

October 2023



Country Opinion Surveys

FY 2023 **Kyrgyz Republic** Country Opinion Survey Report

ECR Business Intelligence Team



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Acknowledgements

The Kyrgyz Republic Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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Objectives

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

1. **Overall Context:** How do stakeholders perceive the country's direction? How familiar are they with the WBG? How much do they trust the WBG?
2. **Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with the development priorities of the Kyrgyz Republic, and other key indicators? Are opinions improving or declining?
3. **Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
4. **Engagement and Work on the Ground:** What do key stakeholders value the most and the least when it comes to the WBG's work in the Kyrgyz Republic? How is the WBG perceived as a development partner? Are opinions improving or declining?
5. **Financial Instruments and Knowledge Work:** What opinion do key stakeholders have of the WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions to improve WBG's effectiveness?
6. **Communication and Outreach:** What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?
7. **Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?

Overall Context

“There is a need for more operational response to the most pressing needs, especially in the economy of the Kyrgyz Republic. Pay due attention to issues of social support to representatives of vulnerable segments of the population, including low-income families, disabled people, and orphans. Cooperate more actively with republican and regional mass media.”

(Media Respondent)

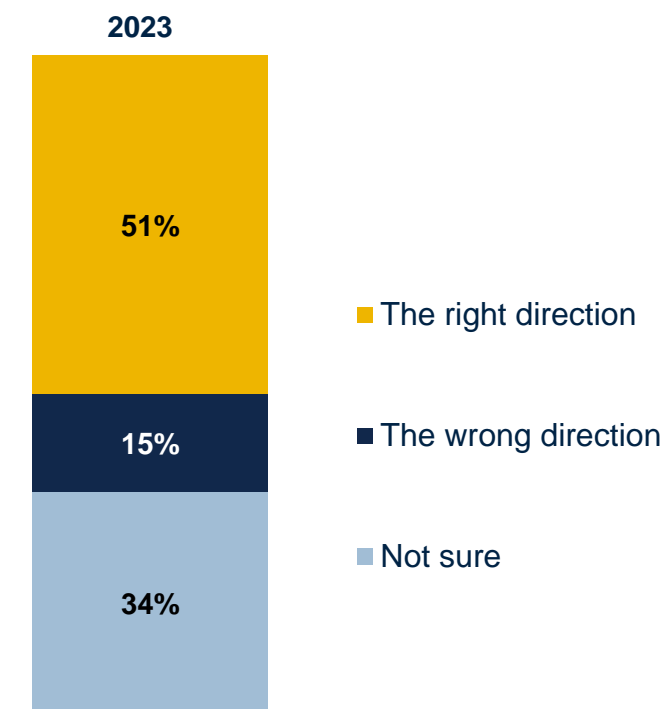


More Respondents are Uncertain about the Kyrgyz Republic's General Direction

In Fiscal Year (FY) 23, just over half of all respondents felt that the Kyrgyz Republic was headed in the right direction. Only 15% felt that the country was on the wrong track.

- Government principals and respondents from government institutions and project implementation units were significantly more likely to indicate that the Kyrgyz Republic was headed in the right direction (90%, 77%, and 86%, respectively) whereas only 23% of respondents from the private sector and 31% from civil society indicated that the country was on the right track.
- Respondents are less certain about the country's direction this year compared to FY19, when two-thirds of the respondents (61%) indicated that they were “very optimistic” or “somewhat optimistic” about the future, about one-third were pessimistic (33%), and only 6% - “not sure”.

Country direction



In general, would you say that the Kyrgyz Republic is headed in ... ? (N=216)



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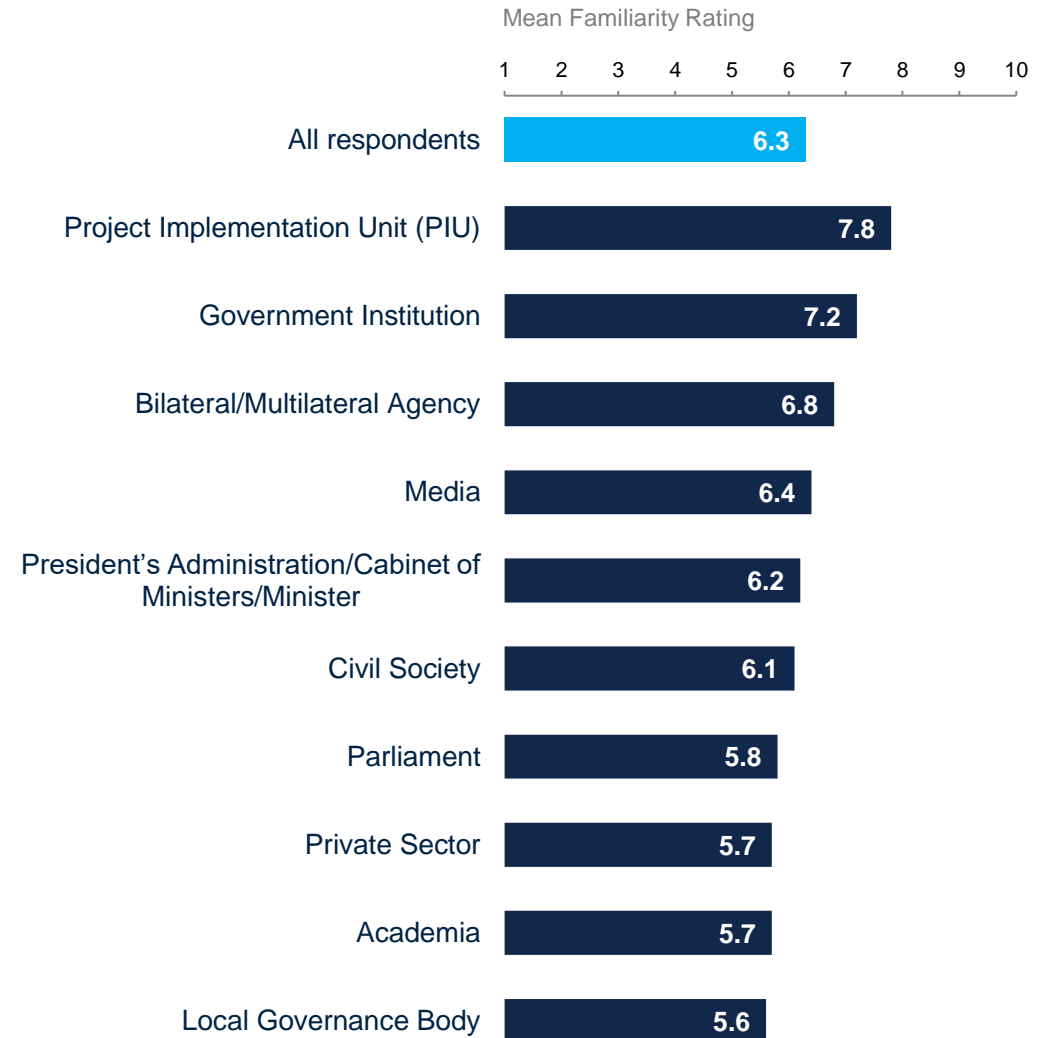
Familiarity with the World Bank Group

Year comparison: Respondents in this year's Country Survey reported significantly higher levels of familiarity with the WBG as compared to FY19:

Mean familiarity: FY23 = **6.3**
FY19 = **5.8**

Collaboration with the WBG: Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity: **Collaborate with WBG = 7.5**
Do not collaborate = 5.2



How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?
Scale: 1-10 (1: Not familiar at all – 10: Extremely familiar) (N=215)

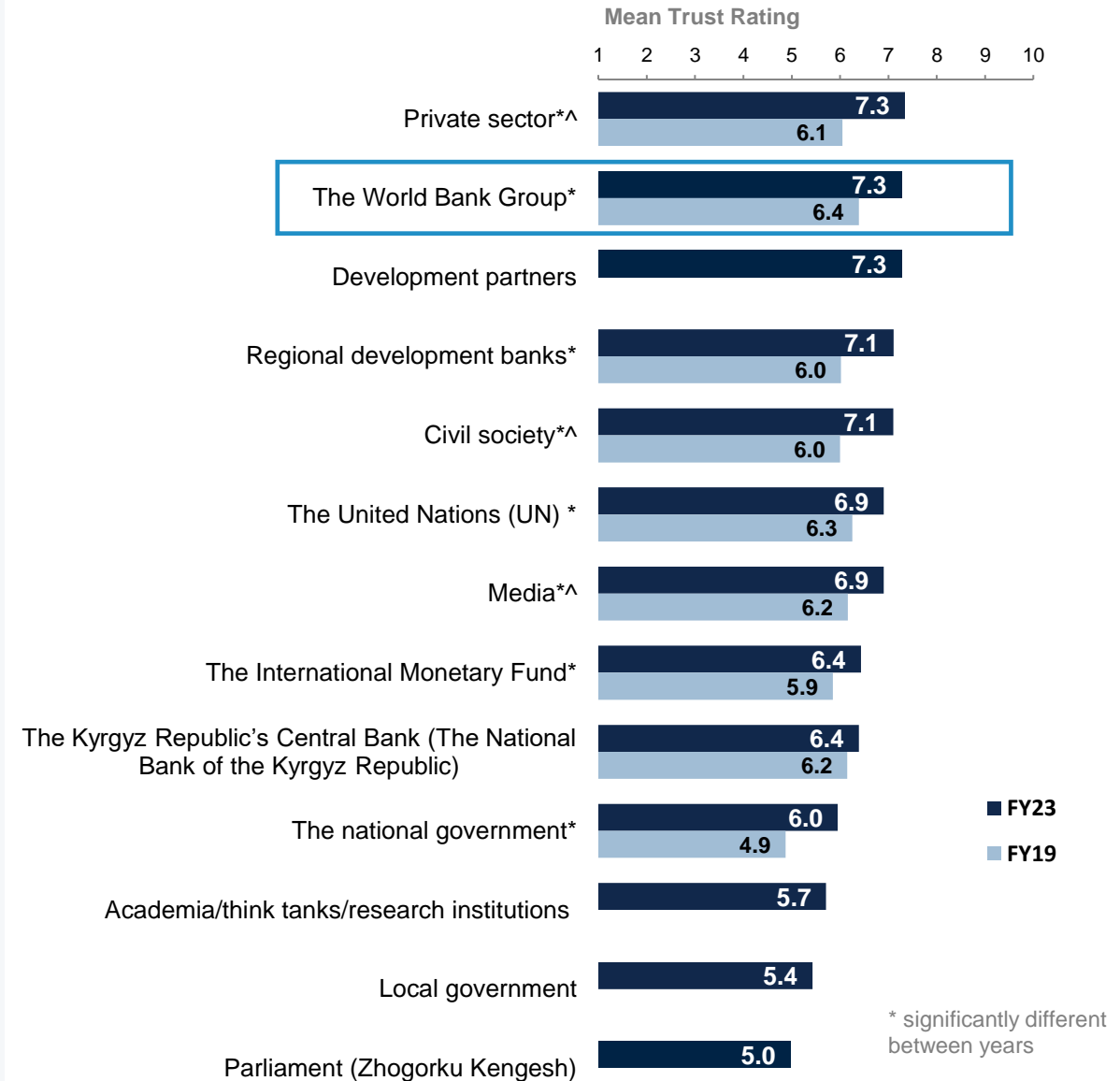


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Trust in Institutions

The World Bank Group was among the most **trusted institutions**, together with the private sector and other development partners. At the same time, the parliament and local government, along with academia, were the least trusted in the Kyrgyz Republic among the institutions studied.

- Respondents from **project implementation units** (PIUs) and other **government institutions** gave the highest ratings of trust for the WBG whereas respondents from academia gave significantly lower ratings of trust. **Academia** was also one of the groups that had some of the lowest levels of familiarity with the WBG.



To what extent do you trust each of the following groups to do what is right? Scale: 1-10 (1: To no degree at all – 10: To a very significant degree) (FY23 N=~191; FY19 N=~253)

[^]The mean trust score of the private sector in the FY23 survey was compared with the average score of the international private sector and domestic private sector from the FY19 survey; similarly, civil society was compared with the average score of international civil society and domestic civil society; and media was compared with the average trust score of international traditional media and their web presence, internal media and their web presence, and web-based media.

Overall Attitudes toward the World Bank Group

“Firstly, it is to reduce the cost of providing consulting services to 0.1 percent of the amount of the loan (borrowed funds).

Secondly, it is not to impose conditions that are unacceptable for the local economy and the specifics of the country's development.

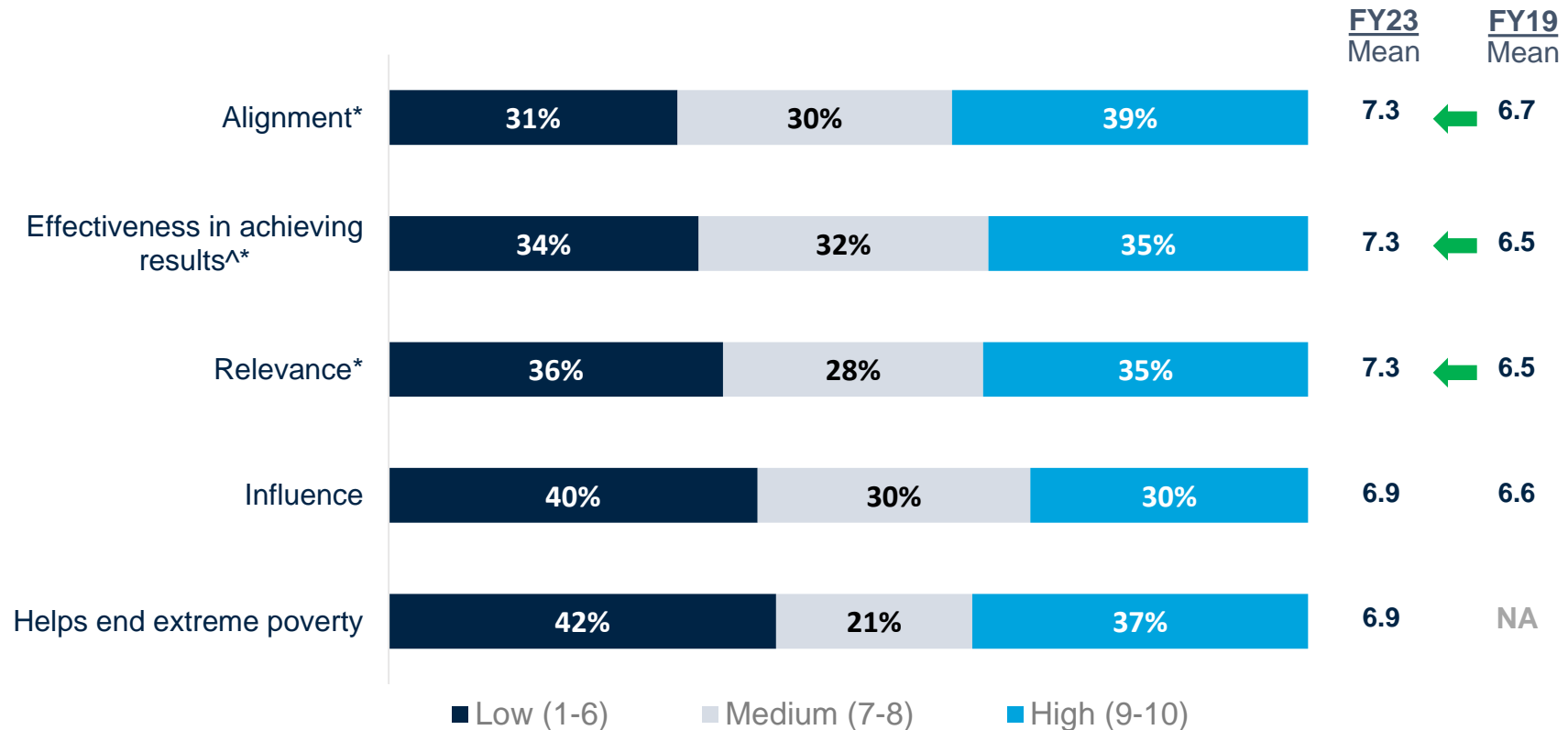
Thirdly, flexibility is needed in changing the special conditions for providing credit funds, according to changing economic conditions.”

(Government Institution Respondent)



Key Performance Indicators

In FY23, there was a significant increase in the perceptions of the WBG's **alignment with the country's development priorities, effectiveness in achieving results, and relevance** to development in the Kyrgyz Republic.



How effective has the World Bank Group been in achieving development results in the Kyrgyz Republic? Scale: 1-10 (1: Not effective at all– 10: Very effective)
 To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic? Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)
 To what extent do you agree/disagree with the following statements about the World Bank Group's work in the Kyrgyz Republic? Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)
 The World Bank Group currently plays a relevant role in development in the Kyrgyz Republic.
 The World Bank Group's work is well aligned with what I consider the development priorities for the Kyrgyz Republic.
 The World Bank Group's work helps end extreme poverty in the Kyrgyz Republic.

^ To calculate the mean for this indicator for FY23, a mean score of the two questions asked in the FY19 survey was calculated: "Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic." Scale: 1-10 (1: Not effective at all– 10: Very effective); "To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?" Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)

Familiarity Leads to More Positive Perceptions

When comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive perceptions they have of the WBG and its work.

Meaningful engagement and outreach can continue to increase positive perceptions.



The WBG currently plays a relevant role in development in the Kyrgyz Republic. Scale: 1 Strongly disagree – 10 Strongly agree

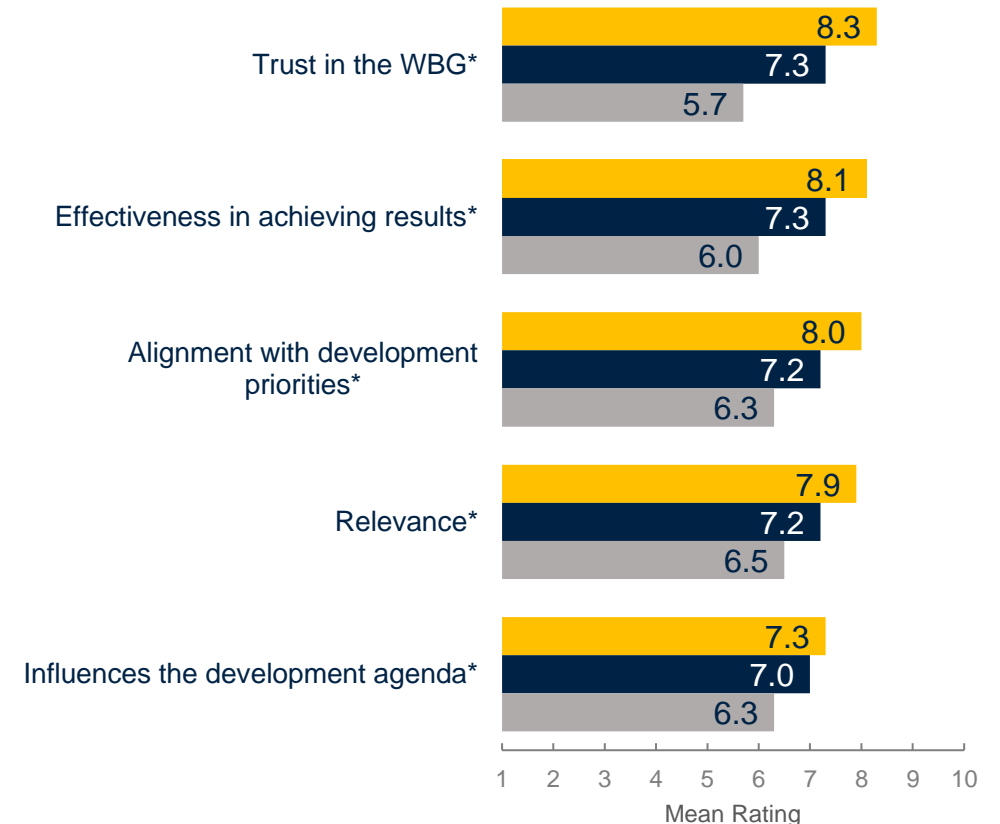
To what extent do you trust the WBG to do what is right?

Scale: 1 To no degree at all – 10 To a very significant degree

To what extent does the WBG influence the development agenda in the Kyrgyz Republic? Scale: 1 To no degree at all – 10 To a very significant degree

How effective has the WBG been in achieving development results in the Kyrgyz Republic? Scale: 1 Not effective at all – 10 Very effective

The WBG's work is aligned with what I consider the development priorities for the Kyrgyz Republic. Scale: 1 Strongly disagree – 10 Strongly agree



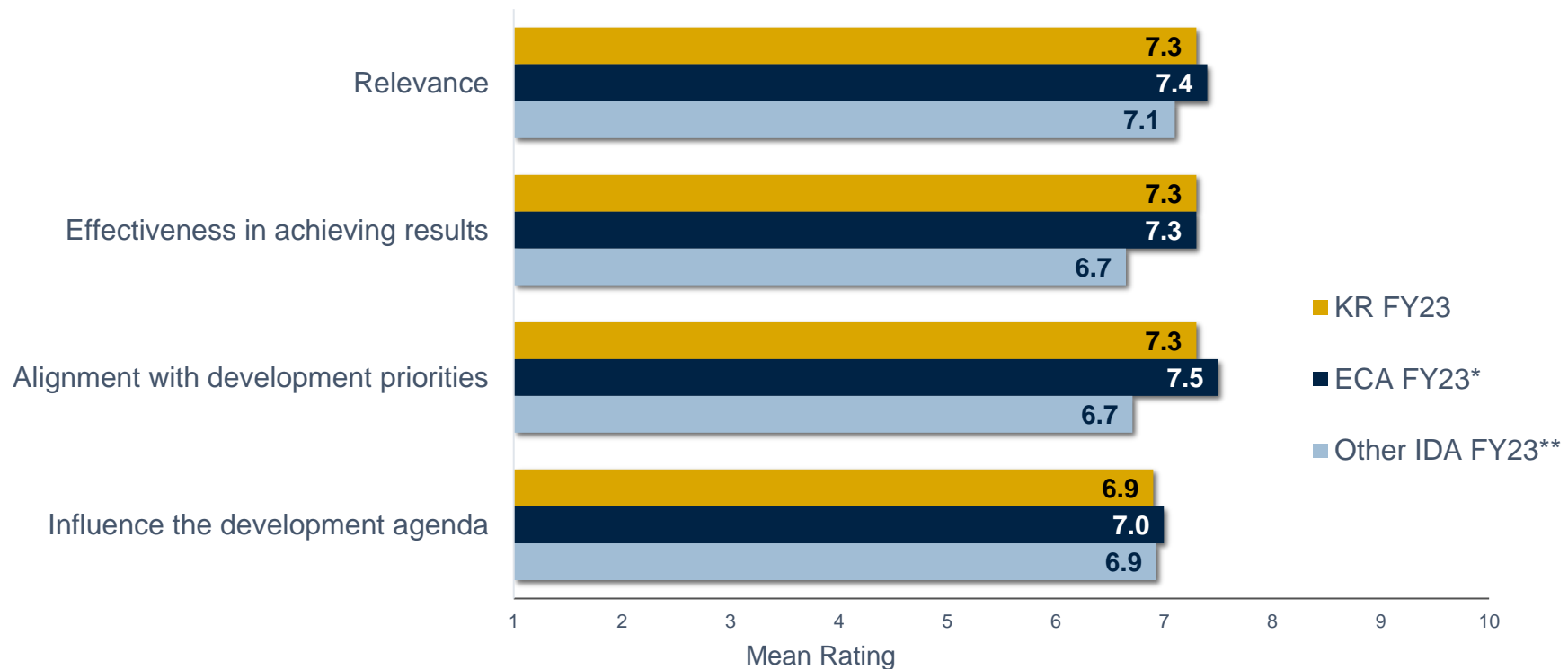
■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

* Significantly different between levels of familiarity



Key Performance Indicators: Regional Comparison

The mean ratings for **relevance**, **alignment**, and **influence** of the WBG were **somewhat lower** in the Kyrgyz Republic than in other **Europe and Central Asia (ECA)** countries surveyed in FY23, except for **effectiveness in achieving results**, which was on par with other ECA countries (mean = 7.3). Ratings for most key performance indicators were **higher in the Kyrgyz Republic** than in other **International Development Association (IDA)** countries surveyed in FY23, especially for **effectiveness in achieving results** and **alignment** (please refer to the footnote for the country lists), while **influence** was on par with other IDA countries (mean = 6.9).



* ECA countries surveyed in FY23 included: Albania, Azerbaijan, Armenia, Montenegro, North Macedonia, Romania, Serbia, Turkey, and Uzbekistan.

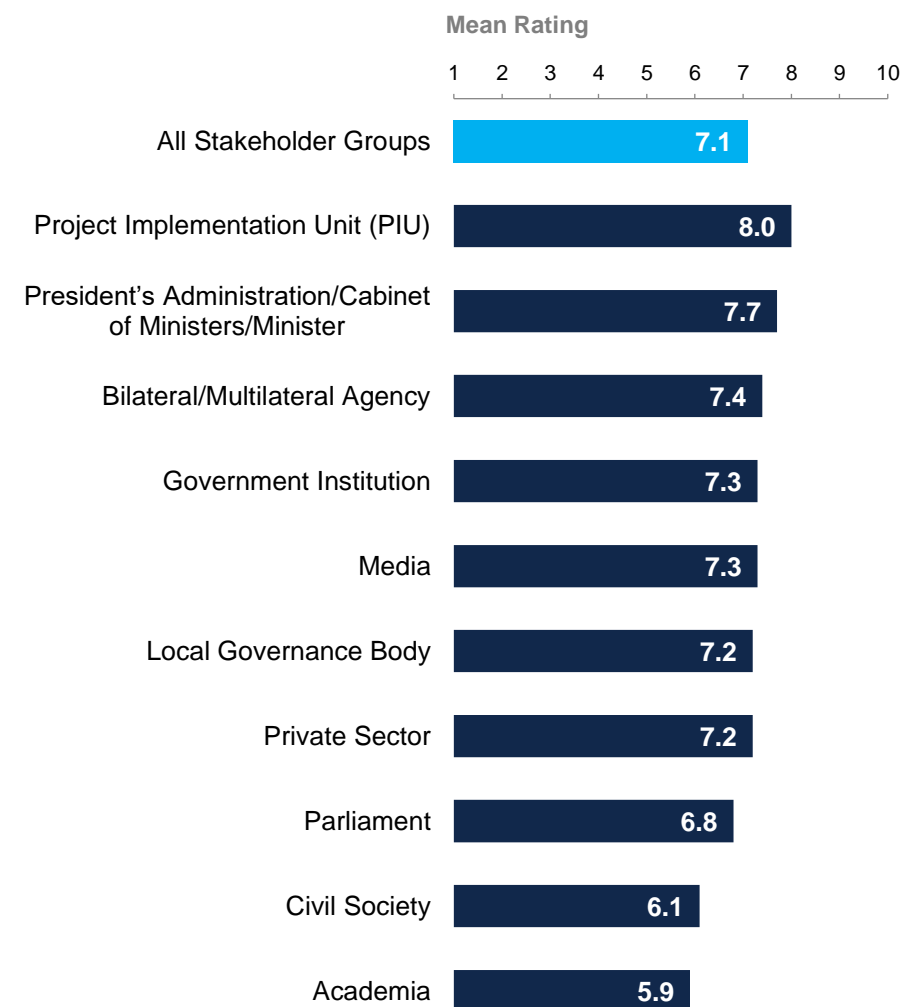
** IDA countries surveyed in FY23 included: Djibouti, the Kyrgyz Republic, Guinea, Honduras, The Gambia, Central Africa Republic, Mali, Nepal, Sao Tome and Principe, and Tanzania.

Stakeholder Trends across Performance Indicators

Respondents from **Project Implementation Units (PIUs)** and from the **President's Administration / Cabinet of Ministers / ministries** gave the highest mean ratings for the aggregated responses to the eighteen [COS indicator questions](#), whereas respondents from **academia** and **civil society** had significantly lower mean ratings.

Collaboration with the WBG: Respondents who collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.5**
 Do not collaborate = 6.5



Mean Ratings for the eighteen COS Indicator Questions by Stakeholder Groups on a Scale from 1 to 10. These selected indicators are listed at the end of this report.



World Bank Group's Support for Development Areas

“[The WBG can] help build a comprehensive data-driven planning system that minimizes the influence of politicians, relying on strong administrative procedures and digital tools.”

(Civil Society Respondent)

“...focusing more efforts on private sector development in key fields like IT and value-added production in agriculture and textiles/light industry is critical...”

(Bilateral / Multilateral Agency Respondent)



Development Areas for WBG Focus

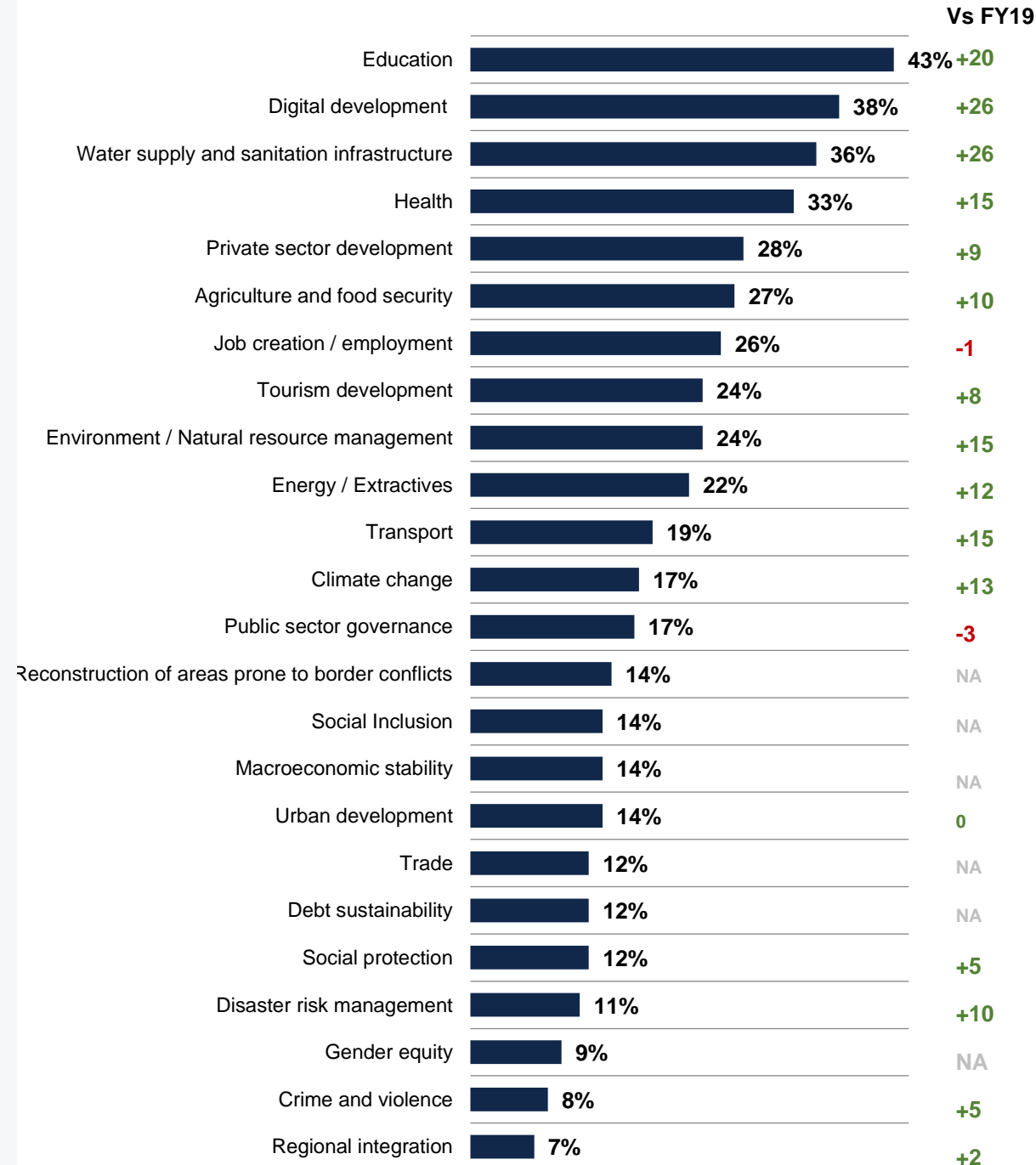
In FY23, stakeholders would like the WBG to focus its resources on their top priorities: **education, digital development, water supply and sanitation infrastructure, and health.**

Although **education** and **health** have remained among the top areas for the WBG's focus since FY19, **digital development**, and **water supply and sanitation** have grown significantly in perceived importance in FY23.

Note: The overall increase in percentages is partially attributable to the change in the methodology: In FY19, respondents were offered the option of selecting up to three priorities, whereas in FY23, they could select up to five priorities. In addition, two major cross-cutting areas — economic growth and poverty reduction — were removed from the list of options in FY23.

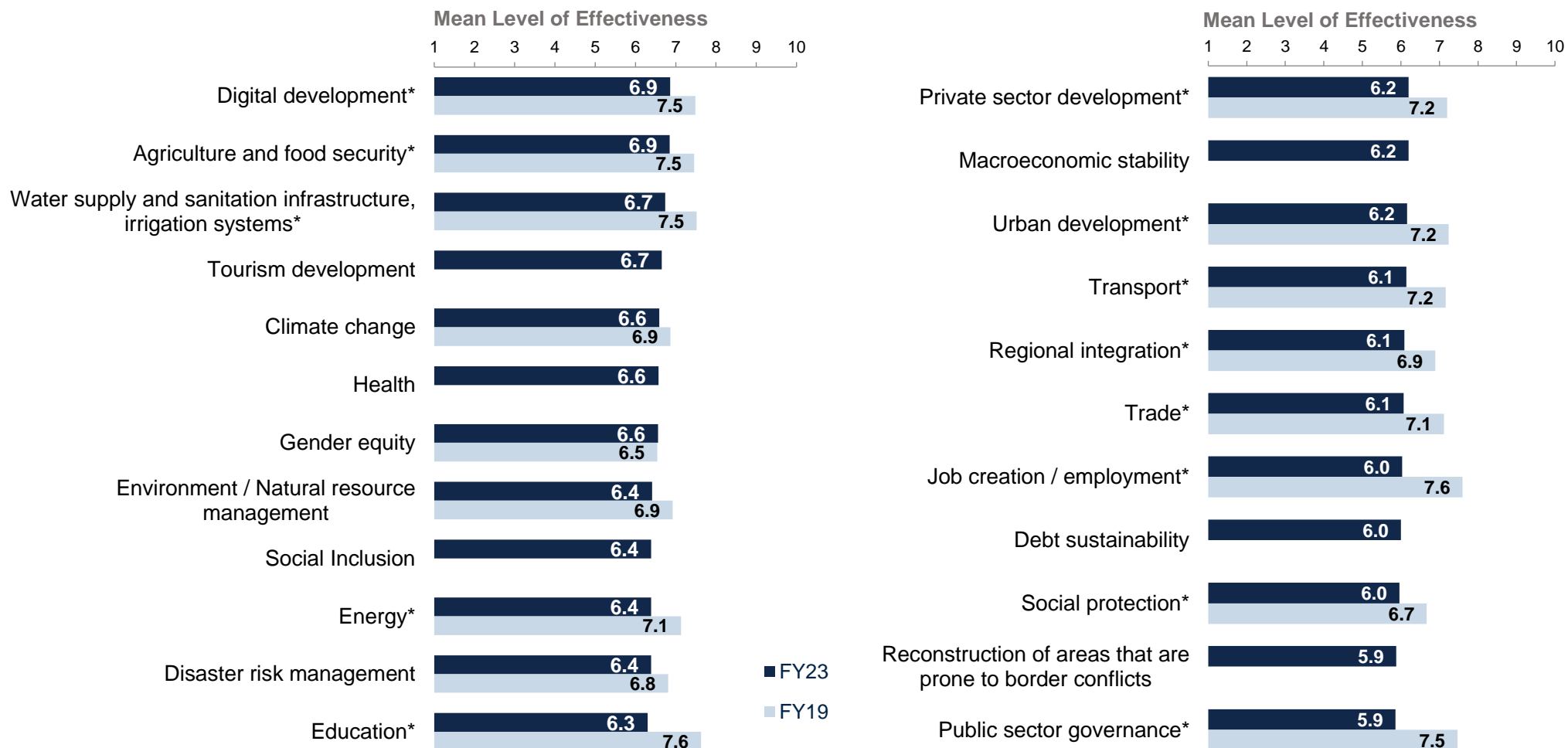


FY23: Which areas should the World Bank Group prioritize in its work in the Kyrgyz Republic to have the most impact on development results in the country? (Choose no more than 5) (N=214)
FY19: When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE) (N=301)



Effectiveness of WBG's Sectoral Support

The WBG's work in **digital development** and **agriculture and food security** received the highest effectiveness ratings in the Kyrgyz Republic. In general, however, the ratings for sectoral effectiveness decreased notably since FY19, especially for **public sector governance**, **job creation**, and **education**.



How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Kyrgyz Republic? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know"), Scale: 1-10 (1: Not effective at all – 10: Very effective) * Significantly different between years



World Bank Group's Work and Engagement on the Ground

“Be more transparent in your activities. Simplify procedures for participation in tenders for interested parties. Involve more local experienced experts in projects for the socio-economic development of Kyrgyzstan.”

(Private Sector Respondent)

“When implementing national projects, do not create a PIU. It is very difficult for this temporary structure to manage projects since they basically consider the project to be national and the customer is a state body. This is an erroneous opinion.

WB needs more projects related to climate change adaptation and support NGOs and the private sector”

(Civil Society Respondent)



Financial Resources are the Bank's Greatest Value

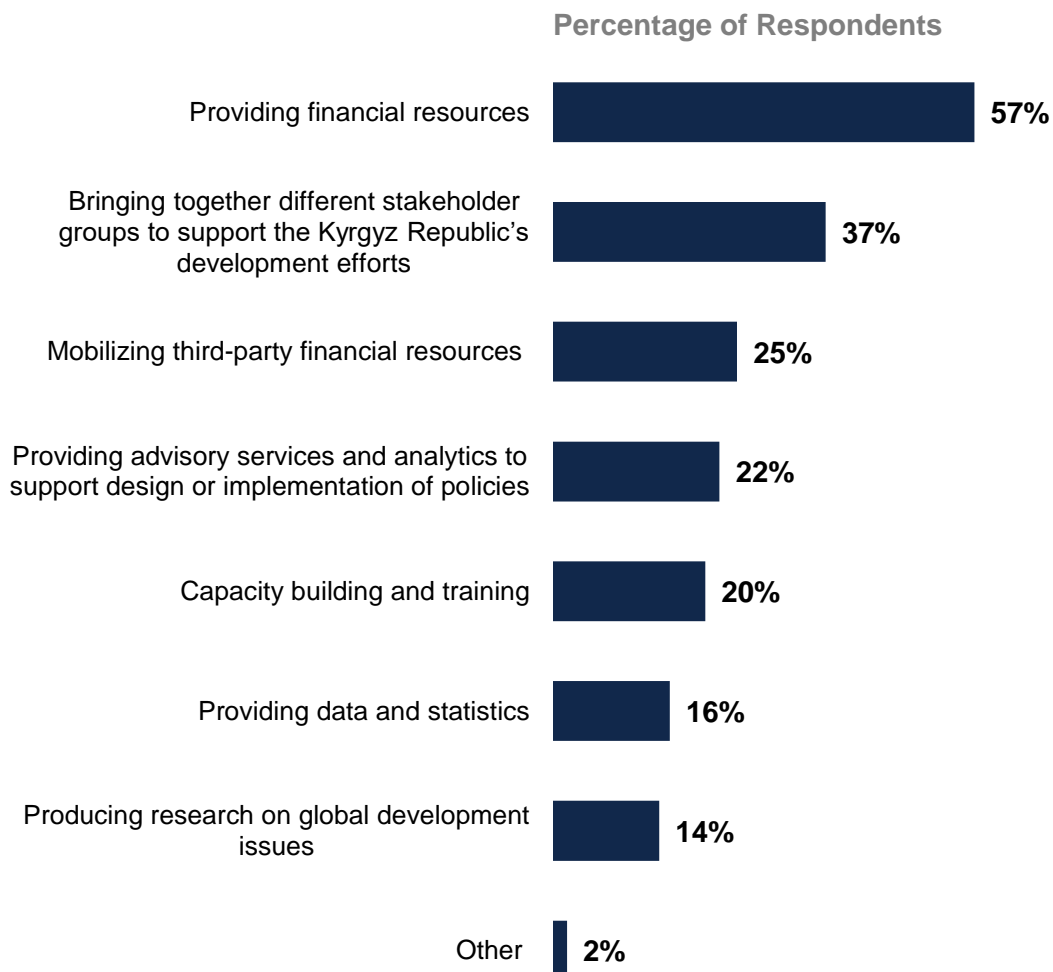
As in FY19, respondents to the FY23 survey considered the Bank's **financial resources** to be of greatest value to the Kyrgyz Republic.

In addition, respondents in this year's survey considered the WBG's **bringing together different stakeholder groups** of much greater value, being identified as a valued activity by twice as many respondents this year (37%) than in FY19 (17%).

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

"Give substantial policy advice from a long-term perspective with actual financial support. For example, the tax regime is now transforming into a more viable state and WB is contributing a lot to this transformation."

(Bilateral / Multilateral Agency Respondent)



The WBG as a Development Partner

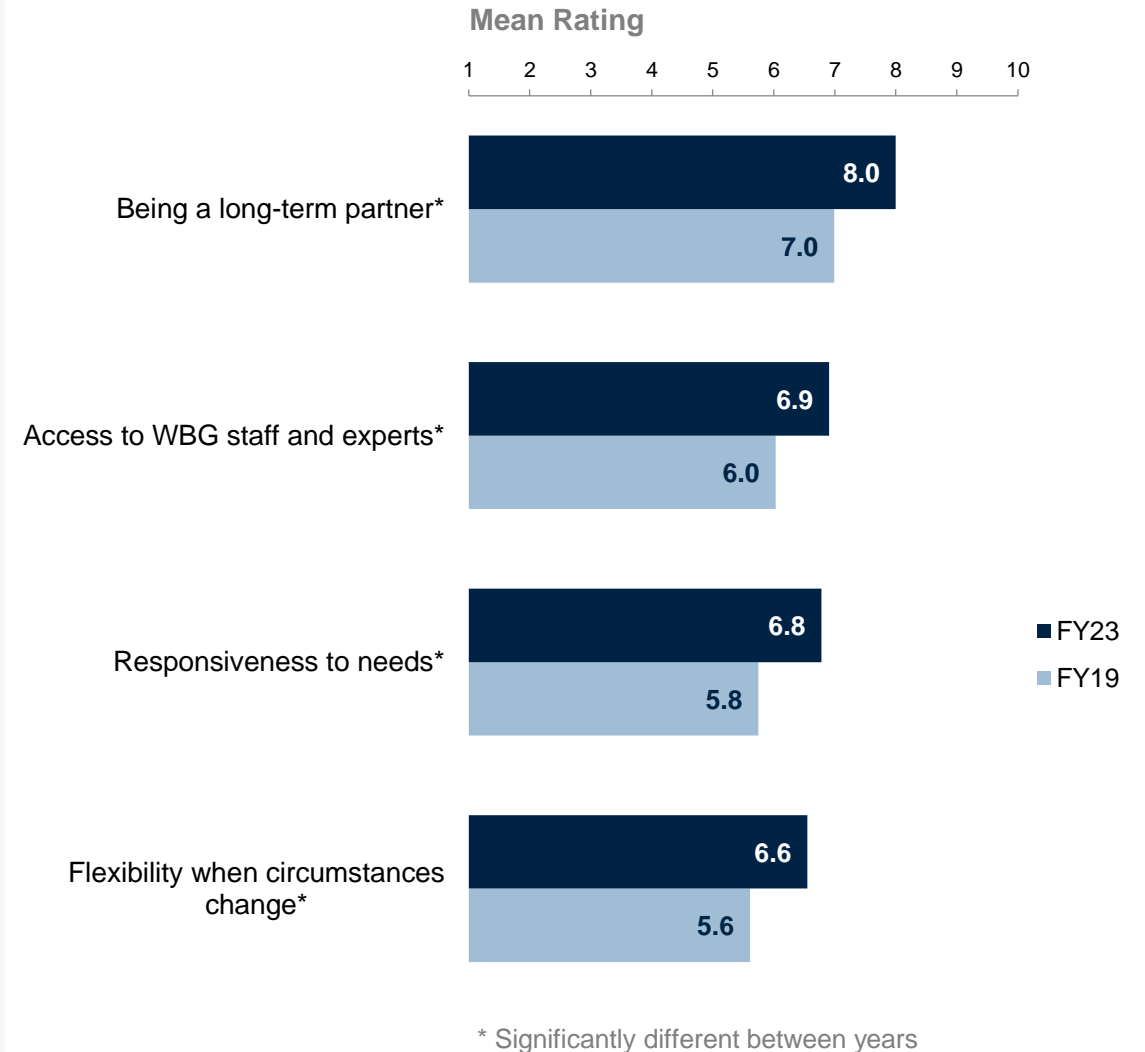
In FY23, respondents perceived the WBG as a significantly more **responsive**, **accessible**, and **flexible long-term partner** than in FY19.

- Respondents from **academia** and **civil society** tended to be more critical than other stakeholder groups (means across questions, except for being a long-term partner, were below 6.0).

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

*“1. Conduct in-depth needs analysis and develop proposals based on a solid evidence base.
2. Plan, implement, and monitor all activities in accordance with the developed guidelines and requirements.
3. Provide flexibility and adaptability as circumstances change..”*

(Project Implementation Unit Respondent)



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

The WBG Should Collaborate More with the Local Government, Private Sector, and Civil Society

Respondents in this year's survey indicated that in addition to its partnership with the national government, the Bank should collaborate more with **local governments, the private sector, and civil society**. In the qualitative comments, respondents stressed the need for greater engagement of various stakeholder groups in project design, implementation, and monitoring.

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

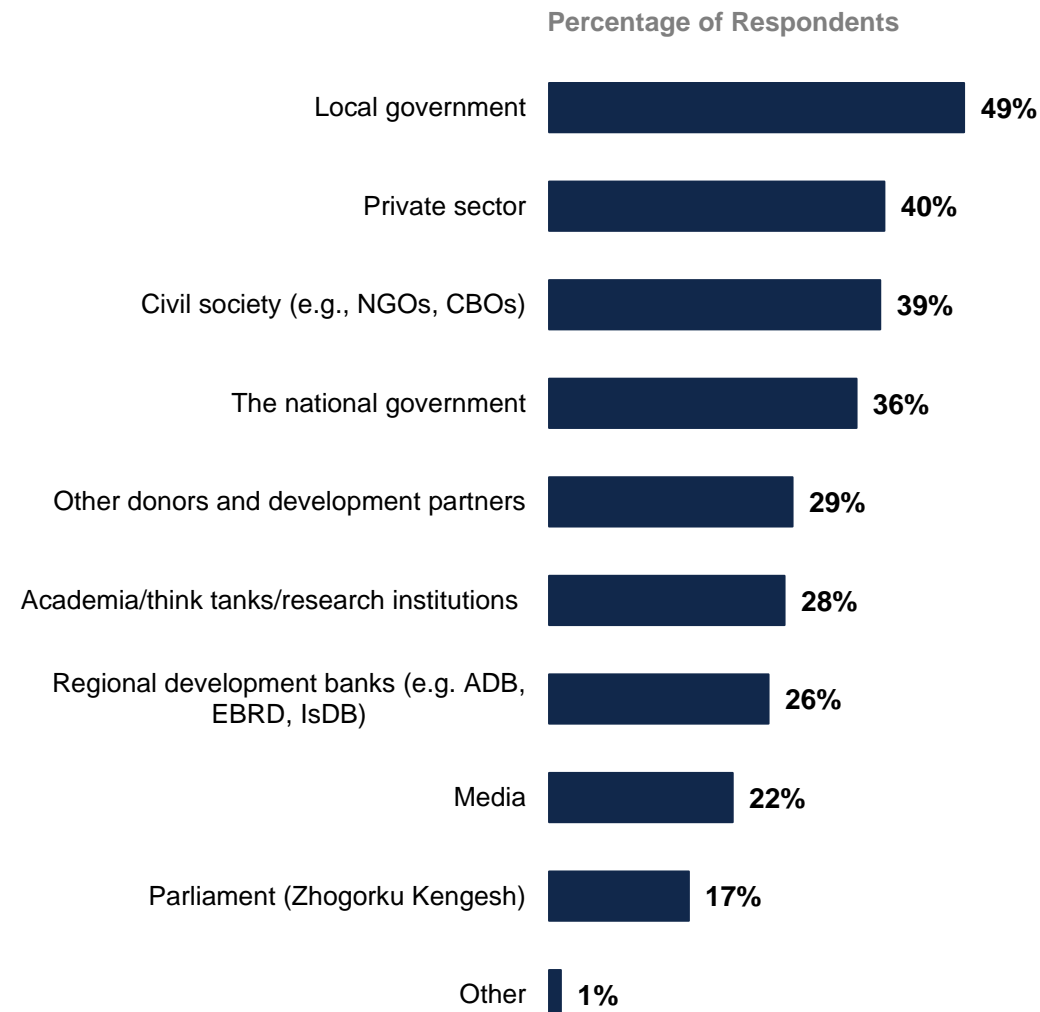
"Better cooperation and coordination with development partners working on the same sector, seeking for synergies and complementarities"

(Bilateral / Multilateral Agency Respondent)

"Involvement of civil society (from the sphere of human rights) in the processes:

- 1. Determination of priority areas of activity in the Kyrgyz Republic;*
- 2. Monitoring of implementation at different stages of activity;*
- 3. Transparency of procedures for working with government agencies".*

(Civil Society Respondent)



Which THREE of the following groups should the WBG collaborate with more in the Kyrgyz Republic?
(Choose no more than 3) (N=212)



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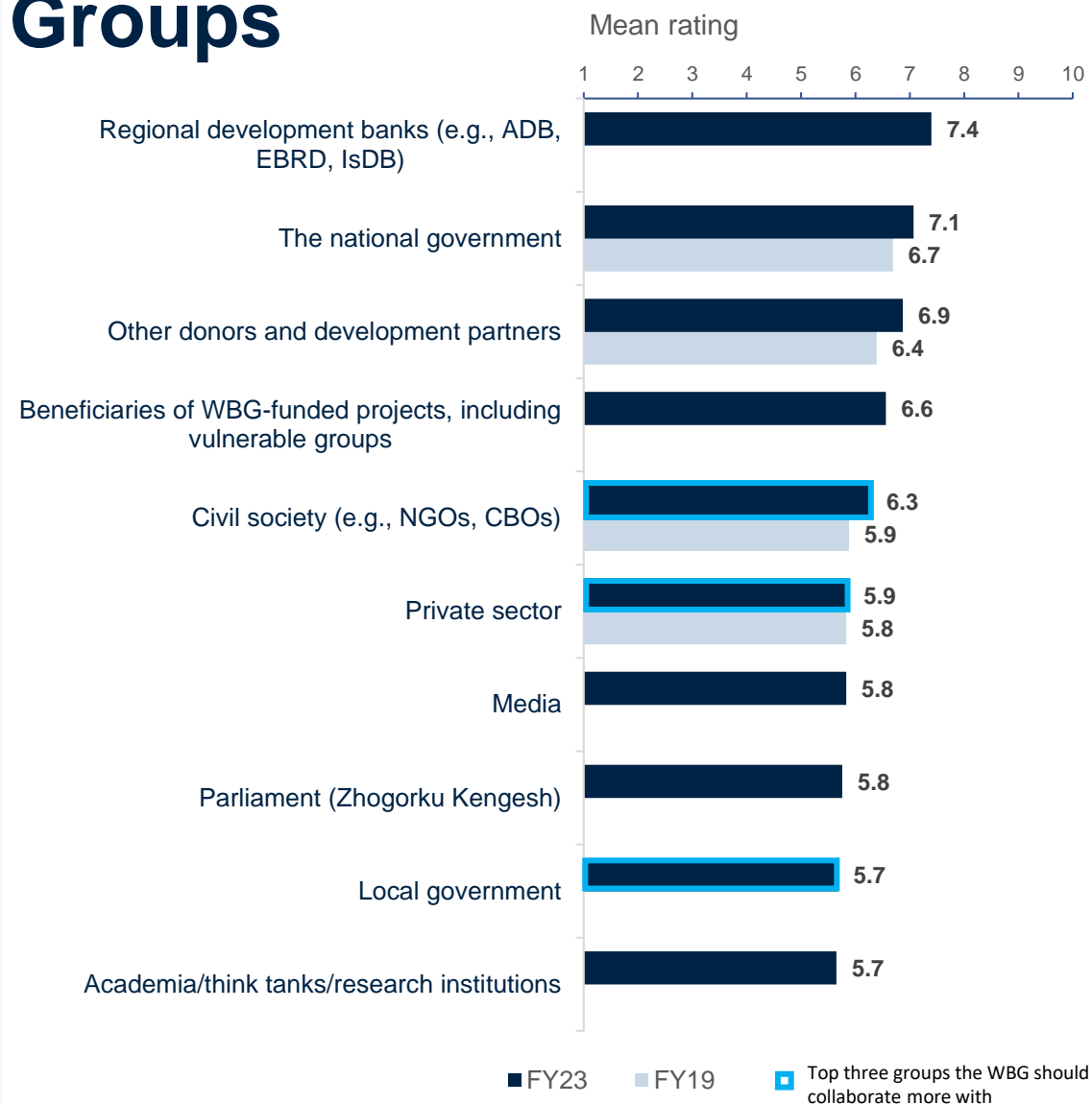
WBG as a Development Partner: Collaborating with Various Stakeholder Groups

In FY23, the ratings for the WBG's collaboration with various stakeholder groups have increased compared to FY19, although not significantly.

The WBG received the highest mean ratings for its collaboration with the **regional development banks** and the **national government**.

Ratings were somewhat lower for its collaboration with **local government, the private sector, and civil society**, although the latter rating has improved (mean = 5.9 in FY19, mean = 6.3 in FY23).

- As with other aspects of the WBG's partnership in the Kyrgyz Republic, respondents from **civil society** had the most critical views of the WBG's collaboration with various stakeholder groups (mean across all groups = 5.4).



To what extent is the WBG an effective development partner in the Kyrgyz Republic, in terms of collaborating with the following groups: (1-To no disagree at all, 10-To a very significant degree)



WBG's Financial Instruments

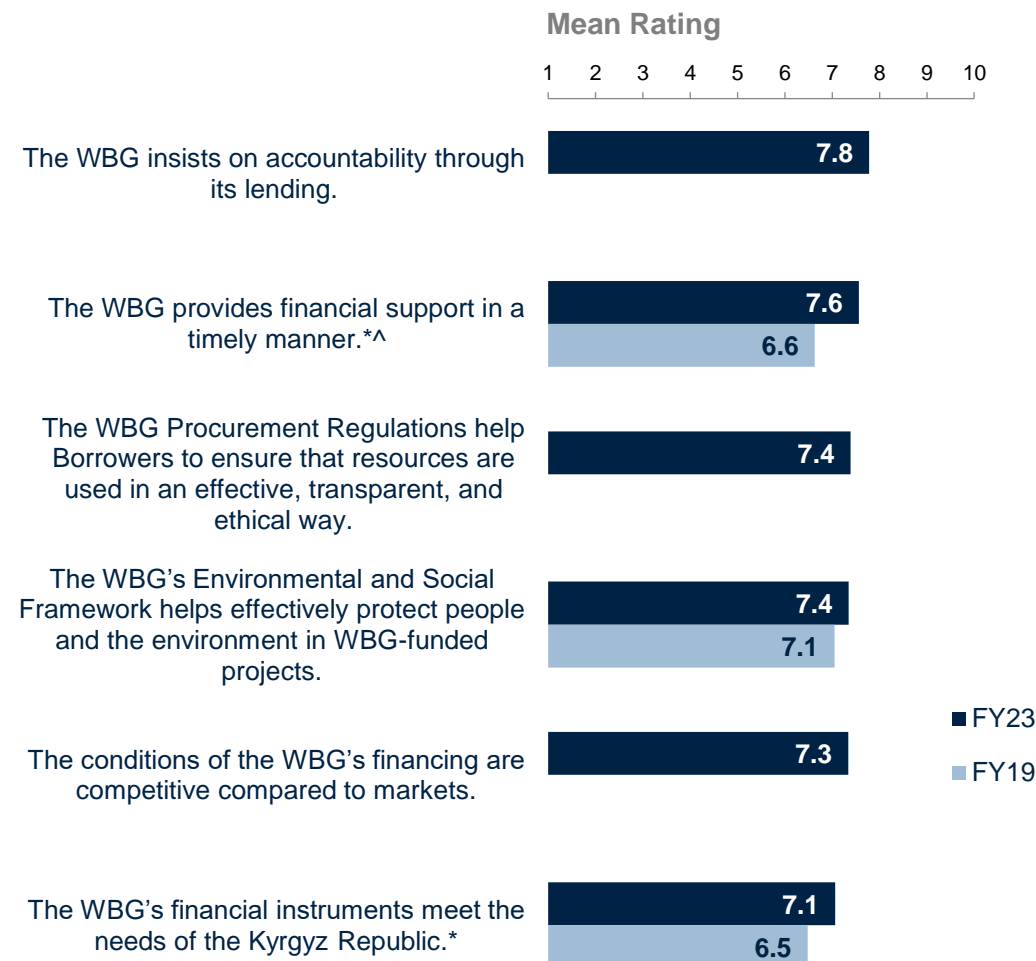
In terms of the WBG's financial instruments, respondents gave the highest ratings for the WBG **insisting on accountability** through its lending. In addition, respondents perceived the **timeliness** of the Bank's financial support and it's **meeting the country's needs** significantly higher than in FY19.

- Respondents from **PIUs** gave very high ratings for the WBG's insistence on accountability and for the effectiveness of the Environmental and Social Framework (means higher than 9.0). At the same time, civil society respondents tended to be more critical (mean = 6.4 across all questions).

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

"Strengthen the ability to adapt to changing political and social conditions in the preparation, implementation, and financing of investment projects in order to better take into account the real situation and the interests of stakeholders, especially beneficiaries, on the ground."

(Bilateral / Multilateral Agency Respondent)



* Significantly different between years



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

Scale: 1-10 (1: Strongly disagree– 10: Strongly agree)

^ FY19, the option was "The World Bank Group disburses funds promptly"

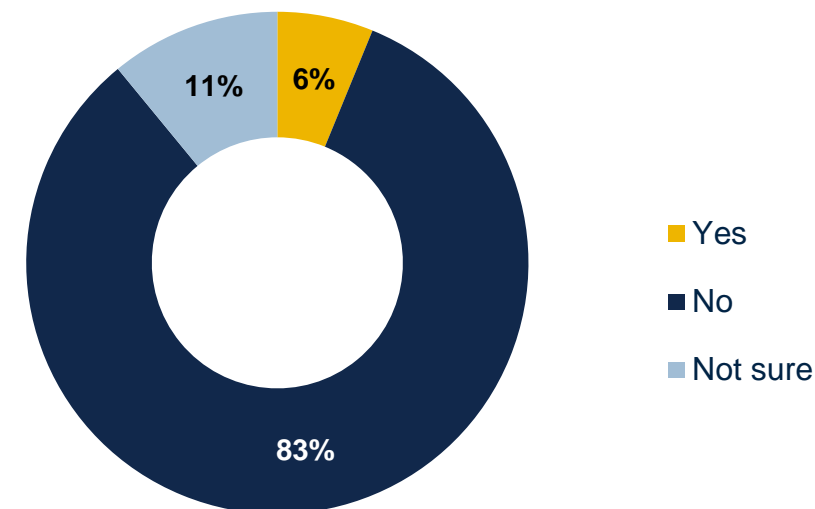


Satisfaction with the WBG's Grievance Mechanism

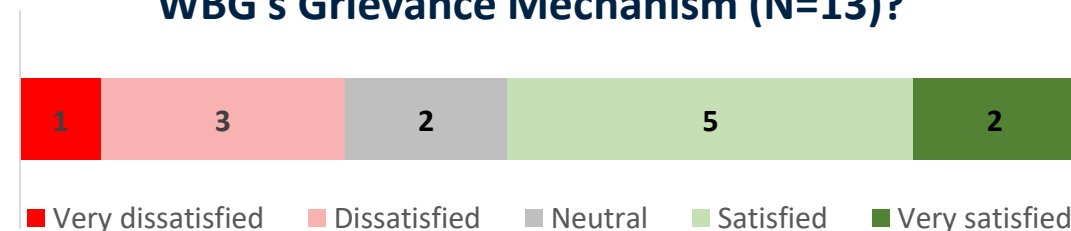
An overwhelming majority of respondents reported having **no previous experience** of using WBG's Grievance Mechanism (83%).

Among those few who had experience using the WBG's Grievance Mechanism, half were satisfied with the services, and the other half were neutral, dissatisfied, or very dissatisfied.

Use of the WBG's Grievance Mechanism in relation to WBG-funded projects



How satisfied are you with the services received via the WBG's Grievance Mechanism (N=13)?



World Bank Group's Knowledge Work and Activities

“... WB’s (foreign) consultants should link recommendations to local conditions, economic situation, mentality, the level of development of SMEs and the financial sector... To attract more local consultants, as international ones [are at] the level of local [consultants], [the level of] Kyrgyz consultants is quite high...”
(Private Sector Respondent)

“Conduct more research in the Kyrgyz Republic and Central Asia”
(Civil Society Respondent)

“Availability of WB policies in local languages and availability on the website.”
(Civil Society Respondent)



Most Respondents Have Not Used the WBG's Knowledge Work

More than half of all respondents reported that they had not used the WBG's knowledge work in the past.

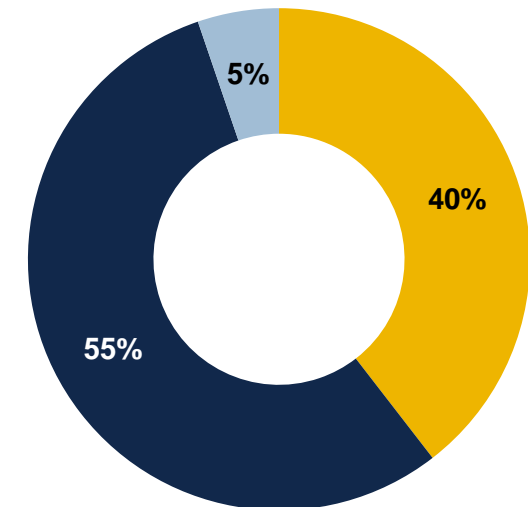
- Respondents from **project implementation units** and the **President's Administration / Cabinet of Ministers / ministries** were significantly more likely to have used WBG's knowledge work (79% and 56%, respectively) compared to respondents from other stakeholder groups.
- In qualitative comments, respondents stressed the need for broader dissemination of the WBG's analytical work, including via targeted outreach to various stakeholder groups.

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

"Inform more widely where and how various analytical reports can be obtained. Conduct more frequent broad-based review sessions for analytics organizations on your analytics and advisory products"

(Civil Society Respondent)

Use of the WBG's Advisory Services and Analytics



■ Yes ■ No ■ Not sure



Have you used the WBG's advisory services and analytics in the past? (N=210)



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Stakeholders Anticipate Using WBG Knowledge Work

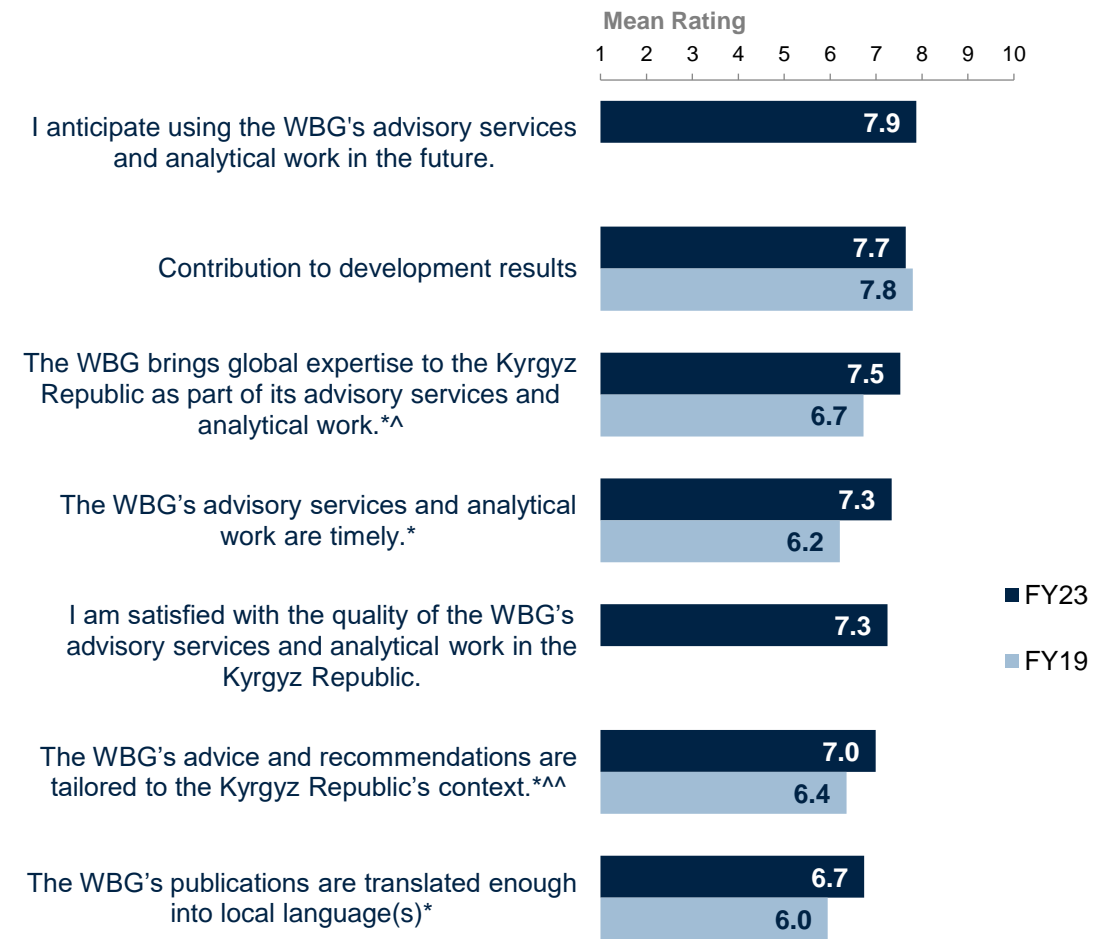
Ratings in FY23 have mostly **improved** for comparable questions (please see the figure on the right). Most of the respondents anticipate using WBG’s advisory services and analytics in the future.

The rating for the WBG’s publications being **translated enough** into local languages notably improved since FY19, however still ranked the lowest. Some of the qualitative responses highlighted the importance of communicating in the local language:

In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

“Communication should be done in the Kyrgyz language, during events the main broadcast language should be Kyrgyz, and during any meetings, there should be an opportunity to express opinions in their native language. Now sometimes people don’t speak because they can’t fully express their thoughts in their non-native Russian or English languages. More communication in simple accessible language through social communication channels, messengers.”

(Civil Society Respondent)



* Significantly different between years



To what extent do you agree/disagree with the following statements? Scale: 1-10 (1: Strongly disagree– 10: Strongly agree)
How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in the Kyrgyz Republic?
Scale: 1-10 (1: Not significant at all– 10: Very significant)
^ In FY19, this option was “In the Kyrgyz Republic, to what extent do you believe that the World Bank Group’s knowledge work and activities: Are a source of relevant information on global good practices”; Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)
^^ In FY19, this option was “In the Kyrgyz Republic, to what extent do you believe that the World Bank Group’s knowledge work and activities: Are adaptable to the Kyrgyz Republic’s specific development challenges and country circumstances”; Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)

The Future Role of the World Bank Group in the Kyrgyz Republic

“... Introduction of digitalization measures in local governments, agriculture and forestry. ”

(Civil Society Respondent)

“...The priority direction is to determine the development of tourism in the Kyrgyz Republic since this area is still not fully developed. Developed tourism means jobs, self-employment of people, social and economic development of regions, improved access to infrastructure, etc. ...”

(Academia Respondent)

“Increase the attraction of grant funds from trust funds for the implementation of projects, especially where the beneficiaries are small households and vulnerable groups, as well as to support public infrastructure.”

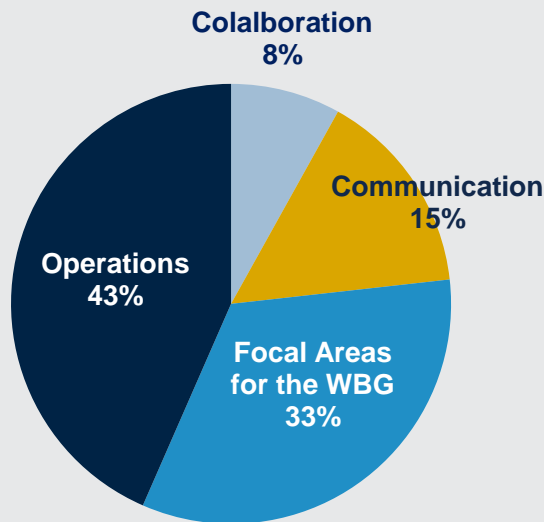
(Project Implementation Unit Respondent)



What the World Bank Group Could Do to Help Increase its Effectiveness in the Kyrgyz Republic

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in the Kyrgyz Republic?

Categories of responses



In their responses to the qualitative question about what the WBG could do to help increase its effectiveness in the Kyrgyz Republic, **43%** of respondents commented on the WBG's operational work; **33%** identified what they believe should be the key areas for the WBG; **12%** commented on the communication aspects of the WBG's work; and **9%** stressed the importance of collaboration.^

Focus areas: Respondents highlighted some of the key focal areas that they consider important for the Kyrgyz Republic. These included, among others **(i) public sector governance**, including **capacity development, empowerment of citizens** to participate in governance and project supervision to avoid corruption; **support for institutional transparency and budget accountability**; **(ii) human capital** (education and healthcare); **(iii) energy and climate change** solutions, particularly putting an emphasis on renewable energy and addressing air pollution and climate change; **(iv) macroeconomic stability and support for private sector and innovations**; and **(v) data and knowledge sharing**; **(vi) agriculture**

"Providing assistance in the development of digitalization and ensuring the efficiency of the public administration system..."

(Government Institutions Respondent)

"Attracting donors and investors and supporting businesses in the private sector"

(Respondents from the President's Administration / Cabinet of Ministers / minister's office)

"Global investment in education and research. Bringing the healthcare industry up to global standards as soon as possible. It needs hundreds of millions of dollars. It is necessary to allocate funds for these areas instead of small projects."

(Government Institutions Respondent)



In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic? (Please be specific) (N=106)

^ Only respondents who answered the survey via an online platform were asked to answer this question, while those filling out paper surveys – were not.



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What the World Bank Group Could Do to Help Increase its Effectiveness in the Kyrgyz Republic

Operations: Respondents highlighted the need for a better understanding of the country's needs and priorities when preparing projects. They also stressed the importance of involving beneficiaries and civil society in the consultations and project development and of reporting results in the local language to improve communication and awareness of the Bank's work. Respondents welcomed the expansion of the WBG operations in the Kyrgyz Republic but pointed out the need for more flexibility in project preparation and greater supervision of how projects are being implemented.

"Increase transparency and accountability of assistance provided, including by informing the public about assistance programs during the planning period, providing reports on the progress of program implementation, and sharing data on the results of their implementation. Especially assistance that comes in exchange for changes in government policies and programs. It is also necessary to expand interaction with local government bodies, CSOs, and the media to improve feedback channels with the population."

(Civil Society Respondent)

"Be more transparent in your activities. Simplify procedures for participation in tenders for interested parties. Involve more local experienced experts in projects for the socio-economic development of Kyrgyzstan."

(Private Sector Respondent)

"Organize focus group discussions of key areas of action with various stakeholders, including the final beneficiaries. Develop a mechanism for adjusting long-term plans/projects depending on changes in the current situation"

(Government Institution Respondent)

Collaboration and Communication: Responses mainly focused on the need for more effective collaboration with various stakeholder groups (local governments, CSOs, private sector, etc.), including more communication in the Kyrgyz language, as well as the wider sharing of project information. These responses are mostly covered in the respective sections of this report.



Communications and Outreach

“[The WBG should have] more coverage of its activities in the media.”

(Civil Society Respondent)

“Transparency of activities, wide coverage of their activities in the Kyrgyz Republic and require transparency of work from all bodies with which the World Bank cooperates”

(Private Sector Respondent)

“Local population has little awareness about the results, the process of project implementation.”

(Respondent from the Parliament)

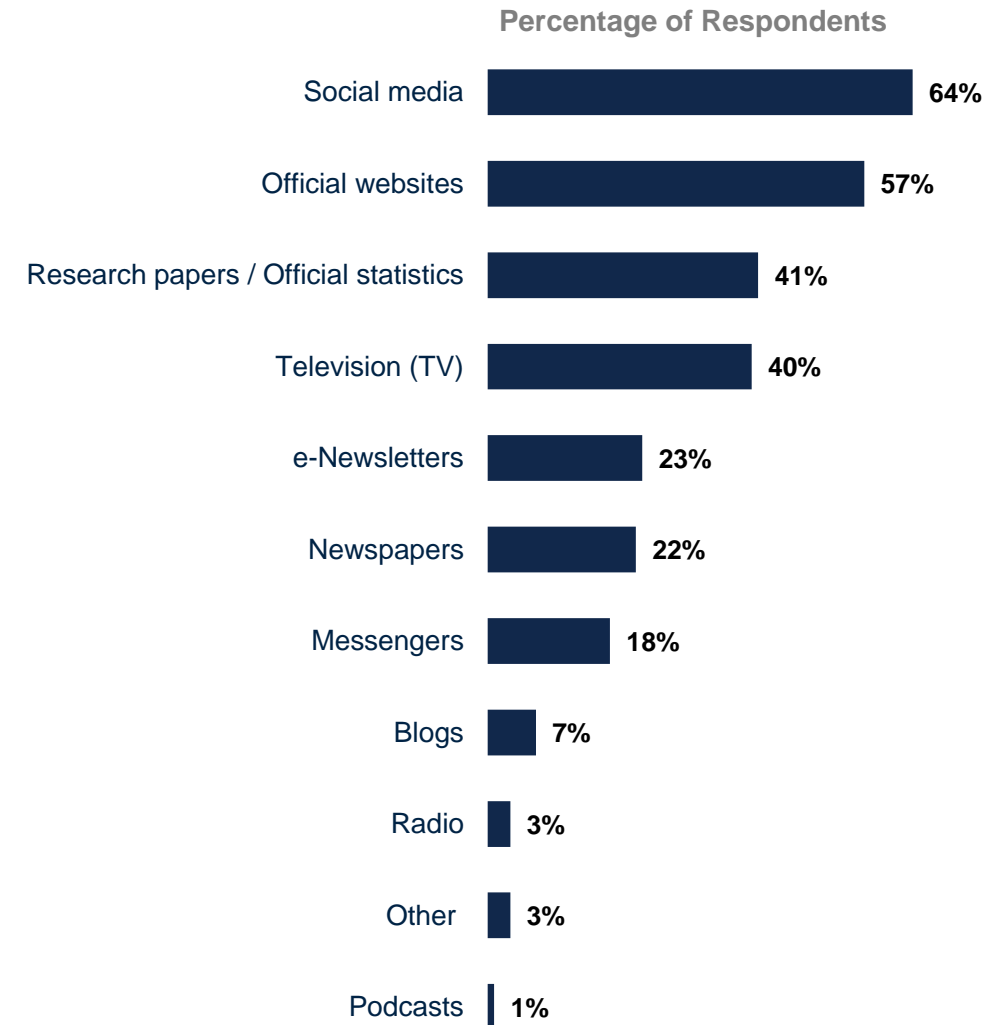


General Information

Sources

Respondents report using a variety of sources to obtain information about socioeconomic development issues in the Kyrgyz Republic. However, a majority rely on **social media** and **official websites**.

- There were significant differences among stakeholder groups in terms of their preferred information channels. Thus, respondents from bilateral / multilateral agencies preferred **research papers / official statistics** (63%), respondents from the Parliament – **television** (78%) and **newspapers** (64%), and respondents from the media and the private sector – **social media** (over 80%).



Preferred WBG Information Channels

Respondents reported using a variety of channels to receive information about the WBG, but the majority preferred **events**, **social media**, and **direct contact** with staff. However, there were some significant differences between stakeholder groups in their most preferred sources.

Increasingly more stakeholders prefer **social media** to obtain information about the WBG (only 24% identified social media as their preferred channel in FY19).

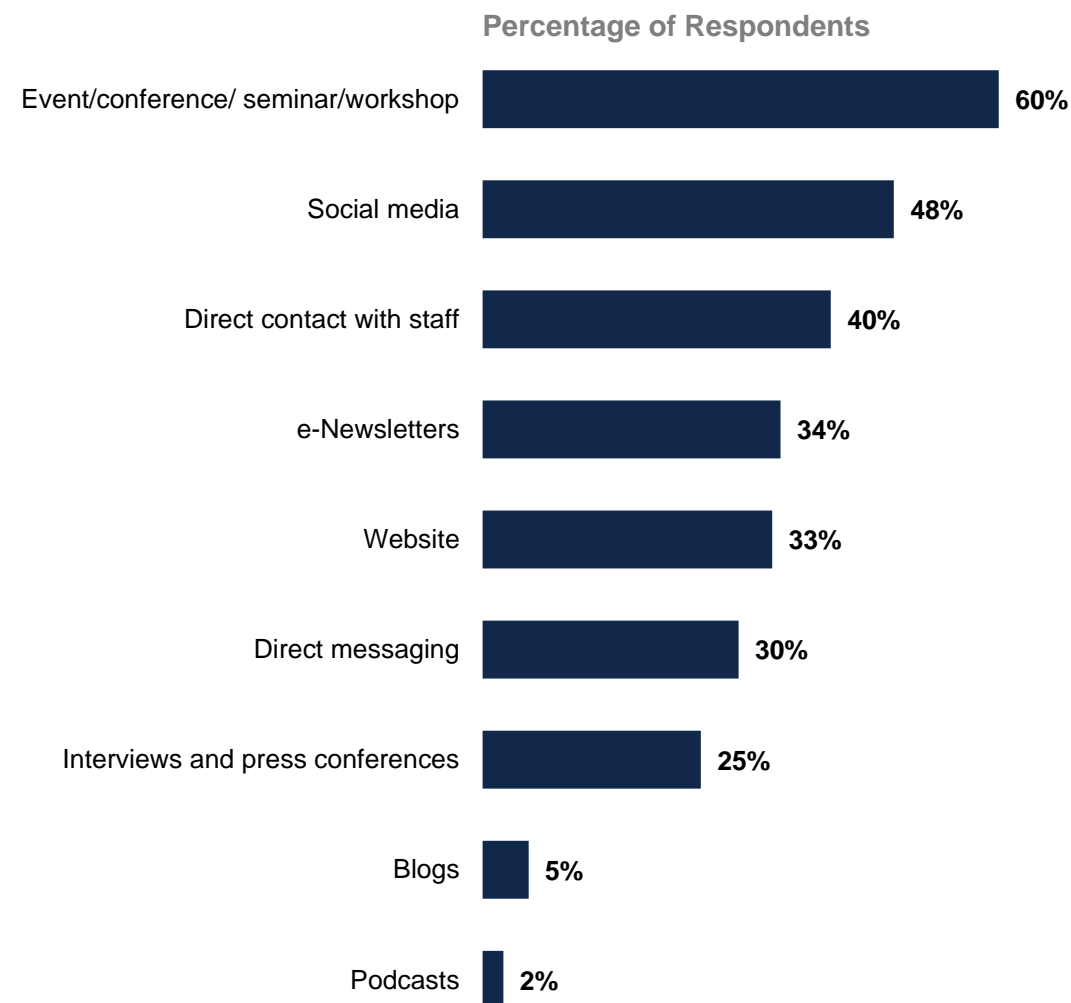
In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic?

“Inform more widely where and how various analytical reports and reports can be obtained. Conduct more frequent broad-based review sessions for analytics organizations on their [WBG’s] analytics and advisory products..”

(Civil Society Respondent)

“There are many different socio-political developments taking place in the country that are not being independently assessed or recommended or analyzed. In this context, it would be useful to become familiar with the various studies that the WBG is conducting. In addition, it would be good to read more about the activities of the World Bank in the Kyrgyz Republic in the media.”

(Civil Society Respondent)



How would you prefer to obtain information from the WBG?
(Choose no more than 3) (N=206)

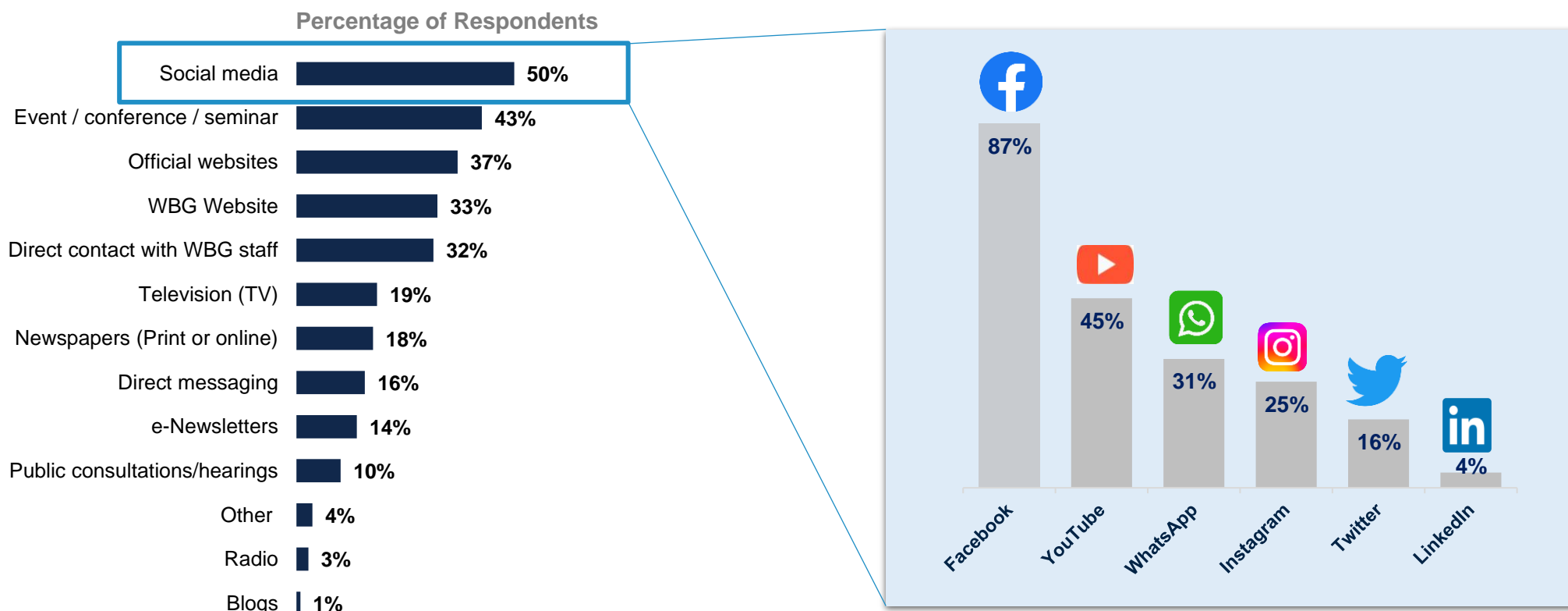


THE WORLD BANK

5 in 10 Engaged with the WBG in the Last 30 Days

52% of respondents recall hearing or seeing something about the WBG in the last 30 days. Respondents from PIUs, the private sector, and government institutions, were the most likely to recall something WBG-related (71%, 60%, and 58%, respectively) whereas respondents from local government and civil society were significantly less likely to do so (36% and 38%, respectively).

Most respondents (50%) report seeing WBG-related information on social media. Among those who selected “Social media”, 87% recall seeing something on **Facebook**, followed by **YouTube**, **WhatsApp**, and **Instagram**.



Where do you recall seeing or hearing this information? (Check all that apply) (N=107)
What social media platforms do you recall seeing this information on? (Check all that apply) (FY23 N=55)

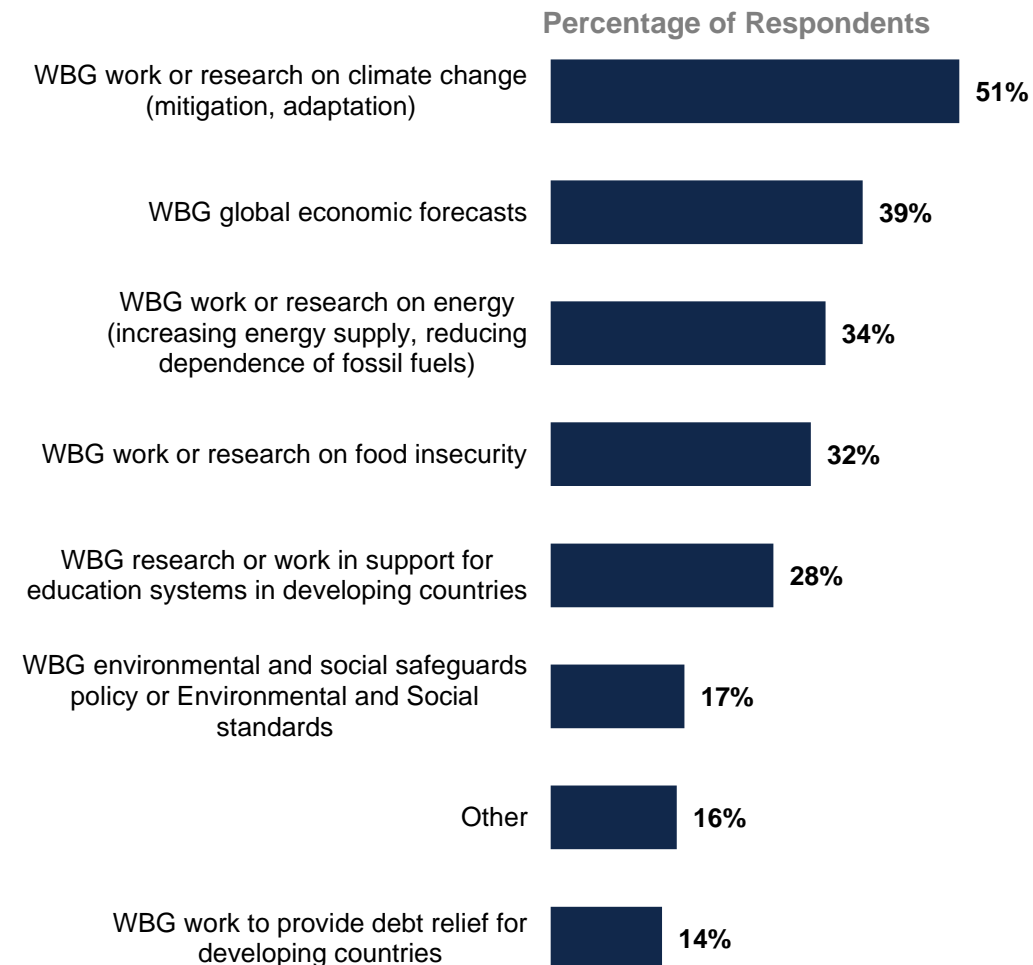


THE WORLD BANK 33

WBG Work on Climate Change was the Most Commonly Recalled Topic

Respondents most frequently recalled WBG's work on **climate change** and **global economic forecasts**.

- Respondents from PIU and bilateral / multilateral agencies were more likely to hear about the **WBG work or research on energy** than other groups (60% and 78%, respectively).



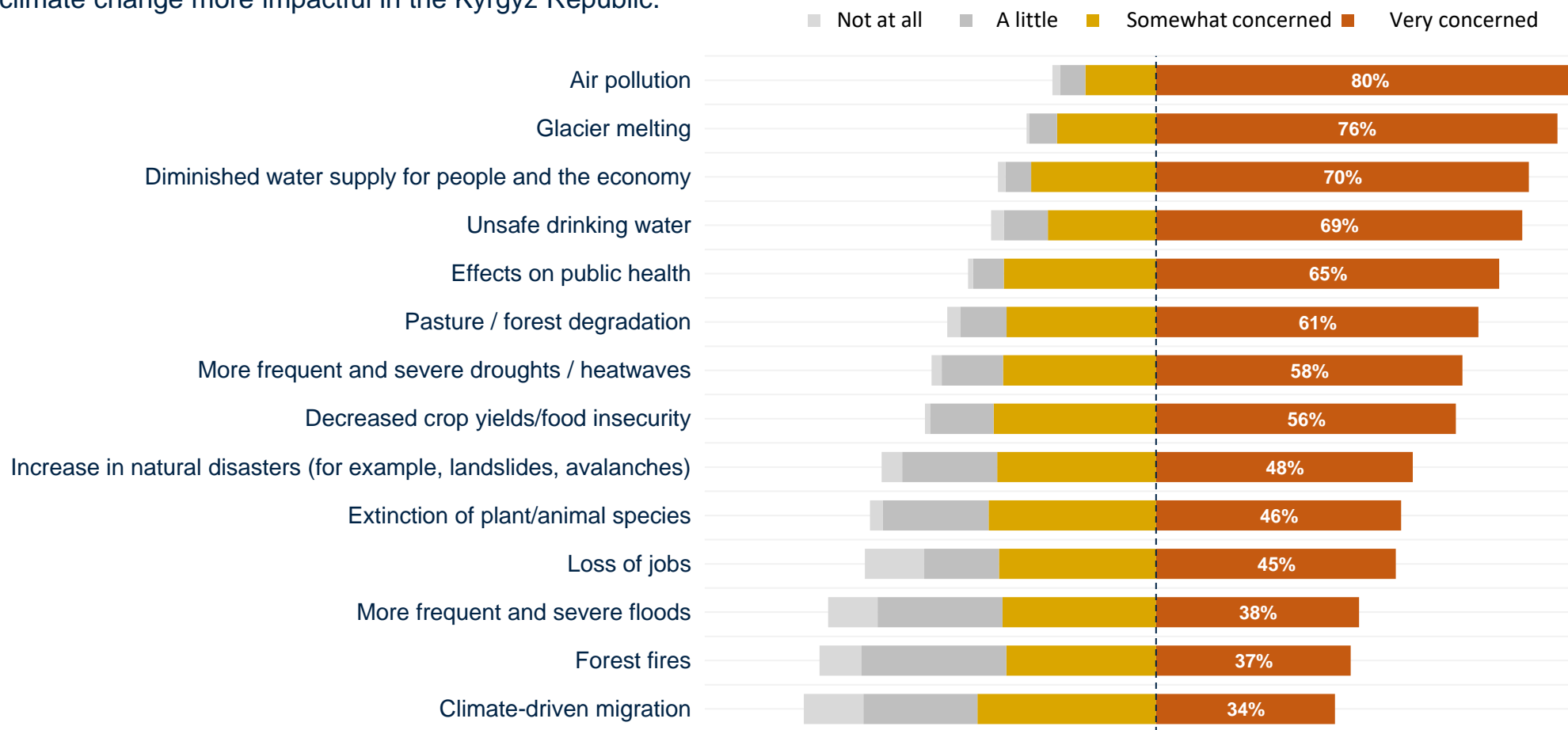
What topics were included in what you saw or heard? (Check all that apply) (N=108)



THE WORLD BANK 34

Air Pollution and Glacier Melting are the Main Concerns for Respondents in Relation to Climate Change

An overwhelming majority of respondents are very concerned about **air pollution** (80%) and **glacier melting** (76%) when it comes to the potential impacts of climate change in the Kyrgyz Republic. **Diminished water supply** and **unsafe drinking water** were also of great concern to respondents. These key areas of concern should be taken into consideration to make communications about climate change more impactful in the Kyrgyz Republic.



What is your level of concern for each of the potential impacts of climate change as it affects your country? (N=~207)



THE WORLD BANK 35

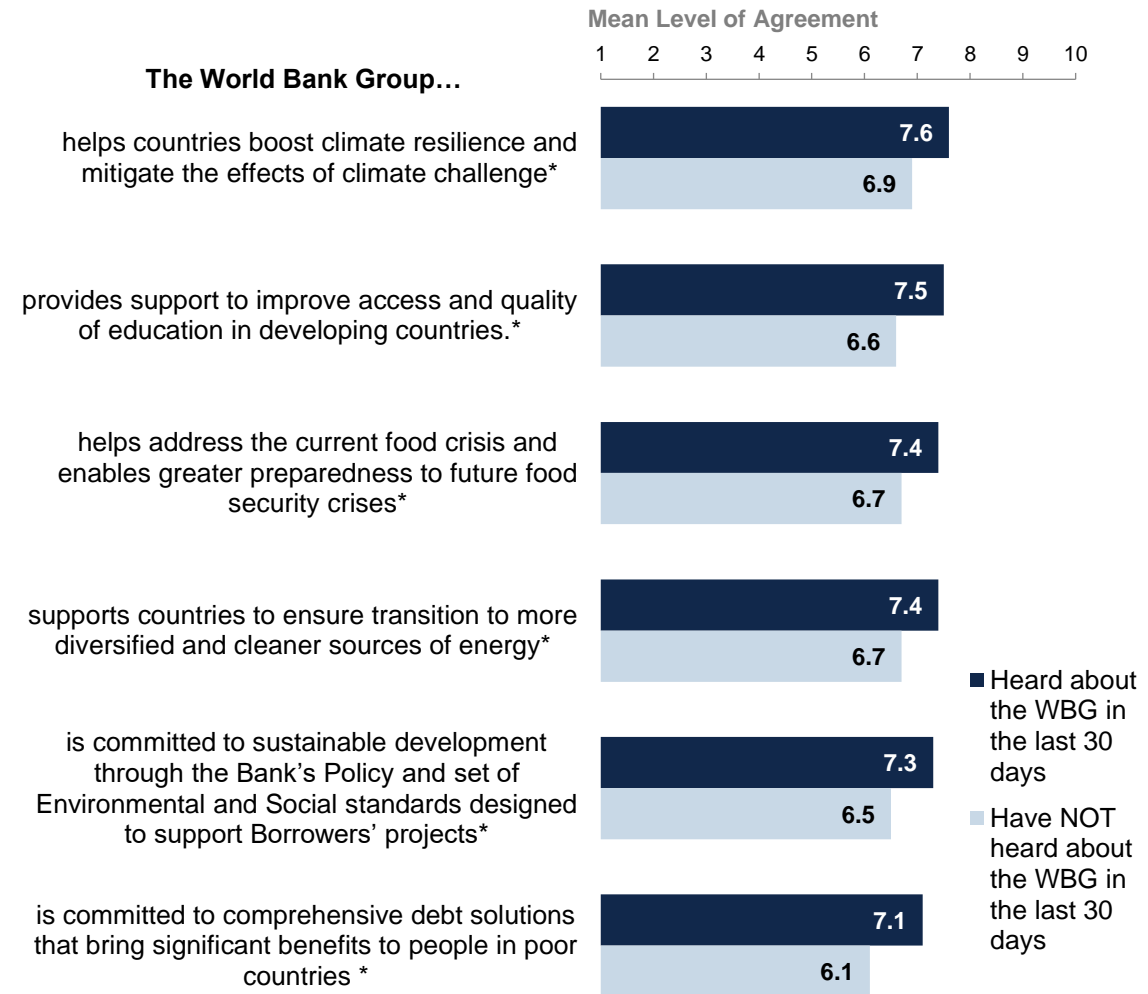
Message Recall Leads to Message Agreement and More Positive Perceptions of the WBG

Those respondents who recalled seeing or hearing something about the WBG in the last 30 days **gave higher ratings on key messages** regarding the WBG's work.

Respondents who recalled seeing or hearing something about the WBG recently also reported significantly **higher levels of familiarity** (mean=7.1) compared to those who reported not hearing or seeing anything about the WBG recently (mean=5.4).

In addition, respondents who recalled seeing or hearing something about the WBG in the last 30 days gave significantly higher ratings for the WBG's **relevance** (mean=8.0), **effectiveness** (mean= 7.9), and **alignment** (mean=7.9) compared to those who reported not hearing or seeing anything recently (means=6.4, 6.4, and 6.5, respectively).

These findings suggest that respondents who are more frequently exposed to information about the WBG, or who actively engage with WBG staff and knowledge work (read research papers, etc.), are also more likely to hold more positive views about the WBG's work.



*Significantly different between recall yes/no

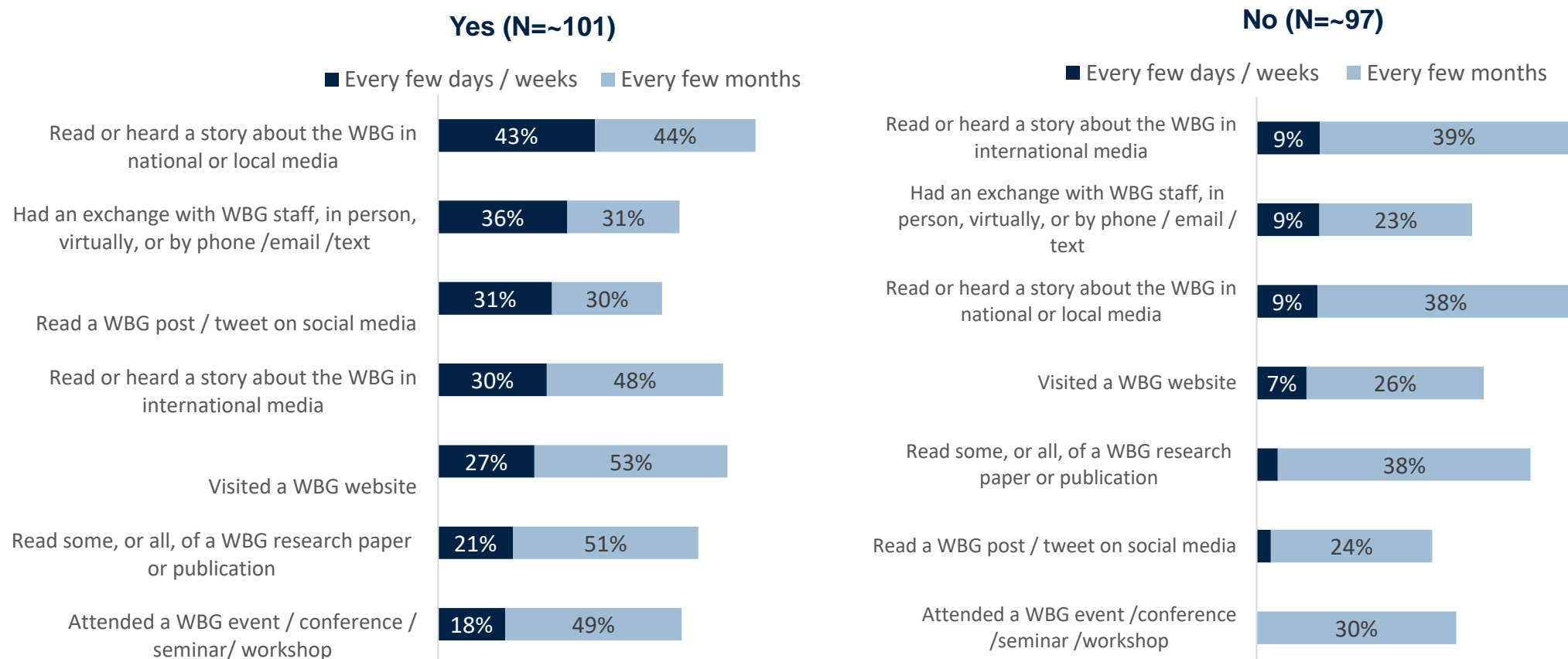


Do you recall seeing or hearing anything about the WBG in the last 30 days?
To what extent do you agree with the following statements: Scale: 1-10
(1: To no degree at all – 10: To a very significant degree)

Frequency of Engagement Matters for Message Recall

Respondents who recall hearing something about the WBG in the last 30 days tend to have **much more frequent interactions** with the institution **across all channels**, including **the stories about the WBG** in local or national media and **direct exchange with WBG staff**. They are also more likely to **read WBG posts or tweet on social media**. Respondents who do not recall WBG's messages tend to hear about the institution on the **international media** or through **direct contact** with the WBG staff.

Do you recall seeing or hearing anything about the WBG in the last 30 days?



Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (N=~196)

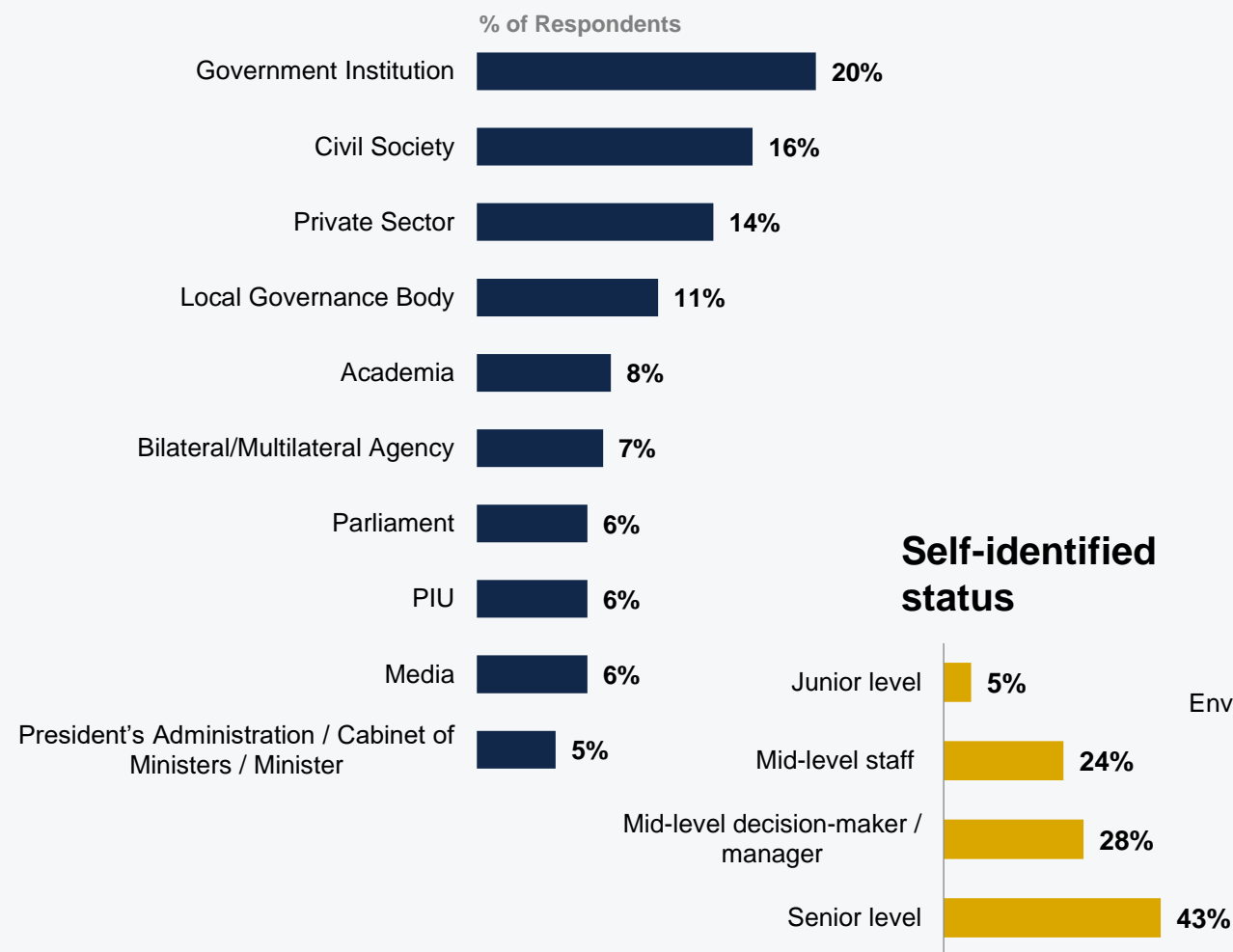


THE WORLD BANK 37

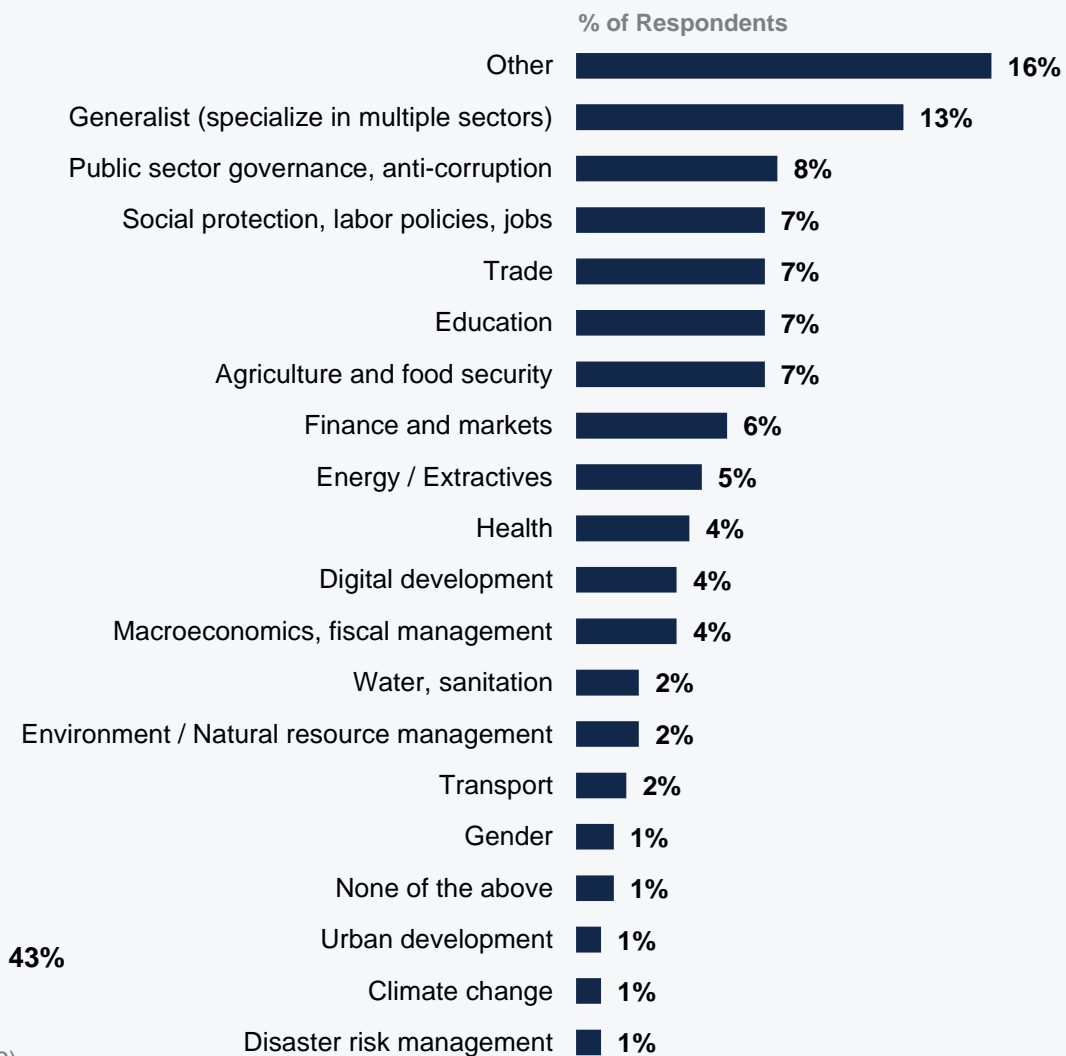
Sample Demographics

Respondent Profile: Affiliation, Specialization, Status

Current Affiliation



Specialization



Which of the following best describes your current affiliation? (Select only 1 response) (N=216)

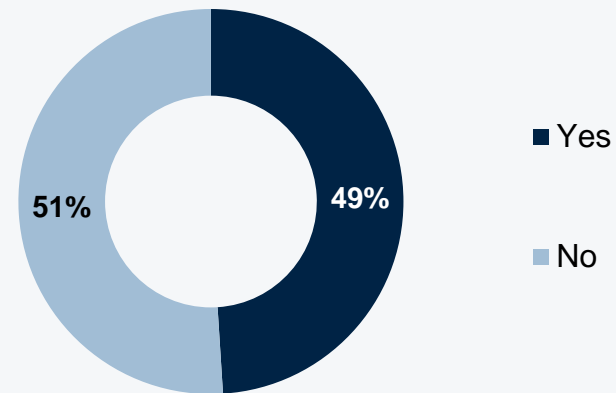
Please identify the primary specialization of your work. (Select only 1 response) (N=208)

Within your organization, would you describe yourself as (Select only 1 response) (N=202)

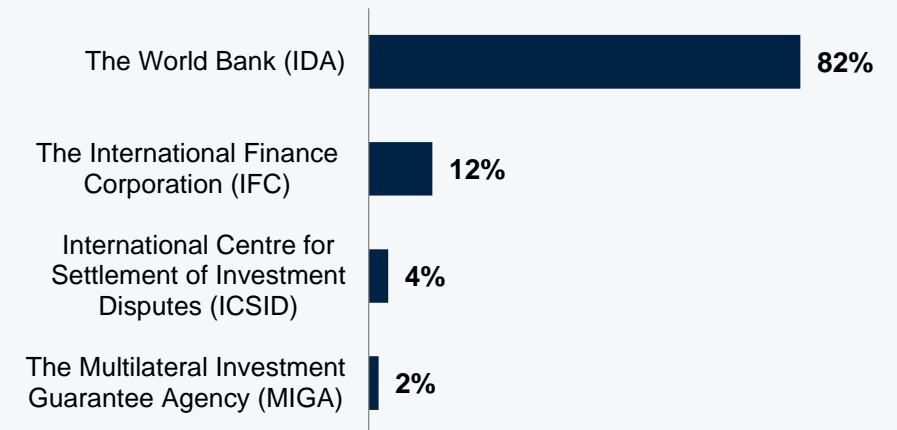


Respondent Profile: Collaboration with the WBG

Collaboration with the WBG



Collaboration Institution



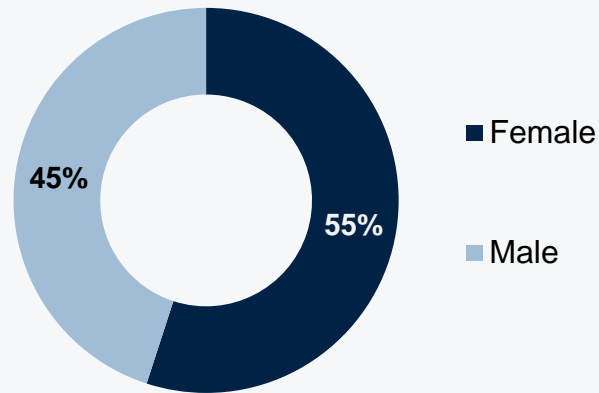
Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country? (N=216)

Which of the following agencies of the World Bank Group do you primarily collaborate/work within the Kyrgyz Republic? (Select only 1 response) (N=107)

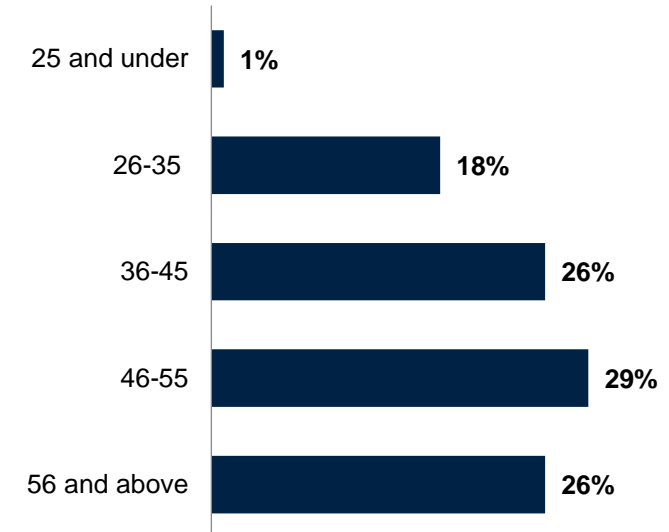


Respondent Profile: Demographics

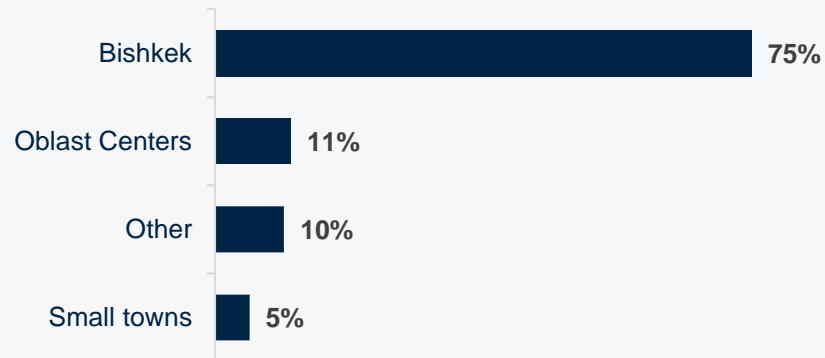
Gender



Age



Location



What's your gender? (N=208)

What's your age? (N=208)

Which best represents your geographic location? (N=208)



Methodology

Methodology

From April to June 2023, a total of **304** stakeholders of the WBG in the Kyrgyz Republic were invited to provide their opinions about the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the Office of the President or Prime Minister; the Office of a Minister; the Office of a Parliamentarian; national government institutions; local governments; bilateral / multilateral agencies; the private sector; civil society organizations; academia, research institutes, think tanks; and the media.

A total of 216 stakeholders participated in the survey (70% response rate). Respondents completed the questionnaire either through an online platform, or by completing a paper questionnaire, which was delivered to them via mail, email, or during a personal interview.

Every country that engages in the COS must include specific indicator questions. Several of them are aggregated for the World Bank Group's annual Corporate Scorecard (please refer to the [Indicator questions](#) section of this report).

Year Comparison

The results of this year's Country Survey were compared to those of the Country Survey conducted in FY19 (with a response rate of 65%, N=319).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. This year's survey saw an increased outreach to and/or response from **government institutions**, but a decrease from Presidential Administration / Cabinet of Ministers / ministers, project implementation units, and local government. These differences in stakeholder composition between the two years should be taken into consideration when interpreting the results of the past-year comparison analyses.

Percentage of Respondents	FY19	FY23
President's Administration / Cabinet of Ministers / Minister	9%	5%
Parliament (Jogorku Kenesh)	6%	6%
Government Institution: Employee of a Ministry / Ministerial Department / Independent Government Institution (e.g., National Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise	9%	20%
Local Governance Body	7%	11%
Project Implementation Unit	10%	6%
Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)	9%	7%
Civil Society Organization: local and regional (NGO; Community Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)	17%	16%
Private Sector: Private Company / Financial Sector Organization / Private Bank	15%	14%
Academia/Research Institute/Think Tank	9%	8%
Media	8%	6%
Total Number of Respondents	301	216

Statistical Analysis

To classify respondents into different stakeholder groups, their self-reported responses to the question [“Which of the following best describes your current affiliation?”](#) were used.

Breakdowns for individual questions by stakeholder group can be found in the “The Kyrgyz Republic COS FY23 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Scale bucketing:

When mentioning **Low**, **Medium**, and **High** in the scales throughout the report: 1-6 is low, 7-8 is medium, and 9-10 is high.

Statistical significance:

Key statistically significant findings are denoted with an asterisk (*) throughout the report or discussed in the descriptions of the charts.

Significance is measured at $p\text{-value} < .05$.

Groups	No.	Percentage
President’s Administration / Cabinet of Ministers / Minister	10	5%
Parliament	14	6%
Government Institution	43	20%
Local Governance Body	23	11%
PIU	14	6%
Bilateral / Multilateral Agency	16	7%
Civil Society	35	16%
Private Sector	30	14%
Academia	17	8%
Media	14	6%
Total	216	100%

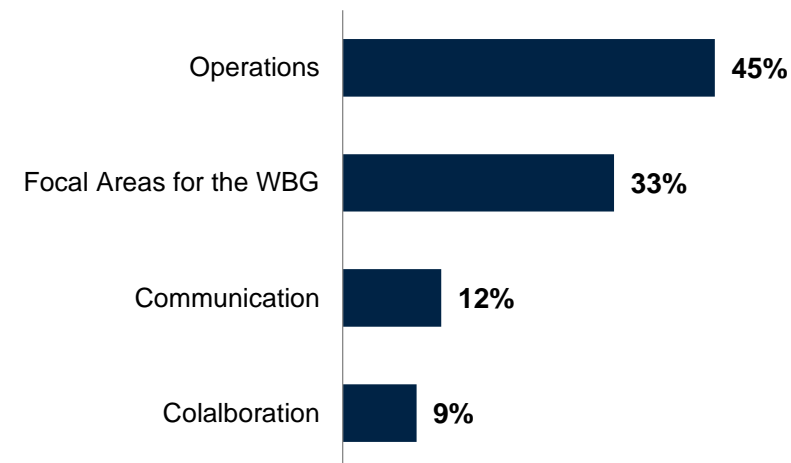
Qualitative Analysis

Regarding the qualitative part of the questionnaire, respondents were invited to share their thoughts about how the WBG could help increase its future effectiveness in the Kyrgyz Republic.

“In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in the Kyrgyz Republic? (Please be specific).”

A total of 106 responses were received. They varied in length from a few words to a few sentences. The comments were broadly categorized into four groups based on their main theme (please see the figure to the right) and summarized in the relevant section of “The Future Role of the World Bank Group in the Kyrgyz Republic”. Individual quotes were used throughout the report in relevant sections to illustrate the quantitative data.

Summary of the Main Themes in Qualitative Comments



Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and is highlighted in **red** below.

A2_5. To what extent do you trust the World Bank Group to do what is right? Scale: 1 To no degree at all – 10 To a very significant degree

A3. How effective has the World Bank Group been in achieving development results in the Kyrgyz Republic? Scale: 1 Not effective at all – 10 Very effective

To what extent do you agree/disagree with the following statements about the WBG's work in the Kyrgyz Republic? Scale: 1 Strongly disagree – 10 Strongly agree

A4. The World Bank Group currently plays a relevant role in development in the Kyrgyz Republic.

A5. The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic.

A7. To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic? Scale: 1 To no degree at all – 10 To a very significant degree

A8. How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? Scale: 1 Not significant at all – 10 Very significant

To what extent is the World Bank Group an effective development partner in the Kyrgyz Republic, in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

C2. Responsiveness to needs

C3. Access to WBG staff and experts

C4. Flexibility when circumstances change

C5. Being a long-term partner

To what extent is the WBG an effective development partner in the Kyrgyz Republic, in terms of collaborating with the following groups? Scale: 1 To no degree at all – 10 To a very significant degree

C7_1. Collaboration with the national government

C7_5. Collaboration with the private sector

C7_6. Collaboration with civil society

C7_7. Collaboration with other donors and development partners

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

C9_1. The WBG's financial instruments meet the needs of the Kyrgyz Republic (i.e., investment lending, Trust Funds, Program-for-Results)

C9_4. The WBG provides financial support in a timely manner.

C13_1. I am satisfied with the quality of the WBG's advisory services and analytical work in the Kyrgyz Republic.

C13_4. The WBG's advice and recommendations are tailored to the Kyrgyz Republic's context.



Country Opinion Surveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

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