



## **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  | 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                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                    |
| 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               |
|----|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
|    |  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |                          |
| 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                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |                          |
| 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

| <b>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)</b> |   |    |  |
|--|---|----|--|
| 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

|  |   |   |   |   |   |   |   |   |                              |                          |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| <b>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?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
| 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 |

|   |   |   |   |   |   |   |   |   |                              |                          |            |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| <b>C2. To what extent do you believe the World Bank Group is adequately staffed in Bolivia?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
| 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 |

| <b>To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?</b> |   |                     |   |   |   |   |                              |   |   |   |    |                          |
|---|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
|   |   | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |
|   |   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 |                          |
| <b>C3</b>   | Responsiveness to needs   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C4</b>   | Flexibility (in terms of the institution's products and services)   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C5</b>   | Flexibility (in terms of changing country circumstances)  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C6</b>   | Being inclusive   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C7</b>   | Openness (sharing data and other information)   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C8</b>   | Collaboration with the Government   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C9</b>   | The speed in which it gets things accomplished on the ground  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C10</b>  | Helping to bring discipline/effective supervision to implementation of investment projects                    | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C11</b>  | Collaboration with civil society  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C12</b>  | Staff accessibility   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C13</b>  | Collaboration with other donors and development partners  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C14</b>  | Collaboration with the private sector   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C15</b>  | Straightforwardness and honesty   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C16</b>  | Treating clients and stakeholders in Bolivia with respect   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C17</b>  | Being a long-term partner   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C18</b>  | Acting with compassion and empathy  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C19</b>  | 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"/> |
| <b>C20</b>  | 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               |
| <b>C21</b>  | The World Bank Group disburses funds promptly   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>C22</b>  | 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"/> |
| <b>C23</b>  | 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"/> |
| <b>C24</b>  | 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"/> |
| <b>C25</b>  | The World Bank Group's conditions on its lending are reasonable   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>C26</b>  | The World Bank Group takes decisions quickly in Bolivia   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| <b>C27</b>  | 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               |
| <b>C28</b>  | 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"/> |
| <b>C29</b>  | 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"/> |

| <b>C30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?</b> |   |   |   |   |   |   |   |   |                |  |            |  |                          |
|--|---|---|---|---|---|---|---|---|----------------|--|------------|--|--------------------------|
| 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               |
| <b>C31</b>  | 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"/> |
| <b>C32</b>  | 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"/> |
| <b>C33</b>  | 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<br>at all |   |   |   |   |   |   |   |   |    | Very<br>effective        | Don't<br>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<br>at all |   |   |   |   |   |   |   |   |    | Very<br>effective        | N/A                      | Don't<br>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)**

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

| <b>In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b> |  |                     |   |   |   |   |                              |   |   |   |    |                          |  |
|---|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|--|
|   |  | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |  |
| <b>E2</b>   | Are timely   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E3</b>   | Include appropriate level of stakeholder involvement during preparation              | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E4</b>   | Lead to practical solutions  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E5</b>   | Are source of relevant information on global good practices                          | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E6</b>   | Are adequately disseminated  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E7</b>   | Are translated enough into local language  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |
| <b>E8</b>   | Are adaptable to Bolivia's specific development challenges and country circumstances | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |  |

|   |   |   |   |   |   |   |   |   |                  |                          |            |
|---|---|---|---|---|---|---|---|---|------------------|--------------------------|------------|
| <b>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?</b> |   |   |   |   |   |   |   |   |                  |                          |            |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10               | <input type="checkbox"/> |            |
| Not significant at all  |   |   |   |   |   |   |   |   | Very significant |                          | Don't know |

|  |   |   |   |   |   |   |   |   |                             |                          |            |
|--|---|---|---|---|---|---|---|---|-----------------------------|--------------------------|------------|
| <b>E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b> |   |   |   |   |   |   |   |   |                             |                          |            |
| 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

| <b>G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b> |   |                          |                          |                          |                          |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
|  |   | Every few<br>days        | Every few<br>weeks       | Every few<br>months      | Not<br>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

| <b>H1. Which of the following best describes your current affiliation? (Select only 1 response)</b> |  |    |  |
|---|--|----|--|
| 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)  |    |  |

| <b>H2. Please identify the primary specialization of your work. (Select only 1 response)</b> |                                   |    |  |
|--|-----------------------------------|----|--|
| 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): _____                |

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

| <b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia? (Select only ONE response)</b> |  |
|--|--|
| 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!**