

FY 2018 El Salvador Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

June 2018



Acknowledgements

The El Salvador 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Antonina Redko, Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the El Salvador country team and the independent fielding agency Marketing Plus. 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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EL SALVADOR





I. Objectives

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

- *General Issues Facing El Salvador*
- *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 El Salvador*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to May 2018, 158 stakeholders of the WBG in El Salvador 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and 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 113 stakeholders participated in the survey (72% response rate). Respondents completed the questionnaires with a representative from the local fielding agency or received the questionnaires via the online survey platform Qualtrics.

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.

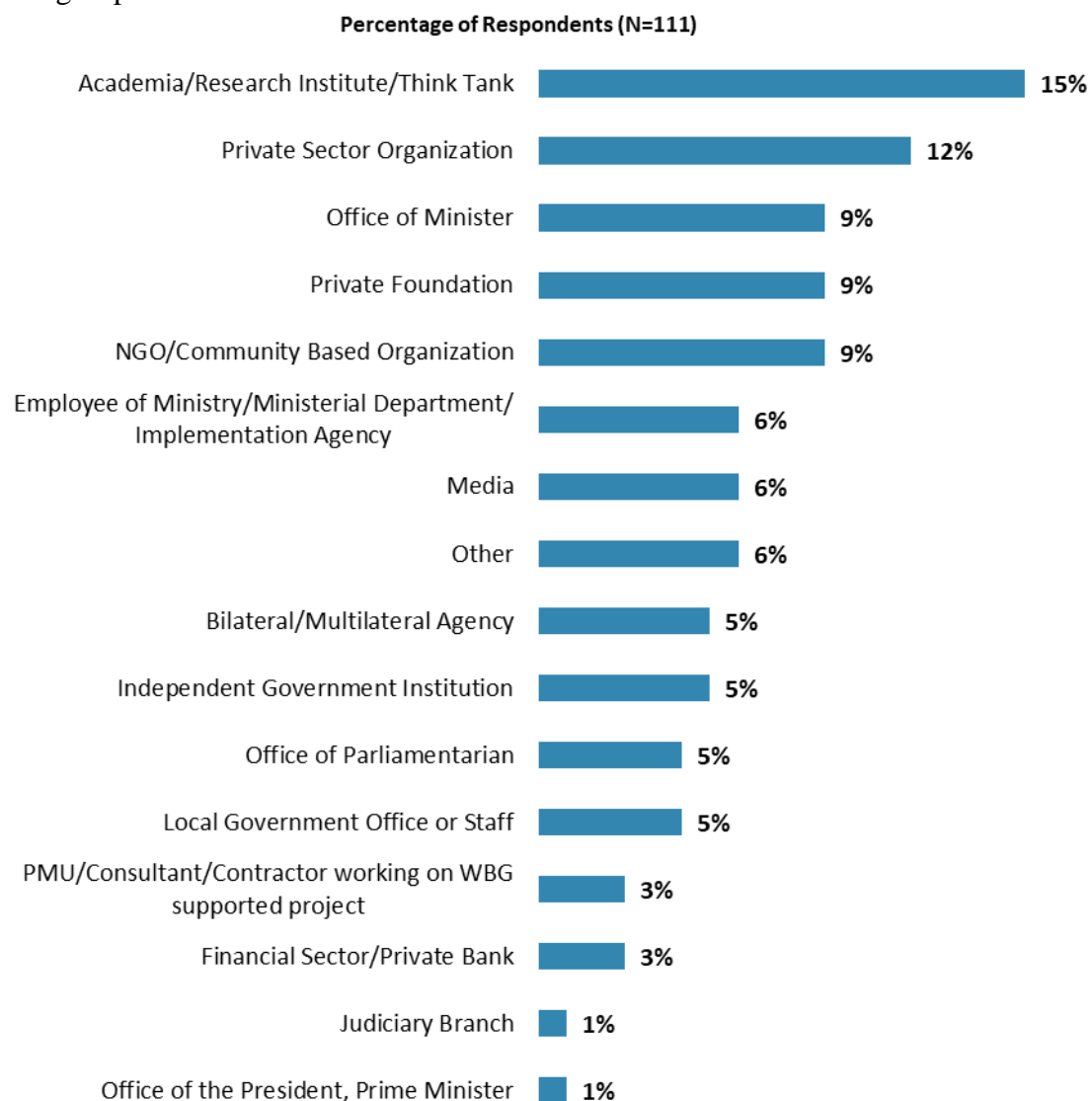
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 72%, N=97). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 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 88).



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; employees of ministries/ministerial departments/implementation agencies, respondents from PMUs, and consultants working on WBG projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations and private foundations were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian, local government, and the judiciary branch were included in the “Other” category. There were no respondents from trade unions, faith-based groups, and youth groups.

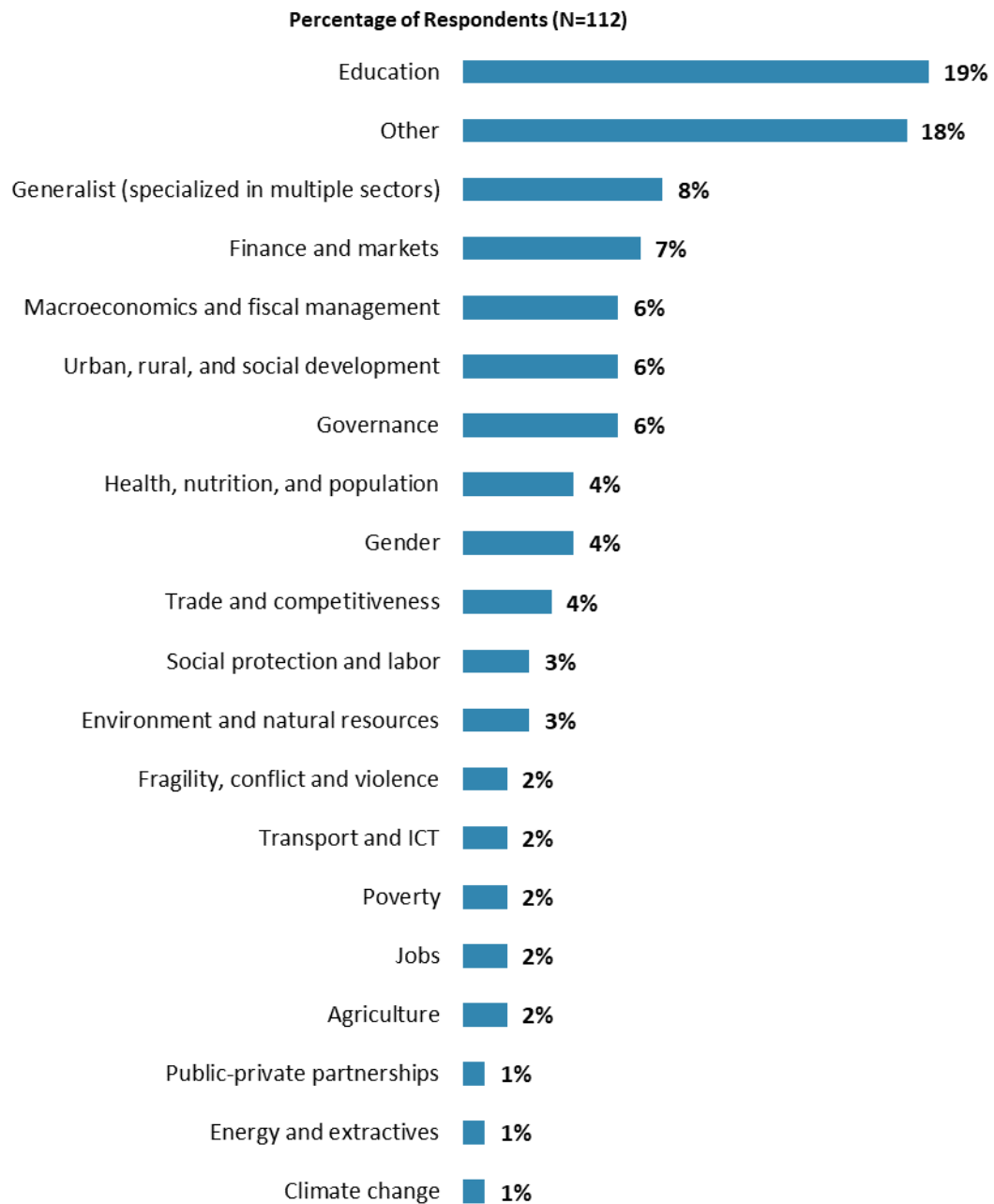


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



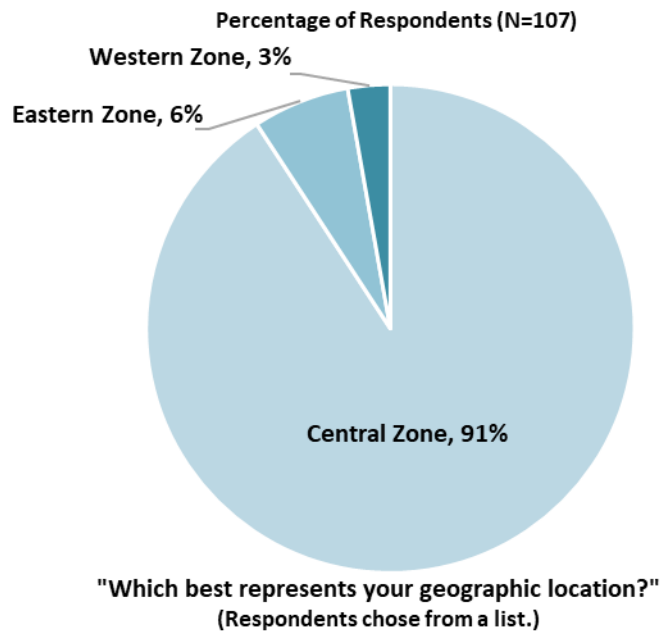
"Please identify the primary specialization of your work." (Respondents chose from a list.)



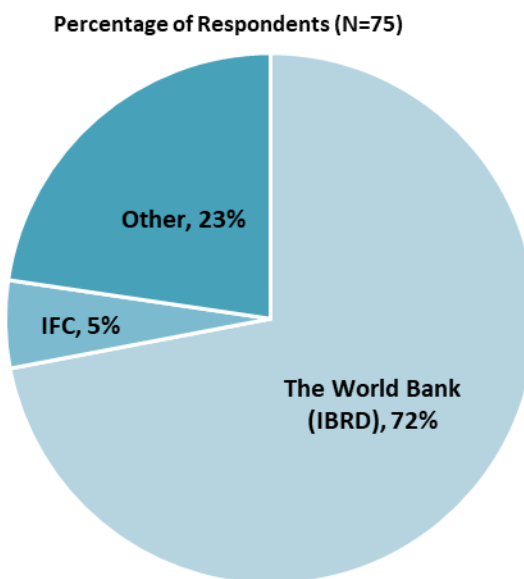
III. Demographics of the Sample (continued)

Geographic Locations

- Majority of respondents indicated that they were located in the Central Zone. Because of the small number of respondents from other areas (Eastern Zone and Western Zone), statistical comparisons across geographic locations were not conducted.



Exposure to Agencies within the World Bank Group



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

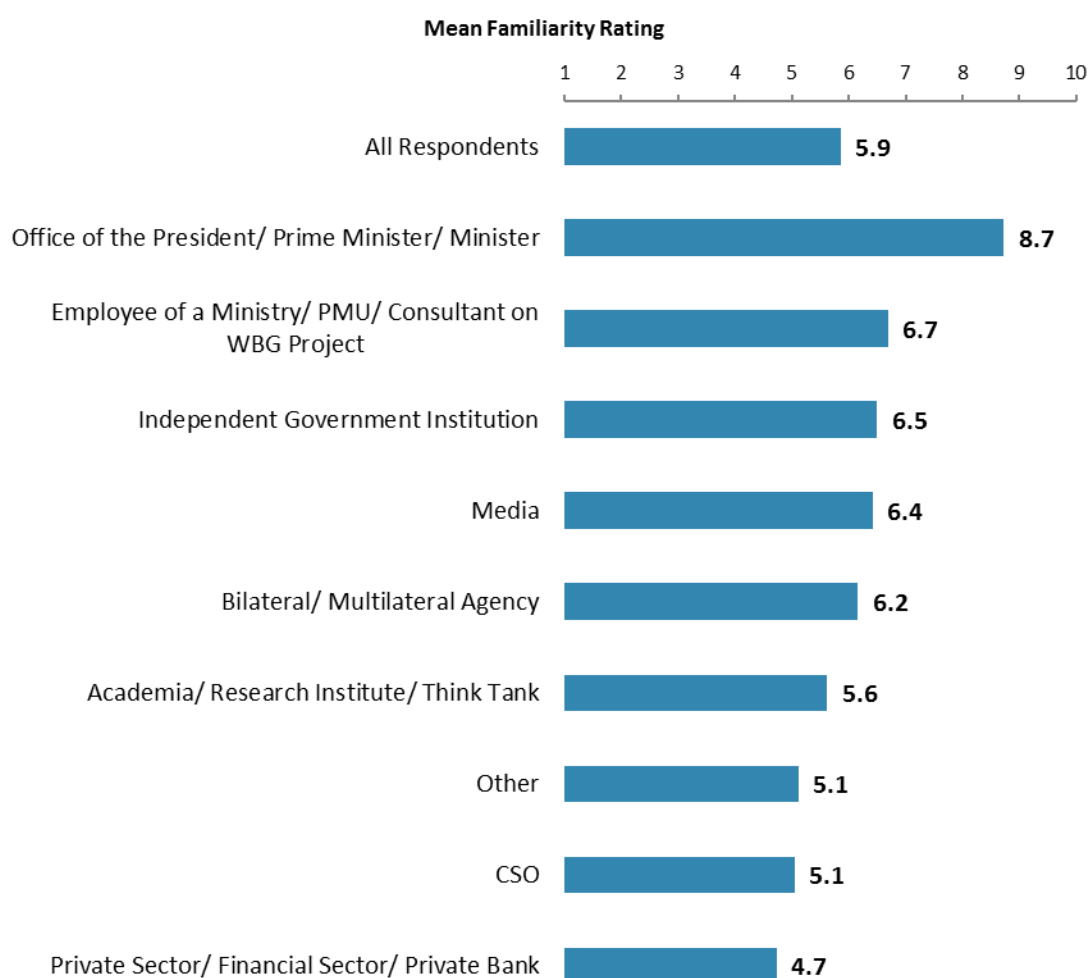
Note: No respondents selected "MIGA" response option.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'18 = 6.1; weighted mean in FY'14 = 7.5)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in El Salvador, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in El Salvador, 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 El Salvador?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

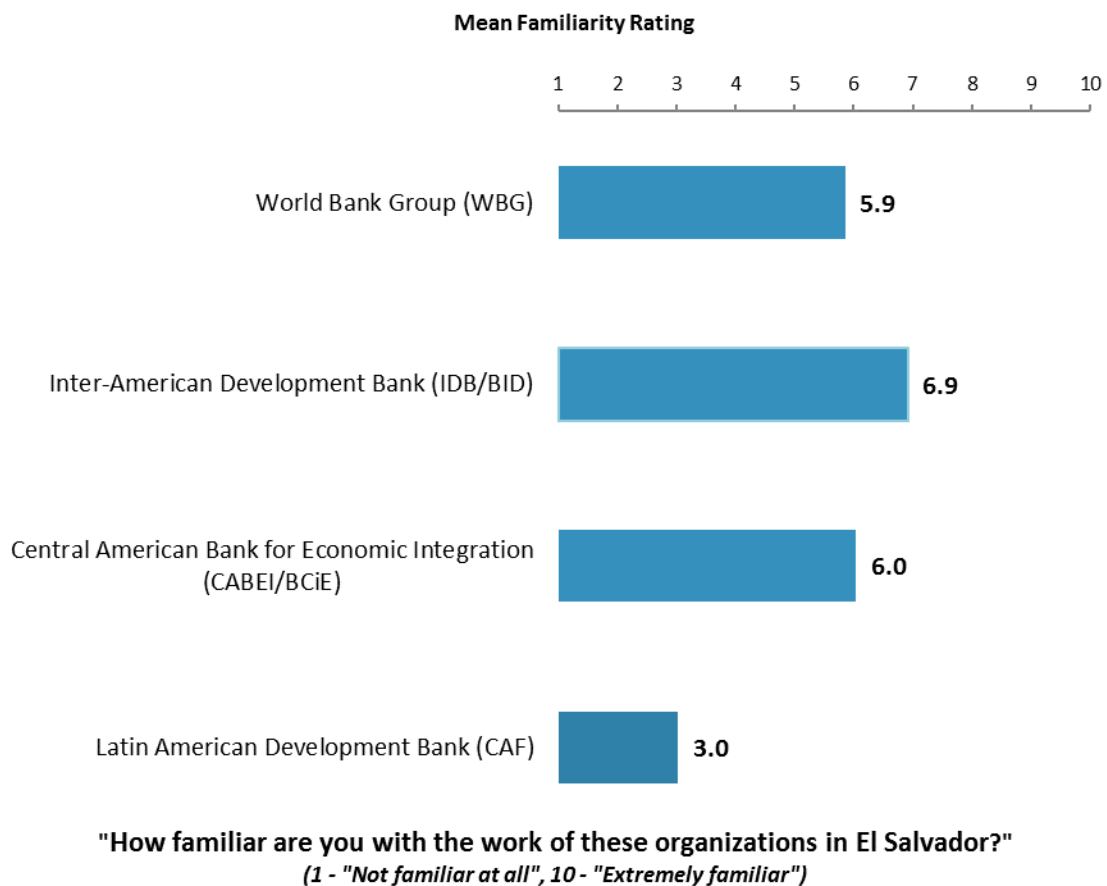
¹ Please refer to Appendix D (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Development Banks

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the Central American Bank for Economic Integration (CABEI/BCiE) and the Latin American Development Bank (CAF) than respondents in the FY'14 Country Survey (for CABEI/BCiE: weighted mean in FY'18 = 6.2; weighted mean in FY'14 = 6.9; for CAF: weighted mean in FY'18 = 3.2; weighted mean in FY'14 = 5.9)².
- In this year's Country Survey, respondents had significantly higher levels of familiarity with the Inter-American Development Bank than the World Bank Group and significantly lower levels of familiarity with the Latin American Development Bank than the WBG. Respondents' levels of familiarity with the WBG and the Central American Bank for Economic Integration were statistically similar.



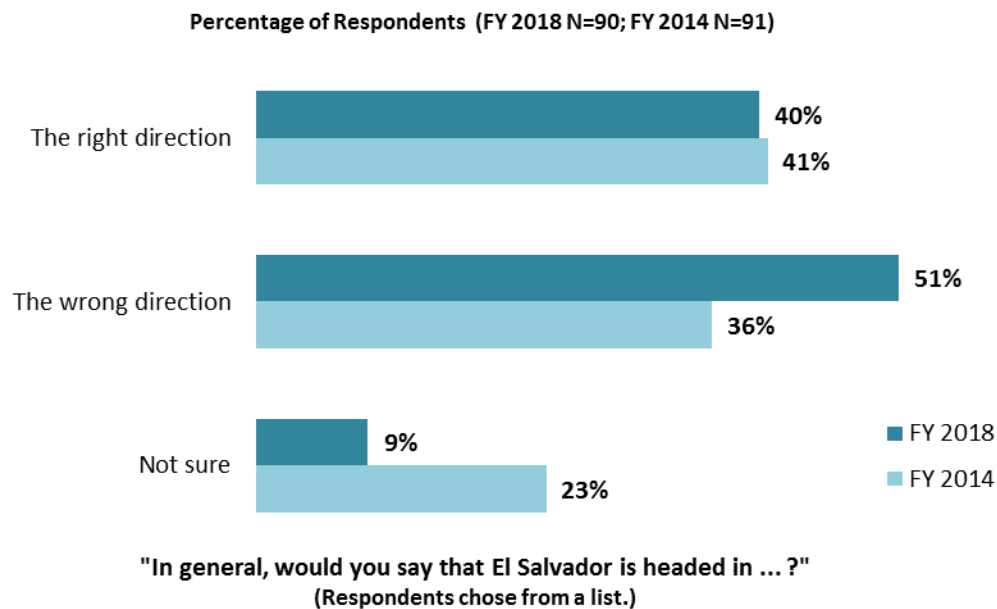
² Please refer to Appendix D (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing El Salvador

Headed in the Right Direction³

- **Year comparison:** This year's respondents were significantly more likely to believe that El Salvador is headed in the wrong direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** There were significant stakeholder differences in their views of the country's direction. While respondents from the Office of the President/Prime Minister/Minister, employees of a ministries/PMUs/consultants on WBG projects, and respondents from independent government institutions overwhelmingly indicated that El Salvador is headed in the right direction, respondents from the private sector, media, academia, and CSOs were significantly less positive about the prospects of the country.



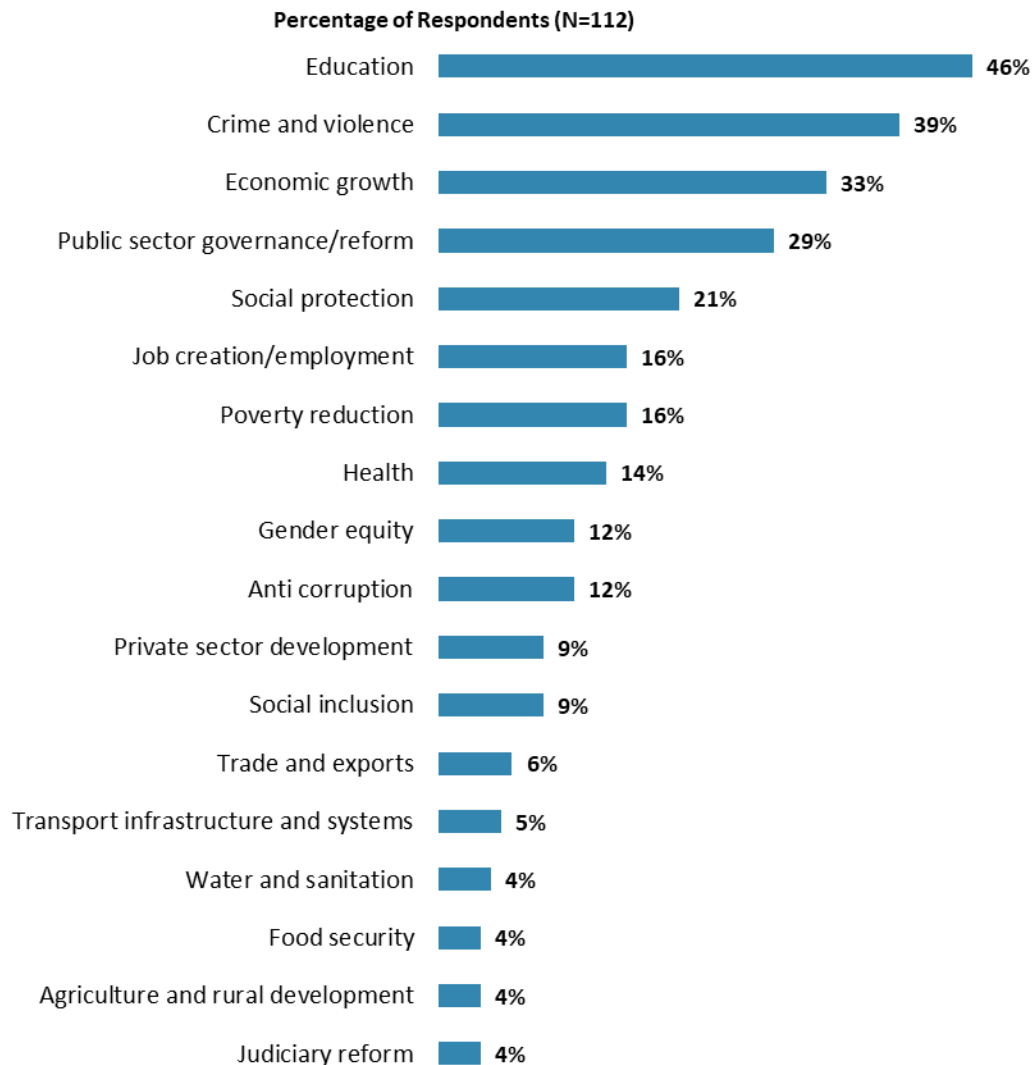
³ Percentages presented in the chart were calculated based on weighted data.



IV. General Issues Facing El Salvador (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in El Salvador were “*education*” (53%), “*crime and violence*” (52%), and “*public sector governance/reform*” (35%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (19% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in El Salvador, compared to the rest of respondents in other areas of work (education specialists = 100%; others = 33%).



"Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 18 out of 28 response options shown.)

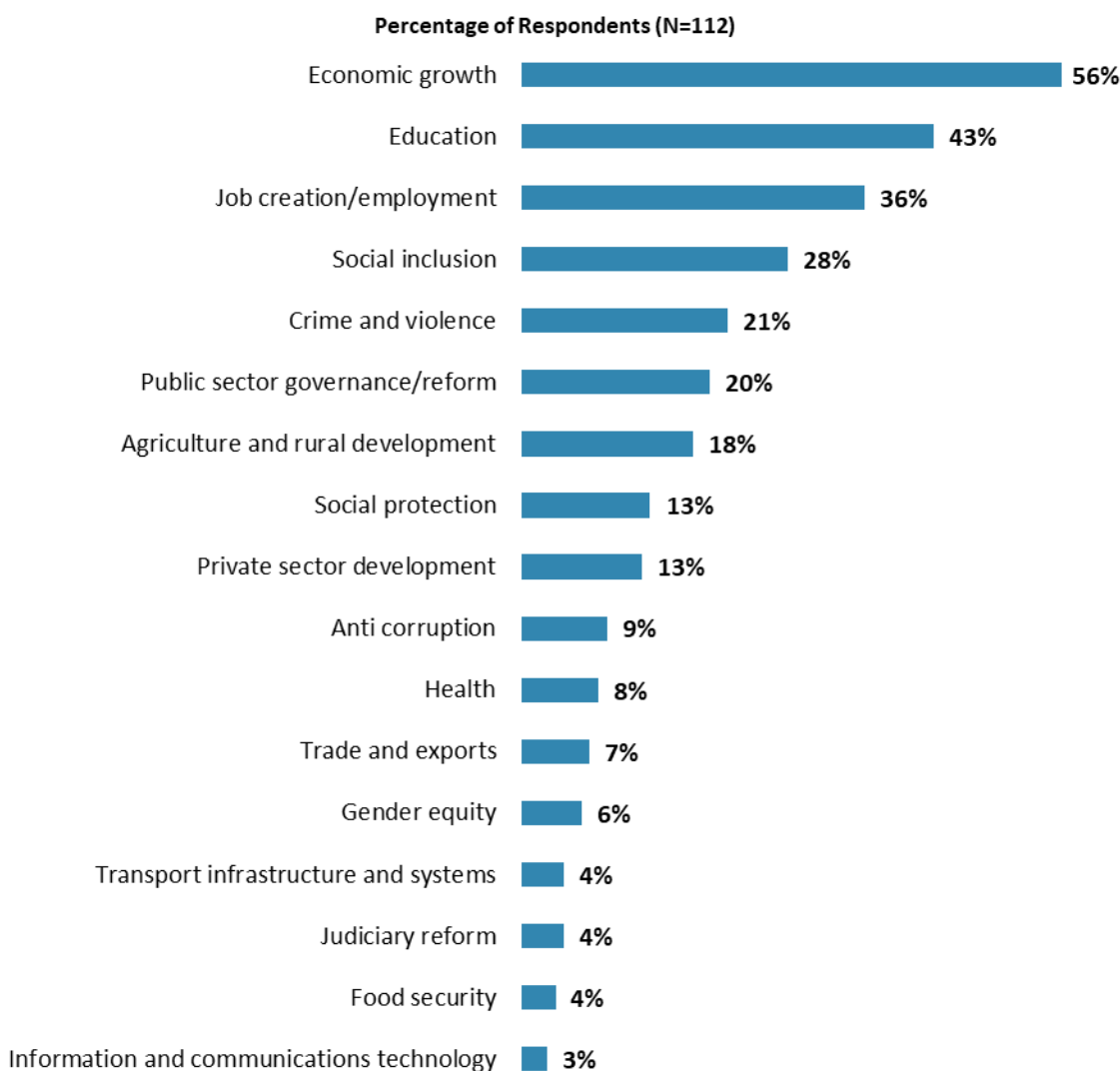
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in a country.



IV. General Issues Facing El Salvador (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in El Salvador were “*education*” (70%), “*economic growth*” (54%), and “*job creation/employment*” (38%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that “*education*” was the greatest contributor to poverty reduction, compared to respondents from other areas (education specialists = 65%; others = 39%).



"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 El Salvador?"
(Respondents chose from a list. Responses combined. Top 17 out of 27 response options shown.)

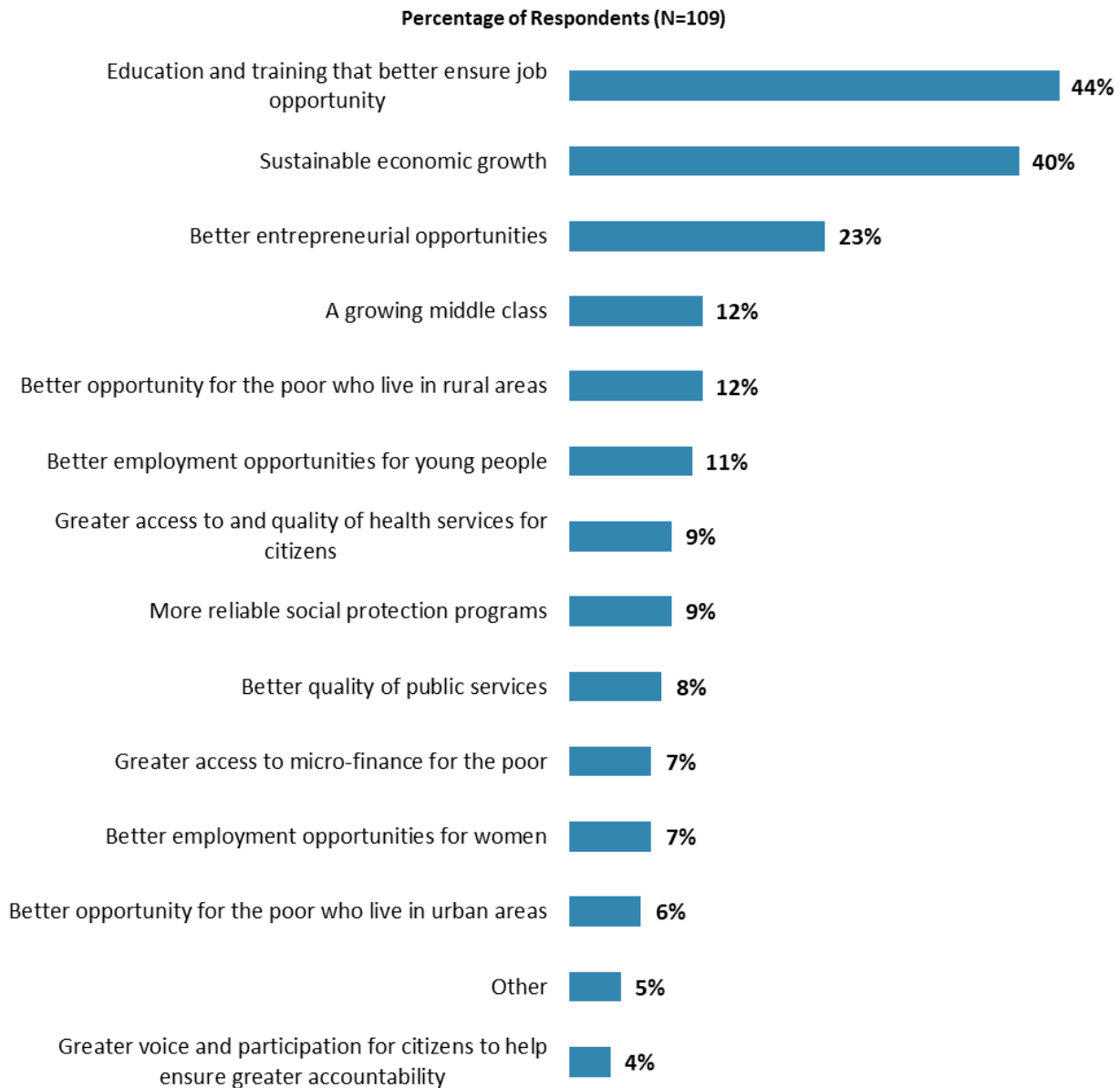
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.



IV. General Issues Facing El Salvador (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in El Salvador can be best achieved through “*education and training that better ensure job opportunity*” (48%) and “*consistent economic growth*” (34%).



"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 El Salvador? (Choose no more than TWO)"

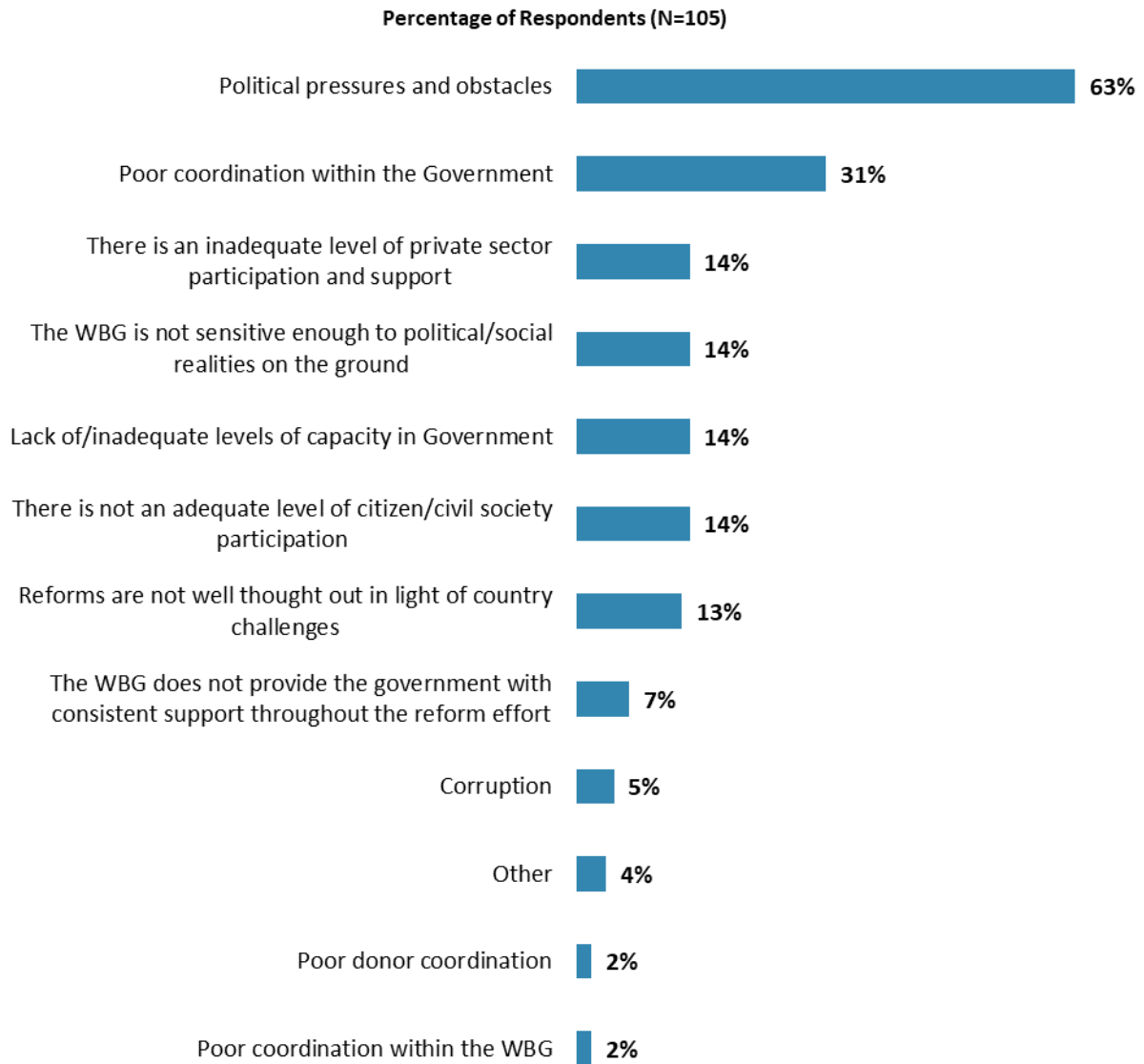
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*political pressures and obstacles*” (34%).



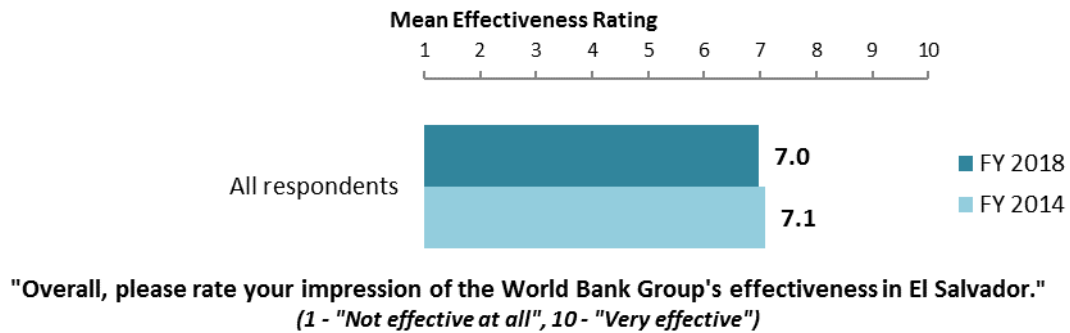
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

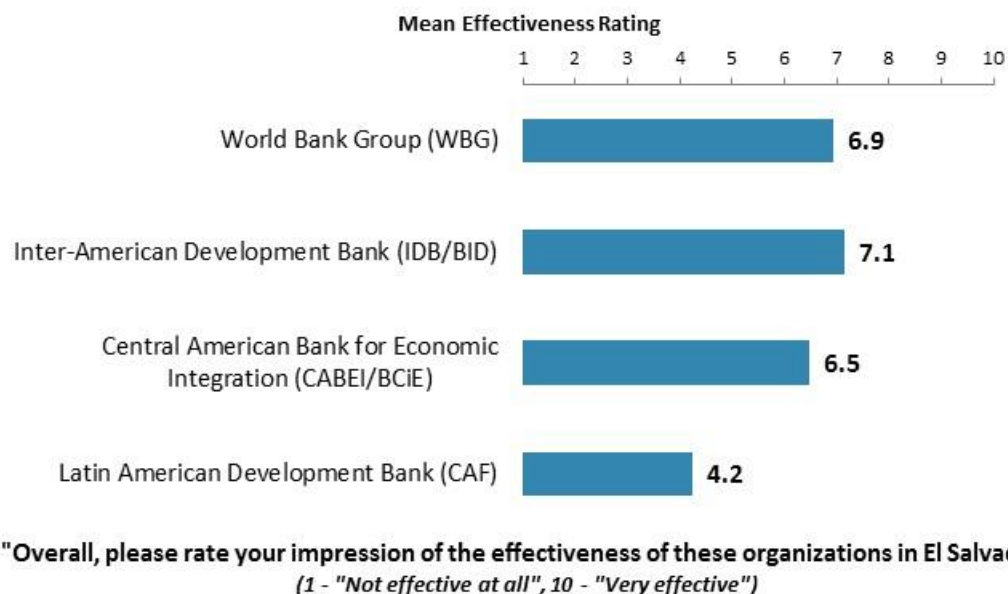
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



The Effectiveness of the World Bank Group and Other Development Banks

- In this year’s Country Survey, respondents gave significantly higher ratings for the WBG’s effectiveness than the effectiveness of the Latin American Development Bank. The stakeholders’ ratings of effectiveness of the WBG, the Inter-American Development Bank and the Central American Bank for Economic Integration were statistically similar.

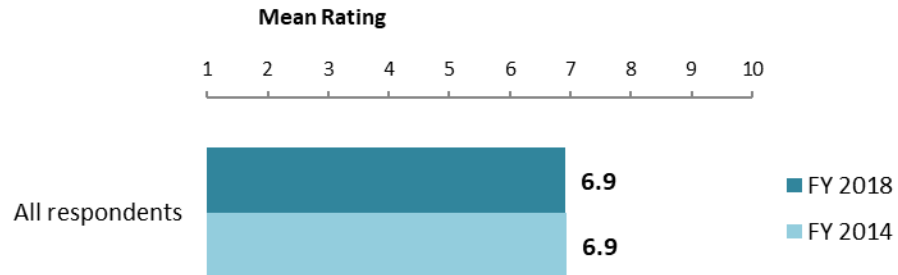


⁴ Means presented in the chart were calculated based on weighted data.



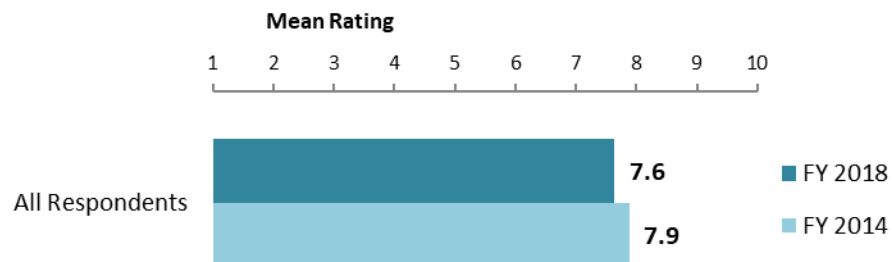
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results⁵ (*Indicator Question*)



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

WBG Staff Preparedness



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

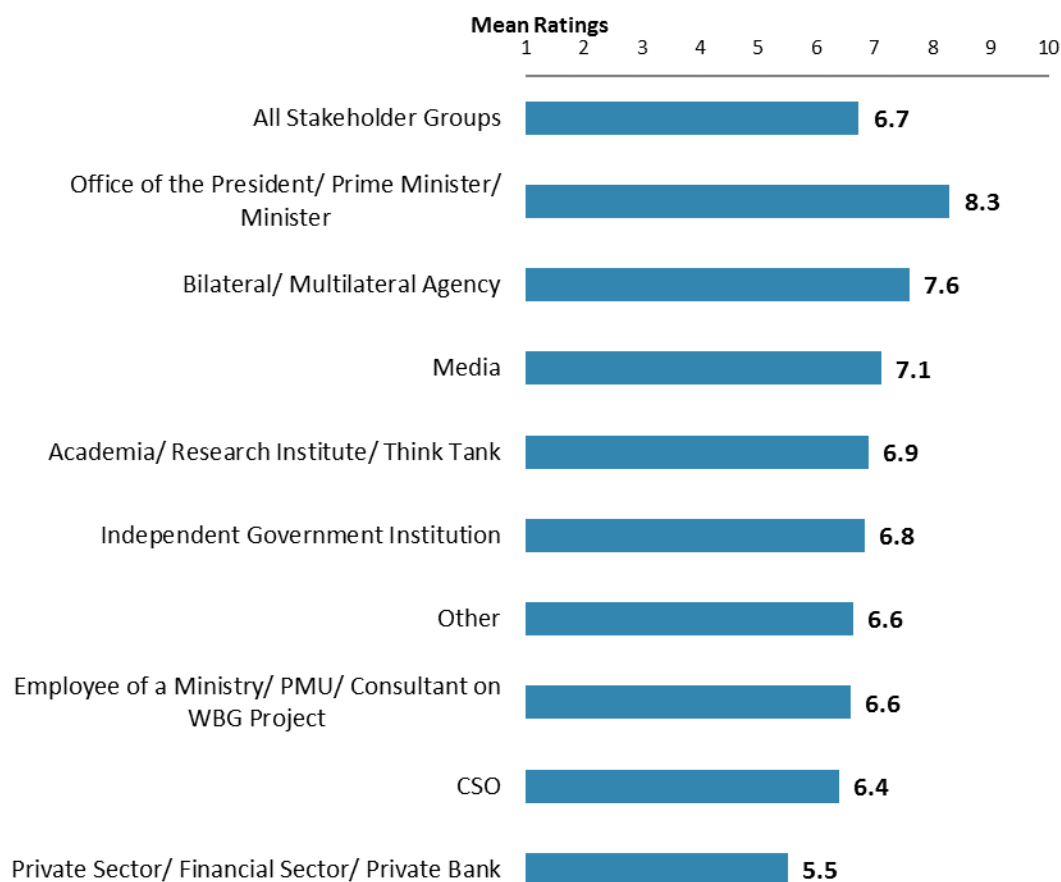
⁵ Means presented in the charts on this page were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from the private sector/financial sector/private banks had the lowest mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 59).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix C (page 82).



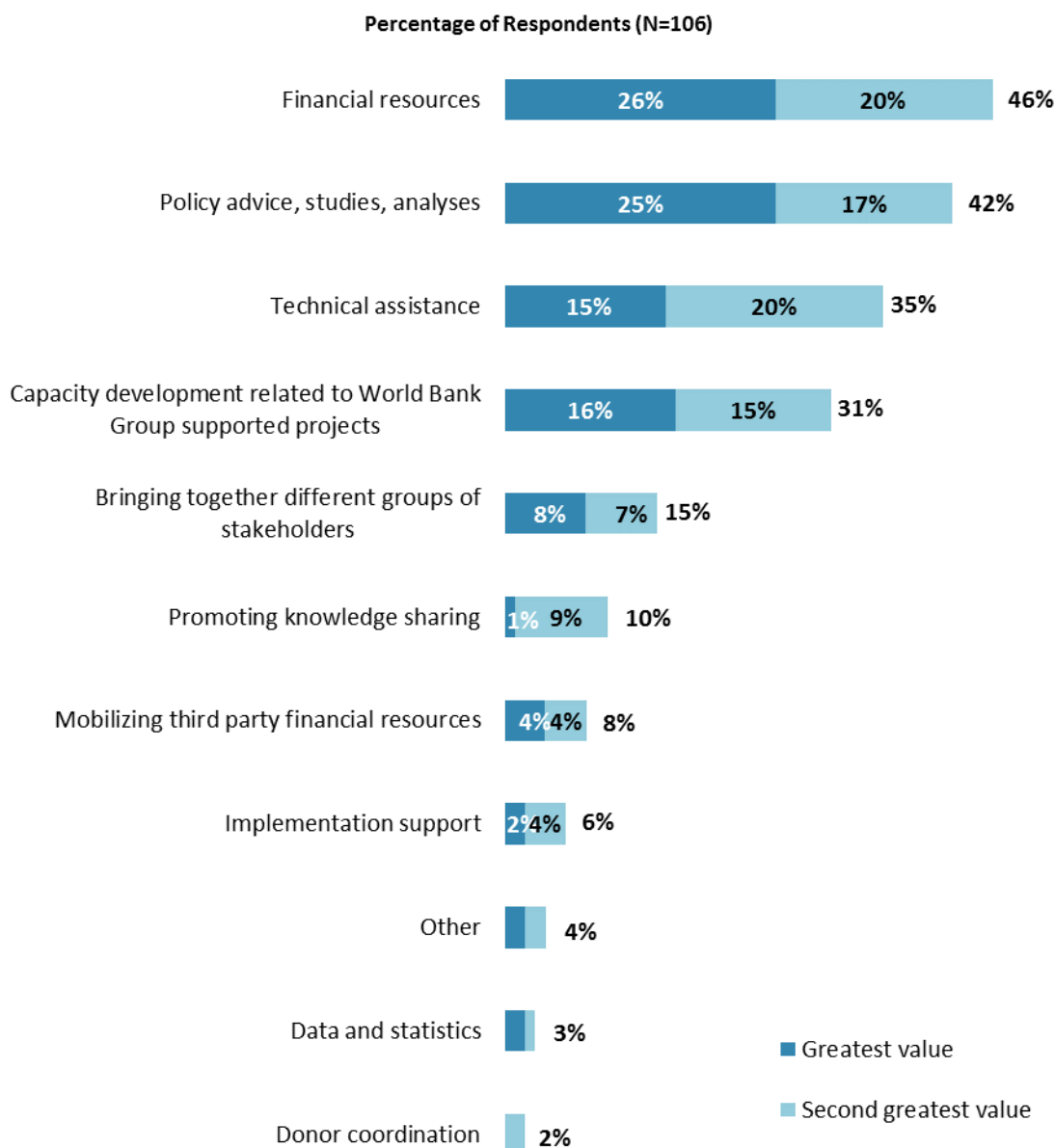
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest value to El Salvador was its "*financial resources*" (73%), followed by WBG's "*policy advice, studies, analyses*" (37%) and "*technical assistance*" (34%).



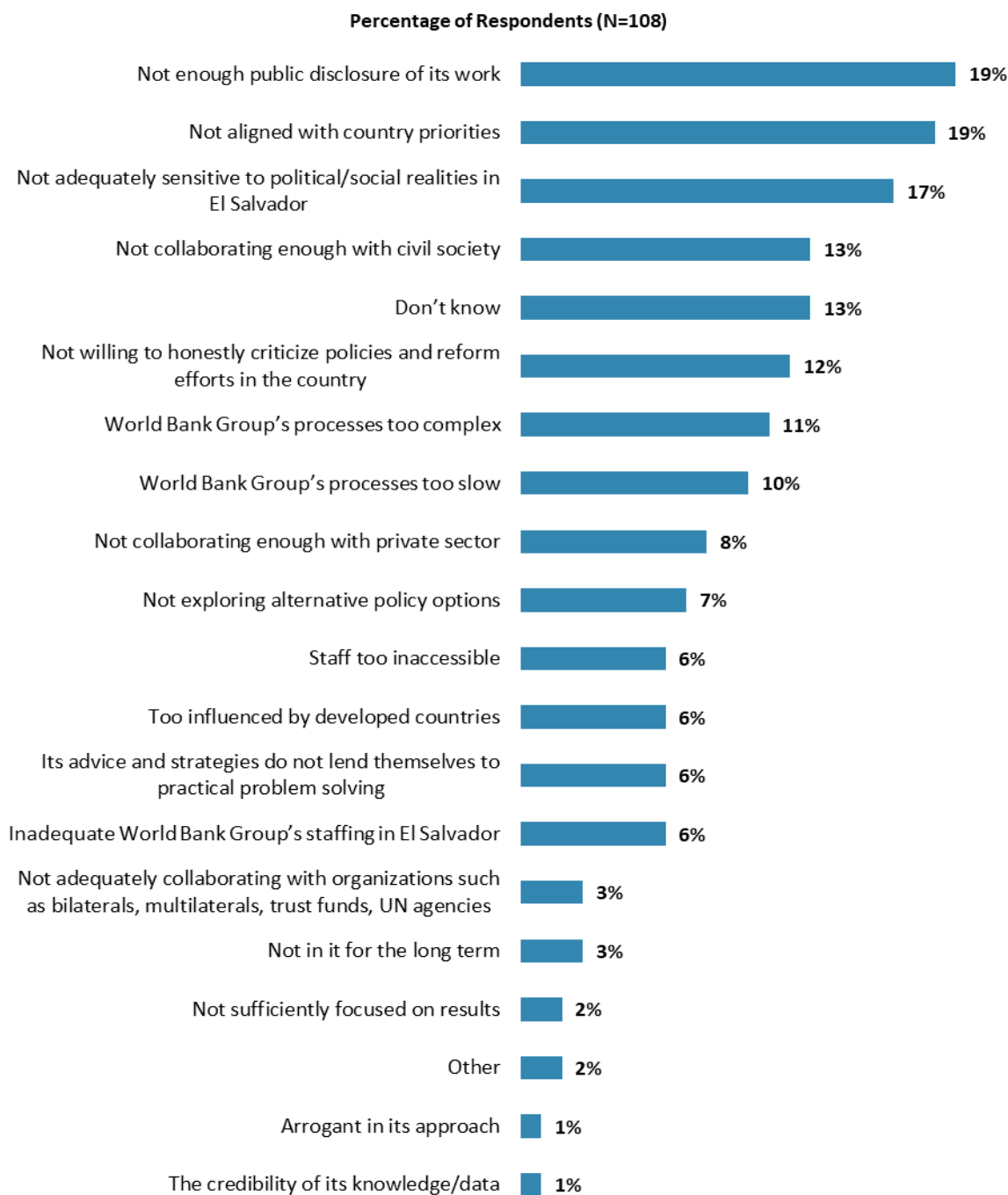
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in El Salvador?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in El Salvador was "*not enough public disclosure of its work*" (28%).

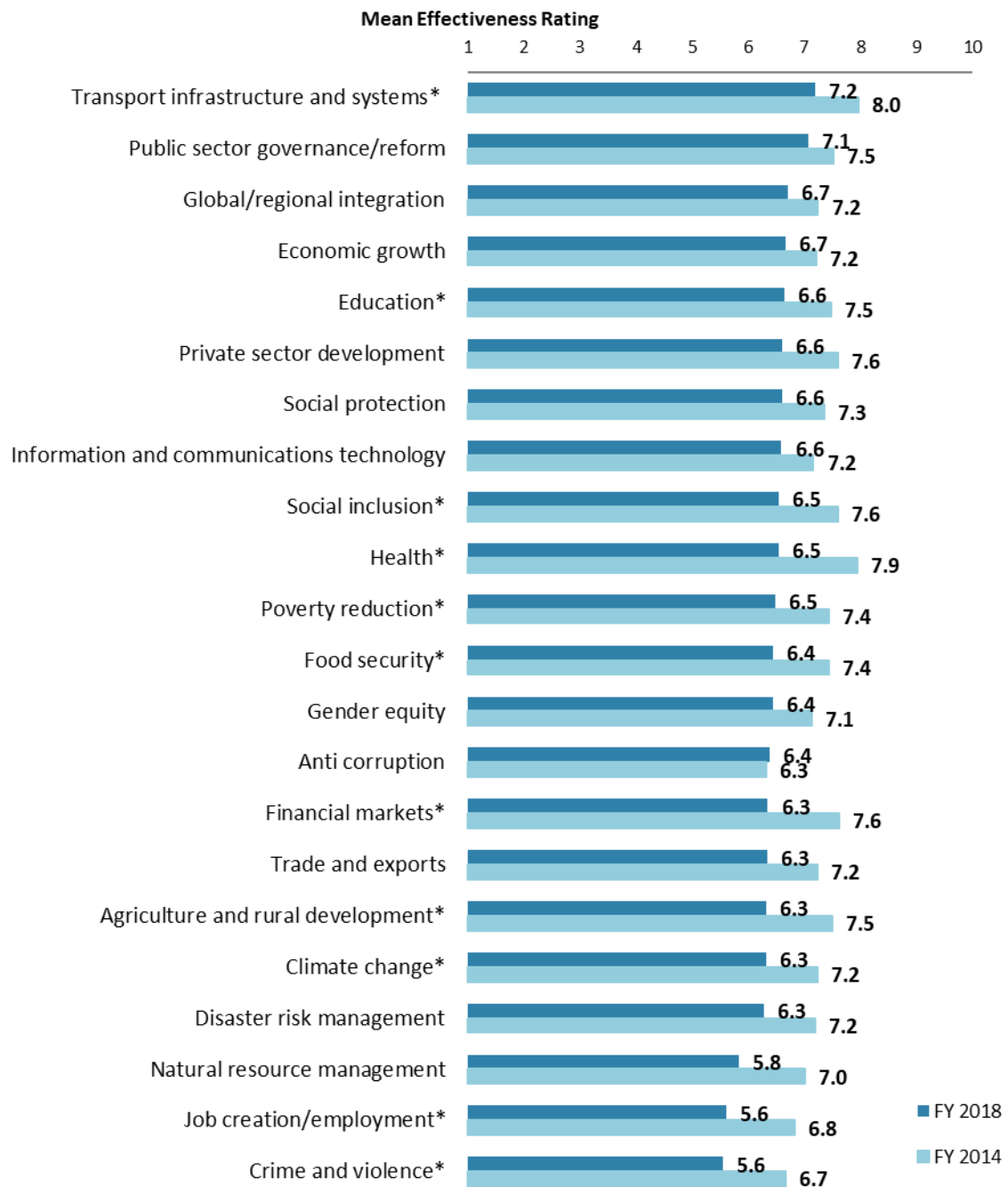


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



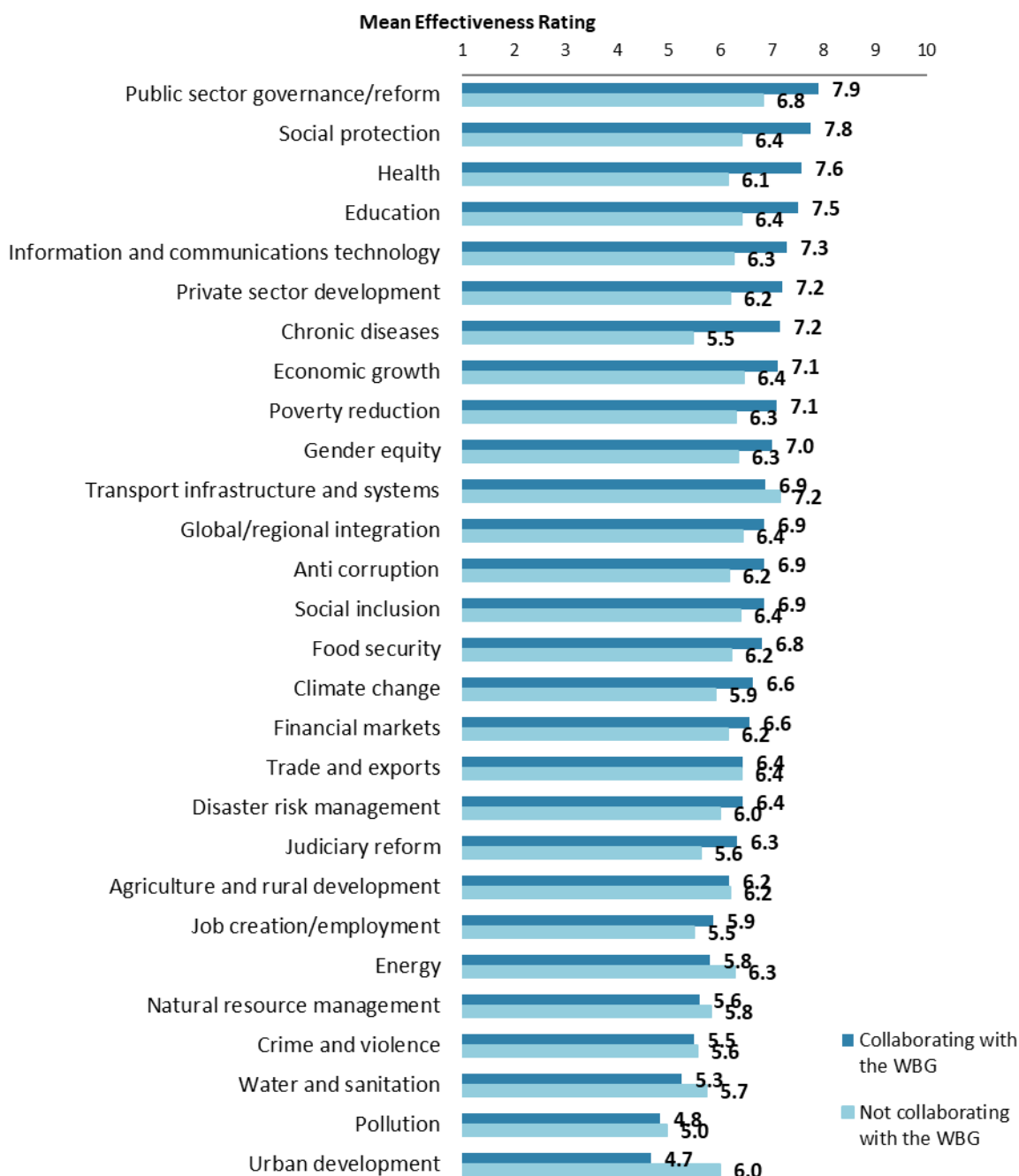
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in El Salvador?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2018 and FY 2014)

⁶ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁷



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

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) 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 El Salvador, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight specific areas of effectiveness.

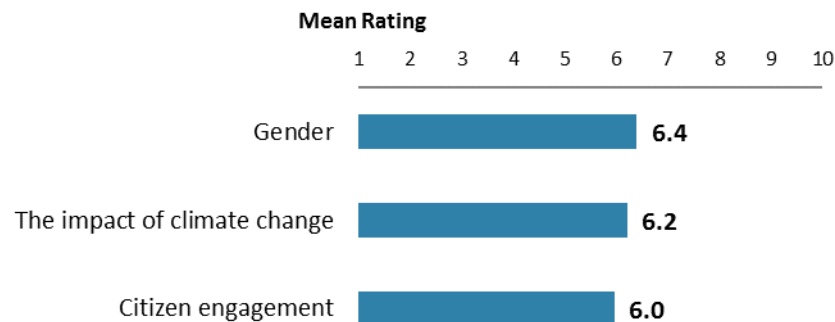
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in El Salvador. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at information and communications technology.
- 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 El Salvador, 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 chronic diseases;
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at climate change; and
 - The WBG's effectiveness at poverty reduction.



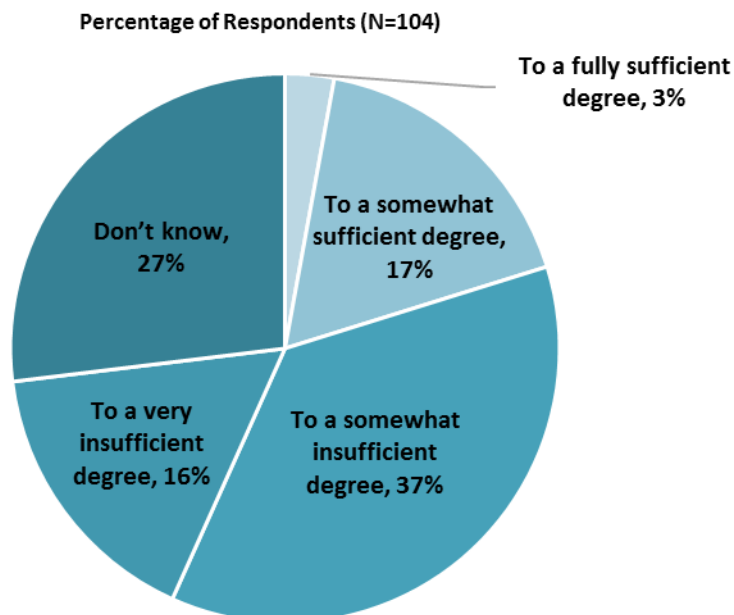
VI. Sectoral Effectiveness (continued)

WBG's Impact on Gender, Climate Change, and Citizen Engagement



"In El Salvador, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest

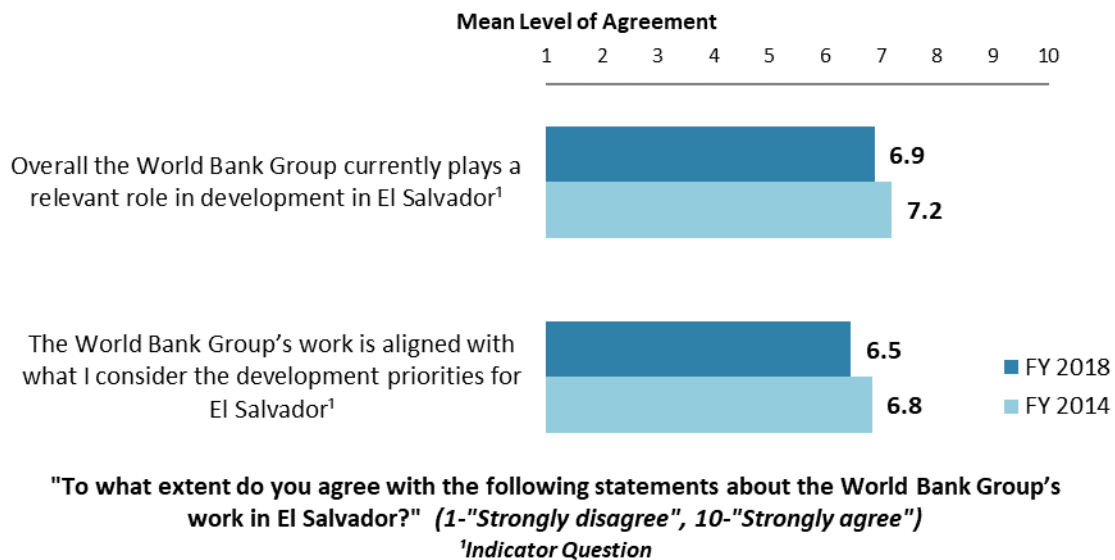


"To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador?" (Respondents chose from a list.)

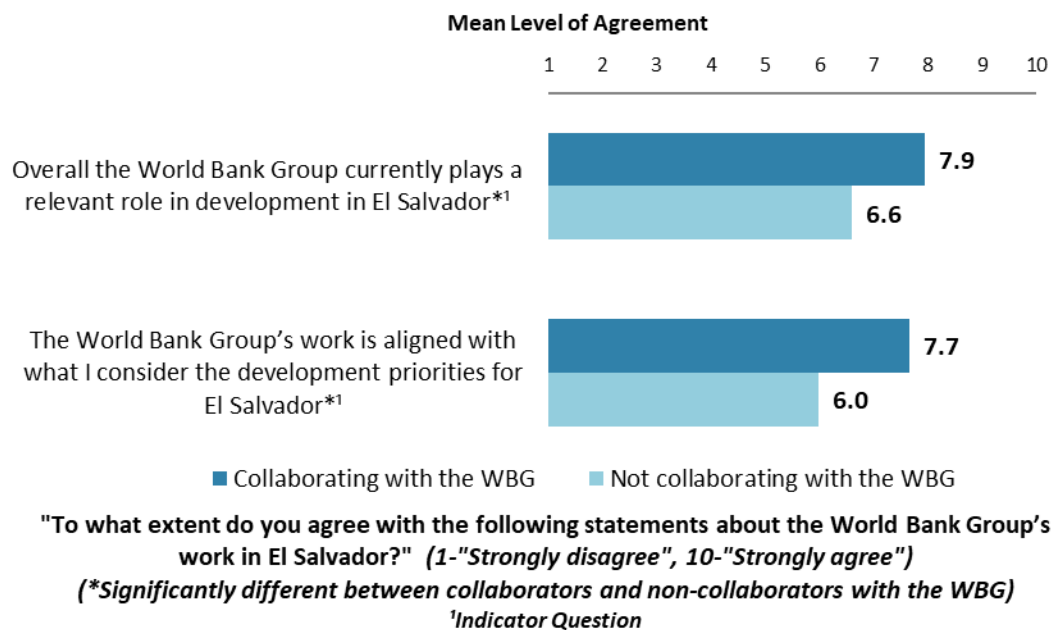


VII. How the World Bank Group Operates

The World Bank Group's Work in El Salvador: Year Comparison⁸



The World Bank Group's Work in El Salvador: Collaboration

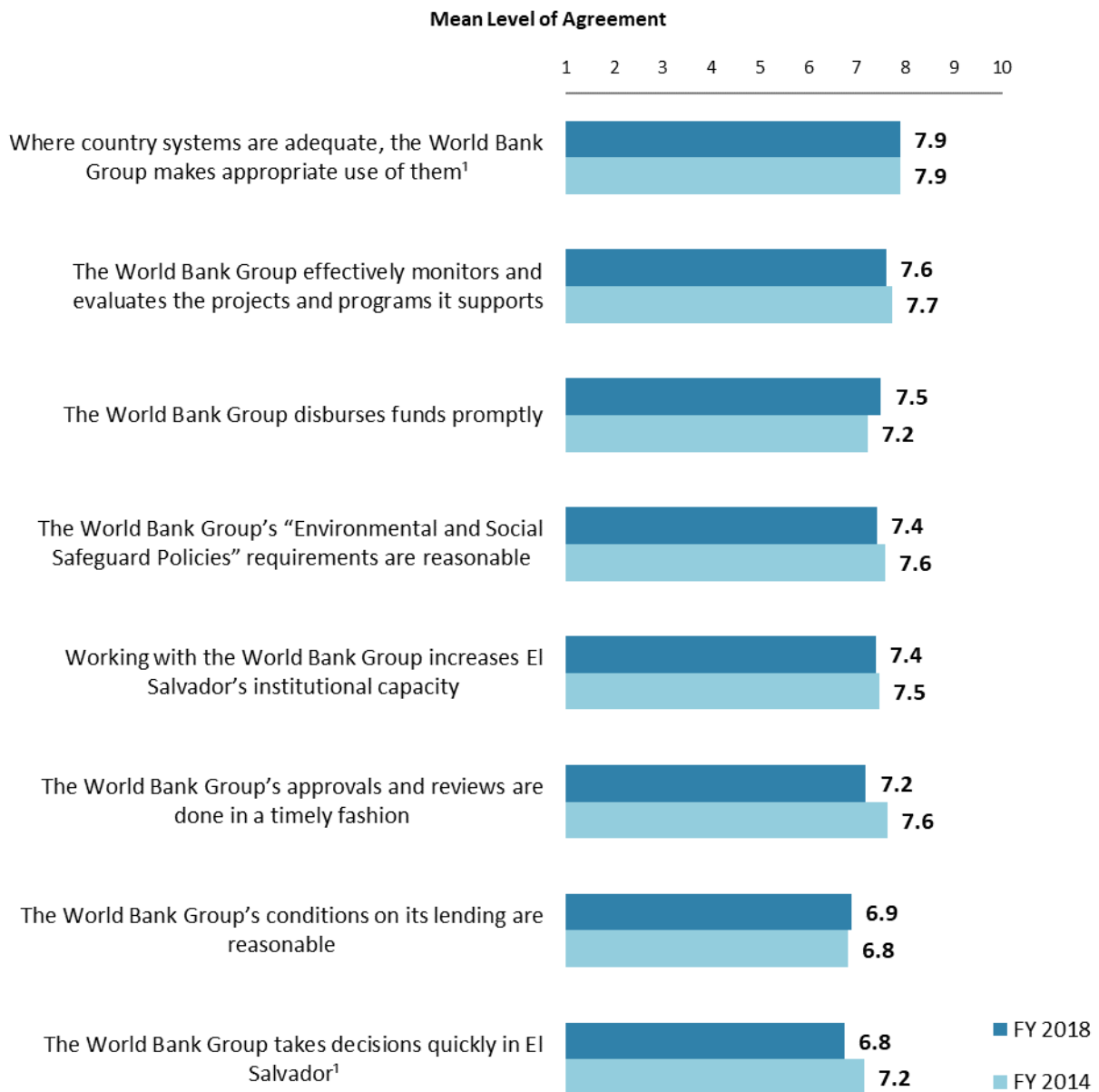


⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



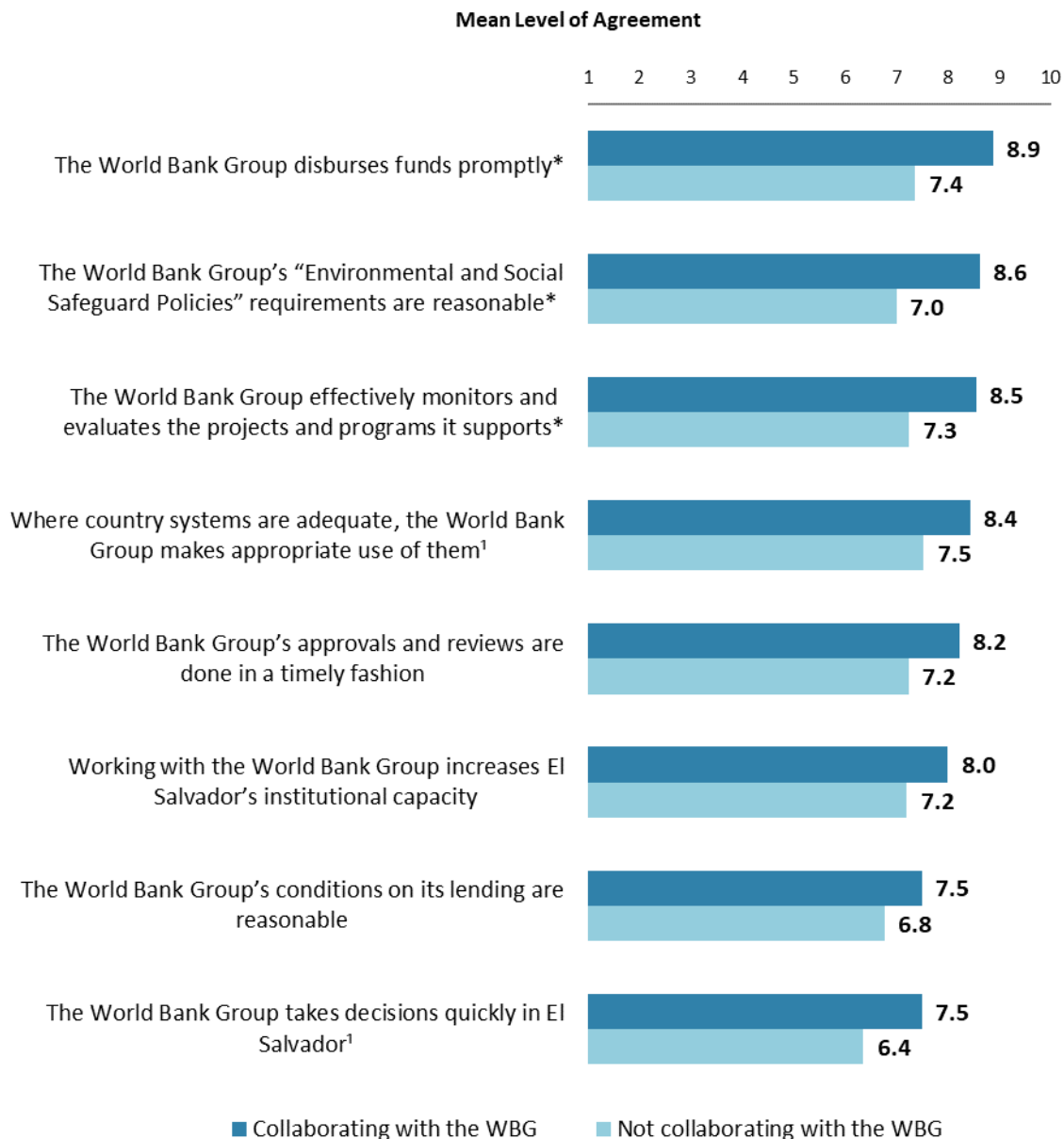
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



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

*(*Significantly different between FY 2018 and FY 2014)*

¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

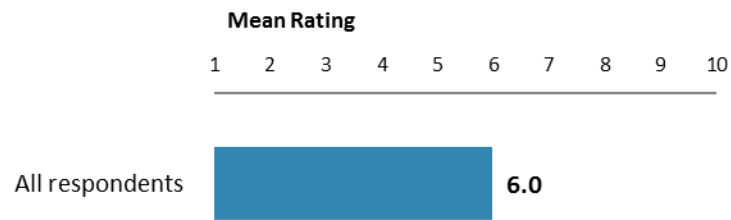
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



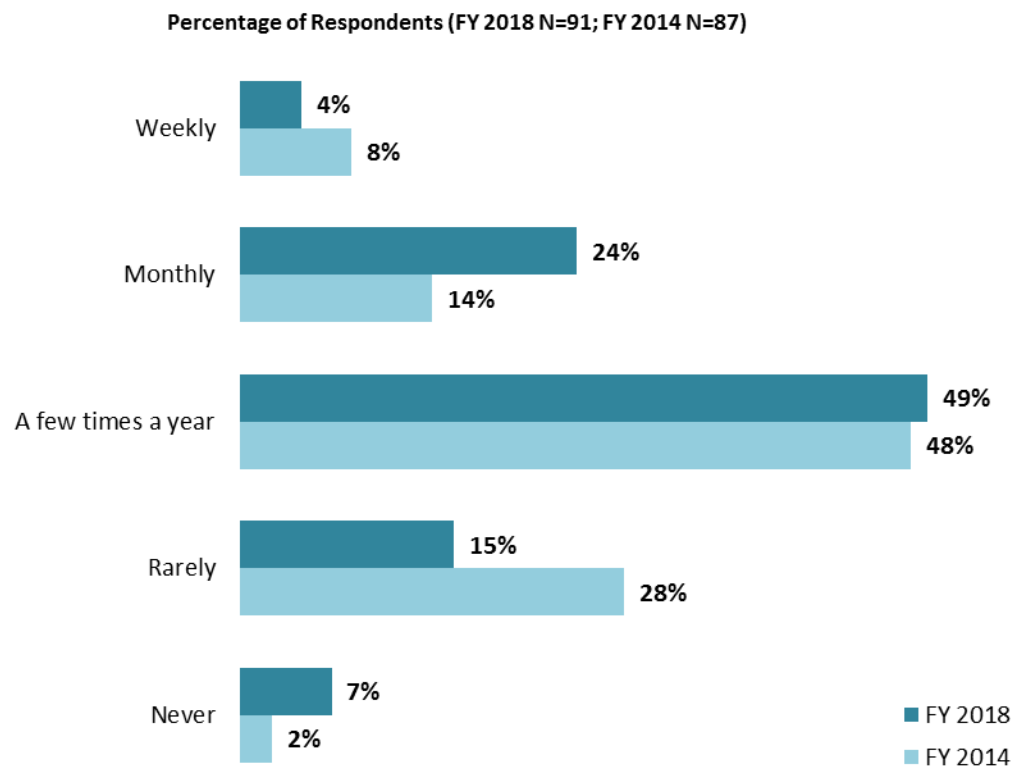
"How effectively does the World Bank Group help El Salvador to mobilize finance for development from private sector sources?"
(1-"Not effectively at all", 10-"Very effectively")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹¹

- **Stakeholder groups:** This year, respondents from the Office of the President/Prime Minister/Minister, independent government institutions, and the media indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.



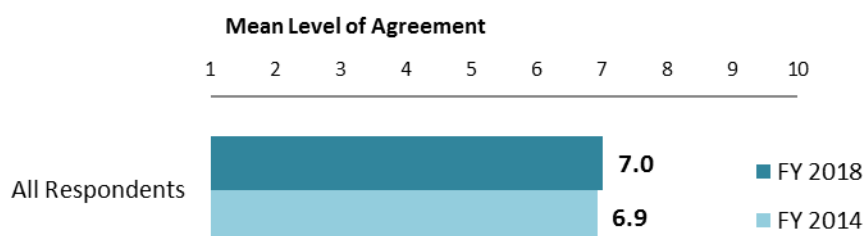
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

¹¹ Percentages presented in the chart were calculated based on weighted data.



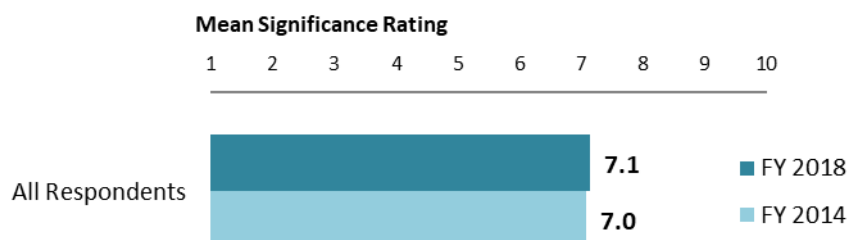
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting El Salvador's Knowledge Needs¹² (*Indicator Question*)



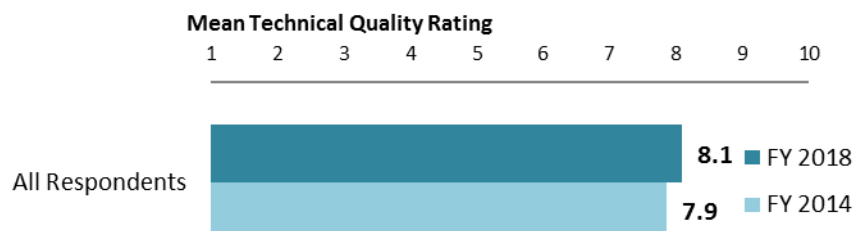
"The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



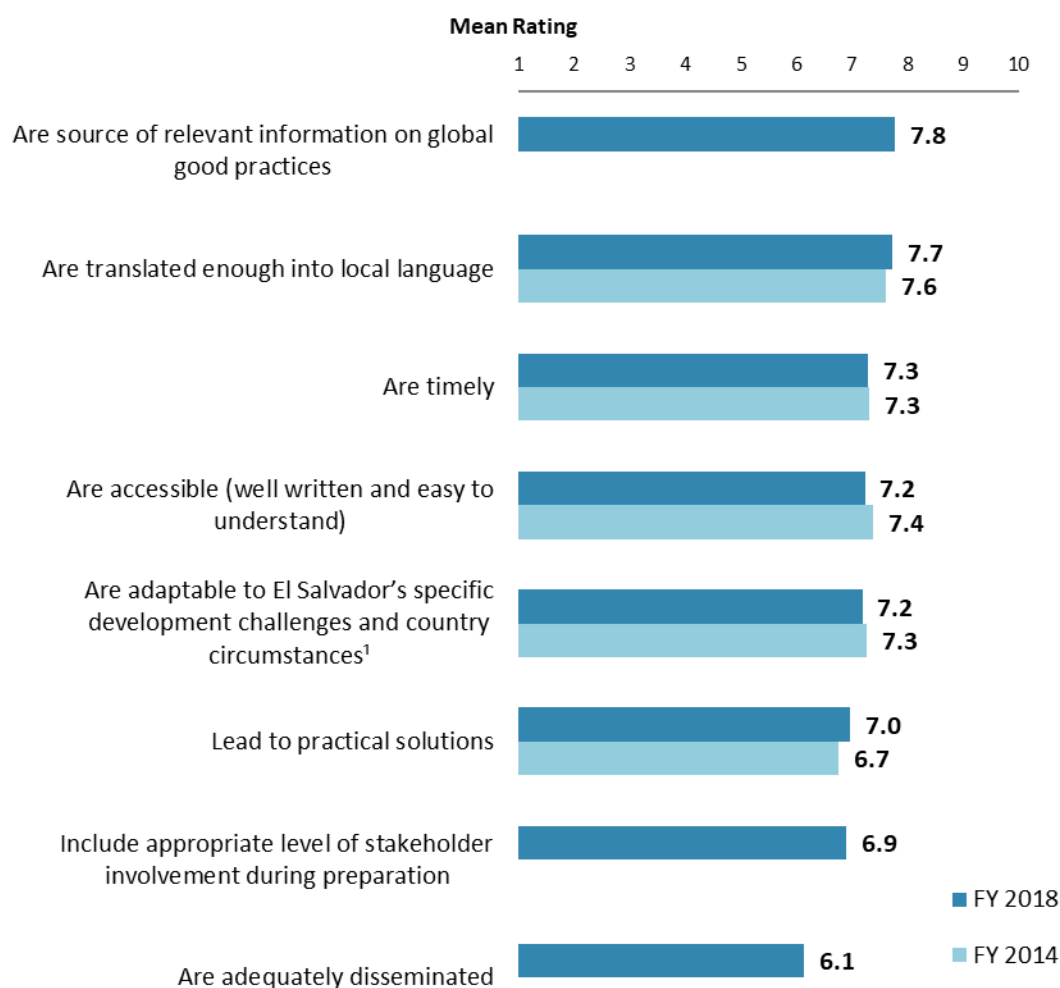
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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



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

Qualities of the WBG's Knowledge Work and Activities¹³



"In El Salvador, 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")

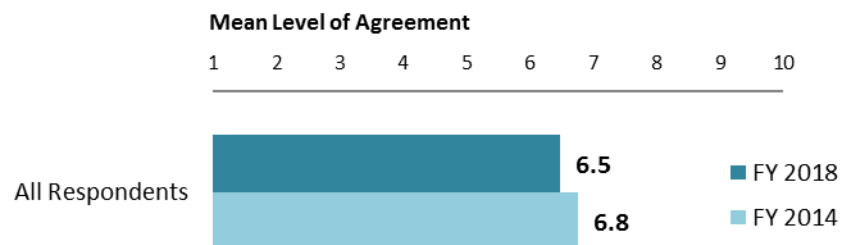
'Indicator Question

¹³ Means in the chart were calculated based on weighted data.



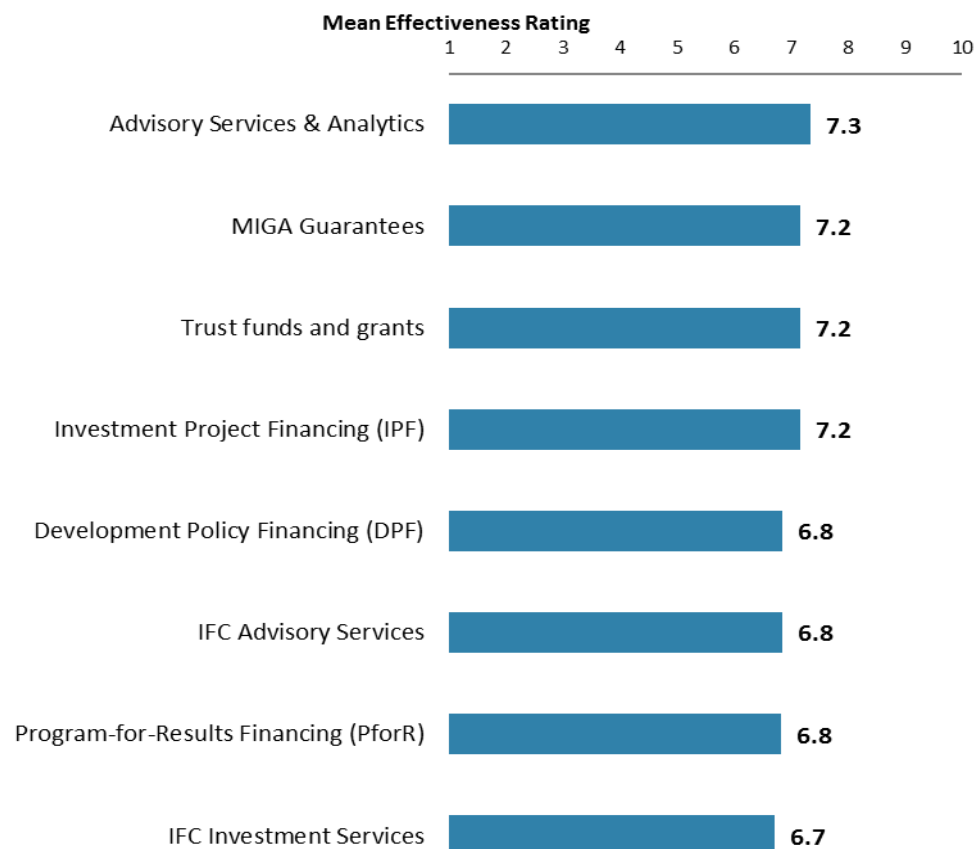
VIII. World Bank Group's Knowledge and Instruments (continued)

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



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

Effectiveness of WBG's Instruments



"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the El Salvador Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")

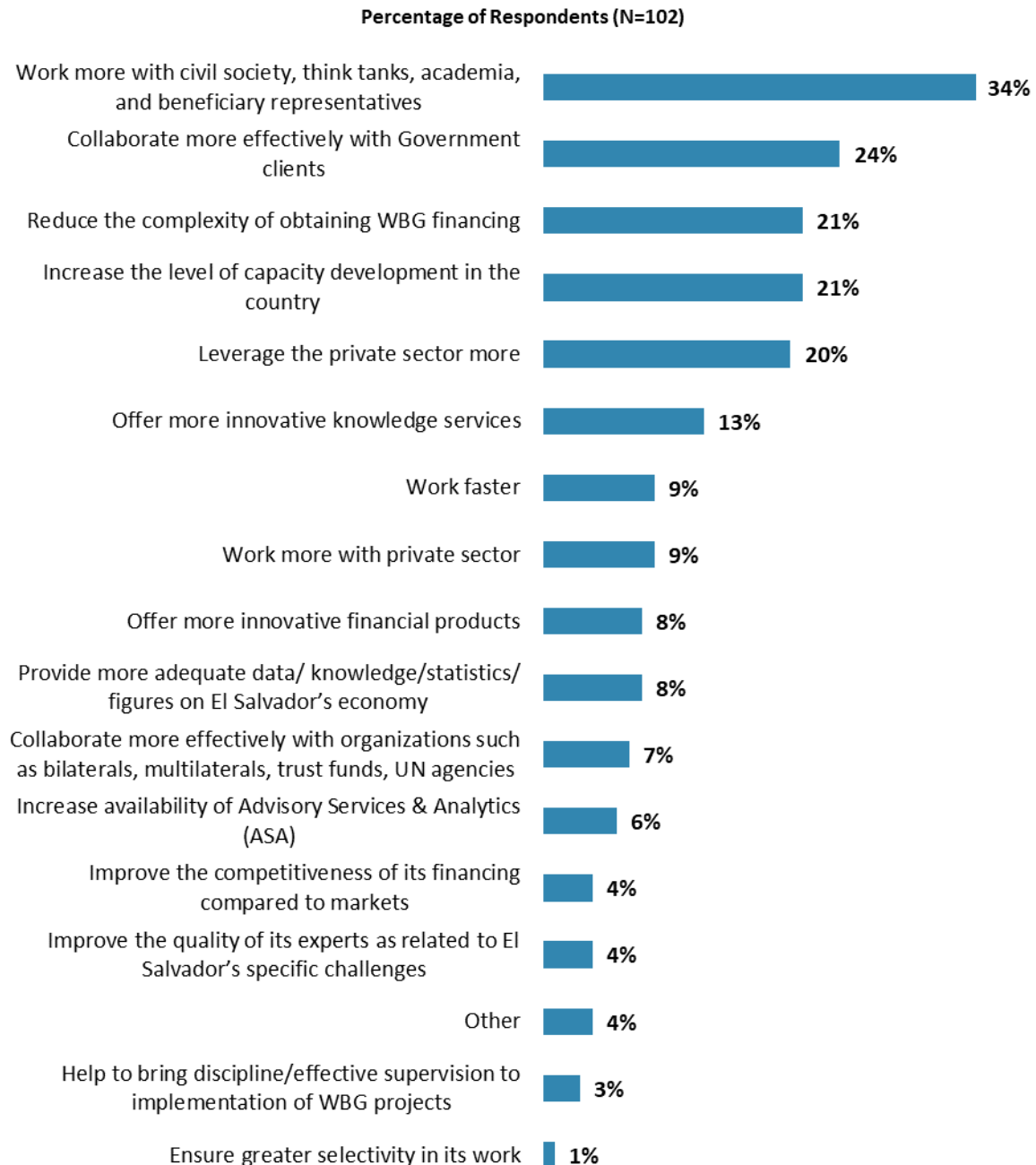
¹⁴ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in El Salvador

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (53%) to make itself of greater value in El Salvador.

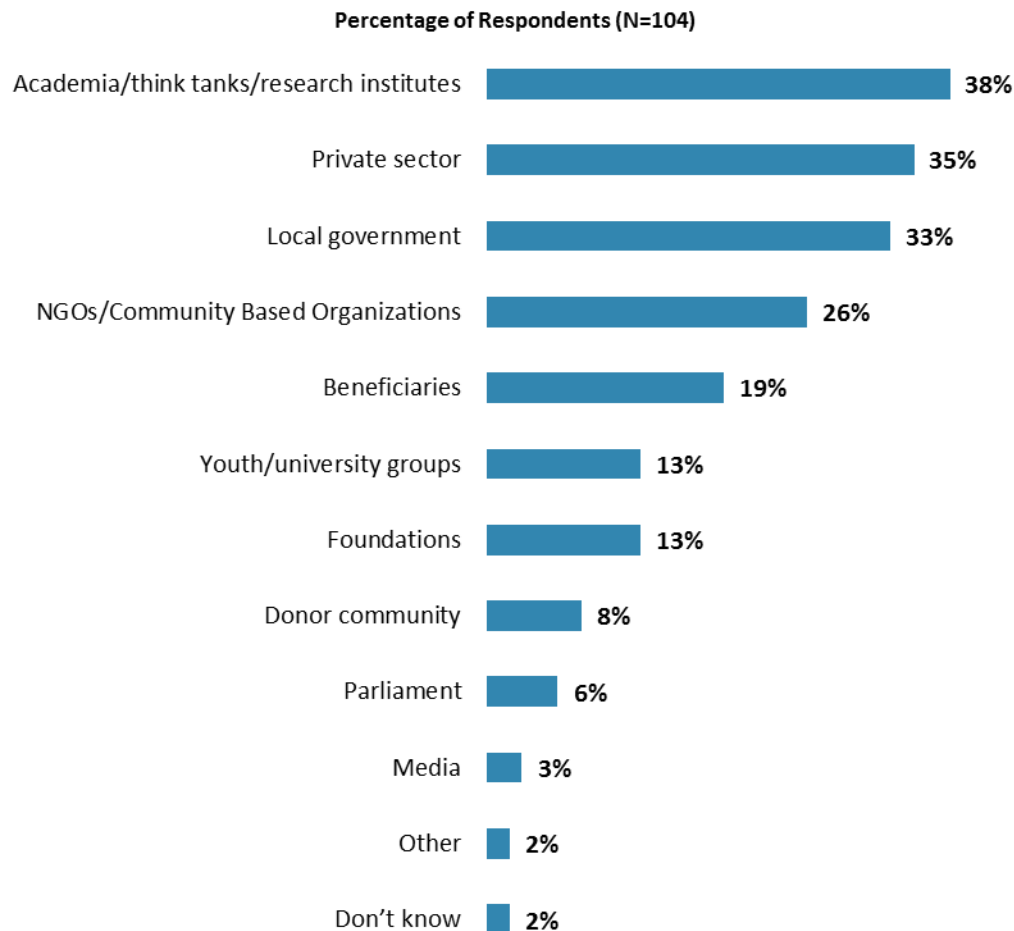


"Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...



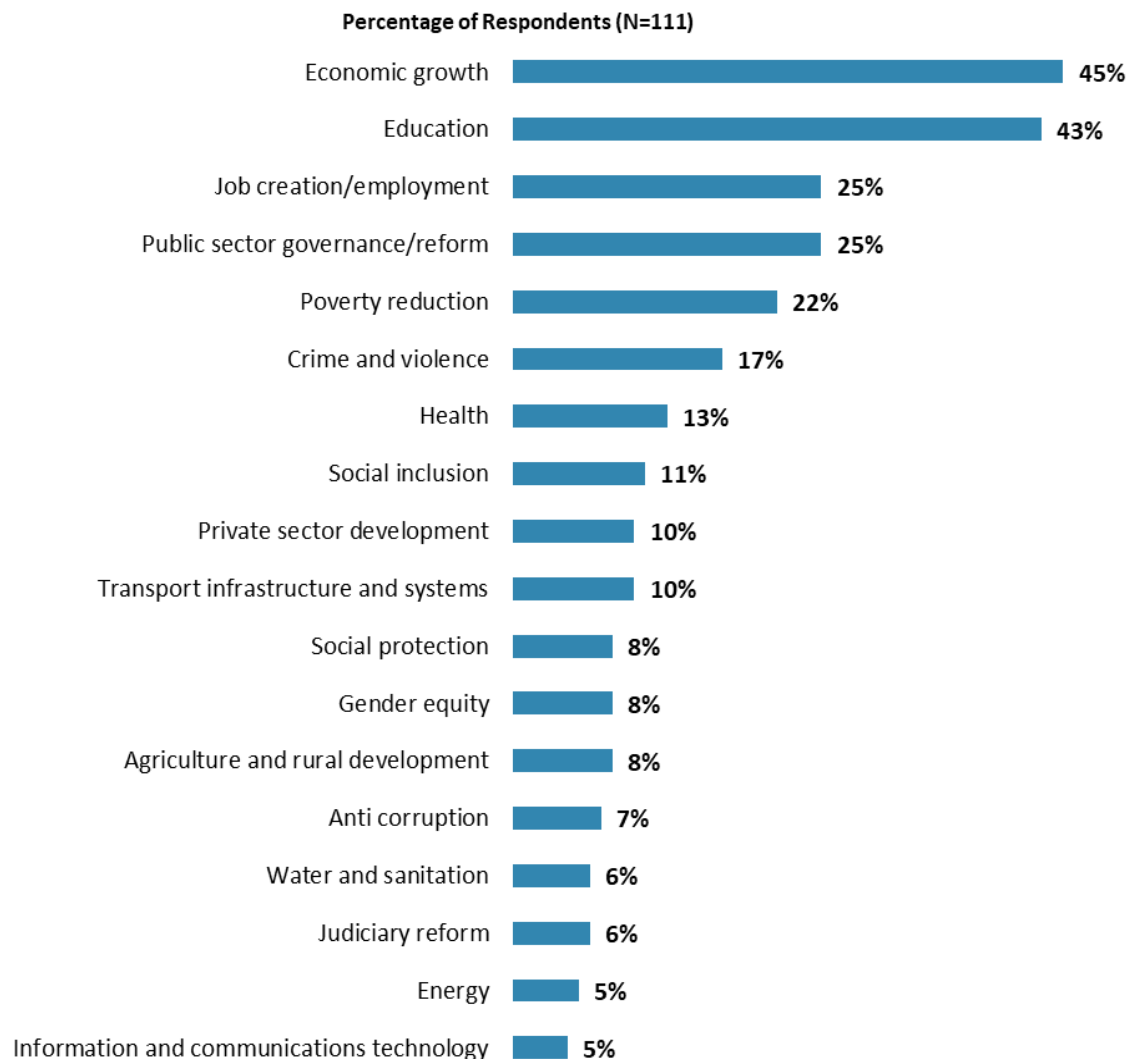
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus most of its resources on “*education*” (65%), “*public sector governance/reform*” (40%), and “*poverty reduction*” (33%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to respondents from other areas (education specialists = 91%; others = 33%).



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

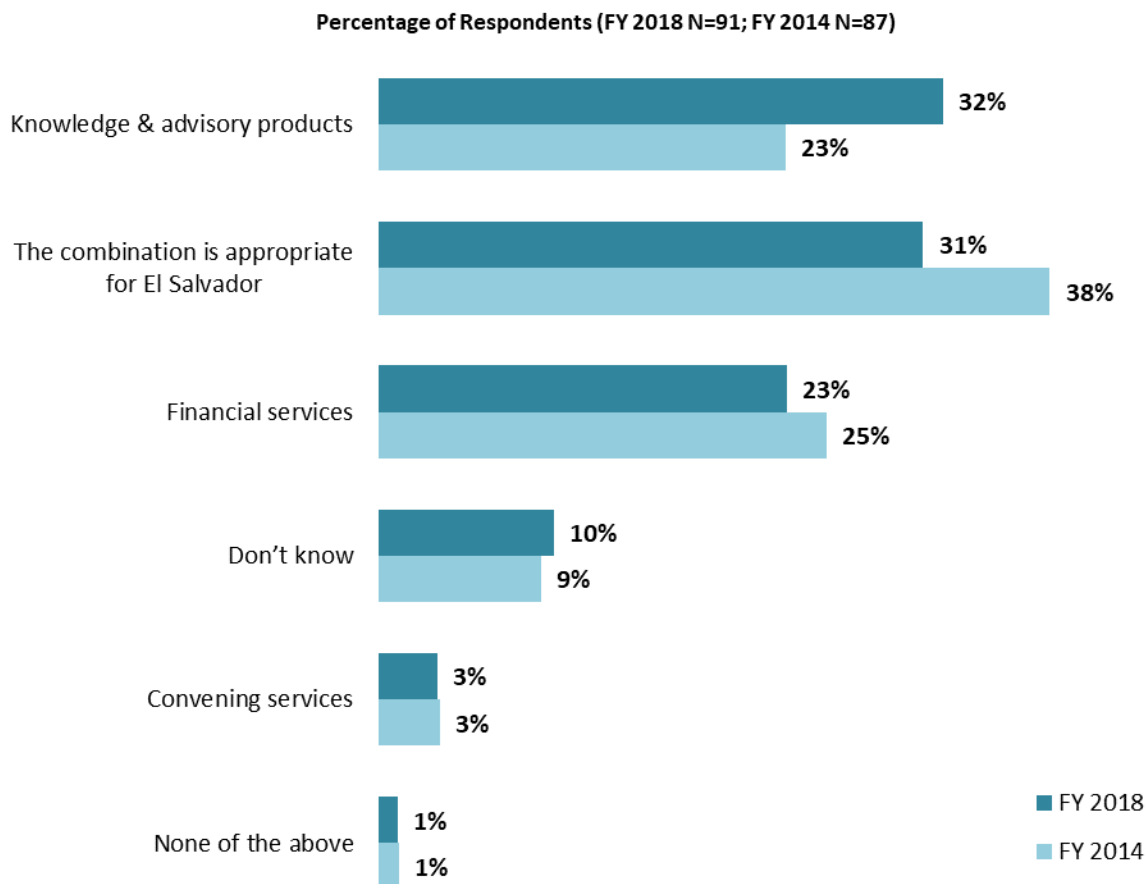
(Respondents chose from a list. Responses combined. Top 18 of 28 response options shown.)

** When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in El Salvador.*



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

Future Combination of the WBG Services¹⁵



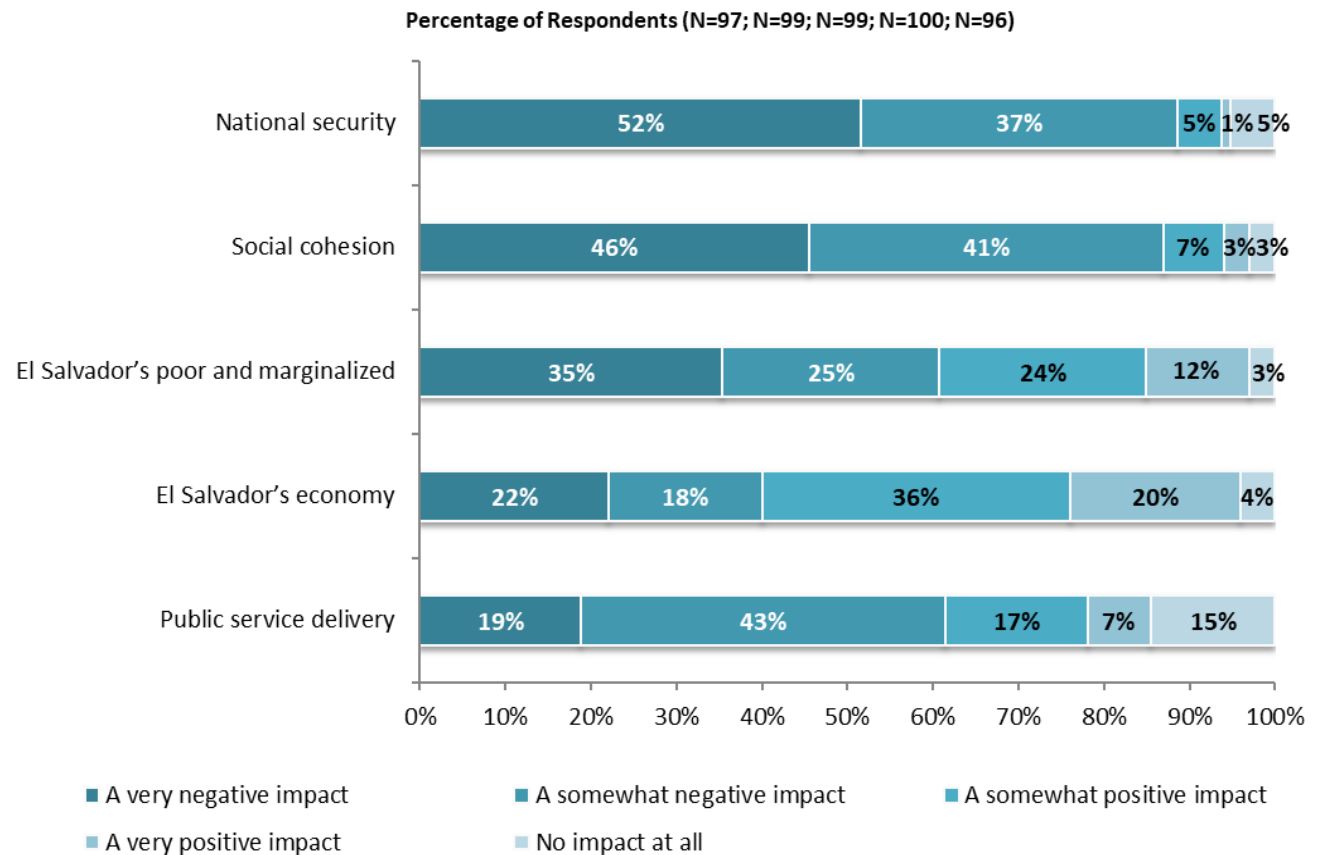
"When considering the combination of services that the World Bank Group offers in El Salvador, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in El Salvador?"
(Respondents chose from a list.)

¹⁵ Percentages presented in this chart were calculated based on weighted data.



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

The Impact of Migration in El Salvador

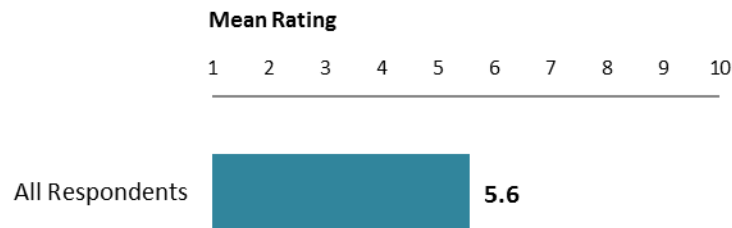


"Please rate how you feel when you think about the impact of migration in regards to.... "
(Respondents chose from a list.)



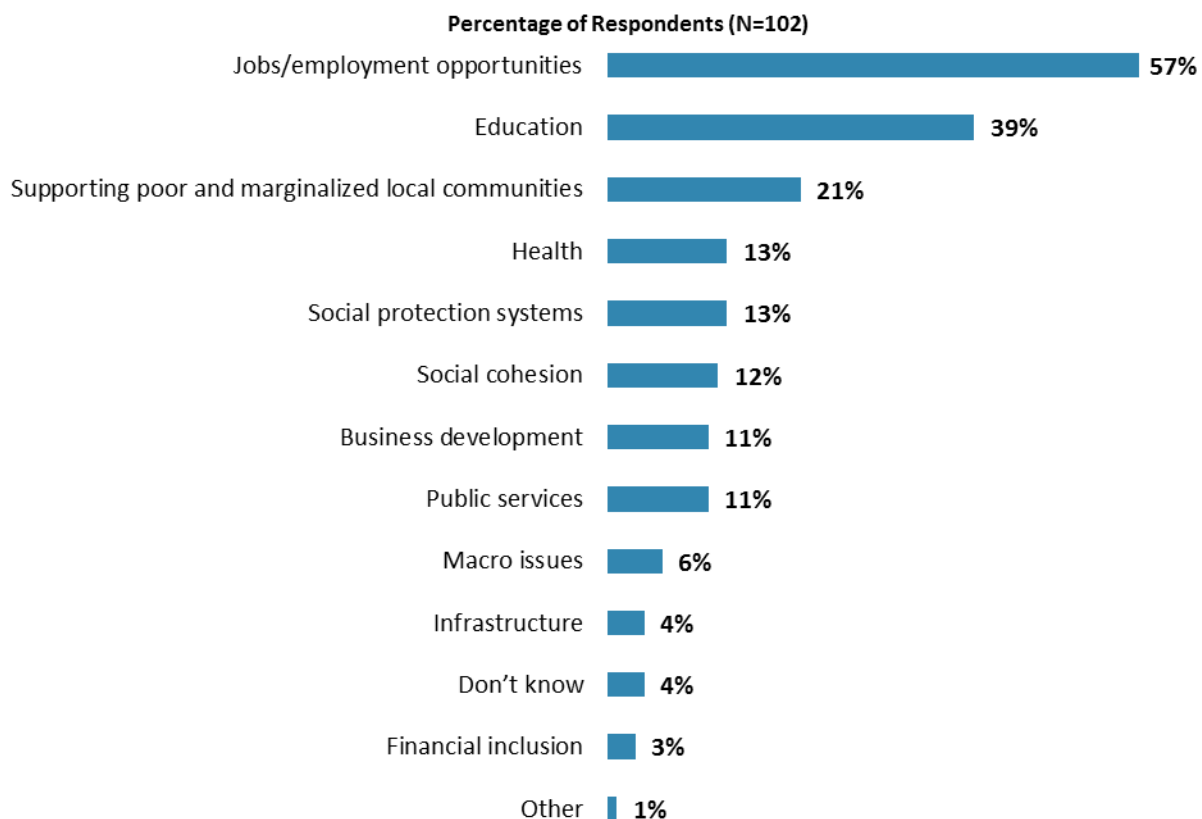
IX. The Future Role of the WBG in El Salvador (continued)

Migration: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to migration in El Salvador?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Migration: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migration issues in El Salvador? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

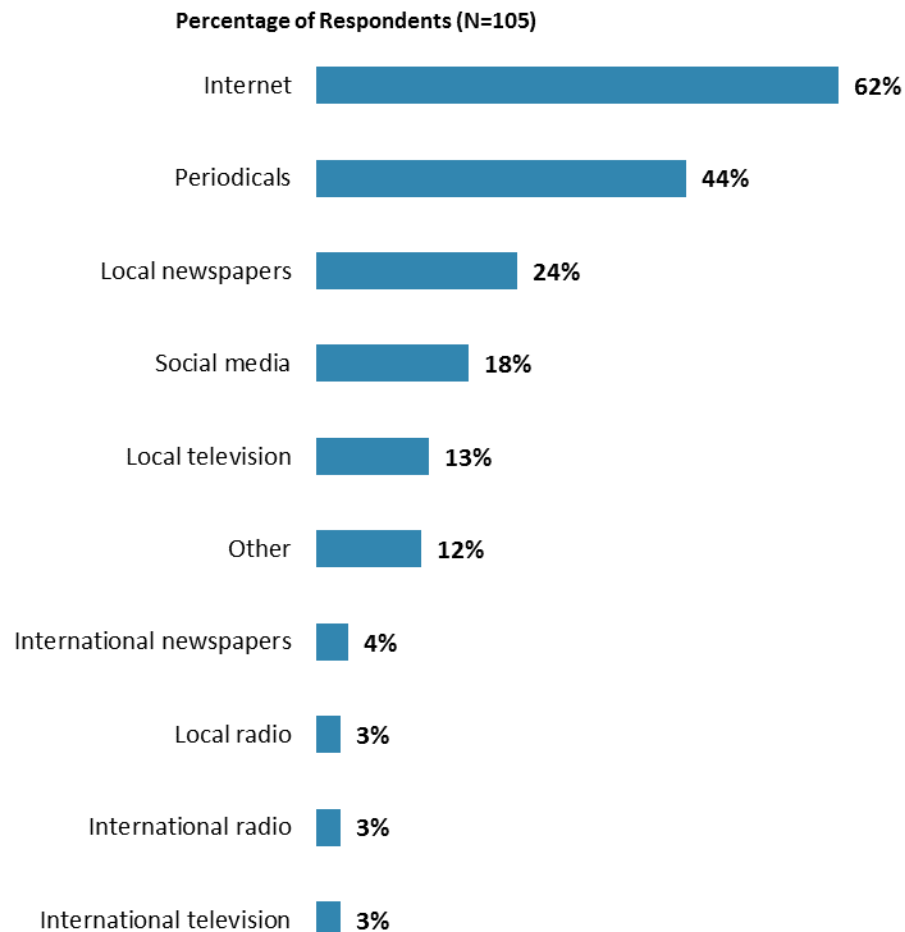


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in El Salvador from “Internet” (62%), “periodicals” (52%) and “local newspapers” (45%).



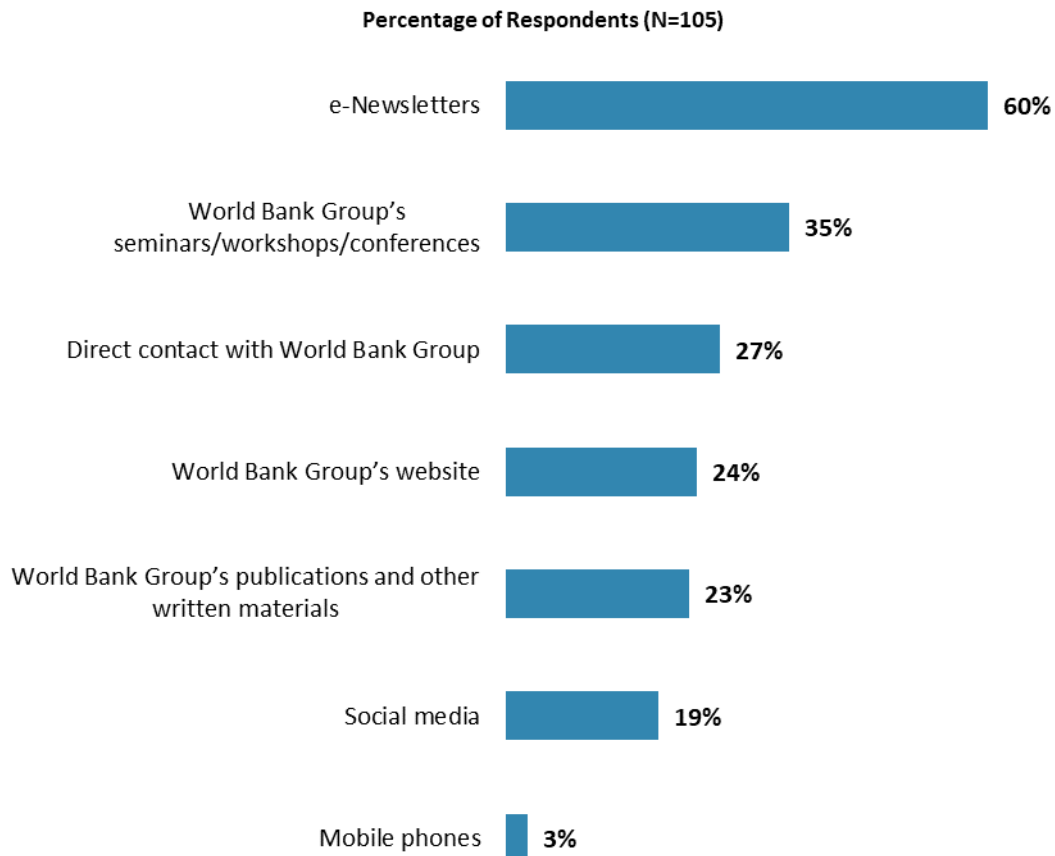
"How do you get most of your information about economic and social development issues in El Salvador? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*e-Newsletters*” (59%), “*WBG’s publications and other written materials*” (40%), “*WBG’s seminars/workshops/conferences*” (37%), and “*direct contact with World Bank Group*” (36%).



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



X. Communication and Outreach (continued)

Access to Information¹⁶

Percentage of Respondents (FY 2018 N=88; FY 2014 N=86)



"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?"

The WBG Website Usage

Percentage of Respondents (FY 2018 N=91; FY 2014 N=87)



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

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



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

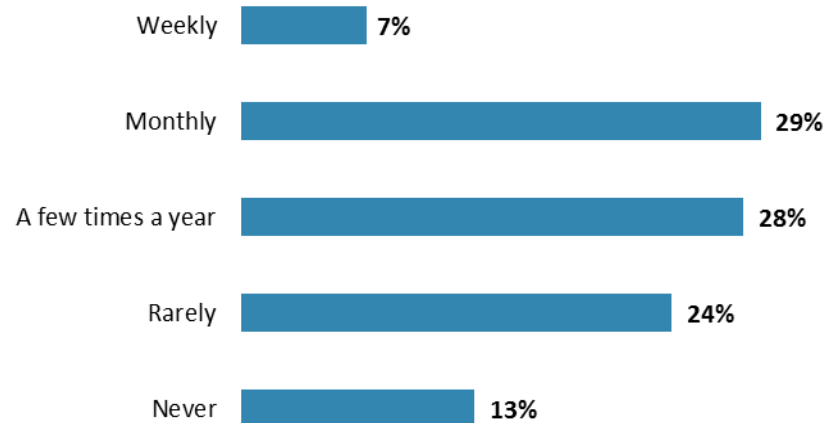
Percentage of Respondents (N=102)



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

Frequency Visiting WBG Websites and Social Media

Percentage of Respondents (N=101)



"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work? (Respondents chose from a list.)"



XI. Appendices

A. Responses to All Questions across All Respondents.....	44
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EL SALVADOR





Appendix A: Responses to All Questions across All Respondents (N=113)

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 El Salvador

1. In general, would you say that El Salvador is headed in ... ?	Percentage of Respondents (N=104)
The right direction	34.6%
The wrong direction	57.7%
Not sure	7.7%

2. Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=112)
Education	45.5%
Crime and violence	39.3%
Economic growth	33.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	28.6%
Social protection (e.g., pensions, targeted social assistance programs, subsidies)	20.5%
Job creation/employment	16.1%
Poverty reduction	16.1%
Health	14.3%
Gender equity (closing the gap between women and men, and boys and girls)	11.6%
Anti corruption	11.6%
Private sector development	8.9%
Social inclusion (i.e. equality of opportunity)	8.9%
Trade and exports	6.3%
Transport infrastructure and systems (e.g., roads, bridges, transportation)	5.4%
Water and sanitation	4.5%
Food security	3.6%
Agriculture and rural development	3.6%
Judiciary reform	3.6%
Global/regional integration	2.7%
Urban development	2.7%
Energy	2.7%
Climate change (e.g., mitigation, adaptation)	2.7%
Natural resource management (renewable/non-renewable)	1.8%
Information and communications technology	1.8%
Pollution	0.9%
Chronic diseases	0.9%
Financial markets	0.0%
Disaster risk management	0.0%

**A. General Issues Facing El Salvador (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=112)
Economic growth	56.3%
Education	42.9%
Job creation/employment	35.7%
Social inclusion (i.e. equality of opportunity)	27.7%
Crime and violence	21.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	19.6%
Agriculture and rural development	17.9%
Social protection (e.g., pensions, targeted social assistance programs, subsidies)	13.4%
Private sector development	12.5%
Anti corruption	8.9%
Health	8.0%
Trade and exports	7.1%
Gender equity (closing the gap between women and men, and boys and girls)	6.3%
Transport infrastructure and systems (e.g., roads, bridges, transportation)	4.5%
Judiciary reform	4.5%
Food security	3.6%
Information and communications technology	2.7%
Climate change (e.g., mitigation, adaptation)	1.8%
Water and sanitation	1.8%
Disaster risk management	0.9%
Chronic diseases	0.9%
Financial markets	0.9%
Urban development	0.9%
Energy	0.0%
Pollution	0.0%
Global/regional integration	0.0%
Natural resource management (renewable/non-renewable)	0.0%

**A. General Issues Facing El Salvador (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=109)
Education and training that better ensure job opportunity	44.0%
Sustainable economic growth	40.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.9%
A growing middle class	11.9%
Better opportunity for the poor who live in rural areas	11.9%
Better employment opportunities for young people	11.0%
Greater access to and quality of health services for citizens	9.2%
More reliable social protection programs	9.2%
Better quality of public services	8.3%
Greater access to micro-finance for the poor	7.3%
Better employment opportunities for women	7.3%
Better opportunity for the poor who live in urban areas	6.4%
Other	4.6%
Greater voice and participation for citizens to help ensure greater accountability	3.7%

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in El Salvador? (1-Not familiar at all, 10-Extremely familiar)	Familiarity		
	N	Mean	SD
1. World Bank Group (WBG)	105	5.86	2.83
2. Inter-American Development Bank (IDB/BID)	108	6.92	2.46
3. Latin American Development Bank (CAF)	98	3.03	2.25
4. Central American Bank for Economic Integration (CABEI/BCiE)	105	6.04	2.70

2. Overall, please rate your impression of the effectiveness of these organizations in El Salvador. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. World Bank Group (WBG)*	86	21	6.92	2.13
2. Inter-American Development Bank (IDB/BID)	97	11	7.14	2.09
3. Latin American Development Bank (CAF)	38	59	4.24	2.48
4. Central American Bank for Economic Integration (CABEI/BCiE)	87	17	6.47	2.36

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help El Salvador solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	80	28	7.46	2.08

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

4. When thinking about how the World Bank Group can have the most impact on development results in El Salvador, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=111)
Economic growth	45.0%
Education	43.2%
Job creation/employment	25.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	25.2%
Poverty reduction	21.6%
Crime and violence	17.1%
Health	12.6%
Social inclusion (i.e. equality of opportunity)	10.8%
Private sector development	9.9%
Transport infrastructure and systems (e.g., roads, bridges, transportation)	9.9%
Social protection (e.g., pensions, targeted social assistance programs, subsidies)	8.1%
Gender equity (closing the gap between women and men, and boys and girls)	8.1%
Agriculture and rural development	8.1%
Anti corruption	7.2%
Water and sanitation	6.3%
Judiciary reform	6.3%
Energy	5.4%
Information and communications technology	4.5%
Food security	3.6%
Urban development	3.6%
Trade and exports	3.6%
Climate change (e.g., mitigation, adaptation)	3.6%
Pollution	2.7%
Natural resource management (renewable/non-renewable)	2.7%
Global/regional integration	0.9%
Financial markets	0.0%
Disaster risk management	0.0%
Chronic diseases	0.0%

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

5. 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 El Salvador?	Percentage of Respondents (N=106)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	25.5%	20.4%	45.9%
Policy advice, studies, analyses	25.5%	16.5%	42.0%
Technical assistance	15.1%	20.4%	35.5%
Capacity development related to World Bank Group supported projects	16.0%	14.6%	30.6%
Bringing together different groups of stakeholders	7.5%	6.8%	14.3%
Promoting knowledge sharing	0.9%	8.7%	9.7%
Mobilizing third party financial resources	3.8%	3.9%	7.7%
Implementation support	1.9%	3.9%	5.8%
Other	1.9%	1.9%	3.8%
Data and statistics	1.9%	1.0%	2.9%
Donor coordination	0.0%	1.9%	1.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=108)
Not enough public disclosure of its work	19.4%
Not aligned with country priorities	18.5%
Not adequately sensitive to political/social realities in El Salvador	16.7%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	13.0%
Don't know	13.0%
Not willing to honestly criticize policies and reform efforts in the country	12.0%
World Bank Group's processes too complex	11.1%
World Bank Group's processes too slow	10.2%
Not collaborating enough with private sector	8.3%
Not exploring alternative policy options	7.4%
Staff too inaccessible	6.5%
Too influenced by developed countries	6.5%
Its advice and strategies do not lend themselves to practical problem solving	6.5%
Inadequate World Bank Group's staffing in El Salvador	6.5%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	2.8%
Not in it for the long term	2.8%
Not sufficiently focused on results	1.9%
Other	1.9%
Arrogant in its approach	0.9%
The credibility of its knowledge/data	0.9%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador? (Select only ONE response)	Percentage of Respondents (N=104)
To a fully sufficient degree	2.9%
To a somewhat sufficient degree	17.3%
To a somewhat insufficient degree	36.5%
To a very insufficient degree	16.3%
Don't know	26.9%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the El Salvador Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	45	54	7.16	1.97
2. Development Policy Financing (DPF)	44	54	6.84	1.84
3. Program-for-Results Financing (PforR)	40	57	6.83	2.07
4. Trust funds and grants	31	65	7.16	2.44
5. Advisory Services & Analytics (i.e. knowledge products)	46	50	7.35	2.01
6. MIGA Guarantees	12	85	7.17	2.59
7. IFC Investment Services	24	73	6.71	2.24
8. IFC Advisory Services	25	73	6.84	2.15

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Academia/think tanks/research institutes	37.5%
Private sector	34.6%
Local government	32.7%
NGOs/Community Based Organizations	26.0%
Beneficiaries	19.2%
Youth/university groups	12.5%
Foundations	12.5%
Donor community	7.7%
Parliament	5.8%
Media	2.9%
Other	1.9%
Don't know	1.9%

To what extent do you agree with the following statements about the World Bank Group's work in El Salvador? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in El Salvador*	91	13	6.79	2.04
11. The World Bank Group's work is aligned with what I consider the development priorities for El Salvador*	86	15	6.28	2.09

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

To what extent is the World Bank Group an effective development partner in El Salvador, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	70	31	6.36	1.74
13. Flexibility (in terms of the institution's products and services)*	57	45	6.26	1.89
14. Flexibility (in terms of changing country circumstances)*	69	33	6.51	1.75
15. Being inclusive*	65	33	6.57	1.91
16. Openness (sharing data and other information)*	70	27	7.30	1.97
17. Collaboration with the Government*	78	24	7.49	1.73
18. The speed in which it gets things accomplished on the ground*	65	36	6.11	2.01
19. Helping to bring discipline/effective supervision to implementation of investment projects*	65	36	6.57	1.86
20. Collaboration with civil society*	66	37	5.62	2.01
21. Staff accessibility*	69	34	6.71	2.24
22. Collaboration with other donors and development partners*	57	44	6.70	1.95
23. Collaboration with the private sector*	53	49	6.25	2.20
24. Straightforwardness and honesty*	64	33	7.64	2.06
25. Treating clients and stakeholders in El Salvador with respect*	65	36	7.97	2.05
26. Being a long-term partner*	63	38	7.68	2.04

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Political pressures and obstacles	62.9%
Poor coordination within the Government	31.4%
There is an inadequate level of private sector participation and support	14.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.3%
Lack of/inadequate levels of capacity in Government	14.3%
There is not an adequate level of citizen/civil society participation	14.3%
Reforms are not well thought out in light of country challenges	13.3%
The World Bank Group does not provide the government with consistent support throughout the reform effort	6.7%
Corruption	4.8%
Other	3.8%
Poor donor coordination	1.9%
Poor coordination within the World Bank Group	1.9%

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

1. In El Salvador, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	66	36	6.39	2.07
2. The impact of climate change	64	39	6.20	1.90
3. Citizen engagement	65	36	5.95	1.68

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 El Salvador? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance programs, subsidies)	50	52	6.62	2.03
2. Gender equity (closing the gap between women and men, and boys and girls)	47	54	6.40	2.20
3. Private sector development	44	56	6.48	2.30
4. Education	52	48	6.60	2.02
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	58	44	6.98	1.99
6. Global/regional integration	34	64	6.56	1.83
7. Food security	33	66	6.27	1.63
8. Urban development	30	66	5.93	1.70
9. Energy	31	67	6.16	1.92
10. Water and sanitation	33	65	5.73	1.89
11. Pollution	32	66	5.03	1.53
12. Job creation/employment	40	58	5.55	2.21
13. Health	43	56	6.35	2.17
14. Financial markets	35	62	6.29	1.96
15. Transport infrastructure and systems (e.g., roads, bridges, transportation)	42	57	7.14	1.99
16. Agriculture and rural development	33	65	6.15	2.06
17. Trade and exports	34	65	6.38	2.09
18. Crime and violence	36	60	5.47	1.86
19. Natural resource management (renewable/non-renewable)	29	69	5.72	2.03
20. Climate change (e.g., mitigation, adaptation)	34	65	6.15	2.09
21. Poverty reduction	59	41	6.41	1.94
22. Anti corruption	40	58	6.30	2.15
23. Judiciary reform	33	66	5.64	2.07
24. Economic growth	50	49	6.56	1.62
25. Disaster risk management	35	64	6.09	2.20
26. Social inclusion (i.e. equality of opportunity)	43	55	6.47	2.21
27. Chronic diseases	28	71	5.82	2.55
28. Information and communications technology	31	68	6.45	1.93

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in El Salvador? (1-To no degree at all, 10-To a very significant degree)	83	21	6.66	1.84

**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 El Salvador? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of El Salvador*	84	21	6.31	1.95
5. The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	81	20	6.81	1.88
Finance for Development				
6. How effectively does the World Bank Group help El Salvador to mobilize finance for development from private sector sources? (1-To no degree at all, 10-To a very significant degree)	57	46	5.98	1.99

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=104)
Weekly	4.8%
Monthly	22.1%
A few times a year	48.1%
Rarely	16.3%
Never	8.7%

In El Salvador, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	76	26	7.13	1.83
3. Include appropriate level of stakeholder involvement during preparation	69	33	6.75	1.77
4. Lead to practical solutions	75	27	6.75	1.97
5. Are accessible (well written and easy to understand)	75	26	7.17	1.89
6. Are source of relevant information on global good practices	77	25	7.69	1.62
7. Are adequately disseminated	76	24	6.12	2.28
8. Are translated enough into local language	68	32	7.78	2.05
9. Are adaptable to El Salvador's specific development challenges and country circumstances*	76	26	7.11	1.82

Overall Evaluations	N	DK	Mean	SD
10. 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)	84	20	7.02	1.56
11. 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)	81	40	7.98	1.33

**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	53	48	7.49	2.05
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	62	40	7.50	1.94
3. The World Bank Group's approvals and reviews are done in a timely fashion	54	46	7.26	2.13
4. The World Bank Group's "Environmental and Social Safeguard Policies" requirements are reasonable	48	53	7.23	1.92
5. The World Bank Group's conditions on its lending are reasonable	56	45	6.82	1.91
6. The World Bank Group takes decisions quickly in El Salvador	52	48	6.58	2.22
7. Working with the World Bank Group increases El Salvador's institutional capacity	72	31	7.33	1.89
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	43	58	7.72	1.92

Migration	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to migration in El Salvador? (1-To no degree at all, 10-To a very significant degree)	81	23	5.56	2.22

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migration issues in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=102)
Jobs/employment opportunities	56.9%
Education	39.2%
Supporting poor and marginalized local communities	20.6%
Health	12.7%
Social protection systems	12.7%
Social cohesion	11.8%
Business development	10.8%
Public services	10.8%
Macro issues (fiscal accounts, balance of payments, etc.)	5.9%
Infrastructure	3.9%
Don't know	3.9%
Financial inclusion	2.9%
Other	1.0%

11. Please rate how you feel when you think about the impact of migration in regards to....	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
El Salvador's economy (N=100)	22.0%	18.0%	36.0%	20.0%	4.0%
Social cohesion (N=99)	45.5%	41.4%	7.1%	3.0%	3.0%
National security (i.e. deportations) (N=97)	51.5%	37.1%	5.2%	1.0%	5.2%
Public service delivery (N=96)	18.8%	42.7%	16.7%	7.3%	14.6%
El Salvador's poor and marginalized (N=99)	35.4%	25.3%	24.2%	12.1%	3.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=102)
Work more with civil society, think tanks, academia, and beneficiary representatives	34.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	23.5%
Reduce the complexity of obtaining World Bank Group financing	20.6%
Increase the level of capacity development in the country	20.6%
Leverage the private sector more (i.e., mobilize private sector development)	19.6%
Offer more innovative knowledge services	12.7%
Work faster	8.8%
Work more with private sector	8.8%
Offer more innovative financial products	7.8%
Provide more adequate data/knowledge/statistics/figures on El Salvador's economy	7.8%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	6.9%
Increase availability of Advisory Services & Analytics (ASA)	5.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	3.9%
Improve the quality of its experts as related to El Salvador's specific challenges	3.9%
Other	3.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	2.9%
Ensure greater selectivity in its work	1.0%

2. When considering the combination of services that the World Bank Group offers in El Salvador, 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 El Salvador? (Select only ONE response)	Percentage of Respondents (N=102)
Financial services	20.6%
Knowledge & advisory products	32.4%
Convening services	3.9%
None of the above	2.0%
The combination is appropriate for El Salvador	31.4%
Don't know	9.8%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Internet	61.9%
Periodicals	43.8%
Local newspapers	23.8%
Social media	18.1%
Local television	13.3%
Other	12.4%
International newspapers	3.8%
Local radio	2.9%
International radio	2.9%
International television	2.9%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
e-Newsletters	60.0%
World Bank Group's seminars/workshops/conferences	35.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.7%
World Bank Group's website	23.8%
World Bank Group's publications and other written materials	22.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.0%
Mobile phones	2.9%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=99)
Yes	16.2%
No	83.8%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=103)
Yes	97.1%
No	2.9%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=102)
Yes	81.4%
No	18.6%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=102)
Yes	43.1%
No	56.9%

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

7. What type of device do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=97)
Laptop/Computer	82.5%
Mobile phone	15.5%
Tablet	2.1%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=101)
Weekly	6.9%
Monthly	28.7%
A few times a year	27.7%
Rarely	23.8%
Never	12.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	82	3	7.61	1.71
10. I find the information on the World Bank Group's websites useful.	82	2	7.99	1.51
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	64	34	7.56	1.87

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=111)
Academia/Research Institute/Think Tank	15.3%
Private Sector Organization	11.7%
Office of Minister	9.0%
Private Foundation	9.0%
NGO/Community Based Organization	9.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	6.3%
Media (press, radio, TV, web, etc.)	6.3%
Other	6.3%
Bilateral/Multilateral Agency	5.4%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.4%
Office of Parliamentarian	4.5%
Local Government Office or Staff	4.5%
PMU overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	2.7%
Financial Sector/Private Bank	2.7%
Judiciary Branch	0.9%
Office of the President, Prime Minister	0.9%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=112)
Education	18.8%
Other	17.9%
Generalist (specialized in multiple sectors)	8.0%
Finance and markets	7.1%
Macroeconomics and fiscal management	6.3%
Urban, rural, and social development	6.3%
Governance	6.3%
Health, nutrition, and population	4.5%
Gender	4.5%
Trade and competitiveness	3.6%
Social protection and labor	2.7%
Environment and natural resources	2.7%
Fragility, conflict and violence	1.8%
Transport and ICT	1.8%
Poverty	1.8%
Jobs	1.8%
Agriculture	1.8%
Public-private partnerships	0.9%
Energy and extractives	0.9%
Climate Change	0.9%
Water	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=107)
Yes	15.9%
No	84.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in El Salvador? (Select only ONE response)	Percentage of Respondents (N=75)
The World Bank (IBRD)	72.0%
The International Finance Corporation (IFC)	5.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	22.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=99)
Yes	8.1%
No	91.9%

6. If yes, what was your view of how the two institutions work together in El Salvador? (Select only ONE response)	Percentage of Respondents (N=9)
The two institutions work well together	55.6%
The way the two institutions work together needs improvement	0.0%
The two institutions do not work well together	0.0%
Don't know	44.4%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=100)
Use World Bank Group reports/data	57.0%
Use World Bank Group website for information, data, research, etc.	40.0%
Engage in World Bank Group related/sponsored events/activities	32.0%
Observer	21.0%
Collaborate as part of my professional duties	16.0%

8. What's your gender?	Percentage of Respondents (N=108)
Female	38.9%
Male	61.1%

9. What's your age?	Percentage of Respondents (N=108)
25 and under	0.0%
26-35	14.8%
36-45	19.4%
46-55	34.3%
56 and above	31.5%

10. Which best represents your geographic location?	Percentage of Respondents (N=107)
Western Zone	2.8%
Central Zone	90.7%
Eastern Zone	6.5%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of the President/ Prime Minister/ Minister N=11
- Employee of a Ministry/ PMU/ Consultant on WBG Project N=10
- Bilateral/ Multilateral Agency N=6
- Private Sector/ Financial Sector/ Private Bank N=16
- CSO N=20
- Media N=7
- Independent Government Institution N=6
- Academia/ Research Institute/ Think Tank N=17
- Other N=18

A. General Issues facing El Salvador

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	90.0%	87.5%	50.0%	7.1%	10.0%	14.3%	100.0%	5.9%	37.5%
The wrong direction	0.0%	12.5%	16.7%	85.7%	80.0%	85.7%	0.0%	82.4%	62.5%
Not sure	10.0%	0.0%	33.3%	7.1%	10.0%	0.0%	0.0%	11.8%	0.0%

*Significantly different between stakeholder groups

¹⁷Only 111 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this appendix.

A. General Issues facing El Salvador (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	36.4%	40.0%	33.3%	12.5%	10.0%	14.3%	33.3%	11.8%	23.5%
Gender equity	9.1%	20.0%	0.0%	6.3%	20.0%	14.3%	16.7%	0.0%	11.8%
Private sector development	0.0%	10.0%	33.3%	12.5%	5.0%	14.3%	0.0%	0.0%	17.6%
Education*	36.4%	20.0%	33.3%	25.0%	35.0%	57.1%	33.3%	88.2%	64.7%
Public sector governance/reform	9.1%	50.0%	33.3%	43.8%	20.0%	28.6%	16.7%	23.5%	29.4%
Global/regional integration	9.1%	10.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	17.6%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	5.9%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	5.9%
Water and sanitation	9.1%	0.0%	0.0%	6.3%	10.0%	0.0%	0.0%	5.9%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Job creation/employment	0.0%	10.0%	0.0%	18.8%	25.0%	14.3%	33.3%	11.8%	23.5%
Health	27.3%	10.0%	0.0%	6.3%	10.0%	28.6%	0.0%	29.4%	11.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure and systems*	18.2%	10.0%	33.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Agriculture and rural development	0.0%	10.0%	0.0%	0.0%	5.0%	0.0%	16.7%	0.0%	5.9%
Trade and exports	9.1%	10.0%	0.0%	6.3%	5.0%	0.0%	16.7%	0.0%	11.8%
Crime and violence	9.1%	40.0%	50.0%	43.8%	50.0%	71.4%	50.0%	29.4%	29.4%
Natural resource management (renewable/non-renewable)	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Climate change	18.2%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	9.1%	10.0%	16.7%	6.3%	25.0%	14.3%	33.3%	11.8%	11.8%
Anti corruption	9.1%	10.0%	0.0%	18.8%	25.0%	14.3%	16.7%	5.9%	0.0%
Judiciary reform	0.0%	0.0%	16.7%	12.5%	5.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	45.5%	30.0%	33.3%	56.3%	20.0%	14.3%	16.7%	35.3%	35.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social inclusion	18.2%	10.0%	16.7%	6.3%	10.0%	14.3%	0.0%	5.9%	5.9%
Chronic diseases	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	5.9%

*Significantly different between stakeholder groups

A. General Issues Facing El Salvador (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth	60.0%	70.0%	66.7%	68.8%	35.0%	57.1%	50.0%	58.8%	61.1%
Disaster risk management*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Social inclusion	60.0%	30.0%	50.0%	12.5%	25.0%	14.3%	16.7%	23.5%	22.2%
Chronic diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Information and communications technology	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.6%
Social protection	40.0%	20.0%	16.7%	6.3%	10.0%	0.0%	33.3%	11.8%	5.6%
Agriculture and rural development	20.0%	20.0%	0.0%	25.0%	15.0%	0.0%	50.0%	11.8%	16.7%
Trade and exports	0.0%	10.0%	16.7%	12.5%	0.0%	0.0%	0.0%	5.9%	16.7%
Crime and violence	0.0%	20.0%	50.0%	31.3%	25.0%	42.9%	16.7%	17.6%	5.6%
Climate change	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Transport infrastructure and systems	10.0%	10.0%	16.7%	0.0%	5.0%	0.0%	0.0%	0.0%	5.6%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	18.8%	15.0%	14.3%	0.0%	17.6%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	12.5%	15.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	30.0%	30.0%	16.7%	31.3%	30.0%	14.3%	50.0%	47.1%	50.0%
Health	10.0%	0.0%	0.0%	0.0%	15.0%	14.3%	0.0%	17.6%	5.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Public sector governance/reform*	0.0%	30.0%	33.3%	25.0%	30.0%	57.1%	16.7%	5.9%	5.6%
Gender equity	10.0%	0.0%	0.0%	6.3%	15.0%	14.3%	16.7%	0.0%	0.0%
Private sector development	0.0%	0.0%	16.7%	18.8%	10.0%	0.0%	0.0%	17.6%	27.8%
Education	50.0%	40.0%	16.7%	18.8%	50.0%	71.4%	33.3%	52.9%	50.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Urban development	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management (renewable/non-renewable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing El Salvador (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 El Salvador? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Greater access to and quality of health services for citizens*	0.0%	0.0%	0.0%	0.0%	5.0%	28.6%	0.0%	29.4%	11.8%
Better entrepreneurial opportunities	40.0%	11.1%	50.0%	37.5%	20.0%	28.6%	0.0%	5.9%	23.5%
A growing middle class*	0.0%	0.0%	0.0%	31.3%	0.0%	0.0%	40.0%	17.6%	17.6%
Better opportunity for the poor who live in rural areas	0.0%	11.1%	0.0%	12.5%	25.0%	0.0%	40.0%	5.9%	5.9%
Better opportunity for the poor who live in urban areas	20.0%	11.1%	0.0%	6.3%	10.0%	0.0%	0.0%	0.0%	0.0%
Sustainable economic growth	70.0%	44.4%	50.0%	43.8%	25.0%	28.6%	20.0%	29.4%	52.9%
More reliable social protection programs	10.0%	0.0%	33.3%	12.5%	10.0%	0.0%	0.0%	5.9%	11.8%
Greater access to micro-finance for the poor	10.0%	11.1%	16.7%	6.3%	0.0%	0.0%	20.0%	11.8%	5.9%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	11.1%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%	0.0%
Education and training that better ensure job opportunity	30.0%	66.7%	33.3%	31.3%	40.0%	57.1%	40.0%	41.2%	64.7%
Better quality of public services	10.0%	0.0%	0.0%	12.5%	10.0%	0.0%	20.0%	5.9%	5.9%
Better employment opportunities for young people	10.0%	22.2%	16.7%	0.0%	15.0%	0.0%	0.0%	29.4%	0.0%
Better employment opportunities for women	0.0%	11.1%	0.0%	6.3%	20.0%	14.3%	20.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	5.0%	42.9%	0.0%	5.9%	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 El Salvador? (1-Not familiar at all, 10-Extremely familiar)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
World Bank Group (WBG)*	11	8.73	1.19	10	6.70	2.58	6	6.17	2.56	15	4.73	3.28	20	5.05	2.56	7	6.43	3.41	4	6.50	3.11	16	5.63	2.63	16	5.13	2.63
Inter-American Development Bank (IDB/BID)*	11	9.36	0.92	10	7.80	1.99	6	8.33	2.07	15	5.73	2.69	19	6.21	2.55	7	6.57	2.30	5	7.60	0.89	17	6.71	1.83	17	6.29	3.06
Latin American Development Bank (CAF)*	10	5.00	3.06	10	2.40	1.78	6	3.83	2.48	15	3.13	2.20	17	2.53	2.00	6	4.33	2.42	4	3.50	2.38	16	1.88	1.41	14	2.86	2.11
Central American Bank for Economic Integration (CABE/BCIE)*	11	8.73	1.35	10	6.70	1.57	6	6.33	3.14	15	5.13	3.11	20	4.75	2.97	7	6.14	2.48	5	5.60	2.30	16	5.81	2.32	15	6.47	2.56

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
World Bank Group (WBG)*	10	8.60	.84	10	6.30	2.36	4	7.50	2.08	11	6.18	2.89	16	5.75	2.27	6	7.83	1.72	3	7.67	1.53	12	7.83	1.40	13	6.77	1.54
Inter-American Development Bank (IDB/BID)*	11	8.91	1.14	10	7.10	2.23	6	8.00	1.90	12	6.17	2.89	17	6.18	2.27	7	6.57	1.90	5	7.80	1.79	13	7.69	1.18	14	7.21	1.63
Latin American Development Bank (CAF)	5	6.60	2.30	2	1.50	0.71				6	3.67	2.50	12	3.75	2.73	4	5.00	1.41				3	3.67	0.58	6	4.50	2.59
Central American Bank for Economic Integration (CABE/BCIE)*	11	8.55	1.04	9	6.00	1.80	5	7.00	2.45	12	4.67	2.81	15	5.13	2.80	6	7.00	1.67	4	6.50	1.73	12	7.50	1.83	12	7.08	1.38

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
To what extent do you believe the World Bank Group's staff is well prepared to help El Salvador solve its most complicated development challenges?	11	9.09	1.14	8	7.63	2.07	3	8.33	1.53	8	6.38	3.42	14	7.14	1.92	5	7.80	2.28	4	7.25	1.71	11	7.45	1.44	14	6.93	2.23

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	0.0%	0.0%	16.7%	6.3%	0.0%	14.3%	0.0%	0.0%	17.6%
Water and sanitation	9.1%	0.0%	0.0%	12.5%	10.0%	0.0%	0.0%	0.0%	11.8%
Pollution	9.1%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	5.9%
Job creation/employment	9.1%	30.0%	16.7%	43.8%	20.0%	14.3%	16.7%	18.8%	35.3%
Health*	9.1%	10.0%	0.0%	0.0%	5.0%	28.6%	0.0%	43.8%	11.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	27.3%	10.0%	16.7%	0.0%	5.0%	0.0%	0.0%	6.3%	11.8%
Gender equity	9.1%	0.0%	0.0%	6.3%	15.0%	14.3%	33.3%	0.0%	0.0%
Private sector development	9.1%	20.0%	33.3%	25.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Education*	18.2%	50.0%	16.7%	18.8%	60.0%	42.9%	33.3%	81.3%	41.2%
Public sector governance/reform	45.5%	40.0%	16.7%	25.0%	25.0%	28.6%	16.7%	18.8%	17.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Food security	0.0%	10.0%	0.0%	0.0%	0.0%	14.3%	16.7%	0.0%	5.9%
Urban development	9.1%	0.0%	16.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	10.0%	16.7%	6.3%	10.0%	14.3%	0.0%	6.3%	0.0%
Economic growth	45.5%	50.0%	83.3%	50.0%	30.0%	28.6%	16.7%	37.5%	70.6%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social inclusion*	18.2%	10.0%	0.0%	0.0%	30.0%	0.0%	0.0%	18.8%	0.0%
Chronic diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	16.7%	12.5%	5.9%
Transport infrastructure and systems	18.2%	0.0%	16.7%	12.5%	5.0%	0.0%	16.7%	6.3%	11.8%
Agriculture and rural development*	0.0%	10.0%	0.0%	0.0%	5.0%	0.0%	66.7%	6.3%	5.9%
Trade and exports	0.0%	0.0%	0.0%	6.3%	5.0%	0.0%	16.7%	0.0%	5.9%
Crime and violence*	0.0%	30.0%	16.7%	31.3%	25.0%	42.9%	0.0%	6.3%	0.0%
Natural resource management (renewable/non-renewable)	9.1%	10.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change*	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Poverty reduction	18.2%	10.0%	33.3%	31.3%	10.0%	14.3%	50.0%	12.5%	29.4%
Anti corruption	0.0%	0.0%	0.0%	12.5%	20.0%	0.0%	0.0%	12.5%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	11.1%	0.0%	12.5%	5.9%	0.0%	0.0%	18.8%	5.9%
Capacity development related to World Bank Group supported projects	36.4%	22.2%	16.7%	12.5%	23.5%	14.3%	20.0%	0.0%	11.8%
Technical assistance	18.2%	11.1%	16.7%	12.5%	11.8%	0.0%	20.0%	6.3%	35.3%
Policy advice, studies, analyses	9.1%	11.1%	50.0%	31.3%	23.5%	42.9%	40.0%	18.8%	23.5%
Financial resources	36.4%	33.3%	16.7%	12.5%	29.4%	14.3%	20.0%	43.8%	11.8%
Data and statistics	0.0%	11.1%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Implementation support	0.0%	0.0%	0.0%	6.3%	0.0%	14.3%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	6.3%	5.9%	0.0%	0.0%	6.3%	5.9%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	6.3%	0.0%

2 nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	11.1%	0.0%	12.5%	6.3%	14.3%	0.0%	7.1%	5.9%
Capacity development related to World Bank Group supported projects	18.2%	0.0%	0.0%	0.0%	31.3%	14.3%	0.0%	21.4%	23.5%
Technical assistance	18.2%	44.4%	33.3%	12.5%	12.5%	14.3%	20.0%	21.4%	23.5%
Policy advice, studies, analyses	18.2%	22.2%	33.3%	18.8%	6.3%	28.6%	40.0%	7.1%	11.8%
Financial resources	36.4%	0.0%	16.7%	18.8%	31.3%	14.3%	20.0%	14.3%	23.5%
Data and statistics	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	9.1%	11.1%	0.0%	18.8%	0.0%	0.0%	20.0%	21.4%	0.0%
Implementation support	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	6.3%	6.3%	0.0%	0.0%	0.0%	5.9%
Donor coordination	0.0%	11.1%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	7.1%	0.0%

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 El Salvador? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Not willing to honestly criticize policies and reform efforts in the country	0.0%	20.0%	16.7%	18.8%	11.8%	28.6%	0.0%	12.5%	5.6%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	11.8%	14.3%	0.0%	6.3%	16.7%
Not collaborating enough with private sector	0.0%	10.0%	0.0%	18.8%	5.9%	0.0%	0.0%	18.8%	5.6%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	6.3%	5.6%
Not aligned with country priorities	9.1%	10.0%	16.7%	18.8%	17.6%	0.0%	40.0%	18.8%	27.8%
Not adequately sensitive to political/social realities in El Salvador	18.2%	30.0%	16.7%	6.3%	11.8%	14.3%	60.0%	0.0%	16.7%
Too influenced by developed countries	18.2%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	16.7%
World Bank Group's processes too slow	9.1%	20.0%	0.0%	25.0%	5.9%	0.0%	20.0%	0.0%	11.1%
World Bank Group's processes too complex	27.3%	10.0%	0.0%	12.5%	11.8%	14.3%	0.0%	6.3%	11.1%
Not exploring alternative policy options	9.1%	30.0%	0.0%	6.3%	0.0%	14.3%	0.0%	0.0%	11.1%
Not sufficiently focused on results	9.1%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Not in it for the long term	0.0%	10.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	9.1%	10.0%	16.7%	18.8%	0.0%	0.0%	0.0%	6.3%	0.0%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)*	0.0%	10.0%	16.7%	6.3%	47.1%	28.6%	0.0%	0.0%	5.6%
Not enough public disclosure of its work	45.5%	10.0%	16.7%	25.0%	17.6%	28.6%	20.0%	18.8%	5.6%
Arrogant in its approach	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in El Salvador	9.1%	20.0%	0.0%	0.0%	5.9%	0.0%	20.0%	6.3%	5.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	16.7%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	16.7%	12.5%	11.8%	0.0%	20.0%	31.3%	16.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	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	0.0%	11.1%	16.7%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	36.4%	11.1%	0.0%	7.1%	10.5%	14.3%	40.0%	31.3%	12.5%
To a somewhat insufficient degree	54.5%	44.4%	33.3%	42.9%	36.8%	42.9%	20.0%	18.8%	37.5%
To a very insufficient degree	0.0%	11.1%	0.0%	28.6%	21.1%	14.3%	0.0%	18.8%	18.8%
Don't know	9.1%	22.2%	50.0%	21.4%	26.3%	28.6%	40.0%	31.3%	31.3%

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the El Salvador Government's efforts to reduce poverty?

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Investment Project Financing (IPF)	9	8.67	1.50	5	7.00	2.00	2	8.50	.71	7	7.14	1.35	4	6.25	.50	2	9.00	1.41	2	6.00	4.24	3	6.00	1.73	11	6.27	2.20
Development Policy Financing (DPF)	6	8.33	1.37	4	6.50	2.38	2	6.50	.71	8	6.88	1.25	5	7.00	1.22	2	9.00	1.41	2	6.50	3.54	5	6.40	1.52	10	5.90	2.23
Program-for-Results Financing (PforR)	7	8.29	1.38	3	6.00	2.65	1	8.00		5	5.80	1.92	5	7.00	1.87	2	9.00	1.41	2	6.00	4.24	6	7.00	1.26	9	5.89	2.32
Trust funds and grants	6	8.50	1.52	3	7.67	1.53	2	8.50	.71	4	8.00	0.82	2	8.50	.71	3	8.67	1.15	2	5.50	4.95	2	6.00	0.00	7	4.71	2.98
Advisory Services & Analytics	8	8.88	1.36	6	8.00	1.26	3	8.00	2.00	6	6.50	1.22	4	6.75	1.71	2	9.00	1.41	2	6.00	4.24	6	6.67	1.75	9	6.56	2.65
MIGA Guarantees	4	8.00	1.41	1	8.00		1	8.00		3	6.00	3.46				2	9.00	1.41							1	2.00	
IFC Investment Services	3	8.00	1.73	2	7.50	2.12	1	7.00		6	6.33	2.88	1	8.00		2	9.00	1.41	1	7.00		4	6.25	0.96	4	4.75	2.75
IFC Advisory Services	4	7.75	1.50	1	10.00		1	7.00		7	6.43	2.44	1	8.00		2	9.00	1.41	1	7.00		4	6.50	0.58	4	4.75	2.75

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	27.3%	30.0%	16.7%	7.1%	27.8%	0.0%	33.3%	6.7%	25.0%
Youth/university groups*	9.1%	0.0%	16.7%	7.1%	0.0%	14.3%	0.0%	40.0%	12.5%
Private sector*	27.3%	20.0%	50.0%	85.7%	16.7%	42.9%	16.7%	26.7%	31.3%
Local government	45.5%	50.0%	33.3%	7.1%	11.1%	57.1%	50.0%	26.7%	43.8%
Donor community	18.2%	0.0%	16.7%	14.3%	5.6%	0.0%	16.7%	6.7%	0.0%
NGOs/Community Based Organizations*	9.1%	20.0%	0.0%	7.1%	66.7%	28.6%	50.0%	13.3%	25.0%
Academia/think tanks/research institutes*	45.5%	50.0%	0.0%	50.0%	22.2%	28.6%	0.0%	66.7%	37.5%
Parliament	9.1%	0.0%	16.7%	7.1%	5.6%	0.0%	16.7%	0.0%	6.3%
Foundations*	9.1%	10.0%	0.0%	7.1%	38.9%	0.0%	16.7%	0.0%	12.5%
Media*	0.0%	0.0%	0.0%	7.1%	0.0%	28.6%	0.0%	0.0%	0.0%
Other	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Don't know	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Overall the World Bank Group currently plays a relevant role in development in El Salvador	11	8.09	1.58	10	6.00	2.26	5	7.00	1.22	12	6.75	2.09	14	6.86	2.11	6	7.67	1.97	5	7.00	1.87	12	6.42	1.73	15	6.33	2.44
The World Bank Group's work is aligned with what I consider the development priorities for El Salvador	11	7.91	1.58	10	5.70	1.77	4	7.00	2.16	11	6.18	2.14	12	6.17	2.37	6	7.17	1.47	5	6.40	1.95	13	5.85	1.99	13	5.46	2.37

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

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Responsiveness to needs	11	7.73	1.35	8	6.50	1.60	2	6.00	1.41	11	6.00	1.73	10	5.90	1.37	3	6.00	1.00	3	7.33	2.08	8	6.13	1.73	13	6.00	2.16
Flexibility (in terms of the institution's products and services)	11	7.27	1.62	6	6.33	1.97	2	6.00	4.24	6	4.83	1.17	5	5.60	2.07	3	7.33	2.52	3	6.33	2.08	8	6.75	1.28	12	5.75	2.05
Flexibility (in terms of changing country circumstances)	10	7.60	1.65	9	5.89	1.96	2	5.50	3.54	10	5.90	1.66	10	6.40	1.51	3	7.33	2.52	3	6.00	2.65	9	7.00	1.32	12	6.42	1.56
Being inclusive	9	8.33	1.12	7	6.57	1.90	1	8.00		7	6.14	1.21	11	6.09	1.58	5	6.60	1.14	3	6.33	2.89	9	6.56	2.07	12	5.92	2.57
Openness (sharing data and other information)	10	8.80	1.23	7	7.00	2.24	4	6.75	1.71	10	6.90	2.08	9	7.56	1.42	5	7.60	1.67	3	6.00	2.65	8	7.13	2.10	13	6.92	2.40
Collaboration with the Government	11	8.55	1.13	9	6.89	1.54	4	7.25	0.96	12	7.17	1.75	10	7.10	1.52	5	7.80	1.64	5	7.00	2.45	7	8.00	1.53	14	7.50	2.31
The speed in which it gets things accomplished on the ground*	11	8.27	1.01	6	6.50	1.87	2	4.00	1.41	10	4.40	1.58	9	5.00	1.80	5	7.20	1.79	3	5.67	1.53	6	6.00	1.67	12	6.25	1.91
Helping to bring discipline/effective supervision to implementation of investment projects*	10	8.30	0.95	6	6.83	1.60	2	6.50	2.12	12	5.08	1.68	8	5.88	1.89	5	7.40	1.67	3	6.00	2.00	7	6.57	1.72	11	6.73	1.95
Collaboration with civil society*	8	8.00	1.31	6	5.00	2.45	1	5.00		12	5.50	1.83	12	4.33	1.78	5	6.40	1.34	3	5.33	2.89	9	5.67	2.24	9	5.44	1.24
Staff accessibility*	11	8.45	1.29	8	7.38	2.33	3	7.67	1.15	7	6.71	2.06	10	5.70	1.89	5	8.00	1.58	3	6.67	3.51	8	5.38	2.45	13	5.85	2.30
Collaboration with other donors and development partners	10	8.30	1.16	5	6.80	1.30	2	7.50	0.71	5	7.00	2.00	8	5.75	1.49	5	7.80	1.92	3	6.33	3.79	7	6.14	2.04	11	5.64	1.96
Collaboration with the private sector*	7	8.00	1.15	3	7.33	0.58	1	9.00		10	5.10	2.02	9	6.33	2.00	5	7.60	2.30	1	2.00		7	5.71	1.70	9	5.44	2.60
Straightforwardness and honesty	10	9.30	0.95	6	8.83	0.75	2	8.00	0.00	9	6.56	2.60	9	7.33	1.87	4	8.25	2.36	2	8.50	0.71	10	6.80	2.39	11	7.09	2.02
Treating clients and stakeholders in El Salvador with respect	10	9.40	0.97	8	7.50	2.27	2	7.50	0.71	7	7.43	3.05	9	7.44	1.81	5	8.80	1.10	3	7.00	3.46	8	7.63	2.62	12	8.08	1.62
Being a long-term partner	10	9.10	1.20	7	7.71	2.06	2	8.00	0.00	9	6.89	2.67	8	8.00	1.51	5	8.00	1.58	3	6.33	3.06	8	7.50	2.51	10	7.20	1.99

*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	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort*	0.0%	10.0%	16.7%	7.1%	0.0%	0.0%	40.0%	0.0%	5.6%
Political pressures and obstacles	63.6%	60.0%	83.3%	71.4%	41.2%	85.7%	60.0%	80.0%	50.0%
Reforms are not well thought out in light of country challenges	18.2%	20.0%	0.0%	7.1%	11.8%	0.0%	20.0%	6.7%	27.8%
Poor coordination within the Government	18.2%	20.0%	16.7%	42.9%	35.3%	57.1%	20.0%	46.7%	22.2%
There is an inadequate level of private sector participation and support	18.2%	20.0%	0.0%	14.3%	11.8%	0.0%	20.0%	13.3%	22.2%
Poor donor coordination	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	9.1%	30.0%	0.0%	14.3%	11.8%	0.0%	20.0%	6.7%	27.8%
Lack of/inadequate levels of capacity in Government*	0.0%	0.0%	0.0%	42.9%	17.6%	14.3%	0.0%	13.3%	11.1%
There is not an adequate level of citizen/civil society participation	18.2%	20.0%	16.7%	0.0%	35.3%	14.3%	0.0%	13.3%	5.6%
Corruption	9.1%	0.0%	0.0%	0.0%	5.9%	28.6%	0.0%	6.7%	0.0%
Poor coordination within the World Bank Group*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Other	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	6.7%	11.1%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In El Salvador, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Gender	8	8.25	1.75	7	6.29	2.75	2	4.00	4.24	9	5.78	2.28	12	6.42	2.19	6	6.83	1.17	3	5.33	1.53	9	6.67	1.00	9	5.78	1.92
The impact of climate change*	9	7.44	1.67	7	5.71	1.70	1	8.00		12	4.33	1.67	10	7.00	1.41	6	6.83	1.94	3	6.00	1.00	8	6.75	1.67	7	6.29	1.70
Citizen engagement	7	7.29	1.70	8	5.75	2.31	1	7.00		13	5.08	1.61	11	5.73	1.19	6	6.33	1.51	2	5.00	2.83	8	6.25	1.16	8	6.50	1.60

*Significantly different between stakeholder groups

C. World Bank Group 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 El Salvador? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Social protection	6	7.33	1.51	5	6.40	1.82	1	7.00		10	6.70	2.41	8	5.38	2.56	4	6.50	2.38	2	7.00	2.83	6	7.67	.52	8	6.50	2.07
Gender equity	6	8.17	1.83	7	6.43	1.99	1	1.00		6	6.33	2.34	8	6.50	2.39	4	6.50	2.38	2	4.50	0.71	5	6.20	1.92	6	6.33	2.34
Private sector development	5	7.80	1.30	4	5.50	3.11	1	7.00		9	5.00	1.94	8	8.25	1.16	4	7.50	2.89	1	5.00		4	5.75	1.89	8	6.00	2.62
Education	6	8.33	1.03	6	5.83	2.32	1	7.00		7	6.00	1.63	10	7.10	2.18	4	6.75	2.22	2	5.50	2.12	8	6.00	2.20	7	6.71	2.21
Public sector governance/reform	7	8.43	0.79	5	6.20	2.95	2	8.00	0.00	9	6.44	2.01	9	6.33	2.60	4	7.75	2.63	3	7.33	2.08	6	7.00	1.26	12	6.92	1.73
Global/regional integration	6	8.33	0.82	2	6.50	0.71				8	5.38	1.41	2	7.00	2.83	3	7.00	2.65	1	5.00		4	6.75	.96	7	6.29	2.36
Food security	4	8.50	1.00	4	6.75	1.26				6	6.17	2.04	2	5.00	0.00	3	5.67	0.58	1	4.00		5	6.00	1.41	7	6.29	1.38
Urban development*	3	8.67	0.58	2	4.50	0.71				7	5.57	1.62	3	6.00	1.73	2	6.00	0.00	1	3.00		4	6.25	1.50	7	6.00	1.53
Energy	4	8.25	0.50	2	6.50	2.12				7	5.57	1.62	3	7.00	2.00	3	6.00	1.00	1	3.00		5	6.40	1.34	5	5.60	2.88
Water and sanitation	2	8.00	0.00	4	5.50	1.00				7	5.86	1.77	2	6.50	2.12	4	5.50	0.58	1	3.00		5	6.00	2.12	7	5.43	2.76
Pollution	3	6.33	2.08	3	5.33	1.53				9	4.44	1.59	1	5.00		4	5.25	0.50	1	4.00		4	6.25	1.26	6	4.50	1.76
Job creation/employment	6	7.67	1.03	3	5.00	3.00				8	4.13	0.99	5	6.20	2.17	3	6.67	2.89	1	3.00		5	5.20	2.17	8	5.63	2.45
Health	6	8.50	1.22	6	6.50	2.43				6	6.00	1.79	5	4.80	2.59	3	5.33	0.58	3	7.00	2.00	6	6.67	1.97	7	6.00	2.52
Financial markets	4	8.50	1.00	3	5.67	2.08	1	5.00		8	5.00	2.45	1	8.00		3	6.33	0.58	2	7.50	2.12	5	6.80	1.10	7	5.86	1.95
Transport infrastructure and systems	8	8.25	0.89	3	7.00	1.00				9	6.78	2.11	3	6.33	3.79	4	7.75	2.63	1	5.00		5	6.80	1.64	9	7.00	2.24
Agriculture and rural development	3	8.33	1.15	3	7.00	1.73				7	4.86	1.35	3	6.67	1.53	3	7.00	2.65	1	4.00		4	6.00	1.41	8	6.00	2.83
Trade and exports*	4	8.25	0.96	3	5.67	0.58				7	4.43	1.51	4	8.25	1.71	3	7.00	2.65	1	4.00		4	6.75	1.26	7	6.29	2.43
Crime and violence*	4	8.25	0.96	4	5.75	2.06				7	4.14	1.46	6	5.83	1.47	3	5.33	1.15	1	3.00		3	5.00	.00	7	5.57	2.07
Natural resource management (renewable/non-renewable)	3	7.00	2.65	3	5.67	1.53				6	4.33	0.82	3	6.67	2.31	3	7.00	2.65	1	3.00		3	6.33	2.08	6	6.00	2.00
Climate change	8	7.38	1.77	2	6.00	1.41				6	5.17	2.04	2	5.00	1.41	4	6.50	2.38	1	4.00		5	6.40	1.82	5	6.40	2.79
Poverty reduction	8	7.13	1.25	7	6.14	2.27	1	5.00		9	6.00	1.00	8	6.13	2.64	4	6.50	2.38	2	6.50	3.54	8	7.00	1.41	11	6.55	2.30
Anti corruption	4	7.75	0.96	4	6.75	1.50				7	6.43	1.62	5	4.60	3.29	5	6.00	2.35	1	4.00		4	7.25	2.36	9	6.67	1.87
Judiciary reform	4	8.25	0.96	5	4.60	2.79				6	5.83	1.83	4	5.50	1.91	3	5.00	1.00	1	2.00		3	7.00	1.73	6	5.17	1.47
Economic growth	6	7.67	1.51	6	6.50	1.05				9	5.89	0.93	7	6.86	1.57	3	6.33	2.52	2	7.00	2.83	6	7.17	1.47	10	6.20	1.99
Disaster risk management	6	7.50	1.87	3	7.67	1.53				6	4.33	2.50	4	6.00	1.83	3	6.67	3.06	1	4.00		4	6.25	1.50	7	6.14	1.95
Social inclusion	6	8.17	0.98	4	6.00	1.83				6	6.33	1.03	6	6.00	3.22	4	7.00	2.58	1	3.00		6	6.67	2.07	9	6.33	2.40
Chronic diseases	3	8.33	1.15	4	6.00	2.58				4	4.75	1.26	4	4.75	2.87	3	6.00	4.00	1	4.00		3	6.00	2.65	5	6.60	2.97
Information and communications technology	5	8.40	0.89	3	6.67	1.53				5	5.00	1.22	4	6.75	1.26	3	7.00	2.65	1	5.00		2	7.50	.71	7	5.86	2.41

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
To what extent does the World Bank Group's work help to achieve development results in El Salvador?*	11	8.18	1.54	9	6.67	1.66	3	8.00	1.73	13	5.54	1.76	13	6.31	1.38	5	6.80	1.48	5	7.80	1.10	10	6.90	0.99	13	6.31	2.14

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

C. World Bank Group Effectiveness and Results (continued)

To what extent does the World Bank Group's work help to achieve development results in El Salvador? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
The World Bank Group's financial instruments meet the needs of El Salvador*	11	8.18	1.72	8	5.88	2.36	1	9.00		11	5.55	1.81	16	5.88	1.89	6	6.83	1.83	4	6.25	1.71	12	6.50	1.09	14	5.79	2.04
The World Bank Group meets El Salvador's needs for knowledge services	11	8.00	1.48	7	7.86	1.21	4	6.50	0.58	10	5.90	1.20	16	7.00	1.79	5	7.60	1.67	4	6.50	2.38	10	6.20	2.15	13	6.31	2.43

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
How effectively does the World Bank Group help El Salvador to mobilize finance for development from private sector sources?	3	7.67	1.53	4	5.25	2.75	1	7.00		12	4.67	1.37	11	6.55	1.57	3	7.67	1.53	2	4.50	0.71	9	6.00	1.41	11	6.27	2.76

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

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	10.0%	0.0%	0.0%	0.0%	42.9%	0.0%	0.0%	5.9%
Monthly	45.5%	10.0%	0.0%	14.3%	33.3%	14.3%	50.0%	12.5%	23.5%
A few times a year	45.5%	50.0%	100.0%	50.0%	38.9%	14.3%	50.0%	62.5%	41.2%
Rarely	9.1%	20.0%	0.0%	21.4%	22.2%	28.6%	0.0%	18.8%	5.9%
Never	0.0%	10.0%	0.0%	14.3%	5.6%	0.0%	0.0%	6.3%	23.5%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Are timely	11	8.09	1.51	7	7.71	2.21	4	6.25	.96	9	5.89	1.27	12	7.33	1.50	6	7.83	1.72	3	6.67	2.52	10	7.50	1.08	13	6.69	2.46
Include appropriate level of stakeholder involvement during preparation*	11	8.00	1.48	8	7.13	2.03	1	3.00		9	5.89	1.27	14	6.57	1.60	4	7.75	0.96	1	5.00		10	6.80	1.23	10	6.60	2.07
Lead to practical solutions	11	8.00	1.48	7	6.86	2.73	2	6.50	.71	8	5.75	1.83	12	6.92	1.38	5	7.20	2.28	3	7.00	2.00	12	6.67	1.92	14	6.29	2.16
Are accessible (well written and easy to understand)	11	8.00	1.26	7	7.14	2.54	3	7.00	1.73	8	6.25	1.04	14	7.29	1.98	5	7.00	3.16	1	5.00		12	7.33	1.87	13	7.38	1.56
Are source of relevant information on global good practices	11	8.00	1.67	8	7.50	2.07	3	7.00	1.73	8	7.63	1.60	14	7.71	1.59	5	8.20	1.48	3	7.33	1.53	11	7.82	1.25	13	7.85	1.52
Are adequately disseminated	11	7.27	1.62	7	6.14	2.12	2	5.00	1.41	10	4.70	2.41	14	5.93	2.30	6	6.67	3.27	1	3.00		11	6.00	2.19	13	6.92	1.93
Are translated enough into local language	9	8.33	1.50	7	7.00	3.16	1	7.00		9	7.33	2.00	13	8.23	1.36	4	8.00	2.16	2	5.50	3.54	10	8.30	1.34	12	8.00	2.30
Are adaptable to El Salvador's specific development challenges and country circumstances	11	8.18	1.47	8	7.13	2.17	2	6.50	.71	9	6.33	1.66	15	7.20	1.26	5	7.80	1.92	2	4.00	1.41	10	7.10	1.37	13	7.23	2.17

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	11	8.09	1.22	9	7.33	1.94	4	6.50	1.00	10	6.00	1.76	14	7.00	1.36	5	7.80	1.64	5	7.40	1.14	11	6.55	1.37	14	7.07	1.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	8.60	1.26	9	7.78	1.86	2	7.50	0.71	10	8.10	1.52	13	8.00	1.15	5	8.80	0.84	5	7.80	0.84	12	7.92	0.90	14	7.71	1.33

(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)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
The World Bank Group disburses funds promptly*	10	8.90	1.37	6	7.50	2.81	2	4.50	3.54	6	6.67	2.16	7	7.43	1.62	5	8.60	1.67	1	4.00		7	7.57	1.27	9	6.89	1.83
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	10	8.90	1.29	7	8.57	0.98	2	4.50	3.54	7	6.14	1.21	9	7.22	1.92	4	7.00	2.94	2	7.50	.707	9	8.00	1.12	11	7.18	2.27
The World Bank Group's approvals and reviews are done in a timely fashion	11	8.36	1.29	6	5.83	3.43	2	4.50	3.54	6	5.83	2.32	5	7.80	1.10	5	7.60	2.07	1	8.00		7	8.00	1.00	10	7.50	1.90
The World Bank Group's "Environmental and Social Safeguard Policies" requirements are reasonable	10	8.40	1.26	4	7.25	2.87	1	7.00		5	6.20	2.68	8	7.25	2.19	5	7.60	1.82	2	8.00	0.00	6	7.33	1.21	6	5.83	1.60
The World Bank Group's conditions on its lending are reasonable	11	7.82	1.08	7	6.57	2.64	1	7.00		5	6.60	2.07	7	7.00	1.83	4	7.00	2.45	2	6.00	2.83	7	6.57	1.81	11	6.45	2.02
The World Bank Group takes decisions quickly in El Salvador	10	8.20	1.14	6	6.17	1.94				7	4.71	2.50	6	6.00	2.00	4	7.25	2.22	2	7.00	2.83	8	7.25	1.49	8	6.13	2.85
Working with the World Bank Group increases El Salvador's institutional capacity	11	8.73	1.35	8	7.25	2.38	2	8.00	1.41	9	6.44	1.24	9	7.00	2.18	5	7.20	2.28	5	7.40	1.52	10	7.20	1.03	12	7.33	2.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	8.67	1.66	3	9.00	0.00	1	7.00		5	7.20	2.77	4	8.25	0.96	4	7.00	2.45	2	7.00	1.41	7	7.86	1.07	7	7.00	2.65

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
To what extent do you believe that the donor community is doing enough to support the government's efforts related to migration in El Salvador?*	11	7.00	1.41	9	4.22	2.05	6	7.33	1.37	8	4.00	2.27	15	5.40	2.13	4	6.75	2.87	4	6.00	2.58	11	5.18	1.54	12	5.67	2.42

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

E. Working with the World Bank Group (continued)

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migration issues in El Salvador? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Education	30.0%	25.0%	16.7%	14.3%	35.3%	71.4%	20.0%	62.5%	50.0%
Health	10.0%	25.0%	0.0%	7.1%	11.8%	0.0%	0.0%	25.0%	11.1%
Supporting poor and marginalized local communities	0.0%	12.5%	16.7%	35.7%	23.5%	28.6%	40.0%	18.8%	16.7%
Jobs/employment opportunities	70.0%	62.5%	66.7%	71.4%	64.7%	57.1%	40.0%	50.0%	38.9%
Business development	10.0%	12.5%	16.7%	7.1%	5.9%	0.0%	20.0%	6.3%	22.2%
Infrastructure	0.0%	0.0%	16.7%	7.1%	0.0%	0.0%	0.0%	6.3%	5.6%
Social cohesion	0.0%	12.5%	16.7%	28.6%	29.4%	0.0%	0.0%	0.0%	5.6%
Social protection systems*	40.0%	25.0%	33.3%	0.0%	11.8%	0.0%	20.0%	12.5%	0.0%
Public services	30.0%	25.0%	0.0%	7.1%	5.9%	28.6%	20.0%	0.0%	5.6%
Macro issues (fiscal accounts, balance of payments, etc.)	0.0%	0.0%	16.7%	7.1%	5.9%	0.0%	20.0%	0.0%	11.1%
Financial inclusion	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	20.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	16.7%
Other	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of migration in regards to....

El Salvador's economy Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very negative impact	27.3%			15.4%	25.0%	14.3%	20.0%	40.0%	23.5%
A somewhat negative impact	27.3%	11.1%	50.0%	15.4%	25.0%	28.6%		6.7%	11.8%
A somewhat positive impact	36.4%	66.7%	16.7%	23.1%	18.8%	57.1%	80.0%	46.7%	23.5%
A very positive impact	9.1%	22.2%	33.3%	38.5%	25.0%			6.7%	29.4%
No impact at all				7.7%	6.3%				11.8%

Social cohesion Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very negative impact	36.4%	30.0%	33.3%	46.2%	58.8%	42.9%	80.0%	40.0%	42.9%
A somewhat negative impact	63.6%	60.0%	66.7%	30.8%	23.5%	42.9%	20.0%	60.0%	21.4%
A somewhat positive impact				15.4%	5.9%	14.3%			21.4%
A very positive impact				7.7%	11.8%				
No impact at all		10.0%							14.3%

E. Working with the World Bank Group (continued)

Please rate how you feel when you think about the impact of migration in regards to....

National security (i.e. deportations) Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very negative impact	36.4%	50.0%	50.0%	27.3%	43.8%	66.7%	60.0%	73.3%	56.3%
A somewhat negative impact	54.5%	40.0%	33.3%	54.5%	37.5%	16.7%	40.0%	26.7%	31.3%
A somewhat positive impact		10.0%		18.2%	6.3%	16.7%			
A very positive impact					6.3%				
No impact at all	9.1%		16.7%		6.3%				12.5%

Public service delivery Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very negative impact	9.1%	10.0%	33.3%	8.3%	15.4%		16.7%	40.0%	18.8%
A somewhat negative impact	72.7%	50.0%	50.0%	33.3%	38.5%	66.7%	33.3%	40.0%	25.0%
A somewhat positive impact	9.1%	10.0%		25.0%	23.1%	33.3%	16.7%	13.3%	18.8%
A very positive impact		10.0%		8.3%	15.4%			6.7%	12.5%
No impact at all	9.1%	20.0%	16.7%	25.0%	7.7%		33.3%		25.0%

El Salvador's poor and marginalized Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very negative impact	27.3%	10.0%	40.0%	15.4%	53.3%	28.6%	16.7%	46.7%	50.0%
A somewhat negative impact	45.5%	30.0%	40.0%	30.8%	13.3%	14.3%	66.7%	13.3%	12.5%
A somewhat positive impact	27.3%	30.0%		30.8%	13.3%	57.1%	16.7%	26.7%	18.8%
A very positive impact		20.0%	20.0%	23.1%	13.3%			13.3%	12.5%
No impact at all		10.0%			6.7%				6.3%

F. The Future Role of the World Bank Group in El Salvador

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	30.0%	10.0%	0.0%	0.0%	17.6%	0.0%	0.0%	33.3%	5.9%
Collaborate more effectively with Government clients	20.0%	30.0%	33.3%	7.1%	5.9%	28.6%	40.0%	20.0%	47.1%
Work faster*	0.0%	0.0%	0.0%	42.9%	5.9%	0.0%	0.0%	0.0%	11.8%
Reduce the complexity of obtaining World Bank Group financing	30.0%	30.0%	16.7%	35.7%	17.6%	14.3%	20.0%	0.0%	23.5%
Increase availability of Advisory Services & Analytics (ASA)	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	17.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	0.0%	0.0%	0.0%	0.0%	5.9%	28.6%	0.0%	0.0%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	10.0%	0.0%	0.0%	14.3%	11.8%	0.0%	0.0%	6.7%	5.9%
Offer more innovative financial products	10.0%	10.0%	0.0%	7.1%	0.0%	0.0%	0.0%	20.0%	5.9%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Provide more adequate data/knowledge/statistics/figures on El Salvador's economy*	0.0%	20.0%	16.7%	0.0%	0.0%	42.9%	20.0%	6.7%	0.0%
Improve the competitiveness of its financing compared to markets*	20.0%	0.0%	16.7%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Work more with civil society, think tanks, academia, and beneficiary representatives*	0.0%	20.0%	0.0%	42.9%	76.5%	42.9%	0.0%	46.7%	17.6%
Increase the level of capacity development in the country*	50.0%	30.0%	16.7%	0.0%	11.8%	0.0%	60.0%	13.3%	29.4%
Leverage the private sector more	10.0%	20.0%	50.0%	28.6%	17.6%	14.3%	0.0%	20.0%	17.6%
Improve the quality of its experts as related to El Salvador's specific challenges	0.0%	0.0%	0.0%	7.1%	5.9%	0.0%	20.0%	0.0%	5.9%
Work more with private sector	0.0%	0.0%	16.7%	14.3%	11.8%	0.0%	0.0%	20.0%	5.9%
Other	10.0%	0.0%	16.7%	0.0%	0.0%	14.3%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in El Salvador (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	40.0%	20.0%	33.3%	28.6%	12.5%		33.3%	25.0%	6.3%
Knowledge & advisory products	40.0%	10.0%	16.7%	42.9%	31.3%	42.9%	50.0%	37.5%	25.0%
Convening services					12.5%				12.5%
None of the above		10.0%							6.3%
The combination is appropriate for El Salvador	20.0%	50.0%	33.3%	7.1%	31.3%	42.9%	16.7%	31.3%	50.0%
Don't know		10.0%	16.7%	21.4%	12.5%	14.3%		6.3%	

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	6.3%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Social media	9.1%	10.0%	16.7%	7.7%	23.5%	0.0%	50.0%	12.5%	33.3%
International newspapers	0.0%	0.0%	0.0%	0.0%	5.9%	14.3%	0.0%	6.3%	5.6%
Local television*	0.0%	50.0%	0.0%	15.4%	11.8%	14.3%	0.0%	12.5%	11.1%
Internet	63.6%	30.0%	50.0%	61.5%	70.6%	71.4%	66.7%	68.8%	66.7%
Periodicals	63.6%	50.0%	66.7%	53.8%	41.2%	14.3%	16.7%	37.5%	44.4%
International television	0.0%	20.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Local newspapers	27.3%	10.0%	33.3%	30.8%	29.4%	42.9%	33.3%	25.0%	5.6%
Other	27.3%	10.0%	16.7%	0.0%	11.8%	14.3%	16.7%	12.5%	11.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	27.3%	30.0%	16.7%	7.7%	23.5%	0.0%	0.0%	37.5%	27.8%
e-Newsletters	72.7%	70.0%	50.0%	61.5%	47.1%	57.1%	83.3%	50.0%	66.7%
World Bank Group's seminars/workshops/conferences	18.2%	40.0%	50.0%	38.5%	41.2%	28.6%	50.0%	37.5%	27.8%
Mobile phones	9.1%	0.0%	0.0%	7.7%	0.0%	14.3%	0.0%	0.0%	0.0%
Direct contact with World Bank Group	45.5%	30.0%	16.7%	23.1%	41.2%	28.6%	16.7%	18.8%	16.7%
World Bank Group's website	27.3%	10.0%	50.0%	15.4%	29.4%	28.6%	16.7%	18.8%	27.8%
Social media	0.0%	10.0%	16.7%	38.5%	11.8%	28.6%	16.7%	25.0%	22.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

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	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	30.0%	11.1%	33.3%	23.1%	6.3%	28.6%	16.7%	6.7%	12.5%
No	70.0%	88.9%	66.7%	76.9%	93.8%	71.4%	83.3%	93.3%	87.5%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	94.1%
No								12.5%	5.9%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	83.3%	84.6%	76.5%	71.4%	80.0%	73.3%	76.5%
No			16.7%	15.4%	23.5%	28.6%	20.0%	26.7%	23.5%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	45.5%	30.0%	16.7%	46.2%	47.1%	71.4%	80.0%	33.3%	41.2%
No	54.5%	70.0%	83.3%	53.8%	52.9%	28.6%	20.0%	66.7%	58.8%

What type of device do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Laptop/Computer	72.7%	100.0%	66.7%	100.0%	93.8%	83.3%	100.0%	73.3%	60.0%
Mobile phone	27.3%		33.3%		6.3%	16.7%		26.7%	
Tablet									13.3%

G. Communication and Information Sharing (continued)

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly					5.9%	42.9%	25.0%	6.3%	5.9%
Monthly	45.5%	30.0%	20.0%	23.1%	41.2%	14.3%	50.0%	25.0%	17.6%
A few times a year	18.2%	50.0%	40.0%	38.5%	23.5%	14.3%	25.0%	25.0%	23.5%
Rarely	27.3%	20.0%	40.0%	30.8%	23.5%	14.3%		18.8%	23.5%
Never	9.1%			7.7%	5.9%	14.3%		25.0%	29.4%

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			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
I find the World Bank Group's websites easy to navigate.	10	8.40	1.35	10	7.40	1.43	5	6.60	1.52	9	8.00	1.22	13	8.31	1.11	5	6.60	2.41	4	6.75	2.06	11	8.36	.50	14	7.00	2.25
I find the information on the World Bank Group's websites useful.	10	8.70	1.64	10	7.50	1.27	5	7.80	1.92	9	8.22	0.97	13	8.85	0.99	5	7.60	1.67	4	7.75	0.50	12	8.17	.94	13	7.31	1.84
The World Bank Group's social media channels are valuable sources of information about the institution	7	8.14	2.19	5	7.00	1.87	3	8.00	2.65	7	7.57	1.51	10	8.40	1.07	5	6.80	2.59	4	6.75	1.26	9	7.89	1.05	13	7.38	2.22

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	40.0%	22.2%	33.3%	13.3%	5.0%	28.6%	60.0%	5.9%	
No	60.0%	77.8%	66.7%	86.7%	95.0%	71.4%	40.0%	94.1%	100.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	77.8%	75.0%	100.0%	60.0%	72.7%	80.0%	75.0%	72.7%	61.5%
The International Finance Corporation (IFC)	11.1%	12.5%		10.0%			25.0%		
The Multilateral Investment Guarantee Agency (MIGA)									
Other	11.1%	12.5%		30.0%	27.3%	20.0%		27.3%	38.5%

H. Background Information (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	27.3%	0.0%	0.0%	25.0%	22.2%	14.3%	16.7%	12.5%	42.9%
Use World Bank Group reports/data	36.4%	66.7%	50.0%	58.3%	44.4%	85.7%	50.0%	56.3%	71.4%
Engage in World Bank Group related/sponsored events/activities	45.5%	33.3%	83.3%	8.3%	38.9%	28.6%	33.3%	18.8%	28.6%
Collaborate as part of my professional duties	18.2%	33.3%	33.3%	16.7%	11.1%	0.0%	50.0%	6.3%	7.1%
Use World Bank Group website for information, data, research, etc.	36.4%	44.4%	16.7%	58.3%	44.4%	57.1%	16.7%	50.0%	21.4%

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	54.5%	30.0%	50.0%	25.0%	42.1%	42.9%	60.0%	35.3%	31.3%
Male	45.5%	70.0%	50.0%	75.0%	57.9%	57.1%	40.0%	64.7%	68.8%

What's your age?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
25 and under									
26-35		10.0%		25.0%	21.1%	14.3%	20.0%	5.9%	25.0%
36-45	9.1%	10.0%		31.3%	15.8%	42.9%	20.0%	35.3%	6.3%
46-55	72.7%	40.0%	66.7%	18.8%	26.3%	42.9%	40.0%	17.6%	31.3%
56 and above	18.2%	40.0%	33.3%	25.0%	36.8%		20.0%	41.2%	37.5%

Which best represents your geographic location?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Western Zone								11.8%	6.7%
Central Zone	100.0%	100.0%	83.3%	100.0%	90.0%	100.0%	100.0%	76.5%	80.0%
Eastern Zone			16.7%		10.0%			11.8%	13.3%

Appendix C: Responses to Selected Questions by Levels of Collaboration¹⁸

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 FY18 El Salvador COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in El Salvador, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in El Salvador?"

● Collaborating with the WBG N=17

● Not collaborating with the WBG N=90

B. Overall Attitudes toward the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	17	8.59	1.42	85	5.32	2.74
Inter-American Development Bank (IDB/BID)*	17	8.53	1.55	87	6.60	2.53
Latin American Development Bank (CAF)*	17	4.06	2.70	78	2.71	2.03
Central American Bank for Economic Integration (CABE/BCiE)*	17	7.59	1.94	85	5.71	2.76

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	17	8.35	1.54	66	6.59	2.07
Inter-American Development Bank (IDB/BID)	17	8.06	1.78	76	6.97	2.10
Latin American Development Bank (CAF)	4	5.50	2.52	33	4.15	2.48
Central American Bank for Economic Integration (CABE/BCiE)*	16	7.75	1.84	69	6.19	2.41

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help El Salvador solve its most complicated development challenges?*	16	8.56	1.59	60	7.20	2.11

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

¹⁸Only 107 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	0.0%	5.7%
Water and sanitation	0.0%	8.0%
Pollution	5.9%	1.1%
Job creation/employment	5.9%	26.1%
Health	17.6%	12.5%
Financial markets	0.0%	0.0%
Social protection	11.8%	8.0%
Gender equity	5.9%	9.1%
Private sector development	17.6%	9.1%
Education	35.3%	46.6%
Public sector governance/reform	29.4%	22.7%
Global/regional integration	0.0%	1.1%
Food security	0.0%	4.5%
Urban development	0.0%	4.5%
Judiciary reform	5.9%	6.8%
Economic growth	52.9%	45.5%
Disaster risk management	0.0%	0.0%
Social inclusion	5.9%	12.5%
Chronic diseases	0.0%	0.0%
Information and communications technology	5.9%	4.5%
Transport infrastructure and systems	11.8%	8.0%
Agriculture and rural development*	17.6%	3.4%
Trade and exports	5.9%	3.4%
Crime and violence	29.4%	15.9%
Natural resource management (renewable/non-renewable)	0.0%	3.4%
Climate change	5.9%	2.3%
Poverty reduction	23.5%	21.6%
Anti corruption	5.9%	8.0%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the El Salvador Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	10	7.60	2.32	33	7.09	1.84
Development Policy Financing (DPF)	10	7.50	1.90	32	6.72	1.73
Program-for-Results Financing (PforR)	9	7.44	2.30	29	6.72	1.94
Trust funds and grants	8	7.50	2.51	22	7.00	2.51
Advisory Services & Analytics	11	7.55	2.25	34	7.26	1.99
MIGA Guarantees	4	8.25	1.71	7	6.43	3.05
IFC Investment Services*	6	8.33	1.63	17	6.06	2.19
IFC Advisory Services*	7	8.14	1.57	17	6.24	2.19

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in El Salvador*	15	7.93	1.87	73	6.60	1.96
The World Bank Group's work is aligned with what I consider the development priorities for El Salvador*	15	7.67	1.88	68	5.99	2.02

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	11	7.27	1.42	56	6.20	1.72
Flexibility (in terms of the institution's products and services)	9	7.44	1.67	45	6.13	1.87
Flexibility (in terms of changing country circumstances)	13	7.31	1.89	53	6.42	1.65
Being inclusive	13	7.46	1.71	49	6.41	1.94
Openness (sharing data and other information)	12	8.17	1.85	55	7.18	1.98
Collaboration with the Government	13	7.92	1.85	62	7.44	1.69
The speed in which it gets things accomplished on the ground	13	6.85	2.12	49	5.94	1.96
Helping to bring discipline/effective supervision to implementation of investment projects	13	7.23	1.59	49	6.41	1.91
Collaboration with civil society*	11	6.82	1.99	52	5.38	1.97
Staff accessibility*	13	8.00	2.00	53	6.38	2.26
Collaboration with other donors and development partners*	11	8.00	2.19	43	6.37	1.79
Collaboration with the private sector	11	7.18	2.27	39	5.85	2.13
Straightforwardness and honesty*	13	8.77	1.36	49	7.31	2.12
Treating clients and stakeholders in El Salvador with respect	13	8.85	1.86	49	7.78	2.04
Being a long-term partner	14	8.07	2.02	46	7.61	2.02

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In El Salvador, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender	10	7.20	2.82	54	6.28	1.94
The impact of climate change	12	6.75	2.63	48	6.10	1.77
Citizen engagement	11	6.91	1.76	51	5.84	1.62

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection	8	7.75	2.05	39	6.41	1.98
Gender equity	9	7.00	2.78	35	6.34	2.13
Private sector development	10	7.20	2.04	31	6.19	2.41
Education	10	7.50	2.01	41	6.41	2.00
Public sector governance/reform	10	7.90	1.85	45	6.82	1.93
Global/regional integration	7	6.86	2.12	25	6.44	1.83
Food security	5	6.80	1.92	27	6.22	1.60
Urban development	3	4.67	1.53	25	6.00	1.63
Energy	5	5.80	2.17	25	6.28	1.93
Water and sanitation	4	5.25	2.06	27	5.74	1.91
Pollution	6	4.83	1.72	24	4.96	1.46
Job creation/employment	7	5.86	2.61	31	5.48	2.22
Health	7	7.57	1.81	35	6.14	2.20
Financial markets	7	6.57	2.23	26	6.15	1.91
Transport infrastructure and systems	8	6.88	2.47	31	7.16	1.97
Agriculture and rural development	6	6.17	2.79	26	6.19	1.96
Trade and exports	7	6.43	2.64	26	6.42	2.00
Crime and violence	6	5.50	2.35	29	5.55	1.76
Natural resource management (renewable/non-renewable)	5	5.60	2.70	23	5.83	1.95
Climate change	8	6.63	2.26	23	5.91	2.09
Poverty reduction	10	7.10	1.97	46	6.30	1.91
Anti corruption	7	6.86	2.04	31	6.16	2.22
Judiciary reform	6	6.33	2.58	26	5.62	1.88
Economic growth	9	7.11	1.62	38	6.45	1.64
Disaster risk management	7	6.43	2.30	27	6.00	2.25
Social inclusion	7	6.86	2.41	34	6.38	2.23
Chronic diseases	6	7.17	2.48	21	5.48	2.56
Information and communications technology	7	7.29	1.98	23	6.26	1.91

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in El Salvador?*	15	7.60	1.35	64	6.55	1.75

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

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 El Salvador?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of El Salvador	12	7.00	2.09	69	6.20	1.86
The World Bank Group meets El Salvador's needs for knowledge services	14	7.64	1.69	66	6.65	1.90

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help El Salvador to mobilize finance for development from private sector sources?	9	6.33	2.18	46	5.87	1.98

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

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

In El Salvador, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	13	7.69	1.80	61	7.07	1.83
Include appropriate level of stakeholder involvement during preparation	12	7.67	1.56	55	6.60	1.78
Lead to practical solutions*	14	7.79	1.53	58	6.55	1.95
Are accessible (well written and easy to understand)	13	8.08	1.38	60	7.07	1.89
Are source of relevant information on global good practices	15	7.93	1.39	60	7.70	1.65
Are adequately disseminated	13	7.00	2.52	61	5.97	2.21
Are translated enough into local language	13	7.62	1.94	53	7.96	1.95
Are adaptable to El Salvador's specific development challenges and country circumstances	13	7.31	1.97	61	7.11	1.80

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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?	15	7.67	1.35	66	6.91	1.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	14	8.71	0.99	65	7.86	1.34

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	9	8.89	2.03	41	7.37	1.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	11	8.55	1.44	48	7.25	1.98
The World Bank Group's approvals and reviews are done in a timely fashion	9	8.22	0.97	42	7.24	2.12
The World Bank Group's "Environmental and Social Safeguard Policies" requirements are reasonable*	8	8.63	1.30	36	7.00	1.88
The World Bank Group's conditions on its lending are reasonable	10	7.50	1.84	42	6.76	1.76
The World Bank Group takes decisions quickly in El Salvador	10	7.50	2.64	39	6.36	2.13
Working with the World Bank Group increases El Salvador's institutional capacity	14	8.00	1.66	54	7.20	1.93
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	8.44	1.59	32	7.53	2.00

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to migration in El Salvador?	12	6.33	2.53	65	5.45	2.13

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	15	7.80	1.74	65	7.60	1.70
I find the information on the World Bank Group's websites useful.	15	8.40	1.40	65	7.92	1.53
The World Bank Group's social media channels are valuable sources of information about the institution	11	7.91	2.02	51	7.55	1.81

Appendix D: Responses to Select Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents N=91
- FY 2018 Number of comparable respondents N=99

By weighting, the FY 2018 and FY 2014 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY14	FY18
Office of the President/Prime Minister/Minister	12%	12%
Office of Parliamentarian	4%	4%
Government institutions	23%	23%
Bilateral/multilateral agencies	8%	8%
Civil society	18%	18%
Private sector	15%	15%
Academia	13%	13%
Media	7%	7%

A. General Issues facing El Salvador

In general would you say that El Salvador is headed in ... ?*

Percentage of Respondents	FY14	FY18
The right direction	40.7%	40.0%
The wrong direction	36.3%	51.1%
Not sure	23.1%	8.9%

*Significantly different between FY14 and FY18 respondents

B. Overall Attitudes toward the World Bank Group

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

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)**	91	7.49	2.09	94	6.12	2.79
Inter-American Development Bank (IDB/BID)	91	7.69	2.00	95	7.21	2.30
Latin American Development Bank (CAF)*	88	5.87	4.14	89	3.23	2.34
Central American Bank for Economic Integration (CABE/BCiE)*	88	6.92	2.34	95	6.16	2.67

*Significantly different between FY14 and FY18 respondents

' In FY 2014, the category was "World Bank (WB/BM)"

¹⁹ Only those questions that were asked in the FY '14 and FY '18 country opinion surveys, with similar response scales/options, are presented.

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

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

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

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG) ¹	79	7.10	1.62	77	6.98	2.16
Inter-American Development Bank (IDB/BID)	82	7.37	1.29	87	7.24	2.15
Latin American Development Bank (CAF)	16	5.06	2.32	35	4.29	2.55
Central American Bank for Economic Integration (CABEI/BCiE)	69	6.61	1.66	80	6.50	2.38

¹ In FY 2014, the category was "World Bank (WB/BM)"

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help El Salvador solve its most complicated development challenges?	74	7.88	1.36	70	7.64	2.04

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

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in El Salvador	85	7.20	1.72	81	6.88	2.03
The World Bank Group's work is aligned with what I consider the development priorities for El Salvador	81	6.84	1.66	78	6.45	2.01

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

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	65	7.02	1.52	62	6.57	1.65
Flexibility (in terms of the institution's products and services)	58	6.80	1.45	50	6.38	1.87
Flexibility (in terms of changing country circumstances)	69	6.98	1.49	62	6.50	1.80
Being inclusive	64	7.17	1.51	57	6.79	1.78
Openness (sharing data and other information)	66	7.59	1.43	62	7.35	1.89
Collaboration with the Government*	74	8.13	1.06	71	7.52	1.59
The speed in which it gets things accomplished on the ground	50	6.81	1.52	58	6.19	2.00
Helping to bring discipline/effective supervision to implementation of investment projects ¹				59	6.60	1.86
Collaboration with civil society*	58	6.82	1.82	59	5.70	2.09
Staff accessibility	64	7.61	1.69	61	7.01	2.19
Collaboration with other donors and development partners*	48	7.74	1.19	50	6.94	1.90
Collaboration with the private sector	23	6.96	1.86	45	6.42	2.14
Straightforwardness and honesty	63	8.20	1.27	56	7.90	1.95
Treating clients and stakeholders in El Salvador with respect	66	7.72	1.47	58	7.98	2.09
Being a long-term partner	72	8.31	1.38	58	7.78	2.04

¹Significantly different between FY14 and FY18 respondents

¹Only FY 2018 COS questionnaire had this response option.

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 El Salvador? ²⁰ (1-Not effective at all, 10-Very effective)

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	42	7.35	1.53	47	6.61	2.04
Gender equity	39	7.14	1.71	45	6.43	2.27
Private sector development ⁱ	23	7.59	1.16	40	6.61	2.21
Education*	54	7.48	1.49	48	6.65	2.03
Public sector governance/reform	49	7.51	1.45	50	7.07	2.09
Global/regional integration	30	7.24	1.62	30	6.69	1.83
Food security*	25	7.43	1.54	30	6.45	1.60
Urban development				26	6.00	1.75
Energy				27	6.34	1.86
Water and sanitation				29	5.94	1.78
Pollution				29	5.22	1.50
Job creation/employment*	27	6.82	1.94	35	5.60	2.18
Health*	40	7.94	1.08	41	6.54	2.13
Financial markets*	25	7.62	1.20	31	6.35	1.98
Transport infrastructure and systems* ⁱⁱ	33	7.95	0.97	37	7.19	1.90
Agriculture and rural development* ⁱⁱⁱ	40	7.48	1.30	28	6.32	1.95
Trade and exports	26	7.23	1.54	29	6.33	2.04
Crime and violence*	27	6.65	1.59	33	5.55	1.90
Natural resource management (renewable/non-renewable)	17	7.01	2.48	26	5.82	2.02
Climate change*	31	7.23	1.20	31	6.32	2.01
Poverty reduction*	58	7.43	1.61	52	6.47	1.86
Anti corruption	32	6.32	2.07	34	6.38	2.09
Judiciary reform				30	5.66	2.22
Economic growth	47	7.22	1.55	44	6.67	1.54
Disaster risk management ^{iv}	27	7.19	1.25	31	6.27	2.18
Social inclusion (i.e. equality of opportunity) ^v	31	7.59	1.20	37	6.54	2.17
Chronic diseases				27	5.95	2.50
Information and communications technology	28	7.16	1.59	28	6.59	1.82

ⁱ In FY 2014, the category was "Domestic private sector development."

ⁱⁱ In FY 2014, the category was "Transport (e.g., roads, bridges, transportation)."

ⁱⁱⁱ In FY 2014, there were two categories related to agriculture and rural development – "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

^{iv} In FY 2014, the category was "Disaster management."

^v In FY 2014, the category was "Equality of opportunity (i.e., equity)."

²⁰ The categories that were compared had the same wording or slightly different wording, but the same meaning.

The categories "Urban development," "Energy," "Water and sanitation," and "Pollution" were absent in FY 2014; FY 2018 "Judiciary reform" and "Chronic diseases" categories could not be compared to FY 2014 "Law and justice (e.g., judicial system)" and "Communicable/non-communicable diseases" categories.

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

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in El Salvador?	78	6.94	1.41	74	6.91	1.69

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

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of El Salvador	77	6.76	1.63	72	6.48	1.97
The World Bank Group meets El Salvador's needs for knowledge services	74	6.93	1.62	72	7.01	1.78

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	FY14	FY18
Weekly	8.0%	4.4%
Monthly	13.8%	24.2%
A few times a year	48.3%	49.5%
Rarely	27.6%	15.4%
Never	2.3%	6.6%

In El Salvador, 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 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	68	7.32	1.55	68	7.28	1.74
Include appropriate level of stakeholder involvement during preparation*				62	6.89	1.74
Lead to practical solutions	70	6.75	1.66	65	6.96	1.92
Are accessible (well written and easy to understand)	69	7.38	1.49	65	7.23	1.89
Are source of relevant information on global good practices*				68	7.77	1.57
Are adequately disseminated*				66	6.14	2.34
Are translated enough into local language	68	7.60	1.66	59	7.73	2.07
Are adaptable to El Salvador's specific development challenges and country circumstances	71	7.26	1.40	67	7.18	1.80

*Only FY 2018 COS questionnaire had these response categories.

	Year					
	FY 2014			FY 2018		
	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?	73	7.08	1.31	75	7.13	1.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	74	7.86	1.40	72	8.10	1.28

(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)

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	51	7.22	1.54	48	7.50	2.19
The World Bank Group effectively monitors and evaluates the projects and programs it supports	62	7.73	1.73	54	7.60	1.94
The World Bank Group's approvals and reviews are done in a timely fashion	51	7.62	1.51	48	7.19	2.27
The World Bank Group's "Environmental and Social Safeguard Policies" requirements are reasonable ¹	43	7.58	1.19	44	7.42	1.88
The World Bank Group's conditions on its lending are reasonable	56	6.81	1.92	49	6.89	1.87
The World Bank Group takes decisions quickly in El Salvador	50	7.16	1.83	47	6.75	2.12
Working with the World Bank Group increases El Salvador's institutional capacity	67	7.47	1.45	65	7.39	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	7.89	1.27	38	7.89	1.84

¹ In FY 2014, the category was "The World Bank Group's "Safeguard Policy" requirements are reasonable."

F. The Future Role of the World Bank Group in El Salvador

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

Percentage of Respondents	FY14	FY18
Financial services	25.3%	23.1%
Knowledge & advisory products ¹	23.0%	31.9%
Convening services	3.4%	3.3%
None of the above	1.1%	1.1%
The combination is appropriate for El Salvador	37.9%	30.8%
Don't know	9.2%	9.9%

¹ In FY 2014, the category was "Knowledge products."

G. Communication and Information Sharing

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

Percentage of Respondents	FY14	FY18
Yes	22.1%	17.0%
No	77.9%	83.0%

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

Percentage of Respondents	FY14	FY18
Yes	89.7%	83.5%
No	10.3%	16.5%

G. Communication and Information Sharing (continued)

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

	Year					
	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*				73	7.65	1.58
I find the information on the World Bank Group's websites useful.*				74	8.11	1.34
The World Bank Group's social media channels are valuable sources of information about the institution	59	7.42	2.19	54	7.57	1.77

*Only FY 2018 COS questionnaire had these response categories.

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 El Salvador? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the effectiveness of these organizations in El Salvador --- World Bank Group (WBG)	6.59	8.35	7.15	6.73	7.11	7.04	6.76	7.70	6.97	7.53	7.24	6.82
Overall the World Bank Group currently plays a relevant role in development in El Salvador	6.60	7.93	6.99	6.44	6.92	6.84	6.75	7.15	6.67	7.75	6.96	6.74
The World Bank Group's work is aligned with what I consider the development priorities for El Salvador	5.99	7.67	6.42	6.25	6.47	6.33	6.36	6.46	6.20	7.19	6.42	6.35
Responsiveness to needs	6.20	7.27	6.43	6.21	6.57	6.24	6.35	6.48	6.19	7.14	6.53	6.19
Flexibility (in terms of the institution's products and services)	6.13	7.44	6.33	6.31	6.30	6.34	6.45	6.06	6.23	6.67	6.47	6.05
Flexibility (in terms of changing country circumstances)	6.42	7.31	6.52	6.67	6.41	6.64	6.64	6.33	6.51	6.67	6.63	6.40
Being inclusive	6.41	7.46	6.65	6.50	6.46	6.74	6.56	6.78	6.55	6.86	6.92	6.19
Openness (sharing data and other information)	7.18	8.17	7.31	7.87	7.07	7.68	7.33	7.64	7.52	7.08	7.57	7.20
Collaboration with the Government	7.44	7.92	7.52	7.53	7.73	7.37	7.54	7.48	7.51	7.57	7.53	7.50
The speed in which it gets things accomplished on the ground	5.94	6.85	6.21	6.14	6.07	6.29	6.14	6.32	6.25	6.00	6.38	5.87
Helping to bring discipline/effective supervision to implementation of investment projects	6.41	7.23	6.75	6.54	6.82	6.61	6.67	6.79	6.73	6.62	6.61	6.84
Collaboration with civil society	5.38	6.82	5.79	5.57	5.57	5.88	5.90	5.40	5.75	5.73	5.66	5.88
Staff accessibility	6.38	8.00	6.92	6.21	6.73	6.81	6.86	6.63	6.48	7.86	6.95	6.43
Collaboration with other donors and development partners	6.37	8.00	6.88	6.50	6.92	6.69	6.80	6.79	6.62	7.42	6.91	6.58
Collaboration with the private sector	5.85	7.18	6.38	5.73	6.23	6.24	6.03	6.65	6.10	6.89	6.48	5.85
Straightforwardness and honesty	7.31	8.77	7.96	6.73	8.11	7.31	7.52	8.00	7.28	9.15	7.77	7.50
Treating clients and stakeholders in El Salvador with respect	7.78	8.85	8.20	7.43	8.25	7.86	8.14	7.81	7.84	8.71	7.90	8.27
Being a long-term partner	7.61	8.07	7.85	7.31	7.96	7.57	7.68	7.84	7.57	8.29	7.58	8.05
To what extent does the World Bank Group's work help to achieve development results in El Salvador?	6.55	7.60	6.84	6.82	6.97	6.71	6.73	7.08	6.78	7.07	6.89	6.76
The World Bank Group's financial instruments meet the needs of El Salvador	6.20	7.00	6.38	6.47	6.67	6.18	6.27	6.68	6.40	6.38	6.40	6.41
The World Bank Group meets El Salvador's needs for knowledge services	6.65	7.64	6.90	6.75	7.09	6.71	6.75	7.11	6.82	7.15	6.80	6.97
World Bank Group's knowledge work and activities are adaptable to El Salvador's specific development challenges and country circumstances	7.11	7.31	6.98	7.60	7.10	7.12	7.06	7.20	7.22	6.58	7.16	7.03
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.91	7.67	7.14	6.94	7.18	7.04	7.06	7.19	6.98	7.60	7.19	6.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.86	8.71	8.00	7.82	8.13	7.85	7.94	8.00	7.92	8.17	7.84	8.13
The World Bank Group takes decisions quickly in El Salvador	6.36	7.50	6.68	6.42	6.59	6.64	6.72	6.44	6.59	6.73	6.76	6.31
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.53	8.44	7.81	7.45	8.22	7.36	7.52	8.14	7.68	7.89	7.61	8.00

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: El Salvador FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – El Salvador

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

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 EL SALVADOR

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

A2. Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance programs, subsidies)	15	Transport infrastructure and systems (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	19	Natural resource management (renewable/non-renewable)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Social inclusion (i.e. equality of opportunity)
13	Health	27	Chronic diseases
14	Financial markets	28	Information and communications technology

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador? (Choose no more than THREE)

1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Social inclusion (i.e. equality of opportunity)	17	Job creation/employment
4	Chronic diseases	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance programs, subsidies)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)
7	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport infrastructure and systems (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management (renewable/non-renewable)
14	Judiciary reform		

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 El Salvador? (Choose no more than TWO)

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****1. How familiar are you with the work of these organizations in El Salvador?**

		Not familiar at all										Extremely familiar
		1	2	3	4	5	6	7	8	9	10	
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	
3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10	
4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10	

2. Overall, please rate your impression of the effectiveness of these organizations in El Salvador.

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help El Salvador solve its most complicated development challenges?

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

B4. When thinking about how the World Bank Group can have the most impact on development results in El Salvador, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)

1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Social inclusion (i.e. equality of opportunity)
5	Health	19	Chronic diseases
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance programs, subsidies)	21	Transport infrastructure and systems (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	25	Natural resource management (renewable/non-renewable)
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security	27	Poverty reduction
14	Urban development	28	Anti corruption

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. 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 El Salvador?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in El Salvador
7	Too influenced by developed countries
8	World Bank Group's processes too slow
9	World Bank Group's processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	Inadequate World Bank Group's staffing in El Salvador
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador? (Select only ONE response)

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the El Salvador Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective		N/A
		1	2	3	4	5	6	7	8	9	10			
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	Advisory Services & Analytics (i.e. knowledge products)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
B10	Overall the World Bank Group currently plays a relevant role in development in El Salvador	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B11	The World Bank Group's work is aligned with what I consider the development priorities for El Salvador	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 El Salvador, 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	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in El Salvador with respect											<input type="checkbox"/>
B26	Being a long-term partner											<input type="checkbox"/>

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In El Salvador, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?												
		To no degree at all					To a very significant degree					Don't know
1	Gender (i.e., closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The impact of climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Citizen engagement	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 El Salvador? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance programs, subsidies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, transparency, accountability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport infrastructure and systems (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (renewable/non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Social inclusion (i.e. equality of opportunity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Chronic diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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

C6. How effectively does the World Bank Group help El Salvador to mobilize finance for development from private sector sources?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know

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 El Salvador, 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are adaptable to El Salvador's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D10. 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

D11. 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
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Environmental and Social Safeguard Policies" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in El Salvador	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases El Salvador's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to migration in El Salvador?										
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

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the migration issues in El Salvador? (Choose no more than TWO)	
1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs/Employment opportunities
5	Business development
6	Infrastructure
7	Social cohesion
8	Social protection systems
9	Public services
10	Macro issues (fiscal accounts, balance of payments, etc.)
11	Financial inclusion
12	Don't know
13	Other (please specify): _____

E11. Please rate how you feel when you think about the impact of migration in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	El Salvador's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security (i.e. deportations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	El Salvador's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN EL SALVADOR

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)	
1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Advisory Services & Analytics (ASA)
6	Help to bring discipline/effective supervision to implementation of World Bank Group projects
7	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
8	Offer more innovative financial products
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on El Salvador's economy
11	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
12	Work more with civil society, think tanks, academia, and beneficiary representatives
13	Increase the level of capacity development in the country
14	Leverage the private sector more (i.e., mobilize private sector development)
15	Improve the quality of its experts as related to El Salvador's specific challenges
16	Work more with private sector
17	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in El Salvador, 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 El Salvador? (Select only ONE response)	
1	Financial services
2	Knowledge & advisory products
3	Convening services
4	None of the above
5	The combination is appropriate for El Salvador
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in El Salvador? (Choose no more than TWO)

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. What type of device do you use primarily when visiting a World Bank Group website?

1	Laptop/Computer
2	Mobile phone
3	Tablet

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	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"/>	

SECTION H: BACKGROUND INFORMATION

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

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in El Salvador? (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): _____

SECTION H: BACKGROUND INFORMATION

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 El Salvador? (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 El Salvador? (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. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H10. Which best represents your geographic location?	
1	Western Zone
2	Central Zone
3	Eastern Zone

Thank you for completing the survey!