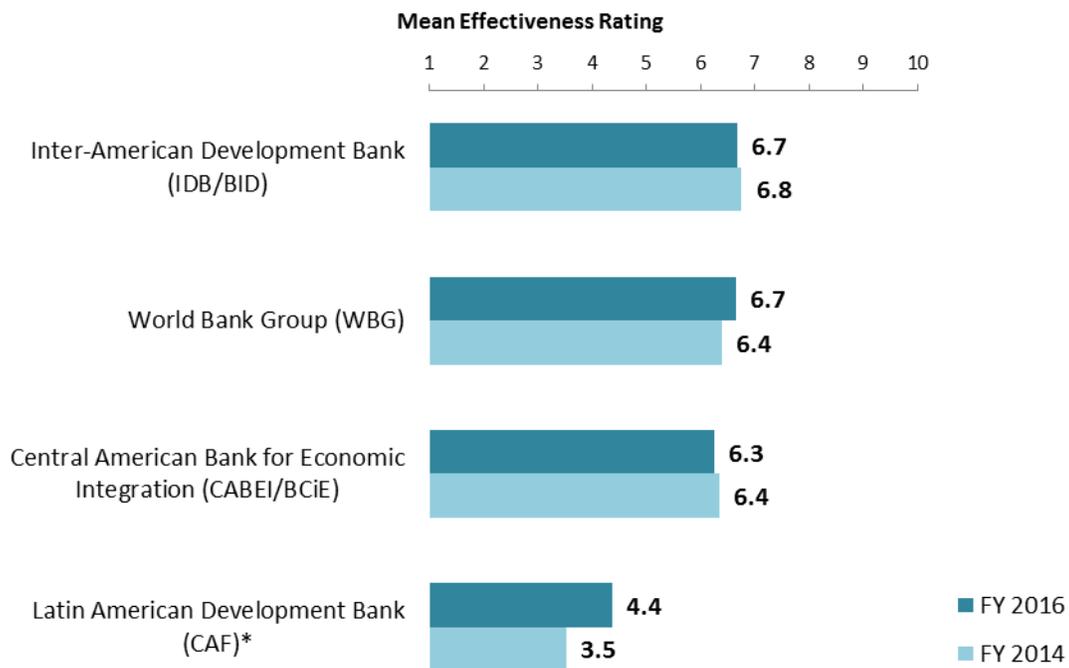
¹ Please refer to Appendix D (page 91) for more details on weighting. Means in the chart were calculated based on un-weighted data.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Development Banks

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the IDB, the WBG, and the CABI compared to respondents in the FY'14 Country Survey; and significantly higher levels of familiarity with the CAF compared to respondents in the FY'14 Country Survey².
- In this year's Country Survey, stakeholders in Costa Rica were significantly more familiar with the WBG than with the CAF. Their levels of familiarity with the WBG, the IDB, and the CABI were statistically similar.



"How familiar are you with the work of these organizations in Costa Rica?"
(1 - "Not familiar at all", 10 - "Extremely familiar")
*(*Significantly different between FY 2016 and FY 2014)*

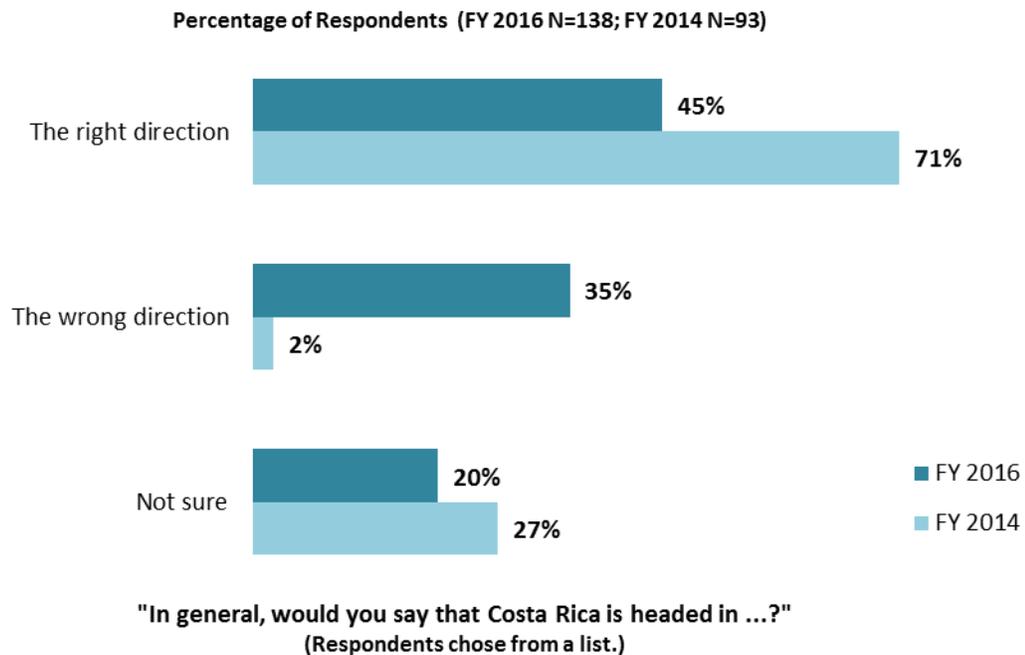
² Please refer to Appendix D (page 91) for more details on weighting. Means in the chart were calculated based on weighted data.



IV. General Issues Facing Costa Rica

Headed in the Right Direction³

- **Year comparison:** This year's respondents were significantly less likely to believe that Costa Rica is headed in the right direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the office of a minister were significantly more likely to indicate that Costa Rica is headed in the right direction, while respondents from the private sector/financial sector/private banks and the media were significantly less positive about the prospect of Costa Rica.



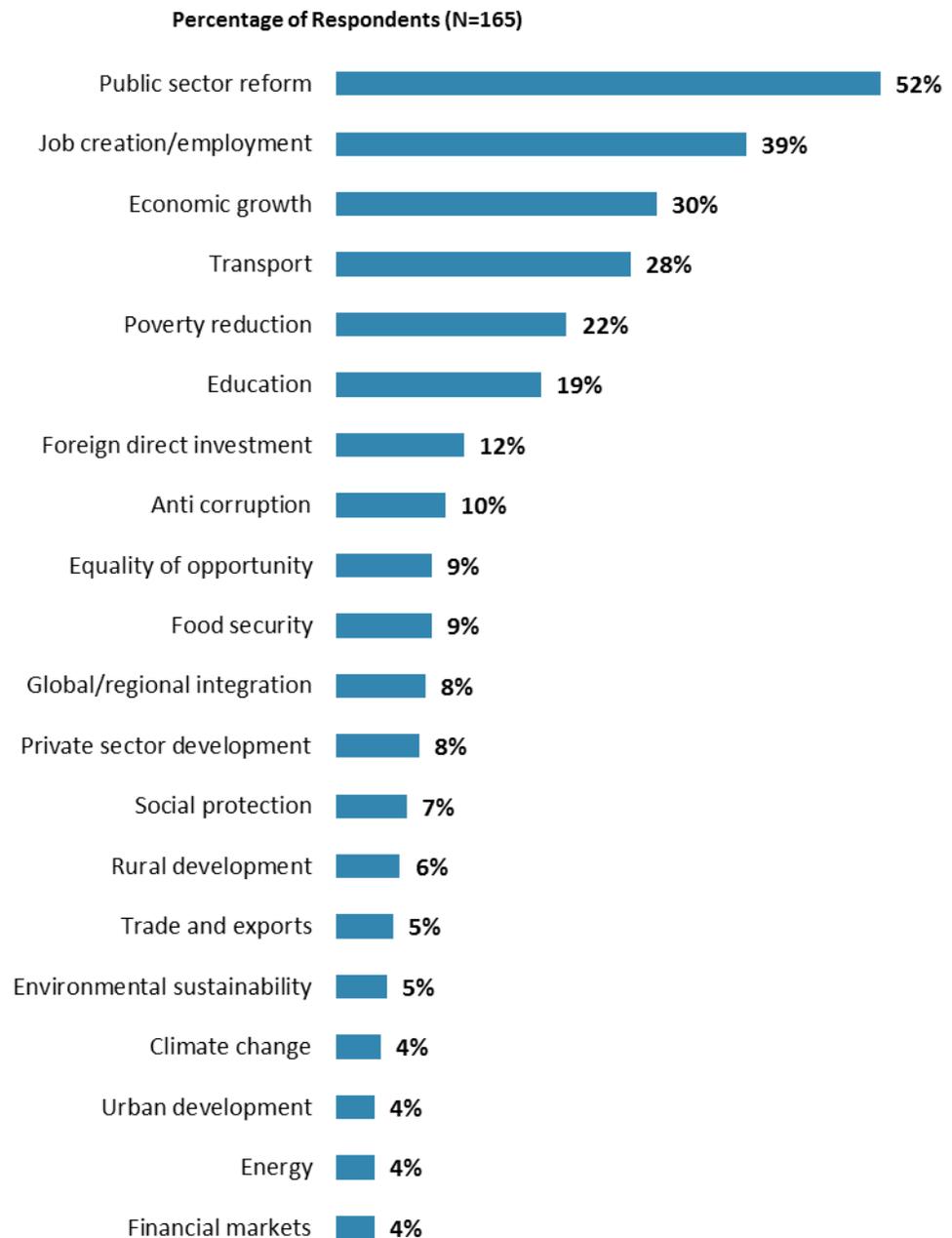
³ Percentages presented in the chart were calculated based on weighted data from the FY 2016 and FY 2014 Country Surveys. Please refer to Appendix D for more details on weighting.



IV. General Issues Facing Costa Rica (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Costa Rica were “*transport*” (42%), “*economic growth*” (33%), and “*public sector governance/reform*” (32%).



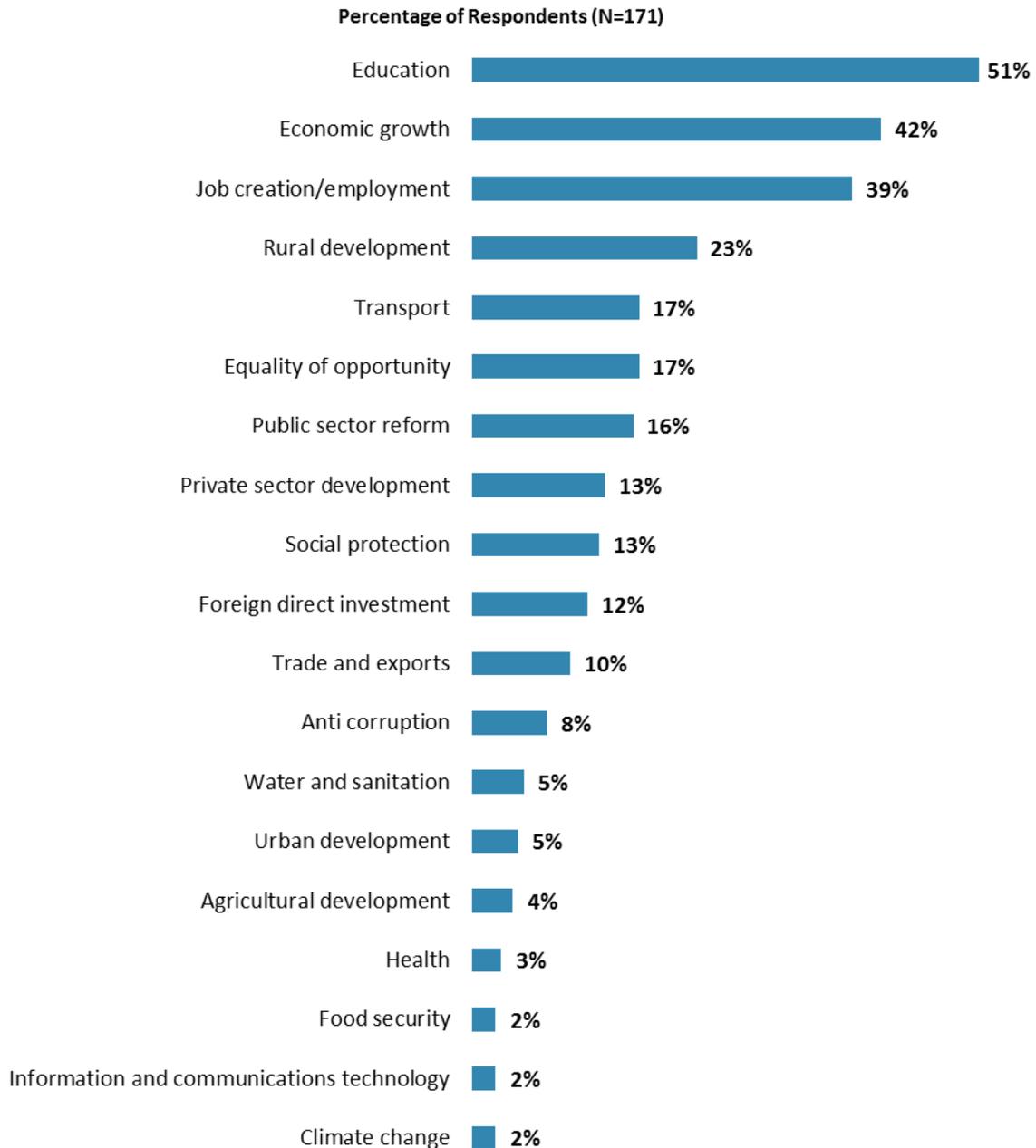
"Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing Costa Rica (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Costa Rica were “*job creation/employment*” (44%), “*education*” (39%), and “*transport*” (33%).



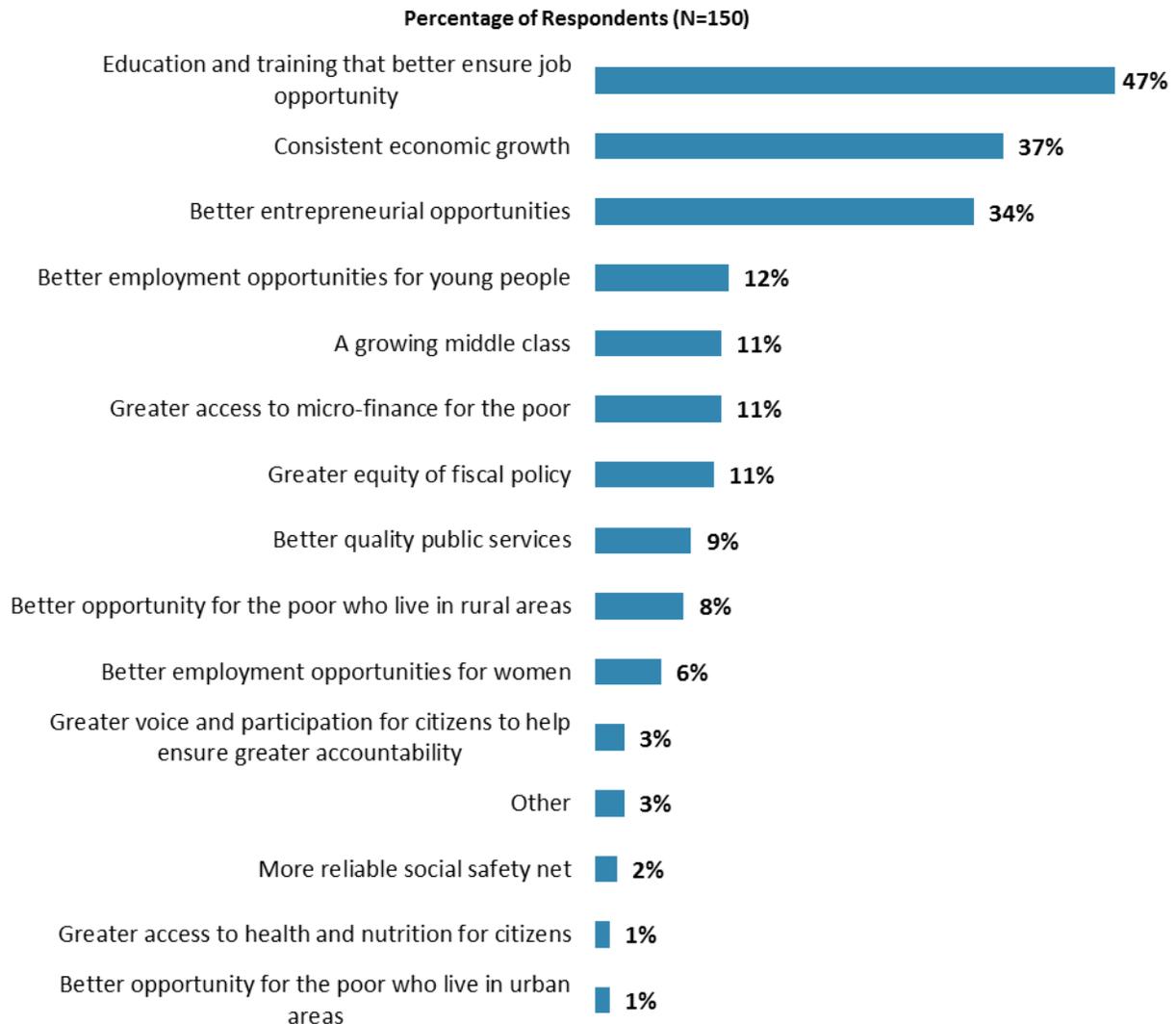
"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Costa Rica?" (Respondents chose from a list. Responses combined. Top 19 of 30 response options shown.)



IV. General Issues Facing Costa Rica (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that the greatest contributors to shared prosperity in Costa Rica were “*better entrepreneurial opportunities*” (47%), “*education and training that better ensure job opportunity*” (40%), and “*consistent economic growth*” (31%).



"The WBG’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.

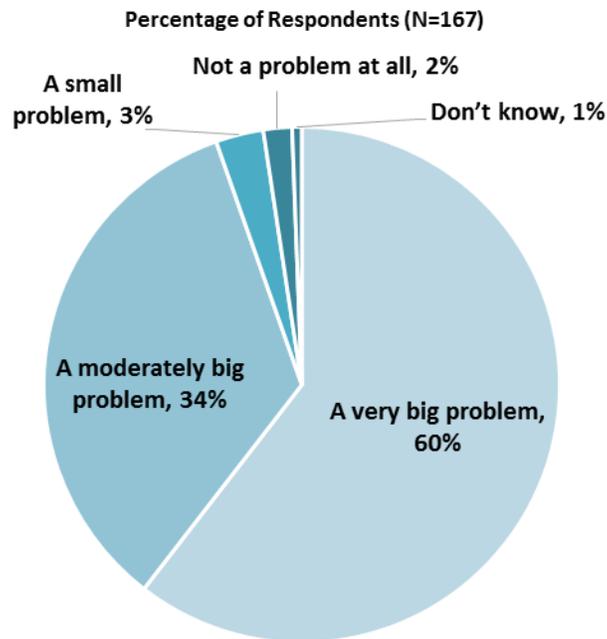
When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Costa Rica? (Choose no more than TWO)”

(Respondents chose from a list. Responses combined.)



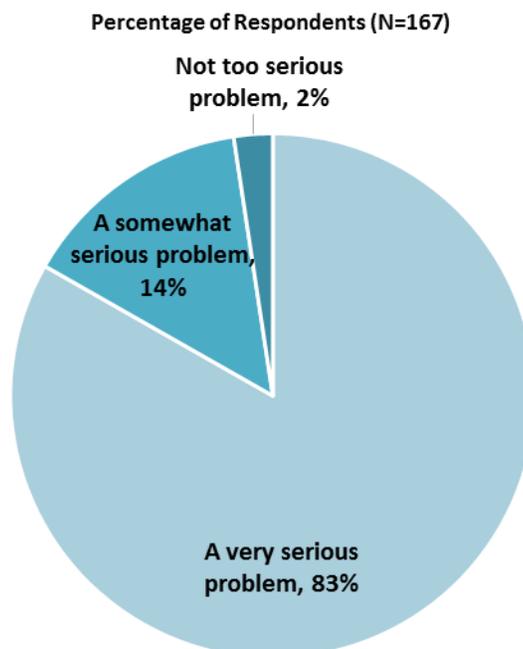
IV. General Issues Facing Costa Rica (continued)

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 Costa Rica?" (Respondents chose from a list.)

Global Climate Change



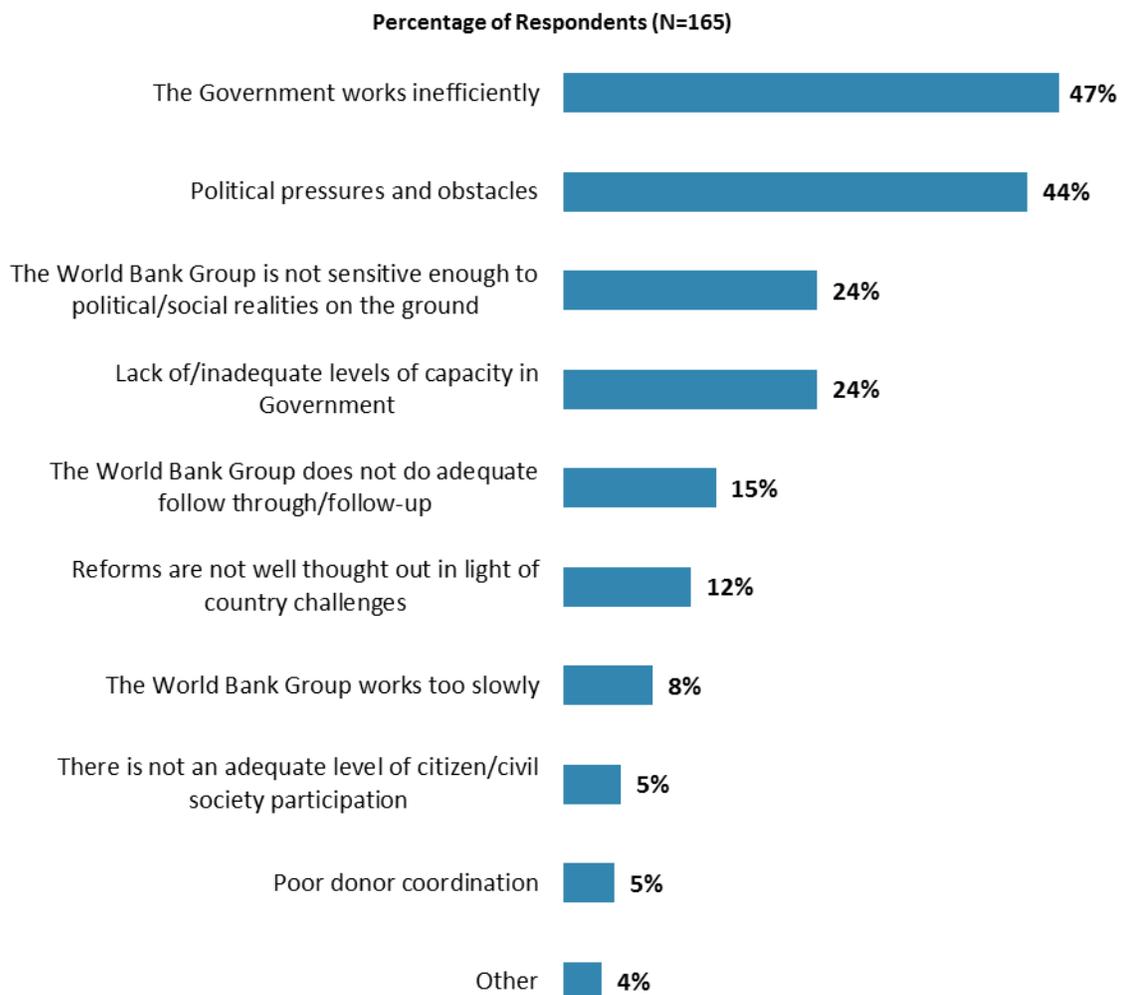
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "not a problem" or "don't know".)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** In the previous FY'14 Country Survey, respondents attributed failed or slow WBG assisted reform efforts to “*the WBG not being sensitive enough to political/social realities on the ground*” (53%) and “*political pressures and obstacles*” (37%).
- **Stakeholder groups:** In this year’s Country Survey, respondents from the private sector, CSOs, and the media were significantly more likely to attribute failed or slow WBG assisted reform efforts to “*the Government working inefficiently*”, whereas respondents from the office of a minister were significantly less likely to indicate this response option compared to respondents from other stakeholder groups.



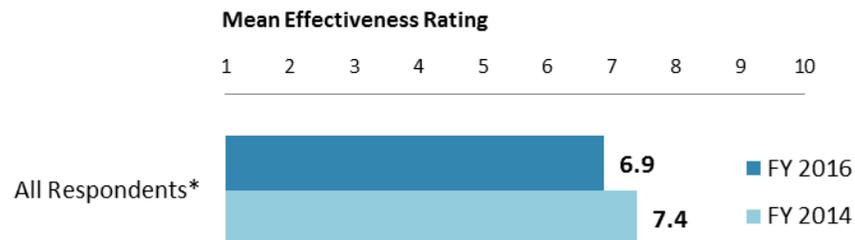
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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.

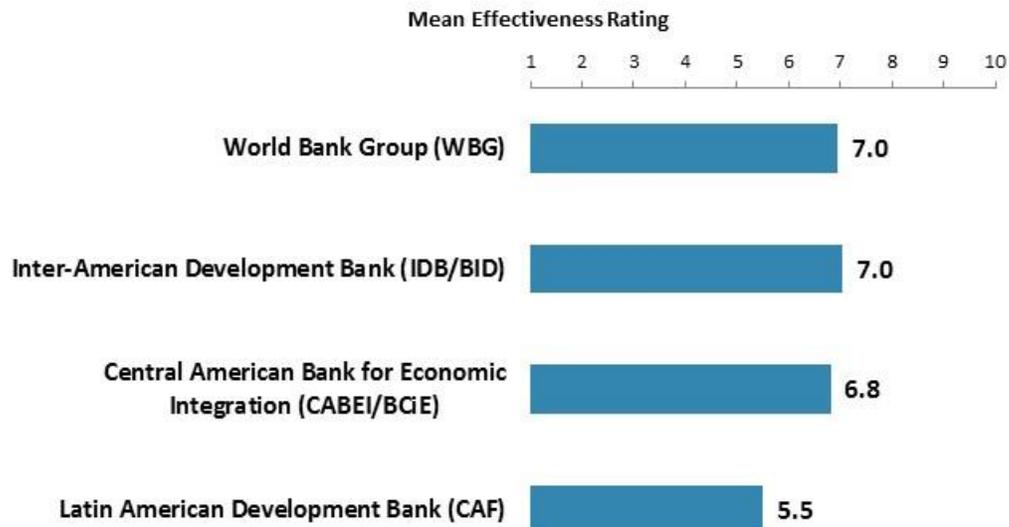
The World Bank Group's Overall Effectiveness⁴ (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in Costa Rica."
 (1 - "Not effective at all", 10 - "Very effective")
 (*Significantly different between FY 2016 and FY 2014)

Effectiveness of the World Bank Group and Other Development Banks⁵

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



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

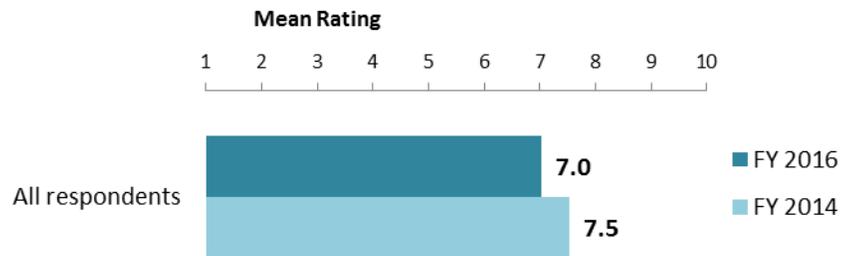
⁴ Means presented in the chart were calculated based on weighted data from FY'16 and FY'14.

⁵ Means in the chart were calculated based on un-weighted data from FY'16.



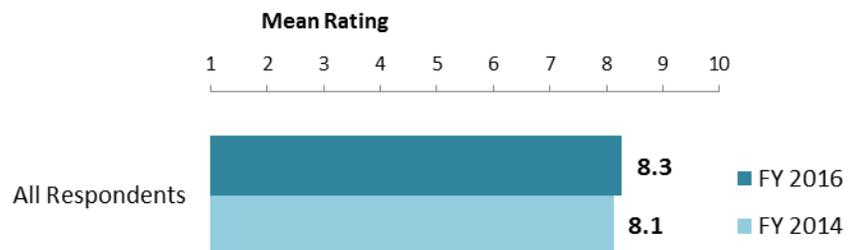
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results⁶ (*Indicator Question*)



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

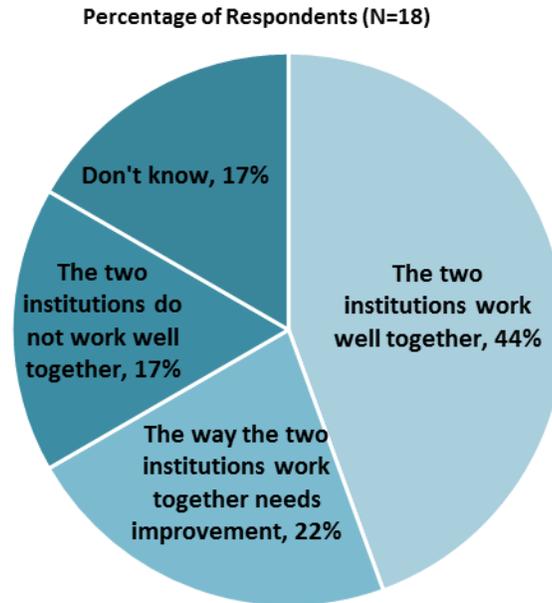
⁶ Means presented in the charts on this page were calculated based on weighted data.



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.



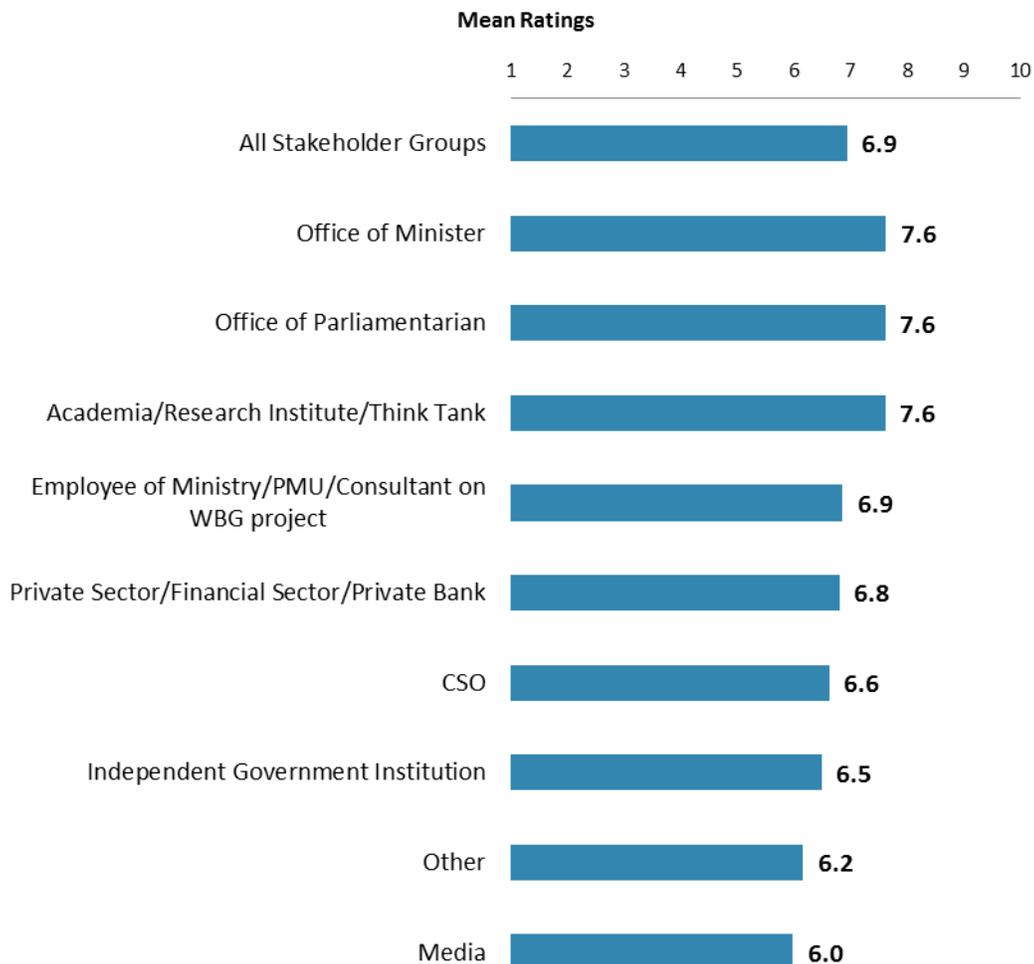
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Costa Rica?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the office of a minister, the office of a parliamentarian, and academia had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 97).



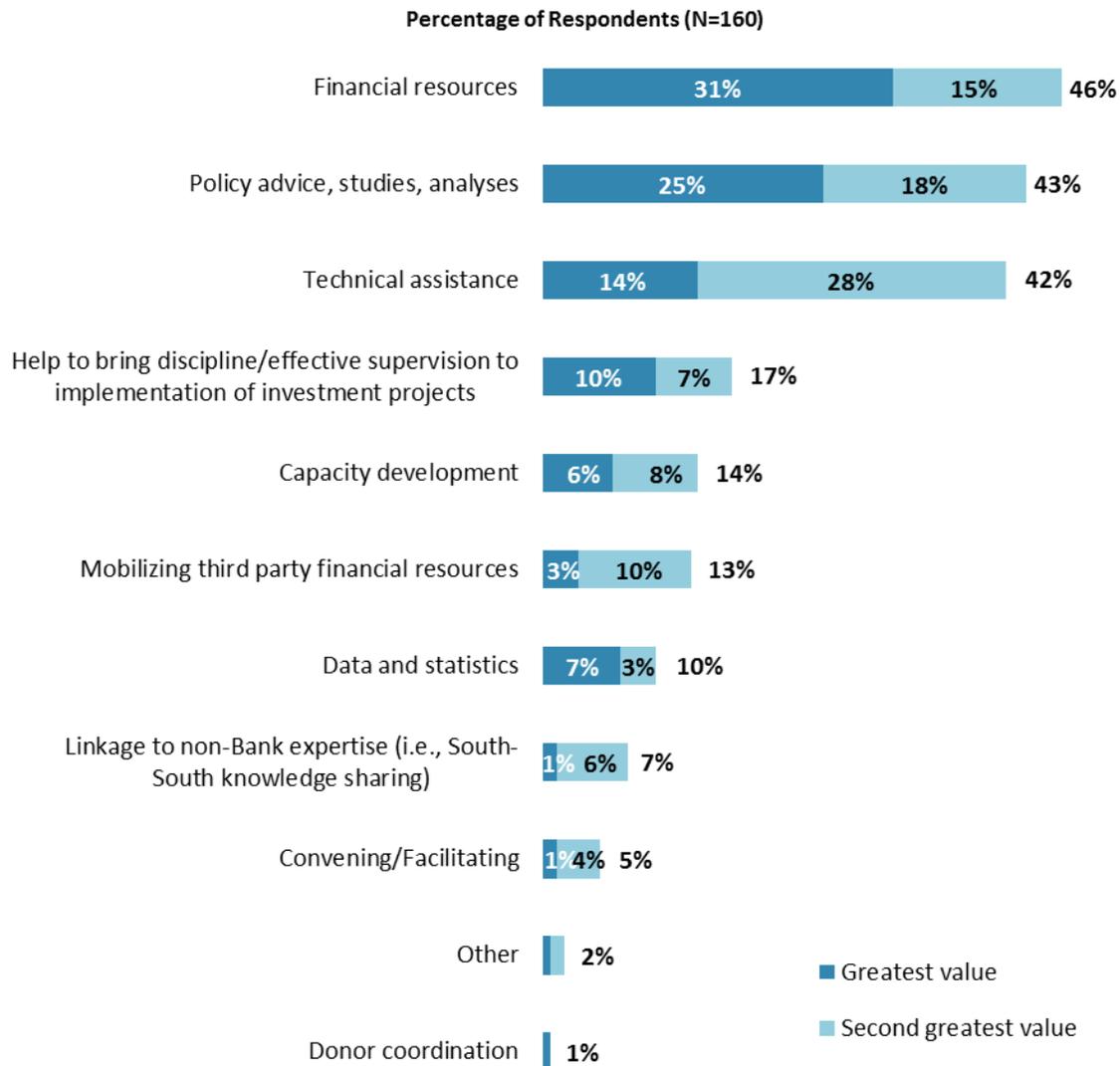
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Values

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest value to Costa Rica was its "*financial resources*" (61%).



"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 Costa Rica?"

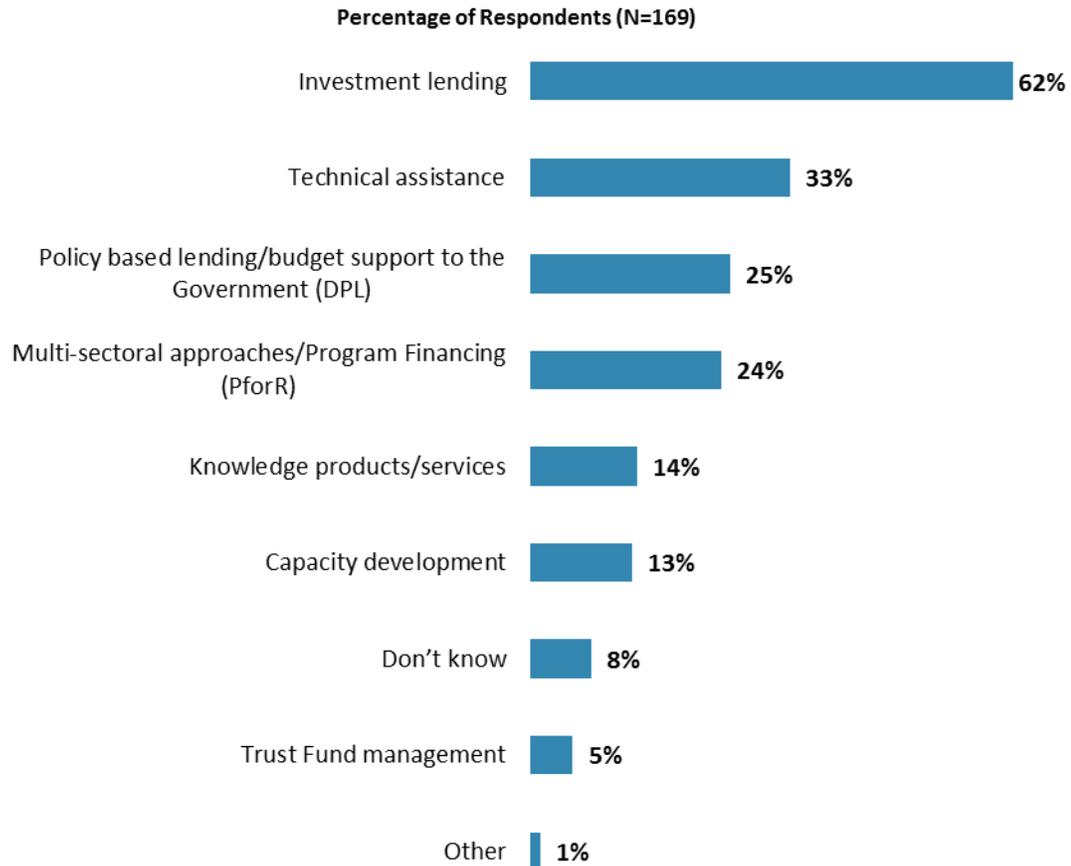
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's most effective instrument in reducing poverty in Costa Rica was its "investment lending" (77%).



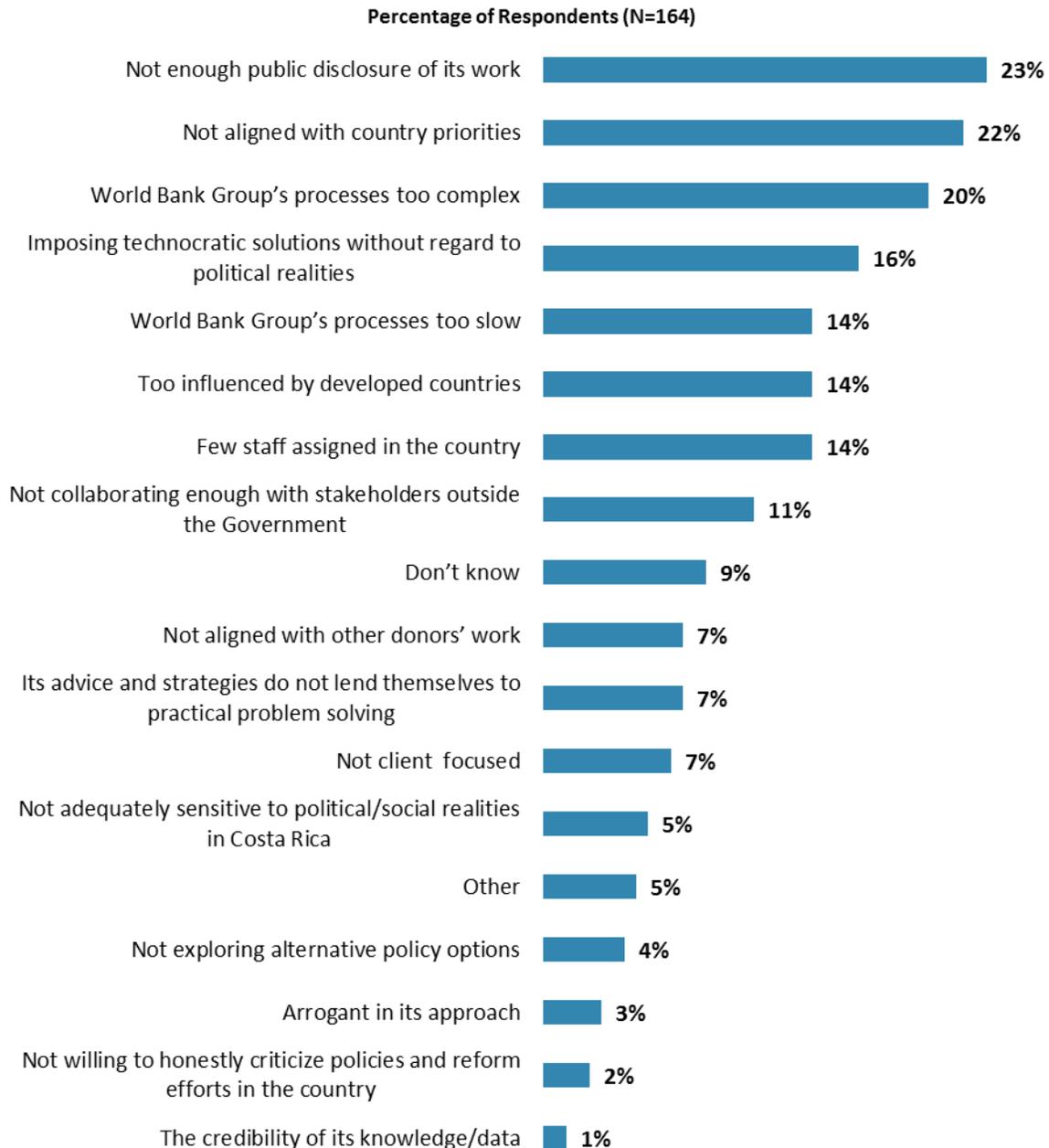
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Costa Rica? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Costa Rica was "*not enough public disclosure of its work*" (48%).

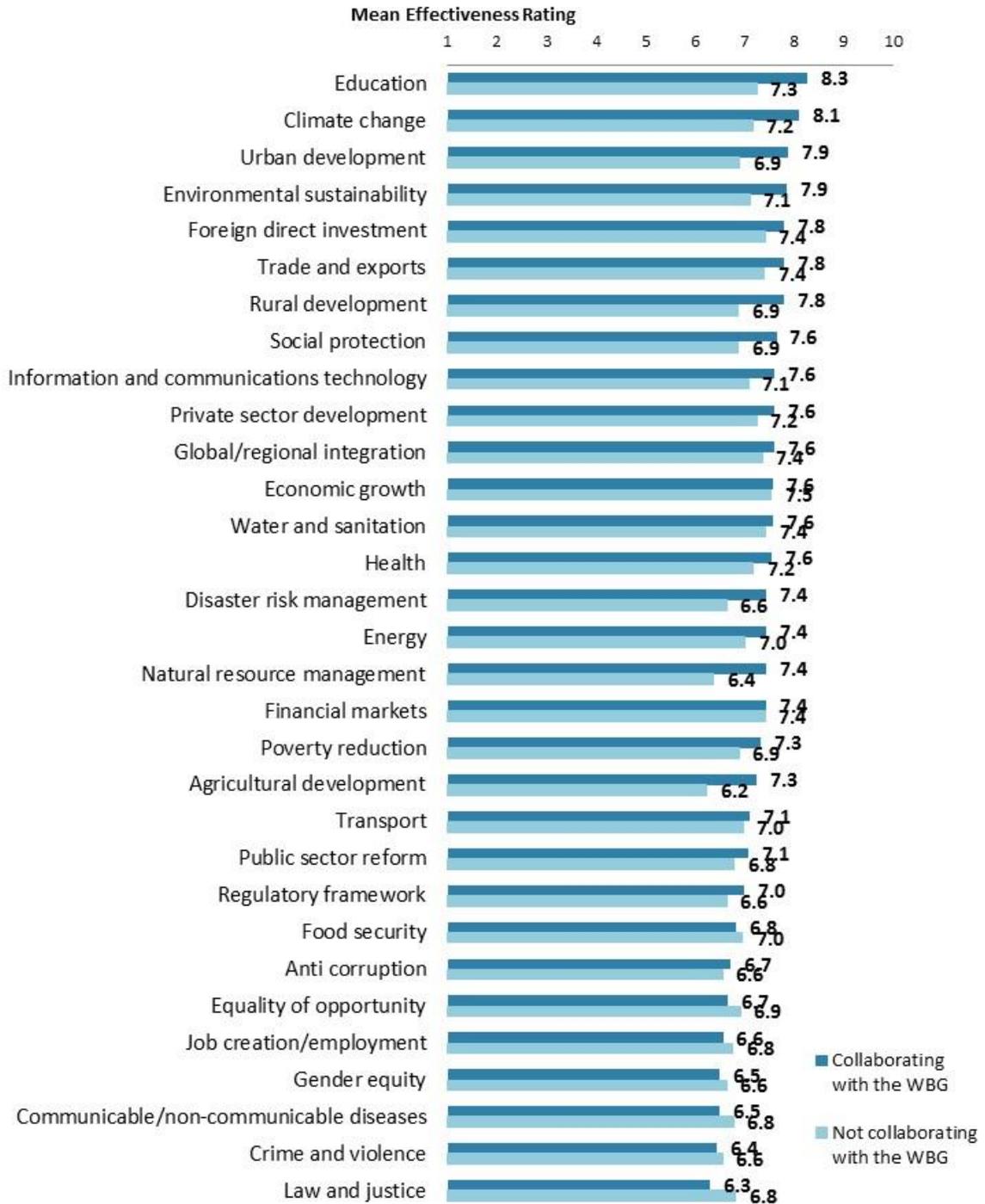


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG’s Support in Sectoral Areas: Collaboration⁷



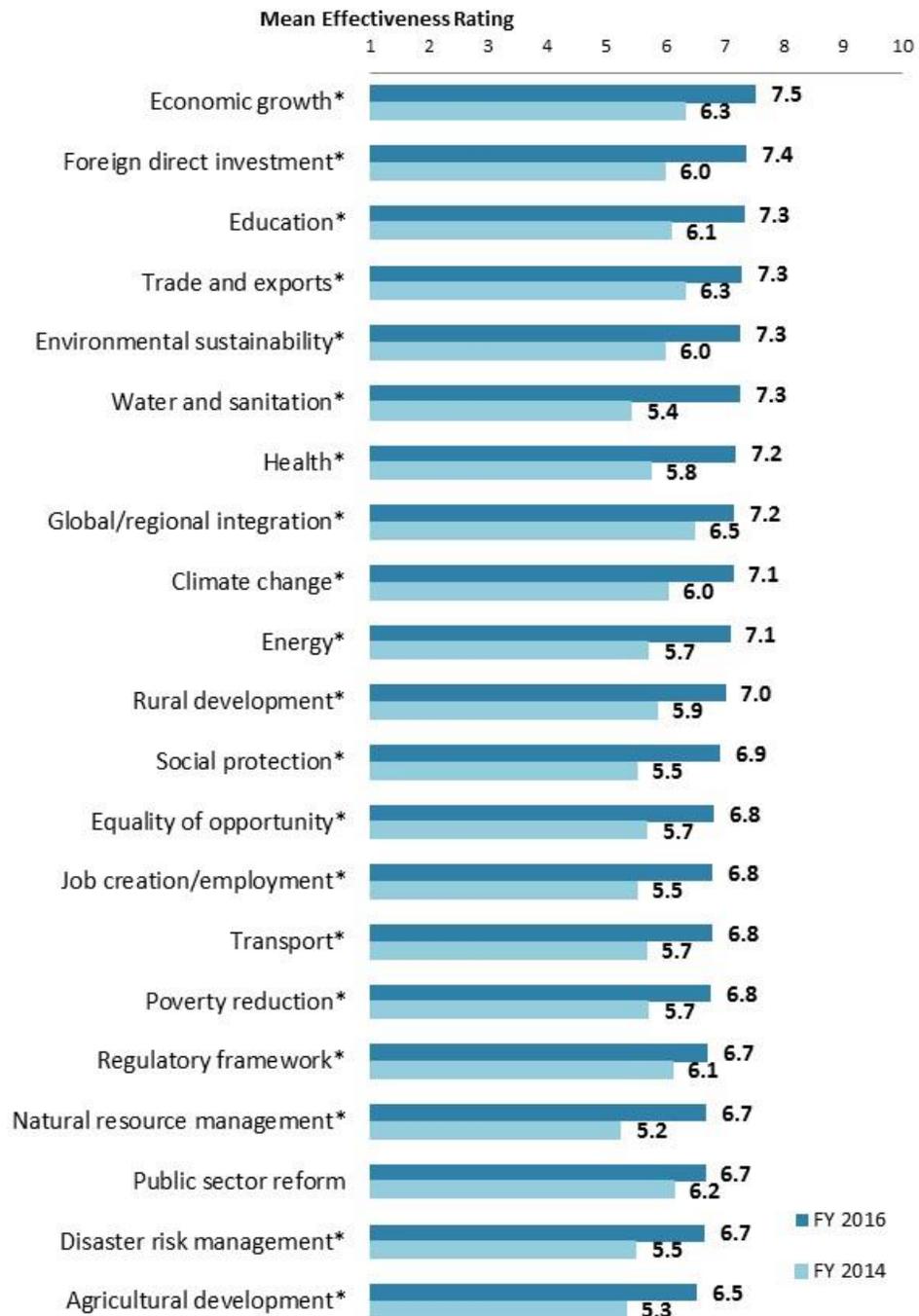
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Costa Rica?" (1- "Not effective at all", 10- "Very effective")

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 55) 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 Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁸



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Costa Rica?" (1- "Not effective at all", 10- "Very effective")
 (*Significantly different between FY 2016 and FY 2014)

⁸ Means presented in this chart were calculated based on weighted data.



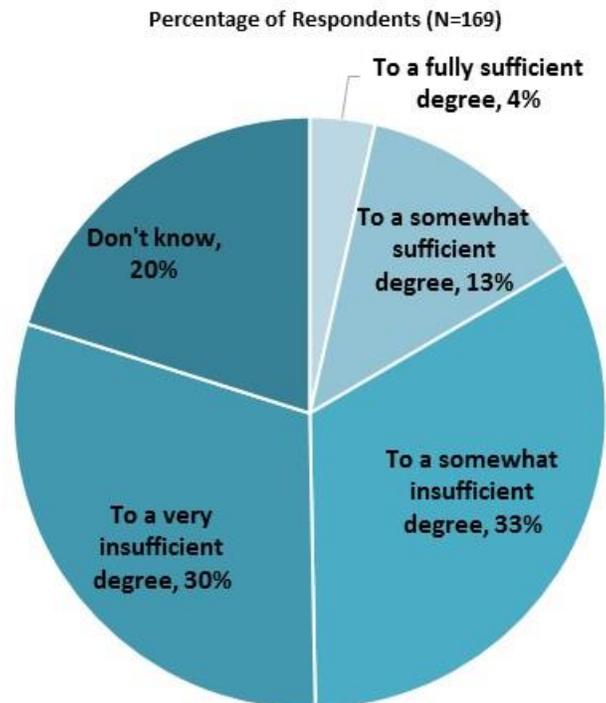
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest



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



VI. Sectoral 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 Costa Rica, bivariate correlational analyses were conducted using respondents' ratings of the thirty one specific areas of effectiveness.

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

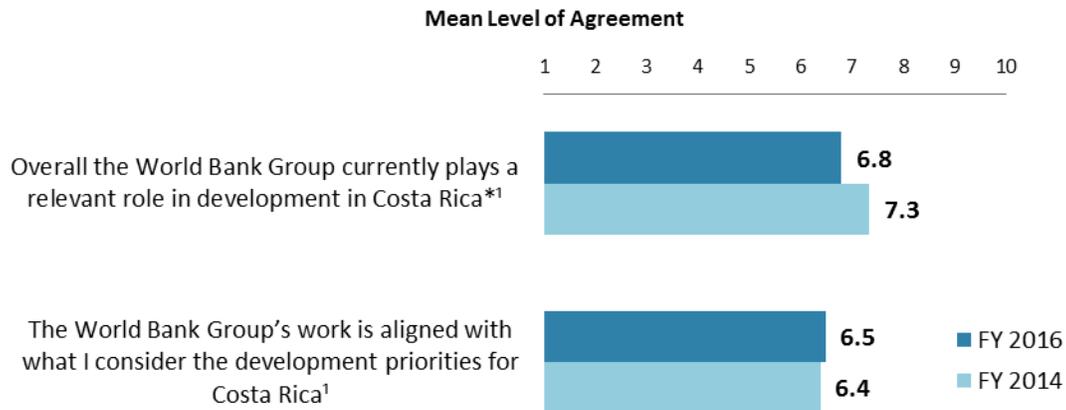
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Costa Rica. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at trade and exports; and
 - The WBG's effectiveness at education.

- 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 Costa Rica, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at anti-corruption; and
 - The WBG's effectiveness at poverty reduction.



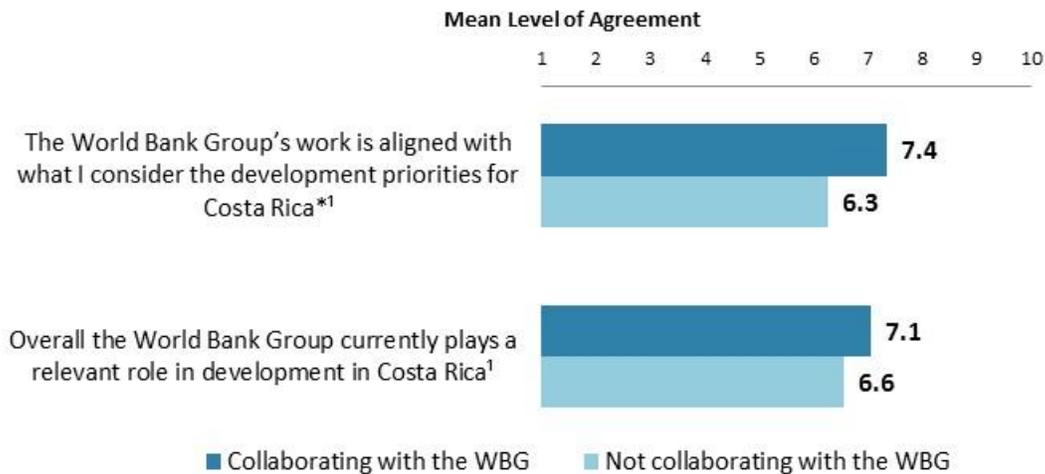
VII. How the World Bank Group Operates

The World Bank Group's Work in Costa Rica: Year Comparison⁹



"To what extent do you agree with the following statements about the World Bank Group's work in Costa Rica?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2016 and FY 2014)*
'Indicator Question

The World Bank Group's Work in Costa Rica: Collaboration



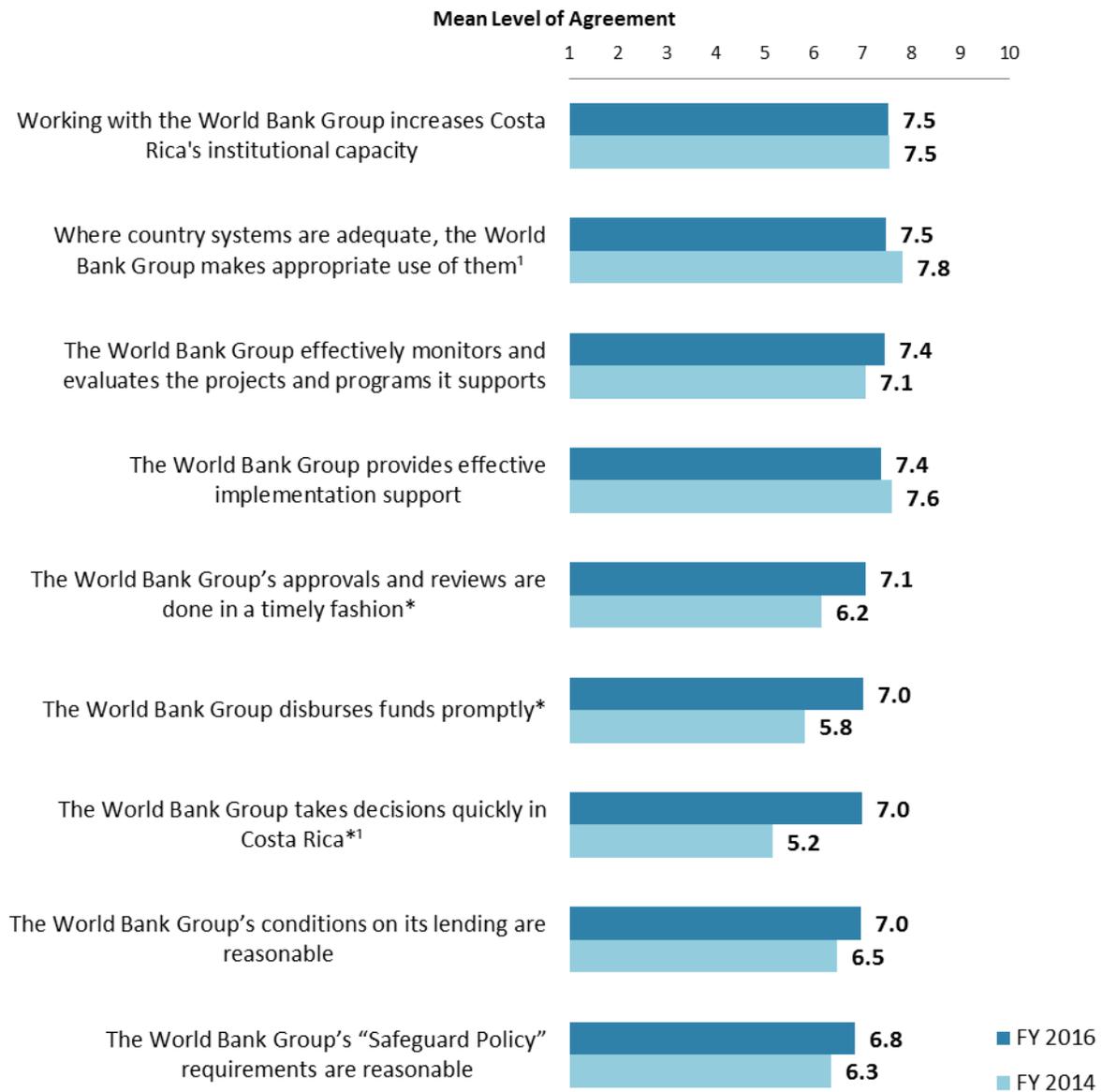
"To what extent do you agree with the following statements about the World Bank Group's work Costa Rica?" (1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between collaborators and non-collaborators with the WBG)*
'Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹⁰



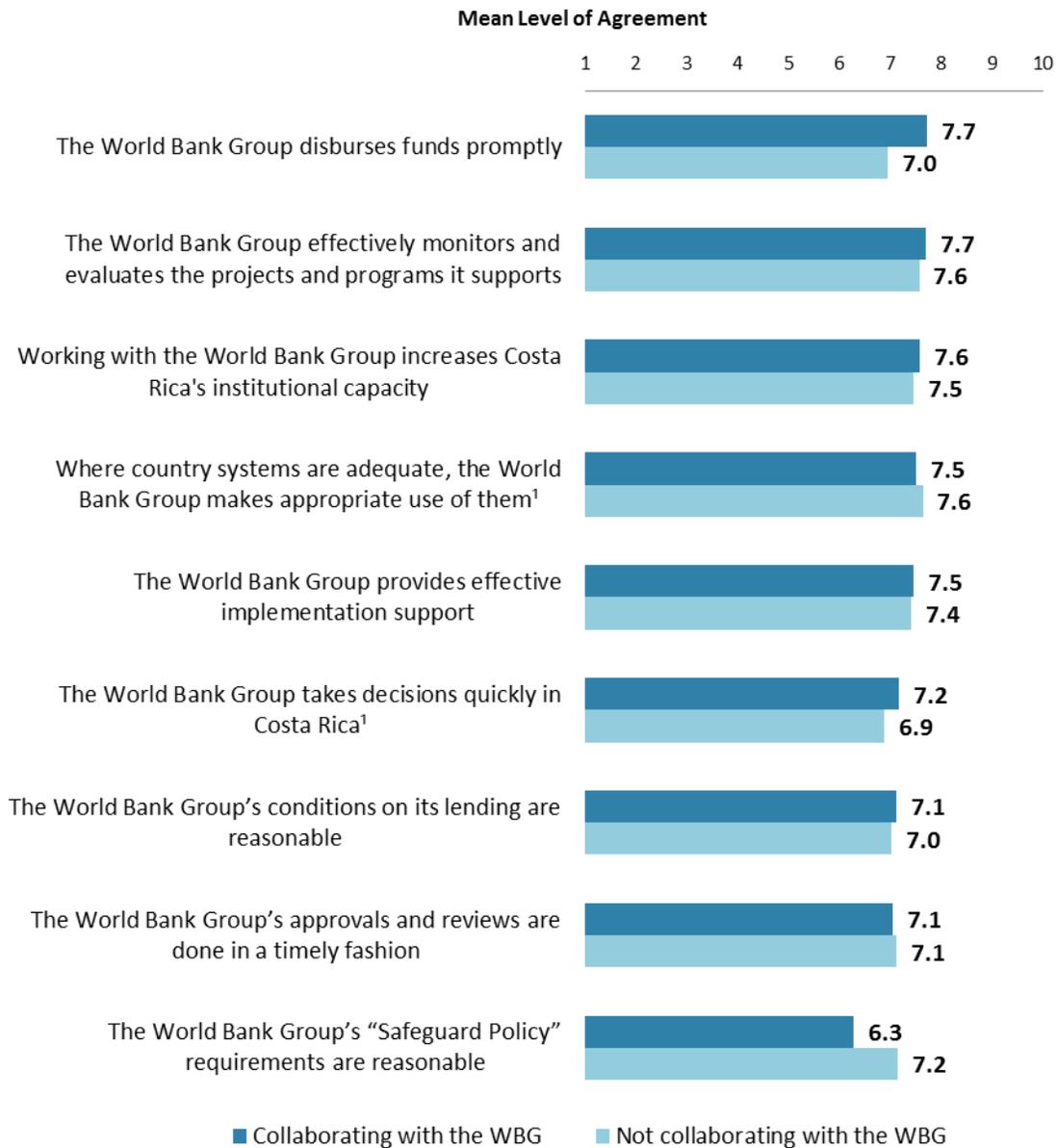
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2014)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



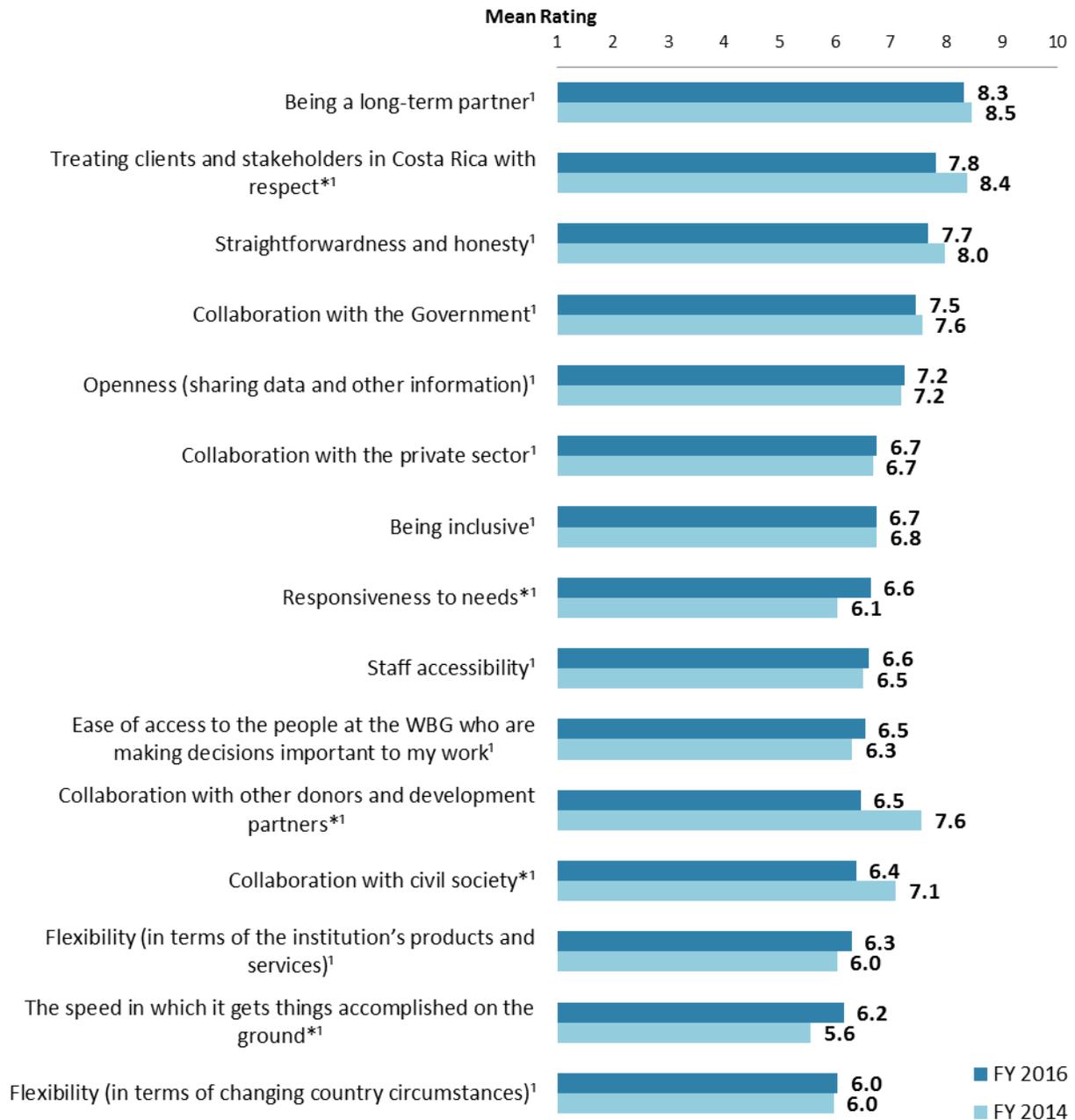
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹



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

(*Significantly different between FY 2016 and FY 2014)

¹Indicator Question

¹¹ Means in the 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 Costa Rica, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

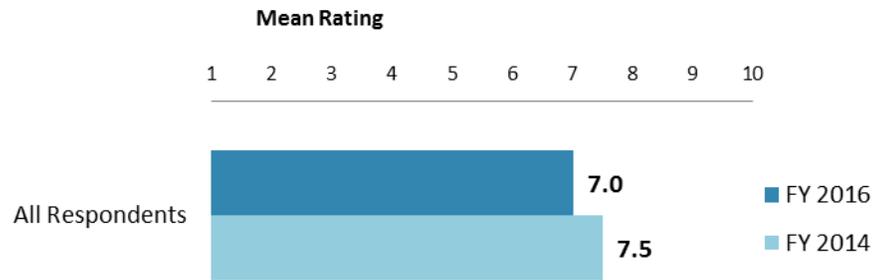
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring¹²



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

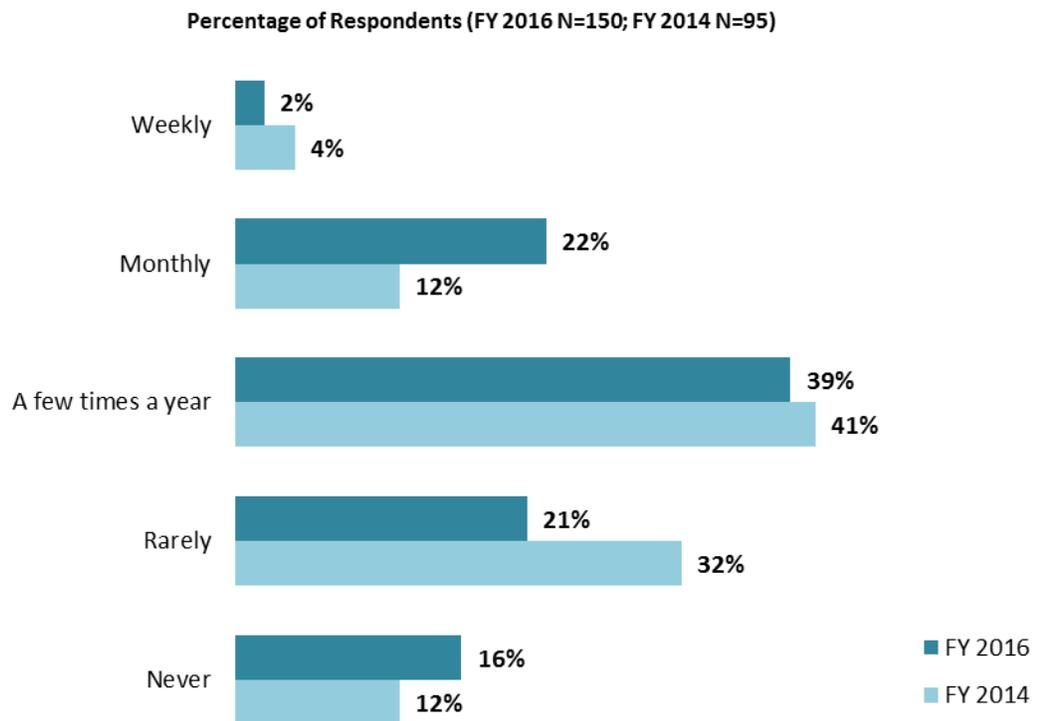
¹² Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Among this year's respondents, respondents from the media and academia indicated the most frequent usage of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.

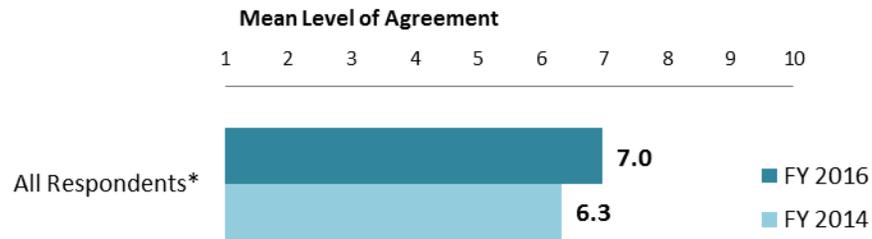


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



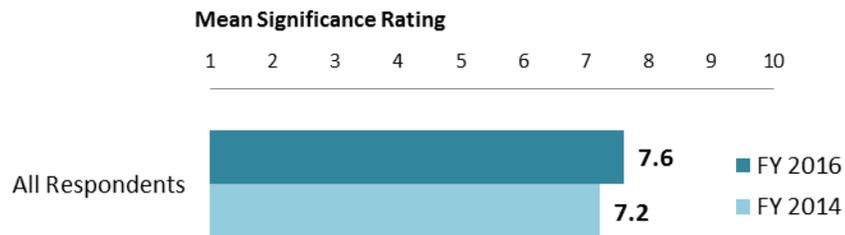
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Costa Rica’s Knowledge Needs¹³ (Indicator Question)



"The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2016 and FY 2014)

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")

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



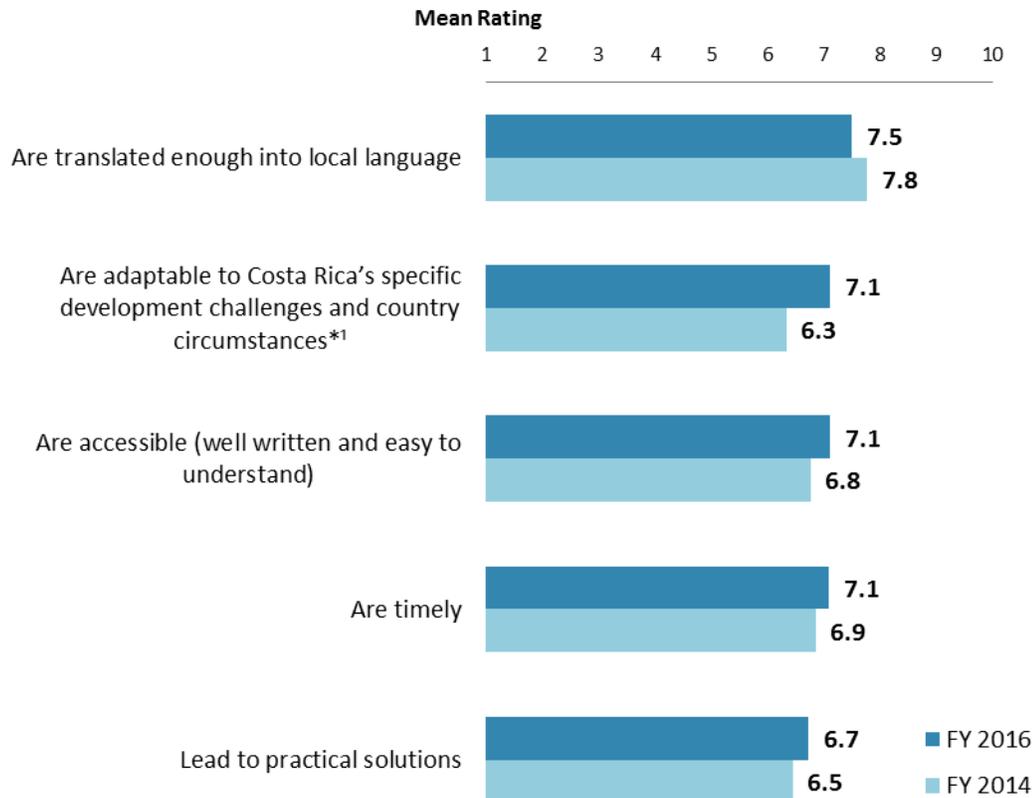
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
 (*Significantly different between FY 2016 and FY 2014)

¹³ 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 Activities: Year Comparison¹⁴



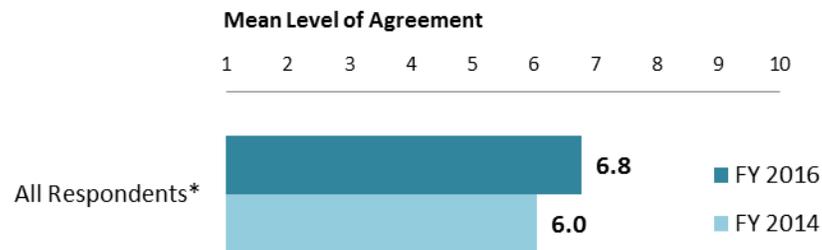
"In Costa Rica, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2016 and FY 2014)
¹Indicator Question

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



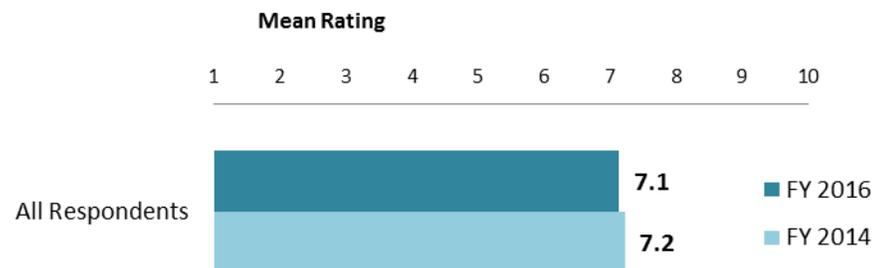
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Costa Rica's Needs for Financial Instruments¹⁵ (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 Costa Rica."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2014)**

The WBG's Reimbursable Advisory Services



**"To what extent do you believe that Costa Rica 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")**

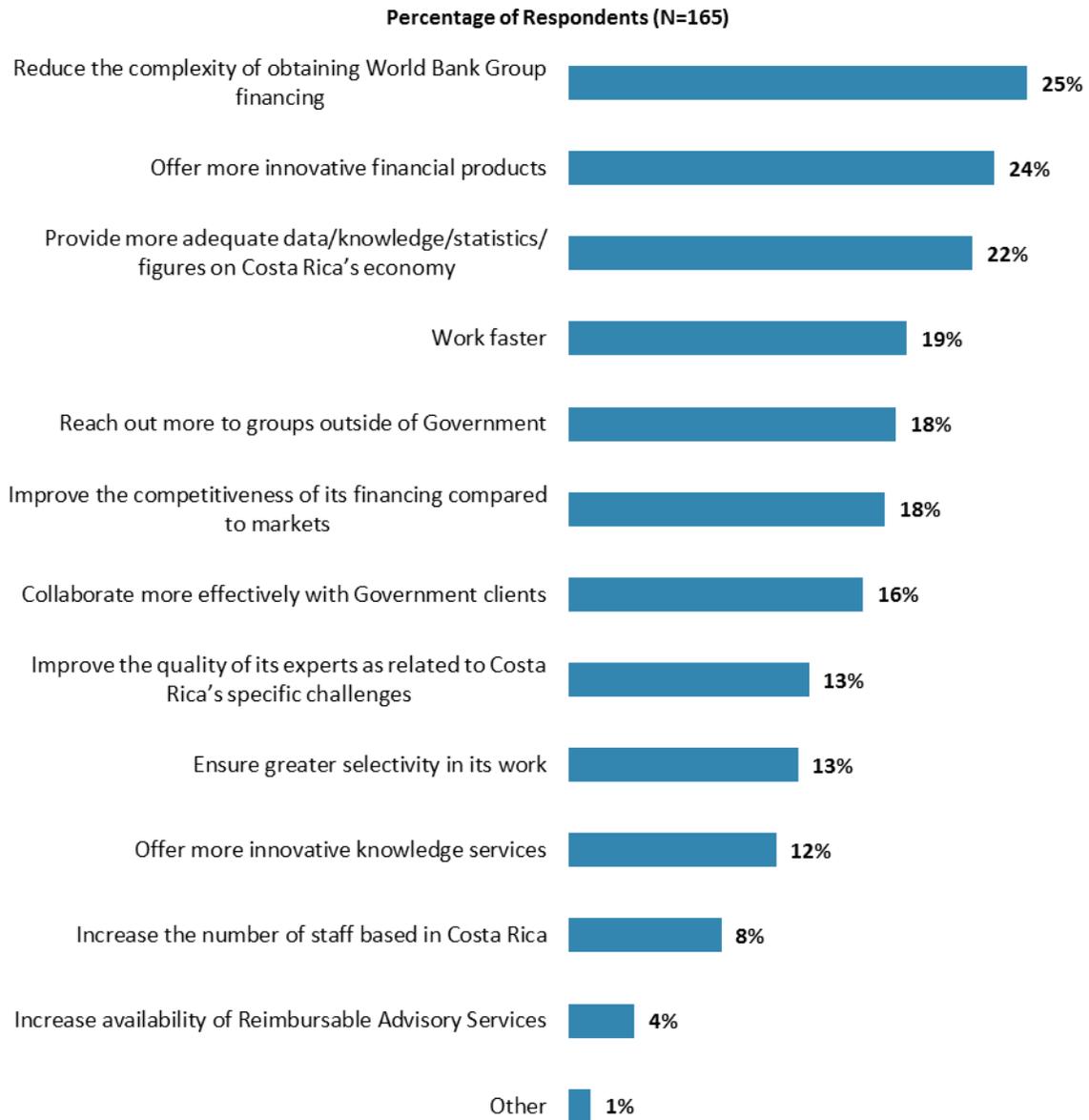
¹⁵ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Costa Rica

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*open a local office in Costa Rica*” (45%) to make itself of greater value in the country.



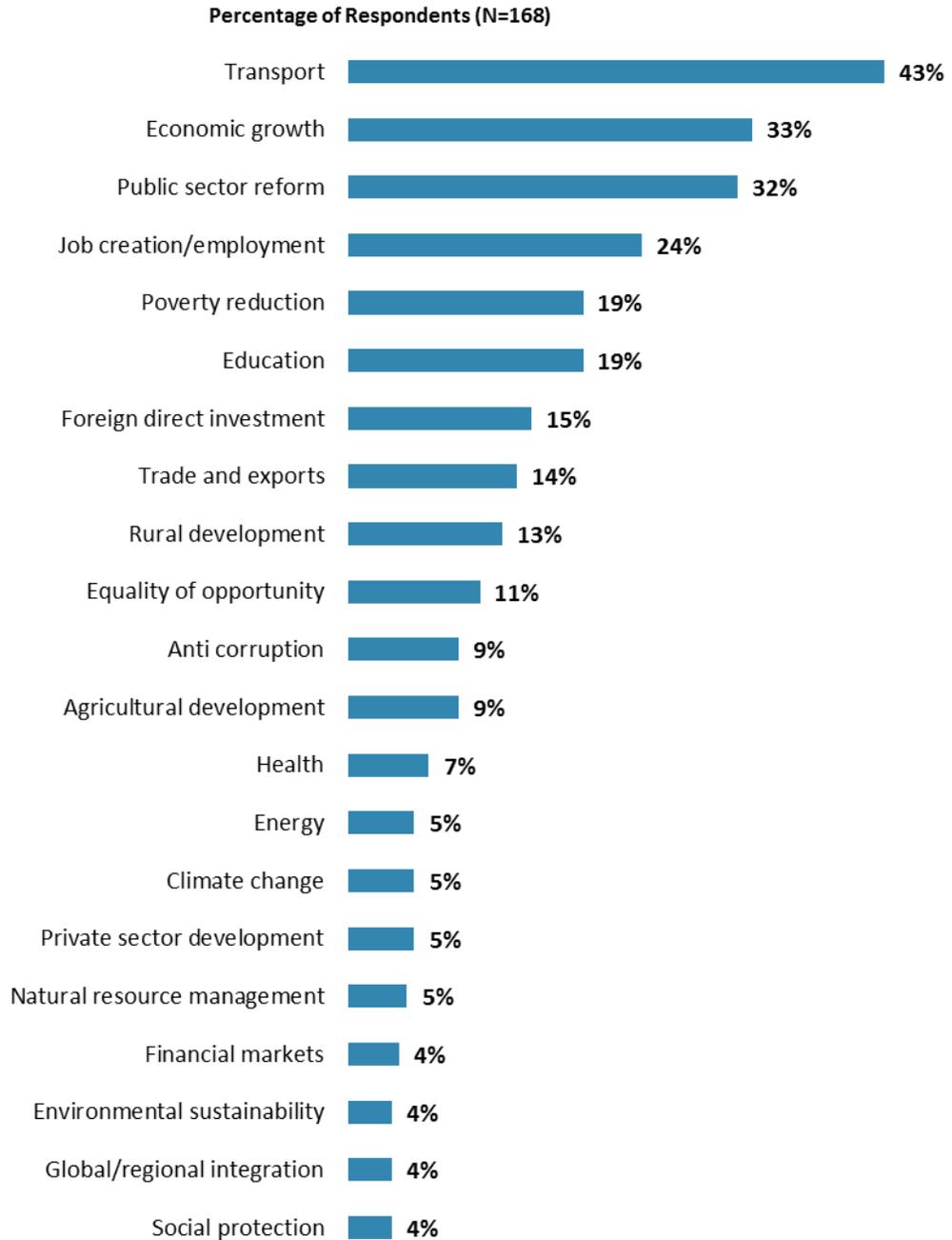
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*transport*” (49%).

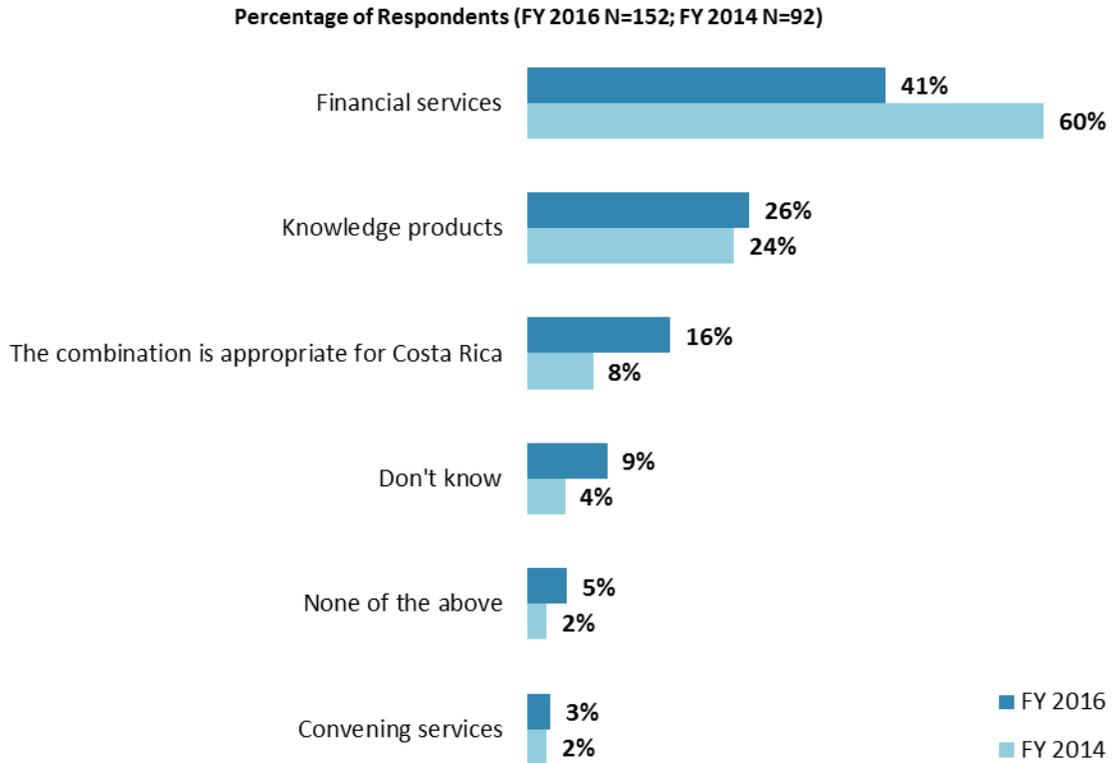


“When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectoral areas do you believe the WBG should focus most of its resources in Costa Rica? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 21 of 31 response options shown.)



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

Future Combination of the WBG Services



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

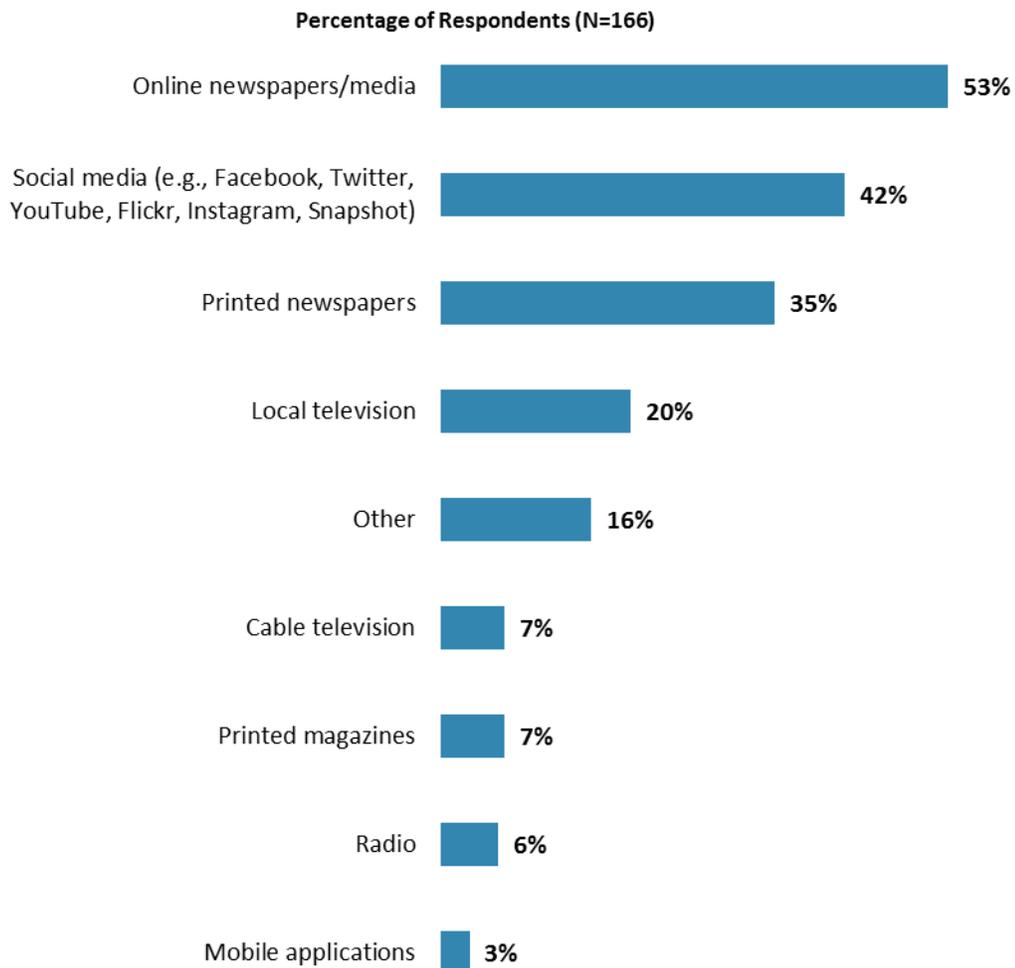


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Costa Rica from “*local newspapers*” (86%) and “*Internet* (58%)”.



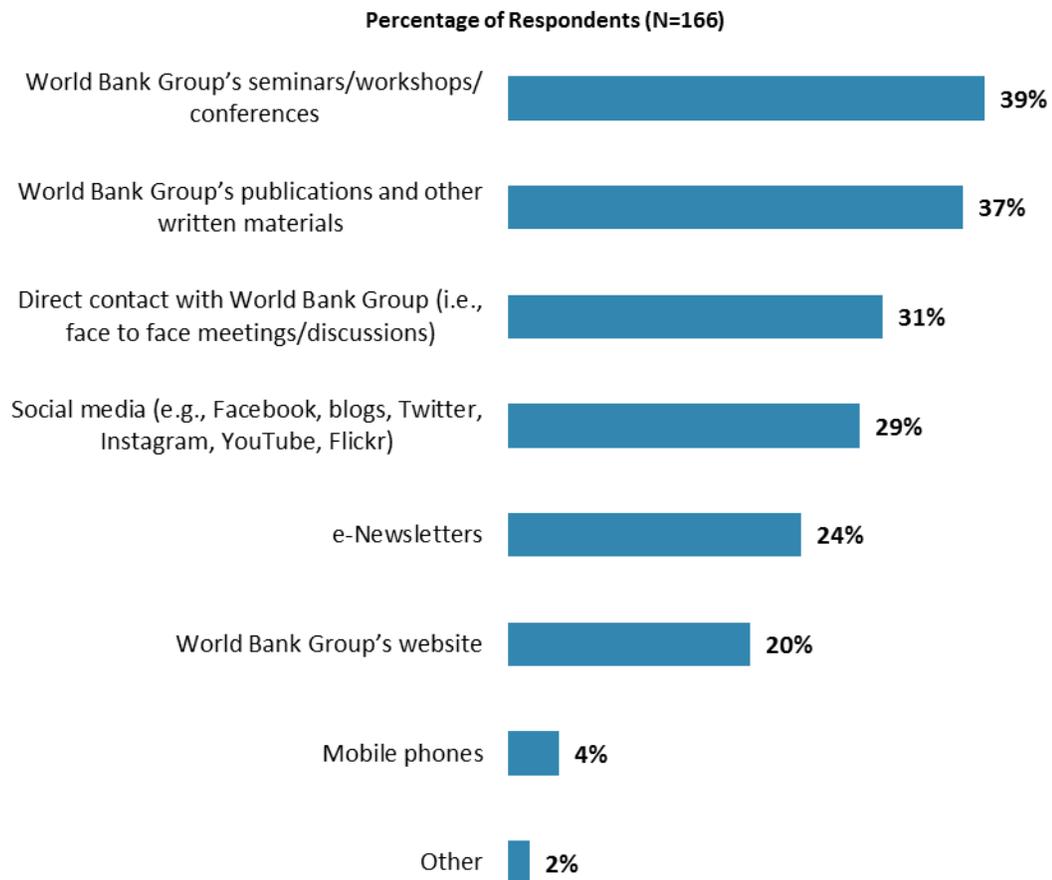
"How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (48%), “*World Bank Group’s seminars/workshops/conferences*” (39%), and “*direct contact with World Bank Group*” (37%).

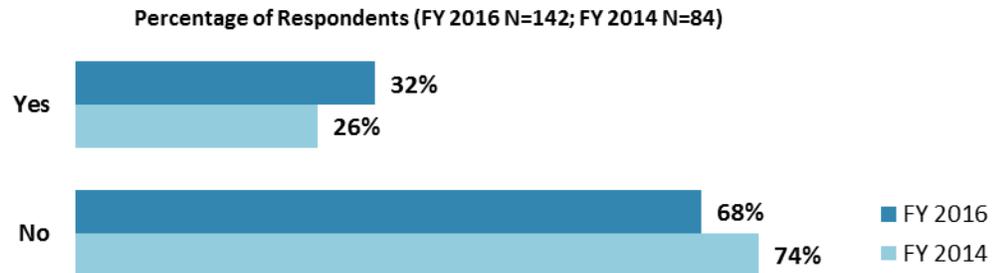


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



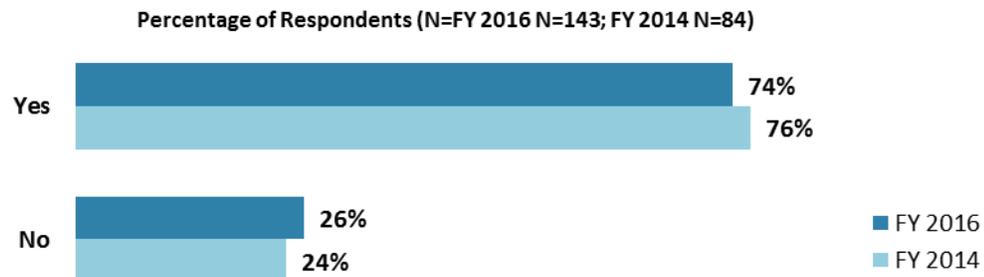
X. Communication and Outreach (continued)

Access to Information¹⁶

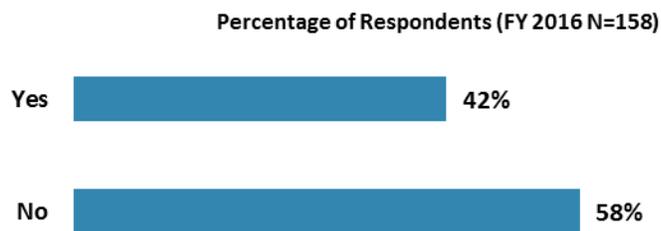


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

The WBG's Website and Social Media Usage



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



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

¹⁶ Percentages presented in the charts on this page were calculated based on weighted data.



XI. Appendices

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Costa Rica





Appendix A: Responses to All Questions across All Respondents (N=171)

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 Costa Rica

1. In general would you say that Costa Rica is headed in ... ?	Percentage of Respondents (N=160)
The right direction	40.6%
The wrong direction	35.6%
Not sure	23.8%

**A. General Issues Facing Costa Rica (continued)**

2. Listed below are a number of development priorities in Costa Rica. Please identify which of the following you consider the most important development priorities in Costa Rica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Public sector reform (i.e., public expenditure, fiscal system reform)	51.5%
Job creation/employment	38.8%
Economic growth	30.3%
Transport (e.g., roads, bridges, transportation)	27.9%
Poverty reduction	21.8%
Education	19.4%
Foreign direct investment	12.1%
Anti corruption	10.3%
Equality of opportunity (i.e., equity)	9.1%
Food security	9.1%
Global/regional integration	8.5%
Private sector development	7.9%
Social protection (e.g., pensions reform, targeted social assistance)	6.7%
Rural development	6.1%
Trade and exports	5.5%
Environmental sustainability	4.8%
Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	4.2%
Urban development	3.6%
Energy (e.g., hydroelectric power, green energy)	3.6%
Financial markets	3.6%
Crime and violence	3.0%
Water and sanitation (e.g., coastal sewerage and flood control)	2.4%
Health (e.g., performance of universal health insurance)	2.4%
Law and justice (e.g., judicial system)	1.8%
Regulatory framework	1.2%
Information and communications technology	1.2%
Disaster risk management	1.2%
Agricultural development	0.6%
Gender equity	0.0%
Communicable/non-communicable diseases	0.0%
Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	0.0%

**A. General Issues Facing Costa Rica (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 Costa Rica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=171)
Education	51.5%
Economic growth	41.5%
Job creation/employment	38.6%
Rural development	22.8%
Transport (e.g., roads, bridges, transportation)	17.0%
Equality of opportunity (i.e., equity)	17.0%
Public sector reform (i.e., public expenditure, fiscal system reform)	16.4%
Private sector development	13.5%
Social protection (e.g., pensions reform, targeted social assistance)	12.9%
Foreign direct investment	11.7%
Trade and exports	9.9%
Anti corruption	7.6%
Water and sanitation (e.g., coastal sewerage and flood control)	5.3%
Urban development	4.7%
Agricultural development	4.1%
Health (e.g., performance of universal health insurance)	2.9%
Food security	2.3%
Information and communications technology	2.3%
Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	2.3%
Financial markets	1.8%
Global/regional integration	1.8%
Crime and violence	1.8%
Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	1.8%
Gender equity	1.8%
Regulatory framework	1.2%
Law and justice (e.g., judicial system)	1.2%
Environmental sustainability	0.6%
Disaster risk management	0.6%
Communicable/non-communicable diseases	0.0%
Energy (e.g., hydroelectric power, green energy)	0.0%

**A. General Issues Facing Costa Rica (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 Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Education and training that better ensure job opportunity	46.7%
Consistent economic growth	36.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.0%
Better employment opportunities for young people	12.0%
A growing middle class	11.3%
Greater access to micro-finance for the poor	11.3%
Greater equity of fiscal policy	10.7%
Better quality public services	8.7%
Better opportunity for the poor who live in rural areas	8.0%
Better employment opportunities for women	6.0%
Greater voice and participation for citizens to help ensure greater accountability	2.7%
Other	2.7%
More reliable social safety net	2.0%
Greater access to health and nutrition for citizens	1.3%
Better opportunity for the poor who live in urban areas	1.3%

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 Costa Rica? (Select only ONE response)	Percentage of Respondents (N=167)
A very big problem	60.5%
A moderately big problem	34.1%
A small problem	3.0%
Not a problem at all	1.8%
Don’t know	0.6%

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=167)
A very serious problem	83.2%
A somewhat serious problem	14.4%
Not too serious problem	2.4%
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 Costa Rica? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	169	0	6.88	2.51
2. Inter-American Development Bank (IDB/BID)	168	0	7.09	2.39
3. Latin American Development Bank (CAF)	169	0	4.57	3.05
4. Central American Bank for Economic Integration (CABEI/BCiE)	169	0	6.62	2.65

Overall, please rate your impression of the effectiveness of these organizations in Costa Rica. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
5. World Bank Group (WBG)*	145	24	6.95	1.85
6. Inter-American Development Bank (IDB/BID)	144	25	7.04	1.79
7. Latin American Development Bank (CAF)	95	74	5.51	2.61
8. Central American Bank for Economic Integration (CABEI/BCiE)	137	32	6.81	2.02

Staff Preparedness	N	DK	Mean	SD
9. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Costa Rica solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	129	36	8.31	1.24

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

10. When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=168)
Transport (e.g., roads, bridges, transportation)	43.5%
Economic growth	32.7%
Public sector reform (i.e., public expenditure, fiscal system reform)	31.5%
Job creation/employment	23.8%
Poverty reduction	19.0%
Education	19.0%
Foreign direct investment	14.9%
Trade and exports	13.7%
Rural development	12.5%
Equality of opportunity (i.e., equity)	10.7%
Anti corruption	8.9%
Agricultural development	8.9%
Health (e.g., performance of universal health insurance)	6.5%
Energy (e.g., hydroelectric power, green energy)	5.4%
Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	5.4%
Private sector development	5.4%
Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	4.8%
Financial markets	4.2%
Environmental sustainability	3.6%
Global/regional integration	3.6%
Social protection (e.g., pensions reform, targeted social assistance)	3.6%
Law and justice (e.g., judicial system)	3.0%
Crime and violence	2.4%
Water and sanitation (e.g., coastal sewerage and flood control)	2.4%
Food security	2.4%
Urban development	1.8%
Gender equity	1.2%
Information and communications technology	1.2%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Disaster risk management	0.0%

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

11. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Costa Rica?	Percentage of Respondents (N=160)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	31.3%	15.1%	46.3%
Policy advice, studies, analyses	25.0%	18.2%	43.2%
Technical assistance	13.8%	27.7%	41.4%
Help to bring discipline/effective supervision to implementation of investment projects	10.0%	6.9%	16.9%
Capacity development	6.3%	7.5%	13.8%
Mobilizing third party financial resources	3.1%	10.1%	13.2%
Data and statistics	6.9%	3.1%	10.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.3%	6.3%	7.5%
Convening/Facilitating	1.3%	3.8%	5.0%
Other	0.6%	1.3%	1.9%
Donor coordination	0.6%	0.0%	0.6%

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=164)
Not enough public disclosure of its work	23.2%
Not aligned with country priorities	22.0%
World Bank Group's processes too complex	20.1%
Imposing technocratic solutions without regard to political realities	16.5%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	14.0%
Too influenced by developed countries	14.0%
Few staff assigned in the country	14.0%
Not collaborating enough with stakeholders outside the Government	11.0%
Don't know	8.5%
Not aligned with other donors' work	7.3%
Its advice and strategies do not lend themselves to practical problem solving	7.3%
Not client focused	6.7%
Not adequately sensitive to political/social realities in Costa Rica	5.5%
Other	4.9%
Not exploring alternative policy options	4.3%
Arrogant in its approach	3.0%
Not willing to honestly criticize policies and reform efforts in the country	2.4%
The credibility of its knowledge/data	1.2%



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

13. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=169)
Investment lending (financing specific projects)	61.5%
Technical assistance (advice, best practice, international experience, etc.)	33.1%
Policy based lending / budget support to the Government (Development Policy Financing—DPL)	25.4%
Multi-sectoral approaches/Program Financing (Program for Results—PforR)	24.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	13.6%
Capacity development	13.0%
Don’t know	7.7%
Trust Fund management	5.3%
Other	1.2%

14. To what extent do you believe that the World Bank Group’s work and support help the poorest in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=169)
To a fully sufficient degree	3.6%
To a somewhat sufficient degree	13.0%
To a somewhat insufficient degree	33.1%
To a very insufficient degree	30.2%
Don’t know	20.1%

To what extent do you agree with the following statements about the World Bank Group’s work in Costa Rica? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
15. Overall the World Bank Group currently plays a relevant role in development in Costa Rica*	152	17	6.62	2.16
16. The World Bank Group’s work is aligned with what I consider the development priorities for Costa Rica*	147	22	6.41	2.03



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

To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
17. Responsiveness to needs*	129	37	6.53	1.85
18. Flexibility (in terms of the institution's products and services)*	127	39	6.35	1.81
19. Flexibility (in terms of changing country circumstances)*	131	35	6.11	1.83
20. Being inclusive*	132	34	6.74	1.88
21. Openness (sharing data and other information)*	141	25	7.35	1.76
22. Collaboration with the Government*	144	22	7.51	1.68
23. The speed in which it gets things accomplished on the ground*	135	29	6.16	1.80
24. Ease of access to the people at the World Bank Group who are making decisions important to my work*	119	47	6.63	2.17
25. Collaboration with civil society*	124	42	6.41	2.15
26. Staff accessibility*	123	40	6.79	2.17
27. Collaboration with other donors and development partners*	111	55	6.70	2.04
28. Collaboration with the private sector*	120	46	6.92	1.91
29. Straightforwardness and honesty*	126	39	7.62	1.82
30. Treating clients and stakeholders in Costa Rica with respect*	132	34	7.82	1.87
31. Being a long-term partner*	140	26	8.11	1.96

32. 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=165)
The Government works inefficiently	47.3%
Political pressures and obstacles	44.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	24.2%
Lack of/inadequate levels of capacity in Government	24.2%
The World Bank Group does not do adequate follow through/follow-up	14.5%
Reforms are not well thought out in light of country challenges	12.1%
The World Bank Group works too slowly	8.5%
There is not an adequate level of citizen/civil society participation	5.5%
Poor donor coordination	4.8%
Other	3.6%

**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 Costa Rica? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	148	17	6.78	2.77
2. Financial markets	155	9	8.02	1.81
3. Transport (e.g., roads, bridges, transportation)	159	5	8.62	1.68
4. Anti corruption	155	11	7.71	2.36
5. Law and justice (e.g., judicial system)	154	12	7.30	2.36
6. Urban development	156	9	8.19	1.71
7. Environmental sustainability	159	4	8.23	1.67
8. Trade and exports	156	10	8.10	2.03
9. Information and communications technology	156	9	8.17	1.72
10. Poverty reduction	159	7	8.74	1.58
11. Gender equity	160	7	7.52	2.15
12. Private sector development	160	7	7.82	2.09
13. Foreign direct investment	158	8	8.10	2.04
14. Water and sanitation (e.g., coastal sewerage and flood control)	153	12	7.82	2.04
15. Regulatory framework	153	11	7.33	2.37
16. Economic growth	159	6	8.63	1.47
17. Energy (e.g., hydroelectric power, green energy)	154	10	7.93	2.09
18. Disaster management	155	12	7.47	2.10
19. Public sector reform (i.e., public expenditure, fiscal system reform)	158	8	8.18	1.93
20. Job creation/employment	158	8	8.42	1.82
21. Communicable/non-communicable diseases	154	12	7.08	2.35
22. Equality of opportunity (i.e., equity)	151	12	7.73	2.11
23. Social protection (e.g., pensions reform, targeted social assistance)	155	10	7.55	2.27
24. Rural development	158	7	8.09	1.93
25. Global/regional integration	159	7	7.78	2.24
26. Food security	156	8	7.44	2.33
27. Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	157	9	7.53	2.14
28. Health (e.g., performance of universal health insurance)	156	10	7.83	2.14
29. Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	160	6	8.42	1.60
30. Agricultural development	158	8	7.91	2.01
31. Education	158	8	8.89	1.38

**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 Costa Rica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	53	112	6.64	1.55
2. Information and communications technology	75	92	7.16	1.34
3. Transport (e.g., roads, bridges, transportation)	86	81	7.01	1.84
4. Crime and violence	65	102	6.58	1.81
5. Law and justice (e.g., judicial system)	64	103	6.78	1.70
6. Urban development	73	92	7.01	1.56
7. Environmental sustainability	80	85	7.29	1.40
8. Regulatory framework	67	99	6.73	1.52
9. Communicable/non-communicable diseases	58	106	6.76	1.50
10. Poverty reduction	93	72	6.98	1.82
11. Anti corruption	72	93	6.61	2.15
12. Private sector development	86	79	7.28	1.49
13. Foreign direct investment	94	71	7.47	1.61
14. Water and sanitation (e.g., coastal sewerage and flood control)	72	93	7.49	1.59
15. Trade and exports	91	72	7.44	1.40
16. Economic growth	102	61	7.56	1.45
17. Health (e.g., performance of universal health insurance)	78	89	7.28	1.52
18. Disaster management	64	102	6.80	1.57
19. Public sector reform (i.e., public expenditure, fiscal system reform)	94	73	6.85	1.85
20. Job creation/employment	78	88	6.74	1.66
21. Financial markets	73	93	7.40	1.60
22. Equality of opportunity (i.e., equity)	64	101	6.89	1.66
23. Energy (e.g., hydroelectric power, green energy)	82	82	7.12	1.89
24. Rural development	79	88	6.99	1.71
25. Global/regional integration	84	83	7.38	1.62
26. Food security	71	95	6.96	1.53
27. Education	91	75	7.43	1.71
28. Social protection (e.g., pensions reform, targeted social assistance)	75	91	7.00	1.59
29. Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	84	83	7.27	1.40
30. Agricultural development	77	90	6.38	1.75
31. Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	75	92	6.55	1.80

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

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Costa Rica? (1-To no degree at all, 10-To a very significant degree)	152	17	6.99	1.60
To what extent do you agree with the following statements about the World Bank Group in Costa Rica? (1-Strongly disagree, 10-Strongly agree)				
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 Costa Rica*	128	41	6.68	1.66
5. The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	135	33	7.13	1.67
Reimbursable Advisory Services				
6. To what extent do you believe that Costa Rica 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)	123	46	7.30	1.48
Measuring The World Bank Group's Work				
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Costa Rica? (1-To no degree at all, 10-To a very significant degree)	102	67	7.25	1.73

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=167)			
Weekly	3.0%			
Monthly	21.6%			
A few times a year	47.3%			
Rarely	18.6%			
Never	9.6%			
In Costa Rica, 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	138	30	7.23	1.63
3. Lead to practical solutions	140	28	6.83	1.60
4. Are accessible (well written and easy to understand)	127	38	7.22	1.85
5. Are translated enough into local language	119	48	7.56	1.91
6. Are adaptable to Costa Rica's specific development challenges and country circumstances*	132	35	7.20	1.59
Overall Evaluations				
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)	148	20	7.61	1.60
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)	145	23	8.05	1.32

**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	97	71	7.15	1.87
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	121	47	7.63	1.55
3. The World Bank Group's approvals and reviews are done in a timely fashion	104	65	7.16	1.67
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	94	75	7.07	1.84
5. The World Bank Group's conditions on its lending are reasonable	115	54	7.08	1.67
6. The World Bank Group takes decisions quickly in Costa Rica*	99	70	6.98	1.67
7. Working with the World Bank Group increases Costa Rica's institutional capacity	128	41	7.52	1.70
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	99	69	7.68	1.43
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	108	61	7.46	1.62

WBG Promoting PPP in Costa Rica	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 Costa Rica? (1-To no degree at all, 10-To a very significant degree)	124	45	6.99	1.67

11. Which of the following best describes the World Bank Group's support in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=169)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Costa Rica	35.5%
The World Bank Group is not sufficiently selective in Costa Rica, and it is involved in too many areas of development	32.0%
Don't know	32.5%

F. The Future Role of the World Bank Group in Costa Rica

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Reduce the complexity of obtaining World Bank Group financing	25.5%
Offer more innovative financial products	23.6%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	22.4%
Work faster	18.8%
Reach out more to groups outside of Government	18.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	17.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.4%
Improve the quality of its experts as related to Costa Rica's specific challenges	13.3%
Ensure greater selectivity in its work	12.7%
Offer more innovative knowledge services	11.5%
Increase the number of staff based in Costa Rica	8.5%
Increase availability of Reimbursable Advisory Services (RAS)	3.6%
Other	1.2%

**F. The Future Role of the World Bank Group in Costa Rica (continued)**

2. When considering the combination of services that the World Bank Group offers in Costa Rica, 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 Costa Rica? (Select only ONE response)	Percentage of Respondents (N=168)
Financial services	39.9%
Knowledge products	26.8%
The combination is appropriate for Costa Rica	15.5%
Don't know	10.7%
Convening services	3.6%
None of the above	3.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=166)
Online newspapers/media	53.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr, Instagram, Snapshot)	42.2%
Printed newspapers	34.9%
Local television	19.9%
Other	15.7%
Cable television	6.6%
Printed magazines	6.6%
Radio	6.0%
Mobile applications	3.0%
Rumor mill	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=166)
World Bank Group's seminars/workshops/conferences	39.2%
World Bank Group's publications and other written materials	37.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.7%
Social media (e.g., Facebook, blogs, Twitter, Instagram, YouTube, Flickr)	28.9%
e-Newsletters	24.1%
World Bank Group's website	19.9%
Mobile phones	4.2%
Other	1.8%

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=159)
Yes	28.3%
No	71.7%

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

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=37)
World Bank Group's website	54.1%
Colleagues/Friends/Peer organizations	18.9%
News/Media	13.5%
World Bank Group's seminars/workshops/conferences	8.1%
World Bank Group's e-Newsletters	2.7%
Other	2.7%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=158)
Yes	32.9%
No	67.1%

6. Were you able to obtain this information?	Percentage of Respondents (N=52)
Yes	96.2%
No	3.8%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=158)
Yes	76.6%
No	23.4%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=158)
Yes	42.4%
No	57.6%

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.)	156	10	7.22	2.55
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	123	42	6.99	2.19
11. The World Bank Group is responsive to my information requests and inquiries	97	58	7.76	2.21

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=168)
Office of Parliamentarian	24.4%
Office of Minister	10.7%
Media (press, radio, TV, web, etc.)	10.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	10.7%
Other	8.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	8.3%
Private Sector Organization	6.0%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	4.8%
Academia/Research Institute/Think Tank	4.8%
Local Government Office or Staff	2.4%
Private Foundation	2.4%
Financial Sector/Private Bank	1.8%
Bilateral/Multilateral Agency	1.2%
NGO/Community Based Organization	1.2%
Trade Union	0.6%
Youth group	0.6%
Judiciary Branch	0.6%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=166)
Generalist (specialized in multiple sectors)	21.7%
Trade and competitiveness	12.0%
Finance and markets	10.8%
Other	10.8%
Transport and ICT	7.8%
Education	6.6%
Macroeconomics and fiscal management	6.0%
Social protection and labor	3.6%
Health, nutrition, and population	3.6%
Urban, rural, and social development	3.6%
Public-private partnerships	2.4%
Agriculture	2.4%
Environment and natural resources	1.8%
Energy and extractives	1.8%
Governance	1.8%
Water	1.2%
Fragility, conflict and violence	1.2%
Poverty	0.6%

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=165)
Yes	11.5%
No	88.5%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=154)
The World Bank (IBRD/IDA)	81.8%
The International Finance Corporation (IFC)	7.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	10.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=164)
Yes	11.0%
No	89.0%

6. If yes, what was your view of how the two institutions work together in Costa Rica? (Select only ONE response)	Percentage of Respondents (N=18)
The two institutions work well together	44.4%
The way the two institutions work together needs improvement	22.2%
The two institutions do not work well together	16.7%
Don't know	16.7%

7. Which of the following describes most of your exposure to the World Bank Group in Costa Rica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=155)
Use World Bank Group reports/data	45.2%
Use World Bank Group website for information, data, research, etc.	29.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	28.4%
Engage in World Bank Group related/sponsored events/activities	21.9%
Collaborate as part of my professional duties	16.8%

8. What's your gender?	Percentage of Respondents (N=169)
Female	36.1%
Male	63.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=166)
Greater Metropolitan Area	92.8%
North	3.6%
South	3.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of Minister N=18 ● Office of Parliamentarian N=41 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=22
- Private Sector/Financial Sector/Private Bank N=13 ● CSO N=8 ● Media N=18 ● Independent Government Institution N=18
- Academia/Research Institute/Think Tank N=8 ● Other N=22

A. General Issues facing Costa Rica

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	88.2%	29.3%	35.0%	25.0%	57.1%	22.2%	60.0%	50.0%	31.6%
The wrong direction	11.8%	39.0%	30.0%	50.0%	28.6%	55.6%	33.3%	12.5%	42.1%
Not sure	0.0%	31.7%	35.0%	25.0%	14.3%	22.2%	6.7%	37.5%	26.3%

*Significantly different between stakeholder groups

¹⁷ Only 168 respondents provided information about their current positions. Therefore, only these respondents were included in the cross-stakeholder analysis presented in this appendix.

**A. General Issues facing Costa Rica (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Global/regional integration*	31.3%	17.1%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Food security	12.5%	12.2%	9.5%	0.0%	25.0%	12.5%	0.0%	12.5%	4.5%
Public sector reform*	43.8%	48.8%	52.4%	53.8%	25.0%	87.5%	50.0%	12.5%	59.1%
Social protection	6.3%	2.4%	0.0%	7.7%	0.0%	18.8%	11.1%	0.0%	13.6%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	0.0%	4.9%	23.8%	15.4%	25.0%	6.3%	5.6%	0.0%	0.0%
Foreign direct investment*	6.3%	19.5%	0.0%	7.7%	25.0%	6.3%	5.6%	62.5%	4.5%
Urban development	0.0%	0.0%	4.8%	0.0%	12.5%	0.0%	16.7%	0.0%	4.5%
Energy	0.0%	4.9%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	9.1%
Job creation/employment	56.3%	48.8%	33.3%	46.2%	50.0%	31.3%	27.8%	25.0%	22.7%
Rural development*	0.0%	4.9%	4.8%	7.7%	0.0%	0.0%	0.0%	50.0%	4.5%
Financial markets	0.0%	0.0%	0.0%	7.7%	12.5%	6.3%	11.1%	0.0%	4.5%
Water and sanitation	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	5.6%	0.0%	4.5%
Environmental sustainability	12.5%	0.0%	0.0%	7.7%	0.0%	0.0%	11.1%	25.0%	4.5%
Equality of opportunity*	6.3%	2.4%	4.8%	7.7%	0.0%	25.0%	0.0%	12.5%	22.7%
Health	0.0%	4.9%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	4.5%
Climate change	6.3%	4.9%	9.5%	0.0%	0.0%	0.0%	5.6%	0.0%	4.5%
Poverty reduction	18.8%	29.3%	33.3%	7.7%	12.5%	12.5%	27.8%	0.0%	22.7%
Transport	31.3%	17.1%	19.0%	23.1%	37.5%	31.3%	50.0%	12.5%	36.4%
Education	25.0%	9.8%	33.3%	15.4%	25.0%	6.3%	16.7%	12.5%	31.8%
Agricultural development	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	6.3%	12.2%	0.0%	7.7%	12.5%	0.0%	5.6%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	4.8%	23.1%	0.0%	0.0%	0.0%	0.0%	4.5%
Anti corruption	0.0%	17.1%	4.8%	15.4%	0.0%	25.0%	11.1%	0.0%	4.5%
Law and justice	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%	4.5%
Regulatory framework	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	31.3%	36.6%	33.3%	30.8%	37.5%	25.0%	16.7%	62.5%	18.2%
Disaster risk management	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Information and communications technology	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	11.1%	4.9%	0.0%	7.7%	0.0%	0.0%	5.6%	25.0%	4.5%
Equality of opportunity	27.8%	9.8%	22.7%	0.0%	0.0%	11.1%	16.7%	25.0%	31.8%
Rural development	5.6%	26.8%	31.8%	7.7%	25.0%	44.4%	16.7%	25.0%	13.6%
Climate change	0.0%	7.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	44.4%	46.3%	36.4%	30.8%	50.0%	50.0%	50.0%	25.0%	31.8%
Urban development*	0.0%	4.9%	0.0%	0.0%	12.5%	27.8%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	4.5%
Social protection	16.7%	17.1%	4.5%	7.7%	12.5%	16.7%	11.1%	0.0%	18.2%
Law and justice	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	4.5%
Transport*	5.6%	14.6%	31.8%	0.0%	12.5%	0.0%	27.8%	25.0%	27.3%
Crime and violence	0.0%	2.4%	0.0%	7.7%	0.0%	0.0%	0.0%	12.5%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.4%	0.0%	7.7%	0.0%	5.6%	0.0%	0.0%	4.5%
Anti corruption*	0.0%	0.0%	4.5%	15.4%	0.0%	22.2%	11.1%	0.0%	18.2%
Education	38.9%	48.8%	50.0%	61.5%	50.0%	55.6%	61.1%	37.5%	54.5%
Foreign direct investment*	5.6%	22.0%	0.0%	30.8%	37.5%	11.1%	5.6%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	22.2%	9.8%	9.1%	23.1%	0.0%	11.1%	27.8%	0.0%	31.8%
Private sector development*	5.6%	12.2%	27.3%	23.1%	12.5%	5.6%	0.0%	62.5%	0.0%
Natural resource management	5.6%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	5.6%	2.4%	4.5%	7.7%	0.0%	0.0%	0.0%	0.0%	4.5%
Agricultural development	11.1%	2.4%	0.0%	0.0%	0.0%	11.1%	0.0%	12.5%	4.5%
Disaster risk management	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	61.1%	51.2%	27.3%	30.8%	75.0%	16.7%	44.4%	0.0%	27.3%
Financial markets	0.0%	2.4%	0.0%	7.7%	0.0%	0.0%	5.6%	0.0%	0.0%
Trade and exports*	11.1%	9.8%	9.1%	15.4%	12.5%	5.6%	5.6%	50.0%	0.0%
Food security	5.6%	0.0%	4.5%	0.0%	0.0%	5.6%	0.0%	0.0%	4.5%

*Significantly different between stakeholder groups



A. General Issues facing Costa Rica (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 Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	43.8%	31.7%	15.8%	36.4%	71.4%	28.6%	43.8%	71.4%	38.9%
More reliable social safety net	0.0%	2.4%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	5.6%
Greater access to micro-finance for the poor	0.0%	14.6%	5.3%	18.2%	0.0%	14.3%	12.5%	28.6%	5.6%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	0.0%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Greater access to health and nutrition for citizens	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Better entrepreneurial opportunities	25.0%	46.3%	36.8%	27.3%	28.6%	57.1%	18.8%	0.0%	27.8%
A growing middle class*	12.5%	2.4%	0.0%	18.2%	14.3%	42.9%	6.3%	0.0%	22.2%
Better opportunity for the poor who live in rural areas	12.5%	0.0%	10.5%	9.1%	0.0%	7.1%	12.5%	0.0%	16.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	5.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	12.5%	9.8%	5.3%	18.2%	42.9%	7.1%	12.5%	0.0%	16.7%
Better employment opportunities for women	12.5%	7.3%	10.5%	0.0%	14.3%	0.0%	6.3%	0.0%	0.0%
Greater equity of fiscal policy	18.8%	9.8%	10.5%	9.1%	14.3%	0.0%	12.5%	0.0%	16.7%
Education and training that better ensure job opportunity	56.3%	56.1%	47.4%	36.4%	14.3%	35.7%	56.3%	57.1%	33.3%
Better quality public services*	6.3%	9.8%	36.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	12.5%	0.0%	5.6%

*Significantly different between stakeholder groups

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 Costa Rica? (Select only ONE response)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	61.1%	65.9%	59.1%	69.2%	75.0%	43.8%	29.4%	100.0%	63.6%
A moderately big problem	33.3%	31.7%	40.9%	23.1%	25.0%	43.8%	52.9%	0.0%	31.8%
A small problem	0.0%	0.0%	0.0%	7.7%	0.0%	12.5%	11.8%	0.0%	0.0%
Not a problem at all	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	4.5%
Don't know	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Costa Rica (continued)**

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	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	88.9%	85.4%	72.7%	76.9%	87.5%	87.5%	82.4%	87.5%	81.8%
A somewhat serious problem	11.1%	14.6%	18.2%	15.4%	12.5%	6.3%	17.6%	12.5%	18.2%
Not too serious problem	0.0%	0.0%	9.1%	7.7%	0.0%	6.3%	0.0%	0.0%	0.0%
Not a problem	0.0%	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%	0.0%



B. Overall Attitudes toward the World Bank Group

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
World Bank Group (WBG)*	18	7.89	1.57	41	8.41	1.00	22	6.82	2.30	13	7.46	1.33	8	3.75	2.82	17	5.76	2.33	18	6.33	2.87	8	8.38	1.06	21	4.76	3.19
Inter-American Development Bank (IDB/BID)*	18	8.22	1.40	40	8.55	1.01	22	6.41	2.30	13	7.38	1.66	8	3.25	3.01	17	6.29	2.31	18	6.83	2.66	8	8.38	1.06	21	5.86	2.63
Latin American Development Bank (CAF)*	18	5.28	2.97	41	6.56	2.77	22	3.23	2.39	13	4.00	2.45	8	2.38	2.39	17	3.71	2.44	18	4.89	3.36	8	6.13	3.44	21	2.57	2.44
Central American Bank for Economic Integration (CABE/BCIE)*	18	7.61	1.91	41	8.27	1.96	22	5.32	2.36	13	6.46	2.57	8	3.13	2.53	17	6.59	1.94	18	6.83	2.62	8	8.25	0.89	21	4.67	2.85

*Significantly different between stakeholder groups

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
World Bank Group (WBG)*	15	7.40	0.91	37	7.81	1.29	19	7.21	1.32	12	6.67	1.87	7	6.00	1.63	16	5.69	1.89	14	6.43	2.56	8	8.00	1.07	14	5.71	2.52
Inter-American Development Bank (IDB/BID)*	16	7.63	0.81	36	7.83	1.18	19	7.21	0.85	11	6.45	2.46	6	5.67	2.66	15	5.60	1.76	16	6.63	2.66	8	7.88	1.13	14	6.57	1.74
Latin American Development Bank (CAF)*	6	6.33	1.63	30	6.70	2.38	8	5.75	2.76	9	4.78	2.11	5	5.00	2.12	15	4.13	2.20	10	4.60	3.31	5	6.20	2.95	6	4.00	3.03
Central American Bank for Economic Integration (CABE/BCIE)*	15	7.27	1.44	35	7.80	1.66	17	6.41	1.80	11	6.55	2.34	6	6.00	1.26	16	5.44	1.79	15	6.00	2.67	8	7.88	1.13	11	6.36	2.29

*Significantly different between stakeholder groups

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?*	16	8.31	0.87	38	8.71	1.11	21	7.86	1.06	10	7.80	1.81	5	8.60	1.52	8	7.50	1.51	12	8.83	0.83	8	8.50	1.20	8	7.75	1.49

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

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health	16.7%	0.0%	9.5%	0.0%	0.0%	17.6%	0.0%	0.0%	14.3%
Crime and violence	5.6%	0.0%	0.0%	0.0%	0.0%	5.9%	5.6%	0.0%	4.8%
Transport	44.4%	46.3%	42.9%	30.8%	12.5%	29.4%	61.1%	75.0%	47.6%
Agricultural development	11.1%	12.2%	0.0%	0.0%	0.0%	11.8%	5.6%	12.5%	19.0%
Global/regional integration	0.0%	2.4%	9.5%	7.7%	0.0%	0.0%	11.1%	0.0%	0.0%
Job creation/employment*	16.7%	9.8%	14.3%	23.1%	50.0%	52.9%	33.3%	0.0%	33.3%
Public sector reform	33.3%	29.3%	42.9%	38.5%	12.5%	23.5%	33.3%	0.0%	42.9%
Social protection	5.6%	2.4%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%	9.5%
Rural development*	0.0%	31.7%	23.8%	7.7%	0.0%	5.9%	0.0%	0.0%	4.8%
Foreign direct investment*	16.7%	26.8%	0.0%	7.7%	25.0%	11.8%	5.6%	62.5%	0.0%
Education*	5.6%	7.3%	38.1%	23.1%	0.0%	5.9%	27.8%	25.0%	33.3%
Energy	5.6%	7.3%	4.8%	0.0%	0.0%	5.9%	0.0%	25.0%	4.8%
Gender equity*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	5.6%	0.0%	4.8%	7.7%	25.0%	5.9%	5.6%	0.0%	0.0%
Urban development	0.0%	0.0%	9.5%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	15.4%	12.5%	5.9%	5.6%	0.0%	4.8%
Economic growth	33.3%	51.2%	23.8%	38.5%	37.5%	17.6%	27.8%	0.0%	23.8%
Private sector development	0.0%	0.0%	14.3%	15.4%	12.5%	0.0%	5.6%	0.0%	4.8%
Water and sanitation	5.6%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%	4.8%
Food security	5.6%	4.9%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	5.6%	2.4%	9.5%	0.0%	25.0%	0.0%	11.1%	12.5%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.6%	0.0%	0.0%
Trade and exports*	0.0%	22.0%	0.0%	23.1%	37.5%	5.9%	11.1%	50.0%	4.8%
Equality of opportunity*	0.0%	2.4%	19.0%	15.4%	12.5%	35.3%	0.0%	0.0%	19.0%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	29.4%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	12.2%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	50.0%	14.6%	4.8%	15.4%	25.0%	17.6%	22.2%	25.0%	9.5%
Anti corruption	5.6%	14.6%	4.8%	7.7%	0.0%	5.9%	11.1%	12.5%	4.8%
Disaster risk management	0.0%	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 Costa Rica?

Greatest Value Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	16.7%	36.8%	31.8%	7.7%	0.0%	17.6%	12.5%	50.0%	26.3%
Data and statistics	5.6%	5.3%	9.1%	0.0%	0.0%	23.5%	12.5%	0.0%	0.0%
Convening/Facilitating	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Financial resources	22.2%	28.9%	31.8%	61.5%	57.1%	41.2%	12.5%	25.0%	26.3%
Capacity development	5.6%	0.0%	13.6%	7.7%	0.0%	0.0%	6.3%	12.5%	10.5%
Technical assistance*	33.3%	15.8%	0.0%	0.0%	42.9%	5.9%	18.8%	12.5%	10.5%
Help to bring discipline/effective supervision to implementation of investment projects	11.1%	5.3%	9.1%	15.4%	0.0%	5.9%	18.8%	0.0%	21.1%
Mobilizing third party financial resources	5.6%	5.3%	4.5%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	6.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	33.3%	23.7%	0.0%	15.4%	0.0%	29.4%	20.0%	0.0%	21.1%
Data and statistics	0.0%	2.6%	9.1%	0.0%	0.0%	5.9%	0.0%	0.0%	5.3%
Convening/Facilitating	5.6%	2.6%	4.5%	0.0%	0.0%	11.8%	6.7%	0.0%	0.0%
Financial resources	22.2%	15.8%	9.1%	15.4%	14.3%	5.9%	33.3%	12.5%	5.3%
Capacity development	0.0%	0.0%	18.2%	7.7%	14.3%	5.9%	6.7%	0.0%	21.1%
Technical assistance	16.7%	28.9%	27.3%	30.8%	28.6%	17.6%	13.3%	62.5%	36.8%
Help to bring discipline/effective supervision to implementation of investment projects	5.6%	0.0%	13.6%	15.4%	0.0%	17.6%	0.0%	0.0%	10.5%
Mobilizing third party financial resources	5.6%	21.1%	9.1%	7.7%	0.0%	5.9%	13.3%	12.5%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise*	11.1%	2.6%	9.1%	7.7%	42.9%	0.0%	0.0%	12.5%	0.0%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	6.7%	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 Costa Rica? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	0.0%	14.6%	9.1%	30.8%	14.3%	11.8%	12.5%	50.0%	10.0%
Not exploring alternative policy options*	0.0%	0.0%	4.5%	23.1%	0.0%	0.0%	0.0%	25.0%	5.0%
Not collaborating enough with stakeholders outside the Government*	5.6%	2.4%	0.0%	46.2%	28.6%	41.2%	6.3%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	5.6%	4.9%	13.6%	0.0%	0.0%	5.9%	18.8%	12.5%	5.0%
Not enough public disclosure of its work	33.3%	34.1%	18.2%	15.4%	14.3%	11.8%	18.8%	12.5%	25.0%
Arrogant in its approach	0.0%	4.9%	0.0%	0.0%	14.3%	0.0%	6.3%	0.0%	0.0%
Not client focused	5.6%	7.3%	4.5%	23.1%	14.3%	0.0%	12.5%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	5.0%
World Bank Group's processes too complex	44.4%	24.4%	22.7%	0.0%	14.3%	11.8%	12.5%	37.5%	10.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	2.4%	9.1%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Few staff assigned in the country	16.7%	17.1%	18.2%	15.4%	0.0%	5.9%	18.8%	0.0%	15.0%
Imposing technocratic solutions without regard to political realities	5.6%	29.3%	13.6%	23.1%	14.3%	17.6%	0.0%	0.0%	15.0%
World Bank Group's processes too slow*	11.1%	17.1%	27.3%	0.0%	0.0%	11.8%	0.0%	50.0%	10.0%
Not aligned with other donors' work	22.2%	9.8%	9.1%	0.0%	0.0%	0.0%	6.3%	0.0%	5.0%
Not aligned with country priorities*	16.7%	17.1%	13.6%	15.4%	57.1%	47.1%	37.5%	0.0%	15.0%
Not adequately sensitive to political/social realities in Costa Rica	5.6%	7.3%	13.6%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%
Other	0.0%	4.9%	13.6%	0.0%	0.0%	5.9%	6.3%	12.5%	0.0%
Don't know*	5.6%	0.0%	4.5%	0.0%	14.3%	5.9%	12.5%	0.0%	35.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	2.4%	18.2%	0.0%	0.0%	0.0%	5.6%	0.0%	14.3%
Knowledge products/services	11.1%	9.8%	4.5%	30.8%	28.6%	27.8%	5.6%	25.0%	9.5%
Capacity development*	16.7%	2.4%	31.8%	15.4%	14.3%	0.0%	11.1%	0.0%	23.8%
Technical assistance*	5.6%	39.0%	27.3%	38.5%	28.6%	16.7%	61.1%	75.0%	23.8%
Investment lending*	88.9%	80.5%	50.0%	69.2%	28.6%	55.6%	66.7%	37.5%	33.3%
Policy based lending/budget support to the Government (DPL)*	44.4%	29.3%	27.3%	0.0%	0.0%	33.3%	11.1%	50.0%	23.8%
Multi-sectoral approaches/Program Financing (PforR)	11.1%	26.8%	31.8%	30.8%	14.3%	44.4%	22.2%	12.5%	9.5%
Other	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.6%	0.0%	0.0%
Don't know*	11.1%	0.0%	4.5%	0.0%	42.9%	5.6%	0.0%	0.0%	23.8%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	2.4%	4.5%	0.0%	0.0%	5.6%	11.1%	0.0%	4.8%
To a somewhat sufficient degree	16.7%	9.8%	27.3%	15.4%	14.3%	11.1%	5.6%	0.0%	9.5%
To a somewhat insufficient degree	16.7%	19.5%	36.4%	46.2%	14.3%	55.6%	44.4%	75.0%	23.8%
To a very insufficient degree	27.8%	48.8%	27.3%	23.1%	57.1%	16.7%	22.2%	25.0%	14.3%
Don't know	38.9%	19.5%	4.5%	15.4%	14.3%	11.1%	16.7%	0.0%	47.6%

*Significantly different between stakeholder groups

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Costa Rica*	16	7.25	1.95	39	7.85	1.25	21	6.76	1.70	12	6.58	2.02	6	7.00	2.19	16	4.13	1.50	16	5.50	2.37	8	8.63	0.92	15	5.13	2.23
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	16	7.50	1.10	39	7.44	1.68	20	6.80	1.47	11	6.27	1.95	5	5.40	2.30	16	4.00	1.83	16	5.13	1.45	8	7.75	1.04	14	5.57	2.31

*Significantly different between stakeholder groups



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

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
Responsiveness to needs*	16	7.44	1.41	40	7.08	1.51	20	6.60	1.47	8	6.12	1.81	3	6.67	1.53	9	4.67	1.66	12	5.25	2.09	8	7.50	1.77	12	5.67	2.46
Flexibility (in terms of the institution's products and services)*	16	7.19	1.22	40	7.07	1.61	20	6.20	1.51	8	5.88	1.89	2	5.50	2.12	9	4.89	1.83	12	5.08	2.19	7	6.86	1.35	12	5.58	2.02
Flexibility (in terms of changing country circumstances)*	16	7.06	1.34	38	6.63	1.57	18	6.33	1.64	9	5.22	2.05	2	5.50	2.12	15	5.07	1.44	13	5.08	2.33	8	7.00	1.31	11	5.36	2.25
Being inclusive*	15	7.80	1.08	38	7.50	1.67	18	7.00	1.50	9	6.11	1.62	3	6.33	2.08	15	5.07	1.79	12	5.92	1.78	7	7.14	2.04	14	6.00	2.25
Openness (sharing data and other information)	16	8.19	0.54	40	7.63	1.29	21	7.10	1.55	10	7.10	1.37	3	5.33	3.79	15	7.00	2.17	12	7.42	2.54	8	7.75	1.39	15	6.80	2.43
Collaboration with the Government	16	8.50	0.97	40	7.90	1.60	21	6.95	1.69	12	7.58	1.08	4	7.00	0.82	14	7.07	1.90	14	7.14	2.03	8	7.87	1.46	14	6.86	2.14
The speed in which it gets things accomplished on the ground*	15	7.20	1.37	38	7.18	1.67	20	5.55	1.10	11	5.82	2.04	2	6.50	0.71	14	4.79	1.37	13	5.23	1.79	8	7.13	0.99	13	4.92	1.80
Ease of access to the people at the World Bank Group who are making decisions important to my work*	15	7.73	1.28	29	7.38	1.70	17	6.41	1.97	9	6.56	2.30	2	3.50	3.54	14	6.00	2.42	13	5.38	2.18	7	7.86	1.57	12	5.58	2.68
Collaboration with civil society*	13	6.92	1.85	32	7.41	1.64	16	6.06	1.81	11	6.00	2.41	3	5.00	3.46	14	5.21	2.12	13	6.46	2.44	8	6.88	1.25	13	5.38	2.75
Staff accessibility*	15	8.00	1.20	35	7.60	1.67	16	7.13	1.71	9	5.78	2.59	2	3.50	3.54	14	5.29	2.43	12	6.25	1.54	5	7.40	1.52	14	5.86	2.93
Collaboration with other donors and development partners*	12	7.50	1.93	34	7.38	1.67	17	6.76	1.48	8	6.25	2.12	2	2.50	2.12	9	5.89	2.67	12	5.83	2.52	6	7.33	1.21	10	5.90	1.97
Collaboration with the private sector	13	7.46	1.61	36	7.64	1.62	15	6.73	1.91	10	5.90	2.28	3	6.00	1.73	14	6.57	2.21	11	5.73	2.10	7	7.29	1.11	10	6.60	1.96
Straightforwardness and honesty	15	8.33	0.82	35	8.06	1.47	18	7.28	1.56	11	7.27	2.45	3	8.67	1.16	14	6.57	2.44	11	7.73	1.74	7	8.14	1.68	11	6.73	2.33
Treating clients and stakeholders in Costa Rica with respect	16	8.31	1.01	40	8.08	1.64	19	7.53	1.78	10	7.30	2.91	3	8.33	1.16	13	7.15	2.51	11	8.36	1.57	6	7.83	1.60	13	7.31	2.32
Being a long-term partner*	16	8.69	1.08	40	8.30	1.81	19	8.11	2.00	11	8.00	2.37	4	9.25	1.50	14	7.14	2.35	13	8.54	1.33	8	8.88	1.81	14	6.71	2.46

*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)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently*	11.1%	46.3%	50.0%	84.6%	62.5%	58.8%	47.1%	37.5%	40.0%
Poor donor coordination*	22.2%	2.4%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	38.9%	36.6%	18.2%	15.4%	0.0%	23.5%	23.5%	25.0%	10.0%
Lack of/inadequate levels of capacity in Government	22.2%	17.1%	27.3%	7.7%	37.5%	29.4%	23.5%	50.0%	30.0%
There is not an adequate level of citizen/civil society participation	0.0%	2.4%	9.1%	7.7%	12.5%	0.0%	0.0%	0.0%	20.0%
The World Bank Group works too slowly	11.1%	0.0%	13.6%	15.4%	12.5%	17.6%	5.9%	12.5%	5.0%
The World Bank Group does not do adequate follow through/follow-up	16.7%	9.8%	27.3%	7.7%	25.0%	11.8%	23.5%	0.0%	10.0%
Political pressures and obstacles	50.0%	61.0%	22.7%	38.5%	37.5%	41.2%	47.1%	62.5%	30.0%
Reforms are not well thought out in light of country challenges	0.0%	12.2%	13.6%	15.4%	12.5%	11.8%	17.6%	0.0%	15.0%
Other	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	12.5%	10.0%

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
Crime and violence*	13	7.38	1.76	36	7.56	2.37	16	6.62	2.63	12	5.83	2.82	7	8.00	3.32	18	6.17	3.01	15	5.60	3.14	8	8.75	1.83	20	5.70	3.06
Financial markets*	14	7.86	1.35	38	8.89	1.16	19	7.74	1.66	11	8.36	0.92	8	9.38	0.92	18	7.50	1.42	16	8.19	1.52	8	8.63	1.77	20	6.15	2.70
Transport	16	7.63	1.86	40	8.95	1.08	19	8.74	1.82	12	8.50	1.68	8	8.13	3.04	18	8.94	1.26	16	8.94	1.39	8	9.63	0.52	19	7.95	2.15
Anti corruption	14	7.86	1.66	38	8.42	2.07	18	7.11	2.30	12	8.08	2.07	8	8.00	3.16	18	7.94	1.89	16	6.94	3.00	8	8.63	1.77	20	6.55	2.86
Law and justice*	13	7.31	1.55	38	8.45	1.35	19	6.58	2.32	11	7.36	2.25	8	8.25	2.76	18	6.78	2.44	16	6.44	2.71	8	8.25	1.75	20	6.25	3.11
Urban development*	13	7.54	1.51	39	8.92	0.98	19	7.63	2.24	12	8.42	1.08	8	9.13	1.13	18	7.39	2.12	16	7.88	2.19	8	9.50	0.53	20	7.70	1.49
Environmental sustainability*	17	7.88	1.27	39	8.67	1.11	19	8.16	1.86	10	8.30	1.16	8	8.88	2.47	18	7.28	1.90	17	7.94	2.44	8	9.63	0.52	20	8.00	1.45
Trade and exports*	15	8.20	1.37	38	8.92	1.26	19	7.74	2.05	12	8.50	1.09	8	9.13	1.13	18	6.78	2.34	16	8.00	2.63	8	9.63	0.52	19	6.84	2.65
Information and communications technology*	15	8.13	1.30	37	8.76	1.12	19	7.68	2.43	12	8.58	1.00	8	9.13	1.13	18	7.00	2.09	16	8.13	1.89	8	9.63	0.52	20	7.55	1.57
Poverty reduction	15	8.53	1.46	40	9.08	1.07	19	8.58	1.71	12	7.58	2.71	8	8.75	1.91	18	8.67	1.53	16	8.62	1.75	8	9.63	0.52	20	8.90	1.45
Gender equity	15	7.53	1.55	40	8.23	1.64	19	7.37	2.14	12	6.75	1.82	8	8.50	2.14	18	7.00	2.40	17	6.82	3.23	8	8.25	1.67	20	7.15	2.18
Private sector development*	15	7.67	1.29	40	8.35	1.97	19	8.37	1.38	12	8.33	1.30	8	8.50	2.51	18	6.78	2.62	17	7.29	2.52	8	8.75	1.67	20	6.80	2.33
Foreign direct investment*	14	8.21	1.19	39	8.90	1.23	19	8.37	1.54	12	8.67	0.98	8	8.25	2.43	18	7.06	2.58	18	7.94	2.48	8	9.50	0.53	19	6.42	2.61
Water and sanitation*	15	7.47	1.51	37	8.54	1.24	17	7.82	1.85	11	7.55	2.77	8	8.50	2.39	18	6.44	2.41	16	8.13	2.03	8	9.25	1.04	20	7.10	2.36
Regulatory framework*	14	7.14	1.61	39	8.41	1.52	18	6.78	2.51	9	7.67	1.94	8	8.63	2.39	18	5.06	2.15	17	6.88	2.89	8	8.38	1.85	19	7.21	2.68
Economic growth*	15	8.67	1.29	40	8.98	1.07	19	8.47	1.65	12	8.17	2.04	8	9.13	1.25	18	7.89	1.81	17	9.00	0.79	8	9.63	0.52	19	8.16	1.77
Energy*	15	8.13	1.41	39	8.72	1.23	16	7.69	1.74	12	8.50	1.38	8	8.00	2.88	18	8.00	1.91	16	6.69	2.80	7	9.57	0.53	20	6.50	2.76
Disaster risk management*	15	7.73	1.49	39	8.31	1.45	17	7.29	2.14	10	7.50	1.84	8	8.50	2.33	18	5.50	2.43	17	6.71	2.34	8	8.75	1.67	20	7.25	1.97
Public sector reform	15	8.07	1.53	39	8.56	1.29	19	8.05	2.09	11	7.91	2.63	8	8.38	2.50	18	7.72	2.32	17	7.71	1.83	8	8.50	3.07	20	8.50	1.54
Job creation/employment	15	8.47	0.92	40	8.65	1.49	18	8.06	2.15	12	8.42	2.19	8	8.88	2.47	18	8.78	1.26	16	7.69	2.70	8	9.63	0.52	20	7.80	1.85
Communicable/non-communicable diseases*	15	7.13	1.55	40	8.23	1.59	19	7.00	2.31	9	5.89	2.32	8	7.88	2.53	17	6.71	2.42	17	5.65	2.94	7	8.14	1.86	19	6.05	2.74
Equality of opportunity*	15	7.47	1.41	37	8.59	1.21	18	7.33	2.35	10	7.60	1.58	7	9.57	0.79	17	7.35	2.18	16	6.31	2.98	8	8.38	1.85	20	7.35	2.58
Social protection	13	7.69	1.11	39	8.15	2.03	18	7.39	2.28	11	6.73	2.37	8	8.38	2.45	18	7.33	2.25	17	6.53	2.70	8	8.25	3.11	20	7.40	2.23
Rural development*	14	7.79	1.53	40	8.57	1.24	19	8.42	1.80	12	7.08	2.23	8	8.88	2.10	18	7.61	1.94	16	7.31	2.63	8	9.63	0.52	20	7.75	2.45
Global/regional integration*	15	8.00	1.77	40	8.60	1.35	18	7.72	1.96	12	7.75	2.26	8	9.38	1.19	18	6.39	2.73	17	7.12	2.87	8	9.12	1.13	20	6.75	2.71
Food security*	15	7.27	1.62	37	8.51	1.24	19	7.26	2.56	12	6.75	2.30	8	8.38	2.62	18	6.39	3.18	16	6.38	2.58	8	9.63	0.52	20	6.65	2.30
Natural resource management*	15	7.47	1.64	39	8.15	1.31	18	7.78	1.86	11	7.55	1.81	8	8.87	1.25	18	5.94	2.78	17	6.88	2.69	8	9.12	1.13	20	6.95	2.63
Health	13	8.15	0.80	40	8.58	1.22	19	7.74	2.16	11	6.91	2.63	8	8.12	2.53	18	7.39	2.59	16	6.81	3.04	8	9.00	1.69	20	7.50	2.12
Climate change	17	8.24	0.90	40	8.85	1.17	19	8.16	1.89	11	8.00	1.95	8	8.00	3.16	18	8.39	1.82	16	8.56	1.09	8	9.38	1.06	20	7.95	1.73
Agricultural development*	15	7.33	1.84	40	8.47	1.48	19	8.16	1.54	11	7.18	2.36	8	9.00	1.51	18	7.67	1.68	16	6.81	2.83	8	9.63	0.52	20	7.30	2.58
Education	14	8.71	1.14	40	8.85	1.48	20	9.05	1.28	11	8.73	1.79	8	8.88	1.46	18	8.78	1.77	16	9.06	1.06	8	9.75	0.46	20	8.85	1.09

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD	N	Mean
Gender equity	6	6.17	0.98	15	6.67	1.05	9	5.78	1.79	3	6.00	3.61	2	6.00	1.41	7	8.00	1.41	2	7.00	1.41	4	6.75	1.26	5	7.20	1.30		
Information and communications technology	7	6.86	0.69	19	7.42	1.22	13	6.62	1.80	6	7.50	1.38	2	6.00	1.41	9	7.78	0.83	9	6.56	1.42	5	6.80	1.10	4	8.50	0.58		
Transport*	10	6.40	1.71	24	7.46	1.67	13	6.69	1.38	9	7.67	1.50	3	4.33	3.06	6	8.50	2.35	11	6.36	2.11	6	6.83	0.98	3	6.67	1.53		
Crime and violence	6	6.33	1.03	22	7.05	1.68	8	6.13	1.46	8	5.50	3.30	3	5.67	1.15	3	8.33	0.58	4	6.25	1.50	5	6.80	1.10	5	6.60	1.52		
Law and justice	6	6.17	0.98	22	7.36	1.62	8	6.25	1.49	6	5.00	2.76	4	6.50	1.00	2	7.00	1.41	5	7.60	1.52	5	6.80	1.10	5	7.00	1.87		
Urban development	6	6.50	0.84	22	7.82	1.50	10	7.30	1.49	7	6.14	2.54	3	6.00	1.00	10	6.30	1.64	6	6.83	0.75	6	6.83	0.98	3	7.33	0.58		
Environmental sustainability	9	7.11	1.17	21	7.95	1.40	14	7.21	1.37	6	7.33	1.21	2	6.00	1.41	9	6.44	1.59	4	6.75	1.26	7	7.43	1.51	7	7.00	1.15		
Regulatory framework	7	6.29	0.76	21	7.33	1.46	9	6.44	1.74	4	6.25	2.36	3	6.33	1.15	8	5.50	0.76	4	8.25	1.26	6	6.50	1.22	4	6.50	1.73		
Communicable/non-communicable diseases	7	6.14	0.90	18	7.11	1.45	8	6.88	0.83	3	4.33	3.21	2	6.00	1.41	9	7.56	1.42	1	7.00	-	6	6.50	1.22	4	6.75	1.50		
Poverty reduction	10	6.50	0.97	25	7.36	1.80	15	7.27	1.53	8	6.50	2.00	3	4.33	3.06	12	6.75	2.45	6	8.50	0.84	6	6.33	1.51	7	6.86	1.35		
Anti corruption	5	7.00	0.71	24	7.21	2.13	10	6.20	0.79	4	5.75	2.63	4	5.50	1.91	9	5.22	3.67	4	7.75	1.26	6	6.33	1.51	5	7.40	1.95		
Private sector development	7	6.43	0.79	27	7.93	1.44	14	7.14	1.17	6	7.00	2.53	2	6.00	1.41	11	7.73	1.35	10	6.80	1.48	5	6.80	1.10	4	6.50	1.73		
Foreign direct investment	10	7.90	1.20	28	7.86	1.58	12	7.33	1.07	9	7.22	2.17	3	6.33	1.15	13	7.31	2.25	9	6.89	1.17	6	7.33	1.63	4	7.50	1.73		
Water and sanitation	7	7.14	0.90	21	7.81	1.44	9	7.33	1.50	7	6.00	2.65	3	6.67	1.53	4	7.50	1.00	9	8.33	1.00	6	7.33	1.63	5	7.80	1.92		
Trade and exports	12	7.33	0.89	29	7.93	1.46	11	7.36	1.12	9	7.22	2.05	2	6.00	1.41	7	7.71	1.25	9	6.89	1.45	6	6.83	0.98	5	7.20	1.64		
Economic growth	13	7.38	0.77	31	8.06	1.41	11	7.55	0.82	10	8.00	1.70	3	6.00	1.00	10	6.60	2.27	11	7.82	0.98	7	7.29	1.50	6	6.83	1.33		
Health	8	7.38	0.92	21	7.67	1.46	11	7.09	1.70	5	6.60	2.07	4	6.75	1.26	10	7.30	1.49	7	6.86	1.95	6	7.33	1.63	5	7.20	1.64		
Disaster risk management	8	6.75	1.58	21	7.00	1.38	8	6.63	1.69	4	4.75	2.22	2	6.00	1.41	6	7.17	1.72	4	6.50	1.29	6	7.17	1.33	4	7.25	1.50		
Public sector reform	13	7.46	0.66	27	7.44	1.50	14	6.43	1.74	6	6.17	2.99	3	6.00	1.00	6	6.83	3.06	10	5.90	2.51	7	6.43	1.40	7	6.86	1.77		
Job creation/employment	8	6.50	1.07	22	7.27	1.12	13	7.08	1.04	7	7.14	2.61	2	6.00	1.41	7	6.14	2.91	8	6.13	1.96	6	6.33	1.51	5	6.00	1.87		
Financial markets	7	7.14	0.38	23	8.09	1.31	8	6.88	1.25	9	7.11	2.47	3	6.67	1.53	5	6.20	2.77	8	7.63	1.06	6	7.00	1.10	4	7.75	1.89		
Equality of opportunity	6	6.83	0.41	21	7.76	1.41	9	6.67	1.22	3	5.67	4.04	2	6.00	1.41	8	5.75	2.12	4	7.25	1.50	5	6.80	1.10	6	6.50	1.38		
Energy	8	7.13	0.83	23	7.48	1.27	9	7.00	2.24	9	7.00	2.74	2	6.00	1.41	10	7.70	1.89	9	6.22	2.22	6	7.33	1.63	5	6.20	3.11		
Rural development	7	6.43	0.79	25	7.36	1.93	13	6.85	1.57	6	7.17	2.56	2	6.00	1.41	11	6.64	1.91	3	7.33	0.58	6	7.33	1.63	5	6.40	1.34		
Global/regional integration	10	8.00	1.25	26	8.00	1.52	11	7.45	0.93	7	6.57	2.88	2	6.00	1.41	10	7.20	1.69	8	6.38	1.51	5	6.80	1.10	5	7.00	1.22		
Food security	7	6.57	0.53	23	7.61	1.23	10	6.50	1.51	5	5.40	2.88	2	6.00	1.41	9	7.67	0.50	6	6.17	2.23	5	6.80	1.10	3	7.00	1.73		
Education	7	7.29	1.38	23	7.83	1.64	15	7.20	1.47	7	6.57	3.05	3	6.33	1.15	11	8.09	0.94	10	7.30	1.89	7	7.71	1.80	7	6.71	1.80		
Social protection	7	6.71	0.49	22	7.55	1.14	9	6.56	1.59	6	6.33	2.58	2	6.00	1.41	6	7.83	1.17	9	6.67	2.45	6	7.33	1.63	7	6.29	1.38		
Climate change	9	7.22	1.09	22	7.77	1.45	12	7.25	1.22	8	6.63	2.50	3	6.67	1.53	11	7.64	0.81	6	7.67	0.52	6	6.83	0.98	6	6.00	1.26		
Agricultural development	8	6.38	0.74	24	6.46	1.96	12	6.83	1.59	6	6.00	2.76	2	6.00	1.41	11	5.55	2.07	4	7.00	1.41	6	6.83	0.98	4	6.25	1.50		
Natural resource management	9	7.33	1.32	21	6.90	1.37	12	7.00	1.60	6	5.67	2.66	2	6.00	1.41	8	5.12	2.17	4	7.00	1.41	6	6.83	0.98	6	5.33	2.58		

*Significantly different between stakeholder groups



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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?*	17	7.41	1.06	41	7.61	1.45	21	7.00	1.38	11	7.09	2.02	7	6.86	1.21	16	6.00	1.86	15	6.53	1.46	8	7.38	0.52	14	5.86	2.07

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

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Costa Rica*	13	7.23	0.83	32	7.47	0.98	19	7.21	1.36	10	5.90	2.51	4	6.25	0.50	15	5.20	1.86	14	6.00	1.71	7	7.43	0.53	13	6.08	1.93
The World Bank Group meets Costa Rica's needs for knowledge services*	17	7.59	1.06	37	7.78	1.36	16	6.94	1.34	10	5.90	2.51	4	6.00	0.82	15	7.07	2.28	15	6.87	1.68	7	7.43	0.53	13	6.31	1.75

*Significantly different between stakeholder groups

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	16	7.62	0.96	39	7.82	1.21	17	7.35	1.17	8	6.25	2.49	2	7.00	1.41	15	6.60	1.84	12	7.17	1.47	7	6.86	1.07	6	6.83	2.04

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Costa Rica?*	12	7.00	1.13	29	8.03	1.32	18	7.44	1.20	7	6.29	3.04	3	7.00	1.73	9	6.89	2.09	10	6.20	2.10	5	7.80	0.45	8	6.38	2.07

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



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

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	2.5%	9.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Monthly	22.2%	25.0%	22.7%	23.1%	0.0%	33.3%	11.1%	50.0%	9.5%
A few times a year	55.6%	67.5%	45.5%	38.5%	14.3%	38.9%	55.6%	12.5%	33.3%
Rarely	16.7%	5.0%	18.2%	30.8%	14.3%	11.1%	11.1%	37.5%	42.9%
Never	5.6%	0.0%	4.5%	7.7%	71.4%	5.6%	22.2%	0.0%	14.3%

*Significantly different between stakeholder groups

In Costa Rica, 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)

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
Are timely*	16	7.37	1.09	41	7.90	1.07	19	7.16	1.77	8	5.88	2.75	3	6.67	1.53	16	6.81	2.40	14	6.93	1.21	7	7.57	1.27	13	6.62	1.50
Lead to practical solutions*	16	7.06	0.85	41	7.71	1.10	20	6.75	1.45	9	5.67	2.24	1	4.00	-	16	5.69	1.82	14	6.57	1.87	8	7.50	1.41	13	6.08	1.32
Are accessible (well written and easy to understand)	15	7.07	1.10	38	7.87	0.93	17	7.18	1.63	6	5.67	3.50	2	6.00	2.83	16	6.81	2.83	12	7.42	2.19	7	7.71	1.11	13	6.46	1.90
Are translated enough into local language	14	7.21	1.42	32	8.00	1.41	17	7.24	1.99	8	7.25	2.76	2	7.50	0.71	15	7.87	2.56	12	7.42	2.57	6	8.33	1.37	12	6.75	1.54
Are adaptable to Costa Rica's specific development challenges and country circumstances*	16	7.56	0.96	38	7.74	1.06	17	7.35	1.22	8	6.25	2.38	2	7.00	1.41	16	6.19	2.26	14	6.86	1.70	8	7.50	1.41	12	6.92	1.88

*Significantly different between stakeholder groups

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	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?	17	7.88	1.17	41	8.02	0.88	20	7.50	1.79	12	7.33	3.03	5	7.60	2.07	16	7.62	1.71	13	7.00	1.47	8	7.50	1.07	15	7.07	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	17	8.12	0.70	41	8.37	0.80	19	8.05	1.08	11	7.09	2.98	4	8.25	0.50	15	7.73	1.71	14	8.21	0.80	7	8.14	0.90	16	7.81	1.52

(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)

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
The World Bank Group disburses funds promptly	12	6.50	1.98	25	7.32	1.22	16	7.87	1.59	7	5.71	2.43	2	7.00	2.83	9	7.56	2.55	9	6.89	1.76	6	6.83	2.48	10	7.40	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	14	7.43	0.94	35	8.20	0.93	19	7.68	1.06	10	6.60	2.76	3	7.00	2.00	11	8.00	1.84	12	7.25	1.29	6	8.33	1.37	10	6.50	2.22
The World Bank Group's approvals and reviews are done in a timely fashion*	12	6.08	1.56	30	8.10	0.88	16	7.56	1.09	8	5.88	2.30	3	7.00	1.00	8	6.75	1.39	11	6.45	1.86	5	8.20	1.10	10	6.50	2.37
The World Bank Group's "Safeguard Policy" requirements are reasonable*	8	7.12	1.55	28	7.93	0.90	18	6.94	2.07	7	4.43	2.64	3	7.67	1.15	7	6.57	1.27	10	7.50	1.35	5	7.40	2.19	7	5.71	1.89
The World Bank Group's conditions on its lending are reasonable*	13	6.69	1.11	32	7.69	1.23	17	7.12	1.76	9	5.67	2.50	3	7.33	0.58	11	7.09	1.97	12	7.75	1.29	7	7.00	1.63	10	5.90	1.79
The World Bank Group takes decisions quickly in Costa Rica*	16	6.94	1.18	25	7.80	1.19	15	7.33	1.23	10	6.10	2.51	2	7.50	0.71	4	5.75	0.96	12	6.25	1.76	6	7.67	2.07	8	5.88	2.03
Working with the World Bank Group increases Costa Rica's institutional capacity*	16	7.56	0.89	35	8.17	1.34	21	7.71	1.38	10	6.70	2.54	3	8.33	0.58	11	6.27	2.00	13	7.00	2.35	7	8.00	1.15	11	7.00	1.84
Where country systems are adequate, the World Bank Group makes appropriate use of them*	13	7.62	0.96	29	8.41	0.68	14	8.00	1.36	9	6.00	2.92	3	7.33	1.15	8	6.88	0.35	9	7.22	1.56	5	8.00	1.22	8	7.63	0.92
The World Bank Group provides effective implementation support	13	7.31	1.32	31	8.13	0.96	17	7.24	1.44	9	6.11	2.98	3	8.33	0.58	9	7.00	2.69	12	7.25	0.75	6	8.00	1.26	7	7.14	1.68

*Significantly different between stakeholder groups

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	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 Costa Rica?*	12	6.75	1.42	34	7.82	1.11	15	7.13	1.25	11	6.27	2.83	5	7.20	0.84	15	6.20	1.32	12	6.08	2.15	7	6.86	1.07	11	7.00	2.00

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

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Costa Rica	50.0%	46.3%	45.5%	30.8%	0.0%	27.8%	16.7%	25.0%	33.3%
The World Bank Group is not sufficiently selective in Costa Rica, and it is involved in too many areas of development	33.3%	31.7%	27.3%	53.8%	50.0%	5.6%	50.0%	50.0%	19.0%
Don't know	16.7%	22.0%	27.3%	15.4%	50.0%	66.7%	33.3%	25.0%	47.6%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products*	27.8%	29.3%	13.6%	23.1%	25.0%	55.6%	0.0%	12.5%	16.7%
Ensure greater selectivity in its work	16.7%	17.1%	4.5%	15.4%	12.5%	5.6%	11.8%	12.5%	16.7%
Provide more adequate data/knowledge/statistics/figures on Costa Rica's economy	11.1%	14.6%	27.3%	0.0%	37.5%	22.2%	23.5%	50.0%	38.9%
Improve the competitiveness of its financing compared to markets	11.1%	31.7%	27.3%	23.1%	0.0%	5.6%	11.8%	0.0%	11.1%
Reach out more to groups outside of Government*	0.0%	9.8%	13.6%	38.5%	12.5%	61.1%	5.9%	25.0%	16.7%
Increase the number of staff based in Costa Rica*	11.1%	0.0%	18.2%	15.4%	0.0%	5.6%	11.8%	37.5%	0.0%
Improve the quality of its experts as related to Costa Rica's specific challenges	0.0%	14.6%	22.7%	23.1%	12.5%	5.6%	23.5%	12.5%	5.6%
Offer more innovative knowledge services*	22.2%	4.9%	4.5%	0.0%	0.0%	5.6%	23.5%	12.5%	27.8%
Collaborate more effectively with Government clients	22.2%	12.2%	13.6%	7.7%	25.0%	16.7%	35.3%	0.0%	11.1%
Work faster	11.1%	34.1%	22.7%	7.7%	25.0%	11.1%	11.8%	12.5%	11.1%
Reduce the complexity of obtaining World Bank Group financing	33.3%	26.8%	18.2%	30.8%	37.5%	5.6%	23.5%	25.0%	33.3%
Increase availability of Reimbursable Advisory Services (RAS)	16.7%	2.4%	0.0%	7.7%	0.0%	0.0%	5.9%	0.0%	0.0%
Other	5.6%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	50.0%	51.2%	27.3%	53.8%	25.0%	27.8%	50.0%	37.5%	25.0%
Knowledge products	22.2%	22.0%	27.3%	15.4%	37.5%	16.7%	33.3%	50.0%	35.0%
Convening services	0.0%	0.0%	9.1%	0.0%	0.0%	16.7%	0.0%	0.0%	5.0%
None of the above	0.0%	2.4%	4.5%	15.4%	0.0%	5.6%	0.0%	12.5%	0.0%
The combination is appropriate for Costa Rica	11.1%	14.6%	27.3%	15.4%	12.5%	11.1%	16.7%	0.0%	20.0%
Don't know	16.7%	9.8%	4.5%	0.0%	25.0%	22.2%	0.0%	0.0%	15.0%

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, Twitter, YouTube, Flickr, Instagram, Snapshot)*	44.4%	62.5%	42.9%	38.5%	50.0%	5.6%	50.0%	50.0%	20.0%
Online newspapers/media	50.0%	52.5%	38.1%	61.5%	25.0%	72.2%	50.0%	62.5%	55.0%
Printed newspapers	33.3%	45.0%	33.3%	15.4%	37.5%	33.3%	22.2%	62.5%	35.0%
Printed magazines	11.1%	5.0%	14.3%	0.0%	0.0%	5.6%	16.7%	0.0%	0.0%
Radio*	0.0%	0.0%	9.5%	7.7%	0.0%	27.8%	5.6%	0.0%	5.0%
Local television*	11.1%	10.0%	9.5%	38.5%	50.0%	27.8%	16.7%	12.5%	35.0%
Cable television	0.0%	7.5%	4.8%	7.7%	25.0%	0.0%	0.0%	0.0%	15.0%
Mobile applications	5.6%	2.5%	4.8%	0.0%	0.0%	0.0%	5.6%	12.5%	0.0%
Rumor mill	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	22.2%	10.0%	33.3%	7.7%	0.0%	16.7%	22.2%	0.0%	15.0%

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	27.8%	30.0%	22.7%	7.7%	0.0%	64.7%	33.3%	37.5%	33.3%
Mobile phones*	5.6%	0.0%	0.0%	7.7%	0.0%	5.9%	0.0%	37.5%	4.8%
World Bank Group's seminars/workshops/conferences	22.2%	42.5%	54.5%	53.8%	0.0%	35.3%	44.4%	25.0%	38.1%
World Bank Group's publications and other written materials*	55.6%	52.5%	45.5%	23.1%	42.9%	47.1%	11.1%	0.0%	19.0%
World Bank Group's website	16.7%	27.5%	9.1%	15.4%	28.6%	11.8%	27.8%	25.0%	19.0%
Social media (e.g., Facebook, blogs, Twitter, Instagram, YouTube, Flickr)	38.9%	20.0%	22.7%	46.2%	57.1%	11.8%	38.9%	37.5%	23.8%
e-Newsletters	16.7%	15.0%	36.4%	23.1%	28.6%	17.6%	33.3%	37.5%	28.6%
Other	5.6%	0.0%	4.5%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%

Significantly different between stakeholder groups*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	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	17.6%	37.5%	40.0%	16.7%	14.3%	18.8%	22.2%	71.4%	20.0%
No	82.4%	62.5%	60.0%	83.3%	85.7%	81.3%	77.8%	28.6%	80.0%

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

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	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	20.0%	25.0%
World Bank Group's website	33.3%	63.6%	100.0%	0.0%	0.0%	33.3%	33.3%	60.0%	50.0%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
News/Media	33.3%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Colleagues/Friends/Peer organizations	33.3%	9.1%	0.0%	100.0%	0.0%	66.7%	0.0%	20.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	46.7%	46.3%	30.0%	9.1%	25.0%	41.2%	5.9%	62.5%	21.1%
No	53.3%	53.7%	70.0%	90.9%	75.0%	58.8%	94.1%	37.5%	78.9%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	50.0%	85.7%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	50.0%	14.3%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	85.7%	82.9%	85.7%	66.7%	37.5%	76.5%	70.6%	87.5%	66.7%
No	14.3%	17.1%	14.3%	33.3%	62.5%	23.5%	29.4%	12.5%	33.3%

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	53.3%	58.5%	33.3%	27.3%	12.5%	47.1%	29.4%	87.5%	15.8%
No	46.7%	41.5%	66.7%	72.7%	87.5%	52.9%	70.6%	12.5%	84.2%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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

	Office of Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			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	N	Mean	SD
When I need information from the World Bank Group I know how to find it	18	8.11	2.30	41	7.68	2.22	22	7.27	2.59	11	5.82	2.86	6	6.67	2.42	17	7.35	3.18	16	6.69	2.75	7	6.86	2.67	17	6.71	2.44
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	10	7.00	2.31	34	7.65	1.54	16	7.25	2.57	11	7.09	1.58	5	7.80	1.92	14	5.57	2.06	12	6.50	2.50	8	7.88	0.64	11	6.09	3.14
The World Bank Group is responsive to my information requests and inquiries*	13	8.62	1.66	27	8.63	0.79	15	7.80	2.01	5	5.20	2.59	1	10.00	-	15	7.27	3.24	7	6.71	2.98	4	7.25	1.71	9	6.78	2.11

*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	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	35.3%	2.4%	28.6%	7.7%	0.0%	0.0%	5.6%	28.6%	9.1%
No	64.7%	97.6%	71.4%	92.3%	100.0%	100.0%	94.4%	71.4%	90.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	76.5%	90.2%	70.0%	80.0%	50.0%	87.5%	82.4%	100.0%	75.0%
The International Finance Corporation (IFC)	11.8%	9.8%	20.0%	10.0%	0.0%	0.0%	5.9%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	11.8%	0.0%	10.0%	10.0%	50.0%	12.5%	11.8%	0.0%	25.0%

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	18.8%	2.4%	18.2%	0.0%	0.0%	35.3%	12.5%	0.0%	4.8%
No	81.3%	97.6%	81.8%	100.0%	100.0%	64.7%	87.5%	100.0%	95.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	66.7%	100.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%
The way the two institutions work together needs improvement	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%
Don't know	33.3%	0.0%	0.0%	0.0%	0.0%	16.7%	50.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	23.5%	35.0%	10.0%	41.7%	85.7%	6.3%	25.0%	60.0%	20.0%
Use World Bank Group reports/data	41.2%	50.0%	45.0%	33.3%	0.0%	75.0%	50.0%	20.0%	40.0%
Engage in World Bank Group related/sponsored events/activities*	52.9%	10.0%	20.0%	8.3%	0.0%	25.0%	18.8%	40.0%	35.0%
Collaborate as part of my professional duties*	5.9%	5.0%	45.0%	8.3%	0.0%	12.5%	25.0%	0.0%	35.0%
Use World Bank Group website for information, data, research, etc.	23.5%	30.0%	30.0%	33.3%	14.3%	37.5%	37.5%	0.0%	25.0%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	22.2%	39.0%	40.9%	23.1%	50.0%	44.4%	35.3%	12.5%	40.9%
Male	77.8%	61.0%	59.1%	76.9%	50.0%	55.6%	64.7%	87.5%	59.1%



Appendix C: 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 Costa Rica COS questionnaire: All 10-point scale questions and question B10 “When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Costa Rica?”

- Collaborating with the WBG N=19
- Not collaborating with the WBG N=146

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Costa Rica? (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)*	19	7.95	2.07	144	6.73	2.55
Inter-American Development Bank (IDB/BID)	19	7.58	2.34	143	7.04	2.38
Latin American Development Bank (CAF)	19	4.26	3.11	144	4.67	3.07
Central American Bank for Economic Integration (CABE/BCiE)	19	6.47	2.67	144	6.64	2.67

**Significantly different between collaborators and non-collaborators*

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

(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)*	17	8.18	0.88	122	6.75	1.88
Inter-American Development Bank (IDB/BID)*	17	7.82	0.88	121	6.90	1.86
Latin American Development Bank (CAF)	6	7.17	2.04	86	5.48	2.57
Central American Bank for Economic Integration (CABE/BCiE)	16	7.38	1.36	115	6.72	2.02

**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 to help Costa Rica solve its most complicated development challenges?	16	8.38	0.96	107	8.27	1.29

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

¹⁸ Only 165 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 Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health*	26.3%	4.2%
Crime and violence*	10.5%	1.4%
Transport	31.6%	45.8%
Agricultural development	10.5%	9.0%
Global/regional integration	0.0%	4.2%
Job creation/employment	21.1%	24.3%
Public sector reform	36.8%	31.3%
Social protection	0.0%	4.2%
Rural development	15.8%	12.5%
Foreign direct investment	5.3%	16.7%
Education*	36.8%	16.0%
Energy	5.3%	4.2%
Gender equity*	10.5%	0.0%
Financial markets	5.3%	4.2%
Urban development	0.0%	2.1%
Environmental sustainability	5.3%	3.5%
Economic growth	15.8%	34.7%
Private sector development	0.0%	5.6%
Water and sanitation	5.3%	1.4%
Food security	0.0%	2.8%
Climate change	5.3%	5.6%
Information and communications technology	0.0%	1.4%
Trade and exports	5.3%	14.6%
Equality of opportunity	5.3%	11.8%
Law and justice	0.0%	3.5%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	5.3%	4.9%
Poverty reduction	21.1%	18.8%
Anti corruption	10.5%	8.3%
Disaster risk management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

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

(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 Costa Rica	18	7.06	2.10	128	6.55	2.18
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica*	17	7.35	1.41	125	6.27	2.10

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Costa Rica, 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	17	7.00	1.77	108	6.42	1.86
Flexibility (in terms of the institution's products and services)	17	6.59	1.28	106	6.29	1.91
Flexibility (in terms of changing country circumstances)	17	6.29	1.36	110	6.08	1.89
Being inclusive	15	7.27	1.33	113	6.64	1.93
Openness (sharing data and other information)	17	8.00	0.79	120	7.28	1.86
Collaboration with the Government	16	8.25	0.86	124	7.41	1.74
The speed in which it gets things accomplished on the ground	17	6.29	1.45	114	6.11	1.87
Ease of access to the people at the World Bank Group who are making decisions important to my work	16	7.38	1.59	99	6.48	2.21
Collaboration with civil society	15	7.00	1.07	105	6.32	2.26
Staff accessibility*	16	8.06	1.06	104	6.59	2.25
Collaboration with other donors and development partners*	12	7.83	1.11	95	6.56	2.12
Collaboration with the private sector*	13	7.92	1.32	103	6.78	1.97
Straightforwardness and honesty	17	8.24	1.03	106	7.49	1.91
Treating clients and stakeholders in Costa Rica with respect	17	8.59	0.80	111	7.67	1.97
Being a long-term partner	17	8.88	1.22	119	7.97	2.05

*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 Costa Rica? (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	17	6.94	2.25	125	6.70	2.87
Financial markets	17	7.24	1.60	132	8.14	1.81
Transport	18	8.06	2.13	135	8.68	1.62
Anti corruption	17	6.88	1.90	132	7.83	2.42
Law and justice	17	6.29	1.76	131	7.44	2.40
Urban development*	17	7.18	1.74	133	8.30	1.67
Environmental sustainability	18	8.28	1.53	135	8.20	1.71
Trade and exports	17	7.94	1.75	133	8.11	2.08
Information and communications technology	17	8.29	1.36	133	8.14	1.77
Poverty reduction	17	8.76	1.30	136	8.73	1.64
Gender equity	17	7.53	1.66	137	7.53	2.21
Private sector development	17	7.94	1.30	137	7.81	2.19
Foreign direct investment	17	7.94	1.48	135	8.12	2.10
Water and sanitation	17	7.71	1.69	130	7.81	2.10
Regulatory framework	16	7.44	1.75	131	7.31	2.45
Economic growth	17	8.59	1.37	136	8.63	1.49
Energy	16	7.94	1.57	133	7.92	2.15
Disaster risk management	17	7.65	1.73	132	7.44	2.15
Public sector reform	17	7.65	2.40	135	8.24	1.85
Job creation/employment	17	8.00	1.62	135	8.44	1.86
Communicable/non-communicable diseases	17	6.53	1.77	131	7.12	2.44
Equality of opportunity	16	7.38	1.63	129	7.78	2.17
Social protection	17	7.35	2.06	132	7.55	2.30
Rural development	17	8.12	1.36	135	8.06	2.02
Global/regional integration	16	7.81	1.83	137	7.75	2.30
Food security	16	6.81	1.64	134	7.46	2.42
Natural resource management	16	7.69	1.82	135	7.47	2.19
Health	17	7.53	1.84	133	7.86	2.17
Climate change	18	8.22	1.66	136	8.43	1.61
Agricultural development	17	7.65	1.69	135	7.90	2.07
Education	18	8.89	1.13	134	8.91	1.40

*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 Costa Rica? (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	4	6.50	1.29	47	6.64	1.61
Information and communications technology	10	7.60	1.26	61	7.08	1.38
Transport	11	7.09	2.02	71	6.97	1.87
Crime and violence	7	6.43	2.30	55	6.56	1.80
Law and justice	7	6.29	2.29	54	6.81	1.67
Urban development	8	7.88	1.46	62	6.90	1.59
Environmental sustainability	13	7.85	1.41	63	7.11	1.36
Regulatory framework	8	7.00	1.77	56	6.64	1.51
Communicable/non-communicable diseases	6	6.50	2.07	50	6.78	1.47
Poverty reduction	15	7.33	1.76	75	6.89	1.87
Anti corruption	7	6.71	2.06	62	6.56	2.22
Private sector development	10	7.60	1.43	74	7.24	1.52
Foreign direct investment	10	7.80	1.32	81	7.41	1.65
Water and sanitation	7	7.57	1.62	61	7.43	1.61
Trade and exports	10	7.80	1.55	78	7.40	1.41
Economic growth	12	7.58	1.31	87	7.54	1.47
Health	11	7.55	1.44	63	7.17	1.53
Disaster risk management	9	7.44	2.07	52	6.63	1.47
Public sector reform	13	7.08	1.71	77	6.79	1.92
Job creation/employment	9	6.56	1.59	67	6.76	1.71
Financial markets	7	7.43	1.62	64	7.41	1.63
Equality of opportunity	6	6.67	1.21	56	6.91	1.74
Energy	9	7.44	1.42	69	7.01	1.96
Rural development	9	7.78	1.86	67	6.87	1.71
Global/regional integration	10	7.60	0.97	72	7.36	1.71
Food security	6	6.83	1.17	62	6.95	1.60
Education	12	8.25	1.42	75	7.25	1.73
Social protection	11	7.64	1.75	61	6.87	1.59
Climate change	10	8.10	1.60	70	7.16	1.38
Agricultural development	8	7.25	1.58	66	6.24	1.79
Natural resource management	9	7.44	1.88	62	6.37	1.80

**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 does the World Bank Group's work help to achieve development results in Costa Rica?	17	7.59	1.37	130	6.87	1.63

*(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 Costa Rica?***(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 Costa Rica*	18	7.72	1.27	106	6.47	1.67
The World Bank Group meets Costa Rica's needs for knowledge services	17	7.53	1.23	114	7.06	1.75

**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 Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	15	7.73	1.22	105	7.23	1.53

(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 Costa Rica?	16	7.44	1.31	83	7.16	1.81

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Costa Rica, 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	16	7.75	1.44	118	7.13	1.65
Lead to practical solutions	16	7.06	1.06	119	6.76	1.66
Are accessible (well written and easy to understand)	16	7.06	1.44	108	7.21	1.91
Are translated enough into local language	15	7.47	1.36	100	7.50	1.98
Are adaptable to Costa Rica's specific development challenges and country circumstances	16	7.75	1.13	112	7.06	1.62

	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?*	17	8.29	0.85	127	7.47	1.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	8.50	0.82	125	7.97	1.37

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

**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	18	7.72	1.78	76	6.96	1.88
The World Bank Group effectively monitors and evaluates the projects and programs it supports	17	7.71	1.16	100	7.57	1.62
The World Bank Group's approvals and reviews are done in a timely fashion	17	7.06	1.48	84	7.13	1.70
The World Bank Group's "Safeguard Policy" requirements are reasonable	15	6.27	2.31	75	7.15	1.71
The World Bank Group's conditions on its lending are reasonable	17	7.12	1.22	94	7.02	1.74
The World Bank Group takes decisions quickly in Costa Rica	17	7.18	1.42	78	6.88	1.73
Working with the World Bank Group increases Costa Rica's institutional capacity	17	7.59	1.18	107	7.45	1.78
Where country systems are adequate, the World Bank Group makes appropriate use of them	14	7.50	1.29	81	7.64	1.46
The World Bank Group provides effective implementation support	15	7.47	1.13	89	7.42	1.70

	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 Costa Rica?	15	7.33	1.59	105	6.90	1.69

(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	18	8.06	2.36	134	7.07	2.58
The World Bank Group's social media channels are valuable sources of information about the institution	16	6.88	2.36	102	6.99	2.13
The World Bank Group is responsive to my information requests and inquiries	14	8.36	1.15	81	7.65	2.35



Appendix D: 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 indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

FY 2014 Number of comparable respondents = 97 • FY 2016 Number of comparable respondents = 153

By weighting, the FY 2014 and FY 2016 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2014	FY 2016
Office of the President/Prime Minister/Minister	10%	10%
Office of Parliamentarian	10%	10%
Government institutions	25%	25%
Local Government	5%	5%
Bilateral/multilateral agencies	5%	5%
Civil society	15%	15%
Private sector	15%	15%
Academia	10%	10%
Media	5%	5%

A. General Issues Facing Costa Rica

In general would you say that Costa Rica is headed in...?*

Percentage of Respondents	FY 2014	FY 2016
The right direction	71.0%	44.9%
The wrong direction	2.2%	34.8%
Not sure	26.9%	20.3%

*Significantly different between FY2016 and FY2014

B. Overall Attitudes toward the World Bank Group

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	96	6.40	1.79	153	6.66	2.66
Inter-American Development Bank (IDB/BID)	97	6.76	1.86	152	6.67	2.74
Latin American Development Bank (CAF)*	96	3.53	2.55	153	4.38	3.08
Central American Bank for Economic Integration (CABEI/BCiE)	96	6.35	1.69	153	6.25	2.81

*Significantly different between FY2016 and FY2014

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

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	92	7.40	1.51	132	6.88	1.76
Inter-American Development Bank (IDB/BID)*	93	7.42	1.31	130	6.93	1.94
Latin American Development Bank (CAF)	54	5.42	2.20	89	5.34	2.45
Central American Bank for Economic Integration (CABEI/BCiE)	83	7.12	1.34	126	6.65	2.01

*Significantly different between FY2016 and FY2014

¹⁹ Only those questions that were asked in the FY 2014 and FY 2016 Country Surveys, with similar response scales/options, are presented.

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Costa Rica solve its most complicated development challenges?	89	8.12	1.50	118	8.28	1.29

*(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 Costa Rica?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Costa Rica*	91	7.35	1.89	136	6.79	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	93	6.38	1.46	130	6.48	1.90

Significantly different between FY2016 and FY2014*To what extent is the World Bank Group an effective development partner in Costa Rica, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	84	6.05	1.75	111	6.64	1.80
Flexibility (in terms of the institution's products and services)	83	6.04	1.54	106	6.29	1.74
Flexibility (in terms of changing country circumstances)	81	5.97	1.54	110	6.05	1.92
Being inclusive	75	6.76	1.36	113	6.74	1.77
Openness (sharing data and other information)	83	7.19	1.38	122	7.25	1.80
Collaboration with the Government	86	7.57	1.23	126	7.46	1.53
The speed in which it gets things accomplished on the ground*	75	5.56	1.53	118	6.16	1.67
Ease of access to the people at the World Bank Group who are making decisions important to my work	53	6.31	1.86	103	6.54	2.22
Collaboration with civil society*	76	7.09	1.60	114	6.38	2.08
Staff accessibility	67	6.51	1.73	100	6.61	2.17
Collaboration with other donors and development partners*	72	7.56	1.22	98	6.46	2.10
Collaboration with the private sector	75	6.68	1.46	104	6.75	1.88
Straightforwardness and honesty	82	7.97	1.36	111	7.68	1.80
Treating clients and stakeholders in Costa Rica with respect*	84	8.37	1.34	114	7.81	1.85
Being a long-term partner	73	8.46	1.55	125	8.32	1.85

**Significantly different between FY2016 and FY2014*



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 Costa Rica? (1-Not important at all, 10-Very important)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Crime and violence	92	7.52	2.26	132	6.97	2.87
Financial markets	93	8.31	1.96	138	8.33	1.55
Transport*	94	9.10	0.78	141	8.67	1.80
Anti corruption	94	8.21	1.92	139	7.74	2.50
Law and justice	92	6.88	2.03	138	7.38	2.43
Urban development	93	8.58	1.36	140	8.41	1.61
Environmental sustainability*	94	7.83	1.73	140	8.46	1.75
Trade and exports	94	8.55	1.72	141	8.41	1.81
Information and communications technology*	95	7.87	1.43	141	8.43	1.68
Poverty reduction	95	8.90	1.35	142	8.72	1.74
Gender equity	94	7.47	1.82	143	7.73	2.11
Private sector development*	88	8.60	1.76	143	8.09	1.97
Foreign direct investment	91	8.61	1.87	142	8.37	1.82
Water and sanitation	94	7.94	1.19	137	7.94	2.20
Regulatory framework	91	7.80	1.91	135	7.71	2.30
Economic growth	93	8.93	1.06	142	8.82	1.38
Energy	94	8.30	1.36	137	8.12	2.02
Disaster risk management	91	7.56	1.60	137	7.80	2.05
Public sector reform	94	8.52	1.37	141	8.20	2.13
Job creation/employment	95	8.85	1.35	141	8.38	2.19
Equality of opportunity	93	7.79	1.75	133	8.02	1.99
Social protection	94	7.49	1.90	138	7.70	2.32
Rural development*	94	8.88	1.30	141	8.14	2.05
Global/regional integration	91	8.29	1.55	142	8.12	2.14
Natural resource management	94	8.14	2.27	140	7.84	2.01
Health	90	7.75	1.73	138	7.86	2.21
Climate change*	95	7.83	1.47	142	8.39	1.82
Agricultural development*	94	8.91	1.13	140	8.02	2.06
Education*	92	8.38	1.34	140	8.95	1.35

*Significantly different between FY2016 and FY2014

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Transport*	64	5.66	2.09	84	6.79	1.90
Environmental sustainability*	56	5.99	2.10	73	7.26	1.32
Regulatory framework*	53	6.11	1.79	62	6.71	1.46
Poverty reduction*	60	5.71	2.01	84	6.76	1.94
Foreign direct investment*	61	5.99	1.90	88	7.37	1.55
Water and sanitation*	58	5.42	1.86	71	7.26	1.69
Trade and exports*	66	6.34	1.80	83	7.29	1.40
Economic growth*	65	6.32	1.98	95	7.52	1.37
Health*	54	5.76	1.62	74	7.18	1.51
Disaster risk management*	50	5.50	2.01	58	6.66	1.62
Public sector reform	55	6.15	1.97	85	6.67	1.82
Job creation/employment*	61	5.51	2.04	73	6.79	1.66
Equality of opportunity*	54	5.68	1.79	56	6.82	1.65
Energy*	57	5.71	1.97	76	7.09	1.89
Rural development*	58	5.86	1.77	69	7.01	1.65
Global/regional integration*	58	6.48	2.12	75	7.16	1.66
Education*	65	6.08	1.98	85	7.33	1.79
Social protection*	52	5.51	1.99	67	6.93	1.71
Climate change*	60	6.03	2.13	77	7.15	1.45
Agricultural development*	57	5.33	1.89	69	6.53	1.67
Natural resource management*	55	5.24	1.93	67	6.69	1.68

*Significantly different between FY2016 and FY2014

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	94	7.54	1.40	139	7.02	1.53

(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 Costa Rica?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Costa Rica*	86	6.04	1.83	117	6.77	1.63
The World Bank Group meets Costa Rica's needs for knowledge services*	90	6.32	1.77	120	6.96	1.63

*Significantly different between FY2016 and FY2014

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Costa Rica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	62	7.23	1.46	105	7.14	1.52
To what extent do you believe the World Bank Group measures and corrects its work in real time in Costa Rica?	74	7.50	1.60	96	7.02	1.84

(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	FY 2014	FY 2016
Weekly	4.2%	2.0%
Monthly	11.6%	22.0%
A few times a year	41.1%	39.3%
Rarely	31.6%	20.7%
Never	11.6%	16.0%

In Costa Rica, 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)

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely	76	6.86	1.78	113	7.10	1.69
Lead to practical solutions	76	6.45	1.44	112	6.74	1.70
Are accessible (well written and easy to understand)	66	6.77	1.51	101	7.12	1.96
Are translated enough into local language	40	7.78	1.91	103	7.51	1.89
Are adaptable to Costa Rica's specific development challenges and country circumstances*	74	6.34	1.64	113	7.12	1.59

*Significantly different between FY2016 and FY2014

	FY 2014			FY 2016		
	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?	88	7.23	1.41	132	7.62	1.81
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	87	7.63	1.08	126	8.00	1.48

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

*Significantly different between FY2016 and FY2014

E. Working with the World Bank Group

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	53	5.81	2.00	91	7.02	1.92
The World Bank Group effectively monitors and evaluates the projects and programs it supports	80	7.06	1.42	111	7.45	1.61
The World Bank Group's approvals and reviews are done in a timely fashion*	60	6.16	1.71	93	7.07	1.64
The World Bank Group's "Safeguard Policy" requirements are reasonable	41	6.35	1.88	88	6.83	2.04
The World Bank Group's conditions on its lending are reasonable	67	6.48	1.76	105	6.96	1.69
The World Bank Group takes decisions quickly in Costa Rica*	66	5.16	2.01	93	6.99	1.77
Working with the World Bank Group increases Costa Rica's institutional capacity	77	7.54	1.49	117	7.52	1.70
Where country systems are adequate, the World Bank Group makes appropriate use of them	68	7.82	1.45	94	7.47	1.66
The World Bank Group provides effective implementation support	74	7.60	1.19	98	7.37	1.73

*Significantly different between FY2016 and FY2014

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

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

Percentage of Respondents	FY 2014	FY 2016
Financial services	59.8%	41.4%
Knowledge products	23.9%	25.7%
Convening services	2.2%	2.6%
None of the above	2.2%	4.6%
The combination is appropriate for Costa Rica	7.6%	16.4%
Don't know	4.3%	9.2%

G. Communication and Information Sharing

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	FY 2014	FY 2016
Yes	26.2%	32.4%
No	73.8%	67.6%

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

Percentage of Respondents	FY 2014	FY 2016
Yes	76.2%	74.1%
No	23.8%	25.9%

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

	FY 2014			FY 2016		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	81	7.25	1.91	140	6.99	2.61
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution*	74	8.18	1.66	111	7.34	1.97
The World Bank Group is responsive to my information requests and inquiries*	41	5.34	3.31	76	7.65	2.28

*Significantly different between FY2016 and FY2014



Appendix E: 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 Costa Rica? (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 Costa Rica	6.75	8.18	7.03	6.73	6.86	7.05	6.74	7.71	6.88	7.27	7.07	6.68
Overall the World Bank Group currently plays a relevant role in development in Costa Rica	6.55	7.06	6.51	6.77	6.55	6.63	6.66	6.34	6.72	5.91	6.59	6.56
The World Bank Group's work is aligned with what I consider the development priorities for Costa Rica	6.27	7.35	6.42	6.23	6.48	6.24	6.29	6.65	6.34	6.50	6.37	6.36
Responsiveness to needs	6.42	7.00	6.53	6.61	6.75	6.29	6.49	6.73	6.58	6.43	6.54	6.59
Flexibility (in terms of the institution's products and services)	6.29	6.59	6.29	6.50	6.45	6.22	6.23	6.70	6.38	6.24	6.50	5.94
Flexibility (in terms of changing country circumstances)	6.08	6.29	6.00	6.31	6.42	5.71	5.89	6.75	6.11	6.00	6.12	6.00
Being inclusive	6.64	7.27	6.76	6.69	6.78	6.69	6.61	7.17	6.75	6.68	6.84	6.45
Openness (sharing data and other information)	7.28	8.00	7.43	7.31	7.26	7.56	7.13	8.26	7.49	6.96	7.54	7.03
Collaboration with the Government	7.41	8.25	7.63	7.36	7.61	7.50	7.25	8.56	7.62	7.27	7.62	7.41
The speed in which it gets things accomplished on the ground	6.11	6.29	6.14	6.17	6.30	5.96	6.10	6.31	6.28	5.57	6.14	6.17
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.48	7.38	6.70	6.54	6.83	6.46	6.24	7.77	6.71	6.48	6.79	6.31
Collaboration with civil society	6.32	7.00	6.31	6.62	6.57	6.19	6.34	6.55	6.42	6.27	6.37	6.44
Staff accessibility	6.59	8.06	6.93	6.33	6.85	6.76	6.55	7.48	6.81	6.81	6.89	6.61
Collaboration with other donors and development partners	6.56	7.83	6.74	6.64	6.57	6.89	6.53	7.35	6.84	6.16	6.71	6.73
Collaboration with the private sector	6.78	7.92	6.97	6.91	6.80	7.14	6.85	7.33	6.89	7.26	7.04	6.76
Straightforwardness and honesty	7.49	8.24	7.69	7.59	7.51	7.85	7.47	8.23	7.70	7.52	7.95	7.00
Treating clients and stakeholders in Costa Rica with respect	7.67	8.59	7.93	7.68	7.84	7.91	7.70	8.39	7.93	7.59	8.02	7.50
Being a long-term partner	7.97	8.88	8.16	8.17	8.14	8.19	8.08	8.43	8.23	7.87	8.19	8.09
To what extent does the World Bank Group's work help to achieve development results in Costa Rica?	6.87	7.59	6.97	6.90	6.89	7.02	6.91	7.10	6.99	6.71	7.08	6.63
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Costa Rica	6.47	7.72	6.74	6.50	6.67	6.67	6.53	7.15	6.67	6.70	6.78	6.42
The World Bank Group meets Costa Rica's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.06	7.53	7.30	6.83	6.86	7.50	7.06	7.50	7.30	6.57	7.18	7.12
The World Bank Group's knowledge work and activities are adaptable to Costa Rica's specific development challenges and country circumstances	7.06	7.75	7.47	6.59	7.09	7.38	7.04	7.83	7.33	6.76	7.29	7.09
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.47	8.29	7.79	7.24	7.47	7.82	7.67	7.52	7.71	7.20	7.65	7.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.97	8.50	8.26	7.54	8.00	8.16	7.97	8.41	8.04	8.24	8.10	8.02
The World Bank Group takes decisions quickly in Costa Rica	6.88	7.18	7.18	6.58	6.88	7.17	7.00	7.04	7.03	6.95	7.01	7.00
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.64	7.50	7.80	7.44	7.56	7.84	7.83	7.27	7.64	8.00	7.79	7.44

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Costa Rica FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Costa Rica

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

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 COSTA RICA

A1. In general would you say that Costa Rica 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 Costa Rica.**

Please identify which of the following you consider the most important development priorities in Costa Rica? (Choose no more than THREE)

1	Global/regional integration	17	Climate change (e.g., mitigation, adaptation, forest carbon partnerships)
2	Food security	18	Poverty reduction
3	Public sector reform (i.e., public expenditure, fiscal system reform)	19	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions reform, 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 (e.g., hydroelectric power, green 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., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)
13	Water and sanitation (e.g., coastal sewerage and flood control)	29	Economic growth
14	Environmental sustainability	30	Disaster risk management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health (e.g., performance of universal health insurance)		

**SECTION A: GENERAL ISSUES**

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 Costa Rica? (Choose no more than THREE)

1	Water and sanitation (e.g., coastal sewerage and flood control)	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, forest carbon partnerships)	19	Energy (e.g., hydroelectric power, green energy)
5	Global/regional integration	20	Public sector reform (i.e., public expenditure, fiscal system reform)
6	Gender equity	21	Private sector development
7	Economic growth	22	Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Health (e.g., performance of universal health insurance)
10	Social protection (e.g., pensions reform, targeted social assistance)	25	Agricultural development
11	Law and justice (e.g., judicial system)	26	Disaster risk 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 Costa Rica? (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 Costa Rica? (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 Costa Rica?											
		Not familiar at all						Extremely familiar			
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10
B4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Costa Rica.												
		Not effective at all						Extremely effective				Don't know
B5	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Costa Rica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Costa Rica? (Choose no more than THREE)			
1	Health (e.g., performance of universal health insurance)	17	Economic growth
2	Crime and violence	18	Private sector development
3	Transport (e.g., roads, bridges, transportation)	19	Water and sanitation (e.g., coastal sewerage and flood control)
4	Agricultural development	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation, forest carbon partnerships)
6	Job creation/employment	22	Information and communications technology
7	Public sector reform (i.e., public expenditure, fiscal system reform)	23	Trade and exports
8	Social protection (e.g., pensions reform, 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 (e.g., hydroelectric power, green energy)	28	Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)
13	Gender equity	29	Poverty reduction
14	Financial markets	30	Anti corruption
15	Urban development	31	Disaster risk management
16	Environmental sustainability		

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

B11. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Costa Rica?

		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"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Costa Rica? (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	Few staff assigned in the country
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 Costa Rica
17	Other (please specify): _____
18	Don't know

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

B13. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in Costa Rica? (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 (Development Policy Financing—DPL)
7	Multi-sectoral approaches/Program Financing (Program for Results—PforR)
8	Other (please specify): _____
9	Don’t know

B14. To what extent do you believe that the World Bank Group’s work and support help the poorest in Costa Rica? (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 Costa Rica?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Overall the World Bank Group currently plays a relevant role in development in Costa Rica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The World Bank Group’s work is aligned with what I consider the development priorities for Costa Rica	1	2	3	4	5	6	7	8	9	10	<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 Costa Rica, in terms of each of the following?

		To no degree at all										To a very significant degree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B17	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B18	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B19	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B20	Being inclusive	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B21	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B23	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B24	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"/>
B25	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B26	Staff accessibility	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B27	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B28	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B29	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B30	Treating clients and stakeholders in Costa Rica with respect	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>
B31	Being a long-term partner	1	2	3	4	5	6	7	8	9	10											<input type="checkbox"/>

B32. 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 Costa Rica?												Don't know
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
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 (e.g., coastal sewerage and flood control)	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 (e.g., hydroelectric power, green energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Public sector reform (i.e., 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 reform, 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., rural productive landscapes, wealth accounting and valuation of ecosystem services, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Health (e.g., performance of universal health insurance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	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 Costa Rica? (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	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	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 (e.g., coastal sewerage and flood control)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Health (e.g., performance of universal health insurance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector reform (i.e., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Energy (e.g., hydroelectric power, green energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions reform, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation, forest carbon partnerships)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., rural productive landscapes, wealth accounting and valuation of ecosystem services, 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 Costa Rica?											
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 Costa Rica?															
				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 Costa Rica				1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Costa Rica'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 Costa Rica 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 Costa Rica?											
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 Costa Rica, 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 Costa Rica’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 Costa Rica											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Costa Rica'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 Costa Rica?

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 Costa Rica? (Select only one response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Costa Rica
2	The World Bank Group is not sufficiently selective in Costa Rica, 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 COSTA RICA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Costa Rica? (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 Costa Rica'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 number of staff based in Costa Rica
7	Improve the quality of its experts as related to Costa Rica'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 Costa Rica, 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 Costa Rica? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Costa Rica
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 Costa Rica? (Choose no more than TWO)

1	Social media (e.g., Facebook, Twitter, YouTube, Flickr, Instagram, Snapshot)	6	Local television
2	Online newspapers/media	7	Cable television
3	Printed newspapers	8	Mobile applications
4	Printed magazines	9	Rumor mill
5	Radio	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, Instagram, 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		
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 Costa Rica? (Select only ONE response)

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

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

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

H6. If yes, what was your view of how the two institutions work together in Costa Rica? (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 Costa Rica? (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 | Greater Metropolitan Area |
| 2 | North |
| 3 | South |

Thank you for completing the survey!