

FY 2018 Nicaragua Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2018



Acknowledgements

The Nicaragua Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Antonina Redko, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Nicaragua country team and the independent fielding agency Arquitectura & Construcción Ediciones. In particular, PORG is grateful for the support from Cynthia Flores Mora (Communications Officer) who coordinated the survey related activities from San Jose, Costa Rica, and Dina Veronica Valle (Team Assistant), in Managua, Nicaragua.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Nicaragua	8
V. Overall Attitudes toward the World Bank Group.....	12
VI. Sectoral Effectiveness.....	18
VII. How the World Bank Group Operates	21
VIII. World Bank Group’s Knowledge and Instruments	29
IX. The Future Role of the World Bank Group in Nicaragua	35
X. Communication and Outreach	40
XI. Appendices.....	45

NICARAGUA





I. Objectives

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

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

II. Methodology

From April to May 2018, 327 stakeholders of the WBG in Nicaragua were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President/Prime Minister; office of a Minister; office of a Parliamentarian; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of a project or consultants/contractors working on WBG-supported projects/programs; local government offices or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; and the judiciary branch.

A total of 148 stakeholders participated in the survey (45% response rate). Respondents either received the questionnaire via email and completed it online (80 respondents) or they received the questionnaire via post/courier and returned it accordingly (68 respondents).

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.

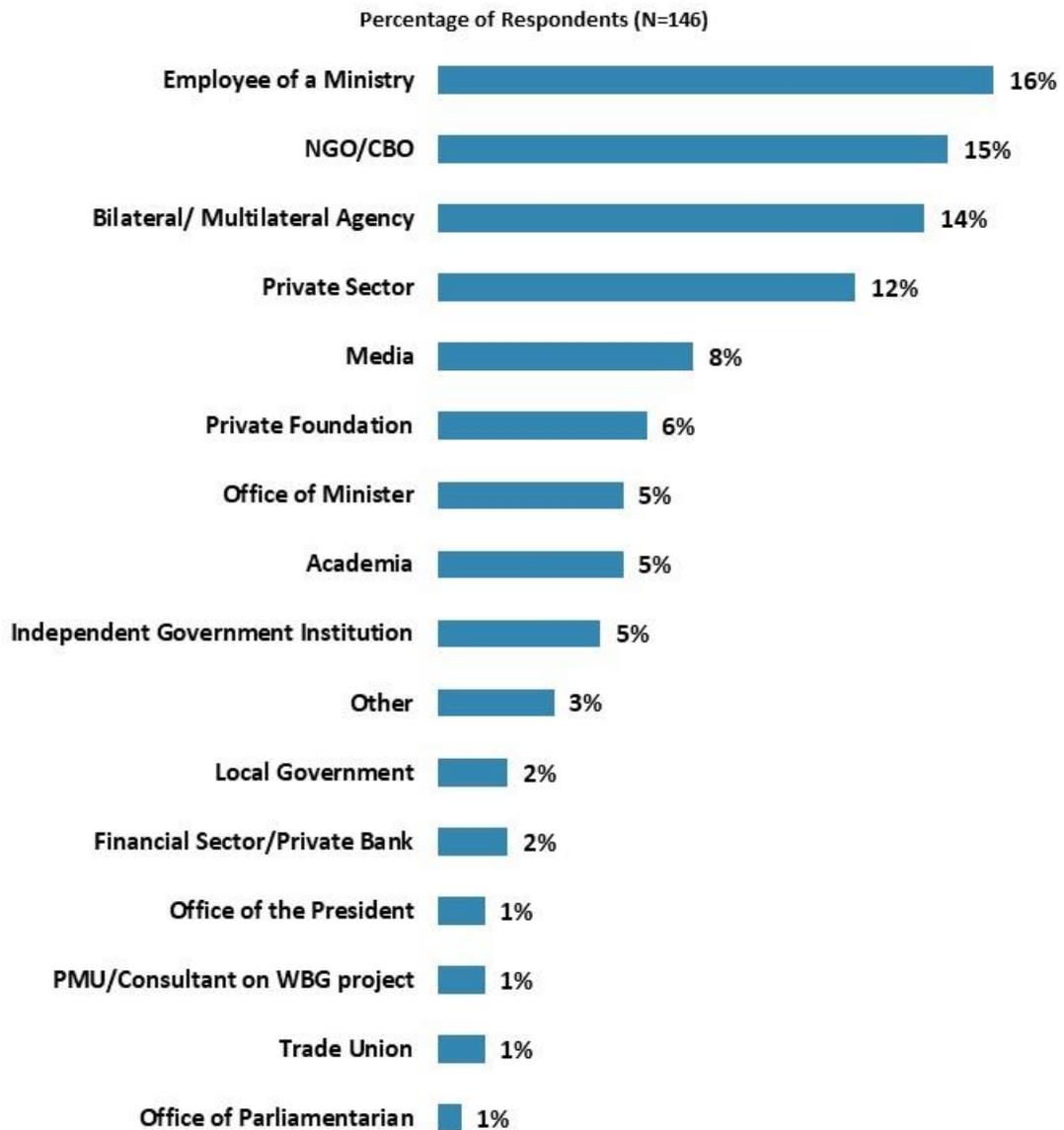
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 44%, N=131). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from local government in either year to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 '15 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (see page 91).



III. Demographics of the Sample

Current Position

- For all further analyses, the few respondents from the office of a Minister were combined with those from the office of the President; the few respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from PMUs/Consultants on WBG-supported projects and independent government institutions were combined with employees of ministries to create a “Government Institutions” category; respondents from private foundations and trade unions were combined with those from NGOs/CBOs to create a “Civil Society” category; and the small number of respondents from local government and other organizations were included in the “Other” category.

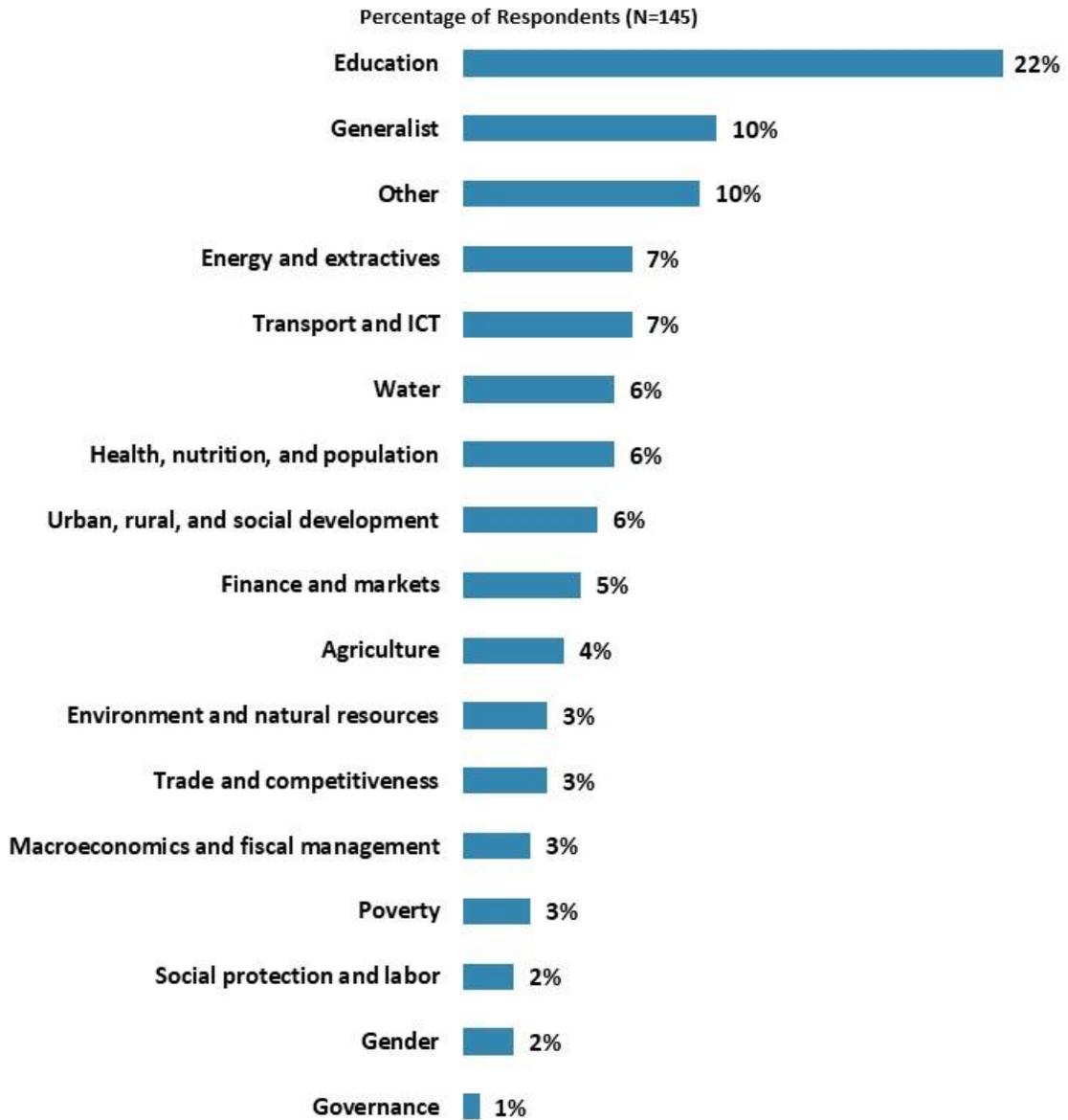


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



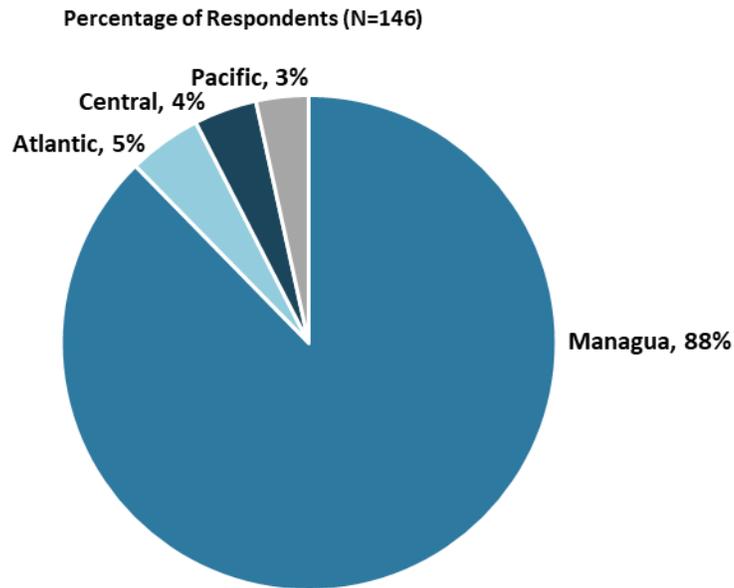
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

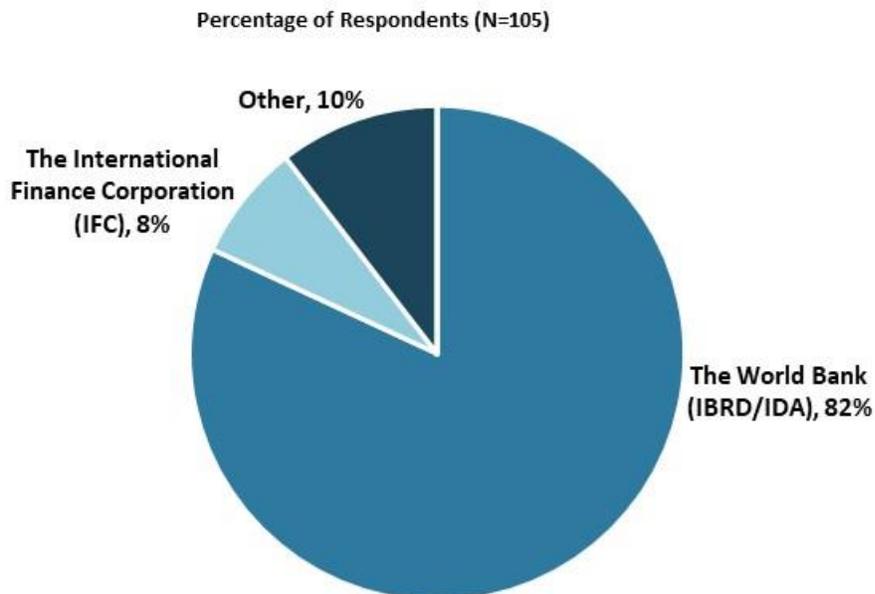
Geographic Locations

- Because of the small number of respondents from areas outside Managua, further analyses comparing geographic locations would not be statistically reliable.



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

Exposure to Agencies within the World Bank Group



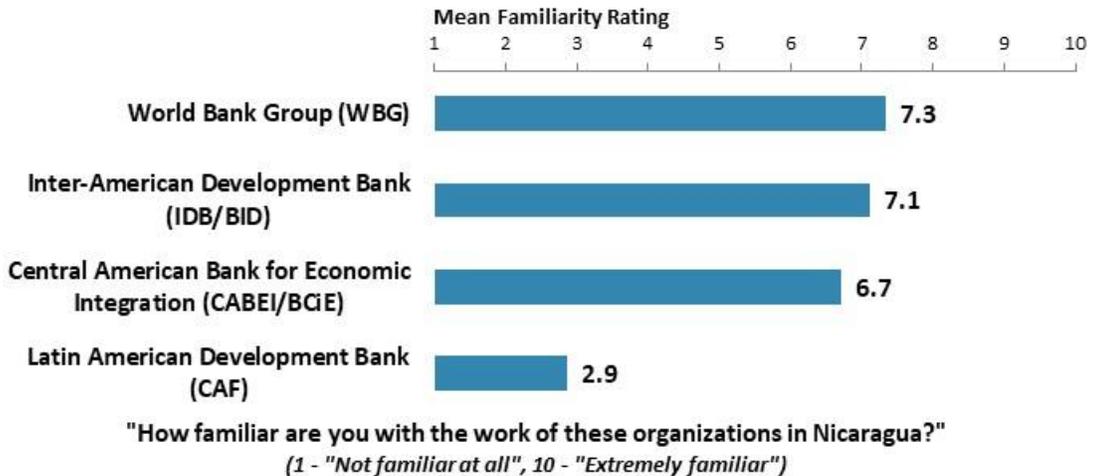
"Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua? (Select only ONE response)" (Respondents chose from a list.)



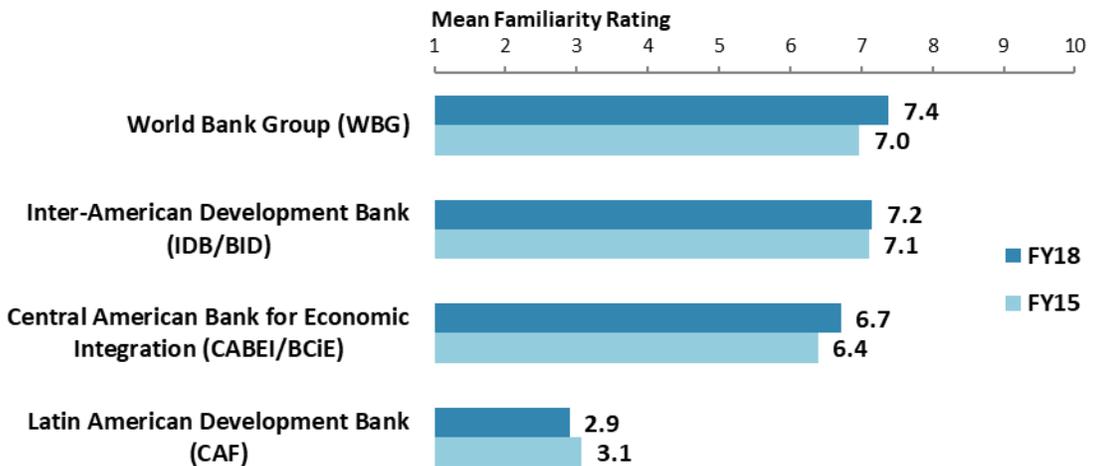
III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Organization comparison:** Respondents mean familiarity ratings for the WBG were statistically similar to their mean familiarity with IDB/BID, but significantly higher than their mean familiarity with CABI/BCiE and CAF.
- **Stakeholders:** Respondents from the office of the President/Minister and Government Institutions indicated the highest levels of familiarity with the WBG whereas respondents from other organizations indicated significantly lower levels of familiarity.
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 8.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.8).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in Nicaragua and moderately, significantly correlated with their ratings of the WBG playing a relevant role in Nicaragua's development and the extent to which the WBG's work helps to achieve development results in Nicaragua.



Familiarity with the World Bank Group: Year Comparison



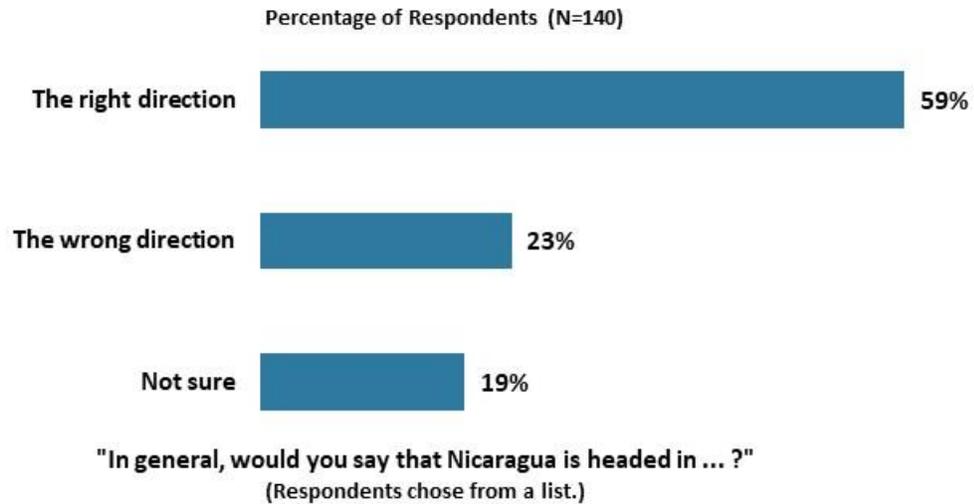
"How familiar are you with the work of these organizations in Nicaragua?" (1 - "Not familiar at all", 10 - "Extremely familiar") Mean ratings based on weighted data. All statistically similar between FY18 and FY15.



IV. General Issues Facing Nicaragua

Headed in the Right Direction

- **Year comparison:** A majority of respondents in the FY'15 Country Survey indicated that Nicaragua was headed in the right direction (52%), with much smaller numbers of respondents indicating that Nicaragua was headed in the wrong direction (29%) and being not sure (20%), statistically similar to respondents from this year's Country Survey.

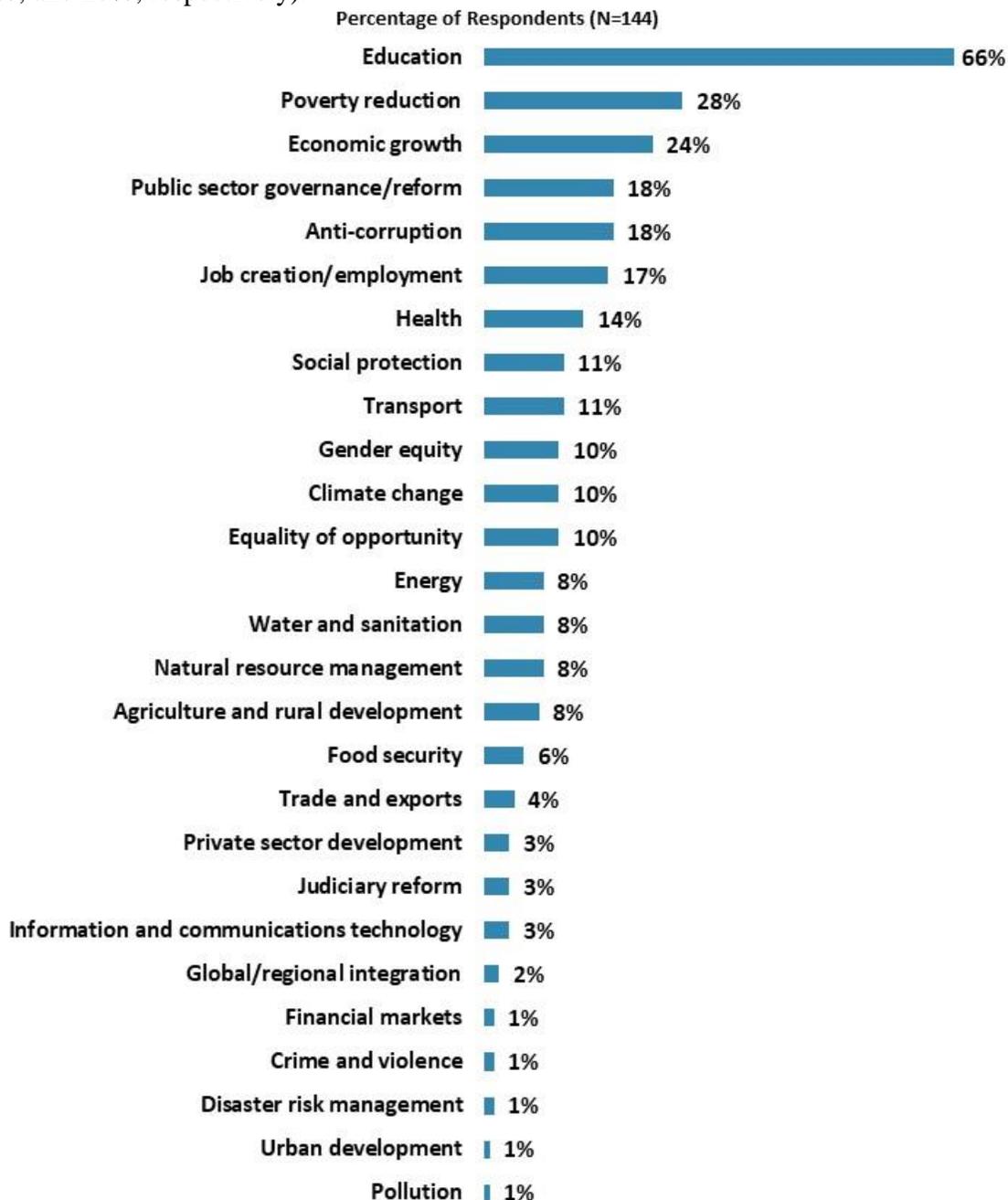




IV. General Issues Facing Nicaragua (continued)

Development Priority

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the most important development priority in Nicaragua was education (62%), followed by poverty reduction (37%) and economic growth (23%).
- Respondents who identified their primary specialization of work as Education (22% of the sample) were significantly *more* likely to indicate education, public sector governance, and anti-corruption (84%, 36%, and 36%, respectively) and *less* likely to indicate poverty reduction and economic growth (13% and 10%, respectively) as among the most important development priorities compared to respondents in other areas of work (60%, 14%, 14%, 32%, and 27%, respectively).



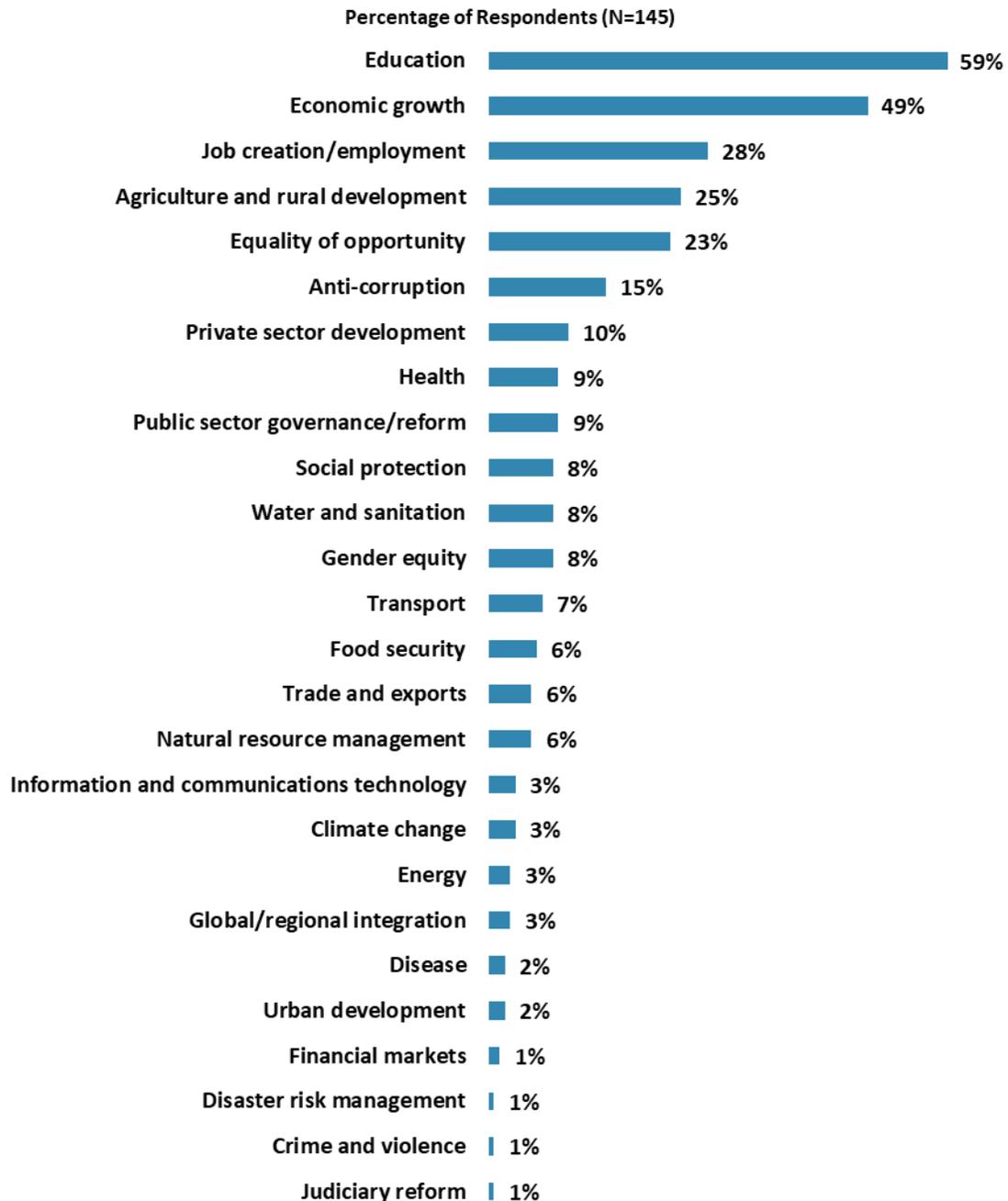
"Listed below are a number of development priorities in Nicaragua. Please identify which of the following you consider the most important development priorities in Nicaragua. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Nicaragua (continued)

Factors Contributing Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'15 Survey indicated that the largest contributor to poverty reduction was education (59%), followed by job creation/employment (38%) and economic growth (34%).
- Respondents who identified their primary specialization of work as Education were significantly *more* likely to indicate education (87%) as among the largest contributors to poverty reduction compared to respondents in other areas of work (51%).



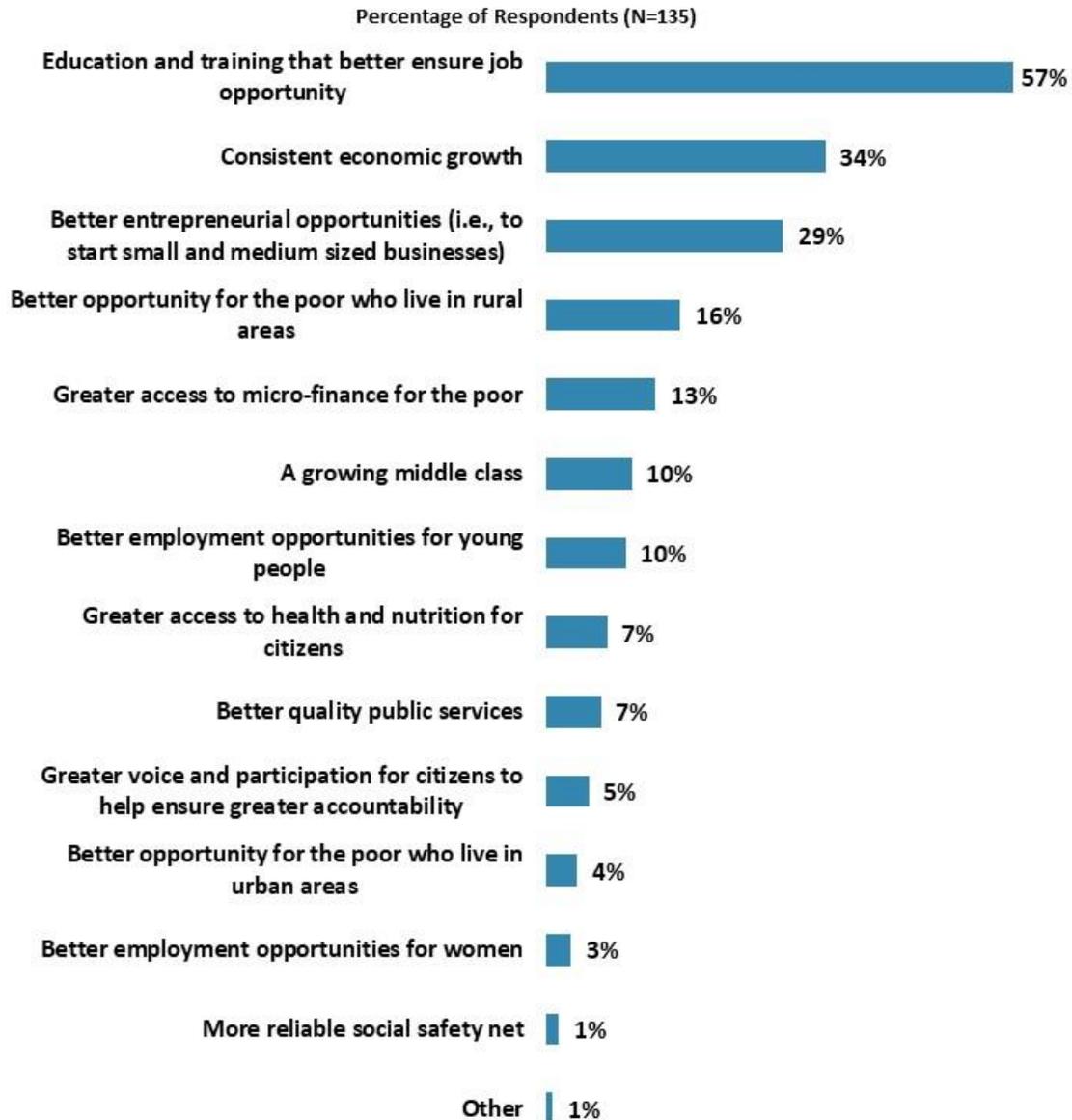
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nicaragua?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Nicaragua (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the FY’15 Country Survey, respondents indicated that shared prosperity would be best achieved through education and training that better ensure job opportunity (43%) and consistent economic growth (34%), followed by better employment opportunities for young people (22%), better opportunity for the poor who live in rural areas (21%), and better entrepreneurial opportunities (19%).
- Respondents who identified their primary specialization of work as Education (22% of the sample) were significantly *more* likely to indicate education and training (74%) as achieving shared prosperity compared to respondents in other areas of work (52%).



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

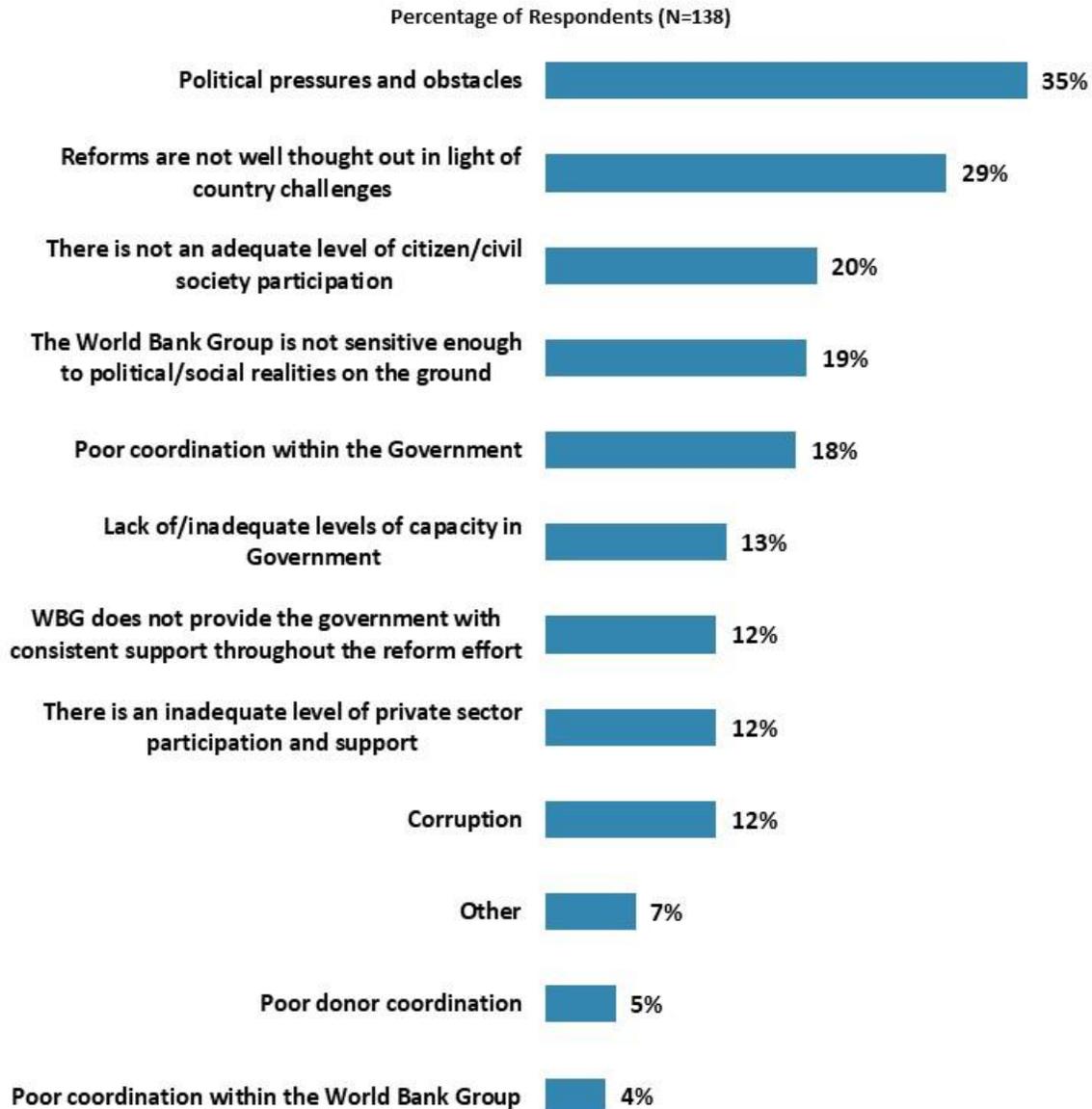
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to the WBG not being sensitive enough to political/social realities on the ground (35%), inadequate citizen/civil society participation (28%), political pressures and obstacles (28%), and inadequate levels of capacity in Government (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)"
(Respondents chose from a list. Responses combined.)

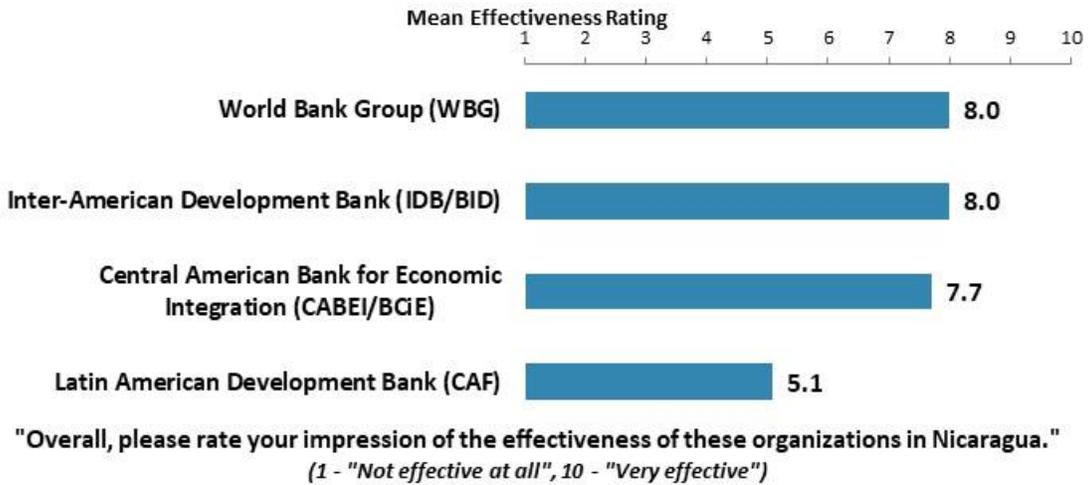


V. Overall Attitudes toward the World Bank Group (continued)

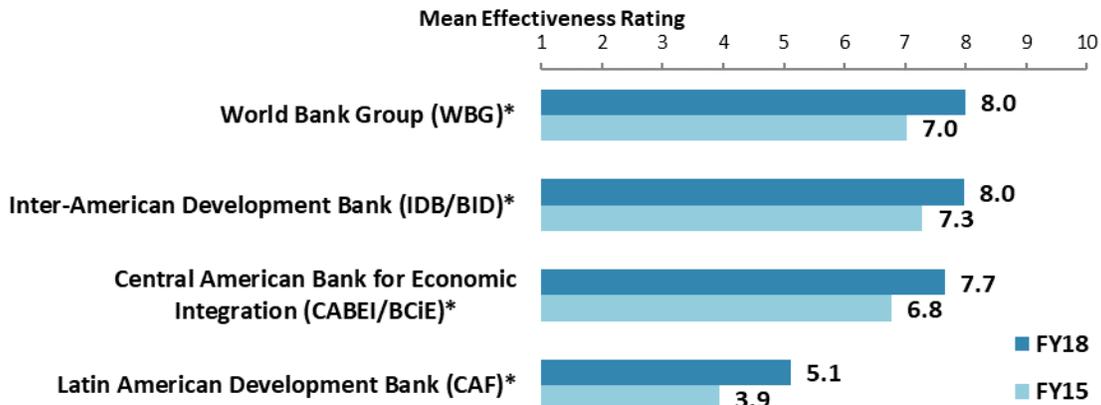
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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

- **Organization comparison:** Respondents ratings for the WBG’s effectiveness were statistically similar to their mean effectiveness ratings for IDB/BID, but significantly higher than their mean effectiveness ratings for CABEL/BCiE and CAF.
- **Stakeholders:** Respondents from Government Institutions gave the highest ratings for the WBG’s effectiveness whereas respondents from academia gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness (mean rating = 8.7) compared to respondents who do not collaborate with the WBG (mean rating = 7.7).



The World Bank Group’s Overall Effectiveness: Year Comparison



"Overall, please rate your impression of the effectiveness of these organizations in Nicaragua."
(1 - "Not effective at all", 10 - "Very effective") Mean ratings based on weighted data.
*Significantly different between FY18 and FY15.



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

Achieving Development Results (*Indicator Question*)

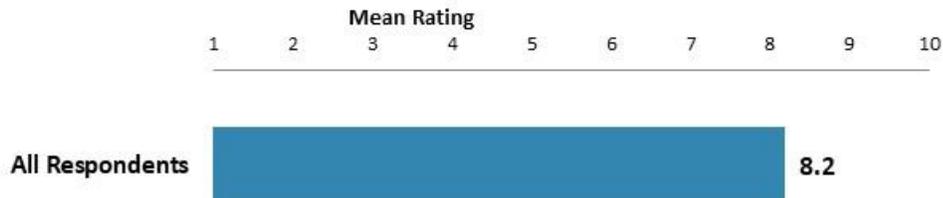
- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.5) compared to respondents from the FY ‘15 Country Survey (weighted mean = 7.0).
- **Stakeholders:** Respondents from Government Institutions and the media gave the highest ratings for the extent to which the WBG achieves development results in Nicaragua whereas respondents from academia, the private sector/financial sector/private banks, civil society, and academia gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 8.3) compared to respondents who do not collaborate with the WBG (mean rating = 7.2).



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s staff being well prepared (weighted mean = 8.3) compared to respondents from the FY ‘15 Country Survey (weighted mean = 7.7).
- **Stakeholders:** Respondents from the media gave the highest ratings for the WBG’s staff being well prepared whereas respondents from other organizations gave significantly lower ratings.



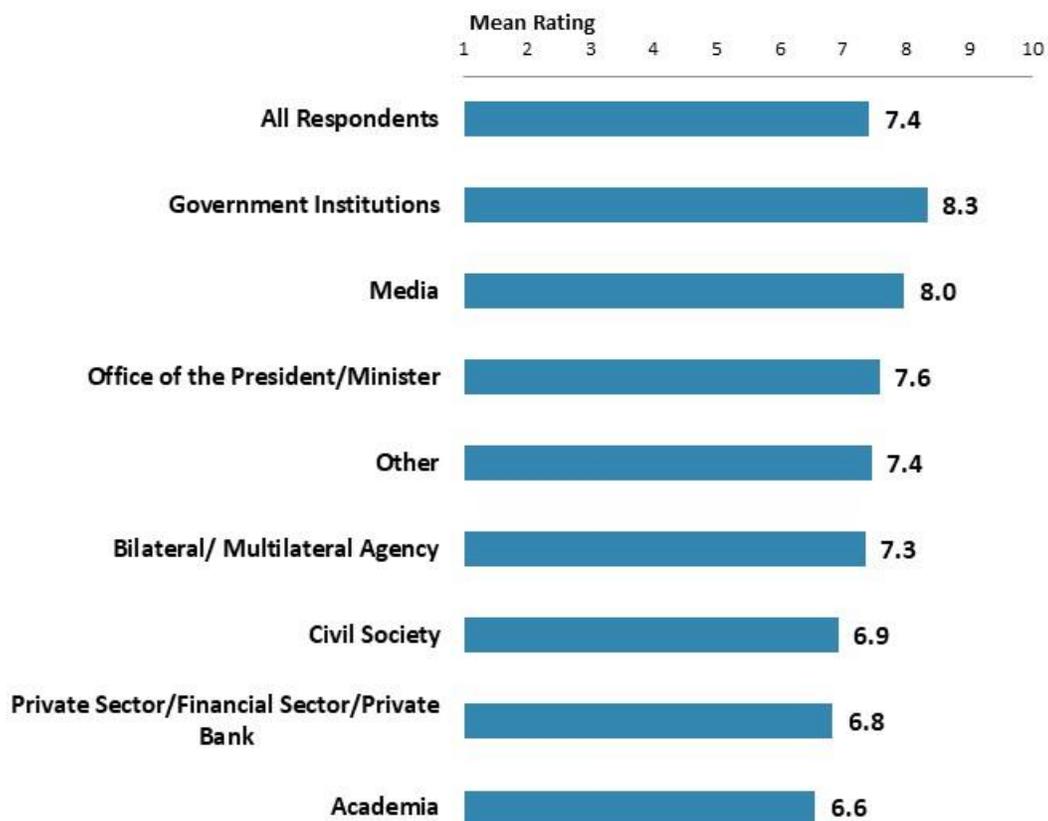
"To what extent do you believe the World Bank Group’s staff is well prepared to help Nicaragua solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Stakeholders:** Respondents from Government Institutions gave the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from academia gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 8.1) compared to respondents who do not collaborate with the WBG (mean rating = 7.2).



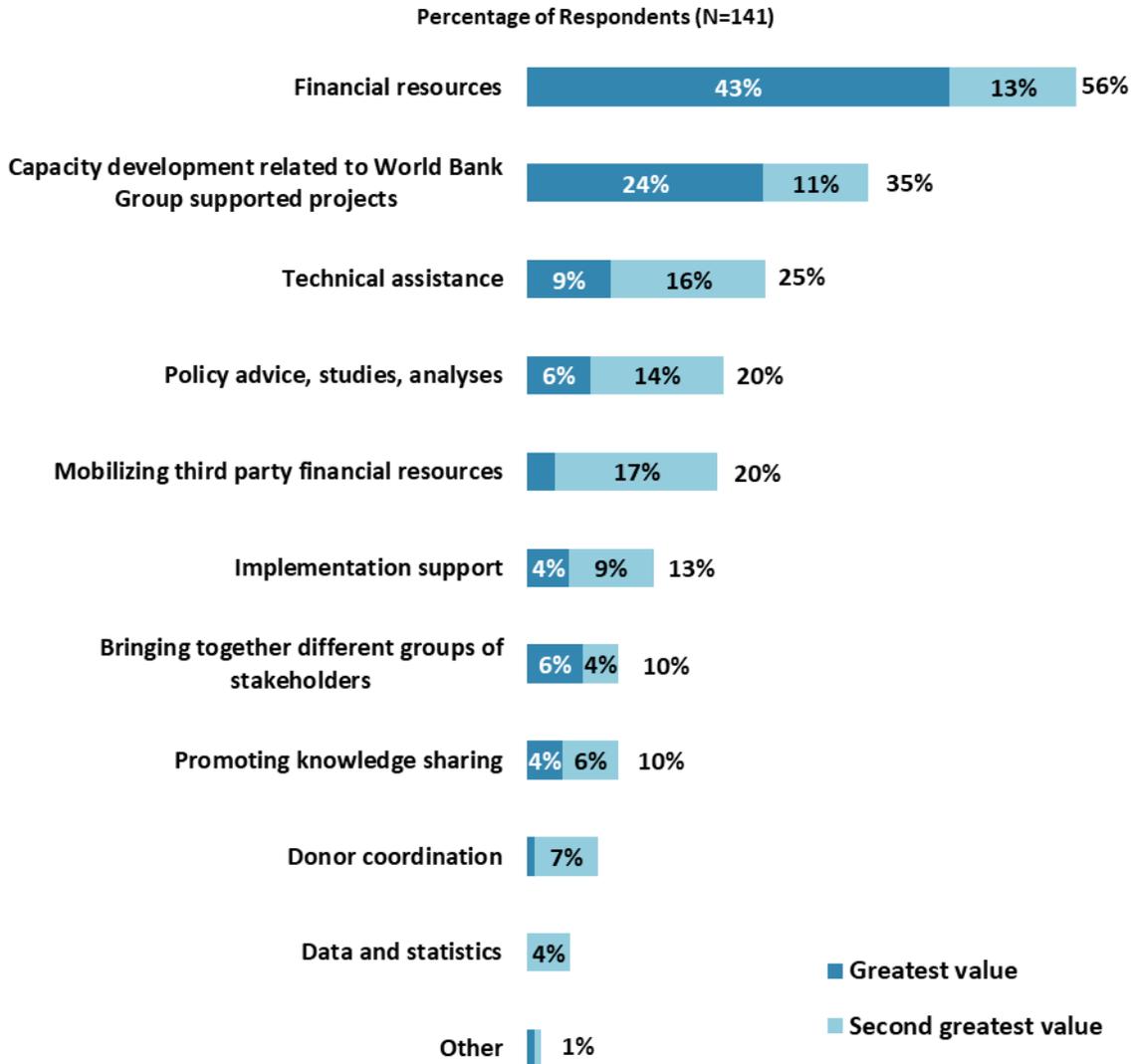
Mean Ratings for All Indicator Questions on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG's greatest value was its financial resources (60%), followed by policy advice, studies, analyses (32%), technical assistance (28%), capacity development (25%), and mobilizing third party financial resources (20%).



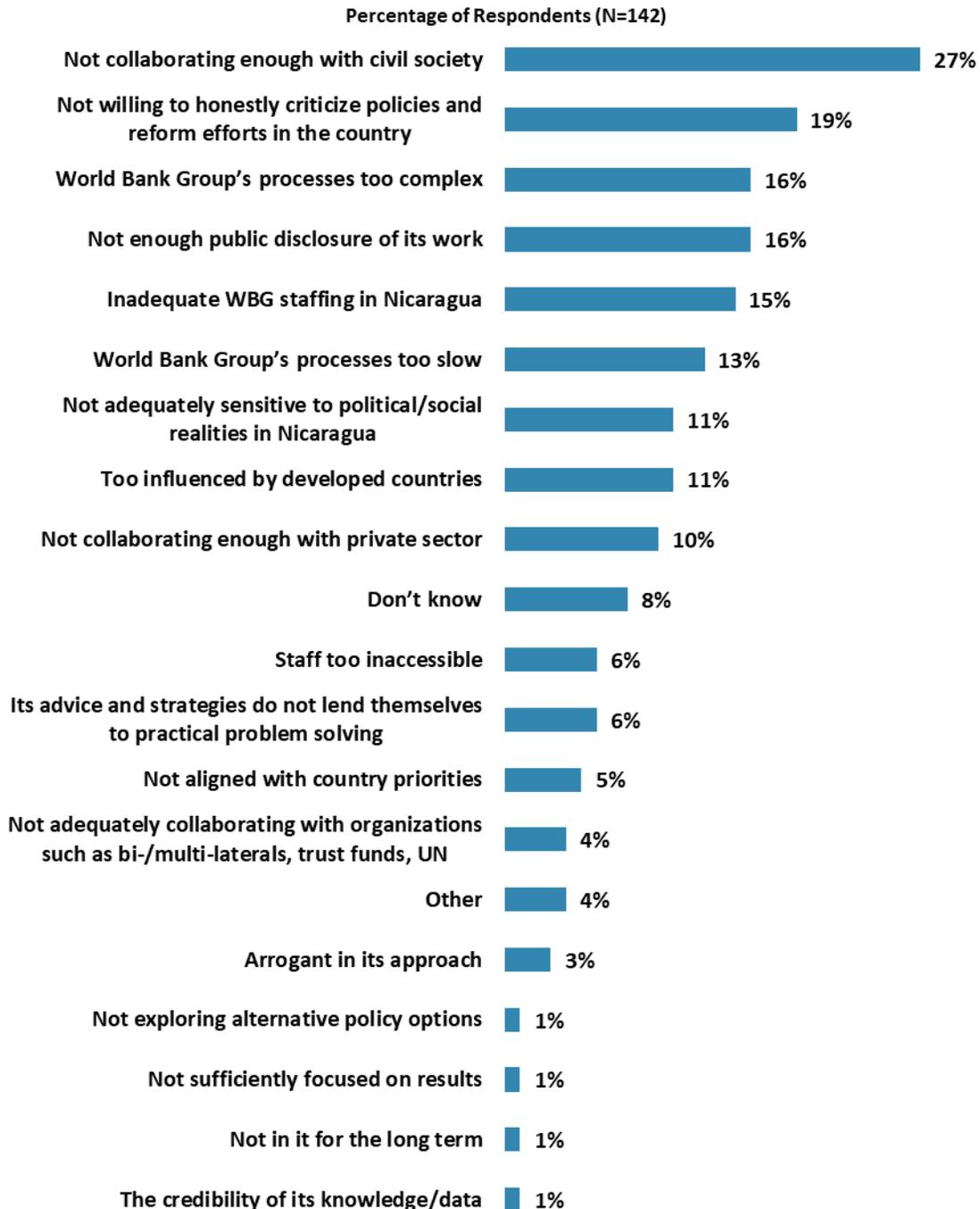
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nicaragua?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG's greatest weaknesses were not collaborating enough with stakeholders outside the Government (23%), the WBG's processes being too complex (18%), not willing to honestly criticize policies and reform efforts (17%), not enough public disclosure of its work (17%), not being adequately sensitive to political/social realities (16%), staff being too inaccessible (15%), WBG processes being too slow (14%), and imposing technocratic solutions (14%).



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



VI. Sectoral Effectiveness

Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison

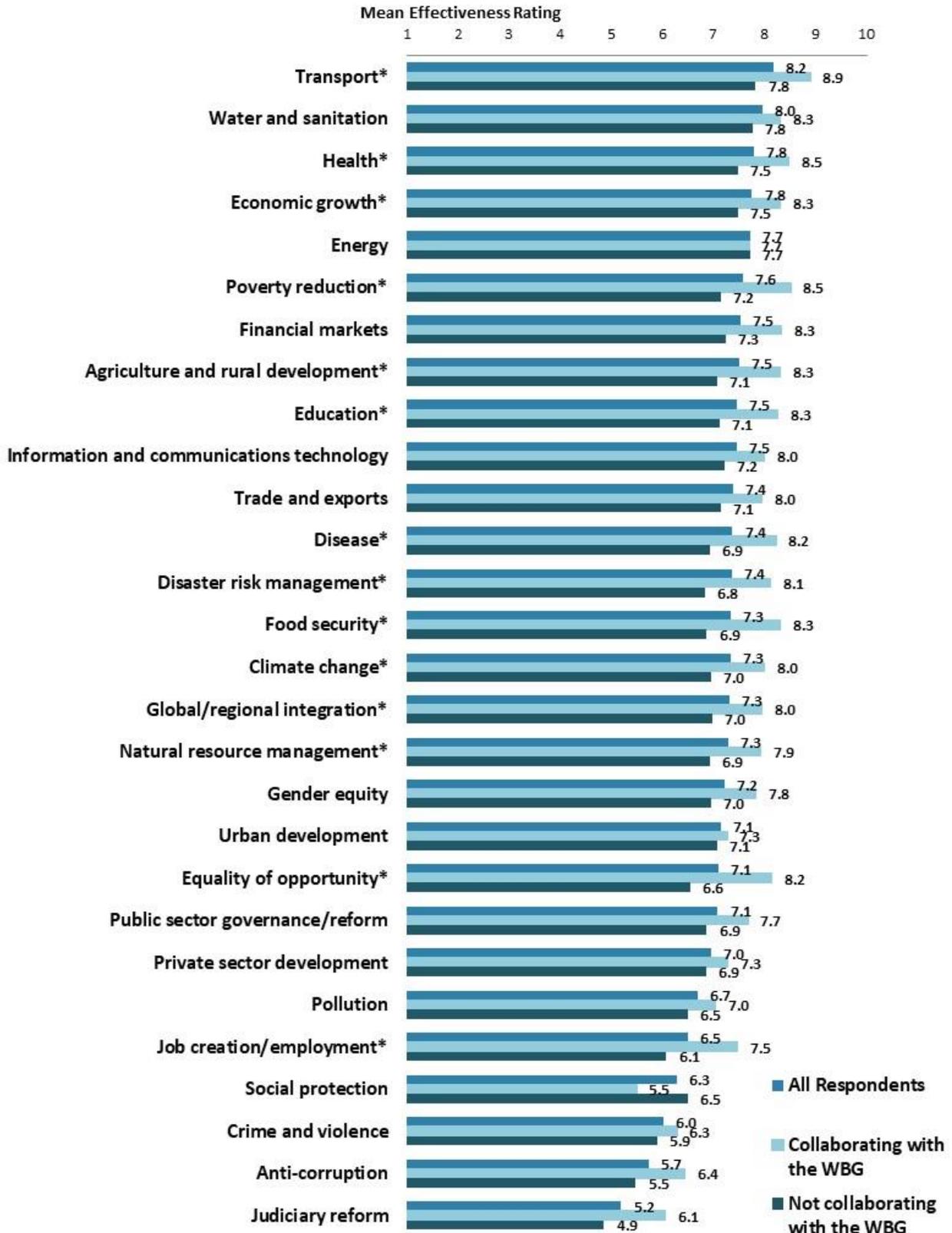


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua?" (1-"Not effective at all", 10-"Very effective")
 Mean ratings based on weighted data. *Significantly different between FY18 and FY15



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration



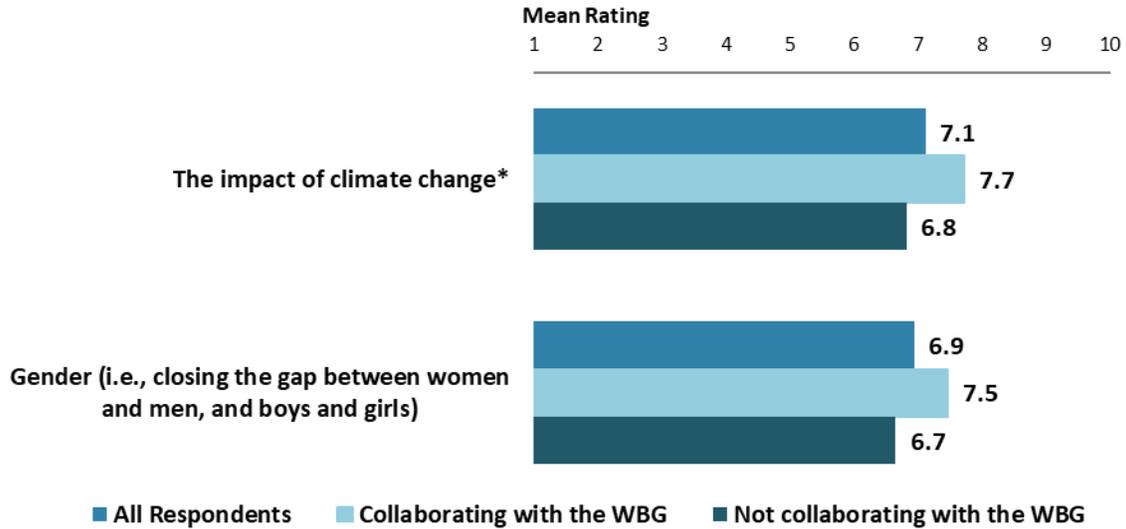
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua?" (1-"Not effective at all", 10-"Very effective")

*Significantly different between collaborators and non-collaborators



VI. Sectoral Effectiveness (continued)

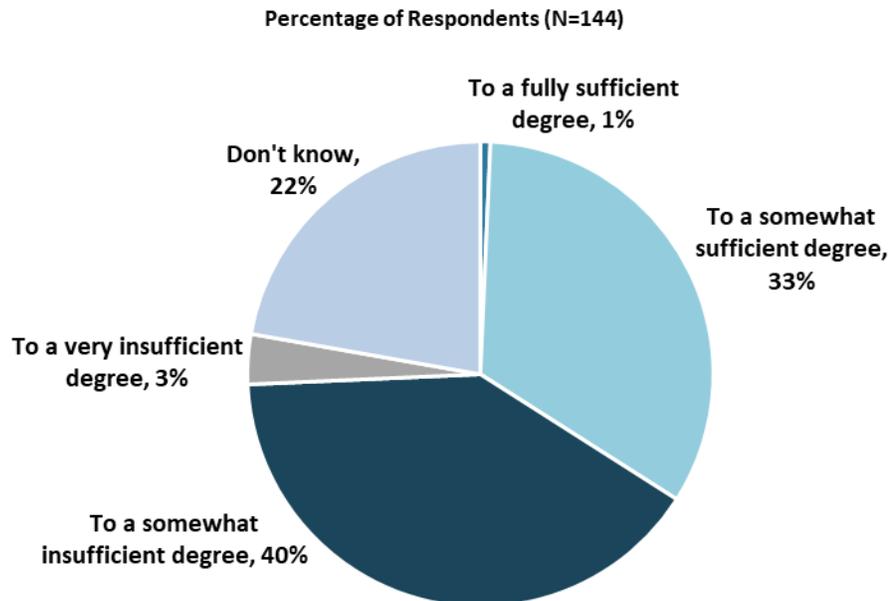
WBG's Influence on Gender and Climate Change



"In Nicaragua, 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")
**Significantly different between collaborators and non-collaborators*

Helping the Poorest

- **Year comparison:** Respondents in the FY '15 Country Survey were significantly more likely to indicate that the WBG's work helped the poorest to a fully sufficient degree (9%) or to a fully insufficient degree (10%), and significantly less likely to say that they don't know (6%) compared to respondents in this year's Country Survey.

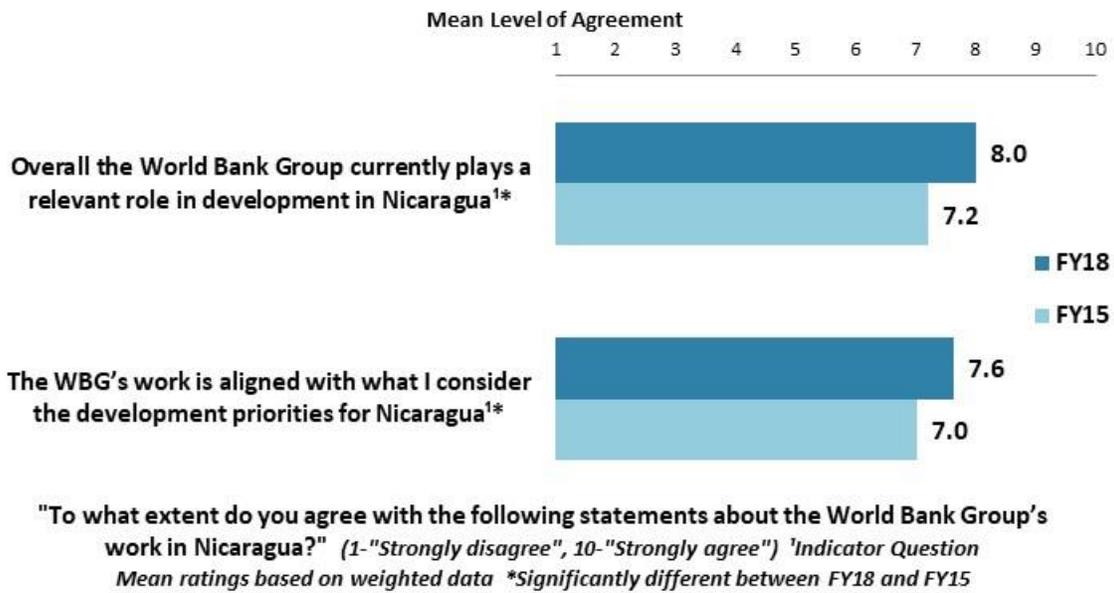


"To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua? (Select only ONE response)" (Respondents chose from a list.)



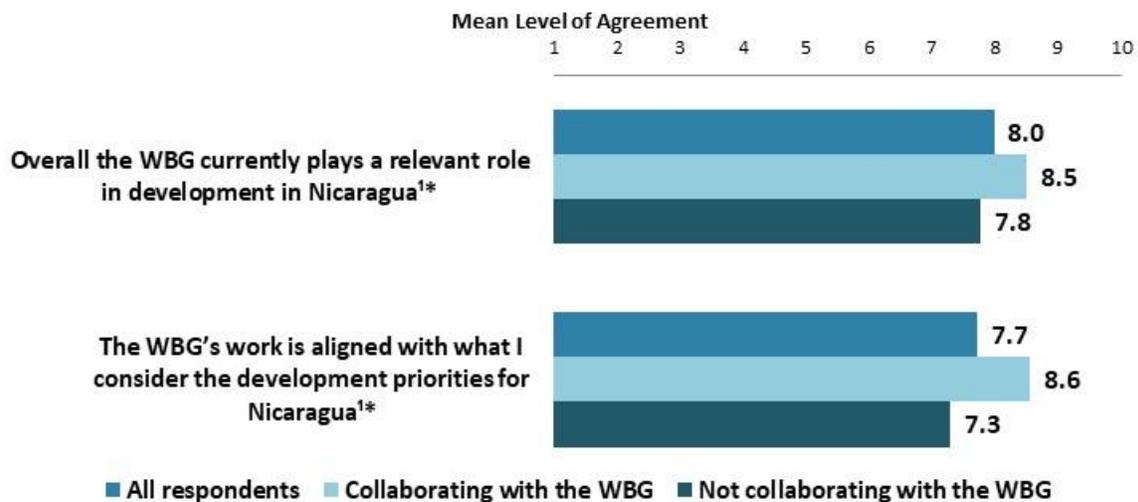
VII. How the World Bank Group Operates

The World Bank Group’s Work in Nicaragua: Year Comparison



The World Bank Group’s Work in Nicaragua: Collaboration

- **Stakeholders:** Respondents from Government Institutions had the highest levels of agreement that the WBG’s work is aligned with their development priorities whereas respondents from academia and the private sector/financial sector/private banks had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that the WBG currently plays a relevant role.

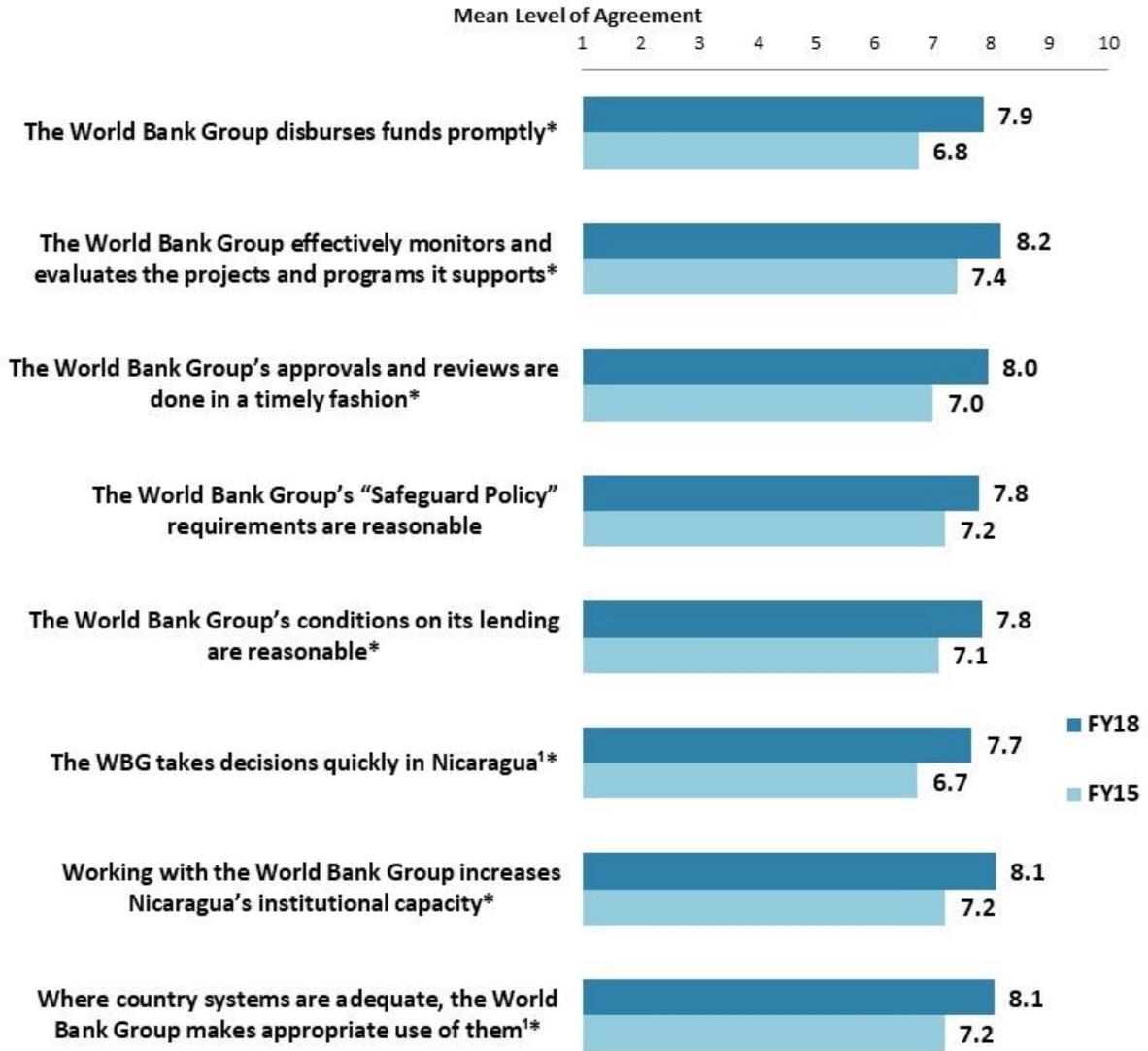


"To what extent do you agree with the following statements about the World Bank Group’s work in Nicaragua?" (1-"Strongly disagree", 10-"Strongly agree") 'Indicator Question
(*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison



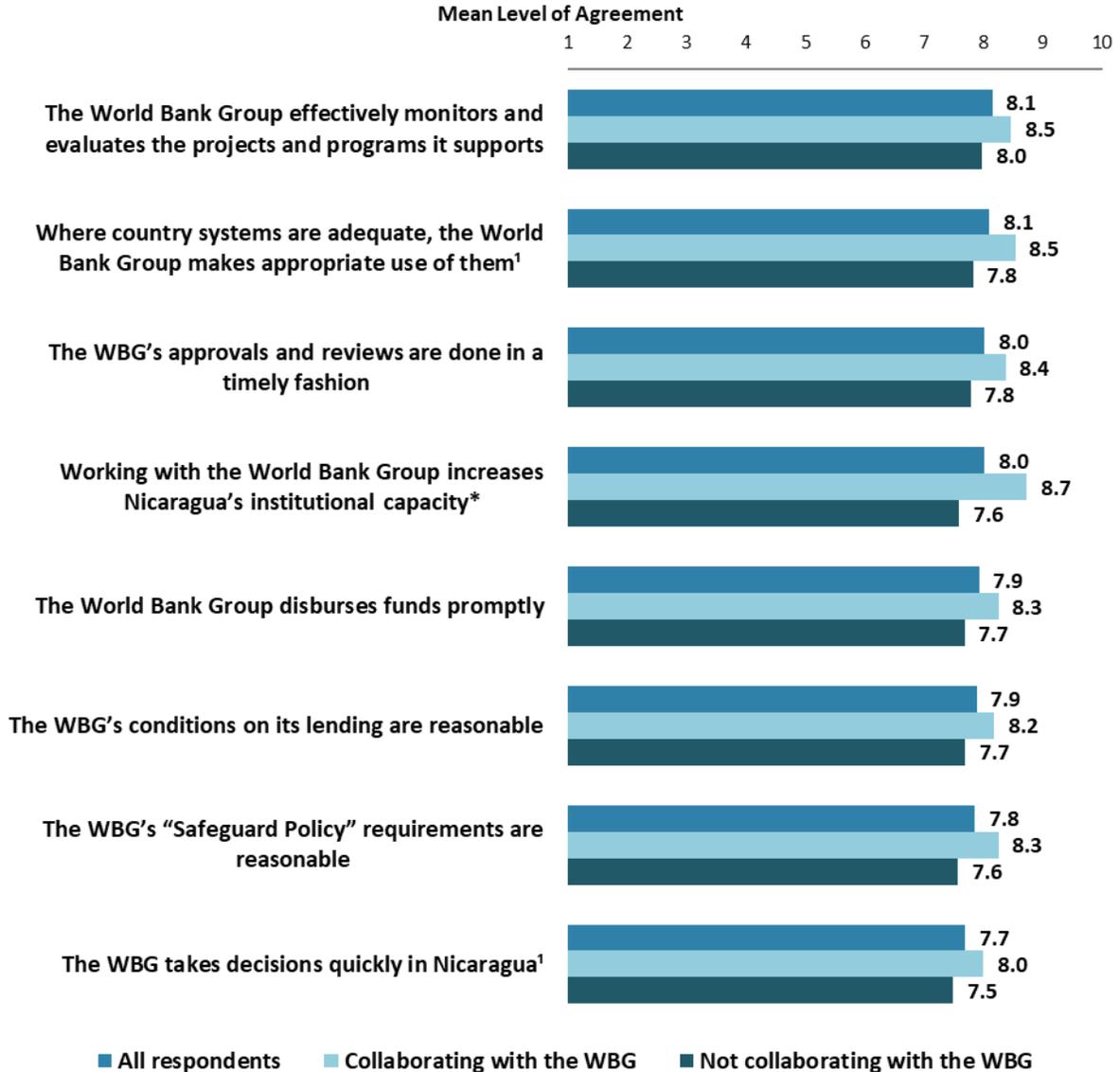
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question
 Mean ratings based on weighted data. *Significantly different between FY18 and FY15



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- **Stakeholders:** There were significant stakeholder group differences across three of these aspects. For the most part, respondents from Government Institutions and the media had the highest levels of agreement regarding these aspects whereas respondents from academia tended to have significantly lower levels of agreement. For a complete breakdown of all responding by stakeholder groups please see Appendix B (page 61).

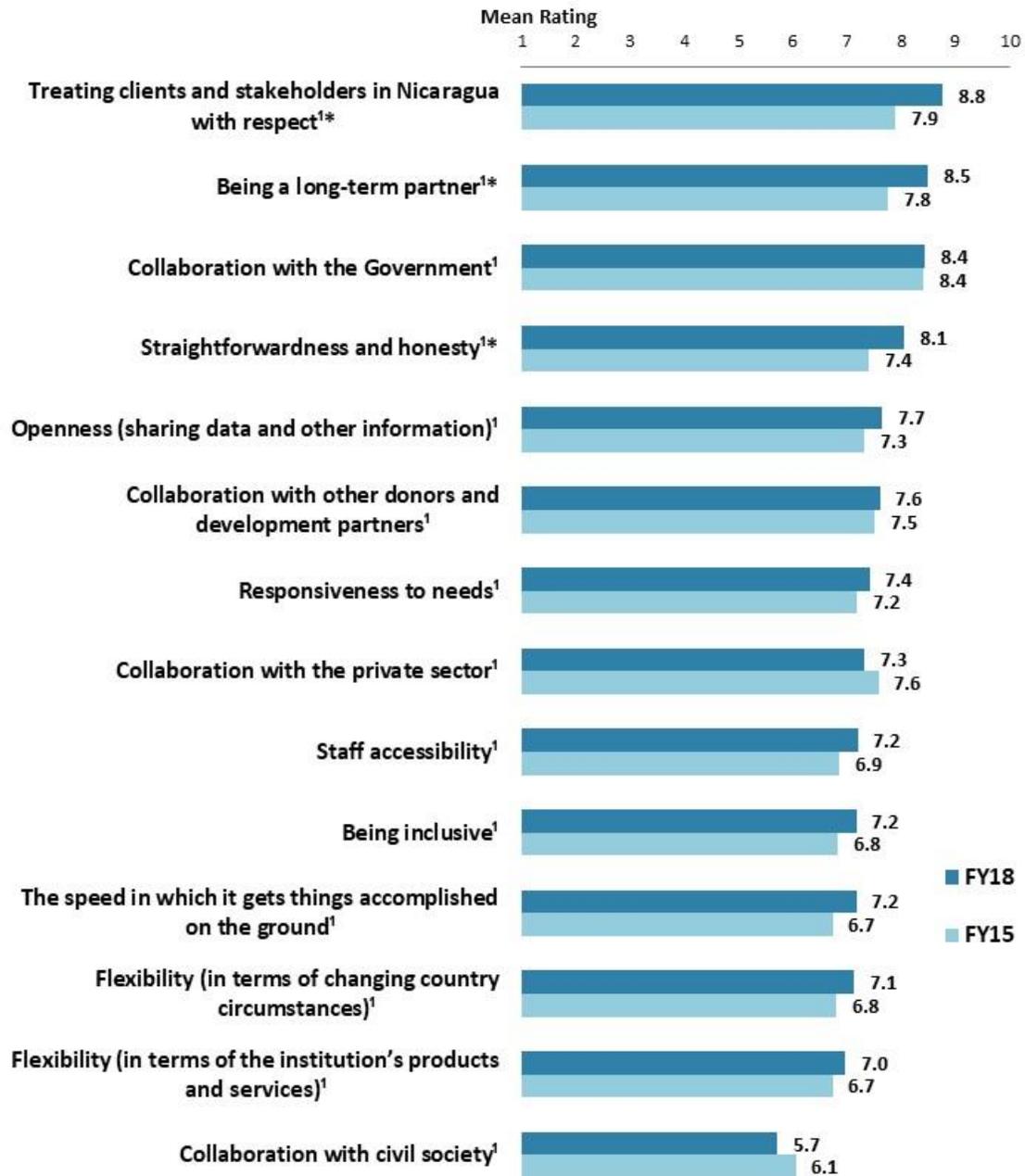


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question
 *Significantly different between collaborators and non-collaborators



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison



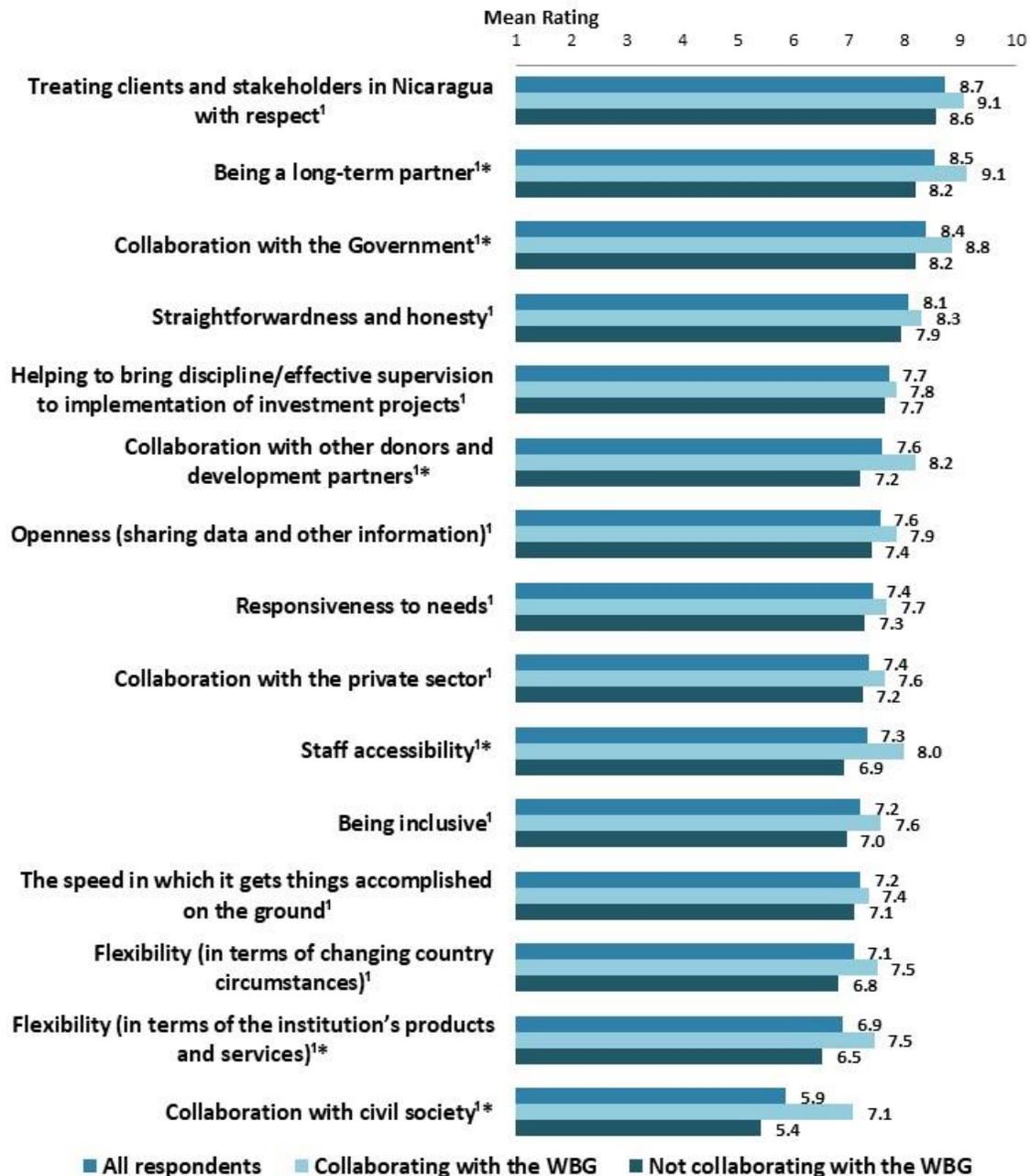
"To what extent is the World Bank Group an effective development partner in Nicaragua, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
Mean ratings based on weighted data. *Significantly different between FY18 and FY15



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

- **Stakeholders:** There were significant differences between stakeholder groups in their ratings of nine of these aspects. For the most part, respondents from Government Institutions tended to give the highest ratings whereas respondents from academia tended to give significantly lower ratings. For a complete breakdown of all responding by stakeholder groups please see Appendix B (page 61).



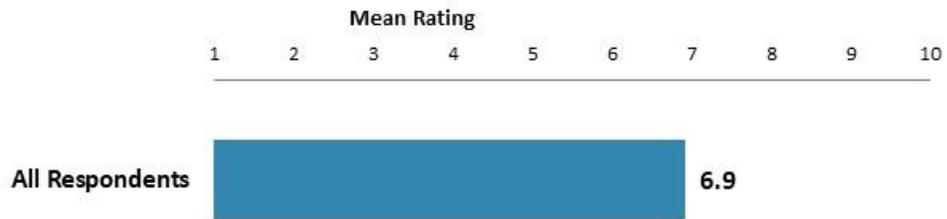
"To what extent is the World Bank Group an effective development partner in Nicaragua, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

^{*}Significantly different between collaborators and non-collaborators



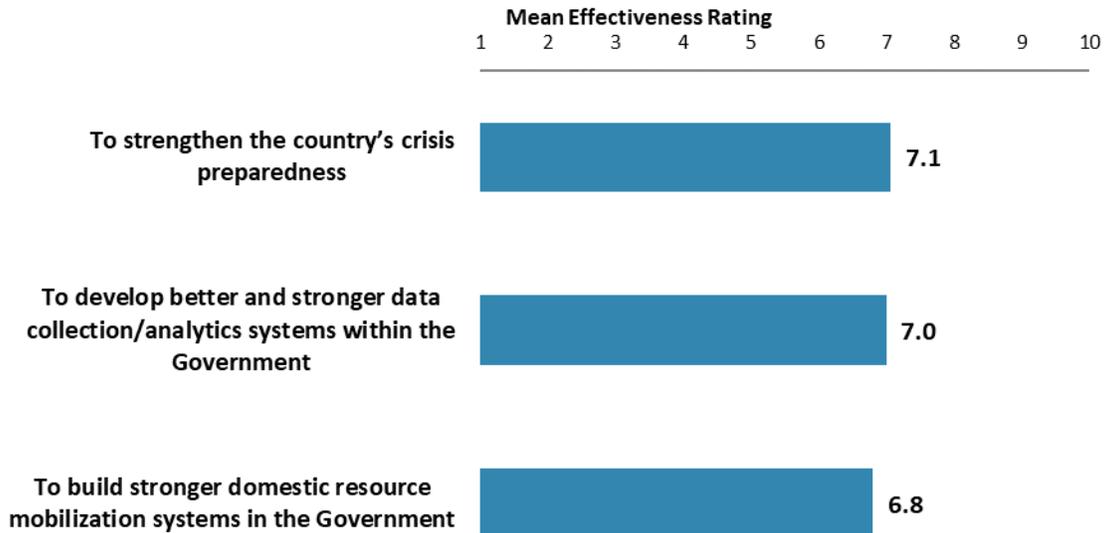
VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



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

The World Bank Group's Support to Nicaragua

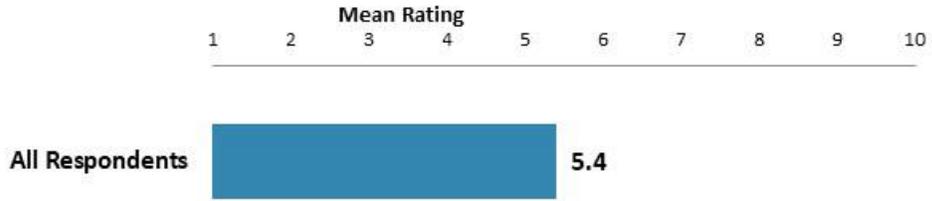


"How effectively does the World Bank Group support Nicaragua's efforts to ...?" (1-"Not effectively at all", 10-"Very effectively")



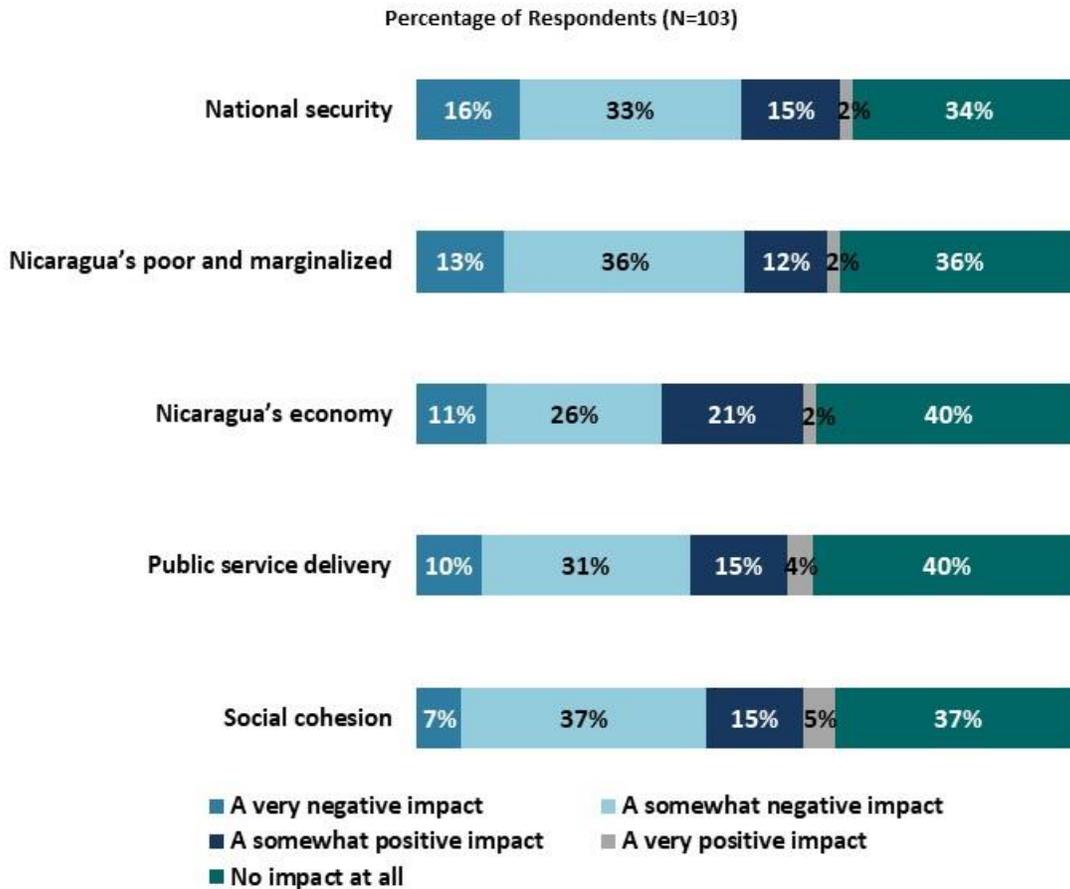
VII. How the World Bank Group Operates (continued)

Response to the Refugee Crisis in Nicaragua



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

Impact of the Refugee Crisis

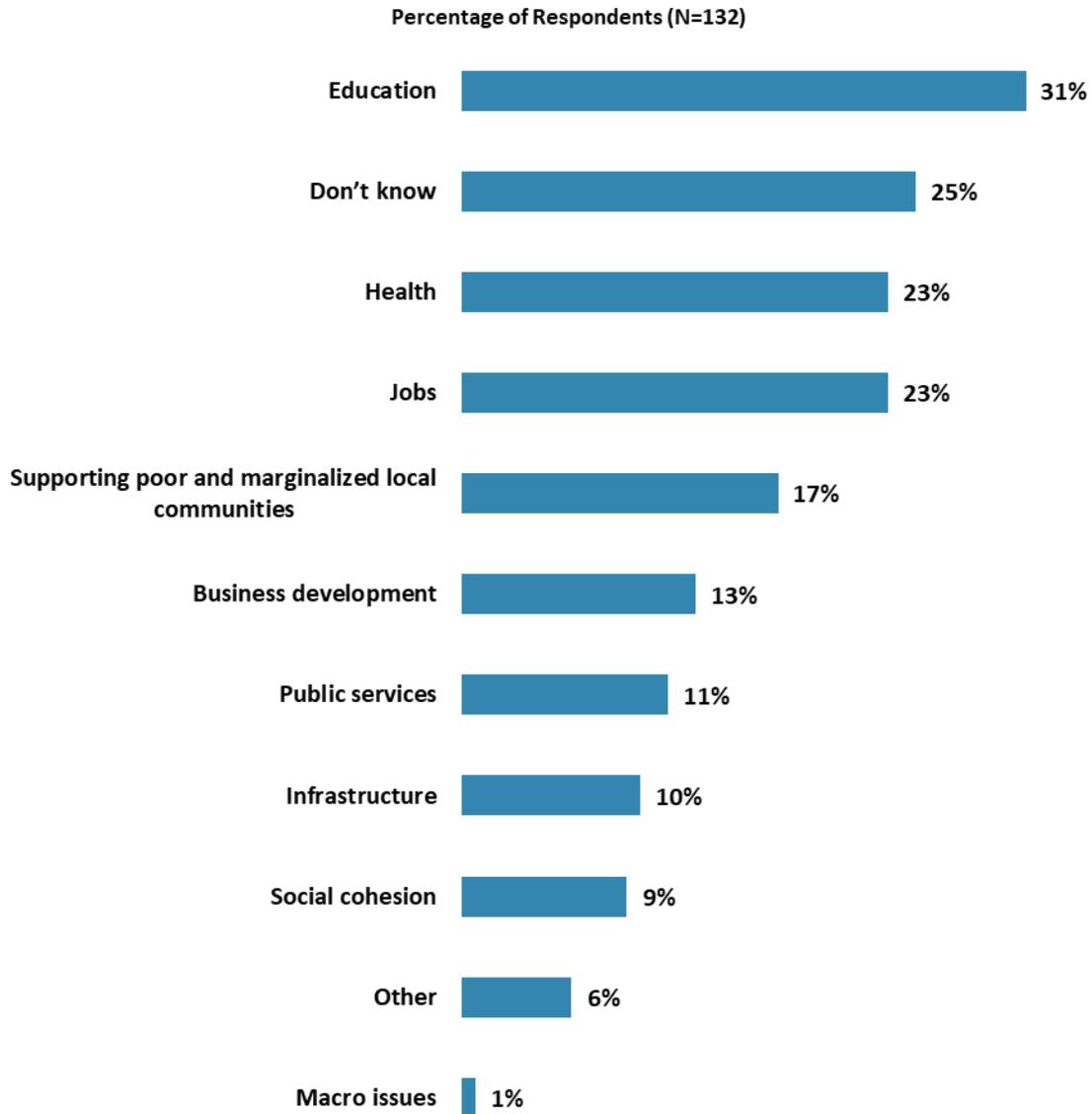


"Please rate how you feel when you think about the impact of the refugees in regards to...?"
 (Respondents chose from a list.)



VII. How the World Bank Group Operates (continued)

The WBG's Support to the Refugee Crisis in Nicaragua



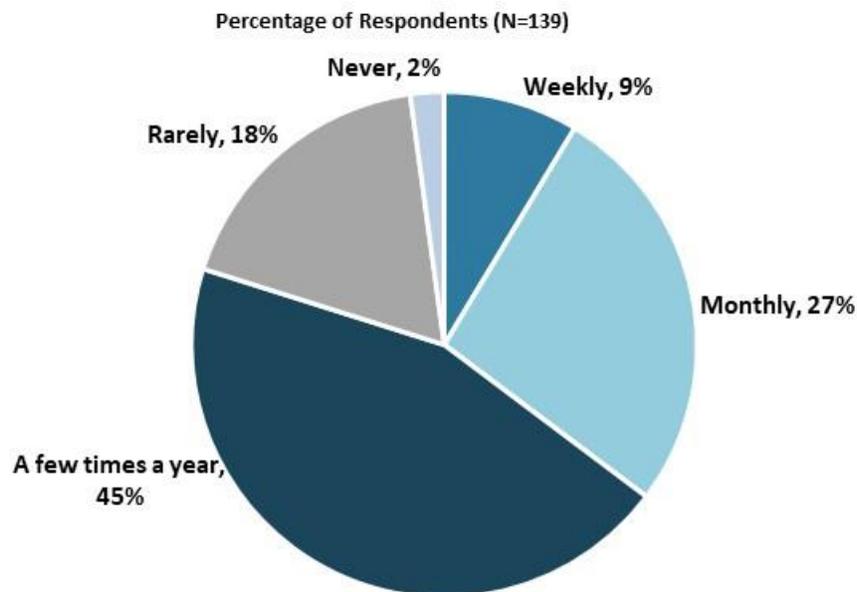
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Nicaragua? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** This year's respondents consulted the World Bank Group's knowledge work and activities at rates statistically similar to respondents in the FY'15 Country Survey.



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



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

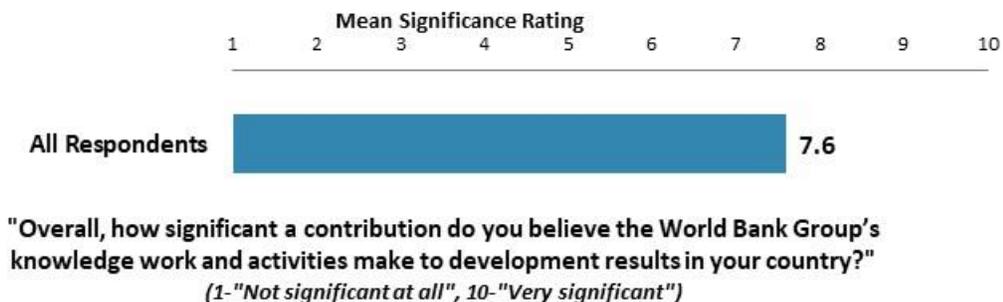
Meeting Nicaragua’s Knowledge Needs (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG’s knowledge services meets Nicaragua’s needs (weighted mean rating = 7.0) as respondents from the FY ‘15 Country Survey (weighted mean rating = 6.9).
- **Stakeholders:** Respondents from Government Institutions and other organizations had the highest levels of agreement that the WBG’s knowledge services meets their needs whereas respondents from academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG’s knowledge services meets their needs (mean rating = 7.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.7).



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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the contribution of the WBG’s knowledge work and activities (weighted mean rating = 7.6) as respondents from the FY ‘15 Country Survey (weighted mean rating = 7.5).

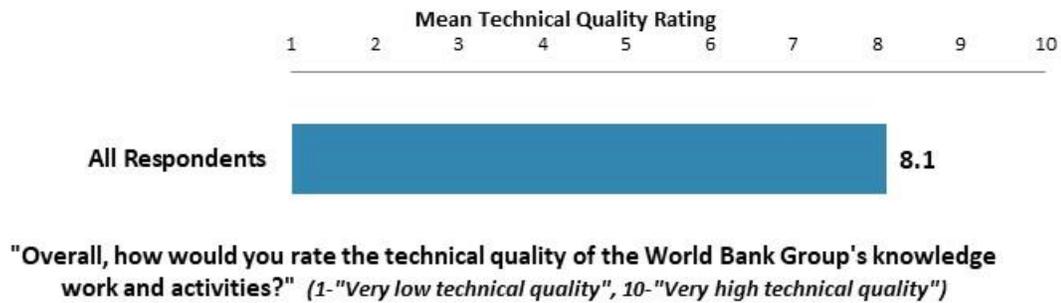




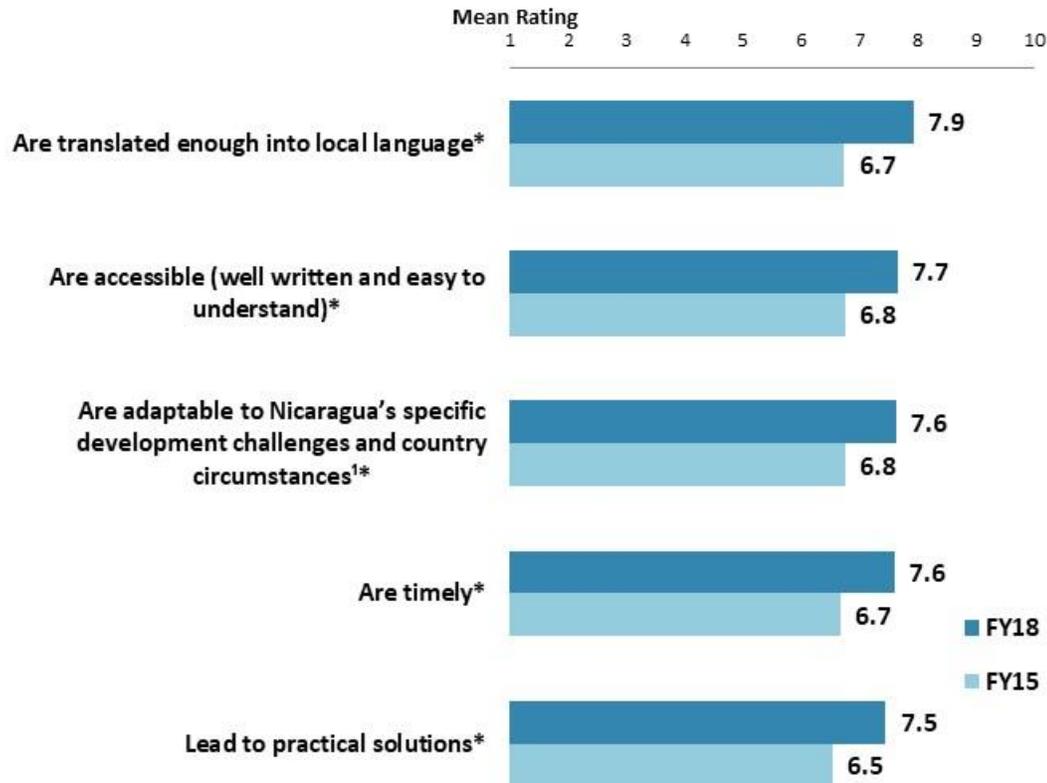
VIII. World Bank Group’s Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the technical quality of the WBG’s knowledge work and activities (weighted mean rating = 8.1) compared to respondents from the FY ‘15 Country Survey (weighted mean rating = 7.5).



Qualities of the WBG’s Knowledge Work and Activities: Year Comparison

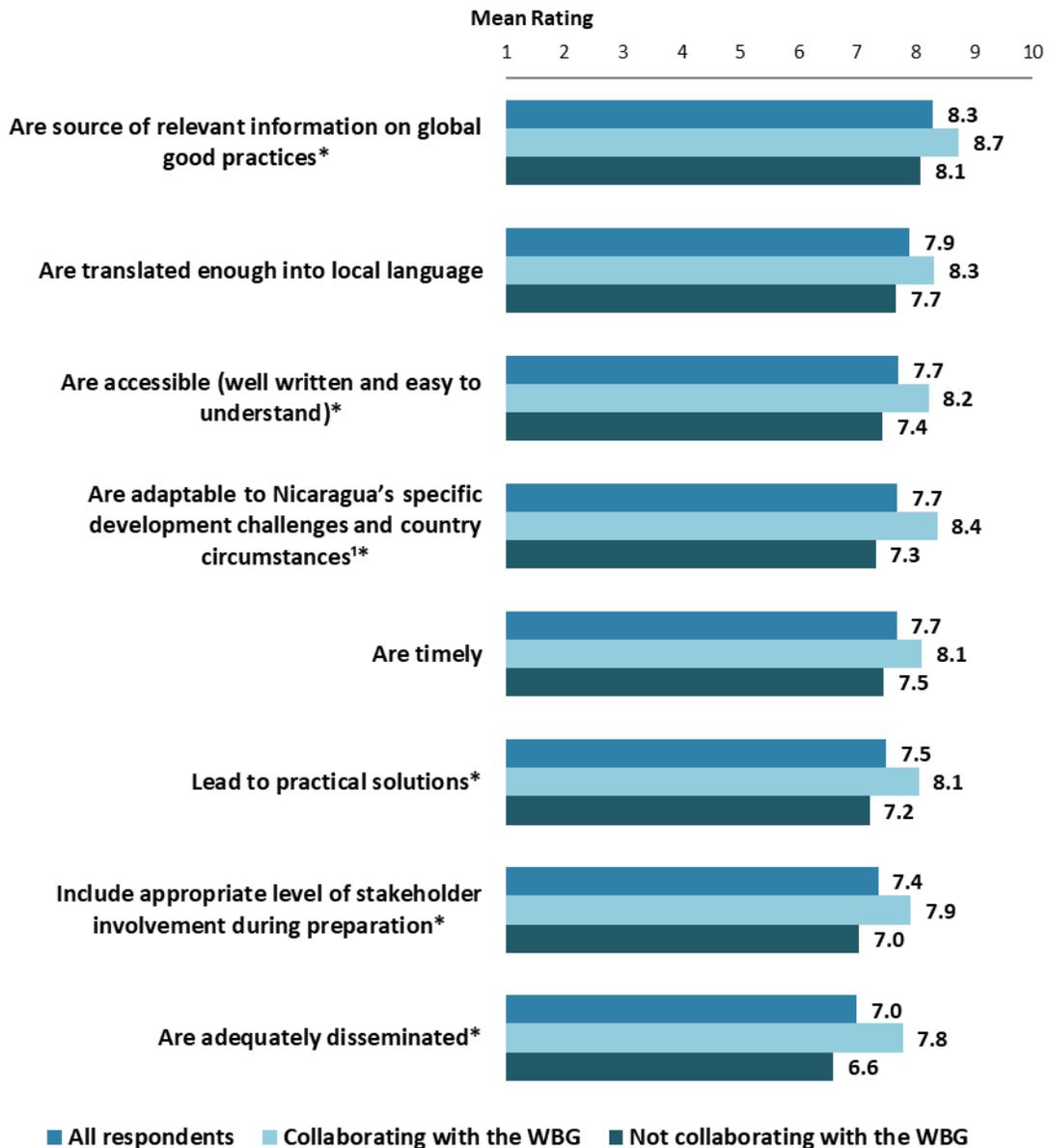


"In Nicaragua, to what extent do you believe that the World Bank Group’s knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
Means based on weighted data. *Significantly different between FY18 and FY15



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

Qualities of the WBG's Knowledge Work and Activities: Collaboration



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

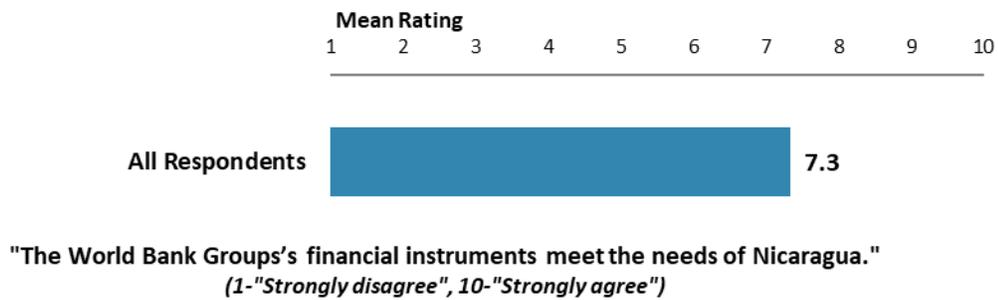
*Significantly different between collaborators and non-collaborators



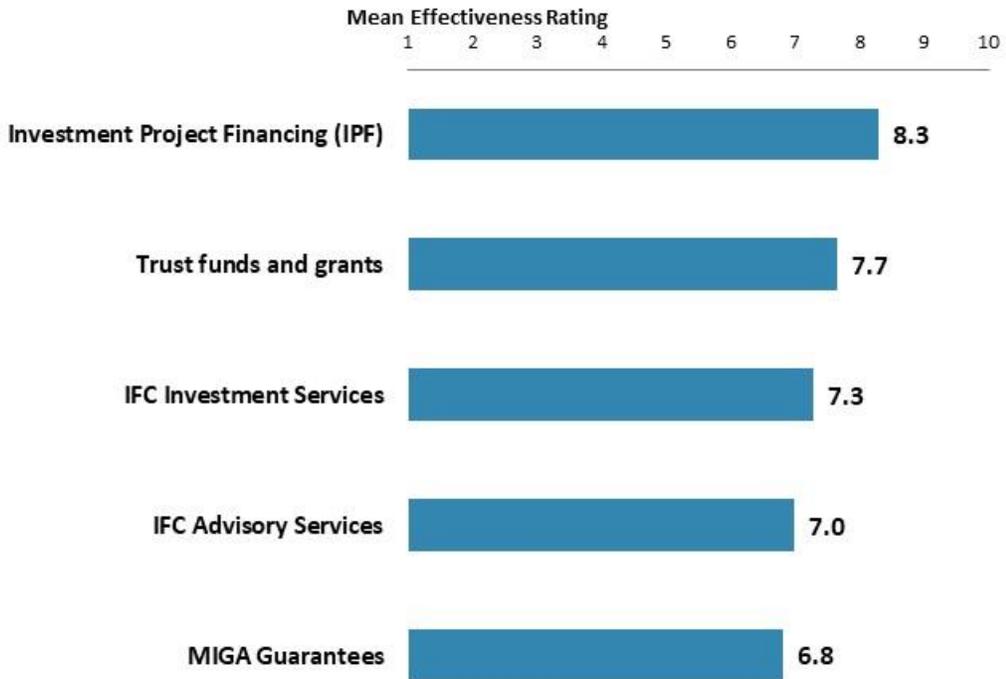
VIII. World Bank Group’s Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG’s financial instruments meet Nicaragua’s needs (weighted mean rating = 7.3) as respondents from the FY ‘15 Country Survey (weighted mean rating = 6.9).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG’s financial instruments meet Nicaragua’s needs (mean rating = 7.9) compared to respondents who do not collaborate with the WBG (mean rating = 7.0).



Effectiveness of WBG’s Instruments

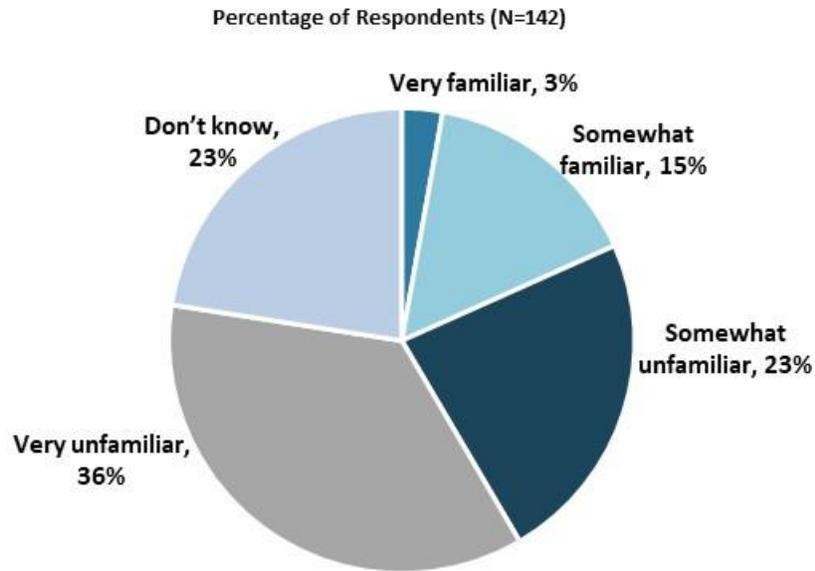


"How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Nicaragua Government’s efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")



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

Familiarity with WBG's New/Expanded Financial Instruments



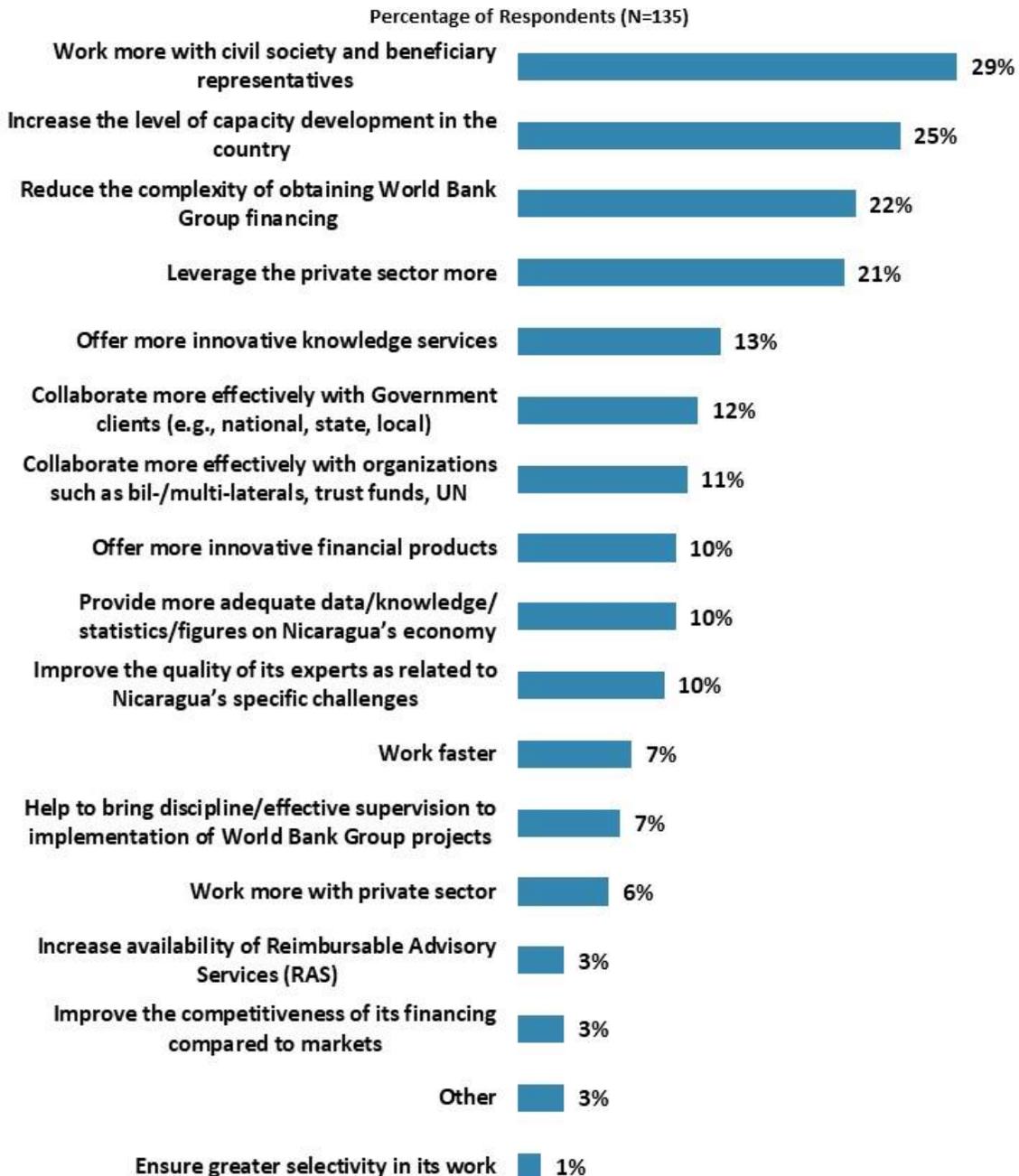
"As part of IDA18, the WBG has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the CRW, PEF, CAT-DDO, and the PSW. In general, how familiar are you with these new or expanded financial instruments in Nicaragua? (Select only ONE response)" (Respondents chose from a list.)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that, to make itself of greater value, the WBG should increase the level of capacity development in the country (39%), reach out more to groups outside of Government (37%), provide more adequate data/knowledge/statistics/figures on Nicaragua's economy (23%), and offer more innovative financial products (23%).

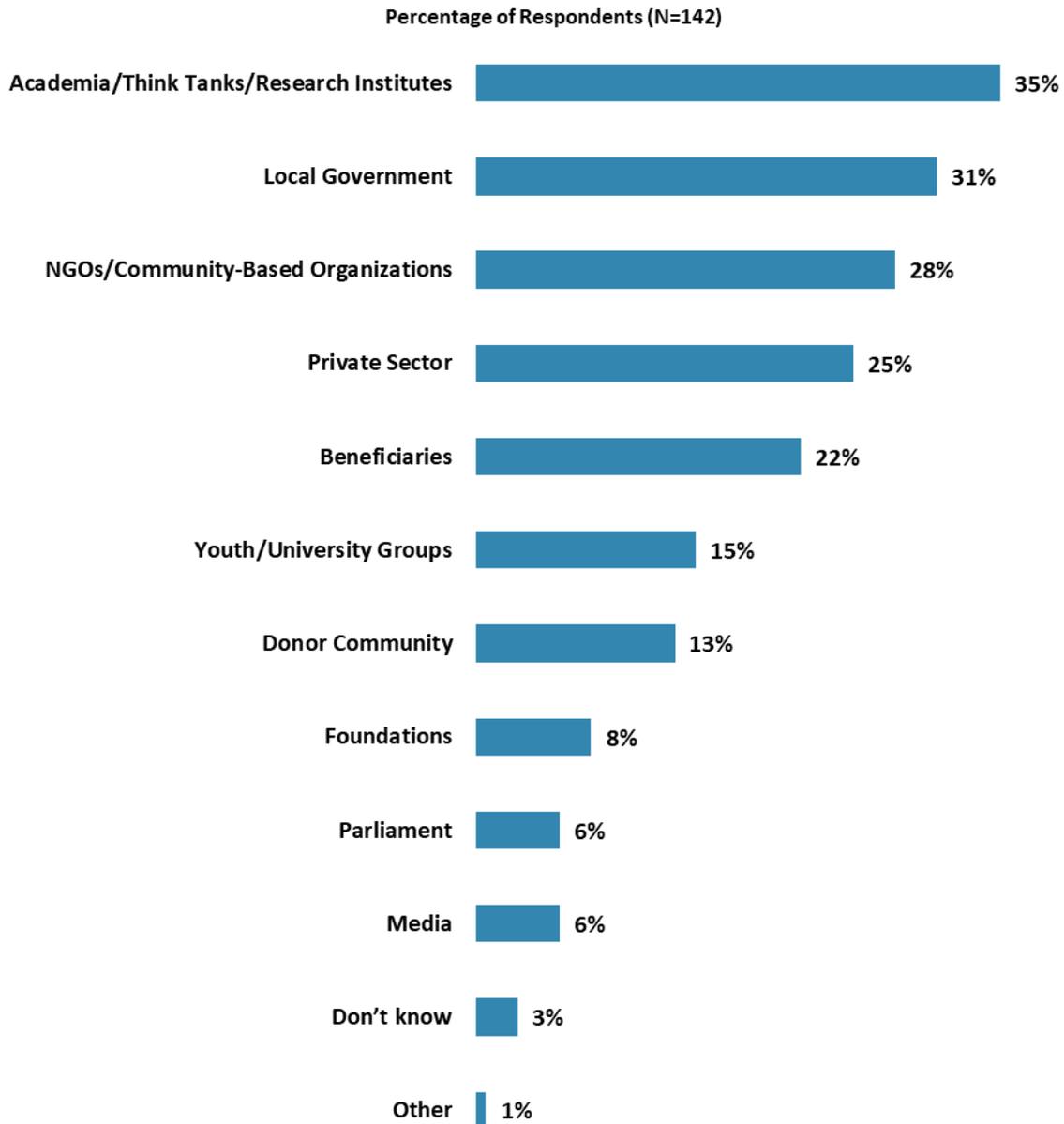


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Nicaragua? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with...



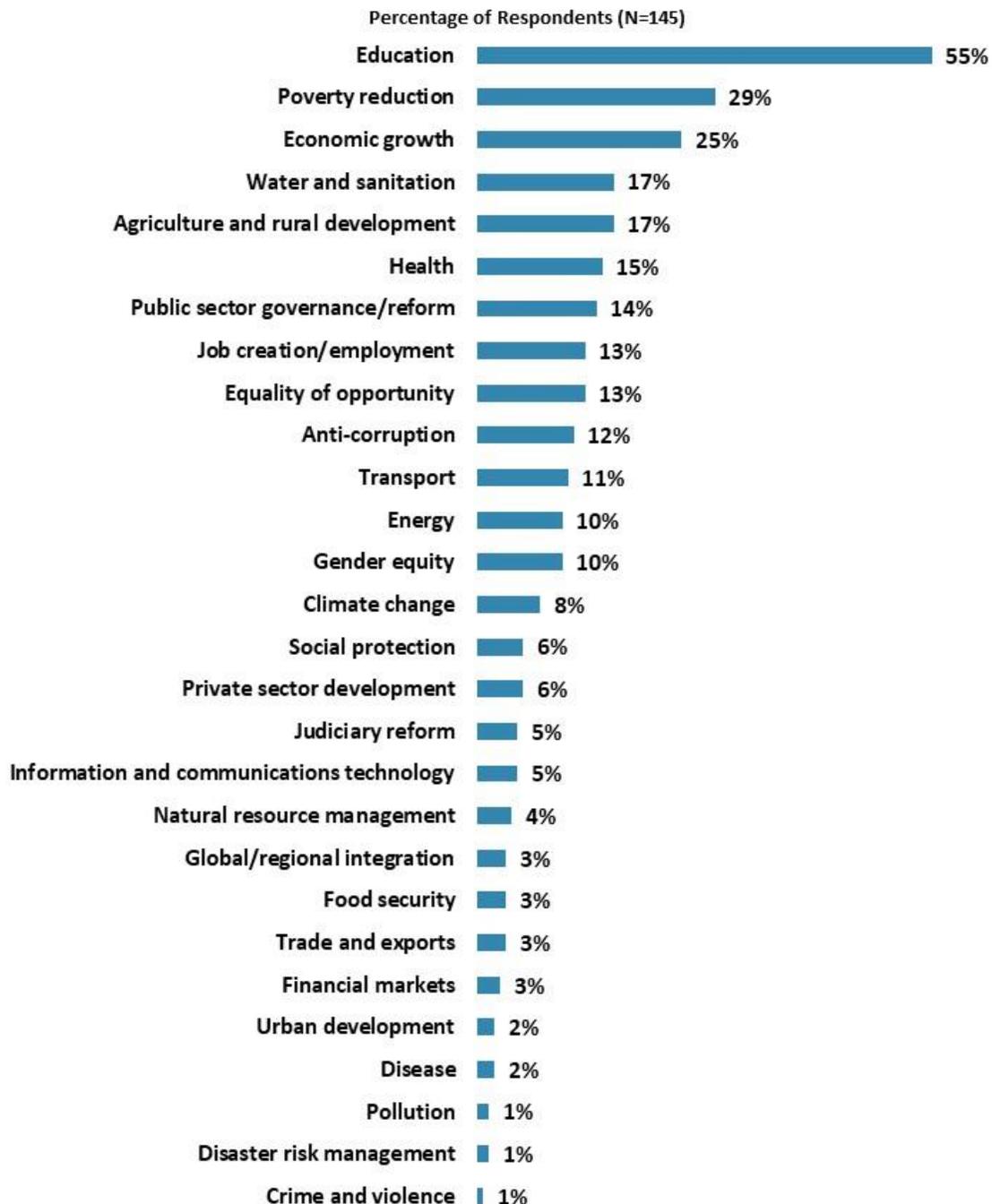
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '15 Survey indicated that the WBG should focus its resources on education (50%), followed by poverty reduction (34%) and public sector governance/reform (24%).
- Education respondents were significantly *more* likely to indicate education and anti-corruption (75% and 22%, respectively) as areas for the WBG's focus compared to respondents in other areas of work (50% and 9%, respectively).



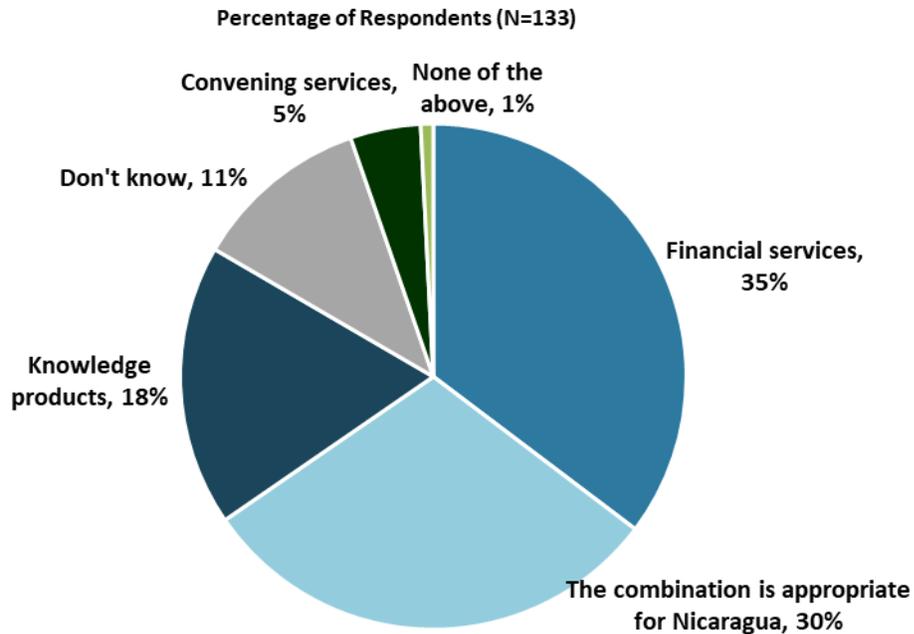
“When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nicaragua? (Choose no more than THREE)”
(Respondents chose from a list.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



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

Future Combination of WBG Services

- **Year comparison:** A plurality of respondents in the FY'15 Country Survey indicated that the World Bank Group should offer more financial services (35%), followed by the combination being appropriate (25%) and knowledge products (23%), statistically similar to respondents in this year' Country Survey.

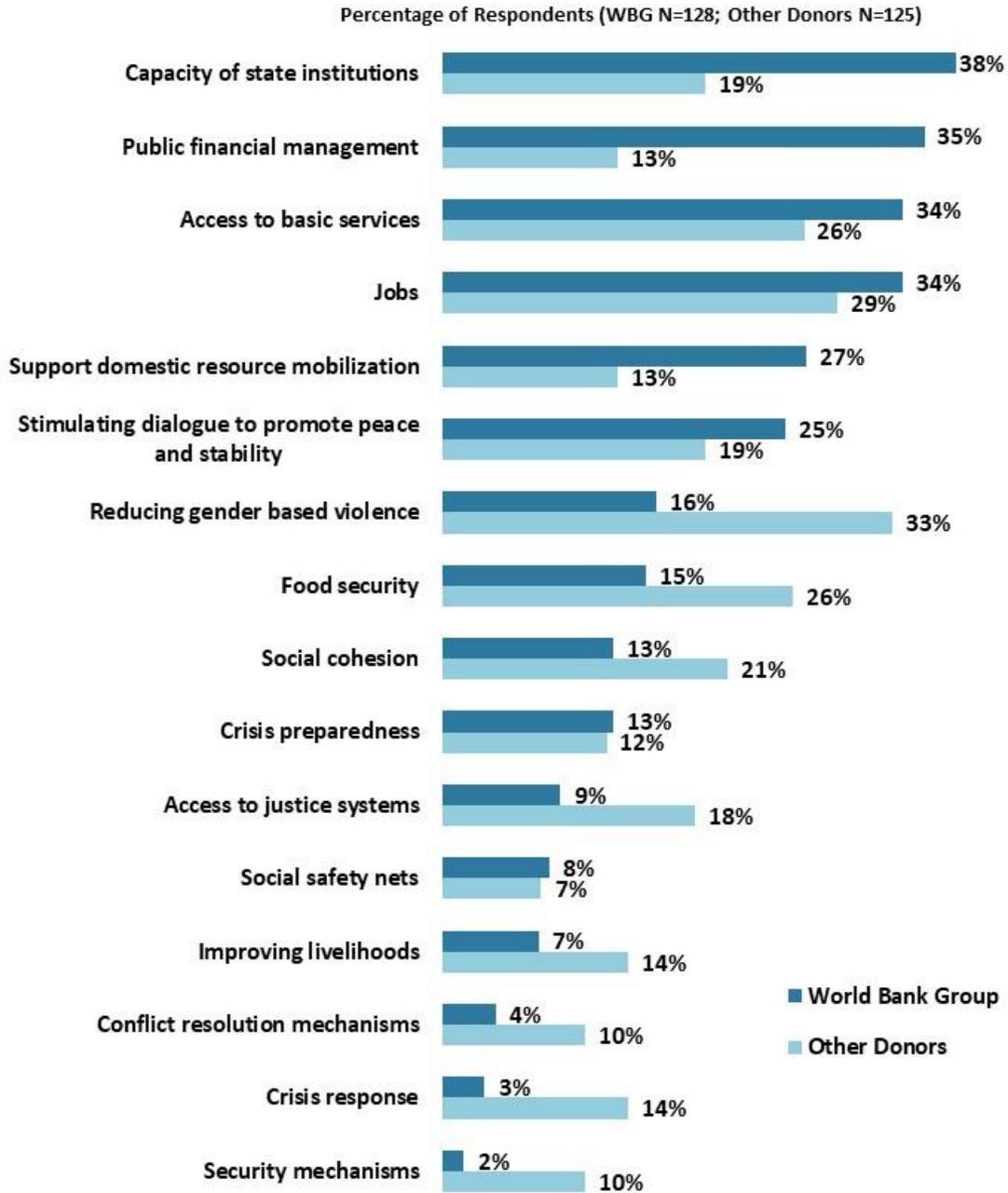


"When considering the combination of services that the World Bank Group offers in Nicaragua, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Nicaragua?" (Respondents chose from a list.)



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

The WBG Playing a Leading Role vs. Other Donors



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Nicaragua? Which THREE areas below would benefit most from other donors in Nicaragua?" (Respondents chose from a list. Responses combined.)

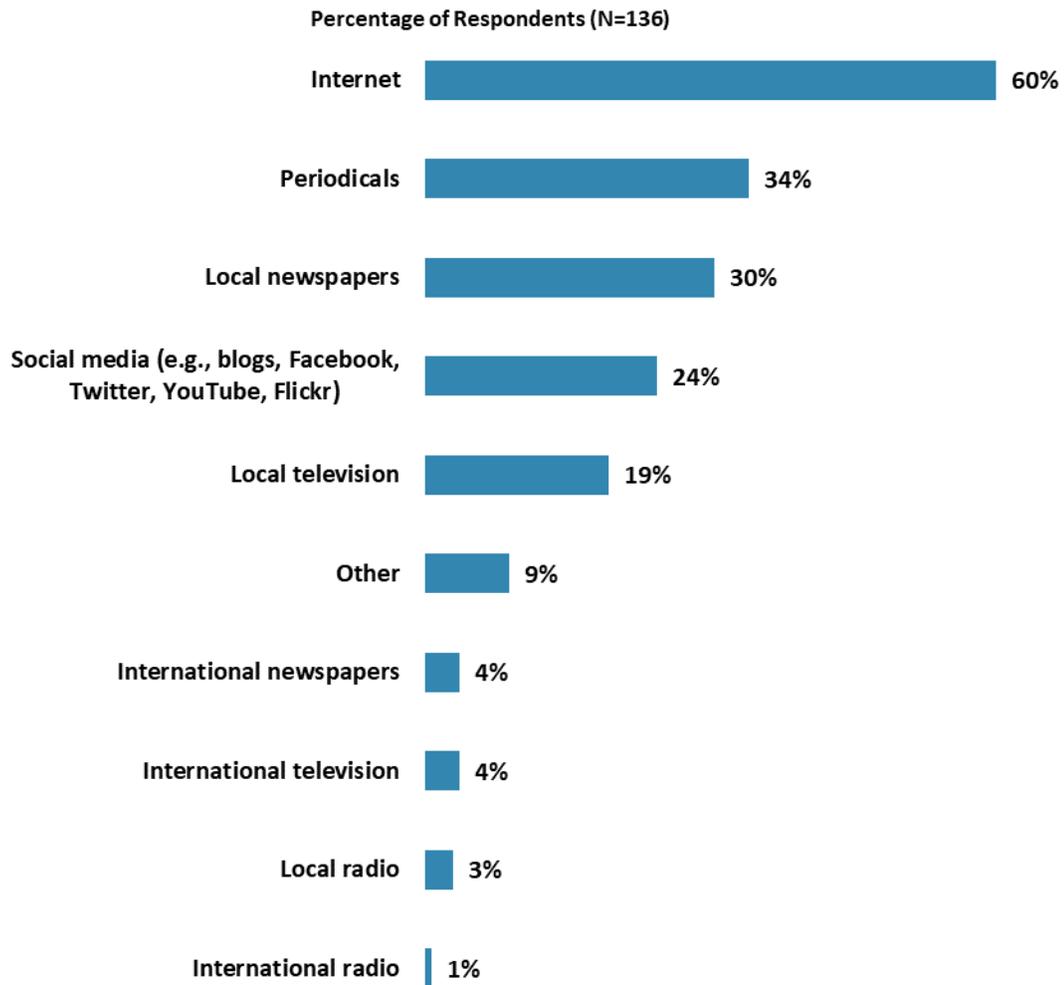


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 61) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they got most of their information from the Internet (64%) and periodicals (54%), followed by local newspapers (30%).



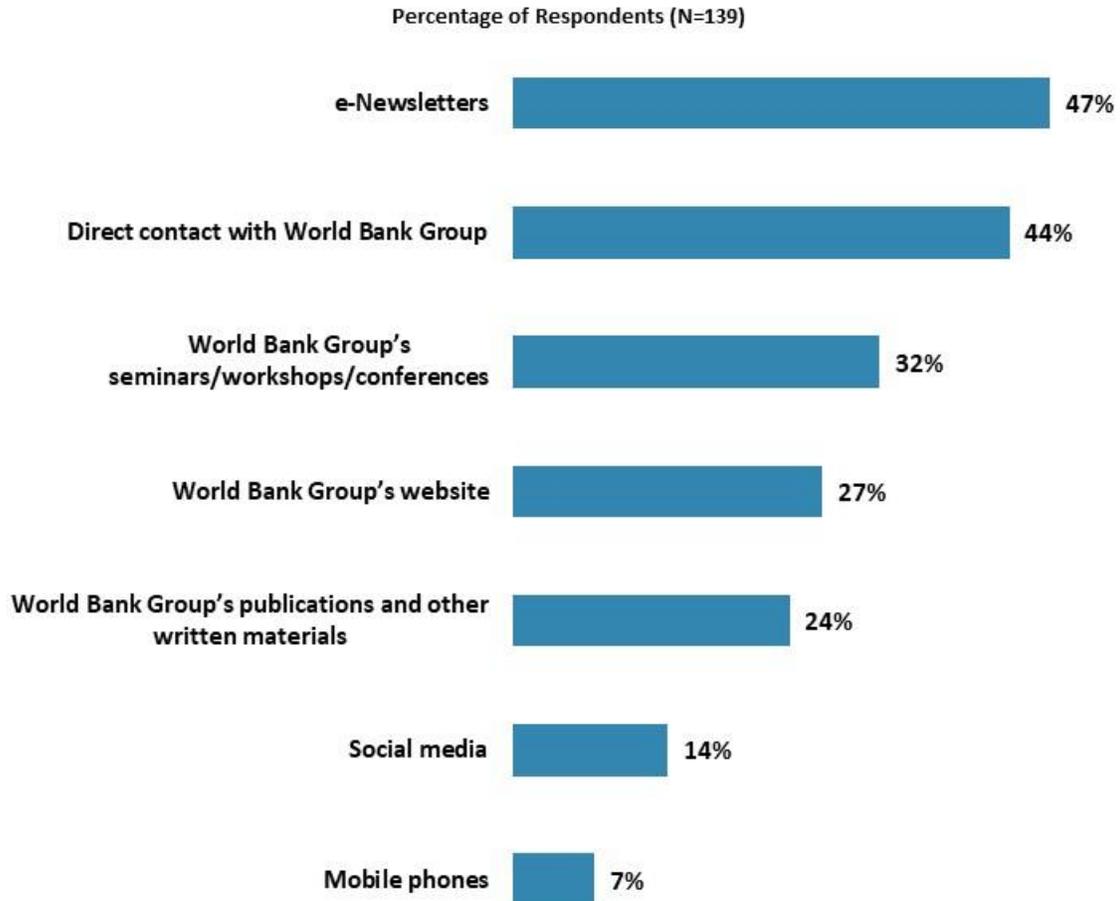
"How do you get most of your information about economic and social development issues in Nicaragua? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they preferred to get their information from direct contact with the World Bank Group (47%), e-Newsletters (44%), World Bank Group's seminars/workshops/conferences (41%), the World Bank Group's publications and other written materials (30%), and the World Bank Group's website (19%).



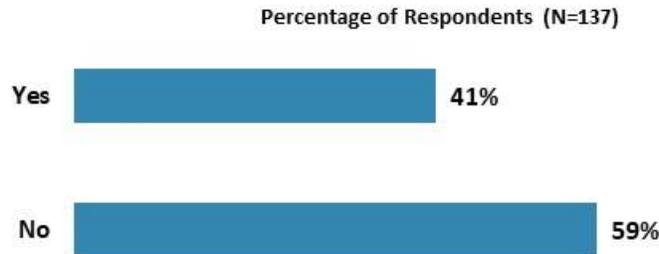
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information

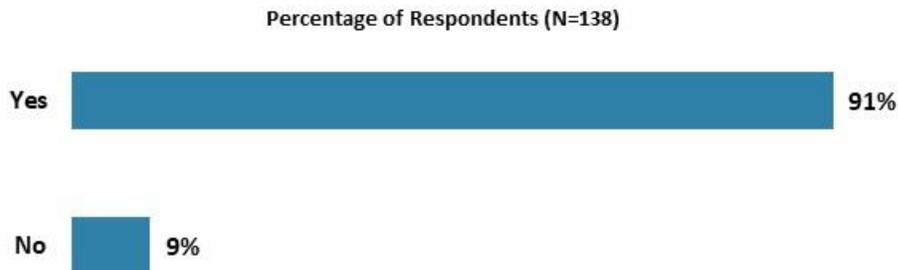
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policies (weighted percentage of respondents, "Yes" = 41%) as respondents in the FY '15 Country Survey (weighted percentage of respondents, "Yes" = 31%).



"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?"

WBG Website Usage

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher rates of usage of the WBG's website (weighted percentage of respondents, "Yes" = 93%) compared to respondents in the FY '15 Country Survey (weighted percentage of respondents, "Yes" = 84%).



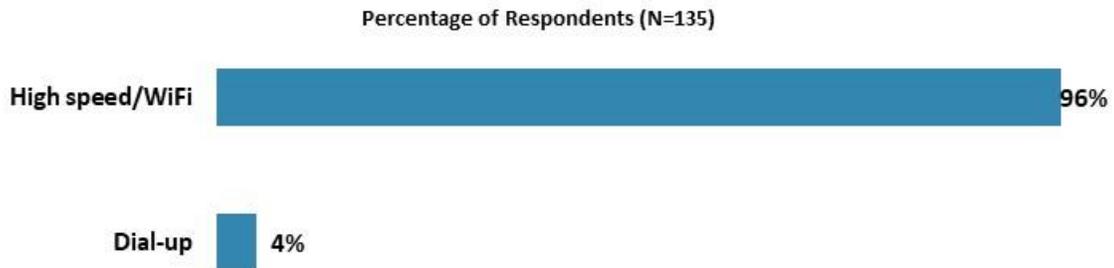
"Do you use/have you used the World Bank Group website?"



X. Communication and Outreach (continued)

Internet Connection

- **Access to the Internet:** All but two respondents in this year's Country Survey indicated that they have reliable internet access (99%).



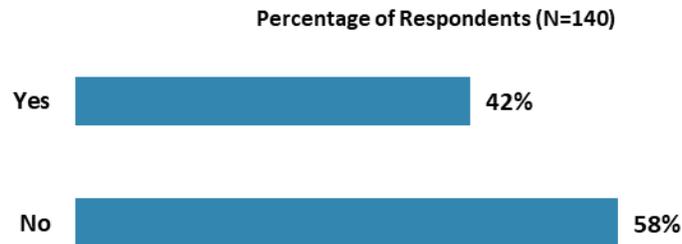
“Which Internet connection do you use primarily when visiting a World Bank Group website?”
(Respondents chose from a list.)



X. Communication and Outreach (continued)

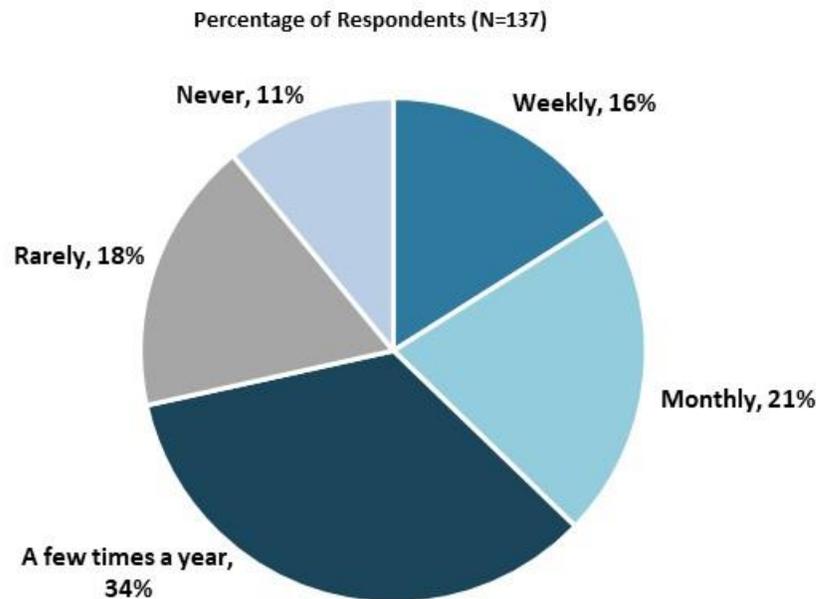
Use of the WBG's Social Media Channels

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher rates of usage of the WBG's social media sites (weighted percentage of respondents, "Yes" = 42%) compared to respondents in the FY '15 Country Survey (weighted percentage of respondents, "Yes" = 22%).



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

Frequency of Consulting WBG Website/Social Media Channels



"How frequently do you consult the World Bank Group's website and/or social media channels 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.....	46
B. Responses to All Questions by Stakeholder Groups.....	61
C. Responses to Select Questions by Collaboration with WBG	83
D. Responses to Select Questions by Year.....	91
E. Indicator Questions as a Function of Exposure to the WBG	99
F. WBG Country Opinion Survey FY18 – Nicaragua.....	100

NICARAGUA





Appendix A: Responses to All Questions across All Respondents (N=148)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Nicaragua

1. In general, would you say that Nicaragua is headed in ... ?	Percentage of Respondents (N=423)
The right direction	44.4%
The wrong direction	29.8%
Not sure	25.8%

2. Listed below are a number of development priorities in Nicaragua. Please identify which of the following you consider the most important development priorities in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=144)
Education	66.0%
Poverty reduction	27.8%
Economic growth	23.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.1%
Anti-corruption	18.1%
Job creation/employment	17.4%
Health	13.9%
Social protection (e.g., pensions, targeted social assistance)	11.1%
Transport (e.g., roads, bridges, transportation)	11.1%
Gender equity (closing the gap between women and men, and boys and girls)	10.4%
Climate change (e.g., mitigation, adaptation)	10.4%
Equality of opportunity (i.e., social inclusion)	10.4%
Energy (e.g., geothermal, wind energy)	8.3%
Water and sanitation	8.3%
Natural resource management (e.g., soil and water conservation, community forestry, and mining)	8.3%
Agriculture and rural development	7.6%
Food security	5.6%
Trade and exports	4.2%
Private sector development	3.5%
Judiciary reform	3.5%
Information and communications technology	3.5%
Global/regional integration	2.1%
Financial markets	1.4%
Crime and violence	1.4%
Disaster risk management	1.4%
Urban development	0.7%
Pollution	0.7%
Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=145)
Education	59.3%
Economic growth	49.0%
Job creation/employment	28.3%
Agriculture and rural development	24.8%
Equality of opportunity (i.e., social inclusion)	23.4%
Anti-corruption	15.2%
Private sector development	10.3%
Health	9.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	9.0%
Social protection (e.g., pensions, targeted social assistance)	8.3%
Water and sanitation	8.3%
Gender equity (closing the gap between women and men, and boys and girls)	8.3%
Transport (e.g., roads, bridges, transportation)	6.9%
Food security	6.2%
Trade and exports	5.5%
Natural resource management (e.g., soil and water conservation, community forestry, and mining)	5.5%
Information and communications technology	3.4%
Climate change (e.g., mitigation, adaptation)	3.4%
Energy (e.g., geothermal, wind energy)	2.8%
Global/regional integration	2.8%
Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)	2.1%
Urban development	2.1%
Financial markets	1.4%
Disaster risk management	0.7%
Crime and violence	0.7%
Judiciary reform	0.7%
Pollution	0.0%

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

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=135)
Education and training that better ensure job opportunity	57.0%
Consistent economic growth	34.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	28.9%
Better opportunity for the poor who live in rural areas	16.3%
Greater access to micro-finance for the poor	13.3%
A growing middle class	10.4%
Better employment opportunities for young people	9.6%
Greater access to health and nutrition for citizens	7.4%
Better quality public services	6.7%
Greater voice and participation for citizens to help ensure greater accountability	5.2%
Better opportunity for the poor who live in urban areas	3.7%
Better employment opportunities for women	3.0%
More reliable social safety net	1.5%
Other	0.7%

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Nicaragua? (1-Not familiar at all, 10-Extremely familiar)	N	Mean	SD
1. World Bank Group (WBG)	148	7.34	2.43
2. Inter-American Development Bank (IDB/BID)	146	7.11	2.74
3. Latin American Development Bank (CAF)	138	2.86	2.35
4. Central American Bank for Economic Integration (CABEI/BCiE)	147	6.72	2.82

2. Overall, please rate your impression of the World Bank Group’s effectiveness in Nicaragua.* (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
1. World Bank Group (WBG)	130	15	8.00	1.65
2. Inter-American Development Bank (IDB/BID)	131	16	8.00	1.74
3. Latin American Development Bank (CAF)	35	97	5.09	2.64
4. Central American Bank for Economic Integration (CABEI/BCiE)	118	28	7.71	1.98



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

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 Nicaragua solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	120	28	8.18	1.60

4. When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nicaragua? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=145)
Education	55.2%
Poverty reduction	29.0%
Economic growth	24.8%
Water and sanitation	16.6%
Agriculture and rural development	16.6%
Health	15.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.5%
Job creation/employment	13.1%
Equality of opportunity (i.e., social inclusion)	13.1%
Anti-corruption	11.7%
Transport (e.g., roads, bridges, transportation)	11.0%
Energy (e.g., geothermal, wind energy)	10.3%
Gender equity (closing the gap between women and men, and boys and girls)	10.3%
Climate change (e.g., mitigation, adaptation)	7.6%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Private sector development	5.5%
Judiciary reform	4.8%
Information and communications technology	4.8%
Natural resource management (e.g., soil and water conservation, community forestry, and mining)	4.1%
Global/regional integration	3.4%
Food security	3.4%
Trade and exports	3.4%
Financial markets	2.8%
Urban development	2.1%
Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)	2.1%
Pollution	1.4%
Disaster risk management	1.4%
Crime and violence	0.7%

**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 Nicaragua?	Percentage of Respondents (N=141)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	43.3%	13.0%	56.3%
Capacity development related to World Bank Group supported projects	24.1%	10.9%	35.0%
Technical assistance	8.5%	15.9%	24.5%
Policy advice, studies, analyses	6.4%	13.8%	20.2%
Mobilizing third party financial resources	2.8%	16.7%	19.5%
Implementation support	4.3%	8.7%	13.0%
Promoting knowledge sharing	3.5%	5.8%	9.3%
Bringing together different groups of stakeholders	5.7%	3.6%	9.3%
Donor coordination	0.7%	6.5%	7.2%
Data and statistics	0.0%	4.3%	4.3%
Other	0.7%	0.7%	1.4%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=142)
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	27.0%
Not willing to honestly criticize policies and reform efforts in the country	19.0%
World Bank Group's processes too complex	16.0%
Not enough public disclosure of its work	16.0%
Inadequate World Bank Group's staffing in Nicaragua	15.0%
World Bank Group's processes too slow	13.0%
Not adequately sensitive to political/social realities in Nicaragua	11.0%
Too influenced by developed countries	11.0%
Not collaborating enough with private sector	10.0%
Don't know	8.0%
Staff too inaccessible	6.0%
Its advice and strategies do not lend themselves to practical problem solving	6.0%
Not aligned with country priorities	5.0%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	4.0%
Other	4.0%
Arrogant in its approach	3.0%
Not exploring alternative policy options	1.0%
Not sufficiently focused on results	1.0%
Not in it for the long term	1.0%
The credibility of its knowledge/data	1.0%



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

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=144)
To a fully sufficient degree	0.7%
To a somewhat sufficient degree	33.3%
To a somewhat insufficient degree	40.3%
To a very insufficient degree	3.5%
Don't know	22.2%

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Nicaragua 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)	87	50	8.30	1.49
2. Trust funds and grants	78	56	7.65	2.14
3. MIGA Guarantees	27	98	6.81	2.40
4. IFC Investment Services	40	89	7.28	2.53
5. IFC Advisory Services	39	91	6.97	2.63

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=142)
Academia/Think Tanks/Research Institutes	35.2%
Local Government	31.0%
NGOs/Community-Based Organizations	28.2%
Private Sector	25.4%
Beneficiaries	21.8%
Youth/University Groups	14.8%
Donor Community	13.4%
Foundations	7.7%
Parliament	5.6%
Media	5.6%
Don't know	2.8%
Other	0.7%

To what extent do you agree with the following statements about the World Bank Group's work in Nicaragua? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	136	8	7.99	1.96
11. The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	129	13	7.72	2.00

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

To what extent is the World Bank Group an effective development partner in Nicaragua, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	121	17	7.42	1.69
13. Flexibility (in terms of the institution's products and services)*	100	37	6.89	1.96
14. Flexibility (in terms of changing country circumstances)*	104	33	7.08	1.99
15. Being inclusive*	104	31	7.20	2.12
16. Openness (sharing data and other information)*	116	20	7.56	1.94
17. Collaboration with the Government*	127	12	8.39	1.66
18. The speed in which it gets things accomplished on the ground*	95	43	7.20	1.74
19. Helping to bring discipline/effective supervision to implementation of investment projects*	103	32	7.72	1.76
20. Collaboration with civil society*	93	44	5.86	2.39
21. Staff accessibility*	111	25	7.32	2.35
22. Collaboration with other donors and development partners*	93	43	7.59	1.94
23. Collaboration with the private sector*	90	48	7.36	2.05
24. Straightforwardness and honesty*	104	31	8.07	1.83
25. Treating clients and stakeholders in Nicaragua with respect*	112	23	8.72	1.35
26. Being a long-term partner*	108	31	8.54	1.63

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=138)
Political pressures and obstacles	34.8%
Reforms are not well thought out in light of country challenges	29.0%
There is not an adequate level of citizen/civil society participation	19.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.8%
Poor coordination within the Government	18.1%
Lack of/inadequate levels of capacity in Government	13.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	12.3%
There is an inadequate level of private sector participation and support	12.3%
Corruption	12.3%
Other	6.5%
Poor donor coordination	5.1%
Poor coordination within the World Bank Group	4.3%

C. World Bank Group's Effectiveness and Results

1. In Nicaragua, 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)	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	102	37	6.94	2.18
2. The impact of climate change	108	31	7.12	2.19

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	56	83	6.29	2.14
2. Gender equity (closing the gap between women and men, and boys and girls)	85	56	7.21	2.02
3. Private sector development	80	59	6.96	1.91
4. Education	103	35	7.47	1.95
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	82	56	7.09	2.06
6. Global/regional integration	65	74	7.31	1.79
7. Food security	77	64	7.34	1.75
8. Urban development	78	63	7.14	1.96
9. Energy (e.g., geothermal, wind energy)	79	59	7.72	1.84
10. Water and sanitation	94	45	7.96	1.72
11. Pollution	62	77	6.69	2.32
12. Job creation/employment	69	70	6.51	2.07
13. Health	93	45	7.80	1.80
14. Financial markets	59	80	7.53	2.19
15. Transport (e.g., roads, bridges, transportation)	96	43	8.18	1.75
16. Agriculture and rural development	84	58	7.50	1.82
17. Trade and exports	61	79	7.39	1.81
18. Crime and violence	44	92	6.02	2.15
19. Natural resource management (e.g., soil and water conservation, community forestry, and mining)	75	62	7.29	1.85
20. Climate change (e.g., mitigation, adaptation)	87	51	7.33	2.19
21. Poverty reduction	107	34	7.57	2.01
22. Anti-corruption	58	81	5.74	2.86
23. Judiciary reform	51	86	5.20	2.54
24. Economic growth	98	42	7.76	1.76
25. Disaster risk management	73	65	7.37	2.00
26. Equality of opportunity (i.e., social inclusion)	78	59	7.10	1.94
27. Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)	64	77	7.38	1.88
28. Information and communications technology	66	73	7.45	2.05

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	123	18	7.56	1.75

To what extent do you agree with the following statements about the World Bank Group in Nicaragua? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Nicaragua*	118	22	7.33	1.78
5. The World Bank Group meets Nicaragua's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	120	20	7.14	2.14

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

Mobilizing Finance for Development	N	DK	Mean	SD
6. How effectively does the World Bank Group help Nicaragua to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	72	69	6.92	2.21

8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=142)			
Very familiar	2.8%			
Somewhat familiar	15.5%			
Somewhat unfamiliar	23.2%			
Very unfamiliar	35.9%			
Don't know	22.5%			

How effectively does the World Bank Group support Nicaragua's efforts...? (1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
9. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	66	73	6.80	2.25
10. To develop better and stronger data collection/analytics systems within the Government	83	55	7.00	2.21
11. To strengthen the country's crisis preparedness	77	62	7.06	2.12

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=139)
Weekly	8.6%
Monthly	26.6%
A few times a year	44.6%
Rarely	18.0%
Never	2.2%

In Nicaragua, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	116	19	7.36	2.00
3. Include appropriate level of stakeholder involvement during preparation	104	31	7.50	1.72
4. Lead to practical solutions	112	25	7.70	1.77
5. Are accessible (well written and easy to understand)	118	18	8.30	1.59
6. Are source of relevant information on global good practices	120	17	6.99	2.27
7. Are adequately disseminated	122	16	7.89	2.11
8. Are translated enough into local language	120	18	7.68	1.77
9. Are adaptable to Nicaragua's specific development challenges and country circumstances*	116	24	7.36	2.00

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

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)	115	25	7.59	1.64
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)	120	21	8.10	1.51

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	93	43	7.92	1.59
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	115	22	8.15	1.73
3. The World Bank Group's approvals and reviews are done in a timely fashion	97	38	8.01	1.62
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	86	49	7.85	1.77
5. The World Bank Group's conditions on its lending are reasonable	101	34	7.88	1.72
6. The World Bank Group takes decisions quickly in Nicaragua*	101	33	7.69	1.68
7. Working with the World Bank Group increases Nicaragua's institutional capacity	109	26	8.01	1.99
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	81	56	8.10	2.07

Donors Supporting Government Efforts	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 refugees in Nicaragua? (1-To no degree at all, 10-To a very significant degree)	65	69	5.40	2.73

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 returning refugee crisis in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=132)
Education	31.1%
Don't know	25.0%
Health	23.5%
Jobs	23.5%
Supporting poor and marginalized local communities	17.4%
Business development	12.9%
Public services	11.4%
Infrastructure	9.8%
Social cohesion	9.1%
Other	6.1%
Macro issues (fiscal accounts, balance of payments, etc.)	0.8%

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

11. Please rate how you feel when you think about the impact of the refugees in regards to ...					
	Percentage of Respondents (N=450)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Nicaragua's economy	10.7%	26.2%	21.4%	1.9%	39.8%
Social cohesion	6.8%	36.9%	14.6%	4.9%	36.9%
National security	15.7%	33.3%	14.7%	2.0%	34.3%
Public service delivery	9.8%	31.4%	14.7%	3.9%	40.2%
Nicaragua's poor and marginalized	13.3%	36.2%	12.4%	1.9%	36.2%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=135)
Work more with civil society and beneficiary representatives	28.9%
Increase the level of capacity development in the country	25.2%
Reduce the complexity of obtaining World Bank Group financing	22.2%
Leverage the private sector more (i.e., mobilize private sector development)	21.5%
Offer more innovative knowledge services	13.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.9%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	11.1%
Offer more innovative financial products	10.4%
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	10.4%
Improve the quality of its experts as related to Nicaragua's specific challenges	9.6%
Work faster	7.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.7%
Work more with private sector	5.9%
Increase availability of Reimbursable Advisory Services (RAS)	3.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	3.0%
Other	3.0%
Ensure greater selectivity in its work	1.5%

2. When considering the combination of services that the World Bank Group offers in Nicaragua, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=133)
Financial services	35.3%
The combination is appropriate for Nicaragua	30.1%
Knowledge products	18.0%
Don't know	11.3%
Convening services	4.5%
None of the above	0.8%

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

3. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Nicaragua? Which THREE areas below would benefit most from other donors in Nicaragua? (Choose no more than THREE)	World Bank Group playing a leading role Percentage of Respondents (Responses Combined; N=128)	Other Donors playing a leading role Percentage of Respondents (Responses Combined; N=125)
Capacity of state institutions	37.5%	19.2%
Public financial management	35.2%	12.8%
Access to basic services	33.6%	26.4%
Jobs	33.6%	28.8%
Support domestic resource mobilization	26.6%	12.8%
Stimulating dialogue to promote peace and stability	25.0%	19.2%
Reducing gender-based violence	15.6%	32.8%
Food security	14.8%	25.6%
Social cohesion	12.5%	20.8%
Crisis preparedness	12.5%	12.0%
Access to justice systems	8.6%	18.4%
Social safety nets	7.8%	7.2%
Improving livelihoods	7.0%	13.6%
Conflict resolution mechanisms	3.9%	10.4%
Crisis response	3.1%	13.6%
Security mechanisms	1.6%	10.4%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
Internet	59.6%
Periodicals	33.8%
Local newspapers	30.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	24.3%
Local television	19.1%
Other	8.8%
International newspapers	3.7%
International television	3.7%
Local radio	2.9%
International radio	0.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=139)
e-Newsletters	47.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	43.9%
World Bank Group's seminars/workshops/conferences	32.4%
World Bank Group's website	27.3%
World Bank Group's publications and other written materials	24.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.7%
Mobile phones	7.2%
Other	0.0%

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

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=137)
Yes	40.9%
No	59.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=138)
Yes	98.6%
No	1.4%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=138)
Yes	90.6%
No	9.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=140)
Yes	42.1%
No	57.9%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=135)
High speed/WiFi	95.6%
Dial-up	4.4%

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=137)
Weekly	16.1%
Monthly	21.2%
A few times a year	34.3%
Rarely	17.5%
Never	10.9%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	119	5	7.93	1.86
10. I find the information on the World Bank Group's websites useful	120	4	8.48	1.60
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	87	48	7.97	2.13

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=146)
Employee of a Ministry, Ministerial Department or Implementation Agency	16.4%
NGO/Community-Based Organization	15.1%
Bilateral/ Multilateral Agency	14.4%
Private Sector Organization	12.3%
Media	7.5%
Private Foundation	6.2%
Office of Minister	5.5%
Academia/Research Institute/Think Tank	5.5%
Independent Government Institution	4.8%
Other	3.4%
Local Government Office or Staff	2.1%
Financial Sector/Private Bank	2.1%
Office of the President/Prime Minister	1.4%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	1.4%
Trade Union	1.4%
Office of Parliamentarian	.7%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=145)
Education	22.1%
Generalist	10.3%
Other	9.7%
Energy and extractives	6.9%
Transport and ICT	6.9%
Water	6.2%
Health, nutrition, and population	6.2%
Urban, rural, and social development	5.5%
Finance and markets	4.8%
Agriculture	4.1%
Environment and natural resources	3.4%
Trade and competitiveness	3.4%
Macroeconomics and fiscal management	2.8%
Poverty	2.8%
Social protection and labor	2.1%
Gender	2.1%
Governance	.7%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=146)
Yes	30.1%
No	69.9%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=105)
The World Bank (IBRD/IDA)	81.9%
The International Finance Corporation (IFC)	7.6%
Other	10.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=134)
Yes	17.2%
No	82.8%

6. If yes, what was your view of how the two institutions work together in Nicaragua? (Select only ONE response)	Percentage of Respondents (N=24)
The two institutions work well together	62.5%
The way the two institutions work together needs improvement	20.8%
Don't know	16.7%
The two institutions do not work well together	-

7. Which of the following describes most of your exposure to the World Bank Group in Nicaragua? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=140)
Use World Bank Group reports/data	43.6%
Engage in World Bank Group related/sponsored events/activities	42.1%
Collaborate as part of my professional duties	39.3%
Use World Bank Group website for information, data, research, etc.	35.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	12.9%

8. What's your gender?	Percentage of Respondents (N=147)
Female	43.5%
Male	56.5%

9. What's your age?	Percentage of Respondents (N=146)
25 and under	.7%
26-35	9.6%
36-45	18.5%
46-55	37.7%
56 and above	33.6%

10. Which best represents your geographic location?	Percentage of Respondents (N=146)
Managua	87.7%
Atlantic	4.8%
Central	4.1%
Pacific	3.4%



Appendix B: Responses to All Questions by Stakeholder Groups¹

- Office of the President/Minister N=40 ● Government Institutions N=34 ● Bilateral/Multilateral Agency N=21
- Private Sector/Financial Sector/Private Bank N=21 ● Civil Society N=33 ● Media N=11 ● Academia N=8 ● Other N=8

A. General Issues facing Nicaragua

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

Percentage of Respondents	Office of the President/Minister	Government Institutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
The right direction	90.0%	96.7%	55.0%	38.1%	32.3%	45.5%	57.1%	62.5%
The wrong direction	10.0%			42.9%	41.9%	54.5%	28.6%	
Not sure		3.3%	45.0%	19.0%	25.8%		14.3%	37.5%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

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

	Office of the President/Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
World Bank Group (WBG)*	10	8.50	34	8.65	21	7.62	21	6.67	33	6.24	11	7.82	8	7.12	8	5.63
Inter-American Development Bank (IDB/BID)	10	7.00	34	7.59	21	7.48	21	7.05	31	6.16	11	7.91	8	7.50	8	7.75
Latin American Development Bank (CAF)	8	2.63	29	2.90	21	3.62	21	3.19	31	2.42	11	3.36	7	2.29	8	2.00
Central American Bank for Economic Integration (CABEI/BCiE)*	10	7.60	34	7.18	21	6.86	21	6.76	32	5.19	11	7.64	8	7.62	8	8.13

*Significantly different between stakeholder groups

¹ Only 146 respondents provided information about their current positions. Therefore, only these respondents were included in the analyses presented in this Appendix.

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

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

	Office of the President/Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
World Bank Group (WBG)*	9	8.22	33	8.94	18	8.06	19	7.26	26	7.81	9	8.67	8	6.50	6	7.17
Inter-American Development Bank (IDB/BID)*	9	8.33	31	9.03	19	8.11	19	7.32	26	7.50	10	8.30	8	7.00	8	7.63
Latin American Development Bank (CAF)	4	4.75	7	5.43	3	8.00	9	4.56	4	4.25	4	5.25	1	5.00	3	4.33
Central American Bank for Economic Integration (CABEI/BCiE)*	10	8.00	31	8.52	17	7.59	18	7.11	18	7.22	8	8.75	8	6.25	7	7.86

*Significantly different between stakeholder groups

	Office of the President/Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Nicaragua solve its most complicated development challenges?*	9	7.67	32	8.53	18	8.11	16	8.50	24	7.96	8	9.00	7	7.71	5	6.60

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Energy	0.0%	20.6%	4.8%	19.0%	3.1%	0.0%	12.5%	12.5%
Water and sanitation*	44.4%	32.4%	14.3%	14.3%	3.1%	0.0%	0.0%	12.5%
Pollution	0.0%	0.0%	0.0%	0.0%	3.1%	10.0%	0.0%	0.0%
Job creation/employment*	33.3%	2.9%	4.8%	9.5%	15.6%	30.0%	37.5%	12.5%
Health	11.1%	32.4%	14.3%	4.8%	6.3%	20.0%	0.0%	25.0%
Financial markets*	0.0%	2.9%	0.0%	0.0%	0.0%	20.0%	0.0%	12.5%
Social protection	0.0%	2.9%	19.0%	4.8%	6.3%	0.0%	0.0%	0.0%
Gender equity	0.0%	2.9%	14.3%	9.5%	21.9%	0.0%	12.5%	0.0%
Private sector development	0.0%	8.8%	0.0%	14.3%	6.3%	0.0%	0.0%	0.0%
Education	66.7%	44.1%	61.9%	38.1%	65.6%	60.0%	50.0%	62.5%
Public sector governance/reform*	0.0%	0.0%	19.0%	23.8%	25.0%	20.0%	25.0%	0.0%
Global/regional integration	0.0%	5.9%	4.8%	0.0%	3.1%	10.0%	0.0%	0.0%
Food security	11.1%	2.9%	0.0%	0.0%	6.3%	0.0%	0.0%	12.5%
Urban development	0.0%	2.9%	0.0%	0.0%	3.1%	0.0%	0.0%	12.5%
Judiciary reform*	0.0%	0.0%	0.0%	23.8%	6.3%	0.0%	0.0%	0.0%
Economic growth	33.3%	23.5%	19.0%	38.1%	21.9%	20.0%	25.0%	25.0%
Disaster risk management	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Equality of opportunity	0.0%	8.8%	19.0%	4.8%	15.6%	30.0%	25.0%	0.0%
Disease	0.0%	2.9%	4.8%	0.0%	0.0%	10.0%	0.0%	0.0%
Information and communications technology	0.0%	11.8%	0.0%	4.8%	3.1%	10.0%	0.0%	0.0%
Transport	22.2%	14.7%	14.3%	4.8%	3.1%	0.0%	12.5%	25.0%
Agriculture and rural development	22.2%	20.6%	19.0%	9.5%	18.8%	0.0%	37.5%	0.0%
Trade and exports	11.1%	5.9%	0.0%	4.8%	3.1%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	4.8%	9.4%	10.0%	12.5%	0.0%
Climate change	11.1%	11.8%	9.5%	4.8%	9.4%	0.0%	0.0%	0.0%
Poverty reduction	11.1%	32.4%	33.3%	28.6%	25.0%	30.0%	25.0%	50.0%
Anti-corruption	0.0%	2.9%	9.5%	23.8%	12.5%	20.0%	12.5%	25.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders	0.0%	2.9%	0.0%	10.0%	12.1%	0.0%	14.3%	0.0%
Capacity development related to World Bank Group supported projects	33.3%	29.4%	23.8%	10.0%	21.2%	37.5%	0.0%	37.5%
Technical assistance	11.1%	8.8%	9.5%	20.0%	6.1%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	2.9%	9.5%	10.0%	6.1%	12.5%	14.3%	0.0%
Financial resources	44.4%	50.0%	47.6%	35.0%	33.3%	50.0%	57.1%	50.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	11.1%	0.0%	4.8%	5.0%	6.1%	0.0%	0.0%	0.0%
Implementation support	0.0%	2.9%	4.8%	10.0%	3.0%	0.0%	0.0%	12.5%
Mobilizing third party financial resources	0.0%	2.9%	0.0%	0.0%	6.1%	0.0%	14.3%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	4.8%	0.0%	6.3%	12.5%	14.3%	0.0%
Capacity development related to World Bank Group supported projects	12.5%	24.2%	9.5%	5.0%	3.1%	12.5%	14.3%	0.0%
Technical assistance	25.0%	12.1%	14.3%	5.0%	28.1%	25.0%	0.0%	12.5%
Policy advice, studies, analyses*	12.5%	6.1%	23.8%	40.0%	6.3%	12.5%	0.0%	0.0%
Financial resources*	12.5%	15.2%	9.5%	20.0%	3.1%	12.5%	0.0%	50.0%
Data and statistics	0.0%	0.0%	4.8%	0.0%	12.5%	0.0%	0.0%	12.5%
Promoting knowledge sharing	0.0%	6.1%	4.8%	10.0%	0.0%	0.0%	28.6%	0.0%
Implementation support	0.0%	15.2%	9.5%	10.0%	6.3%	12.5%	0.0%	0.0%
Mobilizing third party financial resources	25.0%	12.1%	19.0%	10.0%	18.8%	12.5%	42.9%	12.5%
Donor coordination	12.5%	9.1%	0.0%	0.0%	12.5%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Not willing to honestly criticize policies and reform efforts in the country	0.0%	5.9%	35.0%	14.3%	25.8%	27.3%	42.9%	12.5%
Staff too inaccessible*	0.0%	0.0%	5.0%	9.5%	3.2%	36.4%	0.0%	0.0%
Not collaborating enough with private sector*	11.1%	2.9%	5.0%	33.3%	12.9%	0.0%	0.0%	0.0%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	5.9%	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	22.2%	2.9%	5.0%	4.8%	3.2%	0.0%	0.0%	12.5%
Not adequately sensitive to political/social realities in Nicaragua	22.2%	11.8%	10.0%	9.5%	9.7%	9.1%	0.0%	25.0%
Too influenced by developed countries	11.1%	23.5%	10.0%	4.8%	9.7%	0.0%	0.0%	12.5%
World Bank Group's processes too slow	22.2%	23.5%	5.0%	14.3%	3.2%	18.2%	14.3%	12.5%
World Bank Group's processes too complex	22.2%	14.7%	5.0%	33.3%	9.7%	9.1%	42.9%	12.5%
Not exploring alternative policy options	11.1%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Not sufficiently focused on results	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Not in it for the long term*	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	11.1%	8.8%	5.0%	0.0%	3.2%	0.0%	0.0%	12.5%
Not collaborating enough with civil society*	0.0%	0.0%	35.0%	14.3%	64.5%	18.2%	57.1%	25.0%
Not enough public disclosure of its work	11.1%	14.7%	5.0%	19.0%	19.4%	27.3%	14.3%	25.0%
Arrogant in its approach*	22.2%	2.9%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in Nicaragua*	11.1%	35.3%	20.0%	4.8%	3.2%	9.1%	14.3%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	5.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.9%	5.0%	0.0%	9.7%	0.0%	14.3%	0.0%
Don't know	0.0%	11.8%	10.0%	9.5%	6.5%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
To a fully sufficient degree			5.0%					
To a somewhat sufficient degree	50.0%	56.0%	48.0%	19.0%	18.0%	36.0%		13.0%
To a somewhat insufficient degree	13.0%	35.0%	24.0%	62.0%	45.0%	36.0%	57.0%	50.0%
To a very insufficient degree	25.0%			5.0%	3.0%			13.0%
Don’t know	13.0%	9.0%	24.0%	14.0%	33.0%	27.0%	43.0%	25.0%

*Significantly different between stakeholder groups

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)*	5	9.40	24	9.21	13	8.23	12	7.42	19	7.79	5	8.60	6	7.00	3	8.33
Trust funds and grants*	6	8.67	21	8.86	11	7.73	9	6.22	18	6.67	5	8.00	5	6.40	3	8.67
MIGA Guarantees	2	8.00	6	7.67	4	7.50	4	5.75	8	5.38	1	10.00			2	8.00
IFC Investment Services	2	8.00	10	7.90	6	7.83	7	5.43	8	6.88	1	10.00	4	6.75	2	9.50
IFC Advisory Services	3	8.67	9	8.11	6	7.50	8	5.13	8	6.38	1	10.00	2	6.00	2	7.00

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



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 the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Beneficiaries*	0.0%	32.4%	40.0%	14.3%	9.1%	30.0%	0.0%	25.0%
Youth/University Groups*	0.0%	2.9%	10.0%	9.5%	30.3%	30.0%	14.3%	25.0%
Private Sector*	25.0%	26.5%	20.0%	66.7%	18.2%	0.0%	0.0%	12.5%
Local Government*	75.0%	58.8%	15.0%	9.5%	18.2%	20.0%	0.0%	62.5%
Donor Community	37.5%	20.6%	25.0%	4.8%	6.1%	0.0%	0.0%	12.5%
NGOs/Community-Based Organizations*	0.0%	8.8%	15.0%	23.8%	63.6%	20.0%	71.4%	0.0%
Academia/Think Tanks/Research Institutes*	37.5%	32.4%	40.0%	28.6%	30.3%	30.0%	100.0%	25.0%
Parliament	0.0%	2.9%	15.0%	9.5%	3.0%	0.0%	0.0%	12.5%
Foundations	0.0%	2.9%	0.0%	19.0%	15.2%	10.0%	0.0%	0.0%
Media*	0.0%	0.0%	5.0%	4.8%	0.0%	60.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.9%	5.0%	4.8%	3.0%	0.0%	0.0%	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 Nicaragua? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Nicaragua	9	7.67	34	8.47	21	8.19	17	7.47	28	7.79	11	8.55	7	7.43	8	7.63
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua*	6	7.33	33	8.76	21	7.76	18	6.83	27	7.48	10	7.40	7	6.57	7	7.86

*Significantly different between stakeholder groups

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

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

	Office of the President/Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	6	6.67	34	8.03	19	7.05	14	7.00	26	7.31	10	7.70	6	7.00	6	7.33
Flexibility (in terms of the institution's products and services)*	7	6.71	30	7.87	14	6.36	14	6.21	21	6.19	5	8.00	5	7.40	4	5.75
Flexibility (in terms of changing country circumstances)*	7	7.86	31	7.97	15	6.40	14	6.79	23	6.61	3	5.33	5	8.00	6	5.83
Being inclusive	5	7.80	30	8.00	17	6.41	14	6.93	23	6.96	6	7.67	6	6.17	3	7.00
Openness (sharing data and other information)*	6	7.00	32	8.19	17	6.35	15	7.47	25	7.84	9	8.67	7	6.86	5	6.20
Collaboration with the Government	7	8.71	34	8.68	19	8.89	15	7.67	28	8.21	9	9.33	7	7.57	7	7.57
The speed in which it gets things accomplished on the ground*	7	7.57	30	7.90	12	6.58	13	6.08	18	7.44	5	7.20	5	6.20	5	7.00
Helping to bring discipline/effective supervision to implementation of investment projects	6	7.83	30	8.23	14	7.07	15	7.27	21	8.00	7	7.86	5	7.80	5	6.20
Collaboration with civil society*	3	7.67	16	7.75	14	6.00	17	5.47	25	5.08	6	5.33	6	4.50	5	6.60
Staff accessibility*	6	8.83	31	8.58	18	6.78	15	7.00	23	6.74	7	5.57	5	6.00	5	6.80
Collaboration with other donors and development partners	6	7.33	24	8.33	18	7.06	12	7.33	19	7.32	3	9.33	6	7.17	5	7.40
Collaboration with the private sector*	5	8.80	20	8.40	10	6.20	17	6.24	21	7.05	8	8.75	5	6.40	4	8.00
Straightforwardness and honesty*	4	9.50	27	8.67	16	7.19	13	8.15	26	8.04	6	8.83	6	6.50	6	7.50
Treating clients and stakeholders in Nicaragua with respect	7	8.57	30	9.17	15	8.40	16	8.62	25	8.60	8	9.25	5	8.20	6	8.00
Being a long-term partner*	7	8.57	29	8.72	15	9.33	13	7.92	24	8.50	7	9.43	6	6.67	7	8.00

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



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

When 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 the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort*	25.0%	27.3%	10.0%	5.0%	3.2%	0.0%	0.0%	28.6%
Political pressures and obstacles*	12.5%	15.2%	35.0%	45.0%	48.4%	45.5%	71.4%	14.3%
Reforms are not well thought out in light of country challenges*	25.0%	60.6%	10.0%	15.0%	22.6%	27.3%	14.3%	28.6%
Poor coordination within the Government*	12.5%	6.1%	40.0%	30.0%	12.9%	18.2%	0.0%	28.6%
There is an inadequate level of private sector participation and support	0.0%	9.1%	15.0%	25.0%	9.7%	0.0%	0.0%	42.9%
Poor donor coordination*	37.5%	3.0%	5.0%	0.0%	3.2%	9.1%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.0%	30.3%	10.0%	10.0%	16.1%	18.2%	14.3%	14.3%
Lack of/inadequate levels of capacity in Government	0.0%	6.1%	25.0%	20.0%	16.1%	18.2%	0.0%	0.0%
There is not an adequate level of citizen/civil society participation*	0.0%	9.1%	10.0%	10.0%	41.9%	9.1%	57.1%	14.3%
Corruption	12.5%	3.0%	10.0%	10.0%	16.1%	27.3%	28.6%	14.3%
Poor coordination within the World Bank Group	25.0%	3.0%	10.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	15.2%	5.0%	10.0%	3.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Gender	4	7.25	27	8.04	13	6.54	14	6.21	25	6.60	8	7.00	6	6.17	5	6.40
The impact of climate change	7	7.86	27	7.85	13	6.92	15	6.73	25	6.64	9	7.56	7	6.29	5	6.60

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

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua?

	Office of the President/Minister		Government Insitutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	5	6.60	6	7.83	7	5.43	10	6.60	15	6.27	8	6.12	4	5.25	1	4.00
Gender equity	3	8.00	14	8.57	11	7.00	15	6.60	25	6.88	8	7.13	4	7.50	5	6.80
Private sector development	4	7.00	15	7.67	8	7.25	18	5.94	20	6.65	8	8.00	3	7.33	4	7.50
Education*	6	8.17	22	8.55	17	7.88	17	6.35	23	7.17	7	7.57	5	6.60	5	6.80
Public sector governance/reform*	5	9.00	17	8.29	11	7.00	15	7.00	19	6.47	5	6.00	4	6.75	6	5.50
Global/regional integration	4	7.25	12	8.58	8	6.50	11	7.18	16	6.75	4	8.00	4	6.75	6	7.50
Food security*	5	8.00	19	8.42	7	7.71	9	6.78	20	6.60	8	7.88	4	6.25	5	6.00
Urban development	4	8.00	16	7.69	8	7.25	13	6.31	20	6.90	9	8.56	4	5.25	4	6.50
Energy	4	7.50	16	8.56	9	8.11	16	7.06	19	7.32	8	8.75	4	6.75	3	7.00
Water and sanitation*	5	8.40	22	8.86	12	7.67	16	7.06	20	7.45	9	8.78	5	7.60	5	8.00
Pollution	4	6.25	11	7.45	5	7.40	11	5.73	16	6.44	7	7.86	4	6.00	4	6.50
Job creation/employment*	5	7.20	11	7.55	8	7.63	12	5.42	18	6.11	5	7.20	5	4.40	5	7.20
Health*	4	9.00	22	9.00	10	7.80	17	6.65	22	7.23	8	8.88	5	6.20	5	7.80
Financial markets	3	7.00	10	8.30	6	7.67	15	6.13	13	8.15	4	8.50	2	7.50	6	7.83
Transport	6	8.50	22	8.77	14	8.43	14	7.50	22	7.64	7	9.00	5	7.00	6	8.67
Agriculture and rural development*	7	8.14	17	8.65	10	7.20	14	6.29	20	7.15	7	8.71	5	6.20	4	7.75
Trade and exports	3	8.00	11	8.18	8	7.25	12	6.08	15	7.40	5	8.40	4	7.00	3	8.33
Crime and violence	3	5.67	4	7.00	8	5.87	9	5.22	12	5.83	6	7.50	1	4.00	1	7.00
Natural resource management	5	8.40	17	8.41	9	7.11	12	6.75	20	6.65	4	7.75	4	6.50	4	6.75
Climate change*	5	7.20	20	8.85	10	6.70	14	6.79	22	6.59	6	8.33	5	6.00	5	7.60
Poverty reduction*	6	8.67	25	8.60	14	7.64	16	6.87	26	6.96	9	8.33	6	6.33	5	6.40
Anti-corruption	2	5.00	7	7.86	8	5.87	11	5.36	16	5.31	7	5.43	2	5.00	5	5.80
Judiciary reform*	2	6.00	8	8.00	6	5.17	12	4.67	13	4.69	5	3.20	2	4.00	3	5.67
Economic growth*	5	9.00	24	8.29	13	7.77	15	7.00	22	7.36	9	8.56	6	6.00	4	8.75
Disaster risk management*	5	8.60	18	8.56	10	7.50	10	6.40	16	6.31	7	7.86	4	6.50	3	6.67
Equality of opportunity*	3	7.33	17	8.59	10	7.10	13	6.54	22	6.45	6	7.83	3	6.00	4	5.75
Disease*	4	7.25	17	8.59	8	7.25	12	6.33	13	6.85	5	8.40	3	5.33	2	8.00
Information and communications technology*	4	9.50	16	8.56	6	7.33	14	6.00	14	7.57	4	6.75	5	7.00	3	7.00

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

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?*	8	7.75	31	8.29	18	7.56	17	6.88	27	6.96	9	8.33	7	6.57	6	8.17

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

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Nicaragua	9	7.22	33	7.91	16	7.12	14	6.93	23	6.96	9	7.78	7	6.29	7	7.71
The WBG meets Nicaragua's needs for knowledge services*	8	7.13	31	8.16	18	6.94	17	6.65	25	6.60	9	7.22	7	5.43	5	8.20

*Significantly different between stakeholder groups

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How effectively does the World Bank Group help Nicaragua to mobilize finance for development from private sector sources?	5	6.80	17	8.00	5	7.00	13	5.54	17	6.65	6	8.50	4	6.75	5	6.00

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



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

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Nicaragua?* (Select only ONE response)

Percentage of Respondents	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other		
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	
Very familiar	22.2%				10.0%												
Somewhat familiar	22.2%		35.3%		10.0%		10.0%		6.3%		9.1%					12.5%	
Somewhat unfamiliar	22.2%		29.4%		10.0%		30.0%		18.8%		36.4%		14.3%		25.0%		
Very unfamiliar	11.1%		23.5%		25.0%		35.0%		53.1%		54.5%		57.1%		37.5%		
Don't know	22.2%		11.8%		45.0%		25.0%		21.9%				28.6%		25.0%		

*Significantly different between stakeholder groups

How effectively does the World Bank Group support Nicaragua’s efforts...? (1-Not effectively at all, 10-Very effectively)

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To build stronger domestic resource mobilization systems in the Government	5	8.60	11	8.18	9	6.11	10	6.40	19	6.47	7	6.14	3	5.00	2	8.00
To develop better and stronger data collection/analytics systems within the Government	5	8.20	22	8.09	14	6.36	10	6.30	21	6.62	6	6.50	3	5.33	2	8.00
To strengthen the country’s crisis preparedness	5	7.20	20	8.35	12	6.33	11	6.55	18	6.50	5	7.40	4	5.75	2	8.00



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/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Weekly		18.8%	5.0%		3.1%	40.0%		
Monthly	30.0%	28.1%	35.0%	25.0%	28.1%	20.0%	14.3%	14.3%
A few times a year	30.0%	43.8%	55.0%	50.0%	46.9%	10.0%	71.4%	42.9%
Rarely	40.0%	9.4%	5.0%	20.0%	18.8%	30.0%	14.3%	28.6%
Never				5.0%	3.1%			14.3%

*Significantly different between stakeholder groups

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely*	9	8.33	27	8.44	18	7.11	17	7.41	26	7.23	8	9.00	7	5.86	4	8.00
Include appropriate level of stakeholder involvement during preparation*	8	8.25	28	8.43	13	6.31	14	7.43	21	6.33	7	8.14	7	5.86	6	7.67
Lead to practical solutions	9	7.67	28	8.21	16	6.94	16	7.31	24	7.17	8	8.13	7	6.43	4	7.75
Are accessible (well written and easy to understand)	7	7.86	30	8.40	18	7.67	17	7.06	25	7.68	9	7.56	7	6.71	5	7.40
Are source of relevant information on global good practices	9	8.67	30	8.73	17	8.18	17	7.88	25	8.16	10	8.40	7	7.57	5	8.40
Are adequately disseminated	8	6.88	30	8.07	17	6.41	17	6.88	27	6.63	10	6.40	7	6.71	6	6.67
Are translated enough into local language	9	7.44	30	8.47	18	7.56	15	7.93	27	7.33	10	8.30	6	8.50	5	7.80
Are adaptable to Nicaragua's specific development challenges and country circumstances	8	7.63	29	8.38	16	7.69	17	7.18	25	7.36	9	8.22	7	6.43	5	7.80

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

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Nicaragua?	9	7.33	28	8.11	16	7.19	16	7.44	26	7.46	8	8.63	7	6.43	5	7.60
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	10	7.80	30	8.43	18	8.00	17	7.94	24	8.04	9	9.00	7	7.00	5	7.80

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

E. Working with the World Bank Group

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

	Office of the President/ Minister		Government Insitutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly*	8	7.63	30	8.47	10	8.20	11	6.91	15	7.67	10	8.60	5	6.20	4	8.00
The WBG effectively monitors and evaluates the projects and programs it supports	8	8.13	31	8.71	17	7.59	15	8.07	24	7.88	8	9.00	6	7.50	6	7.67
The World Bank Group's approvals and reviews are done in a timely fashion*	8	7.50	30	8.57	12	8.58	14	6.93	17	7.76	7	8.86	5	6.60	4	8.25
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	8.00	24	8.33	13	7.92	12	7.33	17	7.53	4	8.75	5	6.60	4	8.00
The World Bank Group's conditions on its lending are reasonable	6	8.00	29	8.38	13	8.15	14	7.29	20	7.40	9	8.56	6	6.83	4	7.75
The World Bank Group takes decisions quickly in Nicaragua*	7	6.43	29	8.59	12	7.75	15	6.80	20	7.70	9	8.33	5	6.00	4	7.25
Working with the WBG increases Nicaragua's institutional capacity	8	7.88	30	8.87	15	7.60	14	7.43	23	7.61	8	9.00	6	7.67	5	6.60
Where country systems are adequate, the WBG makes appropriate use of them	6	7.67	26	8.50	9	8.11	13	7.38	15	8.53	5	7.60	3	7.00	4	8.25

*Significantly different between stakeholder groups

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

	Office of the President/Minister		Government Insitutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Nicaragua?	4	6.25	8	6.50	9	4.67	12	5.42	20	4.80	6	6.50	4	5.50	1	8.00

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

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 returning refugee crisis in Nicaragua? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Education*	75.0%	16.7%	16.7%	36.8%	37.5%	44.4%	28.6%	12.5%
Health	25.0%	23.3%	27.8%	15.8%	34.4%	22.2%	0.0%	12.5%
Supporting poor and marginalized local communities	25.0%	13.3%	5.6%	10.5%	28.1%	11.1%	28.6%	25.0%
Jobs	0.0%	20.0%	22.2%	31.6%	21.9%	44.4%	42.9%	0.0%
Business development	25.0%	10.0%	11.1%	21.1%	12.5%	0.0%	14.3%	12.5%
Infrastructure	0.0%	13.3%	5.6%	10.5%	6.3%	11.1%	14.3%	25.0%
Social cohesion	12.5%	3.3%	11.1%	5.3%	15.6%	0.0%	14.3%	12.5%
Public services	12.5%	6.7%	11.1%	15.8%	12.5%	22.2%	0.0%	12.5%
Macro issues	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Don't know	12.5%	43.3%	33.3%	21.1%	9.4%	11.1%	28.6%	37.5%
Other	0.0%	3.3%	11.1%	5.3%	9.4%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**Please rate how you feel when you think about the impact of the refugees in regards to **Nicaragua's economy**

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
A very negative impact		25.0%	7.1%	6.7%		11.1%	42.9%	
A somewhat negative impact	66.7%	15.0%	28.6%	20.0%	24.0%	66.7%	14.3%	
A somewhat positive impact		15.0%	21.4%	13.3%	36.0%	22.2%	14.3%	33.3%
A very positive impact		5.0%			4.0%			
No impact at all	33.3%	40.0%	42.9%	60.0%	36.0%		28.6%	66.7%

Please rate how you feel when you think about the impact of the refugees in regards to **Social cohesion**

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
A very negative impact			7.1%		7.7%	22.2%	28.6%	
A somewhat negative impact	40.0%	52.6%	21.4%	37.5%	30.8%	55.6%	42.9%	16.7%
A somewhat positive impact	20.0%	10.5%	21.4%	6.3%	23.1%	11.1%		16.7%
A very positive impact		5.3%			7.7%	11.1%		16.7%
No impact at all	40.0%	31.6%	50.0%	56.3%	30.8%		28.6%	50.0%

Please rate how you feel when you think about the impact of the refugees in regards to **National security**

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
A very negative impact	14.3%	22.2%		20.0%	11.5%	33.3%	28.6%	
A somewhat negative impact	57.1%	33.3%	46.2%	26.7%	26.9%	44.4%	28.6%	16.7%
A somewhat positive impact		11.1%		6.7%	34.6%	11.1%	14.3%	16.7%
A very positive impact		5.6%						16.7%
No impact at all	28.6%	27.8%	53.8%	46.7%	26.9%	11.1%	28.6%	50.0%

**E. Working with the World Bank Group (continued)**Please rate how you feel when you think about the impact of the refugees in regards to **Public service delivery***

Percentage of Respondents	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
A very negative impact		15.8%		12.5%	4.0%	33.3%	14.3%	
A somewhat negative impact	20.0%	31.6%	21.4%	31.3%	32.0%	44.4%	57.1%	16.7%
A somewhat positive impact	40.0%	10.5%	7.1%	12.5%	24.0%	11.1%	14.3%	
A very positive impact		5.3%			4.0%			33.3%
No impact at all	40.0%	36.8%	71.4%	43.8%	36.0%	11.1%	14.3%	50.0%

Significantly different between stakeholder groups*Please rate how you feel when you think about the impact of the refugees in regards to **Nicaragua's poor and marginalized*

Percentage of Respondents	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
A very negative impact	14.3%	21.1%		18.8%	4.0%	44.4%	16.7%	
A somewhat negative impact	42.9%	36.8%	28.6%	37.5%	40.0%	44.4%	33.3%	25.0%
A somewhat positive impact	14.3%	5.3%	14.3%	6.3%	20.0%	11.1%	16.7%	12.5%
A very positive impact		5.3%						12.5%
No impact at all	28.6%	31.6%	57.1%	37.5%	36.0%		33.3%	50.0%

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Offer more innovative knowledge services*	44.4%	13.8%	5.0%	5.0%	6.3%	40.0%	14.3%	14.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	0.0%	17.2%	15.0%	5.0%	12.5%	10.0%	0.0%	14.3%
Work faster	33.3%	6.9%	5.0%	10.0%	3.1%	0.0%	14.3%	0.0%
Reduce the complexity of obtaining World Bank Group financing	33.3%	27.6%	15.0%	40.0%	15.6%	20.0%	0.0%	14.3%
Increase availability of Reimbursable Advisory Services (RAS)	11.1%	0.0%	10.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of WBG projects	0.0%	13.8%	5.0%	0.0%	9.4%	0.0%	14.3%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	11.1%	6.9%	40.0%	5.0%	9.4%	0.0%	0.0%	0.0%
Offer more innovative financial products	22.2%	0.0%	10.0%	15.0%	3.1%	30.0%	28.6%	14.3%
Ensure greater selectivity in its work	0.0%	0.0%	5.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Nicaragua's economy	0.0%	0.0%	25.0%	10.0%	12.5%	10.0%	28.6%	0.0%
Improve the competitiveness of its financing compared to markets	0.0%	6.9%	0.0%	5.0%	0.0%	0.0%	14.3%	0.0%
Work more with civil society and beneficiary representatives*	0.0%	13.8%	15.0%	20.0%	56.3%	40.0%	28.6%	42.9%
Increase the level of capacity development in the country*	11.1%	55.2%	20.0%	5.0%	21.9%	20.0%	28.6%	14.3%
Leverage the private sector more*	0.0%	3.4%	20.0%	60.0%	15.6%	30.0%	14.3%	42.9%
Improve the quality of its experts as related to Nicaragua's specific challenges	22.2%	20.7%	5.0%	0.0%	9.4%	0.0%	0.0%	14.3%
Work more with private sector	0.0%	13.8%	0.0%	10.0%	6.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	5.0%	9.4%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Nicaragua? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Social cohesion	12.5%	10.0%	20.0%	20.0%	6.9%	12.5%	0.0%	14.3%
Public financial management	0.0%	20.0%	40.0%	50.0%	41.4%	62.5%	40.0%	28.6%
Reducing gender based violence	12.5%	3.3%	20.0%	20.0%	24.1%	25.0%	0.0%	0.0%
Crisis preparedness	12.5%	13.3%	0.0%	20.0%	13.8%	12.5%	0.0%	28.6%
Crisis response*	25.0%	3.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Access to justice systems*	0.0%	0.0%	5.0%	25.0%	17.2%	0.0%	0.0%	0.0%
Security mechanisms	0.0%	3.3%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Conflict resolution mechanisms*	12.5%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	28.6%
Support domestic resource mobilization	25.0%	23.3%	35.0%	20.0%	27.6%	37.5%	20.0%	14.3%
Access to basic services*	25.0%	56.7%	40.0%	35.0%	24.1%	12.5%	20.0%	0.0%
Capacity of state institutions*	25.0%	70.0%	25.0%	25.0%	37.9%	0.0%	40.0%	28.6%
Jobs	50.0%	36.7%	15.0%	40.0%	24.1%	62.5%	40.0%	42.9%
Improving livelihoods*	0.0%	3.3%	15.0%	0.0%	10.3%	0.0%	40.0%	0.0%
Food security	25.0%	26.7%	15.0%	5.0%	6.9%	12.5%	20.0%	14.3%
Social safety nets*	0.0%	3.3%	30.0%	0.0%	3.4%	12.5%	20.0%	0.0%
Stimulating dialogue to promote peace and stability	25.0%	10.0%	15.0%	20.0%	41.4%	25.0%	20.0%	57.1%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in Nicaragua? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Social cohesion	16.7%	13.3%	10.5%	42.1%	27.6%	25.0%	16.7%	0.0%
Public financial management	0.0%	13.3%	21.1%	0.0%	6.9%	37.5%	33.3%	14.3%
Reducing gender based violence	16.7%	26.7%	52.6%	10.5%	44.8%	37.5%	33.3%	28.6%
Crisis preparedness	16.7%	13.3%	5.3%	10.5%	13.8%	12.5%	16.7%	14.3%
Crisis response	33.3%	10.0%	10.5%	5.3%	20.7%	0.0%	16.7%	28.6%
Access to justice systems	16.7%	16.7%	21.1%	31.6%	24.1%	0.0%	0.0%	0.0%
Security mechanisms	33.3%	6.7%	10.5%	15.8%	6.9%	12.5%	0.0%	14.3%
Conflict resolution mechanisms	0.0%	10.0%	5.3%	5.3%	13.8%	12.5%	33.3%	0.0%
Support domestic resource mobilization	16.7%	10.0%	15.8%	15.8%	17.2%	0.0%	16.7%	0.0%
Access to basic services	0.0%	30.0%	31.6%	31.6%	24.1%	50.0%	0.0%	14.3%
Capacity of state institutions	16.7%	13.3%	36.8%	10.5%	24.1%	12.5%	33.3%	0.0%
Jobs*	66.7%	40.0%	5.3%	26.3%	24.1%	12.5%	16.7%	57.1%
Improving livelihoods	0.0%	23.3%	5.3%	10.5%	13.8%	12.5%	16.7%	14.3%
Food security	50.0%	33.3%	21.1%	36.8%	6.9%	12.5%	16.7%	42.9%
Social safety nets	16.7%	10.0%	21.1%	0.0%	3.4%	0.0%	0.0%	0.0%
Stimulating dialogue to promote peace and stability	0.0%	16.7%	15.8%	26.3%	20.7%	25.0%	33.3%	14.3%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
WBG's publications and other written materials	10.0%	41.9%	35.0%	25.0%	12.5%	20.0%	0.0%	25.0%
e-Newsletters*	50.0%	38.7%	65.0%	40.0%	68.7%	20.0%	14.3%	37.5%
WBG's seminars/workshops/conferences*	40.0%	54.8%	5.0%	10.0%	25.0%	60.0%	57.1%	37.5%
Mobile phones*	0.0%	3.2%	0.0%	25.0%	6.3%	0.0%	14.3%	12.5%
Direct contact with World Bank Group	40.0%	29.0%	35.0%	50.0%	50.0%	60.0%	42.9%	62.5%
World Bank Group's website	40.0%	22.6%	40.0%	20.0%	21.9%	20.0%	57.1%	25.0%
Social media	20.0%	3.2%	10.0%	30.0%	15.6%	20.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Yes	66.7%	45.2%	55.0%	35.0%	41.9%	27.3%	16.7%	12.5%
No	33.3%	54.8%	45.0%	65.0%	58.1%	72.7%	83.3%	87.5%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	96.8%	90.9%	100.0%	100.0%
No					3.2%	9.1%		

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

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Yes	100.0%	90.3%	100.0%	85.0%	93.8%	90.9%	100.0%	62.5%
No		9.7%		15.0%	6.3%	9.1%		37.5%

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

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

Percentage of Respondents	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Yes	50.0%	29.0%	60.0%	55.0%	43.8%	45.5%	14.3%	25.0%
No	50.0%	71.0%	40.0%	45.0%	56.3%	54.5%	85.7%	75.0%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
High Speed/WiFi	88.9%	90.0%	100.0%	100.0%	100.0%	81.8%	100.0%	100.0%
Dial-up	11.1%	10.0%				18.2%		

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Weekly	22.2%	16.7%	25.0%	10.0%	12.5%	40.0%		
Monthly	22.2%	23.3%	25.0%	15.0%	21.9%	20.0%	28.6%	12.5%
A few times a year	22.2%	33.3%	35.0%	40.0%	40.6%	10.0%	42.9%	37.5%
Rarely	22.2%	13.3%	10.0%	20.0%	15.6%	30.0%	14.3%	25.0%
Never	11.1%	13.3%	5.0%	15.0%	9.4%		14.3%	25.0%

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Government Insitutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Observer	12.5%	5.9%	4.8%	14.3%	20.0%	18.2%	12.5%	16.7%
Use World Bank Group reports/data*	25.0%	26.5%	38.1%	52.4%	66.7%	72.7%	25.0%	0.0%
Engage in World Bank Group related/sponsored events/activities	50.0%	47.1%	38.1%	52.4%	46.7%	9.1%	50.0%	16.7%
Collaborate as part of my professional duties*	37.5%	73.5%	61.9%	33.3%	6.7%	9.1%	12.5%	50.0%
Use World Bank Group website for information, data, research, etc.	37.5%	20.6%	23.8%	28.6%	43.3%	72.7%	50.0%	50.0%

*Significantly different between stakeholder groups



Appendix C: Responses to Select Questions by Collaboration with the WBG²

- Collaborating with the WBG N=44
- Not collaborating with the WBG N=102

B. Overall Attitudes toward the World Bank Group

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	44	8.57	1.80	102	6.82	2.49
Inter-American Development Bank (IDB/BID)	43	7.42	2.91	101	7.07	2.61
Latin American Development Bank (CAF)	39	2.69	2.43	97	2.96	2.33
Central American Bank for Economic Integration (CABEI/BCiE)	44	6.98	2.83	101	6.68	2.79

*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the World Bank Group's effectiveness in Nicaragua.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	43	8.70	1.21	85	7.69	1.73
Inter-American Development Bank (IDB/BID)*	39	8.72	1.38	91	7.73	1.78
Latin American Development Bank (CAF)	8	5.63	2.97	27	4.93	2.57
Central American Bank for Economic Integration (CABEI/BCiE)	40	8.02	1.90	77	7.60	1.99

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nicaragua solve its most complicated development challenges?	43	8.53	1.26	76	7.99	1.75

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

² Only 146 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analyses presented in this Appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Education	54.5%	54.5%
Water and sanitation*	31.8%	9.1%
Economic growth	29.5%	23.2%
Poverty reduction	27.3%	30.3%
Health	22.7%	12.1%
Energy	13.6%	9.1%
Public sector governance/reform	13.6%	15.2%
Agriculture and rural development	13.6%	18.2%
Transport	11.4%	10.1%
Climate change	11.4%	6.1%
Information and communications technology	6.8%	4.0%
Social protection	6.8%	5.1%
Anti-corruption	6.8%	14.1%
Food security	4.5%	3.0%
Job creation/employment*	4.5%	17.2%
Financial markets	4.5%	2.0%
Gender equity	4.5%	12.1%
Private sector development	4.5%	6.1%
Global/regional integration	4.5%	3.0%
Equality of opportunity	4.5%	16.2%
Natural resource management	4.5%	4.0%
Disaster risk management	2.3%	1.0%
Trade and exports	2.3%	4.0%
Pollution	2.3%	1.0%
Judiciary reform	2.3%	6.1%
Disease	2.3%	2.0%
Urban development	0.0%	3.0%
Crime and violence	0.0%	1.0%

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	34	8.76	1.39	53	8.00	1.48
Trust funds and grants*	32	8.78	1.36	46	6.87	2.24
MIGA Guarantees	9	7.67	2.00	18	6.39	2.52
IFC Investment Services	13	8.23	1.59	27	6.81	2.79
IFC Advisory Services	15	7.87	1.77	24	6.42	2.95

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	44	8.50	1.58	91	7.77	2.07
The WBG's work is aligned with what I consider the development priorities for Nicaragua*	43	8.56	1.61	86	7.30	2.05

(1-Strongly disagree, 10-Strongly agree) *Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	43	7.67	1.91	78	7.28	1.55
Flexibility (in terms of the institution's products and services)*	40	7.45	1.87	60	6.52	1.95
Flexibility (in terms of changing country circumstances)	40	7.50	2.28	64	6.81	1.75
Being inclusive	42	7.57	1.86	62	6.95	2.27
Openness (sharing data and other information)	41	7.85	1.93	75	7.40	1.95
Collaboration with the Government*	43	8.84	1.11	83	8.19	1.82
The speed in which it gets things accomplished on the ground	37	7.35	1.72	58	7.10	1.75
Helping to bring discipline/effective supervision to implementation of investment projects	37	7.84	1.77	66	7.65	1.77
Collaboration with civil society*	27	7.07	2.25	65	5.42	2.26
Staff accessibility*	41	7.98	1.98	69	6.91	2.48
Collaboration with other donors and development partners*	37	8.19	1.60	56	7.20	2.05
Collaboration with the private sector	27	7.63	1.94	63	7.24	2.10
Straightforwardness and honesty	37	8.30	1.63	67	7.94	1.93
Treating clients and stakeholders in Nicaragua with respect	39	9.05	1.10	73	8.55	1.44
Being a long-term partner*	41	9.12	1.03	67	8.18	1.83

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In Nicaragua, 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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender	36	7.47	2.02	66	6.65	2.22
The impact of climate change*	36	7.72	2.05	72	6.82	2.21

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	12	5.50	2.51	44	6.50	2.01
Gender equity	25	7.84	2.04	60	6.95	1.98
Private sector development	21	7.29	1.23	59	6.85	2.10
Education*	33	8.27	1.55	69	7.12	2.01
Public sector governance/reform	22	7.68	1.96	60	6.87	2.07
Global/regional integration*	22	7.95	1.62	43	6.98	1.81
Food security*	25	8.32	1.25	52	6.87	1.77
Urban development	26	7.27	2.11	52	7.08	1.90
Energy	23	7.70	1.55	56	7.73	1.96
Water and sanitation	32	8.31	1.36	62	7.77	1.86
Pollution	23	7.04	2.10	39	6.49	2.45
Job creation/employment*	21	7.48	2.09	48	6.08	1.93
Health*	29	8.48	1.30	64	7.48	1.91
Financial markets	15	8.33	1.50	44	7.25	2.33
Transport*	31	8.90	1.04	65	7.83	1.92
Agriculture and rural development*	29	8.31	1.34	55	7.07	1.90
Trade and exports	19	7.95	1.68	42	7.14	1.83
Crime and violence	14	6.29	2.20	30	5.90	2.16
Natural resource management*	27	7.93	1.24	48	6.94	2.05
Climate change*	31	8.00	1.92	56	6.96	2.26
Poverty reduction*	33	8.52	1.46	74	7.15	2.09
Anti-corruption	16	6.44	2.80	42	5.48	2.87
Judiciary reform	14	6.07	2.81	37	4.86	2.38
Economic growth*	32	8.31	1.47	66	7.48	1.84
Disaster risk management*	30	8.13	1.63	43	6.84	2.07
Equality of opportunity*	27	8.15	1.56	51	6.55	1.91
Disease*	22	8.23	1.48	42	6.93	1.93
Information and communications technology	20	8.00	1.97	46	7.22	2.05

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?*	39	8.33	1.44	84	7.20	1.78

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Nicaragua*	43	7.88	1.42	75	7.01	1.90
The WBG meets Nicaragua's needs for knowledge services*	42	7.90	1.79	78	6.73	2.20

(1-Strongly disagree, 10-Strongly agree) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Nicaragua to mobilize finance for development from private sector sources?	18	7.39	1.82	54	6.76	2.31

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

How effectively does the World Bank Group support Nicaragua's efforts...?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	22	7.23	1.90	44	6.59	2.40
To develop better and stronger data collection/analytics systems within the Government	32	7.50	2.03	51	6.69	2.29
To strengthen the country's crisis preparedness	30	7.50	1.93	47	6.79	2.21

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	39	8.10	1.79	77	7.45	1.83
Include appropriate level of stakeholder involvement during preparation*	38	7.92	1.91	66	7.03	2.00
Lead to practical solutions*	39	8.05	1.56	73	7.21	1.75
Are accessible (well written and easy to understand)*	41	8.22	1.54	77	7.43	1.84
Are source of relevant information on global good practices*	41	8.73	1.27	79	8.08	1.70
Are adequately disseminated*	41	7.78	1.90	81	6.59	2.34
Are translated enough into local language	41	8.32	1.81	79	7.67	2.23
Are adaptable to Nicaragua's specific development challenges and country circumstances*	40	8.37	1.51	76	7.32	1.80

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	38	7.89	1.66	77	7.44	1.62
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	41	8.29	1.27	79	8.00	1.62

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	40	8.25	1.52	53	7.68	1.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports	41	8.46	1.50	74	7.97	1.83
The WBG's approvals and reviews are done in a timely fashion	38	8.37	1.32	59	7.78	1.75
The WBG's "Safeguard Policy" requirements are reasonable	36	8.25	1.61	50	7.56	1.84
The WBG's conditions on its lending are reasonable	40	8.18	1.53	61	7.69	1.82
The World Bank Group takes decisions quickly in Nicaragua	40	8.00	1.57	61	7.49	1.73
Working with the World Bank Group increases Nicaragua's institutional capacity*	40	8.73	1.63	69	7.59	2.07
Where country systems are adequate, the World Bank Group makes appropriate use of them	32	8.53	1.92	49	7.82	2.13

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Nicaragua?	16	6.19	2.29	48	5.21	2.82

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	38	8.03	1.42	81	7.89	2.04
I find the information on the WBG's websites useful.	38	8.71	1.23	82	8.38	1.74
The World Bank Group's social media channels are valuable sources of information about the institution.	31	8.45	1.59	56	7.70	2.35



Appendix D: Responses to Selected Questions by Year³

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY15 and FY18 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY15	FY18
Office of the President/Prime Minister/Minister	3.7%	7.2%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, and PMU/Consultants on WBG-supported projects)	17.8%	24.6%
Bilateral/Multilateral agencies	9.3%	15.2%
Private sector (includes financial sector/private banks)	13.1%	15.2%
Academia	13.1%	5.8%
Media	15.9%	8.0%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and youth groups)	27.1%	23.9%
Total Number of Respondents (Un-Weighted)	107	138

(Note, there were insufficient numbers of respondents from local government in either year to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY15	FY18
Office of the President/Prime Minister/Minister	5.5%	5.5%
Government institutions	22.0%	22.0%
Bilateral/Multilateral agencies	12.1%	12.1%
Private sector	14.3%	14.3%
Academia	9.9%	9.9%
Media	11.0%	11.0%
Civil society	25.3%	25.3%
Total Number of Respondents (Weighted)	108	133

All data presented in this Appendix are weighted. As a result, means of the FY18 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY15 respondents and the total number of respondents indicated may differ from those reported in that COS report.

³ Only those questions that were asked in the FY '15 and FY '18 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing Nicaragua**

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

Percentage of Respondents	FY15	FY18
The right direction	58.2%	56.4%
The wrong direction	22.7%	26.7%
Not sure	19.1%	16.9%

B. Overall Attitudes toward the World Bank Group

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	105	6.97	2.35	133	7.38	2.42
Inter-American Development Bank (IDB/BID)	103	7.11	2.17	131	7.15	2.72
Latin American Development Bank (CAF)	101	3.07	2.21	123	2.90	2.38
Central American Bank for Economic Integration (CABEI/BCiE)	104	6.39	2.45	132	6.71	2.84

Overall, please rate your impression of the World Bank Group's effectiveness in Nicaragua.

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	99	7.02	2.02	117	7.99	1.64
Inter-American Development Bank (IDB/BID)*	97	7.29	1.93	118	7.98	1.77
Latin American Development Bank (CAF)*	42	3.93	2.31	30	5.11	2.64
Central American Bank for Economic Integration (CABEI/BCiE)*	89	6.78	2.12	105	7.66	1.97

(1-Not effective at all, 10-Very effective) *Significantly different between FY18 and FY15 respondents.

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Nicaragua solve its most complicated development challenges?*	94	7.67	1.94	109	8.25	1.57

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY18 and FY15 respondents.

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

Percentage of Respondents	FY15	FY18
To a fully sufficient degree	8.7%	0.6%
To a somewhat sufficient degree	34.5%	32.3%
To a somewhat insufficient degree	40.2%	41.4%
To a very insufficient degree	9.5%	2.6%
Don't know	7.2%	23.1%

*Significantly different between FY18 and FY15 respondents.

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

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nicaragua*	100	7.21	2.26	122	8.01	2.00
The WBG's work is aligned with what I consider the development priorities for Nicaragua*	100	7.01	2.10	117	7.63	2.03

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY18 and FY15 respondents.

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	91	7.18	1.90	110	7.42	1.60
Flexibility (in terms of the institution's products and services)	86	6.74	2.02	90	6.96	1.97
Flexibility (in terms of changing country circumstances)	91	6.81	1.88	91	7.14	1.97
Being inclusive	86	6.84	2.13	96	7.17	2.12
Openness (sharing data and other information)	90	7.32	2.10	107	7.65	1.88
Collaboration with the Government	89	8.41	1.45	114	8.43	1.65
The speed in which it gets things accomplished on the ground	80	6.74	1.93	85	7.17	1.67
Collaboration with civil society	75	6.06	2.52	85	5.72	2.35
Staff accessibility	90	6.85	2.27	99	7.20	2.40
Collaboration with other donors and development partners	77	7.51	2.13	83	7.61	1.90
Collaboration with the private sector	76	7.58	1.92	84	7.33	2.07
Straightforwardness and honesty*	81	7.41	2.18	94	8.05	1.90
Treating clients and stakeholders in Nicaragua with respect*	93	7.90	2.09	101	8.76	1.31
Being a long-term partner*	87	7.76	2.18	97	8.49	1.77

*Significantly different between FY18 and FY15 respondents.



C. World Bank Group's Effectiveness and Results

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
Social protection	57	6.79	2.37	56	6.26	2.21
Gender equity	57	6.70	2.46	79	7.22	2.01
Private sector development	56	7.17	1.59	74	6.97	1.90
Education	76	7.25	2.39	93	7.45	1.95
Public sector governance/reform	69	6.92	2.51	73	7.11	1.98
Global/regional integration	42	7.00	1.99	57	7.27	1.75
Food security	63	6.80	2.21	71	7.35	1.74
Urban development	44	6.64	1.75	73	7.15	1.98
Energy	70	7.51	1.84	75	7.73	1.82
Water and sanitation	67	7.88	1.77	87	7.95	1.71
Pollution	62	6.62	2.44	58	6.71	2.29
Job creation/employment	55	6.32	2.55	63	6.31	2.04
Health	70	7.26	2.25	86	7.73	1.80
Financial markets*	47	6.69	1.94	51	7.54	2.09
Transport	72	7.80	1.92	87	8.09	1.81
Trade and exports	53	7.21	1.56	57	7.36	1.82
Crime and violence	41	6.09	2.44	42	6.05	2.17
Natural resource management	52	6.57	2.44	68	7.25	1.86
Climate change	61	7.01	2.37	80	7.26	2.21
Poverty reduction	73	7.24	2.31	99	7.55	1.95
Anti-corruption	46	5.19	2.74	52	5.67	2.78
Judiciary reform*	44	6.04	2.53	47	5.00	2.45
Economic growth	66	7.51	1.77	92	7.64	1.87
Disaster risk management	54	6.91	2.37	68	7.32	2.06
Equality of opportunity	62	6.65	2.34	71	7.12	1.91
Disease	48	6.62	2.24	59	7.29	1.93
Information and communications technology	48	6.74	2.40	62	7.40	2.05

*Significantly different between FY18 and FY15 respondents.

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	101	7.04	2.18	113	7.48	1.77

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in Nicaragua?**

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nicaragua	96	6.88	1.95	107	7.26	1.82
The World Bank Group meets Nicaragua's needs for knowledge services	94	6.90	2.01	110	7.00	2.22

*(1-Strongly disagree, 10-Strongly agree)***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	FY15	FY18
Weekly	8.3%	9.8%
Monthly	19.8%	26.5%
A few times a year	43.8%	45.0%
Rarely	26.3%	17.2%
Never	1.9%	1.5%

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
Are timely*	93	6.67	2.04	107	7.60	1.88
Lead to practical solutions*	92	6.54	2.00	104	7.45	1.73
Are accessible (well written and easy to understand)*	93	6.75	1.88	109	7.65	1.80
Are translated enough into local language*	91	6.74	1.92	110	7.93	2.10
Are adaptable to Nicaragua's specific development challenges and country circumstances*	93	6.76	1.93	107	7.62	1.83

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY18 and FY15 respondents.*

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	101	7.47	2.02	106	7.57	1.66
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	101	7.53	1.86	110	8.09	1.56

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

*Significantly different between FY18 and FY15 respondents.

E. Working with the World Bank Group

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	75	6.75	2.34	86	7.87	1.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	88	7.41	2.20	104	8.17	1.72
The World Bank Group's approvals and reviews are done in a timely fashion*	82	7.01	2.09	88	7.95	1.69
The World Bank Group's "Safeguard Policy" requirements are reasonable	71	7.22	1.98	77	7.78	1.82
The World Bank Group's conditions on its lending are reasonable*	88	7.09	1.84	94	7.84	1.76
The World Bank Group takes decisions quickly in Nicaragua*	77	6.74	2.00	93	7.67	1.70
Working with the World Bank Group increases Nicaragua's institutional capacity*	90	7.22	1.92	100	8.08	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them*	70	7.21	2.05	72	8.05	2.17

*Significantly different between FY18 and FY15 respondents.



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

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

Percentage of Respondents	FY15	FY18
Financial services	34.7%	35.5%
Knowledge products	24.6%	17.7%
Convening services	9.7%	5.7%
None of the above	1.1%	0.8%
The combination is appropriate for Nicaragua	23.8%	28.9%
Don't know	6.1%	11.5%

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	FY15	FY18
Yes	30.5%	40.8%
No	69.5%	59.2%

*Significantly different between FY18 and FY15 respondents.

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

Percentage of Respondents	FY15	FY18
Yes	83.8%	93.0%
No	16.2%	7.0%

*Significantly different between FY18 and FY15 respondents.

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

Percentage of Respondents	FY15	FY18
Yes	21.6%	42.1%
No	78.4%	57.9%

*Significantly different between FY18 and FY15 respondents.

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

	FY15			FY18		
	N	Mean	SD	N	Mean	SD
The WBG's social media channels are valuable sources of information about the institution*	52	6.30	2.86	79	7.99	2.19

*Significantly different between FY18 and FY15 respondents.

**H. Background Information****Currently, do you professionally collaborate/work with the WBG (IBRD/IDA, IFC, or MIGA) in your country?**

Percentage of Respondents	FY15	FY18
Yes	40.6%	28.9%
No	59.4%	71.1%

Which of the following agencies of the World Bank Group do you primarily engage with in Nicaragua?

Percentage of Respondents	FY15	FY18
The World Bank (IBRD/IDA)	75.4%	81.3%
Other	13.1%	10.5%
The International Finance Corporation (IFC)	11.5%	8.1%
The Multiple Investment Guarantee Agency (MIGA)	-	-

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

Percentage of Respondents	FY15	FY18
Yes	25.9%	16.6%
No	74.1%	83.4%

If yes, what was your view of how the two institutions work together in Nicaragua?

Percentage of Respondents	FY15	FY18
The two institutions work well together	38.6%	60.5%
The way the two institutions work together needs improvement	32.2%	21.0%
The two institutions do not work well together	8.4%	-
Don't know	20.8%	18.5%

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

Percentage of Respondents	FY15	FY18
Observer*	31.7%	12.7%
Use WBG reports/data	46.6%	46.4%
Engage in WBG related/sponsored events/activities	37.9%	42.7%
Collaborate as part of my professional duties	26.2%	35.0%
Use WBG website for information, data, research, etc.	33.2%	37.3%

Significantly different between FY18 and FY15 respondents.*What's your gender?**

Percentage of Respondents	FY15	FY18
Female	39.0%	42.9%
Male	61.0%	57.1%

Which best represents your geographic location?

Percentage of Respondents	FY15	FY18
Managua	86.3%	88.3%
Pacific	3.2%	2.9%
Central	4.9%	2.9%
Atlantic	5.5%	6.0%



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in Nicaragua? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	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 World Bank Group's effectiveness in Armenia.	7.69	8.70	8.12	7.29	8.17	7.83	7.86	8.24	7.76	8.41	8.05	7.98
Overall the World Bank Group currently plays a relevant role in development in Nicaragua	7.77	8.50	8.11	7.73	8.27	7.83	8.01	8.15	7.90	8.32	7.97	8.27
The World Bank Group's work is aligned with what I consider the development priorities for Nicaragua	7.30	8.56	7.86	6.86	8.14	7.25	7.61	7.93	7.35	8.33	7.65	7.93
Responsiveness to needs	7.28	7.67	7.43	7.54	7.42	7.46	7.40	7.49	7.49	7.38	7.40	7.51
Flexibility (in terms of the institution's products and services)	6.52	7.45	6.96	6.67	7.18	6.61	6.88	7.00	6.74	7.19	6.95	6.90
Flexibility (in terms of changing country circumstances)	6.81	7.50	7.17	6.63	7.50	6.63	6.63	7.64	6.95	7.36	7.31	6.71
Being inclusive	6.95	7.57	7.11	7.89	7.33	6.98	7.36	6.96	7.12	7.25	7.07	7.38
Openness (sharing data and other information)	7.40	7.85	7.63	6.91	7.52	7.60	7.54	7.58	7.58	7.53	7.40	7.87
Collaboration with the Government	8.19	8.84	8.52	7.67	8.34	8.52	8.28	8.59	8.35	8.52	8.38	8.51
The speed in which it gets things accomplished on the ground	7.10	7.35	7.23	6.57	7.23	7.12	6.90	7.50	7.08	7.31	7.30	6.93
Helping to bring discipline/effective supervision to implementation of investment projects	7.65	7.84	7.78	7.27	7.62	7.86	7.65	7.80	7.79	7.63	7.70	7.76
Collaboration with civil society	5.42	7.07	5.89	6.00	6.34	5.48	6.04	5.73	5.63	6.43	5.91	5.87
Staff accessibility	6.91	7.98	7.35	6.60	7.62	6.77	7.30	7.26	6.79	7.91	7.35	7.10
Collaboration with other donors and development partners	7.20	8.19	7.59	7.56	7.80	7.23	7.54	7.63	7.39	7.83	7.63	7.46
Collaboration with the private sector	7.24	7.63	7.37	7.38	7.11	7.67	7.79	6.87	7.48	7.17	7.27	7.55
Straightforwardness and honesty	7.94	8.30	7.93	9.10	8.24	7.79	7.87	8.26	7.95	8.19	8.06	8.03
Treating clients and stakeholders in Nicaragua with respect	8.55	9.05	8.71	9.08	9.03	8.40	8.66	8.86	8.65	8.89	8.79	8.68
Being a long-term partner	8.18	9.12	8.51	8.91	8.66	8.41	8.64	8.45	8.30	8.89	8.51	8.64
To what extent does the World Bank Group's work help to achieve development results in Nicaragua?	7.20	8.33	7.65	7.23	7.76	7.43	7.72	7.45	7.36	8.02	7.67	7.49
The WBG's financial instruments meet the needs of Nicaragua	7.01	7.88	7.45	6.50	7.56	7.12	7.22	7.56	7.07	7.77	7.49	7.15
The WBG meets Nicaragua's needs for knowledge services	6.73	7.90	7.23	6.58	7.45	6.78	7.29	7.00	6.91	7.53	7.05	7.36
Are adaptable to Nicaragua's specific development challenges and country circumstances	7.32	8.37	7.68	7.67	7.87	7.44	7.75	7.59	7.46	8.02	7.67	7.69
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.44	7.89	7.60	7.50	7.65	7.53	7.65	7.52	7.56	7.64	7.54	7.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8.00	8.29	8.13	8.08	8.20	8.04	8.24	8.00	8.01	8.30	8.05	8.28
The World Bank Group takes decisions quickly in Nicaragua	7.49	8.00	7.70	7.87	7.81	7.57	7.68	7.74	7.59	7.86	7.78	7.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.82	8.53	8.28	5.40	8.36	7.77	7.76	8.47	7.77	8.49	8.29	7.67

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Nicaragua FY 2018 Questionnaire



World Bank Group Country Survey FY 2018 – Nicaragua

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

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

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

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

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

**SECTION A: GENERAL ISSUES FACING NICARAGUA**

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

A2. Listed below are a number of development priorities in Nicaragua.			
Please identify which of the following you consider the most important development priorities in Nicaragua. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (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)	19	Natural resource management (e.g., soil and water conservation, community forestry, and mining)
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 (e.g., geothermal, wind energy)	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular 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 Nicaragua? (Choose no more than THREE)			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
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 (e.g., roads, bridges, transportation)	25	Food security
12	Energy (e.g., geothermal, wind energy)	26	Urban development
13	Anti corruption	27	Natural resource management (e.g., soil and water conservation, community forestry, and mining)
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 Nicaragua? (Choose no more than TWO)	
1	Greater access to health and nutrition 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	Consistent economic growth
7	More reliable social safety net
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 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**

B1. How familiar are you with the work of these organizations in Nicaragua?											
		Not familiar at all								Extremely familiar	
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

B2. Overall, please rate your impression of the effectiveness of these organizations in Nicaragua.												
		Not effective at all								Very effective		Don't know
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 Nicaragua solve its most complicated development challenges?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all								To a very significant degree		Don't know	

B4. When thinking about how the World Bank Group can have the most impact on development results in Nicaragua, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nicaragua? (Choose no more than THREE)			
1	Energy (e.g., geothermal, wind energy)	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular diseases)
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (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)	25	Natural resource management (e.g., soil and water conservation, community forestry, and mining)
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 Nicaragua?		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 Nicaragua? (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 Nicaragua
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 Nicaragua
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 Nicaragua? (Select only ONE response)

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Nicaragua 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	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	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 Nicaragua?

		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank Group currently plays a relevant role in development in Nicaragua	1	2	3	4	5	6	7	8	9	10	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 Nicaragua	1	2	3	4	5	6	7	8	9	10	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 Nicaragua, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Nicaragua with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<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 Nicaragua, 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"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nicaragua? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	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)	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 (e.g., geothermal, wind 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 (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 (e.g., soil and water conservation, community forestry, and mining)	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	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease (malaria, zika, yellow fever, dengue, cancer, diabetes, and cardiovascular 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 Nicaragua?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

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

C6. How effectively does the World Bank Group help Nicaragua 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 C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Nicaragua? (Select only ONE response)

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Nicaragua's efforts ... ?

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
C9	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Nicaragua, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	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	<input type="checkbox"/>	
D4	Lead to practical solutions	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	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	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	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Nicaragua's specific development challenges and country circumstances	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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Nicaragua	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Nicaragua's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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 refugee crisis in Nicaragua? (Choose no more than TWO)

1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs
5	Business development
6	Infrastructure
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Don't know
11	Other (please specify): _____

E11. Please rate how you feel when you think about the impact of the refugees in regards to....

		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Nicaragua'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	<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	Nicaragua'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 NICARAGUA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nicaragua? (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 Reimbursable Advisory Services (RAS)
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 Nicaragua's economy
11	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
12	Work more with civil society 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 Nicaragua'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 Nicaragua, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Nicaragua? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Nicaragua
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN NICARAGUA**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Nicaragua?	B. Which THREE areas below would benefit most from other donors in Nicaragua?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Nicaragua? (Choose no more than TWO)			
1	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. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

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 Nicaragua? (Select only ONE response)

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

**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 Nicaragua?**(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Nicaragua?**(Choose no more than TWO)**

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

H8. What's your gender?

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

H9. 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 | Managua |
| 2 | Pacific |
| 3 | Central |
| 4 | Atlantic |

Thank you for completing the survey!