



## World Bank Group Country Survey FY 2025 – Tonga

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

To maintain the integrity and confidentiality of this process, we have engaged Tebbutt Research, 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 analysis.

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

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

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

Q4. <u>If you answered Yes above</u> , which of the following <b>WBG agencies</b> have you worked or collaborated with in Tonga? <i>(Select all that apply)</i>	
1	World Bank (IDA)
2	International Finance Corporation (IFC)
3	International Centre for Settlement of Investment Disputes (ICSID)

A1. How much do you <b>trust</b> each of the following institutions to do what is right for Tonga?													
		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Government of Tonga	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Parliament of Tonga	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	National Reserve Bank of Tonga (NRBT)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Bilateral Partners (e.g., development agencies of Australia (DFAT), New Zealand (MFAT), Japan (JICA), China)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	United Nations agencies (e.g., UNDP, UNICEF, FAO, ILO, UNFPA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regional development bank (Asian Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Faith-based institutions (e.g., Free Wesleyan Church of Tonga, Church of the Latter-Day Saints, Catholic Church of Tonga, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How <b>relevant</b> is each of the following organizations to Tonga'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 bank (Asian Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Bilateral Partners (e.g., development agencies of Australia (DFAT), New Zealand (MFAT), Japan (JICA), China)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	United Nations agencies (e.g., UNDP, UNICEF, FAO, ILO, UNFPA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How <b>effective</b> is each of the following organizations in helping Tonga 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												<input type="checkbox"/>
2	International Monetary Fund												<input type="checkbox"/>
3	Regional development bank (Asian Development Bank)												<input type="checkbox"/>
4	Bilateral Partners (e.g., development agencies of Australia (DFAT), New Zealand (MFAT), Japan (JICA), China)												<input type="checkbox"/>
5	United Nations agencies (e.g., UNDP, UNICEF, FAO, ILO, UNFPA)												<input type="checkbox"/>

A4. Based on your experience, in the past two years, how has the WBG 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 Tonga	<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 Tonga	<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 Tonga	<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 Tonga	<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 Tonga 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 <b>development area</b> that this WBG-supported project or initiative supported. <i>(Select all that apply)</i>			
1	Climate change / environmental sustainability	7	Private sector development
2	Digital infrastructure and services	8	Social protection
3	Education	9	Transport
4	Energy / electricity	10	Water / sanitation
5	Financial / micro-economic management	11	Other (please specify): _____
6	Health		

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

B3. How <b>helpful</b> 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"/>
<b>Not helpful at all</b>									<b>Very helpful</b>	Don't know

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

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

C2. To what extent is the WBG an effective development partner in Tonga, in terms of <b>collaborating</b> 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	Government of Tonga	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Other donors and development partners (e.g., development agencies of Australia (DFAT), New Zealand (MFAT), Japan (JICA), China)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Academia / research centers	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C3. In addition to its partnership with the national government, which of the following should the WBG <b>collaborate with more</b> to have greater impact in Tonga? (Select up to 2)			
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 Tonga'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 Tonga?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not effective at all</b>									<b>Very effective</b>	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 <b>value the most</b> in Tonga? (Select up to 2)	
1	<b>Convening power</b> (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 <sup>rd</sup> party financial resources)
2	<b>Advisory services</b> (e.g., capacity building and training, policy advice, technical assistance)
3	<b>Financial resources</b> (e.g., budget support, investment lending, grants, trust funds)
4	<b>Data and research</b> (e.g., statistics, reports, research on global development issues)
5	<b>Other</b> (please specify): _____

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

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

D4. In the past 3 years, what WBG knowledge work <b>have you used</b> ? <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 <b>purpose</b> did you use this WBG knowledge work?

D7. In your opinion, has the WBG's policy advice <b>influenced</b> a new or existing government policy in Tonga?	
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?												
		<b>Strongly disagree</b>								<b>Strongly agree</b>		Don't know
1	Working with the WBG <b>increases</b> Tonga's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Tonga	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 Tonga? *(Please be specific)*

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

1	Gender equity	12	Climate change
2	Water / sanitation	13	Digital infrastructure development
3	Health	14	Private sector development
4	Transport infrastructure	15	Environment / natural resource management
5	Energy	16	Social protection
6	Public sector governance	17	Jobs
7	Agriculture / food security	18	Debt management
8	Education/ skills Development	19	Disastrous development
9	Tourism development	20	Youth development
10	Macroeconomic stability	21	Financial markets development
11	Urban development	22	Other (please specify): _____

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

**E3. What are the biggest challenges facing private sector development in Tonga? (Select up to 3)**

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	<b>WBG e-Newsletters</b>	6	<b>WBG website</b> (including blogs)
2	<b>Direct contact with WBG staff</b> (e.g., in person, virtually, phone, email)	7	<b>WBG podcasts</b>
3	<b>WBG social media channels</b> (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	<b>WBG publications</b>
4	<b>WBG direct messaging</b> (e.g., WhatsApp)	9	Other (please specify): _____
5	<b>WBG event / conference / workshop</b> (in person or online)		

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

F3. <u>If you answered Yes above</u> , <b>where do you recall</b> 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> , <b>what do you recall</b> seeing or hearing about the WBG? <i>(Select all that apply)</i>			
1	WBG economic forecasts	8	Debt relief for developing countries
2	WBG reforms to become a better bank	9	Poverty and Equity Assessment Report
3	WBG mission to end poverty on a livable planet	10	Human capital (education, health)
4	Climate change	11	Digital economy
5	Pandemic preparedness	12	Women empowerment
6	Job creation / employment	13	Other (please specify): _____
7	Ending poverty in developing countries		

F5. What information would be most helpful to you in <b>understanding the WBG's role in Tonga?</b> ( <i>Select up to 3</i> )			
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 <b>gender</b> ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

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

G3. <b>Within your organization</b> , 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 <b>geographic location</b> ?	
1	Nuku'alofa
2	Outside Nuku'alofa, Tongatapu
3	Outer islands

**Thank you for completing this survey!**