



# Ghana

## The World Bank Group Country Opinion Survey FY14

Report of Findings  
August 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Ghana Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Svetlana Markova, and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Ghana country team and the local fielding agency Alayie Consult and Investments. In particular, PORG is grateful to Kafu Kofi Tsikata (Senior Communications Officer) and Kennedy Fosu (Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Ghana .....	12
V. Overall Attitudes toward the World Bank Group.....	17
VI. Sectors: Importance and Effectiveness.....	26
VII. How the World Bank Group Operates .....	33
VIII. World Bank Group Knowledge and Instruments .....	39
IX. The Future Role of the World Bank Group in Ghana .....	46
X. Communication and Openness.....	51
XI. Appendices.....	59



## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Ghana perceive the World Bank Group;
- Obtain systematic feedback from stakeholders in Ghana regarding:
  - Their views regarding the general environment in Ghana;
  - Their overall attitudes toward the World Bank Group in Ghana;
  - Overall impressions of the World Bank Group's effectiveness and results, project/program related issues, knowledge work and activities, and communication and information sharing in Ghana; and
  - Perceptions of the World Bank Group's future role in Ghana.
- Use data to help inform Ghana country team's strategy.

## II. Methodology

From March to April 2014, 1,000 stakeholders of the World Bank Group in Ghana were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 830 stakeholders participated in the survey (83% response rate).

Respondents completed questionnaires with a representative from the fielding agency. Respondents were asked about: general issues facing Ghana; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Ghana; and the WBG's communication and information sharing in Ghana. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 685 respondents (86% response rate) who completed the country survey in FY '11. Notations and/or charts are included when these comparisons were possible. Comparisons to the 306 respondents (22% response rate) who completed the country survey in FY '06 are presented in the Appendix (see page 139). To reduce sampling bias in these year comparisons, the respondent base from each fiscal year is weighted to be comparable across surveys. The geographic location distribution across years is also presented in the Appendix (see page 139).

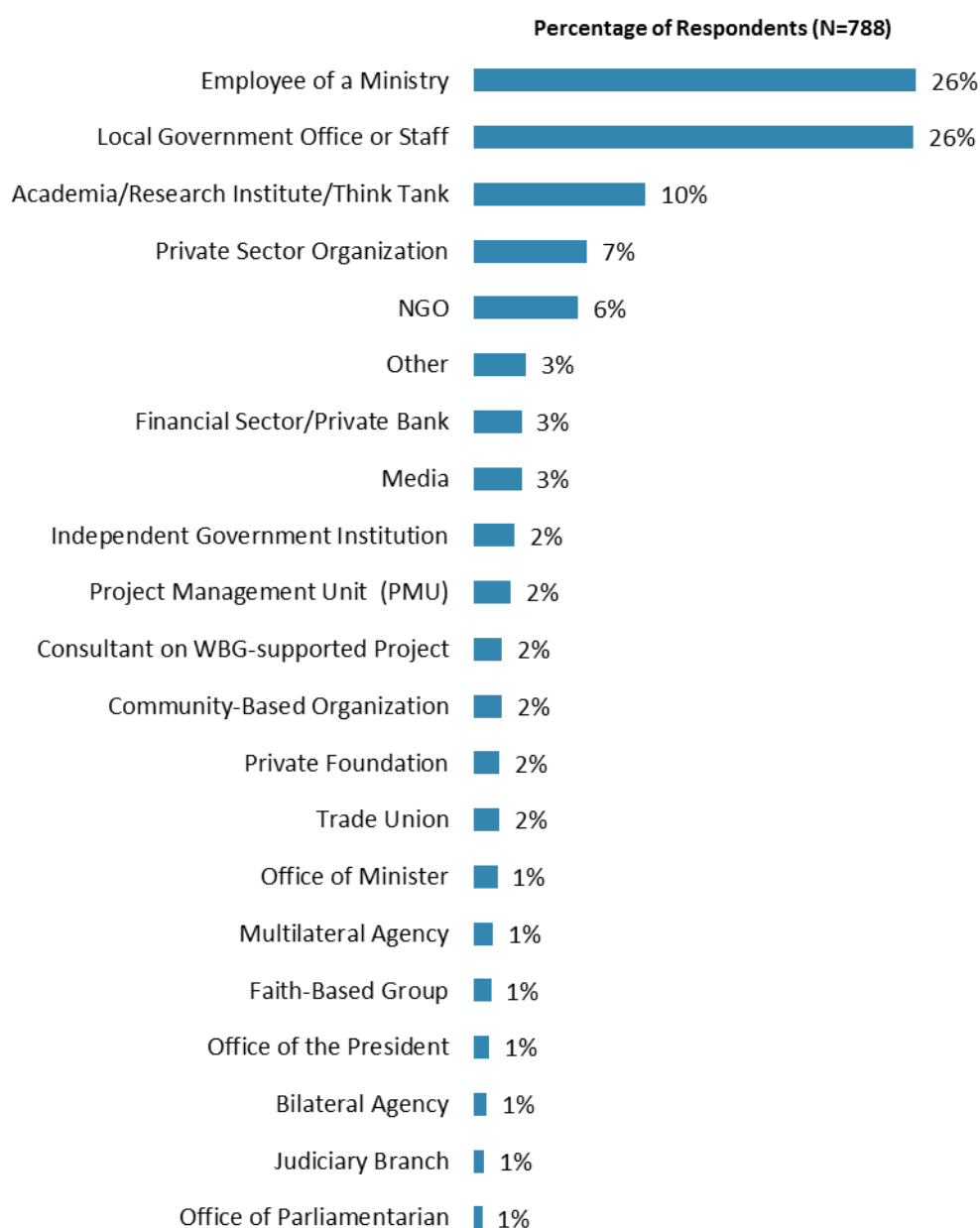
## II. Methodology (continued)

- A. General Issues Facing Ghana: Respondents were asked to indicate whether Ghana is headed in the right direction, what they thought were the most important development priorities, which areas would contribute most to reducing poverty, which areas would contribute most to generating economic growth, and what would achieve “shared prosperity”.
- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Ghana, WBG staff preparedness, the effectiveness of its activities, to what extent it should provide capacity building support to certain groups, the importance and effectiveness of the WBG’s current capacity building work, their agreement with various statements regarding the WBG’s work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the WBG to focus its resources, the WBG’s greatest values and greatest weaknesses, its most effective instruments, with which stakeholder groups the WBG should collaborate more, if the WBG should have more or less of a local presence in Ghana, and to what they attributed slowed or failed reform efforts.
- C. World Bank Group’s Effectiveness and Results: Respondents were asked to rate the extent to which the WBG’s work helps achieve development results in Ghana, the extent to which the WBG meets Ghana’s needs for knowledge services and financial instruments, the extent to which the WBG measures and corrects its work in real time, and the importance of the WBG’s involvement and the WBG’s level of effectiveness across thirty-one development areas. Respondents were also asked to indicate if WBG decisions regarding its Ghana program were made primarily in country or at Headquarters.
- D. The World Bank Group’s Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG knowledge work and to rate the quality of the WBG’s knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate the extent to which various aspects of the WBG’s technical assistance/advisory work contribute to solving Ghana’s development challenges and their agreement with a series of statements regarding working with the WBG. Respondents were asked to indicate if the WBG operates with too much risk.
- F. The Future Role of the World Bank Group in Ghana: Respondents were asked to indicate what the WBG should do to make itself of greater value in Ghana and which of its services the WBG should offer more of in Ghana.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, their Internet access, and their usage and evaluation of the WBG’s websites. Respondents were asked about their awareness of the WBG’s Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the World Bank Group as a result of the WBG’s Open Data policy. Respondents were also asked to evaluate the WBG’s information accessibility and responsiveness to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they currently collaborate with the WBG, with which WBG agencies they work, their exposure to the WBG in Ghana, and their geographic location. Respondents were also asked if their projects involved both the World Bank and the IFC, and if so, to indicate their view of the two institutions working together.

### III. Demographics of the Sample

#### Current Position

- For further analyses, the few respondents from the office of Minister were combined with the respondents from the office of the President, the few consultants on WBG-supported projects were combined with respondents from PMUs, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, respondents from CBOs and private foundations were combined with those from NGOs, and the few respondents from the office of a Parliamentarian, faith-based groups, and the judiciary were included in the “Other” category.

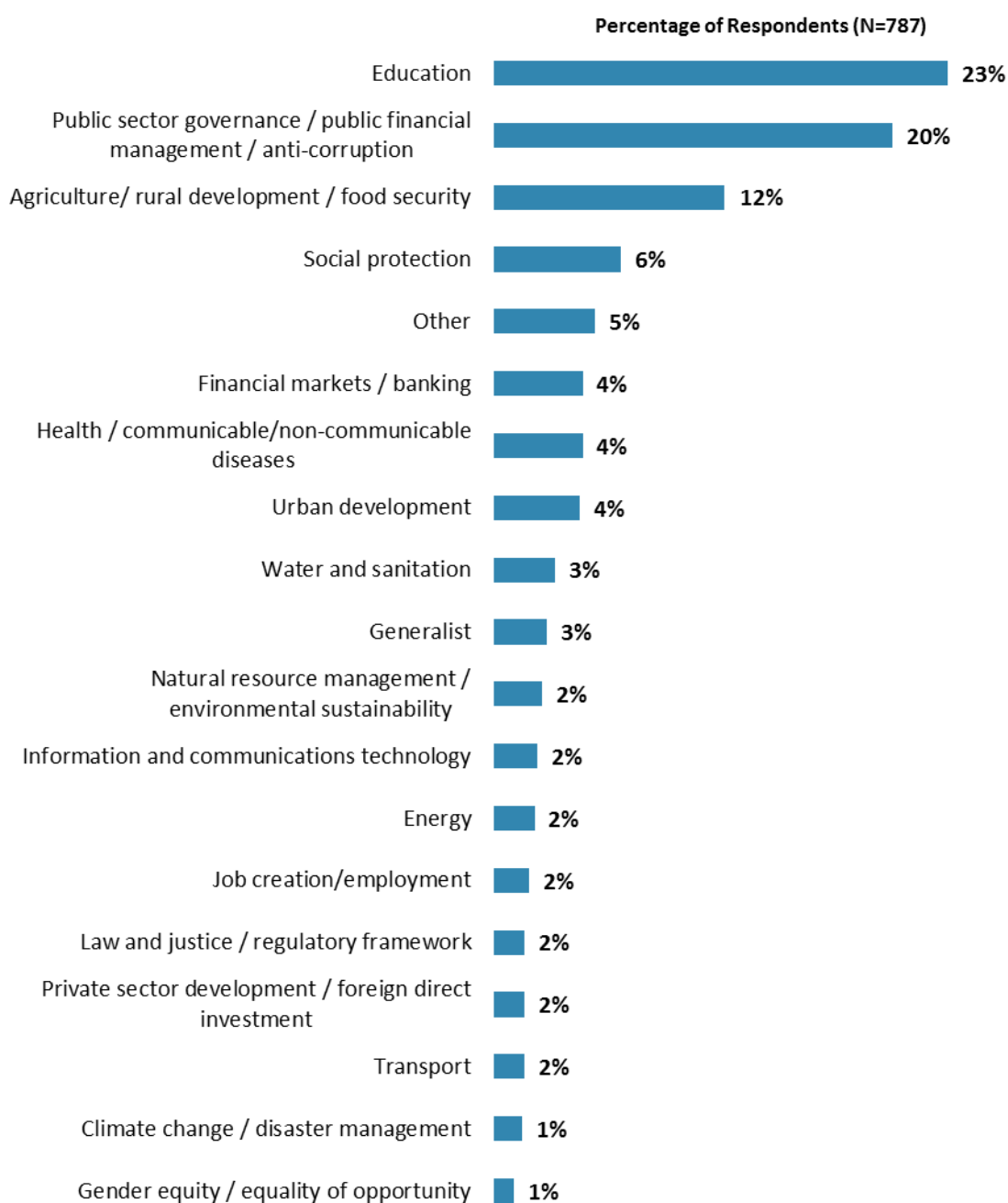


“Which of the following best describes your current position?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 144).

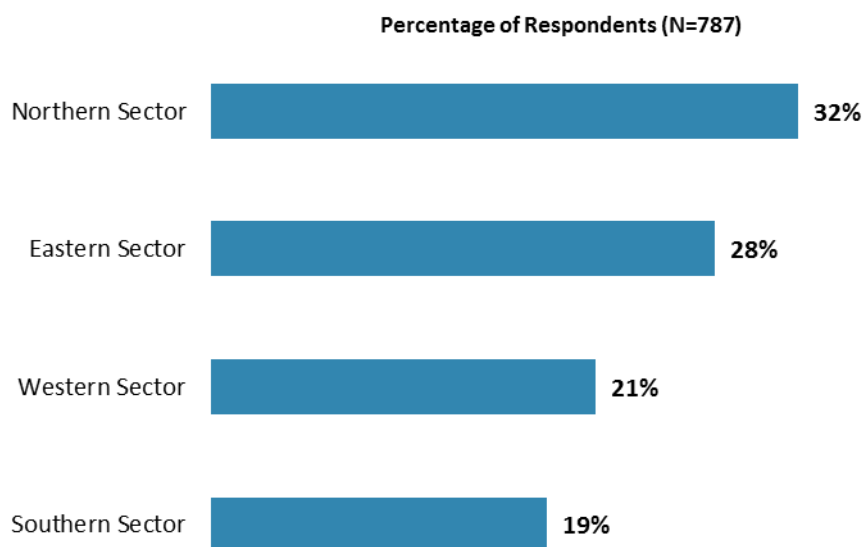


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- A plurality of respondents were from the Northern Sector. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 105).



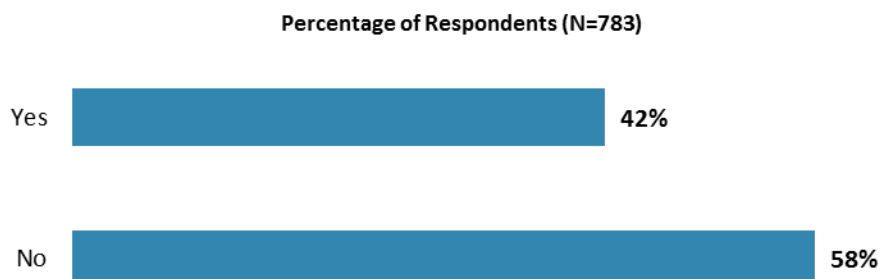
“Which best represents your geographic location?” (Respondents chose from a list.)



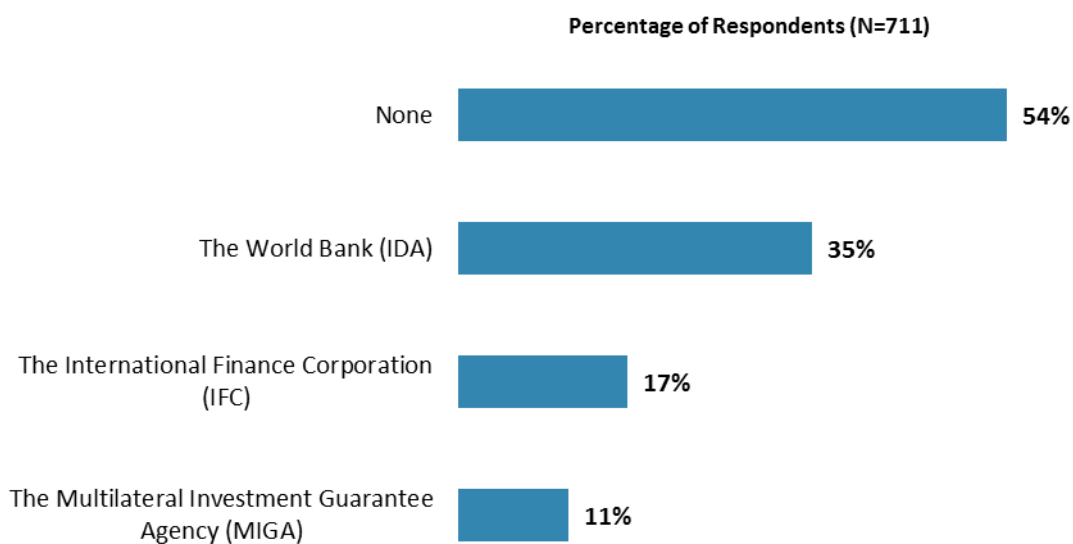
### III. Demographics of the Sample (continued)

#### Collaboration with the World Bank Group

- Differences in responding, based on collaboration with the World Bank Group in Ghana, can be found in the Appendix (see page 122).



"Currently, do you professionally collaborate/work with the World Bank Group in your country?"

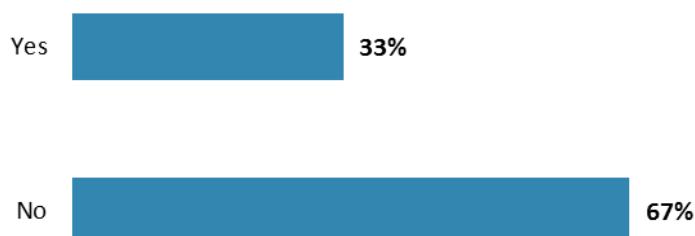


"Which of the following agencies of the World Bank Group do you work with in Ghana?  
(Select all that apply)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### The World Bank and IFC

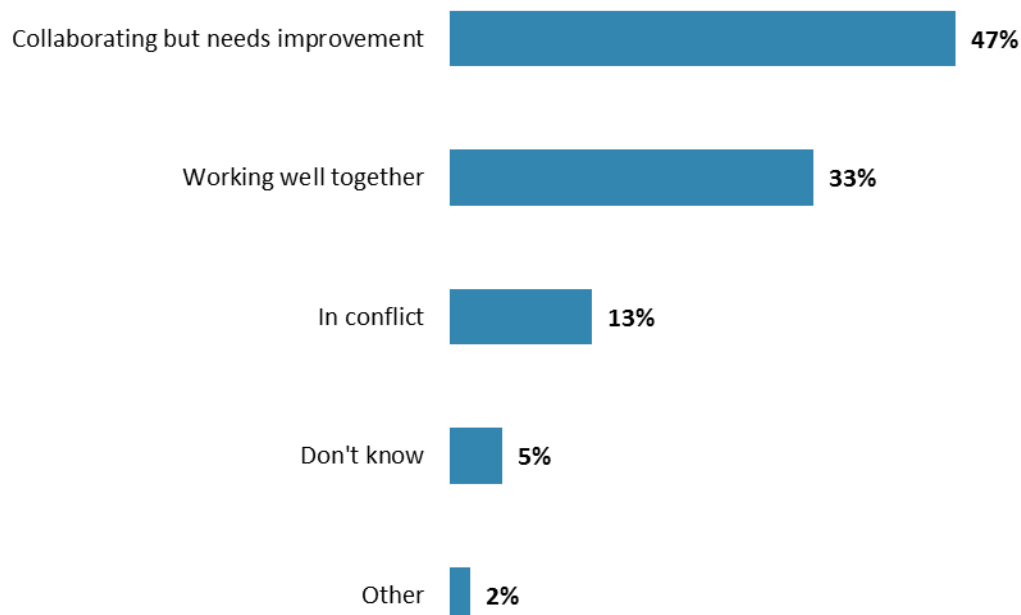
Percentage of Respondents (N=645)



"Do your projects involve both the World Bank and the IFC?"

---

Percentage of Respondents (N=206)

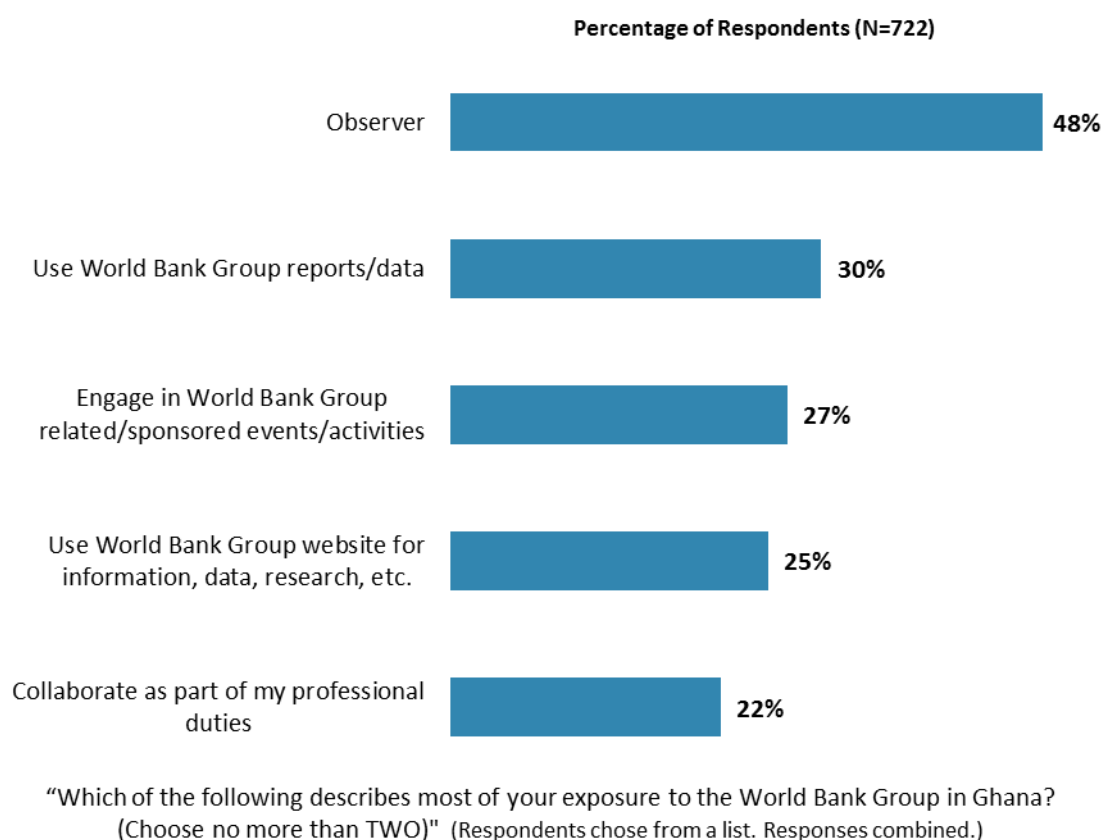


"If yes, what was your view on the two institutions working together in Ghana?  
(Select only ONE response)" (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Exposure to the World Bank Group

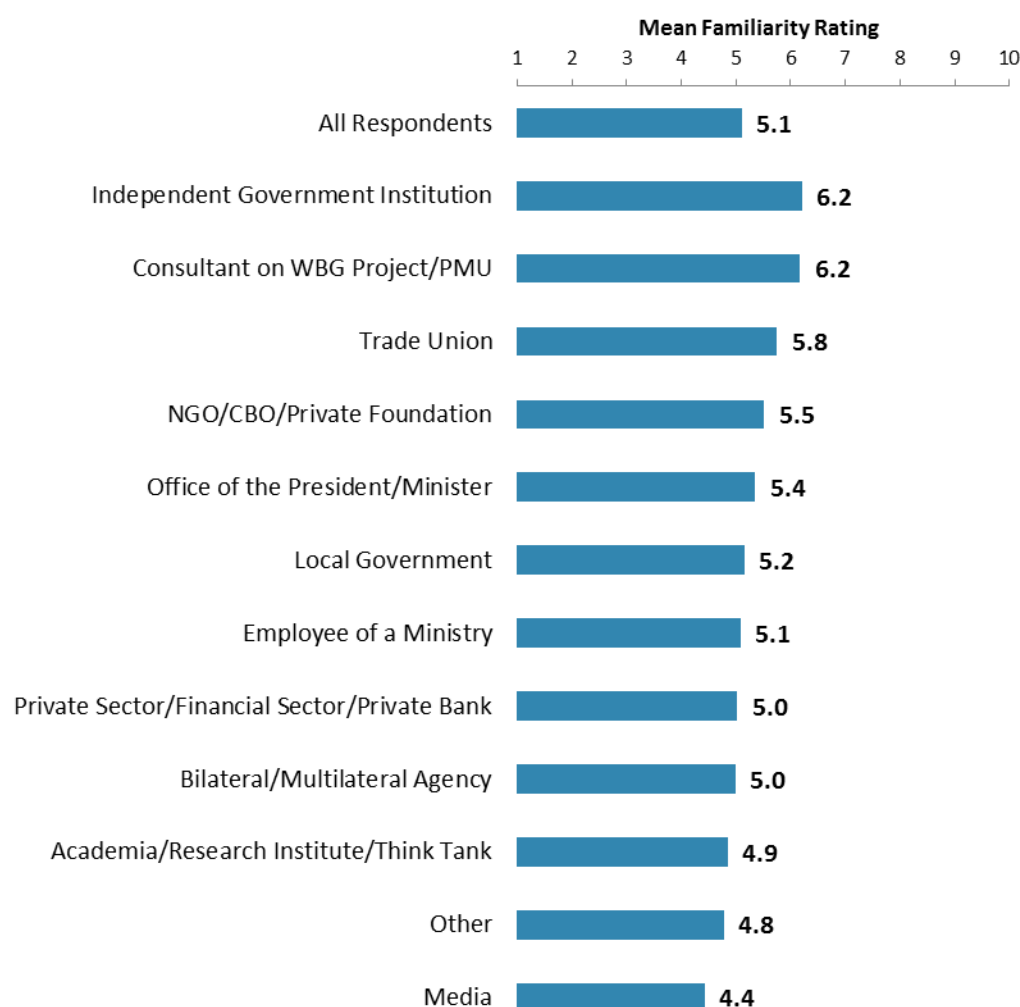
- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Ghana, can be found in the Appendix (see page 164). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- Respondents in this year's country survey had significantly lower levels of familiarity with the World Bank Group in Ghana compared to respondents from the FY '11 country survey (6.3).
- Respondents from independent government institutions and consultants on WBG-supported projects/PMUs had the highest levels of familiarity with the World Bank Group in Ghana whereas respondents from the media had the lowest levels of familiarity, but this did not reach statistical significance.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Ghana, and significantly, moderately correlated with their perceptions of the WBG's work achieving development results and the WBG's relevance to development in Ghana.

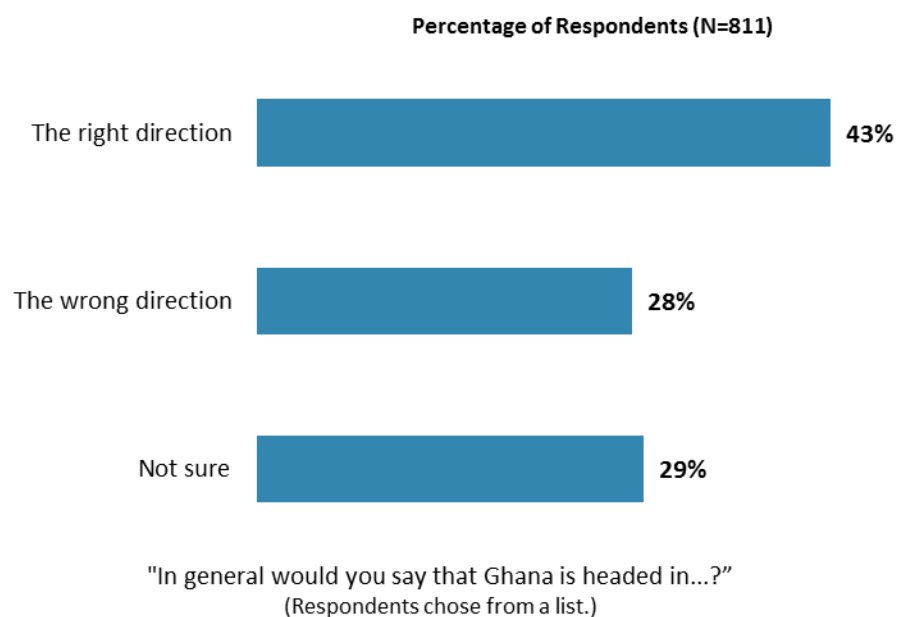


"How familiar are you with the work of the World Bank Group in Ghana?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Ghana

### Ghana Heading in the Right Direction

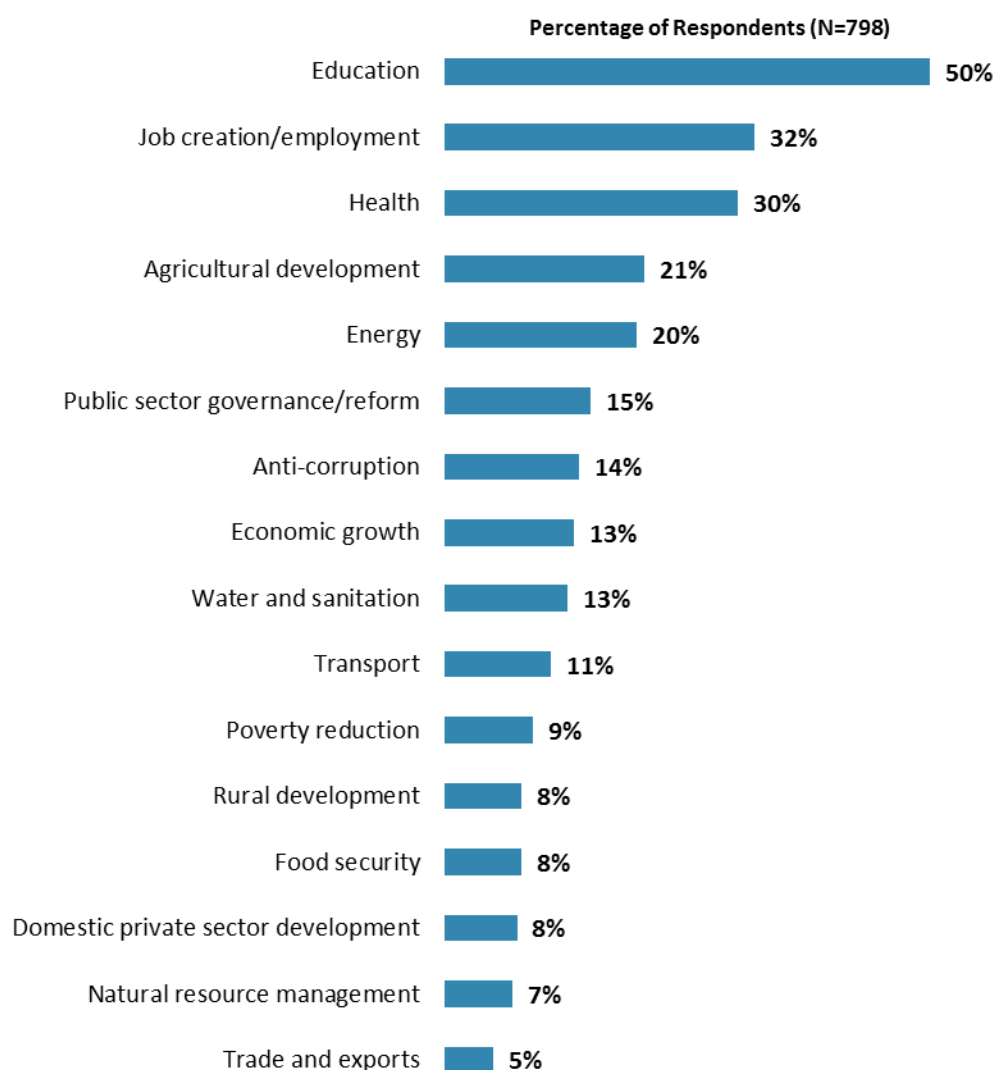
- Respondents who collaborated with the WBG in Ghana were significantly more likely to indicate that Ghana is headed in the right direction compared to respondents who do not collaborate with the WBG.



## IV. General Issues Facing Ghana (continued)

### Development Priority

- Respondents from the FY '11 country survey indicated that youth unemployment (24%), economic growth (18%), and increasing access to education (16%) were the most important development priorities for Ghana.
- Respondents from the media were significantly more likely to indicate transport and respondents from the office of the President/Minister were significantly more likely to indicate economic growth as one of the most important development priorities facing Ghana compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate health, education, and food security compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate transport, public sector governance/reform, gender equity, poverty reduction, and natural resource management as some of the most important development priorities facing Ghana.

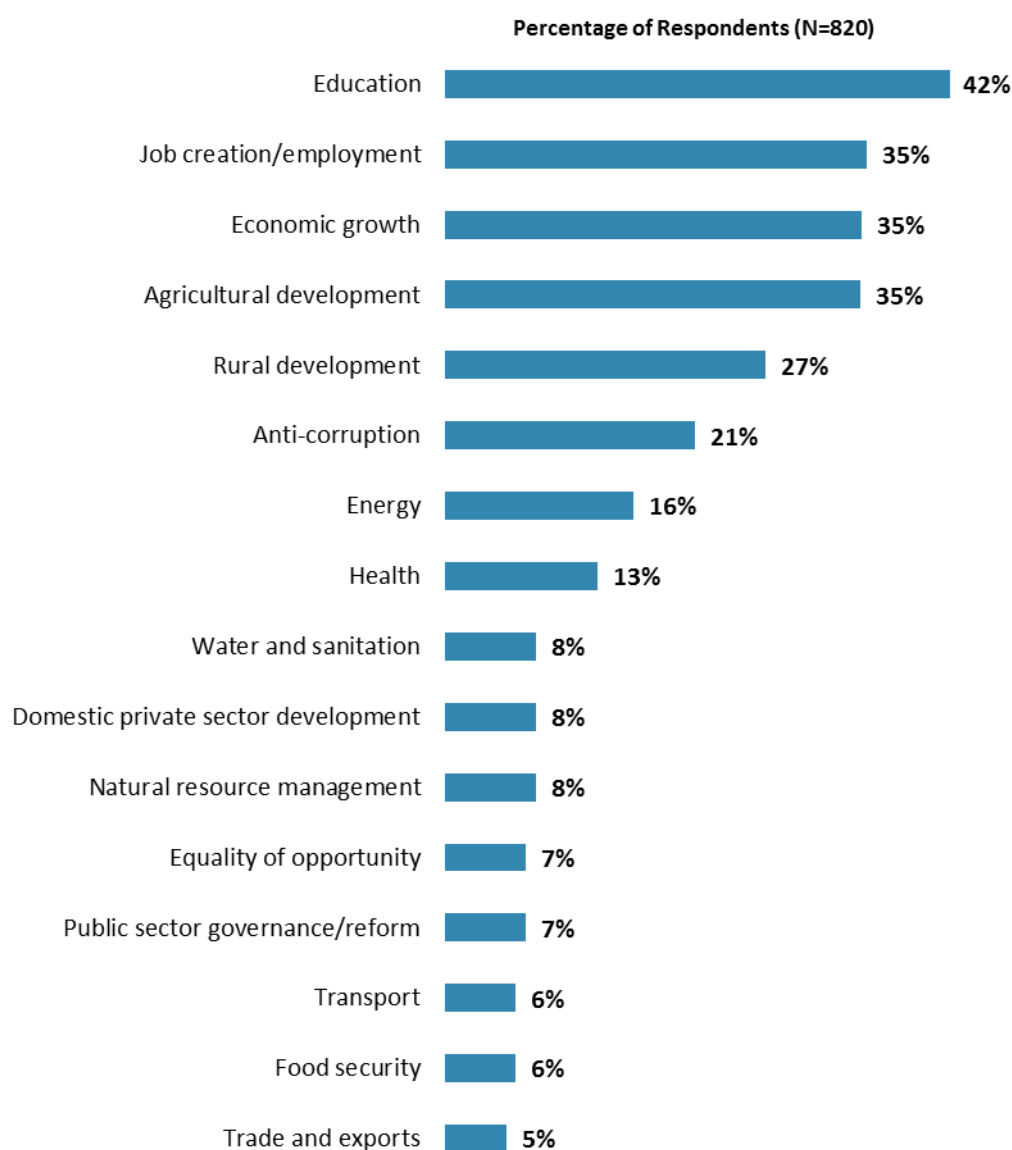


"Listed below are a number of development priorities in Ghana. Please identify which of the following you consider the most important development priorities in Ghana. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Ghana (continued)

### Factors Contributing to Poverty Reduction

- Respondents from the FY '11 country survey indicated that agriculture development (49%) and education (31%) would contribute most to poverty reduction in Ghana.
- Respondents who collaborate with the WBG were significantly more likely to indicate economic growth, energy, and agriculture development compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate rural development, anti-corruption, and health as factors contributing to reducing poverty.

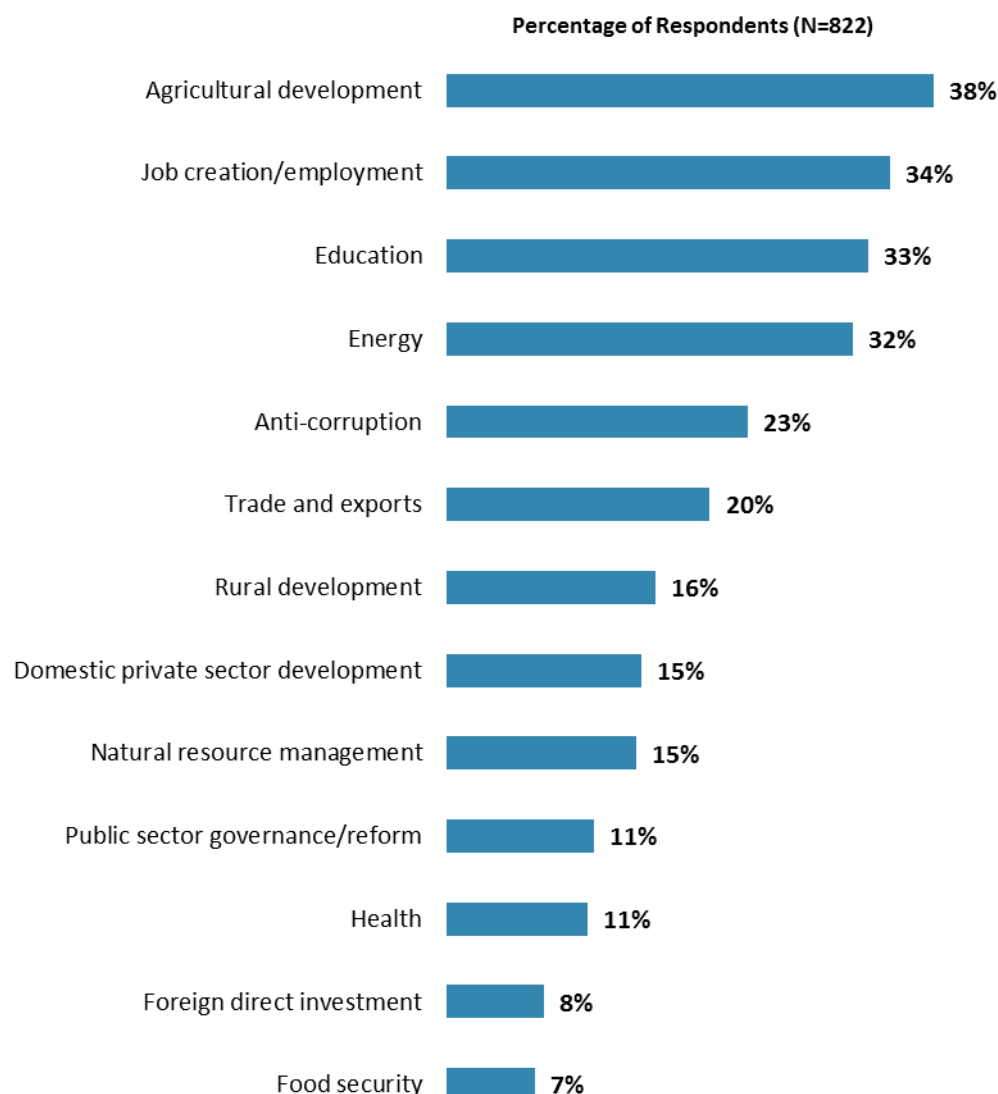


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ghana?”  
(Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Ghana (continued)

### Factors Contributing to Economic Growth

- Respondents from the FY '11 country survey indicated that increasing agricultural productivity (50%) would contribute most to generating faster economic growth.
- Respondents from bilateral/multilateral agencies and trade unions were significantly more likely to indicate food security as a factor contributing to economic growth compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate food security compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate regulatory framework as a factor contributing to economic growth.



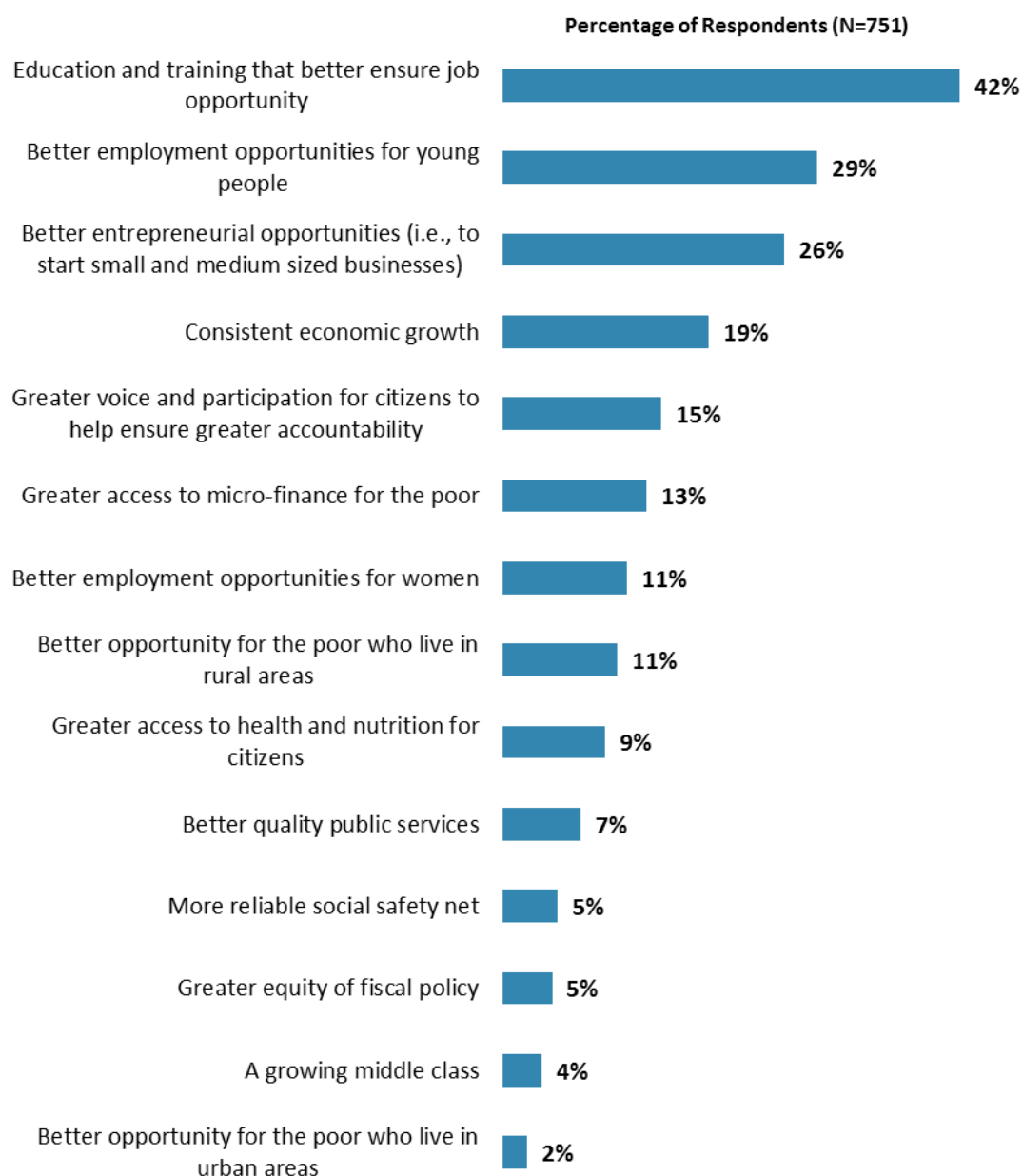
“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 13 shown.)



## IV. General Issues Facing Ghana (continued)

### Achieving “Shared Prosperity”

- Respondents who collaborate with the WBG were significantly more likely to indicate better employment opportunities for women compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate better employment opportunities for young people, greater access to health and nutrition for citizens, and better opportunity for the poor who live in rural areas as ways to achieve “shared prosperity” in Ghana.



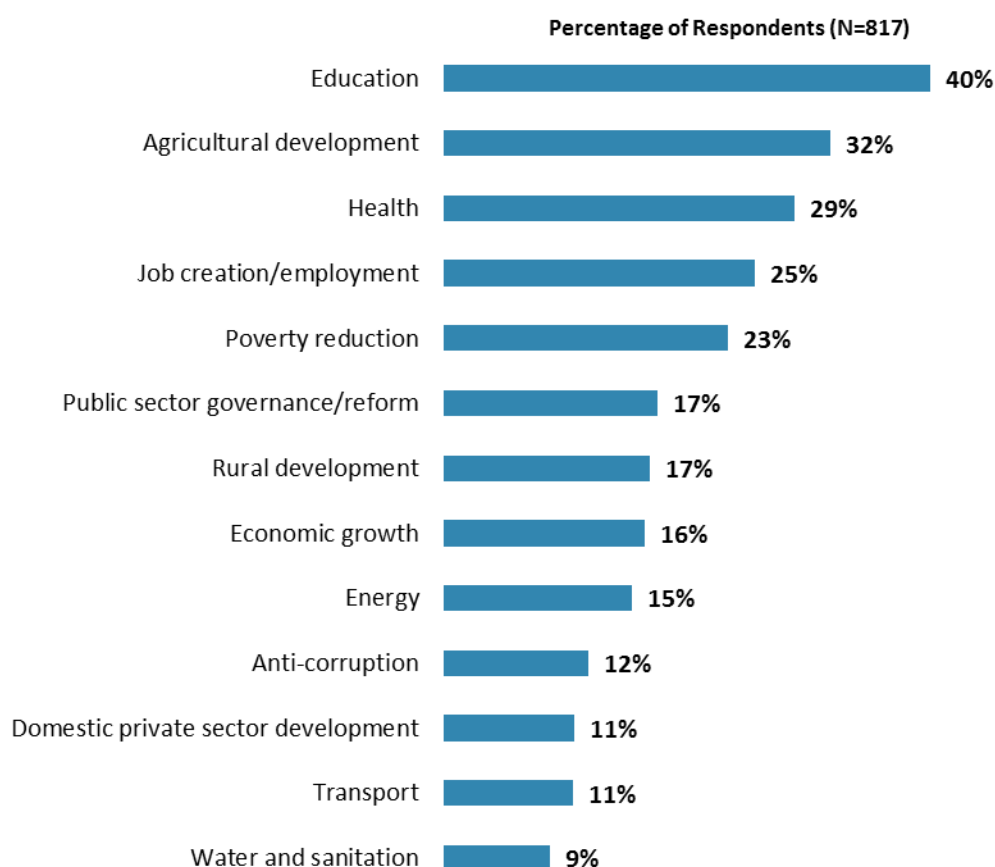
“When thinking about the idea of ‘shared prosperity’ in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### Focusing World Bank Group Resources

- Respondents in the FY ’11 country survey indicated that it would be most productive for the Bank to focus most of its resources on youth unemployment (29%), economic growth (26%), and increasing access to education (23%).
- Respondents from trade unions were significantly more likely to indicate social protection, respondents from bilateral/multilateral agencies were significantly more likely to indicate food security, and respondents from independent government institutions were significantly more likely to indicate domestic private sector development as areas in which the WBG should focus its resources compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate health compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate public sector governance/reform, poverty reduction, rural development, and natural resource management as areas in which the WBG should focus its resources.

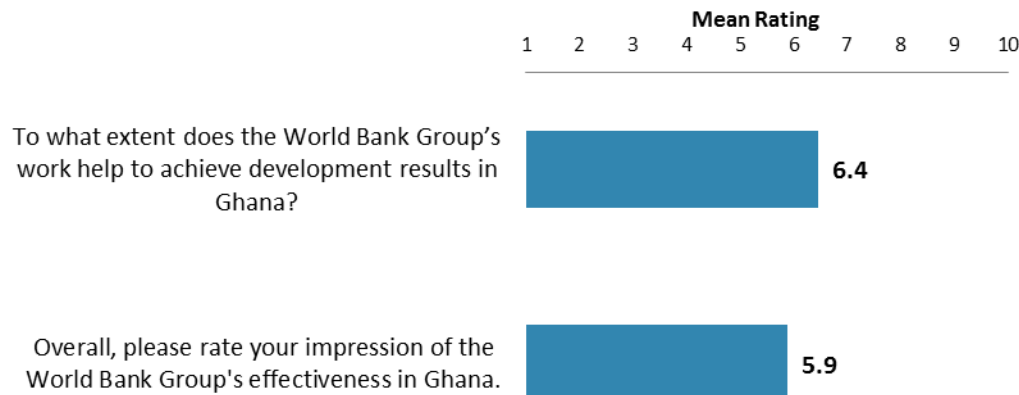


“When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 13 shown.)

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

### The World Bank Group's Overall Effectiveness (*Indicator Question*)

- Respondents from this year's country survey gave significantly lower ratings for the WBG's effectiveness in Ghana compared to respondents from the FY '11 country survey (6.7).
- Respondents from the Northern Sector gave significantly higher ratings for the WBG's effectiveness in Ghana compared to respondents from other geographic locations. Respondents from the Northern Sector also gave the highest ratings for the extent to which the WBG's work achieves development results in Ghana whereas respondents from the Southern and Eastern Sectors gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in Ghana and for the extent to which the WBG's work achieves development results in Ghana compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the WBG's work achieves development results in Ghana and for the WBG's effectiveness in Ghana.

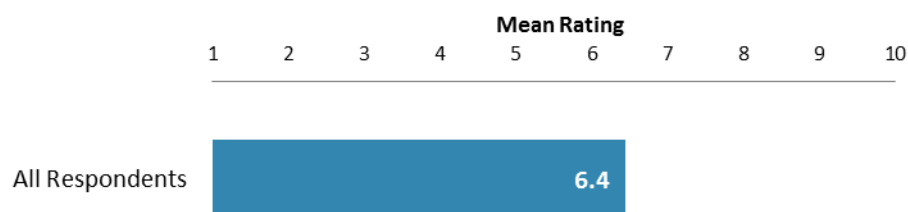


(1-"To no degree at all", 10-"To a very significant degree" and 1-"Not effective at all", 10-"Very effective")

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

### Staff Preparedness (*Indicator Question*)

- Respondents from the Northern Sector gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Ghana solve its most complicated development challenges compared to respondents from other geographic locations.
- Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Ghana solve its most complicated development challenges compared to respondents who do not collaborate with the WBG.
- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges.

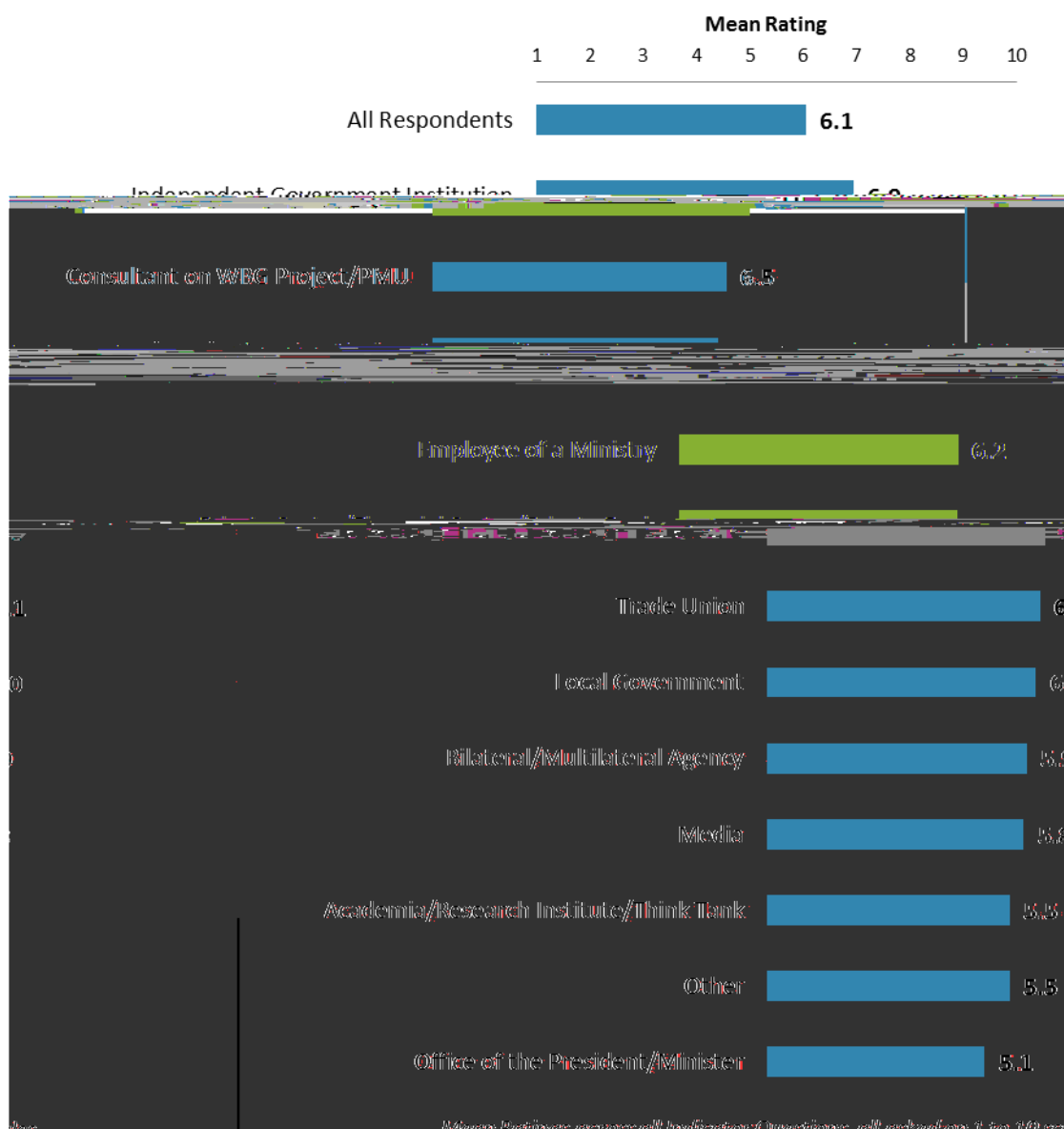


"To what extent do you agree that the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ghana solve its most complicated development challenges?"  
 (1- "To no degree at all", 10- "To a very significant degree")

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

### Overall Ratings for Indicator Questions

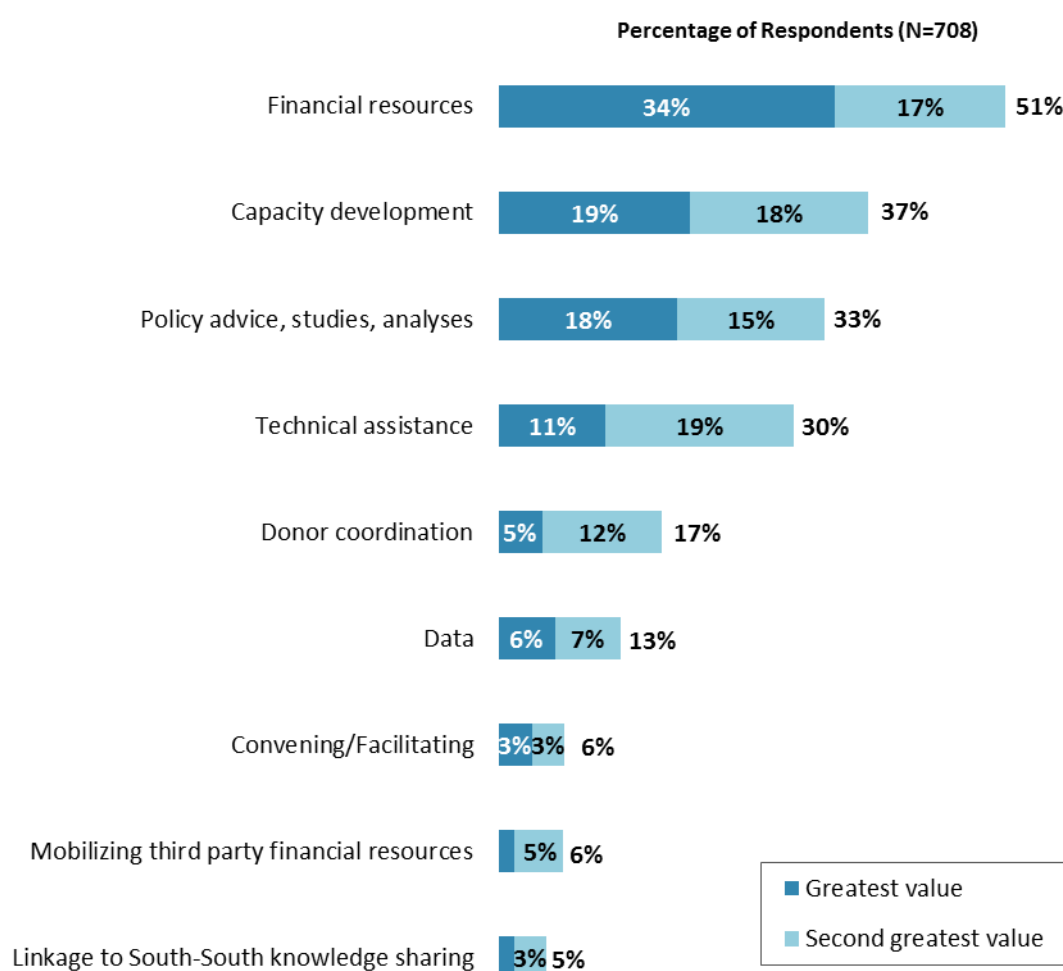
- Respondents from independent government institutions gave the highest ratings across all of the country survey indicator questions whereas respondents from the office of the President/Minister gave significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 165).



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

### WBG Activities: Greatest Value

- Respondents from the FY '11 country survey indicated that the WBG's technical advice (44%), policy and economic advice (34%), and financial resources (27%) were its greatest values to Ghana.
- Respondents from the office of the President/Minister, bilateral/multilateral agencies, and trade unions were significantly more likely to indicate that capacity development was the greatest value of the WBG compared to respondents from other stakeholder groups.

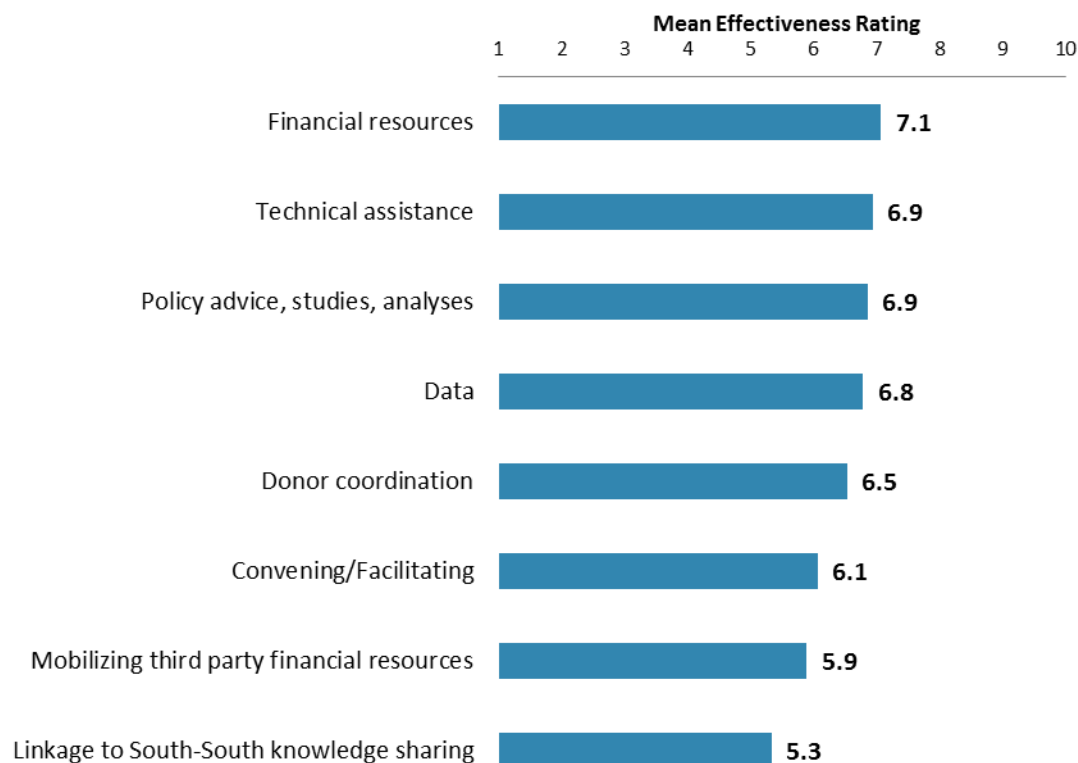


“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ghana?” (Respondents chose from a list.)

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

### WBG Activities: Effectiveness

- Respondents from independent government institutions gave the highest ratings for the effectiveness of the WBG's policy advice/studies/analyses whereas respondents from bilateral/multilateral agencies gave significantly lower ratings. Employees of ministries and respondents from independent government institutions gave the highest ratings for the effectiveness of the WBG's financial resources whereas respondents from trade unions gave significantly lower ratings. Respondents from independent government institutions gave the highest ratings for the effectiveness of the WBG's technical assistance whereas respondents from the office of the President/Minister and academia gave significantly lower ratings. Respondents from other organizations gave the highest ratings for the effectiveness of the WBG's mobilizing third party financial resources whereas respondents from trade unions gave significantly lower ratings. Employees of ministries and consultants on WBG-supported projects/PMUs gave the highest ratings for the effectiveness of the WBG's donor coordination whereas respondents from the office of the President/Minister gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the effectiveness of the WBG's convening/facilitating, data, policy advice/studies/analyses, financial resources, technical assistance, mobilizing third party financial resources, and donor coordination compared to respondents who do not collaborate with the WBG.

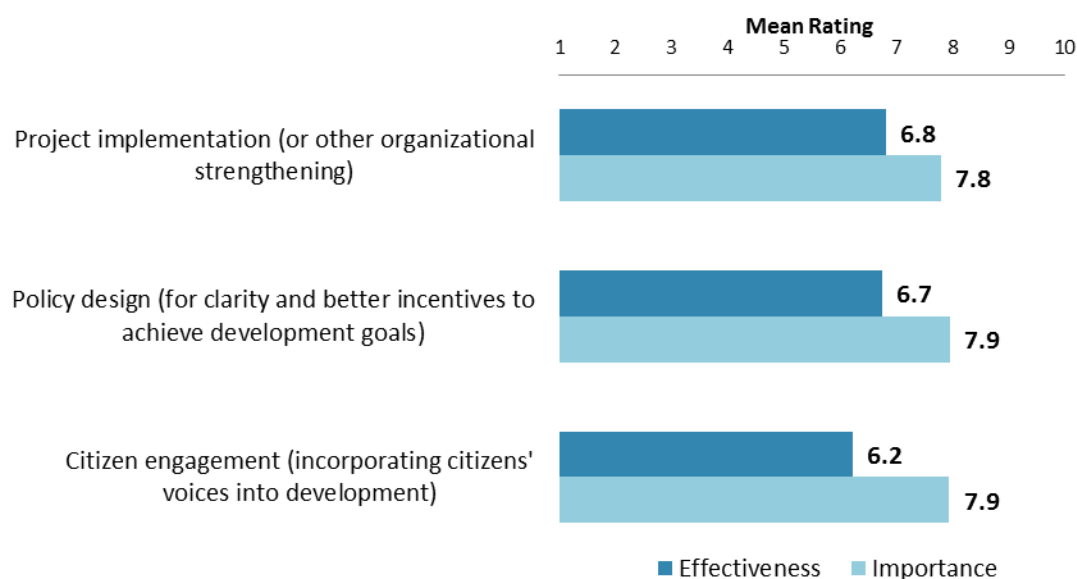


“How effectively do the World Bank Group's activities below support Ghana's efforts to achieve development results?” (1-“Not effective at all”, 10-“Very effective”)

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

### Capacity Building

- Respondents from independent government institutions gave the highest ratings for the WBG's effectiveness at project implementation whereas respondents from the media gave significantly lower ratings. Respondents from independent government institutions and employees of ministries gave the highest ratings for the WBG's effectiveness at citizen engagement whereas respondents from the media gave significantly lower ratings. Respondents from independent government institutions gave the highest ratings for the WBG's effectiveness at policy design whereas respondents from the office of the President/Minister and bilateral/multilateral agencies gave significantly lower ratings.
- Respondents from independent government institutions gave the highest ratings for the importance of the WBG being involved in project implementation whereas respondents from bilateral/multilateral agencies gave significantly lower ratings. Respondents from independent government institutions, employees of ministries, and consultants on WBG-supported projects/PMUs gave the highest ratings for the importance of the WBG being involved in citizen engagement whereas respondents from bilateral/multilateral agencies gave significantly lower ratings. Employees of ministries and respondents from independent government institutions and other organizations gave the highest ratings for the importance of the WBG being involved in policy design whereas respondents from the office of the President/Minister and trade unions gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness at project implementation, policy design, and citizen engagement compared to respondents who do not collaborate with the WBG.



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana?"

"When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"

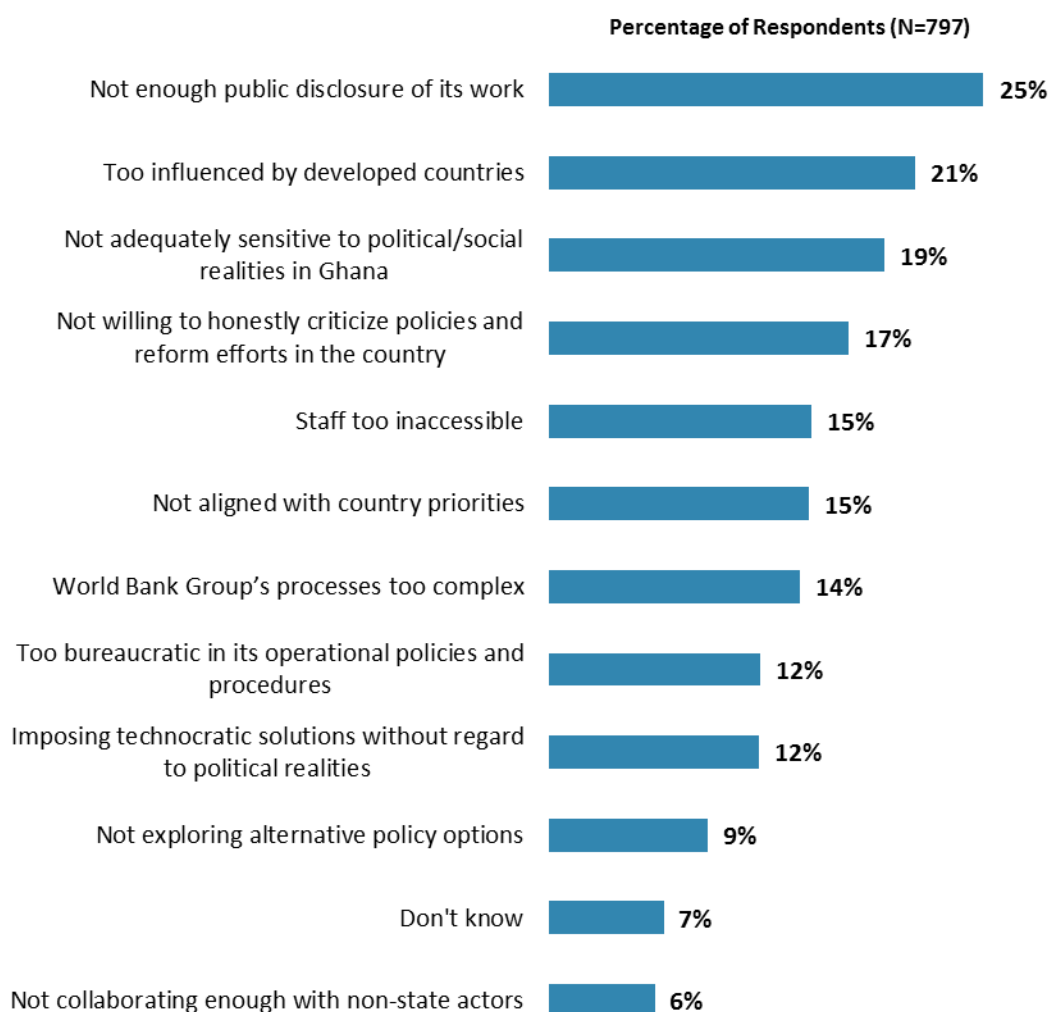
(1-"Not effective/important at all", 10-"Very effective/important")



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

### Greatest Weakness

- Respondents in the FY '11 survey indicated that the WBG's greatest weaknesses were imposing technocratic solutions without regard to political realities (32%) and being too bureaucratic in its operational policies and procedures (31%).
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's greatest weaknesses are that its staff is too inaccessible, the credibility of its knowledge/data, and not being willing to honestly criticize policies and reform efforts in the country compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate that its greatest weakness is not enough public disclosure of its work.



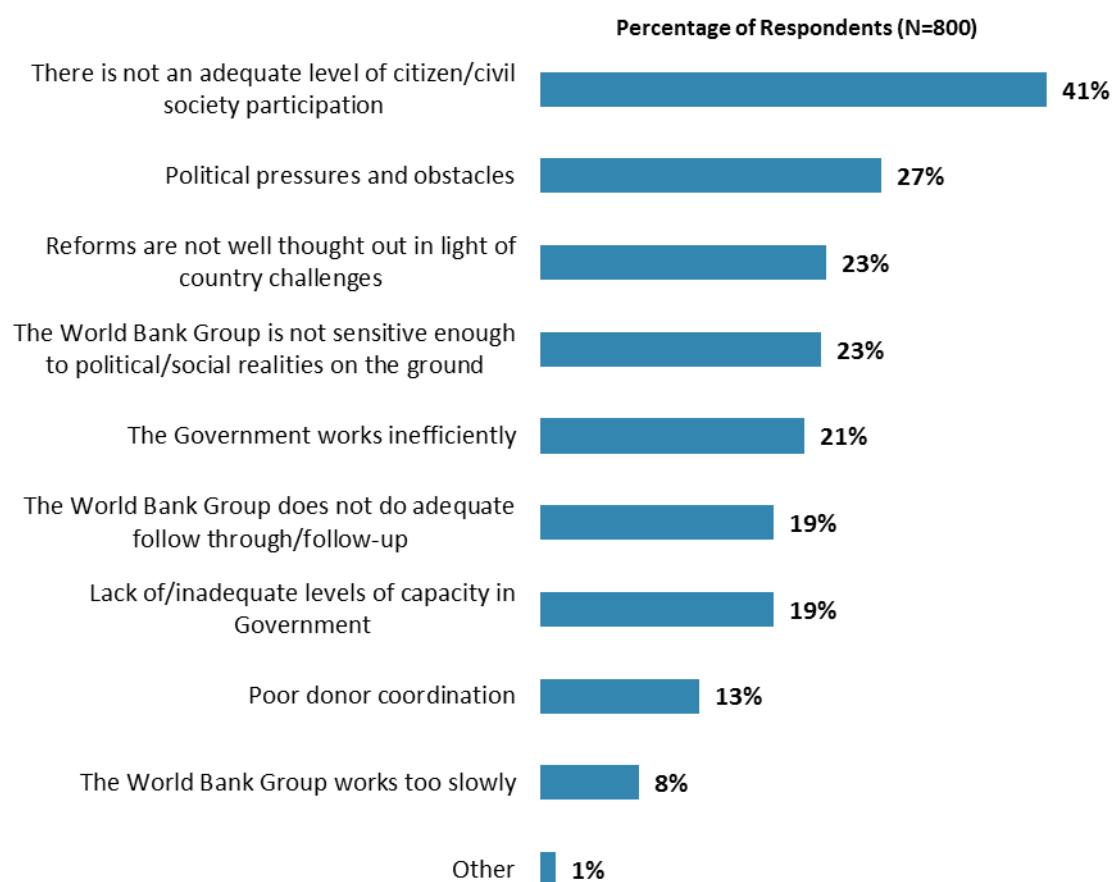
“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Ghana? (Choose no more than TWO)”

(Respondents chose from a list. Responses combined. Top 12 shown.)

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

### Attributing Failed/Slow Reform Efforts

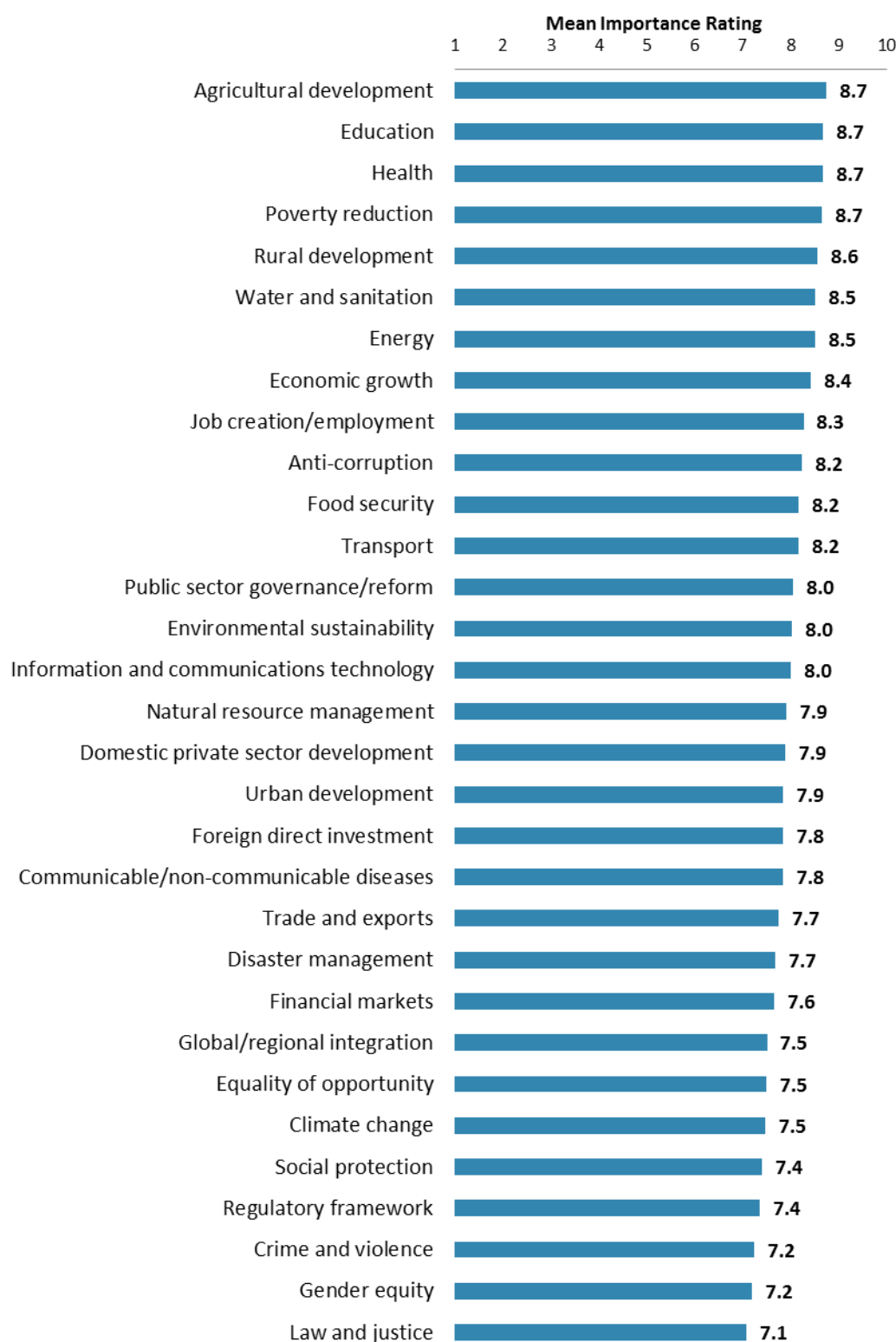
- Respondents in the FY '11 survey indicated that they attributed failed or slow reform efforts to political pressures and obstacles (41%).
- Respondents from the office of the President/Minister were significantly more likely to indicate that they attributed failed or slow reform efforts to poor donor coordination and the WBG working too slowly; respondents from the office of the President/Minister, the media, and academia were significantly *less* likely to indicate that they attributed failed or slow reform efforts to a lack of/inadequate levels of capacity in Government; and respondents from the office of the President/Minister, bilateral/multilateral agencies, and trade unions were significantly *less* likely to indicate that they attributed failed or slow reform efforts to reforms not being well thought out in light of Ghana's challenges compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that they attribute failed or slow reform efforts to a lack of/inadequate levels of capacity in Government compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate reforms not being well thought out in light of Ghana's challenges.



“When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VI. Sectors: Importance and Effectiveness

### Importance of Specific Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana?" (1-"Not important at all", 10-"Very important")

## VI. Sectors: Importance and Effectiveness (continued)

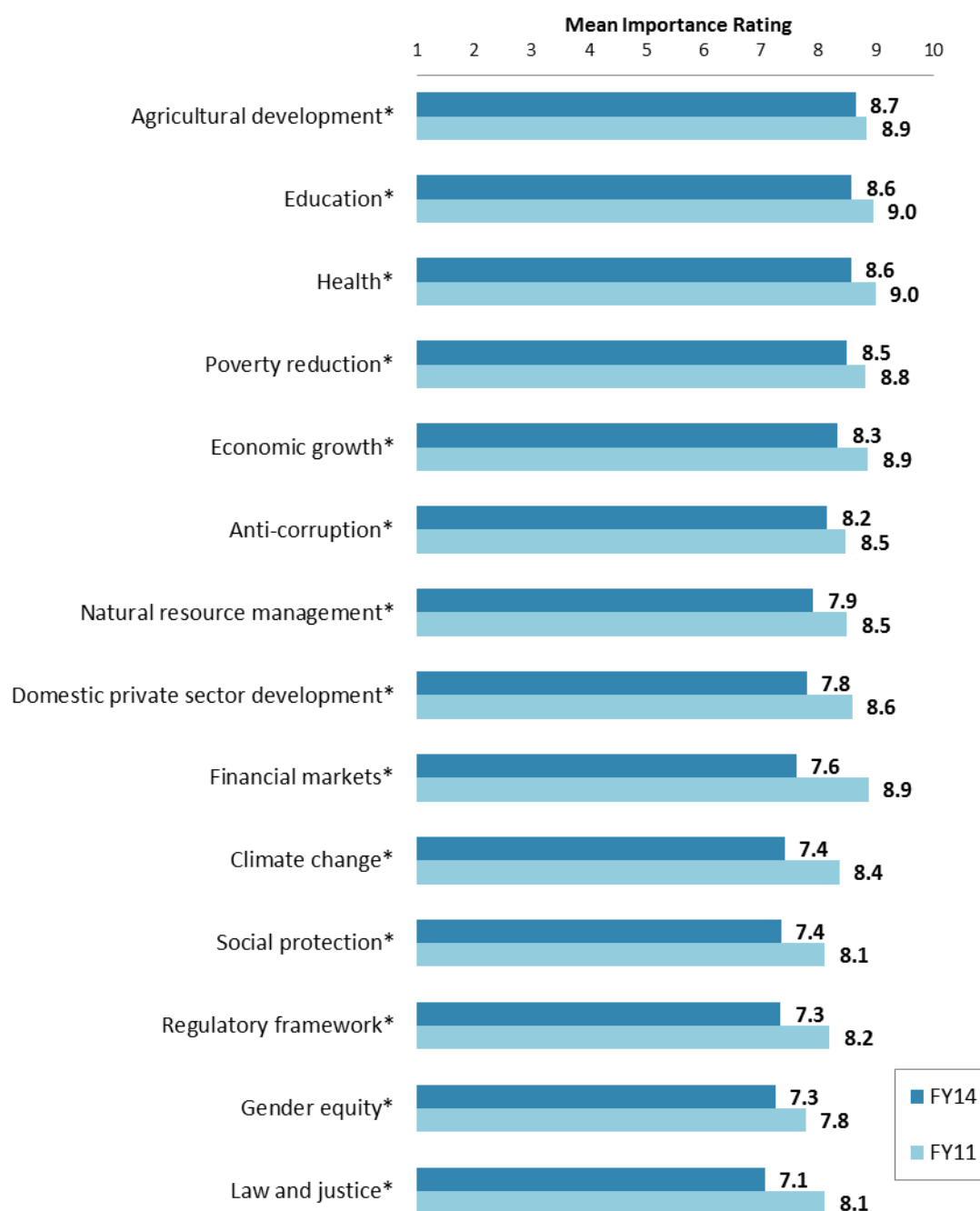
### Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among all but six of these thirty-one areas of development. For the most part, respondents from independent government institutions and trade unions tended to give the highest ratings of importance across these areas whereas respondents from bilateral/multilateral agencies and the office of the President/Minister tended to give significantly lower ratings of importance. Those areas that did not have significant stakeholder group differences were:
  - “Crime and violence”;
  - “Law and justice”;
  - “Regulatory framework”;
  - “Gender equity”;
  - “Foreign direct investment”;
  - “Public sector governance/reform”; and
  - “Climate change”.
- Respondents who do not collaborate with the WBG gave significantly higher ratings of importance for “Poverty reduction” compared to respondents who collaborate with the WBG.

## VI. Sectors: Importance and Effectiveness (continued)

### Importance of Specific Areas (continued)

- Respondents in this year's country survey gave significantly lower ratings of importance across all areas that could be compared to respondents from the FY '11 country survey.

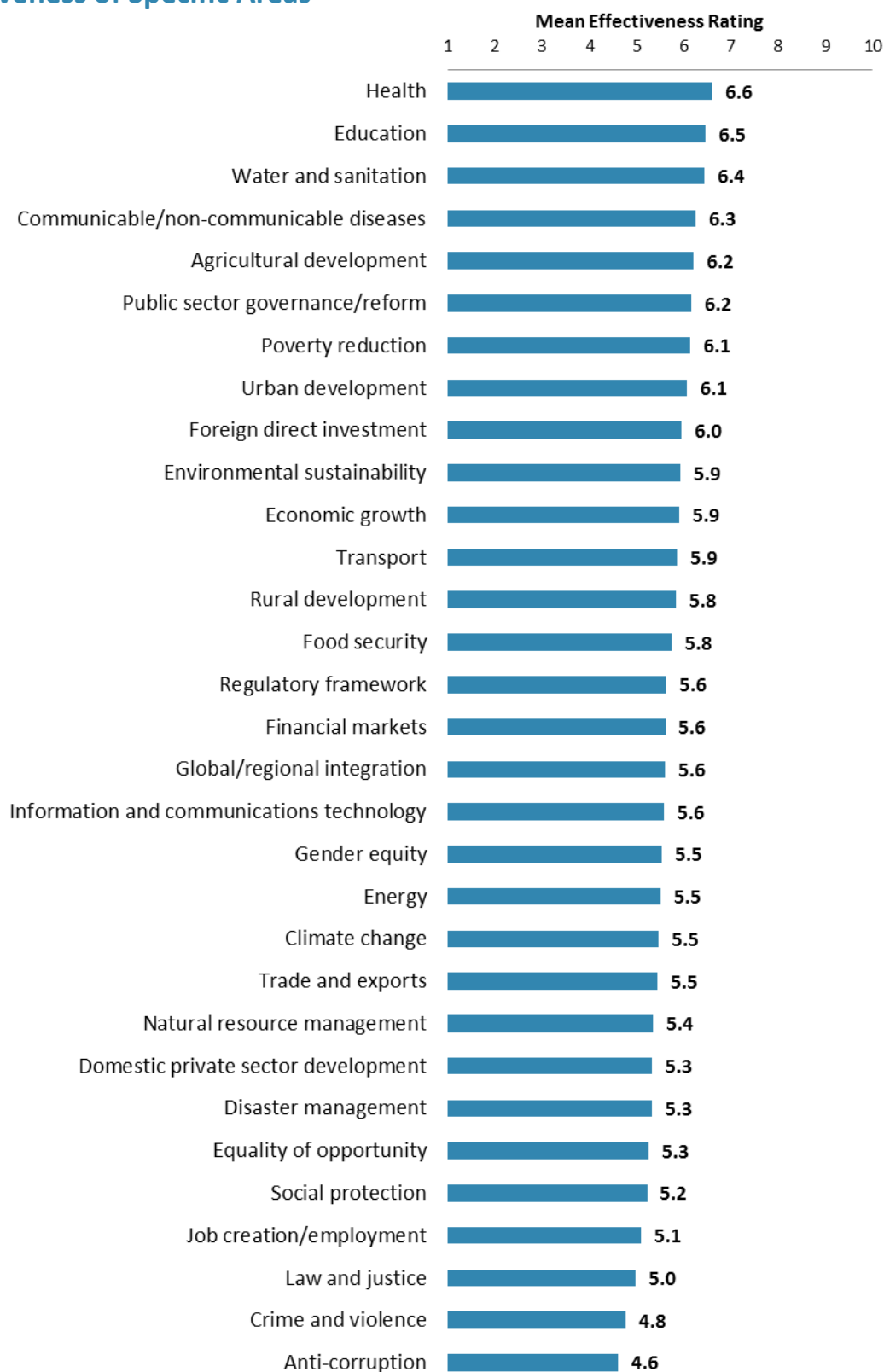


Note the respondent base from FY14 and FY11 is weighted to be comparable across surveys

\*Significantly different between FY14 and FY11

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?" (1-"Not effective at all", 10-"Very effective")

## VI. Sectors: Importance and Effectiveness (continued)

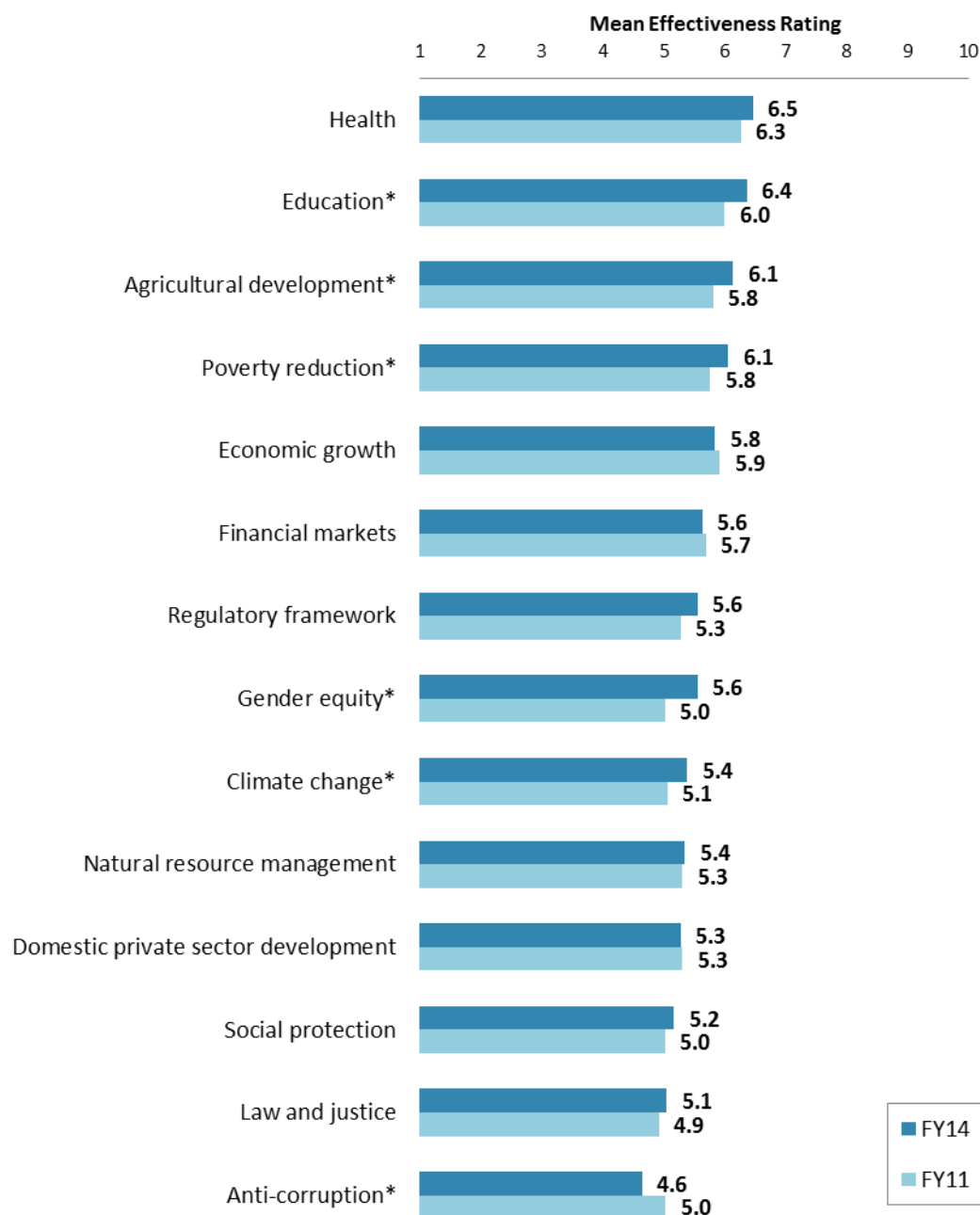
### Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 62), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 80), by geographic locations in Appendix C (see page 105), by WBG-collaborators in Appendix D (see page 122), and by respondents' specializations/sectors in Appendix F (see page 144).
- There were statistically significant stakeholder group differences among just four of these thirty-one areas of development. Those areas with statistically similar stakeholder group ratings were:
  - Employees of ministries gave the highest ratings for the WBG's effectiveness at "Communicable/non-communicable diseases" whereas respondents from the office of the President/Minister gave significantly lower effectiveness ratings;
  - Employees of ministries and respondents from local government gave the highest ratings for the WBG's effectiveness at "Water and sanitation" whereas respondents from the office of the President/Minister gave significantly lower effectiveness ratings;
  - Employees of ministries and respondents from local government gave the highest ratings for the WBG's effectiveness at "Health" whereas respondents from trade unions gave significantly lower effectiveness ratings; and
  - Employees of ministries and respondents from the office of the President/Minister, local government, and bilateral/multilateral agencies gave the highest ratings for the WBG's effectiveness at "Climate change" whereas consultants on WBG-supported projects/PMUs and respondents from the media gave significantly lower effectiveness ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness across all but four of these thirty-one areas of development areas compared to respondents who do not collaborate with the WBG. Those areas that did not have significant differences were:
  - "Anti-corruption";
  - "Transport";
  - "Law and justice"; and
  - "Financial markets".

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas (continued)

- Respondents in this year's country survey gave higher ratings for the WBG's effectiveness across most areas that could be compared to respondents from the FY '11 country survey. Those differences that reached statistical significance are noted in the graph.



*Note the respondent base from FY14 and FY11 is weighted to be comparable across surveys*

*\*Significantly different between FY14 and FY11*



## VI. Sectors: Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Ghana, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

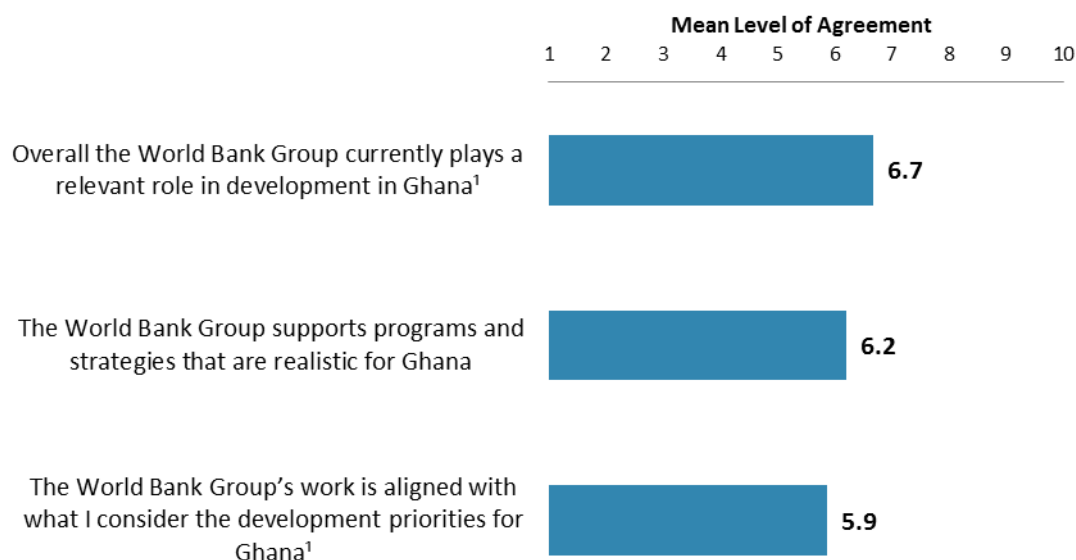
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Ghana. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at health; and
  - The WBG's effectiveness at communicable/non-communicable diseases.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Ghana, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at communicable/non-communicable diseases;
  - The WBG's effectiveness at health; and
  - The WBG's effectiveness at economic growth.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Ghana

- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG is aligned with their development priorities for Ghana compared to respondents from the FY '11 country survey (6.1).
- Respondents from independent government institutions had the highest levels of agreement that the WBG plays a relevant role in development in Ghana whereas respondents from the office of the President/Minister had significantly lower levels of agreement. Consultants on WBG-supported projects/PMUs and respondents from independent government institutions and trade unions had the highest levels of agreement that the WBG supports realistic programs and strategies for Ghana whereas respondents from the office of the President/Minister had significantly lower levels of agreement.
- Respondents from the Northern Sector gave significantly higher ratings for all three of these aspects of the WBG's work in Ghana compared to respondents from other geographic locations.
- Respondents who collaborate with the WBG gave significantly higher ratings for all three of these aspects of the WBG's work in Ghana compared to respondents who do not collaborate with the WBG.

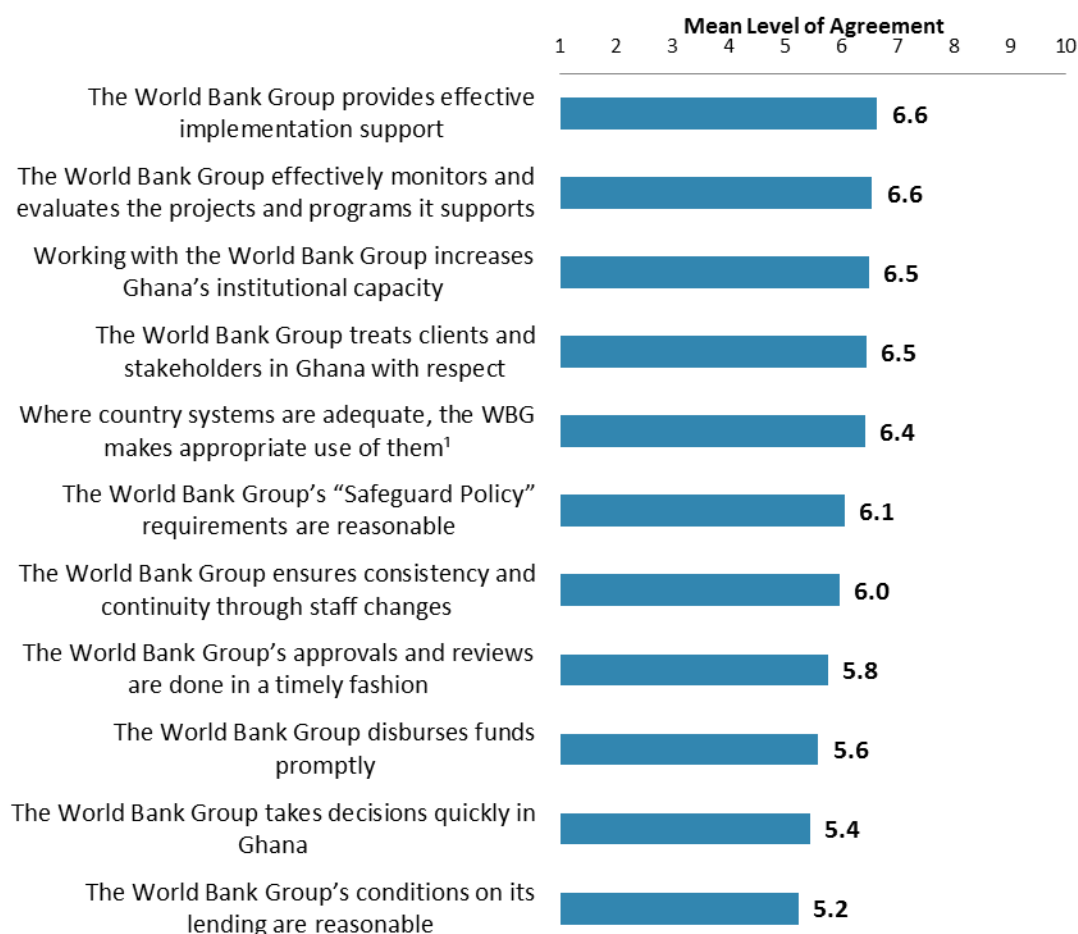


"To what extent do you agree with the following statements about the World Bank Group's work in Ghana?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly higher levels of agreement that working with the WBG increases institutional capacity and that the WBG treats clients and stakeholders with respect, but significantly *lower* levels of agreement that the WBG's conditions on its lending are reasonable compared to respondents from the FY '11 survey (5.7, 6.0, and 5.6, respectively).
- There were significant stakeholder group differences in their levels of agreement regarding all but two of these aspects of how the WBG operates in Ghana. For the most part, respondents from trade unions and independent government institutions tended to have the highest levels of agreement whereas respondents from the office of the President/Minister and bilateral/multilateral agencies tended to have significantly lower levels of agreement. Those areas that *did not* have significant stakeholder group differences were working with the WBG increases institutional capacity and the WBG ensures consistency through staff changes.
- Respondents from the Northern Sector gave significantly higher ratings for all of these aspects of how the WBG in Ghana operates compared to respondents from other locations.
- Respondents who collaborate with the WBG had significantly higher levels of agreement across all of these aspects of how the WBG operates in Ghana compared to respondents who do not collaborate with the WBG.



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- Respondents from this year's country survey gave significantly higher ratings for the WBG's "Straightforwardness and honesty" compared to respondents from the FY '11 country survey (5.9).
- There were statistically significant stakeholder group differences among all but one of these aspects of the WBG being an effective development partner (only "The speed in which it gets things accomplished on the ground" had statistically similar ratings). For the most part, respondents from independent government institutions and employees of ministries tended to have the highest ratings across these aspects whereas respondents from the office of the President/Minister, the media, and other organizations tended to have significantly lower ratings.
- There were significant location differences among all of these aspects as well. For the most part, respondents from the Northern Sector gave significantly higher ratings than respondents from other locations.

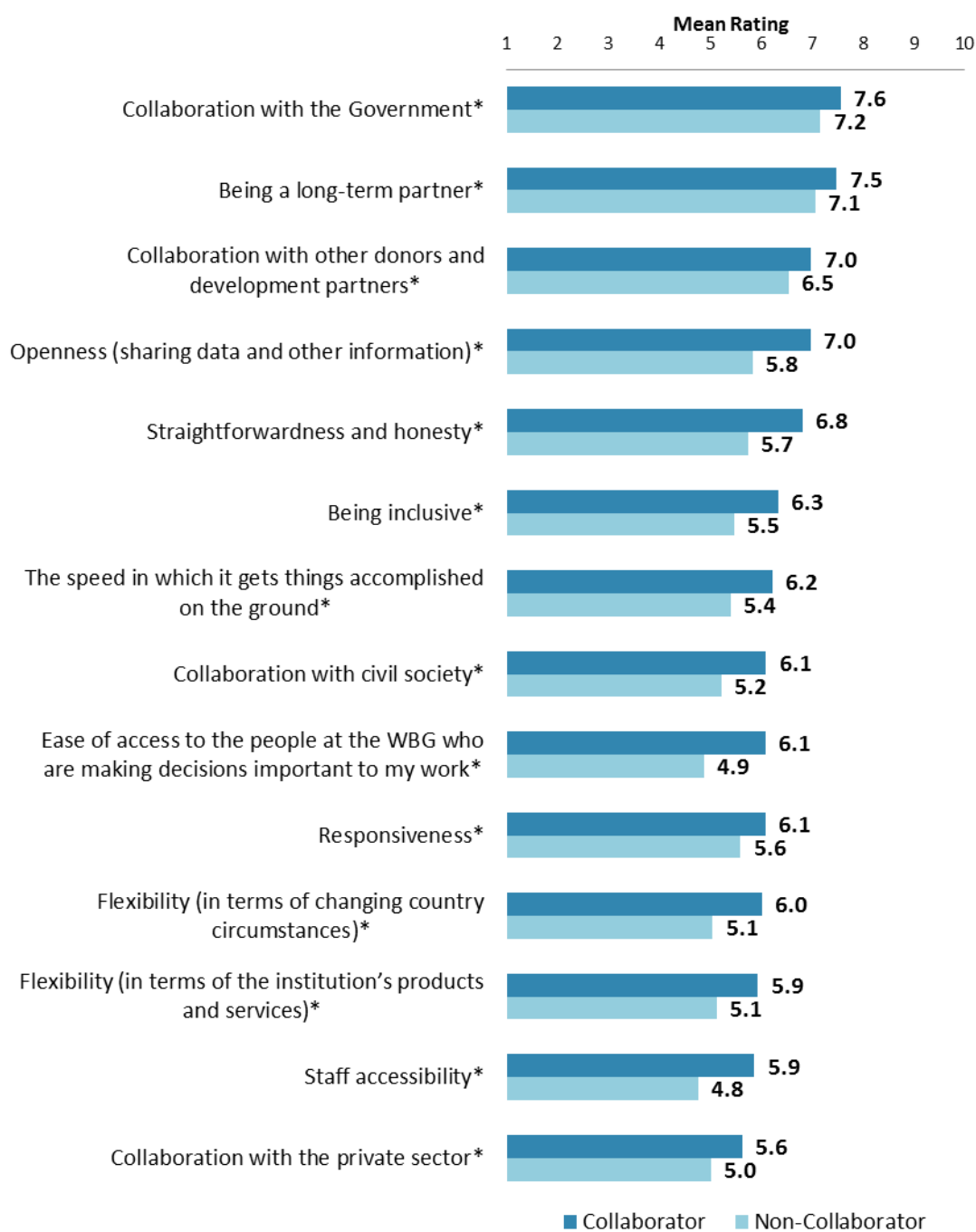


"To what extent is the World Bank Group an effective development partner in Ghana, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner (continued)

- Respondents who indicated that they collaborated with the WBG gave significantly higher ratings across all aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate.



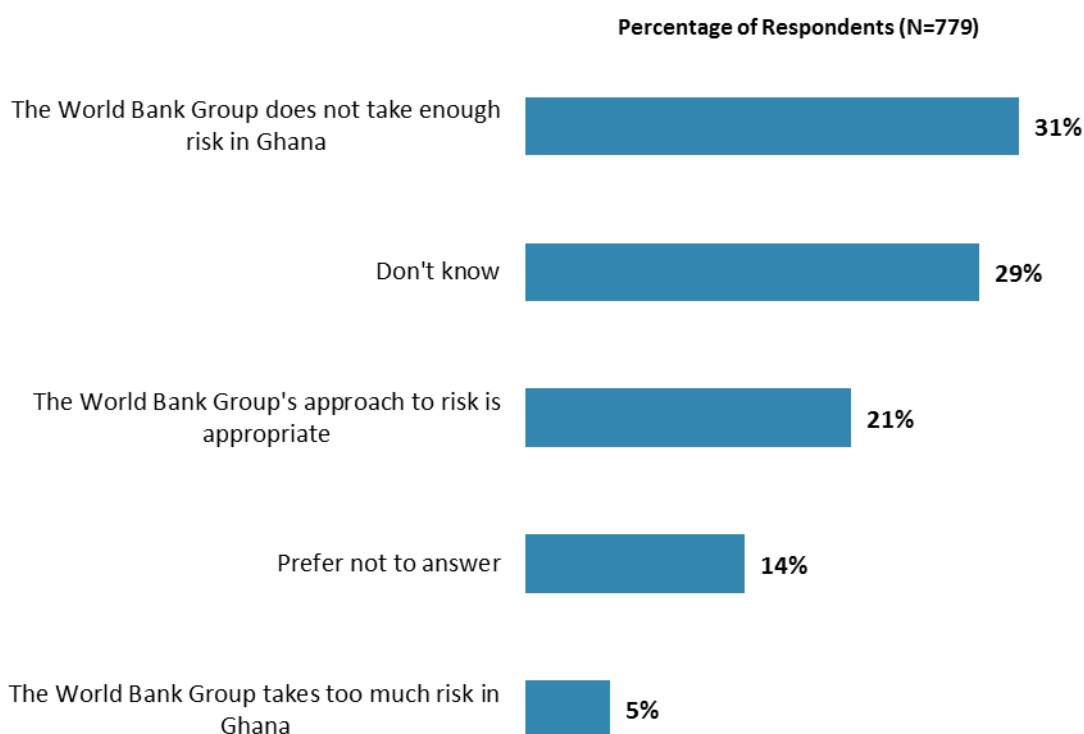
"To what extent is the World Bank Group an effective development partner in Ghana, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Significantly different between those who collaborate and those who do not

## VII. How the World Bank Group Operates (continued)

### Risk-Taking

- Respondents from bilateral/multilateral agencies were the most likely to indicate that the WBG takes too much risk in Ghana. Consultants on WBG-supported projects/PMUs were the most likely to indicate that the WBG does not take enough risk in Ghana. Respondents from local government were the most likely to indicate that the WBG's approach is appropriate. Respondents from the media, academia, and other organizations were the most likely to indicate that they didn't know.
- Respondents who indicated that they collaborate with the WBG were significantly more likely to indicate that the WBG's approach is appropriate or that the WBG does not take enough risk in Ghana whereas respondents who do not collaborate with the WBG were more likely to indicate that they didn't know.

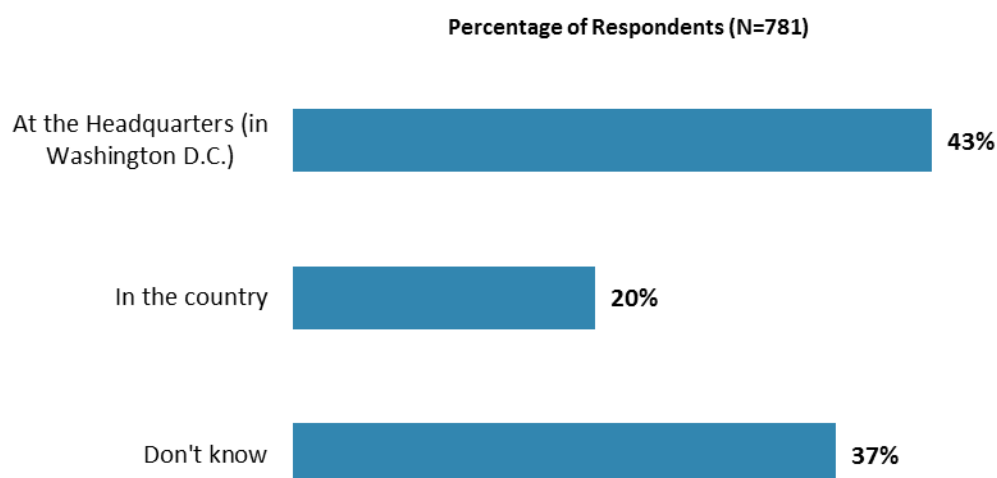


"Which of the following best describes the way the World Bank Group operates in Ghana?"  
(Respondents chose from a list.)

## VII. How the World Bank Group Operates (continued)

### Where Decisions are Made

- Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from the office of the President/Minister, bilateral/multilateral agencies, NGOs/CBOs/private foundations, independent government institutions, and trade unions indicated that the WBG's decisions are made at Headquarters. Respondents from local government, the private sector/financial sector/private banks, and other organizations were split between the WBG's decisions being made at Headquarters and not knowing. Respondents from the media and academia indicated that they didn't know.
- Respondents who indicated that they collaborate with the WBG were significantly more likely to indicate that decisions were made at Headquarters compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate that they didn't know.

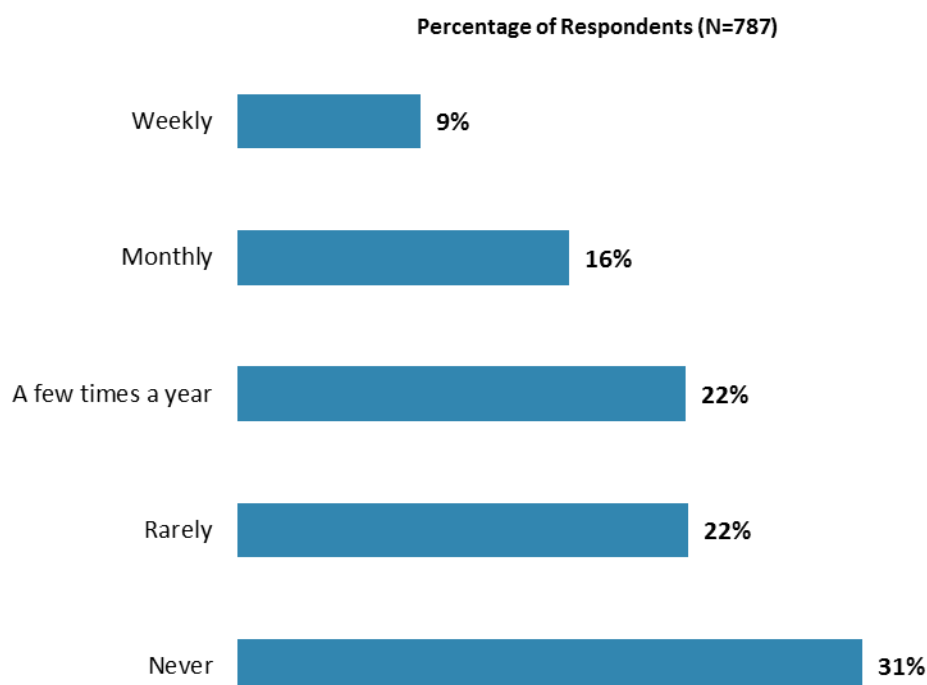


"Where are the World Bank Group's decisions made primarily that support the program in Ghana?" (Respondents chose from a list.)

## VIII. World Bank Group Knowledge and Instruments

### Frequency of Consulting World Bank Group Knowledge Work and Activities

- Consultants on WBG-supported projects/PMUs and respondents from bilateral/multilateral agencies and independent government institutions reported the most frequent usage of WBG knowledge work and activities (approximately half indicating weekly/monthly usage) whereas respondents from the office of the President/Minister, academia, and other organizations reported significantly less frequent usage (more than half indicated rarely or never using).
- Respondents who indicated that they collaborate with the WBG reported significantly more frequent usage of WBG knowledge work and activities (nearly half indicated weekly/monthly usage) compared to respondents who indicated that they did not collaborate (more than two-thirds indicated rarely or never using).



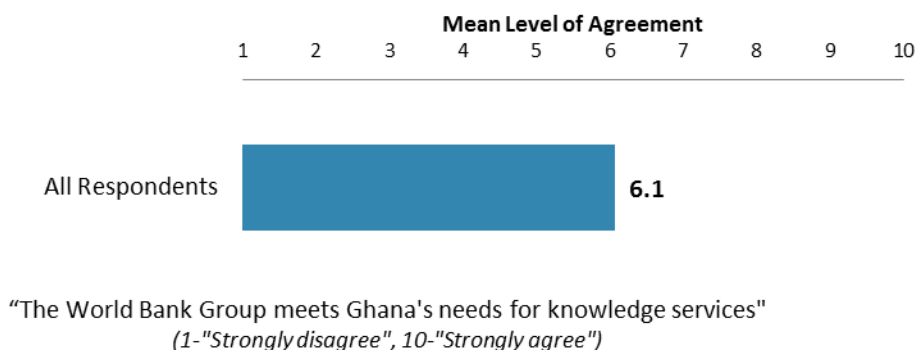
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



## VIII. World Bank Group Knowledge and Instruments (continued)

### Meeting Ghana's Knowledge Needs (*Indicator Question*)

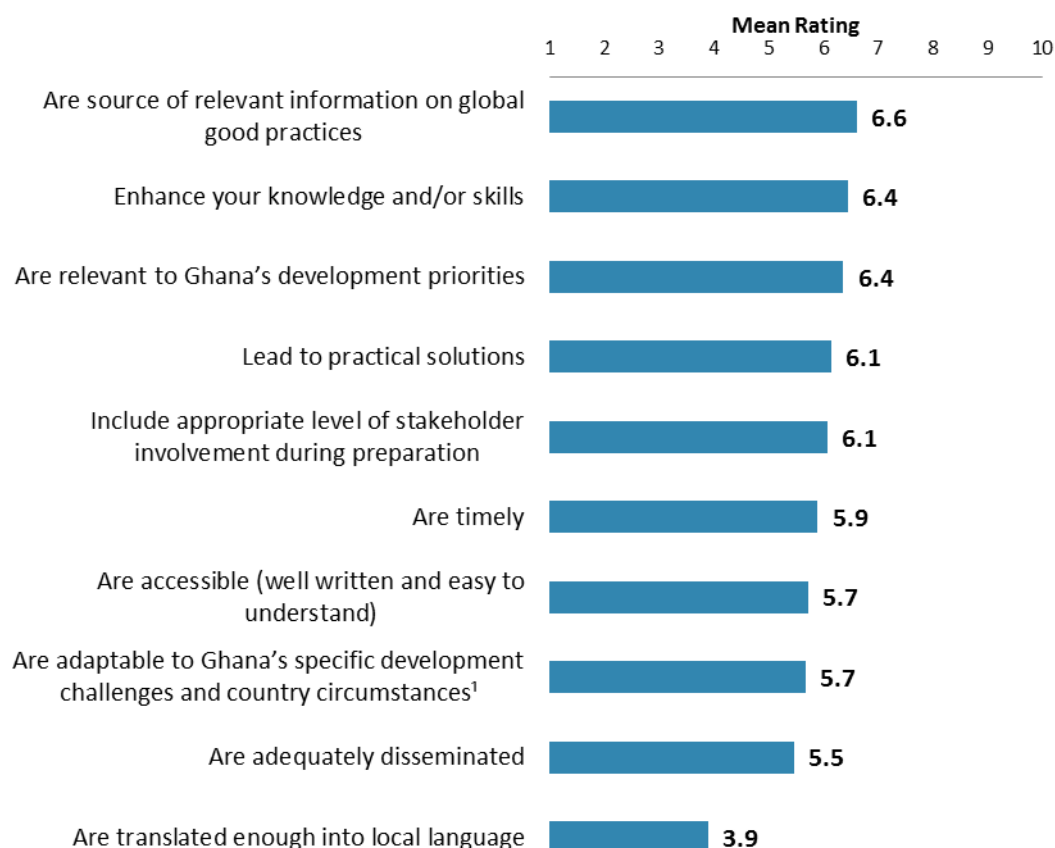
- Consultants on WBG-supported projects/PMUs and respondents from independent government institutions had the highest levels of agreement that the WBG meets Ghana's needs for knowledge services whereas respondents from the office of the President/Minister had significantly lower levels of agreement.
- Respondents from the Northern Sector had significantly higher levels of agreement that the WBG meets Ghana's needs for knowledge services compared to respondents from other locations.
- Respondents who indicated that they collaborate with the WBG had significantly higher levels of agreement that the WBG meets Ghana's needs for knowledge services compared to respondents who do not collaborate with the WBG.



## VIII. World Bank Group Knowledge and Instruments (continued)

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

- Respondents in this year's country survey gave significantly *lower* ratings for the extent to which the WBG's knowledge work and activities are adaptable to Ghana's specific challenges compared to respondents from the FY '11 country survey (6.0).
- There were statistically significant stakeholder group differences among several of these qualities of the WBG's knowledge work and activities. For the most part, respondents from independent government institutions tended to have the highest ratings whereas respondents from the media and bilateral/multilateral agencies tended to have significantly lower ratings. The statistically significant qualities were "Lead to practical solutions", "Are accessible", "Are source of relevant information on global good practices", "Enhance your knowledge and/or skills", and "Are adequately disseminated".
- Respondents from the Northern Sector gave significantly higher ratings for the extent to which the WBG's knowledge work and activities "Are adaptable to Ghana's specific development challenges and country circumstances" compared to respondents from other locations (comparisons across all aspects can be found in the Appendix, see page 105).
- Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across all of these aspects of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.

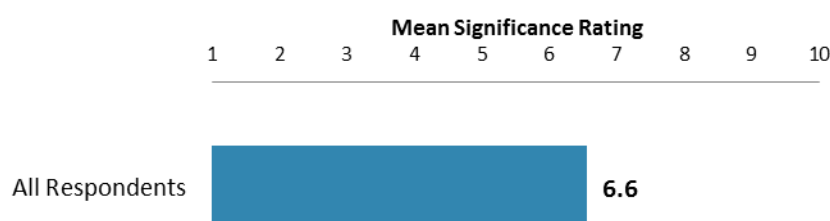


"In Ghana, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1- "To no degree at all", 10- "To a very significant degree") <sup>1</sup>Indicator Question

## VIII. World Bank Group Knowledge and Instruments (continued)

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

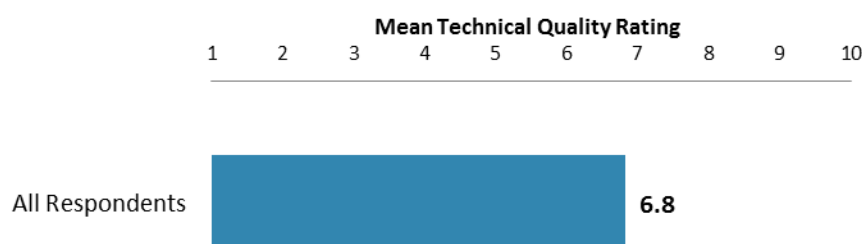
- Respondents from the Northern Sector had the highest ratings regarding the significance of the contribution of the WBG's knowledge work whereas respondents from the Southern and Eastern sectors had significantly lower ratings.
- Respondents who indicated that they collaborate with the WBG had significantly higher ratings regarding the significance of the contribution of the WBG's knowledge work compared to respondents who indicated that they do not collaborate with the WBG.
- Respondents across stakeholder groups had statistically similar ratings regarding the significance of the contribution of the WBG's knowledge work.



“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”)

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

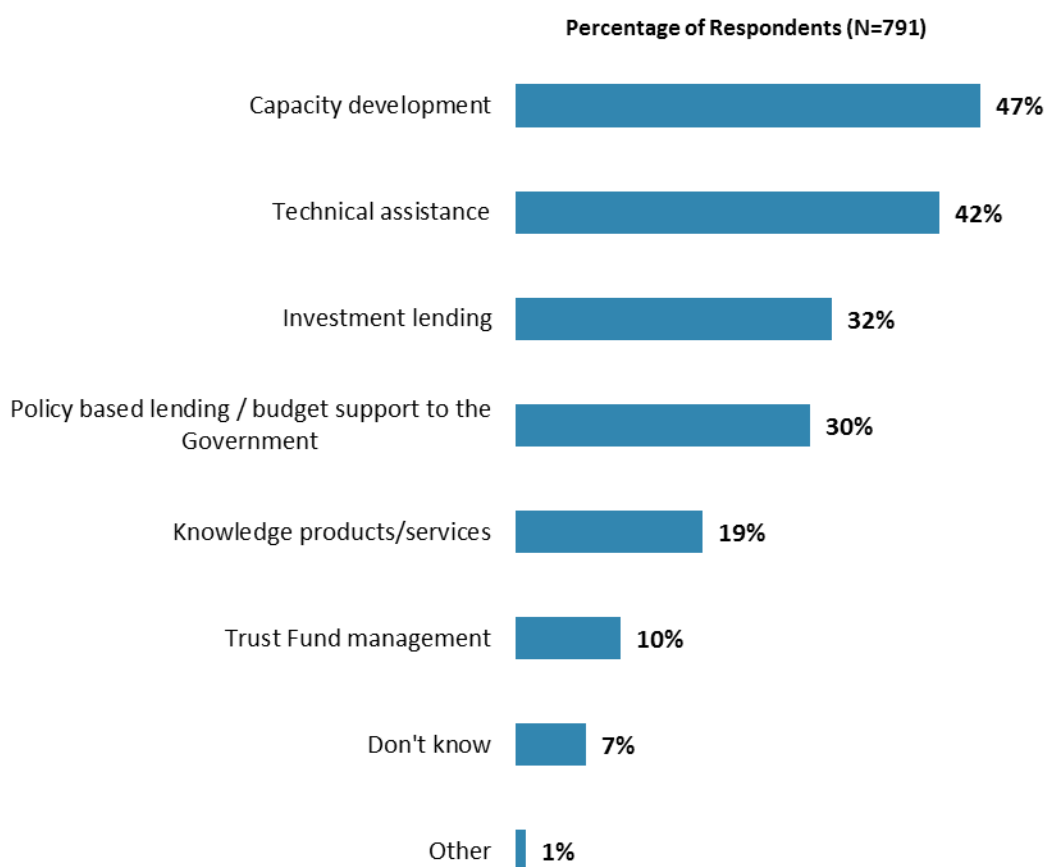
- Respondents from the Northern Sector had the highest ratings regarding the technical quality of the WBG's knowledge work and activities whereas respondents from the Southern sector had significantly lower ratings.
- Respondents who collaborate with the WBG had significantly higher ratings regarding the technical quality of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG.
- Respondents across stakeholder groups had statistically similar ratings regarding the technical quality of the WBG's knowledge work and activities.



“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”)

## VIII. World Bank Group Knowledge and Instruments (continued)

### Most Effective Instruments

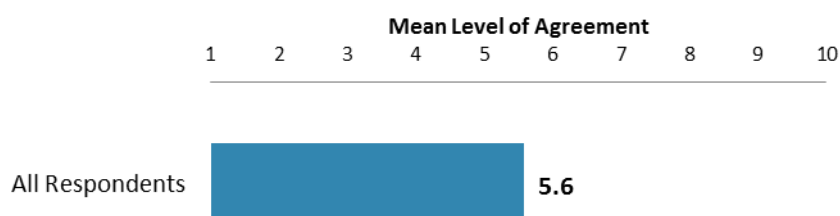


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group Knowledge and Instruments (continued)

### Meeting Ghana's Needs for Financial Instruments (*Indicator Question*)

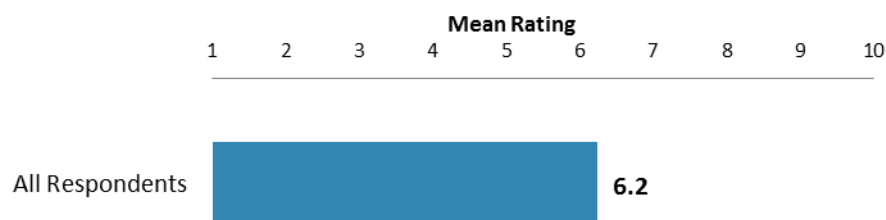
- Consultants on WBG-supported projects/PMUs had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Ghana whereas respondents from the office of the President/Minister and academia had significantly lower levels of agreement.
- Respondents from the Northern Sector had significantly higher levels of agreement that the WBG's financial instruments meet the needs of Ghana compared to respondents from other locations.
- Respondents who indicated that they collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the needs of Ghana compared to respondents who indicated that they do not collaborate with the WBG.



"The World Bank Group's financial instruments meet the needs of Ghana"  
(1-"Strongly disagree", 10-"Strongly agree")

### Measuring and Correcting in Real Time

- Respondents from independent government institutions had the highest ratings that the WBG measures and corrects its work in real time in Ghana whereas respondents from other organizations had significantly lower ratings.
- Respondents who collaborate with the WBG had significantly higher ratings that the WBG measures and corrects its work in real time in Ghana compared to respondents who do not collaborate with the WBG.

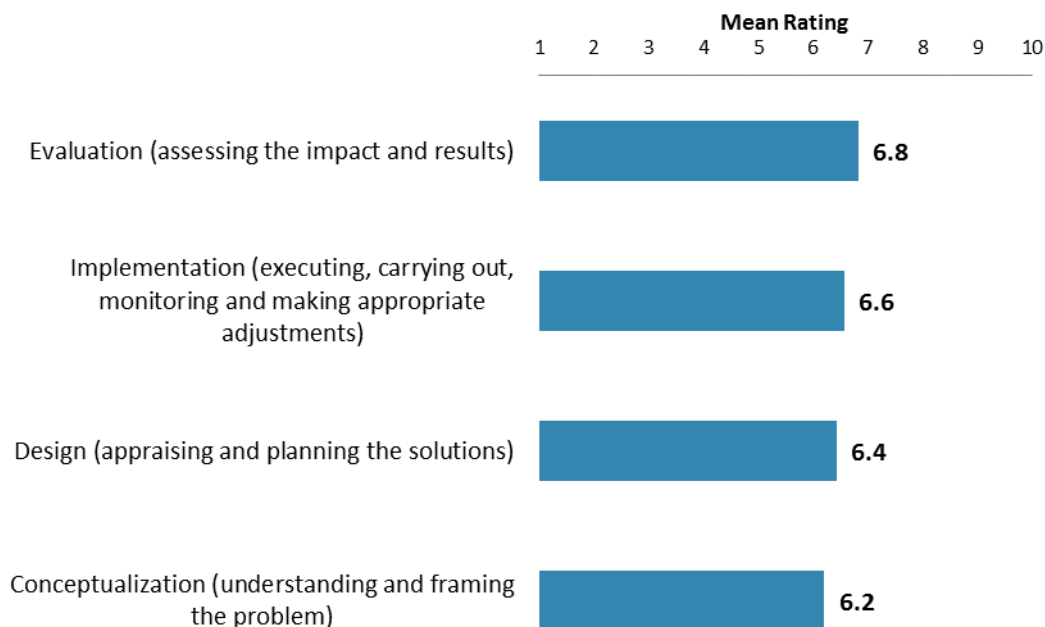


"To what extent do you believe the World Bank Group measures and corrects its work  
in real time in Ghana?" (1-"To no degree at all", 10-"To a very significant degree")

## VIII. World Bank Group Knowledge and Instruments (continued)

### Technical Assistance/Advisory Work

- Respondents who collaborate with the WBG gave significantly higher ratings that the WBG's delivery work contributes to evaluation, design, implementation, and conceptualization compared to respondents who do not collaborate with the WBG.

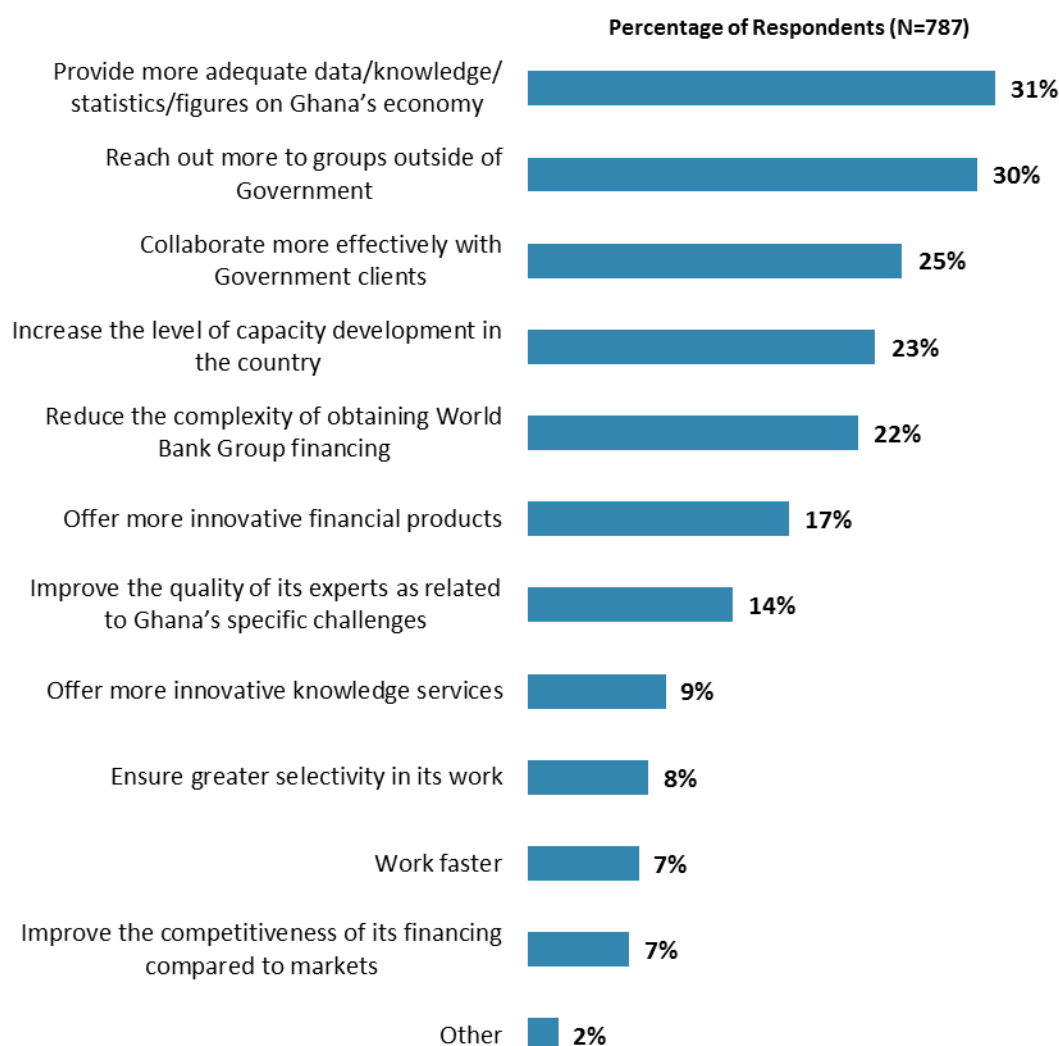


"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Ghana's development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the World Bank Group in Ghana

### Making the World Bank Group of Greater Value

- Respondents from the FY '11 survey indicated that the WBG should reduce the complexity of obtaining financing (42%) and improve the quality of its experts as related to Ghana's specific challenges (40%) to make itself of greater value in Ghana.
- Respondents from the media and independent government institutions were significantly *less* likely to indicate that the WBG should reach out more to groups outside of Government compared to respondents from other stakeholder groups.
- Respondents who indicated that they collaborate with the WBG were significantly more likely to indicate that the WBG should provide more adequate data/knowledge/statistics/figures on Ghana's economy, ensure greater selectivity in its work, and improve the competitiveness of its financing compared to markets compared to respondents who do not collaborate with the WBG who were significantly more likely to indicate that the WBG should reduce the complexity of obtaining WBG financing.

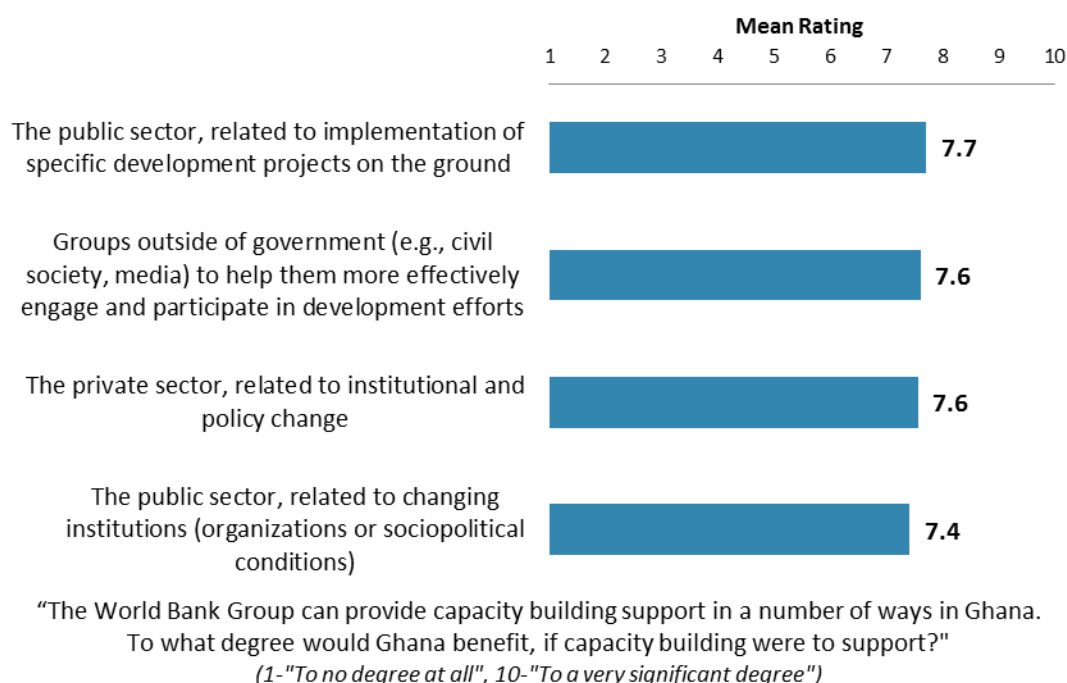


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank Group in Ghana (continued)

### Capacity Building

- Respondents from independent government institutions gave the highest ratings for the extent to which Ghana would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, whereas respondents from academia gave significantly lower ratings. Respondents from independent government institutions gave the highest ratings for the extent to which Ghana would benefit from WBG capacity building support to the public sector, related to changing institutions, whereas respondents from trade unions and academia gave significantly lower ratings.
- Respondents who indicated that they collaborate with the WBG gave significantly higher ratings for the extent to which Ghana would benefit from WBG capacity building support to the public sector, related to changing institutions, compared to respondents who indicated that they do not collaborate with the WBG.

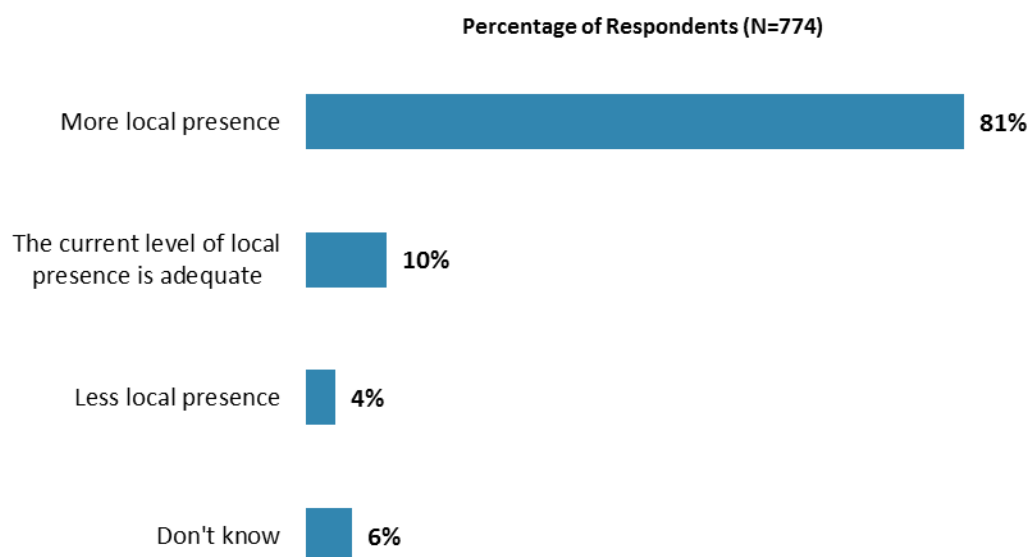




## IX. The Future Role of the World Bank Group in Ghana (continued)

### Local Presence in Ghana

- Respondents from bilateral/multilateral agencies were significantly *less* likely to indicate that to be a more effective development partner to Ghana, the WBG should have more local presence compared to respondents from other stakeholder groups.
- Respondents who indicated that they collaborate with the WBG were significantly more likely to indicate that the WBG should have more local presence compared to respondents who do not collaborate with the WBG.

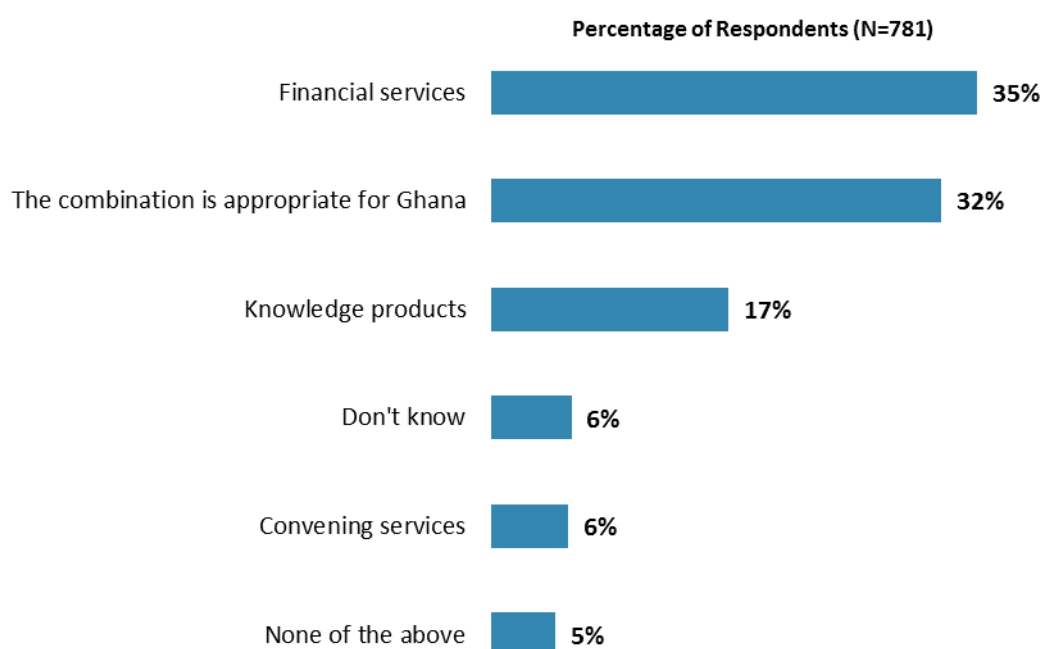


"To be a more effective development partner in Ghana, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

## IX. The Future Role of the World Bank Group in Ghana (continued)

### Focusing Services

- Employees of ministries and respondents from the office of the President/Minister, private sector/financial sector/private banks, NGOs/ CBOs/private foundations, the media, trade unions, academia and other organizations indicated that the WBG should offer more financial services in Ghana. Respondents from bilateral/ multilateral agencies indicated that the WBG should offer more knowledge products in Ghana. Consultants on WBG-supported projects/PMUs and respondents from local government and independent government institutions indicated that the combination of services is appropriate.

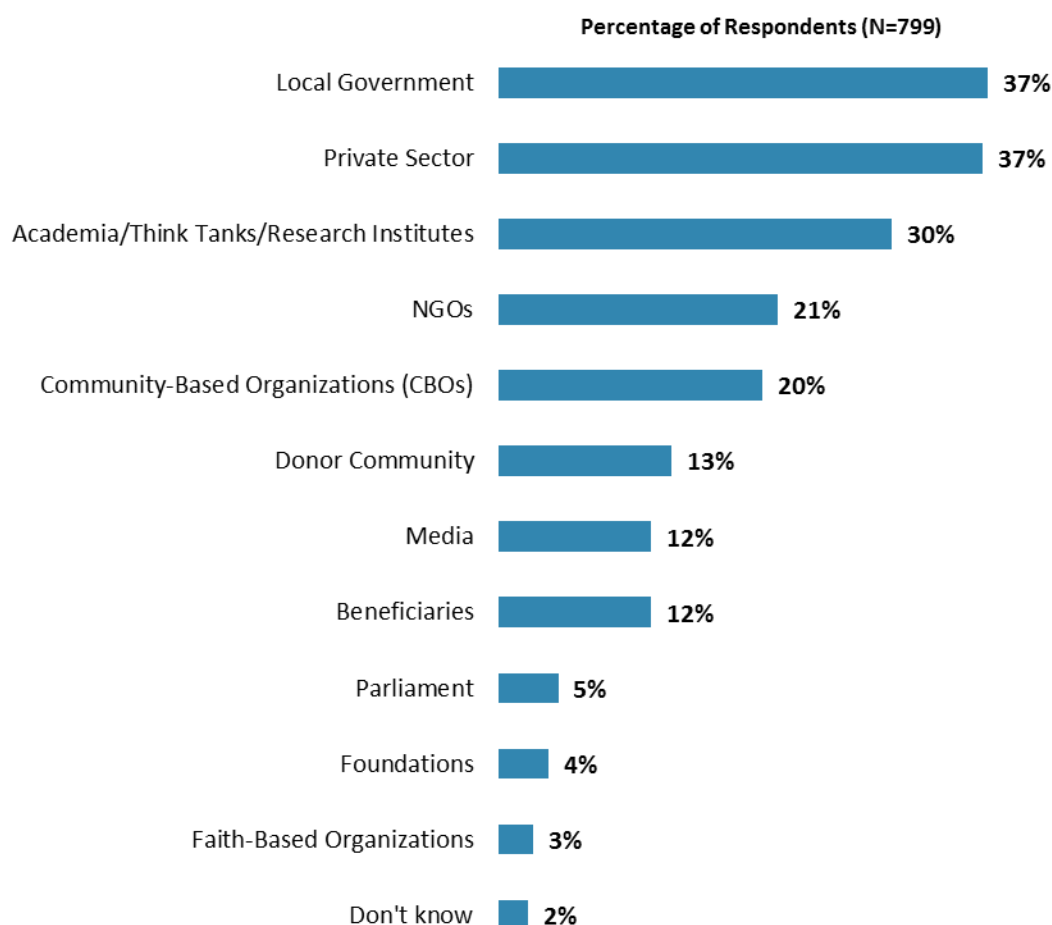


“When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana? (Select only ONE response)”  
(Respondents chose from a list.)

## IX. The Future Role of the World Bank Group in Ghana (continued)

### Collaborating with Stakeholders in Ghana

- Respondents from the FY '11 country survey indicated that the WBG should work more closely with local government (44%), private sector (39%), and NGOs (35%) to ensure better development results in Ghana.
- Compared to respondents from other stakeholder groups, respondents from the office of the President/Minister and academia were significantly more likely to indicate that the WBG should collaborate more with academia; employees of ministries indicated that the WBG should collaborate more with donor communities; respondents from bilateral/multilateral agencies and the media indicated that the WBG should collaborate more with the media; consultants on WBG-supported projects/PMUs and respondents from NGOs/CBOs/private foundations, independent government institutions, and trade unions indicated that the WBG should collaborate more with NGOs; respondents from local government indicated that the WBG should collaborate more with local government; and respondents from bilateral/multilateral agencies indicated that the WBG should collaborate more with foundations.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should collaborate more with donor communities compared to respondents who do not collaborate with the WBG.

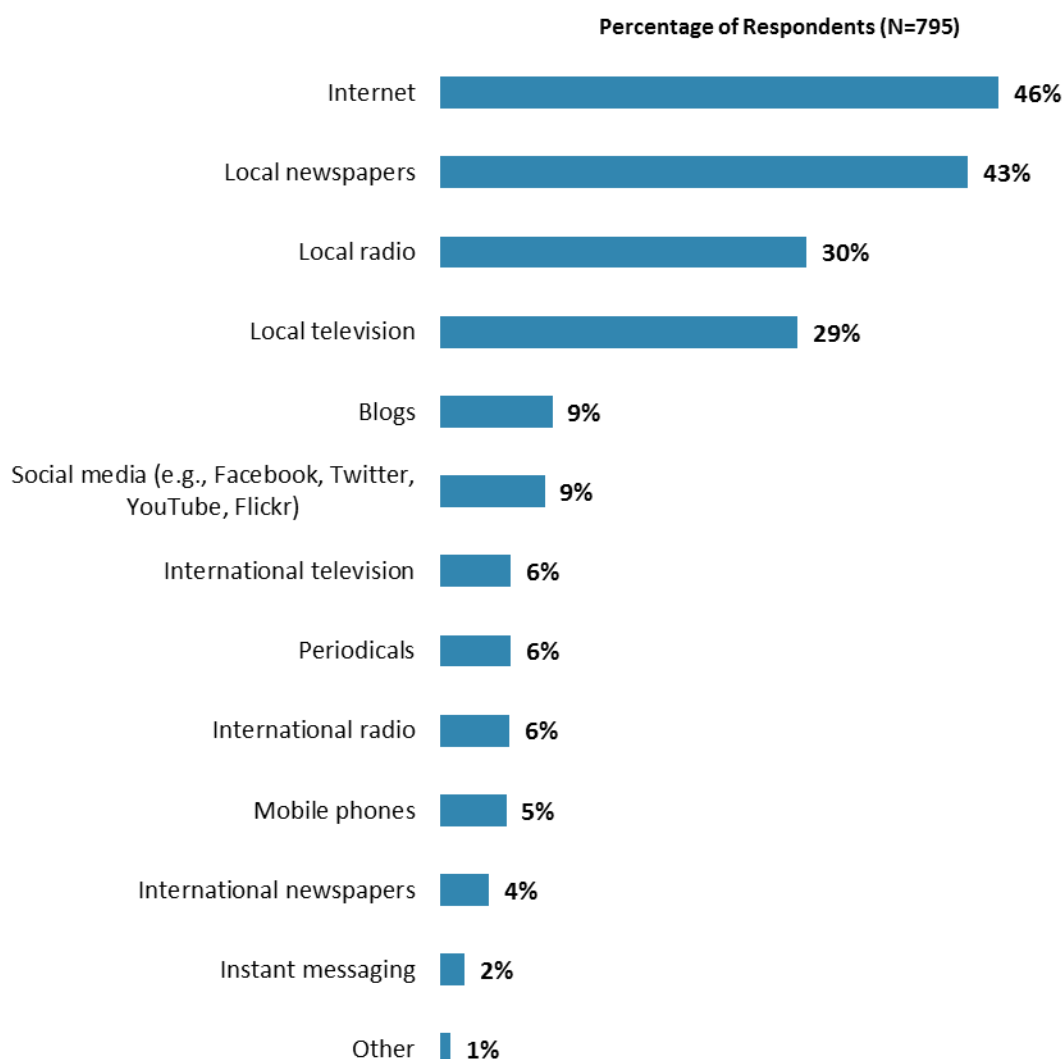


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### Information Sources

- Respondents in the FY '11 country survey indicated that they got most of their information about economic and social development issues in Ghana from local newspapers (75%).
- Respondents from bilateral/multilateral agencies were significantly *less* likely to indicate that they got most of their information from local newspapers, but were significantly more likely to indicate that they got their information from international newspapers, compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that they got most of their information from the Internet, blogs, and mobile phones compared to respondents who do not collaborate with the WBG, who were significantly more likely to utilize local newspapers, local radio, and local television.

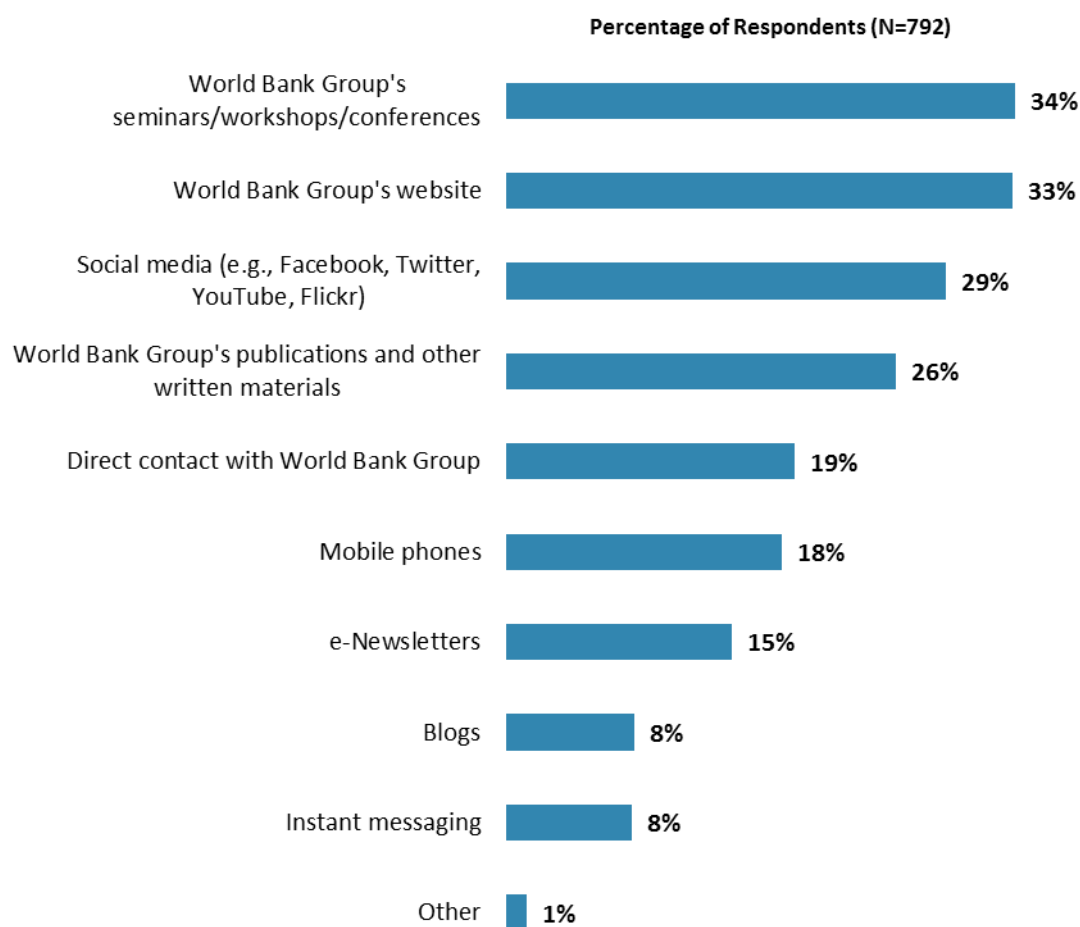


“How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources

- Respondents from the FY '11 country survey were most likely to prefer the WBG's website (68%).

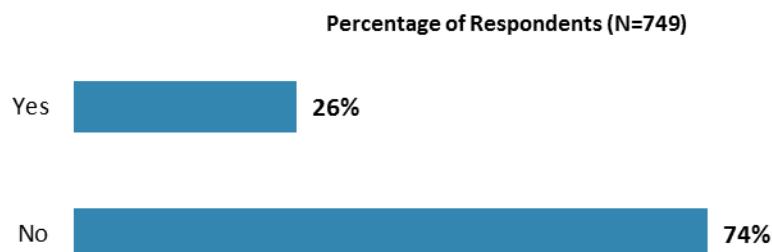


“How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

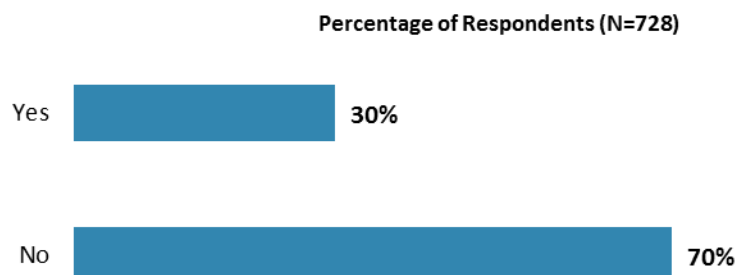
### Access to Information

- Respondents from this year's country survey had statistically similar rates of awareness for the WBG's Access to Information Policy compared to respondents from the FY '11 country survey (27%).
- Consultants on WBG-supported projects/PMUs and respondents from the office of the President/Minister, bilateral/multilateral agencies, and NGOs/CBOs/private foundations were significantly more likely to be aware of the WBG's Access to Information Policy compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to be aware of the WBG's Access to Information Policy compared to respondents who do not collaborate with the WBG.



"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

- 
- Respondents from this year's country survey had statistically similar rates of requesting information compared to respondents from the FY '11 country survey (29%).
  - Consultants on WBG-supported projects/PMUs and respondents from bilateral/multilateral agencies and independent government institutions were significantly more likely to have requested information from the WBG in the past year compared to respondents from other stakeholder groups.
  - Respondents who collaborate with the WBG were significantly more likely to have requested information from the WBG in the past year compared to respondents who do not collaborate with the WBG.

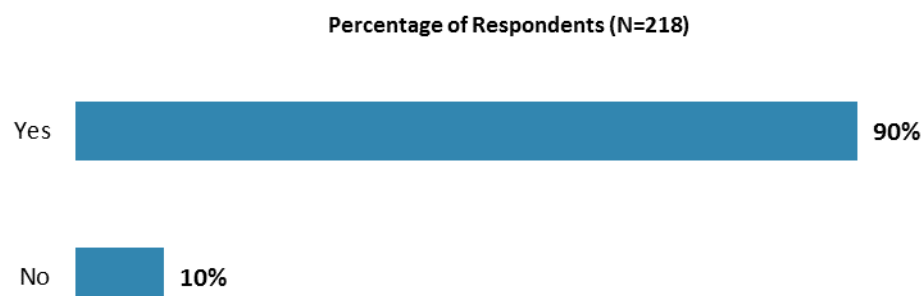


"Have you requested information from the World Bank Group on its activities in the past year?"

## X. Communication and Openness (continued)

### Access to Information (continued)

- Respondents from this year's country survey had significantly higher rates of obtaining their requested information compared to respondents from the FY '11 survey (63%).
- Respondents from the media were significantly *less* likely to have obtained their requested information compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to have obtained their requested information compared to respondents who do not collaborate with the WBG.



“Were you able to obtain this information?”

- Consultants on WBG-supported projects/PMUs had the highest levels of agreement that they consult the WBG's data more often than they did a few years ago whereas respondents from academia and other organizations had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they consult the WBG's data more often than they did a few years ago compared to respondents who do not collaborate with the WBG.

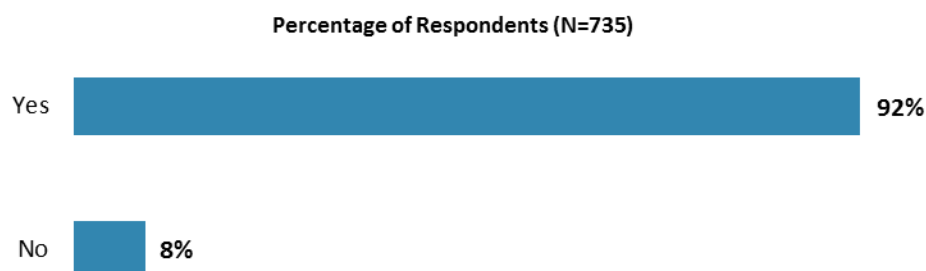


“Please rate how much you agree with the following statements.”  
(1-“Strongly disagree”, 10-“Strongly agree”)

## X. Communication and Openness (continued)

### Internet Access

- Respondents from this year's country survey had significantly higher rates of Internet access compared to respondents from the FY '11 country survey (86%).
- Respondents who collaborate with the WBG were significantly more likely to have Internet access compared to respondents who do not collaborate with the WBG.

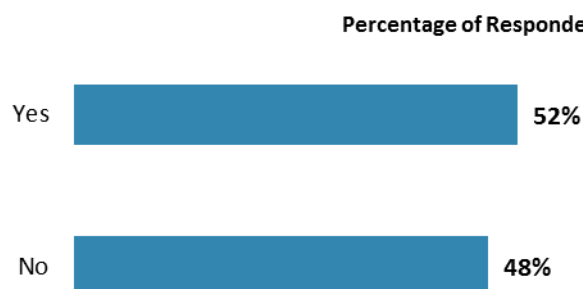


"Do you have access to the Internet?"

---

### Website Usage

- Respondents in this year's country survey had significantly *lower* rates of usage of the WBG's website compared to respondents from the FY '11 country survey (65%).
- Consultants on WBG-supported projects/PMUs and respondents from independent government institutions were significantly more likely to have used the WBG's website compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to have used the WBG's website compared to respondents who do not collaborate with the WBG.



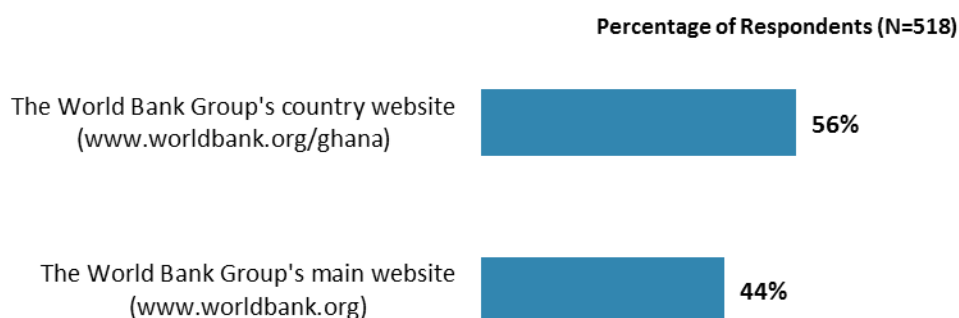
"Do you use/have you used the World Bank Group website?"



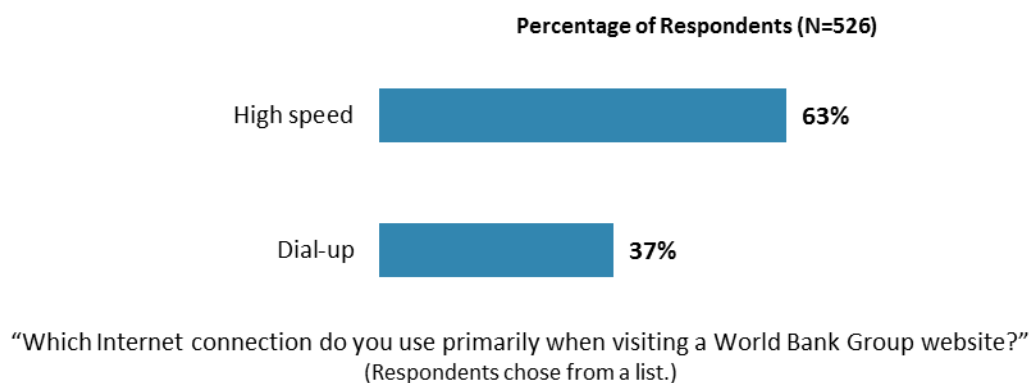
## X. Communication and Openness (continued)

### Website Usage (continued)

- Respondents in this year's country survey were significantly *less* likely to use the WBG's country website compared to respondents from the FY '11 country survey (69%).



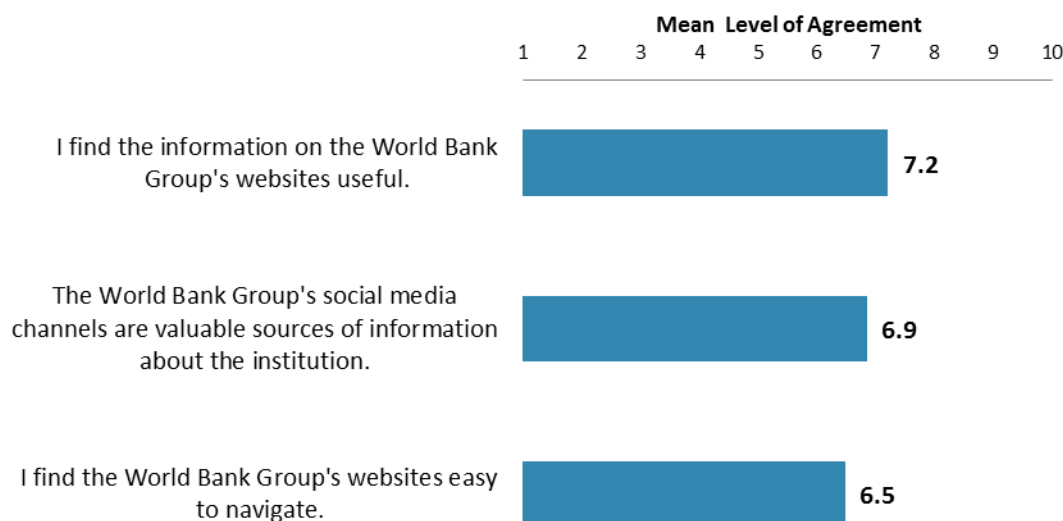
"Which do you primarily use?" (Respondents chose from a list.)



## X. Communication and Openness (continued)

### Website/Social Media Evaluation

- Respondents from this year's country survey had significantly higher levels of agreement that they find the information on the websites useful compared to respondents from the FY '11 country survey (6.7).
- Respondents from independent government institutions had significantly higher levels of agreement that they find the WBG's websites easy to navigate whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement. Respondents from the private sector/financial sector/private banks and trade unions had significantly higher levels of agreement that the WBG's social media channels are valuable sources of information whereas respondents from the office of the President/Minister and bilateral/multilateral agencies had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they find the WBG's websites easy to navigate, that they find the information on the websites useful, and that the WBG's social media channels are valuable sources of information compared to respondents who do not collaborate with the WBG.

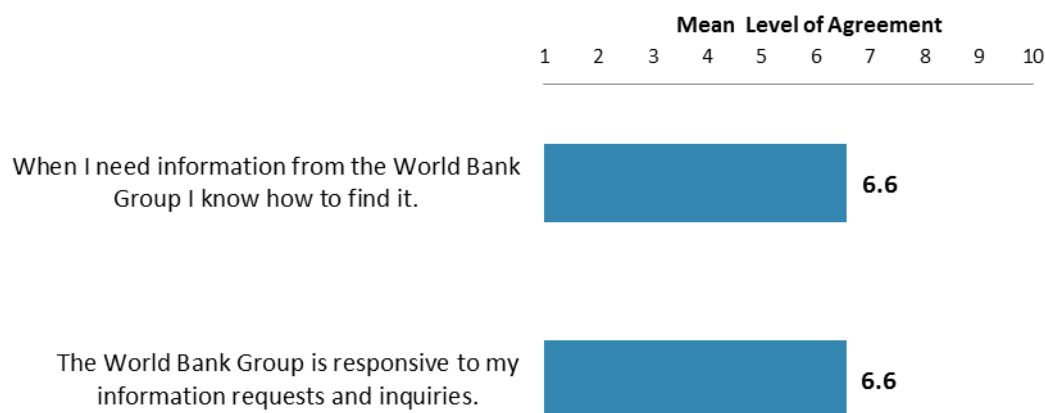


"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Information Sharing

- Respondents in this year's country survey had statistically similar levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents from the FY '11 country survey (6.5 and 6.4, respectively).
- Consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks and independent government institutions had significantly higher levels of agreement that when they need information from the WBG they know how to find it whereas respondents from the office of the President/Minister had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents who do not collaborate with the WBG.

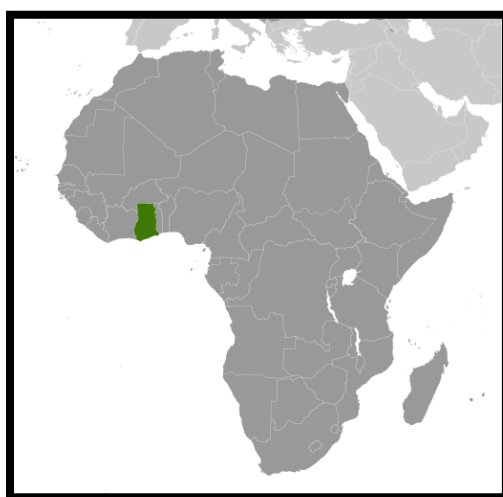


"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")

## XI. Appendices

A. Responses to All Questions across All Respondents .....	60
B. Responses to All Questions by Stakeholder Groups .....	78
C. Responses to All Questions across Geographic Locations.....	104
D. Responses to All Questions among WBG Collaborators and Non-Collaborators .....	121
E. Responses to All Questions across Country Surveys .....	138
F. Responses to Key Questions by Respondents' Specializations/Sectors.....	143
G. Indicator Questions as a Function of Exposure to the WBG .....	163
H. Indicator Questions as a Function of Stakeholder Groups .....	164
I. World Bank Group Country Survey 2014 Ghana Questionnaire .....	165

### GHANA



## Appendix A: Responses to All Questions across All Respondents (N=830)

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. General Issues Facing Ghana

1. In general would you say that Ghana is headed in...?	Percentage of Respondents (N=811)
The right direction	42.9%
The wrong direction	28.1%
Not sure	29.0%

2. Listed below are a number of development priorities in Ghana. Please identify which of the following you consider the most important development priorities in Ghana. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=798)
Education	50.4%
Job creation/employment	32.2%
Health	30.5%
Agricultural development	20.7%
Energy	19.9%
Public sector governance/reform	15.2%
Anti-corruption	13.9%
Economic growth	13.4%
Water and sanitation	12.8%
Transport	11.0%
Poverty reduction	9.1%
Rural development	8.0%
Food security	8.0%
Domestic private sector development	7.5%
Natural resource management	7.0%
Trade and exports	5.0%
Social protection	4.4%
Law and justice	4.3%
Information and communications technology	3.1%
Foreign direct investment	2.6%
Environmental sustainability	2.6%
Gender equity	1.9%
Crime and violence	1.9%
Urban development	1.8%
Equality of opportunity	1.4%
Global/regional integration	1.3%
Financial markets	1.3%
Climate change	1.0%
Regulatory framework	0.6%
Disaster management	0.4%
Communicable/non-communicable diseases	0.3%

**A. General Issues Facing Ghana (continued)**

<b>3. 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 Ghana? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=820)</b>
Education	42.0%
Job creation/employment	35.0%
Economic growth	34.6%
Agricultural development	34.5%
Rural development	26.6%
Anti-corruption	20.7%
Energy	15.6%
Health	12.7%
Water and sanitation	7.6%
Domestic private sector development	7.6%
Natural resource management	7.6%
Equality of opportunity	6.7%
Public sector governance/reform	6.7%
Transport	5.9%
Food security	5.9%
Trade and exports	5.1%
Law and justice	3.0%
Urban development	2.9%
Gender equity	2.7%
Social protection	2.7%
Crime and violence	2.0%
Information and communications technology	1.6%
Climate change	1.2%
Foreign direct investment	1.2%
Financial markets	1.2%
Environmental sustainability	1.1%
Disaster management	0.7%
Global/regional integration	0.5%
Regulatory framework	0.4%
Communicable/non-communicable diseases	0.4%

**A. General Issues Facing Ghana (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=822)</b>
Agricultural development	37.8%
Job creation/employment	34.4%
Education	32.7%
Energy	31.5%
Anti-corruption	23.4%
Trade and exports	20.4%
Rural development	16.2%
Domestic private sector development	15.1%
Natural resource management	14.7%
Public sector governance/reform	11.4%
Health	10.9%
Foreign direct investment	7.5%
Food security	6.8%
Transport	5.1%
Financial markets	4.7%
Water and sanitation	3.9%
Information and communications technology	3.6%
Equality of opportunity	3.4%
Law and justice	2.6%
Social protection	2.2%
Environmental sustainability	1.7%
Gender equity	1.6%
Global/regional integration	1.5%
Regulatory framework	1.2%
Disaster management	1.1%
Urban development	1.1%
Climate change	0.5%
Communicable/non-communicable diseases	0.2%
Crime and violence	0.2%

**A. General Issues Facing Ghana (continued)**

5. When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=751)
Education and training that better ensure job opportunity	42.1%
Better employment opportunities for young people	28.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	25.8%
Consistent economic growth	18.9%
Greater voice and participation for citizens to help ensure greater accountability	14.5%
Greater access to micro-finance for the poor	13.2%
Better employment opportunities for women	11.5%
Better opportunity for the poor who live in rural areas	10.5%
Greater access to health and nutrition for citizens	9.5%
Better quality public services	7.2%
More reliable social safety net	5.1%
Greater equity of fiscal policy	4.5%
A growing middle class	3.6%
Better opportunity for the poor who live in urban areas	2.3%
Other	0.8%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Ghana? (1-Not familiar at all, 10-Extremely familiar)	798	0	5.12	2.39

<b>Overall Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.* (1-Not effective at all, 10-Very effective)	692	107	5.89	2.28

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ghana solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	642	151	6.44	2.41



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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=817)</b>
Education	39.7%
Agricultural development	31.6%
Health	28.6%
Job creation/employment	25.3%
Poverty reduction	23.1%
Public sector governance/reform	17.4%
Rural development	16.8%
Economic growth	16.4%
Energy	15.3%
Anti-corruption	11.8%
Domestic private sector development	10.6%
Transport	10.5%
Water and sanitation	8.7%
Trade and exports	7.5%
Natural resource management	6.4%
Food security	5.1%
Social protection	2.9%
Foreign direct investment	2.6%
Law and justice	2.4%
Financial markets	1.7%
Environmental sustainability	1.7%
Global/regional integration	1.6%
Equality of opportunity	1.6%
Information and communications technology	1.6%
Gender equity	1.5%
Urban development	1.5%
Crime and violence	1.2%
Regulatory framework	0.9%
Communicable/non-communicable diseases	0.7%
Disaster management	0.7%
Climate change	0.5%

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

5. 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 Ghana?	Percentage of Respondents (N=708)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	34.2%	17.3%	51.5%
Capacity development	19.5%	18.0%	37.5%
Policy advice, studies, analyses	18.2%	14.9%	33.1%
Technical assistance	10.9%	19.2%	30.0%
Donor coordination	4.5%	12.0%	16.5%
Data	5.8%	6.6%	12.4%
Convening/Facilitating	3.4%	3.3%	6.7%
Mobilizing third party financial resources	1.6%	5.0%	6.6%
Linkage to South-South knowledge sharing	1.6%	3.3%	4.8%
Other	0.4%	0.4%	0.9%

How effectively to the World Bank Groups' activities below support Ghana's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	583	131	6.07	2.28
7. Data	614	87	6.79	2.33
8. Policy advice, studies, analyses	657	54	6.86	2.34
9. Financial resources	674	51	7.07	2.24
10. Technical assistance	660	59	6.94	2.24
11. Mobilizing third party financial resources	576	118	5.89	2.27
12. Donor coordination	601	100	6.53	2.24
13. Linkage to South-South knowledge sharing	502	200	5.33	2.40

The World Bank Group can provide capacity building support in a number of ways in Ghana. To what degree would Ghana benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. <b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	699	50	7.61	2.24
15. <b>The public sector</b> , related to implementation of specific development projects on the ground	717	39	7.71	2.15
16. <b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	693	39	7.42	2.27
17. <b>The private sector</b> , related to institutional and policy change	701	37	7.57	2.37

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation (or other organizational strengthening)	554	227	6.81	2.32
19. Citizen engagement (incorporating citizens' voices into development)	522	251	6.22	2.59
20. Policy design (for clarity and better incentives to achieve development goals)	536	237	6.74	2.45

When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
21. Project implementation (or other organizational strengthening)	612	164	7.79	2.20
22. Citizen engagement (incorporating citizens' voices into development)	620	151	7.94	2.27
23. Policy design (for clarity and better incentives to achieve development goals)	613	151	7.94	2.26

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=797)
Not enough public disclosure of its work	24.7%
Too influenced by developed countries	20.8%
Not adequately sensitive to political/social realities in Ghana	19.1%
Not willing to honestly criticize policies and reform efforts in the country	17.1%
Staff too inaccessible	14.9%
Not aligned with country priorities	14.8%
World Bank Group's processes too complex	14.3%
Too bureaucratic in its operational policies and procedures	12.0%
Imposing technocratic solutions without regard to political realities	11.9%
Not exploring alternative policy options	9.0%
Don't know	6.5%
Not collaborating enough with non-state actors	6.0%
World Bank Group's processes too slow	4.9%
The credibility of its knowledge/data	4.8%
Arrogant in its approach	2.9%
Not client focused	2.9%
Not aligned with other donors' work	2.8%
Other	0.6%

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

<b>25. Which of the World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=791)</b>
Capacity development	46.6%
Technical assistance	42.5%
Investment lending	31.7%
Policy based lending / budget support to the Government	29.6%
Knowledge products/services	18.7%
Trust Fund management	10.5%
Don't know	7.1%
Other	1.0%

<b>26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=274)</b>
Local Government	36.9%
Private Sector	36.5%
Academia/Think Tanks/Research Institutes	29.7%
NGOs	21.0%
Community-Based Organizations (CBOs)	19.9%
Donor Community	13.0%
Media	11.5%
Beneficiaries	11.5%
Parliament	4.5%
Foundations	3.8%
Faith-Based Organizations	2.6%
Don't know	2.3%
Other	1.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Ghana?</b> (1-Strongly disagree, 10-Strongly agree)	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. Overall the World Bank Group currently plays a relevant role in development in Ghana*	729	58	6.67	2.43
28. The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	702	71	5.87	2.52
29. The World Bank Group supports programs and strategies that are realistic for Ghana	705	62	6.20	2.48
30. The World Bank Group treats clients and stakeholders in Ghana with respect	647	120	6.46	2.65

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

To what extent is the World Bank Group an effective development partner in Ghana, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	651	122	5.82	2.28
32. Flexibility (in terms of the institution's products and services)*	639	123	5.52	2.15
33. Flexibility (in terms of changing country circumstances)*	657	104	5.53	2.27
34. Being inclusive*	636	109	5.86	2.31
35. Openness (sharing data and other information)*	675	77	6.34	2.51
36. Staff accessibility*	626	128	5.32	2.42
37. Straightforwardness and honesty*	663	107	6.25	2.52
38. Ease of access to the people at the World Bank Group who are making decisions important to my work	613	141	5.50	2.45
39. Collaboration with civil society*	658	95	5.65	2.31
40. Collaboration with the Government*	687	57	7.34	2.15
41. Collaboration with other donors and development partners*	640	115	6.75	2.21
42. Collaboration with the private sector	617	126	5.30	2.23
43. The speed in which it gets things accomplished on the ground*	635	116	5.79	2.26
44. Being a long-term partner	672	92	7.27	2.27

45. To be a more effective development partner in Ghana, do you believe that the World Bank Group should have...?	Percentage of Respondents (N=774)
More local presence	80.7%
The current level of local presence is adequate	9.9%
Less local presence	3.6%
Don't know	5.7%

46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=800)
There is not an adequate level of citizen/civil society participation	40.5%
Political pressures and obstacles	27.3%
Reforms are not well thought out in light of country challenges	22.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.5%
The Government works inefficiently	21.1%
The World Bank Group does not do adequate follow through/follow-up	18.6%
Lack of/inadequate levels of capacity in Government	18.6%
Poor donor coordination	12.8%
The World Bank Group works too slowly	7.9%
Other	1.3%

**C. World Bank Group Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	759	19	8.24	2.39
2. Information and communications technology	752	12	8.01	2.04
3. Transport	750	8	8.16	2.02
4. Crime and violence	729	13	7.24	2.54
5. Law and justice	732	16	7.09	2.49
6. Urban development	744	9	7.85	2.14
7. Environmental sustainability	742	10	8.02	1.96
8. Regulatory framework	706	33	7.36	2.32
9. Communicable/non-communicable diseases	745	11	7.84	2.21
10. Poverty reduction	750	5	8.66	1.86
11. Gender equity	734	12	7.20	2.37
12. Domestic private sector development	730	14	7.90	2.17
13. Foreign direct investment	729	13	7.85	2.11
14. Water and sanitation	751	8	8.51	1.88
15. Trade and exports	742	8	7.75	2.22
16. Economic growth	752	8	8.43	1.99
17. Energy	748	11	8.51	1.97
18. Disaster management	735	15	7.68	2.27
19. Public sector governance/reform	734	22	8.04	2.14
20. Job creation/employment	749	11	8.27	2.18
21. Financial markets	716	22	7.65	2.17
22. Equality of opportunity	701	29	7.50	2.23
23. Health	747	8	8.68	1.79
24. Rural development	729	14	8.56	1.87
25. Global/regional integration	708	24	7.51	2.30
26. Food security	735	14	8.18	2.12
27. Education	747	9	8.68	1.90
28. Social protection	733	21	7.41	2.33
29. Climate change	717	30	7.47	2.36
30. Agricultural development	757	9	8.75	1.81
31. Natural resource management	746	17	7.91	2.32

**C. World Bank Group Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	551	215	4.62	2.67
2. Information and communications technology	565	178	5.58	2.20
3. Transport	594	146	5.86	2.32
4. Crime and violence	506	230	4.77	2.49
5. Law and justice	515	217	4.99	2.58
6. Urban development	616	126	6.07	2.35
7. Environmental sustainability	593	140	5.94	2.34
8. Regulatory framework	542	187	5.62	2.39
9. Communicable/non-communicable diseases	585	142	6.26	2.27
10. Poverty reduction	649	101	6.14	2.51
11. Gender equity	562	161	5.53	2.43
12. Domestic private sector development	546	176	5.33	2.37
13. Foreign direct investment	574	159	5.95	2.36
14. Water and sanitation	638	102	6.43	2.35
15. Trade and exports	560	163	5.45	2.38
16. Economic growth	618	116	5.91	2.45
17. Energy	571	155	5.51	2.61
18. Disaster management	554	170	5.32	2.47
19. Public sector governance/reform	599	137	6.15	2.31
20. Job creation/employment	604	135	5.10	2.51
21. Financial markets	554	162	5.62	2.42
22. Equality of opportunity	526	195	5.26	2.40
23. Health	623	108	6.60	2.26
24. Rural development	629	109	5.83	2.43
25. Global/regional integration	557	170	5.61	2.30
26. Food security	596	127	5.75	2.37
27. Education	640	98	6.46	2.26
28. Social protection	549	184	5.22	2.48
29. Climate change	536	190	5.46	2.49
30. Agricultural development	631	109	6.20	2.27
31. Natural resource management	566	176	5.36	2.70

**C. World Bank Group Effectiveness and Results (continued)**

<b>3. Where are the World Bank Group's decisions made primarily that support the program in Ghana?</b>	<b>Percentage of Respondents (N=781)</b>
At the Headquarters (in Washington D.C.)	43.0%
In the country	20.4%
Don't know	36.6%

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group's work help to achieve development results in Ghana?*( <i>1-To no degree at all, 10-To a very significant degree</i> )	693	98	6.45	2.12

<b>To what extent do you agree with the following statements about the World Bank Group in Ghana? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana*	689	92	5.58	2.52
6. The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	677	101	6.06	2.51

<b>Internal Evaluation Mechanisms</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Ghana? <i>(1-To no degree at all, 10-To a very significant degree)</i>	575	211	6.25	2.26

**D. The World Bank Group's Knowledge Work and Activities***(i.e., Analysis, Studies, Data, Reports, Conferences)*

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=787)</b>
Weekly	9.0%
Monthly	16.3%
A few times a year	22.0%
Rarely	22.1%
Never	30.6%



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

In Ghana, 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	598	159	5.90	2.27
3. Include appropriate level of stakeholder involvement during preparation	608	137	6.07	2.32
4. Are relevant to Ghana's development priorities	661	87	6.36	2.29
5. Lead to practical solutions	626	108	6.14	2.28
6. Are accessible (well written and easy to understand)	629	117	5.73	2.34
7. Are source of relevant information on global good practices	632	105	6.61	2.17
8. Enhance your knowledge and/or skills	647	96	6.44	2.11
9. Are adequately disseminated	626	113	5.46	2.23
10. Are translated enough into local language	547	191	3.89	2.46
11. Are adaptable to Ghana's specific development challenges and country circumstances*	648	96	5.68	2.49

Overall Evaluations	N	DK	Mean	SD
12. 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)	689	98	6.56	2.13
13. 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)	669	119	6.83	2.20

**E. Working with the World Bank Group**

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Ghana's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	615	144	6.21	2.27
2. Design (appraising and planning the solutions)	622	128	6.43	2.30
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	639	111	6.57	2.20
4. Evaluation (assessing the impact and results)	637	117	6.83	2.21

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	658	114	5.60	2.35
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	698	70	6.55	2.20
7. The World Bank Group's approvals and reviews are done in a timely fashion	636	128	5.76	2.17
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	600	156	6.06	2.29
9. The World Bank Group's requirements on its lending are reasonable	650	104	5.24	2.46
10. The World Bank Group takes decisions quickly in Ghana	622	139	5.45	2.36
11. Working with the World Bank Group increases Ghana's institutional capacity	696	64	6.50	2.25
12. The World Bank Group ensures consistency and continuity through staff changes	561	196	5.98	2.30
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	622	139	6.44	2.32
14. The World Bank Group provides effective implementation support	686	80	6.65	2.27

15. Which of the following best describes the way the World Bank Group operates in Ghana?	Percentage of Respondents (N=779)
The World Bank Group does not take enough risk in Ghana	31.3%
Don't know	28.8%
The World Bank Group's approach to risk is appropriate	20.7%
Prefer not to answer	13.9%
The World Bank Group takes too much risk in Ghana	5.4%

**F. The Future Role of the World Bank Group in Ghana**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=787)
Provide more adequate data/knowledge/statistics/figures on Ghana's economy	30.9%
Reach out more to groups outside of Government	29.7%
Collaborate more effectively with Government clients	24.8%
Increase the level of capacity development in the country	23.0%
Reduce the complexity of obtaining World Bank Group financing	21.9%
Offer more innovative financial products	17.3%
Improve the quality of its experts as related to Ghana's specific challenges	13.6%
Offer more innovative knowledge services	9.1%
Ensure greater selectivity in its work	8.0%
Work faster	7.4%
Improve the competitiveness of its financing compared to markets	6.7%
Other	2.0%

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

<b>2. When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana? (Select only ONE response)</b>	<b>Percentage of Respondents (N=781)</b>
Financial services	34.8%
The combination is appropriate for Ghana	32.3%
Knowledge products	17.0%
Don't know	5.8%
Convening services	5.5%
None of the above	4.6%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=795)</b>
Internet	45.8%
Local newspapers	43.3%
Local radio	30.1%
Local television	29.3%
Blogs	9.2%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	8.6%
International television	5.8%
Periodicals	5.8%
International radio	5.7%
Mobile phones	5.4%
International newspapers	4.0%
Instant messaging	2.0%
Other	0.9%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=792)</b>
World Bank Group's seminars/workshops/conferences	33.6%
World Bank Group's website	33.5%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	29.0%
World Bank Group's publications and other written materials	25.8%
Direct contact with World Bank Group	19.1%
Mobile phones	18.2%
e-Newsletters	14.9%
Blogs	8.5%
Instant messaging	8.3%
Other	1.4%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=749)</b>
Yes	26.0%
No	74.0%

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

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=728)
Yes	30.4%
No	69.6%

5. Were you able to obtain this information?	Percentage of Respondents (N=218)
Yes	89.9%
No	10.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=735)
Yes	91.7%
No	8.3%

7. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=748)
Yes	51.7%
No	48.3%

8. Which do you primarily use?	Percentage of Respondents (N=518)
The World Bank Group's country website ( <a href="http://www.worldbank.org/ghana">www.worldbank.org/ghana</a> )	56.4%
The World Bank Group's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )	43.6%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=526)
High speed	63.5%
Dial-up	36.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	607	115	5.08	3.05
11. I find the World Bank Group's websites easy to navigate.	494	146	6.48	2.65
12. I find the information on the World Bank Group's websites useful.	491	132	7.21	2.45
13. The World Bank Group's social media channels are valuable sources of information about the institution.	464	224	6.86	2.60
14. When I need information from the World Bank Group I know how to find it.	551	142	6.57	2.90
15. The World Bank Group is responsive to my information requests and inquiries.	485	199	6.56	2.96

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=788)</b>
Employee of a Ministry	25.8%
Local Government Office or Staff	25.6%
Academia/Research Institute/Think Tank	10.0%
Private Sector Organization	6.6%
NGO	6.1%
Other	3.0%
Financial Sector/Private Bank	2.8%
Media	2.8%
Independent Government Institution	2.4%
Project Management Unit (PMU)	2.2%
Consultant on WBG-supported Project	1.6%
Community-Based Organization	1.6%
Private Foundation	1.5%
Trade Union	1.5%
Office of Minister	1.4%
Multilateral Agency	1.1%
Faith-Based Group	1.0%
Office of the President	.9%
Bilateral Agency	.8%
Judiciary Branch	.6%
Office of Parliamentarian	.5%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=787)</b>
Education	22.7%
Public sector governance / public financial management / anti-corruption	19.9%
Agriculture/ rural development / food security	11.6%
Social protection	6.4%
Other	5.1%
Financial markets / banking	4.4%
Health / communicable/non-communicable diseases	4.4%
Urban development	4.3%
Water and sanitation	3.0%
Generalist	2.7%
Natural resource management / environmental sustainability	2.4%
Information and communications technology	2.2%
Energy	2.0%
Job creation/employment	1.8%
Law and justice / regulatory framework	1.5%
Private sector development / foreign direct investment	1.5%
Transport	1.5%
Climate change / disaster management	1.4%
Gender equity / equality of opportunity	1.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=783)</b>
Yes	41.8%
No	58.2%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you work with in Ghana? (Select all that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=711)</b>
None	53.9%
The World Bank (IDA)	34.7%
The International Finance Corporation (IFC)	16.6%
The Multilateral Investment Guarantee Agency (MIGA)	10.8%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=645)</b>
Yes	32.7%
No	67.3%

<b>6. If yes, what was your view on the two institutions working together in Ghana? (Select only ONE response)</b>	<b>Percentage of Respondents (N=206)</b>
Collaborating but needs improvement	46.6%
Working well together	33.5%
In conflict	13.1%
Don't know	4.9%
Other	1.9%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Ghana? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=722)</b>
Observer	47.5%
Use World Bank Group reports/data	29.8%
Engage in World Bank Group related/sponsored events/activities	27.0%
Use World Bank Group website for information, data, research, etc.	25.5%
Collaborate as part of my professional duties	21.7%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=787)</b>
Northern Sector	32.4%
Eastern Sector	27.8%
Western Sector	21.2%
Southern Sector	18.6%

## Appendix B: Responses to All Questions by Stakeholder Groups

Office of the President/Minister N=18 ● Employee of a Ministry N=203 ● Consultant on WBG-supported Project/PMU N=30  
 Local Government N=202 ● Bilateral/ Multilateral Agency N=15 ● Private Sector/Financial Sector/Private Bank N=74  
 NGO/CBO/Private Foundation N=73 ● Media N=22 ● Independent Government Institution N=19 ● Trade Union N=12  
 Academia N=79 ● Other N=41

### A. General Issues Facing Ghana

In general, how would you say that Ghana is headed in...?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
The right direction	50.0%	51.3%	33.3%	41.9%	42.9%	35.6%	46.6%	54.5%	47.1%	41.7%	26.9%	37.5%
The wrong direction	12.5%	25.6%	46.7%	25.8%	50.0%	32.9%	24.7%	22.7%	11.8%	33.3%	35.9%	27.5%
Not sure	37.5%	23.1%	20.0%	32.3%	7.1%	31.5%	28.8%	22.7%	41.2%	25.0%	37.2%	35.0%

**A. General Issues Facing Ghana (continued)**

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Social protection	5.9%	5.6%	0.0%	3.6%	15.4%	7.0%	0.0%	0.0%	0.0%	8.3%	6.8%	2.5%
Transport*	0.0%	10.6%	6.7%	13.8%	7.7%	15.5%	5.6%	31.8%	5.3%	16.7%	10.8%	2.5%
Public sector governance/reform	11.8%	19.2%	10.0%	16.9%	7.7%	14.1%	11.3%	9.1%	10.5%	8.3%	10.8%	15.0%
Global/regional integration*	0.0%	0.5%	0.0%	1.0%	0.0%	1.4%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	5.9%	2.5%	3.3%	0.0%	0.0%	7.0%	0.0%	0.0%	5.3%	0.0%	1.4%	0.0%
Domestic private sector development	11.8%	4.5%	13.3%	11.3%	0.0%	7.0%	5.6%	4.5%	21.1%	0.0%	4.1%	10.0%
Foreign direct investment	5.9%	1.5%	0.0%	3.6%	7.7%	1.4%	5.6%	4.5%	0.0%	8.3%	0.0%	0.0%
Water and sanitation	5.9%	9.6%	16.7%	19.5%	7.7%	8.5%	7.0%	13.6%	5.3%	16.7%	17.6%	10.0%
Anti-corruption	23.5%	12.1%	16.7%	11.8%	15.4%	8.5%	15.5%	18.2%	21.1%	8.3%	18.9%	25.0%
Job creation/employment	17.6%	37.9%	30.0%	28.2%	30.8%	38.0%	36.6%	27.3%	31.6%	25.0%	31.1%	25.0%
Rural development	11.8%	8.6%	16.7%	9.2%	0.0%	2.8%	8.5%	13.6%	5.3%	8.3%	5.4%	5.0%
Financial markets	0.0%	1.0%	0.0%	0.0%	0.0%	1.4%	1.4%	0.0%	0.0%	0.0%	4.1%	5.0%
Urban development	5.9%	1.5%	3.3%	1.5%	7.7%	1.4%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%
Environmental sustainability	5.9%	2.0%	3.3%	2.6%	0.0%	1.4%	4.2%	4.5%	0.0%	0.0%	4.1%	5.0%
Equality of opportunity	0.0%	0.5%	0.0%	1.5%	0.0%	1.4%	4.2%	0.0%	0.0%	0.0%	1.4%	2.5%
Health*	17.6%	31.3%	13.3%	35.4%	38.5%	21.1%	40.8%	13.6%	21.1%	41.7%	29.7%	25.0%
Education	47.1%	59.1%	46.7%	50.3%	38.5%	38.0%	47.9%	45.5%	36.8%	41.7%	54.1%	42.5%
Poverty reduction	5.9%	8.1%	23.3%	7.2%	15.4%	8.5%	5.6%	13.6%	5.3%	25.0%	12.2%	7.5%
Energy	17.6%	23.7%	10.0%	22.1%	7.7%	23.9%	19.7%	9.1%	26.3%	8.3%	12.2%	25.0%
Food security	5.9%	6.6%	10.0%	5.1%	23.1%	9.9%	14.1%	9.1%	10.5%	25.0%	4.1%	10.0%
Climate change	0.0%	1.5%	3.3%	0.0%	0.0%	1.4%	1.4%	4.5%	0.0%	0.0%	0.0%	0.0%
Agricultural development	11.8%	18.7%	33.3%	20.5%	7.7%	28.2%	14.1%	31.8%	26.3%	25.0%	23.0%	17.5%
Trade and exports	5.9%	5.1%	16.7%	3.6%	0.0%	4.2%	4.2%	0.0%	15.8%	8.3%	4.1%	2.5%
Crime and violence	0.0%	1.5%	3.3%	1.5%	15.4%	0.0%	2.8%	4.5%	5.3%	0.0%	2.7%	0.0%
Economic growth*	41.2%	11.1%	3.3%	12.3%	7.7%	18.3%	11.3%	9.1%	10.5%	8.3%	14.9%	20.0%
Law and justice	17.6%	4.5%	6.7%	3.1%	7.7%	2.8%	2.8%	0.0%	5.3%	0.0%	4.1%	12.5%
Regulatory framework	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	1.4%	0.0%	5.3%	0.0%	1.4%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	1.4%	0.0%
Natural resource management*	0.0%	5.1%	6.7%	3.6%	0.0%	15.5%	12.7%	13.6%	21.1%	25.0%	5.4%	5.0%
Disaster management*	0.0%	0.0%	0.0%	0.0%	7.7%	1.4%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	5.9%	0.5%	3.3%	1.5%	15.4%	5.6%	2.8%	4.5%	0.0%	0.0%	6.8%	10.0%

\*Significantly different between stakeholder groups



**A. General Issues Facing Ghana (continued)**

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 Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Water and sanitation	16.7%	8.9%	0.0%	10.1%	0.0%	6.8%	6.8%	14.3%	0.0%	0.0%	2.6%	4.9%
Equality of opportunity	11.1%	6.4%	0.0%	6.5%	23.1%	5.4%	1.4%	9.5%	0.0%	9.1%	7.8%	7.3%
Economic growth*	38.9%	36.5%	46.7%	30.7%	38.5%	31.1%	50.7%	38.1%	57.9%	36.4%	22.1%	26.8%
Climate change	0.0%	1.0%	0.0%	1.0%	7.7%	0.0%	1.4%	4.8%	0.0%	0.0%	2.6%	0.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.5%	7.7%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Gender equity*	11.1%	3.4%	3.3%	1.5%	23.1%	4.1%	1.4%	0.0%	0.0%	0.0%	0.0%	2.4%
Rural development	16.7%	31.0%	33.3%	26.6%	0.0%	18.9%	26.0%	23.8%	5.3%	36.4%	24.7%	24.4%
Urban development	11.1%	2.5%	0.0%	4.0%	7.7%	2.7%	2.7%	0.0%	5.3%	9.1%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	3.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%
Social protection	0.0%	4.9%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%
Law and justice	0.0%	3.0%	0.0%	4.5%	0.0%	2.7%	5.5%	4.8%	0.0%	0.0%	1.3%	2.4%
Transport	11.1%	5.4%	6.7%	6.0%	0.0%	6.8%	8.2%	9.5%	10.5%	0.0%	5.2%	4.9%
Crime and violence*	0.0%	1.0%	6.7%	1.0%	0.0%	1.4%	0.0%	0.0%	5.3%	0.0%	5.2%	7.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	1.3%	0.0%
Information and communications technology	0.0%	1.0%	3.3%	2.0%	0.0%	0.0%	1.4%	0.0%	5.3%	0.0%	2.6%	0.0%
Anti-corruption*	16.7%	14.3%	23.3%	18.1%	23.1%	32.4%	19.2%	14.3%	26.3%	27.3%	36.4%	24.4%
Domestic private sector development	0.0%	7.9%	13.3%	9.0%	7.7%	8.1%	6.8%	9.5%	15.8%	0.0%	3.9%	4.9%
Foreign direct investment	0.0%	2.0%	0.0%	1.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%
Education	27.8%	48.8%	40.0%	41.7%	15.4%	36.5%	38.4%	47.6%	26.3%	36.4%	41.6%	46.3%
Energy	5.6%	23.6%	13.3%	12.1%	15.4%	12.2%	21.9%	4.8%	26.3%	9.1%	14.3%	12.2%
Public sector governance/reform	5.6%	5.9%	6.7%	8.5%	7.7%	8.1%	4.1%	0.0%	10.5%	9.1%	3.9%	2.4%
Natural resource management	5.6%	7.9%	0.0%	6.0%	0.0%	13.5%	9.6%	0.0%	10.5%	0.0%	11.7%	4.9%
Environmental sustainability	0.0%	0.0%	0.0%	2.0%	7.7%	2.7%	0.0%	4.8%	0.0%	0.0%	1.3%	0.0%
Disaster management*	0.0%	0.0%	10.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.3%	2.4%
Health*	33.3%	11.3%	10.0%	14.1%	30.8%	14.9%	4.1%	19.0%	0.0%	0.0%	9.1%	24.4%
Agricultural development*	50.0%	25.6%	43.3%	33.2%	38.5%	44.6%	37.0%	38.1%	47.4%	54.5%	33.8%	48.8%
Job creation/employment	27.8%	32.5%	23.3%	38.7%	30.8%	31.1%	38.4%	33.3%	31.6%	45.5%	40.3%	34.1%
Financial markets	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	3.9%	2.4%
Trade and exports	5.6%	5.4%	13.3%	5.0%	0.0%	4.1%	6.8%	4.8%	5.3%	9.1%	2.6%	2.4%
Food security	5.6%	5.9%	0.0%	5.5%	0.0%	2.7%	4.1%	9.5%	5.3%	9.1%	11.7%	7.3%

\*Significantly different between stakeholder groups

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Energy	38.9%	32.0%	33.3%	32.5%	14.3%	23.0%	41.7%	33.3%	47.4%	0.0%	36.7%	22.0%
Gender equity	5.6%	3.4%	3.3%	0.0%	7.1%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	11.1%	3.4%	3.3%	4.0%	14.3%	0.0%	2.8%	4.8%	0.0%	0.0%	3.8%	0.0%
Social protection	0.0%	3.4%	3.3%	1.0%	7.1%	1.4%	4.2%	0.0%	0.0%	0.0%	3.8%	0.0%
Global/regional integration	5.6%	0.5%	0.0%	1.5%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	5.1%	0.0%
Climate change	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	22.2%	19.2%	33.3%	16.5%	28.6%	29.7%	27.8%	23.8%	42.1%	25.0%	31.6%	24.4%
Disaster management	0.0%	0.5%	0.0%	1.5%	7.1%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	4.9%
Rural development	11.1%	14.8%	23.3%	21.0%	7.1%	13.5%	20.8%	9.5%	15.8%	0.0%	13.9%	9.8%
Foreign direct investment	11.1%	6.9%	3.3%	6.0%	0.0%	6.8%	8.3%	4.8%	0.0%	25.0%	12.7%	14.6%
Urban development	0.0%	0.0%	3.3%	3.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%
Water and sanitation	5.6%	4.9%	3.3%	4.5%	0.0%	0.0%	2.8%	14.3%	10.5%	0.0%	1.3%	2.4%
Education	22.2%	34.0%	23.3%	32.0%	42.9%	36.5%	27.8%	19.0%	31.6%	25.0%	31.6%	41.5%
Information and communications technology	0.0%	2.5%	6.7%	4.5%	7.1%	5.4%	4.2%	0.0%	0.0%	8.3%	1.3%	4.9%
Regulatory framework*	0.0%	0.5%	0.0%	3.5%	7.1%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.5%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	11.1%	23.2%	13.3%	18.5%	7.1%	28.4%	15.3%	4.8%	26.3%	41.7%	26.6%	12.2%
Public sector governance/reform	5.6%	14.8%	0.0%	13.0%	7.1%	4.1%	4.2%	14.3%	5.3%	0.0%	13.9%	12.2%
Domestic private sector development	5.6%	17.2%	10.0%	15.0%	14.3%	18.9%	12.5%	33.3%	10.5%	8.3%	6.3%	22.0%
Job creation/employment	33.3%	36.9%	33.3%	30.5%	42.9%	32.4%	43.1%	33.3%	36.8%	41.7%	31.6%	31.7%
Agricultural development	38.9%	36.5%	63.3%	40.5%	7.1%	39.2%	30.6%	42.9%	31.6%	41.7%	38.0%	36.6%
Food security*	11.1%	4.4%	3.3%	4.5%	35.7%	9.5%	15.3%	9.5%	10.5%	25.0%	2.5%	7.3%
Transport	5.6%	5.4%	6.7%	3.5%	0.0%	5.4%	4.2%	9.5%	10.5%	0.0%	5.1%	7.3%
Natural resource management	11.1%	15.3%	20.0%	15.5%	7.1%	13.5%	13.9%	14.3%	5.3%	16.7%	17.7%	14.6%
Environmental sustainability	0.0%	0.0%	0.0%	3.0%	7.1%	4.1%	0.0%	4.8%	0.0%	0.0%	1.3%	4.9%
Health	27.8%	12.8%	0.0%	13.0%	14.3%	10.8%	9.7%	0.0%	5.3%	16.7%	7.6%	12.2%
Law and justice	11.1%	2.5%	6.7%	2.5%	0.0%	1.4%	1.4%	4.8%	0.0%	0.0%	2.5%	2.4%
Crime and violence*	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Financial markets	0.0%	3.0%	3.3%	4.5%	7.1%	6.8%	5.6%	4.8%	5.3%	16.7%	3.8%	9.8%

\*Significantly different between stakeholder groups

**A. General Issues Facing Ghana (continued)**

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Better employment opportunities for young people	33.3%	24.0%	20.7%	27.2%	41.7%	35.3%	25.7%	42.9%	5.6%	33.3%	35.6%	34.3%
Better employment opportunities for women*	33.3%	15.3%	20.7%	7.8%	8.3%	5.9%	14.3%	4.8%	16.7%	25.0%	9.6%	8.6%
Greater access to micro-finance for the poor*	26.7%	9.3%	13.8%	10.0%	33.3%	17.6%	20.0%	23.8%	22.2%	25.0%	8.2%	11.4%
Greater voice and participation for citizens to help ensure greater accountability	6.7%	13.7%	6.9%	16.7%	8.3%	8.8%	21.4%	14.3%	11.1%	8.3%	15.1%	8.6%
Greater access to health and nutrition for citizens	6.7%	13.1%	10.3%	8.9%	0.0%	11.8%	5.7%	9.5%	0.0%	0.0%	9.6%	11.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	13.3%	22.4%	24.1%	28.3%	25.0%	23.5%	22.9%	28.6%	44.4%	33.3%	24.7%	31.4%
A growing middle class*	13.3%	2.7%	0.0%	3.9%	16.7%	0.0%	8.6%	0.0%	5.6%	0.0%	2.7%	2.9%
Better opportunity for the poor who live in rural areas	0.0%	11.5%	10.3%	11.7%	0.0%	10.3%	7.1%	4.8%	11.1%	0.0%	13.7%	8.6%
Better opportunity for the poor who live in urban areas*	13.3%	0.0%	3.4%	2.2%	8.3%	5.9%	0.0%	4.8%	5.6%	0.0%	2.7%	2.9%
Consistent economic growth	13.3%	17.5%	10.3%	19.4%	25.0%	25.0%	18.6%	23.8%	27.8%	16.7%	19.2%	17.1%
More reliable social safety net	0.0%	6.0%	6.9%	5.6%	0.0%	2.9%	5.7%	4.8%	5.6%	0.0%	5.5%	5.7%
Greater equity of fiscal policy	6.7%	3.8%	13.8%	5.0%	0.0%	1.5%	5.7%	0.0%	0.0%	8.3%	8.2%	0.0%
Education and training that better ensure job opportunity*	20.0%	53.6%	48.3%	41.7%	16.7%	38.2%	32.9%	33.3%	33.3%	41.7%	35.6%	48.6%
Better quality public services	6.7%	4.4%	10.3%	7.8%	8.3%	11.8%	11.4%	4.8%	11.1%	8.3%	8.2%	2.9%
Other	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	5.7%

\*Significantly different between stakeholder groups

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Ghana?	17	5.35	198	5.09	29	6.17	193	5.16	14	5.00	71	5.03	71	5.52	21	4.43	19	6.21	12	5.75	78	4.86	38	4.79

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	16	5.31	175	6.10	26	6.69	174	5.78	10	6.50	60	5.62	61	6.30	16	6.00	19	6.63	11	5.27	64	5.70	31	5.13

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 believe the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges?	14	5.93	160	6.42	28	6.82	164	6.02	11	7.18	60	7.00	58	6.88	14	6.64	18	7.56	8	7.25	57	6.49	28	6.29

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

**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 Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Social protection*	11.8%	3.0%	0.0%	1.0%	6.7%	6.8%	4.2%	0.0%	0.0%	25.0%	1.3%	0.0%
Public sector governance/reform	17.6%	23.0%	13.3%	18.7%	40.0%	16.2%	8.3%	22.7%	15.8%	8.3%	15.2%	7.5%
Transport	23.5%	12.0%	6.7%	8.6%	6.7%	12.2%	16.7%	22.7%	15.8%	8.3%	6.3%	2.5%
Poverty reduction	11.8%	23.5%	30.0%	20.2%	13.3%	23.0%	19.4%	27.3%	5.3%	25.0%	30.4%	35.0%
Global/regional integration	0.0%	0.5%	0.0%	1.5%	0.0%	1.4%	5.6%	9.1%	0.0%	0.0%	1.3%	0.0%
Gender equity	0.0%	3.0%	3.3%	0.5%	6.7%	1.4%	0.0%	0.0%	0.0%	0.0%	1.3%	2.5%
Crime and violence*	5.9%	1.0%	0.0%	0.5%	13.3%	2.7%	0.0%	0.0%	0.0%	0.0%	1.3%	2.5%
Domestic private sector development*	11.8%	11.5%	20.0%	9.6%	13.3%	9.5%	6.9%	4.5%	36.8%	0.0%	6.3%	10.0%
Rural development*	11.8%	18.0%	10.0%	23.2%	6.7%	8.1%	12.5%	9.1%	0.0%	0.0%	21.5%	17.5%
Foreign direct investment*	0.0%	1.0%	0.0%	3.0%	13.3%	4.1%	4.2%	0.0%	0.0%	8.3%	0.0%	10.0%
Water and sanitation	11.8%	10.0%	3.3%	12.1%	6.7%	4.1%	6.9%	13.6%	15.8%	8.3%	6.3%	2.5%
Energy	17.6%	18.0%	20.0%	16.2%	6.7%	12.2%	13.9%	13.6%	21.1%	8.3%	19.0%	5.0%
Job creation/employment	23.5%	23.5%	40.0%	22.2%	13.3%	33.8%	26.4%	22.7%	36.8%	25.0%	19.0%	20.0%
Financial markets	0.0%	1.0%	0.0%	1.5%	6.7%	1.4%	5.6%	4.5%	0.0%	0.0%	1.3%	2.5%
Urban development	5.9%	2.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	1.3%	0.0%
Environmental sustainability	11.8%	2.0%	0.0%	1.5%	0.0%	1.4%	1.4%	4.5%	0.0%	0.0%	1.3%	2.5%
Equality of opportunity	0.0%	1.5%	6.7%	2.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%
Health	35.3%	26.5%	26.7%	29.8%	20.0%	29.7%	29.2%	27.3%	15.8%	41.7%	29.1%	32.5%
Education	29.4%	39.5%	26.7%	46.0%	40.0%	27.0%	37.5%	27.3%	15.8%	41.7%	44.3%	47.5%
Food security*	0.0%	6.5%	6.7%	4.0%	26.7%	1.4%	6.9%	4.5%	0.0%	8.3%	6.3%	2.5%
Climate change	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	1.4%	4.5%	0.0%	0.0%	0.0%	0.0%
Agricultural development	35.3%	27.0%	40.0%	34.8%	13.3%	32.4%	27.8%	40.9%	42.1%	25.0%	35.4%	32.5%
Trade and exports	5.9%	6.0%	10.0%	5.6%	6.7%	10.8%	12.5%	4.5%	15.8%	25.0%	7.6%	2.5%
Economic growth	11.8%	18.5%	13.3%	13.6%	6.7%	16.2%	22.2%	13.6%	36.8%	8.3%	12.7%	15.0%
Law and justice	11.8%	2.0%	0.0%	2.5%	0.0%	4.1%	1.4%	0.0%	5.3%	0.0%	2.5%	0.0%
Regulatory framework	0.0%	1.0%	3.3%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	1.3%	2.5%
Communicable/non-communicable diseases	0.0%	0.0%	3.3%	0.5%	6.7%	1.4%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	5.9%	4.5%	3.3%	3.5%	13.3%	10.8%	6.9%	4.5%	10.5%	8.3%	6.3%	20.0%
Anti-corruption	0.0%	9.5%	13.3%	9.1%	6.7%	18.9%	15.3%	13.6%	10.5%	16.7%	13.9%	20.0%
Information and communications technology	0.0%	2.0%	0.0%	0.0%	0.0%	2.7%	1.4%	4.5%	0.0%	0.0%	5.1%	0.0%
Disaster management	0.0%	0.5%	0.0%	1.0%	6.7%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%

\*Significantly different between stakeholder groups

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

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 Ghana?

Greatest Value	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Percentage of Respondents												
Convening/Facilitating	0.0%	4.9%	7.1%	2.3%	0.0%	3.3%	3.2%	11.8%	0.0%	0.0%	2.7%	0.0%
Data	7.1%	3.8%	10.7%	4.6%	12.5%	5.0%	4.8%	11.8%	6.3%	0.0%	8.2%	9.7%
Policy advice, studies, analyses	21.4%	20.8%	28.6%	19.1%	0.0%	13.3%	14.5%	17.6%	31.3%	25.0%	8.2%	16.1%
Financial resources	21.4%	39.9%	25.0%	36.4%	25.0%	35.0%	32.3%	11.8%	18.8%	16.7%	41.1%	29.0%
Capacity development*	42.9%	14.8%	17.9%	16.2%	50.0%	15.0%	27.4%	29.4%	12.5%	50.0%	20.5%	29.0%
Technical assistance	0.0%	8.7%	0.0%	12.7%	0.0%	11.7%	12.9%	5.9%	25.0%	8.3%	13.7%	12.9%
Mobilizing third party financial resources	0.0%	1.1%	3.6%	1.7%	0.0%	3.3%	1.6%	0.0%	0.0%	0.0%	1.4%	3.2%
Donor coordination	7.1%	4.9%	7.1%	5.8%	0.0%	8.3%	1.6%	5.9%	0.0%	0.0%	1.4%	0.0%
Linkage to South-South knowledge sharing*	0.0%	0.5%	0.0%	0.0%	12.5%	5.0%	1.6%	5.9%	6.3%	0.0%	2.7%	0.0%
Other	0.0%	0.5%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Percentage of Respondents												
Convening/Facilitating*	7.1%	1.1%	7.1%	0.6%	14.3%	10.2%	3.2%	0.0%	6.3%	25.0%	2.8%	6.7%
Data	7.1%	7.7%	10.7%	6.4%	0.0%	5.1%	4.8%	11.8%	12.5%	0.0%	6.9%	3.3%
Policy advice, studies, analyses	0.0%	16.0%	7.1%	15.1%	0.0%	13.6%	16.1%	11.8%	6.3%	8.3%	20.8%	16.7%
Financial resources	21.4%	16.0%	17.9%	20.3%	0.0%	13.6%	14.5%	23.5%	12.5%	25.0%	19.4%	10.0%
Capacity development	28.6%	19.3%	3.6%	20.9%	28.6%	10.2%	19.4%	11.8%	31.3%	0.0%	13.9%	16.7%
Technical assistance	7.1%	19.9%	25.0%	22.1%	28.6%	20.3%	16.1%	17.6%	6.3%	25.0%	16.7%	20.0%
Mobilizing third party financial resources	0.0%	4.4%	14.3%	2.9%	0.0%	10.2%	4.8%	11.8%	0.0%	0.0%	5.6%	6.7%
Donor coordination	21.4%	10.5%	14.3%	9.3%	28.6%	15.3%	14.5%	11.8%	12.5%	16.7%	13.9%	13.3%
Linkage to South-South knowledge sharing	7.1%	4.4%	0.0%	2.3%	0.0%	0.0%	6.5%	0.0%	12.5%	0.0%	0.0%	3.3%
Other	0.0%	0.6%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****How effectively do the World Bank Groups' activities below support Ghana's efforts to achieve development results?**

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Convening/Facilitating	14	5.29	139	6.26	24	6.83	138	5.86	12	5.58	58	6.16	58	6.07	14	5.79	17	7.71	11	5.82	51	5.80	31	5.77
Data	12	6.33	143	7.20	25	6.56	151	6.63	11	6.45	61	7.11	57	6.96	15	7.13	17	7.82	11	6.18	56	6.34	32	6.44
Policy advice, studies, analyses*	15	5.93	161	7.11	28	7.00	158	6.88	12	5.42	63	7.37	62	6.84	15	7.20	19	8.16	12	6.17	58	6.14	34	6.47
Financial resources*	12	6.67	164	7.46	28	7.11	176	7.25	11	6.64	67	7.18	58	6.67	17	6.65	18	7.44	11	5.36	60	6.38	31	7.26
Technical assistance*	13	5.54	164	7.24	26	7.04	165	7.18	11	6.00	67	7.18	61	6.97	15	6.00	18	8.11	11	6.55	56	5.79	33	6.67
Mobilizing third party financial resources*	13	4.23	142	6.09	24	6.04	143	6.06	12	4.92	62	5.69	51	6.04	12	5.33	17	6.06	9	3.44	52	5.75	24	6.75
Donor coordination*	11	5.09	149	6.98	24	7.00	144	6.80	11	6.27	62	6.65	55	6.05	12	6.08	17	6.12	11	5.73	56	6.04	29	6.21
Linkage to South-South knowledge sharing	12	4.83	126	5.84	20	5.25	118	5.25	10	4.30	51	5.71	47	5.15	11	4.27	18	5.50	8	4.38	48	4.96	23	5.43

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

**The World Bank Group can provide capacity building support in a number of ways in Ghana. To what degree would Ghana benefit, if capacity building were to support...?**

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	12	7.92	173	7.91	28	8.50	173	7.34	13	6.54	63	7.38	63	7.51	19	7.63	19	8.05	12	6.92	68	7.41	34	7.71
<b>The public sector</b> , related to implementation of specific development projects on the ground*	14	7.71	178	8.15	27	7.93	180	7.63	12	7.83	65	7.94	63	7.46	19	7.26	18	8.56	12	7.17	69	6.87	37	7.24
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)*	14	7.71	169	8.05	28	7.64	175	7.09	12	7.58	62	7.29	63	7.43	15	7.67	18	8.33	12	6.42	67	6.69	37	7.32
<b>The private sector</b> , related to institutional and policy change	14	7.64	170	8.01	28	7.32	173	7.42	13	7.46	66	7.27	64	7.64	18	7.61	18	8.17	12	6.83	70	7.40	34	7.32

(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)**

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana?

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Project implementation (or other organizational strengthening)*	11	7.18	140	7.11	24	6.92	138	6.83	11	5.36	43	7.19	50	6.26	16	5.13	15	7.93	9	5.44	54	6.78	22	6.27
Citizen engagement (incorporating citizens' voices into development)	12	6.08	122	6.67	22	6.23	129	6.29	10	5.20	47	5.96	50	5.80	15	4.73	15	6.73	7	5.71	50	6.30	22	6.18
Policy design (for clarity and better incentives to achieve development goals)*	13	5.00	134	7.14	25	7.20	131	6.76	10	5.10	48	6.58	45	6.42	12	5.75	16	7.88	8	7.38	53	6.70	22	5.55

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Project implementation (or other organizational strengthening)*	11	6.55	144	8.17	26	7.77	155	7.70	9	5.89	59	7.61	53	7.43	15	7.47	15	8.60	9	7.11	60	7.83	32	8.22
Citizen engagement (incorporating citizens' voices into development)*	12	7.17	145	8.32	25	8.28	158	8.04	10	5.70	61	7.39	53	8.08	15	7.13	16	8.31	9	7.22	61	7.67	33	8.09
Policy design (for clarity and better incentives to achieve development goals)*	13	6.62	147	8.37	27	7.85	155	7.76	9	7.11	60	7.63	52	8.15	13	7.38	16	8.38	9	6.56	59	7.81	32	8.38

(1-Not important at all, 10-Very important) \*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Staff too inaccessible*	5.9%	19.4%	3.4%	11.2%	7.1%	20.8%	22.5%	22.7%	5.3%	16.7%	9.0%	12.8%
Not exploring alternative policy options	11.8%	8.2%	27.6%	6.6%	7.1%	11.1%	11.3%	4.5%	10.5%	0.0%	11.5%	5.1%
Not adequately sensitive to political/social realities in Ghana	35.3%	21.9%	24.1%	16.3%	21.4%	13.9%	19.7%	4.5%	36.8%	41.7%	15.4%	20.5%
Not enough public disclosure of its work	17.6%	24.0%	6.9%	26.0%	21.4%	29.2%	31.0%	45.5%	26.3%	33.3%	21.8%	10.3%
Arrogant in its approach	0.0%	1.5%	3.4%	1.5%	14.3%	5.6%	5.6%	4.5%	0.0%	0.0%	1.3%	7.7%
Not aligned with country priorities	23.5%	15.3%	17.2%	11.7%	35.7%	19.4%	8.5%	4.5%	15.8%	8.3%	15.4%	10.3%
The credibility of its knowledge/data	11.8%	3.6%	13.8%	4.6%	14.3%	1.4%	7.0%	9.1%	5.3%	0.0%	1.3%	2.6%
World Bank Group's processes too complex	5.9%	11.7%	17.2%	21.9%	0.0%	15.3%	12.7%	13.6%	10.5%	8.3%	10.3%	10.3%
Not willing to honestly criticize policies and reform efforts in the country	5.9%	21.9%	24.1%	16.8%	7.1%	13.9%	15.5%	18.2%	10.5%	25.0%	17.9%	10.3%
Too influenced by developed countries	5.9%	21.9%	24.1%	20.4%	0.0%	12.5%	21.1%	18.2%	26.3%	25.0%	29.5%	25.6%
Imposing technocratic solutions without regard to political realities	17.6%	13.3%	0.0%	11.7%	14.3%	6.9%	12.7%	18.2%	0.0%	0.0%	15.4%	17.9%
World Bank Group's processes too slow	5.9%	1.5%	6.9%	5.1%	14.3%	8.3%	2.8%	9.1%	15.8%	8.3%	5.1%	7.7%
Too bureaucratic in its operational policies and procedures	0.0%	11.2%	10.3%	16.3%	7.1%	12.5%	4.2%	4.5%	21.1%	0.0%	12.8%	15.4%
Not aligned with other donors' work	5.9%	3.6%	3.4%	3.1%	7.1%	1.4%	2.8%	4.5%	0.0%	0.0%	1.3%	2.6%
Not collaborating enough with non-state actors	5.9%	4.6%	6.9%	5.6%	7.1%	9.7%	5.6%	4.5%	5.3%	0.0%	6.4%	7.7%
Not client focused	5.9%	2.6%	6.9%	2.0%	14.3%	0.0%	4.2%	0.0%	10.5%	8.3%	2.6%	0.0%
Other	5.9%	1.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%
Don't know	11.8%	5.1%	0.0%	7.7%	0.0%	5.6%	5.6%	4.5%	0.0%	8.3%	11.5%	12.8%

\*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Capacity development	44.4%	45.4%	34.5%	54.1%	35.7%	43.7%	47.9%	47.6%	31.6%	50.0%	48.1%	36.8%
Policy based lending / budget support to the Government	27.8%	29.6%	20.7%	35.7%	50.0%	19.7%	31.0%	19.0%	47.4%	25.0%	26.0%	23.7%
Knowledge products/services*	11.1%	15.8%	37.9%	14.8%	7.1%	25.4%	23.9%	23.8%	26.3%	25.0%	11.7%	26.3%
Investment lending	44.4%	36.7%	27.6%	31.1%	35.7%	26.8%	31.0%	23.8%	21.1%	25.0%	36.4%	18.4%
Technical assistance	33.3%	43.9%	62.1%	39.8%	42.9%	39.4%	42.3%	42.9%	57.9%	25.0%	42.9%	52.6%
Trust Fund management*	11.1%	10.2%	13.8%	5.1%	21.4%	15.5%	14.1%	9.5%	15.8%	41.7%	5.2%	13.2%
Other	0.0%	0.5%	3.4%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	5.2%	2.6%
Don't know	5.6%	7.1%	0.0%	7.7%	0.0%	9.9%	4.2%	9.5%	0.0%	0.0%	9.1%	7.9%

\*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Academia/Think Tanks/Research Institutes*	38.9%	31.8%	13.8%	26.8%	21.4%	30.0%	18.3%	19.0%	21.1%	25.0%	44.9%	29.3%
Donor Community*	0.0%	21.2%	6.9%	12.6%	7.1%	12.9%	9.9%	14.3%	5.3%	8.3%	7.7%	9.8%
Media*	16.7%	7.6%	17.2%	11.1%	35.7%	12.9%	9.9%	28.6%	0.0%	8.3%	10.3%	14.6%
NGOs*	16.7%	14.6%	37.9%	14.6%	21.4%	27.1%	42.3%	19.0%	36.8%	50.0%	16.7%	26.8%
Local Government*	22.2%	39.9%	37.9%	54.0%	14.3%	21.4%	26.8%	28.6%	42.1%	25.0%	24.4%	31.7%
Private Sector	27.8%	36.4%	44.8%	35.9%	21.4%	44.3%	36.6%	42.9%	36.8%	25.0%	35.9%	36.6%
Parliament	11.1%	3.5%	0.0%	2.5%	7.1%	5.7%	5.6%	9.5%	5.3%	8.3%	6.4%	2.4%
Community-Based Organizations (CBOs)	16.7%	18.7%	24.1%	19.7%	21.4%	12.9%	25.4%	19.0%	42.1%	8.3%	23.1%	17.1%
Beneficiaries	16.7%	13.6%	6.9%	12.1%	14.3%	12.9%	8.5%	4.8%	10.5%	8.3%	11.5%	9.8%
Foundations*	11.1%	1.5%	3.4%	1.0%	21.4%	8.6%	8.5%	4.8%	0.0%	16.7%	3.8%	0.0%
Faith-Based Organizations	0.0%	3.5%	6.9%	1.0%	0.0%	4.3%	4.2%	0.0%	0.0%	0.0%	3.8%	2.4%
Other	0.0%	1.5%	0.0%	1.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	2.4%
Don't know	5.6%	2.0%	0.0%	1.5%	0.0%	1.4%	0.0%	4.8%	0.0%	8.3%	2.6%	7.3%

\*Significantly different between stakeholder groups

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

To what extent do you agree with the following statements about the World Bank Group's work in Ghana? (1-Strongly disagree, 10-Strongly agree) \*Significantly different between stakeholder groups

	Office of the President/ Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/Bank		NGO/CBO/ Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 Ghana*	16	5.19	182	6.90	27	6.85	183	6.84	12	6.17	64	6.67	68	6.75	19	6.21	19	7.79	12	6.42	69	6.28	35	5.86
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	15	4.93	175	6.12	28	6.29	173	5.85	11	5.36	61	5.74	65	5.78	19	5.68	19	7.26	12	6.00	67	5.58	35	5.20
The World Bank Group supports programs and strategies that are realistic for Ghana*	13	4.54	178	6.40	29	6.83	172	6.13	10	6.00	63	6.56	66	6.41	19	5.00	19	6.79	12	6.75	66	5.73	34	5.74
The World Bank Group treats clients and stakeholders in Ghana with respect*	15	4.80	160	6.76	26	6.77	159	6.50	12	5.75	62	6.23	60	6.85	18	5.44	19	8.05	12	6.75	59	5.75	27	5.85

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness*	16	4.19	160	6.04	26	6.73	163	5.79	12	5.00	59	5.92	58	6.03	17	5.18	19	6.95	11	6.00	60	5.48	29	5.55
Flexibility (in terms of the institution's products and services)*	15	4.07	154	5.70	27	6.26	164	5.20	11	6.09	59	5.93	57	6.09	14	4.79	19	6.26	10	5.70	61	5.33	30	5.13
Flexibility (in terms of changing country circumstances)*	16	5.19	157	5.75	25	5.72	170	5.17	13	5.00	57	5.56	56	6.07	18	6.00	19	7.00	9	5.56	66	5.12	31	5.03
Being inclusive*	15	4.33	153	6.18	26	6.15	156	5.67	13	5.85	59	5.81	53	6.28	17	5.29	19	7.00	12	4.75	61	6.00	31	5.35
Openness (sharing data and other information)*	15	4.60	168	6.82	27	7.33	167	6.37	12	6.00	62	6.31	62	6.63	17	5.29	19	6.84	10	5.60	63	5.62	33	5.39
Staff accessibility*	14	4.43	152	5.82	26	6.35	155	4.74	13	5.77	57	5.16	60	5.63	16	4.38	19	6.74	12	4.75	57	4.93	27	5.00
Straightforwardness and honesty*	15	5.47	166	6.65	27	6.48	165	6.23	13	6.54	63	5.98	57	6.67	17	5.29	18	7.11	12	6.33	62	5.56	29	5.45
Ease of access to the people at the WBG who are making decisions important to my work*	15	5.27	152	6.01	27	5.93	151	5.04	12	6.00	59	5.54	57	5.58	14	4.07	19	6.58	10	5.50	53	5.21	25	4.76
Collaboration with civil society*	15	5.20	160	6.16	27	5.37	160	5.64	11	6.00	63	5.33	62	5.71	17	4.65	19	5.79	12	4.58	60	5.00	31	5.61
Collaboration with the Government*	14	5.57	170	7.85	26	7.58	174	7.38	13	6.08	63	7.63	61	6.75	17	6.41	19	8.11	11	7.91	64	6.89	32	6.88
Collaboration with other donors and development partners*	14	5.86	155	7.34	28	6.54	157	6.80	13	6.15	61	6.80	60	6.35	16	6.13	18	6.89	11	7.27	60	6.40	28	6.21
Collaboration with the private sector*	14	4.36	141	5.88	28	5.57	149	5.17	12	5.25	61	5.05	61	5.46	18	5.39	18	5.28	11	4.18	60	5.23	26	4.42
The speed in which it gets things accomplished on the ground	13	4.92	155	6.11	26	6.15	158	5.77	13	6.15	58	5.48	57	6.07	16	5.94	18	6.22	12	5.92	60	5.37	30	4.60
Being a long-term partner*	16	5.06	160	7.96	26	7.15	169	7.57	13	6.46	61	7.07	63	6.79	19	7.47	18	7.94	11	7.18	64	6.61	31	5.90

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To be a more effective development partner in Ghana, do you believe that the World Bank Group should have...?\***

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
More local presence	81.3%	82.3%	70.0%	85.9%	38.5%	80.6%	75.4%	81.0%	89.5%	83.3%	81.3%	69.4%
The current level of local presence is adequate	6.3%	11.6%	13.3%	8.3%	38.5%	10.4%	14.5%	14.3%	-	8.3%	6.7%	2.8%
Less local presence	-	3.5%	10.0%	3.1%	23.1%	3.0%	2.9%	4.8%	10.5%	-	1.3%	2.8%
Don't know	12.5%	2.5%	6.7%	2.6%	-	6.0%	7.2%	-	-	8.3%	10.7%	25.0%

\*Significantly different between stakeholder groups

**When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
--	----------------------------------	------------------------	---	-------------	-------------------------------	---------------------------------------	------------------------	-------	------------------------------------	-------------	----------	-------

The World Bank Group does not do adequate follow through/follow-up	27.8%	15.1%	17.2%	15.5%	33.3%	20.8%	12.9%	19.0%	21.1%	33.3%	31.6%	20.0%
There is not an adequate level of citizen/civil society participation	38.9%	40.2%	41.4%	45.4%	20.0%	33.3%	41.4%	61.9%	36.8%	25.0%	35.4%	42.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%	23.6%	24.1%	23.7%	26.7%	26.4%	14.3%	19.0%	31.6%	16.7%	22.8%	12.5%
Lack of/inadequate levels of capacity in Government*	5.6%	18.6%	27.6%	19.6%	26.7%	15.3%	27.1%	4.8%	15.8%	41.7%	7.6%	20.0%
Poor donor coordination*	44.4%	10.6%	20.7%	11.3%	13.3%	8.3%	15.7%	9.5%	10.5%	16.7%	12.7%	17.5%
The World Bank Group works too slowly*	22.2%	6.5%	3.4%	4.1%	26.7%	18.1%	4.3%	4.8%	10.5%	16.7%	7.6%	7.5%
The Government works inefficiently	11.1%	15.6%	20.7%	21.6%	40.0%	22.2%	37.1%	23.8%	15.8%	16.7%	24.1%	20.0%
Political pressures and obstacles	16.7%	31.2%	24.1%	29.9%	6.7%	26.4%	21.4%	33.3%	31.6%	25.0%	25.3%	15.0%
Reforms are not well thought out in light of country challenges*	5.6%	32.2%	20.7%	21.1%	0.0%	19.4%	18.6%	14.3%	26.3%	8.3%	22.8%	30.0%
Other	0.0%	1.0%	0.0%	1.0%	0.0%	1.4%	2.9%	0.0%	0.0%	0.0%	0.0%	5.0%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Office of the President/ Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/Bank		NGO/CBO/ Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption*	15	6.93	192	8.49	28	7.79	193	8.06	13	6.23	69	8.75	65	7.89	20	8.35	18	9.00	12	7.75	74	8.62	37	8.30
Information and communications technology*	16	7.19	191	8.12	27	7.93	187	8.02	14	5.93	67	8.07	67	7.96	19	7.42	19	8.58	12	8.67	73	8.22	38	8.29
Transport*	16	6.56	191	8.38	28	7.89	184	8.16	13	6.46	67	8.37	67	7.85	19	7.95	19	9.05	11	7.36	77	8.45	37	8.27
Crime and violence	16	6.25	186	7.41	28	7.29	181	6.91	13	5.92	67	7.48	62	7.52	19	6.68	17	8.18	10	7.80	71	7.58	35	7.40
Law and justice	16	6.75	185	7.52	29	6.69	181	6.70	13	6.08	66	7.00	62	7.31	19	6.42	18	8.00	11	7.82	73	7.26	36	6.97
Urban development*	15	7.47	192	7.84	27	7.52	185	8.19	13	6.15	70	8.00	61	7.59	18	7.56	18	8.22	11	7.82	75	7.45	36	8.36
Environmental sustainability*	16	7.50	190	8.08	28	8.14	184	8.30	13	6.85	68	8.09	62	7.50	19	7.47	19	8.26	12	8.83	75	7.96	35	7.60
Regulatory framework	16	6.69	180	7.54	27	7.52	172	7.19	13	6.38	67	7.42	59	7.41	19	7.68	18	8.22	12	8.17	68	6.88	36	8.03
Communicable/non-communicable diseases*	16	6.56	191	8.10	27	7.22	181	7.86	14	5.43	70	8.23	62	7.90	20	7.35	19	8.05	12	8.00	74	7.81	37	7.68
Poverty reduction*	15	7.47	193	8.84	28	8.21	185	8.68	14	5.57	66	8.97	66	8.21	21	8.67	19	9.00	12	8.67	73	9.21	36	8.50
Gender equity	15	7.53	185	7.43	28	7.29	183	6.81	13	6.77	69	7.13	62	7.42	19	7.32	19	8.21	10	7.90	75	7.32	36	7.03
Domestic private sector development*	15	6.87	185	7.99	28	8.32	182	7.77	14	6.50	67	8.21	62	7.68	18	6.83	19	8.89	12	8.50	71	7.99	35	8.20
Foreign direct investment	15	6.93	187	8.00	28	7.96	185	7.68	13	6.62	66	7.67	63	8.05	18	7.17	19	8.79	9	8.44	73	8.15	34	7.62
Water and sanitation*	16	7.38	191	8.83	29	8.00	186	8.51	13	6.77	68	8.59	64	8.39	20	8.35	19	9.21	12	8.75	76	8.62	37	8.14
Trade and exports*	15	7.00	188	8.14	29	7.24	184	7.40	13	6.92	67	7.58	64	7.81	20	7.55	19	8.95	12	8.83	74	7.88	36	7.78
Economic growth*	15	7.47	190	8.83	29	8.21	190	8.17	14	6.86	69	8.83	63	8.08	20	8.05	19	9.58	12	8.83	72	8.72	38	7.76
Energy*	16	7.50	191	8.73	27	8.33	188	8.44	13	6.38	70	8.67	62	8.34	19	7.79	19	9.42	12	8.75	75	8.75	35	8.49
Disaster management*	15	7.00	186	7.72	28	7.57	184	7.48	14	6.29	67	8.15	62	7.74	19	6.47	19	8.89	12	8.58	74	8.03	35	7.97
Public sector governance/reform	14	7.71	188	8.39	29	8.07	182	7.99	13	6.38	63	7.86	65	7.91	20	7.45	19	8.21	11	8.18	74	8.22	34	8.09
Job creation/employment*	15	7.07	188	8.46	29	7.52	190	8.26	14	5.86	68	8.74	63	8.21	18	6.78	19	9.11	12	9.00	77	8.47	36	8.61
Financial markets*	15	6.40	184	7.68	27	7.78	180	7.41	14	6.36	62	7.89	60	7.73	20	7.75	19	8.53	12	8.58	70	7.93	33	8.30
Equality of opportunity*	15	7.07	178	7.68	29	7.48	175	7.33	13	5.69	65	7.26	59	7.71	19	7.11	19	8.32	11	7.36	67	8.03	31	7.90
Health*	15	7.60	191	8.88	28	8.64	185	8.68	14	6.71	68	8.63	63	8.70	19	8.37	18	9.06	12	9.83	76	8.86	38	8.34
Rural development*	15	7.13	194	8.74	29	8.07	173	8.74	14	6.50	66	8.97	62	8.02	20	8.25	19	9.11	12	8.42	71	8.66	35	8.66
Global/regional integration*	16	6.19	182	7.99	29	7.52	177	7.12	11	6.73	65	7.83	58	7.38	17	6.47	19	8.37	11	8.00	70	7.70	34	7.50
Food security*	16	7.31	186	8.51	29	7.83	180	7.82	14	6.57	67	8.31	63	8.33	20	8.05	19	9.05	12	8.42	71	8.55	36	8.00
Education*	15	7.47	188	8.82	28	8.64	187	8.82	13	7.00	67	8.60	64	8.67	20	8.40	19	9.42	10	9.70	77	8.84	37	8.00
Social protection*	14	6.36	188	7.68	29	6.72	185	7.30	13	6.08	66	7.17	60	7.65	19	6.84	19	8.53	11	8.09	72	7.82	36	7.00
Climate change	15	6.47	184	7.85	28	7.36	178	7.44	13	7.23	67	6.94	58	7.59	19	6.63	18	8.56	12	8.08	70	7.37	34	7.29
Agricultural development*	16	7.38	194	8.97	29	8.38	188	8.66	12	7.08	66	8.95	64	8.58	19	8.47	19	9.00	12	9.08	77	9.06	37	8.62
Natural resource management*	16	7.31	191	8.45	27	8.30	189	7.40	12	7.58	68	7.35	60	8.33	19	7.16	19	8.16	12	8.50	73	8.44	37	7.54

\*Significantly different between stakeholder groups

### C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Office of the President/ Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/Bank		NGO/CBO/ Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	13	5.23	131	5.13	25	3.76	122	4.76	14	5.14	52	3.87	55	4.29	17	5.53	16	3.94	10	4.70	57	4.42	27	4.07
Information and communications technology	16	5.19	137	6.20	25	5.08	131	5.51	15	4.93	49	5.49	55	5.35	17	5.41	16	5.94	10	5.00	57	5.26	25	5.52
Transport	14	6.14	152	6.28	26	4.96	138	5.95	13	5.62	50	5.46	57	5.79	19	6.32	18	5.78	10	5.40	58	5.74	26	4.96
Crime and violence	16	4.63	120	5.37	25	4.20	112	4.56	14	4.64	44	4.68	47	5.11	16	4.69	13	4.62	10	5.20	53	4.19	22	4.41
Law and justice	15	4.93	122	5.25	25	4.08	108	4.80	14	5.50	50	5.14	47	5.28	16	5.25	16	4.56	10	5.10	55	4.76	24	4.88
Urban development	15	5.93	152	6.30	26	4.88	153	6.44	15	5.40	51	6.20	52	5.54	19	6.11	17	5.94	11	5.36	61	5.77	29	5.79
Environmental sustainability	15	5.07	148	6.31	26	5.04	148	6.13	14	5.79	51	5.73	48	5.88	17	5.94	17	5.65	10	5.60	58	5.50	27	5.81
Regulatory framework	15	5.13	131	5.89	25	5.08	130	5.69	15	5.13	43	5.98	49	5.61	17	5.94	16	5.69	9	5.11	55	4.96	26	5.35
Communicable/non-communicable diseases*	16	4.88	145	6.78	26	5.50	135	6.12	15	5.60	51	6.35	50	6.40	18	5.89	17	6.59	11	5.91	60	6.08	28	6.32
Poverty reduction	14	5.21	159	6.47	26	5.42	158	6.46	14	6.43	55	6.13	61	5.66	19	6.53	19	5.95	11	5.73	65	5.74	32	5.44
Gender equity	14	5.71	138	6.03	25	4.56	135	5.47	13	6.54	51	5.00	51	5.71	16	5.44	18	4.83	9	5.67	54	5.09	25	5.32
Domestic private sector development	14	4.79	130	5.75	25	4.76	124	5.34	13	5.69	52	5.13	51	5.00	15	5.53	16	5.25	10	6.10	57	4.70	26	5.31
Foreign direct investment	14	5.50	143	6.39	26	5.15	131	6.01	14	6.07	50	5.56	53	5.43	16	6.88	18	5.94	10	6.40	60	5.48	26	6.08
Water and sanitation*	15	5.33	160	6.89	25	5.72	158	6.87	15	6.13	55	6.07	55	6.20	17	6.24	19	6.63	10	6.30	65	5.60	28	5.75
Trade and exports	14	5.00	133	5.99	24	4.50	127	5.56	14	5.71	50	5.44	53	5.08	17	4.82	18	5.56	10	5.50	61	4.82	26	5.58
Economic growth	16	5.19	154	6.32	25	4.96	141	6.01	15	5.60	54	5.83	57	5.84	18	6.28	18	6.22	9	5.67	64	5.31	31	5.71
Energy	14	4.43	139	5.88	24	5.29	132	5.63	14	5.36	50	5.58	52	5.37	18	5.17	17	5.35	10	5.30	61	5.21	26	4.77
Disaster management	15	5.27	130	5.71	26	4.38	122	5.19	13	5.77	52	5.33	54	5.70	18	5.11	17	5.65	10	5.20	59	4.92	25	4.92
Public sector governance/reform	15	5.73	156	6.62	26	5.31	139	6.13	12	6.42	49	6.12	57	5.74	16	6.75	19	6.53	9	6.33	62	5.85	26	5.50
Job creation/employment	16	4.81	144	5.33	25	4.76	148	5.07	12	4.83	53	5.62	57	5.23	16	4.50	19	5.11	10	5.00	62	4.60	29	4.83
Financial markets	15	5.93	129	5.88	25	4.44	129	5.41	13	5.31	47	5.87	53	5.75	18	5.44	17	5.41	10	5.80	58	5.43	26	6.23
Equality of opportunity	15	4.87	129	5.57	24	4.88	122	5.19	13	5.62	46	5.54	47	5.15	16	4.56	15	4.53	9	6.00	53	4.94	24	5.42
Health*	15	5.67	158	7.00	25	6.32	150	6.99	13	6.08	52	6.52	58	6.36	18	6.17	19	6.79	11	5.27	63	5.98	27	5.93
Rural development	16	5.13	158	6.10	27	5.30	153	6.24	13	6.15	54	5.50	57	5.49	18	5.83	18	5.56	11	5.73	61	5.34	28	5.29
Global/regional integration	15	6.40	138	6.04	26	4.65	126	5.60	13	5.46	51	5.43	49	5.29	16	5.63	18	5.50	10	6.00	58	5.28	23	5.09
Food security	16	5.69	147	6.30	26	5.08	140	5.81	14	5.79	51	5.12	52	5.50	18	5.72	19	5.42	11	5.45	61	5.52	28	5.50
Education	15	5.73	164	6.91	25	6.36	151	6.70	13	6.23	53	6.02	63	6.17	18	6.11	19	6.05	11	6.73	65	6.18	28	5.61
Social protection	16	5.25	135	5.59	24	4.08	130	5.43	11	4.82	50	5.10	50	5.44	16	4.69	15	4.73	10	5.60	53	4.72	25	4.76
Climate change*	16	5.81	135	5.99	22	4.59	125	5.66	12	5.83	47	4.87	47	5.17	13	4.54	16	4.88	10	5.40	55	4.82	24	5.29
Agricultural development	16	5.44	156	6.39	24	6.13	152	6.34	12	6.00	53	6.15	61	5.82	18	6.56	19	6.32	10	6.80	63	6.03	31	5.65
Natural resource management	16	4.81	134	5.81	25	4.32	130	5.25	13	6.31	49	5.16	56	5.09	18	5.72	17	5.59	10	5.70	55	5.16	29	4.86

\*Significantly different between stakeholder groups

### C. World Bank Group Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Ghana?\*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
At the Headquarters (in Washington D.C.)	50.0%	47.4%	65.5%	35.4%	57.1%	40.3%	52.1%	38.1%	42.1%	50.0%	34.2%	43.2%
In the country	16.7%	17.9%	20.7%	28.1%	35.7%	19.4%	15.5%	14.3%	31.6%	25.0%	19.0%	10.8%
Don't know	33.3%	34.7%	13.8%	36.5%	7.1%	40.3%	32.4%	47.6%	26.3%	25.0%	46.8%	45.9%

\*Significantly different between stakeholder groups

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 Ghana?	17	5.88	172	6.49	28	6.14	179	6.55	13	6.46	59	6.86	64	6.27	19	5.68	18	7.78	12	6.67	63	6.19	35	6.26

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

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 Ghana*	16	4.88	180	5.57	26	7.35	168	5.60	13	5.62	64	5.61	60	6.03	19	5.42	18	6.28	10	5.80	67	4.73	31	5.23
The World Bank Group meets Ghana's needs for knowledge services*	16	5.00	174	6.09	25	7.56	166	6.05	13	5.69	62	6.16	59	6.49	18	5.89	18	7.50	10	6.40	67	5.34	33	5.67

\*Significantly different between stakeholder groups

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 believe the World Bank Group measures and corrects its work in real time in Ghana?*	15	5.53	142	6.54	26	7.00	146	6.16	13	6.23	56	6.04	52	6.40	15	5.40	17	7.88	9	6.67	51	5.96	24	5.25

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



### D. The 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/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Weekly	-	11.2%	20.7%	7.2%	6.7%	11.3%	5.6%	14.3%	31.6%	-	6.3%	5.1%
Monthly	25.0%	13.7%	31.0%	13.8%	46.7%	18.3%	29.2%	4.8%	15.8%	33.3%	11.4%	7.7%
A few times a year	12.5%	22.3%	37.9%	19.0%	33.3%	19.7%	20.8%	38.1%	26.3%	41.7%	15.2%	30.8%
Rarely	18.8%	17.3%	6.9%	29.7%	-	15.5%	25.0%	23.8%	10.5%	8.3%	29.1%	23.1%
Never	43.8%	35.5%	3.4%	30.3%	13.3%	35.2%	19.4%	19.0%	15.8%	16.7%	38.0%	33.3%

\*Significantly different between stakeholder groups

In Ghana, 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)

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	14	4.86	145	6.19	26	6.38	164	5.95	13	5.08	52	5.98	55	6.05	16	5.25	17	6.59	10	6.00	55	5.40	20	5.40
Include appropriate level of stakeholder involvement during preparation	14	5.64	147	6.31	28	6.18	161	6.03	13	5.77	56	5.96	59	6.14	17	5.76	17	7.00	11	5.27	52	5.96	23	6.00
Are relevant to Ghana's development priorities	12	6.58	164	6.49	27	6.74	173	6.33	13	5.69	59	6.49	63	6.51	18	6.61	18	7.22	11	6.45	63	6.03	28	5.86
Lead to practical solutions*	12	5.92	156	6.41	26	7.15	160	5.99	12	6.08	57	6.07	59	6.73	17	5.12	18	7.11	11	6.45	60	5.48	26	5.81
Are accessible (well written and easy to understand)*	12	4.75	156	6.03	27	6.22	161	5.75	14	5.07	58	5.64	58	5.52	17	4.94	18	6.72	11	3.73	59	5.31	27	6.30
Are source of relevant information on global good practices*	12	5.50	152	7.01	26	6.69	164	6.48	12	6.50	56	6.41	65	6.86	17	5.06	18	7.44	11	5.91	61	6.25	26	6.77
Enhance your knowledge and/or skills*	13	5.54	157	6.62	26	6.88	166	6.37	14	5.21	58	6.86	63	6.97	18	5.39	18	6.89	11	6.82	61	6.11	31	5.94
Are adequately disseminated*	13	4.69	154	5.81	27	5.33	165	5.54	14	4.50	57	5.51	58	5.60	18	4.89	18	6.00	10	5.90	57	4.75	26	4.69
Are translated enough into local language	13	3.00	133	4.11	24	3.29	144	4.14	12	3.58	50	3.52	49	3.98	13	4.15	16	4.31	8	3.63	53	3.21	23	3.61
Are adaptable to Ghana's specific development challenges and country circumstances	13	4.77	163	5.82	26	6.46	169	5.62	14	5.50	58	5.67	62	6.03	17	5.47	17	6.24	11	5.82	60	5.17	29	5.07

\*Significantly different between stakeholder groups

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 WBG's knowledge work and activities make to development results in your country?	15	6.07	177	6.69	27	6.70	174	6.50	15	6.73	61	6.39	67	6.81	16	6.00	18	7.17	11	7.36	63	6.14	33	6.64
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	14	6.21	168	7.15	28	7.07	168	6.74	15	6.47	63	6.54	64	7.27	17	6.82	18	7.33	10	7.80	62	6.35	30	6.23

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Ghana's development challenges?

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Conceptualization (understanding and framing the problem)	15	5.73	158	6.42	26	6.69	151	6.01	13	5.31	60	6.45	58	6.28	17	5.94	18	7.17	9	6.00	52	5.67	27	6.81
Design (appraising and planning the solutions)	15	5.27	159	6.66	26	6.92	156	6.24	14	5.64	59	6.49	58	6.48	16	6.25	17	7.53	9	6.89	56	5.93	26	6.88
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	15	5.60	157	6.83	28	6.82	162	6.63	14	5.71	59	6.42	63	6.71	16	6.13	19	7.26	9	6.89	59	5.90	26	6.73
Evaluation (assessing the impact and results)	15	6.27	161	6.94	27	6.89	158	6.99	14	5.71	59	6.47	63	7.08	17	6.53	19	7.21	9	7.56	57	6.39	26	6.88

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

**E. Working with the World Bank Group (continued)**

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

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	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 disburses funds promptly*	16	4.44	163	5.39	28	6.43	171	5.75	14	4.50	53	5.55	63	6.48	18	4.94	17	6.41	10	5.10	62	5.42	28	5.71
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	17	4.94	179	6.70	27	6.48	174	6.89	14	5.43	62	6.03	66	6.44	19	6.26	18	7.39	11	7.27	64	6.05	32	6.72
The World Bank Group's approvals and reviews are done in a timely fashion*	17	4.18	157	5.77	27	5.70	164	6.04	13	5.62	55	5.20	61	6.30	16	6.00	18	6.33	10	6.10	58	5.41	26	5.35
The World Bank Group's "Safeguard Policy" requirements are reasonable*	17	4.59	154	6.08	25	5.92	152	6.29	12	5.33	52	6.04	52	6.83	15	6.27	17	6.65	10	6.60	54	5.31	26	5.46
The World Bank Group's conditions on its lending are reasonable*	17	5.06	165	5.37	27	6.44	163	4.96	14	5.21	56	5.04	57	5.81	19	5.05	18	5.39	11	6.27	59	4.47	30	4.93
The World Bank Group takes decisions quickly in Ghana*	16	3.75	158	5.61	27	5.74	159	5.31	14	5.36	57	5.26	55	6.20	17	4.47	17	6.29	10	6.70	51	5.22	27	4.81
Working with the World Bank Group increases Ghana's institutional capacity	17	5.94	175	6.57	28	7.14	175	6.65	14	5.71	62	6.24	65	6.85	19	6.37	18	7.22	11	7.09	63	6.00	35	6.00
The World Bank Group ensures consistency and continuity through staff changes	13	5.23	142	6.01	28	6.04	132	6.09	14	5.71	53	5.74	49	6.61	16	5.44	16	6.81	9	6.44	52	5.96	26	5.08
Where country systems are adequate, the World Bank Group makes appropriate use of them*	15	5.53	158	6.47	29	7.00	153	6.88	14	5.36	57	6.14	57	6.67	16	5.75	17	6.76	10	7.00	59	5.85	27	5.52
The World Bank Group provides effective implementation support*	17	5.29	175	6.86	29	7.14	172	6.96	13	5.38	58	6.03	62	7.19	19	6.26	18	7.06	11	7.45	66	5.88	33	5.88

\*Significantly different between stakeholder groups

Which of the following best describes the way the World Bank Group operates in Ghana?\* \*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
The World Bank Group takes too much risk in Ghana	11.1%	4.5%	10.0%	3.6%	20.0%	2.8%	8.6%	9.5%	10.5%	8.3%	5.1%	2.6%
The World Bank Group does not take enough risk in Ghana	38.9%	33.8%	50.0%	25.0%	33.3%	32.4%	38.6%	14.3%	36.8%	16.7%	33.3%	25.6%
The World Bank Group's approach to risk is appropriate	5.6%	22.7%	26.7%	28.6%	26.7%	23.9%	8.6%	14.3%	15.8%	25.0%	11.5%	15.4%
Don't know	33.3%	26.3%	13.3%	28.1%	6.7%	26.8%	31.4%	38.1%	21.1%	25.0%	35.9%	41.0%
Prefer not to answer	11.1%	12.6%	-	14.6%	13.3%	14.1%	12.9%	23.8%	15.8%	25.0%	14.1%	15.4%

### F. The Future Role of the World Bank Group in Ghana

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Provide more adequate data/ knowledge/statistics/figures on Ghana's economy	41.2%	34.2%	30.0%	31.3%	20.0%	29.2%	25.4%	40.9%	26.3%	33.3%	25.3%	30.0%
Collaborate more effectively with Government clients	23.5%	28.1%	13.3%	28.6%	13.3%	23.6%	25.4%	31.8%	26.3%	0.0%	19.0%	15.0%
Offer more innovative financial products	17.6%	15.1%	16.7%	13.0%	20.0%	20.8%	21.1%	18.2%	26.3%	33.3%	21.5%	22.5%
Improve the competitiveness of its financing compared to markets	11.8%	6.0%	16.7%	5.2%	6.7%	12.5%	7.0%	13.6%	0.0%	8.3%	3.8%	0.0%
Reach out more to groups outside of Government*	29.4%	37.7%	26.7%	30.2%	20.0%	23.6%	28.2%	9.1%	10.5%	25.0%	38.0%	20.0%
Improve the quality of its experts as related to Ghana's specific challenges	23.5%	10.6%	16.7%	12.5%	26.7%	13.9%	14.1%	27.3%	21.1%	0.0%	11.4%	20.0%
Offer more innovative knowledge services	11.8%	7.0%	16.7%	9.9%	20.0%	8.3%	8.5%	0.0%	5.3%	25.0%	11.4%	10.0%
Ensure greater selectivity in its work	17.6%	8.0%	13.3%	6.3%	6.7%	9.7%	5.6%	9.1%	26.3%	0.0%	6.3%	7.5%
Increase the level of capacity development in the country	5.9%	21.1%	20.0%	26.6%	20.0%	13.9%	29.6%	22.7%	31.6%	33.3%	20.3%	30.0%
Reduce the complexity of obtaining World Bank Group financing	11.8%	25.1%	23.3%	24.0%	6.7%	20.8%	18.3%	13.6%	26.3%	8.3%	22.8%	12.5%
Work faster*	5.9%	4.0%	6.7%	5.2%	20.0%	6.9%	12.7%	4.5%	0.0%	33.3%	10.1%	10.0%
Other*	0.0%	1.0%	0.0%	1.6%	0.0%	2.8%	0.0%	4.5%	0.0%	0.0%	3.8%	10.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana?\*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Financial services	47.1%	39.1%	20.0%	28.5%	13.3%	46.4%	34.7%	45.5%	11.1%	33.3%	38.2%	35.0%
Knowledge products	23.5%	17.3%	23.3%	15.5%	40.0%	17.4%	18.1%	9.1%	22.2%	25.0%	14.5%	7.5%
Convening services	5.9%	5.6%	3.3%	2.1%	26.7%	10.1%	4.2%	4.5%	11.1%	8.3%	3.9%	12.5%
None of the above		1.5%	10.0%	5.7%	13.3%	-	9.7%	9.1%	-	8.3%	6.6%	5.0%
The combination is appropriate for Ghana	11.8%	33.0%	40.0%	41.5%	6.7%	18.8%	29.2%	22.7%	55.6%	8.3%	31.6%	30.0%
Don't know	11.8%	3.6%	3.3%	6.7%	-	7.2%	4.2%	9.1%	-	16.7%	5.3%	10.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Local newspapers*	50.0%	46.5%	16.7%	53.0%	0.0%	39.7%	24.7%	61.9%	21.1%	18.2%	39.2%	56.4%
International newspapers*	5.6%	2.5%	3.3%	1.5%	20.0%	4.1%	4.1%	9.5%	10.5%	9.1%	8.9%	0.0%
Local radio	27.8%	29.7%	13.3%	35.9%	26.7%	34.2%	24.7%	33.3%	15.8%	18.2%	29.1%	33.3%
International radio	5.6%	4.5%	13.3%	4.0%	13.3%	5.5%	6.8%	4.8%	10.5%	18.2%	3.8%	7.7%
Local television	38.9%	29.7%	33.3%	30.8%	20.0%	26.0%	20.5%	33.3%	21.1%	9.1%	36.7%	30.8%
International television*	0.0%	4.0%	13.3%	6.1%	20.0%	2.7%	9.6%	4.8%	0.0%	18.2%	8.9%	0.0%
Periodicals*	22.2%	5.0%	6.7%	3.0%	13.3%	6.8%	6.8%	14.3%	15.8%	9.1%	3.8%	2.6%
Internet	22.2%	46.0%	56.7%	42.4%	33.3%	45.2%	54.8%	33.3%	68.4%	45.5%	49.4%	43.6%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	5.6%	7.9%	23.3%	6.1%	20.0%	13.7%	9.6%	0.0%	5.3%	27.3%	6.3%	5.1%
Blogs*	5.6%	15.8%	13.3%	6.6%	6.7%	8.2%	11.0%	0.0%	15.8%	9.1%	3.8%	2.6%
Mobile phones*	11.1%	1.5%	3.3%	4.0%	13.3%	6.8%	17.8%	4.8%	5.3%	9.1%	5.1%	5.1%
Instant messaging	0.0%	1.5%	0.0%	2.5%	6.7%	1.4%	1.4%	0.0%	10.5%	9.1%	0.0%	5.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	Consultant on WBG- supported Project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Private Bank	NGO/ CBO/ Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Blogs*	11.1%	7.0%	26.7%	3.5%	20.0%	8.3%	11.0%	9.5%	15.8%	16.7%	6.3%	15.4%
Direct contact with World Bank Group	11.1%	13.5%	26.7%	21.2%	20.0%	16.7%	23.3%	23.8%	21.1%	25.0%	24.1%	23.1%
e-Newsletters	27.8%	18.5%	10.0%	10.6%	26.7%	16.7%	8.2%	19.0%	21.1%	33.3%	12.7%	12.8%
Instant messaging	11.1%	8.5%	20.0%	9.1%	20.0%	4.2%	8.2%	0.0%	0.0%	0.0%	7.6%	5.1%
World Bank Group's seminars/workshops/conferences*	27.8%	38.0%	10.0%	45.5%	20.0%	20.8%	31.5%	42.9%	15.8%	8.3%	30.4%	28.2%
World Bank Group's publications and other written materials	33.3%	29.5%	26.7%	25.3%	20.0%	23.6%	19.2%	28.6%	15.8%	25.0%	26.6%	23.1%
Mobile phones	16.7%	12.5%	3.3%	17.7%	26.7%	25.0%	23.3%	19.0%	10.5%	33.3%	21.8%	25.6%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	22.2%	30.5%	26.7%	27.3%	26.7%	37.5%	34.2%	9.5%	42.1%	33.3%	21.5%	30.8%
World Bank Group's website	27.8%	33.5%	46.7%	30.8%	13.3%	36.1%	28.8%	42.9%	57.9%	16.7%	41.8%	23.1%
Other	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%	2.7%	4.8%	0.0%	0.0%	3.8%	2.6%

\*Significantly different between stakeholder groups

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

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Yes	44.4%	16.9%	63.0%	23.6%	54.5%	25.0%	48.5%	21.1%	31.6%	16.7%	23.7%	15.4%
No	55.6%	83.1%	37.0%	76.4%	45.5%	75.0%	51.5%	78.9%	68.4%	83.3%	76.3%	84.6%

\*Significantly different between stakeholder groups

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Yes	35.7%	28.8%	80.8%	21.6%	72.7%	30.9%	42.2%	27.8%	61.1%	40.0%	22.4%	16.7%
No	64.3%	71.2%	19.2%	78.4%	27.3%	69.1%	57.8%	72.2%	38.9%	60.0%	77.6%	83.3%

\*Significantly different between stakeholder groups

Were you able to obtain this information?\*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Yes	80.0%	92.5%	95.0%	90.0%	87.5%	95.2%	88.9%	20.0%	100.0%	75.0%	94.1%	83.3%
No	20.0%	7.5%	5.0%	10.0%	12.5%	4.8%	11.1%	80.0%	-	25.0%	5.9%	16.7%

\*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Yes	93.8%	94.3%	92.6%	91.8%	80.0%	86.6%	93.8%	78.9%	94.7%	100%	93.4%	86.8%
No	6.3%	5.7%	7.4%	8.2%	20.0%	13.4%	6.3%	21.1%	5.3%	-	6.6%	13.2%

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Yes	43.8%	47.4%	80.8%	47.3%	66.7%	51.4%	63.6%	55.0%	77.8%	70.0%	52.6%	44.7%
No	56.3%	52.6%	19.20%	52.7%	33.3%	48.6%	36.4%	45.0%	22.2%	30.0%	47.4%	55.3%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Which do you primarily use?**

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
The World Bank Group's country website	60.0%	54.8%	47.8%	54.5%	66.7%	56.5%	67.3%	61.1%	53.3%	63.6%	57.9%	45.5%
The World Bank Group's main website	40.0%	45.2%	52.2%	45.5%	33.3%	43.5%	32.7%	38.9%	46.7%	36.4%	42.1%	54.5%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
High speed	92.9%	63.7%	73.9%	57.9%	42.9%	68.8%	69.0%	75.0%	56.3%	80.0%	62.9%	47.6%
Dial-up	7.1%	36.3%	26.1%	42.1%	57.1%	31.3%	31.0%	25.0%	43.8%	20.0%	37.1%	52.4%

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		NGO/CBO/Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
I use/consult World Bank Group's data more often than I did a few years ago.*	12	6.58	148	5.32	25	7.20	152	4.58	14	5.43	53	5.87	59	5.20	17	4.53	18	6.56	11	6.18	64	4.06	27	3.93
I find the World Bank Group's websites easy to navigate.*	15	5.87	113	6.35	24	7.63	108	6.36	14	5.36	49	7.12	51	6.45	13	6.00	18	8.06	10	6.70	53	6.15	21	5.95
I find the information on the World Bank Group's websites useful.	14	6.07	115	7.17	24	8.17	106	7.12	14	6.36	48	7.79	49	7.33	14	6.64	18	8.00	10	7.80	55	6.91	21	6.57
The World Bank Group's social media channels are valuable sources of information about the institution.*	15	5.47	113	6.79	23	7.52	98	6.70	12	5.83	46	7.76	44	7.11	13	6.77	17	7.53	9	7.78	45	6.24	21	6.29
When I need information from the World Bank Group I know how to find it.*	14	5.00	132	6.34	24	7.83	136	6.46	13	5.62	47	7.60	55	7.25	14	6.29	18	7.50	11	7.18	57	5.82	23	6.43
The World Bank Group is responsive to my information requests and inquiries.	15	5.13	115	6.62	24	7.58	108	6.21	14	6.21	46	7.39	50	7.06	14	5.64	18	7.33	10	6.50	48	6.21	16	5.81

\*Significantly different between stakeholder groups

## H. Background Information

Which of the following agencies of the World Bank Group do you work with in Ghana? (Select all that apply)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
The World Bank (IDA)*	53.3%	36.9%	72.4%	51.9%	26.7%	17.4%	23.0%	10.0%	31.3%	37.5%	8.6%	25.0%
The International Finance Corporation (IFC)*	20.0%	14.5%	27.6%	15.3%	53.3%	15.9%	24.6%	20.0%	18.8%	25.0%	8.6%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	13.3%	11.2%	20.7%	8.7%	26.7%	11.6%	18.0%	10.0%	6.3%	12.5%	2.9%	12.5%
None*	33.3%	53.6%	17.2%	41.5%	20.0%	71.0%	50.8%	70.0%	43.8%	62.5%	85.7%	65.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	Consultant on WBG-supported Project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private/Financial Sector/Private Bank	NGO/CBO/Private Found.	Media	Independent Government Institution	Trade Union	Academia	Other
Observer	44.4%	48.9%	34.5%	39.0%	33.3%	55.2%	47.0%	65.0%	44.4%	54.5%	53.7%	57.6%
Use World Bank Group reports/data*	55.6%	23.9%	41.4%	29.4%	60.0%	29.9%	34.8%	15.0%	16.7%	45.5%	26.9%	36.4%
Engage in World Bank Group related/sponsored events/activities*	27.8%	37.2%	37.9%	37.9%	40.0%	6.0%	21.2%	25.0%	11.1%	0.0%	11.9%	6.1%
Collaborate as part of my professional duties	27.8%	22.3%	24.1%	27.7%	13.3%	14.9%	27.3%	15.0%	22.2%	18.2%	14.9%	12.1%
Use World Bank Group website for information, data, research, etc.	22.2%	22.3%	20.7%	19.2%	26.7%	38.8%	21.2%	20.0%	33.3%	45.5%	35.8%	30.3%

\*Significantly different between stakeholder groups



## Appendix C: Responses to All Questions across Geographic Locations

**Northern Sector N=255 • Southern Sector N=146 • Western Sector N=167 • Eastern Sector N=219**

### A. General Issues Facing Ghana

**In general, how would you say that Ghana is headed in...?\***

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
The right direction	50.8%	36.4%	30.9%	46.0%
The wrong direction	23.8%	34.3%	27.3%	29.9%
Not sure	25.4%	29.4%	41.8%	24.2%

*\*Significantly different between locations*

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

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Social protection*	2.8%	2.8%	9.6%	3.9%
Transport*	4.0%	10.6%	16.4%	15.6%
Public sector governance/reform*	8.3%	12.0%	19.5%	22.4%
Global/regional integration	1.2%	2.8%	0.6%	0.5%
Gender equity	0.4%	1.4%	1.9%	3.4%
Domestic private sector development	7.5%	11.3%	8.2%	4.9%
Foreign direct investment*	0.4%	5.6%	2.5%	3.4%
Water and sanitation*	5.2%	10.6%	20.1%	17.1%
Anti-corruption	13.5%	13.4%	13.2%	15.6%
Job creation/employment*	43.7%	29.6%	25.8%	25.4%
Rural development	10.3%	7.7%	4.4%	8.3%
Financial markets	0.0%	1.4%	1.3%	2.4%
Urban development*	0.8%	0.7%	1.3%	3.9%
Environmental sustainability	1.2%	3.5%	3.8%	3.4%
Equality of opportunity	1.2%	0.7%	1.9%	1.5%
Health*	40.5%	25.4%	25.8%	25.9%
Education	54.0%	53.5%	48.4%	44.9%
Poverty reduction	7.1%	14.1%	6.3%	10.7%
Energy	22.2%	22.5%	16.4%	19.0%
Food security*	14.7%	4.9%	3.1%	5.9%
Climate change	1.2%	0.0%	0.6%	1.0%
Agricultural development*	23.8%	28.2%	17.0%	15.1%
Trade and exports	7.1%	3.5%	2.5%	3.9%
Crime and violence	0.4%	2.8%	3.1%	2.0%
Economic growth	12.7%	12.7%	12.6%	16.1%
Law and justice	2.0%	5.6%	6.3%	4.9%
Regulatory framework	0.4%	0.7%	1.3%	0.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	1.0%
Natural resource management	9.5%	3.5%	7.5%	6.3%
Disaster management	0.4%	0.0%	0.0%	1.0%
Information and communications technology	2.0%	2.8%	2.5%	4.4%

*\*Significantly different between locations*

### A. General Issues Facing Ghana (continued)

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 Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Water and sanitation*	3.5%	4.1%	12.7%	11.3%
Equality of opportunity*	2.4%	6.2%	7.2%	10.8%
Economic growth*	51.4%	28.3%	30.7%	24.1%
Climate change	1.6%	0.7%	0.6%	1.4%
Global/regional integration	0.4%	0.0%	0.6%	0.5%
Gender equity*	0.4%	3.4%	2.4%	5.2%
Rural development	22.7%	24.8%	30.7%	28.3%
Urban development	2.0%	3.4%	3.6%	3.8%
Regulatory framework	0.4%	0.7%	0.0%	0.5%
Social protection*	0.8%	3.4%	6.0%	1.9%
Law and justice*	0.4%	4.8%	5.4%	2.8%
Transport	3.1%	6.9%	6.0%	9.0%
Crime and violence	0.4%	2.8%	1.2%	3.3%
Communicable/non-communicable diseases	0.4%	0.0%	0.0%	0.9%
Information and communications technology	0.4%	2.1%	1.2%	1.4%
Anti-corruption	23.5%	22.8%	19.9%	17.0%
Domestic private sector development	8.6%	10.3%	8.4%	3.8%
Foreign direct investment	0.0%	2.1%	1.8%	1.4%
Education	36.1%	40.7%	44.6%	46.2%
Energy*	31.4%	11.0%	4.2%	10.4%
Public sector governance/reform*	2.4%	7.6%	9.6%	9.4%
Natural resource management	5.9%	4.8%	10.2%	9.9%
Environmental sustainability	0.8%	0.7%	2.4%	0.9%
Disaster management	0.0%	0.0%	1.8%	1.4%
Health*	3.5%	7.6%	19.3%	21.7%
Agricultural development*	45.5%	40.7%	25.9%	25.5%
Job creation/employment	37.3%	41.4%	32.5%	29.7%
Financial markets*	0.4%	0.7%	0.0%	3.3%
Trade and exports*	7.8%	5.5%	2.4%	3.3%
Food security	5.1%	5.5%	3.6%	9.0%

\*Significantly different between locations

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Energy*	34.9%	37.2%	24.1%	29.8%
Gender equity	1.6%	0.7%	0.6%	2.8%
Equality of opportunity	2.0%	3.4%	3.0%	4.2%
Social protection	3.1%	0.7%	2.4%	2.3%
Global/regional integration	0.8%	1.4%	1.8%	1.9%
Climate change	0.4%	0.0%	0.6%	0.0%
Anti-corruption*	29.4%	21.4%	25.3%	16.3%
Disaster management*	0.4%	0.0%	1.2%	2.8%
Rural development	19.6%	13.1%	15.7%	15.8%
Foreign direct investment*	3.1%	12.4%	5.4%	11.2%
Urban development	1.6%	0.7%	1.2%	0.9%
Water and sanitation	4.3%	2.1%	5.4%	3.7%
Education*	26.7%	29.0%	38.0%	35.8%
Information and communications technology*	2.0%	7.6%	3.0%	2.8%
Regulatory framework	0.4%	0.7%	2.4%	1.9%
Communicable/non-communicable diseases	0.4%	0.7%	0.0%	0.0%
Trade and exports	23.1%	23.4%	13.9%	19.1%
Public sector governance/reform*	6.3%	15.2%	12.7%	13.5%
Domestic private sector development	13.3%	18.6%	15.7%	15.3%
Job creation/employment	40.0%	33.8%	35.5%	28.8%
Agricultural development	41.6%	40.7%	30.7%	36.7%
Food security*	14.9%	2.8%	4.8%	2.8%
Transport*	3.1%	2.8%	3.0%	11.6%
Natural resource management*	10.2%	12.4%	25.9%	12.6%
Environmental sustainability*	0.4%	2.1%	4.2%	1.4%
Health	11.0%	5.5%	12.0%	14.4%
Law and justice	2.0%	2.1%	4.2%	2.3%
Crime and violence	0.0%	0.0%	0.6%	0.5%
Financial markets	3.1%	6.2%	3.0%	6.5%

\*Significantly different between locations

### A. General Issues Facing Ghana (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Better employment opportunities for young people*	19.1%	35.3%	28.4%	36.5%
Better employment opportunities for women*	26.6%	4.4%	2.0%	5.3%
Greater access to micro-finance for the poor	16.6%	12.5%	12.2%	10.6%
Greater voice and participation for citizens to help ensure greater accountability	11.2%	19.9%	16.9%	11.1%
Greater access to health and nutrition for citizens*	5.8%	7.4%	17.6%	9.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	28.6%	27.9%	25.0%	21.7%
A growing middle class*	1.2%	9.6%	4.1%	2.1%
Better opportunity for the poor who live in rural areas*	9.1%	4.4%	8.8%	16.4%
Better opportunity for the poor who live in urban areas	2.1%	1.5%	2.7%	3.2%
Consistent economic growth	19.1%	19.1%	14.9%	22.8%
More reliable social safety net*	1.7%	8.1%	7.4%	5.8%
Greater equity of fiscal policy	2.1%	4.4%	5.4%	7.4%
Education and training that better ensure job opportunity	45.2%	37.5%	43.2%	40.2%
Better quality public services	10.4%	5.1%	6.8%	5.8%
Other	0.8%	0.0%	1.4%	0.5%

\*Significantly different between locations

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?*	248	5.90	2.33	143	4.66	2.02	158	5.02	2.42	211	4.81	2.46

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between locations

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	224	7.20	1.96	125	5.36	1.81	139	5.35	2.40	174	5.08	2.11

(1-Not effective at all, 10-Very effective) \*Significantly different between locations

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges?*	218	7.93	1.94	110	5.72	1.96	123	5.80	2.36	165	5.61	2.32

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

### 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 Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Social protection	2.4%	1.4%	3.6%	3.7%
Public sector governance/reform*	7.6%	17.2%	24.7%	23.7%
Transport	8.0%	13.8%	9.6%	11.6%
Poverty reduction*	13.6%	29.7%	25.9%	27.0%
Global/regional integration	0.4%	1.4%	2.4%	2.3%
Gender equity*	0.4%	0.0%	3.0%	2.8%
Crime and violence	1.2%	0.7%	0.0%	1.9%
Domestic private sector development	10.4%	16.6%	9.0%	7.9%
Rural development	12.8%	20.0%	16.9%	18.1%
Foreign direct investment*	0.0%	4.1%	4.2%	3.3%
Water and sanitation*	6.8%	8.3%	14.5%	7.9%
Energy	19.2%	11.7%	13.3%	16.3%
Job creation/employment*	30.8%	26.2%	16.9%	22.8%
Financial markets	2.4%	1.4%	1.2%	1.9%
Urban development	1.6%	2.8%	1.2%	0.9%
Environmental sustainability*	0.4%	2.1%	4.8%	0.9%
Equality of opportunity	0.0%	2.1%	2.4%	2.3%
Health*	36.8%	18.6%	23.5%	28.4%
Education	37.2%	40.7%	41.6%	39.1%
Food security	8.0%	2.1%	4.2%	5.1%
Climate change	0.8%	0.0%	1.2%	0.0%
Agricultural development	33.2%	37.9%	27.1%	31.6%
Trade and exports*	15.6%	4.1%	2.4%	4.2%
Economic growth	18.0%	14.5%	13.9%	18.6%
Law and justice*	1.2%	4.1%	4.8%	0.5%
Regulatory framework	0.8%	0.7%	0.6%	1.4%
Communicable/non-communicable diseases	0.4%	1.4%	0.0%	0.9%
Natural resource management	8.8%	3.4%	7.8%	4.2%
Anti-corruption*	18.8%	4.8%	12.7%	8.8%
Information and communications technology	2.4%	2.1%	0.6%	0.9%
Disaster management	0.0%	1.4%	1.2%	0.9%

\*Significantly different between locations

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE...

Greatest Value	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Percentage of Respondents				
Convening/Facilitating*	3.1%	0.0%	6.3%	4.0%
Data	3.1%	4.6%	8.3%	6.3%
Policy advice, studies, analyses	21.0%	16.8%	16.7%	14.9%
Financial resources*	32.6%	45.8%	23.6%	38.9%
Capacity development	20.1%	21.4%	20.8%	17.7%
Technical assistance	10.3%	8.4%	13.2%	10.9%
Mobilizing third party financial resources	1.3%	0.8%	1.4%	2.9%
Donor coordination	4.9%	2.3%	7.6%	3.4%
Linkage to South-South knowledge sharing	3.1%	0.0%	1.4%	0.6%
Other	0.4%	0.0%	0.7%	0.6%

\*Significantly different between locations

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

... and which activity is of second greatest value in Ghana?

2 <sup>nd</sup> Greatest Value	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Percentage of Respondents				
Convening/Facilitating	5.0%	2.3%	0.7%	4.7%
Data	7.2%	6.9%	5.6%	7.0%
Policy advice, studies, analyses	12.7%	11.5%	17.5%	16.9%
Financial resources	14.5%	23.1%	14.7%	18.0%
Capacity development*	15.8%	31.5%	17.5%	11.0%
Technical assistance*	19.9%	14.6%	27.3%	15.1%
Mobilizing third party financial resources	6.3%	0.8%	6.3%	5.8%
Donor coordination*	15.8%	7.7%	7.0%	15.1%
Linkage to South-South knowledge sharing	2.7%	1.5%	2.8%	5.2%
Other	0.0%	0.0%	0.7%	1.2%

\*Significantly different between locations

How effectively do the World Bank Groups' activities below support Ghana's efforts to achieve development results?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating*	211	7.16	2.17	94	5.03	1.62	109	5.94	2.19	147	5.31	2.08
Data*	218	7.89	2.07	104	6.11	2.05	117	6.56	2.38	146	6.05	2.13
Policy advice, studies, analyses*	226	7.94	2.17	121	6.05	2.04	125	6.66	2.23	159	6.26	2.20
Financial resources*	219	7.67	2.22	126	6.85	1.94	132	7.11	2.34	168	6.54	2.10
Technical assistance*	219	7.79	2.22	125	6.40	2.02	130	7.09	2.09	157	6.14	2.09
Mobilizing third party financial resources*	203	6.33	2.35	100	5.27	2.08	113	5.97	2.46	139	5.66	1.95
Donor coordination*	213	6.97	2.27	103	5.94	1.99	118	6.71	2.25	140	6.33	2.17
Linkage to South-South knowledge sharing*	199	5.47	2.68	82	4.73	1.94	92	5.76	2.42	112	5.30	2.04

(1-Not effective at all, 10-Very effective) \*Significantly different between locations

The World Bank Group can provide capacity building support in a number of ways in Ghana. To what degree would Ghana benefit, if capacity building were to support...?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	228	8.39	1.84	125	7.19	2.20	140	7.69	2.21	178	6.82	2.42
The public sector, related to implementation of specific development projects on the ground*	230	8.27	1.97	129	7.16	2.31	137	7.93	1.94	192	7.27	2.16
The public sector, related to changing institutions (organizations or sociopolitical conditions)*	228	8.23	2.08	132	6.73	2.21	131	7.44	2.06	177	6.95	2.38
The private sector, related to institutional and policy change*	229	8.29	2.25	129	7.24	2.12	139	7.64	2.18	180	6.91	2.54

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

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	193	7.44	2.43	105	6.33	2.08	92	6.97	2.11	139	6.22	2.15
Citizen engagement (incorporating citizens' voices into development)*	186	7.18	2.45	90	5.26	2.62	90	6.32	2.61	133	5.46	2.30
Policy design (for clarity and better incentives to achieve development goals)*	184	7.69	2.44	102	5.89	2.29	94	6.55	2.42	134	6.22	2.16

(1-Not effective at all, 10-Very effective) \*Significantly different between locations

When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	193	8.33	2.23	118	7.41	1.95	113	7.87	2.22	160	7.33	2.15
Citizen engagement (incorporating citizens' voices into development)*	197	8.61	2.23	117	7.48	2.19	118	8.02	2.15	162	7.41	2.23
Policy design (for clarity and better incentives to achieve development goals)*	192	8.60	2.31	119	7.40	2.17	116	8.06	2.14	161	7.52	2.18

(1-Not important at all, 10-Very important) \*Significantly different between locations

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Ghana?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Staff too inaccessible*	20.5%	6.2%	12.6%	14.9%
Not exploring alternative policy options*	12.0%	4.1%	6.3%	11.5%
Not adequately sensitive to political/social realities in Ghana	17.7%	24.8%	18.9%	18.3%
Not enough public disclosure of its work*	14.9%	26.9%	27.7%	33.2%
Arrogant in its approach	2.8%	0.7%	3.1%	4.3%
Not aligned with country priorities	13.3%	17.2%	15.1%	12.0%
The credibility of its knowledge/data*	6.8%	2.1%	1.3%	5.3%
World Bank Group's processes too complex	14.5%	9.7%	16.4%	15.9%
Not willing to honestly criticize policies and reform efforts in the country*	25.3%	13.1%	16.4%	11.5%
Too influenced by developed countries*	15.3%	28.3%	19.5%	24.5%
Imposing technocratic solutions without regard to political realities*	10.0%	17.9%	13.8%	8.7%
World Bank Group's processes too slow	7.6%	1.4%	4.4%	5.3%
Too bureaucratic in its operational policies and procedures	12.0%	14.5%	13.2%	9.1%
Not aligned with other donors' work	4.4%	2.8%	0.6%	2.9%
Not collaborating enough with non-state actors*	10.4%	8.3%	1.9%	2.4%
Not client focused	4.4%	2.1%	2.5%	2.4%
Other	0.0%	0.0%	0.6%	1.9%
Don't know	4.4%	8.3%	7.5%	7.7%

\*Significantly different between locations

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Capacity development	42.1%	50.0%	55.1%	44.5%
Policy based lending / budget support to the Government*	25.5%	42.5%	24.4%	30.1%
Knowledge products/services*	27.5%	8.9%	12.2%	18.2%
Investment lending	28.3%	34.9%	32.1%	32.5%
Technical assistance*	48.6%	34.9%	46.2%	38.8%
Trust Fund management	15.0%	7.5%	8.3%	10.0%
Other	0.8%	0.7%	0.6%	1.9%
Don't know	5.3%	8.2%	6.4%	8.6%

\*Significantly different between locations

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Academia/Think Tanks/Research Institutes*	22.5%	34.2%	32.7%	31.6%
Donor Community	17.3%	9.6%	10.7%	12.0%
Media	6.8%	13.7%	12.6%	13.4%
NGOs*	34.5%	11.0%	19.5%	14.4%
Local Government	32.1%	43.8%	41.5%	35.4%
Private Sector*	40.2%	41.8%	27.7%	35.4%
Parliament	4.4%	2.7%	3.8%	5.7%
Community-Based Organizations (CBOs)	19.7%	17.8%	23.3%	19.1%
Beneficiaries	10.4%	15.1%	12.6%	11.0%
Foundations*	6.0%	0.7%	1.3%	4.8%
Faith-Based Organizations*	2.4%	0.7%	1.3%	5.3%
Other	0.0%	1.4%	1.3%	1.9%
Don't know	0.8%	1.4%	3.1%	3.8%

\*Significantly different between locations

To what extent do you agree with the following statements about the World Bank Group's work in Ghana?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana*	235	7.61	2.28	128	6.24	2.07	145	6.38	2.65	194	5.99	2.33
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	233	7.10	2.49	123	4.99	2.24	132	5.58	2.48	189	5.15	2.15
The World Bank Group supports programs and strategies that are realistic for Ghana*	229	7.28	2.40	126	5.52	2.19	137	5.83	2.58	186	5.62	2.22
The World Bank Group treats clients and stakeholders in Ghana with respect*	227	7.83	2.46	100	5.44	2.31	124	5.85	2.68	173	5.64	2.25

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations



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

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	224	6.46	2.34	101	5.27	1.91	134	5.71	2.34	166	5.43	2.12
Flexibility (in terms of the institution's products and services)*	222	6.64	2.02	103	4.58	1.88	127	5.09	2.20	165	4.96	1.82
Flexibility (in terms of changing country circumstances)*	223	6.60	2.07	109	4.84	2.05	135	5.05	2.35	167	4.89	2.03
Being inclusive*	219	6.88	2.11	101	4.92	2.03	123	5.91	2.31	170	5.17	2.17
Openness (sharing data and other information)*	224	7.69	2.22	108	5.53	2.29	141	5.82	2.37	178	5.53	2.40
Staff accessibility*	218	6.19	2.39	102	4.22	2.01	124	5.17	2.28	161	4.90	2.44
Straightforwardness and honesty*	226	7.21	2.39	108	5.46	2.65	140	5.83	2.60	168	5.82	2.17
Ease of access to the people at the WBG who are making decisions important to my work*	219	6.69	2.27	101	4.29	2.15	121	4.88	2.30	149	5.01	2.24
Collaboration with civil society*	222	6.16	2.22	115	4.75	2.31	130	5.69	2.30	167	5.48	2.23
Collaboration with the Government*	221	7.87	2.22	128	6.76	2.02	131	7.53	2.02	179	6.93	2.11
Collaboration with other donors and development partners*	222	7.32	2.20	107	6.23	1.83	126	6.76	2.19	160	6.31	2.29
Collaboration with the private sector*	220	5.55	2.33	107	4.67	2.02	117	5.55	2.05	150	5.27	2.27
The speed in which it gets things accomplished on the ground*	221	6.40	2.18	102	5.37	1.99	132	5.55	2.51	157	5.37	2.13
Being a long-term partner*	225	7.84	2.10	117	6.88	2.26	137	7.29	2.35	169	6.78	2.21

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

To be a more effective development partner in Ghana, do you believe that the World Bank Group should have...?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
More local presence	87.6%	84.2%	82.4%	71.4%
The current level of local presence is adequate	5.8%	10.8%	9.8%	14.3%
Less local presence	1.7%	1.4%	4.6%	6.7%
Don't know	5.0%	3.6%	3.3%	7.6%

\*Significantly different between locations

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
The World Bank Group does not do adequate follow through/follow-up*	25.5%	9.0%	20.0%	17.6%
There is not an adequate level of citizen/civil society participation	35.5%	47.6%	41.3%	39.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.5%	26.2%	23.1%	22.4%
Lack of/inadequate levels of capacity in Government	17.9%	24.1%	17.5%	16.7%
Poor donor coordination*	16.7%	11.0%	7.5%	12.9%
The World Bank Group works too slowly	9.2%	4.1%	6.3%	10.5%
The Government works inefficiently	22.7%	24.1%	18.8%	20.0%
Political pressures and obstacles*	31.1%	17.9%	33.1%	22.9%
Reforms are not well thought out in light of country challenges	19.1%	22.8%	22.5%	28.6%
Other	0.4%	1.4%	0.6%	2.9%

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	241	8.86	1.84	140	8.05	2.24	155	8.06	2.57	196	7.77	2.69
Information and communications technology*	239	8.48	1.84	135	7.85	1.97	154	8.01	2.12	197	7.62	2.07
Transport*	243	8.55	1.79	136	8.05	1.91	149	7.94	2.14	197	8.04	2.04
Crime and violence*	236	8.47	1.95	128	6.71	2.52	147	6.58	2.45	190	6.65	2.66
Law and justice*	236	7.65	2.31	127	6.83	2.39	148	6.69	2.64	193	6.90	2.45
Urban development*	235	8.11	2.27	135	7.84	1.97	152	8.06	1.96	194	7.52	2.06
Environmental sustainability*	240	8.44	1.81	130	7.72	1.96	152	8.16	1.84	193	7.66	1.99
Regulatory framework*	230	8.26	1.99	125	6.62	2.44	146	7.10	2.30	184	6.97	2.27
Communicable/non-communicable diseases*	240	8.58	1.80	129	7.35	2.23	155	7.55	2.39	194	7.52	2.29
Poverty reduction*	239	8.92	1.76	136	8.71	1.77	152	8.63	1.84	196	8.38	2.03
Gender equity*	235	7.90	2.09	130	7.02	2.16	147	6.79	2.43	197	6.86	2.56
Domestic private sector development*	232	8.29	2.14	128	7.89	1.98	152	7.68	2.17	190	7.57	2.27
Foreign direct investment*	235	8.33	2.07	133	7.96	1.73	146	7.58	2.10	190	7.38	2.31
Water and sanitation*	244	9.08	1.65	134	8.10	1.89	152	8.47	1.82	196	8.19	1.99
Trade and exports*	237	8.26	2.13	131	7.40	2.03	151	7.57	2.21	198	7.47	2.35
Economic growth*	240	8.87	1.78	135	8.38	1.81	153	8.30	2.17	197	8.06	2.12
Energy*	238	9.00	1.66	136	8.11	2.11	154	8.43	2.01	194	8.20	2.06
Disaster management*	237	8.61	1.96	130	7.41	2.12	150	7.15	2.25	192	7.13	2.43
Public sector governance/reform*	235	8.58	1.91	134	7.62	2.08	150	7.98	2.38	188	7.77	2.11
Job creation/employment*	237	8.76	1.93	137	8.32	1.97	155	8.21	2.26	195	7.77	2.36
Financial markets*	231	8.37	1.87	132	7.44	2.16	144	7.15	2.29	185	7.37	2.21
Equality of opportunity*	230	8.14	1.88	120	7.22	2.21	146	7.12	2.38	181	7.19	2.43
Health*	239	9.31	1.29	133	8.34	1.78	154	8.57	1.79	196	8.28	2.05
Rural development*	234	9.08	1.56	129	8.36	1.93	149	8.40	1.90	191	8.24	2.01
Global/regional integration*	231	8.45	1.84	122	7.11	2.22	147	7.02	2.33	184	7.01	2.48
Food security*	239	8.93	1.59	128	7.82	2.12	151	7.86	2.35	191	7.80	2.20
Education*	239	9.18	1.54	135	8.73	1.72	155	8.43	1.94	192	8.30	2.16
Social protection*	234	8.02	2.02	126	7.17	2.16	153	7.16	2.50	194	7.06	2.43
Climate change*	227	8.20	2.00	127	7.07	2.18	156	7.53	2.35	180	6.83	2.60
Agricultural development*	240	9.18	1.48	138	8.72	1.82	154	8.75	1.63	197	8.34	2.09
Natural resource management*	237	8.56	1.91	130	7.45	2.39	156	7.96	2.30	195	7.44	2.52

\*Significantly different between locations

### C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	207	4.36	2.72	87	4.21	2.62	90	5.16	2.74	149	4.84	2.46
Information and communications technology*	211	5.86	2.10	91	4.81	2.27	100	6.01	2.17	147	5.46	2.16
Transport*	207	5.48	2.32	105	6.09	2.14	106	6.41	2.24	158	5.88	2.39
Crime and violence*	201	4.99	2.70	73	4.41	2.34	85	4.93	2.29	131	4.62	2.33
Law and justice	199	5.06	2.87	74	4.50	2.53	91	4.99	2.12	135	5.21	2.38
Urban development	217	5.92	2.35	100	5.90	2.44	119	6.59	2.33	162	5.97	2.19
Environmental sustainability	211	5.71	2.47	99	5.75	2.27	111	6.34	2.39	157	6.10	2.14
Regulatory framework	200	5.55	2.43	81	5.17	2.60	95	5.91	2.34	151	5.81	2.21
Communicable/non-communicable diseases*	210	6.72	2.10	91	5.88	2.37	106	6.36	2.30	161	5.81	2.29
Poverty reduction	221	5.98	2.65	118	5.82	2.60	120	6.58	2.41	170	6.26	2.31
Gender equity*	200	5.23	2.64	91	5.30	2.21	104	6.02	2.32	150	5.65	2.30
Domestic private sector development*	203	5.23	2.40	88	4.85	2.42	96	5.89	2.32	143	5.31	2.28
Foreign direct investment*	213	6.05	2.43	97	5.73	2.21	100	6.47	2.29	146	5.57	2.29
Water and sanitation*	217	6.59	2.12	107	6.19	2.41	124	6.91	2.45	171	6.04	2.39
Trade and exports*	211	5.36	2.41	93	4.81	2.20	98	6.09	2.32	142	5.62	2.35
Economic growth	216	5.99	2.50	105	5.51	2.33	112	6.08	2.54	165	6.01	2.36
Energy*	209	5.30	2.70	89	5.01	2.66	103	5.84	2.49	152	5.88	2.44
Disaster management*	209	5.58	2.52	88	4.45	2.56	94	5.68	2.28	147	5.27	2.34
Public sector governance/reform*	207	6.61	2.21	107	5.65	2.28	104	6.24	2.24	162	5.91	2.32
Job creation/employment*	217	5.54	2.47	108	4.35	2.56	107	5.34	2.57	157	4.85	2.38
Financial markets	198	5.75	2.53	94	5.20	2.19	92	5.75	2.48	151	5.58	2.31
Equality of opportunity*	195	5.39	2.45	85	4.67	2.28	87	5.64	2.44	143	5.24	2.36
Health*	211	6.91	2.01	111	6.21	2.22	118	6.91	2.31	166	6.34	2.35
Rural development*	214	5.43	2.51	111	5.91	2.39	116	6.53	2.24	169	5.86	2.33
Global/regional integration*	206	5.67	2.33	87	5.33	2.29	99	6.15	2.02	147	5.37	2.32
Food security	212	5.79	2.53	99	5.40	2.38	108	6.04	2.34	160	5.74	2.11
Education*	218	6.71	2.11	113	6.15	2.29	118	6.81	2.32	173	6.16	2.25
Social protection	204	5.26	2.59	81	4.75	2.39	104	5.57	2.58	142	5.24	2.26
Climate change*	193	5.30	2.61	84	4.90	2.42	101	5.99	2.40	141	5.60	2.35
Agricultural development	218	6.36	2.17	112	6.01	2.30	116	6.28	2.38	168	6.10	2.25
Natural resource management	201	5.46	3.05	92	4.71	2.65	103	5.54	2.46	154	5.49	2.40

\*Significantly different between locations

### C. World Bank Group Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Ghana?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
At the Headquarters (in Washington D.C.)	63.6%	31.2%	28.0%	36.9%
In the country	19.6%	27.0%	21.1%	18.0%
Don't know	16.8%	41.8%	50.9%	45.1%

\*Significantly different between locations

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ghana?*	228	7.36	1.99	128	5.63	1.88	137	6.48	2.20	180	5.90	1.92

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

To what extent do you agree with the following statements about the World Bank Group in Ghana?

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana*	230	7.04	2.39	111	4.69	2.18	145	4.92	2.36	183	4.85	2.18
The World Bank Group meets Ghana's needs for knowledge services*	228	7.48	2.29	110	5.39	2.27	140	5.44	2.51	180	5.27	2.19

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Ghana?*	216	7.39	2.01	87	5.38	1.78	110	5.85	2.32	148	5.45	2.14

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

### D. The 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 (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Weekly	24.2%	.7%	1.3%	2.4%
Monthly	39.3%	2.1%	3.8%	8.5%
A few times a year	11.9%	22.0%	28.3%	29.4%
Rarely	6.3%	38.3%	29.6%	25.1%
Never	18.3%	36.9%	37.1%	34.6%

\*Significantly different between locations

### D. The World Bank Group's Knowledge Work and Activities (continued)

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	223	6.71	2.25	97	5.36	2.08	115	5.90	2.34	149	5.17	1.93
Include appropriate level of stakeholder involvement during preparation*	222	7.00	2.18	97	5.33	2.10	118	5.97	2.31	157	5.43	2.19
Are relevant to Ghana's development priorities*	230	7.46	2.06	117	5.78	2.16	127	6.02	2.33	171	5.56	2.03
Lead to practical solutions*	226	7.30	2.04	100	5.32	1.90	117	5.91	2.44	169	5.29	2.05
Are accessible (well written and easy to understand)*	228	6.03	2.35	99	5.10	2.12	120	5.98	2.52	168	5.51	2.25
Are source of relevant information on global good practices*	224	7.52	1.99	108	5.85	1.90	120	6.51	2.22	166	6.03	2.05
Enhance your knowledge and/or skills*	224	7.19	1.97	114	5.76	2.09	121	6.31	2.39	175	6.03	1.79
Are adequately disseminated*	222	6.08	2.04	104	4.64	2.01	119	5.78	2.42	165	4.90	2.14
Are translated enough into local language*	171	4.04	2.57	103	3.05	1.99	108	4.81	2.61	151	3.52	2.23
Are adaptable to Ghana's specific development challenges and country circumstances*	224	7.00	2.30	116	4.48	2.14	125	5.78	2.49	168	4.73	2.06

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	221	7.90	1.73	123	5.60	1.88	141	6.50	1.97	187	5.70	2.00
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?*	225	8.04	1.90	112	5.79	1.97	135	6.46	2.16	180	6.37	1.95

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

\*Significantly different between locations

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Ghana's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	214	7.20	2.13	106	5.42	2.05	128	6.20	2.20	149	5.47	2.07
Design (appraising and planning the solutions)*	213	7.60	2.02	113	5.34	2.04	127	6.39	2.28	152	5.70	2.13
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	211	7.48	1.98	118	6.02	1.94	133	6.56	2.26	159	5.83	2.14
Evaluation (assessing the impact and results)*	216	7.67	1.98	118	6.34	2.04	130	6.84	2.29	156	6.09	2.16

\*Significantly different between locations

### E. Working with the World Bank Group (continued)

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	218	6.23	2.15	126	5.55	2.28	136	5.42	2.64	158	5.03	2.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	228	6.94	1.90	133	6.74	2.07	143	6.36	2.68	175	6.07	2.05
The World Bank Group's approvals and reviews are done in a timely fashion*	217	6.44	1.90	110	5.75	1.84	129	5.50	2.53	162	5.10	2.09
The World Bank Group's "Safeguard Policy" requirements are reasonable*	207	6.75	2.03	100	5.63	2.15	125	6.01	2.61	152	5.50	2.08
The World Bank Group's conditions on its lending are reasonable*	221	6.30	2.22	118	4.46	2.17	129	4.88	2.66	165	4.64	2.27
The World Bank Group takes decisions quickly in Ghana*	218	6.45	2.02	97	4.81	2.17	127	5.15	2.60	163	4.64	2.15
Working with the World Bank Group increases Ghana's institutional capacity*	223	7.20	2.03	131	6.21	2.13	141	6.40	2.52	184	6.00	2.09
The World Bank Group ensures consistency and continuity through staff changes*	213	6.87	2.06	82	5.35	2.12	108	5.76	2.40	142	5.25	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them*	216	7.12	2.14	109	6.25	2.13	124	6.52	2.54	156	5.56	2.19
The World Bank Group provides effective implementation support*	224	7.22	2.00	129	6.64	2.20	137	6.50	2.58	179	6.01	2.18

\*Significantly different between locations

Which of the following best describes the way the World Bank Group operates in Ghana?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
The World Bank Group takes too much risk in Ghana	8.8%	4.2%	3.2%	4.3%
The World Bank Group does not take enough risk in Ghana	39.0%	27.1%	25.5%	29.0%
The World Bank Group's approach to risk is appropriate	25.7%	21.5%	21.7%	14.3%
Don't know	18.9%	32.6%	31.2%	35.7%
Prefer not to answer	7.6%	14.6%	18.5%	16.7%

\*Significantly different between locations

## F. The Future Role of the World Bank Group in Ghana

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

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Provide more adequate data/knowledge/statistics/figures on Ghana's economy*	40.2%	27.5%	23.3%	27.6%
Collaborate more effectively with Government clients*	16.9%	28.2%	35.2%	25.7%
Offer more innovative financial products	17.7%	15.5%	16.4%	18.6%
Improve the competitiveness of its financing compared to markets	9.8%	4.9%	5.7%	4.8%
Reach out more to groups outside of Government	32.3%	28.9%	30.2%	26.7%
Improve the quality of its experts as related to Ghana's specific challenges	14.2%	14.8%	11.3%	13.3%
Offer more innovative knowledge services	9.4%	12.7%	6.3%	9.0%
Ensure greater selectivity in its work	11.0%	4.9%	6.3%	8.1%
Increase the level of capacity development in the country	18.9%	26.8%	27.0%	21.9%
Reduce the complexity of obtaining World Bank Group financing*	15.0%	30.3%	24.5%	22.4%
Work faster*	9.4%	2.8%	2.5%	11.9%
Other*	1.2%	0.0%	2.5%	4.3%

\*Significantly different between locations

When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana?

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Financial services	36.2%	35.7%	27.0%	37.7%
Knowledge products	18.3%	7.7%	19.5%	18.4%
Convening services	6.5%	5.6%	5.7%	3.8%
None of the above	4.1%	11.2%	3.8%	1.9%
The combination is appropriate for Ghana	29.3%	33.6%	39.0%	31.6%
Don't know	5.7%	6.3%	5.0%	6.6%

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Local newspapers*	16.3%	59.6%	55.6%	52.6%
International newspapers	4.0%	2.7%	3.1%	5.6%
Local radio*	10.7%	47.3%	44.4%	30.0%
International radio	6.3%	3.4%	4.9%	6.6%
Local television*	16.3%	38.4%	37.7%	31.9%
International television	4.4%	6.2%	5.6%	8.0%
Periodicals*	9.1%	2.1%	3.7%	6.6%
Internet*	69.8%	33.6%	27.2%	41.3%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	11.9%	3.4%	10.5%	6.6%
Blogs*	27.8%	0.0%	0.0%	0.9%
Mobile phones*	13.9%	0.0%	1.2%	2.8%
Instant messaging*	5.6%	0.0%	0.0%	0.9%
Other	0.8%	0.7%	0.6%	1.4%

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Blogs*	17.4%	3.4%	4.3%	4.3%
Direct contact with World Bank Group*	11.9%	35.6%	17.4%	18.5%
e-Newsletters*	8.7%	13.7%	21.1%	17.5%
Instant messaging	6.3%	8.2%	10.6%	9.5%
World Bank Group's seminars/workshops/conferences*	31.2%	45.2%	29.2%	32.7%
World Bank Group's publications and other written materials*	17.8%	30.1%	29.2%	30.3%
Mobile phones	20.2%	11.0%	20.5%	19.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	36.8%	19.9%	32.3%	23.2%
World Bank Group's website*	45.5%	22.6%	24.8%	33.2%
Other	1.6%	0.7%	0.6%	2.4%

\*Significantly different between locations

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Yes	39.7%	30.0%	7.3%	21.5%
No	60.3%	70.0%	92.7%	78.5%

\*Significantly different between locations

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Yes	61.0%	6.0%	10.7%	28.4%
No	39.0%	94.0%	89.3%	71.6%

\*Significantly different between locations

Were you able to obtain this information?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Yes	96.4%	75.0%	53.3%	85.7%
No	3.6%	25.0%	46.7%	14.3%

\*Significantly different between locations

Do you have access to the Internet?

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Yes	93.9%	92.4%	91.4%	90.1%
No	6.1%	7.6%	8.6%	9.9%

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Yes	77.0%	42.4%	29.0%	49.0%
No	23.0%	57.6%	71.0%	51.0%

\*Significantly different between locations



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

Which do you primarily use?\*

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
The World Bank Group's country website	58.9%	67.9%	43.4%	54.0%
The World Bank Group's main website	41.1%	32.1%	56.6%	46.0%

\*Significantly different between locations

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Northern Sector	Southern Sector	Western Sector	Eastern Sector
High speed	64.1%	73.8%	53.9%	61.7%
Dial-up	35.9%	26.2%	46.1%	38.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.*	219	7.19	2.64	110	3.11	2.41	121	3.84	2.81	148	4.45	2.31
I find the World Bank Group's websites easy to navigate.*	204	8.02	1.93	87	4.86	2.53	69	5.46	2.68	128	5.73	2.39
I find the information on the World Bank Group's websites useful.*	204	8.47	1.82	85	5.74	2.52	70	6.21	2.64	126	6.67	2.17
The World Bank Group's social media channels are valuable sources of information about the institution.*	204	8.23	1.86	60	5.22	2.85	84	5.95	2.65	109	5.84	2.33
When I need information from the World Bank Group I know how to find it.*	206	8.23	2.19	103	4.95	2.84	100	5.76	2.84	134	5.88	2.69
The World Bank Group is responsive to my information requests and inquiries.*	202	8.47	1.98	78	4.31	2.77	84	5.29	2.92	114	5.69	2.49

\*Significantly different between locations

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Ghana? (Select all that apply)

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
The World Bank (IDA)*	37.2%	41.5%	36.6%	26.1%
The International Finance Corporation (IFC)*	27.4%	11.5%	15.5%	9.2%
The Multilateral Investment Guarantee Agency (MIGA)*	24.8%	4.6%	4.9%	3.9%
None*	40.7%	55.4%	53.5%	67.6%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Northern Sector	Southern Sector	Western Sector	Eastern Sector
Observer*	36.6%	56.7%	45.1%	55.2%
Use World Bank Group reports/data*	36.1%	33.6%	26.4%	21.9%
Engage in World Bank Group related/sponsored events/activities	23.1%	34.3%	31.3%	23.9%
Collaborate as part of my professional duties	25.2%	17.9%	18.1%	22.9%
Use World Bank Group website for information, data, research, etc.	27.7%	17.9%	26.4%	27.9%

\*Significantly different between locations

## Appendix D: Responses to All Questions across Collaborators

**Collaborators N=327 ● Non-Collaborators N=456**

### A. General Issues Facing Ghana

**In general, how would you say that Ghana is headed in...?\***

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The right direction	50.9%	37.7%
The wrong direction	24.2%	30.9%
Not sure	24.8%	31.4%

*\*Significantly different between collaborators and non-collaborators*

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	2.8%	5.3%
Transport*	7.8%	13.6%
Public sector governance/reform*	10.7%	18.9%
Global/regional integration	1.9%	0.7%
Gender equity*	0.3%	2.8%
Domestic private sector development	7.8%	7.6%
Foreign direct investment	3.8%	1.8%
Water and sanitation	11.3%	13.4%
Anti-corruption	11.9%	15.0%
Job creation/employment	33.9%	31.4%
Rural development	8.8%	7.6%
Financial markets	0.6%	1.6%
Urban development	0.9%	2.3%
Environmental sustainability	3.8%	2.1%
Equality of opportunity	1.3%	1.4%
Health*	37.6%	24.9%
Education*	56.4%	45.7%
Poverty reduction*	6.6%	11.1%
Energy	19.7%	20.3%
Food security*	13.2%	4.4%
Climate change	0.9%	0.9%
Agricultural development	20.7%	21.2%
Trade and exports	5.0%	4.6%
Crime and violence	2.5%	1.4%
Economic growth	13.5%	13.2%
Law and justice	3.1%	4.8%
Regulatory framework	0.6%	0.7%
Communicable/non-communicable diseases	0.0%	0.5%
Natural resource management*	4.7%	9.2%
Disaster management	0.3%	0.5%
Information and communications technology	2.2%	3.7%

*\*Significantly different between collaborators and non-collaborators*

**A. General Issues Facing Ghana (continued)**

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 Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water and sanitation	7.1%	7.5%
Equality of opportunity	5.0%	7.3%
Economic growth*	47.4%	26.4%
Climate change	0.9%	1.3%
Global/regional integration	0.3%	0.4%
Gender equity	3.1%	2.4%
Rural development*	19.8%	30.4%
Urban development	2.5%	3.5%
Regulatory framework	0.6%	0.2%
Social protection	1.9%	3.3%
Law and justice	2.2%	3.8%
Transport	5.9%	6.2%
Crime and violence	1.5%	2.0%
Communicable/non-communicable diseases	0.0%	0.7%
Information and communications technology	1.2%	1.3%
Anti-corruption*	17.6%	23.9%
Domestic private sector development	7.4%	7.8%
Foreign direct investment	0.9%	1.3%
Education	44.0%	40.4%
Energy*	21.1%	12.6%
Public sector governance/reform	5.9%	7.5%
Natural resource management	5.3%	8.6%
Environmental sustainability	0.6%	1.3%
Disaster management	0.6%	0.9%
Health*	9.6%	14.9%
Agricultural development*	39.0%	31.9%
Job creation/employment	33.7%	35.9%
Financial markets	0.6%	1.6%
Trade and exports	6.5%	4.0%
Food security	4.6%	6.7%

\*Significantly different between collaborators and non-collaborators

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy	31.3%	32.0%
Gender equity	2.2%	1.3%
Equality of opportunity	2.5%	4.0%
Social protection	3.4%	1.6%
Global/regional integration	1.8%	1.1%
Climate change	0.3%	0.2%
Anti-corruption	21.8%	24.7%
Disaster management	0.9%	1.3%
Rural development	18.1%	15.3%
Foreign direct investment	6.8%	8.2%
Urban development	1.8%	0.7%
Water and sanitation	3.1%	4.4%
Education	31.0%	32.0%
Information and communications technology	4.3%	2.9%
Regulatory framework*	0.3%	2.0%
Communicable/non-communicable diseases	0.3%	0.2%
Trade and exports	17.2%	22.2%
Public sector governance/reform	9.2%	12.9%
Domestic private sector development	16.0%	14.7%
Job creation/employment	37.7%	32.4%
Agricultural development	38.7%	38.0%
Food security*	13.2%	2.7%
Transport	4.0%	6.0%
Natural resource management	11.7%	16.7%
Environmental sustainability	1.2%	2.0%
Health	12.9%	10.2%
Law and justice	2.8%	2.7%
Crime and violence	0.0%	0.4%
Financial markets	4.0%	4.9%

\*Significantly different between collaborators and non-collaborators

### A. General Issues Facing Ghana (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people*	20.7%	34.2%
Better employment opportunities for women*	21.3%	4.2%
Greater access to micro-finance for the poor	16.1%	11.2%
Greater voice and participation for citizens to help ensure greater accountability	15.1%	12.9%
Greater access to health and nutrition for citizens*	6.2%	11.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.6%	28.5%
A growing middle class	3.6%	3.5%
Better opportunity for the poor who live in rural areas*	5.6%	13.9%
Better opportunity for the poor who live in urban areas	2.3%	2.5%
Consistent economic growth	21.0%	18.1%
More reliable social safety net	5.2%	5.2%
Greater equity of fiscal policy	4.3%	5.0%
Education and training that better ensure job opportunity	44.3%	40.4%
Better quality public services	8.9%	6.5%
Other	0.7%	0.7%

\*Significantly different between collaborators and non-collaborators

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?*	317	5.99	2.08	439	4.59	2.40

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	306	6.65	2.06	351	5.31	2.22

(1-Not effective at all, 10-Very effective) \*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges?*	297	7.07	2.19	315	5.94	2.43

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

### 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 Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	3.4%	2.4%
Public sector governance/reform*	13.6%	20.9%
Transport	10.5%	11.1%
Poverty reduction*	14.9%	28.3%
Global/regional integration	0.9%	2.0%
Gender equity	1.2%	1.8%
Crime and violence	0.9%	1.3%
Domestic private sector development	11.8%	9.6%
Rural development*	13.3%	19.2%
Foreign direct investment	1.5%	3.3%
Water and sanitation	10.8%	7.1%
Energy	17.0%	14.9%
Job creation/employment	27.2%	23.2%
Financial markets	2.2%	1.6%
Urban development	1.5%	1.6%
Environmental sustainability	2.2%	1.6%
Equality of opportunity	0.9%	2.0%
Health*	34.7%	23.8%
Education	42.1%	37.2%
Food security	6.8%	4.2%
Climate change	0.6%	0.4%
Agricultural development	32.5%	32.3%
Trade and exports	9.3%	6.2%
Economic growth	16.4%	15.8%
Law and justice	3.1%	1.6%
Regulatory framework	0.9%	0.9%
Communicable/non-communicable diseases	0.6%	0.7%
Natural resource management*	3.7%	7.8%
Anti-corruption	11.5%	12.5%
Information and communications technology	1.2%	1.8%
Disaster management	0.3%	1.1%

\*Significantly different between collaborators and non-collaborators

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE...

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	3.5%	3.4%
Data	3.9%	6.3%
Policy advice, studies, analyses*	21.8%	15.1%
Financial resources*	29.2%	39.1%
Capacity development	22.2%	18.0%
Technical assistance	8.5%	12.2%
Mobilizing third party financial resources	2.1%	1.3%
Donor coordination	6.0%	3.4%
Linkage to South-South knowledge sharing	2.1%	1.0%
Other	0.7%	0.3%

\*Significantly different between collaborators and non-collaborators

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

... and which activity is of second greatest value in Ghana?

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	3.9%	2.9%
Data	5.0%	7.9%
Policy advice, studies, analyses*	9.6%	18.0%
Financial resources	18.8%	15.6%
Capacity development	19.1%	16.9%
Technical assistance	20.9%	18.3%
Mobilizing third party financial resources	5.3%	5.3%
Donor coordination	13.5%	11.6%
Linkage to South-South knowledge sharing	3.5%	2.9%
Other	0.4%	0.5%

\*Significantly different between collaborators and non-collaborators

How effectively do the World Bank Groups' activities below support Ghana's efforts to achieve development results?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating*	272	6.34	2.14	287	5.83	2.33
Data*	283	7.07	2.22	303	6.60	2.37
Policy advice, studies, analyses*	292	7.25	2.20	339	6.55	2.39
Financial resources*	291	7.47	1.94	353	6.78	2.38
Technical assistance*	289	7.42	2.03	344	6.54	2.33
Mobilizing third party financial resources*	267	6.14	2.21	288	5.67	2.29
Donor coordination*	277	6.81	2.12	299	6.32	2.32
Linkage to South-South knowledge sharing	253	5.45	2.36	233	5.24	2.42

(1-Not effective at all, 10-Very effective) \*Significantly different between collaborators and non-collaborators

The World Bank Group can provide capacity building support in a number of ways in Ghana. To what degree would Ghana benefit, if capacity building were to support...?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	300	7.62	2.20	370	7.60	2.28
<b>The public sector</b> , related to implementation of specific development projects on the ground	304	7.77	2.05	383	7.63	2.24
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)*	302	7.67	2.15	365	7.22	2.37
<b>The private sector</b> , related to institutional and policy change	299	7.66	2.35	376	7.50	2.39

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	269	7.12	2.20	261	6.46	2.40
Citizen engagement (incorporating citizens' voices into development)*	249	6.78	2.36	251	5.66	2.70
Policy design (for clarity and better incentives to achieve development goals)*	256	7.14	2.30	259	6.31	2.55

(1-Not effective at all, 10-Very effective) \*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	267	7.77	2.18	319	7.81	2.21
Citizen engagement (incorporating citizens' voices into development)	262	7.98	2.11	334	7.92	2.40
Policy design (for clarity and better incentives to achieve development goals)	264	7.92	2.28	326	7.95	2.27

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

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Ghana?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Staff too inaccessible*	19.9%	11.4%
Not exploring alternative policy options	10.6%	8.2%
Not adequately sensitive to political/social realities in Ghana	19.3%	19.4%
Not enough public disclosure of its work*	18.1%	30.1%
Arrogant in its approach	2.5%	3.2%
Not aligned with country priorities	13.7%	14.6%
The credibility of its knowledge/data*	7.5%	2.5%
World Bank Group's processes too complex	16.5%	13.0%
Not willing to honestly criticize policies and reform efforts in the country*	20.9%	14.8%
Too influenced by developed countries	17.8%	23.1%
Imposing technocratic solutions without regard to political realities	11.5%	12.3%
World Bank Group's processes too slow	6.2%	4.1%
Too bureaucratic in its operational policies and procedures	13.4%	11.2%
Not aligned with other donors' work	3.4%	2.5%
Not collaborating enough with non-state actors	7.8%	4.8%
Not client focused	3.4%	2.3%
Other	0.3%	0.9%
Don't know*	2.8%	8.9%

\*Significantly different between collaborators and non-collaborators



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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	48.1%	46.4%
Policy based lending / budget support to the Government	29.8%	29.6%
Knowledge products/services*	21.4%	15.7%
Investment lending	33.5%	30.3%
Technical assistance	42.5%	43.2%
Trust Fund management*	14.3%	8.3%
Other	0.6%	1.4%
Don't know*	3.4%	9.5%

\*Significantly different between collaborators and non-collaborators

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Academia/Think Tanks/Research Institutes	27.7%	30.3%
Donor Community*	17.8%	9.6%
Media	9.0%	13.0%
NGOs	24.9%	19.1%
Local Government	39.3%	35.3%
Private Sector	36.4%	36.4%
Parliament	5.0%	3.9%
Community-Based Organizations (CBOs)	16.8%	22.6%
Beneficiaries	10.3%	13.4%
Foundations	5.0%	3.0%
Faith-Based Organizations	3.4%	2.1%
Other	0.6%	1.4%
Don't know*	0.3%	3.4%

\*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group's work in Ghana?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana*	314	7.08	2.09	387	6.31	2.64
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	309	6.43	2.27	367	5.41	2.63
The World Bank Group supports programs and strategies that are realistic for Ghana*	302	6.68	2.26	374	5.84	2.59
The World Bank Group treats clients and stakeholders in Ghana with respect*	296	7.09	2.39	325	5.86	2.72

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	303	6.08	2.15	321	5.60	2.35
Flexibility (in terms of the institution's products and services)*	299	5.94	1.95	317	5.13	2.24
Flexibility (in terms of changing country circumstances)*	300	6.02	1.99	331	5.05	2.38
Being inclusive*	288	6.34	2.06	324	5.47	2.43
Openness (sharing data and other information)*	297	6.98	2.17	351	5.83	2.66
Staff accessibility*	293	5.87	2.20	309	4.77	2.50
Straightforwardness and honesty*	308	6.82	2.28	331	5.74	2.63
Ease of access to the people at the WBG who are making decisions important to my work*	294	6.09	2.26	295	4.88	2.45
Collaboration with civil society*	297	6.10	2.15	337	5.23	2.36
Collaboration with the Government*	295	7.56	2.10	368	7.17	2.21
Collaboration with other donors and development partners*	291	6.99	2.07	327	6.54	2.31
Collaboration with the private sector*	285	5.64	2.13	309	5.01	2.26
The speed in which it gets things accomplished on the ground*	291	6.22	2.07	319	5.40	2.33
Being a long-term partner*	304	7.49	2.14	344	7.07	2.34

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

To be a more effective development partner in Ghana, do you believe that the World Bank Group should have...?\*

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
More local presence	83.1%	79.3%
The current level of local presence is adequate	11.1%	9.4%
Less local presence	3.2%	4.2%
Don't know	2.5%	7.0%

\*Significantly different between collaborators and non-collaborators

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank Group does not do adequate follow through/follow-up	17.5%	19.8%
There is not an adequate level of citizen/civil society participation	36.9%	42.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.5%	22.1%
Lack of/inadequate levels of capacity in Government*	24.0%	14.8%
Poor donor coordination	15.4%	10.9%
The World Bank Group works too slowly	8.6%	7.3%
The Government works inefficiently	24.0%	19.8%
Political pressures and obstacles	26.8%	27.1%
Reforms are not well thought out in light of country challenges*	19.1%	26.0%
Other	0.6%	1.8%

\*Significantly different between collaborators and non-collaborators

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	310	8.08	2.36	418	8.35	2.38
Information and communications technology	301	7.93	1.90	420	8.09	2.10
Transport	308	8.04	1.91	415	8.29	2.05
Crime and violence	295	7.33	2.40	403	7.18	2.64
Law and justice	299	7.01	2.31	402	7.12	2.60
Urban development	304	7.87	2.00	409	7.84	2.24
Environmental sustainability	301	8.05	1.78	411	7.98	2.08
Regulatory framework	293	7.51	2.15	389	7.22	2.46
Communicable/non-communicable diseases	300	7.67	2.19	416	7.95	2.25
Poverty reduction*	302	8.50	1.92	418	8.80	1.79
Gender equity	298	7.35	2.08	409	7.08	2.56
Domestic private sector development	296	8.00	1.90	405	7.82	2.36
Foreign direct investment	299	7.95	1.86	403	7.77	2.31
Water and sanitation	308	8.49	1.89	415	8.55	1.86
Trade and exports	304	7.80	2.10	411	7.68	2.33
Economic growth	307	8.39	1.98	416	8.47	2.02
Energy	308	8.49	1.95	412	8.48	2.03
Disaster management	300	7.70	2.19	407	7.66	2.34
Public sector governance/reform	302	8.09	2.03	403	8.02	2.25
Job creation/employment	304	8.24	1.99	416	8.29	2.34
Financial markets	297	7.71	1.94	392	7.62	2.37
Equality of opportunity	296	7.52	2.06	379	7.48	2.39
Health	301	8.74	1.63	419	8.63	1.91
Rural development	297	8.57	1.86	404	8.56	1.90
Global/regional integration	293	7.63	2.01	389	7.42	2.51
Food security	299	8.08	2.13	406	8.26	2.11
Education	305	8.71	1.85	413	8.66	1.96
Social protection	298	7.44	2.17	406	7.37	2.46
Climate change	293	7.65	1.97	394	7.35	2.60
Agricultural development	308	8.71	1.75	418	8.79	1.88
Natural resource management	301	8.00	2.06	414	7.83	2.52

\*Significantly different between collaborators and non-collaborators

### C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	261	4.78	2.59	273	4.45	2.71
Information and communications technology*	270	5.83	1.97	280	5.36	2.38
Transport	279	5.98	2.18	299	5.75	2.44
Crime and violence*	244	5.21	2.44	247	4.36	2.50
Law and justice	243	5.22	2.59	256	4.79	2.54
Urban development*	286	6.29	2.26	314	5.87	2.40
Environmental sustainability*	286	6.25	2.21	292	5.62	2.43
Regulatory framework*	259	5.99	2.16	270	5.22	2.54
Communicable/non-communicable diseases*	271	6.48	2.12	296	6.05	2.39
Poverty reduction*	300	6.43	2.42	329	5.85	2.55
Gender equity*	262	5.79	2.33	283	5.21	2.47
Domestic private sector development*	262	5.53	2.26	269	5.07	2.45
Foreign direct investment*	278	6.22	2.22	279	5.67	2.46
Water and sanitation*	294	6.89	2.09	323	6.04	2.46
Trade and exports*	265	5.66	2.28	280	5.25	2.45
Economic growth*	287	6.25	2.31	312	5.63	2.51
Energy*	271	5.87	2.53	281	5.15	2.62
Disaster management*	259	5.62	2.44	277	5.06	2.46
Public sector governance/reform*	276	6.51	2.21	305	5.86	2.35
Job creation/employment*	289	5.51	2.46	299	4.69	2.51
Financial markets	260	5.73	2.43	277	5.46	2.38
Equality of opportunity*	252	5.71	2.28	261	4.82	2.44
Health*	285	6.92	1.99	322	6.33	2.40
Rural development*	289	6.15	2.36	321	5.51	2.45
Global/regional integration*	269	5.80	2.16	272	5.39	2.42
Food security*	281	6.10	2.34	298	5.43	2.34
Education*	288	6.76	2.05	334	6.20	2.37
Social protection*	264	5.68	2.39	266	4.78	2.48
Climate change*	253	5.71	2.30	266	5.20	2.62
Agricultural development*	288	6.46	2.03	325	5.98	2.44
Natural resource management*	263	5.73	2.60	284	5.01	2.76

\*Significantly different between collaborators and non-collaborators

Where are the World Bank Group's decisions made primarily that support the program in Ghana?\*

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	58.6%	32.1%
In the country	23.7%	18.2%
Don't know	17.8%	49.7%

\*Significantly different between collaborators and non-collaborators

### C. World Bank Group Effectiveness and Results (continued)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ghana?*	309	6.91	1.85	364	6.05	2.26

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

#### To what extent do you agree with the following statements about the World Bank Group in Ghana?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana*	307	6.42	2.22	360	4.92	2.54
The World Bank Group meets Ghana's needs for knowledge services*	307	6.80	2.13	348	5.49	2.64

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Ghana?*	281	6.80	1.94	278	5.74	2.40

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

### D. The 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 (Responses Combined)	Collaborators	Non-Collaborators
Weekly	17.3%	3.0%
Monthly	29.4%	7.5%
A few times a year	24.1%	20.9%
Rarely	16.7%	25.7%
Never	12.4%	43.0%

\*Significantly different between collaborators and non-collaborators

### D. The World Bank Group's Knowledge Work and Activities (continued)

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	300	6.31	1.98	286	5.47	2.47
Include appropriate level of stakeholder involvement during preparation*	294	6.52	2.05	302	5.67	2.47
Are relevant to Ghana's development priorities*	307	6.89	1.98	339	5.87	2.43
Lead to practical solutions*	295	6.79	1.89	316	5.53	2.45
Are accessible (well written and easy to understand)*	302	5.96	2.09	314	5.49	2.52
Are source of relevant information on global good practices*	299	7.01	1.92	319	6.25	2.30
Enhance your knowledge and/or skills*	309	6.91	1.83	325	5.98	2.24
Are adequately disseminated*	303	5.91	1.92	309	4.98	2.40
Are translated enough into local language*	246	4.17	2.50	288	3.60	2.39
Are adaptable to Ghana's specific development challenges and country circumstances*	304	6.32	2.32	331	5.09	2.50

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	312	7.08	1.93	358	6.09	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	309	7.34	1.88	343	6.40	2.33

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

\*Significantly different between collaborators and non-collaborators

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Ghana's development challenges? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	293	6.44	2.11	306	6.00	2.39
Design (appraising and planning the solutions)*	294	6.80	2.08	312	6.07	2.45
Implementation (executing, carrying out, monitoring and making appropriate adjustments)*	296	6.99	1.84	326	6.20	2.41
Evaluation (assessing the impact and results)*	298	7.23	1.94	323	6.45	2.37

\*Significantly different between collaborators and non-collaborators

### E. Working with the World Bank Group (continued)

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	307	6.03	2.11	332	5.21	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	315	6.80	1.87	363	6.37	2.37
The World Bank Group's approvals and reviews are done in a timely fashion*	307	6.17	1.93	309	5.37	2.25
The World Bank Group's "Safeguard Policy" requirements are reasonable*	282	6.46	2.02	300	5.70	2.38
The World Bank Group's conditions on its lending are reasonable*	301	5.89	2.28	331	4.63	2.44
The World Bank Group takes decisions quickly in Ghana*	299	5.95	2.13	305	4.94	2.44
Working with the World Bank Group increases Ghana's institutional capacity*	311	7.07	1.89	367	6.06	2.38
The World Bank Group ensures consistency and continuity through staff changes*	270	6.44	2.07	274	5.57	2.42
Where country systems are adequate, the World Bank Group makes appropriate use of them*	294	6.84	2.08	314	6.06	2.46
The World Bank Group provides effective implementation support*	315	7.03	1.88	355	6.31	2.48

\*Significantly different between collaborators and non-collaborators

Which of the following best describes the way the World Bank Group operates in Ghana?\*

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Ghana	7.2%	4.1%
The World Bank Group does not take enough risk in Ghana	36.4%	28.3%
The World Bank Group's approach to risk is appropriate	27.7%	15.8%
Don't know	20.2%	34.9%
Prefer not to answer	8.4%	16.9%

\*Significantly different between collaborators and non-collaborators

### F. The Future Role of the World Bank Group in Ghana

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Ghana's economy*	36.5%	26.1%
Collaborate more effectively with Government clients	23.8%	25.2%
Offer more innovative financial products	14.6%	18.6%
Improve the competitiveness of its financing compared to markets*	9.3%	5.0%
Reach out more to groups outside of Government	33.4%	27.2%
Improve the quality of its experts as related to Ghana's specific challenges	12.4%	14.1%
Offer more innovative knowledge services	9.3%	9.5%
Ensure greater selectivity in its work*	11.1%	6.1%
Increase the level of capacity development in the country	20.4%	25.2%
Reduce the complexity of obtaining World Bank Group financing*	18.0%	25.4%
Work faster	7.4%	7.5%
Other*	0.6%	3.2%

\*Significantly different between collaborators and non-collaborators

### F. The Future Role of the World Bank Group in Ghana (continued)

When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana?

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	32.0%	36.9%
Knowledge products	20.3%	14.5%
Convening services	6.6%	4.8%
None of the above	5.1%	4.5%
The combination is appropriate for Ghana	31.6%	32.8%
Don't know	4.4%	6.6%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers*	33.2%	50.1%
International newspapers	5.0%	3.3%
Local radio*	18.9%	38.1%
International radio	5.6%	5.5%
Local television*	18.9%	35.9%
International television	5.6%	6.2%
Periodicals*	9.9%	3.1%
Internet*	58.4%	37.3%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	8.1%	8.9%
Blogs*	20.2%	1.6%
Mobile phones*	9.0%	3.1%
Instant messaging	2.8%	1.6%
Other	0.9%	0.9%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Blogs*	11.1%	6.7%
Direct contact with World Bank Group	17.6%	20.9%
e-Newsletters	13.0%	15.9%
Instant messaging	6.8%	9.6%
World Bank Group's seminars/workshops/conferences*	38.6%	30.0%
World Bank Group's publications and other written materials	26.2%	25.3%
Mobile phones*	14.5%	20.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	29.9%	28.3%
World Bank Group's website	34.6%	33.0%
Other	1.2%	1.6%

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	42.6%	14.8%
No	57.4%	85.2%

\*Significantly different between collaborators and non-collaborators



**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	48.8%	18.4%
No	51.2%	81.6%

*\*Significantly different between collaborators and non-collaborators***Were you able to obtain this information?\***

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	94.4%	81.3%
No	5.6%	18.7%

*\*Significantly different between collaborators and non-collaborators***Do you have access to the Internet?\***

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	94.9%	89.6%
No	5.1%	10.4%

*\*Significantly different between collaborators and non-collaborators***Do you use/have used the World Bank Group website?\***

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	72.4%	38.4%
No	27.6%	61.6%

*\*Significantly different between collaborators and non-collaborators***Which do you primarily use?**

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website	56.2%	57.6%
The World Bank Group's main website	43.8%	42.4%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	65.5%	61.8%
Dial-up	34.5%	38.2%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago.*	296	5.94	2.84	301	4.26	3.03
I find the World Bank Group's websites easy to navigate.*	262	6.80	2.35	223	6.15	2.90
I find the information on the World Bank Group's websites useful.*	260	7.60	2.21	223	6.77	2.62
The World Bank Group's social media channels are valuable sources of information about the institution.*	241	7.19	2.42	213	6.50	2.72
When I need information from the World Bank Group I know how to find it.*	284	7.14	2.57	257	5.96	3.09
The World Bank Group is responsive to my information requests and inquiries.*	254	7.20	2.60	220	5.90	3.16

\*Significantly different between collaborators and non-collaborators

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Ghana? (Select all that apply)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank (IDA)*	68.0%	7.7%
The International Finance Corporation (IFC)*	30.7%	5.1%
The Multilateral Investment Guarantee Agency (MIGA)*	22.3%	1.5%
None*	10.3%	89.3%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer*	23.4%	66.8%
Use World Bank Group reports/data*	35.0%	25.8%
Engage in World Bank Group related/sponsored events/activities*	42.5%	14.7%
Collaborate as part of my professional duties*	36.3%	10.4%
Use World Bank Group website for information, data, research, etc.	25.9%	25.1%

\*Significantly different between collaborators and non-collaborators

## Appendix E: Responses to Questions across Country Surveys

*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 two factors, only those questions with similar response scales/options are analyzed and the respondent base from each fiscal year is weighted to be comparable across surveys. Note that the weighting of the FY14 stakeholders may result in slightly different ratings in this appendix than those using the full, unweighted, respondent base in Appendix A and throughout this report.*

**FY06 N=288 ● FY11 N=642 ● FY14 N=741**

### Background Information

**Which of the following best describes your current position? (Select only ONE response)**

Percentage of Respondents	FY06 (N=288)	FY11 (N=642)	FY14 (N=741)
Office of the President/Minister	5.3%	5.2%	5.4%
Government Institutions	25.0%	26.1%	26.7%
Local Government	15.9%	14.5%	16.1%
Bilateral/Multilateral Agency	5.2%	5.3%	5.4%
Private Sector/Financial Sector/Private Bank	10.6%	11.7%	10.7%
Civil Society	15.9%	15.6%	15.9%
Media	5.3%	5.2%	5.4%
Academia	11.5%	10.4%	10.7%
Other	5.3%	5.9%	3.8%

**Which best represents your geographic location?**

Percentage of Respondents	FY06 (N=285)	FY11 (N=633)	FY14 (N=726)
Northern Sector	10.1%	38.3%	34.8%
Southern Sector	17.5%	21.1%	17.0%
Western Sector	7.2%	14.8%	19.9%
Eastern Sector	65.3%	25.8%	28.3%

### Overall Attitudes toward the World Bank Group

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?* **	275	6.49	1.85	626	6.29	2.35	715	5.15	2.41

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

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	252	6.21	1.82	591	6.70	2.05	615	5.91	2.30

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

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

### Overall Attitudes toward the World Bank Group (continued)

To what extent do you agree with the following statements about the World Bank Group's work in Ghana?

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana**	278	7.13	1.91	620	6.63	2.24	660	6.57	2.44
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	272	6.10	2.22	608	6.11	2.27	636	5.80	2.53
The World Bank Group supports programs and strategies that are realistic for Ghana**	268	5.49	2.01	608	5.92	2.38	633	6.13	2.49
The World Bank Group treats clients and stakeholders in Ghana with respect*	259	6.12	2.21	598	6.01	2.41	594	6.33	2.70

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

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

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Staff accessibility**	257	6.49	2.21	574	5.41	2.41	575	5.29	2.47
Straightforwardness and honesty* **	259	6.87	2.38	573	5.85	2.49	606	6.20	2.54

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

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

Note the response scales for these questions in FY06 were converted from a 5-pt to 10-pt scale for comparison with FY11 and FY14.

## World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption* **	259	8.63	2.31	595	8.48	1.90	685	8.15	2.42
Law and justice* **	253	8.01	2.41	587	8.12	2.35	664	7.07	2.50
Regulatory framework* **	259	8.48	1.97	590	8.19	2.06	646	7.34	2.33
Poverty reduction* **	278	9.12	1.81	619	8.83	1.73	682	8.50	2.03
Gender equity* **	254	7.70	2.46	593	7.78	2.28	666	7.25	2.31
Domestic private sector development* **	265	8.83	1.95	605	8.59	1.96	662	7.80	2.24
Economic growth* **	266	9.35	1.46	609	8.87	1.57	683	8.34	2.06
Financial markets* **	276	9.00	1.78	592	8.88	1.67	652	7.62	2.20
Health* **	265	8.95	1.87	595	9.00	1.56	680	8.57	1.94
Education* **	269	9.24	1.75	594	8.96	1.62	676	8.58	2.01
Social protection* **	252	7.85	2.27	588	8.11	1.87	661	7.35	2.33
Climate change* **				599	8.37	1.86	650	7.41	2.38
Agricultural development* **	264	9.05	1.81	598	8.85	1.55	682	8.65	1.93
Natural resource management* **	264	8.53	1.96	600	8.50	1.78	671	7.91	2.33

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

Note the response scales for these questions in FY06 were converted from a 5-pt to 10-pt scale for comparison with FY11 and FY14.

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption* **	251	5.43	2.52	594	5.03	2.88	525	4.64	2.70
Law and justice**	227	5.50	2.18	572	4.92	2.63	495	5.05	2.59
Regulatory framework**	245	6.37	2.25	572	5.28	2.61	515	5.55	2.34
Poverty reduction*	268	6.21	2.13	607	5.76	2.55	602	6.06	2.51
Gender equity*	236	5.79	2.18	581	5.02	2.76	525	5.55	2.45
Domestic private sector development**	251	5.85	2.36	596	5.30	2.67	515	5.28	2.36
Economic growth**	258	6.73	2.04	595	5.92	2.48	581	5.84	2.49
Financial markets**	264	6.80	2.15	583	5.69	2.62	524	5.63	2.44
Health	254	6.52	2.41	589	6.26	2.38	579	6.46	2.29
Education* **	262	6.71	2.42	585	6.00	2.47	595	6.36	2.29
Social protection	236	5.28	2.32	571	5.02	2.64	513	5.17	2.43
Climate change*				590	5.06	2.80	501	5.39	2.43
Agricultural development*	253	6.02	2.30	592	5.81	2.64	585	6.14	2.28
Natural resource management **	252	5.76	2.28	588	5.31	2.55	537	5.35	2.73

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

Note the response scales for these questions in FY06 were converted from a 5-pt to 10-pt scale for comparison with FY11 and FY14.

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

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

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices**	270	7.57	1.99	574	6.52	2.22	582	6.52	2.17
Are adaptable to Ghana's specific development challenges and country circumstances*	271	5.88	2.26	587	6.00	2.26	600	5.64	2.51

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

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

Note the response scales for these questions in FY06 were converted from a 5-pt to 10-pt scale for comparison with FY11 and FY14.

### Working with the World Bank Group

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

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	169	5.36	2.24	387	5.60	2.19	607	5.55	2.38
The World Bank Group effectively monitors and evaluates the projects and programs it supports**	180	7.07	2.13	401	6.35	2.25	646	6.39	2.24
The World Bank Group's conditions on its lending are reasonable* **	261	5.62	2.39	601	5.63	2.88	604	5.22	2.47
Working with the World Bank Group increases Ghana's institutional capacity*	186	6.69	2.03	395	5.66	2.29	645	6.44	2.29

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

### Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?

Percentage of Respondents	FY06	FY11	FY14
Yes	-	27.2%	28.5%
No	-	72.8%	71.5%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY06	FY11	FY14
Yes	-	28.7%	32.8%
No	-	71.3%	67.2%

Were you able to obtain this information?\*

Percentage of Respondents	FY06	FY11	FY14
Yes	-	62.8%	87.7%
No	-	37.2%	12.3%

\*Significantly different FY14 and FY11 country surveys

Do you have access to the Internet?\*

Percentage of Respondents	FY06	FY11	FY14
Yes	-	85.7%	91.1%
No	-	14.3%	8.9%

\*Significantly different FY14 and FY11 country surveys

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	FY06	FY11	FY14
Yes	50.7%	64.9%	53.4%
No	49.3%	35.1%	46.6%

\*Significantly different FY14 and FY11 country surveys

Which do you primarily use?\* \*\*

Percentage of Respondents	FY06	FY11	FY14
The World Bank Group's country website	19.0%	69.3%	58.1%
The World Bank Group's main website	81.0%	30.7%	41.9%

\*Significantly different FY14 and FY11 country surveys \*\*Significantly different FY14 and FY06 country surveys

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	FY06			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.				382	6.53	2.10	482	6.39	2.65
I find the information on the World Bank Group's websites useful.*				397	6.74	2.18	481	7.11	2.47
When I need information from the World Bank Group I know how to find it.				423	6.48	2.24	520	6.53	2.84
The World Bank Group is responsive to my information requests and inquiries.				325	6.39	2.63	471	6.51	2.92

\*Significantly different FY14 and FY11 country surveys

## Appendix F: Responses to Key Questions by Respondents' Specializations/Sectors

### C. World Bank Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Agriculture / rural development / food security		Climate change / disaster management		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation / employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	85	8.25	11	7.55	161	7.86	13	8.08	33	8.06	7	8.00	35	9.11	17	8.41	12	8.83	10	9.40	17	8.82	12	8.92	150	8.28	44	8.43	11	7.45	33	7.97	23	7.57	20	8.80	39	8.59
Information and comm. technology*	83	7.52	11	7.64	162	7.78	14	7.21	33	7.82	8	7.50	35	8.77	15	8.40	12	8.25	10	8.40	17	9.00	12	8.50	146	8.22	46	7.93	11	7.82	33	8.52	22	7.41	20	8.75	37	8.27
Transport*	82	8.11	10	8.10	165	7.96	13	7.62	32	8.31	7	7.57	35	8.71	16	8.13	12	8.42	10	9.00	17	8.47	12	8.08	146	8.34	46	8.07	11	6.64	33	8.85	23	6.87	20	8.90	37	8.54
Crime and violence	80	6.79	11	6.82	158	7.19	14	6.79	32	7.78	7	7.57	35	8.09	14	6.71	12	7.17	10	6.50	16	8.75	10	8.30	139	7.32	44	7.30	10	7.00	32	7.31	22	6.18	20	7.85	37	7.00
Law and justice	77	6.62	11	7.36	158	7.05	14	7.00	33	7.45	6	6.83	35	7.91	14	7.21	12	7.58	9	6.56	17	7.88	12	7.42	144	7.23	43	6.98	11	6.00	31	6.87	22	6.14	20	7.25	38	7.11
Urban development*	83	7.47	11	7.55	161	7.35	13	7.54	33	8.18	6	7.83	34	8.15	17	8.41	12	7.92	9	7.44	17	9.00	12	8.00	146	8.27	45	7.51	11	7.09	32	8.66	20	7.35	19	9.05	38	7.74
Environmental sustainability	80	7.71	11	8.09	164	7.68	13	7.85	32	7.97	7	8.14	35	8.23	17	8.35	12	8.25	10	7.40	17	9.06	11	7.91	144	8.34	44	7.73	11	7.82	32	8.56	23	7.61	19	9.00	37	8.05
Regulatory framework	77	7.01	9	7.00	155	6.88	14	7.00	32	7.66	6	8.17	32	7.19	16	7.63	11	8.09	10	7.80	17	8.59	12	8.08	138	7.70	39	7.46	11	7.55	31	7.13	22	7.41	19	8.16	37	7.19
(Non)Communicable diseases*	81	7.19	10	7.40	165	7.60	14	6.50	33	7.73	7	8.29	35	8.20	17	7.76	12	7.67	10	9.00	17	8.94	12	8.67	141	8.12	45	8.16	9	6.89	33	8.12	22	7.50	20	8.45	38	8.00
Poverty reduction*	81	8.60	11	8.73	166	8.47	14	7.50	32	8.97	8	7.50	35	9.29	16	8.50	11	8.36	10	9.50	17	9.41	12	8.75	145	8.83	46	8.24	11	8.09	32	9.13	21	7.81	20	8.95	38	8.95
Gender equity*	80	6.61	11	7.18	163	6.95	14	7.29	32	7.22	7	8.00	34	7.50	17	7.00	11	7.64	9	7.00	17	8.65	11	6.91	141	7.47	41	8.05	11	6.27	33	7.45	22	6.50	19	8.05	39	6.72
Domestic private sector development*	79	7.38	11	7.36	155	7.43	14	6.86	31	8.42	8	7.75	35	8.14	16	7.63	12	7.83	11	8.64	17	8.94	12	8.92	142	8.18	41	8.10	11	7.82	33	8.73	21	7.33	19	9.00	39	7.90
Foreign direct investment*	79	7.27	11	7.27	159	7.53	13	6.46	31	7.94	6	8.83	35	8.14	17	7.35	10	8.00	10	9.00	17	8.88	11	8.55	145	8.28	44	8.07	10	8.20	32	8.56	23	7.00	19	8.68	37	7.19
Water and sanitation	84	8.45	11	8.00	164	8.22	13	7.62	33	8.42	7	9.14	34	8.56	15	8.33	12	8.83	9	9.44	16	9.31	12	9.25	146	8.62	47	8.51	11	8.45	32	8.88	24	8.17	20	9.35	39	8.77
Trade and exports*	82	7.68	10	8.20	159	7.60	13	6.38	33	7.91	7	8.00	35	8.00	15	7.93	12	8.83	9	8.11	17	9.00	12	8.25	145	7.99	45	7.60	11	7.27	33	8.00	24	6.25	20	8.30	37	7.24
Economic growth*	86	8.57	11	8.45	162	8.17	14	7.07	33	8.85	7	8.86	35	8.91	15	9.07	12	8.58	10	9.00	17	9.24	12	8.67	145	8.67	45	8.29	11	7.64	32	8.75	23	6.65	20	8.95	38	8.03
Energy*	81	8.69	11	8.00	164	8.17	13	7.62	32	8.84	7	7.71	35	8.80	17	8.41	12	8.58	9	8.78	17	9.00	12	8.58	149	8.72	47	8.60	11	7.45	33	8.79	20	7.35	19	9.37	36	8.44
Disaster management	78	7.45	11	8.18	158	7.58	14	7.14	32	7.72	7	8.14	33	7.97	14	7.86	12	7.33	10	7.20	17	8.65	12	8.08	145	7.94	46	8.20	11	5.91	33	7.97	22	6.95	20	8.10	38	7.08
Public sector governance/reform*	81	8.01	10	7.70	157	7.78	14	7.29	31	6.81	8	7.75	33	8.70	15	7.73	12	7.33	11	8.36	17	9.18	11	8.82	146	8.34	43	8.19	9	7.67	33	8.15	22	8.27	20	8.85	38	7.89
Job creation/employment	82	8.05	10	8.30	163	8.04	14	7.36	33	8.73	7	8.86	33	9.12	16	7.81	12	7.67	10	8.60	17	9.06	12	8.08	148	8.30	44	8.32	10	8.20	33	9.06	24	7.83	20	9.10	39	8.05
Financial markets*	78	7.51	10	6.40	155	7.37	14	7.21	32	7.81	7	8.29	32	8.16	13	8.46	12	7.83	10	7.40	17	9.12	12	7.25	142	7.69	42	7.81	11	8.00	32	7.91	21	6.86	18	8.89	36	7.44
Equality of opportunity	75	7.56	10	7.00	154	7.32	14	6.79	31	7.74	7	8.00	28	7.68	16	7.25	11	7.00	10	6.90	17	8.82	10	7.20	135	7.75	42	7.71	10	7.80	32	7.84	22	6.41	17	7.94	38	7.08
Health	81	8.69	10	8.20	167	8.44	13	8.00	32	8.59	6	9.17	32	9.28	17	8.06	12	8.92	10	9.10	17	9.18	12	8.75	145	8.61	45	8.91	10	8.70	33	8.88	24	8.50	20	9.55	38	8.92
Rural development*	78	8.63	10	8.00	159	8.21	14	8.36	33	8.97	7	8.43	34	8.79	16	8.38	12	7.08	10	9.50	17	9.41	11	8.00	141	8.72	44	8.41	11	7.36	32	9.00	22	7.86	19	9.74	37	8.97
Global/regional integration*	77	7.17	10	8.00	155	7.21	12	7.42	33	7.67	6	8.33	30	8.47	16	7.06	12	6.67	10	7.90	17	8.71	10	8.10	139	7.62	42	8.02	8	7.00	32	7.69	22	6.32	19	8.53	36	7.28
Food security	79	8.08	10	7.80	162	7.98	14	7.29	33	8.52	8	8.00	31	8.55	16	7.56	12	8.58	10	9.30	17	9.18	11	8.55	142	8.15	47	8.17	10	8.10	31	8.42	20	7.75	20	8.95	38	8.18
Education*	78	8.85	11	7.82	170	8.63	13	8.00	32	9.19	6	8.67	35	8.71	16	8.50	12	8.33	9	8.67	17	9.47	11	8.45	146	8.68	44	8.75	11	8.45	31	9.03	23	7.26	18	9.78	40	8.65
Social protection	80	7.16	10	7.70	156	7.45	13	7.00	32	7.13	7	7.57	34	7.88	16	6.81	12	8.00	9	6.78	17	8.47	12	7.08	144	7.47	44	7.84	10	6.20	32	7.59	24	6.25	20	7.95	38	7.29
Climate change*	78	7.27	10	8.30	158	7.22	13	6.92	33	7.24	8	8.13	32	6.50	15	6.40	11	6.73	9	7.44	16	8.75	12	7.67	139	7.85	40	7.95	11	7.18	31	7.87	23	7.09	18	8.50	36	7.22
Agricultural development*	82	9.01	11	8.82	166	8.39	12	8.50	32	9.56	7	8.29	34	8.79	16	8.75	12	8.17	9	9.11	17	9.47	12	8.92	149	8.75	45	9.04	11	7.91	33	9.24	24	7.17	20	9.40	40	8.93
Natural resource management	82	8.05	10	7.60	163	7.79	12	7.83	33	8.24	7	9.14	35	7.86	17	7.59	12	7.92	9	8.78	16	8.81	12	7.25	145	7.99	44	8.11	11	7.55	32	7.38	24	6.33	20	8.45	38	7.79

\*Significantly different between sectors



### C. World Bank Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Agriculture/ rural development/ food security		Climate change / disaster management		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non- communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management/ environmental sustainability		Private sector development/ foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	63	5.27	9	4.78	114	4.74	13	3.77	24	3.79	6	6.83	21	5.10	11	3.45	9	4.11	6	3.83	16	4.44	10	2.60	107	4.60	39	4.87	11	4.00	19	4.53	15	5.07	16	3.19	25	4.56
Information and comm. technology	71	5.97	10	6.90	112	5.42	13	4.69	22	5.14	5	7.00	21	5.48	12	4.33	9	4.67	6	4.00	16	5.44	9	5.67	112	5.64	40	6.23	11	5.18	25	5.76	15	5.93	16	4.94	25	5.80
Transport	72	6.19	9	6.44	120	6.05	13	4.92	22	5.64	6	6.83	22	6.00	11	5.00	9	5.11	7	4.14	15	5.20	9	5.00	117	5.91	41	6.07	11	6.45	32	5.91	17	5.59	15	4.00	30	6.03
Crime and violence	58	5.33	10	5.50	102	4.97	13	4.38	22	4.55	5	5.80	17	4.59	11	4.09	9	4.78	6	3.67	14	4.71	9	5.00	96	4.32	35	5.54	10	5.20	20	5.10	14	5.14	15	2.93	25	4.64
Law and justice	59	5.08	8	5.13	109	5.46	13	5.08	23	4.65	6	6.67	20	4.95	12	4.83	8	5.00	7	3.57	15	4.93	9	4.89	94	4.45	33	5.70	11	4.82	21	4.95	15	5.87	15	3.13	23	4.96
Urban development	73	6.66	10	5.70	125	6.17	13	5.62	25	5.68	6	6.67	21	5.76	12	5.83	9	5.11	6	3.67	16	5.19	10	6.10	124	6.04	39	6.23	12	5.92	31	6.42	19	6.16	17	5.29	30	6.00
Environmental sustainability	72	6.51	10	5.90	122	6.04	13	6.00	25	5.88	5	7.20	22	5.82	13	4.54	9	6.33	7	3.71	16	5.25	10	6.10	113	5.68	37	6.62	12	5.75	31	5.74	17	5.59	16	5.25	28	6.00
Regulatory framework	66	6.17	7	5.86	110	5.48	12	4.75	22	5.77	5	6.60	20	5.80	11	5.91	9	6.11	6	3.50	16	5.63	10	5.40	108	5.34	37	5.76	11	6.09	22	5.55	13	6.15	16	4.63	27	5.41
(Non)Communicable diseases	67	6.25	9	7.11	121	6.37	13	4.77	25	6.16	6	7.67	24	6.00	14	5.29	9	5.44	8	6.38	15	6.33	10	6.70	114	6.39	38	6.71	11	5.27	24	5.92	17	6.53	16	5.94	28	6.36
Poverty reduction	80	6.85	9	6.44	134	6.19	12	5.67	25	6.92	6	6.67	23	6.09	15	5.07	9	5.33	8	5.50	17	5.82	10	5.20	125	5.79	42	6.21	12	6.25	31	5.87	21	6.24	19	5.11	33	6.58
Gender equity	64	5.31	10	5.80	110	5.90	12	5.58	22	5.41	5	6.40	22	5.73	14	5.14	9	5.44	7	4.71	17	5.29	10	5.00	110	5.19	37	6.16	11	5.18	26	5.65	17	5.65	16	4.56	27	5.48
Domestic private sector development	63	5.86	9	5.67	110	5.42	12	5.50	23	5.39	6	5.50	20	5.15	14	4.64	9	4.67	7	4.86	15	4.40	10	4.90	106	4.99	34	5.76	11	5.45	27	5.41	16	6.00	15	4.27	26	5.19
Foreign direct investment	66	6.33	10	6.40	119	6.11	13	4.92	23	6.04	6	5.50	18	6.22	13	5.00	8	4.88	7	4.71	16	6.06	10	6.40	112	5.61	39	6.33	12	6.25	26	6.23	18	6.06	17	5.24	28	5.75
Water and sanitation	72	7.07	10	6.70	127	6.09	13	5.69	23	6.87	6	7.33	25	6.40	15	5.07	8	5.25	8	5.25	15	6.27	10	5.90	130	6.52	42	6.71	12	6.58	32	6.66	21	6.71	18	6.06	33	6.45
Trade and exports	64	6.00	10	6.60	115	5.36	13	5.00	22	6.32	6	5.17	17	5.12	13	4.77	9	4.56	6	3.83	15	4.80	10	5.00	113	5.37	35	5.60	11	6.64	26	5.15	17	6.00	17	4.53	27	5.52
Economic growth	68	6.57	10	6.00	127	5.83	12	5.33	24	6.17	6	6.67	24	5.83	14	5.21	9	5.00	8	5.63	16	4.63	10	5.80	125	5.73	43	6.26	12	6.92	30	6.30	17	5.82	16	5.13	31	5.94
Energy	67	6.42	10	5.50	117	5.51	13	5.62	23	5.22	5	6.40	21	5.52	11	4.91	9	4.67	5	4.20	15	4.53	10	5.10	115	5.27	38	5.63	9	5.56	28	5.82	16	5.06	16	4.31	28	6.14
Disaster management	66	5.77	10	5.80	111	5.66	13	4.62	24	5.04	5	6.00	21	5.00	13	4.08	9	5.11	5	4.00	16	4.81	10	4.70	108	5.28	39	5.51	9	4.56	24	5.08	17	5.76	15	4.47	26	5.46
Public sector governance/reform	67	6.58	9	6.00	127	6.05	12	6.08	21	6.05	6	7.00	22	6.05	11	5.27	9	6.33	7	4.71	16	6.06	9	5.44	121	6.36	43	6.56	9	4.67	28	5.82	18	6.33	16	6.06	31	5.68
Job creation/employment	73	5.85	10	6.30	121	5.02	11	5.18	25	5.76	6	5.67	23	4.91	12	4.33	8	4.38	8	5.25	14	4.64	9	4.33	123	4.54	41	5.49	11	4.82	29	5.52	18	5.61	17	4.00	29	5.17
Financial markets	69	5.90	9	6.44	114	5.92	12	5.00	23	5.78	4	7.00	20	5.75	12	6.42	9	4.78	6	4.83	16	4.44	8	5.50	111	5.06	34	6.26	8	4.50	25	6.00	16	5.56	15	5.20	27	5.48
Equality of opportunity	63	6.02	10	6.00	109	5.44	13	5.23	22	5.45	5	6.60	20	4.65	12	5.08	9	4.67	7	4.71	14	4.07	9	3.89	103	4.96	32	5.63	8	5.00	21	5.14	16	5.44	16	4.50	25	5.32
Health	74	7.03	9	6.56	131	6.35	13	5.77	24	6.88	6	7.00	24	6.83	13	5.23	9	5.00	8	6.13	16	5.88	10	6.10	128	6.68	40	7.10	11	6.91	28	6.71	15	6.80	17	6.35	30	6.73
Rural development	74	6.54	10	5.60	128	5.76	13	5.23	25	5.64	5	5.40	25	5.64	14	5.36	9	5.56	8	5.13	16	5.31	10	5.10	127	5.60	40	5.83	10	6.20	30	6.17	18	6.44	17	5.29	32	6.00
Global/regional integration	64	5.89	10	6.10	118	5.75	13	4.92	23	5.78	6	6.83	17	4.94	13	4.62	9	6.33	6	4.17	16	5.06	10	5.60	109	5.39	38	6.32	9	5.22	26	5.42	14	6.57	15	5.27	26	5.08
Food security	71	6.06	10	6.80	120	5.89	13	5.08	24	5.92	6	6.83	22	6.00	12	4.25	9	5.89	8	4.88	15	5.13	10	5.40	120	5.38	39	6.10	10	6.50	28	6.11	16	5.25	18	5.28	28	5.64
Education	76	7.07	9	7.89	143	6.49	12	5.67	23	6.48	6	7.00	22	5.86	14	5.43	8	5.75	8	5.13	16	5.88	10	6.00	127	6.35	43	6.81	10	6.50	31	6.74	14	6.71	18	5.78	33	6.55
Social protection	62	5.68	10	6.10	109	5.48	12	4.83	23	5.35	6	5.67	21	4.90	13	4.38	9	5.56	6	4.50	16	4.56	10	4.30	110	4.76	38	5.68	9	5.11	25	5.44	14	5.86	13	5.15	26	4.92
Climate change	62	5.94	10	5.60	108	5.32	13	4.77	23	5.65	6	5.50	18	5.11	12	3.75	9	5.22	6	3.67	15	4.67	10	5.60	105	5.40	35	6.20	9	5.78	23	5.22	15	6.13	13	4.77	27	5.59
Agricultural development	79	6.92	10	7.00	128	6.02	12	5.42	26	6.81	6	7.17	24	5.88	13	5.31	8	6.25	8	5.75	16	5.13	10	5.50	126	6.10	41	6.59	11	6.09	26	6.62	17	5.59	18	5.78	33	5.94
Natural resource management	63	5.65	10	5.80	113	5.52	11	4.82	24	6.42	6	4.83	22	5.00	13	4.15	9	6.44	6	3.83	15	4.47	10	4.50	115	4.97	39	6.26	10	5.40	26	4.85	16	5.81	15	3.93	26	5.65

\*Significantly different between sectors

*In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Ghana, there were 23% of respondents from the Education sector, 20% of respondents from the Public sector governance/public financial management/anti-corruption sector, and there were 12% of respondents from the Agriculture/rural development/food security sector.*

## Education Sector vs. Others

**Education Sector N=179 ● All Others N=608**

### ***A. General Issues Facing Ghana***

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

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	5.8%	3.9%
Transport	9.2%	11.8%
Public sector governance/reform	17.9%	14.3%
Global/regional integration	1.7%	1.0%
Gender equity	1.2%	1.9%
Domestic private sector development	5.2%	8.3%
Foreign direct investment	2.3%	2.7%
Water and sanitation	13.9%	12.3%
Anti-corruption	11.0%	15.0%
Job creation/employment	28.3%	33.6%
Rural development*	4.0%	9.2%
Financial markets	1.7%	1.0%
Urban development	2.9%	1.4%
Environmental sustainability	2.9%	2.6%
Equality of opportunity	0.0%	1.7%
Health	34.1%	29.1%
Education*	65.3%	46.0%
Poverty reduction	8.1%	9.2%
Energy	16.8%	21.1%
Food security	11.0%	7.2%
Climate change	0.6%	1.0%
Agricultural development	16.8%	21.8%
Trade and exports*	1.2%	6.0%
Crime and violence	1.7%	2.0%
Economic growth	12.7%	13.6%
Law and justice	5.2%	4.1%
Regulatory framework	1.2%	0.5%
Communicable/non-communicable diseases	0.6%	0.2%
Natural resource management	6.4%	7.7%
Disaster management	0.0%	0.5%
Information and communications technology	4.0%	2.9%

*\*Significantly different between sectors*

**A. General Issues Facing Ghana (continued)**

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 Ghana? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Water and sanitation*	2.3%	8.6%
Equality of opportunity	7.4%	6.0%
Economic growth	34.7%	35.5%
Climate change	1.1%	1.2%
Global/regional integration	0.0%	0.5%
Gender equity	4.0%	2.2%
Rural development	25.0%	26.4%
Urban development	3.4%	2.8%
Regulatory framework	0.6%	0.3%
Social protection	1.1%	3.0%
Law and justice	2.3%	3.5%
Transport	4.5%	6.6%
Crime and violence	2.3%	1.5%
Communicable/non-communicable diseases	0.6%	0.3%
Information and communications technology	2.3%	1.2%
Anti-corruption	19.3%	21.6%
Domestic private sector development	4.5%	8.6%
Foreign direct investment	0.6%	1.3%
Education*	53.4%	38.0%
Energy*	11.4%	17.6%
Public sector governance/reform	5.1%	7.0%
Natural resource management	9.7%	7.1%
Environmental sustainability	1.1%	1.2%
Disaster management	1.1%	0.7%
Health	11.9%	13.1%
Agricultural development	36.9%	34.7%
Job creation/employment	38.6%	33.8%
Financial markets	1.1%	1.2%
Trade and exports	2.8%	5.8%
Food security	8.0%	5.1%

\*Significantly different between sectors

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Energy	27.9%	33.1%
Gender equity	1.1%	1.7%
Equality of opportunity	3.9%	3.1%
Social protection	2.2%	2.3%
Global/regional integration	1.7%	1.3%
Climate change	0.0%	0.3%
Anti-corruption	25.7%	22.7%
Disaster management	1.7%	1.0%
Rural development*	8.9%	18.2%
Foreign direct investment	8.4%	7.1%
Urban development	0.6%	1.3%
Water and sanitation	2.8%	4.3%
Education*	41.3%	29.3%
Information and communications technology	1.7%	4.1%
Regulatory framework	0.6%	1.5%
Communicable/non-communicable diseases	0.0%	0.3%
Trade and exports	22.3%	20.0%
Public sector governance/reform	12.8%	10.9%
Domestic private sector development	11.7%	16.1%
Job creation/employment*	44.1%	31.6%
Agricultural development*	29.6%	40.4%
Food security*	10.6%	6.1%
Transport	4.5%	5.3%
Natural resource management	16.8%	14.4%
Environmental sustainability	2.2%	1.5%
Health	7.8%	11.9%
Law and justice	2.8%	2.6%
Crime and violence	0.0%	0.3%
Financial markets	3.9%	5.0%

\*Significantly different between sectors

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

When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	2.3%	3.2%
Public sector governance/reform	15.8%	18.2%
Transport	7.9%	11.5%
Poverty reduction	22.6%	22.7%
Global/regional integration	1.7%	1.5%
Gender equity	1.7%	1.5%
Crime and violence	1.1%	1.0%
Domestic private sector development	7.3%	11.7%
Rural development	14.1%	17.2%
Foreign direct investment	1.7%	3.0%
Water and sanitation	10.2%	8.7%
Energy	14.7%	16.0%
Job creation/employment	23.7%	25.0%
Financial markets	1.1%	2.0%
Urban development	1.7%	1.5%
Environmental sustainability	2.8%	1.5%
Equality of opportunity	1.7%	1.5%
Health	32.8%	26.4%
Education*	58.2%	33.6%
Food security	6.8%	4.8%
Climate change	0.0%	0.7%
Agricultural development*	23.2%	34.7%
Trade and exports	4.5%	8.5%
Economic growth	19.8%	15.5%
Law and justice	3.4%	2.2%
Regulatory framework	1.1%	0.8%
Communicable/non-communicable diseases	0.6%	0.7%
Natural resource management	6.8%	6.5%
Anti-corruption*	7.3%	13.5%
Information and communications technology	1.7%	1.5%
Disaster management	0.6%	0.7%

\*Significantly different between sectors

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	161	7.86	2.55	572	8.34	2.33
Information and communications technology	162	7.78	2.18	565	8.10	1.97
Transport	165	7.96	2.14	562	8.25	1.95
Crime and violence	158	7.19	2.59	545	7.27	2.52
Law and justice	158	7.05	2.44	549	7.10	2.50
Urban development*	161	7.35	2.27	558	8.00	2.08
Environmental sustainability*	164	7.68	2.15	555	8.12	1.90
Regulatory framework*	155	6.88	2.43	533	7.50	2.28
Communicable/non-communicable diseases	165	7.60	2.27	556	7.91	2.20
Poverty reduction	166	8.47	2.03	560	8.72	1.82
Gender equity	163	6.95	2.41	549	7.28	2.36
Domestic private sector development*	155	7.43	2.16	552	8.04	2.17
Foreign direct investment*	159	7.53	2.17	550	7.94	2.10
Water and sanitation*	164	8.22	1.97	565	8.61	1.85
Trade and exports	159	7.60	2.19	560	7.81	2.23
Economic growth	162	8.17	2.15	566	8.51	1.96
Energy*	164	8.17	2.16	561	8.60	1.93
Disaster management	158	7.58	2.16	555	7.73	2.30
Public sector governance/reform	157	7.78	2.11	554	8.13	2.16
Job creation/employment	163	8.04	2.26	564	8.35	2.16
Financial markets	155	7.37	2.27	539	7.74	2.16
Equality of opportunity	154	7.32	2.20	525	7.56	2.26
Health	167	8.44	1.92	557	8.75	1.75
Rural development*	159	8.21	2.00	548	8.66	1.85
Global/regional integration	155	7.21	2.31	531	7.61	2.30
Food security	162	7.98	2.21	549	8.24	2.10
Education	170	8.63	1.93	553	8.70	1.90
Social protection	156	7.45	2.42	554	7.40	2.32
Climate change	158	7.22	2.33	535	7.53	2.38
Agricultural development*	166	8.39	2.00	566	8.85	1.76
Natural resource management	163	7.79	2.31	559	7.91	2.35

\*Significantly different between sectors

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	114	4.74	2.81	420	4.55	2.62
Information and communications technology	112	5.42	2.40	438	5.63	2.15
Transport	120	6.05	2.43	458	5.80	2.30
Crime and violence	102	4.97	2.72	389	4.74	2.44
Law and justice*	109	5.46	2.76	392	4.86	2.51
Urban development	125	6.17	2.57	473	6.03	2.28
Environmental sustainability	122	6.04	2.48	456	5.89	2.31
Regulatory framework	110	5.48	2.45	418	5.61	2.37
Communicable/non-communicable diseases	121	6.37	2.55	448	6.23	2.19
Poverty reduction	134	6.19	2.66	497	6.10	2.47
Gender equity	110	5.90	2.60	436	5.40	2.37
Domestic private sector development	110	5.42	2.61	423	5.27	2.31
Foreign direct investment	119	6.11	2.54	442	5.88	2.31
Water and sanitation	127	6.09	2.47	493	6.51	2.31
Trade and exports	115	5.36	2.55	431	5.47	2.34
Economic growth	127	5.83	2.66	475	5.93	2.40
Energy	117	5.51	2.76	439	5.51	2.57
Disaster management	111	5.66	2.64	430	5.24	2.43
Public sector governance/reform	127	6.05	2.57	455	6.17	2.24
Job creation/employment	121	5.02	2.68	467	5.11	2.48
Financial markets	114	5.92	2.52	424	5.52	2.38
Equality of opportunity	109	5.44	2.44	405	5.21	2.39
Health	131	6.35	2.42	475	6.65	2.20
Rural development	128	5.76	2.51	483	5.81	2.40
Global/regional integration	118	5.75	2.39	424	5.56	2.26
Food security	120	5.89	2.53	459	5.68	2.32
Education	143	6.49	2.39	480	6.46	2.22
Social protection	109	5.48	2.64	423	5.15	2.43
Climate change	108	5.32	2.62	411	5.45	2.45
Agricultural development	128	6.02	2.33	484	6.23	2.25
Natural resource management	113	5.52	2.82	436	5.28	2.68

\*Significantly different between sectors

## Public Sector vs. Others

**Public Sector Governance/Public Financial Management/Anti-Corruption Sector N=157**

**All Others N=630**

### *A. General Issues Facing Ghana*

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

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection*	7.4%	3.6%
Transport	14.8%	10.3%
Public sector governance/reform	18.1%	14.4%
Global/regional integration	0.7%	1.3%
Gender equity	1.3%	1.8%
Domestic private sector development	8.7%	7.4%
Foreign direct investment	1.3%	2.9%
Water and sanitation	14.1%	12.3%
Anti-corruption	18.8%	12.9%
Job creation/employment	29.5%	33.1%
Rural development	7.4%	8.2%
Financial markets	1.3%	1.1%
Urban development	0.0%	2.1%
Environmental sustainability	2.7%	2.6%
Equality of opportunity	2.0%	1.1%
Health*	22.8%	32.1%
Education*	42.3%	52.4%
Poverty reduction	8.1%	9.2%
Energy*	27.5%	18.3%
Food security*	4.0%	9.0%
Climate change	2.0%	0.7%
Agricultural development	20.1%	20.8%
Trade and exports*	8.7%	3.9%
Crime and violence	2.0%	2.0%
Economic growth	18.1%	12.3%
Law and justice	2.7%	4.7%
Regulatory framework	0.7%	0.7%
Communicable/non-communicable diseases	0.0%	0.3%
Natural resource management	6.0%	7.7%
Disaster management	0.0%	0.5%
Information and communications technology	1.3%	3.6%

*\*Significantly different between sectors*



**A. General Issues Facing Ghana (continued)**

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 Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Water and sanitation	7.7%	7.1%
Equality of opportunity*	10.3%	5.3%
Economic growth	31.6%	36.2%
Climate change	1.9%	1.0%
Global/regional integration	0.6%	0.3%
Gender equity	0.6%	3.0%
Rural development	29.0%	25.3%
Urban development	1.9%	3.2%
Regulatory framework	0.0%	0.5%
Social protection	4.5%	2.1%
Law and justice	3.2%	3.2%
Transport	7.7%	5.8%
Crime and violence	2.6%	1.4%
Communicable/non-communicable diseases	0.6%	0.3%
Information and communications technology	1.9%	1.3%
Anti-corruption	21.9%	20.8%
Domestic private sector development	9.7%	7.2%
Foreign direct investment	0.0%	1.4%
Education*	34.2%	43.3%
Energy	17.4%	15.9%
Public sector governance/reform	4.5%	7.1%
Natural resource management	8.4%	7.5%
Environmental sustainability	0.6%	1.3%
Disaster management	1.3%	0.6%
Health	13.5%	12.7%
Agricultural development	34.8%	35.3%
Job creation/employment	39.4%	33.8%
Financial markets	0.0%	1.4%
Trade and exports	4.5%	5.3%
Food security	2.6%	6.6%

\*Significantly different between sectors

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Energy	35.9%	30.9%
Gender equity	1.3%	1.6%
Equality of opportunity	4.5%	3.0%
Social protection	1.3%	2.6%
Global/regional integration	0.6%	1.6%
Climate change	0.6%	0.2%
Anti-corruption	19.9%	24.2%
Disaster management	1.3%	1.1%
Rural development	19.2%	15.3%
Foreign direct investment	10.3%	6.7%
Urban development	1.3%	1.1%
Water and sanitation	2.6%	4.3%
Education	25.6%	33.7%
Information and communications technology	3.8%	3.5%
Regulatory framework	1.9%	1.1%
Communicable/non-communicable diseases	0.6%	0.2%
Trade and exports*	26.3%	19.1%
Public sector governance/reform	10.9%	11.5%
Domestic private sector development	14.1%	15.3%
Job creation/employment*	26.9%	36.4%
Agricultural development	44.2%	36.4%
Food security	4.5%	7.8%
Transport	5.1%	5.1%
Natural resource management	16.7%	14.5%
Environmental sustainability	0.6%	1.9%
Health	10.3%	11.2%
Law and justice	4.5%	2.2%
Crime and violence	0.0%	0.3%
Financial markets	4.5%	4.8%

\*Significantly different between sectors

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

When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection	2.0%	3.2%
Public sector governance/reform*	23.7%	16.2%
Transport	11.2%	10.6%
Poverty reduction	23.0%	22.6%
Global/regional integration	0.7%	1.8%
Gender equity	2.0%	1.4%
Crime and violence	1.3%	1.0%
Domestic private sector development	13.8%	9.9%
Rural development	18.4%	16.0%
Foreign direct investment	3.3%	2.6%
Water and sanitation	8.6%	9.1%
Energy	19.7%	14.7%
Job creation/employment	24.3%	24.8%
Financial markets	2.0%	1.8%
Urban development	0.7%	1.8%
Environmental sustainability	0.0%	2.2%
Equality of opportunity	2.6%	1.3%
Health*	19.1%	30.0%
Education*	26.3%	42.3%
Food security	5.3%	5.3%
Climate change	0.7%	0.5%
Agricultural development*	39.5%	30.3%
Trade and exports	7.2%	7.7%
Economic growth	17.1%	16.3%
Law and justice	2.6%	2.4%
Regulatory framework	0.7%	1.0%
Communicable/non-communicable diseases	1.3%	0.5%
Natural resource management	6.6%	6.6%
Anti-corruption	13.2%	11.9%
Information and communications technology	0.7%	1.8%
Disaster management	1.3%	0.5%

\*Significantly different between sectors

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Public Sector Gov./ Public Financial Mgmt./Anti- Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	150	8.28	2.47	583	8.23	2.37
Information and communications technology	146	8.22	2.03	581	7.98	2.02
Transport	146	8.34	1.97	581	8.15	2.01
Crime and violence	139	7.32	2.72	564	7.23	2.49
Law and justice	144	7.23	2.69	563	7.05	2.44
Urban development*	146	8.27	1.93	573	7.75	2.18
Environmental sustainability*	144	8.34	1.91	575	7.94	1.98
Regulatory framework	138	7.70	2.25	550	7.28	2.34
Communicable/non-communicable diseases	141	8.12	2.26	580	7.77	2.21
Poverty reduction	145	8.83	1.84	581	8.62	1.88
Gender equity	141	7.47	2.42	571	7.14	2.36
Domestic private sector development	142	8.18	2.22	565	7.84	2.16
Foreign direct investment*	145	8.28	1.97	564	7.73	2.15
Water and sanitation	146	8.62	1.95	583	8.50	1.87
Trade and exports	145	7.99	2.18	574	7.70	2.23
Economic growth	145	8.67	1.76	583	8.37	2.06
Energy	149	8.72	1.91	576	8.44	2.01
Disaster management	145	7.94	2.28	568	7.64	2.27
Public sector governance/reform	146	8.34	1.92	565	7.98	2.21
Job creation/employment	148	8.30	2.17	579	8.28	2.19
Financial markets	142	7.69	2.26	552	7.65	2.17
Equality of opportunity	135	7.75	2.31	544	7.45	2.23
Health	145	8.61	1.83	579	8.70	1.79
Rural development	141	8.72	1.76	566	8.52	1.92
Global/regional integration	139	7.62	2.38	547	7.49	2.29
Food security	142	8.15	2.28	569	8.19	2.09
Education	146	8.68	2.00	577	8.69	1.89
Social protection	144	7.47	2.38	566	7.39	2.33
Climate change*	139	7.85	2.21	554	7.36	2.40
Agricultural development	149	8.75	1.86	583	8.74	1.82
Natural resource management	145	7.99	2.34	577	7.86	2.34

\*Significantly different between sectors

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Public Sector Gov./ Public Financial Mgmt./Anti- Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	107	4.60	2.66	427	4.59	2.67
Information and communications technology	112	5.64	2.11	438	5.58	2.23
Transport	117	5.91	2.33	461	5.83	2.32
Crime and violence*	96	4.32	2.55	395	4.90	2.47
Law and justice*	94	4.45	2.44	407	5.12	2.60
Urban development	124	6.04	2.30	474	6.06	2.35
Environmental sustainability	113	5.68	2.37	465	5.98	2.34
Regulatory framework	108	5.34	2.38	420	5.65	2.38
Communicable/non-communicable diseases	114	6.39	2.09	455	6.23	2.31
Poverty reduction	125	5.79	2.45	506	6.20	2.52
Gender equity	110	5.19	2.51	436	5.58	2.40
Domestic private sector development	106	4.99	2.36	427	5.37	2.37
Foreign direct investment	112	5.61	2.40	449	6.01	2.35
Water and sanitation	130	6.52	2.34	490	6.40	2.36
Trade and exports	113	5.37	2.51	433	5.47	2.35
Economic growth	125	5.73	2.43	477	5.96	2.46
Energy	115	5.27	2.74	441	5.57	2.58
Disaster management	108	5.28	2.49	433	5.34	2.47
Public sector governance/reform	121	6.36	2.24	461	6.09	2.33
Job creation/employment*	123	4.54	2.33	465	5.24	2.55
Financial markets*	111	5.06	2.51	427	5.75	2.37
Equality of opportunity	103	4.96	2.54	411	5.34	2.36
Health	128	6.68	2.14	478	6.56	2.28
Rural development	127	5.60	2.59	484	5.86	2.38
Global/regional integration	109	5.39	2.33	433	5.65	2.27
Food security	120	5.38	2.21	459	5.82	2.40
Education	127	6.35	2.24	496	6.50	2.26
Social protection*	110	4.76	2.45	422	5.34	2.47
Climate change	105	5.40	2.58	414	5.43	2.46
Agricultural development	126	6.10	2.18	486	6.21	2.29
Natural resource management	115	4.97	2.71	434	5.42	2.70

\*Significantly different between sectors

## Agriculture Sector vs. Others

**Agriculture/Rural Development/Food Security Sector N=91 ● All Others N=696**

### A. General Issues Facing Ghana

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

Percentage of Respondents (Responses Combined)	Agriculture Sector	All Others
Social protection*	0.0%	4.9%
Transport	10.3%	11.3%
Public sector governance/reform	10.3%	15.8%
Global/regional integration	1.1%	1.2%
Gender equity	2.3%	1.6%
Domestic private sector development	10.3%	7.3%
Foreign direct investment*	8.0%	1.9%
Water and sanitation	12.6%	12.6%
Anti-corruption*	5.7%	15.2%
Job creation/employment	37.9%	31.6%
Rural development*	16.1%	7.0%
Financial markets	0.0%	1.3%
Urban development	0.0%	1.9%
Environmental sustainability	0.0%	3.0%
Equality of opportunity	1.1%	1.3%
Health*	40.2%	29.0%
Education	55.2%	49.8%
Poverty reduction	8.0%	9.1%
Energy	13.8%	21.0%
Food security	5.7%	8.3%
Climate change	0.0%	1.0%
Agricultural development*	32.2%	19.2%
Trade and exports	3.4%	5.1%
Crime and violence	1.1%	2.1%
Economic growth	9.2%	14.0%
Law and justice	3.4%	4.5%
Regulatory framework	1.1%	0.6%
Communicable/non-communicable diseases	0.0%	0.3%
Natural resource management	4.6%	7.7%
Disaster management	0.0%	0.4%
Information and communications technology	3.4%	3.1%

\*Significantly different between sectors

**A. General Issues Facing Ghana (continued)**

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 Ghana? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Agriculture Sector	All Others
Water and sanitation	7.9%	7.1%
Equality of opportunity*	1.1%	7.0%
Economic growth*	48.3%	33.6%
Climate change	0.0%	1.3%
Global/regional integration	0.0%	0.4%
Gender equity	1.1%	2.8%
Rural development	28.1%	25.8%
Urban development	2.2%	3.0%
Regulatory framework	1.1%	0.3%
Social protection	1.1%	2.8%
Law and justice	1.1%	3.5%
Transport	5.6%	6.2%
Crime and violence	1.1%	1.7%
Communicable/non-communicable diseases	0.0%	0.4%
Information and communications technology	1.1%	1.4%
Anti-corruption*	11.2%	22.3%
Domestic private sector development	3.4%	8.3%
Foreign direct investment	1.1%	1.2%
Education	47.2%	40.7%
Energy	22.5%	15.4%
Public sector governance/reform	7.9%	6.4%
Natural resource management	9.0%	7.5%
Environmental sustainability	1.1%	1.2%
Disaster management	0.0%	0.9%
Health	10.1%	13.2%
Agricultural development*	44.9%	33.9%
Job creation/employment	27.0%	35.9%
Financial markets	1.1%	1.2%
Trade and exports	4.5%	5.2%
Food security	5.6%	5.8%

\*Significantly different between sectors

**A. General Issues Facing Ghana (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Agriculture Sector	All Others
Energy	29.2%	32.3%
Gender equity	3.4%	1.3%
Equality of opportunity	1.1%	3.6%
Social protection	2.2%	2.3%
Global/regional integration	2.2%	1.3%
Climate change	0.0%	0.3%
Anti-corruption	22.5%	23.5%
Disaster management	0.0%	1.3%
Rural development*	23.6%	15.1%
Foreign direct investment	5.6%	7.6%
Urban development	2.2%	1.0%
Water and sanitation	2.2%	4.2%
Education	31.5%	32.1%
Information and communications technology	4.5%	3.5%
Regulatory framework	0.0%	1.4%
Communicable/non-communicable diseases	0.0%	0.3%
Trade and exports	15.7%	21.2%
Public sector governance/reform	13.5%	11.1%
Domestic private sector development	9.0%	15.9%
Job creation/employment	32.6%	34.7%
Agricultural development	42.7%	37.3%
Food security	4.5%	7.5%
Transport	9.0%	4.6%
Natural resource management	14.6%	15.0%
Environmental sustainability	2.2%	1.6%
Health	16.9%	10.2%
Law and justice	0.0%	3.0%
Crime and violence	0.0%	0.3%
Financial markets	5.6%	4.6%

\*Significantly different between sectors



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

When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Agriculture Sector	All Others
Social protection	3.3%	2.9%
Public sector governance/reform	11.0%	18.5%
Transport	13.2%	10.4%
Poverty reduction	22.0%	22.8%
Global/regional integration	2.2%	1.5%
Gender equity	0.0%	1.8%
Crime and violence	0.0%	1.2%
Domestic private sector development	7.7%	11.1%
Rural development*	35.2%	14.0%
Foreign direct investment	2.2%	2.8%
Water and sanitation*	3.3%	9.8%
Energy	8.8%	16.6%
Job creation/employment	25.3%	24.7%
Financial markets	2.2%	1.8%
Urban development	3.3%	1.3%
Environmental sustainability	0.0%	2.0%
Equality of opportunity	1.1%	1.6%
Health	27.5%	27.9%
Education	40.7%	39.0%
Food security	4.4%	5.4%
Climate change	0.0%	0.6%
Agricultural development	38.5%	31.2%
Trade and exports	7.7%	7.6%
Economic growth	16.5%	16.5%
Law and justice	0.0%	2.8%
Regulatory framework	1.1%	0.9%
Communicable/non-communicable diseases	0.0%	0.7%
Natural resource management	7.7%	6.4%
Anti-corruption	9.9%	12.4%
Information and communications technology	3.3%	1.3%
Disaster management	0.0%	0.7%

\*Significantly different between sectors

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)

	Agriculture/ Rural Development / Food Security Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	85	8.25	2.38	648	8.24	2.40
Information and communications technology*	83	7.52	2.23	644	8.09	1.98
Transport	82	8.11	1.95	645	8.19	2.01
Crime and violence	80	6.79	2.59	623	7.31	2.53
Law and justice	77	6.62	2.50	630	7.14	2.48
Urban development	83	7.47	2.13	636	7.90	2.14
Environmental sustainability	80	7.71	1.96	639	8.06	1.97
Regulatory framework	77	7.01	2.24	611	7.40	2.34
Communicable/non-communicable diseases*	81	7.19	2.17	640	7.92	2.22
Poverty reduction	81	8.60	1.63	645	8.67	1.90
Gender equity*	80	6.61	2.05	632	7.28	2.40
Domestic private sector development*	79	7.38	2.23	628	7.97	2.16
Foreign direct investment*	79	7.27	2.22	630	7.92	2.10
Water and sanitation	84	8.45	2.00	645	8.53	1.87
Trade and exports	82	7.68	1.94	637	7.77	2.26
Economic growth	86	8.57	1.99	642	8.41	2.01
Energy	81	8.69	1.81	644	8.48	2.01
Disaster management	78	7.45	2.25	635	7.73	2.27
Public sector governance/reform	81	8.01	2.42	630	8.06	2.12
Job creation/employment	82	8.05	2.45	645	8.31	2.15
Financial markets	78	7.51	2.02	616	7.68	2.21
Equality of opportunity	75	7.56	1.89	604	7.50	2.29
Health	81	8.69	1.91	643	8.68	1.78
Rural development	78	8.63	1.85	629	8.55	1.90
Global/regional integration	77	7.17	2.16	609	7.56	2.32
Food security	79	8.08	2.35	632	8.19	2.10
Education	78	8.85	1.94	645	8.67	1.91
Social protection	80	7.16	2.19	630	7.44	2.36
Climate change	78	7.27	2.31	615	7.48	2.38
Agricultural development	82	9.01	1.61	650	8.71	1.85
Natural resource management	82	8.05	2.28	640	7.87	2.35

\*Significantly different between sectors

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)

	Agriculture/ Rural Development / Food Security Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	63	5.27	2.62	471	4.50	2.66
Information and communications technology	71	5.97	1.93	479	5.53	2.23
Transport	72	6.19	2.07	506	5.80	2.36
Crime and violence	58	5.33	2.42	433	4.72	2.50
Law and justice	59	5.08	2.31	442	4.98	2.61
Urban development*	73	6.66	1.88	525	5.97	2.39
Environmental sustainability*	72	6.51	1.99	506	5.84	2.38
Regulatory framework*	66	6.17	2.09	462	5.50	2.41
Communicable/non-communicable diseases	67	6.25	2.09	502	6.26	2.29
Poverty reduction*	80	6.85	2.37	551	6.02	2.51
Gender equity	64	5.31	1.79	482	5.53	2.50
Domestic private sector development*	63	5.86	2.22	470	5.22	2.38
Foreign direct investment	66	6.33	1.92	495	5.87	2.41
Water and sanitation*	72	7.07	2.11	548	6.34	2.37
Trade and exports*	64	6.00	2.06	482	5.37	2.41
Economic growth*	68	6.57	1.94	534	5.82	2.50
Energy*	67	6.42	2.48	489	5.38	2.61
Disaster management	66	5.77	2.31	475	5.26	2.49
Public sector governance/reform	67	6.58	2.22	515	6.09	2.32
Job creation/employment*	73	5.85	2.53	515	4.98	2.50
Financial markets	69	5.90	2.33	469	5.56	2.42
Equality of opportunity*	63	6.02	2.28	451	5.16	2.40
Health	74	7.03	2.06	532	6.52	2.27
Rural development*	74	6.54	2.13	537	5.70	2.45
Global/regional integration	64	5.89	2.13	478	5.56	2.31
Food security	71	6.06	2.25	508	5.68	2.38
Education*	76	7.07	2.05	547	6.38	2.27
Social protection	62	5.68	2.09	470	5.16	2.51
Climate change	62	5.94	1.96	457	5.36	2.54
Agricultural development*	79	6.92	2.22	533	6.08	2.26
Natural resource management	63	5.65	2.39	486	5.29	2.75

\*Significantly different between sectors

## Appendix G: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	H3. Currently, do you professionally collaborate/work with the WBG?		H7. Which of the following describes most of your exposure to the World Bank in Ghana? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	5.31	6.65	6.36	5.52	5.87	6.28	5.91	6.23	5.87	6.42	5.98	6.06
To what extent do you believe the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges?	5.94	7.07	6.95	6.04	6.40	6.93	6.51	6.72	6.49	6.80	6.49	6.79
Overall the World Bank Group currently plays a relevant role in development in Ghana	6.31	7.08	7.02	6.34	6.63	6.89	6.63	6.91	6.67	6.84	6.76	6.58
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	5.41	6.43	6.32	5.47	5.93	5.97	5.85	6.17	5.84	6.30	5.98	5.83
Responsiveness	5.60	6.08	5.93	5.76	5.91	5.75	5.80	6.01	5.80	6.05	5.97	5.54
Flexibility (in terms of the institution's products and services)	5.13	5.94	5.70	5.32	5.52	5.59	5.53	5.58	5.43	5.89	5.57	5.48
Flexibility (in terms of changing country circumstances)	5.05	6.02	5.72	5.27	5.44	5.73	5.48	5.65	5.40	5.98	5.68	5.11
Being inclusive	5.47	6.34	6.16	5.60	5.86	6.08	5.88	6.04	5.82	6.26	5.92	5.95
Openness (sharing data and other information)	5.83	6.98	6.77	5.86	6.25	6.65	6.26	6.66	6.30	6.64	6.35	6.44
Staff accessibility	4.77	5.87	5.70	4.83	5.18	5.65	5.13	5.82	5.23	5.64	5.24	5.59
Straightforwardness and honesty	5.74	6.82	6.54	6.00	6.25	6.46	6.22	6.54	6.26	6.49	6.32	6.28
Collaboration with civil society	5.23	6.10	5.90	5.46	5.67	5.81	5.49	6.29	5.67	5.84	5.66	5.84
Collaboration with the Government	7.17	7.56	7.45	7.26	7.44	7.20	7.24	7.67	7.37	7.34	7.37	7.36
Collaboration with other donors and development partners	6.54	6.99	6.84	6.80	6.88	6.68	6.77	6.96	6.82	6.83	6.82	6.82
The speed in which it gets things accomplished on the ground	5.40	6.22	5.99	5.55	5.70	6.03	5.77	5.92	5.71	6.14	5.79	5.85
To what extent does the World Bank Group's work help to achieve development results in Ghana?	6.05	6.91	6.77	6.15	6.40	6.71	6.47	6.55	6.40	6.80	6.53	6.38
The World Bank Group's financial instruments meet the needs of Ghana	4.92	6.42	6.15	5.04	5.45	6.11	5.55	5.92	5.55	5.99	5.66	5.65
The World Bank Group meets Ghana's needs for knowledge services	5.49	6.80	6.50	5.75	6.08	6.38	6.08	6.43	6.15	6.24	6.18	6.15
Are adaptable to Ghana's specific development challenges and country circumstances	5.09	6.32	6.02	5.33	5.58	6.00	5.70	5.77	5.63	6.01	5.81	5.48
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.09	7.08	6.89	6.26	6.44	6.99	6.57	6.72	6.56	6.78	6.60	6.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.40	7.34	7.25	6.46	6.78	7.17	6.85	7.03	6.81	7.22	6.92	6.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.06	6.84	6.75	6.11	6.42	6.61	6.36	6.78	6.41	6.71	6.47	6.50

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix H: Indicator Questions as a Function of Stakeholder Group

	Office of the President/ Minister		Employee of a Ministry		Consultant on WBG Project/PMU		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/Bank		NGO/CBO/ Private Foundation		Media		Independent Government Institution		Trade Union		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	16	5.31	175	6.10	26	6.69	174	5.78	10	6.50	60	5.62	61	6.30	16	6.00	19	6.63	11	5.27	64	5.70	31	5.13
To what extent do you believe the WBG's staff is well prepared to help Ghana solve its most complicated development challenges?	14	5.93	160	6.42	28	6.82	164	6.02	11	7.18	60	7.00	58	6.88	14	6.64	18	7.56	8	7.25	57	6.49	28	6.29
Overall the World Bank Group currently plays a relevant role in development in Ghana*	16	5.19	182	6.90	27	6.85	183	6.84	12	6.17	64	6.67	68	6.75	19	6.21	19	7.79	12	6.42	69	6.28	35	5.86
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	15	4.93	175	6.12	28	6.29	173	5.85	11	5.36	61	5.74	65	5.78	19	5.68	19	7.26	12	6.00	67	5.58	35	5.20
Responsiveness*	16	4.19	160	6.04	26	6.73	163	5.79	12	5.00	59	5.92	58	6.03	17	5.18	19	6.95	11	6.00	60	5.48	29	5.55
Flexibility (in terms of the institution's products and services)*	15	4.07	154	5.70	27	6.26	164	5.20	11	6.09	59	5.93	57	6.09	14	4.79	19	6.26	10	5.70	61	5.33	30	5.13
Flexibility (in terms of changing country circumstances)*	16	5.19	157	5.75	25	5.72	170	5.17	13	5.00	57	5.56	56	6.07	18	6.00	19	7.00	9	5.56	66	5.12	31	5.03
Being inclusive*	15	4.33	153	6.18	26	6.15	156	5.67	13	5.85	59	5.81	53	6.28	17	5.29	19	7.00	12	4.75	61	6.00	31	5.35
Openness (sharing data and other information)*	15	4.60	168	6.82	27	7.33	167	6.37	12	6.00	62	6.31	62	6.63	17	5.29	19	6.84	10	5.60	63	5.62	33	5.39
Staff accessibility*	14	4.43	152	5.82	26	6.35	155	4.74	13	5.77	57	5.16	60	5.63	16	4.38	19	6.74	12	4.75	57	4.93	27	5.00
Straightforwardness and honesty*	15	5.47	166	6.65	27	6.48	165	6.23	13	6.54	63	5.98	57	6.67	17	5.29	18	7.11	12	6.33	62	5.56	29	5.45
Collaboration with civil society*	15	5.20	160	6.16	27	5.37	160	5.64	11	6.00	63	5.33	62	5.71	17	4.65	19	5.79	12	4.58	60	5.00	31	5.61
Collaboration with the Government*	14	5.57	170	7.85	26	7.58	174	7.38	13	6.08	63	7.63	61	6.75	17	6.41	19	8.11	11	7.91	64	6.89	32	6.88
Collaboration with other donors and development partners*	14	5.86	155	7.34	28	6.54	157	6.80	13	6.15	61	6.80	60	6.35	16	6.13	18	6.89	11	7.27	60	6.40	28	6.21
The speed in which it gets things accomplished on the ground	13	4.92	155	6.11	26	6.15	158	5.77	13	6.15	58	5.48	57	6.07	16	5.94	18	6.22	12	5.92	60	5.37	30	4.60
To what extent does the WBG's work help to achieve development results in Ghana?	17	5.88	172	6.49	28	6.14	179	6.55	13	6.46	59	6.86	64	6.27	19	5.68	18	7.78	12	6.67	63	6.19	35	6.26
The WBG's financial instruments meet the needs of Ghana*	16	4.88	180	5.57	26	7.35	168	5.60	13	5.62	64	5.61	60	6.03	19	5.42	18	6.28	10	5.80	67	4.73	31	5.23
The WBG meets Ghana's needs for knowledge services*	16	5.00	174	6.09	25	7.56	166	6.05	13	5.69	62	6.16	59	6.49	18	5.89	18	7.50	10	6.40	67	5.34	33	5.67
Are adaptable to Ghana's specific development challenges and country circumstances	13	4.77	163	5.82	26	6.46	169	5.62	14	5.50	58	5.67	62	6.03	17	5.47	17	6.24	11	5.82	60	5.17	29	5.07
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	15	6.07	177	6.69	27	6.70	174	6.50	15	6.73	61	6.39	67	6.81	16	6.00	18	7.17	11	7.36	63	6.14	33	6.64
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	14	6.21	168	7.15	28	7.07	168	6.74	15	6.47	63	6.54	64	7.27	17	6.82	18	7.33	10	7.80	62	6.35	30	6.23
Where country systems are adequate, the WBG makes appropriate use of them*	15	5.53	158	6.47	29	7.00	153	6.88	14	5.36	57	6.14	57	6.67	16	5.75	17	6.76	10	7.00	59	5.85	27	5.52

\*Significantly different between stakeholder groups

## Appendix I: Ghana FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Ghana**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Ghana or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Ghana, 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 Ghana.

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: GENERAL ISSUES FACING GHANA**

<b>A1. In general would you say that Ghana is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Ghana.</b>			
<b>Please identify which of the following you consider the most important development priorities in Ghana?</b>			
<b>(Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ghana? (Choose no more than THREE)</b>			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Economic growth	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases	29	Trade and exports
15	Information and communications technology	30	Food security

**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: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Ghana? (Choose no more than THREE)</b>			
1	Energy	16	Communicable/non-communicable diseases
2	Gender equity	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Law and justice (e.g., judicial system)
13	Education	28	Crime and violence
14	Information and communications technology	29	Financial markets
15	Regulatory framework		

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

<b>B1. How familiar are you with the work of the World Bank Group in Ghana?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ghana solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

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

<b>B5. 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 Ghana?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to South-South knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Ghana's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to South-South knowledge sharing	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>The World Bank Group can provide capacity building support in a number of ways in Ghana. To which degree would Ghana benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ghana? (If you have NO exposure to/experience in any of the areas 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		
<b>B18</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B20</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**When thinking about how to improve capacity building in Ghana to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B21</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ghana? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Ghana
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ghana? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Ghana?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B27</b>	Overall the World Bank Group currently plays a relevant role in development in Ghana	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	The World Bank Group's work is aligned with what I consider the development priorities for Ghana	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	The World Bank Group supports programs and strategies that are realistic for Ghana	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group treats clients and stakeholders in Ghana with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**To what extent is the World Bank Group an effective development partner in Ghana, 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		
<b>B31</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B32</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B33</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B34</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B35</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B36</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B37</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B38</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B39</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B40</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B41</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B42</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B43</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B44</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B45. To be a more effective development partner in Ghana, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

**B46. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?** *(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		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Ghana? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Ghana?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank Group in Ghana?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C6</b>	The World Bank Group meets Ghana'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"/>		

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Ghana?</b>											
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

**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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

**D1. 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 Ghana, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Ghana's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Ghana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**D12. 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

**D13. 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 E: WORKING WITH THE WORLD BANK GROUP**

To what extent does each of the following aspects of the World Bank Group’s technical assistance/ advisory work contribute to solving Ghana’s development challenges?													
		To no degree at all										To a very significant degree	Don't know
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	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"/>	
E7	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"/>	
E8	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Ghana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Working with the World Bank Group increases Ghana’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>E15. Which of the following best describes the way the World Bank Group operates in Ghana? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Ghana
2	The World Bank Group does not take enough risk in Ghana
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GHANA

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Ghana's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Ghana's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Ghana
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org/ghana)
2	The World Bank Group's main website (www.worldbank.org)

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
G10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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 H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you work with in Ghana? (Select all that apply)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Do your projects involve both the World Bank and the IFC?</b> <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

<b>H6. If yes, what was your view on the two institutions working together in Ghana? (Select only ONE response)</b>	
1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Ghana? (Choose no more than TWO)</b>	
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.

<b>H8. Which best represents your geographic location?</b>	
1	Northern Sector (Northern, Upper East, Upper West)
2	Southern Sector (Brong Ahafo, Ashanti)
3	Western Sector (Central, Western Region)
4	Eastern Sector (East, Greater Accra, Volta)

**Thank you for completing the survey!**