

FY 2022 Guatemala Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



August 2022



Acknowledgements

The Guatemala 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 Jose De Buerba (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Guatemala country team and independent fielding agency Asociación de Investigación y Estudios Sociales (ASIES). In particular, SI is grateful for the support from Cesar Leon (Communication Consultant) and Karla Rodriguez Meyer (Program Assistant), who coordinated the survey related activities from Guatemala City, Guatemala.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. Overall Context	10
V. Overall Attitudes Toward the World Bank Group	14
VI. World Bank Group’s Support in Development Areas.....	18
VII. World Bank Group’s Work and Engagement on the Ground	19
VIII. World Bank Group’s Knowledge and Instruments	22
IX. The Future Role of the WBG in Guatemala.....	25
X. Communication and Outreach	29
XI. Appendices.....	31

GUATEMALA





I. Objectives

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

II. Methodology

From May to July 2022, 304 stakeholders of the WBG in Guatemala were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the President, office of a Minister, office of a member of Congress, employees of 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; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 158 stakeholders participated in the survey (49% response rate). Respondents received the questionnaire link via email, and they completed 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'19 (response rate was 45%, N=160). 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. The distribution of respondent samples from the FY'19 and FY'22 Country Surveys used in the year comparisons analyses are listed in the table below.

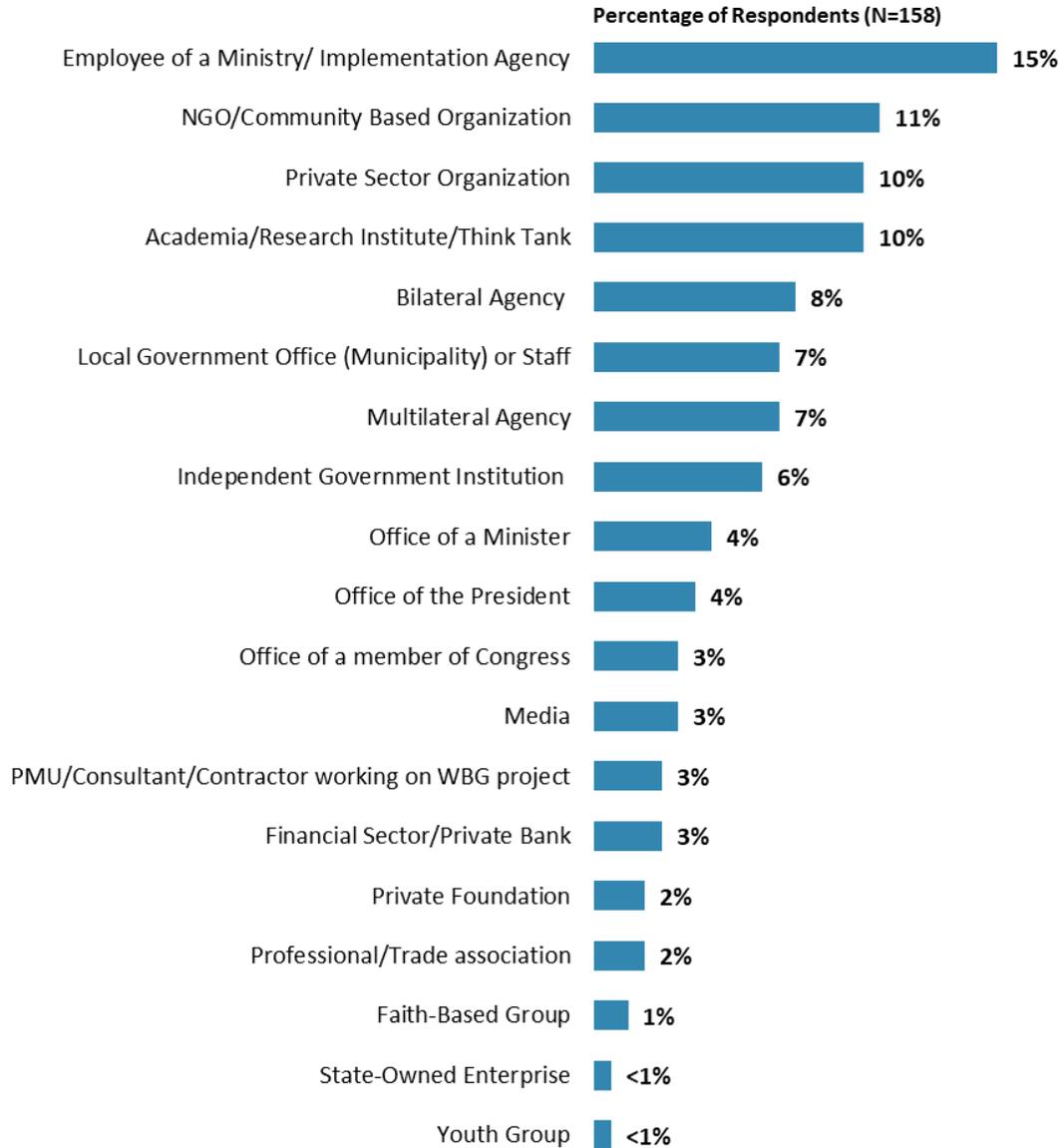
Percentage of Respondents	Distribution	
	FY 2019	FY 2022
Office of the President; Office of the Prime Minister; Office of Minister	5.6%	8.2%
Office of Parliamentarian	6.3%	3.2%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, and the judiciary)	22.5%	24.7%
Local Government Office or Staff	5.6%	7.0%
Bilateral/Multilateral Agency	11.2%	14.6%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	18.7%	16.5%
Private Sector (includes private sector organization and financial sector/private banks)	14.4%	12.7%
Academia/Research Institute/Think Tank	10.0%	10.1%
Media	3.8%	3.2%
Other	1.9%	0.0%
Total Number of Respondents	160	158



III. Demographics of the Sample

Current Affiliation

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



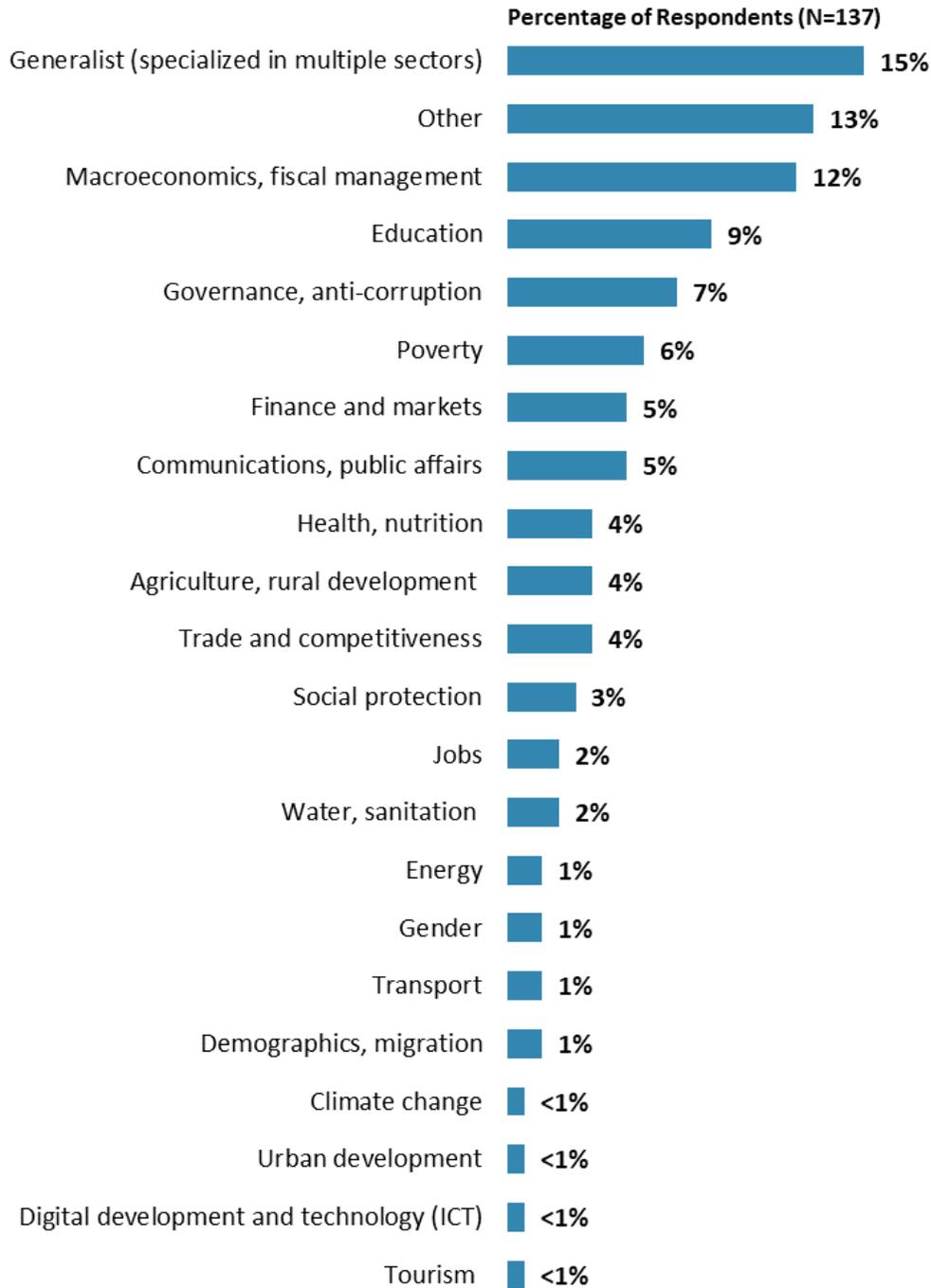
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President were combined with respondents from the office of a Minister; employees of ministries were combined with respondent from PMU/consultants working on WBG projects; respondents from independent government institutions and state-owned enterprises were combined as “Other Government Institutions”; 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, NGO/community-based organizations, professional/trade associations, faith-based groups, and youth groups were combined as a “Civil Society” category. The small number of respondents from office of a member of Congress and media were included in the “Other” category. There were no respondents from the judicial system.



III. Demographics of the Sample (continued)

Area of Primary Specialization



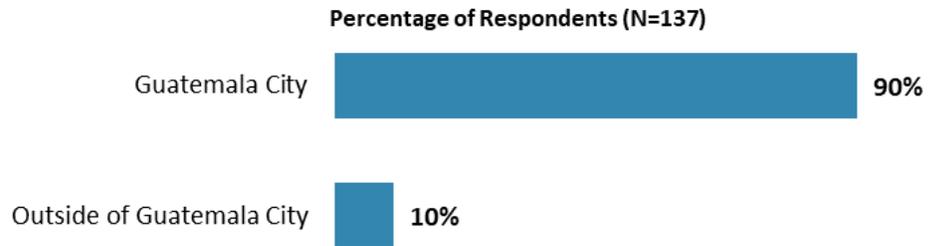
“Please identify the primary specialization of your work.”
(Respondents chose from a list.)

No respondents chose Environment, and Fragility conflict, violence, refugees



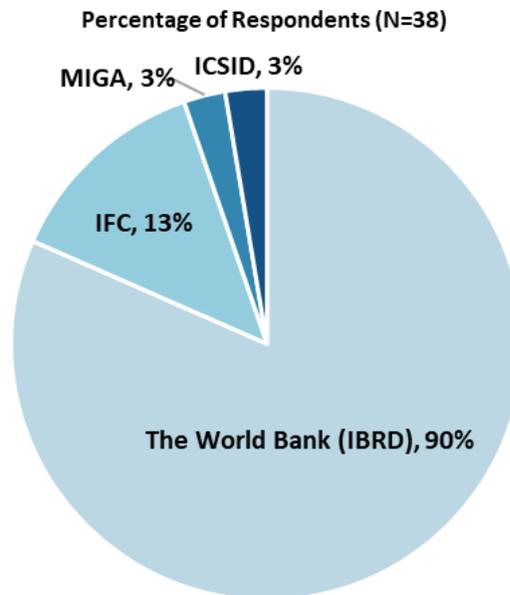
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group

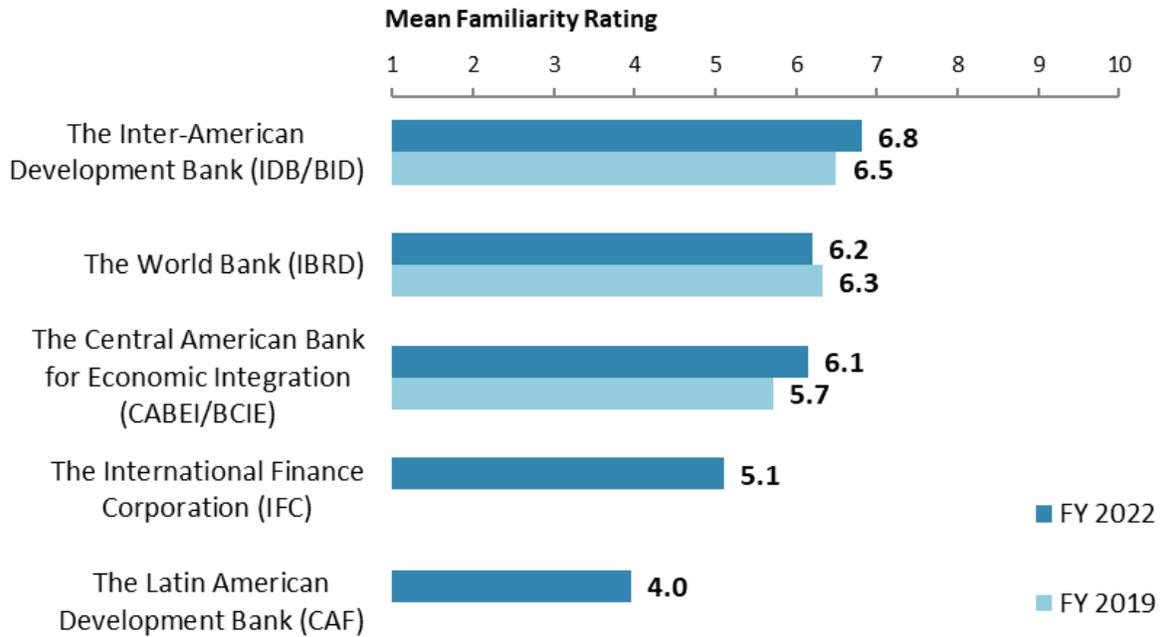


"Which of the following agencies of the World Bank Group do you primarily collaborate in Guatemala?"
(Respondents chose from a list.)



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 Guatemala?"
(1-"Not familiar at all", 10-"Extremely familiar")
(All statistically similar between FY 2022 and FY 2019)

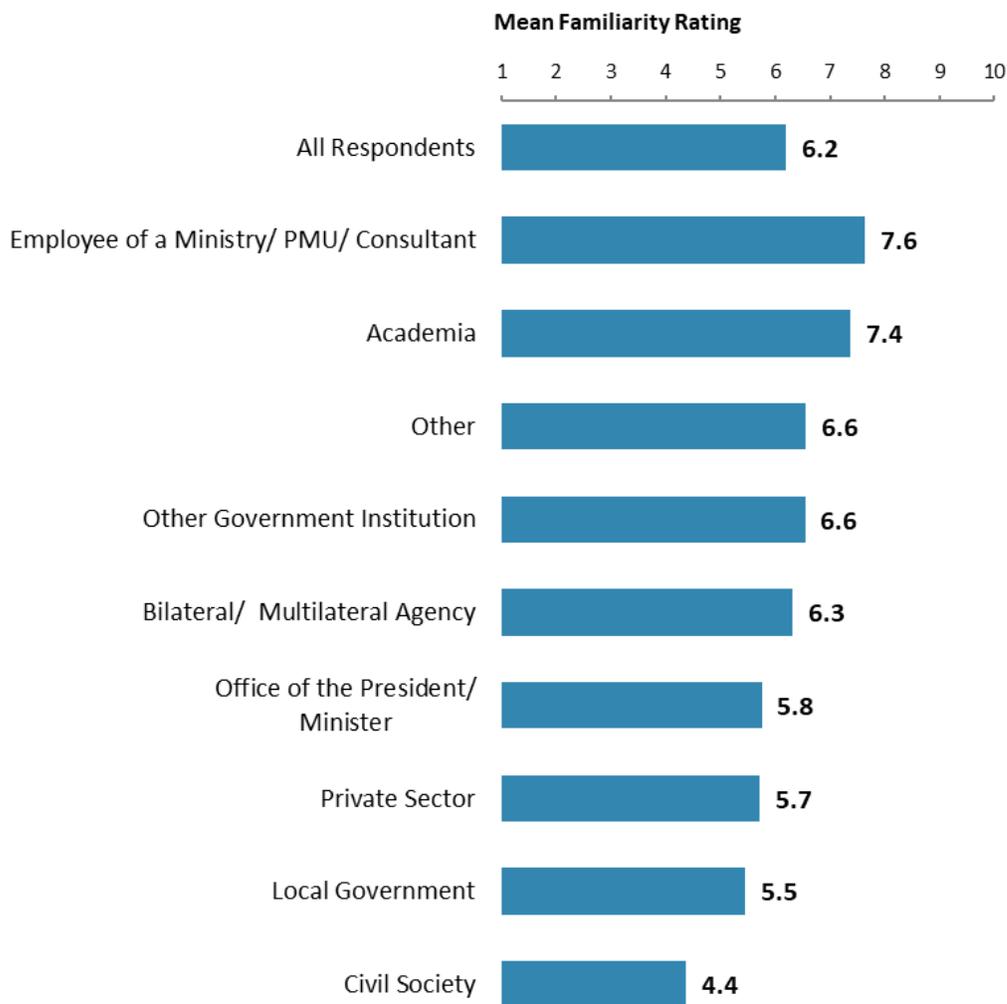
² In FY 2022, the questions about familiarity and effectiveness were asked separately about the World Bank (IBRD) and IFC. Only the question that refers to the World Bank (IBRD) were used in this calculation.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Collaboration:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the work of the WB compared to respondents who do not collaborate (mean familiarity of collaborators = 7.4; mean familiarity of non-collaborators = 5.9).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WB were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Guatemala's development and with their ratings of the extent to which the WBG's work helps to achieve development results in Guatemala, and significantly, strongly correlated with their ratings for the WB's overall effectiveness in Guatemala.

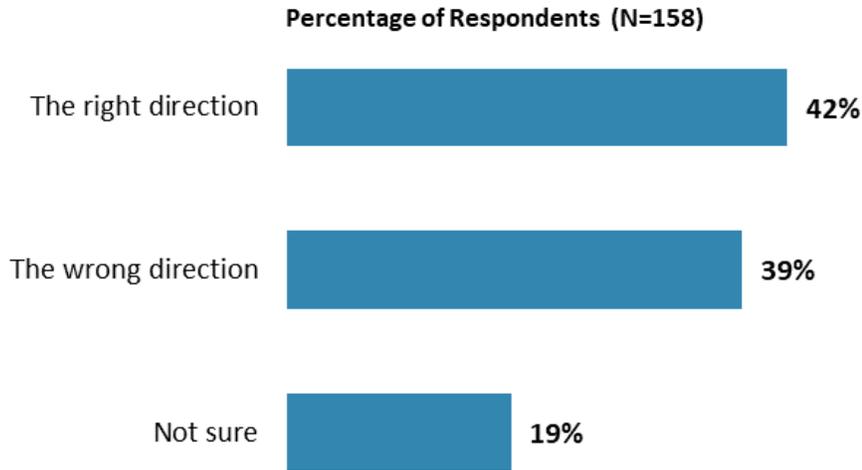


"How familiar are you with the work of the World Bank (IBRD) in Guatemala?"
(1-"Not familiar at all", 10-"Extremely familiar")
(Significantly different between stakeholder groups)



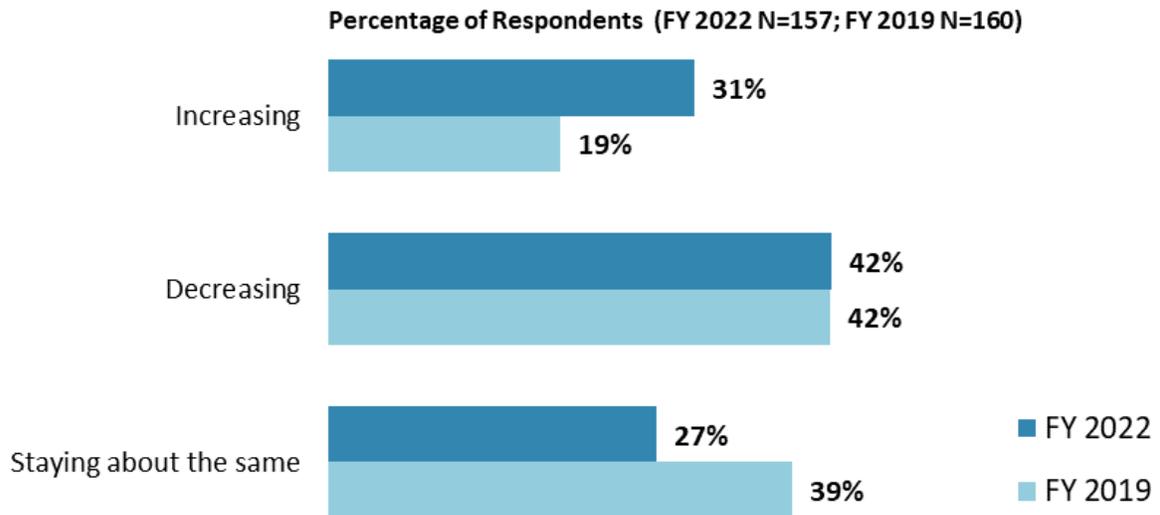
IV. Overall Context

Headed in the Right Direction



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

Perceptions of Economic Opportunity



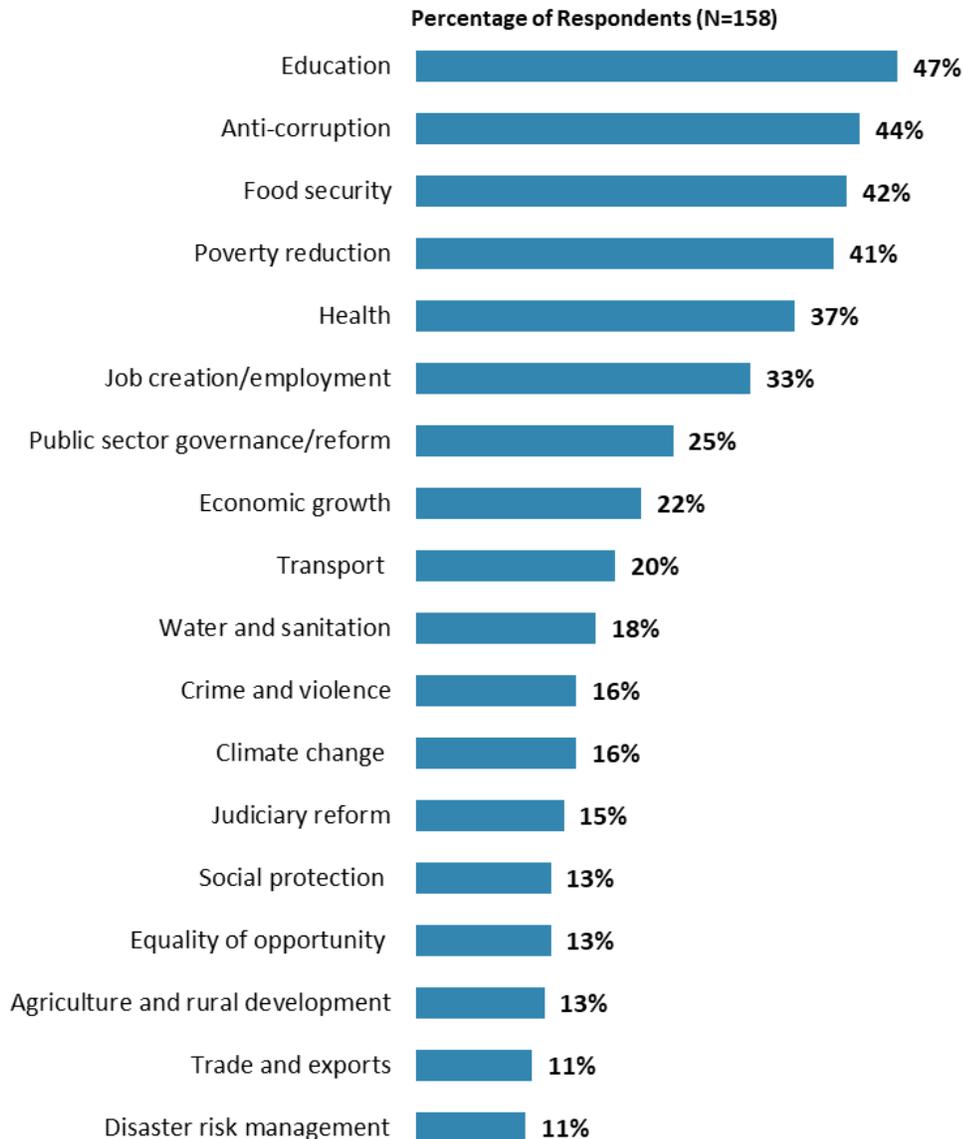
"Do you think that economic opportunity for citizens in Guatemala is ... ?"
(Significantly different between FY 2022 and FY 2019)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the most important development priorities in Guatemala were “*education*” (39%), “*poverty reduction*” (28%), “*job creation/employment*” (25%), and “*public sector governance/reform*” (24%). “*Anti-corruption*” emerged as the #2 development priority, increased significantly from 15% in FY'19 to 44% in FY'22. “*Food security*” emerged as the #3 development priority although it had not been a response option on the FY'19 questionnaire.



"Please identify which of the following development priorities you consider the most important in Guatemala. (Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 18 of 30 response options shown)



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")

*(*Significantly different between FY 2022 and FY 2019)*

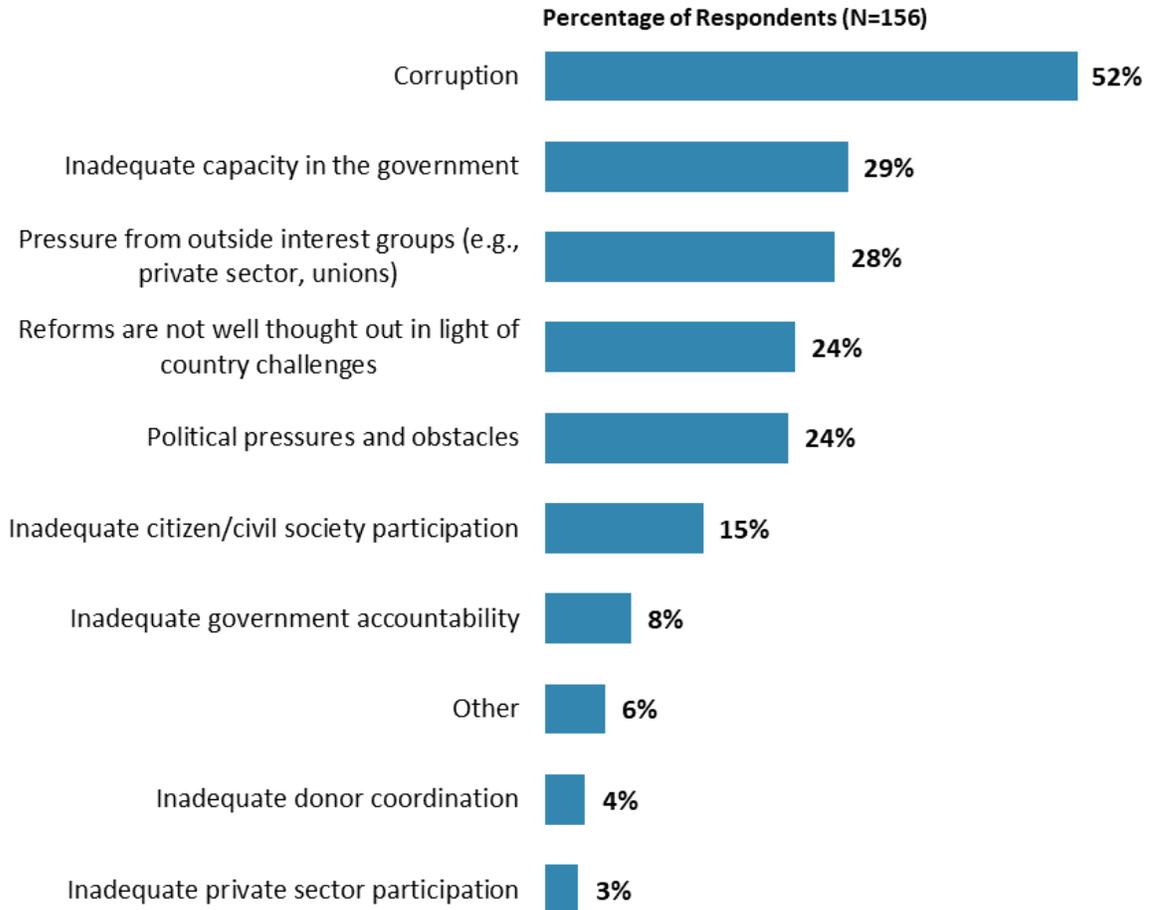
¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the primary reasons for slow/failed reform in Guatemala was “*corruption*” (50%), followed by “*insufficient level of capacity in the government*” (34%), “*political pressures and obstacles*” (26%), “*reforms are not well thought out in light of country challenges*” (22%), and “*insufficient level of citizen/civil society participation*” (19%).

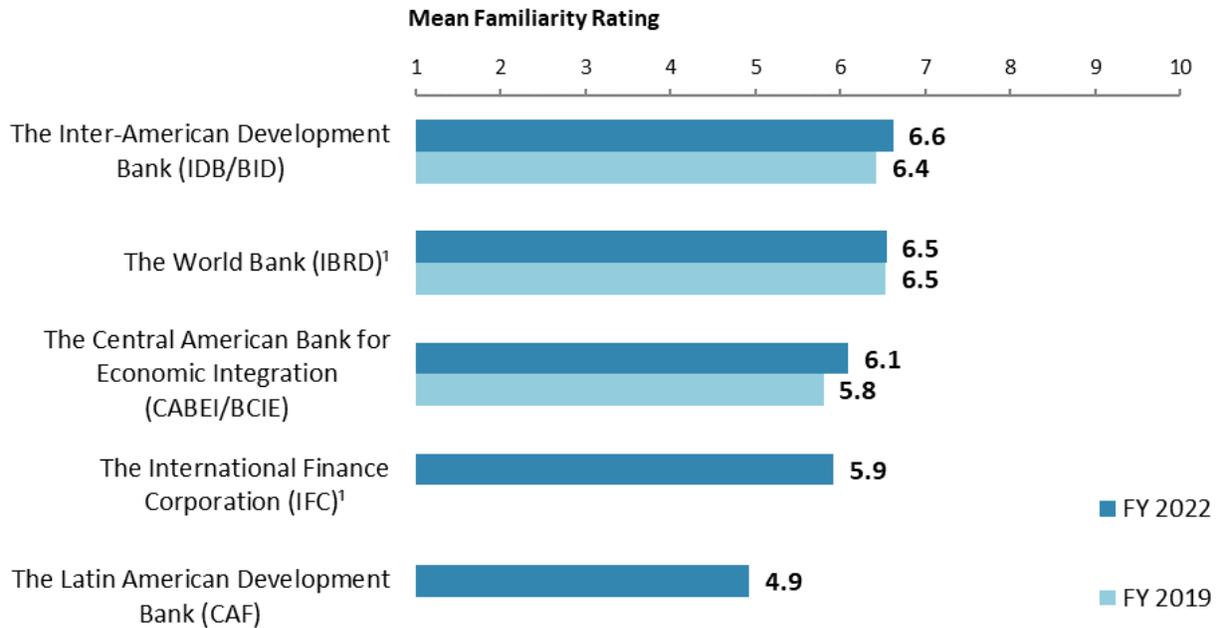


"When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



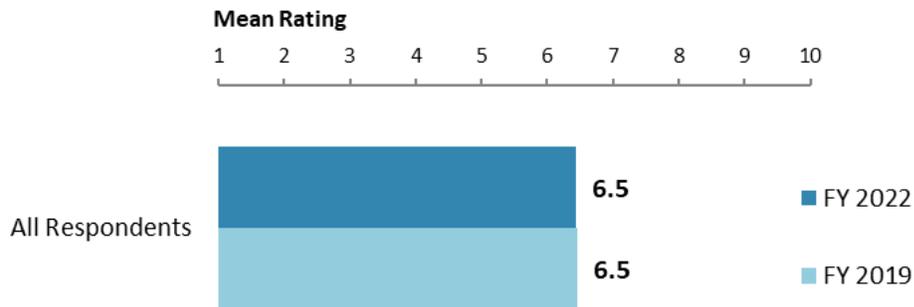
V. Overall Attitudes toward the World Bank Group

Overall Effectiveness of the World Bank vs. Other Development Banks



**"Overall, please rate your impression of the effectiveness of these organizations in Guatemala."
 (1-"Not effective at all", 10-"Very effective")
 (All statistically similar between FY 2022 and FY 2019)
¹Indicator Question**

Achieving Development Results (Indicator Question)

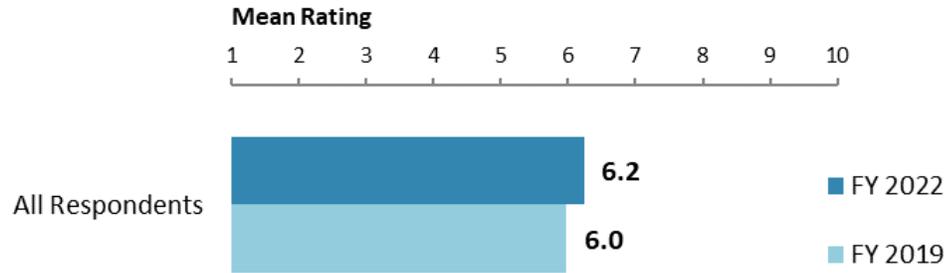


**"To what extent does the World Bank Group's work help to achieve development results in Guatemala?"
 (1-"To no degree at all", 10-"To a very significant degree")
 (Statistically similar between FY 2022 and FY 2019)**



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

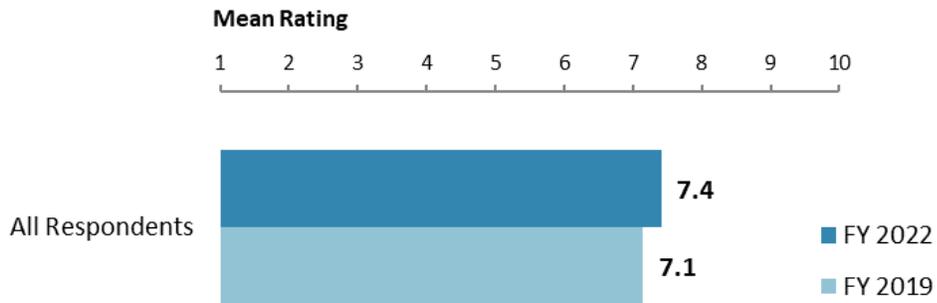
Influence on Guatemala's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Guatemala?"

*(1-"To no degree at all", 10-"To a very significant degree")
(Statistically similar between FY 2022 and FY 2019)*

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 Guatemala solve its most complicated development challenges?"

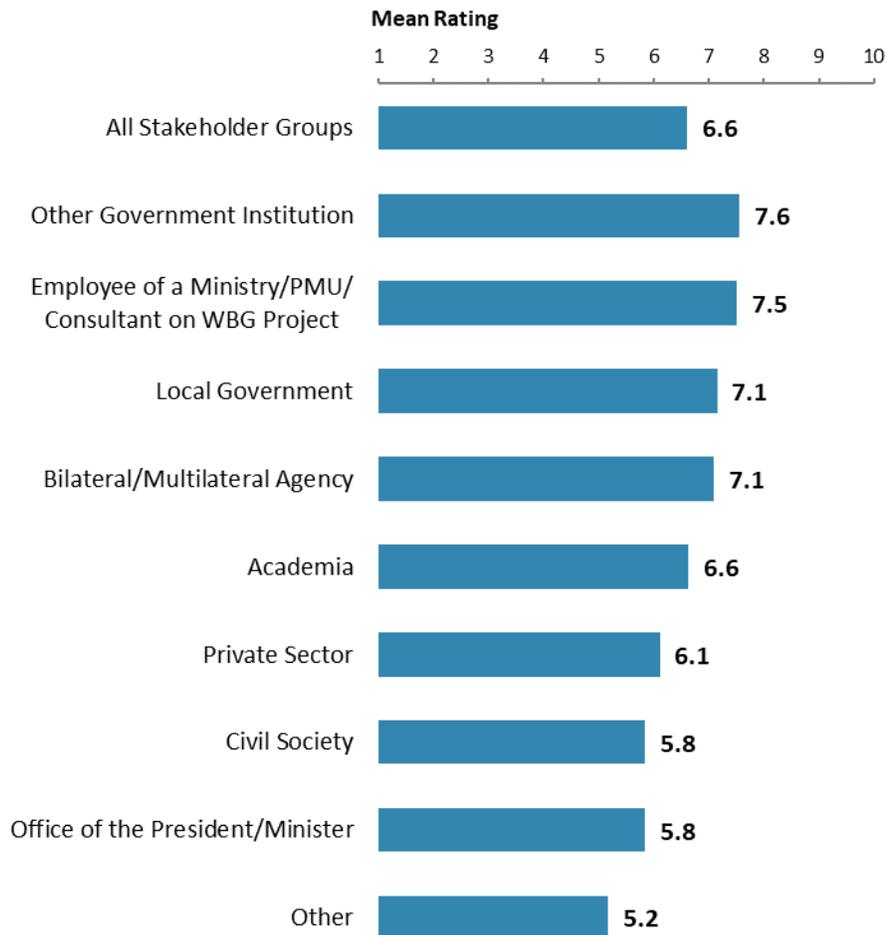
*(1-"To no degree at all", 10-"To a very significant degree")
(Statistically similar between FY 2022 and FY 2019)*



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-five COS indicator questions (mean rating = 7.5) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by collaboration can be found in Appendix C (page 54).
- **Stakeholder groups:** Respondents from other government institutions had the highest mean ratings for the aggregated responses to the twenty-five COS indicator questions whereas respondents from the office of the President/Minister and other organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 43).



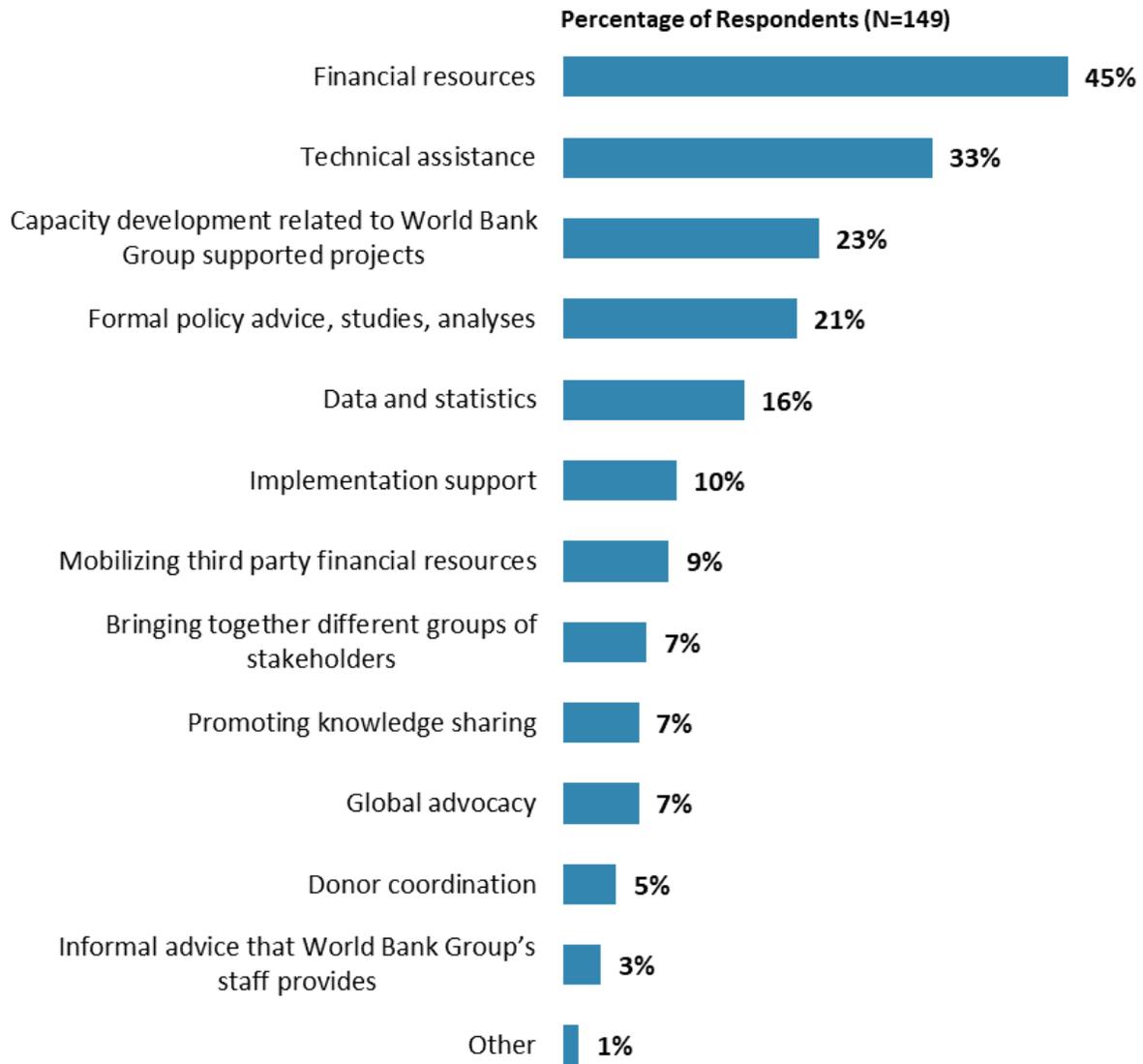
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Guatemala were "*financial resources*" (43%), "*technical assistance*" (32%), "*policy advice, studies, analyses*" (30%), and "*capacity development related to WBG supported projects*" (29%).

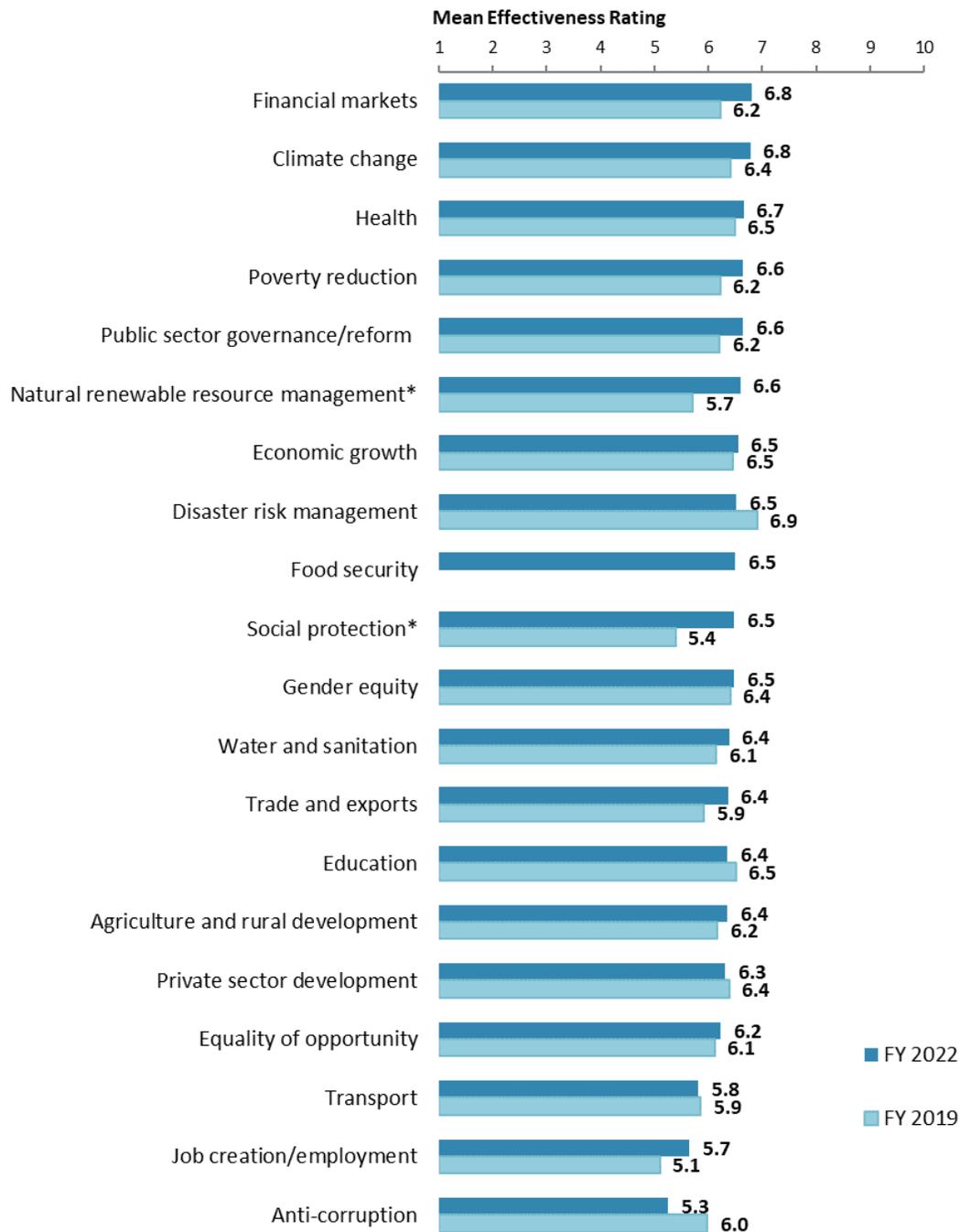


“When thinking about the World Bank Group’s role in Guatemala, which activity do you VALUE the most? (Choose no more than 2)”
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas³



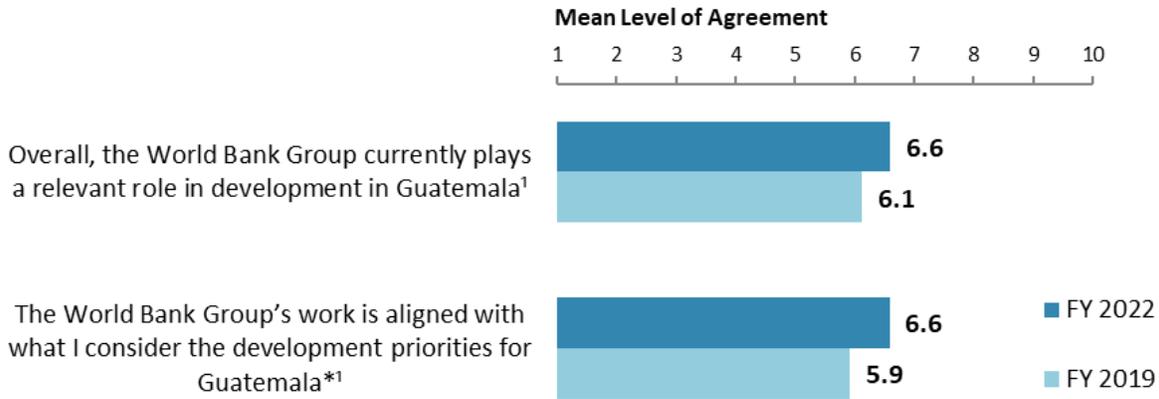
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Guatemala?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2022 and FY 2019)*

³ Note in Appendix A (page 32), that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



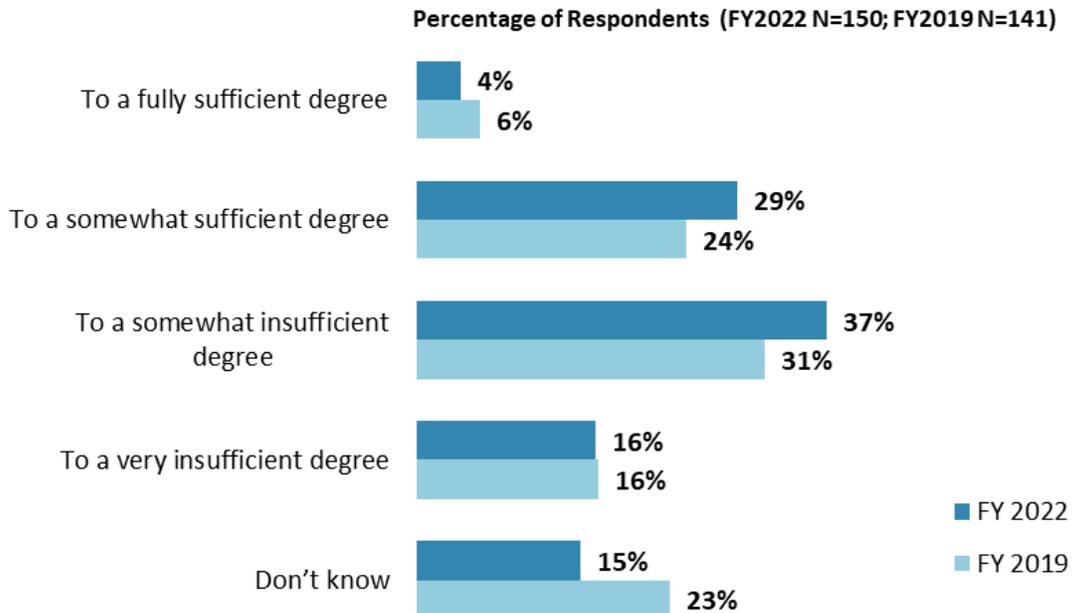
VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in Guatemala



"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Guatemala?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2022 and FY 2019)
¹Indicator Question

Helping the Poorest

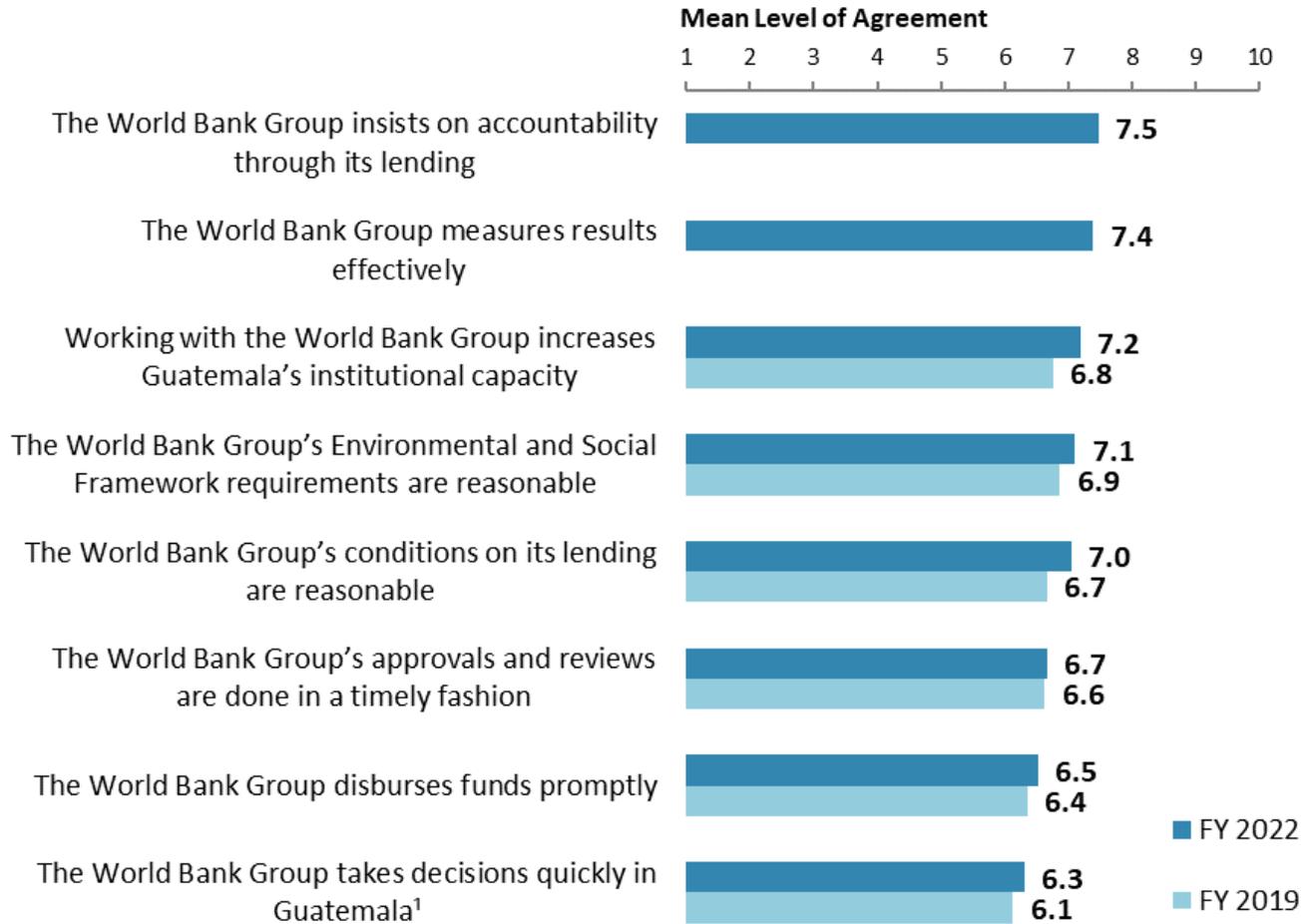


"To what extent do you believe that the World Bank Group’s work and support help the poorest in Guatemala?"
 (Respondents chose from a list.)
 (Statistically similar between FY 2022 and FY 2019)



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

Overall Perceptions



"To what extent do you agree/disagree with the following statements?"

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

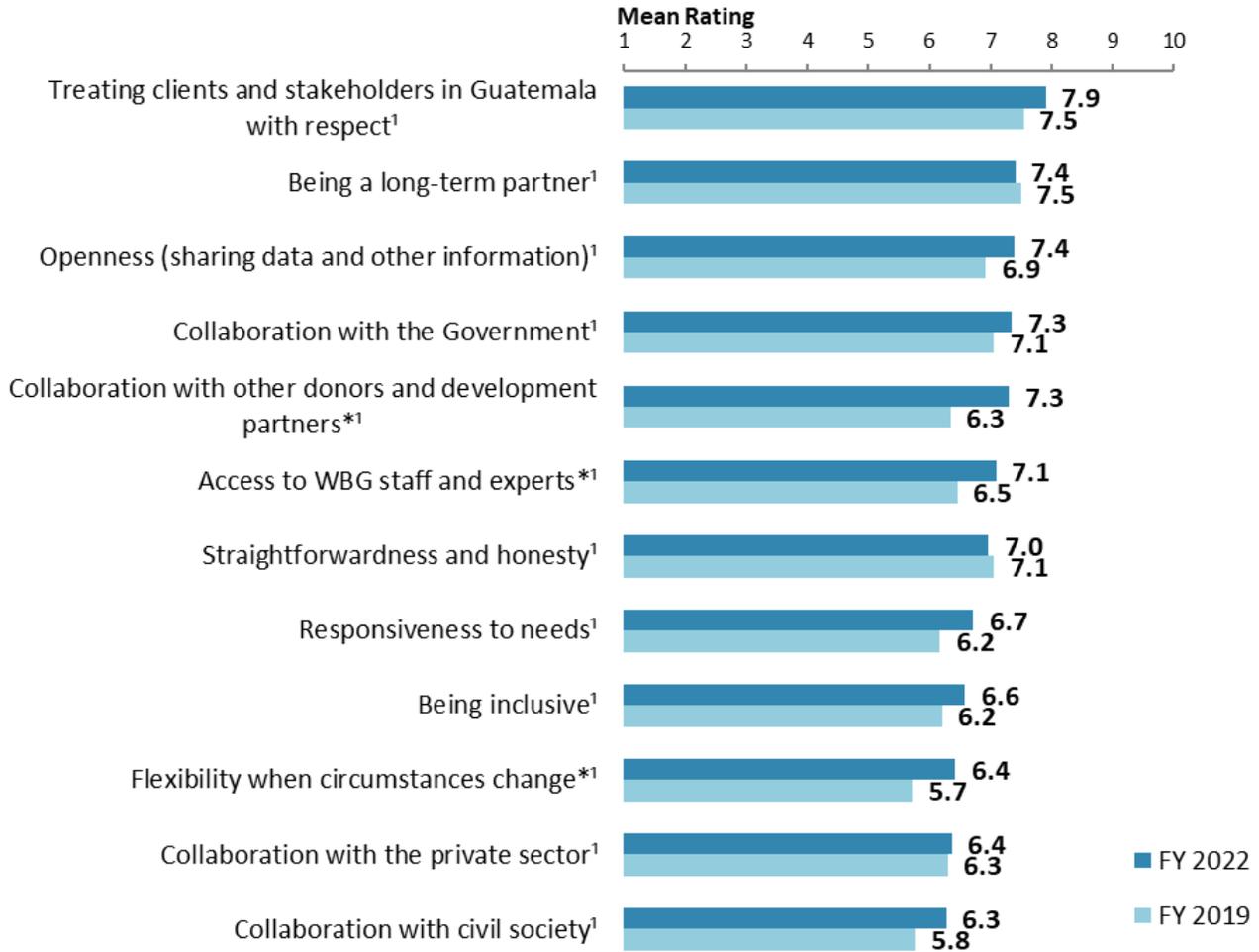
(All statistically similar between FY 2022 and FY 2019)

¹Indicator Question



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

The WBG as an Effective Development Partner

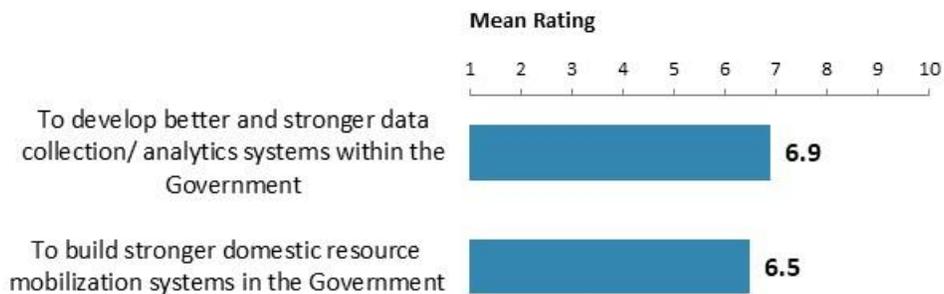


"To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2022 and FY 2019)

¹Indicator Question

Effectiveness of WBG’s Support

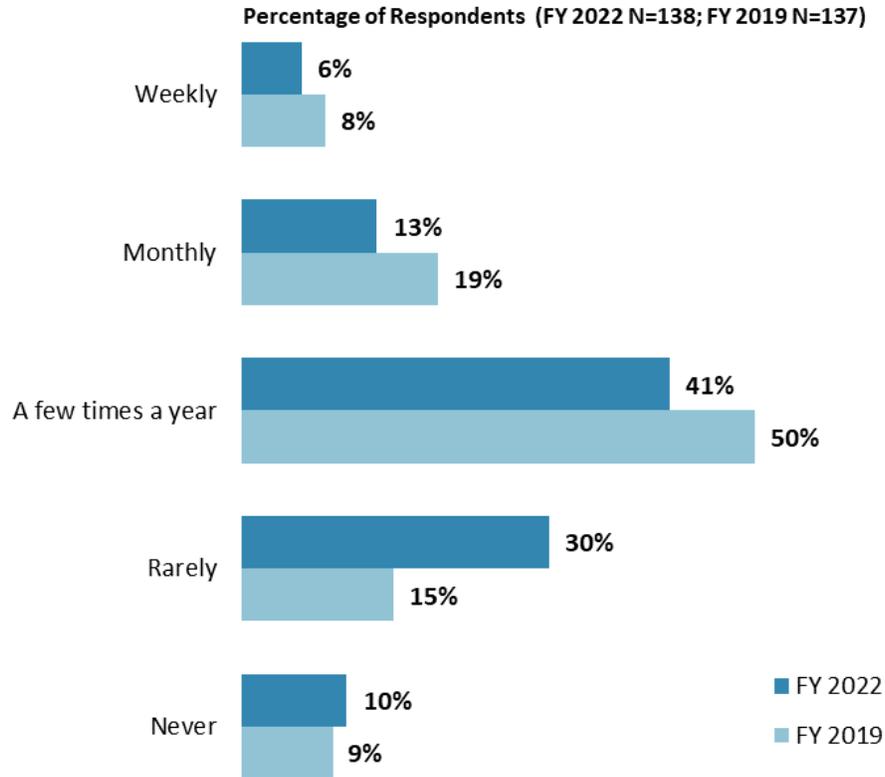


"How effectively does the World Bank Group support Guatemala’s efforts ... ? " (1 - "Not effectively at all", 10 - "Very effectively")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

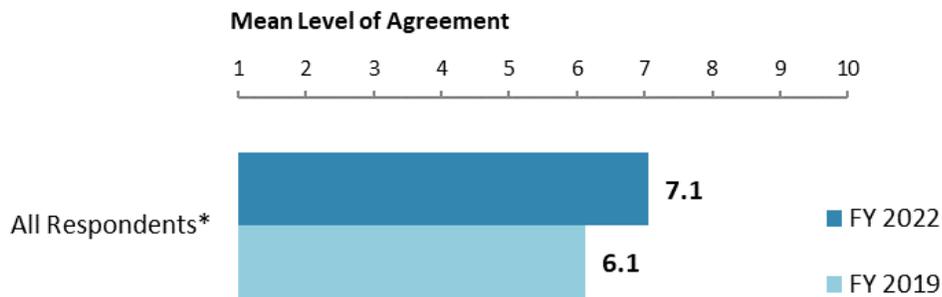


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"

(Respondents chose from a list.)

(Significantly different between FY 2022 and FY 2019)

Meeting Guatemala's Knowledge Needs (Indicator Question)



"The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)"

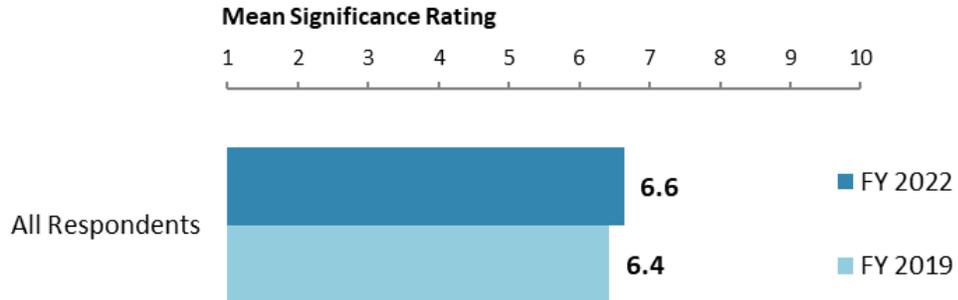
(1-"Strongly disagree", 10-"Strongly agree")

*(*Significantly different between FY 2022 and FY 2019)*



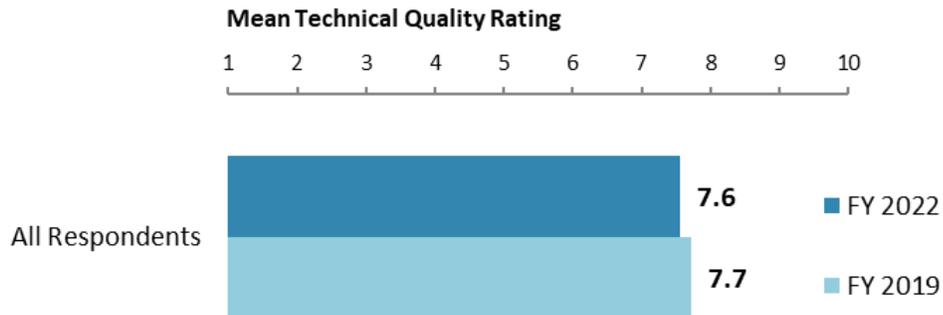
VIII. World Bank Group's Knowledge and Instruments (continued)

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")
(Statistically similar between FY 2022 and FY 2019)

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

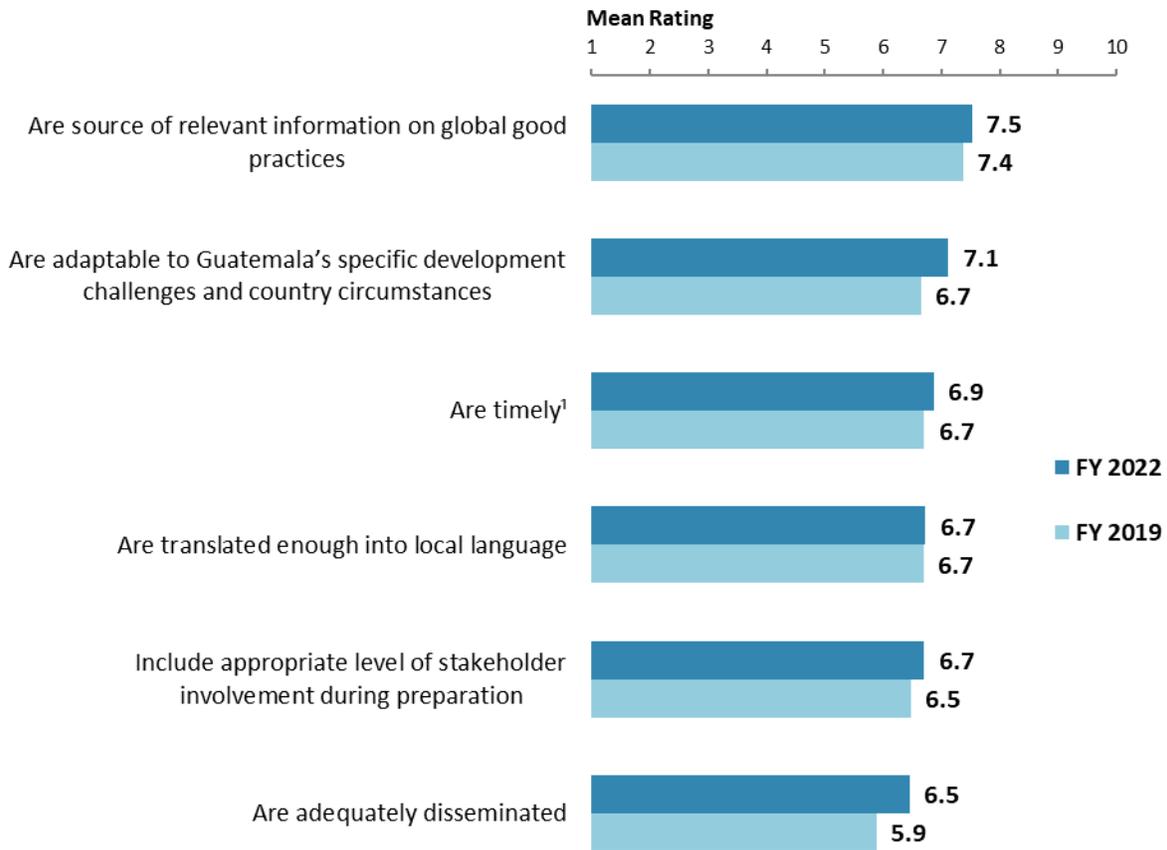


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")
(Statistically similar between FY 2022 and FY 2019)



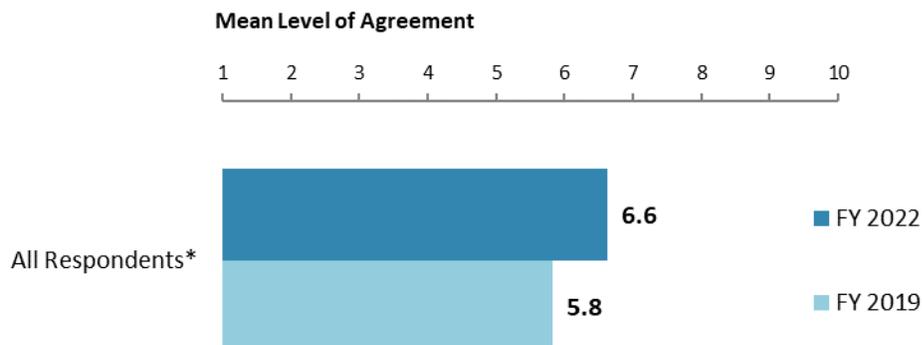
VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities



"In Guatemala, to what extent do you believe that the World Bank Group's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
(All statistically similar between FY 2022 and FY 2019)

Meeting Guatemala's Needs for Financial Instruments (Indicator Question)

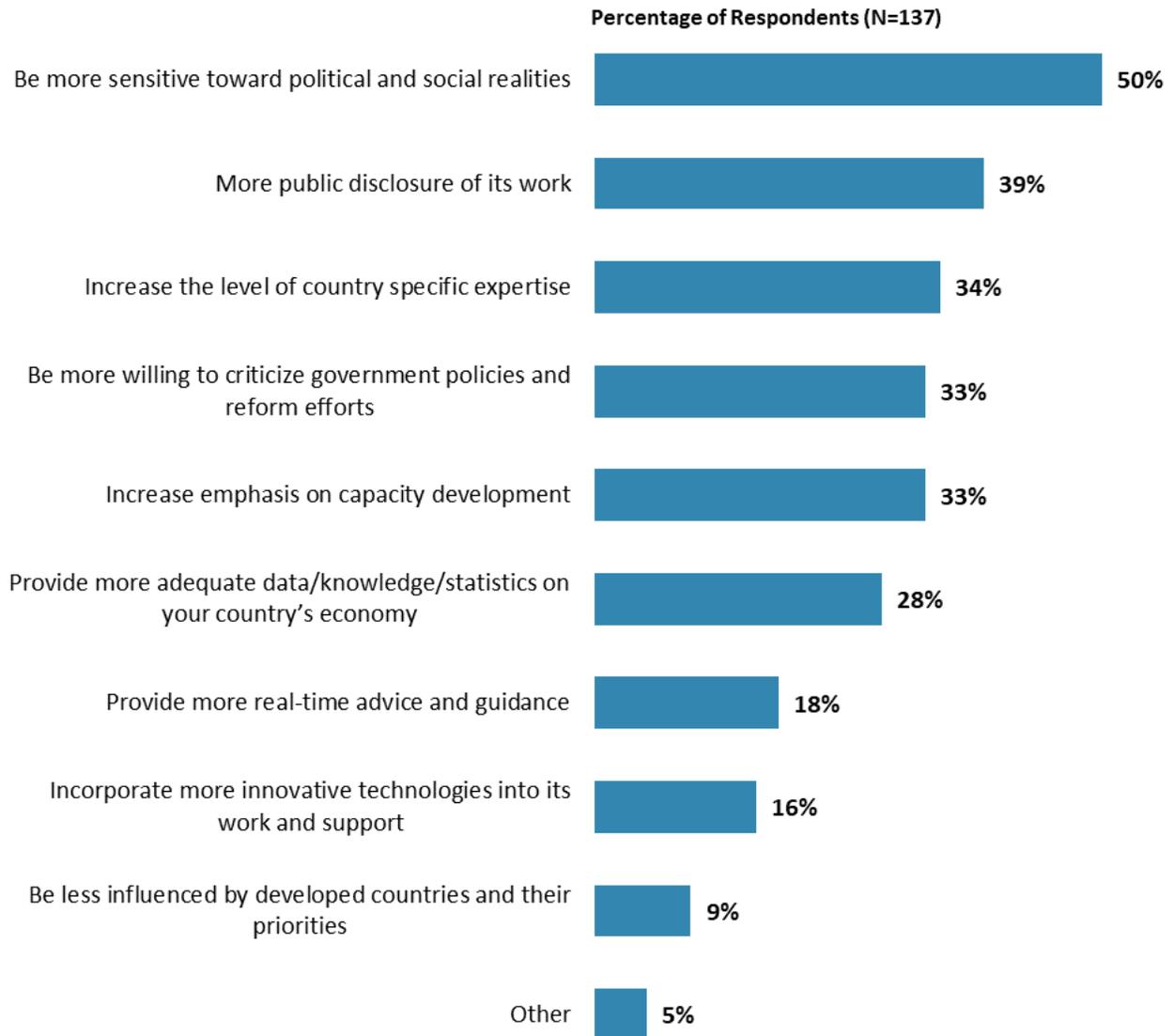


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Financing, Trust Funds, Program-for-Results) meet the needs of Guatemala"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2022 and FY 2019)



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

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Guatemala?
(Choose no more than 3)"**

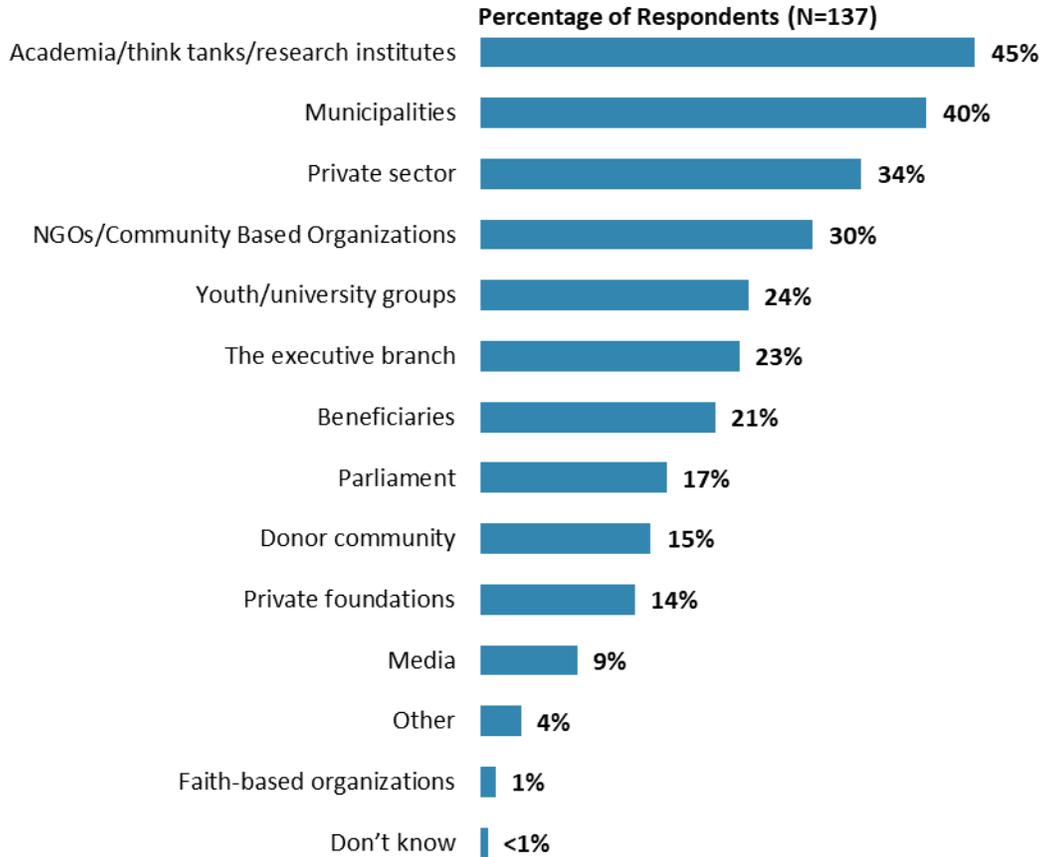
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*local government*” (47%), followed by “*academia/think tanks/research institutes*” (29%), “*NGOs/Community Based Organizations*” (23%), and “*private sector*” (22%) to ensure better development results in Guatemala.



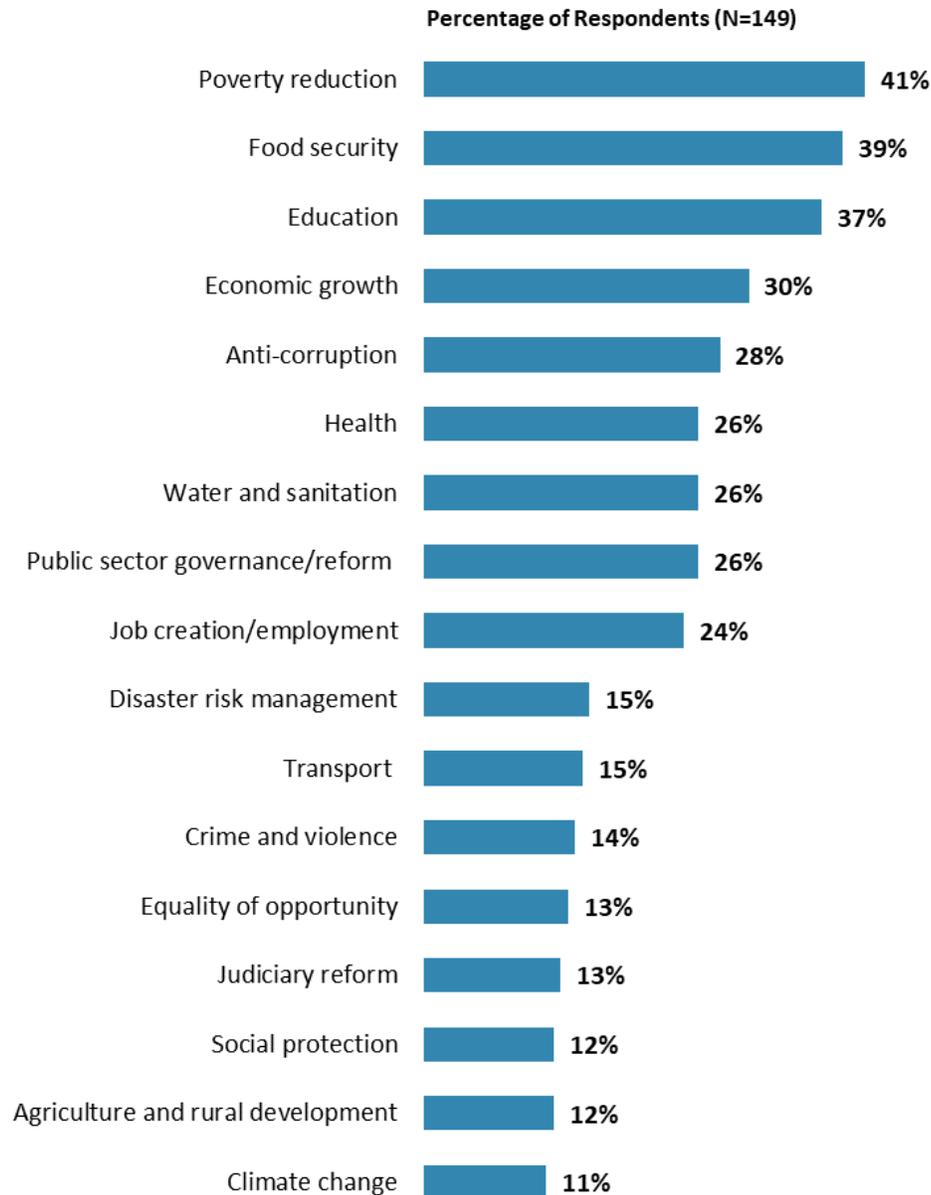
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Guatemala? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'19 Country Survey indicated that the WBG should focus its resources on “*education*” (34%), “*poverty reduction*” (31%), “*economic growth*” (30%), and “*public sector governance/reform*” (23%). “*Food security*” emerged as the #2 area in which respondents wanted the WBG to focus on in FY'22 although it had not been a response option on the FY'19 questionnaire.

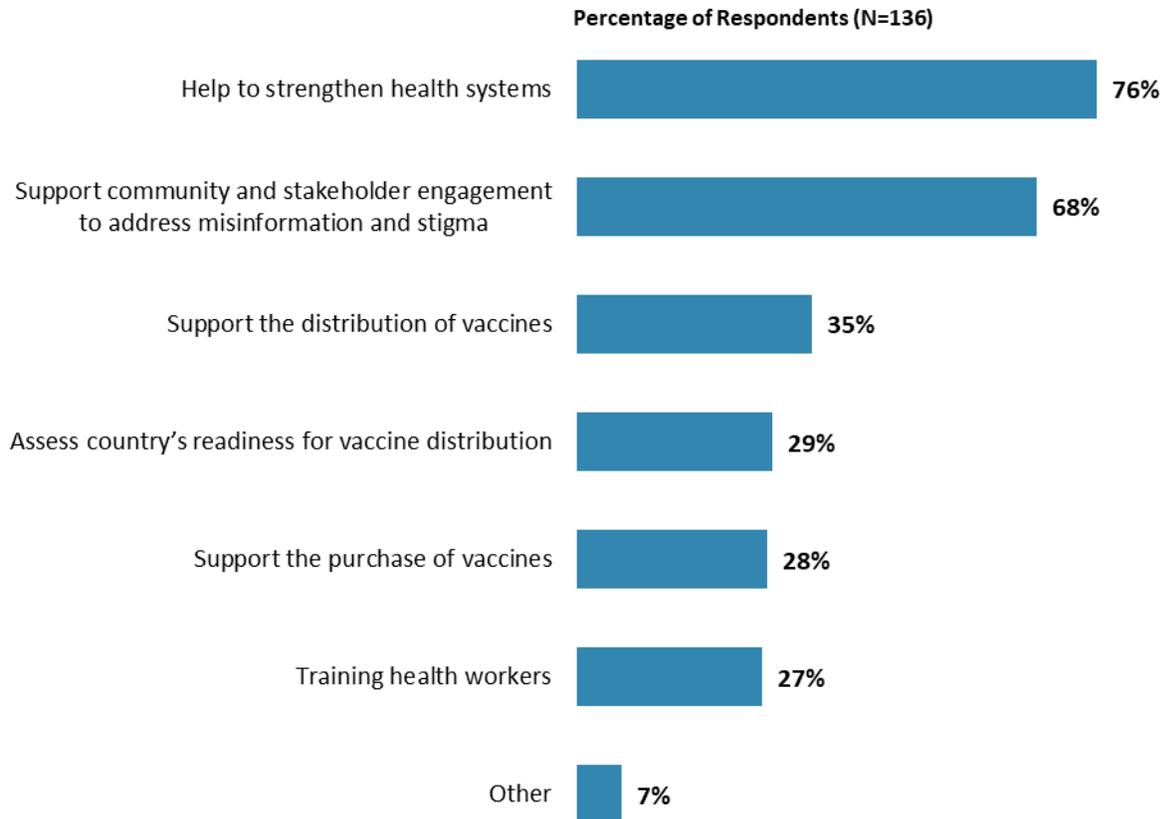


“When thinking about how the World Bank Group can have the most impact on development results in Guatemala, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Guatemala? (Choose no more than 5)”
(Respondents chose from a list. Responses combined. Top 17 of 30 response options shown)



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

Support related to COVID-19 outbreak



**"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Guatemala has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic?
(Choose no more than 3)"
(Respondents chose from a list. Responses combined.)**

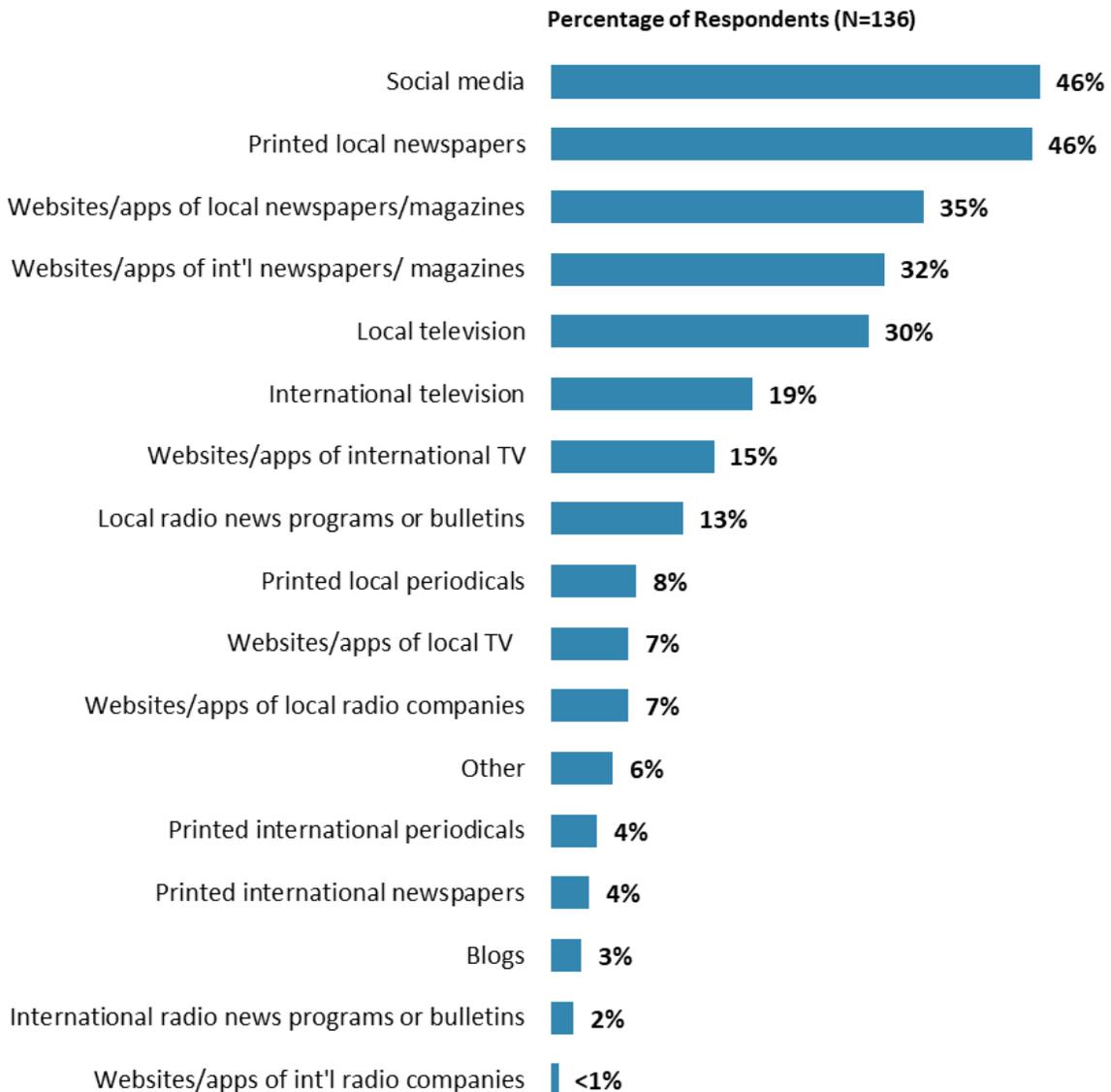


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they got most of their information about economic and social development issues in Guatemala from the “*Internet*” (58%), followed by “*periodicals*” (36%), “*social media*” (23%), and “*local newspapers*” (23%).



"Which would you say are your MAIN sources of news about economic and social development issues in Guatemala? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

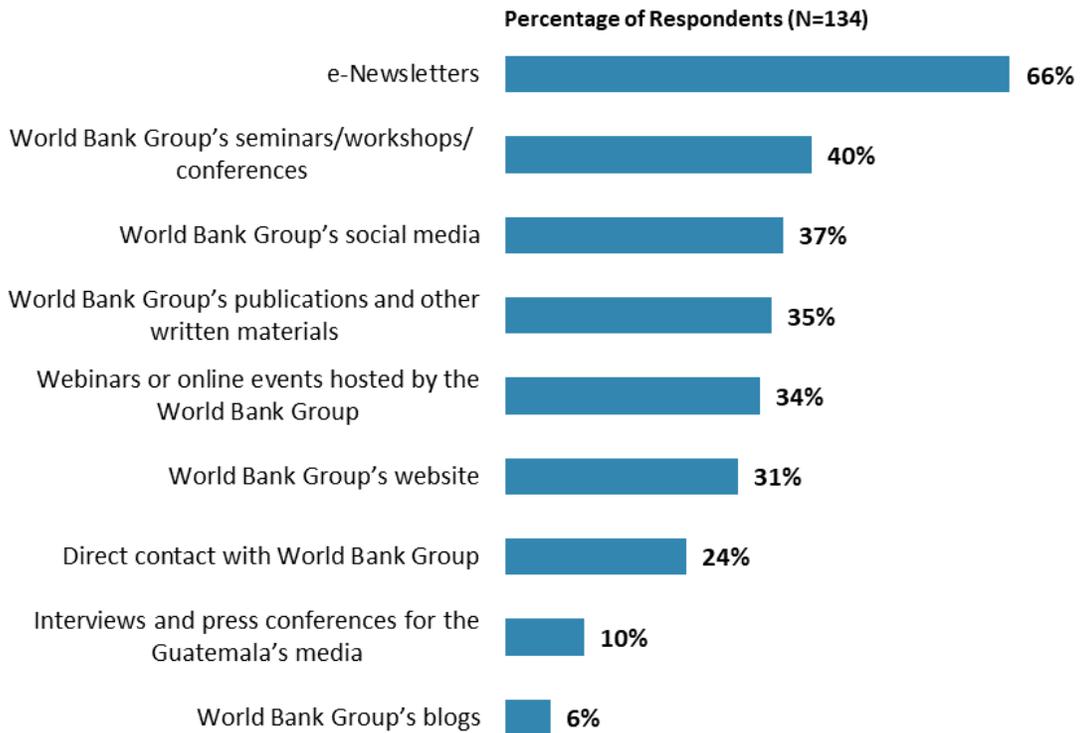


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group’s future outreach, please see Appendix A (page 32) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (46%) and “e-Newsletters” (44%), followed by “social media” (30%).



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



XI. Appendices

A. Responses to All Questions Across All Respondents	32
B. Responses to Selected Questions by Stakeholder Groups	43
C. Indicator Questions as a Function of Exposure to the WBG	54
D. Guatemala FY 2022 COS Questionnaire	55

GUATEMALA





Appendix A: Responses to All Questions across All Respondents (N=158)

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 (*).

Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=158)
Employee of Ministry, Ministerial Department, Implementation Agency	15.2%
NGO/Community Based Organization	10.8%
Private Sector Organization	10.1%
Academia/Research Institute/Think Tank	10.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	7.6%
Local Government Office (Municipality) or Staff	7.0%
Multilateral Agency (UN, regional development bank)	7.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	6.3%
Office of a Minister	4.4%
Office of the President	3.8%
Office of a member of Congress	3.2%
Media (press, radio, TV, web, etc.)	3.2%
"Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program"	2.5%
Financial Sector/Private Bank	2.5%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.9%
Professional/Trade association	1.9%
Faith-Based Group	1.3%
State-Owned Enterprise	0.6%
Youth Group	0.6%
Judicial System (e.g., courts)	0.0%

2. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your Guatemala?	Percentage of Respondents (N=158)
Yes	24.1%
No	75.9%

3. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? (Select only ONE response)	Percentage of Respondents (N=38)
The World Bank (IBRD)	81.6%
The International Finance Corporation (IFC)	13.2%
The Multilateral Investment Guarantee Agency (MIGA)	2.6%
International Centre for Settlement of Investment Disputes (ICSID)	2.6%

A. Overall Context

1. In general, would you say that Guatemala is headed in ... ?	Percentage of Respondents (N=158)
The right direction	42.4%
The wrong direction	38.6%
Not sure	19.0%

**A. Overall Context (continued)**

2. Do you think that economic opportunity for citizens in Guatemala is ... ?	Percentage of Respondents (N=157)
Increasing	30.6%
Decreasing	42.0%
Staying about the same	27.4%

3. Please identify which of the following development priorities you consider the most important in Guatemala. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=158)
Education	47.5%
Anti-corruption	43.7%
Food security	42.4%
Poverty reduction	41.1%
Health	37.3%
Job creation/employment	32.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.3%
Economic growth	22.2%
Transport (e.g., roads, bridges, transportation)	19.6%
Water and sanitation	17.7%
Crime and violence	15.8%
Climate change (e.g., mitigation, adaptation)	15.8%
Judiciary reform	14.6%
Social protection (e.g., pensions, targeted social assistance)	13.3%
Equality of opportunity (i.e., social inclusion)	13.3%
Agriculture and rural development	12.7%
Trade and exports	11.4%
Disaster risk management	10.8%
Information and communications technology	8.2%
Private sector development	7.6%
Urban development	7.0%
Disease (i.e., malnutrition, diabetes, dengue, tuberculosis)	5.7%
Gender equity (closing the gap between women and men, and boys and girls)	5.1%
Natural renewable resource management	3.2%
Global pandemics (e.g., COVID-19)	3.2%
Energy	3.2%
Financial markets	2.5%
National debt	1.9%
Global/regional integration	1.3%
Pollution	1.3%

**A. Overall Context (continued)**

4. When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=156)
Corruption	51.9%
Inadequate capacity in the government	29.5%
Pressure from outside interest groups (e.g., private sector, unions)	28.2%
Reforms are not well thought out in light of country challenges	24.4%
Political pressures and obstacles	23.7%
Inadequate citizen/civil society participation	15.4%
Inadequate government accountability	8.3%
Other	5.8%
Inadequate donor coordination	3.8%
Inadequate private sector participation	3.2%

5. To what extent do you trust each of the following groups to do what is right? <i>* (1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national government	151	1	4.68	2.50
2. Congress	150	0	3.75	2.23
3. Municipality / local government	147	1	5.39	2.40
4. Bilateral organizations (e.g., Department of International Development (DFID), Japan International Cooperation Agency (JICA), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), United States Agency for International Development (USAID))	139	6	6.80	2.17
5. The World Bank Group*	139	9	7.01	2.17
6. The International Monetary Fund	131	15	6.56	2.27
7. The United Nations (UN)	141	7	6.49	2.42
8. The World Health Organization (WHO)	140	7	6.51	2.24
9. Regional development banks	138	10	6.36	2.17
10. Guatemala's Central Bank	140	9	6.81	2.33
11. International private sector	142	9	6.01	2.09
12. Domestic private sector	148	2	5.55	2.32
13. International civil society (e.g., NGOs, CBOs)	144	4	5.84	2.21
14. Domestic civil society (e.g., NGOs, CBOs)	146	4	5.72	2.19
15. Youth organizations	140	9	5.63	2.19
16. Faith-based institutions	143	5	5.85	2.31
17. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	144	4	5.54	2.32
18. International media and their web presence	143	6	5.92	2.22
19. Web based media (i.e., blogs, social media, other web-based news, and information sources)	143	4	5.48	2.22

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Guatemala? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	152	n/a	6.20	2.80
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	153	n/a	5.11	2.90
3. The Inter-American Development Bank (IDB/BID)	152	n/a	6.81	2.46
4. The Latin American Development Bank (CAF)	153	n/a	3.96	2.55
5. The Central American Bank for Economic Integration (CABEI/BCIE)	153	n/a	6.14	2.84

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Guatemala? (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 Guatemala*	139	12	6.60	2.49
3. The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	137	12	6.58	2.37

4. Overall, please rate your impression of the effectiveness of these organizations in Guatemala. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	130	20	6.54	2.37
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	106	43	5.92	2.34
3. The Inter-American Development Bank (IDB/BID)	137	12	6.62	2.32
4. The Latin American Development Bank (CAF)	89	59	4.93	2.75
5. The Central American Bank for Economic Integration (CABEI/BCIE)	128	18	6.09	2.39

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Guatemala? * (1-To no degree at all, 10-To a very significant degree)	137	14	6.45	2.34

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Guatemala?* (1-To no degree at all, 10-To a very significant degree)	125	17	6.25	2.25

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (Select only 1 response)	Percentage of Respondents (N=150)
To a fully sufficient degree	4.0%
To a somewhat sufficient degree	28.7%
To a somewhat insufficient degree	36.7%
To a very insufficient degree	16.0%
Don't know	14.7%

8. When thinking about the World Bank Group's role in Guatemala, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=149)
Financial resources	45.0%
Technical assistance	32.9%
Capacity development related to World Bank Group supported projects	22.8%
Formal policy advice, studies, analyses	20.8%
Data and statistics	16.1%
Implementation support	10.1%
Mobilizing third party financial resources	9.4%
Bringing together different groups of stakeholders	7.4%
Promoting knowledge sharing	6.7%
Global advocacy	6.7%
Donor coordination	4.7%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	3.4%
Other	1.3%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Guatemala, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Guatemala? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=149)
Poverty reduction	40.9%
Food security	38.9%
Education	36.9%
Economic growth	30.2%
Anti-corruption	27.5%
Health	25.5%
Water and sanitation	25.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.5%
Job creation/employment	24.2%
Disaster risk management	15.4%
Transport (e.g., roads, bridges, transportation)	14.8%
Crime and violence	14.1%
Equality of opportunity (i.e., social inclusion)	13.4%
Judiciary reform	12.8%
Social protection (e.g., pensions, targeted social assistance)	12.1%
Agriculture and rural development	12.1%
Climate change (e.g., mitigation, adaptation)	11.4%
Urban development	8.7%
Information and communications technology	8.1%
Disease (i.e., malnutrition, diabetes, dengue, tuberculosis)	8.1%
Gender equity (closing the gap between women and men, and boys and girls)	8.1%
Private sector development	7.4%
Financial markets	6.7%
Trade and exports	6.7%
Natural renewable resource management	4.7%
Energy	4.0%
Global/regional integration	4.0%
National debt	3.4%
Global pandemics (e.g., COVID-19)	1.3%
Pollution	1.3%

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=148)
Multi-lateral financial institution	41.2%
World Bank	35.8%
Private sector solutions	25.0%
Investment bank	21.6%
Public-private partnerships	17.6%
Development institution	17.6%
Don't know	14.2%
Financial advisory solutions	12.8%
Innovation and entrepreneurship	9.5%
Impact investor	6.1%
Venture capital	3.4%
Other	2.0%
None of the above	1.4%
Thought leader	0.7%
Asset manager	0.7%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Guatemala solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	112	17	7.41	2.18

To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Collaboration with the private sector*	104	16	6.37	2.21
3. Being inclusive*	104	12	6.58	2.17
4. Straightforwardness and honesty*	104	13	6.96	2.11
5. Access to WBG staff and experts	112	7	7.09	2.12
6. Being a long-term partner*	105	12	7.41	2.03
7. Responsiveness to needs*	108	10	6.71	2.19
8. Collaboration with the Government*	112	6	7.35	1.98
9. Flexibility when circumstances change*	97	20	6.42	2.34
10. Collaboration with civil society*	103	15	6.27	2.31
11. Treating clients and stakeholders in Guatemala with respect*	103	15	7.90	1.84
12. Openness (sharing data and other information)*	110	7	7.39	2.07
13. Collaboration with other donors and development partners*	103	18	7.31	2.01

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. The World Bank Group takes decisions quickly in Guatemala*	83	20	6.31	2.20
15. The World Bank Group's approvals and reviews are done in a timely fashion	81	21	6.67	2.02
16. The World Bank Group's conditions on its lending are reasonable	87	15	7.05	2.26
17. The World Bank Group disburses funds promptly	75	27	6.53	2.17
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	74	27	7.11	2.00
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	88	14	7.48	2.17
20. The World Bank Group measures results effectively	82	20	7.39	2.14
21. Working with the World Bank Group increases Guatemala's institutional capacity	93	10	7.18	2.33

To what extent do you agree/disagree with the following statements about the World Bank Group in Guatemala? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
	22. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Guatemala*	113	12	6.63
23. The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	111	13	7.06	2.22

**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 Guatemala? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., targeted social assistance)	60	57	6.48	2.57
2. Agriculture and rural development	68	49	6.35	2.28
3. Gender equity (closing the gap between women and men, and boys and girls)	58	59	6.48	2.44
4. Poverty reduction	96	22	6.65	2.26
5. Public sector governance/reform (i.e., public financial management, public expenditure, fiscal system reform)	89	29	6.64	2.32
6. Equality of opportunity (i.e., social inclusion)	68	49	6.24	2.46
7. Education	81	36	6.36	2.43
8. Health	84	33	6.65	2.43
9. Private sector development	70	47	6.31	2.20
10. Climate change (e.g., mitigation, adaptation)	74	41	6.78	2.50
11. Anti-corruption	68	51	5.25	2.68
12. Job creation/employment	75	41	5.65	2.55
13. Disaster risk management	71	45	6.52	2.43
14. Water and sanitation	68	47	6.38	2.23
15. Economic growth	91	24	6.55	2.26
16. Natural renewable resource management	72	44	6.60	2.43
17. Food security	83	34	6.49	2.59
18. Transport (e.g., roads, transportation)	70	46	5.81	2.59
19. Trade and exports	57	59	6.37	2.38
20. Financial markets	60	56	6.80	2.41

2. How effectively does the World Bank Group support Guatemala's efforts ...? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	64	36	6.50	2.27
To develop better and stronger data collection/ analytics systems within the Government	67	32	6.90	2.03

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=138)
Weekly	5.8%
Monthly	13.0%
A few times a year	41.3%
Rarely	29.7%
Never	10.1%

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

In Guatemala, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	103	14	6.86	2.31
3. Include appropriate level of stakeholder involvement during preparation	102	18	6.71	2.25
4. Are source of relevant information on global good practices	108	13	7.52	2.22
5. Are adequately disseminated	107	14	6.46	2.59
6. Are translated enough into local language	93	27	6.73	2.58
7. Are adaptable to Guatemala's specific development challenges and country circumstances*	103	18	7.12	2.31

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? * (1-Not significant at all, 10-Very significant)	112	12	6.63	2.34
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? * (1-Very low technical quality, 10-Very high technical quality)	110	10	7.56	2.20

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Guatemala? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=137)
Be more sensitive toward political and social realities	50.4%
More public disclosure of its work	38.7%
Increase the level of country specific expertise	34.3%
Be more willing to criticize government policies and reform efforts	32.8%
Increase emphasis on capacity development	32.8%
Provide more adequate data/knowledge/statistics on your country's economy	28.5%
Provide more real-time advice and guidance	18.2%
Incorporate more innovative technologies into its work and support	16.1%
Be less influenced by developed countries and their priorities	9.5%
Other	5.1%

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Guatemala? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=137)
Academia/think tanks/research institutes	44.5%
Municipalities	40.1%
Private sector	34.3%
NGOs/Community Based Organizations	29.9%
Youth/university groups	24.1%
The executive branch	23.4%
Beneficiaries	21.2%
Parliament	16.8%
Donor community	15.3%
Private foundations	13.9%
Media	8.8%
Other	3.6%
Faith-based organizations	1.5%
Don't know	0.7%

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

3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Guatemala 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=136)
Help to strengthen health systems	76.5%
Support community and stakeholder engagement to address misinformation and stigma	67.6%
Support the distribution of vaccines	34.6%
Assess country's readiness for vaccine distribution	28.7%
Support the purchase of vaccines	27.9%
Training health workers	27.2%
Other	6.6%

G. Communication and Information Sharing

1. Which would you say are your MAIN sources of news about economic and social development issues in Guatemala? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=136)
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	46.3%
Printed local newspapers	45.6%
Websites/apps of local newspapers/magazines	35.3%
Websites/apps of international newspapers/ magazines	31.6%
Local television	30.1%
International television	19.1%
Websites/apps of international TV	15.4%
Local radio news programs or bulletins	12.5%
Printed local periodicals	8.1%
Websites/apps of local TV	7.4%
Websites/apps of local radio companies	7.4%
Other	5.9%
Printed international periodicals	4.4%
Printed international newspapers	3.7%
Blogs	2.9%
International radio news programs or bulletins	2.2%
Websites/apps of international radio companies	0.7%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=134)
e-Newsletters	66.4%
World Bank Group's seminars/workshops/ conferences	40.3%
World Bank Group's social media	36.6%
World Bank Group's publications and other written materials	35.1%
Webinars or online events hosted by the World Bank Group	33.6%
World Bank Group's website	30.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.9%
Interviews and press conferences for the Guatemala's media	10.4%
World Bank Group's blogs	6.0%

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

3. 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)	136	11.0%	22.1%	49.3%	17.6%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	135	10.4%	26.7%	45.2%	17.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	134	8.2%	17.9%	26.1%	47.8%
Visited a WBG website (e.g., read a blog, used data)	134	7.5%	26.9%	37.3%	28.4%
Attended an event/conference hosted by the WBG	135	3.0%	5.9%	26.7%	64.4%
Attended/participated in a webinar or online event hosted by the WBG	132	3.8%	6.8%	28.8%	60.6%
Read some or all of a WBG research paper or publication	133	5.3%	21.8%	43.6%	29.3%
Met professionally with WBG staff	134	6.7%	11.9%	35.8%	45.5%
Read a WBG e-newsletter	133	5.3%	15.8%	36.1%	42.9%

H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=137)
Generalist (specialized in multiple sectors)	15.3%
Other	13.1%
Macroeconomics, fiscal management	12.4%
Education	8.8%
Governance, anti-corruption	7.3%
Poverty	5.8%
Finance and markets	5.1%
Communications, public affairs	5.1%
Health, nutrition	3.6%
Agriculture, rural development	3.6%
Trade and competitiveness	3.6%
Social protection	2.9%
Jobs	2.2%
Water, sanitation	2.2%
Energy	1.5%
Gender	1.5%
Transport	1.5%
Demographics, migration	1.5%
Climate change	0.7%
Urban development	0.7%
Digital development and technology (ICT)	0.7%
Tourism	0.7%
Environment, natural resources	0.0%
Fragility, conflict, violence, refugees	0.0%

2. What's your gender?	Percentage of Respondents (N=137)
Female	28.5%
Male	71.5%

**H. Background Information (continued)**

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=136)
Junior level	1.5%
Mid-level staff	14.7%
Mid-level decision-maker / manager	28.7%
Senior level	55.1%

4. What's your age?	Percentage of Respondents (N=137)
25 and under	0.7%
26-35	13.1%
36-45	17.5%
46-55	32.8%
56 and above	35.8%

5. Which best represents your geographic location?	Percentage of Respondents (N=137)
Guatemala City	89.8%
Outside of Guatemala City	10.2%



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of the President/Minister N=13 ● Employee of a Ministry/PMU/Consultant on WBG project N=28 ● Local Government N=11
- Other Government Institution⁴ N=11 ● Bilateral/Multilateral Agency N=23 ● Private Sector Organization/Financial Sector/Private Bank (Private Sector) N=20
- Civil Society⁵ N=26 ● Academia N=16 ● Other⁶ N=10

Background Information

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
Yes	30.8%	35.7%	9.1%	18.2%	52.2%	30.0%	3.8%	12.5%	0.0%
No	69.2%	64.3%	90.9%	81.8%	47.8%	70.0%	96.2%	87.5%	100.0%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? (Select only 1 response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
The World Bank (IBRD)	75.0%	90.0%	0.0%	100.0%	91.7%	50.0%	100.0%	100.0%	0.0%
The International Finance Corporation (IFC)	25.0%	0.0%	100.0%	0.0%	8.3%	33.3%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. Overall Context

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
The right direction*	53.8%	78.6%	36.4%	81.8%	30.4%	55.0%	19.2%	0.0%	20.0%
The wrong direction*	30.8%	10.7%	18.2%	9.1%	47.8%	35.0%	57.7%	75.0%	60.0%
Not sure	15.4%	10.7%	45.5%	9.1%	21.7%	10.0%	23.1%	25.0%	20.0%

* Significantly different between stakeholder groups

⁴ Includes the following categories: Independent Government Institution (N=10) and State-Owned Enterprise (N=1).

⁵ Includes the following categories: NGO/CBO (N=17), private foundation (N=3), professional/trade association (N=3), faith-based group (N=2), and youth group (N=1).

⁶ Includes the following categories: Office of a member of Congress (N=5) and Media (N=5).

**A. Overall Context (continued)**

Please identify which of the following development priorities you consider the most important in Guatemala. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
Disaster risk management	0.0%	10.7%	9.1%	9.1%	8.7%	10.0%	23.1%	12.5%	0.0%
Poverty reduction*	69.2%	21.4%	18.2%	45.5%	34.8%	40.0%	53.8%	31.3%	80.0%
Transport	23.1%	14.3%	36.4%	18.2%	13.0%	40.0%	11.5%	25.0%	0.0%
Trade and exports*	7.7%	7.1%	27.3%	36.4%	4.3%	25.0%	7.7%	0.0%	0.0%
Judiciary reform	0.0%	14.3%	0.0%	9.1%	26.1%	10.0%	19.2%	31.3%	0.0%
Natural renewable resource management	7.7%	10.7%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	7.7%	3.6%	18.2%	0.0%	30.4%	25.0%	19.2%	12.5%	20.0%
Agriculture and rural development	0.0%	21.4%	27.3%	0.0%	4.3%	15.0%	19.2%	6.3%	10.0%
National debt	7.7%	3.6%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	7.1%	45.5%	9.1%	0.0%	0.0%	7.7%	0.0%	10.0%
Health	53.8%	42.9%	27.3%	18.2%	26.1%	40.0%	42.3%	31.3%	50.0%
Pollution	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	69.2%	50.0%	36.4%	54.5%	34.8%	50.0%	46.2%	43.8%	50.0%
Climate change	0.0%	21.4%	18.2%	18.2%	34.8%	5.0%	15.4%	12.5%	0.0%
Job creation/employment	15.4%	25.0%	9.1%	27.3%	30.4%	55.0%	34.6%	50.0%	40.0%
Social protection	30.8%	14.3%	0.0%	9.1%	17.4%	5.0%	3.8%	18.8%	30.0%
Food security	69.2%	57.1%	27.3%	18.2%	52.2%	30.0%	30.8%	37.5%	50.0%
Water and sanitation	15.4%	25.0%	45.5%	27.3%	17.4%	15.0%	11.5%	6.3%	0.0%
Information and communications technology	7.7%	17.9%	0.0%	18.2%	0.0%	5.0%	3.8%	12.5%	10.0%
Economic growth	15.4%	25.0%	36.4%	36.4%	4.3%	20.0%	30.8%	25.0%	10.0%
Public sector governance/reform	30.8%	17.9%	27.3%	27.3%	26.1%	25.0%	26.9%	37.5%	10.0%
Disease	7.7%	3.6%	0.0%	0.0%	4.3%	5.0%	11.5%	6.3%	10.0%
Global pandemics	0.0%	7.1%	0.0%	9.1%	4.3%	0.0%	0.0%	6.3%	0.0%
Anti-corruption	30.8%	28.6%	18.2%	36.4%	47.8%	60.0%	46.2%	56.3%	70.0%
Equality of opportunity*	0.0%	7.1%	9.1%	18.2%	39.1%	0.0%	11.5%	18.8%	10.0%
Gender equity	7.7%	7.1%	0.0%	0.0%	4.3%	0.0%	11.5%	0.0%	10.0%
Private sector development	15.4%	3.6%	9.1%	0.0%	4.3%	15.0%	7.7%	6.3%	10.0%
Energy	7.7%	0.0%	18.2%	9.1%	4.3%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	3.6%	9.1%	9.1%	0.0%	0.0%	3.8%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to?

(Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
Pressure from outside interest groups	25.0%	29.6%	27.3%	27.3%	39.1%	20.0%	23.1%	31.3%	30.0%
Inadequate government accountability	0.0%	0.0%	9.1%	9.1%	0.0%	20.0%	15.4%	12.5%	10.0%
Inadequate private sector participation	0.0%	3.7%	18.2%	9.1%	0.0%	5.0%	0.0%	0.0%	0.0%
Inadequate capacity in the government	33.3%	25.9%	36.4%	18.2%	30.4%	40.0%	23.1%	18.8%	50.0%
Inadequate citizen/civil society participation	25.0%	25.9%	18.2%	0.0%	13.0%	5.0%	19.2%	18.8%	0.0%
Political pressures and obstacles	16.7%	25.9%	36.4%	36.4%	17.4%	35.0%	7.7%	31.3%	20.0%
Reforms are not well thought out in light of country challenges*	50.0%	40.7%	0.0%	54.5%	21.7%	5.0%	23.1%	6.3%	20.0%
Corruption*	8.3%	25.9%	45.5%	36.4%	56.5%	60.0%	80.8%	75.0%	60.0%
Inadequate donor coordination	16.7%	3.7%	9.1%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%
Other	8.3%	7.4%	0.0%	0.0%	4.3%	10.0%	7.7%	6.3%	0.0%

*Significantly different between stakeholder groups

	Office of the President/PM/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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	6.09	24	7.71	10	7.20	10	8.30	21	7.38	18	6.00	21	7.10	16	7.25	8	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

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	12	5.75	28	7.64	11	5.45	11	6.55	22	6.32	17	5.71	26	4.38	16	7.38	9	6.56
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	12	4.33	28	5.68	11	4.27	11	5.45	22	5.23	18	5.61	26	3.50	16	6.31	9	6.22
The Inter-American Development Bank (IDB/BID)*	12	6.08	27	7.44	11	6.73	11	8.27	22	6.73	18	7.33	26	5.31	16	7.56	9	6.33
The Latin American Development Bank (CAF)	12	4.25	28	4.36	11	4.36	11	4.27	22	3.55	18	3.44	26	2.88	16	4.69	9	5.33
The Central American Bank for Economic Integration (CABE/BCIE)*	12	5.42	28	6.79	11	5.36	11	7.45	22	6.14	18	7.17	25	4.24	16	7.00	10	6.10

*Significantly different between stakeholder groups

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

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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 Guatemala	12	5.83	26	7.46	10	6.90	11	7.82	21	6.90	15	6.20	19	6.00	15	6.27	10	5.20
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala*	12	5.42	24	7.83	10	6.80	11	7.45	21	7.10	15	6.00	20	5.75	15	6.53	9	5.22

*Significantly different between stakeholder groups

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	12	5.42	25	7.72	10	7.30	8	7.38	20	6.85	9	5.78	20	5.80	16	6.62	10	4.90
The International Finance Corporation (IFC), the World Bank Group's private sector arm	11	5.18	20	6.75	9	6.67	7	6.43	12	5.67	11	6.36	17	5.29	12	5.50	7	5.29
The Inter-American Development Bank (IDB/BID)*	12	5.67	23	7.70	10	8.00	11	8.00	17	6.29	16	6.94	23	5.48	15	6.80	10	4.80
The Latin American Development Bank (CAF)	10	4.00	15	5.73	9	5.89	7	4.86	8	4.00	6	5.17	17	4.94	10	4.70	7	4.57
The Central American Bank for Economic Integration (CABE/BCIE)	12	5.17	21	7.10	9	7.22	10	7.00	18	5.61	14	6.71	20	5.25	15	5.73	9	5.22

*Significantly different between stakeholder groups

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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 Guatemala?	12	5.67	25	7.20	10	7.10	11	7.18	22	7.05	12	5.92	19	5.74	16	6.25	10	5.00

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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 Guatemala?	11	5.27	22	6.91	10	7.30	11	7.18	20	6.30	11	5.82	17	5.53	16	6.25	7	5.00

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

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

When thinking about how the World Bank Group can have the most impact on development results in Guatemala, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Guatemala? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
Financial markets	8.3%	11.5%	0.0%	9.1%	9.5%	0.0%	3.8%	0.0%	20.0%
Climate change	0.0%	19.2%	30.0%	0.0%	19.0%	5.9%	7.7%	12.5%	0.0%
Poverty reduction	41.7%	42.3%	20.0%	54.5%	38.1%	41.2%	42.3%	37.5%	50.0%
Disaster risk management	25.0%	19.2%	10.0%	9.1%	23.8%	11.8%	15.4%	6.3%	10.0%
Information and communications technology	8.3%	11.5%	20.0%	27.3%	0.0%	0.0%	3.8%	6.3%	10.0%
Global pandemics	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%
Urban development	8.3%	7.7%	20.0%	9.1%	4.8%	11.8%	7.7%	6.3%	10.0%
Equality of opportunity*	25.0%	0.0%	10.0%	9.1%	28.6%	0.0%	23.1%	18.8%	0.0%
Disease	8.3%	7.7%	0.0%	0.0%	4.8%	17.6%	15.4%	0.0%	10.0%
Judiciary reform	8.3%	11.5%	0.0%	18.2%	9.5%	17.6%	15.4%	25.0%	0.0%
Energy	16.7%	3.8%	10.0%	9.1%	0.0%	5.9%	0.0%	0.0%	0.0%
National debt	0.0%	7.7%	0.0%	9.1%	4.8%	0.0%	0.0%	6.3%	0.0%
Health	33.3%	34.6%	20.0%	18.2%	23.8%	29.4%	23.1%	6.3%	40.0%
Private sector development	16.7%	0.0%	0.0%	0.0%	14.3%	11.8%	3.8%	12.5%	10.0%
Water and sanitation*	16.7%	34.6%	70.0%	36.4%	19.0%	17.6%	23.1%	12.5%	10.0%
Economic growth	58.3%	19.2%	40.0%	27.3%	14.3%	41.2%	30.8%	43.8%	10.0%
Social protection	16.7%	15.4%	0.0%	9.1%	19.0%	0.0%	7.7%	18.8%	20.0%
Trade and exports	8.3%	7.7%	0.0%	9.1%	9.5%	11.8%	3.8%	0.0%	10.0%
Education	50.0%	30.8%	40.0%	36.4%	19.0%	23.5%	46.2%	62.5%	30.0%
Pollution	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Agriculture and rural development	8.3%	19.2%	10.0%	0.0%	14.3%	17.6%	11.5%	0.0%	20.0%
Gender equity	8.3%	7.7%	0.0%	0.0%	9.5%	0.0%	19.2%	6.3%	10.0%
Natural renewable resource management	0.0%	3.8%	10.0%	0.0%	4.8%	5.9%	7.7%	6.3%	0.0%
Transport	0.0%	19.2%	30.0%	27.3%	14.3%	23.5%	7.7%	12.5%	0.0%
Global/regional integration	0.0%	7.7%	0.0%	0.0%	9.5%	5.9%	3.8%	0.0%	0.0%
Food security	50.0%	38.5%	0.0%	36.4%	42.9%	29.4%	50.0%	43.8%	40.0%
Public sector governance/reform*	8.3%	19.2%	30.0%	63.6%	19.0%	41.2%	11.5%	43.8%	10.0%
Anti-corruption	16.7%	11.5%	10.0%	18.2%	23.8%	35.3%	38.5%	50.0%	40.0%
Job creation/employment	8.3%	19.2%	40.0%	27.3%	28.6%	29.4%	11.5%	37.5%	30.0%
Crime and violence	16.7%	11.5%	20.0%	9.1%	28.6%	0.0%	11.5%	6.3%	30.0%

*Significantly different between stakeholder groups



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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group’s staff is well prepared to help Guatemala solve its most complicated development challenges?	10	7.00	23	8.00	9	7.89	8	8.00	17	7.53	12	6.58	13	7.00	14	7.07	6	7.33

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

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector	10	5.30	19	7.00	5	6.60	8	7.00	12	7.33	13	6.15	15	5.93	16	6.06	6	5.50
Being inclusive	10	5.90	19	7.42	5	6.40	8	7.62	16	6.69	9	7.33	15	5.87	15	5.67	7	6.43
Straightforwardness and honesty	10	6.10	19	7.32	6	7.00	9	7.56	14	7.21	10	7.20	15	5.93	14	7.29	7	7.14
Access to WBG staff and experts	10	6.40	24	7.75	7	7.43	8	8.25	15	7.07	11	7.45	15	6.40	16	6.38	6	6.67
Being a long-term partner	8	7.38	19	7.95	6	7.50	9	8.11	14	7.79	11	6.82	15	6.73	16	7.19	7	7.14
Responsiveness to needs	9	6.11	21	7.67	6	6.50	8	7.62	14	6.86	13	6.62	15	5.93	16	6.38	6	6.00
Collaboration with the Government	10	7.00	22	8.14	6	7.67	10	8.20	16	7.31	11	7.18	15	6.60	16	7.06	6	6.33
Flexibility when circumstances change	8	6.50	21	7.05	7	7.57	5	7.80	13	6.23	10	6.10	13	5.31	14	6.07	6	5.83
Collaboration with civil society	9	6.00	19	7.21	6	6.50	9	7.22	14	5.86	10	6.20	14	5.36	16	6.06	6	5.83
Treating clients and stakeholders in Guatemala with respect	8	8.50	23	8.04	6	8.17	7	8.71	15	7.87	10	8.30	14	7.29	14	7.71	6	6.67
Openness (sharing data and other information)	10	7.80	21	7.52	6	7.33	8	8.12	16	7.06	11	7.27	15	7.13	16	7.75	7	6.29
Collaboration with other donors and development partners	8	7.00	18	7.94	7	7.57	8	7.88	17	7.53	9	7.22	15	6.60	14	6.93	7	7.00

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

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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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 Guatemala	7	5.29	20	7.25	4	5.75	6	7.50	11	6.55	6	5.83	10	5.60	13	6.08	6	5.33



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

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

	Office of the President/ Minister		Employee of a Ministry/PMU/ Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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 Guatemala*	11	5.82	23	7.70	7	6.14	10	7.40	14	7.57	12	6.08	12	5.58	16	6.31	8	5.50
The World Bank Group meets Guatemala’s needs for knowledge services	10	7.30	22	7.64	7	5.86	10	7.60	15	7.40	11	7.09	13	6.69	16	6.44	7	6.71

*Significantly different between stakeholder groups

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/ Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Other
Weekly	8.3%	19.2%	0.0%	0.0%	5.0%	0.0%	4.3%	0.0%	0.0%
Monthly	16.7%	11.5%	12.5%	18.2%	15.0%	7.7%	4.3%	25.0%	11.1%
A few times a year	25.0%	34.6%	37.5%	36.4%	65.0%	46.2%	21.7%	62.5%	44.4%
Rarely	41.7%	30.8%	50.0%	18.2%	15.0%	23.1%	47.8%	12.5%	33.3%
Never	8.3%	3.8%	0.0%	27.3%	0.0%	23.1%	21.7%	0.0%	11.1%

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

	Office of the President/ Minister		Employee of a Ministry/PMU/ Consultant		Local Government		Other Government Institution		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Guatemala’s specific development challenges and country circumstances*	9	6.67	22	7.82	8	6.75	8	8.00	13	8.00	7	6.29	14	5.93	14	7.79	8	5.38

*Significantly different between stakeholder groups



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

	Office of the President/Minister		Employee of a Ministry/PMU/Consultant		Local Government		Other Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Other	
	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?	10	6.10	23	7.52	8	6.75	8	7.38	17	6.94	8	6.50	15	5.67	16	6.44	7	5.43
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?*	11	7.00	23	8.43	8	8.12	8	8.38	17	8.06	8	6.88	14	5.21	14	8.50	7	6.43

(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 Guatemala

Which of the following SHOULD the WBG do to improve its advice and guidance in Guatemala? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/Minister	Employee of a Ministry/PMU/Consultant	Local Government	Other Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Other
Provide more real-time advice and guidance	7.7%	21.4%	18.2%	36.4%	21.7%	0.0%	15.4%	6.3%	20.0%
More public disclosure of its work	53.8%	21.4%	45.5%	36.4%	26.1%	25.0%	34.6%	37.5%	50.0%
Incorporate more innovative technologies into its work and support	7.7%	32.1%	18.2%	9.1%	4.3%	5.0%	15.4%	18.8%	0.0%
Increase the level of country specific expertise	30.8%	21.4%	36.4%	45.5%	30.4%	30.0%	26.9%	37.5%	20.0%
Provide more adequate data/knowledge/statistics on your country’s economy	7.7%	28.6%	9.1%	27.3%	13.0%	20.0%	42.3%	31.3%	30.0%
Be more willing to criticize government policies and reform efforts	15.4%	25.0%	9.1%	18.2%	43.5%	15.0%	42.3%	37.5%	30.0%
Be more sensitive toward political and social realities	53.8%	46.4%	36.4%	63.6%	30.4%	30.0%	50.0%	43.8%	50.0%
Be less influenced by developed countries and their priorities	7.7%	7.1%	9.1%	18.2%	0.0%	20.0%	7.7%	6.3%	0.0%
Increase emphasis on capacity development	30.8%	32.1%	27.3%	27.3%	39.1%	15.0%	11.5%	56.3%	20.0%
Other	7.7%	0.0%	0.0%	0.0%	8.7%	15.0%	3.8%	0.0%	0.0%

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

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Guatemala? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Other
Media	8.3%	11.5%	0.0%	9.1%	5.3%	0.0%	13.0%	6.3%	22.2%
NGOs/Community Based Organizations*	8.3%	19.2%	25.0%	9.1%	57.9%	7.7%	56.5%	18.8%	44.4%
Private sector	25.0%	30.8%	37.5%	36.4%	36.8%	76.9%	17.4%	37.5%	22.2%
Beneficiaries	8.3%	23.1%	0.0%	9.1%	26.3%	23.1%	39.1%	18.8%	11.1%
Municipalities	50.0%	34.6%	75.0%	36.4%	36.8%	46.2%	47.8%	18.8%	33.3%
Faith-based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	11.1%
Parliament	25.0%	19.2%	25.0%	36.4%	5.3%	0.0%	13.0%	18.8%	22.2%
The executive branch*	58.3%	34.6%	25.0%	63.6%	15.8%	7.7%	13.0%	0.0%	0.0%
Academia/think tanks/research institutes*	50.0%	50.0%	25.0%	63.6%	10.5%	30.8%	39.1%	100.0%	22.2%
Youth/university groups	16.7%	34.6%	12.5%	9.1%	15.8%	15.4%	30.4%	18.8%	55.6%
Donor community	16.7%	11.5%	12.5%	18.2%	31.6%	0.0%	4.3%	31.3%	11.1%
Private foundations*	0.0%	3.8%	0.0%	9.1%	10.5%	46.2%	21.7%	12.5%	22.2%
Other	0.0%	0.0%	12.5%	0.0%	5.3%	7.7%	0.0%	12.5%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

Which would you say are your MAIN sources of news about economic and social development issues in Guatemala? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Other
Local television	25.0%	38.5%	37.5%	45.5%	16.7%	15.4%	26.1%	25.0%	55.6%
International television	16.7%	26.9%	25.0%	18.2%	27.8%	7.7%	17.4%	12.5%	11.1%
Local radio news programs or bulletins	25.0%	11.5%	0.0%	0.0%	16.7%	7.7%	26.1%	6.3%	0.0%
International radio news programs or bulletins	8.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Printed local newspapers	33.3%	42.3%	37.5%	63.6%	44.4%	30.8%	43.5%	56.3%	66.7%
Printed international newspapers	8.3%	3.8%	0.0%	9.1%	5.6%	0.0%	4.3%	0.0%	0.0%
Printed local periodicals	8.3%	19.2%	0.0%	9.1%	11.1%	7.7%	4.3%	0.0%	0.0%
Printed international periodicals	0.0%	3.8%	12.5%	0.0%	0.0%	0.0%	8.7%	12.5%	0.0%
Websites/apps of local TV	16.7%	3.8%	25.0%	0.0%	11.1%	7.7%	8.7%	0.0%	0.0%
Websites/apps of international TV	25.0%	7.7%	37.5%	27.3%	0.0%	23.1%	17.4%	18.8%	0.0%
Websites/apps of local radio companies	0.0%	3.8%	12.5%	0.0%	5.6%	23.1%	4.3%	6.3%	22.2%
Websites/apps of international radio companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Websites/apps of local newspapers/magazines	33.3%	23.1%	0.0%	45.5%	61.1%	30.8%	34.8%	43.8%	33.3%
Websites/apps of international newspapers/ magazines	25.0%	42.3%	12.5%	27.3%	16.7%	38.5%	30.4%	56.3%	11.1%
Social media	33.3%	57.7%	50.0%	54.5%	16.7%	53.8%	43.5%	56.3%	55.6%
Blogs	8.3%	0.0%	0.0%	0.0%	5.6%	0.0%	4.3%	6.3%	0.0%
Others	8.3%	3.8%	12.5%	0.0%	5.6%	23.1%	4.3%	0.0%	0.0%

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

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Other
World Bank Group's publications and other written materials	33.3%	38.5%	25.0%	45.5%	25.0%	23.1%	47.8%	31.3%	33.3%
e-Newsletters	66.7%	57.7%	75.0%	72.7%	68.8%	76.9%	60.9%	62.5%	77.8%
World Bank Group's seminars/workshops/conferences	41.7%	50.0%	50.0%	60.0%	18.8%	38.5%	47.1%	37.5%	30.0%
World Bank Group's blogs	8.3%	3.8%	12.5%	9.1%	6.3%	0.0%	4.3%	12.5%	0.0%
World Bank Group's social media	50.0%	50.0%	37.5%	27.3%	25.0%	46.2%	34.8%	12.5%	44.4%
Direct contact with World Bank Group*	0.0%	15.4%	0.0%	18.2%	37.5%	7.7%	39.1%	37.5%	44.4%
World Bank Group's website	25.0%	30.8%	25.0%	36.4%	37.5%	23.1%	30.4%	37.5%	22.2%
Webinars or online events hosted by the World Bank Group	41.7%	34.6%	37.5%	27.3%	37.5%	38.5%	21.7%	56.3%	0.0%
Interviews and press conferences for the Guatemala's media	16.7%	7.7%	37.5%	0.0%	0.0%	23.1%	4.3%	12.5%	11.1%

*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 WBG to do what is right?	6.85	7.51
Overall, the World Bank Group currently plays a relevant role in development in Guatemala	6.31	7.47
The World Bank Group's work is aligned with what I consider the development priorities for Guatemala	6.34	7.32
Overall, please rate your impression of the World Bank's effectiveness in Guatemala	6.26	7.47
Overall, please rate your impression of the IFC's effectiveness in Guatemala	5.74	6.52
To what extent does the World Bank Group's work help to achieve development results in Guatemala?	6.18	7.24
To what extent does the World Bank Group influence the development agenda in Guatemala?	6.03	6.88
Collaboration with the private sector	6.05	7.13
Being inclusive	6.42	6.97
Straightforwardness and honesty	6.86	7.19
Access to WBG staff and experts	6.94	7.47
Being a long-term partner	7.17	8.03
Responsiveness to needs	6.56	7.10
Collaboration with the Government	7.23	7.67
Flexibility when circumstances change	6.30	6.70
Collaboration with civil society	6.20	6.48
Treating clients and stakeholders in Guatemala with respect	7.72	8.32
Openness (sharing data and other information)	7.28	7.68
Collaboration with other donors and development partners	7.08	7.93
The World Bank Group takes decisions quickly in Guatemala	6.12	6.79
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Guatemala	6.22	7.71
The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.74	7.93
Are adaptable to Guatemala's specific development challenges and country circumstances	6.95	7.62
Overall, how significant a contribution do you believe the World Bank Groups knowledge work and activities make to development results in your country?	6.36	7.41
Overall, how would you rate the technical quality of the World Bank Groups knowledge work and activities?	7.31	8.28

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Guatemala FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Guatemala

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

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

**BACKGROUND INFORMATION**

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Congress	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Professional/Trade association
6	Local Government Office (Municipality) 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)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Guatemala? (Select only 1 response)

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION A: OVERALL CONTEXT**

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

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

A3. Please identify which of the following development priorities you consider the most important in Guatemala. (Choose no more than 5)			
1	Disaster risk management	16	Job creation/employment
2	Poverty reduction	17	Social protection (e.g., pensions, targeted social assistance)
3	Transport (e.g., roads, bridges, transportation)	18	Food security
4	Trade and exports	19	Water and sanitation
5	Judiciary reform	20	Information and communications technology
6	Natural renewable resource management	21	Economic growth
7	Global/regional integration	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Crime and violence	23	Disease (i.e., malnutrition, diabetes, dengue, tuberculosis)
9	Agriculture and rural development	24	Global pandemics (e.g., COVID-19)
10	National debt	25	Anti-corruption
11	Urban development	26	Equality of opportunity (i.e., social inclusion)
12	Health	27	Gender equity (closing the gap between women and men, and boys and girls)
13	Pollution	28	Private sector development
14	Education	29	Energy
15	Climate change (e.g., mitigation, adaptation)	30	Financial markets

**SECTION A: OVERALL CONTEXT**

A4. When economic and/or social reform efforts fail or are slow to take place in Guatemala, which of the following would you attribute this to? (Choose no more than 2)	
1	Pressure from outside interest groups (e.g., private sector, unions)
2	Inadequate government accountability
3	Inadequate private sector participation
4	Inadequate capacity in the government
5	Inadequate citizen/civil society participation
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Corruption
9	Inadequate donor coordination
10	Other (please specify): _____

A5. To what extent, do you trust each of the following groups to do what is right?												Don't know
		To no degree at all					To a very significant degree					
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Congress	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Municipality / local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Bilateral organizations (e.g., Department of International Development (DFID), Japan International Cooperation Agency (JICA), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), United States Agency for International Development (USAID))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Guatemala's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	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"/>
18	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Web based media (i.e., blogs, social media, other web-based news, and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Guatemala?											
		Not familiar at all								Extremely familiar	
		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)	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 (IDB/BID)	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
5	The Central American Bank for Economic Integration (CABEI/BCIE)	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 Guatemala?												
		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 Guatemala	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 Guatemala	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 Guatemala.												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The World Bank (IBRD)	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 (IDB/BID)	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"/>
5	The Central American Bank for Economic Integration (CABEI/BCIE)	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 Guatemala?											
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 Guatemala?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Guatemala? (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

B8. When thinking about the World Bank Group's role in Guatemala, which activity do you VALUE the most? (Choose no more than 2)

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

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

B9. When thinking about how the World Bank Group can have the most impact on development results in Guatemala, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Guatemala? (Choose no more than 5)

1	Financial markets	16	Economic growth
2	Climate change (e.g., mitigation, adaptation)	17	Social protection (e.g., pensions, targeted social assistance)
3	Poverty reduction	18	Trade and exports
4	Disaster risk management	19	Education
5	Information and communications technology	20	Pollution
6	Global pandemics (e.g., COVID-19)	21	Agriculture and rural development
7	Urban development	22	Gender equity (closing the gap between women and men, and boys and girls)
8	Equality of opportunity (i.e., social inclusion)	23	Natural renewable resource management
9	Disease (i.e., malnutrition, diabetes, dengue, tuberculosis)	24	Transport (e.g., roads, bridges, transportation)
10	Judiciary reform	25	Global/regional integration
11	Energy	26	Food security
12	National debt	27	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
13	Health	28	Anti-corruption
14	Private sector development	29	Job creation/employment
15	Water and sanitation	30	Crime and violence

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

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



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

To what extent is the World Bank Group an effective development partner in Guatemala, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Responsiveness to needs	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	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Treating clients and stakeholders in Guatemala with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Openness (sharing data and other information)	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"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
C14	The World Bank Group takes decisions quickly in Guatemala	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	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"/>
C16	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	The World Bank Group’s Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	The World Bank Group insists 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	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Working with the World Bank Group increases Guatemala’s institutional capacity	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 about the World Bank Group in Guatemala?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Guatemala											<input type="checkbox"/>
C23	The World Bank Group meets Guatemala's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<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 Guatemala? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural renewable resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Transport (e.g., roads, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. How effectively does the World Bank Group support Guatemala's efforts ... ?

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	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"/>	
2	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"/>	



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 Guatemala, 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	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Guatemala's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all								Very significant		Don't know	

E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Very low technical quality								Very high technical quality		Don't know	

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

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Guatemala? (Choose no more than 3)	
1	Provide more real-time advice and guidance
2	More public disclosure of its work
3	Incorporate more innovative technologies into its work and support
4	Increase the level of country specific expertise
5	Provide more adequate data/knowledge/statistics on your country's economy
6	Be more willing to criticize government policies and reform efforts
7	Be more sensitive toward political and social realities
8	Be less influenced by developed countries and their priorities
9	Increase emphasis on capacity development
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Guatemala? (Choose no more than 3)			
1	Media	8	The executive branch
2	NGOs/Community Based Organizations	9	Academia/think tanks/research institutes
3	Private sector	10	Youth/university groups
4	Beneficiaries	11	Donor community
5	Municipalities	12	Private foundations
6	Faith-based organizations	13	Other (please specify): _____
7	Parliament	14	Don't know

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Guatemala 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 distribution of vaccines
2	Help to strengthen health systems
3	Support community and stakeholder engagement to address misinformation and stigma
4	Assess country's readiness for vaccine distribution
5	Training health workers
6	Support the purchase of vaccines
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. Which would you say are your MAIN sources of news about economic and social development issues in Guatemala? (Choose no more than 3)			
1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)			
1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Guatemala's media
5	World Bank Group's social media		

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

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Guatemala City
2	Outside of Guatemala City

Thank you for completing the survey!