



World Bank Group Country Survey FY 2025 – Kazakhstan

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

To maintain the integrity and confidentiality of this process, we have engaged SANGE Research Center, 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	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly, Legislative Body)
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	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

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

Q3. In the past 4 years, have you worked or collaborated with the World Bank Group (WBG) in Kazakhstan?	
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 Kazakhstan? <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 Kazakhstan?

		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Government of Kazakhstan	1	2	3	4	5	6	7	8	9	10		☐
2	World Bank Group	1	2	3	4	5	6	7	8	9	10		☐
3	International Monetary Fund	1	2	3	4	5	6	7	8	9	10		☐
4	United Nations agencies (e.g., UNDP, UNICEF, WHO)	1	2	3	4	5	6	7	8	9	10		☐
5	Regional development banks (e.g., ADB, EBRD)	1	2	3	4	5	6	7	8	9	10		☐
6	Bilateral organizations (e.g., EU, GIZ, DFID, JICA, USAID)	1	2	3	4	5	6	7	8	9	10		☐
7	Private sector	1	2	3	4	5	6	7	8	9	10		☐
8	Civil society	1	2	3	4	5	6	7	8	9	10		☐
9	Academia / research centers	1	2	3	4	5	6	7	8	9	10		☐

A2. How **relevant** is each of the following organizations to Kazakhstan'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		☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10		☐
3	Regional development banks (e.g., ADB, EBRD)	1	2	3	4	5	6	7	8	9	10		☐
4	United Nations agencies (e.g., UNDP, UNICEF, WHO)	1	2	3	4	5	6	7	8	9	10		☐

A3. How **effective** is each of the following organizations in helping Kazakhstan 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		☐
2	Regional development banks (e.g., ADB, EBRD)	1	2	3	4	5	6	7	8	9	10		☐
3	United Nations agencies (e.g., UNDP, UNICEF, WHO)	1	2	3	4	5	6	7	8	9	10		☐

A4. Based on your experience, in the past four 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 Kazakhstan	☐	☐	☐	☐	☐	☐
2	Its work to improve the overall business environment in Kazakhstan	☐	☐	☐	☐	☐	☐
3	Being easy to work with	☐	☐	☐	☐	☐	☐
4	The speed of WBG project approval	☐	☐	☐	☐	☐	☐
5	Partnering with others to increase development finance	☐	☐	☐	☐	☐	☐
6	Creating new investment opportunities in Kazakhstan	☐	☐	☐	☐	☐	☐
7	Improving the technical quality of WBG-supported projects in Kazakhstan	☐	☐	☐	☐	☐	☐
8	Working across its institutions as one World Bank Group	☐	☐	☐	☐	☐	☐

If you worked or collaborated with the WBG in Kazakhstan in the past 4 years, please answer the following questions, otherwise, please skip to question C1.

B1. The WBG has identified three focus areas and one cross-cutting theme in its current strategy (Country Partnership Framework 2020-2025) with the Government of Kazakhstan. How would you rate the EFFECTIVENESS of the WBG support in the following aspects of these focus areas?																					
										Not effective at all	Very effective	Don't know									
I. Promoting inclusive growth																					
1	Strengthen environment for Private Sector Development										1	2	3	4	5	6	7	8	9	10	☐
2	Promote productivity in agriculture sector										1	2	3	4	5	6	7	8	9	10	☐
3	Strengthen Connectivity Infrastructure										1	2	3	4	5	6	7	8	9	10	☐
II. Strengthening human capital																					
4	Enhance Education Development, Health Services and Adaptive Social Assistance										1	2	3	4	5	6	7	8	9	10	☐
III. Strengthening sustainable, resilient, and low-carbon growth																					
5	Promote Climate Change mitigation and Energy Efficiency										1	2	3	4	5	6	7	8	9	10	☐
6	Strengthen Climate Resilience and Restore Natural Capital										1	2	3	4	5	6	7	8	9	10	☐
Cross-Cutting theme: Effective Governance and strengthened market and social institutions																					
7	Support Evidenced-based Delivery of Public Sector Reforms, increase Equality and Equity and Stakeholders' Engagement										1	2	3	4	5	6	7	8	9	10	☐

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

B2. Please select the development area that this WBG-supported project or initiative supported. <i>(Select all that apply)</i>			
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): _____

B3. If you recall, what was the name of this WBG-supported project or initiative? [open-end]

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B4. How **helpful** was the WBG in achieving the goals of this project or initiative?

1	2	3	4	5	6	7	8	9	10	☐	
Not helpful at all										Very helpful	Don't know

B5. 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 Kazakhstan?
(Please be specific)

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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	Responsiveness to needs in Kazakhstan	1	2	3	4	5	6	7	8	9	10		☐
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10		☐
3	Being a long-term partner to Kazakhstan	1	2	3	4	5	6	7	8	9	10		☐

C2. To what extent is the WBG an effective development partner in Kazakhstan, in terms of **collaborating** with the following groups?

		To no degree at all										To a very significant degree	Don't know
1	National government	1	2	3	4	5	6	7	8	9	10		☐
2	Local government	1	2	3	4	5	6	7	8	9	10		☐
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10		☐
4	Private sector	1	2	3	4	5	6	7	8	9	10		☐
5	Civil society (e.g., NGOs, women organizations and youth)	1	2	3	4	5	6	7	8	9	10		☐
6	Other donors and development partners (e.g., ADB, EBRD, EU, UN)	1	2	3	4	5	6	7	8	9	10		☐
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10		☐

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 Kazakhstan?
(Select up to 2)

1	Local government	6	Academia / research centers
2	Parliament / legislative branch	7	State-owned enterprises
3	Private sector	8	National Bank of Kazakhstan
4	Civil society (e.g., NGOs, women organizations and youth)	9	Other (please specify): _____
5	Other donors and development partners		

The WBG supports the Government of Kazakhstan'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 Kazakhstan?

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	☐
Not effective at all									Very effective	Don't know

C5. 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 effectiveness 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 Kazakhstan? *(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 Kazakhstan?*(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 Kazakhstan	1	2	3	4	5	6	7	8	9	10		☐
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		☐
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10		☐
4	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10		☐

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

D3. How significant a contribution do you believe the WBG's knowledge work makes to development results in Kazakhstan?											
1	2	3	4	5	6	7	8	9	10	☐	
Not significant at all									Very significant		Don't know

D4. In the past 4 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 Kazakhstan?

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 Kazakhstan's institutional capacity	1	2	3	4	5	6	7	8	9	10		☐
2	I am satisfied with the quality of the WBG's knowledge work in Kazakhstan	1	2	3	4	5	6	7	8	9	10		☐

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 Kazakhstan? *(Please be specific)*

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

1	Gender equity	10	Digital development
2	Water / irrigation / sanitation	11	Private sector development
3	Health	12	Environment / disaster risk management
4	Transport infrastructure	13	Social protection
5	Energy	14	Jobs and labor productivity
6	Public sector governance	15	Financial sector development
7	Agriculture / food security	16	Urban development
8	Education	17	Public finance management
9	Climate change adaptation and mitigation	18	Other (please specify): _____

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

E3. What are the biggest challenges facing private sector development in Kazakhstan? (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	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, Telegram)	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. If you answered <u>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, Telegram)
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. If you answered Yes above, what do you recall seeing or hearing about the WBG?
(Select all that apply)

1	WBG economic forecasts	8	Human capital (education, health)
2	WBG reforms to become a better bank	9	Tax reform and public finance management
3	WBG mission to end poverty on a livable planet	10	Digital development
4	Energy sector strengthening	11	Investment climate and private sector development
5	Climate change adaptation	12	Infrastructure development
6	Women empowerment	13	Innovation and science
7	Strengthening the agriculture sector/water management and irrigation	14	Other (please specify): _____

F5. What information would be most helpful to you in understanding the WBG's role in Kazakhstan? (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

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	Astana
2	Almaty, Shymkent
3	Oblast or regional center
4	Other

Thank you for completing this survey!