

FY 2020 Chile Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

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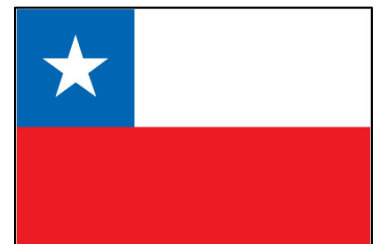




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CHILE





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Chile*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April 2020 through June 2020, 764 stakeholders of the World Bank in Chile were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/ programs, local government officials or staff, independent government institutions, the judiciary, state-owned enterprises, bilateral agencies, multilateral agencies, private sector organizations, the financial sector/private banks, private foundations, NGOs/community-based organizations (CBOs), trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the media.

A total of 166 stakeholders participated in the survey (22% response rate). Respondents received and completed the questionnaires via the online survey platform Qualtrics.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

As a rule, the results in this year's Country Survey are compared to the results of the previous cycle of the Country Survey. Due to a small number of respondents in the FY'15 Chile Country Survey (response rate was 10%, N=49) and difference in stakeholder composition in FY'15 and FY'20, the data comparisons across years were not conducted as statistically unsound. Therefore, only FY'20 data are presented in this report.

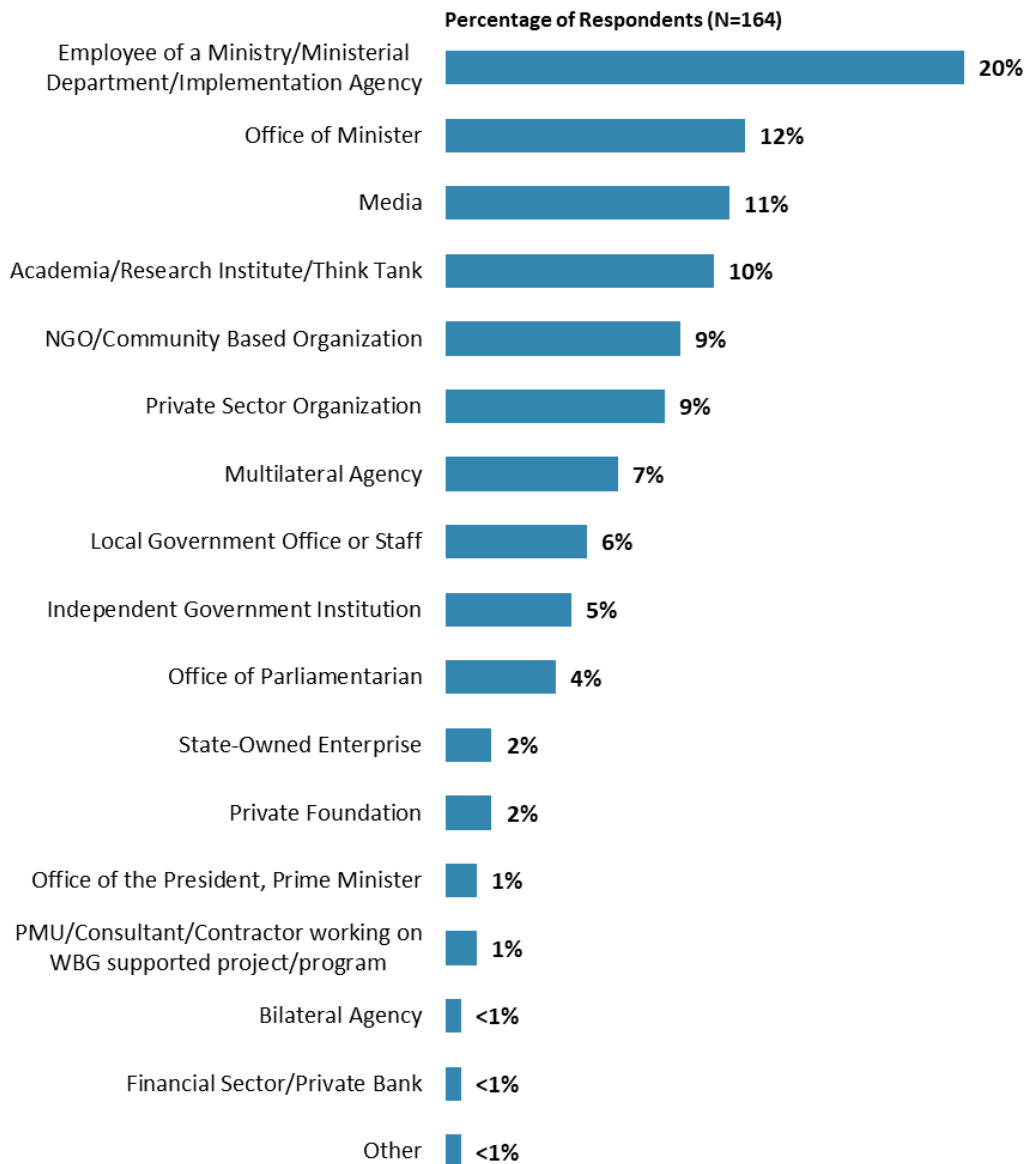
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



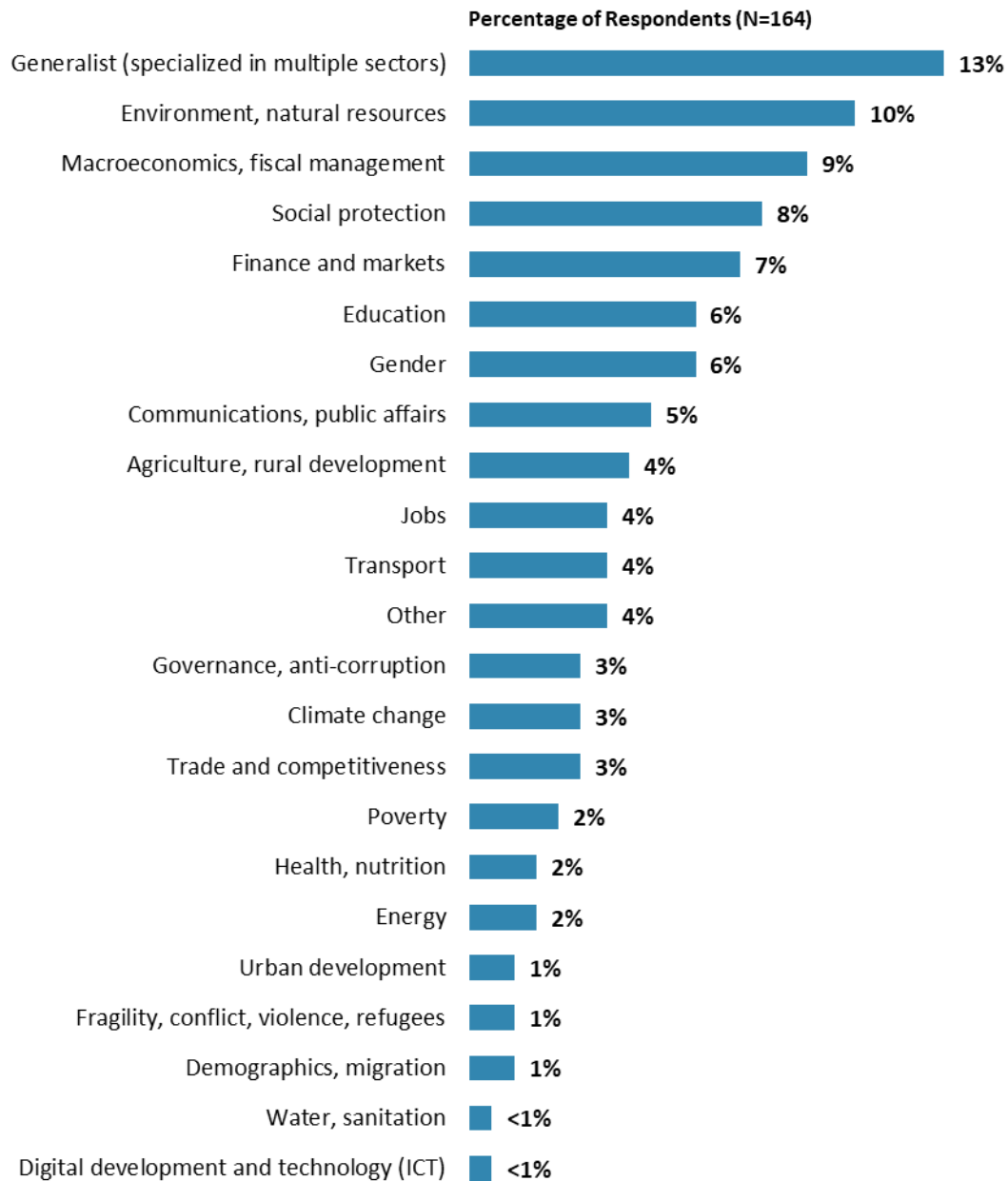
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations and private foundations were combined in the “CSO” category. A small number of respondents from state-owned enterprises were combined in the “Other” category. There were no respondents from the judicial system, trade unions, faith-based groups, and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization



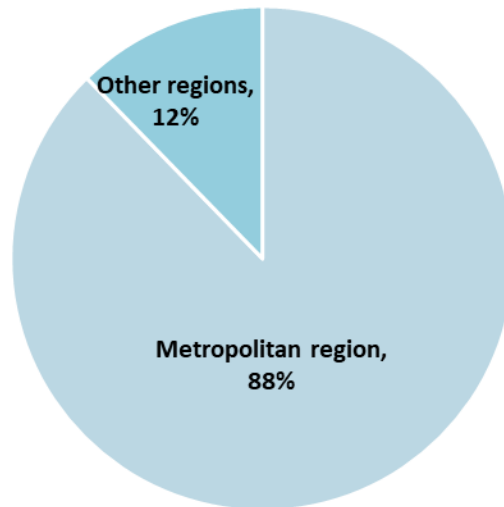
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

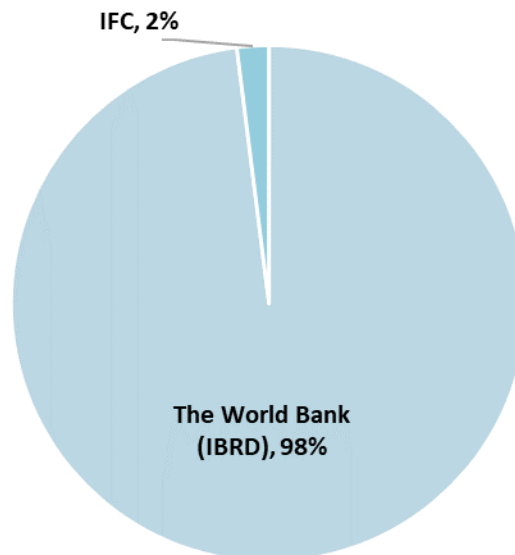
Percentage of Respondents (N=162)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=49)



"Which of the following agencies of the World Bank Group
do you primarily collaborate/work with in Chile?"
(Respondents chose from a list.)

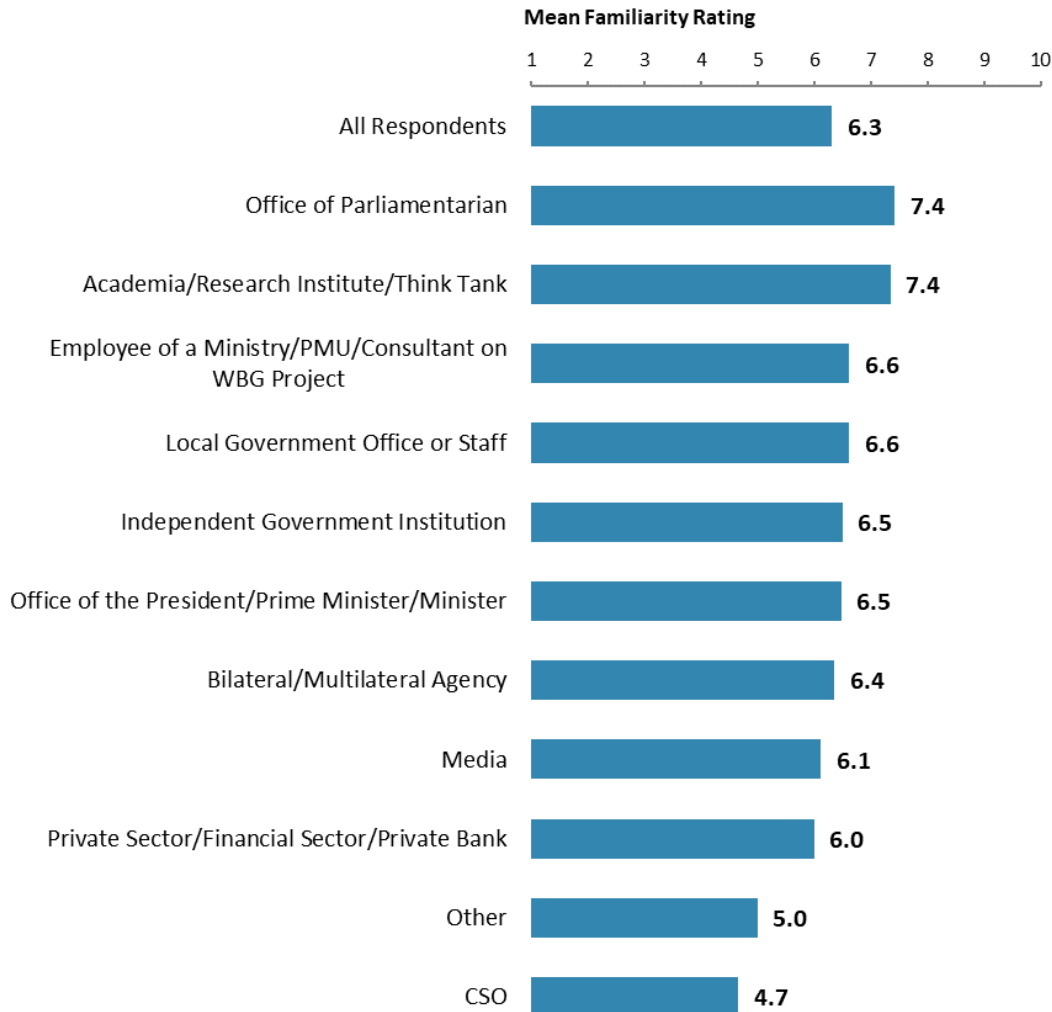
Note: No respondents selected "MIGA" or "ICSID" response options.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Chile's development and with their ratings for the WBG's overall effectiveness in Chile, and significantly, moderately correlated with the ratings of the extent to which the WBG's work helps to achieve development results in Chile.

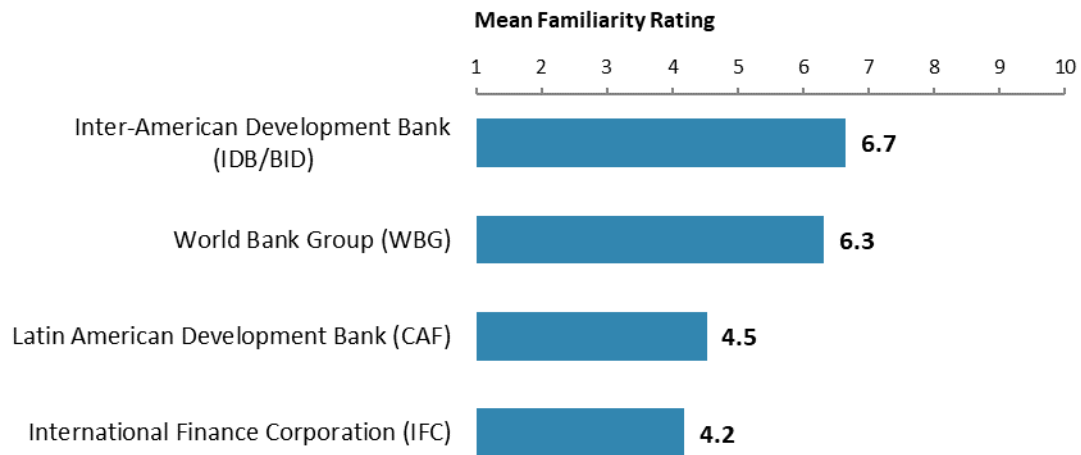


"How familiar are you with the work of the World Bank Group in Chile?"
(1-"Not familiar at all", 10-"Extremely familiar")



III. Demographics of the Sample (continued)

Familiarity with the WBG vs. Other Development Banks

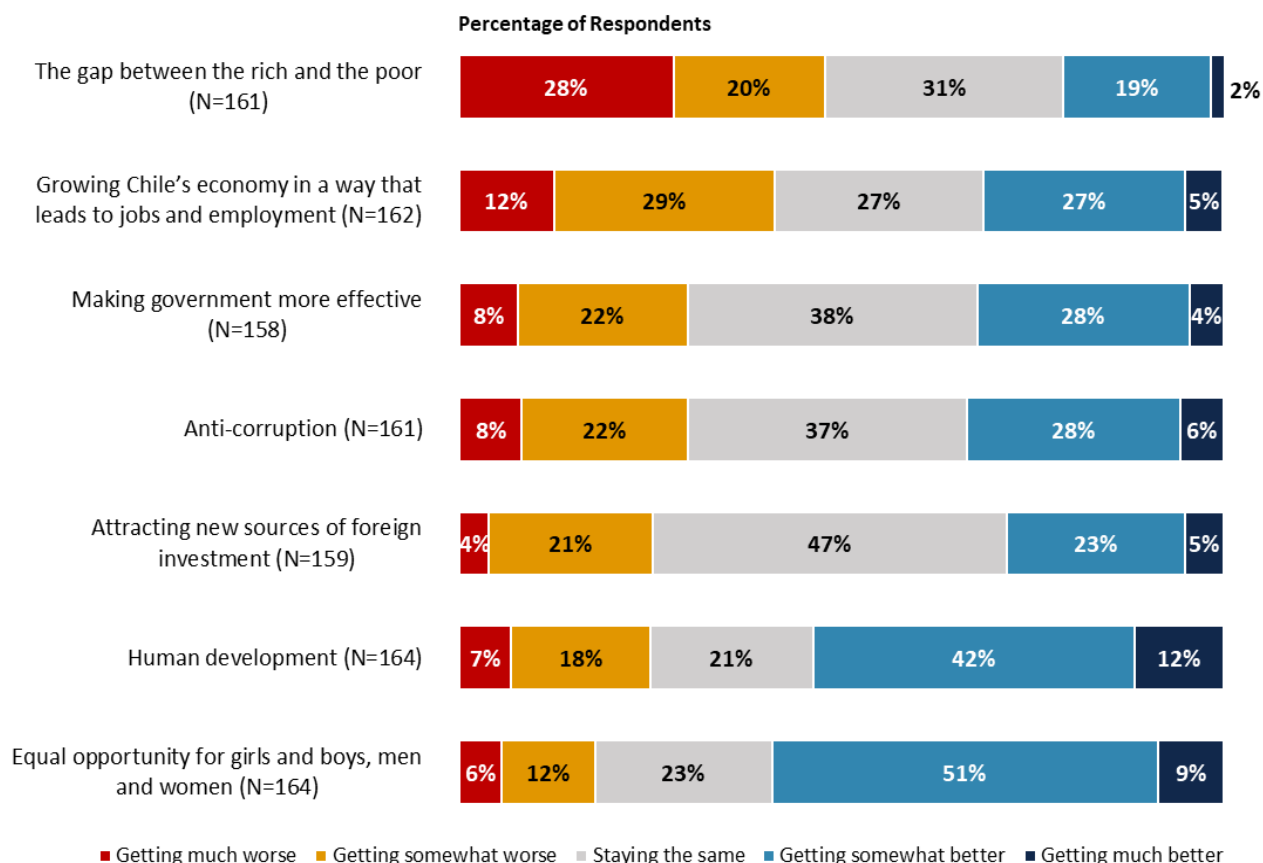


"How familiar are you with the work of these organizations in Chile?"
(1-"Not familiar at all", 10-"Extremely familiar")



IV. Overall Context

Perceptions of Improvement and Decline in Specific Areas

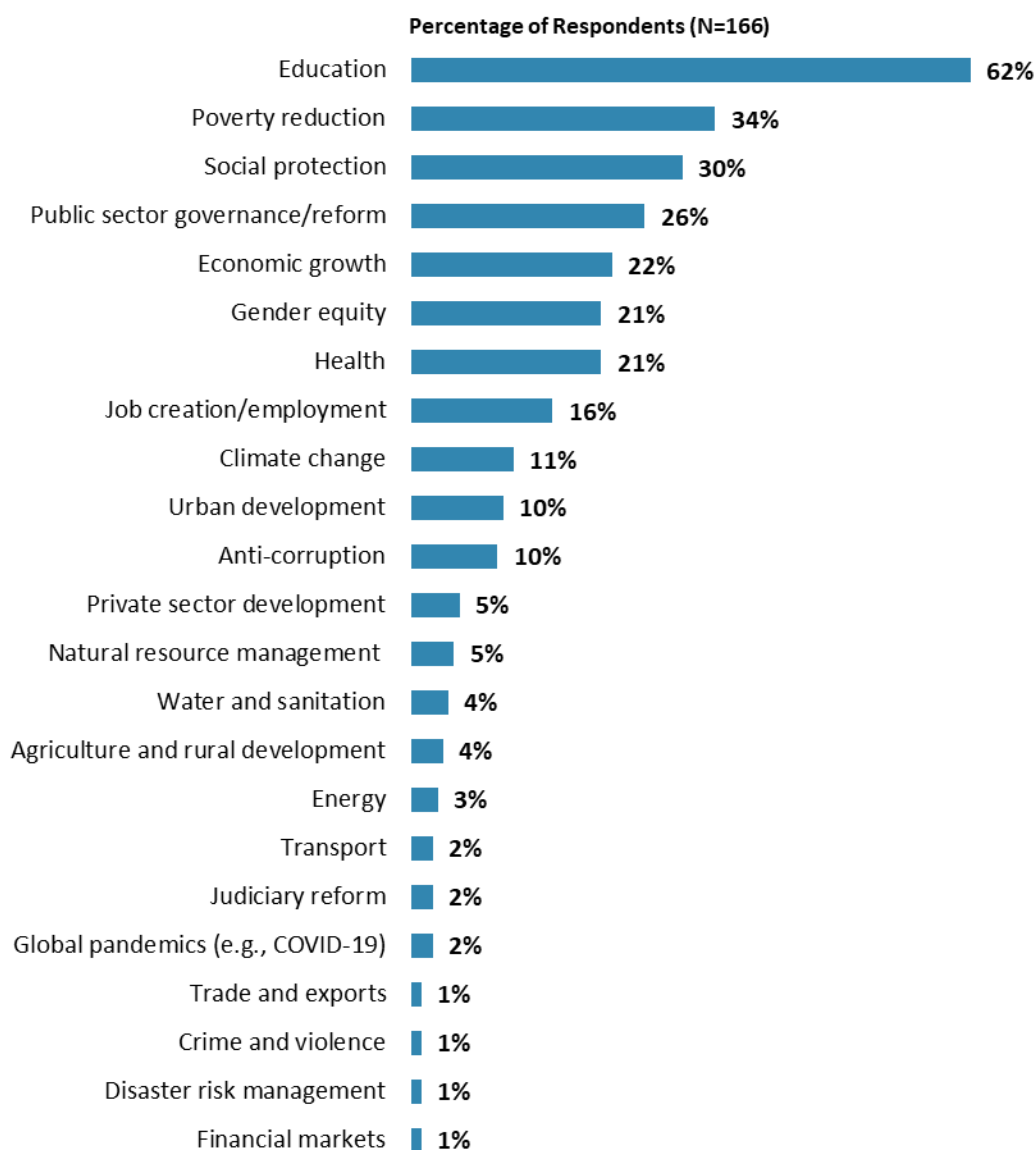


"Please describe the direction Chile is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

What Would Contribute Most to Achieving Equality of Opportunity

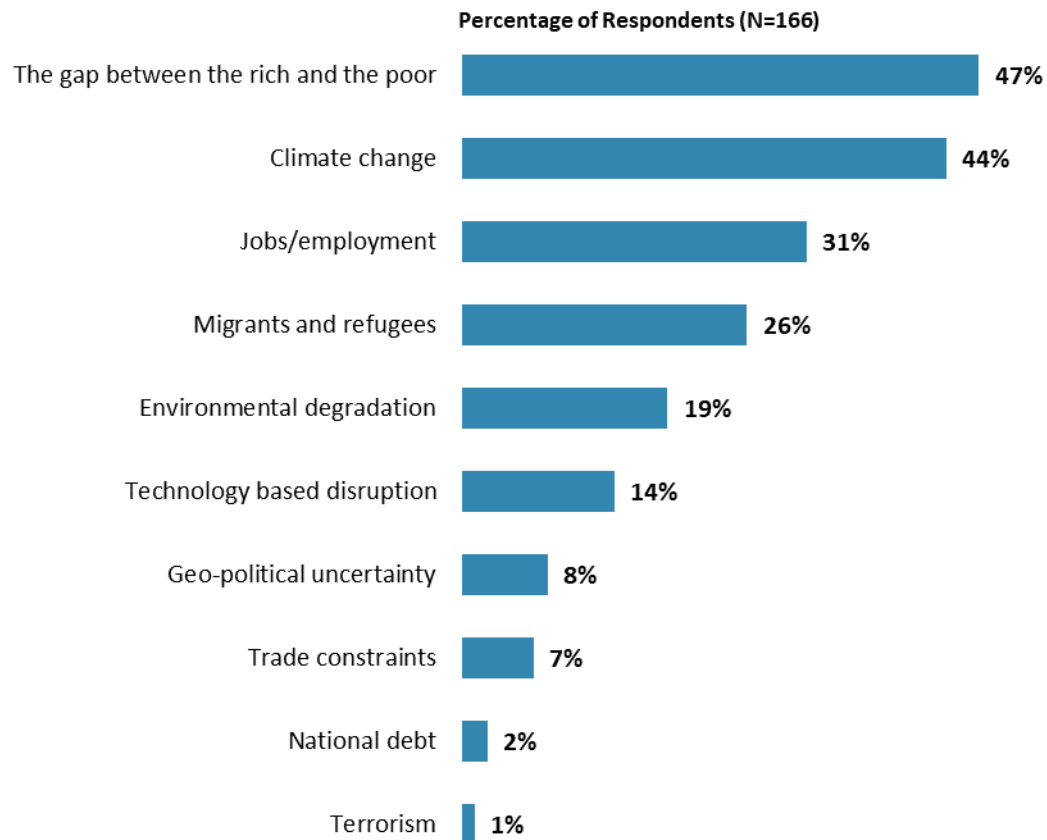


"Equality of opportunity is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving equality of opportunity for people in Chile? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Chile

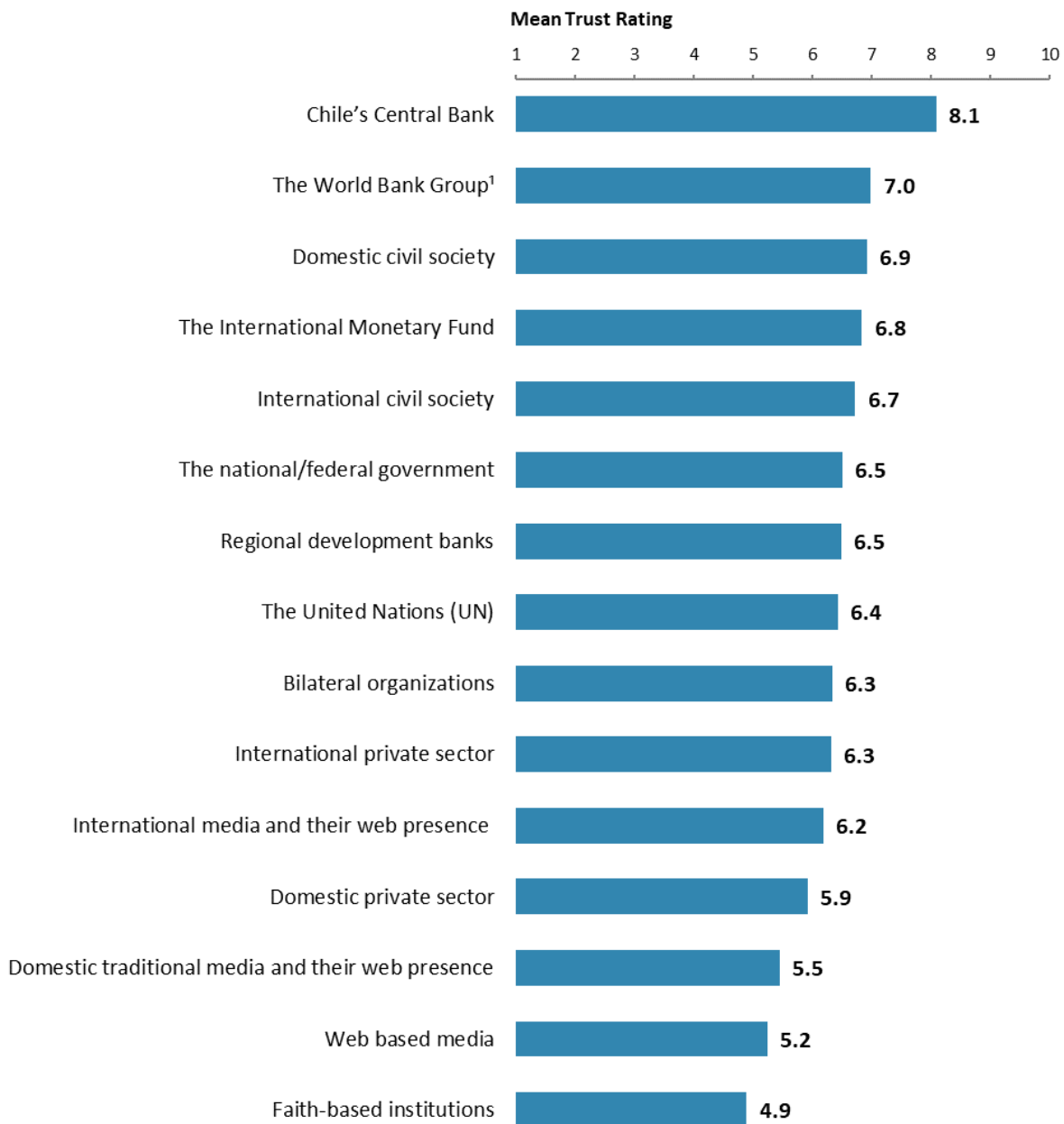


"Listed below are global challenges. Which do you think have the most serious impact on Chile? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"

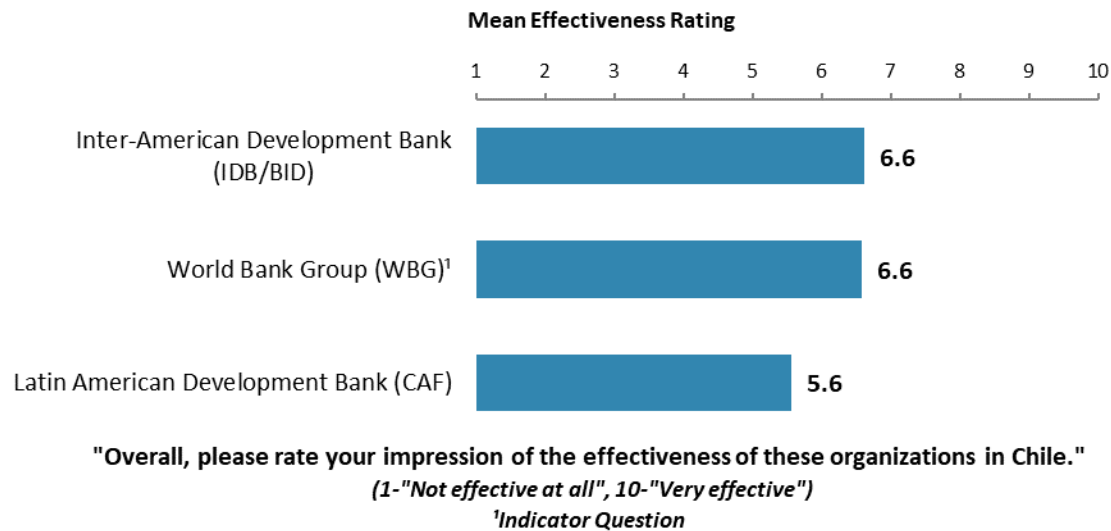
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question

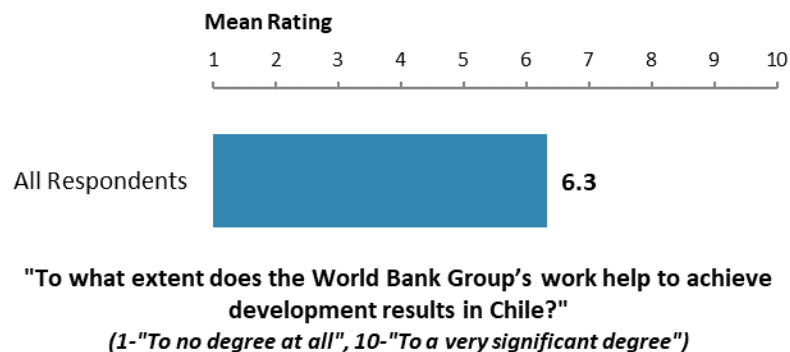


V. Overall Attitudes Toward the World Bank Group

Overall Effectiveness of the World Bank Group vs. Other Development Banks



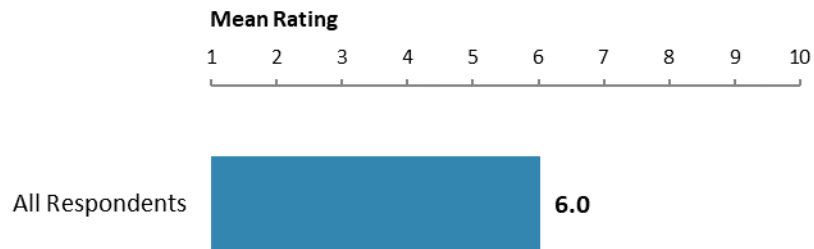
Achieving Development Results *(Indicator Question)*





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

Influence on Chile's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Chile?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



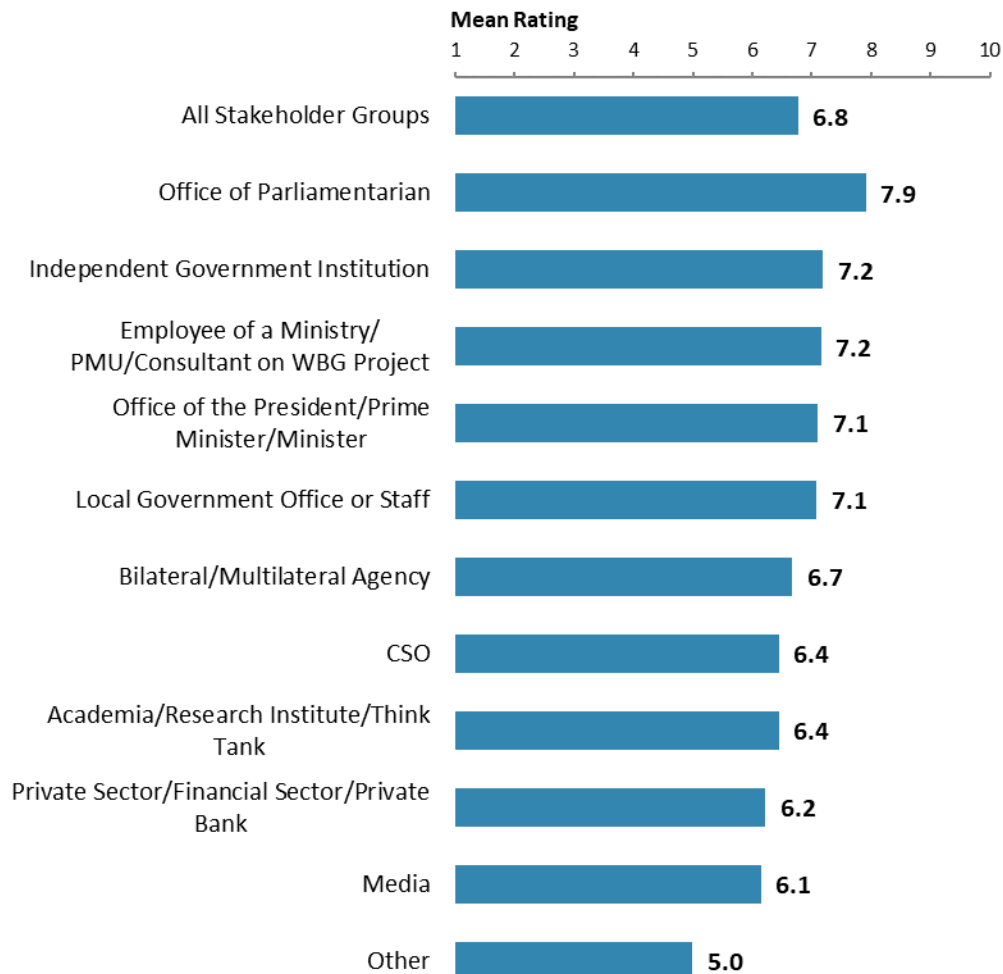
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Chile solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 61).

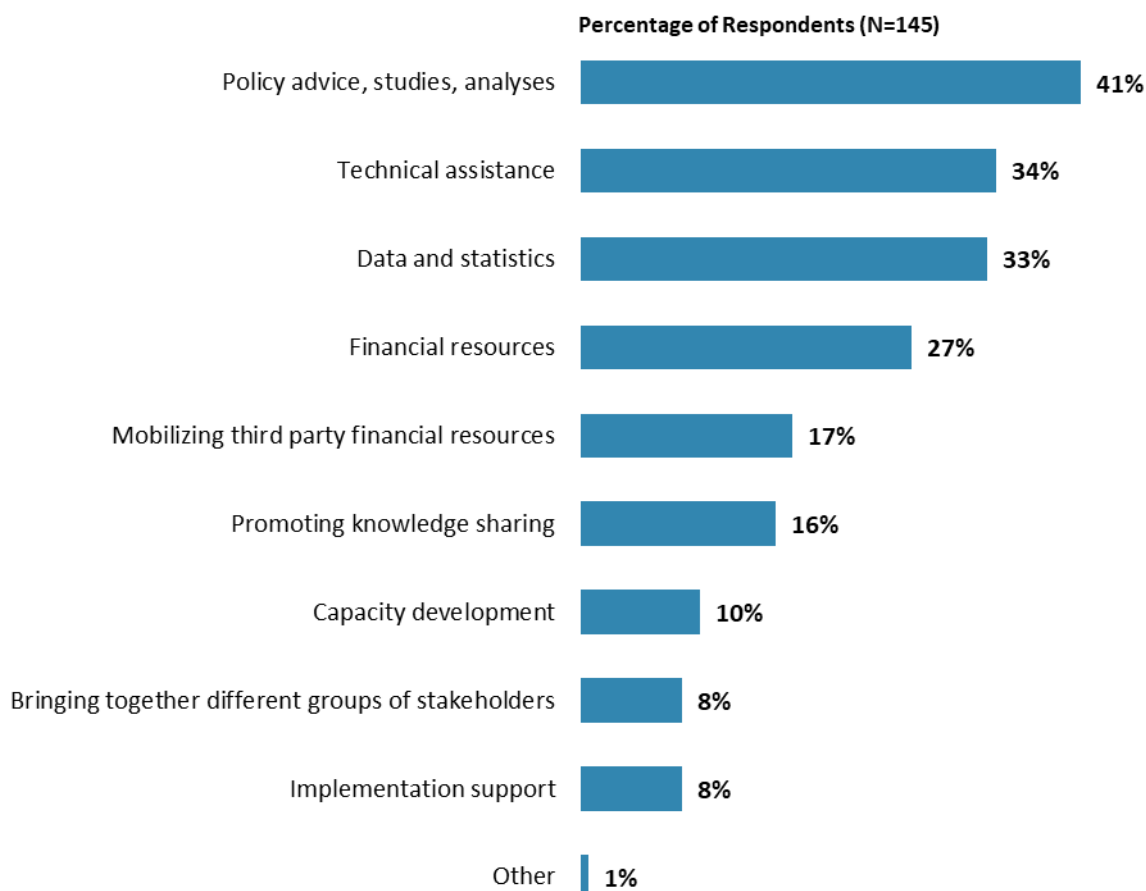


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

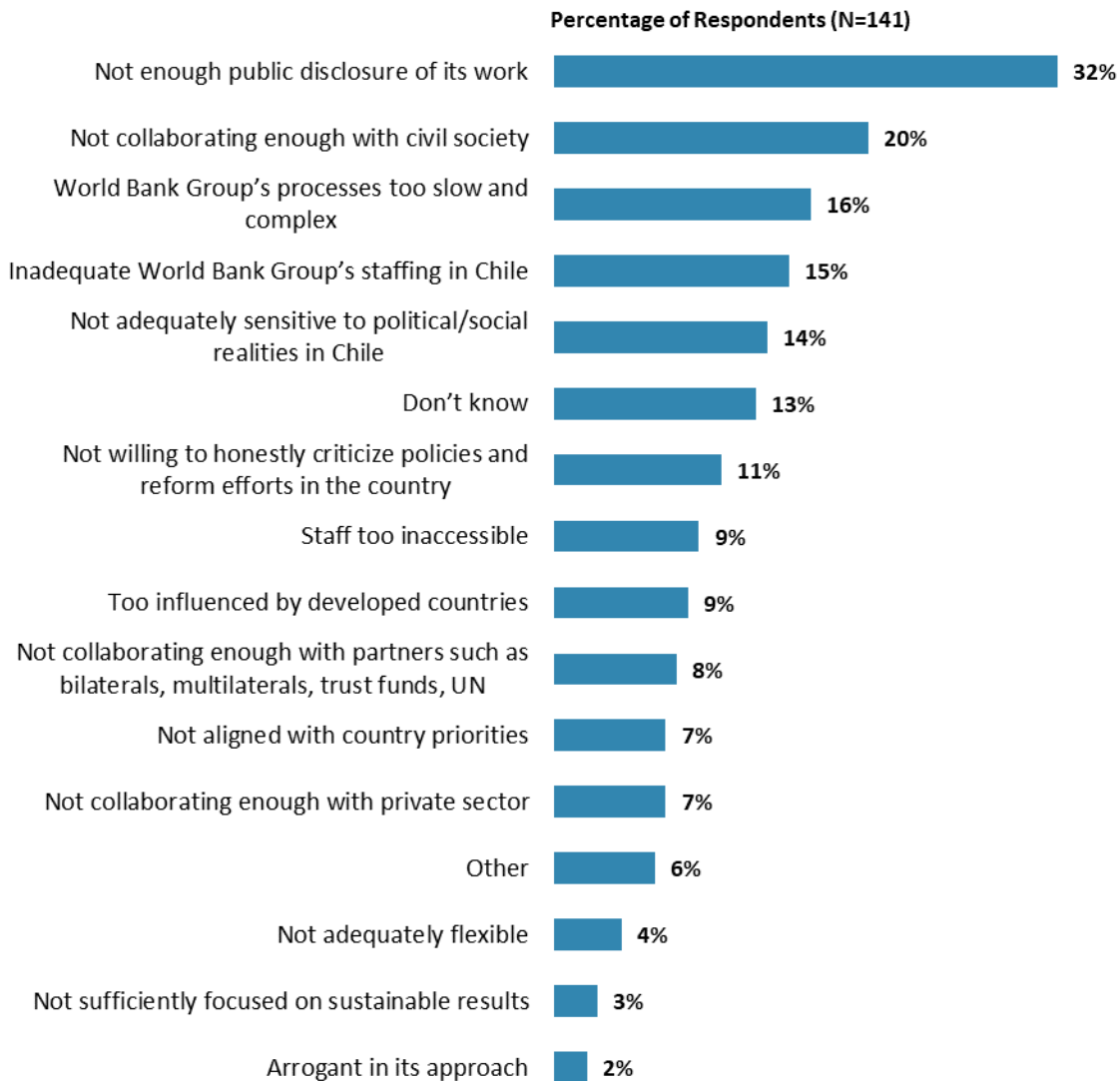


“When thinking about the World Bank Group’s role in Chile, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

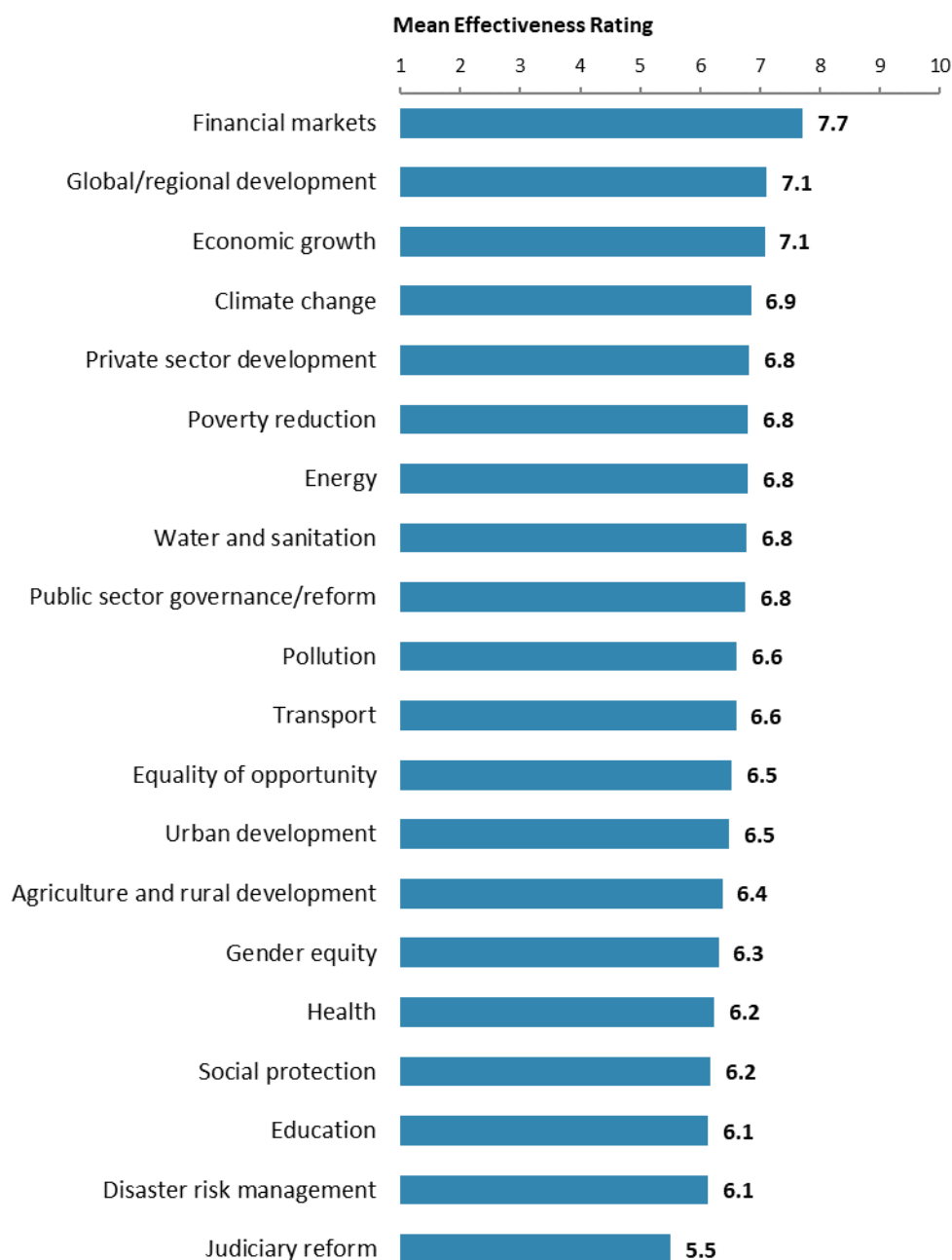


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas²



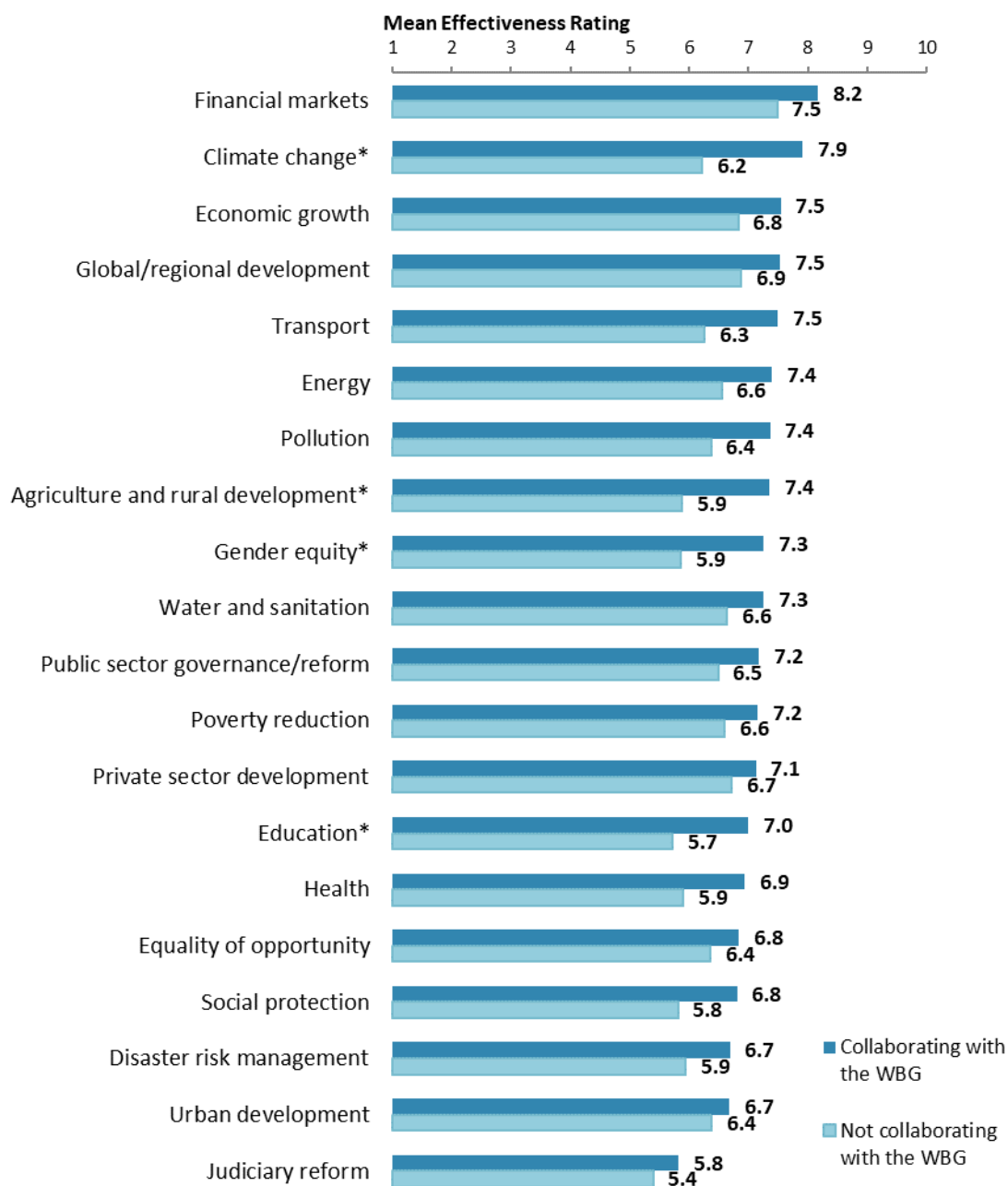
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile?"
(1-"Not effective at all", 10-"Very effective")

² Note primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas (see Appendix A, page 31).



VI. WBG's Support in Development Areas (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 Chile?"

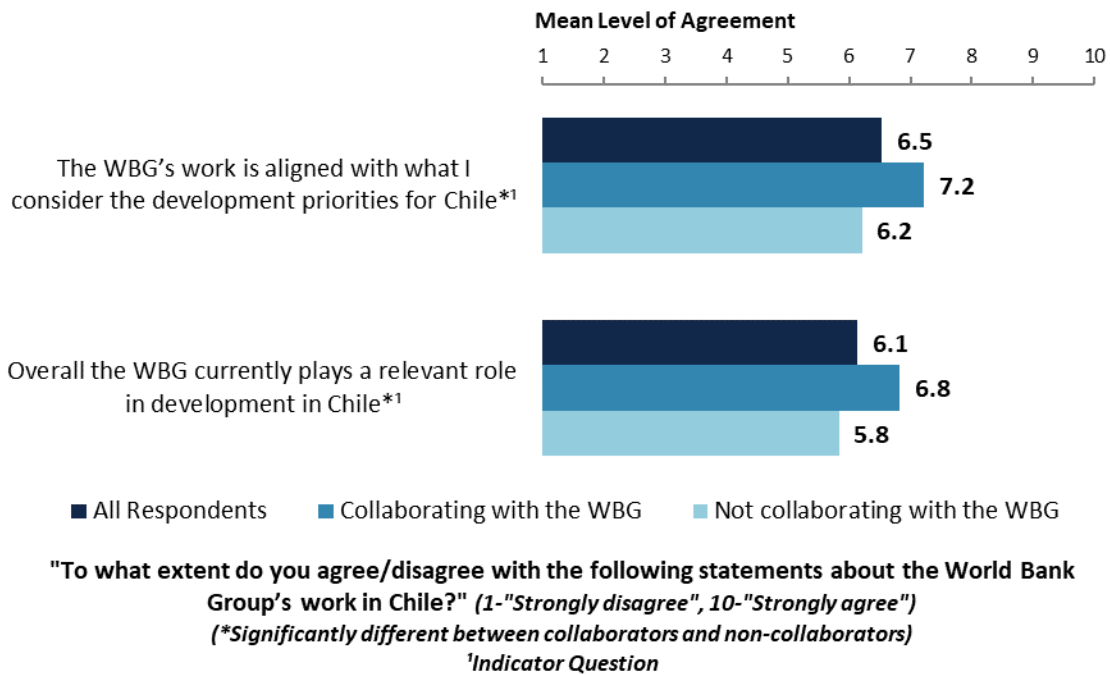
(1-"Not effective at all", 10-"Very effective")

(*Significantly different between collaborators and non-collaborators)

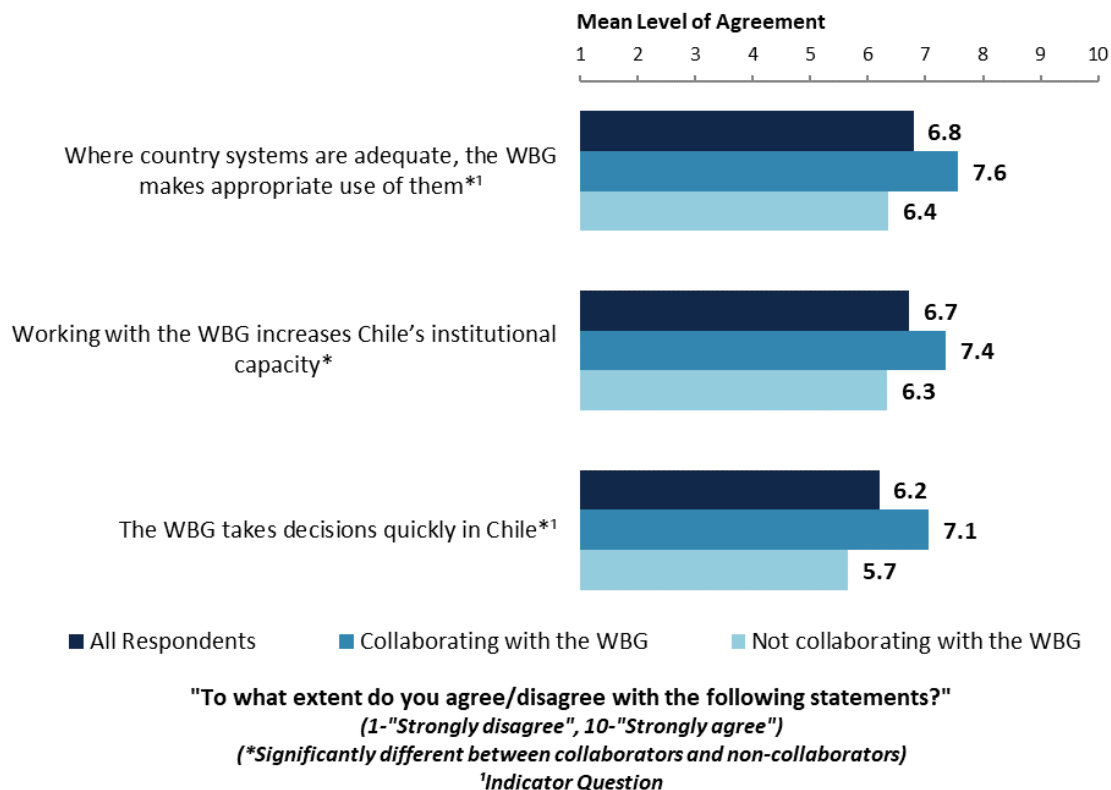


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Chile: Collaboration



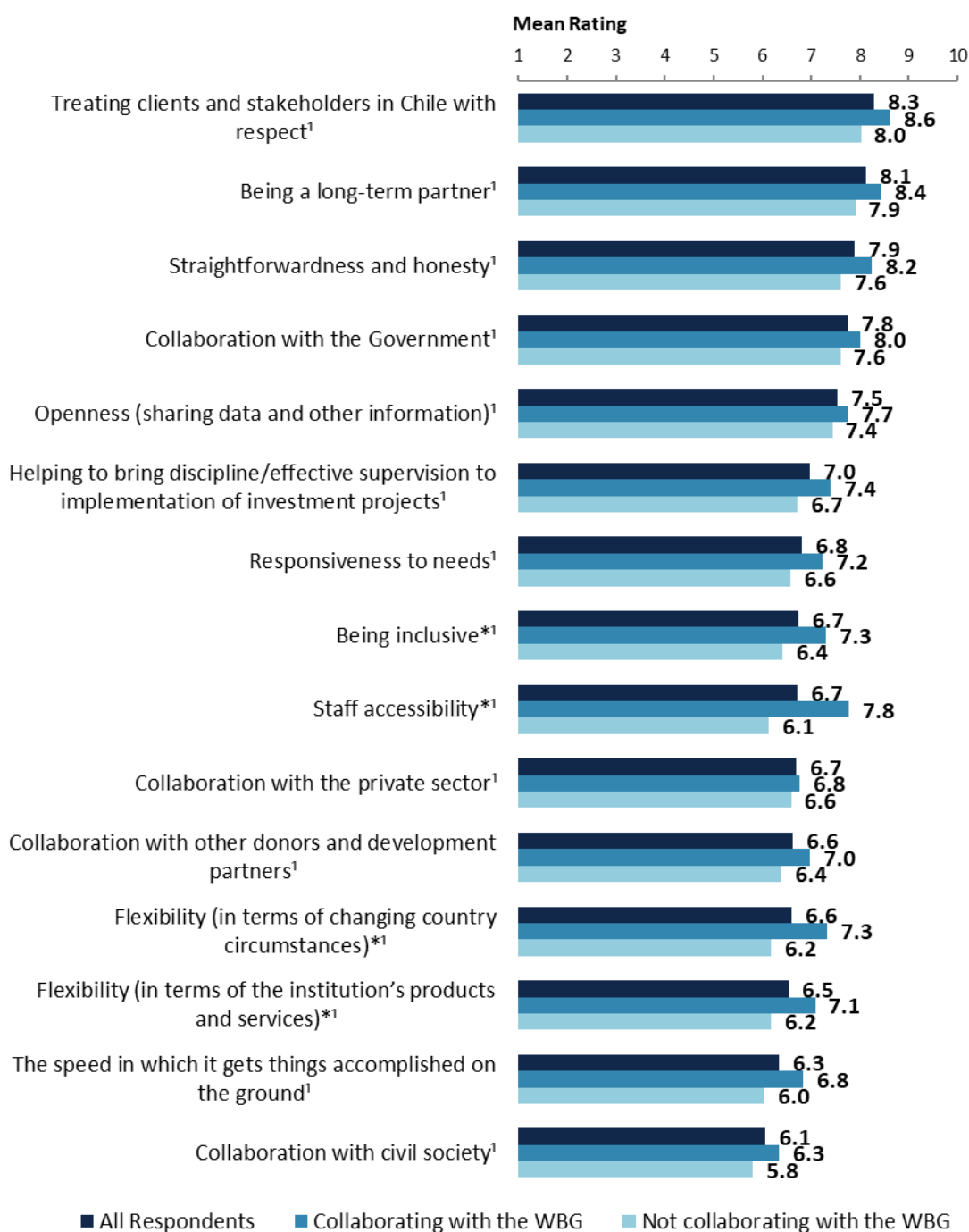
Overall Perceptions: Collaboration





VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

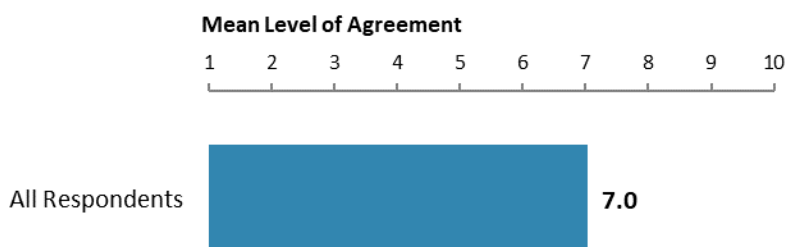
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



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

Meeting Chile's Knowledge Needs (*Indicator Question*)



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

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



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

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



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

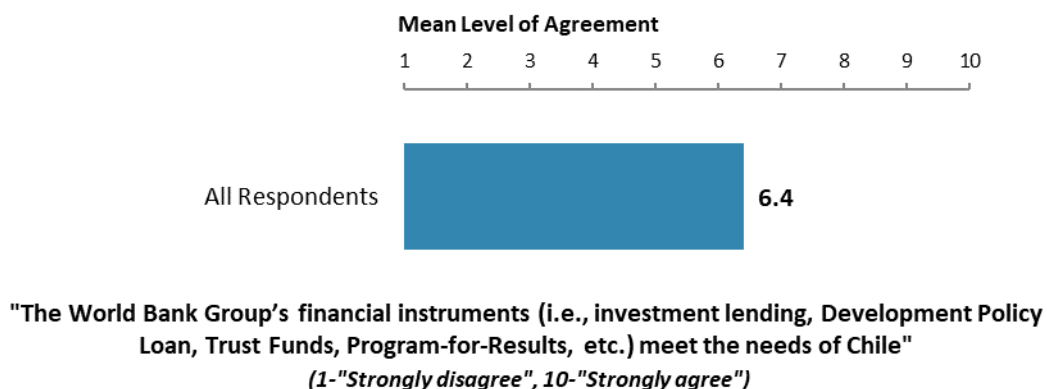


VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities



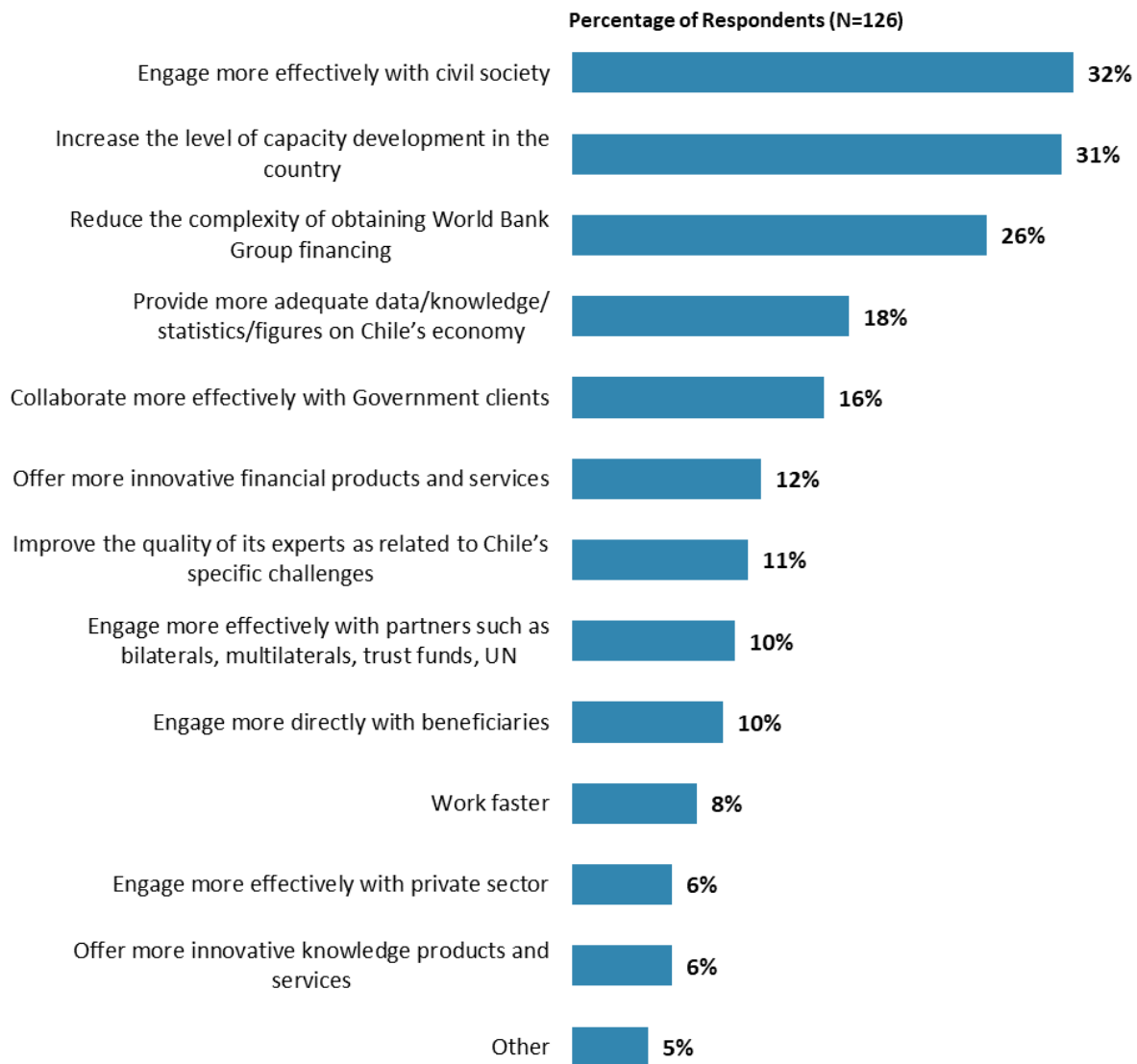
Meeting Chile's Needs for Financial Instruments (*Indicator Question*)





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

Making the World Bank Group of Greater Value

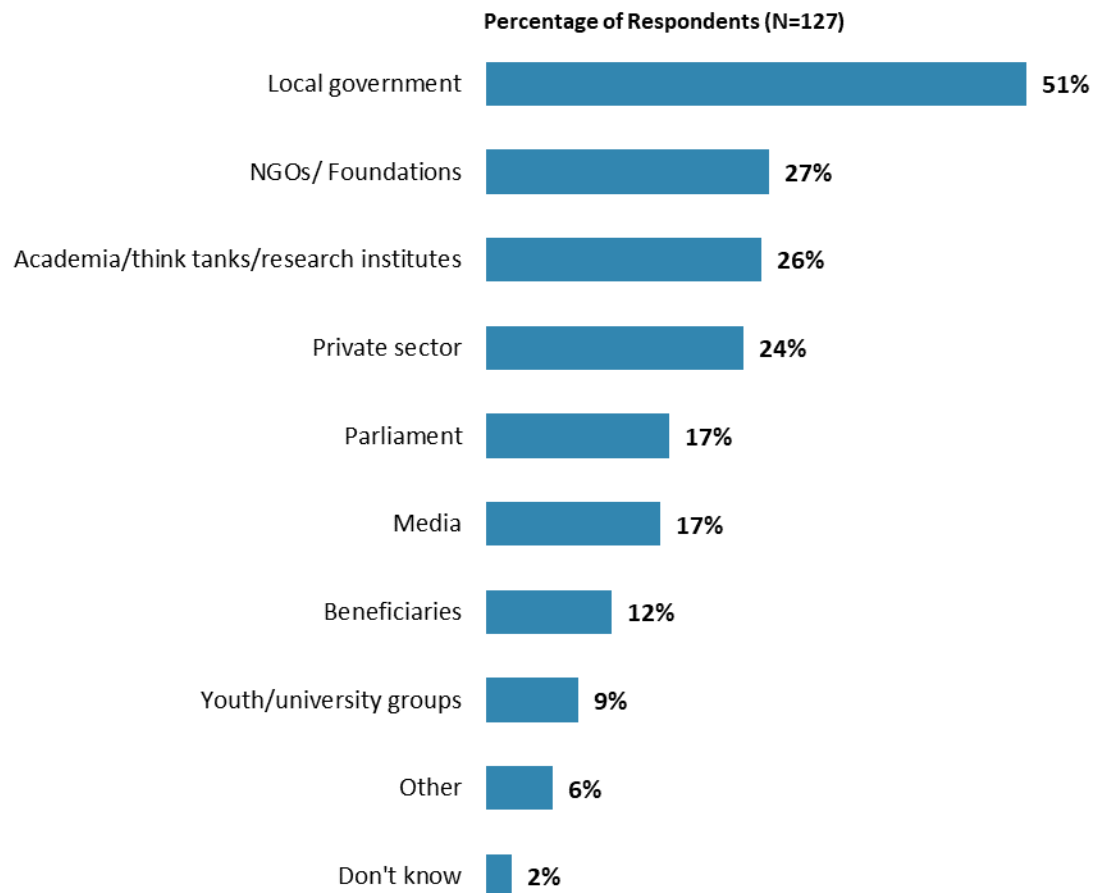


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

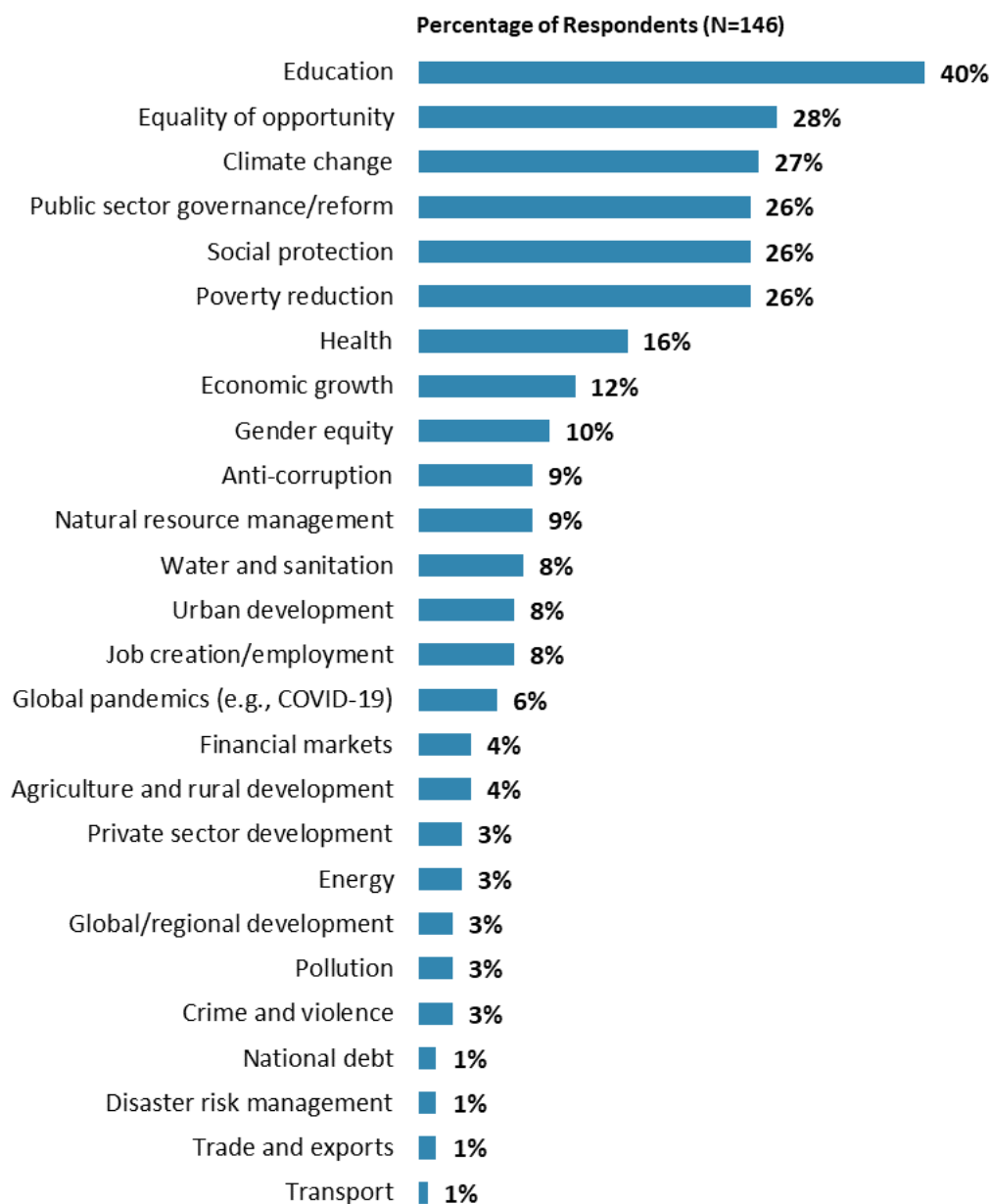


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources



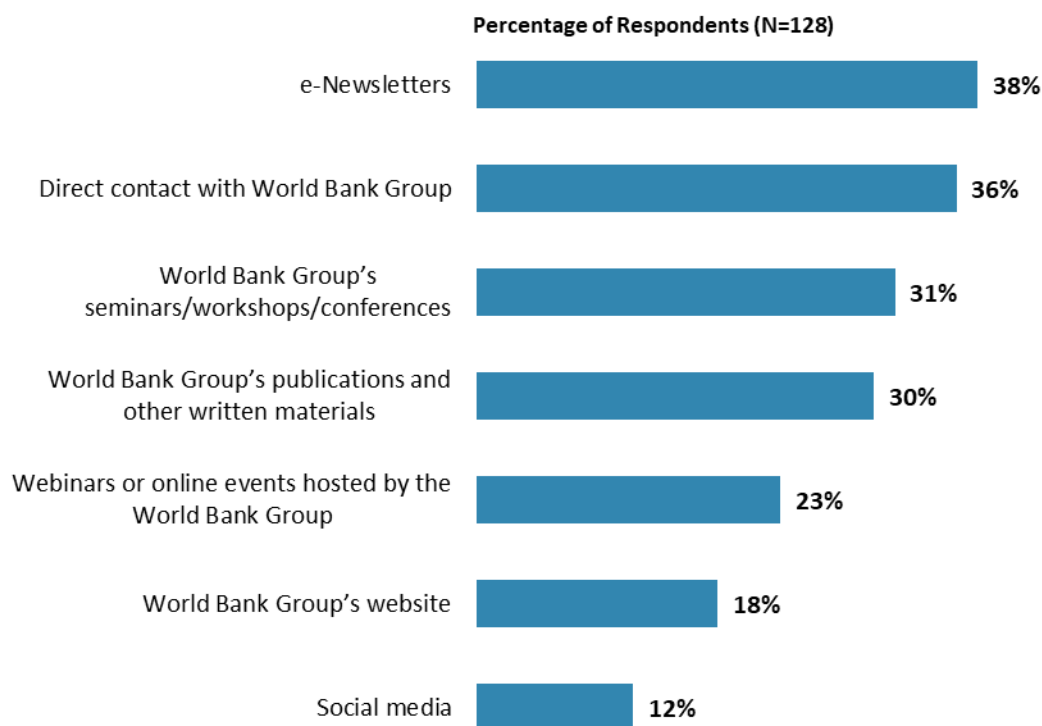
“When thinking about how the World Bank Group can have the most impact on development results in Chile, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Chile? (Choose no more than THREE)”
(Respondents chose from a list. Responses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



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 43) for selected responses by stakeholder groups.

Preferred Information Sources

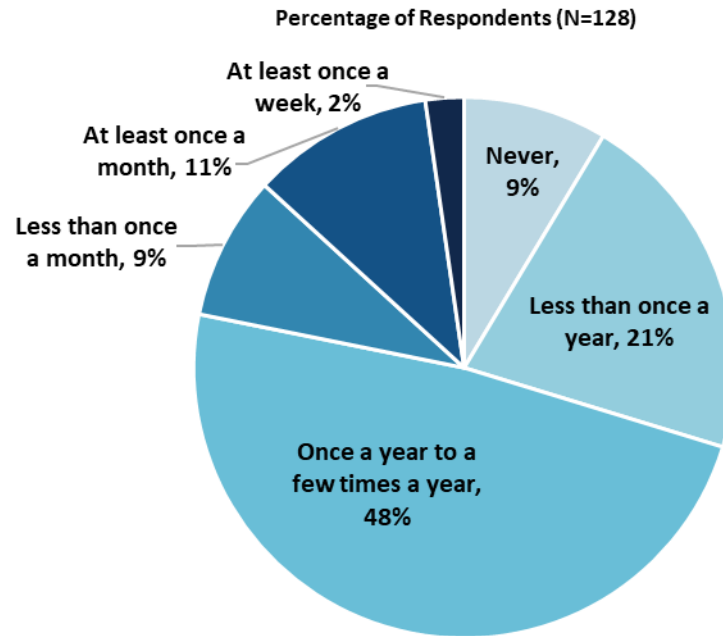


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

WBG Interaction Frequency

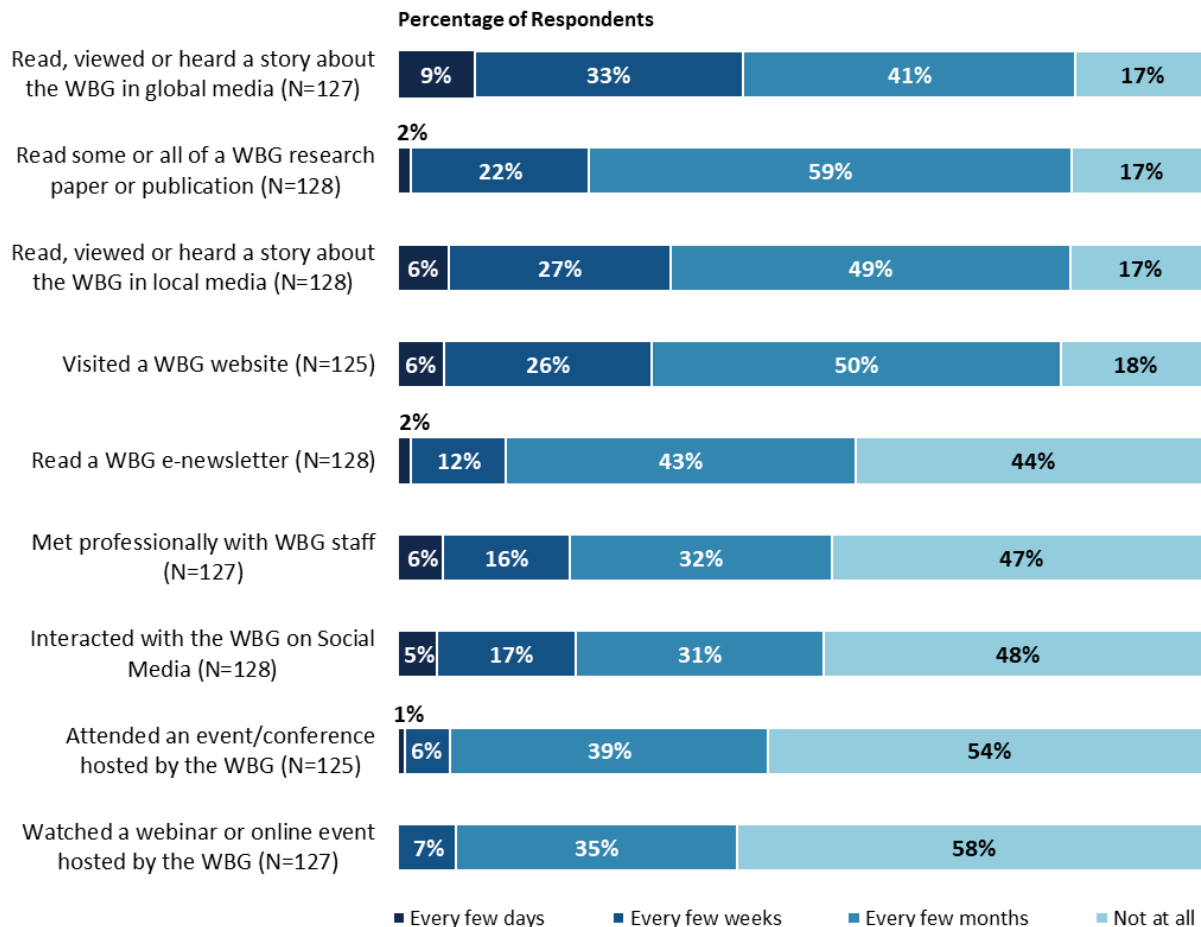


"How frequently do you interact with the World Bank Group now in Chile?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

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CHILE





Appendix A: Responses to All Questions across All Respondents (N=166)

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. Overall Context

1. Equality of opportunity 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 achieving equality of opportunity for people in Chile? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=166)
Education	62.0%
Poverty reduction	33.7%
Social protection (e.g., pensions, targeted social assistance)	30.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.9%
Economic growth	22.3%
Gender equity (closing the gap between women and men, and boys and girls)	21.1%
Health	21.1%
Job creation/employment	15.7%
Climate change (e.g., mitigation, adaptation)	11.4%
Urban development	10.2%
Anti-corruption	9.6%
Private sector development	5.4%
Natural resource management (renewable resources)	4.8%
Water and sanitation	4.2%
Agriculture and rural development	3.6%
Energy	3.0%
Transport (e.g., roads, bridges, transportation)	2.4%
Judiciary reform	2.4%
Global pandemics (e.g., COVID-19)	2.4%
Trade and exports	1.2%
Crime and violence	1.2%
Disaster risk management	1.2%
Financial markets	1.2%
National debt	0.0%
Pollution	0.0%
Global/regional development	0.0%

**A. Overall Context (continued)**

2. Please describe the direction Chile is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development	164	6.7%	18.3%	21.3%	42.1%	11.6%
2. Equal opportunity for girls and boys, men and women	164	5.5%	12.2%	23.2%	50.6%	8.5%
3. Growing Chile's economy in a way that leads to jobs and employment	162	12.3%	29.0%	27.2%	26.5%	4.9%
4. The gap between the rich and the poor	161	28.0%	19.9%	31.1%	19.3%	1.9%
5. Making government more effective	158	7.6%	22.2%	38.0%	27.8%	4.4%
6. Anti-corruption	161	8.1%	21.7%	36.6%	28.0%	5.6%
7. Attracting new sources of foreign investment	159	3.8%	21.4%	46.5%	23.3%	5.0%

3. Listed below are global challenges. Which do you think have the most serious impact on Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=166)
The gap between the rich and the poor	47.0%
Climate change	44.0%
Jobs/employment	31.3%
Migrants and refugees	25.9%
Environmental degradation	18.7%
Technology based disruption	13.9%
Geo-political uncertainty	7.8%
Trade constraints	6.6%
National debt	2.4%
Terrorism	1.2%

**A. Overall Context (continued)**

4. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	144	3	6.50	2.36
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	124	21	6.33	2.12
3. The World Bank Group*	140	9	6.98	1.88
4. The International Monetary Fund	138	8	6.83	2.04
5. The United Nations (UN)	147	2	6.42	2.25
6. Regional development banks	131	14	6.48	1.99
7. Chile's Central Bank	143	7	8.08	1.93
8. International private sector	141	7	6.31	2.22
9. Domestic private sector	146	3	5.92	2.34
10. International civil society (e.g., NGOs, CBOs)	145	4	6.72	2.06
11. Domestic civil society (e.g., NGOs, CBOs)	146	4	6.91	2.04
12. Faith-based institutions	140	9	4.89	2.36
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	150	1	5.45	2.30
14. International media and their web presence	147	2	6.18	2.07
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	147	3	5.24	2.21

B. Overall Attitudes Toward the World Bank Group

1. How familiar are you with the work of these organizations in Chile? (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. World Bank Group (WBG)	149	n/a	6.32	2.30
2. International Finance Corporation (IFC), the World Bank Group's private sector arm	149	n/a	4.19	2.60
3. Inter-American Development Bank (IDB/BID)	149	n/a	6.65	2.21
4. Latin American Development Bank (CAF)	148	n/a	4.53	2.73

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Chile? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Chile*	133	11	6.14	1.99
3. The World Bank Group's work is aligned with what I consider the development priorities for Chile*	125	21	6.53	1.95

4. Overall, please rate your impression of these organizations in Chile. (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
1. World Bank Group (WBG)*	125	19	6.58	1.83
2. Inter-American Development Bank (IDB/BID)	125	20	6.62	1.82
3. Latin American Development Bank (CAF)	92	49	5.57	1.87

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

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Chile?*(<i>(1-To no degree at all, 10-To a very significant degree)</i>)	123	17	6.33	1.87

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Chile?*(<i>(1-To no degree at all, 10-To a very significant degree)</i>)	124	19	6.02	2.06

7. When thinking about the World Bank Group's role in Chile, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Policy advice, studies, analyses	40.7%
Technical assistance	33.8%
Data and statistics	33.1%
Financial resources	26.9%
Mobilizing third party financial resources	17.2%
Promoting knowledge sharing	15.9%
Capacity development	9.7%
Bringing together different groups of stakeholders	8.3%
Implementation support	8.3%
Other	0.7%

8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=141)
Not enough public disclosure of its work	31.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	19.9%
World Bank Group's processes too slow and complex	16.3%
Inadequate World Bank Group's staffing in Chile	14.9%
Not adequately sensitive to political/social realities in Chile	13.5%
Not willing to honestly criticize policies and reform efforts in the country	10.6%
Staff too inaccessible	9.2%
Too influenced by developed countries	8.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.8%
Not aligned with country priorities	7.1%
Not collaborating enough with private sector	7.1%
Not adequately flexible	4.3%
Not sufficiently focused on sustainable results	2.8%
Arrogant in its approach	2.1%
Other	6.4%
Don't know	12.8%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Chile, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Chile? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=146)
Education	39.7%
Equality of opportunity (i.e., social inclusion)	28.1%
Climate change (e.g., mitigation, adaptation)	26.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.0%
Social protection (e.g., pensions, targeted social assistance)	26.0%
Poverty reduction	26.0%
Health	16.4%
Economic growth	12.3%
Gender equity (closing the gap between women and men, and boys and girls)	10.3%
Anti-corruption	8.9%
Natural resource management (renewable resources)	8.9%
Water and sanitation	8.2%
Urban development	7.5%
Job creation/employment	7.5%
Global pandemics (e.g., COVID-19)	6.2%
Financial markets	4.1%
Agriculture and rural development	4.1%
Private sector development	3.4%
Energy	3.4%
Global/regional development	2.7%
Pollution	2.7%
Crime and violence	2.7%
National debt	1.4%
Disaster risk management	1.4%
Trade and exports	1.4%
Transport (e.g., roads, bridges, transportation)	0.7%
Judiciary reform	0.0%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Chile solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	106	32	7.25	1.93

To what extent is the World Bank Group an effective development partner in Chile, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	108	25	6.81	1.69
3. Flexibility (in terms of the institution's products and services)*	102	34	6.54	1.83
4. Flexibility (in terms of changing country circumstances)*	104	30	6.60	1.93
5. Being inclusive*	99	35	6.73	1.79
6. Openness (sharing data and other information)*	114	20	7.54	1.82
7. Collaboration with the Government*	113	17	7.75	1.42
8. The speed in which it gets things accomplished on the ground*	94	40	6.33	2.02
9. Helping to bring discipline/effective supervision to implementation of investment projects*	91	43	6.97	1.81
10. Collaboration with civil society*	89	44	6.06	1.93
11. Staff accessibility*	110	23	6.71	2.27
12. Collaboration with other donors and development partners*	87	45	6.63	1.83
13. Collaboration with the private sector*	90	43	6.69	1.93
14. Straightforwardness and honesty*	104	29	7.89	1.73
15. Treating clients and stakeholders in Chile with respect*	100	34	8.28	1.70
16. Being a long-term partner*	109	26	8.12	1.65

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group takes decisions quickly in Chile*	88	45	6.20	1.85
18. Working with the World Bank Group increases Chile's institutional capacity	110	23	6.72	1.97
19. Where country systems are adequate, the World Bank Group makes appropriate use of them*	82	50	6.79	1.83

To what extent do you agree/disagree with the following statements about the World Bank Group in Chile? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
20. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Chile*	98	36	6.40	1.78
21. The World Bank Group meets Chile's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	114	20	7.03	1.92

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
22. To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	66	66	6.80	1.84

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	58	70	6.17	2.06
2. Gender equity (closing the gap between women and men, and boys and girls)	62	67	6.31	2.05
3. Private sector development	62	65	6.82	1.86
4. Education	64	65	6.14	1.88
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	74	54	6.76	1.73
6. Global/regional development	74	56	7.11	1.82
7. Urban development	58	72	6.48	1.88
8. Energy	53	73	6.79	1.83
9. Water and sanitation	51	77	6.78	2.08
10. Pollution	46	82	6.61	2.07
11. Health	45	82	6.24	2.09
12. Financial markets	62	65	7.71	1.98
13. Transport (e.g., roads, bridges, transportation)	52	77	6.60	2.07
14. Agriculture and rural development	52	75	6.37	2.16
15. Climate change (e.g., mitigation, adaptation)	65	62	6.85	2.09
16. Poverty reduction	70	58	6.80	2.25
17. Judiciary reform	39	89	5.51	2.33
18. Economic growth	71	57	7.08	2.00
19. Disaster risk management	49	78	6.14	2.33
20. Equality of opportunity (i.e., social inclusion)	69	61	6.52	2.17

E. World Bank Group's Knowledge Work and Activities

In Chile, 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
1. Are timely	101	22	6.89	1.80
2. Include appropriate level of stakeholder involvement during preparation	91	32	6.81	1.97
3. Lead to practical solutions	98	27	7.02	1.64
4. Are source of relevant information on global good practices	101	22	7.73	1.80
5. Are adequately disseminated	111	12	6.01	2.55
6. Are translated enough into local language	100	23	7.08	2.27
7. Are adaptable to Chile's specific development challenges and country circumstances*	98	26	7.12	1.96

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

Overall Evaluations	N	DK	Mean	SD
8. 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)	111	15	6.69	1.67
9. 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)	112	14	7.90	1.45

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=126)
Engage more effectively with civil society (e.g., NGOs, CBOs)	31.7%
Increase the level of capacity development in the country	31.0%
Reduce the complexity of obtaining World Bank Group financing	26.2%
Provide more adequate data/knowledge/statistics/figures on Chile's economy	17.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.9%
Offer more innovative financial products and services	11.9%
Improve the quality of its experts as related to Chile's specific challenges	11.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.3%
Engage more directly with beneficiaries	9.5%
Work faster	7.9%
Engage more effectively with private sector	6.3%
Offer more innovative knowledge products and services	6.3%
Other	4.8%

2. 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=127)
Local government	51.2%
NGOs/ Foundations	26.8%
Academia/think tanks/research institutes	26.0%
Private sector	24.4%
Parliament	17.3%
Media	16.5%
Beneficiaries	11.8%
Youth/university groups	8.7%
Other	6.3%
Don't know	2.4%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Chile?	Percentage of Respondents (N=128)
Never	8.6%
Less than once a year	21.1%
Once a year to a few times a year	48.4%
Less than once a month	8.6%
At least once a month	10.9%
At least once a week	2.3%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=128)
e-Newsletters	37.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.9%
World Bank Group's seminars/workshops/conferences	31.3%
World Bank Group's publications and other written materials	29.7%
Webinars or online events hosted by the World Bank Group	22.7%
World Bank Group's website	18.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	11.7%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media	128	6.3%	27.3%	49.2%	17.2%
Read, viewed or heard a story about the WBG in global media	127	9.4%	33.1%	40.9%	16.5%
Interacted with the WBG on Social Media	128	4.7%	17.2%	30.5%	47.7%
Visited a WBG website	125	5.6%	25.6%	50.4%	18.4%
Attended an event/conference hosted by the WBG	125	0.8%	5.6%	39.2%	54.4%
Watched a webinar or online event hosted by the WBG	127	0.0%	7.1%	34.6%	58.3%
Read some or all of a WBG research paper or publication	128	1.6%	21.9%	59.4%	17.2%
Met professionally with WBG staff	127	5.5%	15.7%	32.3%	46.5%
Read a WBG e-newsletter	128	1.6%	11.7%	43.0%	43.8%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=164)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.1%
Office of Minister	11.6%
Media	11.0%
Academia/Research Institute/Think Tank	10.4%
NGO/Community Based Organization	9.1%
Private Sector Organization	8.5%
Multilateral Agency	6.7%
Local Government Office or Staff	5.5%
Independent Government Institution	4.9%
Office of Parliamentarian	4.3%
State-Owned Enterprise	1.8%
Private Foundation	1.8%
Office of the President, Prime Minister	1.2%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	1.2%
Bilateral Agency	0.6%
Financial Sector/Private Bank	0.6%
Other	0.6%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=164)
Generalist (specialized in multiple sectors)	12.8%
Environment, natural resources	10.4%
Macroeconomics, fiscal management	9.1%
Social protection	7.9%
Finance and markets	7.3%
Education	6.1%
Gender	6.1%
Communications, public affairs	4.9%
Agriculture, rural development	4.3%
Jobs	3.7%
Transport	3.7%
Governance, anti-corruption	3.0%
Climate change	3.0%
Trade and competitiveness	3.0%
Poverty	2.4%
Health, nutrition	1.8%
Energy	1.8%
Urban development	1.2%
Fragility, conflict, violence, refugees	1.2%
Demographics, migration	1.2%
Water, sanitation	0.6%
Digital development and technology (ICT)	0.6%
Other	3.7%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=161)
Yes	29.2%
No	70.8%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Chile? (Select only ONE response)	Percentage of Respondents (N=49)
The World Bank (IBRD)	98.0%
The International Finance Corporation (IFC)	2.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**H. Background Information (continued)**

5. Which of the following describes most of your exposure to the World Bank Group in Chile? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=161)
Observer	25.5%
Use World Bank Group reports/data	57.1%
Engage in World Bank Group related/sponsored events/activities	26.7%
Collaborate as part of my professional duties	27.3%
Use World Bank Group website for information, data, research, etc.	28.0%

6. Which best represents your geographic location?	Percentage of Respondents (N=162)
Metropolitan region	87.7%
Other regions	12.3%



Appendix B: Responses to All Questions by Stakeholder Groups³

- Office of the President/Prime Minister/Minister N=21 ● Office of Parliamentarian N=7 ● Employee of a Ministry/ PMU/Consultant on WBG project N=35
- Local Government N=9 ● Independent Government Institution N=9 ● Bilateral or Multilateral Agency N=12 ● Private Sector/Financial Sector/Private Bank N=15
- CSO N=18 ● Academia/Research Institute/Think Tank (Academia) N=17 ● Media N=18 ● Other⁴ N=4

A. Overall Context

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Trade and exports	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	5.6%	0.0%	0.0%	0.0%
Natural resource management	0.0%	14.3%	8.6%	0.0%	0.0%	8.3%	0.0%	0.0%	11.8%	0.0%	25.0%
Economic growth	38.1%	28.6%	17.1%	11.1%	62.5%	8.3%	20.0%	5.6%	23.5%	27.8%	25.0%
Disaster risk management	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Social protection	28.6%	14.3%	28.6%	11.1%	62.5%	58.3%	20.0%	22.2%	23.5%	44.4%	0.0%
Agriculture and rural development	9.5%	0.0%	0.0%	11.1%	0.0%	0.0%	6.7%	5.6%	5.9%	0.0%	0.0%
Transport	0.0%	14.3%	2.9%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Energy	4.8%	14.3%	2.9%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	33.3%	28.6%	42.9%	44.4%	25.0%	58.3%	20.0%	38.9%	11.8%	33.3%	25.0%
Anti-corruption	9.5%	28.6%	14.3%	11.1%	12.5%	0.0%	13.3%	11.1%	0.0%	5.6%	0.0%
Judiciary reform	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Financial markets	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform*	23.8%	42.9%	25.7%	33.3%	25.0%	25.0%	6.7%	5.6%	52.9%	22.2%	75.0%
Gender equity*	9.5%	14.3%	22.9%	0.0%	0.0%	33.3%	6.7%	50.0%	17.6%	33.3%	25.0%
Water and sanitation	4.8%	0.0%	0.0%	22.2%	0.0%	0.0%	13.3%	11.1%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	23.8%	14.3%	22.9%	22.2%	0.0%	8.3%	13.3%	16.7%	17.6%	0.0%	25.0%
Health	19.0%	14.3%	28.6%	22.2%	12.5%	16.7%	6.7%	22.2%	23.5%	22.2%	25.0%
Private sector development	0.0%	14.3%	2.9%	0.0%	0.0%	0.0%	13.3%	0.0%	5.9%	22.2%	0.0%
Education	52.4%	28.6%	57.1%	77.8%	87.5%	58.3%	66.7%	66.7%	70.6%	72.2%	25.0%
Global pandemics (e.g., COVID-19)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	5.6%	0.0%	0.0%	0.0%
Climate change	9.5%	14.3%	0.0%	11.1%	0.0%	25.0%	20.0%	22.2%	17.6%	0.0%	25.0%
Global/regional development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	19.0%	14.3%	8.6%	11.1%	0.0%	0.0%	13.3%	11.1%	11.8%	5.6%	25.0%

*Significantly different between stakeholder groups

³ Only 164 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁴ Includes the following categories: State-Owned Enterprise (N=3) and Other (1).

**A. Overall Context (continued)****To what extent do you trust each of the following groups to do what is right?**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	17	7.12	1.76	7	7.57	1.62	31	7.06	1.48	8	7.50	1.77	7	7.71	2.29	8	7.25	1.75	14	6.71	1.73	15	6.53	2.23	14	7.07	2.02	15	6.27	2.60	2	6.50	2.12

*(1-To no degree at all, 10-To a very significant degree)***B. Overall Attitudes toward the World Bank Group****How familiar are you with the work of these organizations in Chile? (1-Not familiar at all, 10-Extremely familiar)**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	19	6.47	2.37	7	7.43	1.40	32	6.63	2.23	8	6.63	1.69	8	6.50	3.12	11	6.36	2.06	12	6.00	2.04	18	4.67	2.45	14	7.36	2.10	16	6.13	2.50	2	5.00	1.41
International Finance Corporation (IFC), the World Bank Group's private sector arm	19	4.11	2.45	7	5.86	1.77	32	3.75	2.57	8	3.00	2.45	8	5.50	2.51	11	3.64	2.29	12	4.83	2.82	18	3.17	2.04	14	5.00	3.40	16	4.69	2.82	2	5.00	1.41
Inter-American Development Bank (IDB/BID)	19	6.42	2.14	7	8.00	1.63	32	6.31	2.15	8	5.50	1.77	8	7.50	2.20	11	6.09	1.87	12	6.50	2.39	18	6.83	2.55	14	7.43	2.47	16	7.00	2.16	2	5.50	2.12
Latin American Development Bank (CAF)*	19	3.95	2.46	7	6.29	1.50	32	4.03	2.52	8	3.00	2.14	7	5.86	2.79	11	3.64	2.25	12	4.67	2.77	18	3.61	2.15	14	6.07	3.60	16	5.44	3.08	2	6.00	2.83

**Significantly different between stakeholder groups*

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Chile? (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chile*	17	6.00	1.87	7	7.43	1.99	27	6.74	1.65	8	5.88	1.36	7	6.86	2.41	9	6.33	2.06	12	5.58	1.73	15	5.33	2.13	11	6.91	1.22	16	5.31	2.60	2	3.50	0.71
The World Bank Group's work is aligned with what I consider the development priorities for Chile	17	6.88	1.50	7	7.43	1.51	27	6.85	1.51	8	6.75	1.39	7	6.86	2.04	8	6.88	1.96	12	5.75	2.09	12	5.33	2.67	10	6.60	2.01	13	6.15	2.76	2	6.50	2.12

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	16	6.44	2.10	7	7.57	1.81	28	7.07	1.49	6	6.83	1.94	7	6.86	2.27	8	6.88	1.46	10	6.30	1.70	13	6.23	2.01	11	6.55	1.13	15	5.87	2.45	2	4.50	0.71
Inter-American Development Bank (IDB/BID)	17	6.65	2.09	7	7.86	1.35	25	6.88	1.54	6	6.33	2.07	8	7.38	1.85	8	6.25	1.28	11	6.45	1.69	12	6.00	2.13	12	6.58	1.51	15	6.47	2.36	2	5.00	1.41
Latin American Development Bank (CAF)	14	5.00	1.75	6	6.33	1.63	17	5.71	1.53	3	5.00	2.00	6	7.00	1.90	5	5.60	0.89	10	5.50	2.42	7	4.57	2.23	8	6.13	1.25	13	5.46	2.40	2	4.50	0.71

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chile?	16	6.38	1.71	7	7.71	1.70	28	6.50	2.10	7	6.71	1.50	6	6.67	2.25	8	6.75	1.04	11	6.09	1.58	12	5.83	2.12	11	6.18	1.66	13	5.62	2.29	2	4.50	0.71

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Chile?	16	5.88	2.00	7	7.57	1.40	28	6.11	2.17	6	6.50	1.38	8	5.75	2.19	8	6.63	0.92	11	5.73	2.61	10	6.10	2.64	11	5.27	1.62	15	6.00	2.39	2	4.50	0.71

(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 Chile, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Chile? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Global/regional development*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	9.1%	0.0%	7.1%	0.0%	0.0%
Urban development	11.8%	14.3%	6.3%	12.5%	0.0%	0.0%	9.1%	11.8%	0.0%	6.3%	50.0%
Gender equity	5.9%	0.0%	9.4%	0.0%	0.0%	8.3%	0.0%	35.3%	14.3%	12.5%	0.0%
Private sector development	5.9%	0.0%	0.0%	0.0%	0.0%	8.3%	9.1%	0.0%	7.1%	6.3%	0.0%
Education	41.2%	14.3%	43.8%	25.0%	37.5%	33.3%	45.5%	35.3%	42.9%	56.3%	50.0%
Public sector governance/reform	23.5%	42.9%	28.1%	37.5%	37.5%	16.7%	27.3%	17.6%	35.7%	18.8%	0.0%
Energy	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	18.2%	11.8%	0.0%	0.0%	0.0%
Water and sanitation	5.9%	14.3%	12.5%	12.5%	0.0%	8.3%	9.1%	11.8%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	6.3%	0.0%	0.0%	8.3%	0.0%	0.0%	7.1%	0.0%	0.0%
Job creation/employment	11.8%	0.0%	9.4%	12.5%	37.5%	0.0%	9.1%	0.0%	0.0%	6.3%	0.0%
Health	11.8%	0.0%	12.5%	0.0%	37.5%	16.7%	9.1%	23.5%	21.4%	25.0%	50.0%
Financial markets	5.9%	0.0%	6.3%	0.0%	12.5%	8.3%	9.1%	0.0%	0.0%	0.0%	0.0%
Social protection	29.4%	42.9%	25.0%	12.5%	12.5%	50.0%	9.1%	5.9%	42.9%	31.3%	50.0%
Global pandemics (e.g., COVID-19)*	0.0%	0.0%	3.1%	0.0%	50.0%	8.3%	0.0%	0.0%	7.1%	6.3%	0.0%
Anti-corruption	0.0%	28.6%	15.6%	0.0%	0.0%	8.3%	18.2%	11.8%	7.1%	0.0%	0.0%
National debt	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Natural resource management	0.0%	28.6%	9.4%	0.0%	0.0%	0.0%	9.1%	5.9%	14.3%	18.8%	0.0%
Climate change	29.4%	14.3%	15.6%	25.0%	25.0%	41.7%	18.2%	47.1%	28.6%	18.8%	50.0%
Poverty reduction	41.2%	14.3%	31.3%	25.0%	25.0%	16.7%	27.3%	29.4%	7.1%	31.3%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	23.5%	42.9%	6.3%	12.5%	12.5%	16.7%	18.2%	0.0%	14.3%	6.3%	0.0%
Disaster risk management	0.0%	0.0%	3.1%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	23.5%	28.6%	25.0%	37.5%	12.5%	33.3%	9.1%	41.2%	35.7%	31.3%	0.0%
Transport	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development*	11.8%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	50.0%
Trade and exports	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	13	7.15	1.07	7	7.57	1.27	28	7.04	1.57	4	6.50	1.91	4	7.00	2.16	8	7.00	1.77	8	7.38	1.85	11	6.00	2.05	9	6.78	1.30	11	6.55	2.11	1	5.00	0.00
Flexibility (in terms of the institution's products and services)	15	7.00	1.77	7	7.57	1.27	28	6.82	1.79	4	5.75	2.50	4	6.75	2.63	7	6.29	1.38	9	6.33	2.50	10	5.40	1.78	8	6.25	1.39	8	6.75	1.39	1	3.00	0.00
Flexibility (in terms of changing country circumstances)	16	7.06	1.88	7	8.00	1.53	28	6.86	1.72	5	6.20	0.84	4	6.75	2.63	7	7.00	1.63	8	6.13	2.85	11	5.27	2.10	8	6.38	1.30	8	6.25	2.19	1	4.00	0.00
Being inclusive	14	6.64	2.21	7	7.43	1.62	23	7.04	1.52	5	8.00	1.22	5	7.20	2.05	7	6.86	1.46	8	6.75	1.83	11	5.45	1.92	7	7.00	1.15	10	6.20	1.87	1	3.00	0.00
Openness (sharing data and other information)	17	7.94	1.34	7	8.71	1.11	29	7.59	1.84	7	7.57	1.40	5	7.40	3.05	8	7.13	2.42	7	7.57	1.62	10	6.80	1.75	9	8.11	1.69	13	7.08	1.98	1	4.00	0.00
Collaboration with the Government	17	8.12	1.11	6	8.33	1.03	30	7.77	1.36	7	7.43	0.79	6	8.17	1.72	8	7.88	0.83	7	8.00	1.41	13	7.54	2.07	8	7.50	1.20	9	7.33	1.80	1	4.00	0.00
The speed in which it gets things accomplished on the ground	14	6.64	1.74	6	7.50	1.76	28	6.18	2.11	6	6.17	2.14	3	6.67	3.21	6	6.50	1.38	7	7.14	1.86	9	5.22	2.17	6	5.83	2.40	7	6.57	2.30	1	4.00	0.00
Helping to bring discipline/effective supervision to implementation of investment projects	12	7.17	1.80	6	7.67	1.21	21	6.67	1.80	6	6.83	1.60	5	8.40	0.89	5	7.60	1.34	8	7.25	2.60	9	6.89	1.45	7	6.14	2.27	11	6.73	1.90	1	4.00	0.00
Collaboration with civil society	12	6.75	1.60	5	7.40	1.67	17	5.94	1.52	5	5.80	2.59	4	7.25	1.71	8	5.75	1.04	7	6.29	2.50	11	4.73	2.45	8	6.13	1.96	10	6.00	1.83	1	3.00	0.00
Staff accessibility*	14	7.43	2.10	7	8.14	1.35	31	7.42	1.98	7	5.57	1.13	4	5.75	2.63	9	6.56	2.79	8	7.00	2.83	10	5.90	2.77	7	5.00	2.38	11	5.82	1.78	1	4.00	0.00
Collaboration with other donors and development partners	14	6.79	2.15	7	7.71	1.38	19	6.47	1.93	4	7.00	1.15	2	7.50	0.71	9	5.78	2.33	9	6.89	1.36	6	6.17	1.72	6	6.17	1.72	9	7.00	1.87	1	4.00	0.00
Collaboration with the private sector	14	6.64	1.55	6	7.17	1.33	17	6.06	1.60	5	6.40	1.14	4	8.25	0.50	5	8.00	1.41	9	6.78	2.68	8	6.75	1.91	9	6.33	2.35	11	6.73	2.69	1	4.00	0.00
Straightforwardness and honesty	16	8.19	1.38	7	8.43	0.98	29	7.79	1.78	6	7.67	1.37	5	9.00	1.00	7	7.71	1.25	9	7.22	2.64	7	7.29	2.43	8	7.75	1.98	8	8.25	1.58	1	6.00	0.00
Treating clients and stakeholders in Chile with respect	14	9.00	1.62	6	8.83	1.33	28	8.25	1.58	7	8.29	1.50	3	9.33	1.15	7	8.00	1.29	9	7.67	2.60	9	8.22	1.64	6	7.33	2.42	9	8.00	1.50	1	7.00	0.00
Being a long-term partner	15	8.20	1.52	7	8.43	1.27	27	8.26	1.65	6	8.17	1.60	5	9.20	1.10	8	7.88	0.99	9	7.67	2.00	10	8.00	1.83	9	7.56	2.07	11	8.27	1.62	1	4.00	0.00

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Chile	15	6.87	1.41	6	7.50	1.87	25	6.32	2.12	6	6.17	0.98	4	5.75	2.22	5	6.40	1.52	5	6.00	2.00	6	4.50	1.76	6	5.83	2.32	8	5.75	1.58	1	5.00	0.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	6.73	1.49	5	8.00	1.41	21	7.29	1.42	5	6.60	1.14	4	6.25	2.22	5	7.20	2.39	6	5.17	2.23	6	7.33	1.37	8	6.63	2.50	10	6.10	2.18	1	7.00	0.00

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chile	13	7.23	1.42	7	7.29	1.89	19	6.53	1.39	5	6.40	2.07	5	7.20	1.92	8	6.50	1.60	8	6.00	1.69	8	5.00	2.33	9	6.00	1.87	13	6.00	2.04	1	5.00	0.00
The World Bank Group meets Chile's needs for knowledge services*	16	7.38	1.20	7	8.57	1.62	27	7.63	1.50	7	6.43	2.15	4	8.00	0.82	8	7.13	1.81	8	6.75	1.67	10	6.30	2.41	10	5.60	2.76	14	6.50	2.03	1	4.00	0.00

*Significantly different between stakeholder groups

E. World Bank Group's Knowledge Work and Activities**In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Chile's specific development challenges and country circumstances	10	7.00	1.15	7	8.43	1.81	25	7.60	1.50	6	7.67	1.21	4	7.25	2.87	9	7.11	1.90	6	5.83	1.94	9	6.78	2.49	8	6.00	2.20	12	6.92	2.64	1	5.00	0.00

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	12	7.17	0.94	7	8.14	1.46	28	7.07	1.44	6	7.00	0.89	5	6.60	1.14	10	6.60	1.58	8	6.50	1.31	9	5.11	1.96	9	6.78	1.86	15	5.93	2.28	1	6.00	0.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.92	1.24	7	8.86	0.69	29	7.79	1.66	6	8.17	0.75	6	8.33	1.86	10	8.10	0.57	7	7.57	1.40	10	7.60	2.12	10	7.90	0.99	13	7.62	1.80	1	7.00	0.00

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



F. The Future Role of The World Bank Group in Chile

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Provide more adequate data/knowledge/statistics/figures on Chile's economy	25.0%	14.3%	16.1%	28.6%	16.7%	9.1%	0.0%	14.3%	27.3%	25.0%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	25.0%	14.3%	22.6%	57.1%	16.7%	36.4%	25.0%	71.4%	9.1%	43.8%	0.0%
Increase the level of capacity development in the country	16.7%	42.9%	38.7%	14.3%	33.3%	9.1%	50.0%	21.4%	54.5%	25.0%	0.0%
Engage more directly with beneficiaries	25.0%	0.0%	9.7%	0.0%	16.7%	18.2%	0.0%	7.1%	9.1%	6.3%	0.0%
Improve the quality of its experts as related to Chile's specific challenges	8.3%	14.3%	6.5%	14.3%	16.7%	9.1%	12.5%	0.0%	27.3%	18.8%	0.0%
Engage more effectively with private sector*	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	37.5%	0.0%	9.1%	6.3%	0.0%
Offer more innovative knowledge products and services	0.0%	0.0%	12.9%	14.3%	0.0%	0.0%	0.0%	0.0%	9.1%	12.5%	0.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.7%	28.6%	12.9%	28.6%	33.3%	0.0%	25.0%	0.0%	18.2%	18.8%	100.0%
Work faster	16.7%	0.0%	19.4%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	6.3%	0.0%
Reduce the complexity of obtaining World Bank Group financing	25.0%	14.3%	29.0%	28.6%	16.7%	27.3%	25.0%	28.6%	18.2%	18.8%	100.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	16.7%	28.6%	0.0%	0.0%	16.7%	72.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products and services	16.7%	14.3%	19.4%	14.3%	0.0%	18.2%	0.0%	7.1%	9.1%	6.3%	0.0%
Other*	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Chile (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/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
NGOs/ Foundations*	16.7%	28.6%	9.7%	28.6%	16.7%	27.3%	25.0%	80.0%	18.2%	31.3%	0.0%
Youth/university groups	8.3%	14.3%	9.7%	0.0%	0.0%	9.1%	0.0%	6.7%	18.2%	12.5%	0.0%
Private sector*	41.7%	14.3%	38.7%	28.6%	0.0%	9.1%	75.0%	0.0%	0.0%	12.5%	0.0%
Local government	50.0%	28.6%	58.1%	71.4%	50.0%	54.5%	37.5%	53.3%	45.5%	37.5%	100.0%
Beneficiaries	16.7%	0.0%	9.7%	14.3%	16.7%	9.1%	0.0%	20.0%	9.1%	12.5%	100.0%
Academia/think tanks/research institutes*	25.0%	28.6%	29.0%	28.6%	33.3%	27.3%	12.5%	6.7%	72.7%	12.5%	0.0%
Parliament*	16.7%	71.4%	16.1%	0.0%	16.7%	9.1%	25.0%	6.7%	18.2%	18.8%	0.0%
Media	16.7%	14.3%	9.7%	14.3%	16.7%	18.2%	12.5%	13.3%	9.1%	43.8%	0.0%
Other	0.0%	0.0%	3.2%	14.3%	0.0%	27.3%	0.0%	13.3%	9.1%	0.0%	0.0%
Don't know	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Chile?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	0.0%	14.3%	6.5%	0.0%	0.0%	9.1%	12.5%	20.0%	7.7%	12.5%	0.0%
Less than once a year	16.7%	14.3%	3.2%	16.7%	66.7%	9.1%	25.0%	40.0%	30.8%	25.0%	100.0%
Once a year to a few times a year	41.7%	71.4%	54.8%	33.3%	16.7%	54.5%	62.5%	40.0%	38.5%	56.3%	0.0%
Less than once a month	25.0%	0.0%	9.7%	16.7%	16.7%	0.0%	0.0%	0.0%	7.7%	6.3%	0.0%
At least once a month	16.7%	0.0%	19.4%	33.3%	0.0%	18.2%	0.0%	0.0%	15.4%	0.0%	0.0%
At least once a week	0.0%	0.0%	6.5%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	25.0%	28.6%	41.9%	0.0%	50.0%	9.1%	12.5%	26.7%	41.7%	31.3%	0.0%
e-Newsletters	58.3%	42.9%	22.6%	57.1%	33.3%	27.3%	37.5%	40.0%	33.3%	43.8%	100.0%
World Bank Group's seminars/workshops/conferences	33.3%	42.9%	35.5%	57.1%	33.3%	45.5%	37.5%	20.0%	16.7%	18.8%	0.0%
World Bank Group's website	0.0%	28.6%	12.9%	14.3%	16.7%	9.1%	12.5%	33.3%	25.0%	25.0%	0.0%
Direct contact with World Bank Group	41.7%	42.9%	38.7%	0.0%	50.0%	63.6%	37.5%	26.7%	16.7%	43.8%	0.0%
Social media*	16.7%	0.0%	3.2%	28.6%	0.0%	0.0%	12.5%	13.3%	33.3%	12.5%	100.0%
Webinars or online events hosted by the World Bank Group	25.0%	0.0%	29.0%	42.9%	16.7%	18.2%	25.0%	26.7%	25.0%	6.3%	0.0%

*Significantly different between stakeholder groups

H. Background Information**Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? ***

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	57.1%	28.6%	51.4%	37.5%	14.3%	54.5%	13.3%	0.0%	5.9%	5.6%	25.0%
No	42.9%	71.4%	48.6%	62.5%	85.7%	45.5%	86.7%	100.0%	94.1%	94.4%	75.0%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Chile? (Select only ONE response)*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
The World Bank (IBRD)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)****Which of the following describes most of your exposure to the World Bank in Chile? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consul tant on WBG Project	Local Government	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer	28.6%	28.6%	9.1%	12.5%	25.0%	27.3%	33.3%	35.3%	23.5%	33.3%	50.0%
Use World Bank Group reports/data*	52.4%	57.1%	39.4%	62.5%	50.0%	63.6%	53.3%	52.9%	58.8%	100.0%	50.0%
Engage in World Bank Group related/sponsored events/activities	42.9%	42.9%	33.3%	50.0%	25.0%	9.1%	20.0%	23.5%	29.4%	0.0%	25.0%
Collaborate as part of my professional duties*	38.1%	14.3%	48.5%	25.0%	37.5%	63.6%	20.0%	0.0%	11.8%	5.6%	25.0%
Use World Bank Group website for information, data, research, etc.	14.3%	28.6%	18.2%	0.0%	25.0%	9.1%	33.3%	47.1%	41.2%	44.4%	25.0%

*Significantly different between stakeholder groups



Appendix C: Responses to Select Questions by Collaboration with the WBG⁵

This appendix compares the responding from respondents who indicated that they currently collaborate with the WBG to those respondents who indicated that they do not collaborate with the WBG for selected questions, namely all 10-point rating scale questions and questions B7, B9, B10, and F1. For those 10-point rating scale questions that were asked both in FY15 and FY20 Chile COS, the mean responses for FY15 collaborators is included; however, the only tests of statistical significance are comparing FY20 collaborators vs. non-collaborators.

- Collaborating with the WBG, FY15 N=10
- Collaborating with the WBG, FY20 N=47 ● Not collaborating with the WBG, FY20 N=114

A. Overall Context

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	40	6.50	2.41	99	6.51	2.37
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	37	6.57	1.99	85	6.19	2.18
The World Bank Group	42	7.05	1.43	94	6.93	2.08
The International Monetary Fund	39	6.62	1.86	95	6.89	2.14
The United Nations (UN)	41	6.44	2.16	101	6.34	2.32
Regional development banks	37	6.54	1.92	90	6.46	2.06
Chile's Central Bank	41	7.85	2.06	97	8.21	1.85
International private sector	40	6.33	2.30	96	6.33	2.22
Domestic private sector	41	5.80	2.16	100	5.99	2.43
International civil society (e.g., NGOs, CBOs)	42	6.71	1.73	98	6.71	2.23
Domestic civil society (e.g., NGOs, CBOs)	42	6.86	1.75	99	6.93	2.19
Faith-based institutions	42	5.48	2.82	103	5.17	2.72
Domestic traditional media and their web presence*	42	4.76	1.99	104	5.78	2.42
International media and their web presence*	41	5.68	1.75	104	6.46	2.26
Web based media	42	5.14	2.02	104	5.41	2.48

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Chile?*	9	7.89	1.36	42	7.33	1.80	103	5.89	2.38

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

⁵ Only 161 respondents provided information about collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Chile?***(1-Strongly disagree, 10-Strongly agree)*

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chile*	8	6.13	2.03	40	6.83	1.93	89	5.83	1.97
The World Bank Group's work is aligned with what I consider the development priorities for Chile*	8	7.00	1.51	40	7.23	1.61	81	6.21	2.07

**Significantly different between collaborators and non-collaborators*

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Chile.	8	7.00	1.93	40	7.03	1.66	82	6.40	1.91

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

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chile?*	7	5.71	2.14	39	6.87	1.42	81	6.07	2.04

*(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
To what extent does the World Bank Group influence the development agenda in Chile?	40	6.43	1.71	80	5.86	2.24

*(1-To no degree at all, 10-To a very significant degree)***Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile?****(Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	7.5%	7.3%
Not adequately sensitive to political/social realities in Chile	12.5%	13.5%
Inadequate World Bank Group's staffing in Chile	20.0%	13.5%
Not collaborating enough with private sector	5.0%	8.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	12.5%	5.2%
Not willing to honestly criticize policies and reform efforts in the country	15.0%	9.4%
Staff too inaccessible	5.0%	11.5%
Too influenced by developed countries	7.5%	8.3%
World Bank Group's processes too slow and complex	20.0%	14.6%
Not adequately flexible	5.0%	4.2%
Not sufficiently focused on sustainable results	0.0%	4.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	17.5%	21.9%
Not enough public disclosure of its work*	15.0%	37.5%
Arrogant in its approach	5.0%	1.0%
Other	10.0%	4.2%
Don't know	12.5%	12.5%

**Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Global/regional development	2.4%	3.0%
Urban development	2.4%	10.0%
Gender equity (closing the gap between women and men, and boys and girls)*	2.4%	14.0%
Private sector development	2.4%	4.0%
Education	36.6%	42.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	36.6%	22.0%
Energy	2.4%	4.0%
Water and sanitation	7.3%	7.0%
Pollution	2.4%	3.0%
Job creation/employment	9.8%	6.0%
Health	12.2%	19.0%
Financial markets	4.9%	4.0%
Social protection (e.g., pensions, targeted social assistance)	36.6%	23.0%
Global pandemics (e.g., COVID-19)	2.4%	6.0%
Anti-corruption	12.2%	7.0%
National debt*	4.9%	0.0%
Crime and violence	4.9%	2.0%
Natural resource management (renewable resources)	7.3%	9.0%
Climate change (e.g., mitigation, adaptation)	26.8%	27.0%
Poverty reduction	24.4%	26.0%
Judiciary reform	12.2%	12.0%
Economic growth	0.0%	2.0%
Disaster risk management	29.3%	28.0%
Equality of opportunity (i.e., social inclusion)	0.0%	1.0%
Transport (e.g., roads, bridges, transportation)	2.4%	5.0%
Agriculture and rural development	2.4%	1.0%
Trade and exports	2.4%	3.0%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Chile solve its most complicated development challenges?	9	7.78	2.05	40	7.45	1.52	64	7.11	2.16

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Chile, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs ⁱ	8	6.50	2.00	36	7.22	1.46	70	6.57	1.77
Flexibility (in terms of the institution's products and services)*	8	6.13	2.10	38	7.08	1.62	62	6.18	1.89
Flexibility (in terms of changing country circumstances)*	7	6.00	2.58	38	7.32	1.61	64	6.17	2.01
Being inclusive*	7	6.29	2.43	33	7.30	1.38	63	6.41	1.92
Openness (sharing data and other information)	8	6.88	2.85	39	7.74	1.43	72	7.43	2.02
Collaboration with the Government	7	7.29	2.56	41	8.00	1.14	69	7.59	1.57
The speed in which it gets things accomplished on the ground	7	5.71	2.75	36	6.83	1.89	56	6.04	2.09
Helping to bring discipline/effective supervision to implementation of investment projects ⁱⁱ				31	7.39	1.61	58	6.71	1.89
Collaboration with civil society	5	6.20	3.35	27	6.33	1.66	59	5.80	1.99
Staff accessibility*	8	8.13	2.10	39	7.77	1.74	69	6.13	2.34
Collaboration with other donors and development partners	5	5.80	2.95	33	6.97	1.81	52	6.38	1.85
Collaboration with the private sector	6	7.17	1.94	29	6.76	1.72	58	6.59	2.05
Straightforwardness and honesty	8	8.13	2.10	39	8.23	1.55	62	7.61	1.81
Treating clients and stakeholders in Chile with respect	8	8.25	1.91	38	8.61	1.50	60	8.02	1.79
Being a long-term partner	7	7.71	2.06	37	8.43	1.42	70	7.90	1.73

*Significantly different between collaborators and non-collaborators

ⁱ In FY 2015, the category was "Responsiveness"ⁱⁱ Only FY20 questionnaire had this response option**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Chile*	6	6.83	2.32	34	7.06	1.41	52	5.65	1.93
Working with the World Bank Group increases Chile's institutional capacity*	8	6.75	2.61	39	7.36	1.44	68	6.34	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	8.00	1.41	28	7.57	1.48	53	6.36	1.88

*Significantly different between collaborators and non-collaborators

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

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chile*	7	4.86	1.68	30	7.10	1.42	64	6.03	1.88
The World Bank Group meets Chile's needs for knowledge services	7	6.43	2.57	38	7.50	1.43	73	6.78	2.13

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	6	6.33	2.66	24	7.67	1.24	40	6.30	2.00

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

D. World Bank Group's Support in Development Areas

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

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	4	6.75	1.26	21	6.81	1.60	37	5.81	2.22
Gender equity*	2	5.00	2.83	20	7.25	1.33	42	5.86	2.19
Private sector development	4	7.25	0.50	16	7.13	1.41	46	6.72	2.00
Education*	4	5.75	2.75	21	7.00	1.34	43	5.72	1.98
Public sector governance/reform	4	7.00	3.37	29	7.17	1.28	45	6.49	1.93
Global/regional development	2	4.00	4.24	26	7.54	1.33	48	6.88	2.02
Urban development	3	5.33	2.89	19	6.68	1.25	39	6.38	2.12
Energy	4	7.50	0.58	15	7.40	1.12	38	6.55	2.01
Water and sanitation	4	6.75	2.06	12	7.25	1.29	39	6.64	2.27
Pollution ⁱ				11	7.36	1.29	35	6.37	2.22
Health	2	4.50	4.95	15	6.93	1.28	30	5.90	2.34
Financial markets	2	7.00	2.83	18	8.17	1.25	43	7.49	2.21
Transport	3	6.00	1.73	14	7.50	1.65	38	6.26	2.13
Agriculture and rural development* ⁱⁱ	4	4.88	2.84	17	7.35	1.58	35	5.89	2.26
Climate change*	4	5.00	3.56	23	7.91	1.44	41	6.22	2.19
Poverty reduction	4	6.00	2.16	25	7.16	1.82	45	6.60	2.45
Judiciary reform ⁱ				11	5.82	2.36	28	5.39	2.35
Economic growth	3	7.67	0.58	22	7.55	1.30	47	6.83	2.25
Disaster risk management ⁱⁱⁱ	3	7.33	1.16	13	6.69	1.97	36	5.94	2.44
Equality of opportunity	3	6.33	2.52	24	6.83	1.61	45	6.36	2.41

*Significantly different between collaborators and non-collaborators

ⁱ Only FY20 questionnaire had this response option

ⁱⁱ In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Agriculture, irrigation, and rural development" category.

ⁱⁱⁱ In FY 2015, the category was "Disaster management"



E. World Bank Group's Knowledge Work and Activities

In Chile, 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)

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Chile*	6	6.83	2.32	34	7.06	1.41	52	5.65	1.93
Working with the World Bank Group increases Chile's institutional capacity*	8	6.75	2.61	39	7.36	1.44	68	6.34	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	8.00	1.41	28	7.57	1.48	53	6.36	1.88

*Significantly different between collaborators and non-collaborators

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	8	7.00	2.14	38	7.21	1.09	70	6.39	1.88

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

	2015			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8	7.75	1.75	38	8.05	1.14	71	7.80	1.61

(1- Very low technical quality, 10- Very high technical quality)

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Chile?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Chile's economy	12.8%	19.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	30.8%	32.5%
Increase the level of capacity development in the country	33.3%	30.1%
Engage more directly with beneficiaries	10.3%	9.6%
Improve the quality of its experts as related to Chile's specific challenges	12.8%	10.8%
Engage more effectively with private sector	5.1%	6.0%
Offer more innovative knowledge products and services	10.3%	3.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.8%	16.9%
Work faster	5.1%	9.6%
Reduce the complexity of obtaining World Bank Group financing	23.1%	26.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	20.5%	6.0%
Offer more innovative financial products and services	15.4%	10.8%
Other	2.6%	6.0%

*Significantly different between collaborators and non-collaborators

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Chile? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.93	7.05	7.02	6.81	6.83	7.06	6.95	7.00	6.87	7.22	6.93	7.05
Overall the World Bank Group currently plays a relevant role in development in Chile	5.83	6.83	6.26	5.71	6.19	6.06	5.90	6.65	5.80	7.03	6.16	6.00
The World Bank Group's work is aligned with what I consider the development priorities for Chile	6.21	7.22	6.66	6.14	6.58	6.50	6.31	7.06	6.28	7.21	6.60	6.36
Overall, please rate your impression of the World Bank Group's effectiveness in Chile.	6.40	7.03	6.67	6.28	6.70	6.50	6.38	7.09	6.41	7.03	6.54	6.69
To what extent does the World Bank Group's work help to achieve development results in Chile?	6.07	6.87	6.29	6.38	6.42	6.24	6.20	6.56	6.09	6.88	6.35	6.17
To what extent does the World Bank Group influence the development agenda in Chile?	5.86	6.42	5.98	6.07	5.98	6.01	5.93	6.17	5.78	6.56	6.10	5.68
Responsiveness to needs	6.57	7.22	6.79	6.80	6.89	6.73	6.74	6.93	6.56	7.31	6.76	6.86
Flexibility (in terms of the institution's products and services)	6.18	7.08	6.62	6.04	6.38	6.56	6.37	6.79	6.22	7.10	6.42	6.65
Flexibility (in terms of changing country circumstances)	6.17	7.32	6.66	6.19	6.67	6.50	6.46	6.80	6.23	7.32	6.58	6.52
Being inclusive	6.41	7.30	6.84	6.29	6.86	6.64	6.59	7.04	6.53	7.22	6.77	6.58
Openness (sharing data and other information)	7.43	7.74	7.62	7.36	7.69	7.48	7.45	7.84	7.46	7.81	7.50	7.72
Collaboration with the Government	7.59	8.00	7.73	7.80	7.89	7.64	7.77	7.70	7.70	7.85	7.70	7.89
The speed in which it gets things accomplished on the ground	6.04	6.83	6.35	6.24	6.23	6.39	6.29	6.41	6.19	6.67	6.32	6.36
Helping to bring discipline/effective supervision to implementation of investment projects	6.71	7.39	7.04	6.83	6.91	7.05	6.91	7.26	6.89	7.29	6.90	7.23
Collaboration with civil society	5.80	6.33	6.13	5.75	6.26	5.95	6.09	5.91	5.85	6.64	5.92	6.38
Staff accessibility	6.13	7.77	6.80	6.48	7.21	6.41	6.53	7.19	6.39	7.55	6.74	6.69
Collaboration with other donors and development partners	6.38	6.97	6.76	6.26	6.73	6.56	6.46	7.15	6.50	6.89	6.58	6.76
Collaboration with the private sector	6.59	6.76	6.83	6.27	6.47	6.82	6.75	6.56	6.51	7.22	6.59	7.00
Straightforwardness and honesty	7.61	8.23	7.87	7.83	8.10	7.69	7.83	7.93	7.69	8.26	7.70	8.30
Treating clients and stakeholders in Chile with respect	8.02	8.61	8.22	8.39	8.44	8.12	8.20	8.36	8.08	8.61	8.28	8.15
Being a long-term partner	7.90	8.43	8.04	8.17	8.05	8.08	8.09	8.00	7.99	8.25	8.05	8.11
The World Bank Group takes decisions quickly in Chile	5.65	7.06	6.30	5.63	6.06	6.20	6.00	6.48	5.90	6.76	6.21	5.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.36	7.57	6.90	6.42	6.96	6.70	6.63	7.25	6.60	7.20	6.79	6.78
The World Bank Group's financial instruments meet the needs of Chile	6.03	7.10	6.40	6.38	6.47	6.35	6.35	6.52	6.15	6.97	6.43	6.30
The World Bank Group meets Chile's needs for knowledge services	6.78	7.50	7.05	6.92	7.12	6.96	6.97	7.13	6.79	7.55	7.04	6.96
In Chile, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Chile's specific development challenges and country circumstances	6.83	7.61	7.22	6.77	7.34	7.00	7.06	7.27	6.90	7.64	7.08	7.22
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.39	7.21	6.62	6.77	6.74	6.61	6.63	6.72	6.44	7.24	6.78	6.32
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.80	8.05	7.90	7.92	7.97	7.87	7.90	7.93	7.86	8.03	7.86	8.03

Yellow highlight indicates significant difference between Yes and No

Appendix E: Chile FY 2020 COS Questionnaire



World Bank Group Country Survey FY 2020 – Chile

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

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: OVERALL CONTEXT

A1. Equality of opportunity 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 achieving equality of opportunity for people in Chile? (Choose no more than THREE)

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

A2. Please describe the direction Chile is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Chile's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A3. Listed below are global challenges. Which do you think have the most serious impact on Chile? (Choose no more than TWO)

1	Trade constraints	6	Geo political uncertainty
2	Migrants and refugees	7	National debt
3	Climate change	8	The gap between the rich and the poor
4	Terrorism	9	Environmental degradation
5	Jobs/employment	10	Technology based disruption

SECTION A: OVERALL CONTEXT

A4. To what extent do you trust each of the following groups to do what is right?														
		To no degree at all						To a very significant degree						Don't know
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Chile's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Chile?											
		Not familiar at all								Extremely familiar	
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
2	International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10
3	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
4	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Chile?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall the World Bank Group currently plays a relevant role in development in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B3	The World Bank Group's work is aligned with what I consider the development priorities for Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B4. Overall, please rate your impression of the effectiveness of these organizations in Chile.													
		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"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Chile?											
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	

B6. To what extent does the World Bank Group influence the development agenda in Chile?											
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	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. When thinking about the World Bank Group's role in Chile, which activity do you VALUE the most? (Choose no more than TWO)

1	Technical assistance
2	Policy advice, studies, analyses
3	Bringing together different groups of stakeholders
4	Capacity development
5	Financial resources
6	Data and statistics
7	Promoting knowledge sharing
8	Implementation support
9	Mobilizing third party financial resources
10	Other (please specify): _____

B8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chile? (Choose no more than TWO)

1	Not aligned with country priorities
2	Not adequately sensitive to political/social realities in Chile
3	Inadequate World Bank Group's staffing in Chile
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible
11	Not sufficiently focused on sustainable results
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Other (please specify): _____
16	Don't know

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

B9. When thinking about how the World Bank Group can have the most impact on development results in Chile, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Chile? (Choose no more than THREE)			
1	Global/regional development	15	Anti-corruption
2	Urban development	16	National debt
3	Gender equity (closing the gap between women and men, and boys and girls)	17	Crime and violence
4	Private sector development	18	Natural resource management (renewable resources)
5	Education	19	Climate change (e.g., mitigation, adaptation)
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Poverty reduction
7	Energy	21	Judiciary reform
8	Water and sanitation	22	Economic growth
9	Pollution	23	Disaster risk management
10	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
11	Health	25	Transport (e.g., roads, bridges, transportation)
12	Financial markets	26	Agriculture and rural development
13	Social protection (e.g., pensions, targeted social assistance)	27	Trade and exports
14	Global pandemics (e.g., COVID-19)		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Chile 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	

To what extent is the World Bank Group an effective development partner in Chile, 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	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Chile with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C17	The World Bank Group takes decisions quickly in Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Working with the World Bank Group increases Chile's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	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"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Chile?												
		Strongly disagree								Strongly agree		Don't know
C20	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Chile	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	The World Bank Group meets Chile'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"/>

C22. To what extent do you believe that Chile received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chile? (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 development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

In Chile, 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
E1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Chile's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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	

E9. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHILE

F1. Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Chile? **(Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Chile's economy
2	Engage more effectively with civil society (e.g., NGOs, CBOs)
3	Increase the level of capacity development in the country
4	Engage more directly with beneficiaries
5	Improve the quality of its experts as related to Chile's specific challenges
6	Engage more effectively with private sector
7	Offer more innovative knowledge products and services
8	Collaborate more effectively with Government clients (e.g., national, state, local)
9	Work faster
10	Reduce the complexity of obtaining World Bank Group financing
11	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
12	Offer more innovative financial products and services
13	Other (please specify): _____

F2. 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	NGOs/ Foundations	6	Academia/think tanks/research institutes
2	Youth/university groups	7	Parliament
3	Private sector	8	Media
4	Local government	9	Other (please specify): _____
5	Beneficiaries	10	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Chile?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

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	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G3. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Chile? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

**H5. Which of the following describes most of your exposure to the World Bank Group in Chile?
(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.

H6. Which best represents your geographic location?

1	Metropolitan region
2	Other regions

Thank you for completing the survey!