

FY 2022 Bolivia Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



February 2022



Acknowledgements

The Bolivia 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 Bolivia country team and independent fielding agency Focaliza. In particular, SI is grateful for the support from Ericka Nogales (External Affairs Associate), who coordinated the survey related activities from La Paz, Bolivia.



CountryOpinionSurveys
THE WORLD BANK GROUP



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BOLIVIA





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Bolivia 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 Bolivia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From July to September 2021, 700 stakeholders of the WBG in Bolivia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; Legislative Plurinational Assembly; 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 313 stakeholders participated in the survey (45% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via mail, courier, or email 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'16 (response rate was 38%, N=230). 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 '16 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'16 COS report and the non-weighted data presented in this report.

| Original Distribution | | |
|--|------------|------------|
| Percentage of Respondents | FY'16 | FY'21 |
| Office of the President, Prime Minister, Minister | 8.1% | 4.0% |
| Government Institutions (includes respondents from Legislative Plurinational Assembly, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises) | 25.6% | 24.7% |
| Local Government | 4.0% | 10.7% |
| Bilateral/Multilateral Agencies | 11.2% | 8.0% |
| Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups) | 15.7% | 17.7% |
| Private Sector (includes financial sector/private banks) | 25.1% | 20.7% |
| Academia/Research Institute/Think Tank | 4.9% | 6.0% |
| Media | 5.4% | 8.0% |
| Total Number of Respondents (Un-Weighted) | 223 | 299 |

(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:

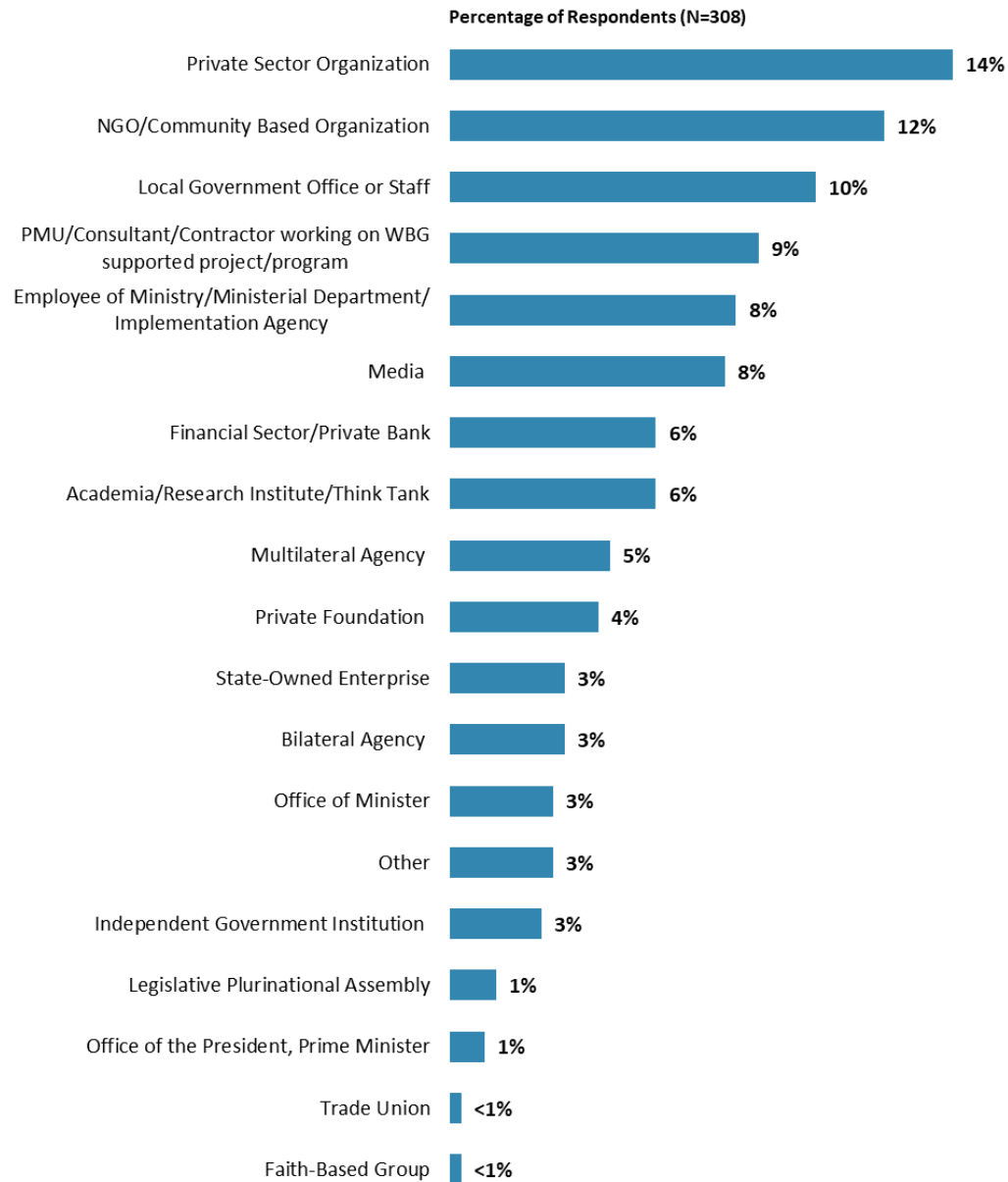
| Weighted Distribution | | | Weights | |
|---|------------|------------|---------|-------|
| Percentage of Respondents | FY'16 | FY'21 | FY'16 | FY'21 |
| Office of the President/Prime Minister/Minister | 6.1% | 6.1% | 0.756 | 1.520 |
| Government Institutions | 25.5% | 25.5% | 0.998 | 1.030 |
| Local Government | 6.5% | 6.5% | 1.611 | 0.607 |
| Bilateral/Multilateral Agency | 9.7% | 9.7% | 0.865 | 1.208 |
| Civil Society | 16.7% | 16.7% | 1.064 | 0.942 |
| Private Sector | 23.0% | 23.0% | 0.916 | 1.109 |
| Academia/Research Institute/Think Tank | 5.5% | 5.5% | 1.115 | 0.914 |
| Media | 7.0% | 7.0% | 1.301 | 0.872 |
| Total Number of Respondents (Weighted) | 223 | 299 | | |



III. Demographics of the Sample

Current Affiliation

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



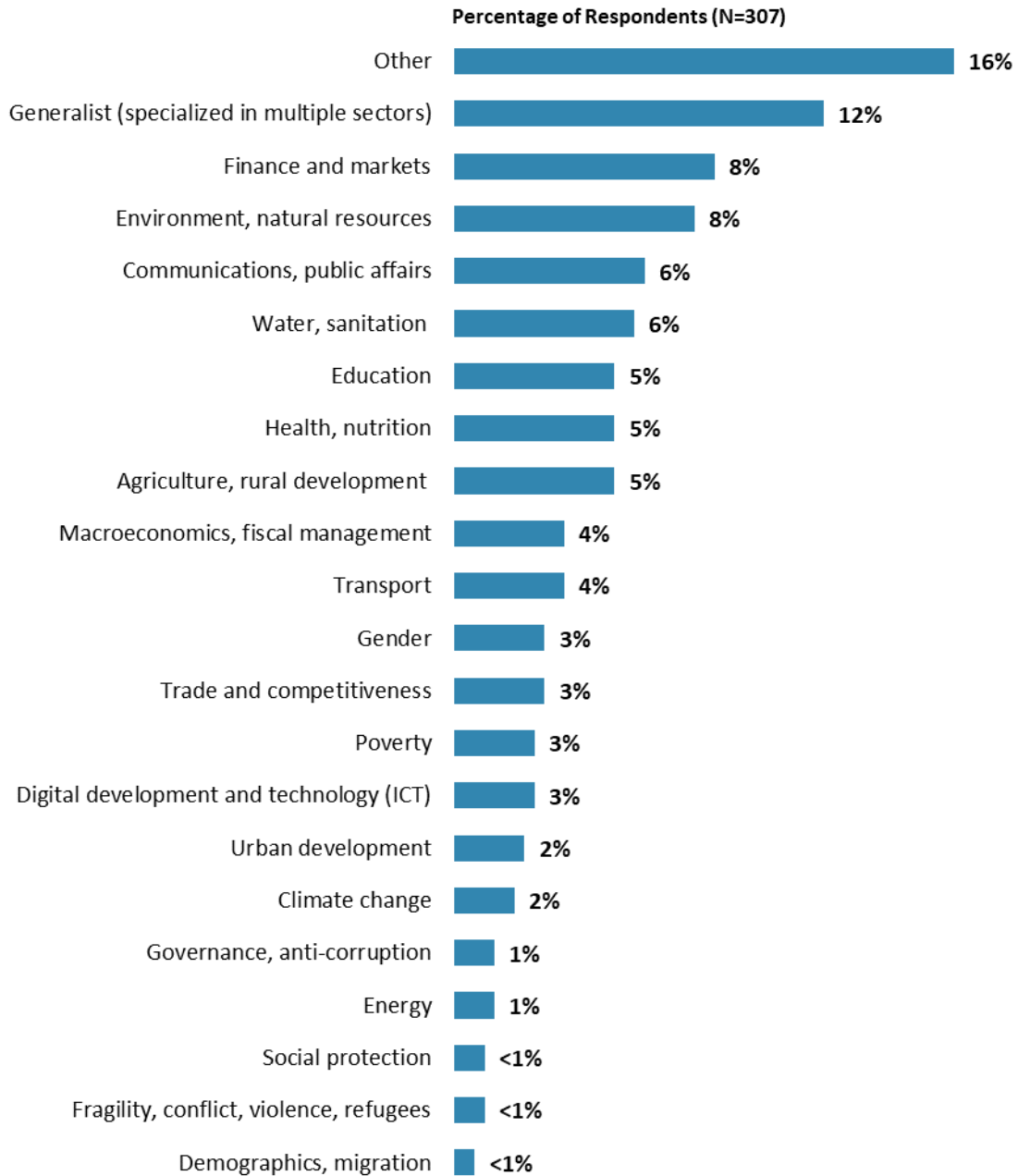
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a Minister; 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 private foundations, NGOs/community-based organizations, trade unions, and faith-based groups were combined into the “CSO” category. The small number of the respondents from the Legislative Plurinational Assembly were included in the “Other” category. There were no respondents from the judicial system and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

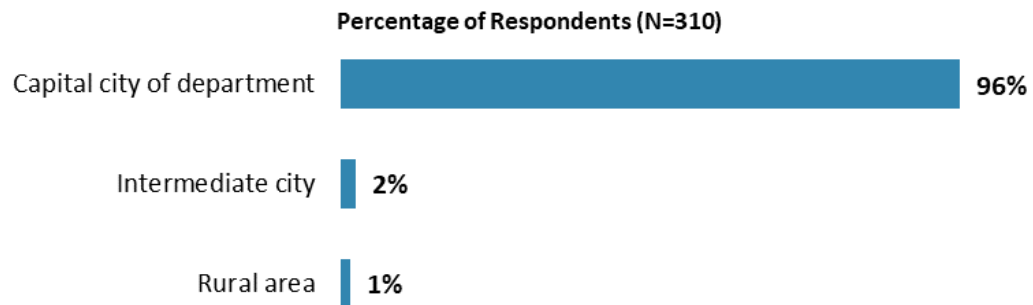


"Please identify the primary specialization of your work."
(Respondents chose from a list.)



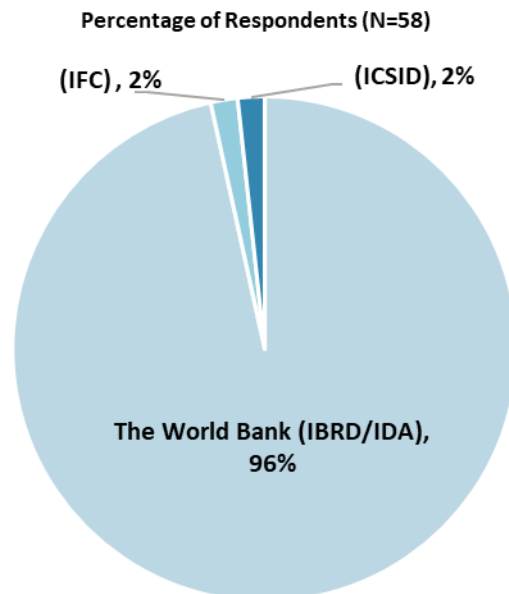
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



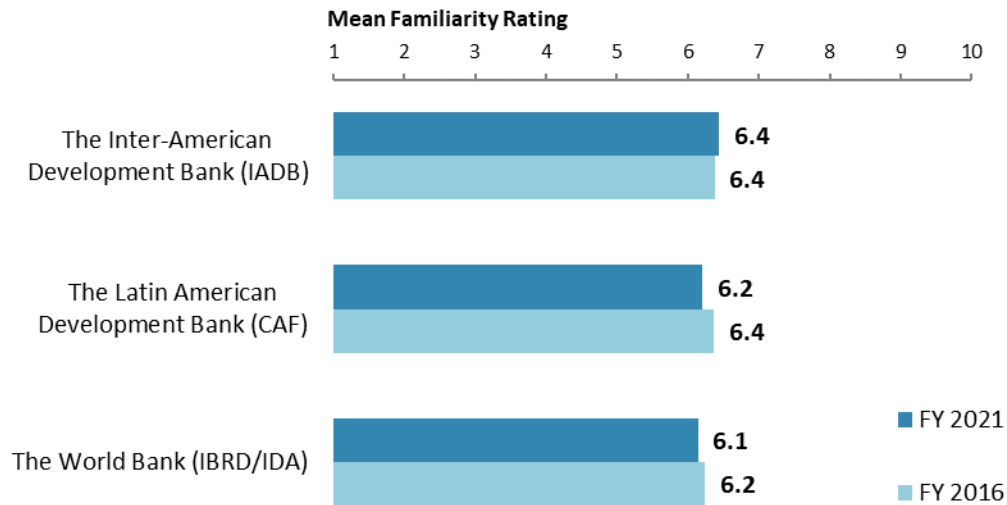
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia?"
(Respondents chose from a list.)

Note: no respondents selected MIGA response option



III. Demographics of the Sample (continued)

Familiarity with the WBG vs. Other Development Banks²



"How familiar are you with the work of these organizations in Bolivia?"

(1-"Not familiar at all", 10-"Extremely familiar")

Means in this chart were calculated based on weighted data

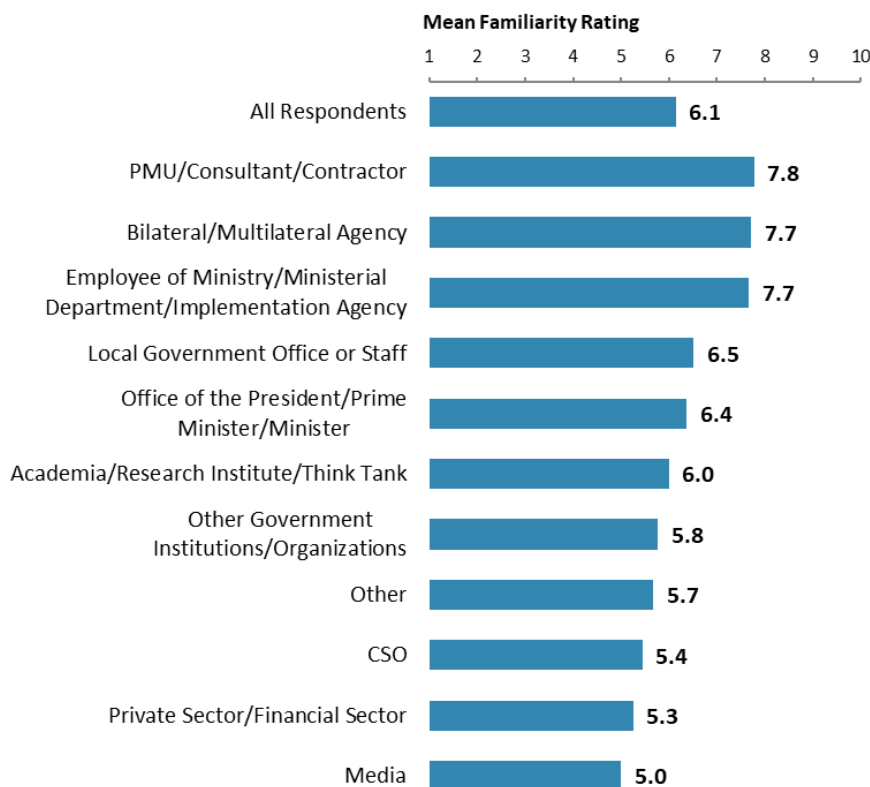
² In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to the option B1 "World Bank Group" from the FY 2016 question "How familiar are you with the work of these organizations in Bolivia?"



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'21 = 6.1; weighted mean in FY'16 = 6.2)³.
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the World Bank compared to respondents who do not collaborate (mean familiarity of collaborators = 7.5; mean familiarity of non-collaborators = 5.8).
- **Impact of familiarity:** Respondents' ratings of familiarity⁴ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness⁵ in Bolivia, with their agreement that the WBG plays a relevant role in Bolivia's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Bolivia.



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

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

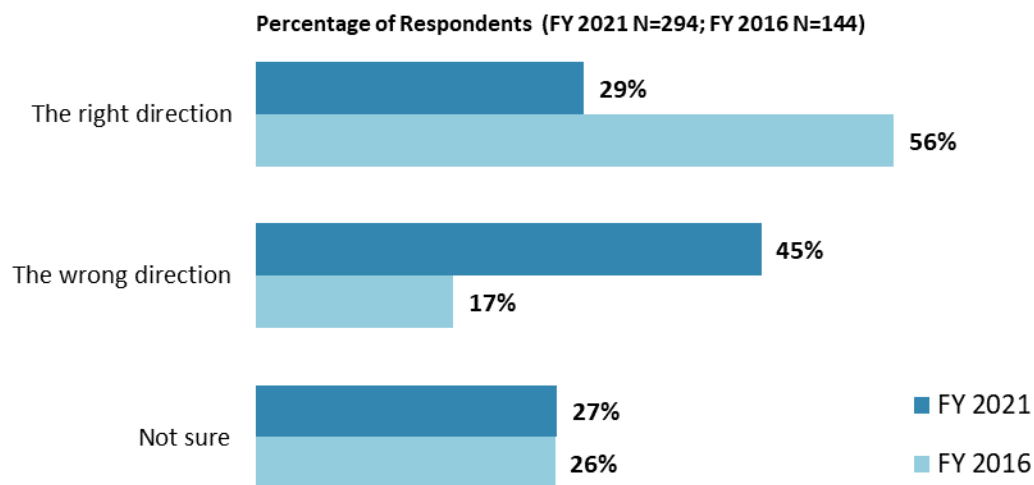
⁴ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

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

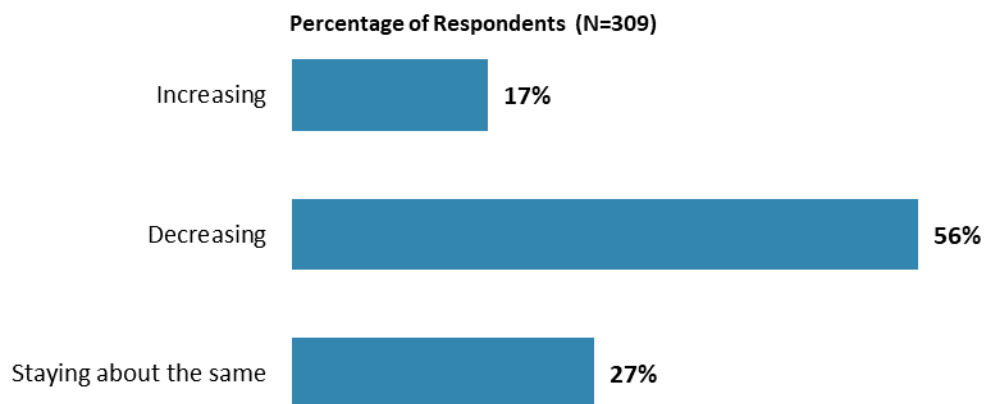
Headed in the Right Direction



"In terms of its development, would you say that Bolivia 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 Bolivia is ... ?"
(Respondents chose from a list.)

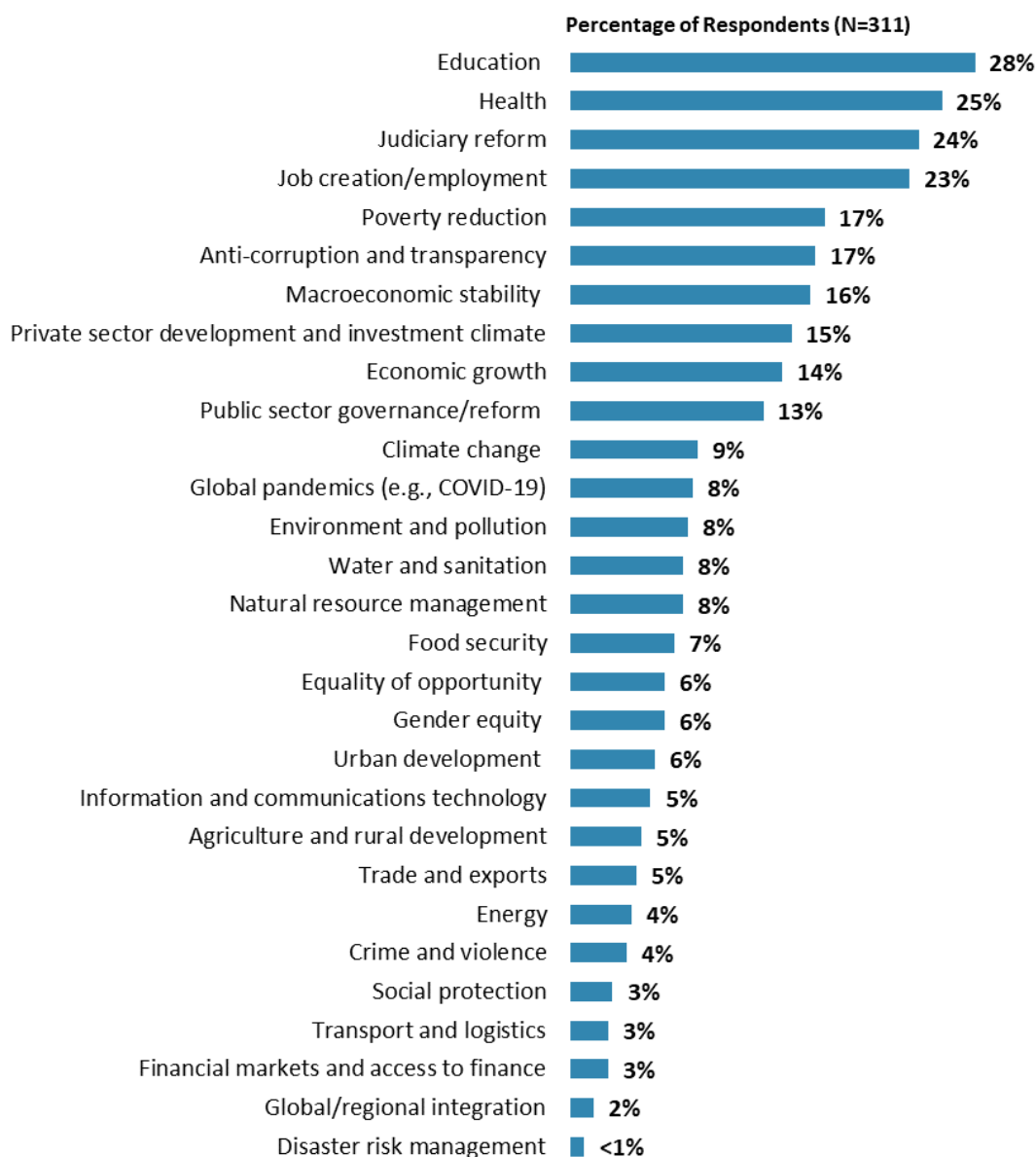


IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Bolivia were “*education*” (38%), “*poverty reduction*” (32%), “*job creation/employment*” (22%), “*strengthen institutional capacity to improve public resource management*” (21%), “*food security*” (17%), and “*health*” (17%).

The FY'21 list of perceived priorities is similar to the FY'16 list, with the notable exception of the “*judiciary reform*” – this option appeared only in the FY'21 questionnaire, but it emerged among the top three development priorities this year.



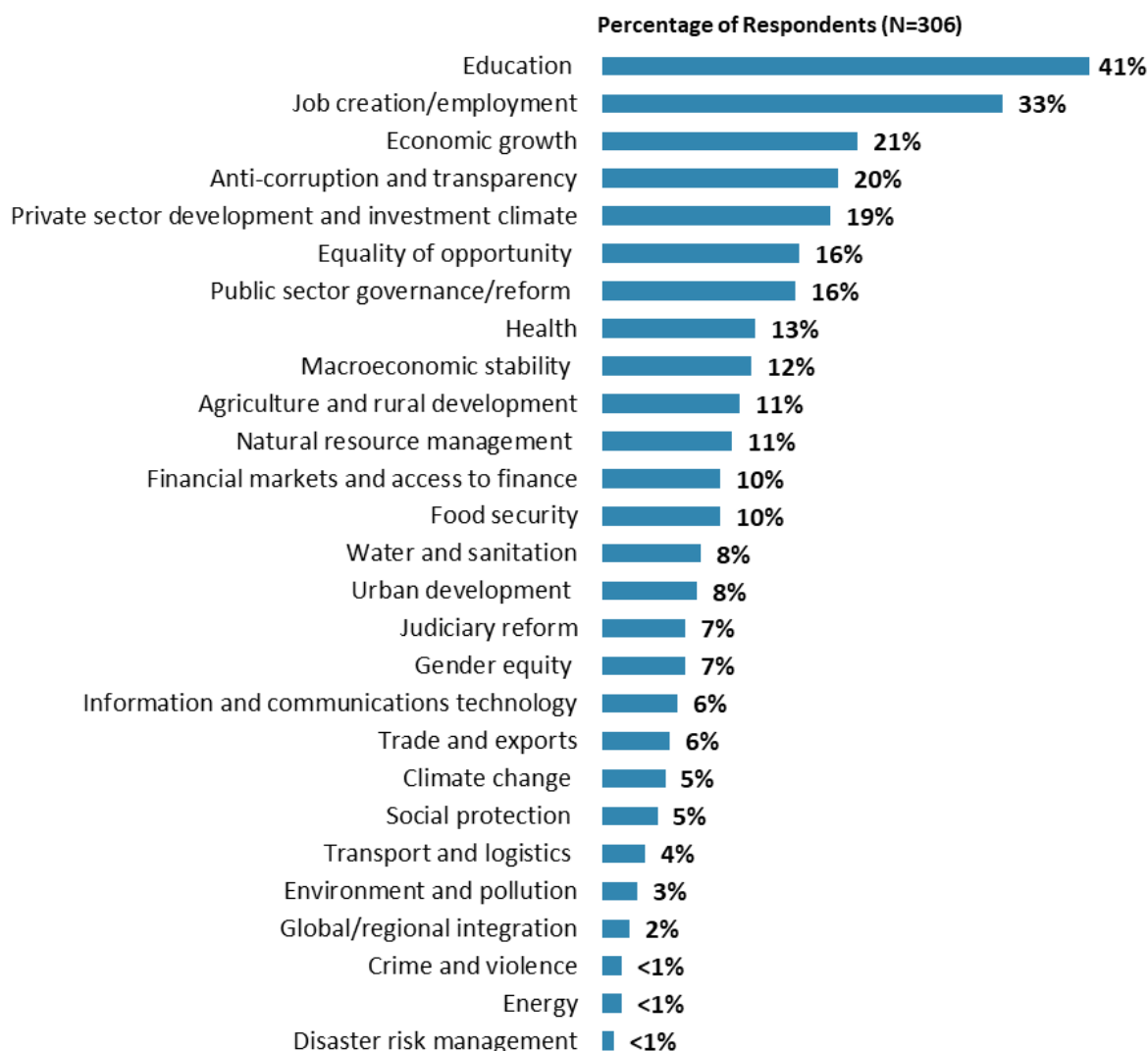
"Listed below are a number of development priorities. Please identify which of the following you consider the most important development priorities in Bolivia. (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Bolivia were “*education*” (41%), “*job creation/employment*” (35%), “*access to basic services*” (29%), “*economic diversification*” (27%), and “*economic growth, fiscal sustainability and resilience to economic shocks*” (17%). In this question, “*anti-corruption*” also appears among the top selections, and more prominent compared to FY'16 (16%).

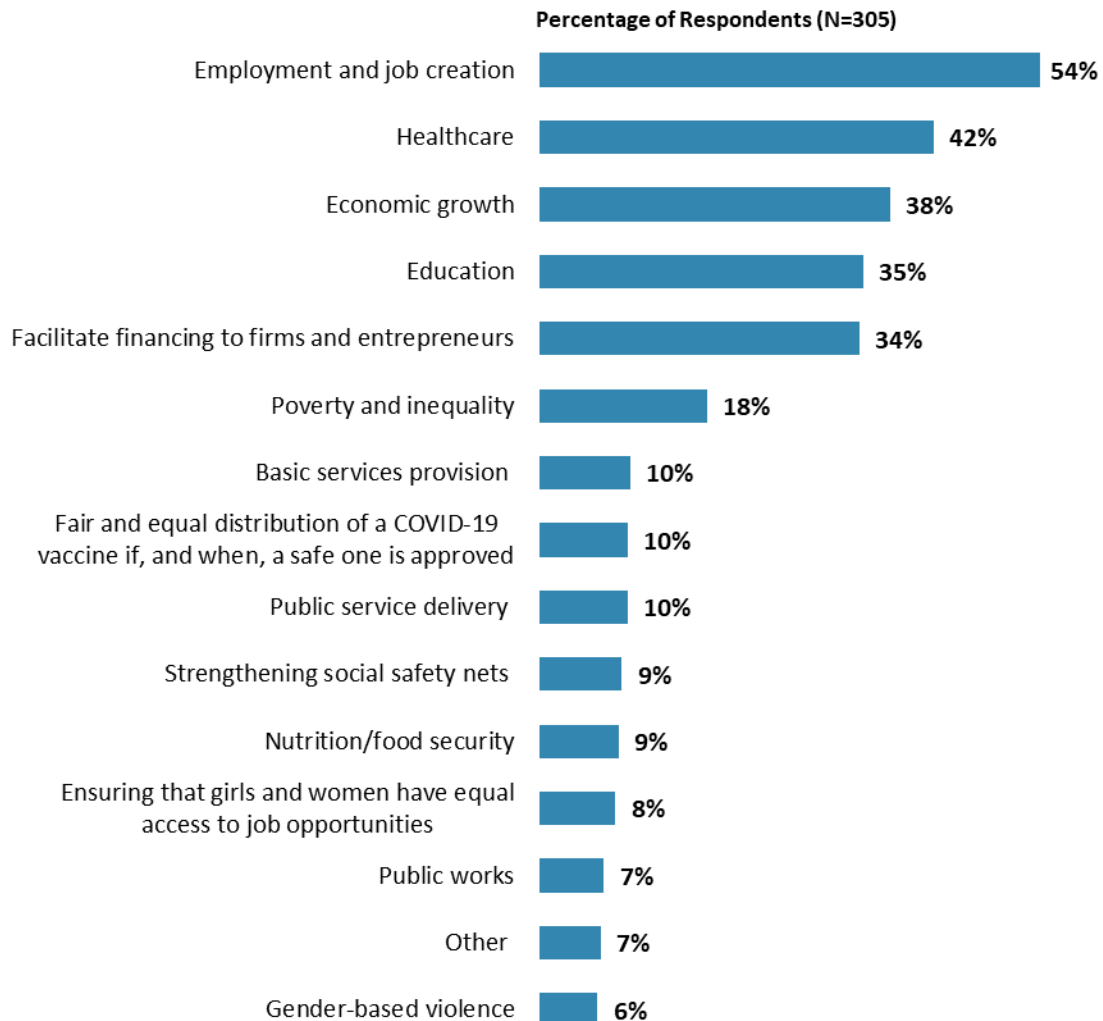


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

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

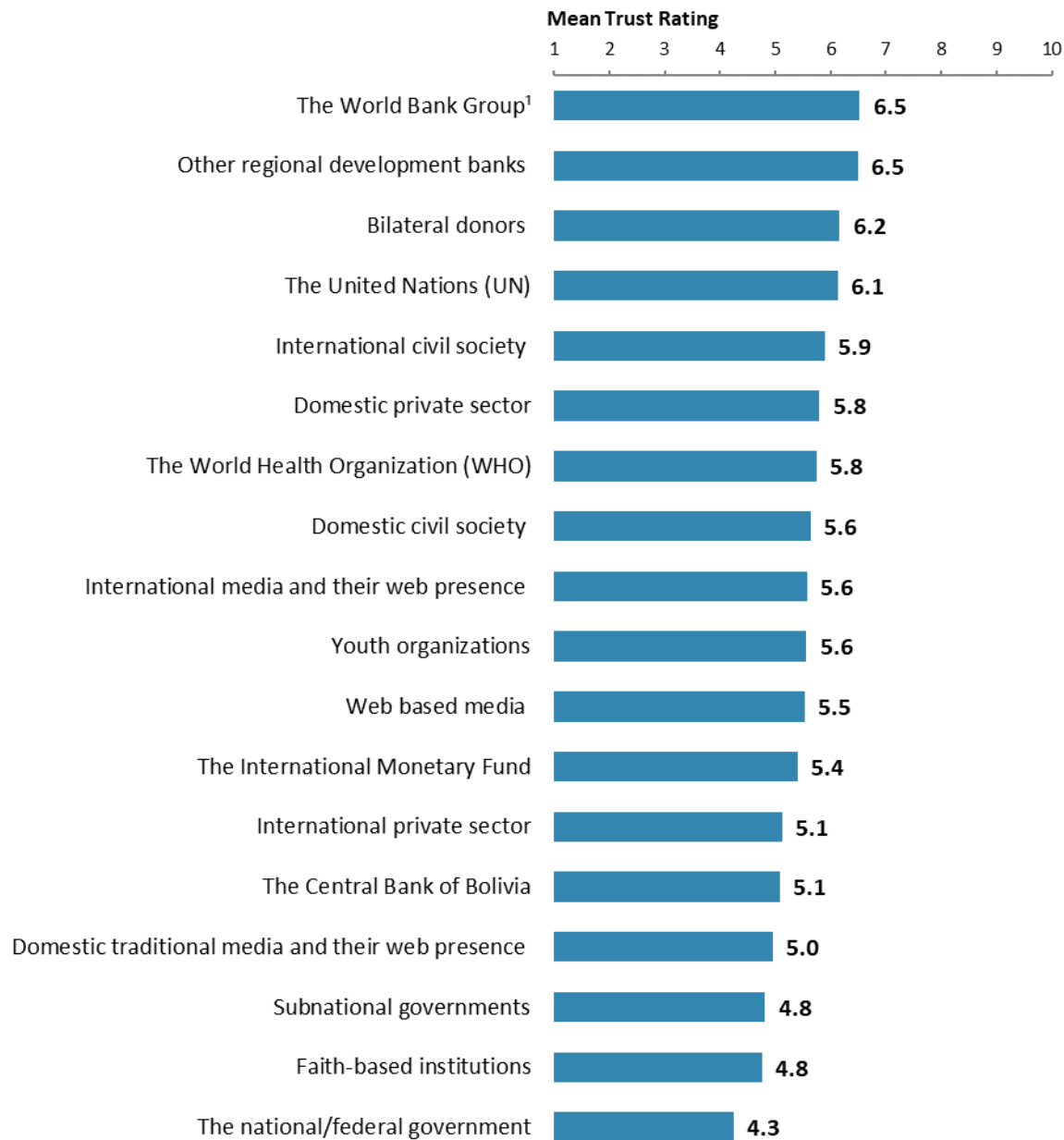


"The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. In which areas would you like to see the Bolivia government focus most of its efforts in the recovery of the pandemic over the next six months to a year? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



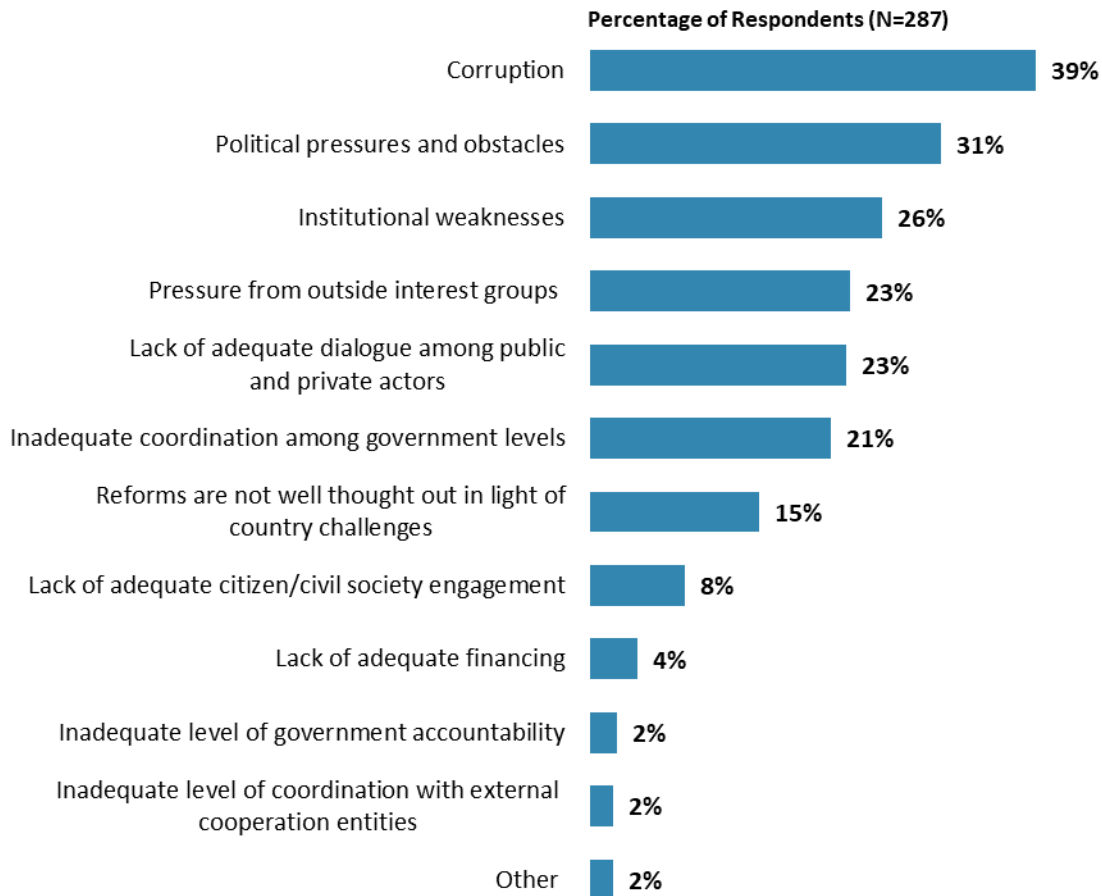
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

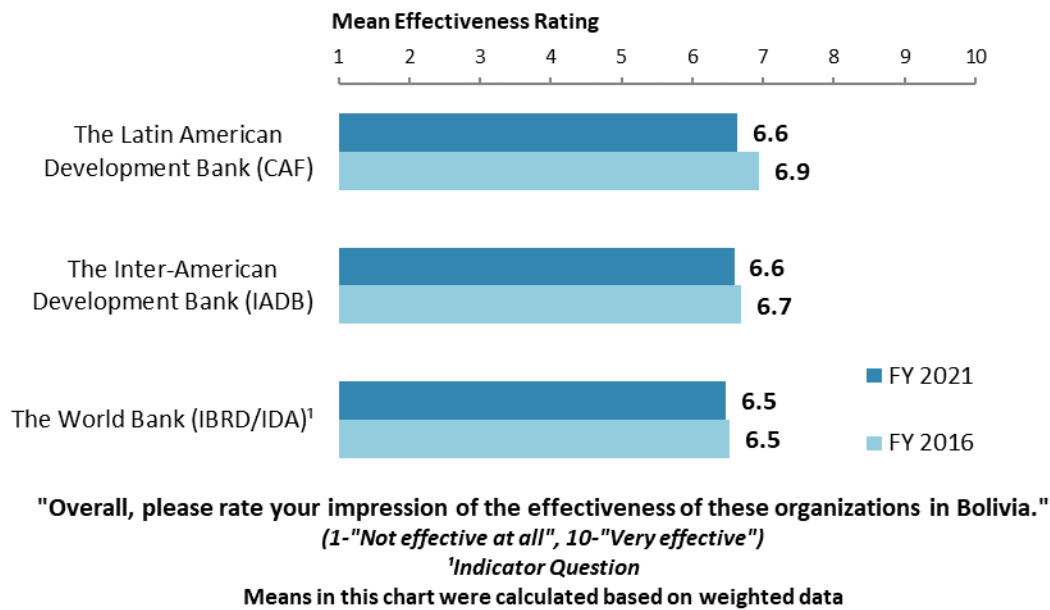


"When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)

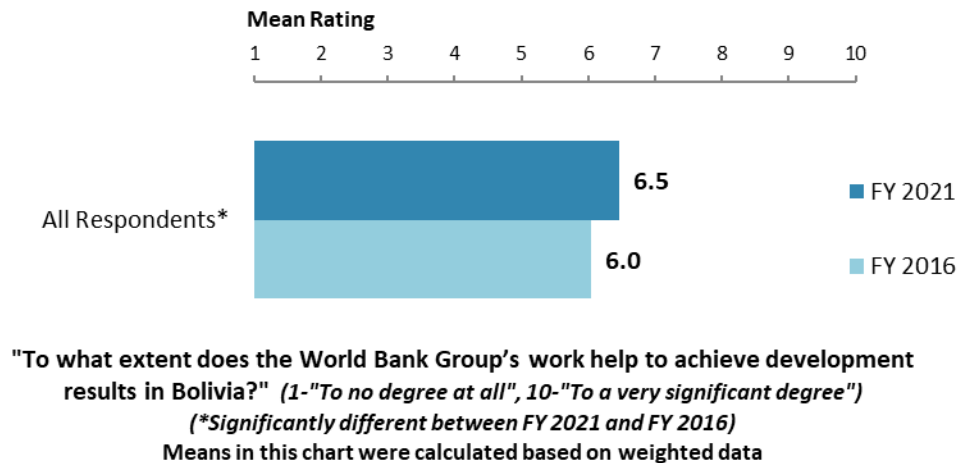


V. Overall Attitudes toward the World Bank Group

Overall Effectiveness of the World Bank Group vs. Other Development Banks⁶



Achieving Development Results (*Indicator Question*)

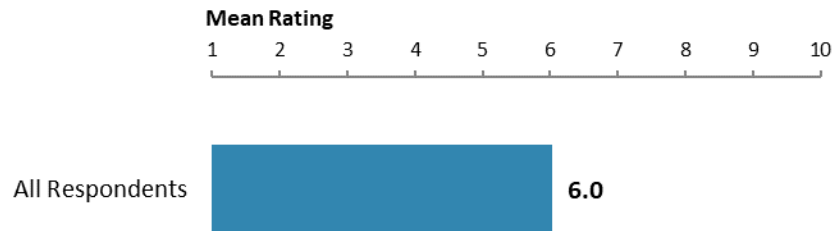


⁶ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, variable B4_1 (World Bank) was compared with B6 (World Bank Group) from the FY'16 questionnaire.



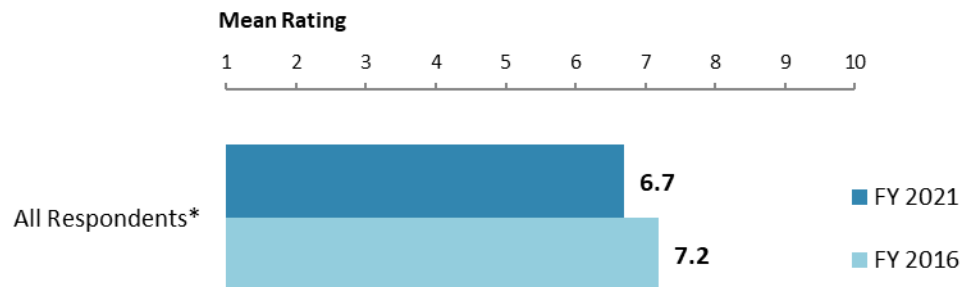
V. Overall Attitudes toward the World Bank Group (continued)

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



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

WBG Staff Preparedness



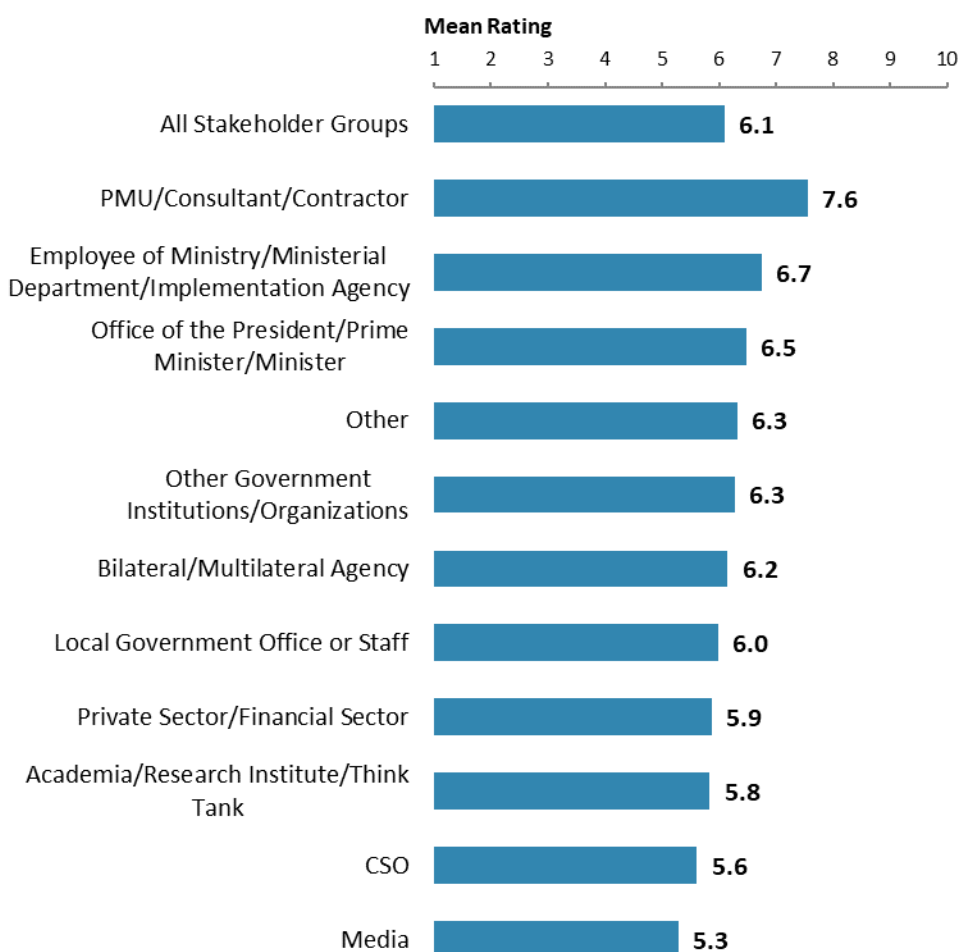
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bolivia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2016)
Means in 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 collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.9).
- **Stakeholder groups:** Respondents from PMU/consultants/contractors on WBG projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 51).



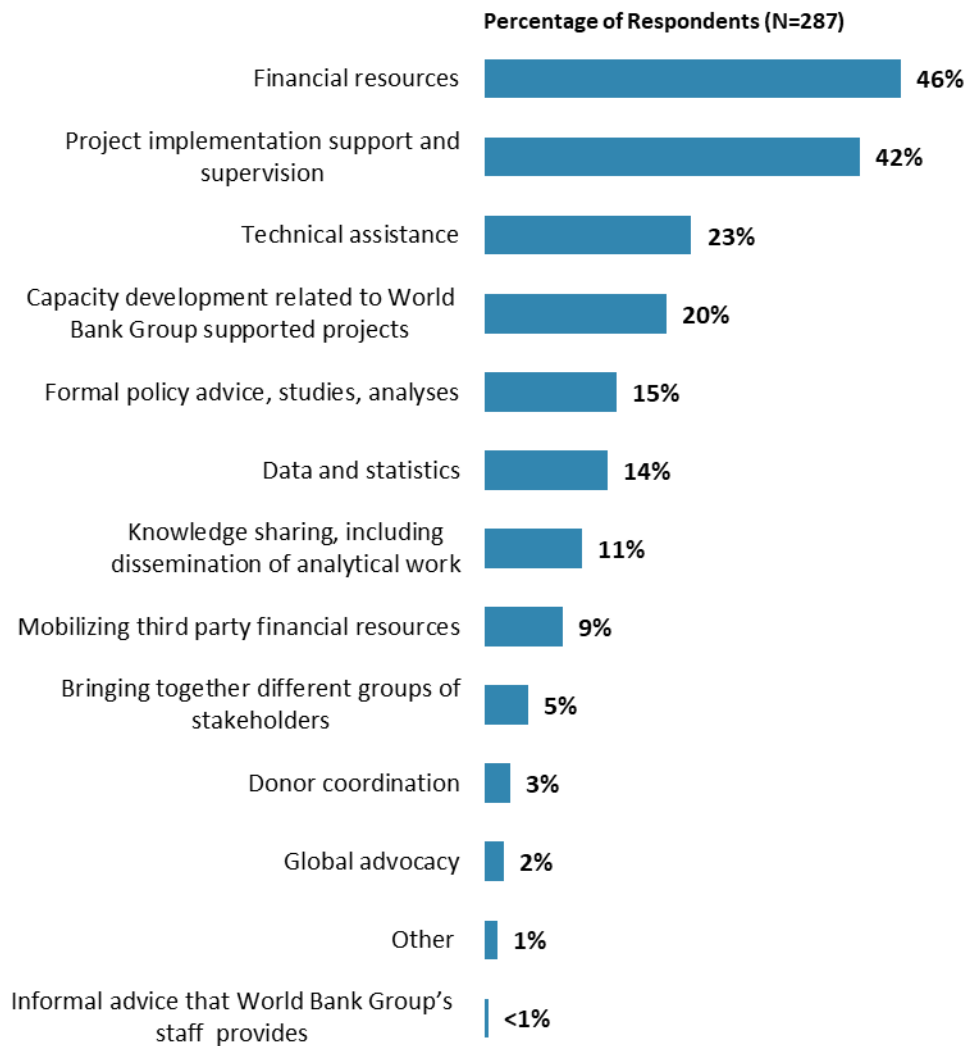
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Bolivia were "*financial resources*" (59%), "*technical assistance*" (32%), and "*policy advice, studies, analyses*" (31%).



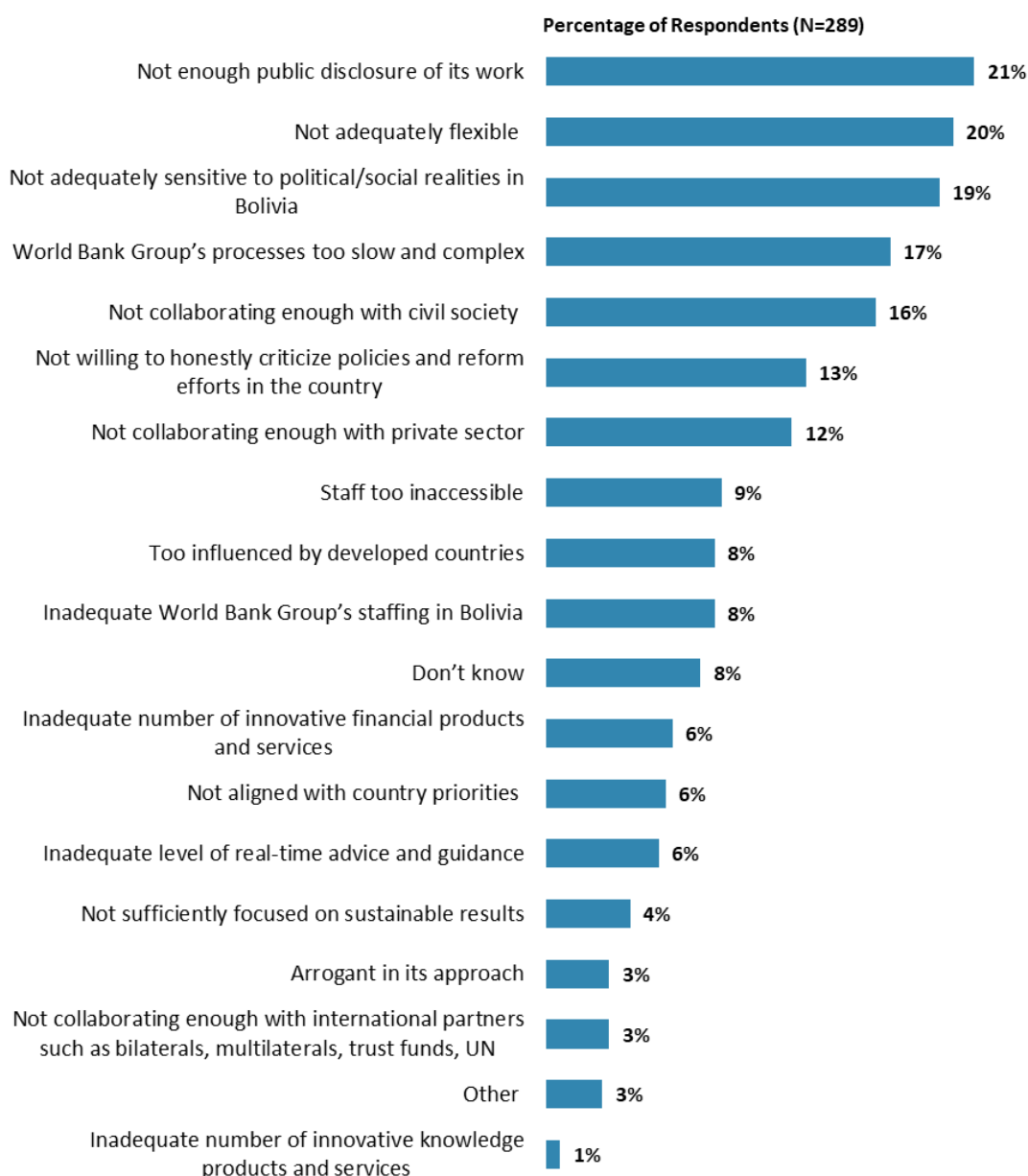
"When thinking about the World Bank Group's role in Bolivia, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Bolivia were "*not enough public disclosure of its work*" (22%), "*too influenced by developed countries*" (21%), and "*World Bank Group's processes too complex* (20%).

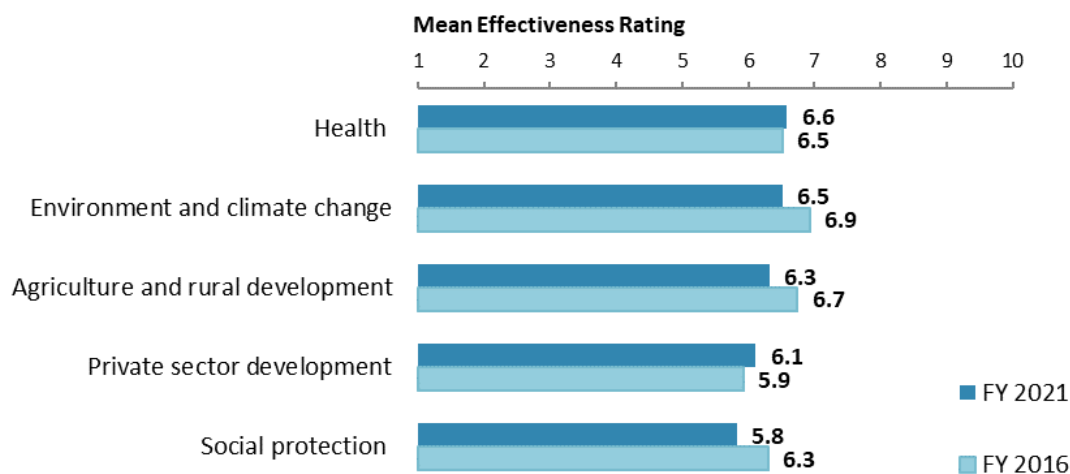


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



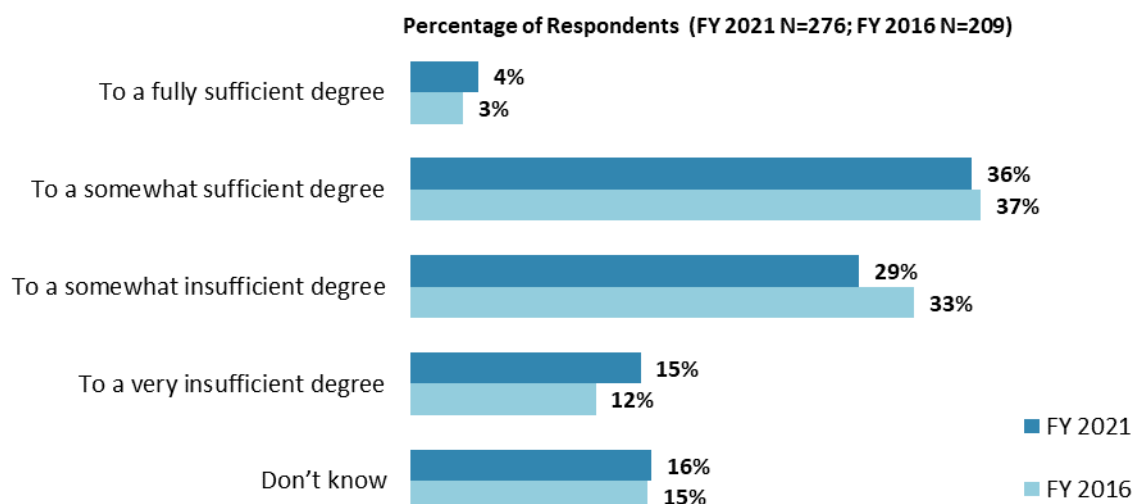
VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia?"
(1-"Not effective at all", 10-"Very effective")
Means in this chart were calculated based on weighted data

Helping the Poorest



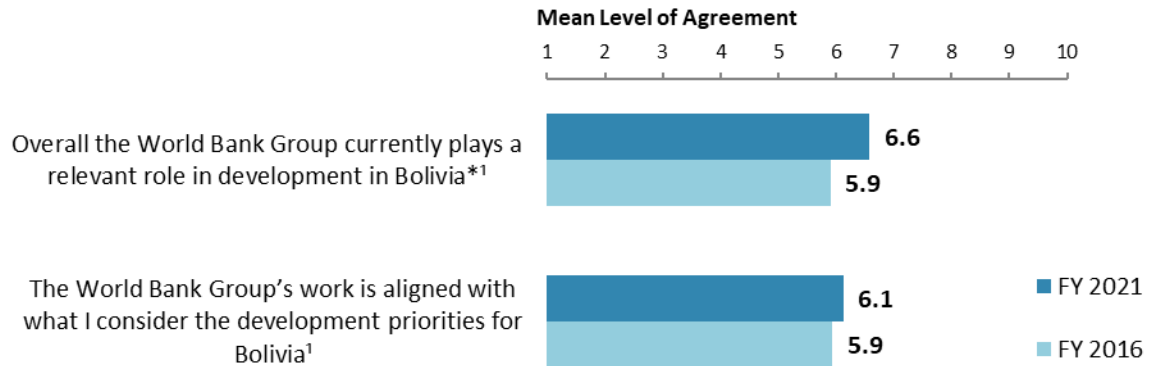
"To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia?" (Respondents chose from a list.)
Percentages presented in this chart were calculated based on weighted data

⁷ Only options asked both in FY'16 and FY'21 were included in this chart.



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

The World Bank Group's Work in Bolivia: Year Comparison



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

(*Significantly different between FY 2021 and FY 2016)

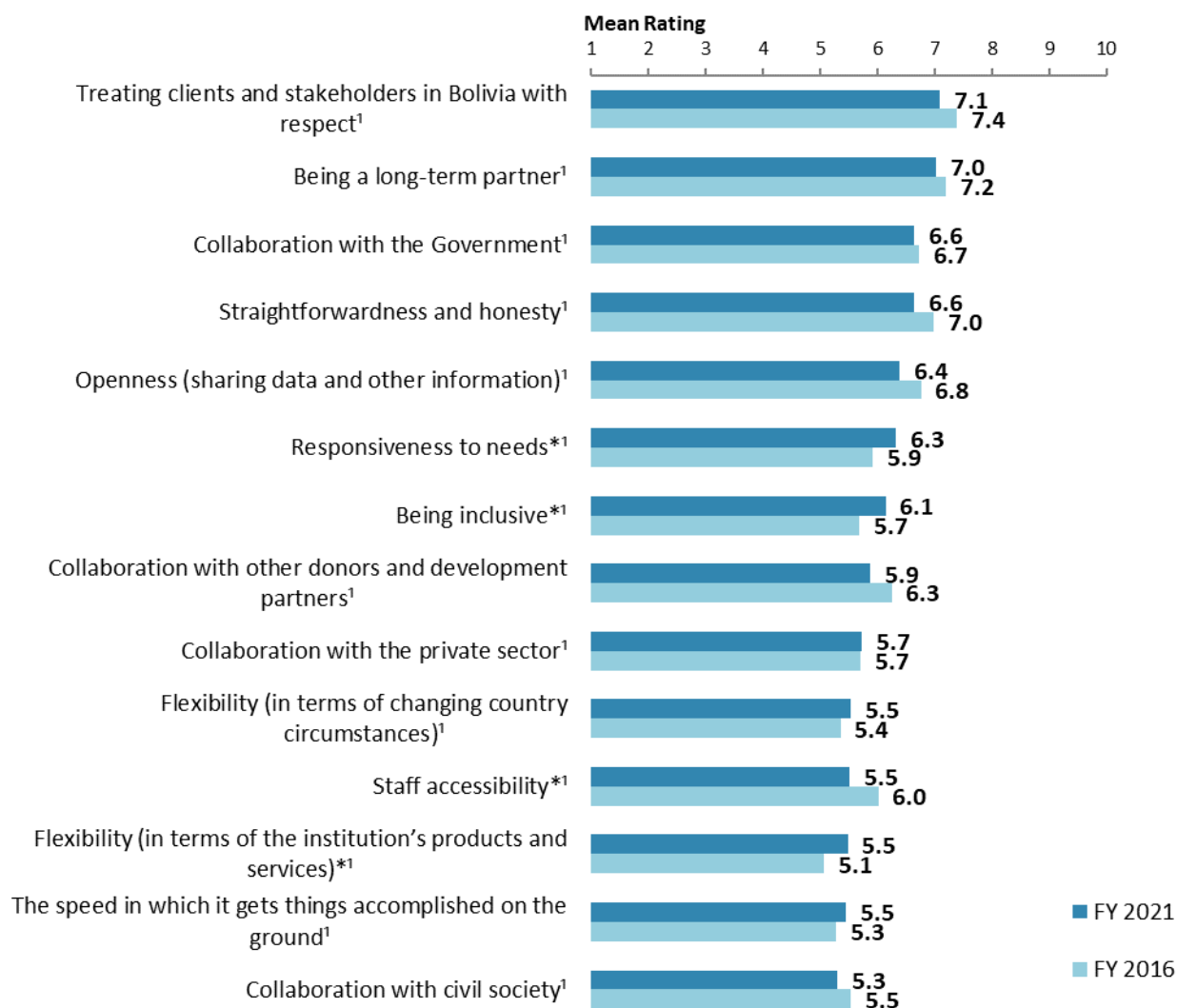
¹Indicator Question

Means in this chart were calculated based on weighted data



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 Bolivia, 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 2016)

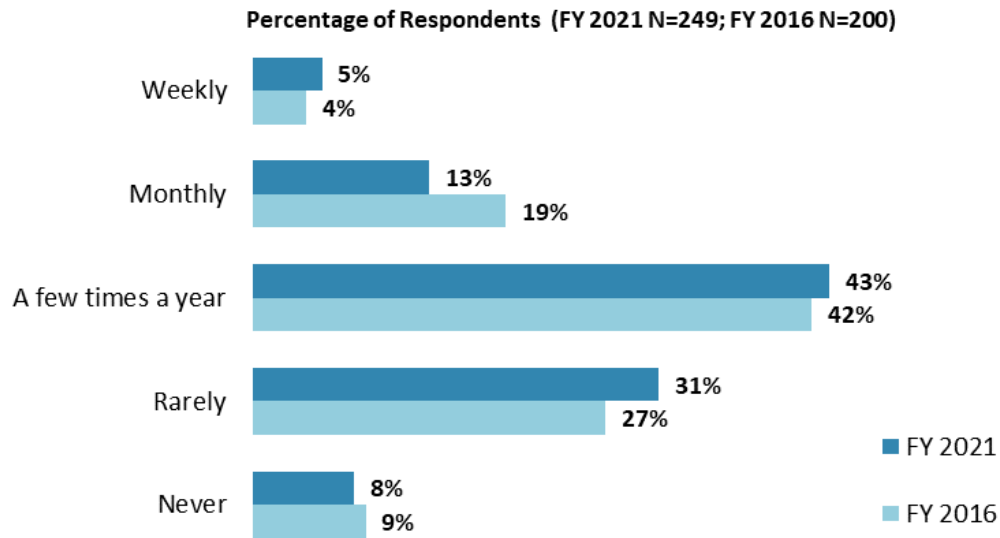
¹Indicator Question

Means in this chart were calculated based on weighted data



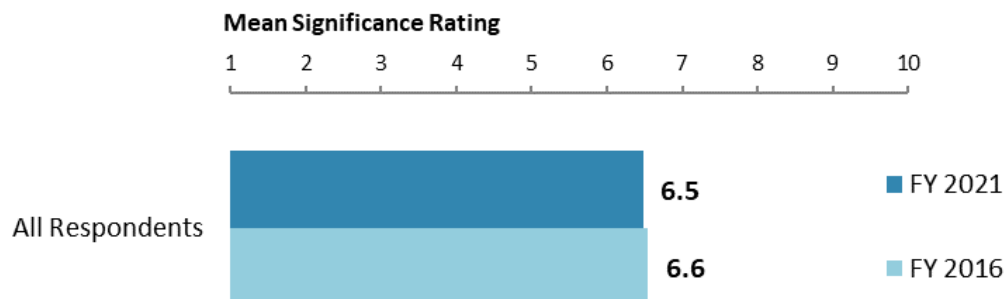
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

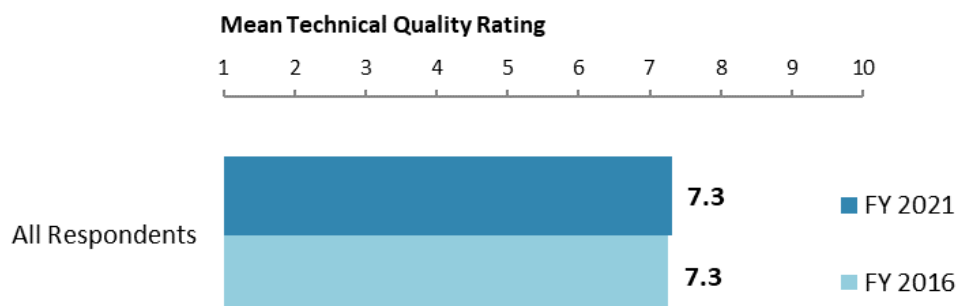
(1-"Not significant at all", 10-"Very significant")

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*)

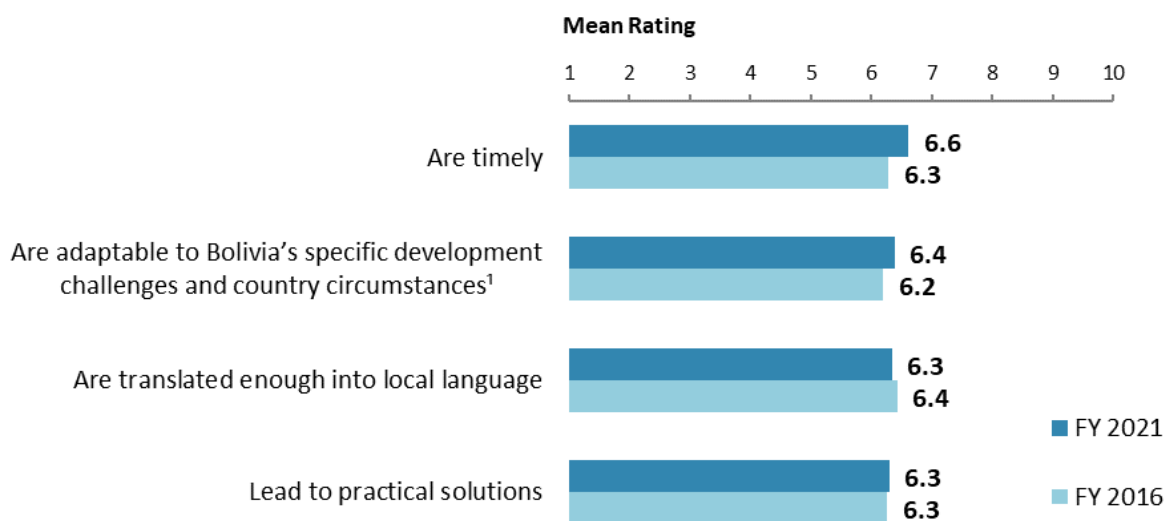


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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

Means in this chart were calculated based on weighted data

Qualities of the WBG's Knowledge Work and Activities



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

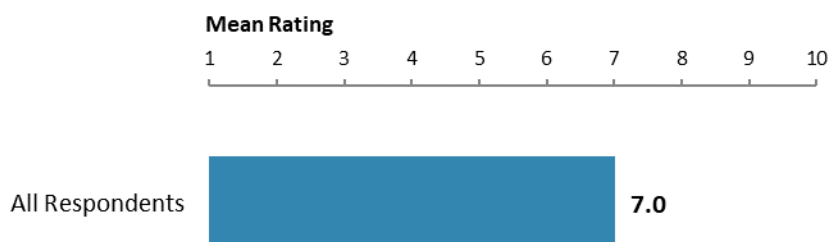
Indicator Question

Means in this chart were calculated based on weighted data



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

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



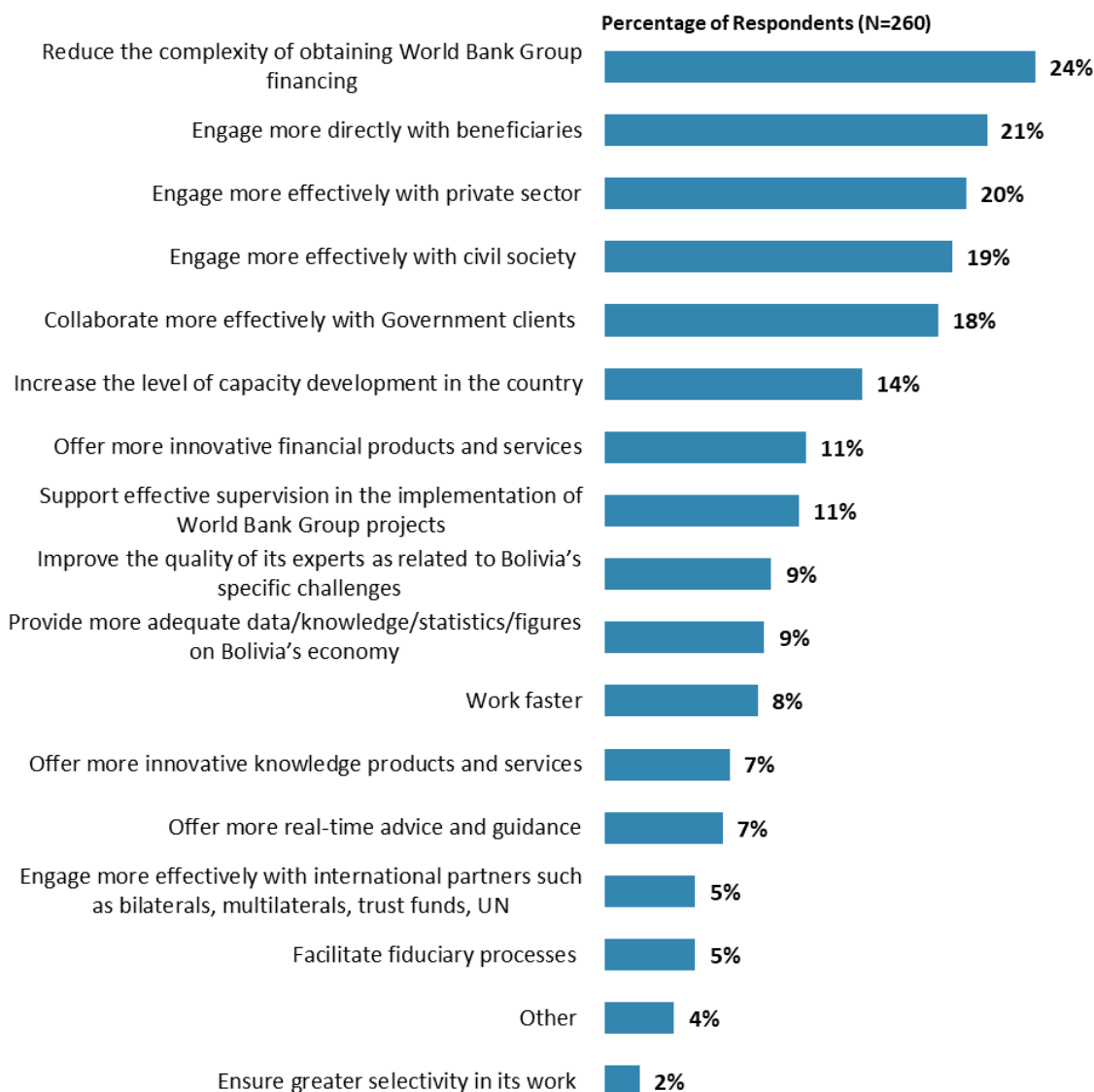
"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (33%), “*increase the level of capacity development in the country*” (27%), “*reduce the complexity of obtaining World Bank Group financing*” (24%), and “*offer more innovative financial products*” (21%) to make itself of greater value in Bolivia.

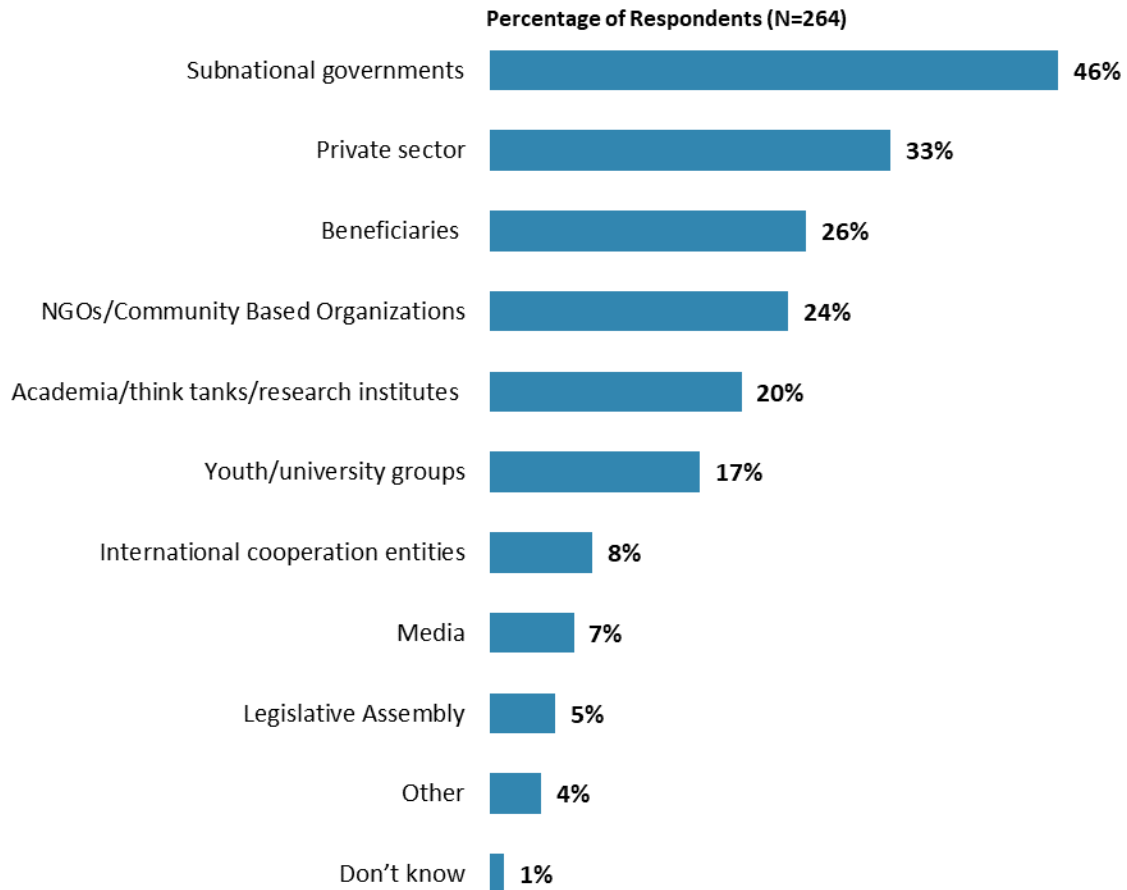


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...



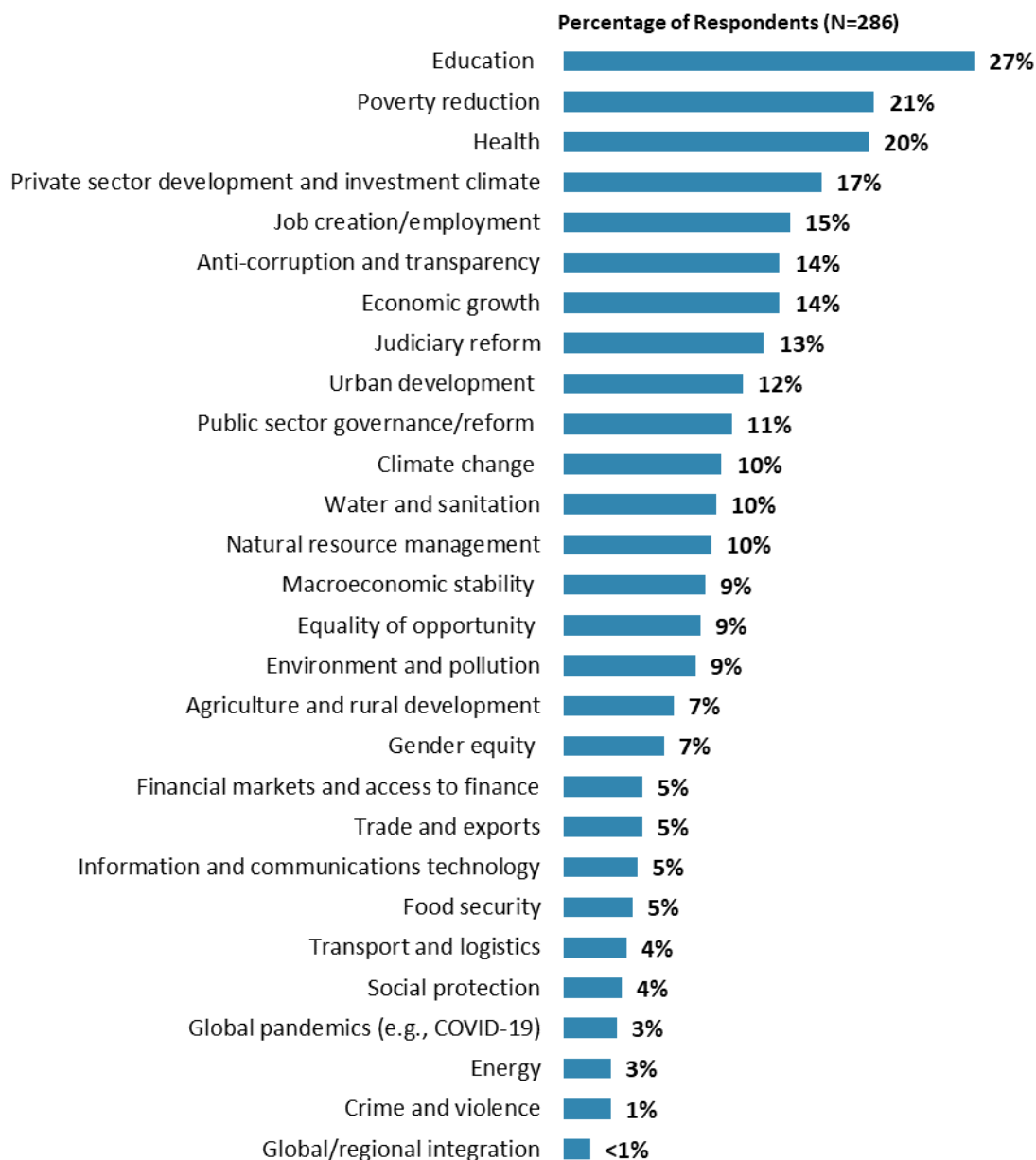
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*education*” (32%), “*job creation/employment*” (32%), “*health*” (21%), “*poverty reduction*” (21%), and “*economic diversification*” (20%).



“When thinking about how the World Bank Group can have the most impact on development results in Bolivia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bolivia? (Choose no more than 3)”
(Respondents chose from a list. Responses combined.)

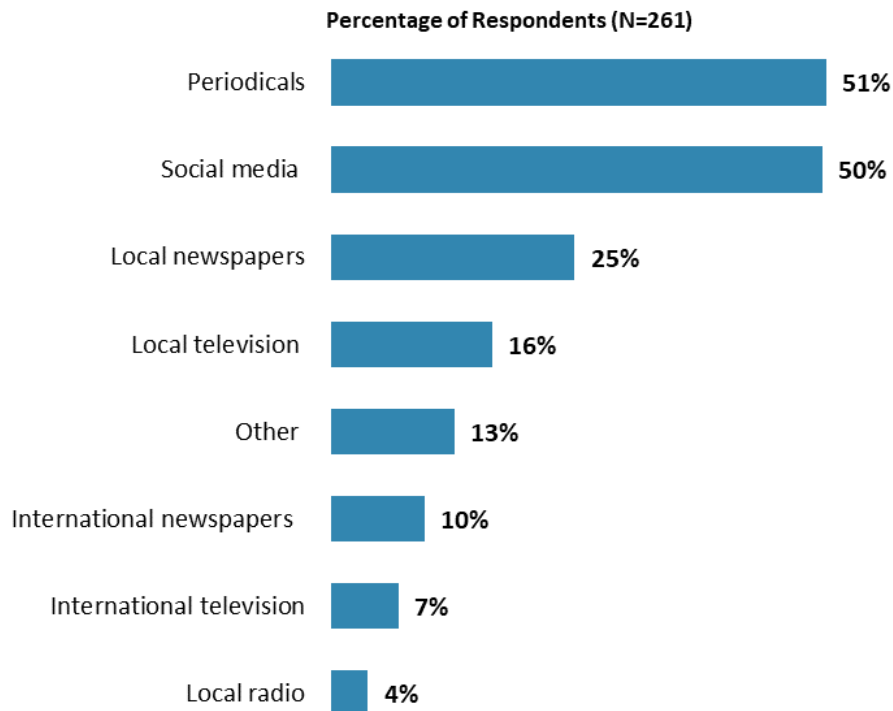


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 51) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Bolivia from the “*Internet*” (65%) and from “*periodicals*” (48%).



"How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)

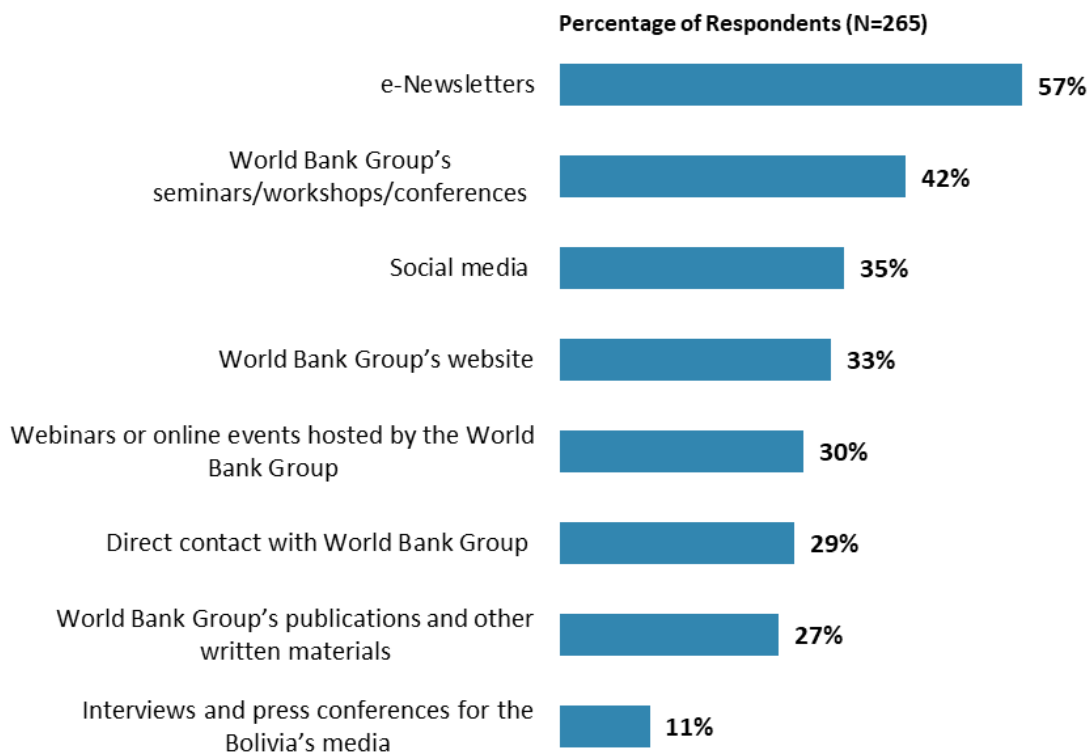


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 34) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through “e-Newsletters” (49%), “WBG’s seminars/workshops/conferences” (38%), “direct contact with WBG” (34%), and “WBG’s website” (30%).

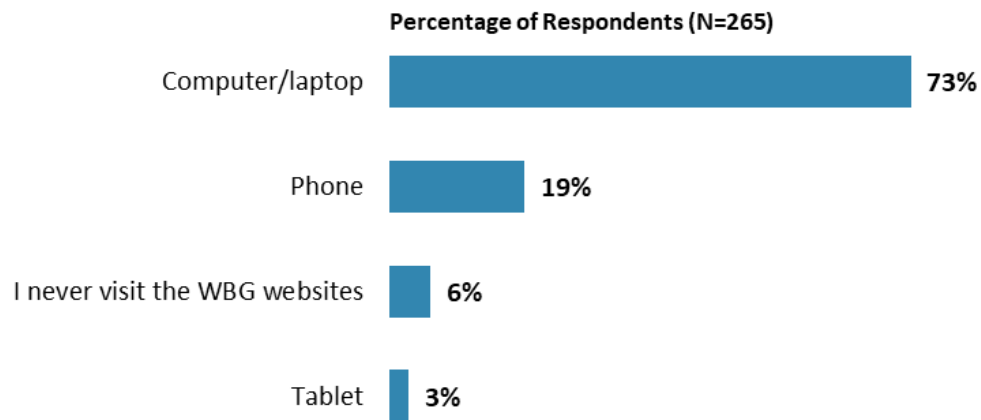


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than 3)"**
(Respondents chose from a list. Responses combined.)



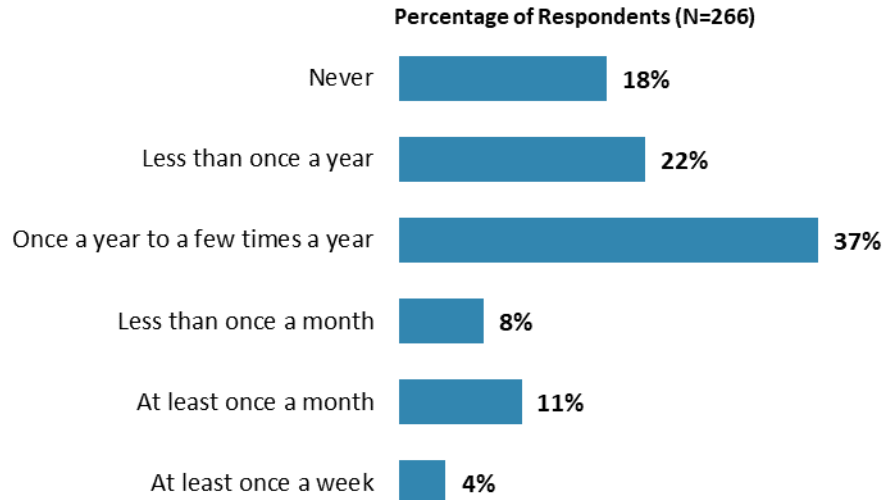
X. Communication and Outreach (continued)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency



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



XI. Appendices

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| A. Responses to All Questions Across All Respondents | 34 |
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Appendix A: Responses to All Questions across All Respondents (N=313)

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 terms of its development, would you say that Bolivia is headed in ... ? | Percentage of Respondents (N=307) |
|---|-----------------------------------|
| The right direction | 27.4% |
| The wrong direction | 46.9% |
| Not sure | 25.7% |

| 2. Do you think that economic opportunity for citizens in Bolivia is ... ? | Percentage of Respondents (N=309) |
|--|-----------------------------------|
| Increasing | 17.5% |
| Decreasing | 55.7% |
| Staying about the same | 26.9% |

**A. Overall Context (continued)**

| 3. Listed below are a number of development priorities. Please identify which of the following you consider the most important development priorities in Bolivia. (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=311) |
|--|--|
| Education (i.e., coverage and quality) | 27.7% |
| Health | 25.4% |
| Judiciary reform | 23.8% |
| Job creation/employment | 23.2% |
| Poverty reduction | 17.4% |
| Anti-corruption and transparency | 16.7% |
| Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) | 16.4% |
| Private sector development and investment climate | 15.1% |
| Economic growth | 14.5% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 13.2% |
| Climate change (e.g., mitigation, adaptation) | 8.7% |
| Global pandemics (e.g., COVID-19) | 8.4% |
| Environment and pollution | 8.0% |
| Water and sanitation | 7.7% |
| Natural resource management | 7.7% |
| Food security | 7.1% |
| Equality of opportunity (i.e., social inclusion, social justice) | 6.4% |
| Gender equity (closing the gap between women and men, and boys and girls) | 6.4% |
| Urban development (i.e., territorial development, local economic development and/or city competitiveness) | 5.8% |
| Information and communications technology | 5.5% |
| Agriculture and rural development | 4.8% |
| Trade and exports | 4.5% |
| Energy | 4.2% |
| Crime and violence | 3.9% |
| Social protection (e.g., pensions, targeted social assistance) | 2.9% |
| Transport and logistics (e.g., roads, bridges, transportation) | 2.6% |
| Financial markets and access to finance | 2.6% |
| Global/regional integration | 1.6% |
| Disaster risk management | 1.0% |

**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 Bolivia? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=306) |
|---|--|
| Education (i.e., coverage and quality) | 40.5% |
| Job creation/employment | 33.3% |
| Economic growth | 21.2% |
| Anti-corruption and transparency | 19.6% |
| Private sector development and investment climate | 19.0% |
| Equality of opportunity (i.e., social inclusion, social justice) | 16.3% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 16.0% |
| Health | 12.7% |
| Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) | 12.4% |
| Agriculture and rural development | 11.4% |
| Natural resource management | 10.8% |
| Financial markets and access to finance | 9.8% |
| Food security | 9.8% |
| Water and sanitation | 8.2% |
| Urban development (i.e., territorial development, local economic development and/or city competitiveness) | 7.8% |
| Judiciary reform | 6.9% |
| Gender equity (closing the gap between women and men, and boys and girls) | 6.9% |
| Information and communications technology | 6.2% |
| Trade and exports | 5.6% |
| Climate change (e.g., mitigation, adaptation) | 5.2% |
| Social protection (e.g., pensions, targeted social assistance) | 4.6% |
| Transport and logistics (e.g., roads, bridges, transportation) | 3.6% |
| Environment and pollution | 2.9% |
| Global/regional integration | 2.3% |
| Crime and violence | 1.6% |
| Energy | 1.6% |
| Disaster risk management | 1.0% |

**A. Overall Context (continued)**

| 5. The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. In which areas would you like to see the Bolivia government focus most of its efforts in the recovery of the pandemic over the next six months to a year? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=305) |
|--|--|
| Employment and job creation | 53.8% |
| Healthcare | 42.3% |
| Economic growth | 37.7% |
| Education | 34.8% |
| Facilitate financing to firms and entrepreneurs | 34.4% |
| Poverty and inequality | 18.0% |
| Basic services provision (e.g., water, energy, urban transport) | 9.8% |
| Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved | 9.5% |
| Public service delivery (e.g., strengthening policies, institutions) | 9.5% |
| Strengthening social safety nets (social assistance) | 8.9% |
| Nutrition/food security | 8.5% |
| Ensuring that girls and women have equal access to job opportunities | 8.2% |
| Public works | 6.9% |
| Other | 6.6% |
| Gender-based violence | 6.2% |

| 6. When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=287) |
|---|--|
| Corruption | 39.4% |
| Political pressures and obstacles | 31.0% |
| Institutional weaknesses | 25.8% |
| Pressure from outside interest groups (e.g., private sector, unions) | 23.0% |
| Lack of adequate dialogue among public and private actors | 22.6% |
| Inadequate coordination among government levels | 21.3% |
| Reforms are not well thought out in light of country challenges | 15.0% |
| Lack of adequate citizen/civil society engagement | 8.4% |
| Lack of adequate financing | 4.2% |
| Inadequate level of government accountability | 2.4% |
| Inadequate level of coordination with external cooperation entities (e.g., bilateral, multilateral organizations) | 2.1% |
| Other | 2.1% |

**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/federal government | 287 | 3 | 4.25 | 2.59 |
| 2. Subnational governments | 285 | 6 | 4.81 | 1.93 |
| 3. Bilateral donors (e.g., China, Brazil, France, JICA, GIZ) | 275 | 11 | 6.16 | 2.09 |
| 4. The World Bank Group* | 276 | 12 | 6.53 | 2.14 |
| 5. The International Monetary Fund | 251 | 34 | 5.40 | 2.26 |
| 6. The United Nations (UN) | 272 | 13 | 6.13 | 2.24 |
| 7. The World Health Organization (WHO) | 271 | 13 | 5.75 | 2.16 |
| 8. Other regional development banks (IADB, CAF, FONPLATA) | 266 | 16 | 6.49 | 1.97 |
| 9. The Central Bank of Bolivia | 265 | 20 | 5.08 | 2.33 |
| 10. International private sector | 252 | 29 | 5.13 | 2.23 |
| 11. Domestic private sector | 278 | 8 | 5.80 | 2.07 |
| 12. International civil society (e.g., NGOs, CBOs) | 263 | 20 | 5.89 | 2.13 |
| 13. Domestic civil society (e.g., NGOs, CBOs) | 270 | 15 | 5.64 | 2.12 |
| 14. Youth organizations | 254 | 29 | 5.56 | 2.25 |
| 15. Faith-based institutions | 220 | 56 | 4.76 | 2.49 |
| 16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 281 | 5 | 4.95 | 2.16 |
| 17. International media and their web presence | 279 | 6 | 5.57 | 2.19 |
| 18. Web based media (i.e., blogs, social media, other web-based news and information sources) | 276 | 12 | 5.53 | 2.33 |

| 8. Thinking more specifically about the coronavirus/COVID-19 vaccine that is being made available in your country, please indicate whether you agree/disagree with each of the following statements. | N | DK | Level of Agreement | | | | |
|--|-----|----|--------------------|-------------------|----------------------------|----------------|----------------|
| | | | Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree |
| 1. The COVID-19 vaccine is safe | 286 | 9 | 2.1% | 2.1% | 17.5% | 51.7% | 26.6% |
| 2. The COVID-19 vaccine is effective | 277 | 10 | 1.4% | 2.9% | 21.7% | 50.5% | 23.5% |
| 3. I will get the COVID-19 vaccine when available | 288 | 3 | 1.0% | 2.4% | 3.8% | 27.8% | 64.9% |

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

| 1. How familiar are you with the work of these organizations in Bolivia? (1-Not familiar at all, 10-Extremely familiar) | Familiarity | | | |
|--|-------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD/IDA) | 296 | n/a | 6.16 | 2.52 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm | 288 | n/a | 4.66 | 2.53 |
| 3. The Inter-American Development Bank (IADB) | 294 | n/a | 6.43 | 2.43 |
| 4. The Latin American Development Bank (CAF) | 291 | n/a | 6.22 | 2.56 |

| To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bolivia? (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 Bolivia* | 274 | 20 | 6.57 | 2.15 |
| 3. The World Bank Group's work is aligned with what I consider the development priorities for Bolivia* | 264 | 27 | 6.08 | 2.21 |

| 4. Overall, please rate your impression of the effectiveness of these organizations in Bolivia. (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD/IDA)* | 263 | 32 | 6.46 | 2.12 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm* | 210 | 80 | 5.58 | 2.08 |
| 3. The Inter-American Development Bank (IADB) | 271 | 22 | 6.58 | 1.98 |
| 4. The Latin American Development Bank (CAF) | 264 | 28 | 6.62 | 1.96 |

| Achieving Development Results | N | DK | Mean | SD |
|--|-----|----|------|------|
| 5. To what extent does the World Bank Group's work help to achieve development results in Bolivia?* (1-To no degree at all, 10-To a very significant degree) | 267 | 25 | 6.44 | 2.10 |

| Influencing the Development Agenda | N | DK | Mean | SD |
|--|-----|----|------|------|
| 6. To what extent does the World Bank Group influence the development agenda in Bolivia?* (1-To no degree at all, 10-To a very significant degree) | 255 | 37 | 6.04 | 2.18 |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia? (Select only 1 response) | Percentage of Respondents (N=291) | | | |
|---|-----------------------------------|--|--|--|
| To a fully sufficient degree | 4.1% | | | |
| To a somewhat sufficient degree | 37.5% | | | |
| To a somewhat insufficient degree | 28.5% | | | |
| To a very insufficient degree | 14.8% | | | |
| Don't know | 15.1% | | | |

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

| 8. When thinking about the World Bank Group's role in Bolivia, which activity do you VALUE the most? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=287) |
|---|--|
| Financial resources | 46.3% |
| Project implementation support and supervision | 41.8% |
| Technical assistance | 23.0% |
| Capacity development related to World Bank Group supported projects (i.e. fiduciary, safeguards and technical) | 20.2% |
| Formal policy advice, studies, analyses | 14.6% |
| Data and statistics | 13.6% |
| Knowledge sharing, including dissemination of analytical work | 10.8% |
| Mobilizing third party financial resources | 8.7% |
| Bringing together different groups of stakeholders | 4.9% |
| Donor coordination | 2.8% |
| Global advocacy | 2.1% |
| Other | 1.4% |
| Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails) | 0.3% |

| 9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=289) |
|--|--|
| Not enough public disclosure of its work | 21.1% |
| Not adequately flexible (i.e., rigid in policies and procedures) | 20.1% |
| Not adequately sensitive to political/social realities in Bolivia | 19.4% |
| World Bank Group's processes too slow and complex | 17.0% |
| Not collaborating enough with civil society (e.g., NGOs, CBOs) | 16.3% |
| Not willing to honestly criticize policies and reform efforts in the country | 12.8% |
| Not collaborating enough with private sector | 12.1% |
| Staff too inaccessible | 8.7% |
| Too influenced by developed countries | 8.3% |
| Inadequate World Bank Group's staffing in Bolivia | 8.3% |
| Don't know | 7.6% |
| Inadequate number of innovative financial products and services | 6.2% |
| Not aligned with country priorities | 5.9% |
| Inadequate level of real-time advice and guidance | 5.5% |
| Not sufficiently focused on sustainable results | 4.2% |
| Arrogant in its approach | 3.1% |
| Not collaborating enough with international partners such as bilaterals, multilaterals, trust funds, UN | 3.1% |
| Other | 2.8% |
| Inadequate number of innovative knowledge products and services | 0.7% |

**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 Bolivia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bolivia? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=286) |
|---|--|
| Education (i.e., coverage and quality) | 27.3% |
| Poverty reduction | 20.6% |
| Health | 20.3% |
| Private sector development and investment climate | 17.1% |
| Job creation/employment | 15.0% |
| Anti-corruption and transparency | 14.3% |
| Economic growth | 14.3% |
| Judiciary reform | 13.3% |
| Urban development (i.e., territorial development, local economic development and/or city competitiveness) | 11.9% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 11.2% |
| Climate change (e.g., mitigation, adaptation) | 10.5% |
| Water and sanitation | 10.1% |
| Natural resource management | 9.8% |
| Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) | 9.4% |
| Equality of opportunity (i.e., social inclusion, social justice) | 9.1% |
| Environment and pollution | 8.7% |
| Agriculture and rural development | 7.3% |
| Gender equity (closing the gap between women and men, and boys and girls) | 6.6% |
| Financial markets and access to finance | 5.2% |
| Trade and exports | 5.2% |
| Information and communications technology | 4.9% |
| Food security | 4.5% |
| Transport and logistics (e.g., roads, bridges, transportation) | 4.2% |
| Social protection (e.g., pensions, targeted social assistance) | 3.8% |
| Global pandemics (e.g., COVID-19) | 3.5% |
| Energy | 3.1% |
| Crime and violence | 3.1% |
| Global/regional integration | 1.7% |
| Disaster risk management | 1.7% |

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

| 11. The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Bolivia over the next six months to a year? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=285) |
|--|--|
| Employment and job creation | 49.8% |
| Healthcare | 40.7% |
| Education | 39.6% |
| Economic growth | 28.8% |
| Poverty and inequality | 28.4% |
| Ensuring sustainable business creation and growth | 20.4% |
| Strengthening the social safety net (social assistance) | 10.9% |
| Basic services provision (e.g., water, energy, urban transport) | 10.5% |
| Nutrition/food security | 10.2% |
| Public works | 9.5% |
| Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved | 9.5% |
| Public service delivery (e.g., strengthening policies, institutions) | 9.1% |
| Ensuring that girls and women have equal access to opportunities and services | 8.4% |
| Supporting efforts that can help counter misinformation about vaccines | 4.9% |
| Other | 2.1% |

| 12. What do you immediately think of when you hear about the IFC? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=283) |
|--|--|
| Multi-lateral financial institution | 41.7% |
| World Bank | 32.2% |
| Development institution | 26.9% |
| Don't know | 22.3% |
| Private sector solutions | 21.2% |
| Investment bank | 16.6% |
| Financial advisory solutions | 10.6% |
| Impact investor | 7.8% |
| Innovation and entrepreneurship | 7.4% |
| Public-private partnerships | 4.2% |
| None of the above | 2.8% |
| Venture capital | 2.1% |
| Other | 1.4% |
| Thought leader | 0.7% |
| Asset manager | 0.0% |

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

| Staff Preparedness | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bolivia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 230 | 53 | 6.62 | 2.15 |
| Staffing adequacy | N | DK | Mean | SD |
| 2. To what extent do you believe the World Bank Group is adequately staffed in Bolivia? (1-To no degree at all, 10-To a very significant degree) | 224 | 60 | 6.37 | 2.10 |

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

| To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|--------|----|------|------|
| | N | DK | Mean | SD |
| 3. Responsiveness to needs* | 238 | 35 | 6.32 | 2.10 |
| 4. Flexibility (in terms of the institution's products and services)* | 221 | 52 | 5.52 | 1.94 |
| 5. Flexibility (in terms of changing country circumstances)* | 235 | 39 | 5.53 | 2.07 |
| 6. Being inclusive* | 229 | 42 | 6.15 | 2.14 |
| 7. Openness (sharing data and other information)* | 241 | 26 | 6.37 | 2.31 |
| 8. Collaboration with the Government* | 241 | 31 | 6.61 | 2.08 |
| 9. The speed in which it gets things accomplished on the ground* | 215 | 52 | 5.44 | 2.19 |
| 10. Helping to bring discipline/effective supervision to implementation of investment projects* | 228 | 43 | 6.25 | 2.16 |
| 11. Collaboration with civil society* | 233 | 35 | 5.25 | 2.33 |
| 12. Staff accessibility* | 230 | 41 | 5.49 | 2.42 |
| 13. Collaboration with other donors and development partners* | 213 | 52 | 5.89 | 2.21 |
| 14. Collaboration with the private sector* | 205 | 65 | 5.66 | 2.17 |
| 15. Straightforwardness and honesty* | 221 | 48 | 6.62 | 2.37 |
| 16. Treating clients and stakeholders in Bolivia with respect* | 223 | 44 | 7.02 | 2.28 |
| 17. Being a long-term partner* | 217 | 50 | 7.00 | 2.27 |
| 18. Acting with compassion and empathy | 203 | 66 | 6.19 | 2.50 |
| 19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results) | 217 | 51 | 6.78 | 2.38 |
| 20. Measuring results effectively | 218 | 52 | 6.77 | 2.27 |

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 21. The World Bank Group disburses funds promptly | 186 | 86 | 5.74 | 2.36 |
| 22. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 216 | 55 | 6.66 | 2.09 |
| 23. The World Bank Group's approvals and reviews are done in a timely fashion | 189 | 79 | 6.33 | 2.09 |
| 24. The World Bank Group's Safeguards Policies or Environmental and Social Framework requirements are beneficial in project implementation and sustainability | 193 | 75 | 6.52 | 2.27 |
| 25. The World Bank Group's conditions on its lending are reasonable | 205 | 64 | 6.38 | 2.32 |
| 26. The World Bank Group takes decisions quickly in Bolivia* | 195 | 73 | 5.78 | 2.40 |
| 27. Working with the World Bank Group increases Bolivia's institutional capacity | 210 | 58 | 6.34 | 2.42 |

| To what extent do you agree/disagree with the following statements about the World Bank Group in Bolivia? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|---|-----|----|------|------|
| 28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Bolivia* | 226 | 47 | 5.94 | 2.21 |
| 29. The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 231 | 42 | 6.04 | 2.28 |

| Global role of advocacy | N | DK | Mean | SD |
|--|-----|----|------|------|
| 30. 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) | 228 | 44 | 7.02 | 2.32 |

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

| How effectively does the World Bank Group support Bolivia's efforts ... ? (1-Not effectively at all, 10-Very effectively) | Effectiveness | | | |
|--|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 31. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 165 | 105 | 5.64 | 2.31 |
| 32. To develop better and stronger data collection/analytics systems within the Government | 180 | 89 | 6.01 | 2.34 |
| 33. To strengthen the country's crisis preparedness | 201 | 67 | 5.93 | 2.30 |

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 Bolivia? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., cash transfers, youth employment, beneficiary registry) | 86 | 175 | 5.90 | 2.01 |
| 2. Health | 140 | 120 | 6.58 | 2.17 |
| 3. Transport (e.g., roads, airports) | 137 | 125 | 6.64 | 2.05 |
| 4. Agriculture and rural development | 131 | 127 | 6.30 | 2.14 |
| 5. Environment and climate change | 165 | 91 | 6.53 | 2.21 |
| 6. Urban development and resilience | 135 | 122 | 6.41 | 2.09 |
| 7. Water and sanitation | 161 | 97 | 6.88 | 2.02 |
| 8. Energy | 118 | 139 | 6.40 | 2.09 |
| 9. Poverty reduction and inequality | 154 | 107 | 6.45 | 2.33 |
| 10. Financial sector | 122 | 139 | 6.53 | 2.12 |
| 11. Trade | 154 | 107 | 6.45 | 2.33 |
| 12. Private sector development | 122 | 139 | 6.53 | 2.12 |

| 2. The World Bank Group has provided fast track support to Bolivia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective) | Effectiveness | | | | |
|---|---------------|----|-----|------|------|
| | N | NA | DK | Mean | SD |
| 1. Supporting health interventions for saving lives | 149 | 2 | 114 | 6.90 | 2.29 |
| 2. Protecting poor people (social assistance / social safety nets) | 123 | 2 | 138 | 6.19 | 2.39 |

E. World Bank Group's Knowledge Work and Activities

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=266) |
|---|-----------------------------------|
| Weekly | 5.3% |
| Monthly | 14.3% |
| A few times a year | 42.9% |
| Rarely | 29.7% |
| Never | 7.9% |

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

| In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i> | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 2. Are timely | 209 | 45 | 6.60 | 2.02 |
| 3. Include appropriate level of stakeholder involvement during preparation | 187 | 68 | 6.40 | 2.07 |
| 4. Lead to practical solutions | 201 | 56 | 6.34 | 2.02 |
| 5. Are source of relevant information on global good practices | 215 | 41 | 7.07 | 2.02 |
| 6. Are adequately disseminated | 219 | 38 | 5.88 | 2.43 |
| 7. Are translated enough into local language | 198 | 57 | 6.36 | 2.45 |
| 8. Are adaptable to Bolivia's specific development challenges and country circumstances* | 205 | 51 | 6.43 | 2.26 |

| Overall Evaluations | N | DK | Mean | SD |
|---|-----|----|------|------|
| 9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i> | 218 | 42 | 6.49 | 2.10 |
| 10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i> | 216 | 43 | 7.32 | 1.88 |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? <i>(Choose no more than 2)</i> | Percentage of Respondents (Responses Combined; N=260) |
|---|--|
| Reduce the complexity of obtaining World Bank Group financing | 23.8% |
| Engage more directly with beneficiaries | 21.2% |
| Engage more effectively with private sector | 20.0% |
| Engage more effectively with civil society (e.g., NGOs, CBOs) | 19.2% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 18.5% |
| Increase the level of capacity development in the country | 14.2% |
| Offer more innovative financial products and services | 11.2% |
| Support effective supervision in the implementation of World Bank Group projects | 10.8% |
| Improve the quality of its experts as related to Bolivia's specific challenges | 9.2% |
| Provide more adequate data/knowledge/statistics/figures on Bolivia's economy | 8.8% |
| Work faster | 8.5% |
| Offer more innovative knowledge products and services | 6.9% |
| Offer more real-time advice and guidance | 6.5% |
| Engage more effectively with international partners such as bilaterals, multilaterals, trust funds, UN | 5.0% |
| Facilitate fiduciary processes (procurement and financial management) | 5.0% |
| Other | 3.8% |
| Ensure greater selectivity in its work | 1.9% |

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

| 2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=264) |
|---|--|
| Subnational governments | 46.2% |
| Private sector | 32.6% |
| Beneficiaries | 25.8% |
| NGOs/Community Based Organizations | 24.2% |
| Academia/think tanks/research institutes | 20.5% |
| Youth/university groups | 17.0% |
| International cooperation entities | 8.3% |
| Media | 6.8% |
| Legislative Assembly | 5.3% |
| Other | 4.2% |
| Don't know | 1.1% |

| 3. Which THREE areas below, if any, would benefit most from the World Bank Group's support to help ensure that your country has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=259) |
|--|--|
| Help to strengthen health systems | 82.6% |
| Support community and stakeholder engagement to address misinformation and stigma | 50.2% |
| Support the purchase of vaccines | 41.3% |
| Training health workers | 35.9% |
| Support the distribution of vaccines | 29.7% |
| Assess country's readiness for vaccine distribution | 17.8% |
| Other | 2.3% |

G. Communication and Information Sharing

| 1. How frequently do you interact with the World Bank Group now in Bolivia? | Percentage of Respondents (N=266) |
|--|--|
| Never | 18.4% |
| Less than once a year | 21.8% |
| Once a year to a few times a year | 37.2% |
| Less than once a month | 7.5% |
| At least once a month | 10.9% |
| At least once a week | 4.1% |

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

| 2. How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=261) |
|--|--|
| Periodicals | 50.6% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 50.2% |
| Local newspapers | 24.9% |
| Local television | 16.5% |
| Other | 12.6% |
| International newspapers | 9.6% |
| International television | 6.9% |
| Local radio | 3.8% |

| 3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=265) |
|--|--|
| e-Newsletters | 56.6% |
| World Bank Group's seminars/workshops/conferences | 42.3% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 34.7% |
| World Bank Group's website | 33.2% |
| Webinars or online events hosted by the World Bank Group | 29.8% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 28.7% |
| World Bank Group's publications and other written materials | 26.8% |
| Interviews and press conferences for the Bolivia's media | 10.9% |

| 4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response) | Percentage of Respondents (N=265) |
|--|--|
| Computer/laptop | 72.8% |
| Phone | 18.9% |
| I never visit the WBG websites | 5.7% |
| Tablet | 2.6% |

| 5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | N | Percentage of Respondents | | | |
|---|----------|----------------------------------|------------------------|-------------------------|-------------------|
| | | Every few days | Every few weeks | Every few months | Not at all |
| Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | 257 | 5.8% | 28.4% | 44.0% | 21.8% |
| Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | 254 | 6.3% | 28.0% | 43.3% | 22.4% |
| Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | 250 | 4.8% | 16.0% | 35.2% | 44.0% |
| Visited a WBG website (e.g., read a blog, used data) | 249 | 4.8% | 28.1% | 46.2% | 20.9% |
| Attended an event/conference hosted by the WBG | 249 | 1.2% | 6.8% | 43.0% | 49.0% |
| Watched a webinar or online event hosted by the WBG | 250 | 0.8% | 9.2% | 43.6% | 46.4% |
| Read some or all of a WBG research paper or publication | 249 | 1.6% | 18.9% | 48.6% | 30.9% |
| Met professionally with WBG staff | 250 | 3.2% | 11.6% | 37.2% | 48.0% |
| Read a WBG e-newsletter | 251 | 1.6% | 18.3% | 43.0% | 37.1% |



H. Background Information

| 1. Which of the following best describes your current affiliation? (Select only 1 response) | Percentage of Respondents (N=308) |
|---|-----------------------------------|
| Private Sector Organization | 14.3% |
| NGO/Community Based Organization | 12.3% |
| Local Government Office or Staff | 10.4% |
| Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program | 8.8% |
| Employee of Ministry, Ministerial Department, Implementation Agency | 8.1% |
| Media (press, radio, TV, web, etc.) | 7.8% |
| Financial Sector/Private Bank | 5.8% |
| Academia/Research Institute/Think Tank | 5.8% |
| Multilateral Agency (UN, regional development bank) | 4.5% |
| Private Foundation (e.g., Simón I. Patiño Foundation, IDEA Foundation) | 4.2% |
| State-Owned Enterprise | 3.2% |
| Bilateral Agency (e.g., embassy, diplomatic, military) | 3.2% |
| Office of Minister | 2.9% |
| Other | 2.9% |
| Independent Government Institution (i.e., regulatory agency, central bank/oversight institution) | 2.6% |
| Legislative Plurinational Assembly | 1.3% |
| Office of the President, Prime Minister | 1.0% |
| Trade Union | 0.3% |
| Faith-Based Group | 0.3% |
| Judicial System (e.g., courts) | 0.0% |
| Youth Group | 0.0% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only 1 response) | Percentage of Respondents (N=307) |
|---|--|
| Other | 16.3% |
| Generalist (specialized in multiple sectors) | 12.1% |
| Finance and markets | 8.5% |
| Environment, natural resources | 7.8% |
| Communications, public affairs | 6.2% |
| Water, sanitation | 5.9% |
| Education | 5.2% |
| Health, nutrition | 5.2% |
| Agriculture, rural development | 5.2% |
| Macroeconomics, fiscal management | 3.6% |
| Transport | 3.6% |
| Gender | 2.9% |
| Trade and competitiveness | 2.9% |
| Poverty | 2.6% |
| Digital development and technology (ICT) | 2.6% |
| Urban development | 2.3% |
| Climate change | 2.0% |
| Governance, anti-corruption | 1.3% |
| Energy | 1.3% |
| Social protection | 1.0% |
| Fragility, conflict, violence, refugees | 1.0% |
| Demographics, migration | 0.7% |
| Jobs | 0.0% |
| Tourism | 0.0% |

| 3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in Bolivia? | Percentage of Respondents (N=308) |
|--|--|
| Yes | 19.2% |
| No | 80.8% |

| 4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia? (Select only 1 response) | Percentage of Respondents (N=58) |
|---|---|
| The World Bank (IBRD/IDA) | 96.6% |
| The International Finance Corporation (IFC) | 1.7% |
| International Centre for Settlement of Investment Disputes (ICSID) | 1.7% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=75) |
|---|---|
| Yes | 28.0% |
| No | 72.0% |

**H. Background Information (continued)**

| 6. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=282) |
|--|--|
| Use World Bank Group website for information, data, research, etc. | 38.7% |
| Use World Bank Group reports/data | 38.3% |
| Collaborate as part of my professional duties | 24.8% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 23.8% |
| Engage in World Bank Group related/sponsored events/activities | 19.9% |

| 7. What's your gender? | Percentage of Respondents (N=308) |
|-------------------------------|--|
| Female | 36.7% |
| Male | 63.3% |

| 8. What's your age? | Percentage of Respondents (N=310) |
|----------------------------|--|
| 25 and under | 1.0% |
| 26-35 | 10.0% |
| 36-45 | 23.5% |
| 46-55 | 43.9% |
| 56 and above | 21.6% |

| 9. Which best represents your geographic location? | Percentage of Respondents (N=310) |
|---|--|
| Capital city of department | 96.5% |
| Intermediate city | 2.3% |
| Rural area | 1.3% |



Appendix B: Responses to Selected Questions by Stakeholder Groups⁸

- Office of the President/Prime Minister/Minister N=12 ● Employee of Ministry/Ministerial Department/Implementation Agency N=25 ● PMU/Consultant/Contractor N=27
 ● Local Government Office or Staff N=32 ● Other Government Institutions/Organizations N=18 ● Bilateral/Multilateral Agency N=24 ● Private Sector/Financial Sector (Private Sector) N=62
 ● CSO N=53 ● Academia/Research Institute/Think Tank (Academia) N=18 ● Media N=24 ● Other⁹ N=13

A. Overall Context

In terms of its development, would you say that Bolivia is headed in ... ?

| Percentage of Respondents | Office of the President/PM/Minister | Employee of Ministry | PMU/Consultant/Contractor | Local Government | Other Gov-t Institutions/Organization | Bilateral/Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---------------------------|-------------------------------------|----------------------|---------------------------|------------------|---------------------------------------|-------------------------------|----------------|-------|----------|-------|-------|
| The right direction* | 66.7% | 64.0% | 52.0% | 21.9% | 61.1% | 12.5% | 4.9% | 31.4% | 22.2% | 8.3% | 7.7% |
| The wrong direction* | 8.3% | 8.0% | 24.0% | 68.8% | 5.6% | 45.8% | 70.5% | 43.1% | 44.4% | 66.7% | 69.2% |
| Not sure | 25.0% | 28.0% | 24.0% | 9.4% | 33.3% | 41.7% | 24.6% | 25.5% | 33.3% | 25.0% | 23.1% |

*Significantly different between stakeholder groups

⁸ Only 308 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁹ Includes the following categories: Office of Parliamentarian (N=4) and Other (N=9). There were no respondents from the Judicial System and Youth Group.

**A. Overall Context (continued)**

Listed below are a number of development priorities. Please identify which of the following you consider the most important development priorities in Bolivia.
(Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Energy | 0.0% | 4.2% | 3.7% | 6.3% | 11.1% | 4.2% | 1.6% | 5.7% | 5.6% | 4.2% | 0.0% |
| Job creation/employment* | 58.3% | 29.2% | 33.3% | 18.8% | 33.3% | 16.7% | 19.4% | 13.2% | 38.9% | 12.5% | 23.1% |
| Private sector development and investment climate* | 0.0% | 0.0% | 11.1% | 3.1% | 11.1% | 25.0% | 37.1% | 9.4% | 11.1% | 8.3% | 23.1% |
| Education | 25.0% | 33.3% | 18.5% | 21.9% | 33.3% | 16.7% | 33.9% | 24.5% | 38.9% | 20.8% | 38.5% |
| Public sector governance/reform | 0.0% | 4.2% | 14.8% | 25.0% | 5.6% | 20.8% | 14.5% | 3.8% | 11.1% | 20.8% | 23.1% |
| Global/regional integration | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.2% | 0.0% | 0.0% | 8.3% | 0.0% |
| Food security | 0.0% | 16.7% | 3.7% | 3.1% | 0.0% | 4.2% | 4.8% | 15.1% | 11.1% | 8.3% | 0.0% |
| Urban development | 0.0% | 8.3% | 3.7% | 18.8% | 0.0% | 4.2% | 4.8% | 9.4% | 0.0% | 0.0% | 0.0% |
| Agriculture and rural development* | 0.0% | 0.0% | 18.5% | 0.0% | 5.6% | 0.0% | 6.5% | 3.8% | 5.6% | 0.0% | 15.4% |
| Water and sanitation | 0.0% | 12.5% | 14.8% | 9.4% | 22.2% | 12.5% | 3.2% | 7.5% | 0.0% | 0.0% | 7.7% |
| Environment and pollution | 8.3% | 4.2% | 11.1% | 9.4% | 0.0% | 8.3% | 1.6% | 15.1% | 11.1% | 8.3% | 15.4% |
| Social protection | 0.0% | 4.2% | 0.0% | 0.0% | 5.6% | 4.2% | 1.6% | 3.8% | 0.0% | 12.5% | 0.0% |
| Health | 25.0% | 33.3% | 37.0% | 18.8% | 33.3% | 16.7% | 16.1% | 34.0% | 38.9% | 20.8% | 7.7% |
| Macroeconomic stability | 25.0% | 20.8% | 7.4% | 18.8% | 27.8% | 25.0% | 25.8% | 5.7% | 5.6% | 12.5% | 7.7% |
| Global pandemics (e.g., COVID-19) | 8.3% | 16.7% | 11.1% | 12.5% | 5.6% | 12.5% | 8.1% | 3.8% | 0.0% | 4.2% | 7.7% |
| Information and communications technology | 0.0% | 4.2% | 7.4% | 12.5% | 5.6% | 8.3% | 1.6% | 9.4% | 0.0% | 0.0% | 7.7% |
| Equality of opportunity | 0.0% | 12.5% | 0.0% | 0.0% | 5.6% | 12.5% | 3.2% | 13.2% | 5.6% | 8.3% | 7.7% |
| Trade and exports | 8.3% | 4.2% | 3.7% | 6.3% | 5.6% | 0.0% | 9.7% | 0.0% | 5.6% | 4.2% | 0.0% |
| Crime and violence | 0.0% | 8.3% | 3.7% | 3.1% | 0.0% | 0.0% | 4.8% | 7.5% | 5.6% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 4.2% | 11.1% | 18.8% | 5.6% | 8.3% | 3.2% | 11.3% | 11.1% | 4.2% | 0.0% |
| Climate change | 0.0% | 12.5% | 7.4% | 12.5% | 0.0% | 8.3% | 1.6% | 15.1% | 5.6% | 16.7% | 15.4% |
| Poverty reduction | 25.0% | 20.8% | 25.9% | 9.4% | 22.2% | 29.2% | 9.7% | 24.5% | 5.6% | 8.3% | 7.7% |
| Anti-corruption and transparency* | 8.3% | 0.0% | 14.8% | 15.6% | 16.7% | 4.2% | 22.6% | 13.2% | 38.9% | 29.2% | 15.4% |
| Gender equity | 16.7% | 0.0% | 3.7% | 0.0% | 5.6% | 0.0% | 6.5% | 15.1% | 5.6% | 8.3% | 0.0% |
| Economic growth | 16.7% | 16.7% | 7.4% | 21.9% | 22.2% | 12.5% | 19.4% | 3.8% | 16.7% | 16.7% | 15.4% |
| Disaster risk management | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% |
| Transport and logistics | 8.3% | 4.2% | 3.7% | 9.4% | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 4.2% | 0.0% |
| Financial markets and access to finance | 16.7% | 0.0% | 3.7% | 6.3% | 5.6% | 0.0% | 1.6% | 0.0% | 0.0% | 4.2% | 0.0% |
| Judiciary reform* | 25.0% | 8.3% | 11.1% | 15.6% | 11.1% | 45.8% | 22.6% | 24.5% | 16.7% | 41.7% | 46.2% |

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Inadequate level of government accountability | 0.0% | 4.2% | 0.0% | 3.2% | 5.6% | 0.0% | 1.8% | 6.1% | 0.0% | 0.0% | 0.0% |
| Corruption* | 27.3% | 25.0% | 40.9% | 41.9% | 22.2% | 18.2% | 41.1% | 38.8% | 52.9% | 68.2% | 58.3% |
| Lack of adequate citizen/civil society engagement* | 18.2% | 12.5% | 9.1% | 3.2% | 11.1% | 0.0% | 1.8% | 20.4% | 5.9% | 4.5% | 8.3% |
| Inadequate level of coordination with external cooperation entities | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 3.6% | 2.0% | 5.9% | 0.0% | 0.0% |
| Reforms are not well thought out in light of country challenges | 9.1% | 12.5% | 18.2% | 6.5% | 11.1% | 13.6% | 12.5% | 14.3% | 41.2% | 13.6% | 25.0% |
| Political pressures and obstacles* | 18.2% | 33.3% | 40.9% | 38.7% | 50.0% | 27.3% | 35.7% | 10.2% | 23.5% | 40.9% | 33.3% |
| Inadequate coordination among government levels | 45.5% | 20.8% | 18.2% | 35.5% | 16.7% | 31.8% | 14.3% | 18.4% | 17.6% | 22.7% | 8.3% |
| Lack of adequate financing | 9.1% | 4.2% | 4.5% | 3.2% | 11.1% | 4.5% | 1.8% | 6.1% | 0.0% | 0.0% | 8.3% |
| Institutional weaknesses* | 18.2% | 25.0% | 36.4% | 19.4% | 0.0% | 59.1% | 30.4% | 28.6% | 23.5% | 4.5% | 25.0% |
| Lack of adequate dialogue among public and private actors* | 0.0% | 12.5% | 9.1% | 22.6% | 38.9% | 22.7% | 37.5% | 26.5% | 17.6% | 9.1% | 16.7% |
| Pressure from outside interest groups* | 54.5% | 41.7% | 22.7% | 16.1% | 27.8% | 22.7% | 14.3% | 20.4% | 5.9% | 31.8% | 16.7% |
| Other | 0.0% | 0.0% | 0.0% | 3.2% | 0.0% | 0.0% | 1.8% | 6.1% | 0.0% | 4.5% | 0.0% |

*Significantly different between stakeholder groups

| | Office of the President/PM/ Minister | | Employee of Ministry | | PMU/ Consultant/ Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| To what extent do you trust the World Bank Group to do what is right? | 11 | 6.27 | 22 | 6.64 | 27 | 7.70 | 30 | 6.13 | 15 | 6.60 | 20 | 6.80 | 53 | 6.42 | 47 | 6.17 | 16 | 6.75 | 23 | 5.96 | 8 | 6.50 |

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Bolivia?** (1-Not familiar at all, 10-Extremely familiar)

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| The World Bank (IBRD/IDA)* | 11 | 6.36 | 24 | 7.67 | 27 | 7.78 | 31 | 6.52 | 17 | 5.76 | 21 | 7.71 | 56 | 5.25 | 52 | 5.44 | 17 | 6.00 | 24 | 5.00 | 12 | 5.67 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm* | 11 | 5.55 | 24 | 4.63 | 27 | 5.30 | 30 | 4.20 | 15 | 3.73 | 21 | 5.48 | 55 | 5.33 | 51 | 4.02 | 17 | 4.41 | 24 | 3.88 | 9 | 4.22 |
| The Inter-American Development Bank (IADB)* | 11 | 6.73 | 24 | 7.33 | 27 | 6.96 | 30 | 6.43 | 17 | 5.88 | 21 | 8.10 | 56 | 5.96 | 52 | 6.37 | 17 | 6.29 | 24 | 4.79 | 11 | 6.73 |
| The Latin American Development Bank (CAF)* | 11 | 6.73 | 24 | 6.71 | 27 | 6.48 | 31 | 6.52 | 17 | 4.76 | 21 | 7.71 | 55 | 6.24 | 51 | 6.00 | 17 | 5.59 | 23 | 5.04 | 10 | 6.60 |

*Significantly different between stakeholder groups

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| Overall, the World Bank Group currently plays a relevant role in development in Bolivia* | 11 | 6.45 | 22 | 7.50 | 27 | 8.37 | 31 | 6.45 | 15 | 6.20 | 18 | 7.00 | 45 | 6.18 | 50 | 5.78 | 16 | 6.63 | 24 | 6.04 | 10 | 6.20 |
| The World Bank Group's work is aligned with what I consider the development priorities for Bolivia* | 11 | 6.55 | 22 | 7.00 | 26 | 7.77 | 30 | 5.67 | 15 | 5.53 | 18 | 6.44 | 47 | 5.91 | 45 | 5.44 | 16 | 6.25 | 22 | 4.95 | 7 | 5.43 |

*Significantly different between stakeholder groups

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| The World Bank (IBRD/IDA)* | 11 | 6.27 | 22 | 7.45 | 27 | 8.00 | 31 | 6.65 | 15 | 6.47 | 19 | 7.11 | 45 | 6.04 | 44 | 5.80 | 14 | 6.00 | 21 | 5.14 | 9 | 6.00 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm | 8 | 6.38 | 14 | 5.86 | 17 | 6.47 | 23 | 5.00 | 9 | 4.89 | 16 | 6.19 | 47 | 5.89 | 36 | 5.00 | 12 | 5.50 | 18 | 4.72 | 6 | 5.00 |
| The Inter-American Development Bank (IADB)* | 11 | 6.91 | 23 | 7.26 | 25 | 7.52 | 31 | 6.45 | 15 | 6.67 | 19 | 7.74 | 48 | 6.10 | 47 | 6.47 | 15 | 6.47 | 23 | 4.91 | 9 | 6.33 |
| The Latin American Development Bank (CAF)* | 11 | 7.00 | 21 | 7.33 | 24 | 7.13 | 30 | 6.33 | 13 | 7.15 | 20 | 7.40 | 49 | 6.57 | 45 | 6.27 | 15 | 6.20 | 23 | 5.39 | 8 | 6.63 |

*Significantly different between stakeholder groups

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| To what extent does the World Bank Group's work help to achieve development results in Bolivia?* | 11 | 6.36 | 23 | 7.30 | 27 | 8.04 | 31 | 6.35 | 15 | 6.93 | 19 | 6.58 | 46 | 5.98 | 44 | 5.91 | 16 | 6.06 | 22 | 5.32 | 8 | 6.25 |

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| To what extent does the World Bank Group influence the development agenda in Bolivia?* | 11 | 6.36 | 20 | 6.40 | 26 | 7.92 | 31 | 5.94 | 14 | 6.93 | 18 | 5.83 | 42 | 5.52 | 43 | 5.56 | 16 | 6.06 | 22 | 5.09 | 7 | 5.00 |

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

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

When thinking about how the World Bank Group can have the most impact on development results in Bolivia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bolivia? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Health* | 0.0% | 33.3% | 37.0% | 12.5% | 43.8% | 5.0% | 18.0% | 17.6% | 11.8% | 16.7% | 10.0% |
| Urban development* | 30.0% | 8.3% | 7.4% | 34.4% | 6.3% | 5.0% | 2.0% | 19.6% | 5.9% | 0.0% | 20.0% |
| Gender equity | 0.0% | 8.3% | 3.7% | 3.1% | 6.3% | 0.0% | 4.0% | 15.7% | 5.9% | 4.2% | 10.0% |
| Private sector development and investment climate* | 20.0% | 16.7% | 7.4% | 6.3% | 6.3% | 20.0% | 38.0% | 3.9% | 23.5% | 20.8% | 30.0% |
| Education (i.e., coverage and quality) | 30.0% | 29.2% | 22.2% | 25.0% | 37.5% | 20.0% | 20.0% | 23.5% | 35.3% | 45.8% | 30.0% |
| Public sector governance/reform | 10.0% | 8.3% | 3.7% | 12.5% | 6.3% | 20.0% | 18.0% | 3.9% | 23.5% | 4.2% | 20.0% |
| Global/regional integration | 0.0% | 0.0% | 3.7% | 0.0% | 0.0% | 5.0% | 4.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Food security | 0.0% | 12.5% | 11.1% | 3.1% | 0.0% | 5.0% | 2.0% | 3.9% | 0.0% | 4.2% | 10.0% |
| Anti-corruption and transparency* | 10.0% | 0.0% | 7.4% | 3.1% | 0.0% | 10.0% | 20.0% | 15.7% | 29.4% | 37.5% | 30.0% |
| Energy | 10.0% | 4.2% | 0.0% | 6.3% | 6.3% | 0.0% | 4.0% | 2.0% | 5.9% | 0.0% | 0.0% |
| Water and sanitation | 10.0% | 16.7% | 22.2% | 9.4% | 12.5% | 15.0% | 6.0% | 5.9% | 11.8% | 0.0% | 10.0% |
| Environment and pollution | 0.0% | 8.3% | 14.8% | 15.6% | 18.8% | 10.0% | 2.0% | 11.8% | 0.0% | 8.3% | 0.0% |
| Job creation/employment | 20.0% | 4.2% | 22.2% | 15.6% | 12.5% | 5.0% | 12.0% | 17.6% | 5.9% | 25.0% | 20.0% |
| Financial markets and access to finance | 10.0% | 8.3% | 3.7% | 9.4% | 0.0% | 0.0% | 8.0% | 2.0% | 11.8% | 0.0% | 10.0% |
| Global pandemics (e.g., COVID-19) * | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 11.8% | 0.0% | 12.5% | 0.0% |
| Information and communications technology | 0.0% | 4.2% | 11.1% | 6.3% | 12.5% | 5.0% | 6.0% | 3.9% | 0.0% | 0.0% | 0.0% |
| Social protection | 20.0% | 4.2% | 0.0% | 0.0% | 0.0% | 15.0% | 4.0% | 3.9% | 0.0% | 4.2% | 0.0% |
| Agriculture and rural development | 0.0% | 12.5% | 18.5% | 3.1% | 0.0% | 0.0% | 4.0% | 13.7% | 0.0% | 8.3% | 10.0% |
| Trade and exports* | 10.0% | 0.0% | 3.7% | 3.1% | 12.5% | 5.0% | 16.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 12.5% | 3.7% | 0.0% | 0.0% | 0.0% | 2.0% | 5.9% | 5.9% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 12.5% | 18.5% | 6.3% | 12.5% | 10.0% | 2.0% | 17.6% | 11.8% | 8.3% | 0.0% |
| Climate change (e.g., mitigation, adaptation) | 0.0% | 12.5% | 18.5% | 9.4% | 6.3% | 15.0% | 6.0% | 15.7% | 5.9% | 8.3% | 10.0% |
| Poverty reduction* | 70.0% | 25.0% | 7.4% | 18.8% | 25.0% | 35.0% | 8.0% | 17.6% | 35.3% | 20.8% | 10.0% |
| Transport and logistics* | 0.0% | 8.3% | 0.0% | 21.9% | 0.0% | 0.0% | 4.0% | 0.0% | 5.9% | 0.0% | 0.0% |
| Judiciary reform | 0.0% | 4.2% | 14.8% | 15.6% | 12.5% | 20.0% | 14.0% | 13.7% | 11.8% | 16.7% | 20.0% |
| Economic growth | 10.0% | 12.5% | 22.2% | 15.6% | 25.0% | 15.0% | 16.0% | 9.8% | 11.8% | 8.3% | 20.0% |
| Disaster risk management | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 5.0% | 2.0% | 2.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 10.0% | 4.2% | 0.0% | 6.3% | 0.0% | 15.0% | 6.0% | 19.6% | 11.8% | 16.7% | 0.0% |
| Macroeconomic stability* | 10.0% | 4.2% | 3.7% | 3.1% | 18.8% | 25.0% | 20.0% | 3.9% | 5.9% | 4.2% | 10.0% |

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| Responsiveness to needs* | 9 | 7.11 | 21 | 6.48 | 25 | 7.40 | 29 | 5.93 | 13 | 6.62 | 18 | 6.78 | 37 | 6.32 | 40 | 5.58 | 12 | 6.00 | 22 | 5.50 | 7 | 7.00 |
| Flexibility (in terms of the institution's products and services)* | 9 | 6.78 | 21 | 5.76 | 22 | 6.95 | 29 | 5.28 | 9 | 5.78 | 13 | 4.62 | 38 | 5.53 | 37 | 4.49 | 10 | 5.80 | 21 | 4.81 | 7 | 6.43 |
| Flexibility (in terms of changing country circumstances)* | 9 | 6.78 | 22 | 6.00 | 21 | 7.19 | 30 | 5.37 | 11 | 6.00 | 16 | 4.81 | 39 | 5.62 | 40 | 4.48 | 12 | 5.50 | 23 | 4.96 | 8 | 5.75 |
| Being inclusive* | 9 | 6.33 | 21 | 6.81 | 22 | 7.50 | 29 | 6.03 | 11 | 5.36 | 16 | 5.94 | 38 | 6.21 | 39 | 5.62 | 13 | 5.85 | 19 | 5.37 | 7 | 6.71 |
| Openness* | 10 | 6.90 | 21 | 6.86 | 22 | 7.27 | 29 | 6.07 | 12 | 5.17 | 18 | 6.61 | 38 | 6.79 | 41 | 6.10 | 14 | 6.71 | 22 | 4.95 | 9 | 6.89 |
| Collaboration with the Government* | 10 | 6.90 | 20 | 7.20 | 23 | 7.91 | 30 | 6.10 | 14 | 7.07 | 17 | 6.59 | 39 | 6.54 | 42 | 6.38 | 12 | 6.42 | 20 | 5.30 | 9 | 6.67 |
| The speed in which it gets things accomplished on the ground* | 7 | 6.57 | 21 | 6.38 | 20 | 6.90 | 28 | 5.36 | 12 | 5.58 | 15 | 4.33 | 35 | 5.74 | 36 | 4.58 | 8 | 5.13 | 22 | 4.36 | 6 | 5.83 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 9 | 7.11 | 20 | 7.00 | 23 | 7.57 | 28 | 5.93 | 12 | 6.67 | 14 | 5.29 | 38 | 6.37 | 40 | 5.80 | 12 | 6.00 | 20 | 4.80 | 7 | 6.86 |
| Collaboration with civil society* | 8 | 6.50 | 20 | 6.10 | 20 | 6.55 | 27 | 5.07 | 12 | 6.00 | 15 | 5.27 | 38 | 5.76 | 45 | 3.98 | 13 | 5.08 | 22 | 4.45 | 8 | 4.63 |
| Staff accessibility* | 10 | 5.90 | 21 | 6.33 | 22 | 7.41 | 29 | 5.48 | 11 | 6.73 | 15 | 5.33 | 37 | 5.49 | 40 | 4.73 | 11 | 3.73 | 21 | 4.24 | 8 | 5.25 |
| Collaboration with other donors and development partners | 8 | 6.75 | 17 | 6.24 | 20 | 6.95 | 27 | 5.81 | 10 | 7.10 | 16 | 5.06 | 34 | 5.82 | 43 | 5.58 | 9 | 5.22 | 16 | 5.00 | 8 | 6.00 |
| Collaboration with the private sector | 9 | 7.33 | 15 | 5.93 | 15 | 6.40 | 28 | 4.96 | 9 | 5.56 | 15 | 5.33 | 37 | 5.81 | 37 | 5.62 | 11 | 5.36 | 18 | 5.11 | 6 | 5.67 |
| Straightforwardness and honesty* | 8 | 6.88 | 20 | 6.65 | 22 | 8.09 | 28 | 6.25 | 12 | 7.50 | 16 | 6.69 | 35 | 6.74 | 38 | 6.21 | 10 | 5.70 | 19 | 5.42 | 8 | 6.88 |
| Treating clients and stakeholders in Bolivia with respect* | 8 | 7.88 | 21 | 7.29 | 23 | 8.57 | 27 | 6.81 | 13 | 7.23 | 15 | 7.13 | 35 | 7.20 | 37 | 6.46 | 11 | 5.82 | 20 | 6.15 | 8 | 6.63 |
| Being a long-term partner | 9 | 7.22 | 20 | 6.95 | 24 | 8.38 | 28 | 6.50 | 11 | 7.27 | 16 | 7.19 | 33 | 7.03 | 38 | 6.61 | 9 | 6.22 | 17 | 6.41 | 7 | 7.00 |
| Acting with compassion and empathy* | 8 | 5.88 | 20 | 7.00 | 20 | 7.70 | 26 | 6.42 | 11 | 6.45 | 14 | 6.43 | 29 | 6.07 | 36 | 5.14 | 11 | 5.91 | 16 | 5.38 | 7 | 6.00 |
| Insisting on accountability through its lending* | 8 | 7.13 | 20 | 6.85 | 23 | 8.22 | 28 | 6.64 | 9 | 7.67 | 16 | 6.63 | 33 | 6.82 | 39 | 6.62 | 11 | 6.27 | 18 | 5.06 | 7 | 7.14 |
| Measuring results effectively* | 8 | 8.00 | 20 | 7.00 | 20 | 8.40 | 29 | 6.38 | 14 | 7.57 | 17 | 6.35 | 33 | 6.70 | 38 | 6.45 | 11 | 6.00 | 17 | 5.41 | 6 | 7.17 |

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| The World Bank Group takes decisions quickly in Bolivia* | 5 | 6.20 | 20 | 7.00 | 24 | 7.67 | 29 | 5.24 | 10 | 6.60 | 13 | 5.00 | 36 | 5.53 | 28 | 4.82 | 7 | 4.86 | 13 | 4.46 | 6 | 5.67 |

*Significantly different between stakeholder groups

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| The World Bank Group's financial instruments meet the needs of Bolivia* | 7 | 6.43 | 20 | 6.55 | 25 | 7.68 | 31 | 5.65 | 11 | 6.55 | 16 | 5.94 | 36 | 6.00 | 38 | 5.16 | 13 | 5.31 | 17 | 4.88 | 7 | 5.00 |
| The World Bank Group meets Bolivia's needs for knowledge services | 7 | 6.43 | 20 | 6.30 | 24 | 7.29 | 31 | 5.81 | 13 | 6.54 | 17 | 5.94 | 35 | 6.31 | 42 | 5.52 | 14 | 5.50 | 16 | 4.94 | 8 | 5.88 |

*Significantly different between stakeholder groups

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt? | 7 | 8.43 | 21 | 6.95 | 23 | 7.96 | 30 | 6.43 | 13 | 7.77 | 16 | 6.81 | 36 | 7.22 | 39 | 6.54 | 12 | 6.58 | 18 | 6.56 | 9 | 7.11 |

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



E. World Bank Group's Knowledge Work and Activities

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

| Percentage of Respondents | Office of the President/PM/Minister | Employee of Ministry | PMU/Consultant/Contractor | Local Government | Other Gov-t Institutions/Organization | Bilateral/Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---------------------------|-------------------------------------|----------------------|---------------------------|------------------|---------------------------------------|-------------------------------|----------------|-------|----------|-------|-------|
| Weekly* | 0.0% | 13.0% | 4.2% | 6.3% | 20.0% | 0.0% | 2.1% | 0.0% | 7.1% | 13.6% | 0.0% |
| Monthly | 0.0% | 17.4% | 12.5% | 18.8% | 0.0% | 23.5% | 10.6% | 12.2% | 21.4% | 18.2% | 10.0% |
| A few times a year | 22.2% | 47.8% | 54.2% | 43.8% | 13.3% | 70.6% | 34.0% | 51.0% | 42.9% | 36.4% | 40.0% |
| Rarely* | 77.8% | 21.7% | 29.2% | 31.3% | 46.7% | 5.9% | 38.3% | 26.5% | 14.3% | 22.7% | 30.0% |
| Never* | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% | 14.9% | 10.2% | 14.3% | 9.1% | 20.0% |

*Significantly different between stakeholder groups

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| Are adaptable to Bolivia's specific development challenges and country circumstances* | 8 | 6.50 | 19 | 6.58 | 24 | 7.46 | 29 | 6.07 | 7 | 7.14 | 14 | 5.57 | 31 | 7.00 | 34 | 6.09 | 10 | 5.20 | 17 | 5.06 | 8 | 8.13 |

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

| | Office of the President/PM/Minister | | Employee of Ministry | | PMU/Consultant/Contractor | | Local Government | | Other Gov-t 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 | N | Mean |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* | 8 | 6.38 | 20 | 7.00 | 24 | 8.17 | 30 | 6.20 | 11 | 7.18 | 15 | 5.73 | 31 | 6.58 | 41 | 5.93 | 12 | 5.83 | 16 | 5.44 | 6 | 7.17 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 7 | 7.29 | 21 | 7.48 | 25 | 8.12 | 30 | 7.07 | 9 | 7.44 | 16 | 6.94 | 31 | 7.52 | 39 | 7.23 | 11 | 7.55 | 16 | 6.00 | 7 | 7.57 |

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



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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than 2)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Collaborate more effectively with Government clients* | 12.5% | 21.7% | 19.2% | 43.8% | 15.4% | 17.6% | 15.2% | 8.9% | 14.3% | 17.4% | 0.0% |
| Engage more effectively with private sector* | 25.0% | 4.3% | 3.8% | 3.1% | 7.7% | 11.8% | 50.0% | 13.3% | 21.4% | 30.4% | 33.3% |
| Work faster | 0.0% | 8.7% | 19.2% | 12.5% | 23.1% | 17.6% | 6.5% | 0.0% | 7.1% | 4.3% | 0.0% |
| Reduce the complexity of obtaining World Bank Group financing* | 25.0% | 30.4% | 42.3% | 56.3% | 15.4% | 17.6% | 15.2% | 24.4% | 0.0% | 4.3% | 0.0% |
| Offer more real-time advice and guidance* | 0.0% | 13.0% | 7.7% | 0.0% | 15.4% | 11.8% | 2.2% | 4.4% | 0.0% | 8.7% | 33.3% |
| Support effective supervision in the implementation of World Bank Group projects* | 12.5% | 21.7% | 23.1% | 3.1% | 23.1% | 5.9% | 4.3% | 4.4% | 21.4% | 13.0% | 0.0% |
| Engage more effectively with international partners such as bilaterals, multilaterals, trust funds, UN* | 0.0% | 0.0% | 0.0% | 3.1% | 7.7% | 47.1% | 2.2% | 2.2% | 0.0% | 4.3% | 0.0% |
| Offer more innovative financial products and services | 0.0% | 21.7% | 3.8% | 15.6% | 15.4% | 5.9% | 15.2% | 8.9% | 0.0% | 13.0% | 0.0% |
| Ensure greater selectivity in its work* | 0.0% | 0.0% | 0.0% | 3.1% | 0.0% | 0.0% | 0.0% | 2.2% | 7.1% | 0.0% | 22.2% |
| Facilitate fiduciary processes* | 25.0% | 4.3% | 15.4% | 6.3% | 7.7% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 22.2% |
| Engage more effectively with civil society* | 0.0% | 4.3% | 3.8% | 3.1% | 0.0% | 5.9% | 10.9% | 62.2% | 42.9% | 26.1% | 11.1% |
| Increase the level of capacity development in the country | 25.0% | 21.7% | 23.1% | 0.0% | 15.4% | 17.6% | 13.0% | 17.8% | 0.0% | 13.0% | 22.2% |
| Engage more directly with beneficiaries | 25.0% | 13.0% | 15.4% | 25.0% | 7.7% | 11.8% | 26.1% | 22.2% | 21.4% | 30.4% | 11.1% |
| Improve the quality of its experts as related to Bolivia's specific challenges* | 0.0% | 13.0% | 15.4% | 15.6% | 0.0% | 0.0% | 4.3% | 4.4% | 28.6% | 17.4% | 0.0% |
| Offer more innovative knowledge products and services | 12.5% | 4.3% | 0.0% | 3.1% | 7.7% | 5.9% | 10.9% | 4.4% | 14.3% | 4.3% | 22.2% |
| Provide more adequate data/knowledge/statistics/figures on Bolivia's economy* | 25.0% | 4.3% | 3.8% | 3.1% | 38.5% | 5.9% | 6.5% | 11.1% | 7.1% | 8.7% | 11.1% |
| Other | 12.5% | 8.7% | 0.0% | 0.0% | 0.0% | 5.9% | 2.2% | 4.4% | 7.1% | 4.3% | 11.1% |

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Bolivia (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 2)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Beneficiaries | 50.0% | 39.1% | 34.6% | 21.9% | 21.4% | 11.8% | 26.7% | 20.8% | 21.4% | 21.7% | 30.0% |
| Youth/university groups | 12.5% | 21.7% | 15.4% | 9.4% | 14.3% | 11.8% | 15.6% | 14.6% | 42.9% | 17.4% | 20.0% |
| Private sector* | 12.5% | 13.0% | 19.2% | 28.1% | 35.7% | 41.2% | 68.9% | 22.9% | 21.4% | 30.4% | 30.0% |
| Subnational governments* | 62.5% | 65.2% | 65.4% | 93.8% | 28.6% | 58.8% | 28.9% | 27.1% | 28.6% | 30.4% | 30.0% |
| International cooperation entities* | 0.0% | 0.0% | 7.7% | 3.1% | 28.6% | 47.1% | 6.7% | 6.3% | 0.0% | 0.0% | 10.0% |
| NGOs/Community Based Organizations* | 0.0% | 26.1% | 3.8% | 6.3% | 0.0% | 11.8% | 11.1% | 81.3% | 21.4% | 17.4% | 20.0% |
| Academia/think tanks/research institutes * | 25.0% | 13.0% | 26.9% | 25.0% | 21.4% | 5.9% | 6.7% | 16.7% | 50.0% | 26.1% | 40.0% |
| Legislative Assembly* | 0.0% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% | 17.8% | 4.2% | 0.0% | 8.7% | 10.0% |
| Media* | 12.5% | 0.0% | 0.0% | 0.0% | 7.1% | 5.9% | 4.4% | 0.0% | 14.3% | 43.5% | 0.0% |
| Other | 0.0% | 4.3% | 11.5% | 0.0% | 14.3% | 0.0% | 4.4% | 6.3% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 4.3% | 3.8% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|------------------------------------|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Never* | 0.0% | 13.0% | 7.7% | 12.5% | 42.9% | 0.0% | 21.7% | 20.4% | 14.3% | 30.4% | 40.0% |
| Less than once a year* | 25.0% | 13.0% | 3.8% | 15.6% | 21.4% | 5.9% | 37.0% | 32.7% | 28.6% | 21.7% | 10.0% |
| Once a year to a few times a year* | 50.0% | 34.8% | 50.0% | 40.6% | 0.0% | 64.7% | 30.4% | 36.7% | 35.7% | 26.1% | 50.0% |
| Less than once a month | 25.0% | 13.0% | 0.0% | 6.3% | 7.1% | 5.9% | 4.3% | 10.2% | 14.3% | 4.3% | 0.0% |
| At least once a month* | 0.0% | 13.0% | 19.2% | 21.9% | 21.4% | 23.5% | 6.5% | 0.0% | 7.1% | 13.0% | 0.0% |
| At least once a week* | 0.0% | 13.0% | 19.2% | 3.1% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% |

*Significantly different between stakeholder groups

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

How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than 2)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Local radio | 0.0% | 13.0% | 0.0% | 3.1% | 15.4% | 5.9% | 2.3% | 0.0% | 0.0% | 8.7% | 0.0% |
| Local newspapers* | 62.5% | 17.4% | 24.0% | 15.6% | 7.7% | 41.2% | 25.6% | 20.4% | 28.6% | 17.4% | 60.0% |
| International newspapers | 0.0% | 4.3% | 4.0% | 6.3% | 7.7% | 23.5% | 16.3% | 4.1% | 7.1% | 21.7% | 0.0% |
| Local television | 25.0% | 21.7% | 28.0% | 15.6% | 23.1% | 5.9% | 7.0% | 16.3% | 14.3% | 17.4% | 20.0% |
| International television | 0.0% | 8.7% | 16.0% | 9.4% | 15.4% | 0.0% | 4.7% | 6.1% | 0.0% | 8.7% | 0.0% |
| Periodicals* | 12.5% | 26.1% | 32.0% | 50.0% | 38.5% | 64.7% | 55.8% | 71.4% | 50.0% | 56.5% | 40.0% |
| Social media | 25.0% | 65.2% | 68.0% | 59.4% | 46.2% | 35.3% | 44.2% | 51.0% | 50.0% | 30.4% | 60.0% |
| Other | 12.5% | 13.0% | 12.0% | 3.1% | 23.1% | 5.9% | 11.6% | 18.4% | 28.6% | 8.7% | 10.0% |

*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| World Bank Group's publications and other written materials | 25.0% | 26.1% | 34.6% | 15.6% | 15.4% | 35.3% | 23.9% | 30.6% | 21.4% | 26.1% | 40.0% |
| e-Newsletters* | 37.5% | 60.9% | 38.5% | 59.4% | 38.5% | 52.9% | 73.9% | 63.3% | 71.4% | 34.8% | 50.0% |
| World Bank Group's seminars/workshops/conferences* | 37.5% | 26.1% | 69.2% | 53.1% | 61.5% | 29.4% | 39.1% | 40.8% | 35.7% | 21.7% | 50.0% |
| Social media | 50.0% | 60.9% | 23.1% | 43.8% | 38.5% | 35.3% | 30.4% | 28.6% | 21.4% | 39.1% | 20.0% |
| Direct contact with World Bank Group | 25.0% | 26.1% | 46.2% | 28.1% | 46.2% | 41.2% | 17.4% | 24.5% | 7.1% | 30.4% | 30.0% |
| World Bank Group's website | 37.5% | 39.1% | 23.1% | 25.0% | 38.5% | 41.2% | 28.3% | 38.8% | 57.1% | 30.4% | 30.0% |
| Webinars or online events hosted by the World Bank Group | 0.0% | 34.8% | 30.8% | 21.9% | 30.8% | 29.4% | 37.0% | 38.8% | 42.9% | 13.0% | 20.0% |
| Interviews and press conferences for the Bolivia's media* | 12.5% | 0.0% | 7.7% | 9.4% | 0.0% | 0.0% | 6.5% | 4.1% | 14.3% | 56.5% | 20.0% |

*Significantly different between stakeholder groups

H. Background Information

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

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|--------|-------|
| Yes | 8.3% | 30.4% | 63.0% | 46.9% | 22.2% | 29.2% | 3.2% | 7.7% | 5.6% | 0.0% | 7.7% |
| No | 91.7% | 69.6% | 37.0% | 53.1% | 77.8% | 70.8% | 96.8% | 92.3% | 94.4% | 100.0% | 92.3% |

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|--------|----------|--------|--------|
| The World Bank (IBRD/IDA) | 100.0% | 100.0% | 100.0% | 92.9% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| The International Finance Corporation (IFC) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 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% | 0.0% |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than 2)

| Percentage of Respondents (Responses combined) | Office of the President/PM/ Minister | Employee of Ministry | PMU/ Consultant/ Contractor | Local Government | Other Gov-t Institutions/ Organization | Bilateral/ Multilateral Agency | Private Sector | CSO | Academia | Media | Other |
|---|--|-------------------------|-----------------------------------|---------------------|--|--------------------------------------|-------------------|-------|----------|-------|-------|
| Observer | 36.4% | 12.0% | 7.4% | 20.0% | 29.4% | 20.8% | 37.0% | 29.5% | 12.5% | 22.7% | 20.0% |
| Use World Bank Group reports/data* | 54.5% | 32.0% | 7.4% | 33.3% | 17.6% | 37.5% | 33.3% | 52.3% | 62.5% | 50.0% | 60.0% |
| Engage in World Bank Group related/sponsored events/activities | 0.0% | 16.0% | 33.3% | 23.3% | 11.8% | 25.0% | 18.5% | 25.0% | 18.8% | 4.5% | 30.0% |
| Collaborate as part of my professional duties* | 18.2% | 48.0% | 70.4% | 40.0% | 29.4% | 37.5% | 14.8% | 4.5% | 6.3% | 0.0% | 0.0% |
| Use World Bank Group website for information, data, research, etc. | 36.4% | 32.0% | 25.9% | 26.7% | 29.4% | 25.0% | 40.7% | 43.2% | 68.8% | 50.0% | 60.0% |

*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? | 6.38 | 7.05 |
| Overall the World Bank Group currently plays a relevant role in development in Bolivia | 6.25 | 7.66 |
| The World Bank Group's work is aligned with what I consider the development priorities for Bolivia | 5.76 | 7.15 |
| Overall, please rate your impression of the World Bank's effectiveness in Bolivia. | 6.13 | 7.54 |
| Overall, please rate your impression of the IFC's effectiveness in Bolivia. | 5.50 | 5.76 |
| To what extent does the World Bank Group's work help to achieve development results in Bolivia? | 6.12 | 7.48 |
| To what extent does the World Bank Group influence the development agenda in Bolivia? | 5.70 | 7.17 |
| Responsiveness to needs | 6.16 | 6.71 |
| Flexibility (in terms of the institution's products and services) | 5.35 | 5.96 |
| Flexibility (in terms of changing country circumstances) | 5.33 | 6.17 |
| Being inclusive | 5.96 | 6.77 |
| Openness (sharing data and other information) | 6.23 | 6.82 |
| Collaboration with the Government | 6.41 | 7.22 |
| The speed in which it gets things accomplished on the ground | 5.20 | 6.17 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 5.99 | 7.06 |
| Collaboration with civil society | 5.04 | 5.94 |
| Staff accessibility | 5.14 | 6.57 |
| Collaboration with other donors and development partners | 5.71 | 6.40 |
| Collaboration with the private sector | 5.65 | 5.59 |
| Straightforwardness and honesty | 6.46 | 7.12 |
| Treating clients and stakeholders in Bolivia with respect | 6.78 | 7.84 |
| Being a long-term partner | 6.79 | 7.65 |
| The World Bank Group takes decisions quickly in Bolivia | 5.39 | 6.65 |
| The World Bank Group's financial instruments meet the needs of Bolivia | 5.62 | 6.92 |
| The World Bank Group meets Bolivia's needs for knowledge services | 5.82 | 6.76 |
| How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt? | 7.00 | 7.10 |
| In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Bolivia's specific development challenges and country circumstances | 6.30 | 6.73 |
| Group's knowledge work and activities make to development results in your country? | 6.28 | 7.06 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 7.20 | 7.65 |

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Bolivia FY'21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Bolivia

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

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 terms of its development, would you say that Bolivia is headed in ... ? | |
|---|---------------------|
| 1 | The right direction |
| 2 | The wrong direction |
| 3 | Not sure |

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

| A3. Listed below are a number of development priorities. | | | |
|--|---|----|---|
| Please identify which of the following you consider the most important development priorities in Bolivia. (Choose no more than 3) | | | |
| 1 | Energy | 16 | Information and communications technology |
| 2 | Job creation/employment | 17 | Equality of opportunity (i.e., social inclusion, social justice) |
| 3 | Private sector development and investment climate | 18 | Trade and exports |
| 4 | Education (i.e., coverage and quality) | 19 | Crime and violence |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20 | Natural resource management |
| 6 | Global/regional integration | 21 | Climate change (e.g., mitigation, adaptation) |
| 7 | Food security | 22 | Poverty reduction |
| 8 | Urban development (i.e., territorial development, local economic development and/or city competitiveness) | 23 | Anti-corruption and transparency |
| 9 | Agriculture and rural development | 24 | Gender equity (closing the gap between women and men, and boys and girls) |
| 10 | Water and sanitation | 25 | Economic growth |
| 11 | Environment and pollution | 26 | Disaster risk management |
| 12 | Social protection (e.g., pensions, targeted social assistance) | 27 | Transport and logistics (e.g., roads, bridges, transportation) |
| 13 | Health | 28 | Financial markets and access to finance |
| 14 | Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) | 29 | Judiciary reform |
| 15 | Global pandemics (e.g., COVID-19) | | |

**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 Bolivia? (Choose no more than 3)

| | | | |
|----|---|----|--|
| 1 | Economic growth | 15 | Water and sanitation |
| 2 | Anti-corruption and transparency | 16 | Urban development (i.e., territorial development, local economic development and/or city competitiveness) |
| 3 | Disaster risk management | 17 | Environment and pollution |
| 4 | Equality of opportunity (i.e., social inclusion, social justice) | 18 | Job creation/employment |
| 5 | Information and communications technology | 19 | Health |
| 6 | Social protection (e.g., pensions, targeted social assistance) | 20 | Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) |
| 7 | Natural resource management | 21 | Judiciary reform |
| 8 | Trade and exports | 22 | Gender equity (closing the gap between women and men, and boys and girls) |
| 9 | Crime and violence | 23 | Private sector development and investment climate |
| 10 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 24 | Agriculture and rural development |
| 11 | Transport and logistics (e.g., roads, bridges, transportation) | 25 | Global/regional integration |
| 12 | Energy | 26 | Food security |
| 13 | Financial markets and access to finance | 27 | Education (i.e., coverage and quality) |
| 14 | Climate change (e.g., mitigation, adaptation) | | |

A5. The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. In which areas would you like to see the Bolivia government focus most of its efforts in the recovery of the pandemic over the next six months to a year? (Choose no more than 3)

| | |
|----|--|
| 1 | Education |
| 2 | Economic growth |
| 3 | Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved |
| 4 | Strengthening social safety nets (social assistance) |
| 5 | Employment and job creation |
| 6 | Public works |
| 7 | Nutrition/food security |
| 8 | Basic services provision (e.g., water, energy, urban transport) |
| 9 | Public service delivery (e.g., strengthening policies, institutions) |
| 10 | Healthcare |
| 11 | Poverty and inequality |
| 12 | Ensuring that girls and women have equal access to job opportunities |
| 13 | Facilitate financing to firms and entrepreneurs |
| 14 | Gender-based violence |
| 15 | Other (please specify): _____ |

**SECTION A: OVERALL CONTEXT**

| A6. When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2) | |
|--|---|
| 1 | Inadequate level of government accountability |
| 2 | Corruption |
| 3 | Lack of adequate citizen/civil society engagement |
| 4 | Inadequate level of coordination with external cooperation entities (e.g., bilateral, multilateral organizations) |
| 5 | Reforms are not well thought out in light of country challenges |
| 6 | Political pressures and obstacles |
| 7 | Inadequate coordination among government levels |
| 8 | Lack of adequate financing |
| 9 | Institutional weaknesses |
| 10 | Lack of adequate dialogue among public and private actors |
| 11 | Pressure from outside interest groups (e.g., private sector, unions) |
| 12 | 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/federal government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 2 | Subnational governments | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 3 | Bilateral donors (e.g., China, Brazil, France, JICA, GIZ) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 4 | The World Bank Group | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 5 | The International Monetary Fund | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 6 | The United Nations (UN) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 7 | The World Health Organization (WHO) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 8 | Other regional development banks (IADB, CAF, FONPLATA) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| 9 | The Central Bank of Bolivia | 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 A: OVERALL CONTEXT**

A8. Thinking more specifically about the coronavirus/COVID-19 vaccine that is being made available in your country, please indicate whether you agree/disagree with each of the following statements.

| | | Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree | Don't know |
|---|--|-------------------|-------------------|----------------------------|----------------|----------------|--------------------------|
| 1 | The COVID-19 vaccine is safe | 1 | 2 | 3 | 4 | 5 | <input type="checkbox"/> |
| 2 | The COVID-19 vaccine is effective | 1 | 2 | 3 | 4 | 5 | <input type="checkbox"/> |
| 3 | I will get the COVID-19 vaccine when available | 1 | 2 | 3 | 4 | 5 | <input type="checkbox"/> |

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

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

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

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

| B5. To what extent does the World Bank Group's work help to achieve development results in Bolivia? | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 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 Bolivia? | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 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 Bolivia? (Select only 1 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 Bolivia, which activity do you VALUE the most? (Choose no more than 2)**

| | |
|----|---|
| 1 | Project implementation support and supervision |
| 2 | Knowledge sharing, including dissemination of analytical work |
| 3 | Capacity development related to World Bank Group supported projects (i.e. fiduciary, safeguards and technical) |
| 4 | Technical assistance |
| 5 | Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails) |
| 6 | Global advocacy |
| 7 | Financial resources |
| 8 | Data and statistics |
| 9 | Bringing together different groups of stakeholders |
| 10 | Formal policy advice, studies, analyses |
| 11 | Mobilizing third party financial resources |
| 12 | Donor coordination |
| 13 | Other (please specify): _____ |

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than 2)

| | |
|----|---|
| 1 | Not willing to honestly criticize policies and reform efforts in the country |
| 2 | Arrogant in its approach |
| 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 Bolivia |
| 8 | Too influenced by developed countries |
| 9 | World Bank Group's processes too slow and complex |
| 10 | Not adequately flexible (i.e., rigid in policies and procedures) |
| 11 | Not sufficiently focused on sustainable results |
| 12 | Not collaborating enough with civil society (e.g., NGOs, CBOs) |
| 13 | Not enough public disclosure of its work |
| 14 | Not collaborating enough with international partners such as bilaterals, multilaterals, trust funds, UN |
| 15 | Inadequate World Bank Group's staffing in Bolivia |
| 16 | Inadequate level of real-time advice and guidance |
| 17 | Inadequate number of innovative knowledge products and services |
| 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 Bolivia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bolivia? (Choose no more than 3) | | | |
|--|---|----|--|
| 1 | Health | 16 | Information and communications technology |
| 2 | Urban development (i.e., territorial development, local economic development and/or city competitiveness) | 17 | Social protection (e.g., pensions, targeted social assistance) |
| 3 | Gender equity (closing the gap between women and men, and boys and girls) | 18 | Agriculture and rural development |
| 4 | Private sector development and investment climate | 19 | Trade and exports |
| 5 | Education (i.e., coverage and quality) | 20 | Crime and violence |
| 6 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21 | Natural resource management |
| 7 | Global/regional integration | 22 | Climate change (e.g., mitigation, adaptation) |
| 8 | Food security | 23 | Poverty reduction |
| 9 | Anti-corruption and transparency | 24 | Transport and logistics (e.g., roads, bridges, transportation) |
| 10 | Energy | 25 | Judiciary reform |
| 11 | Water and sanitation | 26 | Economic growth |
| 12 | Environment and pollution | 27 | Disaster risk management |
| 13 | Job creation/employment | 28 | Equality of opportunity (i.e., social inclusion, social justice) |
| 14 | Financial markets and access to finance | 29 | Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation) |
| 15 | Global pandemics (e.g., COVID-19) | | |

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

B11. The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Bolivia over the next six months to a year? (Choose no more than 3)

| | |
|----|--|
| 1 | Education |
| 2 | Ensuring sustainable business creation and growth |
| 3 | Ensuring that girls and women have equal access to opportunities and services |
| 4 | Employment and job creation |
| 5 | Public works |
| 6 | Basic services provision (e.g., water, energy, urban transport) |
| 7 | Economic growth |
| 8 | Poverty and inequality |
| 9 | Nutrition/food security |
| 10 | Public service delivery (e.g., strengthening policies, institutions) |
| 11 | Healthcare |
| 12 | Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved |
| 13 | Supporting efforts that can help counter misinformation about vaccines |
| 14 | Strengthening the social safety net (social assistance) |
| 15 | Other (please specify): _____ |

B12. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

| | | | |
|---|-------------------------------------|----|---------------------------------|
| 1 | Development institution | 9 | Impact investor |
| 2 | Investment bank | 10 | Venture capital |
| 3 | Asset manager | 11 | Innovation and entrepreneurship |
| 4 | Multi-lateral financial institution | 12 | Public-private partnerships |
| 5 | Private sector solutions | 13 | None of the above |
| 6 | World Bank | 14 | Don't know |
| 7 | Financial advisory solutions | 15 | Other (please specify): _____ |
| 8 | Thought leader | | |

**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 Bolivia 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 | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|--|
| C2. To what extent do you believe the World Bank Group is adequately staffed in Bolivia? | | | | | | | | | | | | |
| 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 Bolivia, 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 | | |
| C3 | Responsiveness to needs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C4 | Flexibility (in terms of the institution's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C5 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C6 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C7 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C8 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C9 | The speed in which it gets things accomplished on the ground | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C10 | Helping to bring discipline/effective supervision to implementation of investment projects | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C11 | Collaboration with civil society | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C12 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C13 | Collaboration with other donors and development partners | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C14 | Collaboration with the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C15 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C16 | Treating clients and stakeholders in Bolivia with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C17 | Being a long-term partner | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C18 | Acting with compassion and empathy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| C19 | 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"/> | |
| C20 | 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 |
| C21 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C22 | 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"/> |
| C23 | 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"/> |
| C24 | The World Bank Group's Safeguards Policies or Environmental and Social Framework requirements are beneficial in project implementation and sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C25 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C26 | The World Bank Group takes decisions quickly in Bolivia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C27 | Working with the World Bank Group increases Bolivia'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 Bolivia? | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| C28 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Bolivia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C29 | The World Bank Group meets Bolivia'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"/> |

| C30. 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 | |

| How effectively does the World Bank Group support Bolivia's efforts ... ? | | | | | | | | | | | | |
|---|---|------------------------|---|---|---|---|---|---|---|------------------|----|--------------------------|
| | | Not effectively at all | | | | | | | | Very effectively | | Don't know |
| C31 | To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C32 | To develop better and stronger data collection/analytics systems within the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C33 | To strengthen the country's crisis preparedness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

**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 Bolivia? *(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 | Social protection (e.g., cash transfers, youth employment, beneficiary registry) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 2 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 3 | Transport (e.g., roads, airports) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 4 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 5 | Environment and climate change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 6 | Urban development and resilience | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 7 | Water and sanitation | 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 | Poverty reduction and inequality | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 10 | Financial sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 11 | Trade | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 12 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

D2. The World Bank Group has provided fast track support to Bolivia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

| | | Not effective at all | | | | | | | | | | Very effective | N/A | Don't know |
|---|---|-------------------------|---|---|---|---|---|---|---|---|----|--------------------------|--------------------------|---------------|
| 1 | Supporting health interventions for saving lives | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Protecting poor people (social assistance / social safety nets) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | |



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

| E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | |
|---|--------------------|
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

| In Bolivia, 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 |
| E2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E3 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E4 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E5 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E6 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E7 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E8 | Are adaptable to Bolivia's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| E9. 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 | |

| E10. 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 BOLIVIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than 2)**

| | |
|----|--|
| 1 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 2 | Engage more effectively with private sector |
| 3 | Work faster |
| 4 | Reduce the complexity of obtaining World Bank Group financing |
| 5 | Offer more real-time advice and guidance |
| 6 | Support effective supervision in the implementation of World Bank Group projects |
| 7 | Engage more effectively with international partners such as bilaterals, multilaterals, trust funds, UN |
| 8 | Offer more innovative financial products and services |
| 9 | Ensure greater selectivity in its work |
| 10 | Facilitate fiduciary processes (procurement and financial management) |
| 11 | Engage more effectively with civil society (e.g., NGOs, CBOs) |
| 12 | Increase the level of capacity development in the country |
| 13 | Engage more directly with beneficiaries |
| 14 | Improve the quality of its experts as related to Bolivia's specific challenges |
| 15 | Offer more innovative knowledge products and services |
| 16 | Provide more adequate data/knowledge/statistics/figures on Bolivia's economy |
| 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 2)

| | | | |
|---|------------------------------------|----|--|
| 1 | Beneficiaries | 7 | Academia/think tanks/research institutes |
| 2 | Youth/university groups | 8 | Legislative Assembly |
| 3 | Private sector | 9 | Media |
| 4 | Subnational governments | 10 | Other (please specify): _____ |
| 5 | International cooperation entities | 11 | Don't know |
| 6 | NGOs/Community Based Organizations | | |

F3. Which THREE areas below, if any, would benefit most from the World Bank Group's support to help ensure that your country has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

| | |
|---|---|
| 1 | Support the purchase of vaccines |
| 2 | Support the distribution of vaccines |
| 3 | Help to strengthen health systems |
| 4 | Assess country's readiness for vaccine distribution |
| 5 | Support community and stakeholder engagement to address misinformation and stigma |
| 6 | Training health workers |
| 7 | Other (please specify): _____ |

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in Bolivia?**

| | |
|---|-----------------------------------|
| 1 | Never |
| 2 | Less than once a year |
| 3 | Once a year to a few times a year |
| 4 | Less than once a month |
| 5 | At least once a month |
| 6 | At least once a week |

G2. How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than 2)

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

| | | | |
|---|--|---|--|
| 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 Bolivia's media |

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

| | |
|---|--------------------------------|
| 1 | Phone |
| 2 | Tablet |
| 3 | Computer/laptop |
| 4 | I never visit the WBG websites |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | | Every few days | Every few weeks | Every few months | Not at all |
|--|---|---------------------------|----------------------------|-----------------------------|--------------------------|
| 1 | Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Visited a WBG website (e.g., read a blog, used data) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Attended an event/conference hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Watched a webinar or online event hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Read some or all of a WBG research paper or publication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Met professionally with WBG staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Read a WBG e-newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

| H1. Which of the following best describes your current affiliation? (Select only 1 response) | | | |
|---|--|----|--|
| 1 | Office of the President, Prime Minister | 12 | Private Sector Organization |
| 2 | Office of Minister | 13 | Financial Sector/Private Bank |
| 3 | Legislative Plurinational Assembly | 14 | Private Foundation (e.g., Simón I. Patiño Foundation, IDEA 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 1 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/IDA, IFC, MIGA, ICSID) in your country? | |
|--|-----|
| 1 | Yes |
| 2 | No |

| H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia? (Select only 1 response) | |
|--|--|
| 1 | The World Bank (IBRD/IDA) |
| 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. Do your projects involve both the World Bank and the IFC? | |
| 1 | Yes |
| 2 | No |

| | |
|---|---|
| H6. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than 2) | |
| 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. |

| | |
|--------------------------------|--------|
| H7. What's your gender? | |
| 1 | Female |
| 2 | Male |

| | |
|-----------------------------|--------------|
| H8. What's your age? | |
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

| | |
|--|----------------------------|
| H9. Which best represents your geographic location? | |
| 1 | Capital city of department |
| 2 | Intermediate city |
| 3 | Rural area |

Thank you for completing the survey!