



# Uzbekistan

The World Bank  
Country Survey FY 2013

Report of Findings  
December 2013



Country Opinion Surveys  
THE WORLD BANK GROUP

## Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Uzbekistan.....	10
V. Overall Attitudes toward the World Bank .....	14
VI. Sectoral Effectiveness.....	22
VII. How the World Bank Operates.....	26
VIII. World Bank Knowledge and Instruments .....	29
IX. The Future Role of the World Bank in Uzbekistan .....	39
X. Communication and Openness.....	41
XI. Appendices.....	46



## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Uzbekistan perceive the Bank;
- Obtain systematic feedback from stakeholders in Uzbekistan regarding:
  - Their views regarding the general environment in Uzbekistan;
  - Their overall attitudes toward the World Bank in Uzbekistan;
  - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Uzbekistan;
  - Perceptions of the World Bank's future role in Uzbekistan.
- Use data to help inform Uzbekistan country team's strategy.

## II. Methodology

In April-May 2013, 253 stakeholders of the World Bank in Uzbekistan were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and 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; academia/research institutes/think tanks; the judiciary branch; beneficiaries of Bank programs; and other organizations. A total of 147 stakeholders participated in the survey (58% response rate).

Respondents received questionnaires via courier and returned them accordingly. Respondents were asked about: general issues facing Uzbekistan; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Uzbekistan; and the Bank's communication and information sharing in Uzbekistan.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Uzbekistan: Respondents were asked to indicate whether Uzbekistan is headed in the right direction, what they thought were the top three most important development priorities in the country, and which areas would contribute most to reducing poverty and generating economic growth in Uzbekistan.

## II. Methodology (continued)

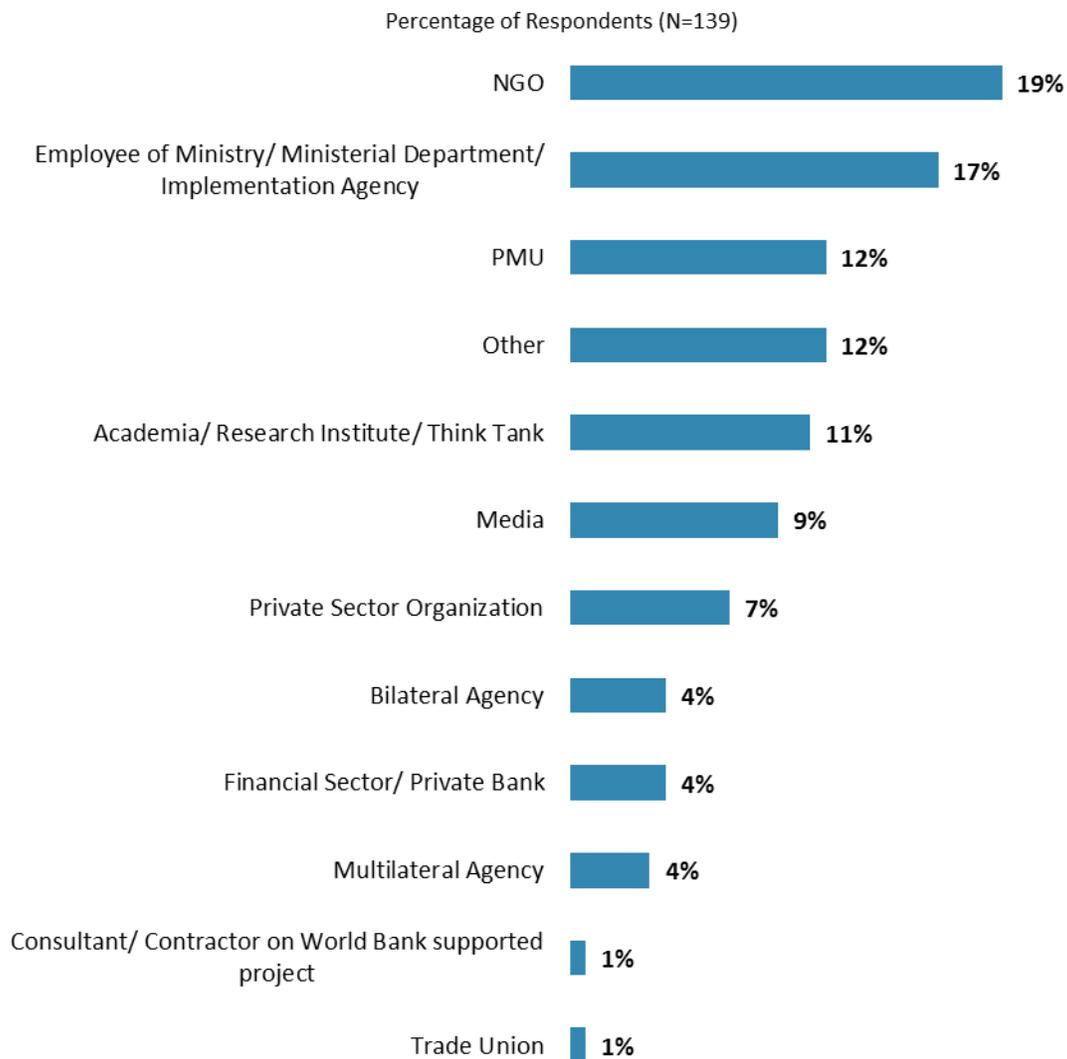
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Uzbekistan, Bank staff preparedness to help Uzbekistan solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Uzbekistan, with which stakeholder groups the Bank should collaborate more, in which sectoral areas the Bank should focus most of its resources, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Uzbekistan, the extent to which the Bank meets Uzbekistan's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty six development areas, such as economic growth, governance, education, and job creation.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the World Bank, such as the Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Uzbekistan's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Uzbekistan: Respondents were asked to rate how significant a role the Bank should play in Uzbekistan in the near future and to indicate what the Bank should do to make itself of greater value in Uzbekistan.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were also asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Uzbekistan, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 114 respondents (82% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

- For further analyses, a small number of consultants/contractors working on Bank projects were combined with respondents from PMUs; respondents from multilateral agencies were combined with those from bilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from trade unions were combined with respondents from NGOs. There were no respondents from the Office of the President, Prime Minister, office of a minister, office of a parliamentarian, local governments, private foundations, community based organizations, independent government institutions, faith-based groups, the judiciary branch, or beneficiaries of a program.



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

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

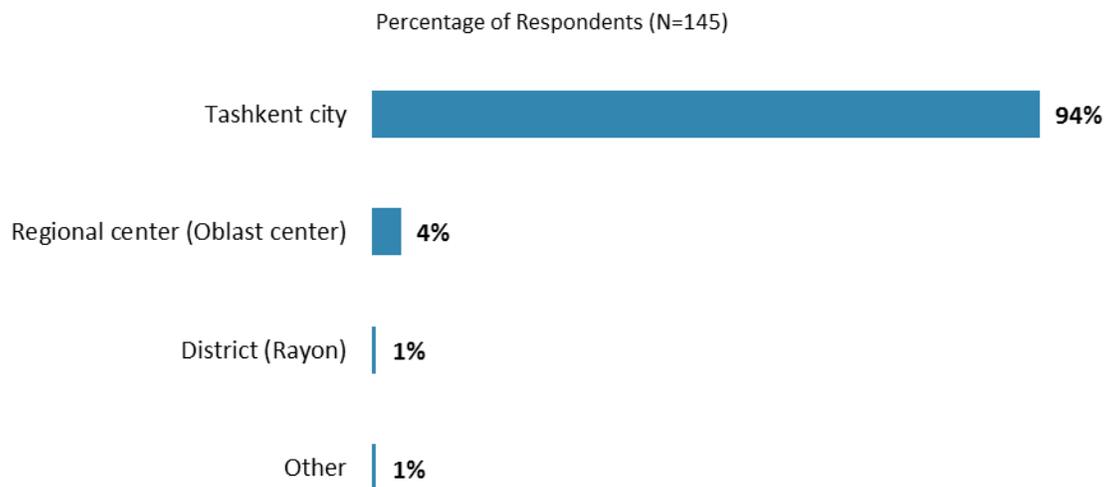


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- Nearly all respondents indicated that they were located in Tashkent city. Because of the small number of respondents from other areas, statistical comparisons across geographic locations were not possible.



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

### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

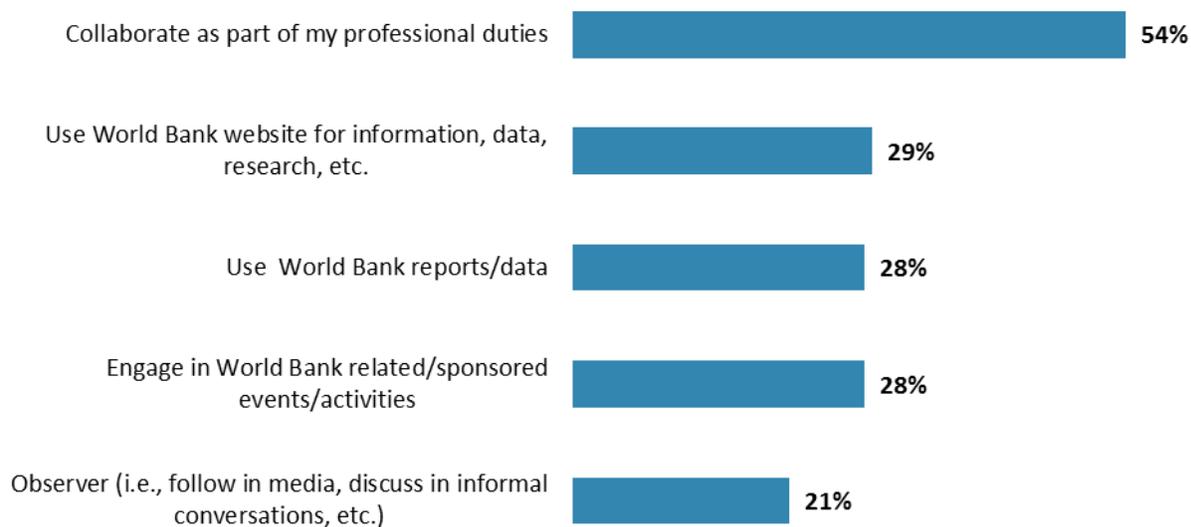
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Uzbekistan, can be found in Appendix D (see page 84). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=143)



"Currently, do you professionally collaborate/work with the World Bank in your country?"

Percentage of Respondents (N=138)

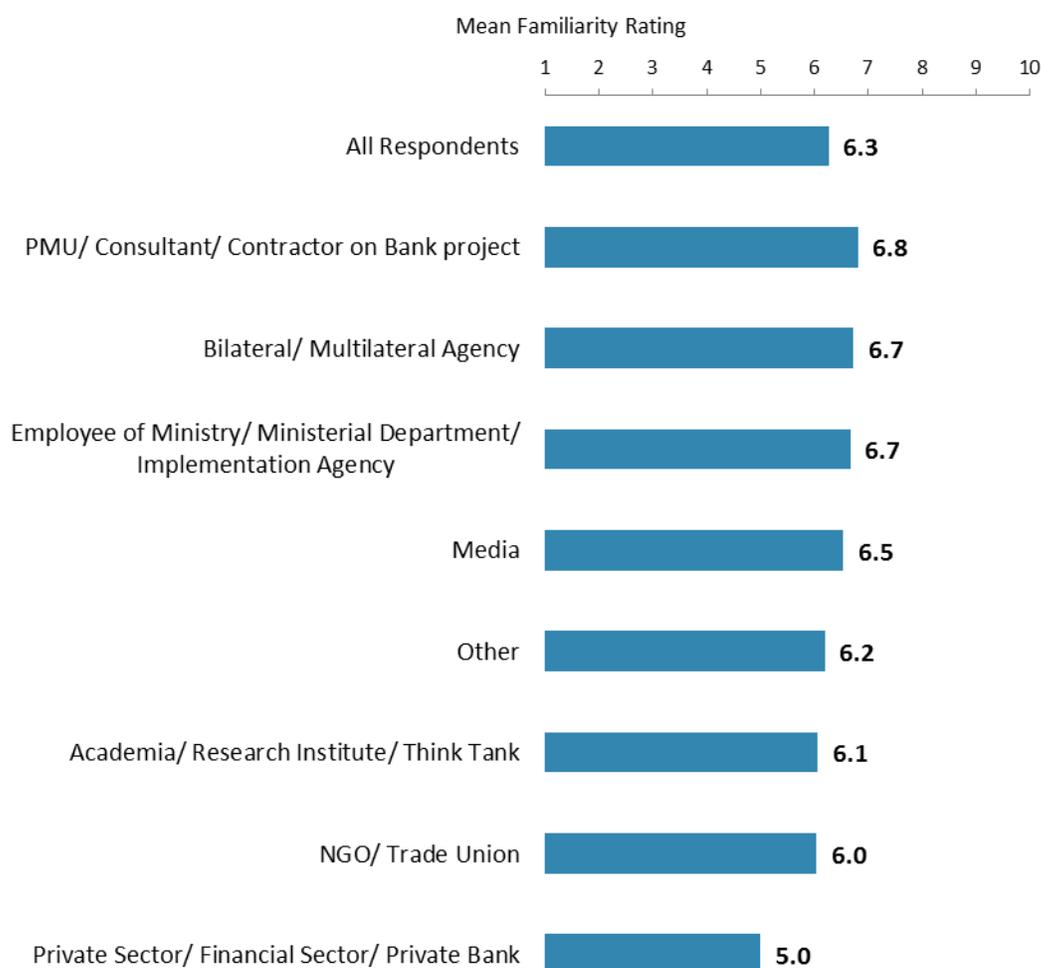


"Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.3; this was significantly *lower* than the mean rating received in the FY '03 country survey (6.9).
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Uzbekistan, and significantly, moderately correlated with their perceptions of the Bank's relevance to Uzbekistan's development, and the Bank's ability to help achieve development results in Uzbekistan.

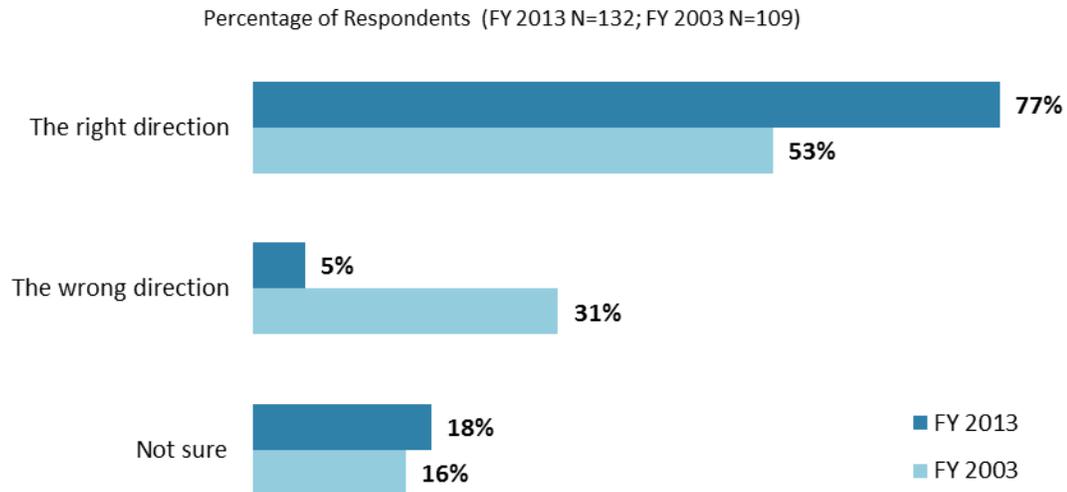


"How familiar are you with the work of the World Bank in Uzbekistan?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Uzbekistan

### Headed in the Right Direction

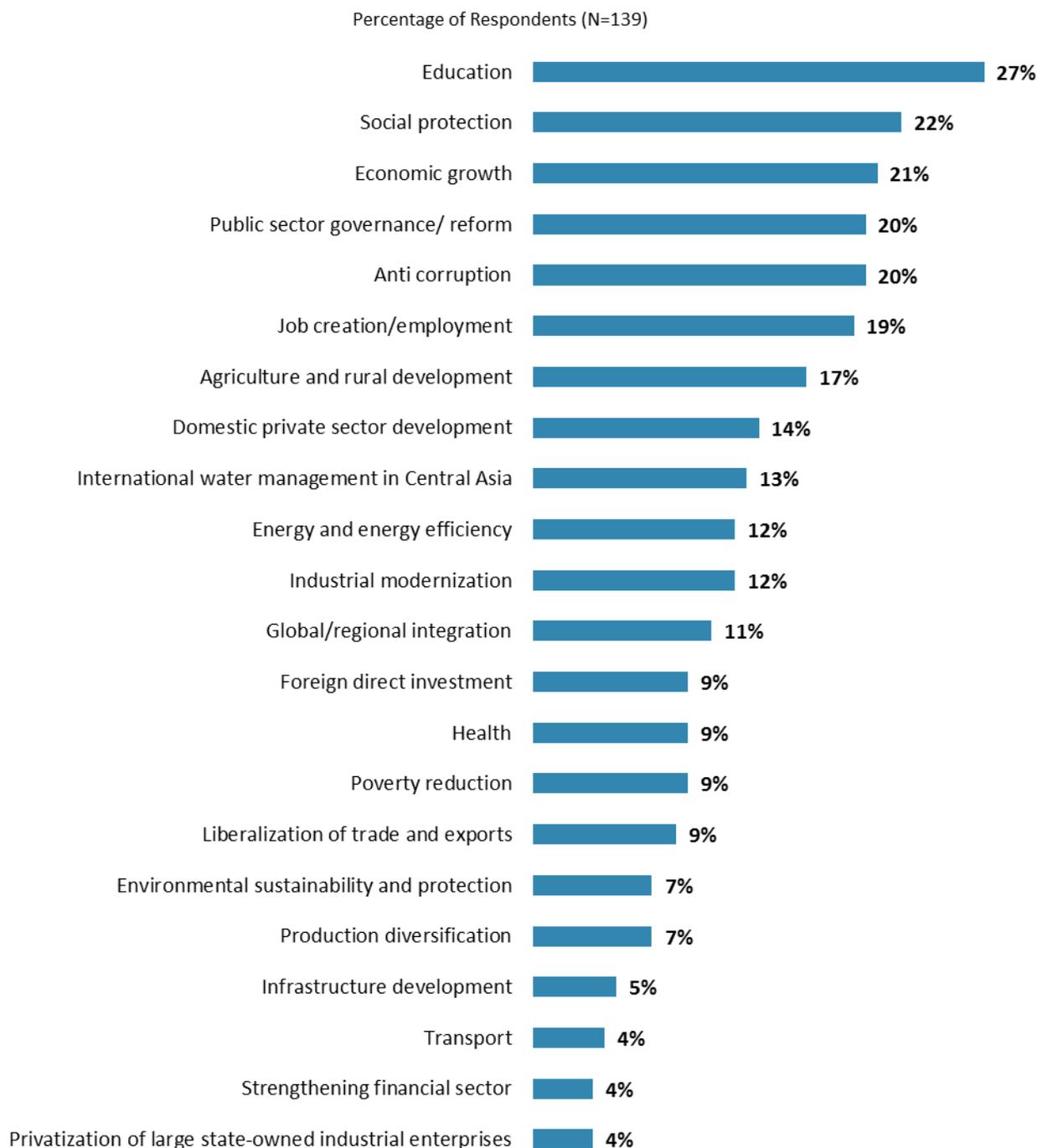
- Respondents in this year's country survey were significantly *more* likely to indicate that Uzbekistan is headed in the right direction compared to respondents from the FY '03 country survey.
- A majority of respondents across all stakeholder groups indicated that Uzbekistan is headed in the right direction, except respondents from bilateral/multilateral agencies who tended to indicate that they were not sure whether Uzbekistan is headed in the right or wrong direction.



"In general, would you say that Uzbekistan is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Uzbekistan (continued)

### Development Priority

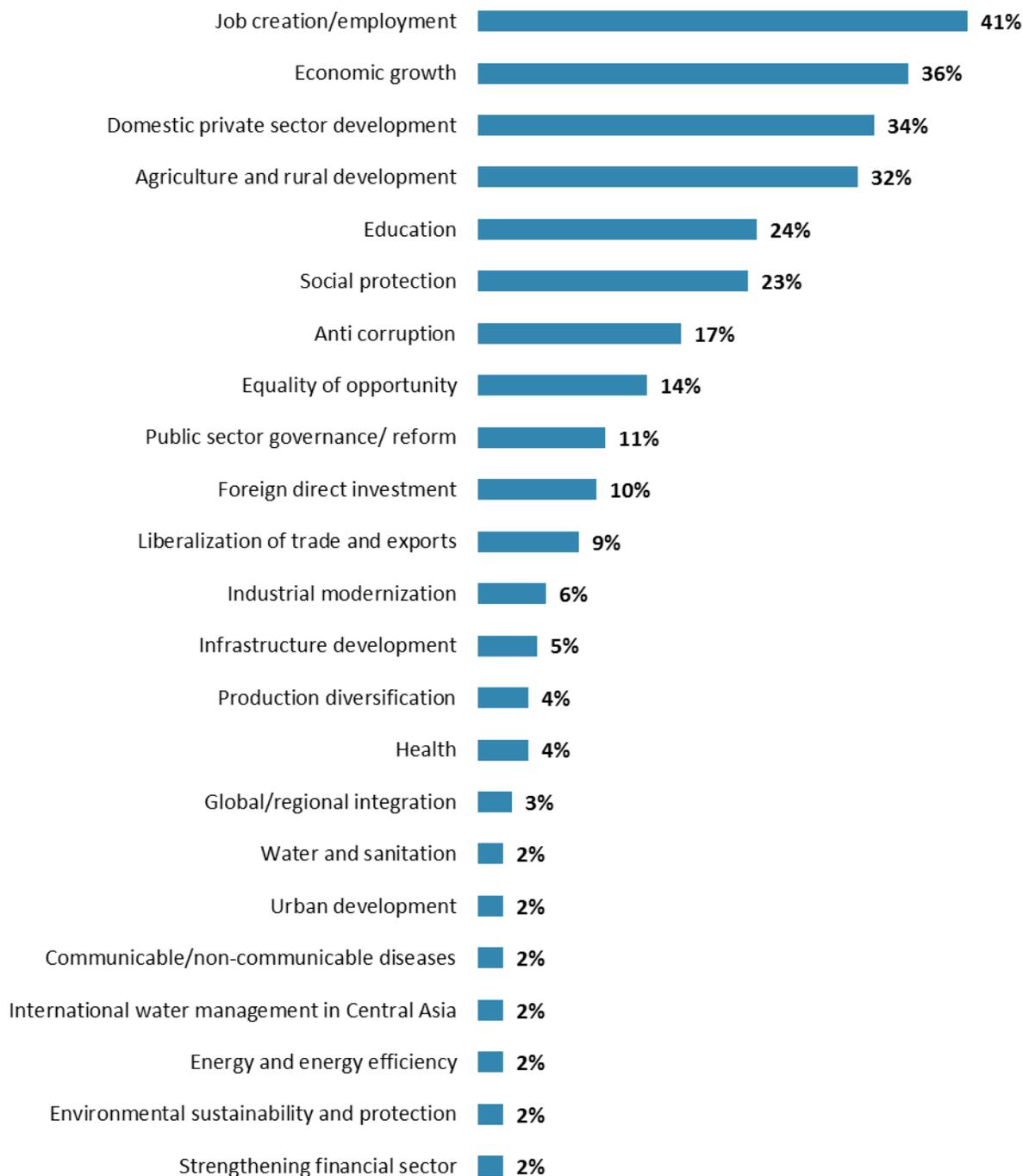


"Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan.  
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Uzbekistan (continued)

### What Would Contribute Most to Reducing Poverty

Percentage of Respondents (N=140)

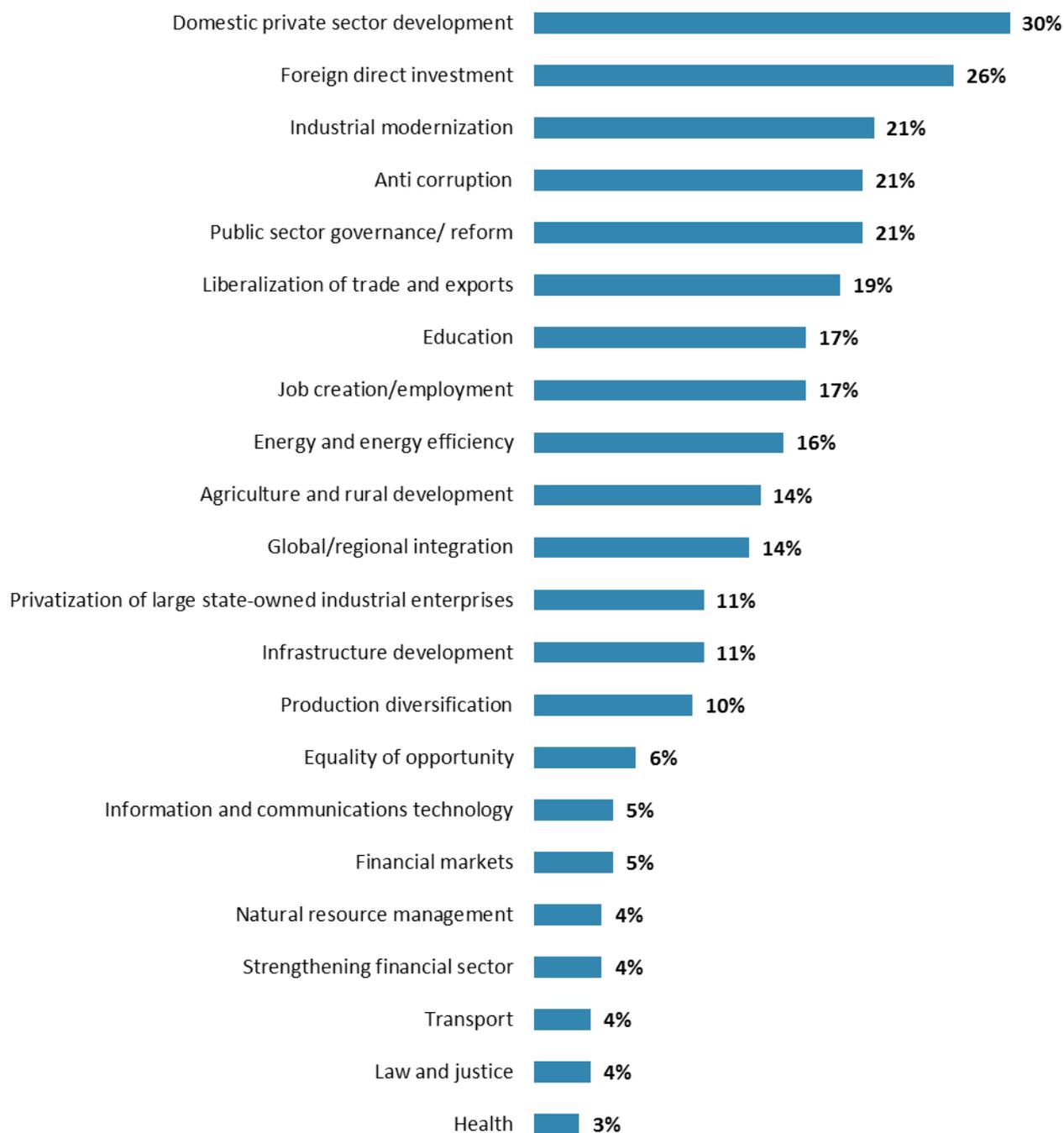


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan?" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Uzbekistan (continued)

### What Would Contribute Most to Generating Economic Growth

Percentage of Respondents (N=140)



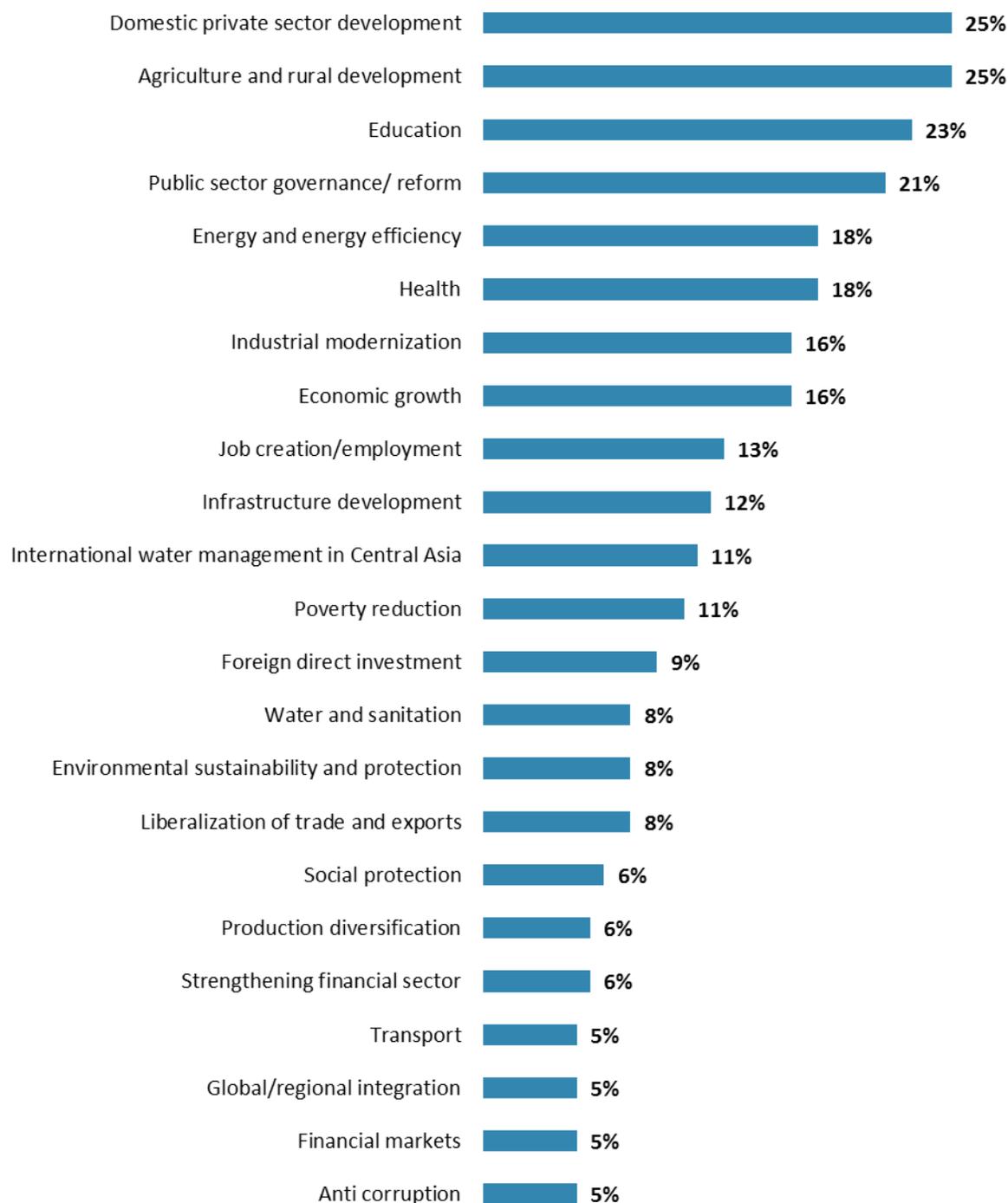
"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Uzbekistan?"

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

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources

Percentage of Respondents (N=142)



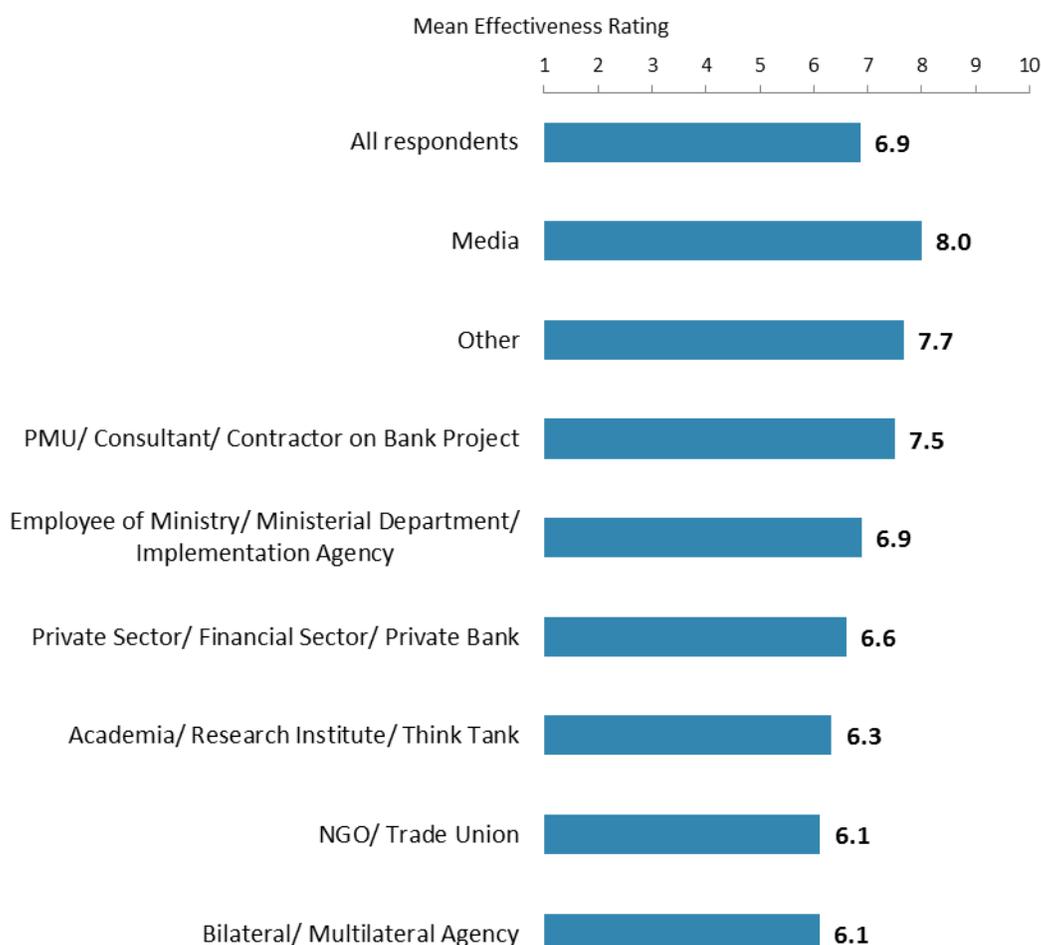
“When thinking about how the World Bank can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Uzbekistan? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank (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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Across all respondents, ratings of the World Bank’s overall effectiveness in Uzbekistan received a mean rating of 6.9. This is statistically similar to the mean rating received in the FY ’03 country survey (6.7).
- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank’s overall effectiveness in Uzbekistan.

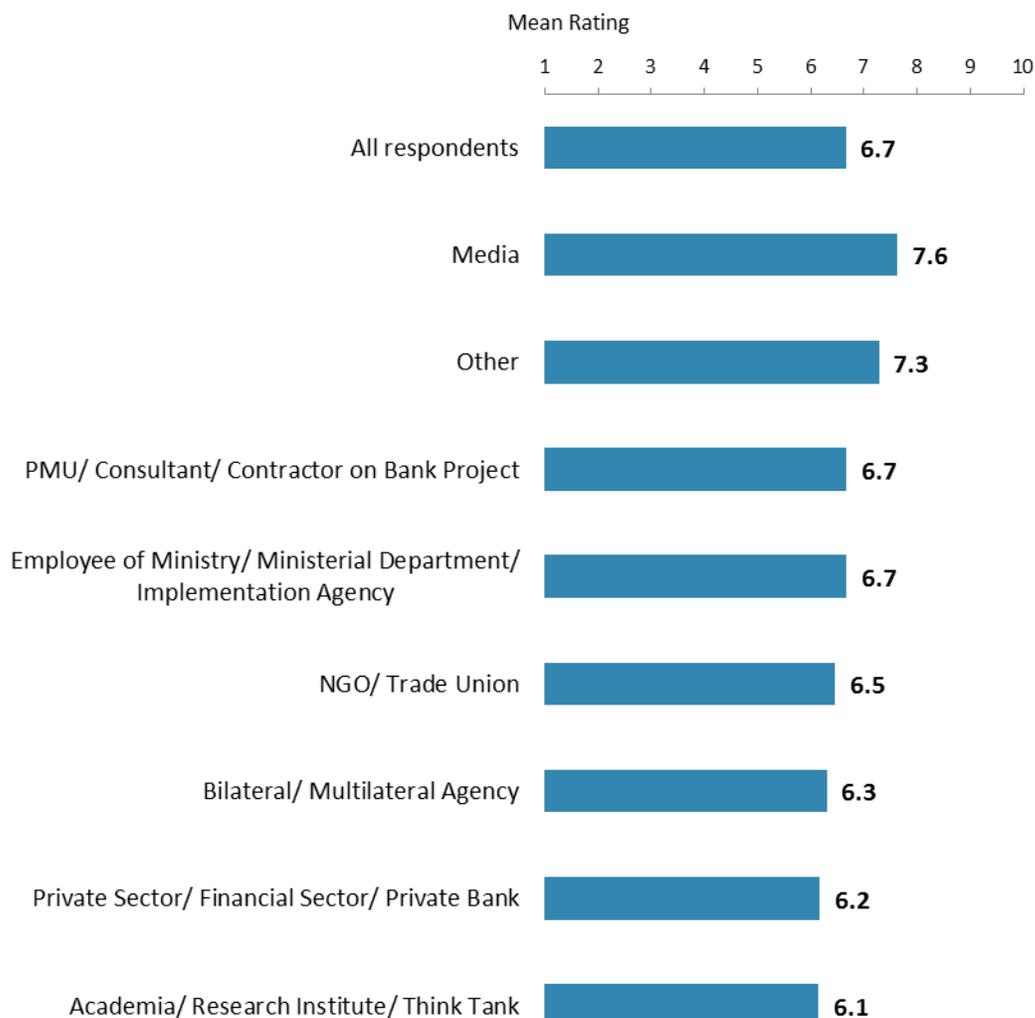


"Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan?"  
(1 - "Not effective at all", 10 - "Very effective")

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

### Achieving Development Results (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank helping achieve development results in Uzbekistan.

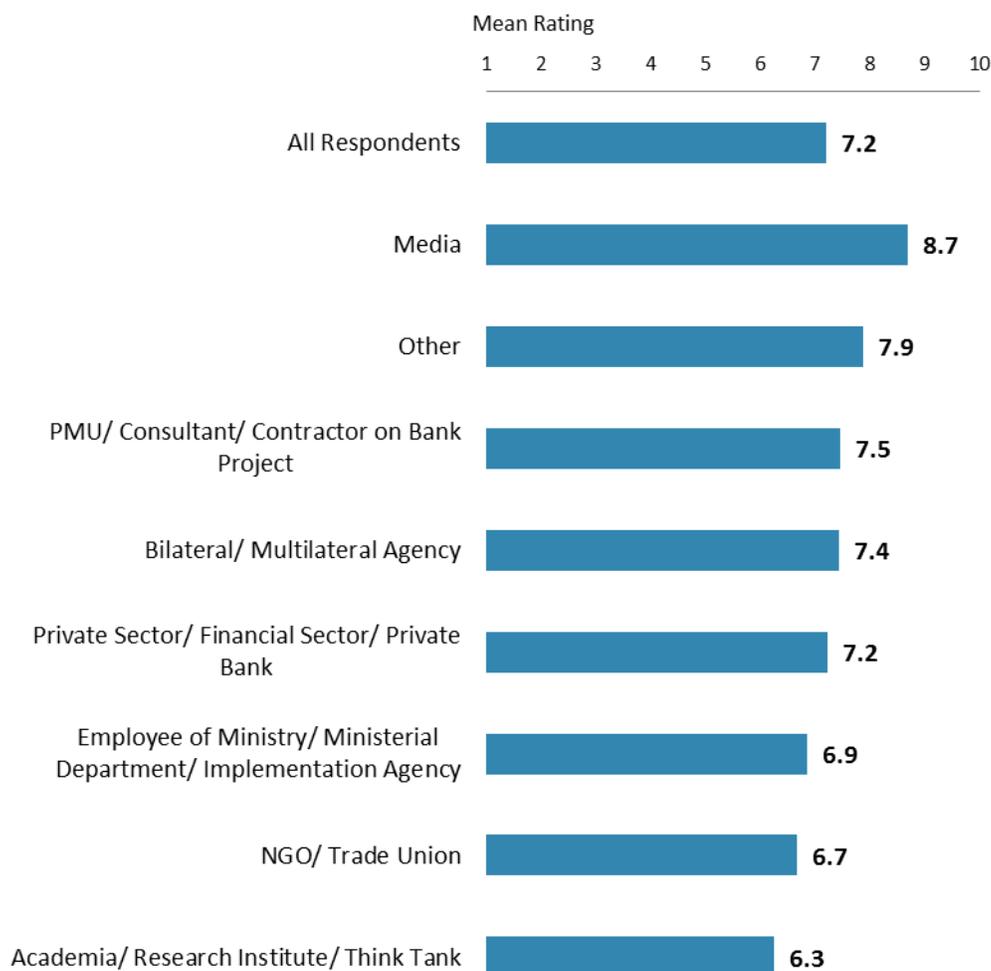


"To what extent does the World Bank's work help to achieve development results in Uzbekistan?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Uzbekistan solve its most complicated development challenges.

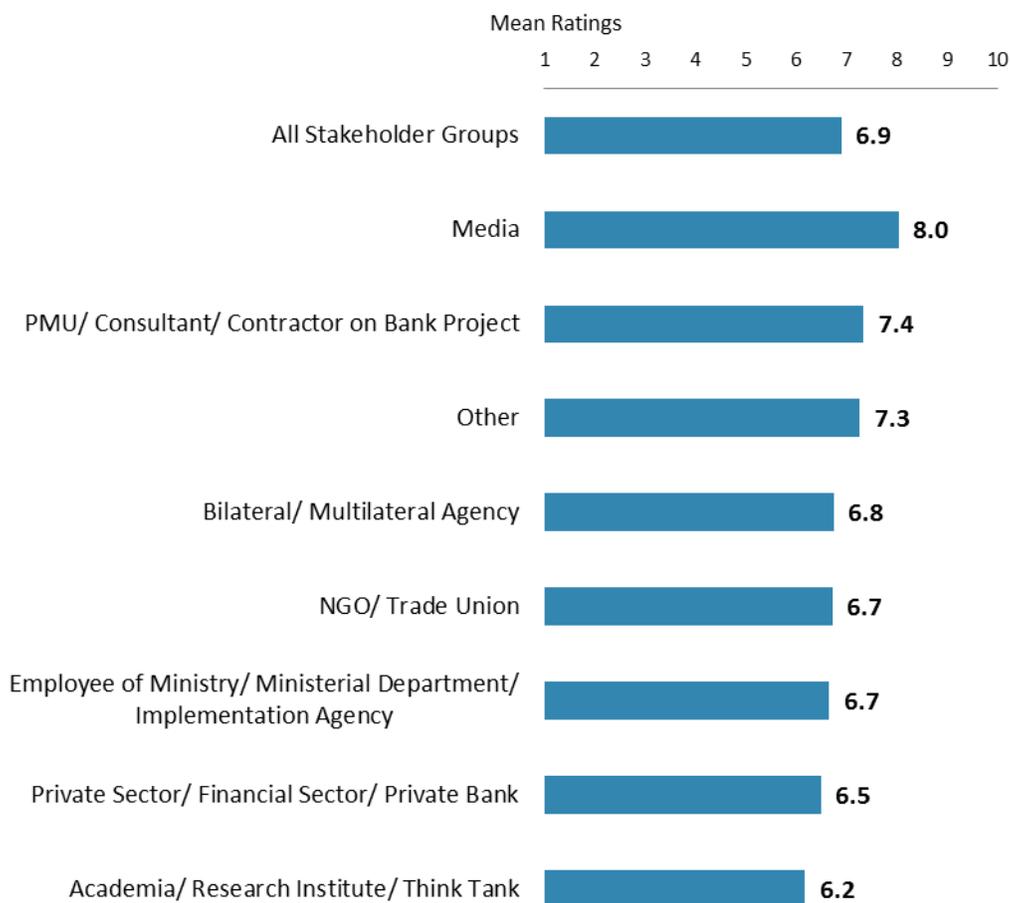


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Uzbekistan solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to sixteen indicator questions (responses to indicator questions across all stakeholder groups can be found in Appendix E, page 85).

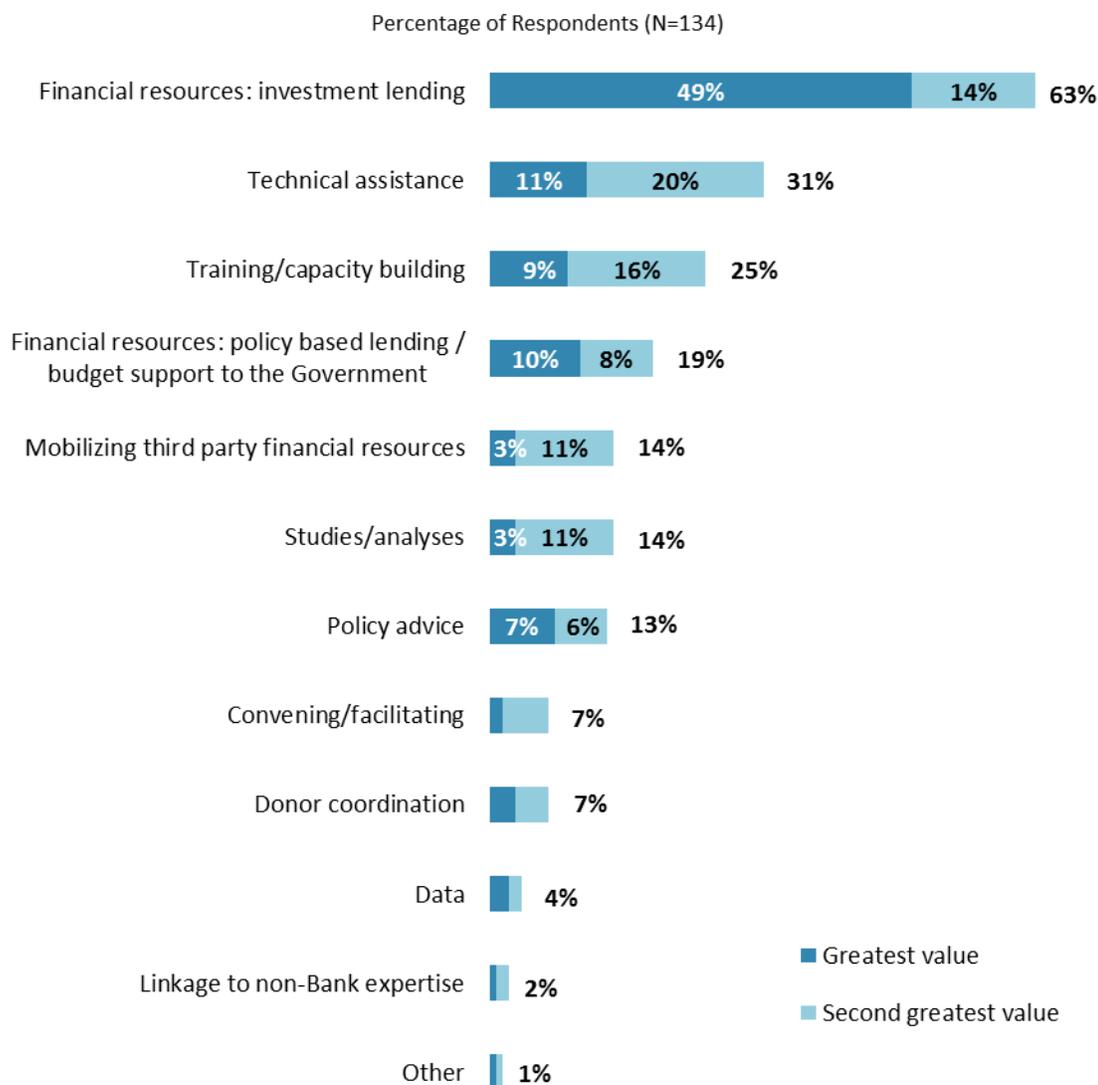


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all sixteen indicator questions can be found in Appendices D and E.

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

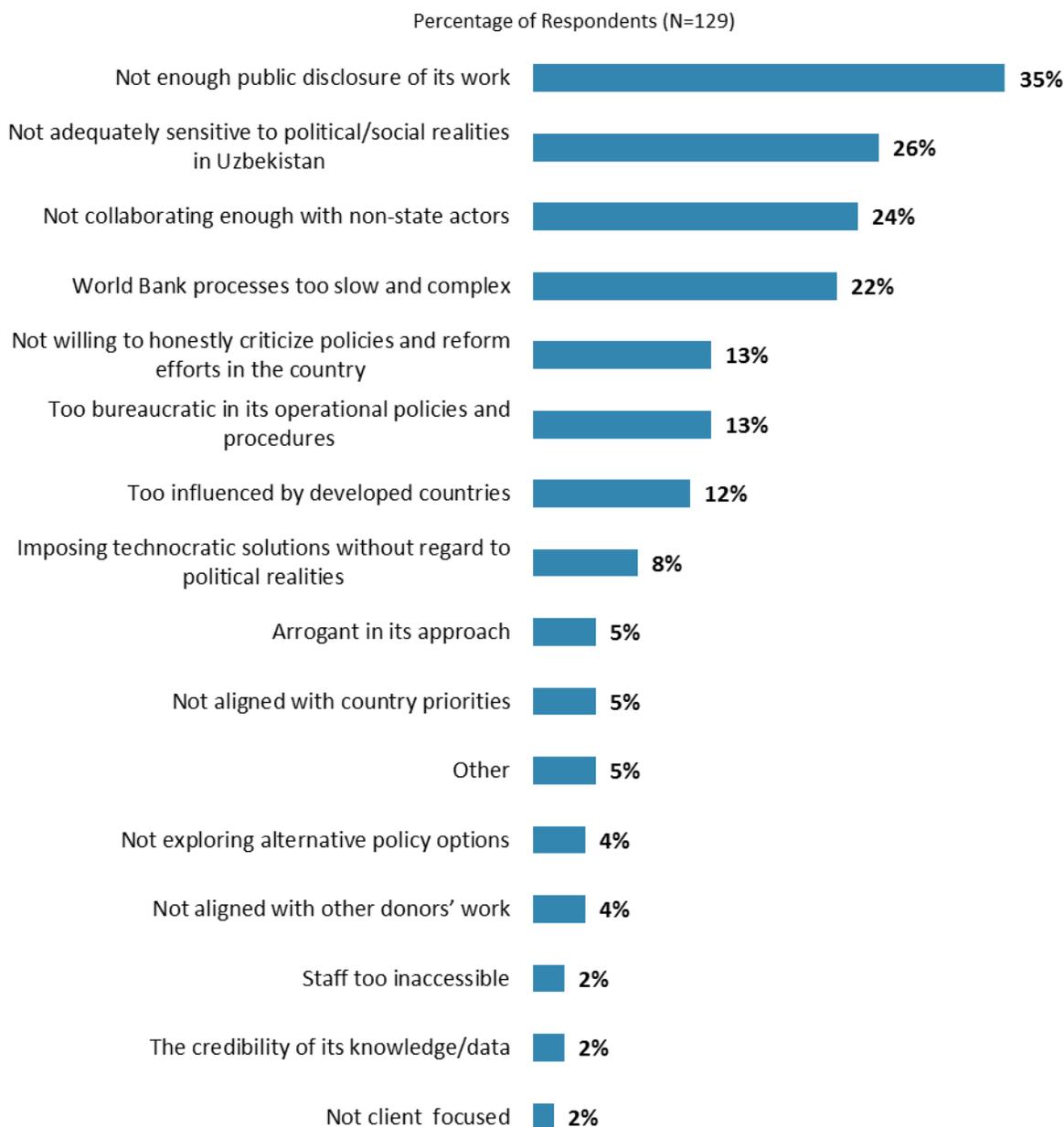
### Greatest Value



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

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

### Greatest Weakness

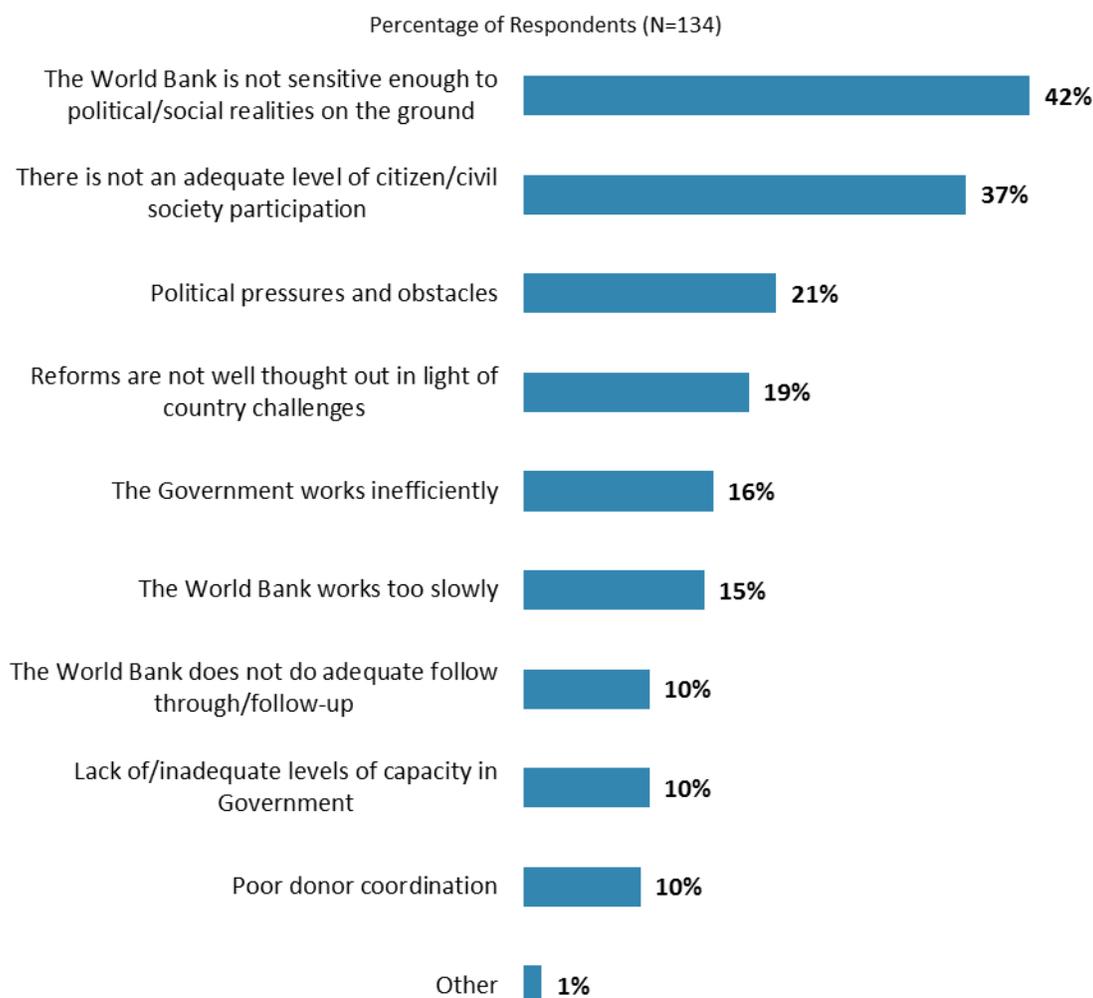


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

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

### Attributing Slow or Failed Reform Efforts

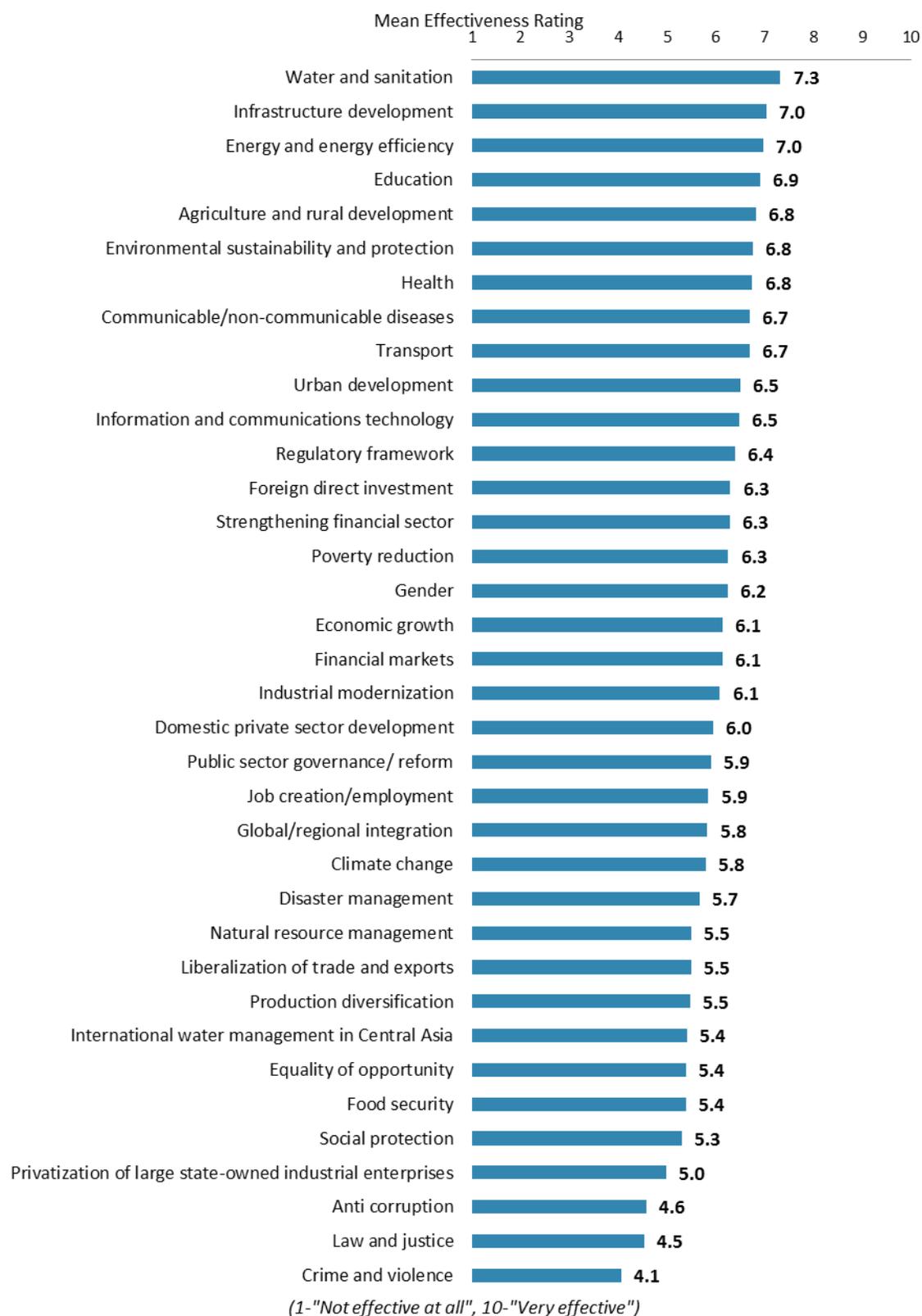
- While employees of ministries/ministerial departments/implementation agencies and respondents from PMUs/consultants/contractors on Bank-supported projects tended to attribute slow or failed reform efforts to the Bank's not being sensitive enough to political/social realities on the ground, respondents from the media and CSOs/trade unions tended to indicate that there is not an adequate level of citizen/civil society participation.



"When World Bank 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.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

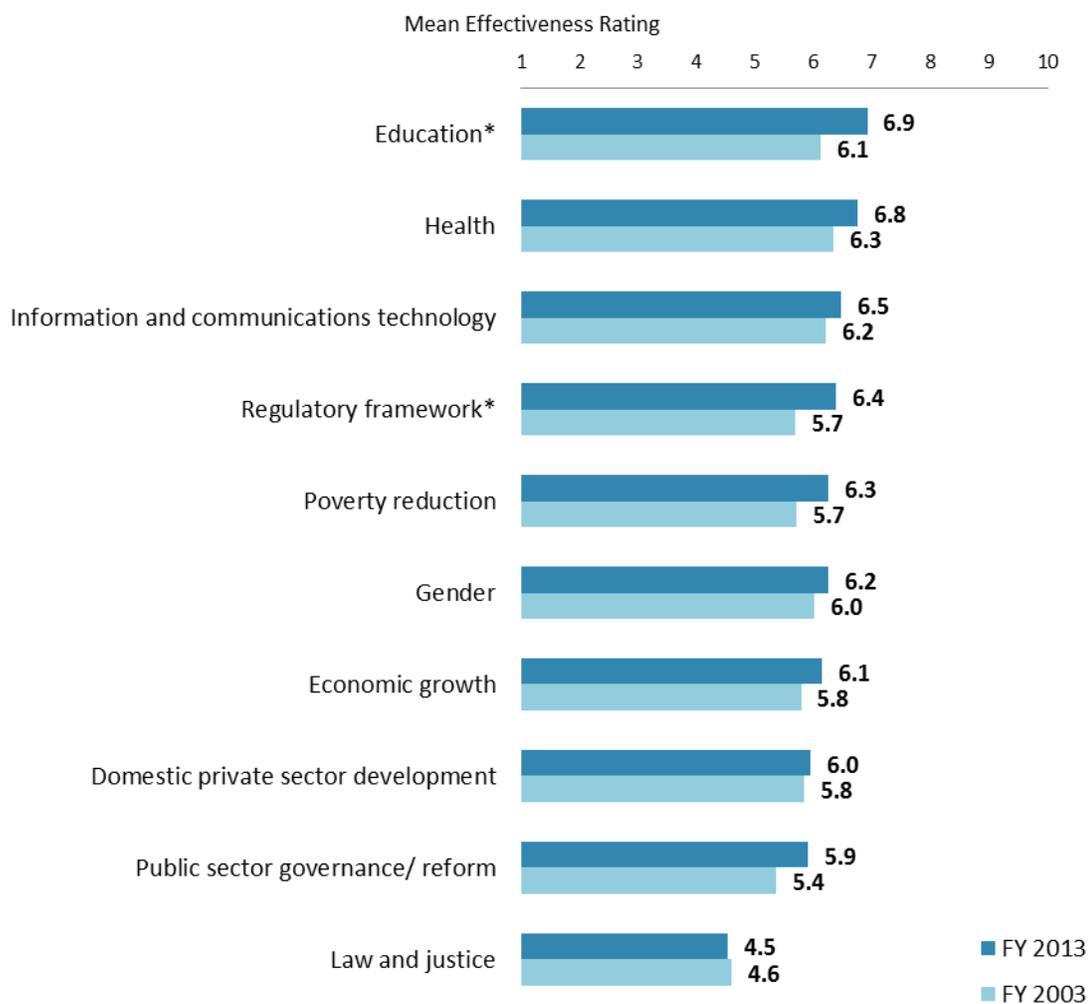
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in the education sector only. Respondents from the media and PMUs/consultants/contractors working on World Bank projects gave the highest ratings, whereas respondents from the private sector/financial sector/private banks and academia/research institutes/think tanks tended to give significantly lower ratings.
- Responses across all stakeholder groups can be found in the Appendix B.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the Bank's effectiveness in "education" and "regulatory framework" compared to respondents in the FY '03 country survey.



(1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2013 and FY 2003)

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Uzbekistan, bivariate correlational analyses were conducted using respondents' ratings of the thirty-six specific areas of effectiveness.

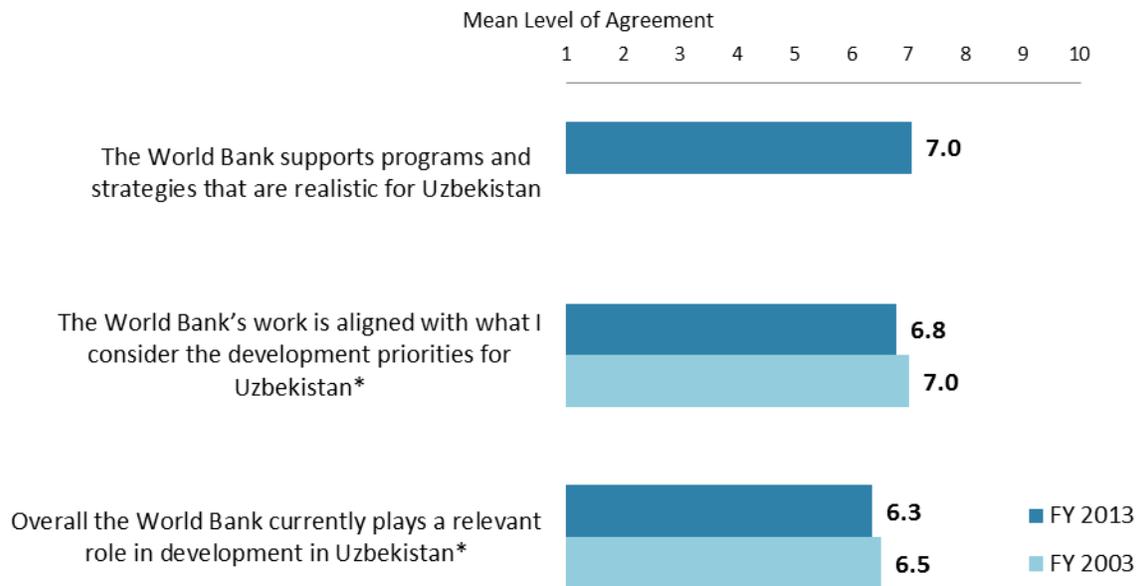
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Uzbekistan. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at strengthening financial sector;
  - The Bank's effectiveness at equality of opportunity; and
  - The Bank's effectiveness at financial markets.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Uzbekistan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at regulatory framework;
  - The Bank's effectiveness at public sector governance/reform;
  - The Bank's effectiveness at financial markets;
  - The Bank's effectiveness at natural resource management; and
  - The Bank's effectiveness at equality of opportunity.

## VII. How the World Bank Operates

### The World Bank’s Work in Uzbekistan

- Respondents in this year’s country survey had statistically similar levels of agreement with these statements compared to respondents in the FY ’03 country survey.
- There were significant stakeholder group differences in their levels of agreement with the statement that “overall the World Bank currently plays a relevant role in development in Uzbekistan”. Respondents from the media had the highest levels of agreement that the Bank plays a relevant role in development whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.



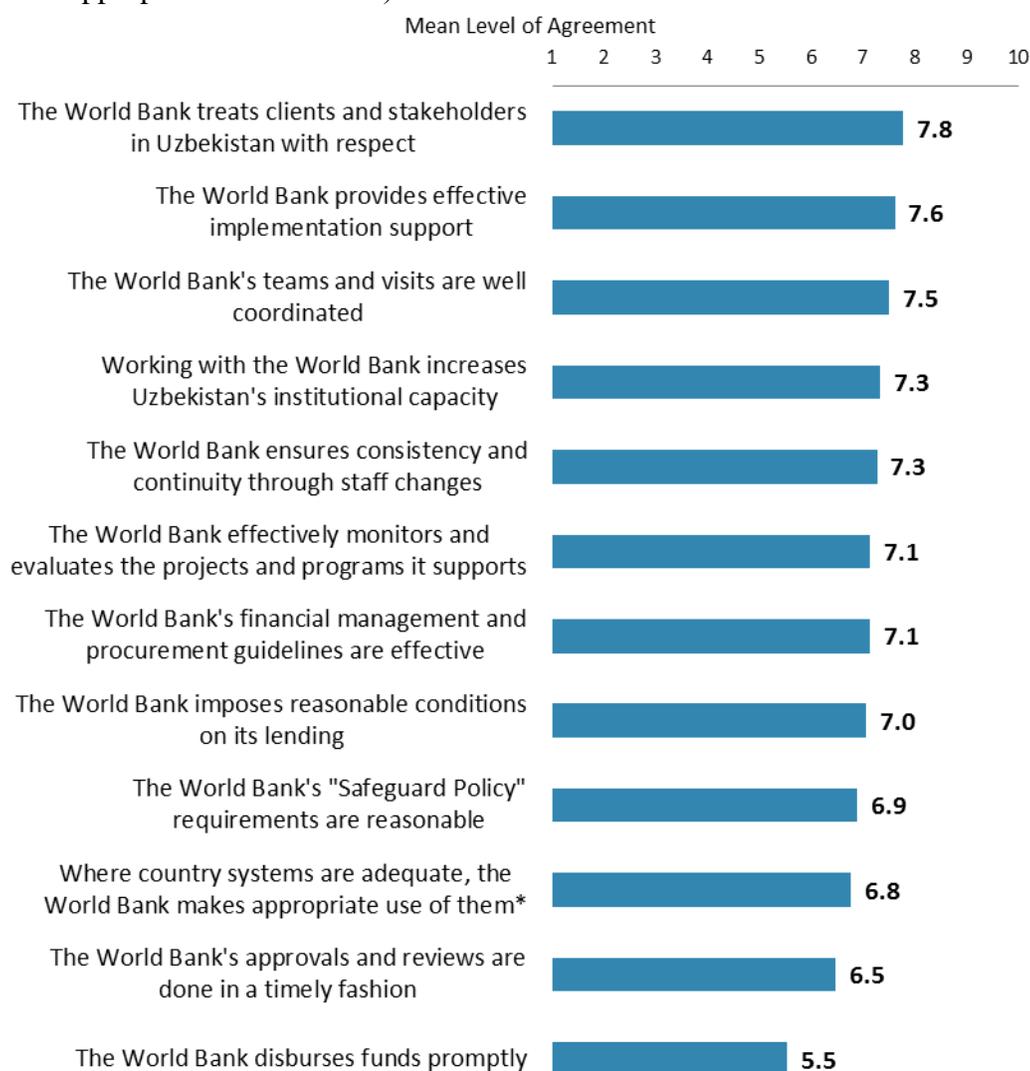
"To what extent do you agree with the following statements about the World Bank’s work in Uzbekistan?" (1-"Strongly disagree", 10-"Strongly agree")

*\*Indicator Question*

## VII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly *lower* levels of agreement that the World Bank disburses funds promptly compared to respondents from the FY '03 country survey (7.8).
- There were significant stakeholder group differences in their ratings across a number of these areas (see Appendix B for details). For the most part, respondents from the media tended to have the highest levels of agreement whereas respondents from academia/research institutes/think tanks tended to have significantly lower levels of agreement.
- Respondents across all stakeholder groups had statistically similar levels of agreement with the indicator statement ("Where country systems are adequate, the World Bank makes appropriate use of them").



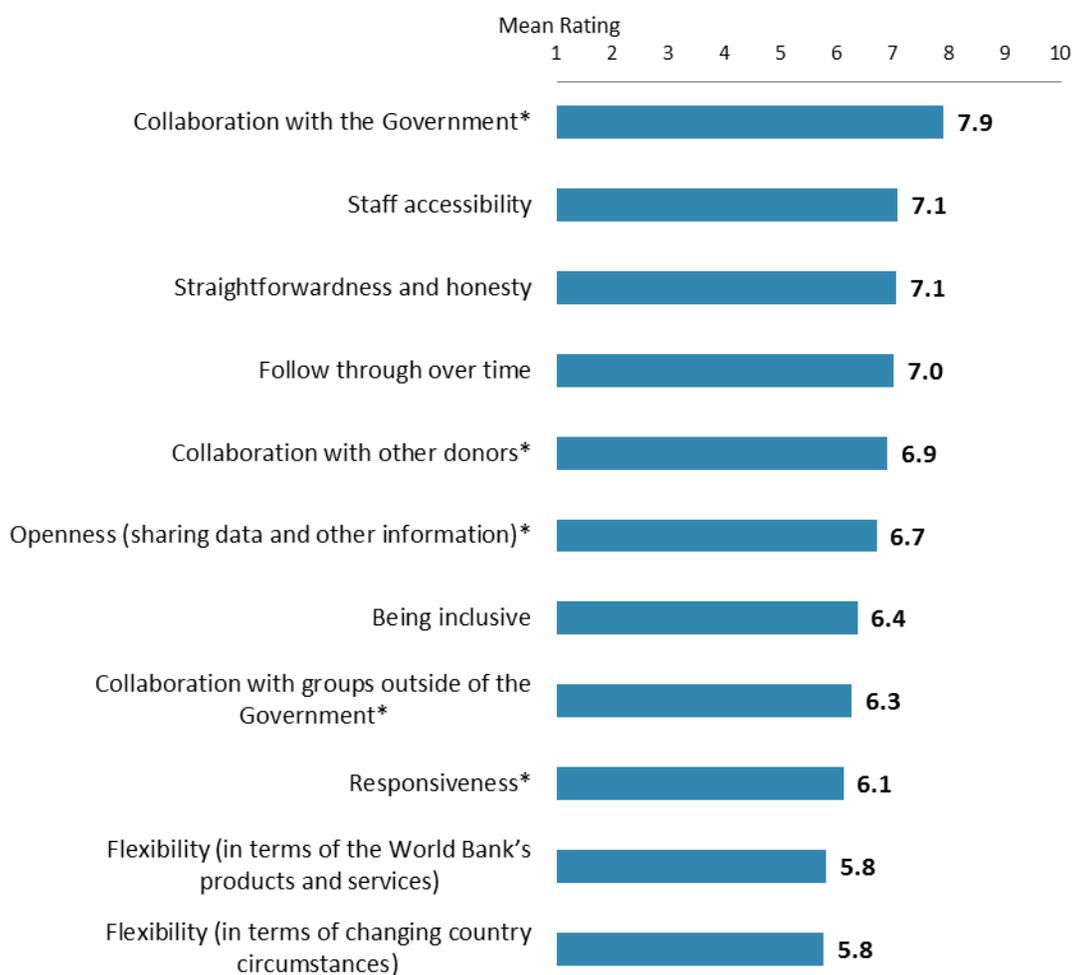
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

\*Indicator Question

## VII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

- Respondents in this year's country survey gave significantly *lower* ratings for the Bank's flexibility in terms of its products and services and in terms of changing country circumstances compared to respondents from the FY '03 country survey (6.8 and 6.9, respectively).
- Respondents across stakeholder groups gave statistically similar ratings for all of the following qualities of the Bank as an effective development partner, except the Bank's openness (indicator question) and inclusiveness. For the most part, respondents from PMUs/consultants/contractors on Bank projects tended to give the highest ratings whereas respondents from academia/research institutes/think tanks and the private sector/financial sector/private banks tended to give significantly lower ratings.



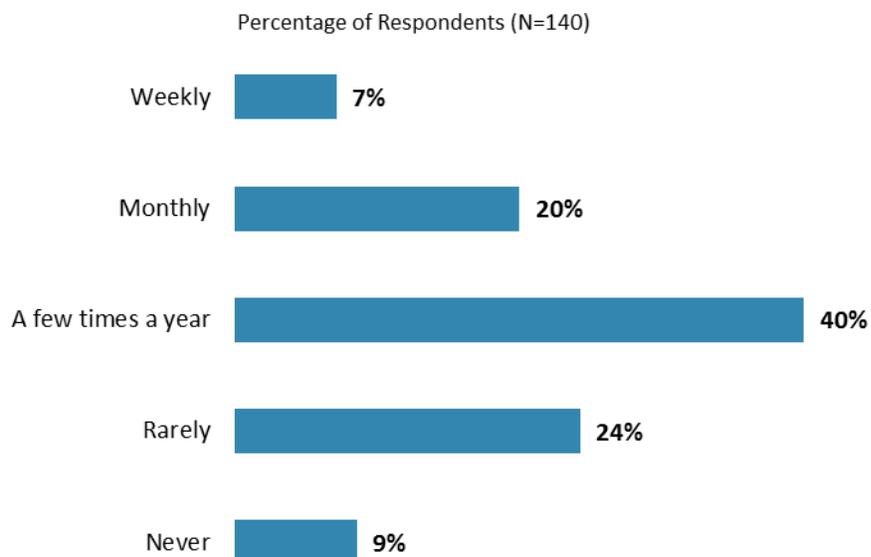
"To what extent is the World Bank an effective development partner in Uzbekistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Indicator Question

## VIII. World Bank Knowledge and Instruments

### Frequency of Consulting World Bank Knowledge Work and Activities

- Respondents from bilateral/multilateral agencies, PMUs/consultants/contractors on Bank projects, the media, and employees of ministries/ministerial departments/implementation agencies tended to indicate that they consulted Bank knowledge more often than respondents from other stakeholder groups.

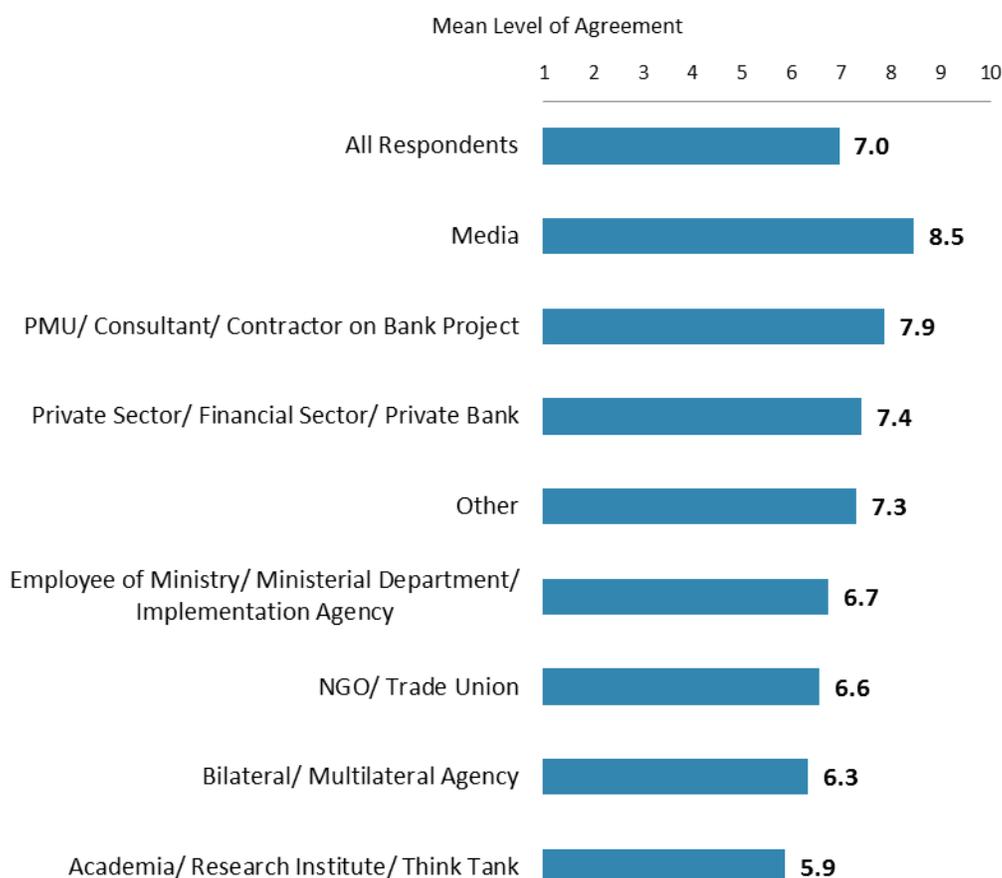


"How frequently do you consult World Bank knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

## VIII. World Bank Knowledge and Instruments (continued)

### Meeting Uzbekistan's Knowledge Needs (*Indicator Question*)

- Respondents from the media had the highest levels of agreement that the World Bank meets Uzbekistan's needs for knowledge services whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.

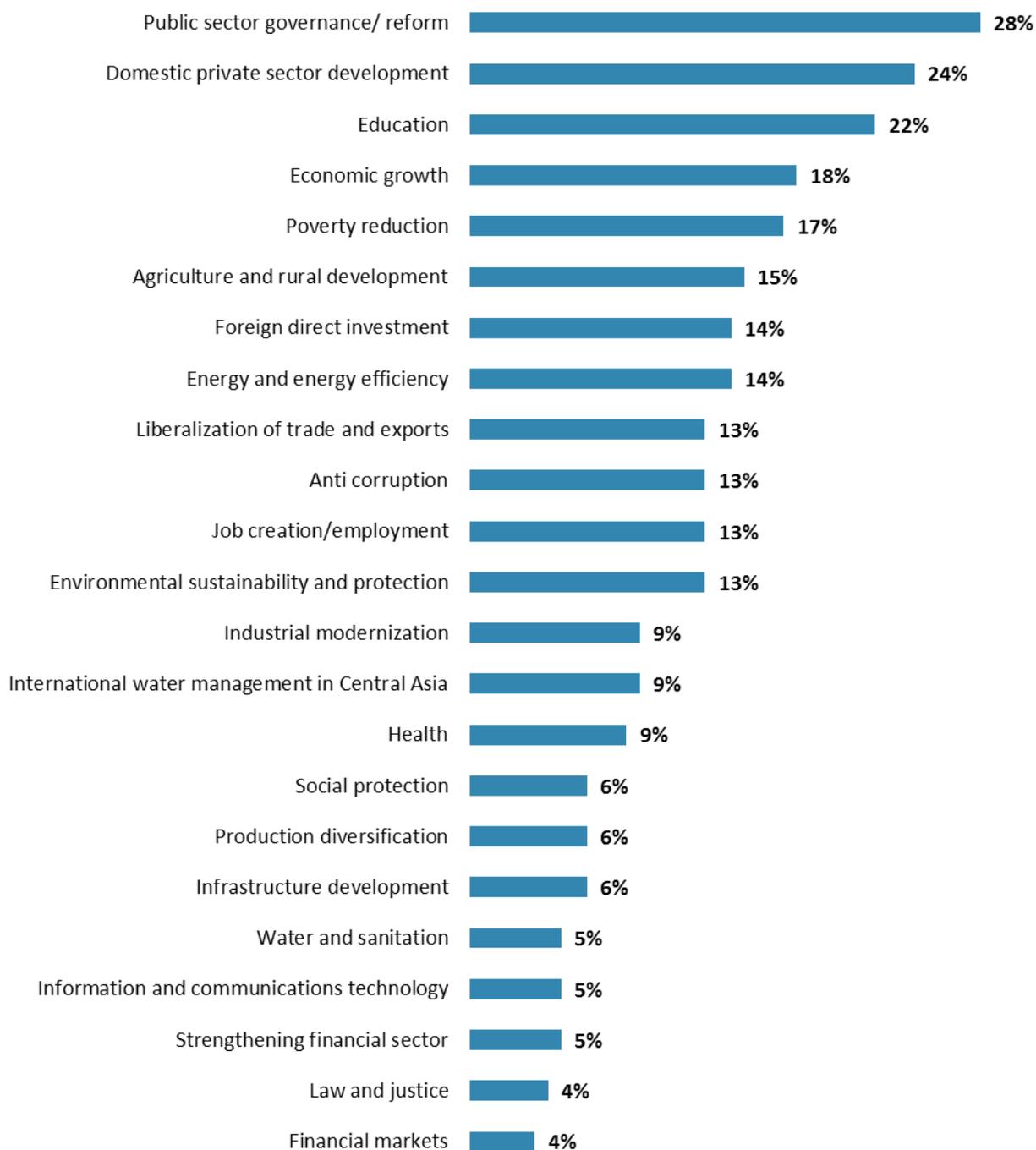


"The World Bank meets Uzbekistan's needs for knowledge services"  
(1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

Percentage of Respondents (N=141)

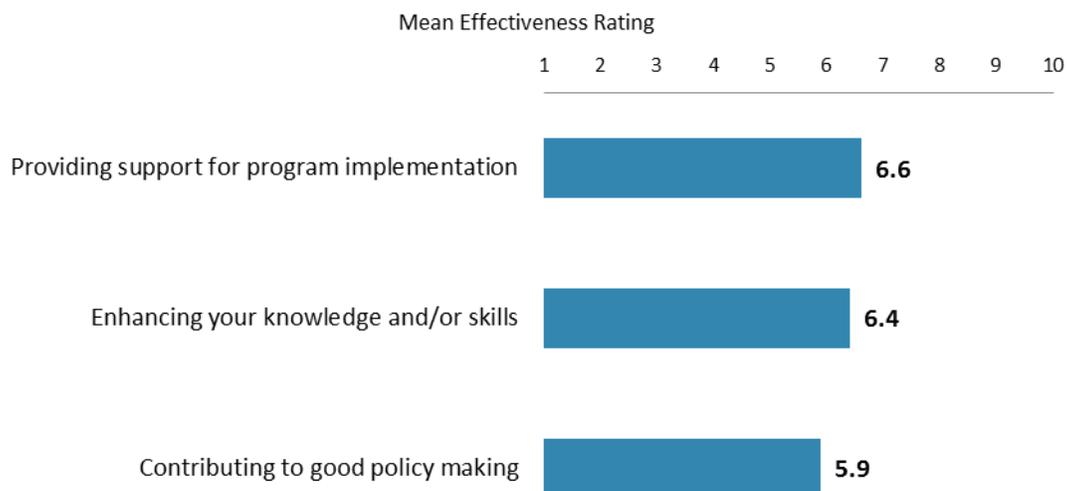


“When thinking about the development challenges in Uzbekistan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

### Bank's Knowledge Work and Activities: Effectiveness

- Respondents across all stakeholder groups gave statistically similar ratings for effectiveness of the World Bank's knowledge work and activities in all these areas.

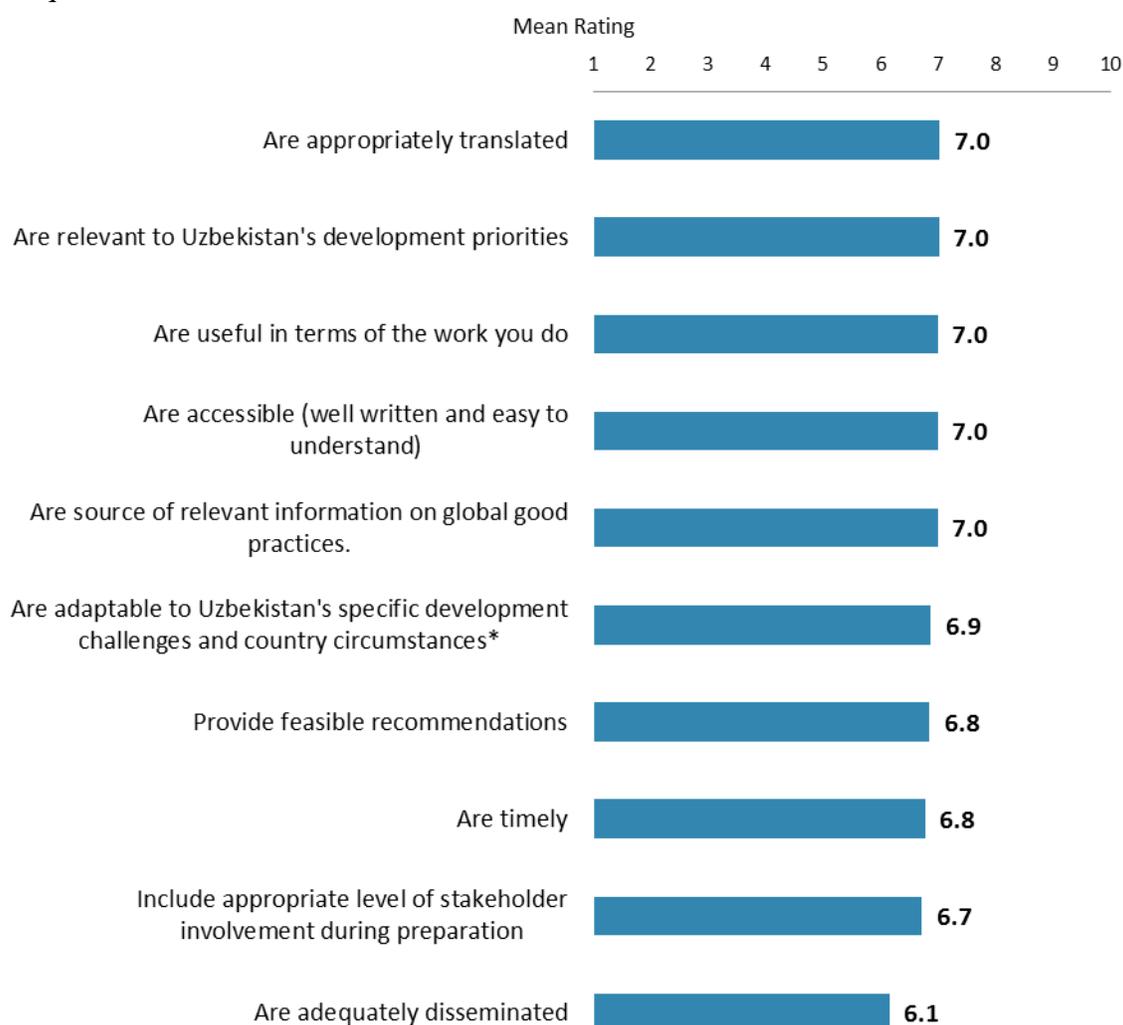


"In Uzbekistan, how effective do you believe the World Bank's knowledge work and activities are at:"  
(1-"Not effective at all", 10-"Very effective")

## VIII. World Bank Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's country survey gave significantly *higher* ratings for the Bank's knowledge work and activities being adaptable to Uzbekistan's specific development challenges and country circumstances (indicator question) compared to respondents from the FY '03 country survey (5.9), but significantly *lower* ratings for the usefulness of the Bank's knowledge work and activities compared to respondents from the FY '03 country survey (7.5).
- Respondents across all stakeholder groups gave statistically similar ratings for all the following qualities of the Bank's knowledge work and activities, including the indicator question.



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

\*Indicator Question

## VIII. World Bank Knowledge and Instruments (continued)

### Contribution of the Bank's Knowledge Work and Activities (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Uzbekistan.



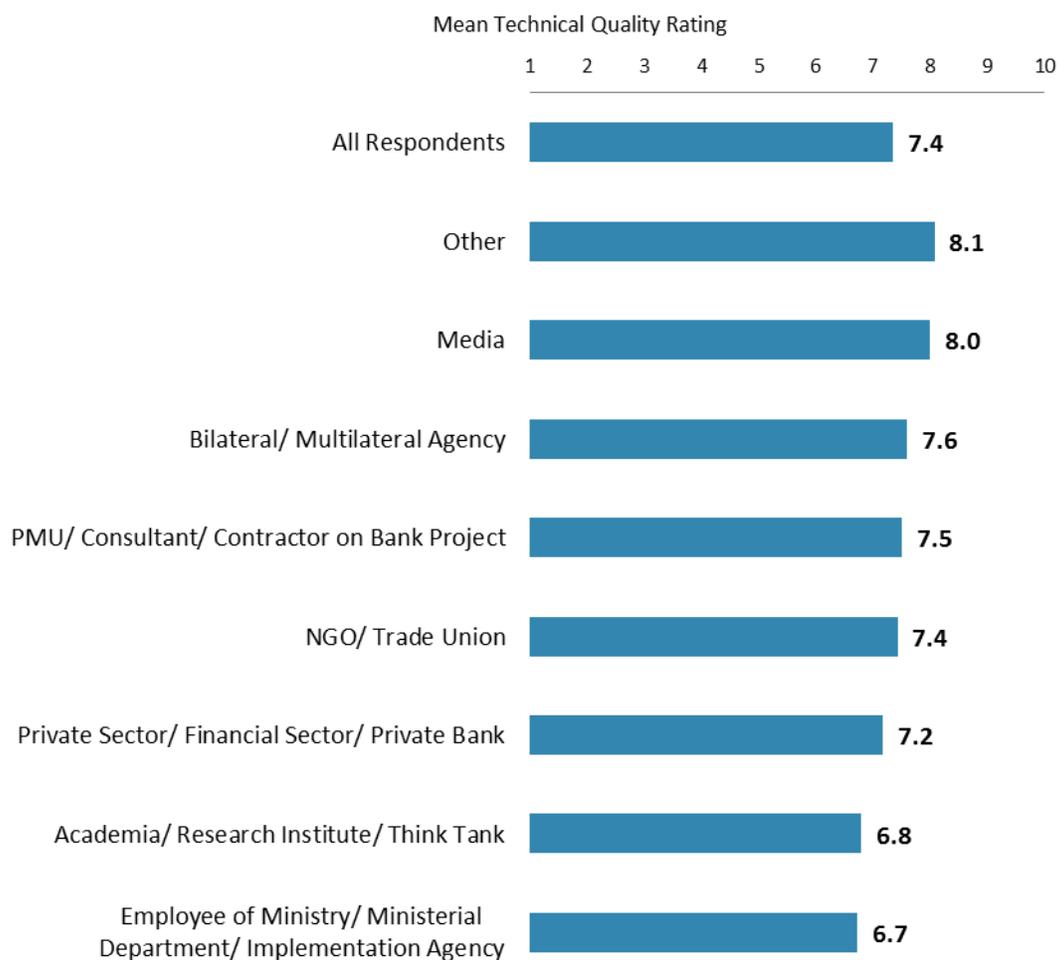
"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"

(1-"Not significant at all", 10-"Very significant")

## VIII. World Bank Knowledge and Instruments (continued)

### Technical Quality of the Bank's Knowledge Work and Activities (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Knowledge and Instruments (continued)

### World Bank's Fee-Based Products/Services

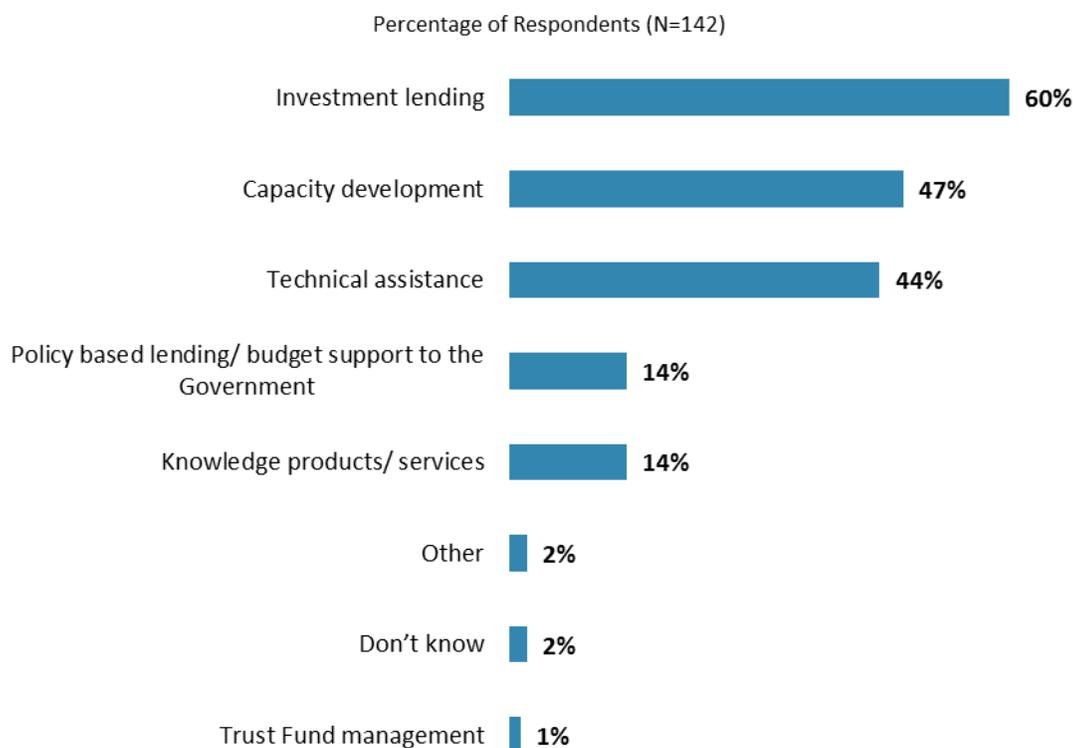


"To what extent do you believe that Uzbekistan received value for money from the World Bank's products/services that were paid for on a fee for service basis?"  
(1-"To no degree at all", 10-"To a very significant degree")

## VIII. World Bank Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- Respondents from PMUs/consultants/contractors on Bank-supported projects and employees of ministries/ministerial departments/implementation agencies tended to indicate “investment lending” as the World Bank’s most effective instrument more often than respondents from other stakeholder groups.
- Respondents from the media tended to indicate “capacity development” as the Bank’s most effective instrument in reducing poverty.
- Respondents from the private sector/financial sector/private banks tended to indicate “technical assistance” as the Bank’s most effective instrument.

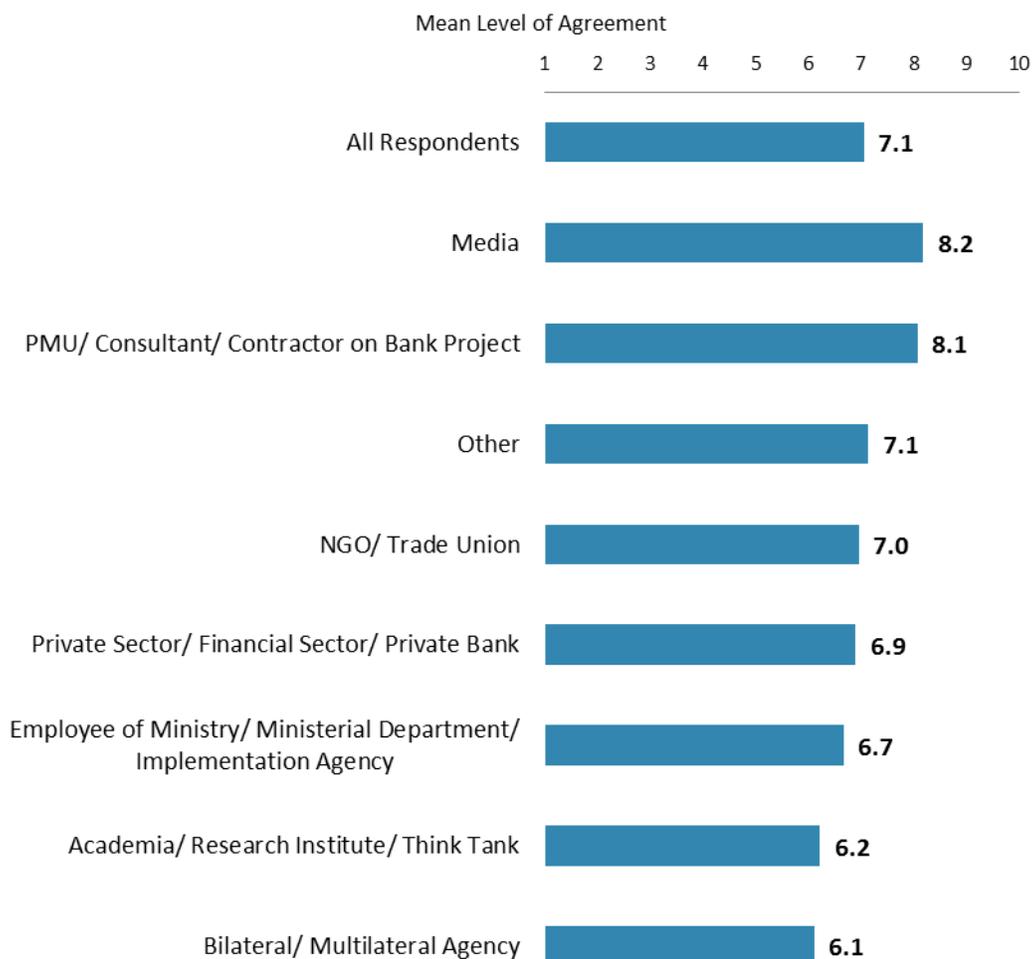


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

### Meeting Uzbekistan's Needs for Financial Instruments (*Indicator Question*)

- Respondents across all stakeholder groups had statistically similar levels of agreement that the World Bank's financial instruments meet Uzbekistan's needs.



"The World Bank's financial instruments meet the needs of Uzbekistan"  
 (1-"Strongly disagree", 10-"Strongly agree")

## IX. The Future Role of the World Bank in Uzbekistan

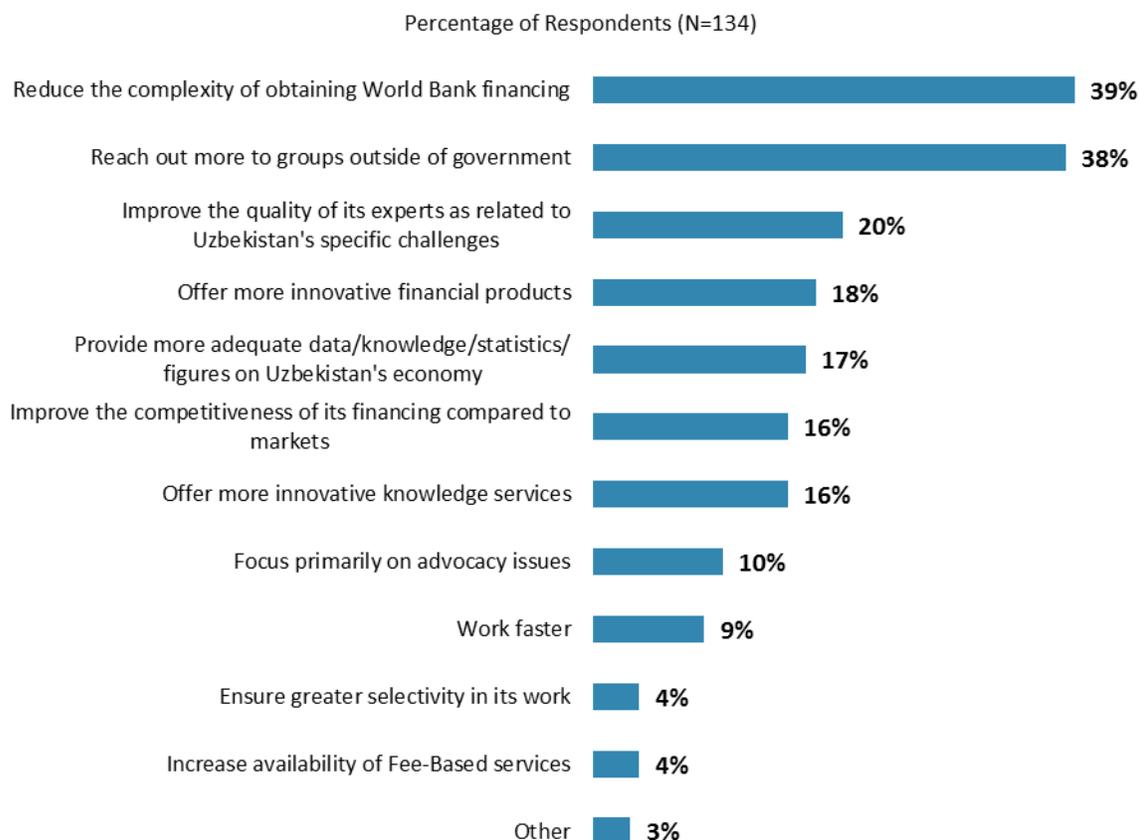
### Role Significance



"How significant a role do you believe the World Bank SHOULD play in Uzbekistan's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

### Making the World Bank of Greater Value

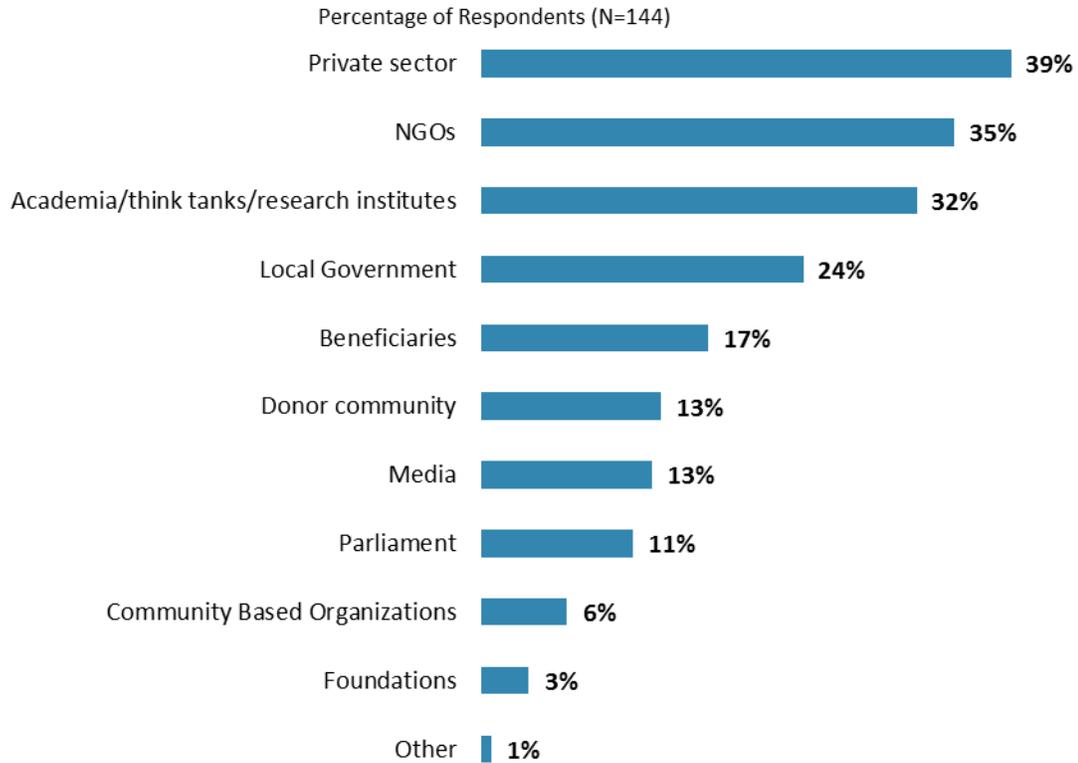
- While a majority of employees of ministries/ministerial departments/implementation agencies and respondents from PMUs/consultants/contractors on Bank-supported projects indicated that the Bank should reduce the complexity of obtaining its financing to make itself of greater value in the country, respondents from the media, CSOs/trade unions, the private sector/financial sector/private banks, and bilateral/multilateral agencies tended to indicate that the Bank should reach out more to groups outside of the Government.



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

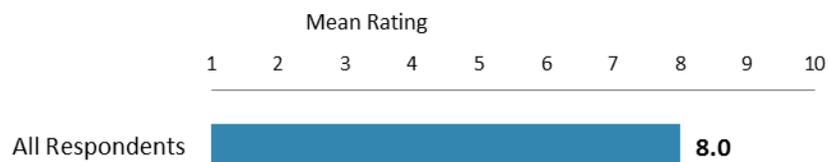
## IX. The Future Role of the World Bank in Uzbekistan (continued)

### Collaborating with Stakeholders in Uzbekistan



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

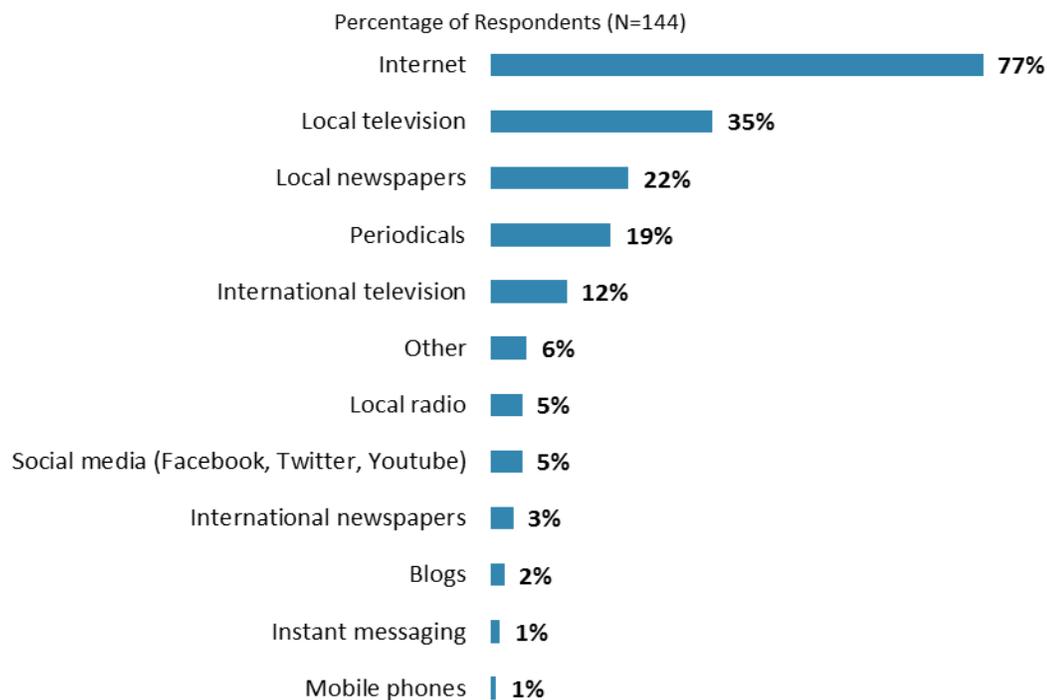
### Influencing the Global Development Agenda



"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods'?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

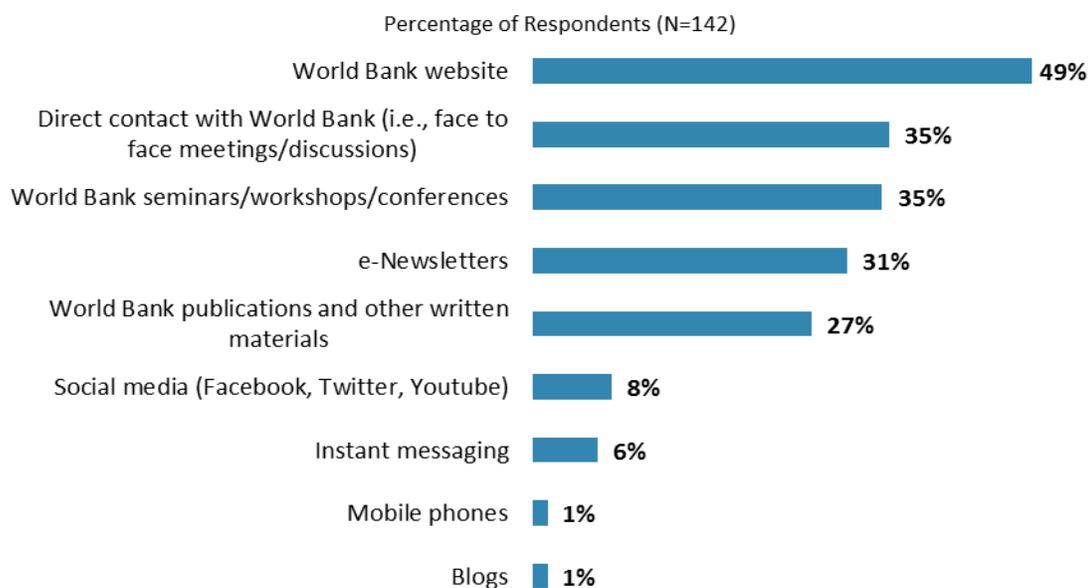
## X. Communication and Openness

### General Information Sources



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

### Preferred Information Sources

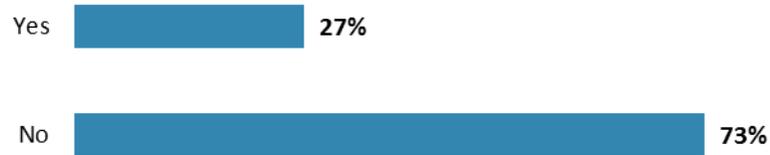


"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

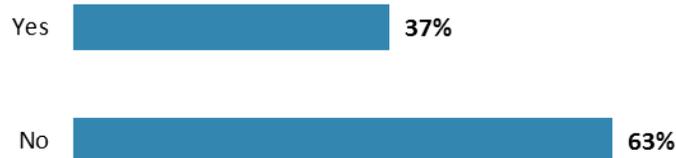
Percentage of Respondents (N=131)



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

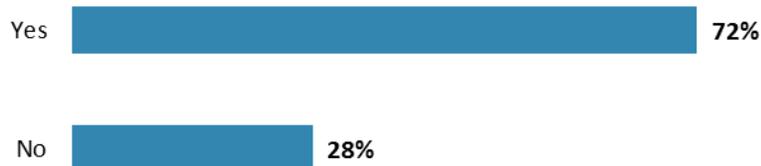
- Respondents from bilateral/multilateral agencies and the media were significantly *more* likely to have requested the information from the World Bank compared to respondents from other stakeholder groups.

Percentage of Respondents (N=127)



"Have you requested information from the World Bank on its activities in the past year?"

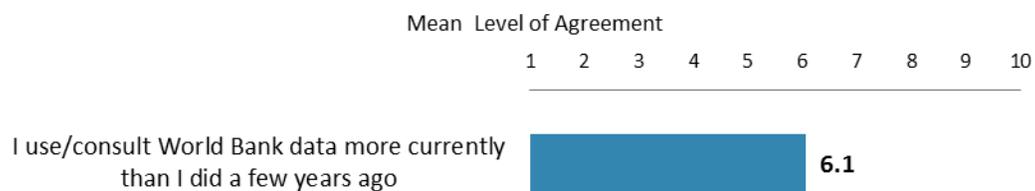
Percentage of Respondents (N=54)



"Were you able to obtain this information?"

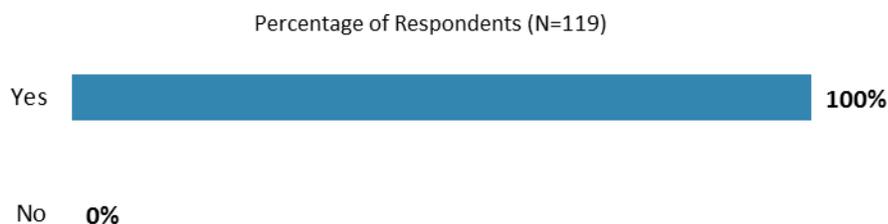
## X. Communication and Openness (continued)

### Access to Information (continued)

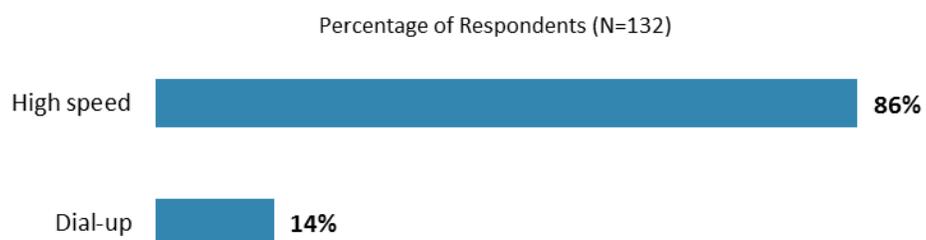


"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Internet Access



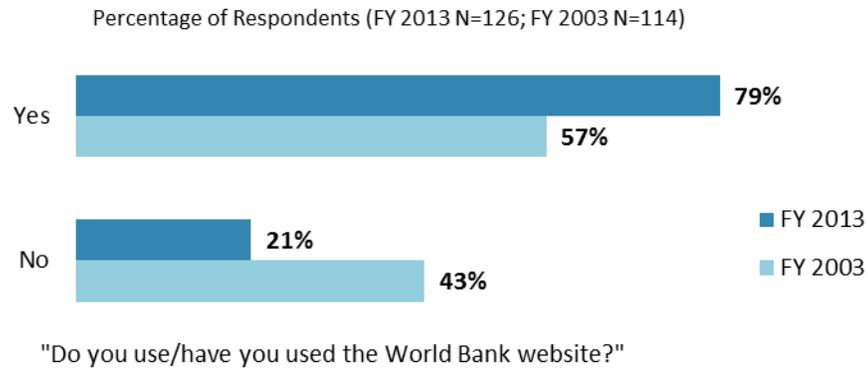
"Do you have access to the Internet?"



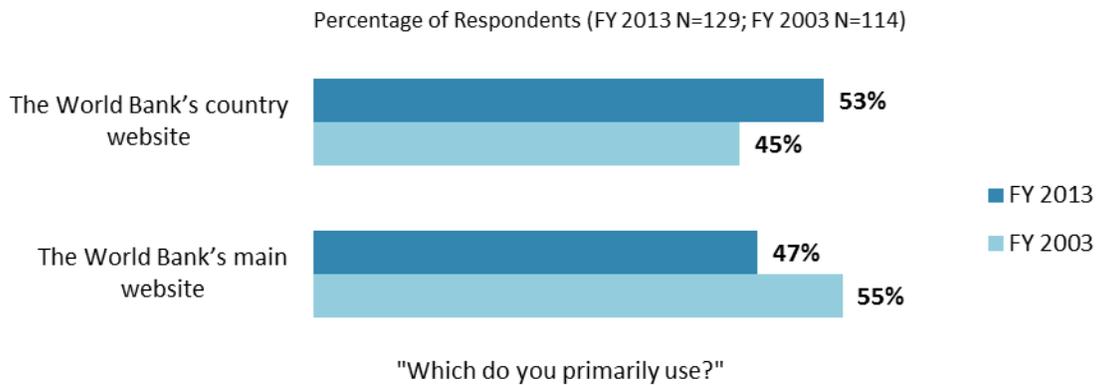
"Which Internet connection do you use primarily when visiting a World Bank website?"

## X. Communication and Openness (continued)

### Website Usage

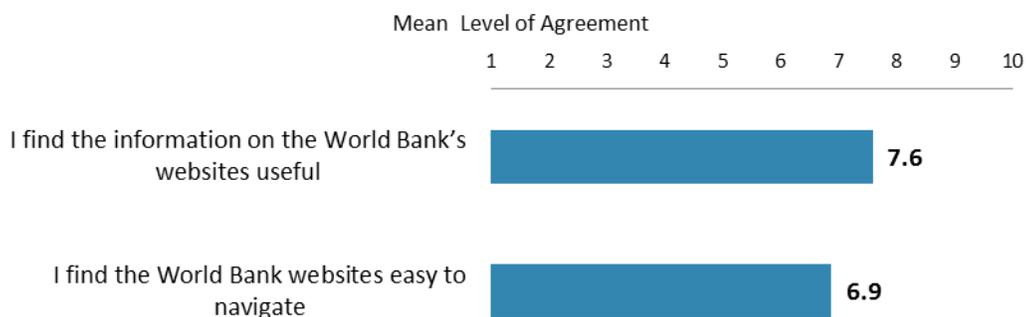


- Respondents from CSOs/trade unions and the media were significantly *more* likely to use the World Bank's country website, whereas respondents from bilateral/multilateral agencies and academia/research institutes/think tanks were significantly *more* likely to use the World Bank's main website.



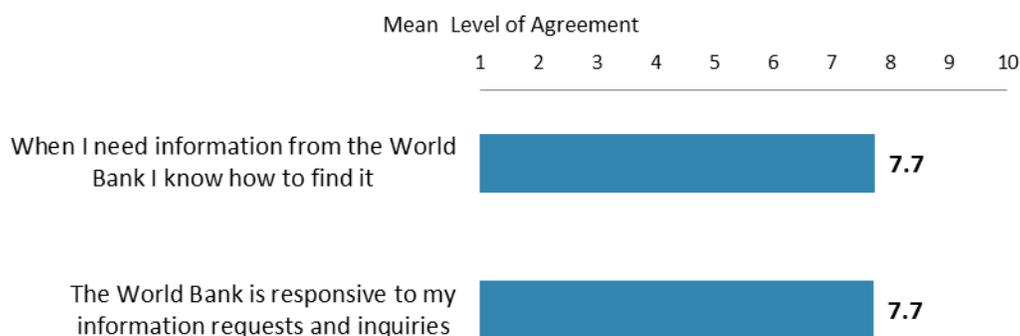
## X. Communication and Openness (continued)

### Website Evaluation



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

### Information Sharing



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

## XI. Appendices

A. Responses to All Questions across All Respondents .....	47
B. Responses to All Questions by Stakeholder Groups .....	62
C. Responses to All Questions by Year.....	80
D. Indicator Questions as a Function of Exposure to the Bank.....	82
E. Indicator Questions by Stakeholder Groups .....	83
F. World Bank Country Survey '13 – Uzbekistan Questionnaire .....	84

### Uzbekistan



## Appendix A: Responses to All Questions across All Respondents (N=146)

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 Uzbekistan

1. In general would you say that Uzbekistan is headed in ... ?	Percentage of Respondents (N=132)
The right direction	76.5%
The wrong direction	5.3%
Not sure	18.2%

2. Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=139)
Education	27.3%
Social protection	22.3%
Economic growth	20.9%
Public sector governance/ reform	20.1%
Anti corruption	20.1%
Job creation/employment	19.4%
Agriculture and rural development	16.5%
Domestic private sector development	13.7%
International water management in Central Asia	12.9%
Energy and energy efficiency	12.2%
Industrial modernization	12.2%
Global/regional integration	10.8%
Foreign direct investment	9.4%
Health	9.4%
Poverty reduction	9.4%
Liberalization of trade and exports	8.6%
Environmental sustainability and protection	7.2%
Production diversification	7.2%
Infrastructure development	5.0%
Transport	4.3%
Strengthening financial sector	3.6%
Privatization of large state-owned industrial enterprises	3.6%
Water and sanitation	2.9%
Law and justice	2.9%
Regulatory framework	2.9%
Gender	2.2%
Equality of opportunity	2.2%
Food security	2.2%
Financial markets	1.4%
Communicable/non-communicable diseases	1.4%
Natural resource management	1.4%
Information and communications technology	1.4%
Urban development	0.7%
Climate change	0.7%
Crime and violence	0.0%
Disaster management	0.0%

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

<b>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 Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Job creation/employment	41.4%
Economic growth	36.4%
Domestic private sector development	33.6%
Agriculture and rural development	32.1%
Education	23.6%
Social protection	22.9%
Anti corruption	17.1%
Equality of opportunity	14.3%
Public sector governance/ reform	10.7%
Foreign direct investment	10.0%
Liberalization of trade and exports	8.6%
Industrial modernization	5.7%
Infrastructure development	5.0%
Production diversification	4.3%
Health	4.3%
Global/regional integration	2.9%
Water and sanitation	2.1%
Urban development	2.1%
Communicable/non-communicable diseases	2.1%
International water management in Central Asia	2.1%
Energy and energy efficiency	2.1%
Environmental sustainability and protection	2.1%
Strengthening financial sector	2.1%
Gender	1.4%
Regulatory framework	1.4%
Law and justice	1.4%
Financial markets	1.4%
Privatization of large state-owned industrial enterprises	1.4%
Climate change	0.7%
Crime and violence	0.7%
Information and communications technology	0.7%
Natural resource management	0.7%
Food security	0.7%
Transport	0.0%
Disaster management	0.0%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Domestic private sector development	30.0%
Foreign direct investment	26.4%
Industrial modernization	21.4%
Anti corruption	20.7%
Public sector governance/ reform	20.7%
Liberalization of trade and exports	19.3%
Education	17.1%
Job creation/employment	17.1%
Energy and energy efficiency	15.7%
Agriculture and rural development	14.3%
Global/regional integration	13.6%
Privatization of large state-owned industrial enterprises	10.7%
Infrastructure development	10.7%
Production diversification	10.0%
Equality of opportunity	6.4%
Information and communications technology	5.0%
Financial markets	5.0%
Natural resource management	4.3%
Strengthening financial sector	4.3%
Transport	3.6%
Law and justice	3.6%
Health	2.9%
Regulatory framework	2.1%
International water management in Central Asia	2.1%
Environmental sustainability and protection	2.1%
Social protection	1.4%
Water and sanitation	1.4%
Gender	0.7%
Climate change	0.7%
Urban development	0.7%
Communicable/non-communicable diseases	0.7%
Crime and violence	0.7%
Disaster management	0.0%
Food security	0.0%

**B. Overall Attitudes toward the World Bank**

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Uzbekistan? (1-Not familiar at all, 10-Extremely familiar)	142	0	6.26	2.22

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan? (1-Not effective at all, 10-Very effective)	113	27	6.86	1.98

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

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared to help Uzbekistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	101	39	7.20	2.07

<b>4. When thinking about how the World Bank can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=142)</b>
Domestic private sector development	24.6%
Agriculture and rural development	24.6%
Education	22.5%
Public sector governance/ reform	21.1%
Energy and energy efficiency	17.6%
Health	17.6%
Industrial modernization	16.2%
Economic growth	16.2%
Job creation/employment	12.7%
Infrastructure development	12.0%
International water management in Central Asia	11.3%
Poverty reduction	10.6%
Foreign direct investment	9.2%
Water and sanitation	7.7%
Environmental sustainability and protection	7.7%
Liberalization of trade and exports	7.7%
Social protection	6.3%
Production diversification	5.6%
Strengthening financial sector	5.6%
Transport	4.9%
Global/regional integration	4.9%
Financial markets	4.9%
Anti corruption	4.9%
Regulatory framework	2.8%
Communicable/non-communicable diseases	2.8%
Information and communications technology	2.8%
Privatization of large state-owned industrial enterprises	2.1%
Climate change	2.1%
Natural resource management	2.1%
Gender	1.4%
Urban development	1.4%
Equality of opportunity	1.4%
Food security	1.4%
Law and justice	0.7%
Crime and violence	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?	Percentage of Respondents (N=134)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources: investment lending	48.5%	14.3%	62.8%
Technical assistance	11.2%	20.3%	31.5%
Training/capacity building	9.0%	15.8%	24.7%
Financial resources: policy based lending / budget support to the Government	10.4%	8.3%	18.7%
Mobilizing third party financial resources	3.0%	11.3%	14.3%
Studies/analyses	3.0%	11.3%	14.3%
Policy advice	7.5%	6.0%	13.5%
Convening/facilitating	1.5%	5.3%	6.8%
Donor coordination	3.0%	3.8%	6.7%
Data	2.2%	1.5%	3.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.7%	1.5%	2.3%
Other	0.7%	0.8%	1.5%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=129)
Not enough public disclosure of its work	34.9%
Not adequately sensitive to political/social realities in Uzbekistan	25.6%
Not collaborating enough with non-state actors	24.0%
World Bank processes too slow and complex	22.5%
Not willing to honestly criticize policies and reform efforts in the country	13.2%
Too bureaucratic in its operational policies and procedures	13.2%
Too influenced by developed countries	11.6%
Imposing technocratic solutions without regard to political realities	7.8%
Arrogant in its approach	4.7%
Not aligned with country priorities	4.7%
Other	4.7%
Not exploring alternative policy options	3.9%
Not aligned with other donors' work	3.9%
Staff too inaccessible	2.3%
The credibility of its knowledge/data	2.3%
Not client focused	1.6%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=142)
Investment lending	59.9%
Capacity development	47.2%
Technical assistance	44.4%
Policy based lending/ budget support to the Government	14.1%
Knowledge products/ services	14.1%
Other	2.1%
Don't know	2.1%
Trust Fund management	1.4%

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

Global Development Agenda	N	DK	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods”? (1-To no degree at all, 10-To a very significant degree)	122	15	8.00	1.88

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=144)
Private sector	38.9%
NGOs	34.7%
Academia/think tanks/research institutes	31.9%
Local Government	23.6%
Beneficiaries	16.7%
Donor community	13.2%
Media	12.5%
Parliament	11.1%
Community Based Organizations	6.3%
Foundations	3.5%
Other	0.7%

To what extent do you agree with the following statements about the World Bank’s work in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Uzbekistan*	127	17	6.35	2.23
11. The World Bank’s work is aligned with what I consider the development priorities for Uzbekistan*	127	16	6.77	2.07
12. The World Bank supports programs and strategies that are realistic for Uzbekistan	125	15	7.04	1.95
13. The World Bank treats clients and stakeholders in Uzbekistan with respect	123	18	7.77	2.02

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

To what extent is the World Bank an effective development partner in Uzbekistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	105	33	6.11	2.20
15. Flexibility (in terms of the World Bank's products and services)	100	34	5.81	2.26
16. Flexibility (in terms of changing country circumstances)	104	31	5.77	2.29
17. Being inclusive	113	22	6.36	2.18
18. Openness (sharing data and other information)*	125	11	6.70	2.22
19. Staff accessibility	121	15	7.07	2.44
20. Straightforwardness and honesty	108	30	7.06	2.38
21. Collaboration with groups outside of the Government*	98	37	6.26	2.28
22. Collaboration with the Government*	111	26	7.91	1.73
23. Collaboration with other donors*	88	48	6.90	2.05
24. Follow through over time	86	47	7.01	2.14

25. When World Bank 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=134)
The World Bank is not sensitive enough to political/social realities on the ground	41.8%
There is not an adequate level of citizen/civil society participation	36.6%
Political pressures and obstacles	20.9%
Reforms are not well thought out in light of country challenges	18.7%
The Government works inefficiently	15.7%
The World Bank works too slowly	14.9%
The World Bank does not do adequate follow through/follow-up	10.4%
Lack of/inadequate levels of capacity in Government	10.4%
Poor donor coordination	9.7%
Other	1.5%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Uzbekistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	57	70	4.58	2.18
2. Information and communications technology	80	49	6.48	2.10
3. Transport	80	46	6.69	1.95
4. Crime and violence	15	29	4.07	2.28
5. Law and justice	48	77	4.54	1.84
6. Urban development	76	46	6.50	2.04
7. Environmental sustainability and protection	99	29	6.77	2.04
8. Regulatory framework	67	57	6.39	2.13
9. Infrastructure development	98	29	7.04	2.01
10. Communicable/non-communicable diseases	67	56	6.70	2.26
11. Poverty reduction	93	35	6.26	1.92
12. Gender	69	60	6.25	2.17
13. Domestic private sector development	86	40	5.95	2.37
14. Foreign direct investment	80	48	6.30	2.39
15. Water and sanitation	92	37	7.33	1.85
16. Liberalization of trade and exports	65	58	5.49	2.42
17. Economic growth	85	39	6.14	2.05
18. Energy and energy efficiency	91	35	6.98	2.09
19. Disaster management	56	67	5.66	2.31
20. Public sector governance/ reform	68	57	5.90	2.48
21. Job creation/employment	81	46	5.85	2.22
22. Financial markets	64	58	6.14	2.27
23. Equality of opportunity	56	66	5.39	2.36
24. Health	88	39	6.75	2.26
25. Agriculture and rural development	89	39	6.83	2.07
26. Global/regional integration	65	61	5.83	2.21
27. Food security	52	69	5.38	1.98
28. Education	86	39	6.92	2.21
29. Social protection	59	63	5.31	2.17
30. Climate change	70	55	5.80	2.10
31. Industrial modernization	80	45	6.09	2.16
32. Natural resource management	56	67	5.50	2.34
33. Production diversification	57	68	5.47	2.11
34. Strengthening financial sector	77	48	6.30	2.37
35. International water management in Central Asia	77	47	5.42	2.35
36. Privatization of large state-owned industrial enterprises	53	71	4.98	2.23
<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
37. To what extent does the World Bank's work help to achieve development results in Uzbekistan?* (1-To no degree at all, 10-To a very significant degree)	126	15	6.66	1.94

**C. World Bank Effectiveness and Results(continued)**

<b>To what extent do you agree with the following statements about the World Bank in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Uzbekistan*	118	22	7.06	2.11
39. The World Bank meets Uzbekistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	118	19	6.96	2.07

**D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

<b>1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=140)</b>
Weekly	7.1%
Monthly	20.0%
A few times a year	40.0%
Rarely	24.3%
Never	8.6%

**D. The World Bank's Knowledge Work and Activities (continued)**  
*(i.e., Analysis, Studies, Research, Data, Reports, Conferences)*

<b>2. When thinking about the development challenges in Uzbekistan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=141)</b>
Public sector governance/ reform	27.7%
Domestic private sector development	24.1%
Education	22.0%
Economic growth	17.7%
Poverty reduction	17.0%
Agriculture and rural development	14.9%
Foreign direct investment	14.2%
Energy and energy efficiency	14.2%
Liberalization of trade and exports	12.8%
Anti corruption	12.8%
Job creation/employment	12.8%
Environmental sustainability and protection	12.8%
Industrial modernization	9.2%
International water management in Central Asia	9.2%
Health	8.5%
Social protection	6.4%
Production diversification	6.4%
Infrastructure development	6.4%
Water and sanitation	5.0%
Information and communications technology	5.0%
Strengthening financial sector	5.0%
Law and justice	4.3%
Financial markets	3.5%
Urban development	2.8%
Privatization of large state-owned industrial enterprises	2.8%
Communicable/non-communicable diseases	2.8%
Gender	2.1%
Global/regional integration	2.1%
Regulatory framework	2.1%
Climate change	1.4%
Equality of opportunity	1.4%
Transport	1.4%
Natural resource management	1.4%
Food security	1.4%
Crime and violence	0.7%
Disaster management	0.0%

**D. The World Bank's Knowledge Work and Activities (continued)**  
*(i.e., Analysis, Studies, Research, Data, Reports, Conferences)*

In Uzbekistan, how effective do you believe the World Bank's knowledge work and activities are at: <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	115	21	6.41	2.15
4. Contributing to good policy making	93	39	5.88	2.02
5. Providing support for program implementation	99	35	6.62	2.12

In Uzbekistan, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	104	30	6.77	2.22
7. Include appropriate level of stakeholder involvement during preparation	104	28	6.71	2.14
8. Are relevant to Uzbekistan's development priorities	111	21	7.01	2.00
9. Provide feasible recommendations	106	25	6.84	2.01
10. Are accessible (well written and easy to understand)	110	22	6.98	2.04
11. Are source of relevant information on global good practices	106	26	6.98	2.06
12. Are useful in terms of the work you do	115	19	6.98	2.30
13. Are adequately disseminated	102	28	6.15	2.22
14. Are appropriately translated	100	32	7.02	2.27
15. Are adaptable to Uzbekistan's specific development challenges and country circumstances*	106	27	6.87	2.02

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	122	16	7.05	1.93
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	117	23	7.35	1.80
18. To what extent do you believe that Uzbekistan received value for money from the World Bank's products/services that were paid for on a fee for service basis? <i>(1-To no degree at all, 10-To a very significant degree)</i>	69	70	6.93	2.12

### E. Working with the World Bank

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 disburses funds promptly	96	41	5.52	2.41
2. The World Bank effectively monitors and evaluates the projects and programs it supports	115	22	7.13	2.17
3. The World Bank's approvals and reviews are done in a timely fashion	99	37	6.45	2.32
4. The World Bank's "Safeguard Policy" requirements are reasonable	77	57	6.88	2.34
5. The World Bank imposes reasonable conditions on its lending	89	42	7.04	2.11
6. Working with the World Bank increases Uzbekistan's institutional capacity	116	18	7.33	1.99
7. The World Bank ensures consistency and continuity through staff changes	76	59	7.26	2.31
8. The World Bank's teams and visits are well coordinated	99	34	7.51	2.16
9. The World Bank's financial management and procurement guidelines are effective	77	57	7.13	2.22
10. Where country systems are adequate, the World Bank makes appropriate use of them*	72	60	6.76	2.35
11. The World Bank provides effective implementation support	105	29	7.61	2.15

### F. The Future Role of the World Bank in Uzbekistan

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Uzbekistan's development in the near future? (1-Not a significant role at all, 10-Very significant role)	134	7	8.45	1.71

2. Which of the following SHOULD the World Bank do to make itself of greater value in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=134)
Reduce the complexity of obtaining World Bank financing	38.8%
Reach out more to groups outside of government	38.1%
Improve the quality of its experts as related to Uzbekistan's specific challenges	20.1%
Offer more innovative financial products	17.9%
Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy	17.2%
Improve the competitiveness of its financing compared to markets	15.7%
Offer more innovative knowledge services	15.7%
Focus primarily on advocacy issues	10.4%
Work faster	9.0%
Ensure greater selectivity in its work	3.7%
Increase availability of Fee-Based services	3.7%
Other	3.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=144)</b>
Internet	77.1%
Local television	34.7%
Local newspapers	21.5%
Periodicals	18.8%
International television	11.8%
Other	5.6%
Local radio	4.9%
Social media (Facebook, Twitter, Youtube)	4.9%
International newspapers	3.5%
Blogs	2.1%
Instant messaging	1.4%
Mobile phones	0.7%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=142)</b>
World Bank website	49.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	35.2%
World Bank seminars/workshops/conferences	34.5%
e-Newsletters	31.0%
World Bank publications and other written materials	27.5%
Social media (Facebook, Twitter, Youtube)	7.7%
Instant messaging	6.3%
Mobile phones	1.4%
Blogs	1.4%
Other	0.0%

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=131)</b>
Yes	26.7%
No	73.3%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=127)</b>
Yes	37.0%
No	63.0%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=54)</b>
Yes	72.2%
No	27.8%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=119)</b>
Yes	100.0%
No	0.0%

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

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=126)
Yes	78.6%
No	21.4%

8. Which do you primarily use?	Percentage of Respondents (N=129)
The World Bank's country website	53.5%
The World Bank's main website	46.5%

9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=132)
High speed	85.6%
Dial-up	14.4%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	123	8	6.06	2.31
11. I find the World Bank websites easy to navigate	109	11	6.87	1.93
12. I find the information on the World Bank's websites useful	109	11	7.59	1.67
13. When I need information from the World Bank I know how to find it	123	11	7.74	2.37
14. The World Bank is responsive to my information requests and inquiries	92	36	7.72	2.25

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=139)
NGO	19.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	16.5%
Project Management Unit (PMU) overseeing implementation of project	11.5%
Other	11.5%
Academia/Research Institute/Think Tank	10.8%
Media	9.4%
Private Sector Organization	7.2%
Bilateral Agency	4.3%
Financial Sector/Private Bank	4.3%
Multilateral Agency	3.6%
Consultant/Contractor working on World Bank supported Project/Program	0.7%
Trade Union	0.7%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=139)</b>
Other	20.9%
Natural resource management/environmental sustainability	11.5%
Education	10.1%
Financial markets/banking	9.4%
Information and communications technology	7.9%
Public sector governance/public financial management/anti-corruption	6.5%
Water and sanitation	5.8%
Health/Communicable/non-communicable diseases	5.0%
Private sector development/foreign direct investment	5.0%
Energy	4.3%
Social protection	3.6%
Agriculture/ rural development / food security	2.9%
Climate change / disaster management	2.2%
Job creation/employment	2.2%
Gender/equality of opportunity	0.7%
Law and justice/regulatory framework	0.7%
Transport	0.7%
Urban development	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=143)</b>
Yes	58.7%
No	41.3%

<b>4. Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=138)</b>
Collaborate as part of my professional duties	53.6%
Use World Bank website for information, data, research, etc.	29.0%
Use World Bank reports/data	28.3%
Engage in World Bank related/sponsored events/activities	28.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.0%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=145)</b>
Tashkent city	94.5%
Regional center (Oblast center)	4.1%
District (Rayon)	0.7%
Other	0.7%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Uzbekistan

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	95.0%	88.2%	0.0%	64.3%	84.6%	91.7%	92.9%	53.3%
The wrong direction	0.0%	0.0%	30.0%	0.0%	3.8%	0.0%	7.1%	13.3%
Not sure	5.0%	11.8%	70.0%	35.7%	11.5%	8.3%	0.0%	33.3%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	23.8%	17.6%	27.3%	21.4%	28.6%	30.8%	7.1%	20.0%
Transport	4.8%	5.9%	0.0%	14.3%	7.1%	0.0%	0.0%	0.0%
Public sector governance/ reform	9.5%	11.8%	27.3%	28.6%	17.9%	23.1%	28.6%	33.3%
Global/regional integration	4.8%	11.8%	0.0%	7.1%	10.7%	23.1%	7.1%	26.7%
Gender	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	6.7%
Domestic private sector development	19.0%	11.8%	9.1%	14.3%	14.3%	7.7%	7.1%	20.0%
Foreign direct investment	0.0%	11.8%	9.1%	14.3%	3.6%	15.4%	7.1%	13.3%
Water and sanitation	9.5%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Anti corruption	19.0%	11.8%	0.0%	35.7%	10.7%	38.5%	35.7%	13.3%
Job creation/employment	9.5%	23.5%	36.4%	21.4%	28.6%	0.0%	21.4%	6.7%
Agriculture and rural development	19.0%	29.4%	9.1%	7.1%	17.9%	15.4%	14.3%	13.3%
Financial markets	0.0%	0.0%	9.1%	0.0%	3.6%	0.0%	0.0%	0.0%
Urban development	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and protection*	4.8%	0.0%	0.0%	0.0%	25.0%	7.7%	7.1%	0.0%
Equality of opportunity	0.0%	5.9%	0.0%	0.0%	0.0%	7.7%	7.1%	0.0%
Health*	14.3%	5.9%	0.0%	14.3%	3.6%	7.7%	0.0%	33.3%
Production diversification	9.5%	11.8%	9.1%	7.1%	7.1%	0.0%	7.1%	0.0%
Strengthening financial sector	0.0%	0.0%	9.1%	0.0%	10.7%	0.0%	0.0%	0.0%
Education	19.0%	23.5%	36.4%	50.0%	21.4%	23.1%	35.7%	26.7%
Poverty reduction	9.5%	5.9%	18.2%	0.0%	3.6%	15.4%	7.1%	13.3%
Energy and energy efficiency	19.0%	17.6%	27.3%	14.3%	10.7%	0.0%	0.0%	6.7%
Food security	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	7.1%	6.7%
Climate change	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Industrial modernization*	33.3%	17.6%	0.0%	0.0%	10.7%	15.4%	14.3%	0.0%
Liberalization of trade and exports*	0.0%	5.9%	36.4%	7.1%	7.1%	0.0%	14.3%	6.7%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	42.9%	5.9%	9.1%	21.4%	21.4%	7.7%	35.7%	13.3%
Law and justice	0.0%	0.0%	9.1%	7.1%	0.0%	7.7%	0.0%	6.7%
Regulatory framework	4.8%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Communicable/non-communicable diseases	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Infrastructure development	4.8%	5.9%	0.0%	0.0%	7.1%	15.4%	7.1%	0.0%
Natural resource management	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%
International water management in Central Asia	4.8%	17.6%	18.2%	7.1%	10.7%	23.1%	28.6%	6.7%
Privatization of large state-owned industrial enterprises	4.8%	11.8%	0.0%	0.0%	3.6%	0.0%	0.0%	6.7%

\*Significantly different between stakeholder groups

### A. General Issues facing Uzbekistan (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 Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	4.8%	0.0%	9.1%	0.0%	3.6%	0.0%	0.0%	0.0%
Equality of opportunity	9.5%	23.5%	27.3%	14.3%	10.7%	0.0%	14.3%	18.8%
Economic growth*	57.1%	29.4%	9.1%	64.3%	21.4%	46.2%	21.4%	37.5%
Climate change	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	5.9%	0.0%	0.0%	0.0%	7.7%	7.1%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Agriculture and rural development	33.3%	23.5%	27.3%	28.6%	28.6%	38.5%	35.7%	43.8%
Urban development	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	7.1%	6.3%
Regulatory framework	0.0%	5.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Infrastructure development	9.5%	0.0%	0.0%	0.0%	7.1%	15.4%	0.0%	6.3%
Social protection	23.8%	23.5%	18.2%	14.3%	28.6%	23.1%	21.4%	12.5%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Communicable/non-communicable diseases	4.8%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	6.3%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
International water management in Central Asia	0.0%	0.0%	0.0%	7.1%	0.0%	7.7%	0.0%	0.0%
Production diversification	9.5%	5.9%	9.1%	0.0%	0.0%	7.7%	7.1%	0.0%
Anti corruption	9.5%	23.5%	0.0%	7.1%	21.4%	23.1%	28.6%	18.8%
Domestic private sector development	33.3%	47.1%	36.4%	35.7%	21.4%	69.2%	14.3%	37.5%
Foreign direct investment	0.0%	0.0%	0.0%	28.6%	17.9%	7.7%	7.1%	18.8%
Education	23.8%	23.5%	36.4%	21.4%	25.0%	7.7%	35.7%	25.0%
Energy and energy efficiency	4.8%	0.0%	9.1%	0.0%	3.6%	0.0%	0.0%	0.0%
Public sector governance/ reform*	4.8%	17.6%	27.3%	0.0%	14.3%	0.0%	28.6%	0.0%
Natural resource management	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and protection	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	7.1%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	4.8%	0.0%	0.0%	7.1%	10.7%	0.0%	0.0%	6.3%
Industrial modernization	9.5%	5.9%	0.0%	0.0%	3.6%	0.0%	14.3%	6.3%
Job creation/employment	28.6%	52.9%	27.3%	50.0%	50.0%	23.1%	35.7%	43.8%
Financial markets	0.0%	0.0%	9.1%	0.0%	3.6%	0.0%	0.0%	0.0%
Liberalization of trade and exports	4.8%	11.8%	27.3%	14.3%	3.6%	7.7%	7.1%	6.3%
Food security	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening financial sector	4.8%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Privatization of large state-owned industrial enterprises	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Energy and energy efficiency	14.3%	23.5%	9.1%	14.3%	25.0%	15.4%	7.1%	13.3%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	11.8%	9.1%	0.0%	7.1%	0.0%	0.0%	20.0%
Social protection	4.8%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Global/regional integration	4.8%	11.8%	18.2%	0.0%	14.3%	23.1%	21.4%	13.3%
Climate change	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Anti corruption	14.3%	29.4%	18.2%	35.7%	17.9%	15.4%	21.4%	20.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	28.6%	11.8%	0.0%	21.4%	10.7%	15.4%	0.0%	20.0%
Foreign direct investment	23.8%	17.6%	36.4%	35.7%	28.6%	23.1%	21.4%	26.7%
Urban development	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Education	4.8%	0.0%	27.3%	28.6%	17.9%	15.4%	35.7%	20.0%
Information and communications technology	0.0%	0.0%	0.0%	7.1%	10.7%	7.7%	7.1%	6.7%
Regulatory framework	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	7.1%	0.0%
Privatization of large state-owned industrial enterprises	14.3%	11.8%	9.1%	14.3%	7.1%	7.7%	7.1%	20.0%
International water management in Central Asia	0.0%	5.9%	0.0%	7.1%	0.0%	0.0%	7.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Liberalization of trade and exports	23.8%	5.9%	27.3%	21.4%	14.3%	15.4%	14.3%	26.7%
Public sector governance/ reform	14.3%	17.6%	36.4%	7.1%	21.4%	23.1%	42.9%	13.3%
Domestic private sector development	9.5%	47.1%	45.5%	42.9%	32.1%	23.1%	35.7%	20.0%
Job creation/employment	19.0%	11.8%	27.3%	7.1%	14.3%	15.4%	21.4%	13.3%
Industrial modernization	38.1%	17.6%	9.1%	7.1%	25.0%	38.5%	21.4%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	9.5%	5.9%	0.0%	7.1%	3.6%	0.0%	0.0%	0.0%
Natural resource management	14.3%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Environmental sustainability and protection	0.0%	0.0%	0.0%	0.0%	10.7%	0.0%	0.0%	0.0%
Health*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	13.3%
Infrastructure development	19.0%	17.6%	0.0%	0.0%	14.3%	15.4%	0.0%	6.7%
Law and justice	0.0%	5.9%	0.0%	0.0%	7.1%	15.4%	0.0%	0.0%
Crime and violence	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	4.8%	0.0%	18.2%	0.0%	3.6%	7.7%	7.1%	6.7%
Production diversification	4.8%	23.5%	0.0%	0.0%	7.1%	23.1%	21.4%	6.7%
Strengthening financial sector	9.5%	5.9%	0.0%	7.1%	0.0%	0.0%	0.0%	6.7%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
How familiar are you with the work of the World Bank in Uzbekistan?	21	6.67	1.98	16	6.81	2.04	11	6.73	1.10	15	5.00	2.04	28	6.04	2.86	13	6.54	2.63	15	6.07	1.22	16	6.19	2.32

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan.	17	6.88	1.96	14	7.50	1.65	10	6.10	0.88	10	6.60	2.37	25	6.12	2.65	9	8.00	1.41	12	6.33	0.89	12	7.67	1.44

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
To what extent do you believe the World Bank's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	15	6.87	1.96	13	7.46	1.76	9	7.44	1.42	9	7.22	2.44	22	6.68	2.66	10	8.70	1.64	12	6.25	1.42	8	7.88	1.81

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

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	9.1%	0.0%	9.1%	0.0%	10.7%	7.7%	0.0%	6.7%
Public sector governance/ reform	9.1%	17.6%	54.5%	26.7%	14.3%	30.8%	28.6%	13.3%
Transport	18.2%	5.9%	0.0%	6.7%	3.6%	0.0%	0.0%	0.0%
Poverty reduction	4.5%	11.8%	9.1%	0.0%	7.1%	15.4%	14.3%	26.7%
Global/regional integration*	0.0%	0.0%	0.0%	6.7%	3.6%	23.1%	14.3%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	27.3%	41.2%	27.3%	13.3%	17.9%	30.8%	21.4%	13.3%
Agriculture and rural development	27.3%	23.5%	9.1%	20.0%	21.4%	30.8%	21.4%	33.3%
Foreign direct investment	4.5%	11.8%	0.0%	26.7%	7.1%	15.4%	0.0%	13.3%
Water and sanitation	18.2%	17.6%	18.2%	6.7%	3.6%	0.0%	0.0%	0.0%
Energy and energy efficiency	27.3%	29.4%	27.3%	6.7%	21.4%	7.7%	7.1%	13.3%
Job creation/employment	9.1%	11.8%	27.3%	20.0%	17.9%	0.0%	14.3%	0.0%
Financial markets	0.0%	0.0%	9.1%	0.0%	14.3%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	7.1%	0.0%
Environmental sustainability and protection*	0.0%	5.9%	0.0%	13.3%	25.0%	0.0%	0.0%	0.0%
International water management in Central Asia	4.5%	17.6%	18.2%	6.7%	10.7%	15.4%	21.4%	0.0%
Privatization of large state-owned industrial enterprises	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	3.6%	7.7%	0.0%	0.0%
Health*	27.3%	23.5%	0.0%	26.7%	3.6%	23.1%	0.0%	40.0%
Education	18.2%	11.8%	0.0%	26.7%	25.0%	15.4%	42.9%	40.0%
Food security	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	4.5%	0.0%	0.0%	6.7%	0.0%	7.7%	0.0%	0.0%
Industrial modernization	22.7%	17.6%	18.2%	26.7%	14.3%	7.7%	14.3%	13.3%
Liberalization of trade and exports	0.0%	0.0%	9.1%	20.0%	3.6%	23.1%	7.1%	13.3%
Economic growth	22.7%	11.8%	9.1%	13.3%	10.7%	23.1%	21.4%	20.0%
Law and justice	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	4.5%	5.9%	0.0%	6.7%	0.0%	0.0%	7.1%	0.0%
Communicable/non-communicable diseases	0.0%	5.9%	0.0%	0.0%	3.6%	0.0%	0.0%	13.3%
Infrastructure development	18.2%	0.0%	18.2%	6.7%	21.4%	0.0%	28.6%	0.0%
Natural resource management	4.5%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	6.7%
Anti corruption	0.0%	11.8%	9.1%	0.0%	7.1%	0.0%	7.1%	6.7%
Information and communications technology	4.5%	0.0%	0.0%	0.0%	3.6%	0.0%	14.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Production diversification	0.0%	11.8%	9.1%	6.7%	3.6%	7.7%	0.0%	13.3%
Strengthening financial sector	0.0%	0.0%	18.2%	0.0%	10.7%	0.0%	7.1%	6.7%

\*Significantly different between stakeholder groups

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

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

Greatest Value	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending*	78.3%	80.0%	20.0%	26.7%	48.0%	53.8%	42.9%	7.7%
Financial resources: policy based lending / budget support to the Government*	0.0%	0.0%	60.0%	6.7%	8.0%	0.0%	7.1%	15.4%
Mobilizing third party financial resources	0.0%	6.7%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%
Technical assistance	17.4%	6.7%	0.0%	20.0%	8.0%	15.4%	7.1%	7.7%
Policy advice	0.0%	0.0%	10.0%	20.0%	4.0%	7.7%	7.1%	23.1%
Donor coordination	0.0%	0.0%	0.0%	13.3%	4.0%	0.0%	0.0%	7.7%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	15.4%
Training/capacity building	4.3%	0.0%	0.0%	6.7%	12.0%	23.1%	14.3%	15.4%
Studies/analyses	0.0%	0.0%	10.0%	13.3%	0.0%	0.0%	0.0%	7.7%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	7.1%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
Other	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending	4.3%	14.3%	20.0%	21.4%	0.0%	23.1%	20.0%	30.8%
Financial resources: policy based lending / budget support to the Government	17.4%	7.1%	20.0%	0.0%	8.0%	0.0%	6.7%	0.0%
Mobilizing third party financial resources	8.7%	0.0%	0.0%	21.4%	20.0%	7.7%	13.3%	15.4%
Technical assistance	34.8%	21.4%	0.0%	21.4%	16.0%	7.7%	33.3%	7.7%
Policy advice	4.3%	0.0%	20.0%	0.0%	12.0%	7.7%	0.0%	0.0%
Donor coordination	8.7%	0.0%	0.0%	7.1%	4.0%	0.0%	0.0%	7.7%
Data	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	13.0%	35.7%	10.0%	14.3%	20.0%	23.1%	0.0%	15.4%
Studies/analyses	8.7%	7.1%	30.0%	14.3%	4.0%	15.4%	20.0%	7.7%
Convening/facilitating	0.0%	7.1%	0.0%	0.0%	8.0%	15.4%	0.0%	15.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	4.8%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	7.1%
Not exploring alternative policy options	0.0%	6.7%	20.0%	0.0%	3.7%	0.0%	0.0%	7.1%
Not adequately sensitive to political/social realities*	38.1%	53.3%	20.0%	25.0%	11.1%	41.7%	26.7%	0.0%
Not enough public disclosure of its work	28.6%	6.7%	20.0%	50.0%	40.7%	50.0%	26.7%	50.0%
Arrogant in its approach*	4.8%	20.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Not aligned with country priorities	14.3%	6.7%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	10.0%	0.0%	3.7%	0.0%	0.0%	7.1%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	6.7%	60.0%	0.0%	7.4%	25.0%	20.0%	14.3%
Too influenced by developed countries	19.0%	13.3%	0.0%	8.3%	14.8%	16.7%	13.3%	0.0%
Imposing technocratic solutions without regard to political realities	14.3%	20.0%	0.0%	8.3%	3.7%	0.0%	6.7%	0.0%
World Bank processes too slow and complex	33.3%	6.7%	20.0%	25.0%	18.5%	8.3%	40.0%	28.6%
Too bureaucratic in its operational policies and procedures	23.8%	20.0%	0.0%	25.0%	3.7%	0.0%	6.7%	21.4%
Not aligned with other donors' work	0.0%	0.0%	10.0%	0.0%	3.7%	0.0%	6.7%	14.3%
Not collaborating enough with non-state actors*	9.5%	13.3%	10.0%	16.7%	59.3%	25.0%	0.0%	35.7%
Not client focused	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	0.0%	8.3%	7.4%	0.0%	20.0%	0.0%

\*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Capacity development*	63.6%	29.4%	9.1%	42.9%	50.0%	76.9%	33.3%	62.5%
Policy based lending/budget support to Government*	4.5%	11.8%	63.6%	7.1%	7.1%	0.0%	6.7%	25.0%
Knowledge products/ services	4.5%	5.9%	18.2%	21.4%	14.3%	15.4%	33.3%	6.3%
Investment lending	81.8%	82.4%	45.5%	50.0%	57.1%	69.2%	53.3%	43.8%
Technical assistance	36.4%	47.1%	18.2%	57.1%	53.6%	30.8%	40.0%	56.3%
Trust Fund management	0.0%	5.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	6.7%	0.0%
Don't know	4.5%	0.0%	9.1%	0.0%	3.6%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	19	8.42	1.68	16	7.75	2.02	11	7.64	1.03	10	7.40	2.01	25	8.52	1.98	12	9.08	1.24	11	6.82	1.78	13	8.00	1.63

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

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
NGOs*	13.0%	5.9%	9.1%	42.9%	85.7%	30.8%	6.7%	43.8%
Local Government	39.1%	41.2%	27.3%	7.1%	17.9%	7.7%	26.7%	12.5%
Beneficiaries*	26.1%	47.1%	9.1%	21.4%	3.6%	15.4%	6.7%	6.3%
Private sector	34.8%	41.2%	45.5%	71.4%	28.6%	46.2%	46.7%	25.0%
Community Based Organizations	8.7%	0.0%	9.1%	0.0%	10.7%	7.7%	0.0%	12.5%
Donor community*	13.0%	5.9%	54.5%	0.0%	10.7%	0.0%	6.7%	18.8%
Foundations	0.0%	0.0%	0.0%	0.0%	7.1%	7.7%	0.0%	12.5%
Academia/think tanks/research institutes*	26.1%	23.5%	27.3%	35.7%	14.3%	30.8%	93.3%	31.3%
Parliament	13.0%	11.8%	9.1%	7.1%	10.7%	15.4%	6.7%	12.5%
Media	13.0%	17.6%	0.0%	7.1%	10.7%	38.5%	0.0%	12.5%
Other	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Overall the World Bank currently plays a relevant role in development in Uzbekistan*	20	5.65	2.08	14	7.07	2.09	11	7.00	0.89	12	6.17	2.08	25	5.88	2.79	13	7.38	1.94	12	5.08	1.73	15	7.33	2.13
The World Bank's work is aligned with what I consider the development priorities for Uzbekistan	21	6.48	1.91	15	8.20	1.52	11	6.73	1.42	12	6.58	2.35	24	5.92	2.65	9	7.67	2.12	15	6.60	1.18	15	7.00	2.10
The World Bank supports programs and strategies that are realistic for Uzbekistan	21	7.00	1.70	16	7.81	2.04	11	6.64	1.29	13	7.69	1.93	24	6.38	2.67	11	7.91	2.02	14	6.36	0.74	10	7.40	1.07
The World Bank treats clients and stakeholders in Uzbekistan with respect	20	7.10	1.92	15	8.33	2.74	10	7.10	1.52	13	8.00	2.08	21	7.38	2.46	10	9.10	1.10	15	7.60	1.59	14	8.00	1.47

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Responsiveness	18	6.28	2.35	13	6.08	2.33	8	6.13	1.36	11	5.64	2.20	22	6.00	2.91	10	6.90	2.08	10	5.20	1.40	10	6.30	1.34
Flexibility (in terms of the World Bank's products and services)	15	4.87	2.07	13	6.46	2.50	9	5.67	1.22	11	4.64	2.46	21	6.14	2.87	9	7.33	1.73	11	5.18	1.54	10	6.40	1.51
Flexibility (in terms of changing country circumstances)	17	4.88	2.42	12	6.50	2.50	9	5.89	1.36	12	4.75	2.42	20	5.65	2.74	10	7.10	1.37	11	5.36	1.75	11	6.64	2.01
Being inclusive*	18	6.94	2.44	15	7.60	2.06	10	5.90	1.37	11	5.91	1.64	22	5.95	2.75	10	7.40	2.17	14	5.07	1.21	11	6.09	1.81
Openness (sharing data and other information)*	19	6.16	2.14	15	8.13	2.03	11	6.55	1.44	12	5.25	1.96	24	6.75	2.71	12	7.75	2.01	15	6.00	1.89	13	6.92	1.98
Staff accessibility	19	7.05	2.84	16	8.38	2.22	9	7.67	1.41	10	5.30	2.16	23	6.35	2.87	11	7.73	2.61	14	6.93	1.64	13	6.92	1.75
Straightforwardness and honesty	16	6.88	2.31	14	7.64	2.50	9	7.11	1.83	9	5.44	2.79	22	6.82	2.68	10	8.20	1.75	11	6.73	2.00	11	7.36	1.96
Collaboration with groups outside of the Government	13	6.62	2.18	9	7.00	1.66	8	5.63	2.00	9	6.33	2.18	22	5.23	3.16	10	7.60	1.07	13	5.85	1.57	12	6.42	1.83
Collaboration with the Government	18	7.72	1.99	15	8.47	2.13	9	7.67	0.50	10	7.30	2.11	22	8.18	1.68	10	9.00	1.15	13	6.92	1.44	11	7.73	1.42
Collaboration with other donors	12	6.67	2.19	11	7.55	2.38	11	6.82	1.25	9	6.11	1.90	19	7.11	2.28	6	8.67	1.51	8	5.38	1.30	11	6.91	2.07
Follow through over time	13	7.23	1.88	11	7.27	3.17	6	6.83	1.17	9	6.00	1.87	19	6.95	2.44	8	8.00	1.77	10	6.20	1.48	9	7.78	1.99

\*Significantly different between stakeholder groups

**When World Bank 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)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank works too slowly	27.3%	13.3%	0.0%	30.8%	14.8%	8.3%	13.3%	0.0%
The Government works inefficiently*	4.5%	0.0%	45.5%	23.1%	3.7%	16.7%	20.0%	40.0%
There is not an adequate level of citizen/civil society participation*	27.3%	20.0%	0.0%	23.1%	63.0%	83.3%	20.0%	33.3%
Poor donor coordination	9.1%	0.0%	9.1%	15.4%	7.4%	0.0%	20.0%	20.0%
The World Bank does not do adequate follow through/follow-up	18.2%	0.0%	9.1%	7.7%	11.1%	8.3%	26.7%	0.0%
Lack of/inadequate levels of capacity in Government	0.0%	26.7%	27.3%	15.4%	7.4%	16.7%	0.0%	6.7%
Political pressures and obstacles*	4.5%	6.7%	90.9%	15.4%	11.1%	25.0%	20.0%	33.3%
Reforms are not well thought out in light of country challenges	22.7%	26.7%	9.1%	7.7%	25.9%	8.3%	26.7%	6.7%
The World Bank is not sensitive enough to political/social realities on the ground*	63.6%	66.7%	9.1%	38.5%	37.0%	33.3%	26.7%	40.0%
Other	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Uzbekistan? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Anti corruption	12	6.00	2.22	7	4.57	2.15	4	4.50	1.29	5	3.60	1.67	11	3.91	2.07	5	5.20	3.63	6	4.17	2.14	5	3.60	1.34
Information and communications technology	15	6.60	2.32	8	7.00	2.14	4	5.75	1.26	7	7.00	1.73	17	6.29	2.20	11	6.82	2.44	7	5.29	1.70	8	6.38	2.33
Transport	14	6.71	1.64	6	5.67	2.16	6	7.00	0.89	9	6.44	2.30	16	6.31	2.47	9	7.67	1.50	9	5.78	1.48	9	7.67	1.66
Crime and violence	2	3.00	0.00	1	4.00		3	3.00	2.00				2	5.50	3.54	1	1.00		3	4.67	3.51	3	5.33	1.15
Law and justice	9	5.22	1.86	3	3.33	1.53	3	3.33	2.08	4	5.75	1.50	10	3.90	1.91	4	4.75	2.75	7	4.00	1.83	6	5.33	1.21
Urban development	12	6.75	1.54	9	5.78	2.73	4	6.00	2.00	5	7.20	2.39	16	6.44	2.25	10	7.30	2.16	8	5.38	0.74	9	6.67	2.18
Environmental sustainability and protection	17	7.00	1.94	12	6.25	1.71	6	6.00	1.26	9	7.00	2.92	20	6.25	2.55	10	7.90	1.85	12	6.58	1.16	10	7.10	1.79
Regulatory framework	12	6.58	1.68	8	6.38	2.33	7	6.14	1.57	5	6.80	2.86	14	6.14	2.71	7	7.43	1.99	5	5.00	1.00	8	6.75	2.19
Infrastructure development	18	6.67	2.06	11	6.91	1.97	8	7.75	0.71	9	6.67	2.40	17	6.88	2.52	10	8.20	1.62	10	7.10	1.45	12	7.00	2.09
Communicable/non-communicable diseases	14	6.64	2.10	6	6.17	2.71	5	4.80	1.64	6	7.00	2.53	11	7.09	2.43	7	8.57	0.98	8	7.00	1.69	9	6.11	2.67
Poverty reduction	15	5.93	1.98	8	5.50	1.51	7	5.71	1.11	7	6.43	1.99	19	5.68	2.14	10	7.50	2.12	12	7.17	1.34	12	6.58	2.07
Gender	12	6.42	1.68	6	5.83	1.60	6	4.83	2.40	6	6.83	2.14	14	5.57	2.31	7	8.29	2.21	7	6.57	1.62	10	6.20	2.53
Domestic private sector development	15	5.40	2.23	7	5.43	2.82	6	5.83	2.04	11	5.82	2.89	17	5.35	2.47	8	7.63	1.77	11	6.27	1.56	9	6.56	2.92
Foreign direct investment	15	6.33	2.26	9	6.67	2.40	5	6.00	2.12	9	6.78	2.82	16	5.63	2.83	8	7.88	1.55	8	5.75	2.12	8	5.88	2.47
Water and sanitation	17	7.18	2.04	13	7.46	1.81	7	7.43	0.53	7	6.71	2.75	18	6.61	2.09	9	8.78	1.09	12	7.42	0.90	8	8.13	1.64
Liberalization of trade and exports	11	5.45	1.75	5	5.80	1.92	4	6.00	3.16	7	4.29	2.29	12	5.17	2.62	6	8.17	2.23	11	4.45	1.75	9	6.00	2.92
Economic growth	15	6.00	1.96	8	6.25	2.12	7	6.29	2.21	6	6.00	2.10	18	5.56	2.38	9	7.33	2.00	9	5.56	1.01	11	6.55	2.30
Energy and energy efficiency	19	7.11	2.05	12	7.58	1.78	7	6.71	1.38	7	7.14	2.41	19	6.00	2.60	10	8.00	1.76	8	6.00	1.31	8	7.50	1.77
Disaster management	11	5.82	2.18	4	4.75	0.50	4	4.50	2.38	4	5.75	2.06	14	6.14	2.96	4	5.75	3.30	8	5.25	2.55	6	5.67	1.03
Public sector governance/ reform	14	6.36	1.86	5	6.20	2.86	5	5.00	1.87	6	6.00	2.28	14	5.93	3.25	7	6.43	2.88	8	4.50	2.07	8	6.50	2.56
Job creation/employment	15	6.00	2.14	7	6.14	1.35	7	5.29	1.50	6	5.83	2.23	16	5.50	2.88	9	7.56	1.67	10	4.80	1.55	8	5.88	2.85
Financial markets	13	6.23	2.17	5	5.80	1.64	5	5.80	2.28	6	6.67	2.80	13	5.38	2.69	7	8.29	1.80	5	4.80	1.30	7	6.43	1.90
Equality of opportunity	11	5.64	2.01	6	5.50	3.08	3	3.33	2.08	4	5.50	2.08	13	4.69	2.56	6	7.83	2.14	5	4.60	1.34	6	5.83	2.23
Health	17	7.12	2.29	10	6.60	2.41	5	6.20	2.28	6	7.17	2.48	17	5.76	2.28	10	8.20	1.75	10	6.90	1.85	11	6.55	2.25
Agriculture and rural development	17	7.06	2.16	10	7.00	1.89	6	6.67	0.82	8	6.75	2.25	17	6.00	2.35	10	7.90	1.85	8	6.63	1.51	11	7.09	2.30
Global/regional integration	13	6.00	1.96	5	5.20	1.92	5	5.40	1.52	5	5.40	2.61	13	5.46	1.94	8	6.88	3.04	8	5.00	1.93	7	6.57	2.76
Food security	11	5.82	1.89	3	4.00	1.00	3	5.00	1.00	5	5.20	1.92	8	5.00	1.60	7	6.86	2.04	8	5.13	2.30	7	4.86	2.54
Education*	16	7.38	1.93	9	8.00	1.66	6	7.17	1.94	6	5.67	2.34	18	5.89	2.87	9	8.11	1.54	10	5.70	1.70	10	7.70	1.42
Social protection	10	6.40	2.37	3	5.00	2.00	4	4.50	1.73	5	5.00	2.12	14	4.14	2.41	6	6.33	2.50	7	4.86	1.07	8	6.25	1.83
Climate change	16	6.13	1.67	6	5.83	1.17	4	5.25	2.22	5	5.20	2.68	13	4.92	2.56	9	7.44	1.67	9	5.44	2.19	6	5.67	1.75
Industrial modernization	18	6.11	2.22	7	5.14	1.86	3	7.00	1.00	8	6.63	2.67	14	5.14	1.88	9	7.44	1.81	9	5.22	1.92	9	7.22	1.92
Natural resource management	14	5.86	2.41	5	5.80	2.59	3	4.67	2.31	4	4.25	1.89	12	5.33	3.03	5	7.00	1.41	5	4.40	1.34	7	6.00	2.08
Production diversification	11	5.27	1.95	5	6.60	2.70	4	5.50	3.32	7	5.71	1.98	12	5.33	1.83	5	7.00	2.24	6	4.17	1.60	6	5.33	2.07
Strengthening financial sector	13	6.08	2.29	9	6.33	2.12	6	6.00	2.28	8	7.25	2.43	14	5.21	2.67	8	8.13	1.64	8	5.13	2.30	9	7.00	2.06
International water management in Central Asia	15	5.40	2.23	6	5.67	2.73	9	6.44	1.67	5	4.40	2.97	17	5.00	2.60	7	6.29	2.29	10	5.20	1.62	5	4.60	3.78
Privatization of large state-owned industrial enterprises	11	4.82	2.14	5	5.40	2.88	4	4.75	2.63	6	5.17	2.56	11	4.18	1.89	4	8.25	0.96	5	4.00	0.71	6	5.33	2.25

\*Significantly different between stakeholder groups

**C. World Bank Effectiveness and Results (continued)**

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
To what extent does the World Bank's work help to achieve development results in Uzbekistan?	21	6.67	2.01	15	6.67	2.13	10	6.30	1.06	12	6.17	1.80	24	6.46	2.28	11	7.64	2.38	14	6.14	1.35	14	7.29	1.68

(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 in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
The World Bank's financial instruments meet the needs of Uzbekistan	21	6.67	2.27	15	8.07	1.83	9	6.11	0.60	10	6.90	2.33	24	6.96	2.37	11	8.18	2.09	9	6.22	1.39	14	7.14	1.83
The World Bank meets Uzbekistan's needs for knowledge services*	19	6.74	1.88	15	7.87	1.96	9	6.33	1.66	10	7.40	1.84	23	6.57	2.46	11	8.45	1.51	14	5.86	1.51	13	7.31	2.06

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	17.4%	6.3%	0.0%	0.0%	7.4%	7.7%	13.3%	0.0%
Monthly	8.7%	37.5%	63.6%	14.3%	3.7%	30.8%	13.3%	25.0%
A few times a year	34.8%	37.5%	36.4%	57.1%	40.7%	30.8%	53.3%	37.5%
Rarely	30.4%	18.8%	0.0%	28.6%	25.9%	23.1%	20.0%	25.0%
Never	8.7%	0.0%	0.0%	0.0%	22.2%	7.7%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

When thinking about the development challenges in Uzbekistan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Public sector governance/ reform*	13.0%	17.6%	70.0%	35.7%	21.4%	30.8%	50.0%	12.5%
Gender	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	6.3%
Domestic private sector development	30.4%	23.5%	30.0%	21.4%	25.0%	30.8%	14.3%	18.8%
Foreign direct investment	17.4%	11.8%	0.0%	28.6%	21.4%	0.0%	7.1%	12.5%
Water and sanitation*	26.1%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Liberalization of trade and exports	4.3%	5.9%	30.0%	14.3%	10.7%	15.4%	7.1%	25.0%
Energy and energy efficiency*	34.8%	11.8%	20.0%	0.0%	21.4%	7.7%	0.0%	6.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	10.0%	7.1%	10.7%	15.4%	0.0%	6.3%
Climate change	4.3%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	4.3%	17.6%	10.0%	14.3%	25.0%	15.4%	21.4%	31.3%
Law and justice	0.0%	11.8%	0.0%	14.3%	0.0%	7.7%	0.0%	6.3%
Anti corruption	13.0%	11.8%	0.0%	14.3%	3.6%	38.5%	14.3%	18.8%
Financial markets	4.3%	5.9%	10.0%	0.0%	3.6%	0.0%	0.0%	6.3%
Equality of opportunity*	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	4.3%	0.0%	0.0%	7.1%	0.0%	7.7%	7.1%	0.0%
Privatization of large state-owned industrial enterprises*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	12.5%
Production diversification	8.7%	5.9%	10.0%	7.1%	3.6%	0.0%	14.3%	6.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Education	26.1%	29.4%	0.0%	14.3%	14.3%	23.1%	42.9%	18.8%
Global/regional integration	0.0%	0.0%	0.0%	7.1%	7.1%	0.0%	0.0%	0.0%
Information and communications technology	8.7%	0.0%	0.0%	0.0%	3.6%	7.7%	14.3%	0.0%
Transport*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Industrial modernization	13.0%	11.8%	0.0%	7.1%	3.6%	0.0%	28.6%	6.3%
Natural resource management	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Job creation/employment	8.7%	5.9%	20.0%	14.3%	21.4%	23.1%	7.1%	6.3%
Health	0.0%	17.6%	0.0%	14.3%	7.1%	7.7%	0.0%	18.8%
Economic growth	13.0%	23.5%	10.0%	7.1%	17.9%	23.1%	28.6%	18.8%
Agriculture and rural development	21.7%	29.4%	10.0%	7.1%	14.3%	15.4%	0.0%	18.8%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	6.3%
Environmental sustainability and protection	13.0%	11.8%	10.0%	7.1%	28.6%	7.7%	7.1%	6.3%
Regulatory framework	0.0%	5.9%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Infrastructure development	21.7%	0.0%	10.0%	0.0%	3.6%	7.7%	7.1%	0.0%
Communicable/non-communicable diseases	0.0%	5.9%	10.0%	0.0%	0.0%	0.0%	0.0%	12.5%
International water management in Central Asia	0.0%	17.6%	0.0%	7.1%	17.9%	7.7%	21.4%	0.0%
Strengthening financial sector	4.3%	5.9%	20.0%	0.0%	7.1%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge Work and Activities (continued)****In Uzbekistan, how effective do you believe the World Bank's knowledge work and activities are at:** (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Enhancing your knowledge and/or skills	18	5.94	1.95	12	7.08	1.78	9	6.56	1.33	10	6.50	1.78	23	5.87	3.02	11	6.82	2.36	14	6.36	1.55	14	6.93	1.94
Contributing to good policy making	16	5.38	1.86	8	6.13	2.70	10	6.30	0.67	8	6.00	1.93	17	5.65	2.26	8	7.25	1.58	11	4.64	2.06	13	6.69	1.89
Providing support for program implementation	18	6.17	1.89	11	7.00	2.53	9	6.56	1.13	8	7.25	1.98	20	6.55	2.87	9	8.22	1.09	10	5.30	1.16	12	6.75	2.01

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Are timely	15	5.73	2.12	15	6.93	2.31	8	6.75	1.49	11	7.36	2.38	18	6.72	2.70	12	8.17	2.08	12	5.92	1.93	11	7.18	1.60
Include appropriate level of stakeholder involvement during preparation	16	6.38	1.82	15	7.07	1.94	9	6.00	1.50	10	7.50	2.37	20	6.35	2.70	10	8.20	2.04	12	6.25	1.66	10	6.80	2.20
Are relevant to Uzbekistan's development priorities	17	6.53	2.21	13	7.62	2.50	11	6.64	1.29	7	7.43	2.44	21	7.00	2.07	12	8.00	1.95	13	6.62	1.61	14	6.71	1.82
Provide feasible recommendations	17	6.47	1.55	12	6.92	2.50	10	6.60	1.35	10	7.60	2.41	19	7.05	2.50	10	8.20	1.55	12	5.75	1.06	13	6.69	2.10
Are accessible (well written and easy to understand)	18	6.44	1.76	15	7.20	2.04	11	7.18	1.40	10	6.80	2.62	20	7.10	2.65	9	8.11	1.96	14	6.57	1.60	11	7.09	1.97
Are source of relevant information on global good practices.	17	6.29	1.86	14	6.93	2.02	8	7.50	1.20	10	7.40	2.37	20	6.75	2.65	10	8.30	1.64	13	6.69	1.55	11	7.36	2.06
Are useful in terms of the work you do	16	6.69	1.99	14	7.07	2.64	10	7.00	1.15	11	7.09	2.74	21	7.10	3.02	12	7.75	2.34	14	6.71	1.38	14	7.00	2.32
Are adequately disseminated	16	5.81	2.17	11	6.45	1.92	8	6.13	1.13	11	6.55	2.62	22	6.36	2.89	11	6.55	2.46	10	5.50	1.78	11	6.00	1.67
Are appropriately translated	16	7.00	1.67	13	7.23	2.49	6	6.83	2.64	10	7.60	2.72	19	7.00	2.69	10	7.20	2.49	13	6.38	1.94	11	7.45	1.75
Are adaptable to Uzbekistan's specific development challenges and country circumstances	18	6.39	1.79	14	7.00	2.54	10	6.80	1.03	9	7.11	2.62	20	6.60	2.46	10	8.20	1.48	12	6.58	1.44	11	7.00	1.79

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	21	6.76	1.87	12	7.42	2.43	9	6.11	1.27	12	6.83	2.44	21	7.05	2.16	12	8.42	1.24	14	6.29	1.59	15	7.60	1.55
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	19	6.74	1.52	14	7.50	1.91	10	7.60	1.07	12	7.17	2.29	21	7.43	2.06	10	8.00	2.16	14	6.79	1.31	13	8.08	1.61
To what extent do you believe that Uzbekistan received value for money from the World Bank's products/services that were paid for on a fee for service basis?	12	6.17	2.25	11	7.64	2.38	5	6.40	0.89	10	7.50	2.17	12	6.17	2.25	5	9.60	0.55	5	6.60	1.95	7	6.57	1.27

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-To no degree at all, 10-To a very significant degree)

### E. Working with the World Bank

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
The World Bank disburses funds promptly	19	5.32	2.33	16	6.44	1.82	7	5.43	1.40	9	5.22	2.64	17	5.47	3.04	7	6.43	2.23	9	3.89	2.47	9	5.67	2.69
The World Bank effectively monitors and evaluates the projects and programs it supports	19	7.00	2.16	17	7.24	2.61	8	6.50	1.60	11	6.91	2.17	21	7.19	2.23	9	9.11	0.93	12	6.08	2.43	15	7.40	1.84
The World Bank's approvals and reviews are done in a timely fashion*	20	6.15	2.18	17	5.82	2.24	9	6.56	1.42	9	6.67	2.55	16	7.31	2.68	6	8.83	1.60	10	4.60	2.01	10	7.00	2.00
The World Bank's "Safeguard Policy" requirements are reasonable*	14	6.36	2.34	12	7.25	2.30	4	6.25	1.71	9	7.78	1.99	15	6.27	2.71	7	9.71	0.49	7	5.57	2.07	7	6.71	1.80
The World Bank imposes reasonable conditions on its lending*	16	6.63	2.16	16	7.44	2.03	8	6.50	1.41	8	8.00	1.60	13	6.69	2.46	9	8.89	1.54	7	5.57	1.40	9	6.78	2.54
Working with the World Bank increases Uzbekistan's institutional capacity*	20	7.30	2.08	14	7.64	1.98	10	6.60	0.84	9	7.89	2.37	22	7.41	2.28	11	8.64	1.36	14	5.93	1.64	14	7.50	1.65
The World Bank ensures consistency and continuity through staff changes	12	6.92	2.19	11	7.27	2.28	7	7.14	1.07	8	6.75	3.06	15	7.07	2.89	9	8.78	1.64	6	6.33	1.86	6	8.33	1.37
The World Bank's teams and visits are well coordinated*	20	7.25	2.12	16	7.75	2.77	9	6.78	1.72	8	8.13	1.55	18	7.67	2.14	6	9.67	0.52	9	5.67	1.41	10	8.10	1.60
The World Bank's financial management and procurement guidelines are effective	18	7.33	2.38	16	6.94	2.17	6	7.50	1.52	7	6.71	1.98	12	6.83	2.92	4	9.75	0.50	5	5.80	0.84	7	7.71	1.89
Where country systems are adequate, the World Bank makes appropriate use of them	17	6.00	2.24	13	6.15	3.21	5	6.80	1.92	7	7.14	1.86	15	7.40	2.32	4	9.00	0.82	2	6.00	1.41	7	7.29	1.80
The World Bank provides effective implementation support	20	7.60	1.98	17	7.35	2.87	8	6.25	1.98	9	7.56	2.13	19	8.05	2.22	11	8.91	1.14	9	6.44	1.33	10	8.30	1.34

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Uzbekistan

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
How significant a role do you believe the World Bank SHOULD play in Uzbekistan's development in the near future?	22	7.77	2.00	15	8.93	1.49	11	8.27	0.79	12	8.17	1.47	26	8.85	1.89	13	9.31	1.25	15	7.73	1.91	15	8.67	1.45

(1-Not a significant role at all, 10-Very significant role)

### F. The Future Role of the World Bank in Uzbekistan (continued)

Which of the following SHOULD the World Bank do to make itself of greater value in Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Uzbekistan's specific challenges	27.3%	41.2%	20.0%	7.7%	19.2%	0.0%	33.3%	6.7%
Reduce the complexity of obtaining World Bank financing*	63.6%	47.1%	10.0%	38.5%	34.6%	8.3%	33.3%	40.0%
Focus primarily on advocacy issues*	0.0%	11.8%	10.0%	7.7%	3.8%	33.3%	6.7%	26.7%
Improve the competitiveness of its financing compared to markets	31.8%	11.8%	10.0%	23.1%	15.4%	25.0%	0.0%	6.7%
Reach out more to groups outside of government*	18.2%	29.4%	50.0%	53.8%	57.7%	58.3%	20.0%	33.3%
Ensure greater selectivity in its work	0.0%	5.9%	20.0%	0.0%	3.8%	0.0%	6.7%	0.0%
Provide more adequate data/knowledge/ statistics/figures on Uzbekistan's economy	9.1%	11.8%	10.0%	23.1%	15.4%	8.3%	33.3%	33.3%
Offer more innovative financial products	13.6%	11.8%	0.0%	15.4%	23.1%	41.7%	13.3%	13.3%
Offer more innovative knowledge services	9.1%	5.9%	20.0%	15.4%	15.4%	16.7%	20.0%	26.7%
Increase availability of Fee-Based services	9.1%	0.0%	0.0%	7.7%	0.0%	8.3%	0.0%	0.0%
Work faster	13.6%	17.6%	0.0%	7.7%	3.8%	0.0%	13.3%	6.7%
Other*	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	13.3%	0.0%

\*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 Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers	13.0%	35.3%	36.4%	18.8%	25.0%	23.1%	6.7%	12.5%
International newspapers	0.0%	0.0%	18.2%	0.0%	3.6%	0.0%	6.7%	6.3%
Local radio	8.7%	0.0%	0.0%	0.0%	3.6%	15.4%	0.0%	12.5%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	47.8%	29.4%	9.1%	37.5%	42.9%	15.4%	20.0%	43.8%
International television	13.0%	17.6%	0.0%	6.3%	10.7%	23.1%	13.3%	6.3%
Periodicals	21.7%	17.6%	18.2%	25.0%	21.4%	7.7%	20.0%	18.8%
Internet	78.3%	82.4%	81.8%	93.8%	53.6%	84.6%	86.7%	81.3%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	0.0%	6.3%	10.7%	7.7%	6.7%	6.3%
Blogs	0.0%	0.0%	9.1%	0.0%	3.6%	0.0%	6.7%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Other	13.0%	0.0%	18.2%	6.3%	0.0%	0.0%	13.3%	0.0%

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

How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
World Bank website	60.9%	47.1%	36.4%	46.7%	29.6%	61.5%	53.3%	56.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)*	30.4%	29.4%	45.5%	20.0%	63.0%	38.5%	26.7%	18.8%
e-Newsletters	17.4%	29.4%	36.4%	40.0%	29.6%	61.5%	33.3%	25.0%
Instant messaging	0.0%	17.6%	9.1%	0.0%	0.0%	15.4%	6.7%	6.3%
World Bank seminars/workshops/conferences*	39.1%	64.7%	18.2%	26.7%	48.1%	15.4%	26.7%	18.8%
World Bank publications and other written materials	43.5%	11.8%	27.3%	26.7%	18.5%	7.7%	40.0%	50.0%
Mobile phones	0.0%	0.0%	0.0%	6.7%	3.7%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	4.3%	0.0%	9.1%	13.3%	3.7%	0.0%	6.7%	25.0%
Blogs	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	31.6%	31.3%	18.2%	0.0%	32.0%	27.3%	26.7%	37.5%
No	68.4%	68.8%	81.8%	100.0%	68.0%	72.7%	73.3%	62.5%

Have you requested information from the World Bank on its activities in the past year?\*

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	36.8%	33.3%	81.8%	16.7%	36.0%	60.0%	20.0%	33.3%
No	63.2%	66.7%	18.2%	83.3%	64.0%	40.0%	80.0%	66.7%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	62.5%	50.0%	88.9%	50.0%	70.0%	100.0%	50.0%	100.0%
No	37.5%	50.0%	11.1%	50.0%	30.0%	0.0%	50.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**G. Communication and Information Sharing (continued)****Do you use/have used the World Bank website?**

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	63.2%	82.4%	100.0%	69.2%	75.0%	90.9%	92.3%	78.6%
No	36.8%	17.6%	0.0%	30.8%	25.0%	9.1%	7.7%	21.4%

**Which do you primarily use?\***

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank's country website	52.4%	40.0%	20.0%	57.1%	76.0%	75.0%	21.4%	50.0%
The World Bank's main website	47.6%	60.0%	80.0%	42.9%	24.0%	25.0%	78.6%	50.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
High speed	81.8%	81.3%	100.0%	61.5%	84.0%	100.0%	92.9%	92.9%
Dial-up	18.2%	18.8%	0.0%	38.5%	16.0%	0.0%	7.1%	7.1%

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

	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
I use/consult World Bank data more currently than I did a few years ago	21	5.71	2.41	15	7.27	1.44	11	5.82	1.72	9	6.00	2.00	25	5.76	2.47	12	6.25	2.83	13	6.92	2.40	14	5.07	2.59
I find the World Bank websites easy to navigate	17	6.18	2.38	11	7.27	1.42	11	7.09	1.14	10	7.90	2.02	21	6.86	2.03	12	6.92	2.35	13	6.54	2.15	13	6.77	1.36
I find the information on the World Bank's websites useful	19	7.11	2.08	11	7.82	1.17	11	7.73	1.19	9	8.33	1.58	22	7.27	2.21	11	8.45	1.13	12	7.42	1.31	13	7.46	1.27
When I need information from the World Bank I know how to find it	21	7.33	2.18	16	8.63	1.54	11	7.55	1.37	13	6.77	3.52	21	7.71	2.76	13	7.85	2.88	10	7.90	2.08	15	8.13	1.88
The World Bank is responsive to my information requests and inquiries	11	6.64	2.62	15	8.67	1.29	9	7.33	1.41	7	7.71	2.63	19	7.11	3.11	11	8.91	1.76	6	8.00	2.28	11	7.64	1.36

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Yes	87.0%	88.2%	81.8%	50.0%	28.6%	33.3%	53.3%	50.0%
No	13.0%	11.8%	18.2%	50.0%	71.4%	66.7%	46.7%	50.0%

\*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Trade Union	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	4.3%	11.8%	18.2%	25.0%	42.3%	25.0%	0.0%	30.8%
Use World Bank reports/data	21.7%	5.9%	27.3%	43.8%	23.1%	41.7%	40.0%	46.2%
Engage in World Bank related/sponsored events/ activities*	34.8%	47.1%	27.3%	37.5%	23.1%	8.3%	46.7%	0.0%
Collaborate as part of my professional duties*	82.6%	64.7%	72.7%	37.5%	34.6%	41.7%	40.0%	53.8%
Use World Bank website for information, data, research, etc.*	13.0%	17.6%	9.1%	25.0%	26.9%	50.0%	53.3%	53.8%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Year<sup>1</sup>

FY '03 Response Number = 114 • FY '13 Response Number = 146

### A. General Issues facing Uzbekistan

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

Percentage of Respondents	FY 2003	FY 2013
The right direction	53.2%	76.5%
The wrong direction	31.2%	5.3%
Not sure	15.6%	18.2%

\*Significantly different between FY13 and FY03 country surveys

### B. Overall Attitudes toward the World Bank

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Uzbekistan?*	112	6.93	2.25	142	6.26	2.22

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY13 and FY03 country surveys

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan.	101	6.67	1.89	113	6.86	1.98

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Uzbekistan	105	6.50	2.56	127	6.35	2.23
The World Bank's work is aligned with what I consider the development priorities for Uzbekistan	104	7.01	1.97	127	6.77	2.07
The World Bank treats clients and stakeholders in Uzbekistan with respect	102	8.19	1.96	123	7.77	2.02

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

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

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of the World Bank's products and services)*	79	6.80	2.49	100	5.81	2.26
Flexibility (in terms of changing country circumstances)*	79	6.90	2.20	104	5.77	2.29
Staff accessibility	97	6.75	2.20	121	7.07	2.44
Straightforwardness and honesty	99	7.66	2.01	108	7.06	2.38
Collaboration with other donors	85	7.42	2.18	88	6.90	2.05

\*Significantly different between FY13 and FY03 country surveys

<sup>1</sup> Only those questions that were asked in the FY '03 and FY '13 country surveys, with similar response scales/options, are presented.

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Uzbekistan? (1-Not effective at all, 10-Very effective)

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
Information and communications technology	82	6.21	2.39	80	6.48	2.10
Law and justice	68	4.61	2.34	48	4.54	1.84
Regulatory framework*	87	5.68	2.18	67	6.39	2.13
Poverty reduction	98	5.71	1.99	93	6.26	1.92
Gender	74	6.02	2.09	69	6.25	2.17
Domestic private sector development	86	5.84	2.38	86	5.95	2.37
Economic growth	102	5.79	2.19	85	6.14	2.05
Public sector governance/ reform	81	5.36	2.26	68	5.90	2.48
Health	83	6.34	2.38	88	6.75	2.26
Education*	86	6.13	2.23	86	6.92	2.21

\*Significantly different between FY13 and FY03 country surveys

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

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

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
Are useful in terms of the work you do*	101	7.55	1.77	115	6.98	2.30
Are adaptable to Uzbekistan's specific development challenges and country circumstances*	97	5.89	2.00	106	6.87	2.02

\*Significantly different between FY13 and FY03 country surveys

### E. Working with the World Bank

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

	FY 2003			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	72	7.85	2.13	96	5.52	2.41
The World Bank effectively monitors and evaluates the projects and programs it supports	81	7.68	2.04	115	7.13	2.17
Working with the World Bank increases Uzbekistan's institutional capacity	78	7.38	2.18	116	7.33	1.99

\*Significantly different between FY13 and FY03 country surveys

### G. Communication and Information Sharing

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

Percentage of Respondents	FY 2003	FY 2013
Yes	57.4%	78.6%
No	42.6%	21.4%

\*Significantly different between FY13 and FY03 country surveys

Which do you primarily use?

Percentage of Respondents	FY 2003	FY 2013
The World Bank's country website	44.6%	53.5%
The World Bank's main website	55.4%	46.5%

## Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	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's effectiveness in Uzbekistan	6.19	7.26	7.00	6.22	6.83	6.87	6.66	7.28	6.65	6.98	6.85	6.82
To what extent do you believe the World Bank's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	6.72	7.44	7.27	6.75	7.10	7.41	7.08	7.37	7.25	7.13	7.15	7.26
Overall the World Bank currently plays a relevant role in development in Uzbekistan	6.02	6.61	6.38	6.13	6.36	6.26	6.16	6.76	6.20	6.44	6.43	6.11
The World Bank's work is aligned with what I consider the development priorities for Uzbekistan	6.31	7.06	6.89	6.05	6.71	6.80	6.62	7.00	6.51	6.92	6.69	6.84
Responsiveness	5.59	6.33	6.14	5.79	6.03	6.21	5.78	6.70	6.25	5.95	6.32	5.48
Openness (sharing data and other information)	6.09	7.01	6.78	6.21	6.71	6.56	6.51	7.00	6.39	6.89	6.70	6.58
Collaboration with groups outside of the Government	5.51	6.71	6.39	5.77	6.26	6.24	6.04	6.71	6.10	6.43	6.29	6.17
Collaboration with the Government	7.72	8.00	7.91	7.76	7.94	7.72	7.73	8.20	7.88	7.88	8.00	7.54
Collaboration with other donors	6.43	7.09	7.00	6.39	6.85	6.92	6.65	7.37	6.87	6.88	6.88	6.86
To what extent does the World Bank's work help to achieve development results in Uzbekistan?	6.41	6.78	6.73	6.08	6.58	6.67	6.45	6.97	6.60	6.61	6.64	6.53
The World Bank's financial instruments meet the needs of Uzbekistan	6.52	7.35	7.21	6.21	7.02	6.94	6.91	7.22	6.73	7.20	6.99	7.03
The World Bank meets Uzbekistan's needs for knowledge services	6.47	7.25	7.08	6.48	6.93	7.03	6.78	7.38	6.83	7.06	6.99	6.89
The World Bank's knowledge work and activities are adaptable to Uzbekistan's specific development challenges and country circumstances	6.68	6.93	7.00	6.15	6.64	7.28	6.62	7.30	6.89	6.79	6.78	7.00
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6.91	7.09	7.11	6.64	7.00	7.03	6.79	7.49	7.04	6.98	6.99	7.06
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	7.18	7.41	7.34	7.05	7.29	7.28	7.09	7.76	7.30	7.28	7.23	7.44
Where country systems are adequate, the World Bank makes appropriate use of them	6.78	6.69	6.67	6.73	6.60	7.08	6.46	7.13	6.61	6.74	6.66	6.79

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Indicator Questions by Stakeholder Groups

Indicator Question	Which of the following best describes your current position?																							
	Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on World Bank Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ Trade Union			Media			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
Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan.	17	6.88	1.96	14	7.50	1.65	10	6.10	0.88	10	6.60	2.37	25	6.12	2.65	9	8.00	1.41	12	6.33	0.89	12	7.67	1.44
To what extent do you believe the World Bank's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	15	6.87	1.96	13	7.46	1.76	9	7.44	1.42	9	7.22	2.44	22	6.68	2.66	10	8.70	1.64	12	6.25	1.42	8	7.88	1.81
Overall the World Bank currently plays a relevant role in development in Uzbekistan*	20	5.65	2.08	14	7.07	2.09	11	7.00	0.89	12	6.17	2.08	25	5.88	2.79	13	7.38	1.94	12	5.08	1.73	15	7.33	2.13
The World Bank's work is aligned with what I consider the development priorities for Uzbekistan	21	6.48	1.91	15	8.20	1.52	11	6.73	1.42	12	6.58	2.35	24	5.92	2.65	9	7.67	2.12	15	6.60	1.18	15	7.00	2.10
Responsiveness	18	6.28	2.35	13	6.08	2.33	8	6.13	1.36	11	5.64	2.20	22	6.00	2.91	10	6.90	2.08	10	5.20	1.40	10	6.30	1.34
Openness (sharing data and other information)*	19	6.16	2.14	15	8.13	2.03	11	6.55	1.44	12	5.25	1.96	24	6.75	2.71	12	7.75	2.01	15	6.00	1.89	13	6.92	1.98
Collaboration with groups outside of the Government	13	6.62	2.18	9	7.00	1.66	8	5.63	2.00	9	6.33	2.18	22	5.23	3.16	10	7.60	1.07	13	5.85	1.57	12	6.42	1.83
Collaboration with the Government	18	7.72	1.99	15	8.47	2.13	9	7.67	0.50	10	7.30	2.11	22	8.18	1.68	10	9.00	1.15	13	6.92	1.44	11	7.73	1.42
Collaboration with other donors	12	6.67	2.19	11	7.55	2.38	11	6.82	1.25	9	6.11	1.90	19	7.11	2.28	6	8.67	1.51	8	5.38	1.30	11	6.91	2.07
To what extent does the World Bank's work help to achieve development results in Uzbekistan?	21	6.67	2.01	15	6.67	2.13	10	6.30	1.06	12	6.17	1.80	24	6.46	2.28	11	7.64	2.38	14	6.14	1.35	14	7.29	1.68
The World Bank's financial instruments meet the needs of Uzbekistan	21	6.67	2.27	15	8.07	1.83	9	6.11	0.60	10	6.90	2.33	24	6.96	2.37	11	8.18	2.09	9	6.22	1.39	14	7.14	1.83
The World Bank meets Uzbekistan's needs for knowledge services*	19	6.74	1.88	15	7.87	1.96	9	6.33	1.66	10	7.40	1.84	23	6.57	2.46	11	8.45	1.51	14	5.86	1.51	13	7.31	2.06
The World Bank's knowledge work and activities are adaptable to Uzbekistan's specific development challenges and country circumstances	18	6.39	1.79	14	7.00	2.54	10	6.80	1.03	9	7.11	2.62	20	6.60	2.46	10	8.20	1.48	12	6.58	1.44	11	7.00	1.79
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	21	6.76	1.87	12	7.42	2.43	9	6.11	1.27	12	6.83	2.44	21	7.05	2.16	12	8.42	1.24	14	6.29	1.59	15	7.60	1.55
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	19	6.74	1.52	14	7.50	1.91	10	7.60	1.07	12	7.17	2.29	21	7.43	2.06	10	8.00	2.16	14	6.79	1.31	13	8.08	1.61
Where country systems are adequate, the World Bank makes appropriate use of them	17	6.00	2.24	13	6.15	3.21	5	6.80	1.92	7	7.14	1.86	15	7.40	2.32	4	9.00	0.82	2	6.00	1.41	7	7.29	1.80

\*Significantly different between stakeholder groups

## Appendix F: Uzbekistan FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Uzbekistan**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Uzbekistan or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Uzbekistan, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Uzbekistan. The World Bank commissioned an independent firm to oversee the logistics of this effort in Uzbekistan. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

**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 UZBEKISTAN**

<b>A1. In general would you say that Uzbekistan is headed in... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Uzbekistan.</b>			
<b>Please identify which of the following you consider the most important development priorities in Uzbekistan? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Transport (e.g., roads, bridges, transportation)	20	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Energy and energy efficiency
4	Global/regional integration	22	Food security
5	Gender	23	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	24	Industrial modernization
7	Foreign direct investment	25	Liberalization of trade and exports
8	Water and sanitation	26	Crime and violence
9	Anti corruption	27	Economic growth (incl. economic efficiency and competitiveness)
10	Job creation/employment	28	Law and justice (e.g., judicial system)
11	Agriculture and rural development	29	Regulatory framework
12	Financial markets	30	Communicable/non-communicable diseases
13	Urban development	31	Infrastructure development
14	Environmental sustainability and protection	32	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	33	Disaster management
16	Health	34	Information and communications technology
17	Production diversification	35	International water management in Central Asia
18	Strengthening financial sector	36	Privatization of large state-owned industrial enterprises

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than THREE)</b>			
1	Water and sanitation	19	Anti corruption
2	Equality of opportunity (i.e., equity)	20	Domestic private sector development
3	Economic growth (incl. economic efficiency and competitiveness)	21	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	22	Education
5	Global/regional integration	23	Energy and energy efficiency
6	Gender	24	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	25	Natural resource management (e.g., oil, gas, mining)
8	Urban development	26	Environmental sustainability and protection
9	Regulatory framework	27	Disaster management
10	Infrastructure development	28	Health
11	Social protection (e.g., pensions, targeted social assistance)	29	Industrial modernization
12	Law and justice (e.g., judicial system)	30	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	31	Financial markets
14	Crime and violence	32	Liberalization of trade and exports
15	Communicable/non-communicable diseases	33	Food security
16	Information and communications technology	34	Strengthening financial sector
17	International water management in Central Asia	35	Privatization of large state-owned industrial enterprises
18	Production diversification		

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Uzbekistan? (Choose no more than THREE)</b>			
1	Energy and energy efficiency	18	Communicable/non-communicable diseases
2	Gender	19	Liberalization of trade and exports
3	Equality of opportunity (i.e., equity)	20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	21	Domestic private sector development
5	Global/regional integration	22	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	23	Industrial modernization
7	Anti corruption	24	Food security
8	Disaster management	25	Transport (e.g., roads, bridges, transportation)
9	Agriculture and rural development	26	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	27	Environmental sustainability and protection
11	Urban development	28	Health
12	Water and sanitation	29	Infrastructure development
13	Education	30	Law and justice (e.g., judicial system)
14	Information and communications technology	31	Crime and violence
15	Regulatory framework	32	Financial markets
16	Privatization of large state-owned industrial enterprises	33	Production diversification
17	International water management in Central Asia	34	Strengthening financial sector

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

<b>B1. How familiar are you with the work of the World Bank in Uzbekistan, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Uzbekistan, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Uzbekistan solve its most complicated development challenges, on a ten point scale?</b>										
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

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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Uzbekistan? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Health
3	Transport (e.g., roads, bridges, transportation)	21	Education
4	Poverty reduction	22	Food security
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender	24	Industrial modernization
7	Crime and violence	25	Liberalization of trade and exports
8	Domestic private sector development	26	Economic growth (incl. economic efficiency and competitiveness)
9	Agriculture and rural development	27	Law and justice (e.g., judicial system)
10	Foreign direct investment	28	Regulatory framework
11	Water and sanitation	29	Communicable/non-communicable diseases
12	Energy and energy efficiency	30	Infrastructure development
13	Job creation/employment	31	Natural resource management (e.g., oil, gas, mining)
14	Financial markets	32	Anti corruption
15	Urban development	33	Information and communications technology
16	Environmental sustainability and protection	34	Disaster management
17	International water management in Central Asia	35	Production diversification
18	Privatization of large state-owned industrial enterprises	36	Strengthening financial sector

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

**B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Uzbekistan
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK****B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?**

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

**B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Other (please specify): _____

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

<b>To what extent do you agree with the following statements about the World Bank's work in Uzbekistan, on a ten point scale?</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Uzbekistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>To what extent is the World Bank an effective development partner in Uzbekistan, in terms of each of the following?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

**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 C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Uzbekistan, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Environmental sustainability and protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Infrastructure development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Liberalization of trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Economic growth (incl. economic efficiency and competitiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	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"/>	
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Industrial modernization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	Production diversification	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	Strengthening financial sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C35	International water management in Central Asia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C36	Privatization of large state-owned industrial enterprises	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C37. To what extent does the World Bank's work help to achieve development results in Uzbekistan, on a ten point scale?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank in Uzbekistan, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C38</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C39</b>	The World Bank meets Uzbekistan'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"/>

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

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

<b>D2. When thinking about the development challenges in Uzbekistan, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Crime and violence
2	Gender	20	Education
3	Domestic private sector development	21	Global/regional integration
4	Foreign direct investment	22	Information and communications technology
5	Water and sanitation	23	Transport (e.g., roads, bridges, transportation)
6	Liberalization of trade and exports	24	Industrial modernization
7	Energy and energy efficiency	25	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	26	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	27	Health
10	Climate change (e.g., mitigation, adaptation)	28	Economic growth (incl. economic efficiency and competitiveness)
11	Poverty reduction	29	Agriculture and rural development
12	Law and justice (e.g., judicial system)	30	Food security
13	Anti corruption	31	Environmental sustainability and protection
14	Financial markets	32	Regulatory framework
15	Equality of opportunity (i.e., equity)	33	Infrastructure development
16	Urban development	34	Communicable/non-communicable diseases
17	Privatization of large state-owned industrial enterprises	35	International water management in Central Asia
18	Production diversification	36	Strengthening financial sector

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

In Uzbekistan, how effective do you believe the World Bank's knowledge work and activities are at:												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Uzbekistan, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>D6</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are relevant to Uzbekistan's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are adaptable to Uzbekistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not significant at all							Very significant			Don't know		

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

<b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality						Very high technical quality				Don't know

<b>D18. To what extent do you believe that Uzbekistan received value for money from the World Bank's products/services that were paid for on a fee for service basis?</b>										
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

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

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Uzbekistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	The World Bank's financial management and procurement guidelines are effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E11</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN UZBEKISTAN**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Uzbekistan's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Uzbekistan? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Uzbekistan's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Please mark only ONE response)</b>	
1	The World Bank's country website (www.worldbank.org/uz)
2	The World Bank's main website (www.worldbank.org)

<b>G9. Which Internet connection do you use primarily when visiting a World Bank website?</b>	
1	High speed
2	Dial-up

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use/consult World Bank data more currently than I did a few years ago											<input type="checkbox"/>	
<b>G11</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
<b>G12</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
<b>G13</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
<b>G14</b>	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>	

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**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>H5. Which best represents your geographic location?</b>	
1	Tashkent city
2	Regional center (Oblast center)
3	District (Rayon)
4	Other (please specify): _____

**Thank you for completing the survey!**