

FY 2021 Kazakhstan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2021



Acknowledgements

The Kazakhstan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group, led by Sharon Felzer (Senior Communications Officer, Head of the Strategic Insights Group). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. We acknowledge the significant contribution from the Kazakhstan country team and independent fielding agency CIOM Public Opinion Research Center. In particular, Strategic Insights Group is grateful for the support from Shynar Jetpissova (External Affairs Officer) and Zarina Nurmukhambetova (External Affairs Officer), who coordinated the survey related activities from Nur-Sultan and from Almaty, Kazakhstan.



Country Opinion Surveys
THE WORLD BANK GROUP



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KAZAKHSTAN





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Kazakhstan*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From December 2020 to February 2021, 585 stakeholders of the WBG in Kazakhstan 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 368 stakeholders participated in the survey (63% response rate). Respondents received the questionnaire via a courier and returned it accordingly, or they completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) 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'17 (response rate was 66%, N=267). 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, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 77).

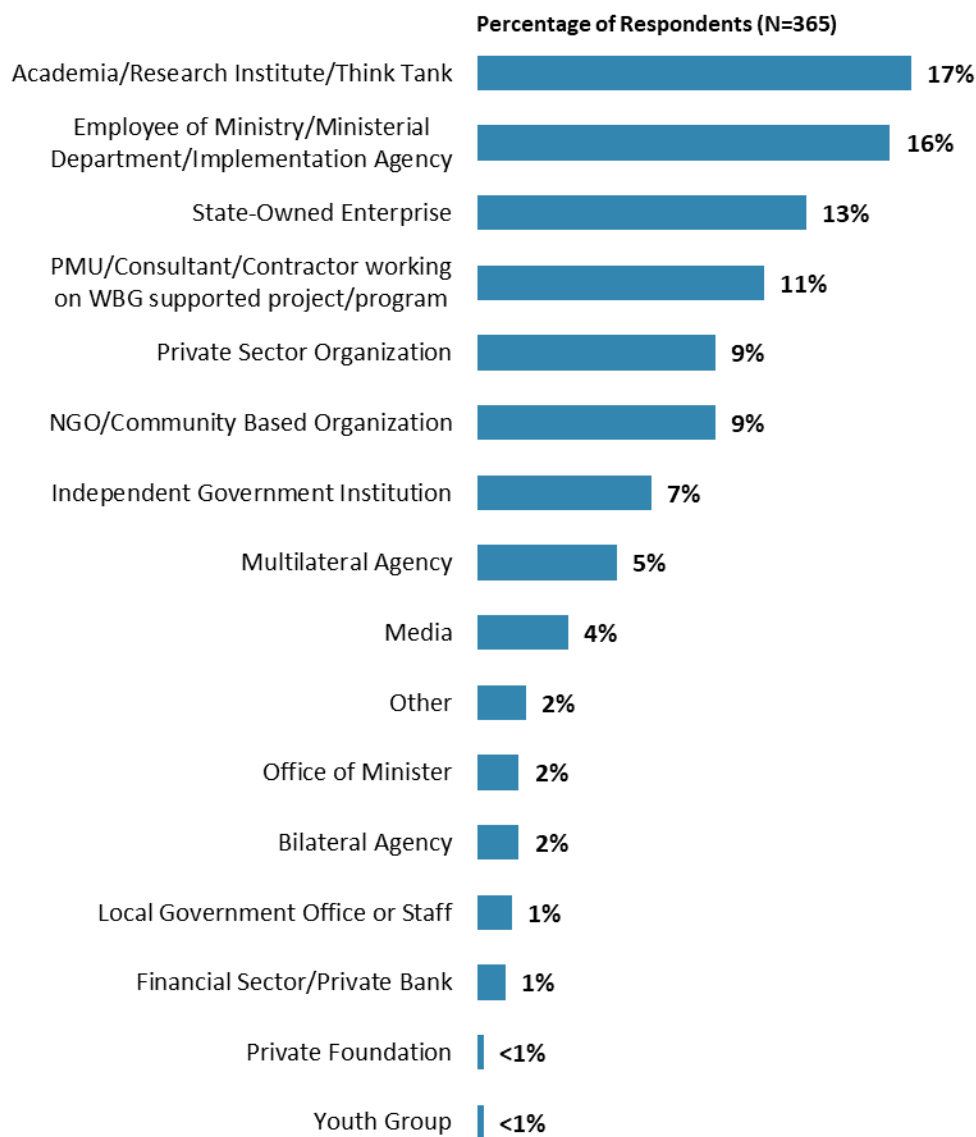
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



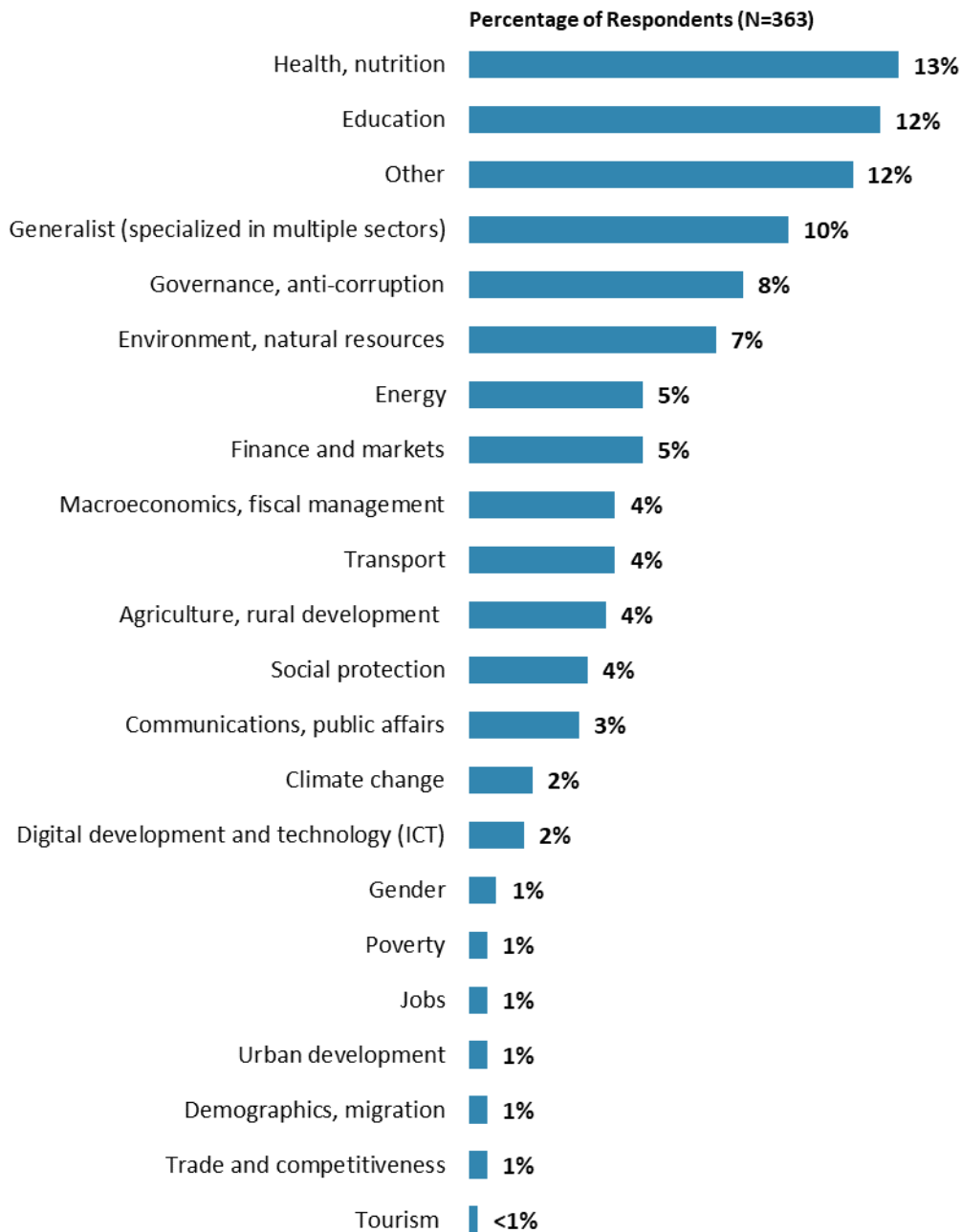
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations were combined with those from NGOs / community-based organizations, and youth groups. The small number of the respondents from local were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, from the parliament, from the judicial system, and from trade unions.



III. Demographics of the Sample (continued)

Area of Primary Specialization

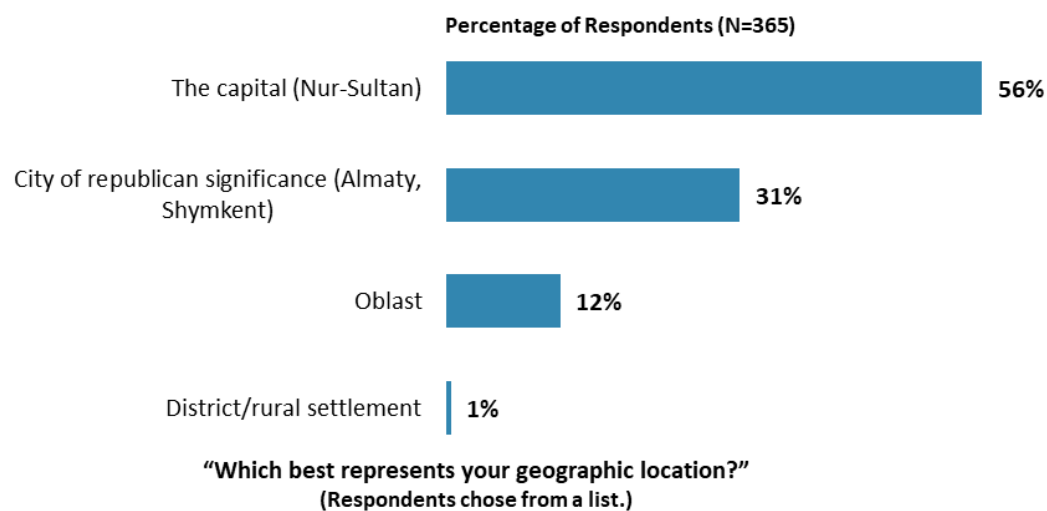


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**

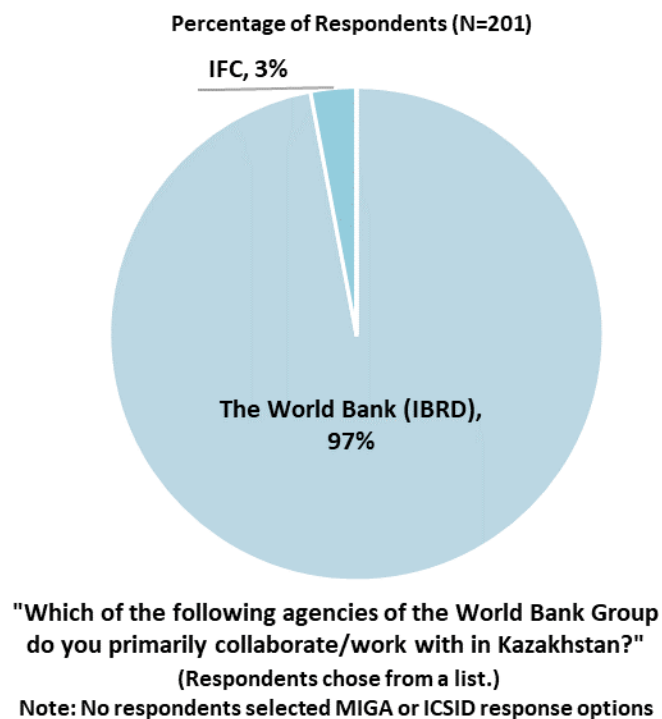


III. Demographics of the Sample (continued)

Geographic Locations



Exposure to Agencies within the World Bank Group

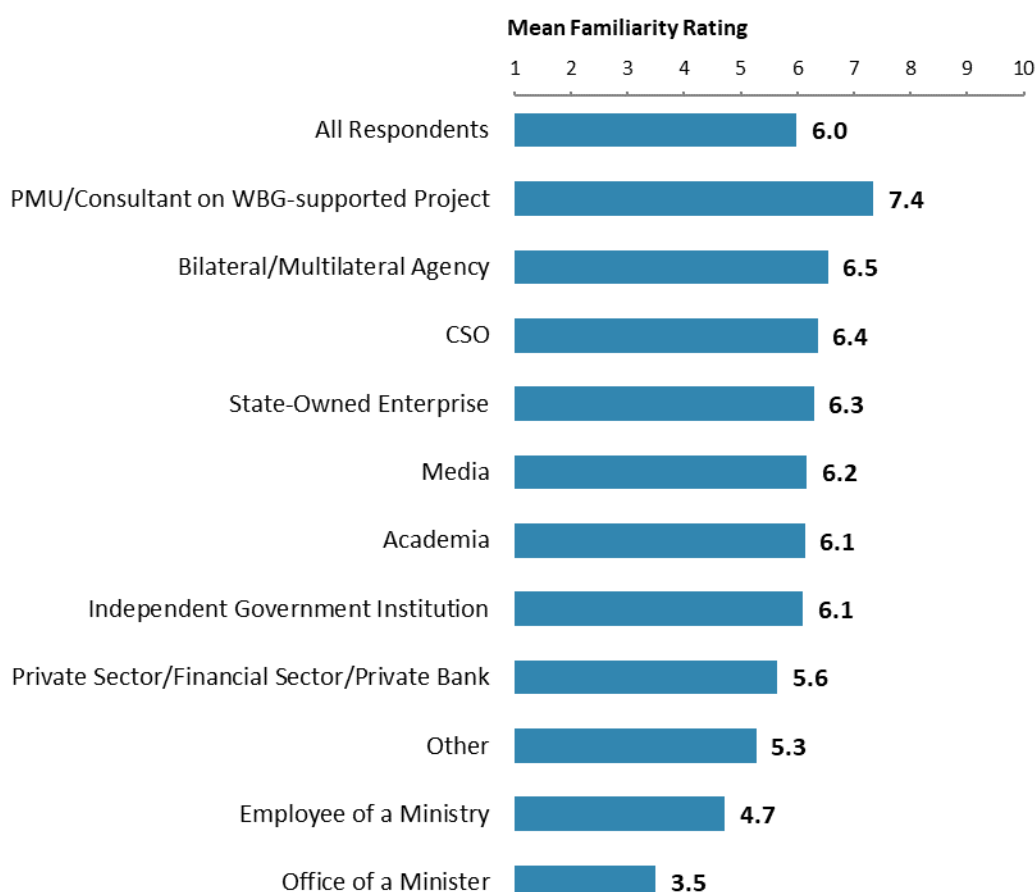




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'21 = 6.0; weighted mean in FY'17 = 6.0)².
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness⁴ in Kazakhstan, with their agreement that the WBG plays a relevant role in Kazakhstan's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Kazakhstan.



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

² The means in the chart below were calculated based on un-weighted data. Please refer to Appendix D (page 77) for more details on weighting.

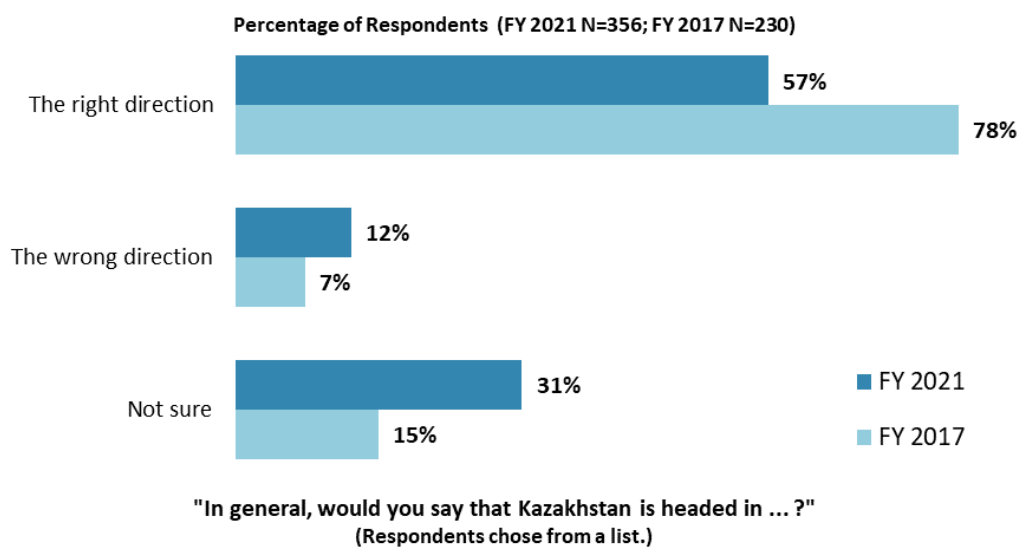
³ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World bank) was used in this calculation.

⁴ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.

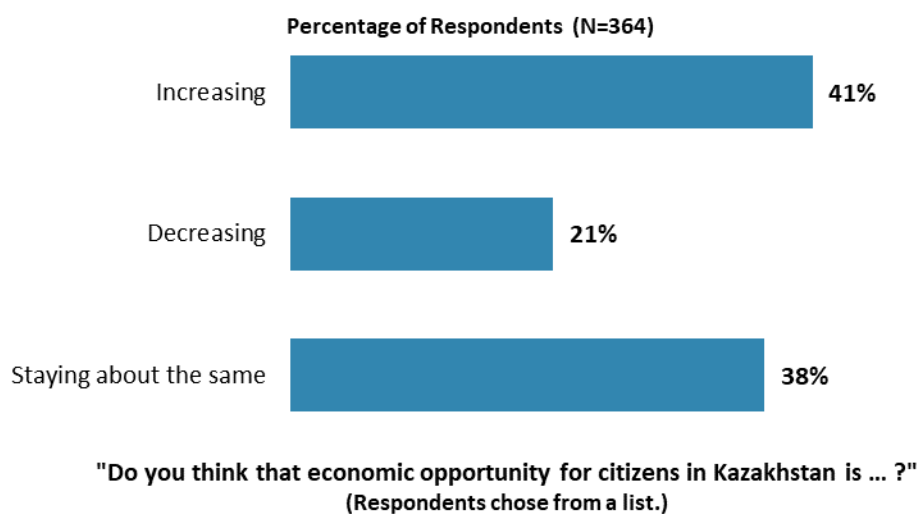


IV. Overall Context

Headed in the Right Direction⁵



Perceptions of Economic Opportunity



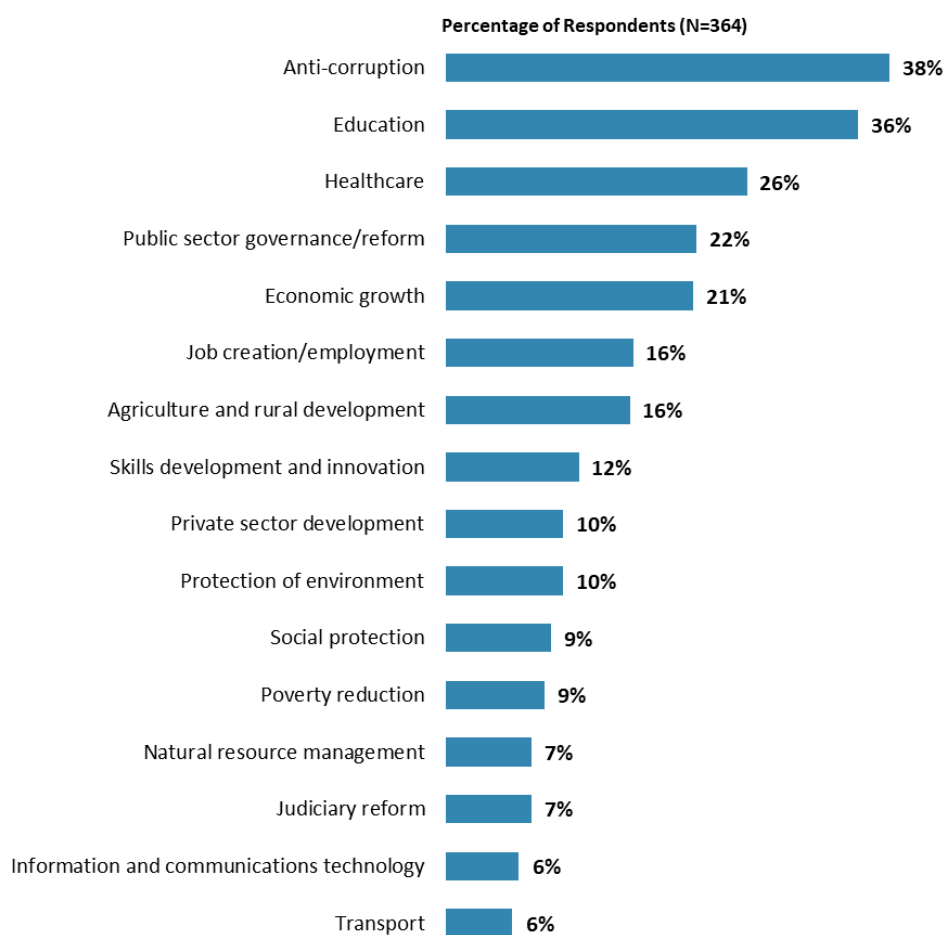
⁵ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Kazakhstan were “*private sector development*” (35%), “*anti-corruption*” (31%), “*public sector governance/reform*” (29%), “*education*” (26%), and “*economic growth*” (21%).
- **Specialization:** Respondents who identified their primary specialization of work as “*health, nutrition*” (13% of the sample) were significantly *more* likely to indicate that “*healthcare*” was the most important development priority in Kazakhstan, compared to the rest of the respondents (health specialists = 57%; others = 22%).⁶



"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)"
(Respondents chose from a list. Responses combined. Top 16 of 29 response options shown)

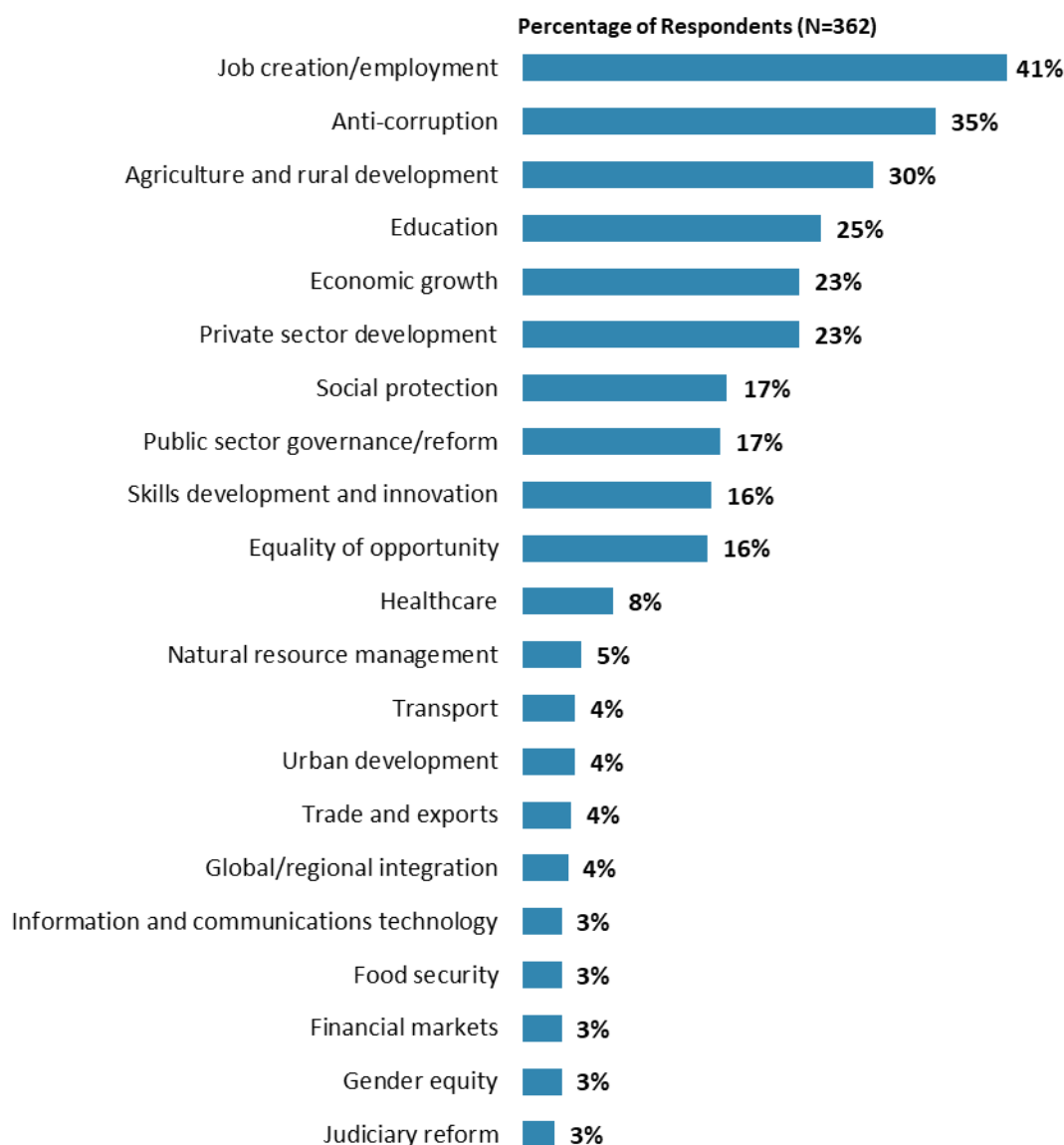
⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Kazakhstan were “*job creation/employment*” (43%), “*private sector development*” (33%), “*economic growth*” (32%), “*agriculture and rural development*” (26%), and “*anti-corruption*” (26%).



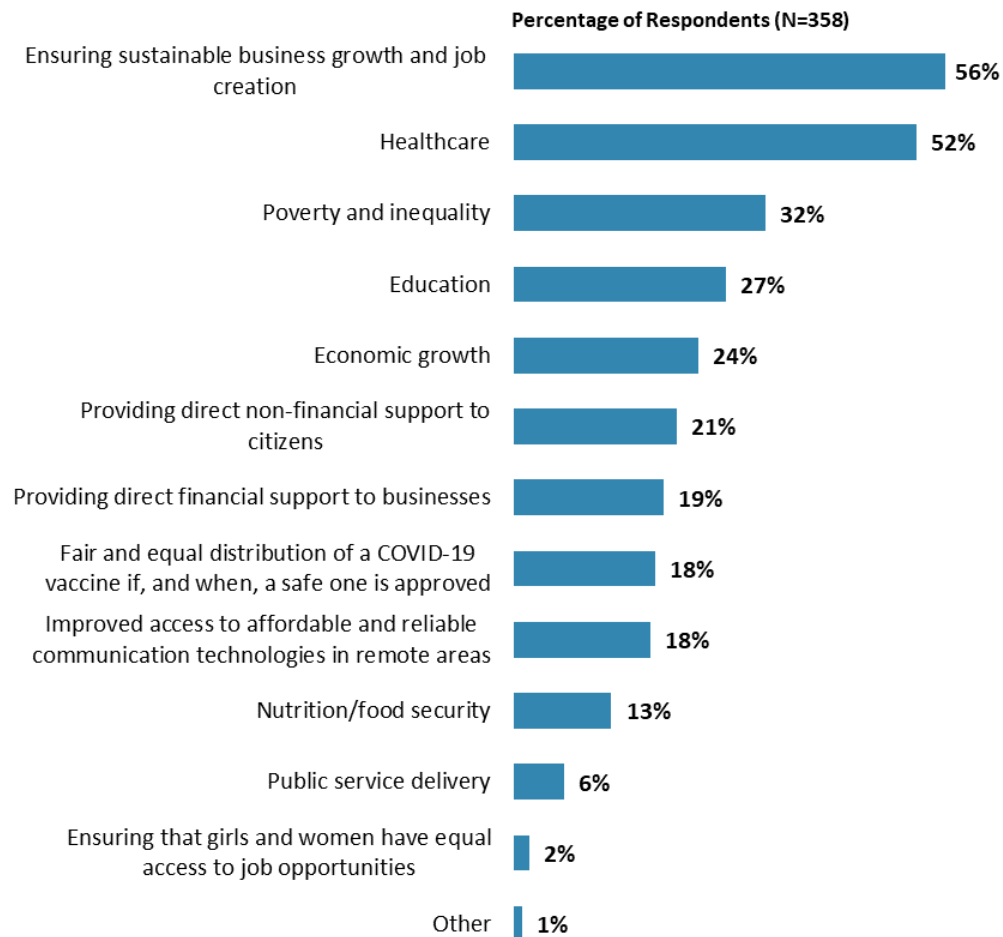
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.

Top 21 of 27 response options shown)



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of Kazakhstan Should Focus Efforts

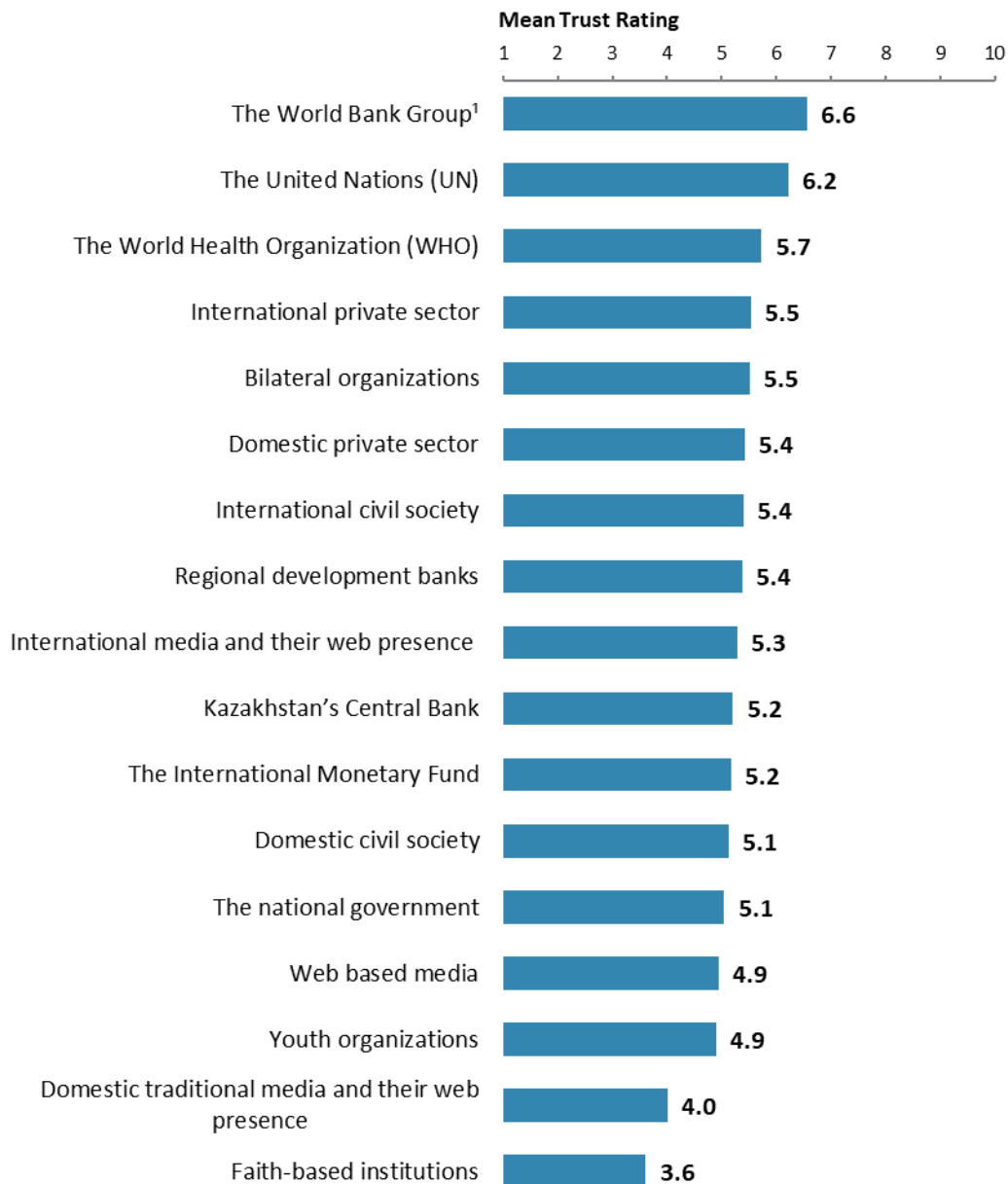


"The COVID-19 pandemic has stressed many aspects of Kazakhstan's growth and development. In which areas would you like to see the Kazakhstan government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)" (Respondents chose from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



IV. Overall Context (continued)

Trust in Institutions



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

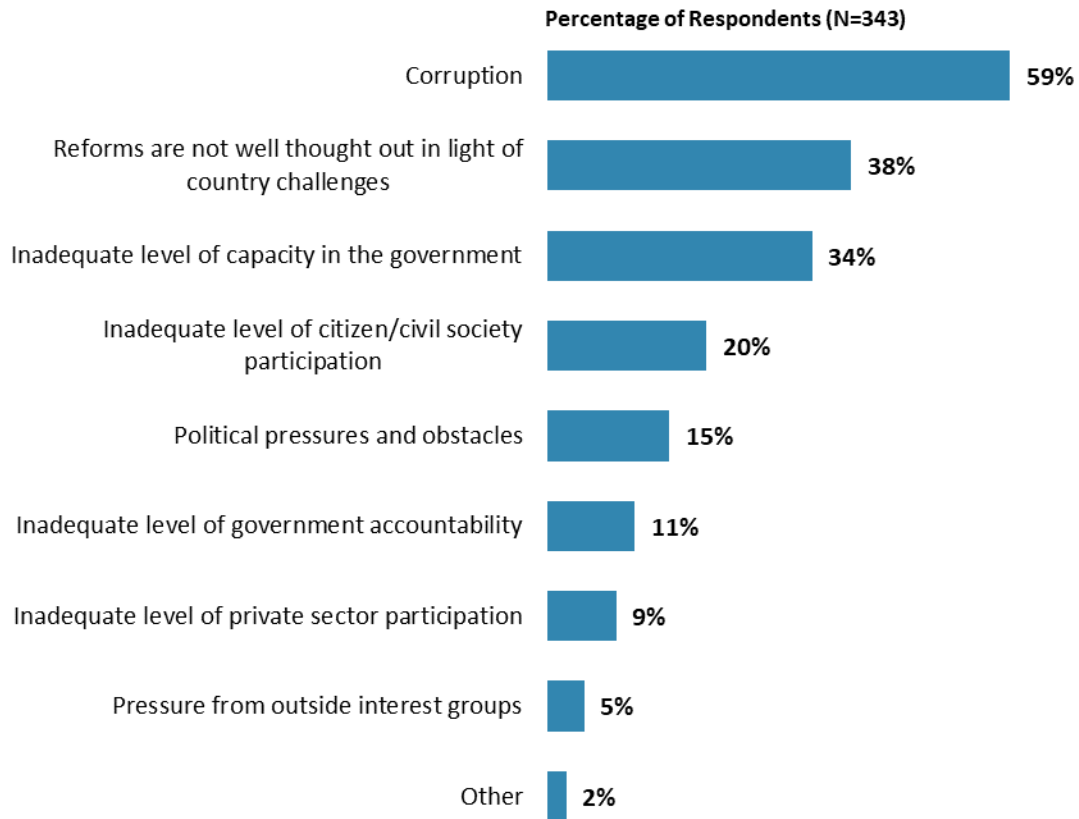
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

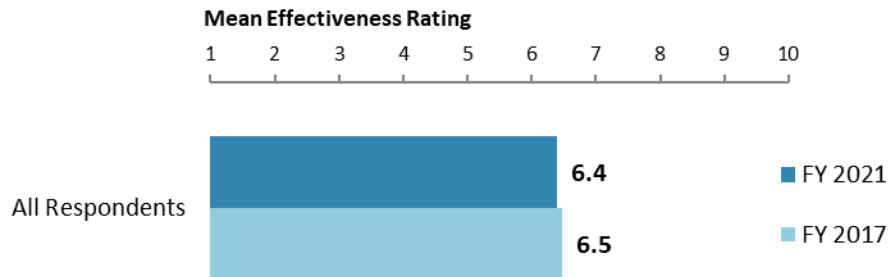


"When economic and/or social reform efforts fail or are slow to take place in Kazakhstan, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



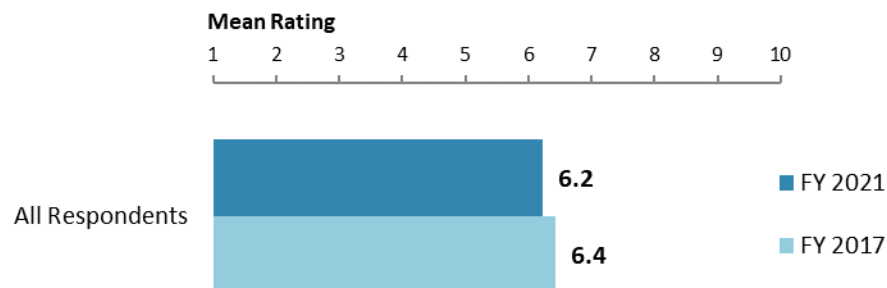
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁷ (Indicator Question)



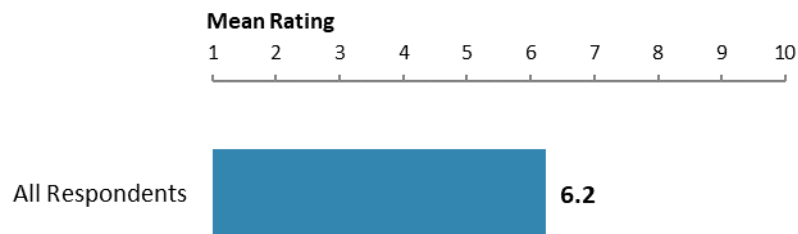
"Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (Indicator Question)



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

Influence on Kazakhstan's Development Agenda (Indicator Question)



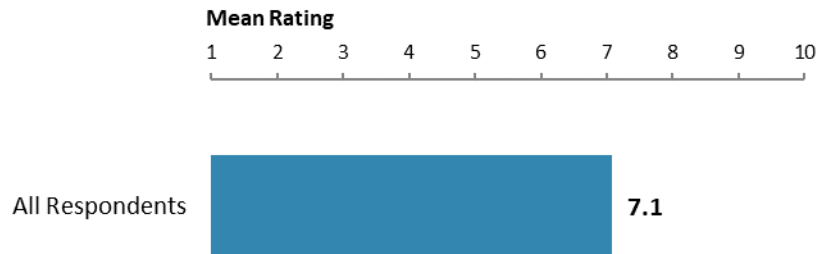
"To what extent does the World Bank Group influence the development agenda in Kazakhstan?" (1-"To no degree at all", 10-"To a very significant degree")

⁷ Means in the first two charts on this page were calculated based on weighted data.



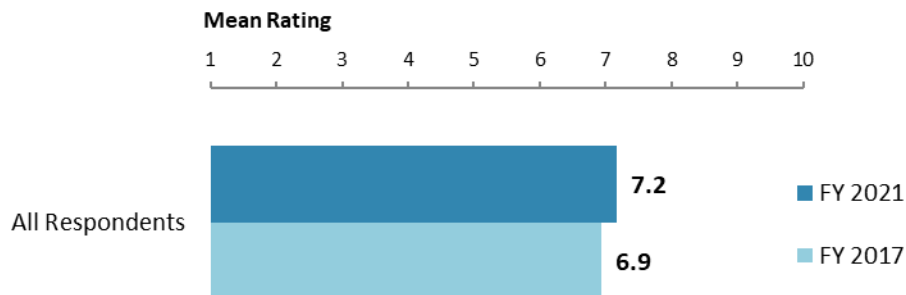
V. Overall Attitudes Toward the World Bank Group (continued)

WBG Staffing in Kazakhstan



"To what extent do you believe the World Bank Group is adequately staffed in Kazakhstan?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



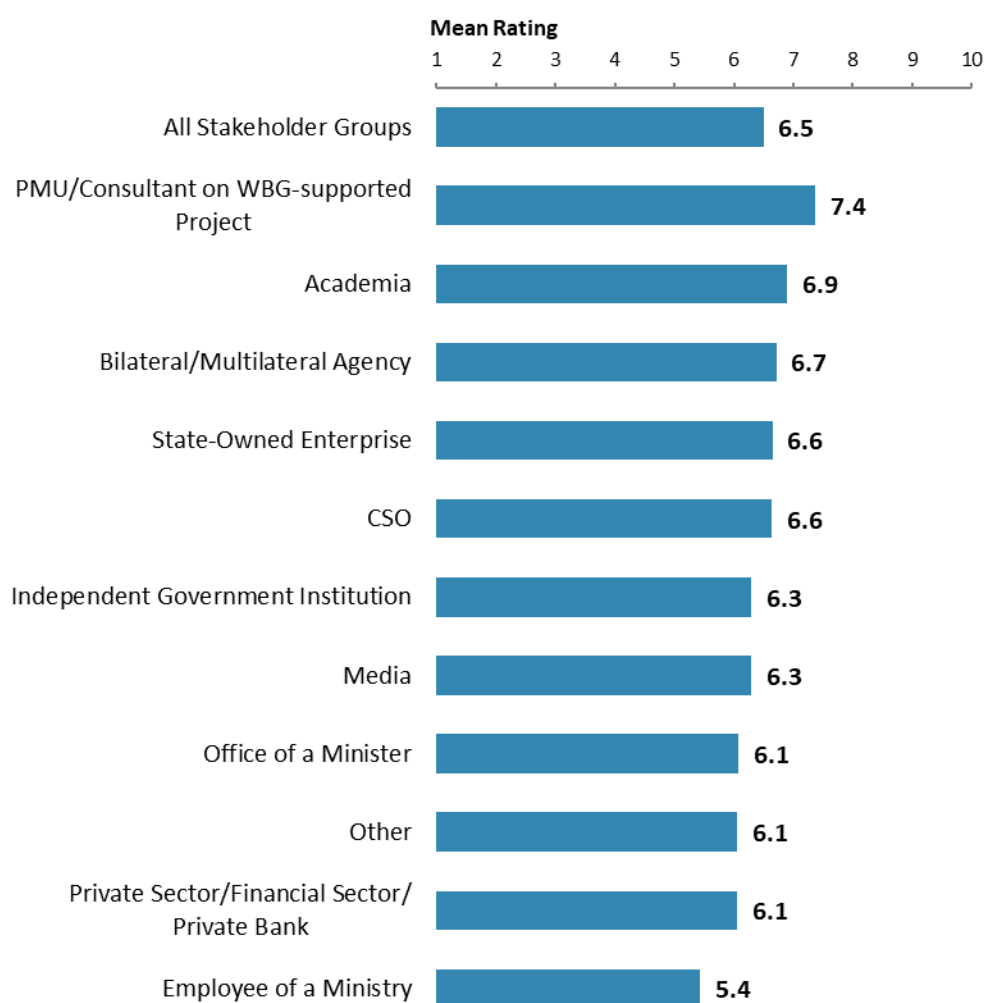
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Kazakhstan solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



V. Overall Attitudes Toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).
- **Stakeholder groups:** Respondents from PMU, consultants on World Bank Group – supported projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas employees of ministries had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 55).



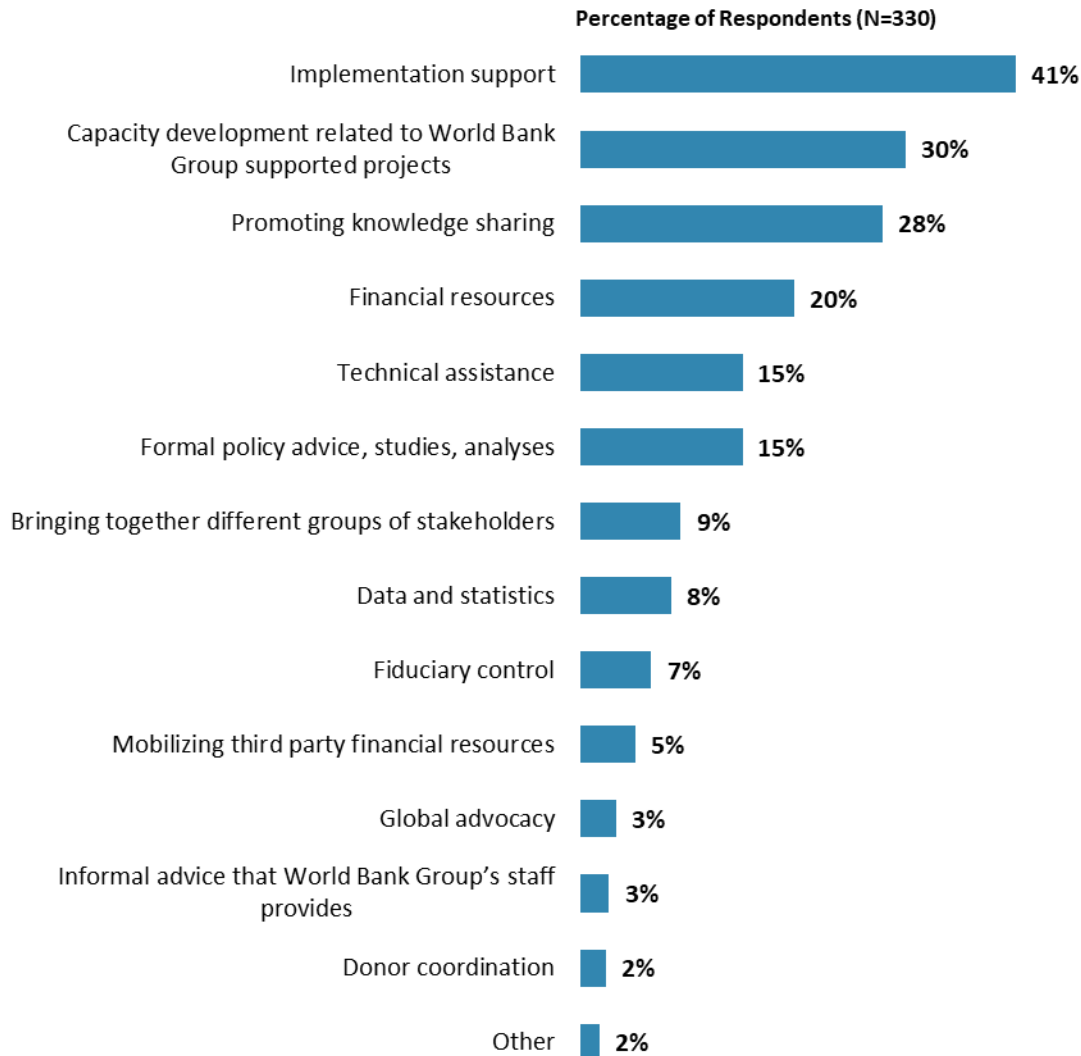
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Kazakhstan were "*capacity development related to World Bank Group supported projects*" (35%), "*implementation support*" (33%), "*promoting knowledge sharing*" (27%), and "*financial resources*" (27%).



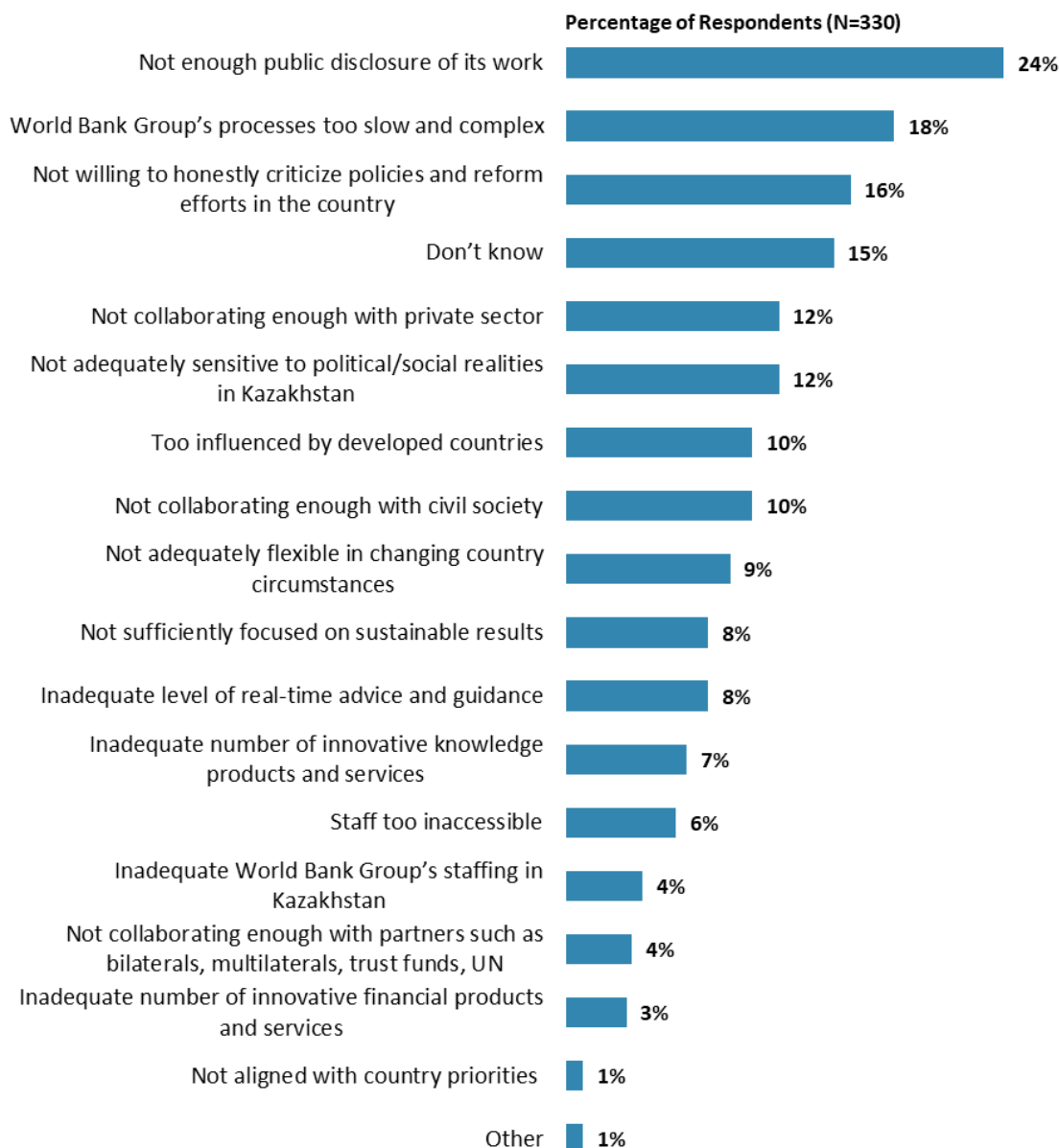
"When thinking about the World Bank Group's role in Kazakhstan, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Kazakhstan were "*too influenced by developed countries*" (17%), "*WBG's processes too complex*" (16%), "*not willing to honestly criticize policies and reform efforts in the country*" (15%), and "*WBG's processes too slow*" (14%).

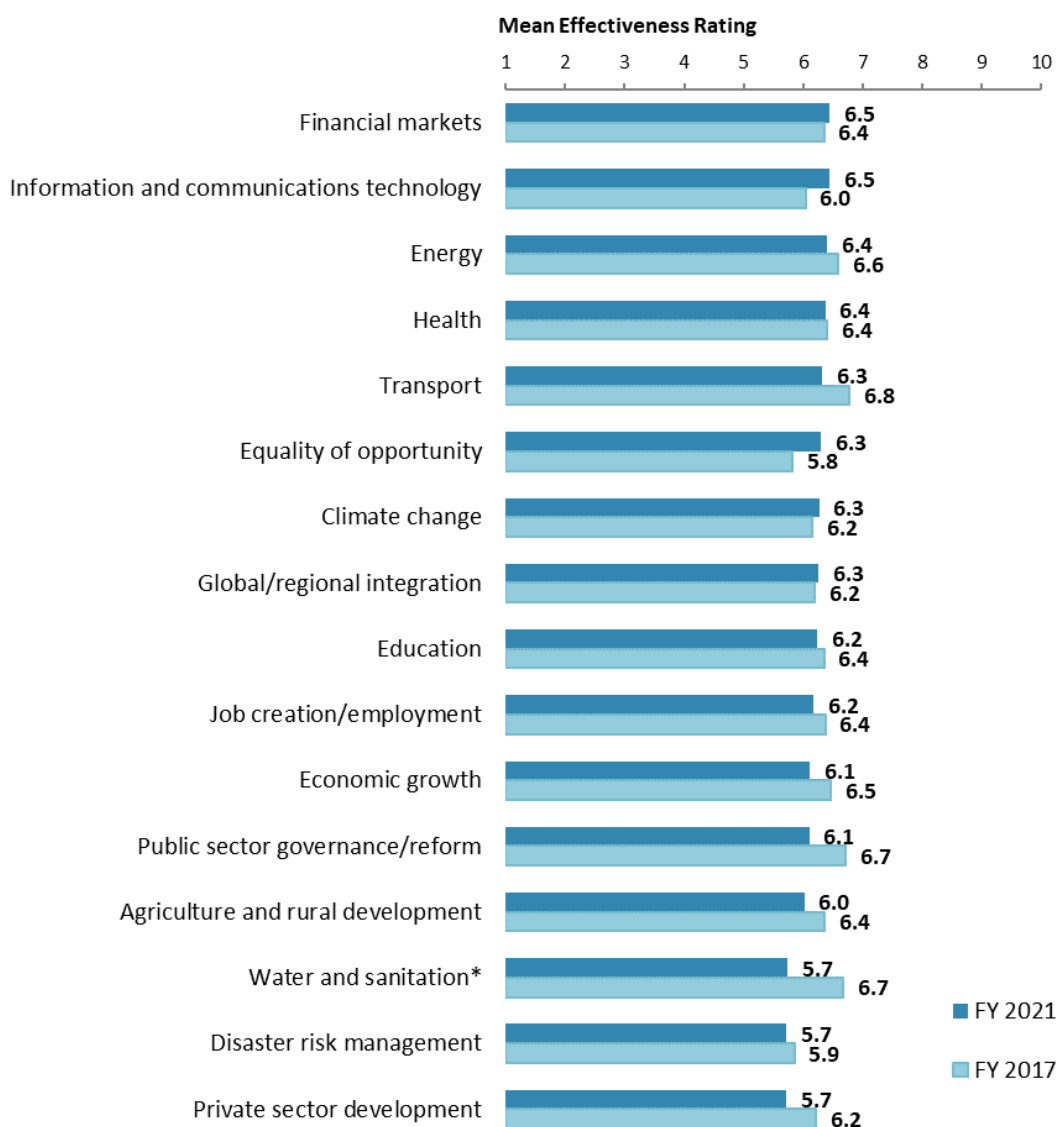


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁸



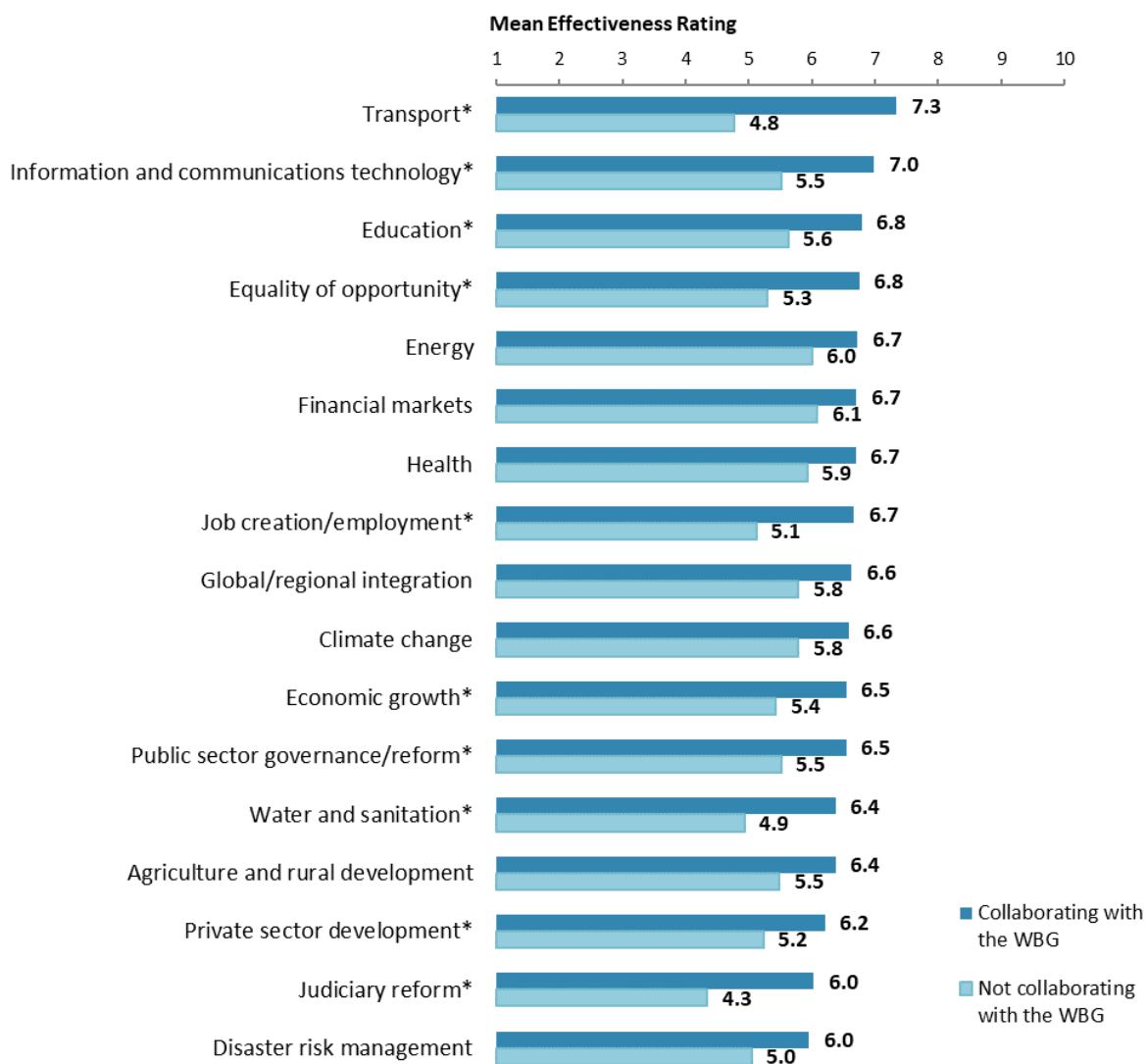
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan?"
(1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2021 and FY 2017)

⁸ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁹



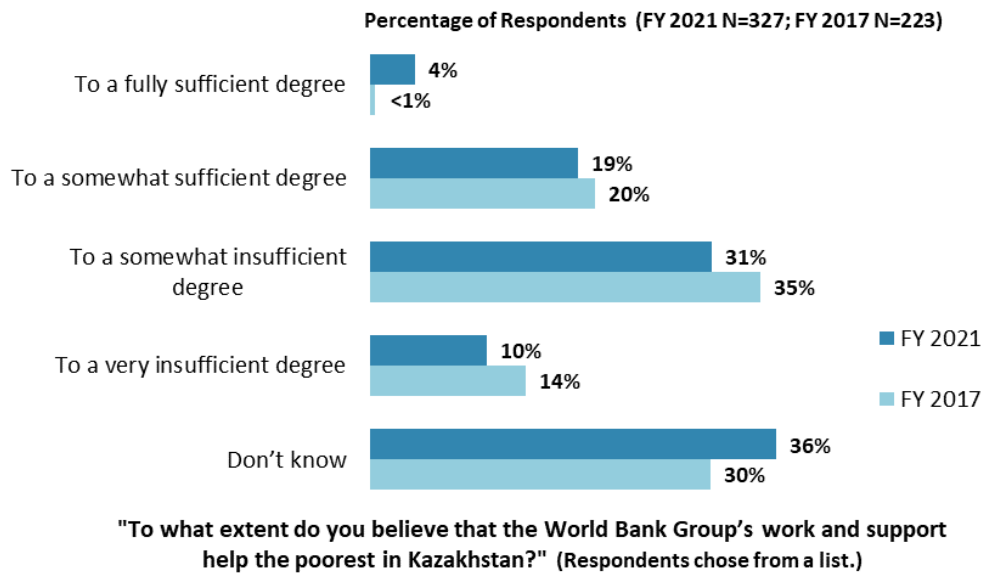
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁹ Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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. WBG's Support in Development Areas (continued)

Helping the Poorest¹⁰

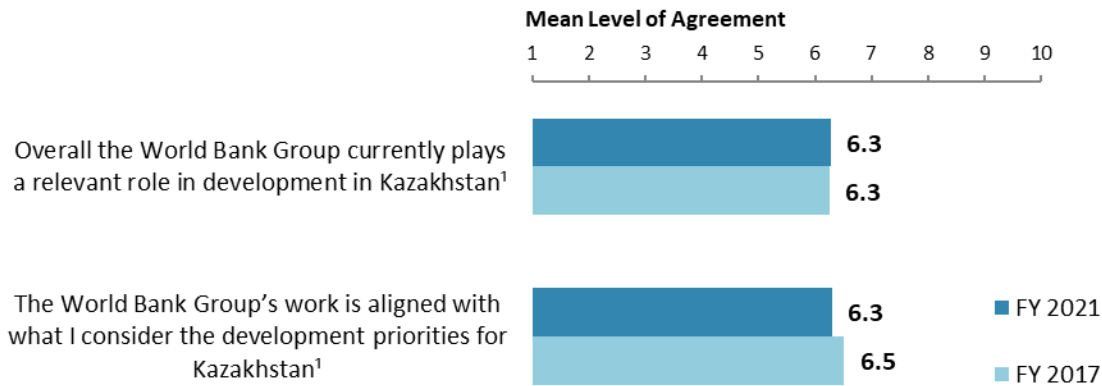


¹⁰ Percentages presented in this chart were calculated based on weighted data.



VII. World Bank Group's Work and Engagement on the Ground

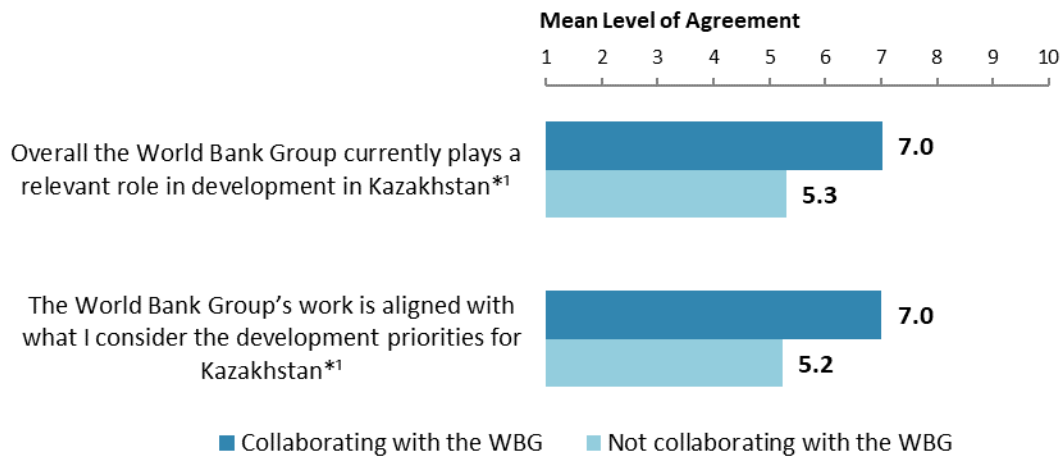
The World Bank Group's Work in Kazakhstan: Year Comparison¹¹



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

¹Indicator Question

The World Bank Group's Work in Kazakhstan: Collaboration



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

(*Significantly different between collaborators and non-collaborators)

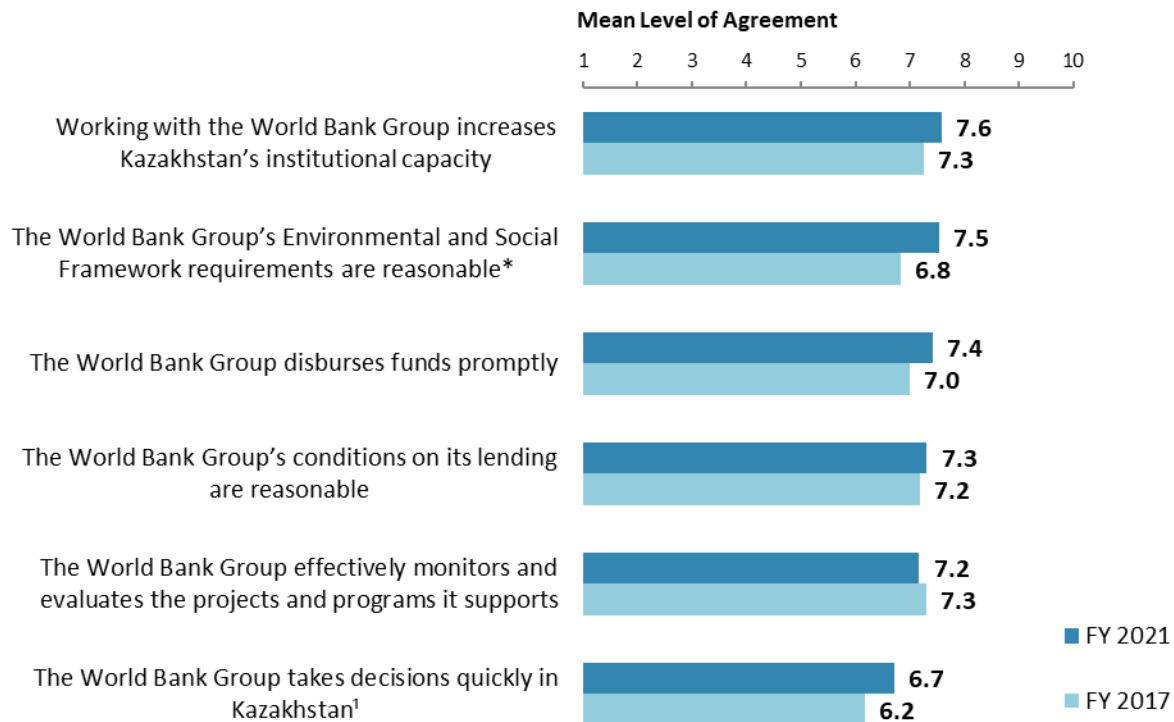
¹Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹²



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2021 and FY 2017)

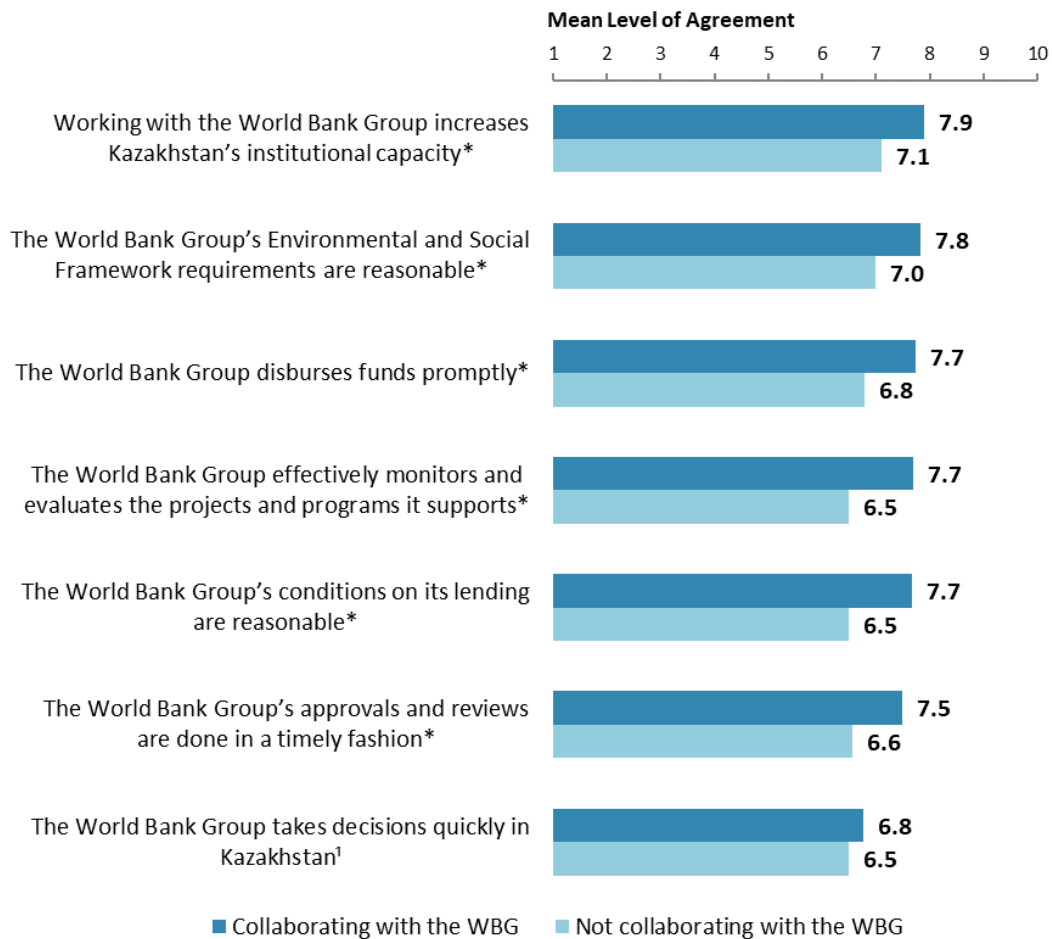
¹Indicator Question

¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹³



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

(*Significantly different between FY 2021 and FY 2017)

¹Indicator Question

¹³ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

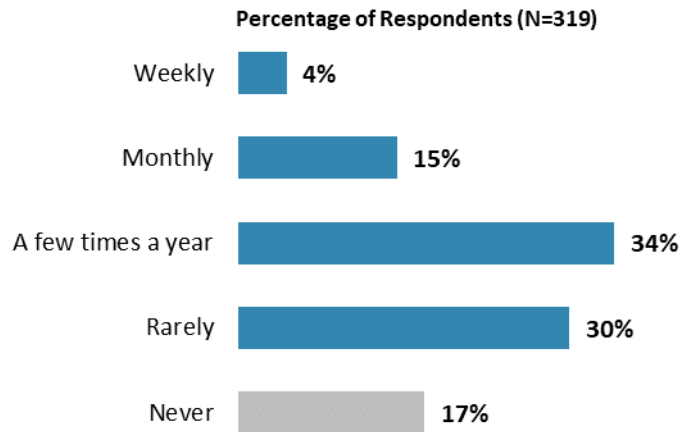
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



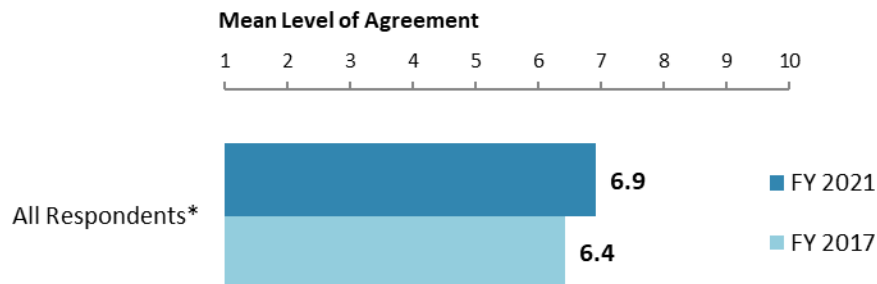
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

Meeting Kazakhstan's Knowledge Needs¹⁴ (Indicator Question)



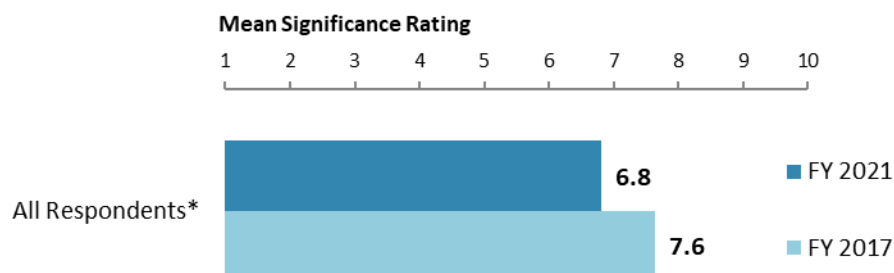
"The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2017)

¹⁴ Means in this chart were calculated based on weighted data.



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

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

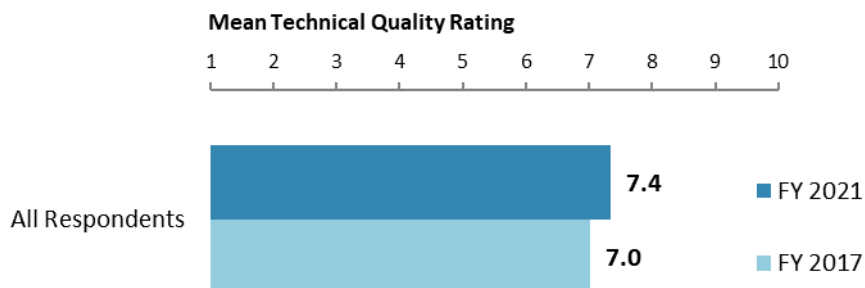


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(*Significantly different between FY 2021 and FY 2017)

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

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



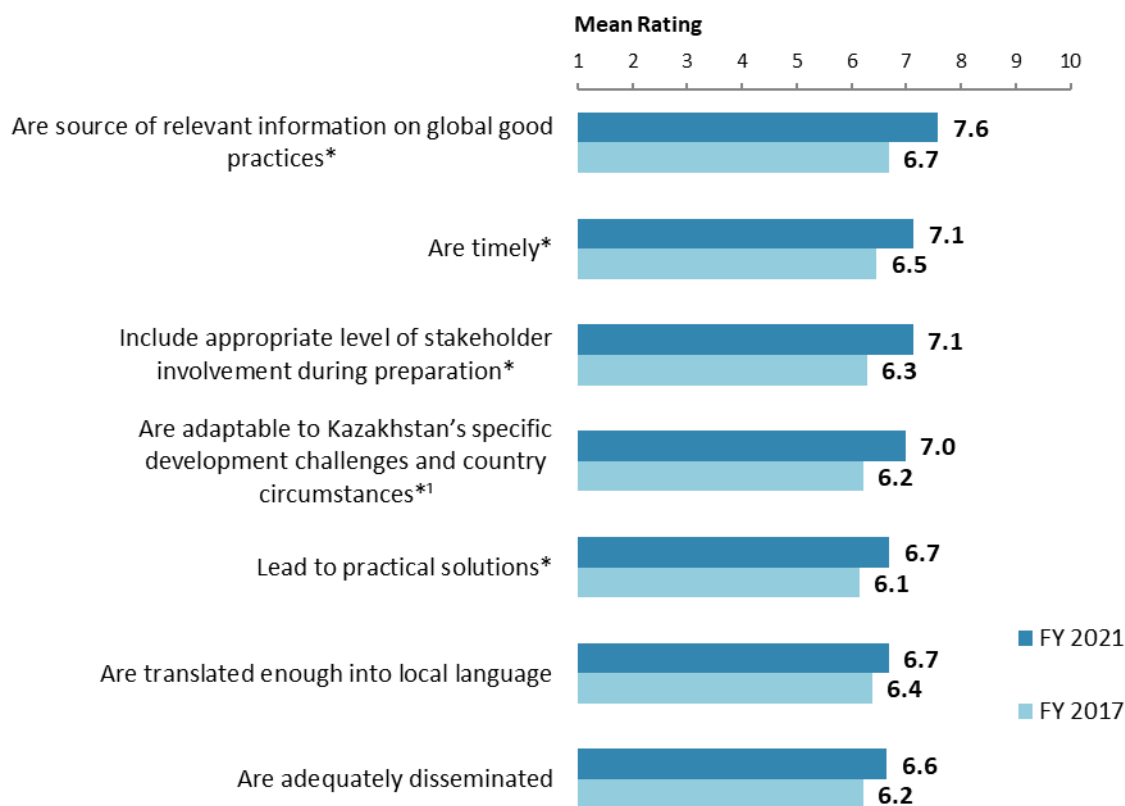
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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



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

Qualities of the WBG's Knowledge Work and Activities¹⁵



"In Kazakhstan, 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 2021 and FY 2017)

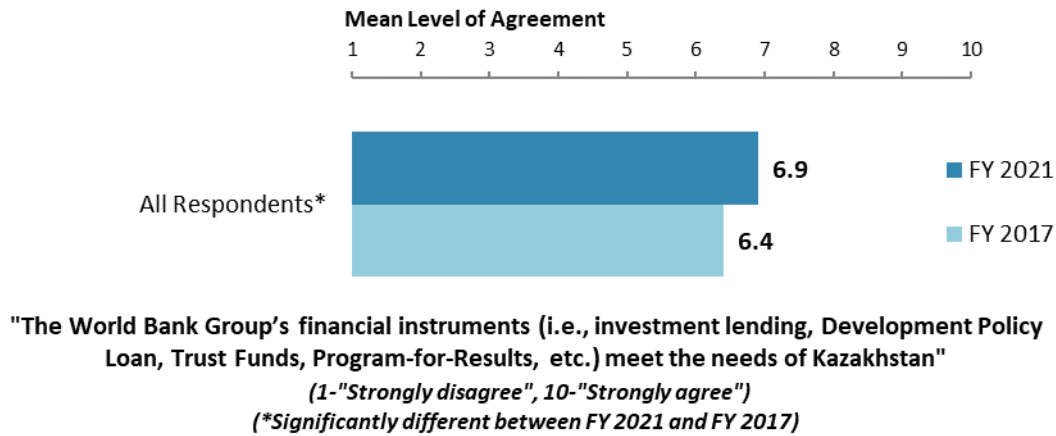
¹Indicator Question

¹⁵ Means in this chart were calculated based on weighted data.

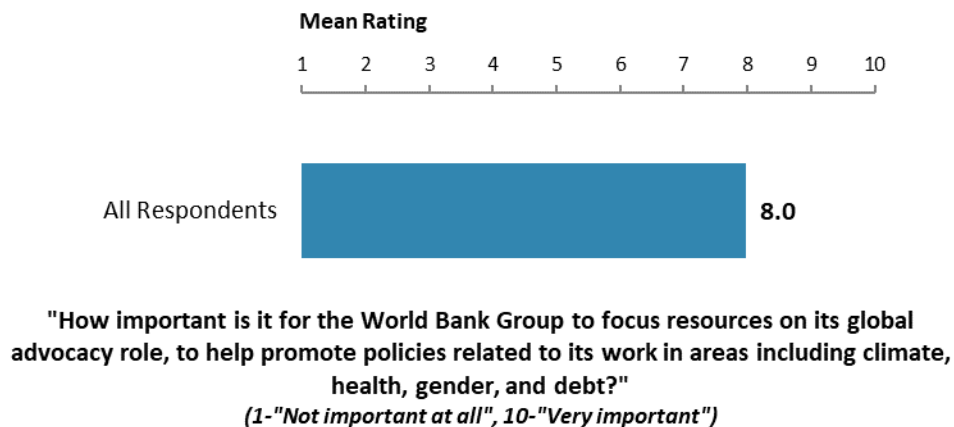


VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Kazakhstan's Needs for Financial Instruments¹⁶ *(Indicator Question)*



WBG's Global Advocacy Role *(Indicator Question)*



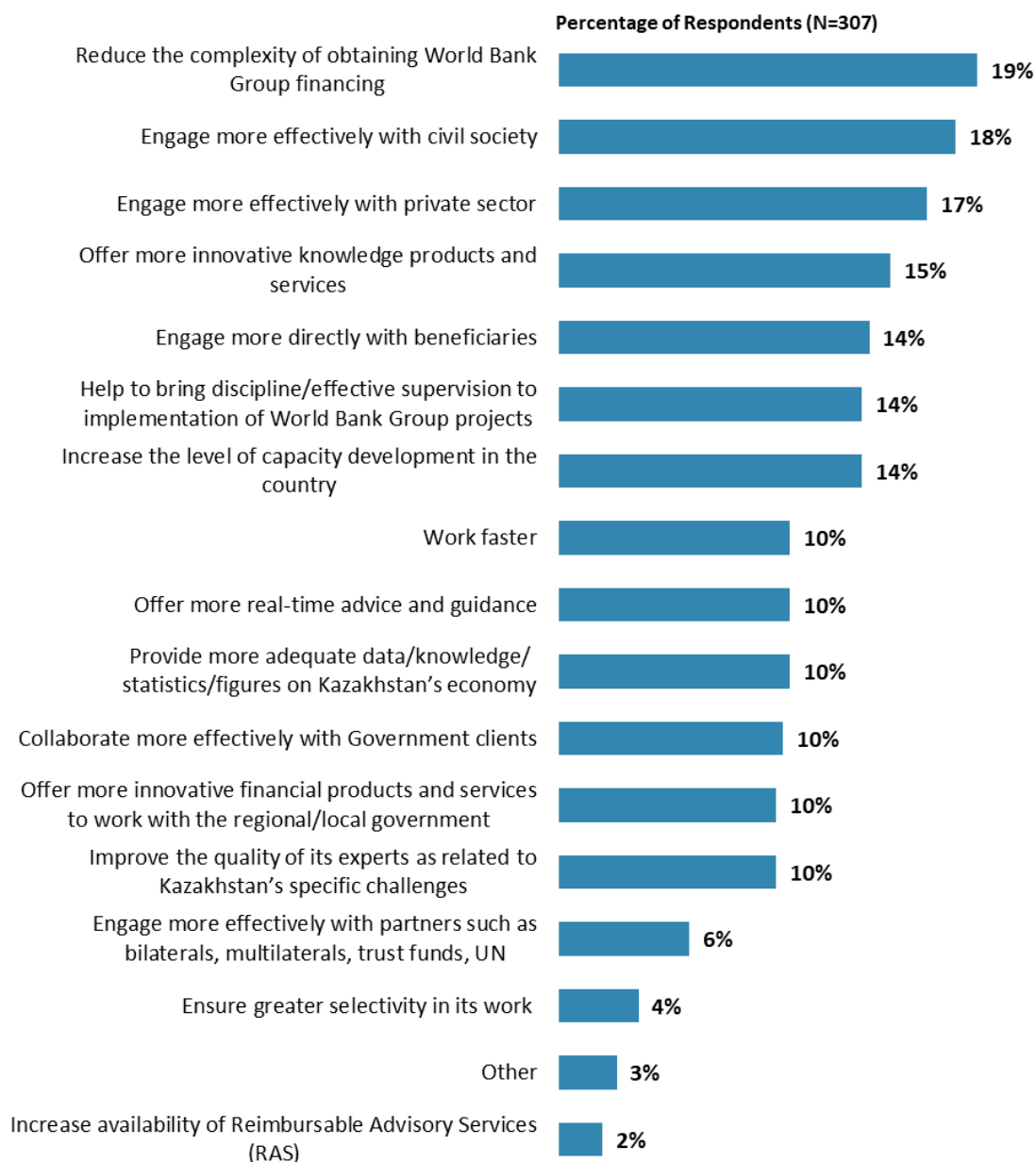
¹⁶ Means in this chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Kazakhstan

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (23%) and “*reduce the complexity of obtaining WBG financing*” (22%) to make itself of greater value in Kazakhstan.



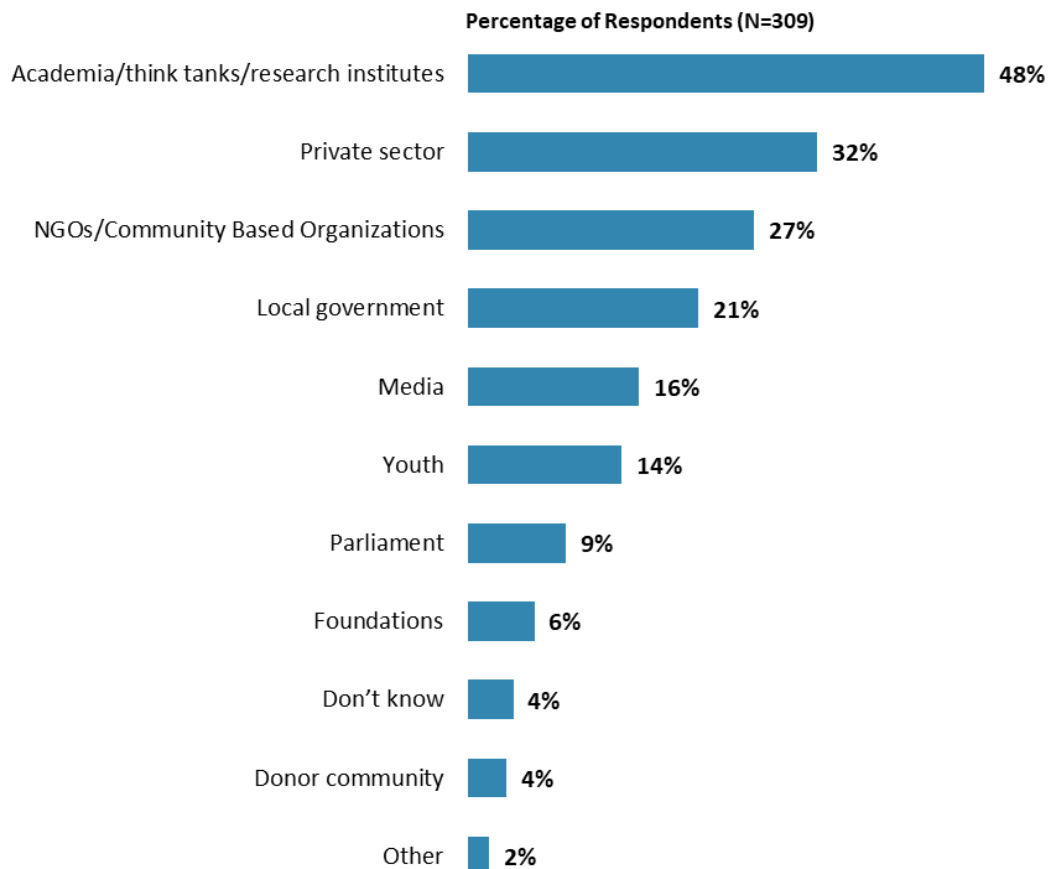
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*private sector*” (37%), “*academia/think tanks/research institutes*” (35%), and “*NGOs/community-based organizations*” (29%) to ensure better development results in Kazakhstan.



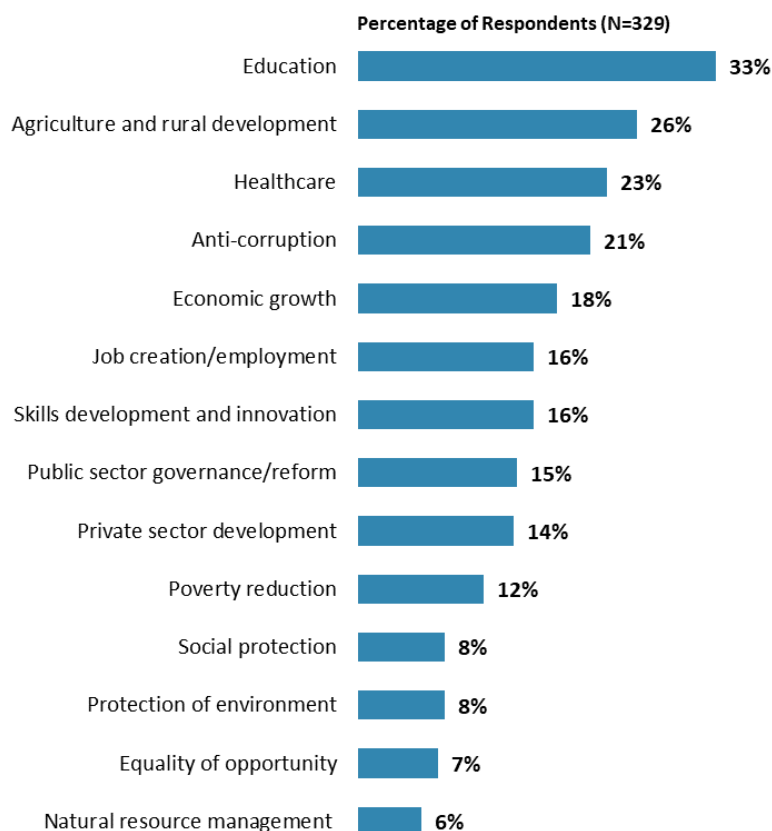
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*private sector development*” (30%), “*education*” (30%), “*economic growth*” (24%), “*job creation/employment*” (22%), and “*agriculture and rural development*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 56%; others = 29%). Similarly, respondents who identified their primary specialization as “*health, nutrition*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*healthcare*” (health specialists = 51%; others = 19%).¹⁷



“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)”
(Respondents chose from a list. Responses combined. Top 14 of 29 response options shown)

¹⁷ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

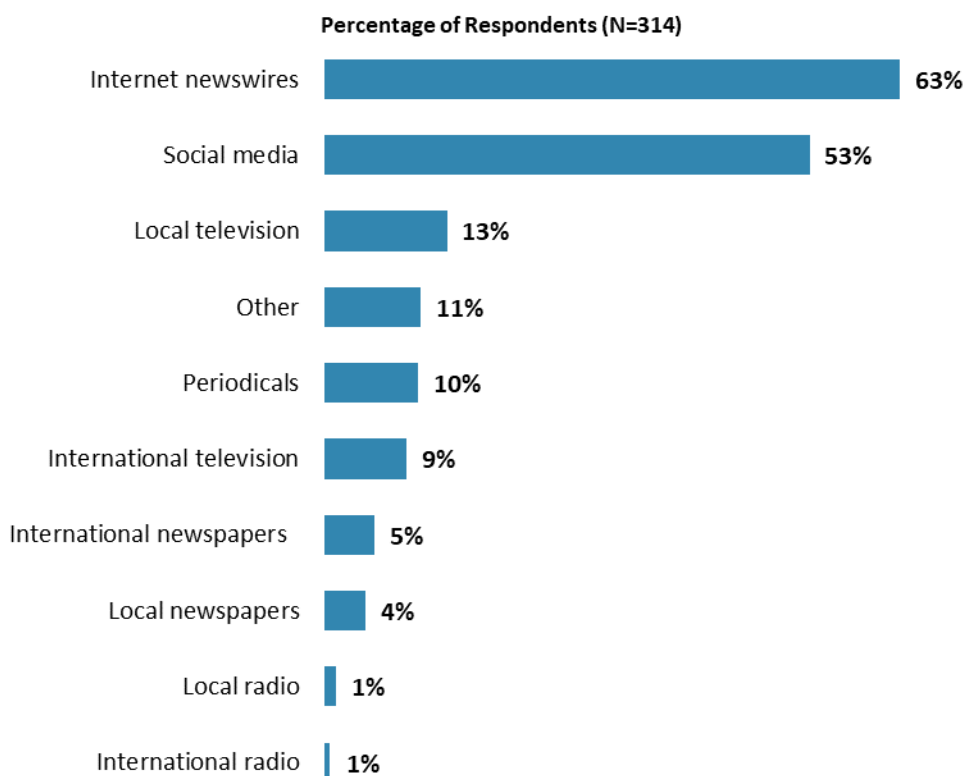


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Kazakhstan from the “Internet” (78%).



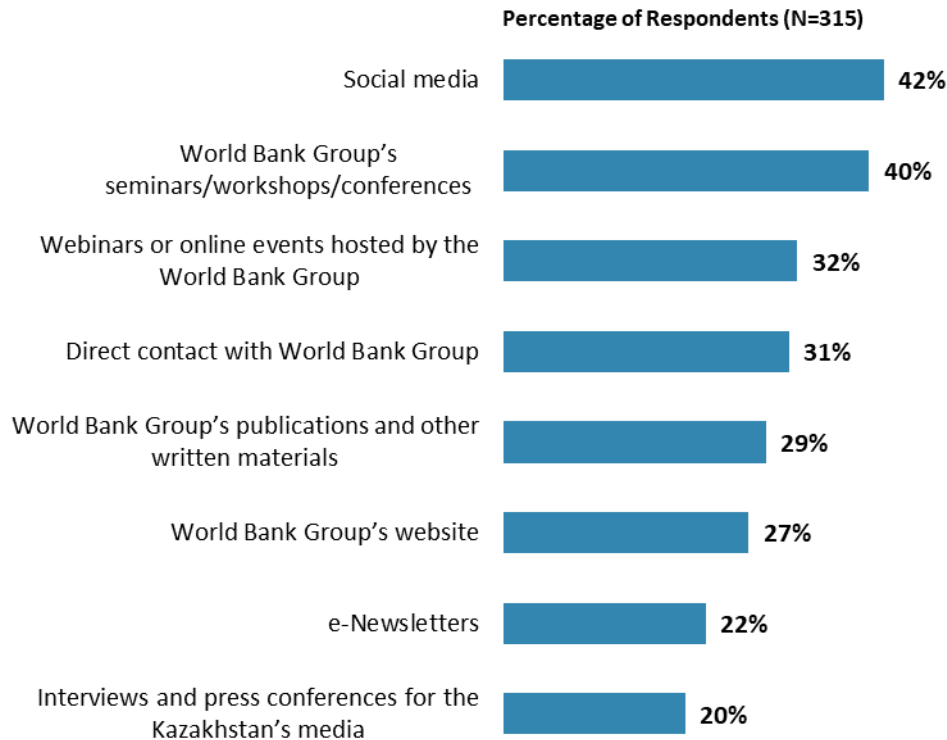
"How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*direct contact with WBG*” (34%), through “*WBG’s seminars/workshops/conferences*” (32%), and through “*WBG’s website*” (30%).



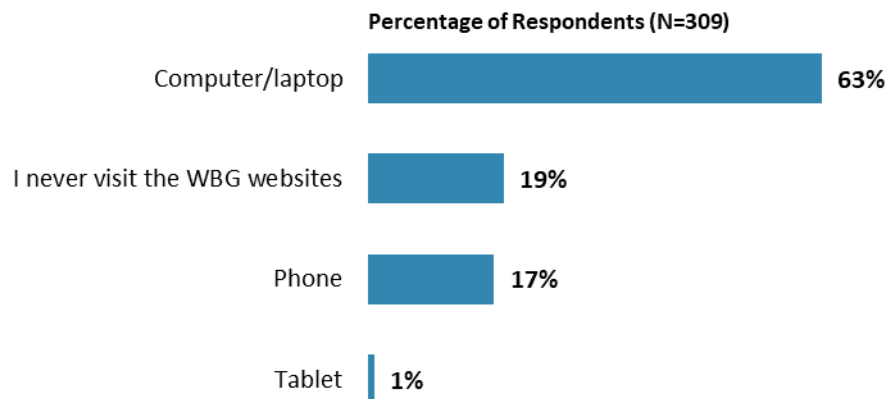
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



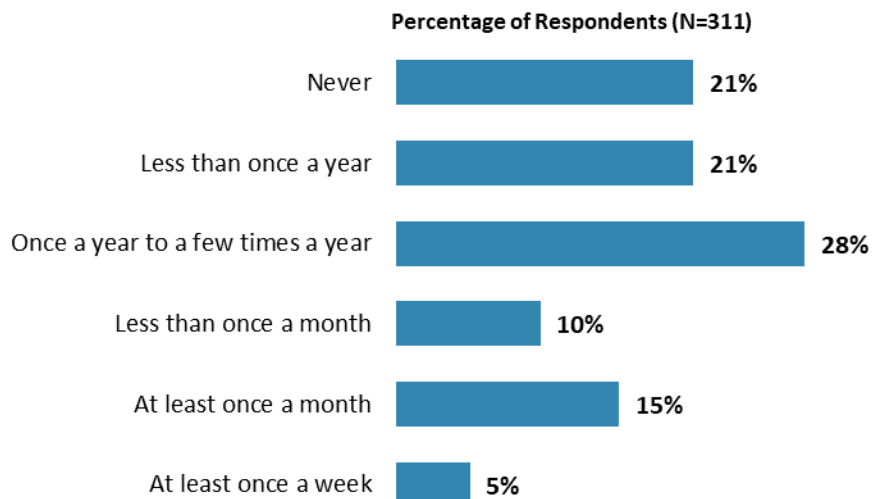
X. Communication and Outreach (continued)

Devices used to access WBG website



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

WBG Interaction Frequency

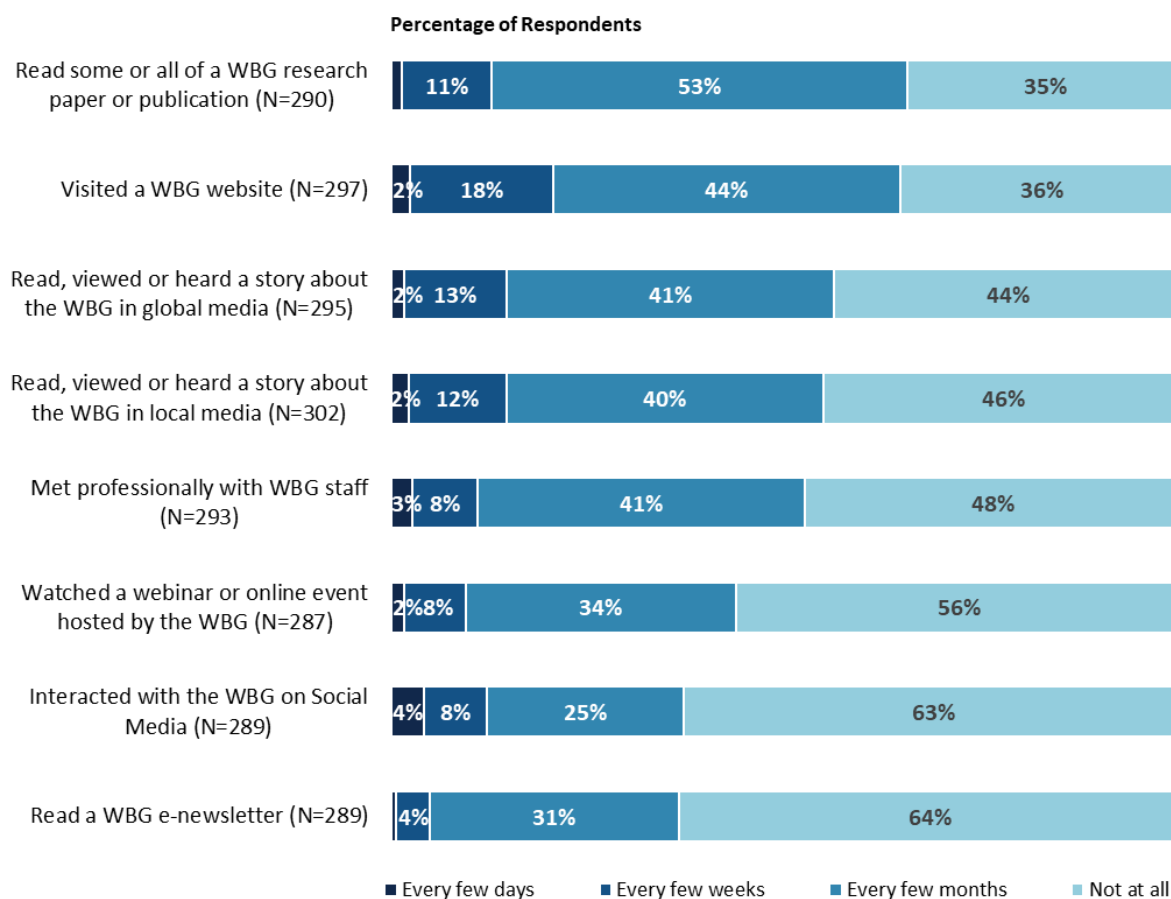


"How frequently do you interact with the World Bank Group now in Kazakhstan?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=368)

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. Overall Context

1. In general, would you say that Kazakhstan is headed in ... ?	Percentage of Respondents (N=365)
The right direction	57.3%
The wrong direction	11.8%
Not sure	31.0%

2. Do you think that economic opportunity for citizens in Kazakhstan is ... ?	Percentage of Respondents (N=364)
Increasing	41.5%
Decreasing	20.9%
Staying about the same	37.6%

**A. Overall Context (continued)**

3. 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)	Percentage of Respondents (Responses Combined; N=364)
Anti-corruption	38.5%
Education	35.7%
Healthcare	26.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.7%
Economic growth	21.4%
Job creation/employment	16.2%
Agriculture and rural development	15.9%
Skills development and innovation	11.5%
Private sector development	10.2%
Protection of environment	10.2%
Social protection (e.g., pensions, targeted social assistance)	9.1%
Poverty reduction	8.5%
Natural resource management (including renewables)	7.4%
Judiciary reform	7.4%
Information and communications technology	6.3%
Transport (e.g., roads, bridges, transportation)	5.8%
Food security	5.2%
Equality of opportunity (i.e., social inclusion)	4.7%
Urban development	4.4%
Global pandemics (e.g., COVID-19)	3.8%
Global/regional integration	3.6%
Water and sanitation	3.0%
Gender equity (closing the gap between women and men, and boys and girls)	3.0%
National debt	3.0%
Climate change (e.g., mitigation, adaptation)	3.0%
Energy	2.5%
Financial markets	1.9%
Trade and exports	1.1%
Disaster risk management	0.8%

**A. Overall Context (continued)**

4. 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)	Percentage of Respondents (Responses Combined; N=362)
Job creation/employment	41.2%
Anti-corruption	35.1%
Agriculture and rural development	29.8%
Education	25.4%
Economic growth	23.5%
Private sector development	23.5%
Social protection (e.g., pensions, targeted social assistance)	17.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.9%
Skills development and innovation	16.0%
Equality of opportunity (i.e., social inclusion)	15.7%
Healthcare	7.7%
Natural resource management (including renewables)	5.0%
Transport (e.g., roads, bridges, transportation)	4.4%
Urban development	4.4%
Trade and exports	4.1%
Global/regional integration	3.9%
Information and communications technology	3.3%
Food security	3.3%
Financial markets	3.3%
Gender equity (closing the gap between women and men, and boys and girls)	3.3%
Judiciary reform	2.8%
Water and sanitation	2.5%
National debt	1.1%
Energy	0.8%
Protection of environment	0.8%
Climate change (e.g., mitigation, adaptation)	0.6%
Disaster risk management	0.3%

**A. Overall Context (continued)**

5. 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)	Percentage of Respondents (Responses Combined; N=358)
Ensuring sustainable business growth and job creation	55.6%
Healthcare	52.0%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	32.4%
Education	27.4%
Economic growth	23.7%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	20.9%
Providing direct financial support to businesses (business support packages)	19.3%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	18.2%
Improved access to affordable and reliable communication technologies (internet and other means) in remote areas	17.6%
Nutrition/food security	12.6%
Public service delivery (e.g., strengthening policies, institutions)	6.4%
Ensuring that girls and women have equal access to job opportunities	2.0%
Other	1.1%

6. 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)	Percentage of Respondents (Responses Combined; N=343)
Corruption	58.6%
Reforms are not well thought out in light of country challenges	38.5%
Inadequate level of capacity in the government	33.5%
Inadequate level of citizen/civil society participation	20.1%
Political pressures and obstacles	15.5%
Inadequate level of government accountability	11.1%
Inadequate level of private sector participation	8.7%
Pressure from outside interest groups (e.g., private sector, unions)	4.7%
Other	2.3%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	307	12	5.05	2.53
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	261	14	5.51	2.55
3. The World Bank Group*	299	11	6.57	2.53
4. The International Monetary Fund	262	14	5.18	2.64
5. The United Nations (UN)	308	4	6.23	2.56
6. The World Health Organization (WHO)	310	3	5.73	2.55
7. Regional development banks	285	3	5.38	2.26
8. Kazakhstan's Central Bank	312	0	5.21	2.65
9. International private sector	258	11	5.53	2.32
10. Domestic private sector	288	10	5.42	2.30
11. International civil society (e.g., NGOs, CBOs)	295	3	5.40	2.52
12. Domestic civil society (e.g., NGOs, CBOs)	304	3	5.12	2.50
13. Youth organizations	304	2	4.90	2.48
14. Faith-based institutions	284	10	3.61	2.35
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	316	1	4.01	2.28
16. International media and their web presence	312	0	5.29	2.50
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	312	0	4.94	2.53

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Kazakhstan? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	346	n/a	5.99	2.63
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	339	n/a	3.53	2.49

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	295	48	6.41	2.56
3. The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	280	60	6.38	2.57

4. Overall, please rate your impression of the effectiveness of these organizations in Kazakhstan. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
3. The World Bank (IBRD)*	283	60	6.49	2.49
4. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	171	165	5.42	2.31

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

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?* (1-To no degree at all, 10-To a very significant degree)	282	57	6.33	2.25

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Kazakhstan?* (1-To no degree at all, 10-To a very significant degree)	262	73	6.23	2.24

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Kazakhstan? (Select only ONE response)	Percentage of Respondents (N=335)
To a fully sufficient degree	4.2%
To a somewhat sufficient degree	19.4%
To a somewhat insufficient degree	31.0%
To a very insufficient degree	9.9%
Don't know	35.5%

8. When thinking about the World Bank Group's role in Kazakhstan, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=330)
Implementation support	40.6%
Capacity development related to World Bank Group supported projects	30.3%
Promoting knowledge sharing	28.2%
Financial resources	20.0%
Technical assistance	15.2%
Formal policy advice, studies, analyses	15.2%
Bringing together different groups of stakeholders	9.4%
Data and statistics	8.5%
Fiduciary control (procurement and use of funds)	6.7%
Mobilizing third party financial resources	5.2%
Global advocacy	3.3%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.7%
Donor coordination	2.4%
Other	1.8%

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

9. 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)	Percentage of Respondents (Responses Combined; N=330)
Not enough public disclosure of its work	24.2%
World Bank Group's processes too slow and complex	18.2%
Not willing to honestly criticize policies and reform efforts in the country	15.8%
Don't know	14.8%
Not collaborating enough with private sector	11.8%
Not adequately sensitive to political/social realities in Kazakhstan	11.8%
Too influenced by developed countries	10.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.3%
Not adequately flexible in changing country circumstances	9.1%
Not sufficiently focused on sustainable results	7.9%
Inadequate level of real-time advice and guidance	7.9%
Inadequate number of innovative knowledge products and services	6.7%
Staff too inaccessible	6.1%
Inadequate World Bank Group's staffing in Kazakhstan	4.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.6%
Inadequate number of innovative financial products and services	3.3%
Not aligned with country priorities	0.9%
Other	0.9%

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

10. 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)	Percentage of Respondents (Responses Combined; N=329)
Education	32.8%
Agriculture and rural development	25.5%
Healthcare	22.8%
Anti-corruption	21.3%
Economic growth	18.2%
Job creation/employment	16.1%
Skills development and innovation	16.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.6%
Private sector development	14.3%
Poverty reduction	11.6%
Social protection (e.g., pensions, targeted social assistance)	7.9%
Protection of environment	7.9%
Equality of opportunity (i.e., social inclusion)	7.3%
Natural resource management (including renewables)	5.8%
Judiciary reform	5.5%
Transport (e.g., roads, bridges, transportation)	5.2%
Information and communications technology	5.2%
Financial markets	4.9%
Climate change (e.g., mitigation, adaptation)	4.6%
Water and sanitation	4.3%
Urban development	4.3%
Trade and exports	4.3%
Energy	3.6%
Food security	3.6%
National debt	3.3%
Global pandemics (e.g., COVID-19)	3.0%
Gender equity (closing the gap between women and men, and boys and girls)	3.0%
Global/regional integration	2.4%
Disaster risk management	1.5%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=329)
World Bank	32.5%
Multi-lateral financial institution	29.8%
Do not have enough information to say	22.5%
Investment Bank	19.8%
Financial Advisory Solutions	15.2%
Development institution	14.0%
Innovation and Entrepreneurship	10.0%
Asset Manager	8.5%
Private Sector Solutions	6.7%
Public-private partnerships	6.7%
Thought leader	5.8%
Impact Investor	5.5%
None of these	5.2%
Venture Capital	2.1%
Other	1.2%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. 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-To no degree at all, 10-To a very significant degree)	229	102	7.14	2.32

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Kazakhstan? (1-To no degree at all, 10-To a very significant degree)	205	121	7.08	2.30

To what extent is the World Bank Group an effective development partner in Kazakhstan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	220	96	6.18	2.49
4. Flexibility (in terms of the institution's products and services) *	212	100	6.20	2.21
5. Flexibility (in terms of changing country circumstances) *	211	100	6.00	2.28
6. Being inclusive*	188	120	6.66	2.19
7. Openness (sharing data and other information) *	232	77	6.72	2.40
8. Collaboration with the Government*	236	77	7.34	2.09
9. The speed in which it gets things accomplished on the ground*	219	90	6.51	2.20
10. Helping to bring discipline/effective supervision to implementation of investment projects*	211	96	6.84	2.37
11. Collaboration with civil society*	196	114	6.13	2.30
12. Staff accessibility*	226	82	6.59	2.48
13. Collaboration with other donors and development partners*	185	122	6.90	2.16
14. Collaboration with the private sector*	179	129	5.76	2.20
15. Straightforwardness and honesty*	225	83	7.17	2.46
16. Treating clients and stakeholders in Kazakhstan with respect*	244	69	8.02	2.10
17. Being a long-term partner*	236	76	7.85	2.18

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
18. The World Bank Group disburses funds promptly	185	136	7.42	2.64
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	245	72	7.28	2.64
20. The World Bank Group's approvals and reviews are done in a timely fashion	205	110	7.19	2.52
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	198	115	7.55	2.37
22. The World Bank Group's conditions on its lending are reasonable	151	163	7.28	2.43
23. The World Bank Group takes decisions quickly in Kazakhstan*	175	139	6.69	2.55
24. Working with the World Bank Group increases Kazakhstan's institutional capacity	234	79	7.62	2.34

To what extent do you agree/disagree with the following statements about the World Bank Group in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. 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*	223	98	6.90	2.35
26. The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance) *	235	83	6.94	2.36

Reimbursable Advisory Services	N	DK	Mean	SD
27. To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	129	188	6.34	2.56

Global role of advocacy	N	DK	Mean	SD
28. 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-Not important at all, 10-Very important)	236	84	7.97	2.22

**D. World Bank Group's Support in Development Areas**

1. 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Private sector development	96	222	5.78	2.23
2. Education	156	155	6.37	2.36
3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	131	180	6.18	2.40
4. Global/regional integration	95	209	6.31	2.35
5. Energy	89	217	6.43	2.35
6. Water and sanitation	82	224	5.82	2.56
7. Job creation/employment	121	185	6.17	2.48
8. Health	115	195	6.43	2.46
9. Financial markets	97	207	6.41	2.27
10. Transport (e.g., roads, bridges, transportation)	83	222	6.39	2.75
11. Agriculture and rural development	104	205	6.05	2.45
12. Climate change (e.g., mitigation, adaptation)	99	210	6.28	2.70
13. Judiciary reform	74	231	5.23	2.82
14. Economic growth	109	201	6.13	2.43
15. Disaster risk management	66	239	5.68	2.74
16. Equality of opportunity (i.e., social inclusion)	92	215	6.29	2.57
17. Information and communications technology	89	217	6.40	2.66

E. World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=319)
Weekly	4.4%
Monthly	14.4%
A few times a year	34.2%
Rarely	30.1%
Never	16.9%

In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	212	96	7.14	2.24
3. Include appropriate level of stakeholder involvement during preparation	203	101	7.15	2.08
4. Lead to practical solutions	212	93	6.79	2.35
5. Are source of relevant information on global good practices	233	75	7.61	2.14
6. Are adequately disseminated	214	89	6.70	2.32
7. Are translated enough into local language	204	102	6.67	2.59
8. Are adaptable to Kazakhstan's specific development challenges and country circumstances*	216	87	7.01	2.28

**E. World Bank Group's Knowledge Work and Activities (continued)**

Overall Evaluations	N	DK	Mean	SD
9. 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)	240	75	6.89	2.34
10. 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)	226	87	7.36	2.13

F. The Future Role of the World Bank Group in Kazakhstan

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=307)
Reduce the complexity of obtaining World Bank Group financing	18.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	17.9%
Engage more effectively with private sector	16.6%
Offer more innovative knowledge products and services	15.0%
Engage more directly with beneficiaries	14.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.7%
Increase the level of capacity development in the country	13.7%
Work faster	10.4%
Offer more real-time advice and guidance	10.4%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	10.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	10.1%
Offer more innovative financial products and services to work with the regional/local government	9.8%
Improve the quality of its experts as related to Kazakhstan's specific challenges	9.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.9%
Ensure greater selectivity in its work	3.6%
Other	2.6%
Increase availability of Reimbursable Advisory Services (RAS)	2.0%

2. 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; N=309)
Academia/think tanks/research institutes	47.9%
Private sector	32.4%
NGOs/Community Based Organizations	26.5%
Local government	21.4%
Media	15.9%
Youth	14.2%
Parliament	9.1%
Foundations	6.1%
Don't know	4.2%
Donor community	3.6%
Other	1.9%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Kazakhstan?	Percentage of Respondents (N=311)
Never	20.6%
Less than once a year	20.6%
Once a year to a few times a year	28.3%
Less than once a month	10.0%
At least once a month	15.4%
At least once a week	5.1%

2. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=314)
Internet newswires	62.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	52.9%
Local television	13.4%
Other	10.5%
Periodicals	10.2%
International television	8.9%
International newspapers	5.4%
Local newspapers	4.5%
Local radio	1.3%
International radio	0.6%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=315)
Social media (e.g., blogs, Facebook, Twitter, YouTube)	41.9%
World Bank Group's seminars/workshops/conferences	40.3%
Webinars or online events hosted by the World Bank Group	32.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.4%
World Bank Group's publications and other written materials	28.9%
World Bank Group's website	27.0%
e-Newsletters	22.2%
Interviews and press conferences for the Kazakhstan's media	20.0%

4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=309)
Computer/laptop	62.8%
I never visit the WBG websites	18.8%
Phone	17.5%
Tablet	1.0%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	302	2.3%	12.3%	40.1%	45.4%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	295	1.7%	12.9%	41.4%	44.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	289	4.2%	8.0%	24.9%	63.0%
Visited a WBG website (e.g., read a blog, used data)	297	2.4%	18.2%	43.8%	35.7%
Watched a webinar or online event hosted by the WBG	287	1.7%	7.7%	34.1%	56.4%
Read some or all of a WBG research paper or publication	290	1.4%	11.4%	52.4%	34.8%
Met professionally with WBG staff	293	2.7%	8.2%	41.3%	47.8%
Read a WBG e-newsletter	289	0.7%	4.2%	31.5%	63.7%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=365)
Academia/Research Institute/Think Tank	17.0%
Employee of Ministry, Ministerial Department, Implementation Agency	16.2%
State-Owned Enterprise	12.9%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	11.2%
Private Sector Organization	9.3%
NGO/Community Based Organization	9.3%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	6.8%
Multilateral Agency (UN, regional development bank)	5.5%
Media (press, radio, TV, web, etc.)	3.6%
Other	1.9%
Office of Minister	1.6%
Bilateral Agency (e.g., embassy, diplomatic, military)	1.6%
Local Government Office or Staff	1.4%
Financial Sector/Private Bank	1.1%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.3%
Youth Group	0.3%
Office of the President, Prime Minister	0.0%
Office of Parliamentarian	0.0%
Judicial System (e.g., courts)	0.0%
Trade Union	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=363)
Health, nutrition	12.9%
Education	12.4%
Other	11.6%
Generalist (specialized in multiple sectors)	9.6%
Governance, anti-corruption	8.3%
Environment, natural resources	7.4%
Energy	5.2%
Finance and markets	5.2%
Macroeconomics, fiscal management	4.4%
Transport	4.4%
Agriculture, rural development	4.1%
Social protection	3.6%
Communications, public affairs	3.3%
Climate change	1.9%
Digital development and technology (ICT)	1.7%
Gender	0.8%
Poverty	0.6%
Jobs	0.6%
Urban development	0.6%
Demographics, migration	0.6%
Trade and competitiveness	0.6%
Tourism	0.3%
Water, sanitation	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=363)
Yes	55.6%
No	44.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Kazakhstan? (Select only ONE response)	Percentage of Respondents (N=201)
The World Bank (IBRD)	97.0%
The International Finance Corporation (IFC)	3.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=213)
Yes	28.6%
No	71.4%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=335)
Collaborate as part of my professional duties	48.7%
Engage in World Bank Group related/sponsored events/activities	34.3%
Use World Bank Group reports/data	23.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.5%
Use World Bank Group website for information, data, research, etc.	15.8%

7. What's your gender?	Percentage of Respondents (N=360)
Female	53.3%
Male	46.7%

8. What's your age?	Percentage of Respondents (N=366)
25 and under	3.8%
26-35	33.6%
36-45	26.0%
46-55	24.9%
56 and above	11.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=365)
The capital (Nur-Sultan)	56.4%
City of republican significance (Almaty, Shymkent)	31.0%
Oblast	12.1%
District/rural settlement	0.5%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁸

- Office of a Minister N=6 ● Employee of a Ministry N=59 ● PMU/Consultant on WBG Project N=41 ● Independent Government Institution N=25 ● State-Owned Enterprise N=47
 ● Bilateral/Multilateral Agency N=26 ● Private Sector/Financial Sector/Private Bank N=38 (Private Sector) ● CSO N=36 ● Academia/Research Institute/Think Tank (Academia) N=62
 ● Media N=13 ● Other¹⁹ N=12

A. Overall Context

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry	PMU/Consultant	Independent government institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction	83.3%	72.4%	53.7%	79.2%	66.0%	61.5%	28.9%	58.3%	54.8%	15.4%	50.0%
The wrong direction	16.7%	1.7%	14.6%	4.2%	6.4%	3.8%	26.3%	11.1%	14.5%	38.5%	8.3%
Not sure	0.0%	25.9%	31.7%	16.7%	27.7%	34.6%	44.7%	30.6%	30.6%	46.2%	41.7%

*Significantly different between stakeholder groups

¹⁸ Only 365 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁹ Includes the following categories: Local government office or staff (N=5) and Other (N=7). There were no respondents from private foundations.



A. Overall Context (continued)

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)

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Job creation/employment	33.3%	28.6%	17.1%	12.0%	17.0%	15.4%	10.5%	16.7%	11.3%	7.7%	8.3%
Water and sanitation	0.0%	1.8%	4.9%	0.0%	2.1%	7.7%	5.3%	2.8%	3.2%	0.0%	0.0%
Gender equity *	0.0%	0.0%	0.0%	0.0%	4.3%	15.4%	2.6%	5.6%	1.6%	0.0%	8.3%
Private sector development*	16.7%	7.1%	7.3%	28.0%	6.4%	15.4%	28.9%	8.3%	0.0%	0.0%	0.0%
Global pandemics	0.0%	5.4%	0.0%	4.0%	10.6%	0.0%	2.6%	0.0%	6.5%	0.0%	0.0%
Public sector governance/reform	16.7%	21.4%	22.0%	24.0%	14.9%	38.5%	26.3%	27.8%	16.1%	7.7%	16.7%
Global/regional integration	0.0%	1.8%	4.9%	0.0%	2.1%	11.5%	0.0%	2.8%	4.8%	7.7%	0.0%
Education	16.7%	32.1%	22.0%	24.0%	36.2%	26.9%	36.8%	38.9%	50.0%	61.5%	41.7%
Urban development	16.7%	1.8%	2.4%	0.0%	4.3%	3.8%	7.9%	11.1%	1.6%	7.7%	8.3%
Energy*	0.0%	1.8%	2.4%	0.0%	2.1%	0.0%	0.0%	0.0%	4.8%	23.1%	0.0%
Social protection*	33.3%	8.9%	12.2%	0.0%	21.3%	3.8%	0.0%	8.3%	9.7%	0.0%	0.0%
Protection of environment	33.3%	5.4%	4.9%	8.0%	2.1%	11.5%	18.4%	19.4%	11.3%	15.4%	8.3%
Food security	0.0%	0.0%	9.8%	8.0%	0.0%	0.0%	10.5%	8.3%	8.1%	7.7%	0.0%
Financial markets*	0.0%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	2.8%	1.6%	0.0%	16.7%
Healthcare	50.0%	21.4%	31.7%	8.0%	34.0%	30.8%	18.4%	30.6%	32.3%	7.7%	16.7%
Information and communications technology	0.0%	5.4%	0.0%	4.0%	8.5%	3.8%	10.5%	5.6%	6.5%	7.7%	25.0%
Disaster risk management	0.0%	1.8%	0.0%	0.0%	2.1%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Skills development and innovation	0.0%	5.4%	14.6%	8.0%	12.8%	3.8%	13.2%	16.7%	17.7%	7.7%	8.3%
Trade and exports	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	3.2%	0.0%	0.0%
National debt	0.0%	5.4%	4.9%	4.0%	2.1%	0.0%	0.0%	2.8%	3.2%	7.7%	0.0%
Climate change	0.0%	3.6%	2.4%	0.0%	4.3%	0.0%	2.6%	2.8%	3.2%	7.7%	0.0%
Poverty reduction*	0.0%	14.3%	12.2%	12.0%	8.5%	0.0%	5.3%	0.0%	6.5%	30.8%	8.3%
Natural resource management	0.0%	7.1%	7.3%	0.0%	10.6%	0.0%	2.6%	8.3%	8.1%	23.1%	25.0%
Judiciary reform	0.0%	7.1%	7.3%	16.0%	2.1%	11.5%	15.8%	2.8%	4.8%	15.4%	0.0%
Economic growth*	0.0%	33.9%	19.5%	36.0%	27.7%	23.1%	10.5%	11.1%	16.1%	0.0%	41.7%
Transport	16.7%	10.7%	12.2%	4.0%	4.3%	0.0%	0.0%	5.6%	6.5%	0.0%	0.0%
Equality of opportunity	0.0%	1.8%	4.9%	4.0%	6.4%	7.7%	2.6%	8.3%	6.5%	0.0%	0.0%
Anti-corruption	16.7%	32.1%	51.2%	48.0%	29.8%	53.8%	47.4%	33.3%	30.6%	46.2%	33.3%
Agriculture and rural development	16.7%	21.4%	14.6%	20.0%	10.6%	7.7%	15.8%	8.3%	22.6%	7.7%	25.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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)

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Inadequate level of government accountability	0.0%	8.3%	4.9%	18.2%	4.3%	24.0%	11.4%	20.0%	12.1%	8.3%	0.0%
Pressure from outside interest groups (e.g., private sector, unions)	0.0%	2.1%	2.4%	0.0%	8.5%	0.0%	11.4%	8.6%	5.2%	0.0%	0.0%
Inadequate level of private sector participation	0.0%	6.3%	4.9%	22.7%	2.1%	16.0%	8.6%	5.7%	12.1%	16.7%	9.1%
Inadequate level of citizen/civil society participation	33.3%	12.5%	12.2%	27.3%	19.1%	24.0%	25.7%	25.7%	22.4%	16.7%	18.2%
Reforms are not well thought out in light of country challenges*	66.7%	58.3%	31.7%	27.3%	42.6%	28.0%	34.3%	34.3%	34.5%	16.7%	63.6%
Inadequate level of capacity in the government	33.3%	18.8%	41.5%	22.7%	44.7%	24.0%	28.6%	40.0%	34.5%	50.0%	36.4%
Corruption	50.0%	58.3%	73.2%	63.6%	53.2%	56.0%	57.1%	54.3%	60.3%	75.0%	27.3%
Political pressures and obstacles	0.0%	18.8%	19.5%	9.1%	19.1%	20.0%	14.3%	5.7%	10.3%	16.7%	27.3%
Other	0.0%	0.0%	2.4%	9.1%	0.0%	4.0%	2.9%	0.0%	3.4%	0.0%	9.1%

*Significantly different between stakeholder groups

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State- Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	3	6.00	38	5.39	37	6.95	21	6.76	40	6.50	23	6.78	30	6.37	35	7.00	50	7.16	10	6.00	9	5.44

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Kazakhstan?** (1-Not familiar at all, 10-Extremely familiar)

	Office of a Minister		Employee of a Ministry		PMU/Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	6	3.50	55	4.71	40	7.35	23	6.09	45	6.29	24	6.54	36	5.64	36	6.36	55	6.13	12	6.17	11	5.27
The International Finance Corporation (IFC), the World Bank Group's private sector arm	6	3.83	52	2.73	39	3.69	22	4.82	43	3.40	24	3.83	36	4.11	35	3.77	56	3.27	12	2.33	11	3.55

*Significantly different between stakeholder groups

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

	Office of a Minister		Employee of a Ministry		PMU/Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	4	5.25	38	5.79	38	7.61	18	5.67	39	6.62	22	6.64	31	5.97	34	6.32	51	6.78	10	5.10	7	4.57
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	4	5.00	37	5.35	37	7.62	15	6.13	37	6.35	22	6.36	29	6.31	30	6.80	48	6.54	10	5.50	8	4.63

*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Kazakhstan. (1-Not effective at all, 10-Very effective)

	Office of a Minister		Employee of a Ministry		PMU/Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	5	4.80	39	5.62	39	7.64	14	5.93	39	7.05	22	6.50	25	6.20	28	6.61	50	6.54	11	5.64	8	5.38
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	4	3.50	26	4.65	16	6.44	12	5.50	19	5.79	15	5.60	18	5.83	20	6.15	27	5.33	6	3.50	6	3.50

*Significantly different between stakeholder groups



B. Overall Attitudes Toward the World Bank Group (continued)

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?*	4	5.25	39	5.64	37	7.43	18	5.61	36	7.03	21	6.14	26	6.04	28	6.04	52	6.58	12	5.67	6	4.67

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Kazakhstan?	3	5.00	38	5.50	33	7.15	18	5.67	31	6.52	20	6.45	24	6.08	29	6.38	48	6.42	10	5.90	6	4.67

(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 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)

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Energy*	20.0%	4.0%	2.6%	0.0%	4.7%	0.0%	0.0%	2.9%	1.9%	27.3%	0.0%
Social protection	0.0%	8.0%	17.9%	0.0%	11.6%	13.0%	5.7%	2.9%	5.6%	9.1%	0.0%
Water and sanitation	0.0%	8.0%	0.0%	0.0%	0.0%	4.3%	5.7%	2.9%	7.4%	9.1%	12.5%
Job creation/employment	20.0%	24.0%	12.8%	26.1%	20.9%	13.0%	5.7%	14.3%	13.0%	9.1%	12.5%
Healthcare	20.0%	16.0%	20.5%	13.0%	34.9%	21.7%	14.3%	37.1%	29.6%	9.1%	0.0%
Financial markets*	0.0%	4.0%	2.6%	4.3%	4.7%	13.0%	17.1%	0.0%	1.9%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	0.0%	0.0%	0.0%	4.3%	4.7%	4.3%	2.9%	2.9%	7.4%	0.0%	0.0%
Gender equity	0.0%	2.0%	2.6%	0.0%	2.3%	4.3%	2.9%	8.6%	3.7%	0.0%	0.0%
Private sector development*	0.0%	18.0%	10.3%	34.8%	7.0%	8.7%	28.6%	11.4%	9.3%	9.1%	12.5%
Education*	0.0%	10.0%	25.6%	26.1%	53.5%	21.7%	34.3%	34.3%	50.0%	36.4%	25.0%
Public sector governance/ reform*	20.0%	10.0%	28.2%	0.0%	16.3%	34.8%	11.4%	17.1%	5.6%	9.1%	25.0%
Global/regional integration	0.0%	0.0%	2.6%	0.0%	0.0%	13.0%	2.9%	0.0%	5.6%	0.0%	0.0%
Food security	0.0%	2.0%	7.7%	0.0%	0.0%	0.0%	5.7%	5.7%	3.7%	9.1%	12.5%
Protection of environment	20.0%	4.0%	5.1%	8.7%	7.0%	4.3%	5.7%	11.4%	7.4%	27.3%	12.5%
Disaster risk management	0.0%	4.0%	2.6%	0.0%	2.3%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	8.0%	7.7%	4.3%	2.3%	0.0%	11.4%	5.7%	3.7%	0.0%	12.5%
Transport	20.0%	12.0%	7.7%	4.3%	2.3%	0.0%	8.6%	5.7%	0.0%	0.0%	0.0%
Economic growth*	40.0%	32.0%	12.8%	43.5%	11.6%	13.0%	11.4%	5.7%	11.1%	9.1%	62.5%
Equality of opportunity	0.0%	2.0%	12.8%	13.0%	4.7%	8.7%	0.0%	11.4%	11.1%	9.1%	0.0%
Skills development and innovation	0.0%	8.0%	15.4%	13.0%	11.6%	8.7%	22.9%	20.0%	29.6%	18.2%	0.0%
Information and communications technology*	0.0%	16.0%	0.0%	4.3%	0.0%	4.3%	2.9%	5.7%	0.0%	9.1%	37.5%
Urban development	20.0%	6.0%	2.6%	4.3%	9.3%	0.0%	5.7%	2.9%	0.0%	0.0%	12.5%
Agriculture and rural development	20.0%	16.0%	17.9%	34.8%	23.3%	26.1%	22.9%	22.9%	38.9%	27.3%	37.5%
Trade and exports*	0.0%	16.0%	0.0%	4.3%	2.3%	8.7%	0.0%	2.9%	0.0%	0.0%	12.5%
Natural resource management*	0.0%	0.0%	7.7%	0.0%	11.6%	4.3%	0.0%	14.3%	3.7%	18.2%	0.0%
Climate change	0.0%	4.0%	2.6%	0.0%	4.7%	0.0%	8.6%	8.6%	5.6%	9.1%	0.0%
Poverty reduction	20.0%	16.0%	7.7%	17.4%	16.3%	13.0%	8.6%	5.7%	13.0%	0.0%	0.0%
National debt	0.0%	4.0%	5.1%	4.3%	2.3%	0.0%	2.9%	2.9%	1.9%	18.2%	0.0%
Anti-corruption	0.0%	16.0%	38.5%	30.4%	18.6%	30.4%	22.9%	17.1%	16.7%	18.2%	0.0%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	3	6.67	32	5.41	32	7.16	10	6.00	25	6.80	16	6.88	24	6.00	24	5.71	40	5.70	6	6.00	5	6.00
Flexibility (in terms of the institution's products and services)	3	7.00	31	5.26	32	6.84	11	5.91	26	6.88	16	6.25	21	5.90	22	5.82	37	6.19	6	6.83	4	5.50
Flexibility (in terms of changing country circumstances)	2	7.50	34	5.41	31	6.90	11	6.27	25	6.36	14	6.43	23	5.57	22	5.41	37	5.76	6	5.83	4	5.75
Being inclusive	2	8.50	25	5.84	26	6.92	8	6.13	24	7.04	15	7.07	20	6.40	22	6.59	34	6.79	6	7.33	3	4.67
Openness (sharing data and other information)	2	9.50	34	5.79	31	7.13	14	8.00	26	6.85	16	6.94	24	6.08	27	6.63	41	7.15	9	5.89	6	5.83
Collaboration with the Government	1	9.00	33	6.85	33	7.97	14	7.50	29	7.34	17	7.53	26	7.04	28	7.25	39	7.51	7	6.57	6	6.50
The speed in which it gets things accomplished on the ground	2	9.00	31	5.71	34	7.06	11	7.00	26	6.77	16	6.63	22	5.64	23	6.91	41	6.44	6	6.67	4	6.50
Helping to bring discipline/ effective supervision to implementation of investment projects*	2	8.50	31	5.77	34	7.74	9	7.11	23	6.70	16	6.88	21	6.76	23	6.87	39	7.41	8	4.63	3	5.67
Collaboration with civil society	2	9.00	25	5.88	27	6.26	6	5.33	26	6.54	16	6.13	20	6.35	27	5.93	34	6.29	8	5.25	3	4.00
Staff accessibility	2	10.00	31	6.13	33	7.52	9	7.00	30	6.70	17	6.65	25	6.24	24	5.79	38	6.58	8	6.25	6	7.00
Collaboration with other donors and development partners	2	8.50	25	6.08	25	7.36	8	7.63	22	6.91	18	6.50	19	7.05	22	6.82	33	7.06	4	7.75	4	6.00
Collaboration with the private sector	3	7.33	23	5.26	23	5.78	9	5.78	25	5.68	13	6.31	23	5.48	20	6.50	29	5.62	6	6.00	3	4.00
Straightforwardness and honesty	3	8.00	31	6.29	32	8.06	12	7.83	24	6.88	17	7.41	22	6.59	24	6.92	44	7.61	7	6.71	6	6.50
Treating clients and stakeholders in Kazakhstan with respect*	3	8.00	32	6.81	37	8.70	14	8.36	33	8.03	16	7.69	24	7.50	26	8.04	42	8.43	8	8.63	6	8.67
Being a long-term partner	3	7.33	29	7.31	33	8.33	15	8.13	31	7.65	16	7.19	25	7.68	27	8.11	42	8.02	8	7.63	4	8.25

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Kazakhstan*	4	7.75	23	5.39	32	7.81	6	5.17	23	6.52	13	6.46	17	6.71	15	6.00	36	6.89	3	9.00	2	8.00

*Significantly different between stakeholder groups

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Kazakhstan	3	7.00	26	6.23	34	7.65	12	6.50	27	6.56	18	6.44	24	6.92	21	7.19	43	7.14	9	6.56	3	6.33
The World Bank Group meets Kazakhstan's needs for knowledge services	4	6.25	27	5.85	33	7.76	13	6.85	31	7.29	18	7.22	25	6.68	24	6.58	46	7.20	8	6.38	4	6.50

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
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?	4	6.50	31	6.81	28	8.11	13	8.46	29	7.93	17	7.82	24	7.96	27	8.67	45	8.11	10	8.90	5	8.20

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



E. 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	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	0.0%	2.1%	18.4%	0.0%	7.1%	4.5%	0.0%	2.9%	0.0%	9.1%	0.0%
Monthly	0.0%	14.6%	23.7%	21.7%	9.5%	18.2%	6.3%	14.3%	17.3%	9.1%	0.0%
A few times a year	40.0%	18.8%	42.1%	39.1%	33.3%	40.9%	31.3%	37.1%	36.5%	45.5%	12.5%
Rarely	60.0%	20.8%	10.5%	26.1%	40.5%	27.3%	34.4%	34.3%	34.6%	36.4%	50.0%
Never	0.0%	43.8%	5.3%	13.0%	9.5%	9.1%	28.1%	11.4%	11.5%	0.0%	37.5%

*Significantly different between stakeholder groups

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Kazakhstan's specific development challenges and country circumstances	3	6.33	21	6.43	33	7.36	14	7.36	27	6.63	14	7.57	20	6.65	25	7.24	43	7.16	9	6.78	5	6.80

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

	Office of a Minister		Employee of a Ministry		PMU/ Consultant		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	3	6.33	25	6.00	32	7.69	14	6.00	36	7.06	17	7.47	21	6.57	26	6.96	48	7.19	9	6.11	7	5.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	3	5.33	25	6.40	31	7.65	14	7.29	28	7.57	17	7.65	18	6.83	27	7.63	47	7.57	9	8.22	5	6.60

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

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

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Work faster*	0.0%	26.2%	7.9%	4.5%	2.5%	9.1%	12.5%	8.6%	13.5%	0.0%	0.0%
Ensure greater selectivity in its work	25.0%	0.0%	2.6%	0.0%	10.0%	0.0%	0.0%	2.9%	5.8%	9.1%	0.0%
Collaborate more effectively with Government clients	0.0%	16.7%	7.9%	4.5%	17.5%	9.1%	6.3%	5.7%	7.7%	0.0%	33.3%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	11.9%	23.7%	18.2%	32.5%	0.0%	28.1%	5.7%	26.9%	9.1%	16.7%
Offer more real-time advice and guidance	25.0%	11.9%	13.2%	13.6%	7.5%	9.1%	3.1%	11.4%	9.6%	9.1%	16.7%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	2.4%	5.3%	4.5%	2.5%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	0.0%	9.5%	5.3%	18.2%	22.5%	4.5%	15.6%	17.1%	11.5%	45.5%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	2.4%	2.6%	0.0%	5.0%	45.5%	0.0%	2.9%	3.8%	9.1%	0.0%
Offer more innovative financial products and services to work with the regional/local government*	0.0%	11.9%	15.8%	22.7%	2.5%	13.6%	9.4%	8.6%	1.9%	0.0%	33.3%
Engage more directly with beneficiaries	0.0%	14.3%	15.8%	13.6%	7.5%	13.6%	18.8%	5.7%	25.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy*	25.0%	19.0%	5.3%	9.1%	7.5%	4.5%	6.3%	11.4%	7.7%	45.5%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	0.0%	7.1%	15.8%	0.0%	12.5%	9.1%	18.8%	54.3%	17.3%	18.2%	33.3%
Increase the level of capacity development in the country	25.0%	11.9%	23.7%	13.6%	12.5%	27.3%	3.1%	11.4%	11.5%	18.2%	0.0%
Offer more innovative knowledge products and services	25.0%	11.9%	7.9%	13.6%	17.5%	13.6%	18.8%	17.1%	21.2%	9.1%	0.0%
Improve the quality of its experts as related to Kazakhstan's specific challenges	50.0%	4.8%	5.3%	18.2%	12.5%	4.5%	9.4%	17.1%	9.6%	0.0%	0.0%
Engage more effectively with private sector*	0.0%	14.3%	15.8%	27.3%	10.0%	18.2%	34.4%	5.7%	11.5%	18.2%	66.7%
Other	0.0%	2.4%	2.6%	0.0%	2.5%	4.5%	3.1%	0.0%	3.8%	9.1%	0.0%

*Significantly different between stakeholder groups

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

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)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Youth	20.0%	14.0%	13.2%	4.8%	10.0%	13.6%	15.6%	8.6%	25.0%	9.1%	28.6%
Local government	20.0%	23.3%	28.9%	9.5%	25.0%	27.3%	9.4%	25.7%	13.5%	18.2%	42.9%
Private sector*	20.0%	25.6%	39.5%	61.9%	37.5%	18.2%	56.3%	17.1%	21.2%	18.2%	42.9%
Donor community*	0.0%	0.0%	2.6%	4.8%	0.0%	18.2%	6.3%	2.9%	0.0%	18.2%	0.0%
NGOs/Community Based Organizations*	20.0%	11.6%	21.1%	4.8%	25.0%	36.4%	15.6%	85.7%	17.3%	27.3%	28.6%
Foundations	0.0%	7.0%	15.8%	0.0%	10.0%	9.1%	6.3%	2.9%	1.9%	0.0%	0.0%
Media*	20.0%	14.0%	10.5%	28.6%	12.5%	13.6%	15.6%	14.3%	9.6%	72.7%	14.3%
Parliament	0.0%	11.6%	15.8%	9.5%	10.0%	13.6%	3.1%	2.9%	7.7%	0.0%	14.3%
Academia/think tanks/research institutes*	20.0%	37.2%	34.2%	61.9%	60.0%	27.3%	40.6%	34.3%	82.7%	27.3%	28.6%
Other	0.0%	0.0%	0.0%	4.8%	0.0%	4.5%	0.0%	0.0%	7.7%	0.0%	0.0%
Don't know*	20.0%	14.0%	2.6%	0.0%	0.0%	4.5%	12.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry	PMU/Consultant	Independent government institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	20.0%	44.9%	0.0%	23.8%	17.5%	4.5%	16.7%	17.6%	17.6%	27.3%	50.0%
Less than once a year	20.0%	14.3%	2.7%	23.8%	20.0%	9.1%	40.0%	32.4%	21.6%	27.3%	37.5%
Once a year to a few times a year	20.0%	20.4%	16.2%	38.1%	40.0%	36.4%	20.0%	32.4%	35.3%	18.2%	12.5%
Less than once a month	0.0%	6.1%	10.8%	4.8%	2.5%	31.8%	13.3%	5.9%	13.7%	9.1%	0.0%
At least once a month	20.0%	10.2%	37.8%	9.5%	17.5%	18.2%	10.0%	11.8%	11.8%	18.2%	0.0%
At least once a week	20.0%	4.1%	32.4%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/Consultant	Independent government institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio	0.0%	2.0%	2.6%	0.0%	0.0%	0.0%	3.1%	2.9%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	2.0%	0.0%	0.0%
Local newspapers*	0.0%	8.2%	0.0%	0.0%	7.5%	19.0%	3.1%	0.0%	0.0%	18.2%	0.0%
Internet newswires	20.0%	55.1%	63.2%	61.9%	60.0%	61.9%	68.8%	71.4%	62.7%	63.6%	75.0%
International newspapers	0.0%	2.0%	5.3%	0.0%	5.0%	19.0%	9.4%	2.9%	5.9%	9.1%	0.0%
Local television*	80.0%	18.4%	7.9%	9.5%	15.0%	4.8%	6.3%	5.7%	19.6%	9.1%	25.0%
International television	0.0%	16.3%	13.2%	9.5%	7.5%	9.5%	9.4%	0.0%	3.9%	9.1%	25.0%
Periodicals	0.0%	6.1%	7.9%	33.3%	15.0%	4.8%	9.4%	5.7%	9.8%	9.1%	0.0%
Social media	40.0%	53.1%	60.5%	23.8%	55.0%	42.9%	59.4%	68.6%	51.0%	45.5%	50.0%
Other	0.0%	6.1%	7.9%	23.8%	7.5%	19.0%	0.0%	14.3%	13.7%	18.2%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	25.0%	20.8%	28.9%	68.2%	42.5%	22.7%	12.5%	31.4%	19.2%	36.4%	12.5%
e-Newsletters	0.0%	10.4%	18.4%	31.8%	20.0%	40.9%	21.9%	34.3%	23.1%	18.2%	12.5%
World Bank Group's seminars/workshops/conferences	25.0%	29.2%	50.0%	45.5%	37.5%	18.2%	43.8%	45.7%	50.0%	27.3%	50.0%
Social media	75.0%	39.6%	42.1%	18.2%	55.0%	36.4%	46.9%	54.3%	38.5%	27.3%	37.5%
Direct contact with World Bank Group	25.0%	33.3%	34.2%	22.7%	20.0%	27.3%	31.3%	34.3%	40.4%	54.5%	12.5%
World Bank Group's website	0.0%	14.6%	26.3%	31.8%	40.0%	22.7%	28.1%	20.0%	34.6%	27.3%	12.5%
Webinars or online events hosted by the World Bank Group	0.0%	18.8%	36.8%	18.2%	47.5%	27.3%	37.5%	34.3%	32.7%	18.2%	62.5%
Interviews and press conferences for the Kazakhstan's media*	75.0%	33.3%	18.4%	13.6%	17.5%	4.5%	9.4%	14.3%	13.5%	72.7%	37.5%

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Kazakhstan?*

Percentage of Respondents	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	40.0%	45.8%	92.7%	40.0%	51.1%	73.1%	45.9%	50.0%	66.1%	23.1%	25.0%
No	60.0%	54.2%	7.3%	60.0%	48.9%	26.9%	54.1%	50.0%	33.9%	76.9%	75.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Kazakhstan? (Select only ONE response)

Percentage of Respondents	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
IBRD	66.7%	100.0%	100.0%	90.0%	100.0%	94.7%	94.1%	100.0%	95.0%	100.0%	100.0%
IFC	33.3%	0.0%	0.0%	10.0%	0.0%	5.3%	5.9%	0.0%	5.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of a Minister	Employee of a Ministry	PMU/ Consultant	Independent government institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	16.7%	14.0%	2.5%	25.0%	17.4%	11.5%	21.9%	31.4%	15.0%	46.2%	40.0%
Use World Bank Group reports/data*	0.0%	23.3%	7.5%	54.2%	28.3%	23.1%	15.6%	40.0%	16.7%	23.1%	30.0%
Engage in World Bank Group related/sponsored events/activities*	33.3%	23.3%	57.5%	4.2%	37.0%	23.1%	28.1%	28.6%	55.0%	23.1%	10.0%
Collaborate as part of my professional duties*	50.0%	58.1%	72.5%	41.7%	47.8%	65.4%	50.0%	31.4%	40.0%	15.4%	40.0%
Use World Bank Group website for information, data, research, etc.*	16.7%	9.3%	5.0%	50.0%	6.5%	15.4%	15.6%	11.4%	16.7%	30.8%	40.0%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

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 FY21 Kazakhstan COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

● Collaborating with the WBG, FY21 N=202

● Not collaborating with the WBG, FY21 N=161

A. Overall Context

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

(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
The national government	180	5.22	2.62	124	4.77	2.37
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)*	150	5.77	2.58	108	5.10	2.49
The World Bank Group*	174	7.07	2.39	122	5.83	2.58
The International Monetary Fund*	149	5.58	2.76	110	4.61	2.38
The United Nations (UN)*	173	6.53	2.56	132	5.84	2.52
The World Health Organization (WHO)	173	5.96	2.61	134	5.42	2.47
Regional development banks*	156	5.74	2.27	126	4.93	2.18
Kazakhstan's Central Bank	171	5.20	2.61	137	5.23	2.72
International private sector	150	5.74	2.33	106	5.26	2.30
Domestic private sector	168	5.45	2.46	117	5.38	2.08
International civil society (e.g., NGOs, CBOs)*	163	5.74	2.26	128	4.96	2.77
Domestic civil society (e.g., NGOs, CBOs)*	169	5.15	2.32	134	5.25	2.83
Youth organizations	170	4.98	2.37	131	4.82	2.64
Faith-based institutions	164	3.59	2.31	117	3.64	2.45
Domestic traditional media and their web presence	179	4.04	2.17	134	3.97	2.46
International media and their web presence*	176	5.59	2.43	133	4.90	2.56
Web based media*	173	5.29	2.46	136	4.49	2.56

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in Kazakhstan? *(1-Not familiar at all, 10-Extremely familiar)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	191	6.93	2.15	150	4.83	2.74
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	187	3.91	2.64	147	3.03	2.22

**Significantly different between collaborators and non-collaborators*

²⁰ Only 289 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Kazakhstan?
(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 Kazakhstan*	182	7.02	2.33	109	5.31	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	174	7.01	2.27	103	5.24	2.66

*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the effectiveness of these organizations in Kazakhstan.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	175	7.04	2.22	105	5.54	2.64
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	98	6.00	1.98	71	4.56	2.48

*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 does the World Bank Group's work help to achieve development results in Kazakhstan?*	172	6.84	2.01	107	5.48	2.38

(1-To no degree at all, 10-To a very significant degree) *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 does the World Bank Group influence the development agenda in Kazakhstan?*	161	6.67	2.02	98	5.49	2.43

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	4.9%	3.4%
To a somewhat sufficient degree	24.3%	13.0%
To a somewhat insufficient degree	33.5%	28.1%
To a very insufficient degree	8.1%	12.3%
Don't know	29.2%	43.2%

*Significantly different between collaborators and non-collaborators

**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 Kazakhstan?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	16.9%	14.0%
World Bank Group's processes too slow and complex*	25.1%	9.1%
Staff too inaccessible	5.5%	7.0%
Not collaborating enough with private sector	10.4%	14.0%
Inadequate World Bank Group's staffing in Kazakhstan	4.4%	4.2%
Not adequately sensitive to political/social realities in Kazakhstan	11.5%	11.9%
Too influenced by developed countries	7.7%	14.0%
Inadequate number of innovative financial products and services	3.8%	2.8%
Not adequately flexible in changing country circumstances	8.2%	9.8%
Not sufficiently focused on sustainable results	8.7%	7.0%
Not collaborating enough with civil society	8.7%	12.6%
Not enough public disclosure of its work	23.0%	25.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.9%	2.1%
Inadequate level of real-time advice and guidance	7.7%	7.7%
Inadequate number of innovative knowledge products and services*	9.3%	3.5%
Not aligned with country priorities	1.1%	0.7%
Other	1.1%	0.7%
Don't know	11.5%	18.9%

*Significantly different between collaborators and non-collaborators



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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	2.2%	4.9%
Social protection (e.g., pensions, targeted social assistance)	7.7%	8.4%
Water and sanitation	4.4%	4.2%
Job creation/employment	18.1%	13.3%
Healthcare	23.1%	22.4%
Financial markets	5.5%	4.2%
Global pandemics (e.g., COVID-19)	2.7%	3.5%
Gender equity	3.8%	2.1%
Private sector development	14.8%	14.0%
Education	33.0%	31.5%
Public sector governance/reform	16.5%	12.6%
Global/regional integration	3.8%	0.7%
Food security	3.8%	3.5%
Protection of environment*	4.9%	11.2%
Disaster risk management	2.2%	0.7%
Judiciary reform	6.0%	4.9%
Transport (e.g., roads, bridges, transportation)	5.5%	4.9%
Economic growth*	14.3%	23.1%
Equality of opportunity (i.e., social inclusion)	8.2%	6.3%
Skills development and innovation*	20.3%	11.2%
Information and communications technology*	2.2%	9.1%
Urban development	3.3%	5.6%
Agriculture and rural development	27.5%	23.1%
Trade and exports*	1.6%	7.7%
Natural resource management (including renewables)	5.5%	5.6%
Climate change (e.g., mitigation, adaptation)	3.3%	6.3%
Poverty reduction	11.0%	12.6%
National debt	3.8%	2.8%
Anti-corruption	22.5%	19.6%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	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 Kazakhstan solve its most complicated development challenges?*	151	7.56	2.12	77	6.35	2.50

(1-To no degree at all, 10-To a very significant degree) *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 is adequately staffed in Kazakhstan?*	139	7.42	2.21	65	6.34	2.37

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Kazakhstan, 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*	141	6.49	2.45	76	5.55	2.47
Flexibility (in terms of the institution's products and services)*	140	6.48	2.13	69	5.57	2.25
Flexibility (in terms of changing country circumstances)*	138	6.37	2.21	71	5.21	2.23
Being inclusive*	124	7.01	2.06	61	5.90	2.30
Openness (sharing data and other information)*	150	7.06	2.34	80	6.06	2.44
Collaboration with the Government*	151	7.71	1.95	82	6.63	2.20
The speed in which it gets things accomplished on the ground	149	6.68	2.19	67	6.15	2.24
Helping to bring discipline/effective supervision to implementation of investment projects*	136	7.29	2.11	73	6.01	2.63
Collaboration with civil society*	122	6.44	2.22	72	5.60	2.37
Staff accessibility*	146	7.14	2.32	77	5.57	2.49
Collaboration with other donors and development partners*	115	7.14	2.03	67	6.48	2.36
Collaboration with the private sector	111	5.99	2.18	66	5.36	2.23
Straightforwardness and honesty*	145	7.73	2.17	77	6.14	2.68
Treating clients and stakeholders in Kazakhstan with respect*	160	8.39	1.88	81	7.30	2.36
Being a long-term partner*	154	8.24	1.93	79	7.04	2.45

Significantly different between collaborators and non-collaborators*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*	123	7.73	2.51	61	6.79	2.82
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	153	7.70	2.36	89	6.49	2.95
The World Bank Group's approvals and reviews are done in a timely fashion*	136	7.50	2.32	68	6.56	2.82
The World Bank Group's Environmental and Social Framework requirements are reasonable*	128	7.83	2.16	68	7.00	2.68
The World Bank Group's conditions on its lending are reasonable*	97	7.68	2.13	52	6.50	2.79
The World Bank Group takes decisions quickly in Kazakhstan	125	6.78	2.51	49	6.49	2.69
Working with the World Bank Group increases Kazakhstan's institutional capacity*	150	7.90	2.15	82	7.10	2.60

**Significantly different between collaborators and non-collaborators*

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Kazakhstan?**

	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 Kazakhstan*	143	7.31	2.18	77	6.12	2.48
The World Bank Group meets Kazakhstan's needs for knowledge services*	153	7.34	2.17	80	6.18	2.54

(1- Strongly disagree, 10- Strongly agree) *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 Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	87	6.79	2.37	42	5.40	2.71

(1- Not useful at all, 10- Very useful) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
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?	144	8.16	1.96	89	7.66	2.55

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

D. World Bank Group's Support in Development Areas**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? (1-Not effective at all, 10-Very effective)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Private sector development*	53	6.21	2.01	42	5.24	2.43
Education*	98	6.79	2.27	56	5.63	2.39
Public sector governance/reform*	83	6.54	2.32	47	5.51	2.45
Global/regional integration	56	6.63	2.19	37	5.78	2.57
Energy	50	6.72	2.40	38	6.00	2.28
Water and sanitation*	50	6.38	2.42	32	4.94	2.56
Job creation/employment*	78	6.67	2.23	41	5.12	2.61
Health	73	6.70	2.20	41	5.93	2.86
Financial markets	50	6.70	1.97	46	6.09	2.55
Transport (e.g., roads, bridges, transportation)*	50	7.34	2.25	31	4.77	2.86
Agriculture and rural development	61	6.38	2.22	41	5.49	2.68
Climate change (e.g., mitigation, adaptation)	60	6.58	2.68	37	5.78	2.77
Judiciary reform*	39	6.03	2.49	35	4.34	2.93
Economic growth*	64	6.55	2.44	44	5.43	2.24
Disaster risk management	44	5.95	2.74	21	5.05	2.75
Equality of opportunity (i.e., social inclusion)*	61	6.75	2.42	30	5.30	2.65
Information and communications technology*	53	6.98	2.43	35	5.51	2.81

*Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities**

In Kazakhstan, 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*	142	7.39	2.22	68	6.60	2.23
Include appropriate level of stakeholder involvement during preparation*	131	7.42	1.91	70	6.66	2.31
Lead to practical solutions*	136	7.18	2.24	74	6.07	2.41
Are source of relevant information on global good practices*	146	7.86	1.98	85	7.15	2.36
Are adequately disseminated*	133	7.07	2.16	79	6.03	2.43
Are translated enough into local language	126	6.90	2.57	76	6.25	2.61
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	136	7.56	2.06	78	6.08	2.37

*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?*	151	7.38	2.12	87	6.01	2.47

(1- Not significant at all, 10- Very significant) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	148	7.75	1.90	76	6.61	2.39

(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in Kazakhstan**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Work faster	10.9%	10.1%
Ensure greater selectivity in its work	3.4%	3.9%
Collaborate more effectively with Government clients*	13.8%	4.7%
Reduce the complexity of obtaining World Bank Group financing	19.5%	18.6%
Offer more real-time advice and guidance	9.2%	11.6%
Increase availability of Reimbursable Advisory Services (RAS)	2.3%	1.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.5%	17.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.9%	4.7%
Offer more innovative financial products and services to work with the regional/local government	8.6%	10.9%
Engage more directly with beneficiaries*	19.0%	7.0%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	8.6%	13.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	16.1%	19.4%
Increase the level of capacity development in the country	16.1%	10.9%
Offer more innovative knowledge products and services	18.4%	10.9%
Improve the quality of its experts as related to Kazakhstan's specific challenges	8.6%	11.6%
Engage more effectively with private sector	13.2%	20.9%
Other	2.3%	3.1%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year²¹

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 233
- FY 2021 Number of comparable respondents = 358

By weighting, the FY 2017 and FY 2021 samples 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 2017	FY 2021
Office of the President/Prime Minister/Minister	2.5%	2.5%
Government Institutions	43.5%	43.5%
Local Government	3.5%	3.5%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	13.5%	13.5%
Private Sector	12.5%	12.5%
Academia/Research Institute/Think Tank	13.5%	13.5%
Media	5.5%	5.5%

A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2021
The right direction	77.4%	57.0%
The wrong direction	7.4%	12.4%
Not sure	15.2%	30.6%

**Significantly different between FY2017 and FY2021*

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan? ⁱ	230	6.01	2.45	339	5.99	2.68

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

ⁱ In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, variable B1_1 that refers to the World Bank was compared to question B1 from FY 2017 – “How familiar are you with the work of the World Bank Group in Kazakhstan”.

²¹ Only those questions that were asked both in FY 2017 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	181	6.25	2.35	290	6.28	2.60
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	177	6.52	2.09	274	6.30	2.63

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan. ⁱ	180	6.47	2.11	275	6.39	2.54

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

ⁱ In FY 2021, this question was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, variable B4_1 that refers to the World Bank was compared to question B2 from FY 2017 – "Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan."

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	162	6.42	2.10	277	6.23	2.31

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

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

Percentage of Respondents	FY 2017	FY 2021
To a fully sufficient degree	0.4%	4.0%
To a somewhat sufficient degree	20.2%	18.7%
To a somewhat insufficient degree	35.0%	30.6%
To a very insufficient degree	13.9%	10.4%
Don't know	30.5%	36.4%

*Significantly different between FY2017 and FY2021

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?	177	6.93	2.12	224	7.16	2.31

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	154	5.88	2.26	212	6.13	2.53
Flexibility (in terms of the institution's products and services)	149	5.74	2.18	204	6.17	2.24
Flexibility (in terms of changing country circumstances)	154	5.69	2.24	205	5.96	2.30
Being inclusive	119	6.31	2.30	181	6.64	2.20
Openness (sharing data and other information)	164	6.33	2.38	228	6.65	2.46
Collaboration with the Government	168	7.20	2.01	230	7.29	2.12
The speed in which it gets things accomplished on the ground	153	6.21	2.21	210	6.51	2.24
Helping to bring discipline/effective supervision to implementation of investment projects	140	6.69	1.92	206	6.77	2.43
Collaboration with civil society*	122	5.56	2.01	192	6.10	2.35
Staff accessibility	154	6.55	2.33	220	6.54	2.51
Collaboration with other donors and development partners*	110	6.25	2.05	178	6.90	2.22
Collaboration with the private sector*	120	5.11	2.19	175	5.78	2.27
Straightforwardness and honesty	143	6.70	2.32	218	7.09	2.55
Treating clients and stakeholders in Kazakhstan with respect	153	7.94	1.96	237	8.04	2.15
Being a long-term partner	152	7.65	2.17	230	7.84	2.25

* Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	106	7.00	2.22	180	7.42	2.66
The World Bank Group effectively monitors and evaluates the projects and programs it supports	137	7.30	2.09	237	7.17	2.70
The World Bank Group's approvals and reviews are done in a timely fashion ⁱ				201	7.11	2.55
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱⁱ	91	6.83	2.33	194	7.54	2.39
The World Bank Group's conditions on its lending are reasonable	104	7.18	2.28	149	7.31	2.44
The World Bank Group takes decisions quickly in Kazakhstan	124	6.17	2.17	167	6.71	2.58
Working with the World Bank Group increases Kazakhstan's institutional capacity	150	7.25	2.20	225	7.59	2.42

* Significantly different between FY2017 and FY2021

ⁱ Only FY 2021 questionnaire had this response option.

ⁱⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Kazakhstan?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan*	165	6.41	2.34	214	6.90	2.38
The World Bank Group meets Kazakhstan's needs for knowledge services*	159	6.42	2.32	226	6.91	2.39

* Significantly different between FY2017 and FY2021

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	128	5.93	2.19	126	6.31	2.59

*(1-To no degree at all, 10-To a very significant degree)***D. World Bank Group's Support in Development Areas****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? (1-Not effective at all, 10-Very effective)**

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Private sector development	104	6.22	2.23	97	5.71	2.30
Education	108	6.35	2.09	152	6.24	2.43
Public sector governance/reform	97	6.72	2.38	130	6.10	2.44
Global/regional integration	75	6.19	2.40	94	6.26	2.41
Energy	87	6.59	2.31	90	6.41	2.37
Water and sanitation*	79	6.68	2.34	81	5.74	2.60
Job creation/employment	93	6.37	2.41	117	6.17	2.52
Health	98	6.41	2.23	111	6.37	2.48
Financial markets	83	6.35	2.44	95	6.45	2.30
Transport (e.g., roads, bridges, transportation)	96	6.77	2.43	81	6.32	2.83
Agriculture and rural development	93	6.36	2.42	102	6.02	2.54
Climate change (e.g., mitigation, adaptation)	79	6.15	2.43	97	6.27	2.78
Judiciary reform ⁱ				77	5.20	2.93
Economic growth	96	6.47	2.39	108	6.11	2.45
Disaster risk management	68	5.85	2.33	65	5.72	2.74
Equality of opportunity (i.e., social inclusion)	72	5.82	2.53	91	6.30	2.59
Information and communications technology	77	6.04	2.49	87	6.45	2.72

*Significantly different between FY2017 and FY2021

ⁱ Only FY21 questionnaire had this response option

**E. 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 2017	FY 2021
Weekly	4.4%	4.5%
Monthly	17.0%	13.8%
A few times a year	35.0%	33.8%
Rarely	34.0%	31.2%
Never	9.7%	16.7%

In Kazakhstan, 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 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely*	144	6.46	2.20	207	7.13	2.28
Include appropriate level of stakeholder involvement during preparation*	139	6.28	2.18	196	7.12	2.13
Lead to practical solutions*	146	6.14	2.19	204	6.69	2.40
Are source of relevant information on global good practices*	148	6.68	2.24	227	7.58	2.21
Are adequately disseminated	148	6.21	2.17	207	6.64	2.36
Are translated enough into local language	137	6.37	2.34	198	6.68	2.61
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	139	6.21	2.30	210	6.98	2.31

**Significantly different between FY2017 and FY2021*

	FY 2017			FY 2021		
	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?*	167	7.64	1.95	232	6.80	2.42
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	161	7.02	1.95	219	7.35	2.21

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between FY2017 and FY2021*



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	5.83	7.07
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	5.31	7.02
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	5.24	7.01
Overall, please rate your impression of the World Bank's effectiveness in Kazakhstan.	5.54	7.04
Overall, please rate your impression of the IFC's effectiveness in Kazakhstan.	4.56	6.00
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	5.48	6.84
To what extent does the World Bank Group influence the development agenda in Kazakhstan?	5.49	6.67
Responsiveness to needs	5.55	6.49
Flexibility (in terms of the institution's products and services)	5.57	6.48
Flexibility (in terms of changing country circumstances)	5.21	6.37
Being inclusive	5.90	7.01
Openness (sharing data and other information)	6.06	7.06
Collaboration with the Government	6.63	7.71
The speed in which it gets things accomplished on the ground	6.15	6.68
Helping to bring discipline/effective supervision to implementation of investment projects	6.01	7.29
Collaboration with civil society	5.60	6.44
Staff accessibility	5.57	7.14
Collaboration with other donors and development partners	6.48	7.14
Collaboration with the private sector	5.36	5.99
Straightforwardness and honesty	6.14	7.73
Treating clients and stakeholders in Kazakhstan with respect	7.30	8.39
Being a long-term partner	7.04	8.24
The World Bank Group takes decisions quickly in Kazakhstan	6.49	6.78
The World Bank Group's financial instruments meet the needs of Kazakhstan	6.12	7.31
The World Bank Group meets Kazakhstan's needs for knowledge services	6.18	7.34
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 a range of areas including climate, health, gender, and debt?	7.66	8.16
In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Kazakhstan's specific development challenges and country circumstances	6.08	7.56
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.01	7.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.61	7.75

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Kazakhstan FY21 COS Questionnaire



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	2	3	4	5	6	7	8	9	10	
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	2	3	4	5	6	7	8	9	10		
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!