



IDB EXTERNAL FEEDBACK SYSTEM

2015 REPORT



IDB

Inter-American
Development Bank

Since its launch in 2012, the External Feedback System (EFS) has delivered key insights into what our partners value and how we can further enhance our role in supporting sustainable development in Latin America and the Caribbean.

In 2015, we received nearly 1,500 responses from our diverse partners in the Region—from government officials to civil society to knowledge producing groups and private sector organizations. The results show that the IDBG continues to receive the highest ratings on:



- Our technical expertise
- Our understanding of country priorities and the country context in which projects are executed, and
- The quality of our answers to partner inquiries

In addition, our partners have told us how we can improve:

- Increase the sharing of experiences from other countries throughout the project cycle
- Enhance the IDB's ability to convene other partners, particularly civil society organizations and knowledge-producing groups
- Reduce the amount of time required to access financing for Non-Sovereign Guaranteed loan operations

We continue to be committed to producing, analyzing, and sharing the EFS findings both within our institution and with our partners to help increase the relevance and added value of our work in the Region.

We hope you will take the time to read our report and that you will continue to support us on this journey of continuous learning and improvement. Many thanks to all who participated in our surveys and telephone interviews. Your participation matters to us! Working together, we can continue to improve lives throughout Latin America and the Caribbean.

Arturo J. Galindo

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Inter-American Development Bank

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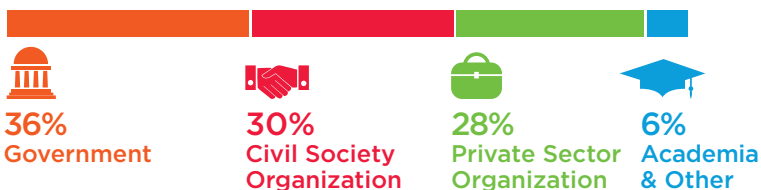
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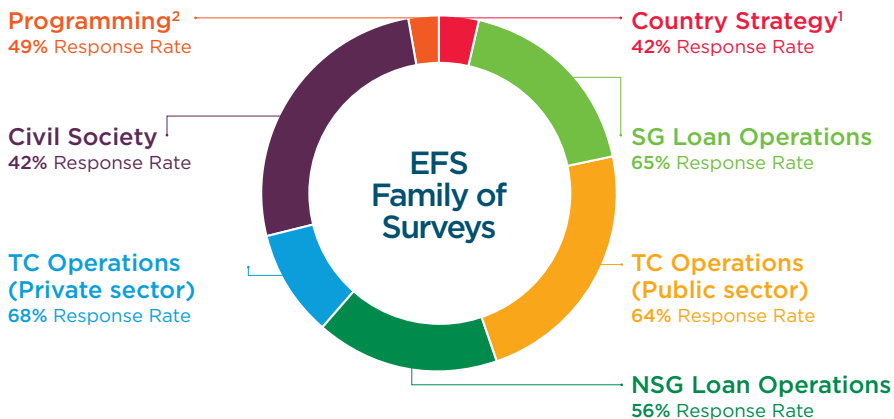
TOP 5 TAKEAWAYS

1. BROADER REACH AND INCREASED PARTICIPATION

In 2015, the IDBG collected **1,489 responses** (18% more than 2014) from a broad range of IDBG partners with more participation of Civil Society and Private Sector Organizations.



The EFS surveys achieved a 54% response rate.



¹The 3 country strategies surveyed were: Barbados, Costa Rica, and El Salvador.

²Twenty-four countries were included in the 2015 annual Programming survey. The IDBG received survey responses from 20 countries (83%).

2. SURVEY RESULTS MAINTAIN A POSITIVE TREND

SG Loan Operations

2014: 90%

2015: 93%

NSG Loan Operations

2014: 93%

2015: 90%

TC Operations (Public Sector Beneficiaries)

2014: 88%

2015: 90%

TC Operations (Private Sector Beneficiaries)

2014: 92%

2015: 90%

Programming

2014: 76%

2015: 83%

Civil Society

2014: 60%

2015: 62%

Country Strategy

2012–2015: 73%

Percentages include “Satisfied” and “Very Satisfied” responses.

3. THE IDBG MEETS TOP PARTNER EXPECTATIONS REGARDING:



**Technical expertise
and sector
knowledge of
its staff**



**Understanding
country priorities
and context
in which projects
are executed**



**Relationship
Management**
Quality and
timeliness to respond
to partner inquiries

3. THE BANK IS USING PARTNER FEEDBACK TO IMPROVE ITS PRODUCTS AND PROCESSES

Development of specific action plans focused on improvement in the following areas:

Increasing flexibility
during project
execution

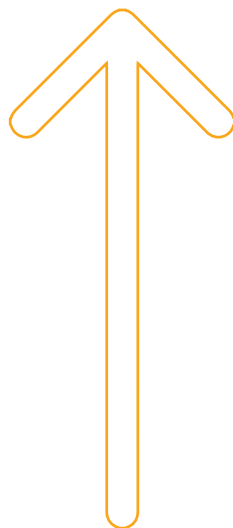
Improving timeliness
and response time

**Improving
responsiveness**
to country needs

**Improving
knowledge sharing**

**Strengthening the
institutional capacity**
of Executing Agencies

**Improving
engagement** with Civil
Society Organizations



5. PERCEIVED AREAS FOR IMPROVEMENT

Partner perceptions indicate that there is room for improvement in the following areas:



**Sharing more
experiences** from
other countries



**Ability to convene
other partners**
(particularly
organizations from
the civil society and
knowledge groups)



**Time to access
financing for
NSG operations**

LISTENING, ENGAGING AND IMPROVING

The IDB is using the EFS to listen to what our partners want, to find new ways to engage them in the preparation and execution of our products and services, and to improve the work we do in the Region.

LISTENING

6,500 SURVEY RESPONSES

in total since the EFS launched in 2012.

1,489 RESPONSES

to the EFS surveys in 2015

2 NEW SURVEYS LAUNCHED

(administered in December 2014 and 2015):

- The **programming survey** measures the perception of government officials regarding the activities that define the financial and non-financial support provided by the IDB to each borrowing-member country. Applied annually.
 - The **survey for Civil Society Organizations (CSOs)** was launched to a sample of CSOs from each borrowing member country to better understand the views of CSOs in order to strengthen their participation in Bank activities.
-

25 INTERVIEWS FROM 19 COUNTRIES

The Bank commissioned **GlobeScan**, an independent organization specialized in partner feedback, to carry-out **26 semi-structured interviews** with a sample of **key stakeholders from 19 countries** in order to better understand the type of knowledge our partners are seeking. **The interviews revealed that most partners seek best practices and experience shared from IDB programs in other countries, technical knowledge related to their area of work, and information about project management and IDB practices and regulations.** According to GlobeScan, the IDB is seen as a key vehicle to allow for two-way knowledge sharing between public sector officials in different countries.

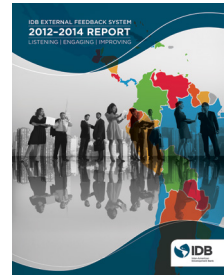
EFS results were used to inform the **2016-2019 Update to the IDB's Institutional Strategy**.

ENGAGING

In 2015 the IDB published two reports with EFS results:

1. A summary of results of the EFS surveys from 2012 to June 2014
2. The accumulated survey results from 2012 through year-end 2014 (prepared by Globescan).

Access the reports online:
www.iadb.org/EFS



Thanks to earlier feedback received from borrowers in the Financial Product survey, the Bank was able to validate the features of its **Flexible Financing Facility (FFF)** and options for managing debt; and take the necessary action to ensure a better understanding and optimal usage of these options.

During 2015, the IDB held **partner feedback sessions in Argentina, Honduras and El Salvador** to analyze EFS survey results.

The IDB included key EFS indicators in its **Corporate Results Framework (CRF) 2016-2019** in order to **track partner satisfaction** in areas such as responsiveness, multi-sectorality, leverage and partnerships, and innovation and knowledge.



IMPROVING

The Bank is focusing improvements in areas considered most important by our partners.



Increasing flexibility during project execution

- Over the last two years, the IDB has introduced key process improvements to make it easier to introduce modifications to SG loan operations previously approved by the Board of Executive Directors.



Improving timeliness

- The average time to prepare a SG loan has decreased by 13% (from 6.7 months in 2012 to 5.8 in 2015).
- Fiduciary specialists have reduced response time:
 1. Procurement Specialists provide expert opinions within 1.5 days.
 2. Financial Management Specialists are processing disbursements in about two days.



Improving responsiveness to country needs

- In 2015 the Bank updated the guidelines for preparing Country Strategies emphasizing the need for programming to be more results-focused, risk-based and flexible.
- To better understand country needs, the EFS introduced new questions about lending instruments.



Improving knowledge sharing

- The Regional Policy Dialogue (RPD) identifies innovative practices, strengthens institutional capacity, promotes experiencesharing (both from the Region and the rest of the world), and helps improve the quality of reforms. In 2015, the number of participants in the RPD more than tripled from 2012. 130 stakeholders participated in 17 sector networks and 25 policy dialogue meetings.
- In 2015, the Bank launched 13 Massive Online Open Courses (MOOCs) with 192,885 participants. The MOOCs have contributed to disseminating operational experiences throughout the Region. Overall satisfaction with the course was 4.53 on a five-point scale.



Strengthening the Institutional Capacity of Executing Agencies

- In 2015, Fiduciary Specialists facilitated 238 face-to-face capacity building events on the IDB's financial management and procurement policies and guidelines.
- The Project Management for Results (PM4R) program held 17 launch workshops, 21 project management associate certifications, 11 project management leadership certifications, and 5 advanced courses.



Improving engagement with Civil Society

- The video: “Five levels of engagement” highlights the work of the IDB Group with Civil Society.
- The “IDB Group—Civil Society: Engagement Review 2014-2015” discusses the five levels of engagement: information, dialogue, consultation, collaboration and partnerships.
- The “Public Consultations with Civil Society: Guidelines for Public and Private Executing Agencies” provides information about best practices to develop public consultation plans.

To download these materials visit the Bank's Internet at: iadb.org/civilsociety, iadb.org/civilsocietyreport, and iadb.org/civilsocietyguidelines.

FAMILY OF SURVEYS

The EFS family of online surveys includes 10 separate surveys that are administered to different audiences throughout the year, with the exception of SG loans and TCs, which are applied three times a year, to the main counterpart in the government responsible for the operation.

SPECIFIC SURVEYS

Sovereign
Guaranteed
(SG) Loan
Operations

Technical
Cooperation
(TC)
Operations
(Public Sector
Beneficiaries)

Non-
Sovereign
Guaranteed
(NSG) Loan
Operations

Technical
Cooperation
(TC)
Operations
(Private Sector
Beneficiaries)

Country
Strategy
(CS)

Financial
Products

Programming

Civil
Society

OVERALL PERCEPTION SURVEYS

General
Perception
(GPS)

Specific
Questions in
the Latino-
barometro
Survey

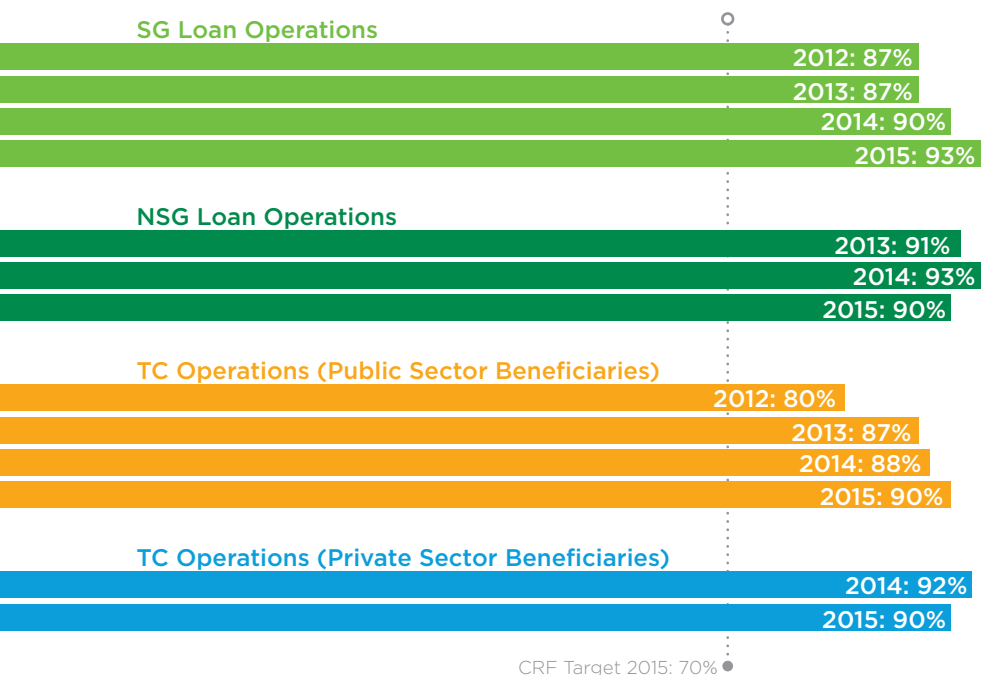
OVERALL SATISFACTION

A black and white photograph of a woman with long, wavy dark hair, smiling warmly at the camera. She is wearing a light-colored top with dark stripes on the shoulders. The background is blurred, showing other people in a social setting.

MEASURING OVERALL SATISFACTION

The IDB Group continues to enjoy high overall levels of partner satisfaction. During 2015, **88% of partners** surveyed reported being “satisfied” or “very satisfied” with the delivery of the Sovereign Guaranteed and Non-Sovereign Guaranteed Loan Operations, Technical Cooperation Operations (public and private sector beneficiaries) and Country Strategies. The response rate for these surveys was **61%**, compared to the average market response rate of **33%**.

TRENDS IN OVERALL SATISFACTION WITH IDBG SELECT PRODUCTS AND SERVICES: 2012-2015*



Question: Based on your most recent experience, how satisfied are you with the IDB Group delivery of services related to loan operations/TC operations/the country strategy preparation process?

*Responses were captured on a 6 point scale and "Satisfaction" corresponds to "Satisfied" + "Very Satisfied". "Somewhat satisfied" responses accounted for about 8% and "Dissatisfaction" (which includes "Very dissatisfied", "Dissatisfied" and "Somewhat dissatisfied") accounted for about 4% of the responses.

97% OF RESPONDENTS surveyed on SG loans and TC operations in 2015 would recommend the IDB as a development partner for other projects.



EFS 2015

SURVEY RESULTS



SOVEREIGN GUARANTEED LOAN OPERATIONS SURVEY

Sovereign-guaranteed (SG) loans refer to financing that the IDB provides its borrowing member countries with a sovereign guarantee, in order to contribute to their stated development objectives.

To better capture partner satisfaction regarding the support provided by the IDB during the preparation and execution of loan operations, the EFS surveys the project's main counterparts at four different milestones across the project cycle: at approval, first disbursement, 50% of the total disbursement, and at closing.

Please note all satisfaction percentages do not include DNK/NA responses.

269
Responses

Survey respondents included public sector participants working as Project Managers / Project Coordinators in Executing Agencies of the different ministries of Government, public enterprises and subnational governments.

26
Countries

TOP THREE SELECTED PARTNER EXPECTATIONS

Question: What are the five MOST important attributes for you when selecting a development institution to work with?

51%
selected: **Flexibility to accommodate changes to the project**

41%
selected: **Deep understanding of the country's priorities**

36%
selected: **Deep understanding of the project context**

The sum does not equal 100% because respondents chose up to five of 21 attributes. These are the three attributes with the most responses.

PARTNER SATISFACTION

93%
reported being **satisfied** or **very satisfied** with the IDB's delivery of services.

That is a
3%
increase in partner satisfaction from 2014 to 2015.

Question: Based on your most recent experience, how satisfied are you with the IDB regarding each of the following areas?

TOP 3 RATED AREAS

Overall quality of IDB's response to partner inquiries:

96%

were satisfied or very satisfied.*

Understanding the country's priorities:

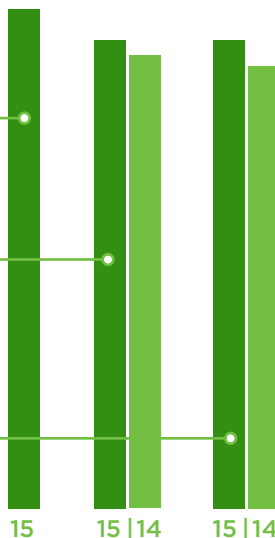
90%

were satisfied or very satisfied, a 3% increase from 2014.

Financial terms of the loan:

90%

were satisfied or very satisfied, a 5% increase from 2014.



BOTTOM 3 RATED AREAS

Experiences from other countries that the IDB shares with partners:

63%

were satisfied or very satisfied, a 5% increase from 2014.

IDB's ability to convene other partners—
Civil society organizations:

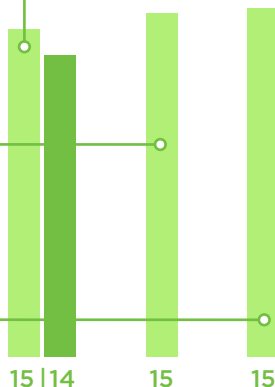
66%

were satisfied or very satisfied.*

IDB's ability to convene other partners—
Knowledge producing groups:

67%

were satisfied or very satisfied.*



*This attribute was added in 2015, so there is no comparative data.

TECHNICAL COOPERATIONS OPERATIONS SURVEY (PUBLIC SECTOR BENEFICIARIES)

The IDB finances technical cooperation (TC) operations to transfer know-how and expertise for the purpose of strengthening the technical capacity of national, subnational governments and civil society organizations in developing member countries. Financing is determined largely on the basis of the field of activity into which a project falls and the relative development status of the region, country, or countries involved.

The IDB captures partner feedback at four different milestones across the TC project cycle: at approval, first disbursement, 50% of total disbursement, and at closing.

Please note all satisfaction percentages do not include DNK/NA responses.

A graphic consisting of a grid of small orange circles, with the number 343 and the word Responses overlaid in white.

343
Responses

Survey respondents included the main counterparts involved in the preparation and execution of the TC operations, representing various Government Ministries, public enterprises, subnational government, civil society organizations and knowledge-producing groups.

A graphic consisting of a grid of small orange circles, with the number 26 and the word Countries overlaid in white.

26
Countries

PARTNER SATISFACTION

A vertical orange bar with a white outline, representing 90% of the height.

90%

reported being **satisfied** or **very satisfied** with the IDB's delivery of services.

A large orange arrow pointing upwards, with the number 2% overlaid in white.

2%

That is a **2%** increase in partner satisfaction from 2014 to 2015.

TOP THREE SELECTED PARTNER EXPECTATIONS

Question: What are the five MOST important attributes for you when selecting a development institution to work with?

44%

selected: **Flexibility to accommodate changes to the project**

42%

selected: **Strengthening institutional capacity of the Executing Agency**

40%

selected: **Deep understanding of the country's priorities**

The sum does not equal 100% because respondents chose up to five of 21 attributes. These are the three attributes with the most responses.

Question: Based on your most recent experience, how satisfied are you with the IDB regarding each of the following areas?

TOP 3 RATED AREAS

Relevance of the outputs delivered:

91%

were satisfied or very satisfied, a 5% increase from 2014.

Deliverables resulting from the TC:

89%

were satisfied or very satisfied, a 2% increase from 2014.

Overall quality of IDB's response to your inquiries:

88%

were satisfied or very satisfied.*



BOTTOM 3 RATED AREAS

Experiences from other countries that the IDB shares with partners:

63%

were satisfied or very satisfied, a 3% decrease from 2014.

IDB's ability to convene other partners—
Private sector organizations:

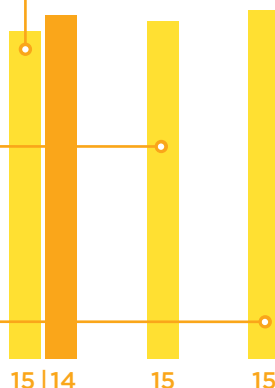
65%

were satisfied or very satisfied.*

IDB's ability to convene other partners—
Knowledge producing groups:

67%

were satisfied or very satisfied.*



*This attribute was added in 2015, so there is no comparative data.

NON-SOVEREIGN GUARANTEED LOAN OPERATIONS AND GUARANTEES SURVEY

Non-Sovereign Guaranteed (NSG) Loan Operations refer to financing that the private sector arm of the Inter-American Development Bank Group (IDBG) provides to private or public entities without a sovereign guarantee that contributes to the development objectives of its borrowing member countries. Guarantees are also offered to promote growth and competitiveness, while providing diverse financing options. Prior to the merge-out of the Bank's private sector windows that became effective January 1, 2016, this financing was channeled through the Structured and Corporate Finance Department (SCF), the Multilateral Investment Fund (MIF), and the Opportunities for the Majority Sector (OMJ) at the IDB and the Inter-American Investment Corporation (IIC).

Please note all satisfaction percentages do not include DNK/NA responses.

248
Responses

Survey respondents included the main counterparts of the IDBG involved in the preparation and execution of operations that receive non-sovereign loans and guarantees from the IDBG.

22
Countries

PARTNER SATISFACTION

90%

reported being **satisfied** or **very satisfied** with the products provided by the IDB Group.

That is a
3%

decrease in partner satisfaction from 2014 to 2015.

TOP THREE SELECTED PARTNER EXPECTATIONS

Question: What are the most important attributes for you when selecting a development finance institution with which to work? (Please select up to three options)

69%

selected: **Pricing, no change from 2014**

60%

selected: **Time it takes to access financing, a 1% decrease from 2014**

45%

selected: **Flexibility of financial products to meet client needs, a 4% decrease from 2014**

The sum of the top three attributes does not add to 100% because respondents chose up to three of the 11 listed attributes. This shows the three attributes with the most responses.

Question: Based on your most recent experience, how satisfied are you with the products provided by the IDB Group?

TOP 3 RATED AREAS

Authority of the team leader (to make decisions):

85%

were satisfied or very satisfied, a 2% increase from 2014.

Technical expertise:

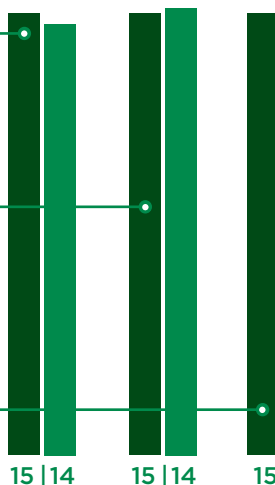
85%

were satisfied or very satisfied, a 1% decrease from 2014.

Sector knowledge of the IDBG relevant to the project:

85%

were satisfied or very satisfied.*



BOTTOM 3 RATED AREAS

Time it takes to access financing:

53%

were satisfied or very satisfied, a 1% decrease from 2014.

Fees:

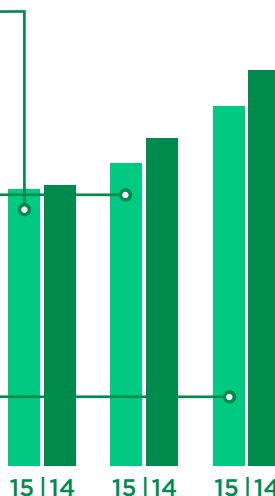
58%

were satisfied or very satisfied, a 5% decrease from 2014.

Flexibility of financial products to meet client needs:

69%

were satisfied or very satisfied, a 7% decrease from 2014.



*This attribute was added in 2015, so there is no comparative data.

TECHNICAL COOPERATION OPERATIONS SURVEY (PRIVATE SECTOR BENEFICIARIES)

The IDBG finances TC operations to transfer know-how and expertise for the purpose of strengthening the technical capacity of private sector and civil society organizations in developing member countries. Financing is determined largely on the basis of the field of activity into which a project falls and the relative development status of the region, country, or countries involved. The beneficiaries of these TC operations are private sector entities.

Please note all satisfaction percentages do not include DNK/NA responses.

144
Responses

Survey respondents included the main counterparts of the MIF and OMJ units of the IDBG responsible for the preparation and execution of TC operations.

22
Countries

PARTNER SATISFACTION

90%
reported being **satisfied** or **very satisfied** with the products provided by the IDB Group.

That is a
2%
decrease in partner satisfaction from 2014 to 2015.

TOP THREE SELECTED PARTNER EXPECTATIONS

Question: What are the most important attributes for you when selecting a development finance institution with which to work? (Please select up to three options)

52%
selected: **Flexibility during the execution of the technical cooperation,** an 8% increase from 2014

47%
selected: **Expert advice to design and implement good projects,** a 1% decrease from 2014

33%
selected: **Ability to respond to crisis (technical and financial support),** a 12% increase from 2014

The sum of the top three attributes does not add to 100% because respondents chose up to three of the 12 listed attributes. This shows the three attributes with the most responses.

Question: Based on your most recent experience, how satisfied are you with the products provided by the IDB Group?

TOP 3 RATED AREAS

Understanding the country's development challenges:

92%

were satisfied or very satisfied, a 4% increase from 2014.

Understanding the country's priorities:

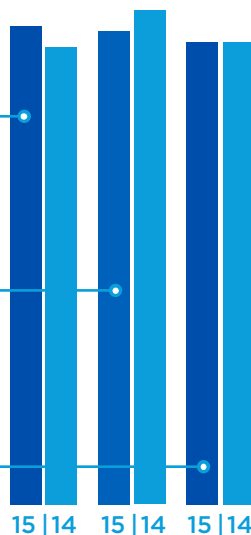
91%

were satisfied or very satisfied, a 4% decrease from 2014.

Deliverables resulting from the TC:

89%

were satisfied or very satisfied, no change from 2014.



BOTTOM 3 RATED AREAS

Collaboration with the Government:

56%

were satisfied or very satisfied, a 20% decrease from 2014.

Experiences from other countries that the IDB Group shares with you:

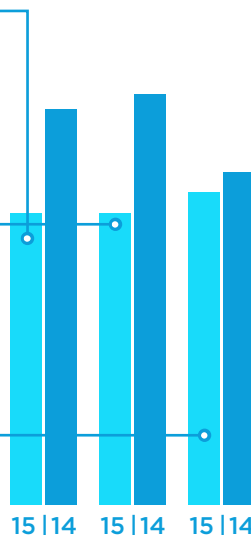
56%

were satisfied or very satisfied, a 23% decrease from 2014.

Collaboration with other donors (i.e. World Bank, CAF, etc.):

60%

were satisfied or very satisfied, a 4% decrease from 2014.



COUNTRY STRATEGY SURVEY (2012–2015)

Country Strategies describe the strategic approach and indicative interventions in thematic areas or sectors prioritized for IDBG financial and non-financial support to address a given country's development goals in the medium-term. They are agreed-upon between the IDBG and the borrowing member countries, in consultation with key stakeholders in civil society and the private sector, and they guide country dialogue as well as the annual programming exercise.

Please note all satisfaction percentages do not include DNK/NA responses.

139
Responses

18
Countries

Survey respondents include government officials (44%), civil society organizations (31%), private sector organizations (11%), knowledge producing groups/academia (9%), and other relevant organizations (5%).

18 COUNTRY STRATEGIES APPROVED AND SURVEYED DURING 2012-2015*



2012 ● Brazil
Colombia
Ecuador
Guatemala
Guyana
Nicaragua
Peru

2013 ● Bahamas
Belize
Dominican Republic
Jamaica
Mexico

2014 ● Chile
Honduras
Paraguay

2015 ● Barbados
Costa Rica
El Salvador

PARTNER SATISFACTION

73%
reported being **satisfied** or **very satisfied** with the Country Strategy preparation process.

*The 18 Country Strategies (CS) surveyed during 2012-2015, were prepared under the previous CS Guidelines (GN-2468-6). Starting in January 2016, all CS will be prepared following the procedures established in the new Board-approved guidelines (GN-2468-9).

RATED AREAS (Only four areas were included in the survey.)

Question: Based on your experience, how satisfied are you with the IDB regarding each of the following areas?

Understanding your country's context:

88%

were satisfied or very satisfied.

Understanding country's priorities and development challenges:

82%

were satisfied or very satisfied.

Quality of the technical inputs related to each priority area:

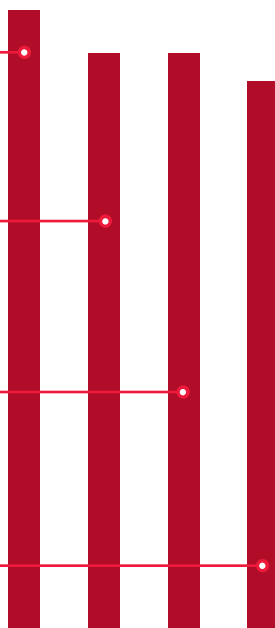
82%

were satisfied or very satisfied.

Quality of the dialogue with country authorities to define priority areas:

78%

were satisfied or very satisfied.



NEW QUESTIONS INTRODUCED IN 2015

Development Solutions

Question: How satisfied are you with the IDB's ability to provide solutions tailored to your country's development needs?

69%

were satisfied or very satisfied.

Multi-Sector Approach

Question: How satisfied are you with the IDB's ability to use a multi-sector approach in addressing your country's development needs?

79%

were satisfied or very satisfied.

Public-Private Partnerships

Question: How satisfied are you with the ability of the IDB Group to facilitate partnerships between public and private sectors?

55%

were satisfied or very satisfied.
(19% of respondents answered "Do not know.")

PROGRAMMING SURVEY

MAJOR FINDINGS: IDB Programming Process

The IDB Programming Process involves the definition of the specific financial and non-financial support provided to the different countries by the Bank, based on the priorities set forth in the Country Strategies.

Please note all satisfaction percentages do not include DNK/NA responses.

40
Responses

Survey respondents to the Programming Survey included high-level government officials mainly from the Ministries of Finance, Economy, Development and Planning who have been involved in the annual programming process with the IDB.

20
Countries

PARTNER SATISFACTION

83%
reported being **satisfied** or **very satisfied** with the Programming Process conducted by the IDB.

That is a
7%
increase in partner satisfaction from 2014 to 2015.

PARTNER EXPECTATIONS FOR THE PROGRAMMING PROCESS

Question: What is the MOST important attribute for you during the Programming Process?*

64%
selected: Responsiveness to country needs, a 9% decrease from 2014

13%
selected: Availability of financial resources, a 2% decrease from 2014

10%
selected: Flexibility with changing priorities, a 5% increase from 2014

8%
selected: Country knowledge, an 8% increase from 2014

5%
selected: Availability of non-financial products, a 2% decrease from 2014

*Only five areas were included in the survey.

RATED AREAS (Only five areas were included in the survey.)

Question: Based on your experience, how satisfied are you with the IDB regarding each of the following areas?

IDB non-financial products:

84%

were satisfied or very satisfied,
a 4% decrease from 2014.

**IDB responsiveness in managing
country needs during the
Programming Process:**

81%

were satisfied or very satisfied,
a 7% decrease from 2014.

Understanding your country's priorities:

78%

were satisfied or very satisfied,
a 7% decrease from 2014.

**IDB flexibility in addressing
changing priorities during the
Programming Process:**

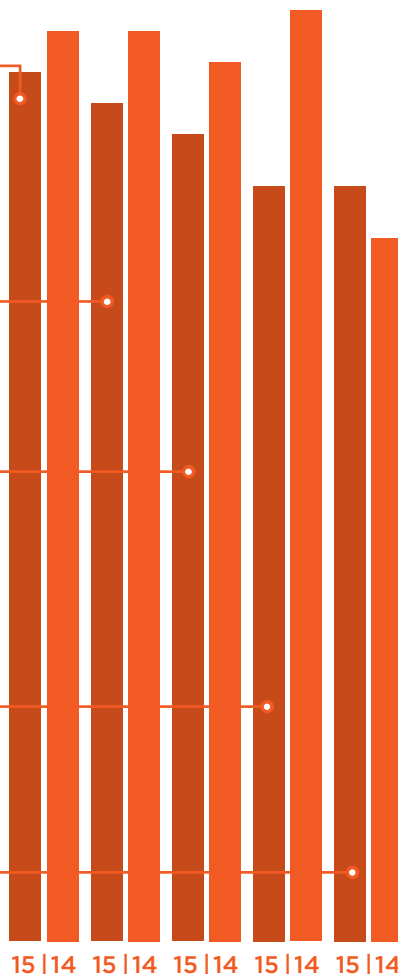
73%

were satisfied or very satisfied,
a 17% decrease from 2014.

Approval amount allocated annually:

73%

were satisfied or very satisfied,
a 5% increase from 2014.



NEW QUESTIONS INTRODUCED IN 2015

Public-Private Partnerships

Question: How satisfied are you with the ability of the IDB Group to facilitate partnerships between public and private sectors?

41%

were satisfied or
very satisfied.
(17% of respondents
answered "Do not know.")

Development Solutions

Question: How satisfied are you with the IDBG's ability to provide solutions tailored to your country's development needs?

74%
were satisfied
or very satisfied.

Question: Based on your experience, how satisfied are you with the usefulness of the following lending instruments for supporting IDB Group-financed projects in your country?

Investment loans:

86%
were satisfied or very satisfied.

Non-Reimbursable technical cooperation operations:

81%
were satisfied or very satisfied.

Policy-based loans (PBLs):

75%
were satisfied or very satisfied.

Lending instruments for operations with the private sector without a sovereign guarantee*:

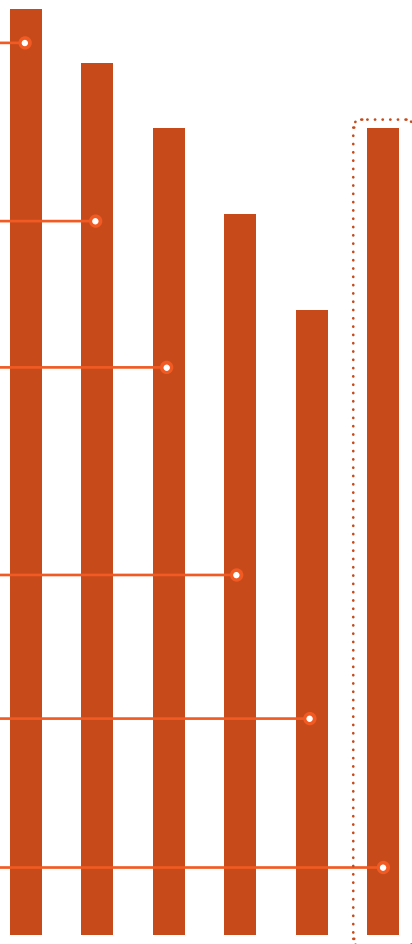
67%
were satisfied or very satisfied.

Guarantees:

58%
were satisfied or very satisfied.

Overall IDBG lending instruments:

75%
were satisfied or very satisfied.



*"Lending instruments for operations with the private sector without a sovereign guarantee" and "Guarantees" reported 13 (35%) and 17 (47%) "Do not know" answers respectively.

Multi-sector Approach

Question: How satisfied are you with the IDBG's ability to use a multi-sector approach in addressing your country's development needs?

88%

were satisfied or very satisfied.

Question: Based on your experience, how satisfied are you with the IDB Group's non-financial support?

Training (capacity building):

88%

were satisfied or very satisfied.

Mobilizing third party financial resources:

86%

were satisfied or very satisfied.

Technical support:

85%

were satisfied or very satisfied.

Facilitating non-Bank expertise:

81%

were satisfied or very satisfied.

Policy advice:

77%

were satisfied or very satisfied.

Knowledge products:

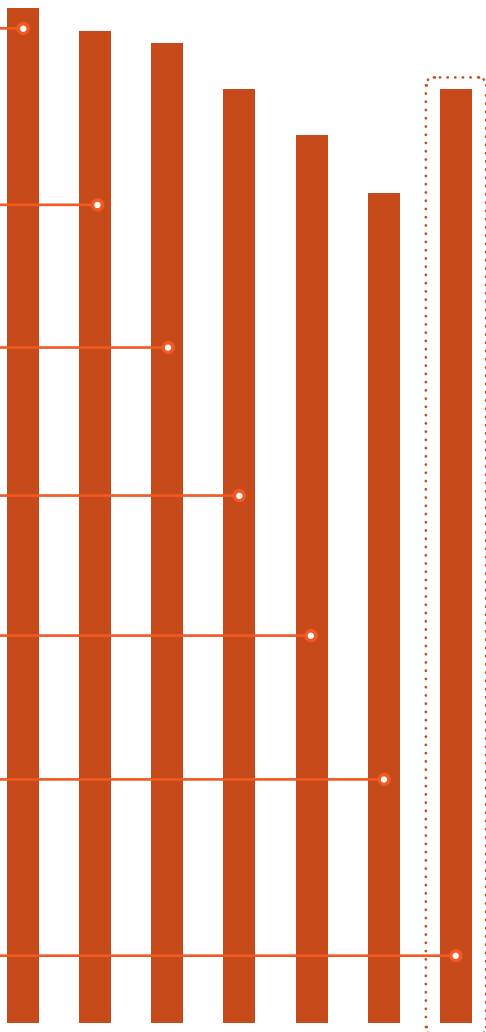
72%

were satisfied or very satisfied.

Overall IDBG non-financial support:

81%

were satisfied or very satisfied.



CIVIL SOCIETY ORGANIZATIONS SURVEY

The IDB implemented the Civil Society Survey to better understand the views of Civil Society Organizations (CSOs) in order to strengthen their engagement with the Bank in its borrowing member countries.

Please note all satisfaction percentages do not include DNK/NA responses.

A graphic consisting of a grid of small dark circles, with the number 390 and the word Responses in white text.

390
Responses

Survey respondents included CSOs working in one or more pillars of the Country Strategy in each borrowing-member country.

A graphic consisting of a grid of small dark circles, with the number 26 and the word Countries in white text.

26
Countries

PARTNER SATISFACTION

A vertical bar chart with a white segment at the top representing 62% and a dark segment at the bottom representing 38%.

62%

reported being **satisfied** or **very satisfied** with the actions implemented by the IDB Group to incorporate the views of the Civil Society in your country.

A graphic featuring a large white upward-pointing arrow on a dark background, with the number 2% in white text.

2%

That is a **2%** increase in partner satisfaction from 2014 to 2015.

TOP THREE SELECTED PARTNER EXPECTATIONS*

Question: Which of the following activities are more important to strengthen the engagement of the Civil Society in your country? (Please select up to three options)

69%

selected: **Strengthen the institutional capacity of Civil Society Organizations (i.e. training, conferences, etc.), a 3% increase from 2014**

50%

selected: **Participation in public consultation of the Bank's strategy with your country (Country Strategy preparation), a 3% decrease from 2014**

45%

selected: **Receiving an IDB Group grant, a 2% increase from 2014**

*The sum of the top three activities does not add to 100% because respondents were allowed to choose up to three of the seven listed activities. This shows the three activities with the most responses.

Question: Based on your most recent experiences, how satisfied are you with the IDB Group in the following activities?

TOP 3 RATED AREAS

Consultative Group (ConSoC) activities:

74%

were satisfied or very satisfied, a 9% increase from 2014.

IDB-Civil Society Regional annual meeting:

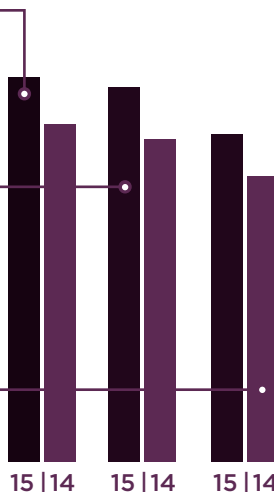
72%

were satisfied or very satisfied, a 10% increase from 2014.

Actions to strengthen the institutional capacity of CSOs (i.e. training, conferences, etc.):

63%

were satisfied or very satisfied, a 8% increase from 2014.



BOTTOM 3 RATED AREAS

Public consultations for the discussion of IDB strategies/policies:

53%

were satisfied or very satisfied, a 1% increase from 2014.

Public consultations for the discussion of specific projects:

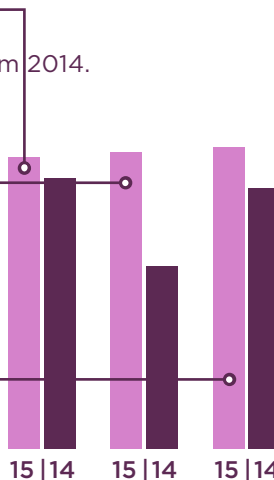
57%

were satisfied or very satisfied, a 12% increase from 2014.

Public consultation for the discussion of the Bank's strategy with their country:

58%

were satisfied or very satisfied, an 8% increase from 2014.



ABOUT THE IDB

The Inter-American Development Bank is the leading source of development financing for Latin America and the Caribbean, with a strong commitment to achieve measurable results, increased integrity, transparency and accountability. The Bank has an evolving reform agenda that seeks to increase its development impact in the region in a sustainable, climate-friendly way.

ABOUT THE EFS

The EFS is coordinated by the Office of Strategic Planning and Development Effectiveness (SPD) with the support of an Interdepartmental Committee of client-interfacing departments to foster continuous improvement of IDB Group processes, products and services. For more information about the EFS visit: www.iadb.org/EFS.

ABOUT THE OFFICE OF STRATEGIC PLANNING AND DEVELOPMENT EFFECTIVENESS

The Office of Strategic Planning and Development Effectiveness (SPD) is responsible for ensuring that the corporate strategy is reflected in a corporate plan and in departmental planning, which guide resource allocation and key decisions aimed at the achievement of development results.

The office monitors the quality control of the Bank's lending program by setting quality standards and safeguards for both the design and the implementation of the Bank's products in consultation with relevant departments; monitoring and ensuring compliance with standards and safeguards; leading the development of operational instruments and policies; producing progress reports on development effectiveness and portfolio performance; and assessing the quality of the Bank's corporate information systems. SPD is made up of the Strategy Development and Strategy Monitoring Divisions.



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