



World Bank Group Country Survey FY 2021 – Kazakhstan

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

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: OVERALL CONTEXT

A1. In general, would you say that Kazakhstan is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Kazakhstan is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Kazakhstan.

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

1	Job creation/employment	16	Information and communications technology
2	Water and sanitation	17	Disaster risk management
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Skills development and innovation
4	Private sector development	19	Trade and exports
5	Global pandemics (e.g., COVID-19)	20	National debt
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Climate change (e.g., mitigation, adaptation)
7	Global/regional integration	22	Poverty reduction
8	Education	23	Natural resource management (including renewables)
9	Urban development	24	Judiciary reform
10	Energy	25	Economic growth
11	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
12	Protection of environment	27	Equality of opportunity (i.e., social inclusion)
13	Food security	28	Anti-corruption
14	Financial markets	29	Agriculture and rural development
15	Healthcare		

SECTION A: OVERALL CONTEXT

A4. 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 Kazakhstan? (Choose no more than THREE)

1	Anti-corruption	15	Natural resource management (including renewables)
2	Disaster risk management	16	Job creation/employment
3	Equality of opportunity (i.e., social inclusion)	17	Judiciary reform
4	Skills development and innovation	18	Financial markets
5	Information and communications technology	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Social protection (e.g., pensions, targeted social assistance)	20	Gender equity (closing the gap between women and men, and boys and girls)
7	Agriculture and rural development	21	Private sector development
8	Water and sanitation	22	Healthcare
9	Climate change (e.g., mitigation, adaptation)	23	Global/regional integration
10	Economic growth	24	Protection of environment
11	Energy	25	Urban development
12	National debt	26	Education
13	Food security	27	Trade and exports
14	Transport (e.g., roads, bridges, transportation)		

A5. The COVID-19 pandemic has stressed many aspects of Kazakhstan's growth and development. In which areas would you like to see the Kazakhstan government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Improved access to affordable and reliable communication technologies (internet and other means) in remote areas
2	Ensuring that girls and women have equal access to job opportunities
3	Economic growth
4	Healthcare
5	Nutrition/food security
6	Public service delivery (e.g., strengthening policies, institutions)
7	Ensuring sustainable business growth and job creation
8	Education
9	Providing direct financial support to businesses (business support packages)
10	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
11	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
12	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
13	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Kazakhstan, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of government accountability
2	Pressure from outside interest groups (e.g., private sector, unions)
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Reforms are not well thought out in light of country challenges
6	Inadequate level of capacity in the government
7	Corruption
8	Political pressures and obstacles
9	Other (please specify): _____

A7. To what extent do you trust each of the following groups to do what is right?

		To no degree at all						To a very significant degree						Don't know
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Kazakhstan’s Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
15	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
17	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Kazakhstan?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Kazakhstan?												
		Strongly disagree								Strongly agree		Don't know
B2	Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Kazakhstan.												
		Not effective at all								Very effective		Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?												
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	

B6. To what extent does the World Bank Group influence the development agenda in Kazakhstan?												
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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Kazakhstan? (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										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Kazakhstan, which activity do you VALUE the most? (Choose no more than TWO)

1	Donor coordination
2	Capacity development related to World Bank Group supported projects
3	Technical assistance
4	Bringing together different groups of stakeholders
5	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
6	Global advocacy
7	Financial resources
8	Data and statistics
9	Fiduciary control (procurement and use of funds)
10	Implementation support
11	Mobilizing third party financial resources
12	Promoting knowledge sharing
13	Formal policy advice, studies, analyses
14	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)

1	Not willing to honestly criticize policies and reform efforts in the country
2	World Bank Group's processes too slow and complex
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Inadequate World Bank Group's staffing in Kazakhstan
6	Not adequately sensitive to political/social realities in Kazakhstan
7	Too influenced by developed countries
8	Inadequate number of innovative financial products and services
9	Not adequately flexible in changing country circumstances
10	Not sufficiently focused on sustainable results
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
14	Inadequate level of real-time advice and guidance
15	Inadequate number of innovative knowledge products and services
16	Not aligned with country priorities
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Kazakhstan? (Choose no more than THREE)

1	Energy	16	Judiciary reform
2	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
3	Water and sanitation	18	Economic growth
4	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
5	Healthcare	20	Skills development and innovation
6	Financial markets	21	Information and communications technology
7	Global pandemics (e.g., COVID-19)	22	Urban development
8	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
9	Private sector development	24	Trade and exports
10	Education	25	Natural resource management (including renewables)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	27	Poverty reduction
13	Food security	28	National debt
14	Protection of environment	29	Anti-corruption
15	Disaster risk management		

B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)

1	Impact Investor	9	Public-private partnerships
2	Private Sector Solutions	10	Multi-lateral financial institution
3	Investment Bank	11	Venture Capital
4	Asset Manager	12	Innovation and Entrepreneurship
5	Development institution	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Kazakhstan solve its most complicated development challenges?											
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

C2. To what extent do you believe the World Bank Group is adequately staffed in Kazakhstan?											
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

To what extent is the World Bank Group an effective development partner in Kazakhstan, 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	
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Treating clients and stakeholders in Kazakhstan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
C18	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	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"/>	
C20	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"/>	
C21	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group takes decisions quickly in Kazakhstan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Working with the World Bank Group increases Kazakhstan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in Kazakhstan?													
		Strongly disagree										Strongly agree	Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Kazakhstan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Kazakhstan'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"/>	

C27. To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?													
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			

C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not important at all									Very important	Don't know			

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan? *(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	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	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"/>
4	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Kazakhstan, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Kazakhstan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN KAZAKHSTAN

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (Choose no more than TWO)

1	Work faster
2	Ensure greater selectivity in its work
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Reduce the complexity of obtaining World Bank Group financing
5	Offer more real-time advice and guidance
6	Increase availability of Reimbursable Advisory Services (RAS)
7	Help to bring discipline/effective supervision to implementation of World Bank Group projects
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products and services to work with the regional/local government
10	Engage more directly with beneficiaries
11	Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy
12	Engage more effectively with civil society (e.g., NGOs, CBOs)
13	Increase the level of capacity development in the country
14	Offer more innovative knowledge products and services
15	Improve the quality of its experts as related to Kazakhstan's specific challenges
16	Engage more effectively with private sector
17	Other (please specify): _____

F2. 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	Youth	7	Media
2	Local government	8	Parliament
3	Private sector	9	Academia/think tanks/research institutes
4	Donor community	10	Other (please specify): _____
5	NGOs/Community Based Organizations	11	Don't know
6	Foundations		

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Kazakhstan?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)

1	Local radio	6	Local television
2	International radio	7	International television
3	Local newspapers	8	Periodicals
4	Internet newswires	9	Social media (e.g., blogs, Facebook, Twitter, YouTube)
5	International newspapers	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube)	8	Interviews and press conferences for the Kazakhstan's media

G4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Multilateral Agency (UN, regional development bank)
2	Office of Minister	12	Private Sector Organization
3	Office of Parliamentarian	13	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	15	NGO/Community Based Organization
6	Local Government Office or Staff	16	Trade Union
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	17	Youth Group
8	Judicial System (e.g., courts)	18	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	19	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	20	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Demographics, migration
7	Jobs	19	Trade and competitiveness
8	Energy	20	Finance and markets
9	Environment, natural resources	21	Communications, public affairs
10	Climate change	22	Generalist (specialized in multiple sectors)
11	Water, sanitation	23	Other (please specify): _____
12	Gender		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Kazakhstan? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?

1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)

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

H7. What's your gender?

1	Female
2	Male

H8. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?

1	The capital (Nur-Sultan)
2	City of republican significance (Almaty, Shymkent)
3	Oblast
4	District/rural settlement

Thank you for completing the survey!