

August 2022

# FY 2022 Peru Country Opinion Survey Report



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# Objectives

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

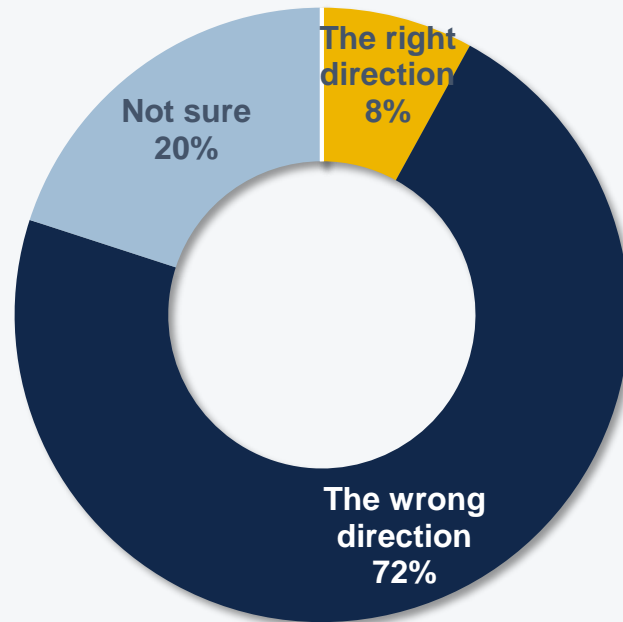
1. What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Peru's development priorities, and other key indicators? Are opinions improving or declining?
2. What areas of development are perceived to be the most important? Have the priorities changed over the past three years?
3. How the WBG is perceived as a development partner? Are opinions improving or declining?
4. What do key stakeholder value the most and the least when it comes to the WBGs work at the country level? What are the priorities looking forward?
5. What opinion do key stakeholders have of the WBG knowledge products and their quality? Are opinions improving or declining?
6. What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?

# Overall Context

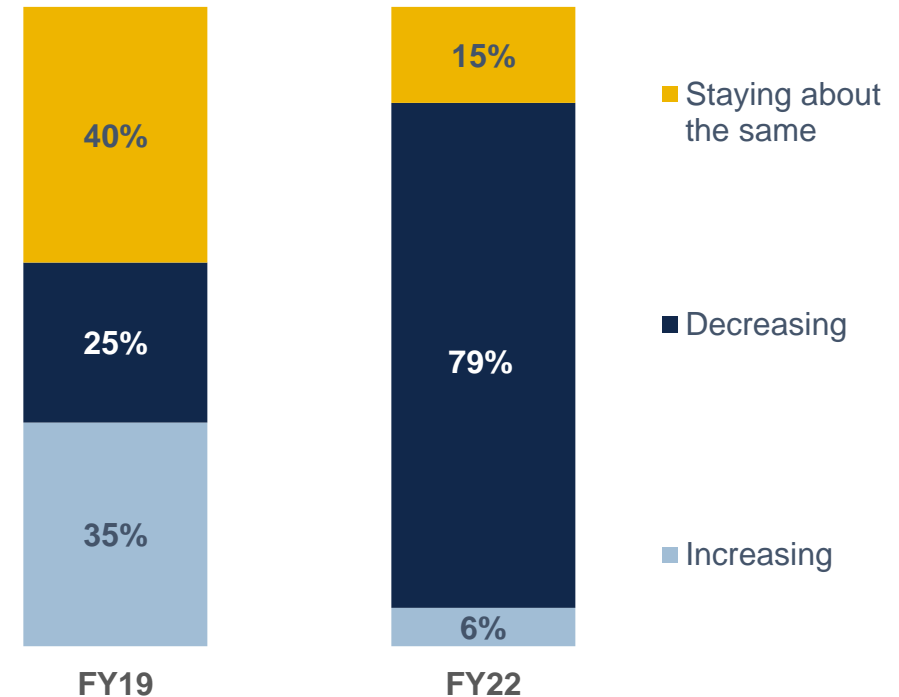
# A majority of respondents were concerned about Peru's general direction

The survey findings suggest a pessimistic view of Peru at the moment. The majority of respondents believe that Peru is heading in the wrong direction and that economic opportunity is decreasing.

Country direction



Perception of economic opportunity



In general, would you say that Peru is headed in ... ? (N=351)  
 Do you think that economic opportunity for citizens in Peru is ... ? (FY22 N=353; FY19 N=158)

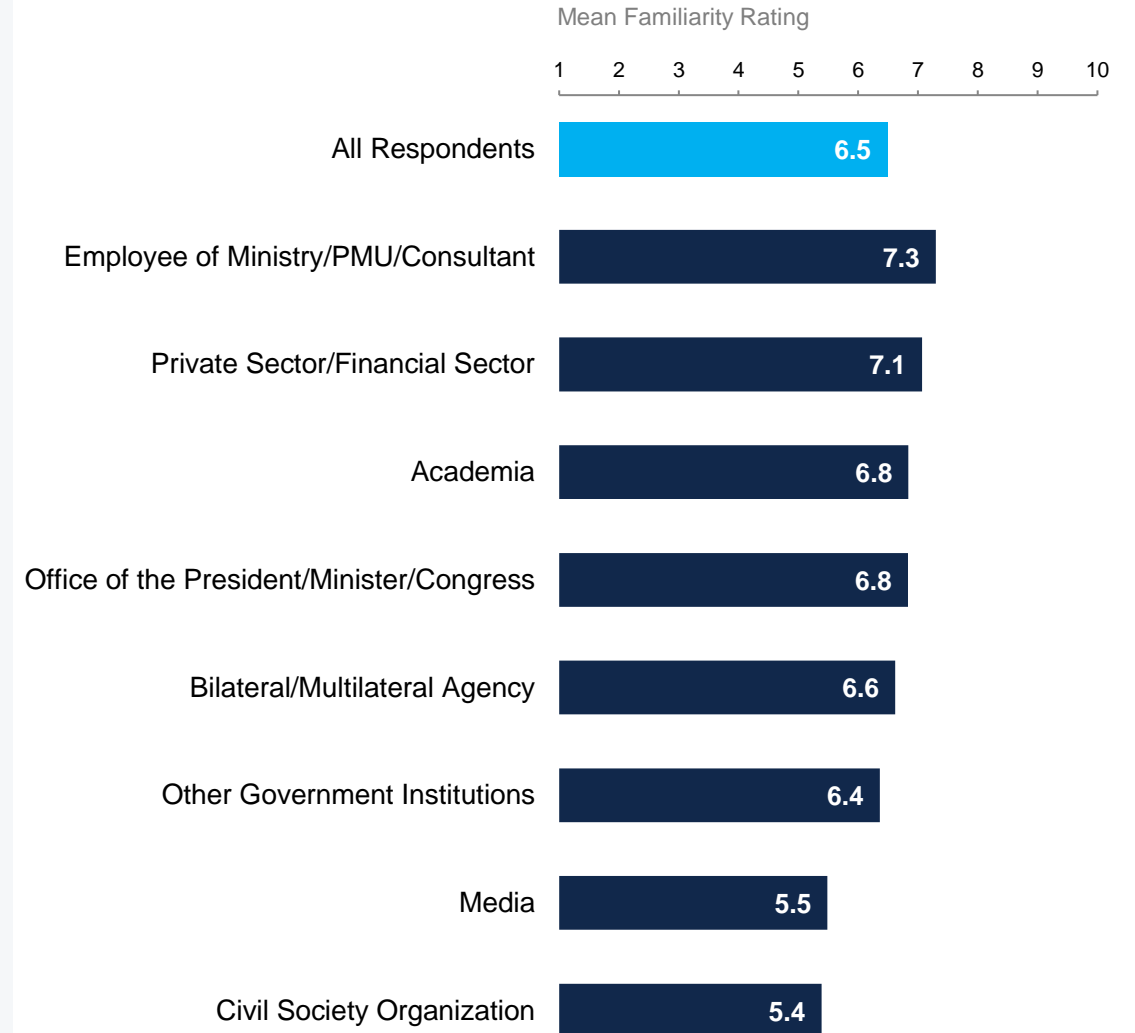
# Familiarity with the World Bank Group

**Year comparison:** Respondents in this year's Country Survey report similar levels of familiarity with the World Bank Group as in FY19:

Mean familiarity: FY22 = **6.4**  
FY19 = **6.5**

**Collaboration:** Respondents who collaborate with the WBG report significantly higher levels of familiarity with the institution's work :

Mean familiarity: WBG collaborators = **7.6**  
Non-WBG collaborators = **6.2**



How familiar are you with the work of the World Bank Group in Peru?  
Scale: 1-10 (1: Not familiar at all – 10: Extremely familiar)

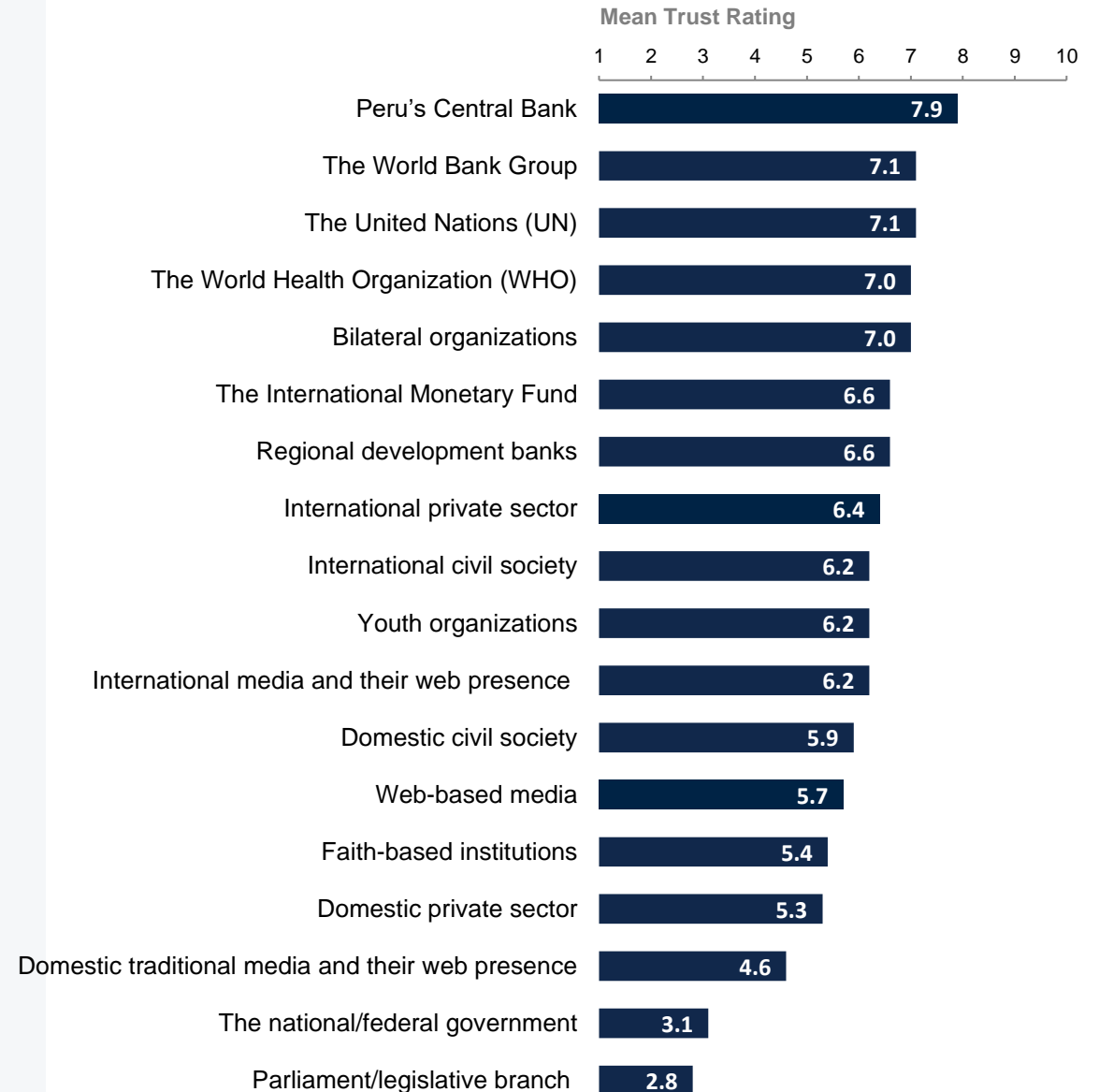
Note: PMU=Project Management Unit.

# Trust in Institutions

**Year comparison:** Respondents in this year’s Country Survey gave higher ratings of trust in the WBG compared to respondents in the FY19 Survey (mean rating = 6.8); however, this did not reach a level of statistical significance.

Peru’s Central Bank ranked as the most trusted institution. The WBG, along with the bilateral organizations, the United Nations, and the World Health Organization were among the top trusted institutions in Peru among those studied.

At the same time, the Parliament, the National/federal Government, and domestic traditional media are the least trusted institutions, according to the respondents.

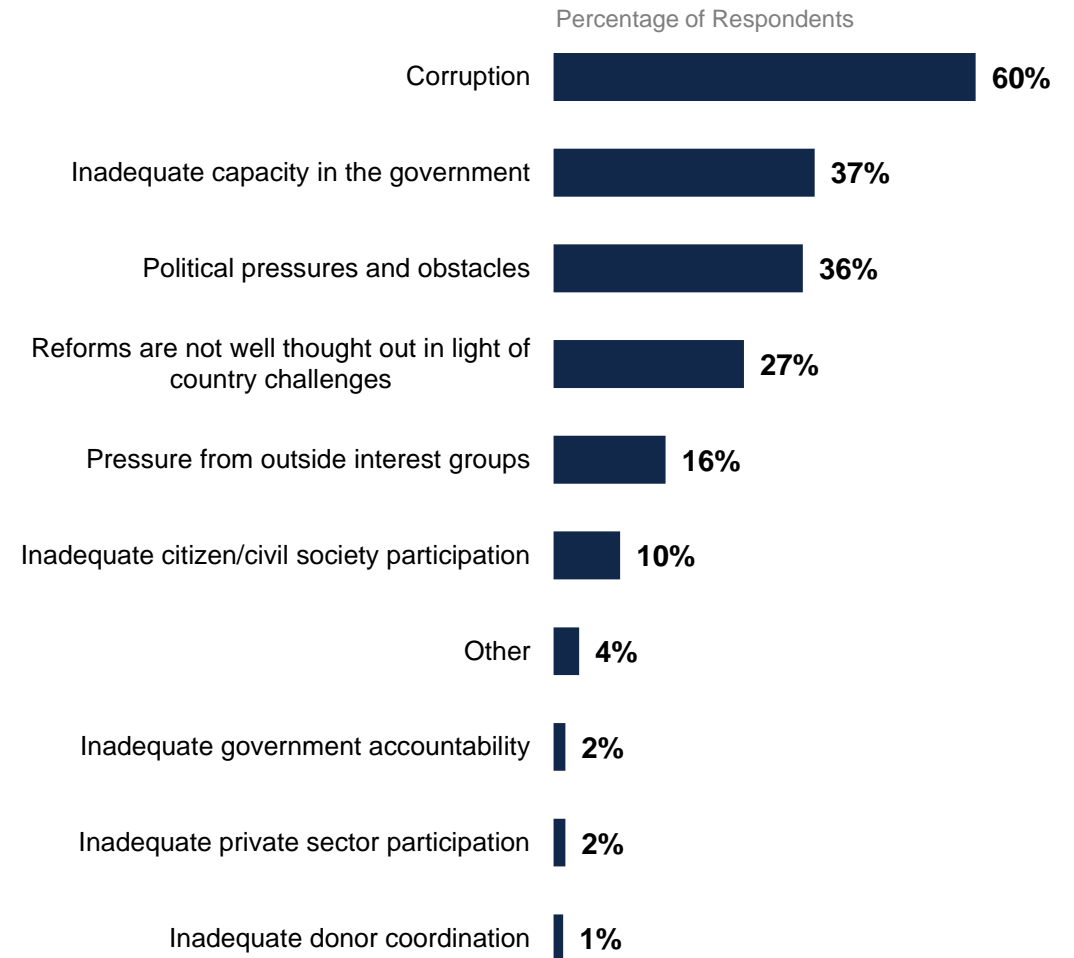


# Attributions for Slow/Failed Reform Efforts

**Corruption** was identified by respondents as the primary factor contributing to slow or failed reform efforts, followed by an inadequate level of governance (37%) and political pressures and obstacles (36%).

Year comparison:

- Respondents in the FY19 Country Survey indicated that slow or failed reform efforts should be attributed to an “inadequate level of governance” (63%) and “corruption” (52%), followed by “political pressures and obstacles” (31%) and “reforms are not well thought out in light of country challenges” (25%).



When economic and/or social reform efforts fail or are slow to take place in Peru, which of the following would you attribute this to?  
(Choose no more than 2) (N=356)



# World Bank Group's Support for Development Areas

# WBG: Focal Development Areas

In FY22, stakeholders would like the WBG to focus its resources on: (i) **public sector governance/reform**; (ii) **education**; and (iii) **anti-corruption**. More than twice as many respondents selected anti-corruption among the top development priorities this year as compared to FY19.

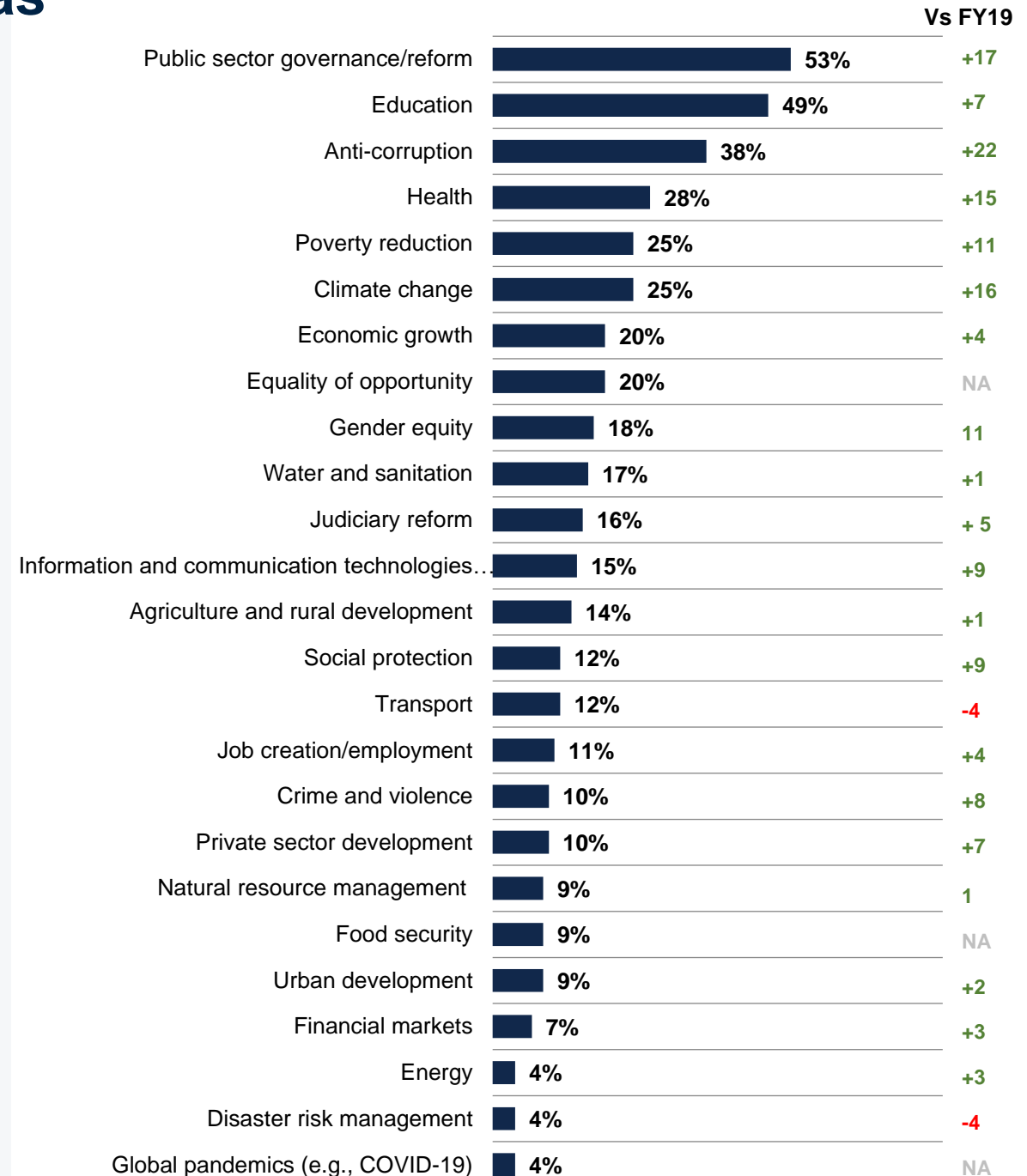
- Respondents who identified their primary specialization of work as “Education” (16% of the sample) were significantly more likely to indicate that the WBG should focus on “education” (81%) compared to other respondents (48%).

Notably, the percentage of respondents who believed that the World Bank Group should prioritize its resources on **climate change** almost tripled. Again, there were significant differences among stakeholder groups. It emerged as a much greater concern for bilateral/multilateral stakeholders (35%) and civil society respondents (37%).

**Note:** The overall increase in percentages in the figure is partially attributable to the change in the methodology: In FY19, respondents were offered to select up to three priorities, whereas in FY22, they could choose up to five priorities.

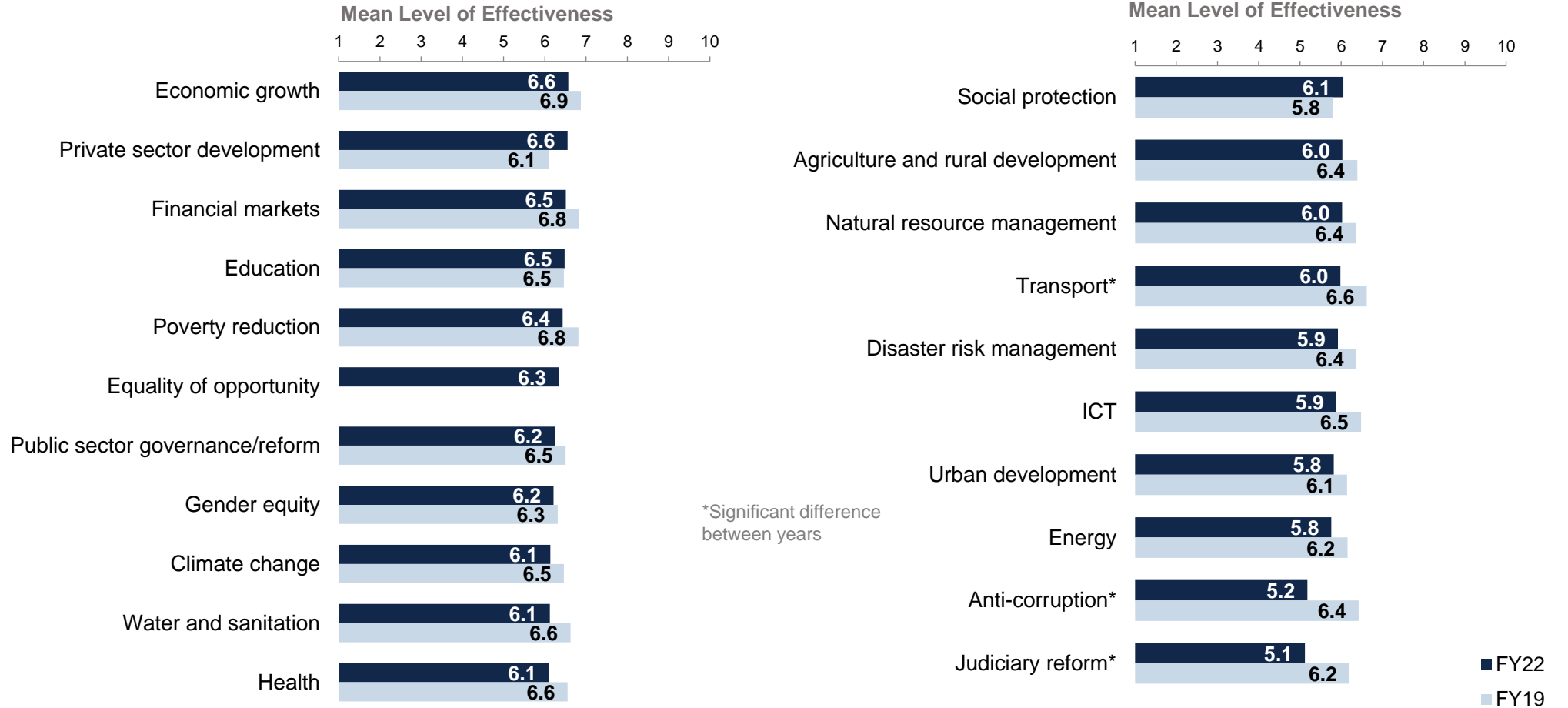
FY22: When thinking about how the World Bank Group can have the most impact on development results in Peru, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Peru? (Choose no more than 5) (N=356)

FY19: When thinking about how the World Bank Group can have the most impact on development results in Peru, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Peru? (Choose no more than THREE) (N=146)



# Effectiveness of WBG's Sectoral Support

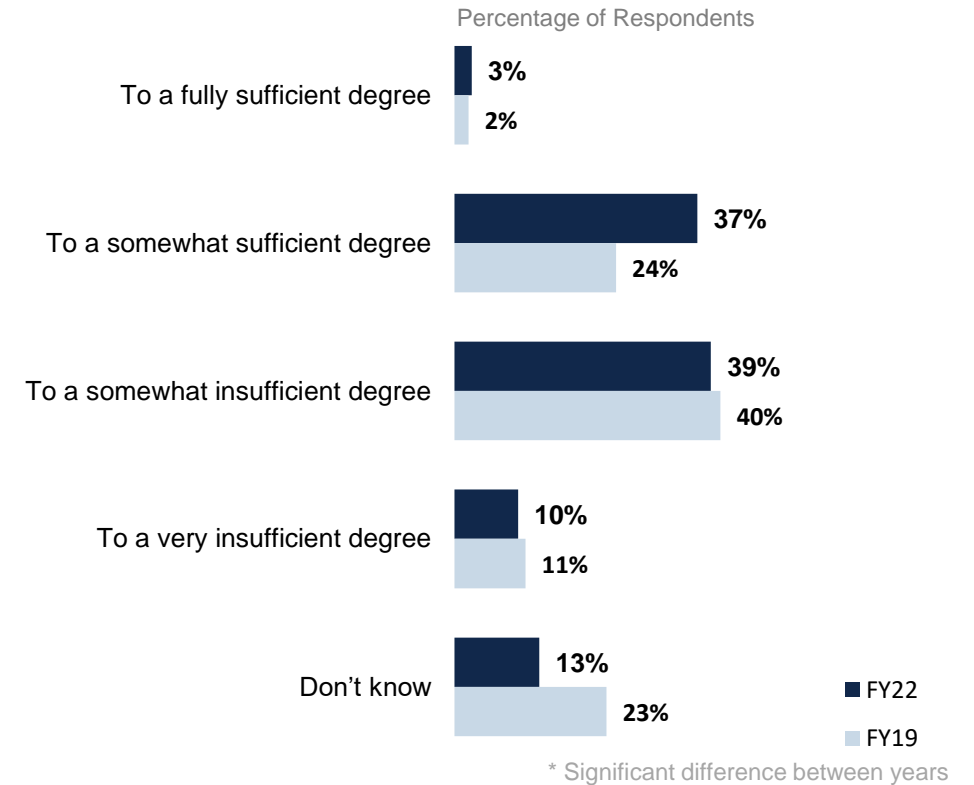
The WBG's work in the area of **economic growth** and **private sector development** in Peru received the highest effectiveness ratings. However, the WBG's effectiveness for several sectoral areas were significantly **lower** in FY22 compared to FY19. Most notably, the ratings for **anti-corruption** and **judiciary reform** declined.



How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Peru?  
 (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")  
 Scale: 1-10 (1: Not effective at all – 10: Very effective)

# Helping the Poorest

The percentage of respondents who believe that the WBG's work in and support for Peru in terms of helping the poorest to a somewhat or sufficient degree increased from 26% in FY19 to 40% in FY22.

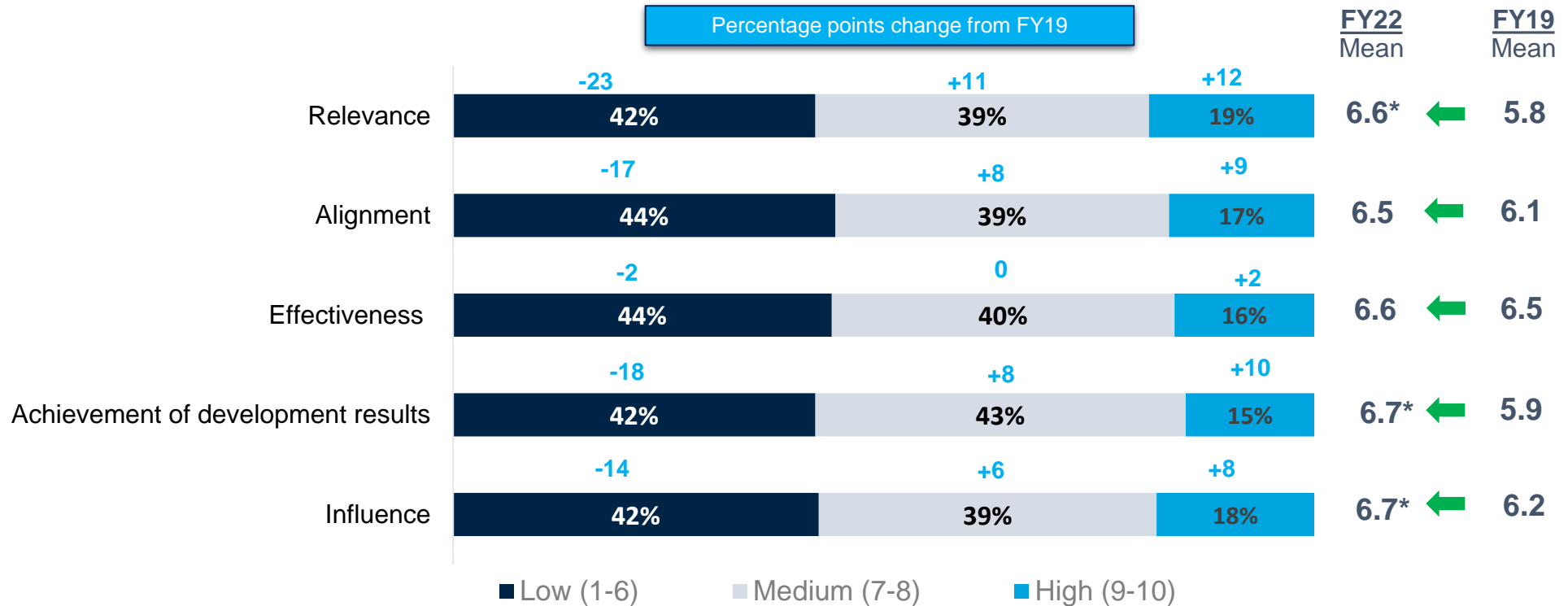


To what extent do you believe that the World Bank Group's work and support help the poorest in Peru? (Select only 1 response) (FY22 N= 345; FY19 N= 140)

# Overall Attitudes toward the World Bank Group

# Key Performance Indicators

In FY22, there was a slight improvement observed across the key indicator questions, particularly in the rating for the World Bank Group's **relevance**, **achievement of development results**, and **influence**, demonstrating a statistically significant improvement. Approximately 2 of every 10 respondents gave the WBG high ratings (a 9 or a 10 on a 10-point scale) for all indicators, indicating a moderate increase from FY19. A noticeable decrease was observed in the percentage of respondents who assigned low ratings for the WBG's **relevance**, **alignment**, **achievement of development results**, and **influence**.

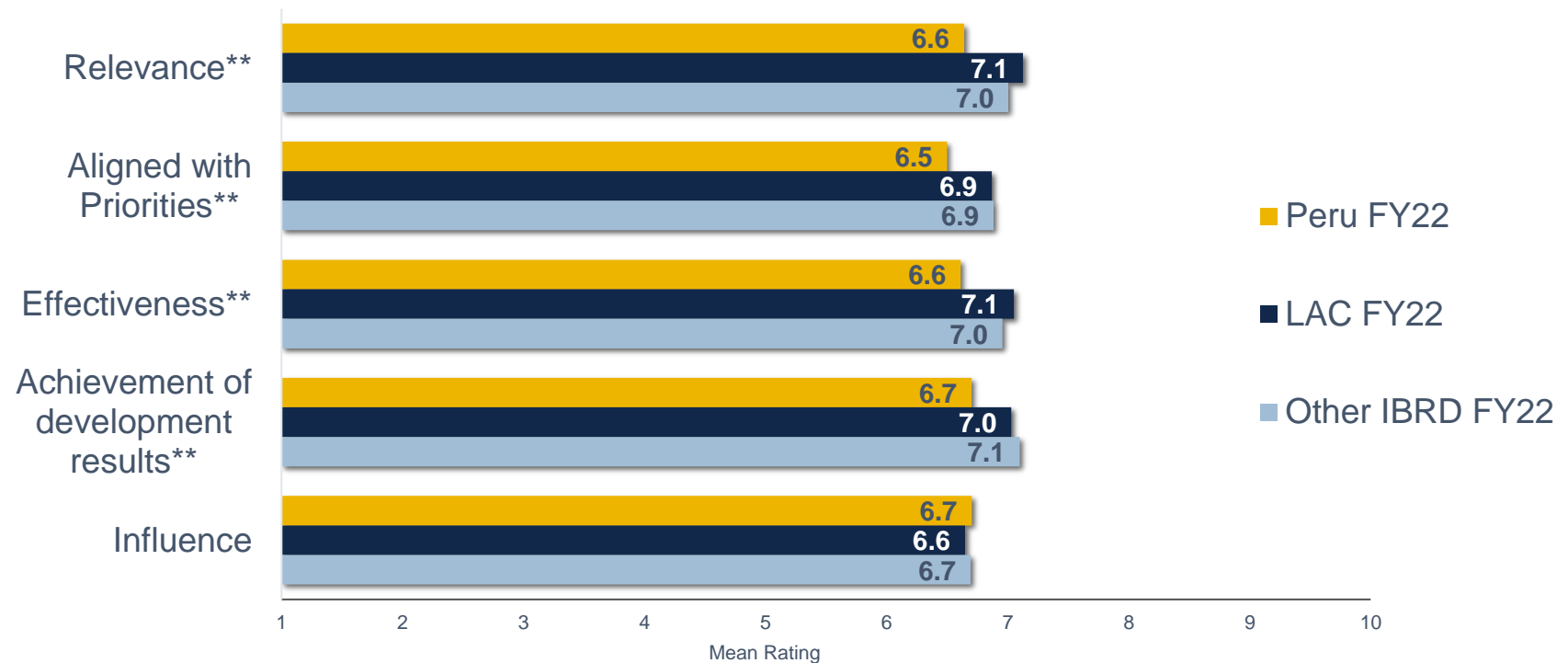


Overall, the World Bank Group currently plays a relevant role in development in Peru. Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)  
 The World Bank Group's work is aligned with what I consider the development priorities for Peru. Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)  
 Overall, please rate your impression of the effectiveness of the World Bank in Peru. (1: Not effective at all– 10: Very effective)  
 To what extent does the World Bank Group's work help to achieve development results in Peru? (1: To no degree at all – 10: To a very significant degree)  
 To what extent does the World Bank Group influence the development agenda in Peru? Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)



# Comparison of Key Performance Indicators

The mean ratings for **Relevance**, **Alignment**, **Effectiveness**, and **Achievement of development results**, and **Influence in Peru** were significantly lower than those in other International Bank for Development (IBRD) countries surveyed in FY22, as well as in other Latin America and Caribbean (LAC) countries surveyed in FY22 (see footnote for the country lists). However, the exception was the WBG’s influence, which was on par with other LAC or IBRD countries.



\*\* significant differences between Peru FY22 and LAC FY22, and significant differences between Peru FY22 and other IBRD FY22

LAC FY22 included: Bolivia, Colombia, Ecuador, Guatemala, Panama.

Other IBRD, FY22 included: Angola, Bolivia, Botswana, Bulgaria, Colombia, China, Ecuador, Eswatini, Guatemala, Jordan, Mauritius, Philippines, Thailand.

Note: The International Bank for Reconstruction and Development (IBRD) lends to governments of middle-income and creditworthy low-income countries.

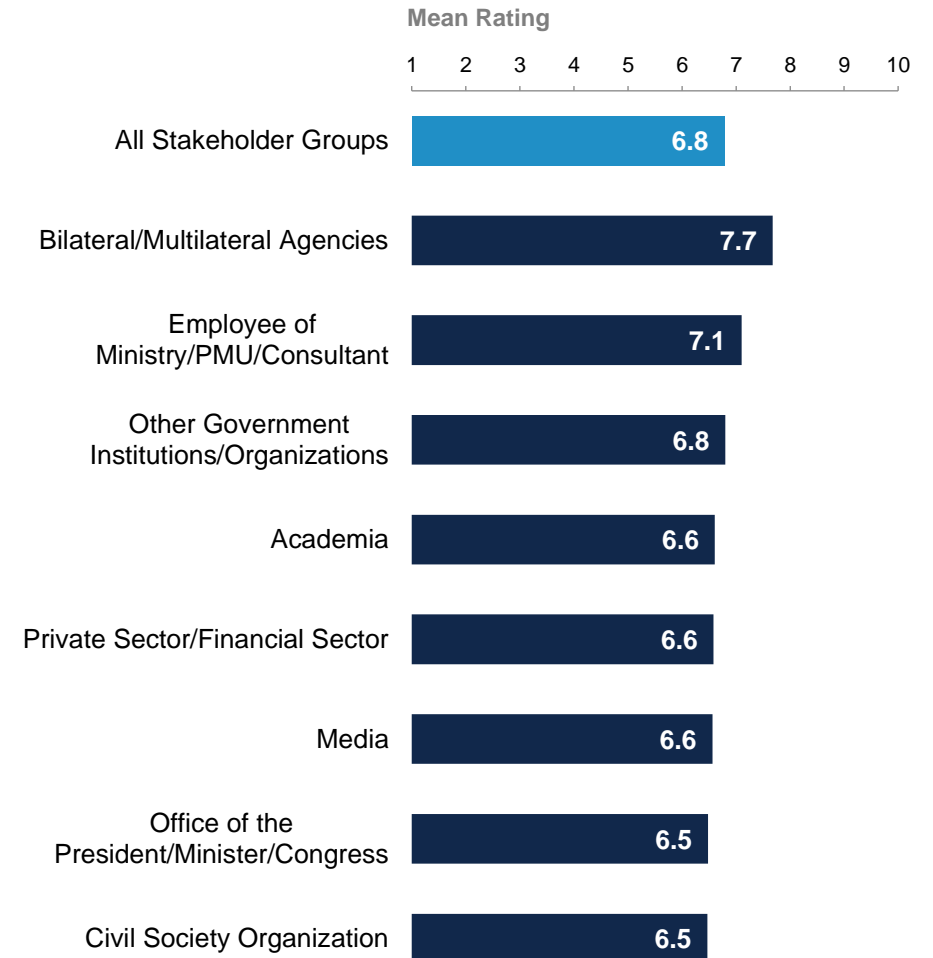


# Overall Ratings for Indicator Questions

Respondents from **bilateral/multilateral agencies** gave the highest mean ratings for the aggregated responses to the twenty-four [Country Opinion Survey \(COS\) indicator questions](#), whereas respondents from civil society gave the lowest mean ratings (see the chart on the right).

**Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-four COS indicator questions as compared to respondents who do not collaborate with the WBG:

WBG collaborators = **7.5**  
 Non-WBG collaborators = **6.6**.

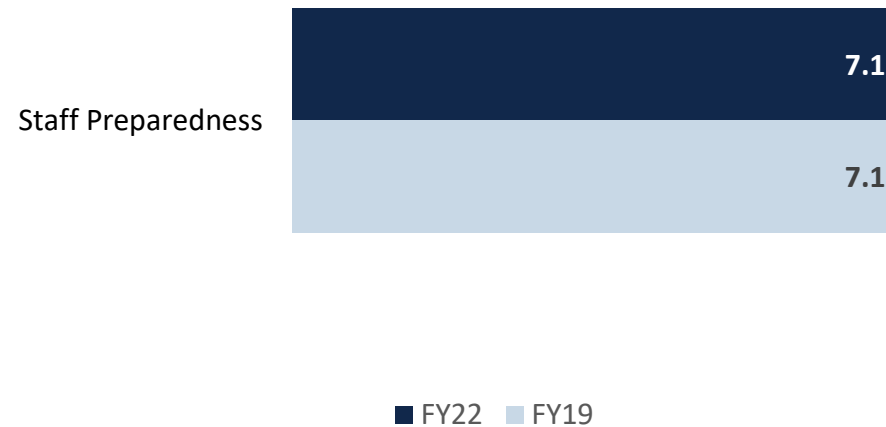


Mean Ratings for the twenty-four COS Indicator Questions by Stakeholder Groups on a Scale from 1 to 10. These selected indicators are listed at the end of this report.



# WBG Staff Preparedness

When asked about the preparedness of WBG staff to help Peru solve its development challenges, respondents reported a similar level of rating compared to FY19.





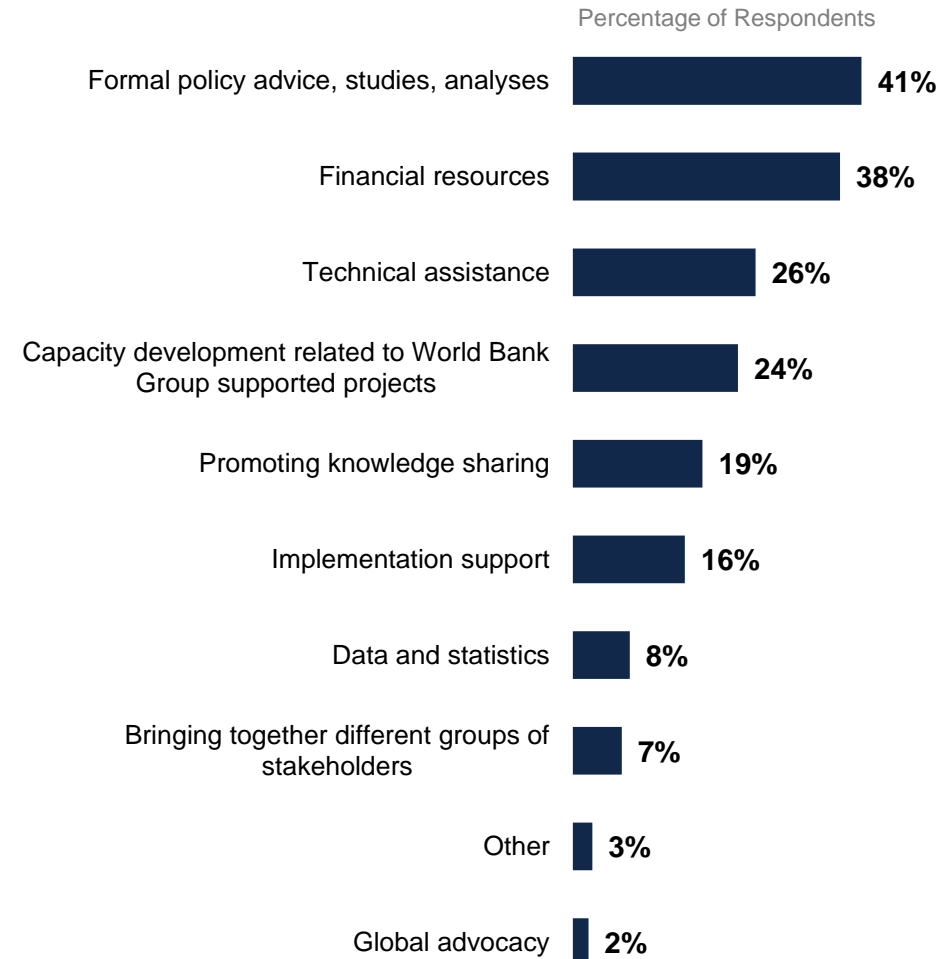
# **World Bank Group's Work and Engagement on the Ground**

# Greatest Value Provided by World Bank Group

**Formal policy advice, studies, and analysis** were considered to be the most valued activities of the WBG in Peru, along with its **financial resources** and **technical assistance**.

## Comparison of FY19 and FY22:

- Respondents to the FY19 Country Survey indicated that the WBG's greatest values to Peru were "technical assistance" (40%); "implementation support" (32%); "capacity development related to WBG supported projects" (31%); and "policy advice, studies, analyses" (30%); and "financial resources" (28%).



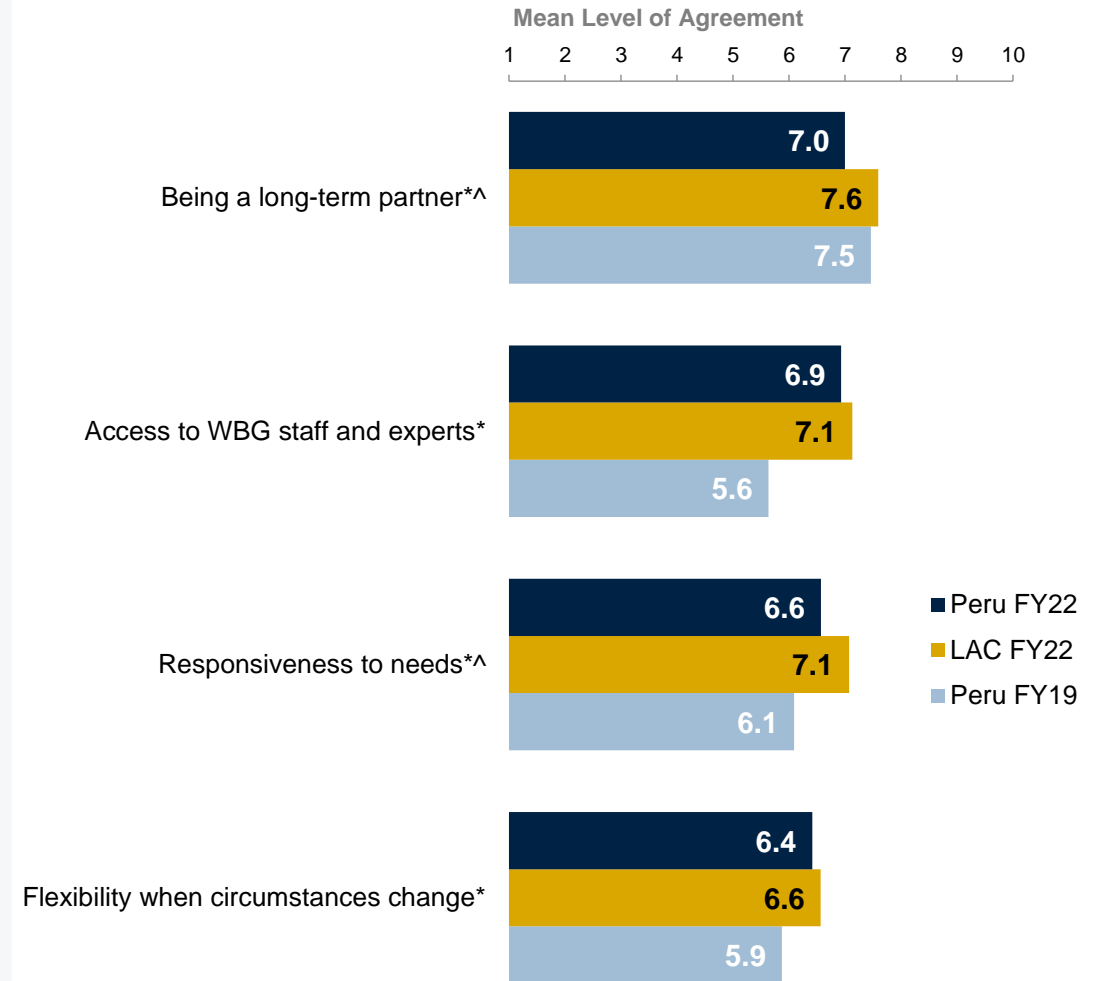
When thinking about the World Bank Group's role in Peru, which activity do you VALUE the most? (Choose no more than 2) (FY22 N=356)  
 In FY19, the question was: When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Peru?

# The WBG as a Development Partner

The WBG is seen as a **long-term partner** in Peru, but respondents gave significantly lower ratings compared to FY19.

Perceptions concerning the WBG as a **long-term partner** and responsiveness to needs are notably lower in Peru compared to other LAC countries.

However, there has been a significant improvement in perceptions of staff **accessibility**, **responsiveness**, and **flexibility** in Peru when compared to FY19.



\* Significantly different between Peru FY22 and Peru FY19  
 ^ Significantly different between Peru FY22 and LAC FY22



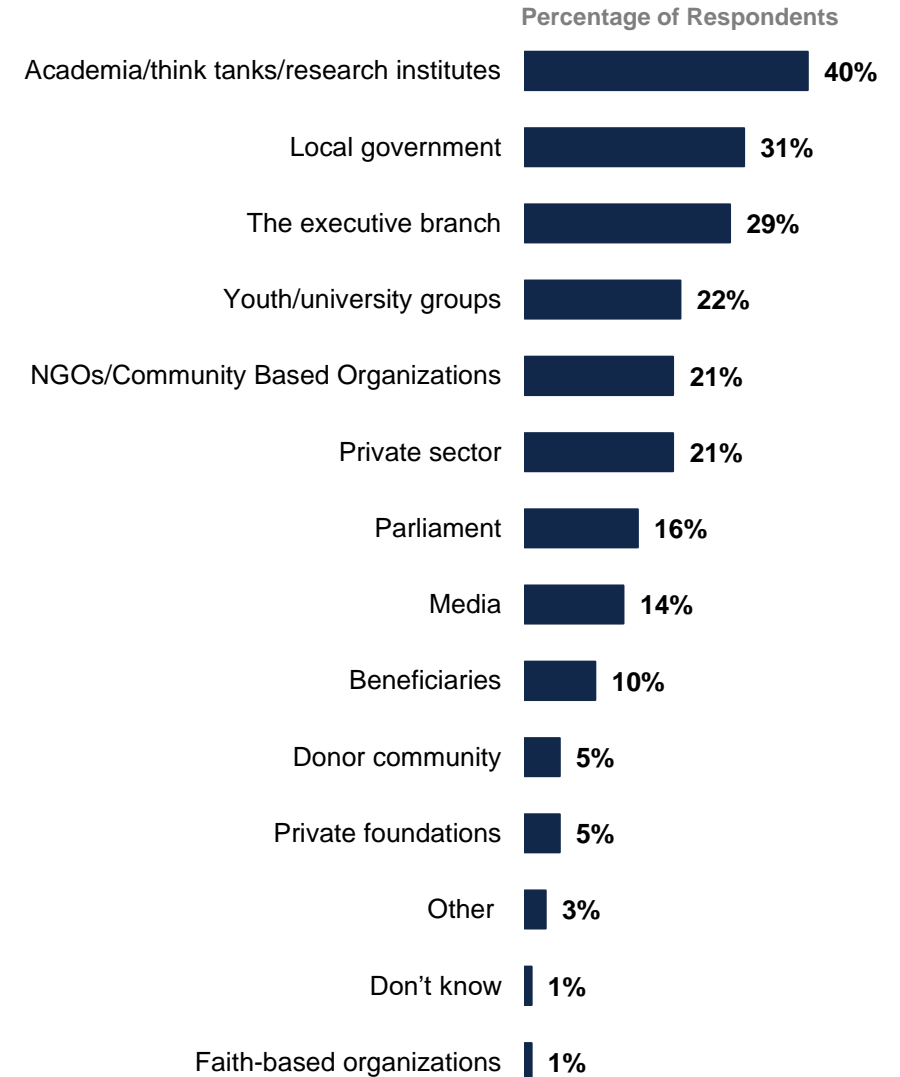
To what extent is the World Bank Group an effective development partner in Peru, in terms of each of the following?, Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)  
 LAC FY22 included: Bolivia, Colombia, Ecuador, Guatemala, Panama.

# WBG Collaboration with National and local governments, and the Private Sector

Respondents suggest that the WBG should collaborate more with the **academia**(40%); **local government** (31%); and the **executive branch** (29%).

## Comparison of FY19 and FY22:

- Respondents to the FY19 Country Survey indicated that the WBG should collaborate more with “local government” (51%) and “academia/think tanks/research institutes” (46%), followed by “private sector” (29%) and “Non-governmental organization (NGO)/Community-based organizations” (27%) to ensure better development results in Peru.



In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Peru? (Choose no more than 3) (N=356)

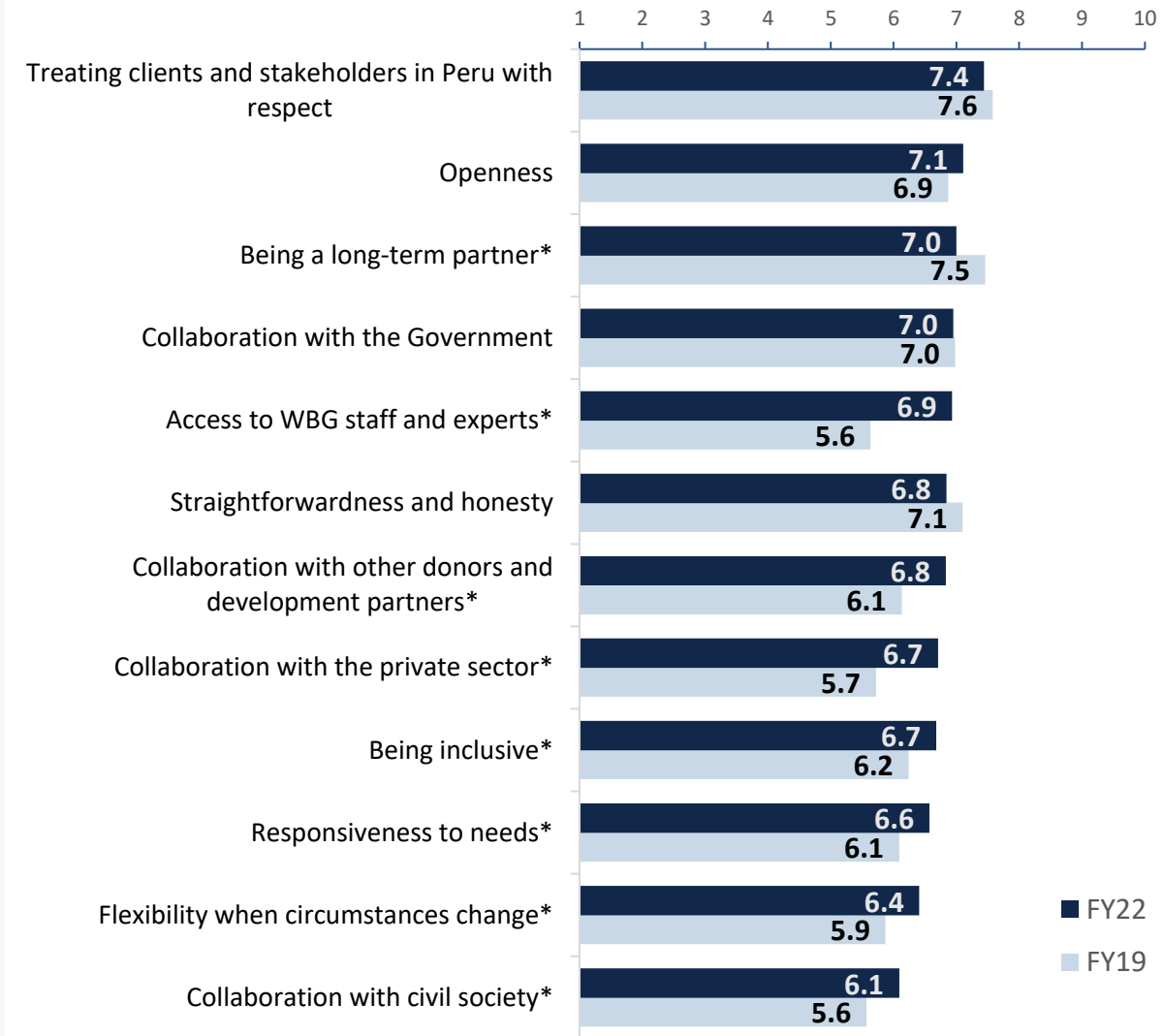
# WBG as a Development Partner and collaborator

The WBG received the highest mean ratings for treating clients and stakeholders in Peru with respect and openness.

Compared to FY19, respondents in FY22 reported significant higher ratings on WBG as overall effective partner in Peru - with an exception of being a long-term partner.

The WBG received the highest mean ratings for its collaboration with the government, which is consistent with the FY19 ratings (mean = 7.0).

Compared to FY19, the mean ratings for collaboration with the other donors and development partners, the private sector, and civil society have all increased significantly.



To what extent is the World Bank Group an effective development partner in Peru, in terms of each of the following? (1-Strongly disagree, 10-Strongly agree)

# WBG as a Development Partner and Collaborator (continued)

Compared to other LAC countries surveyed in FY22, perceptions of the WBG as an effective development partner in Peru were significantly lower. However, there was one exception. WBG collaboration with the private sector in Peru received slightly higher ratings than in other LAC countries, although this difference was not statistically significant.



To what extent is the WBG an effective development partner in Peru, in terms of collaborating with the following groups: (1-Strongly disagree, 10-Strongly agree)  
LAC FY22 included: Bolivia, Colombia, Ecuador, Guatemala, Panama.

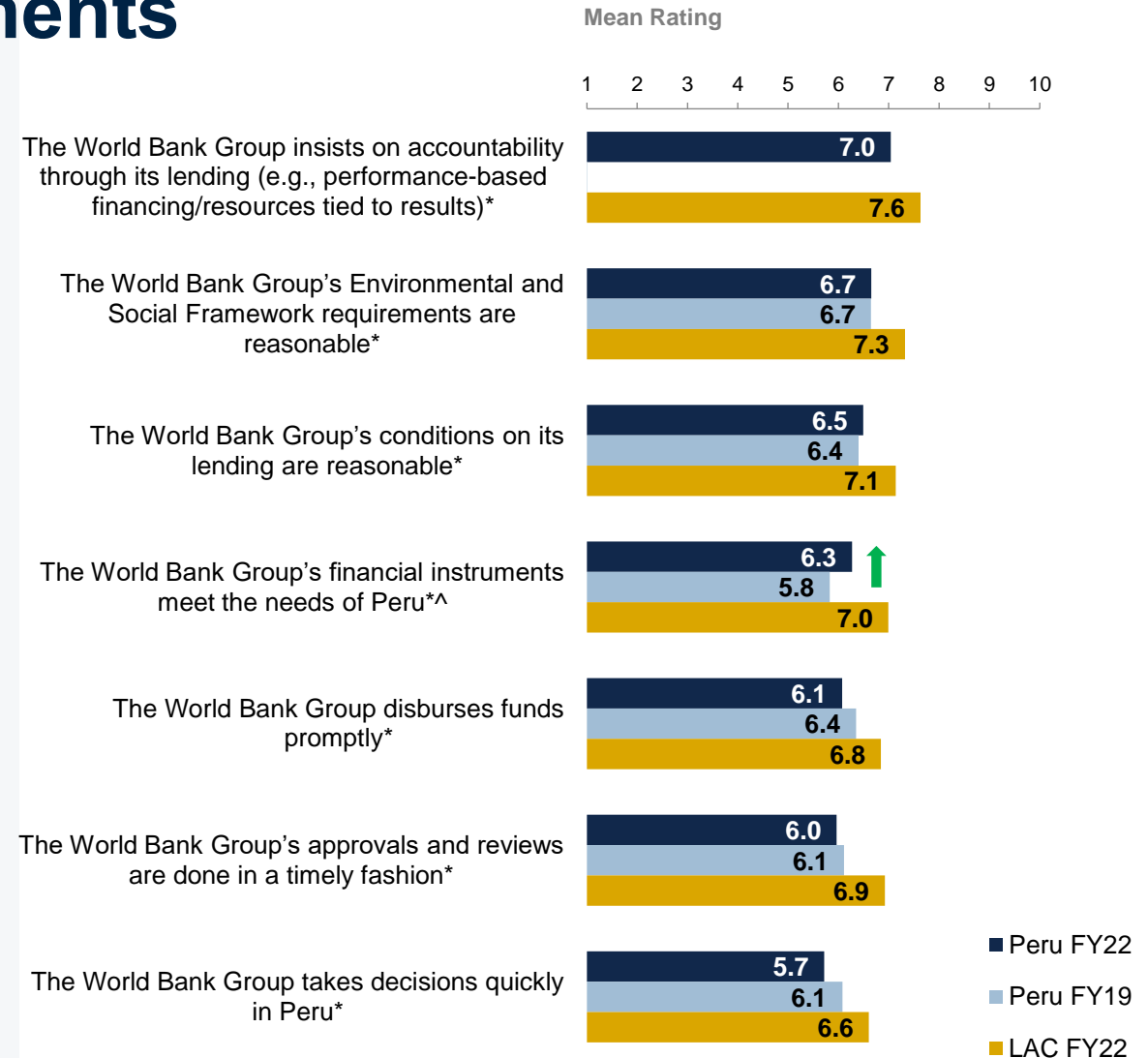


\* Significantly different between Peru FY22 and LAC FY22

# WBG's Financial Instruments

In FY22, respondents gave the highest ratings for the WBG's insisting on **accountability** through its lending. Furthermore, there was a significant increase in the perception that the WBG's financial instruments meet the needs of Peru compared to FY19.

However, when compared to other LAC countries surveyed in FY22, the perceptions of the WBG's operations regarding financial instruments in Peru were significantly lower.



\* Significantly different between Peru FY22 and LAC FY22, ^ Significantly different between Peru FY22 and Peru FY19



To what extent do you agree/disagree with the following statements about the World Bank Group in Peru? Scale: 1-10 (1: Strongly disagree– 10: Strongly agree)  
LAC FY22 included: Bolivia, Colombia, Ecuador, Guatemala, Panama.

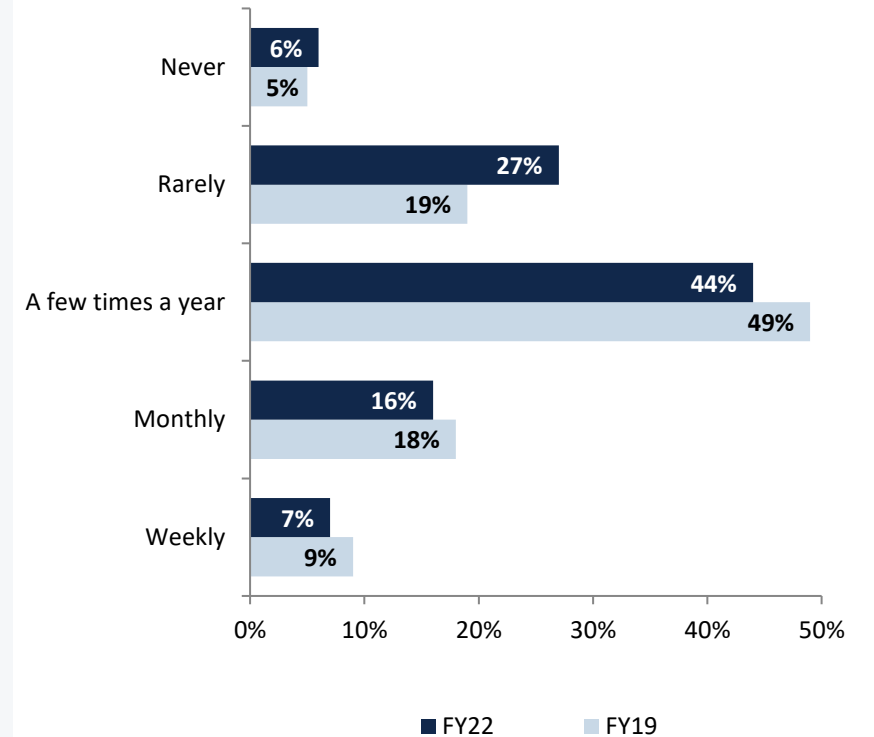


# **World Bank Group's Knowledge Work and Activities**

# WBG's Knowledge Work

About 7 of 10 respondents (67%) reported consulting World Bank Group's knowledge work and activities at least a few times in a year, which remains consistent with the findings from FY19.

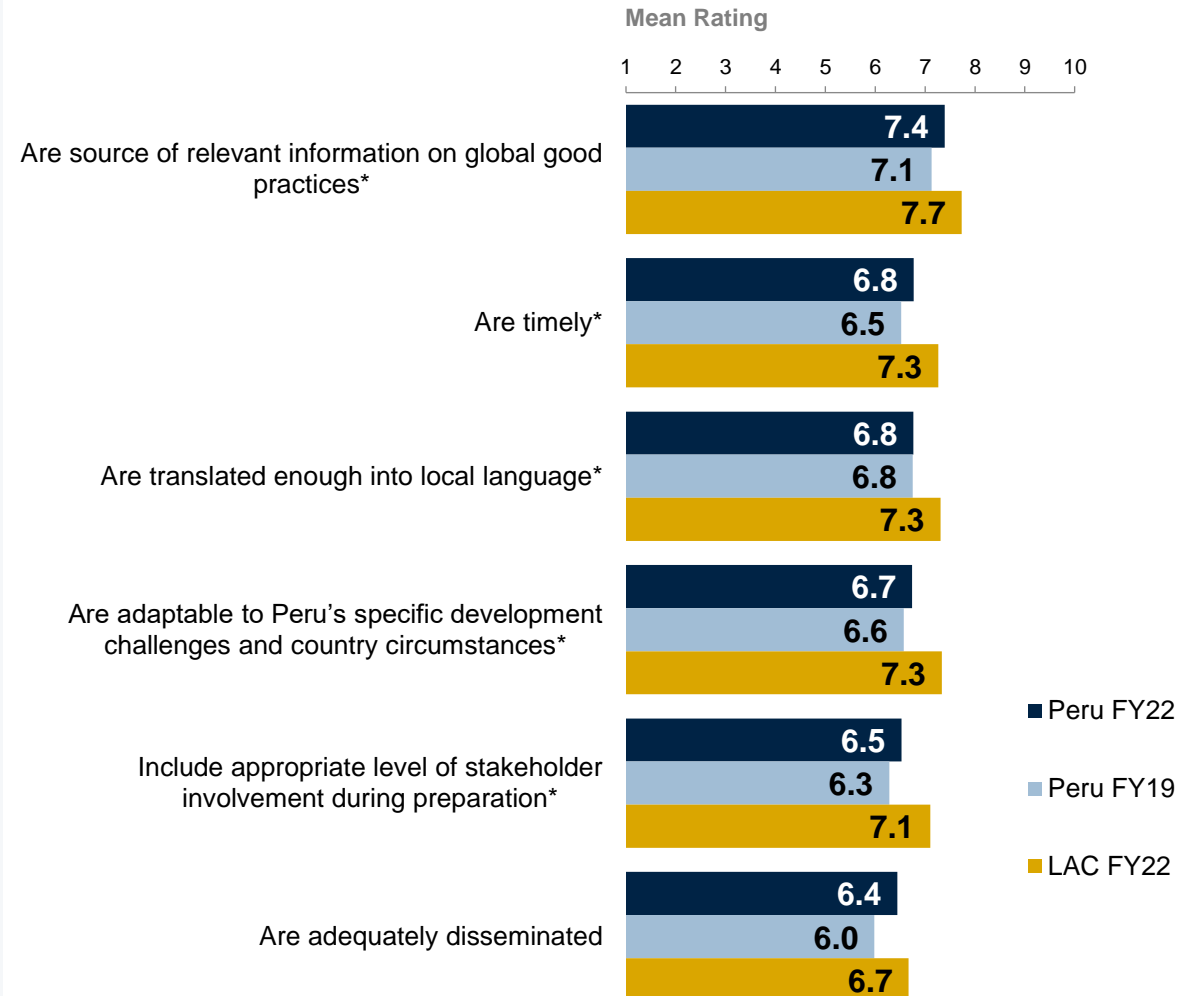
## Use of the WBG's Knowledge Work and Activities



# WBG's Knowledge Work (continued)

Ratings for the WBG's knowledge work improved slightly compared to FY19; nevertheless, they were not statistically significant.

In comparison to the LAC survey for FY22, Peru has significant **lower** ratings for the following categories: (i) perceptions about the WBG's knowledge work and activities being timely; (ii) the appropriate level of stakeholder involvement during preparation; (iii) the source of relevant information about global good practices; (iv) translated enough into local language; and (v) adaptable to the country's specific context.



\* Significantly different between Peru FY22 and LAC FY22

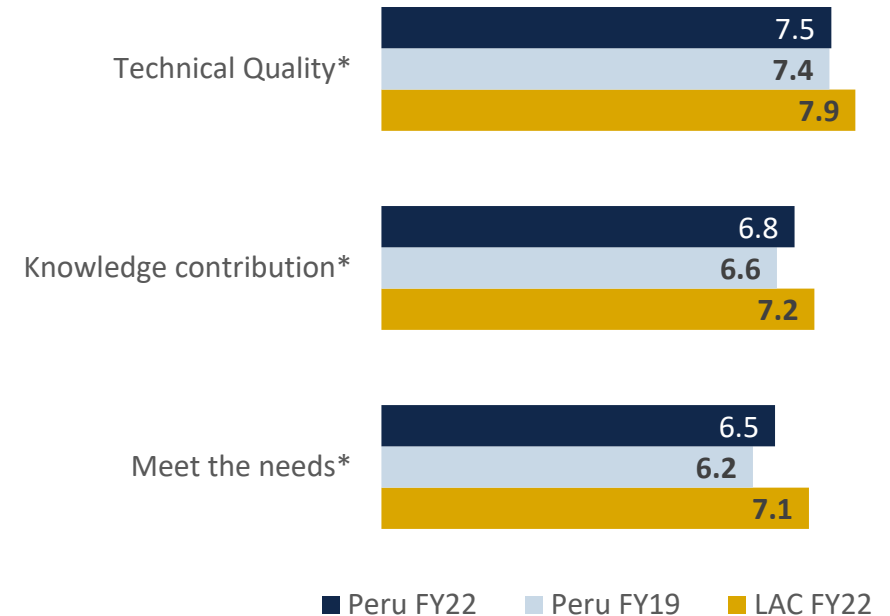


In Peru, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)  
LAC FY22 included: **Bolivia, Colombia, Ecuador, Guatemala, Panama.**

# WBG's Knowledge Work (continued)

Respondents hold a positive view regarding the technical quality and contribution of the WBG's knowledge work, with slightly improved ratings compared to FY19. However, none of these improvements were found to be statistically significant.

The ratings in Peru were significantly **lower** compared to the LAC countries surveyed in FY22.



\* Significantly different between Peru FY22 and LAC FY22



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)

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)

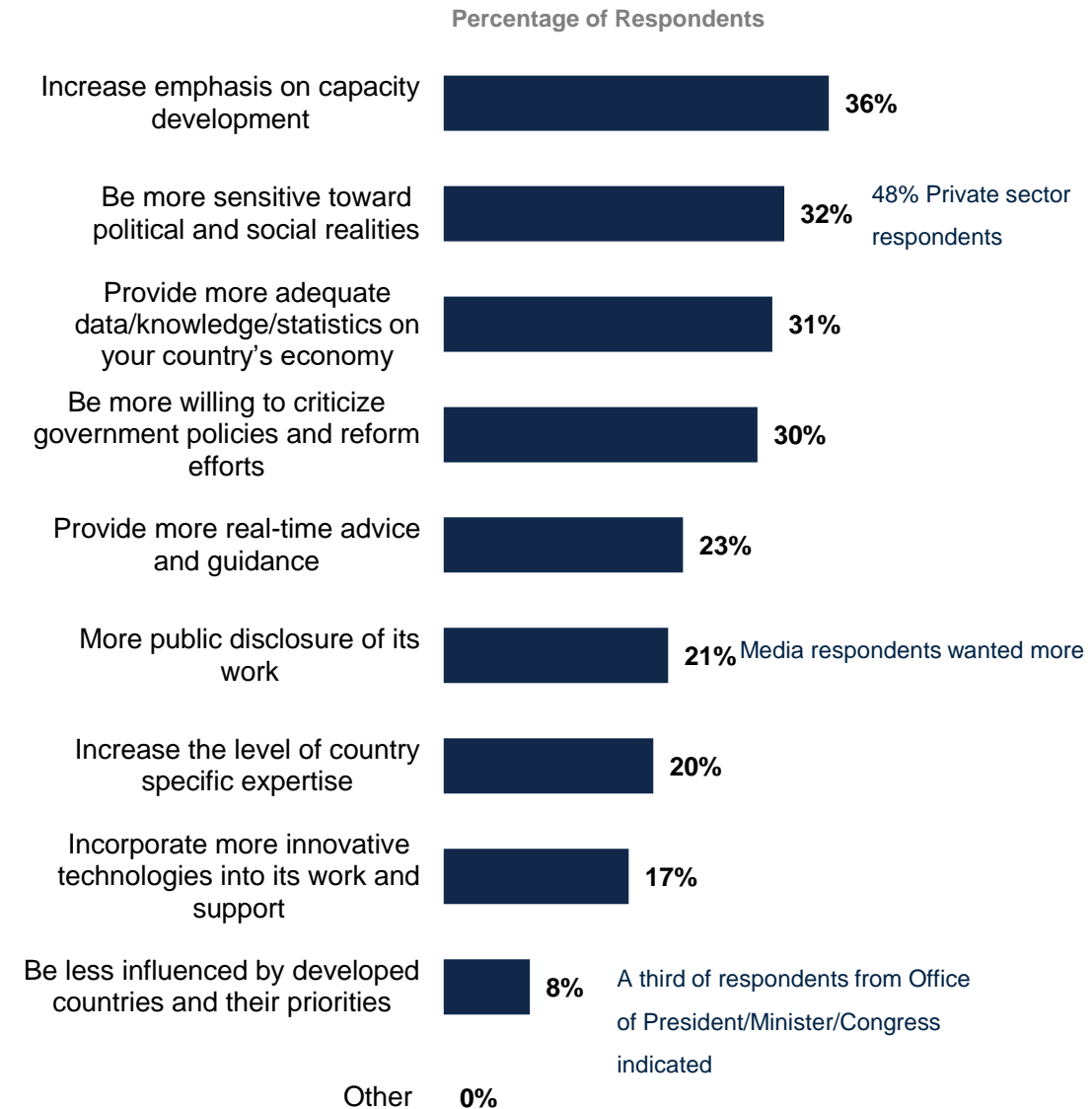
LAC FY22 included: Bolivia, Colombia, Ecuador, Guatemala, Panama.

# The Future Role of the World Bank Group in Peru

# To Improve Advice and Guidance

Respondents noted that the WBG should (i) **increase its emphasis on capacity development**; (ii) **be more sensitive toward political and social realities**; and (iii) **provide more adequate data/knowledge/statistics** to improve its advice and guidance in Peru.

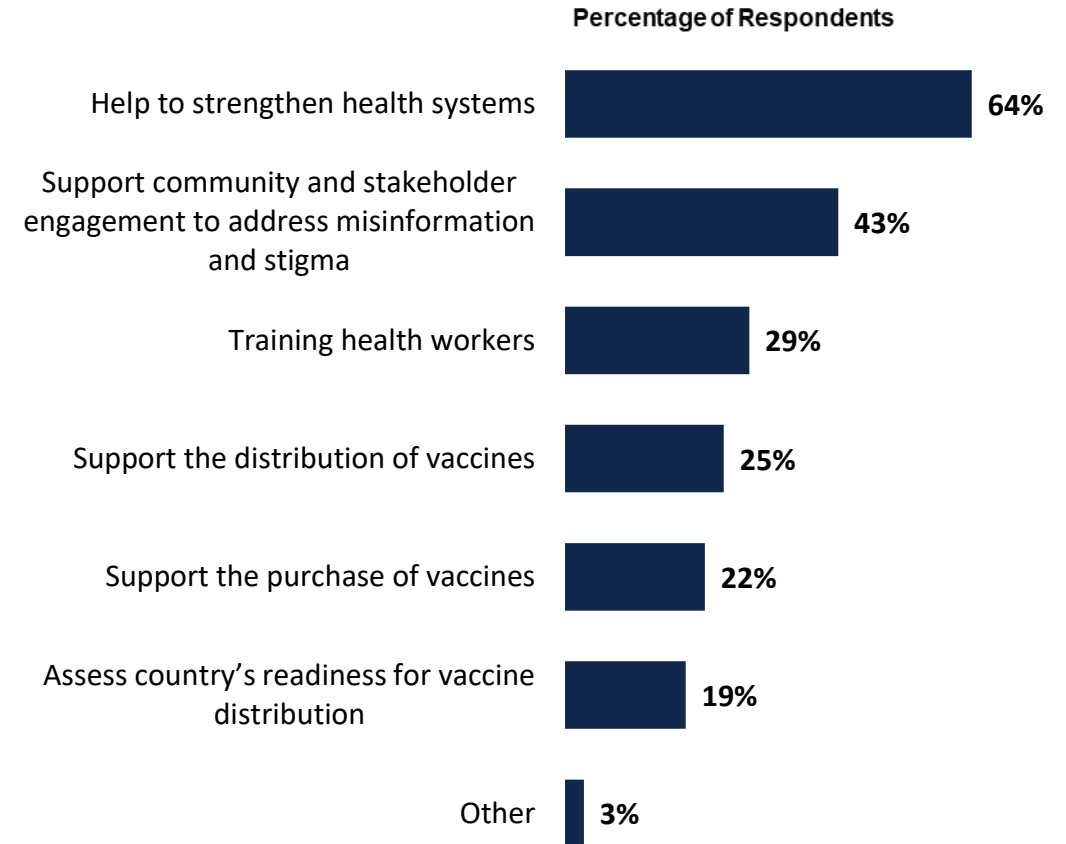
Media respondents wanted more public disclosure about the WBG’s work. About half of private sector respondents believed the WBG should be more willing to criticize government policies and reform efforts. The Office of President/Minister/Congress would like the WBG to be less influenced by developed countries and their priorities.



Which of the following SHOULD the WBG do to improve its advice and guidance in Peru? (Choose no more than 3) (N=356)

# COVID-19 Pandemic Support

When asked about which areas would benefit most from the World Bank Group's support to help ensure that Peru has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic, respondents identified two areas in particular: **help to strengthen health systems**, and **support for community and stakeholder engagement to address misinformation and stigma**.



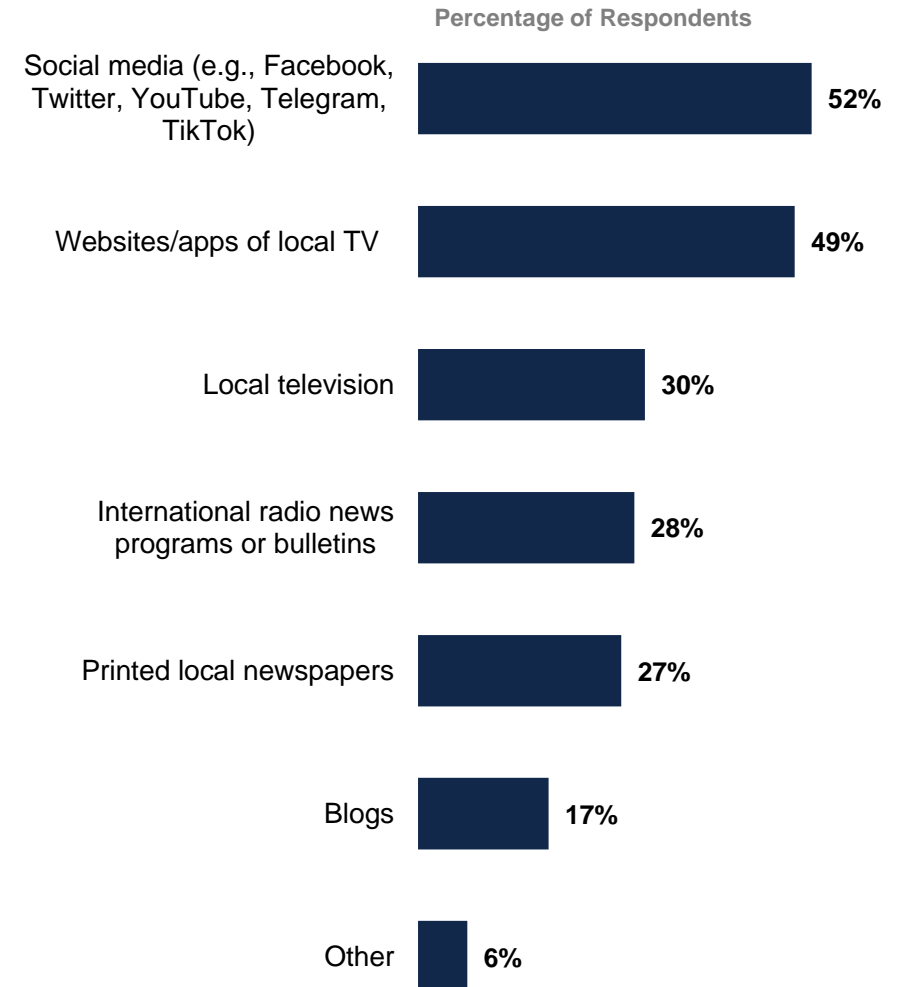
Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Peru has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3) (N=356)

# Communications and Outreach



# General Information Sources

Respondents report using a variety of sources to obtain information about socioeconomic development issues in Peru. Half of respondents rely on **social media (52%)** and **television (49%)**.



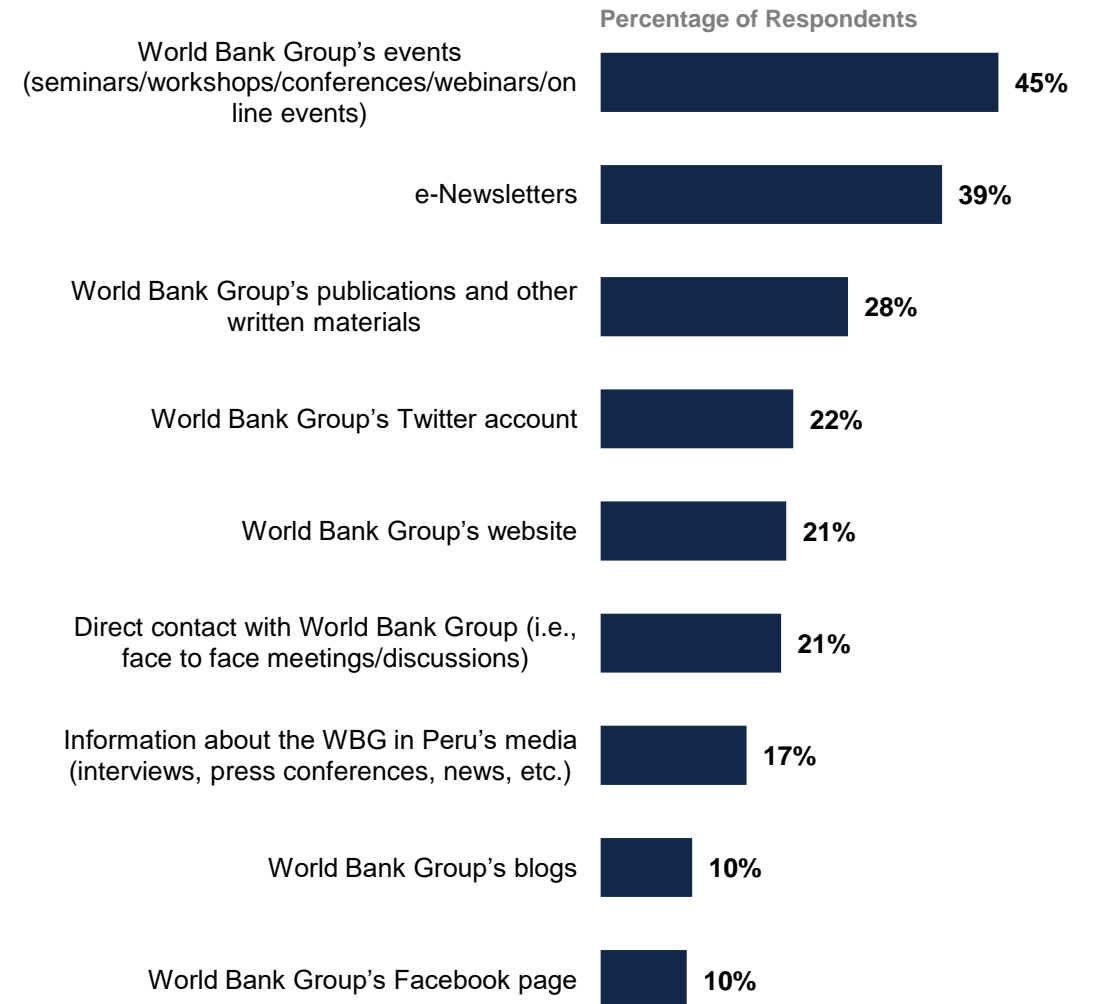
G1. Which would you say are your MAIN sources of news about economic and social development issues in Peru? (Choose no more than 3) (N=356)

# Preferred WBG Information Sources

Respondents report a preference for a variety of channels when it comes to receiving information about the WBG and its work. The most preferred included **WBG's events, e-Newsletters, and WBG's publications and other written materials.**

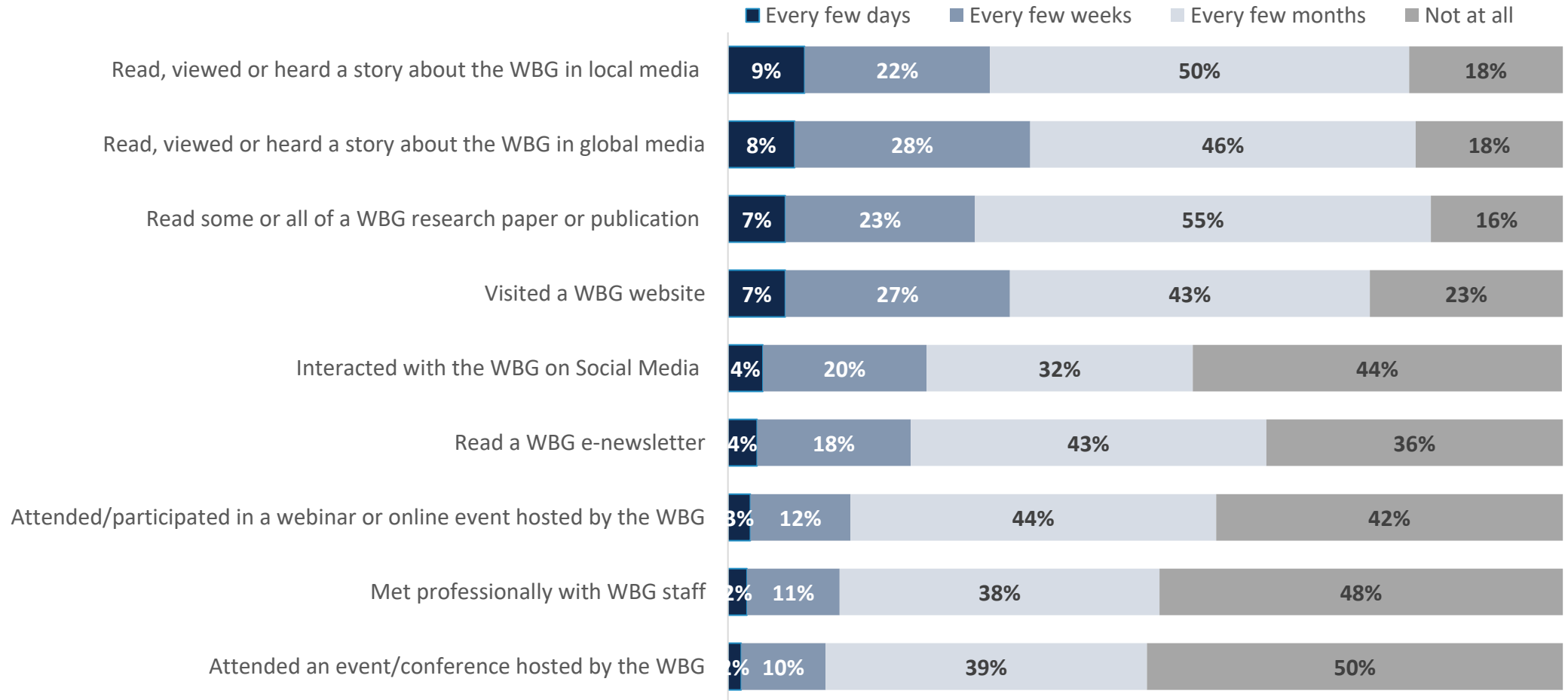
In comparison to FY19, the **WBG's events** experienced an increase in popularity (from 37% in FY19 to 45% in FY22). However, fewer preferred the **e-Newsletters** (from 50% in FY19 to 39% in FY22), as well as **the WBG publications and other written materials** (from 34% in FY19 to 28% in FY22).

WBG's events were the top preferred channel for all stakeholder groups, except for media respondents, who indicated that the e-Newsletters (35%) was their preferred choice.



How would you prefer to receive information about the World Bank Group and its work?  
(Choose no more than 3) (N=356)

# Interaction with the WBG



Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (N~260)

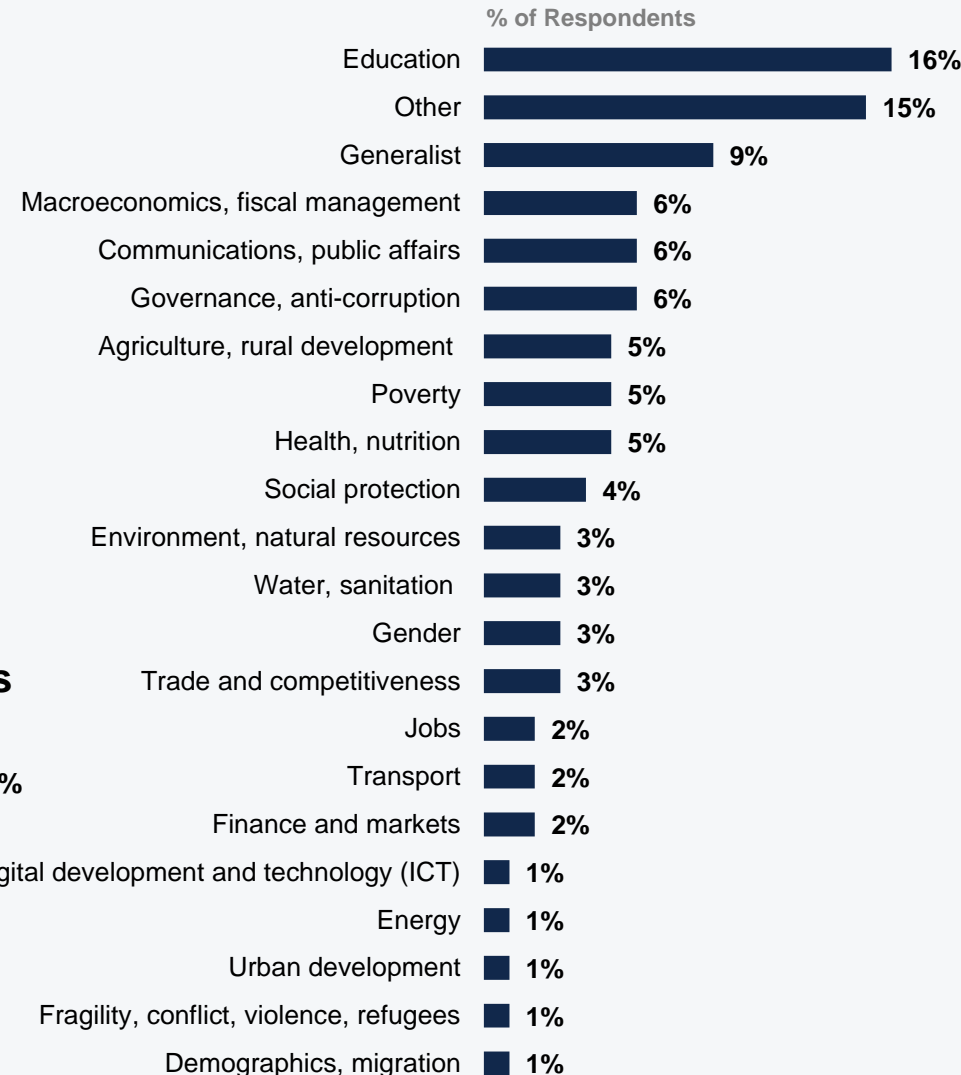
# Sample Demographics

# Respondent Profile: Affiliation, Specialization, Status

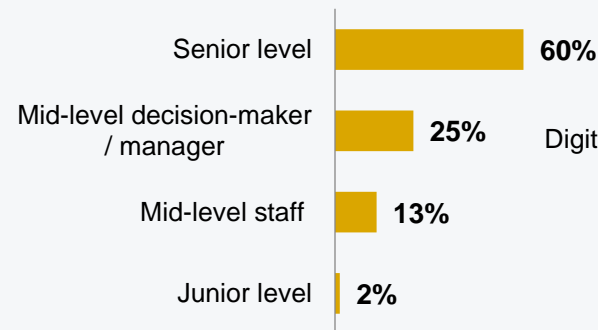
## Current Affiliation



## Specialization



## Self-identified status



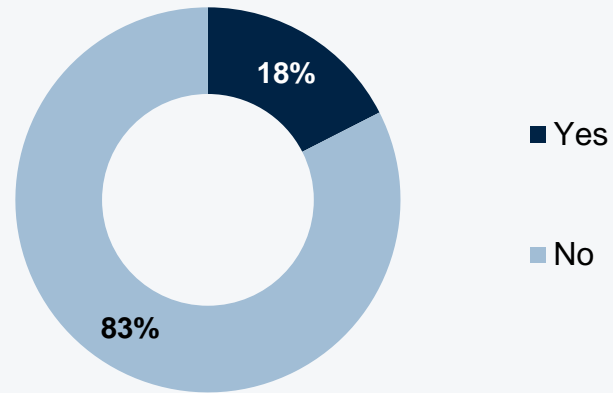
Which of the following best describes your current affiliation? (Select only 1 response) (N=355)

Please identify the primary specialization of your work. (Select only 1 response) (N=265)

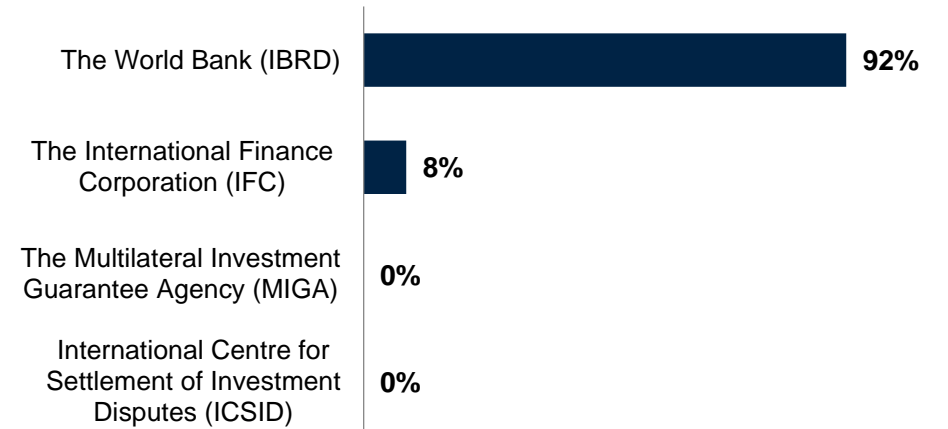
Within your organization, would you describe yourself as .... (N=264)

# Respondent Profile: WBG Collaboration Institution

## Collaboration with the WBG



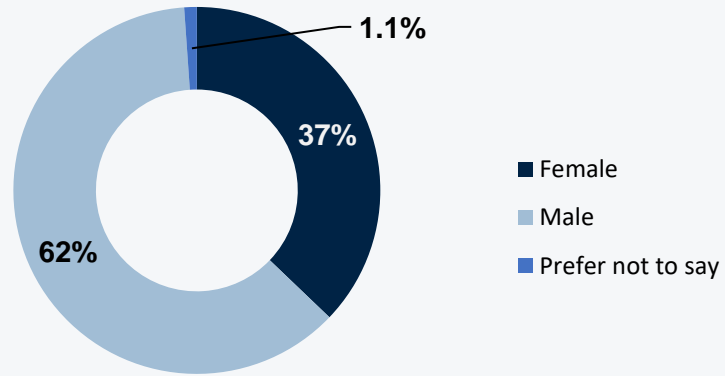
## Collaboration Institution



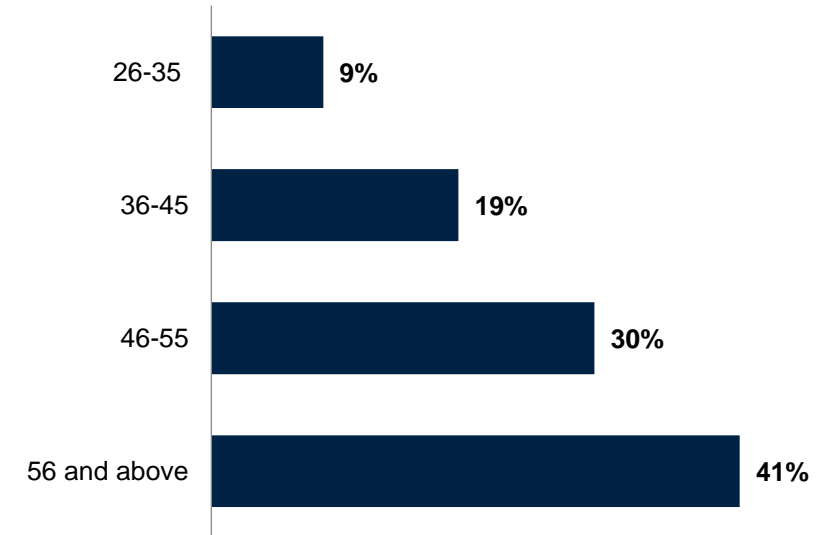
Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (N=355)  
Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Peru? (Select only 1 response) (N=62)

# Respondent Profile: Demographics

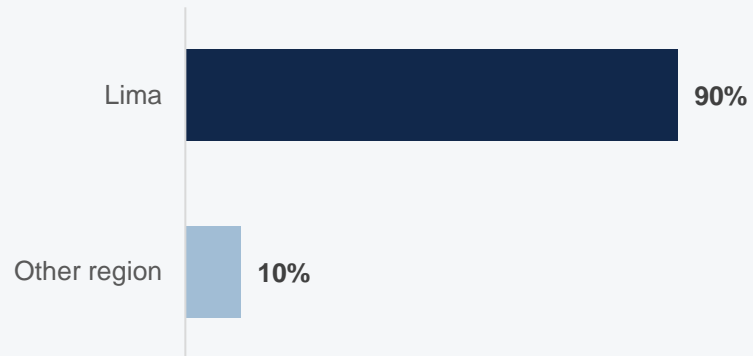
**Gender**



**Age**



**Location**



What's your gender? (N=265)  
 What's your age (N=265)  
 Which best represents your geographic location? (N=264)

# Methodology



# Methodology

**From March to May 2022**, a total of **1,588** stakeholders of the WBG in Peru were invited to provide their opinions about the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the Office of the President or Presidency of the Council of Ministers; the Office of a Minister; the Office of a Member of Congress; employees of ministries/ ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and-community based organizations; professional/trade associations; faith-based groups; youth groups; academia/research institutes/ think tanks; and the media.

**A total of 356 stakeholders participated in the survey (22% response rate).** Respondents completed the questionnaire via an online platform.

Every country that engages in the COS must include specific indicator questions; several of them are aggregated for the World Bank Group's annual Corporate Scorecard (please refer to the [Indicator questions](#) section of this report).

# Acknowledgements

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

*BI acknowledges the significant contribution from the Peru Country Team and the independent field agency APOYO Comunicación. In particular, the BI team is grateful for the support from Juan Pablo Casapia Boero (External Affairs Associate), who coordinated the survey related activities from Lima, Peru.*

# Comparison of FY19 and FY22

The results of this year’s Country Survey were compared to those of the Country Survey conducted in FY19 (with a response rate of 25%, N=159).

Comparing responses across Country Surveys reflects changes in attitudes over time, as well as changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed.

The distribution of the stakeholder groups in the final samples for the FY19 and FY22 Country Surveys are listed in the table on the right.

In FY22, the increased outreach and subsequent numbers of survey respondents from the office of the President/Minister, academia, media, and civil society is to be commended. However, it should be kept in mind when interpreting the results of the past year analysis. Specifically, some differences in the yearly comparisons and analyses may be a result of differences in stakeholder compositions, not just changes over time.

Percentage of Respondents	FY 2019	FY 2022
Office of the President, Minister	2%	13%
<b>Government Institutions</b> (includes respondents from the Office of a member of Congress, employees of ministries, PMUs/Consultants for WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	33%	16%
<b>Local Government</b>	2%	2%
<b>Bilateral/Multilateral Agencies</b>	12%	8%
<b>Civil Society</b> (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	15%	20%
<b>Private Sector</b> (includes financial sector/private banks)	20%	12%
<b>Academia/Research Institute/Think Tank</b>	8%	18%
<b>Media</b>	5%	12%
<b>Other</b>	3%	0%
<b>Total Number of Respondents</b>	<b>159</b>	<b>355</b>

# Statistical Analysis

To attribute respondents to different stakeholder groups, their self-reported responses to the question [“Which of the following best describes your current affiliation?”](#) were used.

Breakdowns for individual questions by stakeholder group can be found in the “Peru COS FY22 Tables with data breakdowns.xlsx” file, which was published in the WBG Microdata Library, along with the survey microdata and this report.

### Scale bucketing:

When mentioning **Low**, **Medium**, and **High** in the scales throughout this report: 1-6 is low; 7-8 is medium; and 9-10 is high.

### Statistical significance:

Key statistically significant findings are denoted with an asterisk (\*) throughout the report or discussed in the descriptions to the charts.

Significance is measured at  $p$ -value < .05

Groups	n	%
Office of the President / Prime Minister / Minister	49	14%
Employee of Ministry/PMU/Consultant	36	10%
Other Government Institutions/Organizations	23	6%
Bilateral/Multilateral Agency	29	8%
Private Sector	42	12%
Civil Society Organization	70	20%
Academia/Research Institute/Think Tank	63	18%
Media	43	12%
<b>Total</b>	<b>355</b>	<b>100%</b>

# Indicator questions

**A5\_4.** To what extent do you trust the World Bank Group to do what is right? Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

**B2.** Overall the World Bank Group currently plays a relevant role in development in Peru

**B3.** The World Bank Group's work is aligned with what I consider the development priorities for Peru

**B4\_1.** Overall, please rate your impression of the effectiveness of the World Bank (IBRD) in Peru.

**B5.** To what extent does the World Bank Group's work help to achieve development results in Peru?\*

**B6.** To what extent does the World Bank Group influence the development agenda in Peru

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

**C2.** Collaboration with the private sector **C3.** Being inclusive **C4.** Straightforwardness and honesty **C5.** Access to WBG staff and experts

**C6.** Being a long-term partner **C7.** Responsiveness to needs **C8.** Collaboration with the Government **C9.** Flexibility when circumstances change

**C10.** Collaboration with civil society **C11.** Treating clients and stakeholders in Peru with respect **C12.** Openness (sharing data and other information)

**C13.** Collaboration with other donors and development partners

**C14.** To what extent do you agree/disagree that the World Bank Group takes decisions quickly in Peru

To what extent do you agree/disagree with the following statements about the World Bank Group in Peru? (1: Strongly disagree – 10: Strongly agree)

**C22.** The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds) meet the needs of Peru\*

**C23.** The World Bank Group meets Peru's needs for knowledge services (e.g., research, analysis, data, technical assistance)\*

**E7.** In Peru, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Peru's specific development challenges and country circumstances\*

**E8.** Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?\* (1-Not significant at all, 10-Very significant)

**E9.** 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)

Note: Corporate Scorecard questions are highlighted **RED**