



CountryOpinionSurveys

# FY 2024 Dominican Republic Country Opinion Survey Report

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# Acknowledgements

The Dominican Republic Country Opinion Survey is part of the Country 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 better understanding how stakeholders in the Dominican Republic 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 regarding its effectiveness, relevance, alignment with the Dominican Republic'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 on the Ground:** How is the WBG perceived as a development partner in the Dominican Republic? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding WBG's work in the Dominican Republic? What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions for improving WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



# Methodology Overview

## ■ Fielded February – May 2024

- 613 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

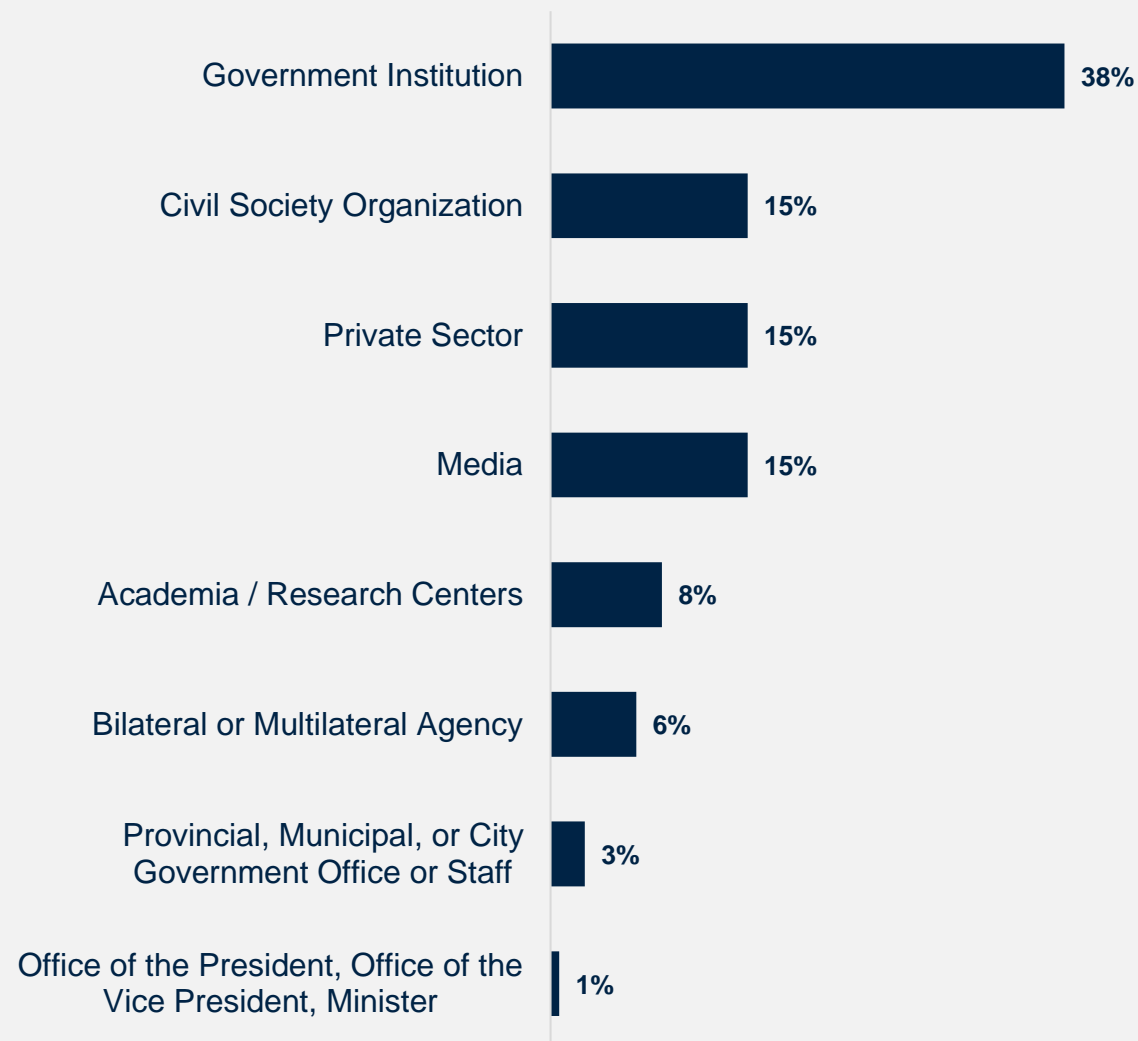
## ■ 157 participants (26% response rate)

- 85% from Greater Santo Domingo
- 57% currently collaborate with the WBG

## ■ Compared to FY19 Country Survey

- 153 participants (41% response rate)
- 85% from Santo Domingo
- 30% collaborated with the WBG

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



# Overall Context

*“Continuous and rigorous monitoring of the country's reform measures to guide it towards more inclusive and sustainable development.*

*Better identify opportunities for improvement and seek solutions for the different sectors. Currently, aid directed to agriculture and exports must be largely considered in order to make their projections and sustainability more efficient.*

*I take this opportunity to congratulate the guidelines for the operations that are aligned with the new MAP project for the period 2022-2026.”*

(Civil Society Respondent)



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*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# Consistent Familiarity with the World Bank

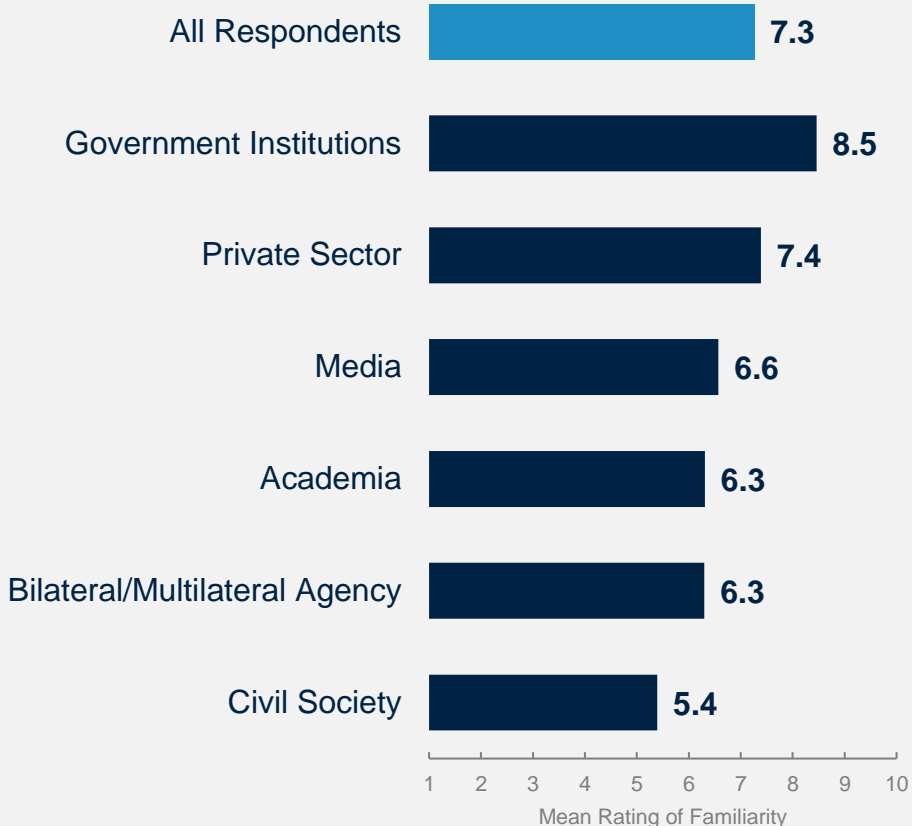
- Comparison of FY19 and FY24:** Respondents in this year’s Country Survey reported similar levels of familiarity with the Bank as the respondents in the FY19 Survey:

Mean familiarity:     **FY24 = 7.3**  
                                   **FY19 = 7.3**

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

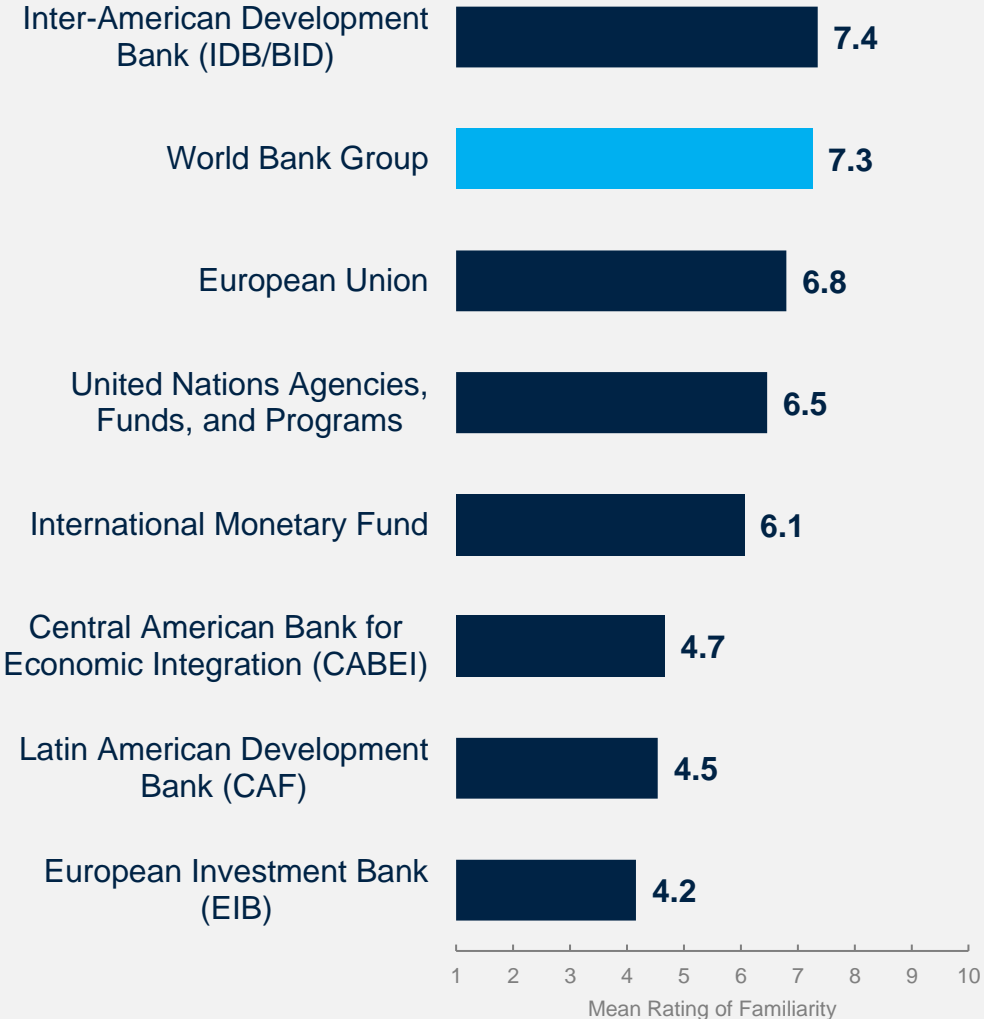
Mean familiarity:     **Collaborate with WBG = 8.4**  
                                   **Do not collaborate = 5.8**

- Stakeholders:** Respondents from government institutions and the private sector indicated the highest levels of familiarity with the WBG, whereas respondents from civil society reported much lower levels of familiarity with its work.



# Stakeholders Most Familiar with the IDB and WBG

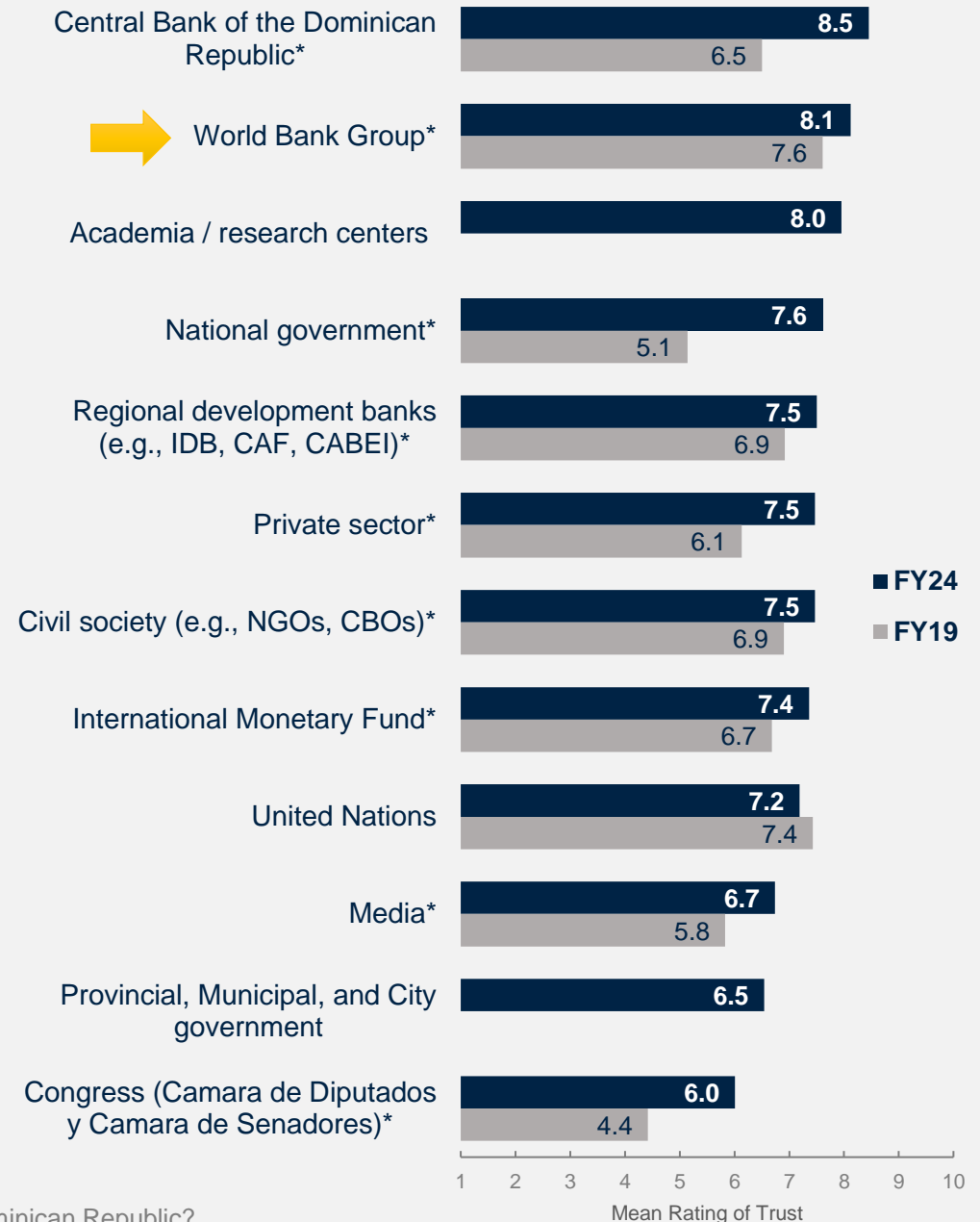
- Respondents in this year’s Country Survey were asked to indicate their familiarity with the work of several international organizations in addition to the World Bank Group. Of these organizations, respondents in the Dominican Republic indicated the highest levels of familiarity with the Inter-American Development Bank (IDB/BID) work, followed by the WBG. Respondents were least familiar with the work of the European Investment Bank (EIB), Latin American Development Bank (CAF), and Central American Bank for Economic Integration (CABEI).





# The WBG is Among the Most Trusted Institutions

Respondents in the Dominican Republic gave the highest trust ratings to the **Central Bank of the Dominican Republic, the WBG, and academia**. Of note is that trust ratings have significantly increased for most institutions, especially for the national government, Congress, and the Central Bank.



# *Overall Attitudes toward the World Bank Group*

*“1. Oversight and supervision of financial support programs of the Dominican Government. 2. Support projects that truly impact the quality of life of citizens. 3. Demand maximum transparency in the execution of financing.”*  
(Private Sector Respondent)

*“1. To disseminate more widely the knowledge generated through the Academies. 2. To strengthen the link with the private sector 3. To promote greater integration and participation of Civil Society in the responses to the needs of the Dominican Republic. .”*  
(Civil Society Respondent)



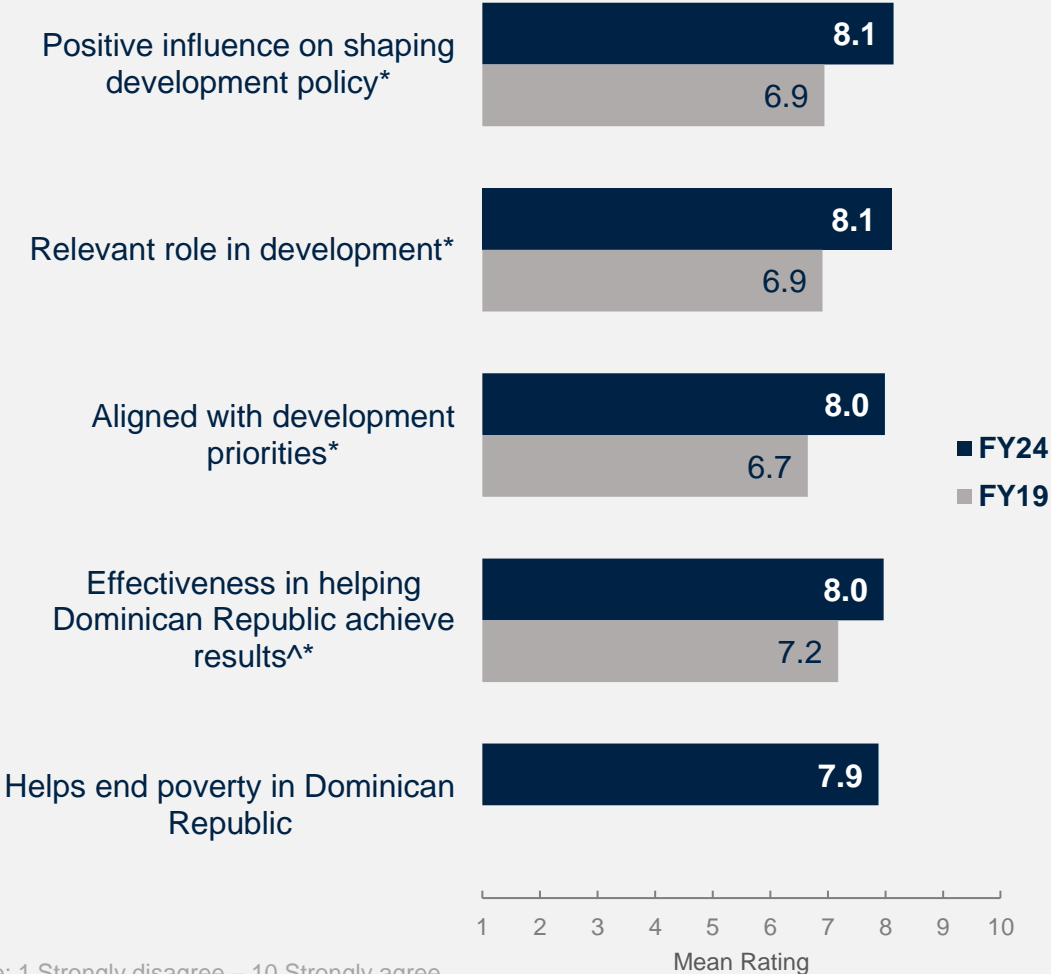
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*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# Key Performance Indicators Significantly Improving

In FY24, respondents gave higher ratings for the WBG’s **positive influence** on shaping development policy, **relevance** to development in the Dominican Republic, **alignment** with their development priorities, and **effectiveness** in helping the Dominican Republic achieve development results than respondents in FY19.



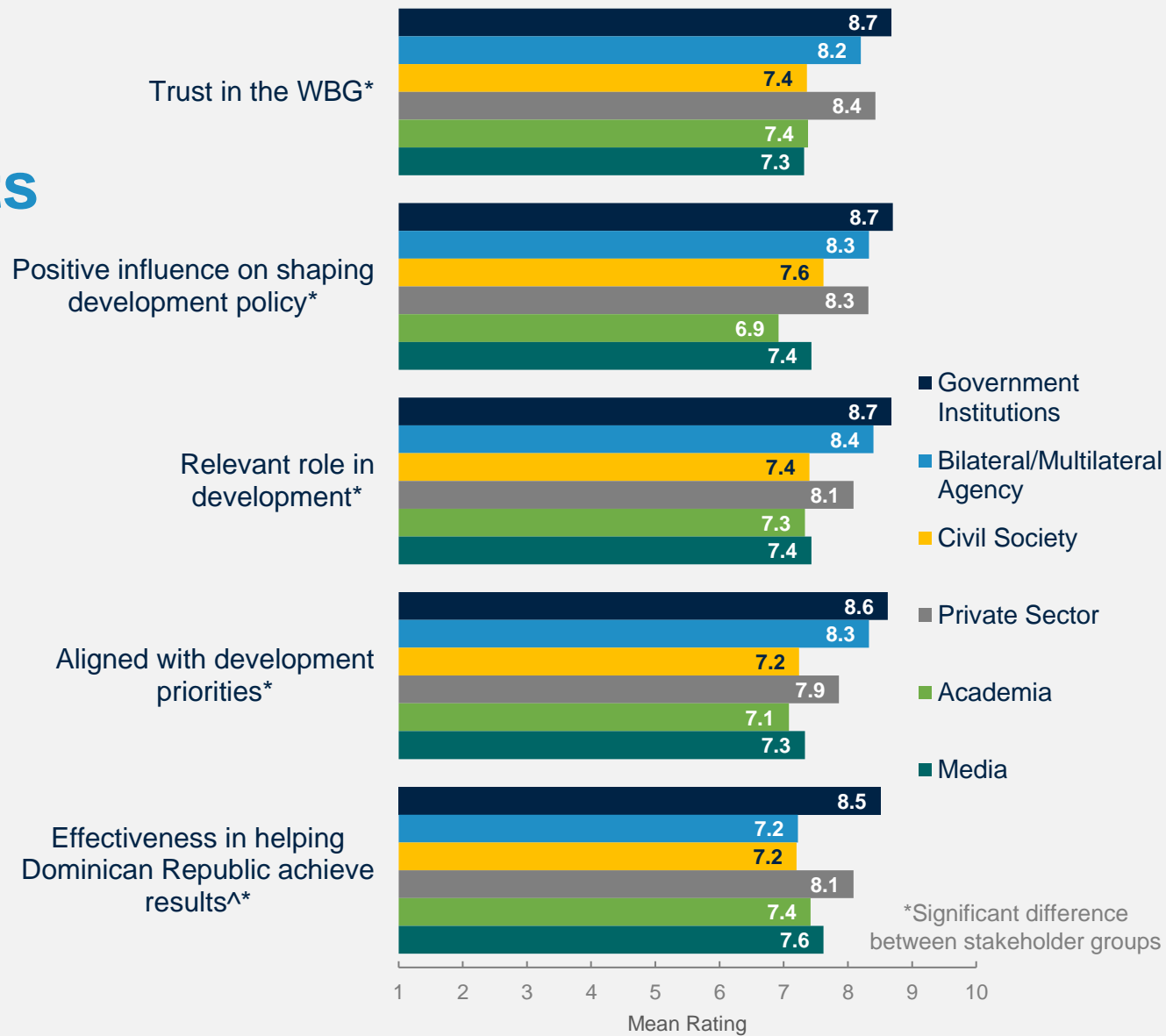
The WBG currently plays a relevant role in development in the Dominican Republic. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping the development policy in the Dominican Republic. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG’s work is aligned with what I consider the development priorities for the Dominican Republic. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG’s work helps end poverty in the Dominican Republic. Scale: 1 Strongly disagree – 10 Strongly agree

How effective is the WBG in helping the Dominican Republic achieve development results? Scale: 1 Not effective at all – 10 Very effective  
 ^Compared to a mean score of the two questions asked in FY19: "Overall, please rate your impression of the WBG’s effectiveness in the Dominican Republic. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG’s work help to achieve development results in the Dominican Republic? Scale: 1 To no degree at all – 10 To a very significant degree \*Significant difference between years



# Government Institutions, Bilateral / Multilateral Agency and Private Sector Respondents Consistently Have More Positive Views of the WBG

Comparisons of ratings for key performance indicators between stakeholder groups show that respondents from government institutions, bilateral or multilateral agencies, and the private sector gave the highest ratings for these key indicators of the WBG's performance. In contrast, respondents from academia tended to give significantly lower ratings.

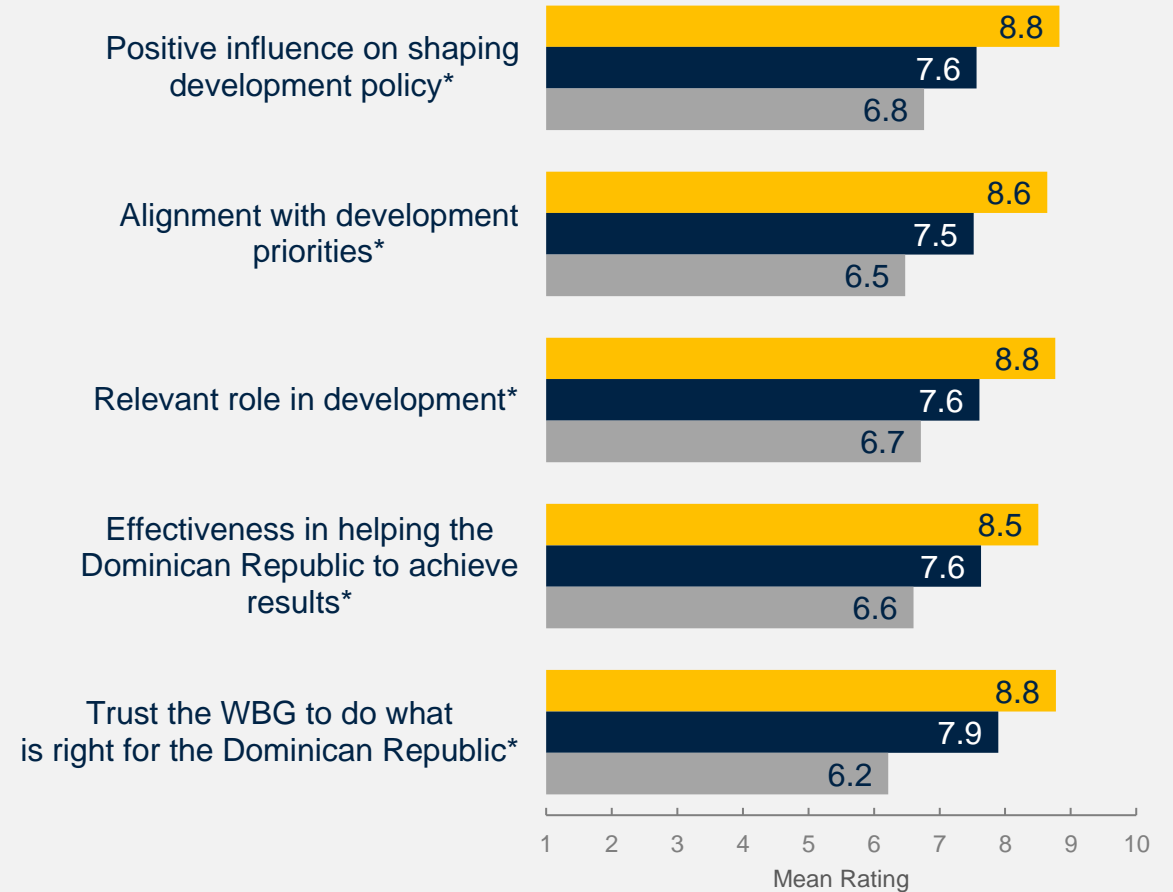


For question wording and scales, please see the previous slide.

# 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.**



**How familiar are you with the work of the WBG in Dominican Republic?**  
 ■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)



How much do you trust the WBG to do what is right for the Dominican Republic? Scale: 1 Not at all – 10 Very much

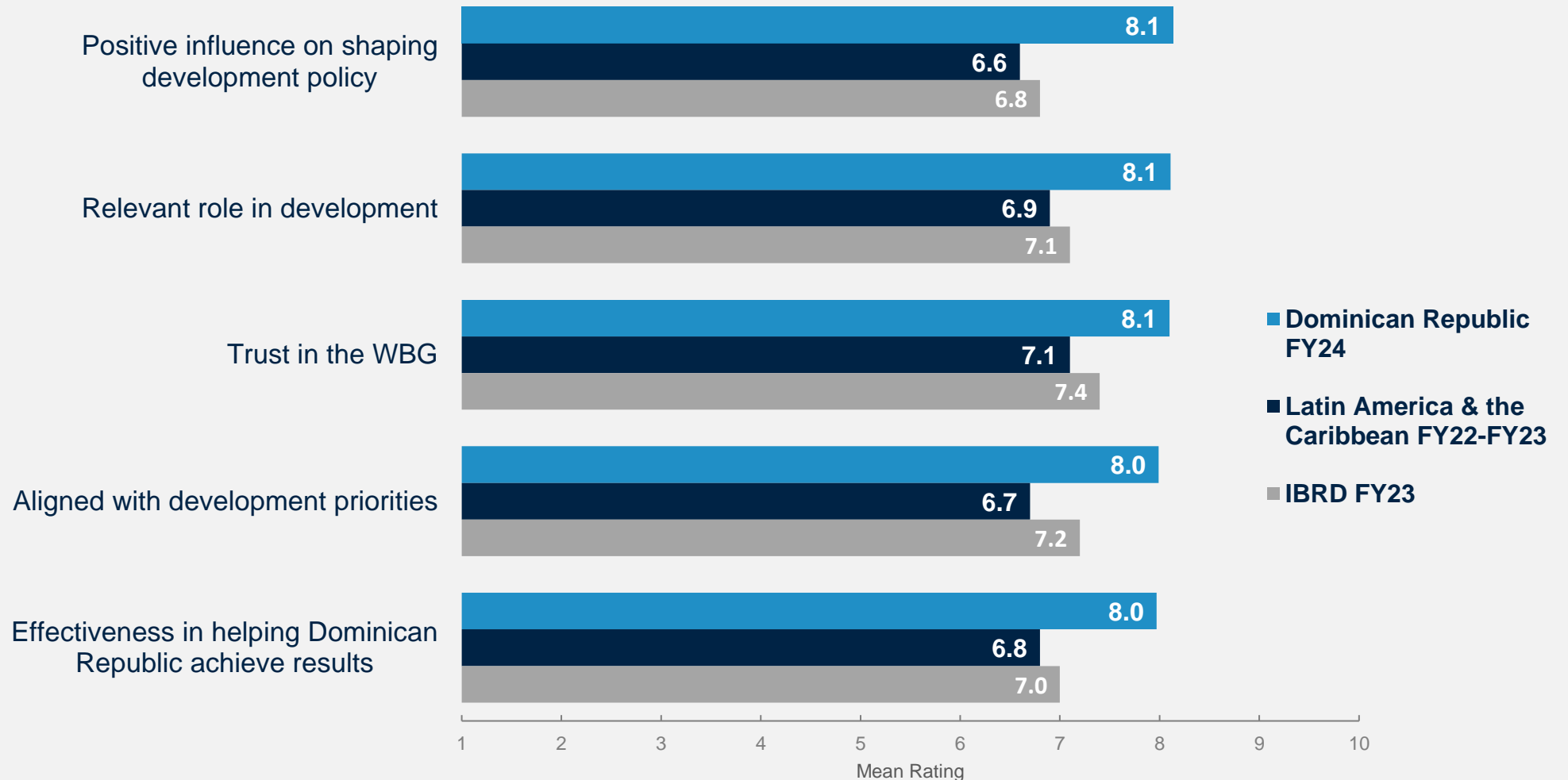
The WBG has a positive influence on shaping the development policy in the Dominican Republic. Scale: 1 Strongly disagree – 10 Strongly agree\*Significant difference between levels of familiarity

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

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

How effective is the WBG in helping the Dominican Republic achieve development results? Scale: 1 Not effective at all – 10 Very effective

# Dominican Republic is Notably Higher than FY23 IBRD Countries and FY22-FY23 Latin America and the Caribbean Countries on KPIs

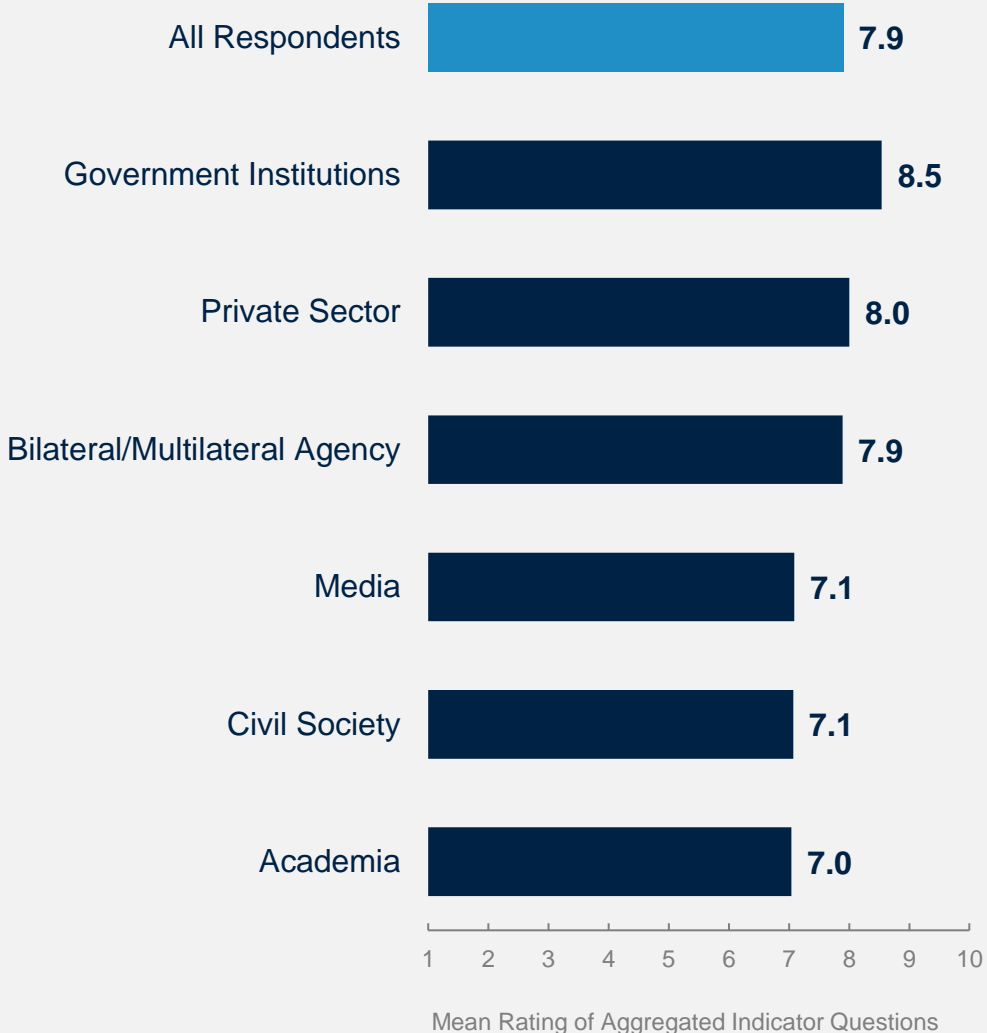


# Stakeholder Trends across Performance Indicators

Respondents from government institutions and the private sector had the highest mean rating across the aggregated responses to the nineteen COS indicator questions. In contrast, respondents from academia 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 = 8.5**  
                          **Do not collaborate = 7.1**



# *World Bank Group's Support for Development Areas*

*“Contribute to the transformation of the Dominican educational system. Collaborate with the Dominican health system and health service networks. Cooperate with the transformation of security and citizen protection systems.”* (Government Institution Respondent)

*“1. Contribute to improving employment policy. 2. Contribute to improving the capacity for results-based management in the public sector. 3. Contribute to improving the strategies and quality of education..”*

(Government Institution Respondent)



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*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*



# Development Areas for WBG Focus

**Education and skills development** remains the top priority for respondents in FY24.

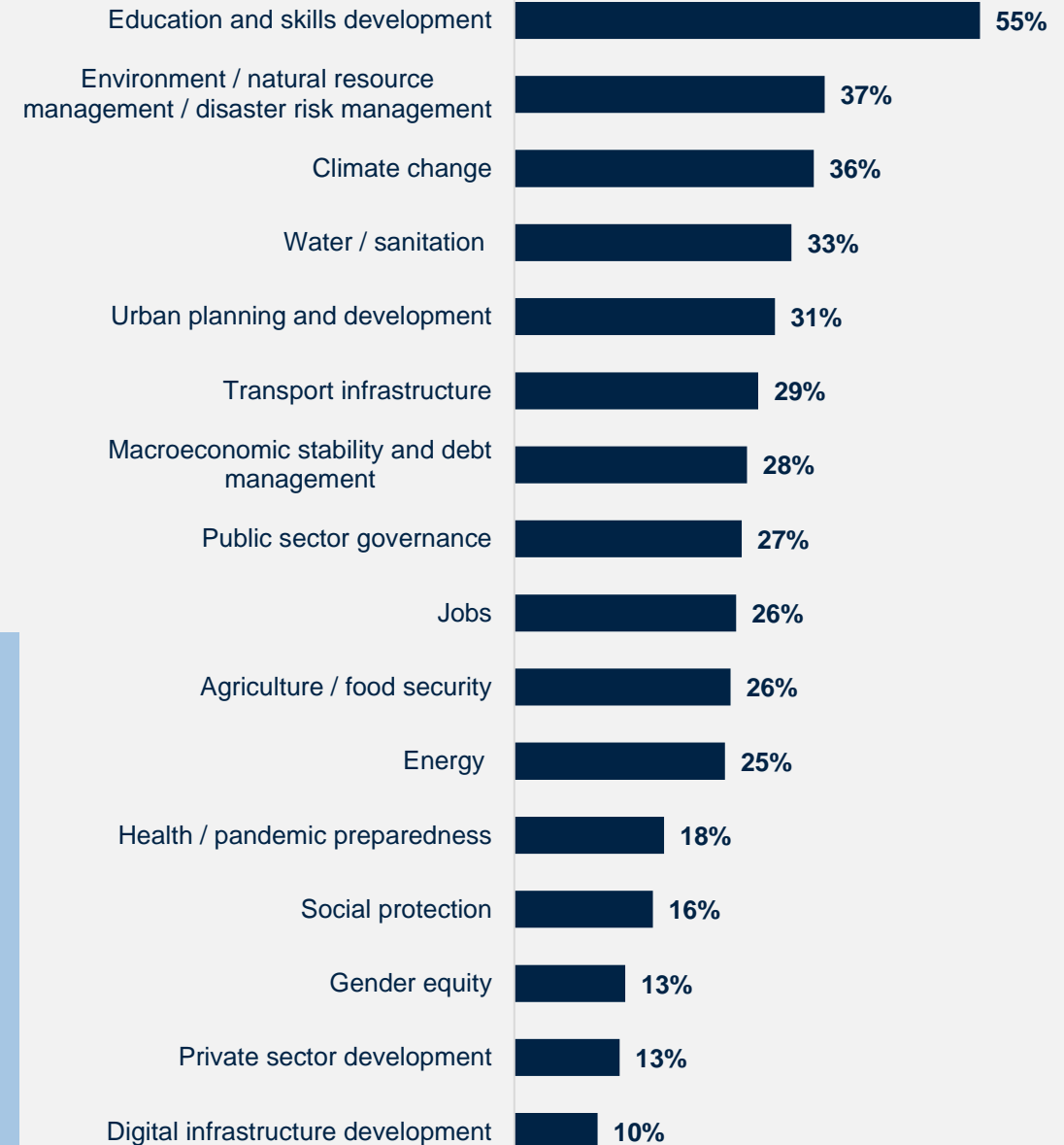
**Environment / natural resource management** and **climate change** were identified by significantly more respondents, becoming the #2 and #3 priorities in the Dominican Republic in FY24.

*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic?*

*“-Greater attention to improving sanitation (garbage collection, water, cleaning...)*

*-Help to strengthen health  
-Greater support for low-income or marginalized sectors”*  
(Media Respondent)

*“Increase financial education. Work hand in hand with NGOs help eradicate poverty through impact programs for the most vulnerable sectors of the country.”* (Civil Society Respondent)

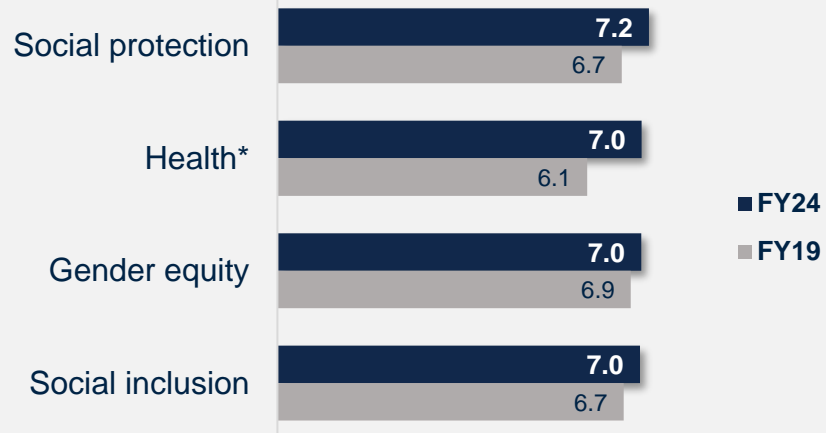


Which areas should the WBG prioritize to have the most impact on development results in the Dominican Republic? (Select up to 5) (Percentage of Respondents, N=152)

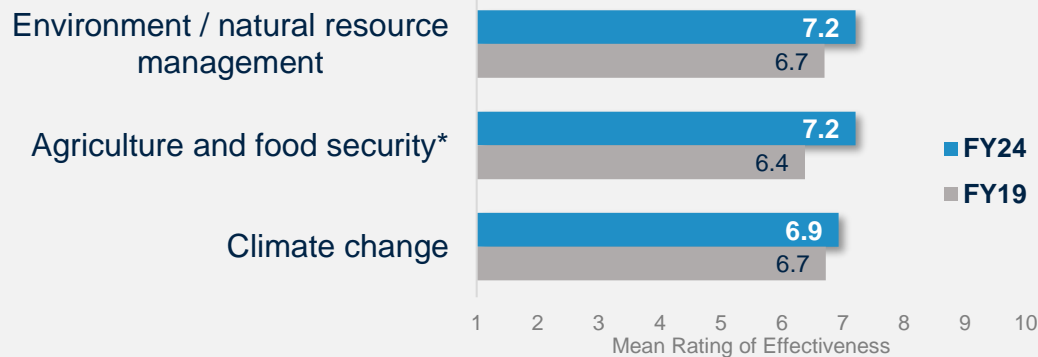
# Effectiveness of WBG's Sectoral Support

The WBG's work in **public sector governance** and **macroeconomic stability** received the highest effectiveness ratings. Of note, perceptions of the Bank's support in **health**, and **agriculture, and food security** notably improved compared to FY19.

## Human Development



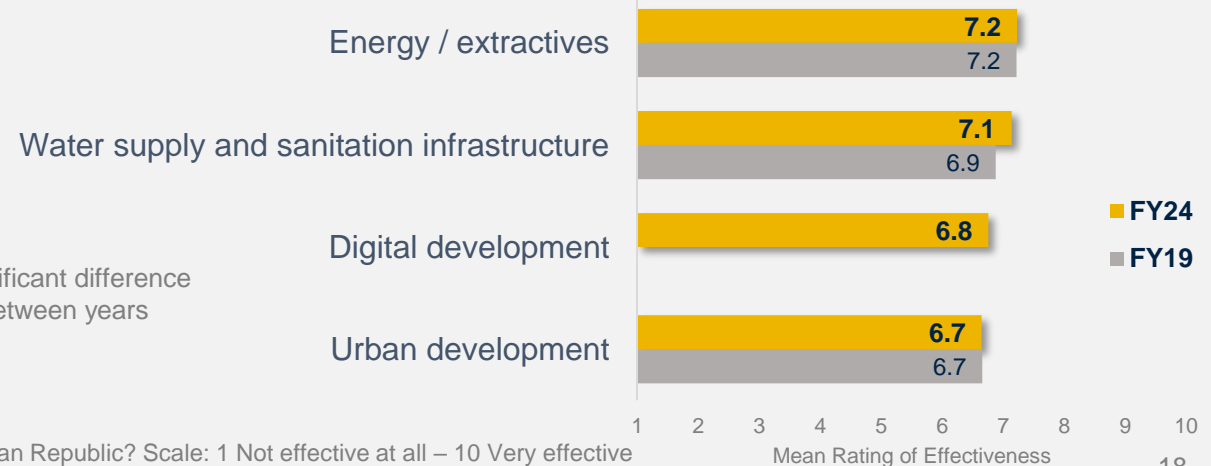
## Environmental Sustainability



## Finance / Institutions / Economic Growth



## Infrastructure



\*Significant difference between years



How **effective** has the WBG been at achieving development results in each of these areas in the Dominican Republic? Scale: 1 Not effective at all – 10 Very effective  
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

# ***World Bank Group's Engagement on the Ground in the Dominican Republic***

*“Strengthen its coordination with cooperation agencies to have a greater impact. Focus its impact on three issues that it considers fundamental: institutionality and the fight against corruption, promotion of decent employment and strengthening of social policies. Continue promoting the collection of quality data that guide the actions and policies to be developed.”*

(Bilateral or Multilateral Respondent)

*“1. Conduct a national assessment to determine the country's main financing needs to boost its development. 2. Establish close contact with public institutions and the private sector to explore financing needs.”*

(Government Institution Respondent)



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*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# The WBG is Increasingly Seen as an Open, Responsive, Accessible, and Flexible Partner

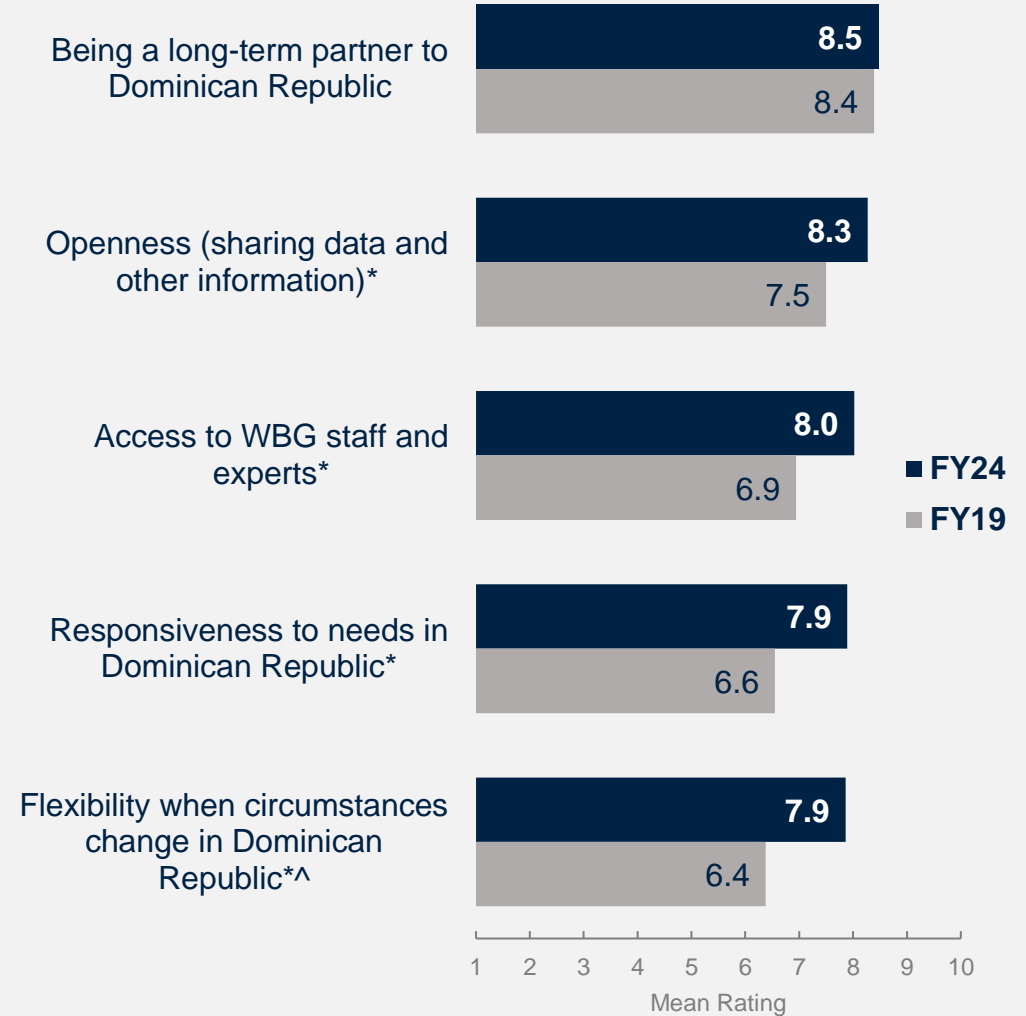
In FY24, respondents continue to view the WBG as a **long-term partner** in the Dominican Republic. Respondents also perceived the WBG as significantly more **open, responsive, accessible** and **flexible** than in FY19.

- Of note, respondents from civil society had the lowest ratings across all questions, giving the lowest mean perception for **staff accessibility**.

***In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic?***

*“Strengthen its coordination with cooperation agencies to have a greater impact. Focus its impact on three issues that it considers fundamental: institutionality and the fight against corruption, the promotion of decent employment, and the strengthening of social policies. Continue promoting the collection of quality data that guide the actions and policies to be developed.”*

(Bilateral/Multilateral Respondent)



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 <sup>^</sup>Compared to the mean of institutional flexibility and flexibility to changes in the country context asked in FY19. \*Significant difference between years

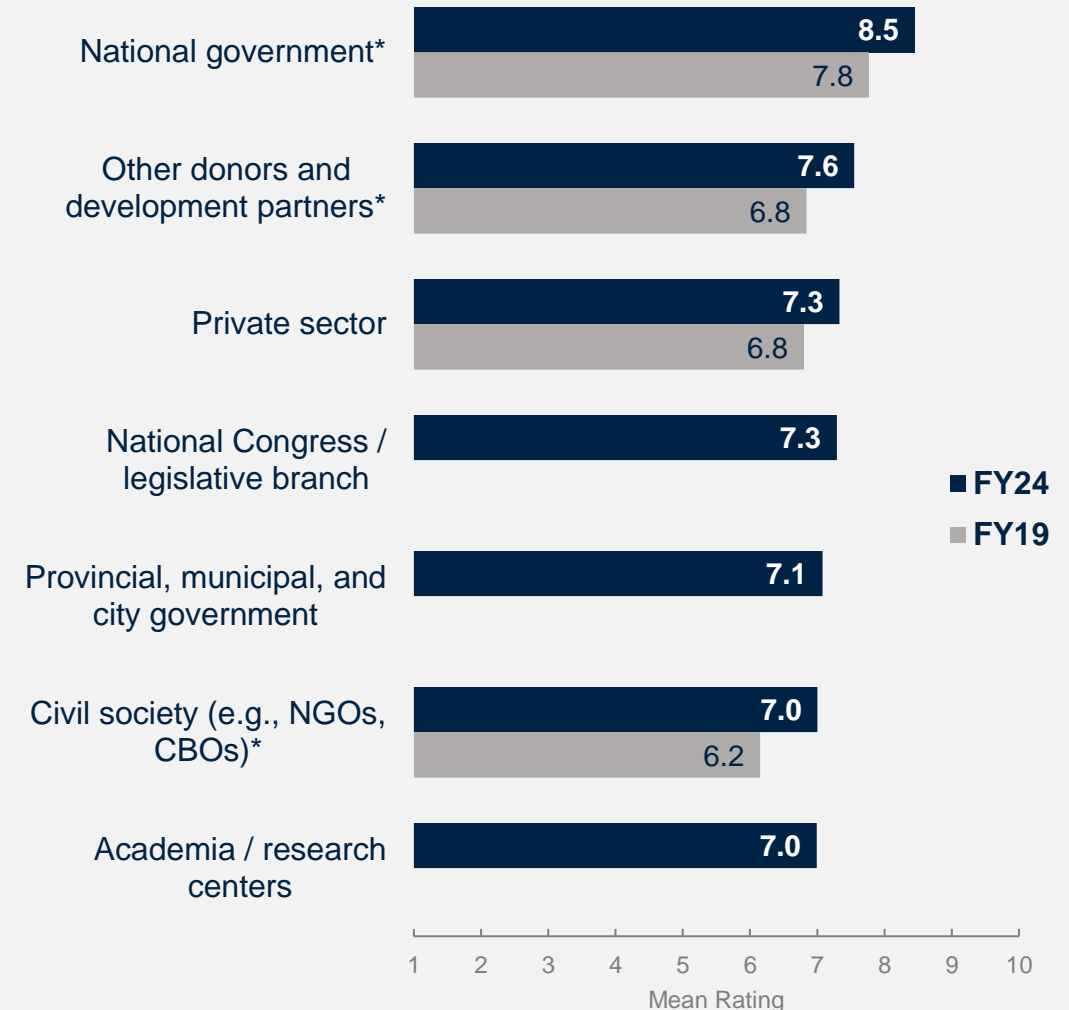
# The WBG Increasingly Seen as Effectively Collaborating with Stakeholders

In FY24, respondents perceived the WBG as collaborating significantly more effectively with the national government, **other donors and development partners**, and **civil society** compared to FY19.

- Of note, respondents from civil society gave the lowest ratings to WBG's collaboration with civil society (mean=5.4).

***In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic?***

- 1. Identify young local professionals to be involved in the different initiatives and to be trained in various specialties. Ensure that qualified local personnel are available when implementing the projects/programs.*
- 2. Involve civil society and academia more, as well as a greater dissemination of collaboration opportunities.*
- 3. Prepare workshops with some frequency aimed at decision-makers who have influence in the different initiatives. They should explain the projects/programs, explain the commitments, responsibilities, steps to follow and benefits and impacts of each one.* (Government Institution Respondent)



# Stakeholders Want the Bank to Collaborate More with Civil Society and Provincial, Municipal Government

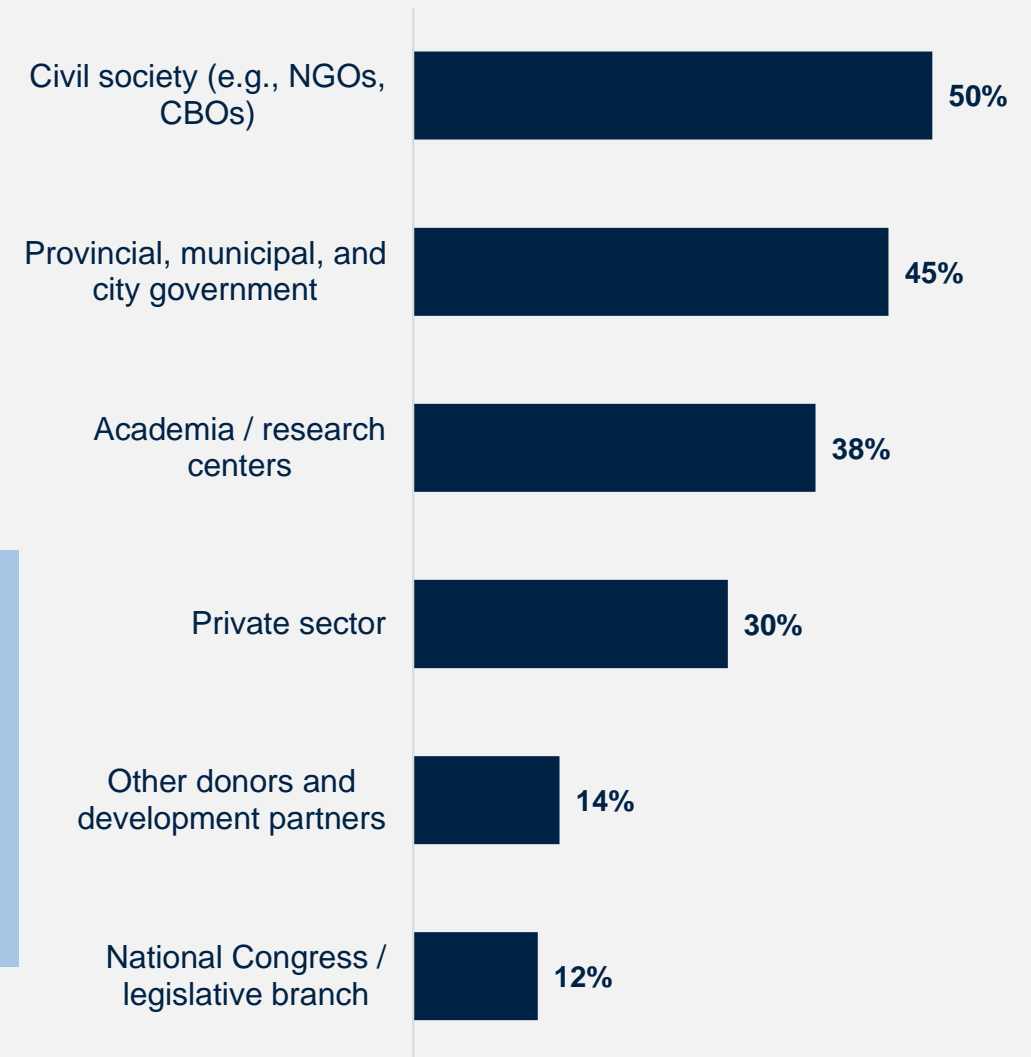
Respondents want the Bank to collaborate more with civil society and provincial, municipal, and city governments in FY24.


- Respondents from civil society (86%) and media (65%) were more likely to say that the Bank should collaborate more with civil society.
- Respondents from government institutions (59%) and civil society (48%) were more likely to say that the Bank should collaborate more with provincial and municipal governments.

***In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic?***

*“Increase collaboration with local organizations (mayors...). Increase collaboration with legislative bodies. Increase impact in schools and universities.”* (Private Sector Respondent)

*“Increase financial education. Work hand in hand with NGOs. Help eradicate poverty through impact programs for the most vulnerable sectors of the country.”* (Civil Society Respondent)



 In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in the Dominican Republic? (Select up to 2) (Percentage of Respondents, N=143)



# *Financial Instruments and Knowledge Work*

*“1-expand its credit and donation policy to local governments and monitor those resources. 2-strengthen accountability in its donations.”* (Government Institution Respondent)

*“Strengthen its coordination with cooperation agencies to have a greater impact. Focus its impact on three issues that it considers fundamental: institutionality and the fight against corruption, [the] promotion of decent employment, and [the] strengthening of social policies. Continue promoting the collection of quality data that guide the actions and policies to be developed.* (Bilateral/Multilateral Agency Respondent)



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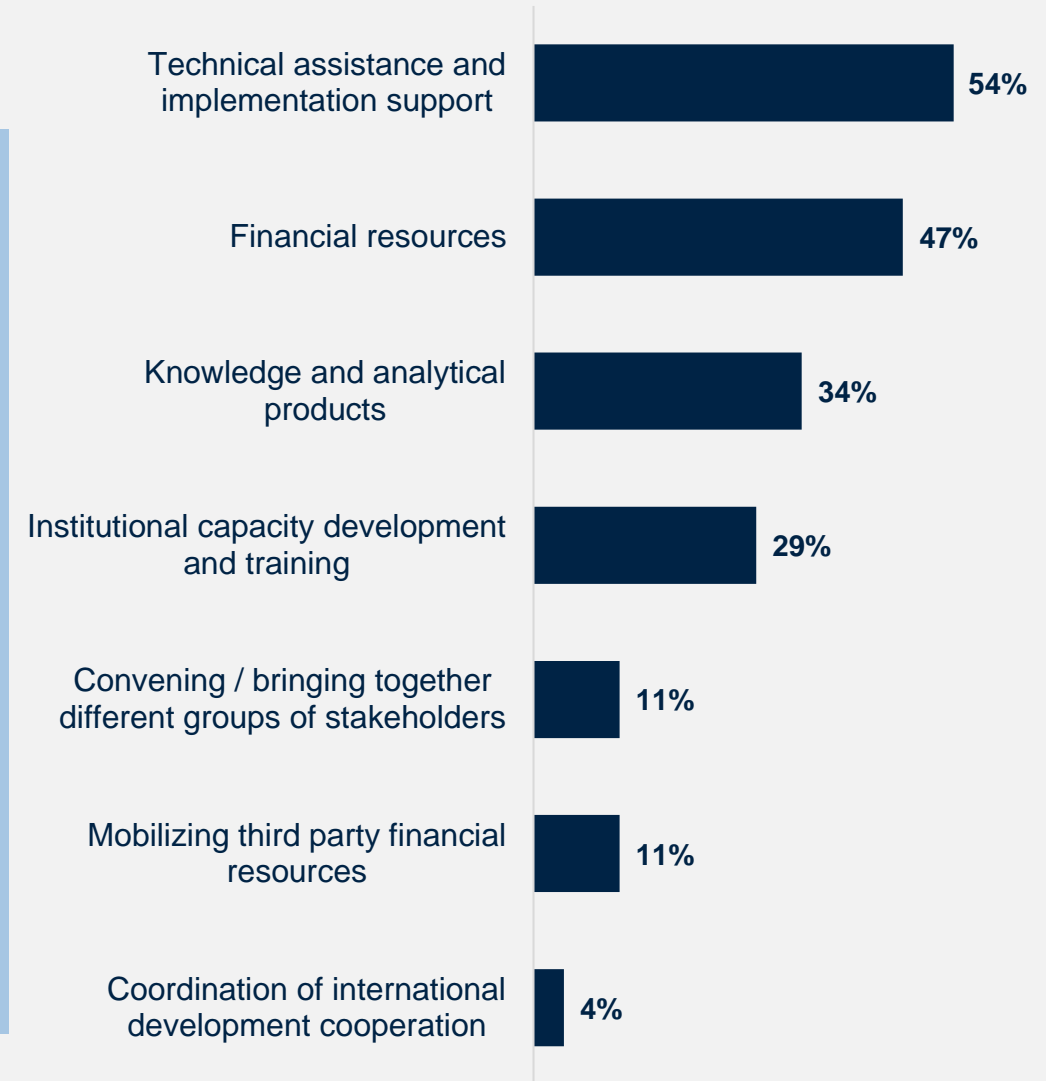
*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# Technical Assistance and Implementation Support, and Financial Resources Considered the Bank's Greatest Value

***In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic?***

*“Investment in institutional capacities. Strengthen capacities to prioritize key areas of development in the Dominican Republic, such as education, health, infrastructure, and sustainable economic development, to focus resources and efforts on projects that have a significant impact on the population. Provide technical and financial assistance to support policies and structural reforms that promote inclusive growth, poverty reduction, and improvement of the investment climate in the country.” (Government Institution Respondent)*

*“Capacity Building and Digitalization of the Public Sector: the WBG should focus on institutional strengthening and capacity building in the public sector, with a particular focus on the digitalization of services. This includes improving the technical and administrative capacities of public officials, as well as investing in information technologies to make government services more efficient. Digitalization can improve transparency, reduce corruption, and facilitate citizen interaction with government.” (Government Institution Respondent)*



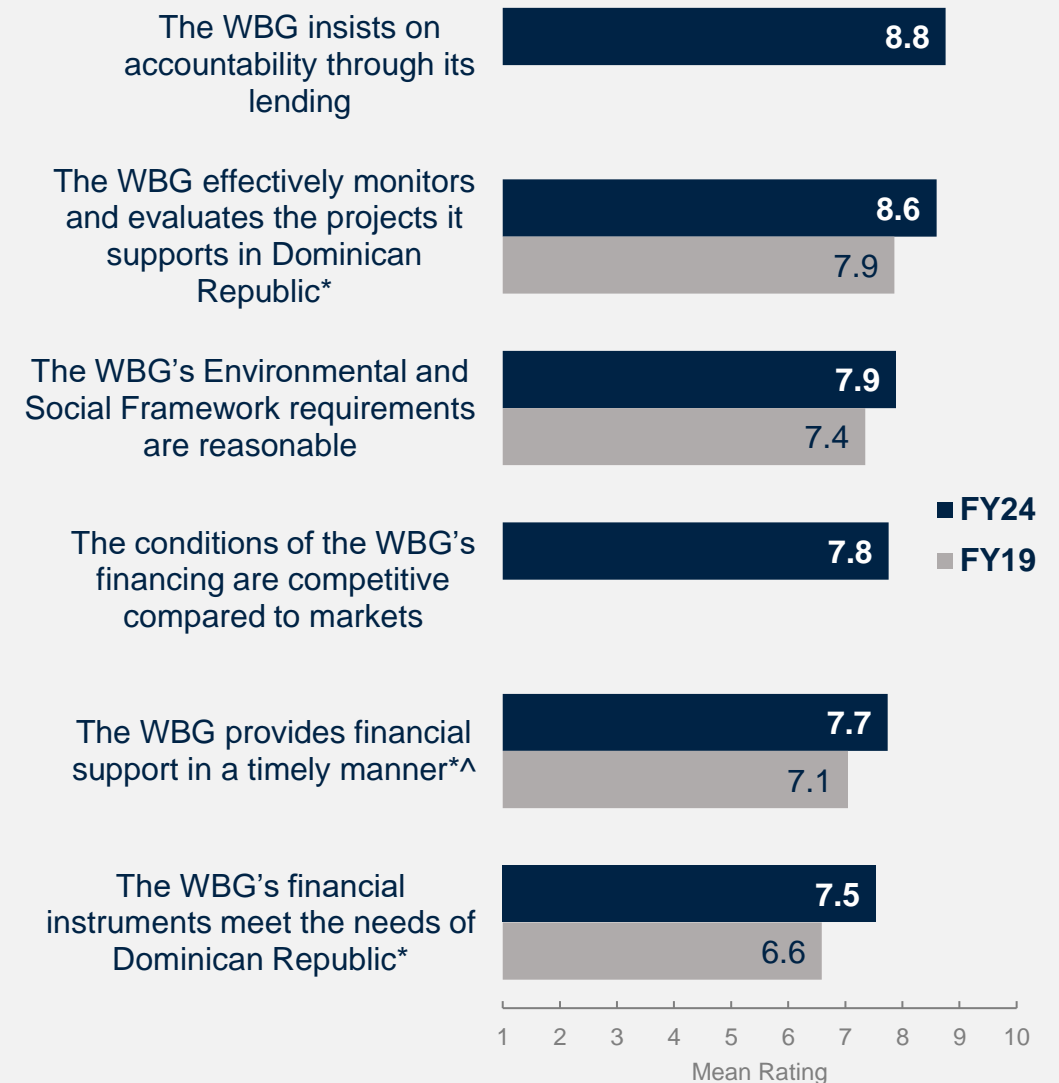


# WBG Financial Services Seen as Increasingly Positive

Regarding the WBG's financial instruments, respondents had the highest levels of agreement that the WBG **insists on accountability through its lending and effectively monitors projects it supports in the Dominican Republic** (significantly increased since FY19).

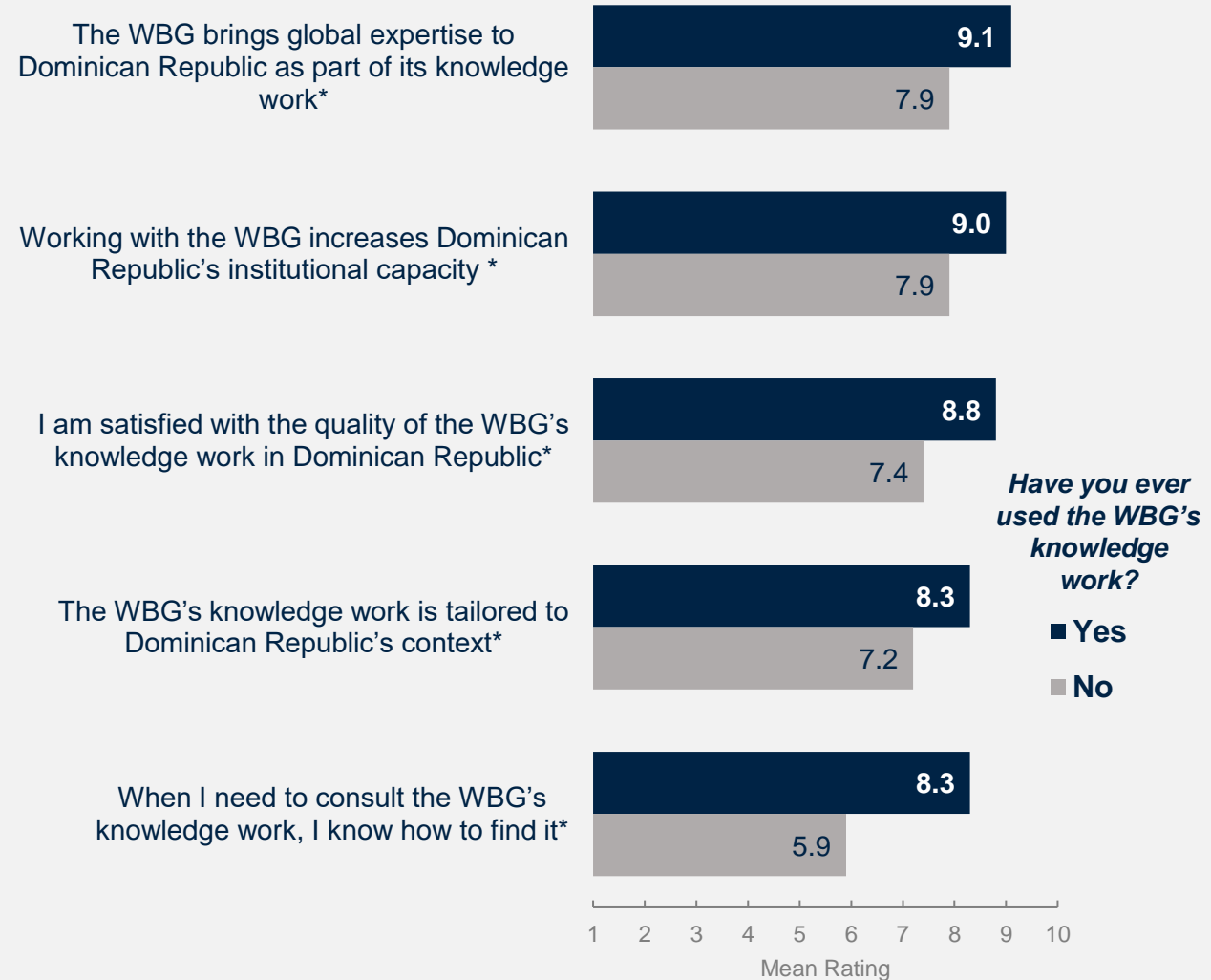
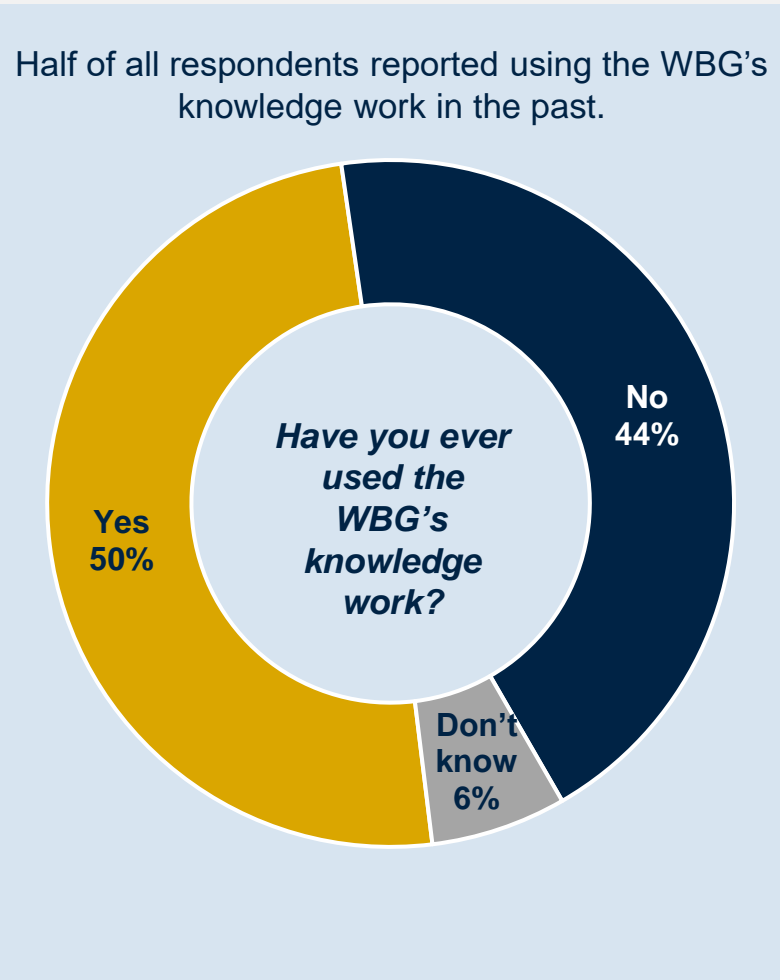
Respondents this year also had significantly higher levels of agreement that the WBG provides financial support in a **timely manner** and that the WBG's **financial instruments meet the needs** of the Dominican Republic compared to respondents in FY19.

- Of note, respondents from government institutions had the highest levels of agreement that the WBG's financial instruments meet the needs of the Dominican Republic (mean = 8.2). In contrast, respondents from academia had significantly lower levels of agreement (mean = 5.9).



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree  
 ^Compared to "The World Bank Group disburses funds promptly" in FY19 \*Significant difference between years

# 50% of Respondents Have Used the WBG's Knowledge Work; Those Who Have were Satisfied with the Quality



# WBG Knowledge Work Perceived More Positively, especially at Contributing to Development Results

Respondents had the highest levels of agreement that the WBG’s knowledge work significantly contributes to **development results** (significantly improved compared to FY19), that the WBG **brings global expertise** to the Dominican Republic, and that working with the WBG **increases institutional capacity**.

There was less agreement that respondents **know how to find the WBG’s knowledge work** when they need to consult it (especially among private sector and media respondents).

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

*“Training, certification and specialization programs in key areas to achieve economic growth.” (Government Institution Respondent)*

*“More support for areas of extreme poverty, such as donations. More technical support for the public sector, so that they learn the magnitude of assistance or financing. More technical support in the educational and health system, so that they are less commercial.” (Media Respondent)*



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

How significant a contribution do you believe the WBG’s knowledge work makes to development results in the Dominican Republic?

Scale: 1 Not significant at all – 10 Very significant ^Compared to “Are a source of relevant information on global good practices” asked in FY19.

^^Compared to “Are adaptable to Dominican Republic’s specific development challenges and country circumstances” in FY19 \*Significant difference between years



# ***The Future Role of the World Bank Group in the Dominican Republic***



# How can the Bank increase its effectiveness? Open-Ended Responses

*Engage with more stakeholders, better align with the Dominican Republic's development priorities, build capacity, and increase financial support to better meet the Dominican Republic's needs.*

## Focus Area 40%

- More aligned with the Dominican Republic's needs and context
- Education
- Climate change
- Gender equity
- Digital development

## Financial Support 5%

- Greater financial support to better meet the Dominican Republic's needs
- Increase in non-reimbursable support

## Results 4%

- Better monitoring and evaluation of projects
- Demand for better accountability of the ongoing projects

## Communication 7%

- Greater dissemination of the Bank's work



## Engagement 16%

- More engagement and collaboration with stakeholders in the national government, local government, and those outside of the government
- Better understanding of the needs of the Dominican Republic

## Knowledge 15%

- Capacity building for institutions
- Technical support
- Utilize local resources to better understand the local context, capacity, etc.
- More capacity development

## Operational Effectiveness 13%

- More accommodation for Dominican Republic's context
- Programs should be aligned with the Dominican Republic's needs
- Broaden the financing scope based on the Dominican Republic's needs



*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# How can the Bank increase its effectiveness? Open-Ended Responses

*Engage with more stakeholders, better align with the Dominican Republic's development priorities, build capacity and increase financial support to better meet the Dominican Republic's needs.*

## Focus Area

*"Improve the competitiveness of the productive sectors. Improve the human capital of the Dominican Republic and its availability for the development of new projects. Promote the Dominican Republic as an attractive destination for attracting new investments."* (Private Sector Respondent)

*"1-Support the strengthening of local government capacities. Pay attention to the reform of local administration, financial decentralization and local economic development. 2-Technical assistance to consolidate processes and initiatives in territorial planning at different levels (national, regional and municipal) and with a focus on climate change and risk management. 3-Support policies that allow the articulation of national and local government, the productive sector and civil society in the processes of defining and executing public policies and investment in development infrastructure."* (Government Institution Respondent)

*"Strengthen its coordination with cooperation agencies to have a greater impact. Focus its impact on three issues that it considers fundamental: institutionality and the fight against corruption, [the] promotion of decent employment, and strengthening of social policies. Continue promoting the collection of quality data that guide the actions and policies to be developed."* (Bilateral or Multilateral Respondent)

## Engagement

*"1. Coordinate actions with other bilateral and multilateral organizations and international cooperation to avoid duplications and identify issues relevant to the country. In this section, the public and private sectors, civil society and all actors in national life should be included. Focus on actors in the sectors: health, tourism, agriculture, environment, security and social protection, water and sanitation, energy, financial sector, vulnerable and marginalized sectors, disabled, among others. [...] 3. Create special paid programs where new opportunities can be generated for young people who do not have the work experience required by the labor market. This proposal arises because when young people finish their studies, it is difficult for them to find well-paid work. These programs must be coordinated with academia and the various sectors of national life."* (Academia Respondent)

*"Working more closely with local governments and providing more opportunities for large projects with a vision of economic and social development."* (Provincial, Municipal, or City Government Office or Staff)

## Operational Effectiveness

*"1. Support in structuring the APP Dominican Project. 2. Greater flexibility in the programming of collaborative actions with the APP program. 3. Continue with institutional strengthening activities."* (Government Institution Respondent)

*"Territorial consultations. Greater contact with civil society outside the capital city. Greater agility in supporting the execution of projects."* (Civil Society Respondent)

*"Formulate initiatives taking into account the diversity of national actors, context. [The WBG should] monitor and make adjustments based on data and results."* (Government Principal Respondent)



*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# How can the Bank increase its effectiveness? Open-Ended Responses

*Engage with more stakeholders, better align with the Dominican Republic's development priorities, build capacity, and increase financial support to better meet the country's needs.*

## Knowledge

**“Strengthening governance and fighting corruption:** The Dominican Republic has faced challenges related to corruption and lack of transparency in several institutions. The WBG can work with the government and local organizations to strengthen institutions and improve transparency and accountability mechanisms. Investing in programs that train public officials and encourage citizen participation in decision-making processes can also be very effective. **Sustainable development and resilient infrastructure:** The WBG can focus its efforts on developing projects that promote environmental sustainability and resilience to natural disasters. This includes investments in renewable energy, resilient infrastructure (especially in hurricane-prone areas), sustainable natural resource management, and sustainable agricultural practices. **Investing in human capital and social programs:** Investing in education and health human capital is crucial for the long-term development of the Dominican Republic. The WBG can finance programs to improve the quality of education and expand access to health.”

(Government Institution Respondent)

## Results

*“Monitor the outcome of projects at a global level, not just at the project level. Ensure that the country complies with the SDGs.”*

(Government Institution Respondent)

*“Request for accountability of public sector financing. Promote public-private partnerships. Inclusion of clear environmental policies as a requirement for project financing.”*

(Private Sector Respondent)

*“Fund research projects that offer tangible and sustainable solutions.”*

(Academia Respondent)

## Financial Support

*“- Financing with flexible conditions: Offer financing with flexible conditions, such as long grace periods and low interest rates, to facilitate the implementation of development projects and reduce the financial burden on the country.”* (Private Sector Respondent)

*“Support for institutional strengthening in public sector entities. Capacity building in areas of control and oversight of public resources. Financing of projects related to health, technology and sustainable energy.”* (Government Institution Respondent)

*“1. More non-reimbursable support to increase response capacity; 2. Formation of operational teams to ensure the success of projects; 3. Openness to international best practices in project management.”* (Government Institution Respondent)

## Communication

*“Prepare workshops with some frequency aimed at decision-makers who have influence in the different initiatives. They should explain the projects/programs, explain the commitments, responsibilities, steps to follow and benefits and impacts of each one.”*

(Government Institution Respondent)

*“Better coordination with the governing bodies of international cooperation in the central government. Greater visibility of the World Bank Group's actions and initiatives in the DR. Greater visibility of the mechanisms and entities for access to World Bank Group services.”*

(Government Institution Respondent)



*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*

# Communication and Outreach

*“[It] would be beneficial to have periodic updates on what WBG is doing in the DR and the outcomes of the work. Also, gathering those working in the same spaces could help increase collaboration.”*  
(Bilateral/Multilateral Agency Respondent)

*“Results of analytical production should take less time to be disclosed. Contribute to the debate on proposals. Dissemination and debate of results of evaluations of World Bank interventions in the country.”*  
(Academia Respondent)



WORLD BANK GROUP



*In your opinion, what are the most important initiatives or actions the WBG could implement to increase its effectiveness in the Dominican Republic? (N=104)*



# Events and Direct Contact with Staff were the Most Preferred for Receiving WBG Communication

Respondents most preferred to receive Bank communications at **events/conferences/seminars/workshops** (in person or online), followed by **direct contact with WBG staff** and **e-Newsletters**.

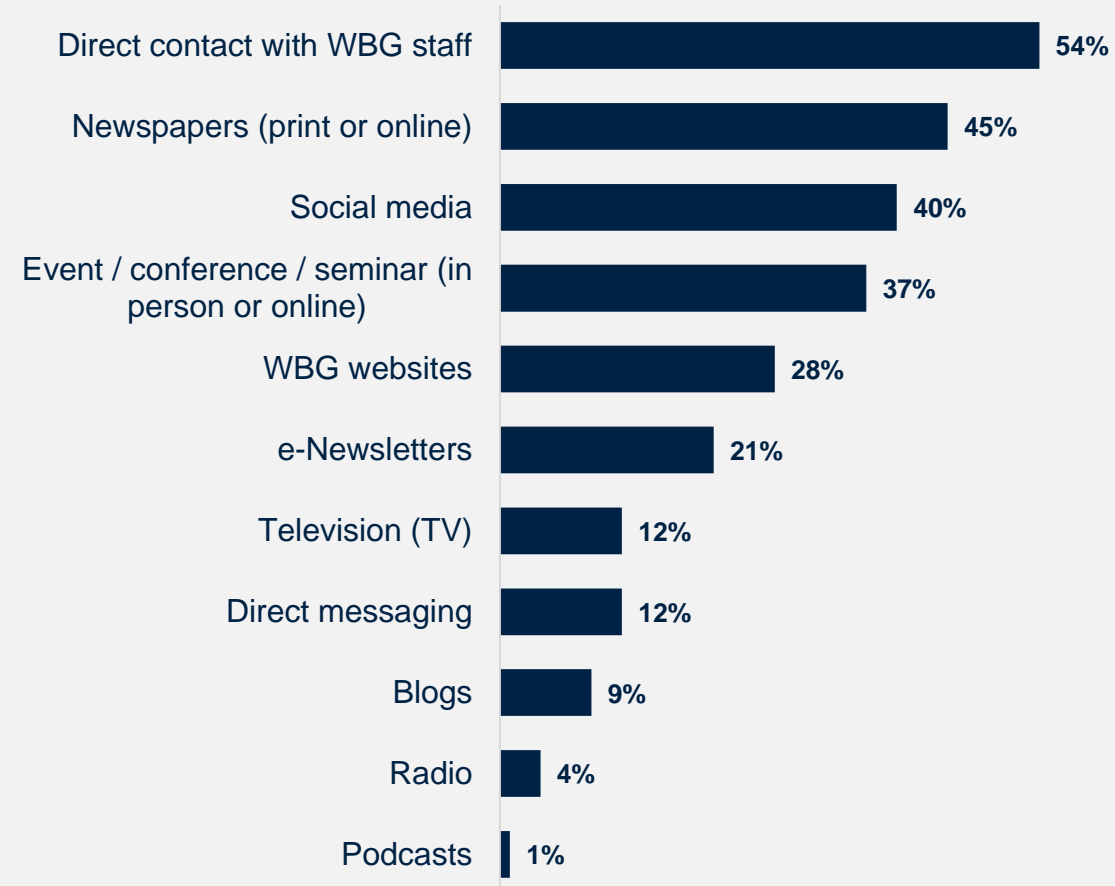
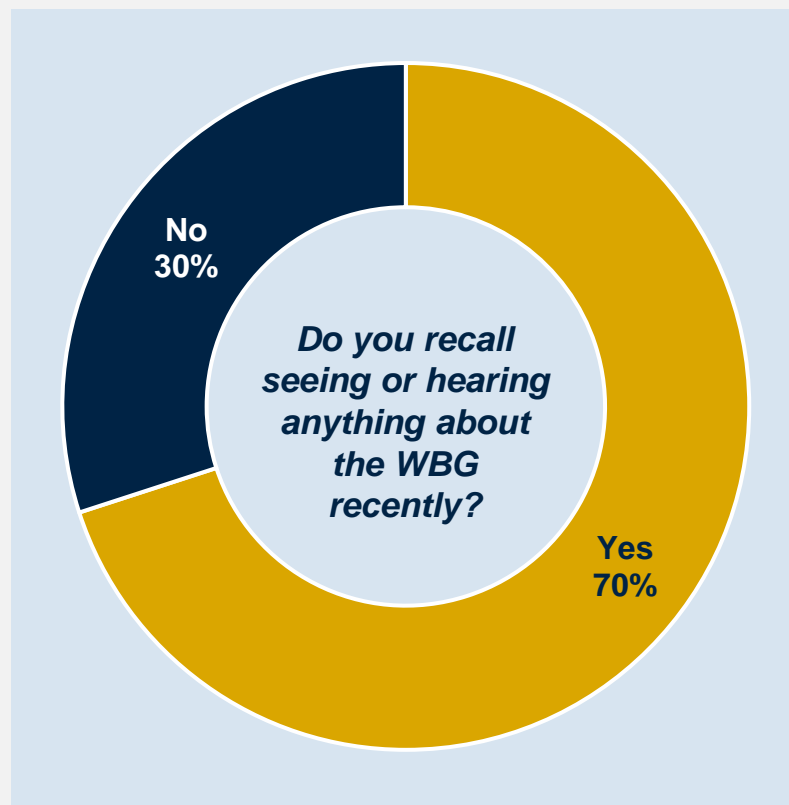
	Preferred WBG Channel						
	All Respondents	Government Institutions	Bilateral/Multi lateral Agency	Civil Society	Private Sector	Academia	Media
Event / conference / seminar / workshop (in person or online)	56.4%	61.7%	33.3%	63.2%	60.0%	58.3%	40.0%
Direct contact with staff (e.g., in person, virtually, phone, email)	49.3%	55.0%	66.7%	31.6%	50.0%	25.0%	55.0%
e-Newsletters	44.3%	33.3%	55.6%	42.1%	50.0%	75.0%	50.0%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	21.4%	25.0%	0.0%	26.3%	25.0%	8.3%	20.0%
Social media (e.g., Facebook, Twitter)	10.0%	13.3%	0.0%	15.8%	0.0%	8.3%	10.0%



How would you prefer to receive communication from the WBG? (Select up to 2)  
(Percentage of Respondents, N=140)

# 7 in 10 Engaged with the WBG Recently, Most Often through Direct Contact with WBG staff, Newspapers, and Social Media

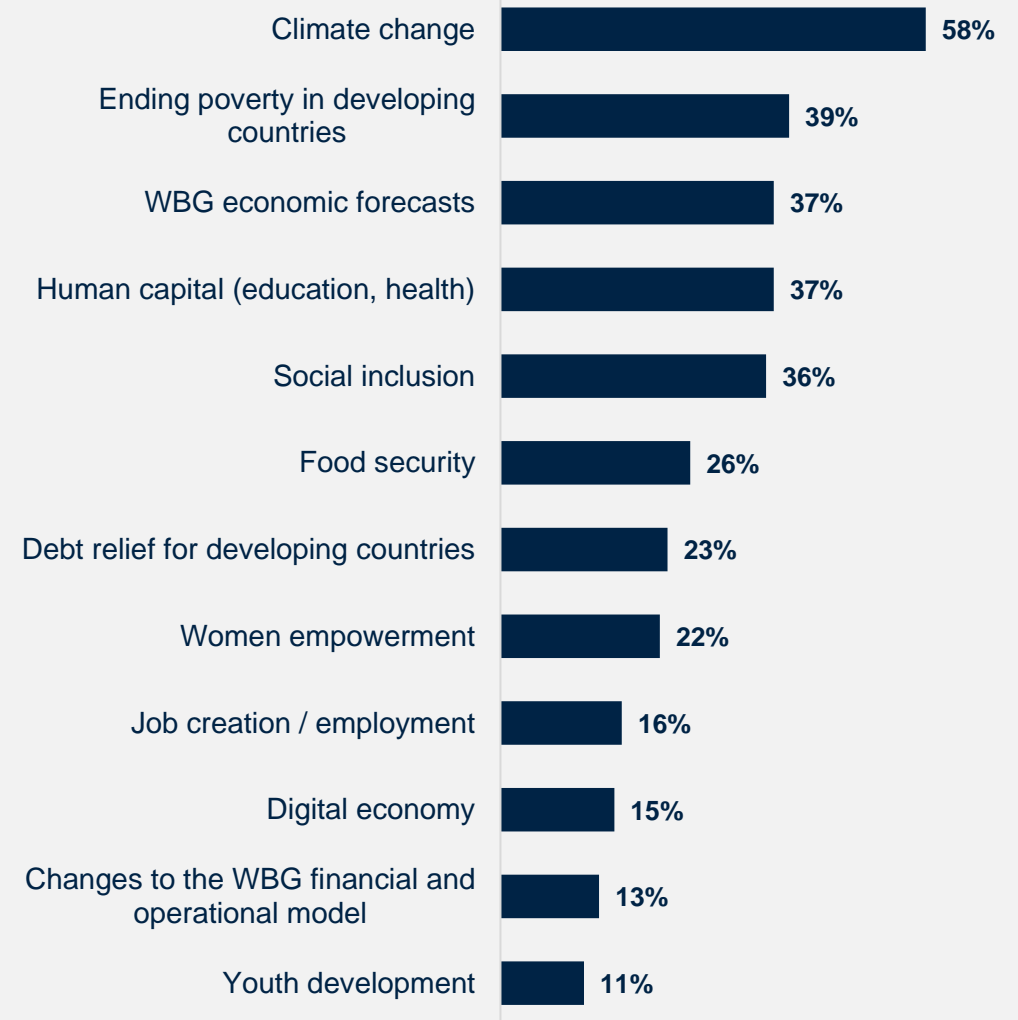
70% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through **direct contact**, followed by **newspapers** (print or online) and **social media**.



# WBG Work on Climate Change, Poverty, and WBG Economic Forecasts were the Most Commonly Recalled Topics

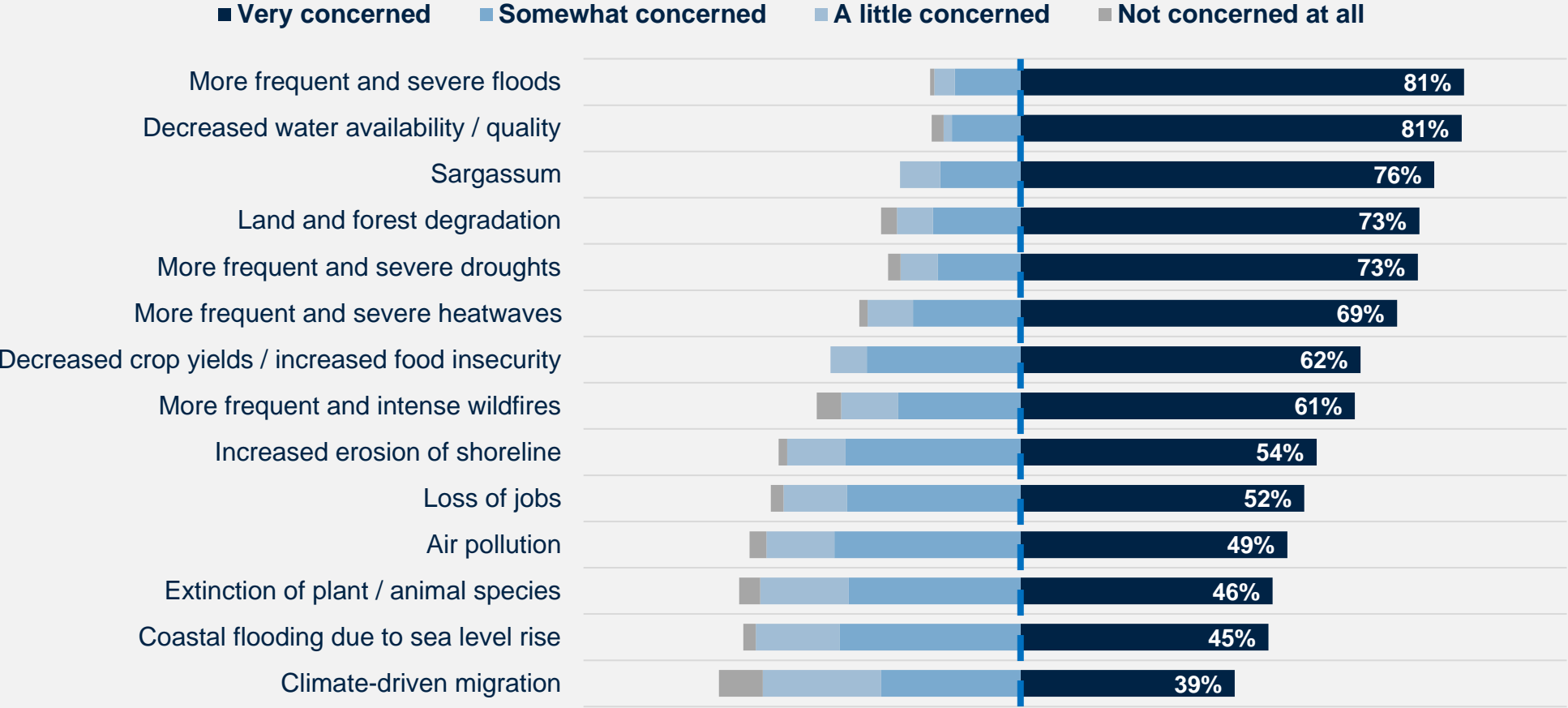
Respondents most frequently recalled WBG work or research on **climate change**, **ending poverty** in developing countries, and **WBG economic forecasts**.

- Respondents from **academia** were more likely to recall WBG's work on job creation/empowerment (72%).
- **Media** respondents were the most likely to recall WBG's work on debt relief for developing countries (53%).



# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Frequent Floods and Water Availability

8 in 10 respondents were **very concerned** about **more frequent and severe floods** and **decreased water availability/quality** when it comes to the potential impacts of climate change in Dominican Republic. **Sargassum**, **land and forest degradation**, and **more frequent and severe droughts** were also of great concern to respondents. These key areas of concern should be considered to make communications about climate change more impactful.

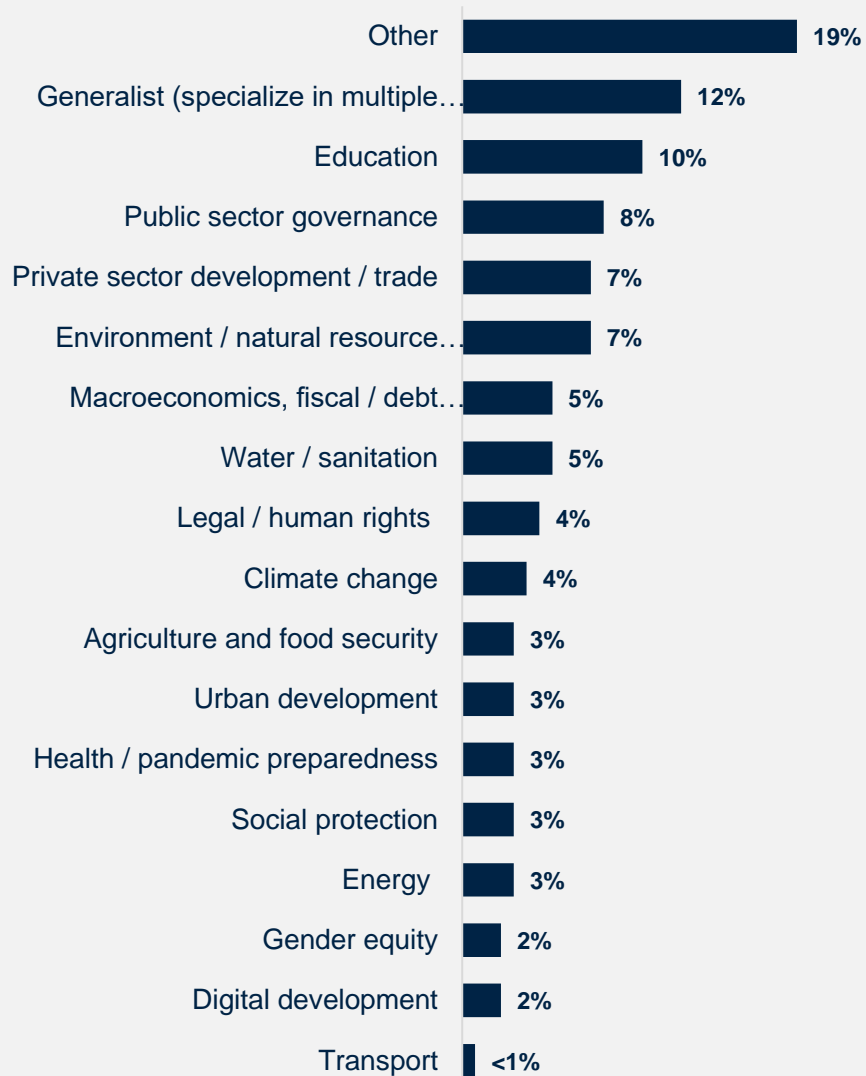


# ***Sample Demographics and Detailed Methodology***

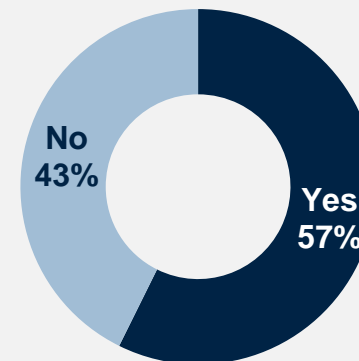


# Sample Demographics

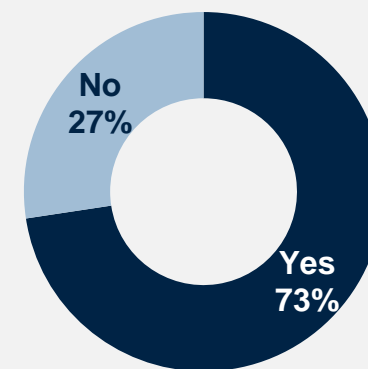
What is the primary specialization of your work? (N=140)



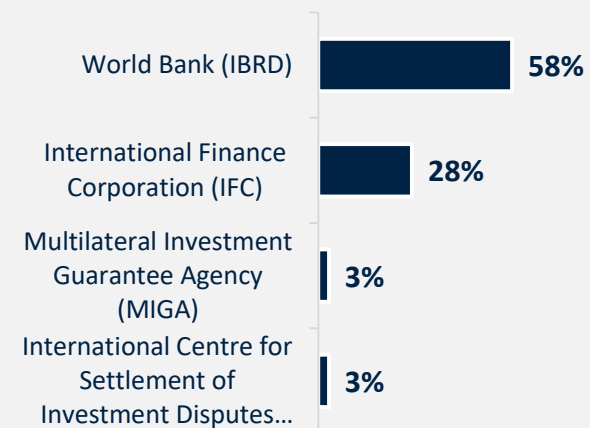
Do you collaborate/work with the World Bank Group (WBG) in Dominican Republic? (N=157)



Are you expected to collaborate/work with the WBG as part of your current job responsibilities? (N=157)



Which of the following WBG agencies do you collaborate/work with in Dominican Republic? (N=157)

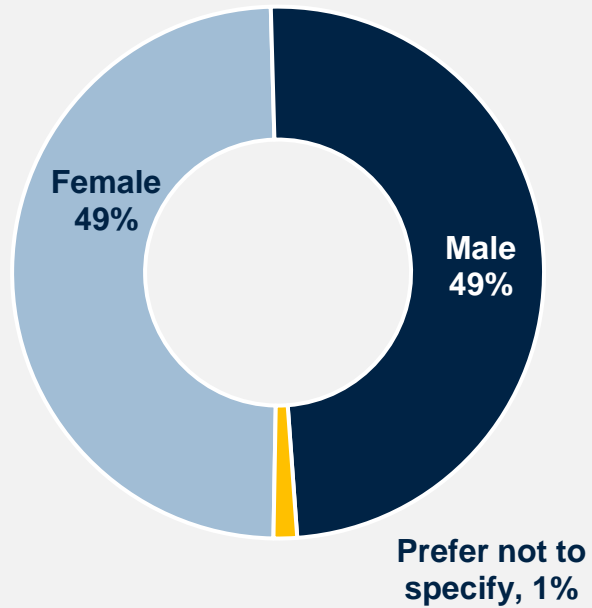


Percentages equal more than 100% because respondents could choose multiple agencies within the WBG.

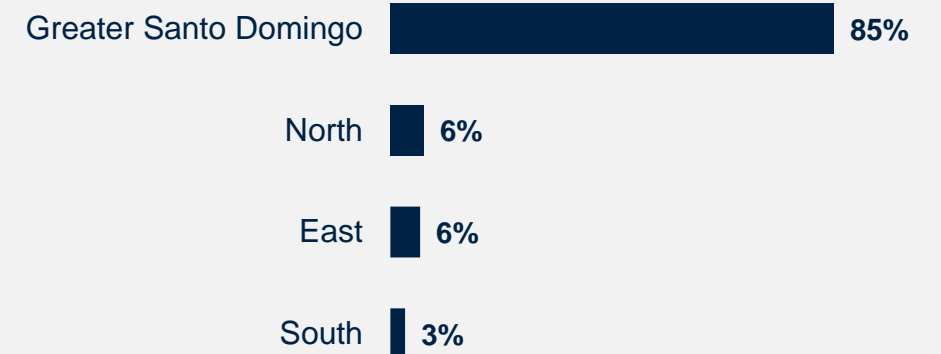


# Sample Demographics (continued)

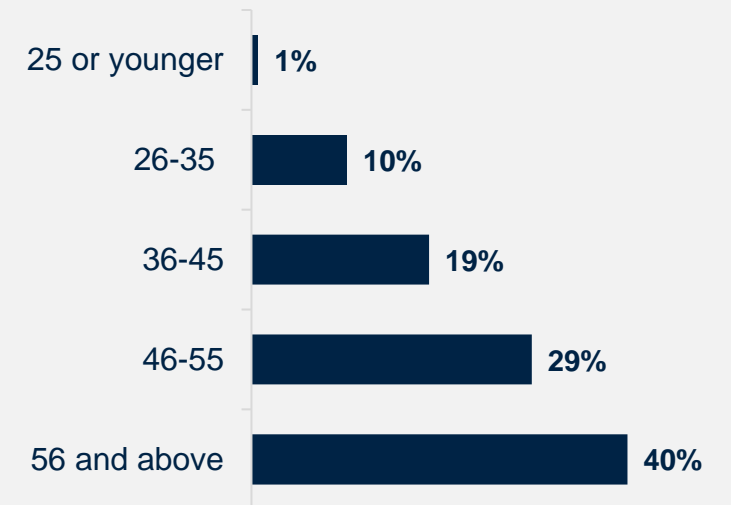
What is your gender?  
(N=140)



Which best represents your geographic location?  
(N=140)



What's your age? (N=139)



# Detailed Methodology

From **February to May 2024**, a total of 613 stakeholders in the Dominican Republic were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). 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, Office of Vice President, Minister, and Parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **157 participated in the survey (26% response rate)**. Respondents completed the questionnaire via an online platform.

**The results of this year’s survey were compared to the FY19 Survey, with a response rate of 41% (N=153).**

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 a different distribution of respondents across stakeholder groups, with greater outreach to and/or response from local governments and government institutions but a decrease in civil society and the private sector. These differences in stakeholder composition between the two years should be considered 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 “Dominican Republic 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 2019	FY 2024
<b>Government Principals:</b> Office of the President, Office of Vice President, Minister, Parliamentarian	14%	1%
<b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	25%	38%
<b>Local Government</b>	5%	3%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	15%	6%
<b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	15%	15%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	12%	15%
<b>Academia / Research Center</b>	6%	8%
<b>Media</b>	8%	15%
<b>Other</b>	1%	0%
<b>Total Number of Respondents</b>	<b>147</b>	<b>157</b>



What is your primary current employment affiliation?  
(Select only 1 response) N= 157



# 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 the World Bank Group to do what is right for the Dominican Republic? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping the Dominican Republic achieve development results? Scale: 1 Not effective at all – 10 Very effective

**A3.** How significant a contribution do you believe the WBG's knowledge work makes to development results in the Dominican Republic? Scale: 1 Not significant at all – 10 Very significant

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

**A4.** The WBG currently plays a relevant role in development in the Dominican Republic.

**A5.** The WBG's work is aligned with what I consider the development priorities for the Dominican Republic.

**A6.** The WBG has a positive influence on shaping development policy in the Dominican Republic.

**A7.** The WBG's work helps end poverty in the Dominican Republic

To what extent is the WBG an effective development partner 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 in the Dominican Republic

**C1\_2.** Access to WBG staff and experts

**C1\_3.** Flexibility when circumstances change in the Dominican Republic

**C1\_5.** Being a long-term partner to the Dominican Republic

To what extent is the WBG an effective development partner in Dominican Republic in terms of collaborating with the following groups?

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

**C2\_1.** National government

**C2\_4.** Private sector

**C2\_5.** Civil society

**C2\_6.** Other donors and development partners

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

**C4\_1.** The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of the Dominican Republic.

**C4\_3.** The WBG provides financial support in a timely manner

**C6\_1.** I am satisfied with the quality of the WBG's knowledge work in the Dominican Republic.

**C6\_4.** The WBG's knowledge work is tailored to the Dominican Republic's context.





CountryOpinionSurveys

# Thank you

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

[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

