

FY 2022 Bolivia
Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



February 2022

Public Disclosure Authorized

Public Disclosure

Public Disclosure Authorized

Public Disclosure Authorized



Acknowledgements

The Bolivia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Bolivia country team and independent fielding agency Focaliza. In particular, SI is grateful for the support from Ericka Nogales (External Affairs Associate), who coordinated the survey related activities from La Paz, Bolivia.



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	16
VI. World Bank Group’s Support in Development Areas.....	21
VII. World Bank Group’s Work and Engagement on the Ground	22
VIII. World Bank Group’s Knowledge and Instruments	24
IX. The Future Role of the WBG in Bolivia.....	27
X. Communication and Outreach	30
XI. Appendices.....	33

BOLIVIA





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Bolivia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From July to September 2021, 700 stakeholders of the WBG in Bolivia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; Legislative Plurinational Assembly; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 313 stakeholders participated in the survey (45% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via mail, courier, or email and returned it accordingly, or they completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 38%, N=230). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY '16 and FY '21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in this report.

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

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown and the weights:

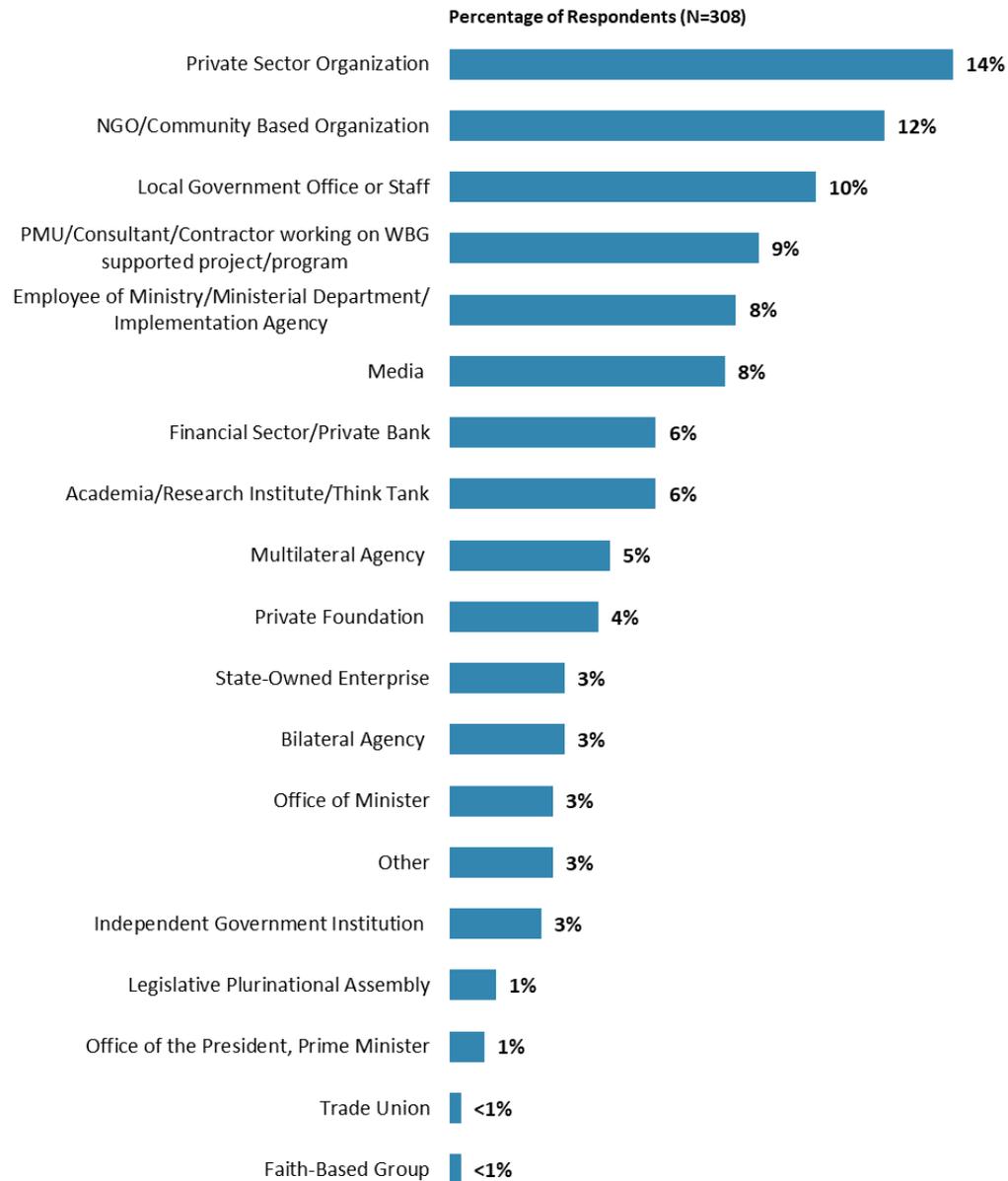
Percentage of Respondents	Weighted Distribution		Weights	
	FY'16	FY'21	FY'16	FY'21
Office of the President/Prime Minister/Minister	6.1%	6.1%	0.756	1.520
Government Institutions	25.5%	25.5%	0.998	1.030
Local Government	6.5%	6.5%	1.611	0.607
Bilateral/Multilateral Agency	9.7%	9.7%	0.865	1.208
Civil Society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



III. Demographics of the Sample

Current Affiliation

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



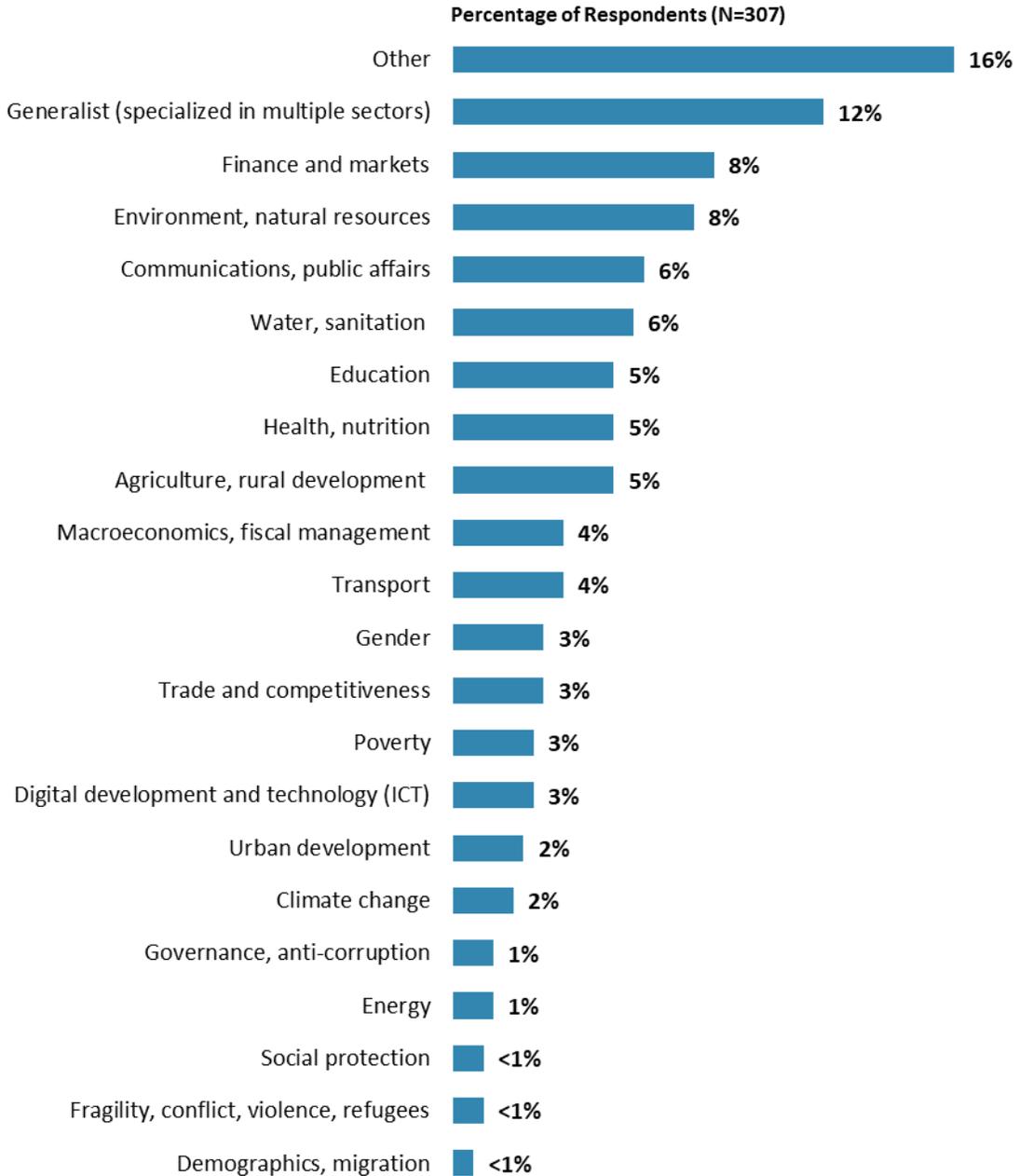
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a Minister; respondents from independent government institutions and state-owned enterprises were combined into the “Other Government Institutions/Organizations” category; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. Respondents from private foundations, NGOs/community-based organizations, trade unions, and faith-based groups were combined into the “CSO” category. The small number of the respondents from the Legislative Plurinational Assembly were included in the “Other” category. There were no respondents from the judicial system and youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

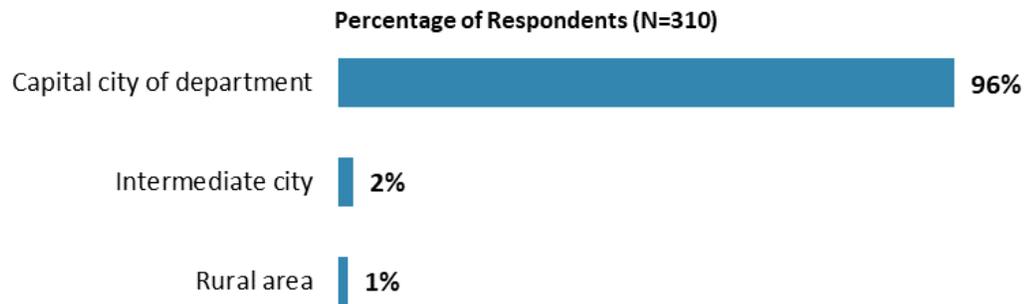


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



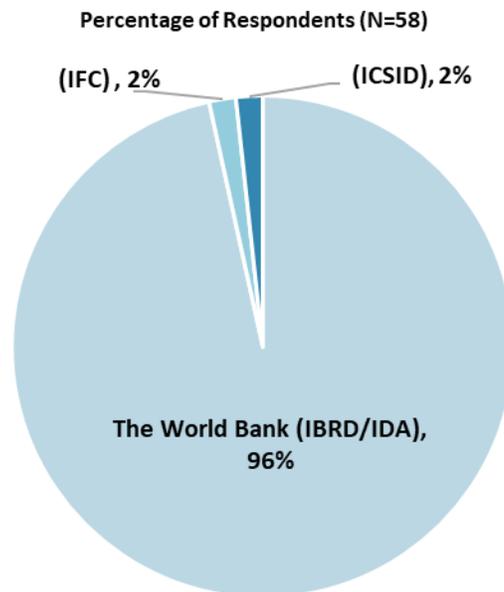
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



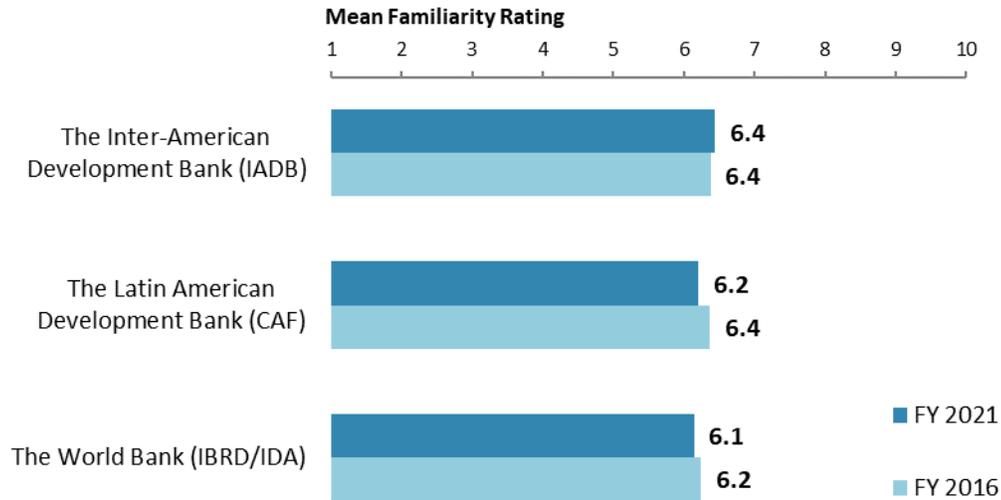
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia?"
(Respondents chose from a list.)

Note: no respondents selected MIGA response option



III. Demographics of the Sample (continued)

Familiarity with the WBG vs. Other Development Banks²



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

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

Means in this chart were calculated based on weighted data

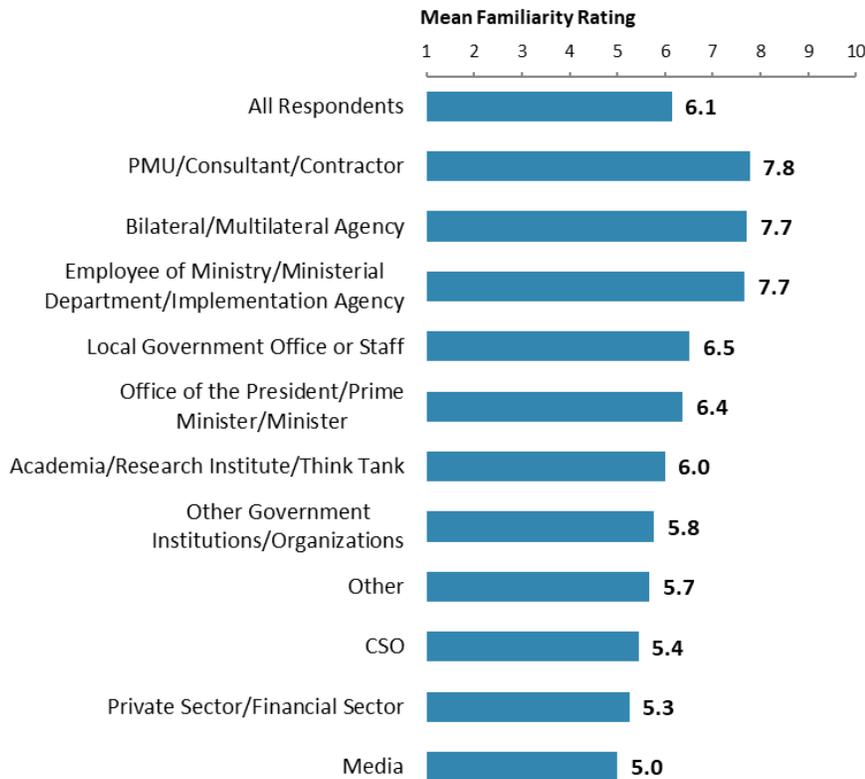
² In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to the option B1 "World Bank Group" from the FY 2016 question "How familiar are you with the work of these organizations in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



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

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



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

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

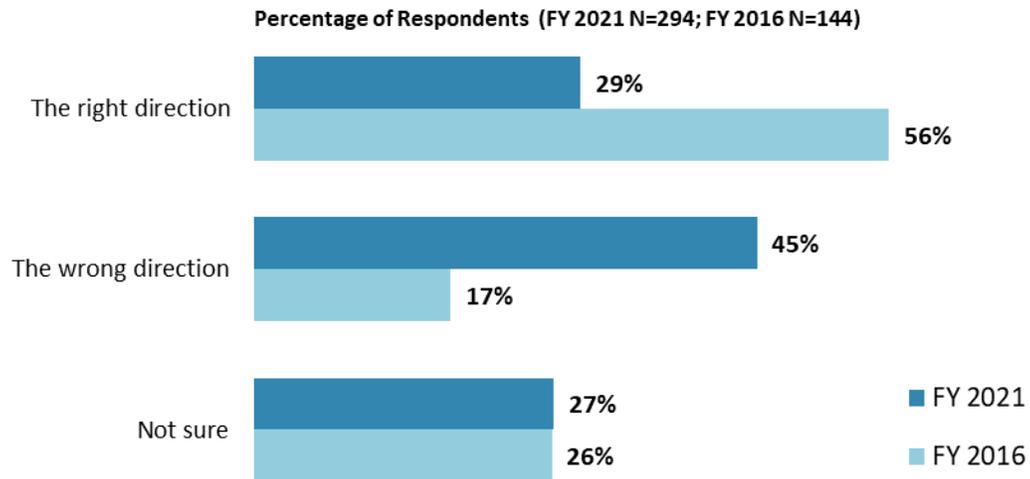
⁴ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁵ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.



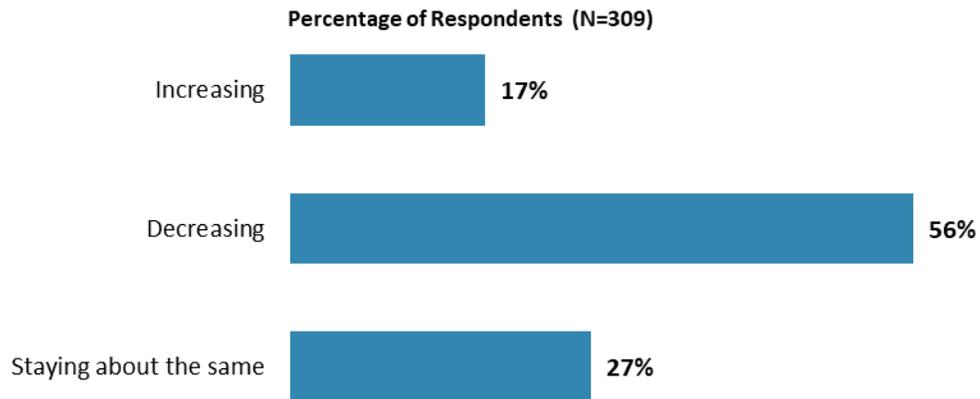
IV. Overall Context

Headed in the Right Direction



"In terms of its development, would you say that Bolivia is headed in ... ?"
(Respondents chose from a list.)
Percentages presented in this chart were calculated based on weighted data

Perceptions of Economic Opportunity



"Do you think that economic opportunity for citizens in Bolivia is ... ?"
(Respondents chose from a list.)

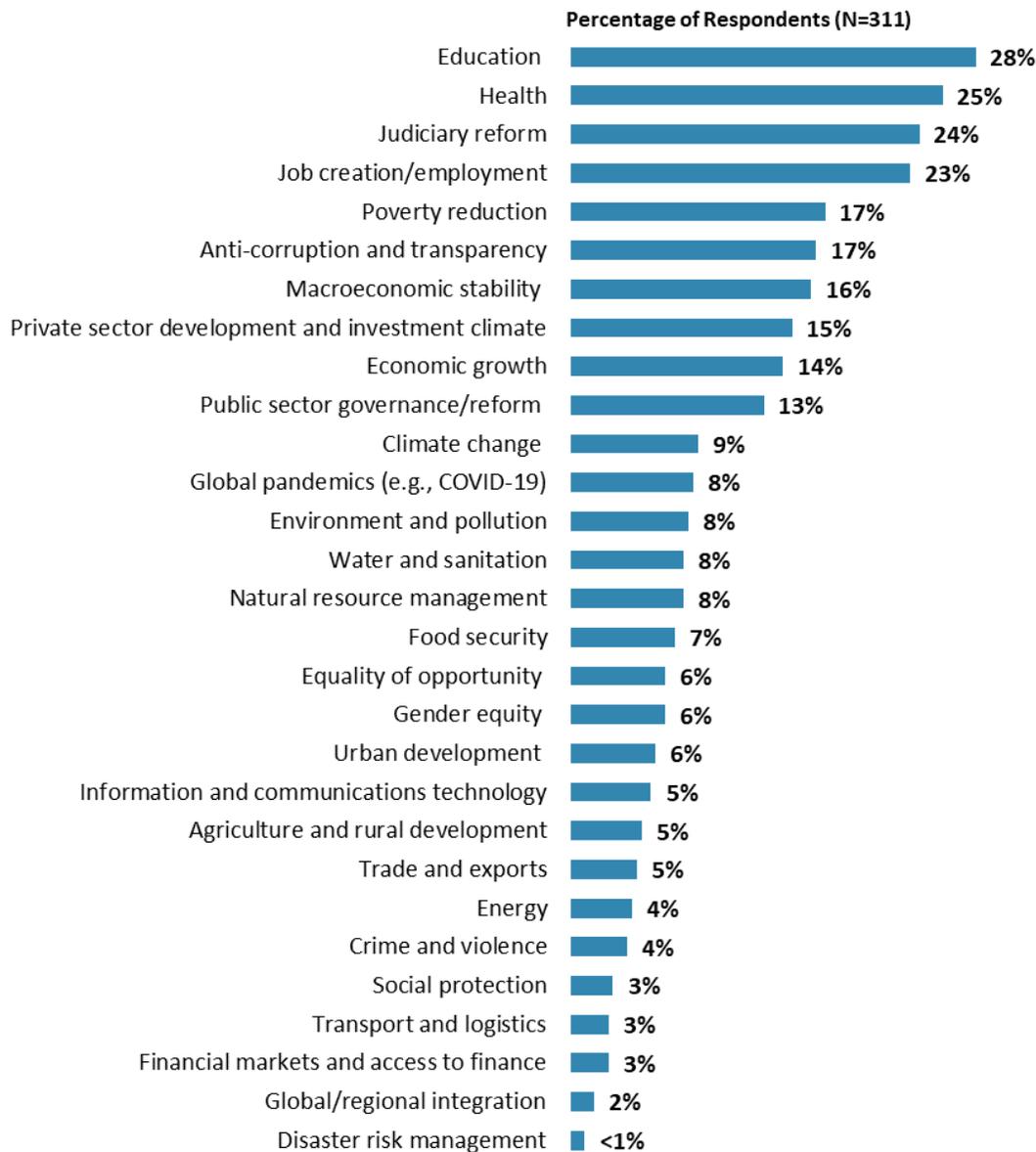


IV. Overall Context (continued)

Development Priority

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

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



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

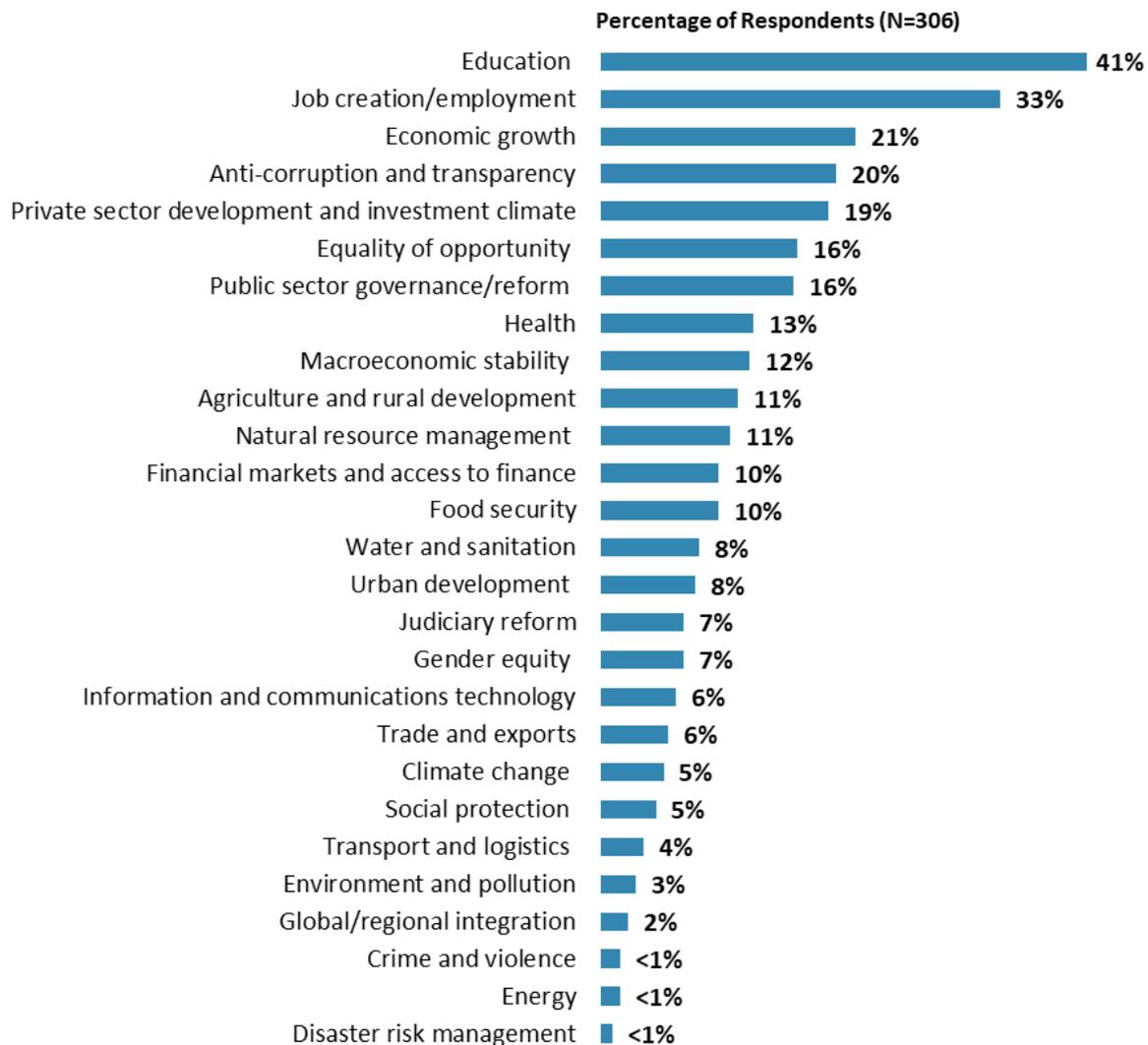
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

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

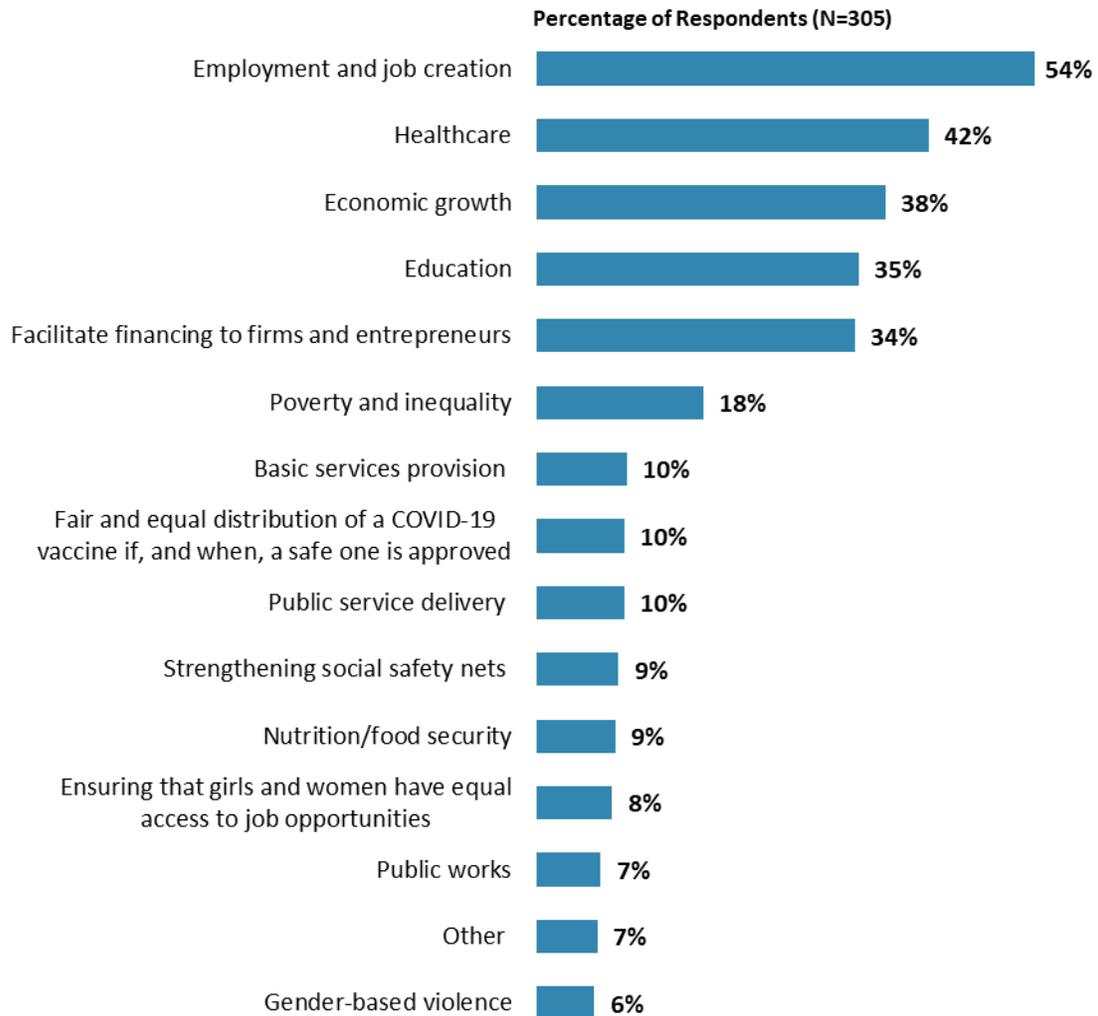


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than 3)"
 (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

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

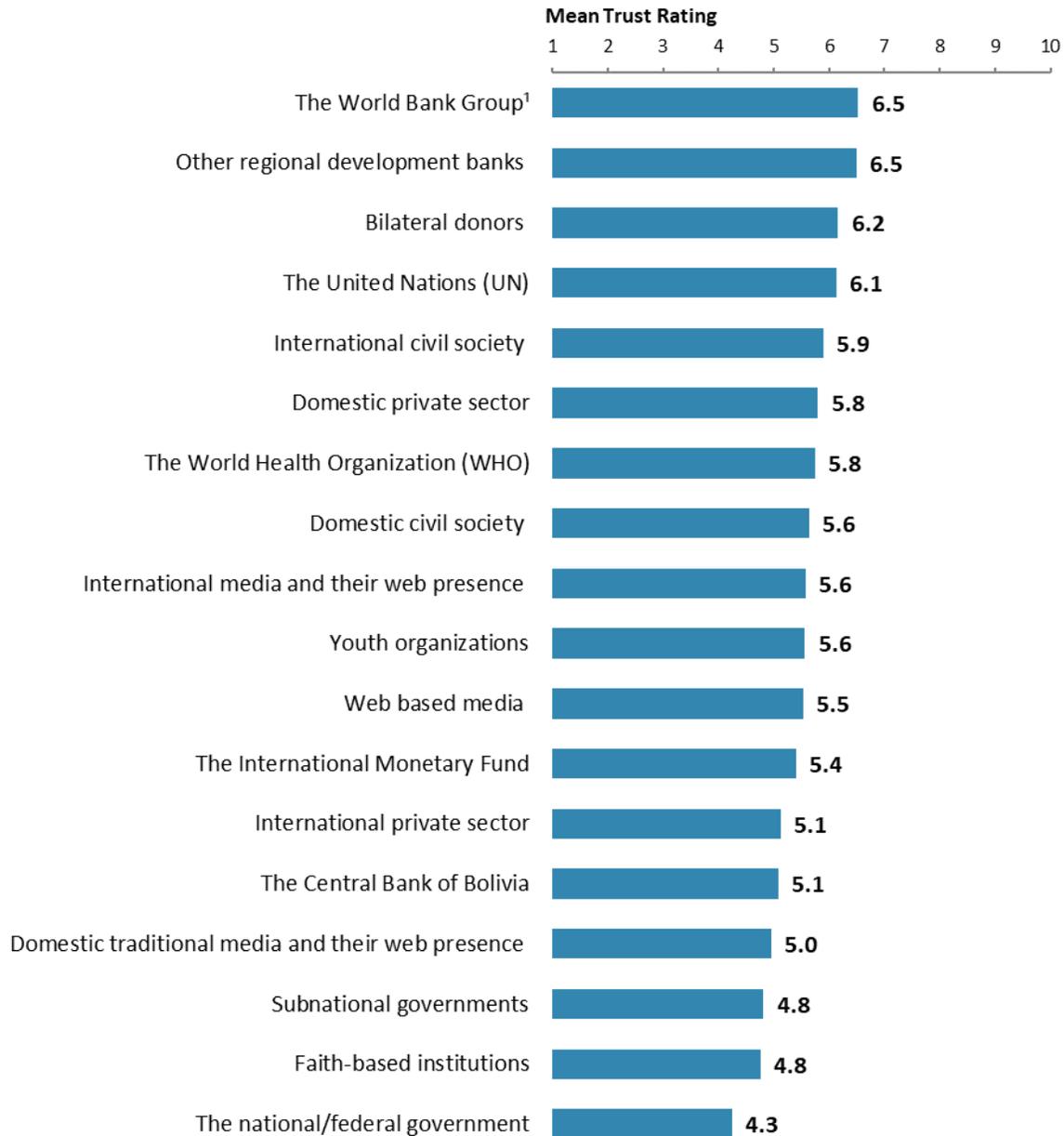


"The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. In which areas would you like to see the Bolivia government focus most of its efforts in the recovery of the pandemic over the next six months to a year? (Choose no more than 3)"
(Respondents chose from a list. Responses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



IV. Overall Context (continued)

Trust in Institutions



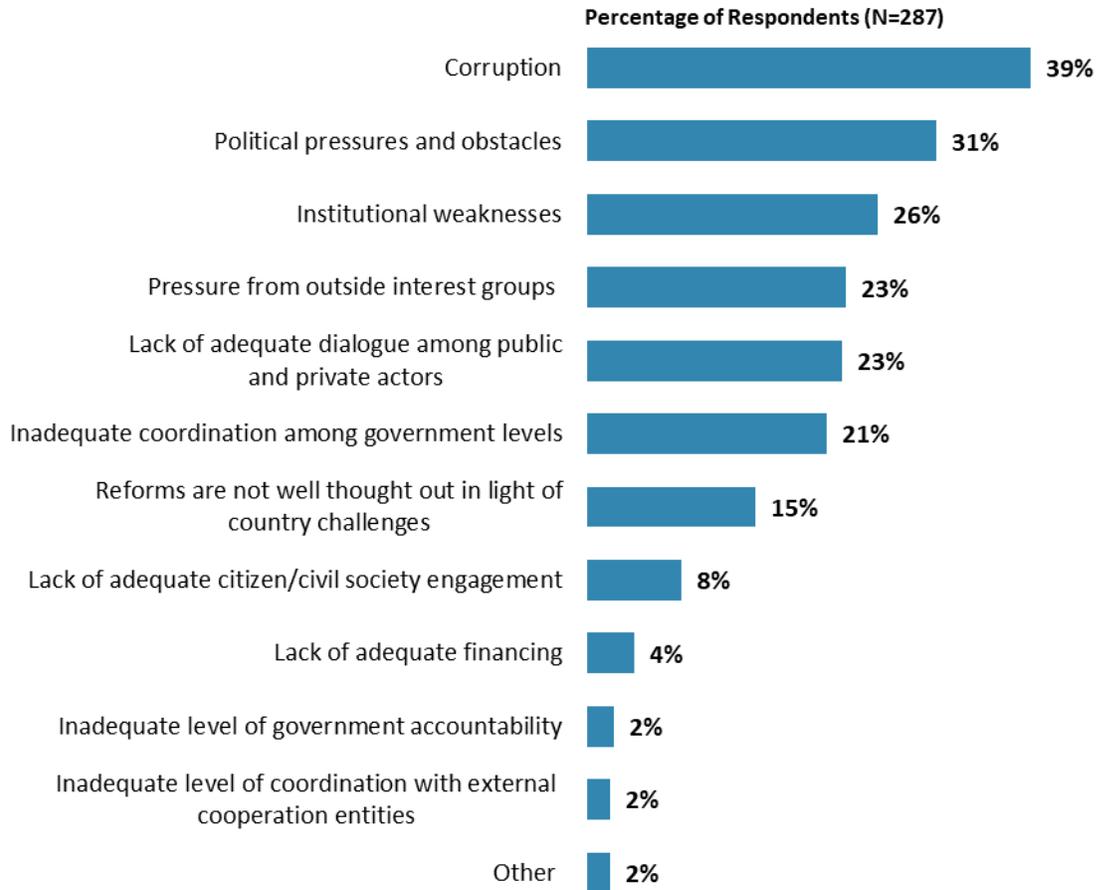
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

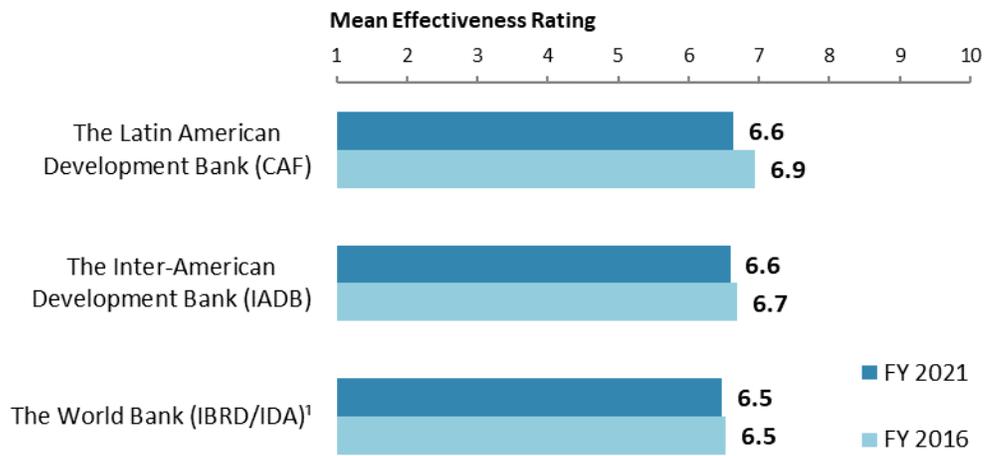


"When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

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

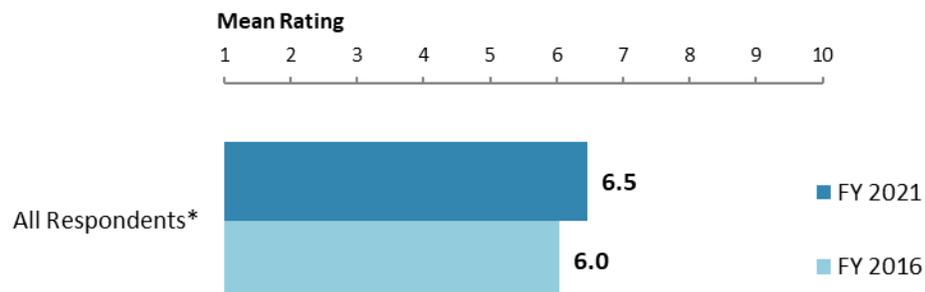


"Overall, please rate your impression of the effectiveness of these organizations in Bolivia."
(1-"Not effective at all", 10-"Very effective")

¹Indicator Question

Means in this chart were calculated based on weighted data

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Bolivia?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2021 and FY 2016)

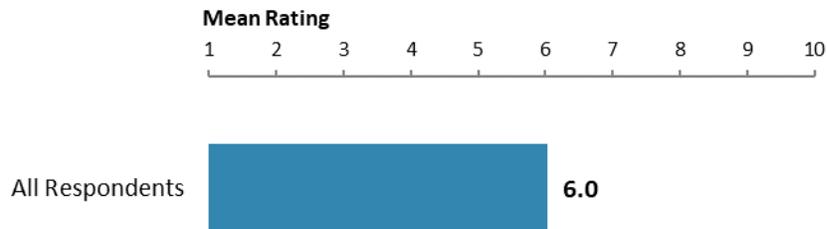
Means in this chart were calculated based on weighted data

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



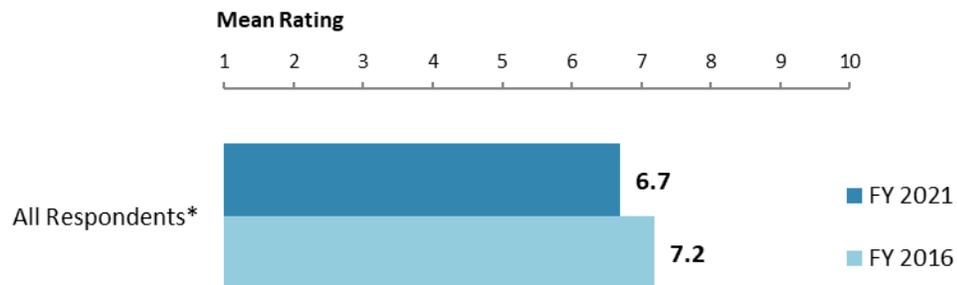
V. Overall Attitudes toward the World Bank Group (continued)

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



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

WBG Staff Preparedness



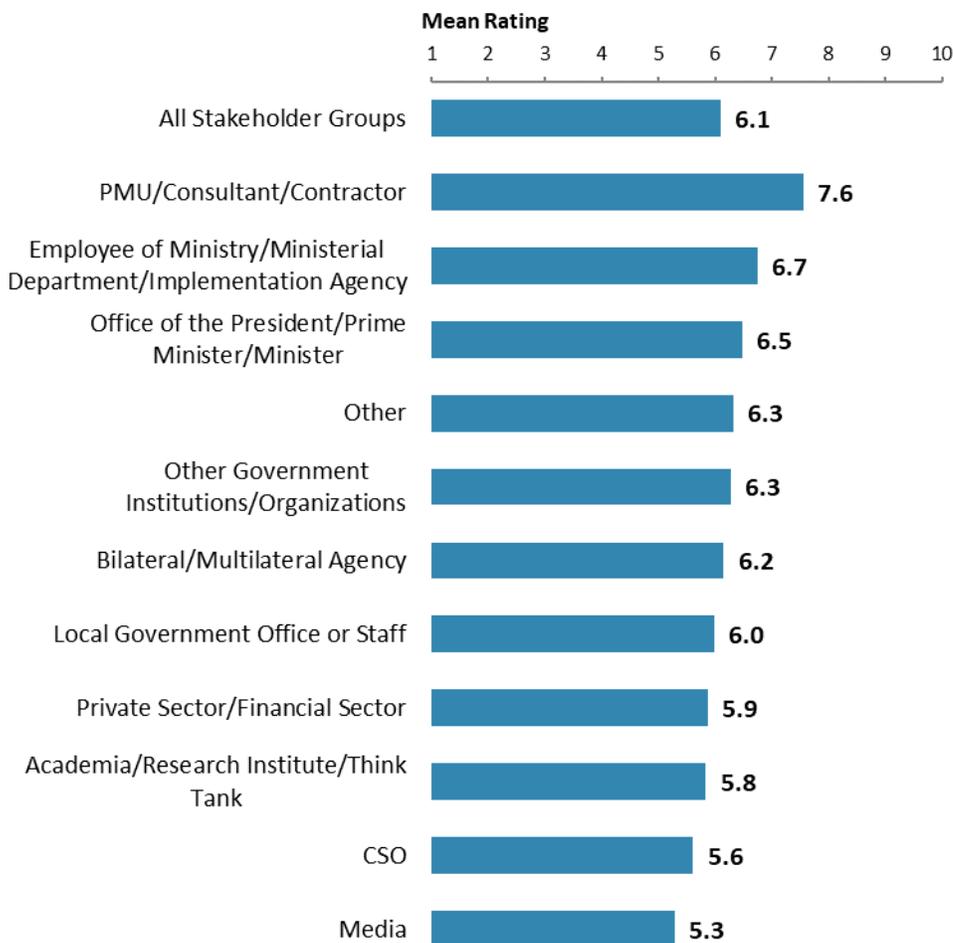
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bolivia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
*(*Significantly different between FY 2021 and FY 2016)*
Means in this chart were calculated based on weighted data



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.9).
- **Stakeholder groups:** Respondents from PMU/consultants/contractors on WBG projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 51).



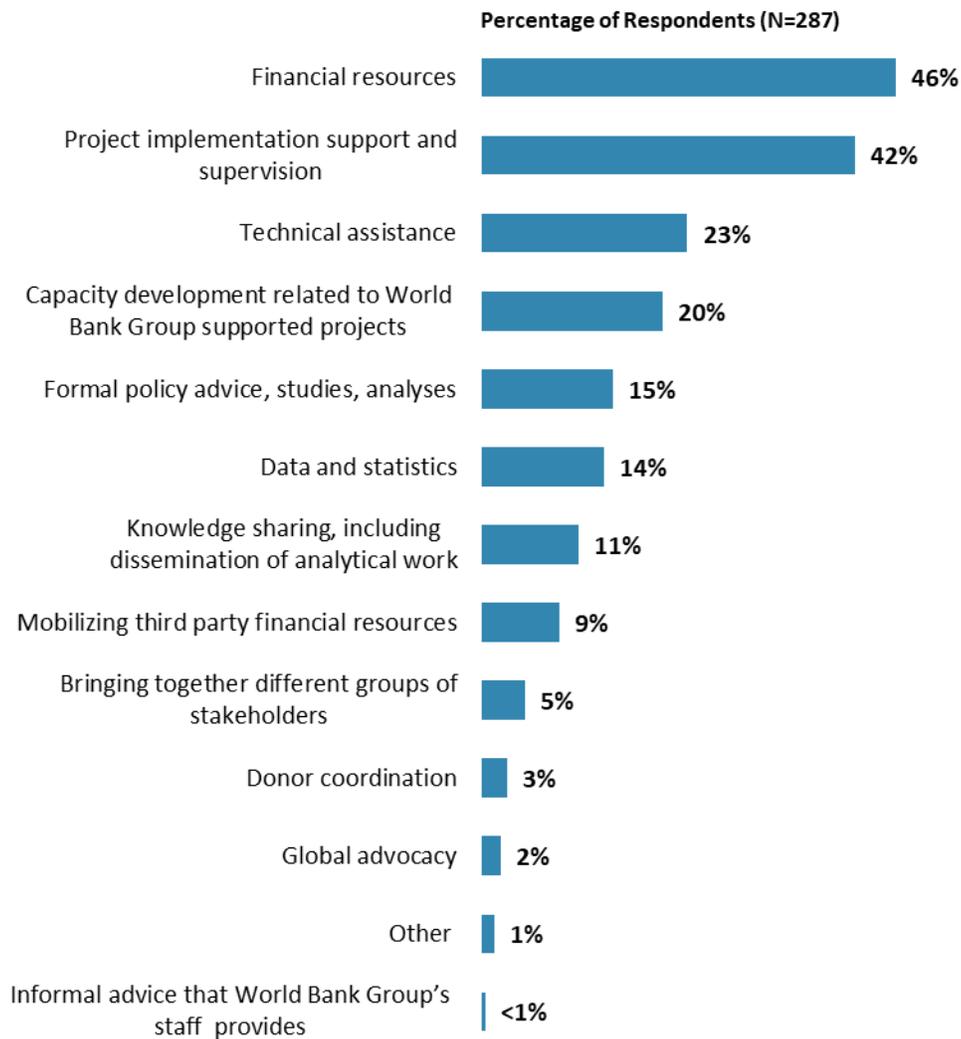
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

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



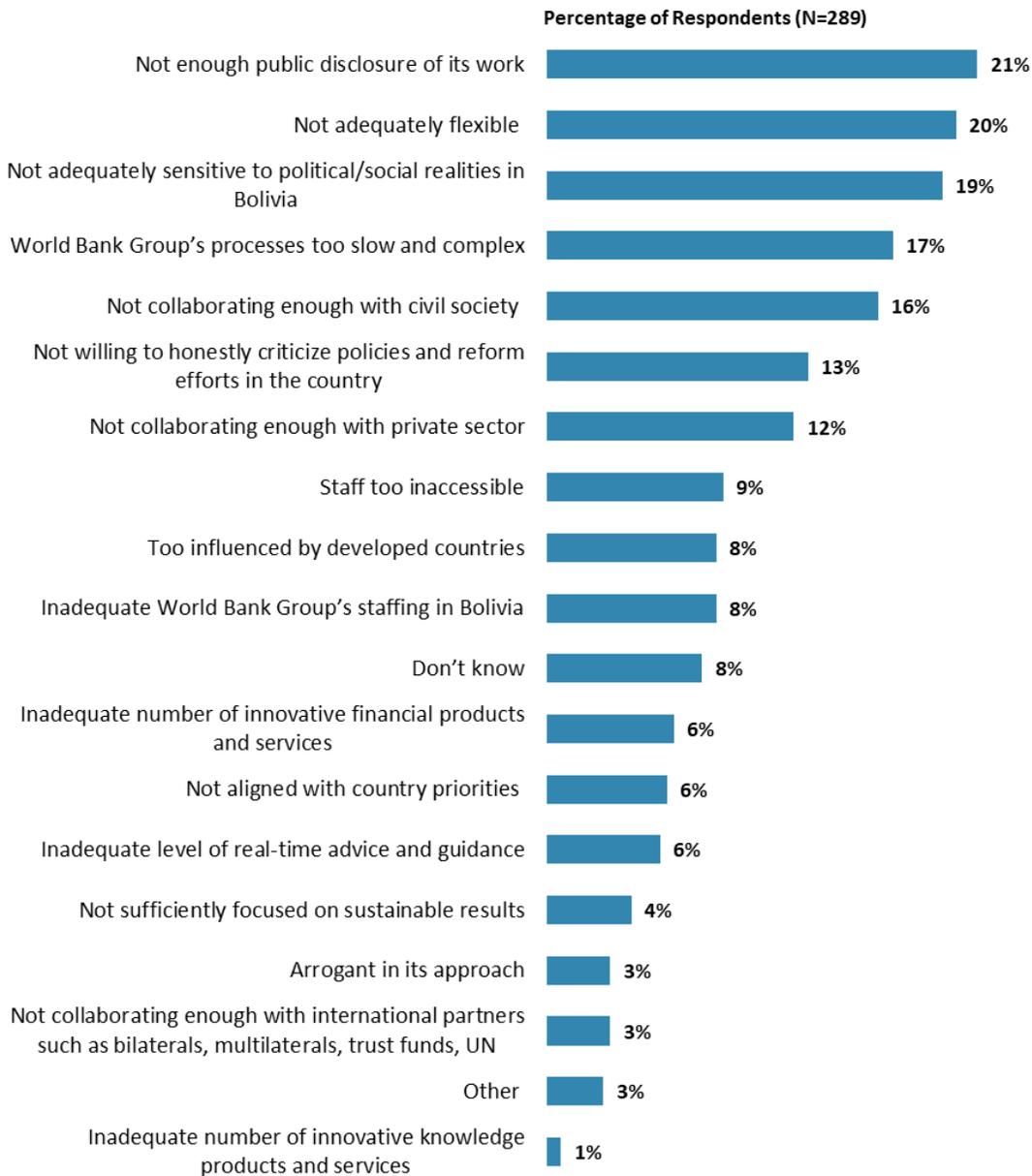
"When thinking about the World Bank Group's role in Bolivia, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

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

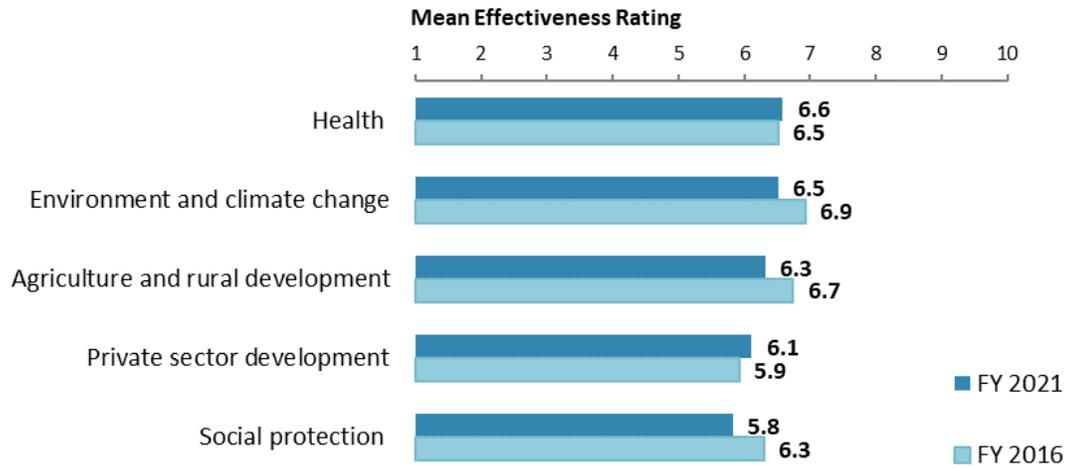


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bolivia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



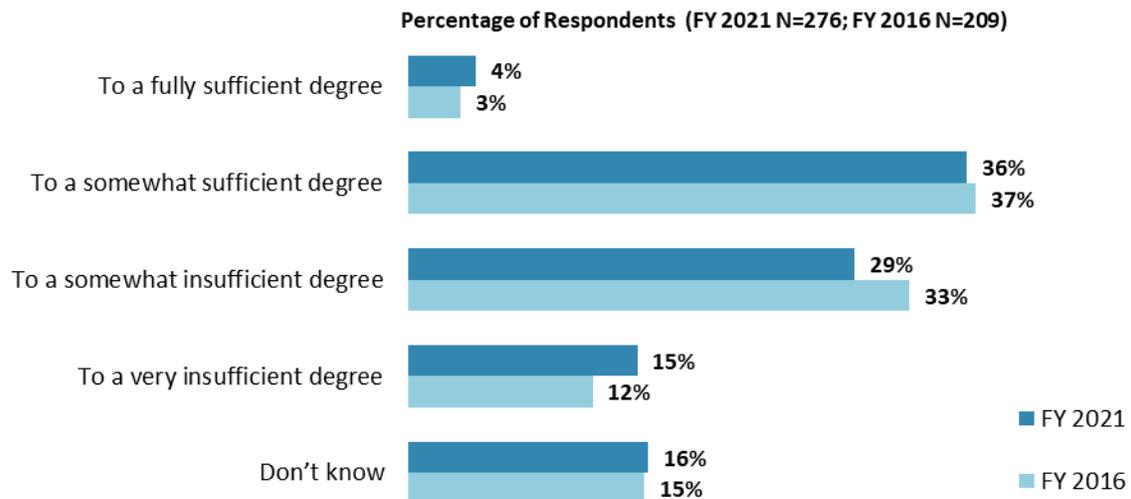
VI. World Bank Group’s Support in Development Areas

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



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

Helping the Poorest



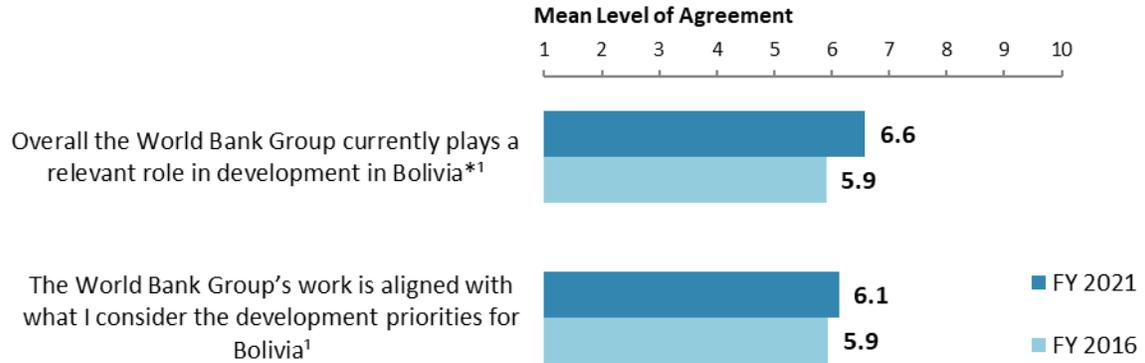
"To what extent do you believe that the World Bank Group’s work and support help the poorest in Bolivia?" (Respondents chose from a list.)
 Percentages presented in this chart were calculated based on weighted data

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



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

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



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

(*Significantly different between FY 2021 and FY 2016)

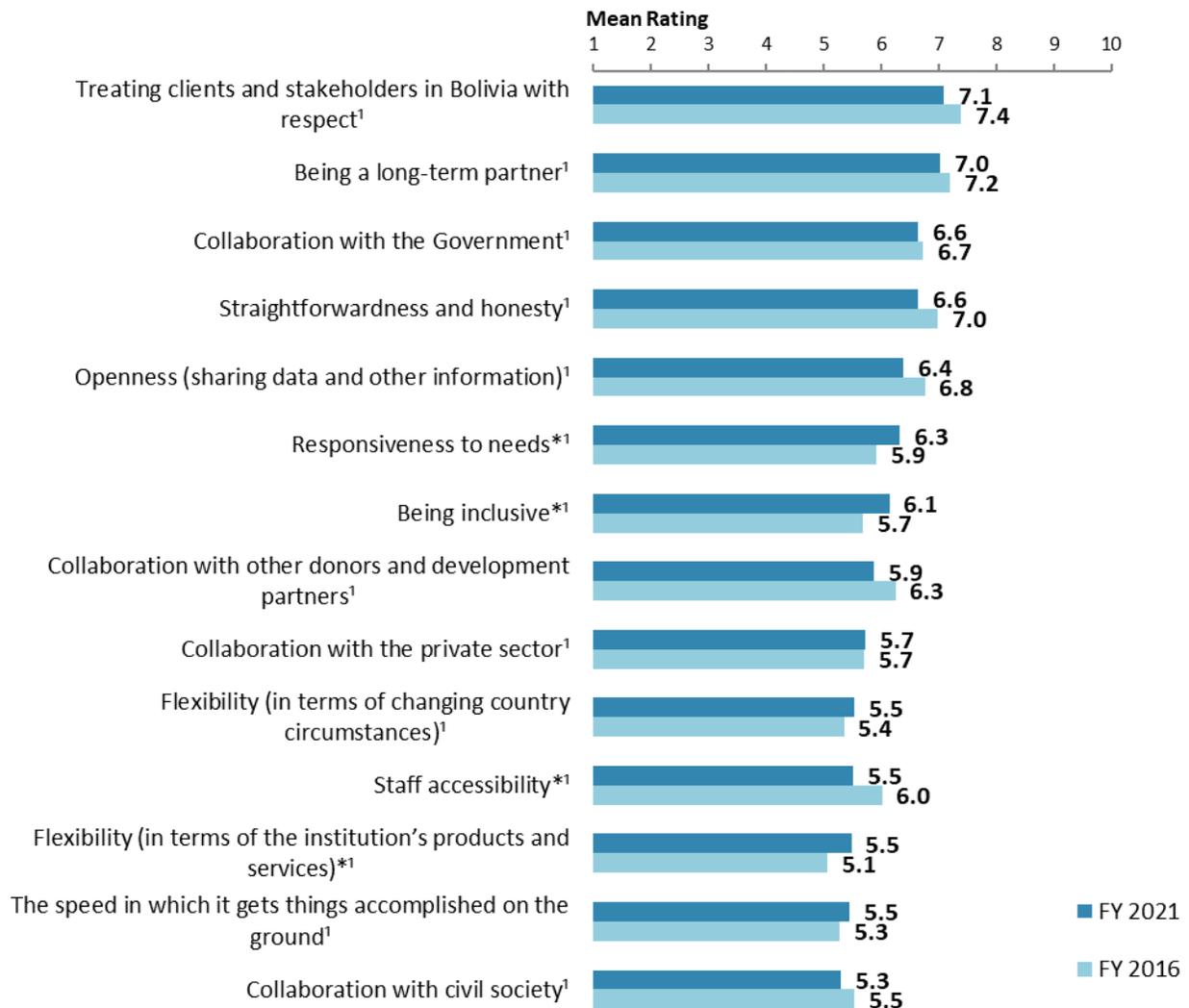
¹Indicator Question

Means in this chart were calculated based on weighted data



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

The WBG as an Effective Development Partner: Year Comparison



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

(*Significantly different between FY 2021 and FY 2016)

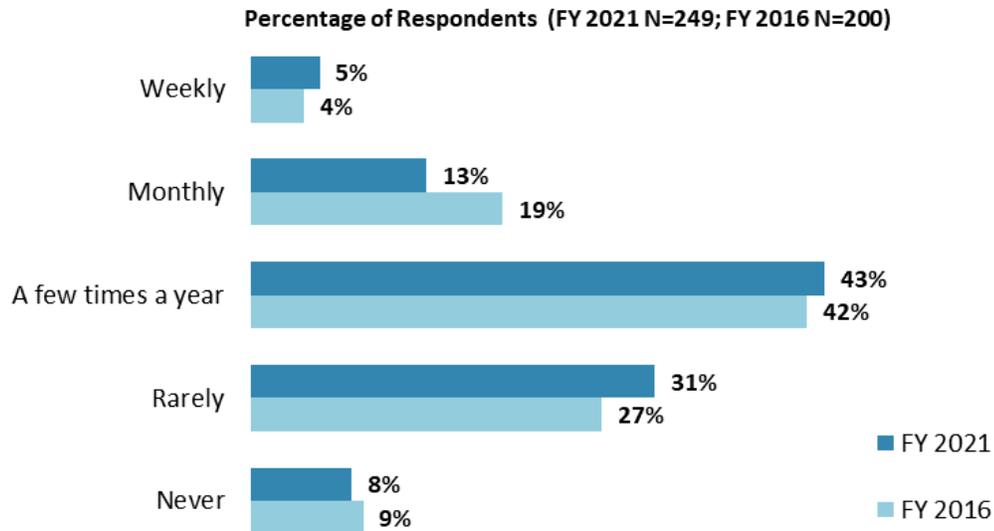
¹Indicator Question

Means in this chart were calculated based on weighted data



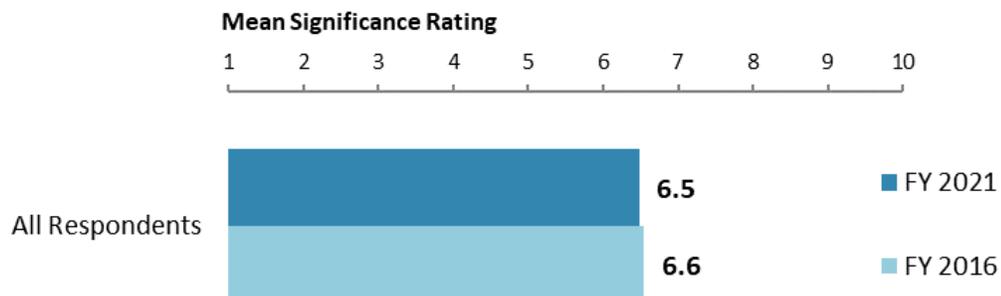
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
Percentages presented in this chart were calculated based on weighted data

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

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

Means in this chart were calculated based on weighted data



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

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

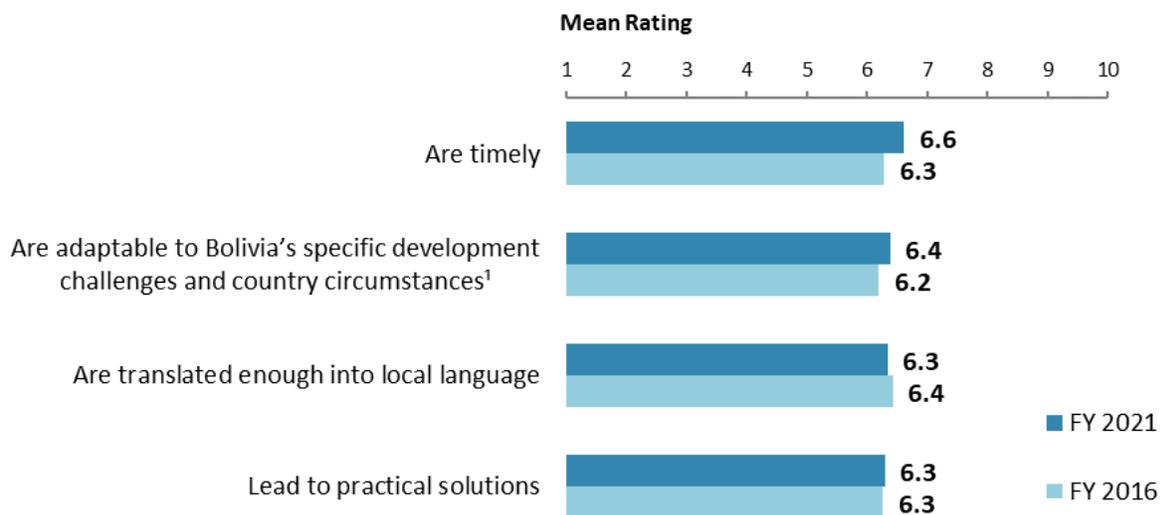


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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

Means in this chart were calculated based on weighted data

Qualities of the WBG's Knowledge Work and Activities



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

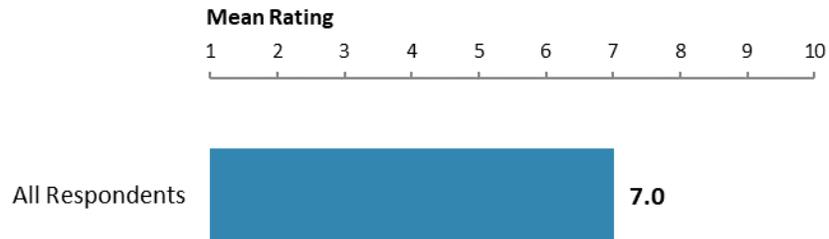
Indicator Question

Means in this chart were calculated based on weighted data



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

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



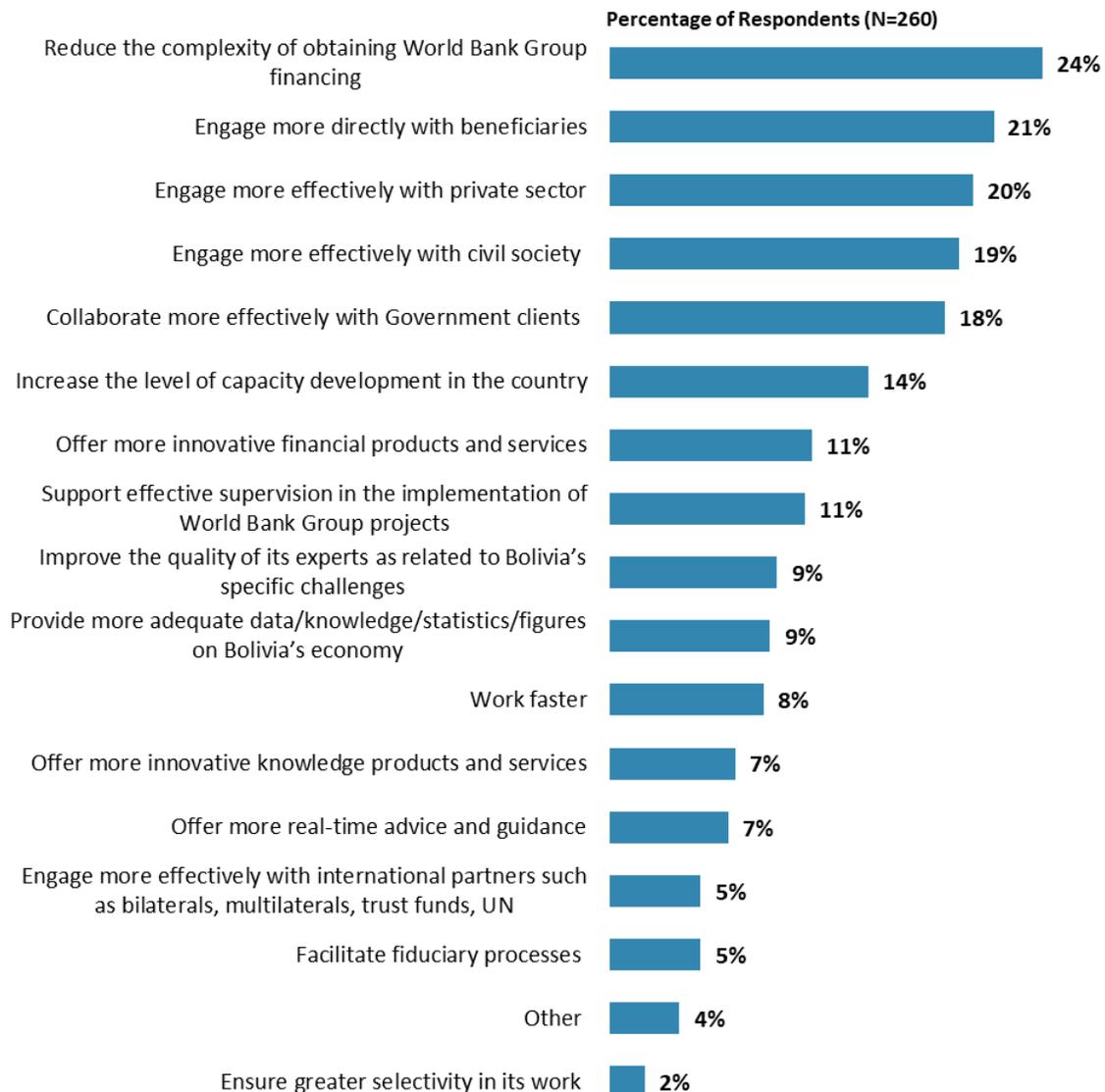
"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



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

Making the World Bank Group of Greater Value

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

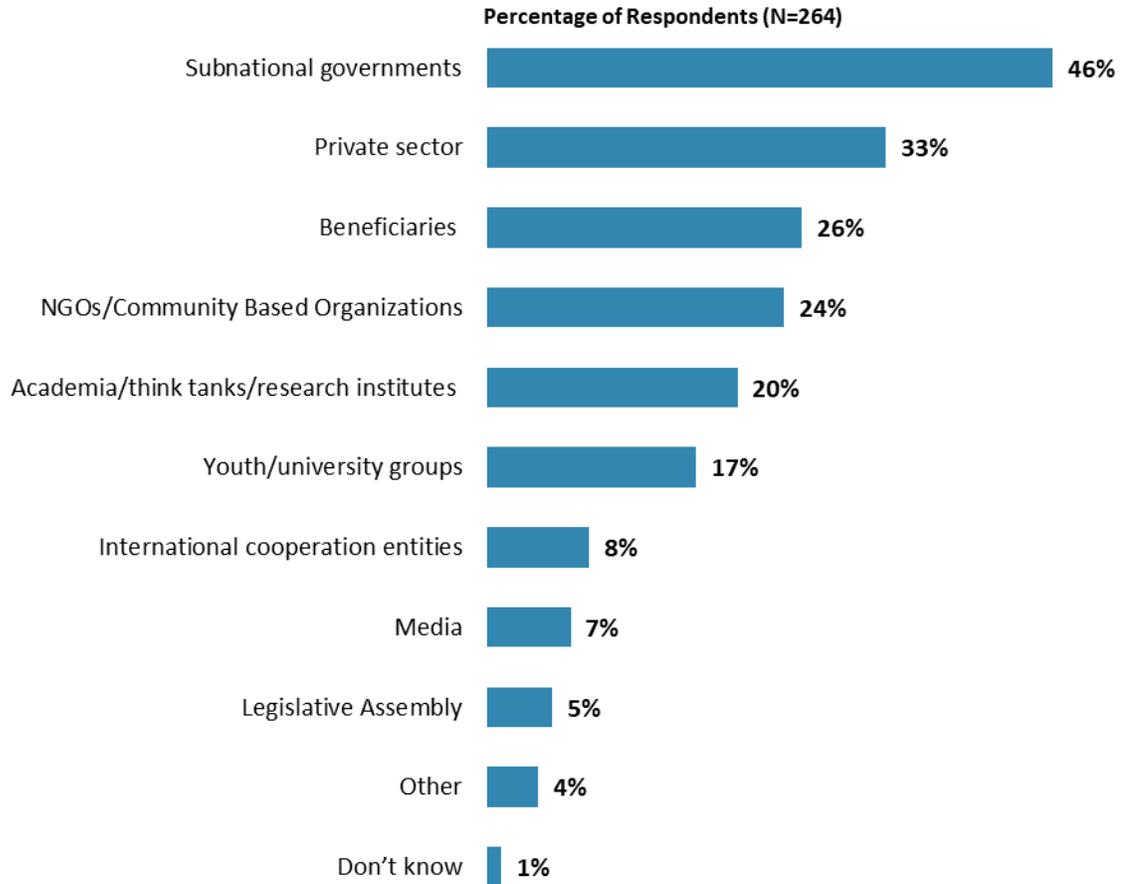


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...



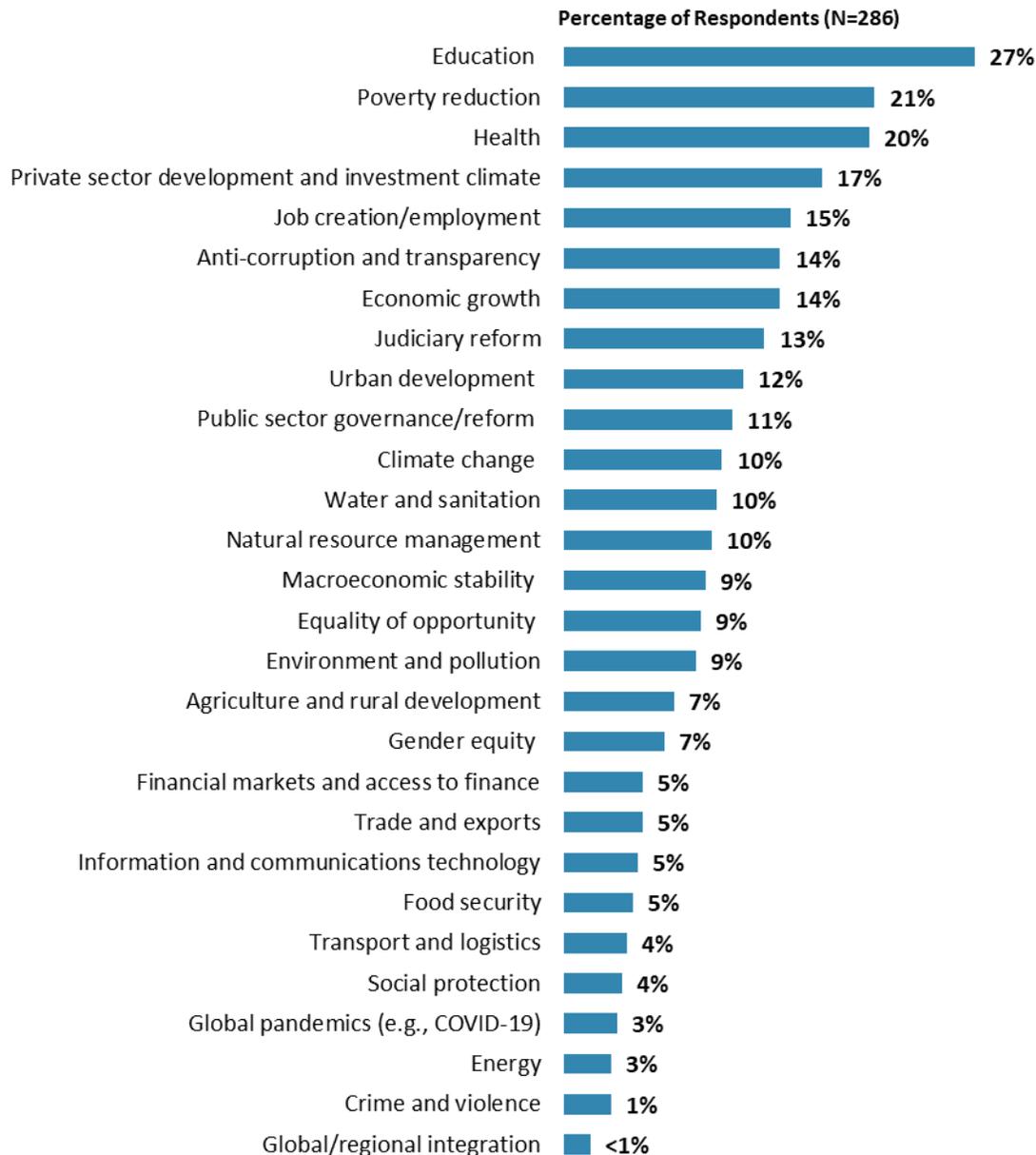
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

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



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

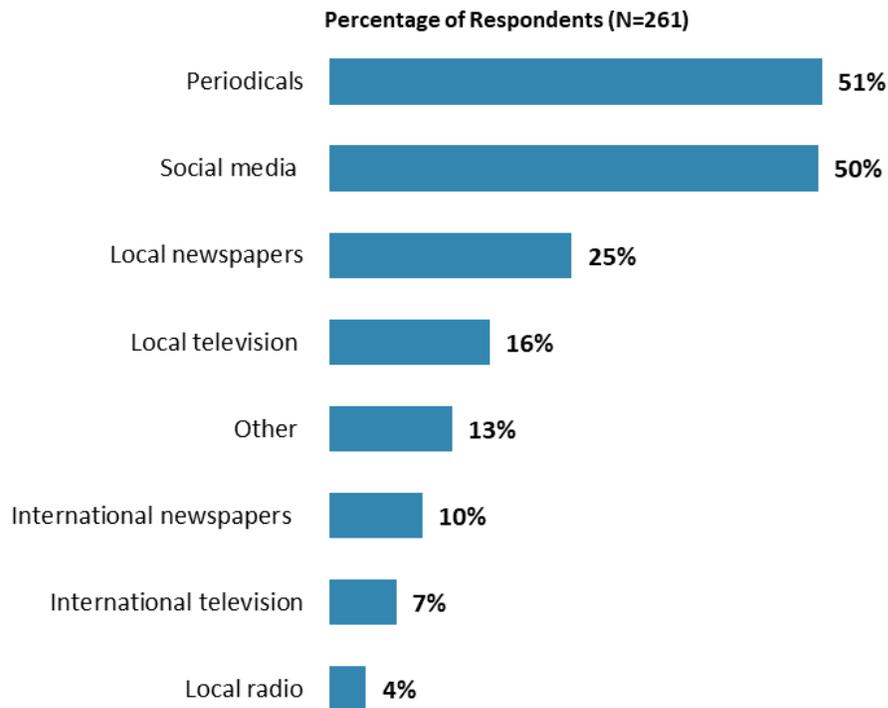


X. Communication and Outreach

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

General Information Sources

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



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

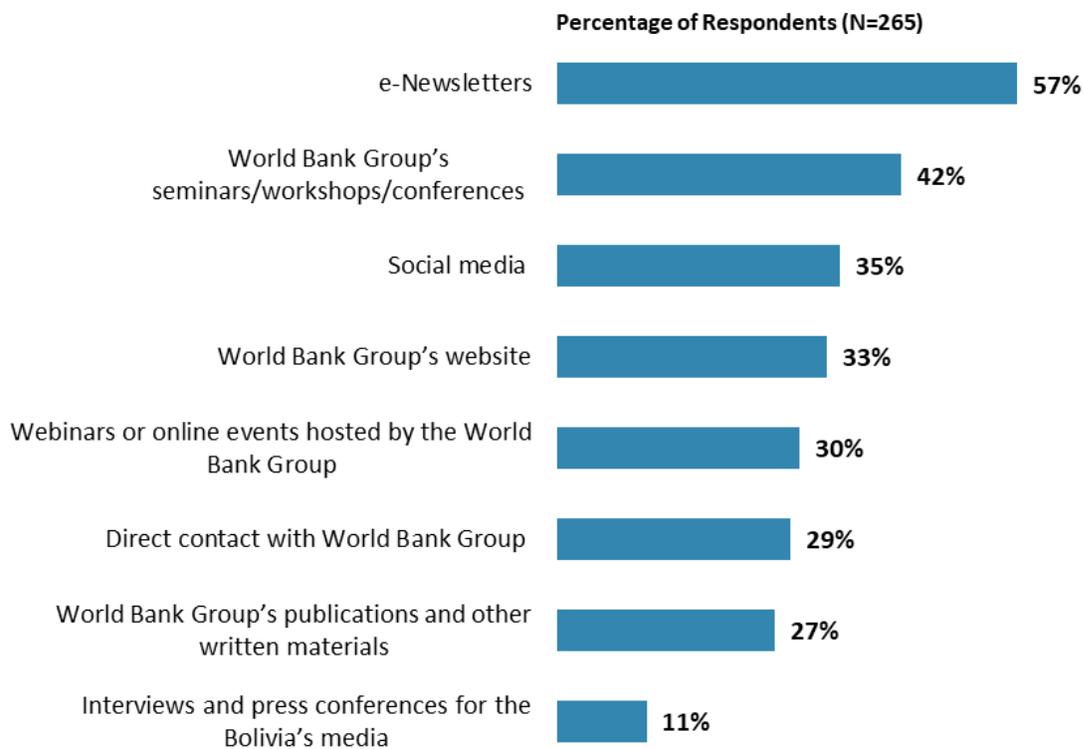


X. Communication and Outreach (continued)

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

Preferred Information Sources

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



"How would you prefer to receive information from the World Bank Group?"

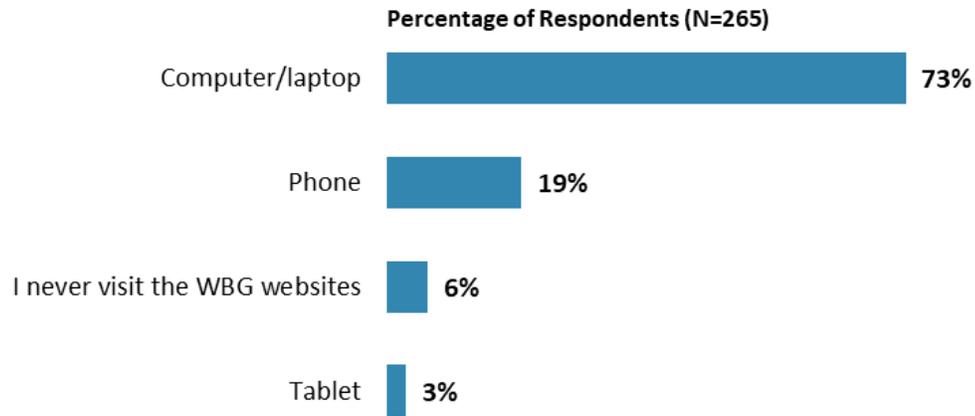
(Choose no more than 3)"

(Respondents chose from a list. Responses combined.)



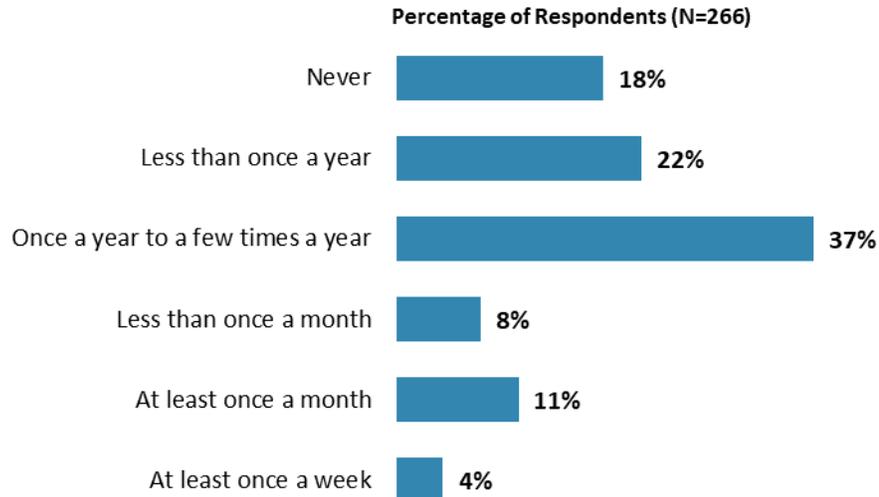
X. Communication and Outreach (continued)

Devices used to access WBG website



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

WBG Interaction Frequency



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



XI. Appendices

A. Responses to All Questions Across All Respondents	34
B. Responses to Selected Questions by Stakeholder Groups	51
C. Indicator Questions as a Function of Exposure to the WBG	64
D. Bolivia FY 2021 COS Questionnaire.....	65





Appendix A: Responses to All Questions across All Respondents (N=313)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. Overall Context

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

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

**A. Overall Context (continued)**

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

**A. Overall Context (continued)**

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

**A. Overall Context (continued)**

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

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

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right?* (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	287	3	4.25	2.59
2. Subnational governments	285	6	4.81	1.93
3. Bilateral donors (e.g., China, Brazil, France, JICA, GIZ)	275	11	6.16	2.09
4. The World Bank Group*	276	12	6.53	2.14
5. The International Monetary Fund	251	34	5.40	2.26
6. The United Nations (UN)	272	13	6.13	2.24
7. The World Health Organization (WHO)	271	13	5.75	2.16
8. Other regional development banks (IADB, CAF, FONPLATA)	266	16	6.49	1.97
9. The Central Bank of Bolivia	265	20	5.08	2.33
10. International private sector	252	29	5.13	2.23
11. Domestic private sector	278	8	5.80	2.07
12. International civil society (e.g., NGOs, CBOs)	263	20	5.89	2.13
13. Domestic civil society (e.g., NGOs, CBOs)	270	15	5.64	2.12
14. Youth organizations	254	29	5.56	2.25
15. Faith-based institutions	220	56	4.76	2.49
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	281	5	4.95	2.16
17. International media and their web presence	279	6	5.57	2.19
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	276	12	5.53	2.33

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

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

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bolivia? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Bolivia*	274	20	6.57	2.15
3. The World Bank Group's work is aligned with what I consider the development priorities for Bolivia*	264	27	6.08	2.21

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Bolivia? (1-To no degree at all, 10-To a very significant degree)	224	60	6.37	2.10

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

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

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

To what extent do you agree/disagree with the following statements about the World Bank Group in Bolivia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
29. The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	231	42	6.04	2.28

Global role of advocacy	N	DK	Mean	SD
30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	228	44	7.02	2.32

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

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

D. World Bank Group's Support in Development Areas

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

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

E. World Bank Group's Knowledge Work and Activities

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

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

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

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

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

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

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

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

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

G. Communication and Information Sharing

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

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

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

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

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

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



H. Background Information

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

**H. Background Information (continued)**

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

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

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

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

**H. Background Information (continued)**

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

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

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

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



Appendix B: Responses to Selected Questions by Stakeholder Groups⁸

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

A. Overall Context

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

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

*Significantly different between stakeholder groups

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

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

**A. Overall Context (continued)**

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

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

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

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

*Significantly different between stakeholder groups

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

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

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

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

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

*Significantly different between stakeholder groups

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

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

*Significantly different between stakeholder groups

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

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

*Significantly different between stakeholder groups



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

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

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

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

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

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

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

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

*Significantly different between stakeholder groups

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

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

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

*Significantly different between stakeholder groups

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

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

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

*Significantly different between stakeholder groups

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

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

*Significantly different between stakeholder groups

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

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



E. World Bank Group's Knowledge Work and Activities

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

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

*Significantly different between stakeholder groups

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

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

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

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

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

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

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

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

*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than 2)

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

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

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

*Significantly different between stakeholder groups

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

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

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

*Significantly different between stakeholder groups

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

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

*Significantly different between stakeholder groups

H. Background Information

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

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

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

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

*Significantly different between stakeholder groups

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

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

*Significantly different between stakeholder groups



Appendix C: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.38	7.05
Overall the World Bank Group currently plays a relevant role in development in Bolivia	6.25	7.66
The World Bank Group's work is aligned with what I consider the development priorities for Bolivia	5.76	7.15
Overall, please rate your impression of the World Bank's effectiveness in Bolivia.	6.13	7.54
Overall, please rate your impression of the IFC's effectiveness in Bolivia.	5.50	5.76
To what extent does the World Bank Group's work help to achieve development results in Bolivia?	6.12	7.48
To what extent does the World Bank Group influence the development agenda in Bolivia?	5.70	7.17
Responsiveness to needs	6.16	6.71
Flexibility (in terms of the institution's products and services)	5.35	5.96
Flexibility (in terms of changing country circumstances)	5.33	6.17
Being inclusive	5.96	6.77
Openness (sharing data and other information)	6.23	6.82
Collaboration with the Government	6.41	7.22
The speed in which it gets things accomplished on the ground	5.20	6.17
Helping to bring discipline/effective supervision to implementation of investment projects	5.99	7.06
Collaboration with civil society	5.04	5.94
Staff accessibility	5.14	6.57
Collaboration with other donors and development partners	5.71	6.40
Collaboration with the private sector	5.65	5.59
Straightforwardness and honesty	6.46	7.12
Treating clients and stakeholders in Bolivia with respect	6.78	7.84
Being a long-term partner	6.79	7.65
The World Bank Group takes decisions quickly in Bolivia	5.39	6.65
The World Bank Group's financial instruments meet the needs of Bolivia	5.62	6.92
The World Bank Group meets Bolivia's needs for knowledge services	5.82	6.76
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	7.00	7.10
In Bolivia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Bolivia's specific development challenges and country circumstances	6.30	6.73
Group's knowledge work and activities make to development results in your country?	6.28	7.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.20	7.65

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Bolivia FY'21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Bolivia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bolivia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Bolivia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Bolivia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

**SECTION A: OVERALL CONTEXT**

A1. In terms of its development, would you say that Bolivia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

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

**SECTION A: OVERALL CONTEXT**

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bolivia? (Choose no more than 3)			
1	Economic growth	15	Water and sanitation
2	Anti-corruption and transparency	16	Urban development (i.e., territorial development, local economic development and/or city competitiveness)
3	Disaster risk management	17	Environment and pollution
4	Equality of opportunity (i.e., social inclusion, social justice)	18	Job creation/employment
5	Information and communications technology	19	Health
6	Social protection (e.g., pensions, targeted social assistance)	20	Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation)
7	Natural resource management	21	Judiciary reform
8	Trade and exports	22	Gender equity (closing the gap between women and men, and boys and girls)
9	Crime and violence	23	Private sector development and investment climate
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Agriculture and rural development
11	Transport and logistics (e.g., roads, bridges, transportation)	25	Global/regional integration
12	Energy	26	Food security
13	Financial markets and access to finance	27	Education (i.e., coverage and quality)
14	Climate change (e.g., mitigation, adaptation)		

A5. The COVID-19 pandemic has stressed many aspects of Bolivia's growth and development. In which areas would you like to see the Bolivia government focus most of its efforts in the recovery of the pandemic over the next six months to a year? (Choose no more than 3)	
1	Education
2	Economic growth
3	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
4	Strengthening social safety nets (social assistance)
5	Employment and job creation
6	Public works
7	Nutrition/food security
8	Basic services provision (e.g., water, energy, urban transport)
9	Public service delivery (e.g., strengthening policies, institutions)
10	Healthcare
11	Poverty and inequality
12	Ensuring that girls and women have equal access to job opportunities
13	Facilitate financing to firms and entrepreneurs
14	Gender-based violence
15	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A6. When economic and/or social reform efforts fail or are slow to take place in Bolivia, which of the following would you attribute this to? (Choose no more than 2)	
1	Inadequate level of government accountability
2	Corruption
3	Lack of adequate citizen/civil society engagement
4	Inadequate level of coordination with external cooperation entities (e.g., bilateral, multilateral organizations)
5	Reforms are not well thought out in light of country challenges
6	Political pressures and obstacles
7	Inadequate coordination among government levels
8	Lack of adequate financing
9	Institutional weaknesses
10	Lack of adequate dialogue among public and private actors
11	Pressure from outside interest groups (e.g., private sector, unions)
12	Other (please specify): _____

A7. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Subnational governments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral donors (e.g., China, Brazil, France, JICA, GIZ)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Other regional development banks (IADB, CAF, FONPLATA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Central Bank of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION A: OVERALL CONTEXT**

A8. Thinking more specifically about the coronavirus/COVID-19 vaccine that is being made available in your country, please indicate whether you agree/disagree with each of the following statements.							
		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine is safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine is effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine when available	1	2	3	4	5	<input type="checkbox"/>

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

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

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Bolivia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know
											<input type="checkbox"/>

B6. To what extent does the World Bank Group influence the development agenda in Bolivia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know
											<input type="checkbox"/>

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bolivia? (Select only 1 response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in Bolivia, which activity do you VALUE the most? (Choose no more than 2)**

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

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

1	Not willing to honestly criticize policies and reform efforts in the country
2	Arrogant in its approach
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Inadequate number of innovative financial products and services
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Bolivia
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible (i.e., rigid in policies and procedures)
11	Not sufficiently focused on sustainable results
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Not collaborating enough with international partners such as bilaterals, multilaterals, trust funds, UN
15	Inadequate World Bank Group's staffing in Bolivia
16	Inadequate level of real-time advice and guidance
17	Inadequate number of innovative knowledge products and services
18	Other (please specify): _____
19	Don't know

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Bolivia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bolivia? (Choose no more than 3)			
1	Health	16	Information and communications technology
2	Urban development (i.e., territorial development, local economic development and/or city competitiveness)	17	Social protection (e.g., pensions, targeted social assistance)
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Private sector development and investment climate	19	Trade and exports
5	Education (i.e., coverage and quality)	20	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management
7	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
8	Food security	23	Poverty reduction
9	Anti-corruption and transparency	24	Transport and logistics (e.g., roads, bridges, transportation)
10	Energy	25	Judiciary reform
11	Water and sanitation	26	Economic growth
12	Environment and pollution	27	Disaster risk management
13	Job creation/employment	28	Equality of opportunity (i.e., social inclusion, social justice)
14	Financial markets and access to finance	29	Macroeconomic stability (e.g., public debt, fiscal policy, financial sector stability, exchange rate, inflation)
15	Global pandemics (e.g., COVID-19)		

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

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

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

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

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

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bolivia solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

C2. To what extent do you believe the World Bank Group is adequately staffed in Bolivia?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in Bolivia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Treating clients and stakeholders in Bolivia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C21	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	The World Bank Group's Safeguards Policies or Environmental and Social Framework requirements are beneficial in project implementation and sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	The World Bank Group takes decisions quickly in Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Working with the World Bank Group increases Bolivia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Bolivia?												
		Strongly disagree								Strongly agree		Don't know
C28	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Bolivia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	The World Bank Group meets Bolivia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all								Very important			Don't know	

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

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bolivia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	11	12
1	Social protection (e.g., cash transfers, youth employment, beneficiary registry)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Transport (e.g., roads, airports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Environment and climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Urban development and resilience	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Poverty reduction and inequality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Financial sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Trade	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

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

		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10	11	12	
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
2	Protecting poor people (social assistance / social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	



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

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

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

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOLIVIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bolivia? (Choose no more than 2)**

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

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)

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

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Bolivia?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Bolivia? (Choose no more than 2)			
1	Local radio	5	International television
2	Local newspapers	6	Periodicals
3	International newspapers	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	8	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Bolivia's media

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Legislative Plurinational Assembly	14	Private Foundation (e.g., Simón I. Patiño Foundation, IDEA Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only 1 response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bolivia? (Select only 1 response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Bolivia? (Choose no more than 2)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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

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

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

Thank you for completing the survey!