



World Bank Group Country Survey FY 2025 – Jordan

The World Bank Group seeks your insights regarding our engagement and activities in Jordan. You have been identified as an integral partner, leader, or decision-maker in Jordan, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Jordan but also foster better development outcomes for the country.

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

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

Q1. What is your primary professional affiliation ? <i>(Select only 1 response)</i>	
1	Royal Hashemite Court
2	Office of the Prime Minister / Minister
3	Office of a Parliamentarian (National Assembly, Legislative Body)
4	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
5	Local Government Office or Staff
6	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
7	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
8	Private Sector: Private Company / Financial Sector Organization / Private Bank
9	Academia / Research Centers
10	Media
11	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in Jordan?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Very familiar	

Q3. In the past 3 years, have you worked or collaborated with the World Bank Group (WBG) in Jordan?	
1	Yes
2	No

Q4. <u>If you answered Yes above</u> , which of the following WBG agencies have you worked or collaborated with in Jordan? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

A1. How much do you trust each of the following institutions to do what is right for Jordan?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Government of Jordan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How relevant is each of the following organizations to Jordan's development?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How effective is each of the following organizations in helping Jordan achieve development results?		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A4. Based on your experience, in the past two years, how has the WBG in Jordan changed in terms of...		Became significantly worse	Became somewhat worse	Stayed the same	Became somewhat better	Became significantly better	Don't know
1	Its work to improve people's lives in Jordan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Its work to improve the overall business environment in Jordan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The speed of WBG project approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Partnering with others to increase development finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Creating new investment opportunities in Jordan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Improving the technical quality of WBG-supported projects in Jordan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Working across its institutions as one World Bank Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you worked or collaborated with the WBG in Jordan in the past 3 years, please answer the following questions, otherwise, please skip to question C1.

Please think about a specific WBG-supported project or initiative that you are most familiar with.

B1. Please select the development area that this WBG-supported project or initiative supported. (Select all that apply)			
1	Agriculture / food security	7	Health
2	Climate change / environmental sustainability	8	Private sector development
3	Digital infrastructure and services	9	Social protection
4	Education	10	Transport
5	Energy / electricity	11	Water / sanitation
6	Financial / micro-economic management	12	Other (please specify): _____

B2. If you recall, what was the name of this WBG-supported project or initiative?

B3. How helpful was the WBG in achieving the goals of this project or initiative?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not helpful at all									Very helpful	Don't know

B4. If you rated the WBG's helpfulness between 1 and 4, how could the WBG have been **more helpful on this project or initiative? If you rated the WBG's helpfulness between 5 and 10, how did this WBG-supported project or initiative **impact the people** of Jordan? *(Please be specific)***

C1. To what extent is the WBG an effective development partner in terms of the following?		To no degree at all										To a very significant degree										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	Responsiveness to needs in Jordan																					<input type="checkbox"/>
2	Access to WBG staff and experts																					<input type="checkbox"/>
3	Being a long-term partner to Jordan																					<input type="checkbox"/>

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

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

The WBG supports the Government of Jordan's **engagement with civil society** (including citizens, CBOs, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

C4. How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Jordan?

If you are not familiar with this area of the WBG's work, please select "Don't know"

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

C4a. If you rated the WBG's effectiveness between 1 and 4, how could the WBG be **more effective** in facilitating civil society participation in development policy dialogue and implementation? *(Please be specific)*

If you rated the WBG's helpfulness between 5 and 10, please share examples of the WBG's **effective facilitation of civil society participation** in development policy dialogue and implementation. *(Please be specific)*

If you answered "Don't know", please skip to the next question.

D1. Which WBG instruments do you value the most in Jordan? (Select up to 2)	
1	Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 rd party financial resources)
2	Advisory services (e.g., capacity building and training, policy advice, technical assistance)
3	Financial resources (e.g., budget support, investment lending, grants, trust funds)
4	Data and research (e.g., statistics, reports, research on global development issues)
5	Other (please specify): _____

D2. To what extent do you agree with the following statements about the WBG's financial support to Jordan? (If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Jordan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are competitive compared to markets (private sector or other development banks)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about the WBG's **knowledge work, including data, research, training, and advisory services**, in Jordan.

D3. How significant a contribution do you believe the WBG's knowledge work makes to development results in Jordan?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D4. In the past 3 years, what WBG knowledge work have you used ? <i>(Select all that apply)</i>			
1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

If you have used WBG knowledge work in the past 3 years, please answer the following questions, otherwise, please skip to question E1.

*Please think about a **specific WBG knowledge work** that you most recently utilized.*

D5. If you recall, what was the name of this WBG knowledge work?

D6. For what purpose did you use this WBG knowledge work?

D7. In your opinion, has the WBG's policy advice influenced a new or existing government policy in Jordan?	
1	Yes
2	No

D8. If you answered Yes above, **what government policy or action** did the WBG's advice influence and **in what way?** *(Please be specific)*

D9. To what extent do you agree with the following statements?

		Strongly disagree										Strongly agree		Don't know
1	Working with the WBG increases Jordan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	I am satisfied with the quality of the WBG's knowledge work in Jordan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

D10. If you rated the quality of the WBG's knowledge work 1-4, how could the WBG **improve the quality** of its knowledge work in Jordan? *(Please be specific)*

E1. Which areas should the WBG prioritize to have the most impact on development results in Jordan? (Select up to 5)

1	Gender equity	9	Climate change
2	Water / sanitation	10	Digital infrastructure development
3	Health	11	Private sector development
4	Transport infrastructure	12	Environment / natural resource management
5	Energy	13	Social protection
6	Public sector governance	14	Jobs
7	Agriculture / food security	15	Debt management
8	Education	16	Other (please specify): _____

E2. What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Jordan? (Please be specific)

E3. When economic and/or social reform efforts fail or are slow to take place in Jordan, which of the following would you attribute this to? <i>(Select up to 3)</i>			
1	Inadequate coordination between international partners to support reforms	6	Inadequate private sector participation
2	Reforms are not well designed based on country challenges	7	Inadequate citizen/civil society participation in the reform process
3	Inadequate capacity in the government/institutions for implementation	8	Lack of monitoring and oversight of progress/results
4	Frequent changes of Government leadership and lack of continued commitment	9	Other (please specify): _____
5	Corruption		

E4. What are the biggest challenges facing private sector development in Jordan? <i>(Select up to 3)</i>			
1	Access to finance	5	Political instability
2	Regulatory environment	6	Corruption
3	Infrastructure gaps	7	Market size / demand
4	Skilled workforce availability	8	Other (please specify): _____

F1. How would you prefer to obtain information from the WBG? <i>(Select up to 3)</i>			
1	WBG e-Newsletters	6	WBG website (including blogs)
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	7	WBG podcasts
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	WBG publications
4	WBG direct messaging (e.g., WhatsApp)	9	Other (please specify): _____
5	WBG event / conference / workshop (in person or online)		

F2. Do you recall seeing or hearing anything about the WBG recently?	
1	Yes
2	No

F3. <u>If you answered Yes above</u> , where do you recall seeing or hearing this information? <i>(Select all that apply)</i>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG website (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

F4. <u>If you answered Yes above</u> , what do you recall seeing or hearing about the WBG? <i>(Select all that apply)</i>			
1	WBG economic forecasts	9	WBG's work on gender in Jordan
2	WBG reforms to become a better bank	10	WBG's work on education in Jordan
3	WBG mission to end poverty on a livable planet	11	WBG's work on microeconomics, trade, and investment in Jordan
4	WBG's work on health and nutrition in Jordan	12	WBG's work on water, energy, and environment in Jordan
5	WBG's work on governance in Jordan	13	WBG's work on agriculture and food security in Jordan
6	WBG's work on finance, competitiveness, and inclusion in Jordan	14	WBG's work on social protection and jobs in Jordan
7	New Jordan Country Partnership Framework (CPF) for 2024-2029	15	WBG's work on urban development, resilience, and land in Jordan
8	WBG Jordan Economic Monitor	16	Other (please specify): _____

F5. What information would be most helpful to you in understanding the WBG's role in Jordan? (Select up to 3)			
1	Case studies of WBG projects	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations	6	Regular updates on WBG activities
3	Sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

G1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

G3. Within your organization, would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

G4. Which best represents your geographic location?	
1	Amman Governorate
2	Irbid Governorate
3	Zarqa Governorate
4	Mafraq Governorate
5	Ajloun Governorate
6	Jerash Governorate
7	Madaba Governorate
8	Balqa Governorate
9	Karak Governorate
10	Tafila Governorate
11	Ma'an Governorate
12	Aqaba Governorate

Thank you for completing this survey!