

World Bank Group Country Survey FY 2024 – The United Arab Emirates (UAE)

The World Bank Group seeks your insights regarding our engagement and activities in the UAE. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in the UAE but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

[For paper distribution] PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, data cannot be included in analysis.

[For online distribution] Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	Office of Minister
2	Federal Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / State-Owned Enterprise
3	Local Government Office or Staff
4	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
5	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
6	Private Sector: Private Company / Financial Sector Organization / Private Bank
7	Academia / Universities / Research Centers / Think Tanks
8	Media
9	Other (please specify): _____

2. How familiar are you with the work of the World Bank Group (WBG) in the UAE?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Very familiar

3. Do you collaborate/work with the WBG in the UAE?	
1	Yes
2	No [skip to A1]

4. Which of the following WBG agencies do you collaborate/work with in the UAE? (Select ALL that apply)	
1	World Bank / International Bank for Reconstruction and Development (IBRD)
2	International Finance Corporation (IFC), which focuses exclusively on the private sector
3	Multilateral Investment Guarantee Agency (MIGA), which offers political risk insurance (guarantees) to investors and lenders
4	International Centre for Settlement of Investment Disputes (ICSID), which provides international facilities for conciliation and arbitration of investment disputes

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN THE UAE

A1. How effective is the WBG in helping the UAE achieve development results?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effective at all							Very effective			Don't know		

To what extent do you agree with the following statements?														
		Strongly disagree										Strongly agree		Don't know
A2	The WBG currently plays a relevant role in development in the UAE	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
A3	The WBG's work is aligned with what I consider the development priorities for the UAE	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
A4	The WBG has a positive influence on shaping development policy in the UAE	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN THE UAE

B1. Which aspects of WBG support do you VALUE the most in the UAE? (Select up to 2)	
1	Convening / bringing together different groups of stakeholders
2	Capacity development and training
3	Technical assistance and implementation support
4	Advisory services (including reimbursable advisory services (RAS))
5	Knowledge and analytical products (e.g., data, reports, policy notes)
6	Other (please specify): _____

B2. Which areas should the WBG prioritize to have the most impact on development results in the UAE? (Select up to 5)			
1	Gender equity	12	Digital infrastructure development
2	Water / sanitation	13	Private sector development
3	Health / pandemic preparedness	14	Environment / natural resource management
4	Transport infrastructure	15	Urban development
5	Energy	16	Social protection
6	Public sector governance	17	Jobs
7	Agriculture / food security	18	Debt management
8	Tourism	19	Financial sector
9	Trade	20	Skills development
10	Education	21	Other (please specify): _____
11	Climate change		

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN THE UAE

B3. How EFFECTIVE has the WBG been at achieving development results in each of these areas in the UAE? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Health: universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity: close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Debt sustainability: management, relief, financing, and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development: business regulation, access to finance, improved competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Job creation / employment: labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Macroeconomic stability: sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environment / natural resource management: air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Climate change: transition to low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Agriculture and food security: sustainable agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN THE UAE

C1. To what extent is the WBG an effective development partner in terms 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	
1	Responsiveness to needs in the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C2. To what extent is the WBG an effective development partner in the UAE, in terms of collaborating with the following groups?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C3. In addition to its partnership with the federal government, which of the following should the WBG collaborate with more to have greater impact in the UAE? (Select up to 2)	
1	Local government
2	Private sector
3	Civil society (e.g., NGOs, CBOs)
4	Other donors and development partners
5	Academia / research centers
6	Media
7	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN THE UAE

The following questions ask about **the WBG's knowledge work and advisory services in the UAE**.

The WBG's knowledge work and advisory services include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

C4. Have you ever used the WBG's knowledge work and advisory services?	
1	Yes
2	No

C5. How significant a contribution do you believe the WBG's knowledge work makes to development results in the UAE?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant			Don't know

C6. To what extent do you agree with the following statements?														
		Strongly disagree										Strongly agree		Don't know
1	Working with the WBG increases the UAE's institutional capacity	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	The WBG's advisory services meet the needs of the UAE	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	I am satisfied with the quality of the WBG's advisory services in the UAE	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	The WBG provides advisory services in a timely manner	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The WBG should increase availability of advisory services in the UAE in the future	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	The WBG brings global expertise to the UAE as part of its knowledge work	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
7	The WBG's knowledge work is tailored to the UAE's context	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
8	When I need to consult the WBG's knowledge work, I know how to find it	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

SECTION D: THE WORLD BANK GROUP IN THE UAE GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in the UAE? (Please be specific)

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SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

E1. How would you prefer to receive communication from the WBG? (Select up to 2)

1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

E2. Do you recall seeing or hearing anything about the WBG recently?

1	Yes
2	No [skip to E5]

E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)

1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

E4. If you answered "Yes" for E2, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)

1	Climate change
2	Job creation / employment
3	Human capital (education, health)
4	Food security
5	Digital economy
6	Women empowerment
7	Youth development
8	Debt relief for developing countries
9	Ending poverty in developing countries
10	WBG economic forecasts
11	Changes to the WBG financial and operational model
12	Other (please specify): _____

E5. How concerned are you about the following potential impacts of climate change in the UAE?

		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	Decreased crop yields / increased food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	More frequent and severe droughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Extinction of plant / animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Increased erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Coastal flooding due to sea level rise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Decreased water availability / quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: ADDITIONAL BACKGROUND INFORMATION

F1. What is the primary specialization of your work? (Select only 1 response)			
1	Education	10	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	11	Private sector development / trade
3	Social protection	12	Environment / natural resource management
4	Gender equity	13	Climate change
5	Transport	14	Agriculture and food security
6	Water / sanitation	15	Urban development
7	Digital development	16	Legal / human rights
8	Energy	17	Generalist (specialize in multiple sectors)
9	Public sector governance	18	Other (please specify): _____

F2. What is your gender?	
1	Female
2	Male
3	Prefer not to specify

F3. What is your age?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

Thank you for completing this survey!