

# FY16 Uzbekistan Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

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## Acknowledgements

The Uzbekistan 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, Jessica Cameron, and Jing Guo. 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 Uzbekistan country team and the local fielding agency SAVA CONSULT. In particular, PORG is grateful for the support from Irina Tsoy (Communications Associate) who coordinated the survey related activities from Tashkent, Uzbekistan.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Uzbekistan perceive the WBG. The survey explored:

- *General Issues Facing Uzbekistan*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Uzbekistan*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From January to March 2016, 303 stakeholders of the WBG in Uzbekistan were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 156 stakeholders participated in the survey (52% response rate).

Some respondents received and returned the questionnaires via courier or email; other respondents completed the survey with the presence of a representative of the independent fielding agency. Respondents were asked about: general issues facing Uzbekistan; 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 Uzbekistan; and the WBG's communication and information sharing.

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.

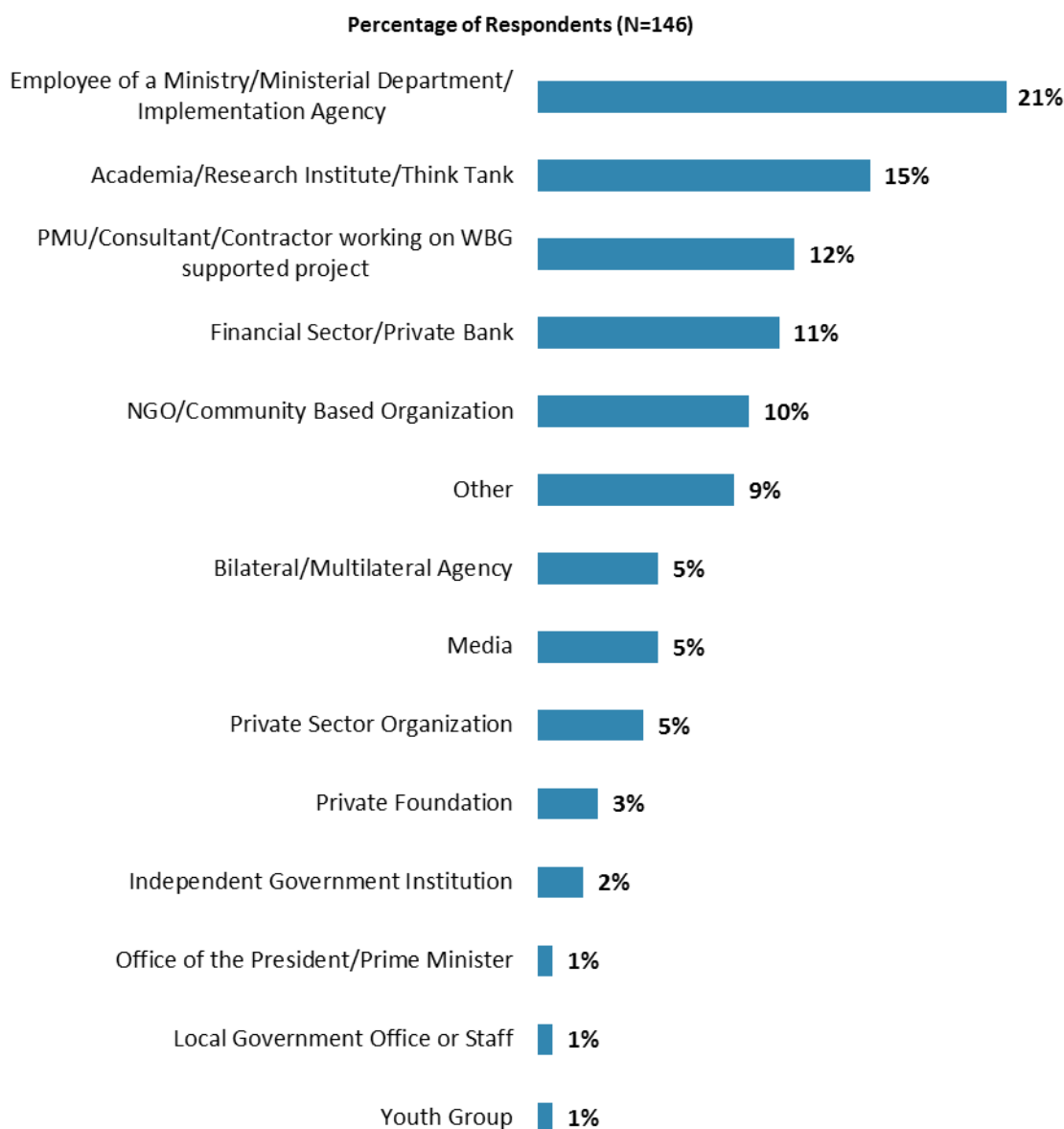
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 58%, N=147). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please see appendix D (page 92).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the financial sector/private banks were combined with respondents from private sector organizations; respondents from NGOs/community based organizations, private foundations, and youth groups were combined in the “CSO” category; and few respondents from the Office of the President/Prime Minister, local government, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the office of a minister, the office of a parliamentarian, the judiciary branch, trade unions, and faith-based groups.

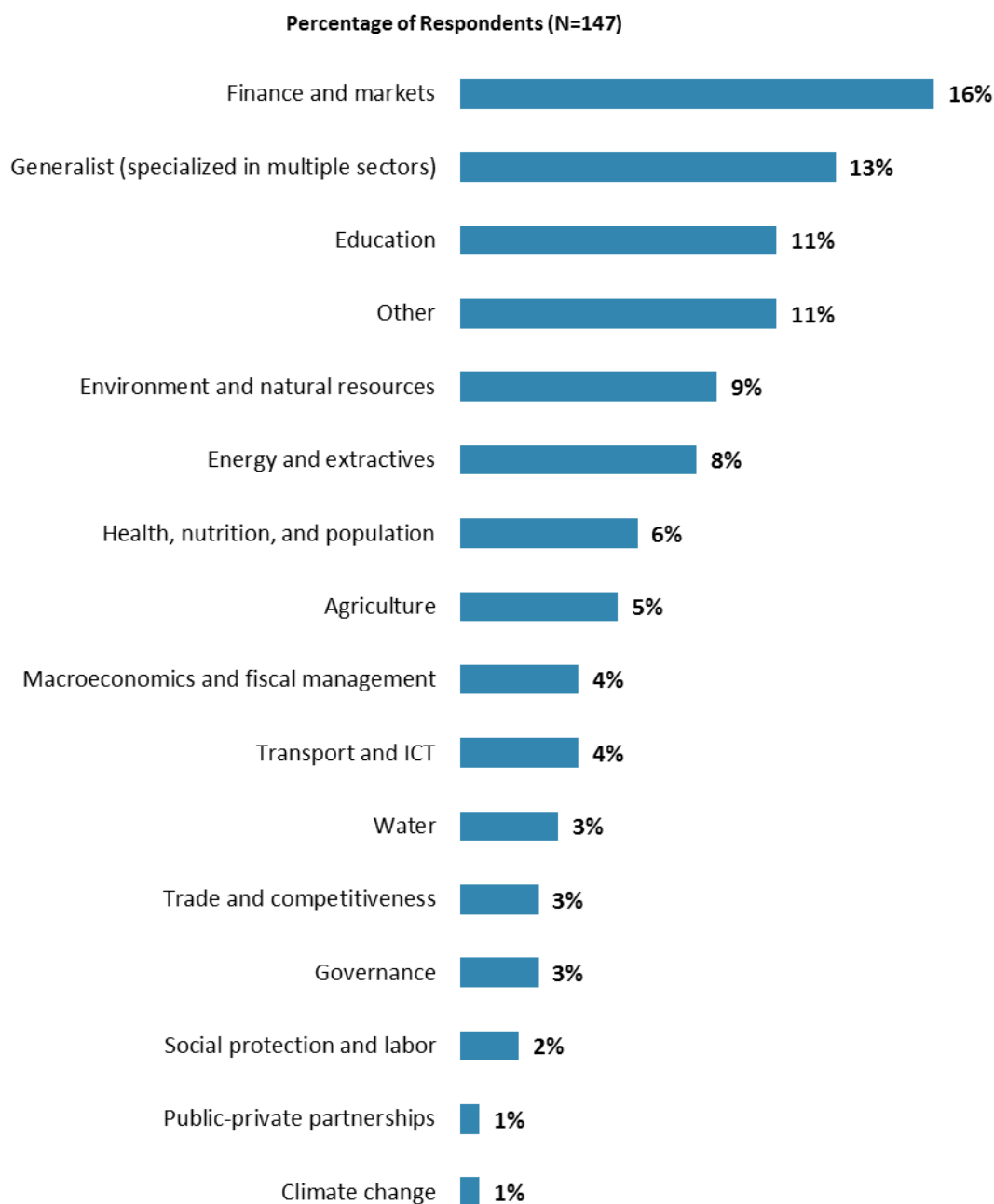


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



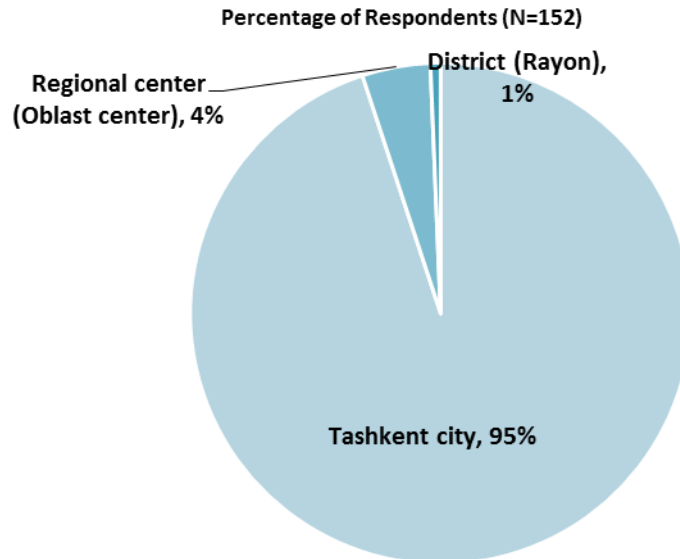
"Please identify the primary specialization of your work." (Respondents chose from a list.)



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

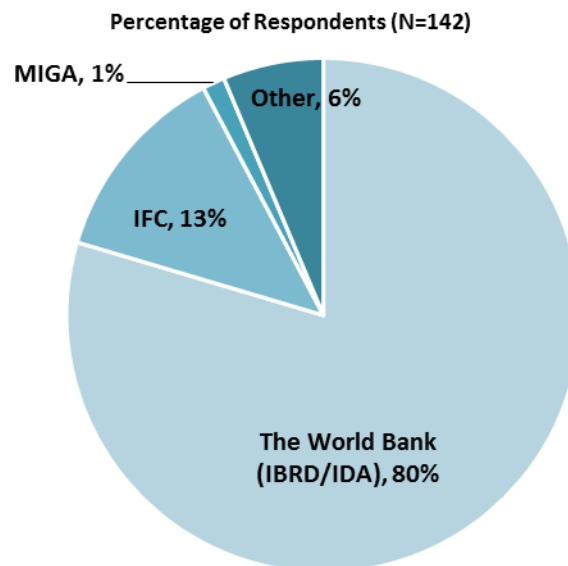
#### Geographic Locations

- **Note:** Because of the small number of respondents from regional centers and districts, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



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

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



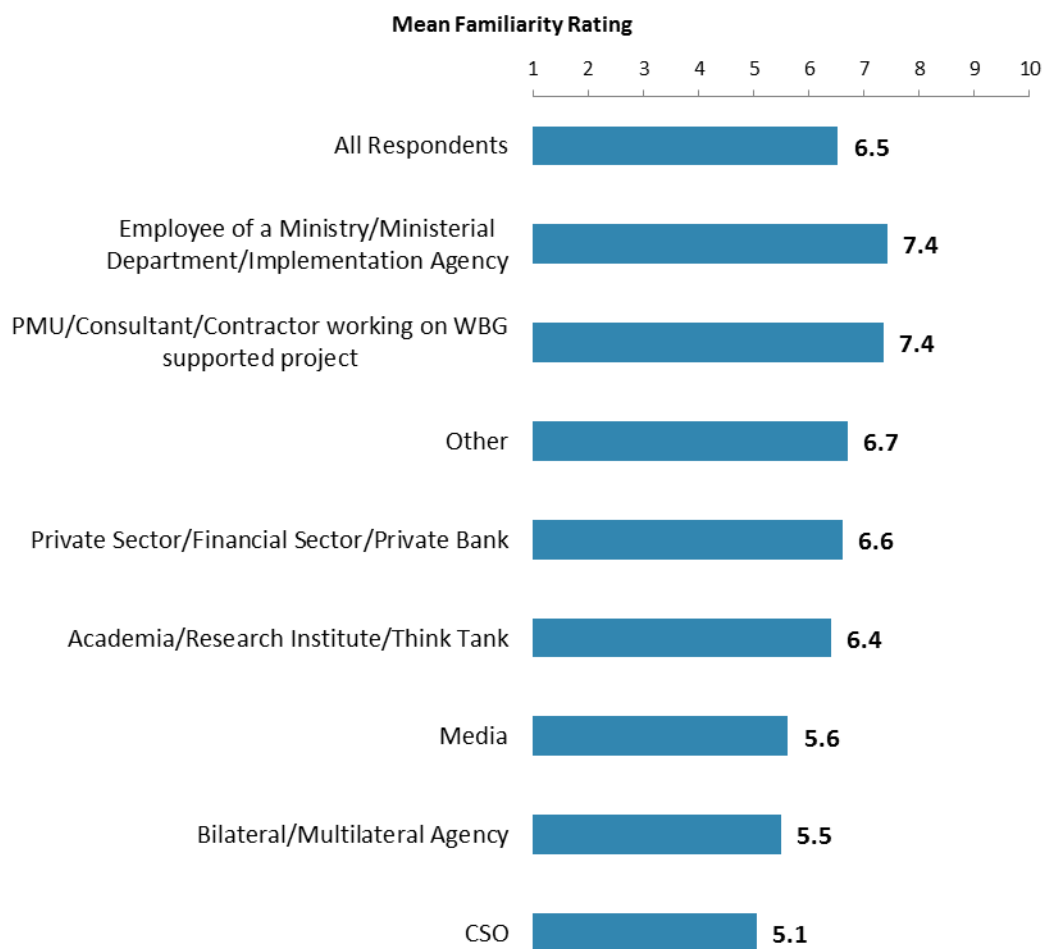
"Which of the following agencies of the World Bank Group do you primarily engage with in Uzbekistan?" (Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 6.4; weighted mean in FY'13 = 6.2)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Uzbekistan, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Uzbekistan and the extent to which the WBG contributes to the country's development results.



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

<sup>1</sup> Please refer to Appendix D (page 92) for more details on weighting. The means in the chart were calculated based on un-weighted data.

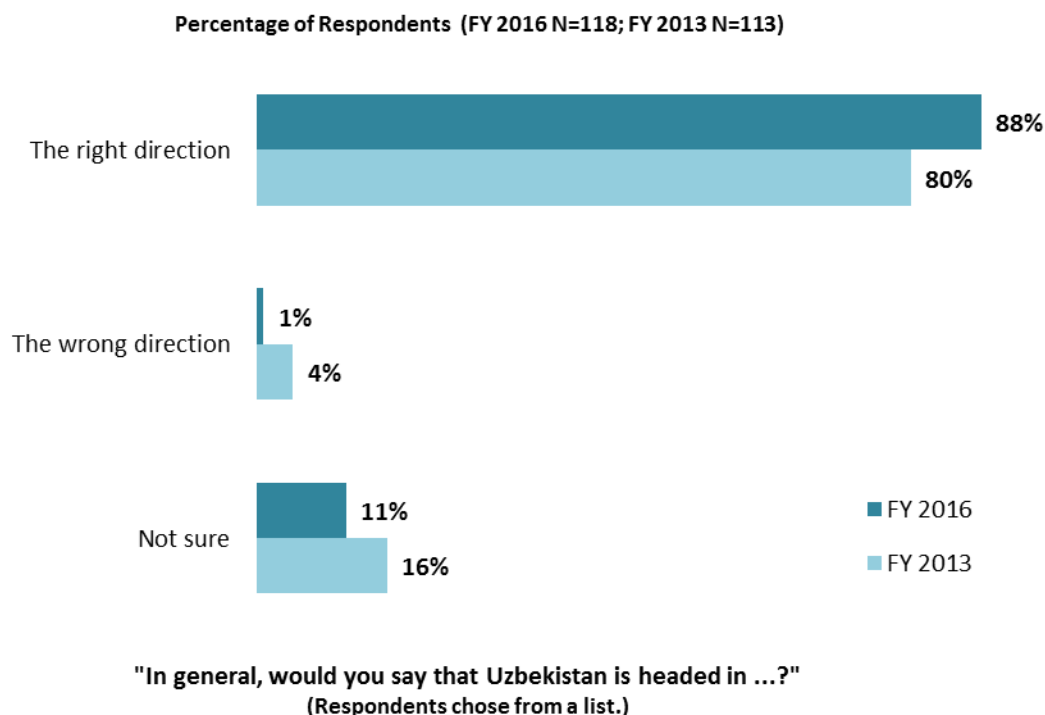




## IV. General Issues Facing Uzbekistan

### Headed in the Right Direction<sup>2</sup>

- **Stakeholder groups:** In this year's Country Survey, most respondents across stakeholder groups indicated that Uzbekistan is headed in the right direction, whereas respondents from bilateral/multilateral agencies were least positive about the prospect of Uzbekistan.



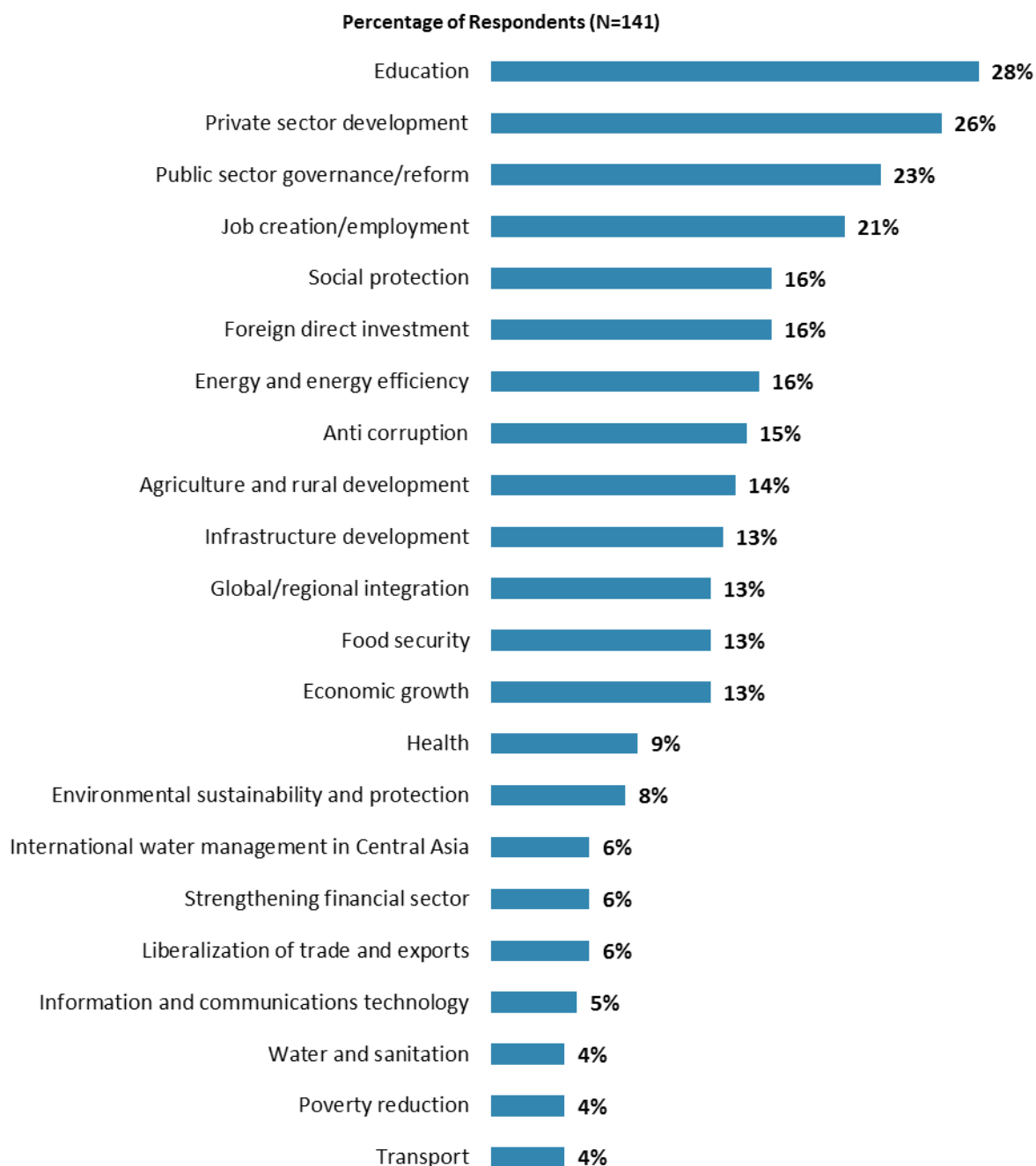
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY 2016 and FY 2013 Country Surveys. Please refer to Appendix D for more details on weighting.



## IV. General Issues Facing Uzbekistan (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priority in Uzbekistan was “*education*” (27%).



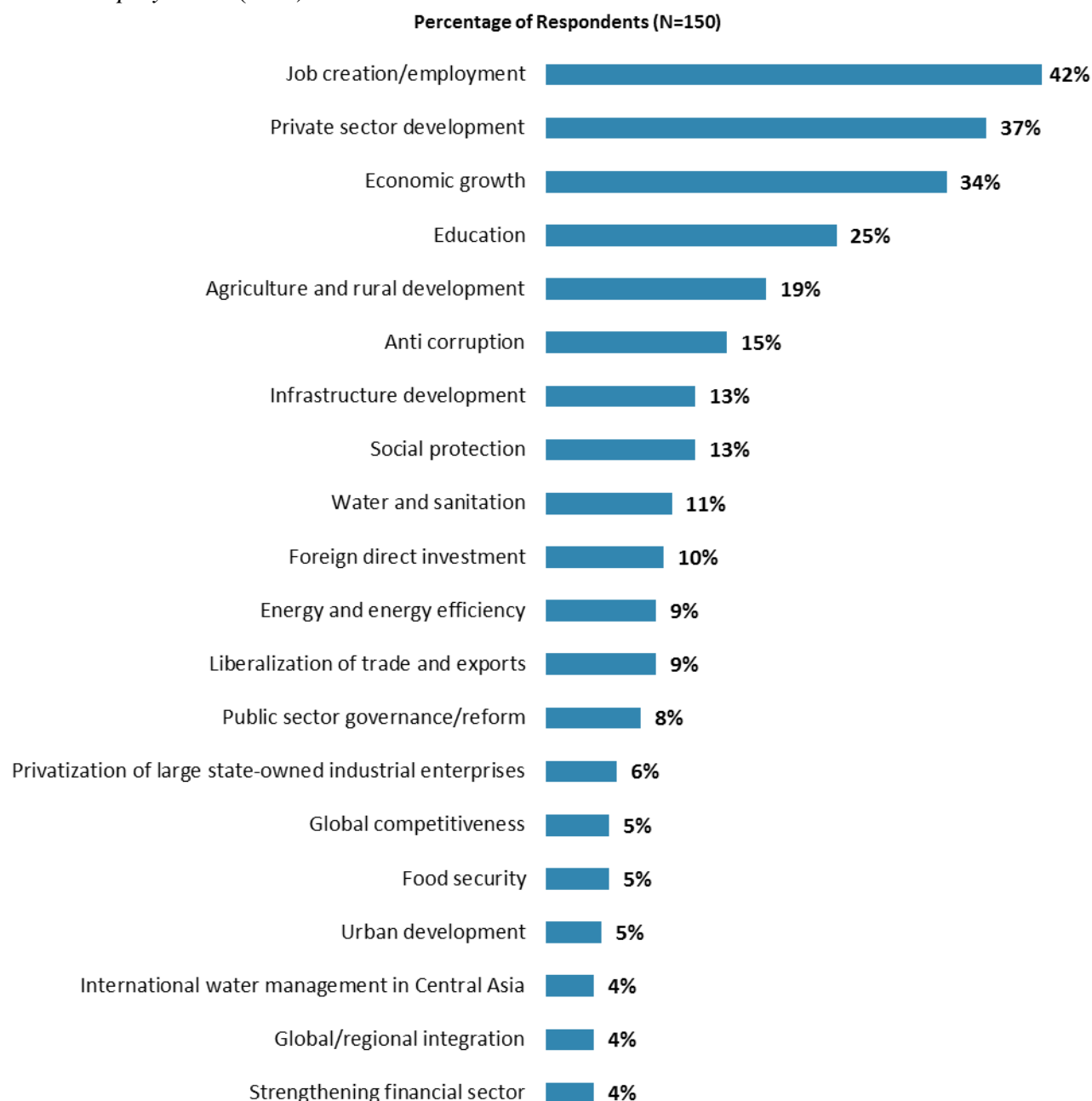
"Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 22 of 35 response options shown.)



## IV. General Issues Facing Uzbekistan (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributor to poverty reduction in Uzbekistan was “*job creation/employment*” (41%).

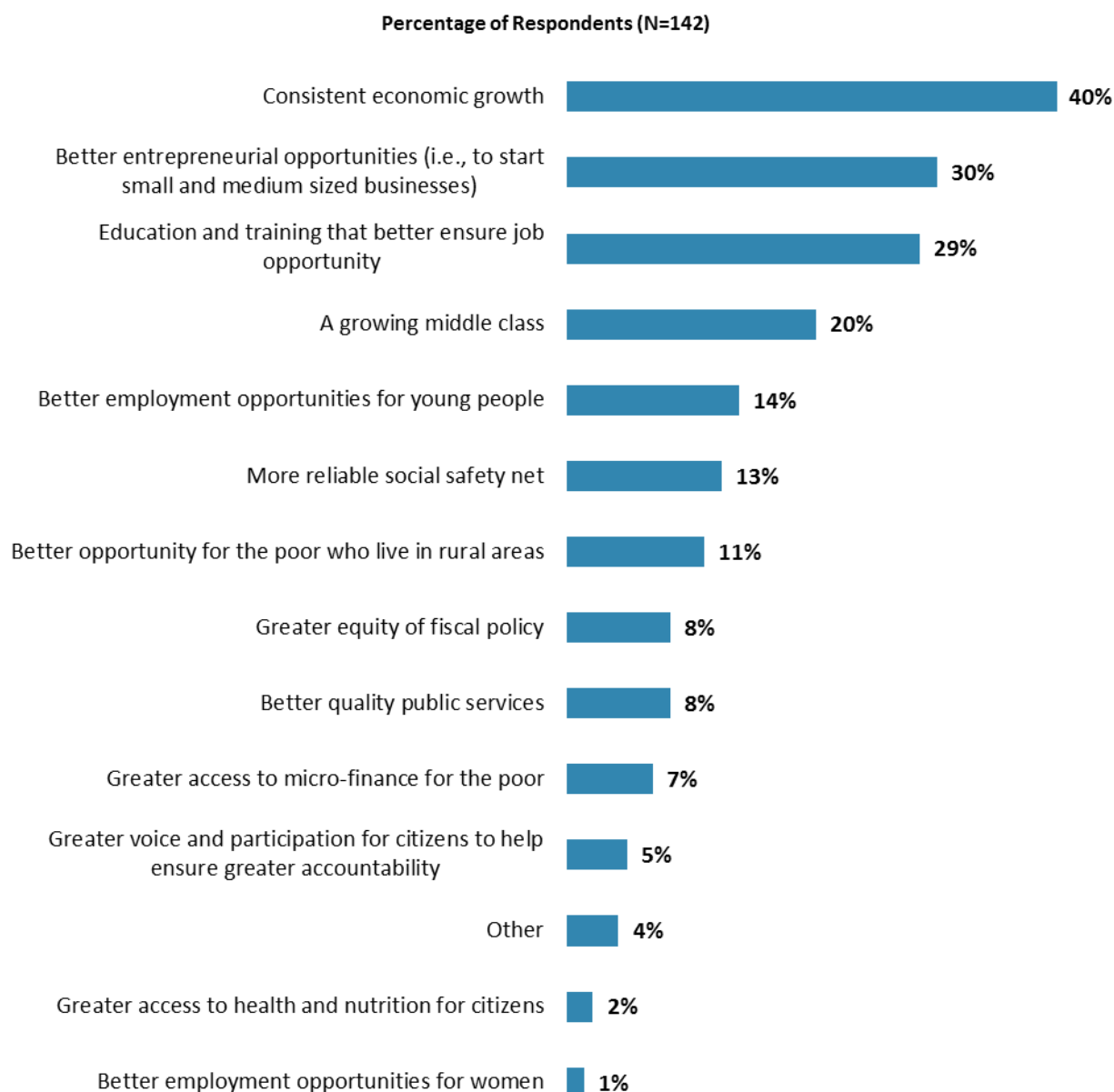


"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



## IV. General Issues Facing Uzbekistan (continued)

### Factors Contributing to “Shared Prosperity”

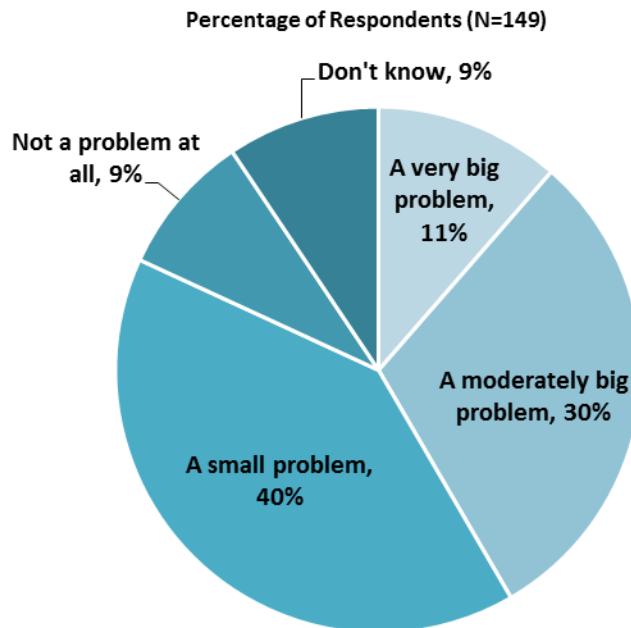


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Uzbekistan? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



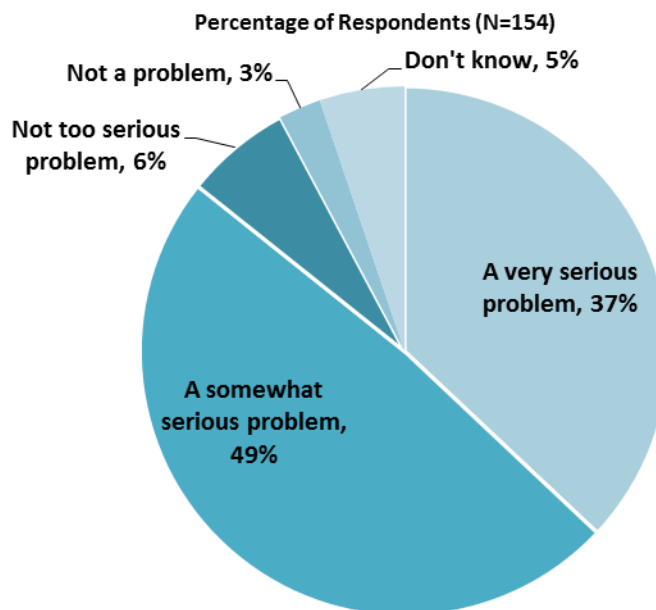
## IV. General Issues Facing Uzbekistan (continued)

### Gap Between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Uzbekistan?" (Respondents chose from a list.)

### Global Climate Change



"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)

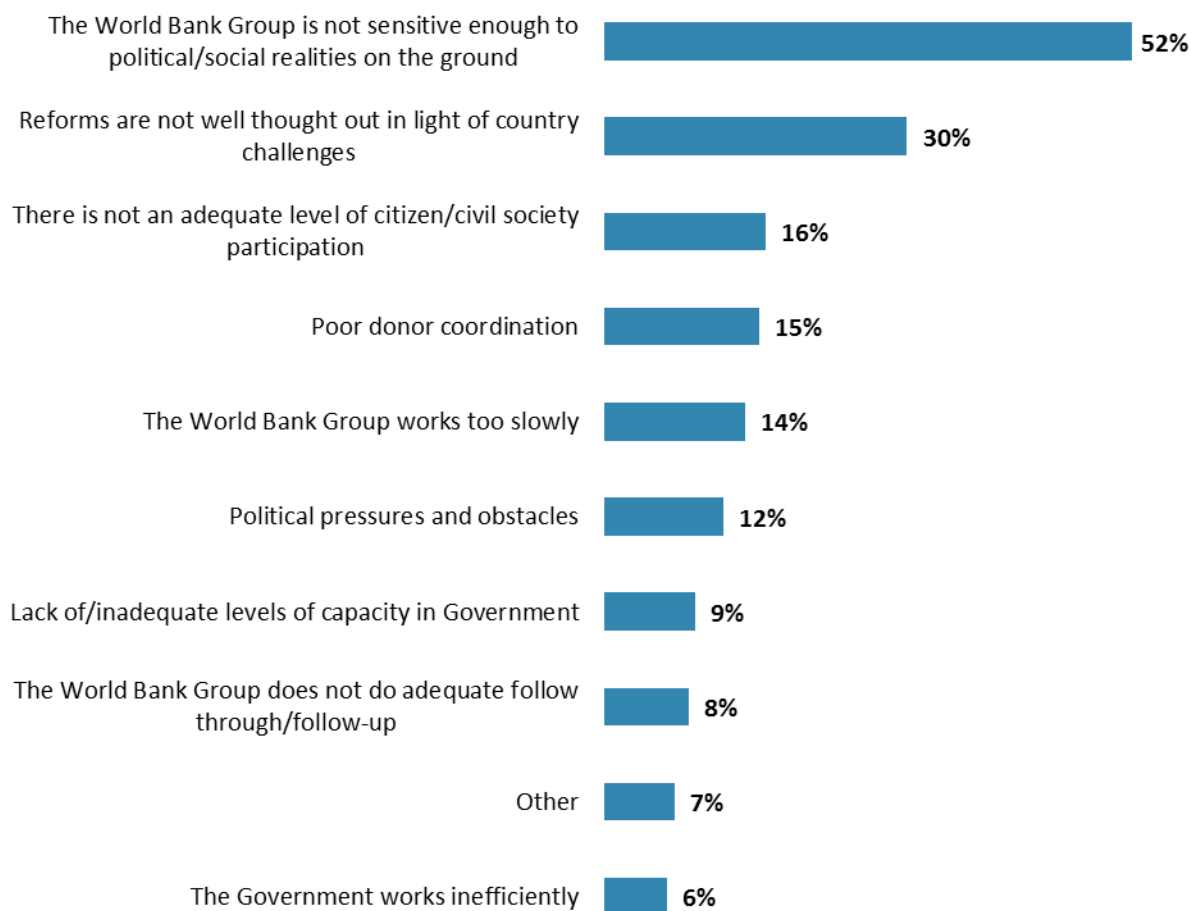


## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to that *"the World Bank is not sensitive enough to political/social realities on the ground"* (42%).
- **Stakeholder groups:** Among this year's respondents, consultants working on WBG projects and respondents from PMUs were significantly more likely to attribute failed or slow WBG assisted reform efforts to that *"the World Bank Group is not sensitive enough to political/social realities on the ground"* compared to respondents from other stakeholder groups.

Percentage of Respondents (N=145)



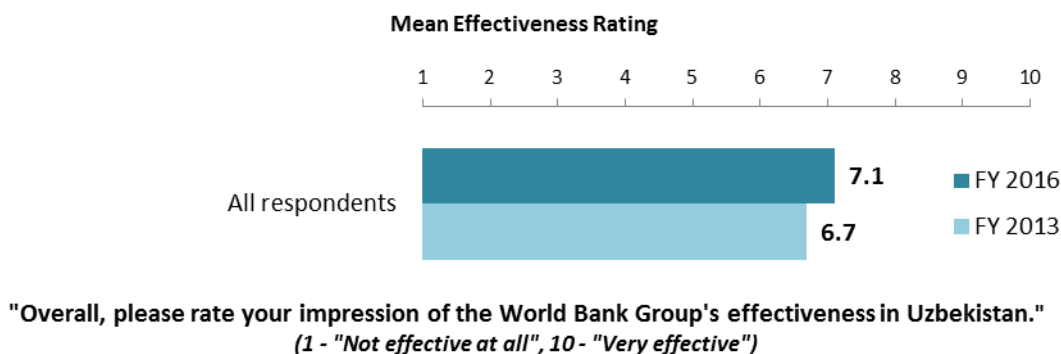
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



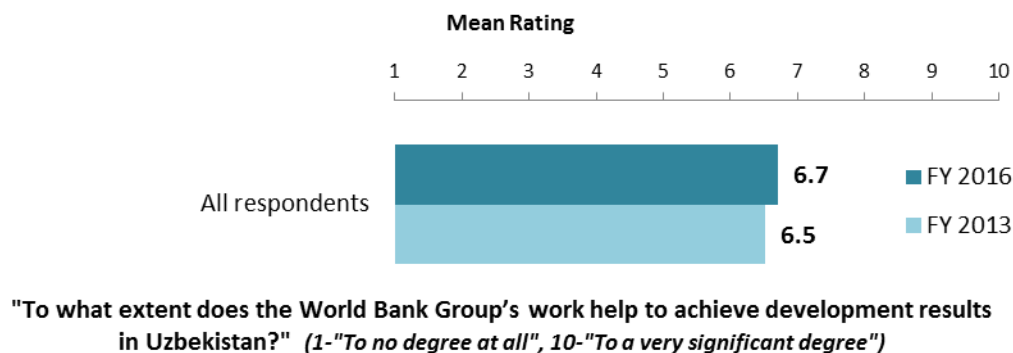
## V. Overall Attitudes toward the World Bank Group (continued)

*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.*

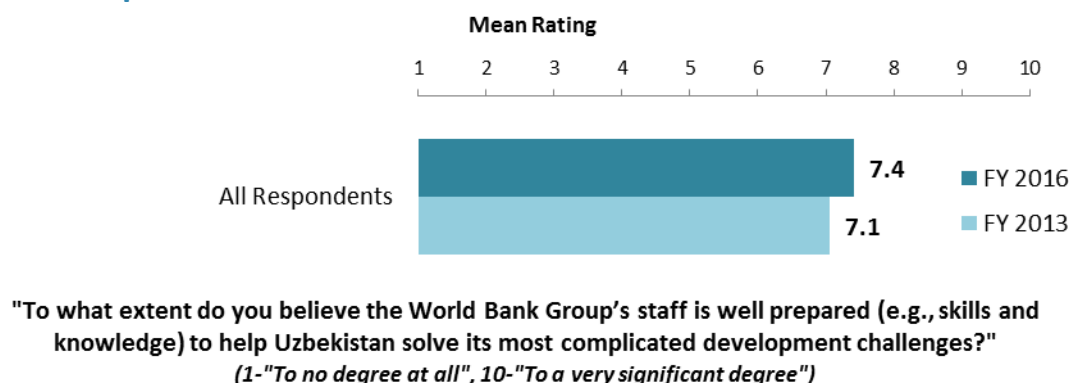
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)



### WBG Staff Preparedness



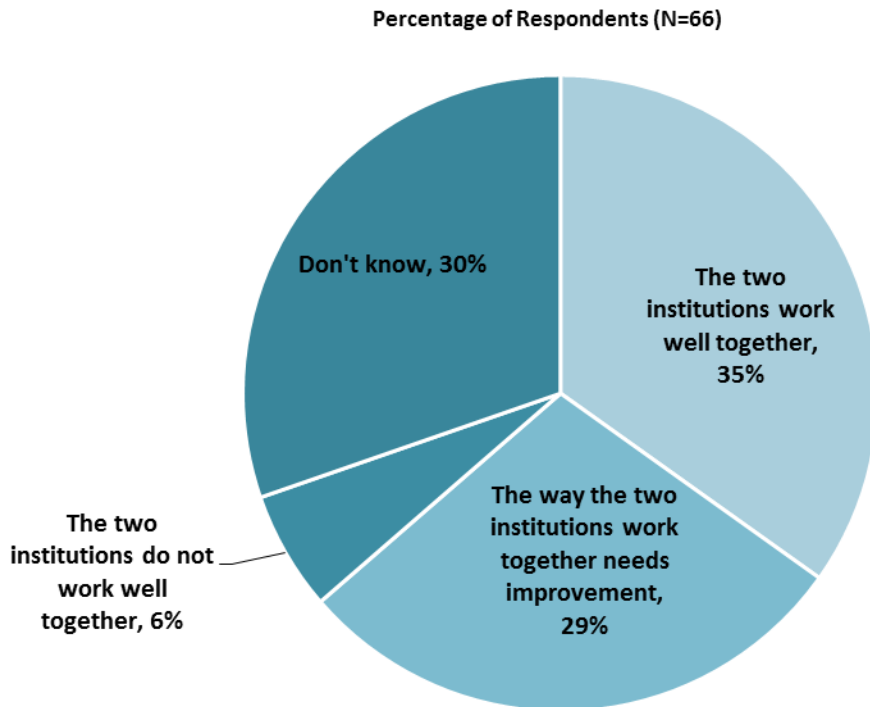
<sup>3</sup>All means presented in the charts on this page were calculated based on weighted data from FY'16 and FY'13.



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

### The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Uzbekistan?” (Respondents chose from a list.)

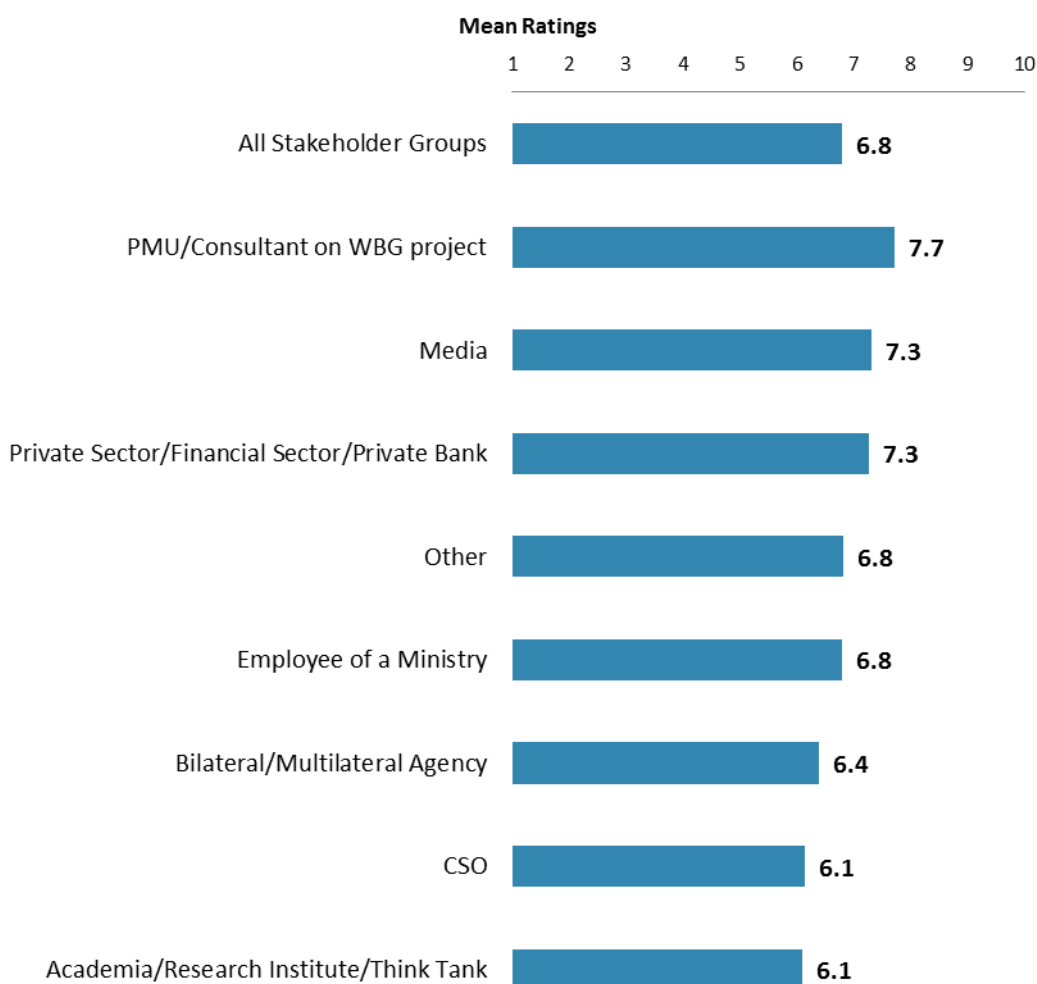




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from CSOs and academia/research institutes/think tanks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 65).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 98).



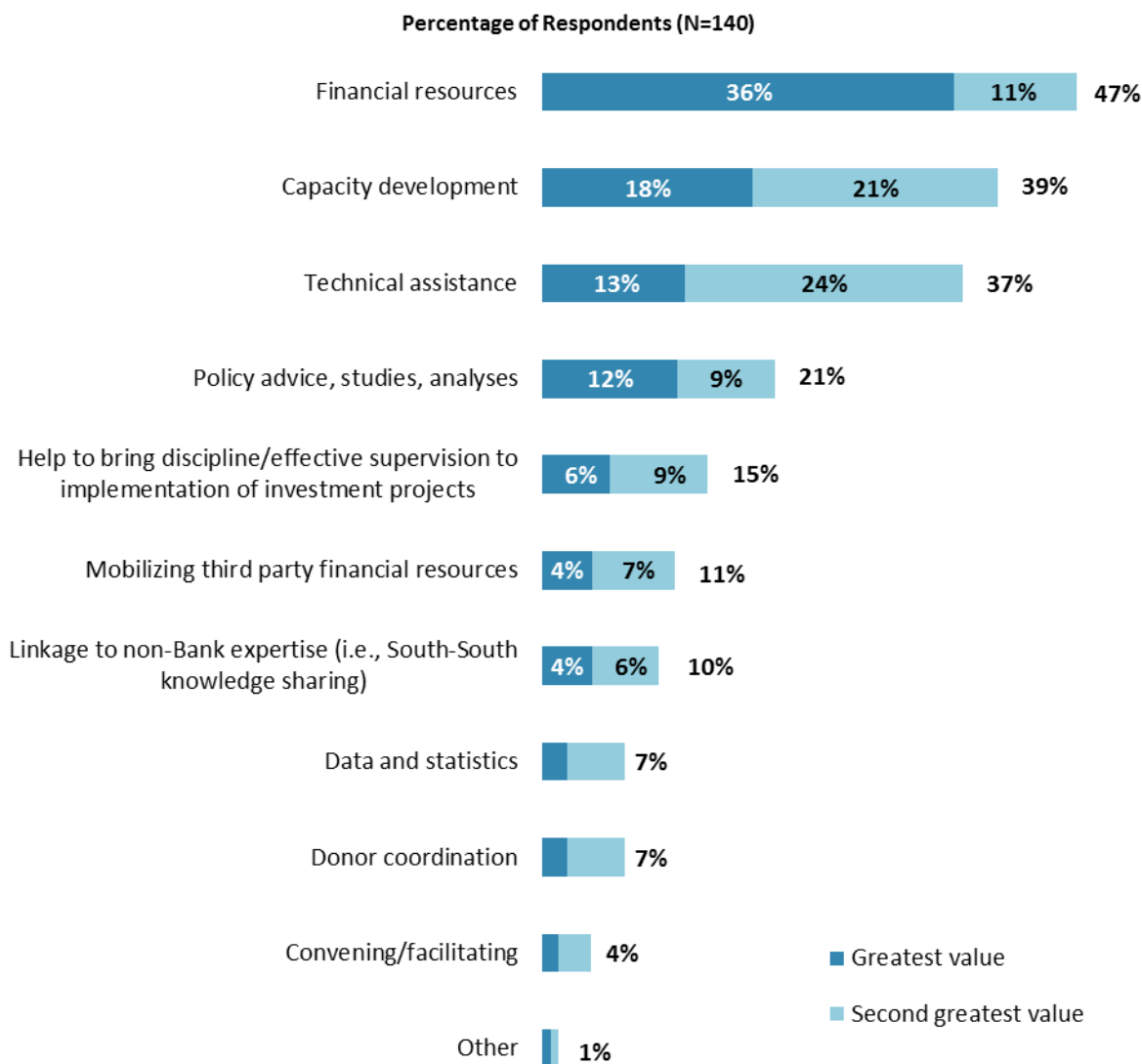
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Uzbekistan was its "*financial resources: investment lending*" (63%).



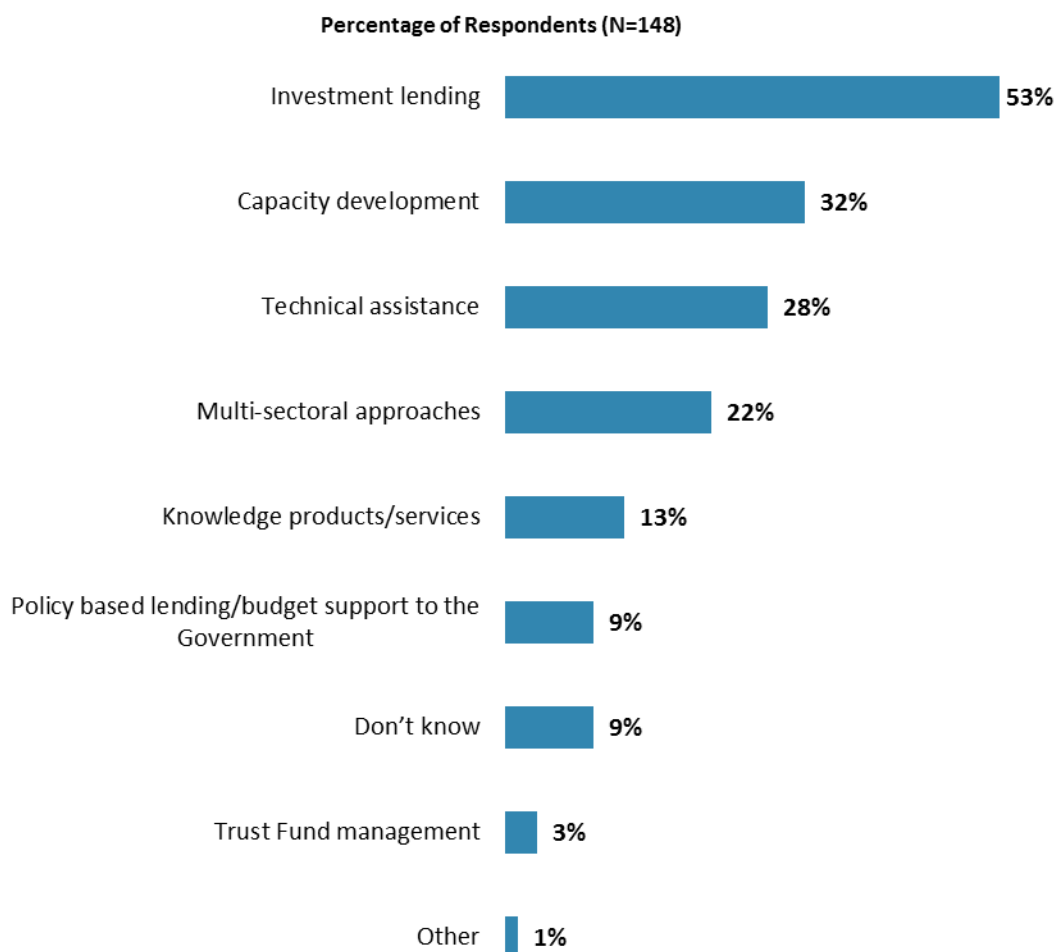
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?" (Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Uzbekistan were “*investment lending*” (60%), “*capacity development*” (47%), and “*technical assistance*” (44%).



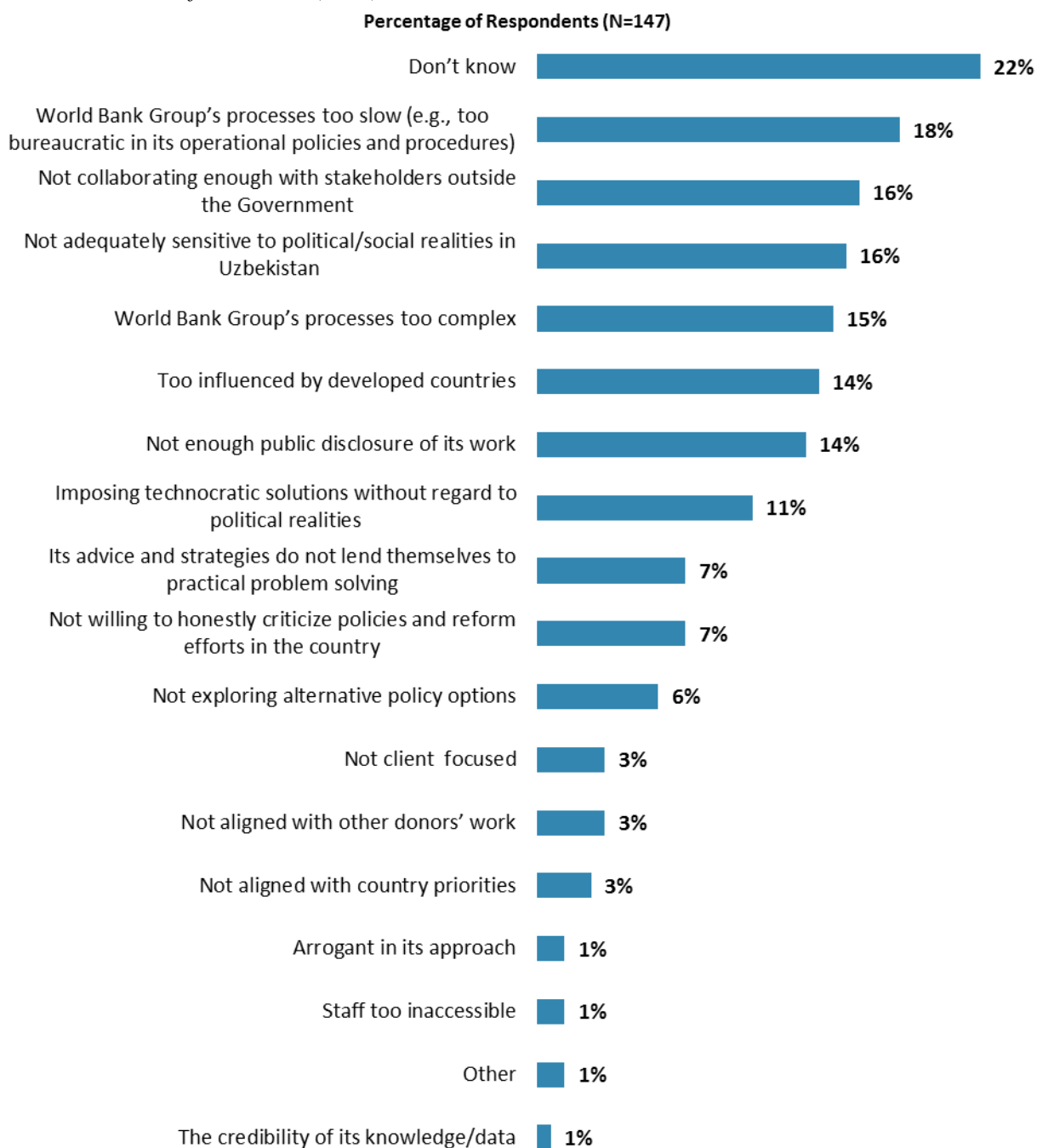
**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Uzbekistan was "*not enough public disclosure of its work*" (35%).

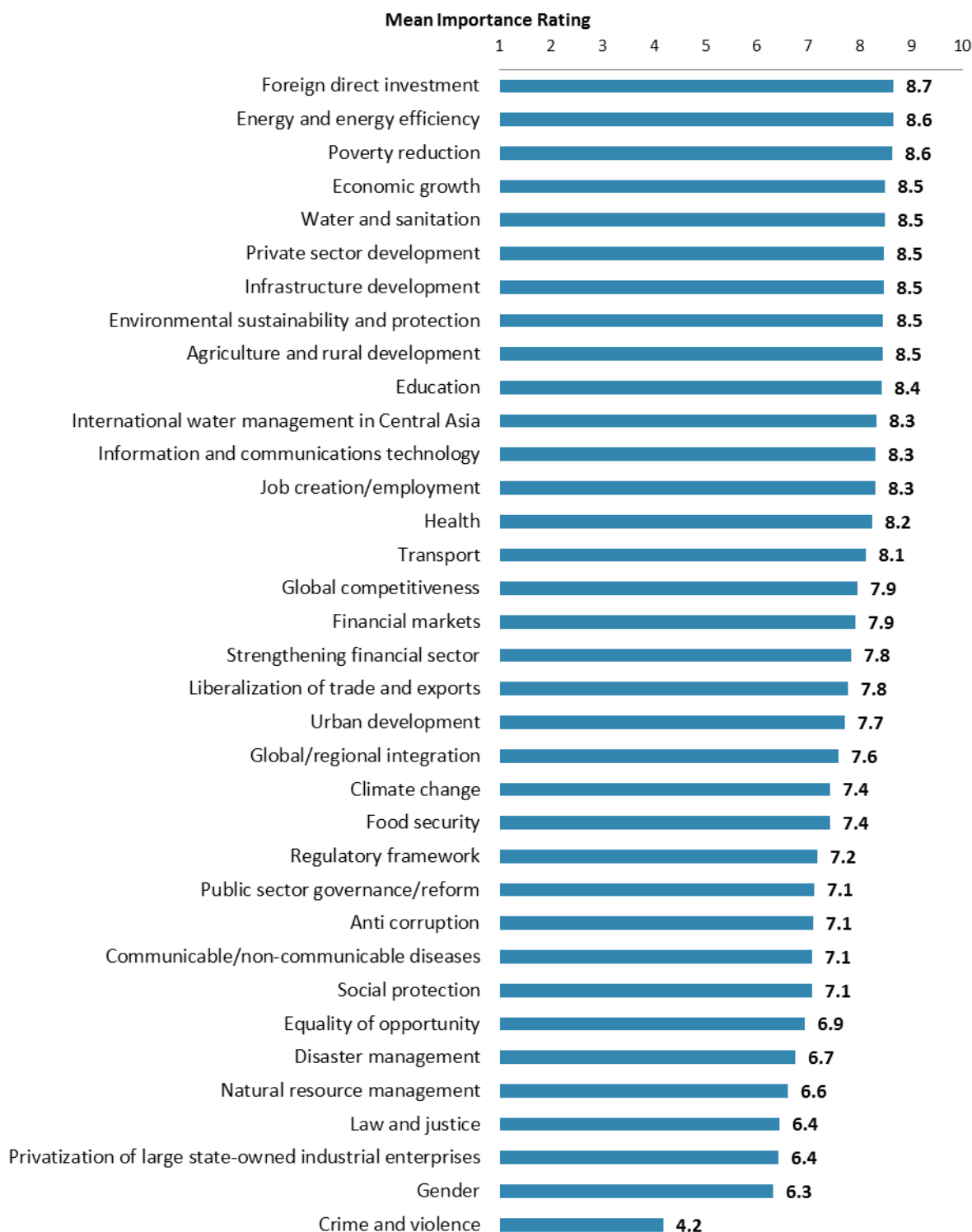


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas

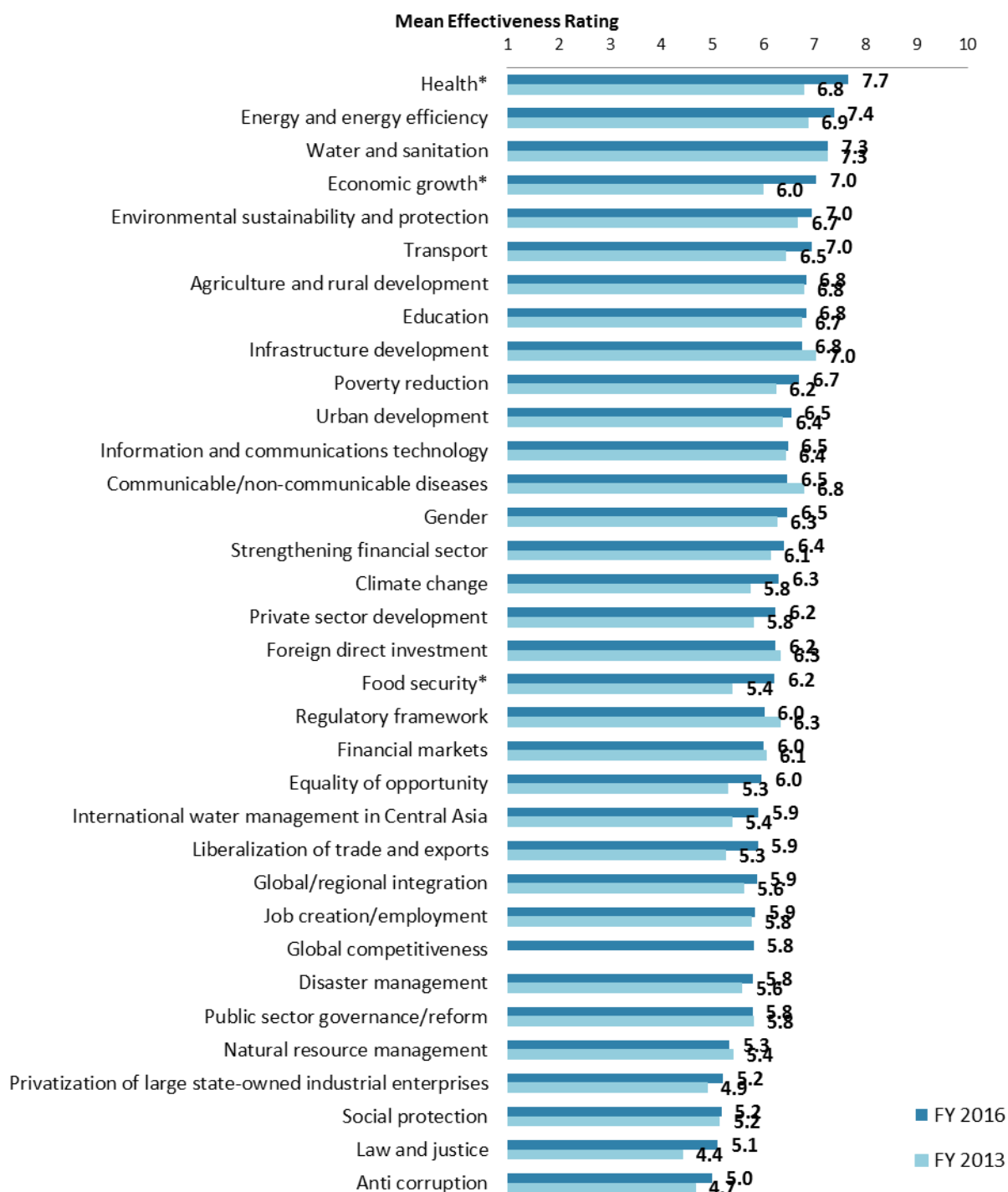


**"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Uzbekistan?" (1-"Not important at all", 10-"Very important")**



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>4</sup>



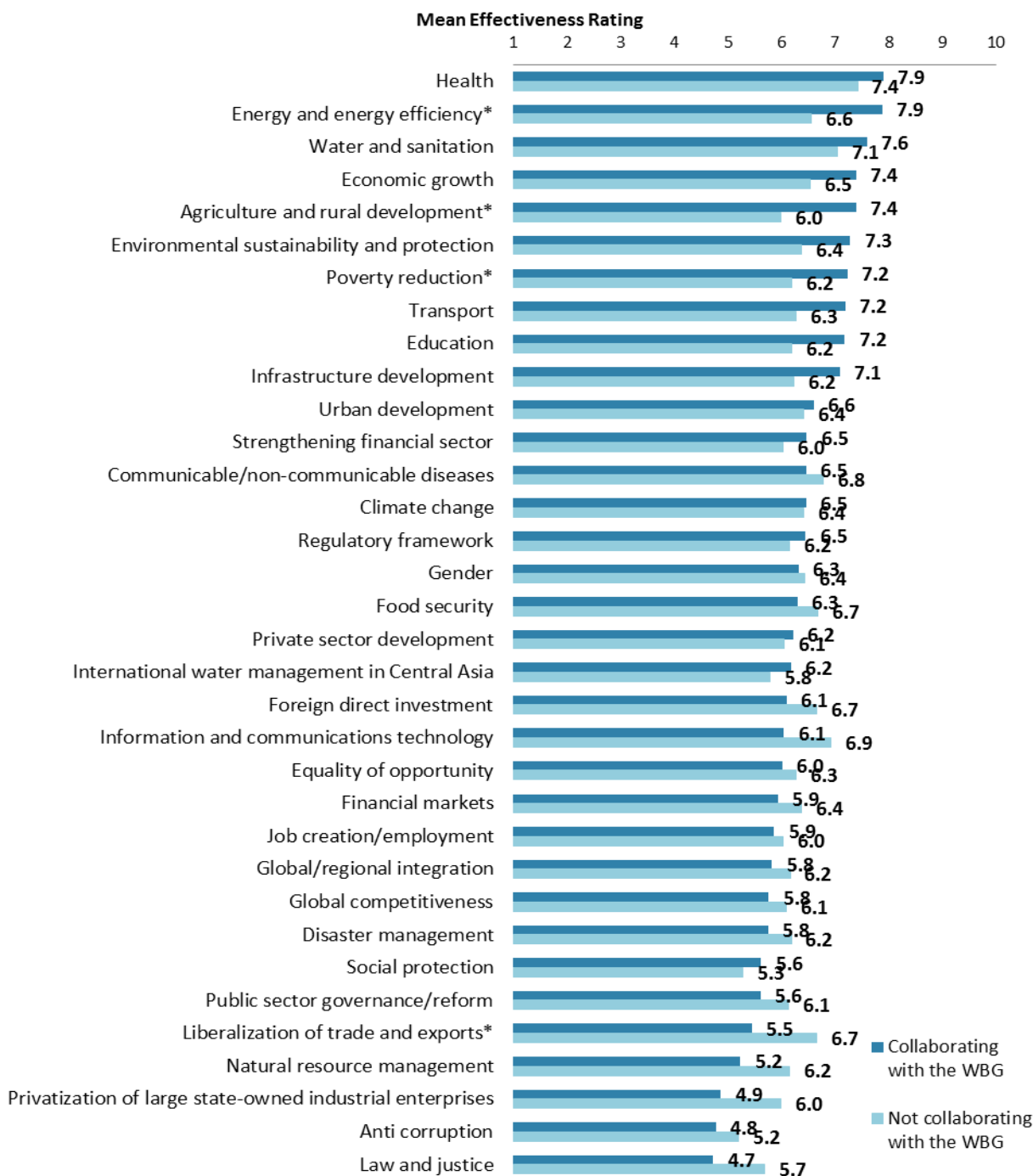
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2016 and FY 2013)

<sup>4</sup>All means presented in this chart are calculated based on weighted data. See Appendix D for details.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>5</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators with the WBG)*

<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 58) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Importance and Effectiveness (continued)

### The WBG Promoting Private Public Partnerships

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents

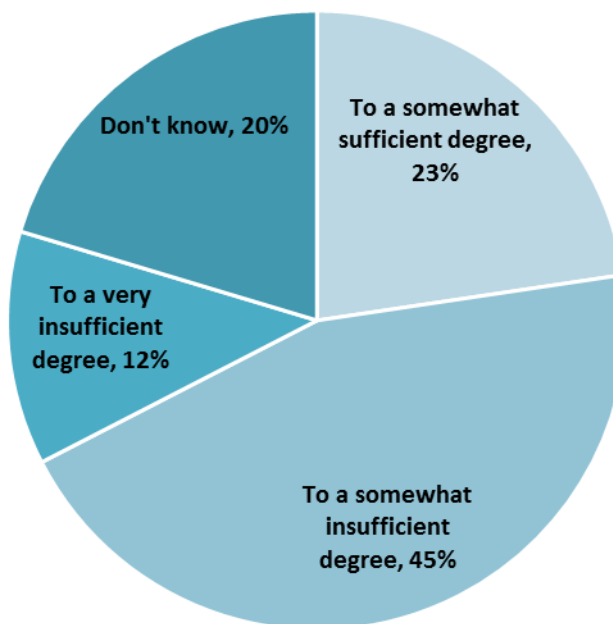


6.5

**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Uzbekistan?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### Helping the Poorest

Percentage of Respondents (N=147)



**"To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan?"** (Respondents chose from a list.)





## 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 Uzbekistan, bivariate correlational analyses were conducted using respondents' ratings of the thirty four specific areas of effectiveness.

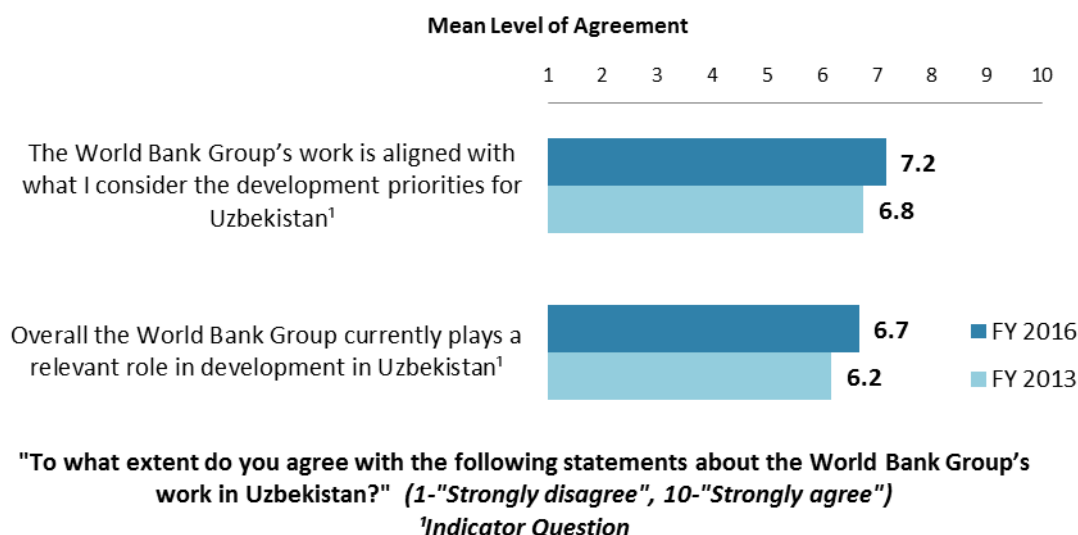
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Uzbekistan. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at energy and energy efficiency; and
  - The WBG's effectiveness at agriculture and rural development.
- 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 Uzbekistan, 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 economic growth;
  - The WBG's effectiveness at agriculture and rural development; and
  - The WBG's effectiveness at poverty reduction.

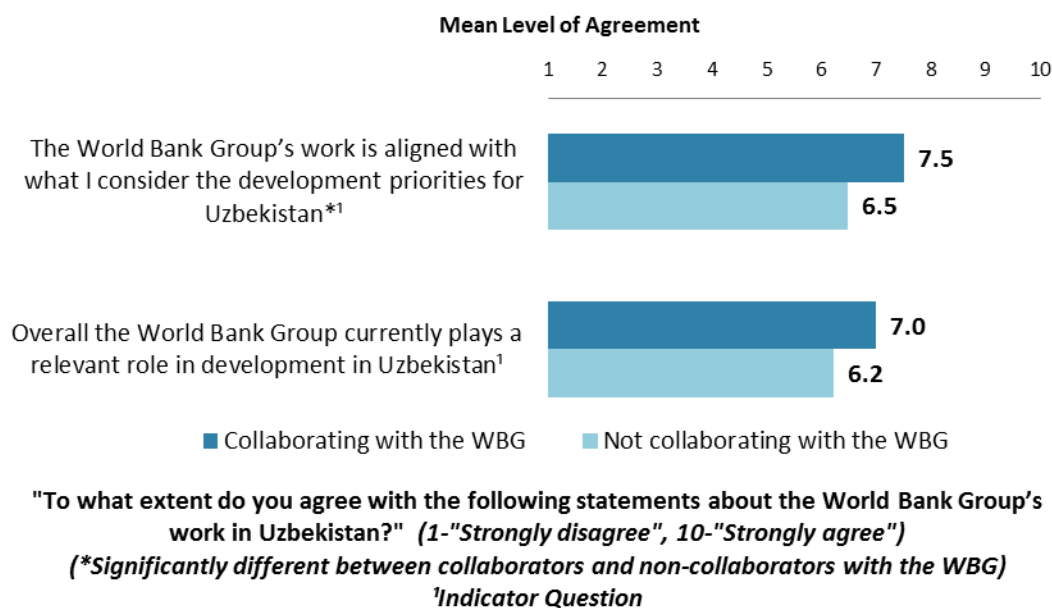


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Uzbekistan: Year Comparison<sup>6</sup>



### The World Bank Group's Work in Uzbekistan: Collaboration



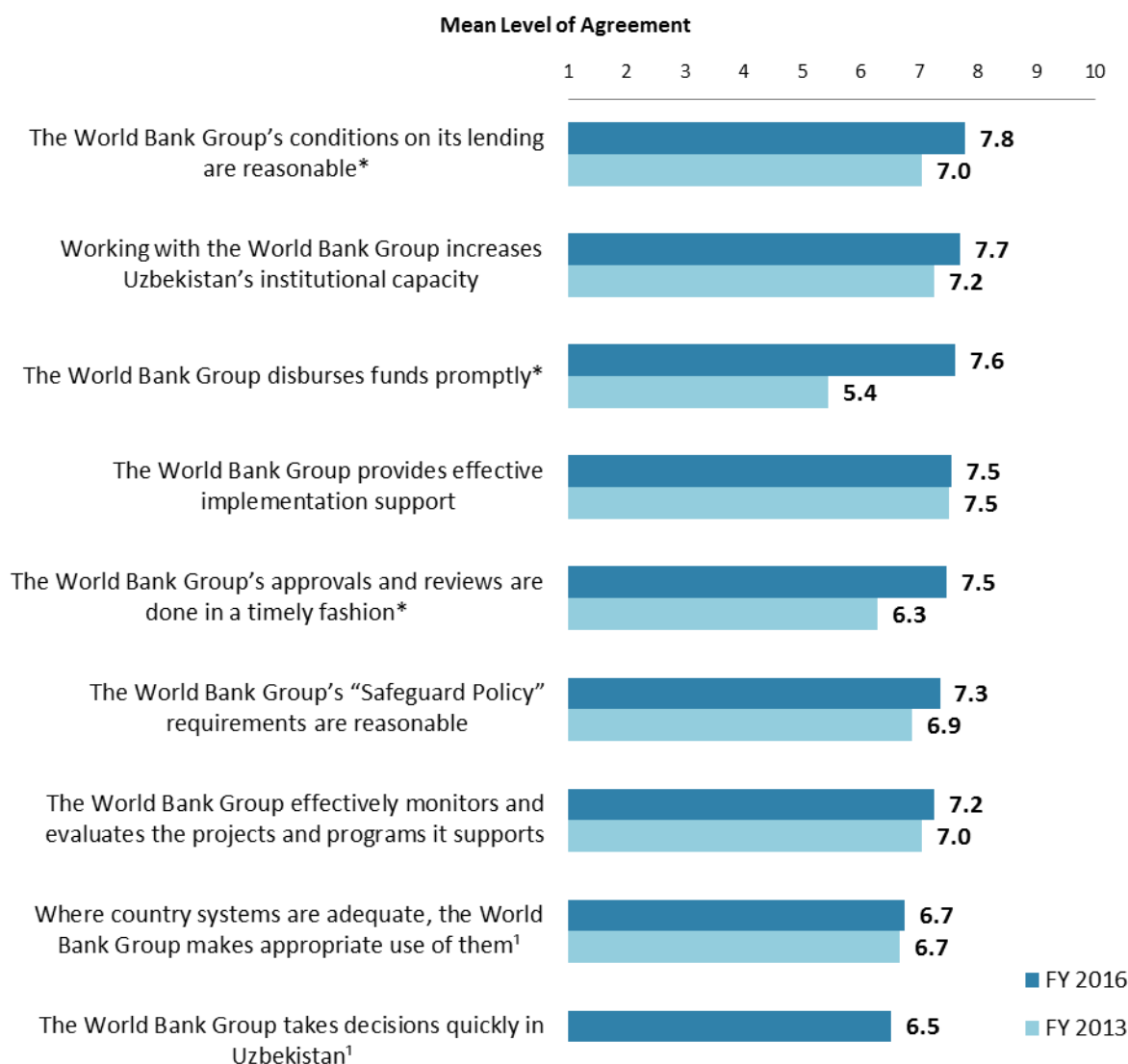
<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>7</sup>

- **Year comparison:** As indicated in the chart, respondents in this year's Country Survey had significantly higher levels of agreement with several statements below compared to respondents in the FY'13 Country Survey.



**"To what extent do you agree/disagree with the following statements?"**  
**(1-"Strongly disagree", 10-"Strongly agree")**  
**(\*Significantly different between FY 2016 and FY 2013)**  
*<sup>1</sup>Indicator Question*

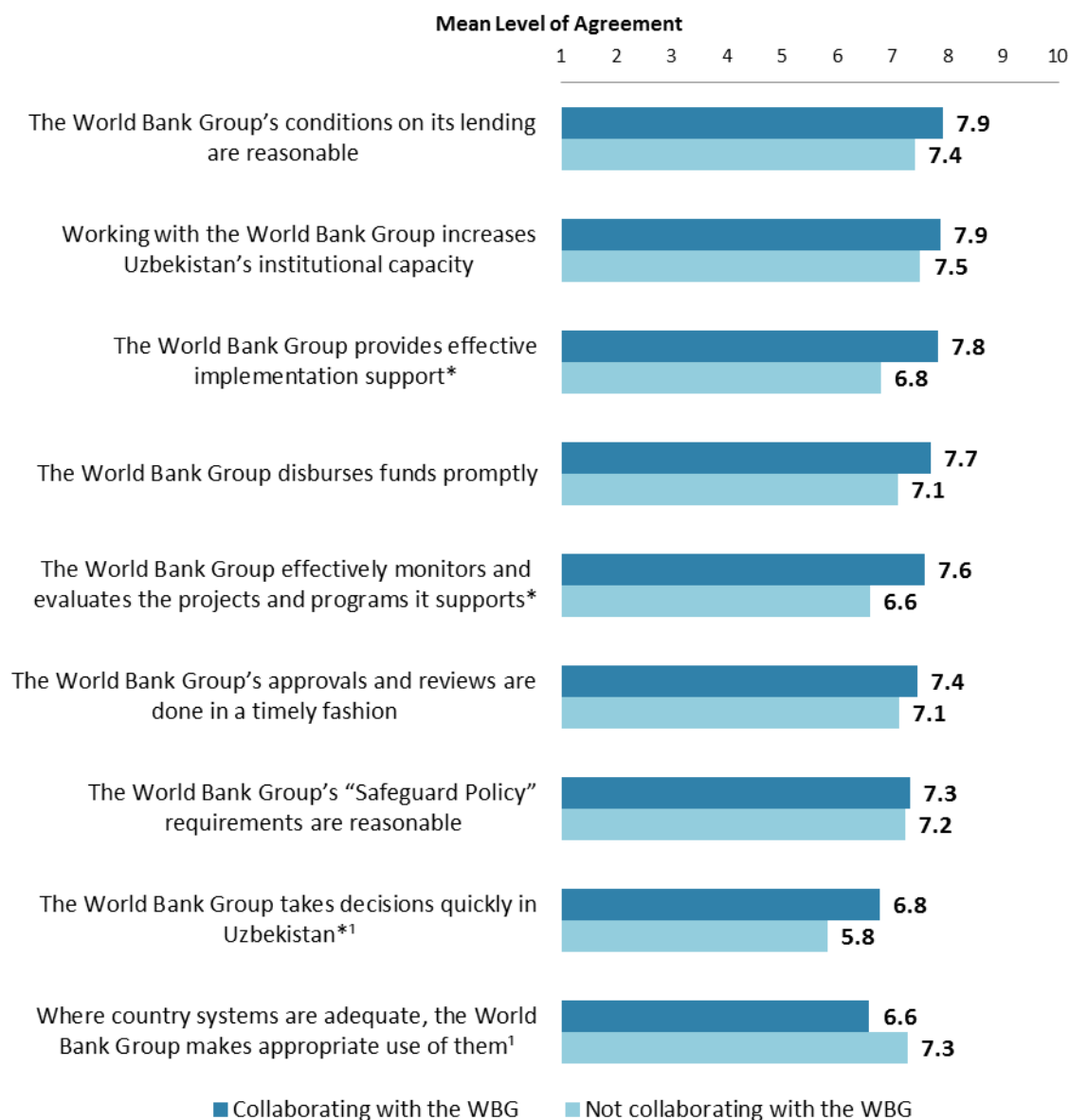
<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration

- **Collaboration:** As indicated in the chart, respondents who collaborate with the WBG had significantly higher levels of agreement with several statements below compared to respondents who do not collaborate with the WBG.



"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



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

**(\*Significantly different between FY2016 and FY2013)**

<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

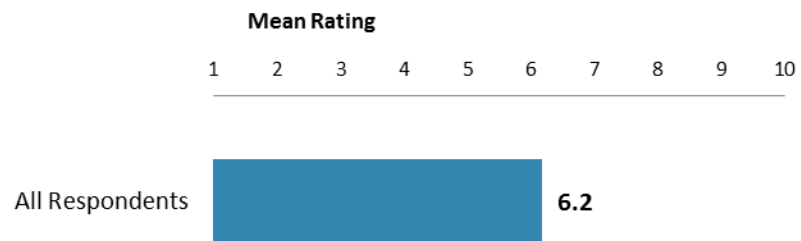
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring



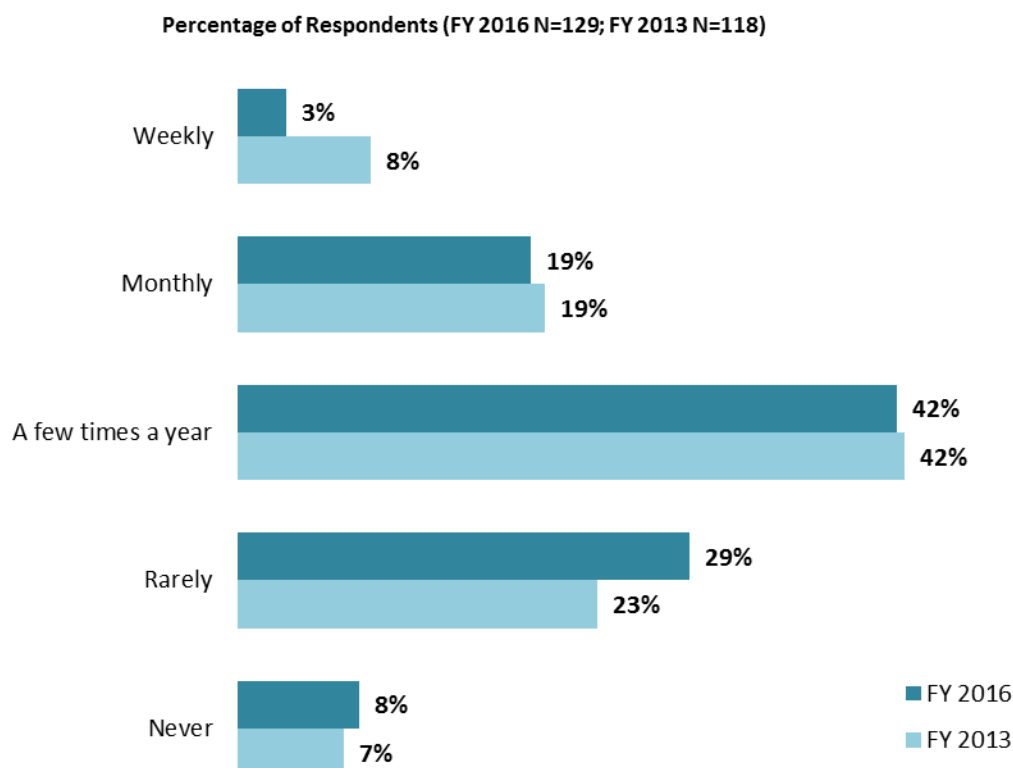
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Uzbekistan?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>9</sup>

- **Stakeholder groups:** Among this year's respondents, respondents from PMUs/consultants on WBG-supported projects indicated the most frequent usage of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



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

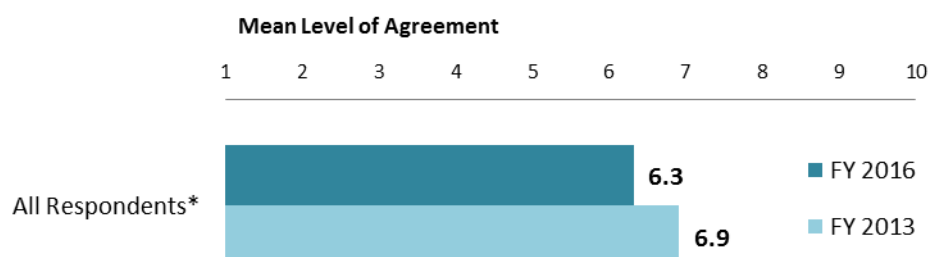
<sup>9</sup> Percentages in the chart were calculated based on weighted data.





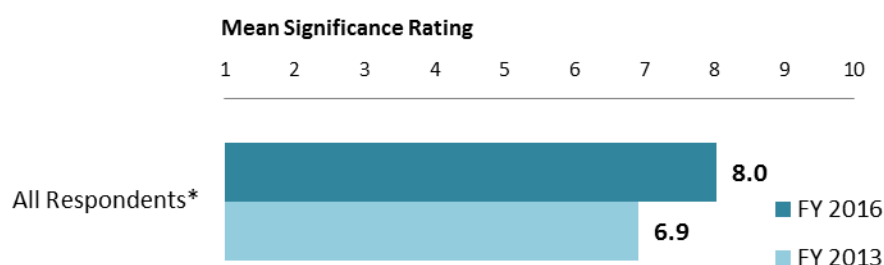
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Uzbekistan's Knowledge Needs<sup>10</sup> (Indicator Question)



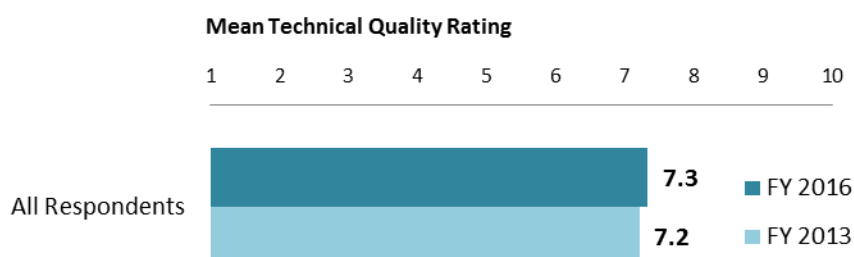
"The World Bank Group meets Uzbekistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2016 and FY 2013)

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



"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")  
(\*Significantly different between FY 2016 and FY 2013)

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



"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")

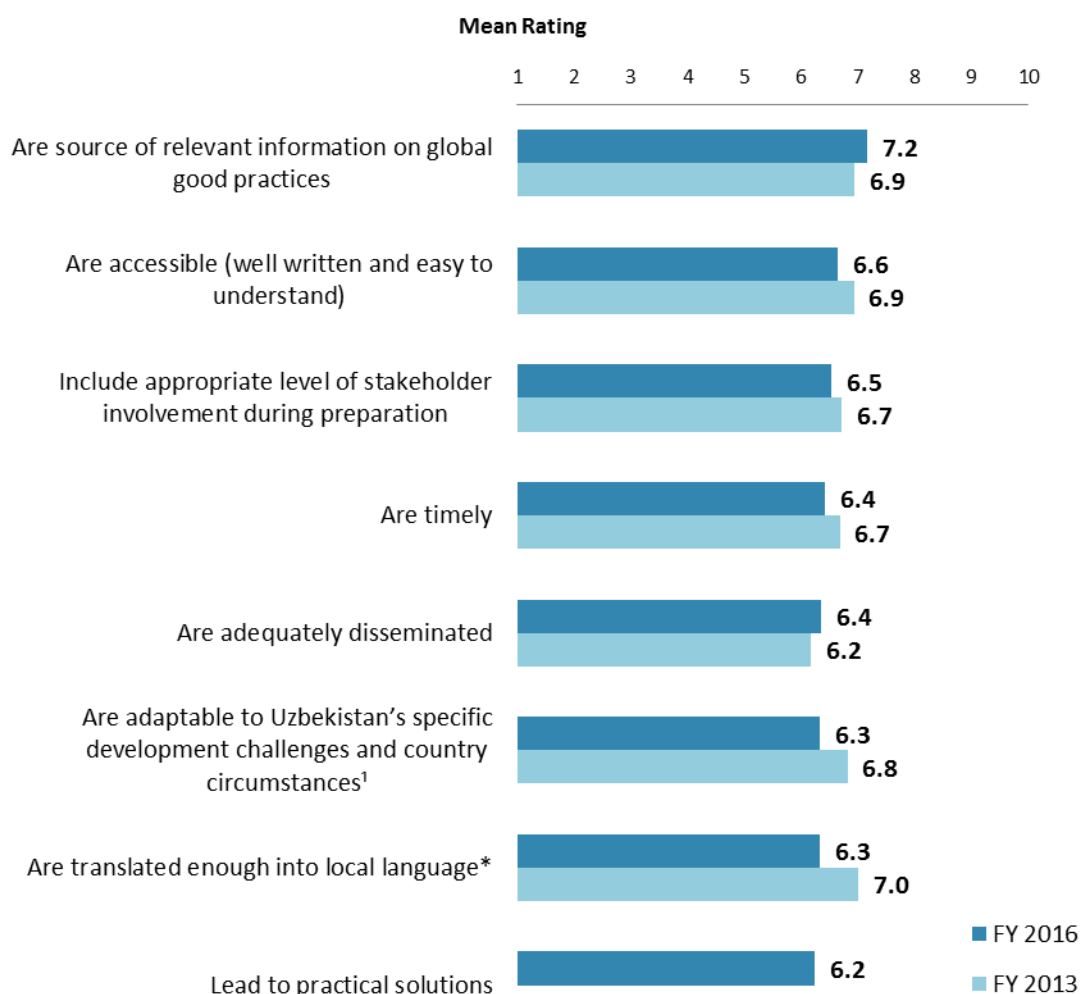
<sup>10</sup> All means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's knowledge "*being translated enough into local language*" compared to respondents in the FY'13 Country Survey.



"In Uzbekistan, 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")  
(\*Significantly different between FY 2016 and FY 2013)

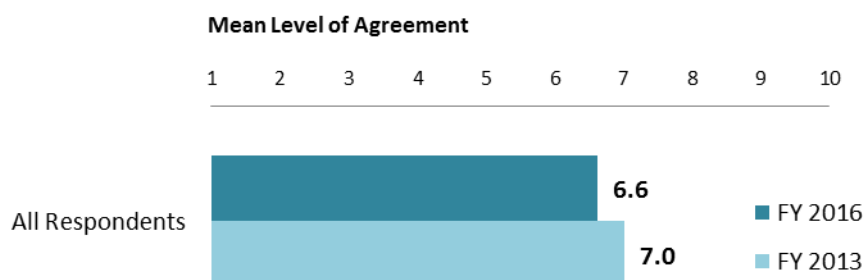
<sup>1</sup>Indicator Question

<sup>11</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Uzbekistan's Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)



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

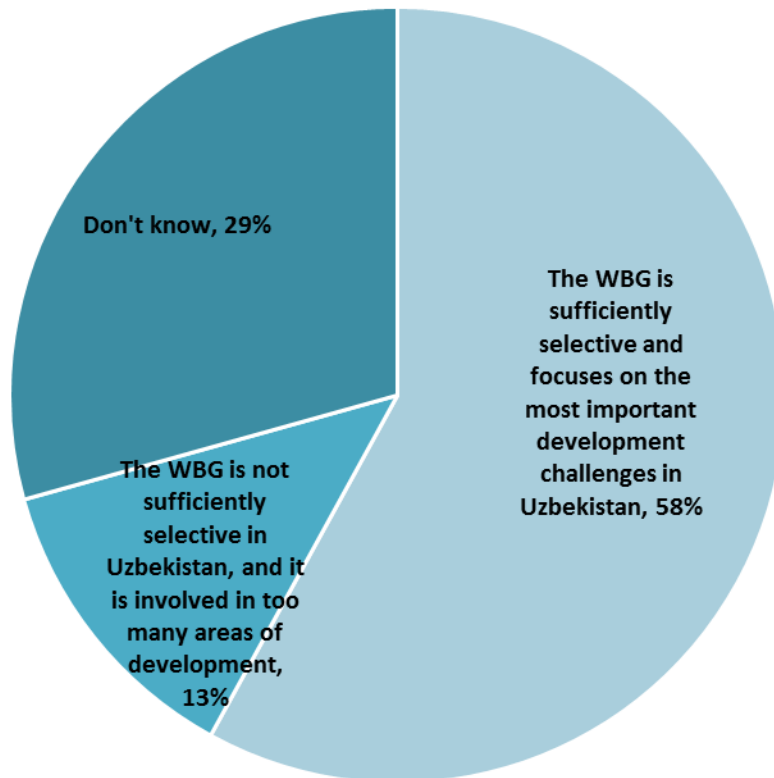
<sup>12</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Uzbekistan

### Selectivity of the World Bank Group's Support

Percentage of Respondents (N=150)



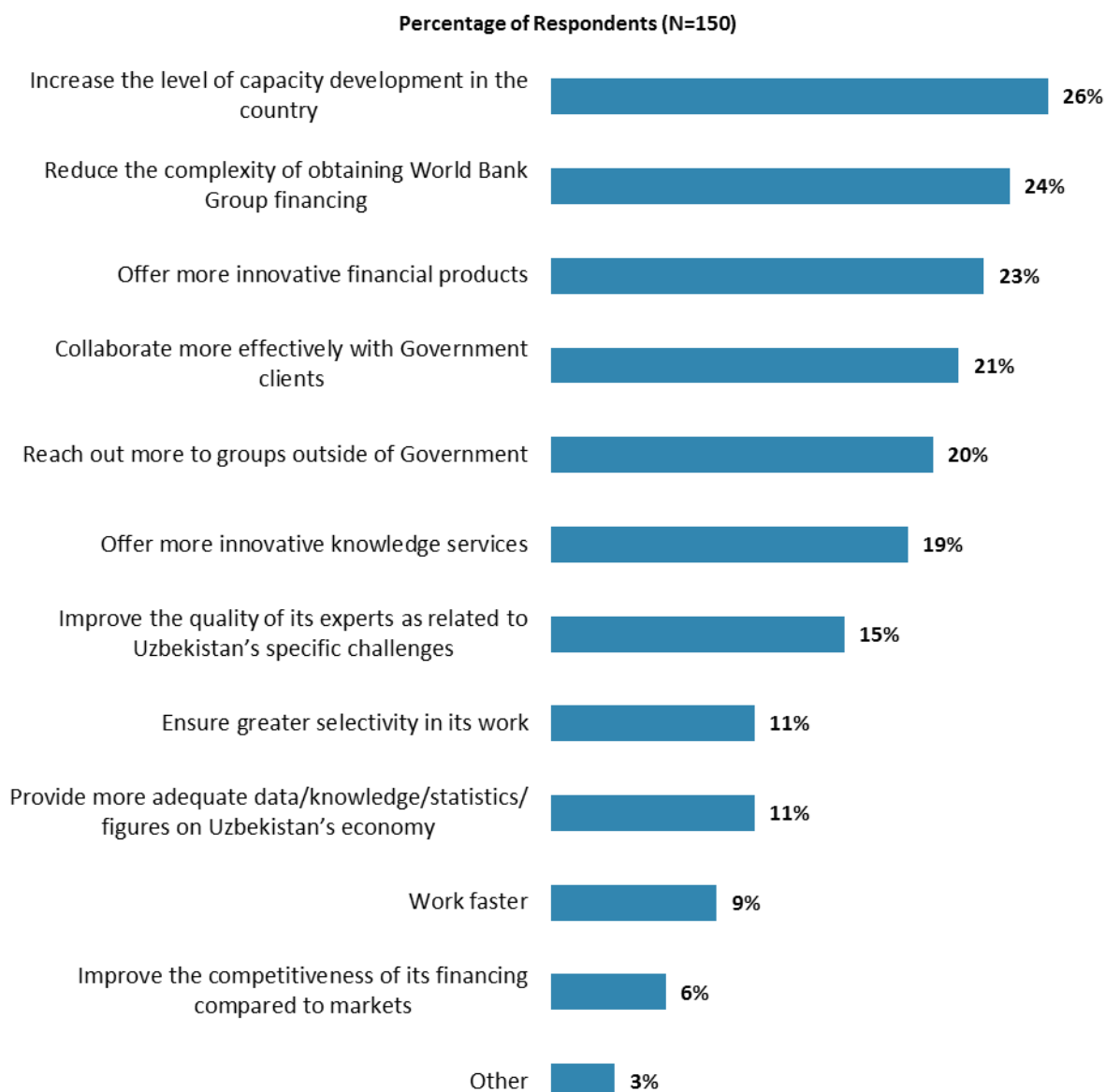
"Which of the following best describes the World Bank Group's support in Uzbekistan?"  
(Respondents chose from a list.)



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (39%) and “*reach out more to groups outside of Government*” (38%) to make itself of greater value in Uzbekistan.



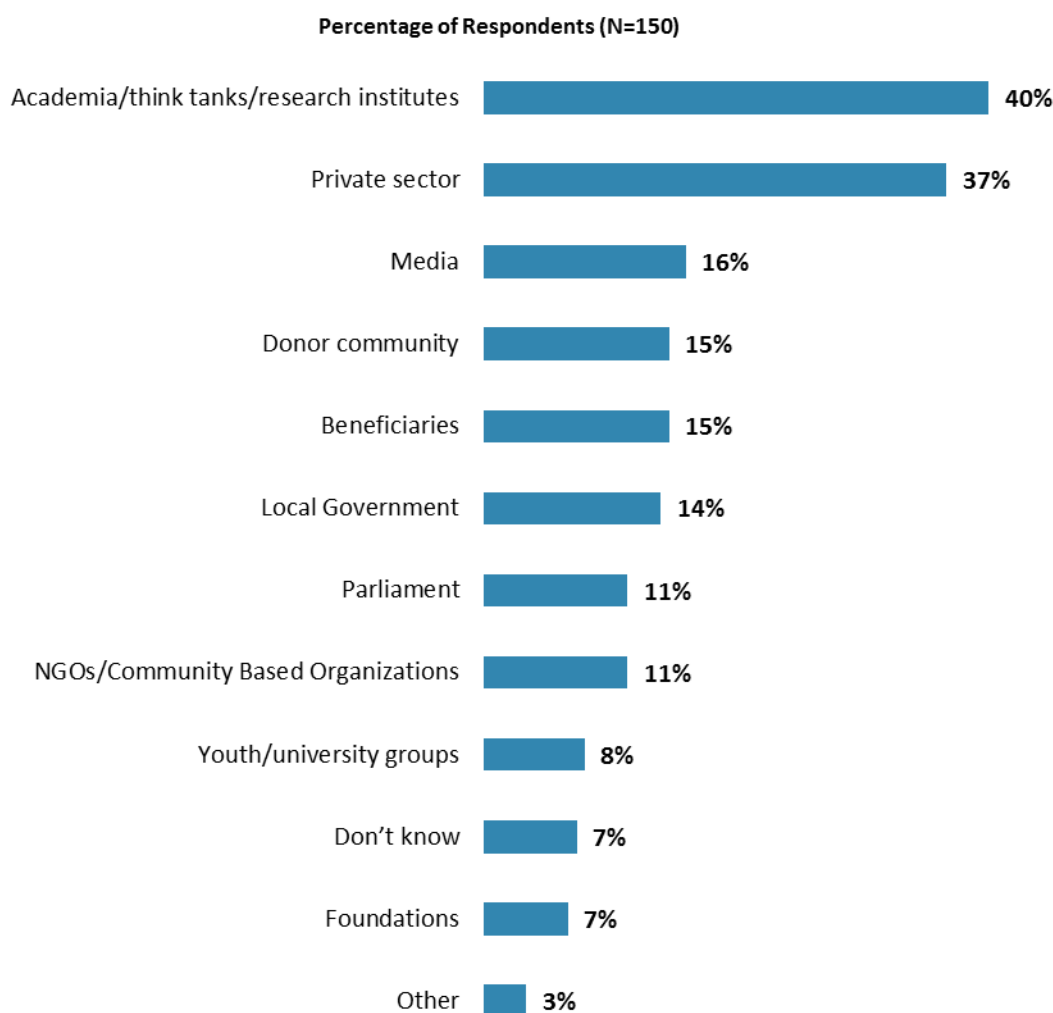
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*private sector*” (39%), “*NGOs*” (35%), and “*academia/think tanks/research institutes*” (32%) to ensure better development results in Uzbekistan.



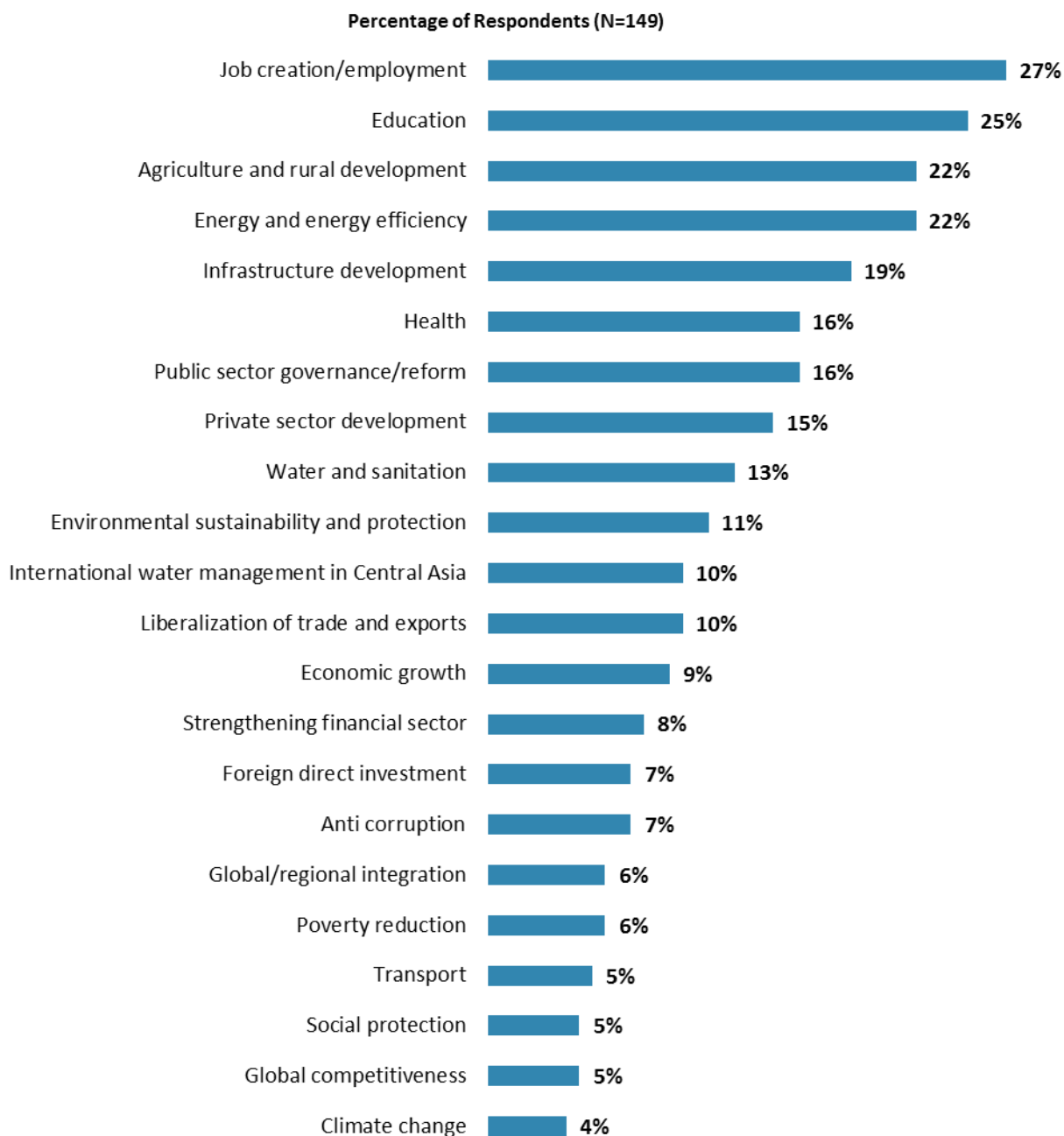
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*domestic private sector development*” (25%), “*agriculture and rural development*” (25%), and “*education*” (23%).

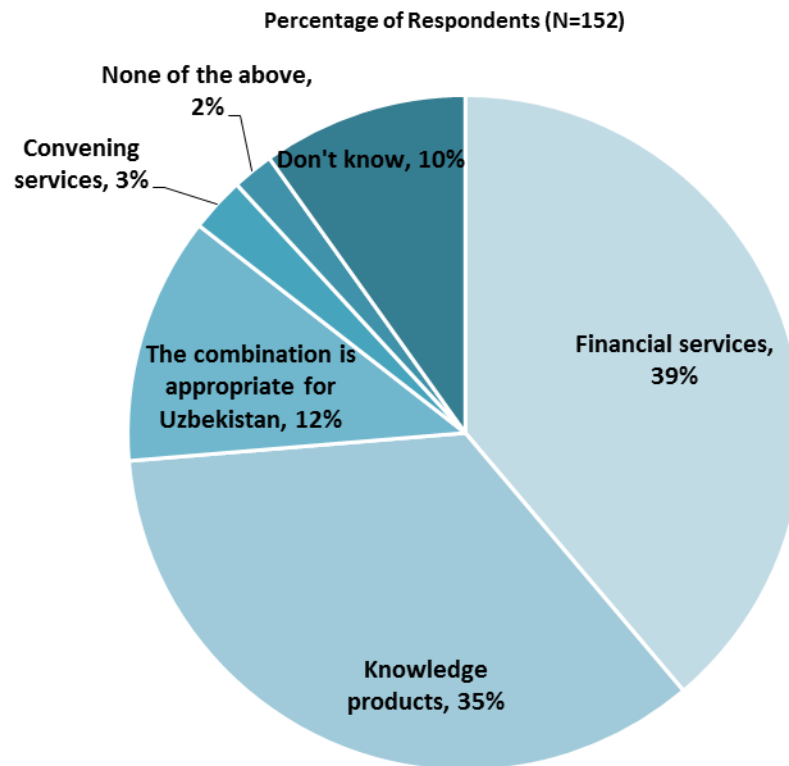


**“When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the WBG should focus most of its resources in Uzbekistan? (Choose no more than THREE)”** (Respondents chose from a list. Responses combined. Top 22 of 35 response options shown.)



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

### Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Uzbekistan?" (Respondents chose from a list.)



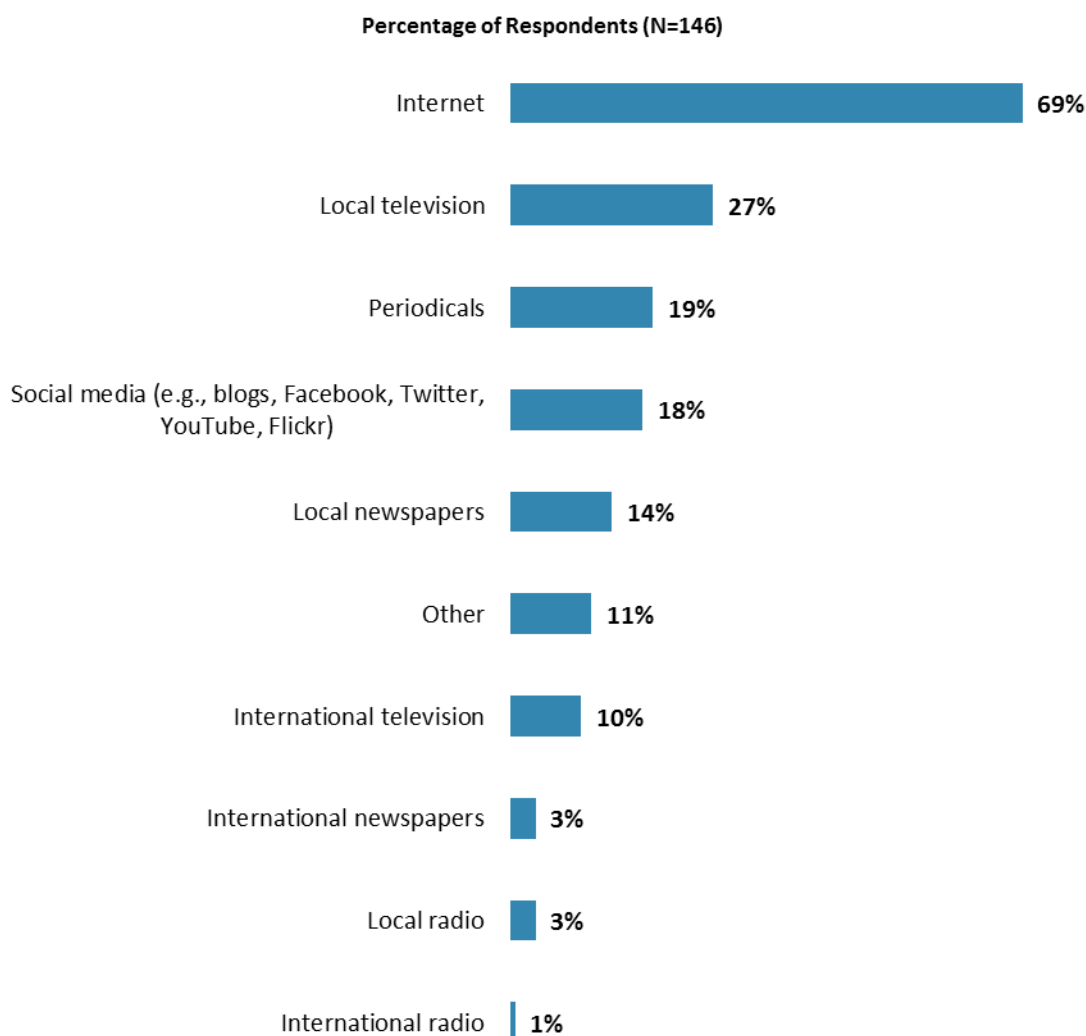


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 65) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Uzbekistan from “the Internet” (77%).



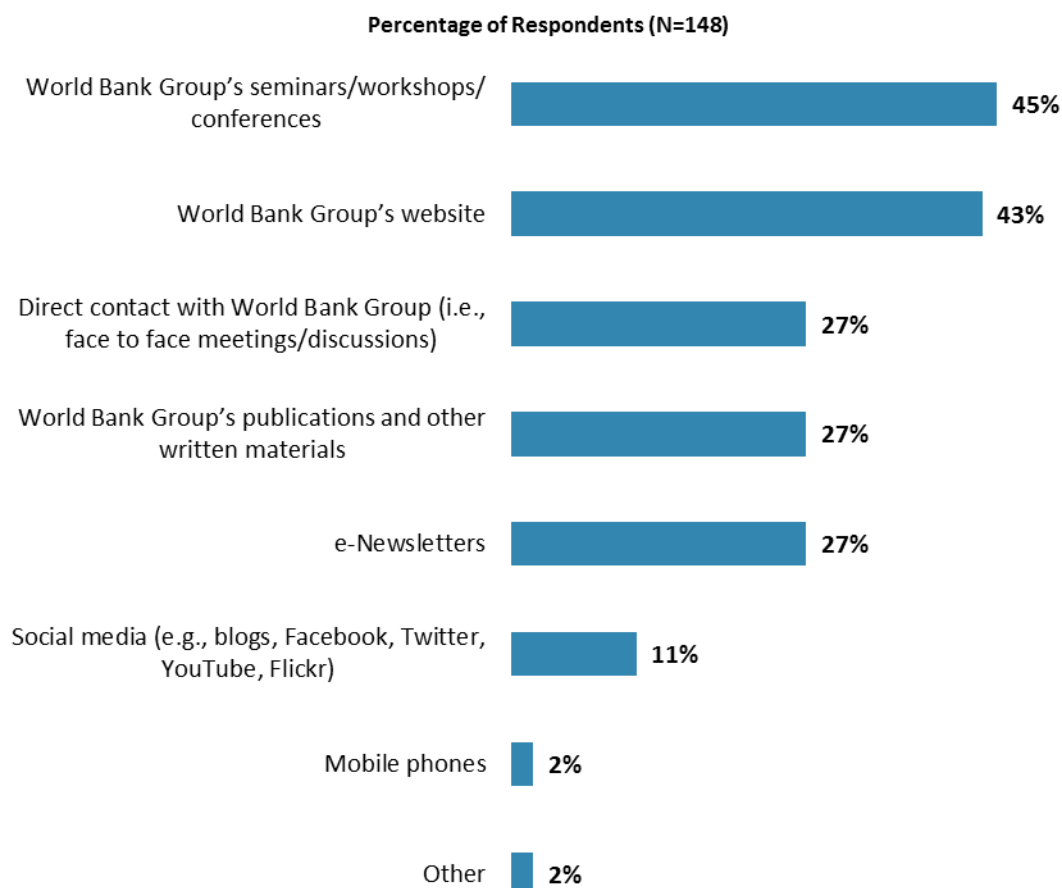
"How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (49%), “*direct contact with World Bank*” (35%), and “*World Bank seminars/workshops/conferences*” (35%).



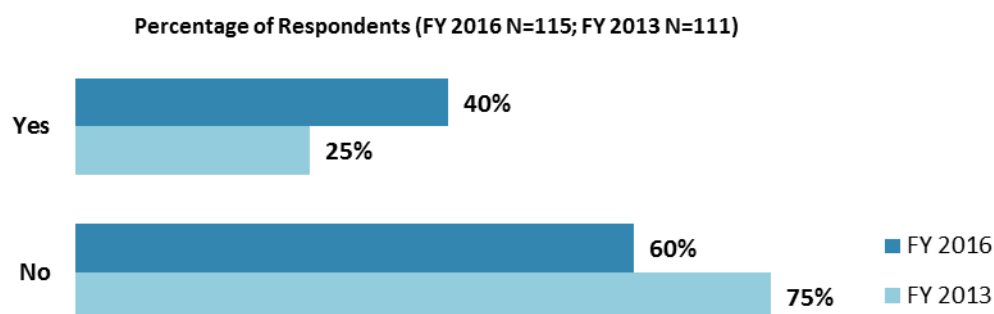
**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



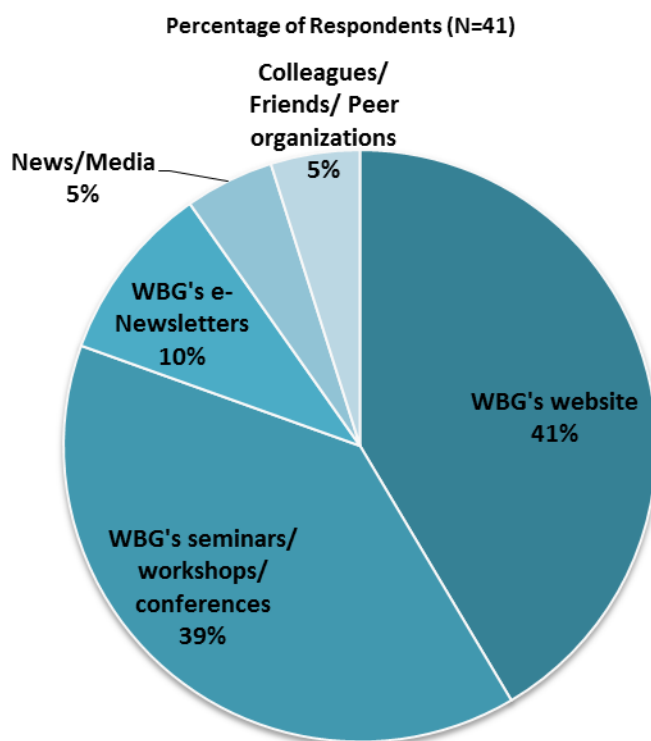
## X. Communication and Outreach (continued)

### Access to Information<sup>13</sup>

- **Year comparison:** This year's respondents were significantly more aware of the WBG's Access to Information Policy compared to respondents in the FY'13 Country Survey.



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



"If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies?" (Respondents chose from a list.)

<sup>13</sup> Percentages presented in the chart were calculated based on weighted data.

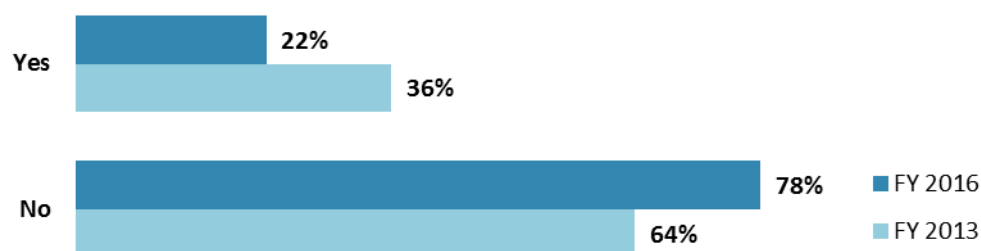


## X. Communication and Outreach (continued)

### Access to Information (continued)<sup>14</sup>

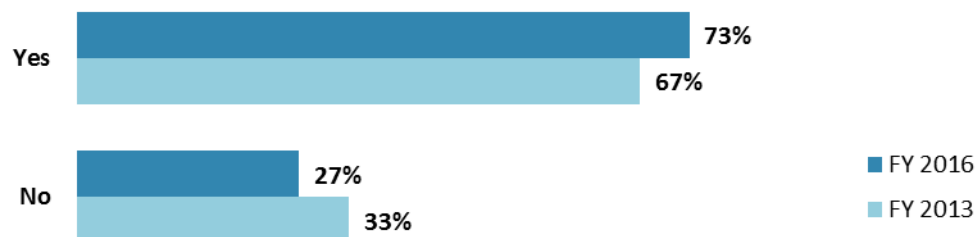
- **Year comparison:** This year's respondents were significantly less likely to have requested information from the WBG on its activities compared to respondents in the FY'13 Country Survey.

Percentage of Respondents (FY 2016 N=92; FY 2013 N=108)



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

Percentage of Respondents (FY 2016 N=15; FY 2013 N=43)

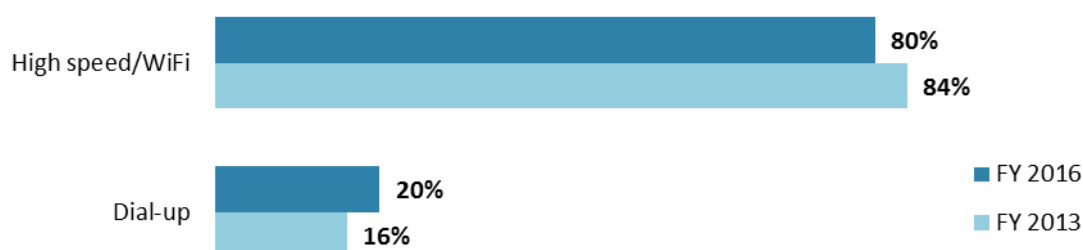


"Were you able to obtain this information?"

### Access to the Internet

- All respondents in this year's Country Survey and FY'13 Country Survey indicated that they had access to the Internet.

Percentage of Respondents (FY 2016 N=120; FY 2013 N=112)



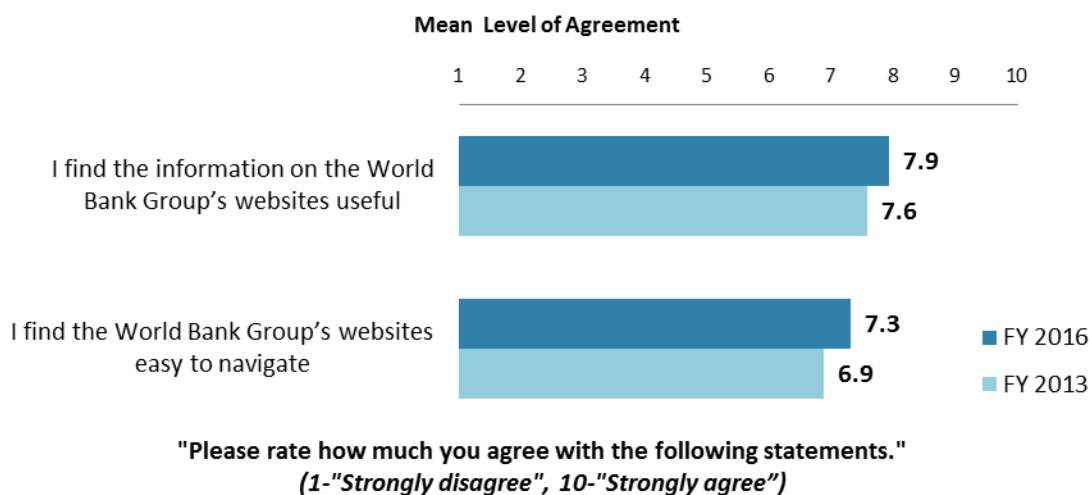
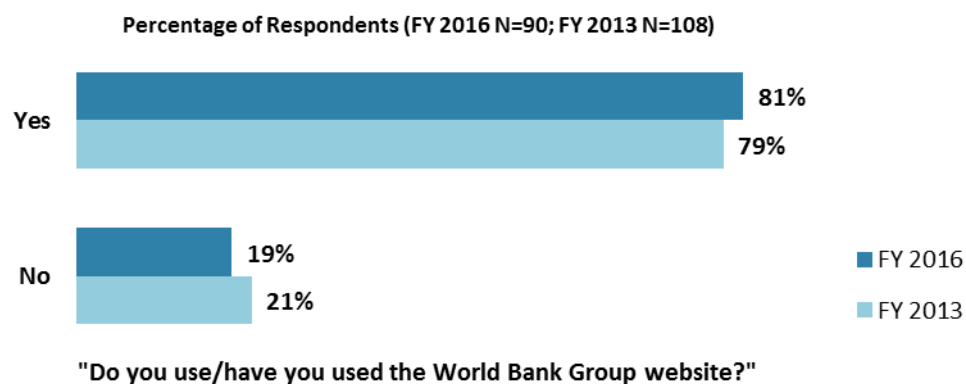
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>14</sup> Percentages presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>15</sup>



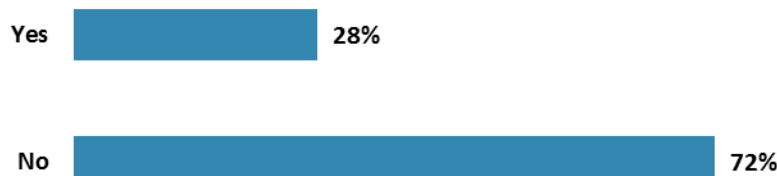
<sup>15</sup> All percentages and means presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Use and Evaluation of the WBG's Social Media Channels

Percentage of Respondents (FY 2016 N=109)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution



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

### Information Sharing<sup>16</sup>

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

When I need information from the World Bank Group I know how to find it



The World Bank Group is responsive to my information requests and inquiries



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

<sup>16</sup> Means in the chart were calculated based on weighted data.



## XI. Appendices

A. Responses to All Questions across All Respondents.....	47
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**Uzbekistan**





## Appendix A: Responses to All Questions across All Respondents (N=156)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Uzbekistan

1. In general would you say that Uzbekistan is headed in ... ?	Percentage of Respondents (N=139)
The right direction	90.6%
The wrong direction	0.7%
Not sure	8.6%

2. Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=141)
Education	28.4%
Private sector development	26.2%
Public sector governance/reform	22.7%
Job creation/employment	20.6%
Social protection	16.3%
Foreign direct investment	16.3%
Energy and energy efficiency	15.6%
Anti corruption	14.9%
Agriculture and rural development	14.2%
Infrastructure development	13.5%
Global/regional integration	12.8%
Food security	12.8%
Economic growth	12.8%
Health	8.5%
Environmental sustainability and protection	7.8%
International water management in Central Asia	5.7%
Strengthening financial sector	5.7%
Liberalization of trade and exports	5.7%
Information and communications technology	5.0%
Water and sanitation	4.3%
Poverty reduction	4.3%
Transport	4.3%
Urban development	3.5%
Global competitiveness	3.5%
Privatization of large state-owned industrial enterprises	2.8%
Natural resource management	2.8%
Financial markets	2.1%
Equality of opportunity	2.1%
Regulatory framework	1.4%
Gender	0.7%
Law and justice	0.7%
Communicable/non-communicable diseases	0.7%
Climate change	0.0%
Crime and violence	0.0%
Disaster management	0.0%



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

<b>3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=150)</b>
Job creation/employment	42.0%
Private sector development	37.3%
Economic growth	34.0%
Education	24.7%
Agriculture and rural development	18.7%
Anti corruption	15.3%
Infrastructure development	12.7%
Social protection	12.7%
Water and sanitation	10.7%
Foreign direct investment	10.0%
Energy and energy efficiency	9.3%
Liberalization of trade and exports	9.3%
Public sector governance/reform	8.0%
Privatization of large state-owned industrial enterprises	6.0%
Global competitiveness	5.3%
Food security	5.3%
Urban development	4.7%
International water management in Central Asia	4.0%
Global/regional integration	4.0%
Strengthening financial sector	4.0%
Equality of opportunity	3.3%
Health	3.3%
Information and communications technology	2.7%
Climate change	2.0%
Financial markets	2.0%
Gender	1.3%
Law and justice	1.3%
Transport	1.3%
Environmental sustainability and protection	1.3%
Regulatory framework	0.7%
Communicable/non-communicable diseases	0.7%
Natural resource management	0.7%
Crime and violence	0.0%
Disaster management	0.0%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=142)</b>
Consistent economic growth	40.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	30.3%
Education and training that better ensure job opportunity	28.9%
A growing middle class	20.4%
Better employment opportunities for young people	14.1%
More reliable social safety net	12.7%
Better opportunity for the poor who live in rural areas	11.3%
Greater equity of fiscal policy	8.5%
Better quality public services	8.5%
Greater access to micro-finance for the poor	7.0%
Greater voice and participation for citizens to help ensure greater accountability	4.9%
Other	4.2%
Greater access to health and nutrition for citizens	2.1%
Better employment opportunities for women	1.4%
Better opportunity for the poor who live in urban areas	0.0%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=149)</b>
A very big problem	11.4%
A moderately big problem	30.2%
A small problem	40.3%
Not a problem at all	8.7%
Don't know	9.4%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=154)</b>
A very serious problem	37.0%
A somewhat serious problem	48.7%
Not too serious problem	6.5%
Not a problem	2.6%
Don't know	5.2%

**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 Uzbekistan? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	153	0	6.53	2.25
<b>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 Uzbekistan. <i>(1-Not effective at all, 10-Very effective)</i>	136	18	7.15	2.21
<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 (e.g., skills and knowledge) to help Uzbekistan solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	128	25	7.39	1.88

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=149)</b>
Job creation/employment	26.8%
Education	24.8%
Agriculture and rural development	22.1%
Energy and energy efficiency	22.1%
Infrastructure development	18.8%
Health	16.1%
Public sector governance/reform	16.1%
Private sector development	14.8%
Water and sanitation	12.8%
Environmental sustainability and protection	11.4%
International water management in Central Asia	10.1%
Liberalization of trade and exports	10.1%
Economic growth	9.4%
Strengthening financial sector	8.1%
Foreign direct investment	7.4%
Anti corruption	7.4%
Global/regional integration	6.0%
Poverty reduction	6.0%
Transport	5.4%
Social protection	4.7%
Global competitiveness	4.7%
Climate change	4.0%
Financial markets	3.4%
Urban development	3.4%
Information and communications technology	3.4%
Privatization of large state-owned industrial enterprises	2.7%
Regulatory framework	2.7%
Food security	2.0%
Equality of opportunity	1.3%
Natural resource management	1.3%
Gender	0.7%
Crime and violence	0.0%
Law and justice	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

**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 Uzbekistan?	Percentage of Respondents (N=140)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	36.0%	10.7%	46.7%
Capacity development	18.4%	21.4%	39.8%
Technical assistance	12.5%	24.3%	36.8%
Policy advice, studies, analyses	11.8%	8.6%	20.3%
Help to bring discipline/effective supervision to implementation of investment projects	5.9%	8.6%	14.5%
Mobilizing third party financial resources	4.4%	7.1%	11.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	4.4%	5.7%	10.1%
Data and statistics	2.2%	5.0%	7.2%
Donor coordination	2.2%	5.0%	7.2%
Convening/facilitating	1.5%	2.9%	4.3%
Other	0.7%	0.7%	1.4%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Don't know	22.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	18.4%
Not collaborating enough with stakeholders outside the Government	16.3%
Not adequately sensitive to political/social realities in Uzbekistan	15.6%
World Bank Group's processes too complex	15.0%
Too influenced by developed countries	14.3%
Not enough public disclosure of its work	13.6%
Imposing technocratic solutions without regard to political realities	10.9%
Its advice and strategies do not lend themselves to practical problem solving	7.5%
Not willing to honestly criticize policies and reform efforts in the country	7.5%
Not exploring alternative policy options	6.1%
Not client focused	3.4%
Not aligned with other donors' work	3.4%
Not aligned with country priorities	2.7%
Arrogant in its approach	1.4%
Staff too inaccessible	1.4%
Other	1.4%
The credibility of its knowledge/data	0.7%

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

<b>7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=148)</b>
Investment lending	53.4%
Capacity development	32.4%
Technical assistance	28.4%
Multi-sectoral approaches	22.3%
Knowledge products/services	12.8%
Policy based lending/budget support to the Government	9.5%
Don't know	9.5%
Trust Fund management	3.4%
Other	1.4%

<b>8. To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan? (Choose only ONE response)</b>	<b>Percentage of Respondents (N=147)</b>
To a fully sufficient degree	0.0%
To a somewhat sufficient degree	22.4%
To a somewhat insufficient degree	44.9%
To a very insufficient degree	12.2%
Don't know	20.4%

<b>9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=150)</b>
Academia/think tanks/research institutes	40.0%
Private sector	36.7%
Media	16.0%
Donor community	14.7%
Beneficiaries	14.7%
Local Government	14.0%
Parliament	11.3%
NGOs/Community Based Organizations	11.3%
Youth/university groups	8.0%
Don't know	7.3%
Foundations	6.7%
Other	3.3%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Uzbekistan*	138	12	6.72	2.35
11. The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan*	132	18	7.15	2.11

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

To what extent is the World Bank Group an effective development partner in Uzbekistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	115	29	5.92	2.16
13. Flexibility (in terms of the institution's products and services)*	113	32	5.81	2.12
14. Flexibility (in terms of changing country circumstances)*	119	27	5.79	2.31
15. Being inclusive*	96	46	6.19	2.01
16. Openness (sharing data and other information)*	124	19	7.05	2.29
17. Collaboration with the Government*	118	26	8.00	1.61
18. The speed in which it gets things accomplished on the ground*	120	24	6.85	2.13
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	124	21	7.26	2.48
20. Collaboration with civil society*	93	53	6.06	2.18
21. Staff accessibility*	124	23	7.30	2.35
22. Collaboration with other donors and development partners*	89	55	6.70	2.12
23. Collaboration with the private sector*	82	63	5.49	2.32
24. Straightforwardness and honesty*	107	36	7.19	2.05
25. Treating clients and stakeholders in Uzbekistan with respect*	115	27	8.21	1.69
26. Being a long-term partner*	110	31	8.19	1.80

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
The World Bank Group is not sensitive enough to political/social realities on the ground	51.7%
Reforms are not well thought out in light of country challenges	29.7%
There is not an adequate level of citizen/civil society participation	15.9%
Poor donor coordination	15.2%
The World Bank Group works too slowly	13.8%
Political pressures and obstacles	11.7%
Lack of/inadequate levels of capacity in Government	9.0%
The World Bank Group does not do adequate follow through/follow-up	8.3%
Other	6.9%
The Government works inefficiently	6.2%

**C. World Bank Group's 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 Uzbekistan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	107	27	4.18	2.98
2. Financial markets	132	10	7.91	2.25
3. Transport	130	5	8.11	1.91
4. Anti corruption	125	15	7.09	2.95
5. Law and justice	128	12	6.44	2.74
6. Urban development	131	8	7.70	2.09
7. Environmental sustainability and protection	139	2	8.45	1.83
8. Liberalization of trade and exports	134	8	7.77	2.25
9. Information and communications technology	137	6	8.30	2.04
10. Poverty reduction	134	5	8.63	1.92
11. Gender	128	11	6.30	2.65
12. Private sector development	141	3	8.47	1.81
13. Foreign direct investment	138	6	8.65	1.83
14. Water and sanitation	140	3	8.48	2.03
15. Regulatory framework	130	10	7.18	2.41
16. Economic growth	138	5	8.49	1.91
17. Energy and energy efficiency	137	4	8.64	1.66
18. Disaster management	130	9	6.74	2.72
19. Public sector governance/reform	130	12	7.11	2.63
20. Job creation/employment	140	4	8.29	2.00
21. Communicable/non-communicable diseases	124	15	7.06	2.54
22. Equality of opportunity	129	12	6.93	2.52
23. Social protection	131	12	7.06	2.58
24. International water management in Central Asia	136	8	8.32	1.95
25. Global/regional integration	126	15	7.59	2.30
26. Food security	131	12	7.41	2.30
27. Natural resource management	129	13	6.60	2.67
28. Health	134	9	8.24	2.11
29. Climate change	136	8	7.43	2.57
30. Agriculture and rural development	140	3	8.45	1.68
31. Education	136	5	8.42	2.17
32. Privatization of large state-owned industrial enterprises	128	12	6.41	2.80
33. Strengthening financial sector	132	12	7.83	2.33
34. Infrastructure development	137	5	8.47	1.98
35. Global competitiveness	133	11	7.95	2.26



**C. World Bank Group's 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 Uzbekistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender	58	89	6.34	2.29
2. Information and communications technology	69	78	6.55	2.07
3. Transport	83	62	6.94	2.27
4. Privatization of large state-owned industrial enterprises	59	86	5.47	2.60
5. Law and justice	59	83	5.34	2.54
6. Urban development	75	67	6.63	2.28
7. Environmental sustainability and protection	94	48	7.04	2.15
8. Regulatory framework	60	82	6.33	2.21
9. Communicable/non-communicable diseases	63	78	6.65	2.48
10. Poverty reduction	86	58	6.80	2.25
11. Anti corruption	55	87	4.95	2.72
12. Private sector development	88	56	6.22	2.36
13. Foreign direct investment	87	56	6.30	2.43
14. Water and sanitation	100	43	7.39	2.03
15. Liberalization of trade and exports	59	82	5.97	2.07
16. Economic growth	85	57	7.09	2.02
17. Health	92	50	7.74	1.81
18. Disaster management	48	93	5.88	2.41
19. Public sector governance/reform	67	77	5.76	2.41
20. Job creation/employment	87	58	5.99	2.35
21. Financial markets	77	67	6.12	2.33
22. Equality of opportunity	66	74	6.11	2.31
23. Energy and energy efficiency	100	42	7.50	2.22
24. International water management in Central Asia	92	54	6.05	2.52
25. Global/regional integration	62	81	6.06	2.14
26. Food security	68	75	6.40	2.17
27. Education	87	56	6.84	2.34
28. Social protection	59	83	5.41	2.46
29. Climate change	76	70	6.37	2.42
30. Agriculture and rural development	96	52	6.95	2.33
31. Natural resource management	64	80	5.67	2.49
32. Infrastructure development	86	56	6.86	2.27
33. Global competitiveness	59	85	5.88	2.38
34. Strengthening financial sector	71	74	6.35	2.34

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

<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 Uzbekistan? (1-To no degree at all, 10-To a very significant degree)	132	19	6.70	2.07

<b>To what extent do you agree with the following statements about the World Bank Group in Uzbekistan? (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 (i.e., investment lending, Trust Funds, etc.) meet the needs of Uzbekistan*	127	25	6.66	2.30
5. The World Bank Group meets Uzbekistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	118	31	6.36	2.23

<b>Measuring and Correcting Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Uzbekistan? (1-To no degree at all, 10-To a very significant degree)	96	54	6.19	2.01

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=150)</b>
Weekly	5.3%
Monthly	18.7%
A few times a year	42.0%
Rarely	26.7%
Never	7.3%

<b>In Uzbekistan, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	120	29	6.42	2.26
3. Include appropriate level of stakeholder involvement during preparation	116	29	6.53	2.03
4. Lead to practical solutions	119	25	6.35	2.06
5. Are accessible (well written and easy to understand)	126	22	6.74	2.17
6. Are source of relevant information on global good practices	127	20	7.15	2.02
7. Are adequately disseminated	121	26	6.40	2.24
8. Are translated enough into local language	116	31	6.32	2.31
9. Are adaptable to Uzbekistan's specific development challenges and country circumstances*	125	25	6.40	2.11

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. 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)	135	15	7.99	2.00
11. 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)	126	26	7.33	1.97

**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	97	50	7.58	2.03
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	122	23	7.27	2.05
3. The World Bank Group's approvals and reviews are done in a timely fashion	104	41	7.37	2.00
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	76	68	7.33	1.98
5. The World Bank Group's conditions on its lending are reasonable	97	45	7.79	1.74
6. The World Bank Group takes decisions quickly in Uzbekistan*	105	40	6.55	2.12
7. Working with the World Bank Group increases Uzbekistan's institutional capacity	126	21	7.76	1.97
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	94	52	6.80	2.27
9. The World Bank Group provides effective implementation support	118	28	7.54	2.06

WBG Promoting PPP in Uzbekistan	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Uzbekistan? (1-To no degree at all, 10-To a very significant degree)	80	71	6.45	1.97

11. Which of the following best describes the World Bank Group's support in Uzbekistan? (Select only one response)	Percentage of Respondents (N=150)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Uzbekistan	58.0%
The World Bank Group is not sufficiently selective in Uzbekistan, and it is involved in too many areas of development	12.7%
Don't know	29.3%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Increase the level of capacity development in the country	26.0%
Reduce the complexity of obtaining World Bank Group financing	24.0%
Offer more innovative financial products	22.7%
Collaborate more effectively with Government clients	21.3%
Reach out more to groups outside of Government	20.0%
Offer more innovative knowledge services	18.7%
Improve the quality of its experts as related to Uzbekistan's specific challenges	15.3%
Ensure greater selectivity in its work	10.7%
Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy	10.7%
Work faster	8.7%
Improve the competitiveness of its financing compared to markets	6.0%
Other	3.3%

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

<b>2. When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=152)</b>
Financial services	38.8%
Knowledge products	34.9%
The combination is appropriate for Uzbekistan	11.8%
Don't know	9.9%
Convening services	2.6%
None of the above	2.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=146)</b>
Internet	69.2%
Local television	27.4%
Periodicals	19.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	17.8%
Local newspapers	13.7%
Other	11.0%
International television	9.6%
International newspapers	3.4%
Local radio	3.4%
International radio	0.7%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=148)</b>
World Bank Group's seminars/workshops/conferences	44.6%
World Bank Group's website	43.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.0%
World Bank Group's publications and other written materials	27.0%
e-Newsletters	27.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	11.5%
Mobile phones	2.0%
Other	2.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=133)</b>
Yes	36.8%
No	63.2%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=41)
World Bank Group's website	41.5%
World Bank Group's seminars/workshops/conferences	39.0%
World Bank Group's e-Newsletters	9.8%
News/Media	4.9%
Colleagues/Friends/Peer organizations	4.9%
Other	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=113)
Yes	19.5%
No	80.5%

6. Were you able to obtain this information?	Percentage of Respondents (N=16)
Yes	81.3%
No	18.8%

7. Do you have access to the Internet?	Percentage of Respondents (N=113)
Yes	97.3%
No	2.7%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=109)
Yes	81.7%
No	18.3%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=109)
Yes	27.5%
No	72.5%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=137)
High speed/WiFi	78.8%
Dial-up	21.2%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	119	24	7.31	2.12
12. I find the information on the World Bank Group's websites useful	120	19	8.11	1.78
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	78	64	6.46	2.62
14. When I need information from the World Bank Group I know how to find it	127	17	7.96	2.16
15. The World Bank Group is responsive to my information requests and inquiries	97	41	7.54	2.58

**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=146)</b>
Employee of a Ministry/Ministerial Department/Implementation Agency	21.2%
Academia/Research Institute/Think Tank	15.1%
PMU/Consultant/Contractor working on WBG supported project	11.6%
Financial Sector/Private Bank	11.0%
NGO/Community Based Organization	9.6%
Other	8.9%
Bilateral/Multilateral Agency	5.5%
Media	5.5%
Private Sector Organization	4.8%
Private Foundation	2.7%
Independent Government Institution	2.1%
Office of the President/Prime Minister	0.7%
Local Government Office or Staff	0.7%
Youth Group	0.7%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=147)</b>
Finance and markets	16.3%
Generalist (specialized in multiple sectors)	12.9%
Education	10.9%
Other	10.9%
Environment and natural resources	8.8%
Energy and extractives	8.2%
Health, nutrition, and population	6.1%
Agriculture	5.4%
Macroeconomics and fiscal management	4.1%
Transport and ICT	4.1%
Water	3.4%
Trade and competitiveness	2.7%
Governance	2.7%
Social protection and labor	2.0%
Public-private partnerships	0.7%
Climate change	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=150)</b>
Yes	63.3%
No	36.7%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=142)</b>
The World Bank (IBRD/IDA)	79.6%
The International Finance Corporation (IFC)	12.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%
Other	6.3%

**H. Background Information (continued)**

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=144)</b>
Yes	46.5%
No	53.5%

<b>6. If yes, what was your view of how the two institutions work together in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=66)</b>
The two institutions work well together	34.8%
The way the two institutions work together needs improvement	28.8%
The two institutions do not work well together	6.1%
Don't know	30.3%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=138)</b>
Collaborate as part of my professional duties	52.2%
Engage in World Bank Group related/sponsored events/activities	34.8%
Use World Bank Group reports/data	29.7%
Use World Bank Group website for information, data, research, etc.	23.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	8.7%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=151)</b>
Female	35.8%
Male	64.2%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=152)</b>
Tashkent city	94.7%
Regional center (Oblast center)	4.6%
District (Rayon)	0.7%
Other	0.0%

## Appendix B: Responses to All Questions by Stakeholder Groups<sup>17</sup>

Employee of a Ministry/Ministerial Department/Implementation Agency N=31 ● PMU/Consultant/Contractor working on WBG supported project N=17 ● Bilateral/Multilateral Agency N=8 ● Private Sector/Financial Sector/Private Bank N=23 ● CSO N=19 ● Media N=8 ● Academia/Research Institute/Think Tanks N=22 ● Other N=18

### A. General Issues facing Uzbekistan

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The right direction	96.2%	93.3%	57.1%	90.9%	89.5%	100.0%	78.9%	100.0%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Not sure	3.8%	6.7%	42.9%	9.1%	10.5%	0.0%	15.8%	0.0%

<sup>17</sup> Only 146 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.



## A. General Issues facing Uzbekistan (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Global/regional integration	6.9%	0.0%	0.0%	4.5%	18.8%	25.0%	26.3%	18.8%
Food security*	20.7%	25.0%	0.0%	4.5%	0.0%	37.5%	0.0%	25.0%
Public sector governance/reform	17.2%	18.8%	12.5%	18.2%	12.5%	12.5%	42.1%	43.8%
Social protection*	20.7%	6.3%	12.5%	4.5%	50.0%	25.0%	10.5%	6.3%
Gender	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Privatization of large state-owned industrial enterprises	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	6.3%
Private sector development	10.3%	25.0%	25.0%	22.7%	37.5%	25.0%	36.8%	50.0%
Foreign direct investment*	6.9%	18.8%	12.5%	45.5%	12.5%	0.0%	5.3%	12.5%
Urban development	0.0%	12.5%	0.0%	0.0%	12.5%	0.0%	5.3%	0.0%
Energy and energy efficiency*	37.9%	6.3%	12.5%	13.6%	6.3%	0.0%	10.5%	18.8%
Job creation/employment	20.7%	25.0%	12.5%	18.2%	6.3%	25.0%	36.8%	18.8%
International water management in Central Asia	3.4%	6.3%	12.5%	0.0%	12.5%	12.5%	10.5%	0.0%
Strengthening financial sector	10.3%	0.0%	0.0%	13.6%	6.3%	0.0%	5.3%	0.0%
Financial markets	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Water and sanitation	6.9%	12.5%	0.0%	0.0%	6.3%	0.0%	0.0%	6.3%
Environmental sustainability and protection	0.0%	6.3%	25.0%	9.1%	18.8%	12.5%	0.0%	12.5%
Equality of opportunity	0.0%	0.0%	12.5%	0.0%	6.3%	0.0%	5.3%	0.0%
Health	6.9%	18.8%	12.5%	9.1%	0.0%	12.5%	0.0%	12.5%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	3.4%	6.3%	12.5%	0.0%	6.3%	12.5%	5.3%	0.0%
Transport*	17.2%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Education	20.7%	50.0%	37.5%	27.3%	18.8%	50.0%	31.6%	6.3%
Agriculture and rural development	13.8%	18.8%	25.0%	27.3%	6.3%	0.0%	5.3%	12.5%
Infrastructure development*	37.9%	6.3%	12.5%	9.1%	0.0%	0.0%	5.3%	12.5%
Liberalization of trade and exports	0.0%	0.0%	12.5%	4.5%	6.3%	12.5%	15.8%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	10.3%	18.8%	25.0%	13.6%	25.0%	12.5%	21.1%	6.3%
Law and justice	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global competitiveness	6.9%	0.0%	0.0%	4.5%	6.3%	0.0%	5.3%	0.0%
Natural resource management	3.4%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	6.3%
Economic growth	6.9%	6.3%	12.5%	22.7%	12.5%	0.0%	0.0%	25.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	6.9%	0.0%	0.0%	4.5%	0.0%	12.5%	10.5%	0.0%

\*Significantly different between stakeholder groups

## A. General Issues facing Uzbekistan (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation*	29.0%	11.8%	0.0%	0.0%	0.0%	12.5%	4.5%	6.7%
Equality of opportunity*	3.2%	5.9%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International water management in Central Asia	3.2%	5.9%	12.5%	4.8%	0.0%	0.0%	0.0%	13.3%
Climate change	0.0%	0.0%	12.5%	0.0%	5.3%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	5.9%	0.0%	0.0%	10.5%	0.0%	9.1%	0.0%
Gender	3.2%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Infrastructure development	22.6%	17.6%	12.5%	9.5%	5.3%	0.0%	13.6%	0.0%
Economic growth	35.5%	17.6%	12.5%	33.3%	47.4%	37.5%	31.8%	46.7%
Urban development	6.5%	0.0%	0.0%	9.5%	5.3%	0.0%	4.5%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Social protection*	6.5%	17.6%	25.0%	0.0%	31.6%	0.0%	4.5%	33.3%
Law and justice*	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	4.5%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Global competitiveness	3.2%	0.0%	12.5%	4.8%	5.3%	12.5%	13.6%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	9.1%	0.0%
Anti corruption	12.9%	11.8%	0.0%	14.3%	21.1%	25.0%	22.7%	20.0%
Education	22.6%	23.5%	50.0%	19.0%	21.1%	37.5%	31.8%	20.0%
Foreign direct investment*	3.2%	5.9%	0.0%	33.3%	5.3%	0.0%	4.5%	13.3%
Energy and energy efficiency*	25.8%	5.9%	0.0%	4.8%	5.3%	0.0%	13.6%	0.0%
Public sector governance/reform	6.5%	5.9%	0.0%	4.8%	5.3%	25.0%	9.1%	20.0%
Private sector development	38.7%	29.4%	25.0%	57.1%	15.8%	62.5%	36.4%	33.3%
Privatization of large state-owned industrial enterprises	3.2%	0.0%	0.0%	19.0%	5.3%	0.0%	4.5%	6.7%
Natural resource management	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and protection	0.0%	5.9%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Health	3.2%	11.8%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Agriculture and rural development	22.6%	17.6%	37.5%	23.8%	21.1%	0.0%	9.1%	26.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	38.7%	52.9%	50.0%	47.6%	31.6%	50.0%	36.4%	46.7%
Financial markets	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	4.5%	0.0%
Liberalization of trade and exports	0.0%	11.8%	12.5%	0.0%	15.8%	12.5%	18.2%	13.3%
Strengthening financial sector	3.2%	11.8%	0.0%	4.8%	5.3%	0.0%	4.5%	0.0%
Food security	9.7%	11.8%	0.0%	0.0%	0.0%	12.5%	9.1%	0.0%

\*Significantly different between stakeholder groups

## A. General Issues facing Uzbekistan (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Consistent economic growth	51.9%	23.1%	12.5%	50.0%	47.4%	25.0%	31.8%	37.5%
More reliable social safety net	7.4%	23.1%	37.5%	4.5%	26.3%	0.0%	9.1%	6.3%
Greater access to micro-finance for the poor	7.4%	15.4%	12.5%	13.6%	0.0%	0.0%	4.5%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	7.7%	25.0%	0.0%	0.0%	37.5%	0.0%	6.3%
Greater access to health and nutrition for citizens	0.0%	0.0%	0.0%	4.5%	5.3%	12.5%	0.0%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.8%	23.1%	12.5%	36.4%	31.6%	37.5%	31.8%	56.3%
A growing middle class	3.7%	38.5%	12.5%	31.8%	21.1%	12.5%	22.7%	18.8%
Better opportunity for the poor who live in rural areas	11.1%	23.1%	12.5%	13.6%	5.3%	0.0%	18.2%	6.3%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	22.2%	15.4%	25.0%	9.1%	10.5%	12.5%	4.5%	25.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	4.5%	0.0%
Greater equity of fiscal policy	14.8%	0.0%	0.0%	4.5%	21.1%	12.5%	4.5%	6.3%
Education and training that better ensure job opportunity	29.6%	23.1%	25.0%	27.3%	15.8%	50.0%	40.9%	25.0%
Better quality public services	22.2%	7.7%	0.0%	4.5%	5.3%	0.0%	13.6%	0.0%
Other	0.0%	0.0%	12.5%	0.0%	5.3%	0.0%	13.6%	6.3%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Uzbekistan?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
A very big problem	6.5%	11.8%	25.0%	0.0%	21.1%	0.0%	18.2%	11.8%
A moderately big problem	32.3%	41.2%	25.0%	28.6%	31.6%	87.5%	18.2%	17.6%
A small problem	38.7%	11.8%	25.0%	61.9%	31.6%	12.5%	63.6%	35.3%
Not a problem at all	16.1%	11.8%	25.0%	4.8%	10.5%	0.0%	0.0%	0.0%
Don't know	6.5%	23.5%	0.0%	4.8%	5.3%	0.0%	0.0%	35.3%

\*Significantly different between stakeholder groups

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
A very serious problem	41.9%	29.4%	37.5%	26.1%	52.6%	25.0%	22.7%	44.4%
A somewhat serious problem	32.3%	64.7%	62.5%	60.9%	26.3%	50.0%	72.7%	44.4%
Not too serious problem	3.2%	5.9%	0.0%	13.0%	10.5%	25.0%	4.5%	0.0%
Not a problem	6.5%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	5.6%
Don't know	16.1%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	5.6%

## B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan?*	31	7.42	2.42	17	7.35	2.26	8	5.50	2.07	23	6.61	1.62	19	5.05	2.37	8	5.63	2.00	22	6.41	2.11	17	6.71	1.79

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

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan.	29	7.59	2.28	16	7.56	2.34	8	6.63	2.39	21	7.71	1.59	14	6.50	2.74	8	7.13	2.42	19	6.16	2.06	13	7.31	1.89

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

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan solve its most complicated development challenges?	30	7.07	2.02	15	8.00	1.81	6	6.67	1.21	19	7.68	1.67	14	7.64	2.06	7	8.29	0.49	18	6.67	2.20	12	8.00	0.85

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

## 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 Uzbekistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Health	3.2%	31.3%	25.0%	13.0%	17.6%	25.0%	13.6%	25.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	9.7%	12.5%	12.5%	8.7%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	16.1%	31.3%	37.5%	39.1%	17.6%	12.5%	9.1%	18.8%
Global/regional integration	0.0%	6.3%	0.0%	0.0%	5.9%	12.5%	9.1%	12.5%
Strengthening financial sector	0.0%	12.5%	0.0%	13.0%	5.9%	0.0%	18.2%	0.0%
Job creation/employment	29.0%	18.8%	0.0%	30.4%	23.5%	12.5%	31.8%	43.8%
Public sector governance/reform	3.2%	6.3%	25.0%	13.0%	11.8%	25.0%	36.4%	25.0%
Social protection	3.2%	0.0%	12.5%	0.0%	5.9%	0.0%	13.6%	6.3%
International water management in Central Asia	6.5%	12.5%	12.5%	0.0%	11.8%	37.5%	9.1%	18.8%
Foreign direct investment	6.5%	0.0%	0.0%	8.7%	17.6%	12.5%	9.1%	0.0%
Education	19.4%	50.0%	37.5%	13.0%	17.6%	25.0%	36.4%	12.5%
Privatization of large state-owned industrial enterprises	3.2%	0.0%	12.5%	4.3%	0.0%	0.0%	0.0%	6.3%
Energy and energy efficiency*	48.4%	25.0%	0.0%	4.3%	23.5%	25.0%	9.1%	31.3%
Gender	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Financial markets	3.2%	0.0%	0.0%	8.7%	5.9%	0.0%	0.0%	0.0%
Urban development	0.0%	12.5%	0.0%	4.3%	5.9%	0.0%	4.5%	0.0%
Environmental sustainability and protection*	3.2%	12.5%	25.0%	21.7%	29.4%	12.5%	0.0%	6.3%
Economic growth	3.2%	6.3%	0.0%	8.7%	23.5%	0.0%	4.5%	25.0%
Private sector development*	3.2%	12.5%	12.5%	43.5%	0.0%	25.0%	13.6%	18.8%
Water and sanitation*	35.5%	0.0%	0.0%	4.3%	11.8%	0.0%	9.1%	18.8%
Food security	6.5%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	12.5%	0.0%	5.9%	12.5%	0.0%	6.3%
Global competitiveness	6.5%	0.0%	0.0%	4.3%	5.9%	0.0%	9.1%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	4.3%	0.0%	12.5%	0.0%	0.0%
Liberalization of trade and exports	3.2%	12.5%	12.5%	4.3%	5.9%	12.5%	18.2%	18.8%
Equality of opportunity	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	6.3%	12.5%	0.0%	5.9%	0.0%	4.5%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure development	35.5%	18.8%	25.0%	17.4%	0.0%	25.0%	22.7%	6.3%
Natural resource management	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Poverty reduction	12.9%	0.0%	12.5%	4.3%	11.8%	0.0%	4.5%	0.0%
Anti corruption	9.7%	6.3%	0.0%	4.3%	17.6%	12.5%	4.5%	0.0%
Disaster management	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)

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 Uzbekistan?

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses*	0.0%	11.8%	37.5%	0.0%	12.5%	0.0%	28.6%	15.4%
Data and statistics	0.0%	0.0%	12.5%	0.0%	6.3%	0.0%	4.8%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	6.3%	14.3%	0.0%	0.0%
Financial resources*	56.0%	47.1%	12.5%	57.1%	31.3%	14.3%	4.8%	15.4%
Capacity development	32.0%	17.6%	12.5%	9.5%	12.5%	42.9%	19.0%	7.7%
Technical assistance*	8.0%	11.8%	0.0%	4.8%	6.3%	0.0%	28.6%	38.5%
Help to bring discipline/effective supervision to implementation of investment projects	4.0%	5.9%	0.0%	4.8%	12.5%	28.6%	0.0%	7.7%
Mobilizing third party financial resources	0.0%	5.9%	0.0%	4.8%	12.5%	0.0%	4.8%	7.7%
Donor coordination	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	4.8%	7.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	12.5%	14.3%	0.0%	0.0%	4.8%	0.0%
Other*	0.0%	0.0%	12.5%	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	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses*	0.0%	0.0%	0.0%	4.8%	6.7%	25.0%	28.6%	7.1%
Data and statistics*	0.0%	5.9%	25.0%	0.0%	0.0%	12.5%	14.3%	0.0%
Convening/facilitating*	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	7.1%	17.6%	0.0%	14.3%	13.3%	12.5%	4.8%	21.4%
Capacity development	32.1%	35.3%	12.5%	23.8%	20.0%	12.5%	14.3%	14.3%
Technical assistance	21.4%	29.4%	25.0%	28.6%	26.7%	0.0%	14.3%	21.4%
Help to bring discipline/effective supervision to implementation of investment projects	10.7%	0.0%	0.0%	14.3%	13.3%	0.0%	9.5%	14.3%
Mobilizing third party financial resources	3.6%	11.8%	12.5%	9.5%	6.7%	12.5%	4.8%	7.1%
Donor coordination	7.1%	0.0%	12.5%	0.0%	13.3%	0.0%	0.0%	14.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.6%	0.0%	0.0%	4.8%	0.0%	25.0%	9.5%	0.0%
Other*	0.0%	0.0%	12.5%	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 Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Too influenced by developed countries	30.0%	6.7%	0.0%	8.7%	11.1%	25.0%	4.8%	18.8%
Not exploring alternative policy options	0.0%	13.3%	0.0%	4.3%	11.1%	0.0%	9.5%	6.3%
Not collaborating enough with stakeholders outside the Government	3.3%	0.0%	25.0%	21.7%	27.8%	25.0%	23.8%	25.0%
Its advice and strategies do not lend themselves to practical problem solving	3.3%	6.7%	25.0%	4.3%	5.6%	12.5%	4.8%	18.8%
Not enough public disclosure of its work*	0.0%	0.0%	25.0%	4.3%	11.1%	37.5%	33.3%	18.8%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	4.8%	0.0%
Not client focused	3.3%	6.7%	0.0%	8.7%	0.0%	0.0%	4.8%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
World Bank Group's processes too complex	23.3%	13.3%	0.0%	21.7%	22.2%	12.5%	4.8%	6.3%
Not willing to honestly criticize policies and reform efforts in the country*	10.0%	0.0%	12.5%	0.0%	0.0%	25.0%	23.8%	0.0%
Staff too inaccessible	3.3%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	26.7%	13.3%	12.5%	4.3%	0.0%	0.0%	9.5%	6.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	33.3%	6.7%	0.0%	30.4%	11.1%	25.0%	9.5%	12.5%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	19.0%	6.3%
Not aligned with country priorities	3.3%	0.0%	0.0%	4.3%	5.6%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Uzbekistan	10.0%	20.0%	25.0%	0.0%	16.7%	12.5%	28.6%	25.0%
Other	0.0%	0.0%	12.5%	0.0%	5.6%	0.0%	0.0%	0.0%
Don't know*	13.3%	60.0%	0.0%	30.4%	22.2%	0.0%	0.0%	37.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Trust Fund management	3.4%	0.0%	0.0%	4.5%	0.0%	0.0%	4.5%	0.0%
Knowledge products/services*	3.4%	6.3%	12.5%	4.5%	16.7%	25.0%	36.4%	5.9%
Capacity development	44.8%	37.5%	37.5%	18.2%	27.8%	62.5%	22.7%	29.4%
Technical assistance*	51.7%	18.8%	0.0%	22.7%	22.2%	37.5%	31.8%	17.6%
Investment lending	55.2%	68.8%	37.5%	68.2%	44.4%	37.5%	45.5%	64.7%
Policy based lending/budget support to the Government*	3.4%	0.0%	37.5%	4.5%	16.7%	12.5%	4.5%	17.6%
Multi-sectoral approaches	3.4%	37.5%	25.0%	27.3%	11.1%	25.0%	27.3%	35.3%
Other	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	4.5%	0.0%
Don't know	3.4%	6.3%	25.0%	9.1%	16.7%	0.0%	9.1%	11.8%

\*Significantly different between stakeholder groups

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	34.5%	6.3%	14.3%	31.8%	21.1%	25.0%	18.2%	6.3%
To a somewhat insufficient degree	41.4%	68.8%	57.1%	36.4%	31.6%	62.5%	50.0%	43.8%
To a very insufficient degree	10.3%	6.3%	14.3%	4.5%	21.1%	0.0%	13.6%	25.0%
Don't know	13.8%	18.8%	14.3%	27.3%	26.3%	12.5%	18.2%	25.0%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Parliament	6.9%	17.6%	25.0%	17.4%	11.1%	25.0%	4.5%	5.9%
Donor community	13.8%	17.6%	37.5%	13.0%	16.7%	0.0%	18.2%	5.9%
Media	10.3%	5.9%	25.0%	30.4%	11.1%	37.5%	22.7%	5.9%
Local Government	17.2%	17.6%	25.0%	4.3%	11.1%	12.5%	0.0%	29.4%
Private sector	41.4%	29.4%	0.0%	43.5%	33.3%	37.5%	40.9%	41.2%
Academia/think tanks/research institutes*	44.8%	23.5%	0.0%	26.1%	33.3%	50.0%	86.4%	29.4%
NGOs/Community Based Organizations*	0.0%	5.9%	12.5%	8.7%	38.9%	12.5%	13.6%	11.8%
Youth/university groups	10.3%	17.6%	12.5%	8.7%	0.0%	0.0%	4.5%	0.0%
Beneficiaries*	13.8%	35.3%	25.0%	4.3%	0.0%	25.0%	4.5%	29.4%
Foundations	6.9%	0.0%	12.5%	8.7%	5.6%	0.0%	0.0%	17.6%
Other	0.0%	5.9%	12.5%	0.0%	11.1%	0.0%	0.0%	5.9%
Don't know	6.9%	11.8%	0.0%	13.0%	5.6%	0.0%	4.5%	5.9%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan*	30	6.33	2.23	15	8.27	1.83	8	6.63	1.51	20	6.85	2.35	15	6.67	2.99	7	7.14	1.77	21	5.33	2.24	17	7.24	2.41
The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan*	29	6.86	2.31	14	8.43	1.95	8	6.50	1.77	20	7.95	1.57	15	6.67	2.79	7	8.00	1.83	20	6.35	1.79	15	6.93	1.79

\*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 Uzbekistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry			PMU/Consultant on WBG project			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 to needs	26	5.92	2.06	16	6.88	2.16	6	6.33	1.37	16	6.56	2.50	11	4.91	2.39	7	5.57	1.90	15	5.13	2.23	12	6.08	1.62
Flexibility (in terms of the institution's products and services)	25	5.96	2.07	15	6.53	1.81	6	5.83	2.04	15	6.53	2.83	10	4.40	1.43	7	6.43	2.51	16	5.00	2.25	13	5.85	1.14
Flexibility (in terms of changing country circumstances)	27	4.70	2.71	15	6.67	1.72	5	6.20	2.05	18	6.22	2.51	10	5.30	2.21	7	6.57	2.30	17	5.65	2.23	14	6.64	1.45
Being inclusive*	23	5.70	1.99	10	7.20	1.62	6	6.17	0.98	11	5.64	2.06	8	5.13	2.30	5	8.40	1.95	15	6.93	1.94	12	5.83	1.99
Openness (sharing data and other information)	27	7.44	2.22	15	7.47	1.92	8	5.63	2.07	20	7.75	1.89	10	7.00	2.75	7	7.86	1.86	19	6.42	2.57	12	6.33	2.50
Collaboration with the Government*	28	8.50	1.45	15	8.33	1.29	7	7.57	1.51	17	8.65	1.50	10	7.40	1.84	8	7.88	1.96	18	6.89	1.57	10	7.80	1.48
The speed in which it gets things accomplished on the ground*	28	7.39	2.06	16	7.25	1.77	7	6.14	1.95	15	7.80	2.01	10	5.40	1.35	8	6.88	2.47	18	6.11	2.45	12	6.25	1.86
Ease of access to the people at the WBG who are making decisions important to my work	31	7.77	2.25	15	8.07	2.25	7	6.71	2.50	19	8.32	1.92	10	5.70	3.37	8	6.63	2.26	16	6.75	2.44	13	6.62	2.26
Collaboration with civil society	20	6.25	1.89	12	7.50	1.31	5	4.80	1.92	8	6.38	2.39	13	5.31	2.56	5	7.20	2.28	15	5.67	2.13	11	5.73	2.24
Staff accessibility	30	7.33	2.41	17	7.94	1.92	6	6.33	2.66	19	8.37	1.42	11	6.45	2.98	7	8.00	1.73	17	6.41	2.55	13	7.15	2.44
Collaboration with other donors and development partners*	17	7.00	1.94	9	8.11	1.54	8	6.38	1.60	8	6.25	2.82	10	5.40	2.01	6	8.67	1.03	15	5.47	1.81	12	7.67	2.06
Collaboration with the private sector*	16	4.44	2.76	6	7.17	0.98	6	5.00	1.90	12	6.50	2.15	8	6.13	2.30	6	6.50	1.76	13	4.08	1.93	10	6.10	1.79
Straightforwardness and honesty*	20	6.45	2.31	13	8.08	1.50	7	6.14	1.21	15	8.80	1.52	11	6.64	2.62	6	7.83	1.17	18	6.28	2.16	12	7.58	1.31
Treating clients and stakeholders in Uzbekistan with respect*	25	7.60	2.16	15	8.27	1.75	5	7.60	1.14	18	9.17	1.15	11	8.36	1.57	7	9.29	0.76	16	7.63	1.59	12	8.25	1.29
Being a long-term partner	24	8.38	1.76	15	8.40	1.30	6	7.83	1.17	15	8.93	1.22	10	8.20	1.81	7	8.86	1.57	16	7.13	2.42	11	8.18	1.83

\*Significantly different between stakeholder groups

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The Government works inefficiently	0.0%	6.3%	28.6%	4.8%	0.0%	12.5%	13.6%	6.7%
Poor donor coordination	10.0%	6.3%	28.6%	28.6%	11.1%	12.5%	13.6%	26.7%
The World Bank Group is not sensitive enough to political/social realities on the ground*	66.7%	75.0%	28.6%	38.1%	61.1%	25.0%	59.1%	20.0%
Lack of/inadequate levels of capacity in Government	10.0%	12.5%	14.3%	0.0%	16.7%	12.5%	4.5%	13.3%
There is not an adequate level of citizen/civil society participation	6.7%	12.5%	0.0%	14.3%	16.7%	37.5%	18.2%	13.3%
The World Bank Group works too slowly	6.7%	6.3%	0.0%	23.8%	11.1%	12.5%	13.6%	26.7%
The World Bank Group does not do adequate follow through/follow-up	6.7%	6.3%	0.0%	9.5%	5.6%	25.0%	13.6%	0.0%
Political pressures and obstacles*	10.0%	0.0%	71.4%	4.8%	5.6%	12.5%	18.2%	13.3%
Reforms are not well thought out in light of country challenges	40.0%	37.5%	0.0%	23.8%	16.7%	50.0%	31.8%	26.7%
Other	3.3%	6.3%	14.3%	4.8%	16.7%	0.0%	0.0%	13.3%

\*Significantly different between stakeholder groups



### C. World Bank Group's 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 Uzbekistan? (1-Not important at all, 10-Very important)

	Employee of a Ministry			PMU/Consultant on WBG project			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
Crime and violence	24	3.71	3.03	14	5.79	3.26	6	3.67	1.75	17	3.18	2.81	13	4.77	3.72	6	5.50	2.81	13	2.77	1.42	10	4.50	3.21
Financial markets*	26	7.04	2.60	16	7.94	1.98	7	7.86	1.46	21	9.24	1.41	17	7.41	2.94	7	9.86	0.38	18	7.67	2.30	14	7.43	2.06
Transport	27	8.48	2.15	16	8.56	1.82	7	7.86	1.57	19	8.32	2.11	15	6.87	2.26	7	8.71	1.11	19	8.00	1.91	15	7.93	1.22
Anti corruption	25	6.16	3.18	12	8.75	1.66	7	7.57	2.64	22	5.91	3.29	15	7.87	2.92	8	8.13	2.70	21	7.57	2.48	11	6.45	3.45
Law and justice*	26	5.85	2.78	15	6.73	2.63	7	4.86	2.12	21	6.00	2.97	16	6.50	3.33	7	9.00	1.83	20	7.90	1.80	12	5.17	1.75
Urban development	27	8.56	1.72	16	8.00	2.07	8	7.50	1.60	19	7.26	2.13	16	6.75	2.70	7	8.29	1.70	20	7.80	2.02	14	7.57	1.55
Environmental sustainability and protection	30	8.17	2.34	15	8.73	1.94	8	8.50	1.20	22	8.64	1.84	15	9.07	1.62	7	9.57	0.79	22	8.14	1.61	15	8.27	1.53
Liberalization of trade and exports	26	6.88	2.21	15	7.93	1.53	8	7.50	1.60	20	7.45	3.12	17	7.82	2.98	8	9.13	1.46	21	8.43	1.69	14	7.79	1.93
Information and communications technology	28	8.79	2.04	15	7.80	1.74	7	7.00	1.91	22	8.64	1.56	16	7.81	3.12	7	8.43	1.72	21	8.00	2.24	15	8.60	1.50
Poverty reduction	26	8.88	1.84	16	8.81	1.68	8	9.13	0.64	21	8.48	2.66	17	7.82	2.46	8	9.38	1.06	21	8.81	1.69	14	8.43	1.45
Gender	25	5.60	2.57	16	6.94	3.13	6	7.00	2.28	21	6.29	2.85	16	5.50	3.29	7	6.86	1.68	19	6.58	2.39	14	7.21	1.63
Private sector development	29	7.86	2.20	15	9.13	1.60	8	9.00	0.76	22	9.09	1.54	18	7.83	1.98	8	9.25	1.04	21	8.19	2.06	15	8.87	1.25
Foreign direct investment	29	8.41	1.90	16	8.88	1.75	8	8.38	1.41	23	9.26	1.94	17	8.35	1.73	7	9.29	0.95	19	8.74	1.73	14	8.36	2.34
Water and sanitation	30	8.60	2.25	16	8.94	1.77	8	8.00	1.69	22	8.41	2.04	15	7.87	2.39	7	9.43	1.13	22	8.73	1.67	15	8.53	1.81
Regulatory framework	28	6.89	2.44	15	7.13	1.92	6	6.50	2.51	20	7.30	2.94	15	6.07	2.87	7	8.29	1.60	20	8.25	1.74	14	7.14	1.88
Economic growth	30	8.43	1.98	16	8.88	1.59	8	7.75	2.19	19	8.63	1.74	18	7.72	2.47	7	9.29	1.50	21	8.67	2.01	14	8.79	1.48
Energy and energy efficiency*	27	9.04	1.34	16	8.81	1.56	8	7.88	1.64	23	8.48	2.15	15	7.40	2.06	8	9.63	0.74	21	8.86	1.46	14	8.93	1.14
Disaster management	27	7.26	2.51	14	7.29	2.67	7	5.29	2.36	19	5.68	2.98	16	6.31	3.20	7	8.00	1.91	21	6.95	2.89	14	7.21	2.08
Public sector governance/reform	27	6.19	2.97	14	7.36	1.69	8	7.50	2.56	18	6.50	3.52	16	7.19	2.81	7	9.29	0.95	21	7.86	2.01	14	6.93	2.30
Job creation/employment	27	7.93	2.43	16	8.63	1.63	8	9.00	1.07	23	7.87	2.55	16	7.88	1.89	8	8.50	2.51	22	9.05	1.25	15	8.40	1.76
Communicable/non-communicable diseases	22	7.95	2.21	16	7.88	1.78	7	6.00	3.11	18	6.83	3.03	16	6.06	3.28	7	7.71	2.21	21	6.95	2.44	13	6.46	2.07
Equality of opportunity	25	6.48	2.20	15	7.73	2.28	7	7.14	1.86	20	6.50	3.40	16	6.13	3.20	8	8.00	2.56	20	7.70	2.03	14	6.64	1.91
Social protection	23	7.30	2.30	15	8.40	1.72	7	6.43	2.23	23	6.13	2.97	16	7.13	3.12	7	7.43	3.05	22	7.64	2.28	14	6.21	2.46
International water management in Central Asia	28	7.39	2.51	15	8.47	1.64	7	7.86	1.77	21	8.71	1.82	16	8.56	1.46	8	9.38	1.06	21	8.86	1.85	15	8.47	1.46
Global/regional integration	26	7.42	2.18	13	7.31	1.84	7	7.57	1.90	19	7.26	2.75	15	6.93	3.31	7	9.71	0.49	21	8.24	1.95	13	7.31	1.84
Food security	26	6.73	2.34	16	7.94	1.95	7	6.43	1.99	20	7.35	3.27	15	7.40	2.26	7	8.71	1.89	20	7.75	2.31	15	7.73	1.39
Natural resource management	26	6.19	3.16	14	7.14	2.07	7	5.86	2.54	18	6.06	3.39	16	6.25	2.52	7	8.29	1.70	21	6.71	2.78	15	7.13	1.96
Health	26	8.69	2.24	15	8.93	1.58	7	6.86	2.27	21	8.33	1.96	16	7.38	3.03	7	9.00	1.15	21	8.10	2.26	16	8.38	1.15
Climate change	29	6.79	3.10	16	7.56	2.48	7	7.43	1.40	20	6.85	3.39	16	7.38	2.63	7	8.14	2.85	20	8.30	1.75	15	7.60	1.50
Agriculture and rural development	30	8.67	2.02	15	8.80	1.21	8	8.13	1.13	22	8.27	1.61	16	7.88	1.89	7	8.86	0.90	21	8.48	1.57	16	9.13	1.02
Education	26	8.88	2.08	16	9.13	1.09	7	7.43	3.41	23	8.43	1.70	17	7.35	3.14	7	9.57	0.79	21	8.81	1.97	14	7.57	1.99
Privatization of large state-owned industrial enterprises	25	5.80	3.37	13	6.69	1.89	7	4.86	2.19	22	6.73	3.43	16	6.81	2.90	7	6.43	2.64	20	6.45	2.44	13	7.31	2.14
Strengthening financial sector	26	7.31	2.95	14	7.64	2.71	7	8.14	1.46	22	8.45	1.97	16	7.44	2.73	7	8.71	1.38	21	7.62	2.44	14	8.21	1.53
Infrastructure development	29	8.93	1.89	15	8.53	2.00	8	8.38	1.92	22	8.36	2.19	16	7.50	2.48	7	9.43	0.53	21	8.62	1.69	14	8.36	2.17
Global competitiveness	27	7.30	2.74	14	8.14	2.60	7	7.43	1.81	20	7.50	2.56	17	7.76	2.59	8	9.13	0.99	21	8.95	1.02	14	7.71	2.02

\*Significantly different between stakeholder groups

### C. World Bank Group's 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 Uzbekistan? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry			PMU/Consultant on WBG project			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
Gender	14	6.71	2.09	7	7.71	1.60	4	4.75	2.50	7	6.43	2.64	4	6.25	3.10	4	7.25	2.06	6	5.67	2.16	9	5.89	2.15
Information and communications technology	13	6.38	1.61	10	6.90	2.38	5	6.40	2.97	7	6.43	2.64	9	6.22	1.86	3	6.67	2.08	8	6.63	2.50	9	6.44	2.01
Transport	20	6.60	2.76	9	7.89	1.83	7	7.14	2.54	11	7.45	2.25	8	6.75	1.28	5	7.00	2.00	12	6.42	2.68	7	6.43	1.90
Privatization of large state-owned industrial enterprises*	12	2.92	2.31	5	6.00	2.92	4	3.75	1.71	11	6.18	3.06	6	6.00	1.79	4	7.25	1.71	6	5.83	1.72	7	6.71	1.25
Law and justice*	10	2.80	1.87	5	7.40	1.34	3	2.67	1.15	8	5.13	3.44	8	6.00	2.39	4	6.25	1.26	10	5.60	1.71	6	5.67	1.86
Urban development	17	6.59	2.32	10	7.70	1.70	4	7.25	2.36	10	6.40	2.95	8	5.88	1.81	4	8.00	0.82	8	4.75	2.66	10	6.80	1.99
Environmental sustainability and protection	22	7.00	2.23	12	7.50	1.98	5	7.00	2.35	12	7.42	2.47	10	5.90	1.97	5	7.40	1.52	10	6.80	2.62	12	6.83	2.08
Regulatory framework*	13	5.85	2.27	5	7.60	1.67	3	5.00	1.00	9	7.22	1.56	8	4.38	2.13	4	6.75	1.50	7	6.43	2.23	7	8.00	1.53
Communicable/non-communicable diseases*	11	4.64	3.32	9	7.44	2.07	5	4.40	3.44	7	7.43	1.72	6	5.83	0.98	4	8.75	0.50	12	7.58	1.88	6	7.67	1.21
Poverty reduction	16	6.69	2.44	11	7.36	1.80	6	7.00	1.67	10	8.00	2.87	9	5.78	2.05	6	6.50	1.64	18	6.28	2.37	7	7.43	1.99
Anti corruption*	11	2.45	2.54	6	6.17	2.64	5	5.60	2.70	7	6.00	3.32	7	6.14	2.34	3	6.00	1.00	8	4.25	1.75	6	5.50	1.38
Private sector development*	16	4.63	3.30	9	8.00	1.80	6	6.00	0.89	17	6.59	2.06	6	6.17	1.47	6	7.50	1.64	13	6.08	2.78	11	5.82	1.25
Foreign direct investment	22	5.05	3.21	11	7.09	2.02	4	5.50	2.52	13	7.38	2.26	7	5.86	1.07	4	6.50	2.38	10	7.10	2.51	11	6.09	0.94
Water and sanitation	22	7.45	2.39	12	8.50	1.51	4	7.00	1.41	12	7.50	2.58	10	5.70	1.34	6	7.67	1.75	18	7.33	2.14	10	7.60	1.51
Liberalization of trade and exports	10	4.40	1.07	7	6.71	2.06	3	6.00	1.00	7	7.14	2.79	8	6.13	1.55	5	6.00	2.12	11	5.64	2.77	5	6.00	1.00
Economic growth	20	7.40	2.26	7	8.57	1.40	4	6.50	1.73	11	7.45	2.21	9	6.44	0.88	6	7.00	1.41	15	6.40	2.72	11	6.73	1.19
Health	21	7.76	2.07	14	8.29	1.77	5	5.80	1.92	11	8.73	1.01	7	7.14	0.90	5	8.20	1.30	17	7.29	2.26	8	8.13	0.64
Disaster management	11	5.00	1.79	6	7.17	1.94	3	5.00	3.61	4	8.50	1.73	7	4.57	1.99	3	7.00	2.00	4	6.25	3.40	6	6.00	1.67
Public sector governance/reform	13	4.31	1.49	10	7.20	2.15	5	5.20	2.17	8	6.63	3.34	6	6.00	1.90	5	5.80	1.48	11	5.91	2.70	6	5.50	2.35
Job creation/employment*	17	4.47	2.29	10	7.00	2.54	5	5.20	1.92	13	7.31	2.84	9	5.44	1.81	6	6.83	2.14	12	5.67	2.50	11	6.27	1.01
Financial markets	13	4.77	2.17	7	7.86	1.21	4	5.00	2.94	14	6.00	2.77	11	6.18	1.78	6	7.33	1.63	10	5.40	3.31	10	6.90	0.74
Equality of opportunity	13	5.00	2.45	11	7.27	1.95	3	5.00	2.65	6	7.50	3.27	9	4.78	2.11	5	6.80	1.79	7	6.29	2.75	9	6.44	0.73
Energy and energy efficiency*	20	7.70	2.79	16	7.50	1.86	5	6.60	1.82	18	8.83	1.65	8	6.13	1.55	5	7.80	1.92	15	6.33	2.79	9	8.00	0.71
International water management in Central Asia	16	5.44	2.39	13	6.77	2.98	5	5.80	2.59	13	7.31	1.75	11	5.18	1.89	6	6.83	2.14	15	5.53	3.11	10	5.70	2.79
Global/regional integration*	9	5.11	2.67	9	6.67	1.50	3	5.00	2.65	4	8.50	1.29	7	4.43	2.15	6	7.17	0.75	11	5.73	2.69	9	6.22	0.67
Food security*	12	4.67	1.67	10	7.30	2.06	4	5.50	2.65	9	7.22	2.33	7	5.29	2.14	5	6.80	1.64	10	7.20	2.20	7	7.00	1.91
Education	17	7.12	2.15	14	7.71	2.02	5	4.60	3.36	11	8.00	1.61	10	5.90	2.23	4	7.75	2.63	12	6.50	2.94	9	6.44	1.59
Social protection*	9	3.56	1.42	7	6.86	2.04	3	4.67	0.58	7	6.86	3.24	9	4.44	2.01	3	6.00	2.65	11	5.27	3.00	6	6.67	0.82
Climate change	16	5.56	2.56	8	7.25	2.25	4	6.50	2.89	9	7.89	2.15	10	5.90	1.91	4	6.50	2.38	13	5.92	2.81	8	7.00	1.41
Agriculture and rural development	21	7.05	2.54	12	8.08	2.15	7	6.14	2.34	16	7.69	2.24	8	5.63	1.19	5	7.80	0.84	14	5.64	2.95	9	7.22	1.56
Natural resource management	14	4.29	2.58	9	6.89	2.47	3	5.33	3.21	5	6.00	4.00	8	4.63	1.85	4	6.75	0.96	8	5.00	2.27	9	6.56	1.33
Infrastructure development	19	7.05	2.15	9	7.11	2.26	6	6.33	2.42	10	7.90	2.28	8	5.13	1.36	5	7.60	1.34	15	6.60	3.14	10	6.70	1.49
Global competitiveness	10	4.30	1.77	9	7.11	1.69	3	5.67	2.08	6	7.50	3.51	7	5.00	2.08	5	6.20	1.48	8	5.88	3.14	7	5.71	2.21
Strengthening financial sector	12	5.50	1.57	8	8.13	1.13	3	7.33	2.08	12	6.75	2.83	8	5.75	1.49	6	7.00	1.79	9	5.22	3.23	9	5.78	2.82

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results (continued)

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan?	31	6.71	2.37	17	7.76	1.56	7	6.43	1.40	18	7.28	2.37	13	5.69	2.32	8	7.25	2.12	19	6.26	1.79	15	6.00	1.41

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

	Employee of a Ministry			PMU/Consultant on WBG project			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 Uzbekistan	28	6.68	2.55	15	7.73	1.87	6	7.33	1.21	20	6.35	2.50	12	5.58	2.23	8	7.38	2.39	20	6.30	2.41	14	6.64	1.60
The World Bank Group meets Uzbekistan's needs for knowledge services*	24	6.04	2.16	13	7.54	2.22	6	7.83	1.33	17	6.29	2.02	11	5.36	2.20	8	7.13	1.81	22	5.55	2.48	13	6.69	1.44

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			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 measures and corrects its work in real time in Uzbekistan?	24	6.38	1.93	11	7.36	1.80	5	6.20	1.30	13	6.77	2.05	11	5.55	2.50	5	6.20	1.79	15	5.13	2.17	9	5.89	1.17

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Weekly	3.3%	0.0%	0.0%	9.1%	5.3%	0.0%	0.0%	17.6%
Monthly	13.3%	41.2%	25.0%	9.1%	10.5%	12.5%	27.3%	11.8%
A few times a year	56.7%	35.3%	50.0%	36.4%	21.1%	62.5%	40.9%	52.9%
Rarely	20.0%	23.5%	25.0%	40.9%	42.1%	25.0%	22.7%	17.6%
Never	6.7%	0.0%	0.0%	4.5%	21.1%	0.0%	9.1%	0.0%

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

In Uzbekistan, 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)

	Employee of a Ministry			PMU/Consultant on WBG project			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	22	6.41	2.22	16	7.19	2.20	6	6.67	1.51	15	6.33	2.41	14	5.86	2.85	8	7.63	1.77	19	5.63	2.09	14	6.50	2.14
Include appropriate level of stakeholder involvement during preparation*	22	6.86	2.12	15	7.80	1.86	6	6.17	1.33	17	6.41	2.37	12	5.17	1.64	8	7.63	1.51	19	5.89	1.59	11	6.55	1.81
Lead to practical solutions*	24	6.54	1.69	16	7.69	1.99	6	5.33	1.21	16	6.56	2.45	13	4.85	1.86	8	7.00	1.31	20	5.90	2.29	10	6.00	1.76
Are accessible (well written and easy to understand)	27	6.63	2.29	16	7.50	1.63	6	6.33	1.37	15	6.67	2.23	14	5.71	2.73	8	7.13	2.36	20	6.75	2.15	14	6.93	2.23
Are source of relevant information on global good practices	25	6.72	2.17	15	7.73	1.94	7	6.43	0.53	16	7.44	2.10	15	6.67	2.06	8	7.63	1.77	19	7.58	2.19	15	7.33	1.63
Are adequately disseminated	26	6.54	2.00	14	7.93	1.59	5	5.60	2.07	15	6.33	2.13	14	5.71	2.67	8	6.63	2.67	20	5.75	2.69	13	6.38	1.80
Are translated enough into local language	23	6.35	2.44	14	7.79	1.48	5	6.80	1.30	18	6.00	2.72	14	6.29	2.02	5	6.00	1.87	17	5.24	2.19	14	6.86	2.68
Are adaptable to Uzbekistan's specific development challenges and country circumstances	24	6.54	2.08	14	7.14	1.99	5	6.00	1.41	16	6.69	2.60	16	5.63	2.25	8	7.13	1.55	19	5.95	2.17	16	6.31	1.82

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			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?*	28	7.46	2.38	15	8.53	1.92	7	6.86	1.46	20	9.30	1.22	16	7.81	2.14	8	8.50	1.60	21	7.67	2.06	15	7.53	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	24	7.54	1.74	17	8.06	1.92	6	7.17	1.17	18	7.44	2.06	14	6.93	2.79	8	7.50	1.07	20	6.65	2.18	14	7.21	1.72

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

\*Significantly different between stakeholder groups

### E. Working with the World Bank Group

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

	Employee of a Ministry			PMU/Consultant on WBG project			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	24	7.25	2.15	15	8.40	1.24	3	7.33	2.89	19	7.16	2.46	9	7.11	1.27	3	8.33	0.58	11	8.00	2.05	10	7.40	2.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports	28	7.71	1.78	17	8.12	1.83	6	6.00	2.68	21	7.38	1.88	13	6.85	1.82	6	7.00	2.19	15	6.33	2.55	13	6.92	2.14
The World Bank Group's approvals and reviews are done in a timely fashion	24	6.96	2.14	17	8.00	2.12	4	7.25	1.50	18	7.56	1.89	10	7.30	2.00	4	8.00	0.82	13	7.46	2.30	11	6.64	2.11
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	6.91	2.25	10	7.40	2.32	3	7.00	1.00	10	7.80	1.69	9	7.22	2.05	3	8.33	0.58	9	7.78	2.22	7	6.86	1.57
The World Bank Group's conditions on its lending are reasonable	25	7.24	1.94	12	8.67	1.07	4	8.00	0.82	19	8.00	1.67	9	6.67	1.94	4	9.00	0.82	12	8.08	2.15	10	7.70	1.25
The World Bank Group takes decisions quickly in Uzbekistan	29	6.66	1.88	14	7.93	1.82	4	5.25	2.06	15	6.40	2.47	11	5.55	2.77	6	7.50	1.05	13	5.85	2.08	11	6.27	1.56
Working with the World Bank Group increases Uzbekistan's institutional capacity*	28	7.79	1.99	14	8.29	1.82	5	5.40	2.41	20	8.55	1.36	14	7.14	2.41	7	8.71	1.11	20	7.25	2.10	14	7.64	1.60
Where country systems are adequate, the World Bank Group makes appropriate use of them*	27	5.89	2.50	13	8.31	1.49	4	6.75	1.50	15	6.47	1.92	9	6.56	2.35	5	8.60	1.14	7	7.57	2.30	11	6.36	2.62
The World Bank Group provides effective implementation support	28	7.96	2.15	17	8.18	1.74	6	6.83	1.72	19	7.53	1.87	12	6.33	2.42	7	8.29	2.43	14	7.21	2.36	12	7.25	1.60

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Uzbekistan?	20	5.95	2.01	8	7.38	2.20	4	5.75	2.87	9	5.89	2.32	10	5.80	2.20	6	8.00	1.41	9	6.67	1.41	11	6.64	0.92

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

Which of the following best describes the World Bank Group's support in Uzbekistan? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Uzbekistan	61.3%	70.6%	37.5%	73.9%	50.0%	87.5%	54.5%	33.3%
The World Bank Group is not sufficiently selective in Uzbekistan, and it is involved in too many areas of development	9.7%	11.8%	25.0%	0.0%	16.7%	0.0%	22.7%	22.2%
Don't know	29.0%	17.6%	37.5%	26.1%	33.3%	12.5%	22.7%	44.4%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Offer more innovative financial products	32.3%	11.8%	0.0%	27.3%	36.8%	12.5%	13.6%	18.8%
Ensure greater selectivity in its work	3.2%	29.4%	25.0%	0.0%	15.8%	0.0%	13.6%	12.5%
Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy*	6.5%	0.0%	37.5%	4.5%	0.0%	50.0%	13.6%	12.5%
Improve the competitiveness of its financing compared to markets	0.0%	11.8%	0.0%	9.1%	10.5%	0.0%	9.1%	0.0%
Reach out more to groups outside of Government*	3.2%	5.9%	37.5%	31.8%	36.8%	37.5%	27.3%	6.3%
Increase the level of capacity development in the country	29.0%	29.4%	50.0%	27.3%	10.5%	25.0%	36.4%	18.8%
Improve the quality of its experts as related to Uzbekistan's specific challenges	12.9%	29.4%	12.5%	4.5%	21.1%	0.0%	22.7%	12.5%
Offer more innovative knowledge services	16.1%	11.8%	12.5%	27.3%	10.5%	25.0%	22.7%	25.0%
Collaborate more effectively with Government clients*	32.3%	41.2%	0.0%	4.5%	5.3%	12.5%	22.7%	31.3%
Work faster	12.9%	11.8%	0.0%	18.2%	5.3%	12.5%	4.5%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	41.9%	5.9%	0.0%	36.4%	21.1%	12.5%	4.5%	37.5%
Other*	0.0%	0.0%	12.5%	0.0%	15.8%	0.0%	4.5%	0.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan? (Select only ONE response)\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Financial services	45.2%	23.5%	12.5%	63.6%	47.4%	25.0%	27.3%	41.2%
Knowledge products	32.3%	41.2%	25.0%	27.3%	31.6%	62.5%	59.1%	17.6%
Convening services	0.0%	11.8%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
None of the above	3.2%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	5.9%
The combination is appropriate for Uzbekistan	9.7%	17.6%	50.0%	4.5%	5.3%	0.0%	13.6%	11.8%
Don't know	9.7%	5.9%	12.5%	4.5%	10.5%	0.0%	0.0%	23.5%

\*Significantly different between stakeholder groups





## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	3.2%	31.3%	37.5%	13.6%	41.2%	0.0%	18.2%	13.3%
International newspapers	0.0%	6.3%	12.5%	4.5%	0.0%	0.0%	9.1%	0.0%
Local radio*	0.0%	0.0%	0.0%	13.6%	0.0%	12.5%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Local television	32.3%	37.5%	12.5%	31.8%	35.3%	0.0%	9.1%	33.3%
International television	6.5%	12.5%	0.0%	4.5%	17.6%	12.5%	9.1%	13.3%
Local newspapers*	12.9%	6.3%	12.5%	40.9%	5.9%	12.5%	4.5%	0.0%
Internet	58.1%	68.8%	87.5%	68.2%	64.7%	75.0%	81.8%	73.3%
Periodicals	16.1%	25.0%	0.0%	13.6%	11.8%	12.5%	40.9%	20.0%
Other	19.4%	0.0%	0.0%	4.5%	11.8%	25.0%	13.6%	13.3%

\*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	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	46.7%	35.3%	37.5%	27.3%	11.8%	37.5%	18.2%	0.0%
Mobile phones*	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences*	53.3%	76.5%	0.0%	77.3%	23.5%	37.5%	27.3%	22.2%
World Bank Group's publications and other written materials*	16.7%	23.5%	25.0%	22.7%	17.6%	12.5%	54.5%	44.4%
World Bank Group's website	46.7%	35.3%	25.0%	31.8%	52.9%	37.5%	45.5%	55.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	0.0%	11.8%	37.5%	13.6%	29.4%	0.0%	4.5%	16.7%
e-Newsletters*	13.3%	5.9%	62.5%	9.1%	35.3%	62.5%	40.9%	27.8%
Other	0.0%	0.0%	12.5%	4.5%	5.9%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	51.9%	57.1%	14.3%	15.0%	37.5%	71.4%	42.9%	17.6%
No	48.1%	42.9%	85.7%	85.0%	62.5%	28.6%	57.1%	82.4%

\*Significantly different between stakeholder groups



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

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
World Bank Group's seminars/workshops/conferences	50.0%	71.4%	100.0%	0.0%	16.7%	20.0%	25.0%	66.7%
World Bank Group's website	50.0%	14.3%	0.0%	100.0%	33.3%	60.0%	37.5%	33.3%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	37.5%	0.0%
News/Media	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	14.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	9.1%	15.4%	50.0%	11.8%	33.3%	50.0%	21.1%	12.5%
No	90.9%	84.6%	50.0%	88.2%	66.7%	50.0%	78.9%	87.5%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	0.0%	100.0%	100.0%	100.0%	50.0%	66.7%	100.0%	100.0%
No	100.0%	0.0%	0.0%	0.0%	50.0%	33.3%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	95.7%	91.7%	100.0%	64.3%	44.4%	85.7%	84.2%	86.7%
No	4.3%	8.3%	0.0%	35.7%	55.6%	14.3%	15.8%	13.3%

\*Significantly different between stakeholder groups

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	39.1%	36.4%	20.0%	26.7%	30.0%	33.3%	15.8%	13.3%
No	60.9%	63.6%	80.0%	73.3%	70.0%	66.7%	84.2%	86.7%

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

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
High speed/WiFi	67.9%	87.5%	100.0%	73.7%	88.2%	87.5%	81.0%	66.7%
Dial-up	32.1%	12.5%	0.0%	26.3%	11.8%	12.5%	19.0%	33.3%

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

	Employee of a Ministry			PMU/Consultant on WBG project			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 find the World Bank Group's websites easy to navigate	26	7.38	1.96	15	8.13	1.13	7	7.00	1.41	12	7.92	1.62	13	6.46	2.99	7	6.14	3.24	19	7.63	2.06	15	6.87	2.33
I find the information on the World Bank Group's websites useful*	28	8.29	1.80	15	8.27	1.28	7	7.43	1.51	12	8.42	1.68	12	6.42	2.78	7	7.14	1.86	19	8.74	1.15	15	8.33	1.45
The World Bank Group's social media channels are valuable sources of information about the institution	15	6.93	3.26	9	6.44	2.35	5	7.60	1.52	8	5.50	2.51	11	5.91	2.34	6	5.50	2.74	10	5.60	3.24	9	7.33	1.80
When I need information from the World Bank Group I know how to find it	30	8.67	1.81	17	7.76	1.48	8	6.00	3.21	15	7.47	2.00	12	7.50	2.58	7	8.57	1.99	19	8.47	1.39	15	7.47	2.97
The World Bank Group is responsive to my information requests and inquiries	30	7.90	2.98	15	7.53	1.96	5	6.60	1.67	11	8.27	1.95	8	6.75	2.96	5	7.60	2.51	10	8.00	1.70	10	6.80	3.33

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?\*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	100.0%	100.0%	50.0%	69.6%	26.3%	42.9%	31.8%	55.6%
No	0.0%	0.0%	50.0%	30.4%	73.7%	57.1%	68.2%	44.4%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Uzbekistan? (Select only ONE response)\*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The World Bank (IBRD/IDA)	96.8%	94.1%	87.5%	65.0%	37.5%	85.7%	90.5%	80.0%
IFC	3.2%	5.9%	12.5%	30.0%	31.3%	14.3%	4.8%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	5.0%	25.0%	0.0%	4.8%	20.0%

\*Significantly different between stakeholder groups

## H. Background Information (continued)

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	44.8%	17.6%	25.0%	71.4%	61.1%	66.7%	50.0%	43.8%
No	55.2%	82.4%	75.0%	28.6%	38.9%	33.3%	50.0%	56.3%

\*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Uzbekistan? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The two institutions work well together	46.2%	66.7%	50.0%	40.0%	30.0%	50.0%	9.1%	14.3%
The way the two institutions work together needs improvement	38.5%	0.0%	50.0%	20.0%	20.0%	50.0%	27.3%	42.9%
The two institutions do not work well together	0.0%	33.3%	0.0%	0.0%	10.0%	0.0%	9.1%	14.3%
Don't know	15.4%	0.0%	0.0%	40.0%	40.0%	0.0%	54.5%	28.6%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	3.4%	0.0%	14.3%	20.0%	14.3%	12.5%	9.5%	5.9%
Use World Bank Group reports/data	3.4%	29.4%	71.4%	0.0%	28.6%	62.5%	61.9%	35.3%
Engage in World Bank Group related/sponsored events/activities	37.9%	41.2%	28.6%	40.0%	21.4%	25.0%	47.6%	23.5%
Collaborate as part of my professional duties*	75.9%	76.5%	42.9%	70.0%	14.3%	25.0%	14.3%	64.7%
Use World Bank Group website for information, data, research, etc.*	17.2%	11.8%	14.3%	5.0%	57.1%	37.5%	38.1%	23.5%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Female	32.3%	47.1%	12.5%	4.5%	57.9%	50.0%	45.5%	33.3%
Male	67.7%	52.9%	87.5%	95.5%	42.1%	50.0%	54.5%	66.7%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>18</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Uzbekistan COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Uzbekistan?"*

Collaborating with the WBG N=95 ● Not collaborating with the WBG N=55

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Uzbekistan?*	93	7.27	2.03	55	5.25	1.90

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

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan.*	85	7.67	1.98	46	6.11	2.26

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

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?*	85	7.61	1.76	38	6.87	2.00

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

\*Significantly different between collaborators and non-collaborators

<sup>18</sup> Only 150 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

**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 Uzbekistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	12.0%	22.6%
Crime and violence	0.0%	0.0%
Transport*	8.7%	0.0%
Agriculture and rural development	22.8%	22.6%
Global/regional integration	4.3%	3.8%
Strengthening financial sector	6.5%	11.3%
Job creation/employment	27.2%	26.4%
Public sector governance/reform*	9.8%	26.4%
Social protection	4.3%	5.7%
International water management in Central Asia	8.7%	11.3%
Foreign direct investment	6.5%	9.4%
Education	21.7%	32.1%
Privatization of large state-owned industrial enterprises	2.2%	3.8%
Energy and energy efficiency*	29.3%	11.3%
Gender	0.0%	1.9%
Financial markets	4.3%	1.9%
Urban development	3.3%	3.8%
Environmental sustainability and protection	10.9%	13.2%
Economic growth	7.6%	11.3%
Private sector development	15.2%	15.1%
Water and sanitation	15.2%	9.4%
Food security	3.3%	0.0%
Climate change*	1.1%	7.5%
Global competitiveness	4.3%	5.7%
Information and communications technology	2.2%	1.9%
Liberalization of trade and exports	9.8%	11.3%
Equality of opportunity	2.2%	0.0%
Law and justice	0.0%	0.0%
Regulatory framework	3.3%	1.9%
Communicable/non-communicable diseases	0.0%	0.0%
Infrastructure development	22.8%	13.2%
Natural resource management	2.2%	0.0%
Poverty reduction	8.7%	1.9%
Anti corruption	5.4%	11.3%
Disaster management	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

**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 Uzbekistan?**

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Uzbekistan	89	6.98	2.25	47	6.21	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan*	84	7.50	1.98	46	6.48	2.25

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	77	6.19	2.14	34	5.47	2.03
Flexibility (in terms of the institution's products and services)	73	6.04	2.08	36	5.33	2.08
Flexibility (in terms of changing country circumstances)	77	5.73	2.42	38	6.08	2.07
Being inclusive	61	6.13	2.01	31	6.29	2.02
Openness (sharing data and other information)*	81	7.43	2.04	39	6.31	2.50
Collaboration with the Government*	77	8.38	1.46	37	7.14	1.60
The speed in which it gets things accomplished on the ground*	79	7.23	2.06	36	5.94	1.93
Ease of access to the people at the WBG who are making decisions important to my work*	85	7.72	2.30	35	6.31	2.46
Collaboration with civil society	56	6.20	2.09	33	6.00	2.26
Staff accessibility*	86	7.67	2.24	34	6.59	2.34
Collaboration with other donors and development partners*	51	7.10	2.07	34	6.18	2.12
Collaboration with the private sector	48	5.56	2.43	30	5.60	2.14
Straightforwardness and honesty	66	7.26	2.01	37	7.08	2.20
Treating clients and stakeholders in Uzbekistan with respect	75	8.25	1.69	35	8.11	1.71
Being a long-term partner*	74	8.58	1.48	32	7.41	2.17

\*Significantly different between collaborators and non-collaborators



### C. World Bank Group's 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 Uzbekistan? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	71	3.89	3.01	33	4.58	2.87
Financial markets	83	8.02	2.23	46	7.63	2.35
Transport*	81	8.41	1.84	46	7.59	1.98
Anti corruption*	73	6.60	3.25	49	7.78	2.39
Law and justice	78	6.21	2.77	47	6.74	2.73
Urban development*	81	8.11	1.84	47	7.02	2.35
Environmental sustainability and protection	87	8.49	1.96	49	8.35	1.64
Liberalization of trade and exports	79	7.57	2.30	52	7.98	2.22
Information and communications technology	82	8.40	1.92	51	8.04	2.26
Poverty reduction	83	8.80	1.92	49	8.35	1.92
Gender	79	6.35	2.68	46	6.13	2.65
Private sector development	86	8.58	1.86	52	8.31	1.75
Foreign direct investment	85	8.73	1.89	50	8.56	1.70
Water and sanitation	88	8.67	1.92	49	8.12	2.22
Regulatory framework	80	7.18	2.42	47	7.06	2.41
Economic growth*	83	8.73	1.69	52	8.02	2.17
Energy and energy efficiency*	83	8.89	1.57	51	8.20	1.76
Disaster management	77	6.71	2.86	50	6.70	2.54
Public sector governance/reform	79	6.91	2.77	48	7.35	2.44
Job creation/employment	85	8.26	2.24	52	8.33	1.59
Communicable/non-communicable diseases	74	7.24	2.62	47	6.72	2.42
Equality of opportunity	79	6.95	2.65	47	6.81	2.35
Social protection	79	7.09	2.76	49	7.00	2.32
International water management in Central Asia	83	8.20	2.11	50	8.50	1.71
Global/regional integration	76	7.38	2.34	47	7.87	2.25
Food security	80	7.26	2.33	48	7.73	2.29
Natural resource management	77	6.57	2.85	49	6.57	2.44
Health	80	8.40	2.05	51	7.98	2.22
Climate change	83	7.22	2.76	49	7.65	2.24
Agriculture and rural development	87	8.67	1.60	50	8.12	1.83
Education	83	8.55	2.04	50	8.22	2.37
Privatization of large state-owned industrial enterprises	76	6.43	2.85	49	6.33	2.79
Strengthening financial sector	80	8.06	2.39	49	7.41	2.27
Infrastructure development*	84	8.77	1.75	50	7.94	2.28
Global competitiveness	78	7.79	2.44	52	8.12	2.02

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's 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 Uzbekistan?** (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender	37	6.32	2.31	18	6.44	2.01
Information and communications technology	37	6.05	2.22	29	6.93	1.69
Transport	51	7.20	2.32	29	6.28	2.09
Privatization of large state-owned industrial enterprises	33	4.88	2.86	23	6.00	1.88
Law and justice	30	4.73	2.74	26	5.69	1.98
Urban development	44	6.61	2.29	28	6.43	2.27
Environmental sustainability and protection	59	7.29	2.02	31	6.39	2.26
Regulatory framework	37	6.46	2.09	20	6.15	2.18
Communicable/non-communicable diseases	36	6.47	2.82	24	6.79	2.02
Poverty reduction*	52	7.23	2.07	31	6.19	2.37
Anti corruption	32	4.78	2.99	20	5.20	2.14
Private sector development	54	6.22	2.52	31	6.06	2.13
Foreign direct investment	57	6.11	2.71	27	6.67	1.62
Water and sanitation	60	7.60	2.03	36	7.06	2.04
Liberalization of trade and exports*	35	5.46	2.06	21	6.67	1.93
Economic growth	52	7.40	1.87	31	6.55	2.13
Health	56	7.91	1.81	33	7.42	1.82
Disaster management	29	5.76	2.39	16	6.19	2.17
Public sector governance/reform	41	5.61	2.27	23	6.13	2.51
Job creation/employment	53	5.87	2.43	31	6.03	2.27
Financial markets	48	5.94	2.35	26	6.38	2.42
Equality of opportunity	42	6.02	2.43	21	6.29	2.19
Energy and energy efficiency*	69	7.88	2.03	28	6.57	2.47
International water management in Central Asia	59	6.19	2.59	30	5.80	2.43
Global/regional integration	35	5.83	2.28	24	6.17	1.95
Food security	43	6.30	2.14	22	6.68	2.28
Education	54	7.19	2.00	30	6.20	2.72
Social protection	32	5.63	2.28	24	5.29	2.61
Climate change	45	6.47	2.37	28	6.43	2.30
Agriculture and rural development*	61	7.39	2.23	32	6.00	2.34
Natural resource management	41	5.24	2.58	20	6.15	2.13
Infrastructure development	54	7.09	2.14	29	6.24	2.44
Global competitiveness	34	5.76	2.39	22	6.09	2.41
Strengthening financial sector	44	6.48	2.15	24	6.04	2.66

\*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Uzbekistan?*	87	7.00	1.96	42	6.02	2.18

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

\*Significantly different between collaborators and non-collaborators

**To what extent do you agree with the following statements about the World Bank Group in Uzbekistan?**

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Uzbekistan	81	6.96	2.24	43	6.16	2.25
The World Bank Group meets Uzbekistan's needs for knowledge services	72	6.43	2.24	43	6.28	2.11

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Uzbekistan?*	62	6.53	1.93	31	5.48	2.00

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

\*Significantly different between collaborators and non-collaborators

**D. The World Bank Group's Knowledge Work and Activities****In Uzbekistan, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	75	6.67	2.24	42	6.02	2.18
Include appropriate level of stakeholder involvement during preparation*	72	6.96	1.97	41	5.90	1.81
Lead to practical solutions*	75	6.64	1.91	41	5.83	2.19
Are accessible (well written and easy to understand)	78	6.96	2.18	44	6.30	2.12
Are source of relevant information on global good practices	77	7.18	2.06	46	7.20	1.77
Are adequately disseminated	72	6.57	2.14	46	6.09	2.38
Are translated enough into local language*	72	6.71	2.41	41	5.66	2.06
Are adaptable to Uzbekistan's specific development challenges and country circumstances*	75	6.69	2.04	46	5.89	2.10

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	84	8.14	2.02	48	7.69	1.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	77	7.61	1.83	45	6.80	2.12

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

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	74	7.69	2.14	21	7.10	1.64
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	84	7.57	2.04	36	6.58	1.99
The World Bank Group's approvals and reviews are done in a timely fashion	77	7.44	2.06	25	7.12	1.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	56	7.32	1.96	18	7.22	2.16
The World Bank Group's conditions on its lending are reasonable	70	7.90	1.70	25	7.40	1.87
The World Bank Group takes decisions quickly in Uzbekistan*	74	6.77	2.07	29	5.83	2.09
Working with the World Bank Group increases Uzbekistan's institutional capacity	82	7.85	1.92	42	7.50	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	66	6.58	2.38	26	7.27	1.97
The World Bank Group provides effective implementation support*	84	7.82	1.91	32	6.78	2.30

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Uzbekistan?	51	6.12	2.08	27	6.89	1.55

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

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	77	7.57	1.98	40	6.85	2.30
I find the information on the World Bank Group's websites useful*	78	8.36	1.52	40	7.55	2.14
The World Bank Group's social media channels are valuable sources of information about the institution	41	6.29	2.83	35	6.46	2.31
When I need information from the World Bank Group I know how to find it*	83	8.35	1.76	42	7.12	2.63
The World Bank Group is responsive to my information requests and inquiries	70	7.83	2.57	25	6.80	2.38

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>19</sup>

\*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents each year will be slightly different from those in FY 2013 appendices.

**FY '13 Number of comparable respondents = 123 • FY '16 Number of comparable respondents = 131**

By weighting, FY 2013 and FY 2016 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2013	FY 2016
Government institutions	35.0%	35.0%
Local government	7.5%	7.5%
Civil society	20.0%	20.0%
Private sector	15.0%	15.0%
Academia	15.0%	15.0%
Media	7.5%	7.5%

### A. General Issues facing Uzbekistan

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	79.6%	88.1%
The wrong direction	4.4%	0.8%
Not sure	15.9%	11.0%

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Uzbekistan?	119	6.22	2.16	131	6.41	2.31

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan.	96	6.69	1.98	116	7.10	2.27

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	89	7.05	2.07	111	7.41	1.87

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

<sup>19</sup> Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

**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 Uzbekistan?**

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Uzbekistan	106	6.16	2.20	118	6.66	2.36
The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan	108	6.75	2.05	115	7.16	2.17

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	91	5.99	2.25	98	5.91	2.19
Flexibility (in terms of the institution's products and services)	89	5.64	2.32	96	5.77	2.18
Flexibility (in terms of changing country circumstances)	91	5.57	2.32	100	5.74	2.36
Being inclusive	100	6.35	2.21	80	6.28	2.05
Openness (sharing data and other information)	108	6.59	2.26	106	7.17	2.26
Collaboration with the Government	97	7.84	1.81	103	7.97	1.64
The speed in which it gets things accomplished on the ground				102	6.81	2.11
Ease of access to the people at the WBG who are making decisions important to my work				106	7.33	2.50
Collaboration with civil society				81	6.06	2.17
Staff accessibility	102	7.01	2.50	107	7.37	2.35
Collaboration with other donors and development partners	75	6.79	2.07	76	6.64	2.15
Collaboration with the private sector				69	5.48	2.30
Straightforwardness and honesty	90	6.93	2.40	91	7.08	2.13
Treating clients and stakeholders in Uzbekistan with respect*	105	7.69	2.10	97	8.24	1.70
Being a long-term partner				95	8.28	1.74

\*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender	57	6.27	2.07	46	6.48	2.28
Information and communications technology	68	6.45	2.10	56	6.49	2.10
Transport	68	6.45	1.93	72	6.95	2.27
Privatization of large state-owned industrial enterprises	46	4.90	2.21	48	5.22	2.63
Law and justice	40	4.43	1.92	49	5.12	2.52
Urban development	63	6.38	2.04	61	6.55	2.31
Environmental sustainability and protection	86	6.68	2.04	78	6.96	2.15
Regulatory framework	57	6.33	2.12	51	6.03	2.14
Communicable/non-communicable diseases	57	6.80	2.17	54	6.48	2.61
Poverty reduction	77	6.25	1.89	76	6.70	2.22
Anti corruption	50	4.68	2.24	48	5.00	2.73
Private sector development	76	5.82	2.32	74	6.25	2.42
Foreign direct investment	70	6.33	2.40	72	6.24	2.53
Water and sanitation	83	7.26	1.83	83	7.27	2.11
Liberalization of trade and exports	57	5.27	2.27	52	5.90	2.09
Economic growth*	71	6.01	1.99	74	7.04	2.01
Health*	75	6.79	2.23	78	7.68	1.88
Disaster management	49	5.59	2.38	39	5.80	2.41
Public sector governance/reform	59	5.81	2.45	58	5.80	2.31
Job creation/employment	69	5.77	2.13	74	5.85	2.44
Financial markets	53	6.05	2.31	68	6.02	2.40
Equality of opportunity	47	5.32	2.36	56	5.97	2.47
Energy and energy efficiency	81	6.87	2.09	86	7.39	2.29
International water management in Central Asia	68	5.40	2.26	81	5.91	2.57
Global/regional integration	56	5.62	2.08	50	5.88	2.32
Food security*	45	5.40	1.90	57	6.23	2.24
Education	73	6.74	2.25	73	6.84	2.46
Social protection	48	5.15	2.19	50	5.19	2.47
Climate change	62	5.75	2.08	64	6.31	2.42
Agriculture and rural development	75	6.80	2.00	82	6.85	2.38
Natural resource management	48	5.41	2.36	54	5.35	2.48
Infrastructure development	83	7.02	1.99	73	6.76	2.31
Global competitiveness				49	5.81	2.39
Strengthening financial sector	66	6.15	2.39	60	6.41	2.22

\*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Uzbekistan?	107	6.52	1.93	114	6.72	2.13

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Uzbekistan	98	7.02	2.10	109	6.63	2.32
The World Bank Group meets Uzbekistan's needs for knowledge services*	101	6.91	2.03	102	6.32	2.23

\*Significantly different between FY2016 and FY2013

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	FY 2013	FY 2016
Weekly	8.5%	3.1%
Monthly	19.5%	18.6%
A few times a year	42.4%	41.9%
Rarely	22.9%	28.7%
Never	6.8%	7.8%

In Uzbekistan, 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)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely	91	6.68	2.28	103	6.42	2.27
Include appropriate level of stakeholder involvement during preparation	92	6.72	2.11	100	6.54	2.01
Lead to practical solutions				105	6.25	2.07
Are accessible (well written and easy to understand)	97	6.93	2.05	109	6.65	2.23
Are source of relevant information on global good practices	92	6.93	2.04	108	7.17	1.99
Are adequately disseminated	88	6.17	2.27	105	6.35	2.33
Are translated enough into local language*	88	7.01	2.28	98	6.34	2.27
Are adaptable to Uzbekistan's specific development challenges and country circumstances	93	6.82	2.05	106	6.34	2.12

\*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	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?*	101	6.92	2.00	118	8.03	2.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	101	7.21	1.79	107	7.33	2.03

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

\*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	85	5.45	2.43	83	7.60	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports	98	7.03	2.26	106	7.25	2.06
The World Bank Group's approvals and reviews are done in a timely fashion*	88	6.28	2.37	89	7.45	1.96
The World Bank Group's "Safeguard Policy" requirements are reasonable	68	6.86	2.38	66	7.34	2.01
The World Bank Group's conditions on its lending are reasonable*	77	7.04	2.07	84	7.78	1.80
The World Bank Group takes decisions quickly in Uzbekistan				92	6.51	2.18
Working with the World Bank Group increases Uzbekistan's institutional capacity	100	7.24	2.03	109	7.69	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	63	6.66	2.42	80	6.74	2.33
The World Bank Group provides effective implementation support	92	7.50	2.18	103	7.54	2.15

\*Significantly different between FY2016 and FY2013

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2013	FY 2016
Yes	25.2%	40.0%
No	74.8%	60.0%

\*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2013	FY 2016
Yes	36.1%	21.7%
No	63.9%	78.3%

\*Significantly different between FY2016 and FY2013

Were you able to obtain this information?

Percentage of Respondents	FY 2013	FY 2016
Yes	67.4%	73.3%
No	32.6%	26.7%

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	100.0%	100.0%
No	0.0%	0.0%

Do you use/have used the World Bank Group website?

Percentage of Respondents	FY 2013	FY 2016
Yes	78.7%	81.1%
No	21.3%	18.9%

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

Percentage of Respondents	FY 2013	FY 2016
High speed/WiFi	83.9%	80.0%
Dial-up	16.1%	20.0%

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	94	6.88	2.03	102	7.30	2.18
I find the information on the World Bank Group's websites useful	94	7.59	1.72	102	7.94	1.93
When I need information from the World Bank Group I know how to find it	104	7.66	2.44	110	7.96	2.12
The World Bank Group is responsive to my information requests and inquiries	75	7.73	2.36	84	7.67	2.45



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

Indicator Question	Currently, do you professionally collaborate/work with the WBG?		Which of the following describes most of your exposure to the World Bank in Uzbekistan? (Choose no more than TWO)									
	No	Yes	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 WBG's effectiveness in Uzbekistan.	6.11	7.67	7.27	6.00	7.31	6.89	6.81	7.82	6.83	7.50	7.23	7.03
Overall the WBG currently plays a relevant role in development in Uzbekistan	6.21	6.98	6.82	6.22	6.81	6.70	6.55	7.17	6.69	6.85	6.81	6.67
The WBG's work is aligned with what I consider the development priorities for Uzbekistan	6.48	7.50	7.18	7.43	7.24	7.08	6.89	7.67	7.36	7.03	7.31	6.83
Responsiveness to needs	5.47	6.19	5.98	5.67	5.85	6.21	5.69	6.36	5.73	6.18	6.20	5.23
Flexibility (in terms of the institution's products and services)	5.33	6.04	5.79	5.86	5.62	6.19	5.63	6.05	5.74	5.85	6.01	5.23
Flexibility (in terms of changing country circumstances)	6.08	5.73	5.82	6.00	5.61	6.36	5.62	6.20	6.19	5.50	6.06	5.21
Being inclusive	6.29	6.13	6.22	6.60	5.78	7.17	5.96	6.68	6.67	5.76	6.45	5.73
Openness (sharing data and other information)	6.31	7.43	7.14	7.14	7.11	7.21	6.82	7.61	7.00	7.28	7.30	6.64
Collaboration with the Government	7.14	8.38	8.09	6.88	8.27	7.36	7.69	8.48	7.77	8.24	8.11	7.69
The speed in which it gets things accomplished on the ground	5.94	7.23	6.85	6.14	6.88	6.62	6.45	7.33	6.40	7.17	6.98	6.31
Ease of access to the people at the WBG who are making decisions important to my work	6.31	7.72	7.31	6.50	7.33	7.12	6.78	8.02	7.02	7.48	7.50	6.50
Collaboration with civil society	6.00	6.20	6.03	6.33	6.00	6.13	5.98	6.14	5.83	6.30	6.15	5.81
Staff accessibility	6.59	7.67	7.39	6.67	7.39	7.24	6.96	7.98	7.10	7.56	7.49	6.93
Collaboration with other donors and development partners	6.18	7.10	6.73	5.60	6.60	6.77	6.42	7.07	6.40	6.95	6.84	6.24
Collaboration with the private sector	5.60	5.56	5.51	5.33	5.33	5.79	5.24	5.96	5.53	5.47	5.75	4.96
Straightforwardness and honesty	7.08	7.26	7.16	7.33	7.25	7.03	6.93	7.55	7.18	7.17	7.27	6.93
Treating clients and stakeholders in Uzbekistan with respect	8.11	8.25	8.24	7.60	8.19	8.24	7.84	8.74	8.37	8.05	8.44	7.57
Being a long-term partner	7.41	8.58	8.15	7.60	8.19	8.00	7.79	8.63	8.00	8.26	8.42	7.36
To what extent does the WBG's work help to achieve development results in Uzbekistan?	6.02	7.00	6.80	5.67	6.60	7.00	6.47	7.13	6.55	6.87	6.77	6.55
The WBG's financial instruments meet the needs of Uzbekistan	6.16	6.96	6.77	5.20	6.41	7.14	6.14	7.45	6.86	6.42	6.86	5.93
The WBG meets Uzbekistan's needs for knowledge services	6.28	6.43	6.44	5.20	6.04	6.89	6.17	6.56	6.29	6.35	6.44	6.00
The WBG's knowledge work and activities are adaptable to Uzbekistan's specific development challenges and country circumstances	5.89	6.69	6.36	7.30	6.37	6.59	6.31	6.66	6.55	6.33	6.52	6.23
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.69	8.14	7.98	8.09	8.01	7.95	7.71	8.47	7.97	8.02	8.28	7.10
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.80	7.61	7.39	7.00	7.24	7.61	7.23	7.59	7.32	7.39	7.37	7.30
The WBG takes decisions quickly in Uzbekistan	5.83	6.77	6.56	6.40	6.56	6.54	6.25	6.98	6.51	6.59	6.64	6.29
Where country systems are adequate, the WBG makes appropriate use of them	7.27	6.58	6.73	8.25	6.50	7.68	6.86	6.72	7.00	6.65	6.49	7.89

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Uzbekistan FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Uzbekistan**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Uzbekistan or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Uzbekistan, 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 Uzbekistan.

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 consists of IBRD, IDA, IFC, MIGA, and ICSID. 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 UZBEKISTAN**

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

## SECTION A: GENERAL ISSUES

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

## SECTION A: GENERAL ISSUES

**A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than THREE)**

1	Water and sanitation	18	Anti corruption
2	Equality of opportunity (i.e., equity)	19	Education
3	International water management in Central Asia	20	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	21	Energy and energy efficiency
5	Global/regional integration	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender	23	Private sector development
7	Infrastructure development	24	Privatization of large state-owned industrial enterprises
8	Economic growth	25	Natural resource management (e.g., oil, gas, mining)
9	Urban development	26	Environmental sustainability and protection
10	Regulatory framework	27	Health
11	Social protection (e.g., pensions, targeted social assistance)	28	Agriculture and rural development
12	Law and justice (e.g., judicial system)	29	Disaster management
13	Transport (e.g., roads, bridges, transportation)	30	Job creation/employment
14	Crime and violence	31	Financial markets
15	Communicable/non-communicable diseases	32	Liberalization of trade and exports
16	Global competitiveness	33	Strengthening financial sector
17	Information and communications technology	34	Food security

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Uzbekistan? (Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Uzbekistan? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in Uzbekistan?</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 Uzbekistan.</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 Uzbekistan 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

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

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

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

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

<b>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 Uzbekistan?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)</b>	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Uzbekistan
17	Other (please specify): _____
18	Don't know



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

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

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

**B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in Uzbekistan, 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>B12</b>	Responsiveness to needs											<input type="checkbox"/>	
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B15</b>	Being inclusive											<input type="checkbox"/>	
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B19</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B21</b>	Staff accessibility											<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B25</b>	Treating clients and stakeholders in Uzbekistan with respect											<input type="checkbox"/>	
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>	

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Uzbekistan?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability and protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Liberalization of trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	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	International water management in Central Asia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Privatization of large state-owned industrial enterprises	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Strengthening financial sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Infrastructure development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Global competitiveness	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 Uzbekistan?** *(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	Gender	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	Privatization of large state-owned industrial enterprises	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability and protection	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Liberalization of trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	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"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	International water management in Central Asia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Infrastructure development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Global competitiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Strengthening financial sector	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 Uzbekistan?</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 Uzbekistan?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Uzbekistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Uzbekistan?</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

**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)

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

In Uzbekistan, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are adaptable to Uzbekistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D10. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

## 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
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Uzbekistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	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"/>
E9	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"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Uzbekistan?												
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	

E11. Which of the following best describes the World Bank Group's support in Uzbekistan? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Uzbekistan											
2	The World Bank Group is not sufficiently selective in Uzbekistan, and it is involved in too many areas of development.											
3	Don't know											

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN UZBEKISTAN

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

<b>F2. When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Uzbekistan
6	Don't know



## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)</b>			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	<b>Yes</b>	<b>No</b>
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<b>G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)</b>	
1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

<b>G5</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G9</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
<b>G11</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>G12</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>G13</b>	The World Bank Group's social media channels (e.g., blogs, 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>G14</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>G15</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"/>

## SECTION H: BACKGROUND INFORMATION

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

## SECTION H: BACKGROUND INFORMATION

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Uzbekistan? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

<b>H5. Do your projects involve both the World Bank and the IFC?</b> <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in Uzbekistan?</b> <b>(Select only ONE response)</b>	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Uzbekistan? (Choose no more than TWO)</b>	
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.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Tashkent city
2	Regional center (Oblast center)
3	District (Rayon)
4	Other (please specify): _____

**Thank you for completing the survey!**