

FY 2017 Ghana Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



May 2017



Acknowledgements

The Ghana Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Ghana country team and the local fielding agency Alayei Consult. In particular, PORG is grateful for the support from Beatrix Allah-Mensah (Senior Operations Officer) and Kennedy Fosu (Communications Officer), who coordinated the survey related activities from Accra, Ghana.



Country Opinion Surveys
THE WORLD BANK GROUP



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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:

- *General Issues Facing Ghana*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Ghana*
- *Refugees*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From January to March 2017, 1000 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; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 719 stakeholders participated in the survey (72% response rate).

Respondents filled out the questionnaires with a representative from an independent consulting company. Respondents were asked about: general issues facing Ghana; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Ghana; and the WBG's communication and information sharing.

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.

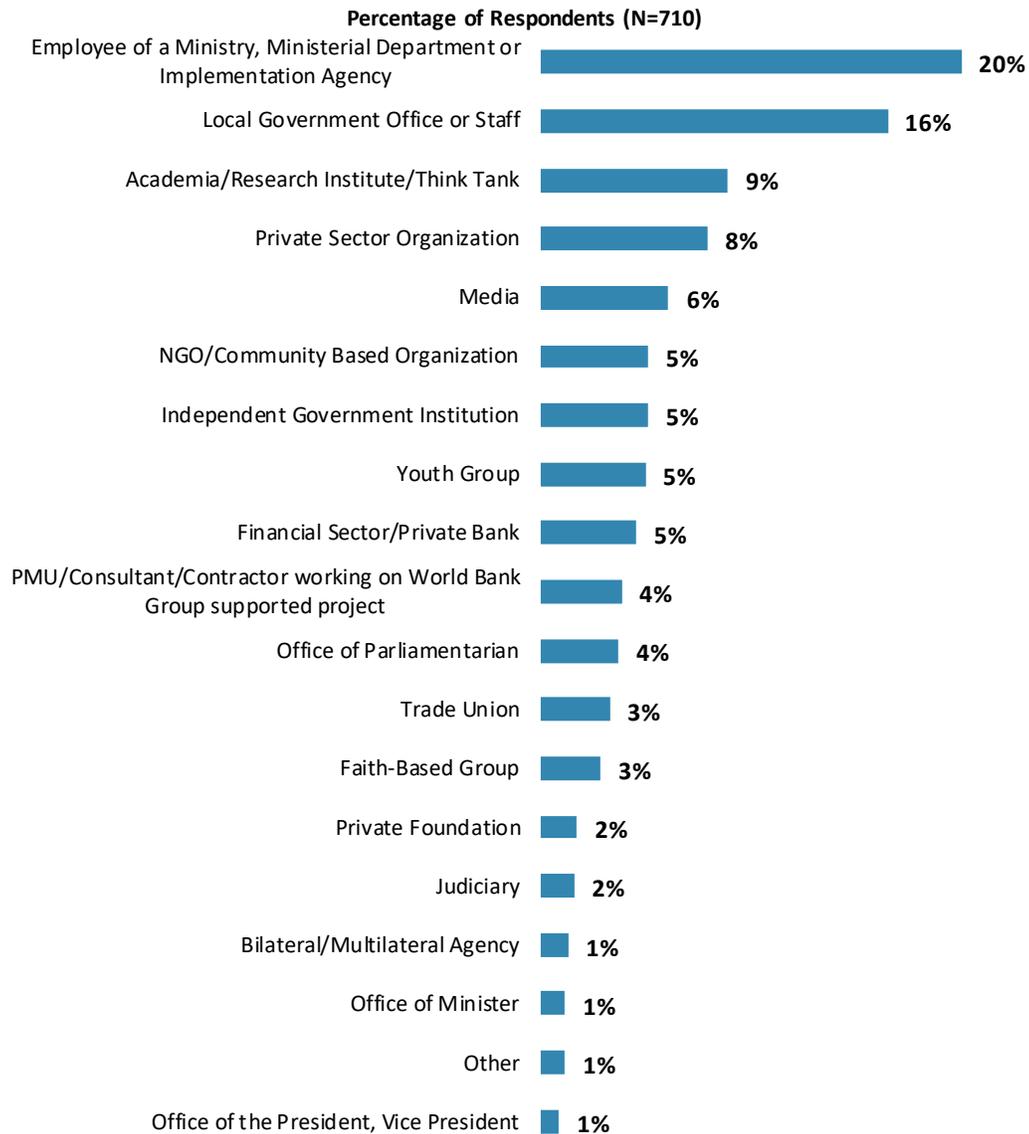
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 83%, N=830). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 93).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Vice President were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from independent government institutions and the judiciary branch were included in the “Other” category.

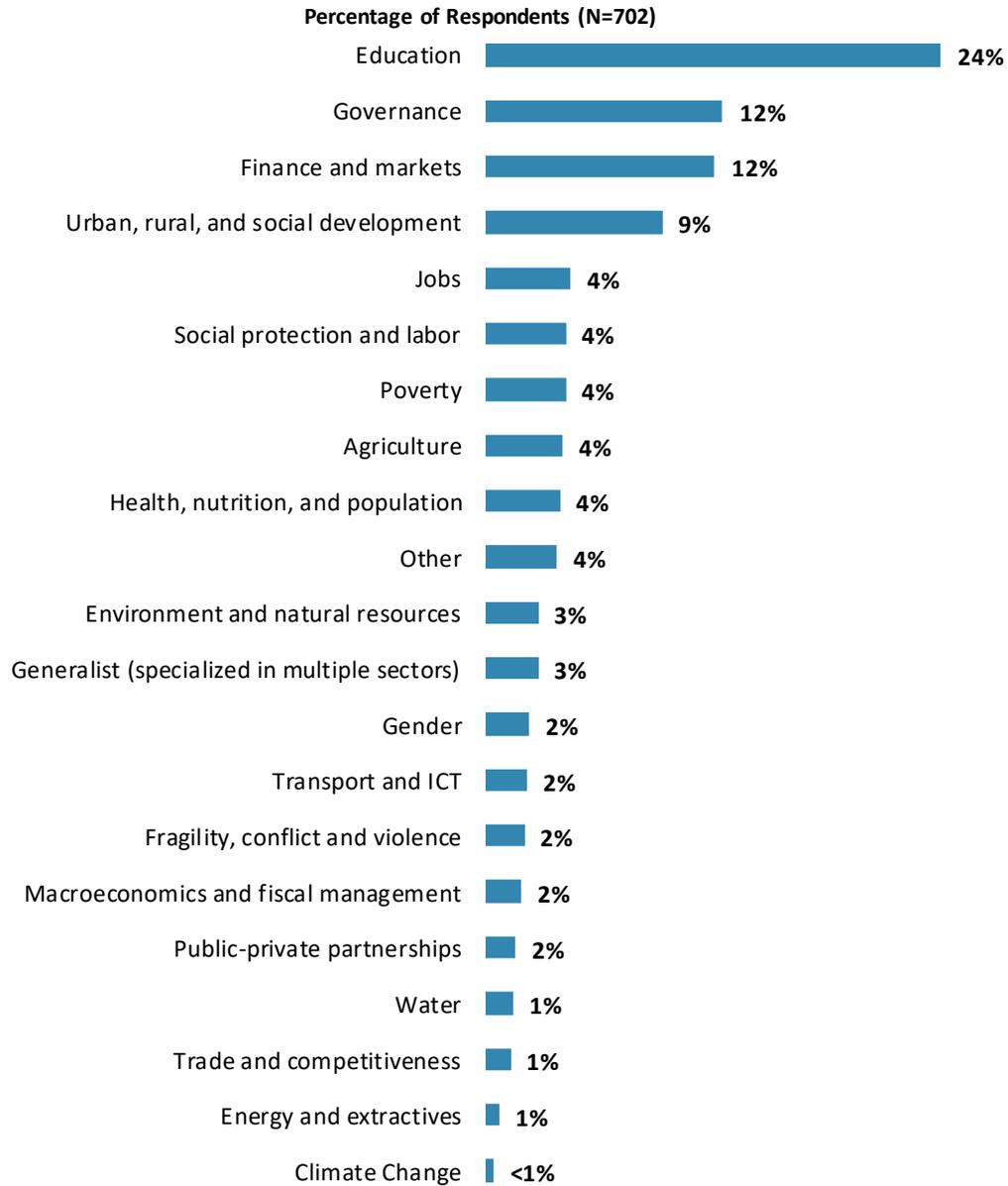


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



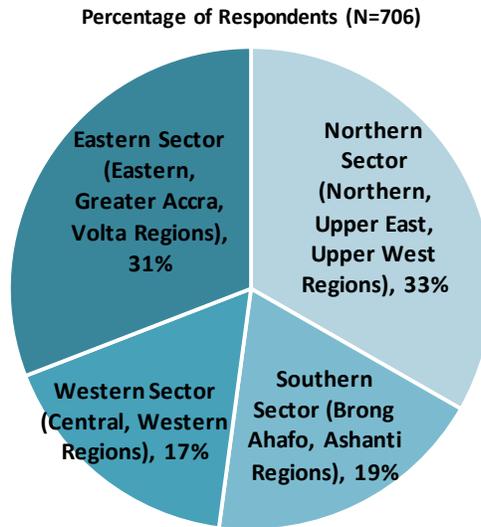
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

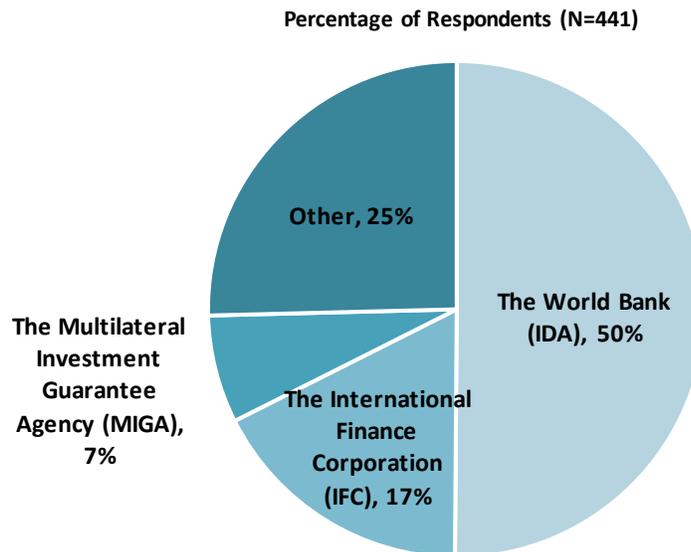
Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 84).



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

Exposure to Agencies within the World Bank Group



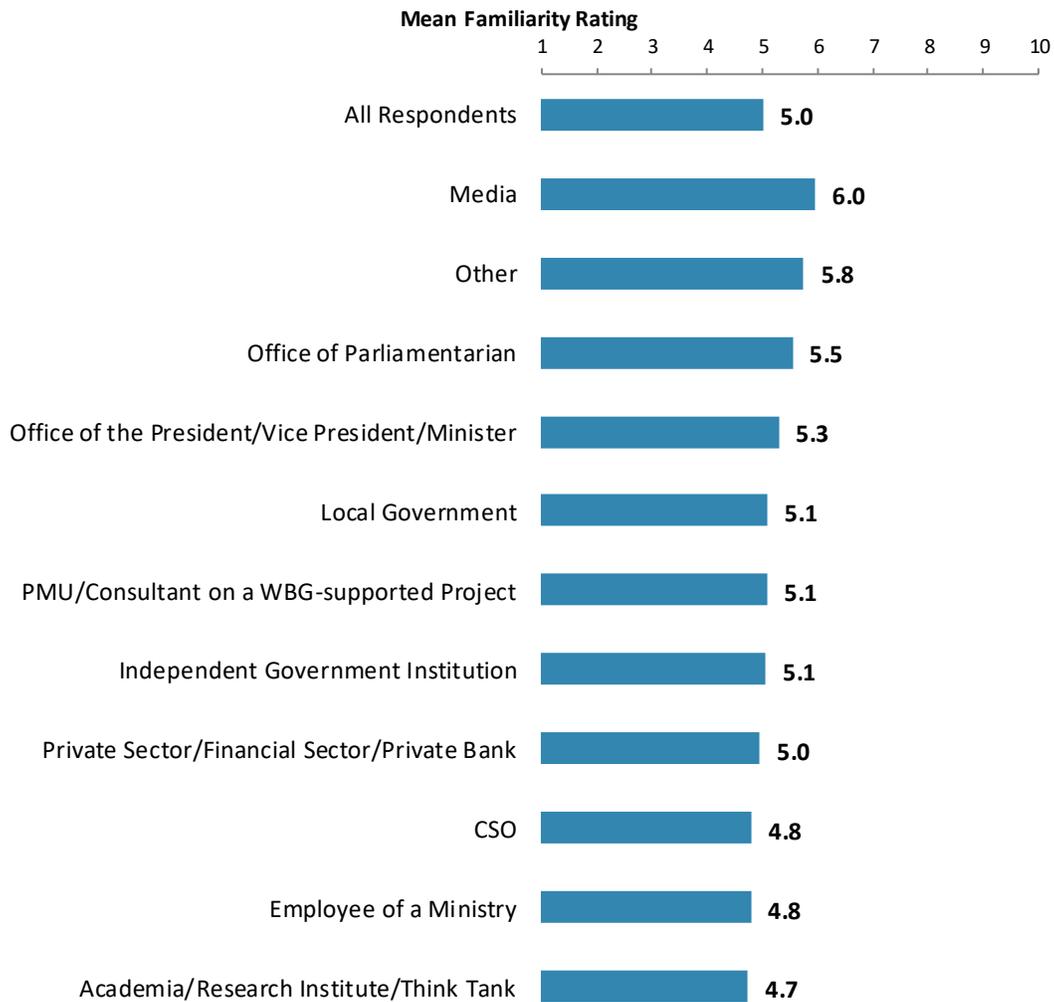
"Which of the following agencies of the World Bank Group do you primarily engage with in Ghana?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the respondents in the FY'14 Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 5.1; weighted mean in FY'14 = 5.2)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Ghana, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Ghana, and the extent to which the WBG contributes to the country's development results.



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

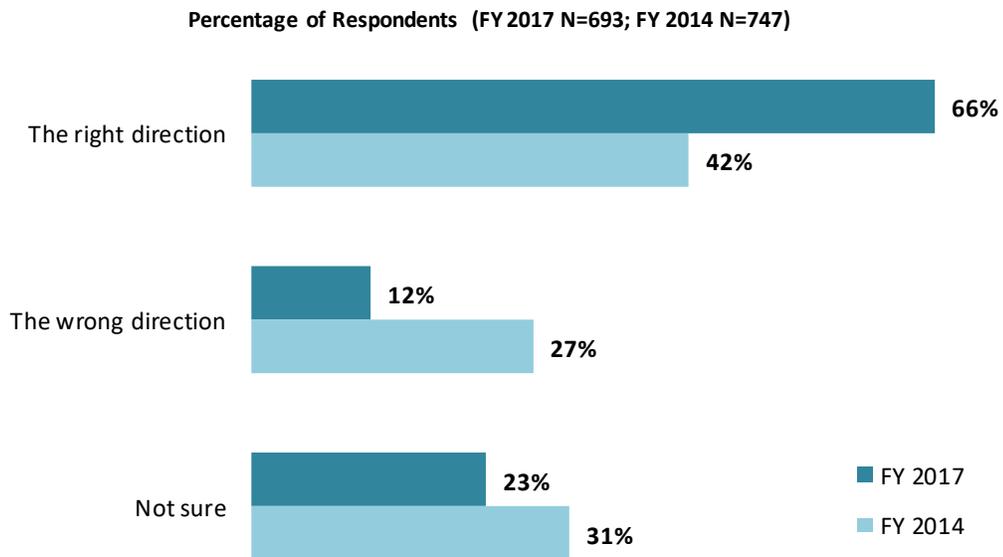
¹ Please refer to Appendix E (page 93) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Ghana

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly more likely to believe that Ghana is headed in the right direction compared to respondents in the FY'14 Country Survey.



"In general, would you say that Ghana is headed in ...?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

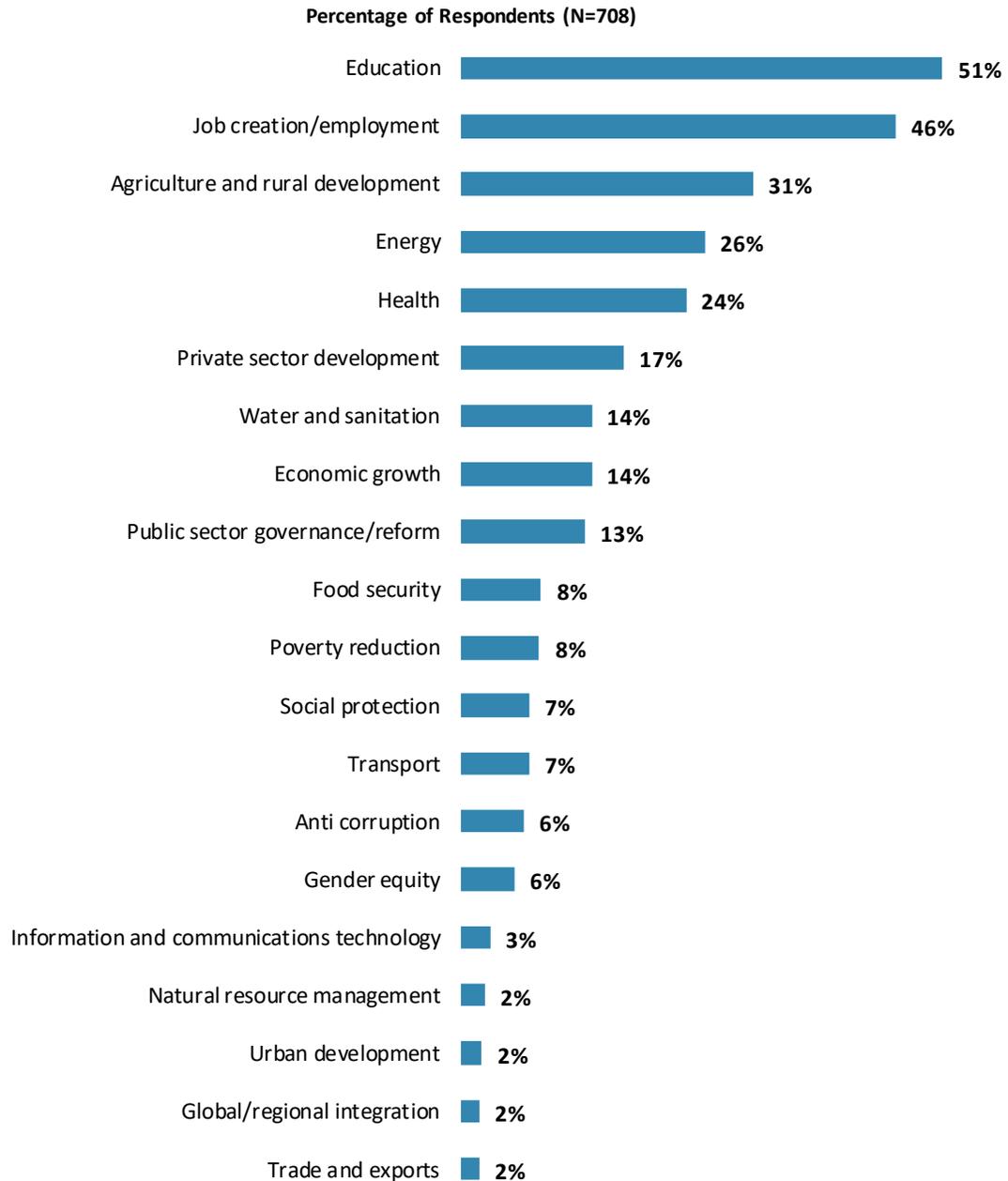
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Ghana (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Ghana were “*education*” (50%) and “*job creation/employment*” (32%).



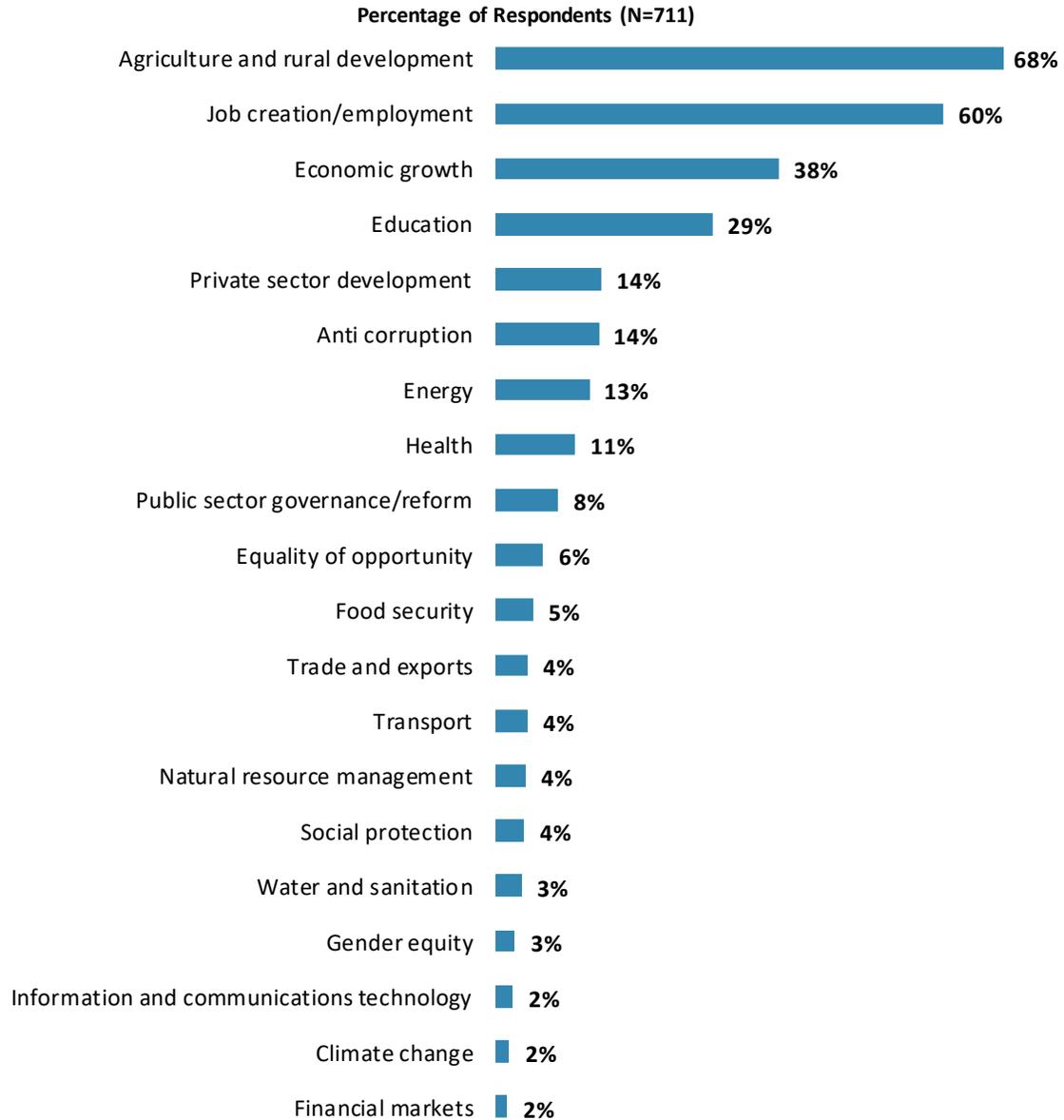
"Listed below are a number of development priorities in Ghana. Please identify which of the following you consider the most important development priorities in Ghana. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



IV. General Issues Facing Ghana (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Ghana were “*education*” (42%), “*job creation/employment*” (35%), and “*economic growth*” (35%).

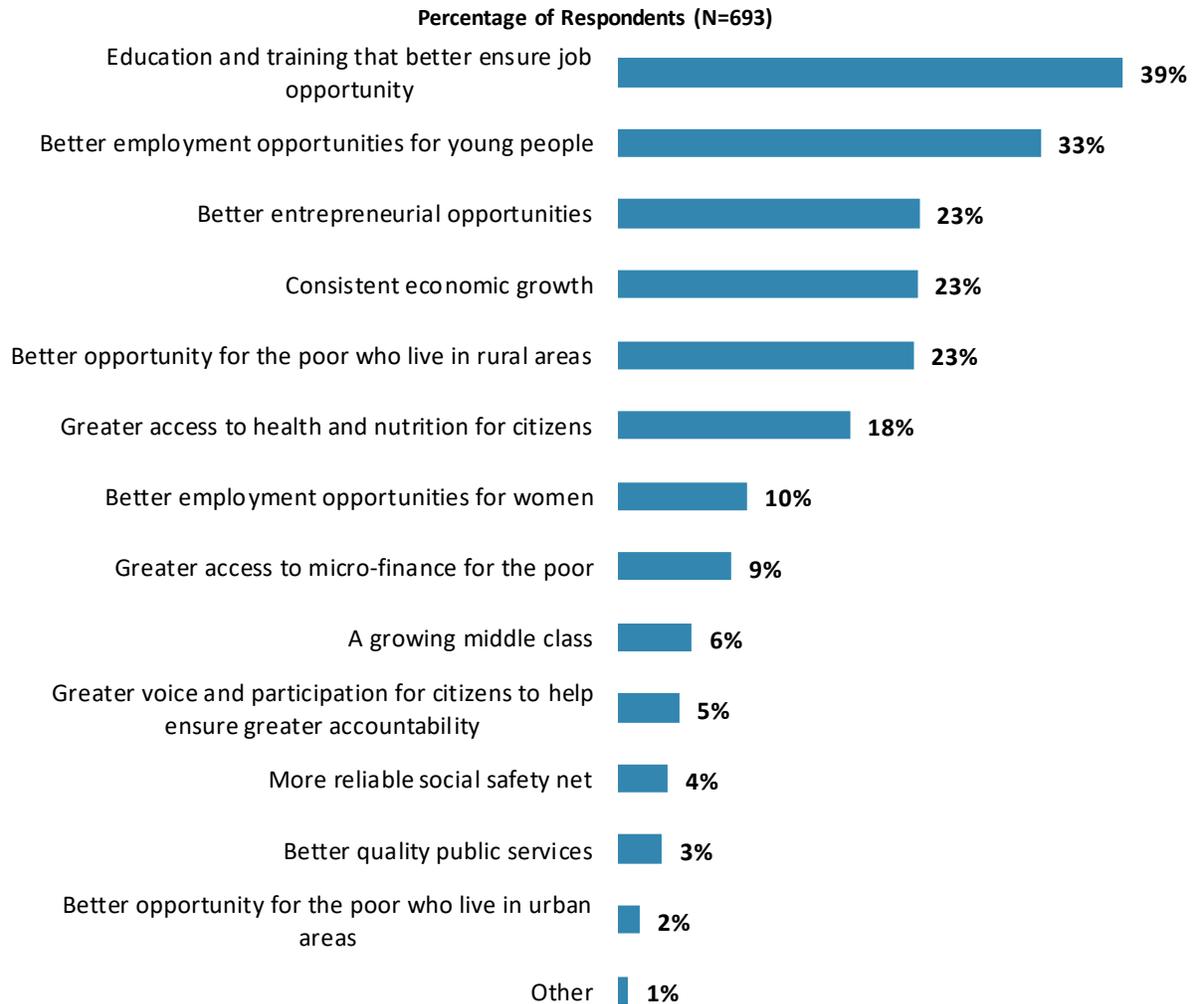


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ghana? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)



IV. General Issues Facing Ghana (continued)

Factors Contributing to “Shared Prosperity”

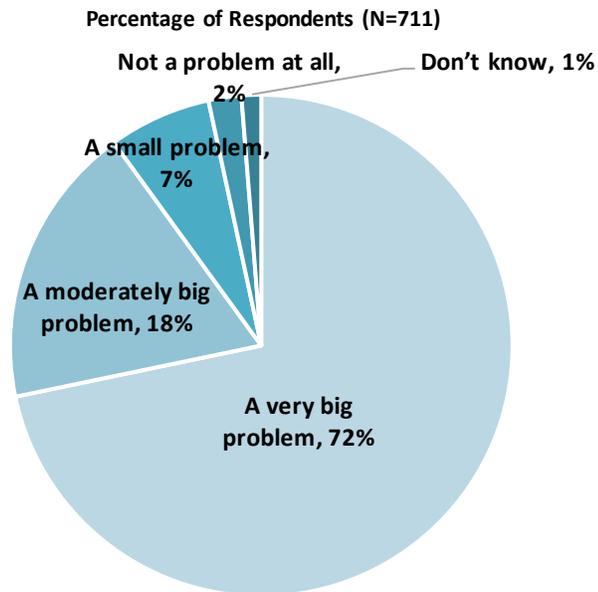


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



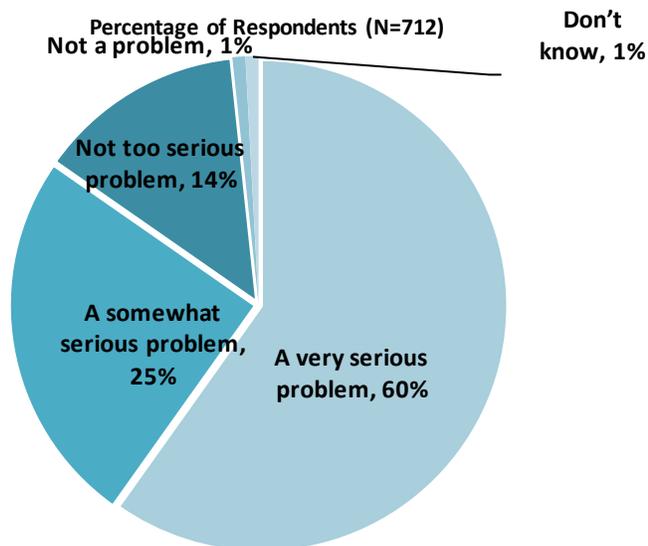
IV. General Issues Facing Ghana (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ghana?" (Respondents chose from a list.)

Global Climate Change

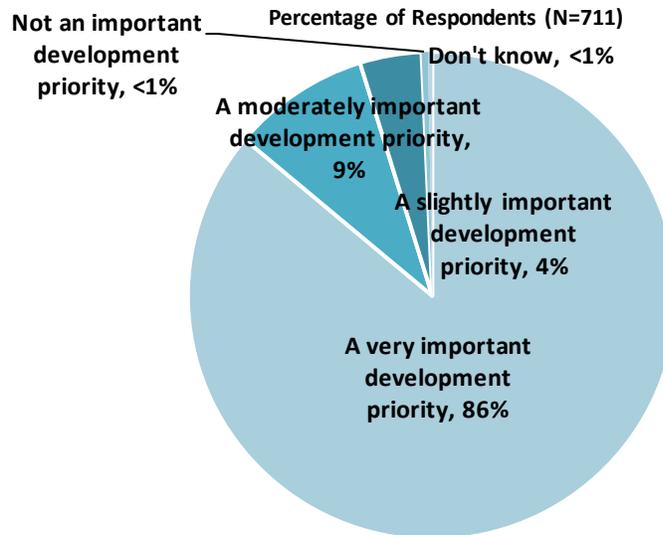


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Percentages may not total 100 due rounding)
(Respondents chose from a list.)



IV. General Issues Facing Ghana (continued)

Early Childhood Development



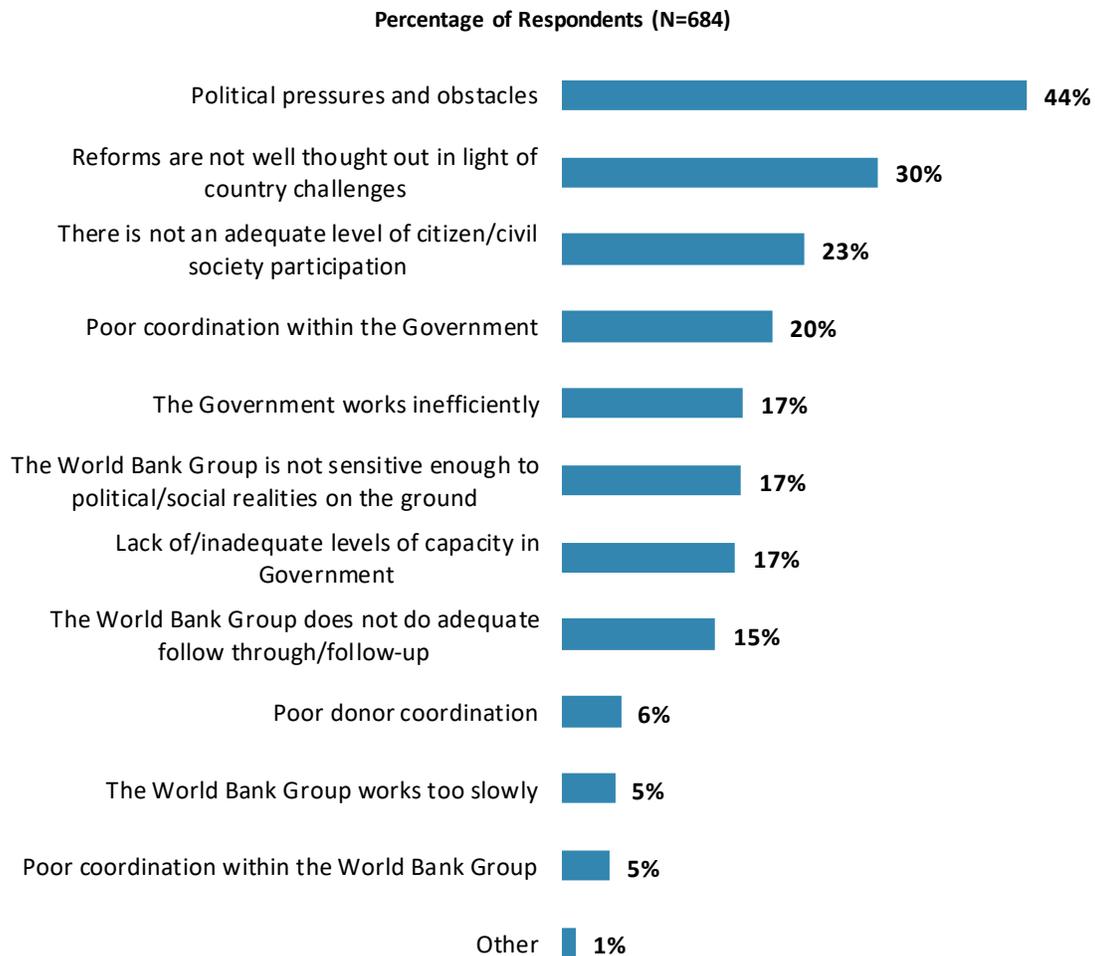
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Ghana?" (Percentages may not total 100 due rounding)
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (41%), *“political pressures and obstacles”* (27%), and *“reforms are not well thought out in light of country challenges”* (23%).



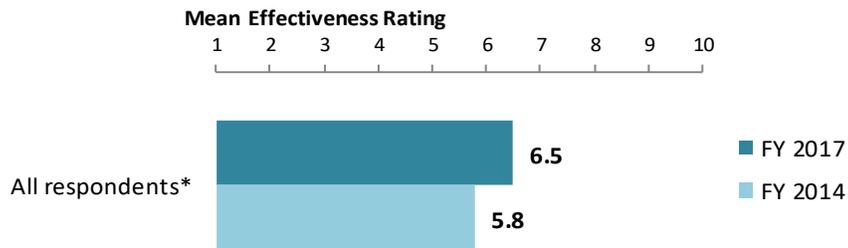
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

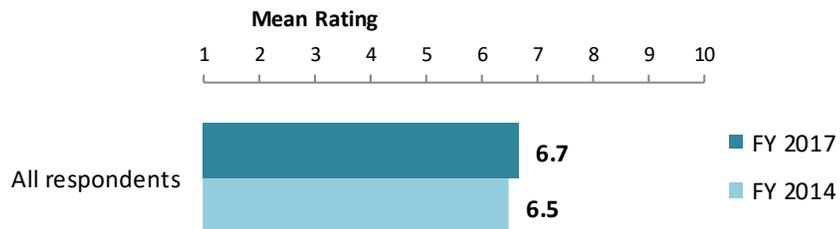
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (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 2017 and FY 2014)**

Achieving Development Results (Indicator Question)



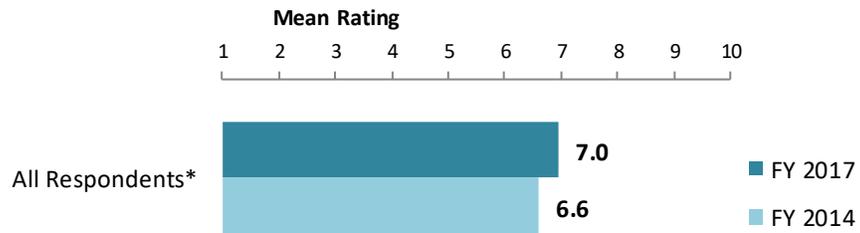
"To what extent does the World Bank Group’s work help to achieve development results in Ghana?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’17 and FY’14.



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

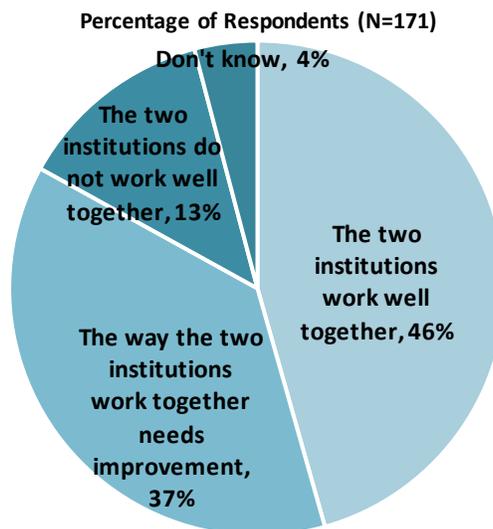
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ghana solve its most complicated development challenges?"
 (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2017 and FY 2014)

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Ghana?" (Respondents chose from a list.)

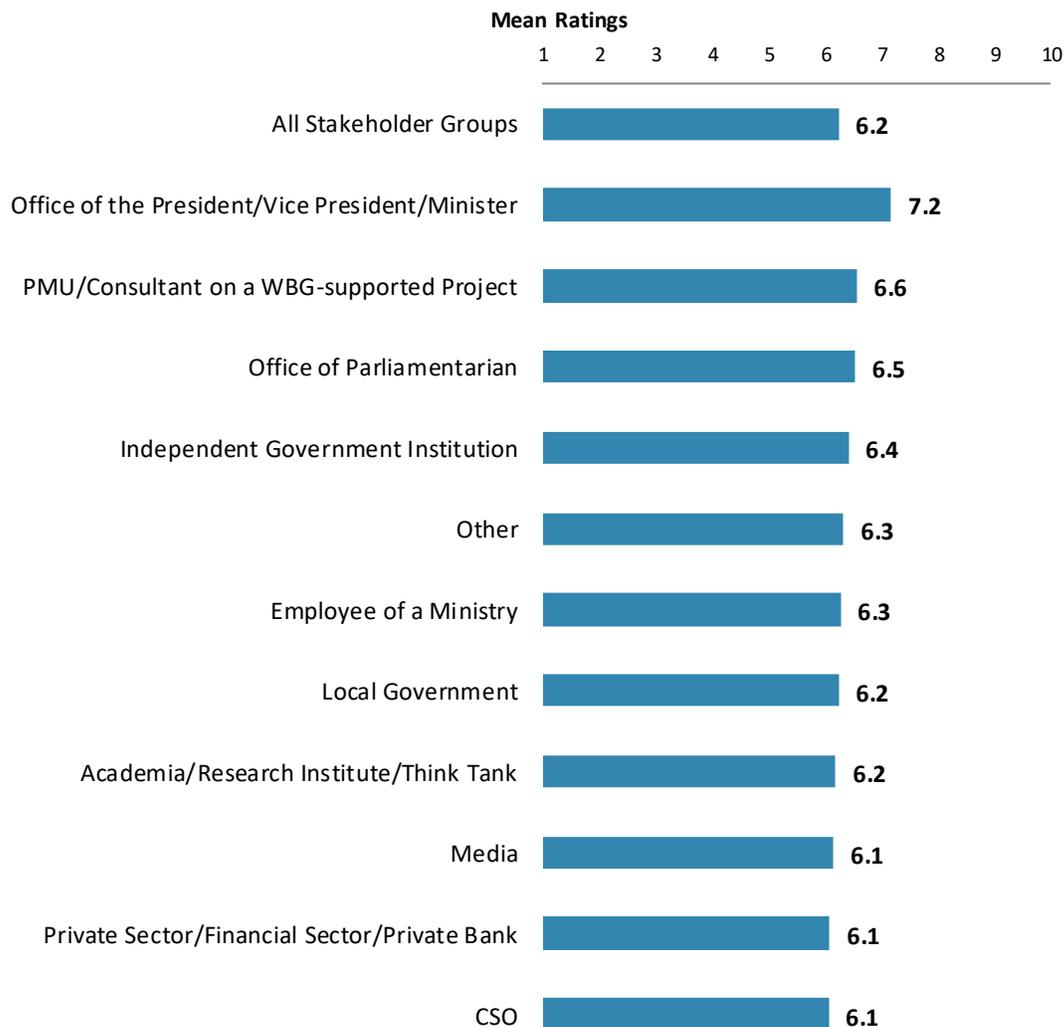
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had the statistically similar mean ratings for the aggregated responses to the twenty-six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 61).
- **Collaboration:** Respondents who collaborated with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions, compared to respondents who do not work with the WBG.



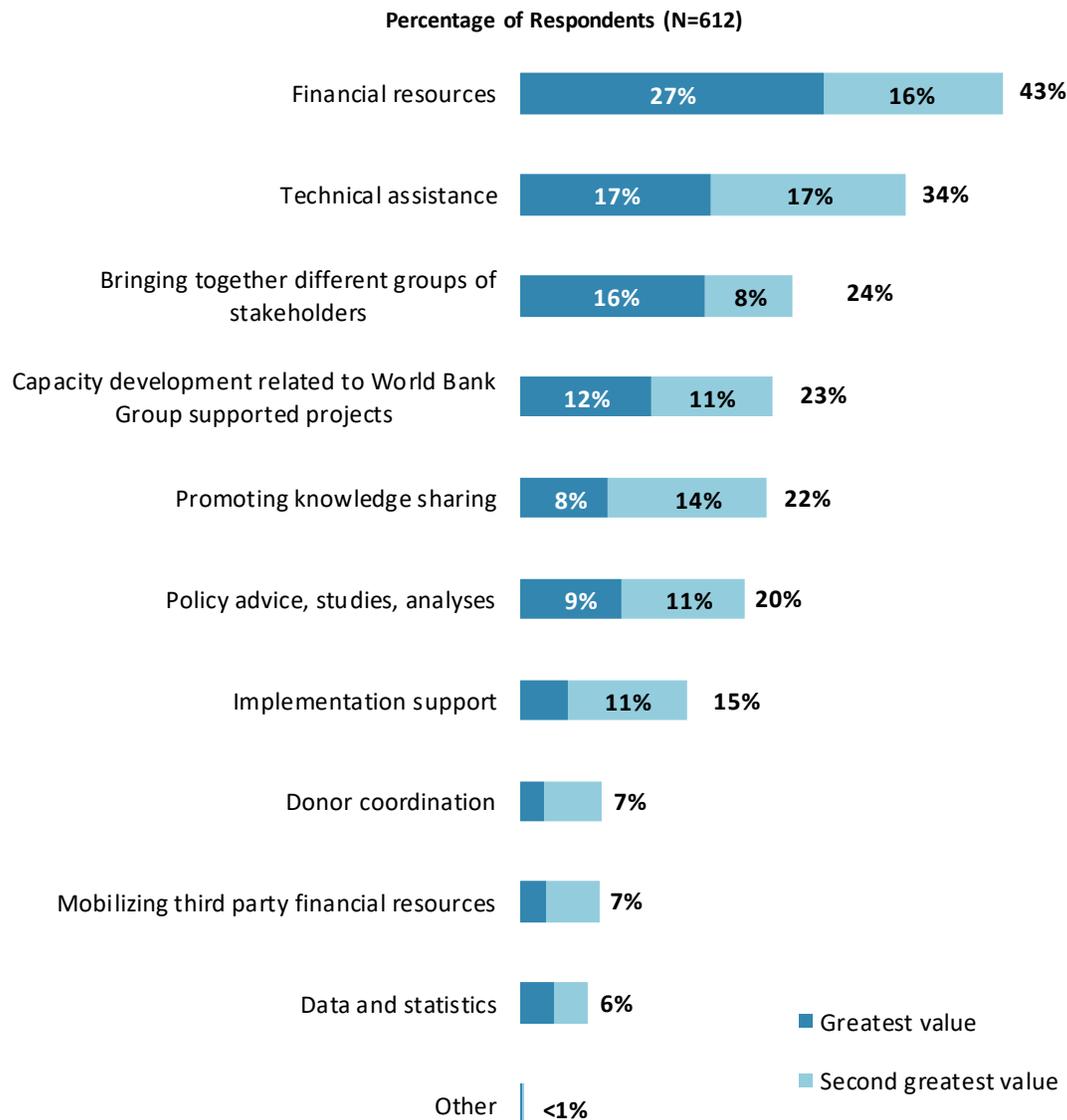
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Ghana was its "*financial resources*" (51%).



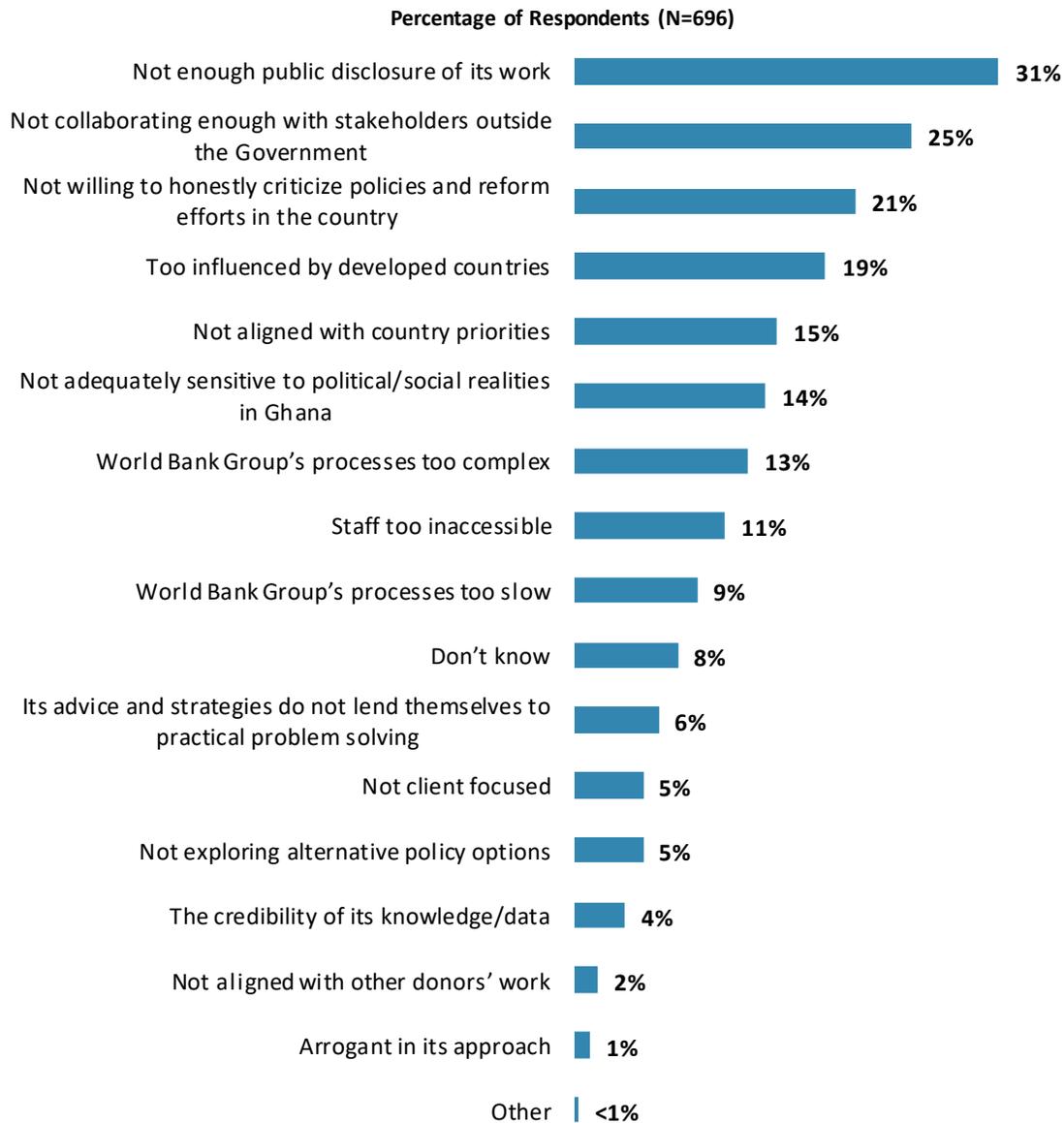
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ghana?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weaknesses in its work in Ghana were "*not enough public disclosure of its work*" (25%) and "*being too influenced by developed countries*" (21%).

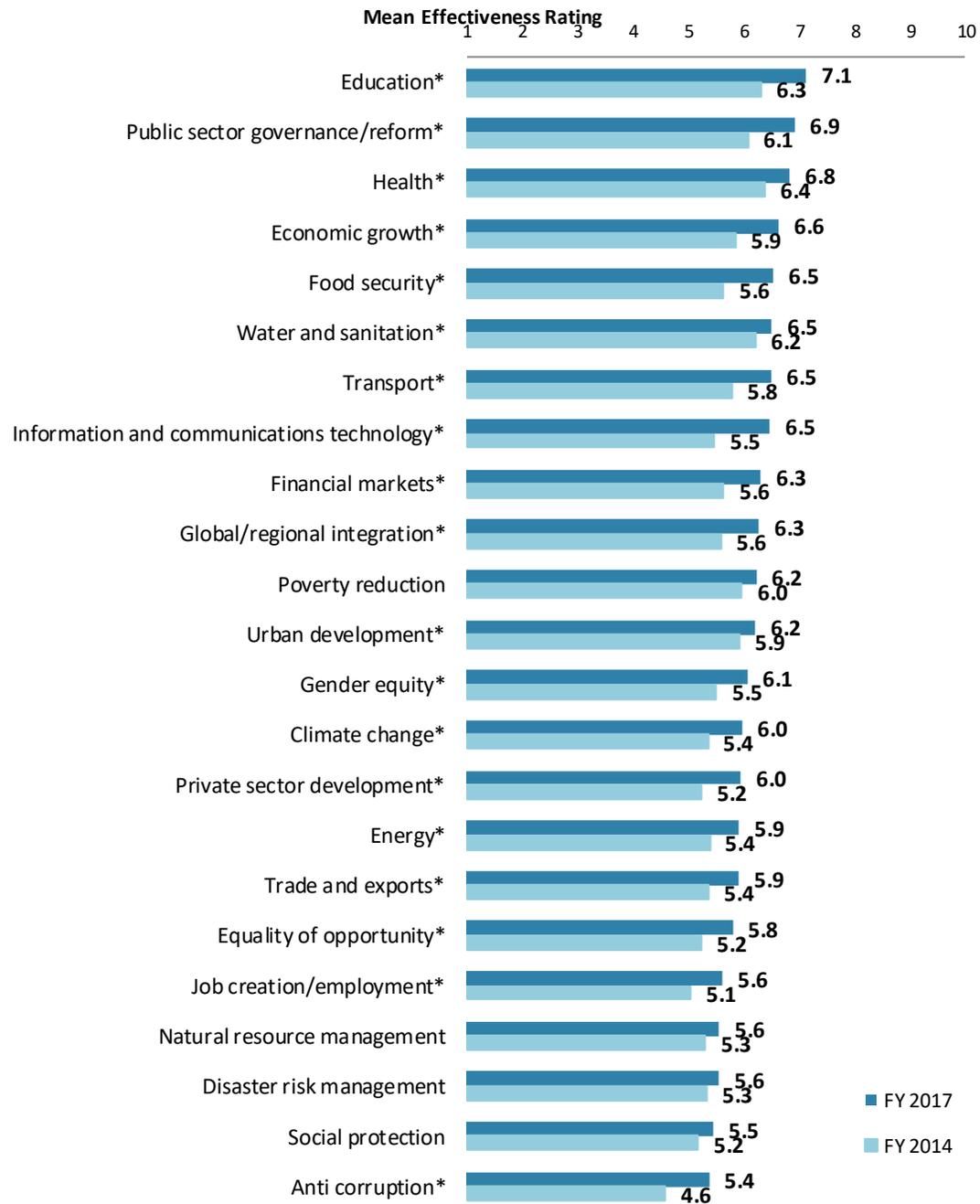


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



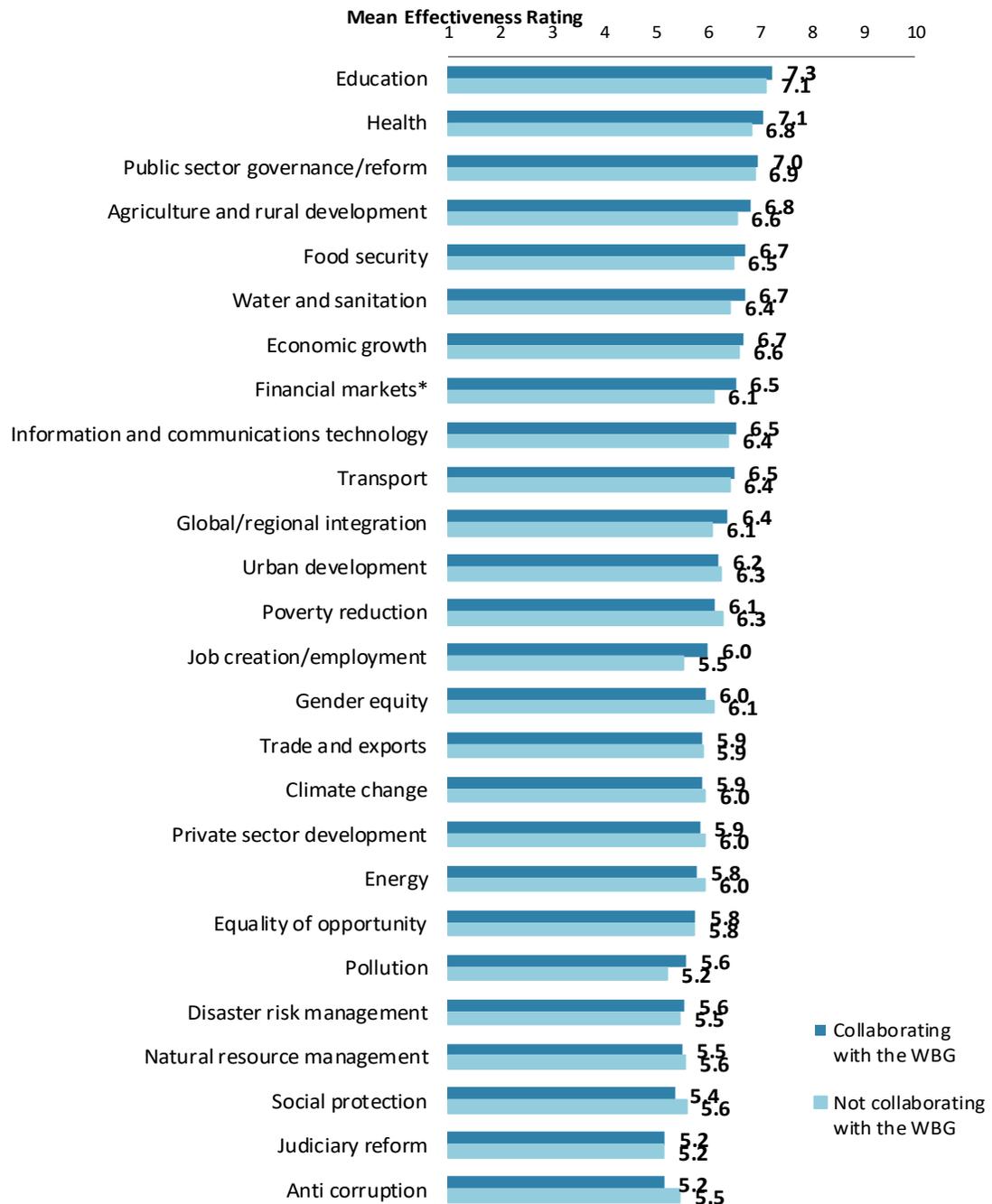
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2017 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



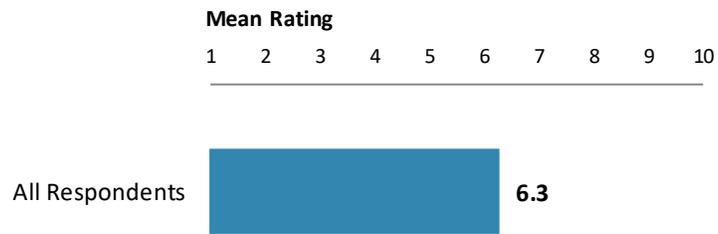
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 46) 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.



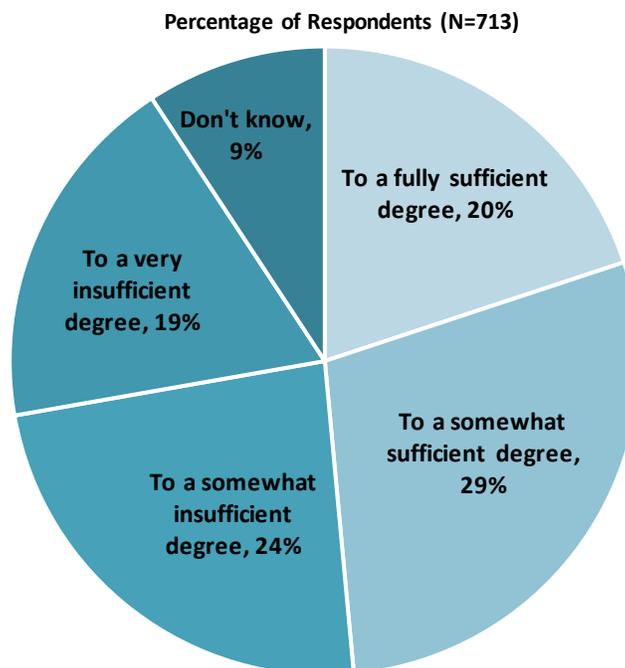
VI. Sectoral Effectiveness (continued)

Reimbursable Advisory Services



“To what extent do you believe that Ghana received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?”
(1 - “To no degree at all”, 10 - “To a very significant degree”)

Helping the Poorest

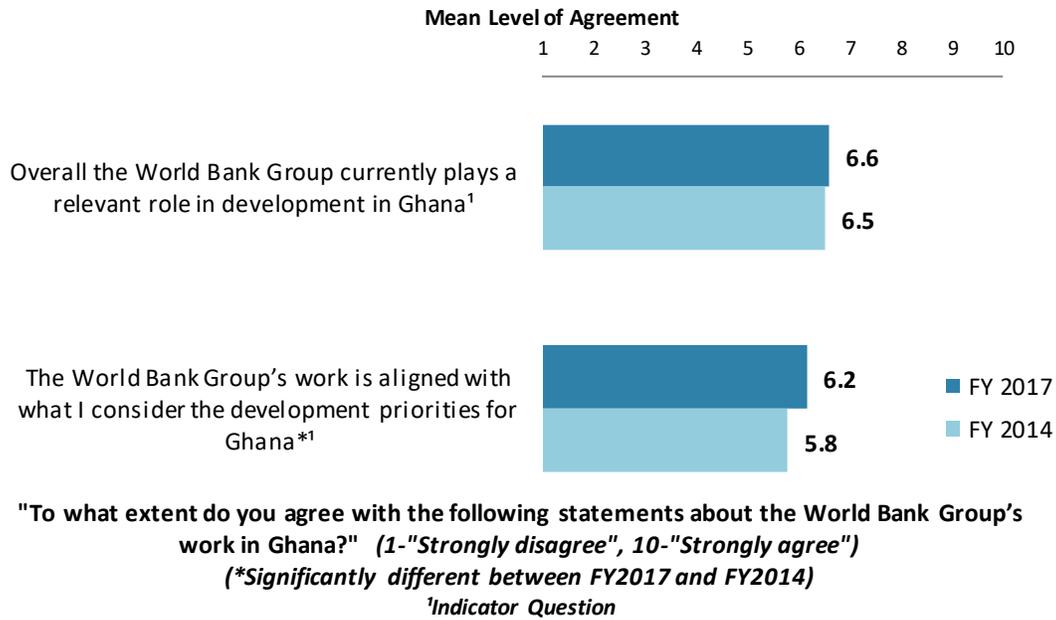


“To what extent do you believe that the World Bank Group's work and support help the poorest in Ghana?” (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)

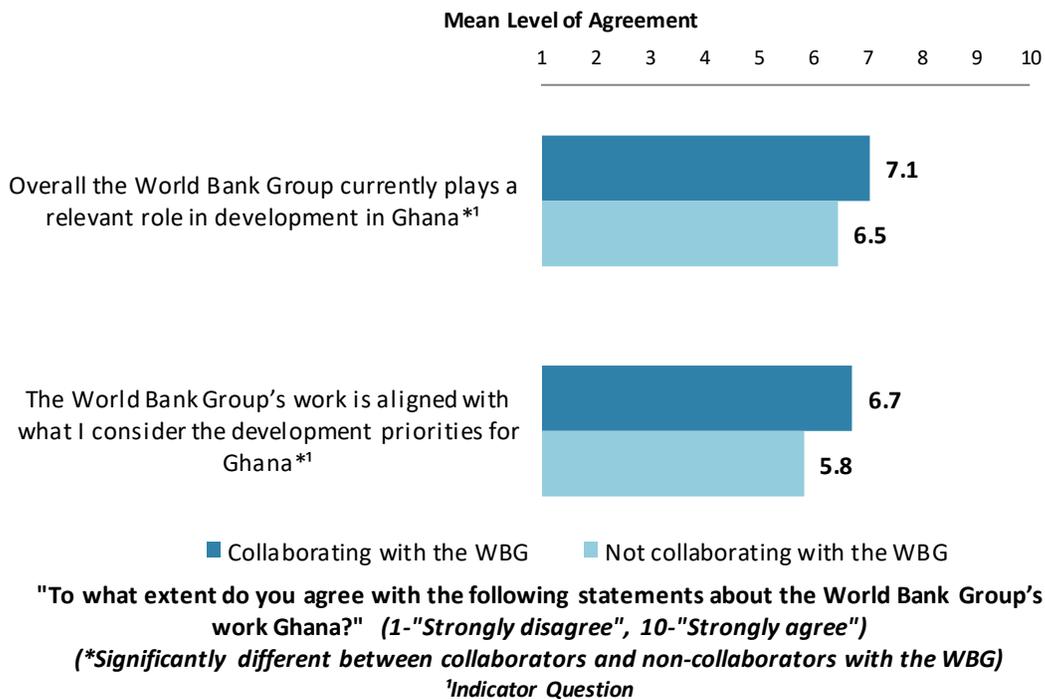


VII. How the World Bank Group Operates

The World Bank Group's Work in Ghana: Year Comparison⁷



The World Bank Group's Work in Ghana: Collaboration

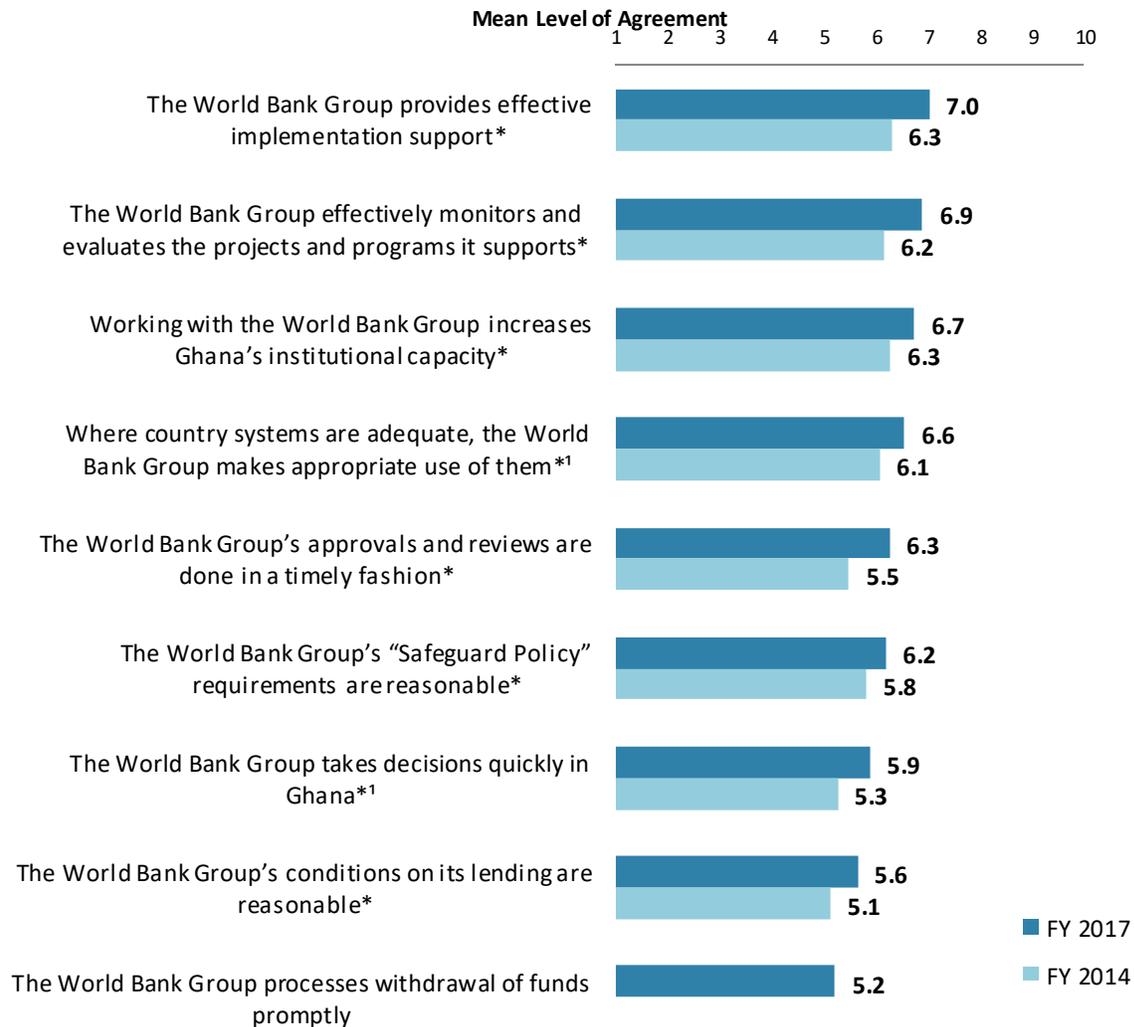


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

(*Significantly different between FY 2017 and FY 2014)

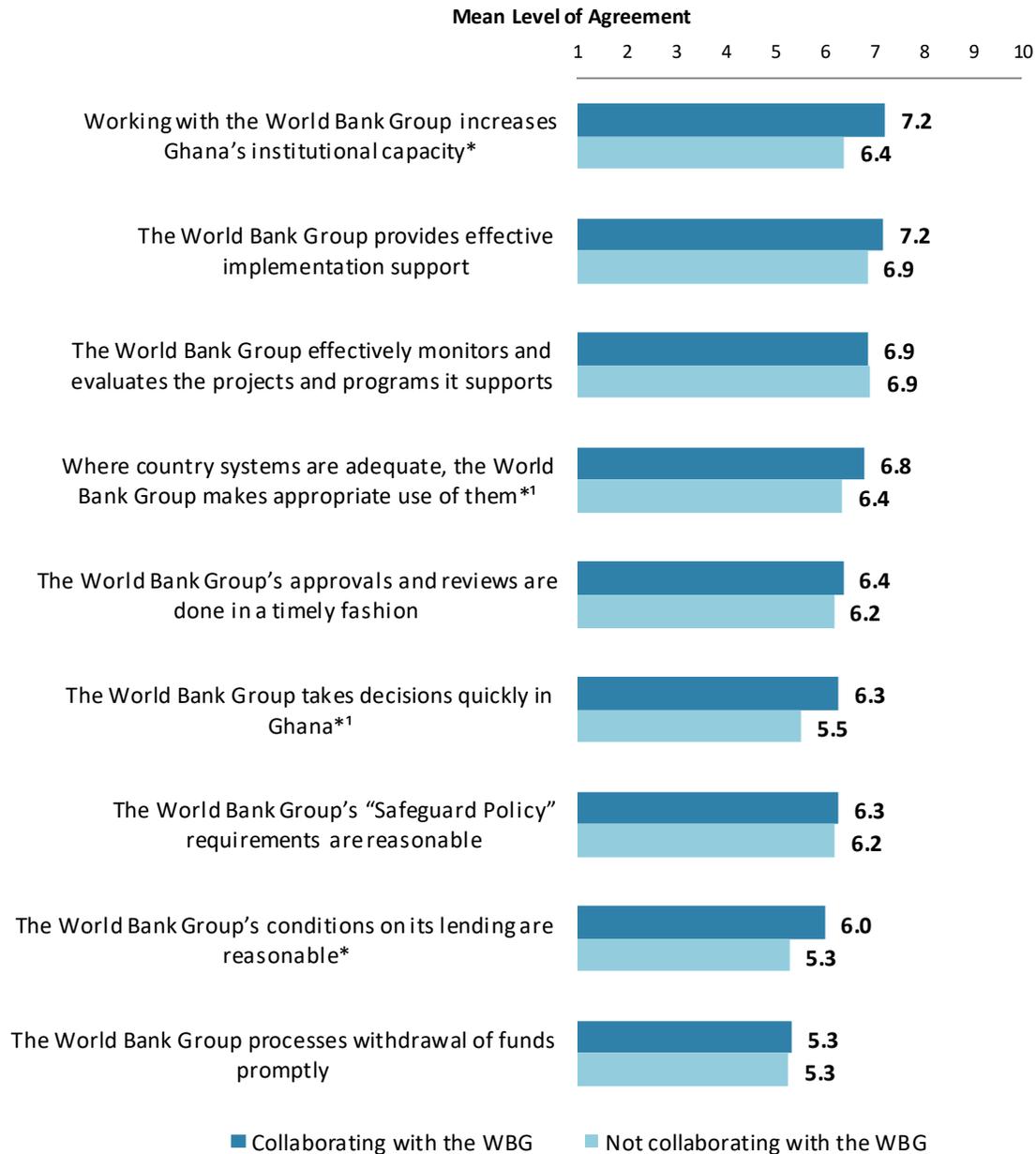
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



"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 FY2017 and FY2014)

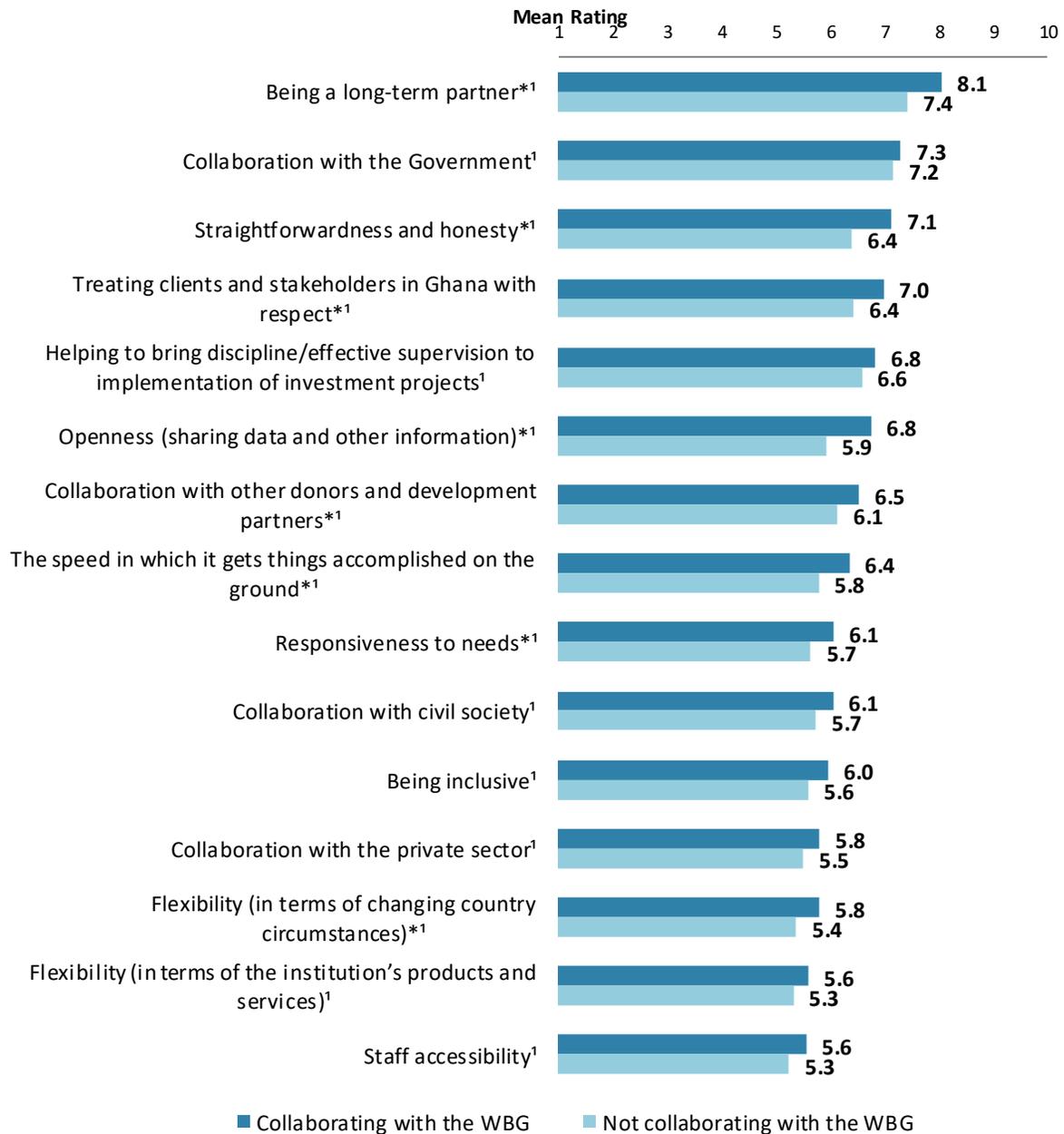
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (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")

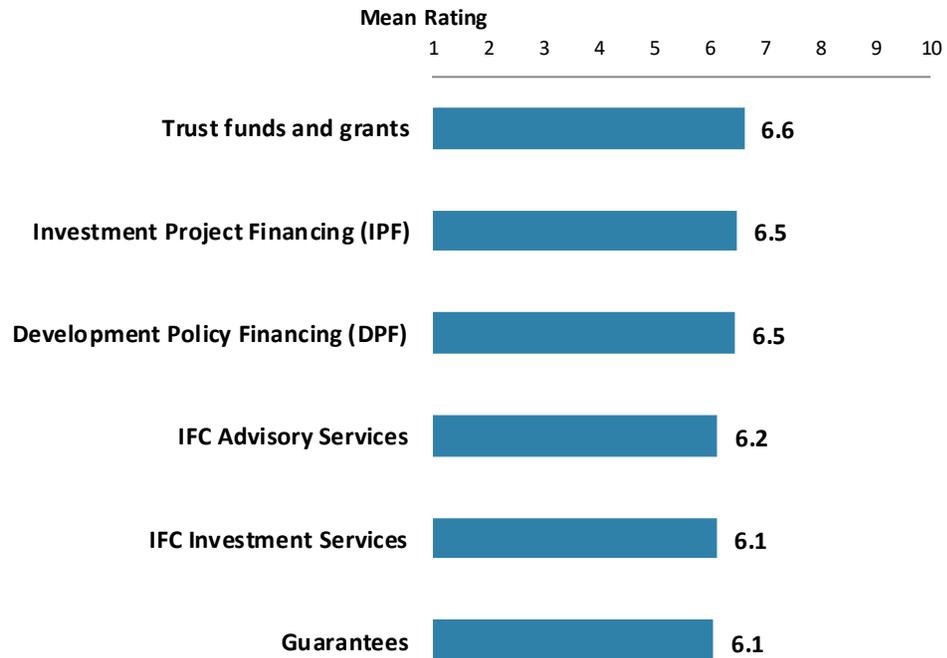
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Effectiveness of WBG Instruments in Supporting Poverty Reduction



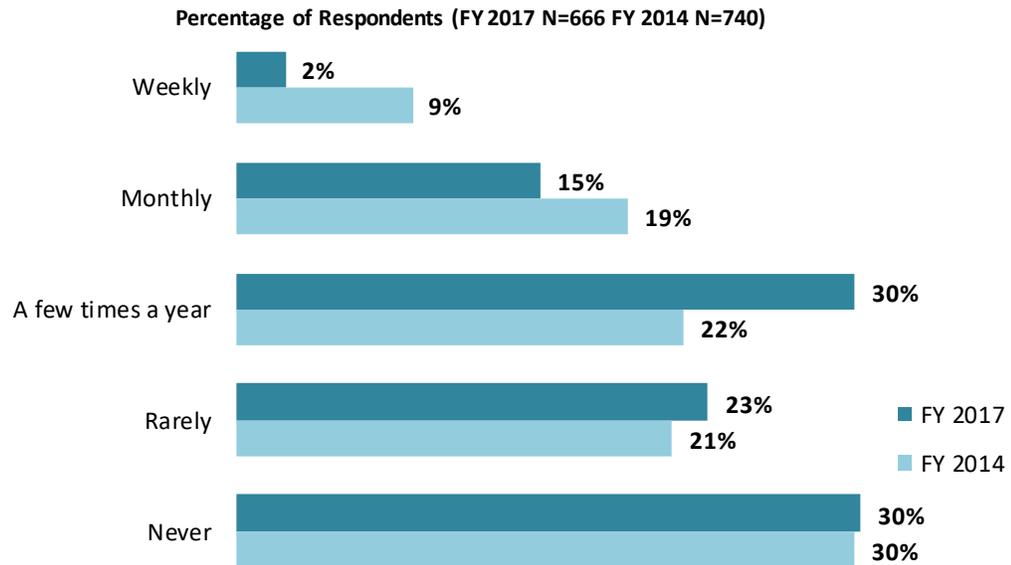
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ghana Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year's respondents were significantly less likely to consult the WBG's knowledge work and activities on a regular basis, compared to respondents in the previous FY'14 Country Survey.



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

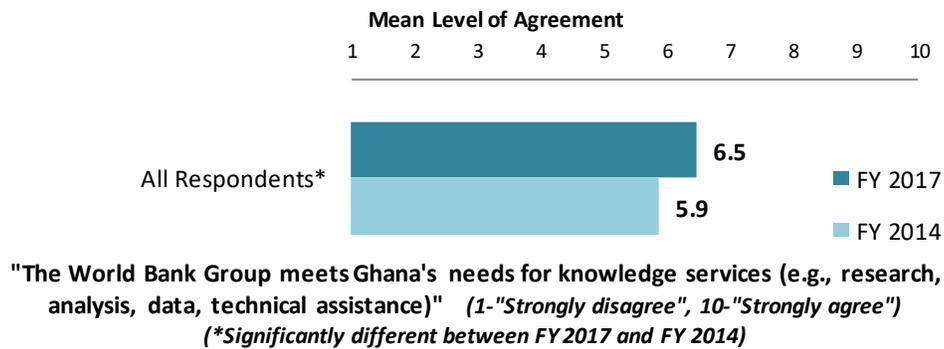
(Note: percentages may not total 100 due to rounding)

¹⁰ Percentages in the chart were calculated based on weighted data.

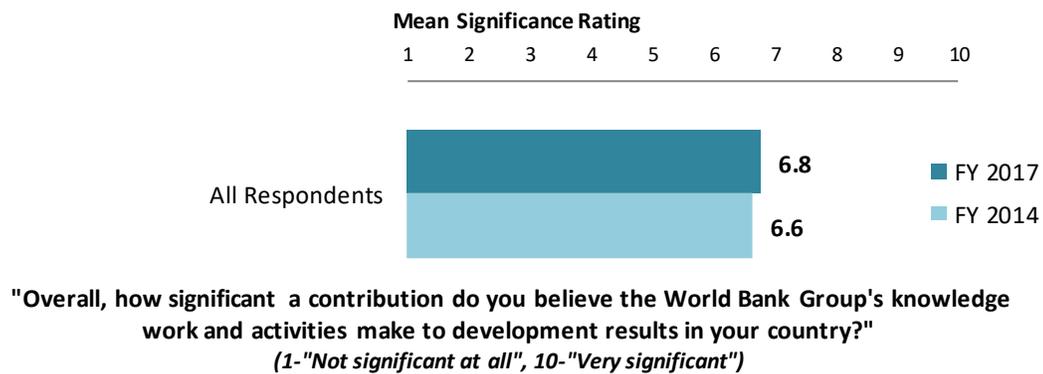


VIII. World Bank Group’s Knowledge and Instruments (continued)

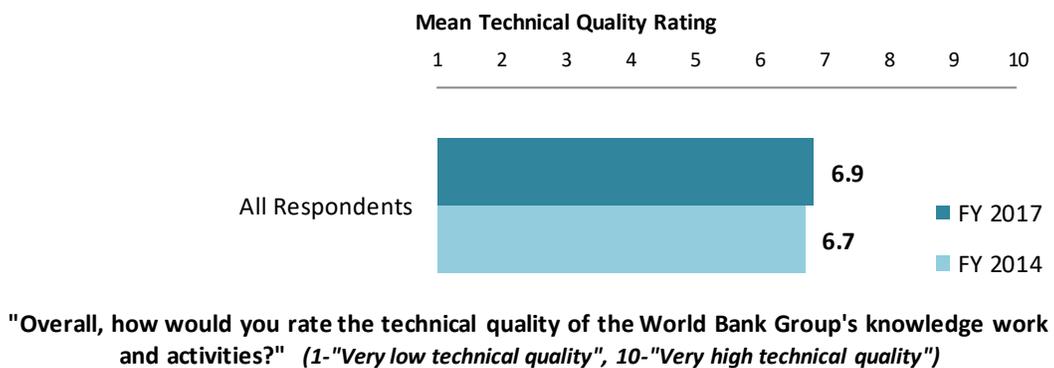
Meeting Ghana’ Knowledge Needs¹¹ (Indicator Question)



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



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

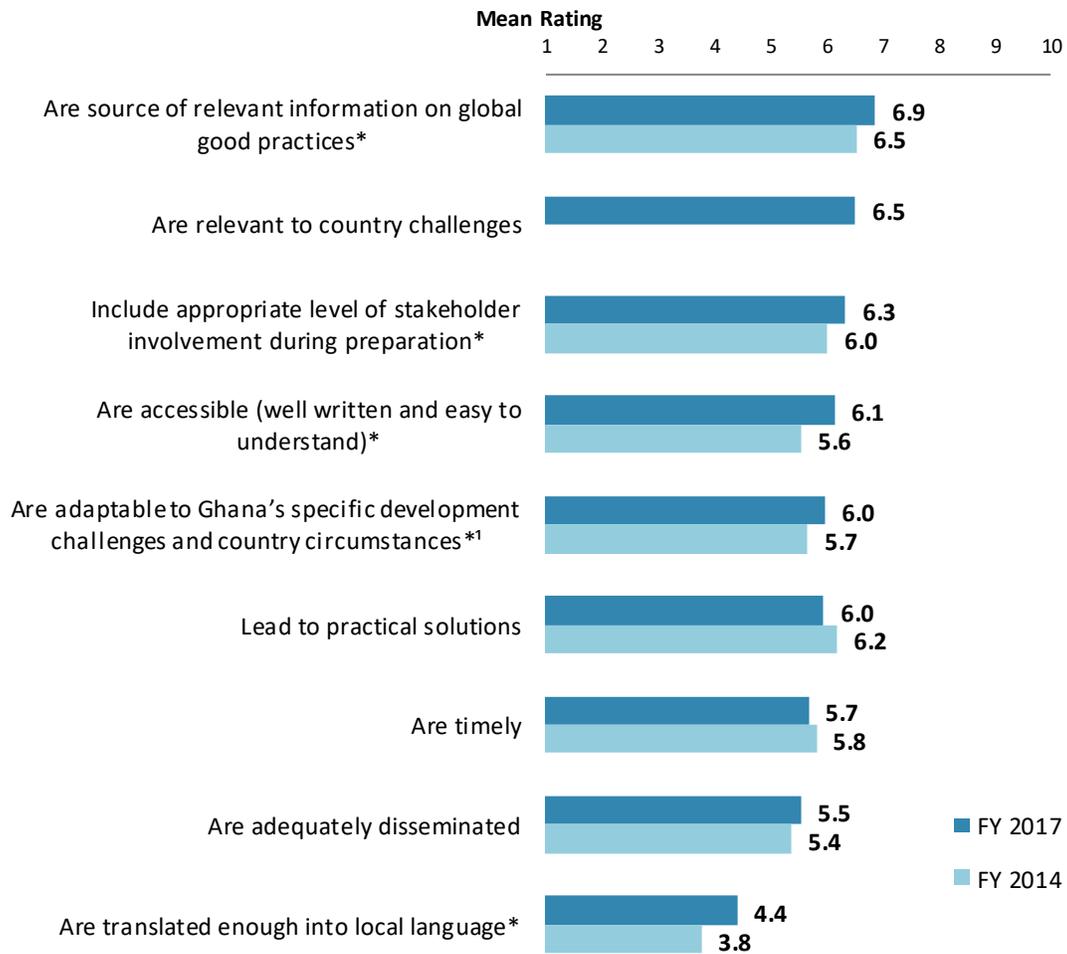


¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG’s Knowledge Work and Activities¹²



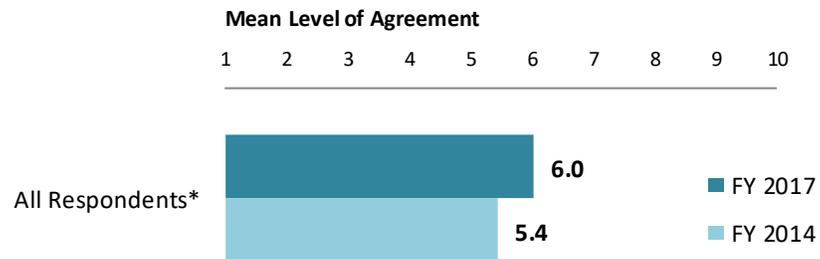
"In Ghana, to what extent do you believe that the World Bank Group’s knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2017 and FY 2014)
 'Indicator Question

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



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

Meeting Ghana's Needs for Financial Instruments¹³ (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2014)

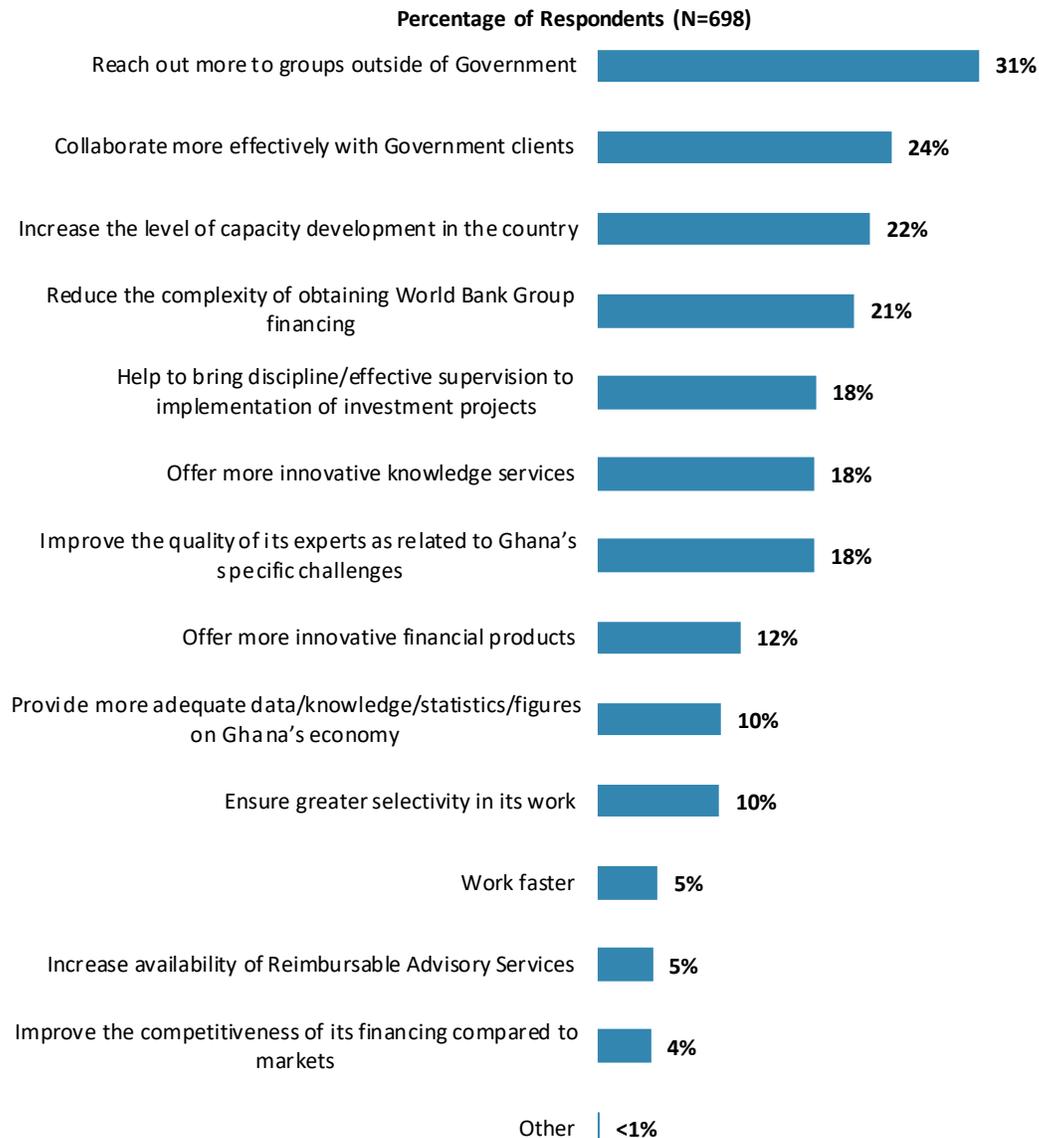
¹³ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should “*provide more adequate data/knowledge/statistics/figures on Ghana’s economy*” (31%) and “*reach out more to groups outside of Government*” (30%) to make itself of greater value in Ghana.



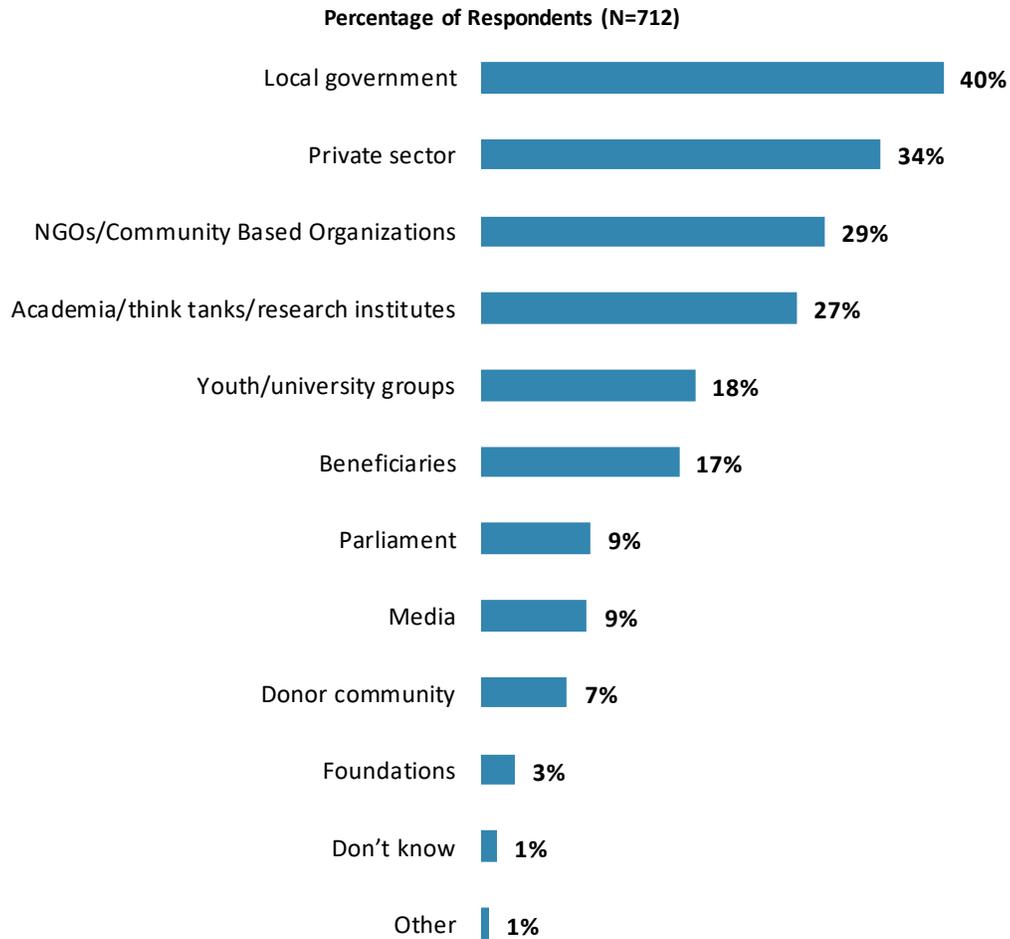
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*local government*” (37%), “*private sector*” (37%), and “*academia/think tanks/research institutes*” (30%) to ensure better development results in Ghana.



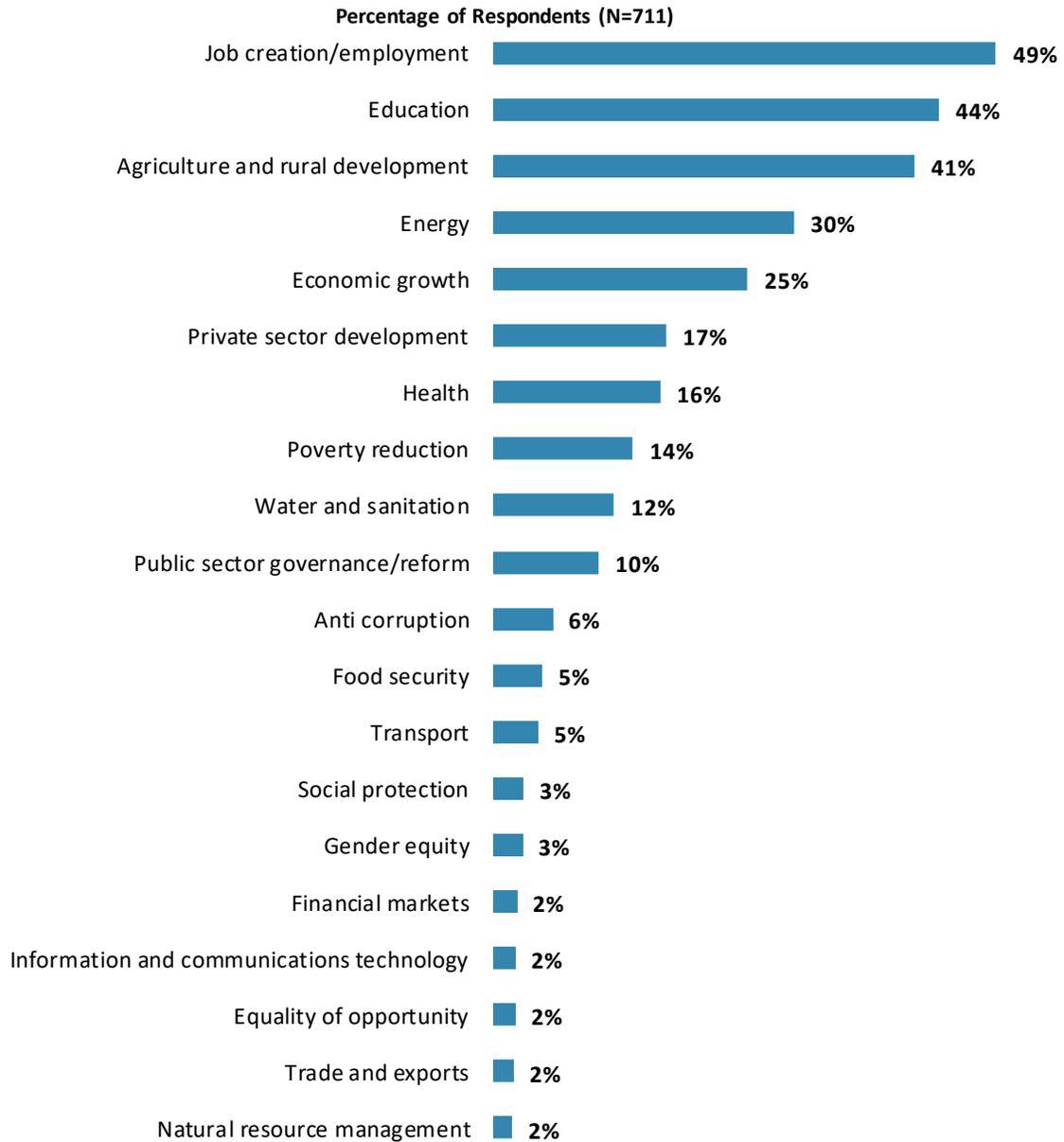
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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'14 Country Survey indicated that the World Bank Group should focus its resources on “*education*” (40%), “*agricultural development*” (32%), “*health*” (29%), and “*job creation/employment*” (25%).



“When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the WBG should focus most of its resources in Ghana?

(Choose no more than THREE)” (Respondents chose from a list. Responses combined.

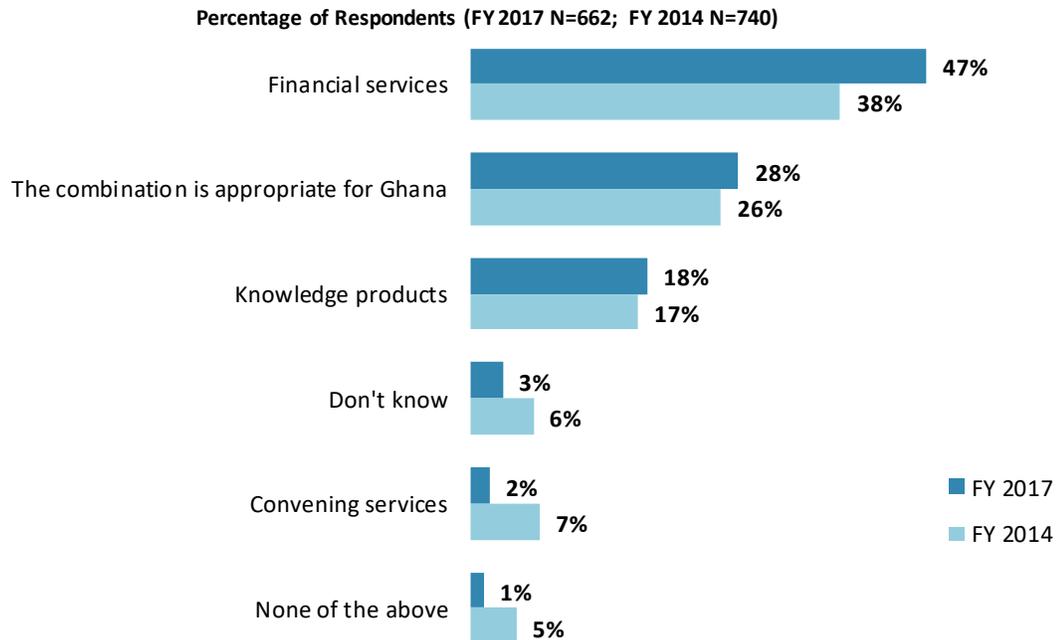
Top 20 of 27 response options shown.)



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

Future Combination of the WBG Services¹⁴

- **Year comparison:** This year's respondents were significantly more likely to indicate that the WBG should offer more of "*financial services*" compared to respondents in the previous FY'14 Country Survey.



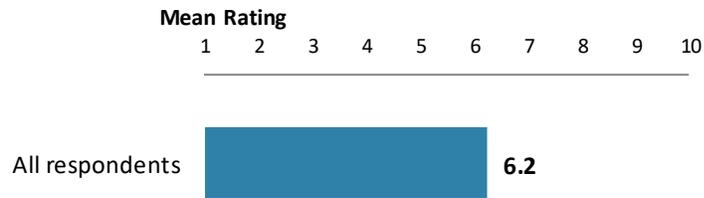
"When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

¹⁴ Percentages in this chart were calculated based on weighted data.



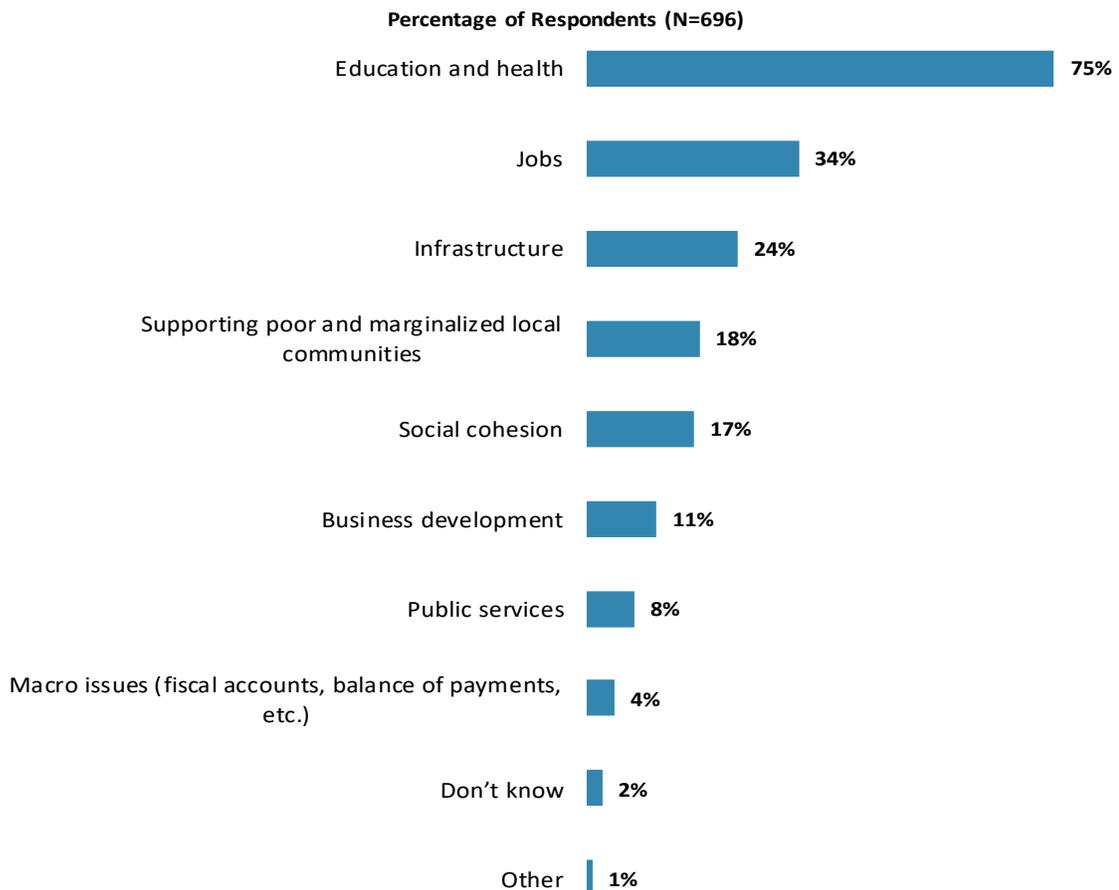
X. Refugees

Government's Efforts Related to Refugees



"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")

WBG Support to Refugee Crisis in Ghana



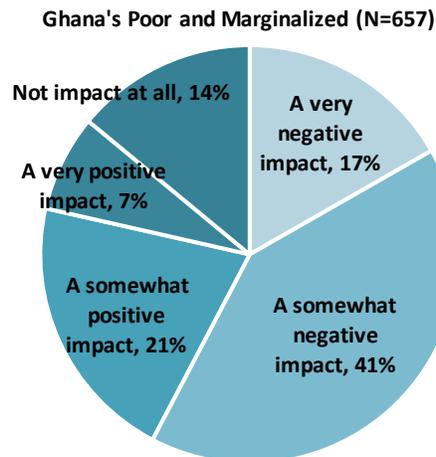
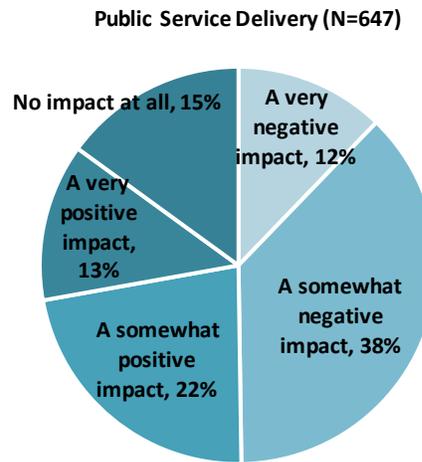
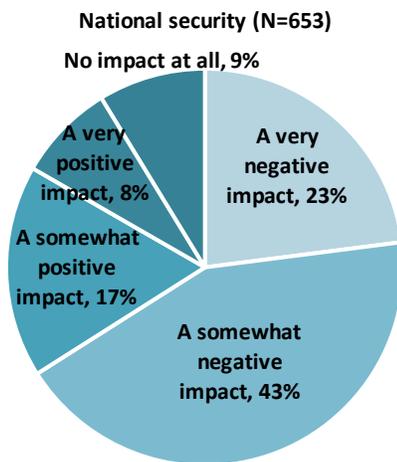
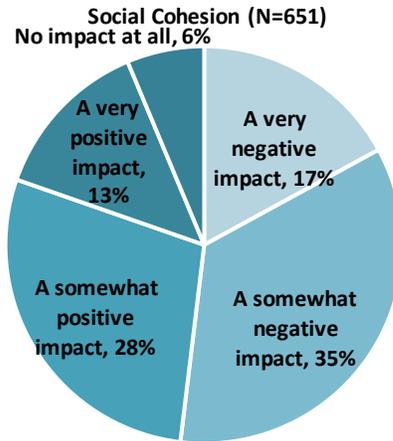
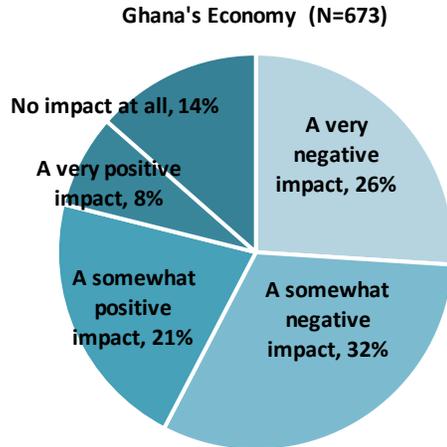
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Refugees (continued)

Impact of Refugees in Ghana

Please rate how you feel when you think about the impact of the refugees in regards to...



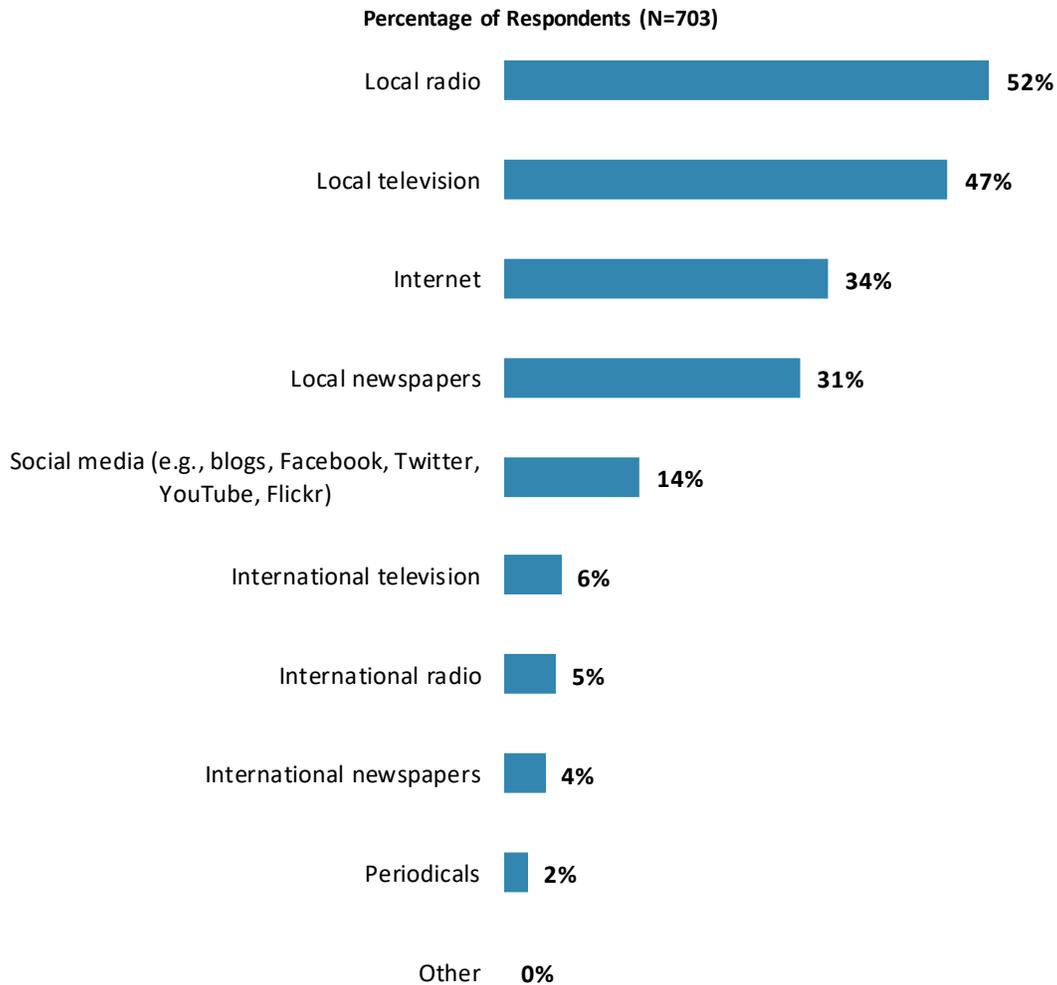


XI. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 61) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Ghana from “*the Internet*” (46%), “*local newspapers*” (43%), and “*local radio*” (30%).



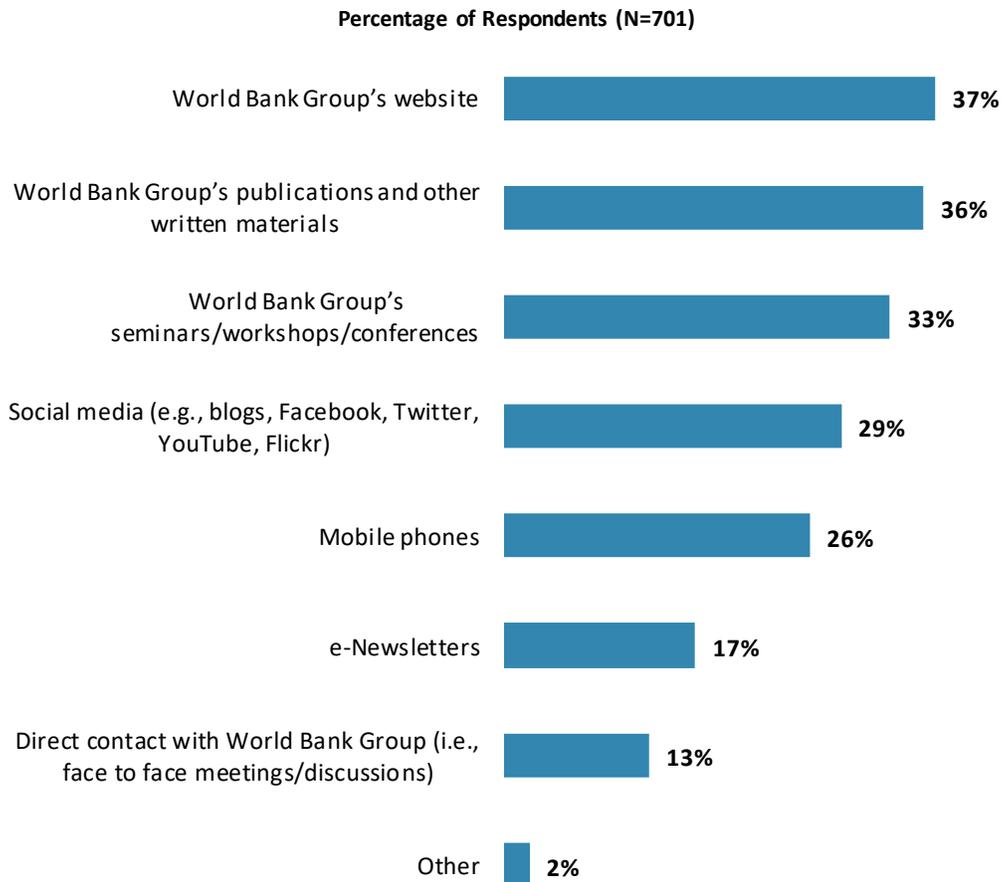
"How do you get most of your information about economic and social development issues in Ghana? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the World Bank through its “*World Bank Group seminars/workshops/conference*” (34%), “*World Bank Group’s website*” (34%), and “*Social media*” (29%).

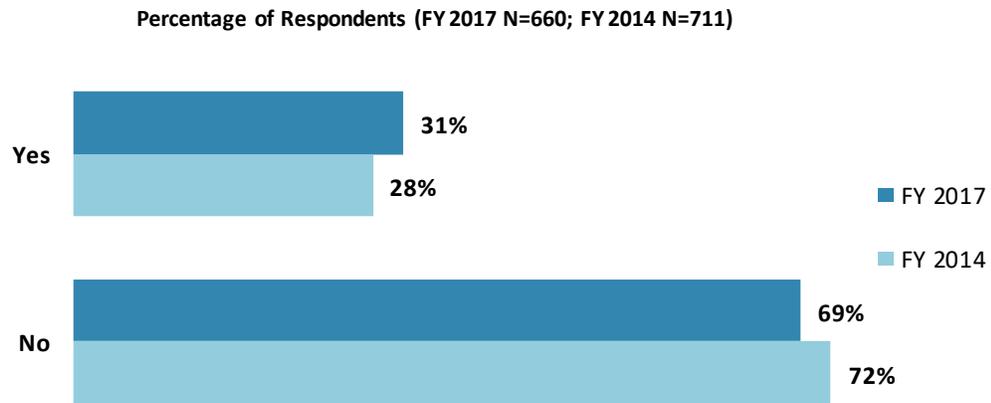


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

Access to Information¹⁵



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

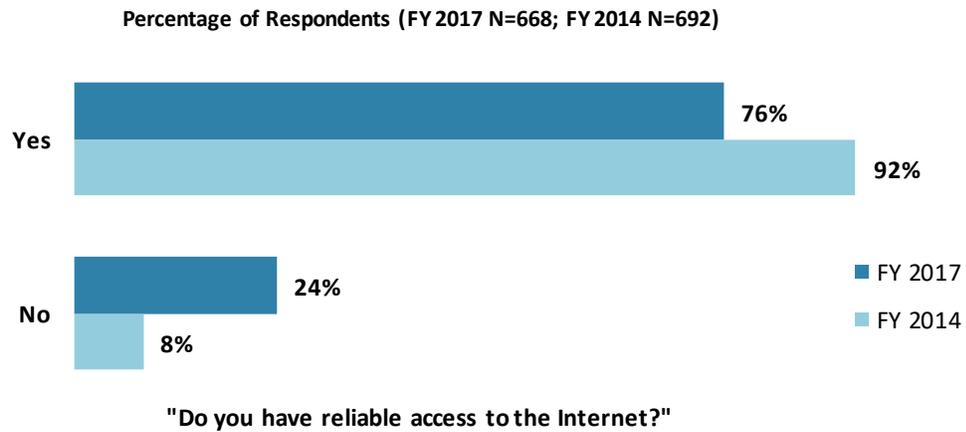
¹⁵ Percentages presented in the charts on this page were calculated based on weighted data.



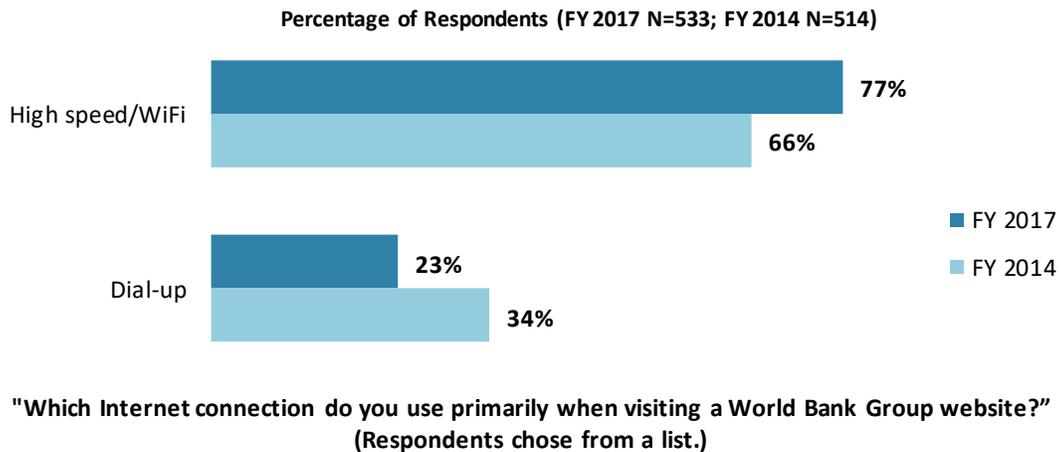
XI. Communication and Outreach (continued)

Access to the Internet¹⁶

- **Year comparison:** This year's respondents were significantly less likely to indicate that they have reliable access to the Internet, compared to the respondents in the FY'14 Country Survey.



- **Year comparison:** This year's respondents were significantly more likely to indicate that they used primarily "high speed/WiFi," compared to the respondents in the FY'14 Country Survey.



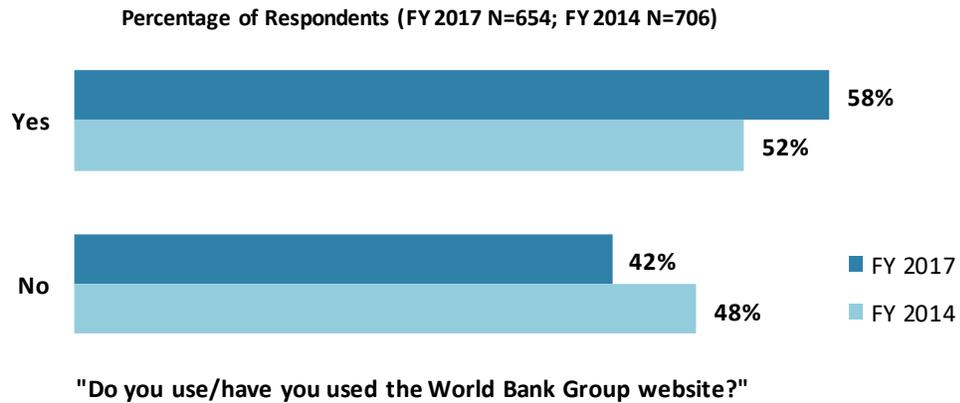
¹⁶ Percentages presented in the charts on this page were calculated based on weighted data.



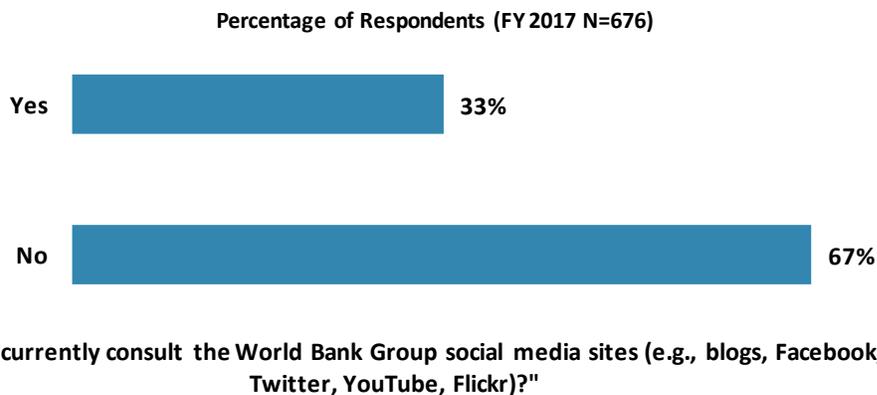
XI. Communication and Outreach (continued)

The WBG Website Usage¹⁷

- **Year comparison:** This year's respondents were significantly more likely to indicate that they used/have used the World Bank Group website, compared to the respondents in the FY'14 Country Survey.



Use of the WBG's Social Media Channels

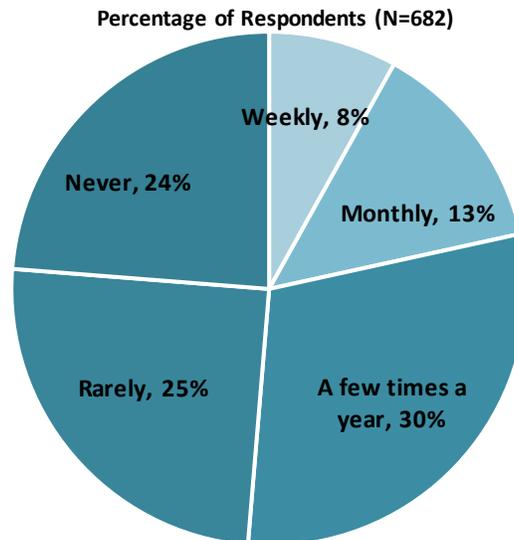


¹⁷ Percentages presented in the chart were calculated based on weighted data.



XI. Communication and Outreach (continued)

Use of the WBG's Website and Social Media Channels



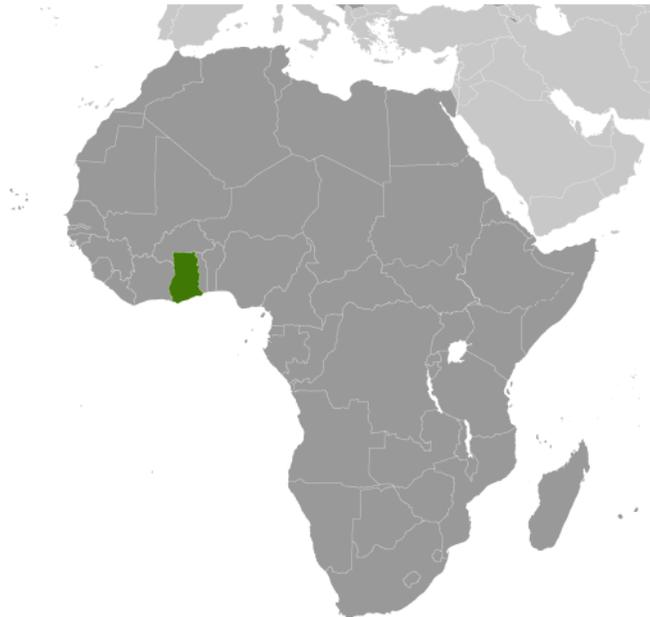
“How frequently do you consult the World Bank Group’s website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?” (Respondents chose from a list.)



XII. Appendices

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Ghana





Appendix A: Responses to All Questions across All Respondents (N=719)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Ghana

1. In general would you say that Ghana is headed in ... ?	Percentage of Respondents (N=706)
The right direction	65.6%
The wrong direction	12.2%
Not sure	22.2%

2. Listed below are a number of development priorities in Ghana. Please identify which of the following you consider the most important development priorities in Ghana? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=708)
Education	50.6%
Job creation/employment	45.6%
Agriculture and rural development	30.6%
Energy	25.6%
Health	23.6%
Private sector development	17.1%
Water and sanitation	13.7%
Economic growth	13.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.0%
Food security	8.3%
Poverty reduction	8.2%
Social protection (e.g., pensions, targeted social assistance)	7.1%
Transport (e.g., roads, bridges, transportation)	7.1%
Anti corruption	6.5%
Gender equity	5.5%
Information and communications technology	3.0%
Natural resource management (non-renewable resources)	2.4%
Urban development	2.1%
Global/regional integration	1.8%
Trade and exports	1.8%
Climate change (e.g., mitigation, adaptation)	1.8%
Equality of opportunity (i.e., social inclusion)	1.8%
Judiciary reform	1.7%
Crime and violence	1.6%
Financial markets	1.4%
Pollution	1.0%
Disaster risk management	0.8%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ghana? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=711)
Agriculture and rural development	68.2%
Job creation/employment	60.1%
Economic growth	38.0%
Education	29.1%
Private sector development	14.2%
Anti corruption	13.8%
Energy	12.5%
Health	10.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.3%
Equality of opportunity (i.e., social inclusion)	6.3%
Food security	4.9%
Trade and exports	4.2%
Transport (e.g., roads, bridges, transportation)	4.2%
Natural resource management (non-renewable resources)	3.9%
Social protection (e.g., pensions, targeted social assistance)	3.8%
Water and sanitation	3.4%
Gender equity	2.5%
Information and communications technology	2.3%
Climate change (e.g., mitigation, adaptation)	1.8%
Financial markets	1.5%
Crime and violence	1.1%
Urban development	0.7%
Disaster risk management	0.7%
Global/regional integration	0.7%
Judiciary reform	0.6%
Pollution	0.1%

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

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=693)
Education and training that better ensure job opportunity	39.1%
Better employment opportunities for young people	32.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	23.4%
Consistent economic growth	23.2%
Better opportunity for the poor who live in rural areas	22.9%
Greater access to health and nutrition for citizens	18.0%
Better employment opportunities for women	10.1%
Greater access to micro-finance for the poor	8.8%
A growing middle class	5.8%
Greater voice and participation for citizens to help ensure greater accountability	4.8%
More reliable social safety net	3.9%
Better quality public services	3.5%
Better opportunity for the poor who live in urban areas	1.7%
Other	0.9%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Ghana? (Select only ONE response)	Percentage of Respondents (N=711)
A very big problem	71.7%
A moderately big problem	18.3%
A small problem	6.6%
Not a problem at all	2.1%
Don’t know	1.3%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=712)
A very serious problem	59.8%
A somewhat serious problem	24.9%
Not too serious problem	13.6%
Not a problem	0.8%
Don’t know	0.8%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Ghana? (Select only ONE response)	Percentage of Respondents (N=711)
A very important development priority	86.1%
A moderately important development priority	9.1%
A slightly important development priority	4.1%
Not an important development priority	0.4%
Don’t know	0.3%



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? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	701	0	5.01	2.47

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Ghana. <i>(1-Not effective at all, 10-Very effective)</i>	612	89	6.46	2.42

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Ghana solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	560	141	6.93	2.27

4. When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ghana? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=711)
Job creation/employment	49.4%
Education	43.7%
Agriculture and rural development	41.4%
Energy	29.5%
Economic growth	25.0%
Private sector development	17.0%
Health	16.5%
Poverty reduction	13.8%
Water and sanitation	12.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.4%
Anti corruption	5.9%
Food security	4.9%
Transport (e.g., roads, bridges, transportation)	4.5%
Social protection (e.g., pensions, targeted social assistance)	3.1%
Gender equity	3.0%
Financial markets	2.4%
Information and communications technology	2.3%
Equality of opportunity (i.e., social inclusion)	2.3%
Trade and exports	2.1%
Natural resource management (non-renewable resources)	2.0%
Climate change (e.g., mitigation, adaptation)	1.5%
Urban development	1.1%
Crime and violence	0.8%
Global/regional integration	0.8%
Disaster risk management	0.7%
Judiciary reform	0.6%
Pollution	0.4%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ghana?	Percentage of Respondents (N=612)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	27.0%	16.1%	43.0%
Technical assistance	17.0%	17.4%	34.4%
Bringing together different groups of stakeholders	16.3%	7.9%	24.3%
Capacity development related to World Bank Group supported projects	11.6%	10.8%	22.4%
Promoting knowledge sharing	7.7%	14.2%	21.9%
Policy advice, studies, analyses	9.0%	10.9%	19.9%
Implementation support	4.1%	10.8%	14.8%
Donor coordination	2.1%	5.1%	7.3%
Mobilizing third party financial resources	2.3%	4.6%	6.9%
Data and statistics	2.9%	3.0%	5.9%
Other	0.2%	0.2%	0.3%

6. 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=696)
Not enough public disclosure of its work	31.3%
Not collaborating enough with stakeholders outside the Government	24.9%
Not willing to honestly criticize policies and reform efforts in the country	20.7%
Too influenced by developed countries	18.5%
Not aligned with country priorities	14.9%
Not adequately sensitive to political/social realities in Ghana	14.1%
World Bank Group's processes too complex	12.8%
Staff too inaccessible	11.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	9.1%
Don't know	7.6%
Its advice and strategies do not lend themselves to practical problem solving	6.2%
Not client focused	5.0%
Not exploring alternative policy options	5.0%
The credibility of its knowledge/data	3.7%
Not aligned with other donors' work	1.7%
Arrogant in its approach	1.1%
Other	0.3%

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=713)
To a fully sufficient degree	19.9%
To a somewhat sufficient degree	28.6%
To a somewhat insufficient degree	23.7%
To a very insufficient degree	18.5%
Don't know	9.3%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ghana Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	418	217	6.50	1.91
2. Development Policy Financing (DPF)	426	188	6.47	1.94
3. Trust funds and grants	406	204	6.63	1.96
4. Guarantees	352	248	6.09	2.05
5. IFC Investment Services	333	271	6.14	2.00
6. IFC Advisory Services	346	258	6.16	2.02

9. 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=712)
Local government	39.6%
Private sector	34.3%
NGOs/Community Based Organizations	29.5%
Academia/think tanks/research institutes	27.1%
Youth/university groups	18.4%
Beneficiaries	17.0%
Parliament	9.4%
Media	9.1%
Donor community	7.4%
Foundations	2.9%
Don't know	1.4%
Other	0.7%

To what extent do you agree with the following statements about the World Bank Group's work in Ghana? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Ghana*	604	86	6.65	2.23
11. The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	578	87	6.16	2.24

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

To what extent is the World Bank Group an effective development partner in Ghana, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	578	102	5.82	2.17
13. Flexibility (in terms of the institution's products and services)*	544	126	5.42	2.05
14. Flexibility (in terms of changing country circumstances)*	560	107	5.56	2.09
15. Being inclusive*	555	103	5.76	2.15
16. Openness (sharing data and other information)*	580	76	6.19	2.28
17. Collaboration with the Government*	600	61	7.24	2.11
18. The speed in which it gets things accomplished on the ground*	547	118	6.03	1.99
19. Helping to bring discipline/effective supervision to implementation of investment projects*	588	82	6.70	2.22
20. Collaboration with civil society*	575	86	5.85	2.11
21. Staff accessibility*	518	138	5.40	2.35
22. Collaboration with other donors and development partners*	561	110	6.31	2.07
23. Collaboration with the private sector*	555	112	5.61	2.16
24. Straightforwardness and honesty*	561	101	6.66	2.22
25. Treating clients and stakeholders in Ghana with respect*	565	102	6.60	2.14
26. Being a long-term partner*	600	77	7.65	2.13
27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=684)			
Political pressures and obstacles	44.3%			
Reforms are not well thought out in light of country challenges	30.1%			
There is not an adequate level of citizen/civil society participation	23.1%			
Poor coordination within the Government	20.0%			
The Government works inefficiently	17.3%			
The World Bank Group is not sensitive enough to political/social realities on the ground	17.1%			
Lack of/inadequate levels of capacity in Government	16.5%			
The World Bank Group does not do adequate follow through/follow-up	14.6%			
Poor donor coordination	5.6%			
The World Bank Group works too slowly	5.0%			
Poor coordination within the World Bank Group	4.5%			
Other	1.3%			

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	648	28	7.30	2.25
2. Gender equity	641	23	7.37	2.32
3. Private sector development	649	17	8.08	2.08
4. Education	664	10	8.88	1.64
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	661	14	7.97	1.99
6. Global/regional integration	638	27	7.21	2.20
7. Food security	661	15	8.29	1.92
8. Urban development	644	13	7.76	2.10
9. Energy	661	10	8.40	2.03
10. Water and sanitation	656	14	8.55	1.89
11. Pollution	643	18	7.53	2.29
12. Job creation/employment	666	13	8.57	2.23
13. Health	656	12	8.89	1.67
14. Financial markets	641	20	7.68	2.15
15. Transport (e.g., roads, bridges, transportation)	654	16	7.95	2.11
16. Agriculture and rural development	657	13	8.79	1.86
17. Trade and exports	641	22	7.50	2.12
18. Crime and violence	643	23	6.99	2.37
19. Natural resource management (non-renewable resources)	653	24	7.02	2.41
20. Climate change (e.g., mitigation, adaptation)	640	24	7.42	2.26
21. Poverty reduction	654	15	8.46	1.97
22. Anti corruption	638	23	7.90	2.24
23. Judiciary reform	631	35	6.83	2.49
24. Economic growth	664	14	8.48	1.85
25. Disaster risk management	636	31	7.36	2.16
26. Equality of opportunity (i.e., social inclusion)	641	29	7.65	2.23
27. Information and communications technology	653	24	8.09	1.93

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	455	223	5.52	2.11
2. Gender equity	479	181	6.06	2.19
3. Private sector development	502	147	5.93	2.16
4. Education	560	99	7.18	2.00
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	541	124	6.96	2.03
6. Global/regional integration	464	190	6.24	2.06
7. Food security	502	147	6.56	2.05
8. Urban development	509	132	6.24	2.04
9. Energy	505	151	5.90	2.24
10. Water and sanitation	530	125	6.55	2.22
11. Pollution	468	179	5.32	2.16
12. Job creation/employment	511	143	5.64	2.50
13. Health	546	115	6.90	1.98
14. Financial markets	494	155	6.25	2.05
15. Transport (e.g., roads, bridges, transportation)	523	131	6.48	2.19
16. Agriculture and rural development	536	117	6.67	2.11
17. Trade and exports	473	183	5.86	2.12
18. Natural resource management (non-renewable resources)	482	176	5.55	2.08
19. Climate change (e.g., mitigation, adaptation)	500	157	5.97	2.24
20. Poverty reduction	507	153	6.26	2.37
21. Anti corruption	451	197	5.36	2.24
22. Judiciary reform	415	232	5.18	2.19
23. Economic growth	524	134	6.69	2.18
24. Disaster risk management	446	202	5.51	2.05
25. Equality of opportunity (i.e., social inclusion)	471	184	5.76	2.19
26. Information and communications technology	497	160	6.45	2.14

Achieving Development Results*	N	DK	Mean	SD
3. 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)	597	103	6.69	1.97

To what extent do you agree with the following statements about the World Bank Group in Ghana? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana*	575	121	6.00	2.14
5. The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	580	111	6.42	2.08

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Ghana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	463	238	6.28	2.10

**D. The 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=685)
Weekly	2.3%
Monthly	12.0%
A few times a year	29.3%
Rarely	23.4%
Never	33.0%

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	474	203	5.71	2.12
3. Include appropriate level of stakeholder involvement during preparation	528	132	6.32	2.09
4. Lead to practical solutions	525	136	5.95	2.06
5. Are accessible (well written and easy to understand)	516	143	6.10	2.17
6. Are source of relevant information on global good practices	521	131	6.87	2.00
7. Are relevant to country challenges	540	123	6.50	2.05
8. Are adequately disseminated	493	161	5.51	2.10
9. Are translated enough into local language	449	208	4.32	2.56
10. Are adaptable to Ghana's specific development challenges and country circumstances*	540	121	6.00	2.20

Overall Evaluations	N	DK	Mean	SD
11. 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)	593	107	6.79	1.93
12. 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)	583	117	6.90	1.96

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group processes withdrawal of funds promptly	424	251	5.29	2.28
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	597	84	6.95	2.05
3. The World Bank Group's approvals and reviews are done in a timely fashion	510	162	6.28	2.06
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	480	184	6.29	2.16
5. The World Bank Group's conditions on its lending are reasonable	517	143	5.53	2.29
6. The World Bank Group takes decisions quickly in Ghana*	489	175	5.78	2.13
7. Working with the World Bank Group increases Ghana's institutional capacity	547	122	6.73	2.04
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	503	174	6.61	2.06
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	584	93	7.05	2.03

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

Donors Supporting Government Efforts	N	DK	Mean	SD
10. 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)	529	161	6.24	2.21

11. 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 crisis in Ghana? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=696)
Education and health	75.3%
Jobs	34.1%
Infrastructure	24.3%
Supporting poor and marginalized local communities	18.1%
Social cohesion	17.2%
Business development	11.2%
Public services	7.6%
Macro issues (fiscal accounts, balance of payments, etc.)	4.5%
Don't know	2.4%
Other	0.9%

12. Please rate how you feel when you think about the impact of the refugees in regards to...					
	Percentage of Respondents (N=673)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Ghana's economy	26.0%	31.6%	21.2%	7.6%	13.5%
Social cohesion	17.1%	34.9%	28.4%	13.4%	6.3%
National security	23.0%	43.0%	17.3%	8.0%	8.7%
Public service delivery	12.2%	37.6%	22.4%	12.8%	15.0%
Ghana's poor and marginalized	16.7%	40.9%	20.9%	7.5%	14.0%

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=698)
Reach out more to groups outside of Government	31.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	24.1%
Increase the level of capacity development in the country	22.3%
Reduce the complexity of obtaining World Bank Group financing	21.1%
Help to bring discipline/effective supervision to implementation of investment projects	17.9%
Offer more innovative knowledge services	17.8%
Improve the quality of its experts as related to Ghana's specific challenges	17.8%
Offer more innovative financial products	11.7%
Provide more adequate data/knowledge/statistics/figures on Ghana's economy	10.2%
Ensure greater selectivity in its work	10.0%
Work faster	5.0%
Increase availability of Reimbursable Advisory Services (RAS)	4.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.4%
Other	0.3%

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

2. When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana? (Select only ONE response)	Percentage of Respondents (N=674)
Financial services	44.8%
The combination is appropriate for Ghana	29.4%
Knowledge products	19.1%
Don't know	3.1%
Convening services	2.2%
None of the above	1.3%

G. Communication and Information Sharing

1. 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=703)
Local radio	51.6%
Local television	47.2%
Internet	34.4%
Local newspapers	31.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.4%
International television	6.0%
International radio	5.4%
International newspapers	4.3%
Periodicals	2.4%
Other	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=701)
World Bank Group's website	37.2%
World Bank Group's publications and other written materials	36.2%
World Bank Group's seminars/workshops/conferences	33.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.1%
Mobile phones	26.4%
e-Newsletters	16.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	12.6%
Other	2.3%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=673)
Yes	26.4%
No	73.6%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=682)
Yes	75.5%
No	24.5%

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

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=670)
Yes	54.3%
No	45.7%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=676)
Yes	33.4%
No	66.6%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=544)
High speed/WiFi	75.4%
Dial-up	24.6%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=682)
Weekly	8.1%
Monthly	13.5%
A few times a year	29.8%
Rarely	24.9%
Never	23.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	427	201	6.32	2.39
10. I find the information on the World Bank Group's websites useful	432	173	7.29	2.01
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	435	200	7.22	2.25
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	469	173	6.08	2.57
13. The World Bank Group is responsive to my information requests and inquiries	421	208	5.87	2.45

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=710)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.0%
Local Government Office or Staff	16.5%
Academia/Research Institute/Think Tank	8.9%
Private Sector Organization	7.9%
Media (press, radio, TV, web, etc.)	6.1%
NGO/Community Based Organization	5.1%
Independent Government Institution	5.1%
Youth Group	4.9%
Financial Sector/Private Bank	4.5%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	3.8%
Office of Parliamentarian	3.7%
Trade Union	3.2%
Faith-Based Group	2.8%
Private Foundation	1.7%
Judiciary	1.5%
Bilateral/Multilateral Agency	1.3%
Office of Minister	1.1%
Other	1.1%
Office of the President, Vice President	0.8%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=702)
Education	23.5%
Governance	12.3%
Finance and markets	11.8%
Urban, rural, and social development	9.1%
Jobs	4.4%
Social protection and labor	4.1%
Poverty	4.1%
Agriculture	4.0%
Health, nutrition, and population	3.8%
Other	3.7%
Environment and natural resources	2.7%
Generalist (specialized in multiple sectors)	2.7%
Gender	2.3%
Transport and ICT	2.1%
Fragility, conflict and violence	2.0%
Macroeconomics and fiscal management	1.9%
Public-private partnerships	1.6%
Water	1.4%
Trade and competitiveness	1.3%
Energy and extractives	0.7%
Climate Change	0.4%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=670)
Yes	29.7%
No	70.3%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Ghana? (Select only ONE response)	Percentage of Respondents (N=441)
The World Bank (IDA)	50.1%
The International Finance Corporation (IFC)	17.5%
The Multilateral Investment Guarantee Agency (MIGA)	7.0%
Other	25.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=591)
Yes	29.4%
No	70.6%

6. If yes, what was your view of how the two institutions work together in Ghana? (Select only ONE response)	Percentage of Respondents (N=171)
The two institutions work well together	45.6%
The way the two institutions work together needs improvement	37.4%
The two institutions do not work well together	12.9%
Don't know	4.1%

7. 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=611)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.6%
Use World Bank Group website for information, data, research, etc.	39.6%
Engage in World Bank Group related/sponsored events/activities	30.9%
Use World Bank Group reports/data	24.7%
Collaborate as part of my professional duties	18.5%

8. What's your gender?	Percentage of Respondents (N=700)
Female	31.1%
Male	68.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=706)
Northern Sector (Northern, Upper East, Upper West Regions)	33.3%
Southern Sector (Brong Ahafo, Ashanti Regions)	18.8%
Western Sector (Central, Western Regions)	17.0%
Eastern Sector (Eastern, Greater Accra, Volta Regions)	30.9%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁸

- Office of the President/Vice President/Minister N=14
- Office of Parliamentarian N=26
- Employee of a Ministry N=142
- PMU/Consultant on a WBG-supported Project N=27
- Local Government N=117
- Private Sector/Financial Sector/Private Bank N=88
- CSO N=126
- Media N=43
- Independent Government Institution N=36
- Academia/Research Institute/Think Tank N=63
- Other N=28

A. General Issues facing Ghana

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

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	64.3%	76.9%	65.0%	77.8%	68.5%	59.8%	57.9%	69.8%	80.0%	61.3%	71.4%
The wrong direction	7.1%	3.8%	15.0%	7.4%	9.9%	16.1%	14.3%	4.7%	2.9%	16.1%	14.3%
Not sure	28.6%	19.2%	20.0%	14.8%	21.6%	24.1%	27.8%	25.6%	17.1%	22.6%	14.3%

¹⁸ Only 710 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection*	0.0%	0.0%	10.1%	3.7%	8.8%	5.7%	4.0%	7.0%	5.6%	3.3%	28.6%
Gender equity*	0.0%	0.0%	4.3%	0.0%	7.0%	1.1%	9.5%	9.3%	2.8%	3.3%	17.9%
Private sector development	7.1%	11.5%	12.9%	18.5%	15.8%	27.6%	17.5%	11.6%	16.7%	19.7%	21.4%
Education	64.3%	38.5%	57.6%	59.3%	55.3%	37.9%	52.4%	41.9%	47.2%	54.1%	35.7%
Public sector governance/reform*	0.0%	11.5%	20.1%	14.8%	14.0%	10.3%	7.1%	0.0%	16.7%	16.4%	25.0%
Global/regional integration*	0.0%	3.8%	0.7%	11.1%	1.8%	1.1%	3.2%	0.0%	2.8%	0.0%	0.0%
Food security	0.0%	7.7%	9.4%	3.7%	12.3%	10.3%	4.8%	9.3%	5.6%	8.2%	3.6%
Urban development	14.3%	0.0%	2.9%	0.0%	2.6%	2.3%	0.8%	4.7%	0.0%	0.0%	3.6%
Energy	14.3%	50.0%	23.0%	18.5%	21.9%	19.5%	27.8%	25.6%	36.1%	32.8%	25.0%
Water and sanitation*	28.6%	7.7%	16.5%	18.5%	15.8%	5.7%	6.3%	30.2%	22.2%	9.8%	14.3%
Pollution	0.0%	0.0%	0.0%	0.0%	3.5%	1.1%	0.8%	0.0%	0.0%	1.6%	0.0%
Job creation/employment	42.9%	53.8%	43.2%	63.0%	36.8%	47.1%	50.8%	44.2%	52.8%	44.3%	39.3%
Health	21.4%	23.1%	30.9%	7.4%	22.8%	18.4%	20.6%	23.3%	19.4%	32.8%	10.7%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.8%	0.0%	8.3%	0.0%	7.1%
Transport	7.1%	11.5%	5.0%	11.1%	5.3%	8.0%	9.5%	9.3%	8.3%	3.3%	3.6%
Agriculture and rural development	50.0%	34.6%	27.3%	33.3%	33.3%	32.2%	37.3%	34.9%	8.3%	24.6%	25.0%
Trade and exports	0.0%	0.0%	0.7%	0.0%	1.8%	2.3%	4.8%	0.0%	5.6%	0.0%	0.0%
Crime and violence	0.0%	3.8%	2.2%	3.7%	1.8%	0.0%	0.8%	2.3%	0.0%	1.6%	3.6%
Natural resource management	0.0%	0.0%	2.2%	0.0%	3.5%	1.1%	5.6%	2.3%	0.0%	1.6%	0.0%
Climate change*	7.1%	3.8%	0.7%	11.1%	0.0%	0.0%	1.6%	0.0%	5.6%	4.9%	0.0%
Poverty reduction	7.1%	3.8%	8.6%	7.4%	8.8%	13.8%	7.9%	2.3%	2.8%	8.2%	7.1%
Anti corruption	0.0%	3.8%	3.6%	3.7%	6.1%	12.6%	4.0%	7.0%	13.9%	9.8%	7.1%
Judiciary reform	0.0%	3.8%	2.2%	0.0%	0.0%	2.3%	2.4%	0.0%	0.0%	1.6%	7.1%
Economic growth*	21.4%	19.2%	8.6%	7.4%	7.0%	27.6%	11.9%	23.3%	16.7%	13.1%	10.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	1.8%	1.1%	1.6%	0.0%	0.0%	1.6%	0.0%
Equality of opportunity	7.1%	0.0%	2.2%	7.4%	1.8%	2.3%	0.8%	2.3%	2.8%	0.0%	0.0%
Information and communications technology	0.0%	7.7%	2.2%	0.0%	3.5%	4.6%	3.2%	4.7%	0.0%	1.6%	3.6%

*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which **THREE** areas of development listed below do you believe would contribute most to reducing poverty in Ghana? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth*	42.9%	19.2%	35.5%	29.6%	41.7%	46.0%	27.8%	53.5%	31.4%	52.5%	28.6%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.8%	2.3%	5.7%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	12.1%	3.7%	6.1%	4.6%	4.0%	9.3%	0.0%	8.2%	0.0%
Information and communications technology	0.0%	3.8%	2.1%	0.0%	3.5%	2.3%	3.2%	4.7%	0.0%	0.0%	0.0%
Social protection*	0.0%	0.0%	5.0%	0.0%	7.8%	3.4%	0.0%	2.3%	0.0%	4.9%	10.7%
Agriculture and rural development	57.1%	50.0%	70.2%	74.1%	74.8%	66.7%	67.5%	69.8%	74.3%	67.2%	57.1%
Trade and exports	7.1%	0.0%	2.8%	7.4%	5.2%	4.6%	7.1%	2.3%	2.9%	0.0%	0.0%
Crime and violence	0.0%	3.8%	0.7%	0.0%	0.0%	1.1%	1.6%	0.0%	2.9%	0.0%	7.1%
Climate change	0.0%	0.0%	2.1%	3.7%	1.7%	0.0%	2.4%	0.0%	8.6%	1.6%	0.0%
Transport	0.0%	0.0%	6.4%	3.7%	3.5%	5.7%	2.4%	2.3%	2.9%	8.2%	0.0%
Energy*	14.3%	30.8%	9.9%	29.6%	7.8%	10.3%	12.7%	11.6%	14.3%	9.8%	25.0%
Anti corruption	28.6%	3.8%	11.3%	18.5%	12.2%	11.5%	15.1%	25.6%	14.3%	16.4%	10.7%
Judiciary reform	0.0%	0.0%	0.0%	3.7%	0.9%	1.1%	0.0%	0.0%	0.0%	0.0%	3.6%
Water and sanitation	14.3%	3.8%	4.3%	0.0%	3.5%	2.3%	4.0%	0.0%	5.7%	1.6%	3.6%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	85.7%	76.9%	52.5%	81.5%	60.0%	64.4%	62.7%	44.2%	60.0%	52.5%	67.9%
Health	0.0%	15.4%	10.6%	3.7%	7.8%	11.5%	12.7%	11.6%	2.9%	14.8%	14.3%
Financial markets	0.0%	3.8%	1.4%	0.0%	1.7%	3.4%	1.6%	0.0%	2.9%	0.0%	0.0%
Public sector governance/reform	14.3%	15.4%	12.1%	11.1%	7.8%	8.0%	2.4%	7.0%	8.6%	6.6%	14.3%
Gender equity	0.0%	0.0%	2.1%	0.0%	3.5%	0.0%	4.0%	7.0%	0.0%	1.6%	7.1%
Private sector development	14.3%	23.1%	10.6%	3.7%	12.2%	25.3%	12.7%	11.6%	20.0%	11.5%	17.9%
Education	14.3%	34.6%	29.1%	18.5%	29.6%	17.2%	38.1%	25.6%	34.3%	32.8%	25.0%
Global/regional integration	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Food security	7.1%	7.7%	8.5%	3.7%	2.6%	4.6%	5.6%	4.7%	2.9%	3.3%	0.0%
Urban development	0.0%	0.0%	0.7%	0.0%	0.9%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	7.1%	3.7%	1.7%	3.4%	2.4%	4.7%	2.9%	6.6%	7.1%

*Significantly different between stakeholder groups

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	35.7%	23.1%	18.2%	20.0%	23.2%	17.9%	13.8%	16.7%	20.0%	16.9%	3.6%
Better entrepreneurial opportunities*	0.0%	7.7%	21.2%	16.0%	27.7%	29.8%	22.0%	31.0%	5.7%	32.2%	32.1%
A growing middle class	21.4%	11.5%	1.5%	12.0%	7.1%	6.0%	7.3%	4.8%	5.7%	1.7%	3.6%
Better opportunity for the poor who live in rural areas	7.1%	11.5%	23.4%	20.0%	24.1%	19.0%	25.2%	28.6%	11.4%	32.2%	21.4%
Better opportunity for the poor who live in urban areas	0.0%	3.8%	1.5%	0.0%	1.8%	3.6%	1.6%	2.4%	0.0%	1.7%	0.0%
Consistent economic growth*	50.0%	19.2%	29.9%	20.0%	28.6%	23.8%	14.6%	23.8%	17.1%	20.3%	14.3%
More reliable social safety net	0.0%	11.5%	4.4%	0.0%	1.8%	6.0%	2.4%	4.8%	5.7%	1.7%	7.1%
Greater access to micro-finance for the poor	7.1%	11.5%	6.6%	0.0%	13.4%	9.5%	7.3%	4.8%	8.6%	11.9%	14.3%
Greater voice and participation for citizens to help ensure greater accountability	7.1%	3.8%	4.4%	4.0%	2.7%	7.1%	7.3%	2.4%	2.9%	1.7%	10.7%
Education and training that better ensure job opportunity	28.6%	30.8%	43.1%	52.0%	34.8%	27.4%	36.6%	47.6%	51.4%	44.1%	39.3%
Better quality public services	7.1%	7.7%	0.7%	0.0%	4.5%	4.8%	3.3%	4.8%	5.7%	5.1%	0.0%
Better employment opportunities for young people*	28.6%	53.8%	29.9%	48.0%	22.3%	29.8%	42.3%	23.8%	42.9%	27.1%	35.7%
Better employment opportunities for women*	7.1%	3.8%	12.4%	8.0%	5.4%	11.9%	15.4%	4.8%	20.0%	1.7%	14.3%
Other	0.0%	0.0%	2.2%	0.0%	0.9%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Ghana? (Select only ONE response)

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	85.7%	34.6%	70.4%	77.8%	74.1%	73.3%	78.4%	72.1%	69.4%	70.0%	60.7%
A moderately big problem	0.0%	50.0%	23.9%	18.5%	16.4%	18.6%	9.6%	18.6%	16.7%	18.3%	21.4%
A small problem	0.0%	11.5%	3.5%	0.0%	7.8%	7.0%	8.0%	7.0%	13.9%	5.0%	7.1%
Not a problem at all	7.1%	3.8%	0.0%	3.7%	1.7%	1.2%	2.4%	2.3%	0.0%	5.0%	3.6%
Don't know	7.1%	0.0%	2.1%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	1.7%	7.1%

*Significantly different between stakeholder groups



A. General Issues facing Ghana (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?* (Select only ONE response)

Percentage of Respondents	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
A very serious problem	64.3%			42.3%			66.2%			85.2%			51.7%			61.6%			58.4%			65.1%			83.3%			41.0%			57.1%		
A somewhat serious problem	21.4%			42.3%			21.8%			11.1%			26.7%			23.3%			24.8%			23.3%			16.7%			32.8%			32.1%		
Not too serious problem	14.3%			11.5%			12.0%			0.0%			21.6%			14.0%			12.8%			11.6%			0.0%			21.3%			10.7%		
Not a problem	0.0%			0.0%			0.0%			3.7%			0.0%			1.2%			1.6%			0.0%			0.0%			1.6%			0.0%		
Don't know	0.0%			3.8%			0.0%			0.0%			0.0%			0.0%			2.4%			0.0%			0.0%			3.3%			0.0%		

*Significantly different between stakeholder groups

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Ghana? (Select only ONE response)

Percentage of Respondents	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
A very important development priority	92.9%			76.9%			82.4%			88.9%			85.3%			86.0%			86.3%			90.7%			77.8%			96.7%			92.9%		
A moderately important development priority	0.0%			23.1%			11.3%			3.7%			11.2%			7.0%			8.9%			7.0%			13.9%			3.3%			3.6%		
A slightly important development priority	7.1%			0.0%			4.2%			7.4%			3.4%			7.0%			3.2%			2.3%			8.3%			0.0%			3.6%		
Not an important development priority	0.0%			0.0%			2.1%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%		
Don't know	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			1.6%			0.0%			0.0%			0.0%			0.0%		

B. Overall Attitudes toward the World Bank Group

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
How familiar are you with the work of the World Bank Group in Ghana?	14	5.29	2.87	26	5.54	1.73	134	4.79	2.75	25	5.08	1.87	116	5.09	2.50	86	4.95	2.40	125	4.80	2.41	41	5.95	2.65	36	5.06	1.62	62	4.74	2.76	28	5.75	2.01

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	12	7.08	2.71	26	7.15	2.13	112	6.49	2.50	23	6.91	1.93	96	6.46	2.51	77	6.35	2.50	112	6.41	2.39	39	6.46	2.21	33	6.33	2.04	51	5.98	2.80	26	6.81	2.15

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



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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank Group's staff is well prepared to help Ghana solve its most complicated development challenges?	11	8.00	1.79	25	7.44	1.76	105	7.30	2.35	20	7.30	1.34	87	6.56	2.44	73	6.64	2.50	93	6.78	2.23	38	7.13	1.95	30	6.87	1.81	48	6.94	2.55	25	6.76	2.26

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

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

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	21.4%	50.0%	26.4%	44.4%	25.0%	24.1%	27.2%	31.0%	41.7%	32.3%	32.1%
Water and sanitation*	28.6%	7.7%	20.0%	11.1%	15.5%	8.0%	7.2%	7.1%	13.9%	4.8%	7.1%
Pollution	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%	2.8%	0.0%	0.0%
Job creation/employment*	57.1%	61.5%	41.4%	70.4%	37.1%	59.8%	55.2%	52.4%	52.8%	54.8%	28.6%
Health	21.4%	15.4%	23.6%	18.5%	17.2%	9.2%	13.6%	16.7%	13.9%	19.4%	0.0%
Financial markets	0.0%	0.0%	3.6%	0.0%	0.9%	3.4%	1.6%	2.4%	5.6%	1.6%	7.1%
Social protection*	0.0%	3.8%	4.3%	3.7%	6.0%	1.1%	0.0%	2.4%	0.0%	0.0%	17.9%
Gender equity*	0.0%	0.0%	1.4%	0.0%	1.7%	2.3%	6.4%	7.1%	0.0%	1.6%	10.7%
Private sector development	21.4%	23.1%	11.4%	14.8%	17.2%	23.0%	13.6%	21.4%	13.9%	22.6%	21.4%
Education*	57.1%	50.0%	41.4%	33.3%	44.8%	28.7%	54.4%	31.0%	52.8%	40.3%	53.6%
Public sector governance/reform	14.3%	3.8%	16.4%	14.8%	9.5%	6.9%	7.2%	4.8%	16.7%	12.9%	7.1%
Global/regional integration	0.0%	0.0%	1.4%	0.0%	0.9%	2.3%	0.8%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	3.8%	7.9%	3.7%	6.0%	4.6%	5.6%	0.0%	2.8%	3.2%	3.6%
Urban development	0.0%	0.0%	2.1%	0.0%	2.6%	0.0%	0.8%	0.0%	0.0%	1.6%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	3.7%	0.9%	1.1%	0.0%	0.0%	0.0%	0.0%	3.6%
Economic growth	21.4%	23.1%	21.4%	14.8%	19.8%	34.5%	24.8%	38.1%	30.6%	25.8%	21.4%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	2.6%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.7%	0.0%	4.3%	3.4%	3.2%	2.4%	0.0%	3.2%	0.0%
Information and communications technology	7.1%	0.0%	2.9%	3.7%	2.6%	2.3%	3.2%	0.0%	0.0%	1.6%	0.0%
Transport	0.0%	7.7%	6.4%	0.0%	5.2%	6.9%	3.2%	2.4%	2.8%	3.2%	3.6%
Agriculture and rural development	28.6%	30.8%	38.6%	44.4%	45.7%	47.1%	39.2%	52.4%	27.8%	40.3%	50.0%
Trade and exports	0.0%	0.0%	2.1%	0.0%	2.6%	2.3%	4.8%	0.0%	0.0%	1.6%	0.0%
Crime and violence	0.0%	3.8%	2.1%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	2.1%	3.7%	3.4%	0.0%	2.4%	4.8%	0.0%	1.6%	0.0%
Climate change	0.0%	3.8%	1.4%	3.7%	0.9%	0.0%	1.6%	0.0%	8.3%	1.6%	0.0%
Poverty reduction	21.4%	3.8%	12.9%	3.7%	15.5%	9.2%	13.6%	21.4%	8.3%	17.7%	25.0%
Anti corruption	0.0%	7.7%	5.7%	7.4%	5.2%	10.3%	4.8%	2.4%	2.8%	8.1%	7.1%

*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ghana?

Greatest Value Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	33.3%	25.0%	17.4%	26.9%	8.0%	14.9%	19.4%	7.7%	23.5%	11.8%	19.2%
Capacity development related to World Bank Group supported projects	16.7%	8.3%	9.1%	0.0%	13.0%	14.9%	13.0%	10.3%	11.8%	19.6%	3.8%
Technical assistance	0.0%	33.3%	19.0%	11.5%	22.0%	10.4%	13.0%	17.9%	20.6%	19.6%	7.7%
Policy advice, studies, analyses	0.0%	0.0%	10.7%	11.5%	8.0%	9.0%	8.3%	12.8%	5.9%	9.8%	15.4%
Financial resources	25.0%	16.7%	30.6%	19.2%	33.0%	34.3%	21.3%	30.8%	17.6%	27.5%	19.2%
Data and statistics	8.3%	0.0%	4.1%	3.8%	2.0%	4.5%	2.8%	0.0%	2.9%	2.0%	0.0%
Promoting knowledge sharing	0.0%	4.2%	5.8%	11.5%	4.0%	6.0%	12.0%	7.7%	11.8%	9.8%	11.5%
Implementation support	0.0%	4.2%	2.5%	3.8%	6.0%	1.5%	4.6%	5.1%	5.9%	0.0%	11.5%
Mobilizing third party financial resources*	0.0%	8.3%	0.0%	7.7%	2.0%	3.0%	2.8%	0.0%	0.0%	0.0%	11.5%
Donor coordination*	16.7%	0.0%	1.7%	3.8%	2.0%	1.5%	1.9%	7.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders*	16.7%	0.0%	4.2%	11.5%	8.2%	7.5%	12.3%	15.8%	15.2%	1.9%	0.0%
Capacity development related to World Bank Group supported projects	0.0%	20.8%	9.3%	19.2%	14.3%	10.4%	11.3%	5.3%	18.2%	1.9%	7.7%
Technical assistance*	0.0%	20.8%	20.3%	15.4%	13.3%	13.4%	15.1%	31.6%	15.2%	11.5%	42.3%
Policy advice, studies, analyses	0.0%	8.3%	11.9%	3.8%	11.2%	11.9%	8.5%	18.4%	15.2%	15.4%	3.8%
Financial resources	41.7%	8.3%	20.3%	15.4%	17.3%	13.4%	14.2%	7.9%	6.1%	21.2%	7.7%
Data and statistics	0.0%	0.0%	4.2%	7.7%	3.1%	1.5%	1.9%	2.6%	3.0%	3.8%	3.8%
Promoting knowledge sharing	25.0%	8.3%	11.9%	11.5%	24.5%	13.4%	17.9%	5.3%	9.1%	11.5%	3.8%
Implementation support*	0.0%	12.5%	6.8%	11.5%	5.1%	14.9%	9.4%	5.3%	18.2%	23.1%	19.2%
Mobilizing third party financial resources*	8.3%	20.8%	5.1%	0.0%	3.1%	3.0%	6.6%	2.6%	0.0%	1.9%	7.7%
Donor coordination	8.3%	0.0%	5.9%	3.8%	6.1%	10.4%	2.8%	5.3%	0.0%	5.8%	3.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Not client focused	0.0%	3.8%	7.4%	7.7%	9.6%	4.7%	2.5%	0.0%	0.0%	6.5%	0.0%
The credibility of its knowledge/data	7.1%	0.0%	5.9%	0.0%	4.4%	4.7%	2.5%	4.8%	0.0%	1.6%	3.6%
World Bank Group's processes too complex	7.1%	7.7%	13.3%	11.5%	19.3%	11.8%	9.8%	14.3%	2.8%	19.4%	7.1%
Not willing to honestly criticize policies and reform efforts in the country	28.6%	23.1%	17.8%	26.9%	20.2%	21.2%	13.9%	38.1%	27.8%	22.6%	17.9%
Staff too inaccessible	0.0%	3.8%	15.6%	3.8%	11.4%	7.1%	13.1%	16.7%	11.1%	8.1%	3.6%
World Bank Group's processes too slow	7.1%	11.5%	5.2%	7.7%	8.8%	17.6%	8.2%	11.9%	5.6%	8.1%	7.1%
Not aligned with other donors' work	0.0%	0.0%	0.7%	0.0%	5.3%	2.4%	2.5%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities*	7.1%	7.7%	11.9%	0.0%	22.8%	16.5%	12.3%	19.0%	8.3%	22.6%	17.9%
Not adequately sensitive to political/social realities in Ghana	14.3%	19.2%	15.6%	3.8%	7.0%	16.5%	19.7%	16.7%	11.1%	12.9%	14.3%
Too influenced by developed countries	21.4%	23.1%	19.3%	15.4%	11.4%	21.2%	17.2%	21.4%	22.2%	22.6%	14.3%
Not exploring alternative policy options	7.1%	3.8%	4.4%	7.7%	2.6%	7.1%	5.7%	0.0%	8.3%	4.8%	10.7%
Not collaborating enough with stakeholders outside the Government*	28.6%	34.6%	25.2%	42.3%	21.1%	24.7%	25.4%	19.0%	50.0%	8.1%	28.6%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	15.4%	8.1%	3.8%	6.1%	8.2%	5.7%	2.4%	2.8%	4.8%	3.6%
Not enough public disclosure of its work*	42.9%	46.2%	25.2%	53.8%	21.9%	21.2%	46.7%	23.8%	47.2%	17.7%	42.9%
Arrogant in its approach*	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	3.2%	10.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	2.4%	0.0%	0.0%	0.0%
Don't know	14.3%	0.0%	10.4%	7.7%	9.6%	7.1%	4.9%	2.4%	0.0%	12.9%	7.1%

*Significantly different between stakeholder groups

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	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	21.4%	38.5%	10.6%	51.9%	12.8%	16.1%	27.6%	9.3%	41.7%	14.5%	25.0%
To a somewhat sufficient degree	35.7%	30.8%	31.2%	22.2%	26.5%	32.2%	26.8%	27.9%	22.2%	32.3%	25.0%
To a somewhat insufficient degree	28.6%	23.1%	27.7%	14.8%	29.9%	20.7%	21.1%	20.9%	19.4%	24.2%	21.4%
To a very insufficient degree	0.0%	7.7%	22.7%	7.4%	18.8%	21.8%	17.1%	30.2%	8.3%	17.7%	21.4%
Don't know	14.3%	0.0%	7.8%	3.7%	12.0%	9.2%	7.3%	11.6%	8.3%	11.3%	7.1%

*Significantly different between stakeholder groups



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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ghana Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Investment Project Financing	8	6.75	1.83	24	6.83	1.55	68	6.63	2.03	18	6.72	1.81	59	6.58	2.06	53	5.94	2.01	76	6.47	1.65	24	7.08	1.56	23	6.57	1.56	41	6.07	2.45	19	6.74	1.52
Development Policy Financing*	9	6.22	2.39	23	6.74	1.39	67	6.58	2.01	20	6.95	2.09	63	6.54	1.89	53	6.11	2.15	81	6.11	1.86	22	7.41	0.80	23	6.70	1.49	39	5.90	2.39	21	7.29	1.59
Trust funds and grants	10	7.40	1.78	23	6.91	1.56	68	6.62	2.17	18	6.78	1.93	63	6.41	2.04	46	6.52	1.87	75	6.67	1.84	22	6.64	1.73	22	6.64	1.76	35	6.34	2.48	19	7.42	1.57
Guarantees	10	6.60	2.22	21	6.86	1.74	57	5.91	2.04	15	6.80	2.40	43	5.81	2.18	42	5.55	2.10	69	6.36	1.80	20	6.05	1.57	20	6.10	2.25	30	5.47	2.53	20	6.85	1.57
IFC Investment Services	9	6.56	2.65	23	6.13	1.71	53	6.02	1.95	13	6.92	1.98	35	6.91	1.98	42	5.86	2.01	68	6.18	1.65	16	6.56	1.50	17	5.94	2.11	33	5.55	2.75	19	6.05	1.99
IFC Advisory Services	8	7.25	1.58	23	6.35	1.75	56	6.11	1.91	12	6.25	1.96	40	6.50	1.99	44	5.86	2.32	70	6.21	1.88	17	6.76	1.39	18	5.89	2.30	34	5.62	2.50	19	6.05	2.17

*Significantly different between stakeholder groups

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 the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Beneficiaries*	7.1%	7.7%	21.3%	7.4%	21.6%	12.6%	10.5%	23.3%	8.3%	29.5%	17.9%
Youth/university groups	7.1%	7.7%	22.0%	7.4%	19.0%	20.7%	18.5%	16.3%	8.3%	29.5%	10.7%
Private sector*	50.0%	23.1%	33.3%	14.8%	31.0%	55.2%	32.3%	20.9%	33.3%	34.4%	42.9%
Local government*	35.7%	57.7%	48.9%	29.6%	58.6%	25.3%	34.7%	34.9%	27.8%	26.2%	21.4%
Donor community	7.1%	0.0%	6.4%	3.7%	12.1%	4.6%	8.9%	14.0%	5.6%	3.3%	7.1%
NGOs/Community Based Organizations*	21.4%	11.5%	27.7%	51.9%	20.7%	32.2%	40.3%	14.0%	50.0%	18.0%	42.9%
Academia/think tanks/research institutes*	21.4%	23.1%	22.7%	59.3%	19.0%	21.8%	31.5%	20.9%	41.7%	37.7%	25.0%
Parliament*	28.6%	53.8%	5.0%	7.4%	3.4%	11.5%	6.5%	7.0%	13.9%	3.3%	17.9%
Foundations	0.0%	3.8%	2.1%	0.0%	2.6%	4.6%	5.6%	2.3%	2.8%	0.0%	3.6%
Media*	7.1%	11.5%	5.0%	11.1%	4.3%	6.9%	5.6%	41.9%	8.3%	16.4%	3.6%
Other	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	4.7%	0.0%	1.6%	3.6%
Don't know	7.1%	0.0%	2.1%	0.0%	2.6%	1.1%	1.6%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall the World Bank Group currently plays a relevant role in development in Ghana	11	7.09	1.14	23	6.48	1.16	119	6.78	2.30	21	6.67	2.06	95	6.64	2.33	72	6.89	2.32	106	6.40	2.34	40	6.82	1.66	33	6.73	2.07	54	6.37	2.51	25	6.64	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	11	6.27	1.56	21	6.52	0.75	112	6.11	2.45	22	6.64	1.94	88	5.98	2.53	66	6.12	2.13	105	6.06	2.12	39	6.21	2.07	33	6.33	2.10	53	6.11	2.60	24	6.54	2.13

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Responsiveness to needs	11	5.73	2.57	22	5.73	0.88	119	6.06	2.37	20	5.65	1.93	91	5.95	2.3	74	5.62	2.16	96	5.74	2.00	40	5.60	2.09	27	5.41	1.99	52	5.83	2.56	21	6.05	1.86
Flexibility (in terms of the institution's products and services)	11	5.64	2.11	23	6.22	1.51	110	5.62	2.2	22	5.82	1.79	86	5.19	2.22	73	5.27	2.06	87	5.07	1.88	36	5.08	1.56	23	5.17	2.10	46	5.61	2.14	22	6.18	1.89
Flexibility (in terms of changing country circumstances)	10	5.00	2.05	25	5.84	1.21	115	5.53	2.18	19	5.63	1.71	87	5.57	2.21	73	5.45	2.29	88	5.60	1.77	40	5.70	2.09	23	6.09	2.07	52	5.38	2.47	23	5.43	1.85
Being inclusive	10	5.60	3.37	23	5.83	1.64	109	5.99	2.55	22	5.95	2.06	87	5.64	2.07	70	5.87	2.08	92	5.50	1.70	35	5.34	1.71	30	5.90	2.41	50	5.86	2.42	22	6.00	1.88
Openness (sharing data and other information)	12	7.42	1.31	21	6.67	0.97	115	6.23	2.54	22	7.05	1.89	90	6.08	2.39	73	6.07	2.39	96	5.92	1.99	39	5.90	2.16	33	6.30	2.27	51	6.25	2.50	23	6.35	2.04
Collaboration with the Government	10	7.50	1.78	25	7.48	1.56	120	7.43	2.28	21	7.14	1.93	91	7.62	2.18	77	7.00	2.29	97	7.04	1.73	40	6.87	2.32	33	7.76	1.90	56	6.88	2.40	23	7.13	1.58
The speed in which it gets things accomplished on the ground	11	6.27	2.00	21	6.48	1.54	115	6.23	2.13	17	7.00	1.32	84	6.13	2.18	73	5.95	2.08	88	5.66	1.57	38	5.58	2.13	23	5.91	1.98	50	5.72	2.13	22	6.59	1.40
Helping to bring discipline/effective supervision to implementation of investment projects	10	6.90	2.42	25	6.64	1.63	116	6.86	2.61	22	7.27	2.00	90	6.94	2.32	74	6.58	2.04	97	6.37	1.80	40	6.32	2.31	32	7.06	2.27	54	6.78	2.29	23	6.30	1.94
Collaboration with civil society	11	6.36	1.36	22	5.95	1.13	110	5.92	2.44	22	6.27	1.78	86	5.94	2.54	74	5.43	1.98	101	5.96	1.78	36	5.56	2.24	32	5.81	1.86	52	5.92	2.26	23	5.70	1.74
Staff accessibility	10	6.30	3.02	21	6.05	1.77	106	5.27	2.47	18	6.22	2.10	75	5.21	2.41	68	4.81	2.43	92	5.46	2.07	32	4.94	2.20	25	5.84	2.32	45	6.11	2.40	20	5.75	2.24
Collaboration with other donors and development partners	10	7.40	0.97	23	6.39	1.37	116	6.41	2.15	22	6.95	1.43	83	6.29	2.25	74	5.81	2.16	93	6.16	1.90	38	6.11	1.89	28	6.32	2.23	46	6.78	2.25	22	6.55	1.99
Collaboration with the private sector	10	6.80	2.30	23	5.87	1.14	107	5.36	2.22	22	6.23	1.63	81	5.83	2.44	75	5.21	2.06	92	5.64	1.92	38	5.89	2.30	31	5.61	2.01	46	5.59	2.46	24	6.08	2.15
Straightforwardness and honesty	11	7.27	2.15	20	6.45	0.94	116	6.58	2.44	18	7.56	1.62	84	6.96	2.21	74	6.74	2.07	95	6.48	2.22	38	6.32	2.22	29	6.72	2.23	48	6.40	2.60	22	6.86	2.05
Treating clients and stakeholders in Ghana with respect	10	6.40	2.46	23	6.52	1.04	116	6.53	2.31	21	7.05	1.72	82	6.85	2.32	72	6.53	2.10	93	6.41	1.96	37	6.16	2.11	32	6.87	1.84	50	6.72	2.37	24	7.00	1.98
Being a long-term partner	10	8.90	1.45	24	7.79	1.41	120	7.59	2.34	22	7.68	2.28	96	7.52	2.31	78	7.69	2.22	99	7.68	1.81	39	7.62	2.12	32	7.81	1.69	51	7.76	2.31	23	7.43	1.83

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

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

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	35.7%	0.0%	16.4%	14.8%	15.5%	10.6%	11.8%	16.7%	13.9%	22.4%	11.1%
Political pressures and obstacles	35.7%	33.3%	40.3%	51.9%	53.6%	41.2%	40.3%	47.6%	50.0%	44.8%	44.4%
Reforms are not well thought out in light of country challenges	42.9%	25.0%	32.8%	18.5%	29.1%	27.1%	31.9%	26.2%	41.7%	24.1%	33.3%
Poor coordination within the Government	14.3%	16.7%	17.2%	18.5%	20.9%	28.2%	21.8%	19.0%	8.3%	25.9%	11.1%
The Government works inefficiently	21.4%	25.0%	15.7%	18.5%	17.3%	25.9%	16.0%	11.9%	8.3%	17.2%	14.8%
Poor donor coordination	21.4%	8.3%	4.5%	11.1%	5.5%	2.4%	5.0%	2.4%	2.8%	6.9%	7.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	7.1%	16.7%	21.6%	18.5%	14.5%	12.9%	22.7%	19.0%	19.4%	13.8%	0.0%
Lack of/inadequate levels of capacity in Government*	7.1%	50.0%	15.7%	18.5%	14.5%	10.6%	10.9%	31.0%	22.2%	8.6%	37.0%
There is not an adequate level of citizen/civil society participation	0.0%	20.8%	23.1%	14.8%	22.7%	21.2%	26.1%	26.2%	25.0%	25.9%	29.6%
The World Bank Group works too slowly	7.1%	4.2%	4.5%	11.1%	1.8%	5.9%	7.6%	0.0%	2.8%	6.9%	7.4%
Poor coordination within the World Bank Group	7.1%	0.0%	5.2%	3.7%	1.8%	4.7%	4.2%	0.0%	2.8%	15.5%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	12.1%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Social protection*	13	6.31	2.78	26	6.65	1.87	131	6.97	2.72	23	7.65	1.97	103	7.17	2.57	77	7.38	2.21	114	7.23	1.87	40	7.50	1.78	35	7.60	1.75	53	7.83	1.94	25	8.44	1.66
Gender equity*	13	6.54	3.04	26	7.31	1.64	130	6.91	2.60	23	8.35	1.99	105	6.96	2.43	72	7.39	2.23	113	7.64	2.00	39	7.82	2.04	33	8.30	1.98	54	7.11	2.45	25	8.56	1.66
Private sector development	14	8.57	1.60	25	7.48	1.87	132	7.68	2.46	23	8.48	1.38	101	8.06	2.19	80	8.14	2.02	112	8.09	2.01	40	7.90	2.06	33	8.52	1.77	58	8.83	1.44	24	8.17	1.76
Education*	13	9.15	1.07	26	8.27	1.93	135	8.61	1.85	24	9.08	1.93	108	8.79	1.89	79	8.82	1.58	114	8.92	1.42	42	8.95	1.59	35	9.09	1.29	56	9.57	0.91	24	8.87	1.75
Public sector governance/reform	13	7.85	2.27	26	7.77	1.56	131	7.86	2.18	24	8.67	2.32	106	7.69	2.24	80	8.26	2.00	116	7.82	1.72	41	7.98	1.84	34	8.26	1.52	56	8.37	1.78	26	7.62	1.83
Global/regional integration*	13	5.54	3.10	24	7.79	1.44	132	6.98	2.42	22	7.59	2.67	98	6.74	2.38	77	7.22	2.07	115	7.21	2.08	37	7.51	1.85	33	7.97	1.45	54	7.89	1.64	26	7.46	2.21
Food security	13	7.69	1.80	26	8.08	1.47	133	7.92	2.29	24	8.29	2.77	104	8.21	2.10	81	8.33	1.82	115	8.54	1.64	40	8.35	1.82	34	8.65	1.54	58	8.72	1.44	25	8.04	1.59
Urban development	13	7.46	2.22	25	7.68	1.60	130	7.49	2.36	24	8.08	1.82	102	8.00	2.15	81	7.63	2.03	112	7.66	2.16	40	7.57	1.97	33	8.00	1.80	50	8.48	1.69	26	7.23	2.20
Energy*	13	8.23	1.64	26	8.31	1.95	134	7.68	2.45	24	9.17	1.27	105	8.39	1.94	80	8.49	2.05	115	8.67	1.73	40	8.60	2.01	34	8.94	1.63	56	9.07	1.75	26	7.81	2.19
Water and sanitation	13	9.00	1.15	25	8.56	1.61	134	8.18	2.32	23	8.70	2.32	110	8.52	1.97	79	8.63	1.83	111	8.59	1.67	39	8.51	1.96	34	8.94	1.61	56	9.07	1.22	24	8.33	1.55
Pollution*	12	6.33	2.50	25	6.60	1.89	127	7.16	2.75	24	7.38	2.57	101	7.58	2.26	79	7.47	2.14	114	7.64	2.05	40	7.72	2.05	34	8.32	1.72	54	8.22	1.91	25	7.36	2.68
Job creation/employment*	14	8.14	1.88	25	8.28	2.30	135	7.82	2.65	25	9.08	2.10	106	8.53	2.21	81	8.57	2.34	116	8.91	2.03	40	8.93	1.89	34	8.97	1.88	56	9.25	1.58	26	8.50	2.08
Health*	13	8.85	1.14	24	8.46	1.38	129	8.36	2.13	24	9.12	2.05	106	8.89	1.73	78	8.88	1.83	115	9.10	1.23	41	9.07	1.65	35	8.97	1.25	57	9.60	0.84	26	8.73	1.40
Financial markets*	12	6.83	3.13	25	8.00	1.32	126	7.02	2.49	23	8.04	2.03	100	7.42	2.32	80	7.91	1.99	114	7.93	1.75	40	7.60	2.24	33	8.18	1.57	55	8.15	2.14	26	8.19	1.72
Transport*	13	6.15	2.38	25	8.32	1.44	131	7.47	2.27	24	8.62	2.18	105	7.66	2.31	81	7.96	2.09	113	8.11	2.00	39	8.03	2.01	33	8.67	1.53	56	8.59	1.75	26	8.38	1.72
Agriculture and rural development	12	8.17	1.80	24	8.54	1.64	132	8.31	2.31	24	8.88	2.19	106	8.88	1.67	80	8.99	1.75	114	8.92	1.69	40	9.00	1.72	34	9.26	1.46	57	9.16	1.57	26	8.54	1.63
Trade and exports	13	6.77	2.52	24	7.21	1.18	131	7.19	2.52	23	7.91	1.90	100	7.40	2.37	78	7.76	1.87	112	7.56	1.88	35	7.63	1.78	34	7.32	1.89	58	8.03	2.09	25	7.56	2.12
Crime and violence	11	6.36	1.80	26	6.85	1.54	131	6.61	2.50	23	7.48	2.33	106	6.57	2.54	78	7.10	2.36	112	6.99	2.25	39	7.64	2.36	33	7.33	2.38	51	7.53	2.27	26	7.62	2.33
Natural resource management*	13	4.69	2.29	26	6.77	1.82	133	6.74	2.50	24	7.42	2.59	103	7.10	2.44	80	6.95	2.44	112	7.10	2.29	39	7.21	2.38	34	7.32	2.46	56	7.70	2.11	26	7.04	2.66
Climate change	13	7.00	2.65	25	6.84	1.93	128	7.14	2.44	23	8.35	1.70	103	7.30	2.45	77	7.22	2.33	113	7.43	2.10	40	7.60	1.97	34	8.41	1.81	52	7.77	2.19	25	7.32	2.36
Poverty reduction*	13	7.15	2.23	25	8.56	1.50	131	8.01	2.35	24	8.83	1.86	107	8.21	2.04	78	8.47	2.00	109	8.55	1.82	40	8.50	2.05	33	9.18	1.40	59	9.17	1.30	26	8.62	1.65
Anti corruption*	13	8.23	1.79	26	8.00	1.65	133	7.34	2.50	22	8.55	2.09	99	7.44	2.59	80	8.26	2.20	107	7.92	2.05	38	8.26	2.04	34	7.85	2.34	54	8.74	1.64	25	8.48	1.36
Judiciary reform	13	5.85	2.54	26	7.38	1.90	127	6.58	2.53	23	6.96	2.42	100	6.58	2.52	77	6.82	2.61	112	6.74	2.51	37	6.57	2.56	34	7.09	2.56	49	7.86	2.05	26	7.15	2.63
Economic growth*	14	8.64	1.65	26	8.27	1.25	131	7.92	2.29	23	9.04	1.19	107	8.54	1.86	82	8.55	1.98	114	8.45	1.81	41	8.93	1.52	34	8.56	1.67	59	8.95	1.29	26	8.69	1.41
Disaster risk management	11	6.45	2.42	26	7.12	2.07	130	7.12	2.24	24	8.08	1.89	101	7.03	2.38	80	7.32	2.13	111	7.66	1.85	38	7.32	2.17	34	7.65	2.12	49	7.86	2.11	25	7.20	2.55
Equality of opportunity*	13	5.38	3.10	25	7.20	1.80	129	7.24	2.55	24	8.38	1.44	103	7.49	2.30	79	7.86	2.09	113	7.87	2.09	38	7.68	2.16	34	8.32	1.77	51	8.10	1.91	25	7.72	2.35
Information and communications technology*	13	7.54	2.07	25	7.52	1.71	133	7.71	2.19	24	8.79	1.22	102	7.71	2.10	80	8.41	1.89	114	8.20	1.69	39	8.10	2.21	34	8.62	1.60	56	8.70	1.68	26	8.27	1.37

*Significantly different between stakeholder groups



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

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)

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Social protection	10	5.30	2.00	22	5.68	1.29	88	5.84	2.54	15	5.20	1.93	67	5.30	2.22	59	5.27	1.93	79	5.37	1.60	29	5.14	1.87	22	5.09	1.54	39	6.10	2.53	21	5.62	2.36
Gender equity	11	5.36	2.62	21	6.86	1.35	93	6.03	2.34	16	6.44	2.80	69	5.75	2.43	61	5.82	2.22	85	6.00	2.01	32	5.78	1.72	27	6.37	1.50	38	6.79	2.26	22	5.68	2.23
Private sector development*	11	8.18	1.54	23	5.83	1.44	100	5.90	2.47	18	6.44	1.46	72	5.67	2.34	66	5.45	1.83	88	6.02	1.80	33	5.88	2.09	26	6.65	1.60	39	5.77	2.79	22	5.55	2.09
Education*	11	8.45	1.81	23	6.87	1.32	111	7.28	2.09	18	7.78	1.31	88	7.24	2.08	70	6.77	2.01	100	7.04	1.98	35	7.54	1.77	29	7.76	1.30	49	7.18	2.27	22	6.27	2.10
Public sector governance/reform*	11	8.00	2.00	22	6.91	1.48	112	7.05	2.20	20	7.90	1.71	87	7.18	2.00	69	6.58	2.16	89	6.74	1.70	34	6.79	1.87	27	7.41	1.67	45	6.91	2.64	22	6.00	1.54
Global/regional integration*	12	6.92	2.15	24	7.21	1.18	85	6.31	2.23	18	7.11	1.88	67	5.72	2.26	63	5.52	2.27	82	6.26	1.73	28	5.68	1.83	25	7.04	1.72	34	6.41	1.83	22	6.45	1.87
Food security	10	7.90	1.73	22	6.55	1.34	99	6.41	2.28	17	7.18	1.74	81	6.72	2.28	65	6.28	1.94	84	6.31	2.02	31	6.58	1.84	25	6.56	1.71	44	6.80	2.13	20	6.35	1.73
Urban development	10	7.50	2.80	21	6.43	1.36	99	6.34	2.23	19	6.53	1.47	81	6.43	2.24	67	5.70	2.01	92	6.03	1.82	34	5.68	2.16	26	6.73	1.56	37	6.49	2.24	20	6.10	1.33
Energy	12	7.17	2.29	21	5.95	1.47	99	5.88	2.46	18	5.11	2.11	76	6.29	2.50	66	5.64	1.96	90	5.94	2.06	35	5.71	1.87	25	5.08	1.75	38	6.05	2.78	22	5.59	1.94
Water and sanitation*	11	7.91	2.21	21	6.95	1.36	105	6.37	2.58	18	5.94	2.36	83	7.19	2.09	69	6.35	1.96	93	6.49	2.02	33	5.76	1.89	28	6.25	2.32	42	6.86	2.48	23	5.83	1.97
Pollution	10	6.00	2.26	21	5.67	1.49	88	5.40	2.32	17	5.00	2.60	67	5.19	2.13	66	5.42	2.02	82	5.38	1.92	30	4.83	2.09	23	5.00	2.11	39	5.18	2.77	22	5.32	1.81
Job creation/employment	12	7.00	2.45	19	5.37	0.83	99	5.69	2.64	19	5.47	2.34	84	5.75	2.63	67	5.07	2.19	87	5.47	2.46	33	6.15	2.51	25	5.32	2.53	40	5.77	2.89	22	5.82	2.30
Health	12	7.42	1.98	24	6.42	1.02	108	6.94	2.24	19	7.05	2.09	85	7.04	1.89	65	6.66	1.84	97	6.81	1.94	38	6.82	1.89	27	6.70	1.79	45	7.11	2.46	22	6.91	1.63
Financial markets	10	7.30	2.54	22	6.77	0.81	90	6.06	2.29	18	6.94	1.43	75	5.99	2.10	68	6.04	2.16	89	6.27	1.82	36	6.17	2.10	25	6.76	1.42	37	6.05	2.48	21	6.67	1.83
Transport*	11	7.00	2.41	23	6.96	1.26	102	6.26	2.47	18	7.17	2.15	82	5.95	2.24	67	6.22	2.13	93	6.84	1.86	34	5.74	2.12	27	6.96	1.85	40	6.60	2.56	23	7.30	1.77
Agriculture and rural development	11	7.36	1.75	20	6.90	1.55	104	6.44	2.39	18	7.06	2.18	88	6.81	2.11	68	6.63	1.91	94	6.65	1.89	35	6.14	2.22	29	7.00	1.91	43	6.79	2.41	22	6.41	2.24
Trade and exports	10	6.30	2.16	19	6.26	1.33	92	5.64	2.54	17	6.12	2.09	74	5.65	1.91	68	5.82	2.20	78	5.92	1.88	32	5.81	1.99	22	5.50	1.26	37	6.24	2.52	21	6.05	2.16
Natural resource management	11	5.27	1.49	22	6.09	1.06	93	5.40	2.37	16	6.13	2.06	73	5.45	2.19	65	5.38	2.13	84	5.70	1.74	32	5.03	2.16	25	5.96	1.84	36	5.86	2.57	22	5.09	1.60
Climate change	11	5.55	2.11	21	6.67	1.43	102	5.97	2.52	15	6.47	1.88	78	5.69	2.13	65	5.66	2.11	89	6.15	1.95	31	5.10	2.02	26	6.58	2.30	37	6.03	2.76	21	6.14	2.37
Poverty reduction	10	5.90	2.85	22	6.32	1.55	98	6.19	2.63	16	6.19	2.29	83	6.61	2.32	67	6.30	2.03	81	6.11	2.19	33	5.55	2.31	23	5.74	1.98	47	6.38	2.99	22	6.41	2.30
Anti corruption	10	5.70	2.06	21	6.14	1.15	92	5.21	2.50	13	5.00	2.68	68	5.50	2.18	63	5.06	2.01	73	5.40	1.98	31	5.26	2.00	21	4.71	2.33	37	5.16	2.97	19	6.58	1.43
Judiciary reform	9	5.22	1.64	22	5.77	1.80	87	5.28	2.48	13	5.08	1.44	60	4.57	2.07	57	4.96	2.07	67	5.31	1.79	26	4.96	2.01	20	4.45	2.33	33	5.58	2.85	18	5.89	1.64
Economic growth	11	7.27	1.56	21	6.62	1.72	107	6.54	2.58	19	6.68	1.63	83	7.10	1.94	68	6.38	2.17	86	6.64	1.89	32	6.03	2.32	27	7.11	1.97	45	6.62	2.78	21	7.00	1.70
Disaster risk management*	9	6.44	1.42	22	6.23	1.45	85	5.89	2.36	14	4.14	1.46	70	5.01	1.91	64	5.37	2.07	72	5.61	1.72	31	4.94	1.79	21	5.57	2.11	35	5.80	2.59	20	5.45	1.90
Equality of opportunity	9	6.78	1.30	22	6.00	1.45	93	5.43	2.54	18	5.61	2.20	69	5.74	2.34	63	5.56	2.18	82	6.07	1.71	29	5.66	1.91	23	5.74	2.14	39	5.95	2.71	22	5.73	2.10
Information and communications technology*	10	7.70	1.34	24	6.50	1.32	100	6.59	2.42	16	7.06	1.69	70	6.09	2.30	67	5.85	2.14	85	6.60	1.75	34	5.74	1.97	23	6.74	1.68	43	7.02	2.71	22	6.73	1.58

*Significantly different between stakeholder groups



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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank Group's work help to achieve development results in Ghana?*	11	8.55	1.63	23	6.78	1.41	119	6.80	1.92	23	6.91	1.88	99	6.66	2.16	71	6.39	2.20	103	6.21	1.82	38	7.24	1.78	33	6.67	1.69	47	6.85	2.24	24	6.75	1.57

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

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
The World Bank Group's financial instruments meet the needs of Ghana	13	8.00	1.53	22	6.14	1.46	117	5.89	2.41	23	5.61	1.95	97	5.94	2.28	70	5.77	2.29	89	5.88	1.74	37	6.16	1.97	28	6.18	1.83	50	6.12	2.45	23	6.09	1.50
The World Bank Group meets Ghana's needs for knowledge services*	12	8.58	1.31	23	6.87	1.58	112	6.27	2.24	25	6.88	1.81	97	6.31	2.35	72	6.15	1.95	94	6.21	1.76	36	6.14	2.44	31	7.23	1.65	47	6.40	2.27	25	6.40	1.58

*Significantly different between stakeholder groups

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent do you believe that Ghana received value for money from the World Bank Group's Reimbursable Advisory Services?	10	6.80	1.55	21	6.38	1.43	94	6.18	2.28	17	6.82	2.30	75	6.04	2.29	51	6.20	2.01	71	6.52	1.80	31	5.65	2.07	20	6.40	2.16	45	6.42	2.46	21	6.57	1.75

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



D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?*

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	0.0%	0.0%	3.8%	0.9%	4.7%	5.0%	0.0%	0.0%	3.6%	7.4%
Monthly	41.7%	38.5%	10.2%	19.2%	2.7%	14.1%	10.1%	11.6%	13.9%	8.9%	18.5%
A few times a year	33.3%	38.5%	29.9%	53.8%	29.7%	20.0%	25.2%	32.6%	44.4%	23.2%	33.3%
Rarely	0.0%	23.1%	21.9%	15.4%	24.3%	25.9%	28.6%	20.9%	27.8%	25.0%	11.1%
Never	25.0%	0.0%	38.0%	7.7%	42.3%	35.3%	31.1%	34.9%	13.9%	39.3%	29.6%

*Significantly different between stakeholder groups

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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			
Are timely	11	5.91	1.81	19	5.89	1.66	102	5.48	2.33	15	6.20	2.34	78	6.01	2.22	52	5.69	2.05	75	5.64	1.62	33	5.24	2.44	22	5.86	1.67	44	5.80	2.41	20	5.65	2.11
Include appropriate level of stakeholder involvement during preparation	11	7.55	2.11	24	6.50	1.62	102	6.16	2.25	21	6.86	1.74	85	6.29	2.35	62	6.26	2.17	88	6.50	1.60	36	5.36	2.28	30	6.77	1.41	41	6.02	2.37	24	6.63	1.74
Lead to practical solutions	11	6.18	1.89	23	6.26	1.25	110	6.21	2.24	18	6.33	1.97	83	5.59	2.33	63	5.87	1.90	85	6.08	1.68	35	5.29	2.14	28	6.14	1.72	44	5.64	2.49	20	5.95	1.67
Are accessible (well written and easy to understand)	11	7.64	1.75	25	6.20	1.61	107	6.04	2.43	19	6.16	1.38	82	5.96	2.36	61	6.03	2.19	85	6.07	1.89	32	5.38	2.25	25	6.36	1.73	44	6.52	2.34	21	6.33	2.01
Are source of relevant information on global good practices	11	7.82	1.47	25	6.96	1.34	103	7.01	2.10	19	6.68	1.60	78	6.92	2.29	67	6.82	1.83	89	6.84	1.88	34	6.56	2.26	28	6.93	1.36	41	6.85	2.58	21	6.52	1.47
Are relevant to country challenges	11	7.27	1.90	21	6.33	1.59	110	6.54	2.12	18	6.94	1.66	85	6.39	2.28	66	6.42	2.14	92	6.42	1.81	36	6.39	1.93	29	6.62	1.47	46	6.61	2.50	22	6.45	2.06
Are adequately disseminated	11	6.00	1.55	21	5.67	1.39	101	5.39	2.30	16	6.31	1.70	83	5.37	2.31	58	5.45	2.09	81	5.57	1.92	32	4.75	2.26	25	5.32	1.38	38	5.97	2.30	22	5.77	1.97
Are translated enough into local language	11	4.45	1.75	20	5.30	1.84	89	4.13	2.71	16	4.25	1.77	69	3.91	2.70	60	4.10	2.65	72	4.44	2.41	30	3.67	2.34	24	4.88	2.29	37	4.89	2.97	17	5.18	2.70
Are adaptable to Ghana's specific development challenges and country circumstances	11	6.27	2.49	23	5.96	1.30	112	6.08	2.28	19	6.89	1.45	84	6.02	2.43	62	5.50	2.34	90	5.91	1.89	36	5.97	2.21	31	5.97	1.66	44	6.20	2.71	23	6.39	2.21



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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	12	7.92	1.51	26	7.27	1.37	115	7.06	2.12	23	7.30	1.74	95	6.59	2.08	74	6.59	1.77	103	6.50	1.72	38	7.00	1.99	31	7.10	1.47	48	6.31	2.32	23	6.43	1.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.00	1.48	24	7.13	1.15	113	7.01	2.14	23	7.04	1.66	91	6.89	2.13	73	6.79	1.83	99	6.73	1.65	38	7.16	1.98	31	7.00	1.79	49	6.45	2.75	24	7.13	1.33

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

*Significantly different between stakeholder groups

E. Working with the World Bank Group

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
The World Bank Group processes withdrawal of funds promptly	10	4.20	2.30	21	5.43	1.25	82	5.70	2.55	18	5.22	2.16	65	5.45	2.62	49	5.53	2.17	70	4.87	1.99	24	3.96	1.71	23	5.26	2.07	37	5.65	2.38	18	5.17	2.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports	12	7.25	2.22	25	6.72	1.54	118	7.23	2.19	25	6.36	2.00	96	7.30	2.18	72	6.83	2.18	98	6.67	1.69	37	6.73	1.84	32	7.00	1.87	51	7.27	2.25	24	5.96	1.99
The World Bank Group's approvals and reviews are done in a timely fashion	11	7.09	1.97	24	6.50	1.47	99	6.58	2.24	21	5.86	2.13	81	6.47	1.99	64	6.23	2.08	82	5.90	1.99	28	5.96	1.93	28	6.00	1.74	45	6.49	2.33	21	5.71	1.85
The World Bank Group's "Safeguard Policy" requirements are reasonable*	12	5.25	1.91	24	6.75	1.15	98	6.88	2.16	19	5.68	2.16	81	6.33	2.21	58	6.02	2.10	73	5.84	2.24	24	5.58	2.21	25	6.60	1.71	39	6.05	2.50	21	6.57	1.89
The World Bank Group's conditions on its lending are reasonable	12	7.17	2.17	22	6.14	1.91	109	5.39	2.48	18	5.72	1.99	80	5.37	2.44	70	5.64	2.25	80	5.76	2.28	30	5.33	2.17	25	5.40	1.80	47	5.02	2.37	18	5.61	1.91
The World Bank Group takes decisions quickly in Ghana	12	7.00	2.59	21	6.00	1.30	93	5.90	2.25	20	5.90	2.02	79	5.73	2.42	61	5.51	1.63	81	5.88	2.02	32	5.00	2.03	23	5.30	1.89	42	6.24	2.45	18	5.28	1.96
Working with the World Bank Group increases Ghana's institutional capacity	12	7.92	1.78	24	6.54	1.44	110	7.10	2.11	20	6.65	1.69	90	6.86	2.28	71	6.52	1.72	84	6.36	1.66	36	6.72	2.41	26	6.38	1.79	47	6.87	2.45	21	6.14	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	12	6.67	1.87	20	5.90	1.25	102	6.99	2.21	20	6.70	1.81	82	6.98	2.27	62	6.19	1.91	80	6.25	1.63	32	6.56	2.14	27	6.63	1.92	40	6.93	2.40	19	6.00	1.97
The World Bank Group provides effective implementation support*	12	8.25	1.86	23	6.74	1.57	119	7.40	2.12	24	7.25	1.98	92	7.38	1.98	73	6.70	1.98	93	6.73	1.76	36	6.44	2.05	31	7.29	1.70	51	6.80	2.56	23	6.74	1.94

*Significantly different between stakeholder groups

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in Ghana?*	12	6.50	2.02	22	6.23	1.34	103	6.87	2.37	22	5.68	2.19	84	6.35	2.20	62	6.02	2.08	92	5.52	1.99	32	6.44	2.08	29	5.59	2.08	40	6.55	2.62	23	6.17	2.01

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

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 crisis in Ghana? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Education and health	57.1%	69.2%	76.3%	77.8%	74.6%	77.4%	77.9%	83.7%	77.8%	69.5%	60.7%
Supporting poor and marginalized local communities	14.3%	7.7%	15.6%	25.9%	22.8%	16.7%	23.0%	16.3%	11.1%	13.6%	14.3%
Jobs	50.0%	50.0%	36.3%	33.3%	25.4%	31.0%	37.7%	27.9%	47.2%	27.1%	35.7%
Business development	14.3%	11.5%	9.6%	18.5%	15.8%	8.3%	9.8%	9.3%	11.1%	10.2%	14.3%
Infrastructure	21.4%	19.2%	22.2%	22.2%	23.7%	33.3%	23.8%	30.2%	13.9%	30.5%	10.7%
Social cohesion	14.3%	30.8%	21.5%	14.8%	14.9%	14.3%	12.3%	14.0%	16.7%	25.4%	21.4%
Public services	0.0%	7.7%	6.7%	25.9%	7.9%	4.8%	4.9%	7.0%	2.8%	8.5%	21.4%
Macro issues	0.0%	3.8%	1.5%	0.0%	3.5%	7.1%	4.1%	7.0%	11.1%	6.8%	7.1%
Don't know	14.3%	0.0%	2.2%	0.0%	4.4%	1.2%	2.5%	0.0%	2.8%	3.4%	0.0%
Other	0.0%	0.0%	1.5%	0.0%	0.9%	2.4%	0.0%	0.0%	0.0%	0.0%	3.6%
Education and health	57.1%	69.2%	76.3%	77.8%	74.6%	77.4%	77.9%	83.7%	77.8%	69.5%	60.7%
Supporting poor and marginalized local communities	14.3%	7.7%	15.6%	25.9%	22.8%	16.7%	23.0%	16.3%	11.1%	13.6%	14.3%
Jobs	50.0%	50.0%	36.3%	33.3%	25.4%	31.0%	37.7%	27.9%	47.2%	27.1%	35.7%
Business development	14.3%	11.5%	9.6%	18.5%	15.8%	8.3%	9.8%	9.3%	11.1%	10.2%	14.3%
Infrastructure	21.4%	19.2%	22.2%	22.2%	23.7%	33.3%	23.8%	30.2%	13.9%	30.5%	10.7%

Please rate how you feel when you think about the impact of the refugees in regards to....

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Ghana's economy*											
A very negative impact	35.7%	23.1%	25.0%	42.3%	21.8%	30.1%	28.2%	19.0%	37.1%	19.3%	18.5%
A somewhat negative impact	14.3%	7.7%	35.2%	7.7%	38.2%	32.5%	29.9%	40.5%	22.9%	38.6%	33.3%
A somewhat positive impact	7.1%	3.8%	18.8%	23.1%	25.5%	20.5%	15.4%	23.8%	31.4%	31.6%	25.9%
A very positive impact	7.1%	3.8%	10.2%	7.7%	3.6%	7.2%	13.7%	7.1%	2.9%	5.3%	0.0%
No impact at all	35.7%	61.5%	10.9%	19.2%	10.9%	9.6%	12.8%	9.5%	5.7%	5.3%	22.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion*											
A very negative impact	7.7%	15.4%	12.9%	41.7%	17.0%	17.5%	20.4%	12.2%	33.3%	10.3%	11.5%
A somewhat negative impact	76.9%	38.5%	35.5%	16.7%	38.7%	32.5%	31.9%	29.3%	42.4%	31.0%	34.6%
A somewhat positive impact	7.7%	19.2%	32.3%	12.5%	22.6%	25.0%	32.7%	39.0%	12.1%	43.1%	34.6%
A very positive impact	0.0%	11.5%	11.3%	25.0%	16.0%	17.5%	9.7%	14.6%	9.1%	12.1%	11.5%
No impact at all	7.7%	15.4%	8.1%	4.2%	5.7%	7.5%	5.3%	4.9%	3.0%	3.4%	7.7%

*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
National security*											
A very negative impact	23.1%	4.0%	24.2%	33.3%	23.8%	24.4%	24.6%	30.0%	20.0%	21.1%	14.8%
A somewhat negative impact	23.1%	24.0%	41.1%	29.2%	41.9%	45.1%	50.9%	45.0%	40.0%	45.6%	55.6%
A somewhat positive impact	15.4%	16.0%	16.9%	16.7%	19.0%	13.4%	15.8%	10.0%	31.4%	19.3%	14.8%
A very positive impact	15.4%	16.0%	11.3%	12.5%	8.6%	6.1%	5.3%	7.5%	5.7%	5.3%	0.0%
No impact at all	23.1%	40.0%	6.5%	8.3%	6.7%	11.0%	3.5%	7.5%	2.9%	8.8%	14.8%

*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public service delivery*											
A very negative impact	7.7%	8.0%	12.0%	13.0%	9.4%	12.3%	16.1%	17.9%	6.1%	12.3%	7.7%
A somewhat negative impact	38.5%	28.0%	35.2%	4.3%	52.8%	40.7%	33.0%	43.6%	27.3%	36.8%	50.0%
A somewhat positive impact	0.0%	4.0%	23.2%	30.4%	17.9%	27.2%	20.5%	23.1%	33.3%	28.1%	19.2%
A very positive impact	23.1%	12.0%	12.0%	30.4%	8.5%	9.9%	20.5%	5.1%	21.2%	7.0%	3.8%
No impact at all	30.8%	48.0%	17.6%	21.7%	11.3%	9.9%	9.8%	10.3%	12.1%	15.8%	19.2%

*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Ghana's poor and marginalized*											
A very negative impact	23.1%	8.0%	24.0%	20.8%	15.9%	16.3%	9.9%	19.5%	11.4%	15.5%	18.5%
A somewhat negative impact	15.4%	44.0%	41.9%	8.3%	44.9%	45.0%	40.5%	51.2%	37.1%	41.4%	44.4%
A somewhat positive impact	15.4%	8.0%	12.4%	29.2%	20.6%	21.3%	31.5%	12.2%	40.0%	20.7%	11.1%
A very positive impact	7.7%	8.0%	7.8%	12.5%	7.5%	7.5%	9.0%	4.9%	2.9%	6.9%	3.7%
No impact at all	38.5%	32.0%	14.0%	29.2%	11.2%	10.0%	9.0%	12.2%	8.6%	15.5%	22.2%

*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 the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	15.4%	3.8%	19.1%	14.8%	19.0%	17.4%	20.5%	14.6%	13.9%	22.4%	10.7%
Collaborate more effectively with Government clients*	23.1%	11.5%	34.6%	7.4%	32.8%	20.9%	16.4%	14.6%	16.7%	31.0%	17.9%
Work faster*	7.7%	23.1%	3.7%	7.4%	3.4%	4.7%	3.3%	4.9%	5.6%	5.2%	7.1%
Reduce the complexity of obtaining World Bank Group financing	15.4%	11.5%	21.3%	14.8%	31.9%	23.3%	17.2%	14.6%	19.4%	19.0%	10.7%
Increase availability of Reimbursable Advisory Services	0.0%	15.4%	6.6%	11.1%	4.3%	4.7%	1.6%	0.0%	2.8%	5.2%	3.6%
Help to bring discipline/effective supervision to implementation of investment projects*	23.1%	11.5%	26.5%	7.4%	19.0%	20.9%	11.5%	12.2%	2.8%	24.1%	17.9%
Offer more innovative financial products	7.7%	23.1%	7.4%	3.7%	11.2%	12.8%	18.9%	12.2%	8.3%	10.3%	3.6%
Ensure greater selectivity in its work*	23.1%	23.1%	4.4%	0.0%	9.5%	8.1%	14.8%	12.2%	5.6%	12.1%	14.3%
Provide more adequate data/knowledge/statistics/figures on Ghana's economy	23.1%	7.7%	8.1%	18.5%	9.5%	14.0%	4.9%	17.1%	11.1%	8.6%	17.9%
Improve the competitiveness of its financing compared to markets	0.0%	11.5%	2.9%	14.8%	1.7%	5.8%	4.9%	4.9%	2.8%	3.4%	3.6%
Reach out more to groups outside of Government*	23.1%	26.9%	26.5%	37.0%	21.6%	26.7%	38.5%	39.0%	55.6%	32.8%	39.3%
Increase the level of capacity development in the country	23.1%	19.2%	22.1%	14.8%	21.6%	19.8%	24.6%	46.3%	13.9%	19.0%	21.4%
Improve the quality of its experts as related to Ghana's specific challenges*	15.4%	11.5%	14.7%	44.4%	10.3%	19.8%	21.3%	7.3%	41.7%	6.9%	28.6%
Other	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	42.9%	38.5%	35.8%	63.0%	33.9%	54.2%	43.5%	43.6%	55.6%	54.4%	63.0%
Knowledge products	21.4%	7.7%	17.9%	18.5%	21.1%	16.9%	21.7%	28.2%	22.2%	21.1%	0.0%
Convening services	7.1%	0.0%	3.0%	7.4%	1.8%	1.2%	0.0%	2.6%	2.8%	1.8%	3.7%
None of the above	0.0%	0.0%	1.5%	0.0%	0.9%	2.4%	3.5%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Ghana	14.3%	50.0%	38.8%	11.1%	38.5%	22.9%	27.8%	25.6%	16.7%	19.3%	29.6%
Don't know	14.3%	3.8%	3.0%	0.0%	3.7%	2.4%	3.5%	0.0%	2.8%	3.5%	3.7%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	64.3%	65.4%	50.0%	44.4%	52.2%	49.4%	46.4%	72.1%	36.1%	56.7%	53.6%
International radio*	21.4%	11.5%	1.4%	22.2%	2.6%	1.2%	4.8%	0.0%	27.8%	5.0%	3.6%
Social media	7.1%	0.0%	14.3%	29.6%	13.9%	19.8%	12.8%	11.6%	19.4%	10.0%	14.3%
International newspapers	14.3%	3.8%	5.0%	11.1%	1.7%	3.7%	0.8%	7.0%	2.8%	5.0%	7.1%
Local television*	28.6%	65.4%	47.1%	22.2%	53.0%	42.0%	52.8%	58.1%	36.1%	41.7%	46.4%
Internet*	42.9%	15.4%	30.7%	14.8%	35.7%	43.2%	36.8%	30.2%	22.2%	48.3%	32.1%
Periodicals	0.0%	0.0%	2.1%	0.0%	3.5%	2.5%	3.2%	0.0%	0.0%	3.3%	3.6%
International television	7.1%	15.4%	5.0%	3.7%	5.2%	7.4%	5.6%	2.3%	8.3%	6.7%	7.1%
Local newspapers*	7.1%	23.1%	40.0%	48.1%	32.2%	27.2%	34.4%	18.6%	41.7%	18.3%	28.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	42.9%	46.2%	40.8%	30.8%	31.3%	41.5%	24.6%	42.9%	33.3%	36.1%	53.6%
e-Newsletters*	0.0%	11.5%	19.7%	26.9%	9.6%	15.9%	18.9%	9.5%	38.9%	11.5%	17.9%
World Bank Group's seminars/workshops/conferences*	28.6%	57.7%	37.3%	34.6%	43.5%	15.9%	25.4%	26.2%	27.8%	42.6%	39.3%
Mobile phones	28.6%	26.9%	25.4%	15.4%	22.6%	26.8%	32.0%	38.1%	11.1%	31.1%	17.9%
Direct contact with World Bank Group	21.4%	30.8%	9.9%	0.0%	15.7%	12.2%	11.5%	9.5%	8.3%	13.1%	17.9%
World Bank Group's website*	50.0%	15.4%	32.4%	53.8%	36.5%	36.6%	46.7%	33.3%	50.0%	34.4%	25.0%
Social media	21.4%	11.5%	27.5%	26.9%	31.3%	35.4%	33.6%	26.2%	25.0%	26.2%	25.0%
Other	0.0%	0.0%	0.7%	3.8%	3.5%	6.1%	2.5%	2.4%	0.0%	1.6%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	71.4%	70.8%	22.1%	36.0%	12.0%	21.0%	26.3%	32.4%	28.6%	25.4%	46.4%
No	28.6%	29.2%	77.9%	64.0%	88.0%	79.0%	73.7%	67.6%	71.4%	74.6%	53.6%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	92.9%	88.0%	73.6%	60.0%	74.3%	85.4%	65.5%	86.5%	68.6%	81.7%	78.6%
No	7.1%	12.0%	26.4%	40.0%	25.7%	14.6%	34.5%	13.5%	31.4%	18.3%	21.4%

Significantly different between stakeholder groups*Do you use/have you used the World Bank Group website?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	96.0%	46.7%	79.2%	35.1%	52.4%	57.6%	64.9%	73.5%	50.9%	74.1%
No	25.0%	4.0%	53.3%	20.8%	64.9%	47.6%	42.4%	35.1%	26.5%	49.1%	25.9%

Significantly different between stakeholder groups*Do you currently consult the World Bank Group social media sites?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	58.3%	66.7%	30.9%	44.0%	22.7%	26.8%	30.5%	51.4%	42.9%	31.1%	46.4%
No	41.7%	33.3%	69.1%	56.0%	77.3%	73.2%	69.5%	48.6%	57.1%	68.9%	53.6%

Significantly different between stakeholder groups*Which Internet connection do you use primarily when visiting a World Bank Group website?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	92.3%	88.5%	71.4%	88.9%	64.3%	70.1%	77.4%	75.0%	84.6%	81.8%	91.3%
No	7.7%	11.5%	28.6%	11.1%	35.7%	29.9%	22.6%	25.0%	15.4%	18.2%	8.7%

Significantly different between stakeholder groups*How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	14.3%	7.7%	8.6%	7.4%	6.3%	13.4%	7.0%	0.0%	0.0%	13.6%	7.4%
Monthly	28.6%	34.6%	11.5%	22.2%	13.5%	9.8%	11.3%	7.5%	14.3%	10.2%	22.2%
A few times a year	14.3%	34.6%	26.6%	44.4%	25.2%	19.5%	32.2%	47.5%	51.4%	23.7%	37.0%
Rarely	21.4%	23.1%	23.0%	18.5%	25.2%	30.5%	28.7%	27.5%	22.9%	25.4%	14.8%
Never	21.4%	0.0%	30.2%	7.4%	29.7%	26.8%	20.9%	17.5%	11.4%	27.1%	18.5%

**Significantly different between stakeholder groups*



G. Communication and Information Sharing (continued)

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

	Office of the President/Vice President/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
I find the World Bank Group's websites easy to navigate*	6	7.50	1.64	25	6.16	1.40	80	6.10	2.86	18	5.44	2.73	53	6.91	2.46	54	6.59	2.38	73	5.71	2.17	32	6.72	1.90	24	5.54	2.34	38	7.21	2.36	21	6.38	1.86
I find the information on the World Bank Group's websites useful	8	8.13	1.55	25	7.00	1.15	78	7.17	2.56	23	7.09	2.04	55	7.29	2.23	54	7.41	2.11	73	7.08	1.72	31	7.61	1.69	25	7.52	1.56	38	7.82	2.00	19	6.68	1.38
The World Bank Group's social media channels are valuable sources of information about the institution	10	7.50	2.99	23	6.13	1.39	87	7.20	2.76	21	6.76	2.19	58	7.50	2.39	49	7.69	1.94	68	7.04	1.97	34	6.79	2.06	27	7.52	1.65	34	7.74	2.44	21	6.95	1.91
When I need information from the World Bank Group I know how to find it	10	7.20	2.49	25	6.28	1.79	86	5.67	2.86	20	6.95	1.93	68	5.62	2.90	54	6.46	2.53	78	5.74	2.60	34	5.85	2.39	30	6.67	1.97	40	6.83	2.54	20	5.90	2.15
The World Bank Group is responsive to my information requests and inquiries	10	7.10	2.02	25	6.12	1.51	78	5.19	2.77	19	6.21	2.46	56	5.46	2.72	53	6.17	2.49	71	5.77	2.27	30	5.67	2.31	26	6.54	1.61	32	6.47	2.86	18	6.17	1.92

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?*

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	64.3%	86.4%	28.2%	53.8%	25.5%	19.8%	23.7%	26.8%	43.8%	17.5%	39.3%
No	35.7%	13.6%	71.8%	46.2%	74.5%	80.2%	76.3%	73.2%	56.3%	82.5%	60.7%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Ghana?*(Select only ONE response)

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	53.8%	88.0%	57.6%	59.1%	63.1%	23.6%	38.0%	29.2%	37.5%	61.8%	52.6%
The International Finance Corporation (IFC)	30.8%	8.0%	10.6%	18.2%	9.2%	23.6%	22.5%	29.2%	33.3%	11.8%	15.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	4.0%	5.9%	4.5%	6.2%	12.7%	9.9%	12.5%	8.3%	0.0%	0.0%
Other	15.4%	0.0%	25.9%	18.2%	21.5%	40.0%	29.6%	29.2%	20.8%	26.5%	31.6%

*Significantly different between stakeholder groups

**H. Background Information (continued)****Do your projects involve both the World Bank and the IFC?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	61.5%	80.8%	20.9%	52.0%	21.6%	24.7%	27.4%	28.6%	31.3%	22.2%	38.5%
No	38.5%	19.2%	79.1%	48.0%	78.4%	75.3%	72.6%	71.4%	68.8%	77.8%	61.5%

Significantly different between stakeholder groups*If yes, what was your view of how the two institutions work together in Ghana?*** (Select only ONE response)

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	37.5%	52.4%	45.8%	23.1%	42.9%	27.8%	65.5%	12.5%	66.7%	70.0%	37.5%
The way the two institutions work together needs improvement	62.5%	42.9%	29.2%	69.2%	38.1%	61.1%	20.7%	25.0%	0.0%	10.0%	62.5%
The two institutions do not work well together	0.0%	4.8%	16.7%	7.7%	9.5%	11.1%	13.8%	62.5%	22.2%	10.0%	0.0%
Don't know	0.0%	0.0%	8.3%	0.0%	9.5%	0.0%	0.0%	0.0%	11.1%	10.0%	0.0%

Significantly different between stakeholder groups*Which of the following describes most of your exposure to the World Bank Group in Ghana? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	38.5%	11.5%	41.2%	3.8%	46.9%	55.1%	38.6%	56.8%	48.5%	40.0%	56.0%
Use World Bank Group reports/data	30.8%	42.3%	21.8%	23.1%	25.5%	24.4%	19.8%	32.4%	21.2%	30.0%	16.0%
Engage in World Bank Group related/sponsored events/activities*	30.8%	76.9%	24.4%	42.3%	37.8%	16.7%	31.7%	18.9%	33.3%	26.0%	44.0%
Collaborate as part of my professional duties*	15.4%	19.2%	25.2%	42.3%	15.3%	19.2%	16.8%	8.1%	12.1%	12.0%	16.0%
Use World Bank Group website for information, data, research, etc.*	30.8%	50.0%	28.6%	57.7%	28.6%	37.2%	51.5%	40.5%	54.5%	46.0%	44.0%

Significantly different between stakeholder groups*What's your gender?***

Percentage of Respondents	Office of the President/Vice President/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	42.9%	17.4%	28.1%	28.0%	29.3%	36.0%	38.7%	35.7%	34.3%	14.8%	55.6%
Male	57.1%	82.6%	71.9%	72.0%	70.7%	64.0%	61.3%	64.3%	65.7%	85.2%	44.4%

**Significantly different between stakeholder groups*



Appendix C: Responses to Indicator Questions by Geographic Location¹⁹

● Northern Sector N=235 ● Southern Sector N=133 ● Western Sector N=120 ● Eastern Sector N=218

B. Overall Attitudes toward the World Bank Group

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	198	7.02	2.48	110	6.03	2.68	111	6.08	1.76	183	6.36	2.42

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

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

(1-Strongly disagree, 10-Strongly agree)

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana*	201	7.17	2.15	106	6.94	2.37	103	6.15	1.90	183	6.22	2.23
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	193	6.33	2.37	99	6.46	2.53	100	6.05	1.65	175	5.85	2.23

*Significantly different between geographic locations

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

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	200	6.02	2.39	107	6.34	2.16	86	5.31	1.53	176	5.52	2.08
Flexibility (in terms of the institution's products and services)	181	5.31	2.23	92	5.73	2.10	88	5.27	1.49	174	5.45	2.06
Flexibility (in terms of changing country circumstances)*	190	5.74	2.29	96	6.14	2.12	91	5.03	1.58	174	5.36	1.98
Being inclusive*	185	5.38	2.39	96	6.10	2.30	99	5.87	1.47	168	5.89	2.07
Openness (sharing data and other information)	195	6.23	2.55	103	6.39	2.47	100	6.05	1.64	175	6.12	2.17
Collaboration with the Government	203	7.22	2.27	103	7.39	2.19	101	7.02	1.77	186	7.35	2.08
The speed in which it gets things accomplished on the ground	190	5.91	2.23	99	6.08	2.16	83	5.99	1.29	168	6.14	1.91
Helping to bring discipline/effective supervision to implementation of investment projects	195	6.62	2.38	103	6.79	2.32	100	6.75	1.84	183	6.70	2.22
Collaboration with civil society	194	5.87	2.35	100	6.01	2.20	96	5.67	1.35	177	5.82	2.14
Staff accessibility*	181	4.90	2.34	89	5.75	2.54	81	5.86	2.04	161	5.53	2.32
Collaboration with other donors and development partners	188	6.50	2.29	94	6.55	1.99	96	6.09	1.48	175	6.09	2.12
Collaboration with the private sector	186	5.88	2.34	91	5.26	2.28	98	5.60	1.51	172	5.52	2.20
Straightforwardness and honesty	195	6.81	2.41	98	6.84	2.25	90	6.23	1.65	171	6.60	2.26
Treating clients and stakeholders in Ghana with respect	190	6.77	2.20	96	6.84	2.19	96	6.33	1.60	176	6.45	2.28
Being a long-term partner*	205	7.95	2.38	105	7.66	2.09	100	6.92	1.65	183	7.70	2.04

*Significantly different between geographic locations

¹⁹ 706 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ghana?*	202	7.28	1.97	98	6.49	2.14	102	5.91	1.48	187	6.62	1.97

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

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana*	197	6.41	2.24	104	5.86	2.33	88	5.70	1.47	178	5.81	2.16
The World Bank Group meets Ghana's needs for knowledge services	191	6.66	2.31	105	6.15	2.24	99	6.33	1.39	177	6.37	2.03

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities

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

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Ghana's specific development challenges and country circumstances*	184	6.37	2.43	100	6.14	2.32	91	5.80	1.47	160	5.61	2.10

*Significantly different between geographic locations

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	205	7.24	1.98	100	6.75	1.87	103	6.14	1.50	180	6.67	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	200	7.07	2.15	98	6.90	1.80	103	6.50	1.70	177	6.94	1.96

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Northern Sector			Southern Sector			Western Sector			Eastern Sector		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Ghana	176	6.01	2.09	86	5.83	2.37	69	5.70	1.66	151	5.54	2.23
Where country systems are adequate, the World Bank Group makes appropriate use of them*	178	6.78	2.01	88	7.18	2.33	75	5.99	1.36	154	6.40	2.15

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

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 FY17 Ghana COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Ghana, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Ghana?"

- Collaborating with the WBG N=199
- Not collaborating with the WBG N=471

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	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	460	4.58	2.57

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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	381	6.09	2.43

*(1-Not effective at all, 10-Very effective) *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 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	346	6.70	2.49

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

²⁰ Only 670 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)

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy*	35.0%	26.5%
Water and sanitation	15.2%	11.1%
Pollution	1.0%	0.2%
Job creation/employment	51.3%	47.2%
Health*	11.2%	18.6%
Financial markets	2.5%	2.6%
Social protection	4.1%	2.8%
Gender equity	2.5%	3.2%
Private sector development	16.2%	17.1%
Education	43.7%	43.2%
Public sector governance/reform	11.2%	10.0%
Global/regional integration	1.0%	0.9%
Food security*	1.5%	6.4%
Urban development*	2.5%	0.4%
Judiciary reform	0.0%	0.9%
Economic growth	26.9%	24.1%
Disaster risk management*	1.5%	0.2%
Equality of opportunity	1.5%	2.4%
Information and communications technology	3.0%	2.1%
Transport	4.6%	4.5%
Agriculture and rural development	41.6%	42.1%
Trade and exports	1.0%	2.8%
Crime and violence	0.5%	1.1%
Natural resource management	2.0%	2.1%
Climate change	0.5%	2.1%
Poverty reduction	11.2%	15.0%
Anti corruption	5.1%	6.6%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Ghana Government’s efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	144	6.68	1.57	253	6.36	2.06
Development Policy Financing*	147	6.73	1.66	259	6.32	2.04
Trust funds and grants*	144	6.95	1.69	242	6.46	2.08
Guarantees*	126	6.50	1.78	209	5.88	2.12
IFC Investment Services	124	6.42	1.70	194	6.01	2.13
IFC Advisory Services	125	6.44	1.80	206	6.03	2.12

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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	381	6.46	2.40
The World Bank Group’s work is aligned with what I consider the development priorities for Ghana*	184	6.73	1.71	361	5.83	2.38

*Significantly different between collaborators and non-collaborators

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

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

(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
Responsiveness to needs*	186	6.06	1.85	357	5.65	2.30
Flexibility (in terms of the institution's products and services)	181	5.60	1.78	331	5.32	2.17
Flexibility (in terms of changing country circumstances)*	182	5.80	1.70	345	5.38	2.24
Being inclusive	174	5.96	2.12	349	5.60	2.13
Openness (sharing data and other information)*	179	6.75	1.92	371	5.93	2.40
Collaboration with the Government	184	7.30	1.90	381	7.16	2.21
The speed in which it gets things accomplished on the ground*	172	6.35	1.74	345	5.79	2.06
Helping to bring discipline/effective supervision to implementation of investment projects	179	6.83	2.02	377	6.58	2.31
Collaboration with civil society	180	6.05	1.94	364	5.74	2.15
Staff accessibility	168	5.56	2.09	322	5.25	2.46
Collaboration with other donors and development partners*	175	6.53	1.85	354	6.14	2.13
Collaboration with the private sector	178	5.81	1.90	350	5.51	2.26
Straightforwardness and honesty*	179	7.13	2.08	355	6.40	2.28
Treating clients and stakeholders in Ghana with respect*	182	6.98	1.93	355	6.43	2.20
Being a long-term partner*	189	8.05	1.91	377	7.42	2.23

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	193	7.43	2.06	421	7.24	2.32
Gender equity	190	7.56	2.10	417	7.26	2.42
Private sector development	192	8.16	1.77	420	8.04	2.23
Education	193	8.67	1.68	429	8.93	1.67
Public sector governance/reform	195	8.13	1.84	432	7.88	2.04
Global/regional integration	188	7.18	2.17	415	7.18	2.23
Food security	193	8.24	1.66	428	8.27	2.08
Urban development	186	7.92	1.83	424	7.69	2.21
Energy	190	8.27	1.79	433	8.45	2.15
Water and sanitation	193	8.60	1.64	425	8.53	2.00
Pollution	188	7.36	2.20	421	7.56	2.34
Job creation/employment	194	8.36	2.13	437	8.62	2.32
Health	191	8.87	1.43	430	8.89	1.79
Financial markets	189	7.79	1.96	422	7.62	2.24
Transport	191	7.90	1.94	432	7.94	2.21
Agriculture and rural development	192	8.71	1.67	430	8.77	1.97
Trade and exports	185	7.34	2.02	419	7.55	2.16
Crime and violence	188	7.10	2.11	422	6.91	2.46
Natural resource management	193	6.89	2.38	425	7.04	2.41
Climate change	187	7.58	1.95	421	7.28	2.38
Poverty reduction	185	8.19	1.94	430	8.52	2.00
Anti corruption	183	8.01	1.96	422	7.87	2.34
Judiciary reform	182	6.79	2.33	415	6.77	2.56
Economic growth	193	8.46	1.75	433	8.48	1.91
Disaster risk management	186	7.28	2.07	419	7.35	2.21
Equality of opportunity	189	7.45	2.26	420	7.71	2.25
Information and communications technology	194	8.25	1.72	426	8.05	2.02



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

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	164	5.38	1.78	269	5.59	2.20
Gender equity	166	5.95	2.16	296	6.12	2.21
Private sector development	173	5.85	1.98	309	5.95	2.25
Education	185	7.25	1.78	352	7.14	2.09
Public sector governance/reform	184	6.98	1.88	334	6.90	2.09
Global/regional integration	160	6.39	1.91	287	6.09	2.11
Food security	166	6.72	1.82	316	6.50	2.16
Urban development	179	6.21	1.90	311	6.27	2.11
Energy	165	5.79	1.89	321	5.95	2.37
Water and sanitation	178	6.71	1.87	333	6.44	2.35
Pollution	160	5.59	2.02	295	5.22	2.20
Job creation/employment	169	6.00	2.29	323	5.54	2.57
Health	180	7.08	1.77	343	6.84	2.06
Financial markets*	160	6.54	1.87	315	6.12	2.10
Transport	174	6.51	1.98	330	6.42	2.28
Agriculture and rural development	179	6.82	1.86	336	6.56	2.19
Trade and exports	162	5.90	1.97	297	5.90	2.19
Natural resource management	166	5.51	1.79	301	5.57	2.23
Climate change	167	5.89	2.07	313	5.96	2.30
Poverty reduction	167	6.13	2.14	317	6.28	2.44
Anti corruption	147	5.16	1.95	290	5.48	2.36
Judiciary reform	141	5.18	2.02	261	5.16	2.28
Economic growth	174	6.68	2.14	325	6.61	2.19
Disaster risk management	151	5.56	1.99	278	5.47	2.06
Equality of opportunity	157	5.77	2.13	297	5.75	2.23
Information and communications technology	168	6.54	1.96	312	6.40	2.23

*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's work help to achieve development results in Ghana?*	189	7.07	1.58	378	6.54	2.08

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana*	185	6.34	1.76	365	5.81	2.26
The World Bank Group meets Ghana's needs for knowledge services*	186	6.92	1.70	366	6.17	2.19

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Ghana received value for money from the World Bank Group's Reimbursable Advisory Services?*	160	6.53	1.76	278	6.11	2.21

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

D. The World Bank Group's Knowledge Work and Activities

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	170	5.81	1.94	284	5.66	2.18
Include appropriate level of stakeholder involvement during preparation	178	6.52	1.87	330	6.20	2.18
Lead to practical solutions	176	5.99	1.94	327	5.93	2.12
Are accessible (well written and easy to understand)	176	6.26	1.83	318	5.99	2.31
Are source of relevant information on global good practices*	175	7.14	1.57	328	6.73	2.17
Are relevant to country challenges*	177	6.81	1.89	341	6.32	2.08
Are adequately disseminated*	169	5.80	1.80	308	5.36	2.24
Are translated enough into local language	156	4.49	2.31	277	4.24	2.69
Are adaptable to Ghana's specific development challenges and country circumstances*	174	6.36	1.96	341	5.82	2.30

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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	373	6.52	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	192	7.21	1.62	363	6.75	2.07

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

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group processes withdrawal of funds promptly	158	5.34	2.08	247	5.28	2.40
The World Bank Group effectively monitors and evaluates the projects and programs it supports	191	6.88	1.74	373	6.94	2.21
The World Bank Group's approvals and reviews are done in a timely fashion	175	6.38	1.84	310	6.19	2.16
The World Bank Group's "Safeguard Policy" requirements are reasonable	172	6.28	2.00	290	6.22	2.26
The World Bank Group's conditions on its lending are reasonable*	168	6.01	1.90	332	5.30	2.45
The World Bank Group takes decisions quickly in Ghana*	171	6.29	1.84	302	5.53	2.20
Working with the World Bank Group increases Ghana's institutional capacity*	182	7.23	1.78	340	6.41	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them*	171	6.81	1.80	305	6.37	2.14
The World Bank Group provides effective implementation support	188	7.20	1.68	365	6.87	2.17

*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 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	331	6.12	2.33

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	162	6.57	2.04	249	6.16	2.55
I find the information on the World Bank Group's websites useful	168	7.35	1.78	246	7.20	2.18
The World Bank Group's social media channels are valuable sources of information about the institution	169	7.41	1.88	251	7.10	2.47
When I need information from the World Bank Group I know how to find it*	176	6.45	2.23	274	5.81	2.75
The World Bank Group is responsive to my information requests and inquiries*	169	6.38	2.10	239	5.46	2.62

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²¹

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2017 Number of comparable respondents = 702
- FY 2014 Number of comparable respondents = 764

By weighting, the FY 2017 and FY 2014 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 2014
Office of the President/Prime Minister/Minister ²²	5%	5%
Office of Parliamentarian	5%	5%
Government Institutions	25%	25%
Local Government	10%	10%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	20%	20%
Private Sector	15%	15%
Academia	10%	10%
Media	5%	5%

A. General Issues facing Ghana

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

Percentage of Respondents	FY 2017	FY 2014
The right direction	65.8%	42.2%
The wrong direction	11.5%	27.2%
Not sure	22.7%	30.7%

*Significantly different between FY2017 and FY2014

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ghana?	687	5.06	2.44	730	5.19	2.38

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

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.*	609	6.49	2.38	641	5.77	2.38

(1-Not effective at all, 10-Very effective) *Significantly different between FY2017 and FY2014

²¹ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

²² In FY 2017, this group of stakeholders consists of the Office of the President/Vice President and the Office of Minister.

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

	FY 2017			FY 2014		
	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?*	555	6.95	2.21	586	6.60	2.34

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2014

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ghana	593	6.61	2.17	676	6.52	2.48
The World Bank Group's work is aligned with what I consider the development priorities for Ghana*	574	6.17	2.14	653	5.80	2.57

*Significantly different between FY2017 and FY2014

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 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	572	5.75	2.12	602	5.74	2.30
Flexibility (in terms of the institution's products and services)	540	5.42	1.97	588	5.59	2.15
Flexibility (in terms of changing country circumstances)	558	5.54	2.01	604	5.54	2.31
Being inclusive	550	5.73	2.13	591	5.76	2.43
Openness (sharing data and other information)	574	6.21	2.17	624	6.15	2.62
Collaboration with the Government	594	7.19	2.05	620	7.14	2.23
The speed in which it gets things accomplished on the ground*	548	6.00	1.91	591	5.66	2.37
Helping to bring discipline/effective supervision to implementation of investment projects	585	6.65	2.12			
Collaboration with civil society*	575	5.84	2.00	612	5.46	2.39
Staff accessibility	517	5.47	2.31	591	5.26	2.49
Collaboration with other donors and development partners*	555	6.33	1.97	601	6.59	2.27
Collaboration with the private sector*	553	5.66	2.10	591	5.22	2.27
Straightforwardness and honesty*	553	6.60	2.18	616	6.11	2.59
Treating clients and stakeholders in Ghana with respect	562	6.53	2.07	619	6.29	2.74
Being a long-term partner*	593	7.67	2.06	627	6.94	2.40

*Significantly different between FY2017 and FY2014



C. World Bank Group's Effectiveness and Results

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 2014		
	N	Mean	SD	N	Mean	SD
Social protection	458	5.45	2.03	528	5.19	2.38
Gender equity*	483	6.06	2.17	528	5.52	2.44
Private sector development*	506	5.95	2.11	521	5.24	2.32
Education*	558	7.13	1.99	600	6.31	2.30
Public sector governance/reform*	538	6.92	2.02	560	6.08	2.42
Global/regional integration*	474	6.27	2.01	531	5.59	2.25
Food security*	499	6.54	1.99	564	5.65	2.41
Urban development*	506	6.21	2.02	572	5.93	2.37
Energy*	506	5.92	2.17	543	5.39	2.59
Water and sanitation*	529	6.51	2.17	592	6.21	2.36
Job creation/employment*	510	5.61	2.43	575	5.05	2.53
Health*	545	6.83	1.94	592	6.39	2.29
Financial markets*	498	6.31	2.00	539	5.65	2.43
Transport*	524	6.50	2.14	564	5.79	2.35
Trade and exports*	473	5.91	2.07	537	5.37	2.31
Natural resource management	487	5.56	1.98	551	5.31	2.71
Climate change*	502	5.97	2.18	505	5.36	2.37
Poverty reduction	502	6.23	2.31	612	5.98	2.52
Anti corruption*	455	5.38	2.16	552	4.60	2.72
Economic growth*	523	6.63	2.12	603	5.85	2.46
Disaster risk management	451	5.55	1.99	547	5.34	2.45
Equality of opportunity*	476	5.80	2.08	501	5.24	2.38
Information and communications technology*	502	6.47	2.06	544	5.48	2.20

*Significantly different between FY2017 and FY2014

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ghana?	587	6.67	1.95	663	6.50	2.18

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ghana*	566	6.03	2.09	662	5.44	2.61
The World Bank Group meets Ghana's needs for knowledge services*	573	6.46	2.02	649	5.87	2.68

*Significantly different between FY2017 and FY2014

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	FY 2017	FY 2014
Weekly	2.4%	8.5%
Monthly	14.7%	18.9%
A few times a year	29.9%	21.6%
Rarely	22.8%	21.1%
Never	30.2%	29.9%

*Significantly different between FY2017 and FY2014

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 2014		
	N	Mean	SD	N	Mean	SD
Are timely	470	5.68	2.03	552	5.82	2.33
Include appropriate level of stakeholder involvement during preparation*	527	6.35	2.02	567	6.02	2.34
Lead to practical solutions	521	5.96	1.96	569	6.19	2.28
Are accessible (well written and easy to understand)*	512	6.15	2.10	574	5.55	2.37
Are source of relevant information on global good practices*	522	6.88	1.93	577	6.54	2.17
Are relevant to country challenges	536	6.52	1.99			
Are adequately disseminated	489	5.55	2.00	574	5.37	2.31
Are translated enough into local language*	452	4.41	2.46	494	3.77	2.45
Are adaptable to Ghana's specific development challenges and country circumstances*	537	5.98	2.13	601	5.67	2.53

*Significantly different between FY2017 and FY2014

	FY 2017			FY 2014		
	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?	588	6.77	1.87	657	6.64	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	580	6.85	1.89	643	6.71	2.30

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



E. Working with the World Bank Group

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

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group processes withdrawal of funds promptly	427	5.22	2.20			
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	589	6.90	1.98	664	6.15	2.34
The World Bank Group's approvals and reviews are done in a timely fashion*	508	6.26	2.00	609	5.49	2.30
The World Bank Group's "Safeguard Policy" requirements are reasonable*	480	6.19	2.09	573	5.81	2.41
The World Bank Group's conditions on its lending are reasonable*	515	5.64	2.26	623	5.13	2.50
The World Bank Group takes decisions quickly in Ghana*	486	5.88	2.08	598	5.26	2.48
Working with the World Bank Group increases Ghana's institutional capacity*	538	6.74	1.95	670	6.27	2.40
Where country systems are adequate, the World Bank Group makes appropriate use of them*	495	6.55	1.97	604	6.06	2.54
The World Bank Group provides effective implementation support*	577	7.01	1.99	650	6.29	2.48

*Significantly different between FY2017 and FY2014

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

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

Percentage of Respondents	FY 2017	FY 2014
Financial services	47.3%	38.4%
Knowledge products	18.3%	17.3%
Convening services	2.0%	7.2%
None of the above	1.4%	4.7%
The combination is appropriate for Ghana	27.8%	25.9%
Don't know	3.3%	6.5%

*Significantly different between FY2017 and FY2014

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2017	FY 2014
Yes	31.2%	28.3%
No	68.8%	71.7%

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2017	FY 2014
Yes	76.2%	91.8%
No	23.8%	8.2%

*Significantly different between FY2017 and FY2014

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

Percentage of Respondents	FY 2017	FY 2014
Yes	58.4%	51.8%
No	41.6%	48.2%

*Significantly different between FY2017 and FY2014

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

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

Percentage of Respondents	FY 2017	FY 2014
High speed/WiFi	77.1%	66.0%
Dial-up	22.9%	34.0%

*Significantly different between FY2017 and FY2014

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

	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	435	6.25	2.31	493	6.36	2.70
I find the information on the World Bank Group's websites useful	444	7.23	1.94	490	7.11	2.48
The World Bank Group's social media channels are valuable sources of information about the institution	441	7.11	2.22	457	6.82	2.60
When I need information from the World Bank Group I know how to find it*	475	6.15	2.46	523	6.58	2.82
The World Bank Group is responsive to my information requests and inquiries*	432	5.95	2.36	485	6.56	2.92

*Significantly different between FY2017 and FY2014



Appendix F: 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
Overall, please rate your impression of the World Bank Group's effectiveness in Ghana.	6.09	7.40	6.92	6.16	6.45	7.10	6.48	6.89	6.61	6.65	6.59	6.66
Overall the World Bank Group currently plays a relevant role in development in Ghana	6.46	7.05	6.89	6.53	6.71	6.85	6.77	6.69	6.73	6.82	6.90	6.53
The World Bank Group's work is aligned with what I consider the development priorities for Ghana	5.83	6.73	6.52	5.77	6.12	6.51	6.14	6.39	6.17	6.48	6.18	6.29
Responsiveness to needs	5.65	6.06	6.12	5.42	5.69	6.23	5.84	5.84	5.85	5.80	5.78	5.94
Flexibility (in terms of the institution's products and services)	5.32	5.60	5.65	5.20	5.36	5.77	5.39	5.64	5.45	5.59	5.44	5.53
Flexibility (in terms of changing country circumstances)	5.38	5.80	5.82	5.31	5.41	6.23	5.60	5.67	5.67	5.44	5.62	5.63
Being inclusive	5.60	5.96	6.04	5.38	5.77	5.81	5.77	5.80	5.69	6.15	5.63	6.01
Openness (sharing data and other information)	5.93	6.75	6.65	5.60	6.14	6.52	6.10	6.52	6.22	6.33	6.04	6.52
Collaboration with the Government	7.16	7.30	7.39	7.21	7.29	7.40	7.28	7.40	7.29	7.47	7.28	7.39
The speed in which it gets things accomplished on the ground	5.79	6.35	6.26	5.83	6.05	6.17	6.09	6.07	6.04	6.30	6.06	6.13
Helping to bring discipline/effective supervision to implementation of investment projects	6.58	6.83	7.09	6.40	6.75	7.02	6.81	6.85	6.73	7.18	6.72	6.98
Collaboration with civil society	5.74	6.05	6.16	5.46	5.79	6.15	5.81	6.04	5.82	6.15	5.81	6.00
Staff accessibility	5.25	5.56	5.75	4.92	5.28	5.78	5.33	5.60	5.38	5.60	5.13	5.90
Collaboration with other donors and development partners	6.14	6.53	6.58	5.92	6.29	6.39	6.32	6.31	6.28	6.51	6.03	6.74
Collaboration with the private sector	5.51	5.81	5.98	5.25	5.54	6.07	5.67	5.70	5.64	5.86	5.44	6.03
Straightforwardness and honesty	6.40	7.13	6.98	6.37	6.67	6.89	6.81	6.56	6.60	7.26	6.57	6.98
Treating clients and stakeholders in Ghana with respect	6.43	6.98	6.97	6.18	6.48	7.16	6.69	6.59	6.58	6.99	6.51	6.89
Being a long-term partner	7.42	8.05	7.88	7.39	7.61	7.91	7.80	7.45	7.64	7.89	7.55	7.90
To what extent does the World Bank Group's work help to achieve development results in Ghana?	6.54	7.07	6.86	6.54	6.61	7.08	6.76	6.69	6.71	6.84	6.81	6.64
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana	5.81	6.34	6.18	5.87	5.89	6.49	5.99	6.18	6.08	5.92	6.13	5.92
The World Bank Group meets Ghana's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.17	6.92	6.73	6.07	6.21	7.16	6.40	6.56	6.46	6.42	6.33	6.64
The World Bank Group's knowledge work and activities are adaptable to Ghana's specific development challenges and country circumstances	5.82	6.36	6.44	5.43	5.86	6.52	6.08	5.98	5.95	6.45	5.98	6.15
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.52	7.34	7.02	6.53	6.70	7.18	6.85	6.77	6.74	7.17	6.92	6.68
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.75	7.21	7.05	6.82	6.85	7.24	6.92	7.03	6.93	7.05	7.04	6.82
The World Bank Group takes decisions quickly in Ghana	5.53	6.29	6.06	5.57	5.74	6.21	5.95	5.73	5.83	6.08	5.79	6.01
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.37	6.81	6.88	6.35	6.58	6.93	6.79	6.45	6.54	7.26	6.74	6.58

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Ghana FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Ghana

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Ghana or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Ghana, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Ghana.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING GHANA

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

**SECTION A: GENERAL ISSUES**

A2. 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	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (non-renewable resources)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Information and communications technology
14	Financial markets		

A3. 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)			
1	Economic growth	14	Water and sanitation
2	Disaster risk management	15	Pollution
3	Equality of opportunity (i.e., social inclusion)	16	Job creation/employment
4	Information and communications technology	17	Health
5	Social protection (e.g., pensions, targeted social assistance)	18	Financial markets
6	Agriculture and rural development	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Trade and exports	20	Gender equity
8	Crime and violence	21	Private sector development
9	Climate change (e.g., mitigation, adaptation)	22	Education
10	Transport (e.g., roads, bridges, transportation)	23	Global/regional integration
11	Energy	24	Food security
12	Anti corruption	25	Urban development
13	Judiciary reform	26	Natural resource management (non-renewable resources)

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ghana? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ghana? (Select only ONE response)

- | | |
|---|--------------------------|
| 1 | A very big problem |
| 2 | A moderately big problem |
| 3 | A small problem |
| 4 | Not a problem at all |
| 5 | Don't know |

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

- | | |
|---|----------------------------|
| 1 | A very serious problem |
| 2 | A somewhat serious problem |
| 3 | Not too serious problem |
| 4 | Not a problem |
| 5 | Don't know |

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Ghana? (Select only ONE response)

- | | |
|---|---|
| 1 | A very important development priority |
| 2 | A moderately important development priority |
| 3 | A slightly important development priority |
| 4 | Not an important development priority |
| 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				

B2. 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

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

B4. 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)			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Information and communications technology
6	Financial markets	20	Transport (e.g., roads, bridges, transportation)
7	Social protection (e.g., pensions, targeted social assistance)	21	Agriculture and rural development
8	Gender equity	22	Trade and exports
9	Private sector development	23	Crime and violence
10	Education	24	Natural resource management (non-renewable resources)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	26	Poverty reduction
13	Food security	27	Anti corruption
14	Urban development		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ghana?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. 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 client focused
2	The credibility of its knowledge/data
3	World Bank Group's processes too complex
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
7	Not aligned with other donors' work
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Ghana
10	Too influenced by developed countries
11	Not exploring alternative policy options
12	Not collaborating enough with stakeholders outside the Government
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not enough public disclosure of its work
15	Arrogant in its approach
16	Other (please specify): _____
17	Don't know

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

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ghana Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective		N/A								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Guarantees	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B9. 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	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank Group currently plays a relevant role in development in Ghana	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Ghana, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Ghana with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

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

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ghana?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	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 and 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	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (non-renewable resources)	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ghana? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	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 and 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	Natural resource management (non-renewable resources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C3. 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

To what extent do you agree with the following statements about the World Bank Group in Ghana?																					
											Strongly disagree	Strongly agree	Don't know								
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Ghana										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	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"/>

C6. To what extent do you believe that Ghana received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)¹?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

¹ World Bank loans, credits, and grants underpinned by global expertise are financing critical investments across the developing world. Increasingly, however, clients are demanding World Bank knowledge without a line of credit. The World Bank's Reimbursable Advisory Services are a way for these clients to access customized technical assistance on a cost basis, either as a stand-alone or to complement an existing program. RAS comprise research and analysis, technical assistance, workshops, project-related advice, conferences, and training.



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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Ghana, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Ghana's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. 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

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
E1	The World Bank Group processes withdrawal of funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Ghana	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Ghana's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	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"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

E10. 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

E11. 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 crisis in Ghana? (Choose no more than TWO)	
1	Education and health
2	Supporting poor and marginalized local communities
3	Jobs
4	Business development
5	Infrastructure
6	Social cohesion
7	Public services
8	Macro issues (fiscal accounts, balance of payments, etc.)
9	Don't know
10	Other (please specify: _____)

E12. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Ghana's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Ghana's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Ghana's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Ghana's specific challenges
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Ghana, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ghana? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Ghana
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. 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): _____

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

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Ghana? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Ghana?**(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. 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. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|--|
| 1 | Northern Sector (Northern, Upper East, Upper West Regions) |
| 2 | Southern Sector (Brong Ahafo, Ashanti Regions) |
| 3 | Western Sector (Central, Western Regions) |
| 4 | Eastern Sector (Eastern, Greater Accra, Volta Regions) |

Thank you for completing the survey!