



## World Bank Group Country Survey FY14 – 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: GENERAL ISSUES FACING KAZAKHSTAN

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

## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Kazakhstan.</b>			
<b>Please identify which of the following you consider the most important development priorities in Kazakhstan? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education, skills
2	Transport (e.g., roads, railways, logistics, transportation)	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)	19	Energy and energy efficiency
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water resources management	24	Economic growth
9	Anti corruption	25	Law and justice (e.g., judicial system)
10	Job creation/employment	26	Regulatory framework
11	Rural/territorial development	27	Communicable/non-communicable diseases
12	Financial markets	28	Natural resource management (e.g., oil, gas, mining)
13	Urban development (e.g., utility services, sanitation)	29	Disaster management
14	Environmental sustainability	30	Information and communications technology
15	Equality of opportunity (i.e., equity)	31	Food safety
16	Health		

## SECTION A: GENERAL ISSUES

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan? (Choose no more than THREE)</b>			
1	Water resources management	16	Domestic private sector development
2	Equality of opportunity (i.e., equity)	17	Foreign direct investment
3	Economic growth	18	Education, skills
4	Climate change (e.g., mitigation, adaptation)	19	Energy and energy efficiency
5	Global/regional integration	20	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)
6	Gender equity	21	Natural resource management (e.g., oil, gas, mining)
7	Rural/territorial development	22	Environmental sustainability
8	Urban development (e.g., utility services, sanitation)	23	Disaster management
9	Regulatory framework	24	Health
10	Social protection (e.g., pensions, targeted social assistance)	25	Agricultural development
11	Law and justice (e.g., judicial system)	26	Job creation/employment
12	Transport (e.g., roads, railways, logistics, transportation)	27	Financial markets
13	Communicable/non-communicable diseases	28	Trade and exports
14	Information and communications technology	29	Food security
15	Anti corruption	30	Food safety

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

## SECTION A: GENERAL ISSUES

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Kazakhstan? (Choose no more than THREE)</b>			
1	Energy and energy efficiency	16	Communicable/non-communicable diseases
2	Gender equity	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, railways, logistics, transportation)
9	Rural/territorial development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development (e.g., utility services, sanitation)	26	Health
12	Water resources management	27	Law and justice (e.g., judicial system)
13	Education, skills	28	Financial markets
14	Information and communications technology	29	Food safety
15	Regulatory framework		

## SECTION A: GENERAL ISSUES

<b>A5. When thinking about the idea of “shared prosperity”* in your country, which of the following TWO best illustrate how this would be achieved in Kazakhstan? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health services and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to finance for small and medium sized businesses
8	A growing middle class
9	Better opportunity for the poor
10	Sustainable economic growth
11	More reliable social safety net (e.g., cash transfers, price subsidies for vulnerable groups, etc.)
12	Greater equity of fiscal policy (e.g., taxation of extractive industries and government spending)
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Greater access to justice systems and mechanisms
16	Greater access to safe and clean water
17	Other (please specify): _____

**\*Shared prosperity** – The World Bank aims to promote income growth of the bottom 40 percent of the population in each country. This involves achieving economic growth which is inclusive of all sections of the society. Inclusion demands equity so that it becomes the focus point. The incomes of the bottom 40 percent of a nation’s population will be tracked through a new Shared Prosperity Indicator; the GDP growth data alone is not sufficient.

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

<b>B1. How familiar are you with the work of the World Bank Group in Kazakhstan?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Kazakhstan 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>B4. When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kazakhstan? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Health
2	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)	18	Education, skills
3	Transport (e.g., roads, railways, logistics, transportation)	19	Food security
4	Poverty reduction	20	Climate change (e.g., mitigation, adaptation)
5	Global/regional integration	21	Agricultural development
6	Gender equity	22	Trade and exports
7	Domestic private sector development	23	Economic growth
8	Rural/territorial development	24	Law and justice (e.g., judicial system)
9	Foreign direct investment	25	Regulatory framework
10	Water resources management	26	Communicable/non-communicable diseases
11	Energy and energy efficiency	27	Natural resource management (e.g., oil, gas, mining)
12	Job creation/employment	28	Anti corruption
13	Financial markets	29	Information and communications technology
14	Urban development (e.g., utility services, sanitation)	30	Disaster management
15	Environmental sustainability	31	Food safety
16	Equality of opportunity (i.e., equity)		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kazakhstan?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating (e.g., building partnerships, mobilizing funds)	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources (e.g., investment lending, policy based lending)	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state institutions)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance (e.g., advisory services, best practice, international experience)	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Kazakhstan's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/facilitating (e.g., building partnerships, mobilizing funds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B8</b>	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9</b>	Financial resources (e.g., investment lending, policy based lending)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B10</b>	Technical assistance (e.g., advisory services, best practice, international experience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B11</b>	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B12</b>	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

The World Bank Group can provide capacity building support in a number of ways in Kazakhstan. To what degree would Kazakhstan benefit, if capacity building were to support...?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B14</b>	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts											<input type="checkbox"/>
<b>B15</b>	The public sector, related to implementation of specific development projects on the ground											<input type="checkbox"/>
<b>B16</b>	The public sector, related to changing institutions (organizations or sociopolitical conditions)											<input type="checkbox"/>
<b>B17</b>	The private sector, related to implementation of specific development projects on the ground											<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Kazakhstan? (If you have NO exposure to/experience in any of the areas 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	
<b>B18</b>	Project implementation (or other organizational strengthening)											<input type="checkbox"/>
<b>B19</b>	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>
<b>B20</b>	Policy design (for clarity and better incentives to achieve development goals)											<input type="checkbox"/>

When thinking about how to improve capacity building in Kazakhstan to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")												
		Not important at all								Very important		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B21</b>	Project implementation (or other organizational strengthening)											<input type="checkbox"/>
<b>B22</b>	Citizen engagement (incorporating citizens' voices into development)											<input type="checkbox"/>
<b>B23</b>	Policy design (for clarity and better incentives to achieve development goals)											<input type="checkbox"/>

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

<b>B24. 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)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Kazakhstan
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

<b>B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kazakhstan? (Choose no more than TWO)</b>	
1	Capacity development (e.g., institutional development, training for staff at state institutions)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, data, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

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

**B26. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B27</b>	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"/>
<b>B28</b>	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"/>
<b>B29</b>	The World Bank Group supports programs and strategies that are realistic for Kazakhstan	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group treats clients and stakeholders in Kazakhstan with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in 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		
<b>B31</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B44. To be a more effective development partner in Kazakhstan, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B45. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently (e.g., limited inter-agency coordination in the Government, bureaucracy, slow response)
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Frequent turnover in the Government
11	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, railways, logistics, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development (e.g., utility services, sanitation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water resources management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural/territorial development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Education, skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Food safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in 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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, railways, logistics, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development (e.g., utility services, sanitation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water resources management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Public sector governance/reform (i.e., government effectiveness, results based budgeting, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Rural/territorial development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Education, skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Food safety	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Kazakhstan?</b>																					
										Strongly disagree		Strongly agree		Don't know							
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Kazakhstan										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
	<b>C5</b>	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

<b>C6. To what extent do you believe that Kazakhstan received value for money from the Joint Economic Research Program?</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>C7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Kazakhstan?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

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

**SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

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

<b>In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Kazakhstan's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Help develop your strategic vision	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Provide innovative ideas to push next stages of development work ahead	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D12</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D13</b>	Are adaptable to Kazakhstan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

<b>D14. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
Not significant at all										Very significant	Don't know

<b>D15. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
Very low technical quality										Very high technical quality	Don't know

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## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving Kazakhstan's development challenges?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>	
<b>E2</b>	Design (appraising and planning the solutions)											<input type="checkbox"/>	
<b>E3</b>	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>	
<b>E4</b>	Evaluation (assessing the impact and results)											<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group disburses funds duly											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E10</b>	The World Bank Group takes decisions quickly in Kazakhstan											<input type="checkbox"/>	
<b>E11</b>	Working with the World Bank Group increases Kazakhstan's institutional capacity											<input type="checkbox"/>	
<b>E12</b>	The World Bank Group ensures consistency and continuity due to staff turnover											<input type="checkbox"/>	
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

<b>E15. Which of the following best describes the way the World Bank Group operates in Kazakhstan? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Kazakhstan
2	The World Bank Group does not take enough risk in Kazakhstan
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

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

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

**G1. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website www.worldbank.org.kz)
2	The World Bank Group's main website (www.worldbank.org)

<b>Please rate how much you agree with the following statements.</b>																						
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G9</b>	I use/consult World Bank Group's data more often than I did a few years ago																					<input type="checkbox"/>
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>																					<input type="checkbox"/>
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>																					<input type="checkbox"/>
<b>G12</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution																					<input type="checkbox"/>
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)																					<input type="checkbox"/>
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries																					<input type="checkbox"/>

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## SECTION H: BACKGROUND INFORMATION

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender equity / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development (utility services and sanitation)
8	Information and communications technology	17	Water resources management
9	Job creation/employment	18	Other (please specify): _____

## SECTION H: BACKGROUND INFORMATION

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you work with in Kazakhstan? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H6. Which best represents your geographic location?</b>	
1	Astana/Almaty (city of republican significance)
2	City/town of regional (oblast) significance
3	Settlement of district (rayon) significance

**Thank you for completing the survey!**