



# Kazakhstan

The World Bank Group  
Country Survey FY 2014

Report of Findings  
April 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Kazakhstan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Kazakhstan country team and the local fielding agency Research Center. In particular, PORG is grateful to Sebnem Akkaya (Country Manager) and Shynar Jetpissova (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Kazakhstan perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Kazakhstan regarding:
  - Their views regarding the general environment in Kazakhstan;
  - Their overall attitudes toward the World Bank Group in Kazakhstan;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Kazakhstan;
  - Perceptions of the World Bank Group's future role in Kazakhstan.
- Use data to help inform Kazakhstan country team's strategy.

## II. Methodology

In November 2013 – January 2014, 372 stakeholders of the World Bank Group in Kazakhstan were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 192 stakeholders participated in the survey (52% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier or email and returned it accordingly. Respondents were asked about: general issues facing Kazakhstan; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Kazakhstan; and the WBG's communication and information sharing in Kazakhstan.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Kazakhstan: Respondents were asked to indicate whether Kazakhstan is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Kazakhstan, and how "shared prosperity" would be best achieved in Kazakhstan.

## II. Methodology (continued)

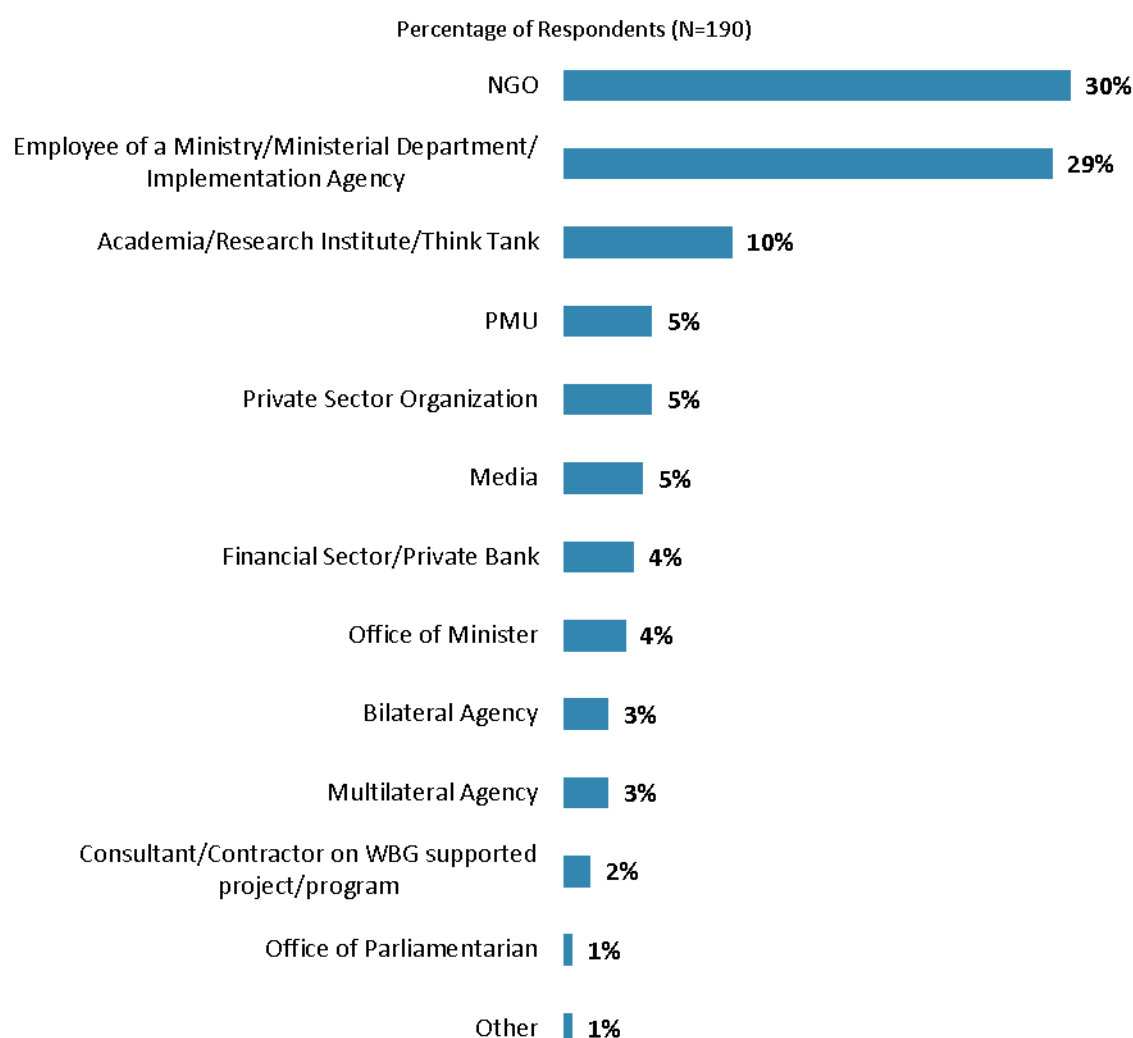
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Kazakhstan, WBG staff preparedness to help Kazakhstan solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Kazakhstan, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Kazakhstan, the extent to which the WBG meets Kazakhstan's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across thirty one development areas, such as economic growth, governance, private sector development, education, and job creation.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Kazakhstan: Respondents were asked to indicate what the WBG should do to make itself of greater value in Kazakhstan, and which services the WBG should offer more of in the country.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Kazakhstan, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 146 respondents (88% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

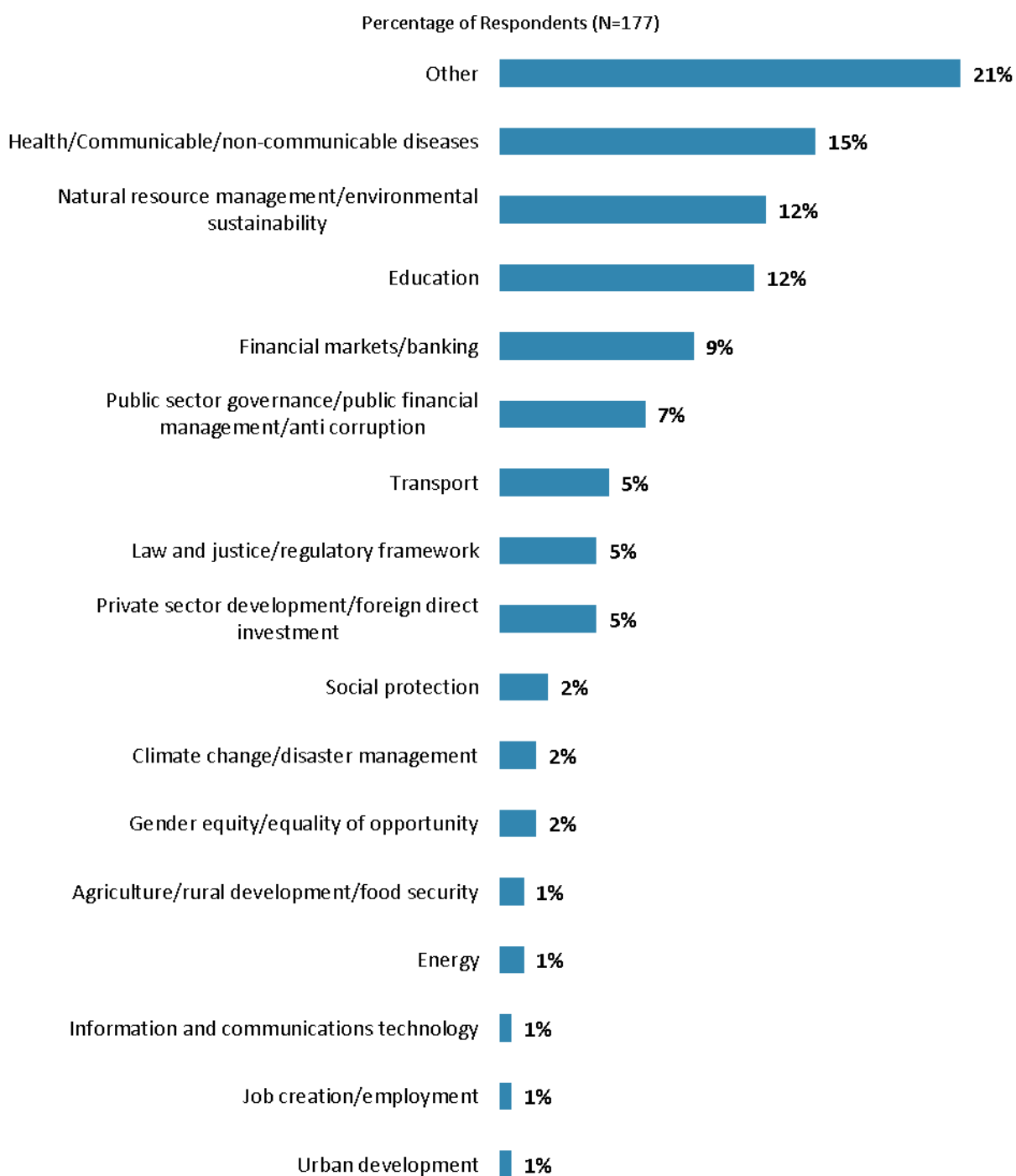
- For further analyses, a small number of consultants/contractors working on World Bank Group-supported projects/programs were combined with respondents from PMUs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from the office of a parliamentarian were included in the “Other” category. There were no respondents from the office of the President, the office of the Prime Minister, local government officials, private foundations, community based organizations, independent government institutions, trade unions, faith-based groups, and the judiciary branch.



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

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



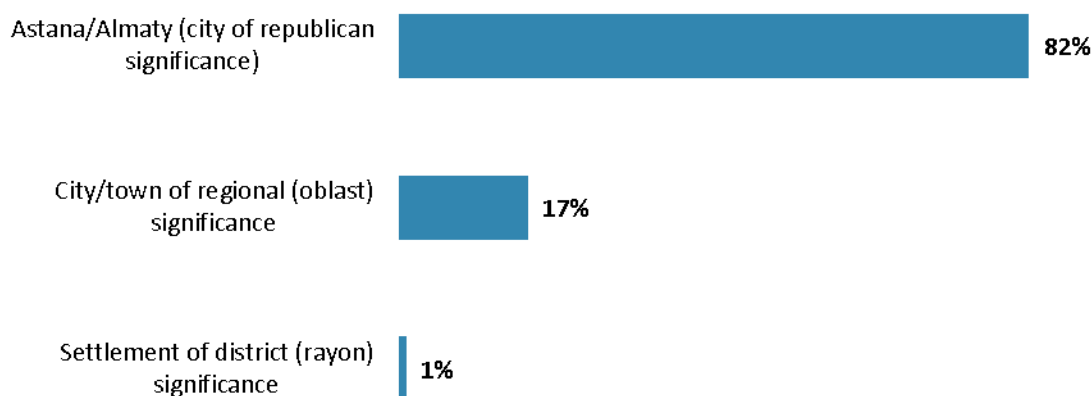
"Please identify the primary specialization of your work." (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- The majority of respondents indicated that they were located in Astana/Almaty. Because of the small number of respondents from other areas, these locations were combined under the “Other” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 93). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

Percentage of Respondents (N=190)



“Which best represents your geographic location?” (Respondents chose from a list.)

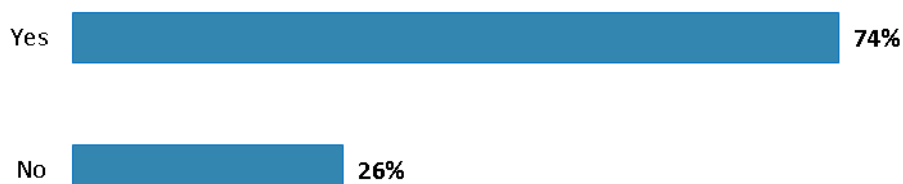


### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank Group

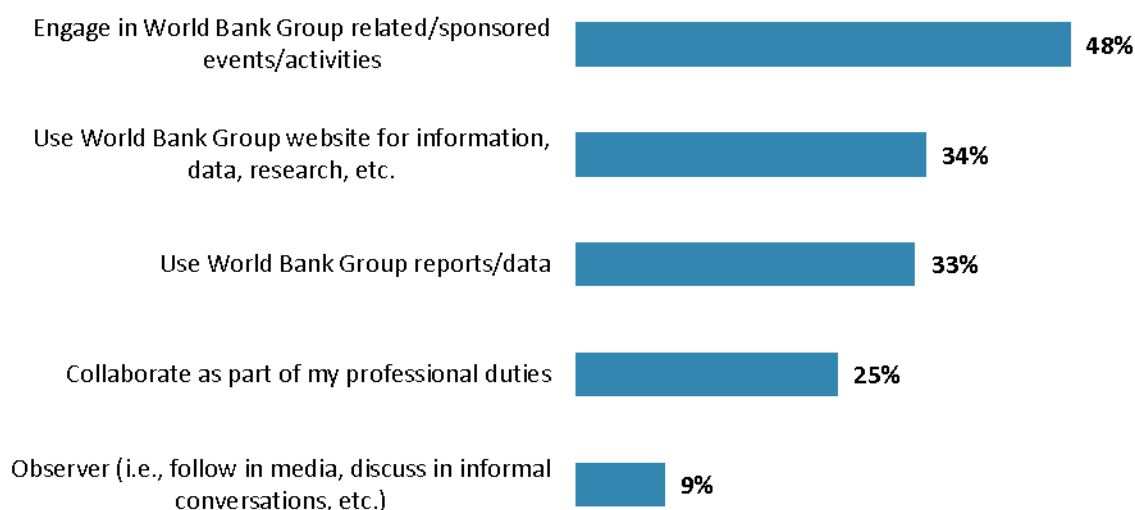
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Kazakhstan, can be found in Appendix E (see page 111). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=192)



"Currently, do you professionally collaborate/work with the World Bank Group in your country?"

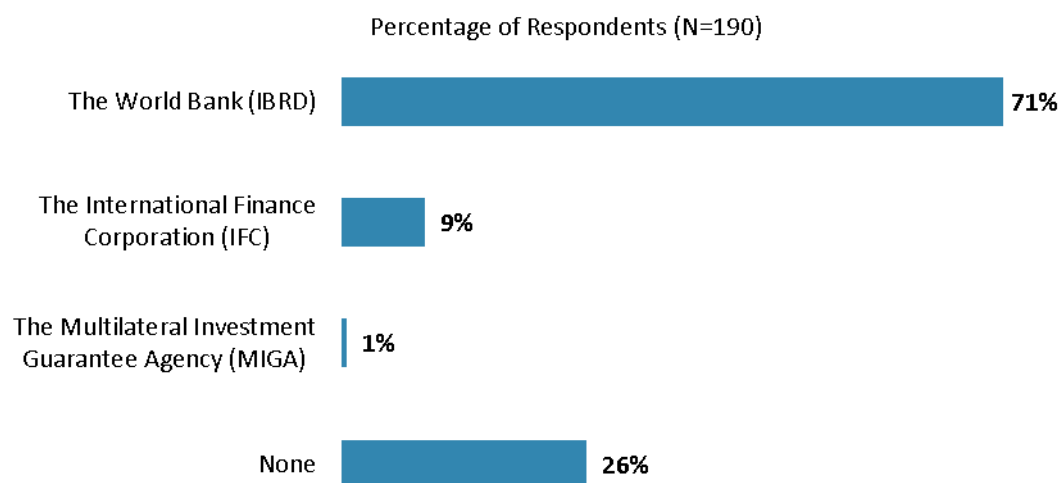
Percentage of Respondents (N=186)



"Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Exposure to Agencies within the World Bank Group

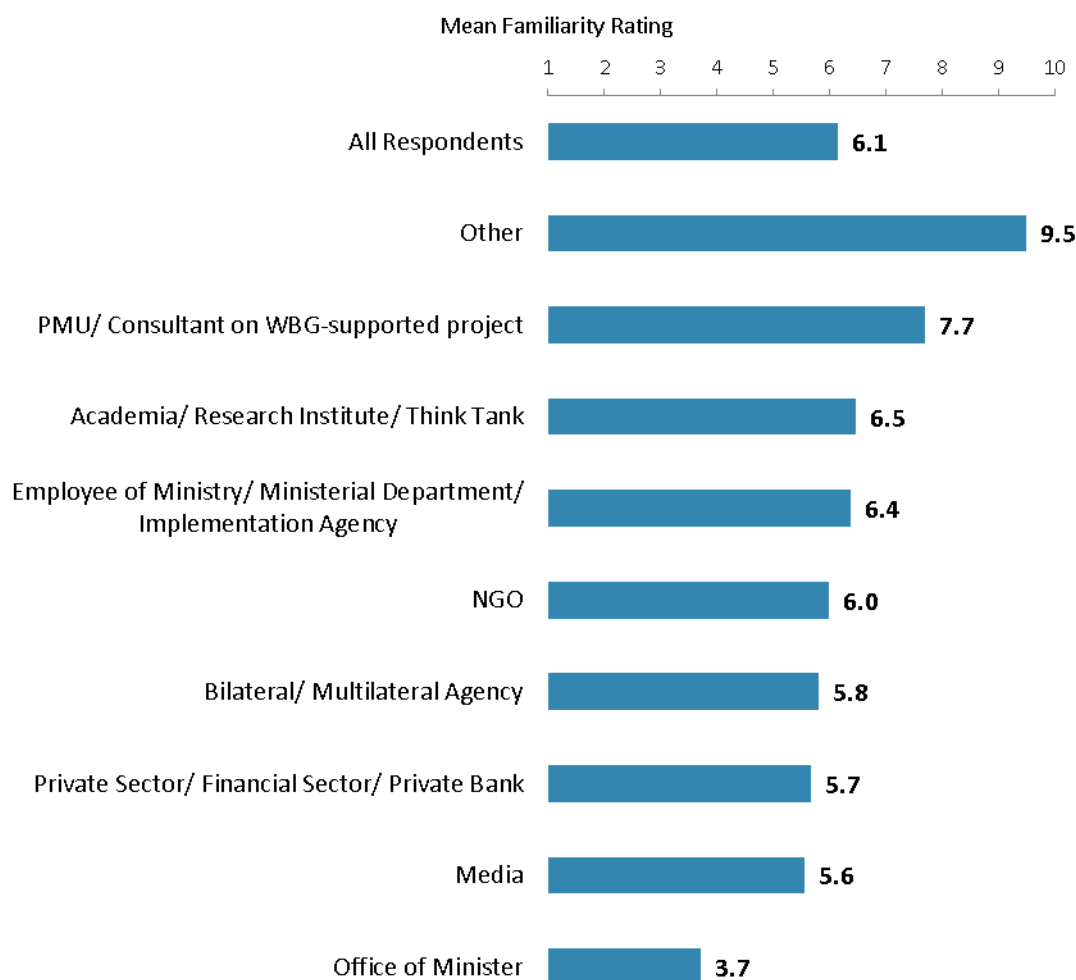


"Which of the following agencies of the World Bank Group do you work with in Kazakhstan?  
(Select all that apply)." (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- Across all respondents, familiarity with the World Bank Group received a mean rating of 6.1; this was significantly *lower* than the mean rating received in the FY '03 country survey (6.8).
- Respondents from other organizations had the highest levels of familiarity with the WBG whereas respondents from the office of Minister had significantly lower levels of familiarity.
- Respondents from Astana/Almaty and other geographic locations had statistically similar levels of familiarity with the WBG in Kazakhstan.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Kazakhstan, and significantly, moderately correlated with their perceptions of the WBG's relevance to Kazakhstan's development, and the WBG's ability to help achieve development results in Kazakhstan.

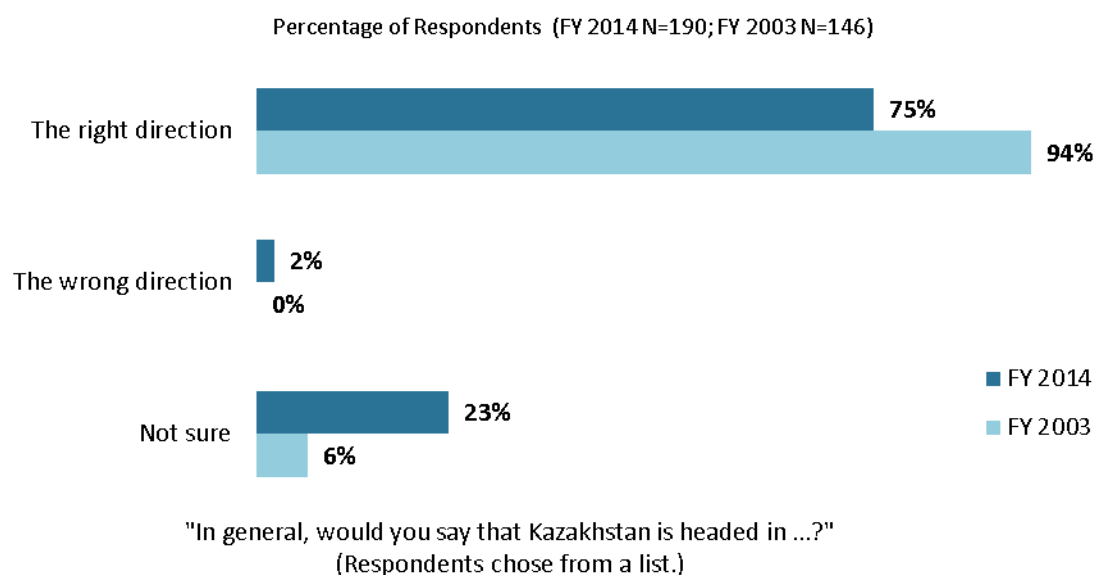


"How familiar are you with the work of the World Bank Group in Kazakhstan?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Kazakhstan

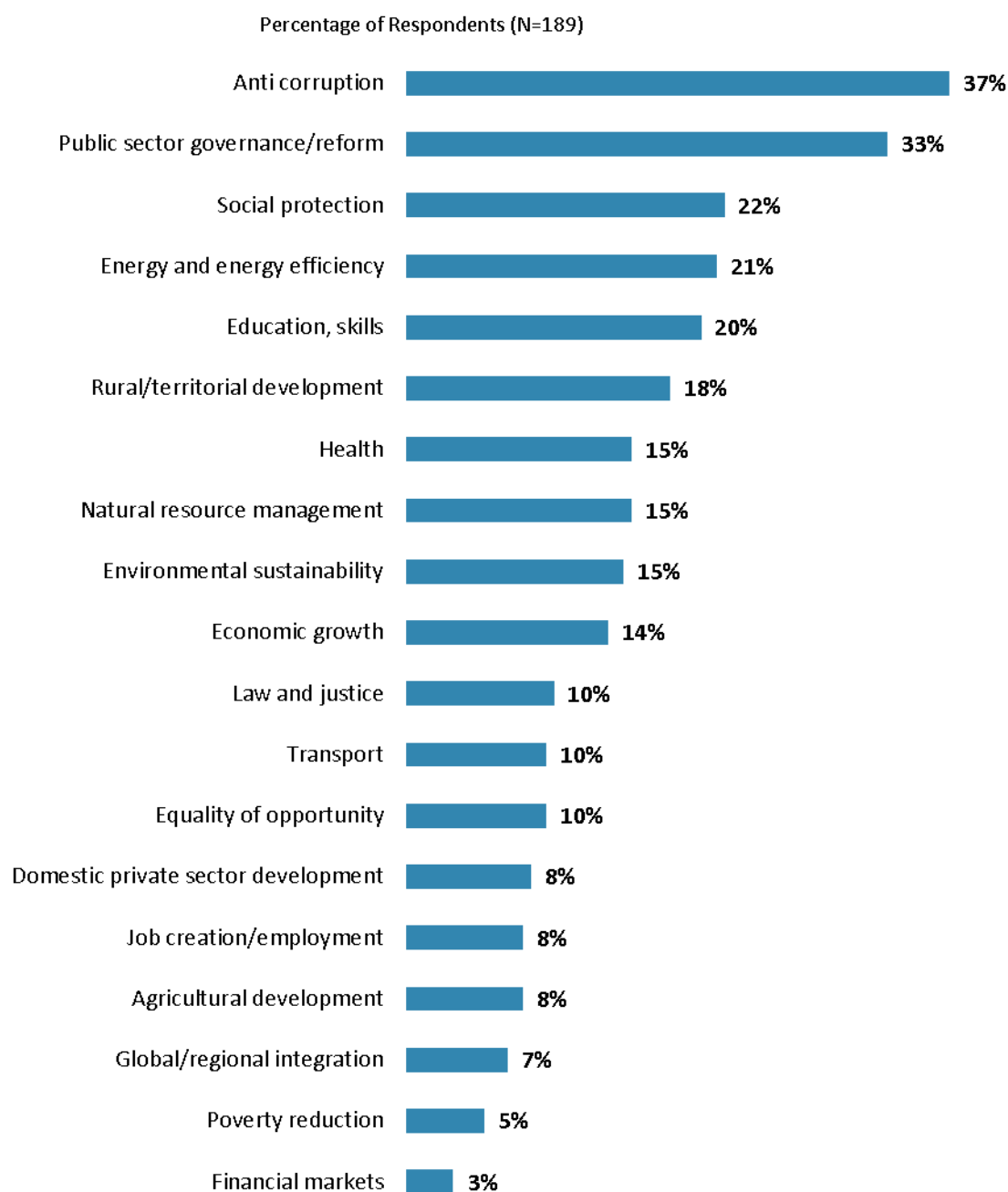
### Headed in the Right Direction

- Respondents in this year's country survey were significantly *less* likely to indicate that Kazakhstan is headed in the right direction compared to respondents from the FY '03 country survey.
- A majority of respondents across all stakeholder groups indicated that Kazakhstan is headed in the right direction, except respondents from the media who tended to indicate that they were not sure whether Kazakhstan is headed in the right or wrong direction.



## IV. General Issues Facing Kazakhstan (continued)

### Development Priority

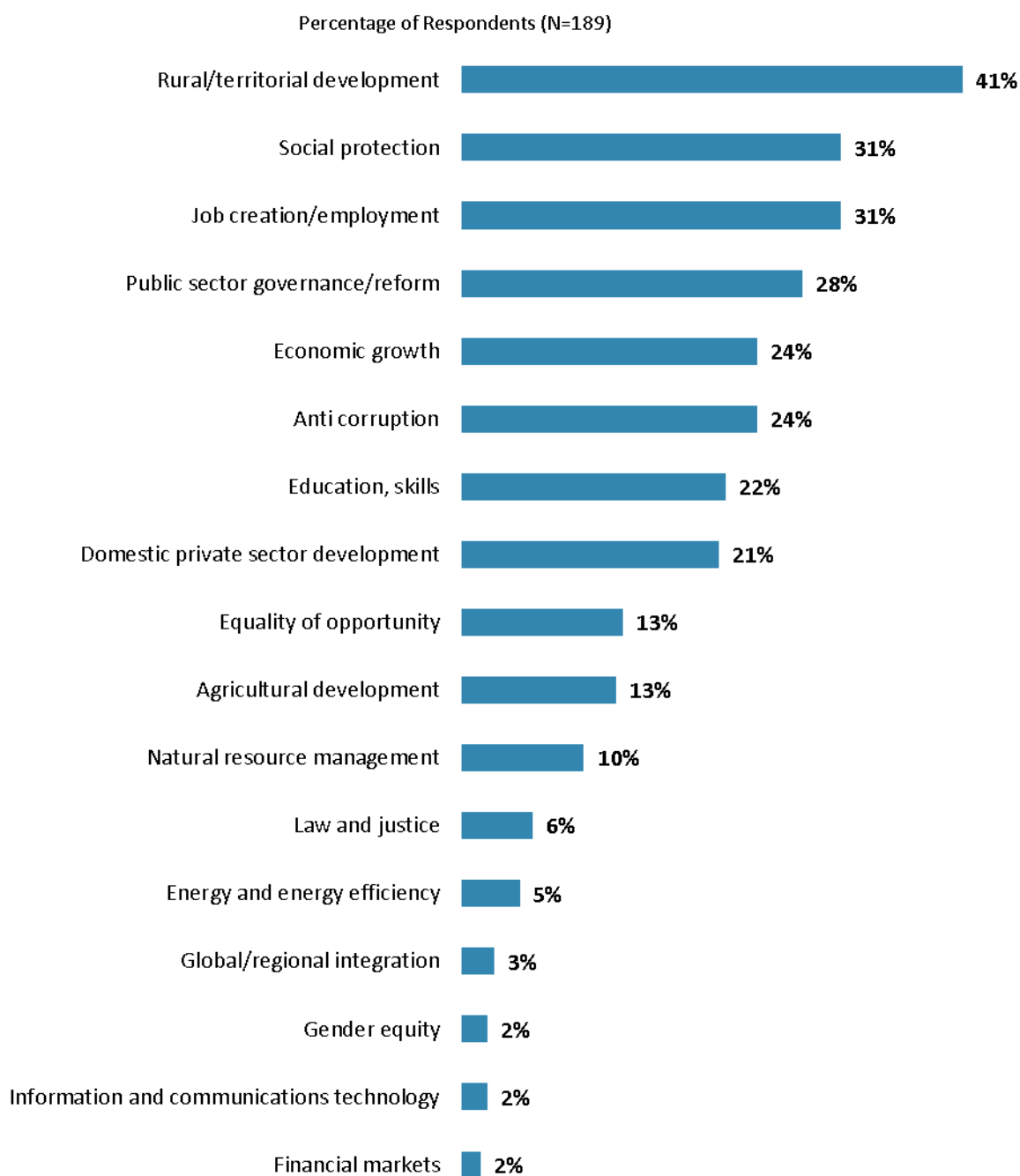


"Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan.

(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Kazakhstan (continued)

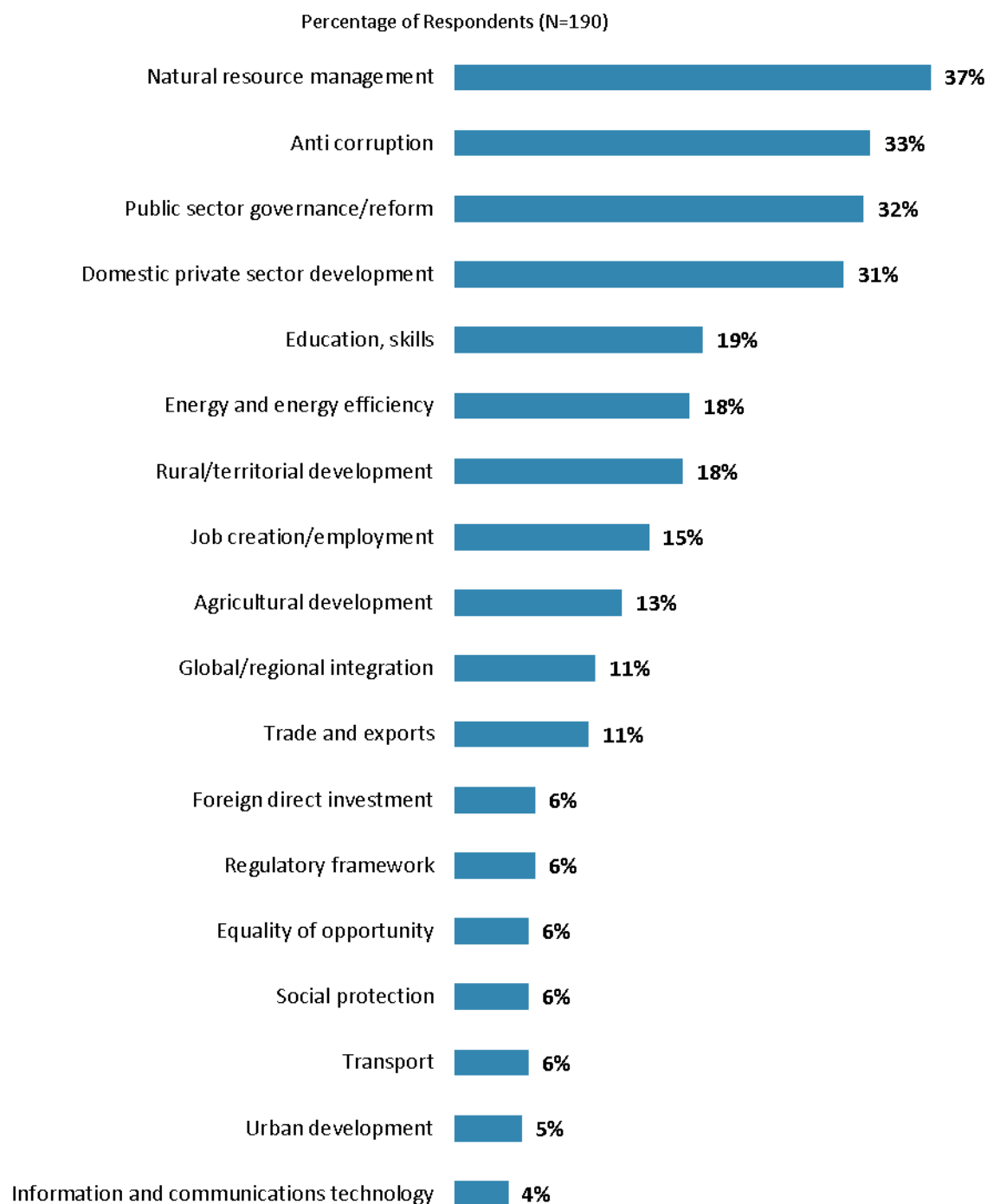
### What Would Contribute Most to Reducing Poverty



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan?"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Kazakhstan (continued)

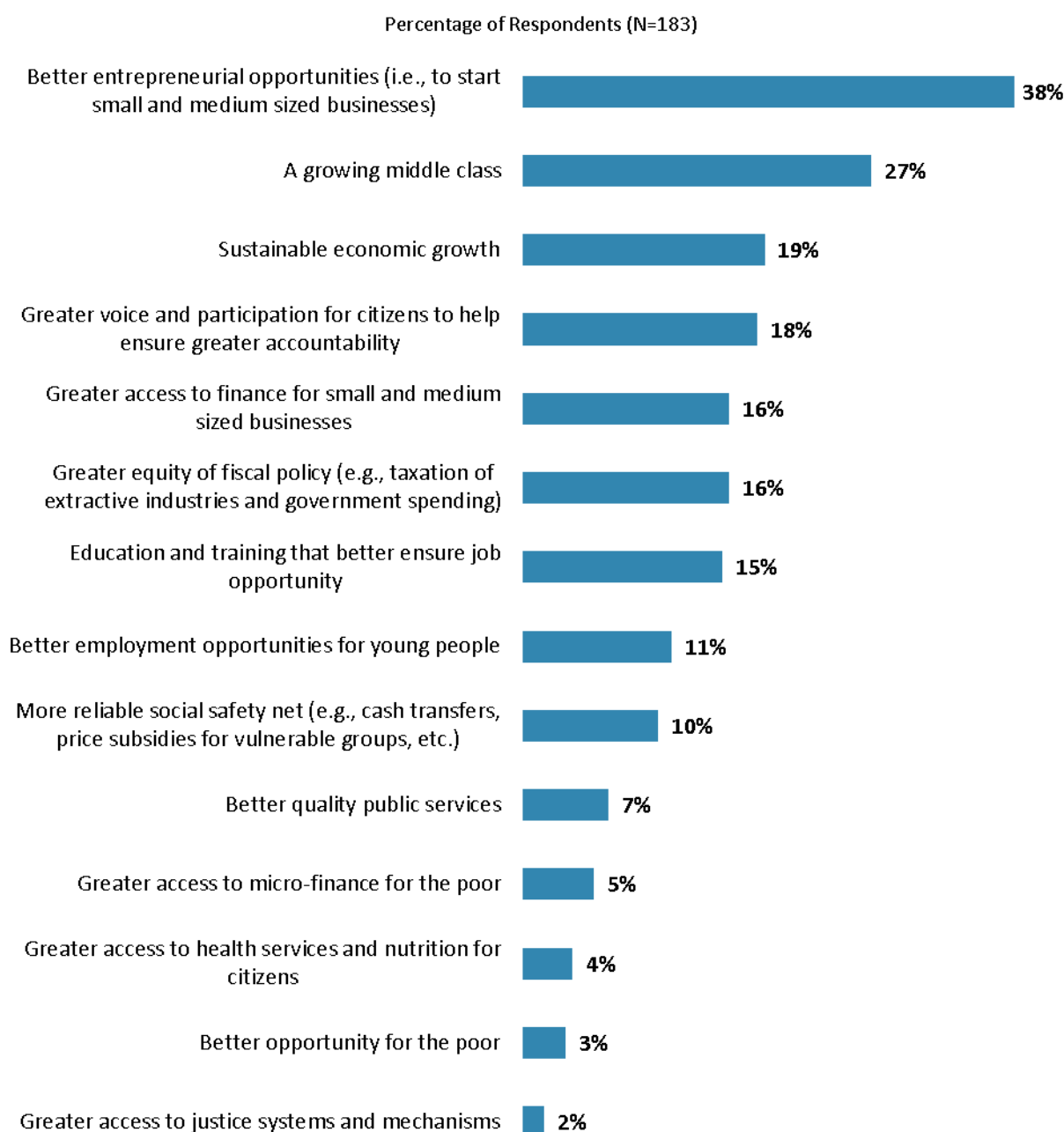
### What Would Contribute Most to Generating Economic Growth



"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kazakhstan? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Kazakhstan (continued)

### Factors Contributing to “Shared Prosperity”

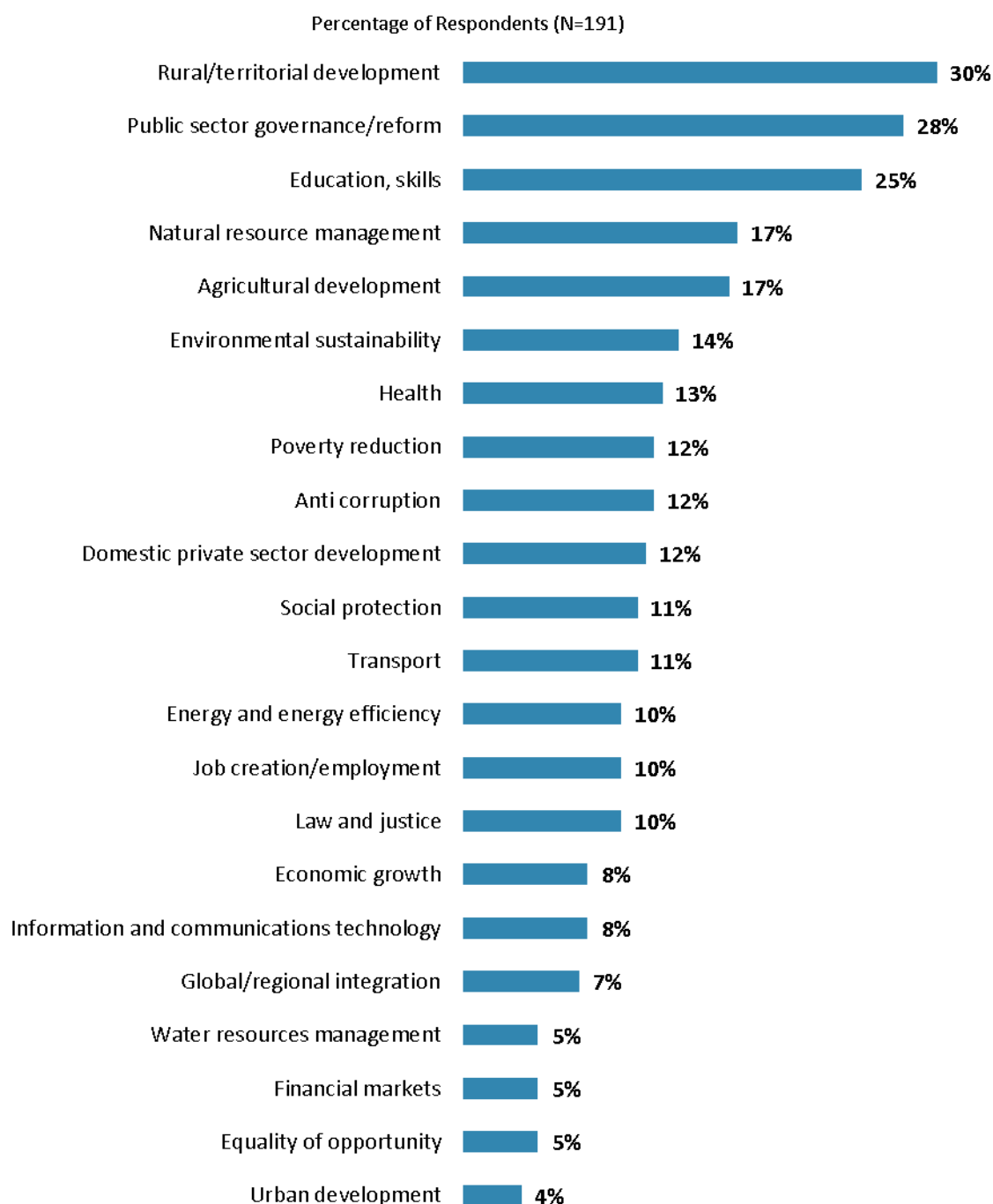


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Kazakhstan? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources



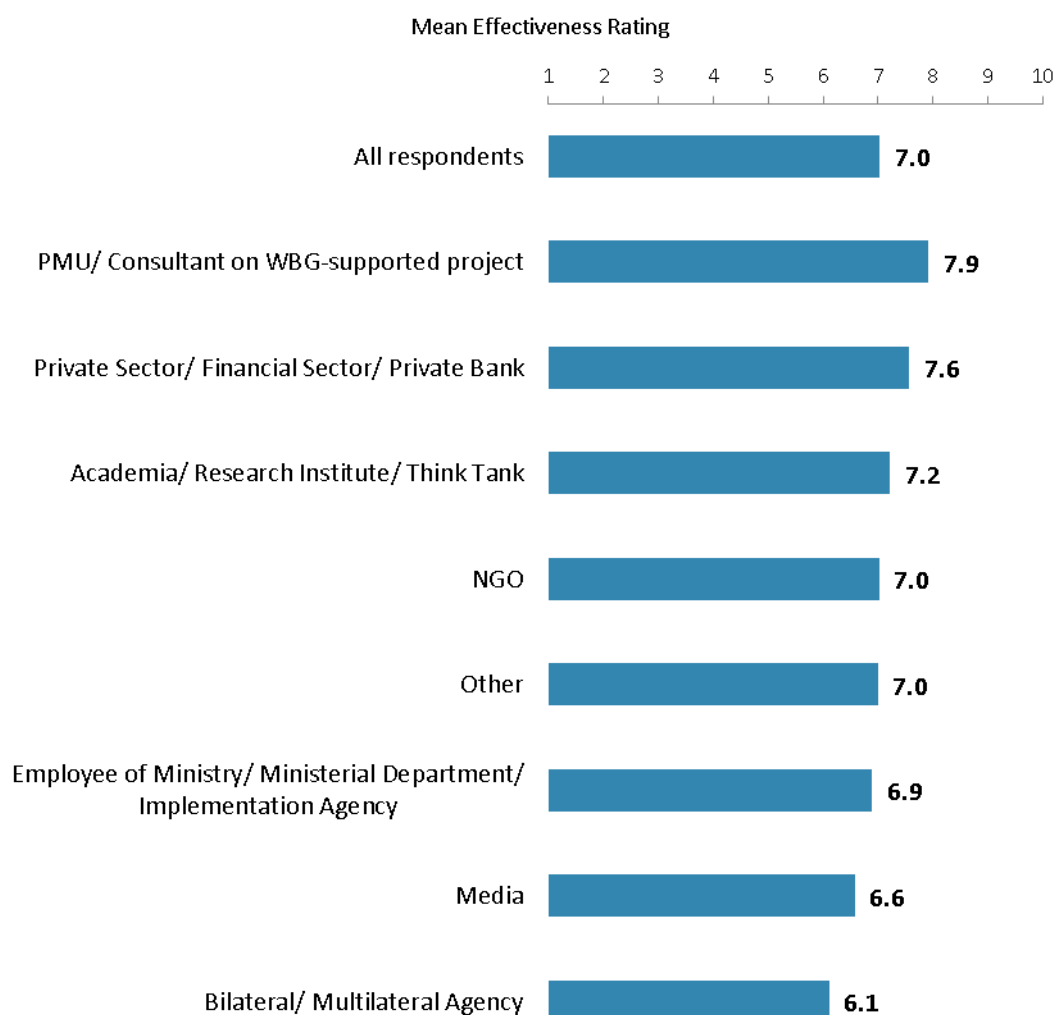
“When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kazakhstan? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- The World Bank Group’s effectiveness in Kazakhstan received a mean rating of 7.0 across all respondents. This is statistically similar to the mean rating received in the FY ’03 country survey (6.7).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the WBG’s overall effectiveness in Kazakhstan.

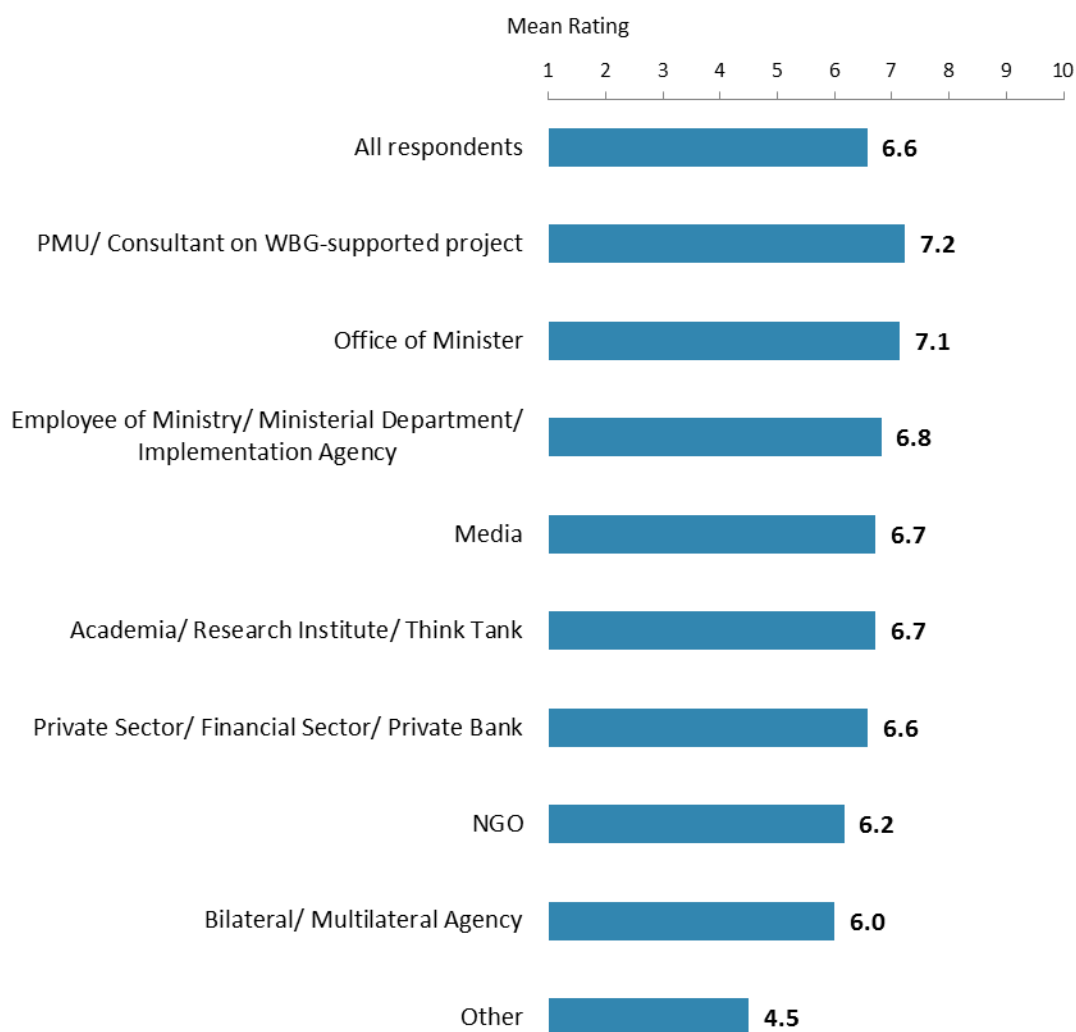


"Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan?"  
(1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank Group (continued)

### Achieving Development Results (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank Group helping achieve development results in Kazakhstan.

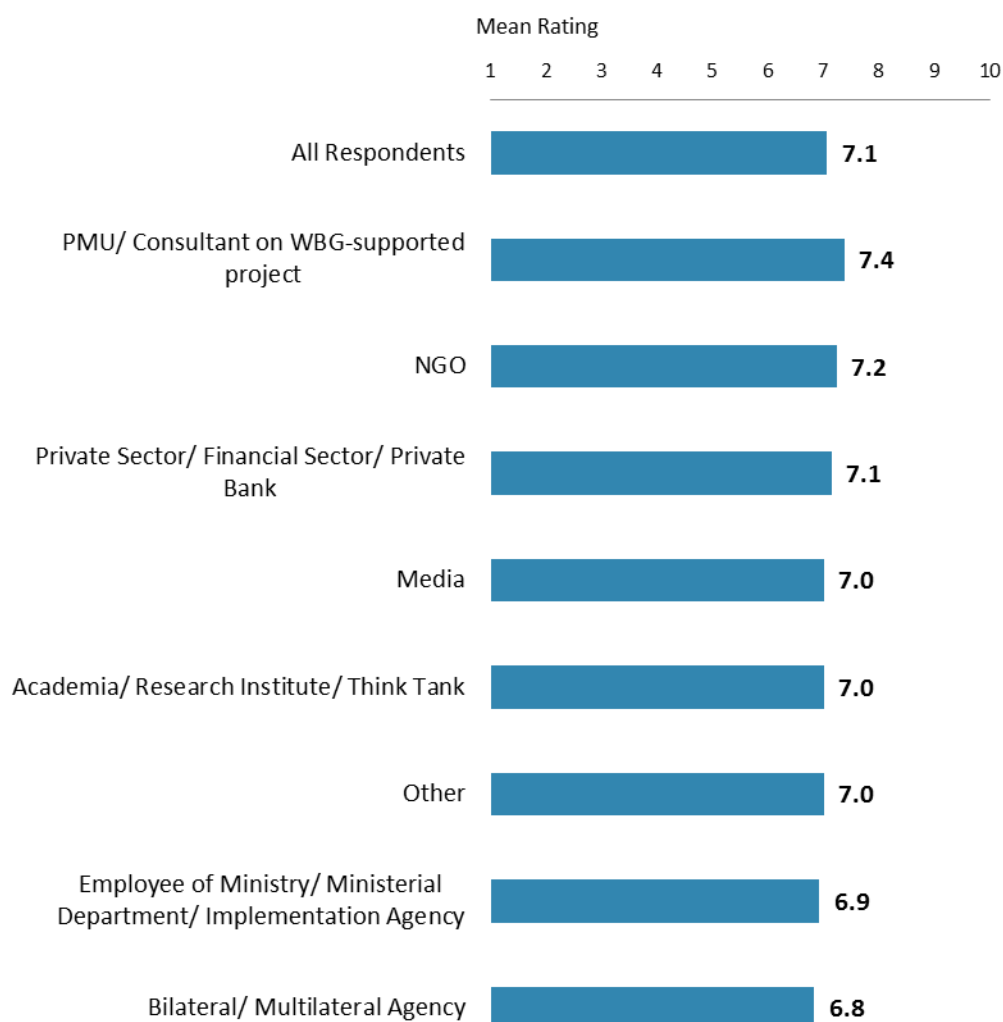


"To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

## V. Overall Attitudes toward the World Bank Group (continued)

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges.

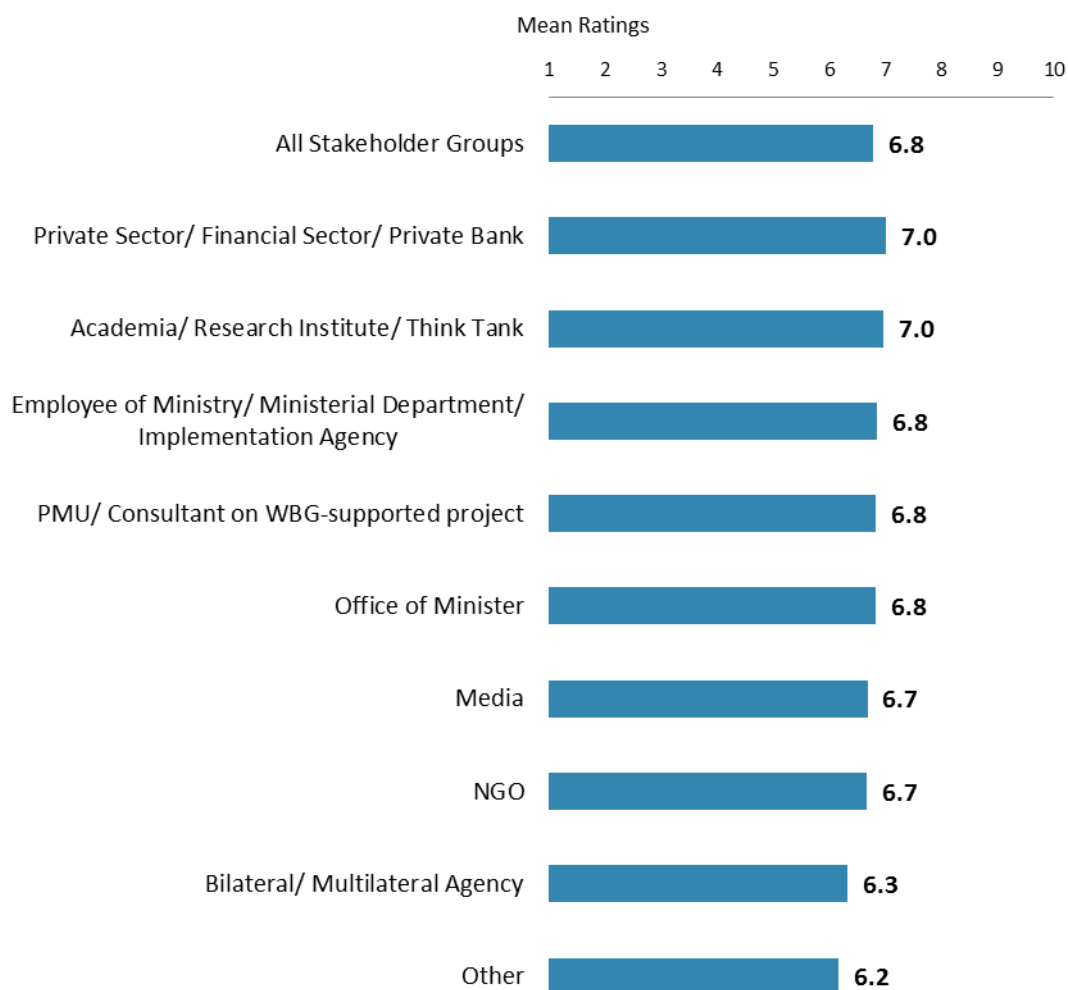


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Kazakhstan solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to twenty five indicator questions (responses to indicator questions across all stakeholder groups can be found in Appendix F, page 112).

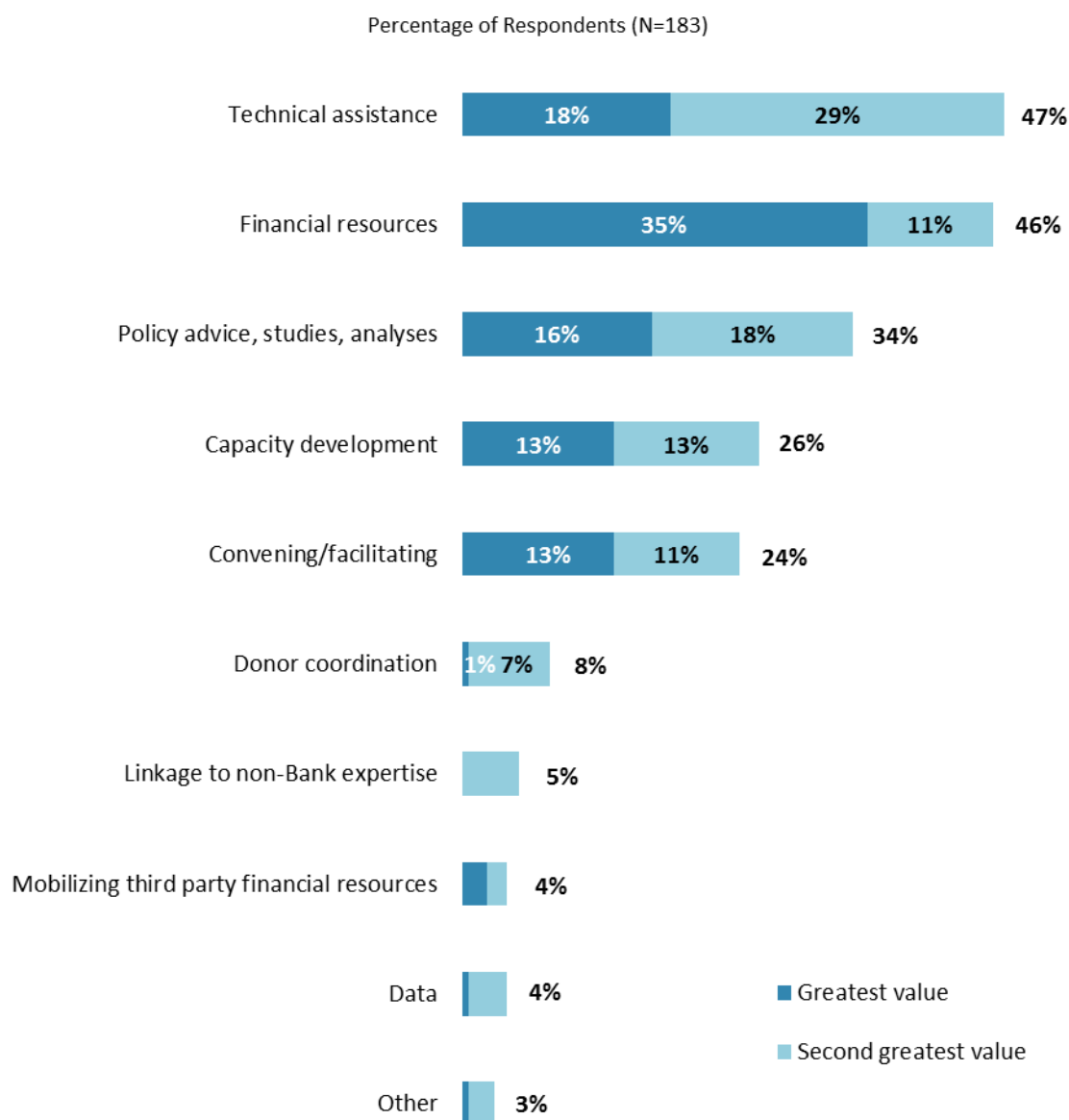


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty five indicator questions can be found in Appendices E and F.

## V. Overall Attitudes toward the World Bank Group (continued)

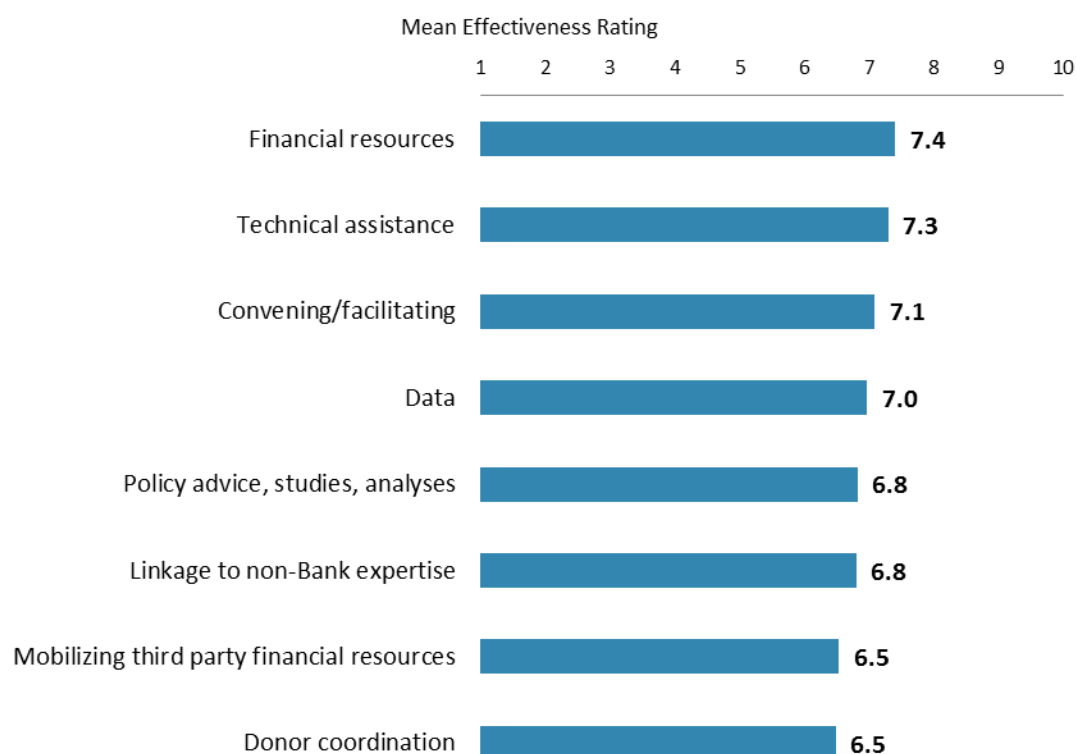
### Greatest Value



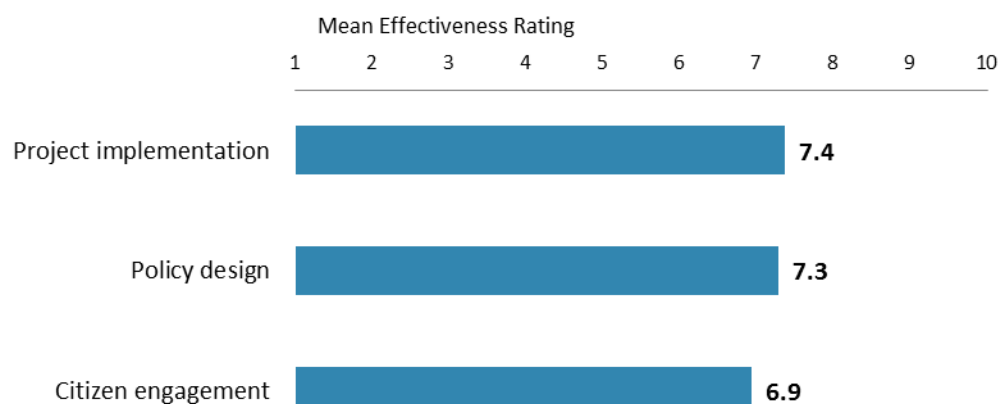
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kazakhstan?" (Respondents chose from a list.)

## V. Overall Attitudes toward the World Bank Group (continued)

### Effectiveness of the WBG Activities



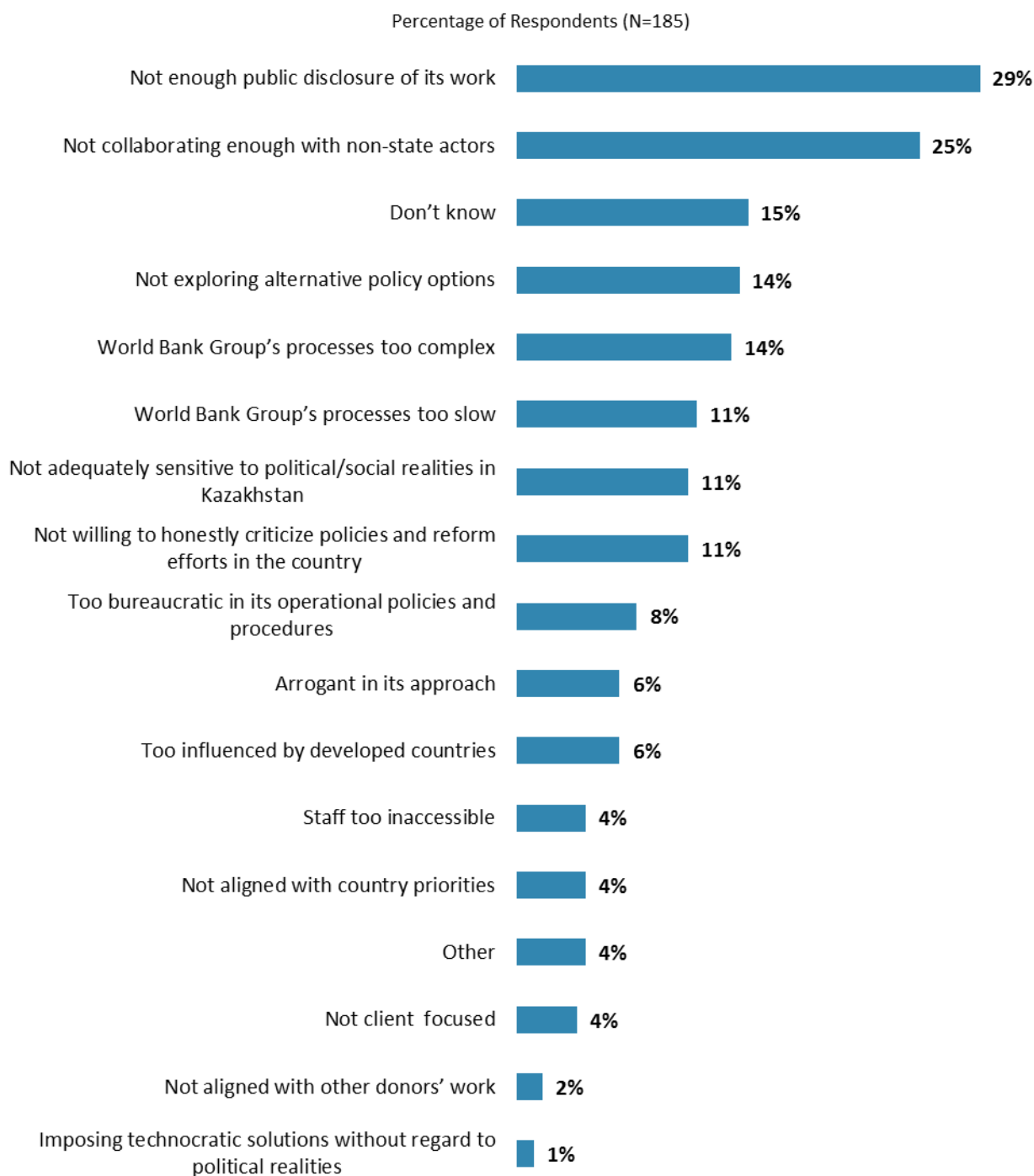
"How effectively do the World Bank Group's activities support Kazakhstan's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")



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

## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness



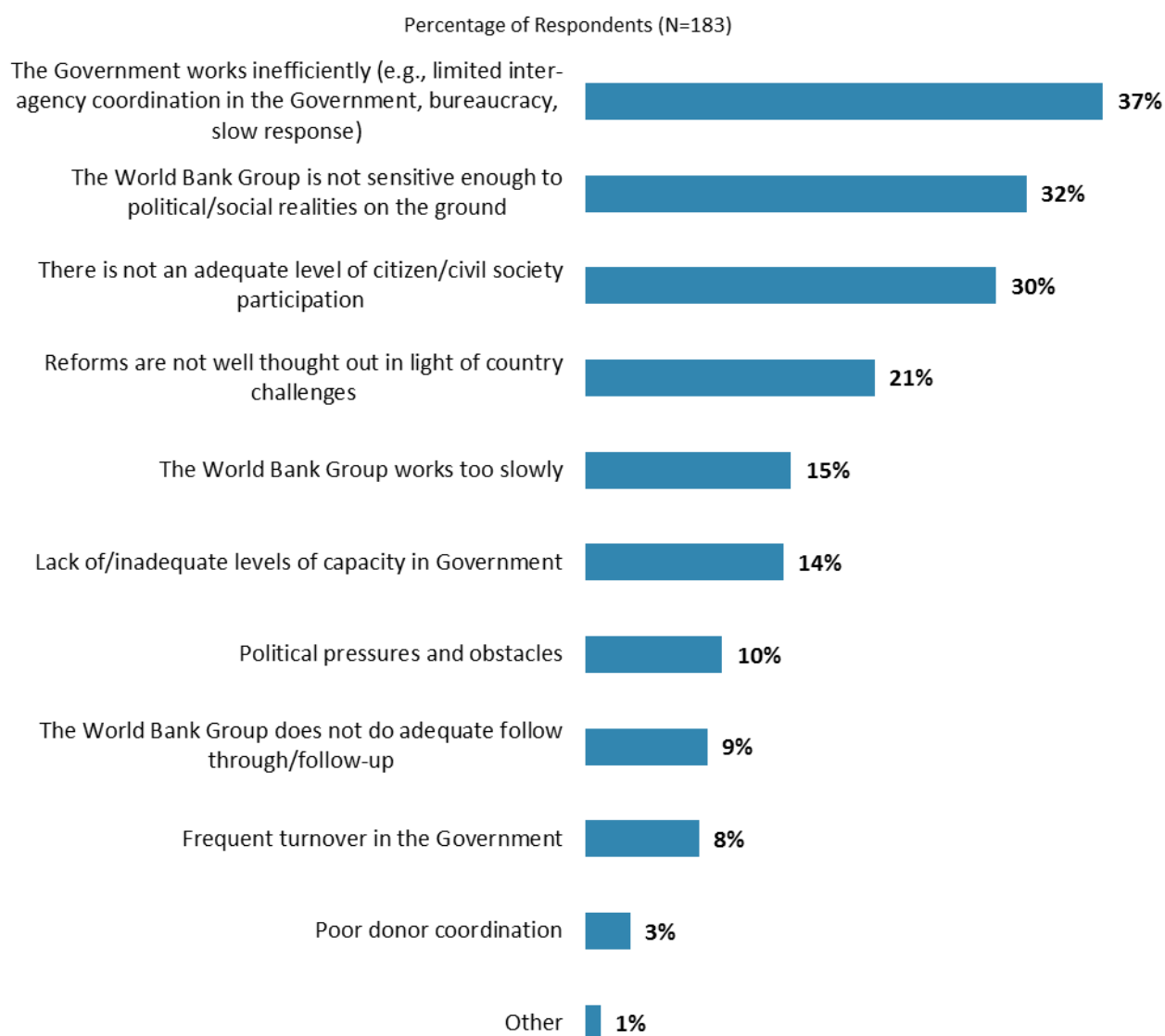
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group (continued)

### Attributing Slow or Failed Reform Efforts

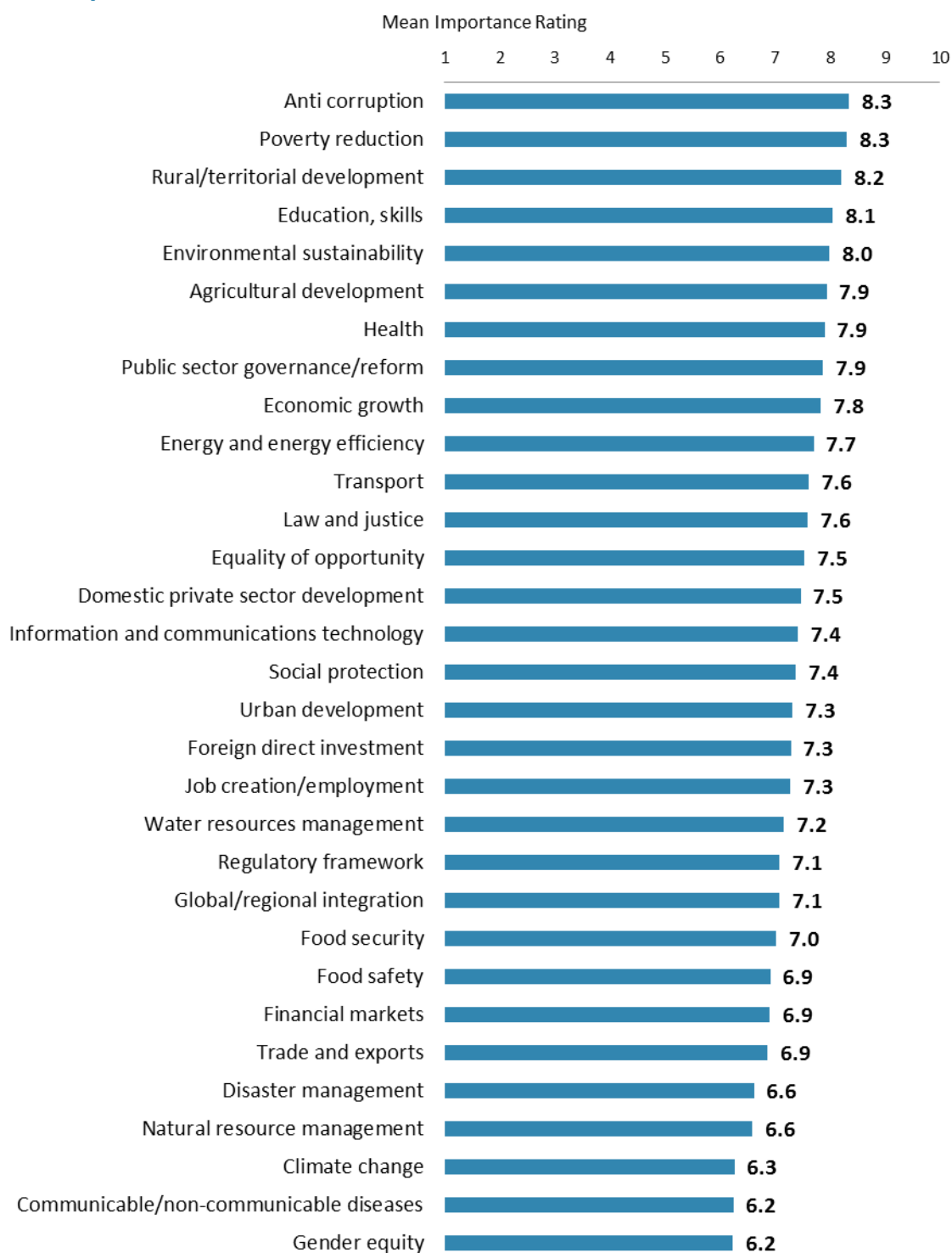
- While respondents from the media, bilateral/multilateral agencies, and employees of ministries/ministerial departments/implementation agencies tended to attribute slow or failed reform efforts to the Government working inefficiently, respondents from the office of Minister, academia/research institutes/think tanks, and private sector/financial sector/private banks tended to indicate that the WBG is not sensitive enough to political/social realities on the ground, and respondents from NGOs tended to indicate that there is not an adequate level of citizen/civil society participation.



"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)" (Respondents chose from a list. Responses combined.)

## VI. Sectoral Importance and Effectiveness

### Sectoral Importance



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

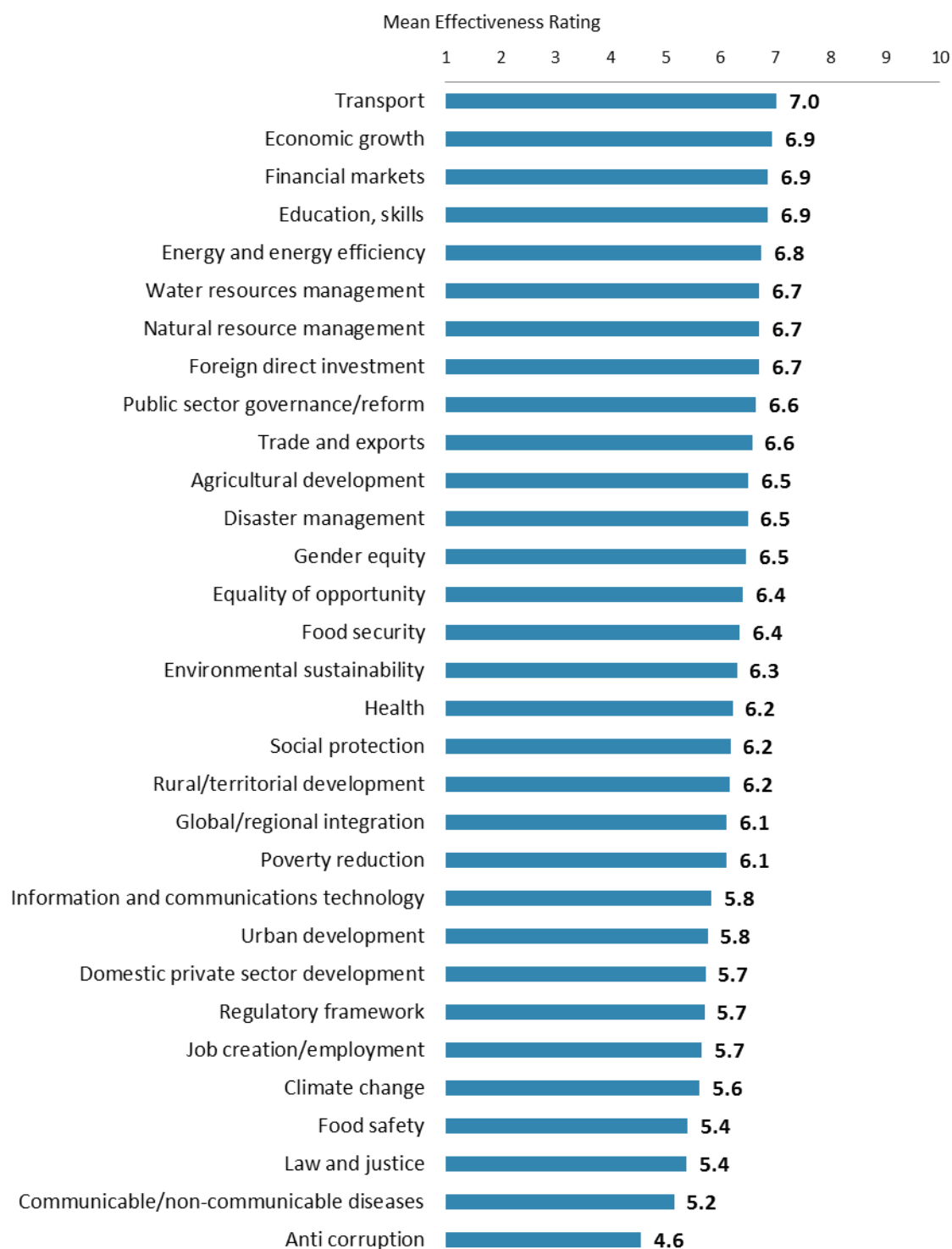
## VI. Sectoral Importance and Effectiveness (continued)

### Sectoral Importance (continued)

- Respondents across stakeholder groups had significantly different ratings for the importance of the World Bank Group to be involved in “disaster management” in Kazakhstan. Respondents from the office of Minister had the highest ratings for the importance, whereas respondents from NGOs had statistically lower ratings.
- Respondents across geographic locations had significantly different ratings for the importance of the World Bank Group to be involved in “transport”, “water resource management”, and “disaster management”. Respondents from Astana/Almaty had significantly higher ratings than respondents from other areas.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness



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

## VI. Sectoral Importance and Effectiveness (continued)

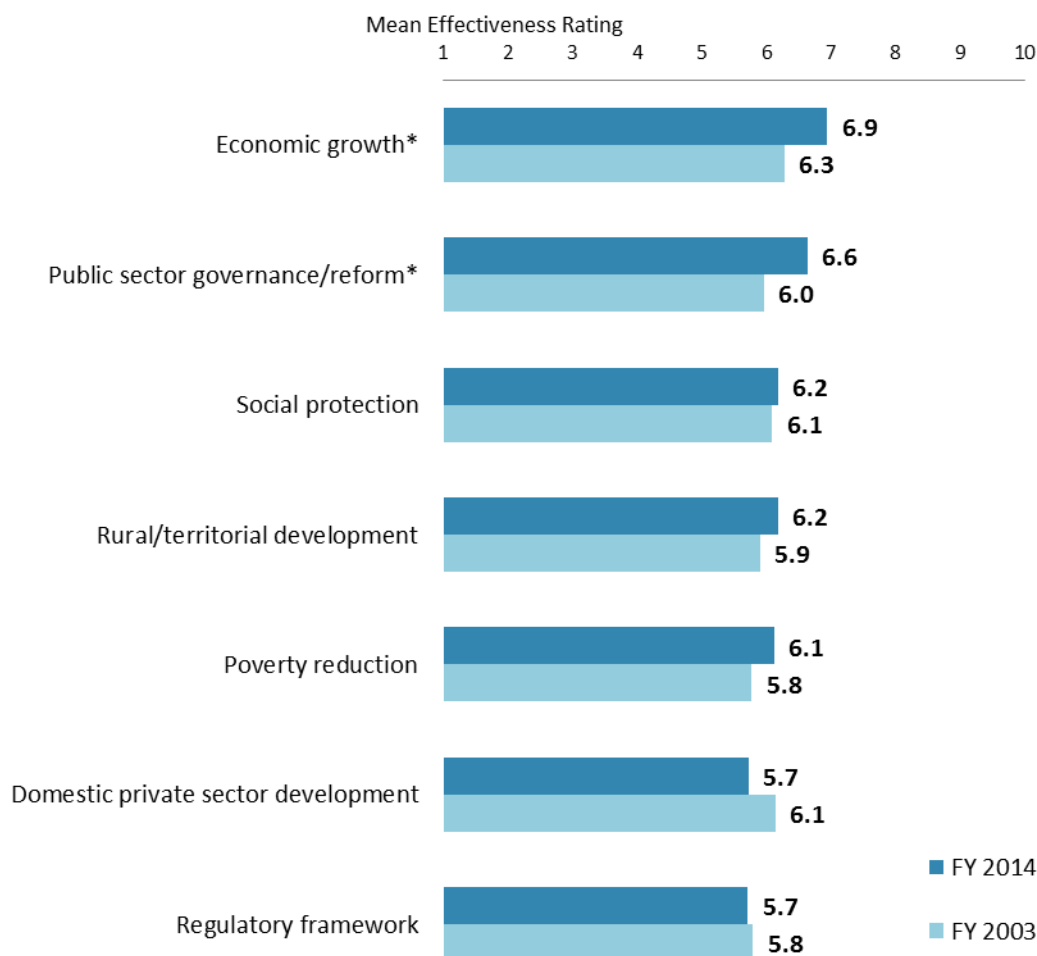
### Specific Areas of Effectiveness (continued)

- There were significant differences across stakeholder groups in their ratings of the WBG's effectiveness across three of these thirty-one development areas in Kazakhstan. For the most part, respondents from the office of Minister and PMUs/consultants/contractors on WBG-supported projects tended to give the highest ratings for the WBG's effectiveness, whereas respondents from bilateral/multilateral agencies and the private sector/financial sector/private banks tended to give significantly *lower* ratings. Those areas with significant stakeholder differences were:
  - "Transport";
  - "Environmental sustainability"; and
  - "Anti corruption".
- Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in these thirty-one development areas.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the WBG's effectiveness in "economic growth" and "public sector governance/reform" compared to respondents in the FY'03 country survey.



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

\*Significantly different between FY 2014 and FY 2003

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Kazakhstan, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

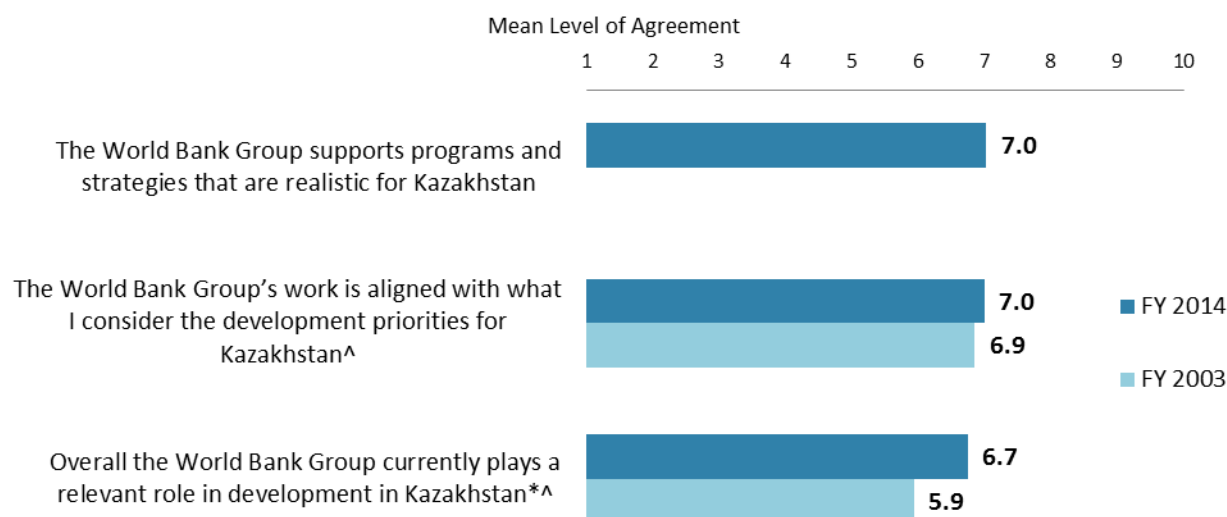
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Kazakhstan. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at financial markets;
  - The WBG's effectiveness at climate change; and
  - The WBG's effectiveness at economic growth.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Kazakhstan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at disaster management;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at food security.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Kazakhstan

- Respondents in this year's country survey had significantly *higher* levels of agreement with the statement that "Overall the World Bank Group currently plays a relevant role in development in Kazakhstan" compared to respondents in the FY '03 country survey.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with these statements (including the indicator questions).



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

\*Significantly different between FY 2014 and FY 2003

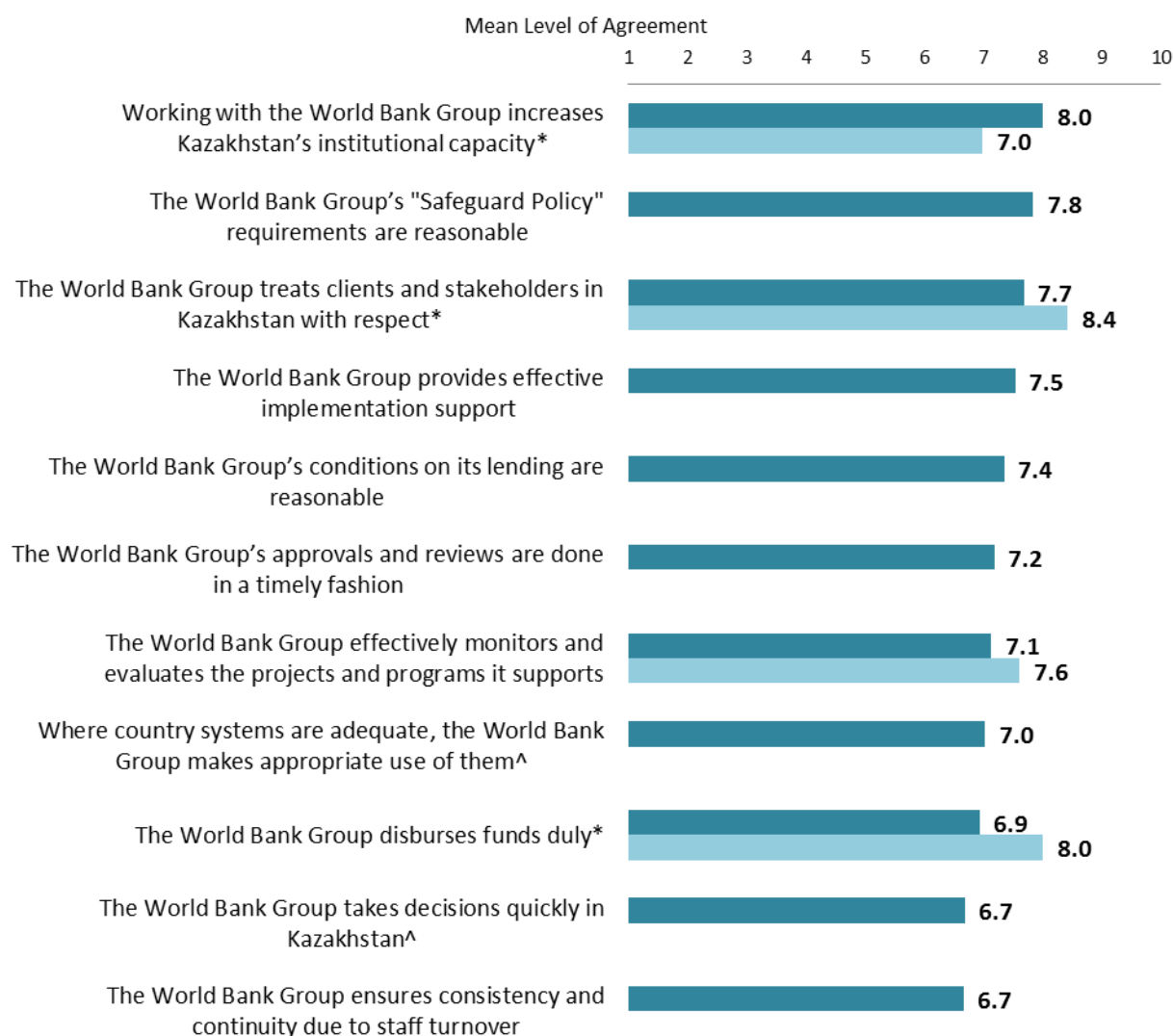
^Indicator Question



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly *higher* levels of agreement that the WBG increases Kazakhstan's institutional capacity compared to respondents from the FY '03 country survey.
- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG treats clients and stakeholders in Kazakhstan with respect and that the WBG disburses funds duly compared to respondents from the FY '03 country survey.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with the indicator questions.



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

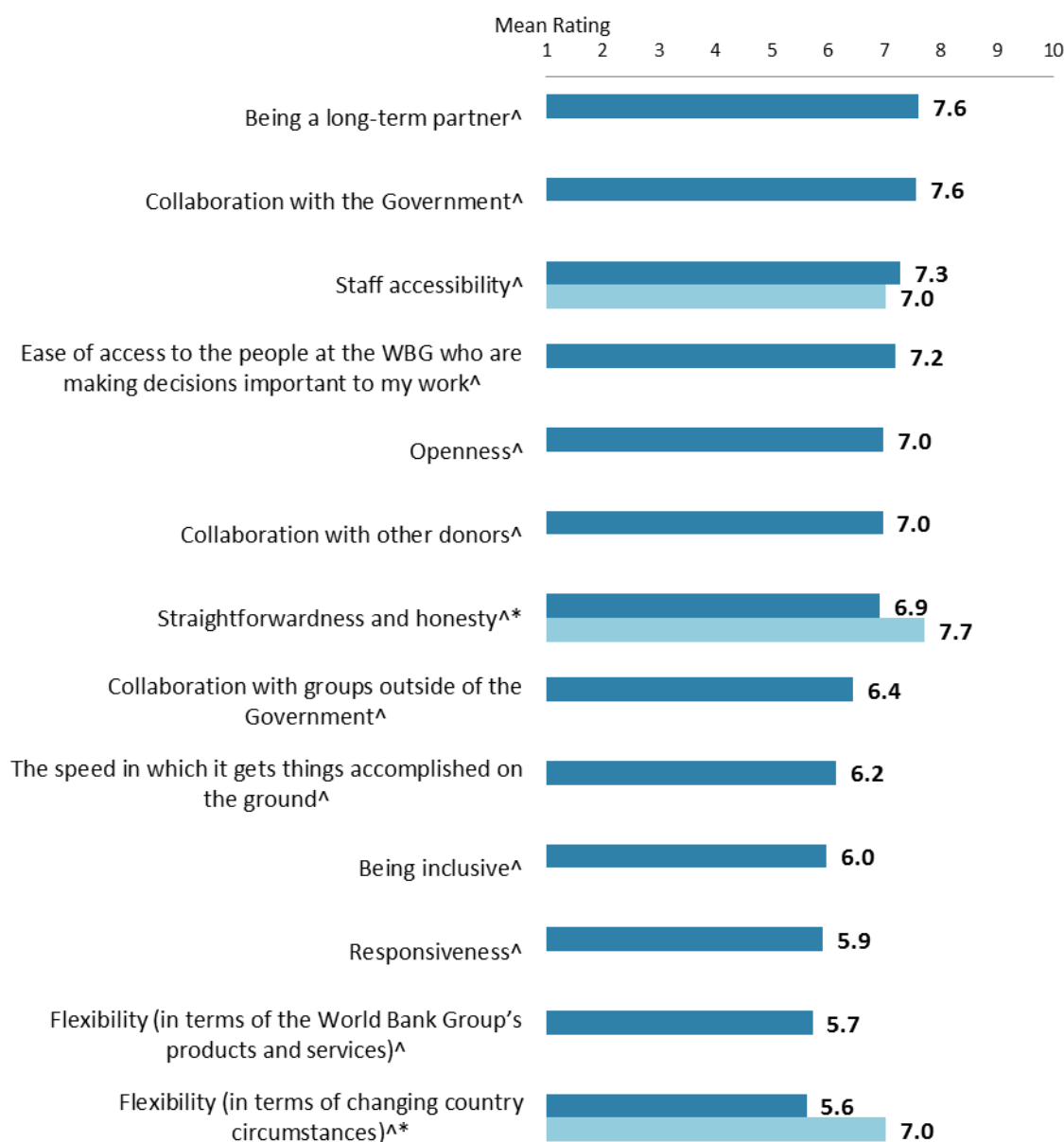
\*Significantly different between FY 2014 and FY 2003

^Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- Respondents in this year's country survey had significantly *lower* ratings for the following qualities of the WBG as an effective development partner: straightforwardness and honesty and flexibility in terms of changing country circumstances.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for all of these qualities.



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

*\*Significantly different between FY 2014 and FY 2003*

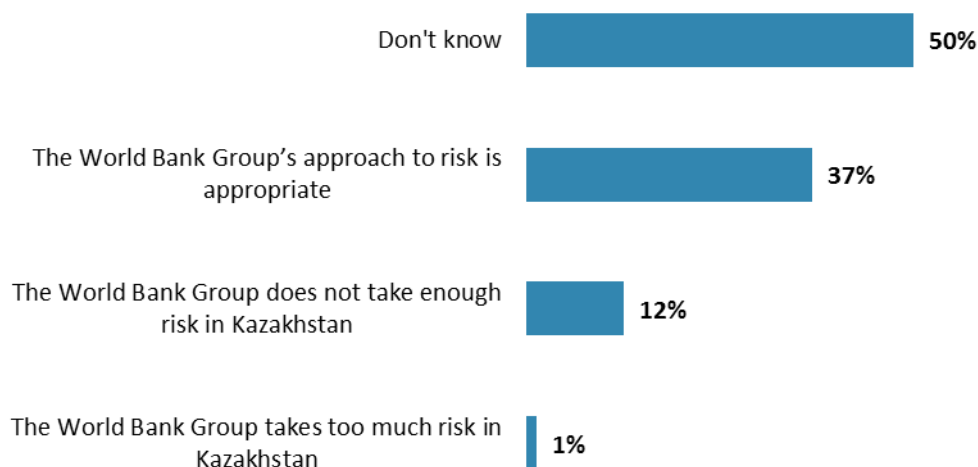
*<sup>^</sup>Indicator Question*

## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Approach to Risk in Kazakhstan

- While a majority of respondents across stakeholder groups tended to indicate “Don’t know”, respondents from PMUs/consultants/contractors on WBG-supported projects, bilateral/multilateral agencies, and academia/research institutes/think tanks tended to agree that the WBG’s approach to risk in Kazakhstan is appropriate.

Percentage of Respondents (N=161)

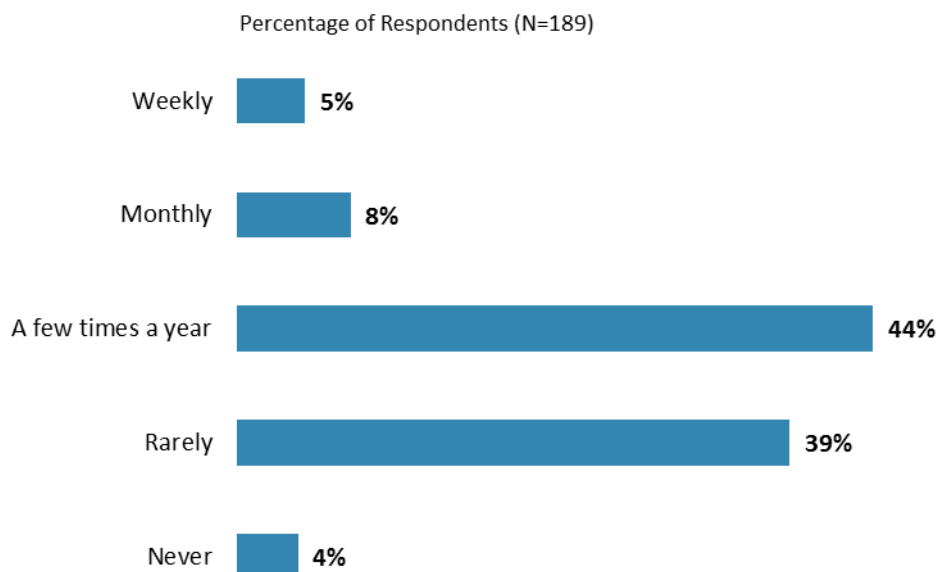


"Which of the following best describes the way the World Bank Group operates in Kazakhstan?"  
(Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Respondents from PMUs/consultants/contractors on WBG-supported projects, the media, and employees of ministries/ministerial departments/implementation agencies tended to indicate that they consulted WBG's knowledge *more often* than respondents from other stakeholder groups.

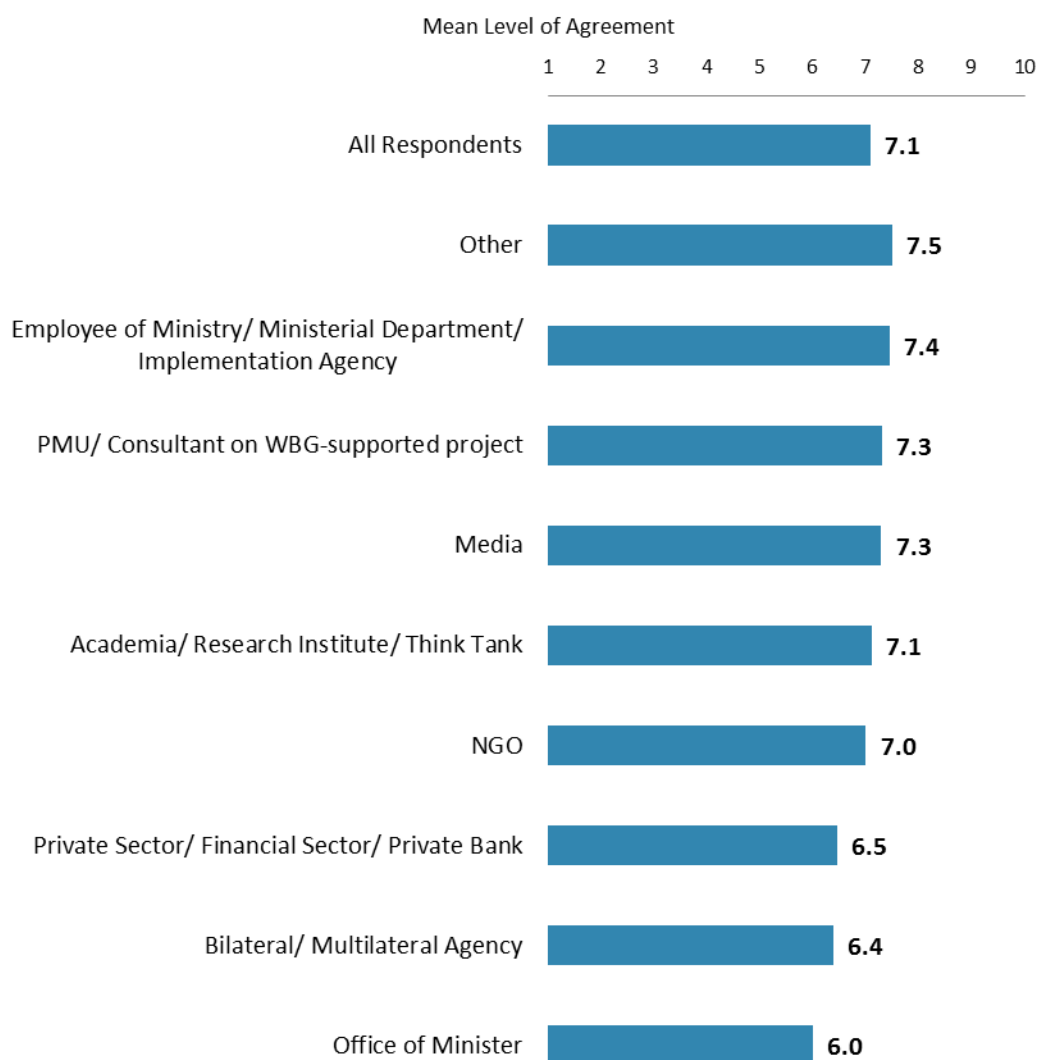


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

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

### Meeting Kazakhstan's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group meets Kazakhstan's needs for knowledge services.

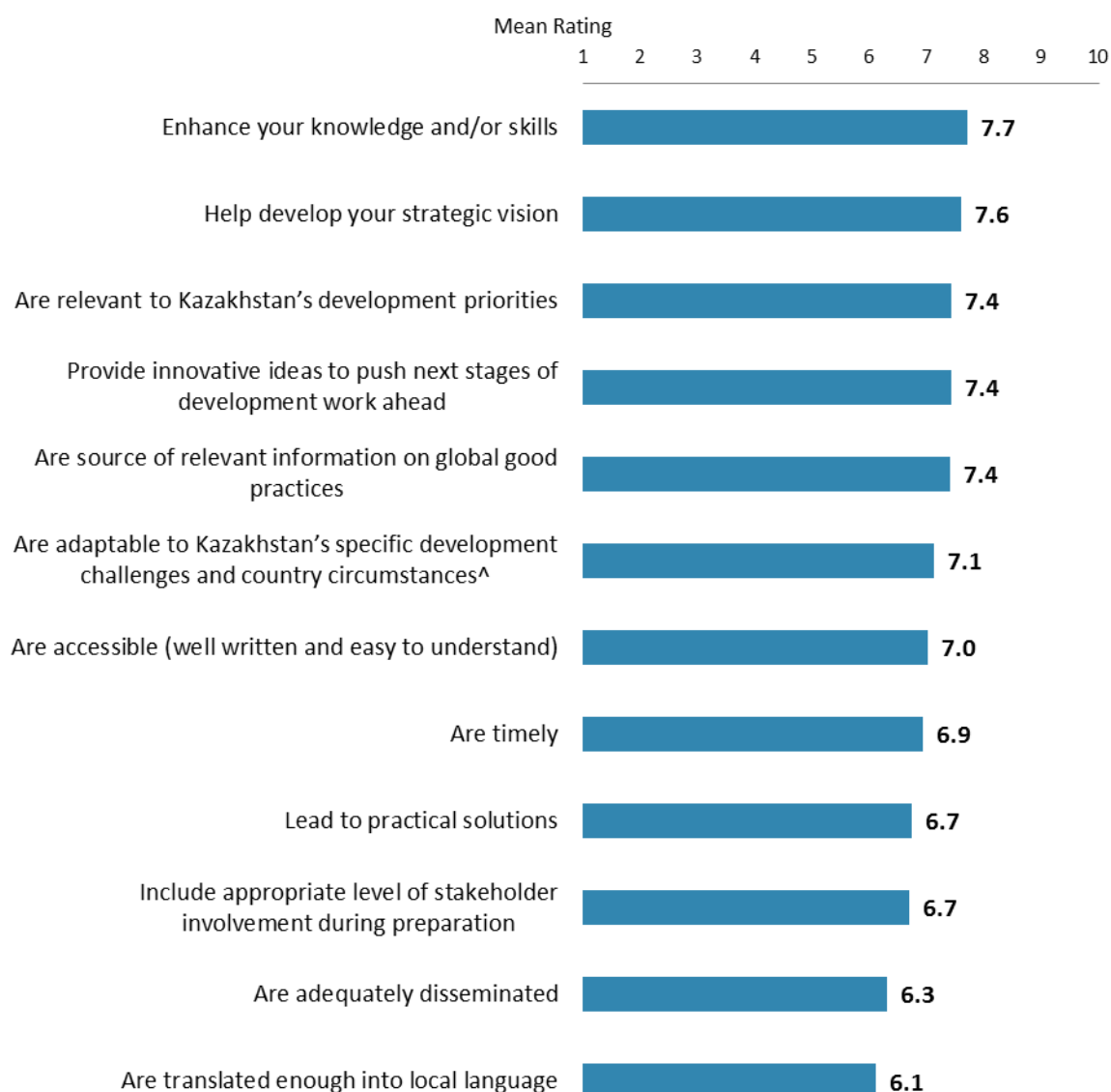


"The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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

### Qualities of the WBG's Knowledge Work and Activities

- Respondents across stakeholder groups gave statistically similar ratings for most of the following qualities of the WBG's knowledge work and activities, except the WBG's knowledge being timely. Respondents from the media gave the highest ratings, whereas respondents from the office of Minister tended to give significantly lower ratings.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question.



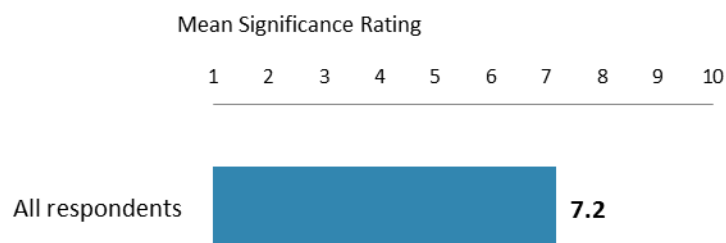
"In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

<sup>^</sup>Indicator Question

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

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

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Kazakhstan.



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
*(1-"Not significant at all", 10-"Very significant")*

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

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.

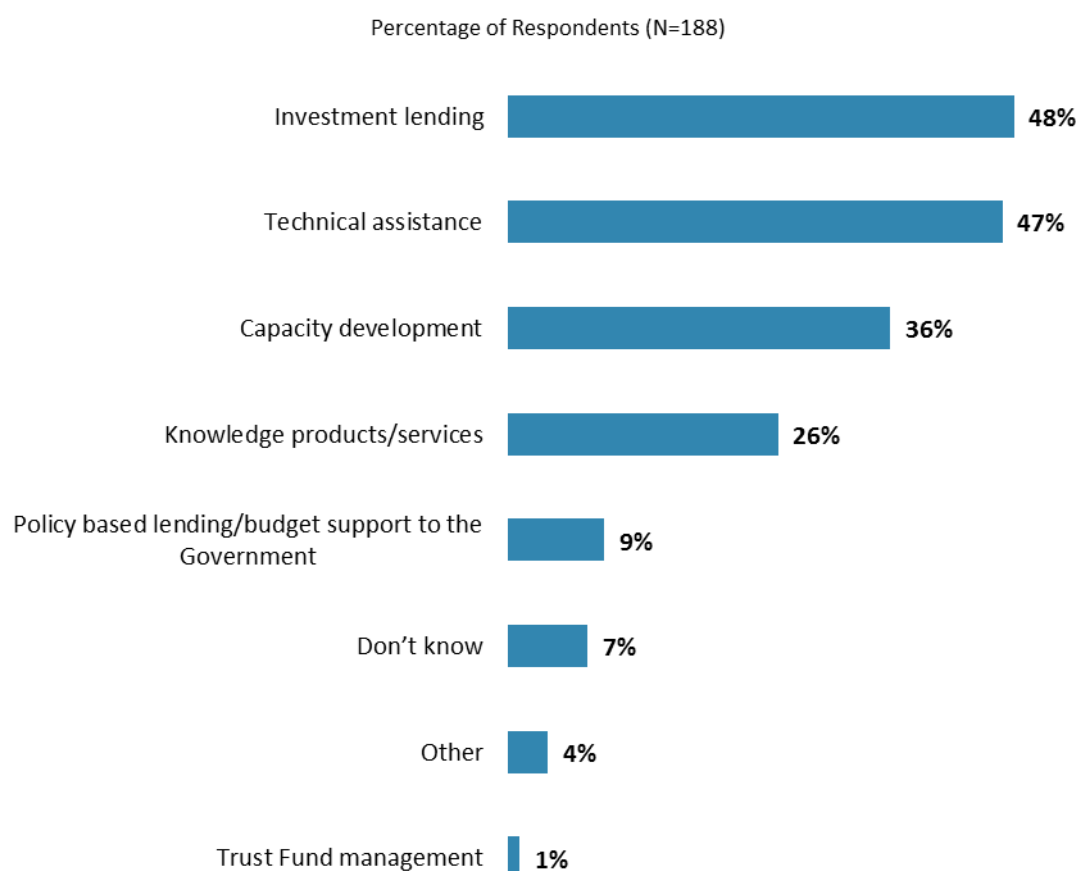


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" *(1-"Very low technical quality", 10-"Very high technical quality")*

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

### Most Effective Instruments in Reducing Poverty

- While respondents from the office of Minister and PMUs/consultants/contractors on WBG-supported projects tended to indicate “investment lending” as the WBG’s most effective instrument, respondents from bilateral/multilateral agencies, the private sector/financial sector/private banks, and academia/research institutes/think tanks tended to indicate “technical assistance” as the WBG’s most effective instrument in reducing poverty.



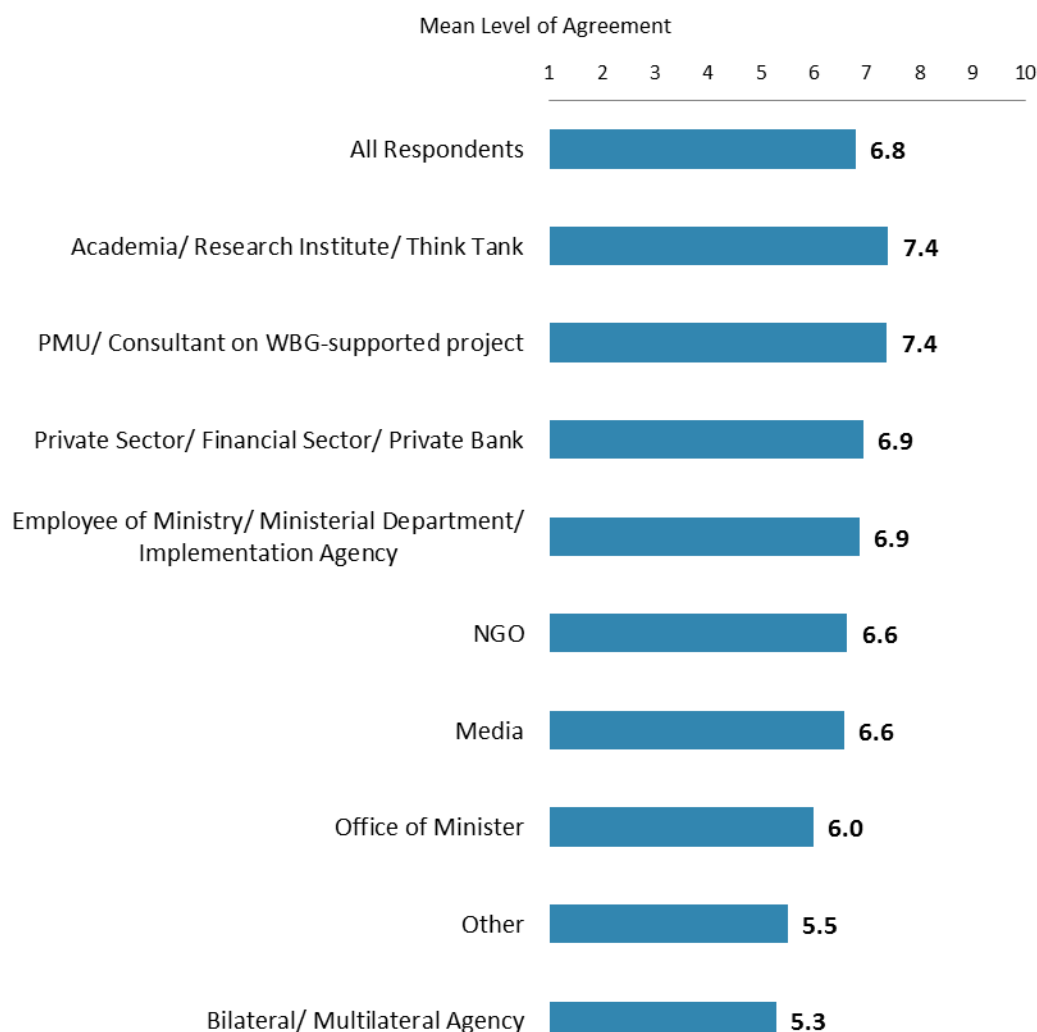
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kazakhstan? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)



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

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

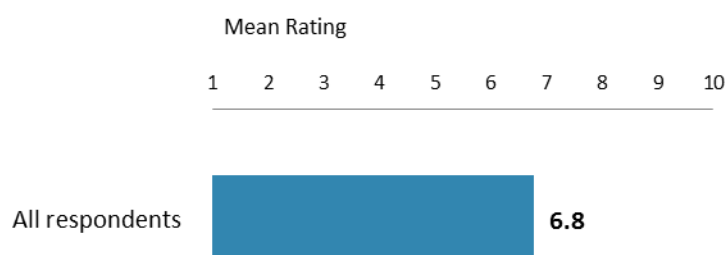
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the WBG's financial instruments meet Kazakhstan's needs.



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

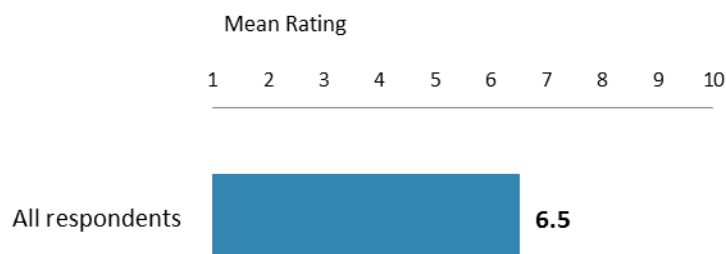
## VIII. World Bank Group's Knowledge and Instruments (continued)

### The Joint Economic Research Program



"To what extent do you believe that Kazakhstan received value for money from the Joint Economic Research Program?"  
 (1-"To no degree at all", 10-"To a very significant degree")

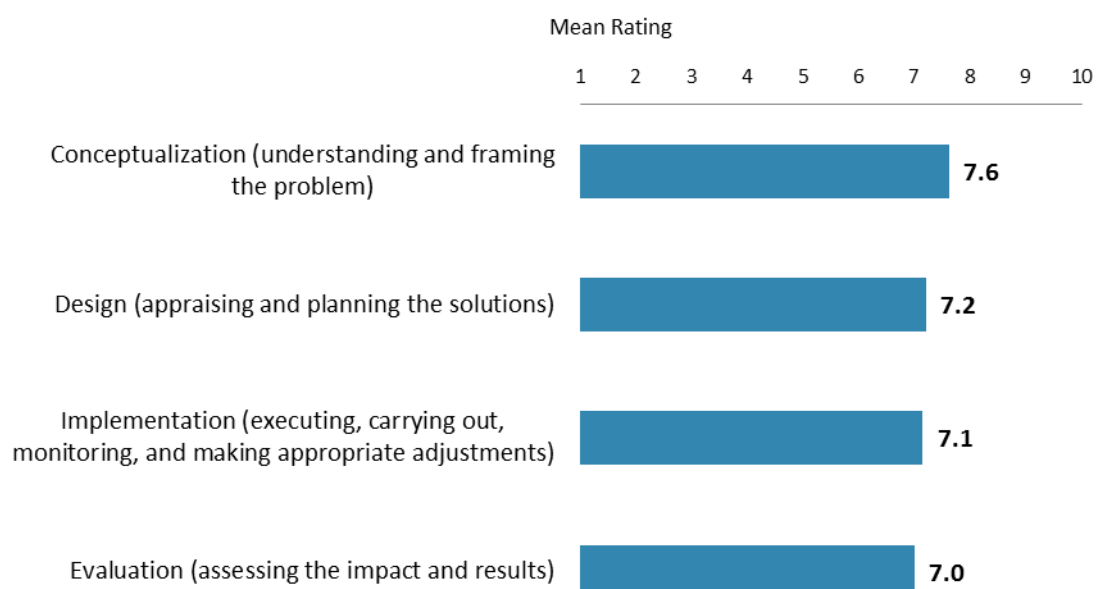
### WBG's Internal Evaluation Mechanisms



"To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Kazakhstan?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Contribution of the WBG's Delivery Work

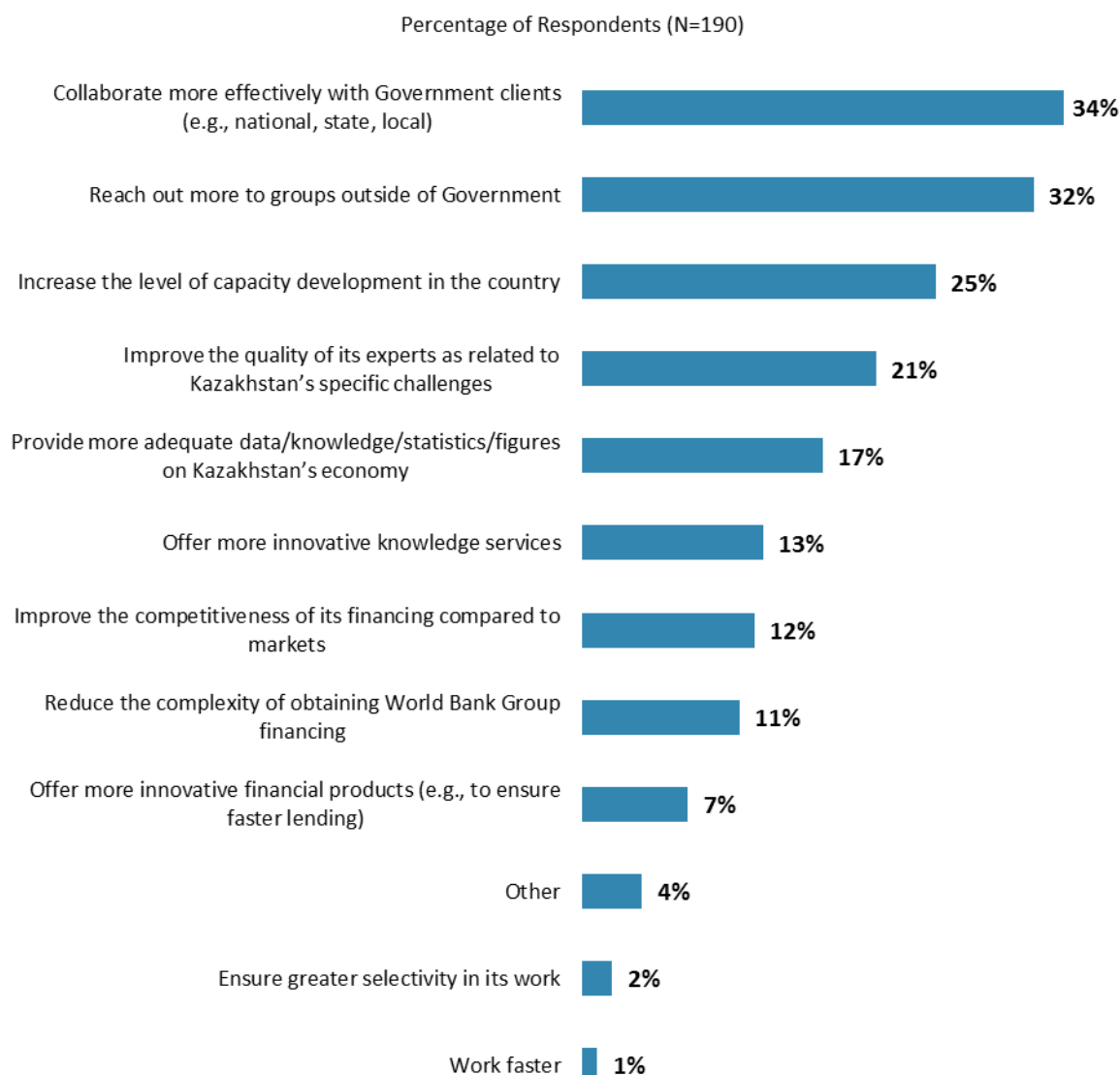


"To what extent does each of the following aspect of the World Bank Group's delivery work contribute to solving Kazakhstan's development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Making the World Bank Group of Greater Value

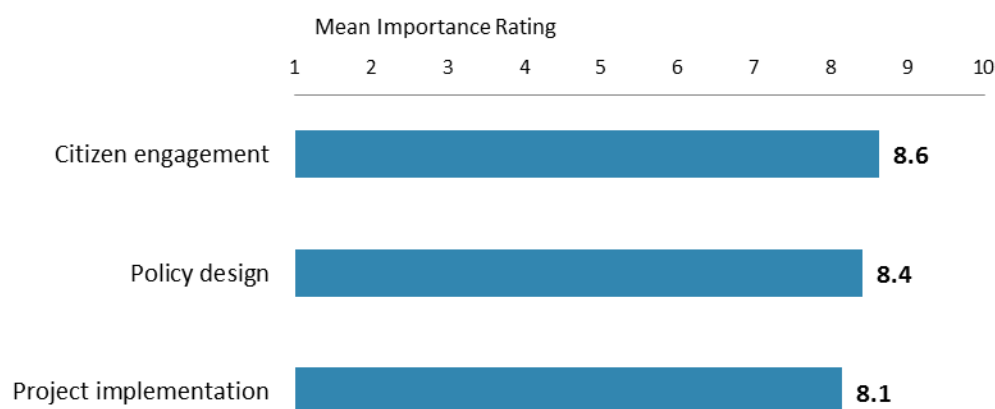
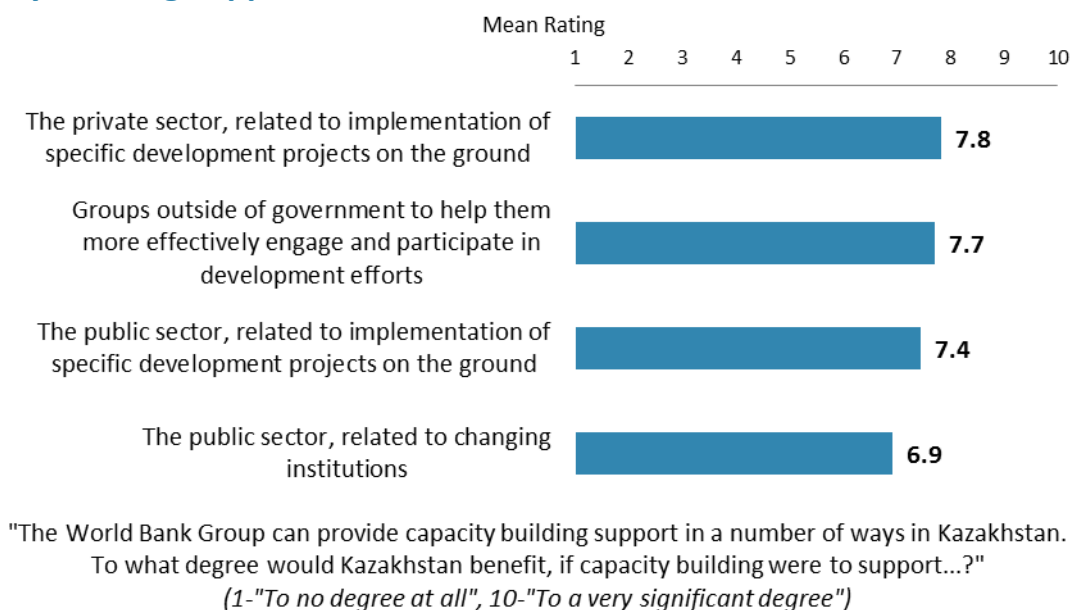
- While respondents from the office of Minister, employees of ministries/ministerial departments/implementation agencies, and PMUs/consultants/contractors on WBG-supported projects tended to indicate that the WBG should collaborate more effectively with *Government clients*, respondents from NGOs tended to indicate that the WBG should reach out more to *groups outside of the Government*, and respondents from bilateral/multilateral agencies and the private sector/financial sector/private banks tended to indicate that the WBG should increase the level of *capacity development* in the country in order to make itself of greater value in Kazakhstan.



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

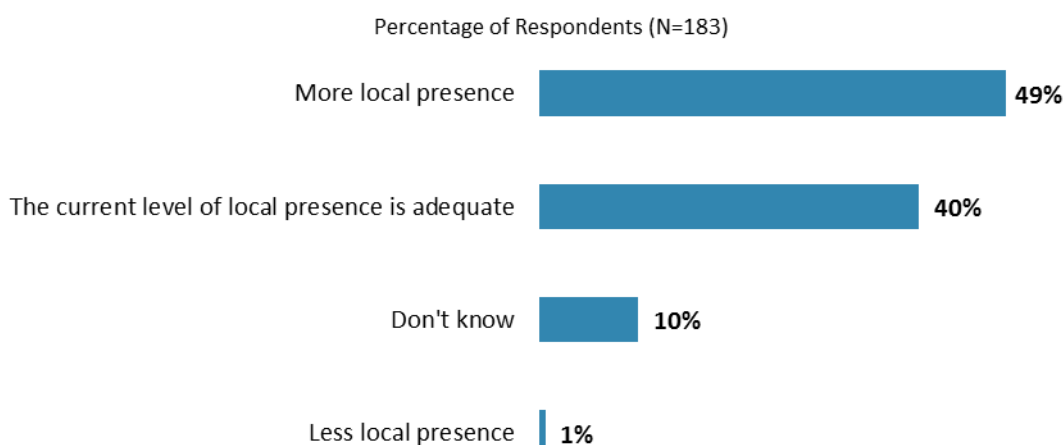
## IX. The Future Role of the WBG in Kazakhstan (continued)

### Capacity Building Support



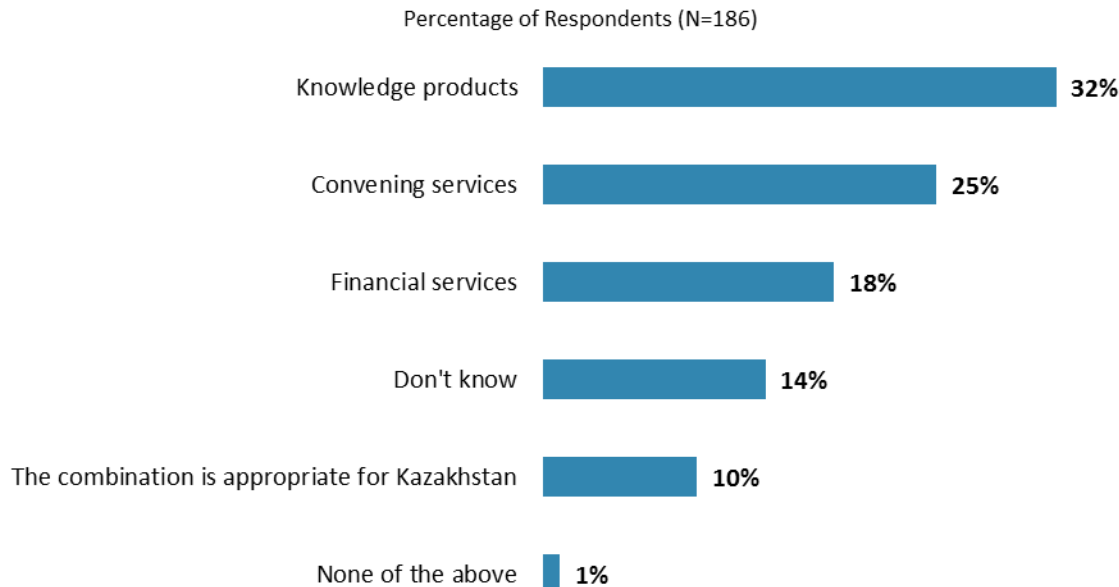
## IX. The Future Role of the WBG in Kazakhstan (continued)

### World Bank Group's Presence in Kazakhstan



"To be a more effective development partner in Kazakhstan, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

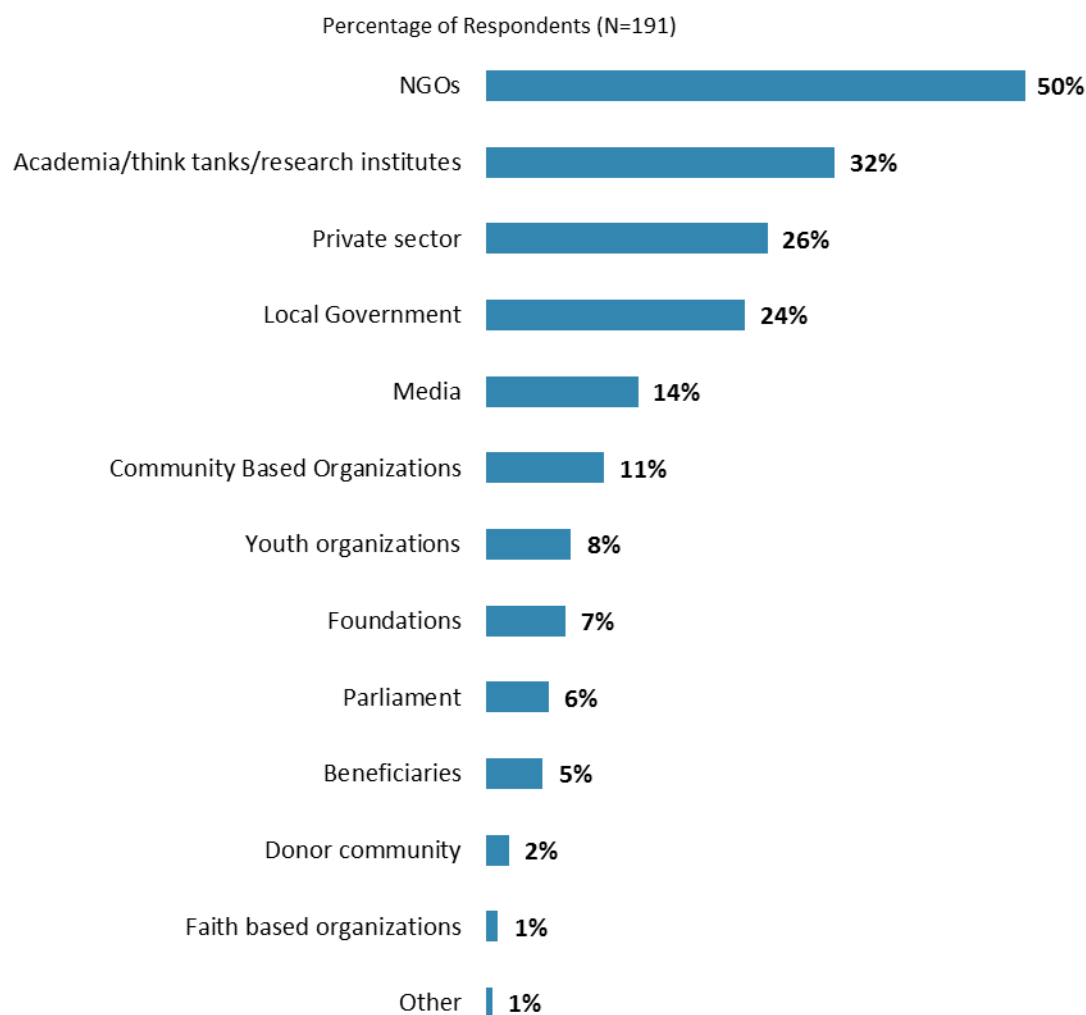
### World Bank Group's Services in Kazakhstan



"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?" (Respondents chose from a list.)

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

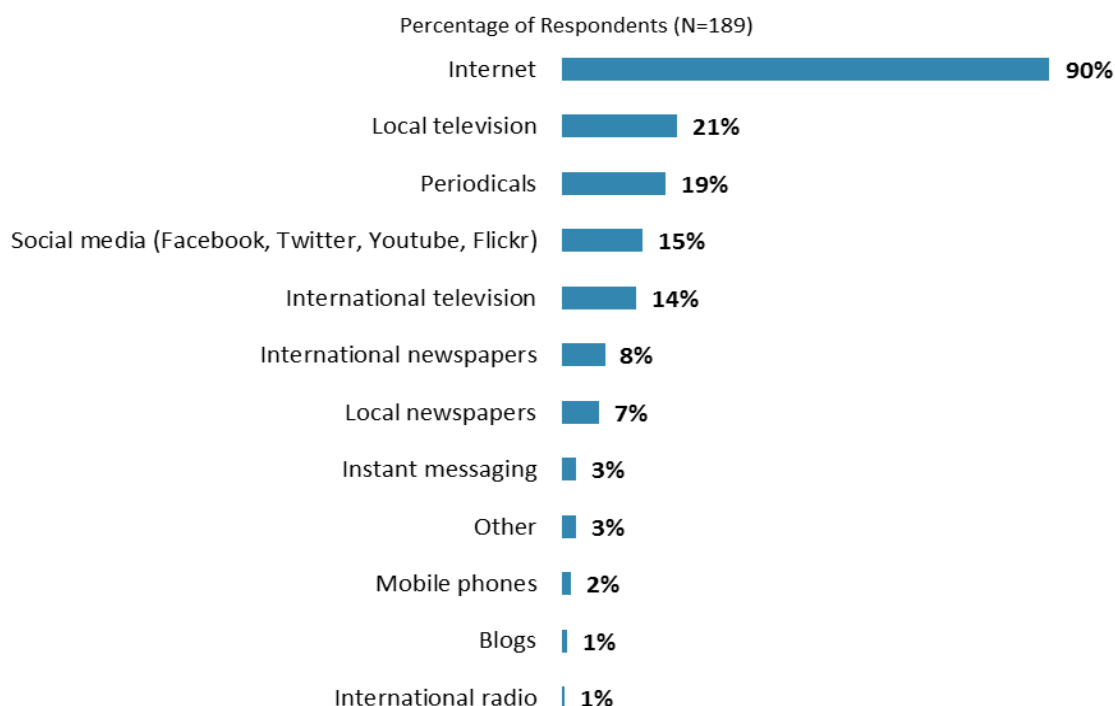
### Collaborating with Stakeholders in Kazakhstan



"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?" (Respondents chose from a list. Responses combined.)

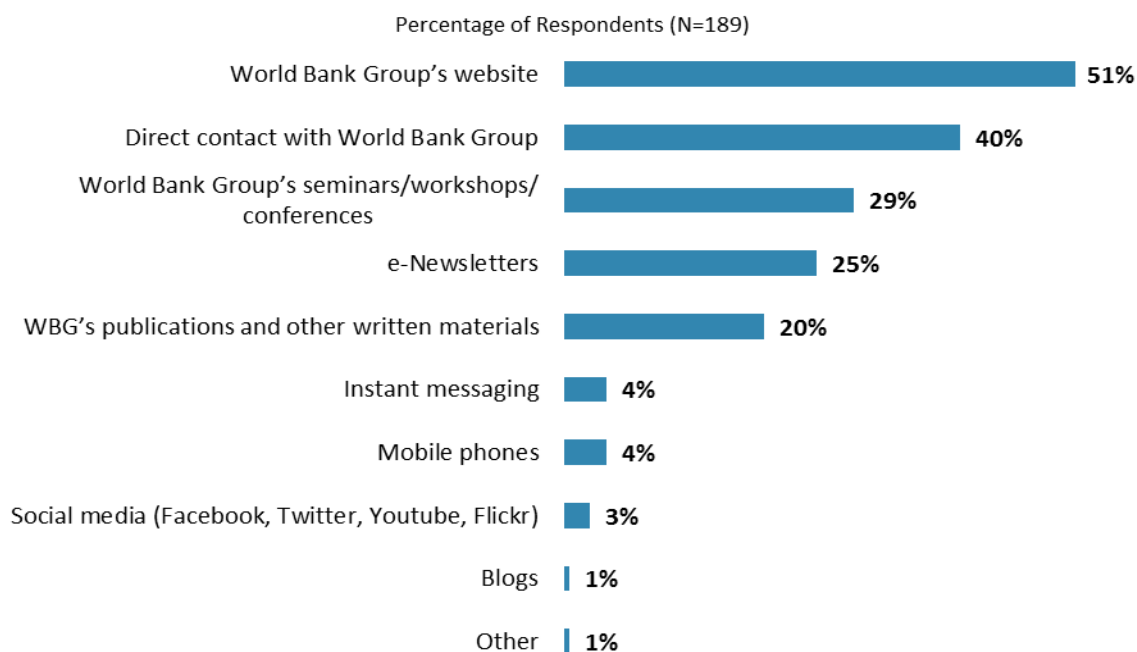
## X. Communication and Openness

### General Information Sources



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

### Preferred Information Sources



"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

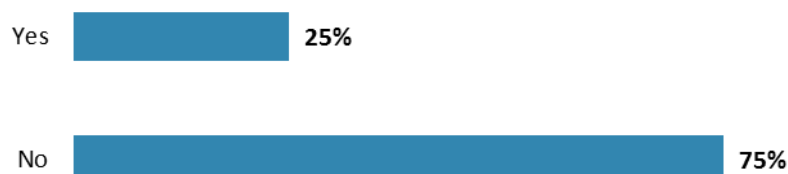


## X. Communication and Openness (continued)

### Access to Information

- Respondents from Astana/Almaty were significantly *less* likely to be aware of the WBG's Access to Information Policy compared to respondents from other geographic areas.

Percentage of Respondents (N=185)



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

- Employees of ministries/ministerial departments/implementation agencies, respondents from academia/research institutes/think tanks, and 'other' organizations were significantly *more* likely to have requested the information from the WBG compared to respondents from other stakeholder groups.

Percentage of Respondents (N=186)



"Have you requested information from the World Bank Group on its activities in the past year?"

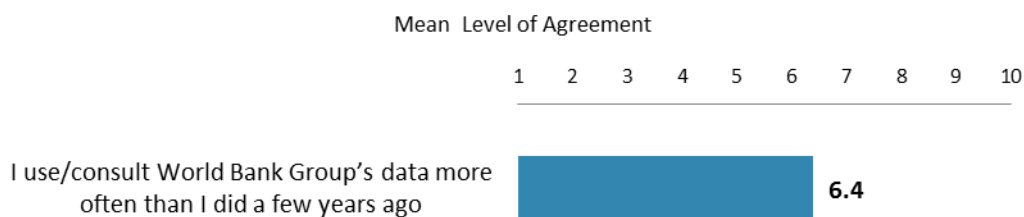
Percentage of Respondents (N=52)



"Were you able to obtain this information?"

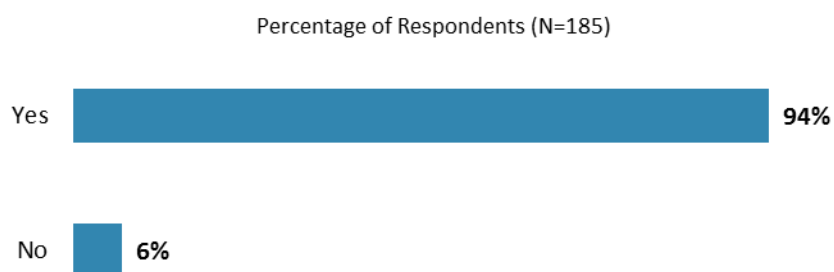
## X. Communication and Openness (continued)

### Access to Information (continued)



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

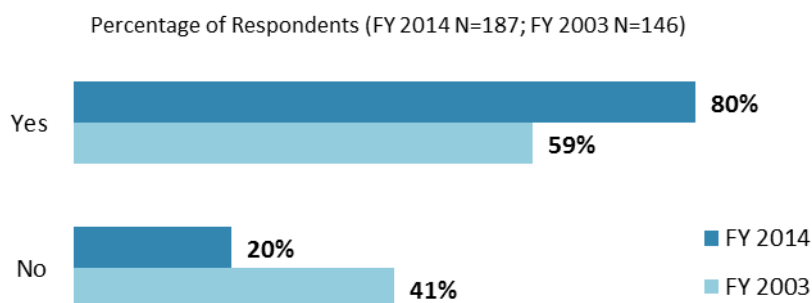
### Internet Access



"Do you have access to the Internet?"

### Website Usage

- Respondents in this year's country survey were significantly *more* likely to have used the WBG's website compared to respondents from the FY '03 country survey.



"Do you use/have you used the World Bank Group's website?"

## X. Communication and Openness (continued)

### Website Usage (continued)

Percentage of Respondents (N=174)

The World Bank Group's country website **61%**

The World Bank Group's main website **39%**

"Which do you primarily use?"

### Website Evaluation

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

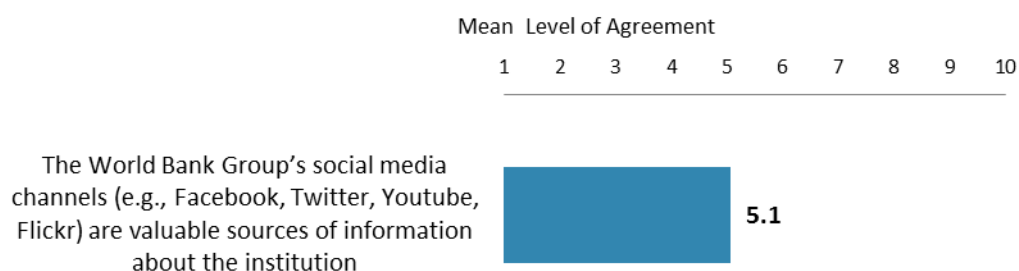
I find the information on the World Bank Group's websites useful **7.9**

I find the World Bank Group's websites easy to navigate **7.3**

"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

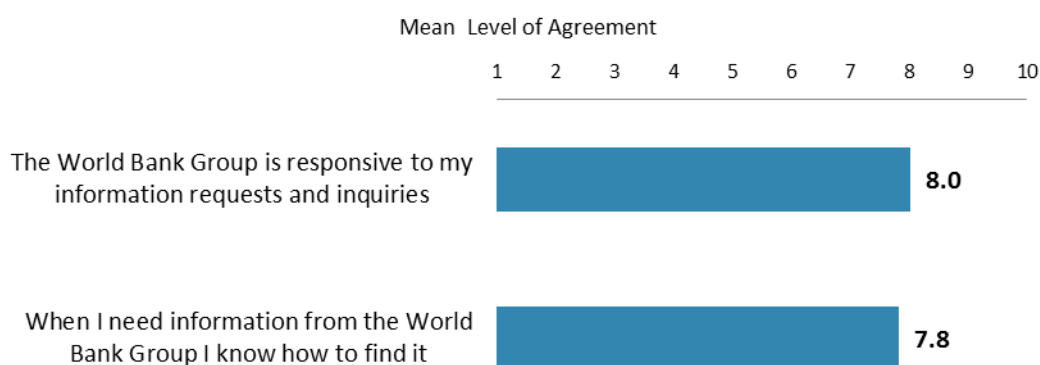
## X. Communication and Openness (continued)

### Evaluation of WBG's Social Media Channels



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Information Sharing



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## XI. Appendices

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### Kazakhstan



## Appendix A: Responses to All Questions across All Respondents (N=192)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Kazakhstan

1. In general would you say that Kazakhstan is headed in ... ?	Percentage of Respondents (N=190)
The right direction	74.7%
The wrong direction	2.1%
Not sure	23.2%

2. Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=189)
Anti corruption	37.0%
Public sector governance/reform	32.8%
Social protection	21.7%
Energy and energy efficiency	21.2%
Education, skills	20.1%
Rural/territorial development	18.0%
Health	15.3%
Natural resource management	15.3%
Environmental sustainability	14.8%
Economic growth	13.8%
Law and justice	10.1%
Transport	9.5%
Equality of opportunity	9.5%
Domestic private sector development	8.5%
Job creation/employment	7.9%
Agricultural development	7.9%
Global/regional integration	6.9%
Poverty reduction	5.3%
Financial markets	3.2%
Water resources management	2.1%
Information and communications technology	2.1%
Trade and exports	1.6%
Gender equity	1.1%
Food security	1.1%
Foreign direct investment	0.5%
Climate change	0.5%
Communicable/non-communicable diseases	0.5%
Food safety	0.5%
Urban development	0.0%
Regulatory framework	0.0%
Disaster management	0.0%

**A. General Issues Facing Kazakhstan (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
Rural/territorial development	41.3%
Social protection	31.2%
Job creation/employment	31.2%
Public sector governance/reform	28.0%
Economic growth	24.3%
Anti corruption	24.3%
Education, skills	21.7%
Domestic private sector development	21.2%
Equality of opportunity	13.2%
Agricultural development	12.7%
Natural resource management	10.1%
Law and justice	5.8%
Energy and energy efficiency	4.8%
Global/regional integration	2.6%
Gender equity	2.1%
Information and communications technology	2.1%
Financial markets	1.6%
Water resources management	1.1%
Transport	1.1%
Health	1.1%
Food security	1.1%
Food safety	0.5%
Climate change	0.0%
Urban development	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Foreign direct investment	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%
Trade and exports	0.0%

**A. General Issues Facing Kazakhstan (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kazakhstan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Natural resource management	37.4%
Anti corruption	32.6%
Public sector governance/reform	32.1%
Domestic private sector development	30.5%
Education, skills	19.5%
Energy and energy efficiency	18.4%
Rural/territorial development	17.9%
Job creation/employment	15.3%
Agricultural development	13.2%
Global/regional integration	11.1%
Trade and exports	10.5%
Foreign direct investment	6.3%
Regulatory framework	6.3%
Equality of opportunity	5.8%
Social protection	5.8%
Transport	5.8%
Urban development	5.3%
Information and communications technology	4.2%
Health	1.6%
Financial markets	1.6%
Food security	1.1%
Gender equity	0.5%
Environmental sustainability	0.5%
Law and justice	0.5%
Climate change	0.0%
Disaster management	0.0%
Water resources management	0.0%
Communicable/non-communicable diseases	0.0%
Food safety	0.0%



**A. General Issues Facing Kazakhstan (continued)**

<b>5. 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>	<b>Percentage of Respondents (Responses Combined; N=183)</b>
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	37.7%
A growing middle class	26.8%
Sustainable economic growth	18.6%
Greater voice and participation for citizens to help ensure greater accountability	18.0%
Greater access to finance for small and medium sized businesses	15.8%
Greater equity of fiscal policy (e.g., taxation of extractive industries and government spending)	15.8%
Education and training that better ensure job opportunity	15.3%
Better employment opportunities for young people	11.5%
More reliable social safety net (e.g., cash transfers, price subsidies for vulnerable groups, etc.)	10.4%
Better quality public services	6.6%
Greater access to micro-finance for the poor	5.5%
Greater access to health services and nutrition for citizens	3.8%
Better opportunity for the poor	3.3%
Greater access to justice systems and mechanisms	1.6%
Other	1.1%
Better employment opportunities for women	0.5%
Greater access to safe and clean water	0.0%

**B. Overall Attitudes toward the World Bank Group**

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Kazakhstan? (1-Not familiar at all, 10-Extremely familiar)	192	0	6.15	2.22

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan? (1-Not effective at all, 10-Very effective)	151	40	7.03	1.91

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	135	55	7.07	1.87

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

<b>4. 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>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
Rural/territorial development	29.8%
Public sector governance/reform	27.7%
Education, skills	25.1%
Natural resource management	17.3%
Agricultural development	16.8%
Environmental sustainability	13.6%
Health	12.6%
Poverty reduction	12.0%
Anti corruption	12.0%
Domestic private sector development	11.5%
Social protection	11.0%
Transport	11.0%
Energy and energy efficiency	9.9%
Job creation/employment	9.9%
Law and justice	9.9%
Economic growth	7.9%
Information and communications technology	7.9%
Global/regional integration	7.3%
Water resources management	4.7%
Financial markets	4.7%
Equality of opportunity	4.7%
Urban development	3.7%
Trade and exports	2.6%
Regulatory framework	2.6%
Food security	2.1%
Climate change	1.6%
Foreign direct investment	1.0%
Gender equity	0.5%
Food safety	0.5%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

5. 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?	Percentage of Respondents (N=183)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Technical assistance	18.1%	29.0%	47.1%
Financial resources	35.2%	10.9%	46.1%
Policy advice, studies, analyses	16.5%	17.5%	34.0%
Capacity development	13.2%	12.6%	25.8%
Convening/facilitating	13.2%	10.9%	24.1%
Donor coordination	0.5%	7.1%	7.7%
Linkage to non-Bank expertise	0.0%	4.9%	4.9%
Mobilizing third party financial resources	2.2%	1.6%	3.8%
Data	0.5%	3.3%	3.8%
Other	0.5%	2.2%	2.7%

How effectively do the World Bank Group's activities below support Kazakhstan's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	109	76	7.09	2.05
7. Data	95	86	6.97	1.48
8. Policy advice, studies, analyses	132	53	6.82	2.25
9. Financial resources	128	59	7.41	2.08
10. Technical assistance	146	43	7.29	2.36
11. Mobilizing third party financial resources	85	101	6.53	2.11
12. Donor coordination	95	87	6.48	2.33
13. Linkage to non-Bank expertise	72	110	6.81	2.41

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	165	21	7.70	2.58
15. The public sector, related to implementation of specific development projects on the ground	167	21	7.44	2.49
16. The public sector, related to changing institutions	157	28	6.90	2.67
17. The private sector, related to implementation of specific development projects on the ground	167	19	7.83	2.09

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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation	128	63	7.38	1.98
19. Citizen engagement	125	62	6.94	2.45
20. Policy design	83	106	7.29	2.43

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

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? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
21. Project implementation	143	47	8.15	1.95
22. Citizen engagement	134	53	8.63	2.07
23. Policy design	97	91	8.41	1.88

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=185)
Not enough public disclosure of its work	29.2%
Not collaborating enough with non-state actors	25.4%
Don't know	14.6%
Not exploring alternative policy options	14.1%
World Bank Group's processes too complex	13.5%
World Bank Group's processes too slow	11.4%
Not adequately sensitive to political/social realities in Kazakhstan	10.8%
Not willing to honestly criticize policies and reform efforts in the country	10.8%
Too bureaucratic in its operational policies and procedures	7.6%
Arrogant in its approach	6.5%
Too influenced by developed countries	6.5%
Staff too inaccessible	4.3%
Not aligned with country priorities	4.3%
Other	4.3%
Not client focused	3.8%
Not aligned with other donors' work	1.6%
Imposing technocratic solutions without regard to political realities	1.1%
The credibility of its knowledge/data	0.0%

25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=188)
Investment lending	47.9%
Technical assistance	46.8%
Capacity development	36.2%
Knowledge products/services	25.5%
Policy based lending/budget support to the Government	9.0%
Don't know	7.4%
Other	3.7%
Trust Fund management	1.1%

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

<b>26. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=191)</b>
NGOs	50.3%
Academia/think tanks/research institutes	32.5%
Private sector	26.2%
Local Government	24.1%
Media	14.1%
Community Based Organizations	11.0%
Youth organizations	7.9%
Foundations	7.3%
Parliament	5.8%
Beneficiaries	5.2%
Donor community	2.1%
Faith based organizations	1.0%
Other	0.5%
Don't know	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	160	29	6.74	2.16
28. The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	152	35	6.99	1.94
29. The World Bank Group supports programs and strategies that are realistic for Kazakhstan	154	33	7.02	1.78
30. The World Bank Group treats clients and stakeholders in Kazakhstan with respect	145	43	7.68	2.18

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

To what extent is the World Bank Group an effective development partner in Kazakhstan in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	121	66	5.92	2.17
32. Flexibility (in terms of the World Bank Group's products and services)*	104	82	5.73	2.23
33. Flexibility (in terms of changing country circumstances)*	106	80	5.62	2.39
34. Being inclusive*	93	95	5.98	2.07
35. Openness*	143	46	6.99	2.21
36. Staff accessibility*	139	51	7.29	2.21
37. Straightforwardness and honesty*	132	55	6.92	2.22
38. Ease of access to the people at the World Bank Group who are making decisions important to my work*	137	53	7.20	2.18
39. Collaboration with groups outside of the Government*	139	51	6.45	2.33
40. Collaboration with the Government*	115	76	7.57	1.66
41. Collaboration with other donors*	85	103	6.98	1.95
42. The speed in which it gets things accomplished on the ground*	99	91	6.15	2.02
43. Being a long-term partner*	114	77	7.61	2.02

44. To be a more effective development partner in Kazakhstan, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=183)
More local presence	49.2%
The current level of local presence is adequate	39.9%
Less local presence	0.5%
Don't know	10.4%

45. 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)	Percentage of Respondents (Responses Combined; N=183)
The Government works inefficiently (e.g., limited inter-agency coordination in the Government, bureaucracy, slow response)	37.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.7%
There is not an adequate level of citizen/civil society participation	29.5%
Reforms are not well thought out in light of country challenges	20.8%
The World Bank Group works too slowly	14.8%
Lack of/inadequate levels of capacity in Government	14.2%
Political pressures and obstacles	9.8%
The World Bank Group does not do adequate follow through/follow-up	8.7%
Frequent turnover in the Government	8.2%
Poor donor coordination	3.3%
Other	1.1%

### C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
Anti corruption	159	25	8.35	2.38
Information and communications technology	160	25	7.42	2.43
Transport	161	24	7.61	2.52
Law and justice	153	30	7.59	2.51
Urban development	156	29	7.33	2.75
Environmental sustainability	157	28	7.99	2.46
Regulatory framework	155	29	7.09	2.50
Communicable/non-communicable diseases	143	39	6.24	3.00
Poverty reduction	159	26	8.30	2.01
Gender equity	142	41	6.24	3.04
Domestic private sector development	166	19	7.47	2.36
Foreign direct investment	156	29	7.29	2.45
Water resources management	151	35	7.16	2.66
Trade and exports	147	33	6.87	2.59
Economic growth	158	24	7.83	2.41
Energy and energy efficiency	160	26	7.71	2.63
Disaster management	147	36	6.62	2.77
Public sector governance/reform	163	24	7.87	2.41
Job creation/employment	157	26	7.27	2.70
Financial markets	150	36	6.90	2.80
Equality of opportunity	159	25	7.53	2.54
Health	155	26	7.90	2.46
Rural/territorial development	165	22	8.21	2.37
Global/regional integration	145	40	7.08	2.74
Food security	143	41	7.03	2.63
Education, skills	159	26	8.06	2.47
Social protection	159	25	7.38	2.65
Climate change	144	40	6.26	2.75
Agricultural development	160	25	7.94	2.47
Natural resource management	143	39	6.59	3.11
Food safety	141	43	6.91	2.73

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	59	126	4.56	2.47
Information and communications technology	68	114	5.84	2.21
Transport	75	109	7.03	2.21
Law and justice	62	120	5.39	2.52
Urban development	57	127	5.77	2.03
Environmental sustainability	72	114	6.31	2.82
Regulatory framework	70	109	5.71	1.97
Communicable/non-communicable diseases	63	121	5.16	2.59
Poverty reduction	76	107	6.12	2.68
Gender equity	60	124	6.47	2.49
Domestic private sector development	67	116	5.73	2.14
Foreign direct investment	65	119	6.71	1.95
Water resources management	62	124	6.71	2.37
Trade and exports	55	129	6.58	1.93
Economic growth	58	124	6.95	2.15
Energy and energy efficiency	57	124	6.75	2.39
Disaster management	46	136	6.50	2.66
Public sector governance/reform	84	100	6.64	2.03
Job creation/employment	72	111	5.67	2.21
Financial markets	55	127	6.87	2.22
Equality of opportunity	66	116	6.41	2.13
Health	80	104	6.23	2.19
Rural/territorial development	61	123	6.18	2.25
Global/regional integration	50	131	6.12	1.92
Food security	53	131	6.36	2.36
Education, skills	73	109	6.86	2.04
Social protection	65	119	6.18	2.54
Climate change	55	129	5.62	2.77
Agricultural development	67	119	6.51	2.21
Natural resource management	62	121	6.71	2.34
Food safety	44	140	5.41	2.09

Achieving Development Results	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?* (1-To no degree at all, 10-To a very significant degree)	150	37	6.57	1.87

To what extent do you agree with the following statements about the World Bank Group in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Kazakhstan*	148	40	6.78	2.02
5. The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	154	35	7.08	1.85



**C. World Bank Group's Effectiveness and Results (continued)**

<b>Joint Economic Research Program</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe that Kazakhstan received value for money from the Joint Economic Research Program? (1-To no degree at all, 10-To a very significant degree)	125	64	6.78	1.93

<b>Internal Evaluation Mechanisms</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Kazakhstan? (1-To no degree at all, 10-To a very significant degree)	96	90	6.53	1.96

**D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=189)</b>
Weekly	4.8%
Monthly	7.9%
A few times a year	44.4%
Rarely	38.6%
Never	4.2%

<b>In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	136	49	6.93	2.07
3. Include appropriate level of stakeholder involvement during preparation	119	66	6.70	2.01
4. Are relevant to Kazakhstan's development priorities	142	45	7.44	1.75
5. Lead to practical solutions	122	63	6.74	2.15
6. Are accessible (well written and easy to understand)	143	42	7.01	2.03
7. Are source of relevant information on global good practices	135	50	7.41	1.90
8. Enhance your knowledge and/or skills	144	41	7.72	1.88
9. Help develop your strategic vision	132	53	7.59	1.94
10. Provide innovative ideas to push next stages of development work ahead	123	62	7.43	1.75
11. Are adequately disseminated	134	51	6.31	2.09
12. Are translated enough into local language	132	54	6.11	2.60
13. Are adaptable to Kazakhstan's specific development challenges and country circumstances*	128	57	7.13	2.00

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

Overall Evaluations	N	DK	Mean	SD
14. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	153	36	7.16	1.97
15. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	149	40	7.16	1.84

**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? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	135	53	7.63	1.77
2. Design (appraising and planning the solutions)	131	57	7.21	1.63
3. Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	134	52	7.15	2.06
4. Evaluation (assessing the impact and results)	123	62	6.99	2.06

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds duly	108	80	6.94	2.23
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	120	67	7.13	2.03
7. The World Bank Group's approvals and reviews are done in a timely fashion	91	95	7.19	2.14
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	64	123	7.84	1.86
9. The World Bank Group's conditions on its lending are reasonable	57	128	7.35	1.71
10. The World Bank Group takes decisions quickly in Kazakhstan*	67	117	6.69	2.24
11. Working with the World Bank Group increases Kazakhstan's institutional capacity	104	82	8.00	1.73
12. The World Bank Group ensures consistency and continuity due to staff turnover	66	118	6.67	2.41
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	73	111	7.03	2.07
14. The World Bank Group provides effective implementation support	108	77	7.54	2.06

15. Which of the following best describes the way the World Bank Group operates in Kazakhstan? (Select only ONE response)	Percentage of Respondents (N=161)
Don't know	49.7%
The World Bank Group's approach to risk is appropriate	36.6%
The World Bank Group does not take enough risk in Kazakhstan	12.4%
The World Bank Group takes too much risk in Kazakhstan	1.2%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Collaborate more effectively with Government clients (e.g., national, state, local)	33.7%
Reach out more to groups outside of Government	31.6%
Increase the level of capacity development in the country	24.7%
Improve the quality of its experts as related to Kazakhstan's specific challenges	20.5%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	16.8%
Offer more innovative knowledge services	12.6%
Improve the competitiveness of its financing compared to markets	12.1%
Reduce the complexity of obtaining World Bank Group financing	11.1%
Offer more innovative financial products (e.g., to ensure faster lending)	7.4%
Other	4.2%
Ensure greater selectivity in its work	2.1%
Work faster	1.1%

<b>2. 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>	<b>Percentage of Respondents (N=186)</b>
Knowledge products	32.3%
Convening services	24.7%
Financial services	18.3%
Don't know	14.0%
The combination is appropriate for Kazakhstan	9.7%
None of the above	1.1%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
Internet	89.9%
Local television	21.2%
Periodicals	19.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	14.8%
International television	13.8%
International newspapers	7.9%
Local newspapers	6.9%
Instant messaging	2.6%
Other	2.6%
Mobile phones	1.6%
Blogs	1.1%
International radio	0.5%
Local radio	0.0%

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

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
World Bank Group's website	51.3%
Direct contact with World Bank Group	39.7%
World Bank Group's seminars/workshops/conferences	29.1%
e-Newsletters	25.4%
World Bank Group's publications and other written materials	20.1%
Instant messaging	4.2%
Mobile phones	4.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	2.6%
Blogs	0.5%
Other	0.5%

<b>3. 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>	<b>Percentage of Respondents (N=185)</b>
Yes	24.9%
No	75.1%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=186)</b>
Yes	17.7%
No	82.3%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=52)</b>
Yes	53.8%
No	46.2%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=185)</b>
Yes	93.5%
No	6.5%

<b>7. Do you use/have used the World Bank Group's website?</b>	<b>Percentage of Respondents (N=187)</b>
Yes	79.7%
No	20.3%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=174)</b>
The World Bank Group's country website	61.5%
The World Bank Group's main website	38.5%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I use/consult World Bank Group's data more often than I did a few years ago	146	38	6.40	3.02
10. I find the World Bank Group's websites easy to navigate	143	39	7.31	2.22
11. I find the information on the World Bank Group's websites useful	142	39	7.85	1.95
12. The World Bank Group's social media channels are valuable sources of information about the institution	80	102	5.08	2.85
13. When I need information from the World Bank Group I know how to find it	155	32	7.83	2.19
14. The World Bank Group is responsive to my information requests and inquiries	115	64	8.03	1.96

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=190)
NGO	30.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	28.9%
Academia/Research Institute/Think Tank	10.0%
Project Management Unit overseeing implementation of project	5.3%
Private Sector Organization	5.3%
Media	4.7%
Financial Sector/Private Bank	4.2%
Office of Minister	3.7%
Bilateral Agency	2.6%
Multilateral Agency	2.6%
Consultant/Contractor working on World Bank supported project/program	1.6%
Office of Parliamentarian	0.5%
Other	0.5%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=177)</b>
Other	21.5%
Health/Communicable/non-communicable diseases	14.7%
Natural resource management/environmental sustainability	12.4%
Education	11.9%
Financial markets/banking	9.0%
Public sector governance/public financial management/anti corruption	6.8%
Transport	5.1%
Law and justice/regulatory framework	4.5%
Private sector development/foreign direct investment	4.5%
Social protection	2.3%
Climate change/disaster management	1.7%
Gender equity/equality of opportunity	1.7%
Agriculture/rural development/food security	1.1%
Energy	1.1%
Information and communications technology	0.6%
Job creation/employment	0.6%
Urban development	0.6%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=192)</b>
Yes	74.0%
No	26.0%

<b>4. Which of the following agencies of the World Bank Group do you work with in Kazakhstan? (Select all that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
The World Bank (IBRD)	71.1%
The International Finance Corporation (IFC)	8.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
None	26.3%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=186)</b>
Engage in World Bank Group related/sponsored events/activities	47.8%
Use World Bank Group website for information, data, research, etc.	33.9%
Use World Bank Group reports/data	32.8%
Collaborate as part of my professional duties	25.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	8.6%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=190)</b>
Astana/Almaty	82.1%
City/town of regional (oblast) significance	16.8%
Settlement of district (rayon) significance	1.1%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Kazakhstan

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	100.0%	76.4%	100.0%	80.0%	77.8%	66.7%	33.3%	76.5%	100.0%
The wrong direction	0.0%	1.8%	0.0%	0.0%	0.0%	3.5%	11.1%	0.0%	0.0%
Not sure	0.0%	21.8%	0.0%	20.0%	22.2%	29.8%	55.6%	23.5%	0.0%

Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	28.6%	19.2%	30.8%	10.0%	27.8%	19.3%	44.4%	15.8%	50.0%
Transport*	0.0%	3.8%	23.1%	30.0%	0.0%	8.8%	11.1%	15.8%	50.0%
Public sector governance/reform*	0.0%	30.8%	0.0%	20.0%	33.3%	45.6%	44.4%	31.6%	50.0%
Global/regional integration	0.0%	9.6%	23.1%	0.0%	11.1%	3.5%	0.0%	5.3%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	5.8%	7.7%	0.0%	11.1%	10.5%	0.0%	21.1%	0.0%
Foreign direct investment	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water resources management	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	5.3%	0.0%
Anti corruption	0.0%	32.7%	30.8%	60.0%	27.8%	42.1%	44.4%	47.4%	50.0%
Job creation/employment	0.0%	7.7%	0.0%	0.0%	11.1%	8.8%	33.3%	5.3%	0.0%
Rural/territorial development*	0.0%	19.2%	7.7%	50.0%	0.0%	21.1%	0.0%	26.3%	50.0%
Financial markets	0.0%	5.8%	0.0%	0.0%	5.6%	1.8%	11.1%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	42.9%	13.5%	23.1%	10.0%	27.8%	12.3%	11.1%	0.0%	0.0%
Equality of opportunity	0.0%	7.7%	7.7%	0.0%	11.1%	17.5%	0.0%	5.3%	0.0%
Health*	71.4%	17.3%	46.2%	10.0%	11.1%	10.5%	0.0%	0.0%	0.0%
Education, skills*	0.0%	11.5%	38.5%	10.0%	5.6%	15.8%	22.2%	63.2%	50.0%
Poverty reduction	0.0%	7.7%	15.4%	0.0%	5.6%	5.3%	0.0%	0.0%	0.0%
Energy and energy efficiency	28.6%	34.6%	15.4%	10.0%	33.3%	14.0%	0.0%	10.5%	0.0%
Food security	0.0%	1.9%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Agricultural development	0.0%	17.3%	7.7%	10.0%	0.0%	5.3%	11.1%	0.0%	0.0%
Trade and exports	0.0%	0.0%	7.7%	0.0%	5.6%	1.8%	0.0%	0.0%	0.0%
Economic growth*	28.6%	9.6%	0.0%	20.0%	38.9%	12.3%	0.0%	15.8%	0.0%
Law and justice	0.0%	5.8%	0.0%	10.0%	11.1%	15.8%	0.0%	15.8%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	71.4%	11.5%	7.7%	10.0%	16.7%	12.3%	33.3%	15.8%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	3.8%	0.0%	0.0%	0.0%	1.8%	11.1%	0.0%	0.0%
Food safety*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Water resources management*	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	15.1%	0.0%	0.0%	11.1%	19.3%	11.1%	16.7%	0.0%
Economic growth*	0.0%	28.3%	61.5%	20.0%	16.7%	17.5%	22.2%	27.8%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	3.8%	7.7%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%
Gender equity	0.0%	1.9%	15.4%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Rural/territorial development	28.6%	37.7%	30.8%	60.0%	44.4%	38.6%	66.7%	50.0%	50.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	71.4%	35.8%	30.8%	30.0%	27.8%	28.1%	55.6%	5.6%	0.0%
Law and justice	0.0%	3.8%	0.0%	0.0%	11.1%	10.5%	0.0%	5.6%	0.0%
Transport	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	7.7%	0.0%	5.6%	3.5%	0.0%	0.0%	0.0%
Anti corruption	0.0%	20.8%	15.4%	40.0%	16.7%	28.1%	44.4%	27.8%	50.0%
Domestic private sector development	0.0%	17.0%	7.7%	10.0%	22.2%	17.5%	33.3%	61.1%	50.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education, skills*	28.6%	9.4%	38.5%	30.0%	27.8%	24.6%	22.2%	22.2%	0.0%
Energy and energy efficiency	0.0%	5.7%	15.4%	0.0%	11.1%	1.8%	0.0%	0.0%	0.0%
Public sector governance/reform	14.3%	30.2%	30.8%	50.0%	11.1%	29.8%	0.0%	27.8%	100.0%
Natural resource management	0.0%	11.3%	7.7%	20.0%	11.1%	12.3%	0.0%	5.6%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	5.6%	1.8%	0.0%	0.0%	0.0%
Agricultural development	0.0%	13.2%	15.4%	20.0%	5.6%	17.5%	22.2%	0.0%	0.0%
Job creation/employment	85.7%	28.3%	15.4%	20.0%	38.9%	35.1%	22.2%	27.8%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	11.1%	1.8%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	1.9%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Food safety	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues facing Kazakhstan (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kazakhstan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Energy and energy efficiency	28.6%	23.6%	15.4%	0.0%	27.8%	12.3%	33.3%	10.5%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	9.1%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Social protection	0.0%	3.6%	7.7%	0.0%	0.0%	10.5%	22.2%	0.0%	0.0%
Global/regional integration	0.0%	12.7%	15.4%	12.5%	11.1%	10.5%	0.0%	10.5%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	71.4%	25.5%	46.2%	62.5%	16.7%	28.1%	33.3%	42.1%	50.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural/territorial development*	71.4%	12.7%	15.4%	0.0%	11.1%	21.1%	33.3%	15.8%	0.0%
Foreign direct investment*	0.0%	3.6%	7.7%	12.5%	16.7%	1.8%	0.0%	10.5%	50.0%
Urban development	0.0%	9.1%	0.0%	0.0%	5.6%	7.0%	0.0%	0.0%	0.0%
Water resources management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education, skills*	0.0%	10.9%	76.9%	25.0%	5.6%	15.8%	22.2%	36.8%	0.0%
Information and communications technology	0.0%	7.3%	0.0%	0.0%	5.6%	5.3%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	10.9%	15.4%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	12.7%	15.4%	12.5%	5.6%	12.3%	0.0%	10.5%	0.0%
Public sector governance/reform	0.0%	29.1%	0.0%	50.0%	38.9%	38.6%	33.3%	36.8%	50.0%
Domestic private sector development	28.6%	18.2%	46.2%	25.0%	50.0%	28.1%	33.3%	47.4%	50.0%
Job creation/employment	0.0%	14.5%	23.1%	12.5%	11.1%	22.8%	0.0%	10.5%	0.0%
Agricultural development	0.0%	20.0%	7.7%	0.0%	0.0%	15.8%	11.1%	15.8%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%
Transport	0.0%	5.5%	0.0%	12.5%	0.0%	3.5%	22.2%	15.8%	0.0%
Natural resource management*	85.7%	34.5%	7.7%	62.5%	61.1%	35.1%	44.4%	21.1%	50.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	12.5%	5.6%	1.8%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	1.8%	0.0%	0.0%	0.0%	1.8%	11.1%	0.0%	0.0%
Food safety	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Kazakhstan (continued)**

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)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Better employment opportunities for young people*	0.0%	5.7%	7.7%	10.0%	0.0%	13.7%	25.0%	31.6%	50.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor*	28.6%	0.0%	0.0%	0.0%	22.2%	7.8%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	9.4%	15.4%	30.0%	22.2%	25.5%	37.5%	10.5%	50.0%
Greater access to health services and nutrition for citizens	0.0%	3.8%	7.7%	10.0%	0.0%	3.9%	0.0%	5.3%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	57.1%	50.9%	53.8%	10.0%	27.8%	27.5%	25.0%	42.1%	0.0%
Greater access to finance for small and medium sized businesses	28.6%	17.0%	23.1%	0.0%	27.8%	9.8%	37.5%	5.3%	0.0%
A growing middle class	0.0%	30.2%	15.4%	60.0%	16.7%	33.3%	25.0%	15.8%	0.0%
Better opportunity for the poor*	0.0%	3.8%	0.0%	10.0%	0.0%	0.0%	0.0%	10.5%	50.0%
Sustainable economic growth	42.9%	20.8%	30.8%	10.0%	5.6%	23.5%	0.0%	10.5%	0.0%
More reliable social safety net (e.g., cash transfers, price subsidies for vulnerable groups, etc.)	0.0%	15.1%	0.0%	20.0%	11.1%	7.8%	12.5%	5.3%	50.0%
Greater equity of fiscal policy (e.g., taxation of extractive industries and government spending)	0.0%	17.0%	0.0%	0.0%	22.2%	23.5%	25.0%	10.5%	0.0%
Education and training that better ensure job opportunity*	0.0%	7.5%	38.5%	20.0%	22.2%	9.8%	0.0%	36.8%	0.0%
Better quality public services	0.0%	11.3%	0.0%	0.0%	5.6%	5.9%	12.5%	5.3%	0.0%
Greater access to justice systems and mechanisms	0.0%	1.9%	0.0%	0.0%	0.0%	2.0%	0.0%	5.3%	0.0%
Greater access to safe and clean water	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank Group**

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan?*	7	3.71	1.25	55	6.38	2.16	13	7.69	1.75	10	5.80	1.93	18	5.67	2.17	57	5.98	2.21	9	5.56	3.00	19	6.47	1.93	2	9.50	0.71

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.				48	6.90	1.86	13	7.92	1.61	9	6.11	1.45	14	7.57	1.83	42	7.02	2.15	7	6.57	2.76	14	7.21	1.31	2	7.00	1.41

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

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?				41	6.93	1.85	13	7.38	1.19	6	6.83	1.47	14	7.14	2.32	39	7.23	1.98	5	7.00	3.08	13	7.00	1.78	2	7.00	0.00

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

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)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection*	0.0%	3.6%	15.4%	20.0%	5.6%	14.3%	55.6%	5.3%	0.0%
Public sector governance/reform	0.0%	21.8%	38.5%	30.0%	27.8%	37.5%	22.2%	26.3%	0.0%
Transport*	71.4%	9.1%	30.8%	30.0%	0.0%	1.8%	0.0%	15.8%	0.0%
Poverty reduction*	0.0%	3.6%	0.0%	0.0%	16.7%	21.4%	33.3%	15.8%	0.0%
Global/regional integration	0.0%	9.1%	7.7%	0.0%	16.7%	3.6%	11.1%	10.5%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	9.1%	15.4%	0.0%	16.7%	14.3%	11.1%	15.8%	0.0%
Rural/territorial development	71.4%	36.4%	23.1%	40.0%	16.7%	28.6%	22.2%	15.8%	50.0%
Foreign direct investment	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Water resources management*	0.0%	1.8%	23.1%	0.0%	11.1%	1.8%	0.0%	10.5%	0.0%
Energy and energy efficiency	28.6%	16.4%	0.0%	0.0%	22.2%	7.1%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	18.2%	0.0%	10.0%	5.6%	12.5%	0.0%	0.0%	0.0%
Financial markets	0.0%	9.1%	0.0%	0.0%	5.6%	1.8%	22.2%	0.0%	0.0%
Urban development*	28.6%	0.0%	0.0%	20.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	10.9%	38.5%	0.0%	22.2%	14.3%	0.0%	10.5%	0.0%
Equality of opportunity	0.0%	1.8%	0.0%	10.0%	0.0%	8.9%	0.0%	5.3%	50.0%
Health*	0.0%	10.9%	7.7%	40.0%	0.0%	19.6%	22.2%	0.0%	0.0%
Education, skills*	0.0%	18.2%	46.2%	10.0%	5.6%	21.4%	55.6%	57.9%	50.0%
Food security	0.0%	0.0%	0.0%	0.0%	5.6%	5.4%	0.0%	0.0%	0.0%
Climate change	0.0%	1.8%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Agricultural development	0.0%	21.8%	23.1%	40.0%	11.1%	14.3%	0.0%	10.5%	0.0%
Trade and exports	0.0%	3.6%	0.0%	0.0%	5.6%	3.6%	0.0%	0.0%	0.0%
Economic growth	0.0%	9.1%	7.7%	0.0%	5.6%	7.1%	11.1%	15.8%	0.0%
Law and justice	0.0%	12.7%	0.0%	10.0%	11.1%	10.7%	0.0%	10.5%	0.0%
Regulatory framework	0.0%	1.8%	0.0%	0.0%	11.1%	3.6%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	71.4%	18.2%	0.0%	0.0%	33.3%	14.3%	11.1%	15.8%	0.0%
Anti corruption	0.0%	7.3%	7.7%	20.0%	16.7%	12.5%	11.1%	21.1%	50.0%
Information and communications technology	0.0%	16.4%	0.0%	0.0%	5.6%	7.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food safety	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%

\*Significantly different between stakeholder groups

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

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?

Greatest Value	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Percentage of Respondents									
Convening/facilitating*	0.0%	14.5%	46.2%	0.0%	0.0%	14.8%	0.0%	11.8%	0.0%
Data	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	20.0%	0.0%	12.5%	12.5%	18.5%	11.1%	29.4%	0.0%
Financial resources*	100.0%	36.4%	53.8%	25.0%	56.3%	24.1%	0.0%	29.4%	50.0%
Capacity development*	0.0%	10.9%	0.0%	12.5%	12.5%	18.5%	55.6%	0.0%	0.0%
Technical assistance	0.0%	16.4%	0.0%	50.0%	12.5%	20.4%	22.2%	17.6%	50.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	6.3%	1.9%	11.1%	5.9%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%

2 <sup>nd</sup> Greatest Value	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Percentage of Respondents									
Convening/facilitating	0.0%	7.3%	7.7%	25.0%	12.5%	16.4%	11.1%	5.9%	0.0%
Data	0.0%	3.6%	0.0%	0.0%	6.3%	3.6%	11.1%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	20.0%	15.4%	25.0%	6.3%	20.0%	22.2%	5.9%	50.0%
Financial resources	0.0%	7.3%	0.0%	0.0%	18.8%	14.5%	33.3%	11.8%	0.0%
Capacity development	0.0%	12.7%	15.4%	12.5%	6.3%	16.4%	0.0%	17.6%	0.0%
Technical assistance*	100.0%	25.5%	38.5%	12.5%	25.0%	20.0%	11.1%	52.9%	50.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	5.9%	0.0%
Donor coordination	0.0%	14.5%	0.0%	25.0%	6.3%	1.8%	11.1%	0.0%	0.0%
Linkage to non-Bank expertise*	0.0%	3.6%	23.1%	0.0%	18.8%	1.8%	0.0%	0.0%	0.0%
Other	0.0%	5.5%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Kazakhstan's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating*				36	7.69	1.56	11	7.82	1.83	8	5.38	2.00	7	7.29	2.29	31	6.87	2.05	6	7.33	2.94	8	6.13	2.30	2	5.00	2.83
Data*				29	6.93	0.92	11	6.64	1.36	9	6.78	1.20	5	8.60	1.14	23	6.43	1.83	5	6.40	2.30	10	8.30	1.06	2	7.00	0.00
Policy advice, studies, analyses				42	6.81	2.39	11	6.00	1.61	9	6.67	1.50	7	7.57	1.27	37	6.30	2.46	8	6.75	3.45	15	8.33	1.11	2	8.00	0.00
Financial resources	5	8.40	0.55	41	8.00	1.99	13	7.31	2.32	9	6.11	1.90	8	7.88	1.13	33	6.88	2.22	7	6.71	3.55	10	7.70	0.67	2	7.00	1.41
Technical assistance	2	9.00	0.00	43	7.49	2.61	13	7.23	2.62	9	7.67	0.87	11	7.18	1.78	42	7.26	2.49	8	5.50	3.07	15	7.67	1.50	2	7.50	0.71
Mobilizing third party financial resources				27	7.22	2.28	11	6.45	2.42	5	6.60	0.55	7	6.71	1.80	24	6.46	2.00	4	4.25	2.50	5	5.40	1.14	1	5.00	
Donor coordination				25	7.28	2.48	10	7.10	2.08	8	5.75	1.75	5	7.60	1.82	33	6.15	2.50	4	4.25	2.22	8	6.25	1.04	2	4.50	2.12
Linkage to non-Bank expertise				23	7.43	2.45	11	6.64	2.46	5	7.40	0.89	3	7.00	2.65	19	6.05	2.44	5	6.00	3.94	5	7.00	1.22	1	8.00	

\*Significantly different between stakeholder groups

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

**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...?**

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	7	4.43	2.44	47	7.06	2.82	12	6.58	2.81	7	6.71	3.04	15	7.60	2.47	51	8.80	1.87	8	9.13	1.25	15	8.47	2.00	2	5.00	2.83
The public sector, related to implementation of specific development projects on the ground	5	10.00	0.00	48	7.69	2.28	13	7.62	2.02	9	6.89	0.60	14	7.29	3.15	49	6.92	2.81	8	7.13	3.31	17	7.88	2.34	2	7.00	0.00
The public sector, related to changing institutions	5	5.00	0.00	47	7.19	2.48	12	6.92	2.47	9	7.89	1.45	12	7.17	3.10	46	6.72	3.10	8	6.25	3.54	15	6.80	2.43	2	7.50	0.71
The private sector, related to implementation of specific development projects on the ground	7	5.86	1.46	47	8.19	1.93	13	7.92	2.14	7	6.14	1.07	15	8.33	1.63	49	7.76	2.45	8	8.50	1.69	18	7.83	1.98	2	6.50	0.71

\*Significantly different between stakeholder groups

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	5	10.00	0.00	42	7.50	1.81	13	7.77	1.88	4	6.50	1.00	10	7.40	1.51	34	7.47	2.00	3	7.67	4.04	13	6.00	1.83	2	4.50	0.71
Citizen engagement*	5	10.00	0.00	36	7.25	2.14	10	7.30	2.54	4	5.50	2.65	7	6.43	3.21	43	6.84	2.42	6	7.00	3.52	12	6.08	1.73	2	3.50	2.12
Policy design				26	8.04	1.93	11	7.27	2.10	3	6.67	0.58	7	8.14	2.27	22	7.00	2.83	4	5.75	4.92	8	6.38	2.00	2	5.50	0.71

\*Significantly different between stakeholder groups

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	5	10.00	0.00	46	8.46	2.01	13	7.54	2.26	6	7.33	1.51	12	8.00	1.95	40	8.23	1.93	4	8.00	2.45	13	7.62	1.61	2	7.00	0.00
Citizen engagement	5	10.00	0.00	40	8.80	1.65	12	7.58	2.47	6	7.33	3.56	7	8.71	2.56	44	8.80	1.79	7	8.71	1.89	11	9.00	2.00	2	5.50	6.36
Policy design				31	8.61	1.78	10	7.80	1.99	6	8.83	1.17	7	7.57	2.76	27	8.52	1.76	4	7.75	2.87	10	8.70	1.83	2	8.50	2.12

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible*	0.0%	0.0%	15.4%	12.5%	0.0%	3.7%	22.2%	5.6%	0.0%
Not exploring alternative policy options*	71.4%	16.4%	15.4%	12.5%	5.6%	3.7%	0.0%	22.2%	100.0%
Not adequately sensitive to political/social realities in Kazakhstan	0.0%	14.5%	15.4%	25.0%	0.0%	9.3%	0.0%	16.7%	0.0%
Not enough public disclosure of its work*	0.0%	32.7%	53.8%	37.5%	0.0%	37.0%	44.4%	11.1%	0.0%
Arrogant in its approach*	0.0%	12.7%	30.8%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Not aligned with country priorities	0.0%	5.5%	0.0%	0.0%	11.1%	5.6%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	0.0%	7.3%	0.0%	12.5%	27.8%	18.5%	0.0%	22.2%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	3.6%	0.0%	12.5%	16.7%	11.1%	33.3%	27.8%	0.0%
Too influenced by developed countries	0.0%	7.3%	7.7%	12.5%	11.1%	5.6%	0.0%	5.6%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
World Bank Group's processes too slow*	71.4%	9.1%	15.4%	0.0%	11.1%	11.1%	0.0%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures	0.0%	10.9%	7.7%	12.5%	5.6%	1.9%	11.1%	11.1%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	11.1%	1.9%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	21.8%	7.7%	25.0%	22.2%	38.9%	22.2%	27.8%	0.0%
Not client focused	0.0%	7.3%	15.4%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Other	0.0%	1.8%	7.7%	0.0%	5.6%	5.6%	0.0%	11.1%	0.0%
Don't know	28.6%	16.4%	0.0%	0.0%	33.3%	14.8%	22.2%	0.0%	0.0%

\*Significantly different between stakeholder groups

**Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kazakhstan? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Capacity development	0.0%	36.4%	23.1%	42.9%	33.3%	37.5%	66.7%	42.1%	50.0%
Policy based lending/budget support to the Government*	71.4%	9.1%	0.0%	0.0%	5.6%	8.9%	0.0%	5.3%	0.0%
Knowledge products/services	0.0%	18.2%	23.1%	14.3%	33.3%	23.2%	44.4%	47.4%	50.0%
Investment lending*	100.0%	45.5%	100.0%	57.1%	38.9%	48.2%	22.2%	26.3%	0.0%
Technical assistance	0.0%	49.1%	38.5%	57.1%	55.6%	48.2%	22.2%	52.6%	50.0%
Trust Fund management	0.0%	1.8%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.5%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Don't know	0.0%	10.9%	0.0%	14.3%	0.0%	8.9%	11.1%	5.3%	0.0%

\*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Academia/think tanks/research institutes*	100.0%	25.5%	15.4%	55.6%	44.4%	21.1%	22.2%	52.6%	50.0%
Donor community	0.0%	1.8%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Media*	0.0%	14.5%	15.4%	11.1%	5.6%	14.0%	66.7%	5.3%	0.0%
NGOs*	0.0%	38.2%	61.5%	33.3%	38.9%	80.7%	22.2%	42.1%	0.0%
Local Government*	0.0%	40.0%	15.4%	44.4%	11.1%	12.3%	11.1%	26.3%	100.0%
Private sector*	28.6%	23.6%	53.8%	11.1%	50.0%	12.3%	55.6%	31.6%	0.0%
Parliament*	71.4%	3.6%	0.0%	11.1%	0.0%	1.8%	11.1%	5.3%	0.0%
Youth organizations	0.0%	1.8%	7.7%	11.1%	5.6%	12.3%	11.1%	10.5%	0.0%
Community Based Organizations	0.0%	7.3%	15.4%	11.1%	11.1%	21.1%	0.0%	0.0%	0.0%
Beneficiaries	0.0%	9.1%	0.0%	11.1%	0.0%	5.3%	0.0%	5.3%	0.0%
Foundations	0.0%	10.9%	7.7%	0.0%	16.7%	5.3%	0.0%	5.3%	0.0%
Faith based organizations	0.0%	1.8%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	7	6.29	0.95	44	6.70	2.45	12	7.42	2.23	10	5.50	2.17	15	6.27	1.98	45	7.07	2.08	7	7.00	3.16	17	6.88	1.50	2	6.00	1.41
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	7	7.14	0.69	39	7.00	2.19	12	7.17	1.90	10	6.10	1.66	14	7.86	0.86	44	6.77	2.24	6	6.50	3.15	16	7.13	1.02	2	7.00	0.00
The World Bank Group supports programs and strategies that are realistic for Kazakhstan	3	7.33	1.15	45	6.96	2.07	12	7.50	1.57	9	6.00	1.50	15	7.87	1.06	46	6.74	1.83	6	7.33	2.34	14	7.50	1.09	2	6.00	1.41
The World Bank Group treats clients and stakeholders in Kazakhstan with respect	1	6.00		45	8.00	2.04	12	7.83	1.95	8	6.75	3.33	12	7.50	1.78	46	7.67	2.37	5	9.00	1.73	12	6.92	1.93	2	7.50	0.71

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	5	5.00	0.00	37	6.00	2.30	12	5.58	1.00	4	5.50	1.29	11	7.09	2.63	28	5.39	2.27	5	6.20	3.77	15	6.67	1.68	2	6.00	2.83
Flexibility (in terms of the World Bank Group's products and services)				30	5.63	2.33	12	5.42	1.68	4	6.00	0.82	7	6.14	2.91	27	5.30	2.51	5	6.20	3.63	15	6.67	1.23	2	6.50	0.71
Flexibility (in terms of changing country circumstances)				34	5.91	2.44	12	5.08	2.11	6	5.83	1.17	8	6.38	2.77	27	5.19	2.62	5	6.80	3.11	10	5.90	1.97	2	4.50	0.71
Being inclusive				26	5.85	1.87	11	5.55	1.75	6	5.83	1.60	7	6.29	2.87	26	6.38	2.08	4	7.00	3.56	10	5.90	2.08	2	4.00	1.41
Openness	5	8.00	0.00	41	6.78	2.29	12	6.58	2.35	6	7.17	1.83	12	7.58	2.19	41	6.73	2.42	6	6.67	3.08	16	7.81	1.64	2	7.50	0.71
Staff accessibility	5	9.00	0.00	44	7.45	1.98	12	6.83	2.44	7	7.00	1.41	12	7.42	2.23	38	6.87	2.64	5	6.60	3.13	12	7.92	1.62	2	8.00	0.00
Straightforwardness and honesty	5	9.00	0.00	43	7.35	1.97	12	7.33	2.57	8	6.63	1.19	11	7.09	2.59	33	6.39	2.40	5	7.00	3.08	11	6.00	2.24	2	5.50	0.71
Ease of access to the people at the World Bank Group who are making decisions important to my work	5	9.00	0.00	42	7.79	1.63	12	7.00	1.76	7	6.14	1.68	12	7.08	2.19	37	6.65	2.84	5	7.00	3.08	13	7.38	1.39	2	5.50	3.54
Collaboration with groups outside of the Government	5	3.00	0.00	37	6.95	2.15	12	6.75	2.34	5	5.80	0.84	12	6.17	2.62	45	6.56	2.45	5	7.00	2.83	15	6.20	2.01	1	6.00	
Collaboration with the Government				34	7.59	1.74	13	6.77	1.69	7	6.86	1.07	12	7.75	1.54	30	7.43	1.77	6	8.00	1.90	9	8.78	0.67	2	8.50	0.71
Collaboration with other donors				25	7.28	1.51	12	6.50	1.68	5	6.40	1.34	9	6.00	2.74	22	7.14	1.86	5	7.80	2.28	5	7.80	2.77	1	9.00	
The speed in which it gets things accomplished on the ground				30	6.23	1.76	12	6.33	1.67	6	5.83	1.17	8	6.38	2.67	26	6.23	2.29	4	7.50	2.89	9	5.89	2.03	2	4.50	0.71
Being a long-term partner				42	8.17	1.85	11	7.73	1.90	7	6.57	2.30	10	8.30	1.34	27	6.70	2.27	6	7.83	2.14	9	7.78	1.79	1	5.00	

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
More local presence	71.4%	32.7%	45.5%	25.0%	47.1%	62.5%	77.8%	47.4%	50.0%
The current level of local presence is adequate	28.6%	55.8%	54.5%	50.0%	47.1%	28.6%	22.2%	26.3%	50.0%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
Don't know	0.0%	11.5%	0.0%	25.0%	5.9%	7.1%	0.0%	26.3%	0.0%



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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	5.6%	0.0%	22.2%	14.3%	12.5%	0.0%	5.3%	0.0%
There is not an adequate level of citizen/civil society participation	0.0%	33.3%	30.8%	11.1%	21.4%	41.1%	22.2%	15.8%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground*	100.0%	24.1%	7.7%	33.3%	35.7%	26.8%	44.4%	57.9%	50.0%
Lack of/inadequate levels of capacity in Government	0.0%	13.0%	38.5%	11.1%	21.4%	14.3%	0.0%	10.5%	0.0%
Poor donor coordination	0.0%	0.0%	0.0%	11.1%	7.1%	5.4%	0.0%	5.3%	0.0%
The World Bank Group works too slowly	0.0%	16.7%	30.8%	0.0%	14.3%	14.3%	33.3%	0.0%	0.0%
The Government works inefficiently (e.g., limited inter-agency coordination in the Government, bureaucracy, slow response)	0.0%	38.9%	30.8%	44.4%	21.4%	39.3%	66.7%	31.6%	50.0%
Political pressures and obstacles	0.0%	3.7%	0.0%	22.2%	21.4%	10.7%	11.1%	21.1%	0.0%
Reforms are not well thought out in light of country challenges	0.0%	25.9%	46.2%	22.2%	21.4%	12.5%	11.1%	21.1%	50.0%
Frequent turnover in the Government	0.0%	16.7%	7.7%	11.1%	0.0%	5.4%	0.0%	5.3%	0.0%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	1.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	7	8.86	1.95	42	8.02	2.86	13	8.46	1.51	9	7.78	2.95	13	8.15	2.27	45	8.16	2.51	8	9.00	2.14	19	9.11	1.41	2	10.00	0.00
Information and communications technology	7	8.86	1.95	48	7.44	2.53	13	7.54	1.71	8	6.75	2.49	14	6.64	2.21	41	7.05	2.38	8	7.50	3.25	18	8.11	2.61	2	9.00	1.41
Transport	7	9.43	0.98	52	7.77	2.59	13	7.00	1.63	9	7.33	2.74	13	6.77	2.55	40	7.08	2.67	8	8.13	2.70	16	8.63	2.33	2	7.50	3.54
Law and justice	7	8.57	2.44	43	7.67	2.68	13	6.77	1.83	8	6.63	3.07	13	7.54	2.07	40	7.33	2.69	8	8.13	2.95	18	8.44	1.69	2	6.50	4.95
Urban development	7	8.86	1.95	42	7.40	2.79	13	7.77	1.69	9	7.00	3.39	13	6.46	2.30	45	7.36	2.92	8	7.13	3.09	17	7.24	2.70	2	5.50	6.36
Environmental sustainability	7	8.86	1.95	43	8.21	2.37	13	8.38	1.50	8	6.88	2.75	16	7.44	2.97	42	7.83	2.62	8	8.50	2.83	17	8.18	2.38	2	7.00	4.24
Regulatory framework	7	9.14	1.46	44	7.39	2.49	13	7.31	1.18	8	6.50	2.73	15	7.00	2.67	40	6.35	2.56	8	6.75	3.11	17	7.47	2.45	2	6.50	4.95
Communicable/non-communicable diseases	7	8.86	1.95	41	6.34	3.09	13	6.62	2.57	8	6.25	3.33	13	5.08	2.50	34	5.32	2.98	8	8.00	2.88	16	6.75	2.89	2	5.50	6.36
Poverty reduction	7	10.00	0.00	45	8.40	2.17	13	7.85	1.99	7	7.29	2.29	13	8.15	2.08	46	8.43	1.88	8	8.88	1.25	18	7.56	2.23	2	9.00	1.41
Gender equity	7	8.57	2.44	39	6.15	2.92	12	6.50	1.98	7	6.14	3.24	13	6.62	2.60	38	5.92	3.10	8	7.75	3.15	16	5.06	3.66	2	5.50	6.36
Domestic private sector development	7	9.14	1.46	49	7.63	2.41	13	6.92	1.71	8	5.88	1.89	15	7.13	3.02	45	7.31	2.30	8	8.88	1.36	18	7.50	2.64	2	8.00	2.83
Foreign direct investment	7	9.14	1.46	46	7.37	2.63	13	6.77	1.92	7	6.29	1.50	14	7.50	1.91	40	6.80	2.53	8	8.13	2.47	18	7.56	2.94	2	8.00	2.83
Water resources management	7	8.86	1.95	41	7.44	2.72	13	7.46	2.15	9	7.44	2.24	15	6.40	2.03	38	6.21	3.00	8	7.63	2.45	17	7.76	2.88	2	8.50	2.12
Trade and exports	7	8.86	1.95	43	7.26	2.68	13	6.54	2.37	7	6.00	1.29	13	6.31	1.93	37	6.08	2.73	7	8.43	3.05	17	6.82	2.56	2	8.50	2.12
Economic growth	7	10.00	0.00	43	7.93	2.51	13	7.69	2.18	7	7.14	2.34	16	7.81	2.20	43	7.56	2.50	8	8.38	2.39	18	7.28	2.72	1	10.00	
Energy and energy efficiency	7	9.71	0.49	47	7.89	2.74	13	7.92	2.25	8	7.00	2.20	15	7.13	2.83	41	7.12	2.83	8	8.38	2.33	17	7.82	2.77	2	9.00	1.41
Disaster management*	7	9.43	0.98	43	6.91	2.68	13	7.15	2.15	8	6.25	3.01	13	6.00	2.58	36	5.75	2.91	8	8.13	2.03	16	6.19	2.90	2	5.50	6.36
Public sector governance/reform	7	8.86	1.95	47	7.55	2.61	13	7.23	1.54	8	7.75	2.38	15	8.40	1.55	44	7.50	2.87	8	8.38	2.20	18	8.72	1.87	2	10.00	0.00
Job creation/employment	7	9.71	0.49	43	7.37	2.69	12	6.42	2.02	9	5.67	2.24	13	6.85	3.18	46	7.30	2.83	8	8.50	1.69	17	7.35	2.64	2	5.50	6.36
Financial markets	7	9.71	0.49	44	7.00	2.75	13	6.54	1.90	8	5.75	2.05	14	7.21	3.09	36	6.19	2.80	8	7.38	3.46	18	7.39	3.09	2	6.00	5.66
Equality of opportunity	7	8.57	2.44	47	7.47	2.70	13	7.92	1.66	7	6.57	2.44	12	6.58	2.61	45	7.82	2.41	8	6.88	3.23	17	7.41	2.85	2	8.00	2.83
Health	7	9.71	0.49	44	8.05	2.37	13	8.38	1.50	8	7.00	2.88	14	6.71	3.02	41	7.88	2.51	8	8.00	2.20	17	7.88	2.62	2	6.50	4.95
Rural/territorial development	7	8.86	1.95	45	8.47	2.28	13	7.85	2.03	8	7.63	2.56	14	6.57	2.90	49	8.39	2.40	8	8.38	2.26	17	8.18	2.38	2	10.00	0.00
Global/regional integration	5	10.00	0.00	43	7.19	2.49	13	7.85	1.34	7	6.57	1.81	9	6.11	3.33	39	7.03	2.66	8	7.63	3.25	18	5.72	3.75	2	9.00	1.41
Food security	7	8.86	1.95	41	7.24	2.62	13	7.31	2.21	7	6.43	2.88	12	5.75	2.53	35	6.51	2.84	8	7.75	2.55	17	7.29	2.37	2	6.50	4.95
Education, skills	7	8.86	1.95	43	8.19	2.40	13	8.08	1.89	8	6.75	2.82	14	7.00	2.91	45	8.09	2.67	8	9.50	0.76	18	8.17	2.28	2	6.50	4.95
Social protection	7	9.14	1.46	45	7.33	2.77	13	7.85	1.91	8	7.38	2.20	13	6.62	2.60	45	7.51	2.67	8	8.50	1.93	17	6.06	3.33	2	9.00	1.41
Climate change	7	8.86	1.95	44	6.36	2.83	12	6.50	1.78	8	6.38	2.45	13	5.69	2.29	36	5.81	2.79	8	6.75	3.54	14	5.71	3.15	2	7.00	4.24
Agricultural development	5	10.00	0.00	49	8.12	2.39	12	7.92	2.19	7	7.29	2.43	13	6.77	2.95	45	7.84	2.58	8	8.25	2.43	17	7.76	2.63	2	9.50	0.71
Natural resource management	5	10.00	0.00	45	6.98	2.96	12	6.42	2.78	7	5.57	1.62	10	6.40	3.20	40	6.33	3.25	8	6.38	4.17	13	5.92	3.57	2	6.50	4.95
Food safety	5	10.00	0.00	43	6.93	2.74	12	7.42	2.23	8	7.00	2.67	10	5.50	2.80	38	6.61	2.96	8	7.00	2.00	14	6.86	2.71	2	7.00	4.24

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	4	8.00	0.00	14	3.64	1.15	8	4.63	1.30	4	4.50	1.91	2	2.00	1.41	20	4.15	2.76	4	6.00	4.69	3	6.67	1.53			
Information and communications technology	4	8.00	0.00	20	5.10	1.83	11	5.91	2.21	4	7.00	1.41	2	5.50	3.54	15	6.40	2.13	4	6.50	4.12	6	4.83	2.23	1	3.00	
Transport*	5	8.00	0.00	21	7.81	2.29	6	8.83	1.47	5	4.40	2.30	2	5.50	0.71	21	6.48	2.18	5	7.00	3.00	8	6.88	0.83	1	6.00	
Law and justice	2	8.00	0.00	16	4.69	2.80	5	4.20	3.27	4	6.75	1.26	2	6.00	1.41	18	5.39	2.52	4	6.00	4.69	9	5.67	1.00	1	6.00	
Urban development	2	8.00	0.00	16	5.63	1.82	5	6.20	1.64	4	4.75	2.36	2	5.00	2.83	17	5.65	2.18	4	6.50	4.04	6	5.83	0.41	1	6.00	
Environmental sustainability*	2	8.00	0.00	19	6.89	2.49	8	8.25	2.12	4	3.75	3.40	4	5.75	2.87	20	6.05	2.65	4	7.50	3.32	9	4.78	2.91	1	1.00	
Regulatory framework	2	8.00	0.00	19	5.47	1.31	11	5.73	1.79	4	5.75	1.50	3	6.67	0.58	16	5.50	2.66	4	7.00	3.46	9	5.56	1.81	1	3.00	
Communicable/non-communicable diseases	2	8.00	0.00	15	4.07	2.12	9	5.11	2.09	5	5.40	2.19	2	5.00	0.00	17	5.94	2.68	4	6.25	4.50	7	4.86	3.08	2	2.50	.71
Poverty reduction	2	8.00	0.00	21	6.48	2.68	9	6.33	2.50	4	4.25	2.87	2	5.00	2.83	26	6.23	2.60	5	6.00	3.94	6	5.67	3.01	1	3.00	
Gender equity	2	8.00	0.00	15	6.20	2.88	8	6.38	2.77	4	7.25	1.50	2	4.00	1.41	21	6.29	2.41	5	7.00	2.83	3	8.00	2.00			
Domestic private sector development	2	8.00	0.00	18	5.33	2.09	10	5.10	2.13	4	5.25	1.89	3	5.00	1.73	20	5.95	2.11	4	7.25	3.20	5	6.40	2.30			
Foreign direct investment	2	8.00	0.00	20	6.60	1.54	10	6.70	1.77	4	5.25	1.89	3	7.67	2.52	18	6.72	2.11	5	6.40	3.51	3	8.00	1.00			
Water resources management	2	8.00	0.00	13	7.69	2.25	10	6.90	2.08	4	5.50	1.00	4	6.25	2.36	16	6.31	2.57	4	6.75	3.95	8	6.00	2.56			
Trade and exports	2	8.00	0.00	15	6.33	1.80	9	6.00	2.00	4	6.25	1.26	3	7.67	1.53	14	6.57	2.17	4	7.00	3.46	4	7.25	0.96			
Economic growth	2	8.00	0.00	15	7.40	2.13	8	7.00	2.27	4	6.25	1.26	3	6.33	0.58	20	6.90	2.07	5	6.00	3.94	1	8.00				
Energy and energy efficiency	2	8.00	0.00	13	7.62	2.14	9	7.33	2.18	4	4.75	2.36	2	5.00	1.41	16	6.63	2.45	4	7.00	3.56	7	5.86	2.41			
Disaster management	2	8.00	0.00	12	7.33	2.64	7	6.86	2.67	4	5.75	1.50	2	3.00	0.00	13	6.15	2.79	4	6.50	4.36	2	6.00	0.00			
Public sector governance/reform	2	8.00	0.00	24	6.54	1.89	10	6.80	2.04	4	4.75	2.06	4	5.75	2.06	22	6.50	2.37	6	7.33	2.66	10	7.60	0.97	1	7.00	
Job creation/employment	2	8.00	0.00	24	5.42	1.82	9	5.44	2.35	4	4.25	2.63	3	4.67	1.15	19	5.89	2.33	5	7.00	3.94	5	6.00	1.41	1	5.00	
Financial markets	2	8.00	0.00	18	6.89	2.37	9	6.67	3.00	4	6.25	0.50	2	6.00	1.41	13	7.08	2.02	4	7.00	3.56	3	7.00	1.00			
Equality of opportunity	2	8.00	0.00	21	6.71	1.87	8	5.88	2.64	4	5.25	1.50	2	4.00	1.41	21	6.52	2.11	4	6.50	4.12	4	6.75	0.50			
Health	2	8.00	0.00	26	6.62	1.83	10	6.40	1.65	8	4.75	2.87	3	5.33	1.53	21	5.95	2.13	4	6.25	4.50	4	8.00	0.82	1	3.00	
Rural/territorial development	2	8.00	0.00	20	6.55	1.82	9	6.11	1.96	4	4.50	2.89	3	5.00	1.73	17	5.88	2.37	4	6.50	4.36	2	8.00	0.00			
Global/regional integration	2	8.00	0.00	17	5.82	1.42	6	5.17	0.41	3	5.00	1.73	3	7.00	1.73	13	6.38	2.40	5	6.60	3.21	1	8.00				
Food security	2	8.00	0.00	17	6.76	2.49	8	5.75	3.01	4	5.75	0.96	3	6.00	1.00	12	6.08	2.35	5	6.60	3.44	2	6.50	0.71			
Education, skills	2	8.00	0.00	23	7.13	2.10	9	6.33	2.74	4	6.25	0.50	3	5.67	2.08	19	6.89	2.00	5	7.20	2.77	7	6.86	1.68			
Social protection	2	8.00	0.00	21	7.14	2.13	7	5.43	3.31	5	4.00	1.87	2	4.00	0.00	18	5.94	2.24	4	6.50	4.36	5	7.00	2.00	1	2.00	
Climate change	2	8.00	0.00	16	6.63	2.66	8	5.88	2.64	5	4.20	2.05	3	4.00	1.00	13	5.00	2.71	5	5.40	4.34	2	7.00	0.00	1	1.00	
Agricultural development	2	8.00	0.00	20	6.85	2.08	9	6.56	2.24	5	4.80	2.68	5	5.20	1.30	15	6.40	2.50	4	7.50	3.32	4	7.25	0.96	1	8.00	
Natural resource management	2	8.00	0.00	19	6.84	2.27	6	7.83	2.04	5	4.80	2.17	3	8.00	1.73	20	6.40	2.26	3	9.00	1.73	3	5.33	3.79	1	4.00	
Food safety	2	8.00	0.00	11	4.73	0.47	5	5.00	1.87	6	4.67	2.07	2	5.00	2.83	10	5.70	2.26	5	6.60	3.21	2	7.50	2.12	1	2.00	

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	7	7.14	1.07	44	6.82	1.90	13	7.23	2.01	8	6.00	1.51	12	6.58	0.90	43	6.16	2.19	7	6.71	2.50	14	6.71	0.99	2	4.50	2.12

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

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan	2	6.00	0.00	43	6.86	2.07	13	7.38	2.33	7	5.29	1.38	14	6.93	1.07	41	6.63	2.27	7	6.57	3.26	17	7.41	1.00	2	5.50	2.12
The World Bank Group meets Kazakhstan's needs for knowledge services	2	6.00	0.00	43	7.44	1.74	13	7.31	1.97	8	6.38	1.41	13	6.46	1.33	45	7.00	2.29	7	7.29	2.14	19	7.11	1.37	2	7.50	0.71

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kazakhstan received value for money from the Joint Economic Research Program?	4	7.00	0.00	35	6.94	1.73	12	7.00	1.65	6	5.67	1.86	10	6.50	1.65	34	6.62	2.46	7	6.71	2.75	16	7.19	1.42	1	7.00	
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Kazakhstan?				30	6.70	2.02	8	7.63	1.85	5	5.00	1.73	10	6.50	1.58	29	6.38	2.11	4	8.00	2.45	8	6.00	0.76	2	5.00	1.41

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	3.8%	30.8%	0.0%	0.0%	0.0%	22.2%	5.3%	0.0%
Monthly	0.0%	18.9%	7.7%	10.0%	5.6%	1.8%	11.1%	0.0%	0.0%
A few times a year	0.0%	37.7%	46.2%	50.0%	50.0%	40.4%	44.4%	78.9%	100.0%
Rarely	100.0%	34.0%	15.4%	40.0%	33.3%	54.4%	22.2%	15.8%	0.0%
Never	0.0%	5.7%	0.0%	0.0%	11.1%	3.5%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

**In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities:** (1-To no degree at all, 10-To a very significant degree)

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	6	4.33	.52	42	6.88	2.14	10	6.70	2.75	8	7.25	1.98	10	6.50	1.90	36	6.97	2.01	7	8.71	1.98	15	7.47	1.36	2	6.50	.71
Include appropriate level of stakeholder involvement during preparation	4	5.00	.00	42	6.79	1.98	10	6.70	2.06	8	5.63	2.45	4	8.50	1.73	33	6.79	2.00	5	7.60	2.30	11	6.82	1.60	2	4.50	2.12
Are relevant to Kazakhstan's development priorities	6	5.00	.00	45	7.53	1.53	10	7.30	1.49	8	7.63	1.92	10	7.30	2.00	37	7.41	2.01	7	7.57	2.37	16	8.13	1.15	2	7.50	2.12
Lead to practical solutions	4	5.00	.00	40	7.05	1.93	10	7.10	2.33	7	6.00	1.73	8	7.38	2.26	33	6.18	2.36	6	7.00	2.53	11	7.73	1.79	2	7.00	2.83
Are accessible (well written and easy to understand)	6	5.33	.52	44	6.70	1.89	11	6.45	2.02	7	7.57	2.07	10	7.50	1.65	38	6.92	2.49	7	7.71	2.21	17	8.18	1.07	2	8.00	1.41
Are source of relevant information on global good practices	6	7.33	1.03	40	7.03	1.85	10	6.80	1.62	7	7.71	1.89	10	8.10	1.73	35	7.17	2.27	7	7.57	2.64	17	8.47	1.07	2	8.50	.71
Enhance your knowledge and/or skills	6	7.33	1.03	45	7.82	1.59	11	8.00	1.55	7	7.29	2.14	10	8.00	1.83	38	7.21	2.41	6	8.00	2.45	18	8.44	1.34	2	7.00	2.83
Help develop your strategic vision	4	8.00	.00	42	7.55	1.64	11	8.00	1.55	7	7.71	2.06	7	8.71	1.80	36	7.00	2.53	6	7.50	2.51	16	8.31	1.01	2	7.50	2.12
Provide innovative ideas to push next stages of development work ahead	4	8.00	.00	42	7.40	1.78	11	8.00	1.55	7	7.29	.76	6	8.17	1.94	29	6.69	1.95	5	8.00	2.45	17	7.82	1.47	2	8.00	1.41
Are adequately disseminated	6	6.00	1.55	41	6.68	2.03	11	6.18	1.17	7	6.57	2.30	9	6.11	2.20	35	5.37	2.39	5	7.40	2.41	17	7.29	1.16	2	7.00	2.83
Are translated enough into local language	6	6.00	1.55	40	5.88	2.63	11	5.36	2.11	6	6.67	2.73	9	5.56	2.35	34	5.94	2.92	6	7.67	2.58	17	7.41	1.84	2	5.50	4.95
Are adaptable to Kazakhstan's specific development challenges and country circumstances	4	7.00	.00	42	7.05	1.89	11	7.36	1.86	7	7.00	2.45	6	8.00	1.41	33	7.12	2.32	6	6.33	3.01	16	7.56	1.15	2	6.50	3.54

\*Significantly different between stakeholder groups

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7	7.43	.98	46	7.41	1.86	10	7.80	1.48	8	7.13	2.23	13	6.92	1.71	43	7.09	2.32	7	8.43	2.07	17	6.12	1.58	2	5.00	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	6.14	.38	46	7.39	1.88	10	7.70	1.95	8	7.00	2.51	13	7.15	1.63	39	7.03	1.97	5	7.60	2.30	18	7.22	1.31	2	6.50	.71

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

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	4	7.00	0.00	36	7.97	1.56	12	7.67	2.02	7	6.43	2.23	11	7.55	0.52	39	7.44	2.21	6	8.33	2.42	16	7.94	0.77	2	8.00	0.00
Design (appraising and planning the solutions)	4	6.00	0.00	34	7.35	1.20	13	6.85	1.91	7	6.57	2.30	11	7.55	0.82	39	7.13	2.02	5	7.40	2.88	15	7.67	0.90	2	7.50	0.71
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	4	5.00	0.00	39	7.59	1.89	13	7.38	2.36	6	6.33	1.63	9	6.44	1.81	39	7.13	2.43	6	7.00	2.83	15	7.27	1.28	2	7.00	0.00
Evaluation (assessing the impact and results)*	4	8.00	0.00	35	7.69	1.68	13	7.92	1.75	7	5.57	1.81	9	6.56	1.74	35	6.43	2.33	6	7.00	2.68	12	6.92	1.98	2	4.00	1.41

\*Significantly different between stakeholder groups

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

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds duly				34	7.38	1.89	12	7.58	2.39	5	6.60	1.14	7	5.57	2.30	33	6.67	2.64	2	10.00	0.00	11	6.64	1.50	2	5.50	0.71
The World Bank Group effectively monitors and evaluates the projects and programs it supports*				35	7.54	1.90	11	7.55	2.62	6	5.83	1.60	9	6.11	1.45	35	7.40	1.90	4	8.75	2.50	16	6.56	1.82	2	3.50	0.71
The World Bank Group's approvals and reviews are done in a timely fashion*				27	7.78	2.03	8	8.38	1.77	5	6.80	0.84	8	5.25	1.91	25	7.08	2.29	2	10.00	0.00	12	6.67	1.56	2	5.50	0.71
The World Bank Group's "Safeguard Policy" requirements are reasonable				19	8.11	1.79	6	8.17	1.60	4	8.50	1.91	4	7.25	2.22	21	7.67	1.98	3	9.00	1.73	7	6.86	1.86			
The World Bank Group's conditions on its lending are reasonable				13	8.15	1.34	7	7.43	1.51	4	7.00	1.41	6	6.33	2.50	15	6.93	1.67	3	9.00	1.73	8	7.38	1.41			
The World Bank Group takes decisions quickly in Kazakhstan				18	7.17	2.62	4	6.75	1.26	4	7.50	1.91	7	5.57	2.70	20	6.25	2.00	2	10.00	0.00	10	6.60	1.43			
Working with the World Bank Group increases Kazakhstan's institutional capacity				30	8.43	1.52	7	8.71	1.38	6	8.17	1.94	10	7.70	1.70	30	7.90	1.95	6	7.50	2.17	12	7.50	1.51	1	8.00	
The World Bank Group ensures consistency and continuity due to staff turnover				20	7.15	2.25	2	6.00	1.41	5	7.00	1.22	5	6.00	1.41	16	7.06	2.24	2	10.00	0.00	12	5.42	2.97	2	4.00	4.24
Where country systems are adequate, the World Bank Group makes appropriate use of them				23	6.96	2.46	8	6.00	1.20	4	8.50	1.73	5	6.00	1.22	19	7.68	1.53	4	6.50	4.36	7	7.29	1.25	1	8.00	
The World Bank Group provides effective implementation support*				29	8.07	1.98	10	7.70	2.11	6	6.33	1.63	7	6.71	1.70	34	8.00	1.79	4	9.00	1.41	14	6.21	2.08	2	3.00	0.00

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)****Which of the following best describes the way the World Bank Group operates in Kazakhstan? (Select only ONE response)\***

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Kazakhstan	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%
The World Bank Group does not take enough risk in Kazakhstan	0.0%	7.1%	12.5%	22.2%	17.6%	11.8%	22.2%	14.3%	0.0%
The World Bank Group's approach to risk is appropriate	0.0%	45.2%	75.0%	55.6%	17.6%	33.3%	11.1%	50.0%	50.0%
Don't know	100.0%	47.6%	12.5%	22.2%	64.7%	54.9%	44.4%	35.7%	50.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/ figures on Kazakhstan's economy*	0.0%	20.4%	0.0%	0.0%	11.1%	19.3%	77.8%	5.3%	0.0%
Collaborate more effectively with Government clients (e.g., national, state, local)*	71.4%	46.3%	53.8%	33.3%	27.8%	26.3%	11.1%	15.8%	0.0%
Offer more innovative financial products (e.g., to ensure faster lending)	0.0%	5.6%	7.7%	11.1%	11.1%	7.0%	11.1%	10.5%	0.0%
Improve the competitiveness of its financing compared to markets	0.0%	14.8%	15.4%	22.2%	11.1%	8.8%	0.0%	15.8%	50.0%
Reach out more to groups outside of Government	0.0%	35.2%	23.1%	0.0%	16.7%	40.4%	44.4%	36.8%	0.0%
Improve the quality of its experts as related to Kazakhstan's specific challenges*	0.0%	18.5%	46.2%	44.4%	0.0%	12.3%	22.2%	36.8%	100.0%
Offer more innovative knowledge services	0.0%	7.4%	23.1%	11.1%	16.7%	17.5%	0.0%	15.8%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	0.0%	22.2%	7.7%	55.6%	33.3%	28.1%	0.0%	31.6%	0.0%
Reduce the complexity of obtaining World Bank Group financing	28.6%	3.7%	0.0%	11.1%	16.7%	17.5%	0.0%	15.8%	0.0%
Work faster*	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.6%	7.7%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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)\*

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	0.0%	23.1%	38.5%	0.0%	22.2%	15.8%	22.2%	11.8%	0.0%
Knowledge products	28.6%	25.0%	38.5%	44.4%	44.4%	21.1%	66.7%	47.1%	50.0%
Convening services	0.0%	26.9%	0.0%	33.3%	16.7%	31.6%	0.0%	35.3%	50.0%
None of the above	0.0%	0.0%	0.0%	11.1%	0.0%	1.8%	0.0%	0.0%	0.0%
The combination is appropriate for Kazakhstan	0.0%	5.8%	23.1%	11.1%	16.7%	10.5%	11.1%	5.9%	0.0%
Don't know	71.4%	19.2%	0.0%	0.0%	0.0%	19.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers	0.0%	1.9%	0.0%	22.2%	22.2%	8.8%	0.0%	5.3%	0.0%
International newspapers	0.0%	9.4%	15.4%	11.1%	5.6%	7.0%	11.1%	5.3%	0.0%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	32.1%	23.1%	22.2%	27.8%	14.0%	11.1%	15.8%	0.0%
International television	0.0%	15.1%	15.4%	22.2%	5.6%	22.8%	0.0%	0.0%	0.0%
Periodicals	28.6%	20.8%	23.1%	11.1%	22.2%	14.0%	11.1%	26.3%	0.0%
Internet	100.0%	86.8%	100.0%	77.8%	94.4%	86.0%	88.9%	100.0%	100.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)*	71.4%	7.5%	0.0%	22.2%	11.1%	19.3%	11.1%	15.8%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%
Mobile phones	0.0%	1.9%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	11.1%	5.3%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	11.1%	0.0%	1.8%	11.1%	5.3%	50.0%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's website*	0.0%	47.2%	15.4%	50.0%	66.7%	57.9%	44.4%	72.2%	50.0%
Direct contact with World Bank Group*	71.4%	45.3%	53.8%	60.0%	16.7%	43.9%	22.2%	11.1%	50.0%
e-Newsletters*	0.0%	20.8%	46.2%	50.0%	5.6%	31.6%	11.1%	27.8%	0.0%
Instant messaging	0.0%	5.7%	0.0%	0.0%	5.6%	3.5%	22.2%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	28.6%	26.4%	53.8%	20.0%	33.3%	26.3%	22.2%	27.8%	50.0%
World Bank Group's publications and other written materials	28.6%	18.9%	15.4%	0.0%	44.4%	15.8%	33.3%	22.2%	0.0%
Mobile phones	0.0%	3.8%	0.0%	0.0%	11.1%	5.3%	0.0%	5.6%	0.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)*	0.0%	1.9%	0.0%	0.0%	0.0%	1.8%	0.0%	16.7%	0.0%
Blogs	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

**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 a list of exceptions?**

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	28.0%	25.0%	10.0%	22.2%	30.4%	22.2%	26.3%	0.0%
No	100.0%	72.0%	75.0%	90.0%	77.8%	69.6%	77.8%	73.7%	100.0%

**Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	25.9%	15.4%	11.1%	5.6%	12.7%	11.1%	29.4%	100.0%
No	100.0%	74.1%	84.6%	88.9%	94.4%	87.3%	88.9%	70.6%	0.0%

\*Significantly different between stakeholder groups

**Were you able to obtain this information?**

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	60.9%	100.0%	100.0%	16.7%	36.4%	0.0%	80.0%	100.0%
No	0.0%	39.1%	0.0%	0.0%	83.3%	63.6%	100.0%	20.0%	0.0%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	92.6%	100.0%	100.0%	77.8%	94.2%	100.0%	94.7%	100.0%
No	0.0%	7.4%	0.0%	0.0%	22.2%	5.8%	0.0%	5.3%	0.0%

**Do you use/have used the World Bank website?\***

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	81.5%	92.3%	88.9%	66.7%	83.3%	77.8%	89.5%	100.0%
No	100.0%	18.5%	7.7%	11.1%	33.3%	16.7%	22.2%	10.5%	0.0%

\*Significantly different between stakeholder groups

**Which do you primarily use?**

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group's country website	100.0%	56.6%	58.3%	33.3%	61.5%	74.1%	28.6%	55.6%	50.0%
The World Bank Group's main website	0.0%	43.4%	41.7%	66.7%	38.5%	25.9%	71.4%	44.4%	50.0%

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	2	4.00	0.00	42	6.57	3.25	11	7.36	1.43	8	4.13	1.36	15	7.13	2.72	41	6.20	2.76	8	7.75	3.65	15	6.67	3.92	2	2.50	2.12
I find the World Bank Group's websites easy to navigate				41	7.22	2.43	11	6.82	2.09	7	5.86	2.12	12	7.75	1.71	44	7.23	2.16	7	7.43	2.76	17	8.65	1.37	2	6.50	4.95
I find the information on the World Bank Group's websites useful				41	7.73	2.10	11	7.91	1.51	8	6.63	1.69	12	8.17	1.59	45	7.78	2.09	8	8.50	2.51	14	8.86	0.77	1	5.00	
The World Bank Group's social media channels are valuable sources of information about the institution				25	5.36	2.91	8	6.25	1.83	6	6.50	2.51	6	4.67	2.73	22	4.82	3.14	2	4.50	0.71	9	4.22	2.99	1	1.00	
When I need information from the World Bank Group I know how to find it	7	8.29	2.93	42	8.12	2.18	12	8.00	1.86	8	7.13	2.36	14	6.50	1.95	45	7.78	2.31	7	7.86	2.67	16	8.31	1.74	2	9.50	0.71
The World Bank Group is responsive to my information requests and inquiries	5	9.00	0.00	35	7.91	1.76	11	8.00	1.73	7	7.29	2.93	6	9.00	0.00	32	7.50	2.46	4	8.75	1.89	12	8.83	0.94	2	10.00	0.00

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	80.0%	100.0%	90.0%	55.6%	71.9%	55.6%	52.6%	100.0%
No	0.0%	20.0%	0.0%	10.0%	44.4%	28.1%	44.4%	47.4%	0.0%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Kazakhstan? (Select all that apply)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)*	100.0%	80.0%	100.0%	90.0%	31.3%	70.2%	44.4%	52.6%	100.0%
The International Finance Corporation (IFC)*	0.0%	9.1%	23.1%	10.0%	31.3%	0.0%	22.2%	5.3%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%
None*	0.0%	20.0%	0.0%	10.0%	43.8%	29.8%	44.4%	47.4%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	0.0%	1.8%	0.0%	11.1%	5.6%	20.8%	11.1%	5.6%	0.0%
Use World Bank Group reports/data*	0.0%	21.8%	46.2%	44.4%	27.8%	32.1%	88.9%	44.4%	50.0%
Engage in World Bank Group related/sponsored events/activities	28.6%	50.9%	61.5%	33.3%	38.9%	56.6%	0.0%	50.0%	50.0%
Collaborate as part of my professional duties*	100.0%	25.5%	30.8%	33.3%	27.8%	15.1%	11.1%	16.7%	50.0%
Use World Bank Group website for information, data, research, etc.	0.0%	38.2%	15.4%	33.3%	50.0%	34.0%	22.2%	38.9%	0.0%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Kazakhstan

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

Percentage of Respondents	Astana/Almaty	Other
The right direction	73.4%	79.4%
The wrong direction	2.6%	0.0%
Not sure	24.0%	20.6%

Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Social protection	21.6%	17.6%
Transport	10.5%	5.9%
Public sector governance/reform*	28.8%	52.9%
Global/regional integration	7.2%	5.9%
Gender equity	0.7%	2.9%
Domestic private sector development	9.2%	5.9%
Foreign direct investment	0.7%	0.0%
Water resources management	2.6%	0.0%
Anti corruption	35.3%	41.2%
Job creation/employment	7.8%	8.8%
Rural/territorial development	16.3%	26.5%
Financial markets	3.9%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	16.3%	8.8%
Equality of opportunity*	7.2%	20.6%
Health	17.6%	5.9%
Education, skills	20.9%	17.6%
Poverty reduction	5.2%	5.9%
Energy and energy efficiency	22.2%	11.8%
Food security	1.3%	0.0%
Climate change*	0.0%	2.9%
Agricultural development	7.8%	8.8%
Trade and exports	2.0%	0.0%
Economic growth	13.7%	14.7%
Law and justice	9.8%	11.8%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.7%	0.0%
Natural resource management	15.0%	17.6%
Disaster management	0.0%	0.0%
Information and communications technology	2.0%	2.9%
Food safety	0.7%	0.0%

\*Significantly different between locations

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Water resources management	1.3%	0.0%
Equality of opportunity	11.8%	20.6%
Economic growth	25.5%	20.6%
Climate change	0.0%	0.0%
Global/regional integration	2.0%	5.9%
Gender equity	2.0%	2.9%
Rural/territorial development	42.5%	32.4%
Urban development	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Social protection	30.7%	29.4%
Law and justice	5.9%	5.9%
Transport	1.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	1.3%	5.9%
Anti corruption	24.8%	23.5%
Domestic private sector development	22.9%	14.7%
Foreign direct investment	0.0%	0.0%
Education, skills	20.9%	26.5%
Energy and energy efficiency	5.2%	2.9%
Public sector governance/reform	26.1%	38.2%
Natural resource management	7.2%	17.6%
Environmental sustainability	0.0%	0.0%
Disaster management	0.0%	0.0%
Health	1.3%	0.0%
Agricultural development	11.8%	17.6%
Job creation/employment	32.7%	26.5%
Financial markets	1.3%	2.9%
Trade and exports	0.0%	0.0%
Food security	0.7%	2.9%
Food safety	0.7%	0.0%

**A. General Issues facing Kazakhstan (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kazakhstan? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Energy and energy efficiency	18.8%	11.8%
Gender equity*	0.0%	2.9%
Equality of opportunity	5.2%	8.8%
Social protection	5.2%	8.8%
Global/regional integration	11.0%	11.8%
Climate change	0.0%	0.0%
Anti corruption	31.8%	38.2%
Disaster management	0.0%	0.0%
Rural/territorial development	18.2%	17.6%
Foreign direct investment	7.1%	2.9%
Urban development	3.9%	5.9%
Water resources management	0.0%	0.0%
Education, skills	18.2%	26.5%
Information and communications technology	5.2%	0.0%
Regulatory framework	5.8%	8.8%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports*	8.4%	20.6%
Public sector governance/reform*	28.6%	50.0%
Domestic private sector development	33.1%	20.6%
Job creation/employment	16.2%	11.8%
Agricultural development	13.0%	14.7%
Food security	1.3%	0.0%
Transport	6.5%	2.9%
Natural resource management	37.7%	32.4%
Environmental sustainability	0.6%	0.0%
Health	1.9%	0.0%
Law and justice	0.6%	0.0%
Financial markets	1.9%	0.0%
Food safety	0.0%	0.0%

\*Significantly different between locations

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)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Better employment opportunities for young people	12.2%	9.1%
Better employment opportunities for women*	0.0%	3.0%
Greater access to micro-finance for the poor	5.4%	6.1%
Greater voice and participation for citizens to help ensure greater accountability*	15.5%	30.3%
Greater access to health services and nutrition for citizens	3.4%	6.1%
Better entrepreneurial opportunities	38.5%	30.3%
Greater access to finance for small and medium sized businesses	18.2%	6.1%
A growing middle class	28.4%	21.2%
Better opportunity for the poor	4.1%	0.0%
Sustainable economic growth	16.2%	30.3%
More reliable social safety net	10.8%	9.1%
Greater equity of fiscal policy*	12.2%	27.3%
Education and training that better ensure job opportunity	16.9%	9.1%
Better quality public services	6.1%	9.1%
Greater access to justice systems and mechanisms	2.0%	0.0%
Greater access to safe and clean water	0.0%	0.0%
Other	0.7%	3.0%

\*Significantly different between locations

**B. Overall Attitudes toward the World Bank Group**

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan?	156	6.12	2.25	34	6.15	2.11

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	120	7.04	1.85	29	6.90	2.21

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?	108	7.04	1.86	25	7.04	1.93

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

**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)**

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Social protection	11.0%	11.8%
Public sector governance/reform	25.8%	38.2%
Transport*	13.5%	0.0%
Poverty reduction	11.6%	14.7%
Global/regional integration	7.1%	8.8%
Gender equity*	0.0%	2.9%
Domestic private sector development	12.3%	8.8%
Rural/territorial development	28.4%	32.4%
Foreign direct investment	1.3%	0.0%
Water resources management	5.8%	0.0%
Energy and energy efficiency	9.0%	8.8%
Job creation/employment	9.7%	11.8%
Financial markets	5.2%	2.9%
Urban development	4.5%	0.0%
Environmental sustainability	13.5%	14.7%
Equality of opportunity*	3.2%	11.8%
Health	12.3%	14.7%
Education, skills	23.9%	32.4%
Food security	1.9%	2.9%
Climate change*	0.6%	5.9%
Agricultural development	18.1%	11.8%
Trade and exports	1.9%	5.9%
Economic growth	7.1%	11.8%
Law and justice	11.0%	5.9%
Regulatory framework	2.6%	2.9%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	18.1%	8.8%
Anti corruption	12.3%	11.8%
Information and communications technology	7.1%	11.8%
Disaster management	0.0%	0.0%
Food safety	0.6%	0.0%

\*Significantly different between locations

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

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>Greatest Value</b>		
Percentage of Respondents	Astana/Almaty	Other
Convening/facilitating	12.3%	17.6%
Data	0.7%	0.0%
Policy advice, studies, analyses	16.4%	11.8%
Financial resources	36.3%	32.4%
Capacity development	13.7%	11.8%
Technical assistance	17.8%	20.6%
Mobilizing third party financial resources	2.1%	2.9%
Donor coordination	0.7%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%
Other*	0.0%	2.9%

<b>2<sup>nd</sup> Greatest Value</b>		
Percentage of Respondents	Astana/Almaty	Other
Convening/facilitating	9.5%	17.6%
Data	2.7%	5.9%
Policy advice, studies, analyses	16.3%	23.5%
Financial resources	10.9%	11.8%
Capacity development	12.2%	14.7%
Technical assistance	31.3%	20.6%
Mobilizing third party financial resources	1.4%	2.9%
Donor coordination	7.5%	0.0%
Linkage to non-Bank expertise	6.1%	0.0%
Other	2.0%	2.9%

\*Significantly different between locations

How effectively do the World Bank Group's activities below support Kazakhstan's efforts to achieve development results?

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	87	7.26	1.94	20	6.35	2.46
Data*	79	7.16	1.33	14	5.86	1.88
Policy advice, studies, analyses*	108	6.98	2.21	22	5.82	2.26
Financial resources	107	7.51	2.01	19	6.63	2.43
Technical assistance	118	7.35	2.28	26	6.85	2.65
Mobilizing third party financial resources	65	6.43	2.11	18	6.72	2.22
Donor coordination	76	6.45	2.36	17	6.35	2.21
Linkage to non-Bank expertise	56	6.95	2.37	14	5.93	2.50

\*Significantly different between locations

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	131	7.41	2.66	32	8.78	2.00
The public sector, related to implementation of specific development projects on the ground	136	7.44	2.45	29	7.34	2.73
The public sector, related to changing institutions	128	6.85	2.57	27	7.00	3.22
The private sector, related to implementation of specific development projects on the ground	136	7.71	1.99	29	8.28	2.52

\*Significantly different between locations



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

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	106	7.38	1.94	20	7.30	2.27
Citizen engagement	98	6.93	2.43	25	6.88	2.65
Policy design	67	7.37	2.23	14	6.79	3.38

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	116	8.03	1.98	25	8.64	1.82
Citizen engagement	108	8.52	2.18	24	9.08	1.56
Policy design	77	8.27	1.92	18	8.94	1.70

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

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Staff too inaccessible	4.0%	6.1%
Not exploring alternative policy options	15.3%	9.1%
Not adequately sensitive to political/social realities in Kazakhstan	10.7%	12.1%
Not enough public disclosure of its work*	26.0%	45.5%
Arrogant in its approach	8.0%	0.0%
Not aligned with country priorities	4.0%	6.1%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	15.3%	6.1%
Not willing to honestly criticize policies and reform efforts in the country	12.0%	6.1%
Too influenced by developed countries	7.3%	3.0%
Imposing technocratic solutions without regard to political realities*	0.0%	6.1%
World Bank Group's processes too slow	12.7%	6.1%
Too bureaucratic in its operational policies and procedures	8.7%	3.0%
Not aligned with other donors' work	1.3%	3.0%
Not collaborating enough with non-state actors	23.3%	36.4%
Not client focused	4.0%	3.0%
Other	3.3%	9.1%
Don't know	14.0%	12.1%

\*Significantly different between locations

**Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kazakhstan?** (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Capacity development	34.9%	38.2%
Policy based lending/budget support to the Government	9.2%	8.8%
Knowledge products/services	27.6%	17.6%
Investment lending	46.7%	55.9%
Technical assistance	46.7%	44.1%
Trust Fund management	1.3%	0.0%
Other	2.6%	8.8%
Don't know	7.2%	8.8%

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

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)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Academia/think tanks/research institutes	35.5%	20.6%
Donor community	1.9%	2.9%
Media	12.3%	17.6%
NGOs*	46.5%	70.6%
Local Government	25.2%	14.7%
Private sector	29.0%	14.7%
Parliament	7.1%	0.0%
Youth organizations	6.5%	14.7%
Community Based Organizations*	7.7%	26.5%
Beneficiaries	5.2%	5.9%
Foundations	8.4%	2.9%
Faith based organizations	1.3%	0.0%
Other*	0.0%	2.9%
Don't know	0.0%	0.0%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	131	6.61	2.16	27	7.19	2.11
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	122	7.02	1.87	28	6.68	2.25
The World Bank Group supports programs and strategies that are realistic for Kazakhstan	123	7.04	1.77	29	6.79	1.82
The World Bank Group treats clients and stakeholders in Kazakhstan with respect	115	7.71	2.11	28	7.46	2.50

To what extent is the World Bank Group an effective development partner in Kazakhstan in terms of each of the following?

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	102	5.95	2.13	17	5.35	2.26
Flexibility (in terms of the World Bank Group's products and services)	84	5.69	2.15	18	5.56	2.48
Flexibility (in terms of changing country circumstances)	86	5.62	2.35	18	5.39	2.62
Being inclusive	75	5.88	2.08	16	6.31	2.18
Openness	115	6.99	2.21	26	7.00	2.37
Staff accessibility	115	7.42	2.13	22	6.73	2.64
Straightforwardness and honesty	110	6.99	2.19	20	6.40	2.50
Ease of access to the people at the World Bank Group who are making decisions important to my work	113	7.35	2.04	22	6.41	2.77
Collaboration with groups outside of the Government	109	6.39	2.35	28	6.54	2.35
Collaboration with the Government	92	7.59	1.62	21	7.43	1.91
Collaboration with other donors	71	7.00	1.90	14	6.86	2.28
The speed in which it gets things accomplished on the ground	81	6.16	2.02	18	6.11	2.08
Being a long-term partner	94	7.70	1.96	18	7.00	2.33

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

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

Percentage of Respondents	Astana/Almaty	Other
More local presence	48.6%	54.5%
The current level of local presence is adequate	41.2%	36.4%
Less local presence	0.0%	3.0%
Don't know	10.1%	6.1%

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)

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
The World Bank Group does not do adequate follow through/follow-up	8.8%	8.8%
There is not an adequate level of citizen/civil society participation*	26.5%	44.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.3%	35.3%
Lack of/inadequate levels of capacity in Government	13.6%	17.6%
Poor donor coordination	3.4%	2.9%
The World Bank Group works too slowly*	18.4%	0.0%
The Government works inefficiently (e.g., limited inter-agency coordination in the Government, bureaucracy, slow response)	36.7%	41.2%
Political pressures and obstacles	10.2%	8.8%
Reforms are not well thought out in light of country challenges	22.4%	8.8%
Frequent turnover in the Government	7.5%	5.9%
Other	0.7%	2.9%

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	131	8.37	2.33	26	8.08	2.70
Information and communications technology	132	7.45	2.41	26	7.08	2.51
Transport*	133	7.77	2.42	26	6.65	2.87
Law and justice	128	7.66	2.50	23	7.04	2.62
Urban development	128	7.37	2.67	26	6.92	3.11
Environmental sustainability	130	8.02	2.40	25	7.68	2.84
Regulatory framework	130	7.15	2.43	23	6.48	2.81
Communicable/non-communicable diseases	120	6.46	2.93	23	5.13	3.20
Poverty reduction	130	8.35	2.01	27	7.93	2.06
Gender equity	119	6.33	3.01	23	5.78	3.19
Domestic private sector development	138	7.52	2.33	26	7.00	2.50
Foreign direct investment	129	7.27	2.47	25	7.16	2.34
Water resources management*	124	7.40	2.51	25	5.72	2.99
Trade and exports	120	6.98	2.52	25	6.12	2.80
Economic growth	131	7.83	2.35	25	7.64	2.78
Energy and energy efficiency	132	7.83	2.52	26	6.92	3.10
Disaster management*	121	6.79	2.68	24	5.50	2.93
Public sector governance/reform	134	7.85	2.37	27	7.81	2.68
Job creation/employment	130	7.42	2.60	25	6.32	3.08
Financial markets	125	6.98	2.79	23	6.17	2.84
Equality of opportunity	130	7.52	2.55	27	7.44	2.56
Health	128	7.95	2.45	25	7.48	2.54
Rural/territorial development	134	8.22	2.34	29	8.03	2.58
Global/regional integration	118	7.01	2.73	25	7.16	2.81
Food security	118	7.00	2.56	23	6.91	3.00
Education, skills	131	8.03	2.40	26	8.04	2.86
Social protection	131	7.33	2.61	26	7.42	2.93
Climate change	117	6.23	2.72	25	6.12	2.85
Agricultural development	131	7.98	2.44	27	7.63	2.68
Natural resource management	116	6.65	3.07	25	6.08	3.29
Food safety	115	6.87	2.68	24	6.88	2.97

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results (continued)

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	50	4.66	2.50	9	4.00	2.35
Information and communications technology	56	5.63	2.24	10	6.60	1.90
Transport	60	7.18	2.15	13	6.00	2.35
Law and justice	49	5.29	2.54	11	5.36	2.54
Urban development	44	5.80	2.00	11	5.27	2.15
Environmental sustainability	57	6.39	2.85	13	5.69	2.87
Regulatory framework	60	5.70	1.88	10	5.80	2.57
Communicable/non-communicable diseases	53	4.98	2.55	10	6.10	2.69
Poverty reduction	59	6.10	2.71	15	5.93	2.74
Gender equity	48	6.46	2.56	12	6.50	2.28
Domestic private sector development	54	5.70	2.12	11	5.45	2.25
Foreign direct investment	52	6.65	1.93	11	6.73	2.24
Water resources management	50	6.78	2.33	10	6.10	2.77
Trade and exports	44	6.52	1.96	9	6.56	2.01
Economic growth	45	6.91	2.18	11	6.91	2.26
Energy and energy efficiency	44	6.77	2.42	11	6.45	2.50
Disaster management	36	6.50	2.72	8	6.13	2.80
Public sector governance/reform	69	6.65	2.06	13	6.54	2.15
Job creation/employment	59	5.59	2.23	11	5.64	2.16
Financial markets	45	6.78	2.34	8	7.13	1.73
Equality of opportunity	52	6.38	2.14	12	6.25	2.26
Health	68	6.22	2.22	10	5.90	2.18
Rural/territorial development	49	6.22	2.28	10	5.60	2.22
Global/regional integration	42	6.05	1.87	6	6.00	2.45
Food security	44	6.27	2.45	7	6.43	2.07
Education, skills	61	6.82	2.09	10	6.90	1.97
Social protection	53	6.15	2.60	10	6.00	2.49
Climate change	46	5.52	2.82	7	5.57	2.70
Agricultural development	56	6.46	2.21	9	6.44	2.51
Natural resource management	47	6.74	2.44	13	6.38	2.18
Food safety	38	5.37	2.15	6	5.67	1.86

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	119	6.61	1.83	29	6.28	1.98

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

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

(1-Strongly disagree, 10-Strongly agree)

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan	117	6.78	2.00	29	6.79	2.16
The World Bank Group meets Kazakhstan's needs for knowledge services	122	7.02	1.83	30	7.33	1.99

**C. World Bank Group's Effectiveness and Results (continued)**

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kazakhstan received value for money from the Joint Economic Research Program?	99	6.90	1.75	24	6.21	2.57
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Kazakhstan?	73	6.68	1.92	21	5.86	2.03

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	Astana/Almaty	Other
Weekly	5.9%	0.0%
Monthly	9.8%	0.0%
A few times a year	44.4%	47.1%
Rarely	35.3%	50.0%
Never	4.6%	2.9%

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

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Are timely	114	6.94	2.06	20	6.75	2.27
Include appropriate level of stakeholder involvement during preparation	98	6.71	2.02	19	6.47	2.09
Are relevant to Kazakhstan's development priorities	116	7.48	1.69	24	7.17	2.10
Lead to practical solutions	99	6.88	2.05	21	5.95	2.54
Are accessible (well written and easy to understand)	116	7.09	1.87	25	6.56	2.71
Are source of relevant information on global good practices	111	7.55	1.73	22	6.68	2.61
Enhance your knowledge and/or skills*	117	7.89	1.66	25	6.88	2.60
Help develop your strategic vision*	107	7.82	1.69	23	6.48	2.68
Provide innovative ideas to push next stages of development work ahead*	101	7.59	1.60	20	6.55	2.26
Are adequately disseminated*	108	6.52	1.96	24	5.21	2.36
Are translated enough into local language	108	6.23	2.55	22	5.32	2.83
Are adaptable to Kazakhstan's specific development challenges and country circumstances	105	7.14	1.92	21	6.95	2.46

\*Significantly different between locations

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	125	7.18	1.91	26	6.96	2.31
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	124	7.20	1.76	23	6.78	2.21

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

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	109	7.67	1.78	24	7.42	1.84
Design (appraising and planning the solutions)	105	7.15	1.65	24	7.42	1.61
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	108	7.10	2.03	24	7.29	2.31
Evaluation (assessing the impact and results)	97	7.01	2.07	24	6.83	2.14

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

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds duly	85	6.89	2.18	21	7.00	2.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports	97	7.09	2.06	21	7.24	2.02
The World Bank Group's approvals and reviews are done in a timely fashion	72	7.22	2.14	17	6.94	2.28
The World Bank Group's "Safeguard Policy" requirements are reasonable	49	7.90	1.88	13	7.62	1.98
The World Bank Group's conditions on its lending are reasonable	46	7.50	1.67	11	6.73	1.79
The World Bank Group takes decisions quickly in Kazakhstan	54	6.70	2.30	13	6.62	2.02
Working with the World Bank Group increases Kazakhstan's institutional capacity	82	7.98	1.73	20	8.10	1.86
The World Bank Group ensures consistency and continuity due to staff turnover	53	6.57	2.53	11	6.91	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	58	6.79	2.14	13	7.92	1.61
The World Bank Group provides effective implementation support	85	7.48	2.10	21	7.71	2.03

**Which of the following best describes the way the World Bank Group operates in Kazakhstan?** (Select only ONE response)

Percentage of Respondents	Astana/Almaty	Other
The World Bank Group takes too much risk in Kazakhstan	1.5%	0.0%
The World Bank Group does not take enough risk in Kazakhstan	12.3%	13.8%
The World Bank Group's approach to risk is appropriate	39.2%	27.6%
Don't know	46.9%	58.6%

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

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

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	15.6%	17.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	31.8%	38.2%
Offer more innovative financial products (e.g., to ensure faster lending)	7.8%	5.9%
Improve the competitiveness of its financing compared to markets	12.3%	11.8%
Reach out more to groups outside of Government	29.9%	41.2%
Improve the quality of its experts as related to Kazakhstan's specific challenges	22.1%	14.7%
Offer more innovative knowledge services	12.3%	14.7%
Ensure greater selectivity in its work	2.6%	0.0%
Increase the level of capacity development in the country	23.4%	32.4%
Reduce the complexity of obtaining World Bank Group financing	11.7%	8.8%
Work faster	1.3%	0.0%
Other	3.2%	8.8%

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)

Percentage of Respondents	Astana/Almaty	Other
Financial services	19.1%	14.7%
Knowledge products	34.9%	20.6%
Convening services	21.7%	38.2%
None of the above	1.3%	0.0%
The combination is appropriate for Kazakhstan	8.6%	14.7%
Don't know	14.5%	11.8%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
Local newspapers	6.5%	8.8%
International newspapers	9.2%	2.9%
Local radio	0.0%	0.0%
International radio	0.7%	0.0%
Local television	23.5%	11.8%
International television	11.1%	20.6%
Periodicals	20.3%	8.8%
Internet	91.5%	88.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	15.0%	14.7%
Blogs*	0.0%	5.9%
Mobile phones*	0.7%	5.9%
Instant messaging*	1.3%	8.8%
Other	3.3%	0.0%

\*Significantly different between locations



**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Astana/Almaty	Other
World Bank Group's website*	45.8%	73.5%
Direct contact with World Bank Group	40.5%	38.2%
e-Newsletters	24.2%	32.4%
Instant messaging	3.9%	5.9%
World Bank Group's seminars/workshops/conferences	28.8%	26.5%
World Bank Group's publications and other written materials	22.2%	11.8%
Mobile phones	4.6%	2.9%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	2.6%	2.9%
Blogs	0.7%	0.0%
Other	0.7%	0.0%

*\*Significantly different between locations***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?\***

Percentage of Respondents	Astana/Almaty	Other
Yes	21.1%	42.4%
No	78.9%	57.6%

*\*Significantly different between locations***Have you requested information from the World Bank Group on its activities in the past year?**

Percentage of Respondents	Astana/Almaty	Other
Yes	16.7%	17.6%
No	83.3%	82.4%

**Were you able to obtain this information?**

Percentage of Respondents	Astana/Almaty	Other
Yes	53.7%	44.4%
No	46.3%	55.6%

**Do you have access to the Internet?**

Percentage of Respondents	Astana/Almaty	Other
Yes	93.3%	94.1%
No	6.7%	5.9%

**Do you use/have you used the World Bank Group website?**

Percentage of Respondents	Astana/Almaty	Other
Yes	78.1%	85.3%
No	21.9%	14.7%

**Which do you primarily use?**

Percentage of Respondents	Astana/Almaty	Other
The World Bank Group's country website	60.4%	69.7%
The World Bank Group's main website	39.6%	30.3%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Astana/Almaty			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	118	6.43	3.02	26	6.12	3.15
I find the World Bank Group's websites easy to navigate	112	7.31	2.25	29	7.24	2.21
I find the information on the World Bank Group's websites useful	110	7.85	1.92	30	7.87	2.18
The World Bank Group's social media channels are valuable sources of information about the institution	64	5.22	2.86	14	4.00	2.69
When I need information from the World Bank Group I know how to find it	125	7.78	2.16	28	8.07	2.43
The World Bank Group is responsive to my information requests and inquiries	95	8.12	1.77	18	7.61	2.85

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group in your country?

Percentage of Respondents	Astana/Almaty	Other
Yes	75.0%	67.6%
No	25.0%	32.4%

Which of the following agencies of the World Bank Group do you work with in Kazakhstan? (Select all that apply)

Percentage of Respondents (Responses combined)	Astana/Almaty	Other
The World Bank (IBRD)	72.1%	64.7%
The International Finance Corporation (IFC)*	11.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.6%	0.0%
None	24.7%	35.3%

\*Significantly different between locations

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

Percentage of Respondents (Responses combined)	Astana/Almaty	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	7.3%	14.7%
Use World Bank Group reports/data	32.7%	35.3%
Engage in World Bank Group related/sponsored events/activities	47.3%	47.1%
Collaborate as part of my professional duties*	29.3%	8.8%
Use World Bank Group website for information, data, research, etc.*	30.7%	50.0%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '03 Response Number = 146 • FY '14 Response Number = 192

### A. General Issues facing Kazakhstan

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

Percentage of Respondents	FY 2003	FY 2014
The right direction	93.8%	74.7%
The wrong direction	0.0%	2.1%
Not sure	6.2%	23.2%

\*Significantly different between FY14 and FY03 country surveys

### B. Overall Attitudes toward the World Bank Group

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan?*	146	6.80	2.02	192	6.15	2.22

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY14 and FY03 country surveys

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	136	6.67	2.08	151	7.03	1.91

(1-Not effective at all, 10-Very effective) \*Significantly different between FY14 and FY03 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	143	5.93	2.21	160	6.74	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	143	6.85	2.21	152	6.99	1.94
The World Bank Group treats clients and stakeholders in Kazakhstan with respect*	143	8.42	1.66	145	7.68	2.18

\*Significantly different between FY14 and FY03 country surveys

To what extent is the World Bank Group an effective development partner in Kazakhstan in terms of each of the following?

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

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*	103	7.03	2.11	106	5.62	2.39
Staff accessibility	143	7.03	2.15	139	7.29	2.21
Straightforwardness and honesty*	139	7.72	1.90	132	6.92	2.22

\*Significantly different between FY14 and FY03 country surveys

<sup>1</sup> Only those questions that were asked in the FY '03 and FY '14 country surveys, with similar response scales/options, are presented.

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Regulatory framework	140	7.11	2.18	155	7.09	2.50
Poverty reduction	139	8.17	1.81	159	8.30	2.01
Domestic private sector development	136	7.82	2.03	166	7.47	2.36
Economic growth	142	7.78	1.89	158	7.83	2.41
Public sector governance/reform*	136	6.99	2.48	163	7.87	2.41
Rural/territorial development	134	7.97	2.01	165	8.21	2.37
Social protection	138	7.80	2.02	159	7.38	2.65

\*Significantly different between FY14 and FY03 country surveys

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

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Regulatory framework	137	5.80	2.07	70	5.71	1.97
Poverty reduction	131	5.77	2.03	76	6.12	2.68
Domestic private sector development	129	6.15	2.01	67	5.73	2.14
Economic growth*	142	6.28	1.74	58	6.95	2.15
Public sector governance/reform*	132	5.96	2.00	84	6.64	2.03
Rural/territorial development	128	5.90	2.12	61	6.18	2.25
Social protection	133	6.09	2.00	65	6.18	2.54

\*Significantly different between FY14 and FY03 country surveys

### D. The World Bank Group's Knowledge Work and Activities

In Kazakhstan, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	140	6.29	2.02	128	7.13	2.00

\*Significantly different between FY14 and FY03 country surveys

### E. Working with the World Bank Group

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

	FY 2003			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds duly*	92	8.01	2.16	108	6.94	2.23
The World Bank Group effectively monitors and evaluates the projects and programs it supports	100	7.61	2.06	120	7.13	2.03
Working with the World Bank Group increases Kazakhstan's institutional capacity*	98	6.99	2.01	104	8.00	1.73

\*Significantly different between FY14 and FY03 country surveys

**G. Communication and Information Sharing****Do you use/have used the World Bank Group website?\***

Percentage of Respondents	FY 2003	FY 2014
Yes	58.9%	79.7%
No	41.1%	20.3%

*\*Significantly different between FY14 and FY03 country surveys*

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the WBG in Kazakhstan? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	6.47	7.21	7.04	7.00	7.24	6.61	6.82	7.25	6.91	7.50	7.50	6.21
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?	7.33	6.99	7.03	7.50	7.06	7.05	7.15	6.96	6.98	7.28	7.31	6.52
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	6.54	6.80	6.68	7.10	6.81	6.52	6.38	7.03	6.79	6.42	6.82	6.48
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	6.60	7.10	7.01	6.40	7.12	6.73	6.82	7.12	6.85	7.39	7.12	6.67
Responsiveness	6.58	5.75	5.87	6.38	5.97	5.76	5.88	5.92	6.01	5.66	5.90	5.90
Flexibility (in terms of the World Bank Group's products and services)	6.35	5.56	5.70	6.00	5.87	5.50	5.96	5.45	5.79	5.55	5.63	5.96
Flexibility (in terms of changing country circumstances)	6.17	5.51	5.57	6.13	5.55	5.70	6.04	5.19	5.60	5.63	5.56	5.77
Being inclusive	6.35	5.89	5.89	6.88	6.20	5.67	6.08	5.87	6.01	5.87	6.05	5.68
Openness	7.50	6.87	7.00	6.70	7.14	6.69	7.03	6.93	7.15	6.55	7.03	6.85
Staff accessibility	7.62	7.21	7.24	7.64	7.48	6.81	7.22	7.33	7.22	7.40	7.48	6.74
Straightforwardness and honesty	6.92	6.92	6.93	6.60	7.13	6.39	7.06	6.75	6.85	7.03	7.17	6.22
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.07	7.24	7.19	7.36	7.65	6.31	7.12	7.29	7.26	7.08	7.25	7.06
Collaboration with groups outside of the Government	6.38	6.46	6.42	6.58	6.43	6.43	6.11	6.72	6.61	5.91	6.83	5.44
Collaboration with the Government	7.77	7.52	7.62	6.86	7.84	7.14	7.77	7.40	7.26	8.43	7.55	7.63
Collaboration with other donors	6.55	7.13	7.03	6.50	7.32	6.47	7.05	6.90	6.94	7.11	7.22	6.40
The speed in which it gets things accomplished on the ground	6.47	6.09	6.10	6.67	6.37	5.74	6.51	5.85	6.15	6.14	6.35	5.56
Being a long-term partner	8.16	7.46	7.69	6.33	7.83	7.16	8.07	7.16	7.37	8.54	7.67	7.51
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	6.48	6.60	6.64	6.50	6.80	6.29	6.63	6.62	6.74	6.31	6.67	6.54
The World Bank Group's financial instruments meet the needs of Kazakhstan	6.92	6.74	6.89	6.33	7.05	6.44	6.68	6.99	6.89	6.69	7.02	6.44
The World Bank Group meets Kazakhstan's needs for knowledge services	7.11	7.07	7.18	6.87	7.26	6.94	6.92	7.37	7.34	6.53	7.13	7.18
The World Bank Group's knowledge work and activities are adaptable to Kazakhstan's specific development challenges and country circumstances	6.90	7.20	7.09	7.00	7.11	7.06	6.53	7.59	7.42	5.81	7.48	6.21
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.92	7.24	7.16	7.67	7.17	7.27	7.19	7.21	7.37	6.70	7.29	7.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.62	7.03	7.13	7.36	7.11	7.22	7.09	7.21	7.44	6.33	7.16	7.13
The World Bank Group takes decisions quickly in Kazakhstan	6.57	6.74	6.67	6.50	6.54	6.77	6.32	7.00	6.62	6.74	6.91	6.05
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.35	6.93	6.89	8.00	7.21	6.69	6.84	7.12	7.21	6.14	6.88	7.30

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Indicator Questions by Stakeholder Groups

Indicator Question	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on WBG-supported Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.				48	6.90	1.86	13	7.92	1.61	9	6.11	1.45	14	7.57	1.83	42	7.02	2.15	7	6.57	2.76	14	7.21	1.31	2	7.00	1.41
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?				41	6.93	1.85	13	7.38	1.19	6	6.83	1.47	14	7.14	2.32	39	7.23	1.98	5	7.00	3.08	13	7.00	1.78	2	7.00	0.00
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	7	6.29	0.95	44	6.70	2.45	12	7.42	2.23	10	5.50	2.17	15	6.27	1.98	45	7.07	2.08	7	7.00	3.16	17	6.88	1.50	2	6.00	1.41
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	7	7.14	0.69	39	7.00	2.19	12	7.17	1.90	10	6.10	1.66	14	7.86	0.86	44	6.77	2.24	6	6.50	3.15	16	7.13	1.02	2	7.00	0.00
Responsiveness	5	5.00	0.00	37	6.00	2.30	12	5.58	1.00	4	5.50	1.29	11	7.09	2.63	28	5.39	2.27	5	6.20	3.77	15	6.67	1.68	2	6.00	2.83
Flexibility (in terms of the World Bank Group's products and services)				30	5.63	2.33	12	5.42	1.68	4	6.00	0.82	7	6.14	2.91	27	5.30	2.51	5	6.20	3.63	15	6.67	1.23	2	6.50	0.71
Flexibility (in terms of changing country circumstances)				34	5.91	2.44	12	5.08	2.11	6	5.83	1.17	8	6.38	2.77	27	5.19	2.62	5	6.80	3.11	10	5.90	1.97	2	4.50	0.71
Being inclusive				26	5.85	1.87	11	5.55	1.75	6	5.83	1.60	7	6.29	2.87	26	6.38	2.08	4	7.00	3.56	10	5.90	2.08	2	4.00	1.41
Openness	5	8.00	0.00	41	6.78	2.29	12	6.58	2.35	6	7.17	1.83	12	7.58	2.19	41	6.73	2.42	6	6.67	3.08	16	7.81	1.64	2	7.50	0.71
Staff accessibility	5	9.00	0.00	44	7.45	1.98	12	6.83	2.44	7	7.00	1.41	12	7.42	2.23	38	6.87	2.64	5	6.60	3.13	12	7.92	1.62	2	8.00	0.00
Straightforwardness and honesty	5	9.00	0.00	43	7.35	1.97	12	7.33	2.57	8	6.63	1.19	11	7.09	2.59	33	6.39	2.40	5	7.00	3.08	11	6.00	2.24	2	5.50	0.71
Ease of access to the people at the World Bank Group who are making decisions important to my work	5	9.00	0.00	42	7.79	1.63	12	7.00	1.76	7	6.14	1.68	12	7.08	2.19	37	6.65	2.84	5	7.00	3.08	13	7.38	1.39	2	5.50	3.54
Collaboration with groups outside of the Government	5	3.00	0.00	37	6.95	2.15	12	6.75	2.34	5	5.80	0.84	12	6.17	2.62	45	6.56	2.45	5	7.00	2.83	15	6.20	2.01	1	6.00	
Collaboration with the Government				34	7.59	1.74	13	6.77	1.69	7	6.86	1.07	12	7.75	1.54	30	7.43	1.77	6	8.00	1.90	9	8.78	0.67	2	8.50	0.71
Collaboration with other donors				25	7.28	1.51	12	6.50	1.68	5	6.40	1.34	9	6.00	2.74	22	7.14	1.86	5	7.80	2.28	5	7.80	2.77	1	9.00	
The speed in which it gets things accomplished on the ground				30	6.23	1.76	12	6.33	1.67	6	5.83	1.17	8	6.38	2.67	26	6.23	2.29	4	7.50	2.89	9	5.89	2.03	2	4.50	0.71
Being a long-term partner				42	8.17	1.85	11	7.73	1.90	7	6.57	2.30	10	8.30	1.34	27	6.70	2.27	6	7.83	2.14	9	7.78	1.79	1	5.00	
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	7	7.14	1.07	44	6.82	1.90	13	7.23	2.01	8	6.00	1.51	12	6.58	0.90	43	6.16	2.19	7	6.71	2.50	14	6.71	0.99	2	4.50	2.12
The World Bank Group's financial instruments meet the needs of Kazakhstan	2	6.00	0.00	43	6.86	2.07	13	7.38	2.33	7	5.29	1.38	14	6.93	1.07	41	6.63	2.27	7	6.57	3.26	17	7.41	1.00	2	5.50	2.12
The World Bank Group meets Kazakhstan's needs for knowledge services	2	6.00	0.00	43	7.44	1.74	13	7.31	1.97	8	6.38	1.41	13	6.46	1.33	45	7.00	2.29	7	7.29	2.14	19	7.11	1.37	2	7.50	0.71
The World Bank Group's knowledge work and activities are adaptable to Kazakhstan's specific development challenges and country circumstances	4	7.00	.00	42	7.05	1.89	11	7.36	1.86	7	7.00	2.45	6	8.00	1.41	33	7.12	2.32	6	6.33	3.01	16	7.56	1.15	2	6.50	3.54
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7	7.43	.98	46	7.41	1.86	10	7.80	1.48	8	7.13	2.23	13	6.92	1.71	43	7.09	2.32	7	8.43	2.07	17	6.12	1.58	2	5.00	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	6.14	.38	46	7.39	1.88	10	7.70	1.95	8	7.00	2.51	13	7.15	1.63	39	7.03	1.97	5	7.60	2.30	18	7.22	1.31	2	6.50	.71
The World Bank Group takes decisions quickly in Kazakhstan				18	7.17	2.62	4	6.75	1.26	4	7.50	1.91	7	5.57	2.70	20	6.25	2.00	2	10.00	0.00	10	6.60	1.43			
Where country systems are adequate, the World Bank Group makes appropriate use of them				23	6.96	2.46	8	6.00	1.20	4	8.50	1.73	5	6.00	1.22	19	7.68	1.53	4	6.50	4.36	7	7.29	1.25	1	8.00	

\*Significantly different between stakeholder groups

## Appendix G: Kazakhstan FY 2014 Questionnaire



### **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)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources (e.g., investment lending, policy based lending)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance (e.g., advisory services, best practice, international experience)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<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
B14	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The public sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The private sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<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
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<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
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<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
<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	<input type="checkbox"/>

<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

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

<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>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
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>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Very low technical quality									Very high technical quality		Don't know	

**SECTION 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
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>G1. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
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 <a href="http://www.worldbank.org.kz">www.worldbank.org.kz</a> )
2	The World Bank Group's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

<b>Please rate how much you agree with the following statements.</b>													
		Strongly disagree										Strongly agree	Don't know
<b>G9</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<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>	1	2	3	4	5	6	7	8	9	10		<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>	1	2	3	4	5	6	7	8	9	10		<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	1	2	3	4	5	6	7	8	9	10		<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.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**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 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!**