

FY 2020 Ghana Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Ghana country team and the independent fielding agency Alayei Consult. In particular, PORG is grateful for the support from Kennedy Fosu (External Affairs Officer) who coordinated the survey related activities from Accra, Ghana.



Country Opinion Surveys
THE WORLD BANK GROUP



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GHANA





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Ghana*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From October to December 2019, 700 stakeholders of the WBG in Ghana were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Vice President; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/ contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judiciary system; state-owned enterprises; bilateral and multilateral agencies; public-private partnerships; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 563 stakeholders participated in the survey (80% response rate). Respondents completed the questionnaire with a representative from the local fielding agency.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 72%, N=719). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 80).

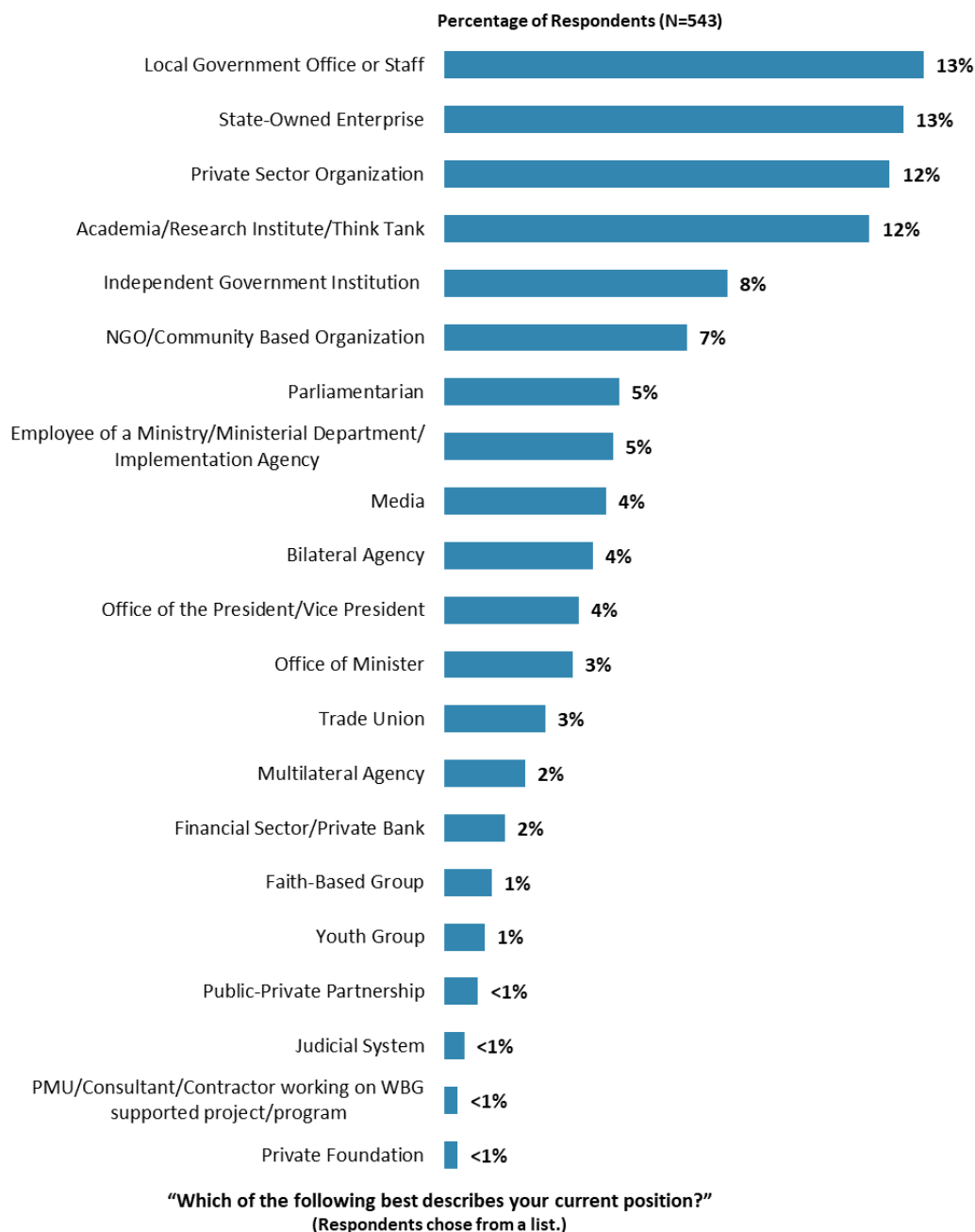
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹

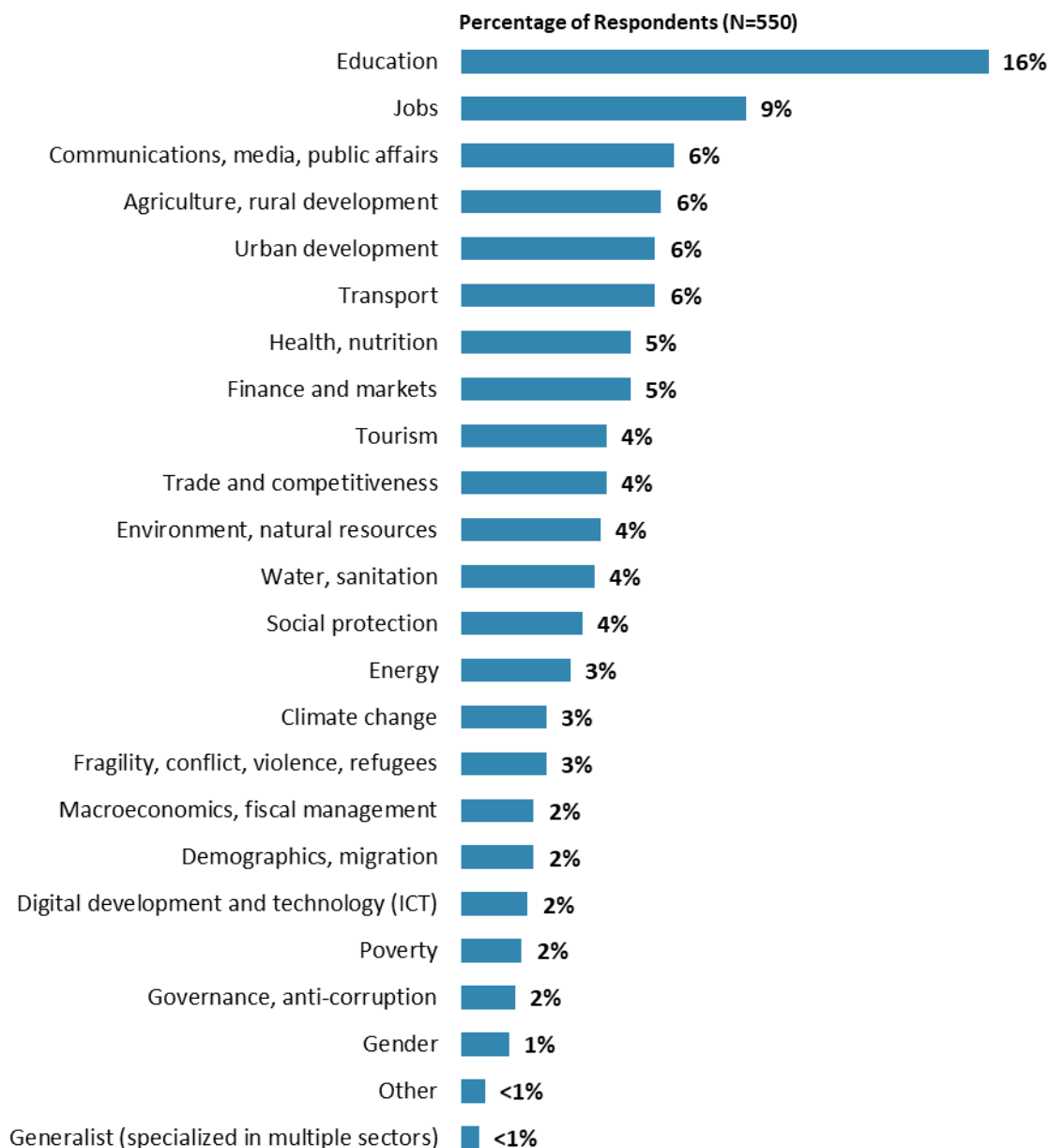


¹ Respondents from the office of the President/Vice President were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundation, NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the "CSO" category.



III. Demographics of the Sample (continued)

Area of Primary Specialization



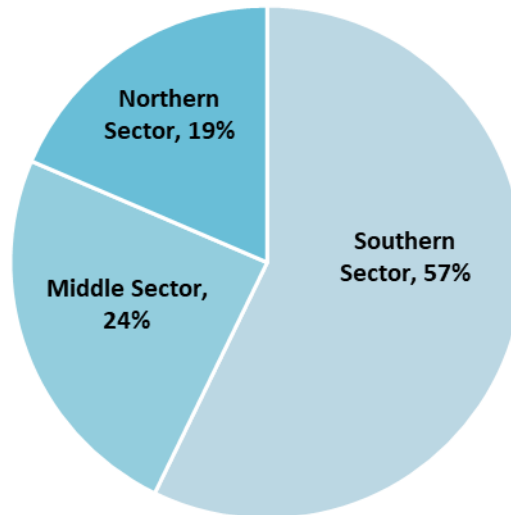
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

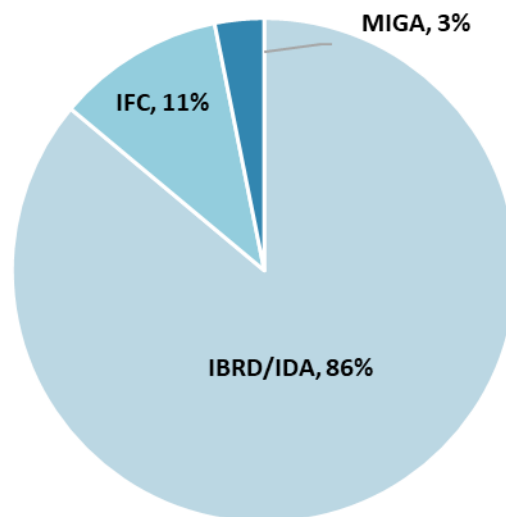
Percentage of Respondents (N=561)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=158)



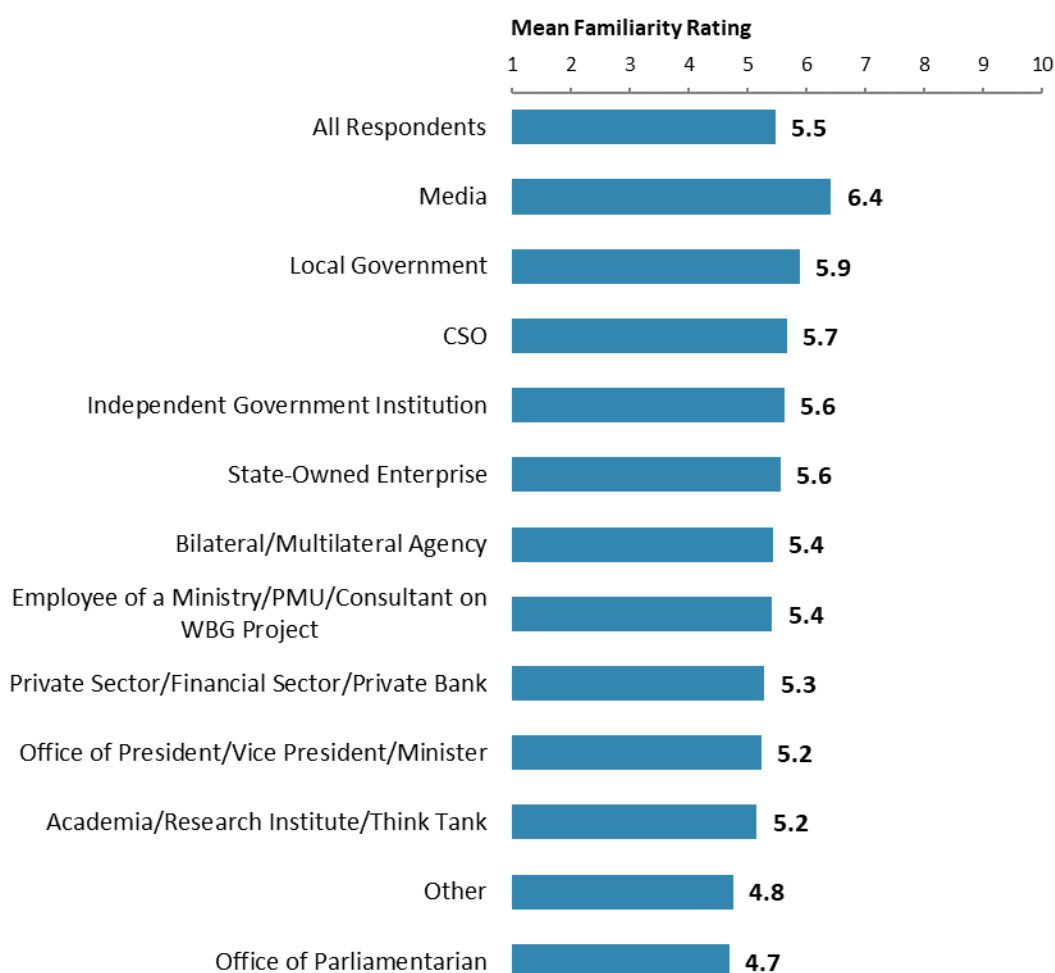
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Ghana?" (Respondents chose from a list.)
Note: no respondents selected "ICSID" option



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 5.5; weighted mean in FY'17 = 5.0)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Ghana's development and significantly, moderately correlates with their ratings for the WBG's overall effectiveness in Ghana and with their ratings of the extent to which the WBG's work helps to achieve development results in Ghana.



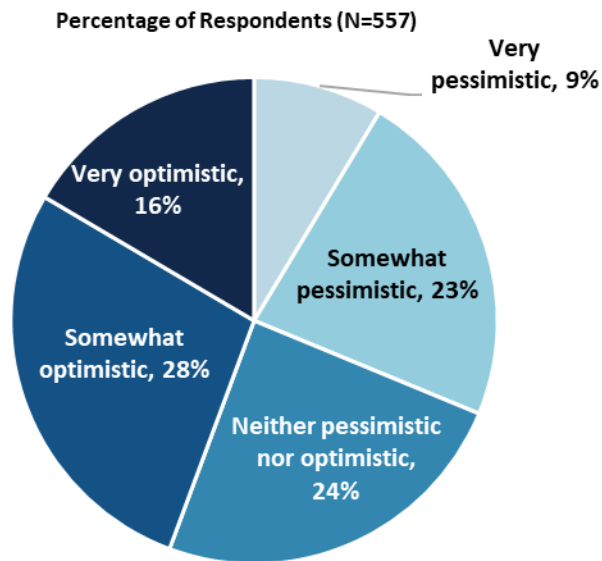
"How familiar are you with the work of the World Bank Group in Ghana?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 80) for more details on weighting.



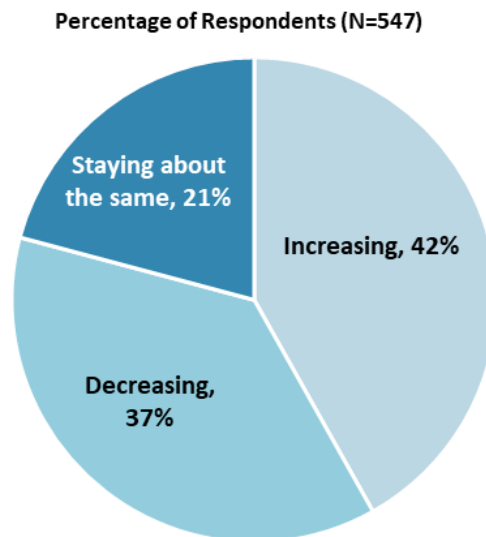
IV. Overall Context

Optimism for the Future of Ghana



"When you think about the future in Ghana, are you ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

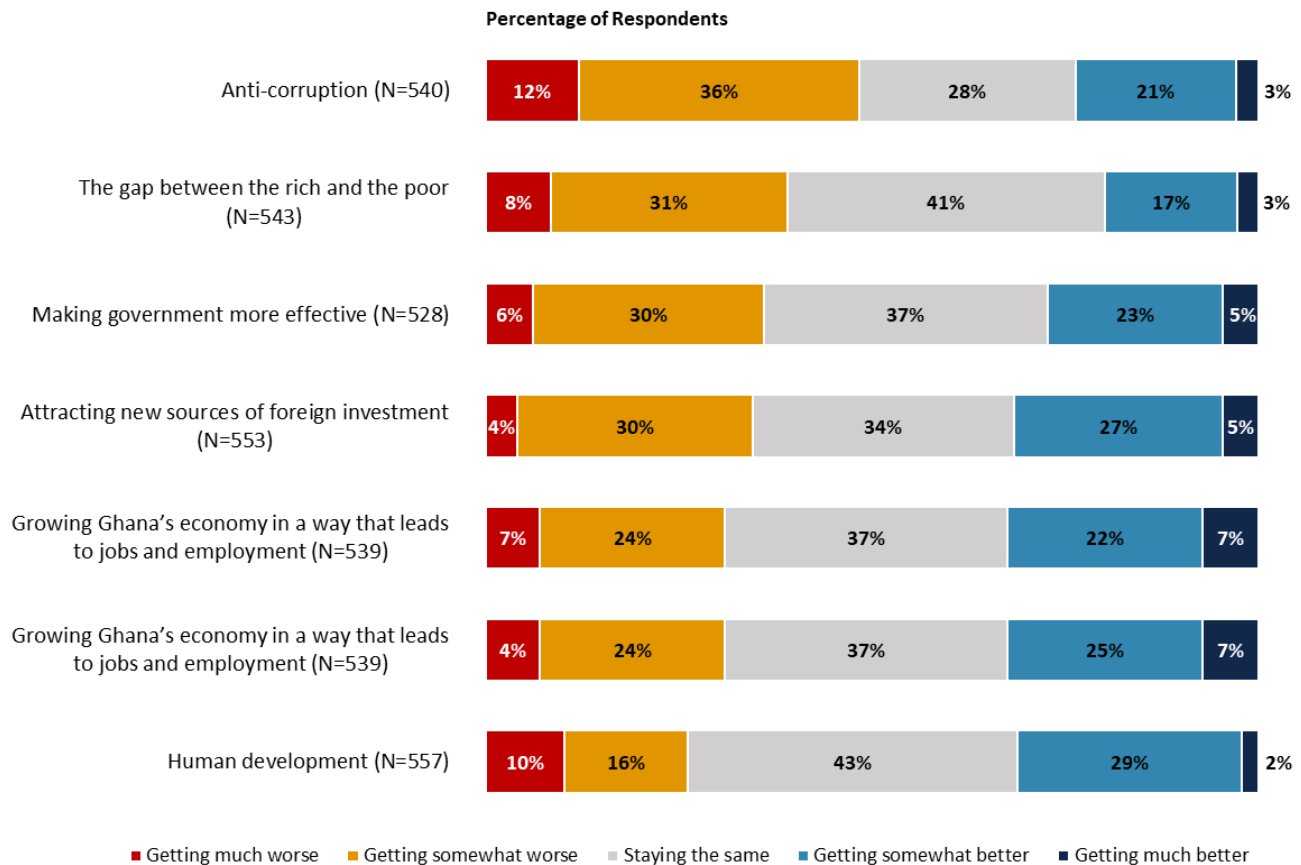


"Do you think that economic opportunity for citizens in Ghana is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



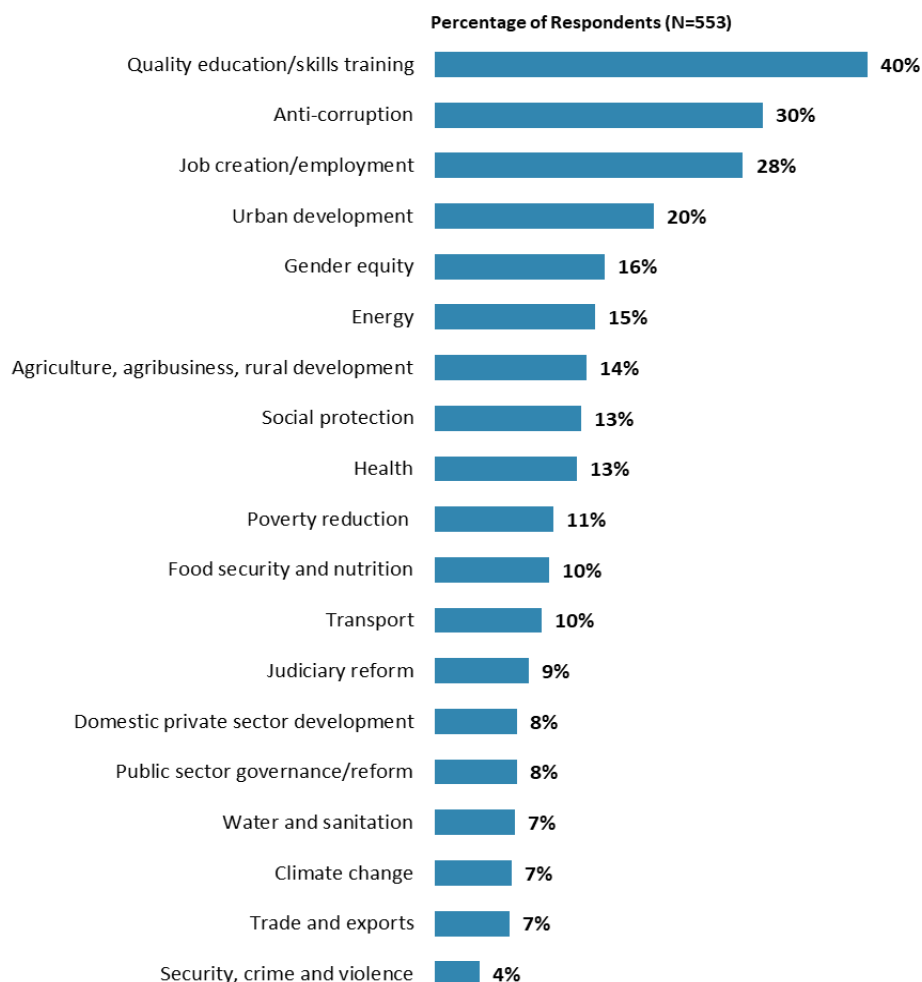
"Please describe the direction Ghana is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Ghana were “*education*” (51%), “*job creation/employment*” (46%), “*agriculture and rural development*” (31%), “*energy*” (26%), and “*health*” (24%). In FY'20, “*anti-corruption*”, “*urban development*”, and “*gender equity*” emerged among the top development priorities, with significant increase compared to FY'17 (respectively only 6%, 2%, and 6% of respondents selected them in 2017).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (16% of the sample) were significantly *more* likely to indicate that “*quality education/skills training*” was the most important development priority in Ghana, compared to the rest of respondents (education specialists = 71%; others = 34%).³



"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 19 of 27 response options shown)

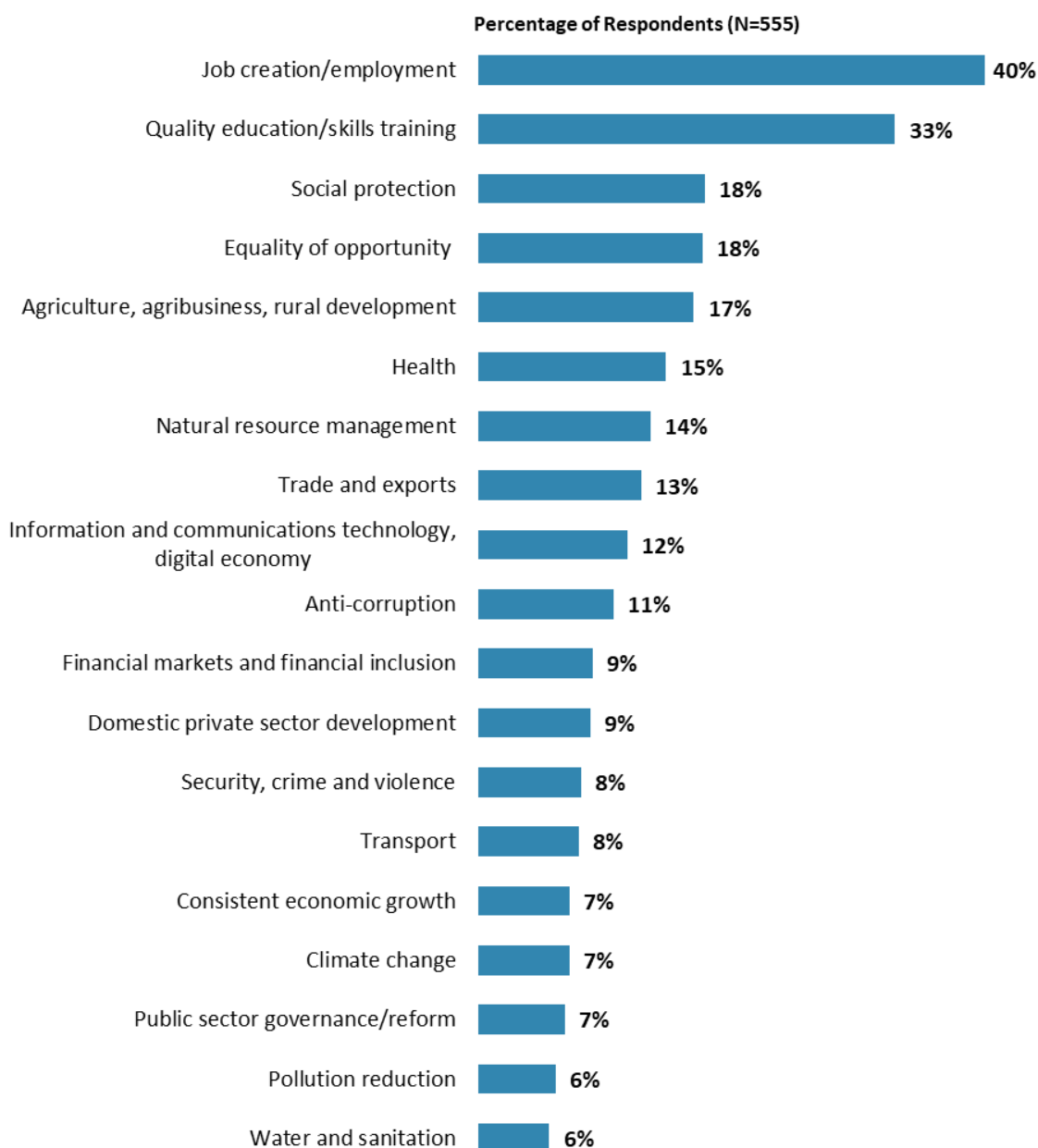
³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Ghana were “*agriculture and rural development*” (68%), “*job creation/employment*” (60%), “*economic growth*” (38%), and “*education*” (29%).



"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?

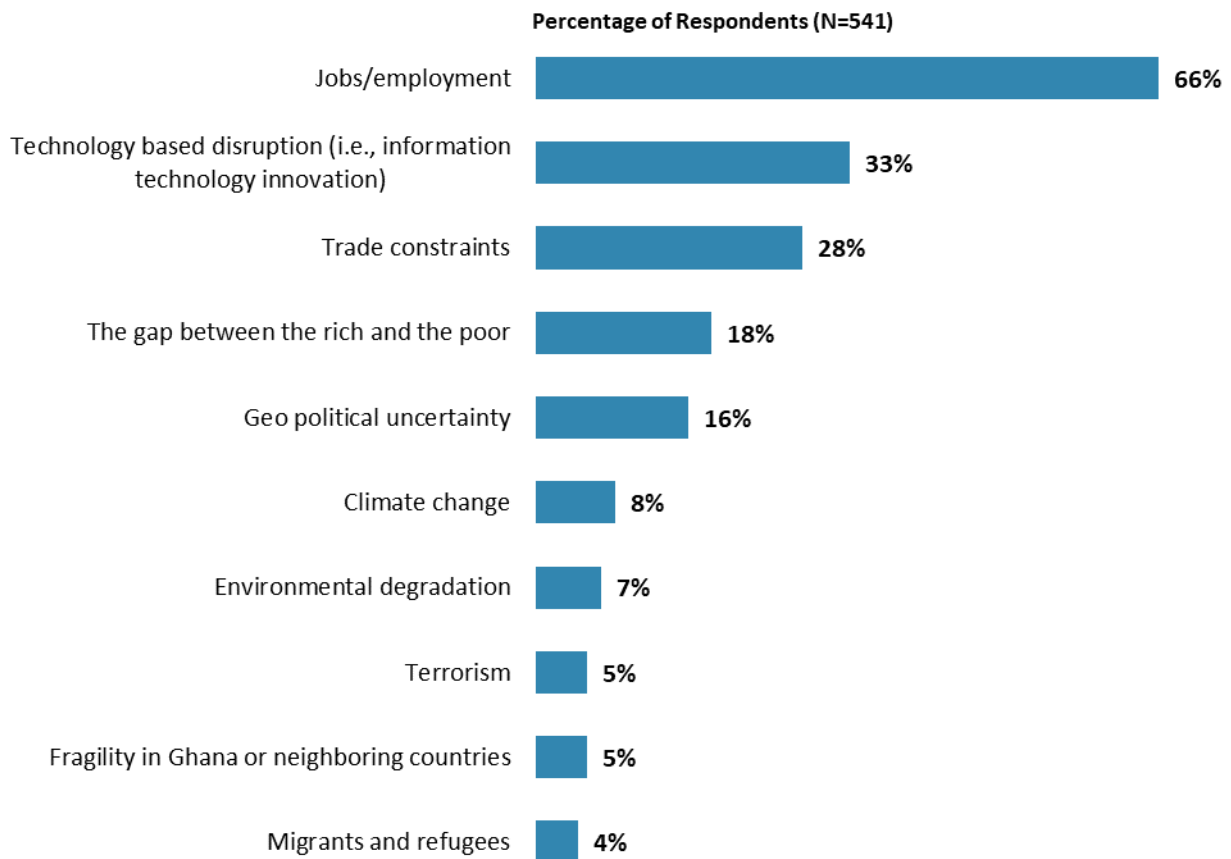
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 19 of 26 response options shown)



IV. Overall Context (continued)

The Impact of Global Challenges on Ghana

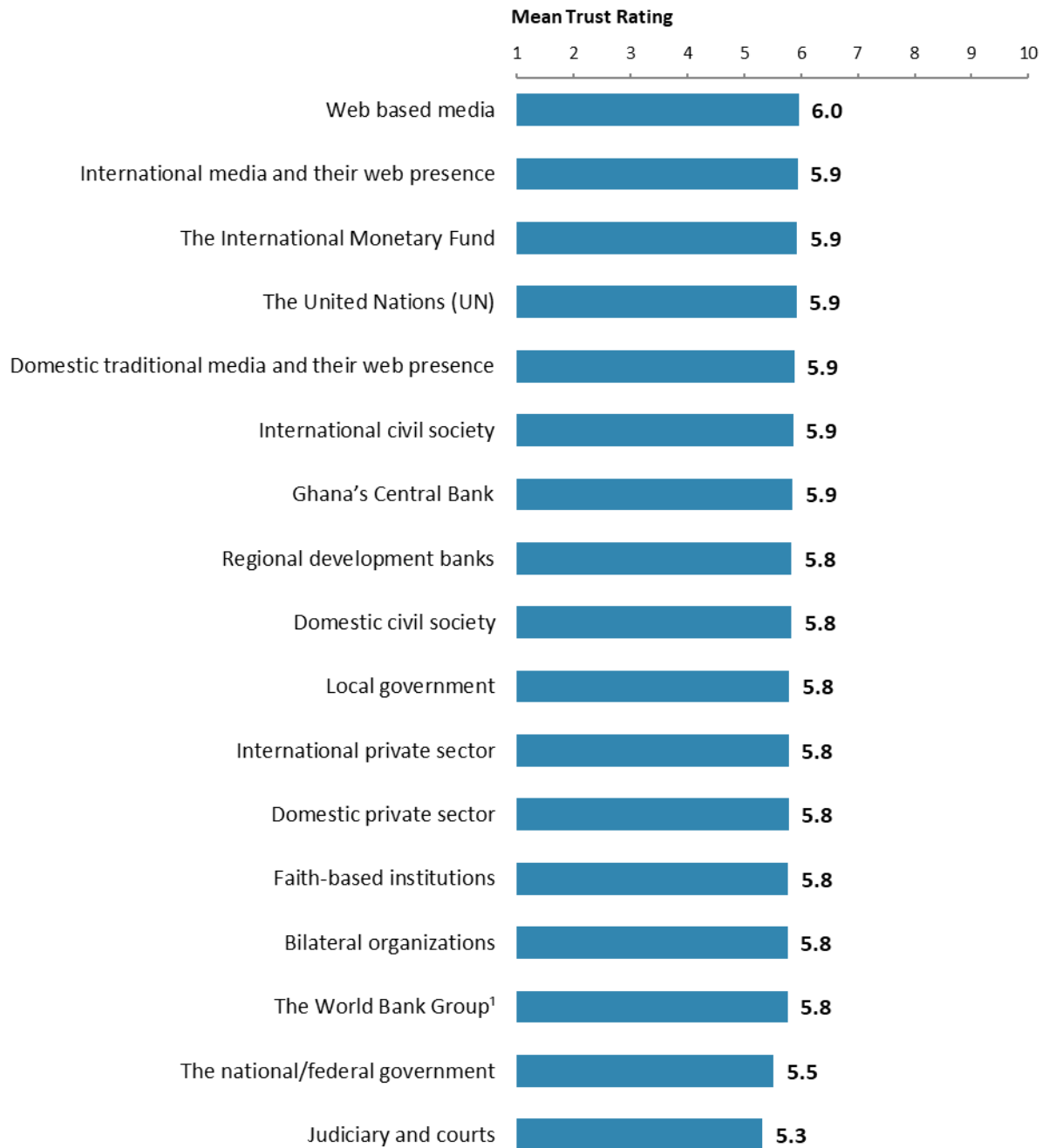


"Listed below are global challenges. Which do you think have the most serious impact on Ghana? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



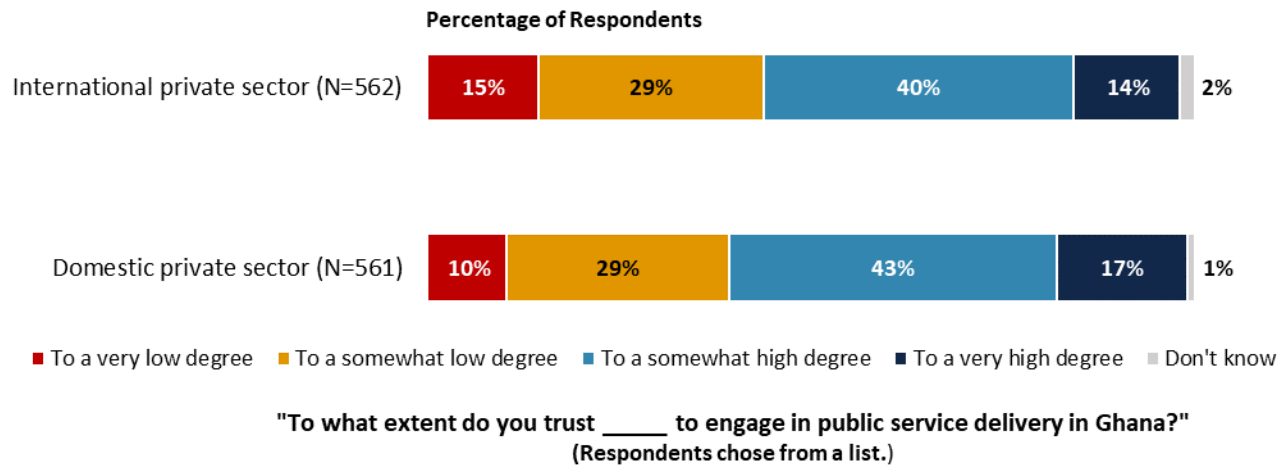
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question

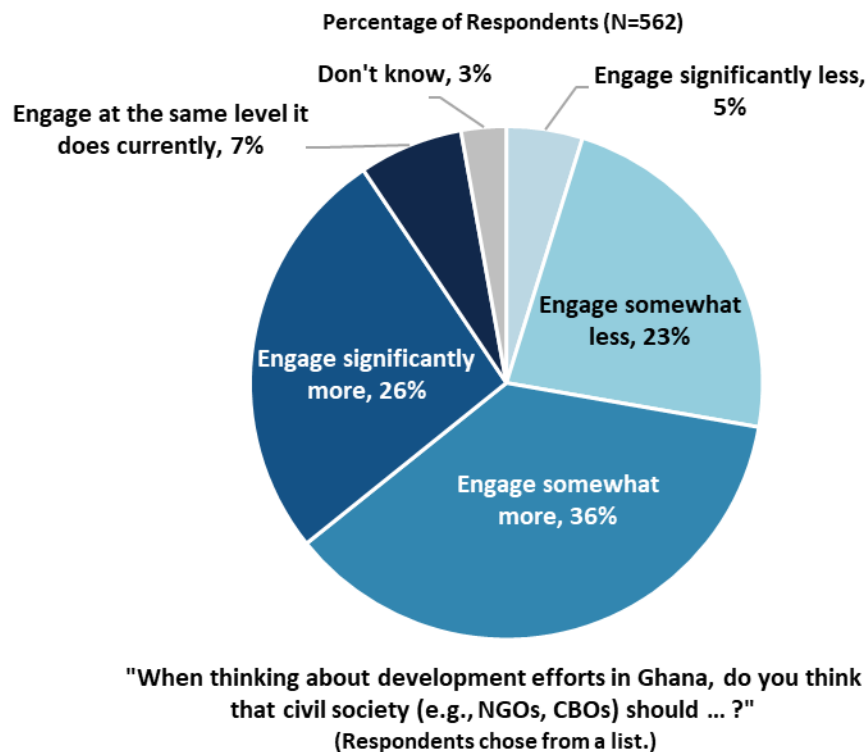


IV. Overall Context (continued)

Trust in the Private Sector



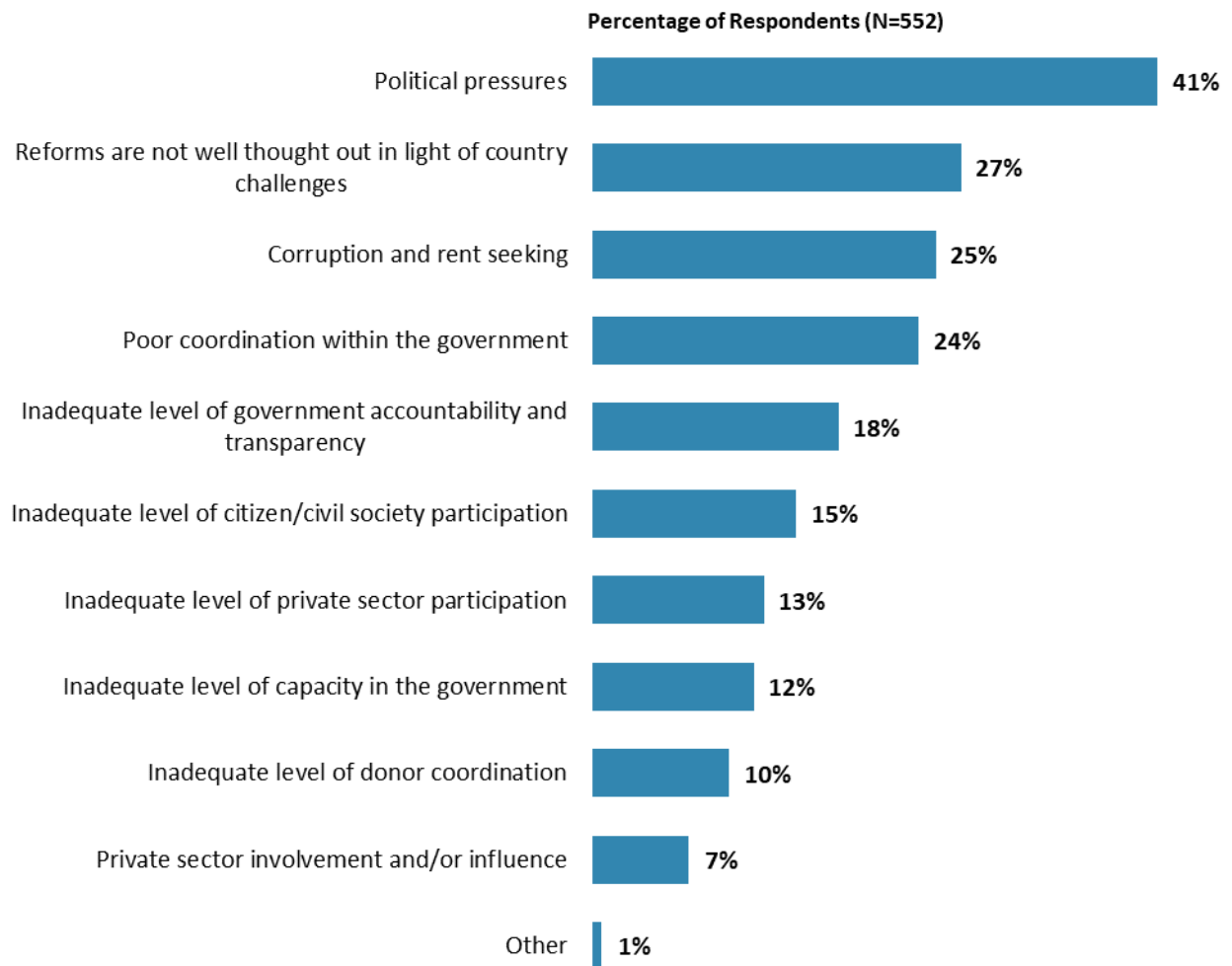
Civil Society Engagement





IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

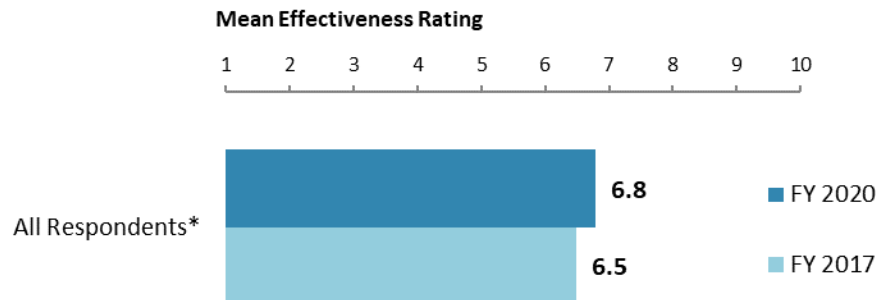


"When economic and/or social reform efforts fail or are slow to take place in Ghana, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



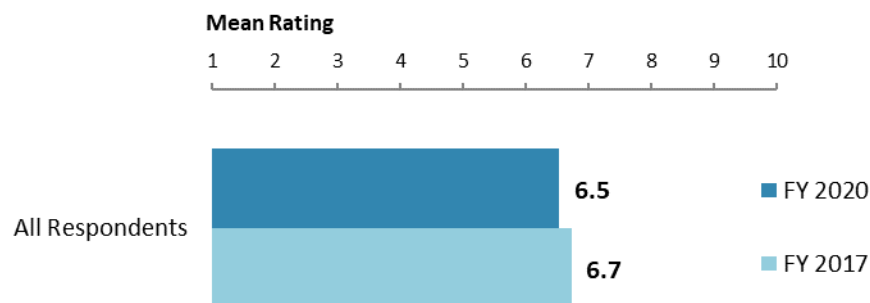
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁴ (*Indicator Question*)



"Overall, please rate your impression of the World Bank Group's effectiveness in Ghana." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2020 and FY 2017)

Achieving Development Results (*Indicator Question*)



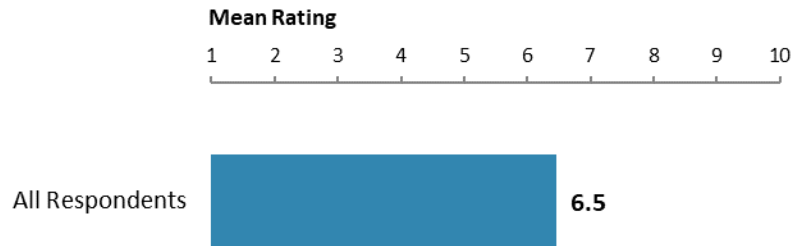
"To what extent does the World Bank Group's work help to achieve development results in Ghana?"
(1-"To no degree at all", 10-"To a very significant degree")

⁴ Means in the charts on this page were calculated based on weighted data.



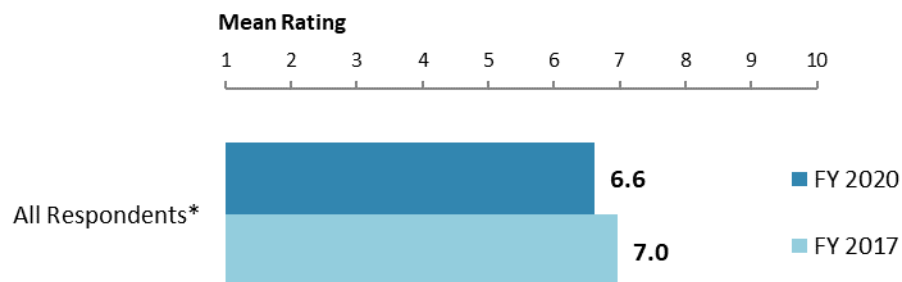
V. Overall Attitudes Toward the World Bank Group (continued)

Influence on Ghana's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Ghana?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness⁵



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Ghana solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2017)

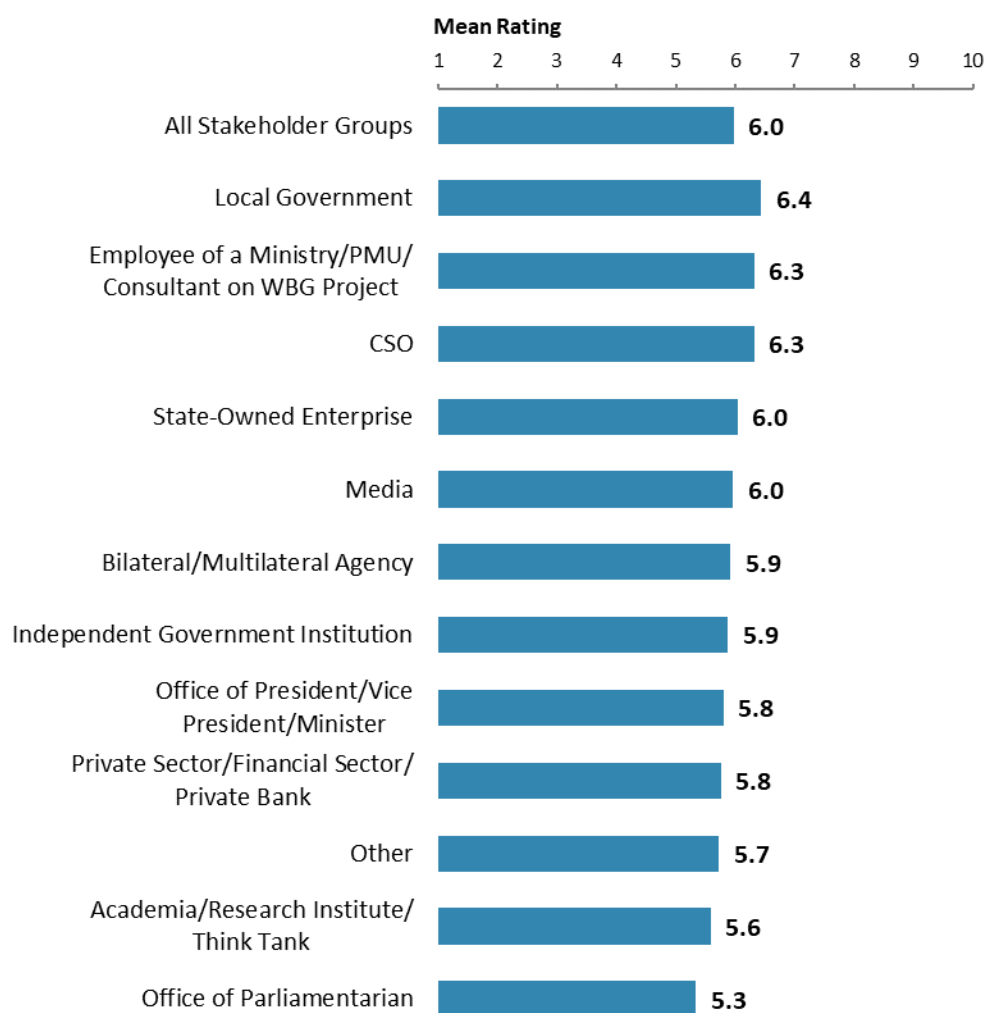
⁵ Means in this chart were calculated based on weighted data.



V. Overall Attitudes Toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the local government had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 85).



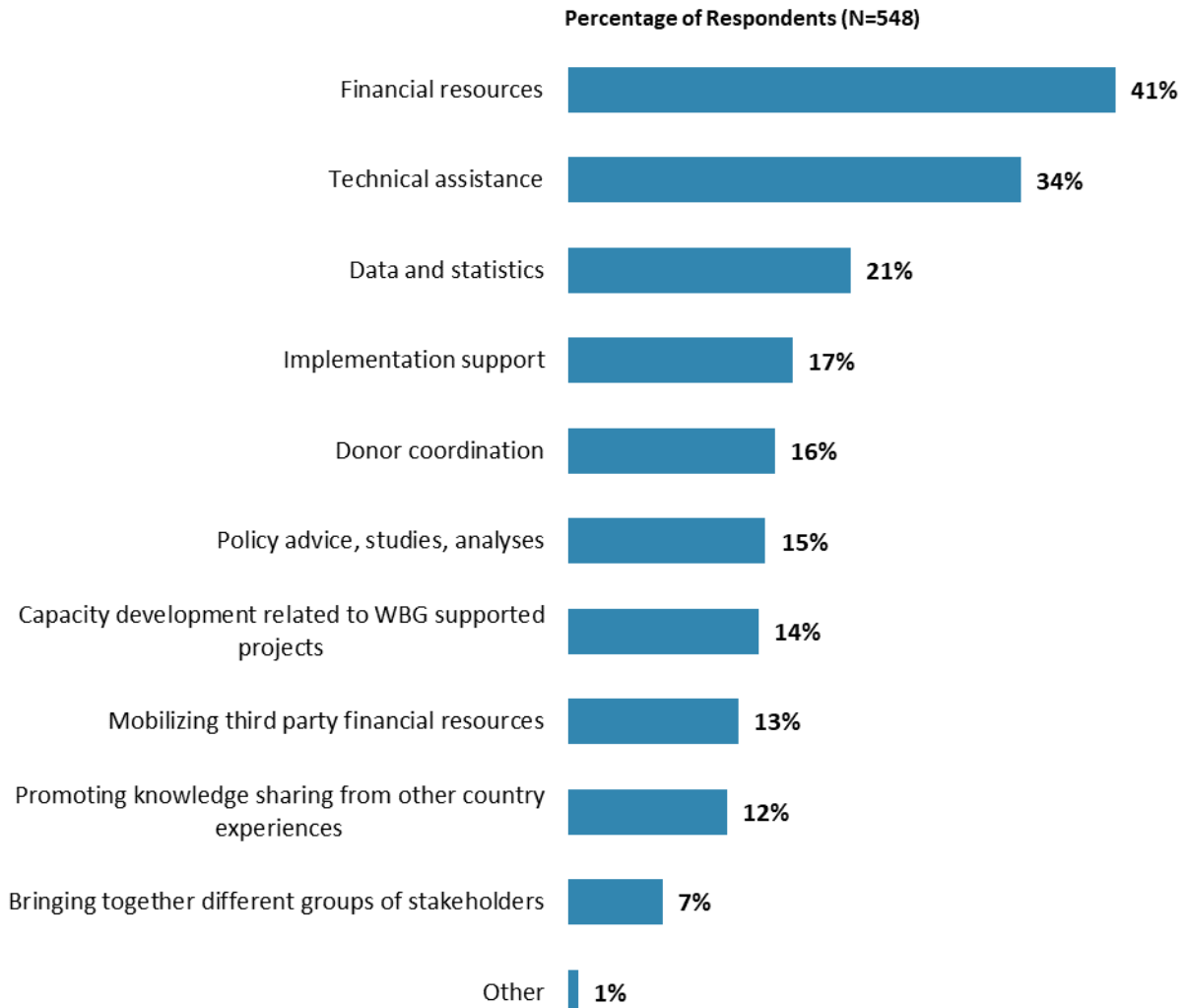
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Ghana were "*financial resources*" (43%) and "*technical assistance*" (34%).



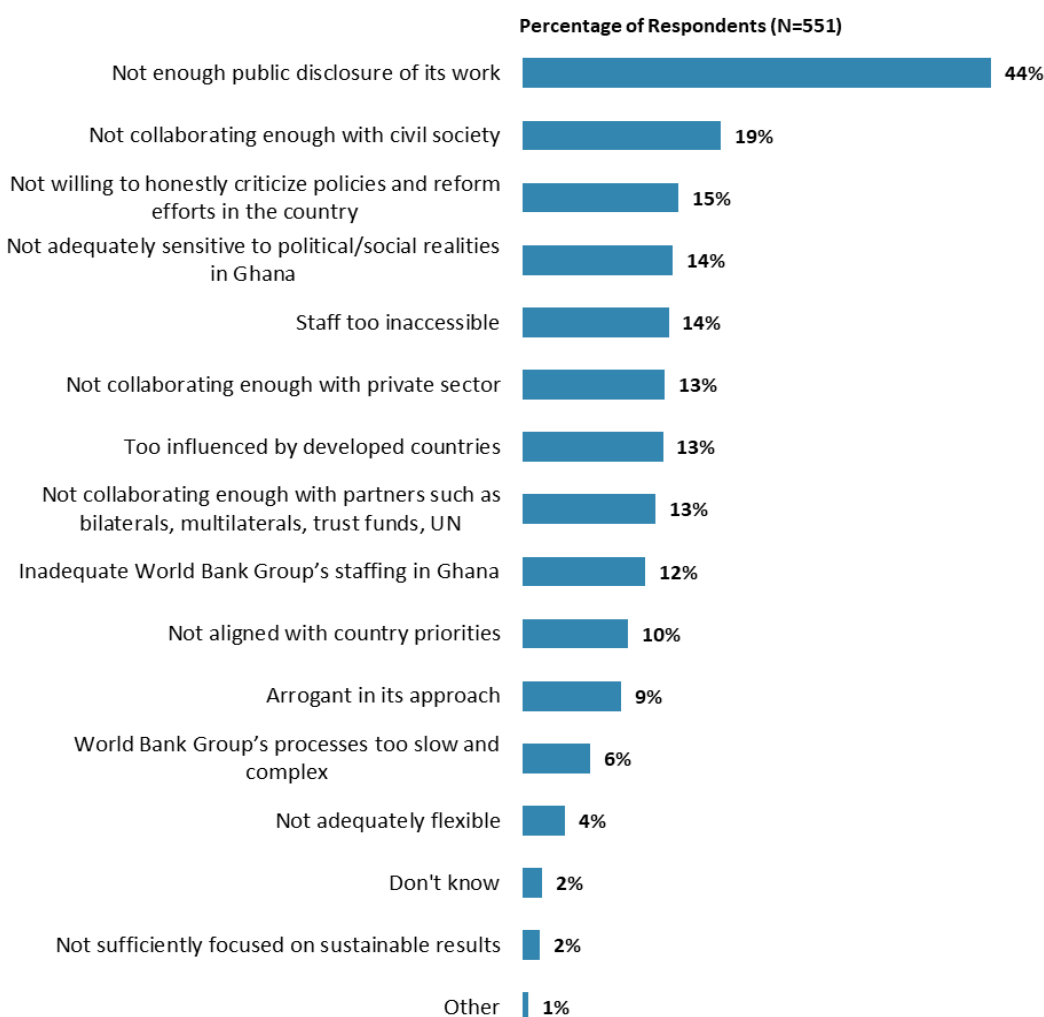
"When thinking about the World Bank Group's role in Ghana, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Ghana was "*not enough public disclosure of its work*" (31%).
- **Impact of familiarity:** Respondents who had higher level of familiarity⁶ with the work of the WBG in Ghana indicated that the WBG's greatest weaknesses were "*not enough public disclosure of its work*" (46%), "*not collaborating enough with civil society*" (19%), "*not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*" (16%), and "*not collaborating enough with private sector*" (16%).



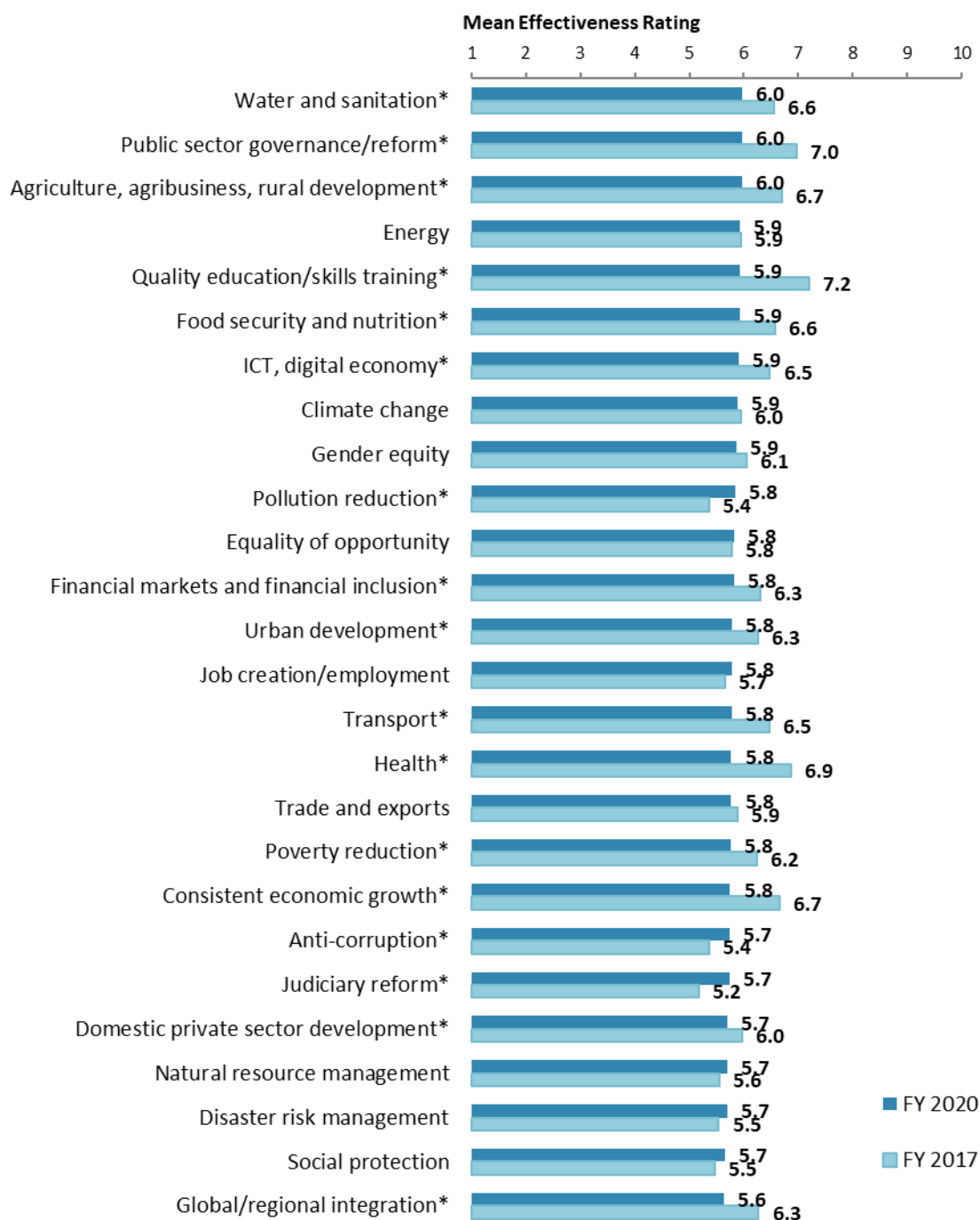
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ghana? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

⁶ Respondents who reported their levels of familiarity with the work of the WBG in Ghana as 5 and higher on a 10-point scale in question B1 were included in this category.



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



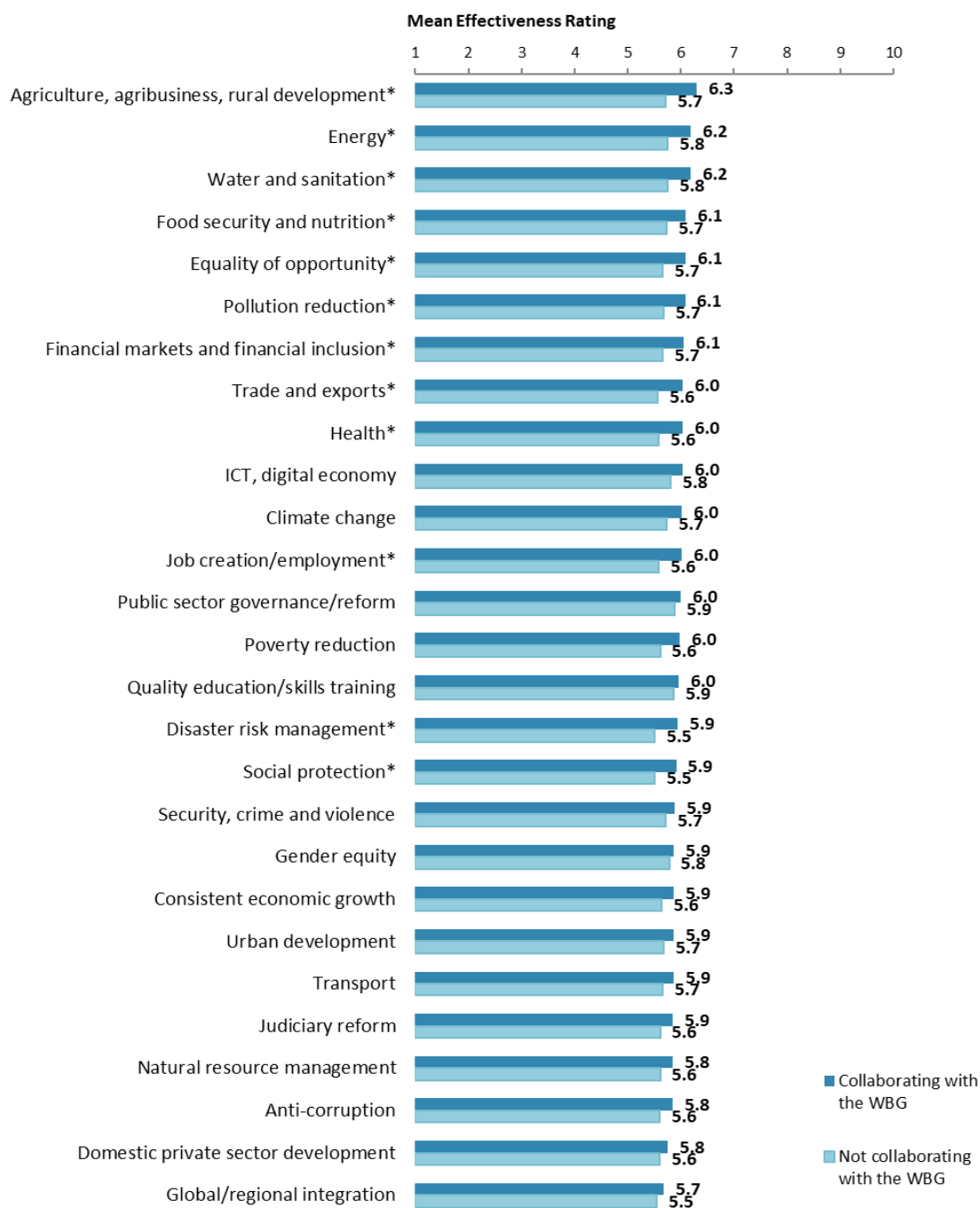
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2020 and FY 2017)

⁷ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



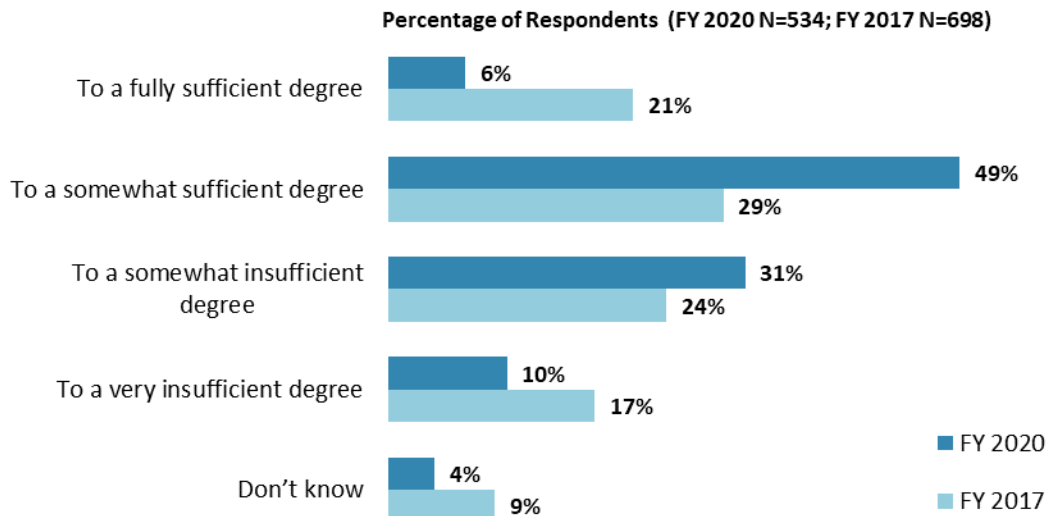
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



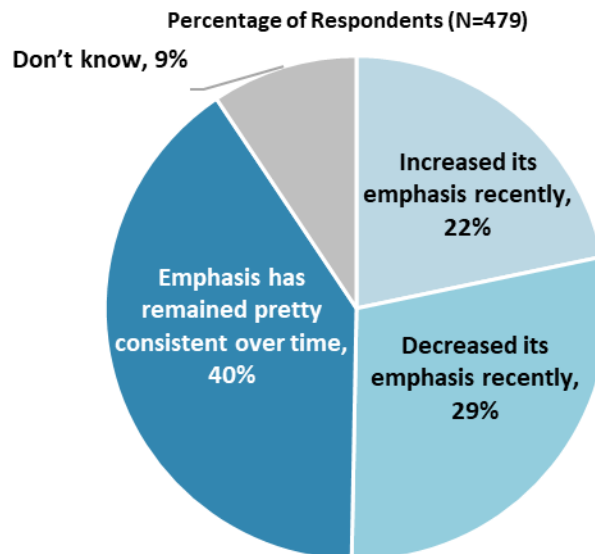
VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁹



"To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana?" (Respondents chose from a list.)

The WBG's Human Capital Investment



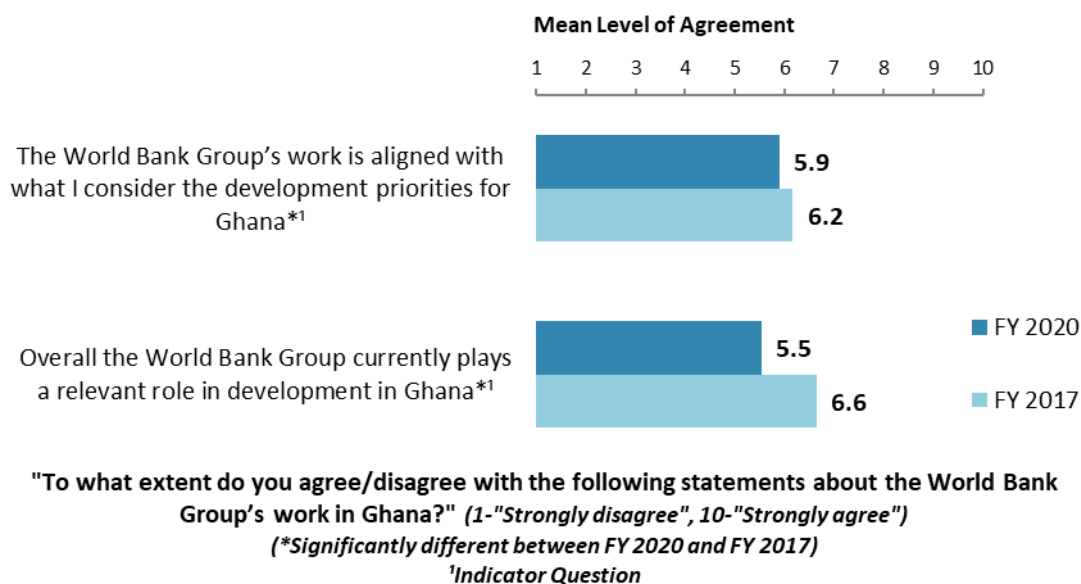
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁹ Percentages presented in this chart were calculated based on weighted data.

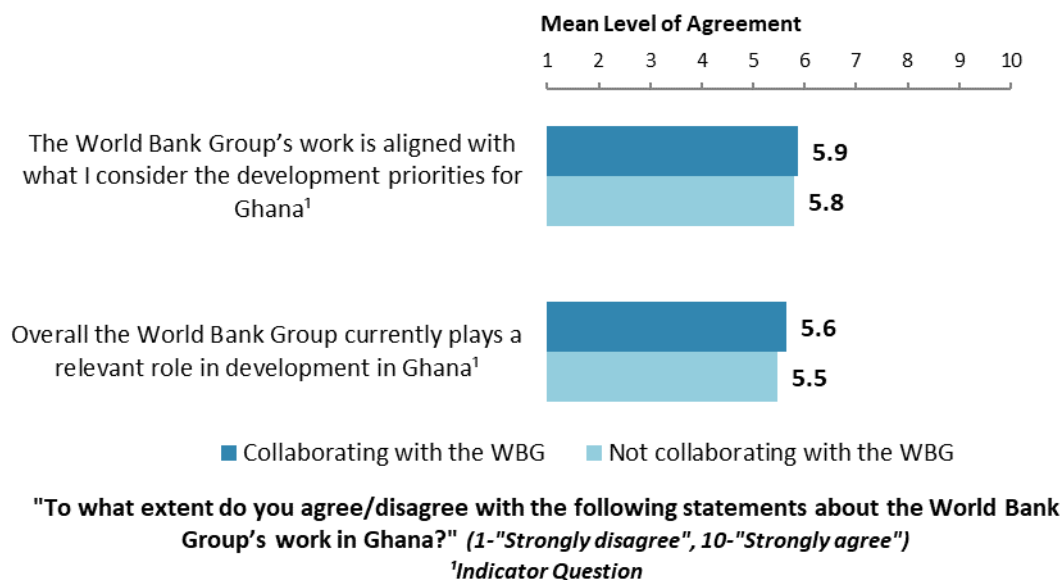


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Ghana: Year Comparison¹⁰



The World Bank Group's Work in Ghana: Collaboration

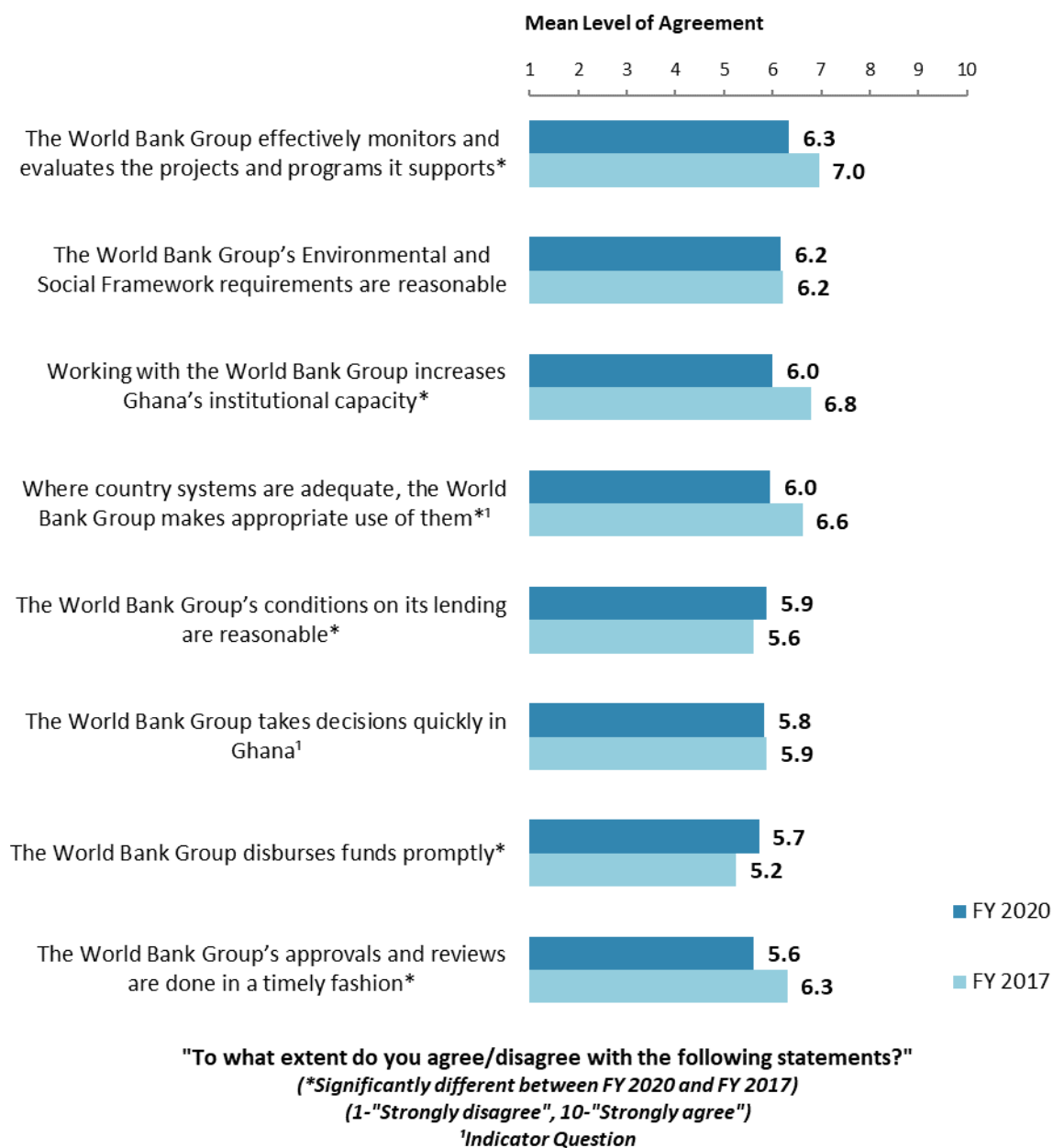


¹⁰ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹¹

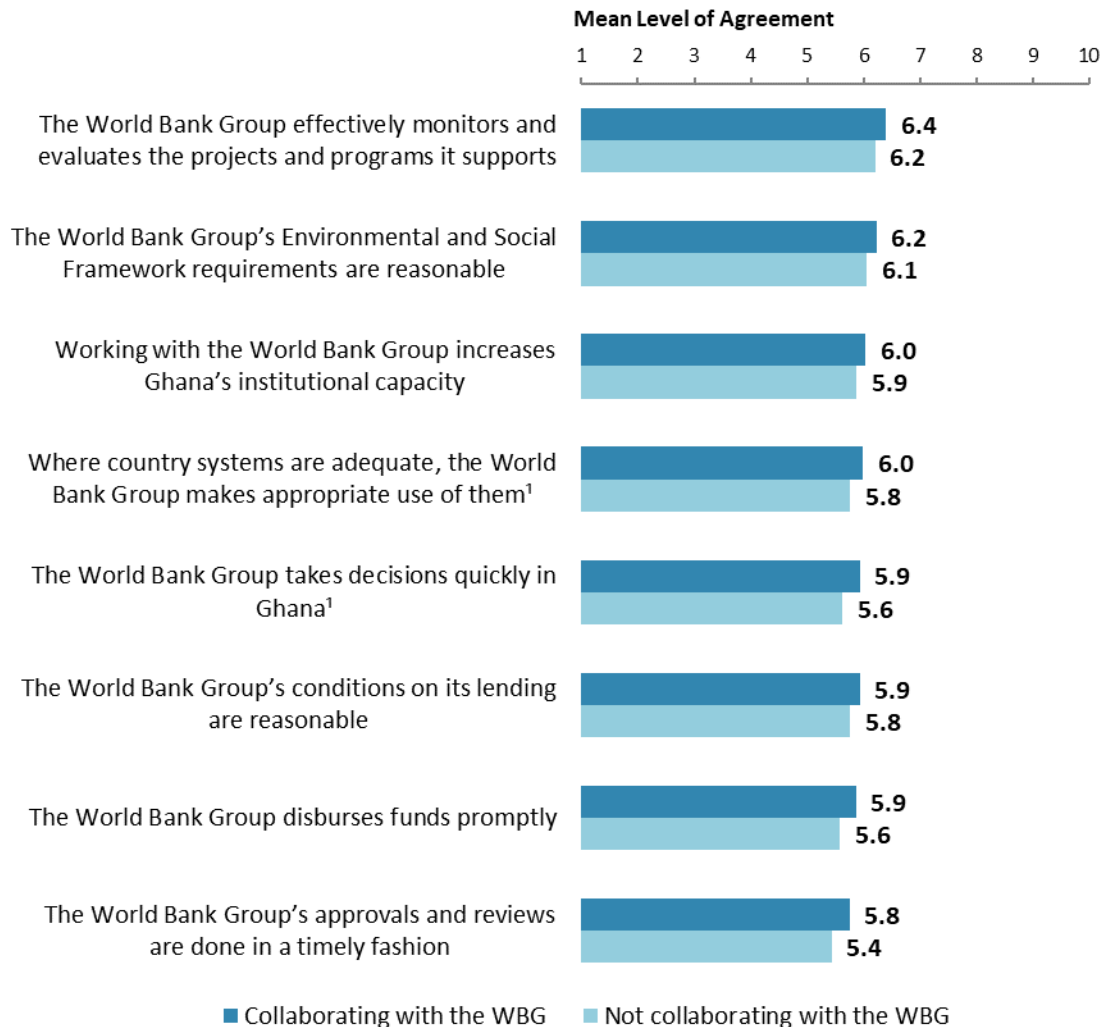


¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration

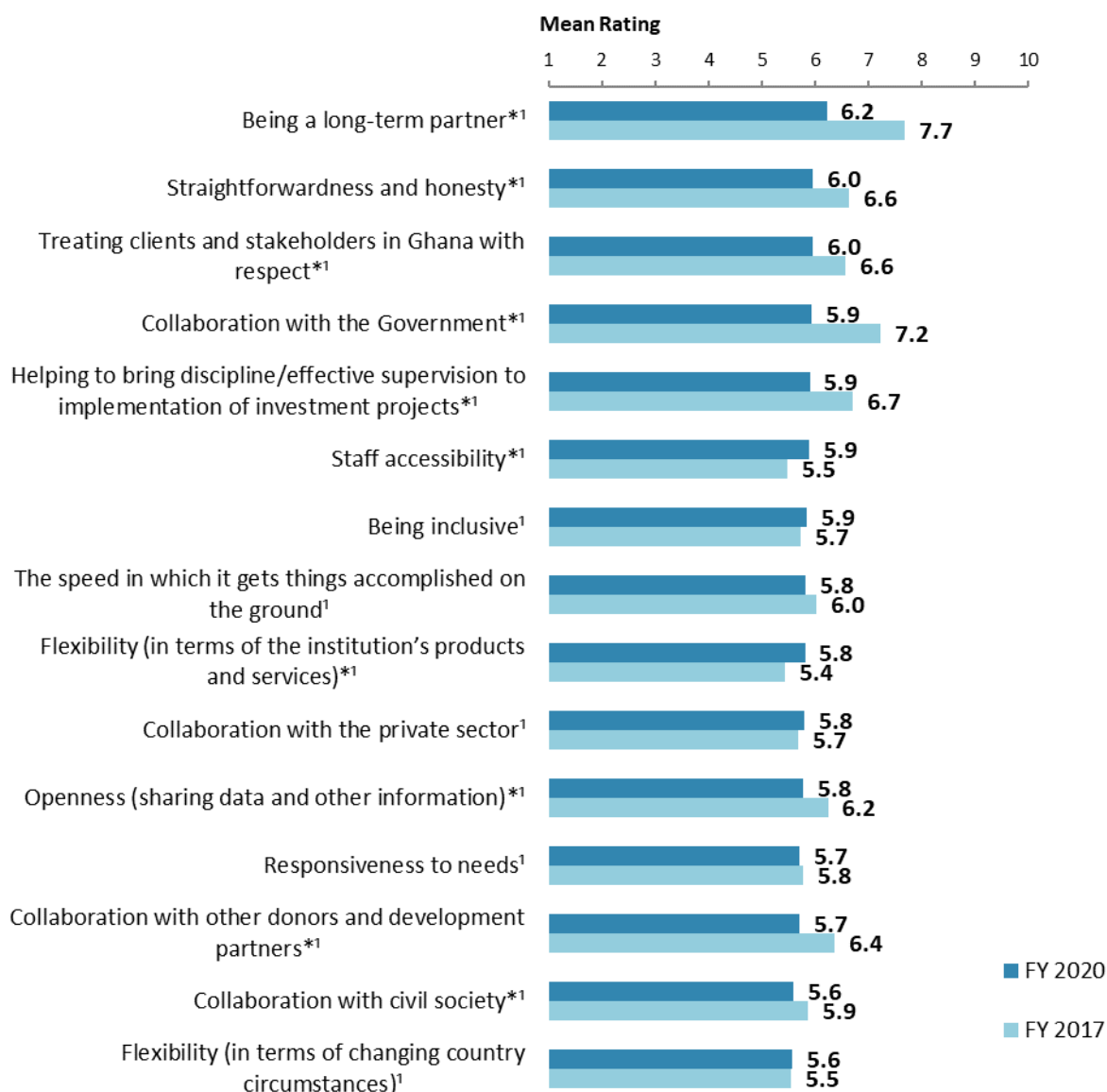


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹²



"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 FY 2020 and FY 2017)

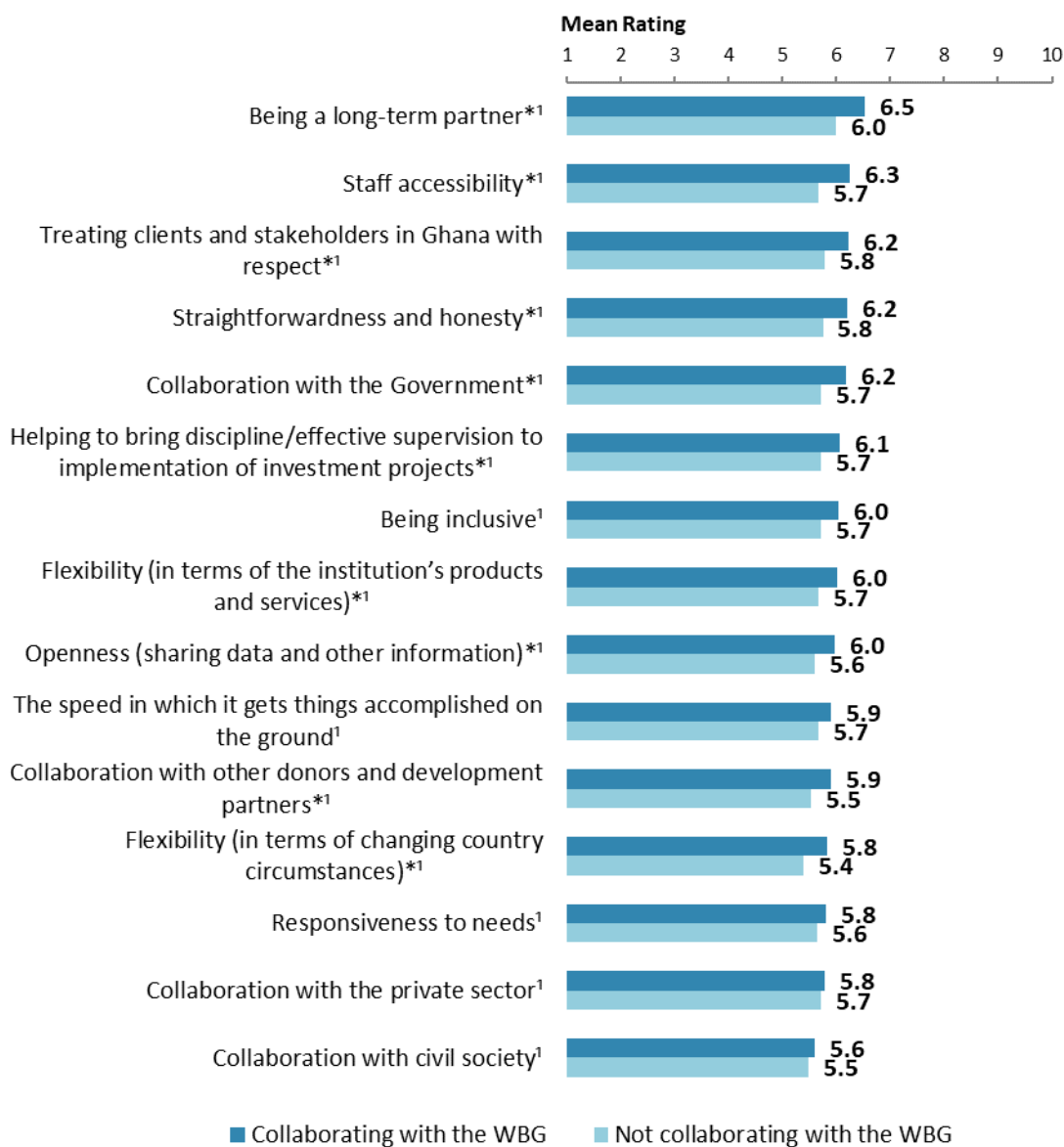
¹Indicator Question

¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



"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")

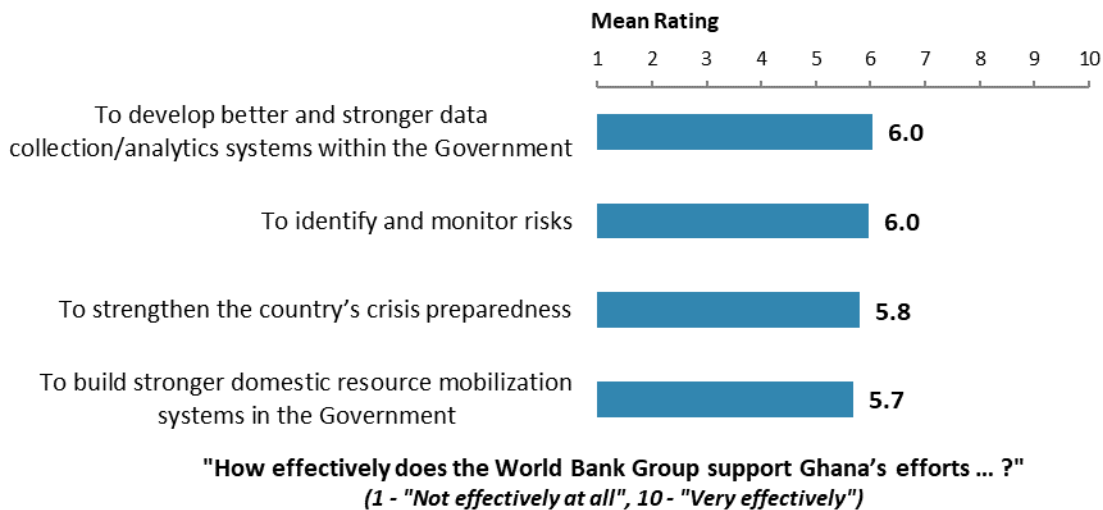
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question

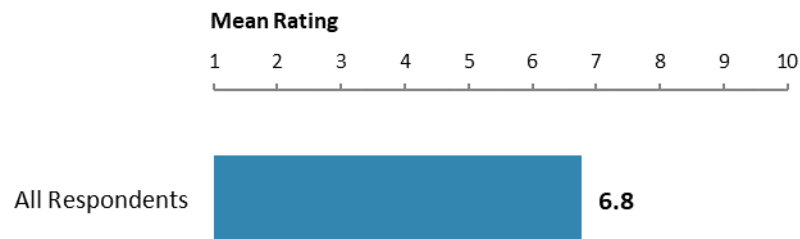


VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support



Effectiveness of WBG's Support for Management of Crisis Related Risks

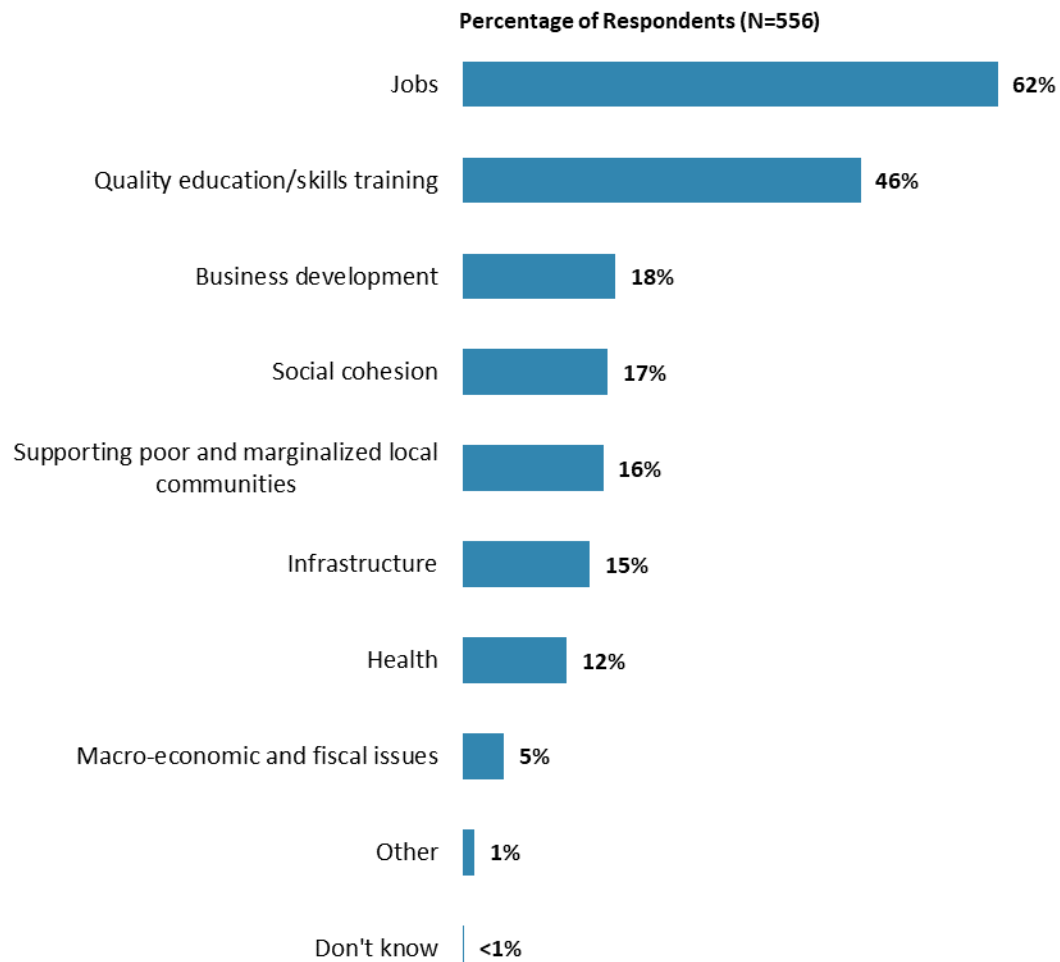


"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Ghana? "
(1-"To no degree at all", 10-"To a very significant degree")



VII. WBG's Work and Engagement on the Ground (continued)

Support for Refugee Integration



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee integration in Ghana?

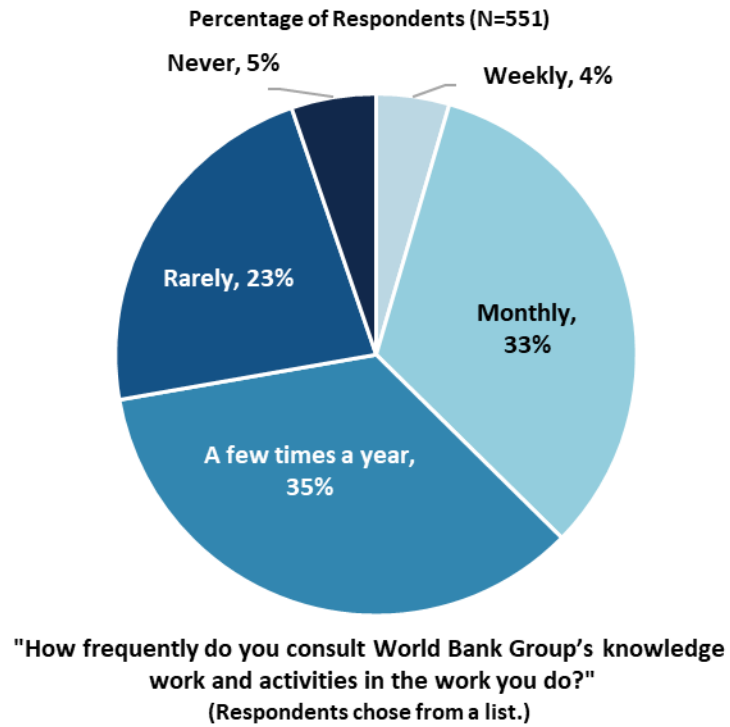
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



VIII. World Bank Group's Knowledge and Instruments

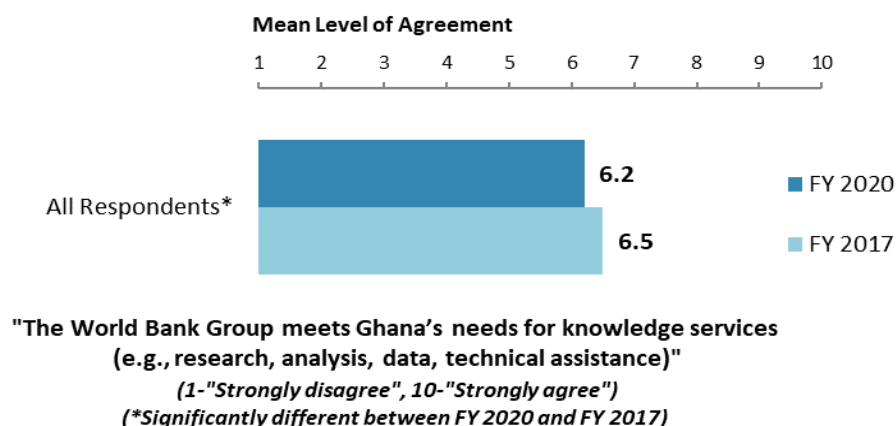
Frequency of Consulting WBG Knowledge Work and Activities



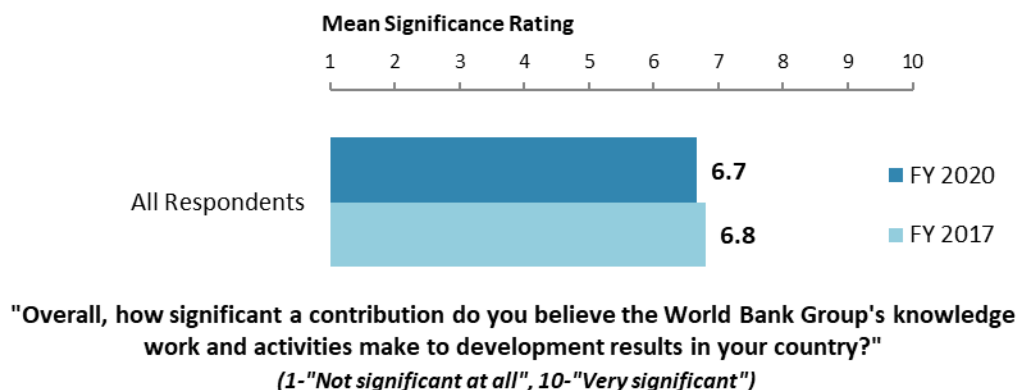


VIII. World Bank Group's Knowledge and Instruments (continued)

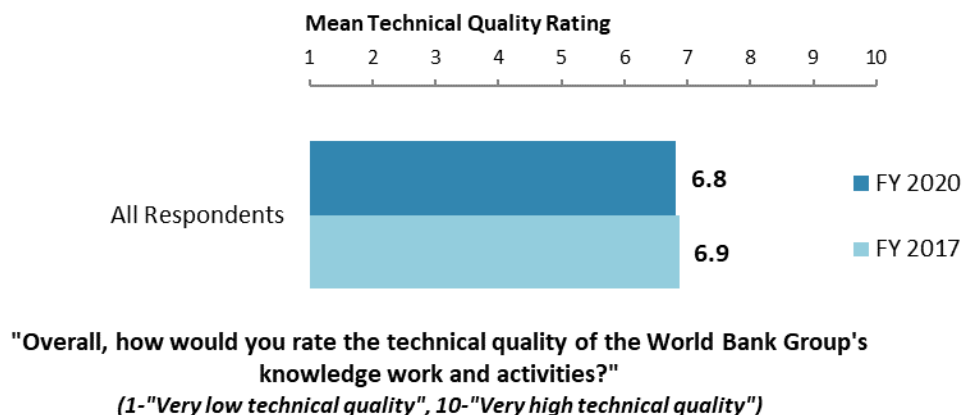
Meeting Ghana's Knowledge Needs¹³ (Indicator Question)



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



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



¹³ Means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁴

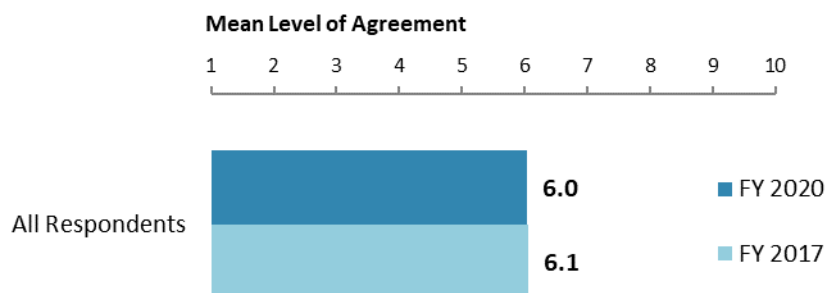


"In Ghana, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2020 and FY 2017)

¹Indicator Question

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



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Ghana"

(1-"Strongly disagree", 10-"Strongly agree")

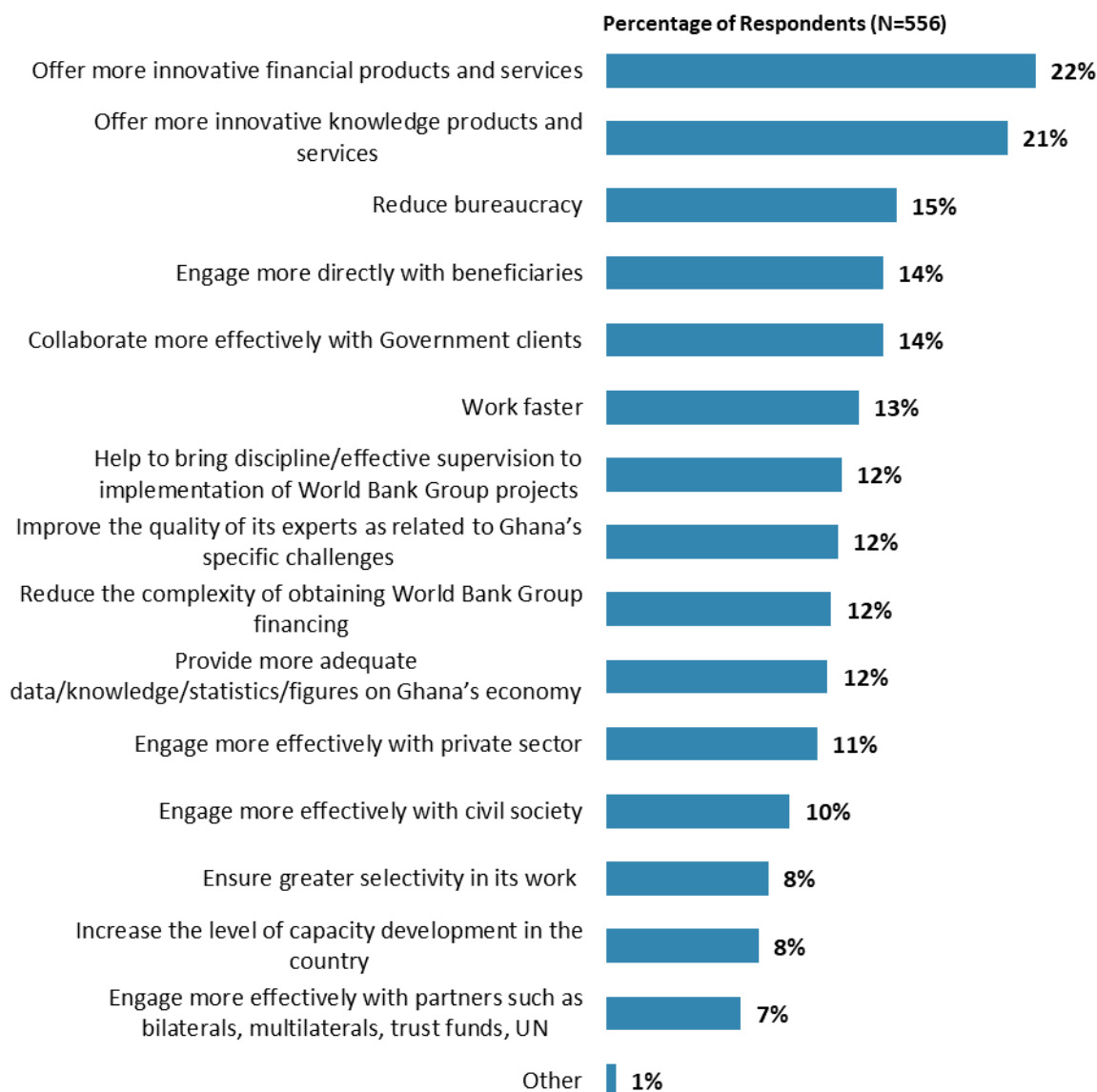
¹⁴ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Ghana

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (31%), “*collaborate more effectively with Government clients*” (24%), “*increase the level of capacity development in the country*” (22%), and “*reduce the complexity of obtaining WBG financing*” (21%) to make itself of greater value in Ghana.



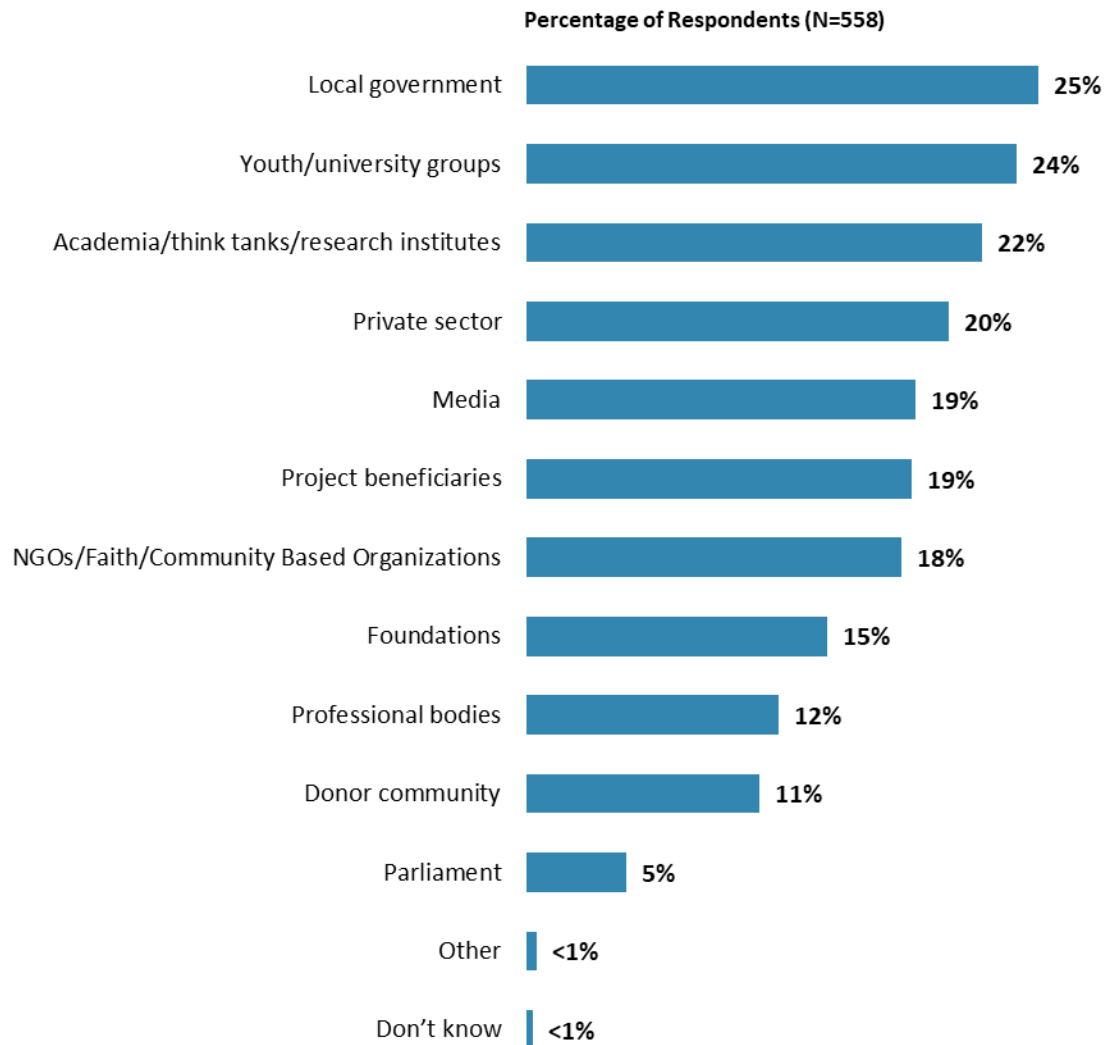
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Ghana (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*local government*” (40%), “*private sector*” (34%), “*NGOs/community-based organizations*” (29%), and “*academia/think tanks/research institutes*” (27%) to ensure better development results in Ghana.



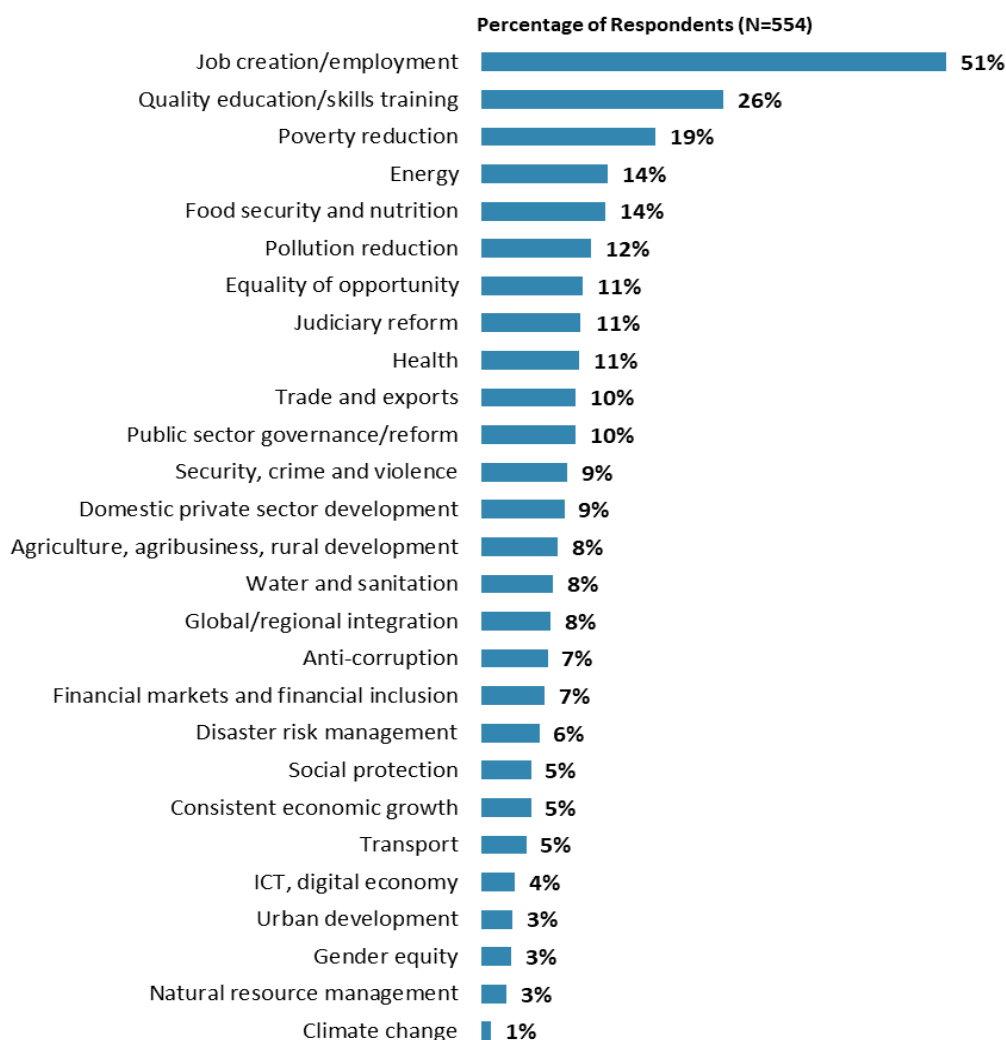
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Ghana (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (49%), “*education*” (44%), and “*agricultural development*” (41%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (16% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*quality education/skills training*,” compared to the rest of respondents (education specialists = 42%; others = 23%).¹⁵



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

¹⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

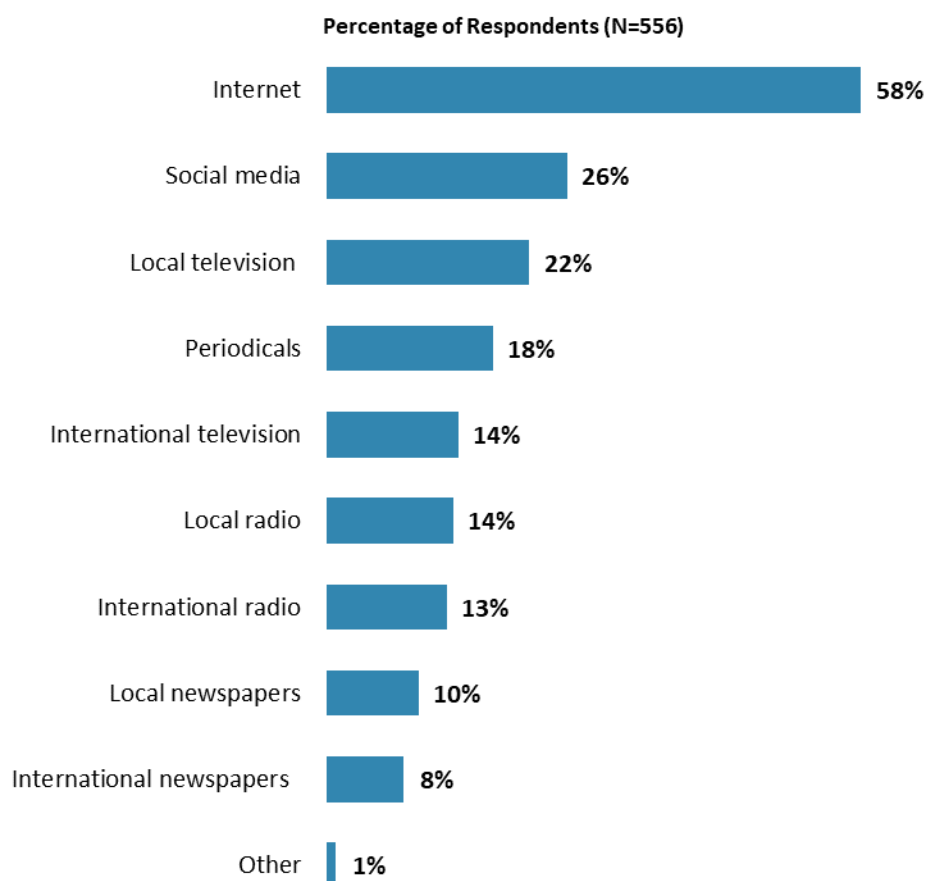


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Ghana from the “local radio” (52%) and “local television” (47%).



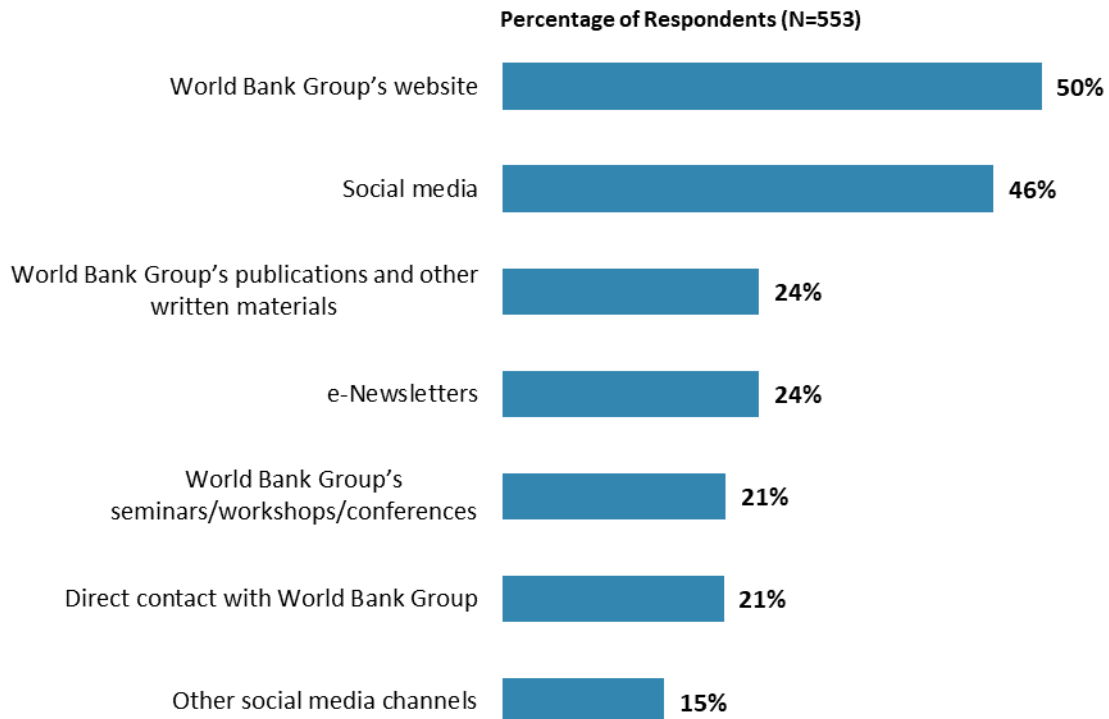
"How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s website*” (37%), “*World Bank Group’s publications and other written materials*” (36%), and “*World Bank Group’s seminars/workshops/conferences*” (33%).

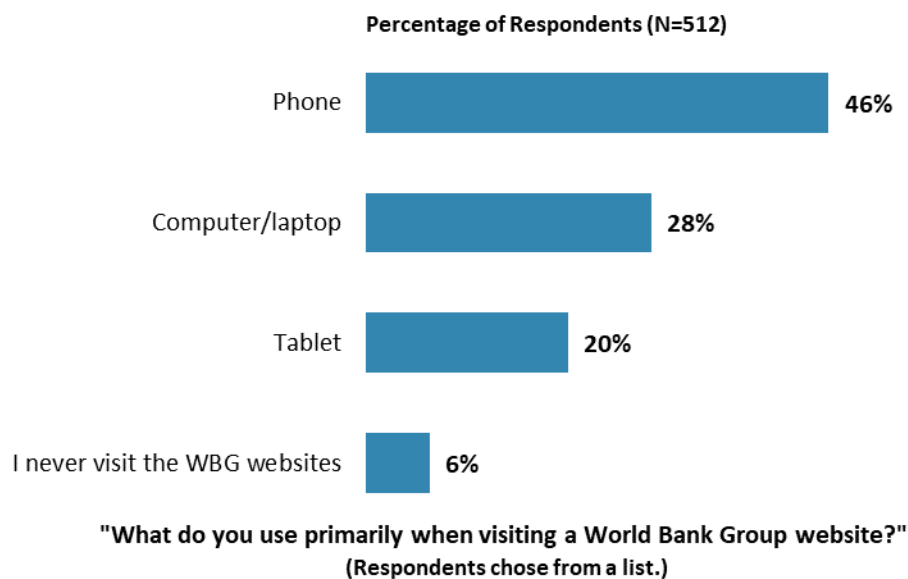


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)

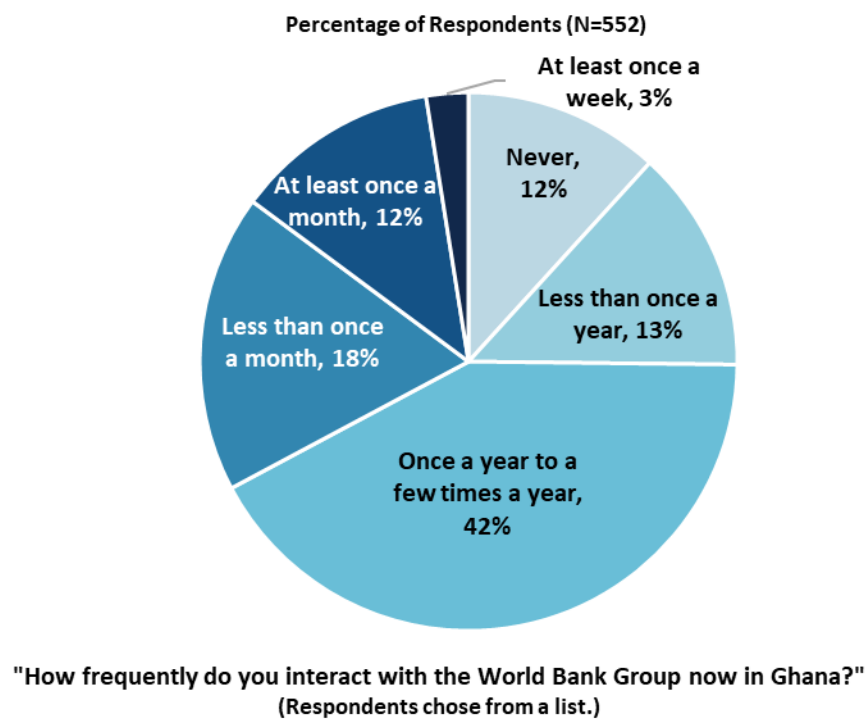


X. Communication and Outreach (continued)

Devices used to access WBG website



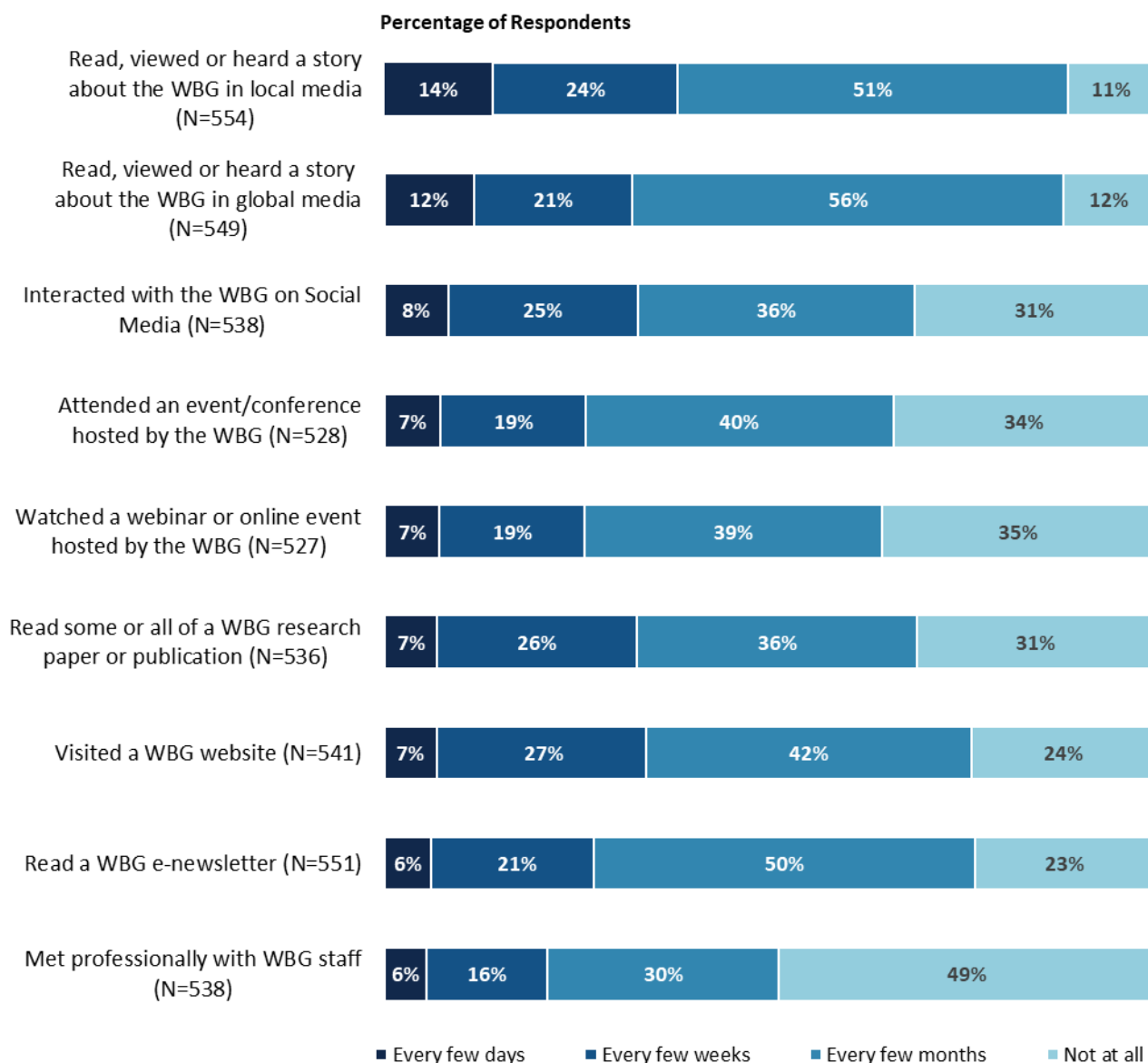
WBG Interaction Frequency





X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



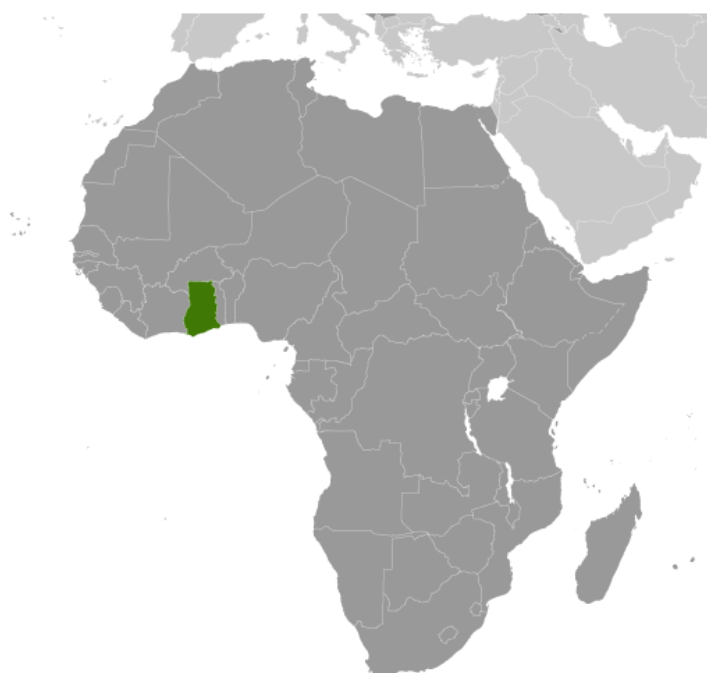
"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	42
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GHANA





Appendix A: Responses to All Questions across All Respondents (N=563)

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. Overall Context

1. When you think about the future in Ghana, are you ... ?	Percentage of Respondents (N=557)
Very pessimistic	8.6%
Somewhat pessimistic	22.6%
Neither pessimistic nor optimistic	24.4%
Somewhat optimistic	27.8%
Very optimistic	16.5%

2. Do you think that economic opportunity for citizens in Ghana is ... ?	Percentage of Respondents (N=547)
Increasing	41.9%
Decreasing	37.3%
Staying about the same	20.8%

**A. Overall Context (continued)**

3. 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=553)
Quality education/skills training	39.6%
Anti-corruption	30.0%
Job creation/employment	28.2%
Urban development (e.g., storm drains, solid waste, land administration, housing)	20.1%
Gender equity (closing the gap between women and men, and boys and girls)	15.6%
Energy (including renewable energy)	14.6%
Agriculture, agribusiness, rural development	13.9%
Social protection (e.g., pensions, targeted social assistance)	13.4%
Health (e.g., diseases, financing, systems, technology)	13.0%
Poverty reduction	10.8%
Food security and nutrition (availability, accessibility, affordability)	10.5%
Transport (e.g., roads, bridges, transportation)	9.8%
Judiciary reform (i.e., law and justice)	8.7%
Domestic private sector development	7.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	7.6%
Water and sanitation	7.4%
Climate change (e.g., mitigation, adaptation)	7.1%
Trade and exports	6.9%
Security, crime and violence	4.2%
Natural resource management (e.g., forestry, soil, water management)	3.3%
Global/regional integration	2.7%
Disaster risk management (e.g., floods, storms, drought)	2.5%
Consistent economic growth	1.8%
Financial markets and financial inclusion	1.8%
Equality of opportunity (i.e., social inclusion)	1.8%
Information and communications technology, digital economy	1.6%
Pollution reduction	1.3%

**A. Overall Context (continued)**

4. 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; N=555)
Job creation/employment	39.8%
Quality education/skills training	32.8%
Social protection (e.g., pensions, targeted social assistance)	17.8%
Equality of opportunity (i.e., social inclusion)	17.7%
Agriculture, agribusiness, rural development	16.9%
Health (e.g., diseases, financing, systems, technology)	14.8%
Natural resource management (e.g., forestry, soil, water management)	13.5%
Trade and exports	12.8%
Information and communications technology, digital economy	11.7%
Anti-corruption	10.6%
Financial markets and financial inclusion	9.0%
Domestic private sector development	8.8%
Security, crime and violence	8.1%
Transport (e.g., roads, bridges, transportation)	7.9%
Consistent economic growth	7.2%
Climate change (e.g., mitigation, adaptation)	7.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	6.8%
Pollution reduction	6.1%
Water and sanitation	5.6%
Gender equity (closing the gap between women and men, and boys and girls)	5.4%
Food security and nutrition (availability, accessibility, affordability)	4.7%
Judiciary reform (i.e., law and justice)	4.1%
Global/regional integration	4.1%
Disaster risk management (e.g., floods, storms, drought)	3.4%
Urban development (e.g., storm drains, solid waste, land administration, housing)	2.7%
Energy (including renewable energy)	1.4%

5. Please describe the direction Ghana is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat at worse	Staying the same	Getting somewhat at better	Getting much better
1. Human development (e.g., health, education, and social protection)	557	10.2%	16.0%	42.5%	29.1%	2.2%
2. Equal opportunity for girls and boys, men and women	546	4.6%	19.6%	35.7%	32.4%	7.7%
3. Growing Ghana's economy in a way that leads to jobs and employment	539	7.1%	23.9%	36.5%	25.2%	7.2%
4. The gap between the rich and the poor	543	8.5%	30.6%	41.1%	17.1%	2.8%
5. Making government more effective	528	6.1%	29.9%	36.7%	22.5%	4.7%
6. Anti-corruption	540	12.0%	36.3%	28.0%	20.7%	3.0%
7. Attracting new sources of foreign investment	553	4.2%	30.4%	33.8%	26.9%	4.7%

**A. Overall Context (continued)**

6. Listed below are global challenges. Which do you think have the most serious impact on Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=541)
Jobs/employment	65.6%
Technology based disruption (i.e., information technology innovation)	33.1%
Trade constraints	28.1%
The gap between the rich and the poor	18.5%
Geo political uncertainty	16.1%
Climate change	8.3%
Environmental degradation	6.8%
Terrorism	5.4%
Fragility in Ghana or neighboring countries	5.4%
Migrants and refugees	4.4%

7. When economic and/or social reform efforts fail or are slow to take place in Ghana, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=552)
Political pressures	41.1%
Reforms are not well thought out in light of country challenges	26.8%
Corruption and rent seeking	25.0%
Poor coordination within the government	23.7%
Inadequate level of government accountability and transparency	17.9%
Inadequate level of citizen/civil society participation	14.9%
Inadequate level of private sector participation	12.5%
Inadequate level of capacity in the government	11.8%
Inadequate level of donor coordination	10.0%
Private sector involvement and/or influence	7.1%
Other	0.7%

8. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	552	6	5.52	1.70
2. Local government	553	4	5.79	2.02
3. Judiciary and courts	542	7	5.32	2.05
4. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	536	8	5.76	1.94
5. The World Bank Group*	543	8	5.76	2.06
6. The International Monetary Fund	548	5	5.93	1.89
7. The United Nations (UN)	551	2	5.92	2.00
8. Regional development banks	543	6	5.83	2.00
9. Ghana's Central Bank	549	2	5.85	1.90
10. International private sector	545	4	5.78	1.94
11. Domestic private sector	546	4	5.78	1.87
12. International civil society (e.g., NGOs, CBOs)	541	4	5.86	1.91
13. Domestic civil society (e.g., NGOs, CBOs)	540	7	5.83	2.01
14. Faith-based institutions	541	5	5.77	1.89
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	546	8	5.88	1.87
16. International media and their web presence	554	3	5.94	1.92
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	551	6	5.96	1.88

**A. Overall Context (continued)**

9. When thinking about development efforts in Ghana, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=562)
Engage significantly less	4.8%
Engage somewhat less	23.0%
Engage somewhat more	36.5%
Engage significantly more	26.3%
Engage at the same level it does currently	6.6%
Don't know	2.8%

10. To what extent do you trust domestic private sector to engage in public service delivery in Ghana?	Percentage of Respondents (N=561)
To a very low degree	10.3%
To a somewhat low degree	28.9%
To a somewhat high degree	42.8%
To a very high degree	16.9%
Don't know	1.1%

11. To what extent do you trust international private sector to engage in public service delivery in Ghana?	Percentage of Respondents (N=562)
To a very low degree	14.4%
To a somewhat low degree	29.4%
To a somewhat high degree	40.4%
To a very high degree	13.7%
Don't know	2.1%

B. Overall Attitudes Toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Ghana? (1-Not familiar at all, 10-Extremely familiar)	558	n/a	5.49	1.63

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Ghana? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Ghana*	549	8	5.51	1.55
3. The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	535	10	5.81	1.78

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.* (1-Not effective at all, 10-Very effective)	553	7	6.74	1.51

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Ghana? (1-To no degree at all, 10-To a very significant degree)	550	10	6.49	1.55

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

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Ghana?* (1-To no degree at all, 10-To a very significant degree)	547	13	6.45	1.62

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana? (Select only ONE response)	Percentage of Respondents (N=558)
To a fully sufficient degree	6.1%
To a somewhat sufficient degree	49.1%
To a somewhat insufficient degree	31.5%
To a very insufficient degree	9.7%
Don't know	3.6%

8. When thinking about the World Bank Group's role in Ghana, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=548)
Financial resources	41.1%
Technical assistance	33.9%
Data and statistics	21.2%
Implementation support	16.8%
Donor coordination	15.5%
Policy advice, studies, analyses	14.8%
Capacity development related to World Bank Group supported projects	14.2%
Mobilizing third party financial resources	12.8%
Promoting knowledge sharing from other country experiences	11.9%
Bringing together different groups of stakeholders	7.1%
Other	0.7%

9. 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=551)
Not enough public disclosure of its work	44.3%
Not collaborating enough with civil society (e.g., NGOs, FBOs, CBOs)	18.7%
Not willing to honestly criticize policies and reform efforts in the country	14.7%
Not adequately sensitive to political/social realities in Ghana	14.2%
Staff too inaccessible	13.8%
Not collaborating enough with private sector	13.4%
Too influenced by developed countries	13.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	12.5%
Inadequate World Bank Group's staffing in Ghana	11.6%
Not aligned with country priorities	10.0%
Arrogant in its approach	9.3%
World Bank Group's processes too slow and complex	6.4%
Not adequately flexible	4.0%
Don't know	1.8%
Not sufficiently focused on sustainable results	1.6%
Other	0.5%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Ghana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=554)
Job creation/employment	50.5%
Quality education/skills training	26.4%
Poverty reduction	19.0%
Energy (including renewable energy)	13.7%
Food security and nutrition (availability, accessibility, affordability)	13.5%
Pollution reduction	11.9%
Equality of opportunity (i.e., social inclusion)	11.0%
Judiciary reform (i.e., law and justice)	10.8%
Health (e.g., diseases, financing, systems, technology)	10.6%
Trade and exports	10.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.3%
Security, crime and violence	9.4%
Domestic private sector development	9.0%
Agriculture, agribusiness, rural development	8.3%
Water and sanitation	7.8%
Global/regional integration	7.6%
Anti-corruption	7.2%
Financial markets and financial inclusion	6.9%
Disaster risk management (e.g., floods, storms, drought)	6.3%
Social protection (e.g., pensions, targeted social assistance)	5.4%
Consistent economic growth	5.4%
Transport (e.g., roads, bridges, transportation)	4.9%
Information and communications technology, digital economy	3.6%
Urban development (e.g., storm drains, solid waste, land administration, housing)	3.4%
Gender equity (closing the gap between women and men, and boys and girls)	3.2%
Natural resource management (e.g., forestry, soil, water management)	2.7%
Climate change (e.g., mitigation, adaptation)	1.1%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Ghana solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	524	19	6.57	1.41

**C. World Bank Group's Work and Engagement on the Ground (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
2. Responsiveness to needs*	551	7	5.68	1.56
3. Flexibility (in terms of the institution's products and services)*	544	12	5.75	1.83
4. Flexibility (in terms of changing country circumstances)*	542	9	5.51	1.70
5. Being inclusive*	534	8	5.81	1.76
6. Openness (sharing data and other information)*	536	7	5.71	1.89
7. Collaboration with the Government*	538	5	5.87	1.78
8. The speed in which it gets things accomplished on the ground*	541	13	5.76	1.83
9. Helping to bring discipline/effective supervision to implementation of investment projects*	540	16	5.83	1.86
10. Collaboration with civil society*	540	9	5.54	1.93
11. Staff accessibility*	533	12	5.85	1.88
12. Collaboration with other donors and development partners*	541	10	5.64	1.75
13. Collaboration with the private sector*	539	13	5.76	1.82
14. Straightforwardness and honesty*	528	15	5.92	1.94
15. Treating clients and stakeholders in Ghana with respect*	539	13	5.94	1.90
16. Being a long-term partner*	541	14	6.16	1.78

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	543	14	5.66	1.56
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	550	5	6.26	1.83
19. The World Bank Group's approvals and reviews are done in a timely fashion	541	16	5.55	1.73
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	542	11	6.12	1.79
21. The World Bank Group's conditions on its lending are reasonable	540	15	5.83	1.85
22. The World Bank Group takes decisions quickly in Ghana*	540	12	5.74	1.94
23. Working with the World Bank Group increases Ghana's institutional capacity	552	4	5.92	1.79
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	547	12	5.86	1.84

To what extent do you agree/disagree with the following statements about the World Bank Group in Ghana? (1-Strongly disagree, 10-Strongly agree)				
	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Ghana*	550	11	5.99	1.44
26. The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	552	7	6.11	1.77

**C. World Bank Group's Work and Engagement on the Ground (continued)**

How effectively does the World Bank Group support Ghana's efforts ... ? <i>(1-Not effectively at all, 10-Very effectively)</i>	Effectiveness			
	N	DK	Mean	SD
27. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	543	15	5.68	1.46
28. To develop better and stronger data collection/analytics systems within the Government	549	7	6.03	1.83
29. To strengthen the country's crisis preparedness	547	11	5.81	1.78
30. To identify and monitor risks	547	9	5.97	1.71

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
31. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Ghana? <i>(1-To no degree at all, 10-To a very significant degree)</i>	533	19	6.78	1.60

32. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee integration in Ghana? <i>(Choose no more than TWO)</i>	Percentage of Respondents (Responses Combined; N=556)
Jobs	62.4%
Quality education/skills training	46.4%
Business development (e.g., small and medium enterprises)	17.8%
Social cohesion (peaceful coexistence)	16.9%
Supporting poor and marginalized local communities	16.4%
Infrastructure	14.7%
Health (e.g., diseases, financing, systems, technology)	12.1%
Macro-economic and fiscal issues (fiscal accounts, balance of payments, etc.)	4.7%
Other	1.3%
Don't know	0.2%

**D. World Bank Group's Support in Development Areas**

1. 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. Social protection (e.g., pensions, targeted social assistance)	520	38	5.63	1.57
2. Gender equity (closing the gap between women and men, and boys and girls)	520	37	5.82	1.88
3. Domestic private sector development	534	21	5.66	1.76
4. Quality education/skills training	534	17	5.89	1.77
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	533	25	5.93	1.82
6. Global/regional integration	527	28	5.58	1.73
7. Food security and nutrition (availability, accessibility, affordability)	537	17	5.87	1.85
8. Urban development (e.g., storm drains, solid waste, land administration, housing)	533	23	5.75	1.81
9. Energy (including renewable energy)	520	25	5.90	1.94
10. Water and sanitation	507	30	5.91	1.92
11. Pollution reduction	509	28	5.82	1.90
12. Job creation/employment	513	21	5.73	1.85
13. Health (e.g., diseases, financing, systems, technology)	520	23	5.73	1.89
14. Financial markets and financial inclusion	519	22	5.80	1.87
15. Transport (e.g., roads, bridges, transportation)	519	26	5.74	1.89
16. Agriculture, agribusiness, rural development	515	22	5.90	1.95
17. Trade and exports	510	29	5.73	1.85
18. Security, crime and violence	514	34	5.78	1.89
19. Natural resource management (e.g., forestry, soil, water management)	523	28	5.69	1.81
20. Climate change (e.g., mitigation, adaptation)	526	25	5.83	1.91
21. Poverty reduction	513	29	5.72	1.94
22. Anti-corruption	518	25	5.68	1.96
23. Judiciary reform (i.e., law and justice)	505	33	5.69	1.93
24. Consistent economic growth	525	22	5.71	1.84
25. Disaster risk management (e.g., floods, storms, drought)	519	25	5.66	1.94
26. Equality of opportunity (i.e., social inclusion)	525	31	5.79	1.81
27. Information and communications technology, digital economy	529	26	5.88	1.77

2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=479)
Increased its emphasis recently	21.7%
Decreased its emphasis recently	28.6%
Emphasis has remained pretty consistent over time	40.3%
Don't know	9.4%

**E. World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=551)
Weekly	4.5%
Monthly	32.8%
A few times a year	34.8%
Rarely	22.5%
Never	5.3%

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	541	18	5.78	1.54
3. Include appropriate level of stakeholder involvement during preparation	544	14	5.97	1.75
4. Lead to practical solutions	546	13	5.76	1.73
5. Are source of relevant information on global good practices	544	13	5.88	1.75
6. Are adequately disseminated and accessible	536	17	5.82	1.87
7. Are translated enough into local language	535	24	5.57	1.95
8. Are adaptable to Ghana's specific development challenges and country circumstances*	545	13	5.81	1.67

Overall Evaluations	N	DK	Mean	SD
9. 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)	550	9	6.62	1.43
10. 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)	545	15	6.74	1.54

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=556)
Offer more innovative financial products and services	22.3%
Offer more innovative knowledge products and services	20.9%
Reduce bureaucracy	15.1%
Engage more directly with beneficiaries	14.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.4%
Work faster	13.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.2%
Improve the quality of its experts as related to Ghana's specific challenges	12.1%
Reduce the complexity of obtaining World Bank Group financing	11.7%
Provide more adequate data/knowledge/statistics/figures on Ghana's economy	11.5%
Engage more effectively with private sector	11.0%
Engage more effectively with civil society (e.g., NGOs, FBOs, CBOs)	9.5%
Ensure greater selectivity in its work	8.5%
Increase the level of capacity development in the country	7.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.0%
Other	0.5%

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

2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=558)
Local government	24.7%
Youth/university groups	23.7%
Academia/think tanks/research institutes	22.0%
Private sector	20.4%
Media	18.8%
Project beneficiaries	18.6%
NGOs/Faith/Community Based Organizations	18.1%
Foundations	14.5%
Professional bodies (e.g., Ghana Institute of Engineers, Ghana Medical Association, etc.)	12.2%
Donor community	11.3%
Parliament	4.8%
Other	0.5%
Don't know	0.4%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Ghana?	Percentage of Respondents (N=552)
Never	11.8%
Less than once a year	13.4%
Once a year to a few times a year	42.0%
Less than once a month	17.9%
At least once a month	12.3%
At least once a week	2.5%

2. 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; N=556)
Internet	58.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	26.3%
Local television	22.1%
Periodicals	18.2%
International television	14.4%
Local radio	13.8%
International radio	13.1%
Local newspapers	10.1%
International newspapers	8.5%
Other	1.1%

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

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=553)
World Bank Group's website	50.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	45.8%
World Bank Group's publications and other written materials	23.9%
e-Newsletters	23.9%
World Bank Group's seminars/workshops/conferences	20.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.6%
World Bank Group's website	50.3%

4. What do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=512)
Phone	45.7%
Tablet	19.9%
Computer/laptop	28.1%
I never visit the WBG websites	6.3%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	554	14.1%	24.0%	50.7%	11.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	549	11.7%	20.6%	55.9%	11.8%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	538	8.4%	24.5%	36.1%	31.0%
Visited a WBG website (e.g. read a blog, used data)	541	6.8%	27.2%	42.3%	23.7%
Attended an event/conference hosted by the WBG	528	7.4%	18.8%	40.0%	33.9%
Watched a webinar or online event hosted by the WBG	527	7.2%	18.8%	38.7%	35.3%
Read some or all of a WBG research paper or publication	536	6.9%	25.9%	36.4%	30.8%
Met professionally with WBG staff	538	5.6%	15.6%	30.1%	48.7%
Read a WBG e-newsletter	551	6.2%	21.1%	49.5%	23.2%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=543)
Local Government Office or Staff	13.1%
State-Owned Enterprise	12.5%
Private Sector Organization	12.2%
Academia/Research Institute/Think Tank	11.6%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	7.7%
NGO/Community Based Organization	6.6%
Parliamentarian	4.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	4.6%
Media (press, radio, TV, web, etc.)	4.4%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.1%
Office of the President, Prime Minister	3.7%
Office of Minister	3.5%
Trade Union	2.8%
Multilateral Agency (e.g., UN, regional development bank)	2.2%
Financial Sector/Private Bank	1.7%
Faith-Based Group	1.3%
Youth Group	1.1%
Public-Private Partnership	0.9%
Judicial System (e.g., courts)	0.6%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	0.4%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.4%
Other	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=550)
Education	15.8%
Jobs	8.5%
Communications, media, public affairs	6.4%
Agriculture, rural development	6.0%
Urban development	5.8%
Transport	5.8%
Health, nutrition	5.1%
Finance and markets	5.1%
Tourism	4.4%
Trade and competitiveness	4.4%
Environment, natural resources	4.2%
Water, sanitation	4.0%
Social protection	3.6%
Energy	3.3%
Climate change	2.5%
Fragility, conflict, violence, refugees	2.5%
Macroeconomics, fiscal management	2.2%
Demographics, migration	2.2%
Digital development and technology (ICT)	2.0%
Poverty	1.8%
Governance, anti-corruption	1.6%
Gender	1.5%
Other	0.7%
Generalist (specialized in multiple sectors)	0.5%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=548)
Yes	29.6%
No	70.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Ghana? (Select only ONE response)	Percentage of Respondents (N=158)
The World Bank (IBRD/IDA)	86.1%
The International Finance Corporation (IFC)	10.8%
The Multilateral Investment Guarantee Agency (MIGA)	3.2%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=385)
Yes	38.4%
No	61.6%

**H. Background Information (continued)**

6. 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; N=550)
Use World Bank Group reports/data	57.6%
Engage in World Bank Group related/sponsored events/activities	34.5%
Collaborate as part of my professional duties	26.7%
Use World Bank Group website for information, data, research, etc.	22.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.8%

7. What's your gender?	Percentage of Respondents (N=548)
Female	46.5%
Male	53.5%

8. What's your age?	Percentage of Respondents (N=561)
25 and under	13.2%
26-35	28.3%
36-45	39.2%
46-55	14.3%
56 and above	5.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=561)
Southern Sector (Volta Region, Oti Region, Greater Accra Region, Eastern Region, Western North Region, Western Region, Central Region)	57.2%
Middle Sector (Ashanti Region, Bono East Region, Ahafo Region, Bono Region)	24.2%
Northern Sector (Northern Region, Upper East Region, North East Region, Upper West Region)	18.5%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁶

- Office of President/Vice President/Minister N=39 ● Office of Parliamentarian N=26 ● Employee of a Ministry/PMU/Consultant on WBG Project N=27 ● Local Government N=71
 ● Independent Government Institution N=42 ● State-Owned Enterprise N=68 ● Bilateral/Multilateral Agency N=34 ● Private Sector/Financial Sector/Private Bank N=75 ● CSO N=66
 ● Academia/Research Institute/Think Tank (Academia) N=24 ● Media N=24 ● Other¹⁷ N=8

A. Overall Context

When you think about the future in Ghana, are you ... ?*

Percentage of Respondents	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Very pessimistic	25.6%	3.8%	0.0%	4.3%	4.9%	8.8%	2.9%	6.7%	12.1%	1.6%	33.3%	0.0%
Somewhat pessimistic	28.2%	23.1%	16.0%	14.3%	24.4%	25.0%	23.5%	20.0%	24.2%	30.6%	8.3%	42.9%
Somewhat optimistic	12.8%	38.5%	12.0%	28.6%	24.4%	25.0%	26.5%	22.7%	31.8%	27.4%	16.7%	0.0%
Very optimistic	23.1%	30.8%	48.0%	28.6%	19.5%	29.4%	35.3%	25.3%	25.8%	27.4%	16.7%	57.1%
Not sure	10.3%	3.8%	24.0%	24.3%	26.8%	11.8%	11.8%	25.3%	6.1%	12.9%	25.0%	0.0%

*Significantly different between stakeholder groups

¹⁶ Only 267 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁷ Includes the following categories: Judicial System (N=3) and Public-Private Partnership (N=5).

**A. Overall Context (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 President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Food security and nutrition	10.5%	7.7%	16.7%	10.1%	4.9%	7.4%	17.6%	17.3%	10.8%	3.3%	8.3%	12.5%
Urban development	28.9%	19.2%	29.2%	20.3%	17.1%	22.1%	23.5%	24.0%	23.1%	11.5%	8.3%	12.5%
Energy*	15.8%	15.4%	4.2%	24.6%	19.5%	14.7%	17.6%	6.7%	20.0%	4.9%	12.5%	0.0%
Social protection*	10.5%	11.5%	12.5%	11.6%	4.9%	10.3%	11.8%	10.7%	23.1%	8.2%	41.7%	12.5%
Gender equity*	13.2%	7.7%	8.3%	26.1%	31.7%	20.6%	11.8%	12.0%	18.5%	4.9%	8.3%	25.0%
Domestic private sector development	5.3%	7.7%	0.0%	7.2%	14.6%	5.9%	11.8%	8.0%	12.3%	3.3%	8.3%	0.0%
Quality education/skills training*	42.1%	42.3%	25.0%	30.4%	43.9%	30.9%	29.4%	44.0%	27.7%	80.3%	41.7%	12.5%
Public sector governance/reform*	15.8%	3.8%	16.7%	15.9%	7.3%	8.8%	5.9%	5.3%	4.6%	0.0%	0.0%	0.0%
Global/regional integration	2.6%	7.7%	0.0%	2.9%	0.0%	5.9%	0.0%	4.0%	0.0%	3.3%	0.0%	0.0%
Water and sanitation	13.2%	7.7%	4.2%	7.2%	4.9%	5.9%	8.8%	6.7%	6.2%	9.8%	12.5%	0.0%
Health	21.1%	11.5%	20.8%	5.8%	4.9%	14.7%	5.9%	13.3%	20.0%	18.0%	4.2%	12.5%
Job creation/employment*	18.4%	15.4%	33.3%	21.7%	22.0%	25.0%	26.5%	42.7%	13.8%	52.5%	16.7%	37.5%
Pollution reduction*	0.0%	7.7%	0.0%	1.4%	0.0%	1.5%	2.9%	0.0%	0.0%	0.0%	0.0%	12.5%
Financial markets and financial inclusion	0.0%	3.8%	0.0%	4.3%	2.4%	2.9%	2.9%	1.3%	0.0%	0.0%	4.2%	0.0%
Climate change*	10.5%	23.1%	4.2%	13.0%	2.4%	7.4%	2.9%	2.7%	13.8%	0.0%	0.0%	12.5%
Anti-corruption	31.6%	42.3%	20.8%	30.4%	43.9%	32.4%	35.3%	22.7%	20.0%	26.2%	29.2%	0.0%
Judiciary reform*	5.3%	7.7%	0.0%	11.6%	7.3%	7.4%	0.0%	8.0%	13.8%	1.6%	33.3%	25.0%
Transport	7.9%	3.8%	16.7%	11.6%	14.6%	13.2%	17.6%	1.3%	13.8%	3.3%	8.3%	12.5%
Agriculture, agribusiness, rural development*	15.8%	7.7%	29.2%	14.5%	12.2%	26.5%	11.8%	6.7%	6.2%	13.1%	12.5%	37.5%
Trade and exports*	7.9%	23.1%	8.3%	2.9%	12.2%	8.8%	5.9%	2.7%	12.3%	3.3%	0.0%	0.0%
Security, crime and violence	5.3%	7.7%	8.3%	2.9%	4.9%	7.4%	5.9%	2.7%	4.6%	1.6%	0.0%	0.0%
Natural resource management	2.6%	3.8%	8.3%	4.3%	2.4%	0.0%	2.9%	2.7%	1.5%	4.9%	4.2%	25.0%
Poverty reduction*	5.3%	7.7%	8.3%	7.2%	9.8%	5.9%	8.8%	8.0%	9.2%	27.9%	33.3%	0.0%
Consistent economic growth	2.6%	0.0%	4.2%	1.4%	2.4%	1.5%	2.9%	2.7%	1.5%	0.0%	4.2%	0.0%
Disaster risk management*	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	9.2%	1.6%	0.0%	12.5%
Equality of opportunity*	0.0%	0.0%	8.3%	1.4%	2.4%	1.5%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Information and communications technology, digital economy	0.0%	3.8%	0.0%	1.4%	2.4%	1.5%	0.0%	0.0%	3.1%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Inadequate level of government accountability and transparency*	28.9%	19.2%	32.0%	11.6%	7.1%	16.2%	12.1%	16.4%	7.7%	29.0%	47.8%	0.0%
Corruption and rent seeking*	21.1%	23.1%	36.0%	17.4%	26.2%	38.2%	39.4%	24.7%	24.6%	9.7%	21.7%	25.0%
Inadequate level of private sector participation	7.9%	15.4%	20.0%	10.1%	11.9%	16.2%	21.2%	15.1%	7.7%	6.5%	4.3%	25.0%
Political pressures	34.2%	46.2%	20.0%	40.6%	57.1%	33.8%	54.5%	37.0%	47.7%	43.5%	39.1%	25.0%
Inadequate level of citizen/civil society participation*	23.7%	11.5%	4.0%	23.2%	23.8%	17.6%	3.0%	13.7%	16.9%	8.1%	0.0%	12.5%
Inadequate level of donor coordination	2.6%	19.2%	4.0%	13.0%	14.3%	13.2%	6.1%	13.7%	12.3%	4.8%	0.0%	12.5%
Reforms are not well thought out in light of country challenges*	36.8%	30.8%	20.0%	18.8%	16.7%	20.6%	27.3%	8.2%	36.9%	56.5%	21.7%	12.5%
Poor coordination within the government	18.4%	19.2%	28.0%	24.6%	23.8%	30.9%	21.2%	13.7%	24.6%	27.4%	47.8%	25.0%
Inadequate level of capacity in the government*	7.9%	11.5%	16.0%	24.6%	4.8%	4.4%	0.0%	11.0%	15.4%	9.7%	17.4%	0.0%
Private sector involvement and/or influence	7.9%	3.8%	4.0%	7.2%	9.5%	8.8%	6.1%	13.7%	4.6%	1.6%	0.0%	25.0%
Other*	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	37	5.59	1.76	24	4.96	1.55	23	7.39	1.75	70	6.34	2.26	42	5.69	1.44	67	5.72	1.78	34	5.91	1.85	70	5.56	1.93	65	6.35	2.38	61	4.69	2.11	24	5.29	1.76	8	5.13	1.96

(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**

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	39	5.23	1.51	26	4.69	1.32	26	5.42	2.35	69	5.88	1.57	42	5.62	1.13	68	5.56	1.06	34	5.44	1.08	75	5.29	1.94	66	5.68	1.81	62	5.16	1.53	24	6.42	2.36	8	4.75	1.67

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

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

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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*	38	5.39	1.29	26	4.96	1.31	26	6.77	1.99	69	5.61	1.52	42	5.26	1.42	68	5.87	1.09	34	5.74	1.52	70	4.97	2.00	65	5.68	1.71	62	5.21	1.24	23	5.61	0.84	8	5.88	1.25
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	39	5.51	1.67	25	5.08	1.63	25	6.92	1.98	67	6.19	1.85	42	5.71	1.49	67	6.27	1.21	33	5.76	1.58	68	5.38	1.96	61	5.89	2.15	59	5.54	1.28	23	6.43	1.62	8	5.63	1.85

*Significantly different between stakeholder groups

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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.	39	6.74	1.57	26	6.62	1.17	25	6.88	2.21	70	6.93	1.58	42	6.88	1.37	67	7.07	1.19	34	6.74	1.36	71	6.48	1.79	66	6.97	1.64	62	6.44	1.30	24	6.83	1.09	8	5.88	1.25

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

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	39	6.46	1.59	26	5.46	1.39	25	6.44	2.18	69	6.72	1.64	42	6.48	1.15	67	6.78	1.10	34	6.76	1.48	71	6.30	1.77	65	6.80	1.70	62	6.52	1.20	24	6.21	0.93	8	7.00	1.51

(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)**

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Ghana?	39	6.31	1.58	26	6.15	1.41	25	6.56	1.78	69	6.46	1.65	41	6.44	1.29	67	6.61	1.41	34	6.38	1.30	71	6.24	1.96	64	6.66	1.74	62	6.71	1.22	23	6.57	1.65	8	5.75	1.17

(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, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Domestic private sector development*	23.1%	3.8%	4.0%	5.8%	2.4%	4.5%	6.1%	29.3%	4.6%	3.2%	0.0%	12.5%
Financial markets and financial inclusion*	12.8%	7.7%	8.0%	4.3%	7.1%	7.6%	9.1%	6.7%	1.5%	4.8%	4.2%	50.0%
Global/regional integration	15.4%	11.5%	0.0%	10.1%	4.8%	10.6%	9.1%	5.3%	7.7%	4.8%	0.0%	12.5%
Public sector governance/reform*	12.8%	11.5%	8.0%	15.9%	4.8%	19.7%	9.1%	4.0%	21.5%	0.0%	0.0%	12.5%
Energy*	17.9%	3.8%	4.0%	8.7%	14.3%	12.1%	27.3%	6.7%	9.2%	22.6%	41.7%	0.0%
Water and sanitation	5.1%	19.2%	16.0%	11.6%	11.9%	7.6%	9.1%	5.3%	4.6%	3.2%	4.2%	12.5%
Pollution reduction*	7.7%	26.9%	0.0%	18.8%	14.3%	15.2%	9.1%	8.0%	16.9%	1.6%	8.3%	0.0%
Job creation/employment	48.7%	50.0%	36.0%	42.0%	52.4%	45.5%	54.5%	57.3%	61.5%	58.1%	50.0%	25.0%
Health	12.8%	23.1%	20.0%	13.0%	14.3%	6.1%	3.0%	8.0%	15.4%	8.1%	0.0%	0.0%
Quality education/skills training*	12.8%	30.8%	24.0%	26.1%	21.4%	33.3%	30.3%	13.3%	16.9%	53.2%	29.2%	12.5%
Gender equity	5.1%	0.0%	0.0%	4.3%	7.1%	1.5%	0.0%	2.7%	9.2%	0.0%	4.2%	0.0%
Social protection*	5.1%	0.0%	8.0%	4.3%	4.8%	3.0%	6.1%	2.7%	7.7%	1.6%	33.3%	0.0%
Climate change	0.0%	0.0%	4.0%	1.4%	0.0%	4.5%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	3.8%	4.0%	7.2%	4.8%	13.6%	12.1%	4.0%	3.1%	9.7%	4.2%	25.0%
Security, crime and violence*	23.1%	19.2%	0.0%	10.1%	9.5%	7.6%	3.0%	4.0%	4.6%	14.5%	20.8%	12.5%
Transport*	5.1%	7.7%	20.0%	2.9%	4.8%	10.6%	0.0%	4.0%	0.0%	1.6%	4.2%	0.0%
Poverty reduction	17.9%	26.9%	20.0%	11.6%	26.2%	19.7%	18.2%	17.3%	9.2%	29.0%	29.2%	25.0%
Food security and nutrition*	10.3%	15.4%	4.0%	15.9%	14.3%	13.6%	24.2%	6.7%	10.8%	8.1%	33.3%	37.5%
Judiciary reform*	23.1%	19.2%	0.0%	7.2%	23.8%	19.7%	3.0%	1.3%	15.4%	1.6%	4.2%	0.0%
Consistent economic growth	2.6%	7.7%	4.0%	7.2%	9.5%	1.5%	3.0%	10.7%	7.7%	1.6%	0.0%	0.0%
Disaster risk management	12.8%	3.8%	4.0%	4.3%	0.0%	4.5%	9.1%	4.0%	15.4%	4.8%	4.2%	0.0%
Equality of opportunity*	7.7%	3.8%	20.0%	21.7%	9.5%	12.1%	9.1%	9.3%	18.5%	1.6%	0.0%	12.5%
Information and communications technology, digital economy	0.0%	0.0%	4.0%	7.2%	0.0%	1.5%	6.1%	4.0%	6.2%	3.2%	0.0%	0.0%
Agriculture, agribusiness, rural development*	0.0%	3.8%	36.0%	17.4%	4.8%	9.1%	6.1%	6.7%	1.5%	4.8%	12.5%	0.0%
Trade and exports*	10.3%	0.0%	4.0%	10.1%	9.5%	7.6%	15.2%	5.3%	13.8%	24.2%	4.2%	0.0%
Natural resource management	2.6%	0.0%	8.0%	0.0%	4.8%	3.0%	0.0%	5.3%	3.1%	1.6%	0.0%	0.0%
Urban development*	2.6%	0.0%	20.0%	1.4%	9.5%	1.5%	0.0%	5.3%	3.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

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 President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	39	5.49	1.23	26	5.23	1.51	21	5.71	1.71	70	5.86	1.27	41	5.66	1.11	67	5.91	1.18	34	5.76	1.62	73	5.40	2.13	66	5.70	1.75	62	6.02	1.75	24	5.63	0.82	8	5.75	0.89
Flexibility (in terms of the institution's products and services)*	39	5.59	1.86	26	5.35	2.04	21	5.67	1.71	69	6.04	1.73	41	5.98	1.41	67	5.97	1.45	34	5.94	1.74	72	5.53	1.85	64	6.31	2.22	62	4.77	1.49	24	6.42	1.79	6	6.00	1.10
Flexibility (in terms of changing country circumstances)*	37	5.76	1.64	26	4.50	1.53	22	5.45	1.37	70	6.26	1.81	40	5.58	1.38	67	5.67	1.35	33	5.24	1.52	72	5.18	1.68	63	5.76	2.05	61	5.48	1.41	24	5.12	1.57	8	4.38	1.51
Being inclusive*	39	5.31	1.59	26	5.08	1.29	21	6.05	1.69	68	6.38	1.67	40	5.73	1.54	67	5.61	1.64	32	5.84	1.57	71	5.48	1.78	62	6.26	1.96	62	6.16	2.06	23	5.39	1.67	8	5.88	1.36
Openness (sharing data and other information)*	38	5.87	1.86	25	5.56	1.58	21	6.52	1.50	69	6.55	1.90	39	5.72	1.64	65	5.65	1.78	34	5.76	1.76	72	5.06	1.76	63	6.44	2.02	62	4.76	1.91	23	5.52	1.38	7	6.14	1.22
Collaboration with the Government*	38	5.63	1.62	25	5.16	1.52	21	6.43	1.57	70	6.31	1.78	41	5.83	1.58	65	5.85	1.77	34	5.68	1.63	72	5.64	1.83	65	6.43	2.05	61	5.57	1.62	23	6.04	1.64	8	5.63	2.26
The speed in which it gets things accomplished on the ground*	36	6.06	1.77	26	5.46	1.53	21	6.19	1.94	70	6.30	1.91	41	5.90	1.39	64	5.47	1.43	34	5.97	1.82	72	5.38	1.52	65	6.11	2.17	62	4.71	1.74	23	7.39	1.62	8	5.63	1.51
Helping to bring discipline/effective supervision to implementation of investment projects	37	5.78	1.70	26	5.42	1.79	21	6.33	2.20	70	6.40	1.86	41	5.54	1.68	67	5.76	1.77	34	5.56	1.62	73	5.62	1.60	66	6.33	2.07	62	5.66	1.88	16	5.50	2.28	8	6.25	1.58
Collaboration with civil society*	35	5.77	1.94	26	5.23	1.80	21	5.52	1.97	70	6.13	2.09	39	5.77	1.69	66	5.52	1.85	33	5.70	1.81	73	5.68	1.69	66	5.71	2.16	62	4.65	1.87	24	5.37	1.81	7	5.29	0.49
Staff accessibility*	37	5.70	1.85	26	4.88	1.77	21	6.10	1.70	67	6.33	2.12	39	5.85	1.65	63	5.84	2.29	34	6.06	1.71	74	5.43	1.45	63	6.29	2.11	62	5.56	1.52	24	6.00	1.82	8	6.38	2.07
Collaboration with other donors and development partners	39	5.38	1.65	25	5.08	1.68	21	5.76	1.79	69	6.30	2.02	39	5.72	1.26	65	5.60	1.88	34	5.44	1.48	73	5.56	1.62	65	6.02	1.99	62	5.47	1.65	24	5.42	1.18	8	5.38	1.06
Collaboration with the private sector*	39	5.74	1.55	26	5.42	1.90	19	5.63	1.61	68	6.32	1.87	40	5.70	1.62	63	5.79	1.82	34	5.76	1.71	75	5.65	1.66	65	6.14	2.11	62	4.77	1.62	24	6.38	1.81	8	6.87	1.81
Straightforwardness and honesty*	38	5.79	1.98	25	4.88	1.72	21	6.48	1.99	68	6.71	2.00	41	5.51	1.65	65	5.85	1.84	33	5.73	1.46	74	5.81	2.01	62	6.29	2.12	62	5.89	1.90	14	5.07	1.73	7	5.29	1.25
Treating clients and stakeholders in Ghana with respect*	37	6.14	1.51	26	4.88	1.86	22	6.23	2.16	70	6.80	1.94	39	5.72	1.64	65	5.80	1.58	34	5.50	1.75	73	6.04	1.87	65	6.45	2.08	60	5.10	1.82	24	5.21	1.32	6	6.83	1.17
Being a long-term partner*	39	5.82	2.09	25	5.20	1.61	23	7.26	1.94	70	6.69	1.85	40	6.18	1.50	66	6.15	1.35	33	5.91	1.47	72	6.26	1.87	66	6.44	2.02	60	5.82	1.49	23	5.78	1.59	7	5.43	1.40

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Ghana*	38	5.16	2.25	26	4.58	1.86	23	5.65	1.80	67	6.73	1.70	41	5.41	1.63	62	6.06	1.65	33	5.76	2.12	74	5.66	1.78	63	6.35	1.92	62	5.65	1.78	24	4.67	1.61	8	5.38	2.50
Where country systems are adequate, the World Bank Group makes appropriate use of them*	38	5.68	1.92	26	5.15	1.76	23	6.57	1.83	70	6.67	1.72	41	5.93	1.44	65	6.32	1.66	33	5.48	1.72	74	5.69	1.58	65	6.29	1.87	62	4.82	2.05	24	5.79	1.50	8	5.50	2.14

*Significantly different between stakeholder groups

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

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana	39	5.74	1.16	26	5.38	1.20	24	5.83	1.52	70	6.41	1.26	41	5.83	1.20	68	6.10	1.00	34	6.15	1.42	71	5.83	1.67	65	6.20	1.70	63	6.02	1.54	24	6.25	0.74	8	5.63	0.92
The World Bank Group meets Ghana's needs for knowledge services*	39	5.51	1.79	26	5.27	1.78	24	6.38	1.86	71	6.54	1.55	40	5.95	1.45	68	6.53	1.44	34	6.09	1.22	74	5.93	1.86	64	6.69	1.89	63	5.71	1.57	23	6.48	2.21	8	6.38	1.60

*Significantly different between stakeholder groups

D. World Bank Group's Support in Development Areas

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?*

Percentage of Respondents	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Increased its emphasis recently	31.0%	13.0%	24.0%	26.6%	23.1%	15.9%	12.9%	19.7%	32.1%	21.6%	0.0%	28.6%
Decreased its emphasis recently	17.2%	34.8%	12.0%	39.1%	35.9%	27.0%	32.3%	24.6%	32.1%	19.6%	23.5%	28.6%
Emphasis has remained pretty consistent over time	41.4%	52.2%	36.0%	31.3%	35.9%	49.2%	41.9%	34.4%	30.4%	56.9%	64.7%	28.6%
Don't know	10.3%	0.0%	28.0%	3.1%	5.1%	7.9%	12.9%	21.3%	5.4%	2.0%	11.8%	14.3%

*Significantly different between stakeholder groups



E. 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 President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Weekly	8.1%	15.4%	0.0%	4.2%	4.8%	0.0%	8.8%	4.1%	9.1%	0.0%	4.5%	0.0%
Monthly	35.1%	57.7%	11.1%	38.0%	38.1%	35.3%	29.4%	20.5%	33.3%	33.9%	18.2%	62.5%
A few times a year	27.0%	11.5%	33.3%	40.8%	31.0%	38.2%	35.3%	28.8%	30.3%	50.8%	54.5%	25.0%
Rarely	27.0%	11.5%	18.5%	12.7%	21.4%	23.5%	26.5%	37.0%	25.8%	13.6%	22.7%	0.0%
Never	2.7%	3.8%	37.0%	4.2%	4.8%	2.9%	0.0%	9.6%	1.5%	1.7%	0.0%	12.5%

*Significantly different between stakeholder groups

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Ghana, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Ghana's specific development challenges and country circumstances*	38	5.97	1.52	26	5.19	1.47	24	5.79	1.41	71	6.24	1.85	41	5.41	1.22	66	5.91	1.50	34	5.85	1.28	68	6.06	1.83	64	6.25	1.89	63	5.16	1.43	24	6.04	1.81	8	5.25	1.39

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

	Office of President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	39	6.51	1.45	25	6.48	1.16	24	6.25	1.75	71	6.89	1.36	42	6.76	1.27	67	6.63	1.20	33	6.36	1.03	70	6.63	1.75	65	6.91	1.40	63	6.73	1.58	24	6.33	1.24	8	5.50	1.51
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	38	6.34	1.81	25	6.52	1.48	24	6.50	1.64	71	7.07	1.25	42	6.55	1.35	64	6.97	1.20	33	6.73	1.31	70	6.66	1.85	65	7.11	1.49	63	6.60	1.45	24	7.37	1.61	8	5.50	1.77

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

**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 President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Engage more directly with beneficiaries*	26.3%	7.7%	34.6%	15.7%	2.4%	2.9%	8.8%	12.3%	13.6%	23.8%	39.1%	0.0%
Reduce bureaucracy	26.3%	23.1%	23.1%	17.1%	7.1%	20.6%	20.6%	11.0%	15.2%	4.8%	8.7%	25.0%
Improve the quality of its experts as related to Ghana's specific challenges	13.2%	11.5%	15.4%	8.6%	16.7%	14.7%	17.6%	12.3%	10.6%	9.5%	8.7%	12.5%
Engage more effectively with private sector	10.5%	19.2%	11.5%	11.4%	16.7%	8.8%	5.9%	16.4%	9.1%	6.3%	0.0%	12.5%
Offer more innovative knowledge products and services	15.8%	26.9%	7.7%	10.0%	23.8%	20.6%	35.3%	19.2%	25.8%	23.8%	30.4%	0.0%
Collaborate more effectively with Government clients	10.5%	19.2%	23.1%	12.9%	16.7%	14.7%	11.8%	15.1%	15.2%	9.5%	21.7%	0.0%
Work faster*	10.5%	15.4%	0.0%	18.6%	21.4%	11.8%	11.8%	5.5%	15.2%	3.2%	39.1%	37.5%
Reduce the complexity of obtaining World Bank Group financing	18.4%	11.5%	19.2%	12.9%	9.5%	11.8%	14.7%	16.4%	9.1%	4.8%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	18.4%	7.7%	7.7%	18.6%	16.7%	19.1%	8.8%	6.8%	10.6%	4.8%	4.3%	12.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	13.2%	3.8%	7.7%	10.0%	4.8%	5.9%	5.9%	6.8%	9.1%	4.8%	0.0%	12.5%
Offer more innovative financial products and services*	18.4%	26.9%	15.4%	21.4%	31.0%	23.5%	26.5%	4.1%	19.7%	44.4%	26.1%	0.0%
Ensure greater selectivity in its work	7.9%	7.7%	0.0%	12.9%	7.1%	11.8%	5.9%	2.7%	16.7%	4.8%	4.3%	25.0%
Provide more adequate data/knowledge/statistics/figures on Ghana's economy*	7.9%	7.7%	0.0%	10.0%	4.8%	8.8%	5.9%	23.3%	4.5%	17.5%	17.4%	25.0%
Engage more effectively with civil society*	0.0%	7.7%	7.7%	8.6%	4.8%	14.7%	5.9%	6.8%	22.7%	7.9%	0.0%	12.5%
Increase the level of capacity development in the country*	0.0%	3.8%	19.2%	5.7%	11.9%	5.9%	5.9%	8.2%	0.0%	23.8%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	1.6%	0.0%	0.0%

*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Donor community	20.5%	11.5%	3.8%	11.3%	14.3%	14.7%	2.9%	13.3%	15.2%	1.6%	8.7%	28.6%
NGOs/Faith/Community Based Organizations*	15.4%	7.7%	19.2%	26.8%	14.3%	10.3%	17.6%	6.7%	47.0%	11.3%	8.7%	14.3%
Private sector*	33.3%	11.5%	30.8%	9.9%	9.5%	23.5%	14.7%	49.3%	13.6%	4.8%	4.3%	14.3%
Local government*	20.5%	7.7%	46.2%	47.9%	11.9%	29.4%	20.6%	17.3%	28.8%	6.5%	39.1%	14.3%
Project beneficiaries*	23.1%	23.1%	26.9%	15.5%	28.6%	27.9%	32.4%	4.0%	13.6%	9.7%	34.8%	0.0%
Youth/university groups*	12.8%	15.4%	23.1%	14.1%	35.7%	29.4%	20.6%	24.0%	18.2%	40.3%	21.7%	42.9%
Parliament*	5.1%	26.9%	0.0%	9.9%	4.8%	1.5%	2.9%	0.0%	4.5%	3.2%	0.0%	0.0%
Foundations*	25.6%	53.8%	0.0%	18.3%	14.3%	8.8%	20.6%	12.0%	10.6%	14.5%	0.0%	0.0%
Media*	12.8%	11.5%	7.7%	8.5%	26.2%	19.1%	23.5%	18.7%	21.2%	11.3%	69.6%	28.6%
Academia/think tanks/research institutes*	17.9%	11.5%	11.5%	18.3%	2.4%	23.5%	5.9%	13.3%	12.1%	85.5%	8.7%	0.0%
Professional bodies*	7.7%	11.5%	19.2%	14.1%	33.3%	8.8%	14.7%	6.7%	10.6%	6.5%	4.3%	14.3%
Other	2.6%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Ghana?*

Percentage of Respondents	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	21.1%	3.8%	37.0%	4.3%	9.5%	12.3%	0.0%	13.5%	9.1%	0.0%	47.8%	25.0%
Less than once a year	28.9%	3.8%	11.1%	11.4%	9.5%	16.9%	17.6%	23.0%	7.6%	8.1%	0.0%	25.0%
Once a year to a few times a year	42.1%	69.2%	44.4%	32.9%	47.6%	35.4%	35.3%	25.7%	48.5%	64.5%	34.8%	0.0%
Less than once a month	5.3%	11.5%	0.0%	27.1%	14.3%	23.1%	26.5%	20.3%	21.2%	14.5%	4.3%	25.0%
At least once a month	2.6%	3.8%	7.4%	22.9%	19.0%	10.8%	14.7%	10.8%	10.6%	12.9%	8.7%	25.0%
At least once a week	0.0%	7.7%	0.0%	1.4%	0.0%	1.5%	5.9%	6.8%	3.0%	0.0%	4.3%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****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 President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio*	15.4%	3.8%	50.0%	10.0%	9.5%	14.9%	14.7%	11.1%	6.1%	7.9%	37.5%	12.5%
International radio	25.6%	15.4%	0.0%	15.7%	7.1%	14.9%	14.7%	8.3%	15.2%	11.1%	0.0%	12.5%
Social media*	17.9%	23.1%	19.2%	37.1%	31.0%	28.4%	26.5%	13.9%	30.3%	28.6%	8.3%	50.0%
International newspapers	12.8%	7.7%	7.7%	18.6%	4.8%	4.5%	5.9%	5.6%	10.6%	6.3%	0.0%	0.0%
Local television*	20.5%	26.9%	38.5%	15.7%	19.0%	20.9%	5.9%	36.1%	21.2%	12.7%	58.3%	12.5%
Internet*	41.0%	76.9%	46.2%	47.1%	76.2%	50.7%	70.6%	55.6%	59.1%	76.2%	58.3%	75.0%
Periodicals	23.1%	30.8%	3.8%	17.1%	26.2%	20.9%	26.5%	11.1%	15.2%	19.0%	25.0%	0.0%
International television*	30.8%	7.7%	0.0%	17.1%	9.5%	17.9%	5.9%	15.3%	15.2%	9.5%	0.0%	25.0%
Local newspapers	7.7%	3.8%	7.7%	7.1%	9.5%	17.9%	11.8%	9.7%	13.6%	4.8%	12.5%	12.5%
Other	0.0%	0.0%	3.8%	1.4%	0.0%	0.0%	0.0%	2.8%	3.0%	0.0%	0.0%	0.0%

*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 President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	26.3%	20.0%	22.2%	22.9%	23.8%	25.0%	28.1%	13.9%	25.8%	28.6%	41.7%	25.0%
e-Newsletters*	39.5%	28.0%	25.9%	27.1%	14.3%	27.9%	21.9%	4.2%	45.5%	11.1%	0.0%	25.0%
World Bank Group's seminars/workshops/confere nces*	26.3%	20.0%	44.4%	24.3%	4.8%	16.2%	9.4%	34.7%	9.1%	23.8%	12.5%	25.0%
Direct contact with World Bank Group*	18.4%	36.0%	14.8%	28.6%	19.0%	22.1%	28.1%	31.9%	15.2%	1.6%	12.5%	12.5%
World Bank Group's website*	57.9%	40.0%	44.4%	41.4%	64.3%	50.0%	34.4%	45.8%	50.0%	76.2%	45.8%	50.0%
Social media*	26.3%	52.0%	29.6%	41.4%	66.7%	47.1%	50.0%	34.7%	39.4%	49.2%	83.3%	62.5%

*Significantly different between stakeholder groups

H. Background Information**Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?***

Percentage of Respondents	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	52.6%	46.2%	50.0%	31.9%	28.6%	13.6%	25.0%	24.0%	35.9%	27.4%	8.3%	0.0%
No	47.4%	53.8%	50.0%	68.1%	71.4%	86.4%	75.0%	76.0%	64.1%	72.6%	91.7%	100.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Ghana? (Select only ONE response)

Percentage of Respondents	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	80.0%	81.8%	92.3%	95.5%	100.0%	100.0%	75.0%	82.4%	81.0%	88.2%	100.0%	0.0%
The International Finance Corporation (IFC)	20.0%	18.2%	7.7%	4.5%	0.0%	0.0%	25.0%	5.9%	14.3%	11.8%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	4.8%	0.0%	0.0%	0.0%

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)	Office of President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer*	36.1%	0.0%	30.8%	15.5%	11.9%	13.6%	5.9%	23.3%	14.3%	20.6%	25.0%	14.3%
Use World Bank Group reports/data*	50.0%	69.2%	15.4%	39.4%	64.3%	68.2%	64.7%	46.6%	66.7%	76.2%	75.0%	57.1%
Engage in World Bank Group related/sponsored events/activities*	30.6%	53.8%	50.0%	38.0%	54.8%	50.0%	44.1%	15.1%	22.2%	25.4%	37.5%	14.3%
Collaborate as part of my professional duties*	33.3%	42.3%	19.2%	32.4%	16.7%	16.7%	29.4%	9.6%	33.3%	46.0%	12.5%	28.6%
Use World Bank Group website for information, data, research, etc.*	19.4%	7.7%	19.2%	16.9%	23.8%	22.7%	17.6%	46.6%	23.8%	6.3%	25.0%	28.6%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 Ghana COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY17 and FY20 Ghana COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY17 N=199
- Collaborating with the WBG, FY20 N=162
- Not collaborating with the WBG, FY20 N=386

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	158	5.52	1.74	379	5.52	1.67
Local government	159	5.92	2.08	381	5.75	2.00
Judiciary and courts	155	5.56	1.96	374	5.23	2.08
Bilateral organizations	155	5.89	1.96	367	5.68	1.94
The World Bank Group	154	5.78	2.12	375	5.69	2.02
The International Monetary Fund	158	5.92	2.14	375	5.91	1.75
The United Nations (UN)	159	5.97	2.09	379	5.86	1.97
Regional development banks*	156	6.10	2.20	374	5.70	1.92
Ghana's Central Bank	156	5.91	1.98	378	5.83	1.84
International private sector	155	5.79	2.13	376	5.74	1.86
Domestic private sector	157	5.94	2.03	376	5.69	1.79
International civil society	152	5.99	1.92	374	5.80	1.92
Domestic civil society	157	5.68	2.18	370	5.87	1.95
Faith-based institutions	155	5.99	1.96	371	5.66	1.83
Domestic traditional media and their web presence	159	6.06	1.94	372	5.81	1.83
International media and their web presence	160	5.80	1.97	379	5.97	1.89
Web based media	159	6.11	1.79	379	5.88	1.92

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?*	197	6.20	1.82	159	5.69	1.59	384	5.38	1.64

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

¹⁸ Only 548 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Ghana?***(1-Strongly disagree, 10-Strongly agree)*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana	189	7.05	1.74	159	5.64	1.54	375	5.46	1.56
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	184	6.73	1.71	156	5.86	1.96	364	5.79	1.71

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	193	7.40	1.98	159	6.95	1.43	379	6.65	1.53

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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?*	189	7.07	1.58	159	6.72	1.59	376	6.42	1.51

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Ghana?	158	6.47	1.68	374	6.44	1.57

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	8.2%	5.5%
To a somewhat sufficient degree	45.3%	51.0%
To a somewhat insufficient degree	32.7%	31.0%
To a very insufficient degree	12.6%	7.8%
Don't know	1.3%	4.7%

**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)	Collaborating with the WBG	Not collaborating with the WBG
Not collaborating enough with civil society	17.9%	19.7%
Not enough public disclosure of its work	48.1%	43.6%
Arrogant in its approach	5.8%	10.8%
Inadequate World Bank Group's staffing in Ghana	10.9%	11.3%
Not willing to honestly criticize policies and reform efforts in the country	17.9%	13.1%
Staff too inaccessible	14.1%	13.6%
Not collaborating enough with private sector	15.4%	12.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	10.9%	13.4%
Not aligned with country priorities	7.7%	10.8%
Not adequately sensitive to political/social realities in Ghana	17.3%	12.9%
Too influenced by developed countries	10.9%	13.4%
World Bank Group's processes too slow and complex	7.7%	5.5%
Not adequately flexible	6.4%	3.1%
Not sufficiently focused on sustainable results	0.6%	1.8%
Other	0.0%	0.8%
Don't know*	0.0%	2.6%

*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 sectors 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)	Collaborating with the WBG	Not collaborating with the WBG
Domestic private sector development	8.8%	9.2%
Financial markets and financial inclusion	7.5%	6.3%
Global/regional integration	8.2%	7.4%
Public sector governance/reform	7.5%	11.3%
Energy	11.3%	15.3%
Water and sanitation	10.1%	7.1%
Pollution reduction	11.3%	11.6%
Job creation/employment	51.6%	50.0%
Health	12.6%	9.7%
Quality education/skills training	23.9%	27.6%
Gender equity	3.1%	3.2%
Social protection	4.4%	5.8%
Climate change	1.3%	1.1%
Anti-corruption	6.3%	7.4%
Security, crime and violence	11.3%	8.7%
Transport	5.7%	4.5%
Poverty reduction	15.1%	20.5%
Food security and nutrition	13.2%	13.9%
Judiciary reform*	16.4%	8.9%
Consistent economic growth	5.7%	5.5%
Disaster risk management	8.2%	5.5%
Equality of opportunity	10.7%	10.8%
Information and communications technology, digital economy*	6.3%	2.6%
Agriculture, agribusiness, rural development	8.2%	8.2%
Trade and exports	8.8%	10.5%
Natural resource management	3.8%	2.1%
Urban development	5.0%	2.6%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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?*	189	7.32	1.77	150	6.75	1.48	361	6.48	1.38

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



C. World Bank Group's Work and Engagement on the Ground (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)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	186	6.06	1.85	158	5.80	1.51	378	5.64	1.59
Flexibility (in terms of the institution's products and services)*	181	5.60	1.78	157	6.02	1.81	373	5.66	1.82
Flexibility (in terms of changing country circumstances)*	182	5.80	1.70	156	5.83	1.80	371	5.40	1.65
Being inclusive	174	5.96	2.12	154	6.04	1.70	367	5.71	1.78
Openness (sharing data and other information)*	179	6.75	1.92	154	5.97	1.95	367	5.61	1.86
Collaboration with the Government*	184	7.30	1.90	154	6.18	1.78	371	5.71	1.76
The speed in which it gets things accomplished on the ground	172	6.35	1.74	158	5.89	1.92	369	5.67	1.79
Helping to bring discipline/effective supervision to implementation of investment projects*	179	6.83	2.03	159	6.06	1.89	367	5.71	1.84
Collaboration with civil society	180	6.05	1.94	158	5.59	1.96	369	5.49	1.92
Staff accessibility*	168	5.56	2.09	157	6.25	1.83	364	5.66	1.88
Collaboration with other donors and development partners*	175	6.53	1.85	157	5.89	1.82	371	5.52	1.72
Collaboration with the private sector	178	5.81	1.90	157	5.78	1.89	370	5.72	1.79
Straightforwardness and honesty*	179	7.13	2.08	156	6.20	1.98	358	5.75	1.91
Treating clients and stakeholders in Ghana with respect*	182	6.98	1.93	158	6.22	1.92	369	5.79	1.88
Being a long-term partner*	189	8.05	1.91	157	6.52	1.77	371	5.99	1.77

*Significantly different between collaborators and non-collaborators

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly ⁱ	158	5.34	2.08	158	5.86	1.48	371	5.58	1.56
The World Bank Group effectively monitors and evaluates the projects and programs it supports	191	6.88	1.74	161	6.40	1.94	375	6.20	1.77
The World Bank Group's approvals and reviews are done in a timely fashion	175	6.38	1.84	158	5.75	1.85	369	5.44	1.69
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱⁱ	172	6.28	2.00	160	6.23	1.86	368	6.06	1.75
The World Bank Group's conditions on its lending are reasonable	168	6.01	1.90	159	5.93	1.93	367	5.76	1.83
The World Bank Group takes decisions quickly in Ghana	171	6.29	1.84	157	5.94	2.14	369	5.63	1.83
Working with the World Bank Group increases Ghana's institutional capacity	182	7.23	1.78	160	6.04	1.95	378	5.88	1.72
Where country systems are adequate, the World Bank Group makes appropriate use of them	171	6.81	1.80	160	5.99	1.99	374	5.76	1.77

ⁱ In FY 2017, the category was "The World Bank Group processes withdrawal of funds promptly".

ⁱⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".



C. World Bank Group's Work and Engagement on the Ground (continued)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana	185	6.34	1.76	160	6.05	1.40	376	5.95	1.44
The World Bank Group meets Ghana's needs for knowledge services	186	6.92	1.70	160	6.06	1.91	378	6.11	1.71

(1- Strongly disagree, 10- Strongly agree)

How effectively does the World Bank Group support Ghana's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	159	5.75	1.47	370	5.66	1.46
To develop better and stronger data collection/analytics systems within the Government	157	5.96	1.98	378	6.05	1.77
To strengthen the country's crisis preparedness	159	6.04	1.92	374	5.72	1.71
To identify and monitor risks	158	6.09	2.00	375	5.92	1.58

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Ghana?*	166	6.56	1.75	154	7.05	1.55	366	6.67	1.59

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

**D. World Bank Group's Support in Development 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)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	164	5.38	1.78	154	5.91	1.61	355	5.51	1.54
Gender equity	166	5.95	2.16	156	5.87	2.03	353	5.78	1.81
Domestic private sector development ⁱ	173	5.85	1.98	159	5.75	1.77	364	5.60	1.75
Quality education/skills training ⁱⁱ	185	7.25	1.78	156	5.96	1.90	367	5.86	1.72
Public sector governance/reform	184	6.98	1.88	161	5.99	1.75	361	5.89	1.87
Global/regional integration	160	6.39	1.91	159	5.67	1.94	357	5.54	1.64
Food security and nutrition ⁱⁱⁱ	166	6.72	1.82	162	6.09	1.85	365	5.74	1.84
Urban development	179	6.21	1.91	159	5.86	1.99	363	5.67	1.72
Energy*	165	5.79	1.89	156	6.19	2.04	353	5.75	1.89
Water and sanitation*	178	6.71	1.87	151	6.19	2.03	345	5.75	1.85
Pollution reduction ^{iv}	160	5.59	2.02	150	6.08	2.00	349	5.67	1.85
Job creation/employment*	169	6.00	2.29	156	6.01	2.06	346	5.58	1.74
Health*	180	7.08	1.77	152	6.03	1.88	357	5.58	1.89
Financial markets and financial inclusion ^v	160	6.54	1.87	153	6.05	2.09	355	5.66	1.77
Transport	174	6.51	1.99	154	5.86	1.91	354	5.66	1.88
Agriculture, agribusiness, rural development ^{vi}	179	6.82	1.86	150	6.29	1.98	356	5.72	1.93
Trade and exports*	162	5.9	1.97	153	6.04	1.91	346	5.57	1.82
Security, crime and violence ^{vii}				157	5.89	1.99	347	5.72	1.86
Natural resource management	166	5.51	1.80	155	5.84	2.04	357	5.61	1.71
Climate change	167	5.89	2.07	158	6.02	1.89	357	5.73	1.93
Poverty reduction	167	6.13	2.14	158	5.97	1.99	345	5.61	1.91
Anti-corruption	147	5.16	1.95	154	5.84	2.05	353	5.60	1.94
Judiciary reform	141	5.18	2.02	151	5.85	1.98	346	5.61	1.90
Consistent economic growth ^{viii}	174	6.68	2.15	156	5.87	1.94	357	5.64	1.79
Disaster risk management*	151	5.56	1.99	155	5.94	1.87	355	5.51	1.97
Equality of opportunity*	157	5.77	2.13	159	6.09	1.84	355	5.66	1.78
Information and communications technology, digital economy ^{ix}	168	6.54	1.96	158	6.03	1.85	360	5.81	1.72

* Significantly different between collaborators and non-collaborators

ⁱ In FY 2017, the category was "Private sector development"

ⁱⁱ In FY 2017, the category was "Education"

ⁱⁱⁱ In FY 2017, the category was "Food security"

^{iv} In FY 2017, the category was "Pollution"

^v In FY 2017, the category was "Financial markets"

^{vi} In FY 2017, the category was "Agriculture and rural development"

^{vii} Only FY 2020 questionnaire had this response option

^{viii} In FY 2017, the category was "Economic growth"

^{ix} In FY 2017, the category was "Information and communications technology"



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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	170	5.81	1.94	155	5.86	1.56	373	5.75	1.55
Include appropriate level of stakeholder involvement during preparation	178	6.52	1.87	157	6.17	1.84	373	5.88	1.70
Lead to practical solutions	176	5.99	1.94	160	5.92	1.77	372	5.66	1.71
Are source of relevant information on global good practices	175	7.14	1.57	159	6.06	1.81	371	5.79	1.72
Are adequately disseminated	169	5.80	1.80	158	5.87	1.82	365	5.79	1.91
Are translated enough into local language*	156	4.49	2.31	157	5.87	2.04	365	5.41	1.90
Are adaptable to Ghana's specific development challenges and country circumstances	174	6.36	1.97	159	5.84	1.74	372	5.77	1.65

*Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	192	7.34	1.59	160	6.64	1.47	376	6.61	1.43

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	192	7.21	1.62	160	6.79	1.69	372	6.73	1.48

(1- Very low technical quality, 10- Very high technical quality)

**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)	Collaborating with the WBG	Not collaborating with the WBG
Engage more directly with beneficiaries	13.1%	15.2%
Reduce bureaucracy	13.1%	16.0%
Improve the quality of its experts as related to Ghana's specific challenges	11.3%	12.3%
Engage more effectively with private sector	10.6%	10.5%
Offer more innovative knowledge products and services	18.1%	22.3%
Collaborate more effectively with Government clients	16.9%	13.6%
Work faster	8.8%	14.9%
Reduce the complexity of obtaining World Bank Group financing	13.8%	11.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.8%	11.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	8.1%	6.3%
Offer more innovative financial products and services	23.1%	21.7%
Ensure greater selectivity in its work	10.6%	6.8%
Provide more adequate data/knowledge/statistics/figures on Ghana's economy	9.4%	12.6%
Engage more effectively with civil society	13.1%	8.4%
Increase the level of capacity development in the country	8.8%	7.9%
Other	0.6%	0.5%



Appendix D: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 702
- FY 2020 Number of comparable respondents = 538

By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Vice President/Minister	5.5%	5.5%
Office of Parliamentarian	4.5%	4.5%
Government Institutions	28.0%	28.0%
Local Government Office or Staff	15.0%	15.0%
Bilateral/Multilateral Agency	3.5%	3.5%
Civil Society	14.5%	14.5%
Private Sector	13.0%	13.0%
Academia/Research Institute/Think Tank	10.5%	10.5%
Media	5.5%	5.5%

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?*	686	5.06	2.46	534	5.53	1.66

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2020*

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana*	592	6.64	2.17	526	5.53	1.55
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	570	6.17	2.18	512	5.89	1.75

**Significantly different between FY2017 and FY2020*

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	604	6.49	2.40	529	6.79	1.52

*(1-Not effective at all, 10-Very effective) *Significantly different between FY2017 and FY2020*

¹⁹ Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ghana?	587	6.73	1.97	527	6.53	1.52

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana?*

(Select only ONE response)

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	20.9%	6.6%
To a somewhat sufficient degree	28.7%	48.9%
To a somewhat insufficient degree	23.8%	30.5%
To a very insufficient degree	17.6%	10.1%
Don't know	9.0%	3.9%

*Significantly different between FY2017 and FY2020

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2020		
	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?*	553	6.97	2.23	502	6.61	1.41

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

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)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	572	5.78	2.16	526	5.71	1.54
Flexibility (in terms of the institution's products and services)*	540	5.43	2.00	521	5.81	1.81
Flexibility (in terms of changing country circumstances)	556	5.54	2.05	518	5.57	1.67
Being inclusive	549	5.74	2.17	513	5.85	1.76
Openness (sharing data and other information)*	574	6.24	2.21	513	5.78	1.89
Collaboration with the Government*	592	7.23	2.09	518	5.94	1.77
The speed in which it gets things accomplished on the ground	546	6.03	1.96	517	5.82	1.83
Helping to bring discipline/effective supervision to implementation of investment projects*	582	6.70	2.18	514	5.90	1.86
Collaboration with civil society*	570	5.86	2.06	519	5.59	1.93
Staff accessibility*	512	5.48	2.34	512	5.88	1.90
Collaboration with other donors and development partners*	552	6.36	2.00	518	5.71	1.76
Collaboration with the private sector	549	5.68	2.14	516	5.80	1.83
Straightforwardness and honesty*	551	6.64	2.20	503	5.96	1.95
Treating clients and stakeholders in Ghana with respect*	559	6.57	2.11	517	5.96	1.89
Being a long-term partner*	592	7.68	2.10	519	6.22	1.77

* Significantly different between FY2017 and FY2020

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	424	5.24	2.25	519	5.72	1.52
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	590	6.95	2.02	526	6.33	1.78
The World Bank Group's approvals and reviews are done in a timely fashion*	508	6.30	2.02	517	5.61	1.74
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	482	6.21	2.11	519	6.17	1.79
The World Bank Group's conditions on its lending are reasonable*	516	5.61	2.28	518	5.88	1.85
The World Bank Group takes decisions quickly in Ghana	486	5.87	2.13	515	5.82	1.88
Working with the World Bank Group increases Ghana's institutional capacity*	541	6.78	2.00	528	5.99	1.79
Where country systems are adequate, the World Bank Group makes appropriate use of them*	498	6.61	2.01	524	5.95	1.81

* Significantly different between FY2017 and FY2020

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".**To what extent do you agree/disagree with the following statements about the World Bank Group in Ghana?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana	571	6.06	2.14	528	6.04	1.38
The World Bank Group meets Ghana's needs for knowledge services*	574	6.49	2.07	528	6.20	1.73

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Ghana?*	522	6.21	2.17	510	6.82	1.60

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

**D. World Bank Group's Support in Development 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)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	453	5.47	2.078	497	5.66	1.574
Gender equity	478	6.06	2.19	496	5.87	1.84
Domestic private sector development* ⁱ	500	5.97	2.16	510	5.70	1.74
Quality education/skills training* ⁱⁱ	554	7.19	1.99	513	5.92	1.77
Public sector governance/reform*	539	6.97	2.04	508	5.96	1.82
Global/regional integration*	466	6.27	2.04	505	5.63	1.71
Food security and nutrition* ⁱⁱⁱ	498	6.58	2.02	513	5.92	1.86
Urban development*	503	6.26	2.06	511	5.79	1.80
Energy	502	5.94	2.22	497	5.93	1.93
Water and sanitation*	525	6.56	2.21	487	5.97	1.92
Pollution reduction* ^{iv}	468	5.36	2.13	491	5.84	1.93
Job creation/employment	509	5.66	2.47	491	5.79	1.86
Health*	542	6.87	1.96	500	5.77	1.92
Financial markets and financial inclusion* ^v	492	6.30	2.04	502	5.82	1.86
Transport*	520	6.46	2.18	496	5.79	1.89
Agriculture, agribusiness, rural development* ^{vi}	531	6.69	2.07	498	5.96	1.96
Trade and exports	470	5.89	2.09	491	5.77	1.83
Security, crime and violence ^{vii}				492	5.86	1.89
Natural resource management	482	5.55	2.02	500	5.69	1.82
Climate change	498	5.95	2.20	506	5.89	1.89
Poverty reduction*	502	6.24	2.35	490	5.76	1.95
Anti-corruption*	452	5.37	2.20	500	5.74	1.97
Judiciary reform*	417	5.18	2.13	484	5.74	1.93
Consistent economic growth* ^{viii}	522	6.66	2.15	506	5.75	1.84
Disaster risk management	447	5.54	2.03	500	5.69	1.96
Equality of opportunity	470	5.79	2.14	500	5.83	1.78
Information and communications technology, digital economy* ^{ix}	496	6.48	2.11	505	5.90	1.77

*Significantly different between FY2017 and FY2020

ⁱ In FY 2017, the category was "Private sector development"

ⁱⁱ In FY 2017, the category was "Education"

ⁱⁱⁱ In FY 2017, the category was "Food security"

^{iv} In FY 2017, the category was "Pollution"

^v In FY 2017, the category was "Financial markets"

^{vi} In FY 2017, the category was "Agriculture and rural development"

^{vii} Only FY 2020 questionnaire had this response option

^{viii} In FY 2017, the category was "Economic growth"

^{ix} In FY 2017, the category was "Information and communications technology"

**E. 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	FY 2017	FY 2020
Weekly	2.1%	4.5%
Monthly	14.0%	32.3%
A few times a year	30.2%	35.5%
Rarely	22.5%	22.1%
Never	31.2%	5.5%

*Significantly different between FY2017 and FY2020

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)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	474	5.70	2.09	519	5.81	1.51
Include appropriate level of stakeholder involvement during preparation*	526	6.34	2.07	521	6.03	1.71
Lead to practical solutions	522	5.94	2.02	523	5.78	1.73
Are source of relevant information on global good practices*	518	6.90	1.97	520	5.92	1.73
Are adequately disseminated*	490	5.54	2.04	515	5.88	1.87
Are translated enough into local language*	450	4.37	2.50	513	5.62	1.96
Are adaptable to Ghana's specific development challenges and country circumstances	536	6.00	2.18	522	5.87	1.67

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	586	6.80	1.90	526	6.66	1.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	578	6.87	1.93	522	6.82	1.49

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



Appendix E: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Ghana? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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
To what extent do you trust the World Bank Group to do what is right?	5.69	5.78	5.67	6.11	6.02	5.54	5.80	5.63	5.86	5.42	5.61	6.20
Overall the World Bank Group currently plays a relevant role in development in Ghana	5.46	5.64	5.53	5.34	5.45	5.53	5.51	5.47	5.48	5.55	5.39	5.86
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	5.79	5.86	5.83	5.69	5.80	5.82	5.77	5.89	5.83	5.76	5.74	6.05
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	6.65	6.95	6.87	6.26	6.52	6.94	6.73	6.83	6.77	6.73	6.74	6.85
To what extent does the World Bank Group's work help to achieve development results in Ghana?	6.42	6.72	6.59	6.16	6.29	6.68	6.58	6.40	6.48	6.61	6.45	6.74
To what extent does the World Bank Group influence the development agenda in Ghana?	6.44	6.47	6.49	6.24	6.21	6.62	6.49	6.37	6.41	6.53	6.40	6.62
Responsiveness to needs	5.64	5.80	5.74	5.41	5.36	5.92	5.71	5.64	5.63	5.85	5.65	5.82
Flexibility (in terms of the institution's products and services)	5.66	6.02	5.85	5.23	5.42	5.98	5.76	5.73	5.68	5.92	5.65	6.10
Flexibility (in terms of changing country circumstances)	5.40	5.83	5.51	5.54	5.58	5.47	5.49	5.57	5.54	5.45	5.46	5.72
Being inclusive	5.71	6.04	5.84	5.66	5.80	5.81	5.83	5.78	5.75	5.97	5.76	5.99
Openness (sharing data and other information)	5.61	5.97	5.73	5.70	5.75	5.71	5.61	5.95	5.80	5.54	5.73	5.72
Collaboration with the Government	5.71	6.18	5.86	5.89	6.06	5.73	5.93	5.74	5.84	5.93	5.75	6.27
The speed in which it gets things accomplished on the ground	5.67	5.89	5.75	5.83	5.90	5.67	5.69	5.89	5.79	5.69	5.74	5.84
Helping to bring discipline/effective supervision to implementation of investment projects	5.71	6.06	5.83	5.91	6.06	5.68	5.89	5.76	5.81	5.92	5.79	6.02
Collaboration with civil society	5.49	5.59	5.49	5.84	5.84	5.35	5.49	5.67	5.63	5.35	5.49	5.80
Staff accessibility	5.66	6.25	5.88	5.75	6.00	5.76	5.78	6.01	5.87	5.83	5.83	5.95
Collaboration with other donors and development partners	5.52	5.89	5.64	5.67	5.76	5.57	5.60	5.72	5.73	5.42	5.56	5.96
Collaboration with the private sector	5.72	5.78	5.78	5.71	5.92	5.67	5.81	5.69	5.78	5.74	5.71	5.97
Straightforwardness and honesty	5.75	6.20	5.86	6.14	6.10	5.77	6.00	5.73	5.90	5.92	5.82	6.19
Treating clients and stakeholders in Ghana with respect	5.79	6.22	5.90	6.11	6.33	5.67	6.01	5.81	5.98	5.83	5.83	6.30
Being a long-term partner	5.99	6.52	6.10	6.33	6.42	5.94	6.12	6.17	6.25	5.83	6.01	6.60
The World Bank Group takes decisions quickly in Ghana	5.63	5.94	5.71	5.81	5.91	5.60	5.85	5.51	5.72	5.76	5.64	6.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.76	5.99	5.78	6.17	6.22	5.58	5.80	5.93	6.01	5.40	5.74	6.22
The World Bank Group's financial instruments meet the needs of Ghana	5.95	6.05	6.04	5.75	5.80	6.13	6.01	5.94	5.93	6.14	6.01	5.91
The World Bank Group meets Ghana's needs for knowledge services	6.11	6.06	6.11	6.05	6.01	6.17	6.09	6.13	6.18	5.89	6.09	6.17
In Ghana, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Ghana's specific development challenges and country circumstances	5.77	5.84	5.77	5.95	5.88	5.75	5.88	5.67	5.83	5.74	5.71	6.13
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.61	6.64	6.73	6.16	6.43	6.77	6.59	6.71	6.63	6.65	6.62	6.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.73	6.79	6.84	6.40	6.63	6.85	6.72	6.83	6.74	6.81	6.76	6.76

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Ghana FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – 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: OVERALL CONTEXT

A1. When you think about the future in Ghana, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Neither pessimistic nor optimistic
4	Somewhat optimistic
5	Very optimistic

A2. Do you think that economic opportunity for citizens in Ghana is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. 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)			
1	Food security and nutrition (availability, accessibility, affordability)	15	Climate change (e.g., mitigation, adaptation)
2	Urban development (e.g., storm drains, solid waste, land administration, housing)	16	Anti-corruption
3	Energy (including renewable energy)	17	Judiciary reform (i.e., law and justice)
4	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture, agribusiness, rural development
6	Domestic private sector development	20	Trade and exports
7	Quality education/skills training	21	Security, crime and violence
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management (e.g., forestry, soil, water management)
9	Global/regional integration	23	Poverty reduction
10	Water and sanitation	24	Consistent economic growth
11	Health (e.g., diseases, financing, systems, technology)	25	Disaster risk management (e.g., floods, storms, drought)
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Pollution reduction	27	Information and communications technology, digital economy
14	Financial markets and financial inclusion		

SECTION A: OVERALL CONTEXT

A4. 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 and promoting shared prosperity in Ghana? (Choose no more than THREE)

1	Security, crime and violence	14	Domestic private sector development
2	Agriculture, agribusiness, rural development	15	Financial markets and financial inclusion
3	Judiciary reform (i.e., law and justice)	16	Trade and exports
4	Consistent economic growth	17	Water and sanitation
5	Quality education/skills training	18	Pollution reduction
6	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
7	Information and communications technology, digital economy	20	Health (e.g., diseases, financing, systems, technology)
8	Social protection (e.g., pensions, targeted social assistance)	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Natural resource management (e.g., forestry, soil, water management)	22	Gender equity (closing the gap between women and men, and boys and girls)
10	Climate change (e.g., mitigation, adaptation)	23	Disaster risk management (e.g., floods, storms, drought)
11	Transport (e.g., roads, bridges, transportation)	24	Global/regional integration
12	Urban development (e.g., storm drains, solid waste, land administration, housing)	25	Food security and nutrition (availability, accessibility, affordability)
13	Anti-corruption	26	Energy (including renewable energy)

A5. Please describe the direction Ghana is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Ghana's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A6. Listed below are global challenges. Which do you think have the most serious impact on Ghana? (Choose no more than TWO)

1	Jobs/employment	6	Technology based disruption (i.e., information technology innovation)
2	Trade constraints	7	Geo political uncertainty
3	Climate change	8	The gap between the rich and the poor
4	Terrorism	9	Environmental degradation
5	Migrants and refugees	10	Fragility in Ghana or neighboring countries

SECTION A: OVERALL CONTEXT

A7. When economic and/or social reform efforts fail or are slow to take place in Ghana, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of government accountability and transparency
2	Corruption and rent seeking
3	Inadequate level of private sector participation
4	Political pressures
5	Inadequate level of citizen/civil society participation
6	Inadequate level of donor coordination
7	Reforms are not well thought out in light of country challenges
8	Poor coordination within the government
9	Inadequate level of capacity in the government
10	Private sector involvement and/or influence
11	Other (please specify): _____

A8. To what extent do you trust each of the following groups to do what is right?

		To no degree at all						To a very significant degree						Don't know
		1	2	3	4	5	6	7	8	9	10			
1	The national/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	Judiciary and courts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	Ghana's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
15	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
17	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION A: OVERALL CONTEXT

A9. When thinking about development efforts in Ghana, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Ghana?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Ghana?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Ghana?																						
												Strongly disagree		Strongly agree		Don't know						
B2	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"/>
B3	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"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

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

B6. To what extent does the World Bank Group influence the development agenda in Ghana?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Ghana, which activity do you VALUE the most? (Choose no more than TWO)	
1	Promoting knowledge sharing from other country experiences
2	Mobilizing third party financial resources
3	Data and statistics
4	Capacity development related to World Bank Group supported projects
5	Policy advice, studies, analyses
6	Financial resources
7	Technical assistance
8	Implementation support
9	Donor coordination
10	Bringing together different groups of stakeholders
11	Other (please specify): _____

B9. 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	Not collaborating enough with civil society (e.g., NGOs, FBOs, CBOs)
2	Not enough public disclosure of its work
3	Arrogant in its approach
4	Inadequate World Bank Group's staffing in Ghana
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
9	Not aligned with country priorities
10	Not adequately sensitive to political/social realities in Ghana
11	Too influenced by developed countries
12	World Bank Group's processes too slow and complex
13	Not adequately flexible
14	Not sufficiently focused on sustainable results
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Ghana, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)			
1	Domestic private sector development	15	Security, crime and violence
2	Financial markets and financial inclusion	16	Transport (e.g., roads, bridges, transportation)
3	Global/regional integration	17	Poverty reduction
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Food security and nutrition (availability, accessibility, affordability)
5	Energy (including renewable energy)	19	Judiciary reform (i.e., law and justice)
6	Water and sanitation	20	Consistent economic growth
7	Pollution reduction	21	Disaster risk management (e.g., floods, storms, drought)
8	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
9	Health (e.g., diseases, financing, systems, technology)	23	Information and communications technology, digital economy
10	Quality education/skills training	24	Agriculture, agribusiness, rural development
11	Gender equity (closing the gap between women and men, and boys and girls)	25	Trade and exports
12	Social protection (e.g., pensions, targeted social assistance)	26	Natural resource management (e.g., forestry, soil, water management)
13	Climate change (e.g., mitigation, adaptation)	27	Urban development (e.g., storm drains, solid waste, land administration, housing)
14	Anti-corruption		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Ghana solve its most complicated development challenges?												
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	

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	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Ghana with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C17	The World Bank Group disburses funds promptly											<input type="checkbox"/>
C18	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
C19	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
C21	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
C22	The World Bank Group takes decisions quickly in Ghana											<input type="checkbox"/>
C23	Working with the World Bank Group increases Ghana's institutional capacity											<input type="checkbox"/>
C24	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Ghana?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Ghana											<input type="checkbox"/>
C26	The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support Ghana's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
C27	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C31. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Ghana?											
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	

C32. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee integration in Ghana? (Choose no more than TWO)	
1	Macro-economic and fiscal issues (fiscal accounts, balance of payments, etc.)
2	Business development (e.g., small and medium enterprises)
3	Social cohesion (peaceful coexistence)
4	Supporting poor and marginalized local communities
5	Jobs
6	Quality education/skills training
7	Infrastructure
8	Health (e.g., diseases, financing, systems, technology)
9	Other (please specify): _____
10	Don't know

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. 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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Quality education/skills training	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security and nutrition (availability, accessibility, affordability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development (e.g., storm drains, solid waste, land administration, housing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy (including renewable energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health (e.g., diseases, financing, systems, technology)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets and financial inclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture, agribusiness, rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Security, crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., forestry, soil, water management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform (i.e., law and justice)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Consistent economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management (e.g., floods, storms, drought)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology, digital economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Ghana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN GHANA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)

1	Engage more directly with beneficiaries
2	Reduce bureaucracy
3	Improve the quality of its experts as related to Ghana's specific challenges
4	Engage more effectively with private sector
5	Offer more innovative knowledge products and services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Work faster
8	Reduce the complexity of obtaining World Bank Group financing
9	Help to bring discipline/effective supervision to implementation of World Bank Group projects
10	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
11	Offer more innovative financial products and services
12	Ensure greater selectivity in its work
13	Provide more adequate data/knowledge/statistics/figures on Ghana's economy
14	Engage more effectively with civil society (e.g., NGOs, FBOs, CBOs)
15	Increase the level of capacity development in the country
16	Other (please specify): _____

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Donor community	8	Foundations
2	NGOs/Faith/Community Based Organizations	9	Media
3	Private sector	10	Academia/think tanks/research institutes
4	Local government	11	Professional bodies (e.g., Ghana Institute of Engineers, Ghana Medical Association, etc.)
5	Project beneficiaries	12	Other (please specify): _____
6	Youth/university groups	13	Don't know
7	Parliament		

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Ghana?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose TWO)			
1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

G4. What do you use primarily when visiting a World Bank Group website? (Select only ONE)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Vice President	12	Public-Private Partnership
2	Office of Minister	13	Private Sector Organization
3	Parliamentarian	14	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	NGO/Community Based Organization
6	Local Government Office or Staff	17	Trade Union
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Faith-Based Group
8	Judicial System (e.g., courts)	19	Youth Group
9	State-Owned Enterprise	20	Academia/Research Institute/Think Tank
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Media (press, radio, TV, web, etc.)
11	Multilateral Agency (e.g., UN, regional development bank)	22	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, agribusiness, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, media, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Ghana? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Ghana? (Choose no more than TWO)	
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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Northern Sector (Northern Region, Upper East Region, North East Region, Upper West Region)
2	Middle Sector (Ashanti Region, Bono East Region, Ahafo Region, Bono Region)
3	Southern Sector (Volta Region, Oti Region, Greater Accra Region, Eastern Region Western North Region, Western Region, Central Region)

Thank you for completing the survey!