

# FY 2016 Guatemala Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**December 2016**



## Acknowledgements

The Guatemala Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, Jessica Cameron, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui 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 Guatemala country team and the local fielding agency Aragón & Asociados. In particular, PORG is grateful for the support from Angels Maso (Communications Officer) who coordinated the survey related activities from San Salvador, El Salvador.



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 Guatemala perceive the WBG. The survey explored:

- *General Issues Facing Guatemala*
- *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 Guatemala*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From March to April 2016, 367 stakeholders of the WBG in Guatemala 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 279 stakeholders participated in the survey (76% response rate).

Some respondents received and returned the questionnaires via mail or email. Other respondents filled out the questionnaire with a representative from the independent fielding agency. Respondents were asked about: general issues facing Guatemala; 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 Guatemala; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey (COS) 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.

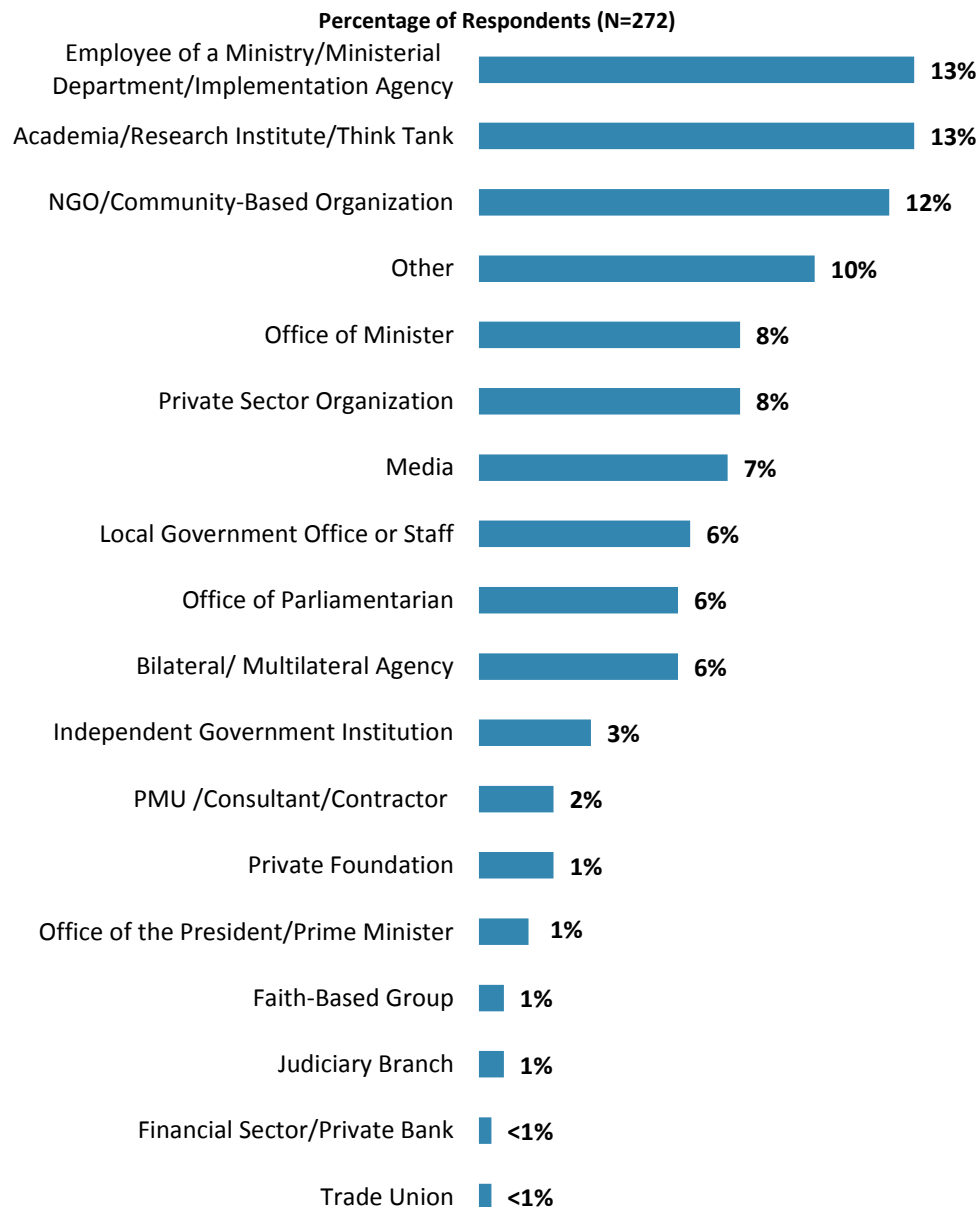
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 69%, N=62). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 87).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from PMUs and consultants were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/CBOs, private foundations, faith based groups, and trade unions were combined in the “CSO” category; and the small number of respondents from the judiciary branch and other organizations were included in the “Other” category. There were no respondents from youth groups.

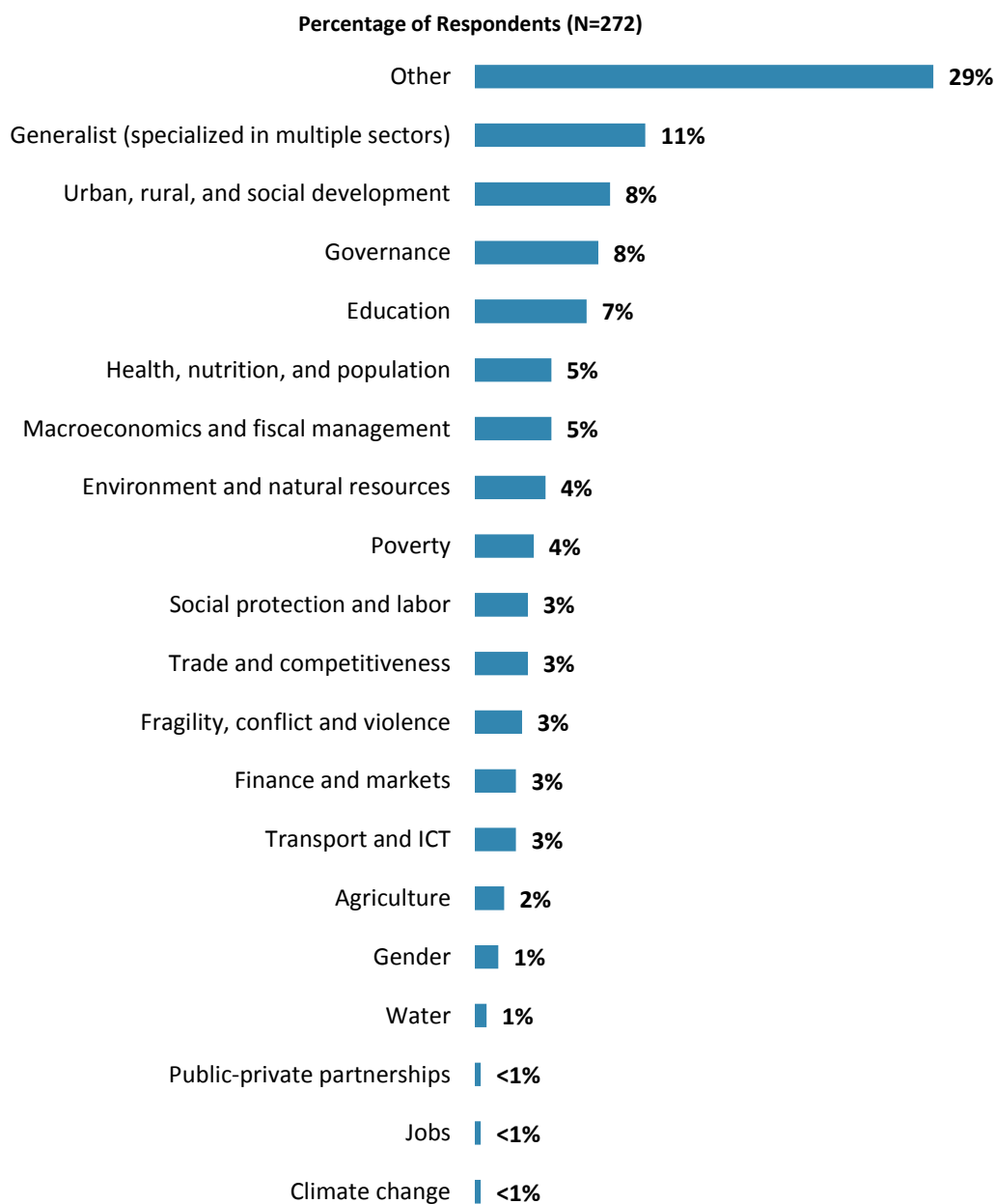


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



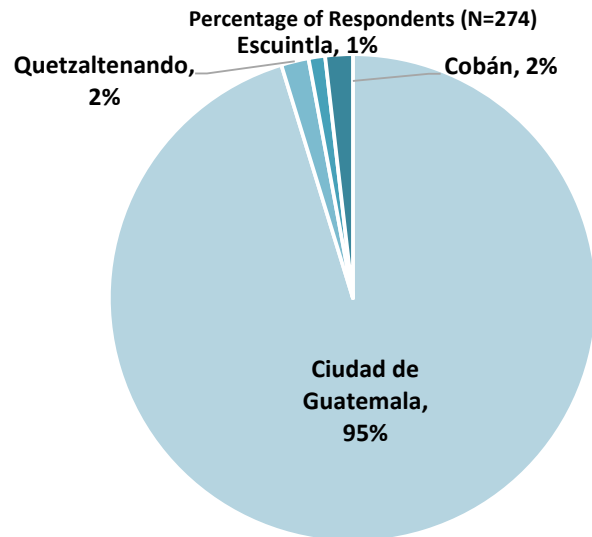
**“Please identify the primary specialization of your work.” (Respondents chose from a list.)**



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

#### Geographic Locations

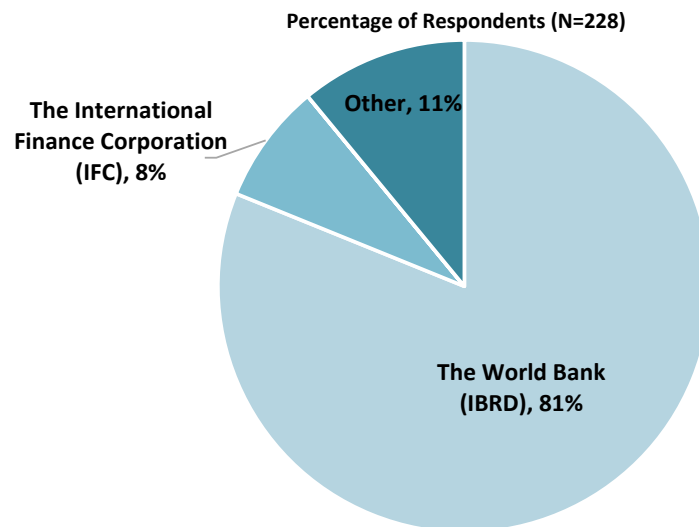
- Most respondents were from Guatemala City, therefore geographic comparisons were not conducted.



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

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#### Exposure to Agencies within the World Bank Group



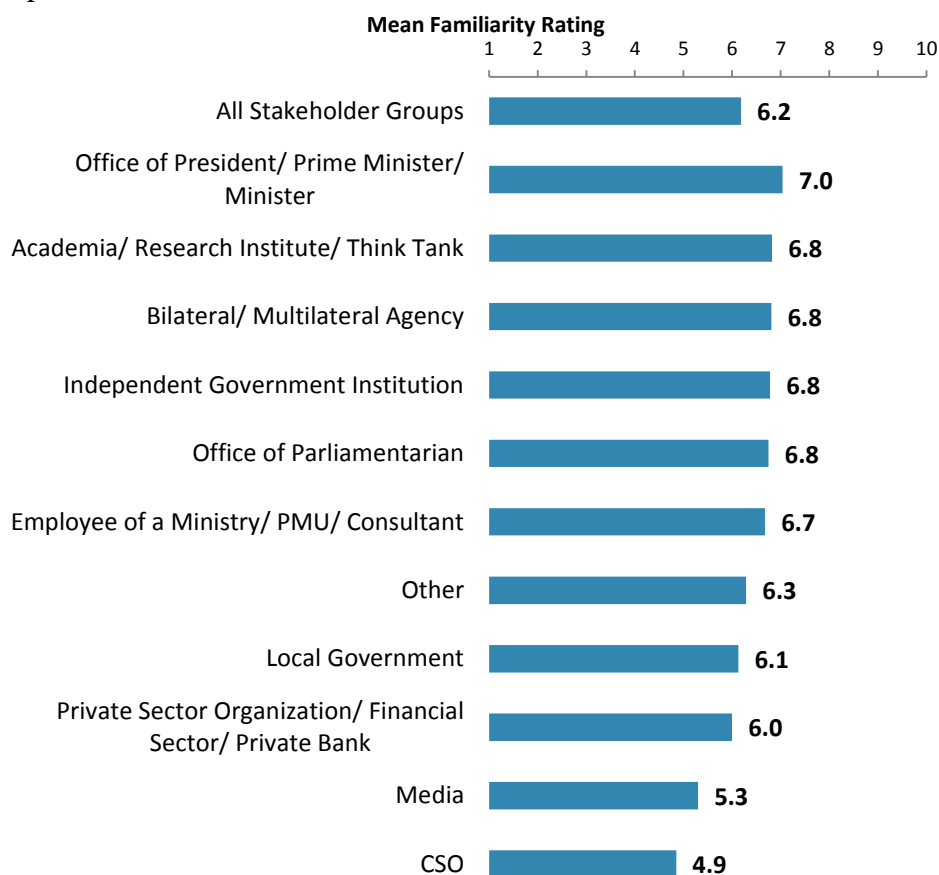
"Which of the following agencies of the World Bank Group do you primarily engage with in Guatemala?" (Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Guatemala, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Guatemala, and the extent to which the WBG contributes to the country's development results.



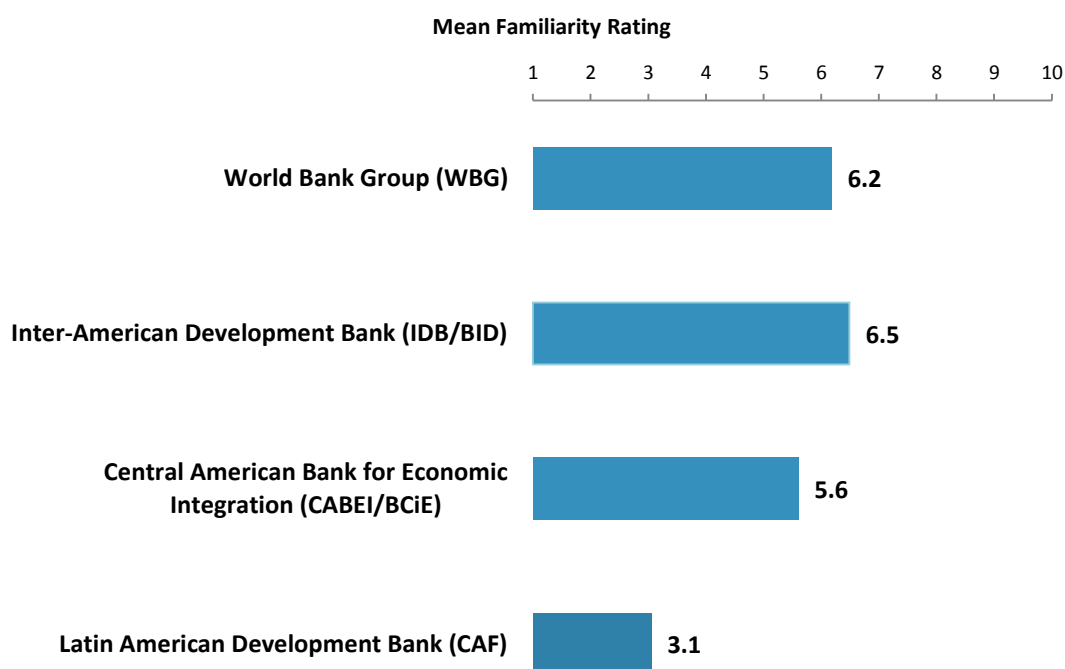
"How familiar are you with the work of the World Bank Group in Guatemala?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



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

#### Familiarity with the World Bank Group and other organizations

- Respondents were significantly *less* familiar with the WBG than the IDB. However, they were significantly *more* familiar with the WBG than the Central American Bank for Economic Integration and Latin American Development Bank.



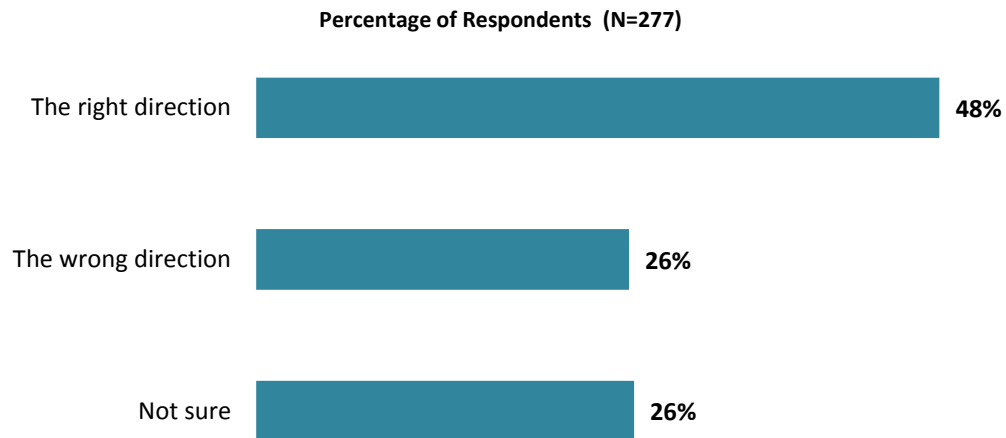
"How familiar are you with the work of these organizations in Guatemala?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing Guatemala

### Headed in the Right Direction

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and independent government institutions were significantly more likely to indicate that Guatemala is headed in the right direction, while respondents from the media and academia were significantly less positive about the prospect of Guatemala.

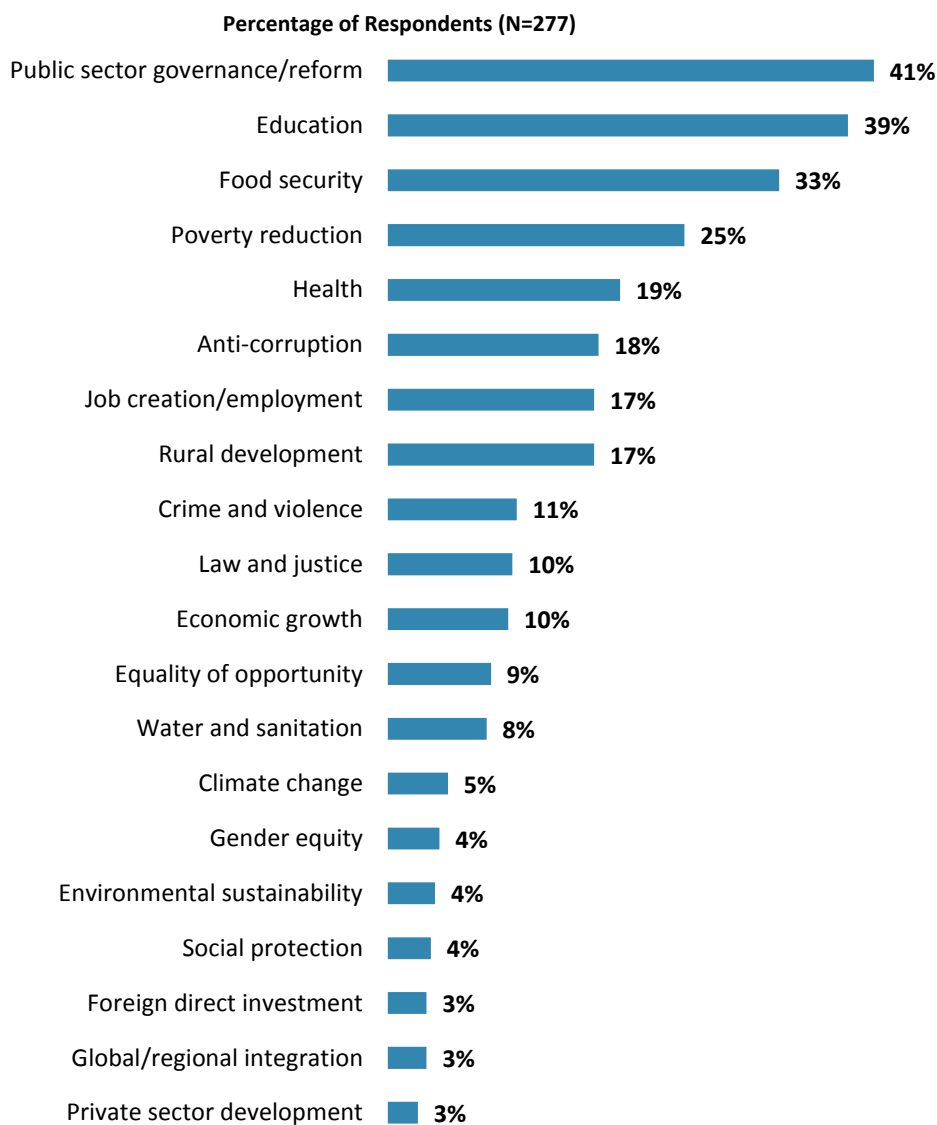


"In general, would you say that Guatemala is headed in ...?"  
(Respondents chose from a list.)



## IV. General Issues Facing Guatemala (continued)

### Development Priority

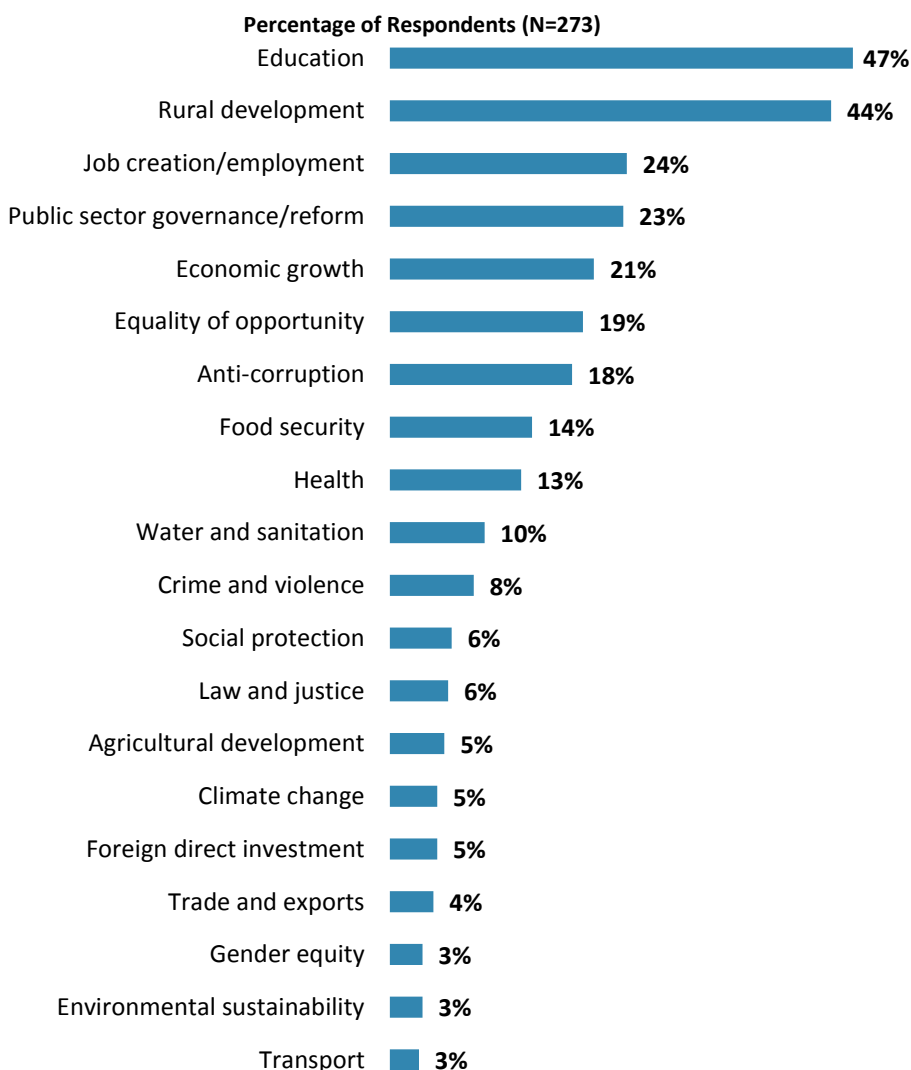


**"Listed below are a number of development priorities in Guatemala. Please identify which of the following you consider the most important development priorities in Guatemala. (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



## IV. General Issues Facing Guatemala (continued)

### What Would Contribute Most to Reducing Poverty



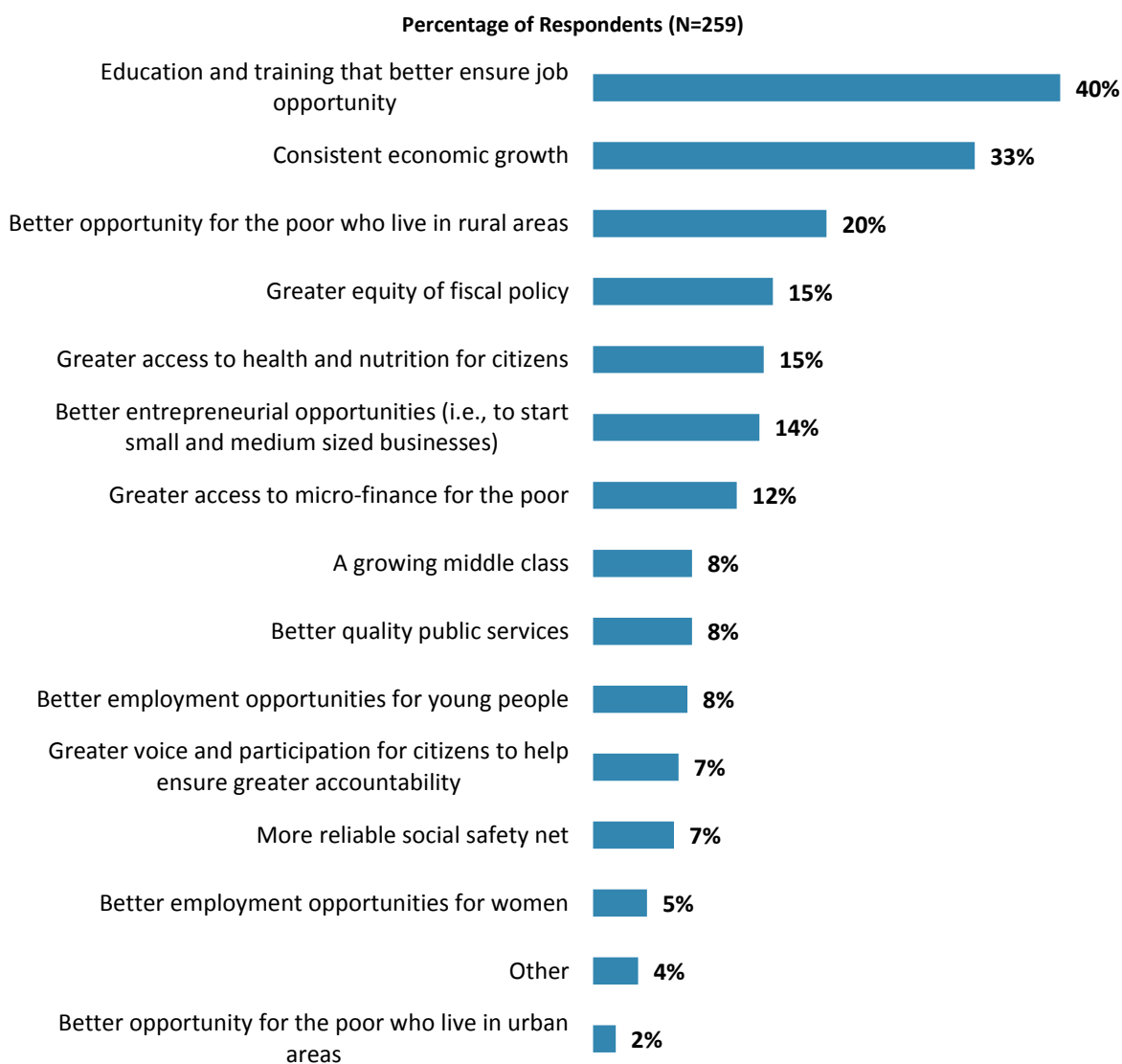
**"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty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

(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



## IV. General Issues Facing Guatemala (continued)

### Factors Contributing to “Shared Prosperity”

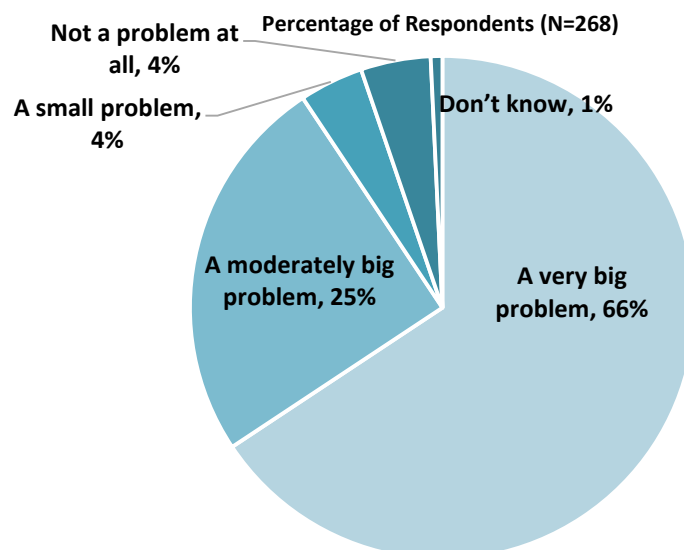


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



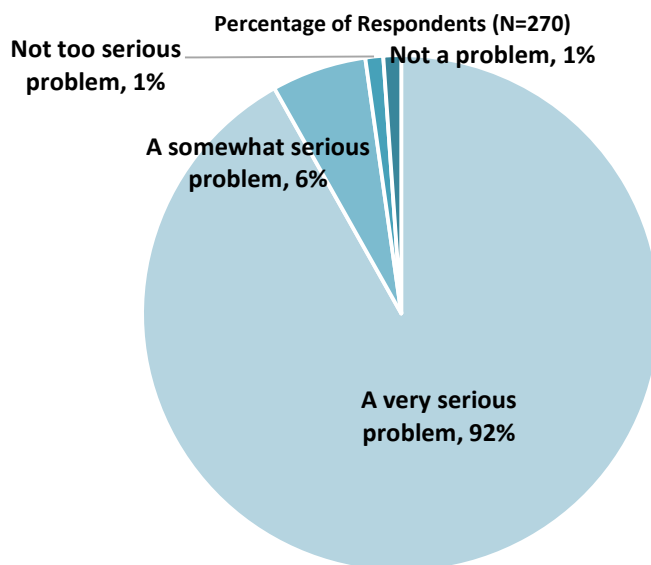
## IV. General Issues Facing Guatemala (continued)

### 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 Guatemala...?"  
(Respondents chose from a list.)

### Global Climate Change

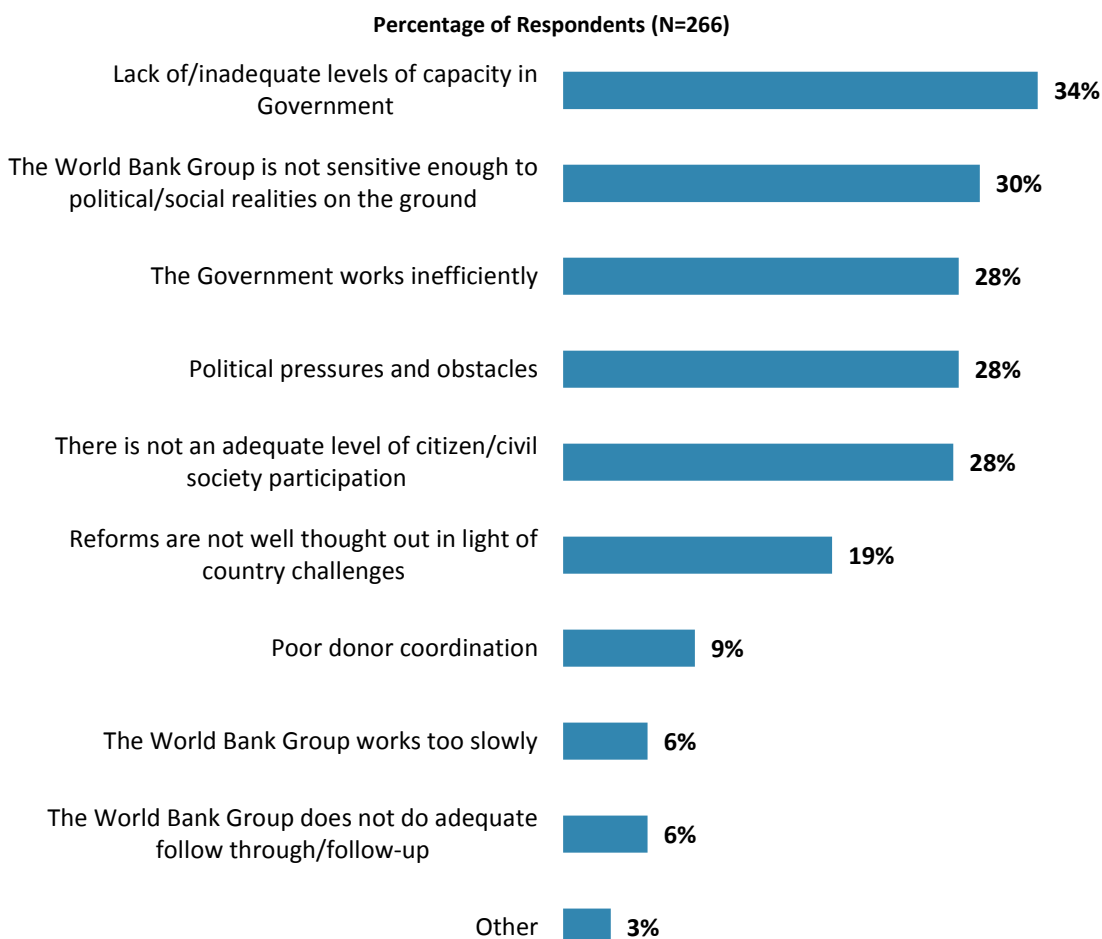


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem...?" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts



**"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.)

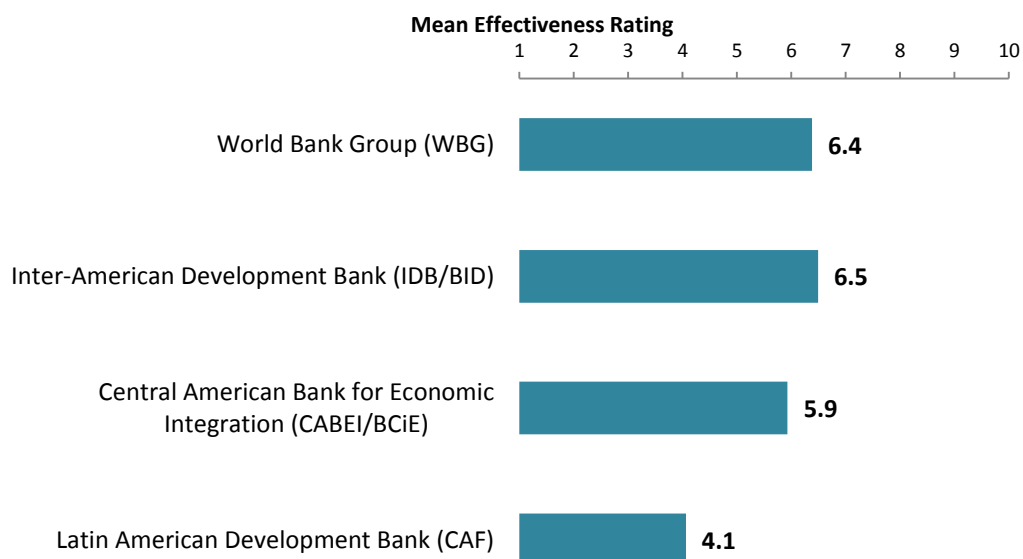


## V. Overall Attitudes toward the World Bank Group (continued)

*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 Effectiveness (Indicator Question)

- Respondents gave significantly higher ratings for the effectiveness of the WBG than that of the Central American Bank for Economic Integration and Latin American Development Bank. Respondents gave statistically similar ratings for the effectiveness of the WBG and the IDB.

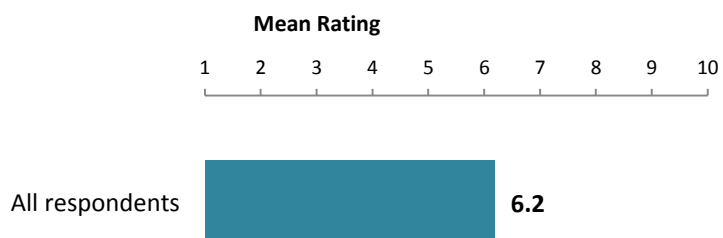


**"Overall, please rate your impression of the effectiveness of these organizations in Guatemala."**  
(1 - "Not effective at all", 10 - "Very effective")



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

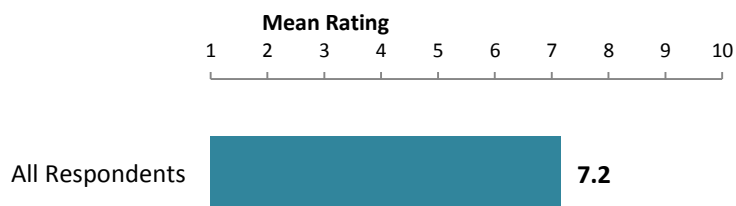
### Achieving Development Results (*Indicator Question*)



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

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### WBG Staff Preparedness



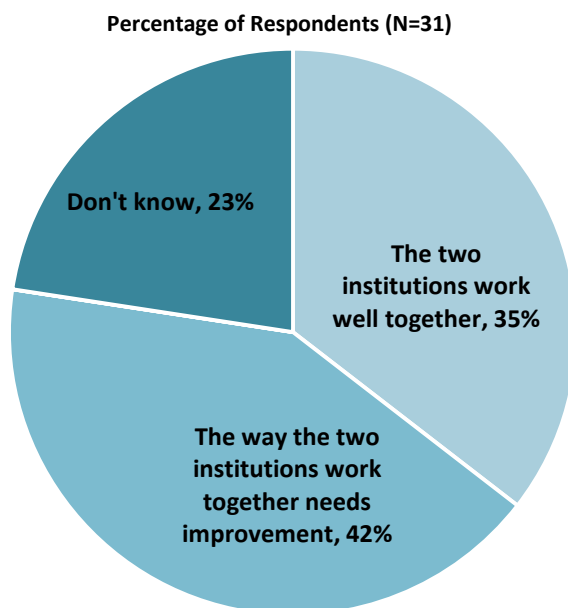
**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Guatemala solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")**



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

### 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.



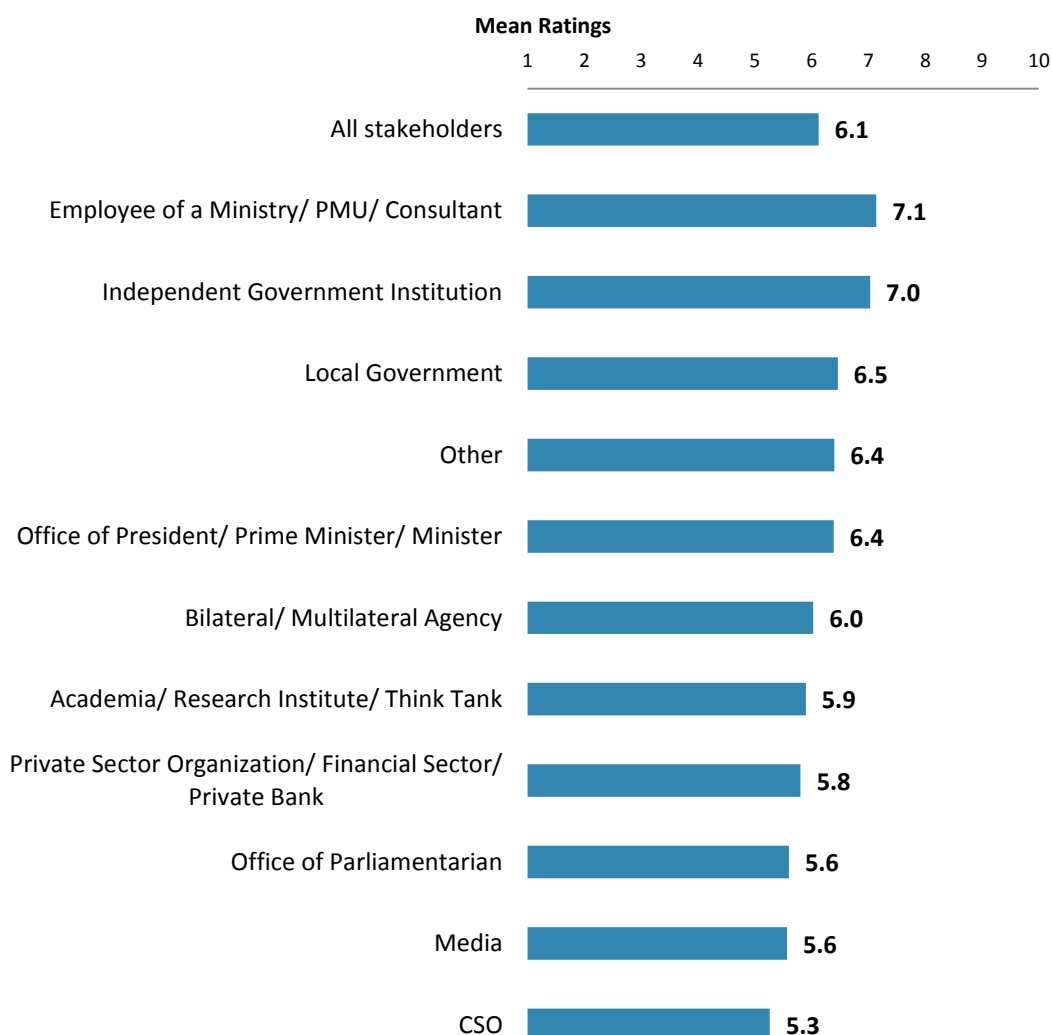
**“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Guatemala?” (Respondents chose from a list.)**  
(Note: No respondents believe that “the two institutions do not work well together.”)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from independent government institutions, ministries, PMUs and consultants/ contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 57).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher overall ratings (6.8) for the twenty six COS indicator questions than respondents who do not collaborate with the institution (6.0).

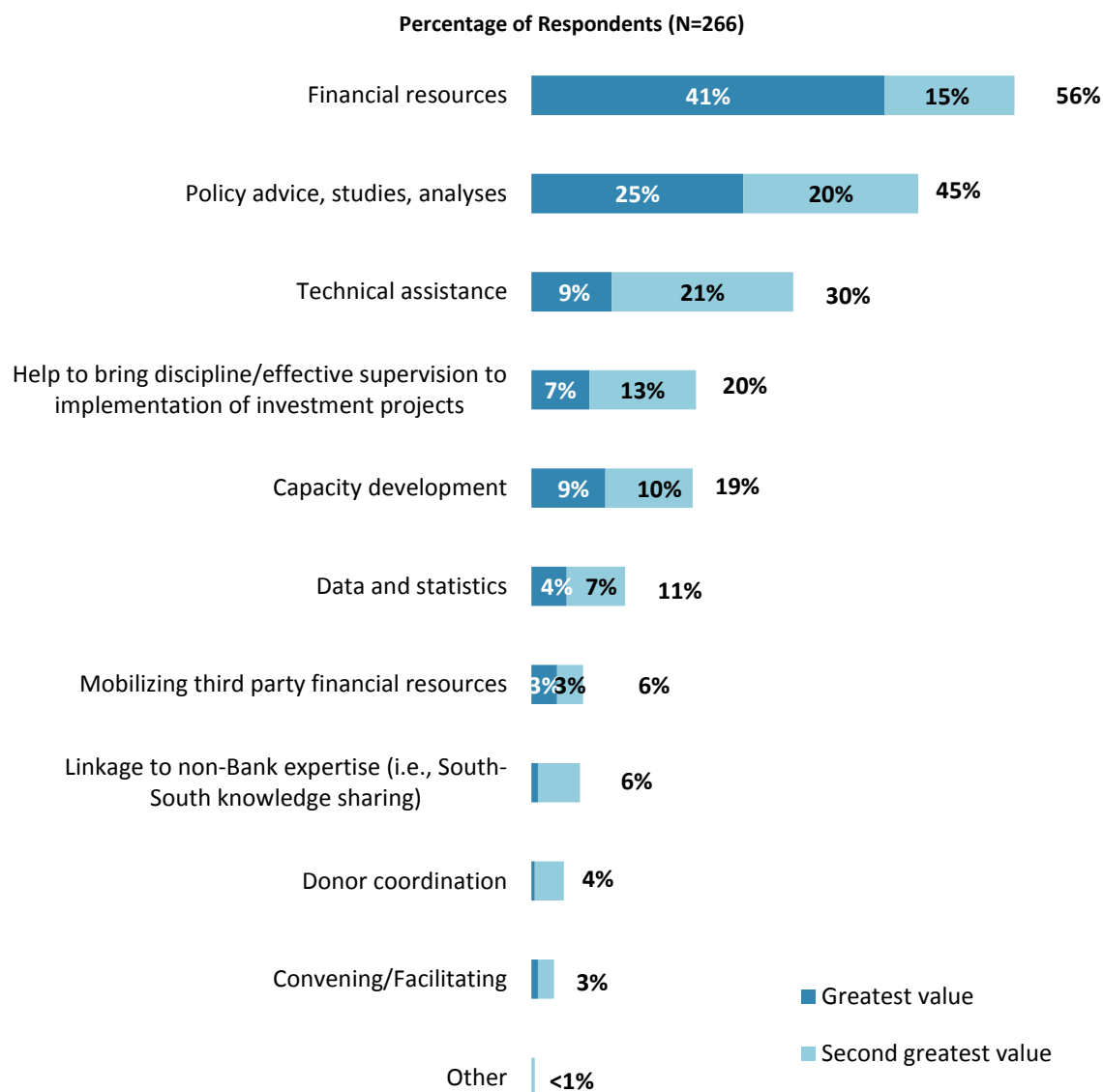


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

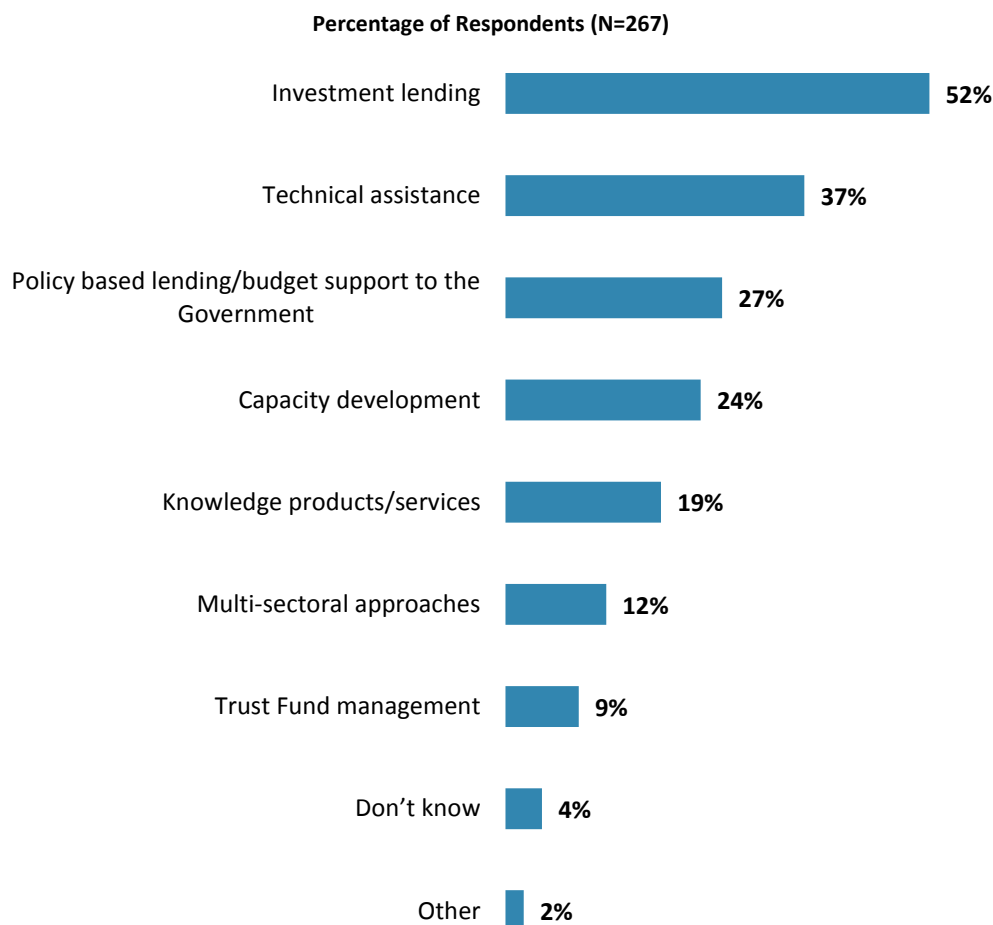


**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Guatemala?"**  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

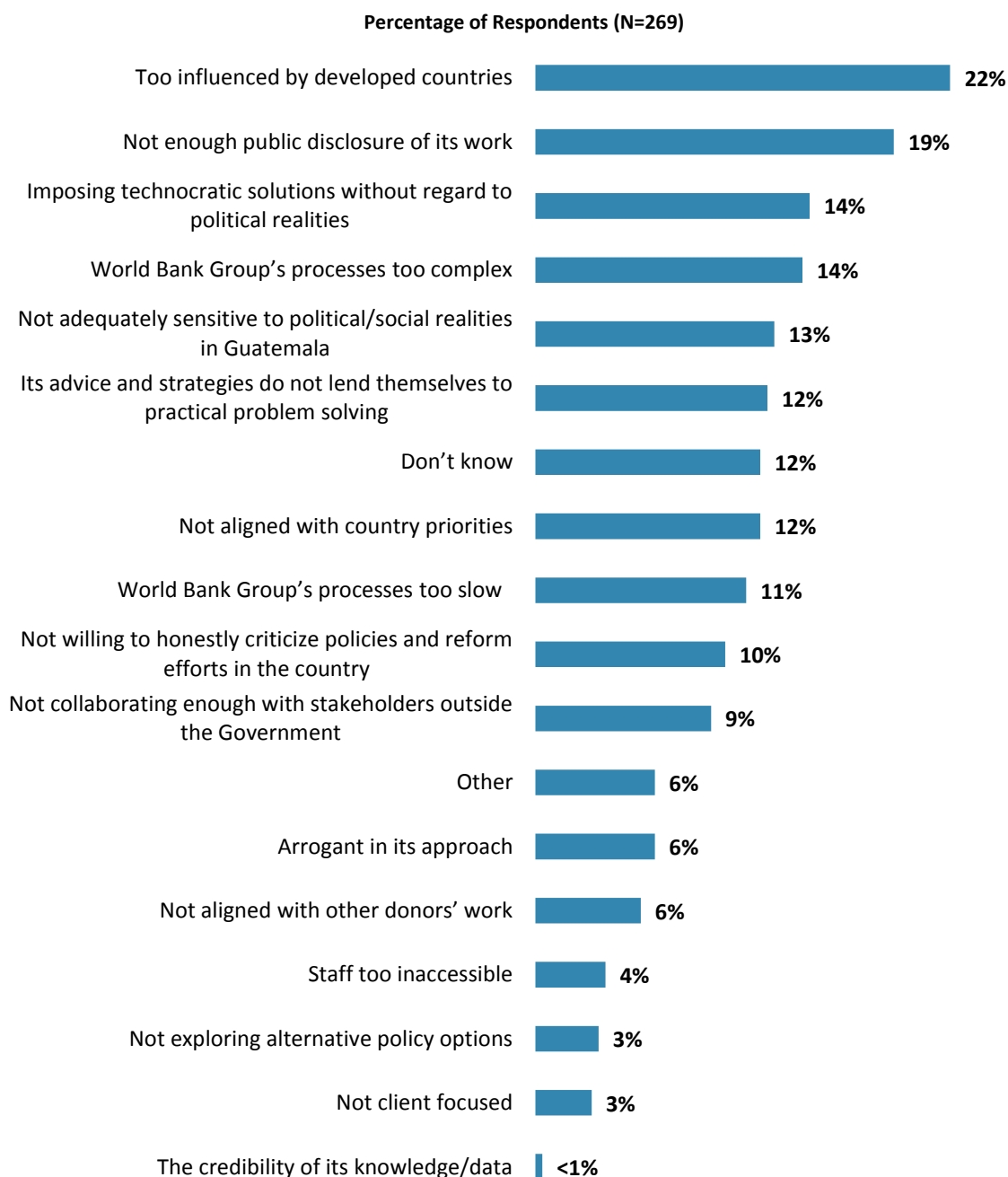


**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Guatemala? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

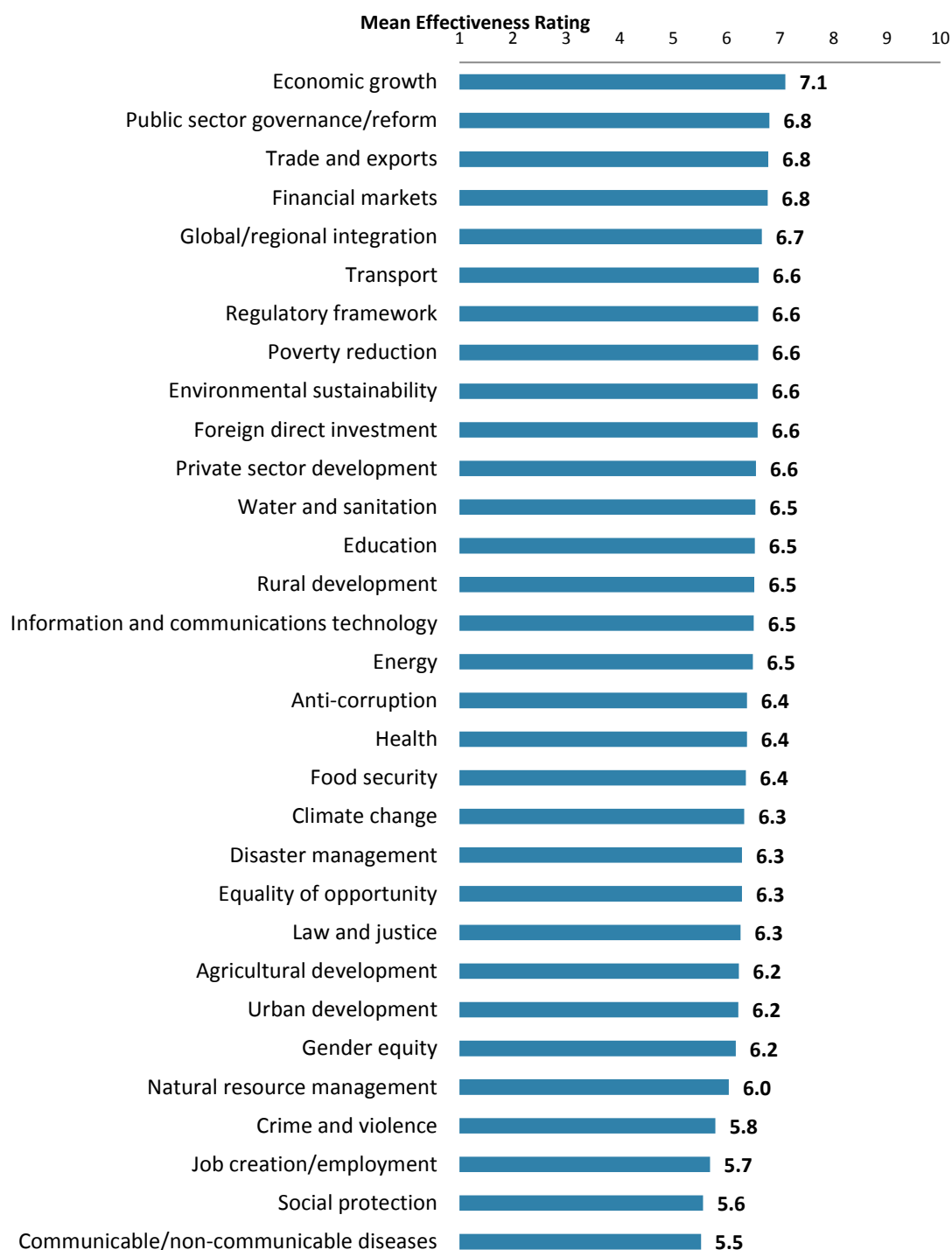


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas

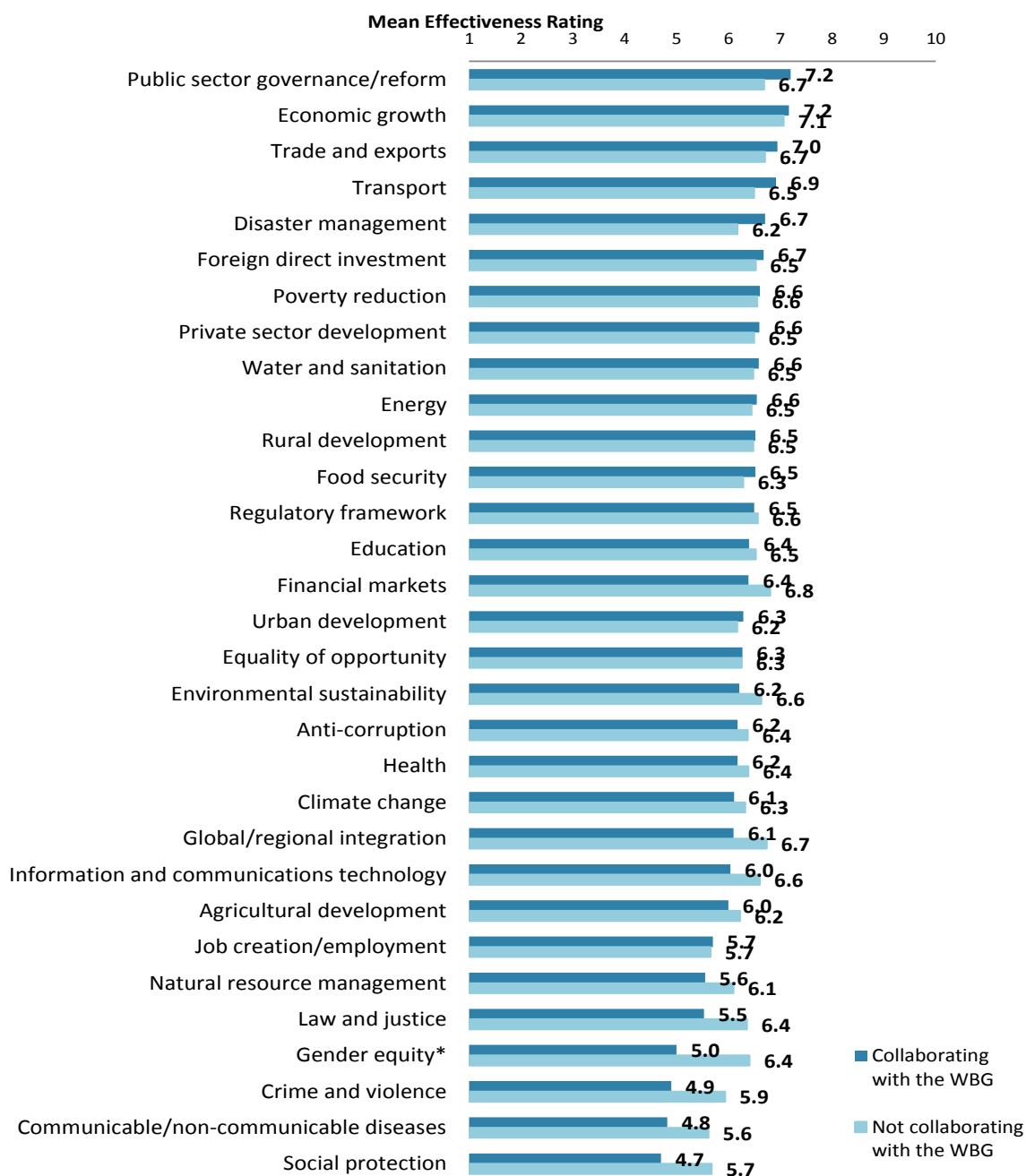


**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Guatemala?" (1-"Not effective at all", 10-"Very effective")**



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>1</sup>



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

<sup>1</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) 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)

### 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 Guatemala, bivariate correlational analyses were conducted using respondents' ratings of the thirty one specific areas of effectiveness.

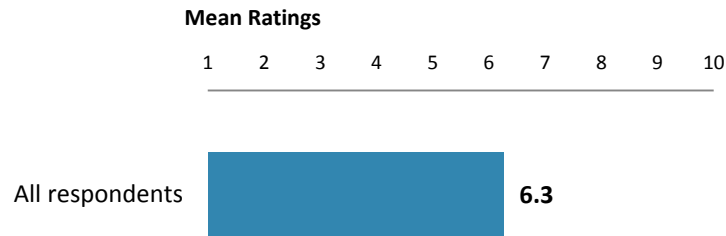
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Guatemala. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at food security;
  - The WBG's effectiveness at health; and
  - The WBG's effectiveness at anti corruption.
- 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 Guatemala, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at health;
  - The WBG's effectiveness at information and communications technology; and
  - The WBG's effectiveness at poverty reduction.



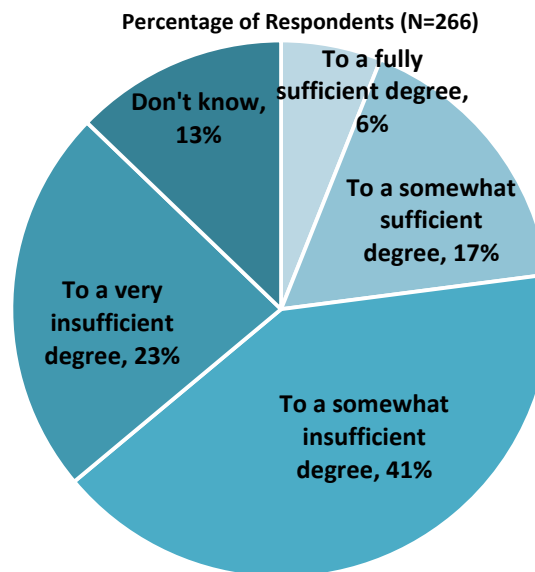
## VI. Sectoral Effectiveness (continued)

### 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 Guatemala?"  
(1-"to no degree at all", 10-"To a very significant degree")

### Helping the Poorest

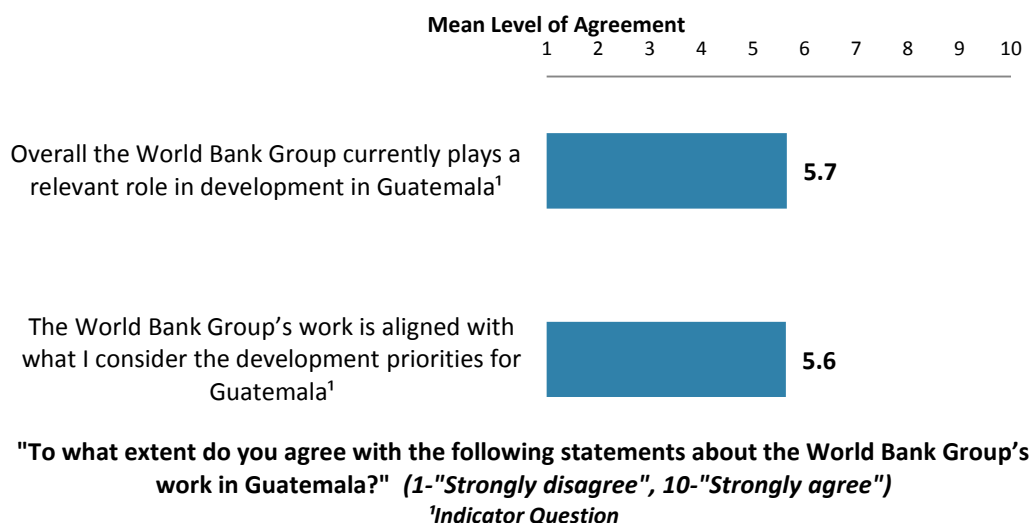


"To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala?" (Respondents chose from a list.)

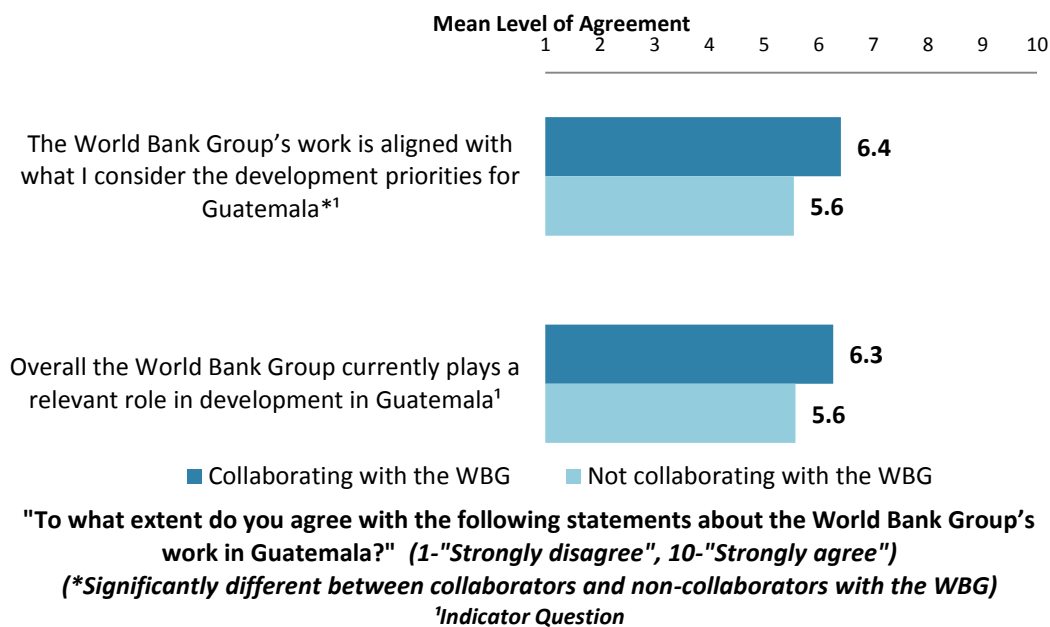


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Guatemala



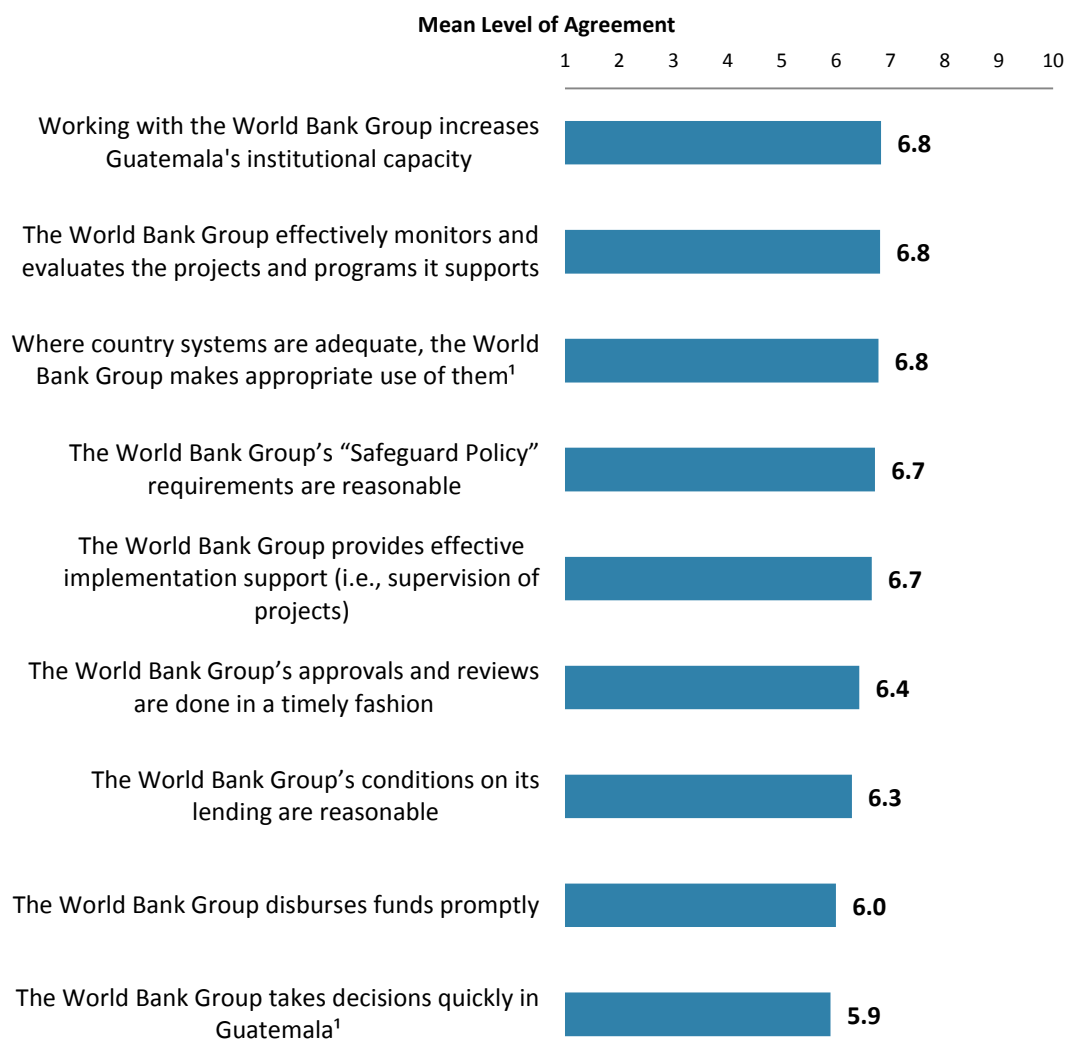
### The World Bank Group's Work in Guatemala: Collaboration





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

### Overall Perceptions



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

<sup>1</sup>Indicator Question



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

### Overall Perceptions: Collaboration

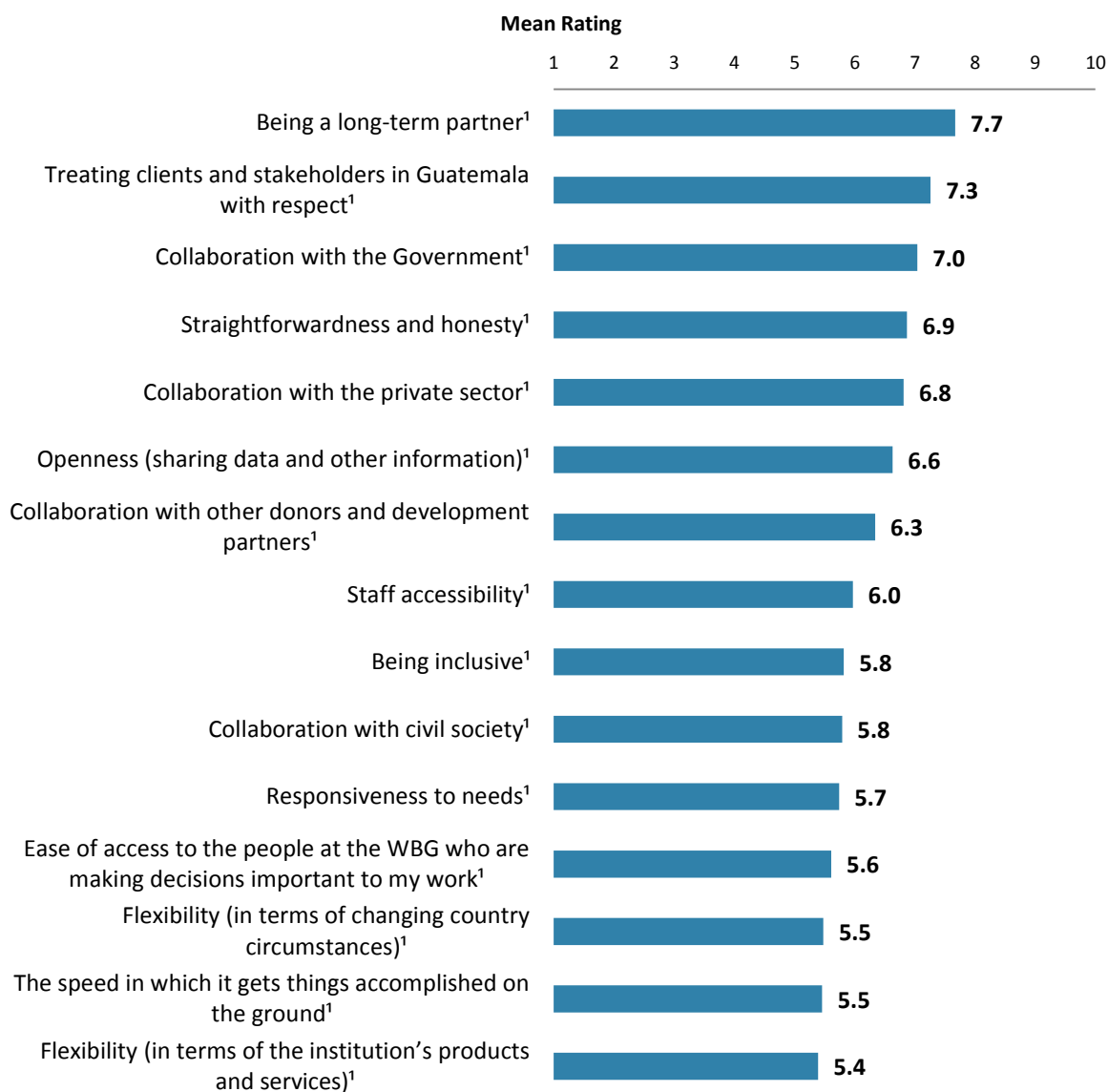


**"To what extent do you agree/disagree with the following statements?"**  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner



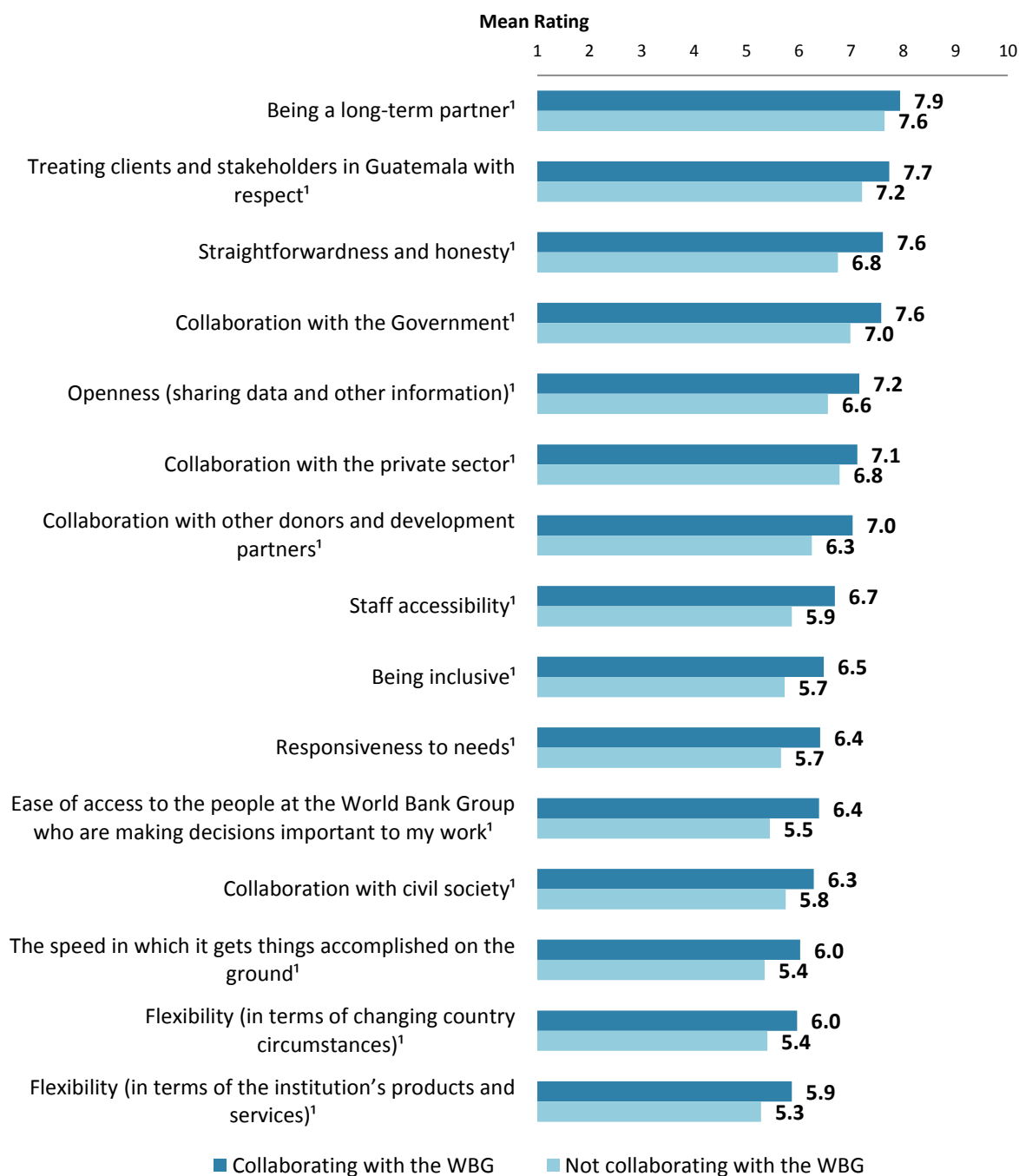
**"To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

*<sup>1</sup>Indicator Question*



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

### The WBG as an Effective Development Partner: Collaboration



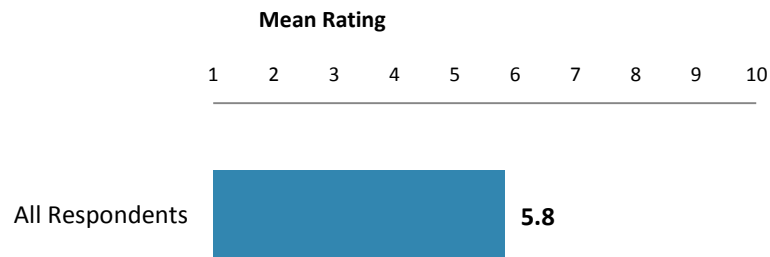
**"To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

*<sup>1</sup>Indicator Question*



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

### Internal Measuring and Monitoring

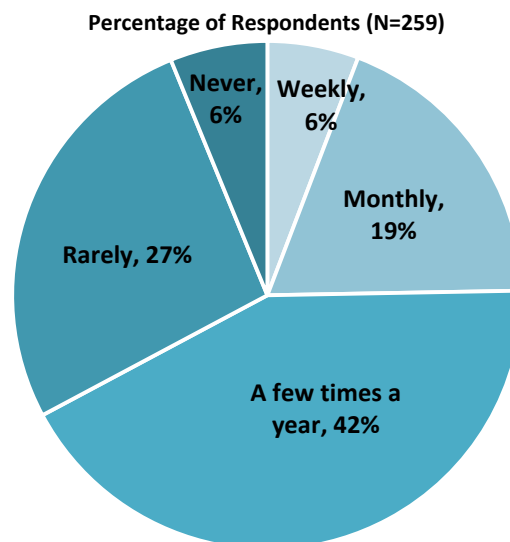


**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Guatemala?" (1-"To no degree at all", 10-"To a very significant degree")**



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

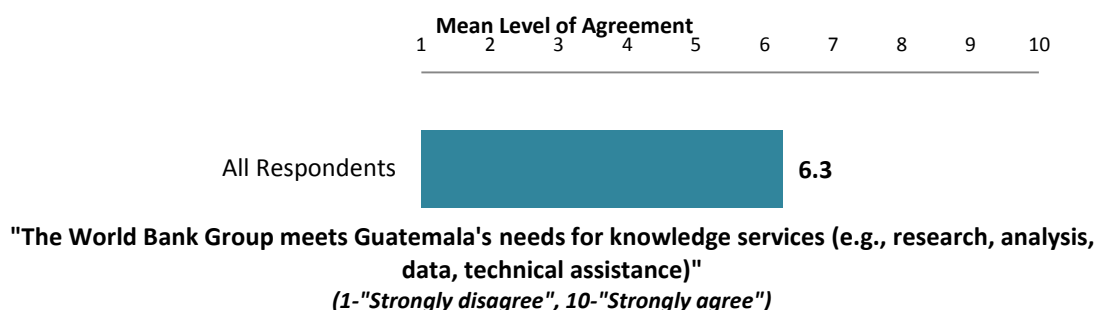


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

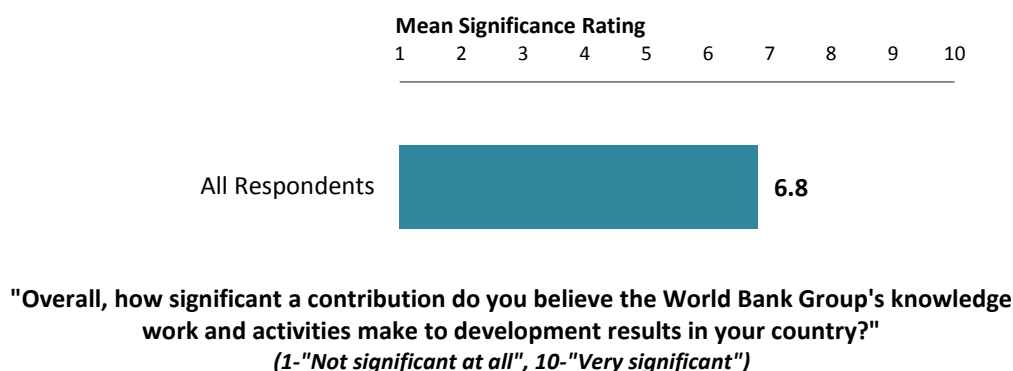


## VIII. World Bank Group's Knowledge and Instruments (continued)

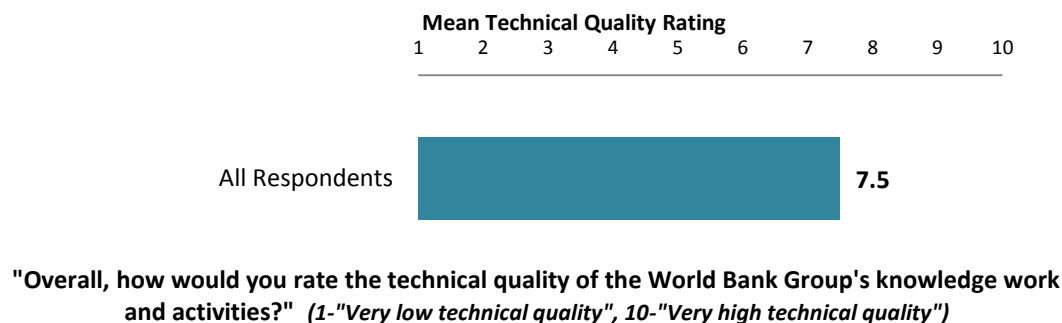
### Meeting Guatemala's Knowledge Needs (*Indicator Question*)



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



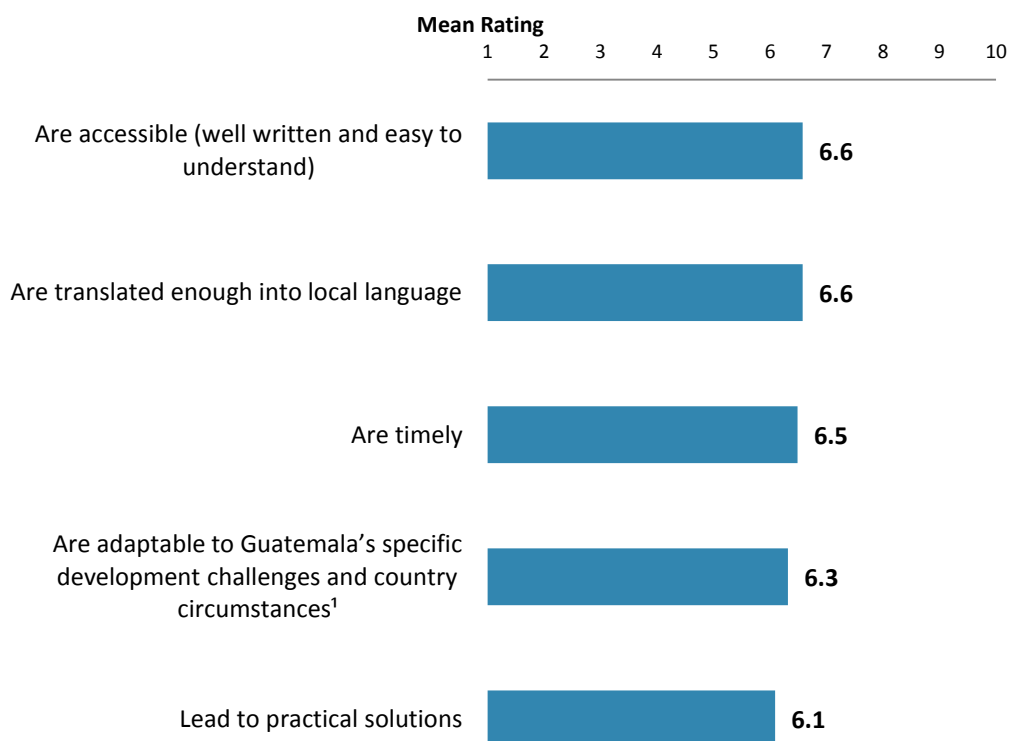
### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)





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

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

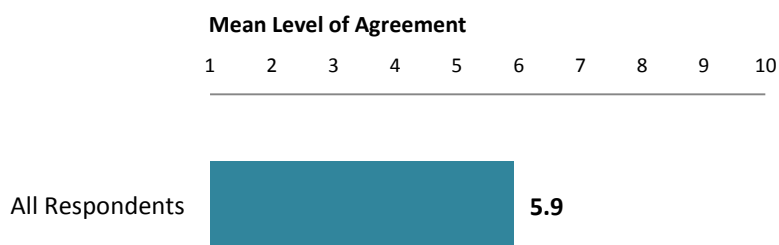


"In Guatemala, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")



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

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

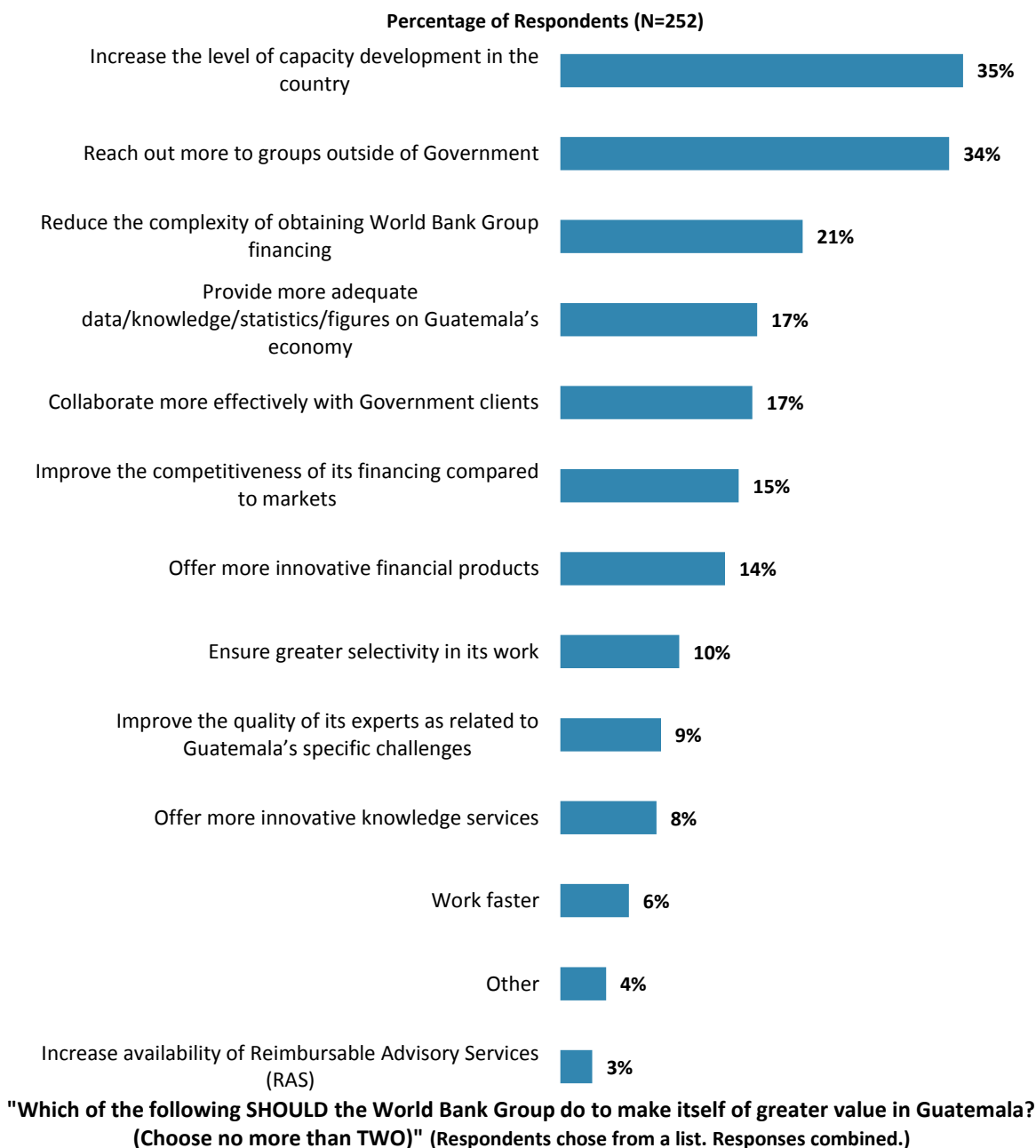


**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Guatemala."**  
(1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the World Bank Group in Guatemala

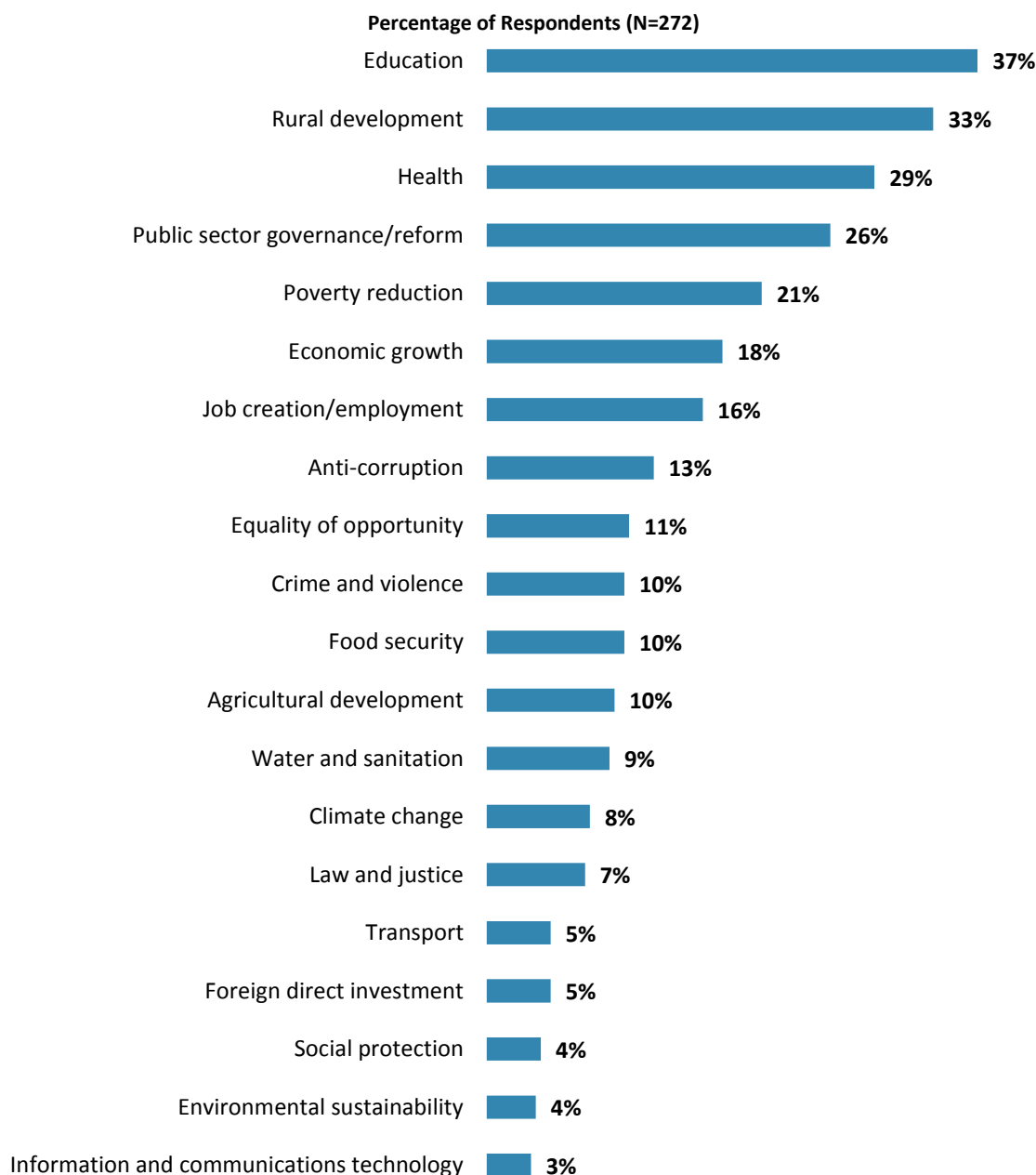
### Making the World Bank Group of Greater Value





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

### Where the World Bank Group Should Focus its Resources



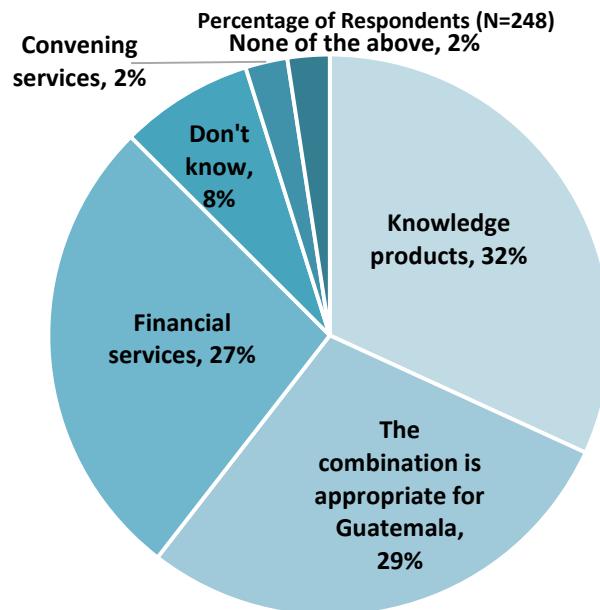
**“When thinking about how the World Bank Group can have the most impact on development results in Guatemala, in which sectoral areas do you believe the WBG should focus most of its resources in Guatemala? (Choose no more than THREE)”**

(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



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

### Future Combination of the WBG Services



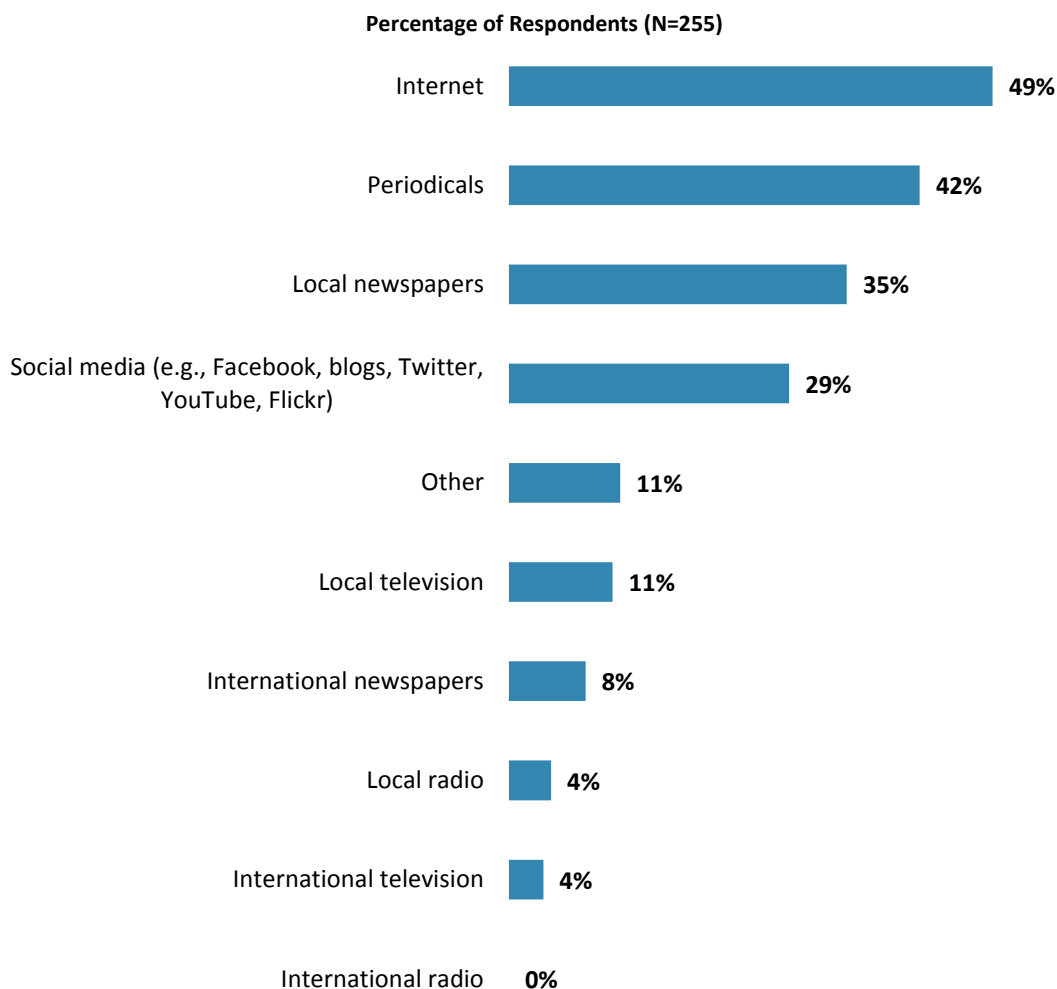
"When considering the combination of services that the World Bank Group offers in Guatemala, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Guatemala?"  
(Respondents chose from a list.)



## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for all responses by stakeholder groups.*

### General Information Sources

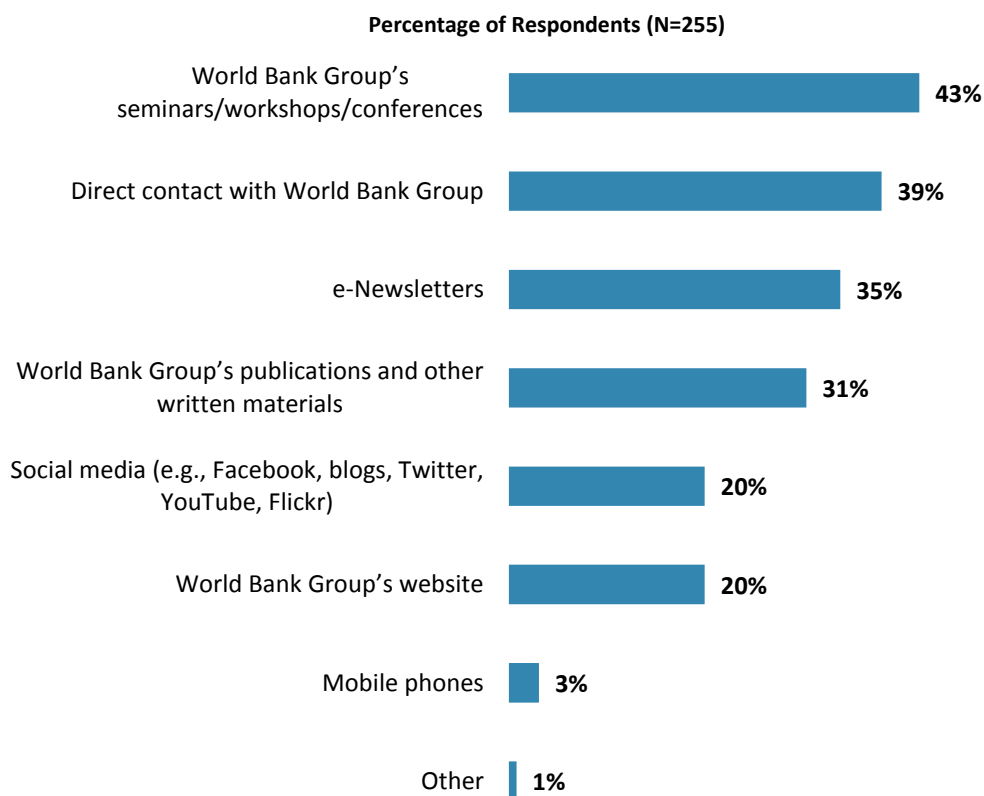


**"How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)"** (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources



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



## X. Communication and Outreach (continued)

### Access to Information

Percentage of Respondents (N=244)

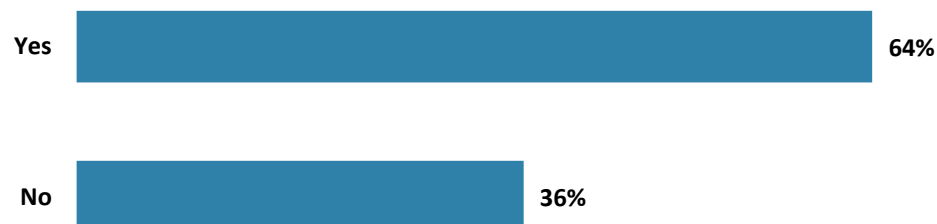


"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

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### The WBG Website Usage

Percentage of Respondents (N=253)

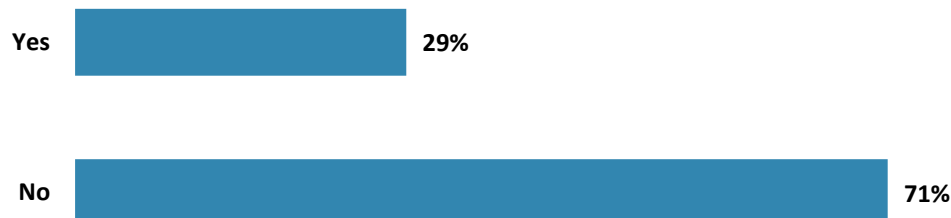


"Do you use/have you used the World Bank Group website?"

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### Use of the WBG's Social Media Channels

Percentage of Respondents (N=252)



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



## XI. Appendices

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### Guatemala





## Appendix A: Responses to All Questions across All Respondents (N=279)

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 Guatemala

1. In general would you say that Guatemala is headed in ... ?	Percentage of Respondents (N=277)
The right direction	47.7%
The wrong direction	26.0%
Not sure	26.4%

2. Listed below are a number of development priorities in Guatemala. Please identify which of the following you consider the most important development priorities in Guatemala? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=277)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	40.8%
Education	38.6%
Food security	32.9%
Poverty reduction	24.9%
Health	19.5%
Anti-corruption	17.7%
Job creation/employment	17.3%
Rural development	17.3%
Crime and violence	10.8%
Law and justice (e.g., judicial system)	10.5%
Economic growth	10.1%
Equality of opportunity (i.e., equity)	8.7%
Water and sanitation	8.3%
Climate change (e.g., mitigation, adaptation)	5.1%
Gender equity	4.3%
Environmental sustainability	4.0%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Foreign direct investment	3.2%
Global/regional integration	3.2%
Private sector development	2.5%
Regulatory framework	2.5%
Trade and exports	2.2%
Urban development	1.8%
Disaster management	1.8%
Natural resource management (e.g., oil, gas, mining)	1.4%
Agricultural development	1.4%
Information and communications technology	1.1%
Financial markets	1.1%
Energy	0.4%
Transport (e.g., roads, bridges, transportation)	0.4%
Communicable/non-communicable diseases	0.0%

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

<b>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 Guatemala? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=273)</b>
Education	46.5%
Rural development	44.3%
Job creation/employment	23.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.4%
Economic growth	20.5%
Equality of opportunity (i.e., equity)	19.4%
Anti-corruption	18.3%
Food security	14.3%
Health	13.2%
Water and sanitation	9.5%
Crime and violence	8.4%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Law and justice (e.g., judicial system)	5.9%
Agricultural development	5.5%
Climate change (e.g., mitigation, adaptation)	4.8%
Foreign direct investment	4.8%
Trade and exports	4.4%
Gender equity	3.3%
Environmental sustainability	3.3%
Transport (e.g., roads, bridges, transportation)	2.9%
Private sector development	2.6%
Urban development	2.6%
Natural resource management (e.g., oil, gas, mining)	2.2%
Disaster management	1.8%
Regulatory framework	1.8%
Information and communications technology	1.8%
Global/regional integration	1.1%
Financial markets	1.1%
Communicable/non-communicable diseases	0.4%
Energy	0.0%

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

<b>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 Guatemala? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=259)</b>
Education and training that better ensure job opportunity	40.2%
Consistent economic growth	32.8%
Better opportunity for the poor who live in rural areas	20.1%
Greater equity of fiscal policy	15.4%
Greater access to health and nutrition for citizens	14.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.3%
Greater access to micro-finance for the poor	12.4%
A growing middle class	8.5%
Better quality public services	8.5%
Better employment opportunities for young people	8.1%
Greater voice and participation for citizens to help ensure greater accountability	7.3%
More reliable social safety net	6.9%
Better employment opportunities for women	4.6%
Other	3.9%
Better opportunity for the poor who live in urban areas	1.9%

<b>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 Guatemala? (Select only ONE response)</b>	<b>Percentage of Respondents (N=268)</b>
A very big problem	65.7%
A moderately big problem	25.0%
A small problem	4.1%
Not a problem at all	4.5%
Don't know	0.7%

<b>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)</b>	<b>Percentage of Respondents (N=270)</b>
A very serious problem	91.9%
A somewhat serious problem	5.9%
Not too serious problem	1.1%
Not a problem	1.1%
Don't know	0.0%

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

<b>How familiar are you with the work of these organizations in Guatemala? (1-Not familiar at all, 10-Extremely familiar)</b>	<b>Familiarity</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. World Bank Group (WBG)	271	0	6.18	2.47
2. Inter-American Development Bank (IDB/BID)	269	0	6.49	2.40
3. Latin American Development Bank (CAF)	267	0	3.05	2.31
4. Central American Bank for Economic Integration (CABEI/BCiE)	269	0	5.60	2.73

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

Overall, please rate your impression of the effectiveness of these organizations in Guatemala. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
5. World Bank Group (WBG)*	236	32	6.38	2.19
6. Inter-American Development Bank (IDB/BID)	241	27	6.49	2.18
7. Latin American Development Bank (CAF)	118	141	4.06	2.64
8. Central American Bank for Economic Integration (CABEI/BCiE)	213	54	5.93	2.44

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 Guatemala solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	219	50	7.16	2.19

10. When thinking about how the World Bank Group can have the most impact on development results in Guatemala, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=272)
Education	36.8%
Rural development	33.5%
Health	29.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.7%
Poverty reduction	20.6%
Economic growth	17.6%
Job creation/employment	16.2%
Anti-corruption	12.5%
Equality of opportunity (i.e., equity)	10.7%
Crime and violence	10.3%
Food security	10.3%
Agricultural development	9.6%
Water and sanitation	9.2%
Climate change (e.g., mitigation, adaptation)	7.7%
Law and justice (e.g., judicial system)	7.4%
Transport (e.g., roads, bridges, transportation)	4.8%
Foreign direct investment	4.8%
Social protection (e.g., pensions, targeted social assistance)	4.0%
Environmental sustainability	3.7%
Information and communications technology	3.3%
Trade and exports	3.3%
Private sector development	2.9%
Regulatory framework	2.2%
Gender equity	2.2%
Urban development	2.2%
Financial markets	1.8%
Global/regional integration	1.5%
Natural resource management (e.g., oil, gas, mining)	1.5%
Energy	1.1%
Disaster management	1.1%
Communicable/non-communicable diseases	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 Guatemala?	Percentage of Respondents (N=266)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	41.4%	15.2%	56.5%
Policy advice, studies, analyses	24.8%	20.5%	45.3%
Technical assistance	9.4%	21.2%	30.6%
Help to bring discipline/effective supervision to implementation of investment projects	6.8%	12.5%	19.3%
Capacity development	8.6%	10.2%	18.9%
Data and statistics	4.1%	6.8%	11.0%
Mobilizing third party financial resources	3.0%	3.0%	6.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.8%	4.9%	5.7%
Donor coordination	0.4%	3.4%	3.8%
Convening/Facilitating	0.8%	1.9%	2.6%
Other	0.0%	0.4%	0.4%

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=269)
Too influenced by developed countries	21.9%
Not enough public disclosure of its work	19.0%
Imposing technocratic solutions without regard to political realities	14.5%
World Bank Group's processes too complex	14.1%
Not adequately sensitive to political/social realities in Guatemala	12.6%
Its advice and strategies do not lend themselves to practical problem solving	12.3%
Don't know	11.9%
Not aligned with country priorities	11.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	11.2%
Not willing to honestly criticize policies and reform efforts in the country	10.0%
Not collaborating enough with stakeholders outside the Government	9.3%
Other	6.3%
Arrogant in its approach	6.3%
Not aligned with other donors' work	5.6%
Staff too inaccessible	3.7%
Not exploring alternative policy options	3.3%
Not client focused	3.0%
The credibility of its knowledge/data	0.4%

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=267)
Investment lending (financing specific projects)	52.1%
Technical assistance (advice, best practice, international experience, etc.)	36.7%
Policy based lending/budget support to the Government	26.6%
Capacity development	24.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	19.1%
Multi-sectoral approaches	12.4%
Trust Fund management	9.0%
Don't know	4.5%
Other	2.2%

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

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (Select only ONE response)</b>	<b>Percentage of Respondents (N=266)</b>
To a fully sufficient degree	6.0%
To a somewhat sufficient degree	16.9%
To a somewhat insufficient degree	41.0%
To a very insufficient degree	23.3%
Don't know	12.8%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Guatemala? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
15. Overall the World Bank Group currently plays a relevant role in development in Guatemala*	250	19	5.66	2.27
16. The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	241	28	5.64	2.25

<b>To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
17. Responsiveness to needs*	239	21	5.74	2.32
18. Flexibility (in terms of the institution's products and services)*	211	44	5.39	2.22
19. Flexibility (in terms of changing country circumstances)*	222	36	5.48	2.22
20. Being inclusive*	214	41	5.82	2.27
21. Openness (sharing data and other information)*	219	36	6.63	2.11
22. Collaboration with the Government*	226	32	7.04	2.06
23. The speed in which it gets things accomplished on the ground*	192	59	5.46	2.12
24. Ease of access to the people at the World Bank Group who are making decisions important to my work*	206	52	5.61	2.57
25. Collaboration with civil society*	201	56	5.79	2.46
26. Staff accessibility*	199	57	5.97	2.46
27. Collaboration with other donors and development partners*	192	65	6.34	2.26
28. Collaboration with the private sector*	183	71	6.81	2.35
29. Straightforwardness and honesty*	208	47	6.87	2.41
30. Treating clients and stakeholders in Guatemala with respect*	197	61	7.26	2.28
31. Being a long-term partner*	207	51	7.67	2.26

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=266)</b>
Lack of/inadequate levels of capacity in Government	33.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.7%
The Government works inefficiently	28.2%
Political pressures and obstacles	28.2%
There is not an adequate level of citizen/civil society participation	27.8%
Reforms are not well thought out in light of country challenges	19.2%
Poor donor coordination	9.4%
The World Bank Group works too slowly	6.0%
The World Bank Group does not do adequate follow through/follow-up	6.0%
Other	3.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Guatemala? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	229	27	6.35	2.78
2. Financial markets	223	31	7.25	2.20
3. Transport (e.g., roads, bridges, transportation)	229	24	6.93	2.37
4. Anti corruption	235	25	7.49	2.68
5. Law and justice (e.g., judicial system)	234	22	7.06	2.72
6. Urban development	238	20	7.13	2.42
7. Environmental sustainability	233	25	7.61	2.41
8. Trade and exports	229	26	7.25	2.25
9. Information and communications technology	234	21	7.18	2.33
10. Poverty reduction	245	15	8.36	2.17
11. Gender equity	236	21	6.86	2.76
12. Private sector development	231	26	6.70	2.65
13. Foreign direct investment	228	28	7.36	2.36
14. Water and sanitation	234	25	7.62	2.35
15. Regulatory framework	223	34	6.71	2.42
16. Economic growth	236	23	7.97	2.13
17. Energy	224	29	6.97	2.45
18. Disaster management	223	30	6.68	2.55
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	232	27	7.78	2.39
20. Job creation/employment	234	24	7.03	2.70
21. Communicable/non-communicable diseases	221	36	5.90	2.62
22. Equality of opportunity (i.e., equity)	233	27	6.85	2.72
23. Social protection (e.g., pensions, targeted social assistance)	230	27	6.32	2.59
24. Rural development	240	21	7.61	2.54
25. Global/regional integration	222	34	6.87	2.44
26. Food security	228	27	7.54	2.58
27. Natural resource management (e.g., oil, gas, mining)	228	31	6.71	2.57
28. Health	237	23	7.55	2.59
29. Climate change (e.g., mitigation, adaptation)	231	27	7.59	2.51
30. Agricultural development	237	22	7.61	2.37
31. Education	240	20	8.15	2.47

**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 Guatemala? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	109	150	6.17	2.59
2. Information and communications technology	114	145	6.51	2.20
3. Transport (e.g., roads, bridges, transportation)	127	132	6.60	2.12
4. Crime and violence	111	148	5.79	2.49
5. Law and justice (e.g., judicial system)	125	134	6.26	2.52
6. Urban development	132	126	6.22	2.35
7. Environmental sustainability	140	118	6.58	2.31
8. Regulatory framework	133	124	6.59	2.05
9. Communicable/non-communicable diseases	96	161	5.52	2.28
10. Poverty reduction	173	83	6.59	2.47
11. Anti corruption	141	117	6.38	2.58
12. Private sector development	137	121	6.55	2.51
13. Foreign direct investment	129	127	6.58	2.38
14. Water and sanitation	136	123	6.54	2.17
15. Trade and exports	134	125	6.78	2.24
16. Economic growth	162	97	7.10	2.17
17. Health	144	112	6.38	2.39
18. Disaster management	129	128	6.29	2.53
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	171	87	6.80	2.32
20. Job creation/employment	133	126	5.69	2.49
21. Financial markets	128	131	6.77	2.22
22. Equality of opportunity (i.e., equity)	131	128	6.29	2.45
23. Energy	128	129	6.49	2.19
24. Rural development	157	101	6.52	2.36
25. Global/regional integration	124	129	6.66	2.14
26. Food security	140	112	6.36	2.42
27. Education	161	97	6.53	2.44
28. Social protection (e.g., pensions, targeted social assistance)	125	135	5.56	2.47
29. Climate change (e.g., mitigation, adaptation)	131	127	6.33	2.44
30. Agricultural development	138	118	6.23	2.45
31. Natural resource management (e.g., oil, gas, mining)	122	137	6.04	2.41
<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Guatemala? (1-To no degree at all, 10-To a very significant degree)	242	19	6.19	2.15

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

<b>To what extent do you agree with the following statements about the World Bank Group in Guatemala? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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 Guatemala*	232	28	5.92	2.20
5. The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	236	25	6.26	2.13

<b>Measuring/Correcting the World Bank Group's Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Guatemala? (1-To no degree at all, 10-To a very significant degree)	199	62	5.83	2.04

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=259)</b>
Weekly	5.8%
Monthly	18.9%
A few times a year	42.5%
Rarely	26.6%
Never	6.2%

<b>In Guatemala, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	227	28	6.49	2.02
3. Lead to practical solutions	219	32	6.09	2.07
4. Are accessible (well written and easy to understand)	223	32	6.58	2.08
5. Are translated enough into local language	215	38	6.58	2.49
6. Are adaptable to Guatemala's specific development challenges and country circumstances*	228	29	6.32	2.10

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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)	237	22	6.81	2.10
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)	234	25	7.49	1.84

**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	137	116	6.00	2.13
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	182	71	6.81	2.23
3. The World Bank Group's approvals and reviews are done in a timely fashion	161	92	6.43	2.14
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	130	124	6.72	2.18
5. The World Bank Group's conditions on its lending are reasonable	173	79	6.29	2.16
6. The World Bank Group takes decisions quickly in Guatemala*	168	86	5.90	2.24
7. Working with the World Bank Group increases Guatemala's institutional capacity	200	53	6.83	2.12
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	146	107	6.78	2.22
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	158	95	6.66	2.35

WBG Promoting PPP in Guatemala	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 Guatemala? (1-To no degree at all, 10-To a very significant degree)	195	60	6.26	2.15

11. Which of the following best describes the World Bank Group's support in Guatemala? (Select only ONE response)	Percentage of Respondents (N=254)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Guatemala	38.2%
The World Bank Group is not sufficiently selective in Guatemala, and it is involved in too many areas of development	31.5%
Don't know	30.3%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=252)
Increase the level of capacity development in the country	34.9%
Reach out more to groups outside of Government	33.7%
Reduce the complexity of obtaining World Bank Group financing	21.0%
Provide more adequate data/knowledge/statistics/figures on Guatemala's economy	17.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	15.5%
Offer more innovative financial products	14.3%
Ensure greater selectivity in its work	10.3%
Improve the quality of its experts as related to Guatemala's specific challenges	8.7%
Offer more innovative knowledge services	8.3%
Work faster	6.0%
Other	4.0%
Increase availability of Reimbursable Advisory Services (RAS)	2.8%

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

<b>2. When considering the combination of services that the World Bank Group offers in Guatemala, 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 Guatemala? (Select only ONE response)</b>	<b>Percentage of Respondents (N=248)</b>
Knowledge products	31.9%
The combination is appropriate for Guatemala	28.6%
Financial services	27.0%
Don't know	7.7%
Convening services	2.4%
None of the above	2.4%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
Internet	49.4%
Periodicals	42.0%
Local newspapers	34.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	28.6%
Other	11.4%
Local television	10.6%
International newspapers	7.8%
Local radio	4.3%
International television	3.5%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
World Bank Group's seminars/workshops/conferences	42.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	38.8%
e-Newsletters	34.5%
World Bank Group's publications and other written materials	31.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	20.4%
World Bank Group's website	20.4%
Mobile phones	3.1%
Other	0.8%

<b>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?</b>	<b>Percentage of Respondents (N=244)</b>
Yes	16.4%
No	83.6%

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

<b>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)</b>	<b>Percentage of Respondents (N=39)</b>
World Bank Group's website	53.8%
World Bank Group's seminars/workshops/conferences	17.9%
Colleagues/Friends/Peer organizations	12.8%
Other	7.7%
News/Media	5.1%
World Bank Group's e-Newsletters	2.6%

<b>5. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=255)</b>
Yes	18.0%
No	82.0%

<b>6. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=43)</b>
Yes	90.7%
No	9.3%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=253)</b>
Yes	64.0%
No	36.0%

<b>8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=252)</b>
Yes	29.0%
No	71.0%

<b>Please rate how much you agree with the following statements.</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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.)	220	33	6.12	2.71
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	184	68	6.55	2.81
11. The World Bank Group is responsive to my information requests and inquiries	140	110	6.45	2.45

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=272)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	12.9%
Academia/Research Institute/Think Tank	12.9%
NGO/Community-Based Organization	12.1%
Other	9.9%
Office of Minister	7.7%
Private Sector Organization	7.7%
Media (press, radio, TV, web, etc.)	7.4%
Local Government Office or Staff	6.3%
Office of Parliamentarian	5.9%
Bilateral/Multilateral Agency	5.9%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.3%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.2%
Private Foundation	2.2%
Office of the President, Prime Minister	1.5%
Faith-Based Group	0.7%
Judiciary Branch	0.7%
Financial Sector/Private Bank	0.4%
Trade Union	0.4%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=272)</b>
Other	28.7%
Generalist (specialized in multiple sectors)	10.7%
Urban, rural, and social development	8.5%
Governance	7.7%
Education	7.0%
Health, nutrition, and population	4.8%
Macroeconomics and fiscal management	4.8%
Environment and natural resources	4.4%
Poverty	3.7%
Social protection and labor	3.3%
Trade and competitiveness	3.3%
Fragility, conflict and violence	2.9%
Finance and markets	2.6%
Transport and ICT	2.6%
Agriculture	1.8%
Gender	1.5%
Water	0.7%
Public-private partnerships	0.4%
Jobs	0.4%
Climate change	0.4%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=273)</b>
Yes	12.1%
No	87.9%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Guatemala? (Select only ONE response)</b>	<b>Percentage of Respondents (N=228)</b>
The World Bank (IBRD)	81.1%
The International Finance Corporation (IFC)	7.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	11.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=258)</b>
Yes	12.4%
No	87.6%

<b>6. If yes, what was your view of how the two institutions work together in Guatemala? (Select only ONE response)</b>	<b>Percentage of Respondents (N=31)</b>
The two institutions work well together	35.5%
The way the two institutions work together needs improvement	41.9%
The two institutions do not work well together	0.0%
Don't know	22.6%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Guatemala? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=265)</b>
Use World Bank Group reports/data	42.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.2%
Use World Bank Group website for information, data, research, etc.	35.5%
Engage in World Bank Group related/sponsored events/activities	30.2%
Collaborate as part of my professional duties	10.6%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=274)</b>
Female	30.7%
Male	69.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=274)</b>
Ciudad de Guatemala	95.3%
Quetzaltenando	1.8%
Escuintla	1.1%
Cobán	1.8%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>2</sup>

- Office of President/Prime Minister/Minister N=25    ● Office of Parliamentarian N=16    ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=41
- Local Government N=17    ● Bilateral/Multilateral Agency N=16    ● Private Sector/Financial Sector/Private Bank N=22    ● CSO N=42    ● Media N=20
- Independent Government Institution N=9    ● Academia/Research Institute/Think Tank N=35    ● Other N=29

### A. General Issues facing Guatemala

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	76.0%	31.3%	68.3%	58.8%	43.8%	50.0%	29.3%	30.0%	88.9%	37.1%	41.4%
The wrong direction	4.0%	37.5%	7.3%	23.5%	18.8%	27.3%	46.3%	40.0%	0.0%	42.9%	20.7%
Not sure	20.0%	31.3%	24.4%	17.6%	37.5%	22.7%	24.4%	30.0%	11.1%	20.0%	37.9%

\*Significantly different between stakeholder groups

<sup>2</sup> Only 272 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	0.0%	0.0%	2.4%	0.0%	0.0%	4.5%	2.4%	5.0%	11.1%	11.4%	0.0%
Food security*	60.0%	56.3%	24.4%	41.2%	40.0%	18.2%	21.4%	40.0%	22.2%	37.1%	20.7%
Public sector governance/reform	40.0%	37.5%	34.1%	41.2%	40.0%	31.8%	33.3%	45.0%	55.6%	45.7%	65.5%
Social protection	4.0%	0.0%	2.4%	0.0%	6.7%	4.5%	7.1%	10.0%	0.0%	2.9%	0.0%
Gender equity	4.0%	6.3%	2.4%	0.0%	13.3%	0.0%	7.1%	0.0%	0.0%	2.9%	10.3%
Private sector development*	0.0%	0.0%	0.0%	0.0%	0.0%	22.7%	0.0%	5.0%	0.0%	0.0%	3.4%
Foreign direct investment*	4.0%	12.5%	0.0%	0.0%	0.0%	13.6%	0.0%	10.0%	0.0%	0.0%	3.4%
Urban development	4.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	2.9%	6.9%
Energy	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	8.0%	31.3%	19.5%	17.6%	13.3%	18.2%	7.1%	10.0%	22.2%	28.6%	13.8%
Rural development	20.0%	12.5%	12.2%	23.5%	20.0%	4.5%	26.2%	20.0%	11.1%	28.6%	6.9%
Financial markets*	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Water and sanitation	8.0%	18.8%	12.2%	11.8%	0.0%	0.0%	9.5%	0.0%	0.0%	17.1%	3.4%
Environmental sustainability	0.0%	0.0%	4.9%	11.8%	0.0%	4.5%	4.8%	10.0%	0.0%	5.7%	0.0%
Equality of opportunity	4.0%	6.3%	2.4%	0.0%	20.0%	0.0%	19.0%	5.0%	11.1%	8.6%	17.2%
Health*	24.0%	43.8%	43.9%	23.5%	0.0%	31.8%	7.1%	15.0%	22.2%	2.9%	6.9%
Climate change	0.0%	0.0%	7.3%	5.9%	0.0%	4.5%	9.5%	0.0%	11.1%	5.7%	3.4%
Poverty reduction	20.0%	12.5%	24.4%	17.6%	53.3%	4.5%	35.7%	30.0%	33.3%	25.7%	20.7%
Transport	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	40.0%	43.8%	56.1%	47.1%	33.3%	50.0%	35.7%	30.0%	33.3%	22.9%	27.6%
Agricultural development	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	2.4%	5.9%	0.0%	13.6%	2.4%	0.0%	0.0%	0.0%	0.0%
Crime and violence	16.0%	0.0%	7.3%	17.6%	6.7%	4.5%	14.3%	5.0%	0.0%	8.6%	20.7%
Anti corruption	16.0%	0.0%	9.8%	17.6%	13.3%	13.6%	21.4%	35.0%	33.3%	14.3%	27.6%
Law and justice	0.0%	0.0%	7.3%	5.9%	26.7%	9.1%	14.3%	5.0%	22.2%	11.4%	20.7%
Regulatory framework	4.0%	0.0%	4.9%	0.0%	0.0%	4.5%	2.4%	0.0%	0.0%	0.0%	6.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	5.7%	0.0%
Economic growth*	8.0%	12.5%	12.2%	0.0%	0.0%	36.4%	4.8%	10.0%	0.0%	11.4%	3.4%
Disaster management	0.0%	0.0%	2.4%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%
Information and communications technology	4.0%	0.0%	2.4%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



## A. General Issues facing Guatemala (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 Guatemala? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	16.0%	6.3%	12.2%	23.5%	6.3%	9.1%	10.5%	5.0%	0.0%	5.9%	3.4%
Equality of opportunity*	8.0%	6.3%	22.0%	23.5%	37.5%	0.0%	31.6%	15.0%	11.1%	35.3%	10.3%
Rural development*	40.0%	50.0%	61.0%	35.3%	62.5%	13.6%	47.4%	40.0%	33.3%	61.8%	27.6%
Climate change	0.0%	0.0%	2.4%	5.9%	6.3%	4.5%	5.3%	0.0%	11.1%	14.7%	3.4%
Global/regional integration	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Gender equity	4.0%	0.0%	2.4%	0.0%	12.5%	0.0%	7.9%	5.0%	0.0%	2.9%	0.0%
Economic growth	24.0%	25.0%	19.5%	17.6%	6.3%	45.5%	13.2%	15.0%	44.4%	20.6%	13.8%
Urban development	4.0%	0.0%	4.9%	0.0%	0.0%	0.0%	2.6%	5.0%	0.0%	0.0%	6.9%
Regulatory framework	4.0%	0.0%	4.9%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	3.4%
Social protection	8.0%	0.0%	0.0%	5.9%	12.5%	0.0%	10.5%	10.0%	0.0%	11.8%	3.4%
Law and justice	4.0%	0.0%	4.9%	0.0%	6.3%	0.0%	7.9%	5.0%	11.1%	8.8%	10.3%
Transport	4.0%	0.0%	4.9%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.9%	3.4%
Crime and violence	12.0%	0.0%	2.4%	11.8%	0.0%	9.1%	7.9%	10.0%	0.0%	11.8%	10.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	8.0%	6.3%	0.0%	0.0%	0.0%	4.5%	0.0%	5.0%	0.0%	0.0%	0.0%
Anti corruption	16.0%	25.0%	12.2%	35.3%	6.3%	18.2%	23.7%	25.0%	33.3%	5.9%	17.2%
Education	48.0%	62.5%	58.5%	47.1%	50.0%	50.0%	39.5%	35.0%	66.7%	29.4%	51.7%
Foreign direct investment*	4.0%	6.3%	0.0%	5.9%	0.0%	4.5%	2.6%	25.0%	0.0%	2.9%	3.4%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	20.0%	31.3%	17.1%	11.8%	18.8%	13.6%	23.7%	25.0%	11.1%	29.4%	48.3%
Private sector development	4.0%	0.0%	2.4%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	6.9%
Natural resource management	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	11.1%	2.9%	3.4%
Environmental sustainability	4.0%	0.0%	0.0%	5.9%	6.3%	0.0%	5.3%	10.0%	11.1%	2.9%	0.0%
Health	12.0%	18.8%	24.4%	23.5%	12.5%	22.7%	7.9%	5.0%	11.1%	2.9%	6.9%
Agricultural development	16.0%	12.5%	0.0%	5.9%	12.5%	13.6%	2.6%	5.0%	0.0%	2.9%	0.0%
Disaster management	0.0%	6.3%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%
Job creation/employment	12.0%	37.5%	19.5%	29.4%	25.0%	31.8%	15.8%	25.0%	22.2%	20.6%	34.5%
Financial markets	4.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Trade and exports*	4.0%	0.0%	2.4%	0.0%	0.0%	31.8%	2.6%	5.0%	0.0%	0.0%	3.4%
Food security	8.0%	6.3%	14.6%	11.8%	12.5%	9.1%	23.7%	15.0%	11.1%	20.6%	13.8%

\*Significantly different between stakeholder groups



## A. General Issues facing Guatemala (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 Guatemala? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	43.5%	64.3%	43.6%	17.6%	21.4%	40.9%	18.9%	30.0%	33.3%	23.5%	32.0%
More reliable social safety net	4.3%	0.0%	5.1%	0.0%	14.3%	0.0%	10.8%	20.0%	0.0%	11.8%	4.0%
Greater access to micro-finance for the poor*	17.4%	7.1%	7.7%	5.9%	14.3%	9.1%	8.1%	35.0%	0.0%	26.5%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	8.7%	7.1%	10.3%	5.9%	0.0%	4.5%	13.5%	0.0%	22.2%	0.0%	12.0%
Greater access to health and nutrition for citizens	13.0%	7.1%	10.3%	29.4%	14.3%	18.2%	5.4%	10.0%	22.2%	20.6%	20.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	4.3%	28.6%	28.2%	5.9%	0.0%	31.8%	5.4%	15.0%	11.1%	11.8%	8.0%
A growing middle class	4.3%	7.1%	5.1%	11.8%	7.1%	13.6%	10.8%	10.0%	0.0%	5.9%	12.0%
Better opportunity for the poor who live in rural areas	17.4%	21.4%	7.7%	17.6%	50.0%	13.6%	32.4%	10.0%	33.3%	20.6%	20.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	5.9%	7.1%	4.5%	2.7%	0.0%	11.1%	0.0%	0.0%
Better employment opportunities for young people*	4.3%	0.0%	0.0%	29.4%	0.0%	18.2%	8.1%	10.0%	11.1%	8.8%	4.0%
Better employment opportunities for women	8.7%	0.0%	0.0%	5.9%	7.1%	0.0%	8.1%	5.0%	0.0%	2.9%	4.0%
Greater equity of fiscal policy	8.7%	7.1%	15.4%	11.8%	21.4%	0.0%	18.9%	30.0%	0.0%	20.6%	24.0%
Education and training that better ensure job opportunity	47.8%	50.0%	59.0%	41.2%	28.6%	31.8%	43.2%	15.0%	44.4%	32.4%	36.0%
Better quality public services	17.4%	0.0%	7.7%	5.9%	7.1%	13.6%	5.4%	5.0%	11.1%	8.8%	12.0%
Other	0.0%	0.0%	0.0%	5.9%	7.1%	0.0%	8.1%	5.0%	0.0%	2.9%	12.0%

\*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 Guatemala?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	52.0%	62.5%	68.3%	75.0%	81.3%	31.8%	76.3%	70.0%	44.4%	73.5%	70.4%
A moderately big problem	36.0%	37.5%	26.8%	18.8%	18.8%	27.3%	15.8%	25.0%	55.6%	17.6%	22.2%
A small problem	8.0%	0.0%	4.9%	0.0%	0.0%	13.6%	2.6%	0.0%	0.0%	5.9%	3.7%
Not a problem at all	4.0%	0.0%	0.0%	6.3%	0.0%	27.3%	5.3%	5.0%	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%	2.9%	3.7%

\*Significantly different between stakeholder groups

**A. General Issues facing Guatemala (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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very serious problem	84.0%	100.0%	92.7%	100.0%	100.0%	72.7%	97.4%	95.0%	100.0%	88.2%	92.9%
A somewhat serious problem	16.0%	0.0%	4.9%	0.0%	0.0%	13.6%	2.6%	5.0%	0.0%	8.8%	7.1%
Not too serious problem	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Not a problem	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Don't know	0.0%	0.0%	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**

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
World Bank Group (WBG)*	25	7.04	2.26	16	6.75	2.27	41	6.68	2.64	16	6.13	2.50	16	6.81	2.51	22	6.00	2.35	39	4.85	2.28	20	5.30	2.05	9	6.78	2.17	34	6.82	2.01	28	6.29	2.79
Inter-American Development Bank (IDB/BID)*	25	7.44	1.89	16	6.81	2.34	41	7.46	2.31	17	5.94	2.51	16	7.19	2.43	22	6.41	2.50	38	5.05	2.12	19	5.79	2.02	9	6.78	2.49	34	6.35	2.09	28	6.96	2.65
Latin American Development Bank (CAF)	25	4.12	2.85	16	4.00	2.73	41	2.95	2.10	16	3.12	2.06	16	2.75	2.24	21	2.76	2.43	37	2.95	2.52	20	3.05	2.39	9	3.00	2.29	34	2.24	1.42	28	3.50	2.25
Central American Bank for Economic Integration (CABE/BCIE)*	25	6.72	2.48	16	5.50	2.68	41	5.93	2.88	16	6.00	2.83	16	4.75	2.96	22	5.64	3.20	38	4.55	2.26	20	6.05	2.67	9	6.44	2.60	34	4.85	2.45	28	6.46	2.67

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
World Bank Group (WBG)*	23	6.70	2.53	14	6.07	2.30	37	7.22	2.19	13	6.92	1.61	15	6.27	2.05	20	6.75	2.00	33	5.48	2.33	18	5.50	2.15	8	7.38	1.69	29	6.07	1.62	23	6.70	2.18
Inter-American Development Bank (IDB/BID)*	24	6.92	2.12	15	5.73	2.25	39	7.64	2.08	14	6.79	1.97	15	6.07	2.15	20	7.35	1.93	34	5.21	2.25	17	5.94	2.11	8	7.50	2.00	28	5.89	1.45	25	6.76	2.20
Latin American Development Bank (CAF)	19	4.53	3.20	7	5.14	2.27	17	3.71	2.47	9	4.89	2.93	1	1.00	-	13	4.92	3.28	20	4.15	2.21	11	3.45	1.92	3	7.00	3.61	9	2.56	1.01	7	2.14	1.68
Central American Bank for Economic Integration (CABE/BCIE)*	25	6.48	2.62	12	5.83	2.59	32	6.81	2.33	13	6.46	2.47	6	5.50	2.81	17	6.94	1.89	33	4.61	2.28	16	5.88	2.28	7	7.00	2.00	28	5.11	2.30	22	5.95	2.52

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Guatemala solve its most complicated development challenges?	23	7.61	2.04	15	6.40	2.56	33	7.94	1.64	11	7.45	1.51	13	7.15	2.85	18	7.61	2.62	32	6.78	2.28	12	7.25	2.34	6	7.83	1.33	30	6.93	1.82	23	6.61	2.21

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health*	48.0%	25.0%	46.3%	41.2%	6.3%	22.7%	20.5%	35.0%	22.2%	11.8%	25.0%
Crime and violence	12.0%	0.0%	2.4%	11.8%	6.3%	13.6%	12.8%	15.0%	11.1%	8.8%	17.9%
Transport	4.0%	0.0%	7.3%	11.8%	12.5%	4.5%	0.0%	0.0%	0.0%	5.9%	7.1%
Agricultural development	8.0%	18.8%	12.2%	17.6%	0.0%	13.6%	10.3%	5.0%	0.0%	11.8%	3.6%
Global/regional integration	0.0%	0.0%	2.4%	5.9%	0.0%	4.5%	0.0%	0.0%	11.1%	0.0%	0.0%
Job creation/employment	8.0%	25.0%	12.2%	5.9%	25.0%	22.7%	5.1%	5.0%	22.2%	29.4%	25.0%
Public sector governance/reform*	20.0%	18.8%	22.0%	23.5%	43.8%	13.6%	10.3%	20.0%	33.3%	35.3%	53.6%
Social protection*	4.0%	0.0%	0.0%	0.0%	6.3%	0.0%	2.6%	15.0%	0.0%	2.9%	14.3%
Rural development	40.0%	25.0%	43.9%	23.5%	37.5%	13.6%	35.9%	45.0%	0.0%	44.1%	25.0%
Foreign direct investment	4.0%	6.3%	2.4%	0.0%	0.0%	13.6%	2.6%	15.0%	0.0%	5.9%	3.6%
Education	32.0%	43.8%	46.3%	35.3%	31.3%	45.5%	46.2%	30.0%	22.2%	32.4%	21.4%
Energy	0.0%	0.0%	0.0%	5.9%	6.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	2.6%	5.0%	11.1%	2.9%	3.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	6.3%	4.5%	0.0%	10.0%	11.1%	0.0%	0.0%
Urban development	0.0%	0.0%	4.9%	5.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	7.1%
Environmental sustainability	4.0%	6.3%	7.3%	5.9%	0.0%	0.0%	5.1%	0.0%	0.0%	2.9%	3.6%
Economic growth	24.0%	18.8%	29.3%	17.6%	6.3%	31.8%	10.3%	20.0%	33.3%	8.8%	3.6%
Private sector development	4.0%	0.0%	0.0%	11.8%	0.0%	13.6%	2.6%	5.0%	0.0%	0.0%	0.0%
Water and sanitation	8.0%	6.3%	14.6%	17.6%	12.5%	0.0%	10.3%	0.0%	0.0%	11.8%	7.1%
Food security	24.0%	18.8%	12.2%	17.6%	0.0%	0.0%	10.3%	15.0%	0.0%	8.8%	3.6%
Climate change	4.0%	0.0%	4.9%	5.9%	12.5%	0.0%	15.4%	15.0%	0.0%	5.9%	14.3%
Information and communications technology	12.0%	6.3%	2.4%	0.0%	0.0%	4.5%	2.6%	0.0%	0.0%	0.0%	3.6%
Trade and exports*	8.0%	0.0%	2.4%	0.0%	6.3%	22.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	4.0%	12.5%	2.4%	11.8%	25.0%	4.5%	25.6%	0.0%	11.1%	17.6%	3.6%
Law and justice	8.0%	12.5%	2.4%	0.0%	6.3%	9.1%	10.3%	0.0%	33.3%	5.9%	10.7%
Regulatory framework	0.0%	6.3%	4.9%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	2.9%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%	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%	2.6%	10.0%	0.0%	2.9%	0.0%
Poverty reduction	8.0%	18.8%	9.8%	11.8%	37.5%	18.2%	28.2%	20.0%	44.4%	26.5%	17.9%
Anti corruption*	8.0%	25.0%	0.0%	11.8%	6.3%	9.1%	28.2%	10.0%	33.3%	8.8%	14.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

\*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 Guatemala?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses*	16.7%	6.3%	23.1%	17.6%	13.3%	14.3%	44.7%	45.0%	0.0%	30.3%	21.4%
Data and statistics	4.2%	0.0%	0.0%	0.0%	6.7%	4.8%	10.5%	15.0%	0.0%	0.0%	3.6%
Convening/Facilitating	4.2%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources*	54.2%	62.5%	61.5%	29.4%	53.3%	47.6%	13.2%	20.0%	55.6%	36.4%	46.4%
Capacity development	4.2%	0.0%	7.7%	5.9%	6.7%	14.3%	2.6%	5.0%	11.1%	12.1%	21.4%
Technical assistance	8.3%	12.5%	2.6%	11.8%	13.3%	9.5%	13.2%	5.0%	33.3%	12.1%	3.6%
Help to bring discipline/effective supervision to implementation of investment projects	8.3%	12.5%	2.6%	23.5%	0.0%	4.8%	5.3%	10.0%	0.0%	3.0%	3.6%
Mobilizing third party financial resources	0.0%	6.3%	2.6%	11.8%	6.7%	0.0%	5.3%	0.0%	0.0%	3.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	3.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	16.7%	25.0%	12.8%	23.5%	28.6%	19.0%	27.0%	20.0%	55.6%	18.2%	14.3%
Data and statistics	0.0%	6.3%	2.6%	11.8%	21.4%	4.8%	10.8%	0.0%	0.0%	12.1%	0.0%
Convening/Facilitating	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	3.0%	3.6%
Financial resources	12.5%	12.5%	7.7%	17.6%	7.1%	14.3%	13.5%	35.0%	22.2%	15.2%	17.9%
Capacity development	20.8%	12.5%	7.7%	17.6%	7.1%	14.3%	2.7%	15.0%	0.0%	9.1%	7.1%
Technical assistance	16.7%	12.5%	30.8%	5.9%	21.4%	38.1%	24.3%	15.0%	11.1%	18.2%	21.4%
Help to bring discipline/effective supervision to implementation of investment projects	12.5%	6.3%	23.1%	5.9%	14.3%	4.8%	5.4%	15.0%	0.0%	12.1%	21.4%
Mobilizing third party financial resources	0.0%	12.5%	2.6%	5.9%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	10.7%
Donor coordination*	16.7%	0.0%	7.7%	0.0%	0.0%	4.8%	2.7%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	4.2%	6.3%	2.6%	11.8%	0.0%	0.0%	5.4%	0.0%	11.1%	12.1%	3.6%
Other	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	12.0%	31.3%	26.8%	18.8%	25.0%	9.5%	26.3%	20.0%	11.1%	24.2%	25.0%
Not exploring alternative policy options	4.0%	0.0%	4.9%	6.3%	0.0%	9.5%	0.0%	5.0%	0.0%	3.0%	3.6%
Not collaborating enough with stakeholders outside the Government*	8.0%	0.0%	0.0%	12.5%	6.3%	19.0%	23.7%	0.0%	0.0%	12.1%	7.1%
Its advice and strategies do not lend themselves to practical problem solving	20.0%	12.5%	4.9%	18.8%	25.0%	14.3%	13.2%	20.0%	0.0%	9.1%	0.0%
Not enough public disclosure of its work	24.0%	18.8%	31.7%	0.0%	6.3%	19.0%	10.5%	30.0%	11.1%	9.1%	28.6%
Arrogant in its approach	4.0%	0.0%	0.0%	6.3%	12.5%	0.0%	10.5%	10.0%	0.0%	12.1%	10.7%
Not client focused	8.0%	6.3%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	20.0%	18.8%	9.8%	12.5%	12.5%	19.0%	10.5%	20.0%	33.3%	3.0%	21.4%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	12.5%	2.4%	0.0%	6.3%	0.0%	26.3%	5.0%	11.1%	24.2%	10.7%
Staff too inaccessible	4.0%	0.0%	4.9%	0.0%	12.5%	0.0%	7.9%	5.0%	0.0%	3.0%	0.0%
Imposing technocratic solutions without regard to political realities	24.0%	6.3%	17.1%	6.3%	12.5%	9.5%	13.2%	20.0%	22.2%	15.2%	14.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	24.0%	18.8%	9.8%	0.0%	6.3%	19.0%	5.3%	5.0%	22.2%	15.2%	7.1%
Not aligned with other donors' work*	8.0%	0.0%	7.3%	6.3%	31.3%	4.8%	2.6%	0.0%	0.0%	3.0%	3.6%
Not aligned with country priorities	16.0%	25.0%	17.1%	12.5%	12.5%	19.0%	5.3%	0.0%	22.2%	6.1%	7.1%
Not adequately sensitive to political/social realities in Guatemala	8.0%	25.0%	12.2%	18.8%	6.3%	4.8%	15.8%	5.0%	0.0%	18.2%	14.3%
Other	4.0%	6.3%	2.4%	0.0%	12.5%	9.5%	2.6%	0.0%	11.1%	6.1%	21.4%
Don't know*	0.0%	6.3%	19.5%	37.5%	0.0%	9.5%	7.9%	15.0%	22.2%	18.2%	3.6%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	4.0%	12.5%	9.8%	11.8%	12.5%	9.5%	2.7%	16.7%	0.0%	12.1%	7.1%
Knowledge products/services	16.0%	6.3%	4.9%	29.4%	25.0%	23.8%	27.0%	11.1%	0.0%	33.3%	25.0%
Capacity development	12.0%	18.8%	26.8%	5.9%	25.0%	33.3%	32.4%	27.8%	11.1%	21.2%	32.1%
Technical assistance	32.0%	43.8%	39.0%	47.1%	31.3%	38.1%	29.7%	55.6%	55.6%	24.2%	42.9%
Investment lending*	68.0%	68.8%	65.9%	58.8%	56.3%	57.1%	40.5%	44.4%	66.7%	30.3%	35.7%
Policy based lending/budget support to the Government	40.0%	25.0%	24.4%	11.8%	25.0%	14.3%	24.3%	5.6%	44.4%	45.5%	32.1%
Multi-sectoral approaches	16.0%	12.5%	14.6%	11.8%	12.5%	14.3%	16.2%	22.2%	0.0%	3.0%	10.7%
Other	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	7.1%
Don't know	0.0%	0.0%	4.9%	5.9%	6.3%	0.0%	5.4%	0.0%	0.0%	12.1%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	4.0%	0.0%	9.8%	6.7%	12.5%	9.5%	2.6%	5.6%	22.2%	0.0%	7.1%
To a somewhat sufficient degree	24.0%	12.5%	34.1%	20.0%	12.5%	4.8%	13.2%	16.7%	22.2%	3.0%	14.3%
To a somewhat insufficient degree	48.0%	37.5%	34.1%	33.3%	43.8%	38.1%	28.9%	50.0%	33.3%	66.7%	42.9%
To a very insufficient degree	20.0%	50.0%	7.3%	13.3%	25.0%	38.1%	39.5%	16.7%	11.1%	24.2%	10.7%
Don't know	4.0%	0.0%	14.6%	26.7%	6.3%	9.5%	15.8%	11.1%	11.1%	6.1%	25.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Guatemala*	24	6.21	2.40	14	5.79	2.04	37	6.73	1.87	15	6.40	2.44	16	5.75	2.65	19	5.00	2.05	38	4.74	2.31	18	5.11	2.22	8	6.88	1.55	31	4.81	1.58	24	6.29	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	23	6.04	2.27	14	5.93	2.20	37	6.95	1.99	14	6.14	2.57	14	6.07	2.27	19	4.84	2.03	37	4.76	2.27	18	5.17	2.20	7	6.57	1.72	30	4.73	1.51	23	6.00	2.09

\*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 Guatemala, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
Responsiveness to needs*	24	6.17	2.35	15	5.07	2.15	38	6.74	1.95	15	5.93	2.71	15	5.87	2.50	18	5.17	2.77	33	4.94	2.25	16	5.19	1.83	8	7.00	0.93	30	5.00	2.07	22	6.77	2.20
Flexibility (in terms of the institution's products and services)	23	5.35	2.19	15	5.00	2.14	34	6.41	1.92	13	5.46	2.50	14	5.43	2.38	18	5.11	2.93	24	4.38	2.10	14	4.71	1.54	7	6.00	1.73	25	4.96	1.70	20	6.00	2.60
Flexibility (in terms of changing country circumstances)	24	5.58	2.21	16	4.81	1.76	36	6.53	1.95	13	5.69	2.39	14	5.64	2.56	18	5.22	2.94	27	4.74	2.23	15	4.93	1.53	7	6.14	1.21	27	5.30	2.03	21	5.67	2.37
Being inclusive*	23	6.70	2.16	14	5.07	1.44	35	7.03	1.87	10	4.60	2.22	16	5.44	2.53	16	5.94	2.95	27	4.56	2.08	16	5.94	2.14	5	7.00	0.71	27	5.44	2.06	20	6.20	2.26
Openness (sharing data and other information)	23	7.04	1.85	13	5.46	1.51	36	7.31	1.91	14	6.43	2.21	16	6.62	2.03	15	6.67	2.53	30	5.57	2.10	15	6.47	2.23	8	7.00	0.76	26	6.88	2.23	20	6.90	2.31
Collaboration with the Government	25	6.84	1.95	13	6.69	2.14	36	7.75	1.79	15	6.87	2.36	14	7.14	2.07	17	6.82	2.19	33	6.76	2.17	14	6.36	1.91	8	7.88	0.83	26	7.19	1.86	22	7.27	2.23
The speed in which it gets things accomplished on the ground	22	5.68	2.23	11	4.73	1.68	35	6.46	1.52	9	5.11	2.09	12	5.50	2.15	16	4.75	2.72	25	4.92	1.87	11	5.00	1.90	7	5.86	1.57	23	5.48	2.47	16	5.69	2.41
Ease of access to the people at the World Bank Group who are making decisions important to my work*	24	5.83	2.43	13	5.00	2.04	32	6.94	1.88	12	5.67	2.77	16	5.50	2.97	17	4.94	2.88	27	4.33	2.35	12	4.42	2.11	4	7.75	1.26	26	5.04	2.58	19	7.26	2.42
Collaboration with civil society*	22	6.09	2.37	14	4.93	1.94	31	6.97	2.07	12	5.50	3.00	12	5.42	2.81	17	6.06	2.86	28	4.46	2.40	14	5.43	1.60	5	7.40	0.89	26	5.73	2.38	16	6.69	2.52
Staff accessibility*	24	6.21	2.23	13	5.00	2.00	34	7.00	1.83	11	6.18	3.09	15	5.13	3.04	14	5.86	2.93	28	4.57	2.27	13	5.08	1.85	4	7.75	0.96	21	6.52	2.54	18	7.22	2.05
Collaboration with other donors and development partners*	24	6.13	2.42	12	5.67	1.92	34	7.29	1.49	12	6.42	2.35	14	4.71	2.79	14	6.21	2.52	24	5.79	2.50	13	5.92	1.89	6	7.83	0.75	20	6.55	1.47	15	7.27	2.60
Collaboration with the private sector	22	5.91	2.00	13	5.92	2.18	26	7.15	2.60	12	7.00	2.80	11	7.09	2.30	18	6.39	2.81	23	7.26	2.20	13	7.00	2.00	4	7.25	0.50	23	7.48	1.62	15	7.07	2.87
Straightforwardness and honesty*	23	7.70	1.58	13	6.23	2.49	36	8.00	1.66	14	6.29	2.30	15	6.93	2.58	17	6.53	3.10	23	5.74	2.67	15	6.73	2.69	6	8.33	1.86	23	5.91	2.07	19	7.47	2.34
Treating clients and stakeholders in Guatemala with respect*	23	7.52	1.62	14	6.71	2.37	36	8.11	1.74	10	7.50	2.37	14	6.79	3.21	16	8.06	1.98	22	6.00	2.43	11	7.00	2.41	6	8.67	1.51	22	6.59	1.92	19	7.84	2.29
Being a long-term partner	24	7.63	1.61	14	7.21	2.58	34	8.65	1.55	15	7.47	2.47	12	7.50	2.61	16	8.13	1.78	25	6.48	2.74	14	7.36	2.65	7	8.43	1.27	23	7.52	2.09	20	8.20	2.53

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently*	0.0%	31.3%	24.4%	41.2%	18.8%	47.6%	27.0%	35.3%	11.1%	36.4%	28.6%
Poor donor coordination*	24.0%	6.3%	4.9%	5.9%	25.0%	4.8%	5.4%	23.5%	0.0%	6.1%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	40.0%	37.5%	14.6%	29.4%	25.0%	28.6%	29.7%	35.3%	22.2%	39.4%	25.0%
Lack of/inadequate levels of capacity in Government	20.0%	12.5%	34.1%	17.6%	43.8%	52.4%	35.1%	35.3%	33.3%	42.4%	35.7%
There is not an adequate level of citizen/civil society participation	28.0%	25.0%	41.5%	41.2%	25.0%	14.3%	37.8%	17.6%	22.2%	24.2%	17.9%
The World Bank Group works too slowly	12.0%	6.3%	2.4%	5.9%	6.3%	4.8%	2.7%	0.0%	22.2%	3.0%	10.7%
The World Bank Group does not do adequate follow through/follow-up	12.0%	12.5%	7.3%	11.8%	0.0%	9.5%	5.4%	0.0%	0.0%	6.1%	0.0%
Political pressures and obstacles	36.0%	25.0%	36.6%	29.4%	37.5%	19.0%	29.7%	29.4%	33.3%	12.1%	25.0%
Reforms are not well thought out in light of country challenges	12.0%	31.3%	22.0%	11.8%	12.5%	14.3%	16.2%	11.8%	33.3%	21.2%	28.6%
Other	4.0%	6.3%	0.0%	0.0%	0.0%	0.0%	5.4%	0.0%	11.1%	3.0%	10.7%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
Crime and violence	23	6.70	2.95	16	5.19	2.79	35	6.26	2.72	17	7.71	2.44	13	4.92	2.10	17	5.76	3.75	30	6.53	2.65	16	6.19	2.83	7	7.86	2.48	28	6.61	2.31	23	6.26	2.77
Financial markets	23	7.43	2.15	15	6.27	2.60	37	6.89	2.25	15	8.27	1.71	14	8.36	1.65	18	7.72	2.27	26	6.65	2.24	16	7.63	1.93	7	7.29	1.25	26	6.54	2.53	22	7.55	2.02
Transport	24	7.46	2.08	15	5.40	3.25	38	7.55	2.10	14	7.29	2.43	14	7.00	2.32	18	6.61	3.20	27	6.00	1.84	16	6.69	2.82	7	7.29	0.95	27	6.89	2.29	23	7.13	1.91
Anti corruption	22	7.41	2.70	16	6.12	3.50	37	7.46	2.63	15	7.67	2.72	14	6.79	2.58	18	6.94	3.46	32	7.56	2.53	16	7.44	3.05	9	8.56	1.59	27	7.74	1.87	24	8.38	2.22
Law and justice	22	7.05	2.65	16	5.56	2.97	38	6.92	2.82	15	6.67	3.29	14	5.86	2.88	18	6.72	3.36	29	6.90	2.64	15	6.93	2.63	9	8.67	1.66	28	7.86	1.63	24	7.75	2.69
Urban development	23	7.26	2.43	16	5.94	2.84	38	7.66	2.15	14	7.43	2.65	15	6.33	2.47	20	6.95	2.98	29	6.31	2.41	16	6.56	2.66	9	8.11	1.27	28	7.32	1.91	24	7.75	2.29
Environmental sustainability	22	8.05	1.89	16	6.56	2.94	38	7.95	2.09	14	7.93	2.59	15	7.40	2.32	19	7.11	3.00	28	7.25	2.44	16	7.38	3.14	9	7.78	1.64	29	8.07	2.03	22	7.73	2.33
Trade and exports*	24	7.79	1.38	16	6.19	2.64	38	7.13	2.26	14	8.36	2.13	15	6.67	2.50	19	7.79	2.32	27	6.63	2.19	15	8.93	1.44	7	6.71	1.70	28	6.57	2.49	21	7.05	2.09
Information and communications technology	24	8.04	1.71	16	6.25	3.26	39	7.74	1.82	15	7.73	2.15	14	6.36	2.34	19	7.26	3.11	30	6.47	2.06	16	7.56	2.53	6	6.50	2.17	28	6.57	2.17	22	7.18	2.32
Poverty reduction*	22	8.91	1.23	16	7.44	3.10	40	9.10	1.35	17	8.71	1.99	16	8.50	2.42	18	7.39	3.11	31	7.61	2.30	15	7.73	2.71	9	9.11	1.17	30	8.47	1.61	25	8.76	1.71
Gender equity	23	7.00	2.30	15	5.67	3.58	40	7.13	2.88	15	7.40	2.69	15	6.80	2.96	17	5.71	3.35	32	6.94	2.77	16	6.94	2.54	7	7.71	2.14	27	7.04	2.62	24	7.04	2.31
Private sector development	23	6.91	2.09	16	6.19	2.76	36	6.56	2.84	15	7.20	2.76	15	7.27	2.28	18	7.06	3.23	29	5.48	2.53	16	7.88	2.33	8	7.13	2.10	28	6.21	2.94	22	6.82	2.24
Foreign direct investment	23	7.57	2.19	16	6.75	2.52	38	7.55	2.24	14	8.29	2.79	14	7.57	1.70	19	7.63	3.04	27	6.44	2.55	15	7.80	2.51	7	7.43	1.40	27	6.74	2.21	22	7.68	2.06
Water and sanitation*	22	8.55	2.06	16	7.13	2.85	39	8.23	1.91	15	8.20	2.11	14	6.93	2.43	17	7.12	3.14	30	6.33	2.59	16	7.06	2.29	9	8.00	0.71	26	7.96	2.07	24	7.96	1.88
Regulatory framework	22	6.82	2.36	16	6.31	2.57	37	7.00	2.65	14	6.50	2.59	12	5.33	2.42	19	6.79	3.15	28	6.04	1.91	15	6.47	2.64	9	7.56	1.13	25	7.08	2.20	22	7.18	2.11
Economic growth	23	7.78	2.28	16	6.94	2.38	37	8.41	1.76	14	9.21	1.05	14	7.50	1.95	19	8.26	2.23	33	7.39	2.44	15	8.00	2.27	9	8.00	1.22	27	7.48	2.33	24	8.42	2.08
Energy	21	7.00	2.53	16	5.81	3.02	36	7.53	2.05	14	7.57	2.03	15	6.53	2.33	17	7.41	3.26	28	6.68	2.39	16	7.44	2.00	7	6.71	2.21	26	6.35	2.26	23	7.43	2.48
Disaster management	22	7.27	2.68	16	5.38	3.14	36	7.42	2.10	15	6.60	2.85	15	5.80	2.24	18	6.39	2.93	26	6.85	2.17	15	5.93	2.66	6	8.17	1.17	25	6.20	2.45	23	7.26	2.47
Public sector governance/reform	23	7.61	1.88	16	6.50	2.85	39	7.74	2.64	14	7.93	2.02	14	7.71	2.76	18	7.22	3.25	31	7.39	2.12	16	7.63	2.75	8	8.13	1.81	24	8.71	1.57	25	8.52	2.14
Job creation/employment	23	7.39	2.41	16	6.25	3.17	39	7.31	2.56	14	6.93	2.56	15	6.80	2.86	17	6.65	3.69	29	6.45	2.84	16	7.00	2.63	8	8.25	1.67	28	6.57	2.35	23	8.04	2.23
Communicable/non-communicable diseases	21	6.76	2.59	16	5.50	2.80	35	6.46	2.20	14	5.93	3.25	14	5.00	2.39	17	6.00	3.18	31	5.58	2.72	15	5.53	2.13	6	8.00	1.26	25	4.88	2.01	22	6.05	2.80
Equality of opportunity*	23	7.26	2.26	16	5.50	3.33	38	7.76	1.87	15	6.60	3.14	15	7.47	3.00	15	5.53	3.38	32	6.47	2.93	16	5.81	2.61	6	8.50	1.38	27	6.70	2.45	24	7.42	2.54
Social protection	21	7.19	2.18	16	5.13	2.96	38	6.47	2.29	15	6.07	2.76	15	6.87	2.72	16	5.50	3.20	29	5.66	2.54	15	5.67	2.77	8	7.50	1.41	27	6.26	2.47	24	7.17	2.39
Rural development	24	8.17	1.99	16	6.69	2.80	39	8.54	1.59	15	7.60	2.61	16	7.75	2.67	18	6.89	2.63	31	6.87	2.97	16	7.31	2.85	8	7.50	1.60	27	7.44	2.69	24	7.50	3.02
Global/regional integration	20	7.30	2.43	16	6.56	2.63	36	7.42	2.01	14	7.50	2.24	15	5.87	3.20	18	6.83	2.98	29	6.45	2.21	15	6.93	2.71	7	7.57	1.27	26	6.35	2.80	20	7.20	1.64
Food security*	21	8.67	2.15	15	6.53	3.23	40	7.98	2.24	15	7.40	2.67	16	7.00	2.63	16	5.88	3.22	27	7.04	2.81	16	7.00	2.80	7	8.71	1.38	27	8.15	1.94	22	7.77	2.07
Natural resource management	22	7.09	2.39	15	6.53	2.83	37	6.81	2.59	14	7.86	1.75	15	6.60	2.13	16	6.06	3.45	30	6.17	2.96	16	6.88	2.28	8	7.50	1.60	27	6.44	2.72	23	6.70	2.14
Health*	23	8.22	2.13	15	7.13	2.88	39	8.62	1.74	15	7.53	2.42	16	6.13	3.05	17	6.76	2.84	30	6.67	2.68	16	6.94	3.47	8	8.63	1.69	27	7.78	1.95	25	7.60	2.74
Climate change	23	7.91	2.29	15	6.93	2.52	39	8.41	1.83	14	8.21	2.19	16	6.63	2.50	17	6.82	3.11	28	6.96	2.81	16	7.63	3.20	8	8.00	1.07	26	7.19	2.58	23	8.22	2.35
Agricultural development	23	7.74	2.38	16	7.00	2.90	39	8.23	1.65	15	8.07	2.52	16	7.56	1.97	17	7.12	2.37	30	6.90	2.84	16	7.81	2.97	8	7.75	1.28	27	7.30	2.43	24	8.08	1.86
Education*	25	8.68	1.89	16	6.69	3.72	40	9.27	1.18	14	8.50	2.14	16	7.19	3.04	16	7.63	3.03	30	7.57	2.22	16	7.75	3.04	9	9.00	1.32	27	8.22	1.91	25	8.00	2.77

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
Gender equity	14	6.07	2.79	10	4.80	2.35	21	7.29	2.08	8	6.38	2.20	5	4.40	2.07	3	4.33	2.52	18	5.67	2.40	5	6.40	2.30	3	8.33	0.58	10	6.70	3.06	9	6.56	3.24
Information and communications technology	18	6.83	1.95	11	5.18	2.44	21	6.76	2.28	5	7.60	1.34	5	7.40	1.95	5	7.00	3.00	18	5.89	1.94	7	6.57	2.23	5	7.20	1.48	9	6.11	1.69	7	7.29	2.56
Transport	13	6.46	2.07	12	5.33	2.84	24	7.38	1.86	8	7.63	1.30	7	7.86	1.86	8	6.63	2.62	16	5.69	1.82	7	6.71	1.50	5	6.60	1.34	13	6.15	1.21	11	6.27	3.07
Crime and violence	15	6.47	2.61	10	4.4	2.32	18	6.17	2.87	8	5.88	1.89	4	4.25	2.99	5	6.00	2.74	19	5.21	2.39	6	5.83	2.56	4	6.50	2.38	12	5.75	1.54	8	7.13	2.30
Law and justice*	18	7.17	1.89	11	5.09	2.55	19	6.84	3.17	6	6.33	2.42	6	3.83	2.99	8	5.75	2.49	21	5.43	1.99	7	6.14	2.19	5	6.80	2.49	14	7.07	1.82	8	7.50	2.33
Urban development	15	6.33	2.35	13	6.00	2.35	27	6.85	2.63	7	7.57	1.51	5	5.80	2.59	6	5.67	3.08	17	5.12	1.76	5	6.40	1.95	5	6.60	1.67	16	5.56	1.82	13	6.85	2.67
Environmental sustainability*	17	7.29	1.90	12	5.83	2.21	26	7.35	2.28	7	6.71	1.80	8	6.13	3.40	8	7.38	2.26	19	5.00	1.86	6	6.33	2.42	5	7.00	1.58	16	6.25	2.11	13	7.46	2.11
Regulatory framework*	17	6.41	1.77	12	5.42	2.23	22	7.00	2.41	5	7.20	1.10	9	6.22	2.64	6	7.17	1.17	17	5.65	2.12	4	4.75	1.26	6	7.33	1.21	19	6.58	1.35	14	7.93	1.90
Communicable/non-communicable diseases	13	5.54	1.81	9	5.44	2.60	17	6.12	2.52	6	5.33	1.97	3	3.00	2.00	3	4.00	2.65	14	4.50	1.87	5	6.40	2.51	4	6.75	1.89	15	5.67	1.76	5	6.80	2.68
Poverty reduction	19	7.53	1.9	14	6.29	2.89	28	7.21	2.78	8	6.50	2.14	12	6.50	2.91	8	5.25	3.41	23	5.26	2.12	10	7.20	2.04	5	6.80	2.17	22	6.55	1.77	20	7.00	2.38
Anti corruption	15	6.67	2.53	12	5.67	2.84	23	7.13	3.15	7	6.71	1.70	8	4.25	3.20	7	7.00	1.83	20	5.45	2.14	8	7.25	2.43	5	6.80	1.79	19	6.42	2.14	15	6.87	2.26
Private sector development	16	6.13	1.89	12	6.33	2.71	21	6.19	2.94	9	7.78	2.22	6	7.50	2.17	11	6.55	2.98	20	6.35	2.56	8	7.75	1.83	5	7.80	0.84	19	5.89	2.16	8	6.38	3.74
Foreign direct investment	16	6.56	2.22	12	7.08	1.83	22	7.27	1.98	6	6.83	2.14	6	6.00	2.53	9	7.22	2.99	18	5.94	2.51	6	7.17	2.64	5	7.60	1.14	17	5.94	2.41	9	5.56	3.36
Water and sanitation*	16	6.44	2.10	13	6.69	2.59	22	7.91	1.60	8	6.50	1.51	7	7.29	1.80	5	5.80	2.77	20	5.10	2.17	5	6.60	2.07	5	7.20	1.30	19	5.84	1.61	13	7.08	2.22
Trade and exports	16	6.75	1.84	11	6.18	2.27	24	7.92	1.95	8	7.50	1.51	7	5.86	2.04	12	7.08	2.75	18	5.94	2.15	6	7.67	2.16	5	7.00	1.22	14	6.50	1.87	10	5.90	3.35
Economic growth	17	6.94	2.01	13	6.85	2.30	28	7.89	2.33	8	7.63	1.51	11	6.91	1.70	13	6.77	3.19	22	6.18	1.97	8	7.87	1.96	5	7.60	1.52	17	7.12	1.22	17	7.29	2.23
Health	16	6.94	2.49	13	6.23	2.80	26	7.31	2.38	8	6.38	1.60	4	3.75	2.75	7	6.86	2.41	21	5.33	2.13	7	6.71	2.36	5	7.20	1.10	19	6.42	1.61	14	6.14	2.71
Disaster management	14	6.21	2.55	13	5.62	2.90	24	7.38	2.30	9	6.44	2.07	6	6.00	2.00	4	6.00	3.16	22	5.14	2.42	5	6.40	2.70	5	6.80	1.48	14	6.00	2.51	11	7.55	2.46
Public sector governance/reform	20	6.80	2.21	14	6.21	2.39	28	7.54	2.65	7	6.57	0.98	11	6.82	2.40	9	6.78	2.49	25	5.96	2.23	8	7.75	1.91	6	7.33	1.21	21	6.33	2.37	20	7.40	2.06
Job creation/employment	14	5.86	2.11	12	4.75	2.09	22	6.36	2.94	6	6.00	1.67	7	5.00	1.91	10	7.10	2.96	21	4.71	2.41	7	6.57	2.30	6	6.83	0.98	17	5.06	2.19	8	6.00	2.93
Financial markets*	14	6.57	1.87	12	6.00	1.71	22	7.36	2.40	7	8.14	2.41	7	6.43	1.72	9	8.22	1.64	20	5.60	2.50	7	7.71	2.14	6	7.33	1.63	15	6.60	1.50	7	5.86	3.13
Equality of opportunity*	14	6.14	2.35	12	5.42	3.12	24	7.33	1.63	8	6.25	1.98	5	4.40	2.79	6	7.00	3.03	20	5.05	2.44	6	6.50	2.66	4	8.00	1.15	18	6.33	2.14	12	7.17	2.25
Energy	16	6.31	2.02	12	5.00	2.17	21	6.76	2.17	7	7.57	1.40	9	5.78	1.92	9	7.22	2.86	17	6.35	2.00	8	7.50	1.85	5	7.20	0.84	15	6.27	2.12	6	7.17	2.71
Rural development	19	7.05	1.87	14	5.43	2.50	29	7.38	2.26	7	6.43	1.99	12	5.83	2.44	10	7.70	1.89	21	5.48	2.25	8	6.88	2.70	6	7.17	1.17	17	6.12	2.12	11	6.45	3.08
Global/regional integration	15	6.73	1.91	11	6.36	1.80	22	7.50	2.20	8	6.00	1.60	6	6.67	2.80	6	7.00	2.00	18	5.67	2.03	6	7.00	2.90	5	7.40	1.67	13	6.23	1.79	12	7.25	2.05
Food security*	18	7.06	2.46	11	5.55	2.58	23	7.22	2.19	8	6.63	2.26	8	5.12	2.36	6	6.83	2.71	21	4.86	2.10	8	6.88	2.03	4	7.25	1.71	16	6.50	1.55	13	6.92	2.93
Education	18	7.50	2.01	14	5.79	2.94	26	7.46	2.63	8	6.63	2.07	9	6.11	2.09	9	5.44	3.00	23	5.30	1.99	9	6.56	2.07	5	7.20	2.05	22	7.00	1.80	15	6.60	2.64
Social protection	16	6.38	2.22	12	5.33	2.71	17	5.82	3.05	7	5.86	1.68	8	5.63	1.77	8	6.50	2.33	21	4.29	2.28	6	4.33	2.58	4	7.25	1.71	15	5.73	1.98	9	5.56	2.79
Climate change*	16	6.69	2.36	10	5.00	2.00	22	7.55	1.92	7	6.57	1.81	8	6.25	2.31	8	7.13	2.64	19	4.47	2.55	6	6.33	2.80	4	7.25	1.26	17	6.18	1.78	12	7.08	2.78
Agricultural development*	16	6.38	2.36	13	5.85	2.48	24	7.04	2.56	7	6.43	1.81	7	4.43	2.51	7	7.43	1.99	21	4.62	2.38	7	7.00	2.38	5	7.00	1.58	17	6.35	1.73	11	7.09	2.51
Natural resource management	15	6.13	2.61	12	5.83	2.37	18	6.78	2.53	8	7.00	2.00	7	5.57	2.64	6	6.50	2.26	21	4.71	2.17	6	6.67	2.07	5	7.00	1.87	12	5.83	2.21	10	6.40	2.41

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Guatemala?*	25	6.44	1.92	16	5.88	2.09	39	7.23	2.13	15	6.80	2.24	15	6.53	2.70	20	5.20	2.50	33	5.24	1.75	15	5.67	2.09	8	7.38	1.19	30	5.90	1.30	22	6.27	2.45

(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 Guatemala? (1-Strongly disagree, 10-Strongly agree)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Guatemala*	24	6.46	2.08	16	5.69	2.21	38	7.26	1.83	12	6.17	2.29	16	6.00	2.31	18	4.94	2.51	32	4.81	2.24	14	5.50	1.79	7	6.43	1.90	29	5.62	1.72	22	5.86	2.38
The World Bank Group meets Guatemala's needs for knowledge services	24	6.33	1.83	16	5.19	2.37	35	7.34	1.66	14	6.64	2.44	16	6.06	2.95	18	6.00	2.68	36	5.75	2.05	15	5.87	1.85	7	6.57	1.51	28	6.32	1.72	22	6.27	2.16

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Guatemala?*	23	6.26	1.89	16	5.69	1.96	32	6.87	1.52	12	6.50	2.07	14	5.71	2.33	17	5.29	1.93	24	4.37	2.18	12	5.25	1.60	4	7.00	0.82	23	5.65	1.64	18	6.06	2.34

(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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	8.0%	0.0%	7.5%	23.5%	6.3%	0.0%	2.7%	7.1%	11.1%	3.1%	3.7%
Monthly	24.0%	25.0%	15.0%	17.6%	18.8%	40.0%	16.2%	7.1%	0.0%	21.9%	18.5%
A few times a year	20.0%	37.5%	40.0%	23.5%	56.3%	30.0%	40.5%	64.3%	77.8%	62.5%	40.7%
Rarely	44.0%	31.3%	27.5%	23.5%	12.5%	30.0%	35.1%	14.3%	11.1%	12.5%	33.3%
Never	4.0%	6.3%	10.0%	11.8%	6.3%	0.0%	5.4%	7.1%	0.0%	0.0%	3.7%

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

In Guatemala, 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 President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
Are timely	25	6.00	2.00	15	5.67	1.84	34	6.97	1.85	14	6.64	2.37	14	7.00	1.66	18	6.39	2.25	29	6.28	2.33	14	6.50	2.24	8	6.63	1.85	29	6.66	1.72	23	6.61	2.19
Lead to practical solutions	25	5.64	2.33	15	5.47	1.64	34	6.76	1.94	14	6.36	2.56	14	6.64	1.65	17	5.71	2.62	26	5.73	2.38	13	6.15	1.86	7	7.14	2.04	28	5.75	1.40	22	6.36	2.15
Are accessible (well written and easy to understand)*	25	5.84	2.25	14	5.00	1.96	34	7.29	1.45	13	7.00	2.00	14	7.79	2.01	18	6.39	2.38	28	6.14	2.03	14	6.14	1.88	7	7.00	1.63	29	6.90	2.14	23	7.00	2.15
Are translated enough into local language*	25	5.88	2.77	14	6.00	2.04	32	7.25	2.18	14	7.57	2.44	13	8.08	2.40	16	6.94	3.02	25	5.32	2.29	13	6.38	2.18	7	7.29	1.80	29	6.28	2.56	22	6.73	2.51
Are adaptable to Guatemala's specific development challenges and country circumstances*	25	5.96	2.41	15	5.47	2.03	35	7.03	1.82	15	7.13	1.73	14	7.14	2.03	17	6.06	2.30	31	5.58	2.17	14	6.43	2.31	7	7.29	2.06	30	6.07	1.72	21	6.67	2.01

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	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?*	25	6.88	2.01	16	6.37	1.93	37	7.81	1.94	15	7.13	2.23	14	7.43	1.65	19	5.37	2.77	31	6.23	2.06	14	6.50	2.38	8	7.63	1.30	32	6.56	1.68	22	7.32	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	25	7.32	1.75	15	6.80	2.04	36	8.25	1.32	13	7.08	2.40	14	8.36	1.22	19	7.74	1.56	31	6.94	1.82	14	6.79	1.93	7	8.14	0.90	32	7.75	1.59	23	7.48	2.57

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

**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 President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	22	6.14	2.10	8	6.25	1.98	25	7.16	1.52	8	6.50	2.33	6	6.17	1.47	15	4.20	2.60	13	5.69	2.29	9	5.78	1.72	6	6.67	2.16	11	4.82	1.89	12	6.25	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	24	6.67	2.18	11	6.18	2.56	32	8.19	1.33	11	6.45	2.38	10	6.50	2.42	17	6.29	2.44	18	6.22	2.82	12	7.33	1.72	7	6.86	1.86	18	5.22	2.21	19	7.63	1.42
The World Bank Group's approvals and reviews are done in a timely fashion*	24	6.37	2.14	12	6.00	2.13	31	7.87	1.36	9	6.11	2.47	6	7.00	1.26	16	5.38	2.70	12	5.67	2.77	10	6.30	2.11	6	6.50	1.64	14	5.29	1.86	19	6.84	1.64
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	6.65	2.01	8	6.50	2.27	22	7.68	1.84	8	6.75	2.43	5	8.00	2.12	10	6.00	3.06	17	6.71	2.11	8	5.38	2.07	6	7.00	1.26	9	5.89	1.96	13	6.77	2.52
The World Bank Group's conditions on its lending are reasonable*	24	6.25	2.17	12	5.17	2.04	27	7.81	1.49	11	6.18	2.52	10	7.40	1.65	14	5.79	2.72	16	6.38	1.89	12	5.08	2.35	7	7.43	0.98	20	5.25	1.83	18	6.22	2.13
The World Bank Group takes decisions quickly in Guatemala*	24	5.92	2.10	11	5.27	2.10	30	7.13	1.43	9	6.22	2.28	7	6.00	1.91	13	4.46	2.99	18	5.33	2.63	5	4.20	2.17	6	6.83	1.60	23	5.52	1.97	20	6.40	2.35
Working with the World Bank Group increases Guatemala's institutional capacity	25	6.48	2.35	12	5.67	2.23	32	7.78	1.26	13	6.62	2.53	13	7.77	1.64	17	5.94	2.66	21	6.81	2.27	11	6.82	2.04	8	7.13	1.13	25	6.80	2.04	21	6.90	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	22	6.68	2.08	9	5.89	2.42	29	7.76	1.84	10	6.40	2.59	6	7.83	1.47	14	6.07	2.59	14	7.00	2.11	9	5.67	2.40	6	7.17	1.72	15	6.33	2.02	10	7.40	2.55
The World Bank Group provides effective implementation support*	24	6.50	2.30	11	5.91	2.81	25	8.12	1.48	9	6.44	2.19	8	6.63	1.92	13	5.62	3.20	15	6.07	3.26	9	6.44	1.74	7	7.00	1.73	19	6.00	1.91	16	7.50	2.10

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	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 Guatemala?	22	6.18	2.02	14	5.79	1.67	30	6.83	2.09	15	6.87	2.23	12	5.75	2.34	16	5.38	2.99	23	6.09	1.86	13	6.54	1.94	5	7.40	1.82	25	6.28	1.95	17	6.35	2.60

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



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	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 Guatemala	58.3%	25.0%	46.2%	29.4%	50.0%	26.3%	37.1%	28.6%	44.4%	28.1%	44.4%
The World Bank Group is not sufficiently selective in Guatemala, and it is involved in too many areas of development	25.0%	56.3%	28.2%	29.4%	25.0%	36.8%	28.6%	21.4%	22.2%	43.8%	25.9%
Don't know	16.7%	18.8%	25.6%	41.2%	25.0%	36.8%	34.3%	50.0%	33.3%	28.1%	29.6%

### F. The Future Role of the World Bank Group in Guatemala

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Offer more innovative financial products	24.0%	18.8%	12.8%	23.5%	12.5%	20.0%	5.9%	7.1%	0.0%	15.6%	12.0%
Ensure greater selectivity in its work	8.0%	25.0%	2.6%	5.9%	18.8%	5.0%	14.7%	7.1%	12.5%	12.5%	8.0%
Provide more adequate data/knowledge/statistics/figures on Guatemala's economy	12.0%	12.5%	15.4%	29.4%	18.8%	15.0%	11.8%	42.9%	12.5%	18.8%	8.0%
Improve the competitiveness of its financing compared to markets	28.0%	31.3%	17.9%	23.5%	25.0%	25.0%	8.8%	7.1%	0.0%	3.1%	8.0%
Reach out more to groups outside of Government*	4.0%	31.3%	12.8%	11.8%	31.3%	60.0%	73.5%	35.7%	0.0%	50.0%	32.0%
Increase the level of capacity development in the country*	28.0%	12.5%	46.2%	23.5%	37.5%	10.0%	29.4%	28.6%	62.5%	50.0%	52.0%
Improve the quality of its experts as related to Guatemala's specific challenges	0.0%	12.5%	2.6%	17.6%	25.0%	10.0%	11.8%	7.1%	12.5%	3.1%	12.0%
Offer more innovative knowledge services	8.0%	0.0%	15.4%	5.9%	6.3%	5.0%	2.9%	7.1%	0.0%	12.5%	12.0%
Collaborate more effectively with Government clients	28.0%	12.5%	17.9%	17.6%	6.3%	15.0%	14.7%	7.1%	37.5%	18.8%	12.0%
Work faster	8.0%	0.0%	5.1%	5.9%	6.3%	15.0%	0.0%	0.0%	12.5%	3.1%	8.0%
Reduce the complexity of obtaining World Bank Group financing*	44.0%	25.0%	23.1%	11.8%	0.0%	20.0%	11.8%	42.9%	37.5%	6.3%	32.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	6.3%	7.7%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.1%	0.0%
Other	0.0%	6.3%	5.1%	5.9%	0.0%	0.0%	5.9%	0.0%	12.5%	3.1%	4.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Financial services	33.3%	31.3%	34.2%	11.8%	26.7%	50.0%	18.8%	35.7%	11.1%	12.9%	30.8%
Knowledge products	25.0%	25.0%	21.1%	47.1%	26.7%	25.0%	34.4%	35.7%	22.2%	54.8%	30.8%
Convening services	0.0%	6.3%	0.0%	5.9%	6.7%	0.0%	6.3%	0.0%	0.0%	3.2%	0.0%
None of the above	8.3%	6.3%	0.0%	0.0%	6.7%	5.0%	0.0%	0.0%	0.0%	3.2%	0.0%
The combination is appropriate for Guatemala	29.2%	25.0%	36.8%	23.5%	33.3%	15.0%	25.0%	21.4%	55.6%	25.8%	26.9%
Don't know	4.2%	6.3%	7.9%	11.8%	0.0%	5.0%	15.6%	7.1%	11.1%	0.0%	11.5%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	48.0%	12.5%	25.6%	41.2%	18.8%	10.0%	29.4%	28.6%	33.3%	34.4%	25.9%
International newspapers	8.0%	0.0%	5.1%	0.0%	0.0%	20.0%	17.6%	14.3%	11.1%	6.3%	3.7%
Local radio*	4.0%	25.0%	7.7%	0.0%	6.3%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	12.0%	25.0%	15.4%	23.5%	0.0%	0.0%	5.9%	14.3%	11.1%	6.3%	3.7%
International television	8.0%	6.3%	2.6%	0.0%	0.0%	10.0%	0.0%	7.1%	0.0%	0.0%	3.7%
Local newspapers	36.0%	31.3%	41.0%	29.4%	56.3%	40.0%	41.2%	28.6%	11.1%	21.9%	25.9%
Internet	36.0%	31.3%	59.0%	47.1%	56.3%	50.0%	47.1%	50.0%	66.7%	53.1%	55.6%
Periodicals	40.0%	37.5%	30.8%	35.3%	37.5%	50.0%	38.2%	35.7%	55.6%	56.3%	55.6%
Other	8.0%	18.8%	5.1%	11.8%	18.8%	15.0%	11.8%	14.3%	0.0%	12.5%	14.8%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	36.0%	43.8%	25.6%	29.4%	56.3%	45.0%	41.2%	42.9%	22.2%	40.6%	48.1%
Mobile phones	4.0%	0.0%	5.1%	11.8%	0.0%	5.0%	0.0%	7.1%	0.0%	0.0%	3.7%
World Bank Group's seminars/workshops/conferences	44.0%	50.0%	43.6%	41.2%	31.3%	35.0%	61.8%	35.7%	33.3%	40.6%	37.0%
World Bank Group's publications and other written materials	20.0%	31.3%	38.5%	23.5%	31.3%	20.0%	23.5%	35.7%	44.4%	37.5%	44.4%
World Bank Group's website	24.0%	18.8%	23.1%	11.8%	18.8%	20.0%	17.6%	14.3%	22.2%	21.9%	14.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	28.0%	12.5%	15.4%	29.4%	31.3%	20.0%	8.8%	14.3%	22.2%	25.0%	22.2%
e-Newsletters	32.0%	37.5%	43.6%	41.2%	25.0%	45.0%	29.4%	35.7%	44.4%	28.1%	25.9%
Other	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	24.0%	6.3%	21.1%	31.3%	31.3%	10.5%	16.7%	0.0%	0.0%	12.9%	14.8%
No	76.0%	93.8%	78.9%	68.8%	68.8%	89.5%	83.3%	100.0%	100.0%	87.1%	85.2%

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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	16.7%	0.0%	37.5%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
World Bank Group's website	66.7%	100.0%	50.0%	80.0%	20.0%	50.0%	50.0%	0.0%	0.0%	50.0%	50.0%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
News/Media	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	12.5%	20.0%	20.0%	50.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Other	16.7%	0.0%	0.0%	0.0%	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	24.0%	0.0%	12.8%	5.9%	50.0%	15.0%	23.5%	14.3%	22.2%	18.8%	18.5%
No	76.0%	100.0%	87.2%	94.1%	50.0%	85.0%	76.5%	85.7%	77.8%	81.3%	81.5%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	100.0%	0.0%	100.0%	100.0%	87.5%	66.7%	75.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	12.5%	33.3%	25.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	64.0%	25.0%	61.5%	62.5%	81.3%	60.0%	79.4%	84.6%	55.6%	75.0%	55.6%
No	36.0%	75.0%	38.5%	37.5%	18.8%	40.0%	20.6%	15.4%	44.4%	25.0%	44.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	28.0%	31.3%	26.3%	5.9%	31.3%	35.0%	30.3%	30.8%	22.2%	50.0%	18.5%
No	72.0%	68.8%	73.7%	94.1%	68.8%	65.0%	69.7%	69.2%	77.8%	50.0%	81.5%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it*	24	5.33	2.58	13	4.38	2.63	31	7.35	2.35	14	6.36	2.92	14	7.07	2.97	17	6.53	3.02	29	5.76	2.42	14	5.29	2.46	9	6.44	1.67	30	6.23	2.51	22	6.41	3.07
The World Bank Group's social media channels are valuable sources of information about the institution	20	7.15	2.32	12	7.17	2.69	34	7.18	2.63	8	6.63	3.20	12	6.00	3.52	12	5.67	3.60	23	5.78	2.52	12	5.50	2.61	8	6.75	2.49	26	7.31	2.22	13	6.15	3.83
The World Bank Group is responsive to my information requests and inquiries	19	6.26	2.64	9	6.00	2.24	21	7.43	2.01	8	6.50	2.33	9	7.00	3.00	12	6.33	3.11	18	5.33	2.17	9	5.56	2.01	4	7.25	1.71	15	6.60	1.92	15	6.93	3.13

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	28.0%	0.0%	14.6%	11.8%	25.0%	9.1%	9.8%	0.0%	0.0%	5.7%	20.7%
No	72.0%	100.0%	85.4%	88.2%	75.0%	90.9%	90.2%	100.0%	100.0%	94.3%	79.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank (IBRD)	100.0%	69.2%	91.7%	57.1%	92.9%	57.9%	82.4%	71.4%	85.7%	86.2%	78.3%
The International Finance Corporation (IFC)	0.0%	7.7%	2.8%	21.4%	7.1%	26.3%	2.9%	21.4%	0.0%	0.0%	8.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	23.1%	5.6%	21.4%	0.0%	15.8%	14.7%	7.1%	14.3%	13.8%	13.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	12.5%	0.0%	12.8%	18.8%	6.3%	25.0%	10.0%	10.5%	16.7%	12.5%	14.3%
No	87.5%	100.0%	87.2%	81.3%	93.8%	75.0%	90.0%	89.5%	83.3%	87.5%	85.7%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	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%	0.0%	40.0%	66.7%	0.0%	60.0%	0.0%	0.0%	100.0%	0.0%	25.0%
The way the two institutions work together needs improvement	33.3%	0.0%	40.0%	33.3%	100.0%	40.0%	50.0%	0.0%	0.0%	100.0%	25.0%
The two institutions do not work well together	0.0%	0.0%	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%	20.0%	0.0%	0.0%	0.0%	50.0%	100.0%	0.0%	0.0%	50.0%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	40.0%	64.3%	39.5%	20.0%	31.3%	42.9%	36.6%	36.8%	44.4%	25.7%	29.6%
Use World Bank Group reports/data*	28.0%	21.4%	36.8%	20.0%	56.3%	52.4%	41.5%	68.4%	44.4%	60.0%	29.6%
Engage in World Bank Group related/sponsored events/activities*	20.0%	0.0%	39.5%	20.0%	37.5%	38.1%	34.1%	5.3%	44.4%	34.3%	40.7%
Collaborate as part of my professional duties*	24.0%	7.1%	13.2%	26.7%	18.8%	4.8%	4.9%	0.0%	0.0%	2.9%	18.5%
Use World Bank Group website for information, data, research, etc.	28.0%	35.7%	21.1%	40.0%	31.3%	33.3%	34.1%	47.4%	44.4%	42.9%	44.4%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	20.8%	6.7%	34.1%	29.4%	31.3%	22.7%	34.1%	26.3%	55.6%	25.7%	44.8%
Male	79.2%	93.3%	65.9%	70.6%	68.8%	77.3%	65.9%	73.7%	44.4%	74.3%	55.2%



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>3</sup>

*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 Guatemala 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 Guatemala, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Guatemala?"*

● Collaborating with the WBG N=33      ● Not collaborating with the WBG N=240

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

**How familiar are you with the work of these organizations in Guatemala?** (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)*	33	7.64	1.92	234	6.03	2.47
Inter-American Development Bank (IDB/BID)*	33	8.03	1.59	233	6.32	2.40
Latin American Development Bank (CAF)	33	3.18	2.42	231	3.06	2.30
Central American Bank for Economic Integration (CABE/BCiE)	33	6.27	2.85	233	5.54	2.70

\*Significantly different between collaborators and non-collaborators

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

(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)*	32	7.22	1.86	201	6.28	2.20
Inter-American Development Bank (IDB/BID)	33	6.85	2.37	206	6.47	2.13
Latin American Development Bank (CAF)	14	3.36	2.62	102	4.19	2.65
Central American Bank for Economic Integration (CABE/BCiE)	24	6.79	2.52	187	5.85	2.41

\*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 Guatemala solve its most complicated development challenges?	29	7.76	1.66	187	7.11	2.22

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

<sup>3</sup> Only 273 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 Guatemala, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Guatemala? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	21.2%	29.4%
Crime and violence	6.1%	10.6%
Transport	9.1%	4.3%
Agricultural development	6.1%	10.2%
Global/regional integration	0.0%	1.7%
Job creation/employment	18.2%	15.7%
Public sector governance/reform*	42.4%	23.8%
Social protection	0.0%	4.7%
Rural development	24.2%	34.9%
Foreign direct investment	9.1%	4.3%
Education	24.2%	38.3%
Energy	3.0%	0.9%
Gender equity	0.0%	2.1%
Financial markets	0.0%	2.1%
Urban development	0.0%	2.6%
Environmental sustainability	3.0%	3.8%
Economic growth	21.2%	17.0%
Private sector development	3.0%	3.0%
Water and sanitation	9.1%	8.9%
Food security	9.1%	10.6%
Climate change	6.1%	8.1%
Information and communications technology	6.1%	3.0%
Trade and exports	6.1%	3.0%
Equality of opportunity	9.1%	11.1%
Law and justice	3.0%	8.1%
Regulatory framework	0.0%	2.6%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.0%	1.3%
Poverty reduction	27.3%	19.6%
Anti-corruption	15.2%	12.3%
Disaster management*	6.1%	0.4%

\*Significantly different between collaborators and non-collaborators

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

(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 Guatemala	33	6.27	2.07	212	5.58	2.25
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	32	6.41	2.03	204	5.55	2.22

\*Significantly different between collaborators and non-collaborators

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

**To what extent is the World Bank Group an effective development partner in Guatemala, 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	32	6.41	2.24	203	5.66	2.31
Flexibility (in terms of the institution's products and services)	31	5.87	2.16	177	5.28	2.22
Flexibility (in terms of changing country circumstances)	32	5.97	2.13	187	5.40	2.23
Being inclusive	29	6.48	2.13	181	5.73	2.28
Openness (sharing data and other information)	31	7.16	1.85	185	6.56	2.13
Collaboration with the Government	31	7.58	1.43	192	6.99	2.08
The speed in which it gets things accomplished on the ground	30	6.03	1.65	159	5.35	2.19
Ease of access to the people at the World Bank Group who are making decisions important to my work	33	6.39	2.30	170	5.45	2.61
Collaboration with civil society	28	6.29	2.39	169	5.75	2.46
Staff accessibility	32	6.69	2.21	163	5.87	2.49
Collaboration with other donors and development partners	32	7.03	1.89	157	6.25	2.29
Collaboration with the private sector	24	7.12	2.58	157	6.78	2.32
Straightforwardness and honesty	31	7.61	1.89	174	6.75	2.48
Treating clients and stakeholders in Guatemala with respect	30	7.73	1.72	164	7.21	2.35
Being a long-term partner	31	7.94	1.98	174	7.64	2.29



### 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 Guatemala? (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	30	5.80	2.73	196	6.41	2.79
Financial markets	29	6.62	2.24	191	7.36	2.16
Transport	33	7.03	2.04	191	6.91	2.41
Anti-corruption	31	7.42	2.66	200	7.46	2.70
Law and justice	30	6.67	2.81	199	7.11	2.71
Urban development	32	7.38	1.72	201	7.08	2.50
Environmental sustainability	31	7.58	1.57	198	7.61	2.51
Trade and exports	32	6.75	2.13	193	7.33	2.22
Information and communications technology	33	7.15	1.89	197	7.18	2.38
Poverty reduction	33	8.30	1.88	207	8.38	2.22
Gender equity	33	6.42	2.35	199	6.91	2.84
Private sector development	32	6.87	1.83	195	6.66	2.73
Foreign direct investment	31	7.23	2.08	192	7.39	2.39
Water and sanitation	31	7.87	1.71	198	7.57	2.42
Regulatory framework	30	6.43	2.37	190	6.74	2.43
Economic growth	33	8.27	1.55	199	7.92	2.18
Energy*	31	7.77	1.71	189	6.85	2.51
Disaster management	30	7.43	2.03	188	6.56	2.60
Public sector governance/reform	33	7.64	2.29	195	7.81	2.40
Job creation/employment	33	6.79	2.62	196	7.07	2.70
Communicable/non-communicable diseases	32	5.53	2.24	185	5.92	2.65
Equality of opportunity	33	6.45	2.59	195	6.91	2.74
Social protection	32	5.97	2.38	193	6.35	2.61
Rural development	33	7.33	2.35	202	7.64	2.54
Global/regional integration	29	6.59	1.97	188	6.92	2.50
Food security	31	7.23	2.68	192	7.56	2.57
Natural resource management	30	6.83	2.12	194	6.68	2.61
Health	32	7.31	2.36	200	7.56	2.62
Climate change	30	7.77	1.68	196	7.56	2.62
Agricultural development	33	7.33	2.01	199	7.64	2.41
Education	33	7.97	2.34	202	8.16	2.50

\*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 Guatemala? (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*	20	5.00	2.29	87	6.41	2.59
Information and communications technology	23	6.04	1.97	89	6.61	2.23
Transport	24	6.92	1.93	101	6.50	2.16
Crime and violence	20	4.90	2.69	90	5.94	2.40
Law and justice	19	5.53	2.95	105	6.36	2.42
Urban development	24	6.29	2.48	106	6.17	2.33
Environmental sustainability	24	6.21	2.48	114	6.64	2.27
Regulatory framework	24	6.50	2.40	108	6.57	1.96
Communicable/non-communicable diseases	17	4.82	1.98	78	5.62	2.29
Poverty reduction	28	6.61	2.25	143	6.56	2.52
Anti-corruption	22	6.18	2.86	118	6.38	2.52
Private sector development	25	6.60	2.74	111	6.50	2.46
Foreign direct investment	22	6.68	1.86	106	6.53	2.47
Water and sanitation	22	6.59	1.76	112	6.48	2.24
Trade and exports	22	6.95	1.89	111	6.71	2.30
Economic growth	29	7.17	1.91	132	7.07	2.23
Health	22	6.18	2.28	120	6.39	2.41
Disaster management	21	6.71	2.51	107	6.18	2.52
Public sector governance/reform	30	7.20	2.44	140	6.69	2.29
Job creation/employment	23	5.70	2.75	108	5.66	2.43
Financial markets	18	6.39	2.52	109	6.81	2.16
Equality of opportunity	22	6.27	2.23	108	6.26	2.49
Energy	20	6.55	2.19	106	6.45	2.19
Rural development	25	6.52	2.22	130	6.48	2.39
Global/regional integration	20	6.10	2.10	103	6.74	2.12
Food security	23	6.52	2.27	115	6.29	2.45
Education	25	6.40	2.31	135	6.53	2.46
Social protection	20	4.70	2.81	104	5.68	2.36
Climate change	18	6.11	2.42	112	6.33	2.44
Agricultural development	20	6.00	2.03	116	6.23	2.51
Natural resource management	20	5.55	2.26	101	6.10	2.42

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	32	6.78	1.90	206	6.09	2.17

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Guatemala?***(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 Guatemala	33	6.36	2.12	195	5.86	2.20
The World Bank Group meets Guatemala's needs for knowledge services*	33	7.06	2.09	199	6.15	2.11

*\*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 measures and corrects its work in real time in Guatemala?	31	6.45	2.05	166	5.70	2.02

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Guatemala, 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	32	6.94	1.95	191	6.46	2.01
Lead to practical solutions	32	6.62	1.96	183	6.02	2.09
Are accessible (well written and easy to understand)	32	7.06	1.58	187	6.54	2.14
Are translated enough into local language*	32	7.75	2.16	179	6.41	2.50
Are adaptable to Guatemala's specific development challenges and country circumstances	33	7.00	1.68	191	6.24	2.15

*\*Significantly different between collaborators and non-collaborators*

	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?	33	7.24	2.02	200	6.77	2.11
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	33	7.88	1.67	197	7.48	1.84

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	28	6.14	1.88	108	5.97	2.20
The World Bank Group effectively monitors and evaluates the projects and programs it supports	29	7.34	1.91	151	6.70	2.27
The World Bank Group's approvals and reviews are done in a timely fashion	27	7.04	1.74	133	6.32	2.20
The World Bank Group's "Safeguard Policy" requirements are reasonable	24	7.00	2.17	106	6.65	2.19
The World Bank Group's conditions on its lending are reasonable*	30	7.10	1.81	142	6.13	2.20
The World Bank Group takes decisions quickly in Guatemala	30	6.30	2.07	137	5.82	2.28
Working with the World Bank Group increases Guatemala's institutional capacity	32	7.31	1.64	167	6.74	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	7.27	1.93	119	6.69	2.27
The World Bank Group provides effective implementation support	27	7.07	2.15	130	6.58	2.39

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Guatemala?	28	6.89	1.71	165	6.16	2.22

*(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*	32	7.31	2.24	187	5.92	2.74
The World Bank Group's social media channels are valuable sources of information about the institution	23	6.35	2.89	159	6.63	2.78
The World Bank Group is responsive to my information requests and inquiries*	28	7.39	2.35	111	6.23	2.44

*\*Significantly different between collaborators and non-collaborators*



## Appendix D: Responses to Selected Questions by Year<sup>4</sup>

*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 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.*

FY 2013 Number of comparable respondents = 57 • FY 2016 Number of comparable respondents = 272

By weighting, the FY 2013 data has the same stakeholder composition as it is in FY 2016. Therefore, the two years are comparable. Respondents from bilateral/multilateral agencies, financial sector/private banks, trade unions, faith-based groups, youth groups, and the judiciary branch were not included in the year comparison analysis, because there were respondents from these groups in either only one year or neither years. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the President/Prime Minister	1.8%	1.8%
Office of Minister	9.4%	9.4%
Office of Parliamentarian	7.2%	7.2%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.7%	15.7%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	2.7%	2.7%
Local Government Office or Staff	7.6%	7.6%
Private Sector Organization	9.4%	9.4%
Private Foundation	2.7%	2.7%
NGO/Community-Based Organization	14.8%	14.8%
Media	9.0%	9.0%
Independent Government Institution	4.0%	4.0%
Academia/Research Institute/Think Tank	15.7%	15.7%

### A. General Issues facing Guatemala

In general would you say that Guatemala is headed in...?\*

Percentage of Respondents	FY 2016	FY 2013
The right direction	49.1%	72.7%
The wrong direction	27.5%	25.0%
Not sure	23.4%	2.3%

\*Significantly different between FY2016 and FY2013

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Guatemala?*	218	6.24	2.39	54	7.01	1.84

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2016 and FY2013

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Guatemala?	191	6.43	2.16	52	6.87	1.85

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Guatemala solve its most complicated development challenges?	177	7.28	2.10	48	7.65	1.83

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

<sup>4</sup> Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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 Guatemala?

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Guatemala*	200	5.62	2.20	52	6.64	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	195	5.61	2.23	52	5.72	2.46

\*Significantly different between FY2016 and FY2013

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

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	194	5.65	2.29	44	6.13	1.87
Flexibility (in terms of the institution's products and services)*	171	5.30	2.17	43	6.05	2.11
Flexibility (in terms of changing country circumstances)	181	5.48	2.17	45	5.94	2.14
Being inclusive	170	5.84	2.26	43	6.52	2.04
Openness (sharing data and other information)	178	6.58	2.10	44	6.84	2.18
Collaboration with the Government*	183	7.05	2.00	47	8.35	1.28
The speed in which it gets things accomplished on the ground	157	5.47	2.08			
Ease of access to the people at the World Bank Group who are making decisions important to my work	164	5.45	2.49			
Collaboration with civil society	166	5.78	2.43			
Staff accessibility*	159	5.93	2.41	43	7.21	2.10
Collaboration with other donors and development partners*	158	6.42	2.09	37	7.40	1.87
Collaboration with the private sector	152	6.82	2.27			
Straightforwardness and honesty	166	6.87	2.37	42	7.61	1.65
Treating clients and stakeholders in Guatemala with respect	158	7.31	2.13	46	7.75	2.45
Being a long-term partner	171	7.65	2.19			

\*Significantly different between FY2016 and FY2013

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

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity	91	6.26	2.50	40	5.79	2.11
Information and communications technology	97	6.43	2.13	42	6.65	1.93
Transport	104	6.49	2.01	38	6.30	1.98
Crime and violence	95	5.77	2.43	35	5.40	2.31
Law and justice	107	6.33	2.41	39	6.02	1.95
Urban development	109	6.17	2.28	33	5.88	1.78
Environmental sustainability	114	6.59	2.18	42	5.90	1.84
Regulatory framework	105	6.39	1.98			
Communicable/non-communicable diseases	84	5.57	2.15			
Poverty reduction	135	6.55	2.44	40	6.60	2.23
Anti-corruption*	114	6.46	2.48	42	5.11	2.13
Private sector development	119	6.50	2.46	34	5.60	2.33
Foreign direct investment*	110	6.73	2.27	32	5.61	2.50
Water and sanitation	111	6.43	2.14	38	6.72	1.66
Trade and exports*	112	6.95	2.11	33	5.80	2.16
Economic growth*	129	7.16	2.15	34	5.94	2.27
Health	120	6.55	2.26	43	6.03	2.17
Disaster management	108	6.19	2.51	34	6.55	2.10
Public sector governance/reform	136	6.74	2.32	38	6.16	2.19
Job creation/employment	113	5.71	2.47	33	5.04	2.24
Financial markets*	110	6.85	2.20	31	5.89	2.50
Equality of opportunity	110	6.29	2.39	38	5.66	2.14
Energy	109	6.54	2.13	36	6.45	2.35
Rural development	129	6.58	2.27	41	5.78	2.30
Global/regional integration	102	6.62	2.05			
Food security	113	6.42	2.31	39	5.91	2.46
Education	132	6.60	2.41			
Social protection	104	5.56	2.48	32	5.27	2.35
Climate change	108	6.27	2.37	40	5.63	2.22
Agricultural development	116	6.25	2.37	36	6.12	2.25
Natural resource management	102	6.04	2.37	31	5.99	2.14

\*Significantly different between FY2016 and FY2013

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	197	6.17	2.07	53	6.42	1.98

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Guatemala	186	5.91	2.20	53	6.07	1.83
The World Bank Group meets Guatemala's needs for knowledge services	189	6.28	2.08	52	6.16	2.08

**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 2016	FY 2013
Weekly	5.8%	9.4%
Monthly	19.9%	24.5%
A few times a year	42.2%	50.9%
Rarely	26.7%	15.1%
Never	5.3%	0.0%

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

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	183	6.47	2.04	51	6.75	2.01
Lead to practical solutions	176	6.03	2.12			
Are accessible (well written and easy to understand)*	179	6.46	2.06	51	7.77	1.89
Are translated enough into local language	173	6.46	2.50			
Are adaptable to Guatemala's specific development challenges and country circumstances*	186	6.26	2.11	52	6.99	1.98

\*Significantly different between FY2016 and FY2013

	Year					
	FY 2016			FY 2013		
	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?	193	6.75	2.15	52	7.16	1.61
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	188	7.49	1.77	53	8.61	1.24

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

\*Significantly different between FY2016 and FY2013

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

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	117	5.97	2.19	40	5.91	2.27
The World Bank Group effectively monitors and evaluates the projects and programs it supports	149	6.73	2.29	51	7.09	1.86
The World Bank Group's approvals and reviews are done in a timely fashion	134	6.37	2.23	45	6.85	1.83
The World Bank Group's "Safeguard Policy" requirements are reasonable	110	6.65	2.16	33	7.25	1.73
The World Bank Group's conditions on its lending are reasonable	141	6.21	2.20	47	6.40	2.32
The World Bank Group takes decisions quickly in Guatemala	138	5.85	2.25			
Working with the World Bank Group increases Guatemala's institutional capacity	161	6.76	2.15	53	6.63	2.09
Where country systems are adequate, the World Bank Group makes appropriate use of them*	125	6.73	2.22	39	7.70	1.71
The World Bank Group provides effective implementation support	130	6.54	2.41	44	7.23	1.69

\*Significantly different between FY2016 and FY2013

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2016	FY 2013
Yes	16.1%	30.6%
No	83.9%	69.4%

\*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2016	FY 2013
Yes	15.8%	8.5%
No	84.2%	91.5%

Were you able to obtain this information?

Percentage of Respondents	FY 2016	FY 2013
Yes	93.3%	100.0%
No	6.7%	0.0%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	65.0%	90.0%
No	35.0%	10.0%

\*Significantly different between FY2016 and FY2013

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

	Year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	178	6.06	2.63	48	6.67	2.20
The World Bank Group is responsive to my information requests and inquiries	113	6.38	2.34	24	7.36	1.83



## 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 Guatemala? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	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 Guatemala	6.28	7.22	6.48	6.18	6.46	6.27	6.18	6.81	6.22	7.56	6.32	6.49
Overall the World Bank Group currently plays a relevant role in development in Guatemala	5.58	6.27	5.79	5.36	5.80	5.44	5.50	5.95	5.47	7.00	5.62	5.68
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	5.55	6.41	5.71	5.40	5.78	5.38	5.45	5.93	5.43	7.00	5.64	5.53
Responsiveness to needs	5.66	6.41	5.89	5.42	6.00	5.36	5.50	6.22	5.50	7.48	5.69	5.81
Flexibility (in terms of the institution's products and services)	5.28	5.87	5.50	4.97	5.54	5.06	5.02	5.98	5.24	5.96	5.22	5.53
Flexibility (in terms of changing country circumstances)	5.40	5.97	5.60	5.19	5.66	5.21	5.21	5.99	5.36	6.28	5.37	5.64
Being inclusive	5.73	6.48	5.85	5.68	5.90	5.66	5.54	6.32	5.70	6.48	5.89	5.64
Openness (sharing data and other information)	6.56	7.16	6.72	6.38	6.53	6.73	6.38	7.10	6.53	7.19	6.55	6.72
Collaboration with the Government	6.99	7.58	7.20	6.80	7.10	7.00	6.89	7.41	6.94	7.96	6.99	7.18
The speed in which it gets things accomplished on the ground	5.35	6.03	5.50	5.31	5.66	5.14	5.26	5.81	5.34	6.00	5.37	5.55
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.45	6.39	5.59	5.41	5.81	5.15	5.12	6.34	5.38	6.46	5.68	5.27
Collaboration with civil society	5.75	6.29	5.63	6.12	6.17	5.31	5.57	6.20	5.70	6.33	5.78	5.79
Staff accessibility	5.87	6.69	5.98	5.78	6.08	5.71	5.58	6.55	5.76	6.89	6.01	5.77
Collaboration with other donors and development partners	6.25	7.03	6.44	6.14	6.39	6.29	6.05	6.95	6.28	6.76	6.41	6.24
Collaboration with the private sector	6.78	7.12	7.03	6.37	6.94	6.67	6.59	7.29	6.77	7.28	6.76	6.92
Straightforwardness and honesty	6.75	7.61	6.79	6.89	7.09	6.48	6.63	7.19	6.65	7.96	6.89	6.70
Treating clients and stakeholders in Guatemala with respect	7.21	7.73	7.31	7.05	7.25	7.18	7.00	7.66	7.09	8.04	7.25	7.17
Being a long-term partner	7.64	7.94	7.66	7.48	7.73	7.44	7.50	7.83	7.51	8.24	7.38	8.03
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	6.09	6.78	6.31	5.82	6.35	5.86	5.96	6.56	5.98	7.42	6.01	6.37
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Guatemala	5.86	6.36	6.05	5.61	6.05	5.69	5.64	6.46	5.75	6.93	5.85	5.98
The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.15	7.06	6.52	5.77	6.17	6.38	5.92	6.97	6.15	7.12	6.22	6.33
The World Bank Group's knowledge work and activities are adaptable to Guatemala's specific development challenges and country circumstances	6.24	7.00	6.45	6.05	6.48	6.11	6.09	6.82	6.24	6.81	6.29	6.35
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.77	7.24	6.91	6.47	7.02	6.42	6.50	7.33	6.68	7.37	6.75	6.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.48	7.88	7.59	7.32	7.57	7.39	7.22	8.07	7.43	7.96	7.45	7.59
The World Bank Group takes decisions quickly in Guatemala	5.82	6.30	6.14	5.37	6.23	5.49	5.56	6.57	5.69	7.38	5.80	6.08
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.69	7.27	6.93	6.49	6.93	6.58	6.45	7.50	6.62	7.67	6.87	6.62

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Guatemala FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Guatemala**

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

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 GUATEMALA**

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

**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Guatemala? (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 Guatemala? (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 Guatemala?											
		Not familiar at all						Extremely familiar			
<b>B1</b>	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
<b>B2</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
<b>B3</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10
<b>B4</b>	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 Guatemala.												
		Not effective at all						Extremely effective				Don't know
<b>B5</b>	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B6</b>	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B7</b>	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

<b>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 Guatemala?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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"/>

<b>B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Guatemala? (Choose no more than TWO)</b>	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Guatemala
17	Other (please specify): _____
18	Don't know

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

<b>B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Guatemala? (Choose no more than TWO)</b>	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

<b>B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (Select only ONE response)</b>	
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

<b>To what extent do you agree with the following statements about the World Bank Group's work in Guatemala?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>B15</b>	Overall the World Bank Group currently plays a relevant role in development in Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	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 Guatemala, in terms of each of the following?		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B17</b>	Responsiveness to needs											<input type="checkbox"/>	
<b>B18</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B19</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B20</b>	Being inclusive											<input type="checkbox"/>	
<b>B21</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B23</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B24</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B25</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B26</b>	Staff accessibility											<input type="checkbox"/>	
<b>B27</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B28</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B29</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B30</b>	Treating clients and stakeholders in Guatemala with respect											<input type="checkbox"/>	
<b>B31</b>	Being a long-term partner											<input type="checkbox"/>	

<b>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)</b>	
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 Guatemala?													
		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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Guatemala? (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	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	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	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	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, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Guatemala?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Guatemala?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Guatemala'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"/>

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Guatemala?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Guatemala?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>E11. Which of the following best describes the World Bank Group's support in Guatemala? (Select only one response)</b>												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Guatemala											
2	The World Bank Group is not sufficiently selective in Guatemala, 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 GUATEMALA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Guatemala? (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 Guatemala's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Guatemala'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 Guatemala, 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 Guatemala? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Guatemala
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Guatemala? (Choose no more than TWO)</b>			
1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	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)	<b>Yes</b>	<b>No</b>
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<b>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)</b>	
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): _____

<b>G5</b>	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)	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
<b>G9</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G10</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G11</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
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 Guatemala? (Select only ONE response)**

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

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

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

**H6. If yes, what was your view of how the two institutions work together in Guatemala?  
(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 Guatemala?  
(Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**H8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**H9. Which best represents your geographic location?**

- |   |                     |
|---|---------------------|
| 1 | Ciudad de Guatemala |
| 2 | Quetzaltenando      |
| 3 | Escuintla           |
| 4 | Cobán               |

**Thank you for completing the survey!**