



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
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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group takes decisions quickly in Ghana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Working with the World Bank Group increases Ghana's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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	
		1	2	3	4	5	6	7	8	9	10		
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	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!