

WORLD BANK CLIENT SURVEY 2002 - GHANA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Ghana or who observe activities related to economic development. The following survey is meant to give the Bank's team that works in Ghana insights into how the Bank's work is perceived there. This survey will allow us to assess the views of clients and partners, and to produce more effective strategies and programs that support development in your country as a result.

All responses are anonymous, so please be candid. To complete the survey, please use a soft black pencil, and completely fill in the circle that most accurately reflects your view.

BACKGROUND INFORMATION

1. Which of the following best describes your current position?

(Please mark only one response)

- ☐ Office of the Prime Minister, Minister, Secretary General, Parliamentarian
- ☐ Employee of a Ministry, Ministerial Department or Implementation Agency
- ☐ Local government official or staff
- ☐ Staff member of Bilateral or Multilateral Agency
- ☐ Representative of a Private sector organization
- ☐ Representative of a Non-government Organization (NGO)
- ☐ Member of the Media (Press, radio, TV etc.)
- ☐ Academic or researcher
- ☐ Other (please specify): _____

3. Gender

- ☐ Female
- ☐ Male

4. How familiar are you with the work of the World Bank on a scale of 1-10, 1 meaning not familiar at all, 10 meaning extremely familiar?

- | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. Please identify the primary specialization of your work?

(Please mark only one response)

- ☐ Agriculture, Agribusiness, Forestry
- ☐ Commerce, Trade and Manufacturing
- ☐ Communications, Information Services
- ☐ Economic Management
- ☐ Environment, Natural Resource Management
- ☐ Finance, Banking, Insurance
- ☐ Infrastructure (e.g., Transport, Water, Energy, Telecommunications)
- ☐ Law, Justice
- ☐ Legislature, Politics
- ☐ Social Services (e.g., Education, Health)
- ☐ Other (please specify): _____

5. How long have you been involved with (or a close observer of) the World Bank's activities?

- ☐ Less than one year
- ☐ One to three years
- ☐ More than three years

A. OVERALL ATTITUDES TOWARD THE WORLD BANK

1. Overall, please rate how favorable your impression of the World Bank's effectiveness is in Ghana on a scale of 1-10, 1 being very unfavorable, 10 being very favorable.

1	2	3	4	5	6	7	8	9	10	Don't Know	Refused
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. In broad terms of economic and social development, what is the *greatest value* brought to your country by the World Bank? (**CHOOSE ONLY ONE**)

- ☐ a. The Bank's knowledge (studies and analyses)
- ☐ b. Financial resources
- ☐ c. Policy advice
- ☐ d. Lending when others won't
- ☐ e. Convener/facilitator
- ☐ f. Donor coordination
- ☐ g. Ability to mobilize resources (private sector, government)
- ☐ h. Ability to build implementation capacity
- ☐ i. Other (please specify) : _____

3. In broad terms of economic and social development, what is the *second greatest value* brought to your country by the World Bank? (**CHOOSE ONLY ONE**)

- ☐ a. The Bank's knowledge (studies and analyses)
- ☐ b. Financial resources
- ☐ c. Policy advice
- ☐ d. Lending when others won't
- ☐ e. Convener/facilitator
- ☐ f. Donor coordination
- ☐ g. Ability to mobilize resources (private sector, government)
- ☐ h. Ability to build implementation capacity
- ☐ i. Other (please specify) : _____

A. OVERALL ATTITUDES TOWARD THE WORLD BANK

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank.

	Strongly Disagree										Strongly Agree	Don't Know	Refused
	1	2	3	4	5	6	7	8	9	10			
4. Overall the Bank currently plays a relevant role in development in Ghana.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The Bank's work is aligned with what I consider the development priorities for this country.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The Bank's work reflects its own mission of poverty alleviation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The World Bank recommends programs and strategies that are realistic for Ghana.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The World Bank treats clients and stakeholders in Ghana with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The World Bank collaborates well with other donors here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Overall I like to work/interact with Bank staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. It's costly and time consuming to work with the Bank.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The Bank is an effective catalyst for dialogue on issues related to poverty.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. In general, the Bank recommends strategies that are sustainable over time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. In general, the Bank is seen as a trustworthy partner in development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, *importance*, meaning, in your opinion, how important is it for the Bank to be involved in that particular area of work in your country. Second, *effectiveness*, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in Ghana.

	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
15. Helping to reduce poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Helping Government to frame an effective poverty reduction strategy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Helping to bring about economic growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Encouraging greater transparency in governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Helping to reduce external debt (through the HIPC program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Helping to strengthen the private sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Helping to strengthen the financial system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Helping to strengthen the regulatory framework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Helping to strengthen the judicial system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Helping to strengthen the public sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Helping to strengthen the education sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Helping to strengthen the health sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Helping to strengthen rural development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. THE WORK OF THE WORLD BANK (continued)

	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
28. Helping to empower communities (to participate in their own development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Helping to empower the poor (to participate in their own development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Helping to “close the digital divide” (vis-à-vis increasing the integration of information technology into the lives of people) with its programs and strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Ensuring that attention is paid to the environmental impact (the physical environment – land, water, air) of Bank programs and strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Ensuring that attention is paid to gender disparities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. THE WAY THE WORLD BANK DOES BUSIENSS

For the next section, please rate the Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below:

	Level of World Bank Effectiveness					
	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
33. Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Producing “knowledge” that is useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Making the results of studies and analyses readily available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Sharing knowledge about international best practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Ability to adapt its knowledge to your country’s needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Providing sound economic advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Being accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Straightforwardness in its dealings with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Maintaining consistent messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Providing sound policy advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Including local communities (beneficiaries) in the development of strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Including civil society (NGOs, religious groups, interest groups) in the development of strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Including local project experts in the development of strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Giving appropriate priority to poverty reduction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. Working in a participatory way with Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Lending in a way that promotes effective development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. GENERAL ISSUES FACING GHANA

49. Please indicate the level of priority (low, medium or high) with which you consider the following issues should be addressed by the World Bank in Ghana:

	LOW	MEDIUM	HIGH
a. Further developing the education system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Communicable disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Political problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Government effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Weak institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Lack of leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Crime/violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Lack of respect for law and legislation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Social problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Low incomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Employment/income generating opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Access to health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Mobilizing the private sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Regional economic disparities within Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. Positioning Ghana for regional integration in West Africa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. Small and Medium Enterprise (SME) Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. What other issue is a priority? _____

51. On a scale of 1-10, 1 meaning extremely pessimistic, 10 meaning extremely optimistic, please indicate your perspective on the future of the next generation in Ghana.

1	2	3	4	5	6	7	8	9	10	Don't Know	Refused
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.

E. PROJECT/PROGRAM DESIGN AND IMPLEMENTAION

This section deals with the various aspects of Bank Team support to World Bank-financed projects and programs in Ghana

The Support of the World Bank in terms of:	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
52. Taking account of country realities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. Involving the participation of beneficiaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Involving local specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Ensuring full government ownership and leadership of the design process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Establishing the conditions for long-term sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Helping to strengthen institutional capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Contributing to smooth teamwork among external donors and Ghanaian counterparts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. Being flexible to adjust to changing country circumstances.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. Being flexible to adjust to changing project/program circumstances.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. Disbursing funds promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. Working efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. Effectively monitoring and evaluating its projects and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. Collaborating with partners in Government on Bank-supported projects and programs in Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. Safeguarding against corruption in projects/programs that it funds with its procurement rules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. PROJECT/PROGRAM DESIGN AND IMPLEMENTATION (continued)

During <i>Project Design/Implementation</i> , the work of the World Bank in terms of:	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
66. Staying involved in projects for as long as is necessary to ensure results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Helping to build capacity at the community level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. Informing Ghanaians about World Bank projects & programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During <i>Program Design/Implementation</i> , the work of the World Bank in terms of:	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
69. Treating Government officials as equal partners in developing strategies for Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. Appropriately adapting the use of procurement rules to programmatic lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71. Being more flexible than in project lending in allocation of resources to different components of the sector program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72. Getting the program to implementation quickly enough for Ghana's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
73. Supporting Government program managers in resolving implementation problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
74. Enforcing transparency in implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. PROJECT/PROGRAM DESIGN AND IMPLEMENTATION (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree please respond to the following statements.

	Strongly Disagree	1	2	3	4	5	6	7	8	9	Strongly Agree	10	Don't Know	Refused
75. The Government supports and takes responsibility for implementing Bank supported programs and projects in Ghana.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76. The Bank's procurement requirements hinder efficient project implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77. Different procurement requirements among donors are likely to pose a problem for programmatic lending.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. ROLE OF THE COUNTRY OFFICE

This section focuses on your experience with the World Bank Country Office located in Ghana.

The work of the World Bank's Country Office in terms of:	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
1. being able to deal with matters locally, without having to refer to headquarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. improving understanding of the Bank's role and program of assistance to Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. explaining Bank policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. communicating with diverse groups in the country affected by the Bank program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. helping to build expertise among local development specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. responding quickly to requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. helping to make project implementation efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. providing flexibility when standard Bank procedures do not fit the country situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. helping to disseminate development knowledge and best practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. DONOR COORDINATION (version for countries where Bank has active donor coordination role)

This section focuses on the role played by the World Bank in supporting the Government's management and coordination of donor contributions.

Contribution of the World Bank in:	Level of Importance						Level of Effectiveness					
	Not important at all	Fairly unimportant	Average	Fairly important	Very important	Don't know	Not effective at all	Fairly ineffective	Average	Fairly effective	Very effective	Don't know
1. helping attract project co-financing from other donors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. helping to harmonize the policies and procedures of donors collaborating on programs of support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. helping to reduce the duplication of donor efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. helping strengthen the Government's donor management capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. using consultative groups to advance donor support for your country's development agenda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. helping ensure that donors deliver on their CG commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

H. WORKING WITH OTHERS IN YOUR COUNTRY

This section focuses on the work of the World Bank and other donor agencies in your

Working with others in your country:	Level of Agreement				
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. The World Bank works well with civil society.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The World Bank works in partnership with the Government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The World Bank is ready to learn from its partners (e.g. Government other donors, NGOs, Think-Tanks, Academia)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The World Bank works well with the Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>