



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 click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

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

Q2. How familiar are you with the World Bank Group's work in Tonga?									
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 Tonga?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies 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)

[ASK ALL]

A1. How much do you trust each of the following institutions to do what is right for Tonga?													
		Not at all										Very much	Don't know
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 relevant is each of the following organizations to Tonga's development?													
		Not at all										Very much	Don't know
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 effective is each of the following organizations in helping Tonga achieve development results?													
		Not at all										Very much	Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
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	[ASK ALL] 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	[ASK ALL] 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	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] 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	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] 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	[ASK GOVT & PS ONLY, Q1=1-3 OR 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	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] 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	[ASK GOVT Q1=1-3, BI/MULTI Q1=4, COLLAB ONLY FOR Q1 5-9, Q3=1] 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"/>

[ASK WB COLLABORATORS, Q3=1]

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	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 **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

[ASK IF B3=1-4] B4a. How could the WBG have been **more helpful on this project or initiative? (Please be specific)**

[ASK IF B3=5-10] B4b. How did this WBG-supported project or initiative **impact the people of Tonga? (Please be specific)**

[ASK ALL]

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	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 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	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 collaborate with more to have greater impact in Tonga? <i>(Select up to 2)</i>			
1	Media	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).

[ASK ALL]

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

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

[ASK IF C4=1-4] C4a. How could the WBG be **more effective** in facilitating civil society participation in development policy dialogue and implementation? *(Please be specific)*

[ASK IF C4=5-10] C4b. Please share examples of the WBG's **effective facilitation of civil society participation** in development policy dialogue and implementation. *(Please be specific)*

[ASK ALL] D1. Which WBG instruments do you value the most in Tonga? (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): _____

[ASK GOVT Q1=1-3, COLLAB ONLY FOR Q1 4-9, Q3=1]														
D2. To what extent do you agree with the following statements about the WBG's financial support to Tonga? (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 Tonga	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 Tonga.

[ASK ALL] D3. How significant a **contribution** 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"/>
Not significant at all									Very significant	Don't know

[ASK ALL] D4. In the past 3 years, what WBG knowledge work **have you used**?
(Select all that apply)

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

[ASK D5 & D6 IF USED KNOWLEDGE, D4=1-7]

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?

--

[ASK D7 IF USED POLICY ADVICE, D4=1-7]

D7. In your opinion, has the WBG's policy advice **influenced** a new or existing government policy in Tonga?

1	Yes
2	No

[ASK IF D7=1] D8. **What government policy or action** did the WBG's advice influence and **in what way?** (Please be specific)

--

[ASK IF USED KNOWLEDGE, D4=1-7]

D9. To what extent do you agree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
1	Working with the WBG increases Tonga'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 Tonga	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D10. [ASK IF NOT SATISFIED WITH QUALITY, D9_2=1-4] D9a. How could the WBG **improve the quality** of its knowledge work in Tonga? *(Please be specific)*

--

[ASK ALL]

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)

[ASK GOVT & PRIVATE SECTOR, Q1=1-3, 6]

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): _____

[ASK ALL] F1. How would you prefer to obtain information from the WBG? (Select up to 3)			
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)		

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

[ASK IF RECALL, F2=1] F3. Where do you recall seeing or hearing this information? (Select all that apply)			
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): _____

[ASK IF F2=1] F4. What do you recall seeing or hearing about the WBG? (Select all that apply)			
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		

[ASK ALL] F5. What information would be most helpful to you in understanding the WBG's role in Tonga? <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): _____

[ASK ALL]

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	Nuku'alofa
2	Outside Nuku'alofa, Tongatapu
3	Outer islands

Thank you for completing this survey!