

FY16 the Kyrgyz Republic Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



September 2016



Acknowledgements

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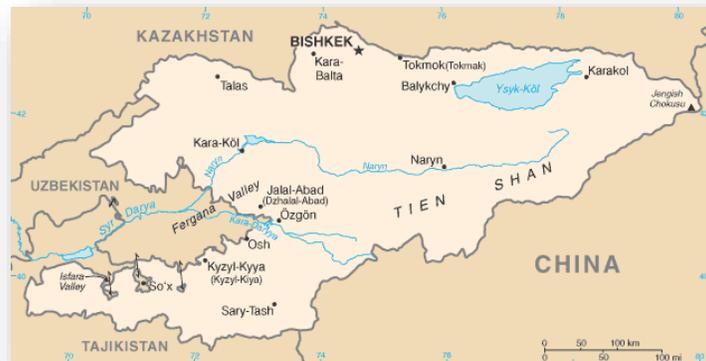
Country Opinion Surveys
THE WORLD BANK GROUP



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THE KYRGYZ REPUBLIC





I. Objectives

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

- *General Issues Facing the Kyrgyz Republic*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in the Kyrgyz Republic*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2016, 479 stakeholders of the WBG in the Kyrgyz Republic were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 322 stakeholders participated in the survey (67% response rate). Respondents either received an invitation to complete the questionnaire via email or completed the questionnaire with a representative from the fielding agency.

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

The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '13 (response rate was 55%, N = 166). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '13 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 96).



III. Demographics of the Sample

Current Position

- For all further analyses, the small number of respondents from the office of a Minister were combined with those from the office of the President/Prime Minister. The few respondents from private foundations, youth groups, and trade unions were included in the “Other” category.

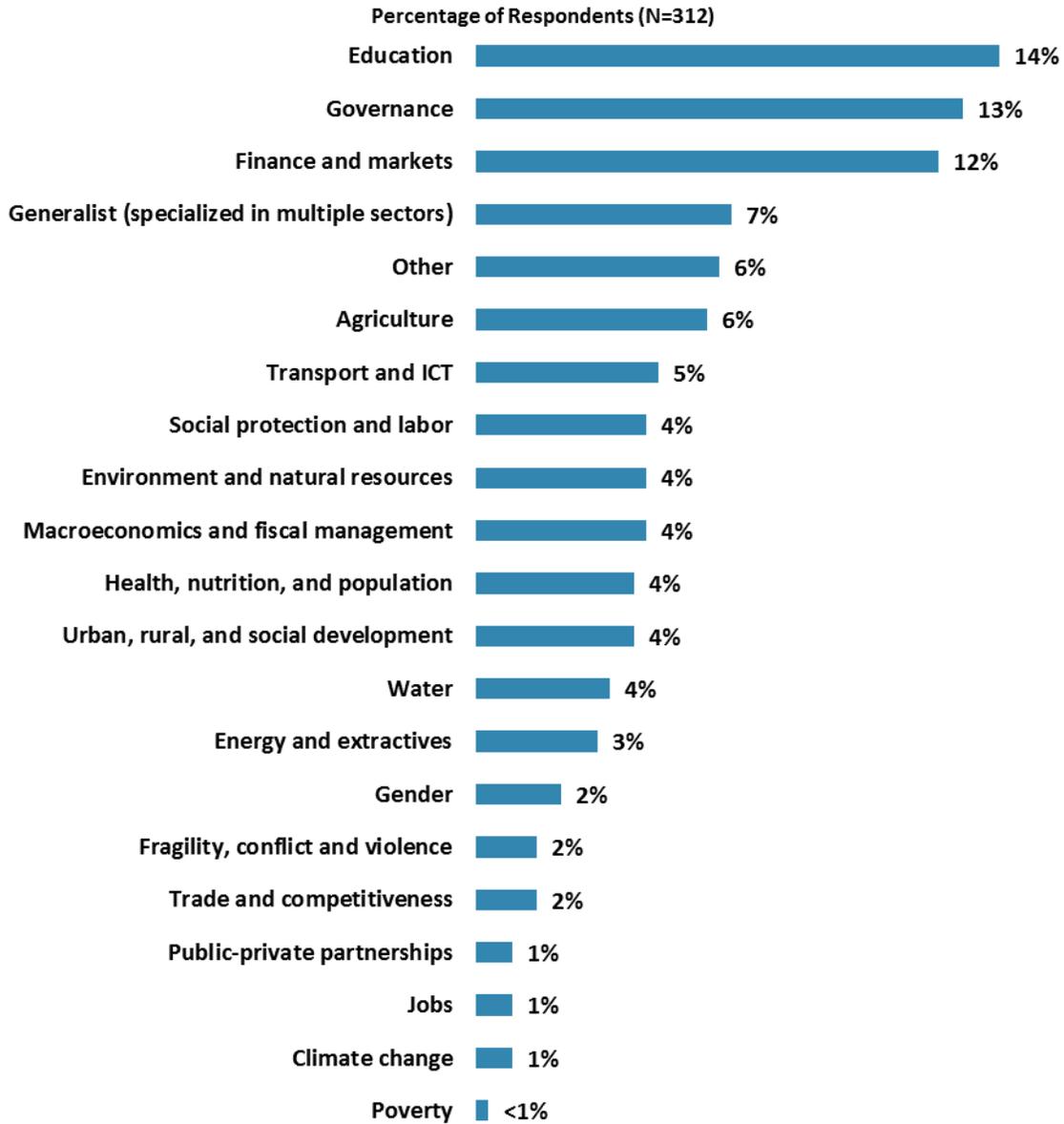


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



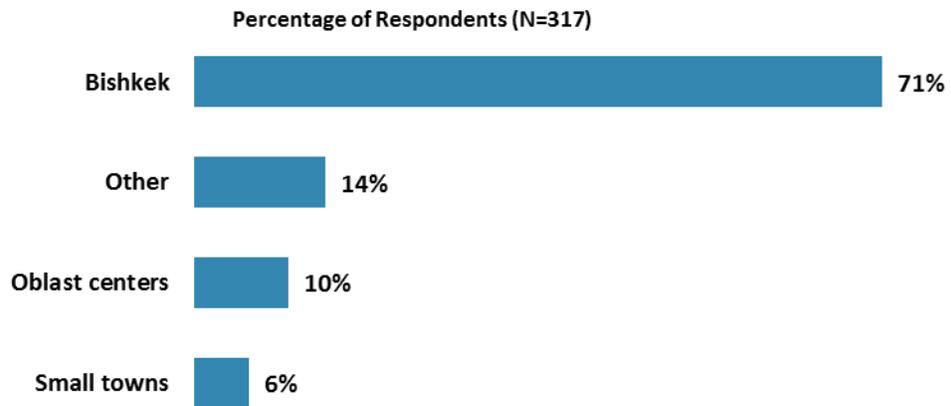
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

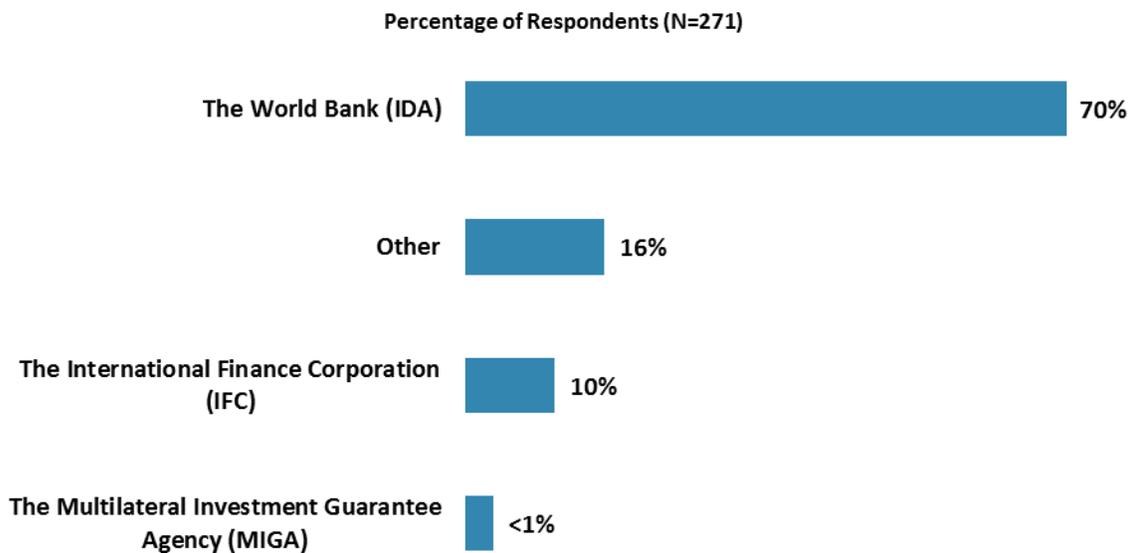
Geographic Locations

- For all further analyses, the small number of respondents from Oblast centers and small towns were combined with those who indicated “Other” to create an “Other Areas” category.



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

Exposure to Agencies within the World Bank Group



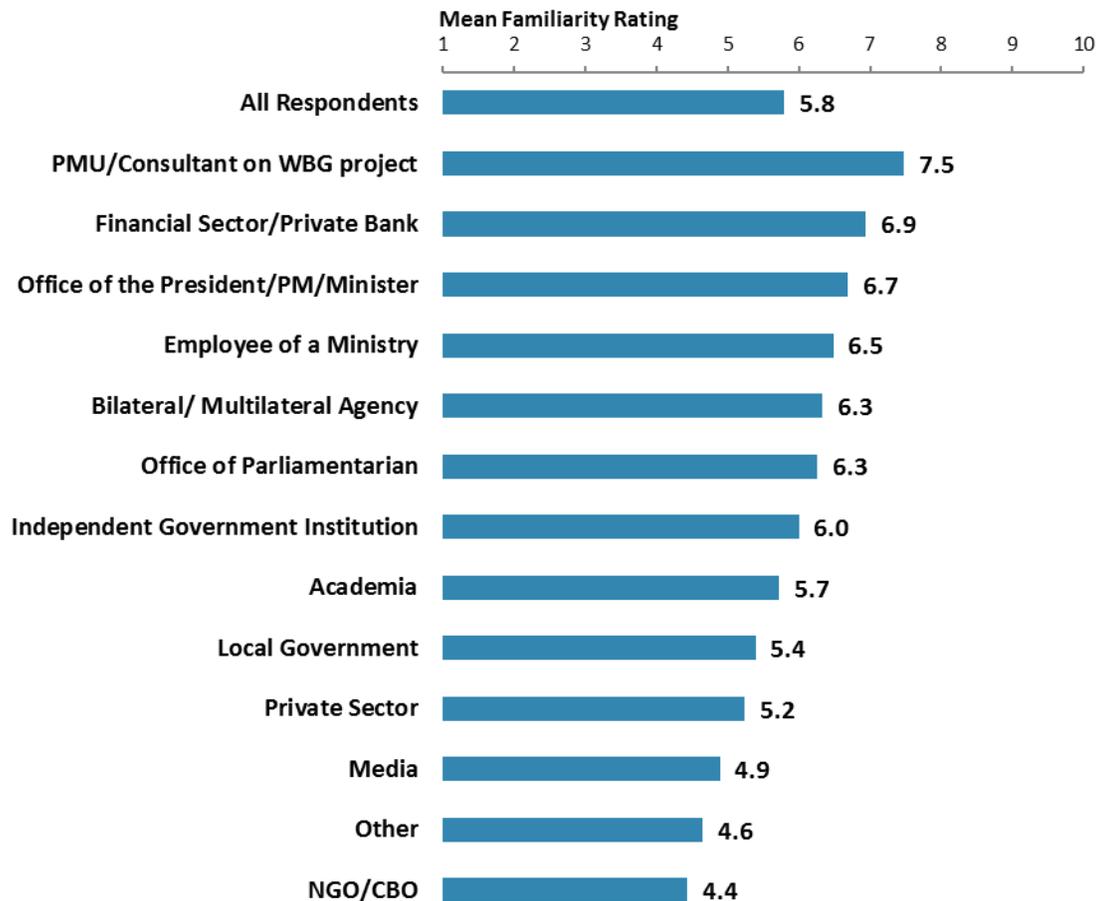
“Which of the following agencies of the World Bank Group do you primarily engage with in the Kyrgyz Republic? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY '13 Country Survey (weighted mean in FY '16 = 5.7; weighted mean in FY '13 = 6.2)¹.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 6.8) than respondents who do not collaborate with the WBG (mean rating = 4.9).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in the Kyrgyz Republic, and moderately, significantly correlated with their ratings of the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in the Kyrgyz Republic.



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

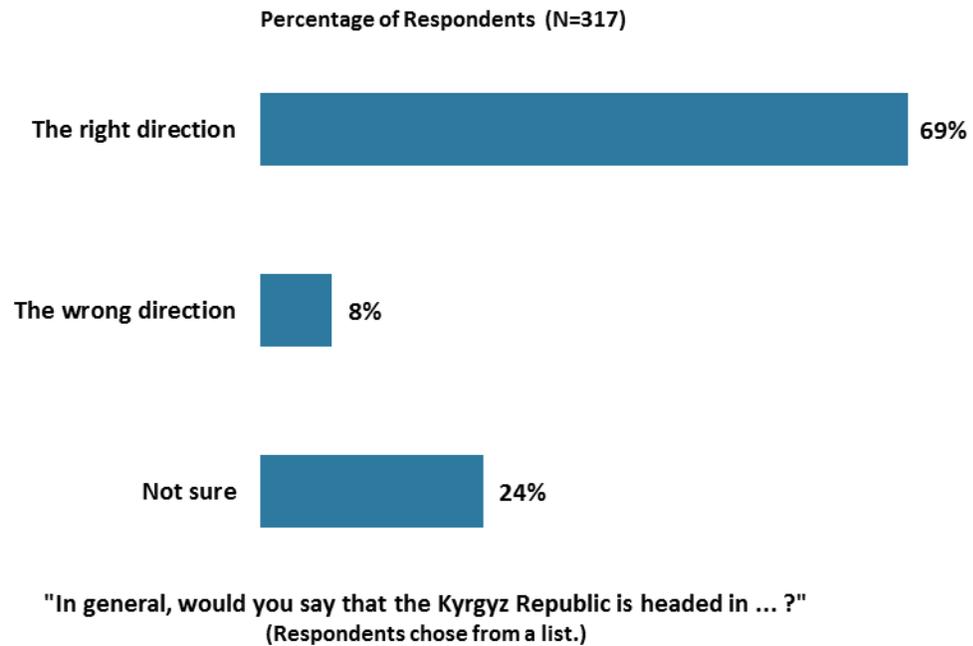
¹Please refer to Appendix E (page 96) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing the Kyrgyz Republic

Headed in the Right Direction

- **Year comparison:** Respondents in the FY '13 Country Survey were asked to indicate where the Kyrgyz Republic's economy was headed, and a plurality indicated it was headed in the right direction (percentage of respondents = 45%); however, more than a third of the FY '13 respondents indicated that they were not sure (34%).

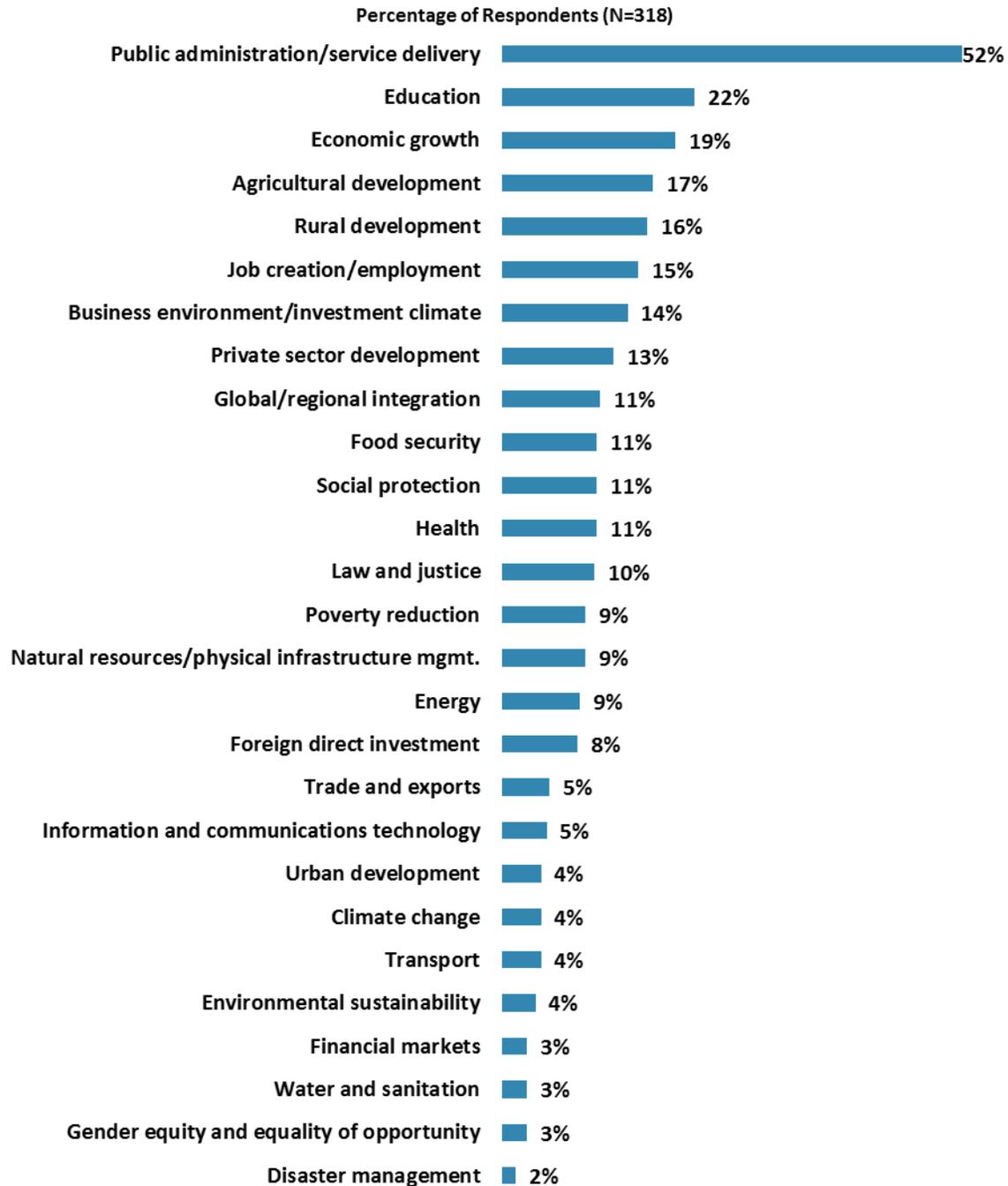




IV. General Issues Facing the Kyrgyz Republic (continued)

Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priorities in the Kyrgyz Republic were public sector governance/ reform (percentage of respondents = 38%) and anti-corruption (35%), followed by education (28%) and energy (21%).



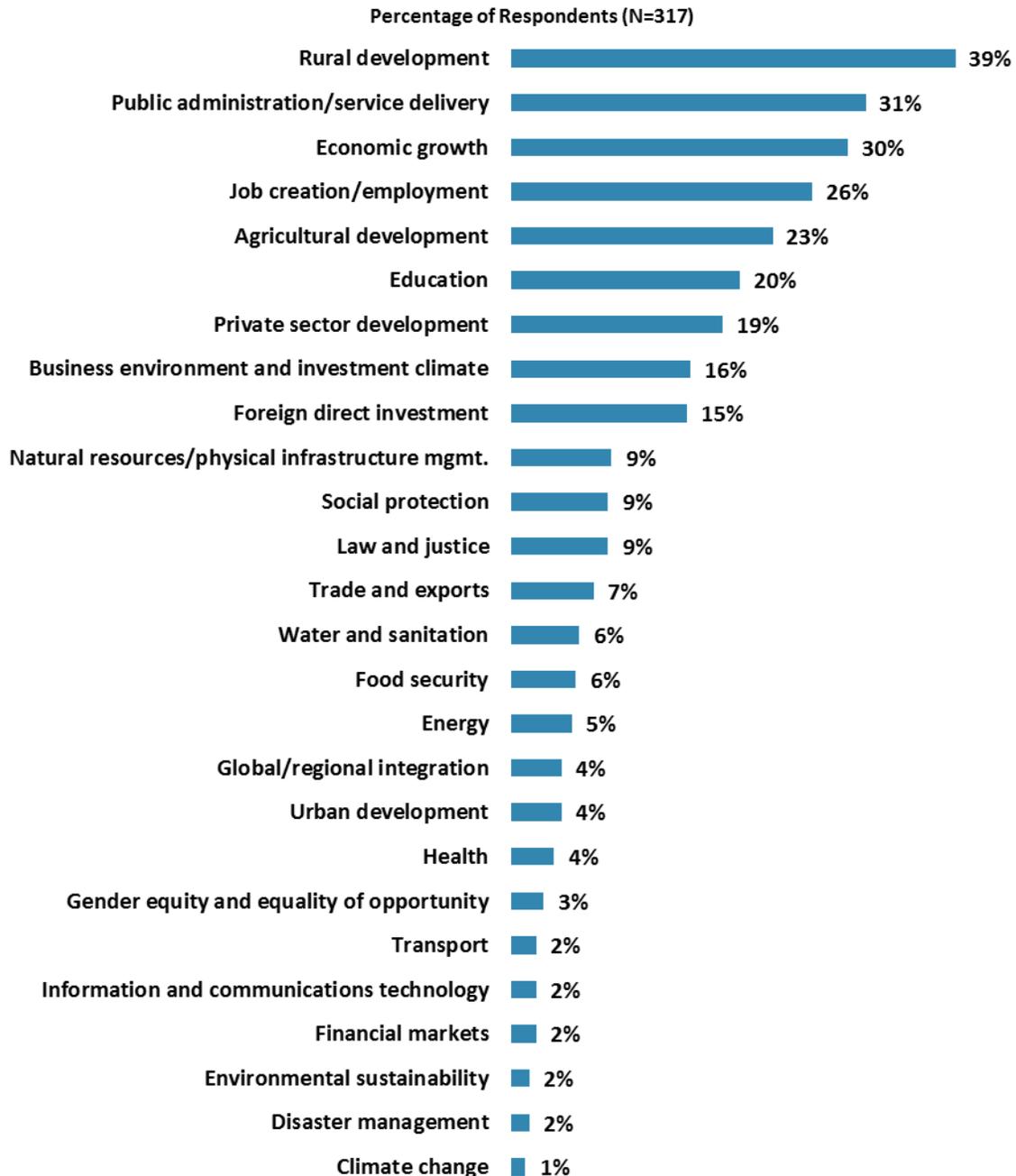
"Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing the Kyrgyz Republic (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the areas that would contribute most to poverty reduction in the Kyrgyz Republic were economic growth (percentage of respondents = 40%), job creation/employment (35%), and rural development (32%), followed by anti-corruption (23%) and agricultural development (20%).

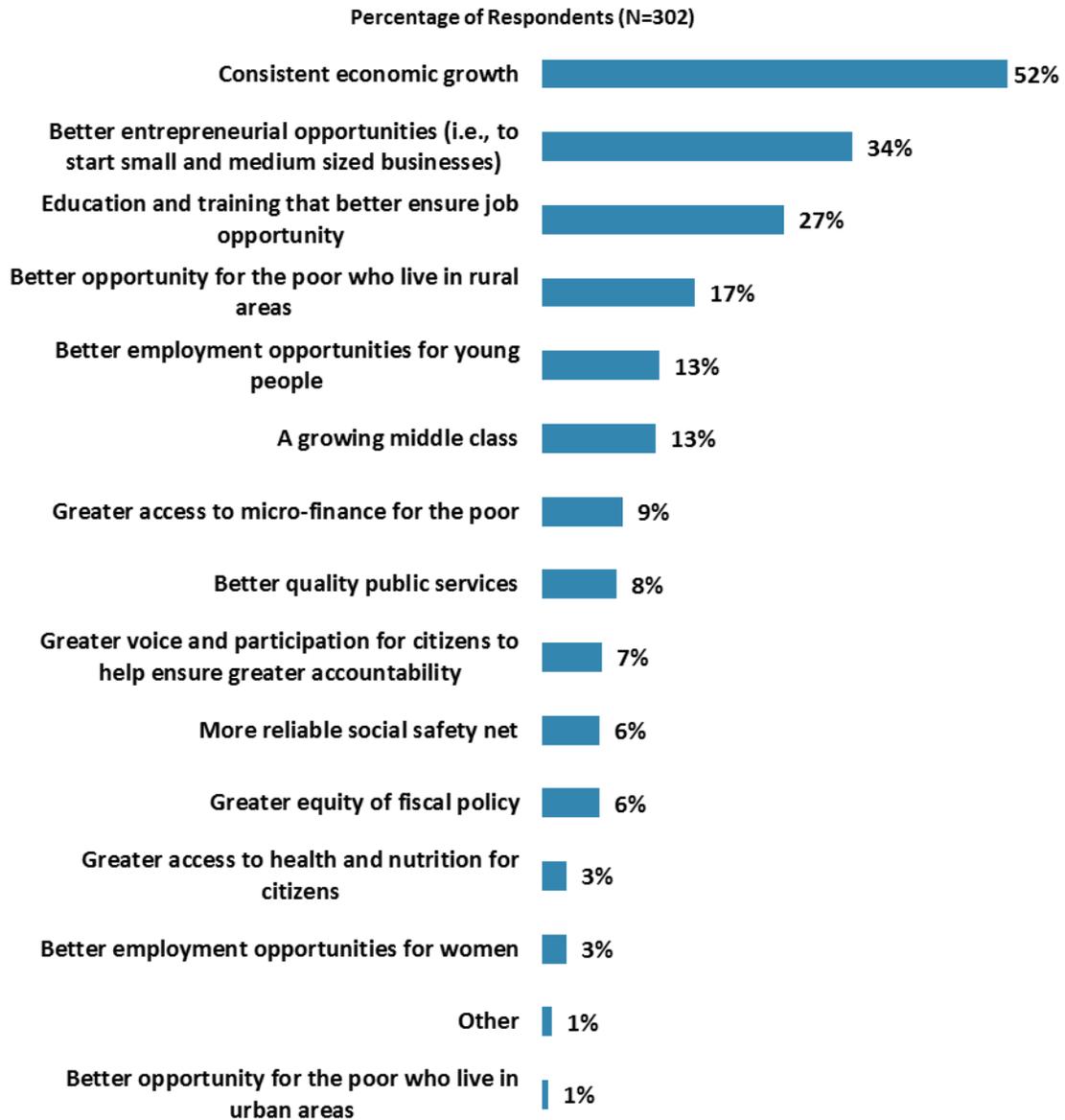


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Kyrgyz Republic?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing the Kyrgyz Republic (continued)

Factors Contributing to “Shared Prosperity”

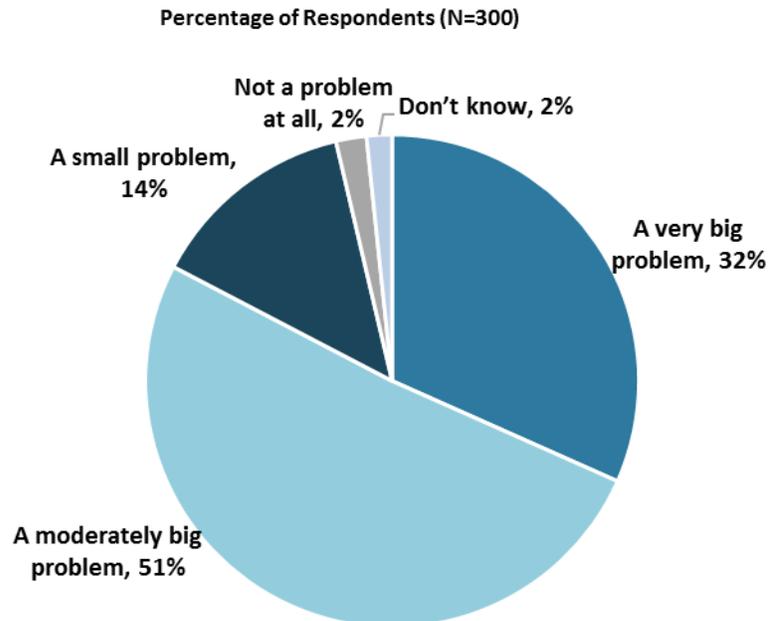


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Kyrgyz Republic? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



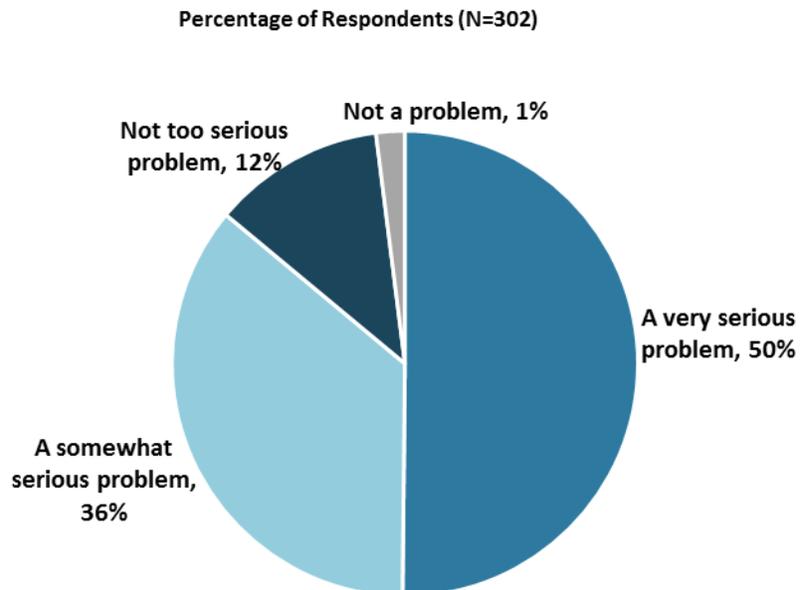
IV. General Issues Facing the Kyrgyz Republic (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Kyrgyz Republic? (Select only ONE response)" (Respondents chose from a list.)

Global Climate Change



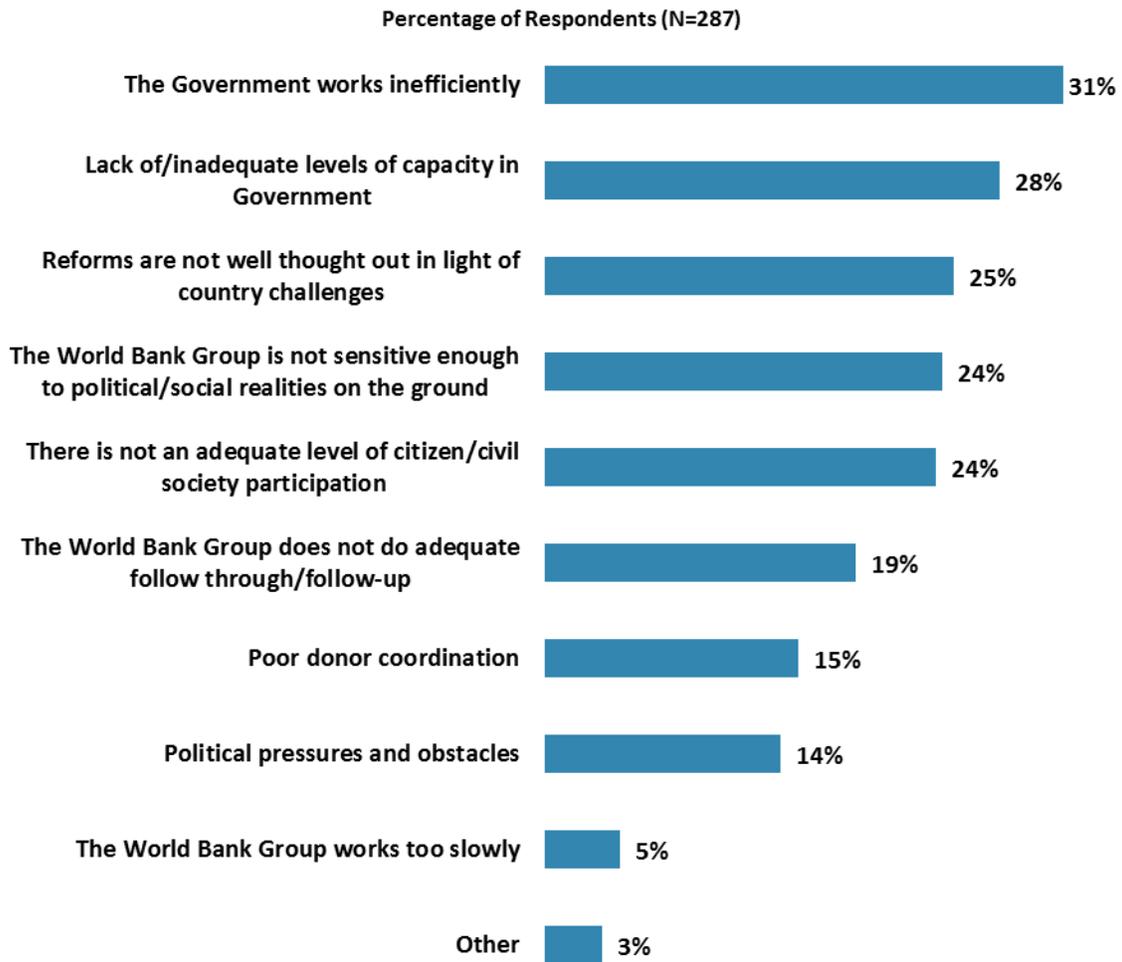
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they most often attributed failed or slow WBG assisted reform efforts to the government working inefficiently (percentage of respondents = 39%), followed by the World Bank not being sensitive enough to political/social realities on the ground (26%), an inadequate level of civil society participation (24%), lack of/inadequate levels of capacity in Government (23%), and reforms not being well thought out in light of country challenges (23%).



"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.)



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)

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar ratings for the WBG’s overall effectiveness in the Kyrgyz Republic (weighted mean = 6.3) compared to respondents from the FY ’13 Country Survey (weighted mean = 6.1)².
- **Stakeholders:** Respondents from the office of the President/Prime Minister/Minister and PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG’s overall effectiveness whereas respondents from the financial sector/private banks and NGOs/CBOs gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in the Kyrgyz Republic (mean rating = 7.0) compared to respondents who are not collaborating (mean rating = 5.7).



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

²Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean = 6.5) compared to respondents from the FY '13 Country Survey (weighted mean = 6.1)³.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and local government gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from the financial sector/private banks, the media, NGOs/CBOs, and bilateral/multilateral agencies gave significantly lower ratings.
- **Locations:** Respondents from Other Areas gave significantly higher ratings for the WBG's overall effectiveness in the Kyrgyz Republic (mean rating = 7.0) compared to respondents from Bishkek (mean rating = 6.3).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.0) compared to respondents who are not collaborating (mean rating = 6.1).



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

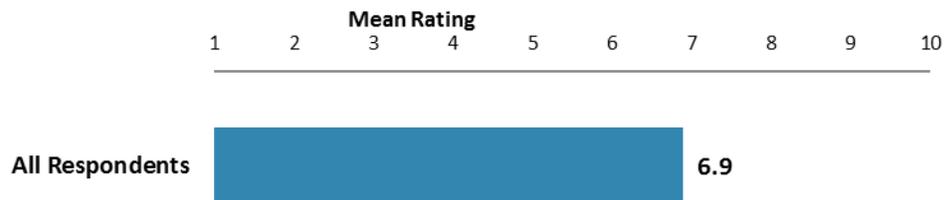
³Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's staff being well prepared (weighted mean = 6.8) compared to respondents from the FY '13 Country Survey (weighted mean = 6.6)⁴.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff preparedness (mean rating = 7.4) compared to respondents who are not collaborating (mean rating = 6.3).



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

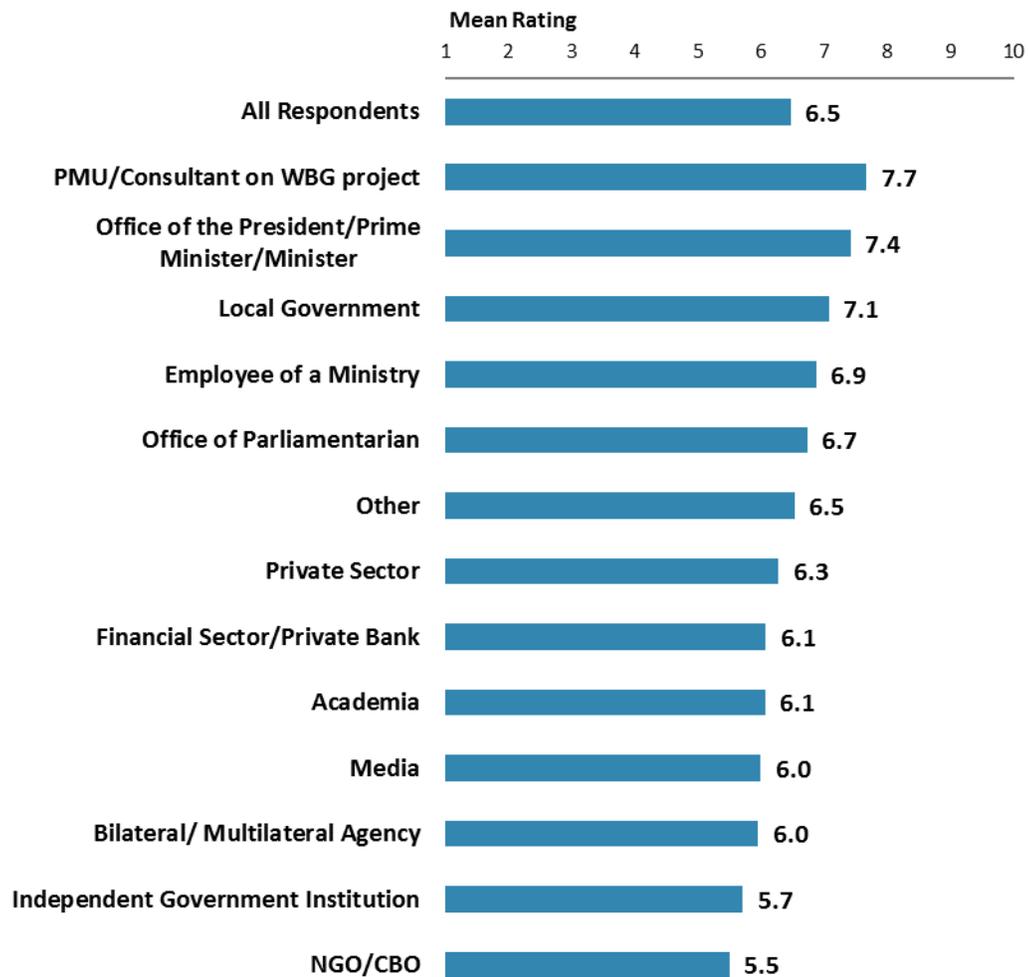
⁴Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-seven COS indicator questions whereas respondents from independent government institutions and NGOs/CBOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 65).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-seven COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 102).



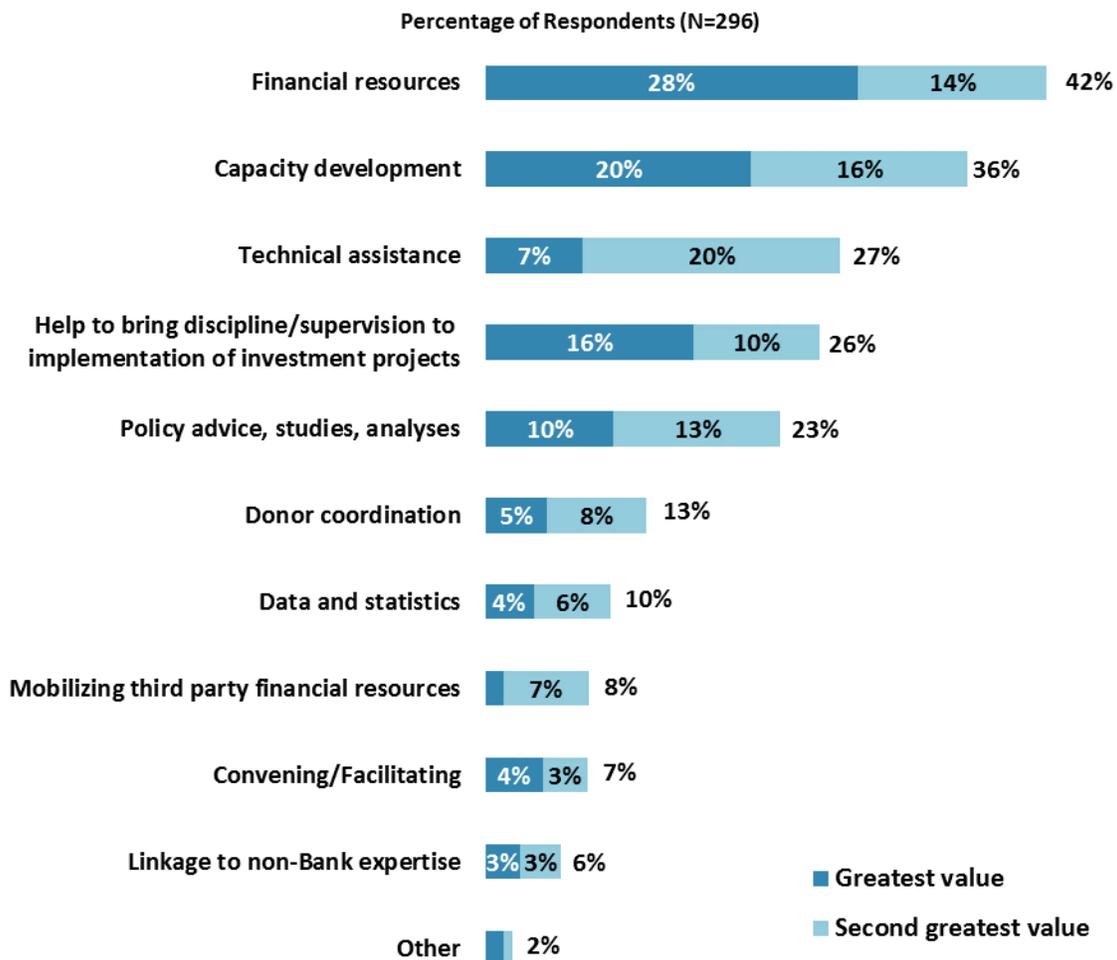
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- Year comparison:** The vast majority of respondents in the FY '13 Country Survey indicated that the WBG's greatest value to the Kyrgyz Republic was its financial resources for investment lending (percentage of respondents = 71%), followed by its financial resources for policy based lending/budget support to the Government (30%), training/capacity building (28%), and technical assistance (24%).



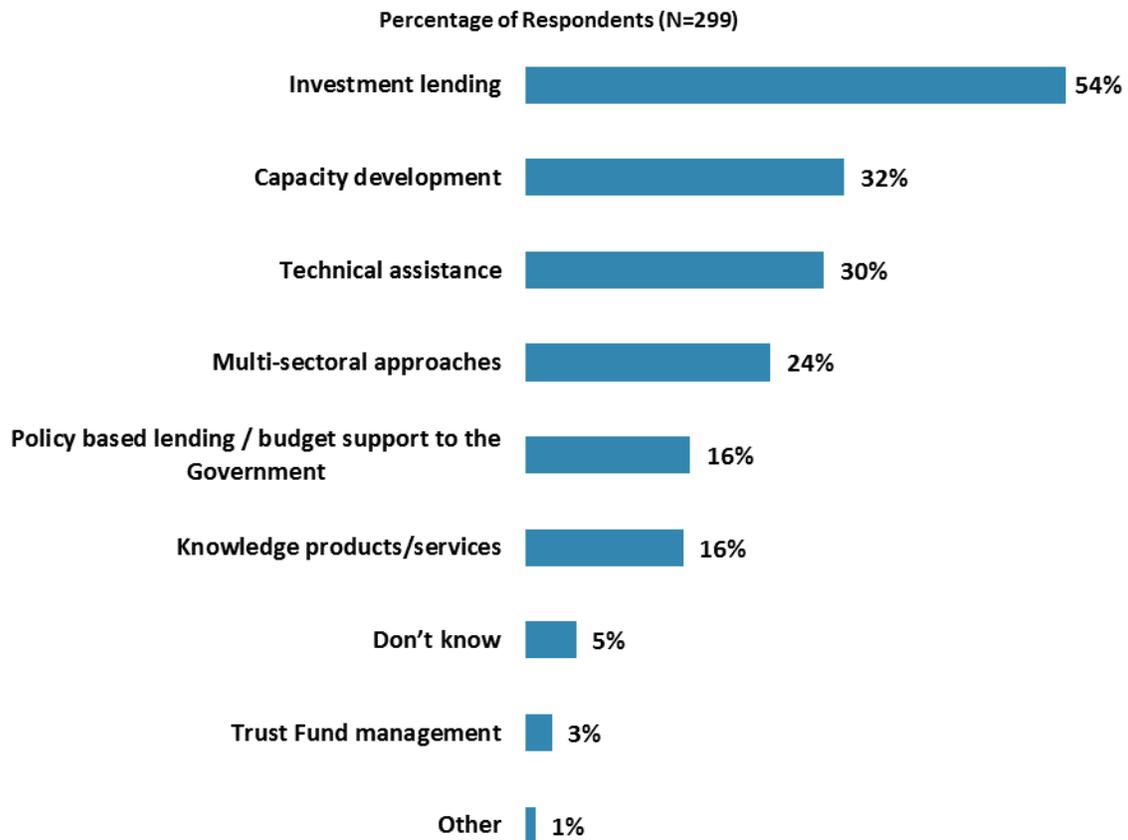
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's most effective instrument at reducing poverty in the Kyrgyz Republic was its investment lending (percentage of respondents = 68%), followed by its capacity development (45%) and technical assistance (33%).



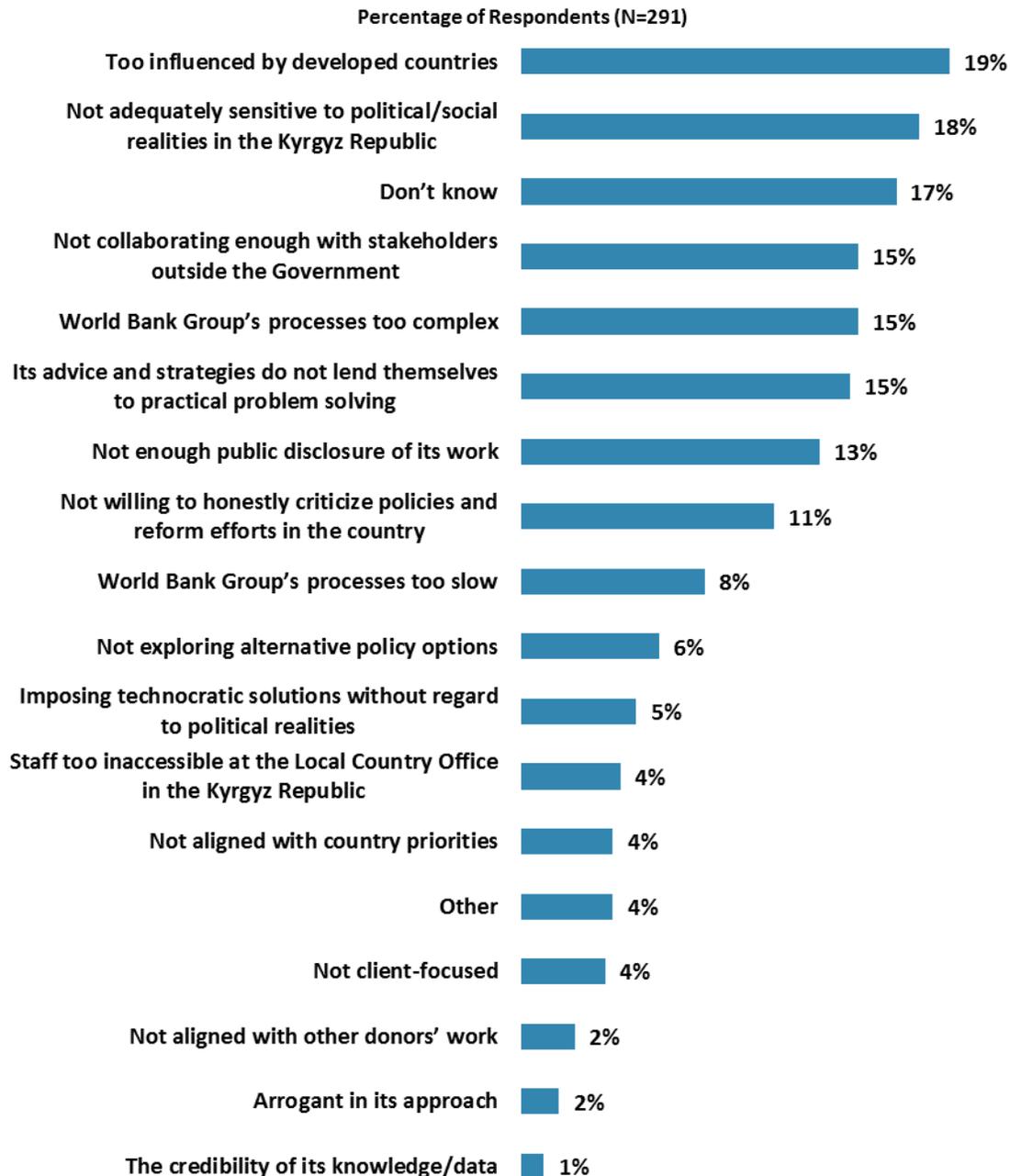
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose not more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest weakness in its work in the Kyrgyz Republic was not enough public disclosure of its work (percentage of respondents = 34%), followed by not being adequately sensitive to political/social realities (19%), its processes being too slow and complex (18%), not collaborating enough with non-state actors (17%), and its staff being too inaccessible (15%).

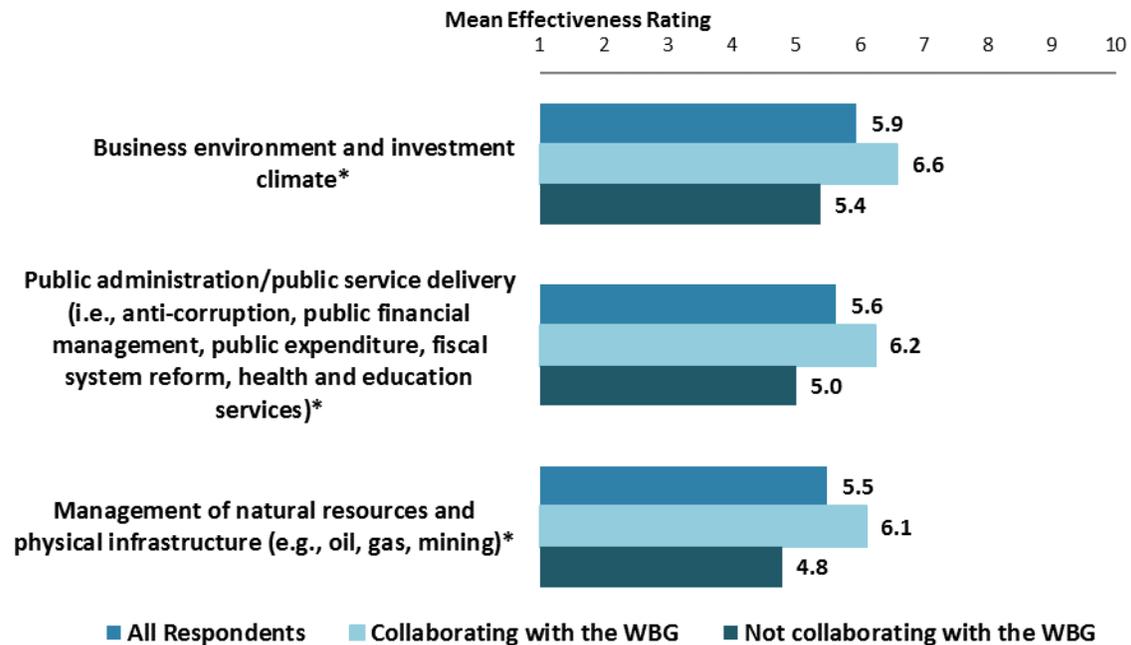


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas⁵



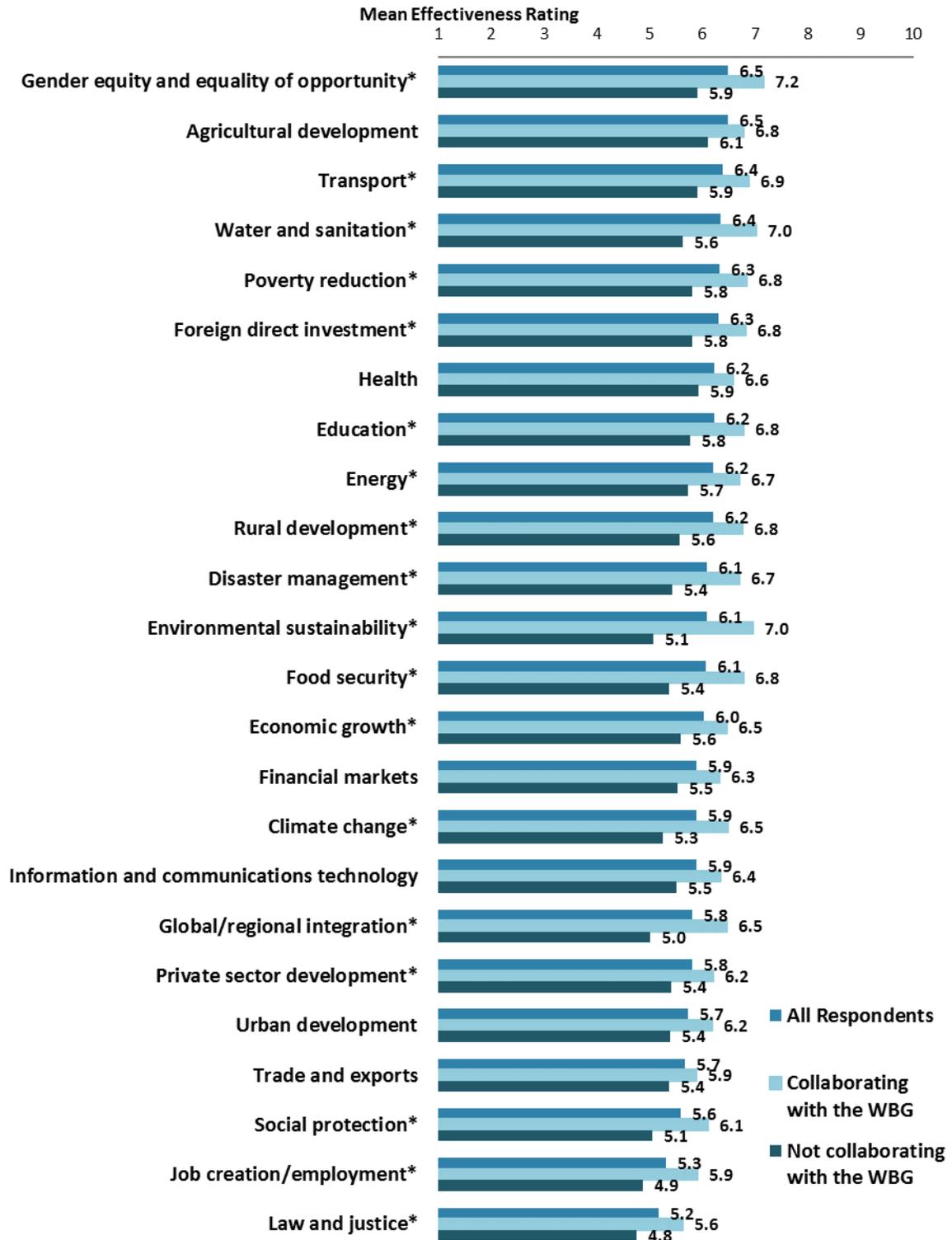
"The World Bank has emphasized the main objective to improve governance in its strategy with the Government of the Kyrgyz Republic, focusing on the following areas of economic development. How would you rate the EFFECTIVENESS of the World Bank Group's support in these areas over the past two years (2014-2015)? Please rate the EFFECTIVENESS of the three key clusters of interventions of the World Bank Group's strategy." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)

⁵Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 50) for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas (continued)

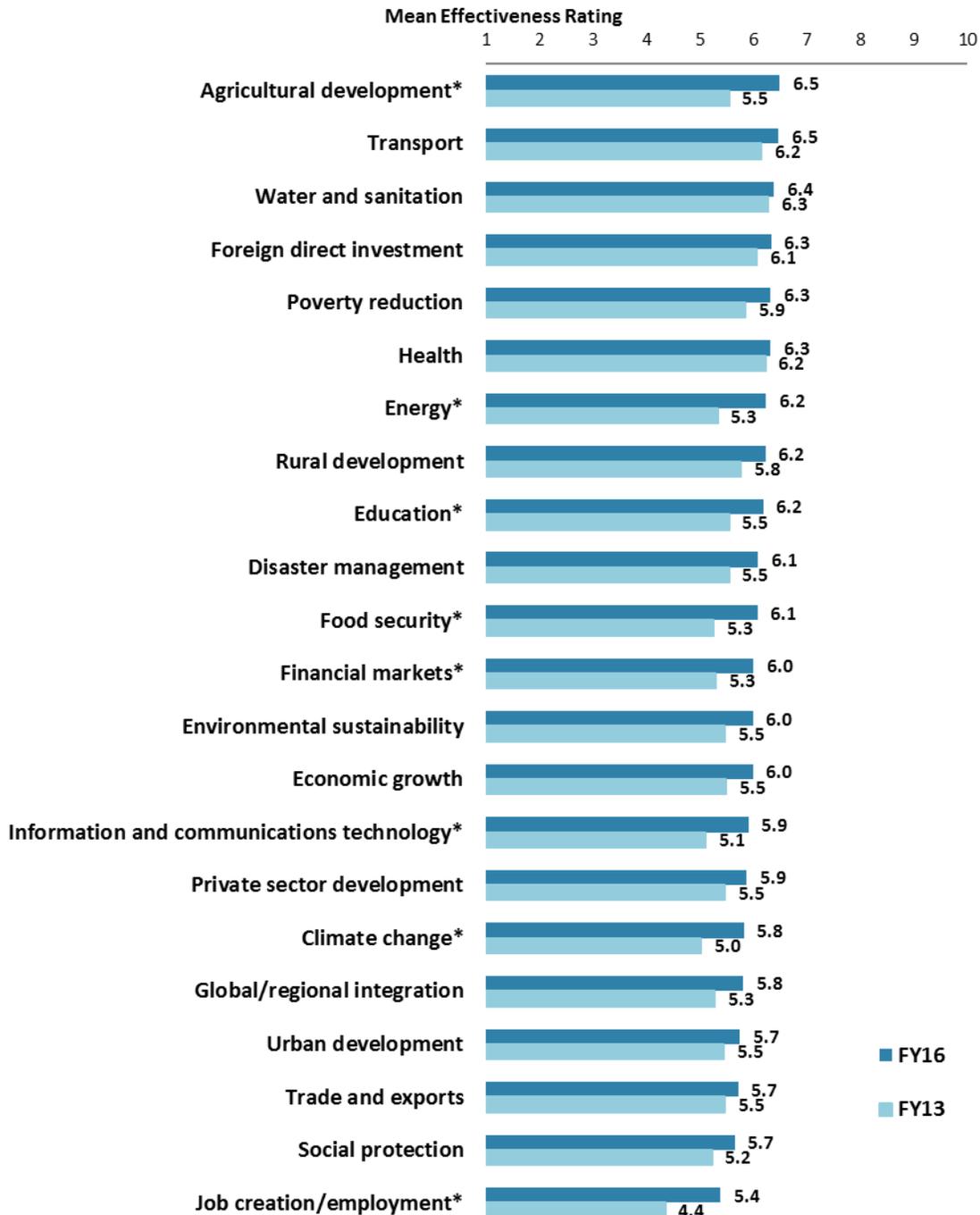


"Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development." (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



"Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development." (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY16 and FY13)

⁶All means presented in this chart are calculated based on weighted data. See Appendix E (page 96) for details.



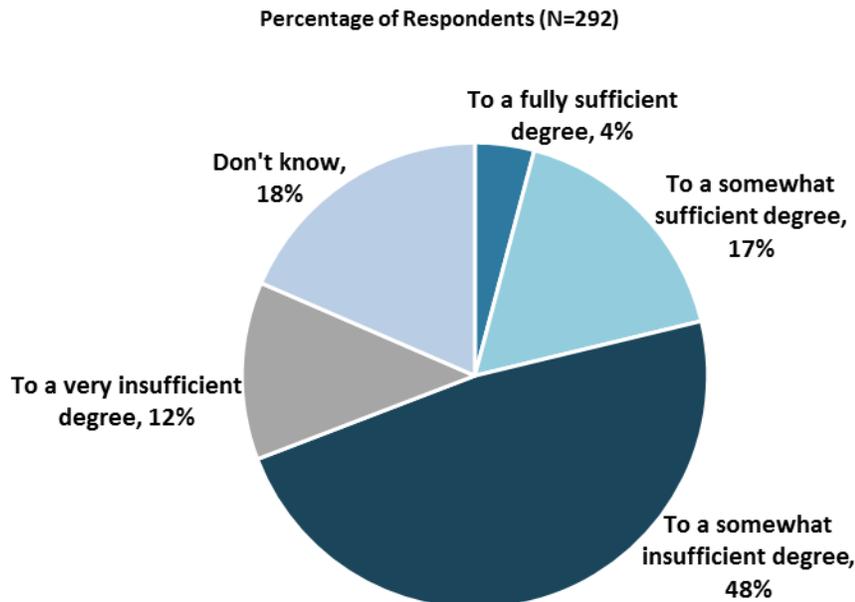
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Kyrgyz Republic?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in the Kyrgyz Republic? (Select only ONE response)" (Respondents chose from a list.)



VI. Sectoral 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 the Kyrgyz Republic, bivariate correlational analyses were conducted using respondents' ratings of the twenty-seven specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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 the Kyrgyz Republic. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at food security;
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at public administration and public service delivery;
 - The WBG's effectiveness at environmental sustainability; and
 - The WBG's effectiveness at poverty reduction.

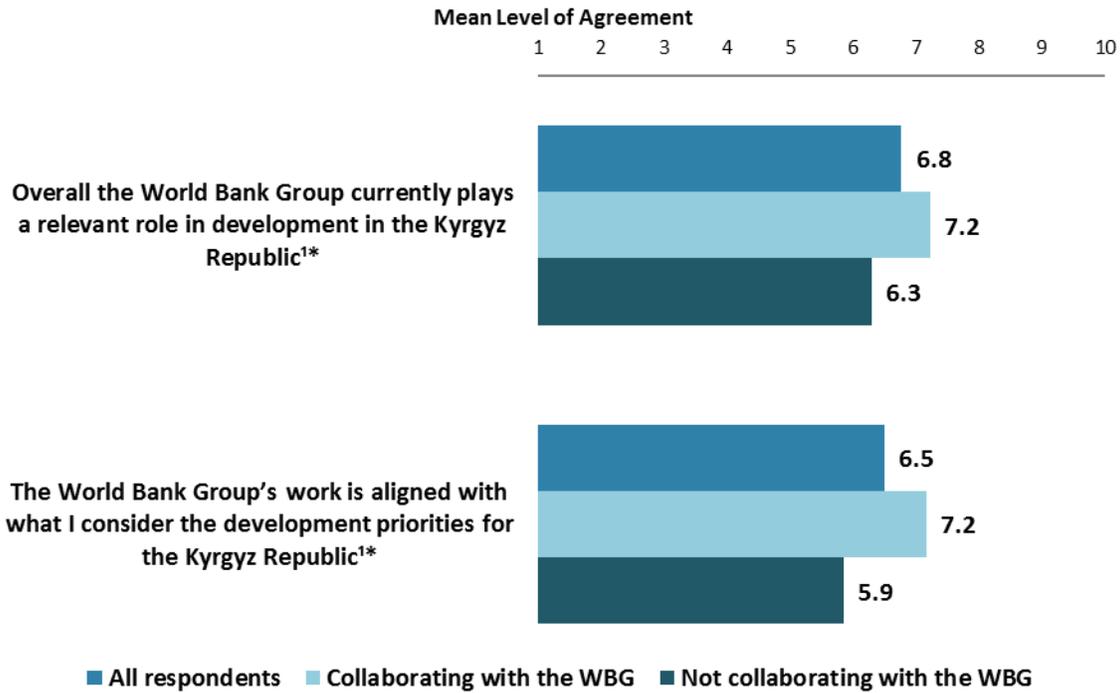
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in the Kyrgyz Republic, suggesting that ratings of effectiveness in those 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 poverty reduction;
 - The WBG's effectiveness at business environment and investment climate;
 - The WBG's effectiveness at private sector development;
 - The WBG's effectiveness at public administration and public service delivery;
 - The WBG's effectiveness at law and justice; and
 - The WBG's effectiveness at food security.



VII. How the World Bank Group Operates

The World Bank Group’s Work in the Kyrgyz Republic

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that “Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic” (weighted mean rating = 6.7) and that “The WBG’s work is aligned with what I consider the development priorities for the Kyrgyz Republic” (weighted mean rating = 6.4) compared to respondents from the FY ’13 Country Survey (mean ratings = 6.7 and 6.0, respectively)⁷.



"To what extent do you agree with the following statements about the World Bank Group’s work in the Kyrgyz Republic?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question

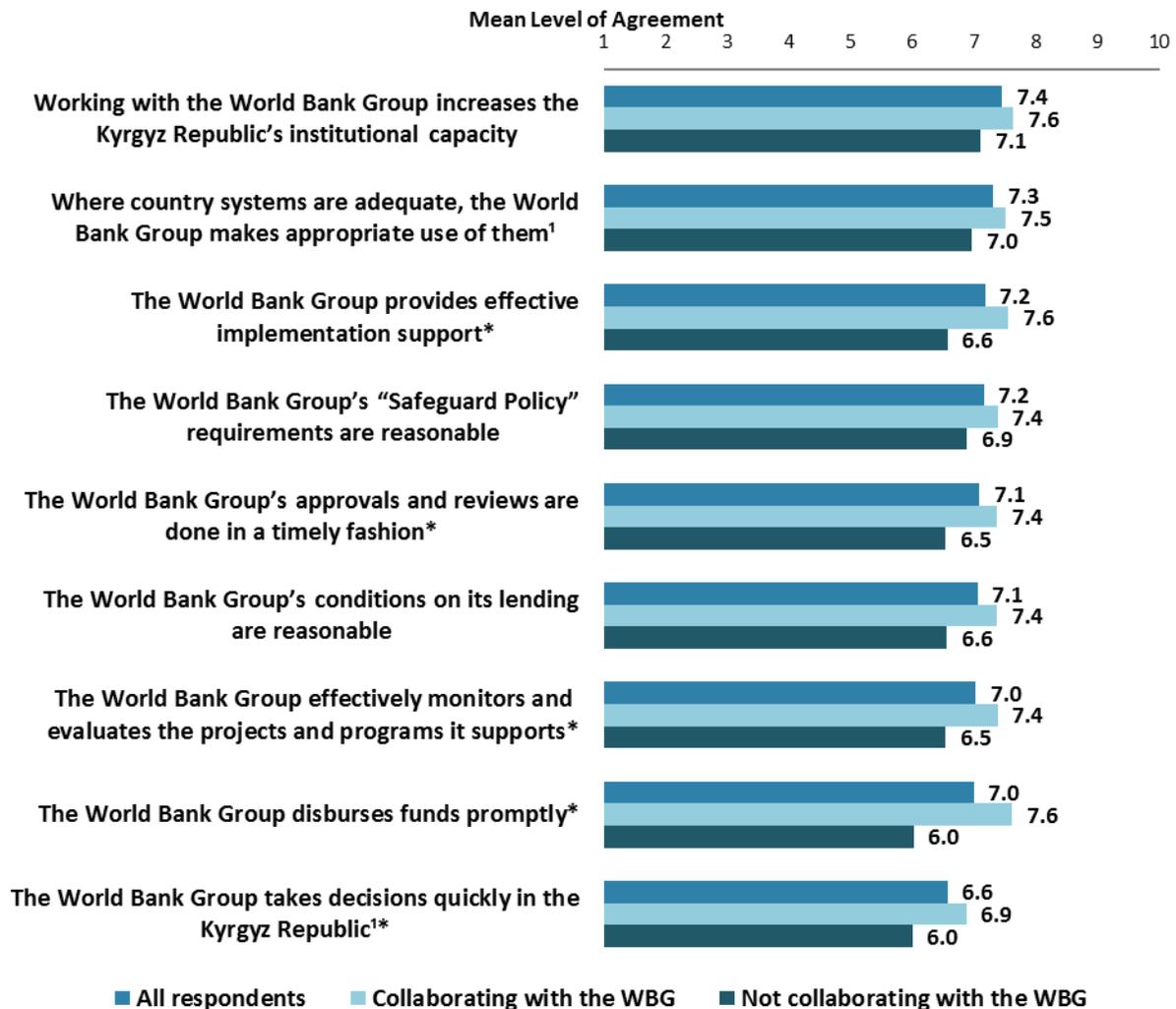
⁷Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in the Kyrgyz Republic. For the most part, respondents from PMUs/Consultants on WBG-supported projects and other organizations tended to have the highest levels of agreement whereas respondents from bilateral/multilateral agencies tended to have significantly lower levels of agreement (refer to Appendix B, page 65, for a complete breakdown).
- **Location:** Respondents from Other Areas had significantly higher levels of agreement that “The World Bank Group takes decisions quickly in the Kyrgyz Republic” (mean rating = 7.3) compared to respondents from Bishkek (mean rating = 6.2).



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

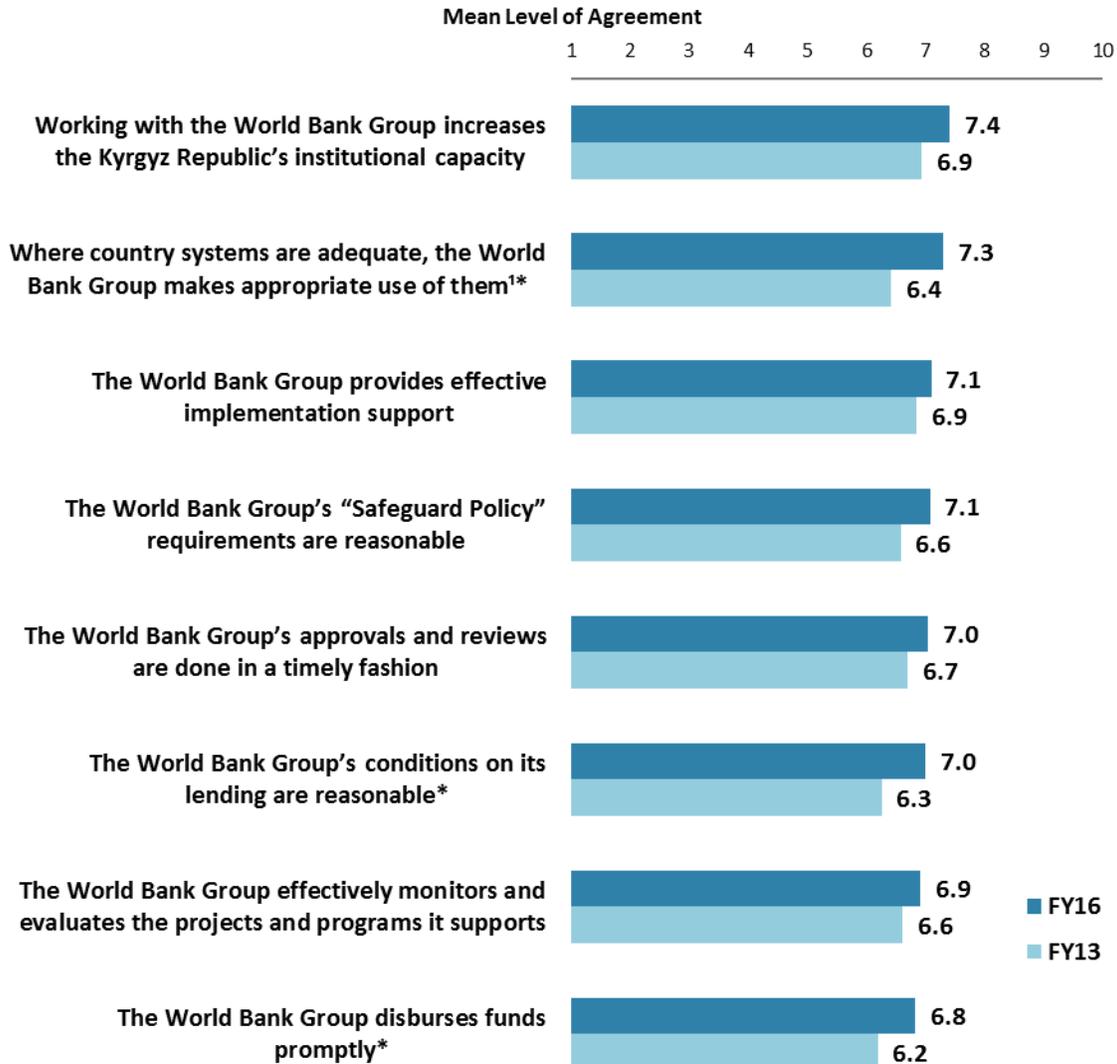
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

(*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question
(*Significantly different between FY16 and FY13)

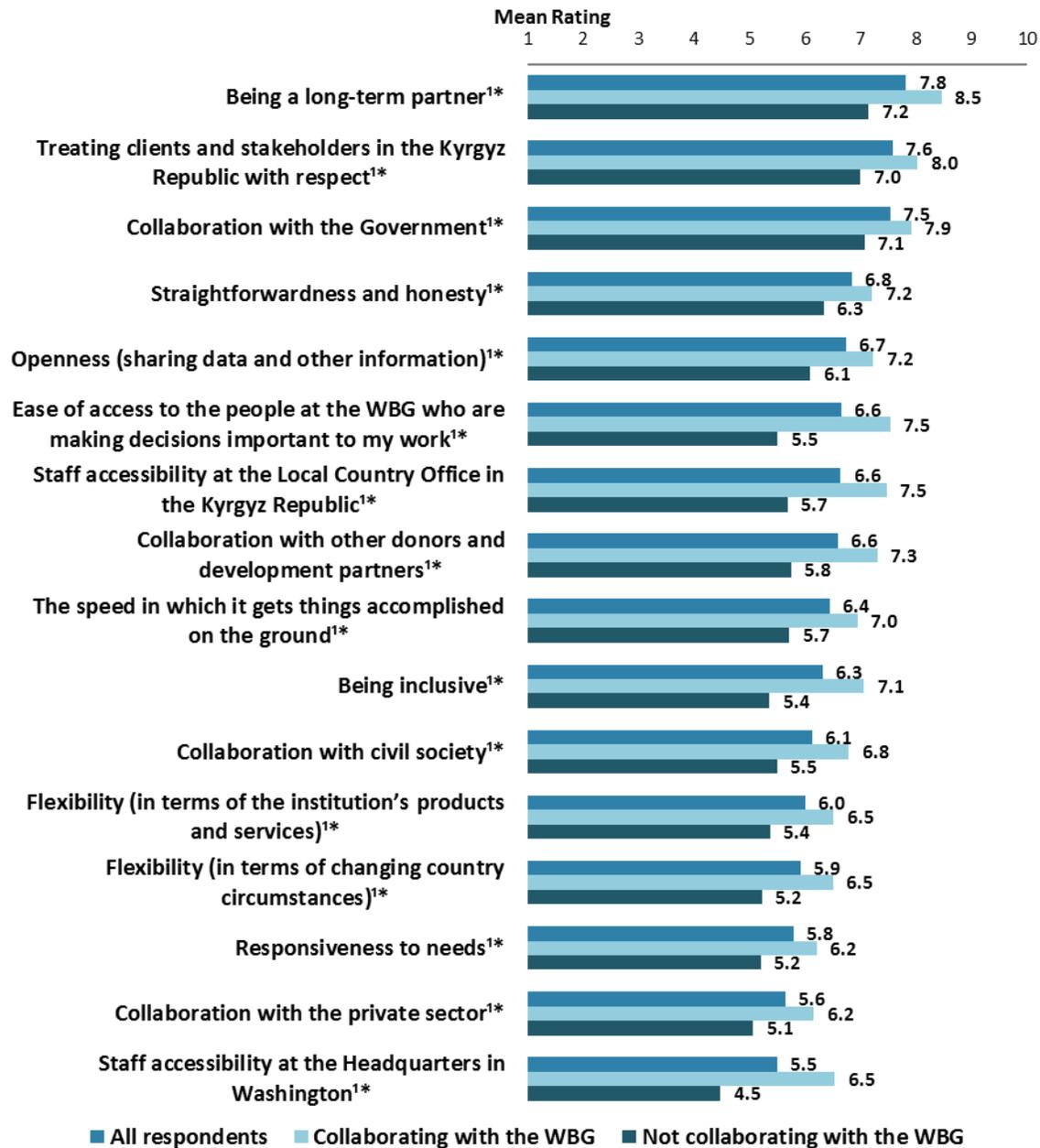
⁸All means presented in this chart are calculated based on weighted data. See Appendix E (page 96) for details.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in the Kyrgyz Republic (see Appendix B, page 65). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest ratings whereas respondents from bilateral or multilateral agencies, NGOs/CBOs, and academia tended to have significantly lower ratings.



"To what extent is the World Bank Group an effective development partner in the Kyrgyz Republic, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question

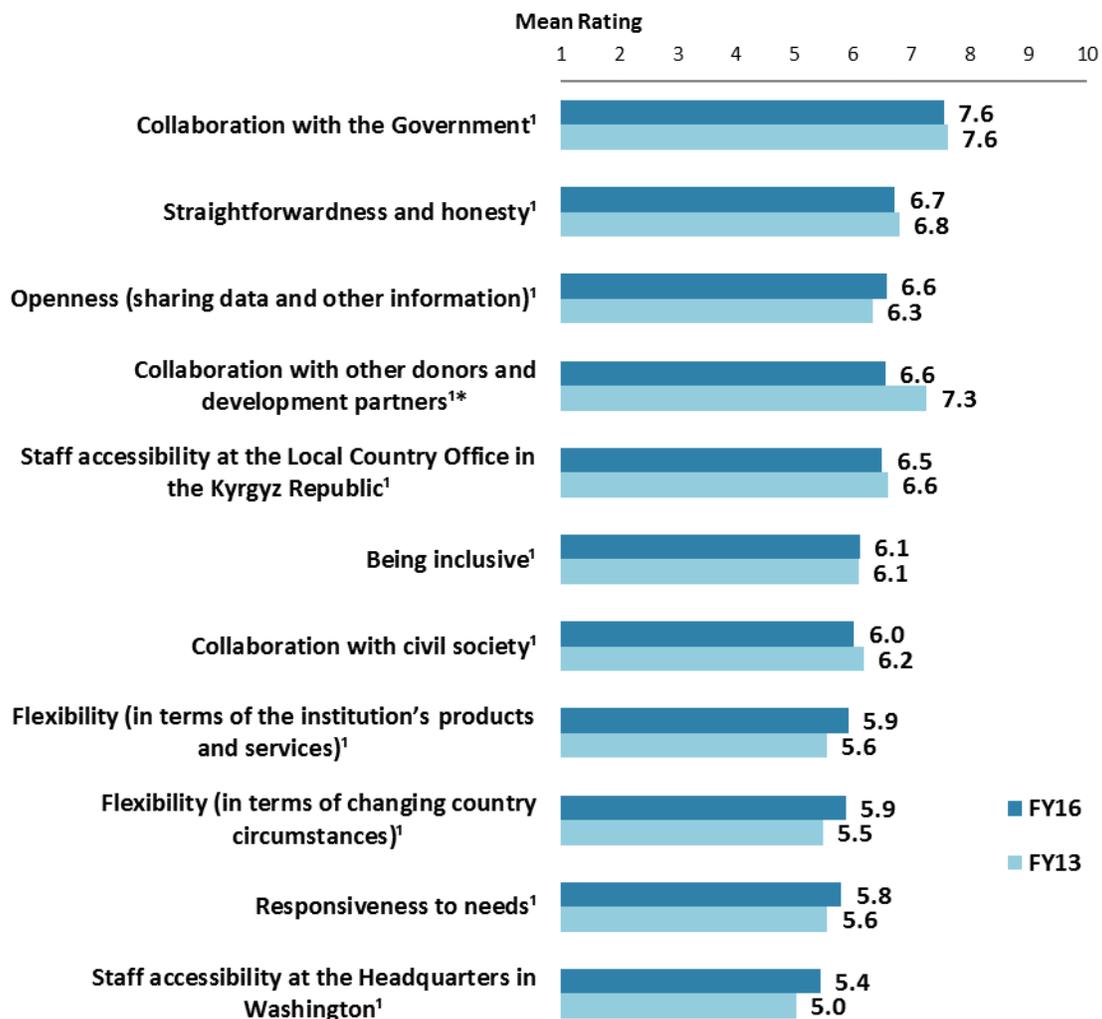


VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner (continued)

- **Locations:** Respondents from Other Areas had significantly higher ratings for “*Responsiveness to needs*” (mean rating = 6.6), “*Flexibility (in terms of the institution’s products and services)*” (mean rating = 6.7), “*Flexibility (in terms of changing country circumstances)*” (mean rating = 6.7), and “*The speed in which it gets things accomplished on the ground*” (mean rating = 7.3) compared to respondents from Bishkek (mean ratings = 5.5, 5.8, 5.6, and 6.1, respectively).

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY16 and FY13) ¹Indicator Question

⁹All means presented in this chart are calculated based on weighted data. See Appendix E (page 96) for details.



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

- **Stakeholders:** Respondents from the office of the President/Prime Minister/Minister and PMUs/Consultants on WBG-supported projects gave the highest ratings for the extent to which the WBG measures and corrects its work in real time in the Kyrgyz Republic whereas respondents from independent government institutions gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG measures and corrects its work in real time (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).



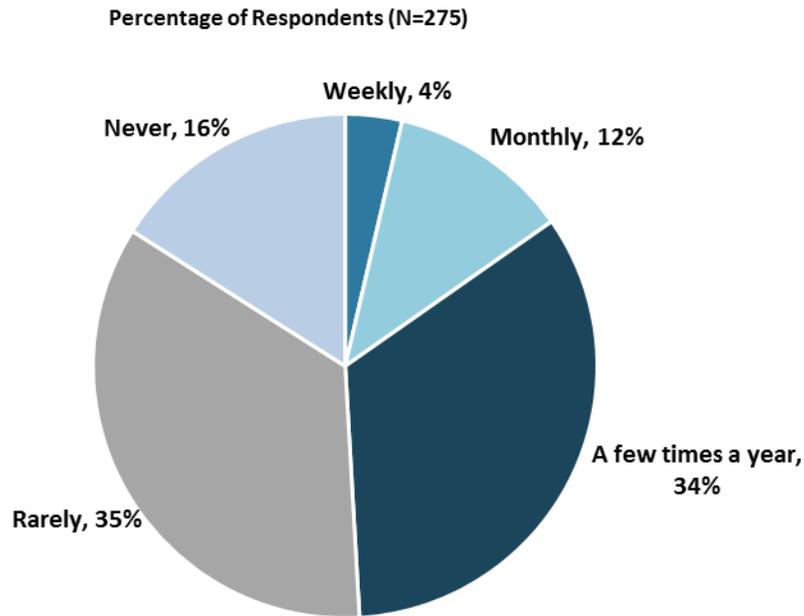
"To what extent do you believe the World Bank Group measures and corrects its work in real time in the Kyrgyz Republic?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group’s Knowledge and Instruments

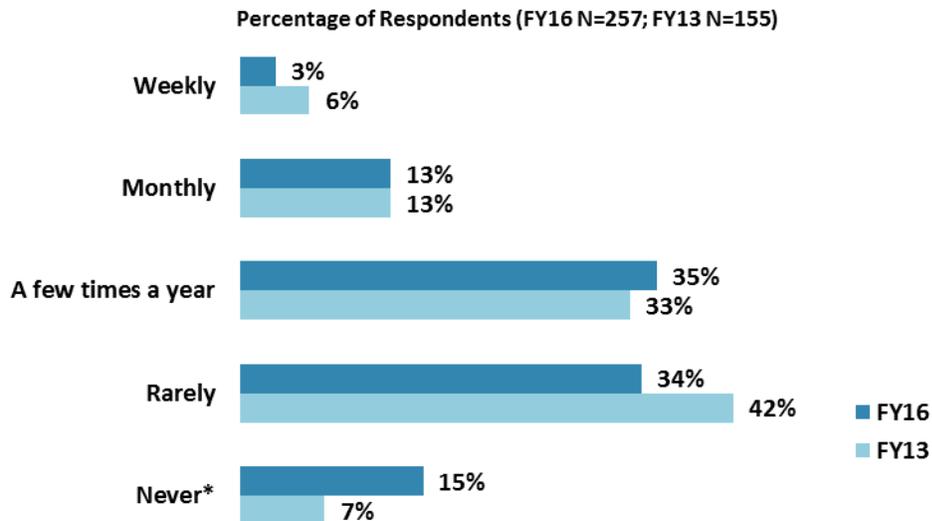
Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the most frequent usage of the WBG’s knowledge work (percentage of respondents = 38% weekly/monthly) whereas respondents from the private sector and other organizations indicated significantly less frequent usage (81% and 80% rarely/never, respectively).



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

Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison¹⁰



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) *Significantly different between FY16 and FY13

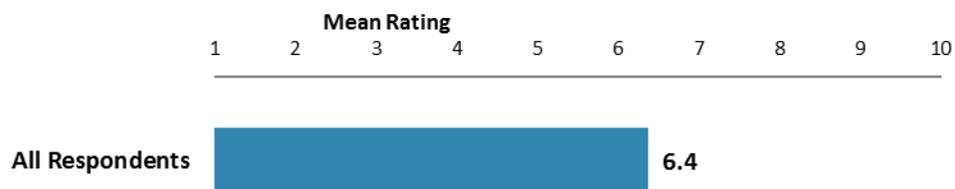
¹⁰All percentages presented in this chart are calculated based on weighted data. See Appendix E (page 96) for details.



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

Meeting the Kyrgyz Republic's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets the Kyrgyz Republic's needs for knowledge services (weighted mean = 6.4) compared to respondents from the FY '13 Country Survey (weighted mean = 6.4)¹¹.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG meets the Kyrgyz Republic's needs for knowledge services (mean rating = 7.0) compared to respondents who are not collaborating with the WBG (mean rating = 5.8).



"The World Bank Group meets the Kyrgyz Republic's needs for knowledge services."
(1-"Strongly disagree", 10-"Strongly agree")

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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.7) compared to respondents from the FY '13 Country Survey (weighted mean = 6.6)¹¹.



"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")

¹¹Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.

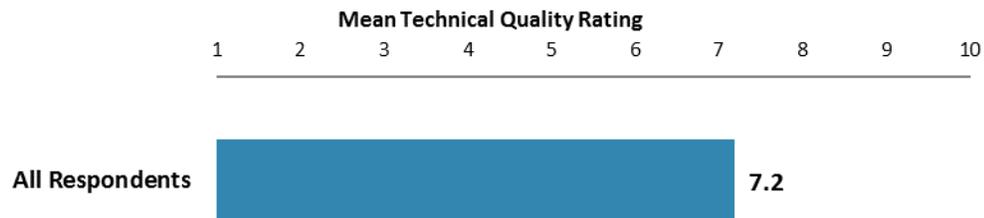


VIII. World Bank Group's Knowledge and Instruments (continued)

Technical Quality of the WBG's Knowledge Work and Activities

(Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.2) compared to respondents from the FY '13 Country Survey (weighted mean = 7.0)¹²
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects, the private sector, and other organizations gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas employees of ministries and respondents from NGOs/CBOs, the financial sector/private banks, the media, academia, and independent government institutions gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.6) compared to respondents who are not collaborating with the WBG (mean rating = 6.8).



"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")

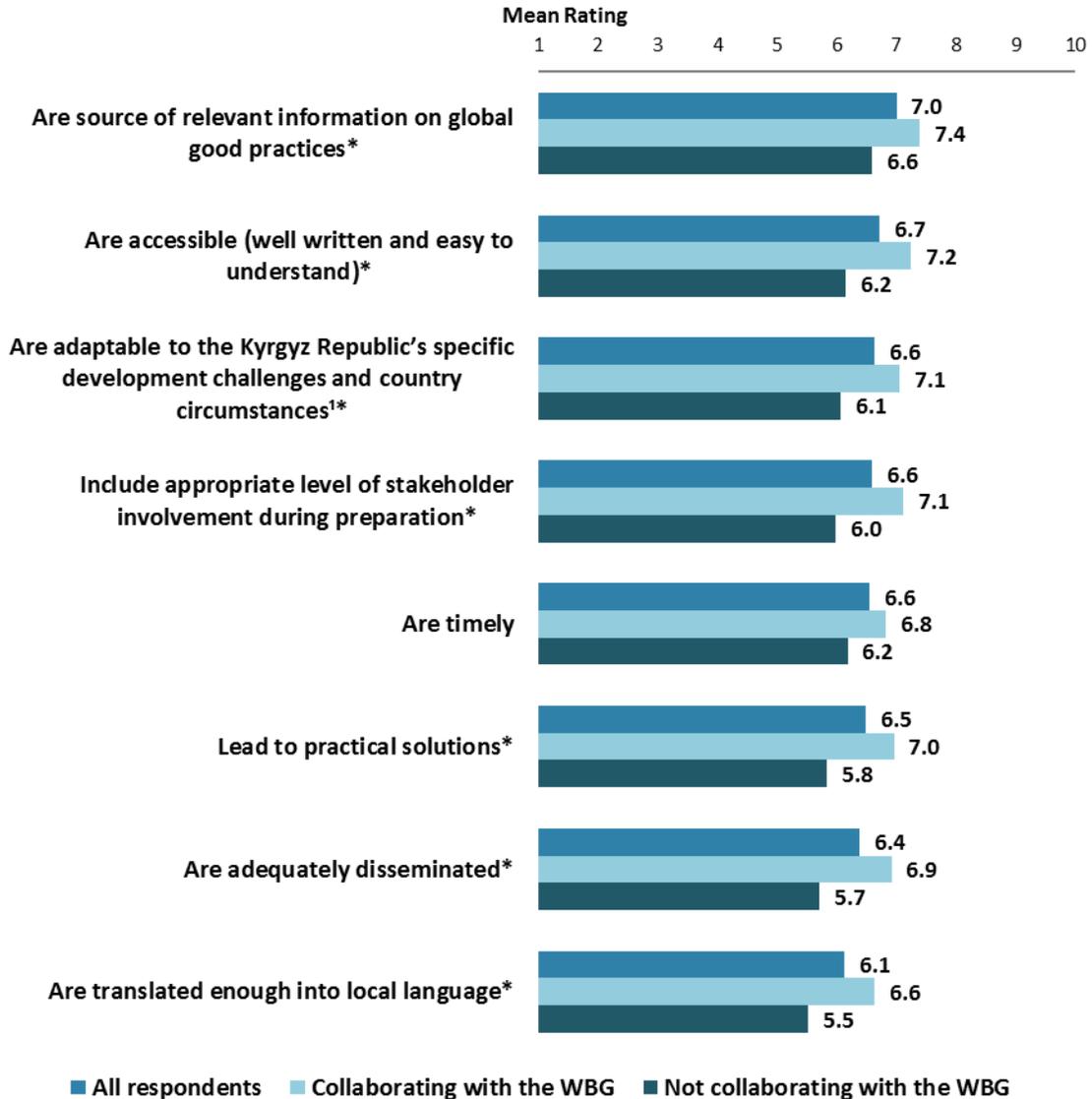
¹²Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The mean in this chart was calculated based on un-weighted data.



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

Qualities of the WBG’s Knowledge Work and Activities

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of the WBG’s knowledge work and activities (refer to Appendix B, page 65, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to give the highest ratings whereas respondents from NGOs/CBOs and academia tended to give significantly lower ratings.

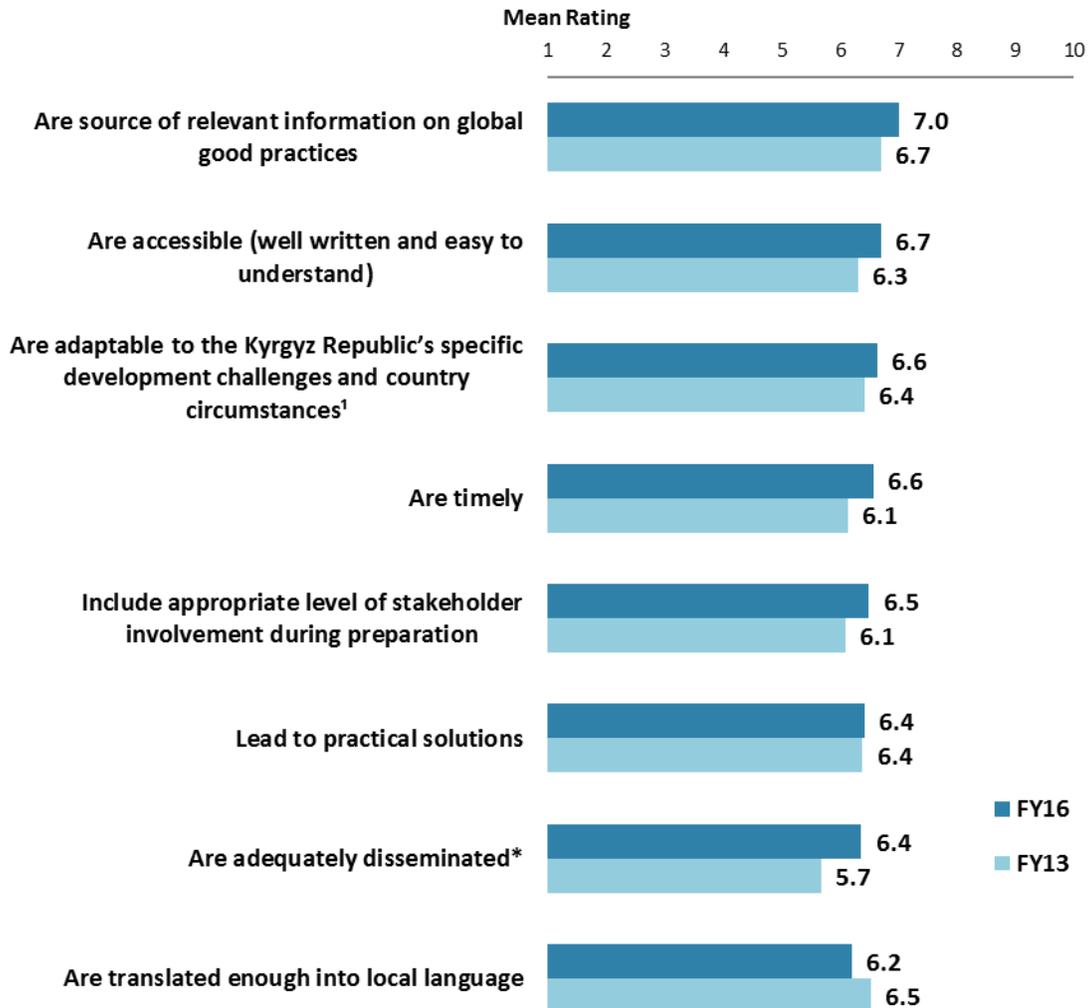


"In the Kyrgyz Republic, to what extent do you believe that the World Bank Group’s knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question



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

Qualities of the WBG’s Knowledge Work and Activities: Year Comparison¹³



"In the Kyrgyz Republic, to what extent do you believe that the World Bank Group’s knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY16 and FY13) ¹Indicator Question

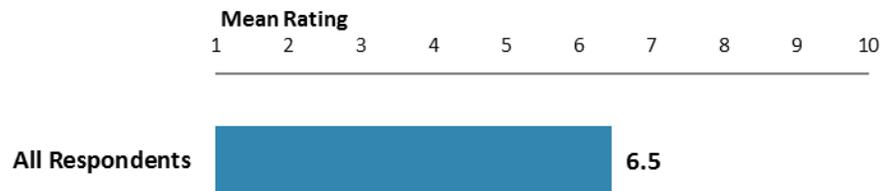
¹³All means presented in this chart are calculated based on weighted data. See Appendix E (page 96) for details.



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

Meeting the Kyrgyz Republic's Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet the Kyrgyz Republic's needs (weighted mean = 6.3) compared to respondents from the FY '13 Country Survey (weighted mean = 6.2)¹⁴.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the Kyrgyz Republic's needs (mean rating = 6.9) compared to respondents who are not collaborating with the WBG (mean rating = 5.9).



"The World Bank Groups's financial instruments meet the needs of the Kyrgyz Republic."
(1-"Strongly disagree", 10-"Strongly agree")

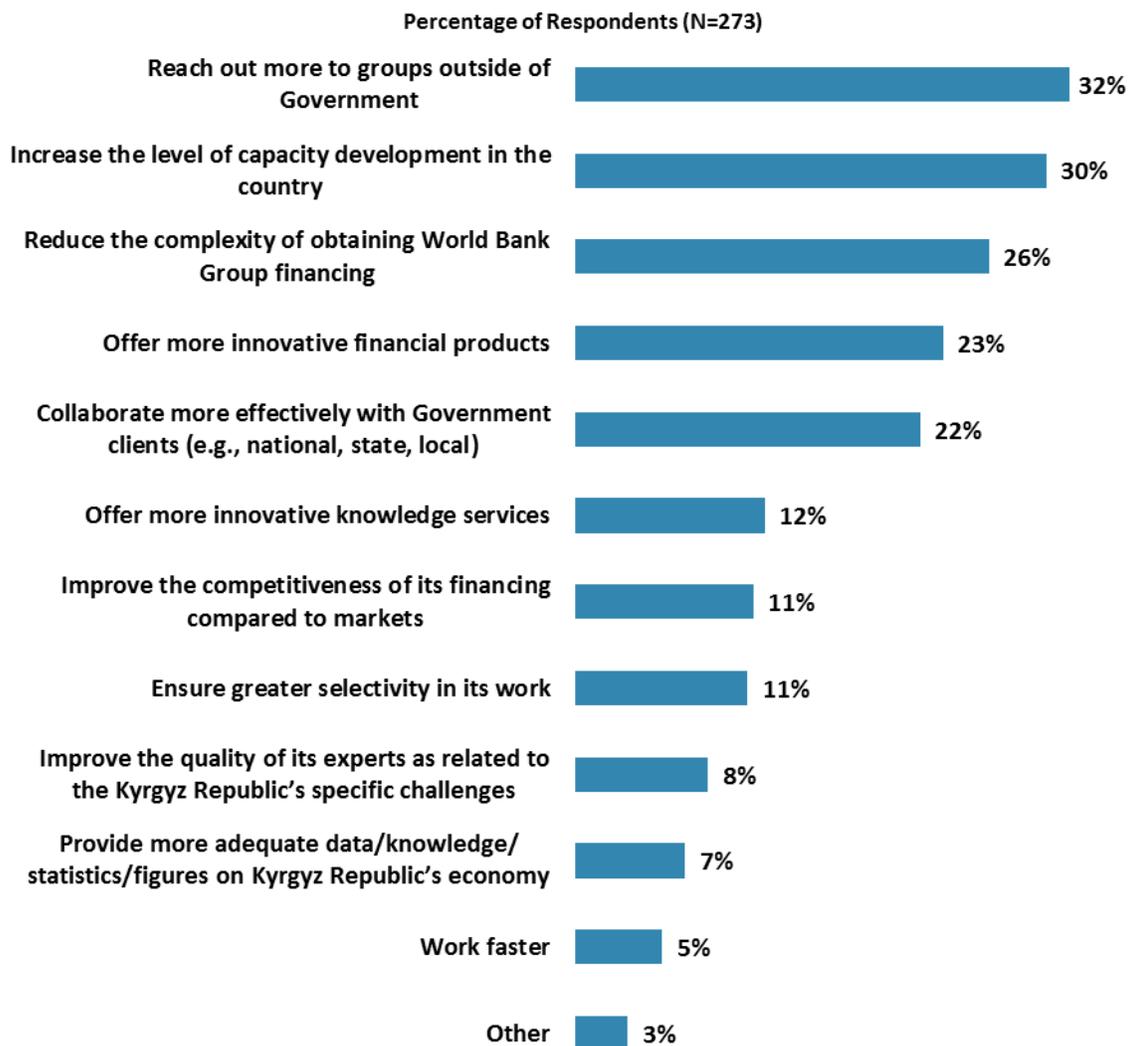
¹⁴Please refer to Appendix E (page 96) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



IX. The Future Role of the WBG in the Kyrgyz Republic

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to make itself of greater value, the WBG should reduce the complexity of obtaining WBG financing (percentage of respondents = 41%) and reach out more to groups outside of Government (33%), followed by offering more innovative financial products (23%), improving the quality of its experts as related to the Kyrgyz Republic's specific challenges (21%), and offering more innovative knowledge services (18%).



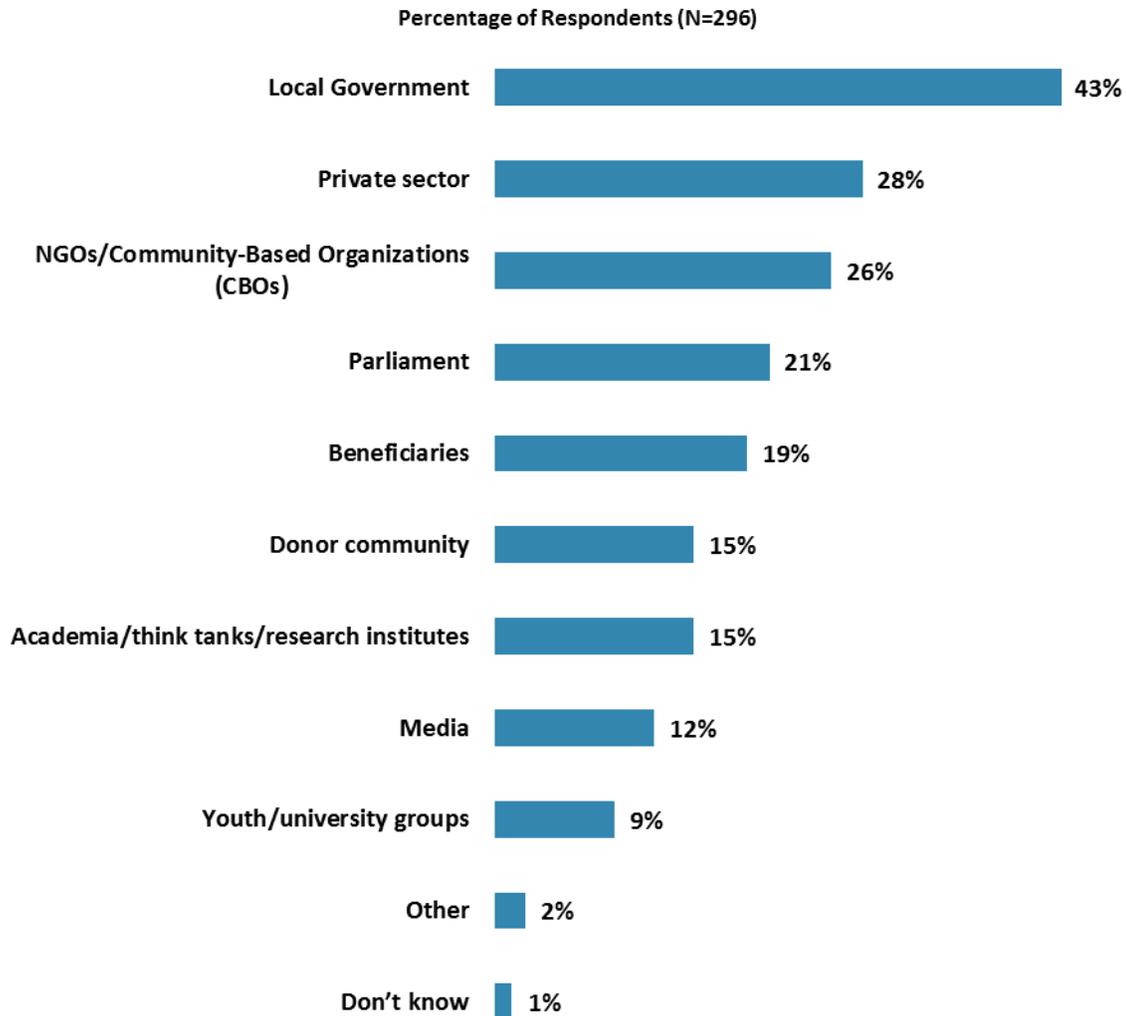
"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG should collaborate more with local government (percentage of respondents = 56%), followed by NGOs (35%) and private sector (28%).



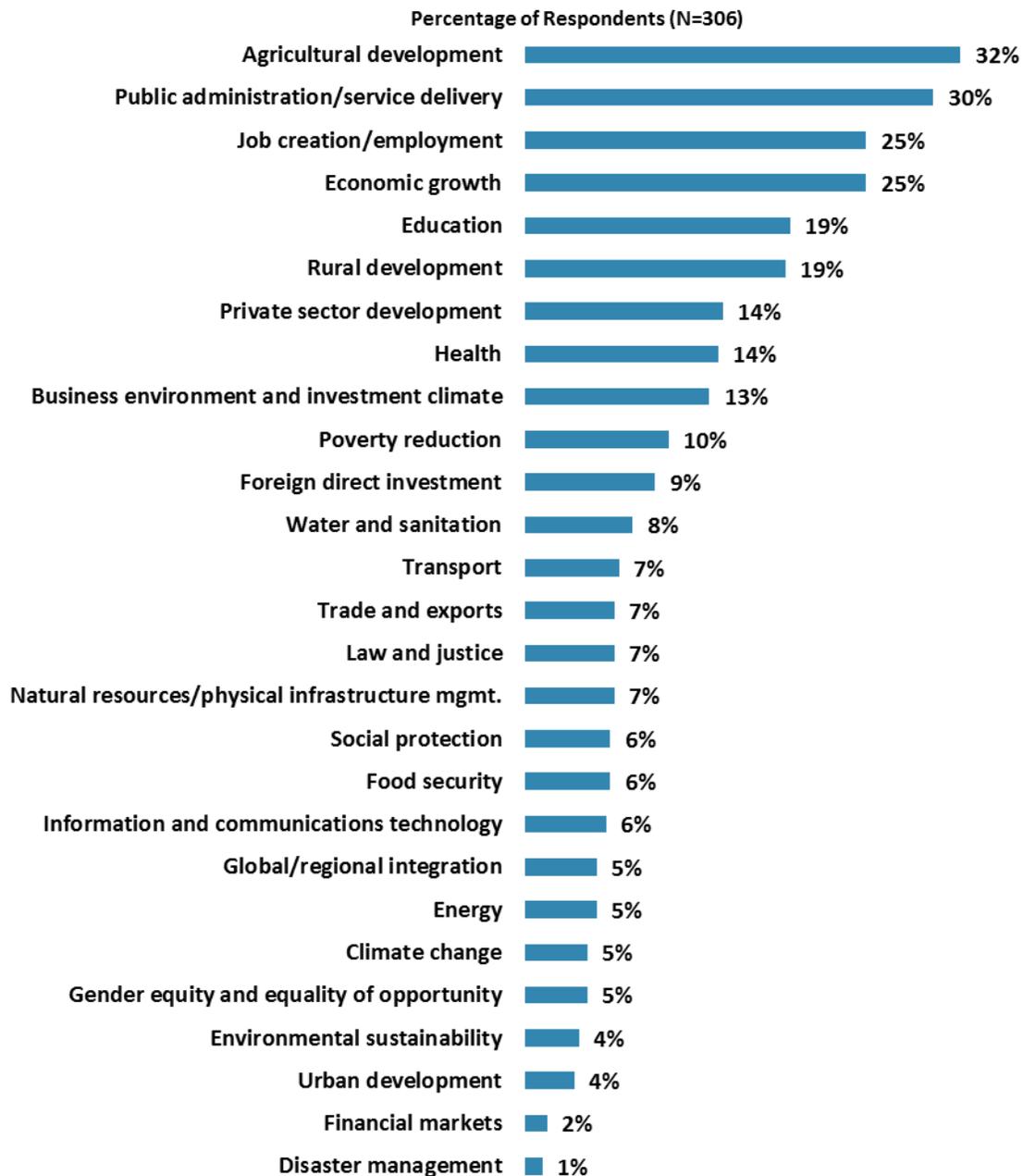
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '13 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (percentage of respondents = 28%), rural development (24%), economic growth (24%), education (23%), energy (21%), domestic private sector development (19%), and job creation/employment (19%).

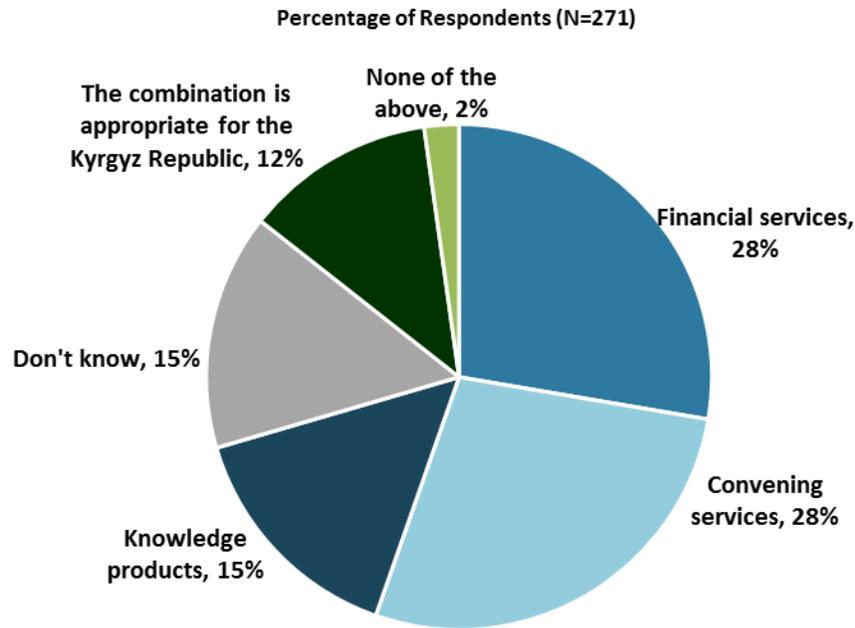


“When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)”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



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

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, 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 the Kyrgyz Republic?"
(Respondents chose from a list.)

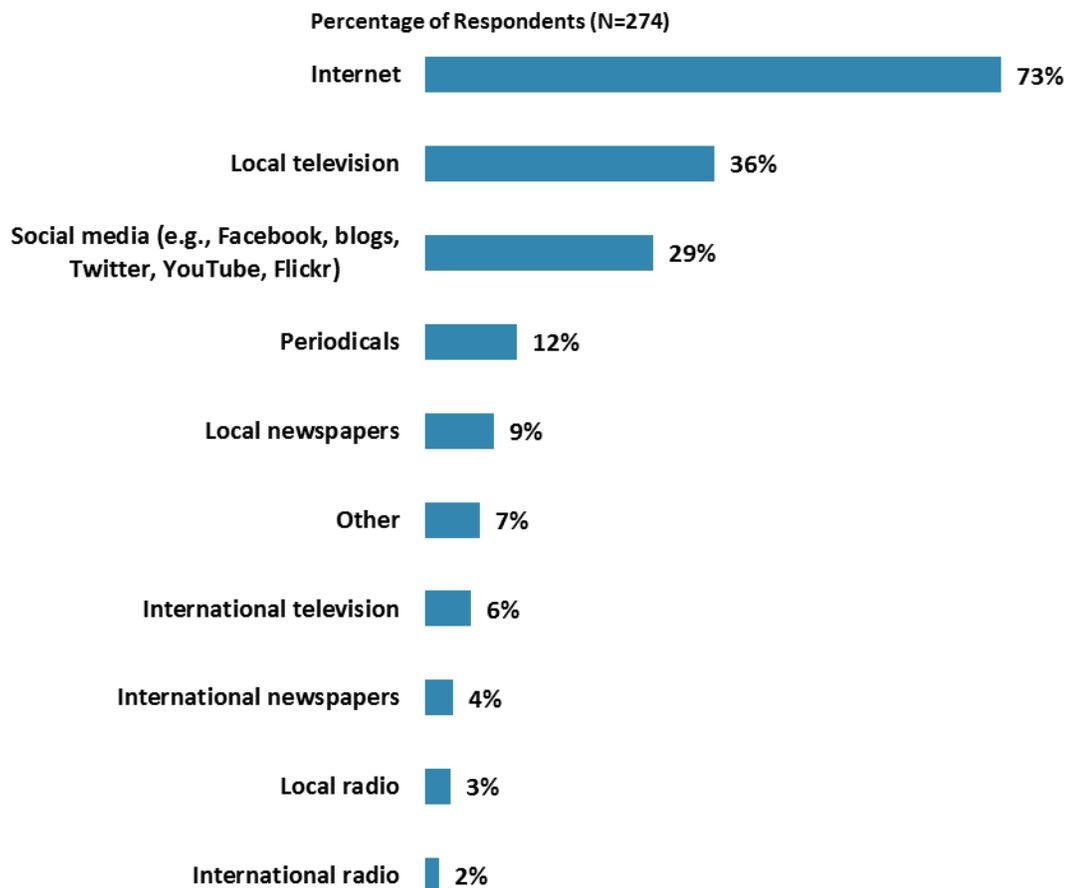


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 65) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 70%), followed by local television (43%) and local newspapers (33%).



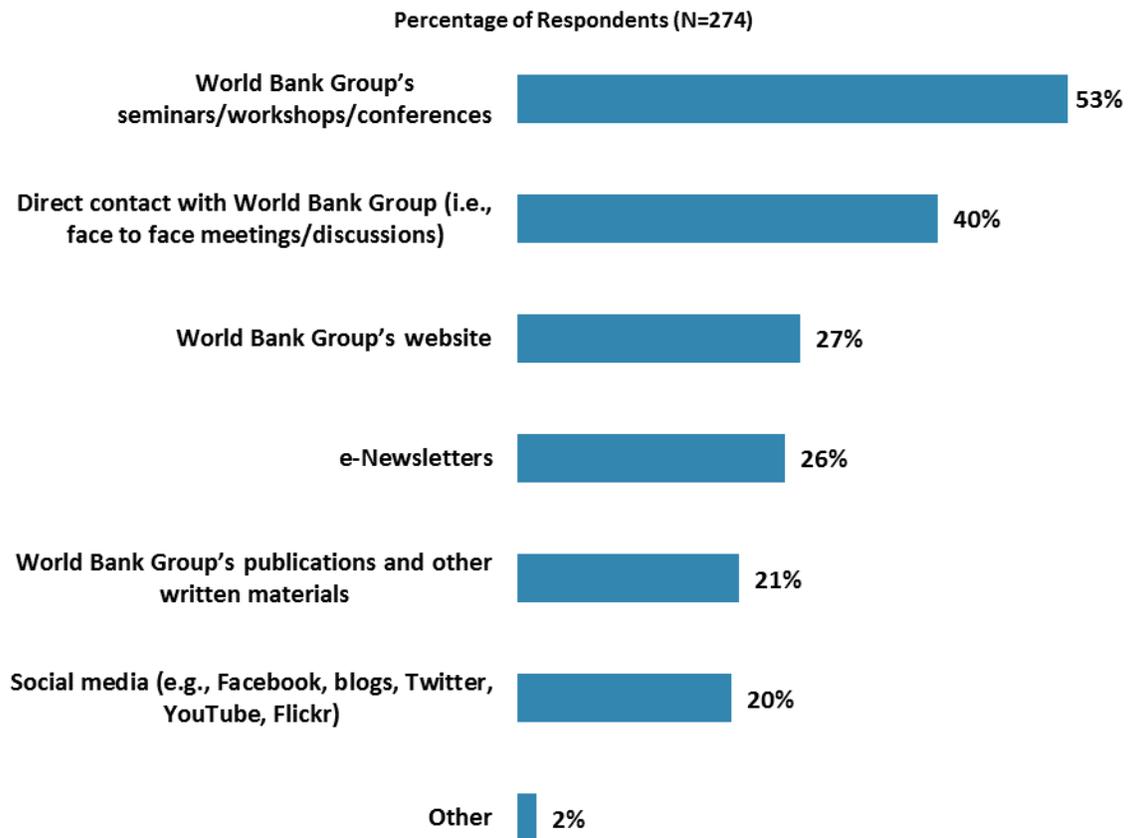
"How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from the WBG's website (percentage of respondents = 49%), followed by the WBG's seminars/workshops/conferences (38%), WBG publications and other written materials (32%), direct contact with the WBG (22%), and e-Newsletters (21%).

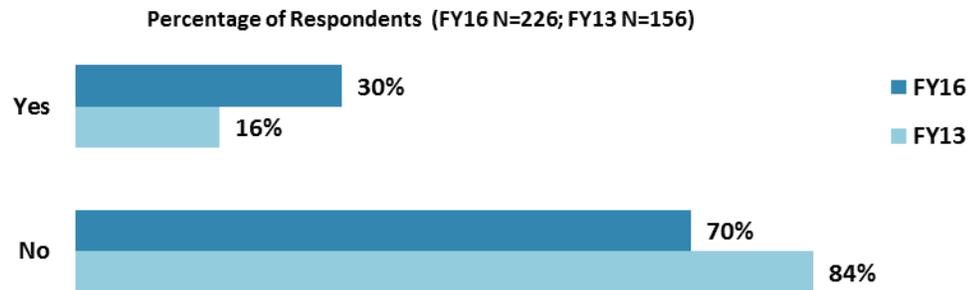


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

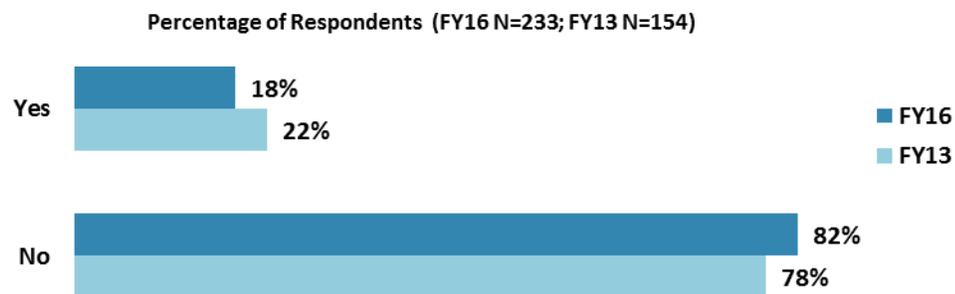


X. Communication and Outreach (continued)

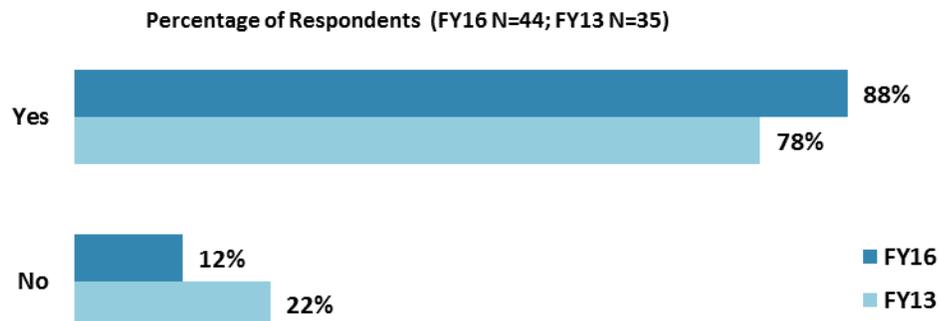
Access to Information



"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?"
Significantly different between FY16 and FY13 (Note, these percentages were calculated based on weighted data.)



"Have you requested information from the World Bank Group on its activities in the past year?"
(Note, these percentages were calculated based on weighted data.)

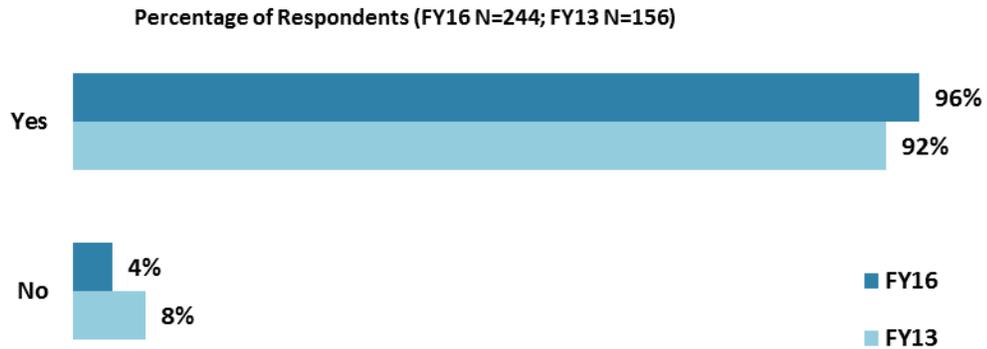


"Were you able to obtain this information?"
(Note, these percentages were calculated based on weighted data.)



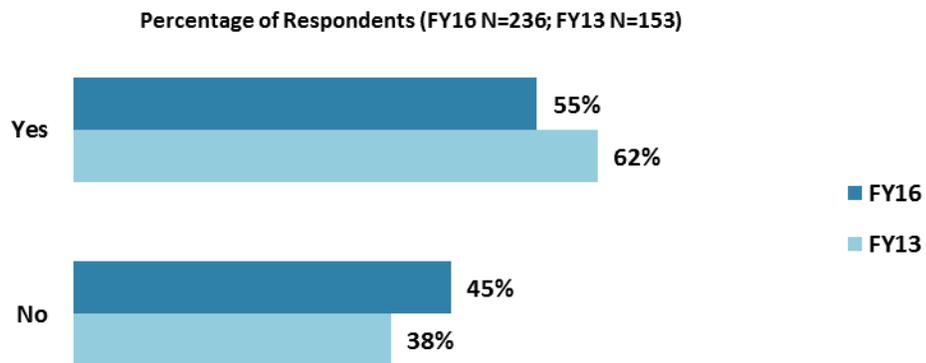
X. Communication and Outreach (continued)

Access to the Internet



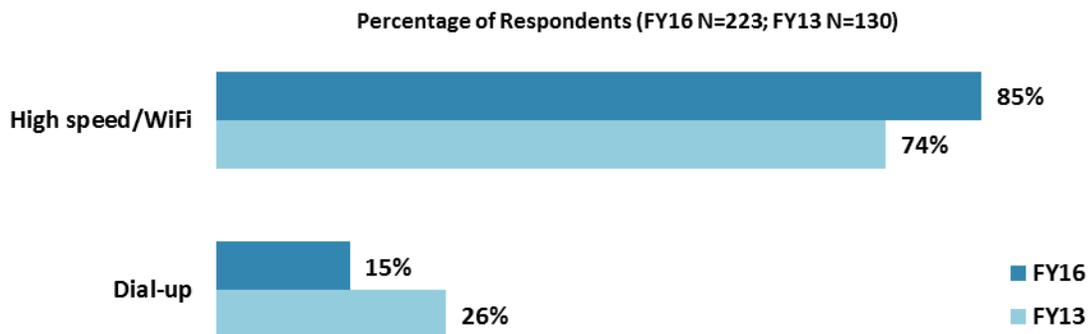
"Do you have access to the Internet?"
(Note, these percentages were calculated based on weighted data.)

WBG Website Usage



"Do you use/have you used the World Bank Group website?"
(Note, these percentages were calculated based on weighted data.)

WBG Website Internet Access

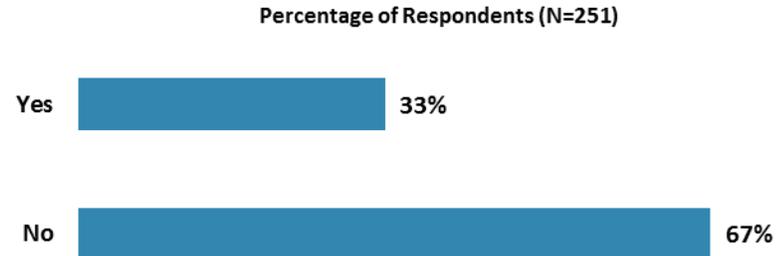


"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.) Significantly different between FY16 and FY13
(Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

WBG Social Media Usage



“Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?” (Respondents chose from a list.)



XI. Appendices

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THE KYRGYZ REPUBLIC





Appendix A: Responses to All Questions across All Respondents (N=322)

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 the Kyrgyz Republic

1. In general would you say that the Kyrgyz Republic is headed in ...?	Percentage of Respondents (N=317)
The right direction	68.8%
The wrong direction	7.6%
Not sure	23.7%

2. Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=318)
Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	51.9%
Education	21.7%
Economic growth	19.5%
Agricultural development	17.0%
Rural development	16.4%
Job creation/employment	15.4%
Business environment and investment climate	14.2%
Private sector development	12.6%
Global/regional integration	11.0%
Food security	10.7%
Social protection (e.g., pensions, targeted social assistance)	10.7%
Health	10.7%
Law and justice (e.g., judicial system)	10.4%
Poverty reduction	9.4%
Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	9.4%
Energy	8.8%
Foreign direct investment	8.5%
Trade and exports	5.3%
Information and communications technology	5.0%
Urban development	4.4%
Climate change (e.g., mitigation, adaptation)	4.4%
Transport (e.g., roads, bridges, transportation)	4.4%
Environmental sustainability	3.8%
Financial markets	2.8%
Water and sanitation	2.8%
Gender equity and equality of opportunity	2.8%
Disaster management	1.6%

**A. General Issues Facing the Kyrgyz Republic (continued)**

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 the Kyrgyz Republic? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=317)
Rural development	39.1%
Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	31.2%
Economic growth	29.7%
Job creation/employment	26.5%
Agricultural development	23.0%
Education	20.2%
Private sector development	18.6%
Business environment and investment climate	15.8%
Foreign direct investment	15.5%
Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	8.8%
Social protection (e.g., pensions, targeted social assistance)	8.5%
Law and justice (e.g., judicial system)	8.5%
Trade and exports	7.3%
Water and sanitation	6.0%
Food security	5.7%
Energy	5.4%
Global/regional integration	4.4%
Urban development	4.4%
Health	3.8%
Gender equity and equality of opportunity	2.8%
Transport (e.g., roads, bridges, transportation)	2.2%
Information and communications technology	2.2%
Financial markets	2.2%
Environmental sustainability	1.6%
Disaster management	1.6%
Climate change (e.g., mitigation, adaptation)	1.3%

**A. General Issues Facing the Kyrgyz Republic (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=302)
Consistent economic growth	51.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.4%
Education and training that better ensure job opportunity	26.8%
Better opportunity for the poor who live in rural areas	16.9%
Better employment opportunities for young people	12.9%
A growing middle class	12.6%
Greater access to micro-finance for the poor	8.9%
Better quality public services	8.3%
Greater voice and participation for citizens to help ensure greater accountability	6.6%
More reliable social safety net	6.3%
Greater equity of fiscal policy	6.3%
Greater access to health and nutrition for citizens	2.6%
Better employment opportunities for women	2.6%
Other	1.0%
Better opportunity for the poor who live in urban areas	0.7%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Kyrgyz Republic? (Select only ONE response)	Percentage of Respondents (N=300)
A very big problem	31.7%
A moderately big problem	51.0%
A small problem	13.7%
Not a problem at all	2.0%
Don't know	1.7%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=302)
A very serious problem	50.0%
A somewhat serious problem	35.8%
Not too serious problem	11.9%
Not a problem	2.0%
Don't know	.3%



B. Overall Attitudes toward the World Bank Group

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?	307	1	5.80	2.50

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in the Kyrgyz Republic.*	256	44	6.40	2.29

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	237	66	6.89	2.36

4. When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=306)
Agricultural development	31.7%
Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	29.7%
Job creation/employment	24.8%
Economic growth	24.8%
Education	19.3%
Rural development	19.0%
Private sector development	14.4%
Health	14.1%
Business environment and investment climate	13.4%
Poverty reduction	10.5%
Foreign direct investment	9.5%
Water and sanitation	7.8%
Transport (e.g., roads, bridges, transportation)	6.9%
Trade and exports	6.5%
Law and justice (e.g., judicial system)	6.5%
Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	6.5%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Food security	6.2%
Information and communications technology	5.9%
Global/regional integration	5.2%
Energy	5.2%
Climate change (e.g., mitigation, adaptation)	4.6%
Gender equity and equality of opportunity	4.6%
Environmental sustainability	3.9%
Urban development	3.6%
Financial markets	1.6%
Disaster management	1.3%

**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 the Kyrgyz Republic?	Percentage of Respondents (N=296)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	28.4%	14.4%	42.8%
Capacity development	20.3%	16.5%	36.8%
Technical assistance	7.4%	19.6%	27.0%
Help to bring discipline/supervision to implementation of investment projects	15.9%	9.6%	25.5%
Policy advice, studies, analyses	9.8%	12.7%	22.5%
Donor coordination	4.7%	7.6%	12.3%
Data and statistics	3.7%	5.8%	9.6%
Mobilizing third party financial resources	1.4%	6.5%	7.9%
Convening/Facilitating	4.4%	3.4%	7.8%
Linkage to non-Bank expertise	2.7%	3.1%	5.8%
Other	1.4%	0.7%	2.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=291)
Too influenced by developed countries	19.2%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	17.9%
Don't know	16.8%
Not collaborating enough with stakeholders outside the Government	15.1%
World Bank Group's processes too complex	15.1%
Its advice and strategies do not lend themselves to practical problem solving	14.8%
Not enough public disclosure of its work	13.4%
Not willing to honestly criticize policies and reform efforts in the country	11.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	8.2%
Not exploring alternative policy options	6.2%
Imposing technocratic solutions without regard to political realities	5.2%
Staff too inaccessible at the Local Country Office in the Kyrgyz Republic	4.5%
Not aligned with country priorities	4.1%
Other	4.1%
Not client-focused	3.8%
Not aligned with other donors' work	2.4%
Arrogant in its approach	1.7%
The credibility of its knowledge/data	1.0%
Staff too inaccessible at the Headquarters in Washington	0.0%

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

7. Which World Bank Group's instruments do you believe are the most effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=299)
Investment lending	53.8%
Capacity development	31.8%
Technical assistance	29.8%
Multi-sectoral approaches	24.4%
Policy based lending / budget support to the Government	16.4%
Knowledge products/services	15.7%
Don't know	5.0%
Trust Fund management	2.7%
Other	1.0%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in the Kyrgyz Republic? (Select only ONE response)	Percentage of Respondents (N=292)
To a fully sufficient degree	4.1%
To a somewhat sufficient degree	17.1%
To a somewhat insufficient degree	47.9%
To a very insufficient degree	12.3%
Don't know	18.5%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=296)
Local Government	43.2%
Private sector	28.0%
NGOs/Community-Based Organizations (CBOs)	25.7%
Parliament	20.9%
Beneficiaries	19.3%
Donor community	15.2%
Academia/think tanks/research institutes	15.2%
Media	12.2%
Youth/university groups	9.1%
Other	2.4%
Don't know	1.4%

To what extent do you agree with the following statements about the World Bank Group's work in the Kyrgyz Republic? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	273	20	6.77	2.43
11. The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	261	28	6.50	2.25

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

To what extent is the World Bank Group an effective development partner in the Kyrgyz Republic, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
12. Responsiveness to needs*	228	51	5.79	2.27
13. Flexibility (in terms of the institution's products and services)*	215	61	6.00	2.11
14. Flexibility (in terms of changing country circumstances)*	222	54	5.92	2.12
15. Being inclusive*	237	40	6.31	2.32
16. Openness (sharing data and other information)*	235	37	6.74	2.38
17. Collaboration with the Government*	244	32	7.53	2.14
18. The speed in which it gets things accomplished on the ground*	221	50	6.45	2.35
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	222	52	6.65	2.64
20. Collaboration with civil society*	219	58	6.12	2.50
21. Staff accessibility at the Local Country Office in the Kyrgyz Republic*	230	45	6.64	2.59
22. Staff accessibility at the Headquarters in Washington*	141	129	5.50	2.85
23. Collaboration with other donors and development partners*	195	74	6.58	2.53
24. Collaboration with the private sector*	192	80	5.65	2.34
25. Straightforwardness and honesty*	219	57	6.84	2.71
26. Treating clients and stakeholders in the Kyrgyz Republic with respect*	231	46	7.58	2.47
27. Being a long-term partner*	220	53	7.82	2.39

28. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=287)
The Government works inefficiently	31.4%
Lack of/inadequate levels of capacity in Government	27.5%
Reforms are not well thought out in light of country challenges	24.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	24.0%
There is not an adequate level of citizen/civil society participation	23.7%
The World Bank Group does not do adequate follow through/follow-up	18.8%
Poor donor coordination	15.3%
Political pressures and obstacles	14.3%
The World Bank Group works too slowly	4.5%
Other	3.5%



C. World Bank Group's Effectiveness and Results

1. The World Bank Group has emphasized the main objective to improve governance in its strategy with the Government of the Kyrgyz Republic, focusing on the following areas of economic development. How would you rate the EFFECTIVENESS of the World Bank Group's support in these areas over the past two years (2014-2015)?

Please rate the EFFECTIVENESS of the three key clusters of interventions of the World Bank Group's strategy. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	173	101	5.64	2.52
2. Business environment and investment climate	158	109	5.95	2.30
3. Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	140	125	5.49	2.36

Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
4. Information and communications technology	137	127	5.89	2.42
5. Transport (e.g., roads, bridges, transportation)	153	115	6.39	2.44
6. Law and justice (e.g., judicial system)	132	133	5.17	2.36
7. Urban development	147	119	5.73	2.38
8. Environmental sustainability	157	106	6.08	2.49
9. Poverty reduction	185	79	6.32	2.48
10. Private sector development	163	103	5.81	2.39
11. Foreign direct investment	158	107	6.32	2.51
12. Water and sanitation	172	94	6.35	2.53
13. Trade and exports	134	133	5.67	2.41
14. Economic growth	158	106	6.03	2.46
15. Health	165	94	6.22	2.37
16. Disaster management	134	127	6.09	2.44
17. Job creation/employment	151	111	5.32	2.28
18. Financial markets	132	133	5.89	2.29
19. Gender equity and equality of opportunity	147	113	6.49	2.43
20. Energy	152	111	6.22	2.39
21. Rural development	161	100	6.20	2.56
22. Global/regional integration	127	134	5.81	2.52
23. Food security	144	121	6.06	2.36
24. Education	174	87	6.22	2.50
25. Social protection (e.g., pensions, targeted social assistance)	145	116	5.60	2.52
26. Climate change (e.g., mitigation, adaptation)	131	129	5.89	2.47
27. Agricultural development	171	94	6.48	2.52

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?*	227	45	6.52	2.13

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

To what extent do you agree with the following statements about the World Bank Group in the Kyrgyz Republic? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Kyrgyz Republic*	229	49	6.46	2.32
4. The World Bank Group meets the Kyrgyz Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	231	43	6.37	2.32
<i>(1-To no degree at all, 10-To a very significant degree)</i>				
5. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Kyrgyz Republic?	193	80	6.32	2.03

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=275)
Weekly	3.6%
Monthly	11.6%
A few times a year	33.8%
Rarely	34.9%
Never	16.0%

In the Kyrgyz Republic, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	198	61	6.55	2.31
3. Include appropriate level of stakeholder involvement during preparation	202	61	6.59	2.21
4. Lead to practical solutions	193	68	6.49	2.38
5. Are accessible (well written and easy to understand)	217	42	6.72	2.33
6. Are source of relevant information on global good practices	209	51	7.00	2.36
7. Are adequately disseminated	208	53	6.38	2.47
8. Are translated enough into local language	195	67	6.13	2.76
9. Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	196	67	6.63	2.31

Overall Evaluations	N	DK	Mean	SD
10. 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)	246	27	7.82	2.13
11. 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)	219	53	7.19	2.21

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	159	107	6.99	2.58
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	208	60	7.02	2.53
3. The World Bank Group's approvals and reviews are done in a timely fashion	187	79	7.09	2.38
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	120	143	7.16	2.20
5. The World Bank Group's conditions on its lending are reasonable	150	112	7.05	2.52
6. The World Bank Group takes decisions quickly in the Kyrgyz Republic*	161	104	6.57	2.45
7. Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	211	53	7.45	2.38
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	171	92	7.32	2.43
9. The World Bank Group provides effective implementation support	206	59	7.17	2.44

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Kyrgyz Republic?	186	84	6.43	2.54

11. Which of the following best describes the World Bank Group's support in the Kyrgyz Republic? (Select only one response)	Percentage of Respondents (N=267)
The WBG is sufficiently selective and focuses on the most important development challenges in the Kyrgyz Republic	47.2%
The WBG is not sufficiently selective in the Kyrgyz Republic, and it is involved in too many areas of development	24.7%
Don't know	28.1%

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

1. Looking forward, and taking into account limited resources, how IMPORTANT is it for the World Bank Group to EMPHASIZE the following areas of development with the Government of the Kyrgyz Republic in the near future (2016-2017)?

Please rate the IMPORTANCE of the three key clusters of interventions of the World Bank Group's strategy. (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	223	36	7.99	2.33
2. Business environment and investment climate	218	36	7.75	2.26
3. Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	216	41	7.47	2.30

**F. The Future Role of the World Bank Group in the Kyrgyz Republic (continued)**

Please rate the IMPORTANCE of the World Bank Group's involvement in the following areas of development. (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
4. Information and communications technology	206	45	7.22	2.48
5. Transport (e.g., roads, bridges, transportation)	213	36	7.49	2.42
6. Law and justice (e.g., judicial system)	208	38	7.44	2.48
7. Urban development	205	43	7.32	2.44
8. Environmental sustainability	217	35	7.47	2.24
9. Poverty reduction	223	28	8.01	2.24
10. Private sector development	217	33	7.80	2.33
11. Foreign direct investment	218	33	8.07	2.23
12. Water and sanitation	216	33	7.72	2.31
13. Trade and exports	204	43	7.30	2.36
14. Economic growth	211	36	7.96	2.37
15. Health	213	32	7.99	2.22
16. Disaster management	201	47	7.12	2.49
17. Job creation/employment	212	41	7.83	2.33
18. Financial markets	197	50	7.30	2.30
19. Gender equity and equality of opportunity	206	45	6.66	2.62
20. Energy	209	38	7.63	2.36
21. Rural development	221	32	7.76	2.55
22. Global/regional integration	196	54	7.08	2.41
23. Food security	214	40	7.32	2.47
24. Education	228	24	7.96	2.26
25. Social protection (e.g., pensions, targeted social assistance)	209	43	7.29	2.46
26. Climate change (e.g., mitigation, adaptation)	203	46	7.11	2.49
27. Agricultural development	228	30	7.87	2.41

2. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=273)
Reach out more to groups outside of Government	31.5%
Increase the level of capacity development in the country	30.0%
Reduce the complexity of obtaining World Bank Group financing	26.4%
Offer more innovative financial products (e.g., cost, timeliness, other terms)	23.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.0%
Offer more innovative knowledge services	12.1%
Improve the competitiveness of its financing compared to markets	11.4%
Ensure greater selectivity in its work	11.0%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	8.4%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	7.0%
Work faster	5.5%
Other	3.3%

**F. The Future Role of the World Bank Group in the Kyrgyz Republic (continued)**

3. When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, 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 the Kyrgyz Republic? (Select only ONE response)	Percentage of Respondents (N=271)
Financial services	27.7%
Convening services	27.7%
Knowledge products	15.1%
Don't know	15.1%
The combination is appropriate for the Kyrgyz Republic	12.2%
None of the above	2.2%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Internet	72.6%
Local television	36.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	28.8%
Periodicals	11.7%
Local newspapers	8.8%
Other	6.9%
International television	5.8%
International newspapers	3.6%
Local radio	3.3%
International radio	1.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
World Bank Group's seminars/workshops/conferences	52.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	40.1%
World Bank Group's website	27.0%
e-Newsletters	25.5%
World Bank Group's publications and other written materials	21.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	20.4%
Other	1.8%

3. 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?	Percentage of Respondents (N=242)
Yes	30.6%
No	69.4%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (Responses Combined; N=90)
World Bank Group's seminars/workshops/conferences	31.1%
World Bank Group's website	21.1%
Colleagues/Friends/Peer organizations	21.1%
News/Media	12.2%
World Bank Group's e-Newsletters	8.9%
Other	5.6%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=252)
Yes	15.9%
No	84.1%

6. Were you able to obtain this information?	Percentage of Respondents (N=41)
Yes	85.4%
No	14.6%

7. Do you have access to the Internet?	Percentage of Respondents (N=260)
Yes	96.2%
No	3.8%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=250)
Yes	54.4%
No	45.6%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=251)
Yes	32.7%
No	67.3%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=237)
High speed/WiFi	85.7%
Dial-up	14.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate.	161	69	6.94	2.28
12. I find the information on the World Bank Group's websites useful.	162	60	7.31	2.34
13. The World Bank Group's social media channels are valuable sources of information about the institution	138	94	6.72	2.59
14. When I need information from the World Bank Group I know how to find it	192	55	7.01	2.72
15. The World Bank Group is responsive to my information requests and inquiries	141	94	7.18	2.64

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=314)
NGO/Community-Based Organization	15.3%
Local Government Office or Staff	11.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.1%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	8.9%
Private Sector Organization	7.0%
Bilateral/ Multilateral Agency	6.7%
Office of Parliamentarian	6.4%
Media	6.1%
Academia/Research Institute/Think Tank	5.7%
Financial Sector/Private Bank	5.4%
Independent Government Institution	3.8%
Office of Minister	2.9%
Office of the President/Prime Minister	2.5%
Other	2.5%
Trade Union	1.6%
Youth Group	1.3%
Judiciary Branch	.6%
Private Foundation	.3%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=312)
Education	13.8%
Governance	12.8%
Finance and markets	12.2%
Generalist (specialized in multiple sectors)	6.7%
Other	6.4%
Agriculture	6.1%
Transport and ICT	4.8%
Social protection and labor	4.5%
Environment and natural resources	4.5%
Macroeconomics and fiscal management	4.5%
Health, nutrition, and population	4.2%
Urban, rural, and social development	4.2%
Water	3.5%
Energy and extractives	3.2%
Gender	2.2%
Fragility, conflict and violence	1.6%
Trade and competitiveness	1.6%
Public-private partnerships	1.0%
Jobs	1.0%
Climate change	1.0%
Poverty	.3%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=308)
Yes	49.0%
No	51.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in the Kyrgyz Republic? (Select only ONE response)	Percentage of Respondents (N=271)
The World Bank (IDA)	70.1%
Other	16.2%
The International Finance Corporation (IFC)	10.3%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=296)
Yes	53.7%
No	46.3%

6. If yes, what was your view of how the two institutions work together in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (N=168)
Don't know	42.3%
The two institutions work well together	34.5%
The way the two institutions work together needs improvement	18.5%
The two institutions do not work well together	4.8%

7. Which of the following describes most of your exposure to the World Bank Group in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=296)
Collaborate as part of my professional duties	40.9%
Engage in World Bank Group related/sponsored events/activities	34.8%
Use World Bank Group reports/data	25.3%
Observer	24.3%
Use World Bank Group website for information, data, research, etc.	16.6%

8. What's your gender?	Percentage of Respondents (N=315)
Female	42.9%
Male	57.1%

9. Which best represents your geographic location?	Percentage of Respondents (N=317)
Bishkek	71.0%
Other	13.6%
Oblast centers	9.8%
Small towns	5.7%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁵

Office of the President/Prime Minister/Minister N=17 ● Office of Parliamentarian N=20 ● Employee of a Ministry N=35 ● PMU/Consultant on WBG-supported project N=28 ● Local Government N=37 ● Bilateral/Multilateral Agency N=21 ● Private Sector N=22 ● Financial Sector/Private Bank N=17 ● NGO/CBO N=48 ● Media N=19 ● Independent Government Institution N=12 ● Academia N=18 ● Other N=20

A. General Issues facing the Kyrgyz Republic

In general, would you say that the Kyrgyz Republic is headed in...?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The right direction	93.8%	95.0%	82.9%	66.7%	73.0%	85.7%	45.5%	58.8%	50.0%	68.4%	81.8%	38.9%	70.0%
The wrong direction				3.7%	5.4%		9.1%	29.4%	16.7%	10.5%		22.2%	
Not sure	6.3%	5.0%	17.1%	29.6%	21.6%	14.3%	45.5%	11.8%	33.3%	21.1%	18.2%	38.9%	30.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?*	16	6.69	19	6.26	33	6.48	27	7.48	33	5.39	21	6.33	21	5.24	16	6.94	48	4.44	19	4.89	12	6.00	18	5.72	17	4.65

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.*	14	7.79	15	6.33	30	6.73	26	7.92	28	7.00	19	5.79	14	6.86	15	5.20	33	5.30	17	5.65	10	5.70	17	5.59	15	6.60

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

¹⁵ Only 314 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this Appendix.

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

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	12	7.92	14	7.00	26	6.96	26	8.08	28	7.25	17	6.59	12	6.33	12	6.75	31	6.10	17	6.53	9	5.89	16	6.31	11	7.36

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



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

When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Health	17.6%	10.5%	15.6%	7.4%	11.8%	19.0%	23.8%	12.5%	19.1%	11.1%	9.1%	5.6%	16.7%
Transport	5.9%	10.5%	9.4%	7.4%	11.8%	14.3%	0.0%	0.0%	2.1%	5.6%	0.0%	5.6%	16.7%
Agricultural development*	29.4%	26.3%	28.1%	40.7%	58.8%	14.3%	42.9%	31.3%	21.3%	38.9%	0.0%	38.9%	22.2%
Global/regional integration	0.0%	10.5%	6.3%	7.4%	5.9%	4.8%	4.8%	6.3%	4.3%	5.6%	0.0%	5.6%	0.0%
Job creation/employment	11.8%	36.8%	21.9%	25.9%	32.4%	33.3%	28.6%	12.5%	27.7%	22.2%	9.1%	27.8%	22.2%
Public administration and public service delivery	47.1%	31.6%	25.0%	25.9%	32.4%	42.9%	38.1%	18.8%	34.0%	38.9%	9.1%	22.2%	11.1%
Social protection	0.0%	5.3%	0.0%	3.7%	5.9%	4.8%	0.0%	0.0%	14.9%	16.7%	0.0%	11.1%	11.1%
Rural development	5.9%	31.6%	21.9%	14.8%	26.5%	9.5%	23.8%	31.3%	17.0%	5.6%	18.2%	11.1%	27.8%
Foreign direct investment	11.8%	0.0%	3.1%	11.1%	11.8%	14.3%	4.8%	18.8%	6.4%	11.1%	18.2%	11.1%	11.1%
Education	11.8%	21.1%	18.8%	14.8%	20.6%	9.5%	14.3%	37.5%	23.4%	22.2%	36.4%	22.2%	5.6%
Energy	5.9%	0.0%	6.3%	14.8%	0.0%	4.8%	9.5%	0.0%	4.3%	0.0%	9.1%	5.6%	11.1%
Financial markets*	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	18.2%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	5.9%	4.8%	9.5%	0.0%	6.4%	0.0%	0.0%	11.1%	5.6%
Environmental sustainability	11.8%	5.3%	3.1%	0.0%	2.9%	9.5%	0.0%	0.0%	6.4%	5.6%	0.0%	5.6%	0.0%
Economic growth	58.8%	15.8%	34.4%	29.6%	20.6%	23.8%	23.8%	18.8%	21.3%	16.7%	18.2%	22.2%	16.7%
Private sector development	11.8%	10.5%	9.4%	7.4%	5.9%	19.0%	19.0%	37.5%	10.6%	16.7%	18.2%	11.1%	27.8%
Water and sanitation	0.0%	0.0%	12.5%	7.4%	11.8%	9.5%	0.0%	0.0%	8.5%	11.1%	0.0%	11.1%	5.6%
Food security	11.8%	15.8%	9.4%	3.7%	0.0%	0.0%	4.8%	6.3%	2.1%	5.6%	0.0%	11.1%	16.7%
Climate change	5.9%	0.0%	12.5%	7.4%	0.0%	0.0%	0.0%	0.0%	6.4%	0.0%	0.0%	5.6%	11.1%
Information and communications technology	17.6%	0.0%	6.3%	3.7%	0.0%	4.8%	9.5%	0.0%	4.3%	11.1%	18.2%	5.6%	11.1%
Trade and exports	11.8%	5.3%	9.4%	7.4%	5.9%	14.3%	4.8%	12.5%	0.0%	11.1%	0.0%	5.6%	5.6%
Gender equity and equality of opportunity	0.0%	0.0%	0.0%	7.4%	5.9%	4.8%	0.0%	0.0%	14.9%	0.0%	9.1%	0.0%	5.6%
Law and justice	11.8%	10.5%	6.3%	0.0%	2.9%	9.5%	4.8%	0.0%	10.6%	0.0%	27.3%	5.6%	5.6%
Business environment and investment climate*	5.9%	26.3%	6.3%	11.1%	5.9%	19.0%	23.8%	31.3%	6.4%	11.1%	36.4%	11.1%	11.1%
Management of natural resources and physical	0.0%	10.5%	3.1%	14.8%	5.9%	9.5%	4.8%	0.0%	10.6%	5.6%	0.0%	11.1%	0.0%
Poverty reduction	0.0%	15.8%	12.5%	18.5%	8.8%	0.0%	4.8%	6.3%	12.8%	16.7%	27.3%	5.6%	5.6%
Disaster management	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	11.1%	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 the Kyrgyz Republic?

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Policy advice, studies, analyses	11.8%	11.1%	13.3%	11.5%	6.5%	23.8%	4.8%	6.7%	4.3%	5.6%	9.1%	16.7%	12.5%
Data and statistics	5.9%	0.0%	3.3%	0.0%	3.2%	4.8%	4.8%	0.0%	2.1%	11.1%	9.1%	11.1%	0.0%
Convening/Facilitating	0.0%	5.6%	3.3%	3.8%	16.1%	0.0%	9.5%	0.0%	0.0%	5.6%	0.0%	0.0%	6.3%
Financial resources	35.3%	27.8%	33.3%	23.1%	22.6%	38.1%	33.3%	40.0%	27.7%	22.2%	27.3%	11.1%	37.5%
Capacity development	23.5%	16.7%	26.7%	19.2%	6.5%	9.5%	28.6%	0.0%	31.9%	22.2%	0.0%	27.8%	18.7%
Technical assistance	11.8%	0.0%	6.7%	15.4%	9.7%	4.8%	9.5%	0.0%	4.3%	5.6%	27.3%	11.1%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	11.8%	16.7%	3.3%	23.1%	22.6%	14.3%	9.5%	40.0%	10.6%	22.2%	18.2%	11.1%	12.5%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	6.7%	2.1%	5.6%	0.0%	0.0%	0.0%
Donor coordination	0.0%	16.7%	10.0%	0.0%	6.5%	4.8%	0.0%	0.0%	6.4%	0.0%	0.0%	11.1%	0.0%
Linkage to non-Bank expertise	0.0%	5.6%	0.0%	0.0%	6.5%	0.0%	0.0%	6.7%	6.4%	0.0%	0.0%	0.0%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	9.1%	0.0%	6.3%

2nd Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Policy advice, studies, analyses*	35.3%	0.0%	3.4%	8.0%	23.3%	9.5%	23.8%	6.7%	10.4%	27.8%	10.0%	5.6%	6.7%
Data and statistics	0.0%	5.6%	3.4%	4.0%	3.3%	19.0%	4.8%	6.7%	4.2%	5.6%	10.0%	11.1%	6.7%
Convening/Facilitating	0.0%	5.6%	0.0%	0.0%	10.0%	0.0%	4.8%	6.7%	2.1%	5.6%	0.0%	11.1%	0.0%
Financial resources	17.6%	22.2%	20.7%	20.0%	10.0%	19.0%	9.5%	20.0%	6.2%	16.7%	10.0%	16.7%	6.7%
Capacity development	23.5%	22.2%	20.7%	12.0%	13.3%	23.8%	0.0%	33.3%	14.6%	11.1%	10.0%	16.7%	13.3%
Technical assistance	11.8%	22.2%	31.0%	24.0%	10.0%	14.3%	23.8%	6.7%	25.0%	11.1%	30.0%	16.7%	26.7%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	11.1%	10.3%	8.0%	10.0%	14.3%	4.8%	0.0%	12.5%	5.6%	20.0%	5.6%	20.0%
Mobilizing third party financial resources	11.8%	5.6%	10.3%	4.0%	6.7%	0.0%	19.0%	6.7%	4.2%	0.0%	10.0%	5.6%	0.0%
Donor coordination	0.0%	5.6%	0.0%	16.0%	10.0%	0.0%	9.5%	13.3%	12.5%	5.6%	0.0%	5.6%	6.7%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	4.0%	3.3%	0.0%	0.0%	0.0%	6.3%	11.1%	0.0%	5.6%	6.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	6.7%

*Significantly different between stakeholder groups



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 the Kyrgyz Republic? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Too influenced by developed countries	12.5%	33.3%	28.6%	8.0%	21.2%	4.8%	25.0%	26.7%	19.1%	5.9%	36.4%	5.6%	31.3%
Not exploring alternative policy options	18.8%	5.6%	7.1%	4.0%	9.1%	9.5%	5.0%	0.0%	4.3%	0.0%	9.1%	5.6%	6.3%
Not collaborating enough with stakeholders outside the Government	12.5%	11.1%	7.1%	12.0%	6.1%	4.8%	25.0%	13.3%	29.8%	17.6%	9.1%	16.7%	25.0%
Its advice and strategies do not lend themselves to practical problem solving	18.8%	16.7%	10.7%	16.0%	3.0%	28.6%	10.0%	33.3%	14.9%	17.6%	9.1%	16.7%	12.5%
Not enough public disclosure of its work	12.5%	16.7%	7.1%	24.0%	21.2%	4.8%	20.0%	13.3%	19.1%	5.9%	0.0%	5.6%	6.3%
Arrogant in its approach	0.0%	0.0%	3.6%	0.0%	0.0%	4.8%	5.0%	0.0%	2.1%	0.0%	0.0%	5.6%	0.0%
Not client-focused	12.5%	0.0%	3.6%	0.0%	0.0%	0.0%	10.0%	13.3%	6.4%	5.9%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	5.6%	0.0%
WBG's processes too complex	25.0%	5.6%	21.4%	28.0%	15.2%	0.0%	15.0%	20.0%	8.5%	11.8%	9.1%	16.7%	18.7%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	16.7%	3.6%	12.0%	3.0%	23.8%	5.0%	20.0%	12.8%	11.8%	9.1%	22.2%	0.0%
Staff too inaccessible at the Local Country Office in the Kyrgyz Republic	0.0%	11.1%	3.6%	4.0%	9.1%	4.8%	0.0%	0.0%	6.4%	0.0%	0.0%	11.1%	0.0%
Staff too inaccessible at the Headquarters in Washington	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	5.6%	3.6%	0.0%	6.1%	4.8%	5.0%	13.3%	2.1%	5.9%	0.0%	5.6%	25.0%
WBG's processes too slow	0.0%	11.1%	7.1%	20.0%	3.0%	9.5%	5.0%	6.7%	4.3%	5.9%	9.1%	22.2%	6.3%
Not aligned with other donors' work*	0.0%	0.0%	3.6%	0.0%	0.0%	23.8%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Not aligned with country priorities	6.3%	0.0%	10.7%	0.0%	0.0%	14.3%	0.0%	6.7%	4.3%	5.9%	0.0%	5.6%	0.0%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	12.5%	22.2%	25.0%	20.0%	12.1%	14.3%	10.0%	6.7%	14.9%	35.3%	9.1%	16.7%	31.3%
Other*	12.5%	0.0%	3.6%	0.0%	3.0%	4.8%	0.0%	0.0%	4.3%	0.0%	27.3%	11.1%	0.0%
Don't know	6.3%	11.1%	21.4%	12.0%	33.3%	14.3%	25.0%	6.7%	17.0%	11.8%	18.2%	5.6%	12.5%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Trust Fund management	0.0%	0.0%	0.0%	8.0%	0.0%	10.0%	9.5%	0.0%	2.1%	0.0%	0.0%	5.6%	0.0%
Knowledge products/services	18.8%	29.4%	22.6%	8.0%	9.1%	25.0%	9.5%	18.8%	18.7%	16.7%	8.3%	5.6%	17.6%
Capacity development	37.5%	5.9%	38.7%	36.0%	27.3%	30.0%	33.3%	43.8%	35.4%	55.6%	8.3%	27.8%	17.6%
Technical assistance	12.5%	29.4%	38.7%	28.0%	42.4%	30.0%	33.3%	18.8%	33.3%	27.8%	33.3%	22.2%	17.6%
Investment lending*	87.5%	47.1%	35.5%	56.0%	63.6%	20.0%	61.9%	62.5%	47.9%	50.0%	58.3%	61.1%	58.8%
Policy based lending / budget support to the Government	6.3%	23.5%	22.6%	12.0%	30.3%	20.0%	9.5%	18.8%	6.3%	16.7%	25.0%	16.7%	11.8%
Multi-sectoral approaches	18.8%	23.5%	29.0%	32.0%	12.1%	30.0%	28.6%	12.5%	25.0%	11.1%	8.3%	27.8%	52.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	11.1%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	3.0%	10.0%	4.8%	6.3%	10.4%	5.6%	16.7%	5.6%	5.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Parliament*	12.5%	47.1%	20.0%	40.0%	24.2%	20.0%	28.6%	12.5%	10.4%	5.6%	27.3%	0.0%	37.5%
Donor community	31.3%	11.8%	23.3%	4.0%	12.1%	40.0%	4.8%	18.8%	12.5%	16.7%	9.1%	11.1%	12.5%
Media	18.8%	11.8%	13.3%	0.0%	12.1%	5.0%	33.3%	12.5%	8.3%	27.8%	9.1%	11.1%	6.3%
Local Government*	43.8%	58.8%	26.7%	44.0%	81.8%	20.0%	23.8%	50.0%	41.7%	50.0%	18.2%	27.8%	56.3%
Private sector*	37.5%	29.4%	20.0%	28.0%	12.1%	35.0%	52.4%	43.8%	14.6%	33.3%	63.6%	22.2%	31.3%
Academia/think tanks/research institutes*	18.8%	0.0%	23.3%	16.0%	6.1%	15.0%	9.5%	12.5%	6.2%	5.6%	27.3%	66.7%	12.5%
NGOs/Community-Based Organizations (CBOs)*	18.8%	0.0%	10.0%	12.0%	12.1%	25.0%	19.0%	6.3%	79.2%	33.3%	9.1%	16.7%	18.8%
Youth/university groups	0.0%	17.6%	10.0%	4.0%	3.0%	5.0%	14.3%	25.0%	8.3%	16.7%	0.0%	11.1%	12.5%
Beneficiaries	12.5%	11.8%	33.3%	24.0%	18.2%	25.0%	9.5%	12.5%	14.6%	5.6%	18.2%	33.3%	6.3%
Other	0.0%	5.9%	0.0%	8.0%	3.0%	5.0%	0.0%	6.3%	0.0%	0.0%	9.1%	0.0%	0.0%
Don't know	0.0%	0.0%	3.3%	0.0%	3.0%	5.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in the Kyrgyz Republic	14	7.07	16	7.06	30	7.13	24	7.63	31	7.32	19	6.68	18	6.50	16	6.44	40	6.20	18	6.11	9	5.67	17	6.47	15	6.87
The WBG's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	15	6.07	16	6.69	28	7.32	24	8.17	26	7.04	19	6.16	18	5.89	16	5.69	34	5.79	17	6.41	9	5.78	17	5.76	15	6.53

*Significantly different between stakeholder groups



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

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

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	12	6.58	14	5.07	26	6.23	21	6.62	27	6.63	16	5.56	15	5.53	12	4.67	31	5.39	14	5.64	7	5.57	15	5.13	11	6.00
Flexibility (in terms of the institution's products and services)*	11	6.91	12	6.00	25	6.48	21	7.05	25	6.96	16	4.88	16	5.94	13	5.31	30	4.80	13	6.38	7	6.14	13	5.08	8	6.75
Flexibility (in terms of changing country circumstances)*	11	6.73	13	6.77	25	5.84	21	6.67	25	7.44	16	5.06	16	6.00	14	5.29	32	4.94	13	5.62	7	6.00	15	4.60	9	6.78
Being inclusive*	11	7.64	14	7.29	26	6.42	23	7.78	25	6.92	18	4.89	16	6.13	13	5.69	35	5.26	14	6.14	7	6.71	17	5.35	12	6.83
Openness (sharing data and other information)*	11	7.55	15	7.33	28	7.00	23	8.00	24	7.29	18	5.22	14	6.57	15	6.33	33	5.64	14	6.79	7	6.86	17	6.24	10	7.40
Collaboration with the Government	13	8.23	14	8.07	28	7.46	23	8.04	26	8.12	18	7.06	18	6.78	15	7.13	34	7.00	14	7.57	7	6.86	16	7.81	12	7.75
The speed in which it gets things accomplished on the ground*	11	6.91	13	7.31	24	6.58	23	7.39	22	8.05	17	5.06	16	6.25	14	5.57	32	5.22	12	6.58	6	6.33	15	5.20	10	8.00
Ease of access to people at WBG who are making decisions important to my work*	11	7.45	14	6.21	25	6.80	24	8.17	22	7.45	17	6.24	14	5.64	14	5.79	33	5.36	13	7.23	6	7.00	15	5.60	9	8.44
Collaboration with civil society*	9	7.22	10	6.50	20	6.75	19	7.11	27	6.93	17	4.88	14	6.29	12	4.92	41	5.24	13	6.23	6	6.17	16	5.88	10	6.30
Staff accessibility at the Local Country Office in the Kyrgyz Republic*	12	7.58	14	6.71	26	6.92	21	8.05	23	6.65	17	6.12	17	5.59	14	6.71	36	5.28	13	7.23	8	6.88	16	6.63	8	7.88
Staff accessibility at the Headquarters in Washington*	7	4.86	8	3.88	17	5.35	16	7.81	12	6.33	11	5.82	11	4.55	8	4.63	26	4.42	2	4.50	4	6.00	10	5.70	5	8.00
Collaboration with other donors and development partners	10	6.30	11	6.64	22	6.77	20	8.30	20	7.55	18	6.11	13	6.23	10	5.50	28	5.61	10	6.90	5	6.80	15	6.53	8	6.25
Collaboration with the private sector	10	6.20	12	6.50	19	5.47	19	6.32	21	6.33	15	6.13	14	5.21	13	5.08	29	4.69	11	5.64	3	5.33	11	4.64	9	6.00
Straightforwardness and honesty*	11	8.00	15	8.40	25	6.20	22	8.14	22	7.73	18	6.00	12	7.67	11	6.55	31	5.48	13	6.85	7	6.00	17	5.76	9	7.22
Treating clients and stakeholders in the Kyrgyz Republic with respect*	12	8.00	16	8.19	27	7.22	22	8.68	23	8.48	16	6.88	16	7.06	14	6.79	33	6.55	14	7.93	7	7.00	16	7.12	9	9.00
Being a long-term partner*	12	8.42	15	9.20	26	7.73	20	8.90	20	8.60	18	6.89	13	7.15	13	8.38	31	6.65	13	7.85	7	7.86	15	7.00	12	7.67

*Significantly different between stakeholder groups



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 the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
The Government works inefficiently	46.7%	37.5%	16.7%	16.7%	28.1%	25.0%	38.1%	25.0%	31.3%	40.0%	20.0%	61.1%	53.3%
Poor donor coordination	13.3%	25.0%	16.7%	8.3%	9.4%	25.0%	14.3%	12.5%	22.9%	6.7%	20.0%	5.6%	13.3%
The WBG is not sensitive enough to political/social realities on the ground	20.0%	25.0%	30.0%	16.7%	12.5%	25.0%	33.3%	37.5%	18.8%	46.7%	20.0%	11.1%	26.7%
Lack of/inadequate levels of capacity in Government	13.3%	18.7%	33.3%	50.0%	25.0%	25.0%	19.0%	25.0%	27.1%	26.7%	20.0%	38.9%	20.0%
There is not an adequate level of citizen/civil society participation*	20.0%	25.0%	13.3%	16.7%	43.7%	10.0%	14.3%	25.0%	37.5%	20.0%	30.0%	5.6%	6.7%
The World Bank Group works too slowly*	6.7%	0.0%	6.7%	0.0%	0.0%	25.0%	4.8%	0.0%	6.3%	0.0%	0.0%	0.0%	6.7%
The World Bank Group does not do adequate follow through/follow-up	26.7%	31.3%	23.3%	12.5%	9.4%	35.0%	14.3%	18.7%	20.8%	6.7%	10.0%	22.2%	20.0%
Political pressures and obstacles*	6.7%	0.0%	10.0%	41.7%	9.4%	10.0%	28.6%	31.3%	4.2%	6.7%	30.0%	22.2%	6.7%
Reforms are not well thought out in light of country challenges	33.3%	25.0%	30.0%	16.7%	28.1%	20.0%	28.6%	25.0%	16.7%	26.7%	30.0%	22.2%	26.7%
Other	0.0%	0.0%	0.0%	8.3%	9.4%	0.0%	4.8%	0.0%	6.2%	0.0%	0.0%	0.0%	6.7%

*Significantly different between stakeholder groups



C. World Bank Group’s Effectiveness and Results

The World Bank Group has emphasized the main objective to improve governance in its strategy with the Government of the Kyrgyz Republic, focusing on the following areas of economic development. How would you rate the EFFECTIVENESS of the World Bank Group’s support in these areas over the past two years (2014-2015)?

Please rate the EFFECTIVENESS of the three key clusters of interventions of the World Bank Group’s strategy. (1-Not effective at all, 10-Very effective)

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Public administration and public service delivery	12	5.92	11	5.18	19	6.21	17	6.53	17	6.71	14	5.50	9	4.22	13	4.92	26	4.69	7	5.57	4	5.75	14	5.57	6	7.00
Business environment and investment climate	11	6.64	11	6.27	12	5.92	16	6.75	16	6.63	15	5.80	10	5.70	13	5.00	20	4.50	8	5.38	4	7.00	14	6.57	4	7.75
Management of natural resources and physical infrastructure	9	5.44	10	5.00	14	5.07	15	6.60	13	6.62	12	5.08	9	4.22	10	4.90	22	5.00	7	6.43	2	4.50	11	5.82	3	7.00

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

Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development. (1-Not effective at all, 10-Very effective)

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Information and communications technology	9	6.33	10	5.60	11	5.73	12	6.83	16	7.00	11	4.73	13	6.54	8	5.00	19	5.84	9	5.11	3	5.67	7	5.14	5	6.40
Transport	9	7.00	11	5.82	14	6.00	16	6.81	17	7.53	14	6.93	13	5.85	7	4.29	20	6.20	12	5.83	3	6.33	7	6.29	5	7.00
Law and justice*	8	5.25	10	6.70	9	4.22	11	6.09	12	6.33	12	5.75	11	4.55	10	3.80	19	4.32	10	5.30	2	3.50	8	4.88	6	6.67
Urban development	10	5.50	12	6.17	14	6.14	10	5.40	14	6.57	10	5.60	12	5.17	8	4.25	23	5.26	10	5.50	3	6.67	10	6.20	6	6.83
Environmental sustainability*	11	6.73	12	6.33	17	6.18	17	8.12	19	6.74	11	5.45	11	6.09	8	4.75	20	4.40	9	5.33	3	6.00	7	6.00	6	5.67
Poverty reduction	11	7.00	14	7.21	17	6.12	17	7.41	22	6.64	14	6.50	14	6.00	11	5.18	26	5.15	11	6.91	5	6.60	13	6.38	5	6.20
Private sector development	11	6.09	13	6.62	12	5.17	14	6.21	19	7.42	14	5.57	12	5.58	10	5.30	24	4.71	11	4.73	3	6.00	13	6.23	5	6.60
Foreign direct investment*	9	7.56	12	7.42	16	5.75	13	7.08	19	7.89	12	5.42	14	5.43	10	6.10	20	4.55	11	6.82	2	4.00	10	6.30	6	7.17
Water and sanitation	9	6.89	13	7.08	17	6.65	13	7.54	24	7.17	12	5.83	13	5.77	9	4.78	26	5.65	11	6.09	2	5.00	12	6.50	6	5.33
Trade and exports	8	5.75	12	6.42	10	4.70	13	6.08	15	5.87	12	6.25	14	6.07	8	4.00	16	4.69	11	5.45	2	5.50	7	6.71	5	6.80
Economic growth	11	6.55	13	6.54	12	5.67	12	7.33	16	6.94	14	6.14	13	5.77	10	5.20	25	4.92	10	5.80	5	6.20	10	5.80	5	6.40
Health	10	6.50	13	6.08	12	5.33	14	7.07	16	6.94	14	7.00	13	6.15	9	5.56	27	5.44	11	6.18	4	7.00	12	6.58	5	5.80
Disaster management	6	6.00	12	6.25	15	6.47	14	6.57	17	6.41	9	6.56	10	5.20	8	5.50	17	4.71	8	5.88	3	6.67	8	7.13	4	7.25
Job creation/employment	10	5.90	11	5.09	14	4.57	9	6.11	15	6.27	13	5.38	11	5.36	9	4.11	20	4.70	11	5.00	4	6.50	13	5.46	5	6.20
Financial markets	8	5.75	11	6.18	9	4.78	12	6.25	16	6.88	10	6.00	12	6.67	10	6.10	18	4.83	9	4.78	2	4.50	8	6.87	4	7.25
Gender equity and equality of opportunity	8	6.75	12	7.17	13	6.15	15	7.47	19	7.16	11	5.36	11	5.73	8	7.00	22	5.50	11	6.18	3	7.33	6	6.67	4	7.25
Energy	6	5.83	13	6.92	14	5.93	14	7.50	16	6.63	13	7.15	13	5.38	8	5.38	20	5.85	11	5.09	4	7.00	11	5.64	5	6.60
Rural development	7	7.14	12	6.67	15	5.93	14	7.00	22	7.27	11	5.82	13	5.77	10	5.60	19	5.05	12	5.50	4	7.25	11	6.18	6	6.00
Global/regional integration	9	6.33	10	6.50	11	5.27	11	6.91	13	7.08	12	5.83	10	5.70	8	4.63	14	3.79	11	5.36	3	6.00	7	6.14	5	7.00
Food security	10	7.20	13	6.77	12	5.33	13	7.15	16	6.63	10	6.00	11	5.73	8	4.63	19	5.05	10	6.20	2	4.50	10	6.20	7	5.86
Education*	8	6.50	14	7.50	16	6.13	16	7.13	19	7.11	11	6.36	13	5.92	9	4.56	26	5.04	11	5.64	5	6.00	15	6.07	6	7.67
Social protection	6	6.17	11	6.18	12	5.25	13	6.38	18	6.50	10	6.30	12	5.75	9	4.33	23	4.39	10	5.10	3	6.00	11	5.73	4	6.50
Climate change*	9	7.44	11	6.09	13	5.54	12	7.00	17	6.53	9	5.11	10	6.30	7	4.29	15	4.20	8	4.75	3	7.00	9	6.11	4	8.25
Agricultural development	10	7.10	12	6.58	17	6.29	15	7.67	21	6.95	13	6.77	13	6.23	10	5.30	20	5.85	10	5.60	4	7.50	15	6.20	5	6.60

*Significantly different between stakeholder groups



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

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in the Kyrgyz Republic?*	14	7.07	16	7.06	20	6.40	20	7.55	27	7.48	16	5.94	18	6.00	15	5.73	27	5.93	16	5.87	6	6.17	17	6.35	9	7.11

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

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

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of the Kyrgyz Republic	15	6.40	16	6.81	21	6.95	20	7.60	26	6.77	17	6.18	19	6.58	14	5.57	27	5.74	15	6.53	7	6.14	17	5.29	10	7.20
The WBG meets the Kyrgyz Republic's needs for knowledge services	13	6.31	15	6.87	22	6.59	19	7.63	24	6.50	17	6.35	19	6.37	14	5.71	30	5.97	15	6.13	7	6.14	18	6.44	11	5.64

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG measures and corrects its work in real time in the Kyrgyz Republic?*	13	7.62	14	6.93	17	5.82	18	7.33	23	7.09	14	5.64	10	6.30	10	5.60	25	5.60	12	6.67	6	4.67	13	6.00	11	6.00

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



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?* (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Weekly	6.3%	11.8%	3.8%	19.0%				6.3%				5.9%	
Monthly	12.5%	5.9%	19.2%	19.0%	13.8%	27.8%	9.5%		2.1%	18.8%		23.5%	
A few times a year	25.0%	29.4%	23.1%	42.9%	34.5%	38.9%	9.5%	37.5%	44.7%	43.8%	55.6%	35.3%	20.0%
Rarely	50.0%	41.2%	46.2%	19.0%	41.4%	27.8%	42.9%	50.0%	25.5%	25.0%	33.3%	17.6%	33.3%
Never	6.3%	11.8%	7.7%		10.3%	5.6%	38.1%	6.3%	27.7%	12.5%	11.1%	17.6%	46.7%

*Significantly different between stakeholder groups

In the Kyrgyz Republic, 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 President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	12	7.00	13	6.77	20	6.75	17	7.12	21	7.71	13	6.15	14	5.86	13	5.38	27	6.37	14	6.29	6	5.67	13	5.69	12	7.17
Include appropriate level of stakeholder involvement during preparation*	13	6.92	12	6.92	20	6.75	19	8.21	22	7.32	13	5.69	13	6.46	11	6.18	32	5.56	12	6.67	6	6.00	15	5.80	10	7.60
Lead to practical solutions*	11	7.45	12	6.75	20	6.60	18	8.22	22	7.82	12	5.58	14	6.43	10	6.10	29	5.10	12	5.83	6	5.83	12	5.17	11	7.36
Are accessible (well written and easy to understand)	13	6.92	13	6.69	20	6.90	20	7.75	24	7.33	14	6.79	14	6.71	12	7.50	34	5.35	13	6.77	7	6.14	17	6.53	11	7.36
Are source of relevant information on global good practices	13	7.15	12	7.33	21	6.90	19	7.95	21	7.52	14	7.21	12	6.58	12	7.25	31	6.19	15	7.33	7	6.29	17	6.53	11	7.09
Are adequately disseminated*	12	6.42	12	6.92	19	6.26	20	7.65	24	7.21	16	6.38	10	6.70	12	6.17	31	4.61	15	6.80	7	5.71	15	6.13	10	6.80
Are translated enough into local language	13	6.54	13	5.85	19	6.00	18	6.94	22	7.41	12	6.75	12	6.33	10	5.50	30	4.53	10	7.00	6	5.00	15	5.80	10	6.80
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	13	7.23	13	6.54	21	6.86	18	7.83	24	7.25	14	6.57	13	7.00	9	5.56	26	5.62	12	7.42	6	4.83	14	5.64	10	6.80

*Significantly different between stakeholder groups



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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	15	7.93	16	7.75	25	7.68	20	8.65	28	7.86	17	7.12	18	8.39	16	8.38	33	7.76	15	6.93	8	7.13	17	7.18	13	8.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	13	7.38	14	7.29	23	6.52	19	8.63	26	7.58	17	7.35	12	8.08	14	6.57	31	6.65	11	6.73	6	6.33	17	6.47	11	8.27

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



E. Working with the World Bank Group

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

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly*	9	7.44	9	6.00	18	7.44	20	8.65	23	7.35	11	5.82	9	6.67	10	5.30	21	5.86	7	7.43	3	6.00	7	6.14	7	8.57
The WBG effectively monitors and evaluates the projects and programs it supports*	11	7.18	15	6.73	22	6.95	21	8.19	24	8.13	14	5.57	12	6.58	13	6.69	28	6.04	12	7.17	6	6.33	15	6.53	9	8.22
The World Bank Group's approvals and reviews are done in a timely fashion*	12	7.50	14	7.36	22	6.55	21	7.90	23	8.09	13	5.85	9	5.78	15	6.00	21	6.14	8	7.88	5	6.80	11	7.36	8	8.50
The WBG's "Safeguard Policy" requirements are reasonable	9	7.00	10	7.30	13	7.00	15	8.40	15	7.07	8	6.50	7	6.43	9	6.33	15	7.07	5	7.00	4	6.75	3	6.67	4	9.25
The World Bank Group's conditions on its lending are	11	7.36	11	7.00	19	6.74	16	8.13	15	7.73	9	6.00	11	6.55	13	6.77	15	6.33	9	6.67	4	6.75	9	7.00	5	8.40
The WBG takes decisions quickly in the Kyrgyz Republic	10	7.30	13	6.54	16	6.25	21	7.24	19	7.53	12	5.58	8	6.38	9	5.00	16	5.75	11	6.36	4	5.25	10	6.40	7	7.86
Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	12	8.08	14	8.36	22	7.23	20	8.60	25	7.96	14	6.43	14	7.57	13	7.31	29	6.38	12	7.33	5	6.20	16	7.44	9	7.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	7.00	13	7.54	19	6.74	19	8.16	21	8.14	9	6.89	13	7.15	11	6.55	21	6.67	9	6.44	4	6.75	11	7.45	6	8.67
The WBG provides effective implementation support*	13	7.62	14	6.86	21	6.57	21	8.71	24	8.13	12	5.67	13	6.77	12	6.58	27	7.00	12	5.92	6	6.67	16	6.69	9	8.00

*Significantly different between stakeholder groups

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in the Kyrgyz Republic?	11	6.55	14	5.29	17	6.35	16	7.38	27	7.56	13	5.46	14	6.93	11	5.45	23	5.78	13	6.23	5	6.00	8	6.63	9	7.44

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



E. Working with the World Bank Group (continued)

Which of the following best describes the World Bank Group's support in the Kyrgyz Republic? (Select only ONE response)*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Kyrgyz Republic	50.0%	48.1%	50.0%	14.3%	33.3%	43.8%	43.9%	50.0%	54.2%	37.0%
The World Bank Group is not sufficiently selective in the Kyrgyz Republic, and it is involved in too many areas of development	43.2%	25.9%	30.0%	50.0%	38.1%	43.8%	31.7%	37.5%	33.3%	33.3%
Don't know	6.8%	25.9%	20.0%	35.7%	28.6%	12.5%	24.4%	12.5%	12.5%	29.6%

*Significantly different between stakeholder groups

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

Looking forward, and taking into account limited resources, how IMPORTANT is it for the World Bank Group to EMPHASIZE the following areas of development with the Government of the Kyrgyz Republic in the near future (2016-2017)?

Please rate the IMPORTANCE of the three key clusters of interventions of the World Bank Group's strategy. (1-Not important at all, 10-Very important)

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Public administration and public service delivery	14	8.29	16	8.50	23	7.04	18	8.67	23	7.70	18	7.61	15	8.13	15	8.60	34	8.15	12	6.50	4	8.75	16	8.31	12	8.83
Business environment and investment climate	15	7.87	14	8.43	22	7.68	15	8.20	24	7.58	18	7.83	15	7.80	15	7.87	34	7.79	12	7.08	4	8.75	16	7.63	11	7.27
Management of natural resources and physical infrastructure	14	7.93	14	8.64	24	6.54	15	8.33	23	7.78	18	7.00	14	7.57	15	7.73	34	7.21	13	7.46	3	6.00	15	7.20	9	8.11

**F. The Future Role of the World Bank Group in the Kyrgyz Republic (continued)**

Please rate the IMPORTANCE of the World Bank Group's involvement in the following areas of development. (1-Not important at all, 10-Very important)

	Office of President/PM /Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Information and communications technology	15	7.27	16	7.25	18	7.67	17	7.47	22	7.64	17	6.29	16	7.31	11	7.73	30	7.83	10	6.20	6	7.17	14	6.57	10	6.40
Transport	14	8.21	14	7.57	20	7.75	17	7.53	21	7.67	18	8.11	15	7.33	13	7.31	33	7.73	12	6.92	7	6.57	16	6.50	9	7.89
Law and justice	14	7.79	13	8.00	16	7.44	17	8.06	18	7.44	15	7.27	16	7.50	13	7.31	35	7.97	14	7.00	7	6.57	15	6.53	11	7.18
Urban development	13	7.69	15	8.27	19	7.32	15	7.13	20	7.35	17	7.00	14	7.43	12	7.17	33	7.55	12	7.25	6	6.33	15	6.67	9	7.56
Environmental sustainability	14	7.64	16	7.00	23	7.57	17	8.12	21	7.81	17	7.29	15	7.87	12	6.83	33	8.00	12	7.50	6	5.17	15	7.13	10	7.20
Poverty reduction	15	7.73	15	7.93	21	8.29	19	9.21	23	7.65	17	7.76	17	8.29	13	8.38	36	8.61	11	7.82	6	6.33	16	7.31	9	7.22
Private sector development	14	8.00	13	8.46	20	7.35	17	7.94	22	8.23	17	8.18	16	8.38	14	8.50	35	7.49	12	7.50	6	6.67	16	7.25	11	7.55
Foreign direct investment*	14	8.71	16	8.50	21	7.29	16	8.81	23	8.52	17	7.41	16	7.81	13	9.23	35	8.17	12	8.08	6	5.50	15	7.80	10	8.40
Water and sanitation	13	8.23	16	8.19	23	8.00	17	8.47	25	8.00	16	7.88	15	7.33	11	7.64	32	7.66	12	7.33	6	5.33	16	7.31	9	7.22
Trade and exports	14	7.57	15	7.53	17	6.65	15	8.13	22	7.68	17	7.47	16	7.94	12	7.42	33	7.21	12	6.92	4	4.50	14	6.86	10	7.40
Economic growth	14	8.21	16	8.44	21	8.10	16	9.13	20	8.15	17	7.53	16	8.00	13	8.77	32	7.94	13	6.92	7	6.14	13	7.23	10	7.90
Health	13	8.54	16	8.00	20	8.00	17	8.53	20	7.95	16	7.50	16	7.56	13	8.08	34	8.65	12	7.75	6	6.00	16	7.69	10	8.30
Disaster management	13	7.46	14	7.43	21	7.19	16	7.44	21	7.38	15	7.13	16	6.75	11	6.73	32	7.47	11	6.09	5	5.40	13	7.08	10	7.40
Job creation/employment	15	7.53	15	8.07	19	7.68	16	8.81	22	7.50	17	7.65	15	7.80	12	8.75	35	8.34	12	7.50	6	7.17	14	7.14	9	7.78
Financial markets	14	7.21	14	7.00	17	6.76	16	7.75	21	7.33	16	7.00	15	7.20	13	8.31	29	7.45	12	7.17	6	6.67	13	7.31	9	7.56
Gender equity and equality of opportunity	15	6.53	15	6.07	19	6.84	16	7.44	21	7.43	16	6.25	16	6.19	10	5.70	32	7.22	12	6.42	5	5.40	14	6.07	10	6.60
Energy	14	7.93	15	7.67	22	7.91	15	8.13	21	7.14	17	7.76	15	7.93	11	8.09	32	7.69	12	8.17	5	6.60	16	6.63	10	7.50
Rural development	15	7.53	15	8.13	21	7.76	17	8.82	25	7.80	17	7.71	16	7.88	11	8.82	32	8.06	13	7.85	6	4.83	16	6.88	11	7.55
Global/regional integration	13	7.46	15	7.73	19	6.42	16	8.06	21	7.43	17	7.12	14	6.71	10	8.00	28	6.54	12	6.75	5	5.80	13	7.08	10	6.90
Food security	13	7.69	17	7.71	22	7.55	16	8.44	22	7.18	16	7.19	15	7.47	11	7.45	33	7.39	12	6.17	5	6.60	15	6.87	12	6.92
Education	16	7.81	15	7.87	22	7.68	18	8.94	24	7.54	17	7.94	16	8.88	13	9.00	36	8.08	12	7.75	7	7.29	16	7.06	10	7.70
Social protection	15	6.80	15	7.53	21	7.19	17	7.88	22	7.05	16	7.19	16	7.63	10	7.30	34	7.74	12	6.42	5	6.80	14	7.07	10	7.10
Climate change	14	7.21	16	7.13	21	7.62	17	8.47	20	7.65	17	6.53	16	7.25	10	5.30	28	7.25	12	6.50	5	5.20	14	6.71	10	7.10
Agricultural development	15	7.80	16	8.38	23	7.57	16	8.56	25	7.80	17	8.06	17	8.71	14	8.36	34	7.94	13	7.69	6	5.83	14	7.21	12	7.42

*Significantly different between stakeholder groups



F. The Future Role of the World Bank Group in the Kyrgyz Republic (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Offer more innovative financial products	31.3%	29.4%	38.5%	19.0%	16.1%	22.2%	14.3%	31.3%	17.8%	13.3%	20.0%	31.3%	28.6%
Ensure greater selectivity in its work	0.0%	23.5%	11.5%	9.5%	9.7%	5.6%	14.3%	0.0%	22.2%	0.0%	0.0%	12.5%	7.1%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	12.5%	0.0%	7.7%	4.8%	12.9%	16.7%	4.8%	0.0%	2.2%	13.3%	10.0%	6.3%	0.0%
Improve the competitiveness of its financing compared to markets	6.3%	5.9%	19.2%	4.8%	6.5%	16.7%	9.5%	18.8%	6.7%	13.3%	30.0%	6.3%	28.6%
Reach out more to groups outside of Government*	12.5%	11.8%	15.4%	14.3%	22.6%	55.6%	38.1%	37.5%	62.2%	40.0%	0.0%	37.5%	21.4%
Increase the level of capacity development in the country	56.3%	29.4%	30.8%	19.0%	19.4%	11.1%	52.4%	18.7%	33.3%	33.3%	20.0%	37.5%	21.4%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	0.0%	11.8%	7.7%	14.3%	9.7%	16.7%	4.8%	18.8%	6.7%	0.0%	20.0%	0.0%	7.1%
Offer more innovative knowledge services	12.5%	5.9%	15.4%	19.0%	9.7%	22.2%	9.5%	12.5%	8.9%	13.3%	30.0%	6.3%	0.0%
Collaborate more effectively with Government clients*	31.3%	35.3%	11.5%	42.9%	29.0%	11.1%	9.5%	18.8%	6.7%	13.3%	50.0%	25.0%	42.9%
Work faster	0.0%	5.9%	7.7%	0.0%	16.1%	0.0%	4.8%	6.3%	4.4%	0.0%	0.0%	0.0%	21.4%
Reduce the complexity of obtaining World Bank Group financing	31.3%	11.8%	30.8%	28.6%	38.7%	5.6%	33.3%	25.0%	20.0%	46.7%	10.0%	31.3%	14.3%
Other	0.0%	5.9%	0.0%	9.5%	0.0%	5.6%	0.0%	6.3%	6.7%	6.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Direct contact with WBG	62.5%	31.3%	33.3%	42.9%	37.5%	44.4%	33.3%	31.3%	33.3%	40.0%	55.6%	58.8%	42.9%
World Bank Group's seminars/ workshops/conferences*	56.3%	25.0%	44.4%	61.9%	78.1%	50.0%	66.7%	50.0%	40.0%	46.7%	88.9%	29.4%	42.9%
World Bank Group's publications and other written materials	25.0%	25.0%	40.7%	9.5%	3.1%	33.3%	14.3%	25.0%	24.4%	20.0%	11.1%	29.4%	14.3%
World Bank Group's website	31.3%	25.0%	37.0%	38.1%	15.6%	22.2%	14.3%	18.8%	28.9%	26.7%	11.1%	41.2%	35.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.3%	6.3%	14.8%	14.3%	28.1%	11.1%	38.1%	12.5%	28.9%	33.3%	11.1%	11.8%	28.6%
e-Newsletters	18.8%	50.0%	22.2%	19.0%	25.0%	27.8%	23.8%	31.3%	26.7%	26.7%	22.2%	29.4%	14.3%
Other	0.0%	6.3%	0.0%	4.8%	3.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

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 a list of exceptions?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	33.3%	68.8%	26.1%	47.4%	29.2%	37.5%	20.0%	26.7%	15.8%	26.7%	44.4%	35.3%	23.1%
No	66.7%	31.3%	73.9%	52.6%	70.8%	62.5%	80.0%	73.3%	84.2%	73.3%	55.6%	64.7%	76.9%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	96.4%	100.0%	89.7%	100.0%	95.2%	93.3%	95.5%	93.3%	100.0%	100.0%	92.3%
No			3.6%		10.3%		4.8%	6.7%	4.5%	6.7%			7.7%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	61.5%	45.5%	44.4%	68.4%	29.6%	77.8%	42.9%	50.0%	62.8%	60.0%	55.6%	68.8%	33.3%
No	38.5%	54.5%	55.6%	31.6%	70.4%	22.2%	57.1%	50.0%	37.2%	40.0%	44.4%	31.3%	66.7%



G. Communication and Information Sharing (continued)

Do you currently consult the World Bank Group social media sites?*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	7.7%	38.5%	15.4%	42.1%	51.9%	11.1%	38.1%	14.3%	34.9%	57.1%	11.1%	43.8%	38.5%
No	92.3%	61.5%	84.6%	57.9%	48.1%	88.9%	61.9%	85.7%	65.1%	42.9%	88.9%	56.3%	61.5%

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Observer*	11.8%	22.2%	3.0%	3.7%	22.6%	9.5%	52.6%	33.3%	41.3%	26.3%	16.7%	38.9%	33.3%
Use WBG reports/data*	17.6%	22.2%	18.2%	7.4%	16.1%	47.6%	21.1%	16.7%	34.8%	36.8%	25.0%	50.0%	11.1%
Engage in WBG related/ sponsored events/activities*	35.3%	27.8%	27.3%	66.7%	41.9%	33.3%	15.8%	0.0%	39.1%	31.6%	41.7%	38.9%	22.2%
Collaborate as part of my professional duties*	64.7%	55.6%	72.7%	51.9%	35.5%	57.1%	21.1%	41.7%	15.2%	21.1%	66.7%	16.7%	33.3%
Use WBG website for information, data, research, etc.	5.9%	11.1%	15.2%	7.4%	25.8%	9.5%	21.1%	25.0%	19.6%	15.8%	0.0%	27.8%	27.8%

*Significantly different between stakeholder groups

**Appendix C: Responses to Indicator Questions by Location¹⁶****Bishkek N=225 ● Other Areas N=92****B. Overall Attitudes toward the World Bank Group**

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?	217	5.93	2.43	86	5.52	2.70

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.	183	6.27	2.13	73	6.79	2.63

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	163	6.77	2.27	72	7.15	2.53

*(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's work in the Kyrgyz Republic?**

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic	191	6.65	2.43	80	7.10	2.41
The WBG's work is aligned with what I consider the development priorities for the Kyrgyz Republic	184	6.42	2.19	74	6.68	2.38

(1-Strongly disagree, 10-Strongly agree)

¹⁶ Only 317 respondents provided the information about their geographic location. Thus only these respondents were included in the analysis presented in this Appendix.

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

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	160	5.48	2.20	65	6.57	2.30
Flexibility (in terms of the institution's products and services)*	152	5.75	2.00	60	6.72	2.26
Flexibility (in terms of changing country circumstances)*	158	5.63	2.04	62	6.74	2.12
Being inclusive	167	6.29	2.29	69	6.39	2.41
Openness (sharing data and other information)	169	6.77	2.29	65	6.66	2.64
Collaboration with the Government	175	7.59	2.07	68	7.41	2.34
The speed in which it gets things accomplished on the ground*	158	6.09	2.27	62	7.32	2.35
Ease of access to the people at the World Bank Group who are making decisions important to my work	161	6.60	2.78	60	6.75	2.21
Collaboration with civil society	147	5.93	2.52	71	6.52	2.45
Staff accessibility at the Local Country Office in the Kyrgyz Republic	172	6.78	2.60	57	6.19	2.51
Staff accessibility at the Headquarters in Washington	104	5.38	2.88	37	5.81	2.77
Collaboration with other donors and development partners	140	6.51	2.51	54	6.78	2.60
Collaboration with the private sector	130	5.58	2.31	61	5.72	2.41
Straightforwardness and honesty	156	6.73	2.72	62	7.11	2.71
Treating clients and stakeholders in the Kyrgyz Republic with respect	170	7.64	2.44	60	7.38	2.56
Being a long-term partner	162	7.90	2.29	57	7.54	2.66

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

C. World Bank Group's Sectoral Effectiveness and Results

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Kyrgyz Republic?*	158	6.33	2.04	66	7.03	2.27

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

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic	162	6.35	2.33	64	6.80	2.32
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services	167	6.40	2.39	62	6.39	2.10

(1-Strongly disagree, 10-Strongly agree)

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

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	137	6.48	2.33	56	7.02	2.28

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

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	174	7.88	2.14	69	7.74	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	153	7.21	2.14	64	7.12	2.41

(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 do you agree/disagree with the following statements?

	Bishkek			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Kyrgyz Republic*	110	6.23	2.47	48	7.31	2.31
Where country systems are adequate, the World Bank Group makes appropriate use of them	114	7.14	2.44	54	7.78	2.38

(1-Strongly disagree, 10-Strongly agree) *Significantly different between locations.

**Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁷****Currently collaborating with the WBG N=151 ● Not collaborating with the WBG N=157****B. Overall Attitudes toward the World Bank Group**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?*	141	6.82	2.17	153	4.86	2.42

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between those who collaborate with the WBG and those who do not.*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.*	132	6.98	2.05	116	5.72	2.29

*(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?*	125	7.37	2.12	101	6.34	2.44

*(1-To no degree at all, 10-To a very significant degree)***Significantly different between those who collaborate with the WBG and those who do not.*

¹⁷Only 308 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this Appendix.



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

When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Health	14.7%	14.0%
Transport (e.g., roads, bridges, transportation)	8.4%	6.0%
Agricultural development	34.3%	28.0%
Global/regional integration	5.6%	4.7%
Job creation/employment	21.0%	30.0%
Public administration and public service delivery	34.3%	26.0%
Social protection (e.g., pensions, targeted social assistance)	6.3%	6.7%
Rural development	19.6%	16.7%
Foreign direct investment	11.9%	7.3%
Education	17.5%	22.0%
Energy	7.0%	3.3%
Financial markets	2.8%	0.7%
Urban development	2.8%	4.7%
Environmental sustainability	2.1%	6.0%
Economic growth	24.5%	24.7%
Private sector development	11.9%	16.7%
Water and sanitation	9.8%	6.0%
Food security	6.3%	6.0%
Climate change (e.g., mitigation, adaptation)	5.6%	4.0%
Information and communications technology	4.2%	7.3%
Trade and exports	4.9%	7.3%
Gender equity and equality of opportunity*	2.1%	7.3%
Law and justice (e.g., judicial system)	6.3%	7.3%
Business environment and investment climate	14.0%	14.0%
Management of natural resources and physical infrastructure	6.3%	6.7%
Poverty reduction	9.8%	10.0%
Disaster management	1.4%	1.3%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	130	7.22	2.19	131	6.29	2.55
The WBG's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	123	7.16	2.11	126	5.85	2.19

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	120	6.21	2.26	99	5.21	2.12
Flexibility (in terms of the institution's products and services)*	114	6.52	2.06	91	5.37	2.03
Flexibility (in terms of changing country circumstances)*	114	6.50	2.11	97	5.23	1.94
Being inclusive*	121	7.06	2.17	105	5.36	2.19
Openness (sharing data and other information)*	120	7.23	2.18	106	6.10	2.49
Collaboration with the Government*	121	7.92	1.90	113	7.08	2.31
The speed in which it gets things accomplished on the ground*	114	6.95	2.23	98	5.72	2.31
Ease of access to the people at the World Bank Group who are making decisions important to my work*	117	7.54	2.31	97	5.51	2.60
Collaboration with civil society*	98	6.79	2.28	112	5.50	2.57
Staff accessibility at the Local Country Office in the Kyrgyz Republic*	114	7.47	2.32	107	5.68	2.54
Staff accessibility at the Headquarters in Washington*	70	6.54	2.68	66	4.48	2.62
Collaboration with other donors and development partners*	101	7.31	2.22	87	5.75	2.63
Collaboration with the private sector*	93	6.16	2.20	91	5.07	2.38
Straightforwardness and honesty*	112	7.21	2.47	97	6.34	2.91
Treating clients and stakeholders in the Kyrgyz Republic with respect*	115	8.03	2.14	106	7.00	2.68
Being a long-term partner*	109	8.46	1.89	103	7.15	2.66

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

*Significantly different between those who collaborate with the WBG and those who do not.



C. World Bank Group's Sectoral Effectiveness and Results

The World Bank Group has emphasized the main objective to improve governance in its strategy with the Government of the Kyrgyz Republic, focusing on the following areas of economic development. How would you rate the EFFECTIVENESS of the World Bank Group's support in these areas over the past two years (2014-2015)?

Please rate the EFFECTIVENESS of the three key clusters of interventions of the World Bank Group's strategy.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Public administration and public service delivery*	86	6.24	2.52	81	5.01	2.45
Business environment and investment climate*	79	6.59	2.26	73	5.38	2.22
Management of natural resources and physical infrastructure*	68	6.10	2.31	66	4.79	2.30

(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.

Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Information and communications technology	60	6.35	2.46	69	5.51	2.38
Transport (e.g., roads, bridges, transportation)*	76	6.88	2.27	70	5.90	2.58
Law and justice (e.g., judicial system)*	57	5.63	2.48	68	4.76	2.24
Urban development	63	6.19	2.29	77	5.39	2.49
Environmental sustainability*	76	6.96	2.32	71	5.07	2.43
Poverty reduction*	86	6.84	2.36	90	5.81	2.50
Private sector development*	75	6.20	2.34	81	5.42	2.39
Foreign direct investment*	76	6.83	2.51	74	5.82	2.50
Water and sanitation*	78	7.03	2.29	86	5.64	2.62
Trade and exports	63	5.89	2.35	64	5.38	2.49
Economic growth*	72	6.46	2.46	81	5.59	2.44
Health	74	6.58	2.21	84	5.93	2.51
Disaster management*	66	6.70	2.37	61	5.44	2.43
Job creation/employment*	67	5.90	2.42	76	4.87	2.12
Financial markets	60	6.32	2.10	65	5.54	2.43
Gender equity and equality of opportunity*	66	7.17	2.06	72	5.90	2.63
Energy*	69	6.71	2.14	76	5.74	2.54
Rural development*	76	6.76	2.34	77	5.57	2.61
Global/regional integration*	64	6.47	2.48	55	5.02	2.39
Food security*	67	6.79	2.27	69	5.38	2.30
Education*	76	6.79	2.32	90	5.77	2.64
Social protection (e.g., pensions, targeted social assistance)*	66	6.11	2.35	70	5.06	2.59
Climate change (e.g., mitigation, adaptation)*	61	6.49	2.32	61	5.26	2.55
Agricultural development	83	6.78	2.33	79	6.10	2.62

(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Kyrgyz Republic?*	109	6.98	1.97	106	6.08	2.18

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the Kyrgyz Republic*	112	6.90	2.11	107	5.94	2.41
The WBG meets the Kyrgyz Republic's needs for knowledge services*	109	6.98	2.15	113	5.75	2.36

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in the Kyrgyz Republic?*	100	6.81	2.09	83	5.65	1.76

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

*Significantly different between those who collaborate with the WBG and those who do not.

D. The World Bank Group's Knowledge Work and Activities**In the Kyrgyz Republic, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	100	6.82	2.17	91	6.18	2.36
Include appropriate level of stakeholder involvement during preparation*	101	7.12	2.12	94	5.98	2.14
Lead to practical solutions*	99	6.96	2.22	86	5.84	2.37
Are accessible (well written and easy to understand)*	109	7.24	2.20	98	6.15	2.35
Are source of relevant information on global good practices*	103	7.39	2.26	100	6.59	2.41
Are adequately disseminated*	105	6.92	2.44	94	5.71	2.38
Are translated enough into local language*	94	6.63	2.70	93	5.52	2.72
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	100	7.06	2.28	86	6.06	2.25

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	114	7.96	1.94	120	7.75	2.27
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	108	7.55	2.13	99	6.79	2.25

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

*Significantly different between those who collaborate with the WBG and those who do not.

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	92	7.62	2.24	60	6.02	2.76
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	103	7.38	2.54	95	6.54	2.49
The World Bank Group's approvals and reviews are done in a timely fashion*	104	7.37	2.36	75	6.53	2.34
The World Bank Group's "Safeguard Policy" requirements are reasonable	65	7.38	2.04	49	6.88	2.43
The World Bank Group's conditions on its lending are reasonable	82	7.37	2.31	63	6.56	2.71
The World Bank Group takes decisions quickly in the Kyrgyz Republic*	91	6.87	2.32	63	6.00	2.57
Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	107	7.63	2.26	94	7.11	2.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	91	7.51	2.26	69	6.96	2.61
The World Bank Group provides effective implementation support*	108	7.55	2.40	88	6.57	2.38

*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in the Kyrgyz Republic?*	93	6.84	2.54	83	5.87	2.40

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

Looking forward, and taking into account limited resources, how IMPORTANT is it for the World Bank Group to EMPHASIZE the following areas of development with the Government of the Kyrgyz Republic in the near future (2016-2017)?

Please rate the IMPORTANCE of the three key clusters of interventions of the World Bank Group's strategy.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Public administration and public service delivery	104	8.11	2.13	112	7.96	2.49
Business environment and investment climate	98	8.07	2.07	112	7.60	2.35
Management of natural resources and physical infrastructure	98	7.66	2.17	109	7.29	2.39

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

Please rate the IMPORTANCE of the World Bank Group's involvement in the following areas of development.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Information and communications technology	93	7.19	2.27	106	7.19	2.68
Transport (e.g., roads, bridges, transportation)	97	7.79	2.10	110	7.19	2.63
Law and justice (e.g., judicial system)	93	7.42	2.26	107	7.42	2.66
Urban development	90	7.46	2.28	109	7.17	2.55
Environmental sustainability	101	7.44	2.11	109	7.48	2.36
Poverty reduction	99	8.26	1.97	116	7.82	2.41
Private sector development	99	7.93	2.15	113	7.63	2.50
Foreign direct investment	100	8.22	2.03	112	7.91	2.39
Water and sanitation	98	7.96	2.05	111	7.50	2.51
Trade and exports	91	7.43	2.03	107	7.21	2.58
Economic growth	90	8.24	1.95	115	7.71	2.61
Health	96	8.10	1.91	111	7.88	2.46
Disaster management	90	7.32	2.09	104	6.93	2.82
Job creation/employment	94	8.13	2.04	112	7.61	2.56
Financial markets*	91	7.66	2.00	101	6.98	2.51
Gender equity and equality of opportunity	92	6.97	2.49	106	6.28	2.74
Energy	95	7.81	2.04	108	7.48	2.62
Rural development	100	8.02	2.20	113	7.52	2.80
Global/regional integration*	90	7.48	2.00	100	6.71	2.71
Food security*	97	7.77	2.04	108	6.98	2.73
Education	105	8.08	1.98	115	7.83	2.52
Social protection (e.g., pensions, targeted social assistance)	95	7.58	2.09	109	6.97	2.73
Climate change (e.g., mitigation, adaptation)*	95	7.48	2.13	102	6.71	2.76
Agricultural development	104	8.00	2.17	114	7.69	2.63

(1-Not important at all, 10-Very important) *Significantly different between those who collaborate with the WBG and those who do not.

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	88	6.92	2.15	68	6.99	2.43
I find the information on the World Bank Group's websites useful.	88	7.43	2.31	69	7.20	2.44
The World Bank Group's social media channels are valuable sources of information about the institution*	66	7.38	2.23	68	6.18	2.79
When I need information from the World Bank Group I know how to find it*	97	7.54	2.45	89	6.46	2.89
The World Bank Group is responsive to my information requests and inquiries*	83	7.81	2.22	53	6.25	2.96

*Significantly different between those who collaborate with the WBG and those who do not.



Appendix E: Responses to Select Questions by Year¹⁸

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY13 and FY16 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	4.9%	5.6%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and judiciary)	11.0%	31.7%
Bilateral/multilateral agencies	12.8%	6.9%
Private sector (includes financial sector/private banks)	8.5%	12.7%
Academia	11.0%	5.9%
Media	6.1%	6.2%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and youth groups)	23.8%	19.0%
Local government	22.0%	12.1%
Total Number of Respondents (Un-Weighted)	164	306

(Note, respondents who indicated Other were excluded.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	5.2%	5.2%
Government Institutions	20.9%	20.9%
Bilateral/Multilateral Agency	10.2%	10.2%
Private Sector	10.5%	10.5%
Academia	8.4%	8.4%
Media	6.3%	6.3%
Civil Society	20.9%	20.9%
Local Government	17.6%	17.6%
Total Number of Respondents (Weighted)	158	300

All data presented in this Appendix are weighted. As a result, means of the FY16 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY13 respondents and the total number of respondents indicated may differ from those reported in the FY13 COS report.

¹⁸Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?*	157	6.21	2.08	286	5.66	2.49

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.	145	6.11	1.98	240	6.28	2.28

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	130	6.61	2.04	224	6.81	2.43

(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's work in the Kyrgyz Republic?

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic	143	6.67	2.26	255	6.73	2.43
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic	144	6.03	2.09	241	6.40	2.26

(1-Strongly disagree, 10-Strongly agree)

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	129	5.56	2.21	213	5.80	2.29
Flexibility (in terms of the institution's products and services)	131	5.55	2.10	202	5.93	2.14
Flexibility (in terms of changing country circumstances)	126	5.48	2.12	209	5.88	2.14
Being inclusive	128	6.10	2.16	223	6.11	2.33
Openness (sharing data and other information)	131	6.33	2.11	220	6.58	2.39
Collaboration with the Government	128	7.62	1.90	227	7.55	2.15
Collaboration with civil society	124	6.19	2.26	213	6.02	2.50
Staff accessibility at the Local Country Office in the Kyrgyz Republic	130	6.60	2.48	216	6.50	2.60
Staff accessibility at the Headquarters in Washington	92	5.03	2.71	131	5.44	2.79
Collaboration with other donors and development partners*	103	7.26	1.86	186	6.56	2.58
Straightforwardness and honesty	102	6.80	2.00	207	6.72	2.75

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY13 respondents.

**C. World Bank Group's Effectiveness and Results**Please rate the **EFFECTIVENESS** of the World Bank Group's work in the following areas of development.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Information and communications technology*	102	5.10	2.07	129	5.90	2.40
Transport (e.g., roads, bridges, transportation)	116	6.15	2.34	144	6.47	2.37
Law and justice (e.g., judicial system)*	95	4.42	2.40	124	5.26	2.37
Urban development	108	5.45	2.45	137	5.74	2.34
Environmental sustainability	97	5.47	2.54	143	5.99	2.49
Poverty reduction	125	5.85	2.50	177	6.32	2.46
Private sector development	109	5.46	2.21	161	5.87	2.43
Foreign direct investment	109	6.06	2.30	150	6.33	2.53
Water and sanitation	122	6.27	2.37	165	6.38	2.54
Trade and exports	91	5.46	2.22	129	5.71	2.41
Economic growth	109	5.49	2.26	153	5.99	2.45
Health	114	6.22	2.30	157	6.32	2.36
Disaster management	96	5.54	2.34	126	6.09	2.43
Job creation/employment*	104	4.35	2.30	143	5.38	2.23
Financial markets*	85	5.29	2.40	126	6.00	2.26
Energy*	107	5.33	2.27	143	6.23	2.40
Rural development	115	5.76	2.43	153	6.22	2.59
Global/regional integration	85	5.28	2.13	119	5.81	2.52
Food security*	103	5.26	2.17	136	6.07	2.32
Education*	116	5.54	2.30	163	6.18	2.49
Social protection (e.g., pensions, targeted social assistance)	103	5.22	2.50	140	5.65	2.51
Climate change (e.g., mitigation, adaptation)*	80	5.02	2.73	124	5.82	2.43
Agricultural development*	115	5.54	2.52	162	6.49	2.50

*(1-Not effective at all, 10-Very effective) *Significantly different between FY16 and FY13 respondents.*

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?*	151	6.09	1.94	215	6.53	2.16

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY13 respondents.***To what extent do you agree with the following statements about the World Bank Group in the Kyrgyz Republic?**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic	143	6.17	2.34	217	6.34	2.35
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services	136	6.44	2.16	215	6.38	2.33

(1-Strongly disagree, 10-Strongly agree)

**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	FY13	FY16
Weekly	5.9%	3.0%
Monthly	12.7%	12.7%
A few times a year	32.9%	35.1%
Rarely	41.5%	33.8%
Never*	7.1%	15.4%

*Significantly different between FY16 and FY13 respondents.

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Are timely	129	6.13	2.12	184	6.57	2.32
Include appropriate level of stakeholder involvement during preparation	123	6.09	2.12	191	6.49	2.23
Lead to practical solutions	129	6.38	2.07	179	6.42	2.41
Are accessible (well written and easy to understand)	132	6.30	2.28	204	6.70	2.33
Are source of relevant information on global good practices	128	6.69	2.16	197	7.01	2.37
Are adequately disseminated*	130	5.68	2.57	198	6.36	2.48
Are translated enough into local language	124	6.53	2.52	183	6.20	2.74
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	123	6.42	1.99	186	6.63	2.30

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	139	6.62	2.14	229	7.71	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	135	6.98	1.97	208	7.15	2.17

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

*Significantly different between FY16 and FY13 respondents

**E. Working with the World Bank Group**

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	123	6.19	2.31	149	6.83	2.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports	133	6.61	2.19	194	6.92	2.56
The World Bank Group's approvals and reviews are done in a timely fashion	120	6.70	2.22	173	7.04	2.40
The World Bank Group's "Safeguard Policy" requirements are reasonable	88	6.58	2.16	110	7.08	2.22
The World Bank Group's conditions on its lending are reasonable*	108	6.26	2.31	137	7.00	2.54
Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	126	6.94	2.05	197	7.41	2.43
Where country systems are adequate, the World Bank Group makes appropriate use of them*	105	6.42	2.39	158	7.30	2.47
The World Bank Group provides effective implementation support	124	6.85	2.13	192	7.10	2.47

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY16 and FY13 respondents.***G. Communication and Information Sharing**

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 a list of exceptions?*

Percentage of Respondents	FY13	FY16
Yes	16.4%	30.2%
No	83.6%	69.8%

**Significantly different between FY16 and FY13 respondents.*

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

Percentage of Respondents	FY13	FY16
Yes	21.7%	18.1%
No	78.3%	81.9%

Were you able to obtain this information?

Percentage of Respondents	FY13	FY16
Yes	77.8%	87.6%
No	22.2%	12.4%

Do you have access to the Internet?

Percentage of Respondents	FY13	FY16
Yes	91.8%	95.6%
No	8.2%	4.4%

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

Percentage of Respondents	FY13	FY16
Yes	62.2%	55.1%
No	37.8%	44.9%

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

Which Internet connection do you use primarily when visiting a World Bank Group website?*

Percentage of Respondents	FY13	FY16
High speed/WiFi	74.5%	85.2%
Dial-up	25.5%	14.8%

*Significantly different between FY16 and FY13 respondents.

Please rate how much you agree with the following statements.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	113	6.36	2.35	146	6.91	2.29
I find the information on the World Bank Group's websites useful.	116	6.90	2.24	151	7.34	2.34
When I need information from the World Bank Group I know how to find it	130	6.81	2.68	179	6.94	2.69
The World Bank Group is responsive to my information requests and inquiries	99	6.46	2.63	131	7.13	2.64

(1-Strongly disagree, 10-Strongly agree)

H. Background Information

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

Percentage of Respondents	FY13	FY16
Yes	46.5%	46.9%
No	53.5%	53.1%

Which of the following describes most of your exposure to the World Bank Group in the Kyrgyz Republic?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	FY13	FY16
Observer	19.5%	25.0%
Use World Bank Group reports/data	22.9%	27.5%
Engage in World Bank Group related/sponsored events/activities	28.1%	35.7%
Collaborate as part of my professional duties	43.0%	37.7%
Use World Bank Group website for information, data, research, etc.	18.1%	17.8%



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in the Kyrgyz Republic? (Choose no more than 2)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 the Kyrgyz Republic.	5.72	6.98	6.63	5.78	6.45	6.41	6.23	6.79	6.33	6.58	6.41	6.58
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic	6.29	7.22	7.02	6.33	6.81	6.94	6.76	7.01	6.65	7.10	6.85	6.85
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic	5.85	7.16	6.82	5.65	6.43	6.86	6.49	6.66	6.35	6.81	6.54	6.61
Responsiveness to needs	5.21	6.21	5.76	5.84	5.76	5.81	5.70	5.91	5.83	5.72	5.82	5.58
Flexibility (in terms of the institution's products and services)	5.37	6.52	6.06	5.69	6.07	5.75	5.91	6.11	5.88	6.10	5.99	5.92
Flexibility (in terms of changing country circumstances)	5.23	6.50	5.90	5.93	5.99	5.69	5.96	5.81	5.81	6.02	5.94	5.74
Being inclusive	5.36	7.06	6.52	5.60	6.33	6.25	6.25	6.40	5.87	6.89	6.39	5.92
Openness (sharing data and other information)	6.10	7.23	6.91	6.10	6.75	6.70	6.73	6.75	6.52	7.00	6.73	6.74
Collaboration with the Government	7.08	7.92	7.74	7.02	7.50	7.77	7.45	7.81	7.50	7.67	7.60	7.48
The speed in which it gets things accomplished on the ground	5.72	6.95	6.46	6.15	6.40	6.35	6.40	6.36	6.28	6.52	6.38	6.42
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.51	7.54	6.99	5.31	6.70	6.52	6.35	7.17	6.37	6.98	6.71	6.35
Collaboration with civil society	5.50	6.79	6.34	5.63	6.01	6.53	6.18	6.13	6.01	6.37	6.17	6.12
Staff accessibility at the Local Country Office in the Kyrgyz Republic	5.68	7.47	7.04	5.32	6.59	6.78	6.42	7.03	6.46	6.86	6.67	6.50
Staff accessibility at the Headquarters in Washington	4.48	6.54	5.91	4.21	5.51	5.59	5.29	5.94	5.29	5.78	5.48	5.75
Collaboration with other donors and development partners	5.75	7.31	6.85	5.76	6.49	6.90	6.31	7.12	6.43	6.81	6.64	6.46
Collaboration with the private sector	5.07	6.16	5.91	4.72	5.49	5.96	5.57	5.71	5.23	6.12	5.72	5.22
Straightforwardness and honesty	6.34	7.21	7.02	6.10	6.71	7.14	6.92	6.68	6.73	6.95	6.91	6.50
Treating clients and stakeholders in the Kyrgyz Republic with respect	7.00	8.03	7.84	6.46	7.45	7.80	7.42	7.77	7.37	7.78	7.58	7.37
Being a long-term partner	7.15	8.46	7.89	7.34	7.81	7.68	7.73	7.87	7.54	8.05	7.85	7.43
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?	6.08	6.98	6.69	5.98	6.57	6.39	6.39	6.76	6.34	6.72	6.46	6.79
The WBG's financial instruments meet the needs of the Kyrgyz Republic	5.94	6.90	6.61	6.00	6.48	6.42	6.27	6.84	6.30	6.67	6.43	6.61
The WBG meets the Kyrgyz Republic's needs for knowledge services	5.75	6.98	6.69	5.84	6.34	6.85	6.33	6.80	6.41	6.59	6.47	6.58
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	6.06	7.06	6.88	5.86	6.57	6.92	6.61	6.79	6.68	6.67	6.56	7.14
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.75	7.96	7.97	7.51	7.79	8.03	7.91	7.75	7.79	7.94	7.79	8.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.79	7.55	7.38	6.80	7.13	7.53	7.09	7.53	7.27	7.22	7.24	7.26
The WBG takes decisions quickly in the Kyrgyz Republic	6.00	6.87	6.75	5.78	6.47	6.76	6.38	6.85	6.69	6.40	6.52	6.73
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.96	7.51	7.48	6.94	7.36	7.36	7.16	7.74	7.36	7.36	7.37	7.31

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: The Kyrgyz Republic FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Kyrgyz Republic

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in the Kyrgyz Republic or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in the Kyrgyz Republic, 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 the Kyrgyz Republic.

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 THE KYRGYZ REPUBLIC

A1. In general would you say that the Kyrgyz Republic is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in the Kyrgyz Republic.			
Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic? (Choose no more than THREE)			
1	Global/regional integration	15	Health
2	Food security	16	Climate change (e.g., mitigation, adaptation)
3	Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	17	Poverty reduction
4	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
5	Private sector development	19	Education
6	Foreign direct investment	20	Agricultural development
7	Urban development	21	Trade and exports
8	Energy	22	Law and justice (e.g., judicial system)
9	Job creation/employment	23	Business environment and investment climate
10	Rural development	24	Management of natural resources and physical infrastructure (e.g., oil, gas, mining)
11	Financial markets	25	Economic growth
12	Water and sanitation	26	Disaster management
13	Environmental sustainability	27	Information and communications technology
14	Gender equity and equality of opportunity		

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 the Kyrgyz Republic? (Choose no more than THREE)

1	Water and sanitation	14	Foreign direct investment
2	Gender equity and equality of opportunity	15	Energy
3	Rural development	16	Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)
4	Climate change (e.g., mitigation, adaptation)	17	Private sector development
5	Global/regional integration	18	Management of natural resources and physical infrastructure (e.g., oil, gas, mining)
6	Economic growth	19	Environmental sustainability
7	Urban development	20	Health
8	Business environment and investment climate	21	Agricultural development
9	Social protection (e.g., pensions, targeted social assistance)	22	Disaster management
10	Law and justice (e.g., judicial system)	23	Job creation/employment
11	Transport (e.g., roads, bridges, transportation)	24	Financial markets
12	Information and communications technology	25	Trade and exports
13	Education	26	Food security

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Kyrgyz Republic? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
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 and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Kyrgyz Republic? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Kyrgyz Republic solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)			
1	Health	15	Economic growth
2	Transport (e.g., roads, bridges, transportation)	16	Private sector development
3	Agricultural development	17	Water and sanitation
4	Global/regional integration	18	Food security
5	Job creation/employment	19	Climate change (e.g., mitigation, adaptation)
6	Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Trade and exports
8	Rural development	22	Gender equity and equality of opportunity
9	Foreign direct investment	23	Law and justice (e.g., judicial system)
10	Education	24	Business environment and investment climate
11	Energy	25	Management of natural resources and physical infrastructure (e.g., oil, gas, mining)
12	Financial markets	26	Poverty reduction
13	Urban development	27	Disaster management
14	Environmental sustainability		

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

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 the Kyrgyz Republic?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible at the Local Country Office in the Kyrgyz Republic
12	Staff too inaccessible at the Headquarters in Washington
13	Imposing technocratic solutions without regard to political realities
14	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
15	Not aligned with other donors' work
16	Not aligned with country priorities
17	Not adequately sensitive to political/social realities in the Kyrgyz Republic
18	Other (please specify): _____
19	Don't know



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don’t know

B8. To what extent do you believe that the World Bank Group’s work and support help the poorest in the Kyrgyz Republic? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don’t know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Other (please specify): _____
5	Private sector		
6	Academia/think tanks/research institutes	11	Don’t know

To what extent do you agree with the following statements about the World Bank Group’s work in the Kyrgyz Republic?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic											<input type="checkbox"/>	
B11	The World Bank Group’s work is aligned with what I consider the development priorities for the Kyrgyz Republic											<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 the Kyrgyz Republic, 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		
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	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"/>	
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Staff accessibility at the Local Country Office in the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Staff accessibility at the Headquarters in Washington	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Treating clients and stakeholders in the Kyrgyz Republic with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B28. 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 Government works inefficiently
2	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

C1. The World Bank Group has emphasized the main objective to improve governance in its strategy with the Government of the Kyrgyz Republic, focusing on the following areas of economic development. How would you rate the EFFECTIVENESS of the World Bank Group's support in these areas over the past two years (2014-2015)? (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
Please rate the EFFECTIVENESS of the three key clusters of interventions of the World Bank Group's strategy													
1	Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Business environment and investment climate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Please rate the EFFECTIVENESS of the World Bank Group's work in the following areas of development													
4	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	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	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Gender equity and equality of opportunity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in the Kyrgyz Republic?												
		Strongly disagree								Strongly agree		Don't know
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	The World Bank Group meets the Kyrgyz Republic'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"/>

C5. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Kyrgyz Republic?											
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)

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

In the Kyrgyz Republic, 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
		1	2	3	4	5	6	7	8	9	10		
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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant	Don't know		
										<input type="checkbox"/>		

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality	Don't know		
										<input type="checkbox"/>		

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in the Kyrgyz Republic											<input type="checkbox"/>	
E7	Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Kyrgyz Republic?												
		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

E11. Which of the following best describes the World Bank Group's support in the Kyrgyz Republic? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Kyrgyz Republic
2	The World Bank Group is not sufficiently selective in the Kyrgyz Republic, and it is involved in too many areas of development.
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE KYRGYZ REPUBLIC**

F1. Looking forward, and taking into account limited resources, how IMPORTANT is it for the World Bank Group to EMPHASIZE the following areas of development with the Government of the Kyrgyz Republic in the near future (2016-2017)?													
											Not important at all	Very important	Don't know
Please rate the IMPORTANCE of the three key clusters of interventions of the World Bank Group's strategy													
1	Public administration and public service delivery (i.e., anti-corruption, public financial management, public expenditure, fiscal system reform, health and education services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Business environment and investment climate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Management of natural resources and physical infrastructure (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Please rate the IMPORTANCE of the World Bank Group's involvement in the following areas of development													
4	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	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	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Gender equity and equality of opportunity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE KYRGYZ REPUBLIC**

F2. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

F3. When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, 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 the Kyrgyz Republic? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the Kyrgyz Republic
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)**

1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

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

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

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.																						
		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G11	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G12	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G14	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in the Kyrgyz Republic? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in the Kyrgyz Republic? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in the Kyrgyz Republic? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Bishkek
2	Oblast centers
3	Small towns
4	Other

Thank you for completing the survey!