

FY 2021 El Salvador Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



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Acknowledgements

The El Salvador Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the El Salvador country team and independent fielding agency AGA & Asociados. In particular, SI is grateful for the support from Joanna Corzo (Operations Analyst), Cesar Leon (Consultant), and Andrea Ayala (Consultant) who coordinated the survey related activities from San Salvador, El Salvador.



CountryOpinionSurveys
THE WORLD BANK GROUP



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EL SALVADOR





I. Objectives

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

- *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 El Salvador*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2021, 244 stakeholders of the WBG in El Salvador were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 165 stakeholders participated in the survey (68% response rate). Respondents received the questionnaire via a courier and returned it accordingly, or they completed the questionnaire online.

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

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 and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 72%, N=113). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY '18 and FY '21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'18 COS report and the non-weighted data presented in this report.

Percentage of Respondents	Original Distribution	
	FY18	FY21
Office of the President, Minister	10.6%	11.1%
Government Institutions (includes office of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	21.2%	26.5%
Local Government	4.8%	6.2%
Bilateral/Multilateral Agencies	5.8%	10.5%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	19.2%	11.7%
Private Sector (includes financial sector/private banks)	15.4%	14.2%
Academia/Research Institute/Think Tank	16.3%	11.7%
Media	6.7%	8.0%
Total Number of Respondents (Un-Weighted)	104	162

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown and the weights:

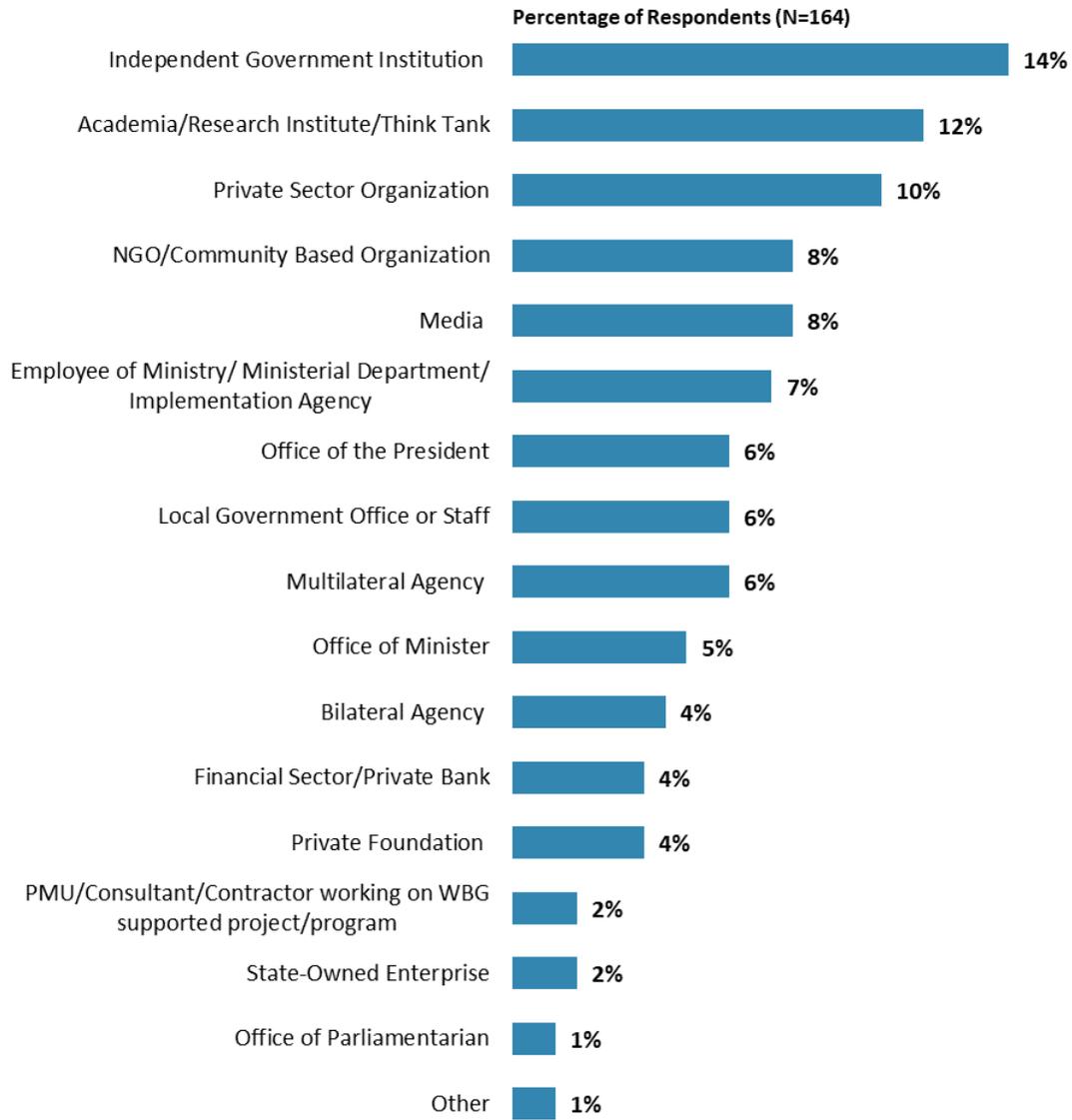
Percentage of Respondents	Weighted Distribution		Weights	
	FY18	FY21	FY18	FY21
Office of the President/Prime Minister/Minister	11.0%	11.0%	1.040	0.990
Government Institutions	23.7%	23.5%	1.120	0.885
Local Government	5.6%	5.6%	1.165	0.907
Bilateral/Multilateral Agency	7.7%	7.9%	1.335	0.753
Civil Society	15.2%	15.2%	0.790	1.296
Private Sector	15.0%	15.0%	0.975	1.057
Academia/Research Institute/Think Tank	14.4%	14.4%	0.881	1.228
Media	7.4%	7.4%	1.099	0.922
Total Number of Respondents (Weighted)	104	162		



III. Demographics of the Sample

Current Affiliation

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



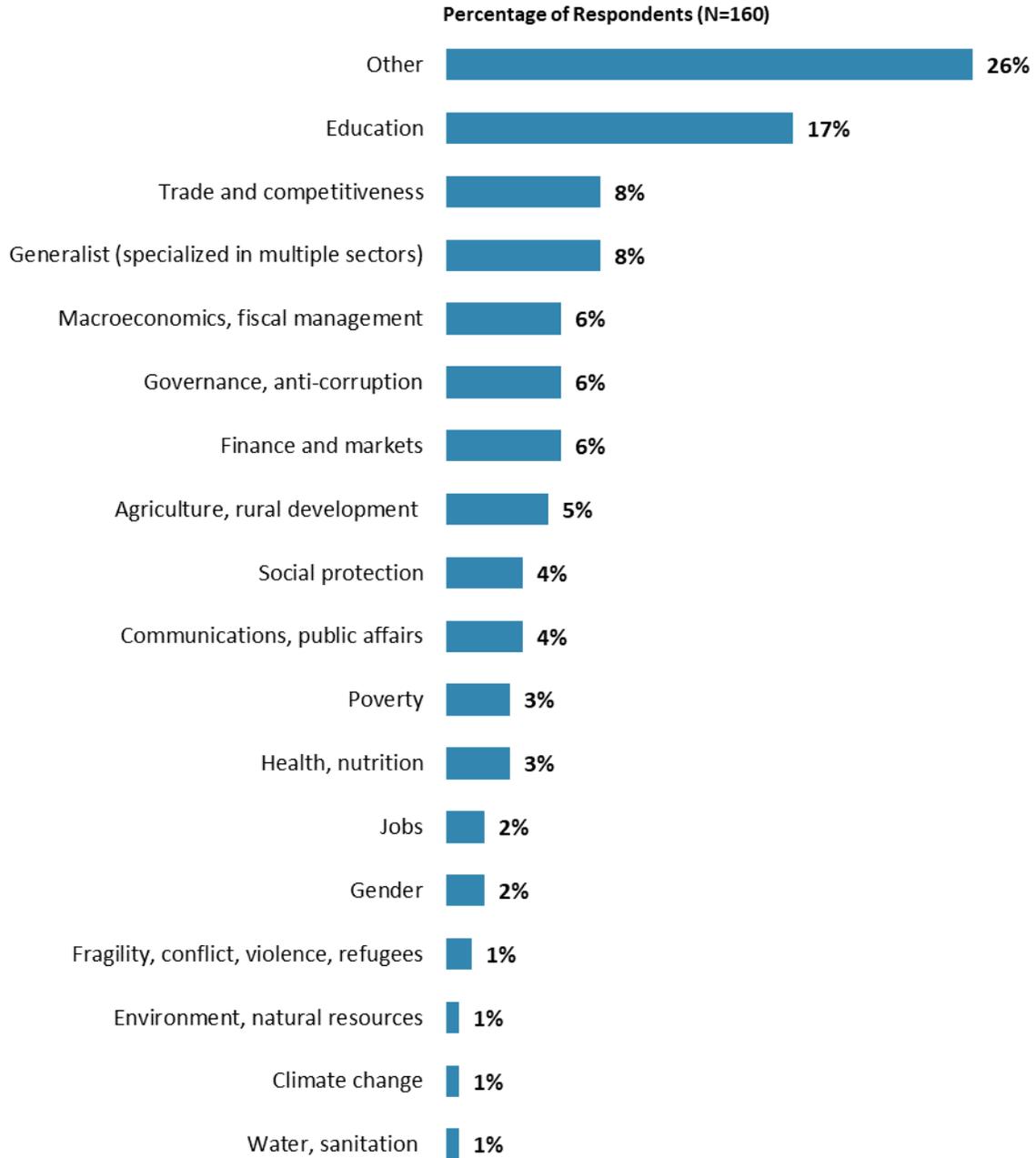
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President were combined with the respondents from the office of a minister; respondents from ministries/ministerial departments/implementation agencies were combined with the respondents from PMUs/consultants/contractors working on WBG supported projects; respondents from independent government institutions and state-owned enterprises were combined into the “Other Government Institutions/Organizations” category; 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 NGO/community-based organizations and private foundations were included in the “CSO” category. The small number of the respondents from the office of Parliamentarian were included in the “Other” category. There were no respondents from the judicial system, from trade unions, faith-based groups, and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

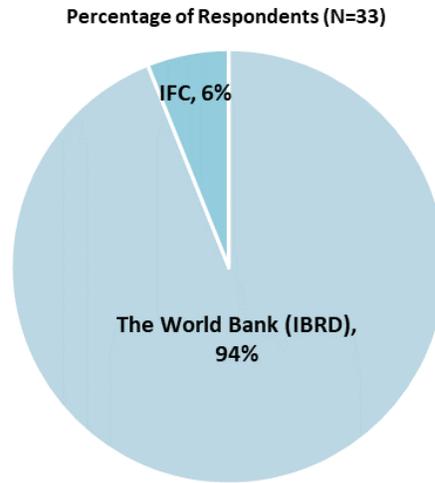


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



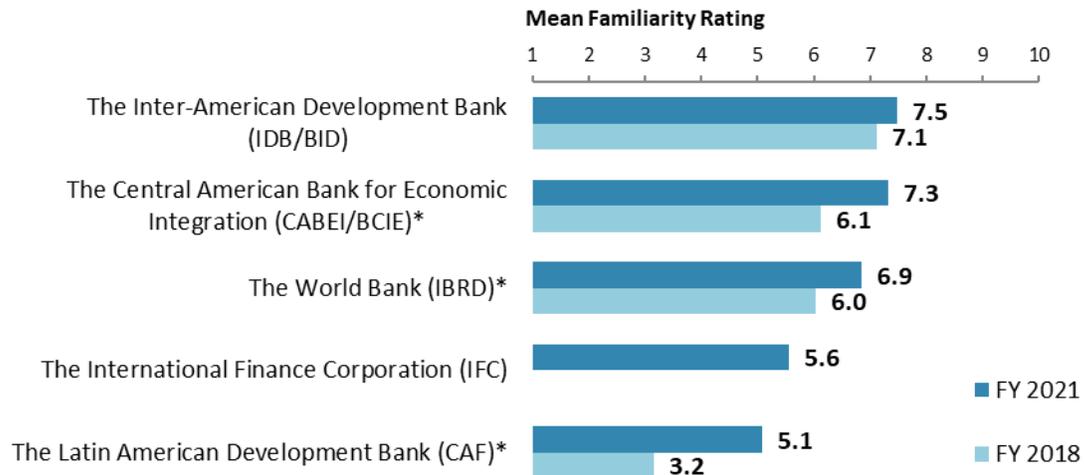
III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in El Salvador?"
(Respondents chose from a list.)
Note: no respondents selected MIGA or ICID response options.

Familiarity with the WBG vs. Other Development Banks²



"How familiar are you with the work of these organizations in El Salvador?"
(1-"Not familiar at all", 10-"Strongly familiar")
(*Significantly different between FY 2021 and FY 2018)
Means presented in this chart were calculated based on weighted data

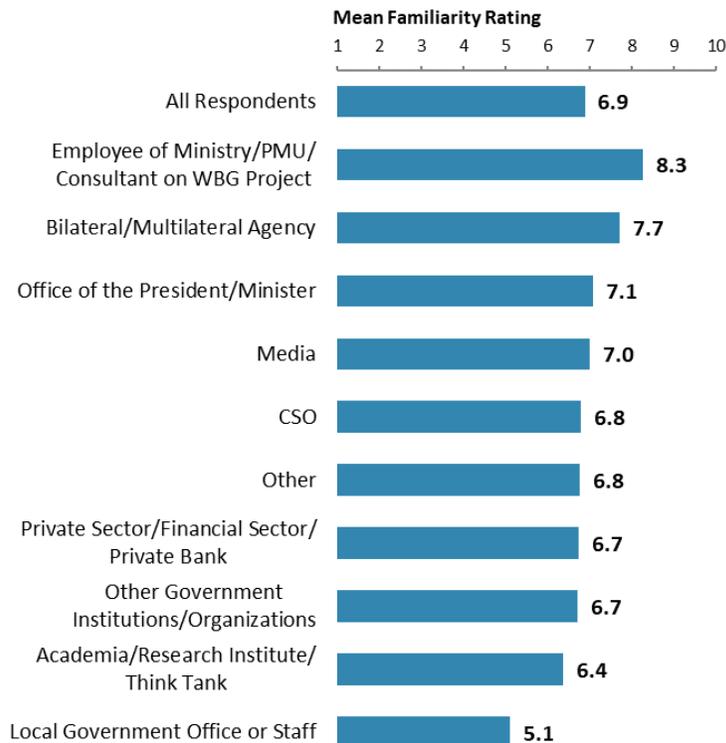
² In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to the option B1_1 "World Bank Group" from the FY 2018 question "How familiar are you with the work of these organizations in El Salvador?"



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 6.9; weighted mean in FY'18 = 6.0)³.
- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher levels of familiarity with the work of the World Bank compared to respondents who do not collaborate (mean familiarity of collaborators = 8.5; mean familiarity of non-collaborators = 6.5).
- **Impact of familiarity:** Respondents' ratings of familiarity⁴ with the World Bank (WB) were significantly, strongly correlated with their ratings for the WB's overall effectiveness⁵ in El Salvador, with their agreement that the WBG plays a relevant role in development in El Salvador, and with their ratings of the extent to which the WBG's work helps achieve development results in El Salvador.



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

³ The means in the chart were calculated based on un-weighted data. Please refer to the *Methodology* section of this report (page 4) for more details on weighting.

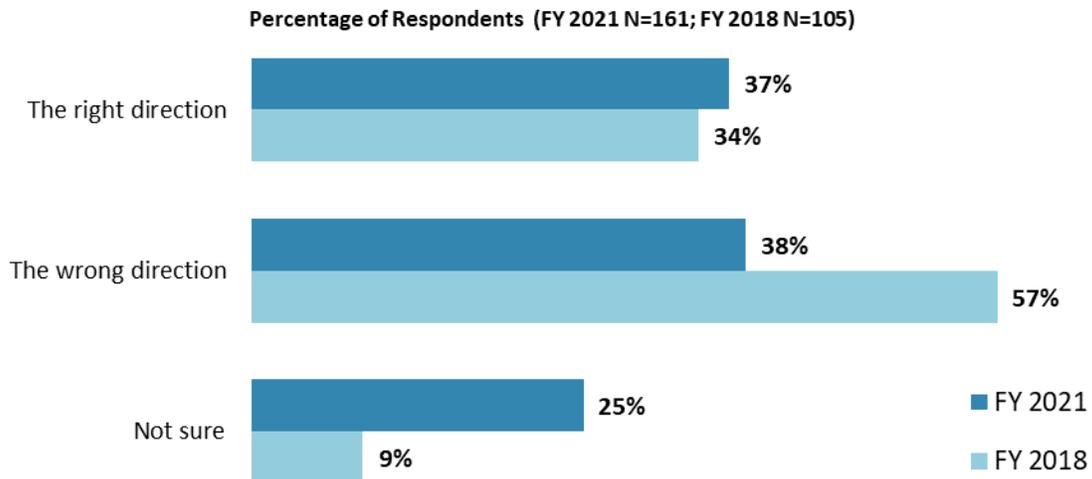
⁴ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁵ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.



IV. Overall Context

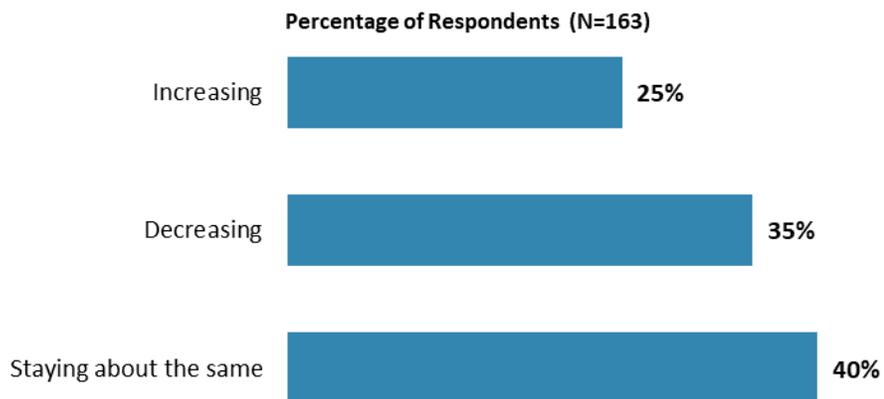
Headed in the Right Direction



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

Percentages presented in this chart were calculated based on weighted data

Perceptions of Economic Opportunity



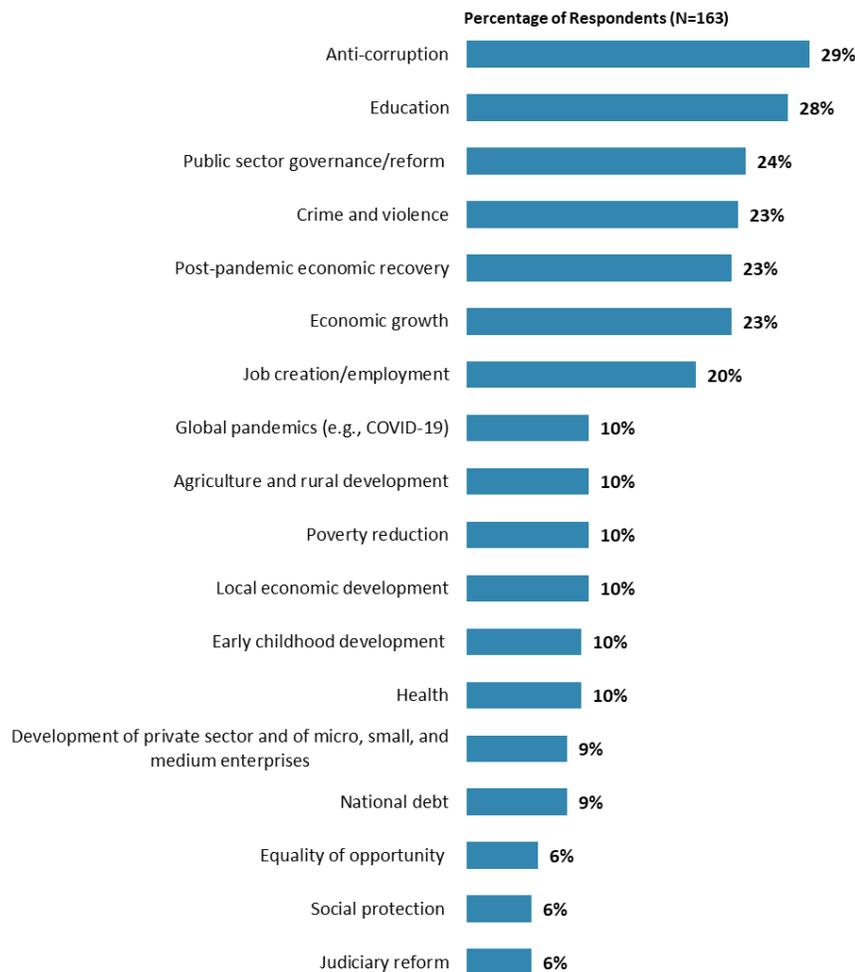
"Do you think that economic opportunity for citizens in El Salvador is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in El Salvador were “*education*” (46%), “*crime and violence*” (39%), “*economic growth*” (33%), “*public sector governance/reform*” (29%), and “*social protection*” (21%). This year, “*anti-corruption*” was selected as a top development priority by one-third of the respondents, while in FY18, only 12% of respondents selected it as a top priority.
- Specialization:** Respondents who identified their primary specialization of work as “*education*” (17% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in El Salvador, compared to the rest of the respondents (education specialists = 54%; others = 23%).⁶



"Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 18 of 34 response options shown)

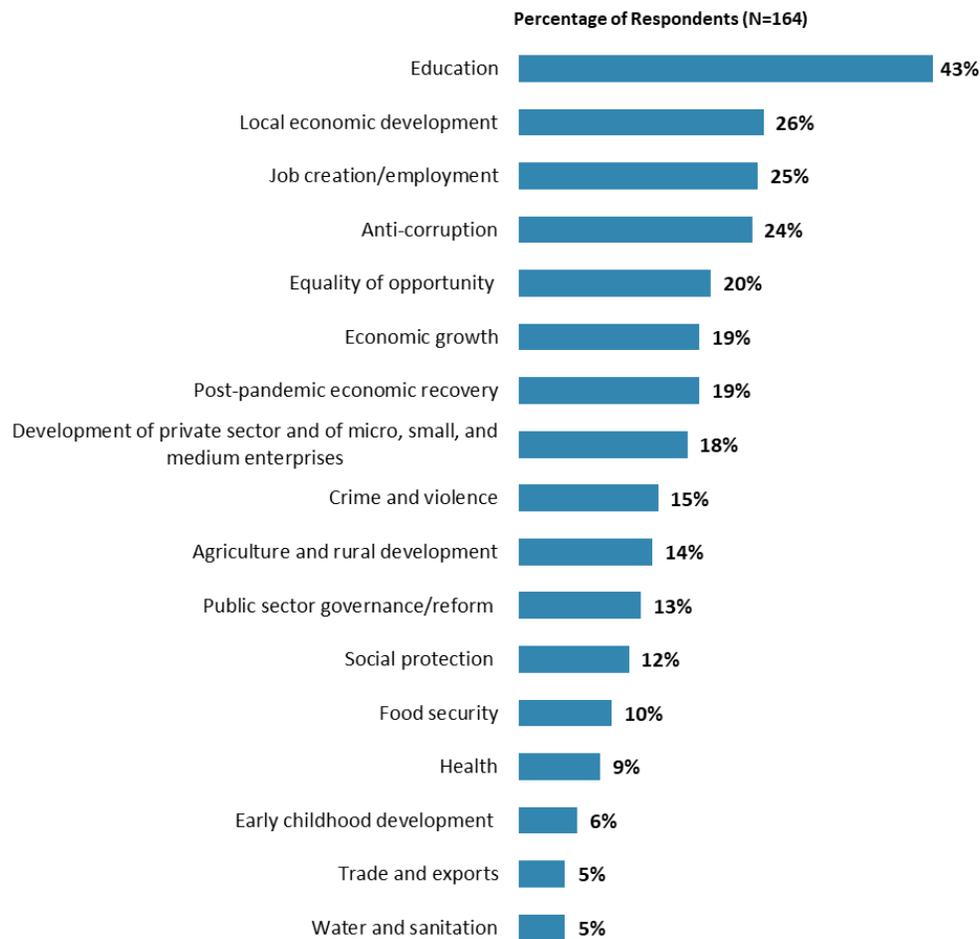
⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in El Salvador were “*economic growth*” (56%), “*education*” (43%), “*job creation/employment*” (36%), “*social inclusion*” (28%), and reduction in “*crime and violence*” (21%). In this question, “*anti-corruption*” also appears among the top selections, and more prominent compared to FY18 (9%).
- Specialization:** Respondents who identified their primary specialization of work as “*education*” (17% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in El Salvador compared to the rest of the respondents (education specialists = 81%; others = 35%).⁷



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador?"

(Choose no more than THREE)" (Respondents chose from a list. Responses combined.

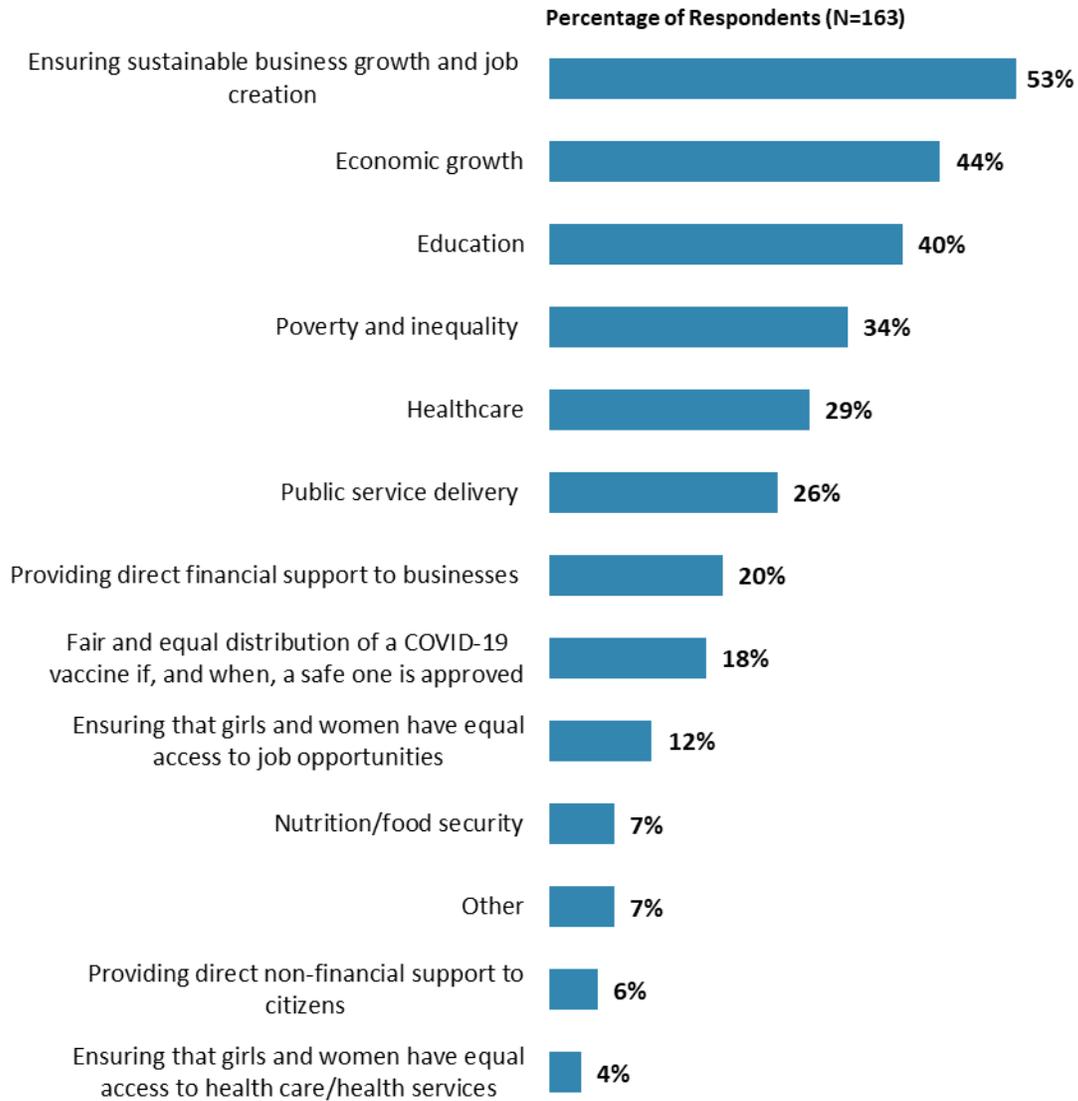
Top 17 of 32 response options shown)

⁷ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of El Salvador Should Focus Efforts



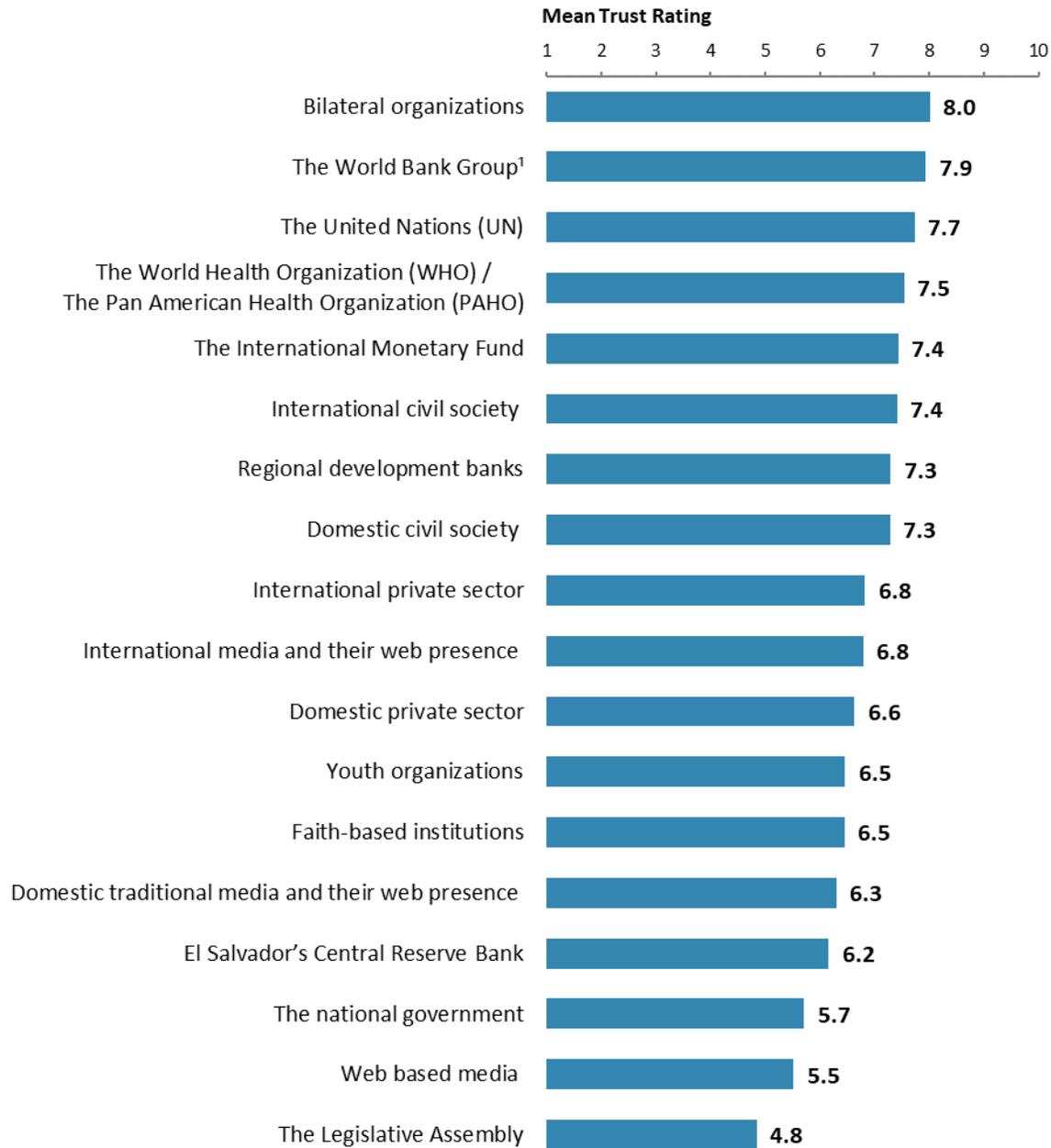
"The COVID-19 pandemic has stressed many aspects of El Salvador's growth and development. In which areas would you like to see the El Salvador government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions

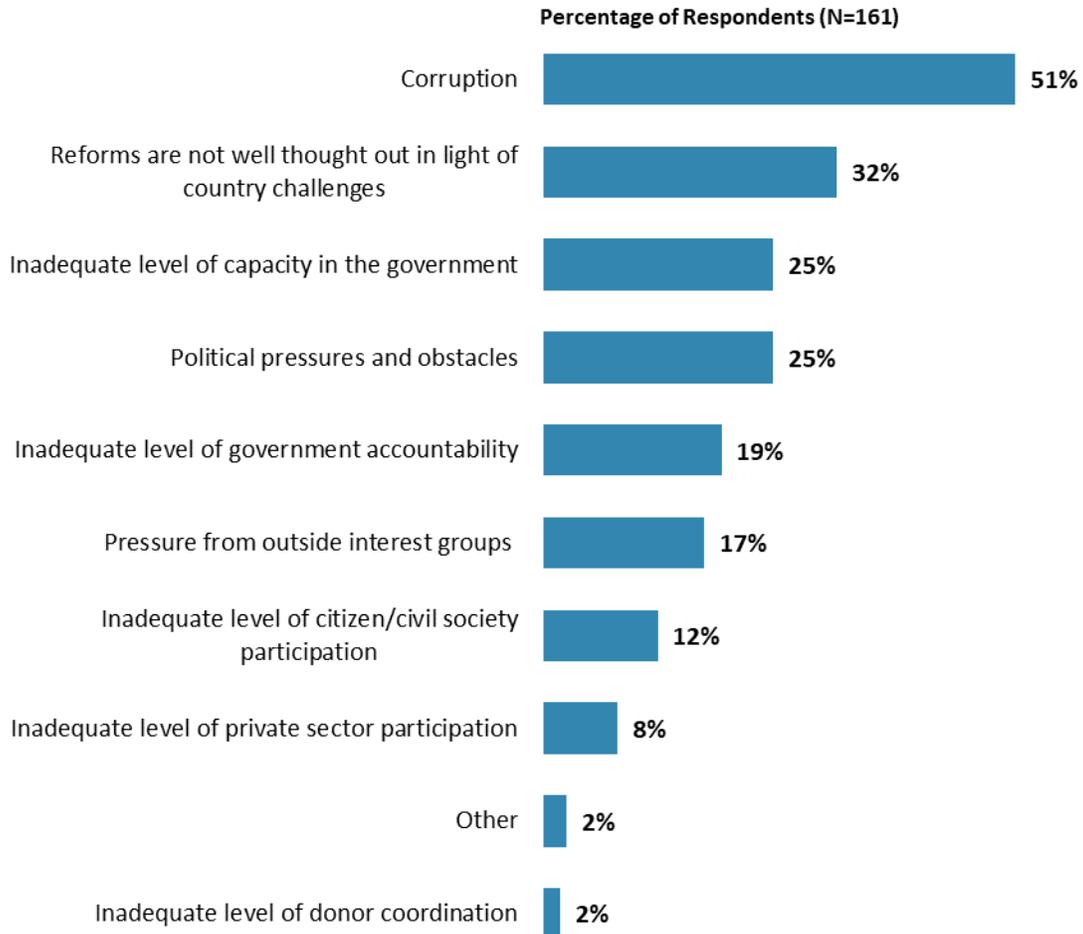


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")
'Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

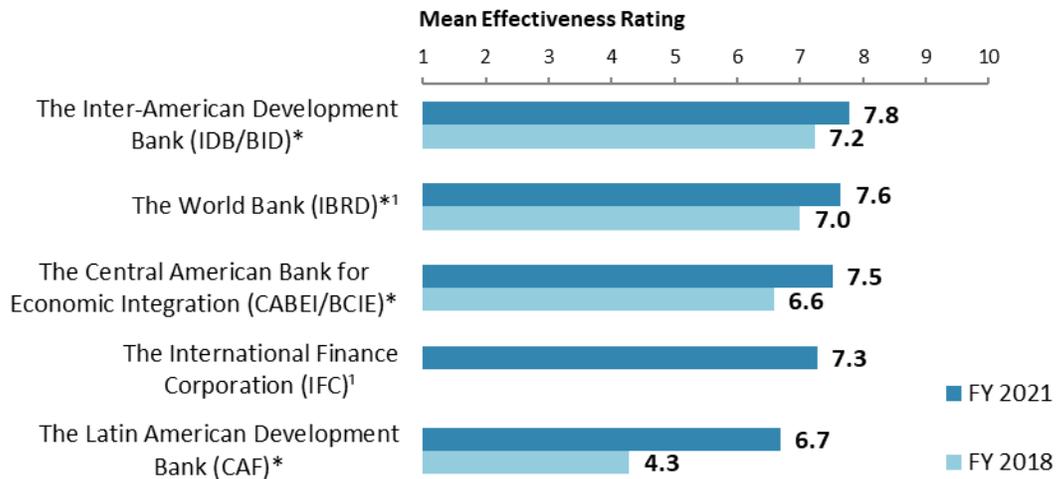


"When economic and/or social reform efforts fail or are slow to take place in El Salvador, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



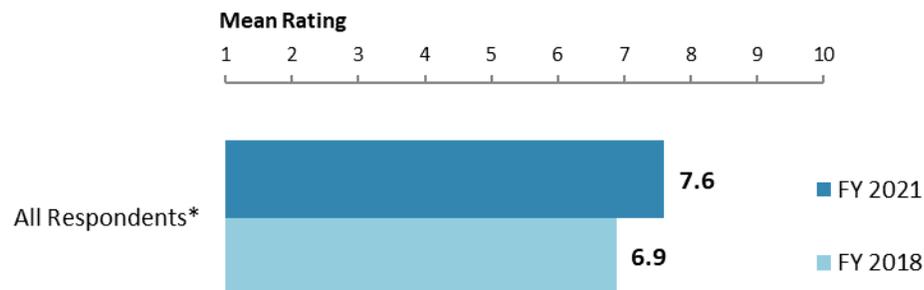
V. Overall Attitudes toward the World Bank Group

Overall Effectiveness of the World Bank Group vs. Other Development Banks⁸



"Overall, please rate your impression of the effectiveness of these organizations in El Salvador." (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2021 and FY 2018)
¹Indicator Question
 Means in this chart were calculated based on weighted data

Achieving Development Results (Indicator Question)



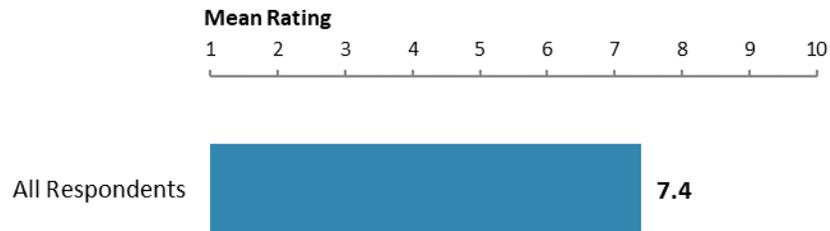
"To what extent does the World Bank Group's work help to achieve development results in El Salvador?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2021 and FY 2018)
 Means in this chart were calculated based on weighted data

⁸ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, variable B4_1 (World Bank) was compared with B2_1 (World Bank Group) from the FY18 questionnaire.



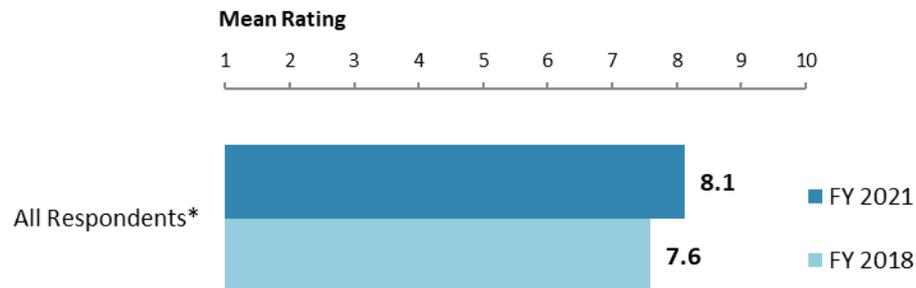
V. Overall Attitudes toward the World Bank Group (continued)

Influence on El Salvador's Development Agenda (*Indicator Question*)



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

WBG Staff Preparedness



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

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

(*Significantly different between FY 2021 and FY 2018)

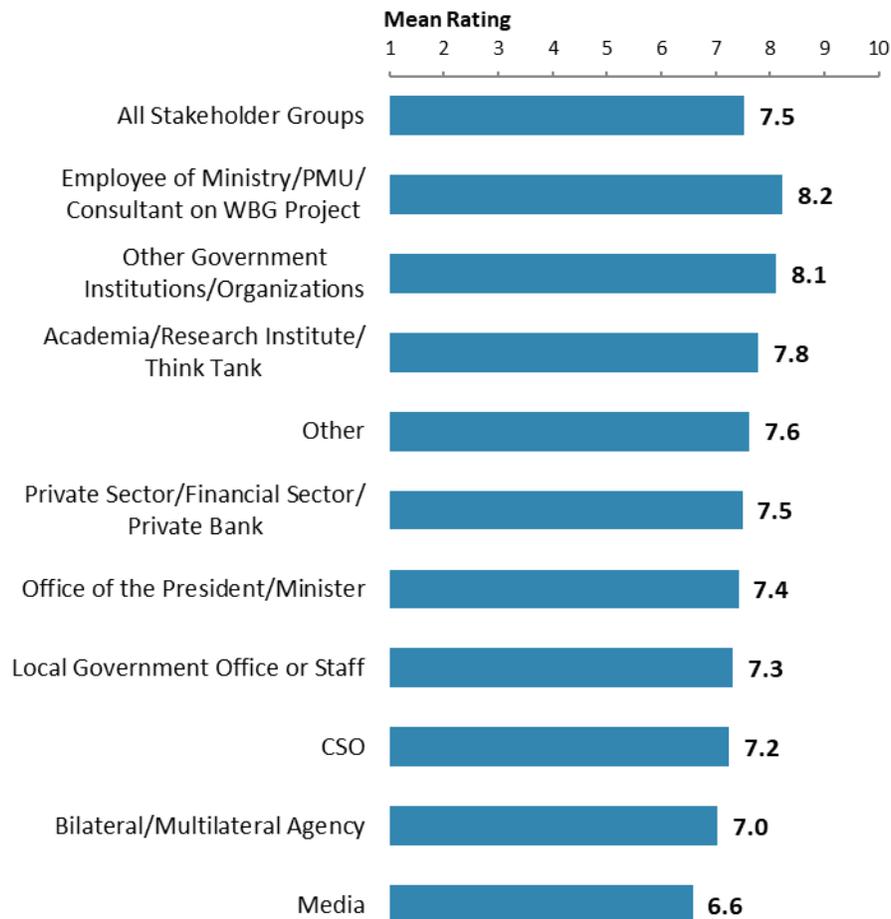
Means in this chart were calculated based on weighted data



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who reported that they collaborate with the WBG had slightly higher, but **statistically similar** mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.9) compared to respondents who reported that they do not collaborate with the WBG (mean rating = 7.4).
- **Stakeholder groups:** Although it did not reach statistical significance, there was a strong trend that employees of ministries and respondents from PMUs/Consultants on WBG-supported projects and from other government institutions had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions whereas respondents from the media had much lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 47).



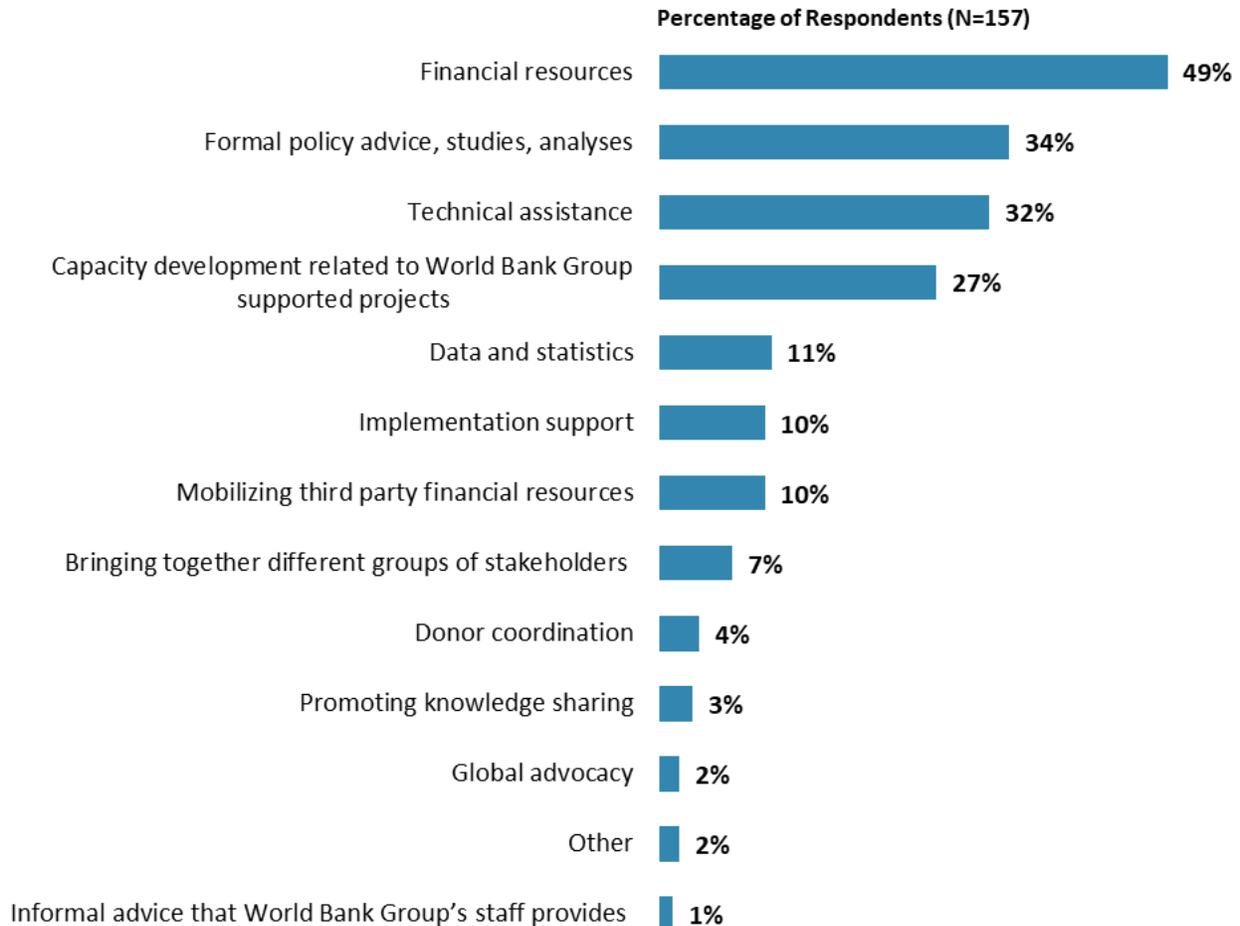
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to El Salvador were “*financial resources*” (46%), “*policy advice, studies, analyses*” (42%), “*technical assistance*” (35%), and “*capacity development related to World Bank Group supported projects*” (31%).



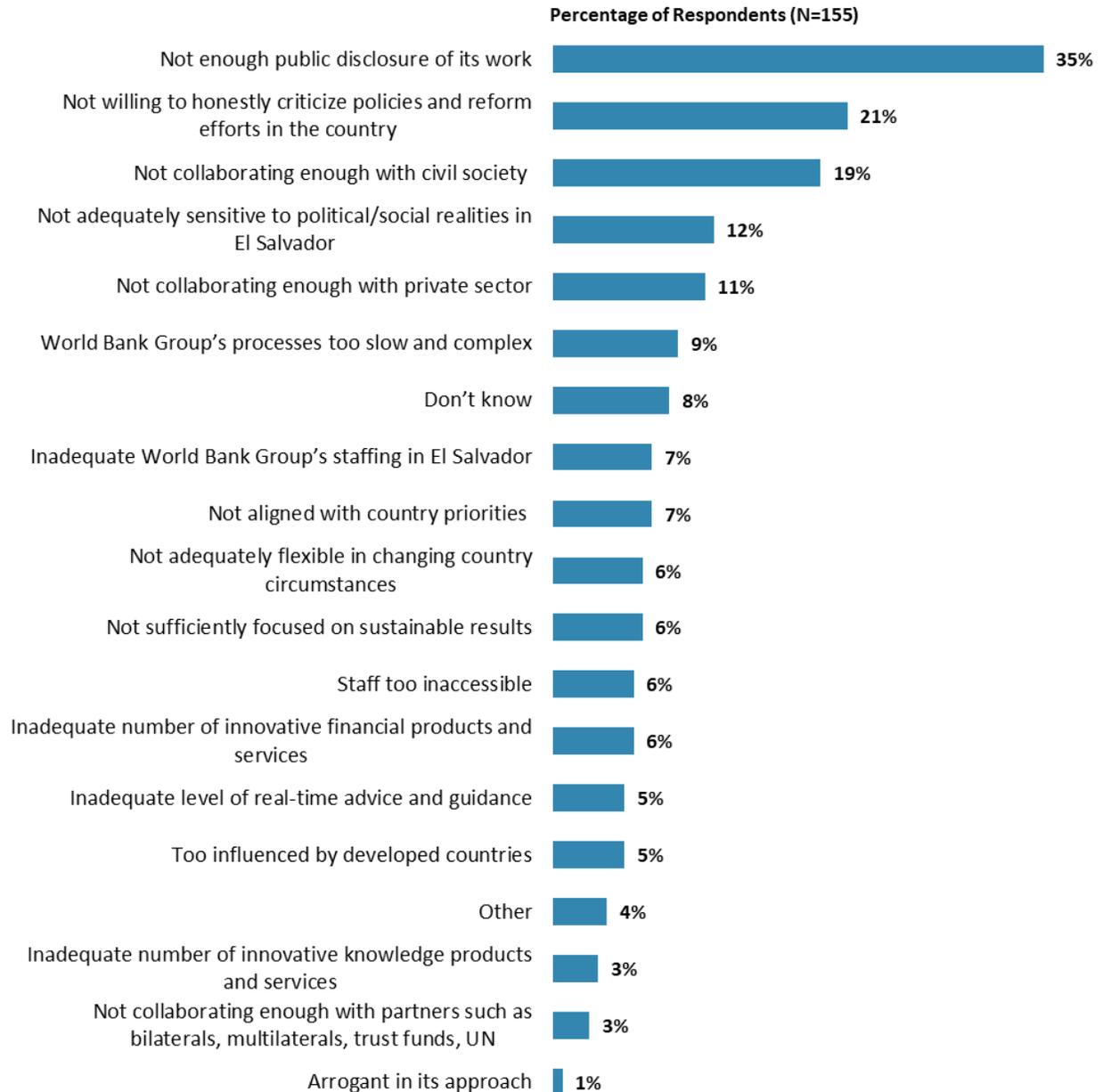
“When thinking about the World Bank Group’s role in El Salvador, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in El Salvador were “*not enough public disclosure of its work*” (19%), “*not aligned with country priorities*” (19%), and “*not adequately sensitive to political/social realities in El Salvador*” (17%).

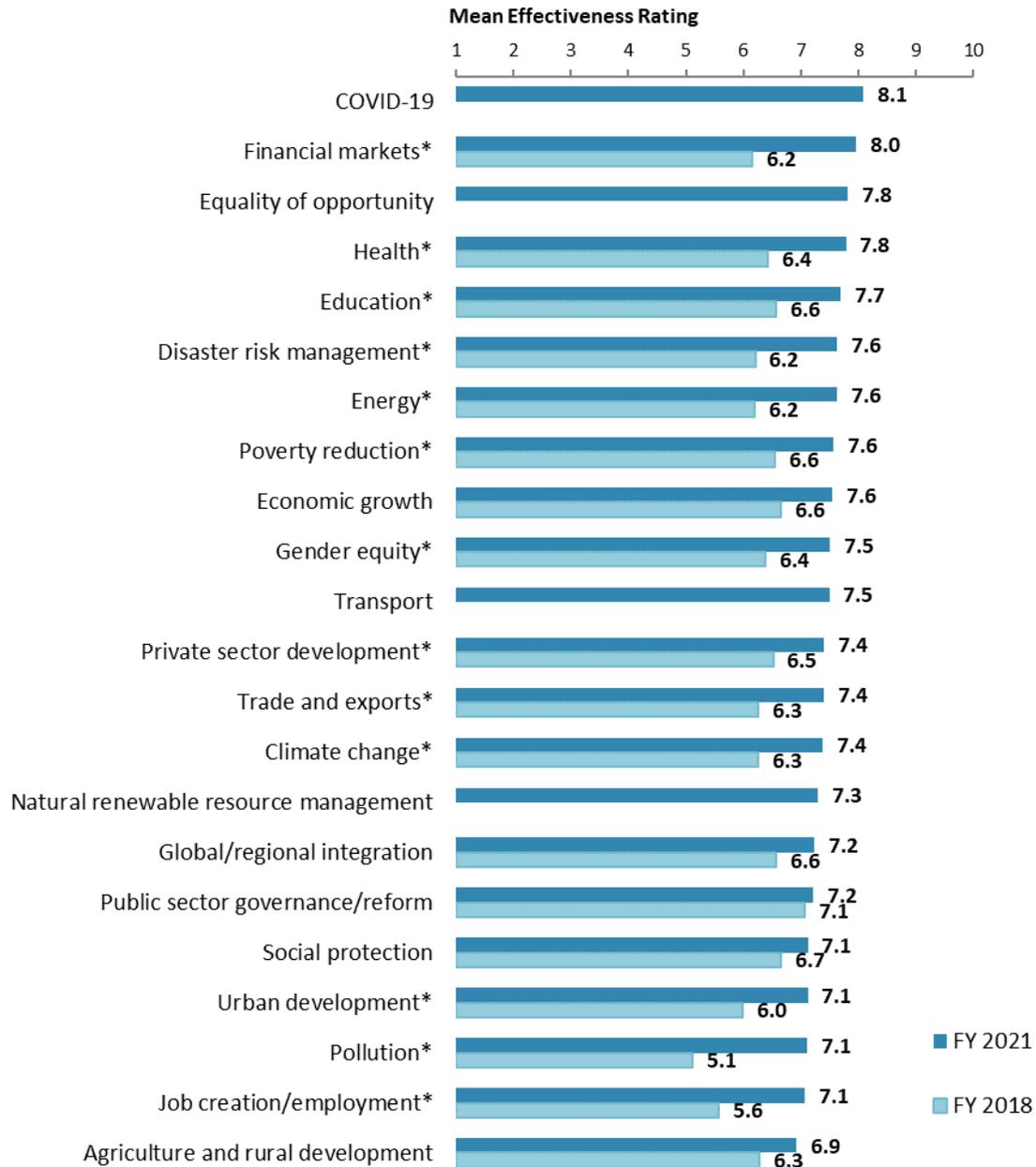


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group’s Support in Development Areas

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



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

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

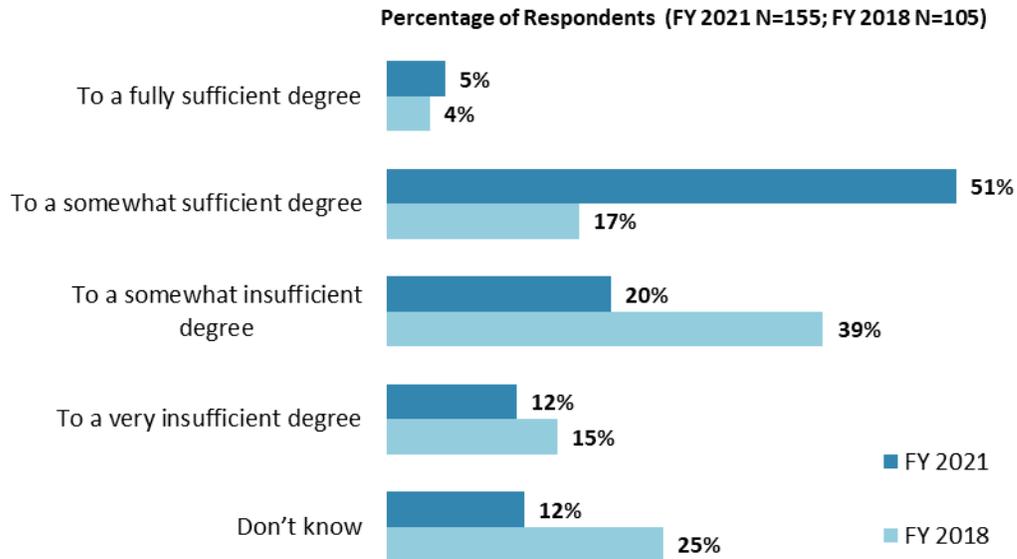
*(*Significantly different between FY 2021 and FY 2018)*

Means in this chart were calculated based on weighted data



VI. WBG's Support in Development Areas (continued)

Helping the Poorest



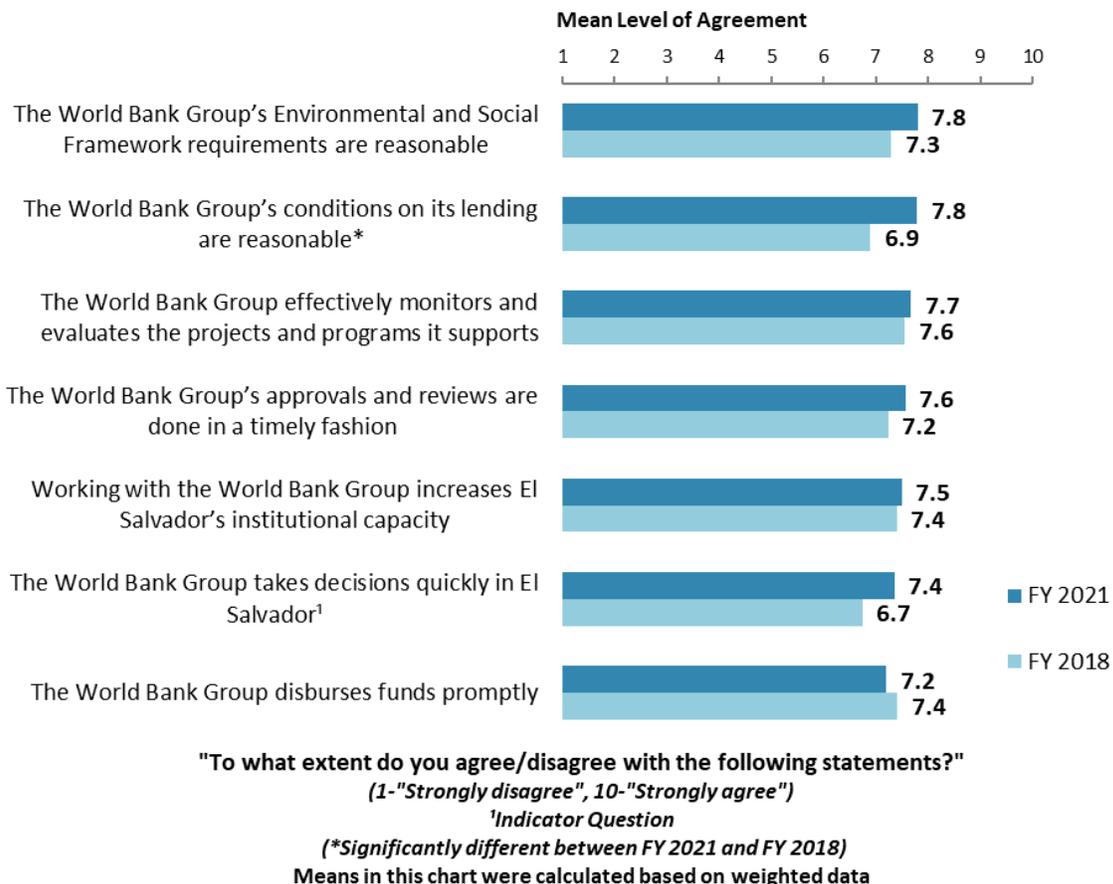
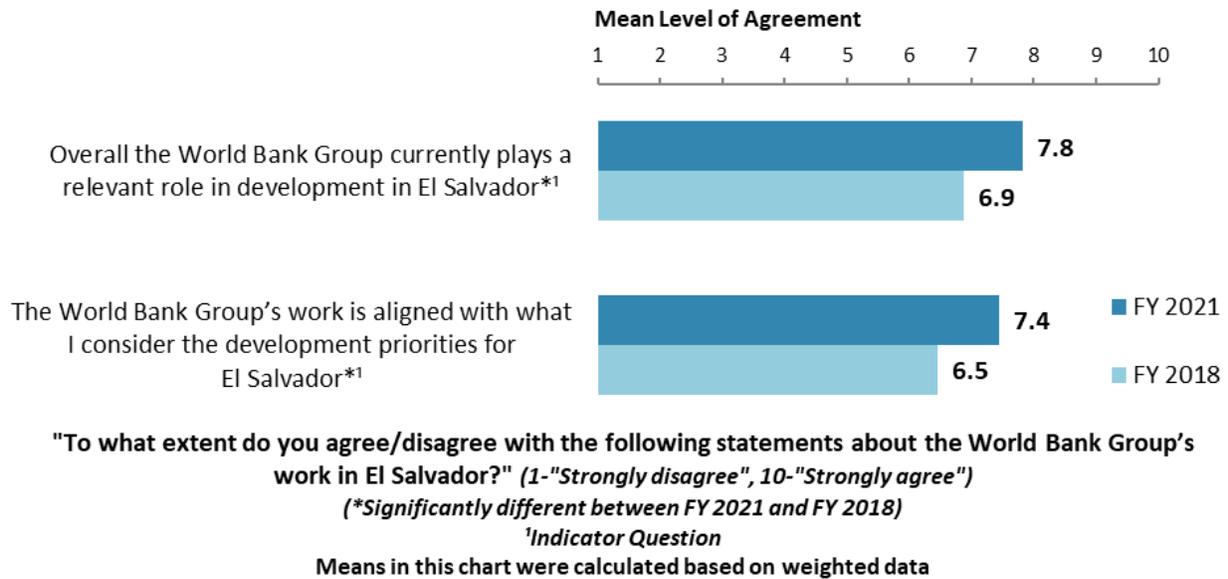
"To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador?"
(Respondents chose from a list.)

Percentages presented in this chart were calculated based on weighted data



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

Overall Perceptions of the World Bank Group’s Work: Year Comparison





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

The WBG as an Effective Development Partner: Year Comparison



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

(*Significantly different between FY 2021 and FY 2018)

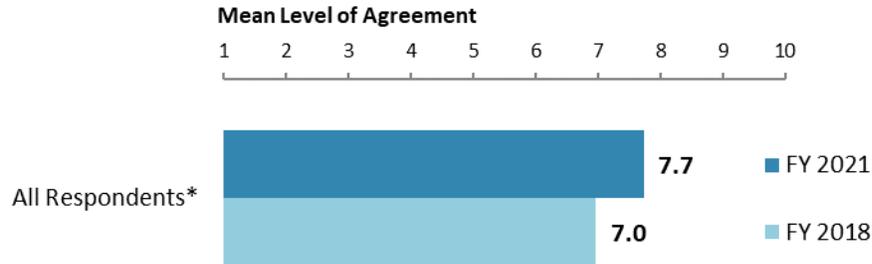
¹Indicator Question

Means in this chart were calculated based on weighted data



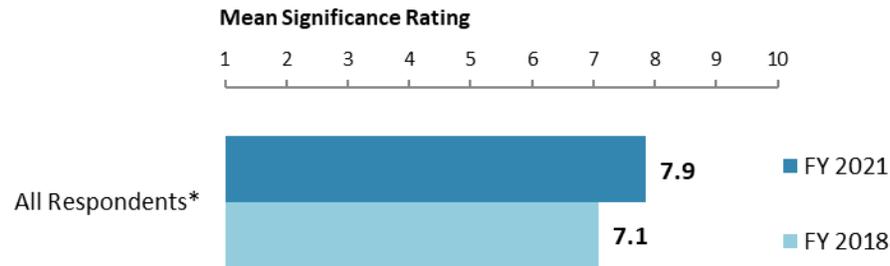
VIII. World Bank Group's Knowledge and Instruments

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



"The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2021 and FY 2018)*
Means in this chart were calculated based on weighted data

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

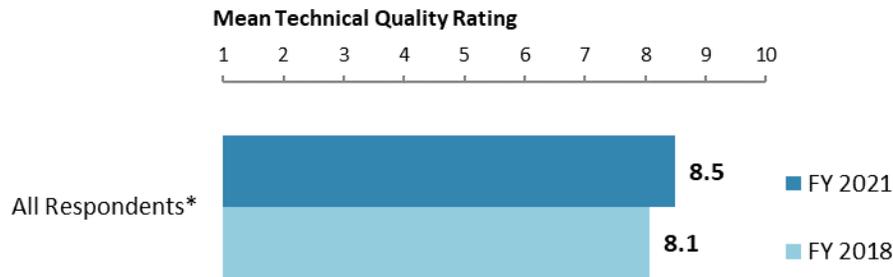


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
*(*Significantly different between FY 2021 and FY 2018)*
Means in this chart were calculated based on weighted data



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

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



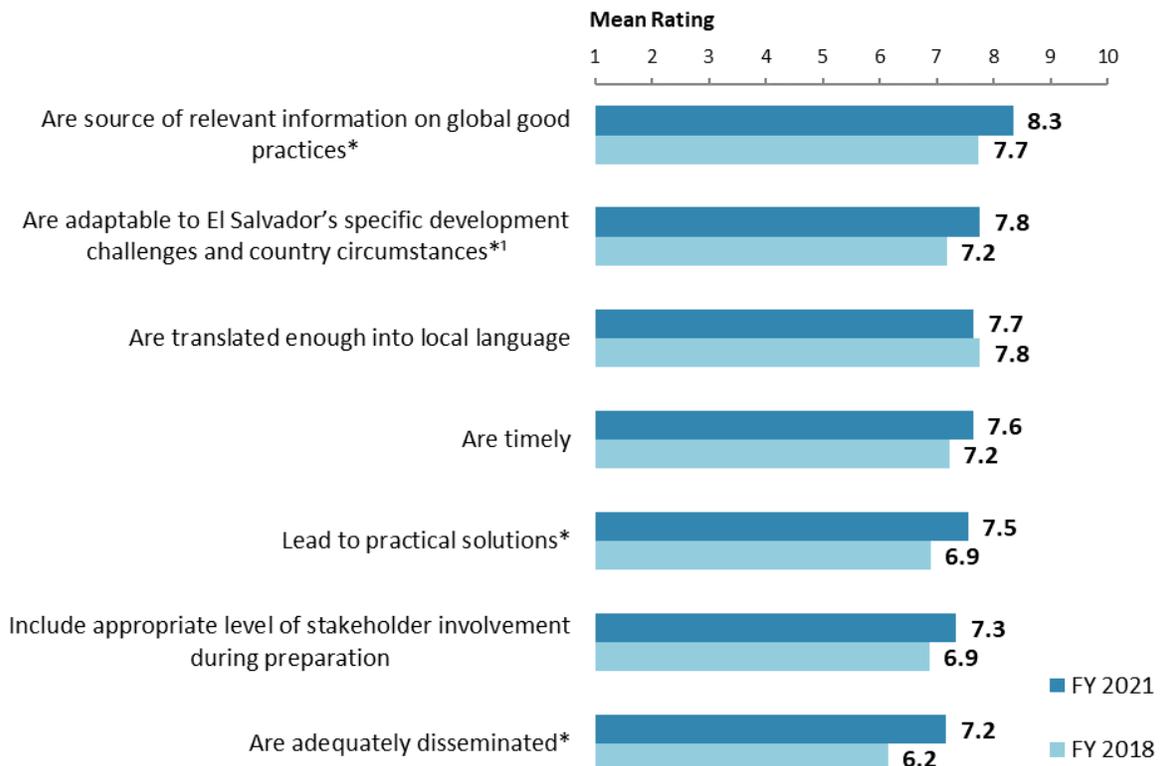
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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

(*Significantly different between FY 2021 and FY 2018)

Means in this chart were calculated based on weighted data

Qualities of the WBG’s Knowledge Work and Activities



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

(*Significantly different between FY 2021 and FY 2018)

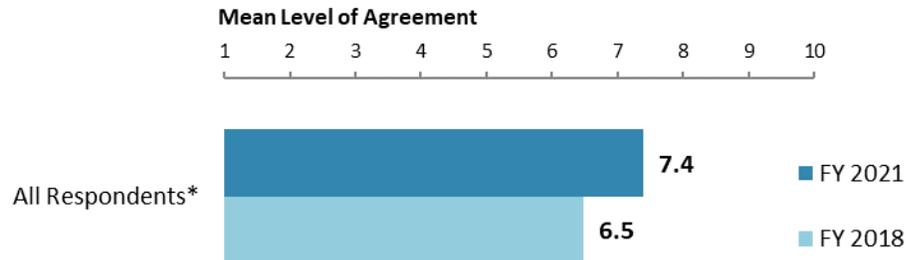
¹Indicator Question

Means in this chart were calculated based on weighted data



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

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



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

(1-"Strongly disagree", 10-"Strongly agree")

*(*Significantly different between FY 2021 and FY 2018)*

Means in this chart were calculated based on weighted data

WBG's Global Advocacy Role (*Indicator Question*)



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"

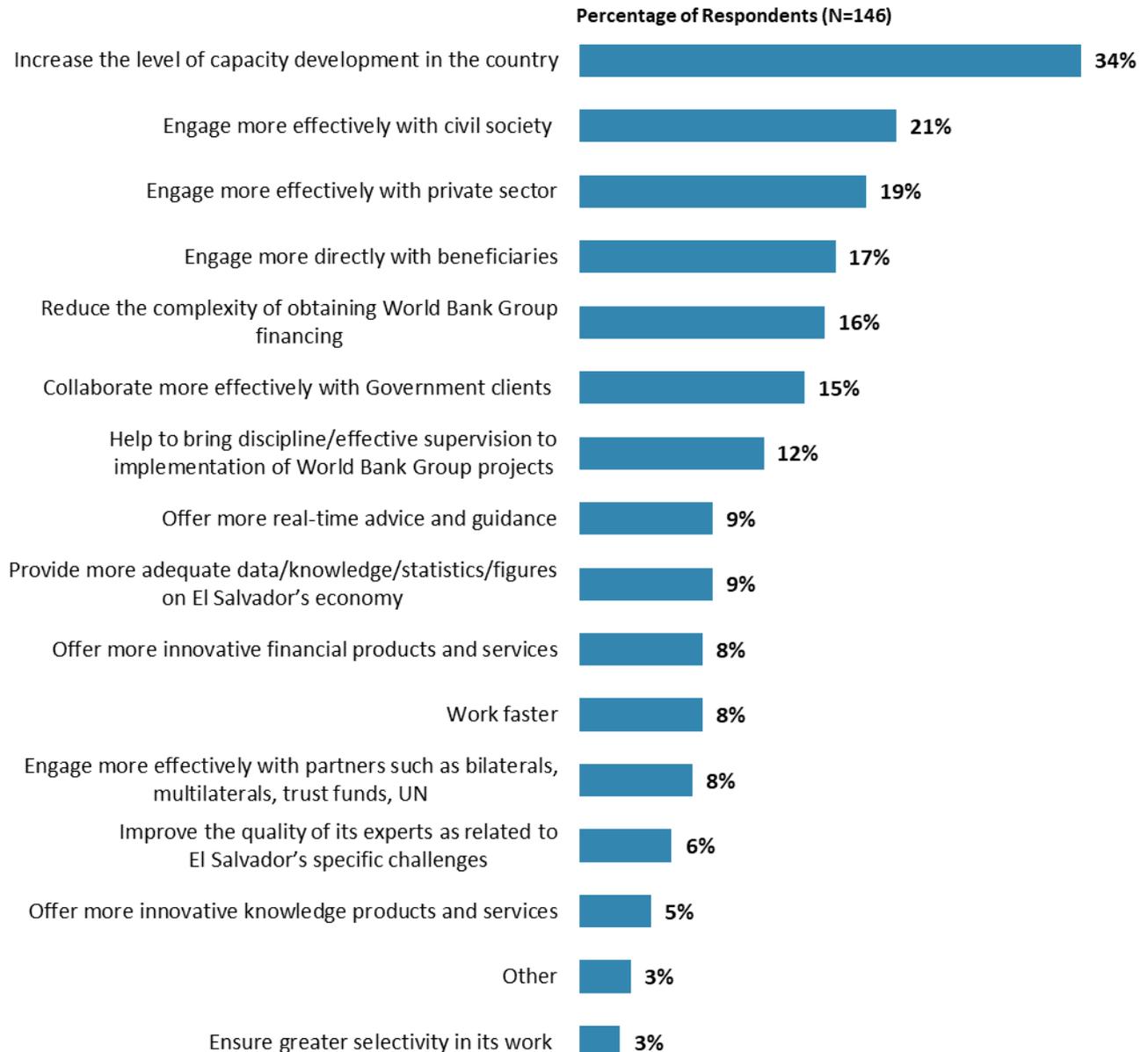
(1-"Not important at all", 10-"Very important")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*work more with civil society, think tanks, academia, and beneficiary representatives*” (34%) and “*collaborate more effectively with Government clients*” (24%) to make itself of greater value in El Salvador.



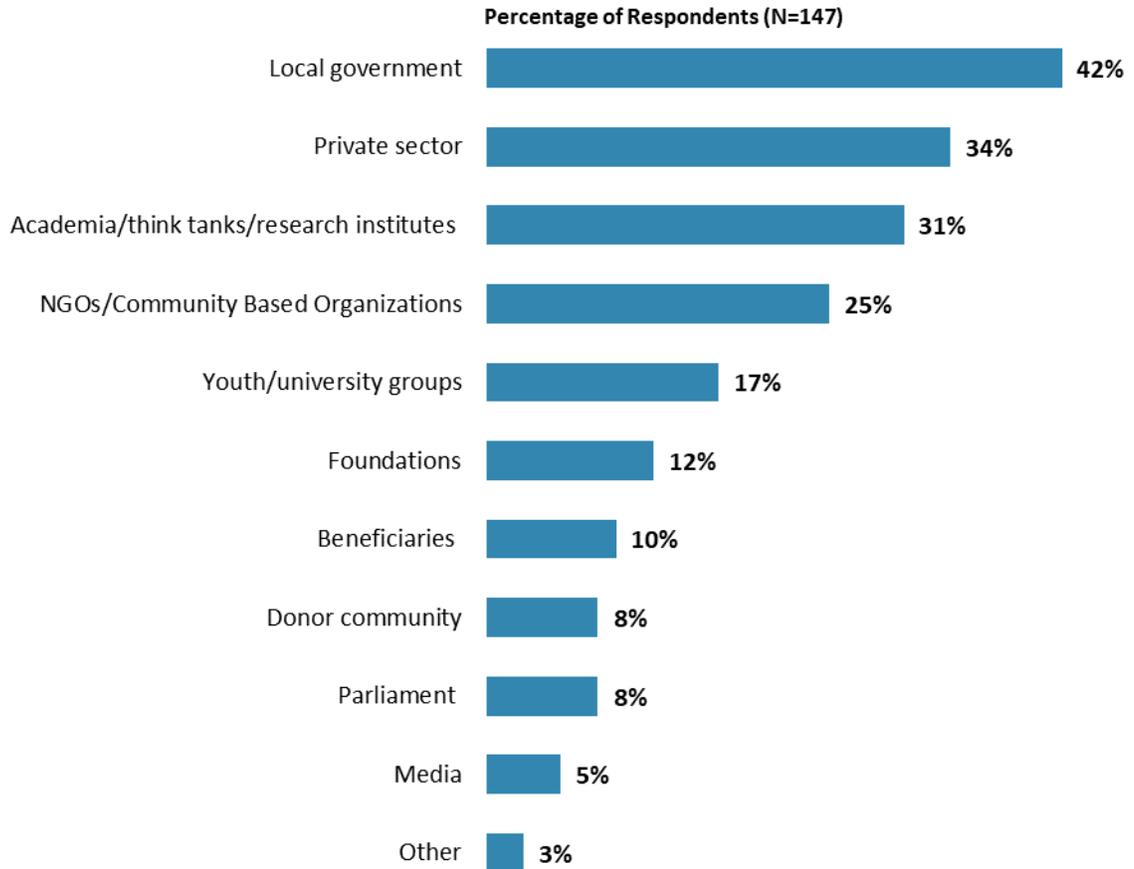
"Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (38%), “*private sector*” (35%), and “*local government*” (33%) to ensure better development results in El Salvador.



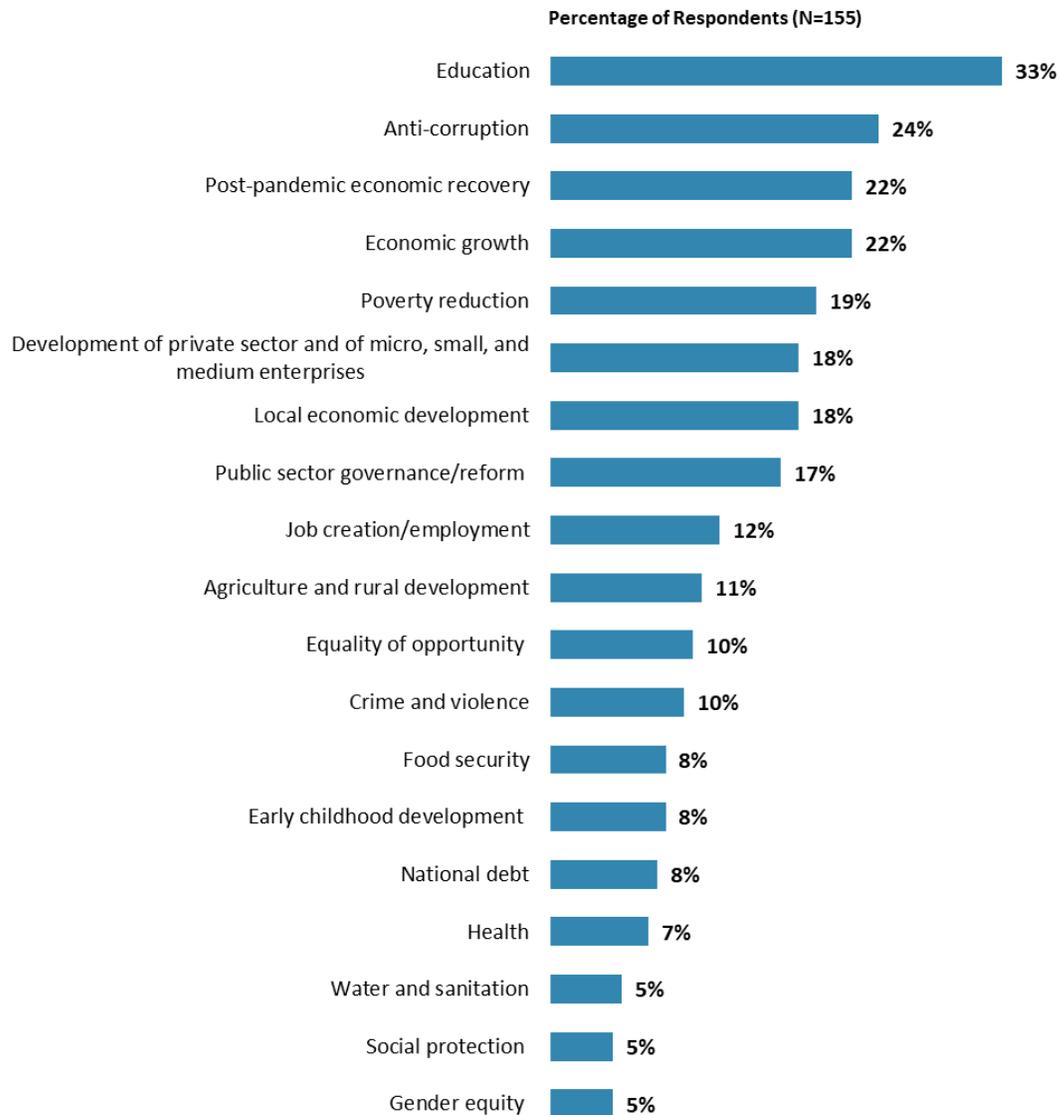
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"



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

Where the World Bank Group Should Focus its Resources

- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (17% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 64%; others = 28%).⁹



“When thinking about how the World Bank Group can have the most impact on development results in El Salvador, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 19 of 34 response options shown)

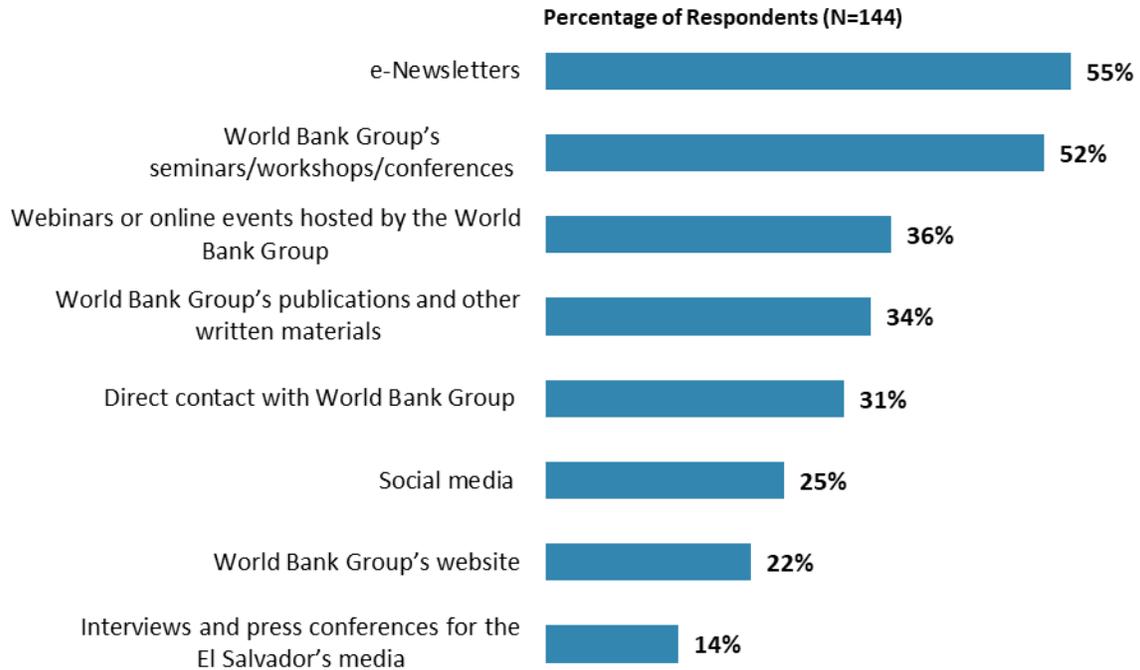
⁹ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



X. Communication and Outreach

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (60%) and through “*WBG’s seminars/ workshops/conferences*” (35%).



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



XI. Appendices

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EL SALVADOR





Appendix A: Responses to All Questions across All Respondents (N=165)

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. In general, would you say that El Salvador is headed in ... ?	Percentage of Respondents (N=163)
The right direction	38.7%
The wrong direction	35.6%
Not sure	25.8%

2. Do you think that economic opportunity for citizens in El Salvador is ... ?	Percentage of Respondents (N=163)
Increasing	25.2%
Decreasing	35.0%
Staying about the same	39.9%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in El Salvador. Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=163)
Anti-corruption	29.4%
Education	27.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.9%
Crime and violence	23.3%
Post-pandemic economic recovery	22.7%
Economic growth	22.7%
Job creation/employment	19.6%
Global pandemics (e.g., COVID-19)	10.4%
Agriculture and rural development	10.4%
Poverty reduction	10.4%
Local economic development	10.4%
Early childhood development (i.e., health and education for children from birth up to the age of eight)	9.8%
Health	9.8%
Development of private sector and of micro, small, and medium enterprises	8.6%
National debt	8.6%
Equality of opportunity (i.e., social inclusion)	6.1%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Judiciary reform	5.5%
Gender equity (closing the gap between women and men, and boys and girls)	4.9%
Food security	4.9%
Information and communications technology	4.9%
Water and sanitation	3.7%
Climate change (e.g., mitigation, adaptation)	3.1%
Global/regional integration	1.8%
Urban development	1.8%
Trade and exports	1.8%
Transport (e.g., roads, bridges, transportation)	1.2%
Financial markets	0.6%
Natural renewable resource management	0.6%
Waste management	0.6%
Energy	0.0%
Pollution	0.0%
Disaster risk management	0.0%
Non-communicable diseases	0.0%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=164)
Education	43.3%
Local economic development	25.6%
Job creation/employment	25.0%
Anti-corruption	24.4%
Equality of opportunity (i.e., social inclusion)	20.1%
Economic growth	18.9%
Post-pandemic economic recovery	18.9%
Development of private sector and of micro, small, and medium enterprises	17.7%
Crime and violence	14.6%
Agriculture and rural development	14.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.8%
Social protection (e.g., pensions, targeted social assistance)	11.6%
Food security	9.8%
Health	8.5%
Early childhood development (i.e., health and education for children from birth up to the age of eight)	6.1%
Trade and exports	4.9%
Water and sanitation	4.9%
Global/regional integration	4.3%
Gender equity (closing the gap between women and men, and boys and girls)	3.0%
Climate change (e.g., mitigation, adaptation)	1.8%
Transport (e.g., roads, bridges, transportation)	1.8%
Financial markets	1.8%
Judiciary reform	1.2%
Energy	1.2%
Information and communications technology	1.2%
Urban development	1.2%
National debt	0.6%
Disaster risk management	0.0%
Waste management	0.0%
Non-communicable diseases	0.0%
Pollution	0.0%
Natural renewable resource management	0.0%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of El Salvador's growth and development. In which areas would you like to see the El Salvador government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=163)
Ensuring sustainable business growth and job creation	52.8%
Economic growth	44.2%
Education	39.9%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	33.7%
Healthcare	29.4%
Public service delivery (e.g., strengthening policies, institutions)	25.8%
Providing direct financial support to businesses (business support packages)	19.6%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	17.8%
Ensuring that girls and women have equal access to job opportunities	11.7%
Nutrition/food security	7.4%
Other	7.4%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	5.5%
Ensuring that girls and women have equal access to health care/health services	3.7%

6. When economic and/or social reform efforts fail or are slow to take place in El Salvador, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=161)
Corruption	50.9%
Reforms are not well thought out in light of country challenges	31.7%
Inadequate level of capacity in the government	24.8%
Political pressures and obstacles	24.8%
Inadequate level of government accountability	19.3%
Pressure from outside interest groups (e.g., private sector, unions)	17.4%
Inadequate level of citizen/civil society participation	12.4%
Inadequate level of private sector participation	8.1%
Other	2.5%
Inadequate level of donor coordination	1.9%

**A. Overall Context (continued)**

7. 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 government	147	8	5.71	2.97
2. Bilateral organizations (e.g., JICA, GIZ, USAID, AECID)	153	2	8.02	1.78
3. The World Bank Group*	148	6	7.94	1.97
4. The International Monetary Fund	146	9	7.44	2.01
5. The United Nations (UN)	151	4	7.74	1.92
6. The World Health Organization (WHO) / The Pan American Health Organization (PAHO)	150	7	7.54	2.05
7. Regional development banks	143	12	7.30	1.93
8. El Salvador's Central Reserve Bank	147	9	6.16	2.49
9. The Legislative Assembly	147	7	4.84	2.88
10. International private sector	135	18	6.83	1.85
11. Domestic private sector	152	2	6.63	1.91
12. International civil society (e.g., NGOs, CBOs)	147	5	7.41	1.82
13. Domestic civil society (e.g., NGOs, CBOs)	150	5	7.29	2.01
14. Youth organizations	140	14	6.46	2.08
15. Faith-based institutions	143	13	6.45	2.05
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	152	3	6.30	2.13
17. International media and their web presence	151	5	6.80	1.92
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	151	4	5.52	2.26

B. Overall Attitudes Toward the World Bank Group

1. How familiar are you with the work of these organizations in El Salvador? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	155	n/a	6.88	2.58
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	155	n/a	5.55	2.69
3. The Inter-American Development Bank (IDB/BID)	156	n/a	7.47	2.20
4. The Latin American Development Bank (CAF)	151	n/a	5.08	2.73
5. The Central American Bank for Economic Integration (CABEI/BCIE)	155	n/a	7.32	2.19

To what extent do you agree/disagree with the following statements about the World Bank Group's work in El Salvador? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in El Salvador*	147	9	7.84	1.89
3. The World Bank Group's work is aligned with what I consider the development priorities for El Salvador*	142	13	7.46	2.02

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

4. Overall, please rate your impression of the effectiveness of these organizations in El Salvador. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	131	23	7.64	1.85
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	100	52	7.23	1.97
3. The Inter-American Development Bank (IDB/BID)	145	10	7.74	1.73
4. The Latin American Development Bank (CAF)	90	60	6.69	1.96
5. The Central American Bank for Economic Integration (CABEI/BCIE)	141	14	7.52	2.10

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in El Salvador?* (1-To no degree at all, 10-To a very significant degree)	143	12	7.62	1.88

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in El Salvador?* (1-To no degree at all, 10-To a very significant degree)	140	15	7.40	2.02

7. To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador? (Select only ONE response)	Percentage of Respondents (N=157)
To a fully sufficient degree	5.7%
To a somewhat sufficient degree	51.6%
To a somewhat insufficient degree	19.7%
To a very insufficient degree	11.5%
Don't know	11.5%

8. When thinking about the World Bank Group's role in El Salvador, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=157)
Financial resources	49.0%
Formal policy advice, studies, analyses	33.8%
Technical assistance	31.8%
Capacity development related to World Bank Group supported projects	26.8%
Data and statistics	10.8%
Implementation support	10.2%
Mobilizing third party financial resources	10.2%
Bringing together different groups of stakeholders (convening role)	7.0%
Donor coordination	3.8%
Promoting knowledge sharing	3.2%
Global advocacy	1.9%
Other	1.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	1.3%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=155)
Not enough public disclosure of its work	35.5%
Not willing to honestly criticize policies and reform efforts in the country	21.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	19.4%
Not adequately sensitive to political/social realities in El Salvador	11.6%
Not collaborating enough with private sector	11.0%
World Bank Group's processes too slow and complex	9.0%
Don't know	8.4%
Inadequate World Bank Group's staffing in El Salvador	7.1%
Not aligned with country priorities	7.1%
Not adequately flexible in changing country circumstances	6.5%
Not sufficiently focused on sustainable results	6.5%
Staff too inaccessible	5.8%
Inadequate number of innovative financial products and services	5.8%
Inadequate level of real-time advice and guidance	5.2%
Too influenced by developed countries	5.2%
Other	3.9%
Inadequate number of innovative knowledge products and services	3.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.6%
Arrogant in its approach	0.6%

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

10. When thinking about how the World Bank Group can have the most impact on development results in El Salvador, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=155)
Education	32.9%
Anti-corruption	23.9%
Post-pandemic economic recovery	21.9%
Economic growth	21.9%
Poverty reduction	19.4%
Development of private sector and of micro, small, and medium enterprises	18.1%
Local economic development	18.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.8%
Job creation/employment	12.3%
Agriculture and rural development	11.0%
Equality of opportunity (i.e., social inclusion)	10.3%
Crime and violence	9.7%
Food security	8.4%
Early childhood development (i.e., health and education for children from birth up to the age of eight)	8.4%
National debt	7.7%
Health	7.1%
Water and sanitation	5.2%
Social protection (e.g., pensions, targeted social assistance)	4.5%
Gender equity (closing the gap between women and men, and boys and girls)	4.5%
Climate change (e.g., mitigation, adaptation)	4.5%
Judiciary reform	4.5%
Trade and exports	3.2%
Global pandemics (e.g., COVID-19)	2.6%
Global/regional integration	1.9%
Financial markets	1.3%
Urban development	1.3%
Natural renewable resource management	1.3%
Waste management	1.3%
Disaster risk management	1.3%
Energy	0.6%
Transport (e.g., roads, bridges, transportation)	0.6%
Information and communications technology	0.6%
Pollution	0.0%
Non-communicable diseases	0.0%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=152)
Multi-lateral financial institution	38.2%
Private Sector Solutions	27.0%
World Bank	26.3%
Don't know	20.4%
Investment Bank	15.8%
Impact Investor	15.8%
Development institution	14.5%
Financial Advisory Solutions	9.9%
Public-private partnerships	7.2%
Innovation and Entrepreneurship	5.9%
Venture Capital	3.9%
Thought leader	3.3%
Other	2.6%
Asset Manager	0.7%
None of the above	0.7%

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 El Salvador solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	131	23	8.17	1.66

To what extent is the World Bank Group an effective development partner in El Salvador, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	135	15	7.67	1.64
3. Flexibility (in terms of the institution's products and services)*	128	18	7.09	1.73
4. Flexibility (in terms of changing country circumstances)*	128	18	7.02	1.92
5. Being inclusive*	125	19	7.38	1.85
6. Openness (sharing data and other information)*	129	14	7.79	1.81
7. Collaboration with the Government*	131	17	8.10	1.74
8. The speed in which it gets things accomplished on the ground*	119	24	6.88	1.80
9. Helping to bring discipline/effective supervision to implementation of investment projects*	119	26	7.34	1.88
10. Collaboration with civil society*	127	18	6.54	2.21
11. Staff accessibility*	122	20	6.98	2.29
12. Collaboration with other donors and development partners*	117	27	7.18	2.03
13. Collaboration with the private sector*	116	27	7.30	1.90
14. Straightforwardness and honesty*	117	26	8.08	1.66
15. Treating clients and stakeholders in El Salvador with respect*	117	25	8.38	1.66
16. Being a long-term partner*	123	21	8.24	1.76
17. Acting with compassion and empathy	118	25	7.77	1.87
18. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	125	20	7.64	2.08
19. Measuring results effectively	122	22	7.92	1.77

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

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
20. The World Bank Group disburses funds promptly	103	46	7.22	1.84
21. The World Bank Group effectively monitors and evaluates the projects and programs it supports	122	26	7.70	1.73
22. The World Bank Group's approvals and reviews are done in a timely fashion	110	37	7.63	1.65
23. The World Bank Group's Environmental and Social Framework requirements are reasonable	103	44	7.81	1.72
24. The World Bank Group's conditions on its lending are reasonable	113	34	7.80	1.75
25. The World Bank Group takes decisions quickly in El Salvador*	107	40	7.40	1.82
26. Working with the World Bank Group increases El Salvador's institutional capacity	126	22	7.51	2.19

To what extent do you agree/disagree with the following statements about the World Bank Group in El Salvador? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
27. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of El Salvador*	127	22	7.39	1.97
28. The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	125	22	7.72	1.86

Global role of advocacy	N	DK	Mean	SD
29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	127	20	8.00	2.08

**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 El Salvador? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	71	73	7.13	1.97
2. Gender equity (closing the gap between women and men, and boys and girls)	82	61	7.48	1.95
3. Private sector development	88	55	7.41	1.84
4. Education	99	42	7.68	1.85
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	102	38	7.24	2.21
6. Global/regional integration	82	60	7.26	2.02
7. Urban development	74	69	7.11	2.00
8. Energy	76	65	7.59	1.58
9. Pollution	67	75	7.13	2.03
10. Job creation/employment	82	60	7.10	2.15
11. Health	92	49	7.75	1.83
12. Financial markets	77	63	7.92	1.78
13. Transport (e.g., roads, bridges, transportation)	75	65	7.45	1.92
14. Agriculture and rural development	78	65	6.90	2.28
15. Trade and exports	77	62	7.38	2.16
16. Natural renewable resource management	79	62	7.28	2.06
17. Climate change (e.g., mitigation, adaptation)	84	58	7.36	2.18
18. Poverty reduction	112	30	7.57	1.91
19. Economic growth	113	30	7.55	1.88
20. Disaster risk management	81	60	7.59	2.17
21. Equality of opportunity (i.e., social inclusion)	90	52	7.83	1.87
22. COVID-19	86	52	8.01	1.77

E. World Bank Group's Knowledge Work and Activities

In El Salvador, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Are timely	119	18	7.66	1.65
2. Include appropriate level of stakeholder involvement during preparation	115	27	7.39	1.86
3. Lead to practical solutions	118	22	7.60	1.73
4. Are source of relevant information on global good practices	122	18	8.34	1.54
5. Are adequately disseminated	123	18	7.20	2.04
6. Are translated enough into local language	113	27	7.69	1.78
7. Are adaptable to El Salvador's specific development challenges and country circumstances*	123	18	7.77	1.67

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)	128	16	7.84	1.81
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)	127	16	8.47	1.51

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=146)
Increase the level of capacity development in the country	33.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	21.2%
Engage more effectively with private sector	19.2%
Engage more directly with beneficiaries	17.1%
Reduce the complexity of obtaining World Bank Group financing	16.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.3%
Offer more real-time advice and guidance	8.9%
Provide more adequate data/knowledge/statistics/figures on El Salvador's economy	8.9%
Offer more innovative financial products and services	8.2%
Work faster	8.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.5%
Improve the quality of its experts as related to El Salvador's specific challenges	6.2%
Offer more innovative knowledge products and services	4.8%
Other	3.4%
Ensure greater selectivity in its work	2.7%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

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 El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Local government	42.2%
Private sector	34.0%
Academia/think tanks/research institutes	30.6%
NGOs/Community Based Organizations	25.2%
Youth/university groups	17.0%
Foundations	12.2%
Beneficiaries	9.5%
Donor community	8.2%
Parliament	8.2%
Media	5.4%
Other	2.7%
Don't know	0.0%

**G. Communication and Information Sharing**

1. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=144)
e-Newsletters	54.9%
World Bank Group's seminars/workshops/conferences	52.1%
Webinars or online events hosted by the World Bank Group	36.1%
World Bank Group's publications and other written materials	34.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.0%
World Bank Group's website	21.5%
Interviews and press conferences for the El Salvador's media	13.9%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=164)
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	14.0%
Academia/Research Institute/Think Tank	11.6%
Private Sector Organization	10.4%
NGO/Community Based Organization	7.9%
Media (press, radio, TV, web, etc.)	7.9%
Employee of Ministry, Ministerial Department, Implementation Agency	7.3%
Office of the President	6.1%
Local Government Office or Staff	6.1%
Multilateral Agency (UN, regional development bank)	6.1%
Office of Minister	4.9%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.3%
Financial Sector/Private Bank	3.7%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	3.7%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.8%
State-Owned Enterprise	1.8%
Office of Parliamentarian	1.2%
Other	1.2%
Judicial System (e.g., courts)	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=160)
Other	25.6%
Education	16.9%
Trade and competitiveness	7.5%
Generalist (specialized in multiple sectors)	7.5%
Macroeconomics, fiscal management	5.6%
Governance, anti-corruption	5.6%
Finance and markets	5.6%
Agriculture, rural development	5.0%
Social protection	3.8%
Communications, public affairs	3.8%
Poverty	3.1%
Health, nutrition	3.1%
Jobs	1.9%
Gender	1.9%
Fragility, conflict, violence, refugees	1.3%
Environment, natural resources	0.6%
Climate change	0.6%
Water, sanitation	0.6%
Energy	0.0%
Urban development	0.0%
Transport	0.0%
Digital development and technology (ICT)	0.0%
Tourism	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in El Salvador?	Percentage of Respondents (N=164)
Yes	20.7%
No	79.3%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in El Salvador? (Select only ONE response)	Percentage of Respondents (N=33)
The World Bank (IBRD)	93.9%
The International Finance Corporation (IFC)	6.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Which of the following describes most of your exposure to the World Bank Group in El Salvador? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=152)
Use World Bank Group reports/data	50.0%
Use World Bank Group website for information, data, research, etc.	36.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	29.6%
Engage in World Bank Group related/sponsored events/activities	27.6%
Collaborate as part of my professional duties	21.7%

**H. Background Information (continued)**

6. What's your gender?	Percentage of Respondents (N=163)
Female	31.9%
Male	68.1%

7. What's your age?	Percentage of Respondents (N=162)
25 and under	0.6%
26-35	6.2%
36-45	29.6%
46-55	29.0%
56 and above	34.6%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁰

- Office of the President/Minister N=18 ● Employee of a Ministry/PMU/Consultant on WBG Project N=15 ● Local Government Office or Staff N=10
- Other Government Institutions/Organizations¹¹ N=26 ● Bilateral/Multilateral Agency N=17 ● Private Sector/Financial Sector/Private Bank N=23 (Private Sector) ● CSO N=19
- Academia/Research Institute/Think Tank (Academia) N=19 ● Media N=13 ● Other¹² N=4

A. Overall Context

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	83.3%	86.7%	20.0%	57.7%	25.0%	26.1%	5.6%	15.8%	15.4%	25.0%
The wrong direction*	0.0%	0.0%	30.0%	11.5%	37.5%	43.5%	66.7%	63.2%	76.9%	50.0%
Not sure	16.7%	13.3%	50.0%	30.8%	37.5%	30.4%	27.8%	21.1%	7.7%	25.0%

*Significantly different between stakeholder groups

¹⁰ Only 164 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹¹ Includes the following categories: Independent Government Institution (N=23) and State-Owned Enterprise (N=3)

¹² Includes the following categories: Office of Parliamentarian (N=2) and Other (N=2). There were no respondents from the judicial system, from trade unions, faith-based groups, and youth groups.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Global pandemics (e.g., COVID-19)	11.1%	13.3%	10.0%	12.0%	0.0%	13.0%	5.3%	5.3%	15.4%	25.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Job creation/employment	27.8%	6.7%	40.0%	16.0%	18.8%	30.4%	26.3%	15.8%	0.0%	0.0%
Gender equity	0.0%	0.0%	10.0%	8.0%	6.3%	0.0%	10.5%	0.0%	7.7%	25.0%
Education*	27.8%	40.0%	10.0%	24.0%	50.0%	13.0%	42.1%	42.1%	0.0%	0.0%
Public sector governance/reform*	22.2%	26.7%	10.0%	24.0%	50.0%	43.5%	5.3%	15.8%	15.4%	0.0%
Global/regional integration	5.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.3%	0.0%	0.0%
Food security	0.0%	20.0%	10.0%	4.0%	12.5%	0.0%	0.0%	5.3%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Early childhood development*	11.1%	6.7%	10.0%	16.0%	6.3%	0.0%	31.6%	0.0%	7.7%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	13.3%	10.0%	4.0%	12.5%	0.0%	0.0%	10.5%	7.7%	0.0%
Health	22.2%	20.0%	10.0%	8.0%	0.0%	8.7%	15.8%	0.0%	7.7%	0.0%
Water and sanitation	0.0%	6.7%	0.0%	4.0%	6.3%	4.3%	0.0%	5.3%	7.7%	0.0%
Post-pandemic economic recovery	38.9%	26.7%	20.0%	24.0%	6.3%	13.0%	21.1%	21.1%	38.5%	25.0%
Development of private sector and of micro, small, and medium enterprises	5.6%	6.7%	10.0%	8.0%	6.3%	13.0%	15.8%	5.3%	0.0%	25.0%
Information and communications technology	5.6%	6.7%	0.0%	4.0%	0.0%	17.4%	0.0%	0.0%	0.0%	25.0%
National debt	5.6%	6.7%	10.0%	0.0%	12.5%	13.0%	10.5%	5.3%	23.1%	0.0%
Equality of opportunity	0.0%	0.0%	10.0%	12.0%	6.3%	0.0%	10.5%	0.0%	23.1%	0.0%
Agriculture and rural development*	44.4%	6.7%	10.0%	12.0%	12.5%	4.3%	0.0%	5.3%	0.0%	0.0%
Crime and violence	11.1%	6.7%	10.0%	20.0%	18.8%	39.1%	36.8%	31.6%	23.1%	25.0%
Natural renewable resource management	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	5.3%	10.5%	7.7%	0.0%
Poverty reduction	5.6%	26.7%	0.0%	8.0%	6.3%	4.3%	15.8%	10.5%	7.7%	50.0%
Anti-corruption*	5.6%	6.7%	10.0%	40.0%	37.5%	39.1%	21.1%	31.6%	69.2%	25.0%
Judiciary reform	5.6%	0.0%	10.0%	8.0%	0.0%	4.3%	5.3%	10.5%	7.7%	0.0%
Waste management	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	22.2%	40.0%	0.0%	32.0%	6.3%	21.7%	21.1%	26.3%	23.1%	25.0%
Local economic development*	5.6%	6.7%	50.0%	8.0%	6.3%	4.3%	0.0%	26.3%	0.0%	0.0%
Trade and exports	5.6%	0.0%	0.0%	0.0%	6.3%	4.3%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of El Salvador's growth and development. In which areas would you like to see the El Salvador government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Providing direct non-financial support to citizens	5.6%	0.0%	10.0%	15.4%	0.0%	8.7%	0.0%	0.0%	7.7%	0.0%
Healthcare	44.4%	46.7%	50.0%	23.1%	12.5%	30.4%	16.7%	21.1%	23.1%	50.0%
Providing direct financial support to businesses	38.9%	6.7%	30.0%	15.4%	6.3%	21.7%	16.7%	15.8%	38.5%	0.0%
Poverty and inequality*	11.1%	53.3%	0.0%	42.3%	43.8%	26.1%	55.6%	36.8%	15.4%	50.0%
Nutrition/food security	5.6%	6.7%	10.0%	7.7%	18.8%	4.3%	11.1%	0.0%	7.7%	0.0%
Public service delivery	33.3%	20.0%	10.0%	26.9%	37.5%	17.4%	27.8%	26.3%	38.5%	0.0%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	11.1%	20.0%	30.0%	15.4%	6.3%	13.0%	27.8%	21.1%	23.1%	0.0%
Ensuring that girls and women have equal access to job opportunities*	5.6%	0.0%	0.0%	19.2%	18.8%	0.0%	27.8%	5.3%	23.1%	25.0%
Education*	38.9%	46.7%	20.0%	26.9%	68.8%	39.1%	33.3%	68.4%	15.4%	0.0%
Ensuring that girls and women have equal access to health care/health services	5.6%	0.0%	10.0%	3.8%	6.3%	0.0%	5.6%	0.0%	7.7%	0.0%
Ensuring sustainable business growth and job creation	50.0%	46.7%	60.0%	50.0%	56.3%	65.2%	44.4%	57.9%	38.5%	75.0%
Economic growth	38.9%	46.7%	50.0%	46.2%	25.0%	60.9%	33.3%	36.8%	53.8%	75.0%
Other	11.1%	6.7%	10.0%	3.8%	0.0%	13.0%	0.0%	10.5%	7.7%	25.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in El Salvador, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Minister		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Reforms are not well thought out in light of country challenges*	22.2%		60.0%		66.7%		40.0%		31.3%		21.7%		27.8%		26.3%		7.7%		25.0%	
Corruption*	33.3%		33.3%		44.4%		36.0%		31.3%		65.2%		72.2%		63.2%		69.2%		75.0%	
Inadequate level of private sector participation	11.1%		13.3%		22.2%		4.0%		18.8%		8.7%		0.0%		5.3%		0.0%		0.0%	
Inadequate level of donor coordination	11.1%		0.0%		0.0%		0.0%		6.3%		0.0%		0.0%		0.0%		0.0%		0.0%	
Inadequate level of citizen/civil society participation	16.7%		20.0%		11.1%		16.0%		0.0%		8.7%		22.2%		5.3%		15.4%		0.0%	
Inadequate level of government accountability	5.6%		0.0%		22.2%		16.0%		37.5%		26.1%		16.7%		21.1%		38.5%		0.0%	
Inadequate level of capacity in the government*	11.1%		6.7%		11.1%		8.0%		31.3%		39.1%		33.3%		52.6%		15.4%		50.0%	
Political pressures and obstacles	33.3%		20.0%		22.2%		40.0%		18.8%		21.7%		16.7%		15.8%		23.1%		25.0%	
Pressure from outside interest groups	33.3%		13.3%		0.0%		32.0%		18.8%		8.7%		5.6%		10.5%		23.1%		25.0%	
Other	5.6%		13.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		7.7%		0.0%	

*Significantly different between stakeholder groups

	Office of the President/Minister		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?*	16	7.88	15	8.47	6	8.50	22	8.77	14	7.21	22	8.05	18	7.39	17	8.29	13	6.23	4	8.75

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



B. Overall Attitudes Toward the World Bank Group

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Other Government Institutions/Organizations		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	15	7.07	15	8.27	10	5.10	24	6.71	14	7.71	22	6.73	18	6.78	19	6.37	13	7.00	4	6.75
The International Finance Corporation (IFC), the World Bank Group's private sector arm	16	5.25	15	6.27	10	4.60	23	5.17	14	5.29	22	6.27	18	5.39	19	5.05	13	6.85	4	4.00
The Inter-American Development Bank (IDB/BID)*	16	8.13	15	8.53	10	5.30	24	7.63	14	8.00	22	7.32	18	7.56	19	7.37	13	6.85	4	6.25
The Latin American Development Bank (CAF)	16	4.94	15	5.60	9	4.44	23	4.39	14	5.07	20	5.40	18	5.06	18	4.89	13	6.00	4	4.75
The Central American Bank for Economic Integration (CABEI/BCIE)	16	8.06	15	8.47	9	5.33	24	7.54	14	6.86	22	7.45	18	7.06	19	7.26	13	7.08	4	6.25

*Significantly different between stakeholder groups

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Other Government Institutions/Organizations		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	14	7.57	15	8.33	5	6.40	19	8.16	13	7.54	18	7.78	14	7.79	16	7.69	13	6.31	3	8.00
The International Finance Corporation (IFC), the World Bank Group's private sector arm	10	7.10	9	7.67	4	7.00	16	7.38	5	7.00	18	7.67	10	7.50	12	7.67	13	6.00	2	6.00
The Inter-American Development Bank (IDB/BID)*	15	8.00	15	8.60	6	7.17	22	8.32	14	7.00	21	7.90	16	7.94	19	7.74	13	6.31	3	6.67
The Latin American Development Bank (CAF)	9	6.78	8	6.50	4	6.25	14	6.93	3	5.67	16	6.63	9	6.44	13	7.08	11	6.55	2	7.00
The Central American Bank for Economic Integration (CABEI/BCIE)*	14	8.79	13	8.54	6	6.83	22	8.41	12	6.33	21	7.62	16	6.88	19	7.37	13	6.15	4	6.50

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Post-pandemic economic recovery	11.1%	13.3%	10.0%	12.0%	0.0%	13.0%	5.3%	5.3%	15.4%	25.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Development of private sector and of micro, small, and medium enterprises*	27.8%	6.7%	40.0%	16.0%	18.8%	30.4%	26.3%	15.8%	0.0%	0.0%
Education	0.0%	0.0%	10.0%	8.0%	6.3%	0.0%	10.5%	0.0%	7.7%	25.0%
Public sector governance/reform	27.8%	40.0%	10.0%	24.0%	50.0%	13.0%	42.1%	42.1%	0.0%	0.0%
Financial markets	22.2%	26.7%	10.0%	24.0%	50.0%	43.5%	5.3%	15.8%	15.4%	0.0%
Social protection	5.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.3%	0.0%	0.0%
Food security*	0.0%	20.0%	10.0%	4.0%	12.5%	0.0%	0.0%	5.3%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Early childhood development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	11.1%	6.7%	10.0%	16.0%	6.3%	0.0%	31.6%	0.0%	7.7%	0.0%
Job creation/employment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	13.3%	10.0%	4.0%	12.5%	0.0%	0.0%	10.5%	7.7%	0.0%
Pollution	22.2%	20.0%	10.0%	8.0%	0.0%	8.7%	15.8%	0.0%	7.7%	0.0%
Global pandemics (e.g., COVID-19)	0.0%	6.7%	0.0%	4.0%	6.3%	4.3%	0.0%	5.3%	7.7%	0.0%
Energy	38.9%	26.7%	20.0%	24.0%	6.3%	13.0%	21.1%	21.1%	38.5%	25.0%
Gender equity	5.6%	6.7%	10.0%	8.0%	6.3%	13.0%	15.8%	5.3%	0.0%	25.0%
Local economic development	5.6%	6.7%	0.0%	4.0%	0.0%	17.4%	0.0%	0.0%	0.0%	25.0%
Climate change	5.6%	6.7%	10.0%	0.0%	12.5%	13.0%	10.5%	5.3%	23.1%	0.0%
Trade and exports	0.0%	0.0%	10.0%	12.0%	6.3%	0.0%	10.5%	0.0%	23.1%	0.0%
Crime and violence	44.4%	6.7%	10.0%	12.0%	12.5%	4.3%	0.0%	5.3%	0.0%	0.0%
Natural renewable resource management*	11.1%	6.7%	10.0%	20.0%	18.8%	39.1%	36.8%	31.6%	23.1%	25.0%
National debt	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	5.3%	10.5%	7.7%	0.0%
Poverty reduction	5.6%	26.7%	0.0%	8.0%	6.3%	4.3%	15.8%	10.5%	7.7%	50.0%
Anti-corruption	5.6%	6.7%	10.0%	40.0%	37.5%	39.1%	21.1%	31.6%	69.2%	25.0%
Waste management	5.6%	0.0%	10.0%	8.0%	0.0%	4.3%	5.3%	10.5%	7.7%	0.0%
Economic growth*	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-communicable diseases	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	22.2%	40.0%	0.0%	32.0%	6.3%	21.7%	21.1%	26.3%	23.1%	25.0%
Judiciary reform	5.6%	6.7%	50.0%	8.0%	6.3%	4.3%	0.0%	26.3%	0.0%	0.0%
Agriculture and rural development	5.6%	0.0%	0.0%	0.0%	6.3%	4.3%	0.0%	0.0%	0.0%	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 EL Salvador, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Other Government Institutions/Organizations		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	16	7.44	15	8.27	8	7.63	20	8.00	13	7.77	17	7.53	16	7.25	15	7.73	12	6.92	2	9.50
Flexibility (in terms of the institution's products and services)	16	6.69	14	7.79	4	7.50	20	7.30	11	7.00	17	6.88	15	6.53	16	7.44	12	6.42	2	9.50
Flexibility (in terms of changing country circumstances)	15	6.60	15	7.80	4	7.25	20	7.45	13	6.62	17	7.00	14	6.64	16	7.00	11	6.09	2	9.50
Being inclusive	15	7.13	15	8.00	4	7.50	19	7.95	11	6.45	15	7.80	15	7.00	15	7.53	12	6.67	3	6.67
Openness (sharing data and other information)*	15	7.07	14	8.36	5	6.20	20	7.95	13	7.31	17	8.29	14	7.07	15	8.73	12	7.83	3	8.00
Collaboration with the Government	15	7.33	15	9.00	6	7.17	20	8.35	13	8.23	17	7.88	14	7.36	14	8.50	12	8.17	4	9.25
The speed in which it gets things accomplished on the ground	13	6.92	15	7.67	4	7.50	17	7.41	11	6.36	18	6.56	13	6.77	13	6.92	11	5.73	3	7.33
Helping to bring discipline/effective supervision to implementation of investment projects	12	7.25	15	8.20	5	7.60	18	7.67	10	7.30	18	6.89	13	7.00	13	8.00	12	5.92	2	8.50
Collaboration with civil society*	15	7.13	13	7.77	5	7.40	17	7.41	14	4.71	17	6.47	15	5.07	15	6.87	12	6.08	3	8.33
Staff accessibility*	14	7.93	15	8.27	4	7.00	18	7.11	12	6.42	17	6.53	14	5.64	13	6.92	11	6.36	3	9.00
Collaboration with other donors and development partners	13	6.85	14	7.86	4	7.25	17	7.53	14	6.71	14	7.36	11	6.00	15	7.60	12	6.75	2	9.00
Collaboration with the private sector	14	7.57	12	7.83	5	7.60	16	7.81	12	6.83	17	6.71	11	6.82	14	7.21	12	7.17	2	9.00
Straightforwardness and honesty	12	8.83	15	8.40	5	7.40	18	8.33	12	7.25	15	7.93	10	7.50	13	8.62	12	7.25	4	9.50
Treating clients and stakeholders in El Salvador with respect	13	7.77	15	8.40	5	8.00	17	8.82	11	7.91	15	8.53	10	7.80	14	8.79	12	8.42	4	9.50
Being a long-term partner	15	7.47	15	8.07	4	8.00	18	8.83	13	8.15	17	8.47	11	7.45	15	8.87	12	8.08	2	9.50
Acting with compassion and empathy	14	8.00	15	8.40	4	7.75	18	7.72	11	6.91	15	7.67	11	7.00	14	8.43	11	7.36	4	8.50
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)*	14	7.79	15	8.33	4	8.00	17	8.00	12	6.75	17	7.41	13	7.08	16	8.44	12	6.17	4	9.25
Measuring results effectively	13	8.69	15	8.13	4	7.75	18	8.06	11	7.64	15	7.27	13	7.54	16	8.50	12	7.00	4	9.00

*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/Minister		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Other Government Institutions/Organizations		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	14	6.93	14	7.93	5	5.8	11	7.18	8	7.38	14	7.64	12	6.83	11	7.18	10	6.90	3	8.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	12	7.92	15	8.00	5	6.4	17	8.12	11	7.64	18	7.89	15	7.93	15	7.47	10	6.00	3	9.33
The World Bank Group's approvals and reviews are done in a timely	13	7.92	14	7.86	4	7.25	13	7.69	8	8.13	16	8.25	14	7.14	13	7.46	10	6.40	4	7.50
The World Bank Group's Environmental and Social Framework requirements are reasonable	12	7.33	14	8.07	4	7.25	12	8.00	10	7.90	14	8.14	10	7.80	13	8.08	10	7.30	3	6.67
The World Bank Group's conditions on its lending are reasonable*	13	6.77	15	8.20	4	6.5	14	8.21	11	8.18	17	8.47	13	7.77	13	8.15	9	6.56	3	6.67
The World Bank Group takes decisions quickly in El Salvador	13	6.85	13	8.08	4	6.25	13	7.62	10	8.40	13	7.46	12	7.33	13	7.38	11	6.64	4	7.00
Working with the World Bank Group increases El Salvador's institutional capacity	13	6.92	15	8.33	5	7.00	17	8.29	12	7.42	17	7.47	14	7.14	17	7.65	11	6.82	4	6.50

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Engage more directly with beneficiaries	6.7%	13.3%	44.4%	17.4%	15.4%	15.0%	23.5%	5.3%	40.0%	0.0%
Offer more innovative financial products and services	26.7%	6.7%	11.1%	8.7%	0.0%	0.0%	17.6%	0.0%	10.0%	0.0%
Collaborate more effectively with Government clients	33.3%	13.3%	11.1%	21.7%	7.7%	10.0%	5.9%	15.8%	10.0%	25.0%
Engage more effectively with civil society*	13.3%	6.7%	22.2%	4.3%	30.8%	10.0%	58.8%	31.6%	20.0%	0.0%
Offer more innovative knowledge products and services	0.0%	13.3%	0.0%	0.0%	0.0%	10.0%	0.0%	10.5%	10.0%	0.0%
Offer more real-time advice and guidance	6.7%	13.3%	11.1%	8.7%	7.7%	10.0%	0.0%	10.5%	0.0%	50.0%
Provide more adequate data/knowledge/statistics/figures on El Salvador's economy	20.0%	0.0%	22.2%	8.7%	23.1%	0.0%	0.0%	15.8%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	6.7%	11.1%	8.7%	23.1%	20.0%	11.8%	10.5%	20.0%	25.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	0.0%	13.0%	38.5%	5.0%	0.0%	5.3%	0.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing*	20.0%	40.0%	11.1%	34.8%	0.0%	10.0%	11.8%	10.5%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	11.1%	4.3%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%
Engage more effectively with private sector*	13.3%	0.0%	11.1%	4.3%	7.7%	55.0%	17.6%	26.3%	30.0%	25.0%
Improve the quality of its experts as related to El Salvador's specific challenges	6.7%	6.7%	0.0%	8.7%	7.7%	5.0%	0.0%	5.3%	10.0%	0.0%
Increase the level of capacity development in the country	40.0%	46.7%	0.0%	26.1%	38.5%	35.0%	41.2%	42.1%	10.0%	50.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster	13.3%	26.7%	11.1%	8.7%	0.0%	5.0%	0.0%	5.3%	10.0%	0.0%
Other	0.0%	0.0%	11.1%	4.3%	0.0%	5.0%	0.0%	5.3%	10.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
NGOs/Community Based Organizations*	12.5%	26.7%	22.2%	13.0%	15.4%	0.0%	76.5%	15.8%	40.0%	75.0%
Local government*	37.5%	66.7%	77.8%	56.5%	53.8%	15.0%	29.4%	31.6%	20.0%	50.0%
Private sector*	31.3%	13.3%	11.1%	34.8%	53.8%	80.0%	11.8%	21.1%	30.0%	50.0%
Beneficiaries	0.0%	13.3%	11.1%	13.0%	7.7%	10.0%	11.8%	10.5%	10.0%	0.0%
Donor community*	18.8%	0.0%	0.0%	0.0%	53.8%	5.0%	0.0%	0.0%	0.0%	25.0%
Parliament	18.8%	6.7%	11.1%	17.4%	0.0%	5.0%	5.9%	5.3%	0.0%	0.0%
Youth/university groups	31.3%	13.3%	11.1%	17.4%	0.0%	35.0%	5.9%	21.1%	10.0%	0.0%
Media*	6.3%	0.0%	11.1%	0.0%	0.0%	5.0%	0.0%	10.5%	30.0%	0.0%
Foundations*	6.3%	6.7%	11.1%	4.3%	0.0%	15.0%	52.9%	10.5%	0.0%	0.0%
Academia/think tanks/research institutes*	37.5%	46.7%	0.0%	30.4%	15.4%	20.0%	5.9%	63.2%	60.0%	0.0%
Other	0.0%	6.7%	0.0%	4.3%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	46.7%	40.0%	55.6%	30.4%	25.0%	31.6%	23.5%	42.1%	10.0%	50.0%
e-Newsletters	73.3%	60.0%	33.3%	65.2%	58.3%	52.6%	58.8%	42.1%	50.0%	0.0%
World Bank Group's seminars/workshops/conferences	73.3%	80.0%	22.2%	43.5%	50.0%	42.1%	58.8%	42.1%	50.0%	75.0%
Social media	20.0%	13.3%	44.4%	21.7%	25.0%	26.3%	29.4%	21.1%	20.0%	50.0%
Direct contact with World Bank Group	26.7%	20.0%	33.3%	26.1%	33.3%	31.6%	41.2%	42.1%	30.0%	25.0%
World Bank Group's website	13.3%	13.3%	22.2%	30.4%	8.3%	42.1%	23.5%	5.3%	30.0%	0.0%
Webinars or online events hosted by the World Bank Group	33.3%	53.3%	0.0%	43.5%	50.0%	26.3%	41.2%	42.1%	20.0%	25.0%
Interviews and press conferences for the El Salvador's media*	6.7%	0.0%	33.3%	0.0%	16.7%	10.5%	5.9%	26.3%	60.0%	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 El Salvador?*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	52.9%	33.3%	10.0%	15.4%	35.3%	13.0%	0.0%	5.3%	23.1%	50.0%
No	47.1%	66.7%	90.0%	84.6%	64.7%	87.0%	100.0%	94.7%	76.9%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD)	100.0%	100.0%	100.0%	100.0%	100.0%	33.3%	0.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



Appendix C: 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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.84	8.27
Overall the World Bank Group currently plays a relevant role in development in El Salvador	7.59	8.73
The World Bank Group's work is aligned with what I consider the development priorities for El Salvador	7.27	8.12
Overall, please rate your impression of the World Bank's effectiveness in El Salvador.	7.43	8.27
Overall, please rate your impression of the IFC's effectiveness in El Salvador.	7.16	7.42
To what extent does the World Bank Group's work help to achieve development results in El Salvador?	7.47	8.13
To what extent does the World Bank Group influence the development agenda in El Salvador?	7.30	7.73
Responsiveness to needs	7.49	8.26
Flexibility (in terms of the institution's products and services)	6.93	7.66
Flexibility (in terms of changing country circumstances)	6.81	7.73
Being inclusive	7.27	7.75
Openness (sharing data and other information)	7.77	7.87
Collaboration with the Government	7.93	8.63
The speed in which it gets things accomplished on the ground	6.83	7.07
Helping to bring discipline/effective supervision to implementation of investment projects	7.35	7.33
Collaboration with civil society	6.46	6.82
Staff accessibility	6.83	7.52
Collaboration with other donors and development partners	7.17	7.21
Collaboration with the private sector	7.20	7.61
Straightforwardness and honesty	8.05	8.17
Treating clients and stakeholders in El Salvador with respect	8.24	8.81
Being a long-term partner	8.04	8.86
The World Bank Group takes decisions quickly in El Salvador	7.26	7.74
The World Bank Group's financial instruments meet the needs of El Salvador	7.26	7.83
The World Bank Group meets El Salvador's needs for knowledge services	7.69	7.83
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	7.95	8.17
In El Salvador, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to El Salvador's specific development challenges and country circumstances	7.71	7.97
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.87	7.76
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8.51	8.34

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: El Salvador FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – El Salvador

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

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

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

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

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

**SECTION A: OVERALL CONTEXT**

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

A2. Do you think that economic opportunity for citizens in El Salvador is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in El Salvador.			
Please identify which of the following you consider the most important development priorities in El Salvador. (Choose no more than THREE)			
1	Global pandemics (e.g., COVID-19)	18	Information and communications technology
2	Financial markets	19	National debt
3	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
4	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
5	Education	22	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural renewable resource management
7	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
8	Food security	25	Poverty reduction
9	Urban development	26	Anti-corruption
10	Energy	27	Judiciary reform
11	Early childhood development (i.e., health and education for children from birth up to the age of eight)	28	Waste management
12	Pollution	29	Disaster risk management
13	Social protection (e.g., pensions, targeted social assistance)	30	Transport (e.g., roads, bridges, transportation)
14	Health	31	Non-communicable diseases
15	Water and sanitation	32	Economic growth
16	Post-pandemic economic recovery	33	Local economic development
17	Development of private sector and of micro, small, and medium enterprises	34	Trade and exports

**SECTION A: OVERALL CONTEXT**

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in El Salvador? (Choose no more than THREE)

1	Climate change (e.g., mitigation, adaptation)	17	Global/regional integration
2	Judiciary reform	18	National debt
3	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
4	Energy	20	Urban development
5	Information and communications technology	21	Financial markets
6	Economic growth	22	Water and sanitation
7	Agriculture and rural development	23	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	24	Development of private sector and of micro, small, and medium enterprises
9	Crime and violence	25	Education
10	Disaster risk management	26	Pollution
11	Transport (e.g., roads, bridges, transportation)	27	Food security
12	Social protection (e.g., pensions, targeted social assistance)	28	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
13	Anti-corruption	29	Natural renewable resource management
14	Waste management	30	Early childhood development (i.e., health and education for children from birth up to the age of eight)
15	Local economic development	31	Post-pandemic economic recovery
16	Non-communicable diseases	32	Health

A5. The COVID-19 pandemic has stressed many aspects of El Salvador's growth and development. In which areas would you like to see the El Salvador government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
2	Healthcare
3	Providing direct financial support to businesses (business support packages)
4	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
5	Nutrition/food security
6	Public service delivery (e.g., strengthening policies, institutions)
7	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
8	Ensuring that girls and women have equal access to job opportunities
9	Education
10	Ensuring that girls and women have equal access to health care/health services
11	Ensuring sustainable business growth and job creation
12	Economic growth
13	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A6. When economic and/or social reform efforts fail or are slow to take place in El Salvador, which of the following would you attribute this to? (Choose no more than TWO)	
1	Reforms are not well thought out in light of country challenges
2	Corruption
3	Inadequate level of private sector participation
4	Inadequate level of donor coordination
5	Inadequate level of citizen/civil society participation
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Political pressures and obstacles
9	Pressure from outside interest groups (e.g., private sector, unions)
10	Other (please specify): _____

A7. 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	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., JICA, GIZ, USAID, AECID)	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	The World Health Organization (WHO) / The Pan American Health Organization (PAHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	El Salvador's Central Reserve Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Legislative Assembly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	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"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	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 El Salvador?											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										
3	The Inter-American Development Bank (IDB/BID)										
4	The Latin American Development Bank (CAF)										
5	The Central American Bank for Economic Integration (CABEI/BCIE)										

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

B4. Overall, please rate your impression of the effectiveness of these organizations in El Salvador.												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IBRD)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>
3	The Inter-American Development Bank (IDB/BID)											<input type="checkbox"/>
4	The Latin American Development Bank (CAF)											<input type="checkbox"/>
5	The Central American Bank for Economic Integration (CABEI/BCIE)											<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results in El Salvador?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

B6. To what extent does the World Bank Group influence the development agenda in El Salvador?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in El Salvador? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in El Salvador, which activity do you VALUE the most? (Choose no more than TWO)**

1	Formal policy advice, studies, analyses
2	Implementation support
3	Capacity development related to World Bank Group supported projects
4	Technical assistance
5	Donor coordination
6	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
7	Global advocacy
8	Financial resources
9	Mobilizing third party financial resources
10	Promoting knowledge sharing
11	Bringing together different groups of stakeholders (convening role)
12	Data and statistics
13	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in El Salvador? (Choose no more than TWO)

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

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

B10. When thinking about how the World Bank Group can have the most impact on development results in El Salvador, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in El Salvador? (Choose no more than THREE)

1	Post-pandemic economic recovery	18	Local economic development
2	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
3	Development of private sector and of micro, small, and medium enterprises	20	Trade and exports
4	Education	21	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural renewable resource management
6	Financial markets	23	National debt
7	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
8	Food security	25	Poverty reduction
9	Urban development	26	Anti-corruption
10	Early childhood development (i.e., health and education for children from birth up to the age of eight)	27	Waste management
11	Water and sanitation	28	Economic growth
12	Job creation/employment	29	Equality of opportunity (i.e., social inclusion)
13	Health	30	Non-communicable diseases
14	Pollution	31	Disaster risk management
15	Global pandemics (e.g., COVID-19)	32	Information and communications technology
16	Energy	33	Judiciary reform
17	Gender equity (closing the gap between women and men, and boys and girls)	34	Agriculture and rural development

B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)

1	Multi-lateral financial institution	9	Public-private partnerships
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Financial Advisory Solutions	12	Thought leader
5	Private Sector Solutions	13	None of the above
6	World Bank	14	Don't know
7	Impact Investor	15	Other (please specify): _____
8	Development institution		

**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 El Salvador solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all								To a very significant degree				Don't know

To what extent is the World Bank Group an effective development partner in El Salvador, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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 El Salvador 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"/>
C17	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Measuring results effectively	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
C20	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	The World Bank Group takes decisions quickly in El Salvador	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Working with the World Bank Group increases El Salvador's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in El Salvador?													
		Strongly disagree										Strongly agree	Don't know
C27	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of El Salvador	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	The World Bank Group meets El Salvador's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C29. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all									Very important		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 El Salvador? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Job creation/employment	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	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Natural renewable resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	COVID-19	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 El Salvador, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
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 El Salvador'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 EL SALVADOR**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in El Salvador? (Choose no more than TWO)	
1	Engage more directly with beneficiaries
2	Offer more innovative financial products and services
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Engage more effectively with civil society (e.g., NGOs, CBOs)
5	Offer more innovative knowledge products and services
6	Offer more real-time advice and guidance
7	Provide more adequate data/knowledge/statistics/figures on El Salvador's economy
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Reduce the complexity of obtaining World Bank Group financing
11	Ensure greater selectivity in its work
12	Engage more effectively with private sector
13	Improve the quality of its experts as related to El Salvador's specific challenges
14	Increase the level of capacity development in the country
15	Increase availability of Reimbursable Advisory Services (RAS)
16	Work faster
17	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/Community Based Organizations	7	Youth/university groups
2	Local government	8	Media
3	Private sector	9	Foundations
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Donor community	11	Other (please specify): _____
6	Parliament	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the El Salvador's media

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President	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 El Salvador?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in El Salvador? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	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 El Salvador?
(Choose no more than TWO)**

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

H6. What's your gender?

1	Female
2	Male

H7. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!