



Country Opinion Surveys

FY 2024 Chile

Country Opinion Survey Report

Acknowledgements

The Chile Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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Objectives

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

- 1. Overall Context:** How familiar are stakeholders with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Chile's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past four years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** What do key stakeholders value the most and the least when it comes to the WBG's work in Chile? How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions to improve WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?



Methodology Overview

■ Fielded November 2023 – February 2024

- 870 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the fielding agency
- Process managed on the ground by the fielding agency

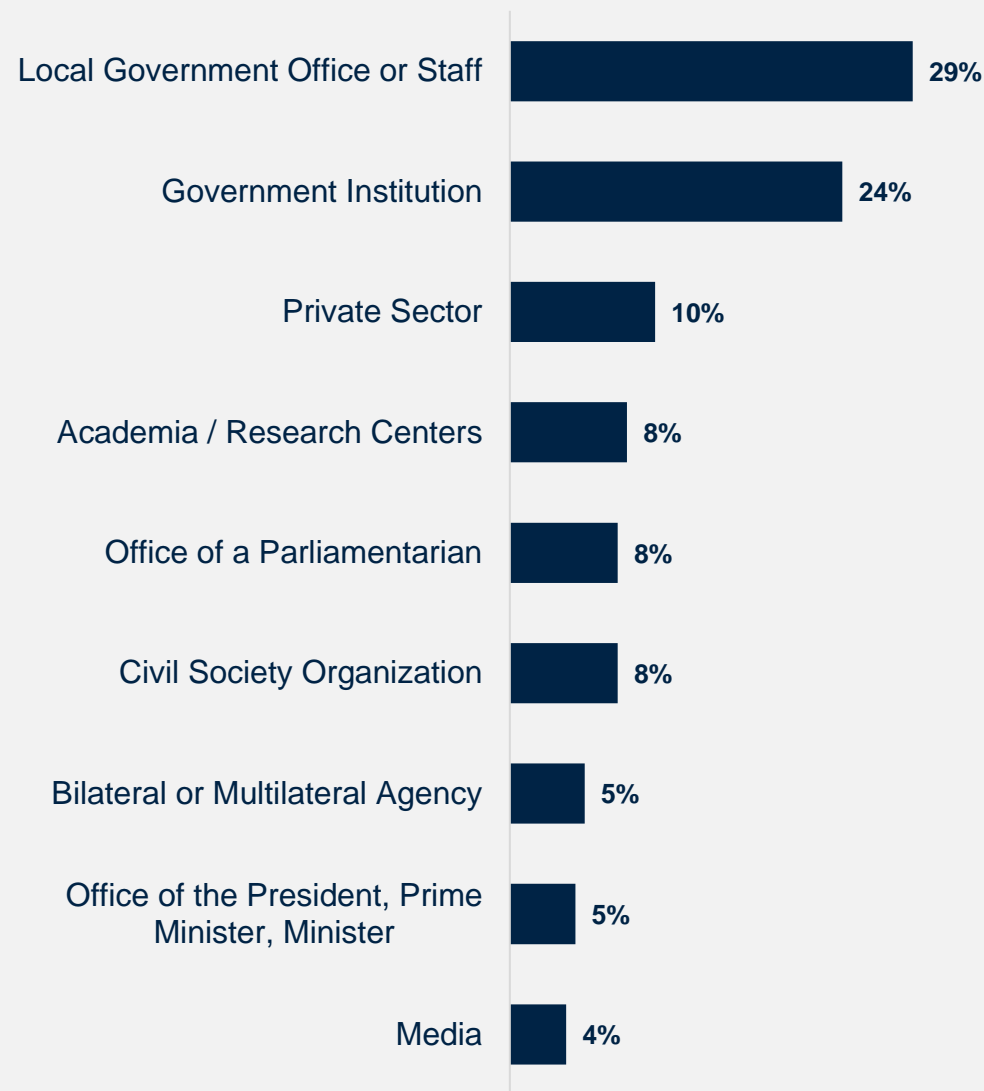
■ 301 participants (35% response rate)

- 65% from the Metropolitan region
- 30% currently collaborate with the WBG

■ Compared to FY20 Country Survey

- 166 participants (22% response rate)
- Respondents completed the questionnaire online
- 29% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



What is your primary professional affiliation?
(Select only 1 response) (Percentage of Respondents, N=301)



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Overall Context

“Increase the volume of work of international cooperation with Chile by diversifying the areas of intervention through technical assistance and donations that consider the multidimensional gaps that a country like Chile faces.”
(Government Institution Respondent)



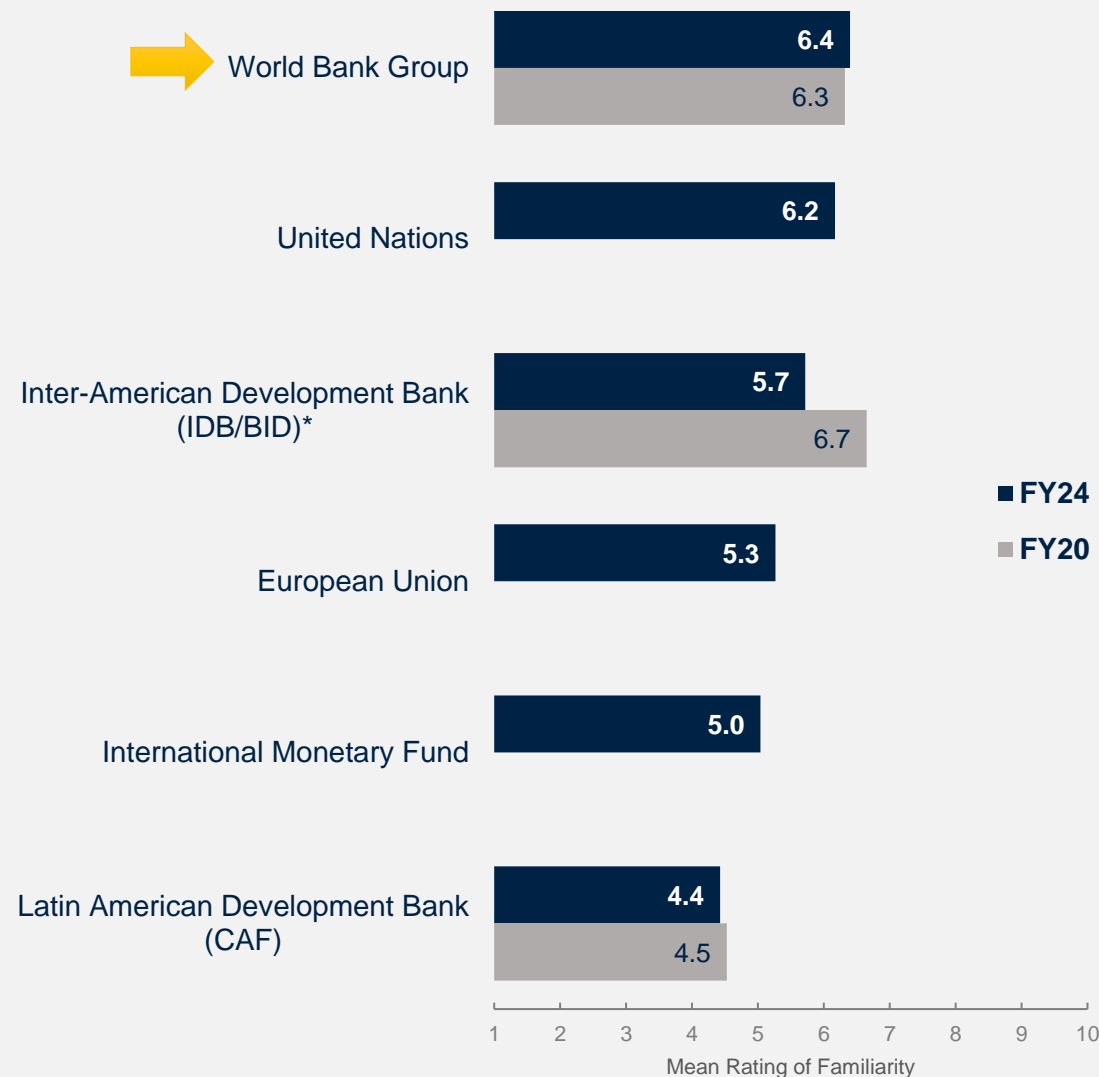
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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

Stakeholders Most Familiar with the WBG, UN

- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations in addition to the World Bank Group (WBG). Of these organizations, respondents in Chile indicated the highest levels of familiarity with the work of the WBG, followed by the UN. Respondents were least familiar with the work of the Latin American Development Bank and IMF in Chile.
- Respondents' level of familiarity with the WBG in this year's survey was statistically similar to the one reported in FY20.

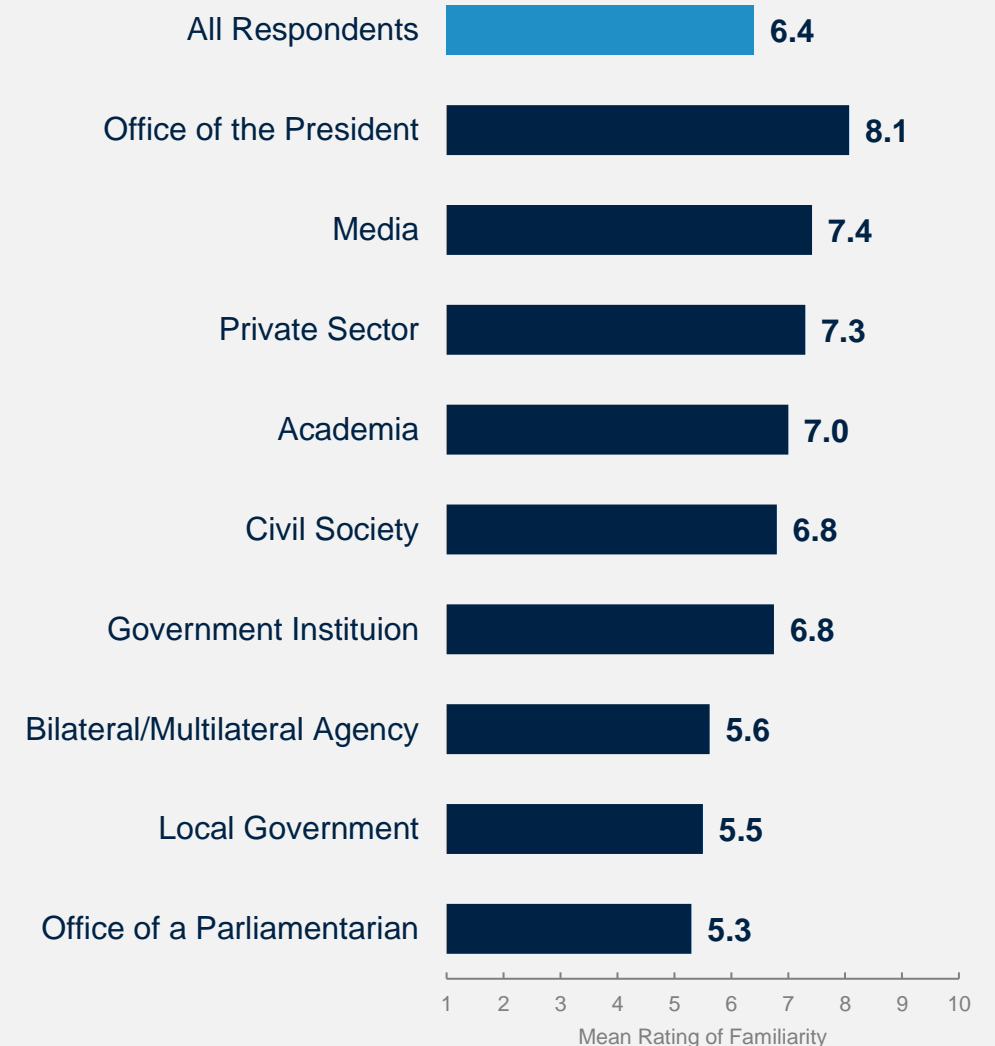


Familiarity with the World Bank Group

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity: **Collaborate with WBG = 7.2**
 Do not collaborate = 6.0

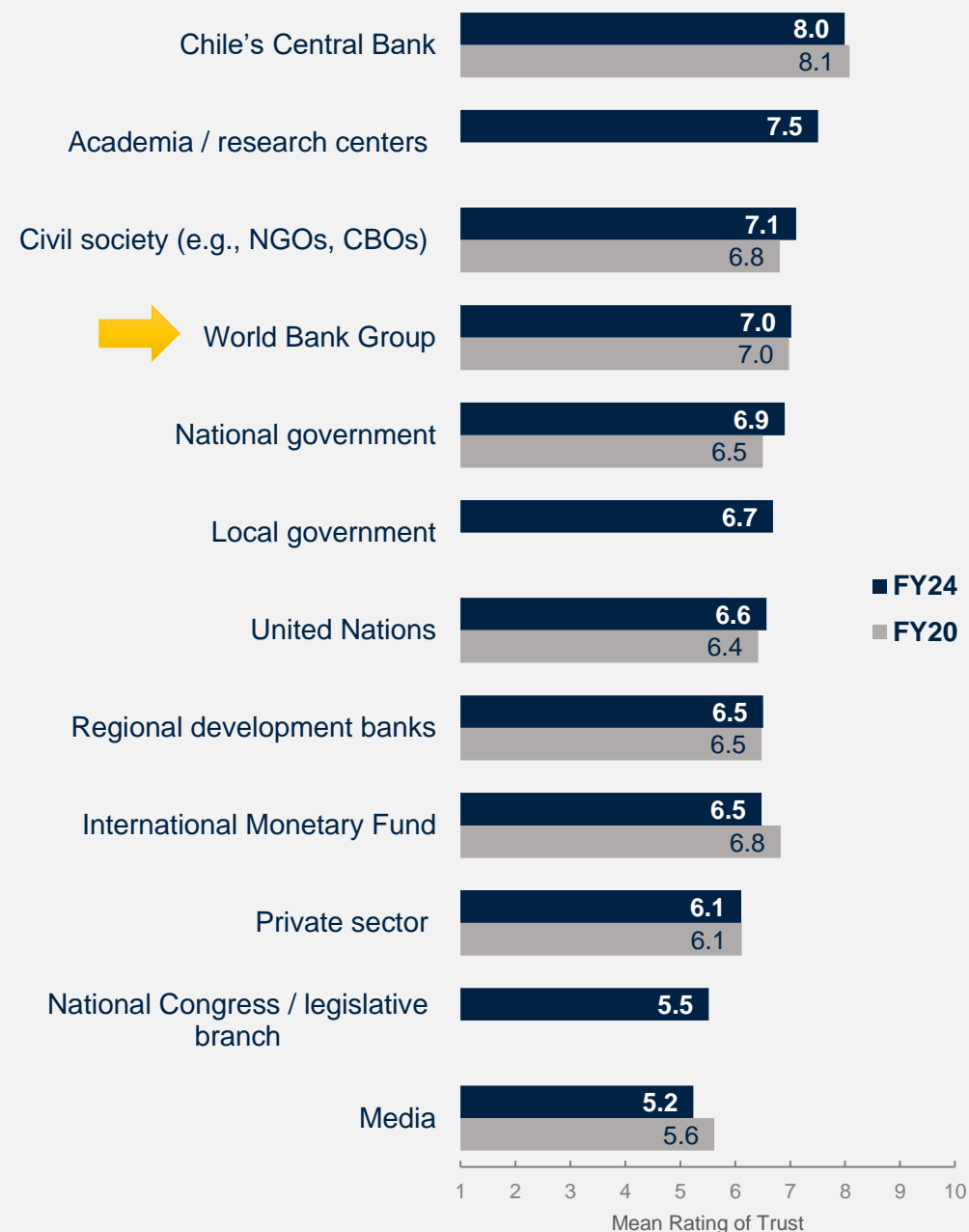
- **Stakeholders:** Respondents from the office of the President indicated significantly higher levels of familiarity with the WBG compared to respondents from other stakeholder groups, especially those from the office of a parliamentarian who reported the lowest levels of familiarity with the work of the WBG.



Trust in WBG Remains Stable

Respondents in Chile gave the **highest ratings of trust for Chile's Central Bank** and **academia**, followed by **civil society** and the **WBG**. At the same time, the **media** and the **National Congress** were the least trusted among the institutions studied.

- Respondents from the office of the President had the highest ratings of trust in the WBG (mean=8.2), whereas respondents from the office of a Parliamentarian had significantly lower trust ratings (mean = 6.1).



Overall Attitudes Toward the World Bank Group

“Increase your relationship with civil society and other actors at the local level. Have a more visible role in the design of public policies that can be evaluated from the beginning. A more dynamic public-private dialogue that brings together more diverse social actors to solve complex problems. Improve the dissemination of your knowledge products. A good example is the Women Business and the Law report..”

(Civil Society Respondent)



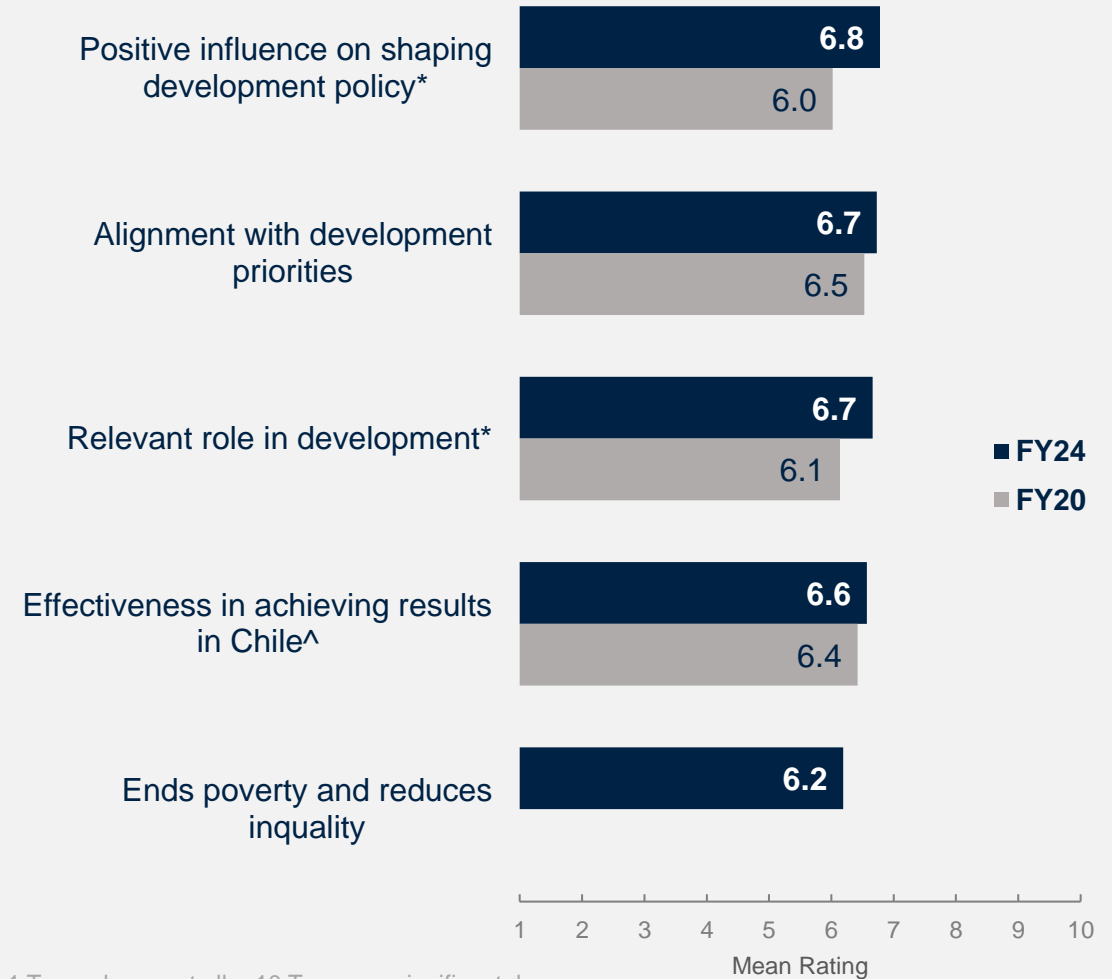
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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

Improvement in Several Key Performance Indicators

In FY24, respondents gave significantly higher ratings for WBG's positive **influence** on shaping development policy in Chile and for its relevance to development in the country. Ratings for **alignment** with Chile's development priorities and **effectiveness** have also improved, although not significantly.



The WBG has a positive influence on shaping development policy in Chile. Scale: 1 To no degree at all – 10 To a very significant degree

The WBG's work is aligned with what I consider the development priorities for Chile. Scale: 1 Strongly disagree – 10 Strongly agree

The WBG currently plays a relevant role in development in Chile. Scale: 1 Strongly disagree – 10 Strongly agree

How effective has the WBG been in achieving development results in Chile? Scale: 1 Not effective at all – 10 Very effective

The WBG's work helps end poverty and reduce inequality in Chile. Scale: 1 Strongly disagree – 10 Strongly agree

^Compared to a mean score of the two questions asked in FY20: "Overall, please rate your impression of the WBG's effectiveness in Chile. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Chile? Scale: 1

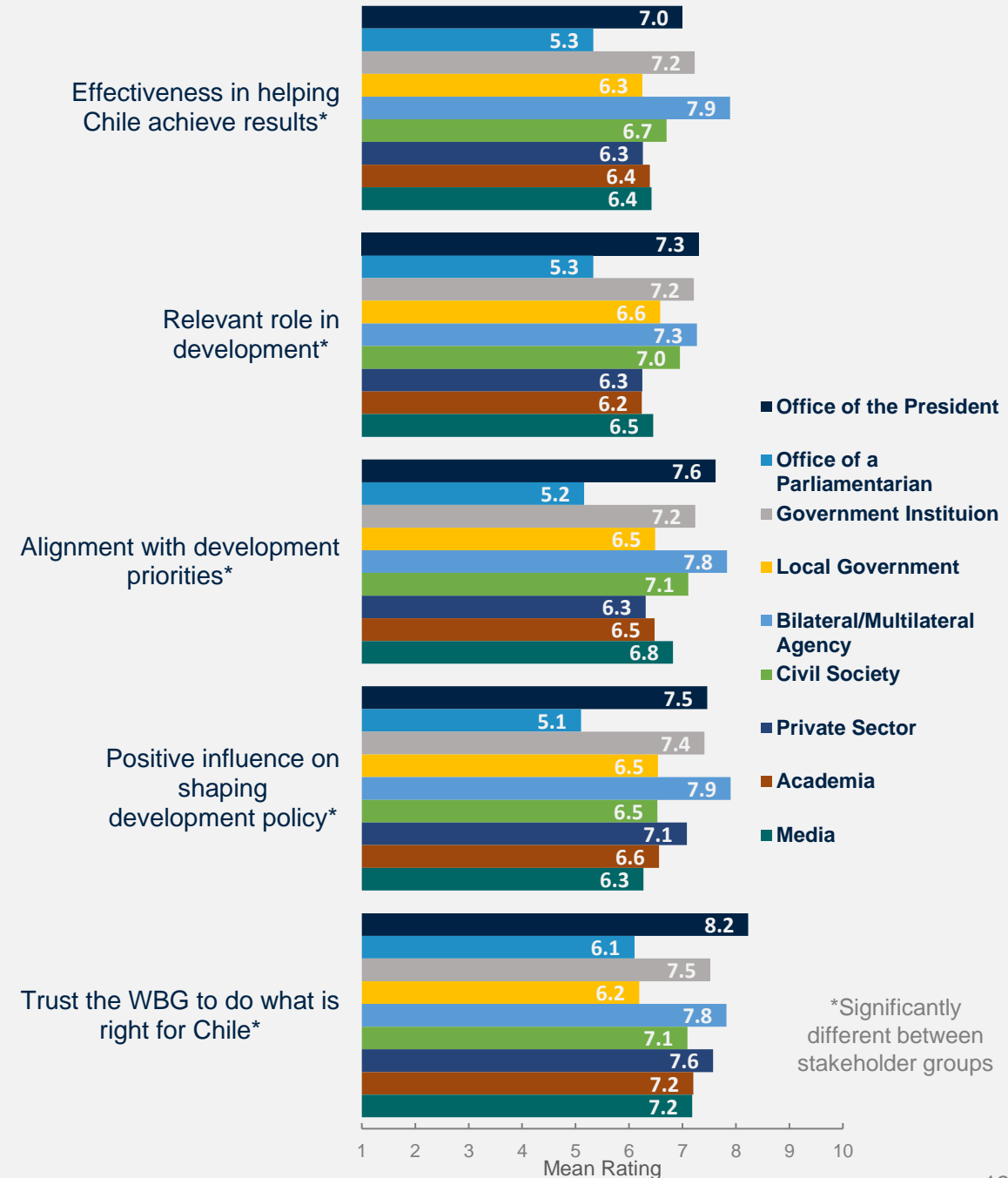
To no degree at all – 10 To a very significant degree

*Significantly different between years



Stakeholders from the Office of the President, Government Institutions, and Bilateral or Multilateral Agencies Have More Positive Perceptions of the WBG

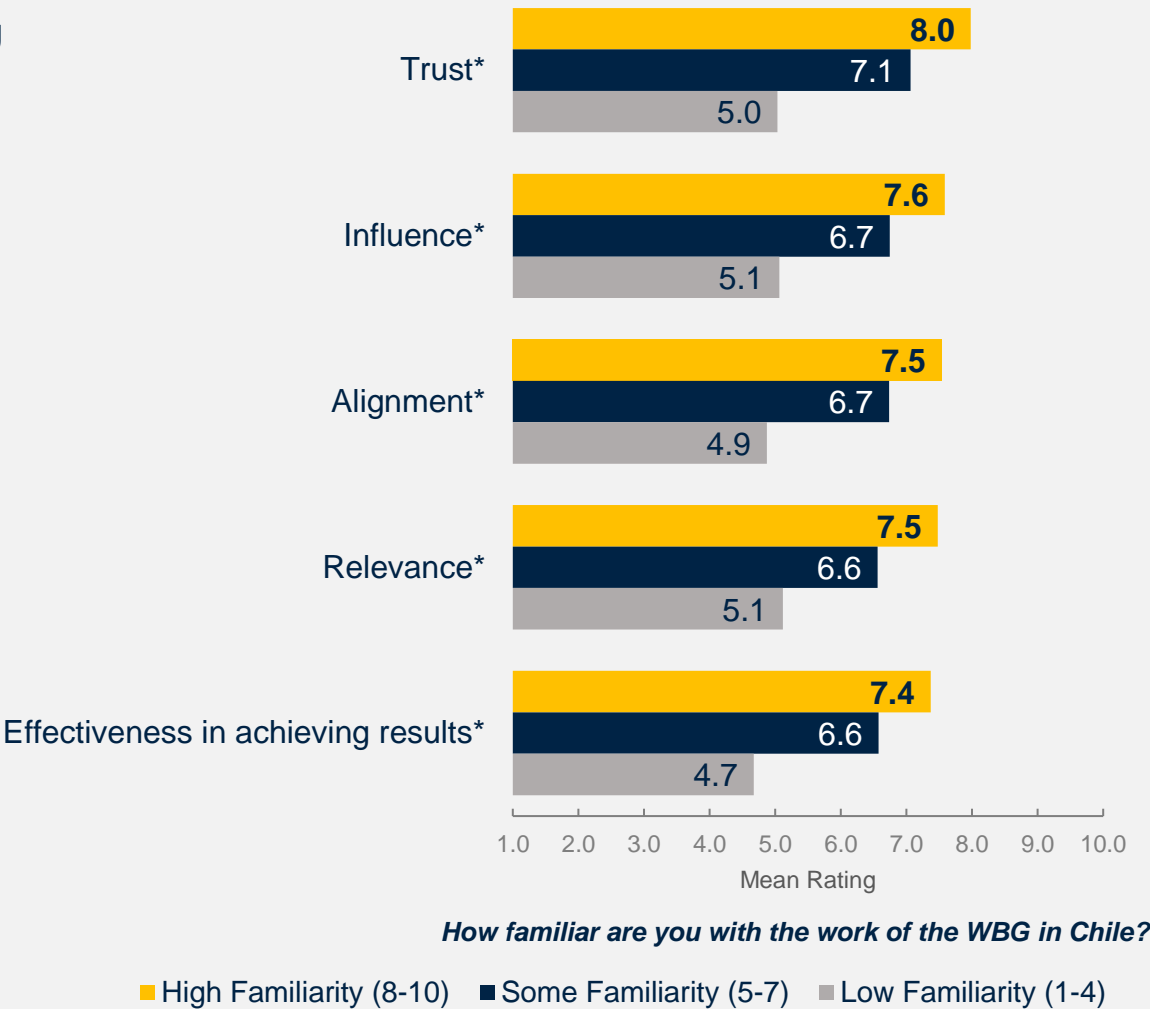
Comparisons of ratings for key performance indicators between stakeholder groups show that respondents from the office of the President, government institutions, and bilateral/multilateral agencies had the highest ratings for the WBG across all of these KPIs. In contrast, respondents from the office of a parliamentarian had significantly lower ratings.



Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive perceptions they have of the WBG and its work.

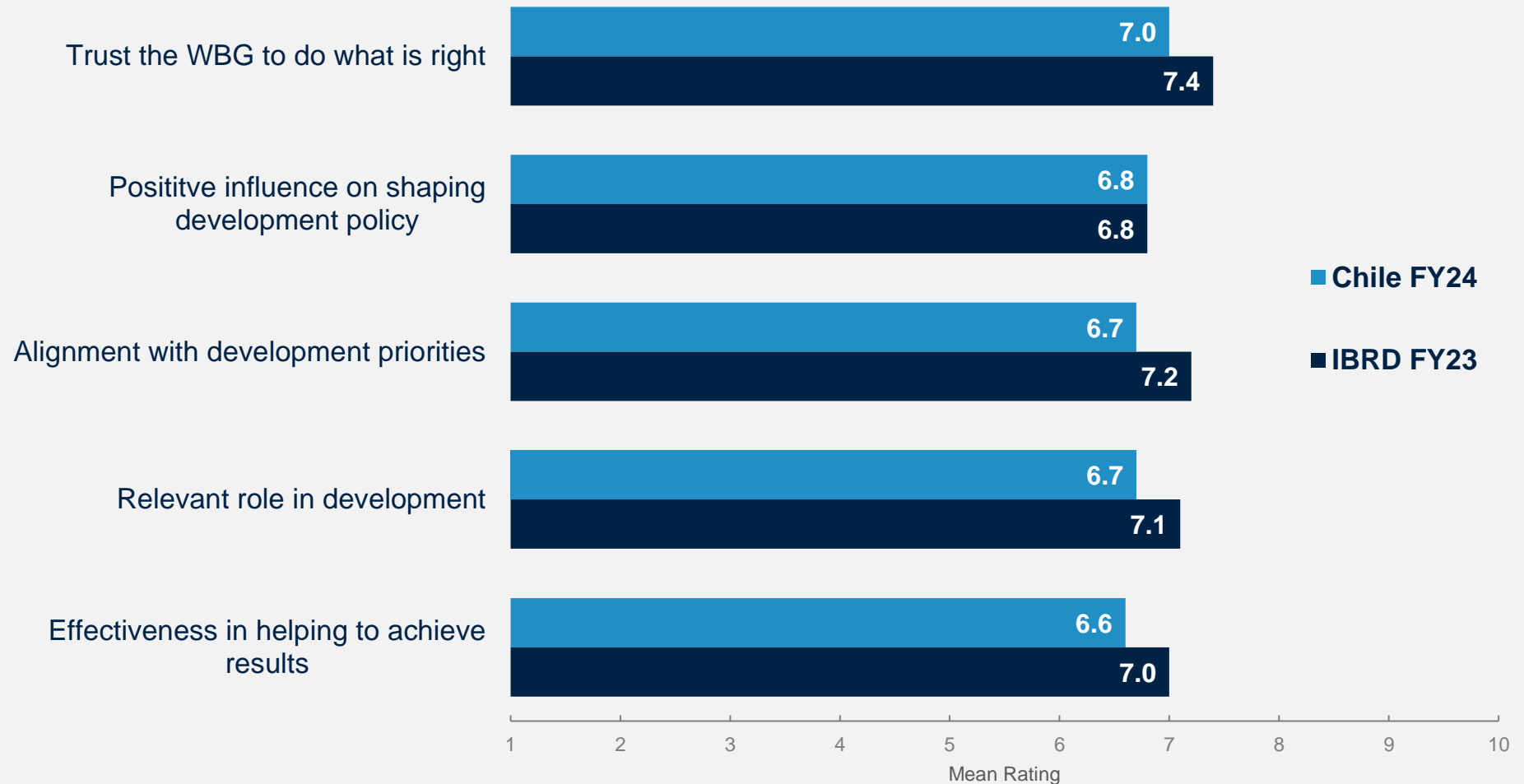
Meaningful engagement and outreach can continue to increase positive perceptions.



The WBG currently plays a relevant role in development in Chile. Scale: 1 Strongly disagree – 10 Strongly agree
To what extent do you trust the WBG to do what is right? Scale: 1 To no degree at all – 10 To a very significant degree
The WBG has a positive influence on shaping development policy in Chile? Scale: 1 To no degree at all – 10 To a very significant degree
How effective has the WBG been in achieving development results in Chile? Scale: 1 Not effective at all – 10 Very effective
The WBG's work is aligned with what I consider the development priorities for Chile. Scale: 1 Strongly disagree – 10 Strongly agree

*Significantly different between levels of familiarity

Chile's Key Performance Indicators are Somewhat Lower than those of Other IBRD Countries

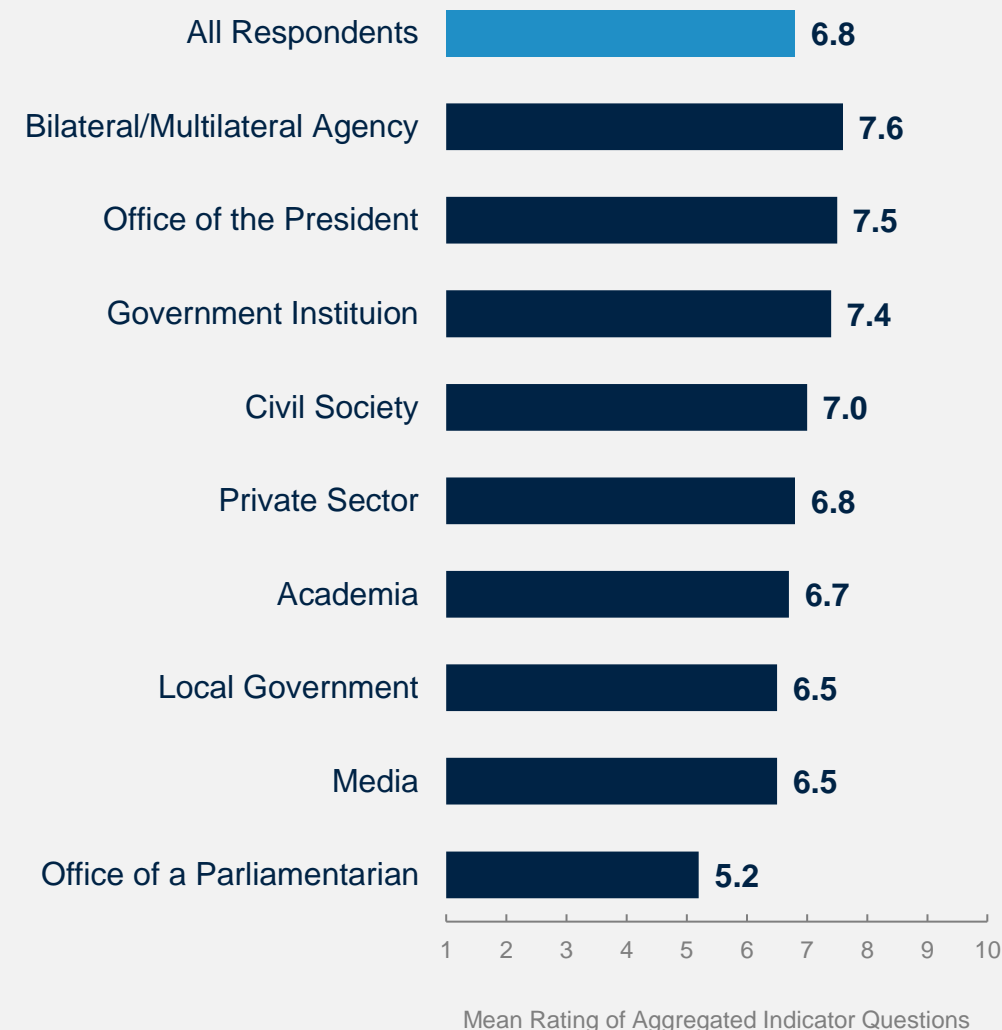


Stakeholder Trends Across Performance Indicators

Respondents from bilateral/multilateral agencies, the office of the President, and government institutions had the highest mean rating across the aggregated responses to the eighteen COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower ratings.

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.5**
 Do not collaborate = 6.5



World Bank Group's Support in Development Areas

“Focus on the sustainable management of natural resources, support for decentralization and local governance processes and strengthening of social protection and the care system.”

(Bilateral/Multilateral Agency Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

Development Areas for WBG Focus

In FY24, **education**, **public sector governance**, **social protection**, and **climate change** were the top areas where stakeholders would like the WBG to focus its resources. These four areas were also at the top of the list in the FY20 survey.

- It should be noted that education (#1) was of more priority to respondents from civil society (79%); climate change was of a greater priority to the respondents from the office of the President (77%); while social protection and inclusion was the top priority for respondents from local governments (60%).

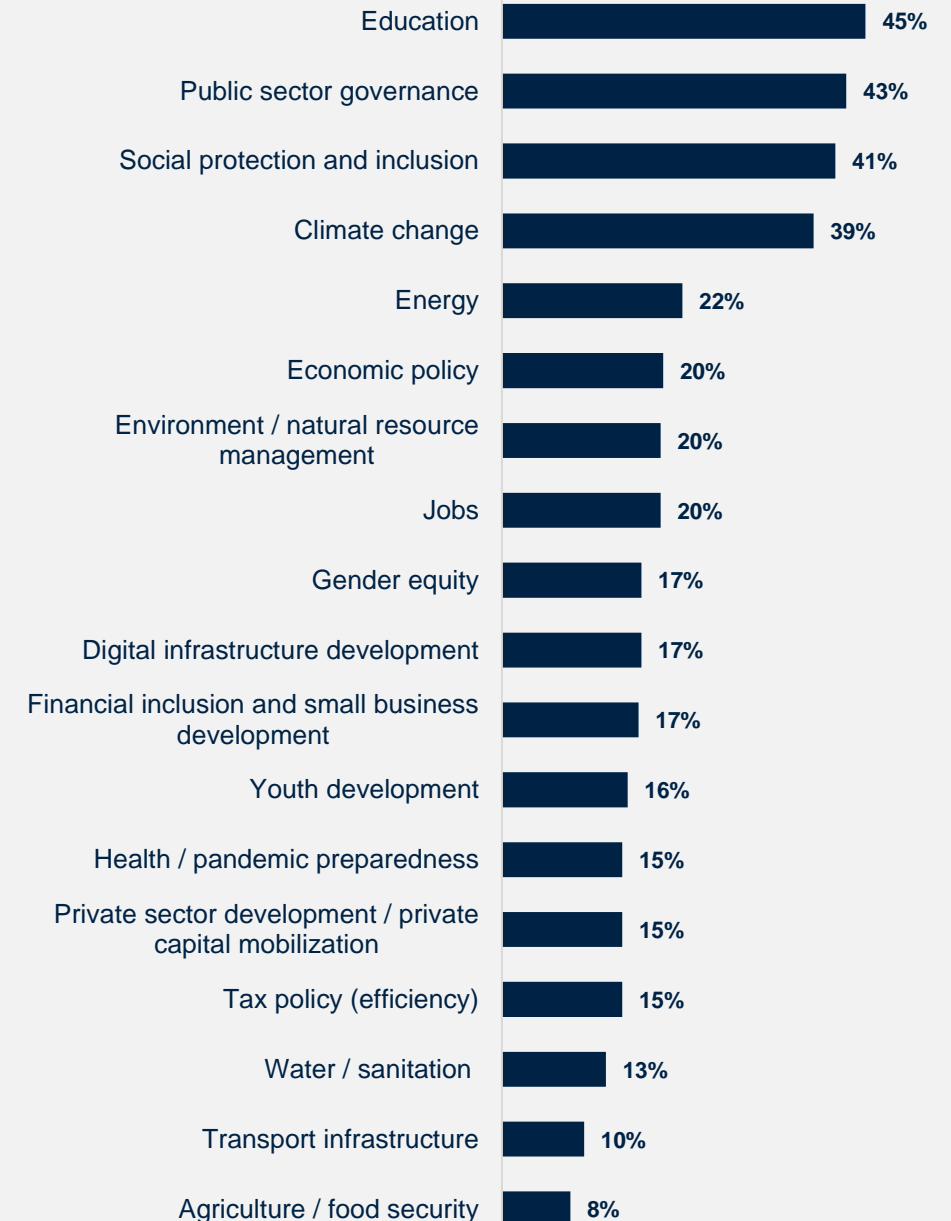
In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Chile?

“Start with the development of public policy to attack climate change. Also, supervise the work of the Local Children’s Office facilities.”

(Local Government Respondent)

“Collaborate by promoting good public policies. The above can be done by transferring knowledge, disseminating experiences, participating in projects, and financing incorporating conditions/restrictions that guide good public policies.”

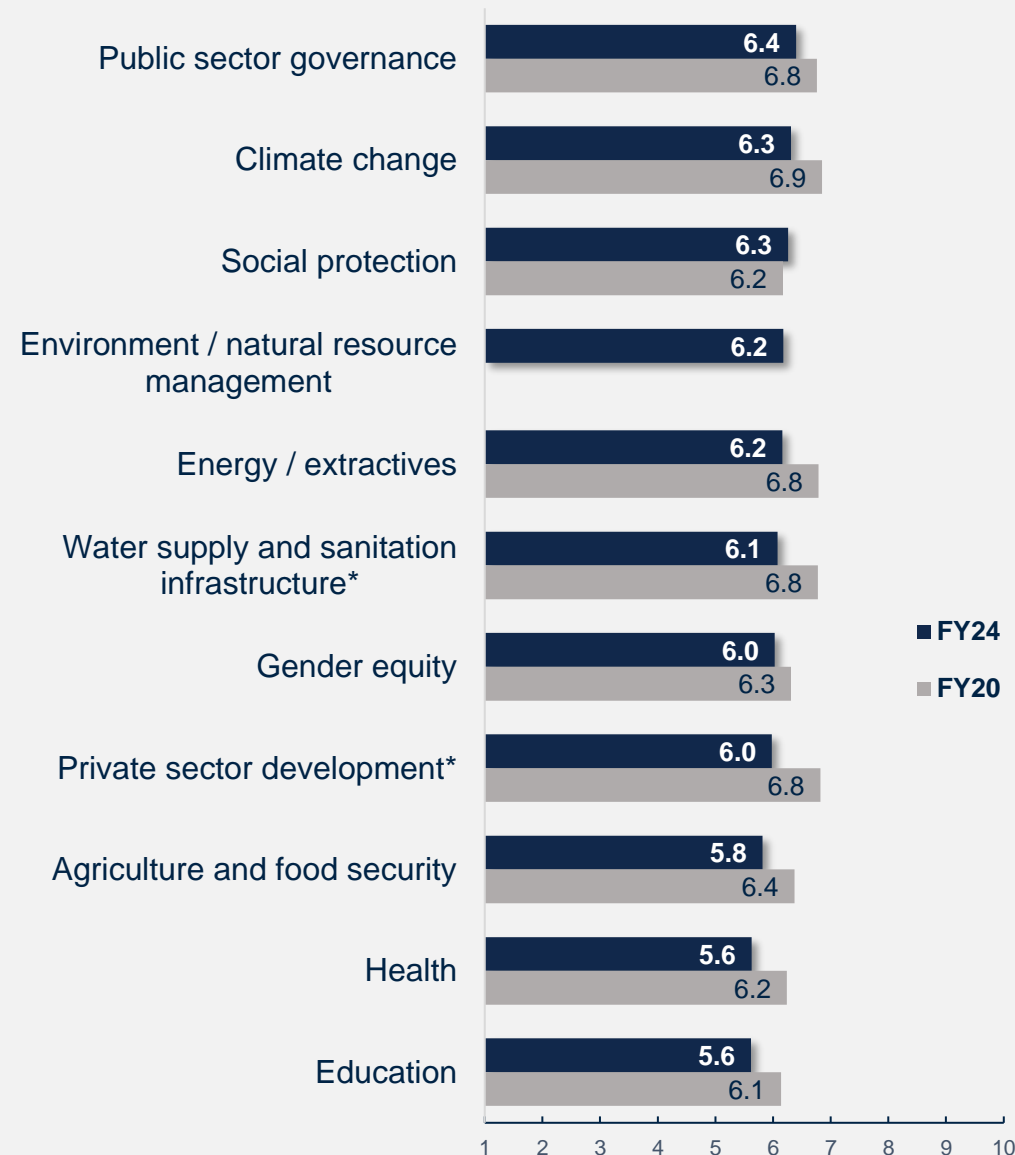
(Private Sector Respondent)



Effectiveness of WBG's Support in Sectoral Areas

The WBG's work in **public sector governance** received the highest effectiveness ratings. In contrast, ratings of the Bank's involvement in **water supply and sanitation infrastructure** and **private sector development** significantly decreased since FY20.

- Of note, respondents from government institutions had significantly higher mean ratings across most of these sectoral areas compared to respondents from other stakeholder groups (overall mean = 6.9).
- As with other aspects of WBG work in Chile, respondents from the office of a parliamentarian gave the lowest ratings for the WBG sectoral work (overall mean = 4.7). These respondents also had the [lowest ratings](#) of familiarity with the Bank.



*Significantly different between years



World Bank Group's Work and Engagement on the Ground in Chile

“Be in greater contact with institutions at both the central and local levels for the implementation of policies. That is, increase proactivity in identifying the needs of the institutions and present projects according to said needs so that the authority in question identifies it as an added value in the management carried out, achieving the Institutional objective in a much more efficient and effective..”
(Government Institution Respondent)



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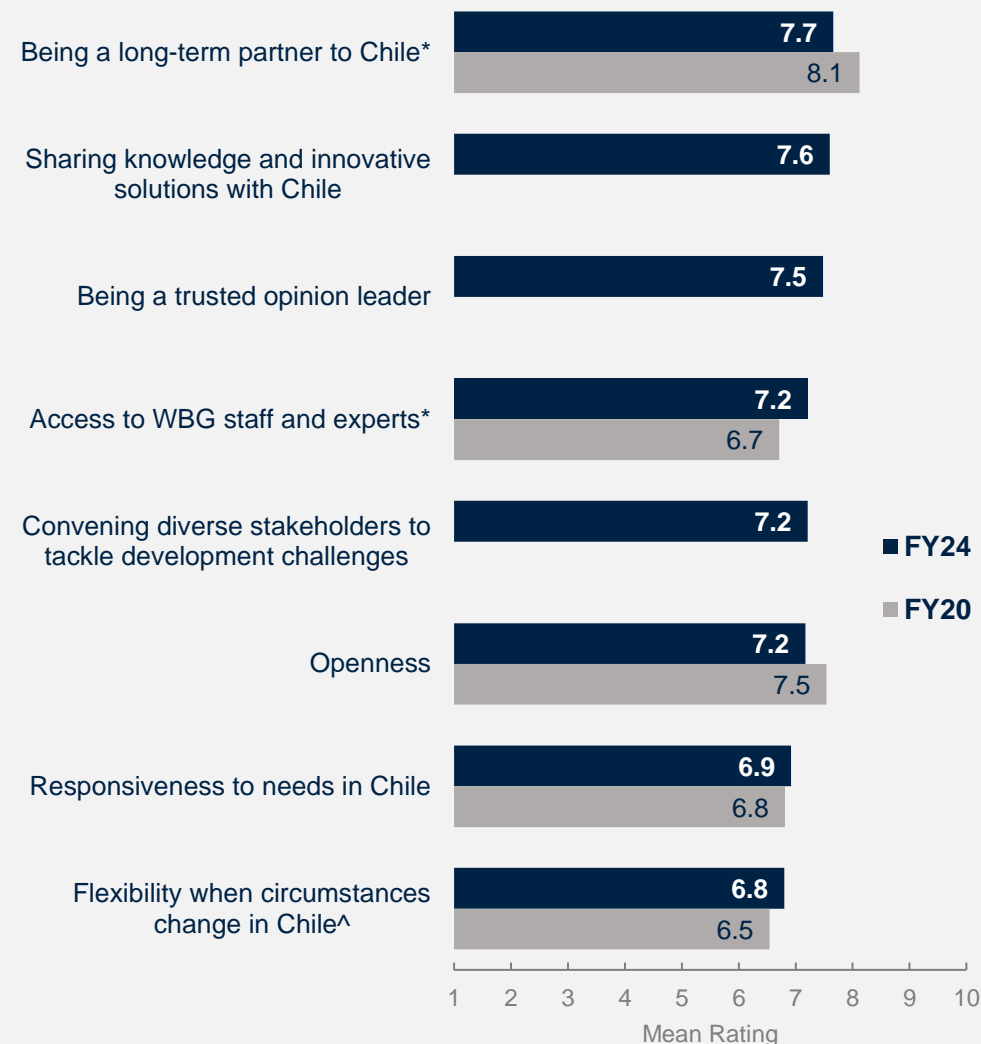


In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

The WBG Increasingly Seen as Accessible

In FY24, respondents perceived the WBG as significantly more **accessible** than in FY20. However, perceptions of the WBG as a long-term **partner** in Chile have significantly decreased (they were the lowest among parliamentarians).

- Respondents from government institutions had the most positive views of the WBG as a development partner (overall mean = 8.1). In contrast, respondents from the office of a parliamentarian gave significantly lower ratings (overall mean = 5.5).



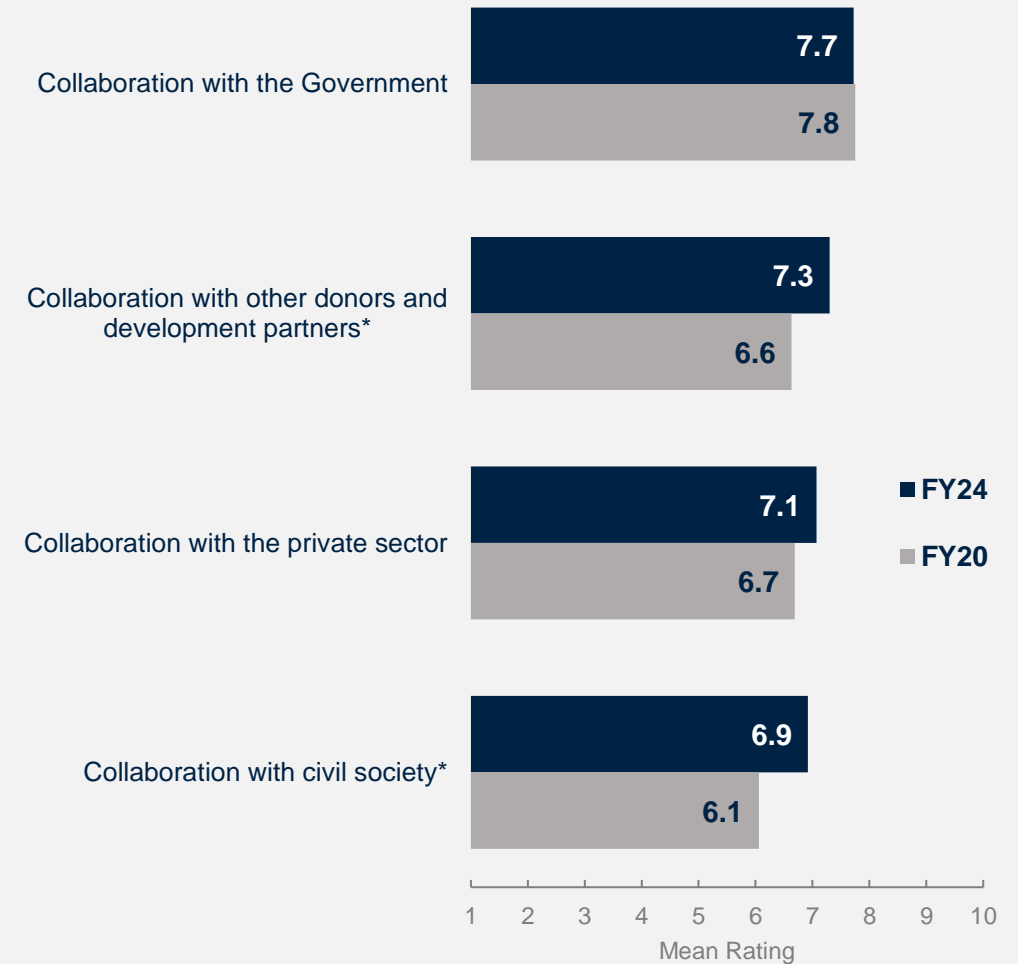
*Significantly different between years



The WBG Increasingly Seen as Effectively Collaborating with Stakeholders

In FY24, respondents continue to see the WBG collaborating well with the **government**. Perceptions of collaboration with **other donors and development partners** and with **civil society** have improved significantly.

- Respondents from government institutions and civil society had the most positive views of the WBG's collaboration (overall mean = 8.2 and 8.0, respectively), while respondents from the office of a parliamentarian gave significantly lower ratings (overall mean = 4.8).



*Significantly different between years



Nearly Half of All Stakeholders want the Bank to Collaborate More with Local Government

Respondents in this year's survey indicated that, in addition to its partnership with the national government, the WBG should collaborate more with **local government** and **academia**, closely followed by **civil society**.

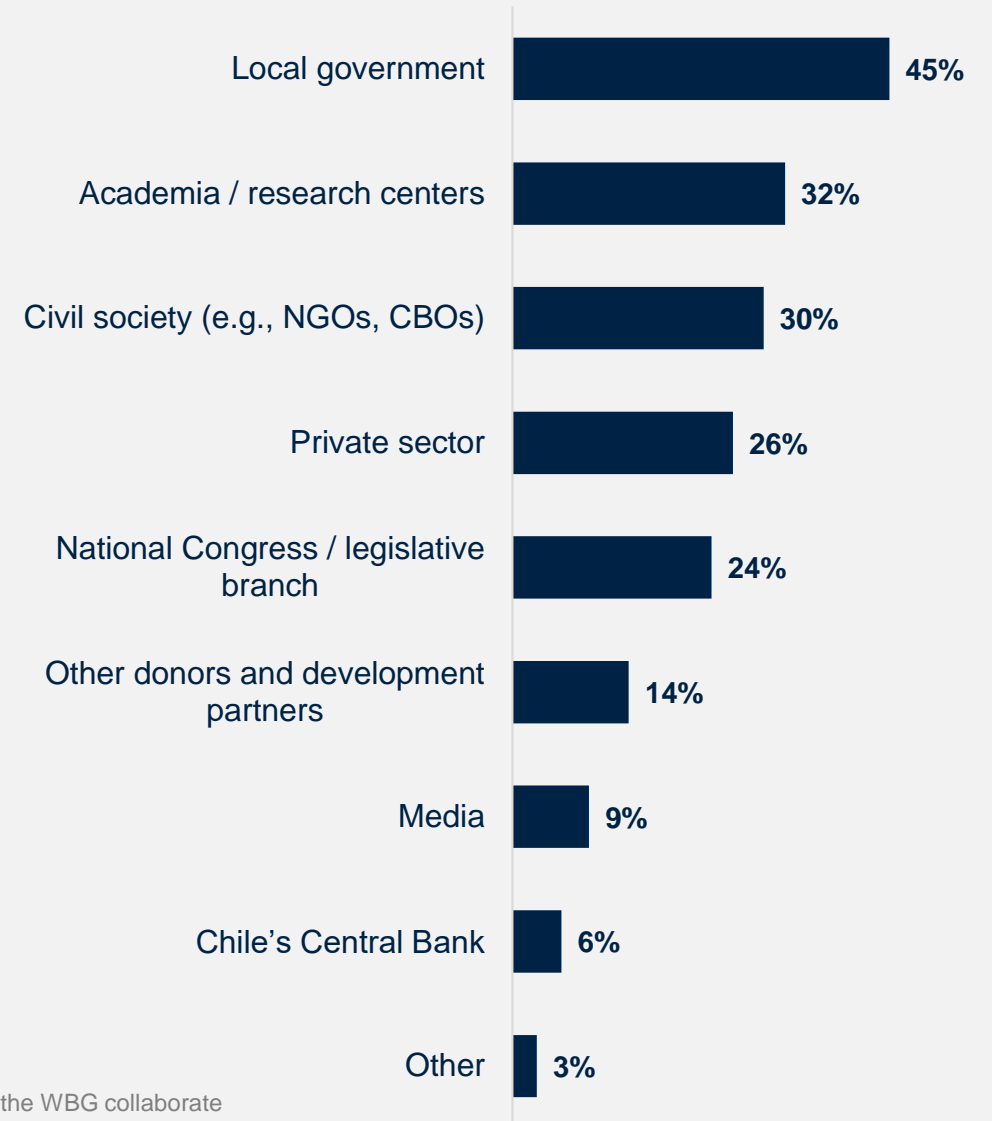
In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chile?

"Link with local governments and generate dissemination material and discussion forums, as well as collaborate with congress and review of laws that affect complex issues, such as everything related to children and adolescents and women.."

(Local Government Respondent)

"Increase contact with academics, study centers, and the media, disseminating their work and working together"

(Academia Respondent)



In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have a greater impact in Chile? (Select up to 2) (Percentage of Respondents, N=275)

Financial Instruments and Knowledge Work

“Strengthen financing instruments and advisory and analysis services in Chile with joint work with the central government, regional governments, and municipalities, particularly in matters of resilience to climate change and just sociological transition, as has been done with the Policy Reduction of Emissions from Deforestation and Degradation.”

(Government Institution Respondent)

“Increase non-reimbursable technical cooperation directly in territories, depending on the needs of each one or group. More instances of direct dialogue with Municipalities. Organization of experience exchange activities or seminars on innovative and contingent topics..”

(Local Government Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

Technical Assistance and Financial Resources Considered the Bank's Greatest Values

In FY24, **technical assistance and implementation support** and **financial resources** were considered the WBG's greatest value to Chile.

Capacity development was most valued by local government stakeholders (36%).

Knowledge and analytical products were of the highest value to respondents from bilateral/multilateral agencies (46%) and academia (44%).

Mobilizing third-party financial resources was of the highest value to respondents from the private sector (46%).

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chile?

"Do training at technical levels of the different initiatives. For example, on issues of Climate Change and Nature-based Solutions. Also, share knowledge acquired from actions learned in other places. ." (Government Institution Respondent)



WBG is Seen as Insisting on Accountability Through its Lending and Effectively Monitoring and Evaluating Projects

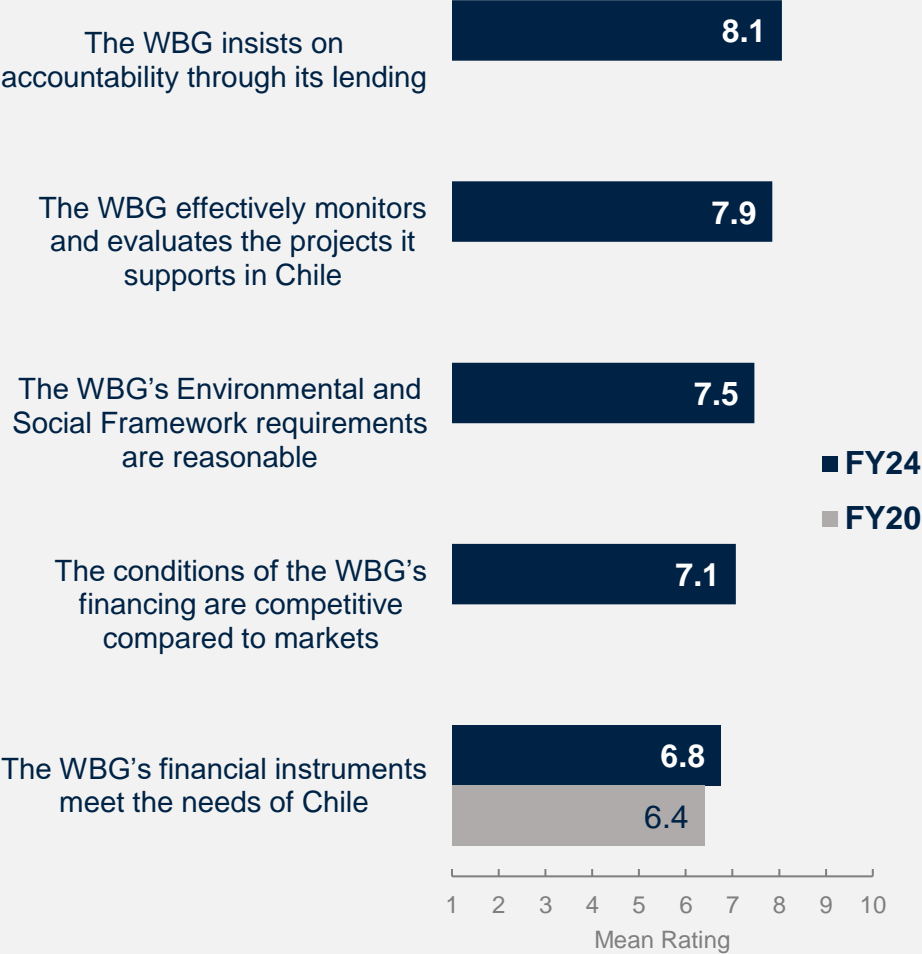
Regarding WBG’s financial instruments, respondents had the highest levels of agreement that the WBG **insists on accountability through its lending** and **effectively monitors and evaluates the projects** it supports in Chile.

Perceptions of the WBG’s **financial instruments meeting country needs** have somewhat improved, although not significantly.

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chile?

“Integrate into the operation of the different public institutions to guarantee that projects and resources are executed according to standards defined by the WBG and that the defined objectives are achieved.”
(Government Institution Respondent)

“Increase your communication of financing possibilities, collaboration with other areas of government such as the National Congress, improve dissemination of studies and conclusions”
(Office of Parliamentarian)

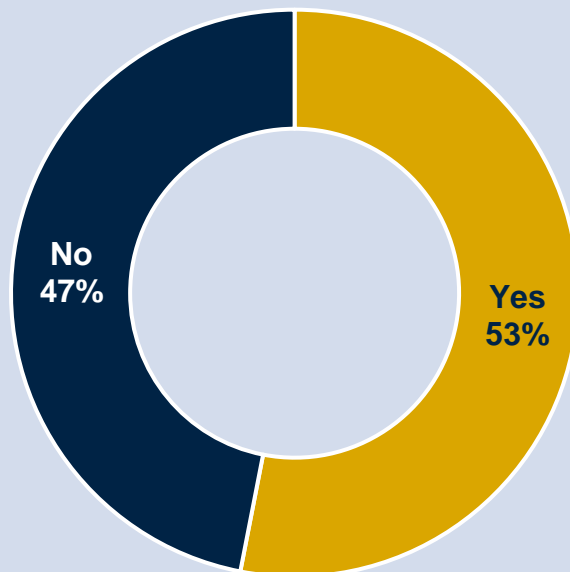


*Significantly different between years



53% of Respondents Have Used the WBG's Knowledge; Those Who Did Were Satisfied With its Quality

Have you ever used the WBG's knowledge work, including participating in workshops, study tours, or training programs?



The WBG brings global expertise to Chile as part of its knowledge work*



Working with the WBG increases Chile's institutional capacity*



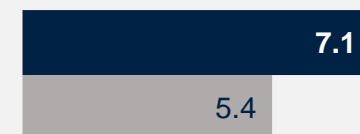
I am satisfied with the quality of the WBG's knowledge work in Chile*



The WBG's knowledge work is tailored to Chile's context*

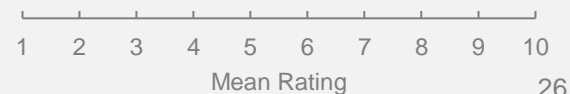


When I need to consult the WBG's knowledge work, I know how to find it*



Have you used WBG advisory services and analytics in the past?

■ Yes
■ No



Have you ever used the WBG's knowledge work, including participating in workshops, study tours, or training programs? (Percentage of Respondents, N=277)
To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree *Significantly different usage



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WBG Knowledge Work is Perceived as Bringing Global Expertise

Respondents had the highest levels of agreement that the WBG brings **global expertise to Chile** as part of its knowledge work, which is closely followed by the **WBG's publications being translated into local language(s)**. Perceptions for the latter aspect have improved significantly; however, the ratings for **dissemination** of the WBG's knowledge work are somewhat lower, and they haven't changed significantly since FY20.

- Respondents from the **media** and the **office of a parliamentarian** had the most critical views of the WBG's knowledge work. They were also the least likely to have used it.



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree
 How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Chile? Scale: 1 Not significant at all – 10 Very significant

^Compared to "Are a source of relevant information on global good practices" and "Are adaptable to Chile's specific development challenges and country circumstances," respectively, asked in FY20.

*Significantly different between years



The Future Role of the World Bank Group in Chile



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How can the WBG increase its effectiveness? Open Ended Responses

Collaborate with local stakeholders, engage in policy dialogue, decentralization, and greater dissemination of work.

Results 3%

Supervision of project/policy implementation, and M&E

Communication of results

Financial Support 6%

More financing, particularly directly at the local level

Develop and promote new, more flexible instruments

Facilitate private investment

Knowledge 9%

Capacity building and technical assistance

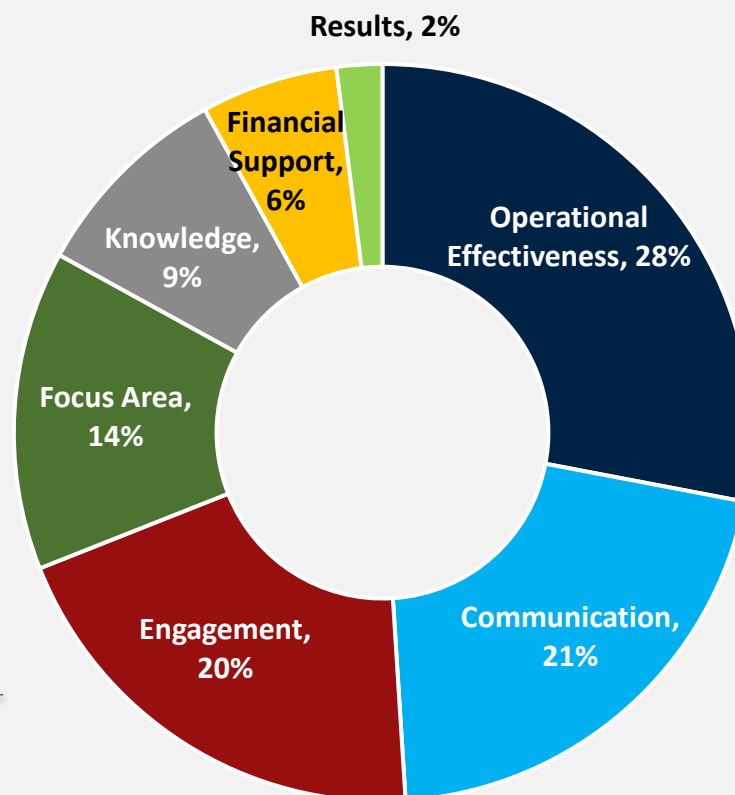
Proactive inform decision makers about WBG research, best practices

Focus Area 14%

Public sector governance/modernization

Human capital, innovation

Climate change, energy



Operational Effectiveness 28%*

Direct engagement at the local level, decentralization

Greater engagement in policy dialogue

Implementation support

Context-specific solutions and adaptation to local circumstances

Communication 21%

Engage with the media to promote WBG's results across audiences

Educate the public about the Bank's role

Proactive engagement with decision makers

Address reputational issues

Engagement 20%

Greater stakeholder engagement for:

- better needs assessment

- generating local solutions

- coordination, supervision of project/policy implementation, and M&E



In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chile? (N=154)

*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.



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Demands for the WBG to be more collaborative, engage in policy development, communicate more, and disseminate knowledge and results

Operational Effectiveness

*“Be in greater contact with institutions at both the central and local levels for the **implementation of policies**. That is, increase proactivity in identifying the **needs** of the institutions and present projects according to said needs so that the Authority in question identifies it as an added value in the management carried out, achieving the Institutional objective in a much more efficient and effective.”* (Government respondent)

*“Participate in more **program implementation** processes”* (Local government respondent)

*“Increase your relationship with civil society and other actors at the **local level**. Have a more visible role in the **design of public policies** that can be evaluated from the beginning...”* (Civil society respondent)

*“More direct work with **local governments**, opening possibilities and access to more **direct financing** of territorial initiatives”* (Local government respondent)

*“Better position itself as a relevant actor to accompany the development of programs and **policy development** in various matters (today there is considerable ignorance of its role in the country)”* (Private sector respondent)

*“Invest in innovative **local public management initiatives**, replicable local public policies”* (Local government respondent)

Communication

*“Increase your **communication** of financing possibilities, collaboration with other areas of government such as the National Congress, improve **dissemination** of studies and conclusions”* (Respondent from the office of a parliamentarian)

*“Periodic **meetings (quarterly)** with the media to learn about the progress of policies and studies in development. Also, about financing mechanisms. **Greater ease of access to reports**, not just executive summaries for the press.”* (Media respondent)

*“Publication and **dissemination** of studies among decision makers”* (Local government respondent)

*“Have **more visibility** in the academy, in the press media and through dissemination activities of its programs in Chile.”* (Academia respondent)

Engagement

*“Support **collaborative work** between universities, government teams, and civil society for the design of public policies”* (Academia respondent)

*“Generating instances where the **community** can be part. They can contribute a lot to the work that the Bank can carry out.”* (Local government respondent)

*“**Working with social organizations** and **respecting** the ways of acting of the community and the idiosyncrasies and ways of construction of the towns.”* (Local government respondent)



Demands for the WBG to build capacity, offer more financial support, and ensure results

Knowledge

*“**Training** the people who make up the different bodies of the State and civil society.”*
(Local government respondent)

*“Maintain contact with the government and **inform it of the best practices** in other countries with a similar profile, to together develop **tailor-made solutions**.”* (Bilateral or multilateral agency respondent)

*“Collaborate by promoting good public policies. The above can be done through the **transfer of knowledge**, disseminating experiences, and participating in projects and financing incorporating conditions/restrictions that guide good public policies.”* (Private sector respondent)

*“Do **training at technical levels** of the different initiatives. For example, on issues of Climate Change and Nature-based Solutions. Also share knowledge acquired from actions learned in other places. ”*
(Government respondent)

Financial Support

*“1. **Take more risk** in the projects and initiatives it finances. 2. **Mobilize more concessional capital** to the country, since due to its membership in the OECD it is very elusive. 3. Coordinate with the public and private sectors in the **structuring of combined financing** for high-impact projects.”* (Civil society respondent)

*“Advice and **direct and effective investment** in autonomous local governments, municipalities”* (Respondent from the office of the President)

*“Make its **instruments flexible**, increase dialogue with civil society actors and regional and local governments.”* (Respondent from the office of the President)

*“Development and promotion of **new financing instruments**, encouraging the deployment of more public/private financing”* (Civil society respondent)

*“Have a platform where projects are registered and serve as a portal so that investors and financiers can **participate in these projects**, which will have the GBM seal...”*
(Private sector respondent)

Results

*“Integrate into the operation of the different public institutions to guarantee that **projects and resources are executed according to standards** defined by the WBG and that the defined objectives are achieved.”* (Government respondent)

*“I think it is necessary to strengthen the teams since those who are WBG do an excellent job, but it is not enough, resulting in a high workload for the officials, affecting the **achievement of objectives and support**, and the urgency in meeting goals **without really measuring the progress or results**. The urgency of the goal is noticeable more than the quality support procedure. Also, the little flexibility and demands that respond to the latter; I believe that the personnel is insufficient for the social area and accompaniment that responds to its goals more than to the needs of the programs...”* (Government respondent)



Communication and Outreach

“Improve your communication systems with all the entities that are in the field of decision-making and with the organizations that build the social fabric in Chile. Improve your communication plans. Increase workshops, especially in regions. Financing development projects in small, lagging towns to generate territorial equity”
(Government Institution Respondent)

“It seems to me that there is a lack of dissemination of the work carried out; perhaps the group that arrives is too limited, it is probably an important contribution, but its origin is unknown..”
(Local Government Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Chile? (N=154)

Events, e-Newsletters, and Direct Contact were Most Preferred for Receiving WBG Communication

	Preferred WBG Channel									
	All Respondents	Office of the President	Office of a Parliamentarian	Government Institution	Local Government	Bilateral/Multi-lateral Agency	Civil Society	Private Sector	Academia	Media
Event / conference / seminar / workshop	53%	50%	37%	50%	52%	75%	57%	57%	65%	36%
e-Newsletters	47%	58%	47%	47%	45%	42%	38%	54%	52%	36%
Direct contact with staff	44%	42%	53%	44%	37%	25%	48%	46%	43%	91%
Social media	17%	8%	11%	18%	27%	17%	19%	7%	9%	0%
Direct messaging	14%	8%	32%	18%	8%	8%	14%	7%	13%	27%



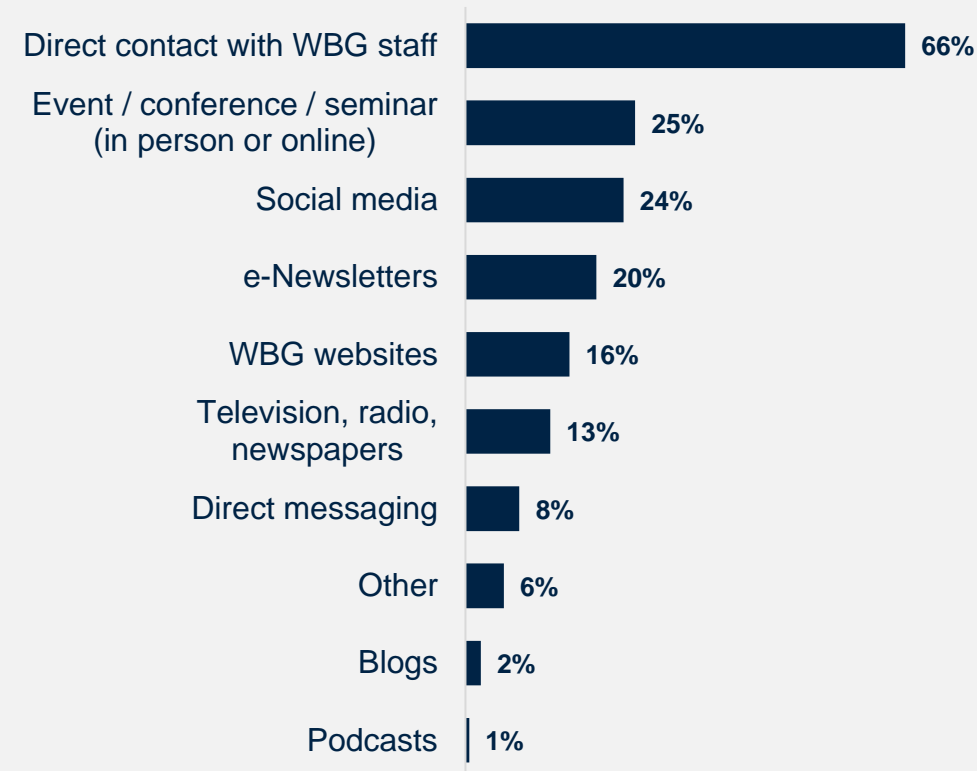
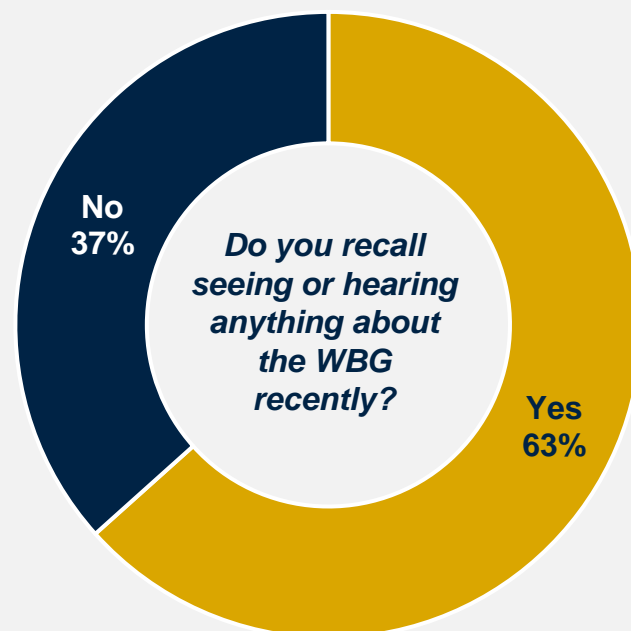
How would you prefer to receive communication from the WBG? (Select up to 2)
(Percentage of Respondents, N=269)



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6 in 10 Engaged With the WBG Recently, Most often Through Direct Contact, WBG's Events, and Social Media

63% of respondents recalled hearing or seeing something about the WBG recently. Respondents from the **office of the President, government institutions**, and **local government** were the most likely to recall something (83%, 74%, and 77%, respectively) whereas respondents from **the office of a parliamentarian** were significantly less likely to do so (37%). Respondents most often reported seeing/hearing about the WBG through **direct contact, events/conferences/seminars** (in person or online), and **social media**.

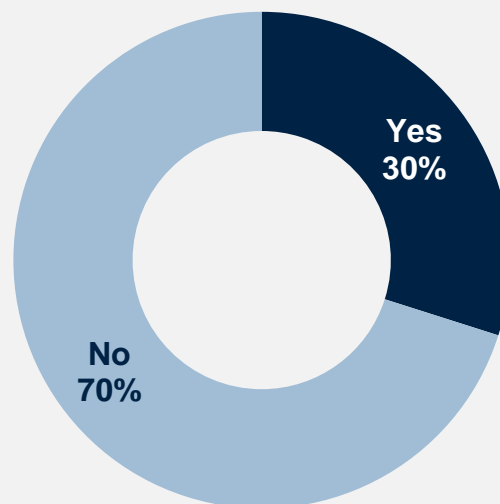


Demographics of the Sample and Detailed Methodology

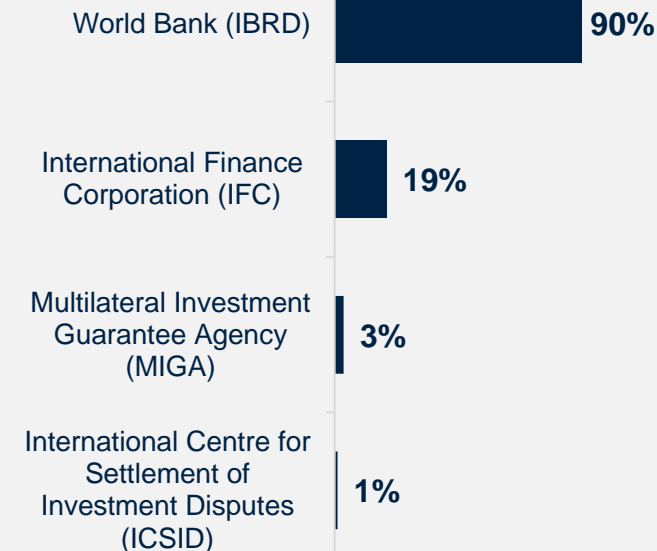


Demographics of the Sample

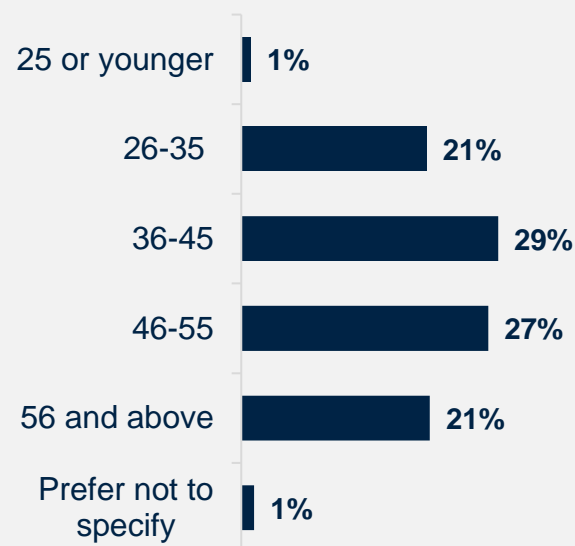
Currently, do you professionally collaborate/work with the WBG in Chile? (N=301)



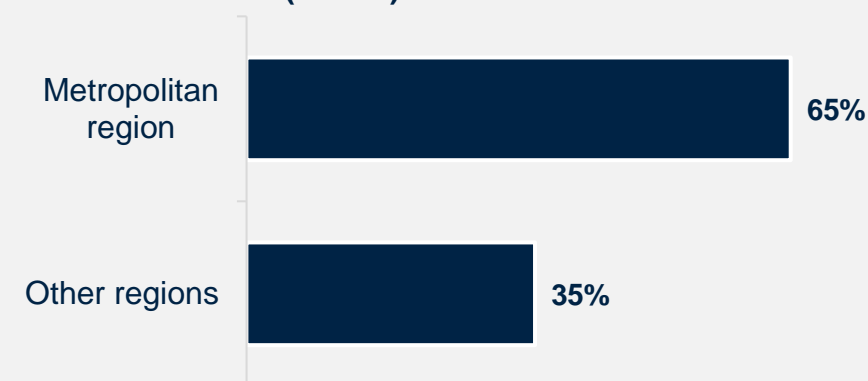
Which of the following agencies of the WBG do you primarily collaborate/work with in Chile? (N=90)



What's your age? (N=277)



Which best represents your geographic location? (N=277)



Detailed Methodology

From **November 2023 to February 2024**, 870 stakeholders in Chile were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey.

A list of potential participants was compiled by the WBG country team and the fielding agency. Participants were drawn from the offices of the President, Prime Minister, and minister, the office of a parliamentarian, government institutions, local governments, bilateral/ multilateral agencies, the private sector, civil society organizations, academia, and the media.

A total of **301** stakeholders **participated in the survey (35% response rate)**. Respondents completed the questionnaires via an online platform.

The results of this year’s survey were compared to the FY20 Survey, which had a response rate of 22% (N=166).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, 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. This year’s survey saw an increased outreach to and/or response from local government, but a decrease from government principals, media, and civil society. These differences in stakeholder composition between the two years should be taken into consideration when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Chile COS FY24 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2020	FY 2024
Government Principals: Office of the President, Prime Minister, Minister, Parliamentarian	17%	12%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	28%	24%
Local Government	6%	29%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	7%	5%
Civil Society Organization: Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	11%	8%
Private Sector: Private Company, Financial Sector Organization, Private Bank, Small, Micro & Medium Enterprise	9%	10%
Academia/Research Institute/Think Tank	10%	8%
Media	11%	4%
Other	1%	0%
Total Number of Respondents*	164	301

* This table includes only those who responded to the question, “What is your primary professional affiliation?”

Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in **red** below.

A1_5. How much do you trust each of the following institutions to do what is right for Chile? Scale: 1 Not at all – 10 Very much

A2. How effective is the World Bank Group (WBG) in helping Chile achieve development results? Scale: 1 Not effective at all – 10 Very effective

A3. How significant a contribution do you believe the World Bank Group's knowledge work makes to development results in Chile?
Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree/disagree with the following statements about the WBG's work in Chile? Scale: 1 Strongly disagree – 10 Strongly agree

A4 The World Bank Group currently plays a relevant role in development in Chile.

A5. The World Bank Group's work is aligned with what I consider the development priorities for Chile.

A6. The WBG has a positive influence on shaping development policy in Chile

A7. The WBG's work helps end poverty and reduce inequality in Chile.

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

Scale: 1 To no degree at all – 10 To a very significant degree

C1_1. Responsiveness to needs

C1_2. Access to WBG staff and experts

C1_3. Flexibility when circumstances change

C1_5. Being a long-term partner to Chile

To what extent is the WBG an effective development partner in terms of the following?:

Scale: 1 To no degree at all – 10 To a very significant degree

C1_9. Collaboration with other donor and development partners

C1_10. Collaboration with the Government

C1_11. Collaboration with the private sector

C1_12. Collaboration with civil society

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

C3_1. The WBG's financial instruments meet the needs of Chile (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results).

C5_1. I am satisfied with the quality of the WBG's knowledge work in Chile.

C5_4. The WBG's knowledge work is tailored to Chile's context.





CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

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