



# Tajikistan

The World Bank Group  
Country Survey FY 2014

Report of Findings  
May 2014



Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Tajikistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Tajikistan country team and the local fielding agency Tahlil va Mashvarat. In particular, PORG is grateful to Marsha Olive (Country Manager) and Nigina Alieva (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In January-February 2014, 475 stakeholders of the World Bank Group in Tajikistan were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on WBG-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; 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; academia/research institutes/think tanks; and other organizations. A total of 272 stakeholders participated in the survey (57% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier and returned it accordingly. Respondents were asked about: general issues facing Tajikistan; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Tajikistan; and the WBG's communication and information sharing in Tajikistan.

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

- A. General Issues Facing Tajikistan: Respondents were asked to indicate whether Tajikistan is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty in Tajikistan, and how "shared prosperity" would be best achieved in Tajikistan.

## II. Methodology (continued)

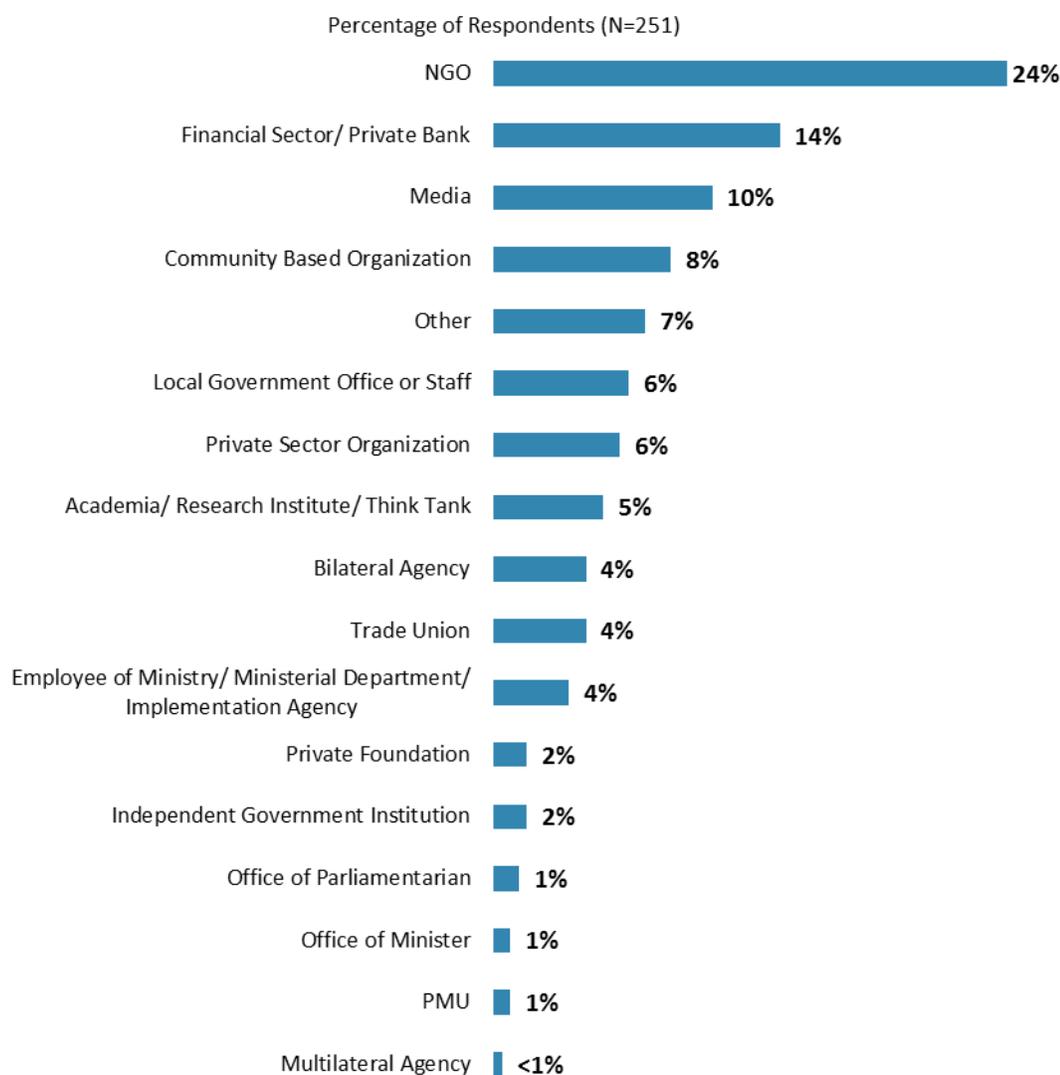
- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Tajikistan, WBG staff preparedness to help Tajikistan solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner in Tajikistan. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Tajikistan, with which stakeholder groups the WBG should collaborate more, and in which sectoral areas the WBG should focus most of its resources (financial and knowledge services) in Tajikistan.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Tajikistan, the extent to which the WBG meets Tajikistan's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across twenty-six development areas, such as economic growth, governance, private sector development, education, and job creation.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Tajikistan: Respondents were asked to indicate what the WBG should do to make itself of greater value in Tajikistan.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues in Tajikistan and how they prefer to receive information from the WBG. Respondents were also asked about their level of agreement that they know how to find information from the WBG, that the WBG's websites are easy to navigate and useful, that the WBG is responsive to information requests, and that the WBG provides sufficient public information in local languages.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Tajikistan, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 121 respondents (91% 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

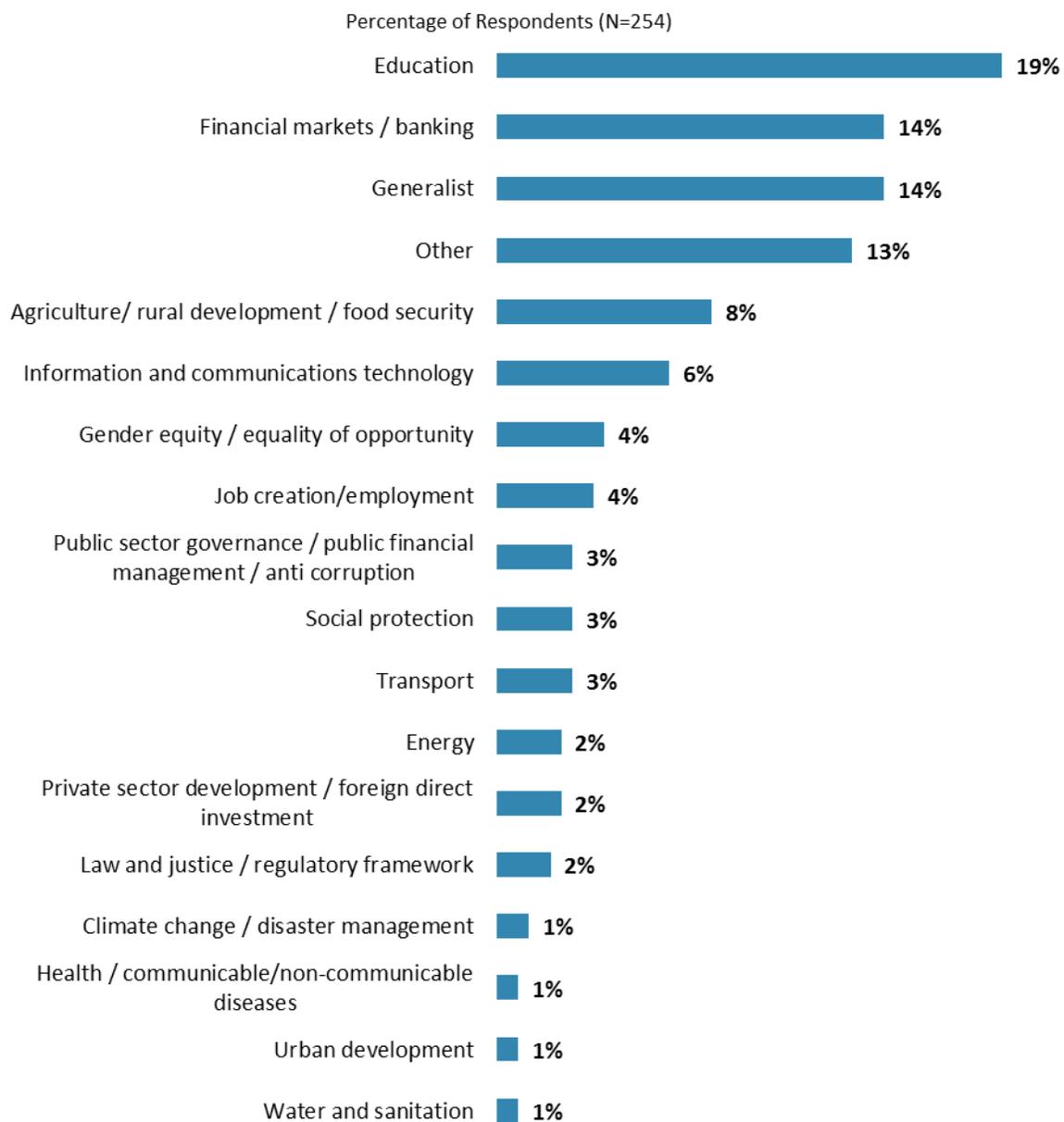
- For further analyses, a small number of respondents from multilateral agencies were combined with respondents from bilateral agencies; respondents from private sector organizations were combined with those from the financial sector/private banks; respondents from NGOs, community based organizations, trade unions, and private foundations were combined into the “CSO” category; and the few respondents from the office of a minister, the office of a parliamentarian, PMUs, and independent government institutions were included in the “Other” category. There were no respondents from the office of the President, the office of the Prime Minister, and consultants/contractors working on WBG-supported projects.



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

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

#### Area of Primary Specialization

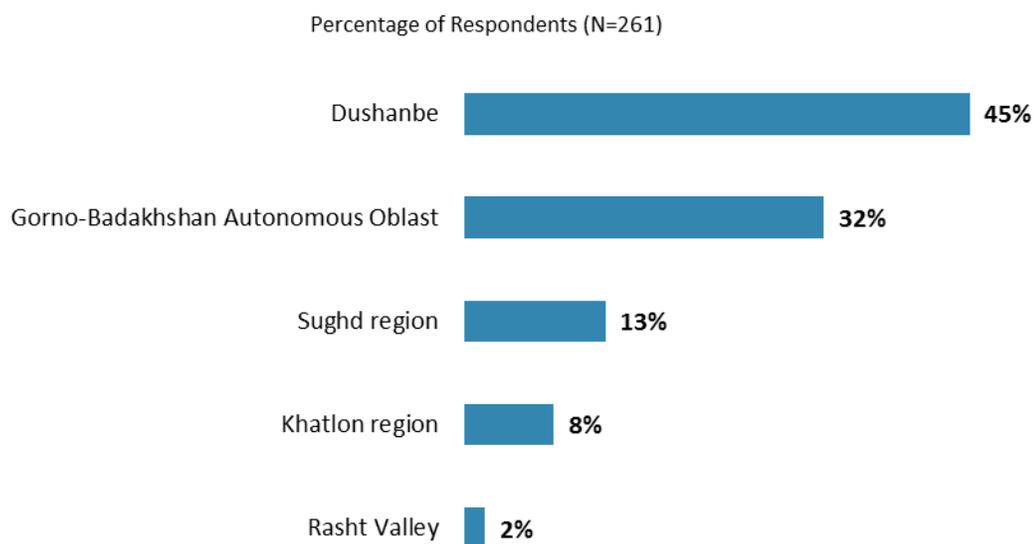


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- The majority of respondents indicated that they were located in Dushanbe. Because of the small number of respondents from other areas, these locations were combined under the “Other” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 70). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



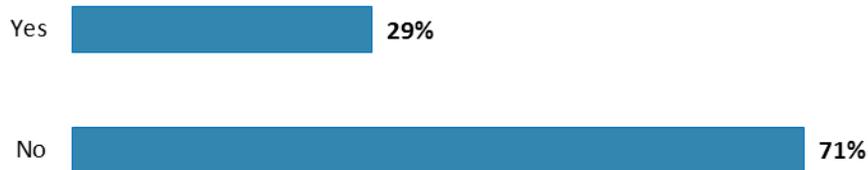
“Which best represents your geographic location?” (Respondents chose from a list.)

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

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

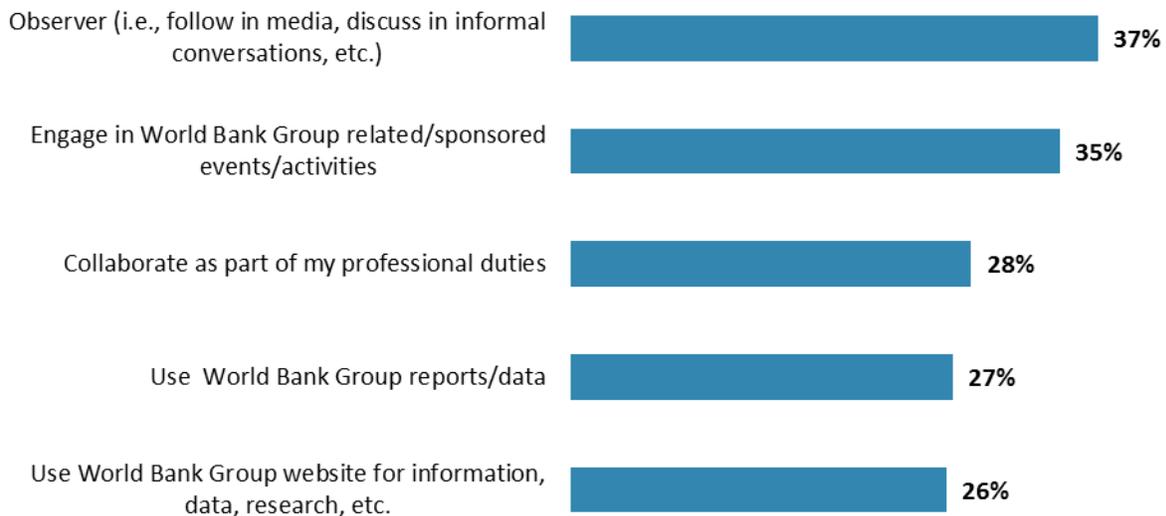
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Tajikistan, can be found in Appendix E (see page 89). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=262)



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

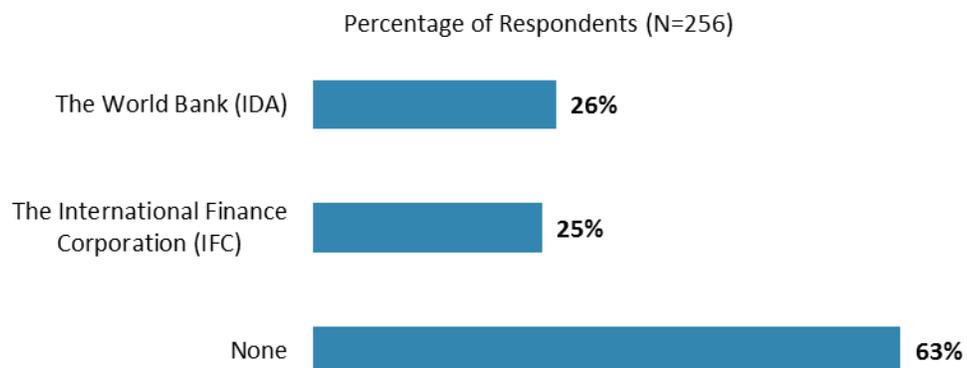
Percentage of Respondents (N=223)



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

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

#### Exposure to Agencies within the World Bank Group

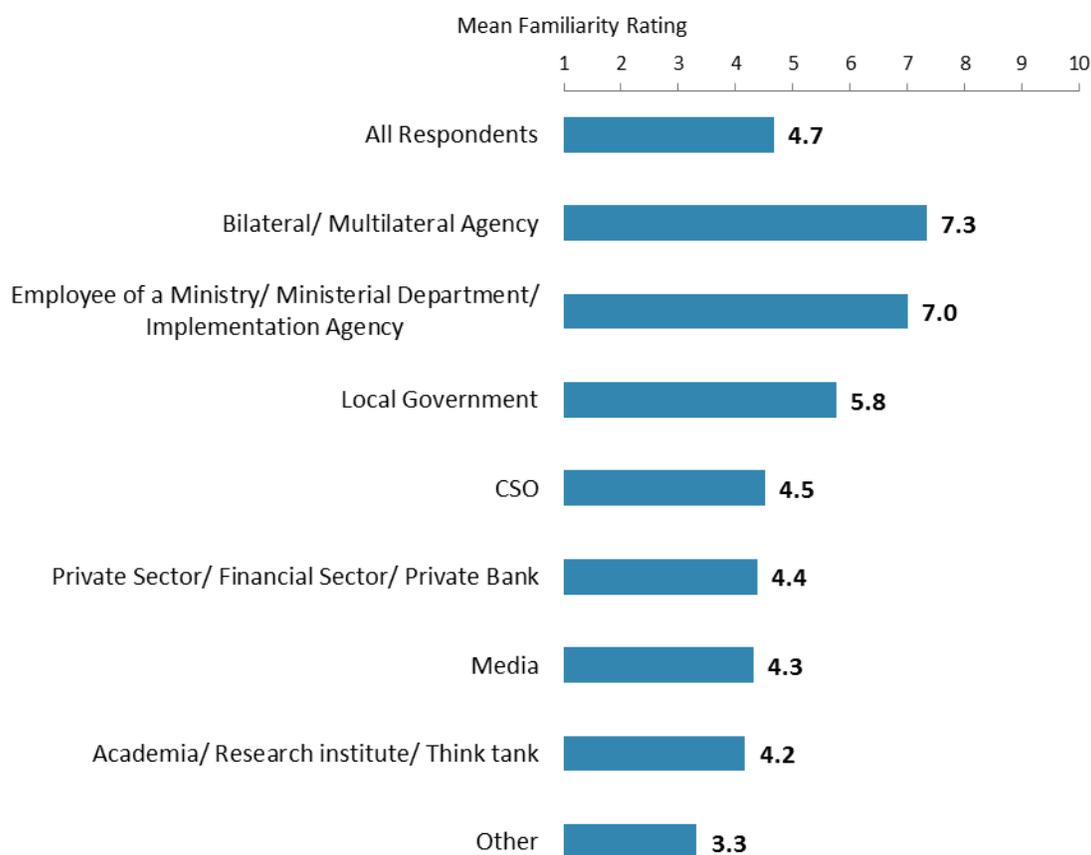


"Which of the following agencies of the World Bank Group do you work with in Tajikistan? (Select all that apply)." (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Across all respondents, familiarity with the World Bank Group received a mean rating of 4.7; this was significantly *lower* than the mean rating received in the FY '03 country survey (7.1).
- Respondents from bilateral/multilateral agencies and employees of ministries/ministerial departments/implementation agencies had the highest levels of familiarity with the WBG whereas respondents from other organizations had significantly lower levels of familiarity.
- Respondents from Dushanbe and other geographic locations had statistically similar levels of familiarity with the WBG in Tajikistan.
- Respondents who professionally collaborate/work with the WBG had significantly *higher* levels of familiarity than respondents who do not collaborate/work with the WBG.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Tajikistan, and significantly, moderately correlated with their perceptions of the WBG's relevance to Tajikistan's development, and the WBG's ability to help achieve development results in Tajikistan.

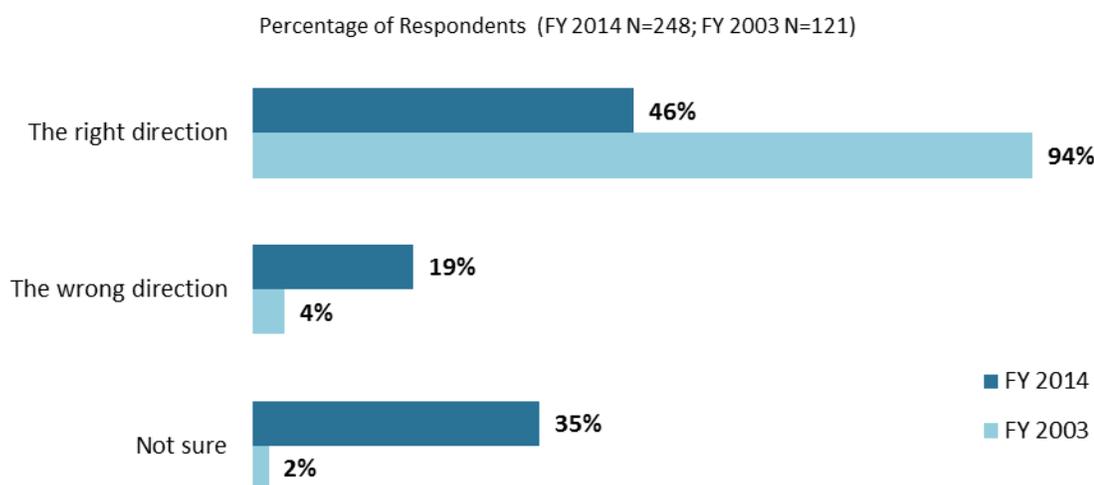


"How familiar are you with the work of the World Bank Group in Tajikistan?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Tajikistan

### Headed in the Right Direction

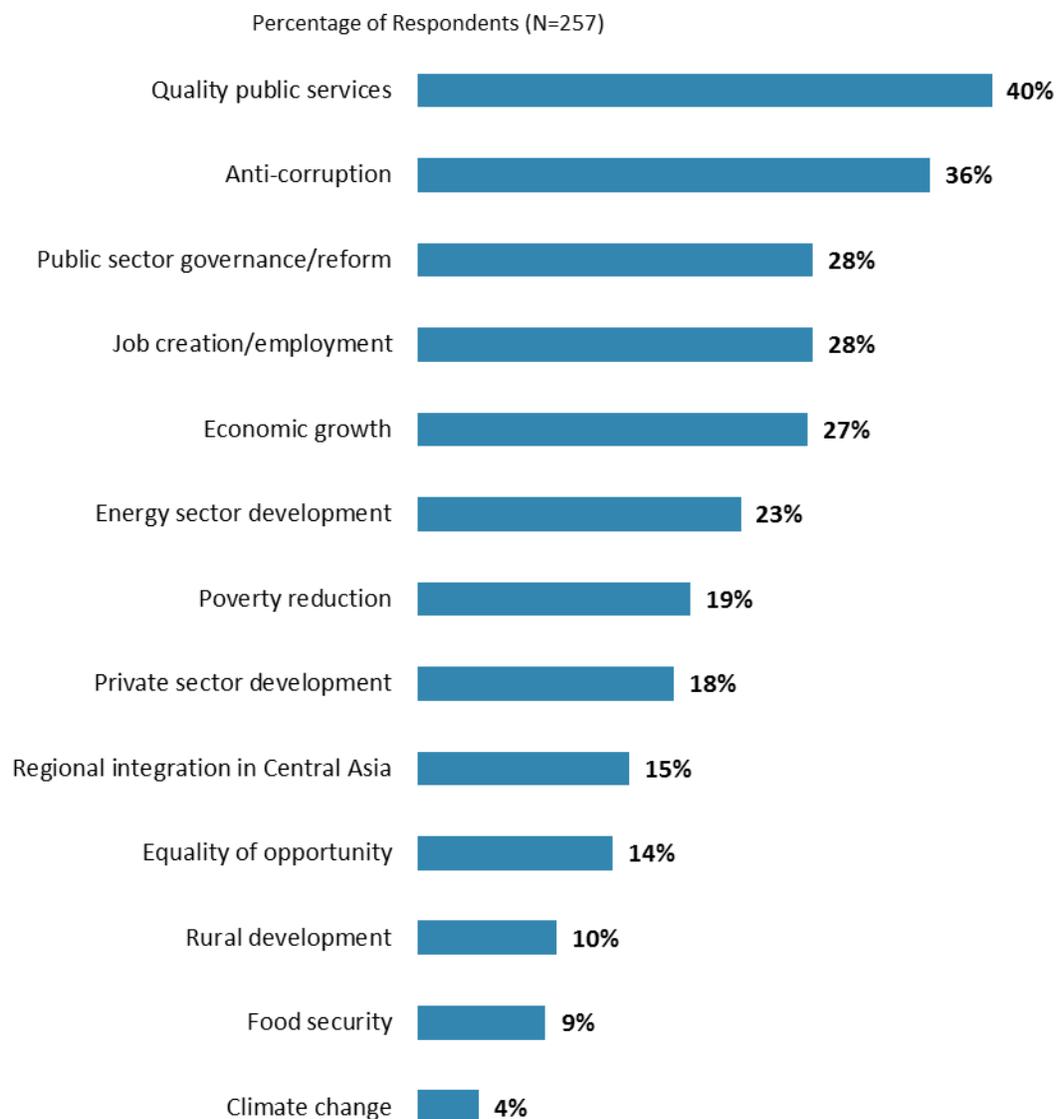
- Respondents in this year's country survey were significantly *less* likely to indicate that Tajikistan is headed in the right direction compared to respondents from the FY '03 country survey.
- A majority of respondents across stakeholder groups indicated that Tajikistan is headed in the right direction, except respondents from academia/research institutes/think tanks and other organizations who tended to indicate that Tajikistan is headed in the wrong direction, and respondents from the media who tended to indicate that they were not sure whether Tajikistan is headed in the right or wrong direction.



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

## IV. General Issues Facing Tajikistan (continued)

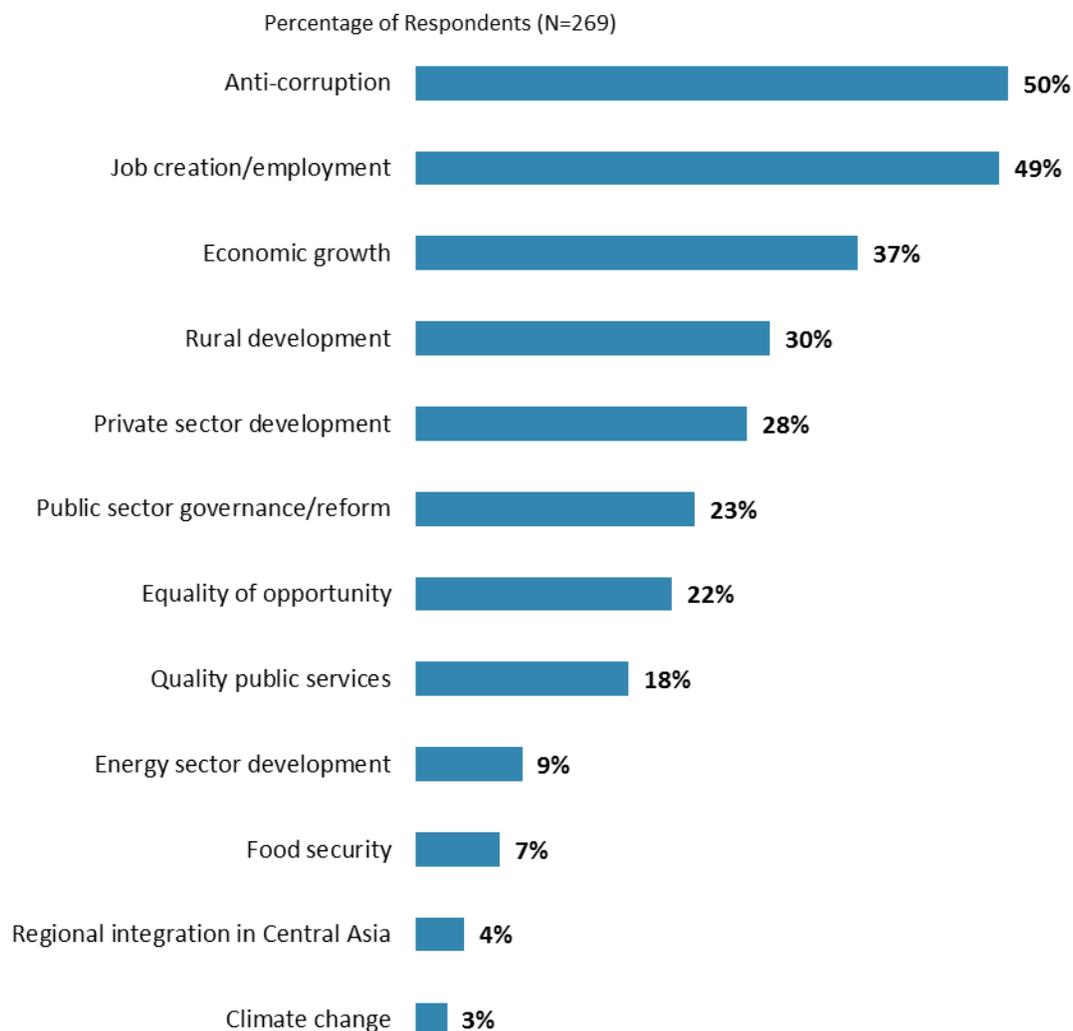
### Development Priority



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

## IV. General Issues Facing Tajikistan (continued)

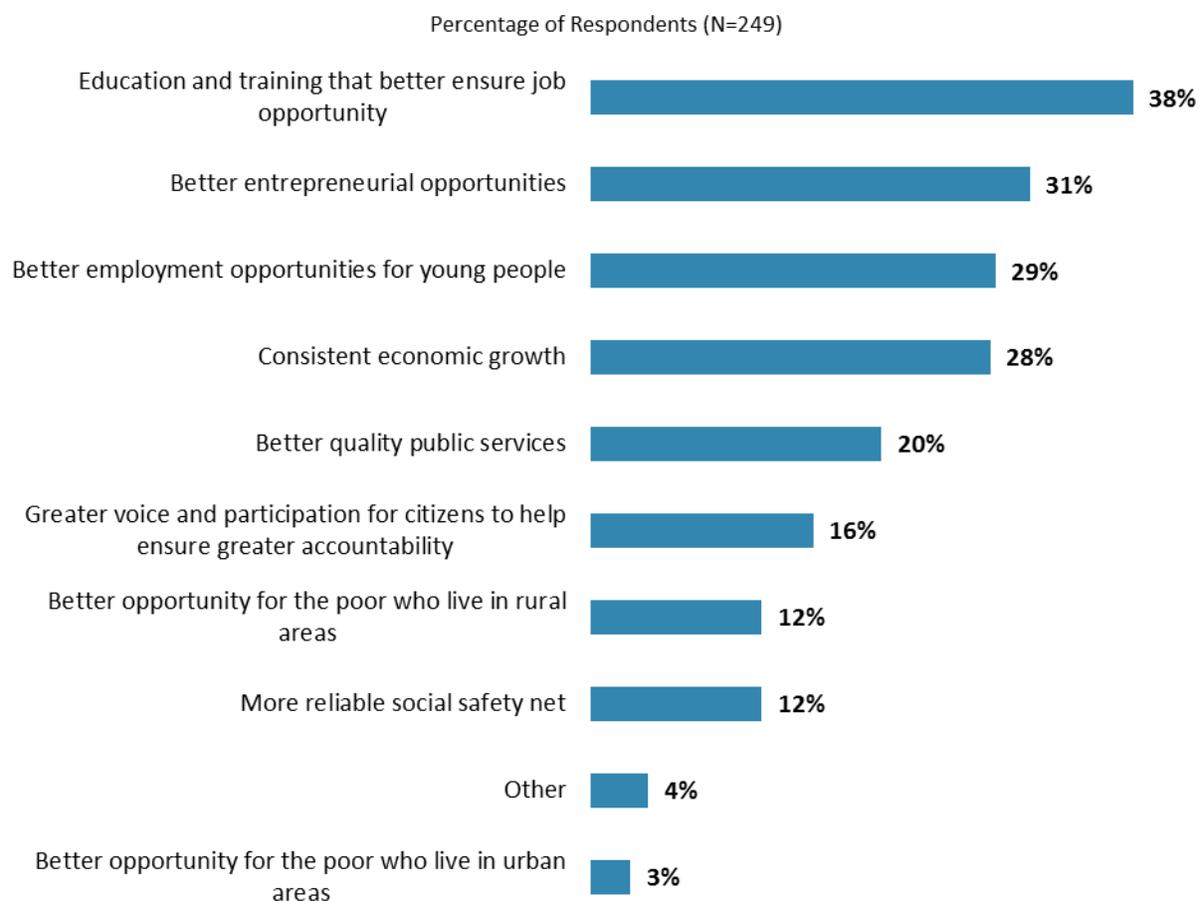
### What Would Contribute Most to Reducing Poverty



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

## IV. General Issues Facing Tajikistan (continued)

### Factors Contributing to “Shared Prosperity”

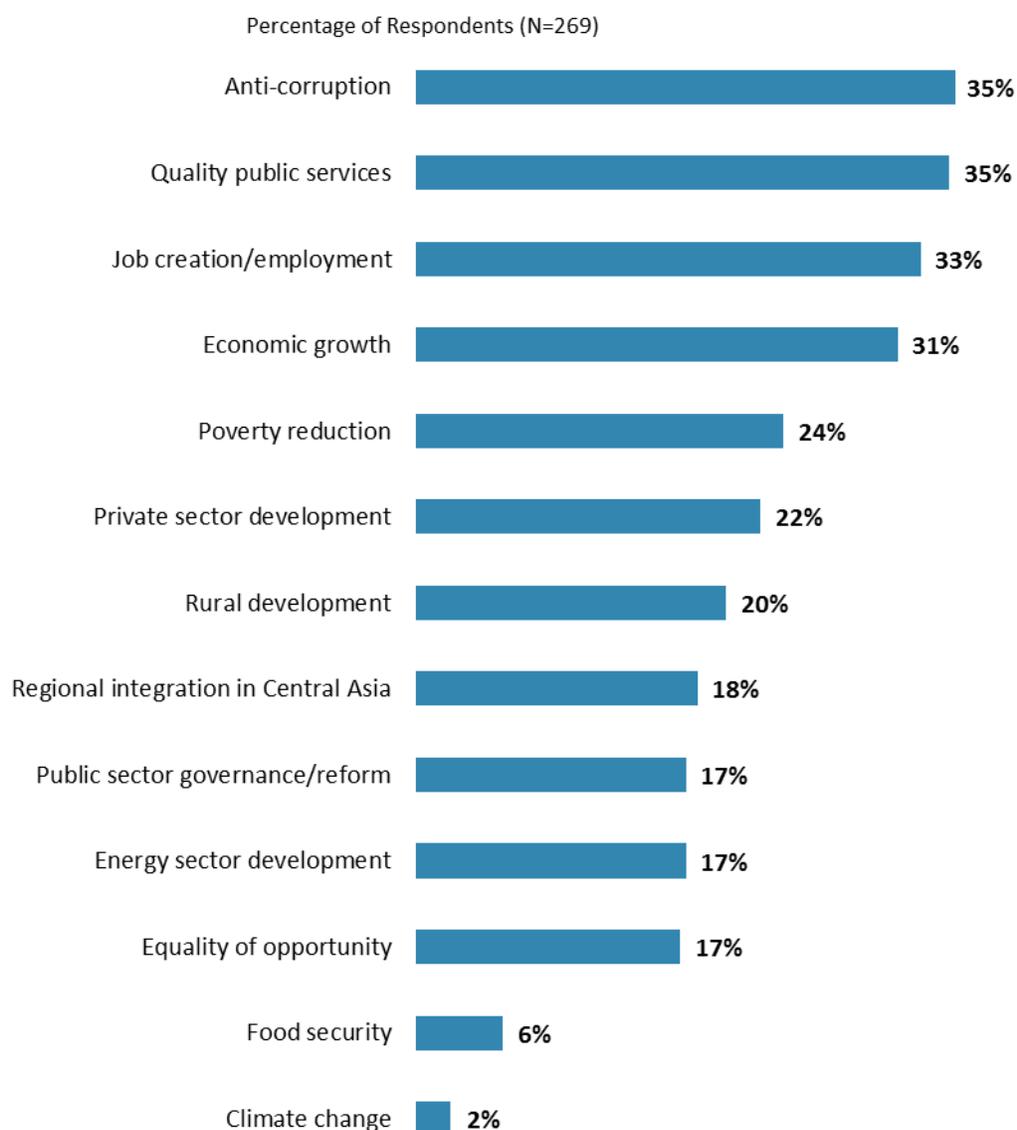


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources

- Respondents who professionally collaborate/work with the WBG tended to indicate that it would be most productive for the WBG to focus its attention and resources on anti-corruption (47%), quality public services (36%), economic growth (30%), rural development (29%), and job creation/employment (28%).



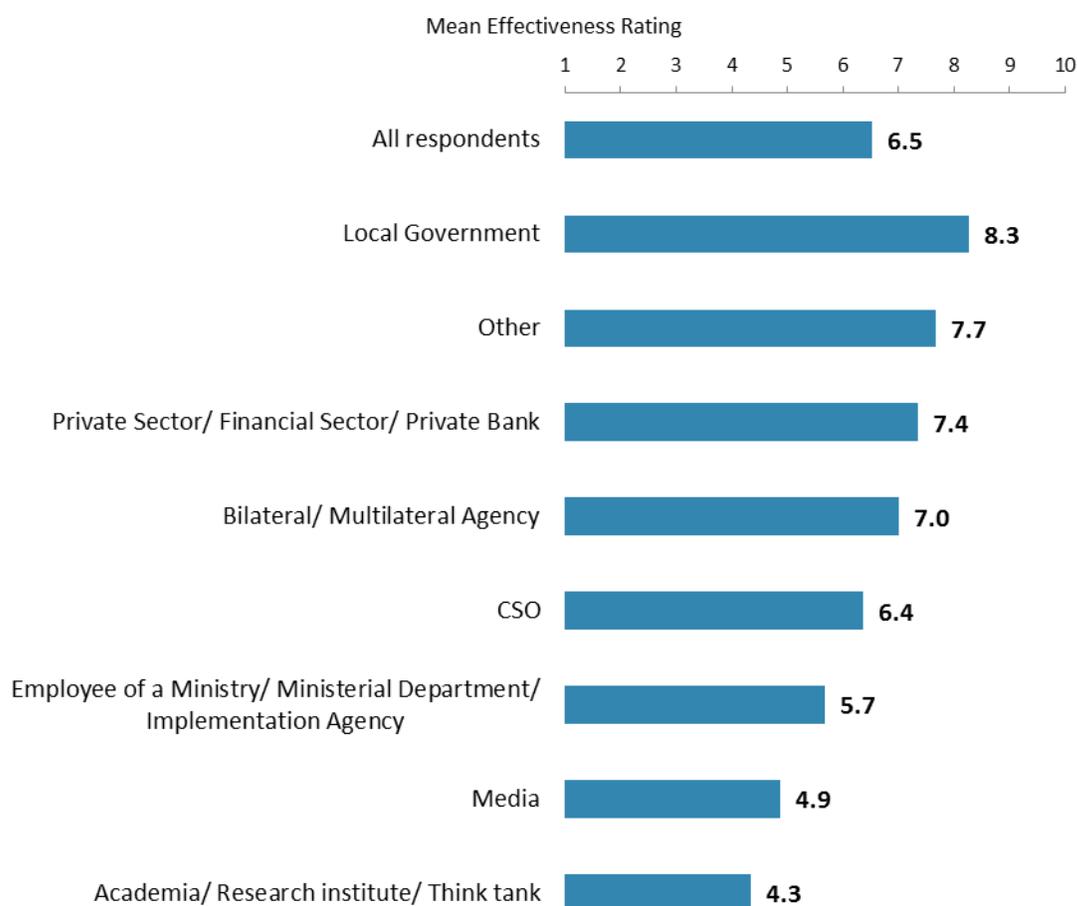
“When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which areas do you believe it should focus most of its resources (financial and knowledge services)? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

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

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

- The World Bank Group’s effectiveness in Tajikistan received a mean rating of 6.5 across all respondents. This was significantly *lower* than the mean rating received in the FY ’03 country survey (7.5).
- Respondents from local governments gave the highest ratings for the WBG’s effectiveness in Tajikistan whereas respondents from the media and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents from Dushanbe gave significantly *lower* ratings than respondents from other geographic locations.
- Respondents who professionally collaborate/work with the WBG gave significantly *higher* ratings than respondents who do not collaborate/work with the WBG.

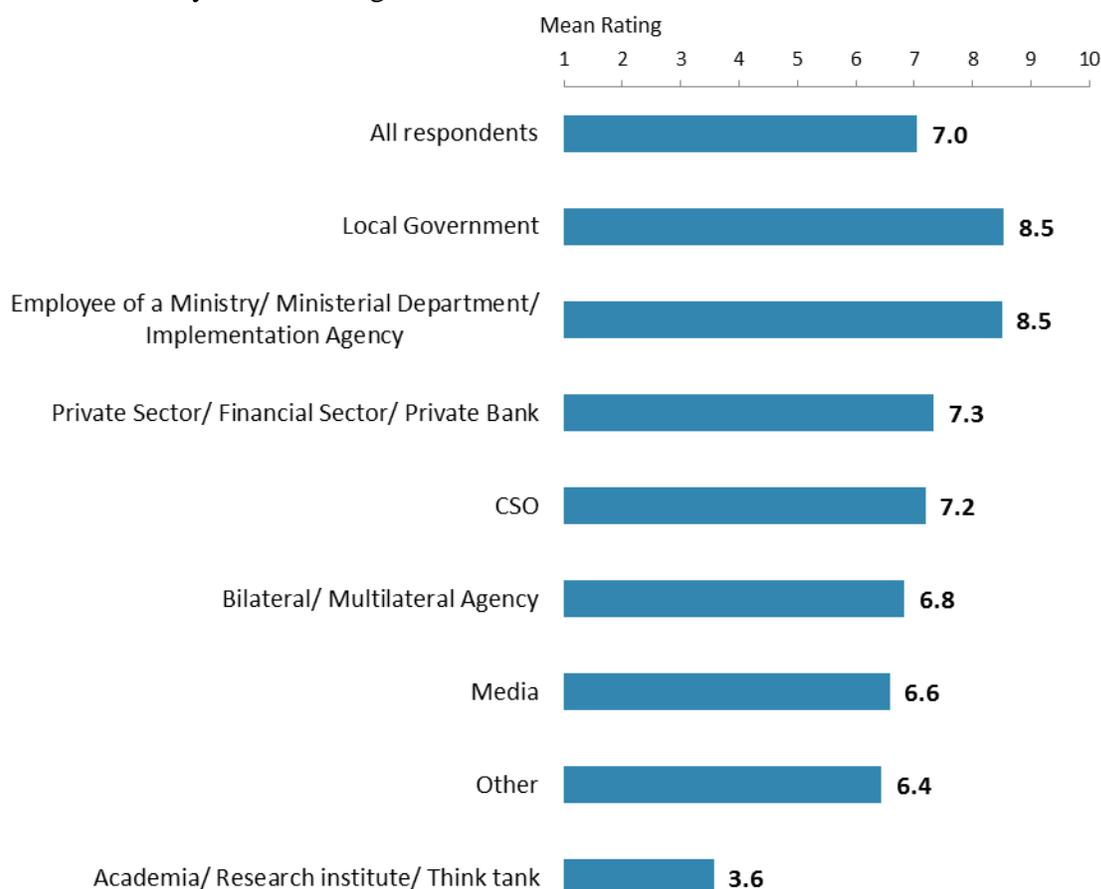


"Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan?"  
(1 - "Not effective at all", 10 - "Very effective")

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

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

- Respondents from local governments and employees of ministries/ministerial departments/implementation agencies gave the highest ratings for the WBG's work helping achieve development results in Tajikistan whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents from Dushanbe gave significantly *lower* ratings than respondents from other geographic locations.
- Respondents who do and do not professionally collaborate/work with the WBG gave statistically similar ratings.

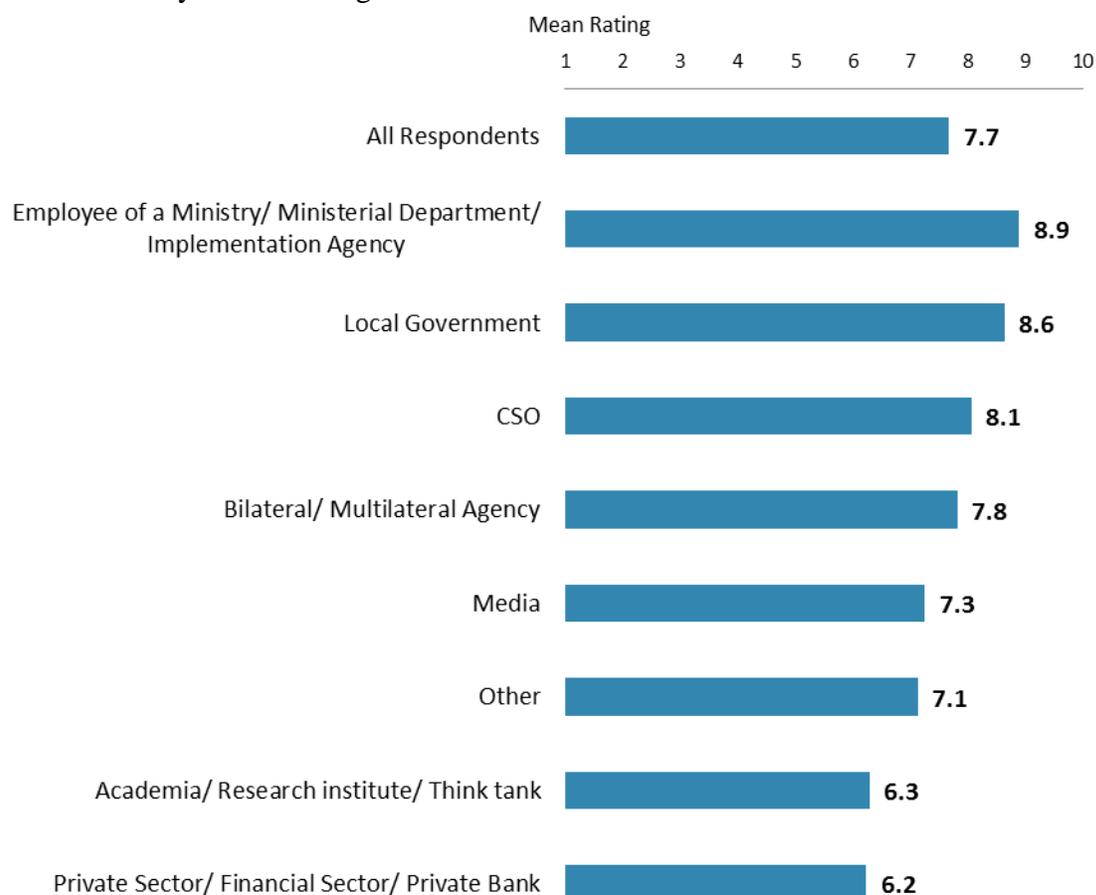


"To what extent does the World Bank Group's work help to achieve development results in Tajikistan?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

- Employees of ministries/ministerial departments/implementation agencies and respondents from local governments gave the highest ratings for the extent to which the WBG's staff is well prepared to help Tajikistan solve its most complicated development challenges whereas respondents from academia/research institutes/think tanks and the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents from Dushanbe gave significantly *lower* ratings than respondents from other geographic locations.
- Respondents who do and do not professionally collaborate/work with the WBG gave statistically similar ratings.

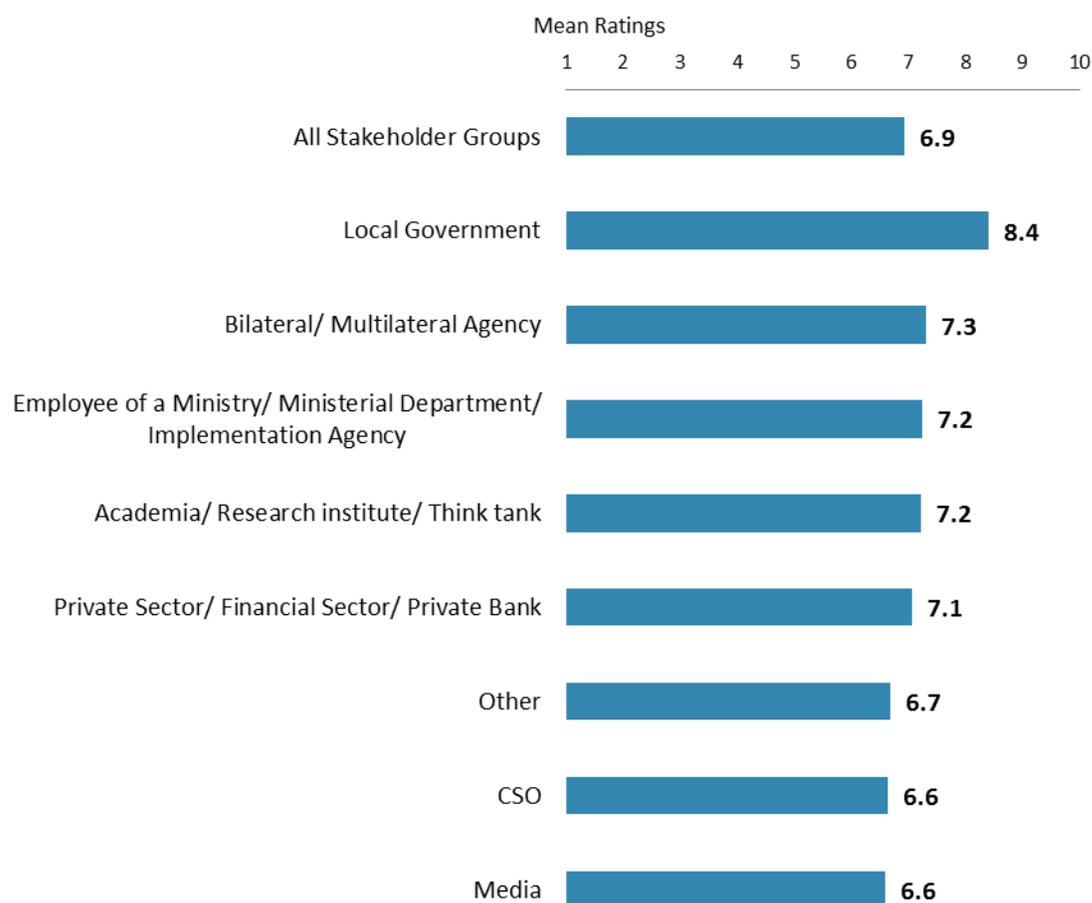


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Tajikistan solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

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

- There were significant differences across stakeholder groups in their aggregated responses to twenty-five indicator questions. Respondents from local governments gave the highest ratings whereas respondents from the media and CSOs gave significantly lower ratings.
- Responses to indicator questions across all stakeholder groups can be found in Appendix G, page 92.

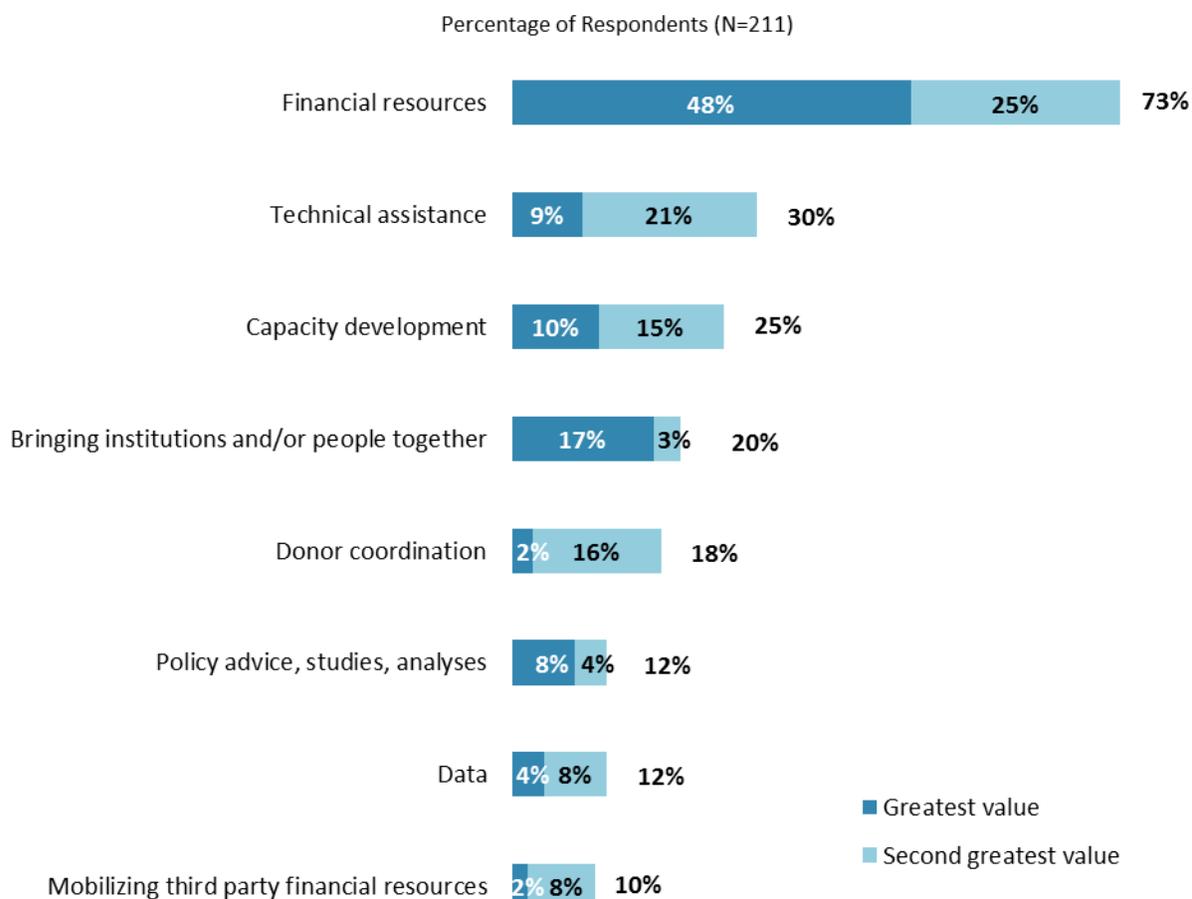


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty-five indicator questions can be found in Appendices F and G.

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

### Greatest Value

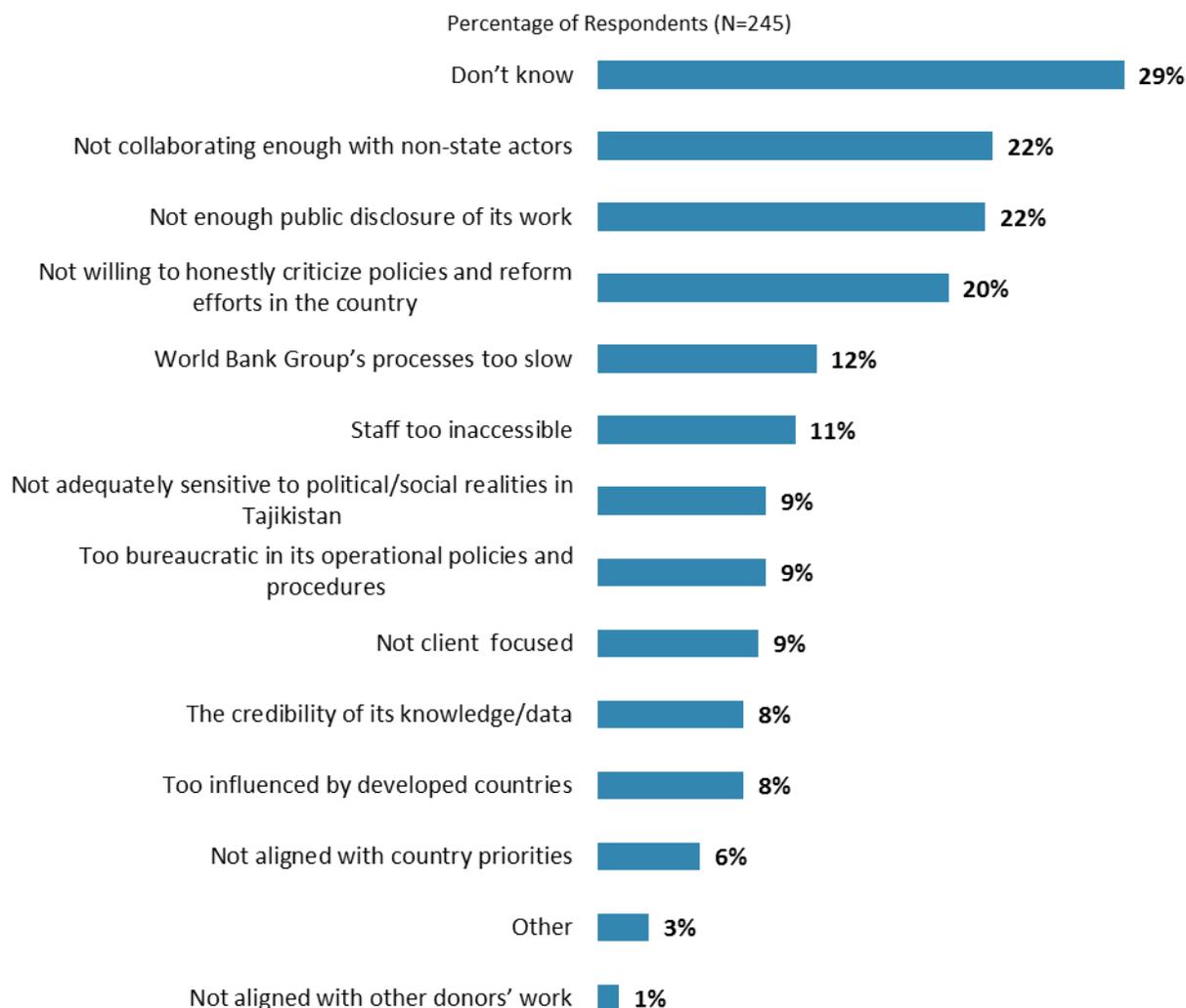


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tajikistan?" (Respondents chose from a list.)

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

### Greatest Weakness

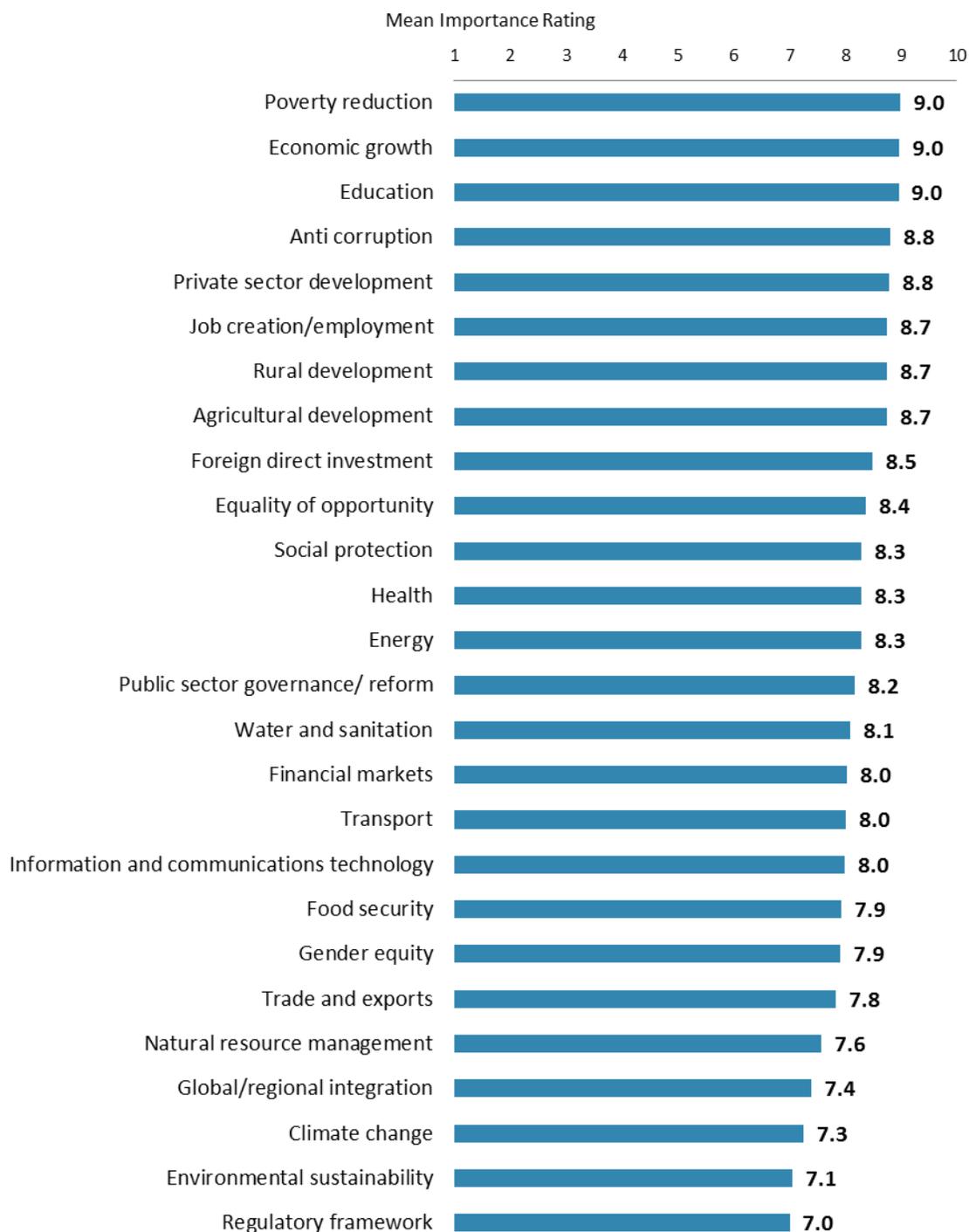
- Respondents who professionally collaborate/work with the WBG were significantly more likely to indicate that the WBG is “not collaborating enough with non-state actors” and “not willing to honestly criticize policies and reform efforts in the country” than respondents who do not professionally collaborate/work with the WBG.
- Respondents who do not professionally collaborate/work with the WBG were significantly more likely to respond “don’t know” and indicate that there is not enough public disclosure of the WBG’s work.



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

## VI. Sectoral Importance and Effectiveness

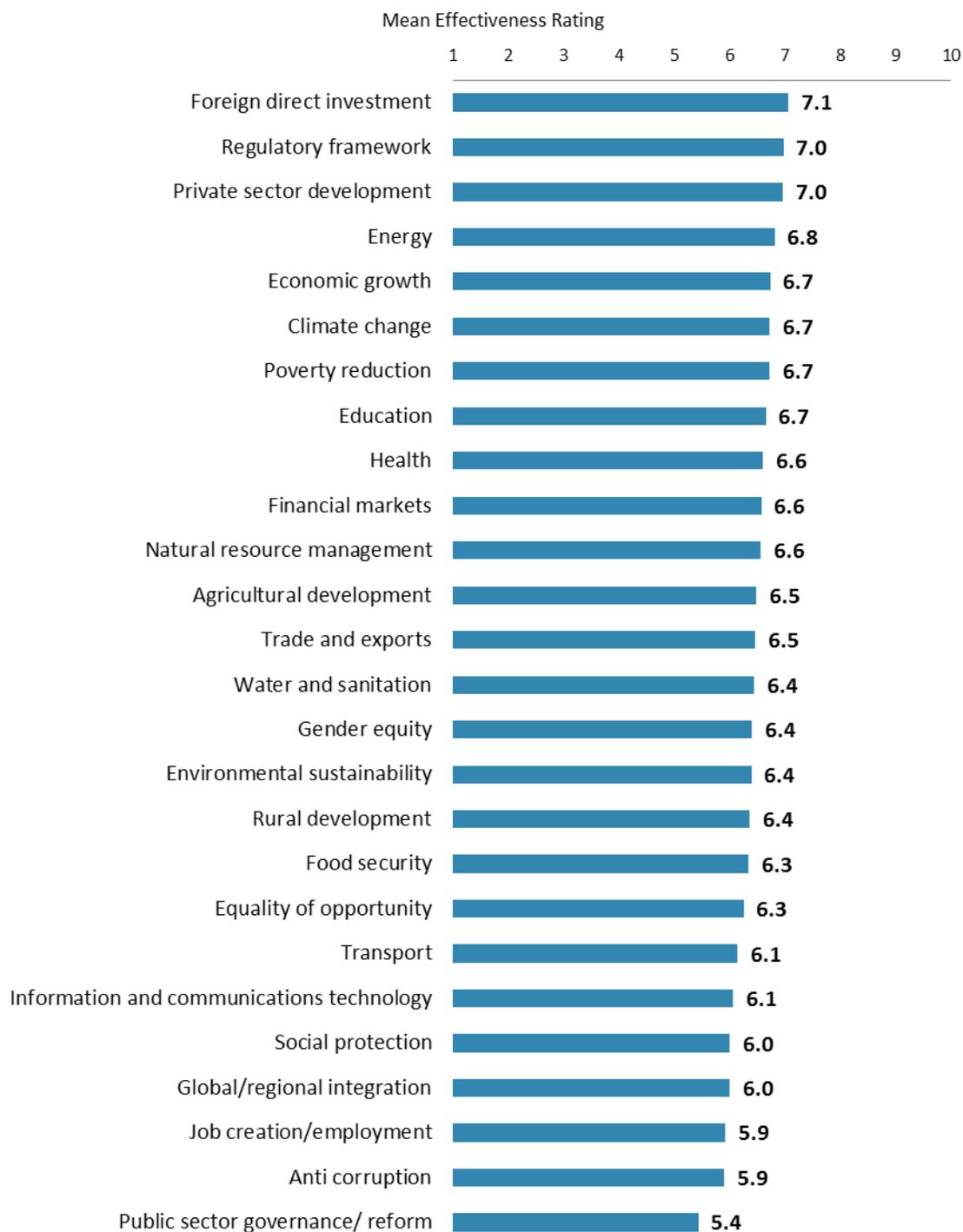
### Sectoral Importance



In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan? (1-"Not important at all", 10-"Very important")

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness



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

## VI. Sectoral Importance and Effectiveness (continued)

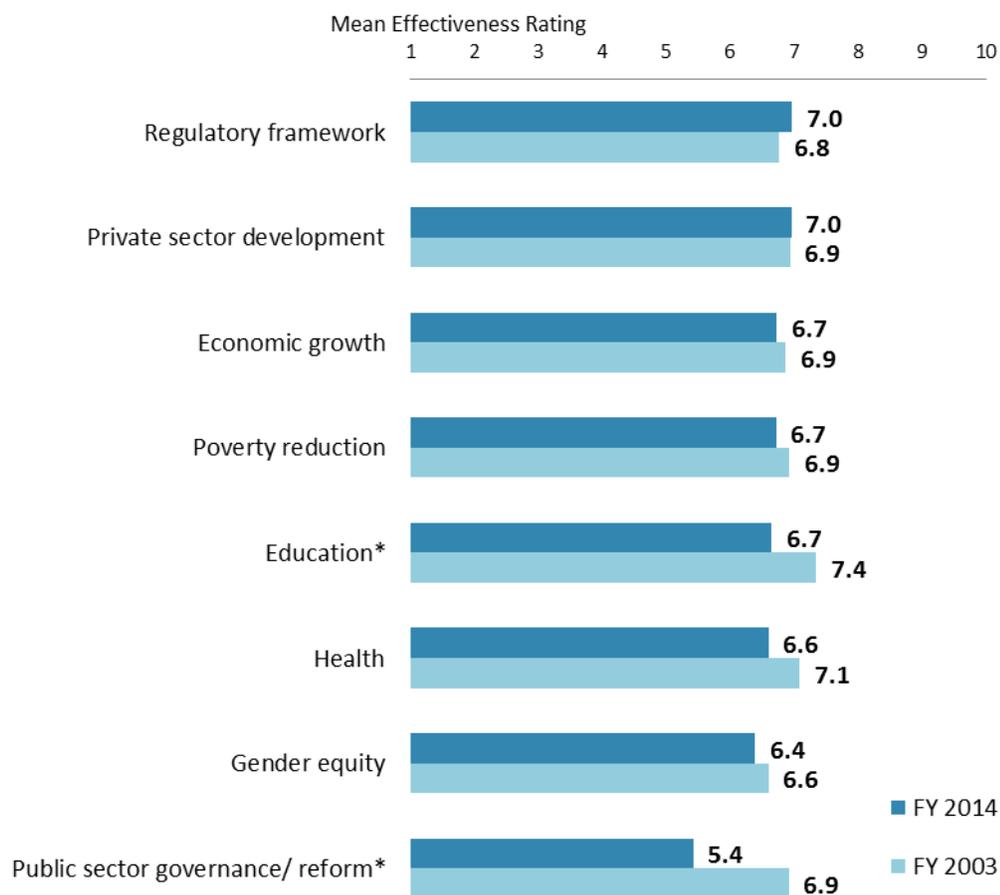
### Specific Areas of Effectiveness (continued)

- There were significant differences across stakeholder groups in their ratings of the WBG's effectiveness across most of these twenty-six development areas in Tajikistan. For the most part, respondents from local governments, bilateral/multilateral agencies, and CSOs tended to give *higher* ratings for the WBG's effectiveness, whereas respondents from academia/research institutes/think tanks tended to give significantly *lower* ratings.
- There were significant differences across geographic locations in respondents' ratings of the WBG's effectiveness across all of these twenty-six development areas. Respondents from Dushanbe tended to give significantly *lower* ratings than respondents from other geographic locations.
- There were significant differences in ratings of stakeholders who professionally collaborate/work with the WBG and those who do not collaborate/work with the WBG across eleven of these twenty-six development areas. For the most part, respondents who professionally collaborate/work with the WBG tended to give *lower* ratings for the WBG's effectiveness than those who do not. Those areas with significant differences were:
  - "Information and communications technology";
  - "Transport";
  - "Gender equity";
  - "Private sector development";
  - "Foreign direct investment";
  - "Trade and exports";
  - "Economic growth";
  - "Energy";
  - "Job creation/employment";
  - "Equality of opportunity"; and
  - "Global/regional integration".
- Education specialists (who comprise 19 percent of the sample) gave statistically similar ratings for the WBG's effectiveness in the education sector as compared to other respondents.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 51) that primarily informed stakeholders responded to this question.
- Responses across all stakeholder groups, geographic locations, and levels of collaboration with the WBG can be found in the Appendix.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *lower* ratings for the WBG's effectiveness in "education" and "public sector governance/reform" compared to respondents in the FY'03 country survey.



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

\*Significantly different between FY 2014 and FY 2003

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

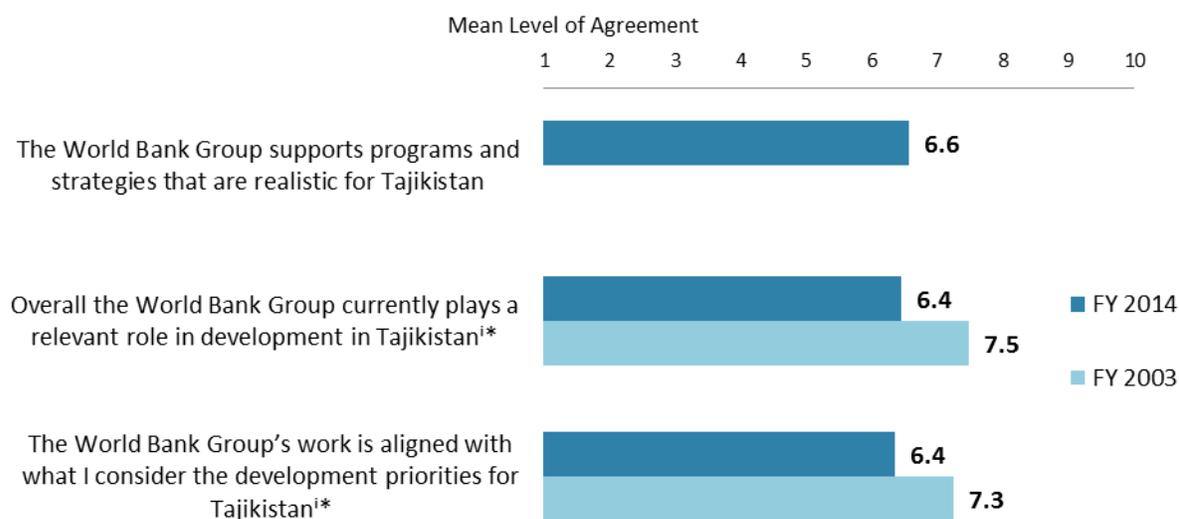
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Tajikistan. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at anti-corruption;
  - The WBG's effectiveness at rural development;
  - The WBG's effectiveness at social protection; and
  - The WBG's effectiveness at transport.
  
- **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 WBG's ability to help achieve development results in Tajikistan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at anti-corruption;
  - The WBG's effectiveness at transport;
  - The WBG's effectiveness at poverty reduction; and
  - The WBG's effectiveness at water and sanitation.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Tajikistan

- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG plays a relevant role in development in Tajikistan and that its work is aligned with what stakeholders consider the development priorities for the country compared to respondents in the FY '03 country survey.
- There were significant stakeholder group differences in their levels of agreement across all of these areas of the WBG's work. Respondents from bilateral/multilateral agencies 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 geographic locations had statistically similar levels of agreement with these statements (including the indicator questions).
- Respondents who professionally collaborate/work with the WBG had significantly *higher* levels of agreement with the indicator statement "*Overall the WBG currently plays a relevant role in development in Tajikistan*" than respondents who do not collaborate/work with the WBG.



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

<sup>\*</sup>Significantly different between FY 2014 and FY 2003

<sup>i</sup>Indicator Question

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

### Overall Perceptions

- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG treats clients and stakeholders in Tajikistan with respect, disburses funds promptly, and effectively monitors and evaluates the projects and programs it supports compared to respondents from the FY '03 country survey.
- Respondents across all stakeholder groups had statistically similar levels of agreement with the indicator questions.
- Respondents from Dushanbe had significantly *lower* levels of agreement that the WBG takes decisions quickly in Tajikistan than respondents from other geographic locations.



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

\*Significantly different between FY 2014 and FY 2003

<sup>1</sup>Indicator Question

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

### Overall Perceptions (continued)

- Respondents who professionally collaborate/work with the WBG had significantly *higher* levels of agreement that the WBG treats clients and stakeholders in Tajikistan with respect than respondents who do not collaborate/work with the WBG.
- Respondents who professionally collaborate/work with the WBG had significantly *lower* levels of agreement that the WBG's approvals and reviews are done in a timely fashion, that the WBG disburses funds promptly, and that the WBG takes decisions quickly in Tajikistan compared to respondents who do not collaborate/work with the WBG.



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

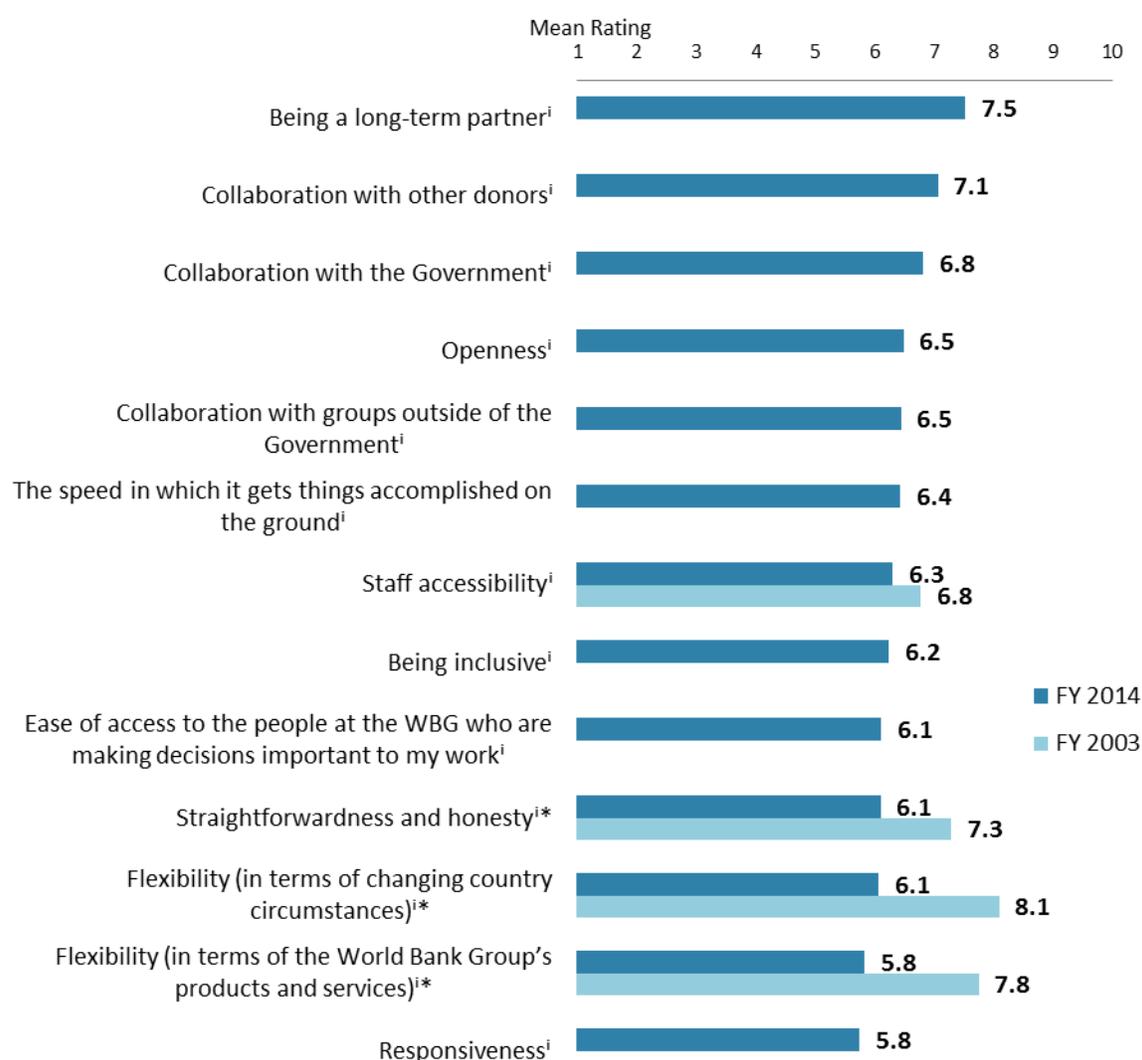
\*Significantly different between stakeholders who do and do not collaborate with the WBG professionally

<sup>i</sup>Indicator Question

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

### The World Bank Group as an Effective Development Partner

- Respondents in this year's country survey gave significantly *lower* ratings than respondents in FY '03 for the following qualities of the WBG as an effective development partner: straightforwardness and honesty, flexibility in terms of changing country circumstances and flexibility in terms of the WBG's products and services.
- Respondents who professionally collaborate/work with the WBG gave significantly *lower* ratings for the WBG being a long-term partner and significantly *higher* ratings for the WBG's openness than respondents who do not collaborate/work with the WBG.
- Respondents across stakeholder groups and geographic locations gave significantly different ratings for a number of these qualities (see Appendix B and C for details).



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

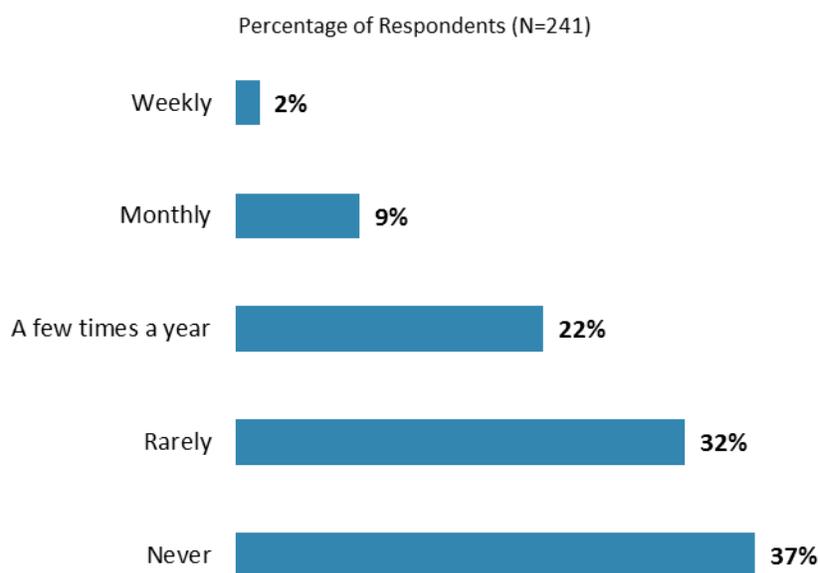
\*Significantly different between FY 2014 and FY 2003

<sup>i</sup>Indicator Question

## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Respondents from bilateral/multilateral agencies, local governments, academia/research institutes/think tanks, and CSOs tended to indicate that they consulted WBG's knowledge *more often* than respondents from other stakeholder groups.
- Respondents who professionally collaborate/work with the WBG tended to indicate that they consulted WBG's knowledge *more often* than respondents who do not collaborate/work with the WBG.

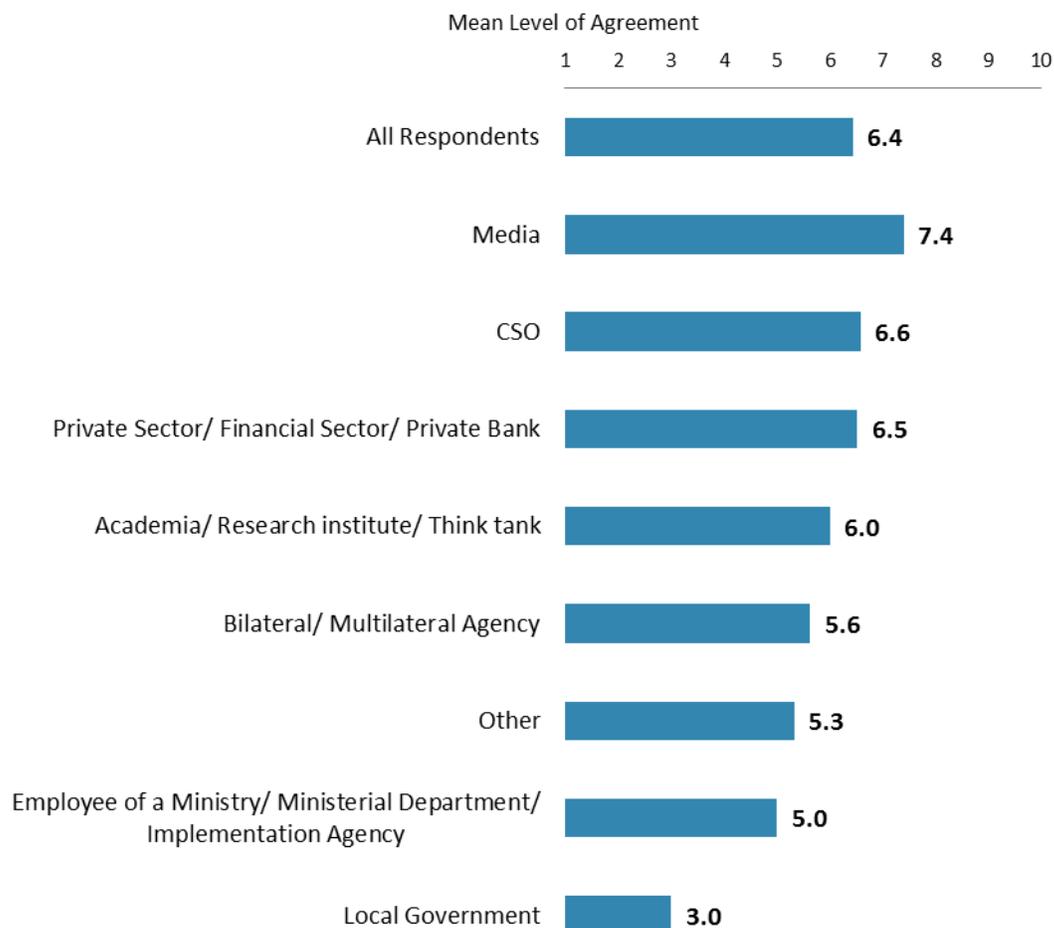


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group meets Tajikistan's needs for knowledge services.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement.

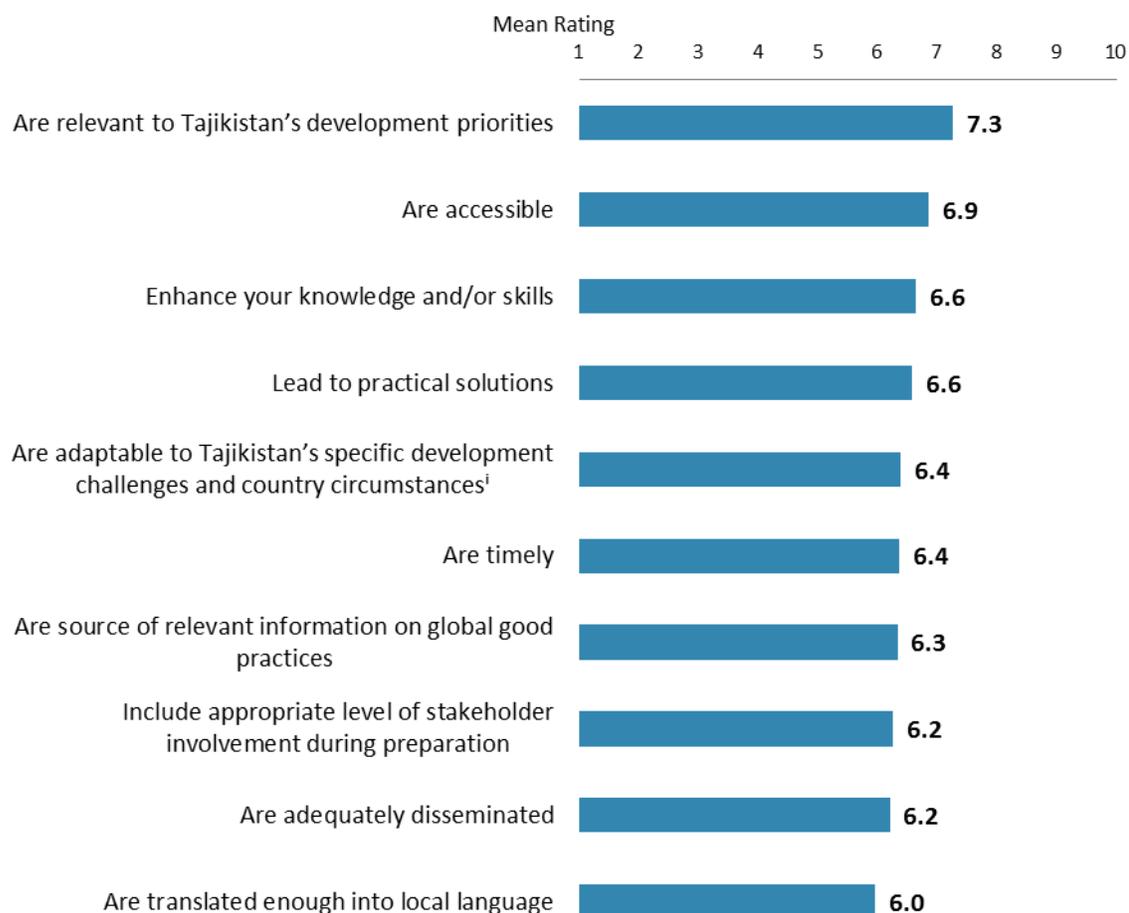


"The World Bank Group meets Tajikistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- There were significant stakeholder group differences in their ratings across five of these qualities of the WBG's knowledge work and activities: relevance to Tajikistan's development priorities, accessibility, enhancing knowledge and/or skills, leading to practical solutions, and including appropriate level of stakeholder involvement during preparation (see Appendix B for details).
- Respondents who professionally collaborate/work with the WBG gave significantly *lower* ratings for the WBG's knowledge leading to practical solutions, being timely and translated enough into local language than respondents who do not collaborate/work with the WBG.
- Respondents in this year's country survey gave statistically similar ratings for the indicator question compared to respondents in the FY '03 country survey. Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings for the indicator question.



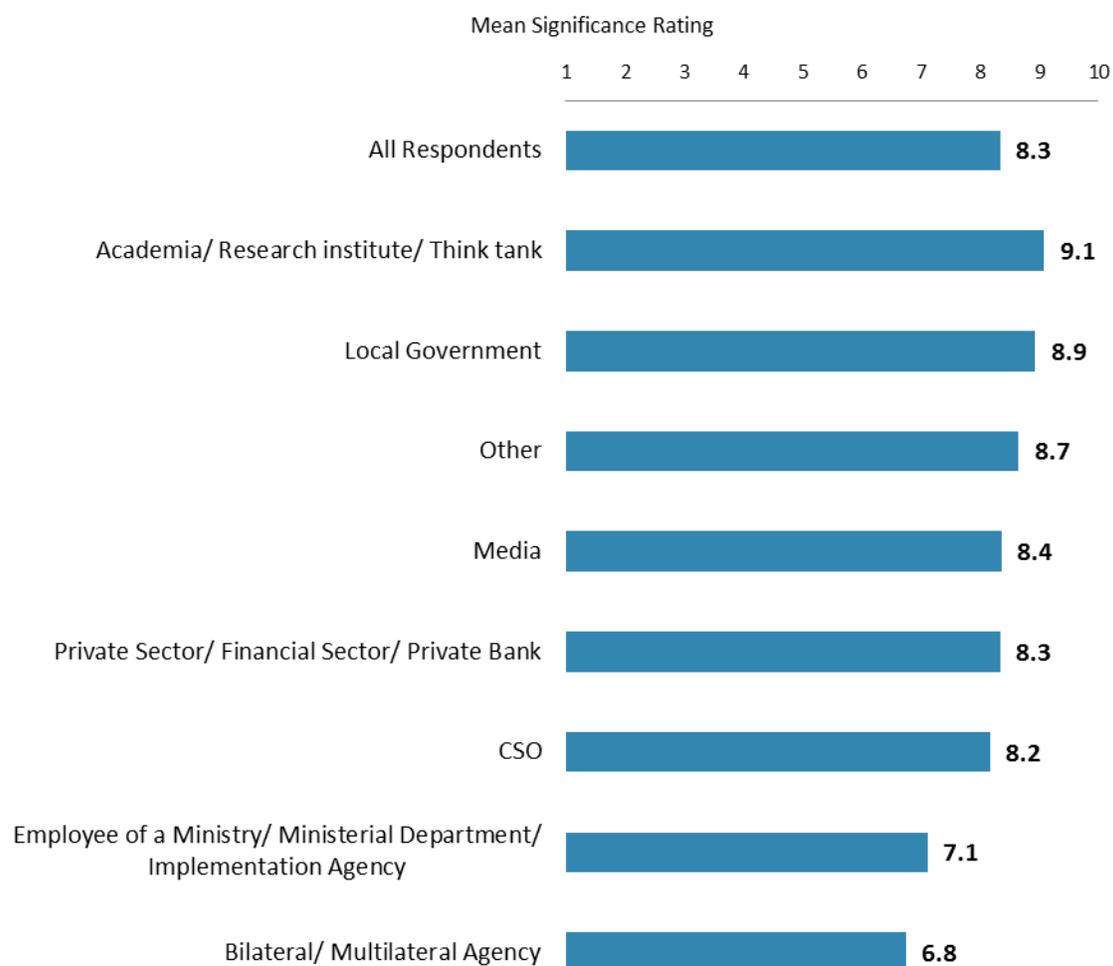
"In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>i</sup>Indicator Question

## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Tajikistan.
- Respondents from Dushanbe gave significantly *lower* ratings than respondents from other geographic locations.
- Respondents who do and do not professionally collaborate/work with the WBG gave statistically similar ratings.

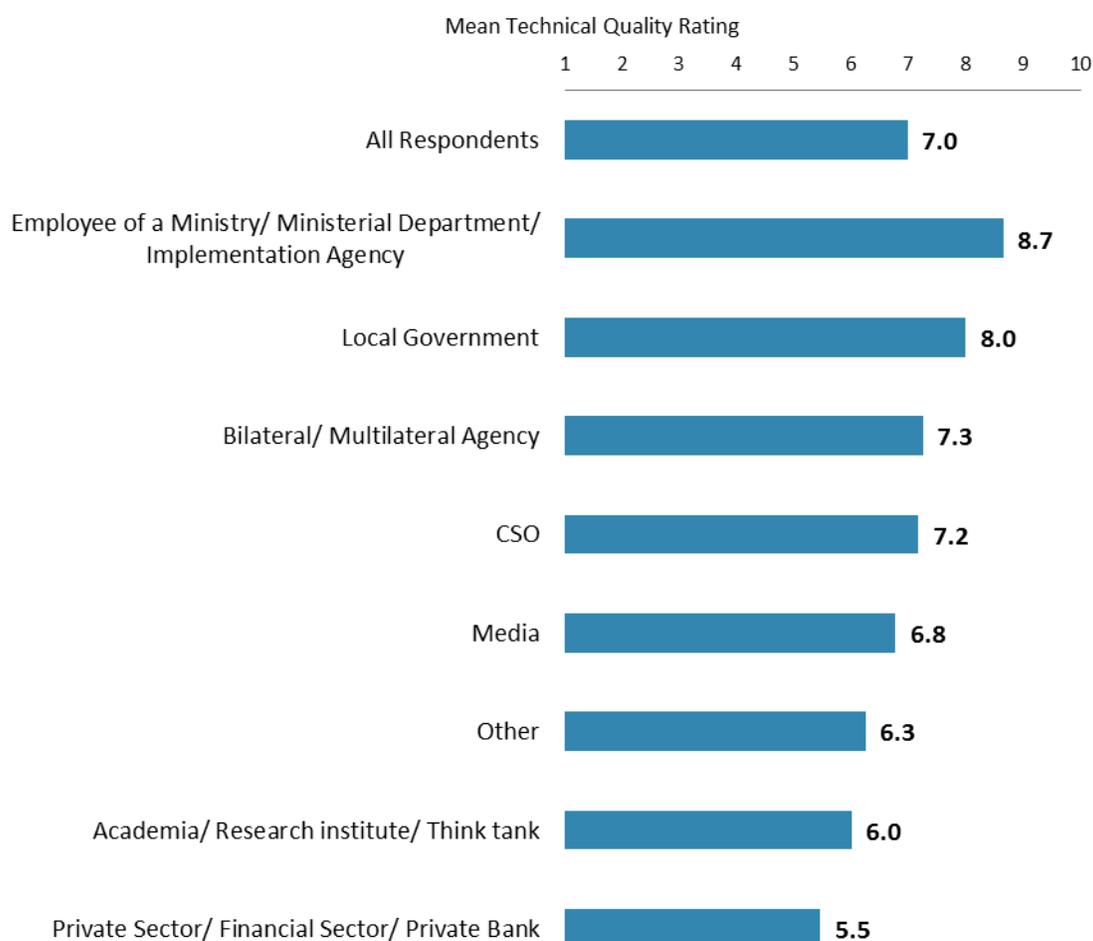


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
 (1-"Not significant at all", 10-"Very significant")

## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Employees of ministries/ministerial departments/implementation agencies and respondents from local governments gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents from Dushanbe gave significantly *lower* ratings than respondents from other geographic locations.
- Respondents who do and do not professionally collaborate/work with the WBG gave statistically similar ratings.

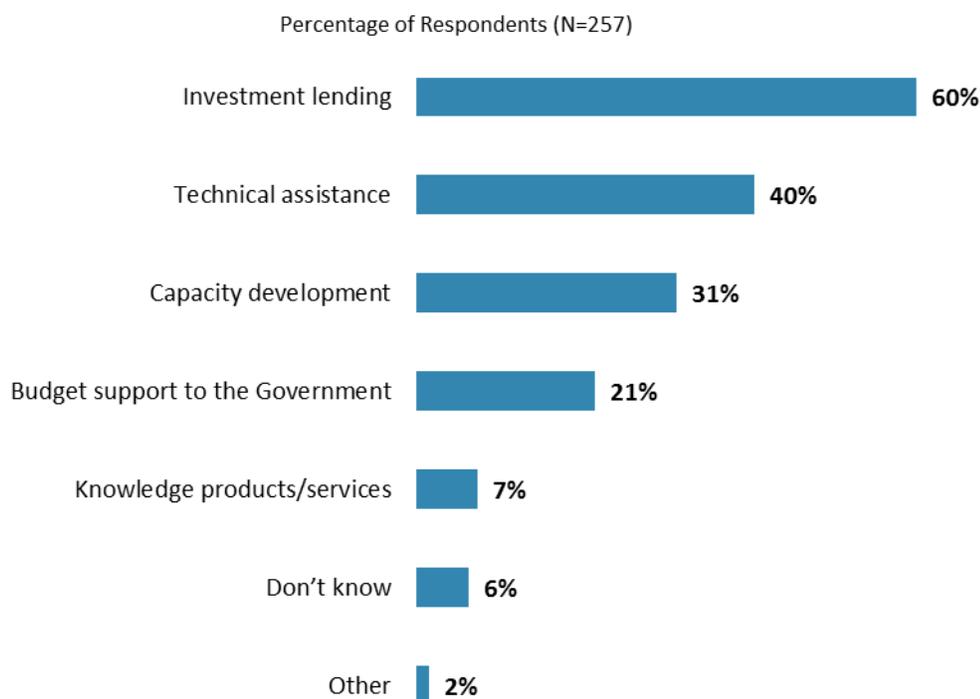


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- While a majority of respondents across stakeholder groups tended to indicate “investment lending” as the WBG’s most effective instrument, respondents from CSOs tended to indicate “technical assistance”, respondents from bilateral/multilateral agencies tended to be split indicating “investment lending” and “capacity development”, and employees of ministries/ministerial departments/implementation agencies tended to indicate “budget support to the Government” as the WBG’s most effective instrument in reducing poverty.
- A majority of respondents who professionally collaborate/work with the WBG tended to indicate “investment lending” as the WBG’s most effective instrument.

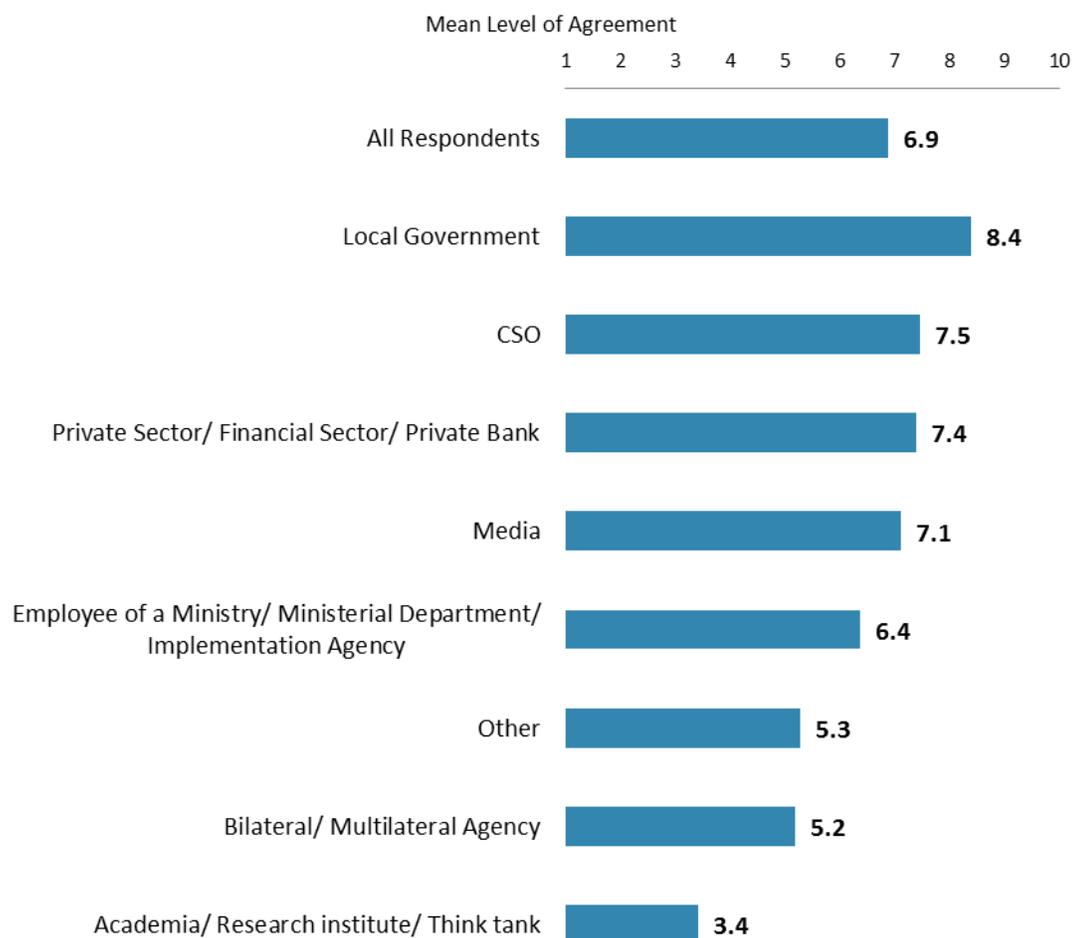


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tajikistan? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- Respondents from local governments had the highest levels of agreement that the WBG's financial instruments meet Tajikistan's needs whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement.

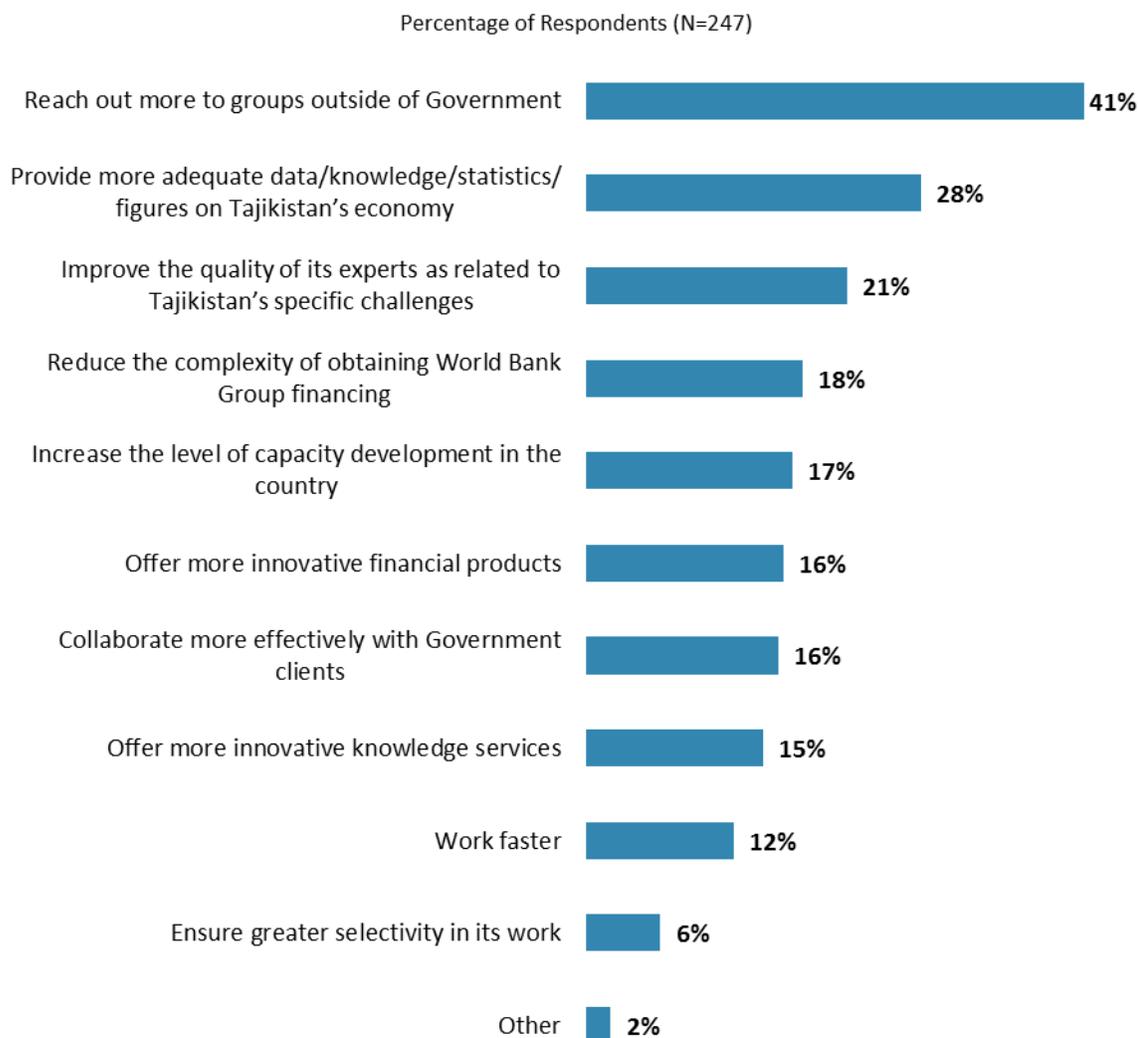


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Tajikistan" (1-"Strongly disagree", 10-"Strongly agree")

## IX. The Future Role of the World Bank Group in Tajikistan

### Making the World Bank Group of Greater Value

- A majority of respondents from bilateral/multilateral agencies, academia/research institutes/think tanks, and CSOs tended to indicate that the WBG should reach out more to groups outside of the Government to make itself of greater value in Tajikistan.
- A majority of respondents who professionally collaborate/work with the WBG tended to indicate that the WBG should reach out more to groups outside of the Government.

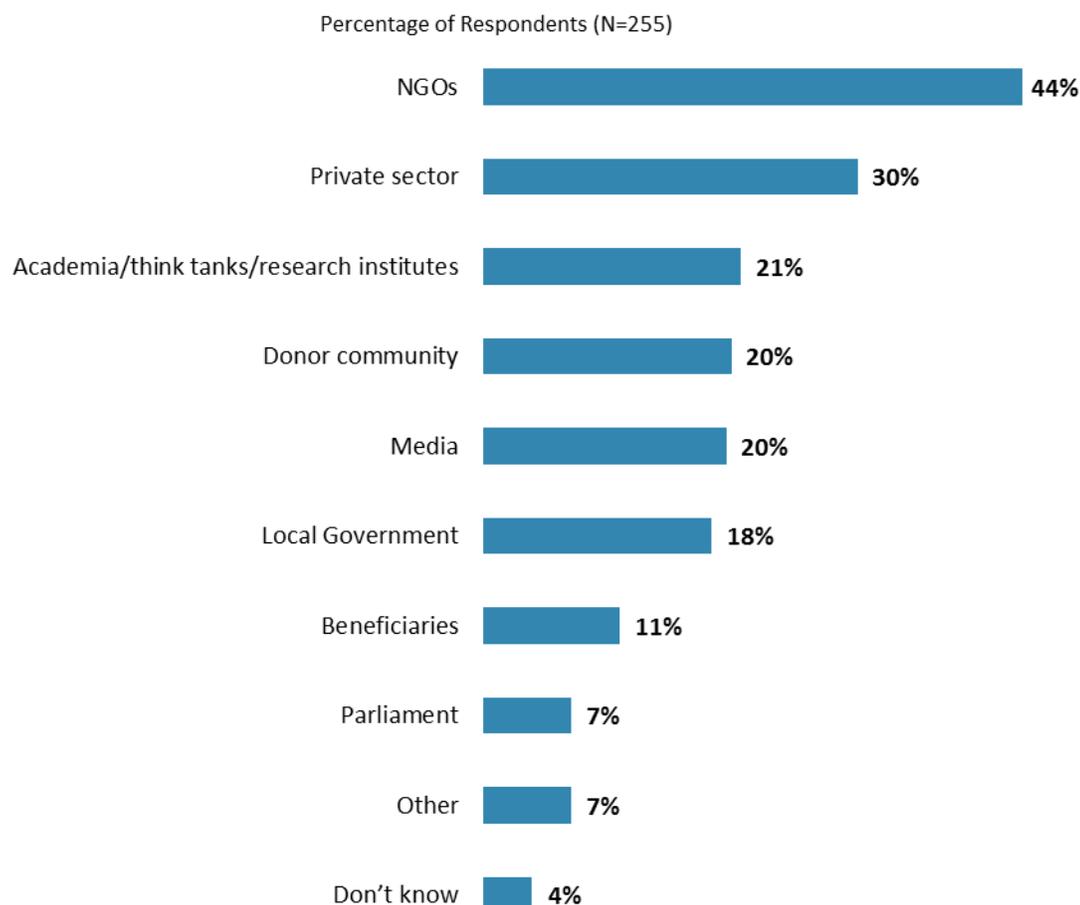


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Tajikistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the WBG in Tajikistan (continued)

### Collaborating with Stakeholders in Tajikistan

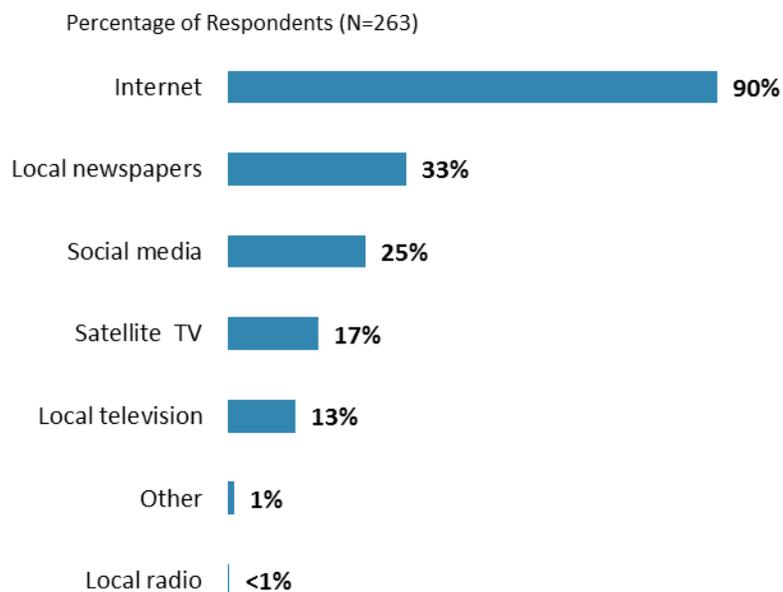
- A majority of respondents who professionally collaborate/work with the WBG tended to indicate that the WBG should work more with NGOs in Tajikistan to ensure better development results in the country.



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

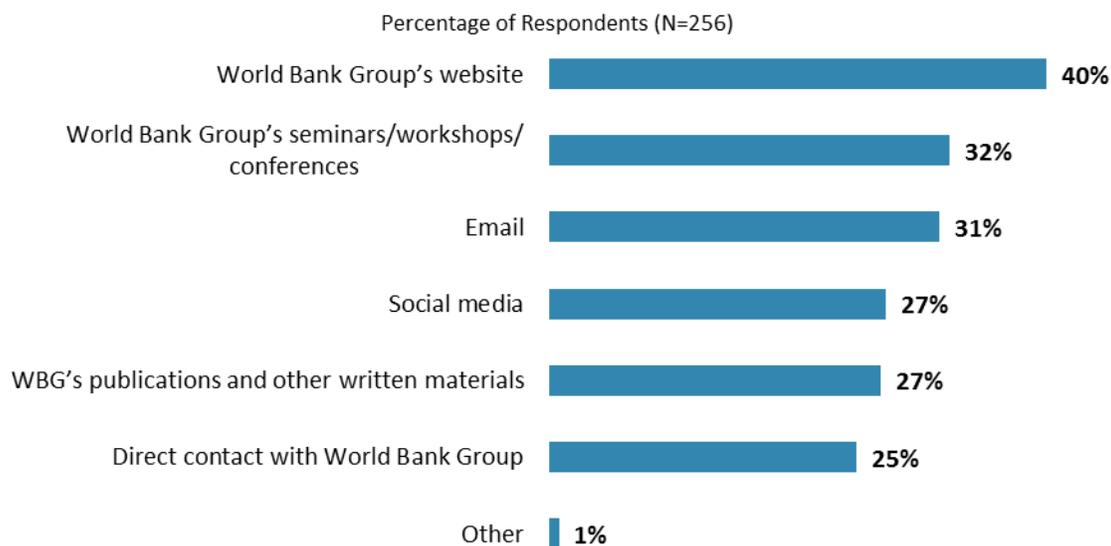
## X. Communication and Openness

### General Information Sources



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

### Preferred Information Sources

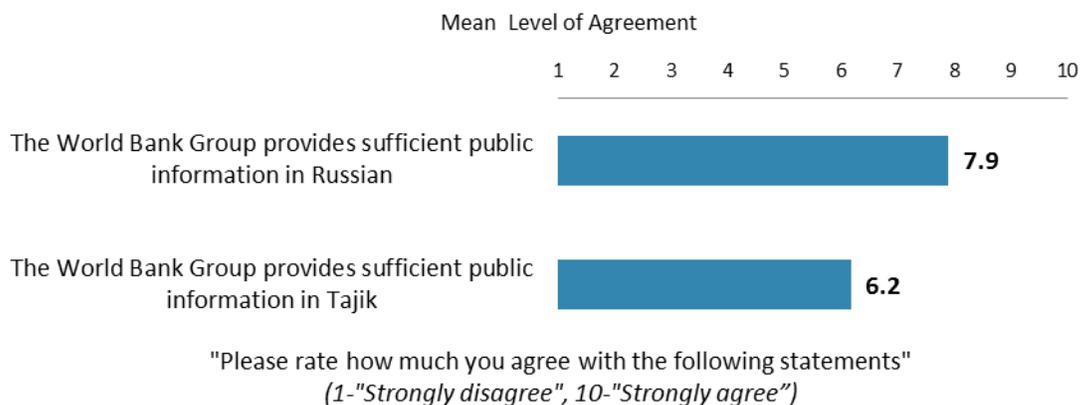
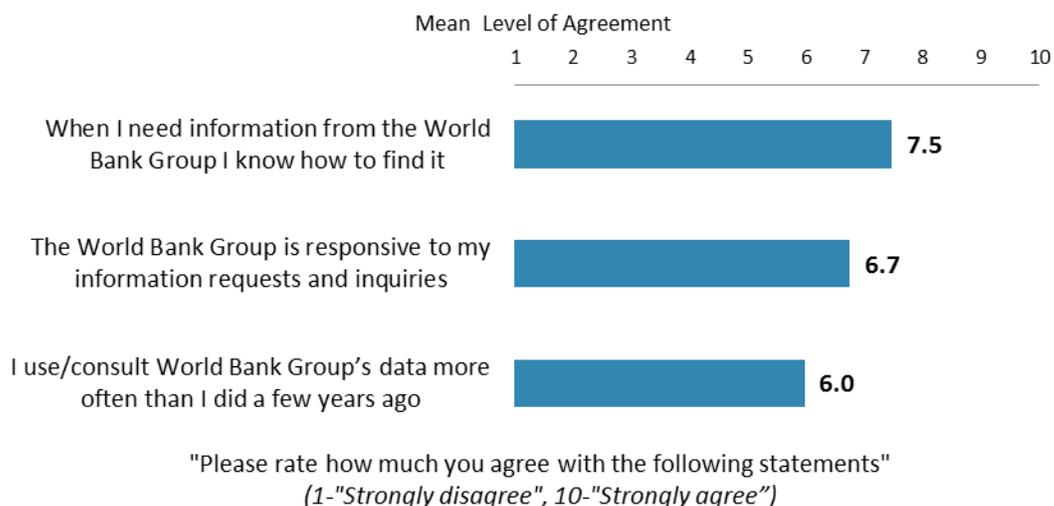


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Information Sharing

- Respondents who professionally collaborate/work with the WBG gave significantly *higher* ratings for all these aspects of the WBG's information sharing than respondents who do not collaborate/work with the WBG.

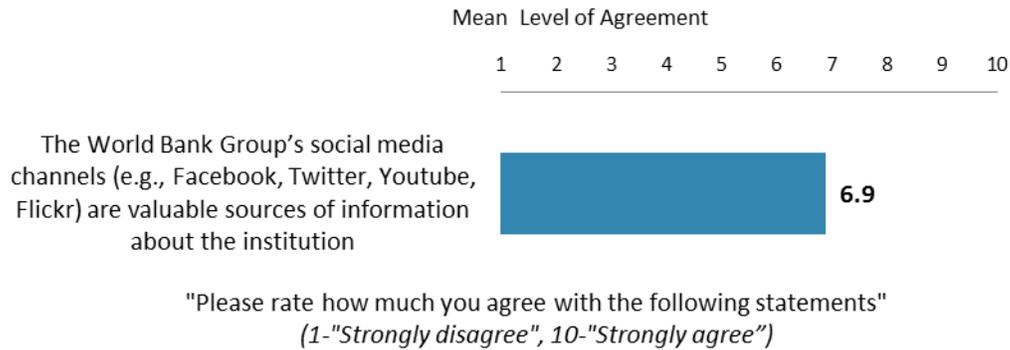


## X. Communication and Openness (continued)

### WBG Website Evaluation



### Evaluation of WBG's Social Media Channels



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### Tajikistan



## Appendix A: Responses to All Questions across All Respondents (N=272)

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 Tajikistan

<b>1. In general would you say that Tajikistan is headed in ... ?</b>	<b>Percentage of Respondents (N=248)</b>
The right direction	46.0%
The wrong direction	19.4%
Not sure	34.7%

<b>2. Listed below are a number of development priorities in Tajikistan. Please identify which of the following you consider the most important development priorities in Tajikistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=257)</b>
Quality public services	40.1%
Anti-corruption	35.8%
Public sector governance/reform	27.6%
Job creation/employment	27.6%
Economic growth	27.2%
Energy sector development	22.6%
Poverty reduction	19.1%
Private sector development	17.9%
Regional integration in Central Asia	14.8%
Equality of opportunity	13.6%
Rural development	9.7%
Food security	8.9%
Climate change	4.3%

<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 Tajikistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=269)</b>
Anti-corruption	49.8%
Job creation/employment	49.1%
Economic growth	37.2%
Rural development	29.7%
Private sector development	27.9%
Public sector governance/reform	23.4%
Equality of opportunity	21.6%
Quality public services	17.8%
Energy sector development	8.9%
Food security	7.1%
Regional integration in Central Asia	4.1%
Climate change	2.6%

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

<b>4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=249)</b>
Education and training that better ensure job opportunity	38.2%
Better entrepreneurial opportunities	30.9%
Better employment opportunities for young people	28.5%
Consistent economic growth	28.1%
Better quality public services	20.5%
Greater voice and participation for citizens to help ensure greater accountability	15.7%
Better opportunity for the poor who live in rural areas	12.0%
More reliable social safety net	12.0%
Other	4.0%
Better opportunity for the poor who live in urban areas	2.8%

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

<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 Group in Tajikistan? (1-Not familiar at all, 10-Extremely familiar)	263	0	4.66	2.72

<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 Group's effectiveness in Tajikistan? (1-Not effective at all, 10-Very effective)	174	95	6.53	2.52

<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 Group's staff is well prepared to help Tajikistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	144	126	7.67	2.27

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Tajikistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=269)</b>
Anti-corruption	34.9%
Quality public services	34.6%
Job creation/employment	32.7%
Economic growth	31.2%
Poverty reduction	23.8%
Private sector development	22.3%
Rural development	20.1%
Regional integration in Central Asia	18.2%
Public sector governance/reform	17.5%
Energy sector development	17.5%
Equality of opportunity	17.1%
Food security	5.6%
Climate change	2.2%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tajikistan?	Percentage of Respondents (N=211)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	48.3%	25.4%	73.7%
Technical assistance	8.5%	21.1%	29.6%
Capacity development	10.4%	15.1%	25.6%
Bringing institutions and/or people together	17.1%	3.2%	20.3%
Donor coordination	2.4%	15.7%	18.0%
Policy advice, studies, analyses	7.6%	3.8%	11.4%
Data	3.8%	7.6%	11.4%
Mobilizing third party financial resources	1.9%	8.1%	10.0%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Don't know	29.4%
Not collaborating enough with non-state actors	22.0%
Not enough public disclosure of its work	21.6%
Not willing to honestly criticize policies and reform efforts in the country	19.6%
World Bank Group's processes too slow	12.2%
Staff too inaccessible	11.0%
Not adequately sensitive to political/social realities in Tajikistan	9.4%
Too bureaucratic in its operational policies and procedures	9.4%
Not client focused	9.0%
The credibility of its knowledge/data	8.2%
Too influenced by developed countries	8.2%
Not aligned with country priorities	5.7%
Other	2.9%
Not aligned with other donors' work	1.2%

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=257)
Investment lending	59.9%
Technical assistance	40.5%
Capacity development	31.1%
Budget support to the Government	21.4%
Knowledge products/services	7.4%
Don't know	6.2%
Other	1.6%

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

<b>8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
NGOs	43.5%
Private sector	30.2%
Academia/think tanks/research institutes	20.8%
Donor community	20.0%
Media	19.6%
Local Government	18.4%
Beneficiaries	11.0%
Parliament	7.1%
Other	7.1%
Don't know	3.9%

<b>To what extent do you agree with the following statements about the World Bank's work in Tajikistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	194	58	6.44	2.26
10. The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	184	61	6.35	2.29
11. The World Bank Group supports programs and strategies that are realistic for Tajikistan	181	65	6.57	2.43
12. The World Bank Group treats clients and stakeholders in Tajikistan with respect	182	65	6.97	2.59

<b>To what extent is the World Bank Group an effective development partner in Tajikistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
13. Responsiveness*	147	81	5.76	2.27
14. Flexibility (in terms of the World Bank Group's products and services)*	161	63	5.84	2.23
15. Flexibility (in terms of changing country circumstances)*	163	61	6.08	2.27
16. Being inclusive*	137	80	6.25	2.14
17. Openness*	159	62	6.50	2.33
18. Staff accessibility*	147	68	6.31	2.32
19. Straightforwardness and honesty*	145	74	6.11	2.53
20. Ease of access to the people at the World Bank Group who are making decisions important to my work*	147	72	6.12	2.50
21. Collaboration with groups outside of the Government*	160	67	6.46	2.59
22. Collaboration with the Government*	133	83	6.83	2.21
23. Collaboration with other donors*	119	89	7.08	2.26
24. The speed in which it gets things accomplished on the ground*	140	76	6.44	2.30
25. Being a long-term partner*	132	87	7.54	1.86

**C. World Bank Group Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	220	21	8.81	2.11
2. Information and communications technology	194	26	7.98	2.36
3. Transport	190	28	8.02	2.07
4. Environmental sustainability	175	45	7.06	2.71
5. Regulatory framework	155	51	7.01	2.45
6. Poverty reduction	218	13	8.98	1.75
7. Gender equity	181	35	7.92	2.41
8. Private sector development	199	26	8.79	1.79
9. Foreign direct investment	192	25	8.49	2.08
10. Water and sanitation	199	24	8.10	2.29
11. Trade and exports	186	38	7.83	2.32
12. Economic growth	216	14	8.96	1.72
13. Energy	214	16	8.29	2.52
14. Public sector governance/ reform	180	36	8.17	2.62
15. Job creation/employment	219	14	8.75	1.81
16. Financial markets	193	28	8.04	2.16
17. Equality of opportunity	185	30	8.37	1.92
18. Health	209	19	8.29	2.42
19. Rural development	205	19	8.75	1.76
20. Global/regional integration	156	53	7.39	2.56
21. Food security	185	34	7.94	1.99
22. Education	205	17	8.96	2.02
23. Social protection	181	36	8.29	2.24
24. Climate change	166	48	7.26	3.04
25. Agricultural development	210	19	8.74	2.02
26. Natural resource management	200	26	7.57	2.76

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	121	119	5.91	3.05
2. Information and communications technology	124	102	6.06	2.48
3. Transport	122	104	6.14	2.82
4. Environmental sustainability	104	121	6.39	2.49
5. Regulatory framework	110	113	6.97	2.56
6. Poverty reduction	139	90	6.73	2.83
7. Gender equity	106	109	6.40	2.60
8. Private sector development	137	89	6.96	2.34
9. Foreign direct investment	124	101	7.06	2.52
10. Water and sanitation	133	83	6.44	2.92
11. Trade and exports	105	112	6.47	2.79
12. Economic growth	169	58	6.73	2.67
13. Energy	139	84	6.81	2.50
14. Public sector governance/ reform	127	100	5.43	2.70
15. Job creation/employment	137	94	5.93	2.83
16. Financial markets	105	110	6.57	2.83
17. Equality of opportunity	106	116	6.25	2.96
18. Health	138	85	6.61	2.74
19. Rural development	115	107	6.37	2.59
20. Global/regional integration	86	137	6.00	2.20
21. Food security	118	105	6.35	2.36
22. Education	143	80	6.65	2.59
23. Social protection	114	112	6.01	2.71
24. Climate change	96	127	6.73	2.13
25. Agricultural development	141	85	6.49	2.50
26. Natural resource management	99	130	6.57	2.54
<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Tajikistan? (1-To no degree at all, 10-To a very significant degree)	166	79	7.05	2.31
<b>To what extent do you agree with the following statements about the World Bank Group in Tajikistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. The World Bank Group's financial instruments meet the needs of Tajikistan*	180	66	6.87	2.25
5. The World Bank Group meets Tajikistan's needs for knowledge services*	158	75	6.44	2.44

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

1. How frequently do you consult World Bank Group knowledge work and activities in the work you do?	Percentage of Respondents (N=241)
Weekly	1.7%
Monthly	8.7%
A few times a year	21.6%
Rarely	31.5%
Never	36.5%

In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:(1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	157	79	6.36	2.31
3. Include appropriate level of stakeholder involvement during preparation	142	86	6.25	2.18
4. Are relevant to Tajikistan's development priorities	171	58	7.25	2.32
5. Lead to practical solutions	152	76	6.57	2.42
6. Are accessible	137	88	6.85	2.31
7. Are source of relevant information on global good practices	145	83	6.33	2.57
8. Enhance your knowledge and/or skills	152	76	6.63	2.16
9. Are adequately disseminated	138	87	6.20	2.56
10. Are translated enough into local language	141	84	5.96	2.81
11. Are adaptable to Tajikistan's specific development challenges and country circumstances*	126	101	6.39	2.42

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	225	38	8.34	2.17
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	172	87	6.98	2.55

**E. Working with the World Bank Group**

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 Group disburses funds promptly	147	92	6.10	2.40
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	162	70	6.52	2.45
3. The World Bank Group's approvals and reviews are done in a timely fashion	146	83	6.61	2.46
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	111	120	7.04	2.11
5. The World Bank Group's conditions on its lending are reasonable	128	104	7.22	2.16
6. The World Bank Group takes decisions quickly in Tajikistan*	150	72	5.85	2.58
7. Working with the World Bank Group increases Tajikistan's institutional capacity	146	82	6.86	2.39
8. The World Bank Group ensures consistency and continuity through staff changes	111	115	7.39	2.17
9. Where country systems are adequate, the World Bank Group makes appropriate use of them*	110	116	7.12	2.08
10. The World Bank Group provides effective implementation support	152	79	7.80	2.29

### F. The Future Role of the World Bank Group in Tajikistan

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=247)
Reach out more to groups outside of Government	40.9%
Provide more adequate data/knowledge/statistics/figures on Tajikistan's economy	27.5%
Improve the quality of its experts as related to Tajikistan's specific challenges	21.5%
Reduce the complexity of obtaining World Bank Group financing	17.8%
Increase the level of capacity development in the country	17.0%
Offer more innovative financial products	16.2%
Collaborate more effectively with Government clients	15.8%
Offer more innovative knowledge services	14.6%
Work faster	12.1%
Ensure greater selectivity in its work	6.1%
Other	2.0%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=263)
Internet	90.5%
Local newspapers	33.1%
Social media	25.5%
Satellite TV	16.7%
Local television	12.5%
Other	1.1%
Local radio	0.4%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=256)
World Bank Group's website	39.8%
World Bank Group's seminars/workshops/conferences	32.0%
Email	31.3%
Social media	27.0%
World Bank Group's publications and other written materials	26.6%
Direct contact with World Bank Group	24.6%
Other	0.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
3. I use/consult World Bank Group's data more often than I did a few years ago	170	71	5.97	3.13
4. I find the World Bank Group's websites easy to navigate	133	95	6.48	2.50
5. I find the information on the World Bank Group's websites useful	128	98	6.99	2.31
6. The World Bank Group's social media channels are valuable sources of information about the institution	145	81	6.89	2.84
7. When I need information from the World Bank Group I know how to find it	176	53	7.47	2.40
8. The World Bank Group is responsive to my information requests and inquiries	142	87	6.75	2.67
9. The World Bank Group provides sufficient public information in Tajik	136	95	6.18	2.84
10. The World Bank Group provides sufficient public information in Russian	159	73	7.90	2.42

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=251)</b>
NGO	24.3%
Financial Sector/Private Bank	13.5%
Media	10.4%
Community Based Organization	8.4%
Other	7.2%
Local Government Office or Staff	6.4%
Private Sector Organization	6.0%
Academia/Research Institute/Think Tank	5.2%
Bilateral Agency	4.4%
Trade Union	4.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	3.6%
Private Foundation	1.6%
Independent Government Institution	1.6%
Office of Parliamentarian	1.2%
Office of Minister	.8%
Project Management Unit (PMU) overseeing implementation of project	.8%
Multilateral Agency	.4%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=254)</b>
Education	18.5%
Financial markets / banking	14.2%
Generalist	14.2%
Other	13.0%
Agriculture/ rural development / food security	7.9%
Information and communications technology	6.3%
Gender equity / equality of opportunity	3.9%
Job creation/employment	3.5%
Public sector governance / public financial management / anti corruption	2.8%
Social protection	2.8%
Transport	2.8%
Energy	2.4%
Private sector development / foreign direct investment	2.4%
Law and justice / regulatory framework	2.0%
Climate change / disaster management	1.2%
Health / communicable/non-communicable diseases	.8%
Urban development	.8%
Water and sanitation	.8%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=262)</b>
Yes	29.0%
No	71.0%

<b>4. Which of the following agencies of the World Bank Group do you work with in Tajikistan (Select all that apply)?</b>	<b>Percentage of Respondents (Responses combined; N=256)</b>
The World Bank (IBRD/IDA)	26.2%
The International Finance Corporation (IFC)	24.6%
None	63.3%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Tajikistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=223)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	37.2%
Engage in World Bank Group related/sponsored events/activities	34.5%
Collaborate as part of my professional duties	28.3%
Use World Bank Group reports/data	26.9%
Use World Bank Group website for information, data, research, etc.	26.5%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=261)</b>
Dushanbe	45.2%
Gorno-Badakhshan Autonomous Oblast	32.2%
Sughd region	12.6%
Khatlon region	8.0%
Rasht Valley	1.9%

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

### A. General Issues facing Tajikistan

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The right direction	88.9%	71.4%	90.9%	49.0%	46.0%	21.7%	16.7%	18.5%
The wrong direction	0.0%	21.4%	0.0%	6.1%	12.6%	26.1%	41.7%	63.0%
Not sure	11.1%	7.1%	9.1%	44.9%	41.4%	52.2%	41.7%	18.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Quality public services	37.5%	50.0%	25.0%	36.7%	35.6%	53.8%	53.8%	34.5%
Public sector governance/reform*	25.0%	7.1%	66.7%	26.5%	21.8%	50.0%	53.8%	17.2%
Regional integration in Central Asia	25.0%	28.6%	16.7%	10.2%	12.6%	26.9%	7.7%	6.9%
Private sector development	12.5%	21.4%	8.3%	30.6%	14.9%	23.1%	15.4%	17.2%
Anti-corruption	12.5%	28.6%	33.3%	30.6%	36.8%	15.4%	53.8%	44.8%
Job creation/employment*	0.0%	14.3%	8.3%	26.5%	33.3%	7.7%	15.4%	34.5%
Rural development*	0.0%	0.0%	41.7%	4.1%	17.2%	0.0%	0.0%	3.4%
Equality of opportunity*	12.5%	0.0%	41.7%	6.1%	14.9%	0.0%	7.7%	37.9%
Poverty reduction*	37.5%	21.4%	0.0%	14.3%	24.1%	42.3%	15.4%	6.9%
Energy sector development*	12.5%	78.6%	25.0%	26.5%	18.4%	15.4%	0.0%	31.0%
Food security	0.0%	21.4%	25.0%	14.3%	8.0%	0.0%	0.0%	10.3%
Climate change*	0.0%	0.0%	0.0%	0.0%	2.3%	23.1%	0.0%	10.3%
Economic growth*	75.0%	0.0%	0.0%	34.7%	26.4%	15.4%	23.1%	20.7%

\*Significantly different between stakeholder groups

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 Tajikistan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Equality of opportunity*	0.0%	0.0%	50.0%	30.6%	17.9%	28.0%	30.8%	31.0%
Economic growth*	22.2%	31.3%	41.7%	26.5%	37.9%	60.0%	46.2%	13.8%
Climate change*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Regional integration in Central Asia	0.0%	0.0%	16.7%	0.0%	5.3%	0.0%	15.4%	6.9%
Rural development*	0.0%	43.8%	75.0%	20.4%	37.9%	8.0%	38.5%	27.6%
Quality public services*	22.2%	0.0%	0.0%	24.5%	13.7%	8.0%	46.2%	20.7%
Anti-corruption*	100.0%	56.3%	25.0%	26.5%	50.5%	64.0%	61.5%	48.3%
Private sector development*	0.0%	43.8%	8.3%	30.6%	27.4%	44.0%	0.0%	20.7%
Energy sector development	11.1%	18.8%	8.3%	20.4%	6.3%	0.0%	0.0%	10.3%
Public sector governance/reform*	0.0%	18.8%	66.7%	34.7%	21.1%	20.0%	15.4%	27.6%
Job creation/employment*	77.8%	50.0%	8.3%	34.7%	61.1%	36.0%	38.5%	37.9%
Food security*	0.0%	0.0%	0.0%	0.0%	9.5%	32.0%	0.0%	6.9%

\*Significantly different between stakeholder groups

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

When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Gov.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Better employment opportunities for young people*																								
Greater voice and participation for citizens to help ensure greater accountability*																								
Better entrepreneurial opportunities																								
Better opportunity for the poor who live in rural areas*																								
Better opportunity for the poor who live in urban areas																								
Consistent economic growth*																								
More reliable social safety net*																								
Education and training that better ensure job opportunity*																								
Better quality public services*																								
Other*																								

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group in Tajikistan?*	9	7.00	1.50	16	5.75	3.94	12	7.33	1.15	48	4.38	2.19	94	4.51	2.76	26	4.31	1.57	12	4.17	2.59	28	3.32	2.65

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's effectiveness in Tajikistan.*	9	5.67	1.32	11	8.27	2.97	12	7.00	1.41	31	7.35	1.84	70	6.36	2.74	15	4.87	1.81	6	4.33	2.88	6	7.67	2.34

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?*	9	8.89	.93	11	8.64	2.34	11	7.82	1.33	21	6.24	1.97	50	8.06	2.48	16	7.25	2.82	7	6.29	1.80	8	7.13	2.10

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

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	Quality public services*	11.1%	37.5%	0.0%	40.8%	33.0%	46.2%	76.9%
Public sector governance/reform	11.1%	31.3%	33.3%	14.3%	22.7%	7.7%	0.0%	23.1%
Regional integration in Central Asia	0.0%	12.5%	16.7%	26.5%	16.5%	30.8%	0.0%	15.4%
Private sector development*	0.0%	25.0%	0.0%	42.9%	14.4%	26.9%	15.4%	3.8%
Anti-corruption*	33.3%	18.8%	0.0%	6.1%	42.3%	46.2%	69.2%	42.3%
Job creation/employment*	0.0%	37.5%	58.3%	16.3%	37.1%	30.8%	15.4%	38.5%
Rural development*	0.0%	18.8%	50.0%	24.5%	25.8%	19.2%	23.1%	0.0%
Equality of opportunity*	22.2%	0.0%	50.0%	14.3%	18.6%	0.0%	23.1%	30.8%
Poverty reduction*	77.8%	43.8%	41.7%	4.1%	24.7%	53.8%	0.0%	19.2%
Energy sector development*	77.8%	18.8%	25.0%	28.6%	8.2%	15.4%	15.4%	11.5%
Food security	0.0%	0.0%	0.0%	0.0%	10.3%	3.8%	0.0%	15.4%
Climate change*	0.0%	0.0%	16.7%	0.0%	2.1%	0.0%	15.4%	0.0%
Economic growth*	0.0%	18.8%	0.0%	44.9%	35.1%	19.2%	46.2%	26.9%

\*Significantly different between stakeholder groups

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	Bringing institutions and/or people together	12.5%	21.4%	16.7%	10.5%	18.8%	8.0%	0.0%
Data*	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	18.2%	22.2%
Policy advice, studies, analyses*	0.0%	0.0%	8.3%	2.6%	7.2%	36.0%	0.0%	0.0%
Financial resources*	12.5%	78.6%	58.3%	78.9%	42.0%	8.0%	54.5%	38.9%
Capacity development*	0.0%	0.0%	0.0%	5.3%	10.1%	28.0%	27.3%	16.7%
Technical assistance*	75.0%	0.0%	16.7%	2.6%	13.0%	0.0%	0.0%	0.0%
Mobilizing third party financial resources*	0.0%	0.0%	0.0%	0.0%	0.0%	16.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	5.8%	4.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
	Bringing institutions and/or people together*	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Data*	0.0%	16.7%	66.7%	0.0%	9.8%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	0.0%	0.0%	0.0%	3.0%	1.6%	8.3%	27.3%	0.0%
Financial resources*	85.7%	8.3%	0.0%	3.0%	31.1%	45.8%	27.3%	31.6%
Capacity development*	0.0%	50.0%	11.1%	0.0%	16.4%	16.7%	0.0%	26.3%
Technical assistance*	14.3%	0.0%	22.2%	54.5%	14.8%	0.0%	0.0%	10.5%
Mobilizing third party financial resources	0.0%	16.7%	0.0%	15.2%	11.5%	0.0%	9.1%	0.0%
Donor coordination	0.0%	8.3%	0.0%	15.2%	14.8%	29.2%	36.4%	15.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Staff too inaccessible*	75.0%	0.0%	0.0%	10.6%	8.6%	0.0%	20.0%	20.7%
Not adequately sensitive to political/social realities in Tajikistan*	0.0%	20.0%	0.0%	19.1%	5.4%	23.1%	0.0%	3.4%
Not enough public disclosure of its work	12.5%	20.0%	27.3%	21.3%	21.5%	19.2%	0.0%	41.4%
Not aligned with country priorities*	12.5%	30.0%	18.2%	0.0%	8.6%	0.0%	0.0%	0.0%
The credibility of its knowledge/data*	0.0%	30.0%	0.0%	0.0%	16.1%	0.0%	0.0%	6.9%
Not willing to honestly criticize policies and reform efforts in the country*	12.5%	20.0%	54.5%	17.0%	7.5%	50.0%	50.0%	20.7%
Too influenced by developed countries*	0.0%	10.0%	0.0%	8.5%	16.1%	0.0%	0.0%	0.0%
World Bank Group's processes too slow	0.0%	0.0%	18.2%	10.6%	15.1%	0.0%	0.0%	6.9%
Too bureaucratic in its operational policies and procedures*	12.5%	0.0%	0.0%	0.0%	8.6%	26.9%	20.0%	17.2%
Not aligned with other donors' work	0.0%	0.0%	9.1%	0.0%	2.2%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	0.0%	72.7%	25.5%	20.4%	15.4%	20.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	12.8%	11.8%	15.4%	0.0%	3.4%
Other*	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	30.0%	0.0%
Don't know*	75.0%	30.0%	0.0%	25.5%	24.7%	34.6%	30.0%	41.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Capacity development*	22.2%	25.0%	80.0%	18.4%	27.8%	46.2%	40.0%	15.4%
Budget support to the Government*	66.7%	31.3%	0.0%	12.2%	25.8%	19.2%	10.0%	19.2%
Knowledge products/services*	11.1%	18.8%	10.0%	0.0%	9.3%	0.0%	0.0%	19.2%
Investment lending*	0.0%	87.5%	80.0%	83.7%	49.5%	76.9%	70.0%	34.6%
Technical assistance*	22.2%	12.5%	0.0%	51.0%	57.7%	46.2%	20.0%	11.5%
Other	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	0.0%	4.1%	3.8%	30.0%	23.1%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (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 Group 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 Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Academia/think tanks/research institutes*	22.2%	0.0%	50.0%	19.1%	17.4%	0.0%	50.0%	10.3%
Donor community	0.0%	0.0%	16.7%	14.9%	25.0%	38.5%	30.0%	20.7%
Media*	0.0%	12.5%	0.0%	14.9%	16.3%	69.2%	0.0%	20.7%
NGOs*	77.8%	37.5%	83.3%	21.3%	58.7%	30.8%	20.0%	48.3%
Local Government*	0.0%	37.5%	0.0%	14.9%	18.5%	19.2%	50.0%	24.1%
Private sector*	11.1%	43.8%	0.0%	59.6%	21.7%	30.8%	30.0%	10.3%
Parliament*	11.1%	37.5%	0.0%	2.1%	6.5%	0.0%	20.0%	6.9%
Beneficiaries*	66.7%	18.8%	8.3%	23.4%	4.3%	0.0%	0.0%	10.3%
Other*	0.0%	0.0%	0.0%	0.0%	16.3%	0.0%	0.0%	10.3%
Don't know	0.0%	0.0%	0.0%	0.0%	4.3%	3.8%	0.0%	10.3%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group currently plays a relevant role in development in Tajikistan*	8	5.25	1.16	9	7.22	2.28	12	7.67	.89	40	7.58	2.26	79	6.23	2.25	16	6.25	1.61	7	4.00	1.63	16	4.81	2.48
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	8	7.63	1.51	9	6.67	3.16	12	7.75	1.14	36	7.22	1.71	79	6.04	2.46	16	5.75	1.77	7	3.71	2.29	10	5.10	2.28
The World Bank Group supports programs and strategies that are realistic for Tajikistan*	8	8.13	1.73	11	7.45	2.16	11	8.00	.77	35	6.69	2.05	75	6.13	2.63	17	7.65	2.80	7	4.14	1.35	10	5.00	2.05
The World Bank Group treats clients and stakeholders in Tajikistan with respect*	8	7.63	1.19	9	6.89	2.52	12	7.67	1.07	36	7.78	2.09	78	6.83	2.59	15	6.07	3.84	7	4.71	1.98	10	4.60	2.07

\*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Tajikistan, 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 a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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*	8	4.63	1.41	8	7.38	2.26	12	6.83	1.27	26	6.62	2.21	57	5.88	2.07	17	4.18	1.88	2	6.00	1.41	10	5.70	3.43
Flexibility (in terms of the World Bank Group's products and services)*	8	3.88	1.46	7	7.00	3.16	12	7.67	1.23	27	6.52	2.08	67	5.96	2.15	18	5.06	1.43	5	4.20	3.03	10	6.10	2.08
Flexibility (in terms of changing country circumstances)*	8	8.63	1.51	5	7.20	1.64	12	7.25	1.14	28	6.43	1.77	71	6.20	2.38	17	4.47	1.81	5	4.00	2.74	10	5.60	2.27
Being inclusive	6	6.17	.98	5	6.40	2.07	12	7.17	1.27	21	5.76	1.37	64	6.14	2.53	16	6.44	2.37	5	5.60	.89	7	7.57	1.40
Openness*	7	5.14	1.21	7	6.57	3.64	12	7.75	1.82	31	6.39	1.63	66	6.76	2.71	17	4.53	1.55	5	5.60	.89	7	7.57	.98
Staff accessibility*	7	6.29	1.25	5	7.40	1.95	11	8.55	.93	26	5.12	2.50	65	6.25	2.31	18	5.06	1.95	2	7.00	0.00	7	7.86	.38
Straightforwardness and honesty	7	6.71	.76	7	6.86	3.18	12	7.58	2.19	25	5.40	1.89	62	6.00	2.87	17	4.71	1.79	2	7.00	0.00	6	6.33	2.66
Ease of access to the people at the World Bank Group who are making decisions important to my work*	8	8.00	1.85	4	6.75	1.50	12	8.58	1.00	17	5.47	1.97	70	6.11	2.57	18	3.94	2.10	2	8.00	0.00	10	5.40	2.55
Collaboration with groups outside of the Government	8	7.75	1.16	4	5.00	1.41	12	6.42	2.11	20	6.45	2.14	76	6.36	2.98	22	6.50	2.76	5	6.00	2.74	7	7.14	2.12
Collaboration with the Government	3	7.33	2.08	7	7.29	2.75	5	8.80	.84	18	7.06	1.86	66	6.73	2.15	16	7.38	2.60	5	4.00	2.74	7	6.86	1.21
Collaboration with other donors*	8	7.88	1.25	5	9.00	1.73	6	7.50	2.43	19	7.21	1.27	48	6.21	2.48	17	7.65	2.42	5	6.00	2.74	5	8.00	1.41
The speed in which it gets things accomplished on the ground	8	8.25	1.75	5	6.80	3.03	12	7.50	1.88	18	5.78	1.70	61	6.23	2.71	18	6.22	2.02	5	5.20	1.64	7	6.86	1.07
Being a long-term partner	8	8.13	1.81	3	7.33	2.31	12	7.92	1.38	14	7.07	1.90	60	7.70	1.92	16	7.81	2.14	5	5.60	2.19	7	7.14	1.35

\*Significantly different between stakeholder groups

### C. World Bank Group Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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*	8	10.00	0.00	9	8.33	3.32	12	9.25	1.42	40	9.18	1.75	85	8.07	2.48	25	9.24	1.92	11	10.00	0.00	22	9.05	1.43
Information and communications technology*	8	6.75	1.49	8	7.75	3.06	12	9.08	1.68	30	8.50	1.87	80	7.68	2.32	25	9.16	1.65	10	7.40	3.75	20	7.10	2.79
Transport	8	9.25	.46	10	8.40	2.17	6	8.67	1.51	24	8.17	1.99	87	7.57	2.15	23	8.39	1.34	10	7.40	3.75	21	8.62	1.50
Environmental sustainability*	8	6.63	1.41	8	7.75	2.66	6	8.33	1.86	23	7.26	2.99	75	7.40	2.25	23	8.78	2.04	10	3.00	2.16	21	5.10	2.70
Regulatory framework	8	7.50	1.07	6	6.67	1.37	5	7.60	2.51	21	7.29	3.38	69	6.70	2.46	22	7.64	2.34	8	7.00	2.78	15	6.60	1.76
Poverty reduction*	8	10.00	0.00	10	7.00	3.30	11	9.82	.40	38	8.89	1.75	85	8.82	1.75	25	9.36	1.55	8	9.25	1.39	24	8.92	1.50
Gender equity*	8	8.75	1.16	10	6.60	2.91	12	9.08	1.93	23	6.61	3.20	78	7.85	1.99	25	9.52	.71	8	7.38	2.33	15	7.13	3.56
Private sector development*	8	10.00	0.00	11	7.82	2.71	11	9.82	.40	23	8.57	1.62	86	8.38	1.94	24	9.83	.56	8	9.25	1.39	19	8.32	1.92
Foreign direct investment*	8	8.50	.93	10	8.10	3.07	11	7.27	1.79	36	9.36	1.38	76	8.24	1.95	25	9.60	1.12	5	9.60	.55	19	6.84	3.13
Water and sanitation*	8	9.63	1.06	12	8.00	2.00	12	7.00	1.54	25	7.20	2.99	79	7.78	2.22	25	9.12	1.76	7	9.71	.49	22	7.86	2.66
Trade and exports*	8	9.25	.46	10	5.30	3.30	6	7.83	1.94	24	7.92	1.95	80	7.63	2.35	25	8.48	1.58	5	9.20	1.10	22	7.50	2.74
Economic growth*	8	8.50	.93	10	6.80	2.66	11	8.55	2.16	36	9.86	.49	81	8.73	1.66	25	9.92	.40	11	9.45	1.21	22	7.82	2.40
Energy*	8	9.50	1.41	13	6.85	3.48	12	4.92	4.12	35	9.20	1.76	87	8.07	2.01	25	10.00	0.00	10	9.80	.42	22	7.14	3.14
Public sector governance/ reform*	8	8.25	1.91	9	6.67	3.77	12	6.17	1.40	26	7.04	3.27	65	8.29	2.63	24	9.71	.46	8	10.00	0.00	19	7.63	2.65
Job creation/employment	8	7.00	1.85	10	8.40	2.12	12	8.92	1.24	38	8.55	1.74	81	8.83	1.88	25	9.40	1.22	10	8.30	2.31	22	8.23	2.00
Financial markets*	8	7.63	1.51	10	7.30	2.87	11	6.64	1.91	31	8.39	1.50	72	7.72	2.50	25	9.32	1.38	8	7.38	2.33	18	7.67	1.81
Equality of opportunity*	8	7.00	1.85	8	7.63	1.41	11	8.64	1.69	23	7.61	2.37	81	8.49	1.92	25	9.08	1.38	8	7.13	2.42	20	8.95	1.32
Health*	8	6.25	2.31	8	5.75	2.66	12	4.50	2.81	34	8.94	2.31	87	8.33	2.25	25	9.68	.69	10	8.50	2.42	22	8.91	1.23
Rural development*	8	9.00	.93	10	5.70	3.16	11	8.18	2.40	32	8.66	1.93	86	8.72	1.55	25	9.76	.44	10	9.80	.42	22	8.86	.94
Global/regional integration*	8	8.88	1.25	6	7.17	3.60	11	3.82	2.44	14	6.43	2.82	70	6.87	2.43	23	9.43	.73	5	9.80	.45	18	8.33	1.03
Food security*	8	9.38	1.41	8	7.38	2.67	12	6.42	1.73	25	7.08	2.50	82	7.80	1.83	23	9.17	1.30	5	6.20	1.64	18	8.78	1.06
Education*	8	9.63	.52	10	6.30	4.06	5	7.20	1.64	36	9.44	.65	86	8.62	2.39	25	10.00	0.00	10	10.00	0.00	24	9.13	1.03
Social protection*	8	5.50	2.78	10	7.00	2.00	12	4.67	2.93	19	8.84	1.57	79	8.43	1.97	25	9.40	1.22	7	10.00	0.00	20	9.10	1.12
Climate change*	8	8.75	1.16	9	5.44	4.03	6	5.50	2.88	27	8.22	2.74	67	6.90	2.88	24	9.33	1.74	8	4.63	2.50	16	6.13	3.67
Agricultural development*	8	4.75	3.24	7	7.00	3.61	11	8.45	2.38	37	9.22	1.29	85	8.60	2.01	25	9.60	.71	11	9.82	.40	22	8.91	1.23
Natural resource management*	8	3.25	4.17	10	6.50	3.31	12	5.33	.98	33	7.61	2.59	78	7.74	2.30	25	8.96	2.03	13	10.00	0.00	20	7.00	3.24

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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*	2	5.50	.71	9	7.44	3.88	11	7.45	.93	19	5.32	2.91	51	6.39	2.71	9	2.89	2.85	5	2.60	2.19	13	5.31	3.47
Information and communications technology*	8	4.38	.74	7	5.00	2.45	11	5.36	1.75	21	5.10	2.14	56	6.79	2.44	9	4.22	2.64	2	8.00	0.00	10	8.10	2.33
Transport*	8	5.00	0.00	7	7.43	.53	5	7.20	1.10	21	5.95	2.73	54	6.91	2.76	5	4.40	3.13	7	3.00	2.77	13	6.00	3.19
Environmental sustainability*	7	6.71	.76	5	7.20	2.49	5	8.20	1.10	20	4.80	2.61	46	6.85	2.33	12	6.17	2.92	2	3.00	0.00	7	7.14	2.19
Regulatory framework*	8	5.88	.35	4	6.00	2.31	5	7.00	1.22	15	6.07	3.06	54	7.85	2.18	5	3.60	3.58	3	1.00	0.00	10	7.70	1.25
Poverty reduction	1	5.00		7	8.29	1.80	5	8.80	.84	29	6.86	2.70	57	6.67	2.87	16	6.00	3.06	2	8.00	0.00	16	5.56	3.56
Gender equity*	2	4.00	0.00	3	4.67	.58	4	7.00	1.15	21	5.24	2.05	46	7.35	2.51	9	4.56	2.60	2	9.00	0.00	13	5.62	3.18
Private sector development*	7	7.43	1.51	13	7.92	2.60	5	7.60	.55	23	5.52	2.61	59	7.42	2.00	9	5.33	1.12	2	8.00	0.00	13	6.46	3.50
Foreign direct investment*	1	3.00		6	5.17	1.47	4	6.50	.58	24	6.88	3.07	54	7.20	2.37	12	8.33	2.46	5	4.60	2.19	11	7.45	2.66
Water and sanitation	7	7.00	.58	6	8.17	2.14	5	7.60	1.34	27	6.78	2.64	62	6.52	2.95	4	3.25	.50	7	5.00	4.08	13	6.46	3.41
Trade and exports*	7	8.57	1.13	5	4.00	3.46	4	5.25	.50	20	5.80	2.80	47	7.06	2.76	5	5.20	2.68	5	4.60	2.19	12	6.75	2.83
Economic growth	7	8.57	1.13	11	6.64	2.66	11	7.18	1.33	34	7.15	2.73	67	6.67	2.57	12	7.00	2.95	2	7.00	0.00	16	6.06	3.30
Energy	7	9.43	1.51	8	7.25	2.87	5	6.20	1.64	25	6.44	2.99	66	6.58	2.28	5	8.40	.89	2	8.00	0.00	14	7.43	3.03
Public sector governance/ reform*	8	2.00	1.93	8	5.13	3.18	11	4.45	1.75	19	5.00	2.71	48	6.15	1.79	12	7.92	2.91	5	1.00	0.00	7	7.29	1.11
Job creation/employment*	8	2.63	1.19	9	7.33	2.50	11	4.55	1.86	29	6.45	2.91	53	6.53	2.52	5	5.20	2.68	2	1.00	0.00	11	6.64	3.07
Financial markets*	7	1.43	1.13	5	6.20	3.49	4	7.00	1.15	24	5.67	3.60	38	7.34	1.49	9	8.56	1.74	2	1.00	0.00	9	7.89	1.27
Equality of opportunity*	8	8.63	2.56	5	3.40	.89	4	5.00	0.00	17	3.82	2.67	50	7.22	2.69	5	6.00	2.24	5	5.00	2.74	12	6.33	3.08
Health*	7	3.14	.38	8	8.13	2.59	5	6.40	2.07	28	6.54	3.12	59	6.76	2.72	5	4.80	1.79	5	5.80	1.10	14	7.29	2.92
Rural development*	7	3.29	.76	8	7.13	2.42	5	6.80	2.05	21	5.33	2.73	58	6.74	2.60	5	5.80	1.79	2	9.00	0.00	9	7.56	1.81
Global/regional integration*	7	3.29	.76	8	4.88	2.03	5	5.20	.84	13	5.92	2.72	36	6.61	2.07	5	6.00	2.24	5	6.20	1.64	7	7.43	1.51
Food security*	7	4.86	.38	8	5.50	2.93	5	6.20	2.05	19	4.79	2.70	47	6.60	2.37	10	7.90	1.66	5	5.80	1.10	10	8.20	1.55
Education*	7	7.43	1.13	10	7.00	3.23	11	6.73	1.35	23	4.70	2.64	59	7.14	2.42	5	5.20	2.68	5	5.00	2.74	14	7.57	3.01
Social protection	7	5.86	.38	7	7.43	1.81	5	7.00	1.87	16	4.81	2.32	51	6.14	2.97	9	5.33	1.41	5	3.40	3.29	12	6.83	2.89
Climate change*	7	6.71	.76	5	7.60	1.34	4	6.50	.58	13	3.77	1.74	36	6.75	2.33	11	8.64	.50	3	5.00	0.00	10	7.70	.48
Agricultural development	7	6.00	0.00	10	5.40	2.95	11	6.73	.47	28	5.71	2.52	59	6.86	2.45	9	5.33	3.16	2	9.00	0.00	14	7.43	2.90
Natural resource management*	7	5.14	.38	8	5.38	2.56	5	6.60	2.51	12	3.67	1.72	42	7.50	2.20	5	7.60	.89	5	3.40	3.29	12	8.08	1.00

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's work help to achieve development results in Tajikistan?*	8	8.50	1.51	13	8.54	2.07	12	6.83	1.03	21	7.33	2.89	63	7.19	2.31	17	6.59	1.28	7	3.57	1.72	18	6.44	2.66

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

**To what extent do you agree with the following statements about the World Bank in Tajikistan? (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's financial instruments meet the needs of Tajikistan*	8	6.38	1.19	8	8.38	2.26	11	5.18	.98	39	7.38	2.29	64	7.45	2.14	18	7.11	2.63	7	3.43	1.81	18	5.28	.89
The World Bank Group meets Tajikistan's needs for knowledge services	2	5.00	0.00	3	3.00	1.73	11	5.64	.81	27	6.52	2.44	74	6.58	2.70	15	7.40	1.55	7	6.00	3.42	12	5.33	1.83

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge**

How frequently do you consult World Bank Group knowledge work and activities in the work you do?\*

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Weekly	0.0%	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%
Monthly	0.0%	31.3%	63.6%	0.0%	6.6%	0.0%	30.0%	0.0%
A few times a year	12.5%	0.0%	18.2%	6.7%	22.0%	50.0%	20.0%	17.4%
Rarely	87.5%	31.3%	9.1%	64.4%	22.0%	30.8%	0.0%	26.1%
Never	0.0%	37.5%	9.1%	28.9%	45.1%	19.2%	50.0%	56.5%

\*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge (continued)**

In Tajikistan, to what extent do you believe that the World Bank Group'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 a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	8	6.50	.93	5	8.60	1.95	12	6.67	1.67	23	6.09	3.52	67	6.67	2.23	17	5.88	.33	7	4.57	2.44	11	5.64	2.73
Include appropriate level of stakeholder involvement during preparation*	8	5.88	.35	5	4.00	1.00	11	5.18	1.40	16	7.81	2.10	60	6.22	2.39	17	6.35	.79	7	4.29	2.87	11	6.45	2.34
Are relevant to Tajikistan's development priorities*	8	7.38	1.19	10	7.70	2.67	12	6.42	1.24	22	8.36	1.56	70	6.67	2.54	20	8.75	1.48	7	5.29	2.93	13	6.77	2.62
Lead to practical solutions*	8	7.75	2.31	7	7.29	3.45	11	4.55	.93	21	6.57	3.16	67	6.70	2.05	15	7.07	2.15	7	4.14	2.19	9	5.78	2.54
Are accessible*	8	9.00	1.85	5	6.20	1.64	11	6.55	.93	14	6.36	1.22	58	7.29	2.35	17	5.76	2.17	7	4.29	2.87	10	6.10	2.60
Are source of relevant information on global good practices	8	8.25	1.75	7	5.71	3.04	10	6.40	1.51	18	5.50	3.01	58	6.17	2.36	20	6.90	2.95	7	4.86	2.67	10	5.70	2.58
Enhance your knowledge and/or skills*	8	6.63	.74	7	7.00	2.45	11	6.64	1.29	15	4.80	2.48	65	6.98	2.01	20	6.95	1.96	7	4.43	2.51	10	6.10	2.60
Are adequately disseminated	8	5.13	.35	5	6.20	3.49	5	7.40	1.52	15	4.60	2.41	61	6.20	2.60	20	6.85	2.58	7	6.00	3.42	10	6.50	2.72
Are translated enough into local language	8	6.88	2.47	7	5.71	3.30	11	6.82	1.60	14	4.57	2.24	60	6.63	3.09	17	4.82	2.19	7	4.86	3.76	10	6.40	2.46
Are adaptable to Tajikistan's specific development challenges and country circumstances	8	8.13	1.64	4	6.00	2.31	5	7.60	2.51	9	5.44	1.74	59	6.54	2.62	17	5.76	2.08	7	4.57	2.44	10	6.40	2.80

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's knowledge work and activities make to development results in your country?	9	7.11	1.27	14	8.93	2.13	12	6.75	1.66	39	8.33	2.72	81	8.16	2.30	25	8.36	2.00	13	9.08	1.26	20	8.65	1.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	9	8.67	1.12	11	8.00	1.95	12	7.25	1.54	26	5.46	2.60	67	7.18	2.71	18	6.78	2.21	7	6.00	3.42	12	6.25	2.77

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

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 a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group disburses funds promptly	8	7.38	1.19	6	6.83	2.71	11	6.91	1.04	27	5.70	2.83	50	6.52	2.51	17	5.35	2.60	5	4.80	1.10	16	6.06	2.14
The World Bank Group effectively monitors and evaluates the projects and programs it supports	8	7.38	1.19	6	6.50	3.02	11	6.82	.87	24	6.00	2.30	71	6.18	2.68	13	8.08	1.04	7	4.86	2.67	15	6.13	2.13
The World Bank Group's approvals and reviews are done in a timely fashion*	8	7.88	2.10	6	8.33	1.86	11	7.18	.87	26	6.04	2.76	57	6.35	2.42	15	5.93	2.46	4	3.50	2.89	12	6.75	1.42
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	6.63	.74	6	8.33	1.86	5	6.20	.45	19	6.68	2.94	41	6.61	2.04	11	7.91	1.51	2	7.00	0.00	12	6.50	1.45
The World Bank Group's conditions on its lending are reasonable*	1	7.00		6	7.33	3.20	5	7.40	1.52	31	8.94	1.09	50	6.06	2.23	11	8.27	1.01	5	5.40	3.29	12	6.83	.58
The World Bank Group takes decisions quickly in Tajikistan	8	5.13	1.81	6	7.67	2.25	4	6.00	0.00	23	5.35	2.44	63	6.06	2.75	17	5.53	2.65	6	5.67	2.34	16	6.63	2.99
Working with the World Bank Group increases Tajikistan's institutional capacity	7	8.43	1.51	6	7.17	2.93	11	7.91	1.70	20	6.65	1.50	57	6.49	2.61	17	6.41	3.02	5	5.60	2.19	14	6.36	1.91
The World Bank Group ensures consistency and continuity through staff changes	2	8.50	.71	6	8.50	1.97	5	8.00	1.00	16	6.06	1.53	49	7.43	2.24	10	7.50	2.72	2	7.00	0.00	14	6.57	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	7.50	2.12	5	7.60	3.05	5	8.40	.55	16	7.19	.54	47	7.09	2.53	12	7.17	2.44	2	8.00	0.00	12	6.92	.79
The World Bank Group provides effective implementation support	8	9.00	1.93	6	8.50	1.97	11	8.27	.90	23	7.61	1.41	65	7.51	2.56	11	8.55	2.02	5	6.00	2.74	14	6.71	2.73

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Tajikistan**

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Tajikistan's economy*	66.7%	37.5%	50.0%	8.5%	30.9%	37.5%	0.0%	25.9%
Collaborate more effectively with Government clients*	11.1%	31.3%	8.3%	6.4%	24.7%	0.0%	30.0%	7.4%
Offer more innovative financial products*	0.0%	18.8%	16.7%	40.4%	8.2%	0.0%	0.0%	29.6%
Reach out more to groups outside of Government*	0.0%	12.5%	75.0%	25.5%	47.4%	54.2%	80.0%	40.7%
Improve the quality of its experts as related to Tajikistan's specific challenges*	22.2%	0.0%	8.3%	23.4%	15.5%	62.5%	10.0%	11.1%
Offer more innovative knowledge services*	11.1%	37.5%	25.0%	10.6%	8.2%	16.7%	10.0%	29.6%
Ensure greater selectivity in its work	0.0%	12.5%	0.0%	2.1%	9.3%	0.0%	0.0%	11.1%
Increase the level of capacity development in the country*	0.0%	18.8%	0.0%	6.4%	24.7%	20.8%	30.0%	7.4%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	31.3%	0.0%	42.6%	13.4%	8.3%	40.0%	0.0%
Work faster*	88.9%	0.0%	0.0%	12.8%	8.2%	0.0%	0.0%	18.5%
Other	0.0%	0.0%	0.0%	0.0%	5.2%	0.0%	0.0%	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 Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Local newspapers*	77.8%	38.5%	25.0%	8.2%	40.2%	19.2%	46.2%	31.0%
Local radio	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
Local television	11.1%	23.1%	0.0%	20.4%	8.2%	23.1%	0.0%	6.9%
Satellite TV*	0.0%	30.8%	8.3%	22.4%	9.3%	7.7%	38.5%	34.5%
Internet*	100.0%	76.9%	100.0%	100.0%	92.8%	92.3%	76.9%	65.5%
Social media*	11.1%	15.4%	16.7%	22.4%	32.0%	53.8%	23.1%	10.3%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
World Bank Group's website*	88.9%	53.8%	33.3%	41.3%	36.1%	23.1%	100.0%	34.5%
Direct contact with World Bank Group*	11.1%	0.0%	50.0%	34.8%	24.7%	19.2%	0.0%	27.6%
Email*	0.0%	53.8%	66.7%	6.5%	30.9%	50.0%	0.0%	27.6%
World Bank Group's seminars/workshops/conferences	11.1%	30.8%	16.7%	28.3%	34.0%	30.8%	50.0%	48.3%
World Bank Group's publications and other written materials*	11.1%	30.8%	16.7%	45.7%	20.6%	26.9%	30.0%	10.3%
Social media*	11.1%	30.8%	16.7%	10.9%	41.2%	46.2%	0.0%	10.3%
Other	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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 a Ministry/ Ministerial Dep/ Implementation Agency			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's data more often than I did a few years ago*	9	6.56	1.33	7	8.86	1.95	12	7.42	1.44	19	3.47	2.82	72	6.13	3.07	17	4.00	3.00	7	5.29	2.93	17	5.88	3.55
I find the World Bank Group's websites easy to navigate	8	8.38	1.19	2	3.50	.71	11	7.18	.75	23	5.91	2.83	57	6.70	2.43	8	6.25	2.76	5	5.80	1.10	19	5.89	3.11
I find the information on the World Bank Group's websites useful*	8	6.50	1.07	2	7.00	0.00	11	7.45	.69	22	6.09	2.52	52	7.71	1.92	8	5.13	4.36	5	7.80	1.10	18	6.61	2.62
The World Bank Group's social media channels are valuable sources of information about the institution	3	6.00	1.00	9	8.33	2.35	11	6.00	2.57	17	5.76	3.19	64	6.77	2.87	21	7.48	3.34	2	7.00	0.00	17	7.59	2.12
When I need information from the World Bank Group I know how to find it	7	8.43	1.40	7	9.14	1.46	10	8.10	.74	27	6.67	2.84	73	7.60	2.22	18	7.17	3.01	5	7.00	2.74	22	6.73	2.66
The World Bank Group is responsive to my information requests and inquiries*	4	5.00	3.37	8	8.50	2.78	12	7.58	1.31	17	7.24	2.19	66	5.95	2.74	18	6.72	3.01	5	6.60	2.19	11	9.09	.83
The World Bank Group provides sufficient public information in Tajik*	6	3.50	1.76	9	7.56	3.09	6	8.33	.82	20	4.75	3.24	60	6.50	2.65	14	7.07	2.06	3	4.00	0.00	11	7.09	3.53
The World Bank Group provides sufficient public information in Russian*	7	3.14	2.27	9	8.44	1.88	6	8.33	.82	22	7.77	2.84	67	7.96	2.11	18	9.61	.50	5	9.40	.55	18	7.50	3.07

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	33.3%	31.3%	58.3%	31.9%	19.8%	23.1%	23.1%	27.6%
No	66.7%	68.8%	41.7%	68.1%	80.2%	76.9%	76.9%	72.4%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Tajikistan? (Select all that apply)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank (IBRD/IDA)*	22.2%	31.3%	75.0%	11.6%	19.1%	38.5%	23.1%	17.2%
The International Finance Corporation (IFC)*	11.1%	12.5%	50.0%	39.5%	13.8%	23.1%	23.1%	27.6%
None*	66.7%	62.5%	25.0%	55.8%	74.5%	61.5%	76.9%	65.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Observer*	77.8%	61.5%	0.0%	31.8%	48.8%	33.3%	0.0%	25.0%
Use World Bank Group reports/data*	11.1%	0.0%	8.3%	9.1%	17.9%	87.5%	33.3%	25.0%
Engage in World Bank Group related/sponsored events/activities*	22.2%	38.5%	58.3%	20.5%	51.2%	16.7%	16.7%	15.0%
Collaborate as part of my professional duties*	11.1%	23.1%	16.7%	43.2%	11.9%	37.5%	50.0%	45.0%
Use World Bank Group website for information, data, research, etc.*	22.2%	38.5%	75.0%	22.7%	23.8%	4.2%	50.0%	45.0%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Locations

### A. General Issues facing Tajikistan

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

Percentage of Respondents	Dushanbe	Other
The right direction	56.5%	36.8%
The wrong direction	16.7%	21.1%
Not sure	26.9%	42.1%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Quality public services	37.3%	42.2%
Public sector governance/reform*	35.6%	21.1%
Regional integration in Central Asia	15.3%	14.8%
Private sector development	16.1%	20.3%
Anti-corruption	32.2%	38.3%
Job creation/employment	22.9%	29.7%
Rural development*	16.9%	2.3%
Equality of opportunity	16.1%	11.7%
Poverty reduction	17.8%	21.1%
Energy sector development	27.1%	17.2%
Food security	5.1%	10.9%
Climate change	5.1%	3.9%
Economic growth*	35.6%	20.3%

\*Significantly different between geographic locations

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 Tajikistan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Equality of opportunity*	33.9%	12.1%
Economic growth	39.8%	34.3%
Climate change*	5.9%	0.0%
Regional integration in Central Asia*	0.8%	7.1%
Rural development	24.6%	31.4%
Quality public services	16.9%	18.6%
Anti-corruption	47.5%	51.4%
Private sector development	27.1%	29.3%
Energy sector development	11.0%	7.9%
Public sector governance/reform*	29.7%	18.6%
Job creation/employment*	40.7%	54.3%
Food security	8.5%	6.4%

\*Significantly different between geographic locations

When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this could be achieved in Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Better employment opportunities for young people*	15.0%	41.4%
Greater voice and participation for citizens to help ensure greater accountability	18.6%	12.5%
Better entrepreneurial opportunities*	23.0%	39.8%
Better opportunity for the poor who live in rural areas*	14.2%	6.3%
Better opportunity for the poor who live in urban areas	0.9%	3.9%
Consistent economic growth*	42.5%	17.2%
More reliable social safety net	19.5%	6.3%
Education and training that better ensure job opportunity	36.3%	40.6%
Better quality public services	19.5%	20.3%
Other*	7.1%	0.8%

\*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tajikistan? (1-Not familiar at all, 10-Extremely familiar)	113	5.06	1.99	140	4.48	3.14

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan* (1-Not effective at all, 10-Very effective) *Significantly different between geographic locations	91	5.84	2.07	79	7.39	2.73

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?*	77	7.00	2.13	64	8.41	2.24

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

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

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Quality public services	32.2%	39.3%
Public sector governance/reform*	8.5%	25.7%
Regional integration in Central Asia	14.4%	19.3%
Private sector development	25.4%	20.0%
Anti-corruption	36.4%	34.3%
Job creation/employment*	21.2%	39.3%
Rural development*	27.1%	15.7%
Equality of opportunity	16.9%	17.9%
Poverty reduction*	32.2%	16.4%
Energy sector development*	29.7%	8.6%
Food security*	0.0%	10.0%
Climate change*	5.1%	0.0%
Economic growth	37.3%	27.9%

\*Significantly different between geographic locations

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

Greatest Value Percentage of Respondents	Dushanbe	Other
Bringing institutions and/or people together*	5.7%	28.0%
Data	4.8%	3.0%
Policy advice, studies, analyses	9.5%	6.0%
Financial resources	54.3%	41.0%
Capacity development	11.4%	10.0%
Technical assistance	10.5%	7.0%
Mobilizing third party financial resources*	3.8%	0.0%
Donor coordination*	0.0%	5.0%
Other	0.0%	0.0%

\*Significantly different between geographic locations

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

<b>2<sup>nd</sup> Greatest Value Percentage of Respondents</b>	<b>Dushanbe</b>	<b>Other</b>
Bringing institutions and/or people together	2.9%	3.9%
Data*	11.5%	2.6%
Policy advice, studies, analyses	4.8%	2.6%
Financial resources*	19.2%	35.1%
Capacity development*	7.7%	24.7%
Technical assistance*	31.7%	7.8%
Mobilizing third party financial resources	10.6%	5.2%
Donor coordination	11.5%	18.2%
Other	0.0%	0.0%

\*Significantly different between geographic locations

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Dushanbe</b>	<b>Other</b>
Staff too inaccessible*	5.2%	16.9%
Not adequately sensitive to political/social realities in Tajikistan*	13.9%	5.6%
Not enough public disclosure of its work	17.4%	25.8%
Not aligned with country priorities	7.0%	4.8%
The credibility of its knowledge/data	5.2%	10.5%
Not willing to honestly criticize policies and reform efforts in the country*	31.3%	9.7%
Too influenced by developed countries*	4.3%	12.1%
World Bank Group's processes too slow	13.9%	10.5%
Too bureaucratic in its operational policies and procedures*	14.8%	4.8%
Not aligned with other donors' work	0.0%	2.4%
Not collaborating enough with non-state actors	24.3%	20.2%
Not client focused	7.0%	11.3%
Other	2.6%	3.2%
Don't know	26.1%	30.6%

\*Significantly different between geographic locations

**Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tajikistan? (Choose no more than TWO)**

<b>Percentage of Respondents (Responses Combined)</b>	<b>Dushanbe</b>	<b>Other</b>
Capacity development*	43.1%	21.5%
Budget support to the Government	19.8%	21.5%
Knowledge products/services*	3.4%	11.1%
Investment lending	62.9%	57.8%
Technical assistance	39.7%	43.0%
Other	0.0%	3.0%
Don't know	3.4%	8.9%

\*Significantly different between geographic locations

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Dushanbe</b>	<b>Other</b>
Academia/think tanks/research institutes*	30.2%	13.5%
Donor community	14.7%	23.3%
Media*	26.7%	14.3%
NGOs*	31.0%	52.6%
Local Government	17.2%	20.3%
Private sector*	37.1%	24.8%
Parliament	9.5%	5.3%
Beneficiaries	12.1%	10.5%
Other	9.5%	4.5%
Don't know*	0.0%	7.5%

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tajikistan	103	6.45	2.07	88	6.45	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	99	6.15	2.06	80	6.76	2.31
The World Bank Group supports programs and strategies that are realistic for Tajikistan	98	6.41	2.42	81	6.75	2.42
The World Bank Group treats clients and stakeholders in Tajikistan with respect	93	7.03	2.59	84	7.07	2.41

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness*	83	5.23	2.20	62	6.45	2.20
Flexibility (in terms of the World Bank Group's products and services)*	88	5.36	2.17	68	6.24	2.11
Flexibility (in terms of changing country circumstances)*	89	5.75	2.07	69	6.70	2.20
Being inclusive*	70	5.93	1.72	63	6.87	2.20
Openness*	86	6.00	2.07	69	7.32	2.20
Staff accessibility	77	5.91	2.51	66	6.58	1.91
Straightforwardness and honesty*	80	5.39	2.46	61	6.82	2.31
Ease of access to the people at the World Bank Group who are making decisions important to my work*	77	5.68	2.68	68	6.66	2.10
Collaboration with groups outside of the Government*	85	5.38	2.64	71	7.56	1.90
Collaboration with the Government*	65	6.11	2.16	64	7.38	2.04
Collaboration with other donors	63	7.22	2.01	52	7.21	2.15
The speed in which it gets things accomplished on the ground*	79	5.70	2.31	60	7.37	1.90
Being a long-term partner*	69	7.09	1.63	59	7.95	1.98

\*Significantly different between geographic locations

### C. World Bank Group Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?  
(1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	111	9.14	1.74	103	8.44	2.42
Information and communications technology	96	8.00	2.59	95	7.96	2.14
Transport	87	8.01	2.14	97	7.94	2.01
Environmental sustainability	78	6.94	2.84	91	7.11	2.61
Regulatory framework	70	7.21	2.51	80	7.10	2.14
Poverty reduction	113	8.92	1.98	100	9.01	1.49
Gender equity	86	7.59	2.70	90	8.21	1.97
Private sector development	94	8.79	1.95	99	8.81	1.62
Foreign direct investment	101	8.44	2.33	85	8.60	1.58
Water and sanitation*	97	7.73	2.57	96	8.44	1.93
Trade and exports	82	7.63	2.45	96	7.93	2.19
Economic growth	113	9.11	1.70	97	8.81	1.67
Energy	105	8.26	2.77	103	8.32	2.24
Public sector governance/ reform	89	7.91	2.86	86	8.33	2.37
Job creation/employment*	113	8.42	2.02	99	9.08	1.45
Financial markets	100	7.88	2.38	90	8.18	1.91
Equality of opportunity*	92	8.12	2.16	90	8.67	1.41
Health*	102	7.91	2.89	101	8.60	1.84
Rural development	103	8.88	1.85	96	8.57	1.67
Global/regional integration	77	7.21	2.87	74	7.77	1.81
Food security	91	7.76	2.12	86	7.95	1.86
Education	97	9.10	2.05	102	8.77	2.03
Social protection	89	8.16	2.56	87	8.33	1.90
Climate change*	79	7.99	2.70	81	6.84	3.03
Agricultural development	107	8.76	2.24	95	8.64	1.82
Natural resource management	100	7.18	3.06	94	7.95	2.29

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	55	4.13	2.38	63	7.27	2.75
Information and communications technology*	61	4.59	2.12	62	7.47	1.95
Transport*	60	5.02	2.59	59	7.08	2.60
Environmental sustainability*	47	5.38	2.64	56	7.27	2.01
Regulatory framework*	52	5.60	2.66	54	8.13	1.72
Poverty reduction*	75	5.79	2.82	60	7.73	2.45
Gender equity*	54	5.20	2.30	48	7.50	2.32
Private sector development*	66	6.24	2.47	66	7.50	2.02
Foreign direct investment*	67	6.48	2.68	56	7.73	2.18
Water and sanitation*	66	5.27	2.90	62	7.48	2.47
Trade and exports*	53	5.60	2.60	48	7.13	2.73
Economic growth*	89	6.04	2.86	75	7.39	2.21
Energy*	69	6.14	2.65	66	7.35	2.15
Public sector governance/ reform*	66	4.17	2.59	60	6.83	2.08
Job creation/employment*	73	4.62	2.63	60	7.32	2.25
Financial markets*	58	5.84	3.31	47	7.47	1.76
Equality of opportunity*	56	4.89	2.98	49	7.82	2.09
Health*	69	5.29	2.66	65	7.86	2.14
Rural development*	53	4.91	2.41	58	7.52	2.02
Global/regional integration*	37	4.81	1.79	49	6.90	2.06
Food security*	58	5.62	2.27	56	6.86	2.19
Education*	67	5.33	2.30	73	7.73	2.27
Social protection*	55	4.75	2.39	56	7.04	2.43
Climate change*	50	6.32	2.06	46	7.17	2.13
Agricultural development*	70	5.73	2.58	68	7.12	2.17
Natural resource management*	41	5.39	2.41	55	7.25	2.28

\*Significantly different between geographic locations

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?*	77	6.25	2.31	85	7.68	2.09

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

To what extent do you agree with the following statements about the World Bank Group in Tajikistan? (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tajikistan	95	6.71	2.20	79	6.92	2.30
The World Bank Group meets Tajikistan's needs for knowledge services	85	6.07	2.30	71	6.83	2.56

(1-Strongly disagree, 10-Strongly agree)

**D. The World Bank Group's Knowledge**

How frequently do you consult World Bank Group knowledge work and activities in the work you do?\*

Percentage of Respondents	Dushanbe	Other
Weekly	0.0%	3.2%
Monthly	12.7%	5.6%
A few times a year	29.1%	15.2%
Rarely	40.0%	25.6%
Never	18.2%	50.4%

\*Significantly different between geographic locations

In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Are timely*	87	5.91	2.19	66	6.77	2.33
Include appropriate level of stakeholder involvement during preparation*	77	5.87	2.29	64	6.70	1.98
Are relevant to Tajikistan's development priorities	90	7.19	2.28	77	7.23	2.38
Lead to practical solutions*	85	6.05	2.59	63	7.10	2.00
Are accessible	78	6.50	2.34	55	7.16	2.18
Are source of relevant information on global good practices	84	6.06	2.65	60	6.75	2.43
Enhance your knowledge and/or skills	82	6.28	1.92	66	6.94	2.34
Are adequately disseminated*	72	5.60	2.58	65	6.83	2.39
Are translated enough into local language*	71	4.75	2.58	67	7.06	2.48
Are adaptable to Tajikistan's specific development challenges and country circumstances*	63	5.83	2.20	59	7.25	2.19

\*Significantly different between geographic locations

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	106	7.43	2.45	114	9.13	1.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	87	6.33	2.37	81	7.89	2.29

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

\*Significantly different between geographic locations

**E. Working with the World Bank Group**

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	74	5.38	2.15	73	6.82	2.43
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	79	6.04	2.52	78	6.96	2.23
The World Bank Group's approvals and reviews are done in a timely fashion	74	6.26	2.57	68	6.82	2.29
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	7.11	2.20	56	6.98	2.04
The World Bank Group's conditions on its lending are reasonable	62	7.56	2.11	64	6.88	2.19
The World Bank Group takes decisions quickly in Tajikistan*	76	4.76	2.27	72	6.97	2.43
Working with the World Bank Group increases Tajikistan's institutional capacity*	76	6.58	2.21	66	7.42	2.25
The World Bank Group ensures consistency and continuity through staff changes	49	7.18	2.04	58	7.38	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them	47	6.70	1.83	61	7.34	2.21
The World Bank Group provides effective implementation support	78	7.41	2.32	70	8.10	2.21

\*Significantly different between geographic locations

**F. The Future Role of the World Bank Group in Tajikistan**

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

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Provide more adequate data/knowledge/statistics/figures on Tajikistan's economy	23.9%	29.5%
Collaborate more effectively with Government clients*	1.8%	25.8%
Offer more innovative financial products	21.1%	12.9%
Reach out more to groups outside of Government	44.0%	39.4%
Improve the quality of its experts as related to Tajikistan's specific challenges*	33.0%	12.1%
Offer more innovative knowledge services	13.8%	15.2%
Ensure greater selectivity in its work	8.3%	4.5%
Increase the level of capacity development in the country	14.7%	17.4%
Reduce the complexity of obtaining World Bank Group financing	22.0%	15.2%
Work faster	12.8%	12.1%
Other*	0.0%	3.8%

\*Significantly different between geographic locations

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Local newspapers	33.3%	33.6%
Local radio	0.0%	0.7%
Local television	10.3%	12.9%
Satellite TV	17.9%	16.4%
Internet	93.2%	87.9%
Social media	26.5%	25.0%
Other	1.7%	0.7%

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

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

Percentage of Respondents (Responses Combined)	Dushanbe	Other
World Bank Group's website	38.8%	41.8%
Direct contact with World Bank Group	25.9%	22.4%
Email	28.4%	34.3%
World Bank Group's seminars/workshops/conferences	27.6%	36.6%
World Bank Group's publications and other written materials*	40.5%	15.7%
Social media	23.3%	27.6%
Other	1.7%	0.0%

\*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Dushanbe			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	83	5.29	2.83	83	6.73	3.24
I find the World Bank Group's websites easy to navigate*	74	6.07	2.42	56	6.98	2.56
I find the information on the World Bank Group's websites useful*	74	6.46	2.31	52	7.73	2.11
The World Bank Group's social media channels are valuable sources of information about the institution*	66	5.80	3.22	77	7.82	2.06
When I need information from the World Bank Group I know how to find it*	95	7.02	2.51	78	8.01	2.17
The World Bank Group is responsive to my information requests and inquiries	74	6.43	2.51	64	7.22	2.66
The World Bank Group provides sufficient public information in Tajik*	68	5.49	2.64	64	7.02	2.76
The World Bank Group provides sufficient public information in Russian*	79	7.28	2.69	75	8.48	1.95

\*Significantly different between geographic locations

**H. Background Information**

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

Percentage of Respondents	Dushanbe	Other
Yes	41.7%	19.1%
No	58.3%	80.9%

\*Significantly different between geographic locations

Which of the following agencies of the World Bank Group do you work with in Tajikistan? (Select all that apply)

Percentage of Respondents (Responses Combined)	Dushanbe	Other
The World Bank (IBRD/IDA)*	35.1%	19.4%
The International Finance Corporation (IFC)*	50.5%	4.3%
None*	42.3%	79.1%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses Combined)	Dushanbe	Other
Observer	31.0%	42.5%
Use World Bank Group reports/data	29.2%	22.6%
Engage in World Bank Group related/sponsored events/activities	30.1%	39.6%
Collaborate as part of my professional duties*	40.7%	16.0%
Use World Bank Group website for information, data, research, etc.	23.0%	31.1%

\*Significantly different between geographic locations

## Appendix D: Responses to All Questions by Levels of Collaboration

### A. General Issues facing Tajikistan

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The right direction	52.1%	43.6%
The wrong direction	8.5%	23.8%
Not sure	39.4%	32.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Quality public services	38.0%	39.8%
Public sector governance/reform	32.4%	27.3%
Regional integration in Central Asia	15.5%	14.8%
Private sector development	16.9%	19.3%
Anti-corruption	38.0%	33.5%
Job creation/employment	19.7%	29.5%
Rural development*	19.7%	4.5%
Equality of opportunity	18.3%	12.5%
Poverty reduction	12.7%	22.7%
Energy sector development*	35.2%	17.6%
Food security	11.3%	8.0%
Climate change	2.8%	5.1%
Economic growth	31.0%	25.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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 Tajikistan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Equality of opportunity*	34.2%	17.5%
Economic growth	31.6%	41.5%
Climate change*	7.9%	0.5%
Regional integration in Central Asia	2.6%	4.9%
Rural development	34.2%	27.9%
Quality public services*	36.8%	7.7%
Anti-corruption	47.4%	49.2%
Private sector development	34.2%	26.8%
Energy sector development*	1.3%	11.5%
Public sector governance/reform	23.7%	24.6%
Job creation/employment	42.1%	49.2%
Food security	3.9%	8.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Better employment opportunities for young people	25.0%	30.9%
Greater voice and participation for citizens to help ensure greater accountability*	36.8%	4.2%
Better entrepreneurial opportunities	30.3%	32.7%
Better opportunity for the poor who live in rural areas	5.3%	12.7%
Better opportunity for the poor who live in urban areas	1.3%	3.0%
Consistent economic growth	32.9%	26.1%
More reliable social safety net	11.8%	12.7%
Education and training that better ensure job opportunity	35.5%	40.6%
Better quality public services	15.8%	22.4%
Other	5.3%	3.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tajikistan?*	74	6.81	2.03	181	3.94	2.47

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.*	69	7.20	2.40	100	6.20	2.44

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

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?	61	8.13	1.90	81	7.41	2.39

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

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Quality public services	35.5%	35.0%
Public sector governance/reform	18.4%	18.0%
Regional integration in Central Asia	10.5%	20.2%
Private sector development	21.1%	21.9%
Anti-corruption	47.4%	31.7%
Job creation/employment	27.6%	31.7%
Rural development*	28.9%	17.5%
Equality of opportunity	23.7%	15.3%
Poverty reduction	18.4%	27.3%
Energy sector development	21.1%	15.3%
Food security	6.6%	4.9%
Climate change	0.0%	3.3%
Economic growth	30.3%	32.8%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Bringing institutions and/or people together	14.5%	16.3%
Data	7.2%	2.2%
Policy advice, studies, analyses*	1.4%	10.4%
Financial resources	58.0%	44.4%
Capacity development*	2.9%	14.8%
Technical assistance	5.8%	10.4%
Mobilizing third party financial resources*	5.8%	0.0%
Donor coordination	4.3%	1.5%
Other	0.0%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Bringing institutions and/or people together	3.0%	1.7%
Data*	15.2%	3.4%
Policy advice, studies, analyses*	7.6%	1.7%
Financial resources*	16.7%	31.0%
Capacity development*	25.8%	9.5%
Technical assistance	21.2%	20.7%
Mobilizing third party financial resources	7.6%	8.6%
Donor coordination*	3.0%	23.3%
Other	0.0%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Staff too inaccessible*	0.0%	15.4%
Not adequately sensitive to political/social realities in Tajikistan*	22.4%	4.6%
Not enough public disclosure of its work*	7.5%	26.3%
Not aligned with country priorities*	14.9%	2.3%
The credibility of its knowledge/data*	0.0%	10.9%
Not willing to honestly criticize policies and reform efforts in the country*	38.8%	12.6%
Too influenced by developed countries	9.0%	8.0%
World Bank Group's processes too slow	17.9%	9.7%
Too bureaucratic in its operational policies and procedures	13.4%	8.0%
Not aligned with other donors' work	3.0%	0.6%
Not collaborating enough with non-state actors*	40.3%	15.4%
Not client focused	4.5%	10.9%
Other*	10.4%	0.0%
Don't know*	9.0%	37.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Capacity development*	50.0%	23.9%
Budget support to the Government*	2.7%	29.4%
Knowledge products/services	9.5%	6.7%
Investment lending	67.6%	56.7%
Technical assistance	37.8%	40.6%
Other*	5.4%	0.0%
Don't know	4.1%	7.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Academia/think tanks/research institutes*	34.2%	14.2%
Donor community*	5.3%	26.7%
Media*	2.6%	26.1%
NGOs	48.7%	42.0%
Local Government*	28.9%	13.6%
Private sector	32.9%	29.5%
Parliament	3.9%	8.5%
Beneficiaries	6.6%	13.1%
Other*	18.4%	2.3%
Don't know*	0.0%	5.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	71	7.04	2.20	121	6.12	2.24
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	68	6.74	2.28	114	6.06	2.23
The World Bank Group supports programs and strategies that are realistic for Tajikistan	66	6.73	2.40	113	6.50	2.46
The World Bank Group treats clients and stakeholders in Tajikistan with respect*	61	7.51	2.45	119	6.64	2.61

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	60	5.40	2.57	86	5.95	1.99
Flexibility (in terms of the World Bank Group's products and services)	65	5.69	2.36	94	5.86	2.08
Flexibility (in terms of changing country circumstances)	63	6.11	2.46	98	6.04	2.17
Being inclusive	50	6.48	2.11	87	6.11	2.15
Openness*	61	7.05	2.35	97	6.21	2.21
Staff accessibility	55	6.53	2.85	90	6.21	1.95
Straightforwardness and honesty	61	6.56	3.05	82	5.80	2.06
Ease of access to the people at the World Bank Group who are making decisions important to my work	53	6.21	2.63	94	6.07	2.43
Collaboration with groups outside of the Government	55	6.05	2.64	105	6.67	2.56
Collaboration with the Government	49	6.96	2.32	84	6.75	2.16
Collaboration with other donors	37	7.08	2.29	80	7.00	2.24
The speed in which it gets things accomplished on the ground	54	6.02	2.56	86	6.71	2.10
Being a long-term partner*	49	7.12	2.17	83	7.78	1.61

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**C. World Bank Group Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?  
(Choose no more than THREE)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	68	8.72	2.13	148	8.82	2.13
Information and communications technology	57	8.18	2.42	134	7.86	2.35
Transport	52	7.77	2.05	135	8.07	2.08
Environmental sustainability	42	7.10	2.96	129	7.04	2.64
Regulatory framework	44	7.43	2.70	108	6.84	2.34
Poverty reduction	71	9.04	1.58	143	8.92	1.85
Gender equity*	64	7.42	2.99	112	8.21	1.94
Private sector development	71	8.72	1.70	127	8.83	1.85
Foreign direct investment	61	8.30	2.33	128	8.55	1.96
Water and sanitation*	71	7.24	2.71	124	8.53	1.89
Trade and exports	58	7.34	2.45	121	7.94	2.25
Economic growth	71	9.07	2.03	142	8.89	1.56
Energy*	64	7.47	3.08	146	8.60	2.17
Public sector governance/ reform	66	7.85	2.89	111	8.40	2.42
Job creation/employment	71	8.49	1.93	141	8.82	1.76
Financial markets*	66	8.53	1.79	123	7.74	2.31
Equality of opportunity*	61	8.87	1.88	120	8.06	1.89
Health*	62	7.68	3.14	144	8.51	2.01
Rural development*	64	9.16	1.47	138	8.53	1.86
Global/regional integration	50	7.44	3.12	105	7.34	2.26
Food security	64	7.72	2.06	115	8.10	1.74
Education	58	9.36	1.33	143	8.76	2.24
Social protection	59	8.46	2.65	119	8.17	2.02
Climate change	44	7.36	3.42	118	7.28	2.81
Agricultural development*	61	9.43	1.28	142	8.39	2.22
Natural resource management*	61	7.02	2.77	136	7.90	2.62

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	46	5.43	3.16	72	6.24	2.95
Information and communications technology*	41	4.78	2.13	81	6.70	2.44
Transport*	33	5.21	3.02	87	6.40	2.66
Environmental sustainability	23	5.70	2.74	79	6.73	2.25
Regulatory framework	35	6.43	2.88	75	7.23	2.37
Poverty reduction	48	6.48	2.77	89	6.79	2.85
Gender equity*	36	5.17	2.44	68	7.09	2.47
Private sector development*	46	6.17	2.47	89	7.30	2.17
Foreign direct investment*	39	5.87	2.71	83	7.54	2.24
Water and sanitation	41	6.20	3.49	90	6.48	2.62
Trade and exports*	30	5.37	3.29	73	6.82	2.44
Economic growth*	52	6.06	2.52	115	6.98	2.69
Energy*	46	6.17	2.49	91	7.07	2.44
Public sector governance/ reform	47	4.98	2.79	80	5.70	2.62
Job creation/employment*	46	4.98	2.46	89	6.44	2.92
Financial markets	27	6.26	2.49	76	6.83	2.83
Equality of opportunity*	30	5.17	2.67	74	6.84	2.86
Health	43	6.58	3.06	93	6.66	2.62
Rural development	33	6.52	3.08	80	6.26	2.40
Global/regional integration*	24	6.88	2.13	62	5.66	2.15
Food security	38	5.82	2.47	80	6.60	2.28
Education	47	7.02	2.71	93	6.55	2.41
Social protection	32	5.81	3.25	80	6.21	2.38
Climate change	27	7.41	2.08	67	6.63	1.91
Agricultural development	52	6.52	2.83	87	6.51	2.32
Natural resource management	24	6.08	3.19	73	6.88	2.11

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?	60	6.70	2.37	106	7.25	2.27

(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 Tajikistan? (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tajikistan	65	6.58	2.26	113	7.10	2.20
The World Bank Group meets Tajikistan's needs for knowledge services	59	6.32	2.12	97	6.62	2.52

(1-Strongly disagree, 10-Strongly agree)

**D. The World Bank Group's Knowledge**

How frequently do you consult World Bank Group knowledge work and activities in the work you do?\*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Weekly	6.1%	0.0%
Monthly	12.1%	7.6%
A few times a year	40.9%	14.5%
Rarely	30.3%	32.0%
Never	10.6%	45.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	53	5.89	2.18	101	6.73	2.23
Include appropriate level of stakeholder involvement during preparation	47	6.09	1.89	95	6.33	2.32
Are relevant to Tajikistan's development priorities	59	7.66	1.60	112	7.04	2.61
Lead to practical solutions*	52	5.96	2.51	99	6.90	2.34
Are accessible	51	6.57	2.17	86	7.02	2.38
Are source of relevant information on global good practices	53	6.21	2.56	89	6.31	2.58
Enhance your knowledge and/or skills	55	6.33	2.16	97	6.80	2.16
Are adequately disseminated	42	6.50	2.70	96	6.07	2.50
Are translated enough into local language*	49	5.22	2.52	92	6.35	2.89
Are adaptable to Tajikistan's specific development challenges and country circumstances	36	6.64	1.87	90	6.29	2.61

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**D. The World Bank Group's Knowledge (continued)**

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	69	7.94	2.48	155	8.52	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	68	7.24	2.29	101	6.89	2.69

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	59	5.31	2.48	85	6.74	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	64	6.38	2.52	97	6.62	2.43
The World Bank Group's approvals and reviews are done in a timely fashion*	57	5.82	2.84	86	7.08	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable	40	7.03	2.62	71	7.04	1.78
The World Bank Group's conditions on its lending are reasonable	40	7.08	2.26	85	7.26	2.08
The World Bank Group takes decisions quickly in Tajikistan*	57	5.25	2.55	90	6.34	2.45
Working with the World Bank Group increases Tajikistan's institutional capacity	55	6.71	2.25	91	6.95	2.48
The World Bank Group ensures consistency and continuity through staff changes	41	7.41	2.30	69	7.41	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them	32	7.13	2.01	77	7.16	2.11
The World Bank Group provides effective implementation support	59	7.75	2.22	90	7.79	2.35

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**F. The Future Role of the World Bank Group in Tajikistan**

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Provide more adequate data/knowledge/statistics/figures on Tajikistan's economy*	13.0%	32.6%
Collaborate more effectively with Government clients	14.5%	16.6%
Offer more innovative financial products*	26.1%	11.4%
Reach out more to groups outside of Government	42.0%	41.1%
Improve the quality of its experts as related to Tajikistan's specific challenges*	31.9%	17.7%
Offer more innovative knowledge services	18.8%	13.1%
Ensure greater selectivity in its work*	0.0%	8.0%
Increase the level of capacity development in the country	14.5%	18.3%
Reduce the complexity of obtaining World Bank Group financing	24.6%	15.4%
Work faster	8.7%	13.1%
Other*	5.8%	0.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Local newspapers	34.2%	31.7%
Local radio	0.0%	0.0%
Local television	11.8%	13.1%
Satellite TV*	27.6%	12.6%
Internet*	97.4%	88.0%
Social media*	10.5%	32.2%
Other	1.3%	1.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
World Bank Group's website*	26.3%	45.8%
Direct contact with World Bank Group*	50.0%	14.1%
Email*	48.7%	24.3%
World Bank Group's seminars/workshops/conferences*	18.4%	38.4%
World Bank Group's publications and other written materials*	46.1%	18.1%
Social media	6.6%	36.2%
Other*	0.0%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	62	6.84	2.96	108	5.47	3.13
I find the World Bank Group's websites easy to navigate	51	6.57	2.39	82	6.43	2.58
I find the information on the World Bank Group's websites useful	53	6.87	2.26	75	7.08	2.35
The World Bank Group's social media channels are valuable sources of information about the institution	45	6.27	3.41	100	7.17	2.51
When I need information from the World Bank Group I know how to find it*	69	7.94	2.17	107	7.16	2.50
The World Bank Group is responsive to my information requests and inquiries*	55	7.53	2.44	87	6.25	2.71
The World Bank Group provides sufficient public information in Tajik	44	6.73	2.46	90	6.03	2.92
The World Bank Group provides sufficient public information in Russian	56	8.21	1.82	101	7.86	2.54

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**H. Background Information**

Which of the following agencies of the World Bank Group do you work with in Tajikistan? (Select all that apply)

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank (IBRD/IDA)*	77.1%	7.1%
The International Finance Corporation (IFC)*	68.6%	7.1%
None*	5.7%	85.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Observer*	12.0%	51.0%
Use World Bank Group reports/data	28.0%	26.9%
Engage in World Bank Group related/sponsored events/activities*	54.7%	24.8%
Collaborate as part of my professional duties*	45.3%	17.9%
Use World Bank Group website for information, data, research, etc.*	37.3%	20.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

FY '03 Response Number = 121 • FY '14 Response Number = 272

### A. General Issues Facing Tajikistan

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

Percentage of Respondents	FY 2014	FY 2003
The right direction	46.0%	94.3%
The wrong direction	19.4%	3.8%
Not sure	34.7%	1.9%

\*Significantly different between FY14 and FY03 country surveys

### B. Overall Attitudes toward the World Bank Group

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tajikistan?*	263	4.66	2.72	120	7.08	2.29

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY14 and FY03 country surveys

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.*	174	6.53	2.52	100	7.48	2.03

(1-Not effective at all, 10-Very effective) \*Significantly different between FY14 and FY03 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	194	6.44	2.26	120	7.48	2.35
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	184	6.35	2.29	112	7.25	2.35
The World Bank Group treats clients and stakeholders in Tajikistan with respect*	182	6.97	2.59	108	7.74	2.25

\*Significantly different between FY14 and FY03 country surveys

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

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

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of the World Bank Group's products and services)*	161	5.84	2.23	85	7.76	2.23
Flexibility (in terms of changing country circumstances)*	163	6.08	2.27	89	8.10	2.35
Staff accessibility	147	6.31	2.32	113	6.78	2.01
Straightforwardness and honesty*	145	6.11	2.53	109	7.30	2.06

\*Significantly different between FY14 and FY03 country surveys

<sup>1</sup> Only those questions that were asked in the FY '03 and FY '14 country surveys, with similar response scales/options, are presented.

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan? (1-Not important at all, 10-Very important)

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Regulatory framework*	155	7.01	2.45	109	7.67	1.94
Poverty reduction*	218	8.98	1.75	118	8.15	2.03
Gender equity*	181	7.92	2.41	103	6.99	2.13
Private sector development*	199	8.79	1.79	114	7.81	2.06
Public sector governance/ reform*	180	8.17	2.62	110	7.48	2.17
Health	209	8.29	2.42	115	7.84	1.98
Education*	205	8.96	2.02	112	7.99	2.05
Economic growth*	216	8.96	1.72	119	8.15	1.99

\*Significantly different between FY14 and FY03 country surveys

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan?

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

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Regulatory framework	110	6.97	2.56	99	6.77	1.76
Poverty reduction	139	6.73	2.83	110	6.93	1.77
Gender equity	106	6.40	2.60	95	6.61	2.16
Private sector development	137	6.96	2.34	105	6.95	1.87
Economic growth	169	6.73	2.67	110	6.88	1.92
Public sector governance/ reform*	127	5.43	2.70	104	6.92	2.14
Health	138	6.61	2.74	107	7.09	1.95
Education*	143	6.65	2.59	103	7.35	1.89

\*Significantly different between FY14 and FY03 country surveys

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

In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	145	6.33	2.57	108	6.64	1.98
Are adaptable to Tajikistan's specific development challenges and country circumstances	126	6.39	2.42	112	6.29	2.22

### E. Working with the World Bank Group

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

	year					
	FY 2014			FY 2003		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	147	6.10	2.40	74	8.15	2.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	162	6.52	2.45	87	8.14	2.17

\*Significantly different between FY14 and FY03 country surveys

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

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 Jordan? (Choose no more than TWO)									
	No Mean	Yes Mean	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
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.	6.20	7.20	7.05	5.64	6.60	6.32	5.84	7.34	6.79	5.84	6.32	7.18
To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?	7.41	8.13	7.18	8.72	7.86	7.36	7.43	8.00	8.03	6.90	7.85	7.30
Overall the World Bank Group currently plays a relevant role in development in Tajikistan	6.12	7.04	6.87	5.83	6.52	6.52	6.49	6.57	6.61	6.36	6.38	6.90
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	6.06	6.74	6.48	6.18	6.73	5.36	5.97	6.99	6.60	5.91	6.31	6.56
Responsiveness	5.95	5.40	5.80	5.34	6.13	4.49	5.56	5.78	5.98	4.91	5.31	6.61
Flexibility (in terms of the World Bank Group's products and services)	5.86	5.69	6.04	5.17	5.93	5.42	5.79	5.76	6.04	5.24	5.58	6.30
Flexibility (in terms of changing country circumstances)	6.04	6.11	6.25	5.39	6.30	5.16	5.87	6.14	6.43	5.02	5.53	7.09
Being inclusive	6.11	6.48	6.42	5.75	6.32	5.86	6.05	6.38	6.37	5.67	5.99	6.64
Openness	6.21	7.05	6.81	5.90	6.79	5.80	6.01	7.27	6.72	6.04	6.21	7.30
Staff accessibility	6.21	6.53	6.10	6.65	6.30	6.24	6.12	6.51	6.16	6.62	6.36	6.08
Straightforwardness and honesty	5.80	6.56	6.20	5.94	6.16	6.00	5.76	6.56	6.26	5.76	6.03	6.38
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.07	6.21	5.91	6.45	6.41	5.34	6.13	6.06	6.48	5.17	5.69	7.41
Collaboration with groups outside of the Government	6.67	6.05	6.21	6.67	6.19	6.82	6.52	6.18	6.86	5.07	6.11	7.18
Collaboration with the Government	6.75	6.96	6.67	7.28	6.88	6.93	6.83	6.98	7.34	5.78	6.76	7.26
Collaboration with other donors	7.00	7.08	7.04	7.07	7.15	6.84	6.82	7.51	7.21	6.67	7.12	6.81
The speed in which it gets things accomplished on the ground	6.71	6.02	6.38	6.49	6.54	6.13	6.24	6.68	6.59	5.94	6.38	6.53
Being a long-term partner	7.78	7.12	7.33	7.95	7.56	7.50	7.38	7.75	7.98	6.50	7.55	7.53
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?	7.25	6.70	6.83	7.53	7.19	6.76	7.18	6.92	7.55	5.93	6.90	7.49
The World Bank Group's financial instruments meet the needs of Tajikistan	7.10	6.58	6.59	7.74	6.90	7.05	7.04	6.76	7.43	6.03	6.87	7.10
The World Bank Group meets Tajikistan's needs for knowledge services	6.62	6.32	6.42	6.54	6.18	7.26	6.75	6.06	6.74	5.85	6.24	6.96
The World Bank Group's knowledge work and activities are adaptable to Tajikistan's specific development challenges and country circumstances	6.29	6.64	6.55	6.28	6.81	5.76	6.17	7.03	6.76	5.65	6.01	7.77
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8.52	7.94	8.06	8.19	7.87	8.75	8.38	7.63	8.39	7.42	7.92	8.62
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.89	7.24	7.10	6.97	6.93	7.39	6.81	7.41	7.50	6.02	6.97	7.25
The World Bank Group takes decisions quickly in Tajikistan	6.34	5.25	5.89	5.60	5.95	5.41	5.60	6.13	6.13	5.20	5.54	6.56
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.16	7.13	7.26	6.79	7.17	6.97	6.98	7.32	7.55	5.89	6.90	7.73

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?							
	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.*	5.67	8.27	7.00	7.35	6.36	4.87	4.33	7.67
To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?*	8.89	8.64	7.82	6.24	8.06	7.25	6.29	7.13
Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	5.25	7.22	7.67	7.58	6.23	6.25	4.00	4.81
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	7.63	6.67	7.75	7.22	6.04	5.75	3.71	5.10
Responsiveness*	4.63	7.38	6.83	6.62	5.88	4.18	6.00	5.70
Flexibility (in terms of the World Bank Group's products and services)*	3.88	7.00	7.67	6.52	5.96	5.06	4.20	6.10
Flexibility (in terms of changing country circumstances)*	8.63	7.20	7.25	6.43	6.20	4.47	4.00	5.60
Being inclusive	6.17	6.40	7.17	5.76	6.14	6.44	5.60	7.57
Openness*	5.14	6.57	7.75	6.39	6.76	4.53	5.60	7.57
Staff accessibility*	6.29	7.40	8.55	5.12	6.25	5.06	7.00	7.86
Straightforwardness and honesty	6.71	6.86	7.58	5.40	6.00	4.71	7.00	6.33
Ease of access to the people at the World Bank Group who are making decisions important to my work*	8.00	6.75	8.58	5.47	6.11	3.94	8.00	5.40
Collaboration with groups outside of the Government	7.75	5.00	6.42	6.45	6.36	6.50	6.00	7.14
Collaboration with the Government	7.33	7.29	8.80	7.06	6.73	7.38	4.00	6.86
Collaboration with other donors*	7.88	9.00	7.50	7.21	6.21	7.65	6.00	8.00
The speed in which it gets things accomplished on the ground	8.25	6.80	7.50	5.78	6.23	6.22	5.20	6.86
Being a long-term partner	8.13	7.33	7.92	7.07	7.70	7.81	5.60	7.14
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?*	8.50	8.54	6.83	7.33	7.19	6.59	3.57	6.44
The World Bank Group's financial instruments meet the needs of Tajikistan*	6.38	8.38	5.18	7.38	7.45	7.11	3.43	5.28
The World Bank Group meets Tajikistan's needs for knowledge services	5.00	3.00	5.64	6.52	6.58	7.40	6.00	5.33
The World Bank Group's knowledge work and activities are adaptable to Tajikistan's specific development challenges	8.13	6.00	7.60	5.44	6.54	5.76	4.57	6.40
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.11	8.93	6.75	8.33	8.16	8.36	9.08	8.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	8.67	8.00	7.25	5.46	7.18	6.78	6.00	6.25
The World Bank Group takes decisions quickly in Tajikistan	5.13	7.67	6.00	5.35	6.06	5.53	5.67	6.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.50	7.60	8.40	7.19	7.09	7.17	8.00	6.92

\*Significantly different between stakeholder groups

## Appendix H: Tajikistan FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Tajikistan**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Tajikistan or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Tajikistan, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Tajikistan.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group in Tajikistan consists of IBRD/IDA and IFC. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**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. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

**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 TAJIKISTAN**

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

**SECTION A: GENERAL ISSUES****A2. Listed below are a number of development priorities in Tajikistan.**

**Please identify which of the following you consider the most important development priorities in Tajikistan? (Choose no more than THREE)**

1	Quality public services (including drinking water and sanitation, education, health, social protection)	8	Equality of opportunity (social inclusion)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, etc.)	9	Poverty reduction
3	Regional integration in Central Asia (including ICT, transportation, trade, etc.)	10	Energy sector development
4	Private sector development (including investment climate, competitiveness, etc.)	11	Food security
5	Anti-corruption	12	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment	13	Economic growth
7	Rural development (including agricultural development)		

**A3. 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 Tajikistan? (Choose no more than THREE)**

1	Equality of opportunity (social inclusion)	7	Anti-corruption
2	Economic growth	8	Private sector development (including investment climate, competitiveness, etc.)
3	Climate change (e.g., mitigation, adaptation)	9	Energy sector development
4	Regional integration in Central Asia (including ICT, transportation, trade, etc.)	10	Public sector governance/reform (i.e., government effectiveness, public financial management, etc.)
5	Rural development (including agricultural development)	11	Job creation/employment
6	Quality public services (including drinking water and sanitation, education, health, social protection)	12	Food security

**A4. When thinking about the idea of “shared prosperity”\* in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)**

1	Better employment opportunities for young people
2	Greater voice and participation for citizens to help ensure greater accountability
3	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Education and training that better ensure job opportunity
9	Better quality public services (health, education, water supply, energy supply)
10	Other (please specify): _____

*\* Shared prosperity – The World Bank Group aims to promote income growth of the bottom 40 percent of the population in each country. This involves achieving economic growth which is inclusive of all sections of the society. Inclusion demands equity so that it becomes the focus point. The incomes of the bottom 40 percent of a nation’s population will be tracked through a new Shared Prosperity Indicator; the GDP growth data alone is not sufficient.*

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

<b>B1. How familiar are you with the work of the World Bank Group in Tajikistan?</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 Group's effectiveness in Tajikistan.</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 Group's staff is well prepared (e.g., skills and knowledge) to help Tajikistan solve its most complicated development challenges?</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>B4. When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which areas do you believe it should focus most of its resources (financial and knowledge services)? (Choose no more than THREE)</b>										
1	Quality public services (including drinking water and sanitation, education, health, social protection)						8	Equality of opportunity (social inclusion)		
2	Public sector governance/reform (i.e., government effectiveness, public financial management, etc.)						9	Poverty reduction		
3	Regional integration in Central Asia (including ICT, transportation, trade, etc.)						10	Energy sector development		
4	Private sector development (including investment climate, competitiveness, etc.)						11	Food security		
5	Anti-corruption						12	Climate change (e.g., mitigation, adaptation)		
6	Job creation/employment						13	Economic growth		
7	Rural development (including agricultural development)									

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

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

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing institutions and/or people together	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources (loans, grants)	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Staff too inaccessible
2	Not adequately sensitive to political/social realities in Tajikistan
3	Not enough public disclosure of its work
4	Not aligned with country priorities
5	The credibility of its knowledge/data
6	Not willing to honestly criticize policies and reform efforts in the country
7	Too influenced by developed countries
8	World Bank Group's processes too slow
9	Too bureaucratic in its operational policies and procedures
10	Not aligned with other donors' work
11	Not collaborating enough with non-state actors
12	Not client focused
13	Other (please specify): _____
14	Don't know

**B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tajikistan? (Choose no more than TWO)**

1	Capacity development
2	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	Other (please specify): _____
7	Don't know

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

**B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs (local and international)
5	Local Government
6	Private sector
7	Parliament
8	Beneficiaries
9	Other (please specify): _____
10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B9</b>	Overall the World Bank Group currently plays a relevant role in development in Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group supports programs and strategies that are realistic for Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank Group treats clients and stakeholders in Tajikistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in Tajikistan in terms of each of the following?												
		To no degree at all									To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B13</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	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>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?</b>												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	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"/>
15	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	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"/>
15	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Tajikistan?</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 Group in Tajikistan?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Tajikistan'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 GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's 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>In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities:</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>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Tajikistan's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Tajikistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>													
		1	2	3	4	5	6	7	8	9	10		
		Not significant at all										Very significant	Don't know
		<input type="checkbox"/>											

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>													
		1	2	3	4	5	6	7	8	9	10		
		Very low technical quality										Very high technical quality	Don't know
		<input type="checkbox"/>											

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group 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 Group'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 Group'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 Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Tajikistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TAJIKISTAN**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tajikistan? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Tajikistan's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Reach out more to groups outside of Government
5	Improve the quality of its experts as related to Tajikistan's specific challenges
6	Offer more innovative knowledge services
7	Ensure greater selectivity in its work
8	Increase the level of capacity development in the country
9	Reduce the complexity of obtaining World Bank Group financing
10	Work faster
11	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 Tajikistan? (Choose no more than TWO)**

1	Local newspapers
2	Local radio
3	Local television
4	Satellite TV
5	Internet
6	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
7	Other (please specify): _____

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

1	World Bank Group's website
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	Email
4	World Bank Group's seminars/workshops/conferences
5	World Bank Group's publications and other written materials
6	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
7	Other (please specify): _____

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G3</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G4</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G5</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G6</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G7</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G8</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G9</b>	The World Bank Group provides sufficient public information in Tajik	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G10</b>	The World Bank Group provides sufficient public information in Russian	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION****H1. Which of the following best describes your current position? (Select only ONE response)**

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 Group 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	Academia/Research Institute/Think Tank
19	Other (please specify): _____

**H2. Please identify the primary specialization of your work. (Select only ONE response)**

1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health/ communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION****H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H4. Which of the following agencies of the World Bank Group do you work with in Tajikistan? (Select all that apply)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD/IDA)                   |
| 2 | The International Finance Corporation (IFC) |
| 3 | None  |

**H5. Which of the following describes most of your exposure to the World Bank Group in Tajikistan? (Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**H6. Which best represents your geographic location?**

- |   |                                    |
|---|------------------------------------|
| 1 | Dushanbe                           |
| 2 | Khatlon region                     |
| 3 | Rasht Valley                       |
| 4 | Sughd region                       |
| 5 | Gorno-Badakhshan Autonomous Oblast |

**Thank you for completing the survey!**