



## **World Bank Group Country Survey FY 2022 – Tajikistan**

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group 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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.**

## BACKGROUND INFORMATION

**Which of the following best describes your current affiliation?  
(Select only 1 response)**

1	Office of the President, Prime Minister	9	Bilateral/Multilateral Agency
2	Office of a Minister	10	Private Sector Organization
3	Parliament	11	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	12	Local or international civil society organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	13	Academia/Research Institute/Think Tank
6	Local Government Office or Staff	14	Media (press, radio, TV, web, etc.)
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	15	Other (please specify): _____
8	State-Owned Enterprise		

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

**(If you answered NO to this question, please proceed to the next page)**

1	Yes
2	No

**If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Tajikistan? (Select only 1 response)**

1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)

## SECTION A: OVERALL CONTEXT

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

1	The right direction
2	The wrong direction
3	Not sure

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

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Please identify which of the following development priorities you consider the most important in Tajikistan. (Choose no more than 5)

1	Information and Communications Technology/Digital Development	14	Tourism development
2	Poverty reduction	15	Early childhood development
3	Infrastructure development (e.g., roads, bridges, transportation)	16	Climate change (e.g., mitigation, adaptation)
4	Social protection (e.g., pensions, targeted social assistance)	17	Health sector investments and reforms
5	Job creation/employment	18	Education sector investments and reforms
6	Youth development policies and investments	19	Nutrition and food security
7	Global/regional integration	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture, irrigation, and rural development	21	Financial sector development
9	National debt restructuring	22	Disaster risk management
10	Effective response to the COVID-19 pandemic	23	Anti-corruption
11	Economic and social integration of the Afghan refugees	24	Gender equity (closing the gap between women and men, and boys and girls)
12	Social inclusion and equality	25	Private sector development (including business environment, trade, and exports)
13	Energy sector development and reforms	26	Drinking water and sanitation

## SECTION A: OVERALL CONTEXT

### A4. When economic and/or social reform efforts fail or are slow to take place in Tajikistan, which of the following would you attribute this to? (Choose no more than 2)

1	Absence of proper financing/limited financing
2	Inadequate government accountability
4	Reforms are not well thought out in light of country challenges
5	Inadequate capacity in the government
6	Inadequate citizen/civil society participation
7	Political pressures and obstacles
8	Inadequate private sector participation
9	Inadequate donor coordination
10	Corruption
11	Other (please specify): _____

### A5. To what extent, do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
1	The Government (national, regional, local)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	National Bank of Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Other bilateral and multilateral agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Private sector (firms, banks, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International civil society organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Local civil society organizations and think tanks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	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"/>
12	International media and their web presence	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 Tajikistan?

		Not familiar at all										Extremely familiar
1		1	2	3	4	5	6	7	8	9	10	
1	The World Bank (IDA)	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	
3	The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group	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 Tajikistan?

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

### B4. Overall, please rate your impression of the effectiveness of these organizations in Tajikistan.

		Not effective at all										Very effective	Don't know
1		1	2	3	4	5	6	7	8	9	10		
1	The World Bank (IDA)	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"/>
3	The Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group	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 Tajikistan?

1	2	3	4	5	6	7	8	9	10	
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 Tajikistan?

1	2	3	4	5	6	7	8	9	10	
To no degree at all									To a very significant degree	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Tajikistan? (Select only 1 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

**B8. When thinking about the World Bank Group's role in Tajikistan, which activity do you VALUE the most? (Choose no more than 2)**

1	Implementation support
2	Technical assistance
3	Financial resources
4	Mobilizing third party financial resources
5	Formal policy advice, studies, analyses
6	Donor coordination
7	Driving reforms
8	Data and statistics
9	Capacity development
10	Bringing together different groups of stakeholders
11	Other (please specify): _____

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

**B9. When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Tajikistan? (Choose no more than 5)**

1	Gender equity (closing the gap between women and men, and boys and girls)	14	Disaster risk management
2	Financial sector development	15	Anti-corruption
3	Social protection (e.g., pensions, targeted social assistance)	16	Economic and social integration of the Afghan refugees
4	Energy sector development and reforms	17	Drinking water and sanitation
5	Nutrition and food security	18	Education sector investments and reforms
6	Tourism development	19	Social inclusion and equality
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Information and Communications Technology/Digital Development
8	Global/regional integration	21	Job creation/employment
9	Poverty reduction	22	Early childhood development
10	National debt restructuring	23	Youth development policies and investments
11	Infrastructure development (e.g., roads, bridges, transportation)	24	Private sector development (including business environment, trade, and exports)
12	Effective response to the COVID-19 pandemic	25	Climate change (e.g., mitigation, adaptation)
13	Agriculture, irrigation, and rural development	26	Health sector investments and reforms

**B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)**

1	Innovation and entrepreneurship	9	Abolishing regulatory barriers and simplification of permissions and licenses
2	World Bank	10	Multi-lateral financial institution
3	Public-private partnerships	11	Financial advisory solutions
4	Development institution	12	Corporate governance
5	Financial sector development	13	None of the above
6	Private sector solutions	14	Don't know
7	Digital financial services and inclusion	15	Other (please specify): _____
8	Private sector reforms		

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

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Tajikistan solve its most complicated development challenges?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>To what extent is the World Bank Group an effective development partner in Tajikistan, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
<b>C2</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Treating clients and stakeholders in Tajikistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>To what extent do you agree/disagree with the following statements?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C14</b>	The World Bank Group takes decisions quickly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	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"/>
<b>C19</b>	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	Working with the World Bank Group increases Tajikistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



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

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

		Strongly disagree										Strongly agree	Don't know
<b>C22</b>	The World Bank Group's financial instruments (i.e., grants and credit, Trust Funds, Program-for-Results) meet the needs of Tajikistan	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C23</b>	The World Bank Group meets Tajikistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C24. Considering the situation with the potential influx of the Afghan refugees to Tajikistan, in which of the following areas do you believe the World Bank Group should provide most of its support and resources: (Choose no more than 2)**

1	Access to financial services (e.g., bank accounts, money transfers)
2	Health services
3	Social protection
4	Education services / vocational training
5	Supporting local hosting communities
6	Public services
7	Support for entrepreneurship / job creation
8	Infrastructure
9	Social cohesion and cultural awareness raising
10	Other (please specify): _____
11	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 Tajikistan?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Response to the COVID-19 pandemic												<input type="checkbox"/>
2	Infrastructure development (e.g., roads, bridges, transportation)												<input type="checkbox"/>
3	Private sector development (including business environment, trade, and exports)												<input type="checkbox"/>
4	Energy sector development and reforms												<input type="checkbox"/>
5	Youth development policies and investments												<input type="checkbox"/>
6	Regional integration												<input type="checkbox"/>
7	Poverty reduction												<input type="checkbox"/>
8	Health sector investments and reforms												<input type="checkbox"/>
9	Social inclusion and equality												<input type="checkbox"/>
10	Agriculture, irrigation, and rural development												<input type="checkbox"/>
11	Climate change (e.g., mitigation, adaptation)												<input type="checkbox"/>
12	Nutrition and food security												<input type="checkbox"/>
13	Drinking water and sanitation												<input type="checkbox"/>
14	Education sector investments and reforms												<input type="checkbox"/>
15	Information and Communications Technology/Digital Development												<input type="checkbox"/>
16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)												<input type="checkbox"/>
17	Social protection (e.g., pensions, targeted social assistance)												<input type="checkbox"/>
18	Gender equity (closing the gap between women and men, and boys and girls)												<input type="checkbox"/>
19	Disaster risk management												<input type="checkbox"/>
20	Financial sector development												<input type="checkbox"/>
21	Tourism development												<input type="checkbox"/>
22	Early Childhood Development												<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 Tajikistan, 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
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are adaptable to Tajikistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Tajikistan?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**E9. 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 TAJIKISTAN

### F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Tajikistan? (Choose no more than 3)

1	Be less influenced by developed countries and their priorities
2	Provide more real-time advice and guidance
3	Be more sensitive toward political and social realities
4	Increase the level of country specific expertise
5	More public disclosure of its work
6	Be more willing to criticize government policies and reform efforts
7	Provide more adequate data/knowledge/statistics on your country's economy
8	Increase emphasis on capacity development
9	Incorporate more innovative technologies into its work and support
10	Other (please specify): _____

### F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Tajikistan? (Choose no more than 3)

1	Media	6	Academia/think tanks/research institutes
2	NGOs/Community Based Organizations	7	Youth/university groups
3	Private sector firms and companies	8	Development partners
4	Local government	9	Other (please specify): _____
5	Parliament	10	Don't know

### F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Tajikistan has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

1	Finance the procurement of COVID-19 vaccines
2	Finance the distribution and administration of COVID-19 vaccines (e.g., cold chain, support for health workers)
3	Help to strengthen the national health system
4	Address and combat vaccine-related misinformation and stigma
5	Assess country's readiness for vaccine distribution
6	Other (please specify): _____

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. Which would you say are your MAIN sources of news about economic and social development issues in Tajikistan? (Choose no more than 3)

1	Local television channels
2	International television channels
3	Local radio
4	Internet-based local and international news sites
5	Printed local newspapers
6	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Other (please specify): _____

### G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other print materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters (via email)	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	World Bank Group's social media (Facebook, Twitter)	8	Other (please specify): _____

### G3. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

## SECTION H: BACKGROUND INFORMATION

<b>H1. Please identify the primary specialization of your work. (Select only 1 response)</b>			
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	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

<b>H2. What's your gender?</b>	
1	Female
2	Male

<b>H3. Which best represents your geographic location?</b>	
1	Dushanbe and Districts of Republican Subordination
2	Khatlon Region
3	Sughd Region
4	Gorno-Badakhshan Autonomous Region

**Thank you for completing the survey!**