

# FY19 Uzbekistan Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



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## Acknowledgements

The Uzbekistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Uzbekistan country team and the independent fielding agency AL MAR CONSULTING. In particular, PORG is grateful for the support from Mirzobek Ibragimov (Communications Officer) and Matluba Mukhamedova (Consultant) who coordinated the survey related activities from Tashkent, Uzbekistan.





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## UZBEKISTAN





## I. Objectives

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

- *General Issues Facing Uzbekistan*
- *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 Uzbekistan*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From April through May 2019, 1,110 stakeholders of the WBG in Uzbekistan were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). 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 projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral agencies, multilateral agencies, private sector organizations, the financial sector/private banks, private foundations, 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 352 stakeholders participated in the survey (32% response rate). Respondents received an invitation via email and completed the questionnaire online (N=231) or received the questionnaire via post and returned it accordingly (N=121).

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 of the Country Survey conducted in FY '16 (response rate was 56%, N = 102). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, there were too few respondents from the office of the President/Prime Minister, the office of Minister, or local government in FY '16 for these groups to be included, nor were stakeholders who identified themselves as "Other" in the stakeholder category options 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 '16 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 93).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the few respondents from the office of the President/Prime Minister were combined with those from the office of a Minister; respondents from multilateral agencies were combined with those from bilateral agencies; respondents from the financial sector/private banks were combined with those from the private sector; respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a “Civil Society” category; and the few respondents from independent government institutions and the judiciary branch were combined into the Other category. For a complete breakdown of survey questions by stakeholder group, see Appendix B (page 59).

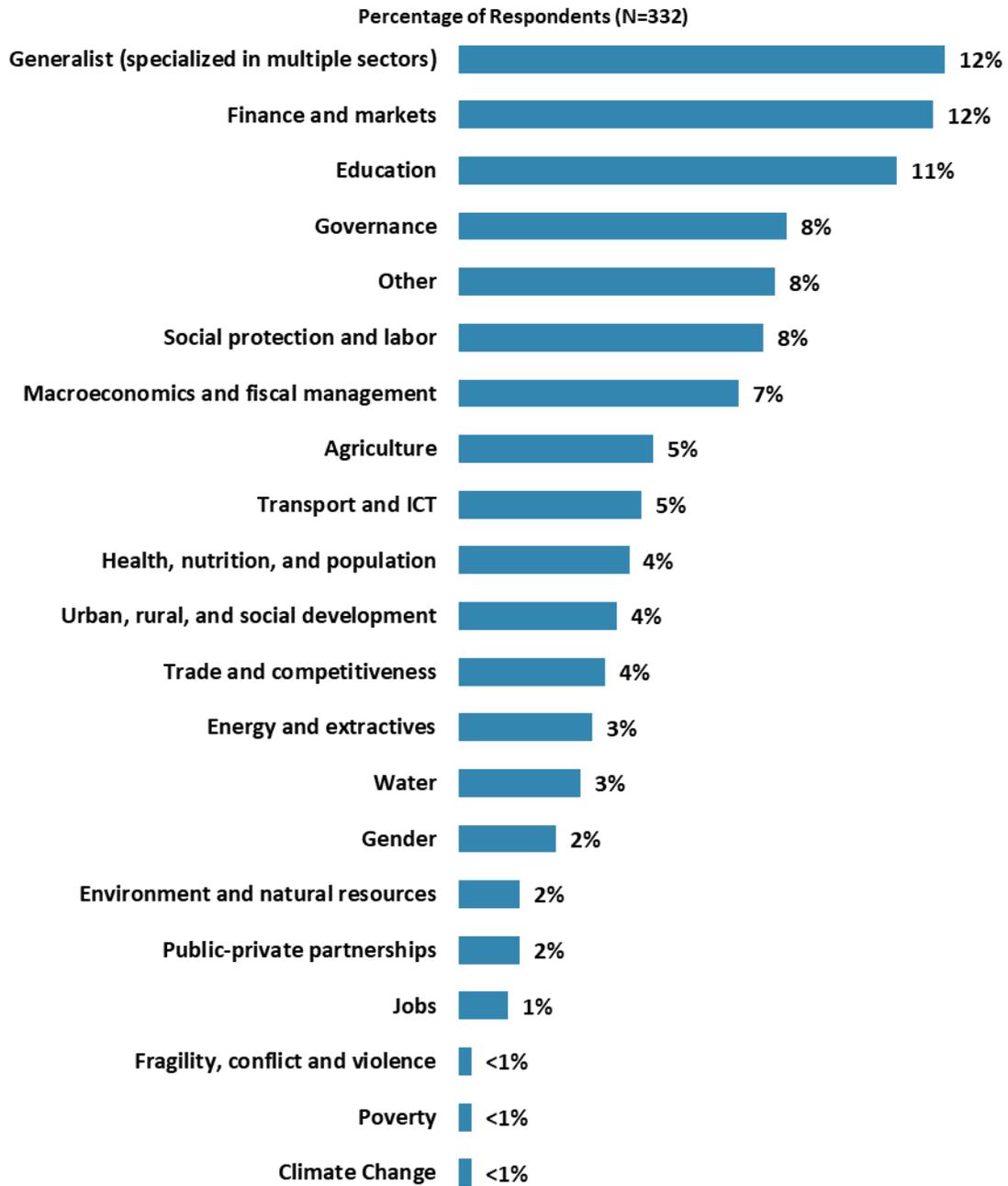


“Which of the following best describes your current affiliation? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



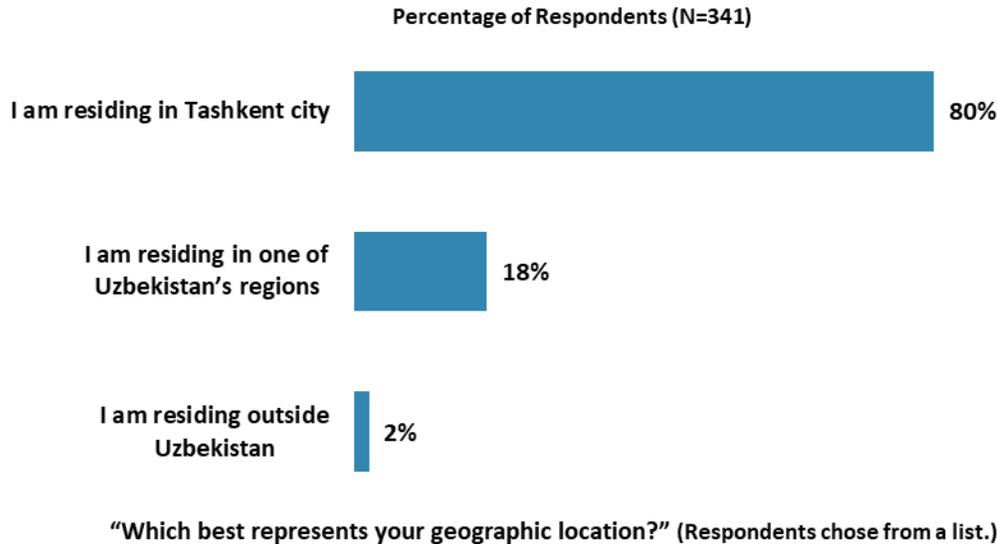
“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

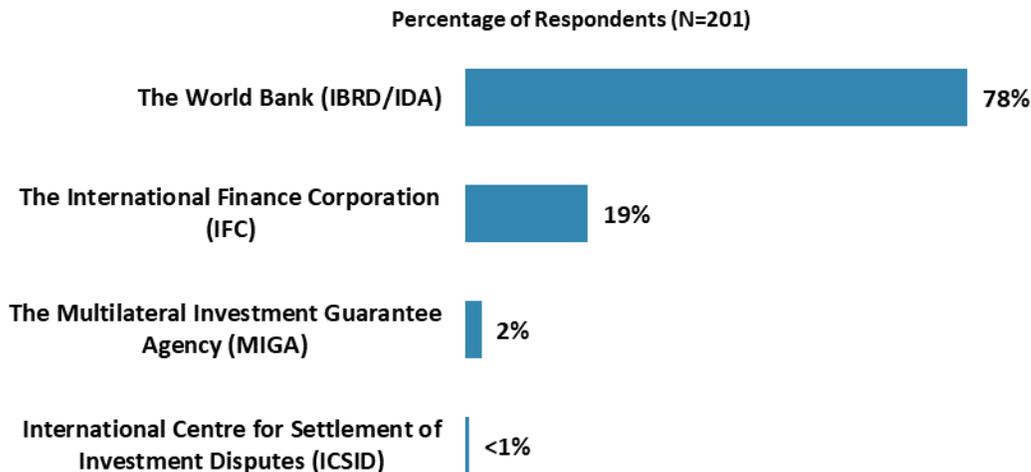
#### Geographic Locations

- For all further analyses, the few respondents residing the regions of Uzbekistan or outside of Uzbekistan were combined into one “Other Area” category. Geographic location comparisons of indicator questions can be found in Appendix C (page 84).



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

- Respondents who indicated that they professionally collaborate with the WBG were asked which agencies they primarily collaborated with in Uzbekistan. Comparisons between those who collaborate with the WBG and those who do not can be found in Appendix D (page 87).



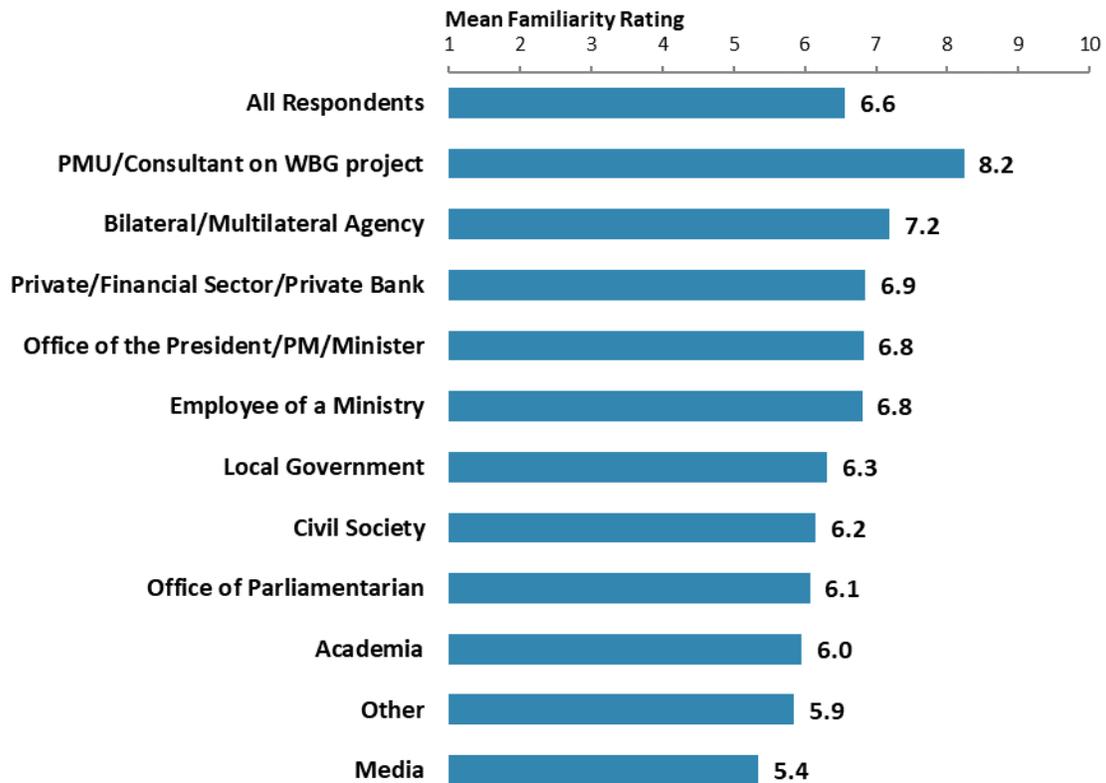
“If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Uzbekistan? (Select only ONE response)” (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean rating = 6.6) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.5).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the highest levels of familiarity with the WBG whereas respondents from the media indicated significantly lower levels of familiarity.
- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.3) compared to those who said that they do not collaborate with the WBG (mean rating = 5.7).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in Uzbekistan and moderately, significantly correlated with their ratings for the extent to which the WBG's work achieves development results and their agreement that the WBG plays a relevant role in Uzbekistan's development.



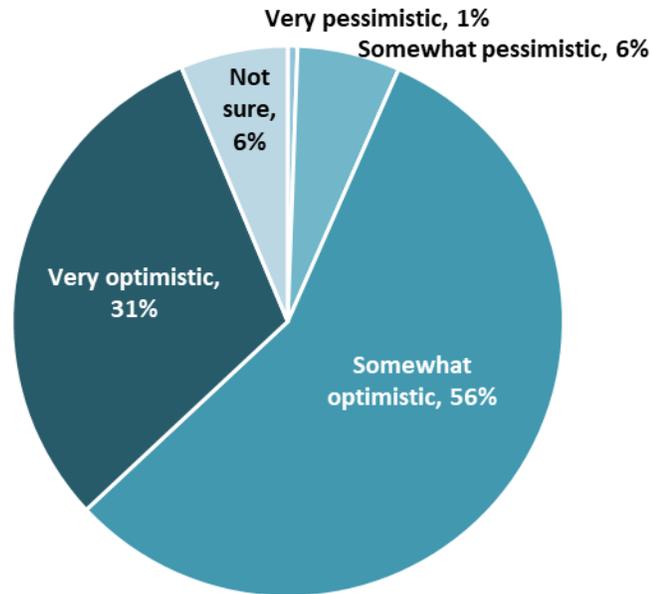
"How familiar are you with the work of the World Bank Group in Uzbekistan?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing Uzbekistan

### Optimism for the Future of Uzbekistan

Percentage of Respondents (N=349)

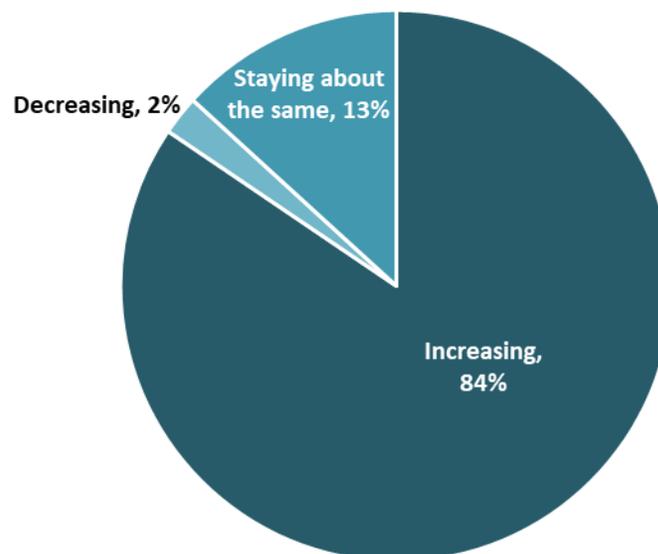


"When you think about the future in Uzbekistan, are you ... ?" (Respondents chose from a list.)

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### Perceptions of Economic Opportunity

Percentage of Respondents (N=348)

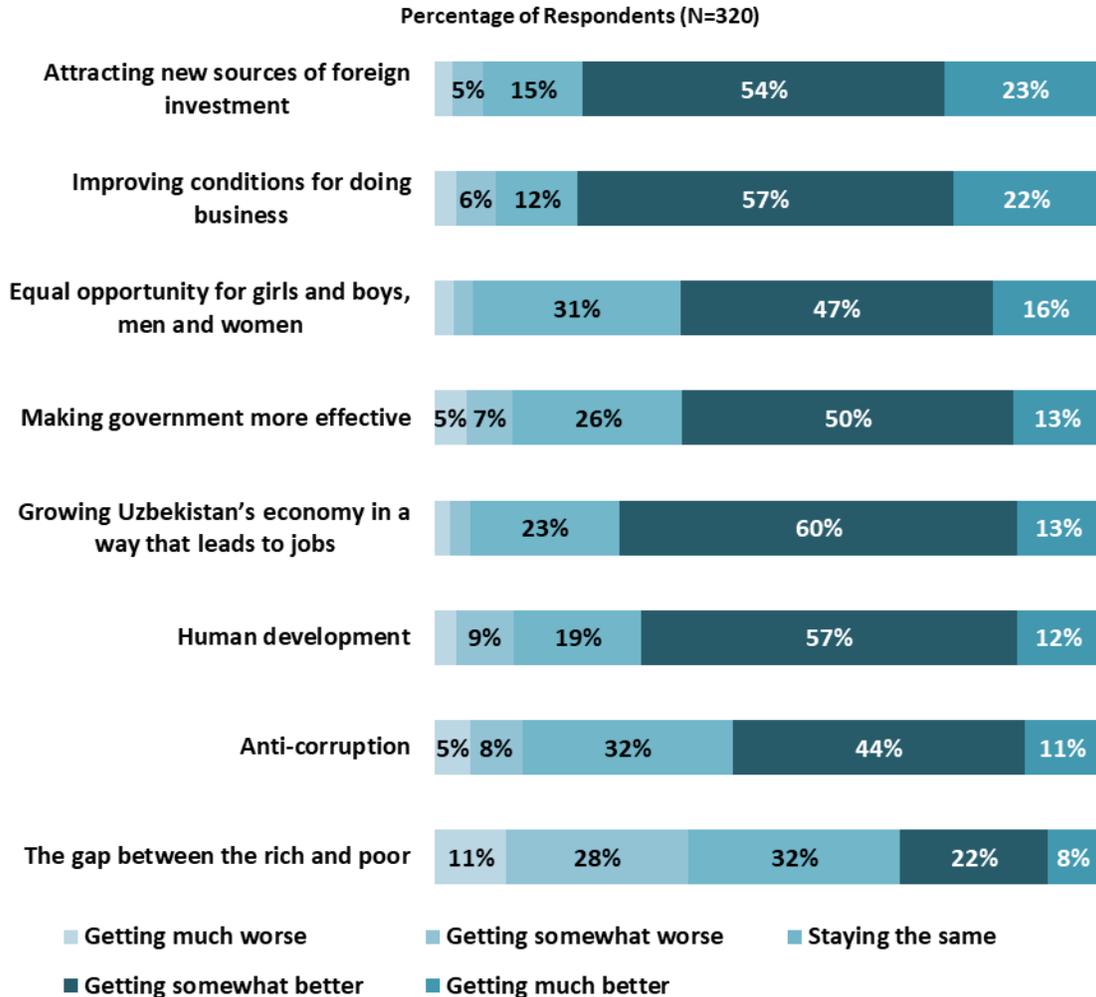


"Do you think that economic opportunity for citizens in Uzbekistan is ... ?" (Respondents chose from a list.)



## IV. General Issues Facing Uzbekistan (continued)

### Perceptions of Improvement and Decline in Specific Areas



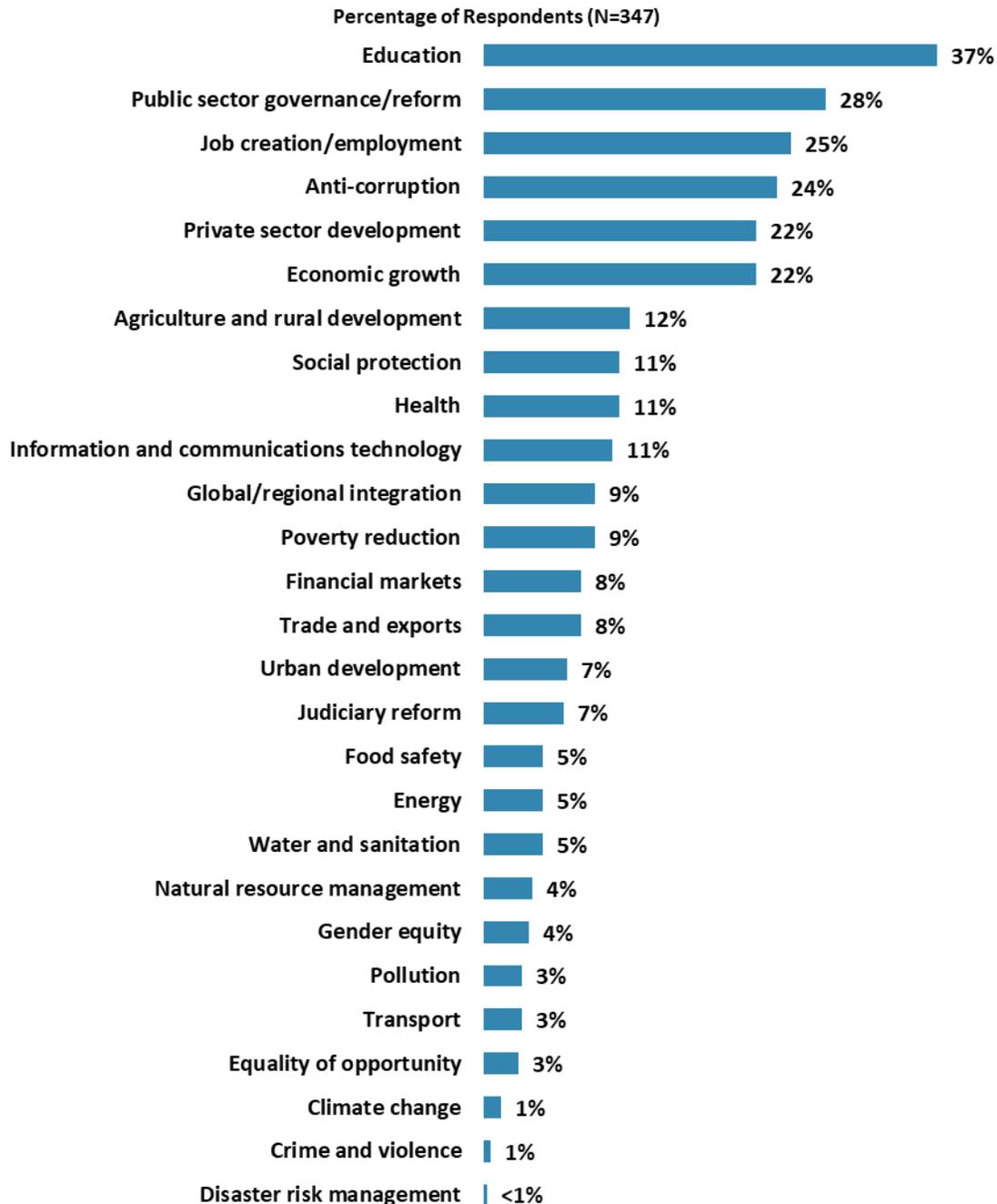
"Please describe the direction Uzbekistan is moving in, when considering...?"  
(Respondents chose from a list.)



## IV. General Issues Facing Uzbekistan (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the most important development priorities in Uzbekistan were education (percentage of respondents = 28%), private sector development (26%), public sector development/reform (23%), and job creation/employment (21%).



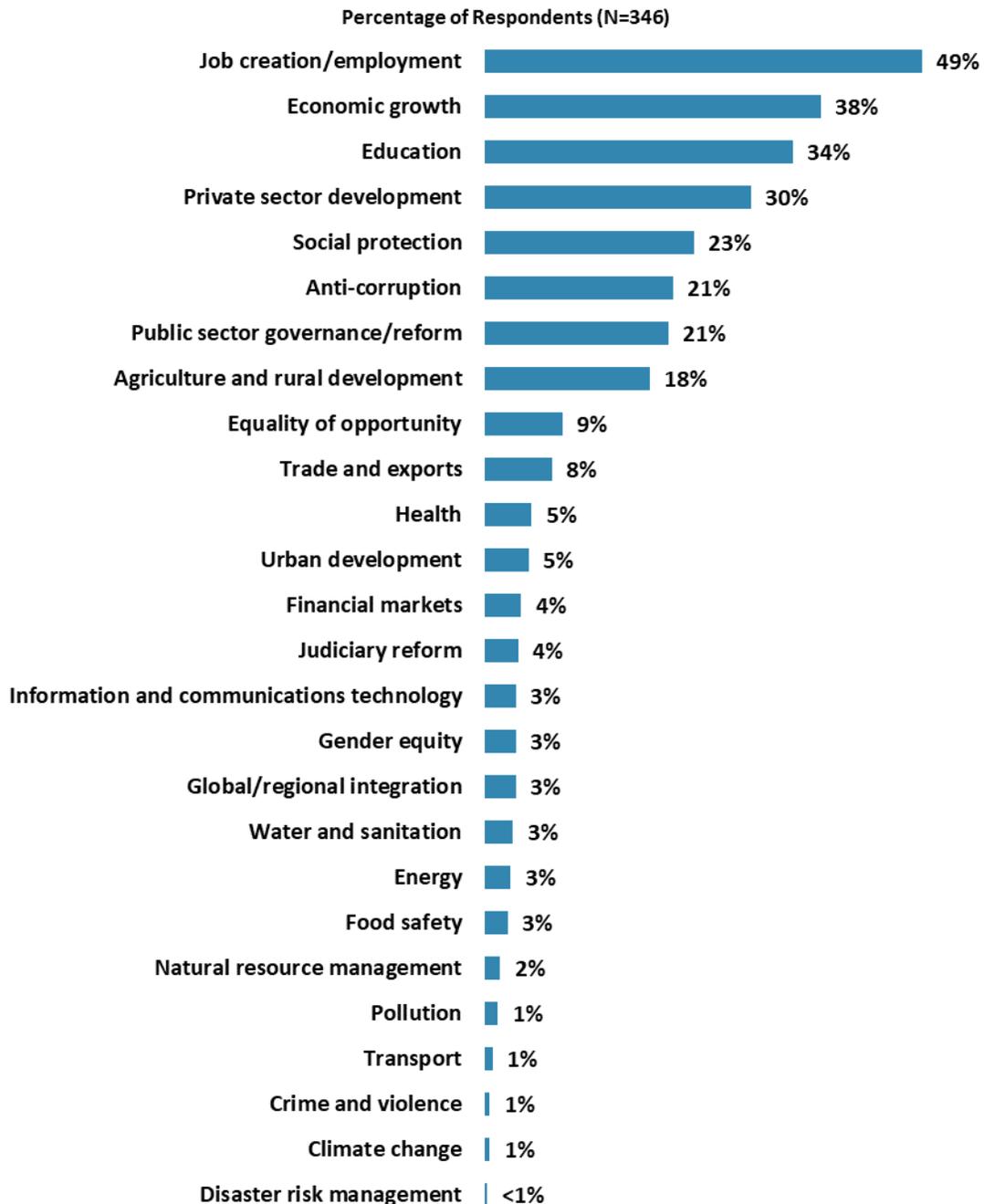
"Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Uzbekistan (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the areas that would contribute most to poverty reduction in Uzbekistan were job creation/employment (percentage of respondents = 42%), private sector development (37%), economic growth (34%), and education (25%).

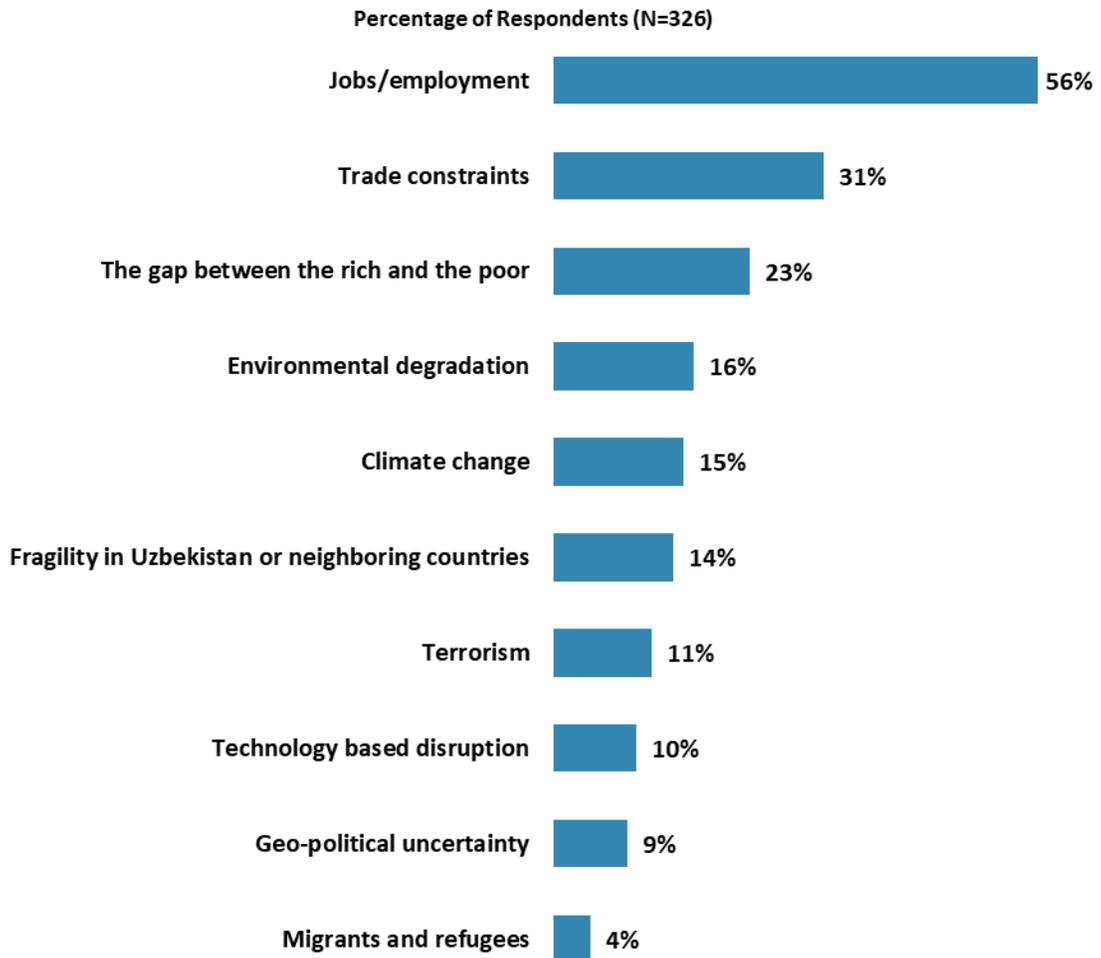


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Uzbekistan (continued)

### The Impact of Global Challenges on Uzbekistan

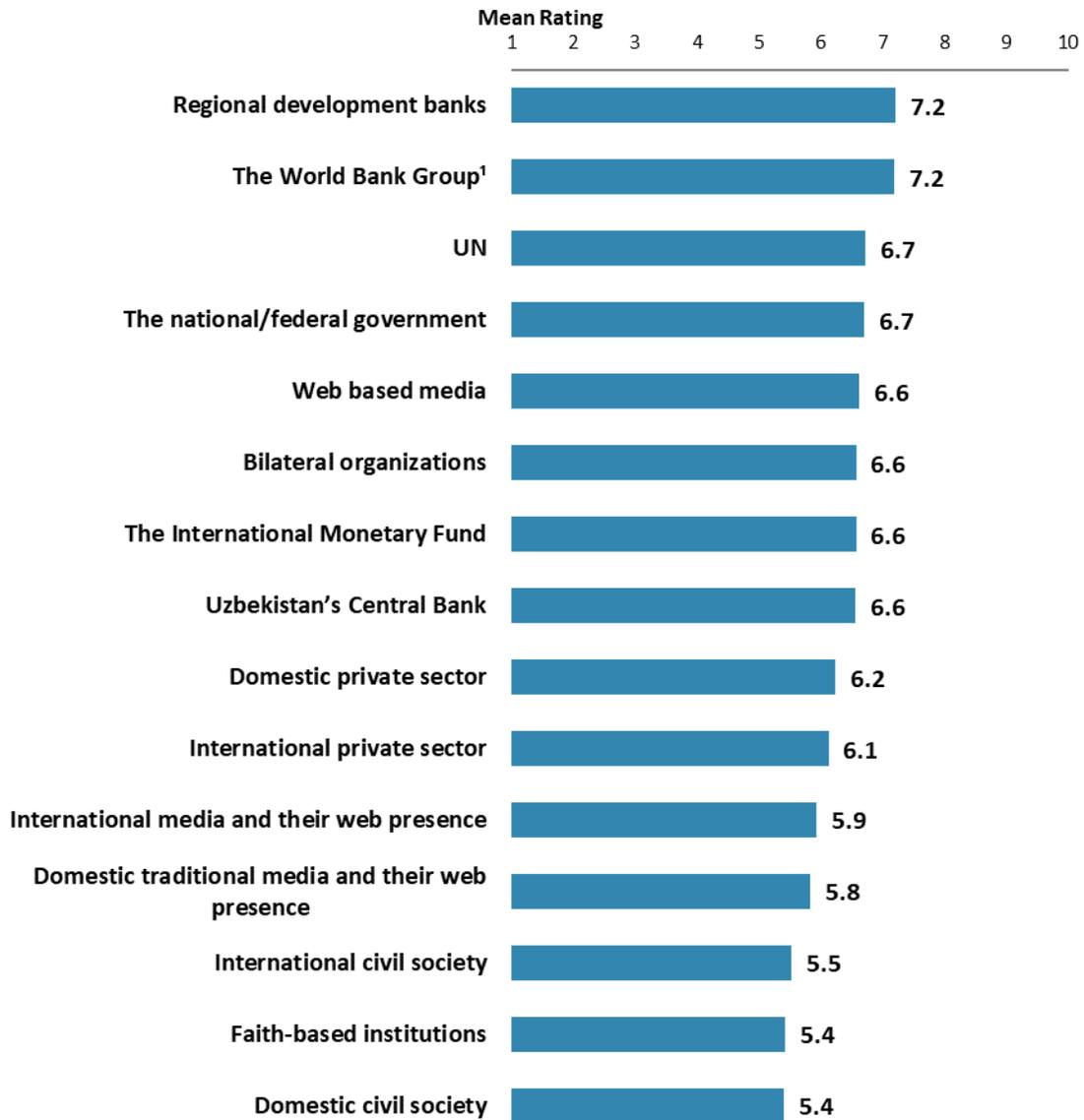


"Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Uzbekistan (continued)

### Trust in Institutions

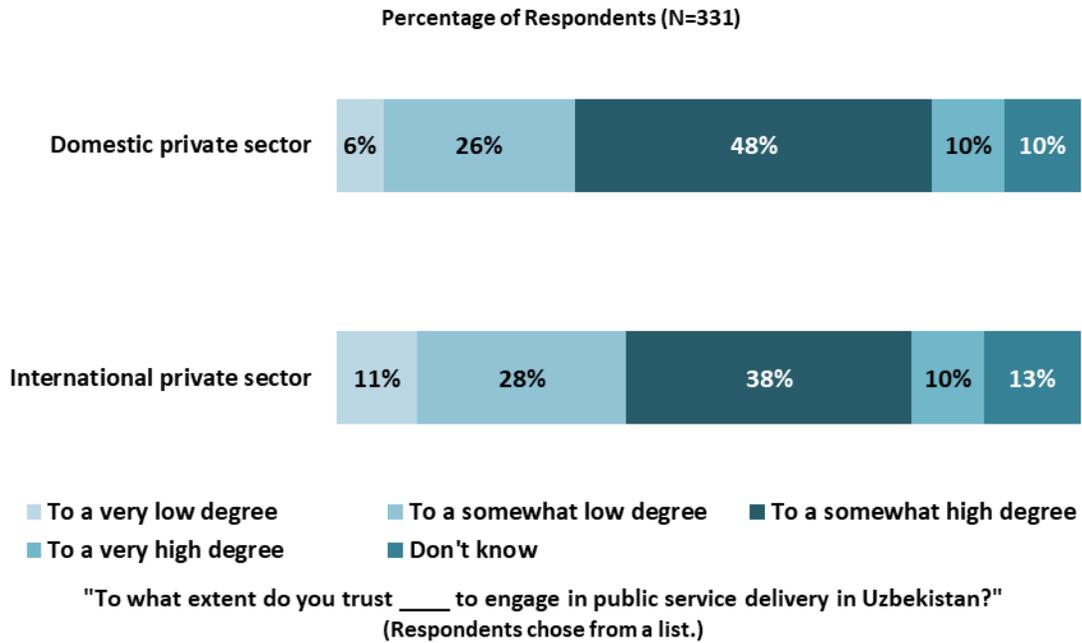


"To what extent do you trust each of the following groups to do what is right?"  
(1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

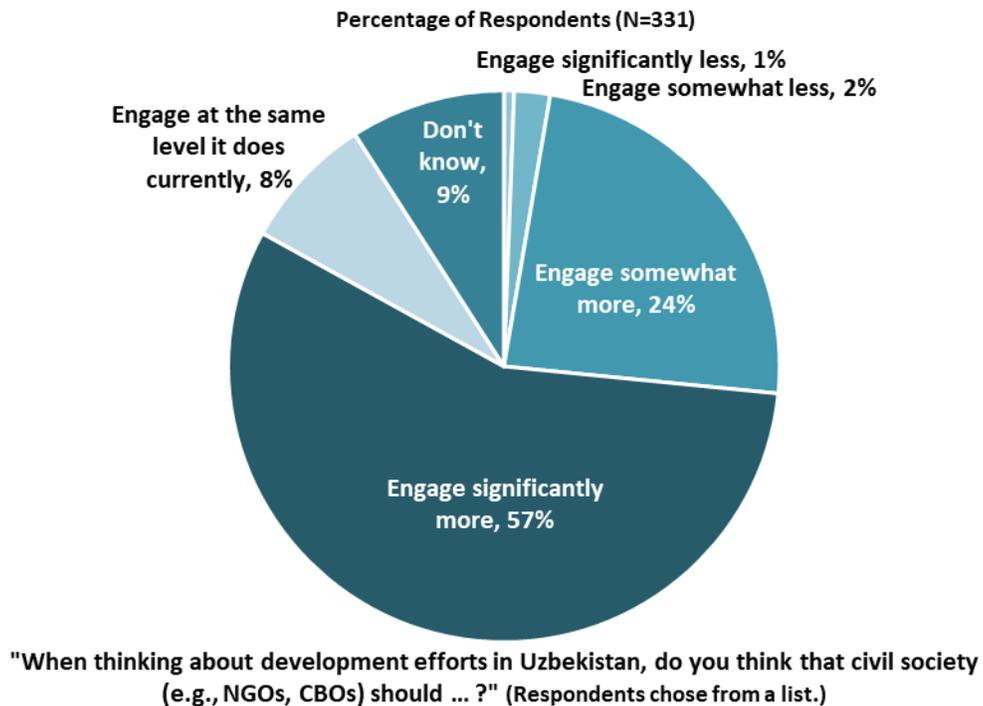


## IV. General Issues Facing Uzbekistan (continued)

### Trust in the Private Sector



### Civil Society Engagement

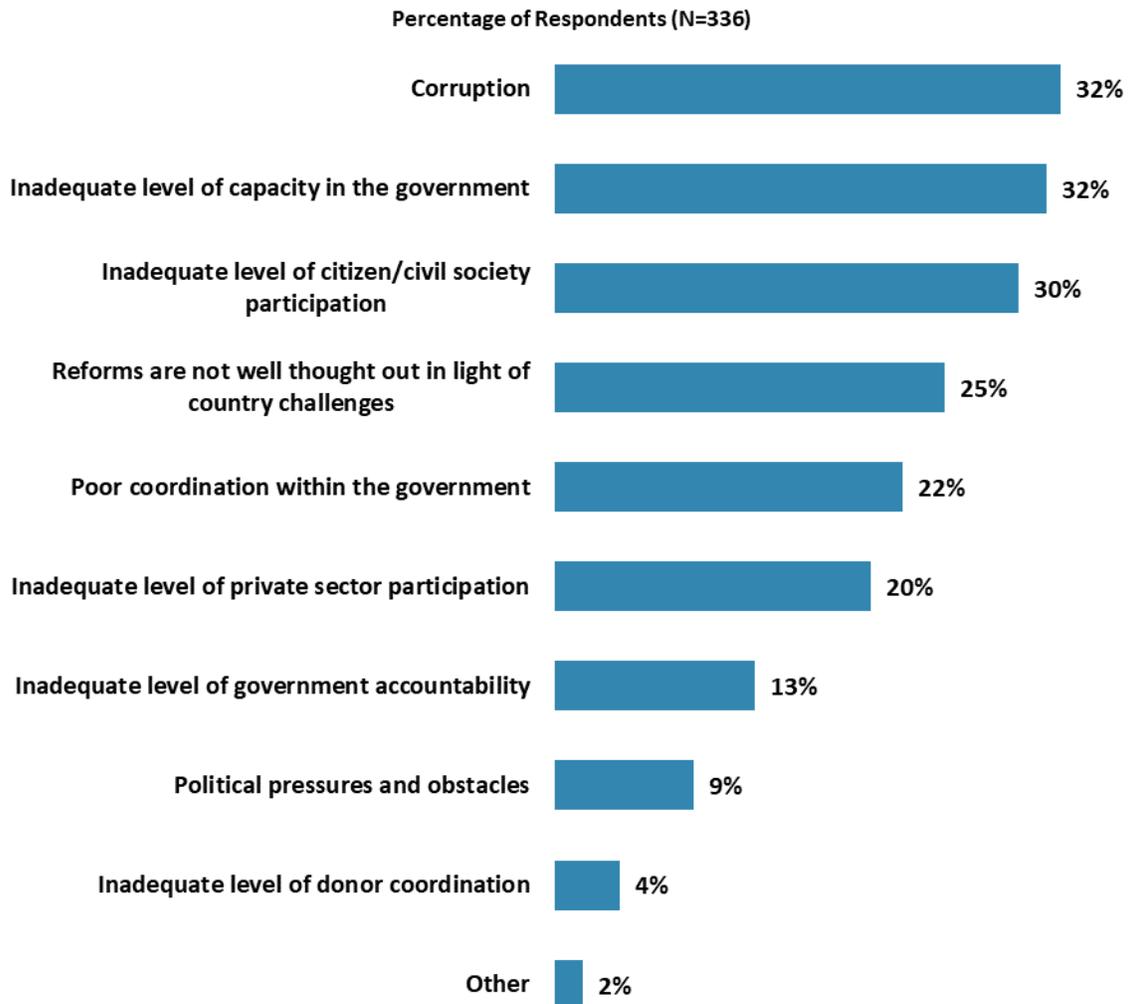




## IV. General Issues Facing Uzbekistan (continued)

### Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, when reform efforts fail or are slow to take place in Uzbekistan, they attribute it to the WBG not being sensitive enough to political/social realities on the ground (percentage of respondents = 52%), followed by reforms not being well thought out in light of Uzbekistan's challenges (30%).



"When economic and/or social reform efforts fail or are slow to take place in Uzbekistan, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

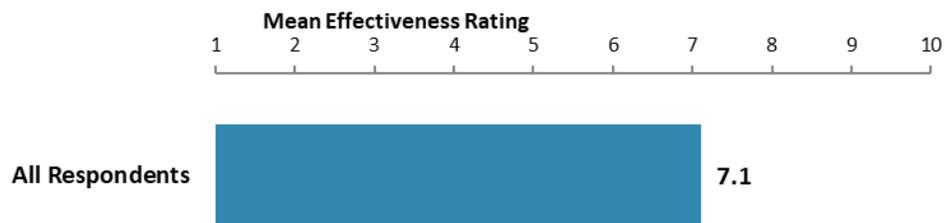


## V. Overall Attitudes toward the World Bank Group

*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 gave statistically similar ratings for the WBG’s effectiveness in Uzbekistan (weighted mean rating = 7.0) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 7.1).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness in Uzbekistan (mean rating = 7.5) compared to those who said that they do not collaborate with the WBG (mean rating = 6.6).



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

### 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 rating = 7.3) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.8).



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



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

### Influence on Uzbekistan's Development Agenda (*Indicator Question*)

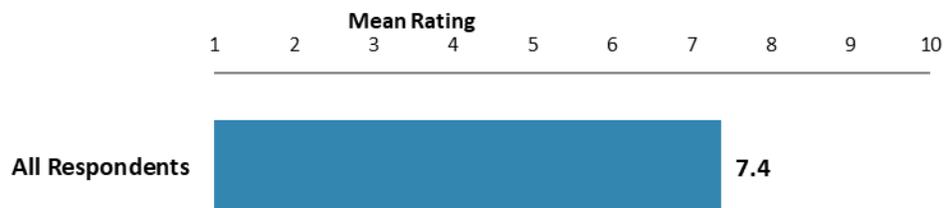
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG influences the development agenda in Uzbekistan (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.7).



"To what extent does the World Bank Group influence the development agenda in Uzbekistan?" (1 - "To no degree at all", 10 - "To a very significant degree")

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG's staff is well prepared (weighted mean rating = 7.4) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.4).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 6.9).



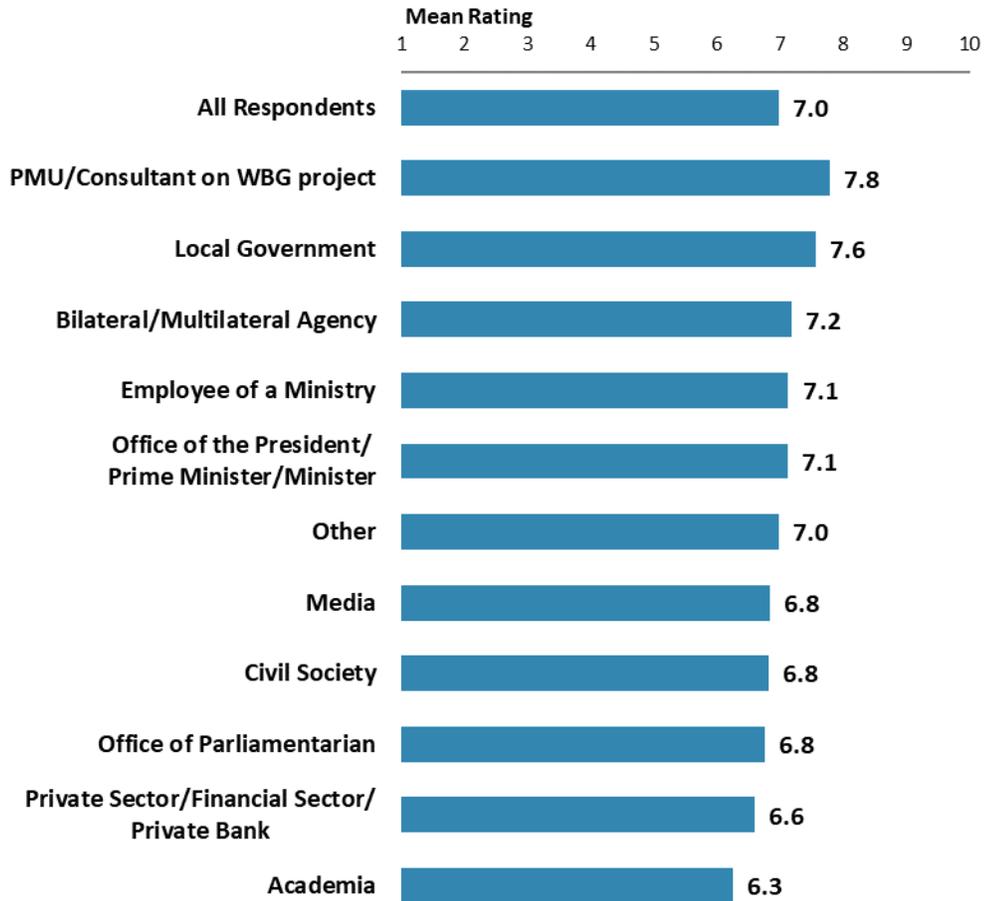
"To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions

- **Stakeholders:** There was a strong statistical trend for respondents from PMUs/Consultants on WBG-supported programs and local government to give the highest ratings for the aggregated responses to the twenty-eight COS indicator questions and respondents from academia to give the lowest ratings; however, this difference did not reach statistical significance. Comparisons for individual indicator questions as a function of stakeholder group can be found in Appendix B (page 59).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings to the twenty-eight COS indicator questions (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.6). Comparisons for individual indicator questions as a function of exposure to the WBG can be found in Appendix F (page 100).



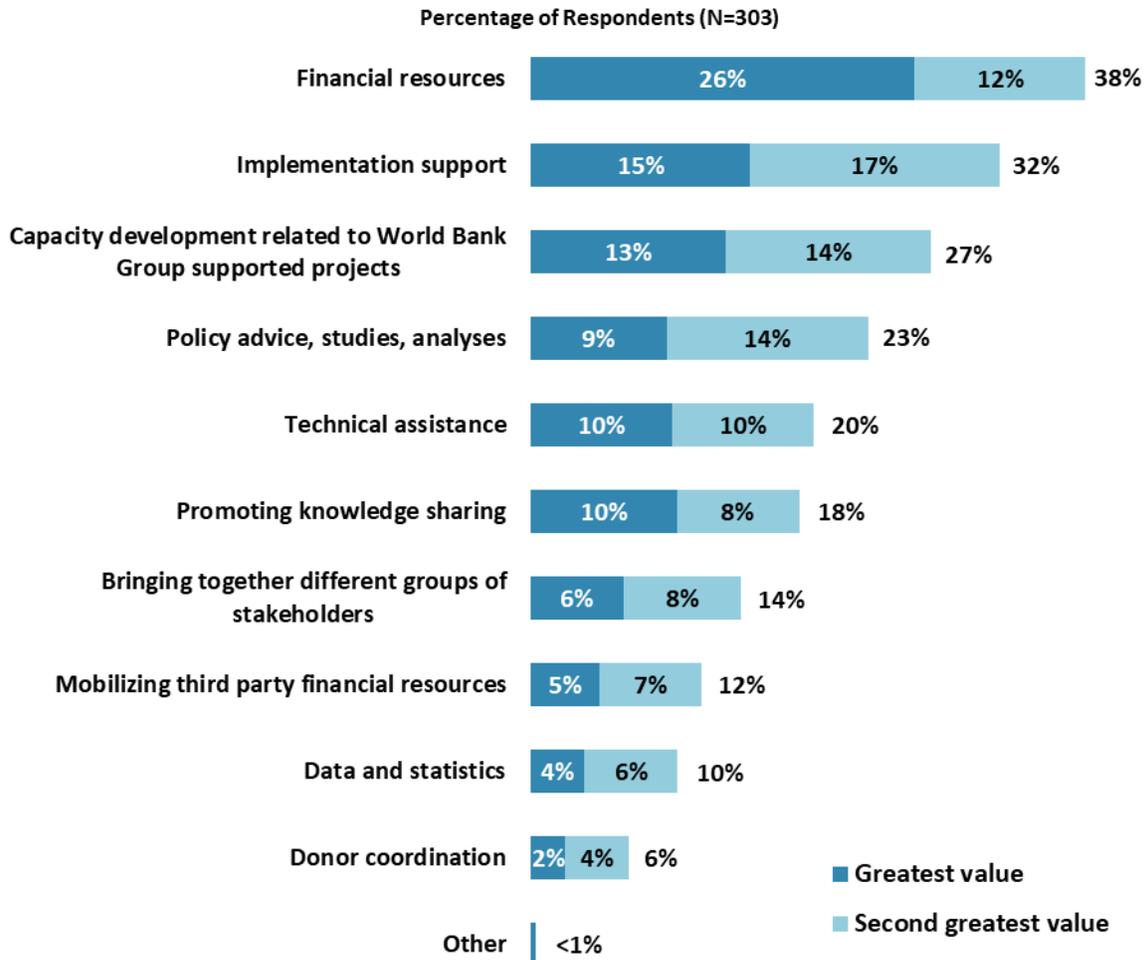
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG's greatest values to Uzbekistan were its financial resources (percentage of respondents = 47%), capacity development (39%), and technical assistance (37%).



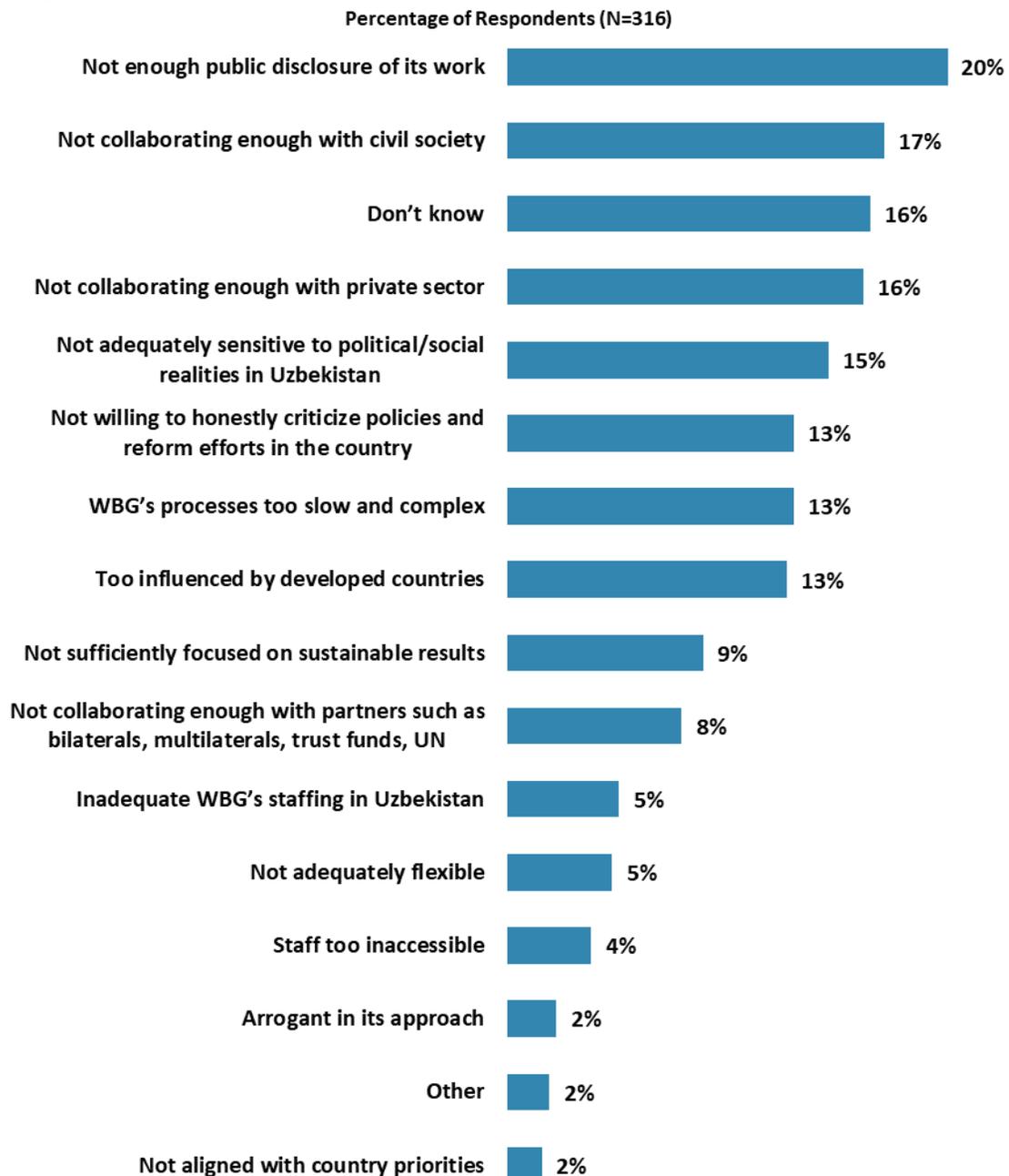
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?" (Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG's greatest weaknesses in its work in Uzbekistan were the WBG's processes being too slow (percentage of respondents = 18%), not collaborating enough with stakeholders outside the Government (16%), not being adequately sensitive to political/social realities (16%), the WBG's processes being too complex (15%), being too influenced by developed countries (14%), and not enough public disclosure of its work (14%); however, 22% of respondents indicated that they didn't know.

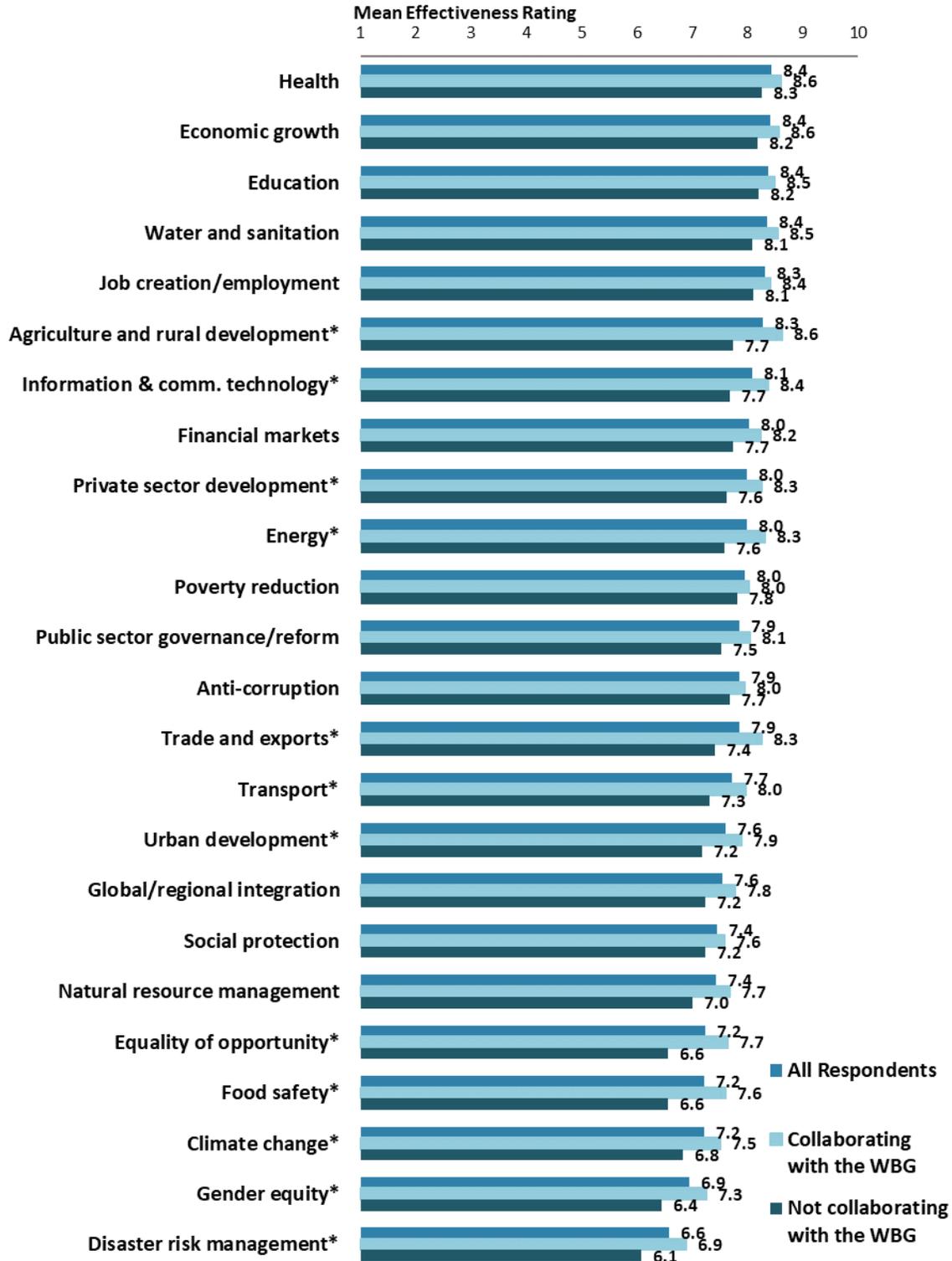


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration Comparison

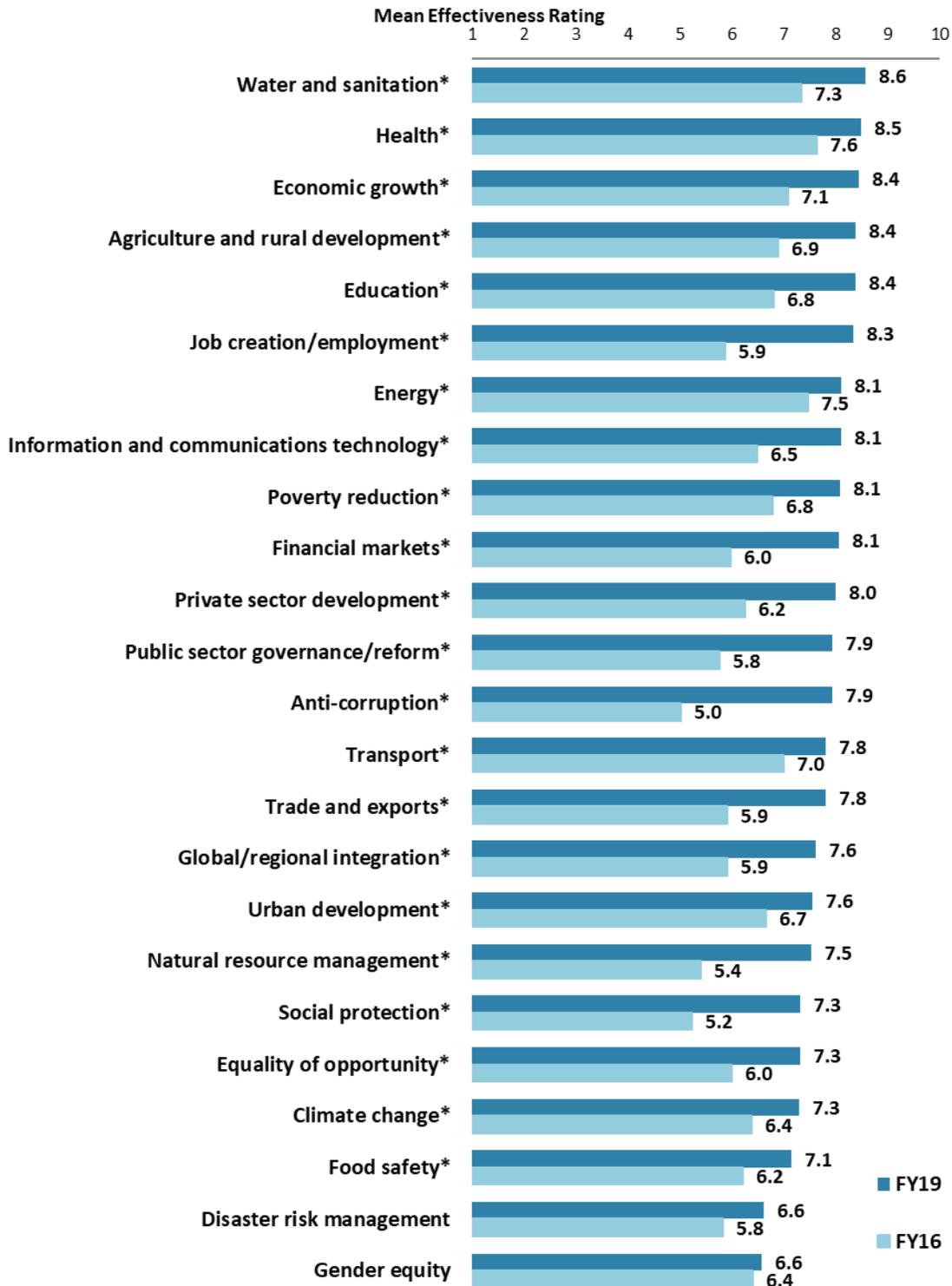


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison

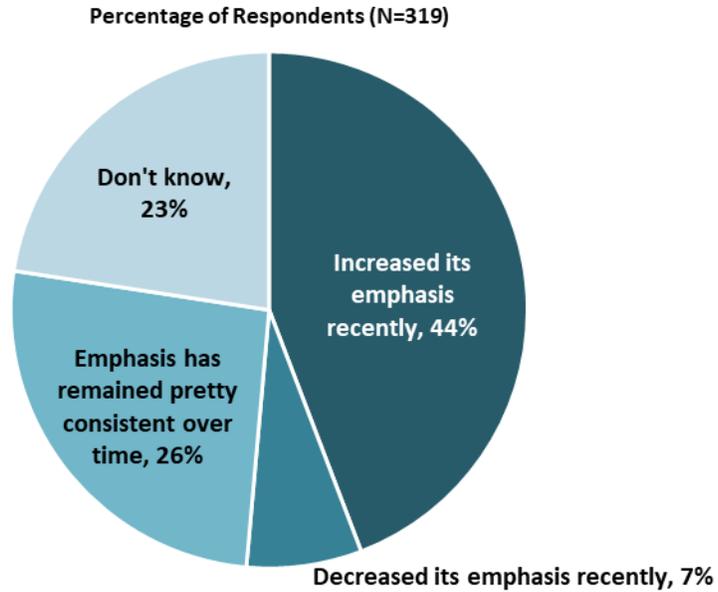


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan?" (1-"Not effective at all", 10-"Very effective")  
Means calculated using weighted data. (\*Significantly different between FY19 and FY16)



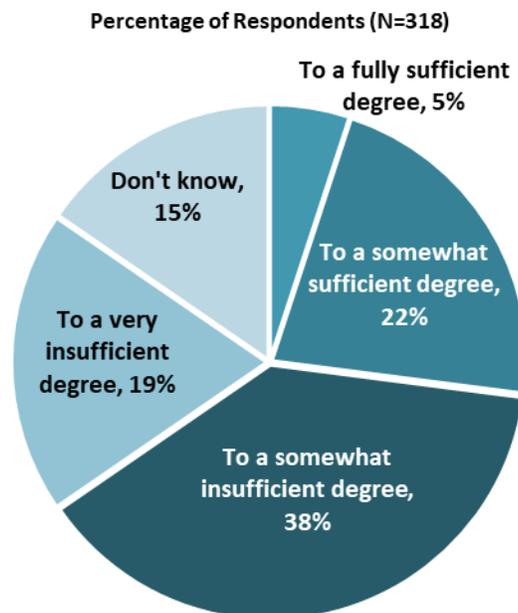
## VI. Sectoral Effectiveness (continued)

### The WBG's Human Capital Investment



"From your perspective, which of the following best describes the WBG's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

### Helping the Poorest



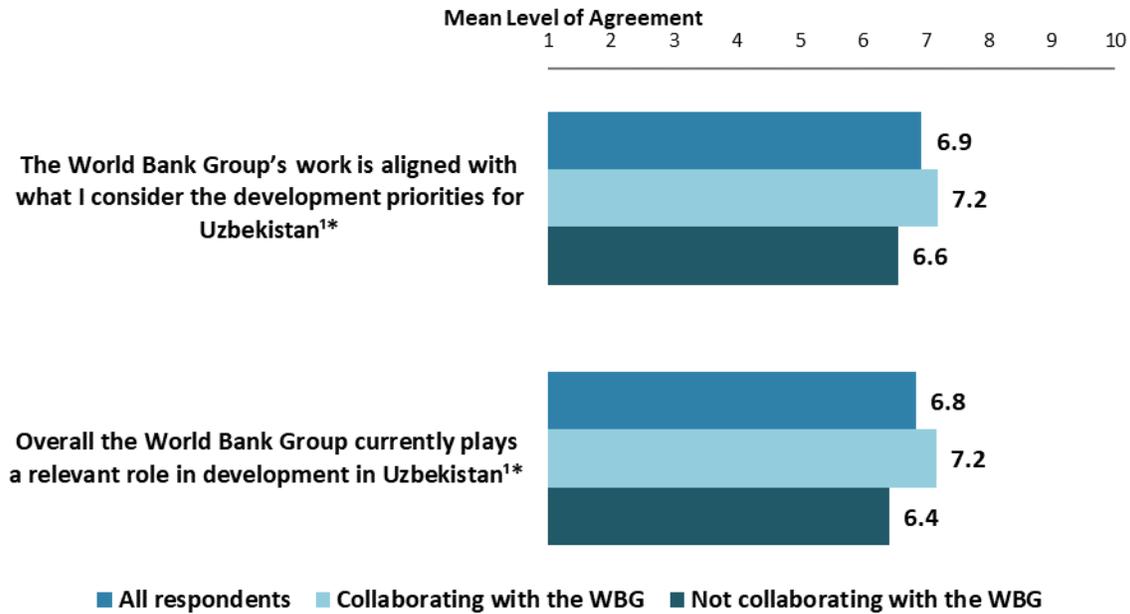
"To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

### The World Bank Group’s Work in Uzbekistan

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement for these aspects of the WBG’s work in Uzbekistan as respondents from the FY ‘16 Country Survey (see Appendix E, page 93).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG plays a relevant role in development whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement. For a complete breakdown by stakeholder group, see Appendix B (page 59).



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

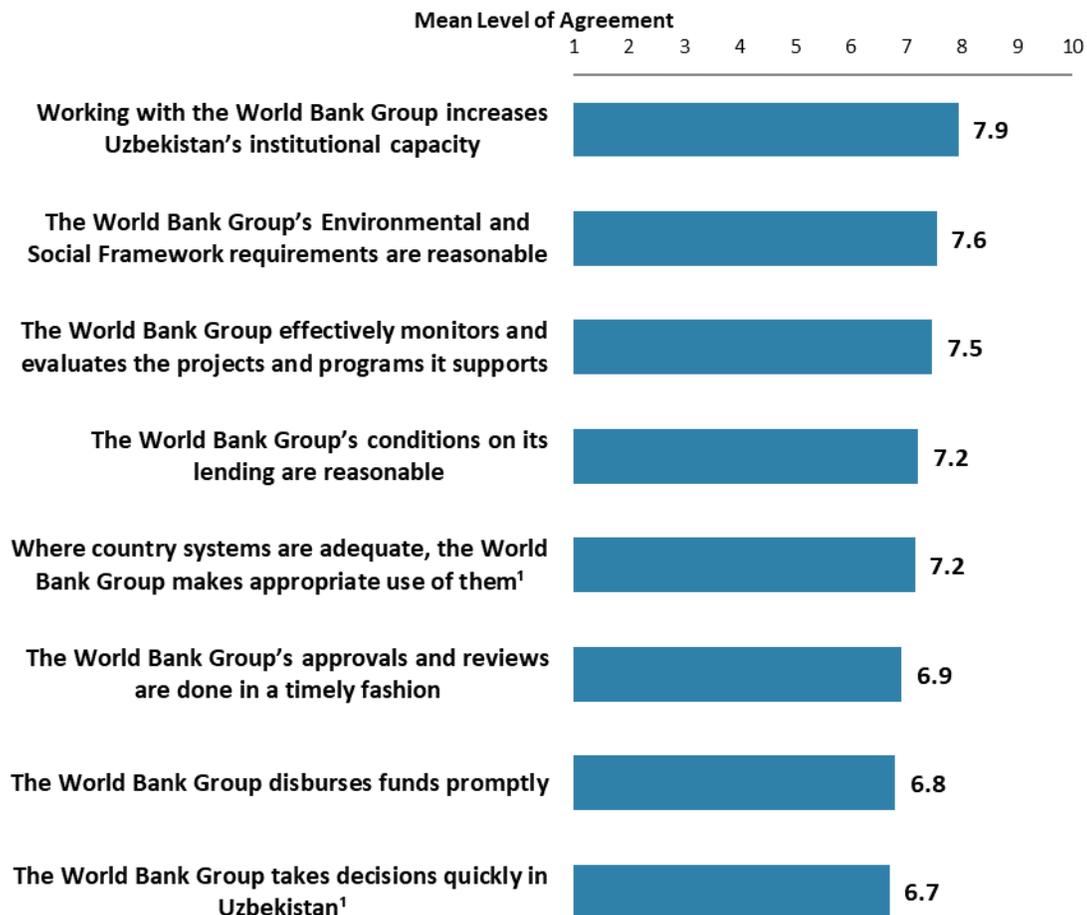
(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Overall Perceptions

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-sponsored projects had the highest levels of agreement for the WBG disbursing funds promptly, the WBG's approvals and reviews being timely, and the WBG making use of country systems whereas respondents from the media, civil society, and other organizations tended to have significantly lower levels of agreement. For a complete stakeholder group breakdown see Appendix B (page 59).
- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG disburses funds promptly (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.3).

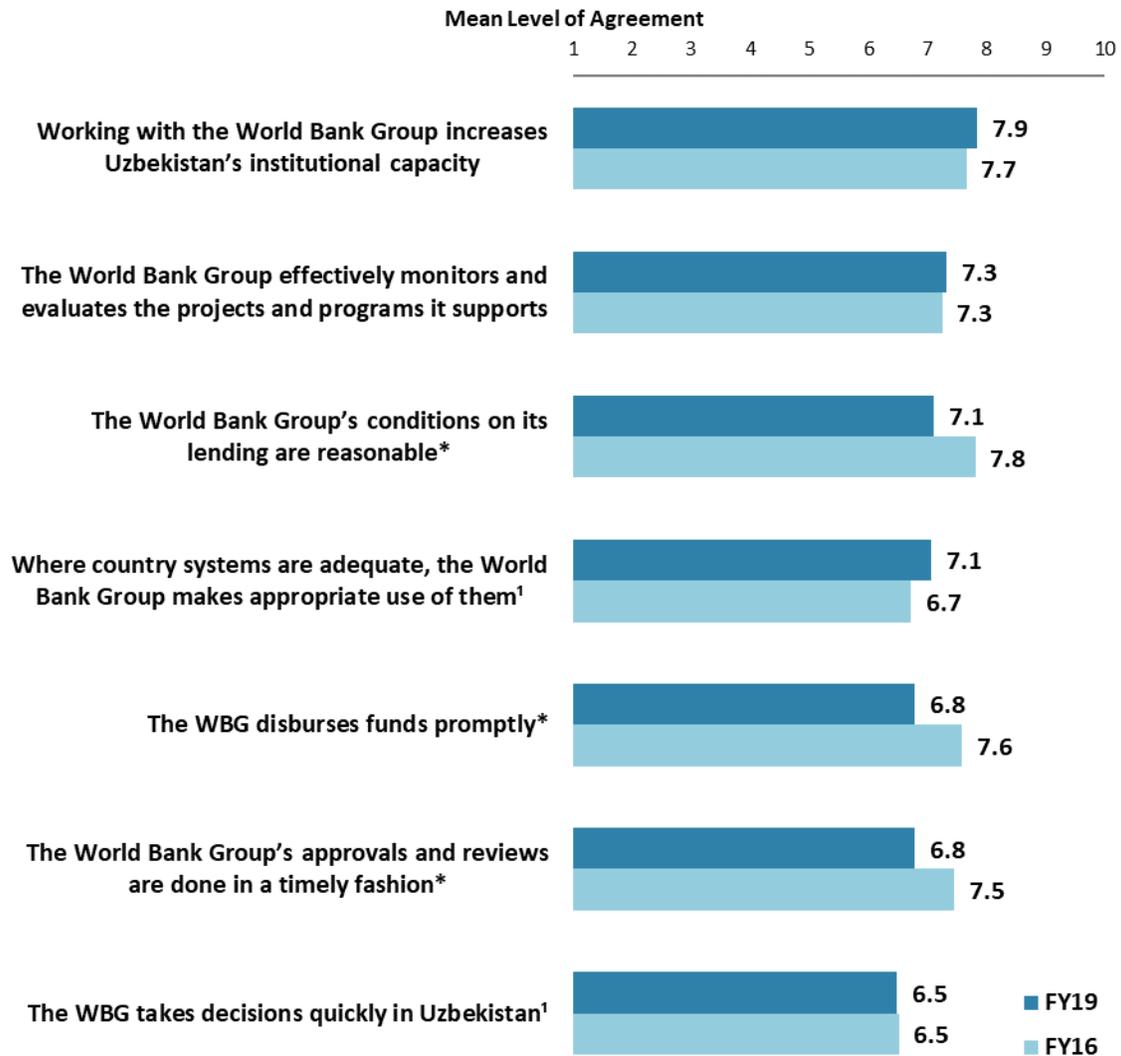


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question



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

### Overall Perceptions: Year Comparison



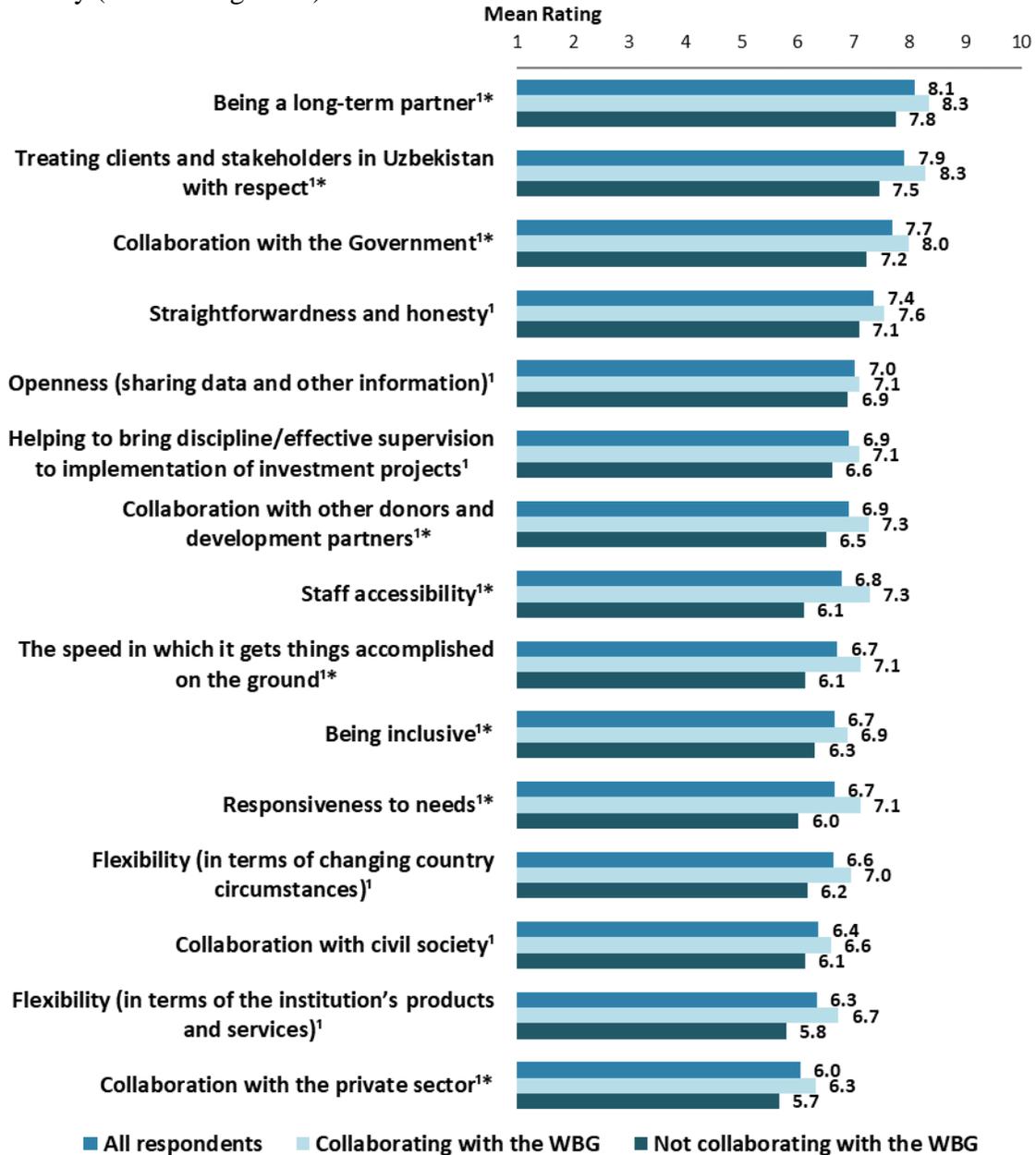
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.  
(\*Significantly different between FY19 and FY16) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Collaboration Comparison

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-sponsored projects and local government gave the highest ratings for the WBG's responsiveness to needs whereas respondents from the private sector/financial sector/private banks and academia gave significantly lower ratings. For a complete breakdown see Appendix B (page 59).
- **Location:** Respondents from Other Areas gave significantly higher ratings for the WBG's responsiveness to needs (mean rating = 7.2) compared to those from Tashkent City (mean rating = 6.5).



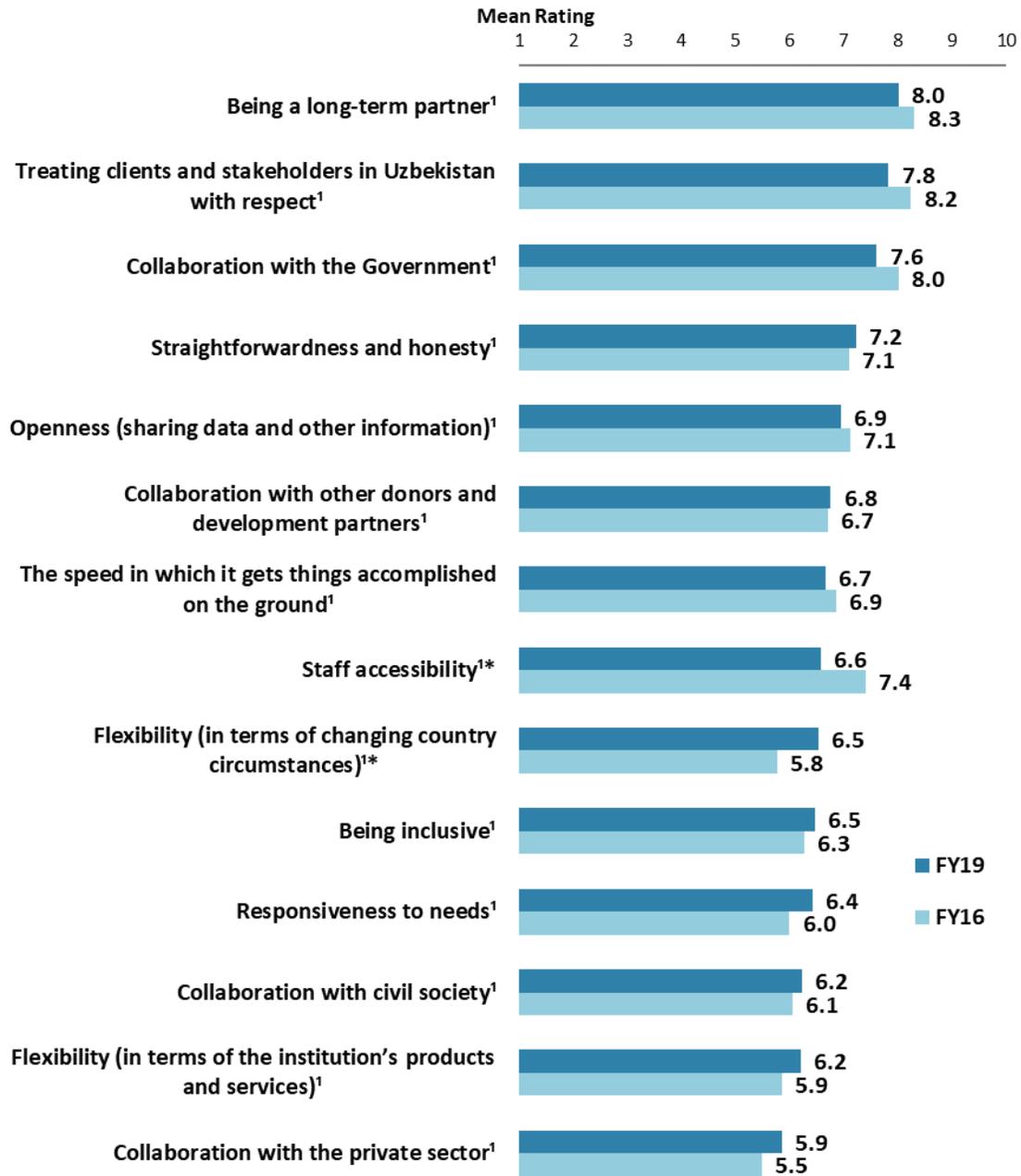
"To what extent is the World Bank Group an effective development partner in Uzbekistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Significantly different between collaborators and non-collaborators <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison



"To what extent is the World Bank Group an effective development partner in Uzbekistan in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data. (\*Significantly different between FY19 and FY16) <sup>1</sup>Indicator Question



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

### The WBG's Reimbursable Advisory Services (RAS)



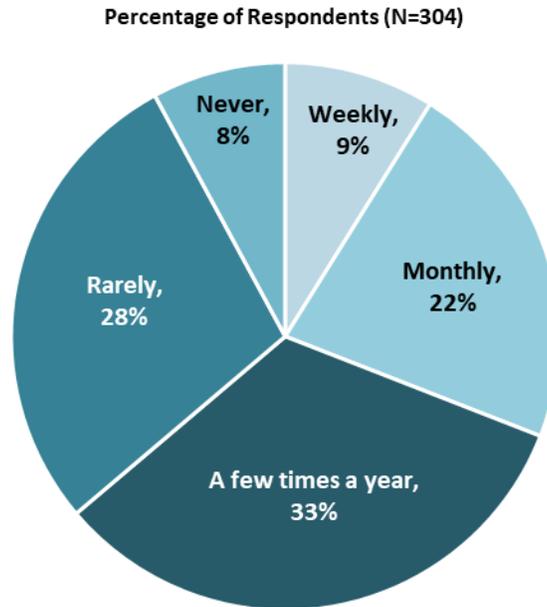
**"To what extent do you believe that Uzbekistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS) for the Aviation Sector Reform?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** Compared to respondents in this year’s Country Survey, respondents in the FY ‘16 Country Survey indicated statistically similar frequencies of consulting the WBG’s knowledge work and activities.



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

### Meeting Uzbekistan’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 country’s needs for knowledge services (weighted mean rating = 6.7) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.5).



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



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

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

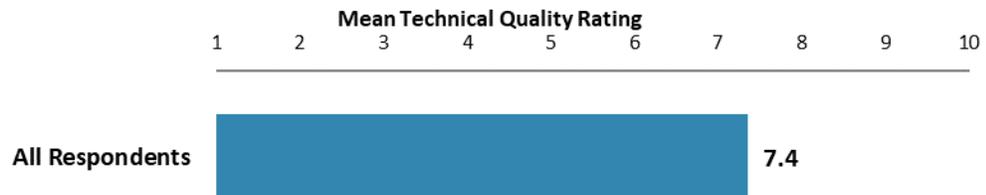
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean rating = 7.9) compared to respondents from the FY '16 Country Survey (weighted mean rating = 8.0).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 8.3) compared to those who said that they do not collaborate with the WBG (mean rating = 7.6).



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

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

- **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 rating = 7.2) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.4).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-sponsored projects gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from academia and civil society gave significantly lower ratings. For a complete breakdown see Appendix B (page 59).
- **Collaboration:** Respondents who said that they collaborate 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 those who said that they do not collaborate with the WBG (mean rating = 7.0).



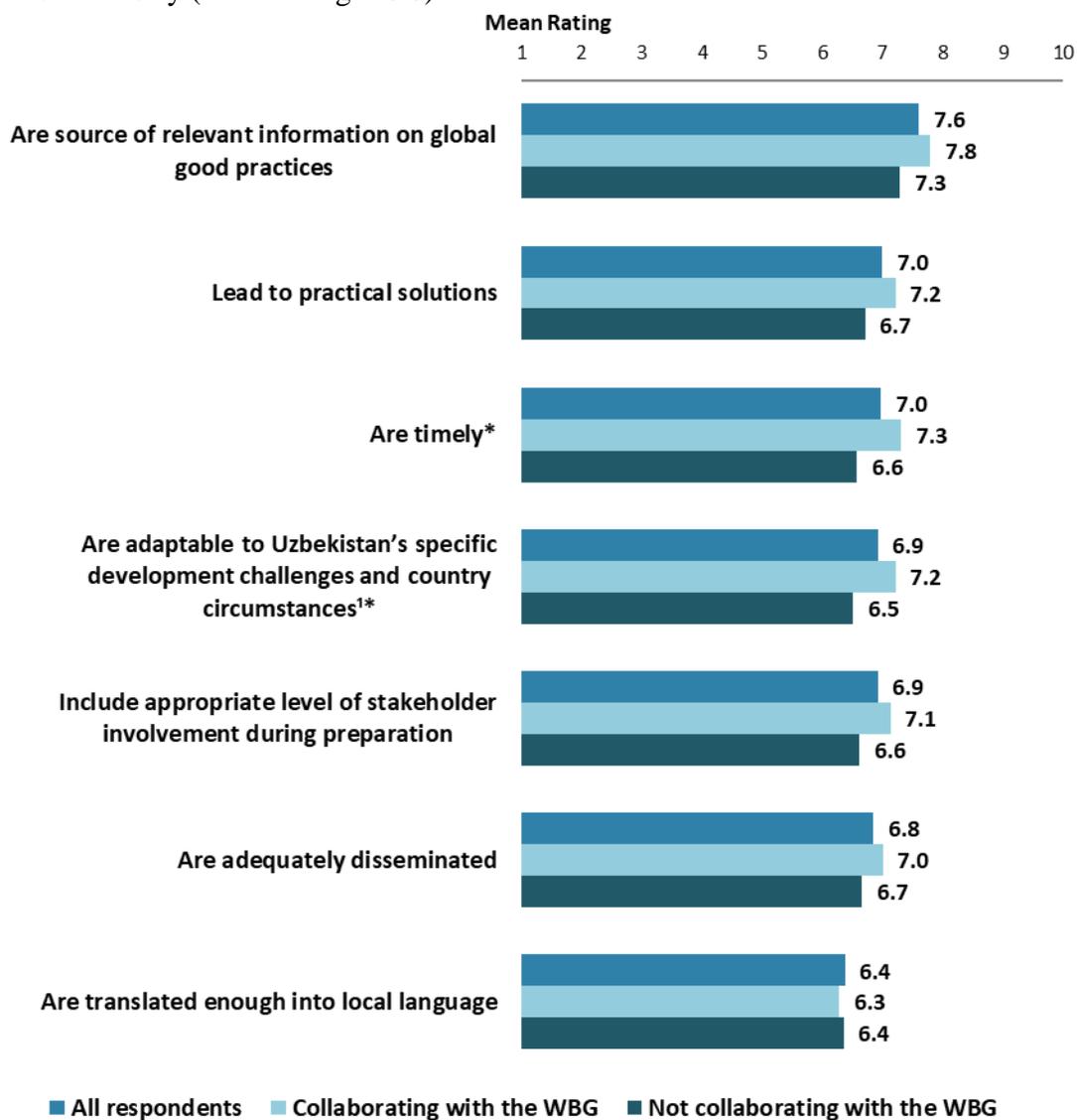
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"** (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Stakeholders:** Respondents from the office of a Parliamentarian gave the highest ratings for the WBG's knowledge work and activities being adequately disseminated and for it being a source of relevant information on global good practices whereas respondents from civil society gave significantly lower ratings. For a complete breakdown by stakeholder group see Appendix B (page 59).
- **Location:** Respondents from Other Areas gave significantly higher ratings for the WBG's knowledge work and activities being adaptable to Uzbekistan's specific development challenges and circumstances (mean rating = 7.6) compared to those from Tashkent City (mean rating = 6.8).

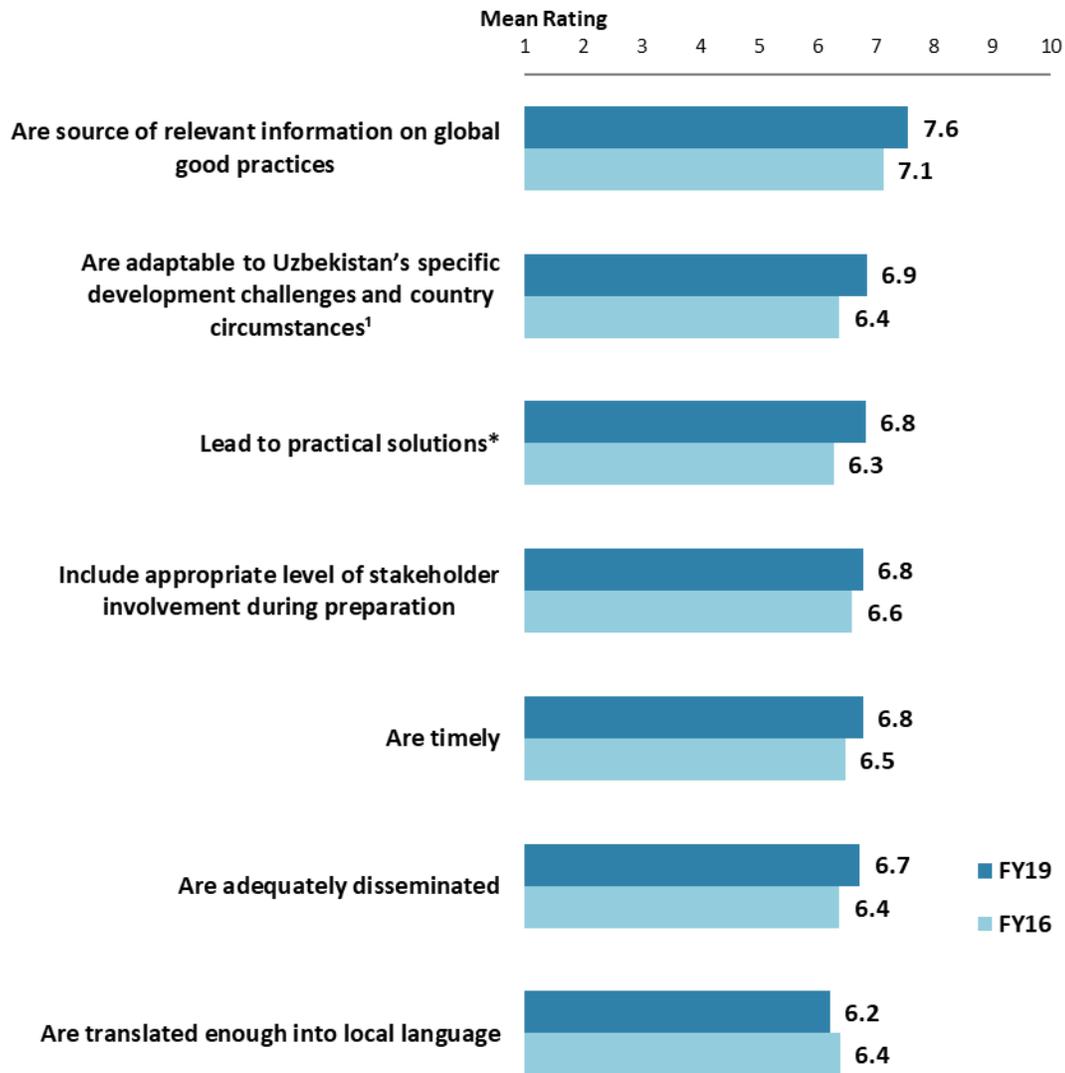


"In Uzbekistan, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison



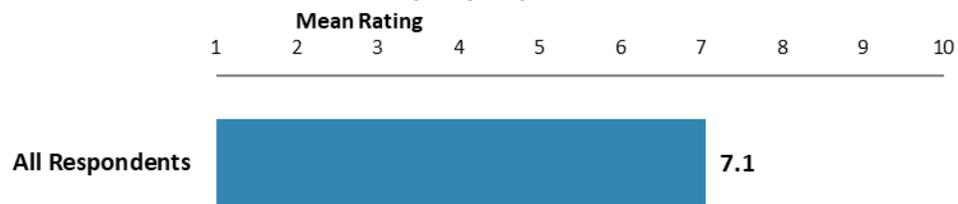
"In Uzbekistan, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")  
Means calculated using weighted data. (\*Significantly different between FY19 and FY16) <sup>1</sup>Indicator Question



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

### Meeting Uzbekistan'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 meets the country's needs (weighted mean rating = 7.1) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.7).
- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Uzbekistan's needs (mean rating = 7.3) compared to those who said that they do not collaborate with the WBG (mean rating = 6.7).



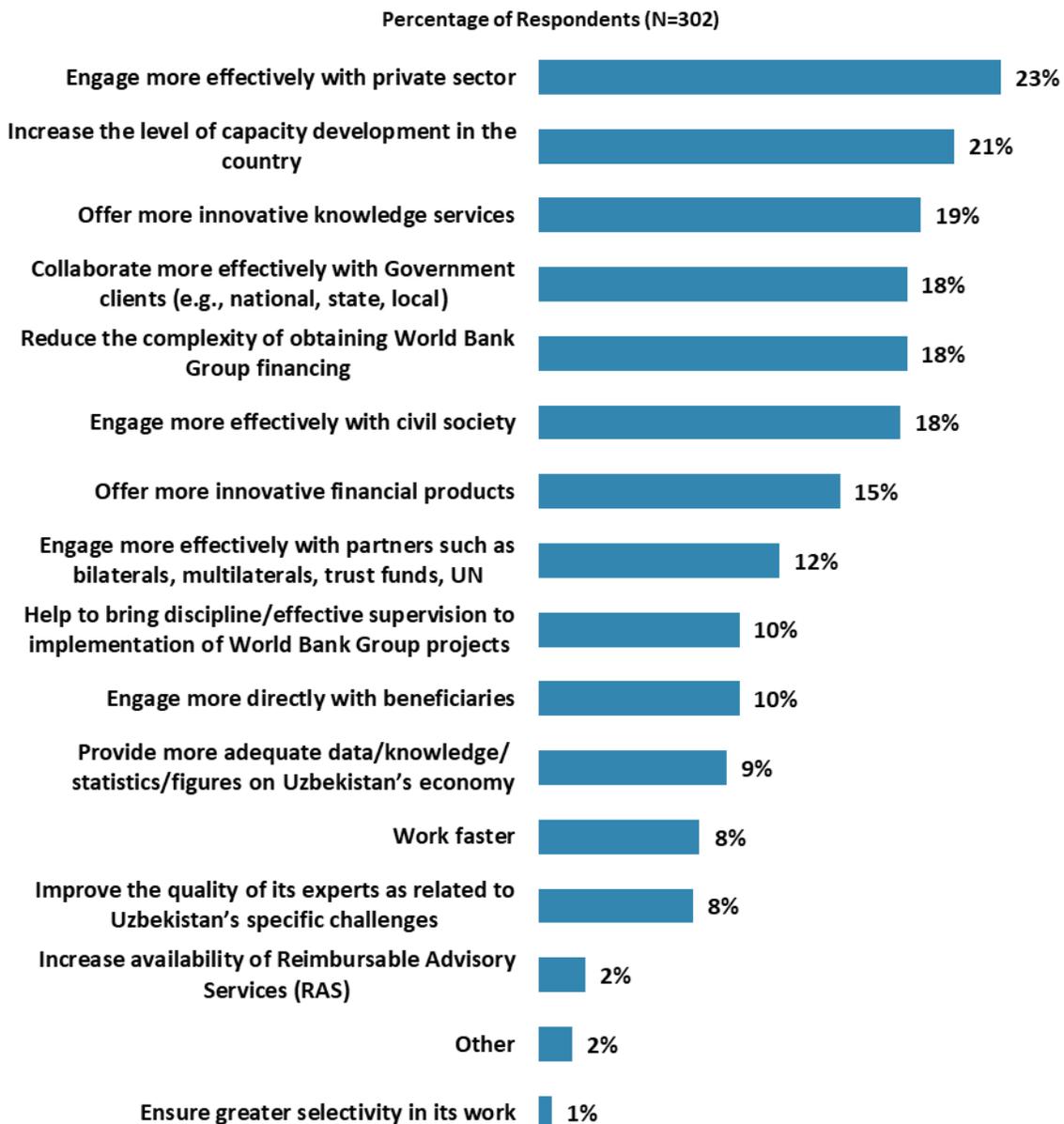
"The World Bank Groups's financial instruments meet the needs of Uzbekistan."  
(1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the WBG in Uzbekistan

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, to make itself of greater value, the WBG should increase the level of capacity development in the country (percentage of respondents = 26%), reduce the complexity of obtaining WBG financing (24%), offer more innovative financial products (23%), collaborate more effectively with Government clients (21%), reach out more to groups outside of Government (20%), and offer more innovative knowledge products (19%).



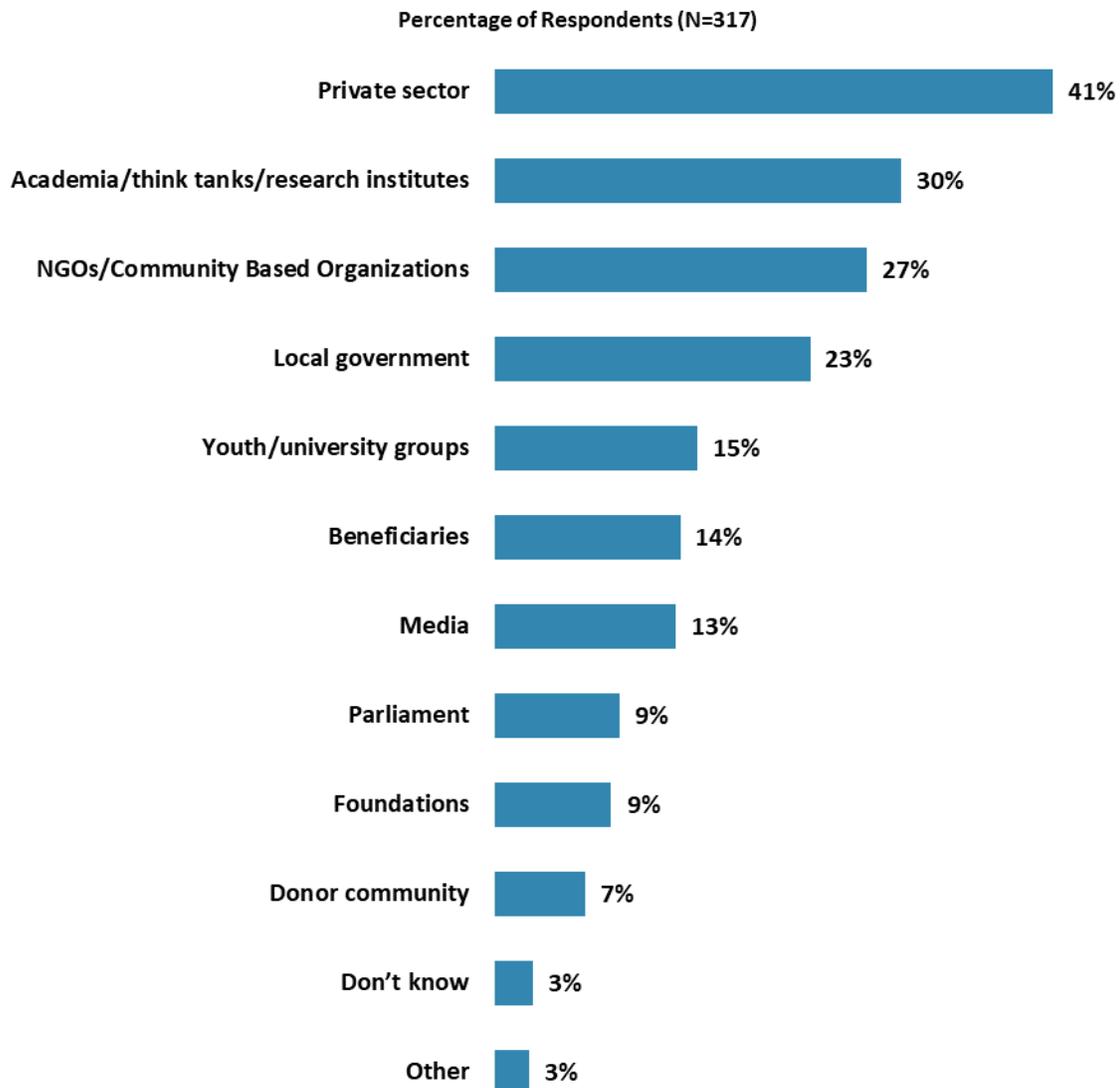
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, to ensure better development results in Uzbekistan, the WBG should collaborate more with the academia/think tanks/research institutes (percentage of respondents = 40%) and private sector (37%).



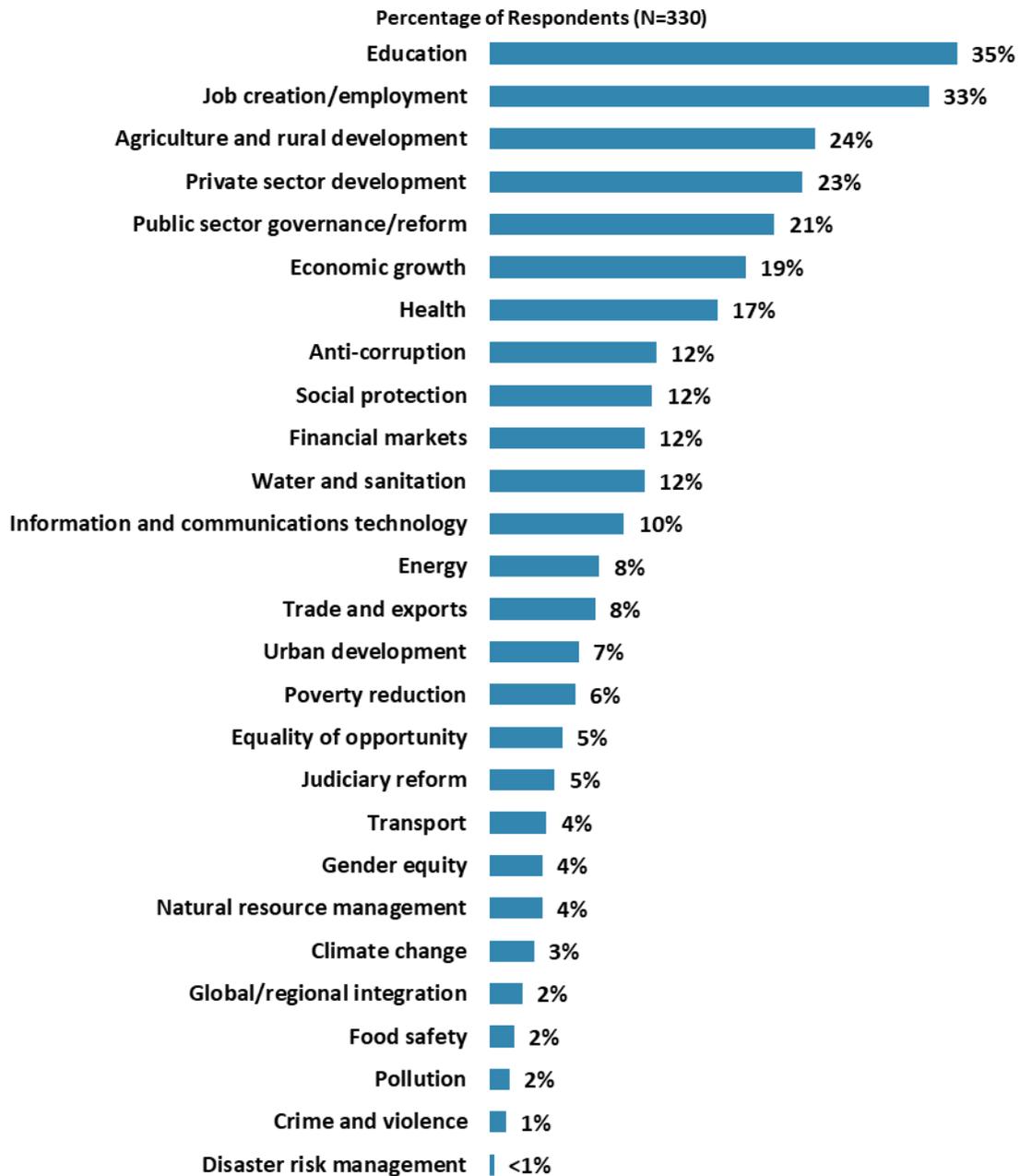
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG should focus its resources on job creation/employment (percentage of respondents = 27%), education (25%), agriculture and rural development (22%), energy and energy efficiency (22%), and infrastructure development (19%).



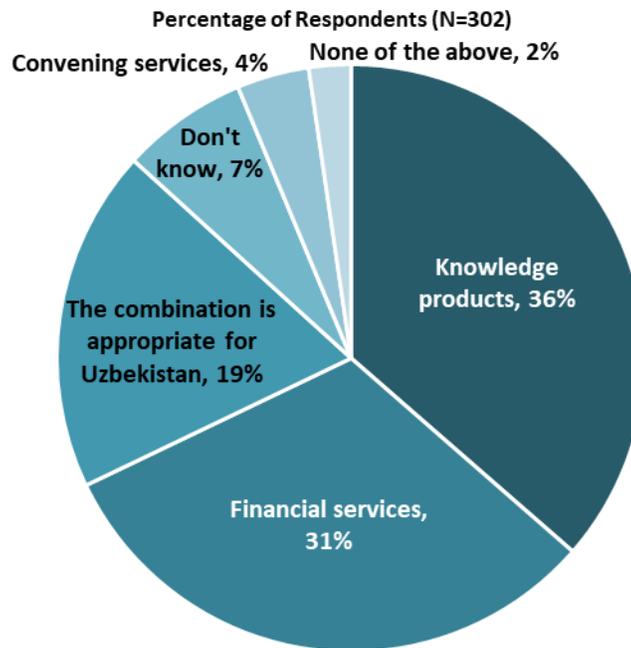
“When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)”  
(Respondents chose from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



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

### Future Combination of the WBG services

- **Year comparison:** Compared to respondents in this year's Country Survey, respondents in the FY '16 Country Survey indicated statistically similar combinations of services that the WBG should offer more of in Uzbekistan.



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

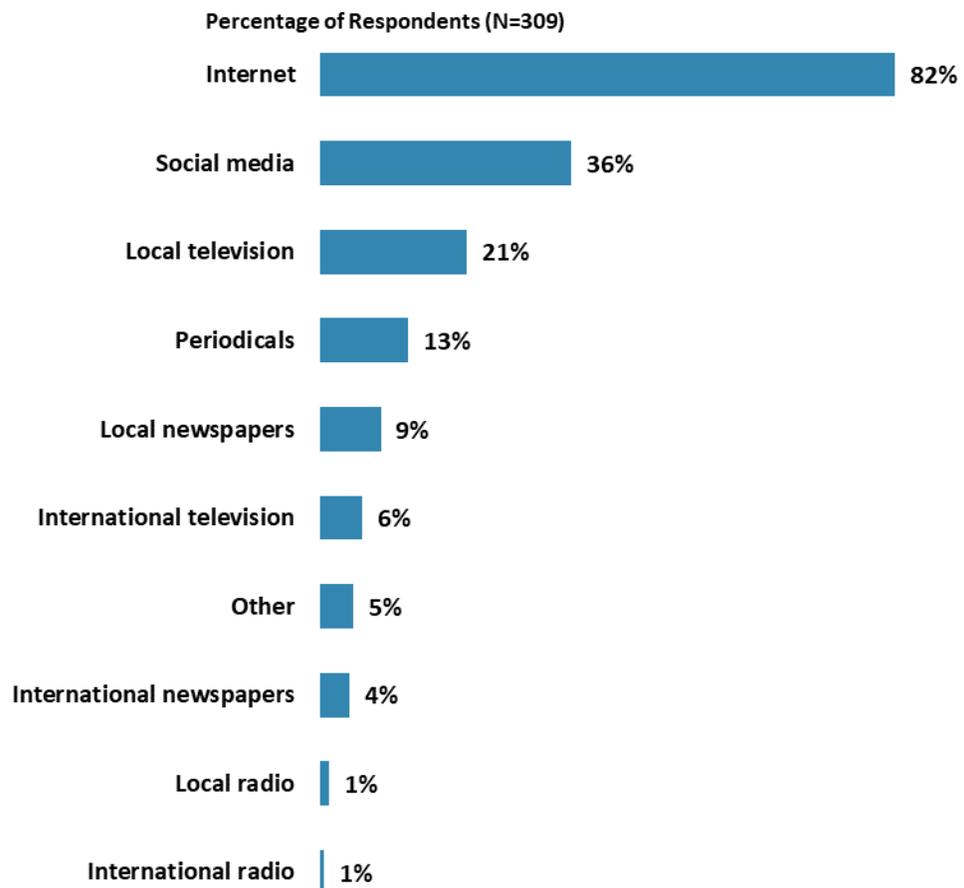


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 69%), followed by local television (27%), periodicals (19%), and social media (18%).



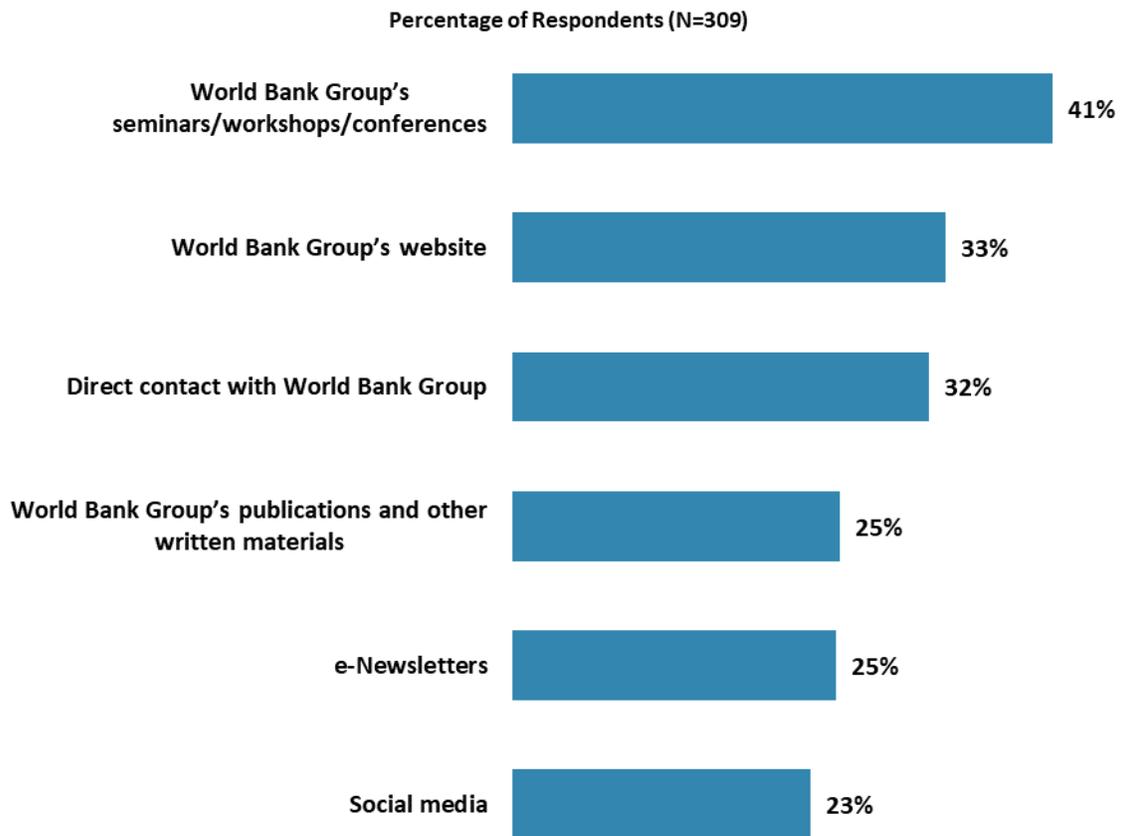
"How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they preferred to get their information from the WBG's seminars/workshops/conferences (percentage of respondents = 45%) and the World Bank website (43%), followed by direct contact with the WBG (27%), the WBG's publications and other written materials (27%), and e-Newsletters (27%).

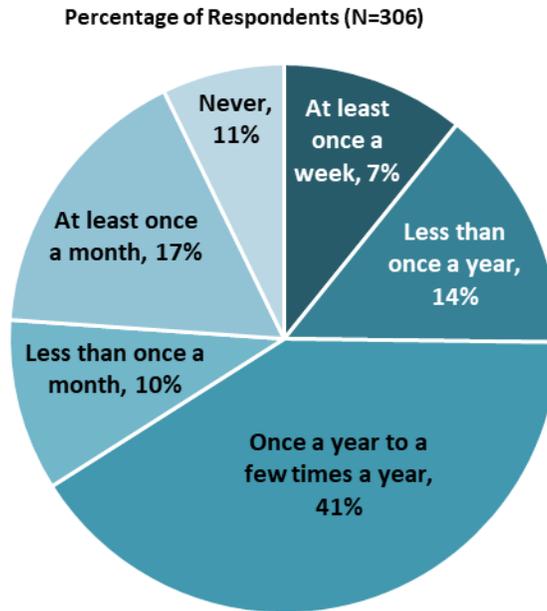


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

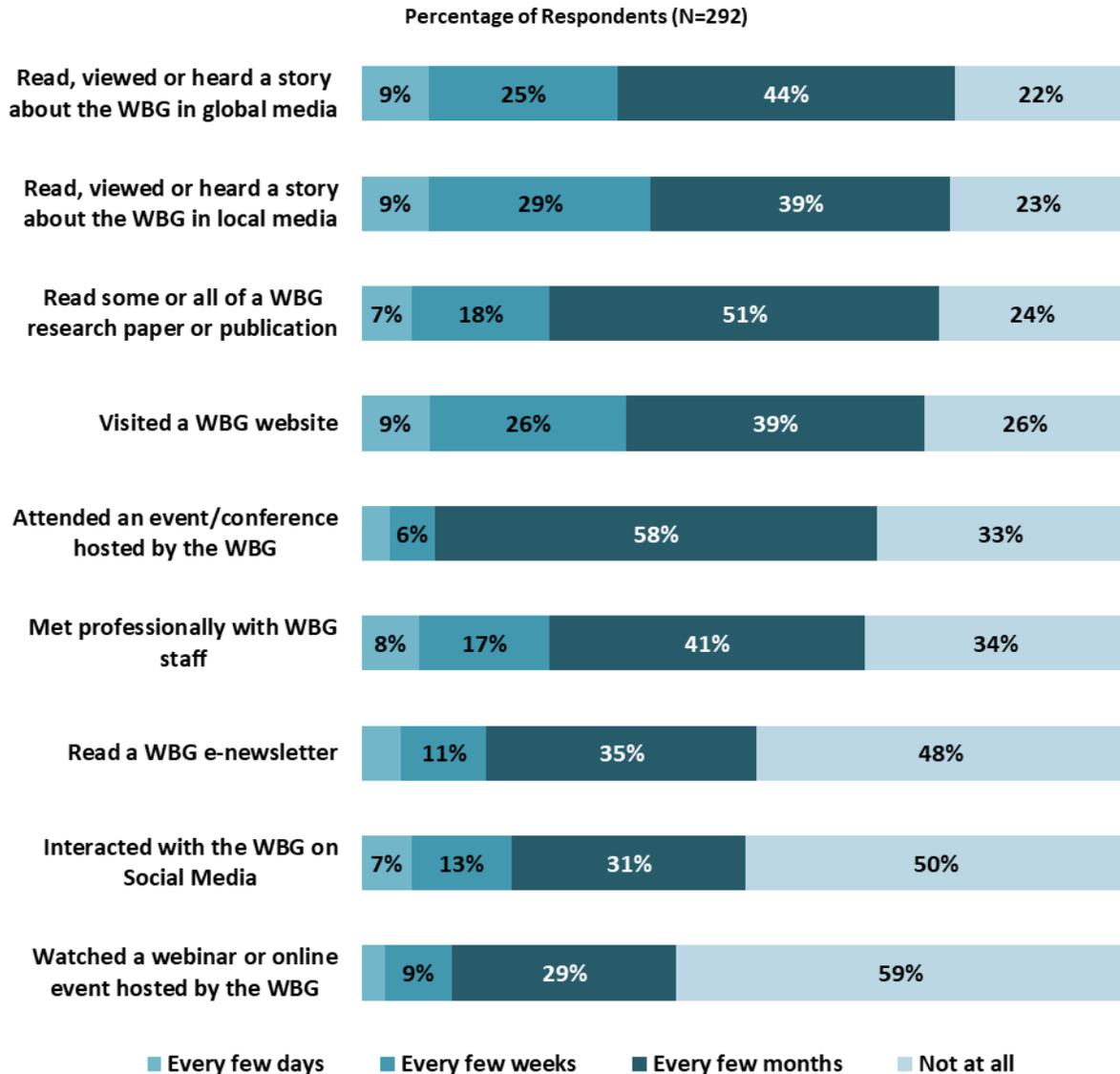


"How frequently do you interact with the World Bank Group now in Uzbekistan?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



## XI. Appendices

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### UZBEKISTAN





## Appendix A: Responses to All Questions across All Respondents (N=352)

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 Uzbekistan

1. When you think about the future in Uzbekistan, are you ... ?	Percentage of Respondents (N=349)
Very pessimistic	.6%
Somewhat pessimistic	6.0%
Somewhat optimistic	56.4%
Very optimistic	30.7%
Not sure	6.3%

2. Do you think that economic opportunity for citizens in Uzbekistan is ... ?	Percentage of Respondents (N=348)
Increasing	84.5%
Decreasing	2.3%
Staying about the same	13.2%

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

<b>3. Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=347)</b>
Education	37.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28.2%
Job creation/employment	25.4%
Anti-corruption	24.2%
Private sector development	22.5%
Economic growth	22.5%
Agriculture and rural development	12.1%
Social protection (e.g., pensions, targeted social assistance)	11.2%
Health	11.2%
Information and communications technology	10.7%
Global/regional integration	9.2%
Poverty reduction	9.2%
Financial markets	8.1%
Trade and exports	8.1%
Urban development	6.9%
Judiciary reform	6.6%
Food safety	4.9%
Energy	4.9%
Water and sanitation	4.9%
Natural resource management	4.0%
Gender equity (closing the gap between women and men, and boys and girls)	3.7%
Pollution	3.2%
Transport (e.g., roads, bridges, transportation)	3.2%
Equality of opportunity (i.e., social inclusion)	2.9%
Climate change (e.g., mitigation, adaptation)	1.4%
Crime and violence	0.6%
Disaster risk management	0.3%

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

<b>4. 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 Uzbekistan? (Choose no more than 3)</b>	<b>Percentage of Respondents (Responses Combined; N=346)</b>
Job creation/employment	48.8%
Economic growth	37.6%
Education	34.4%
Private sector development	29.8%
Social protection (e.g., pensions, targeted social assistance)	23.4%
Anti-corruption	21.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.5%
Agriculture and rural development	18.5%
Equality of opportunity (i.e., social inclusion)	8.7%
Trade and exports	7.5%
Health	5.2%
Urban development	4.9%
Financial markets	4.0%
Judiciary reform	3.8%
Information and communications technology	3.5%
Gender equity (closing the gap between women and men, and boys and girls)	3.5%
Global/regional integration	3.5%
Water and sanitation	3.2%
Energy	2.9%
Food safety	2.6%
Natural resource management	1.7%
Pollution	1.4%
Transport (e.g., roads, bridges, transportation)	0.9%
Crime and violence	0.6%
Climate change (e.g., mitigation, adaptation)	0.6%
Disaster risk management	0.3%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Uzbekistan, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=336)</b>
Corruption	32.4%
Inadequate level of capacity in the government	31.5%
Inadequate level of citizen/civil society participation	29.8%
Reforms are not well thought out in light of country challenges	25.0%
Poor coordination within the government	22.3%
Inadequate level of private sector participation	20.2%
Inadequate level of government accountability	12.8%
Political pressures and obstacles	8.9%
Inadequate level of donor coordination	4.2%
Other	1.8%

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

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	279	34	6.70	2.31
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	259	46	6.57	2.14
3. The World Bank Group*	289	28	7.19	2.07
4. The International Monetary Fund	245	54	6.57	2.09
5. UN	278	31	6.72	2.28
6. Regional development banks (e.g., ADB, EBRD, IDB)	279	32	7.22	2.04
7. Uzbekistan's Central Bank	276	34	6.57	2.35
8. International private sector	245	62	6.12	2.32
9. Domestic private sector	271	33	6.24	2.25
10. International civil society (e.g., NGOs, CBOs)	264	44	5.52	2.48
11. Domestic civil society (e.g., NGOs, CBOs)	275	34	5.40	2.45
12. Faith-based institutions	234	70	5.42	2.58
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	298	14	5.83	2.45
14. International media and their web presence	283	26	5.94	2.38
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	288	19	6.62	2.34

7. Please describe the direction Uzbekistan is moving in, when considering ...					
	Percentage of Respondents				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Attracting new sources of foreign investment (N=316)	2.5%	4.7%	14.9%	54.4%	23.4%
Improving conditions for doing business (N=318)	3.1%	6.0%	12.3%	56.6%	22.0%
Equal opportunity for girls and boys, men and women (N=318)	2.80%	2.80%	31.40%	46.90%	16.00%
Making government more effective (N=317)	4.7%	6.9%	25.6%	49.8%	12.9%
Growing Uzbekistan's economy in a way that leads to jobs and employment (N=320)	2.2%	3.1%	22.5%	59.7%	12.5%
Human development (e.g., health, education, and social protection) (N=322)	3.1%	8.7%	19.3%	56.5%	12.4%
Anti-corruption (N=319)	5.3%	7.8%	31.7%	43.9%	11.3%
The gap between the rich and the poor (N=320)	10.6%	27.5%	31.9%	22.2%	7.8%

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

8. Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=326)
Jobs/employment	56.1%
Trade constraints	31.3%
The gap between the rich and the poor	22.7%
Environmental degradation	16.3%
Climate change	15.0%
Fragility in Uzbekistan or neighboring countries	13.8%
Terrorism	11.3%
Technology based disruption	9.5%
Geo-political uncertainty	8.6%
Migrants and refugees	4.3%

9. When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=331)
Engage significantly less	0.6%
Engage somewhat less	2.1%
Engage somewhat more	23.9%
Engage significantly more	56.5%
Engage at the same level it does currently	7.9%
Don't know	9.1%

To what extent do you trust _____ to engage in public service delivery in Uzbekistan?					
	Percentage of Respondents (N=331)				
	To a very low degree	To a somewhat low degree	To a somewhat high degree	To a very high degree	Don't know
10. Domestic private sector	6.3%	25.7%	48.0%	9.7%	10.3%
11. International private sector	10.9%	28.1%	38.4%	9.7%	13.0%

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

(1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Uzbekistan?	324	n/a	6.57	2.43

(1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan.*	296	30	7.11	2.09

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	282	43	7.37	2.11

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=330)</b>
Education	34.8%
Job creation/employment	32.7%
Agriculture and rural development	24.2%
Private sector development	23.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.2%
Economic growth	19.1%
Health	17.0%
Anti-corruption	12.4%
Social protection (e.g., pensions, targeted social assistance)	12.1%
Financial markets	11.5%
Water and sanitation	11.5%
Information and communications technology	10.0%
Energy	8.2%
Trade and exports	7.9%
Urban development	6.7%
Poverty reduction	6.4%
Equality of opportunity (i.e., social inclusion)	5.5%
Judiciary reform	4.8%
Transport (e.g., roads, bridges, transportation)	4.2%
Gender equity (closing the gap between women and men, and boys and girls)	3.9%
Natural resource management	3.9%
Climate change (e.g., mitigation, adaptation)	3.3%
Global/regional integration	2.4%
Food safety	1.8%
Pollution	1.5%
Crime and violence	1.2%
Disaster risk management	0.3%

<b>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 Uzbekistan?</b>	<b>Percentage of Respondents (N=303)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	26.1%	11.7%	37.7%
Implementation support	14.9%	17.0%	31.9%
Capacity development related to World Bank Group supported projects	13.2%	14.0%	27.2%
Policy advice, studies, analyses	9.2%	13.7%	22.9%
Technical assistance	9.6%	9.7%	19.2%
Promoting knowledge sharing	9.9%	8.3%	18.2%
Bringing together different groups of stakeholders	6.3%	8.0%	14.3%
Mobilizing third party financial resources	4.6%	7.0%	11.6%
Data and statistics	3.6%	6.3%	10.0%
Donor coordination	2.3%	4.3%	6.6%
Other	0.3%	0.0%	0.3%

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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=316)</b>
Not enough public disclosure of its work	19.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	17.1%
Don't know	16.5%
Not collaborating enough with private sector	16.1%
Not adequately sensitive to political/social realities in Uzbekistan	14.6%
Not willing to honestly criticize policies and reform efforts in the country	13.0%
World Bank Group's processes too slow and complex	13.0%
Too influenced by developed countries	12.7%
Not sufficiently focused on sustainable results	8.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.9%
Inadequate World Bank Group's staffing in Uzbekistan	5.1%
Not adequately flexible	4.7%
Staff too inaccessible	3.8%
Arrogant in its approach	2.2%
Other	1.9%
Not aligned with country priorities	1.6%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=318)</b>
To a fully sufficient degree	5.0%
To a somewhat sufficient degree	22.0%
To a somewhat insufficient degree	38.4%
To a very insufficient degree	19.2%
Don't know	15.4%

<b>8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?</b>	<b>Percentage of Respondents (N=319)</b>
Increased its emphasis recently	44.2%
Decreased its emphasis recently	7.2%
Emphasis has remained pretty consistent over time	26.0%
Don't know	22.6%

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

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=317)</b>
Private sector	40.7%
Academia/think tanks/research institutes	29.7%
NGOs/Community Based Organizations	27.1%
Local government	23.0%
Youth/university groups	14.8%
Beneficiaries	13.6%
Media	13.2%
Parliament	9.1%
Foundations	8.5%
Donor community	6.6%
Don't know	2.8%
Other	2.5%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Uzbekistan*	292	22	6.84	2.24
11. The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan*	288	19	6.93	2.19

<b>To what extent is the World Bank Group an effective development partner in Uzbekistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Mean Rating</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Responsiveness to needs	254	43	6.65	2.21
13. Flexibility (in terms of the institution's products and services)	250	45	6.35	2.08
14. Flexibility (in terms of changing country circumstances)	261	33	6.64	2.08
15. Being inclusive	253	44	6.66	2.21
16. Openness (sharing data and other information)	267	28	7.03	2.11
17. Collaboration with the Government	268	30	7.69	1.89
18. The speed in which it gets things accomplished on the ground	252	45	6.71	2.06
19. Helping to bring discipline/effective supervision to implementation of investment projects	253	41	6.92	2.12
20. Collaboration with civil society	240	53	6.38	2.21
21. Staff accessibility	264	33	6.78	2.33
22. Collaboration with other donors and development partners	240	53	6.91	2.18
23. Collaboration with the private sector	234	56	6.05	2.29
24. Straightforwardness and honesty	254	41	7.36	2.17
25. Treating clients and stakeholders in Uzbekistan with respect	255	42	7.91	2.03
26. Being a long-term partner	265	33	8.08	2.00

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	213	81	7.45	2.55
2. Gender equity (closing the gap between women and men, and boys and girls)	212	78	6.94	2.63
3. Private sector development	234	58	8.00	2.10
4. Education	253	38	8.38	1.91
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	235	55	7.86	2.18
6. Global/regional integration	205	79	7.55	2.06
7. Food safety	203	82	7.21	2.45
8. Urban development	225	64	7.60	2.27
9. Energy	226	61	7.99	2.03
10. Water and sanitation	228	59	8.35	1.90
11. Job creation/employment	241	52	8.32	2.06
12. Health	225	60	8.44	1.93
13. Financial markets	211	81	8.03	2.11
14. Transport (e.g., roads, bridges, transportation)	208	80	7.72	2.25
15. Agriculture and rural development	235	59	8.28	1.99
16. Trade and exports	210	78	7.85	2.29
17. Natural resource management	201	89	7.43	2.37
18. Climate change (e.g., mitigation, adaptation)	208	82	7.21	2.39
19. Poverty reduction	230	58	7.95	2.24
20. Anti-corruption	213	76	7.85	2.45
21. Economic growth	251	40	8.41	1.85
22. Disaster risk management	182	103	6.59	2.60
23. Equality of opportunity (i.e., social inclusion)	205	87	7.24	2.44
24. Information and communications technology	225	68	8.09	2.13

(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 Uzbekistan?*	279	24	7.37	2.00

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Uzbekistan?	279	29	7.02	2.08

To what extent do you agree with the following statements about the World Bank Group in Uzbekistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Uzbekistan*	259	45	7.06	2.23
5. The World Bank Group meets Uzbekistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	265	36	6.73	2.35

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

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
6. To what extent do you believe that Uzbekistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS) for the Aviation Sector Reform?	129	173	5.98	2.31

**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=304)
Weekly	8.9%
Monthly	22.0%
A few times a year	32.9%
Rarely	28.3%
Never	7.9%

In Uzbekistan, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	241	53	6.97	2.28
3. Include appropriate level of stakeholder involvement during preparation	230	58	6.92	2.09
4. Lead to practical solutions	247	42	6.99	2.10
5. Are source of relevant information on global good practices	246	42	7.60	2.07
6. Are adequately disseminated	242	47	6.85	2.25
7. Are translated enough into local language	225	64	6.37	2.65
8. Are adaptable to Uzbekistan's specific development challenges and country circumstances*	238	51	6.92	2.22

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	289	17	7.99	2.07
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	258	48	7.36	2.16

**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	173	125	6.80	2.44
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	239	62	7.47	2.23
3. The World Bank Group's approvals and reviews are done in a timely fashion	196	95	6.92	2.39
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	206	88	7.55	2.18
5. The World Bank Group's conditions on its lending are reasonable	204	94	7.22	2.39
6. The World Bank Group takes decisions quickly in Uzbekistan*	206	88	6.69	2.40
7. Working with the World Bank Group increases Uzbekistan's institutional capacity	258	42	7.95	1.99
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	187	110	7.16	2.21

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=302)
Engage more effectively with private sector	22.8%
Increase the level of capacity development in the country	20.5%
Offer more innovative knowledge services	18.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.2%
Reduce the complexity of obtaining World Bank Group financing	18.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	17.9%
Offer more innovative financial products	14.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	11.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.9%
Engage more directly with beneficiaries	9.9%
Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy	9.3%
Work faster	7.9%
Improve the quality of its experts as related to Uzbekistan's specific challenges	7.6%
Increase availability of Reimbursable Advisory Services (RAS)	2.3%
Other	1.7%
Ensure greater selectivity in its work	0.7%

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

<b>2. When considering the combination of services that the World Bank Group offers in Uzbekistan, 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 Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=302)</b>
Knowledge products	36.4%
Financial services	31.5%
The combination is appropriate for Uzbekistan	18.9%
Don't know	7.0%
Convening services	4.0%
None of the above	2.3%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Uzbekistan?</b>	<b>Percentage of Respondents (N=306)</b>
Never	10.8%
Less than once a year	14.4%
Once a year to a few times a year	40.8%
Less than once a month	10.1%
At least once a month	16.7%
At least once a week	7.2%

<b>2. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=309)</b>
Internet	82.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	35.9%
Local television	21.0%
Periodicals	12.6%
Local newspapers	8.7%
International television	6.1%
Other	4.9%
International newspapers	4.2%
Local radio	1.3%
International radio	0.6%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=309)</b>
World Bank Group's seminars/workshops/conferences	41.1%
World Bank Group's website	33.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.7%
World Bank Group's publications and other written materials	24.9%
e-Newsletters	24.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	22.7%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents			
	Every few days	Every few weeks	Every few months	Not at all
1. Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=293)	8.9%	29.0%	39.2%	22.9%
2. Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=292)	8.9%	24.7%	44.2%	22.3%
3. Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) (N=290)	6.6%	13.1%	30.7%	49.7%
4. Visited a WBG website (e.g. read a blog, used data) (N=289)	9.0%	25.6%	39.1%	26.3%
5. Attended an event/conference hosted by the WBG (N=292)	3.8%	5.8%	57.9%	32.5%
6. Watched a webinar or online event hosted by the WBG (N=286)	3.1%	8.7%	29.4%	58.7%
7. Read some or all of a WBG research paper or publication (N=288)	6.6%	18.1%	51.0%	24.3%
8. Met professionally with WBG staff (N=288)	7.6%	17.0%	41.3%	34.0%
9. Read a WBG e-newsletter (N=286)	5.2%	11.2%	35.3%	48.3%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=341)
Employee of a Ministry, Ministerial Department or Implementation Agency	17.6%
Multilateral Agency	10.0%
NGO/Community-Based Organization	10.0%
Local Government Office or Staff	6.7%
Academia/Research Institute/Think Tank	6.7%
Media	6.5%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	6.2%
Private Sector Organization	6.2%
Bilateral Agency	5.6%
Financial Sector/Private Bank	5.6%
Office of Minister	4.7%
Office of Parliamentarian	3.8%
Other	2.9%
Independent Government Institution	2.6%
Office of the President/Prime Minister	1.5%
Private Foundation	1.2%
Trade Union	.6%
Faith-Based Group	.6%
Youth Group	.6%
Judiciary Branch	.6%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=332)</b>
Generalist (specialized in multiple sectors)	12.0%
Finance and markets	11.7%
Education	10.8%
Governance	8.1%
Other	7.8%
Social protection and labor	7.5%
Macroeconomics and fiscal management	6.9%
Agriculture	4.8%
Transport and ICT	4.5%
Health, nutrition, and population	4.2%
Urban, rural, and social development	3.9%
Trade and competitiveness	3.6%
Energy and extractives	3.3%
Water	3.0%
Gender	2.4%
Environment and natural resources	1.5%
Public-private partnerships	1.5%
Jobs	1.2%
Fragility, conflict and violence	.3%
Poverty	.3%
Climate Change	.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=334)</b>
Yes	54.5%
No	45.5%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Uzbekistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=201)</b>
The World Bank (IBRD/IDA)	78.1%
The International Finance Corporation (IFC)	18.9%
The Multilateral Investment Guarantee Agency (MIGA)	2.5%
International Centre for Settlement of Investment Disputes (ICSID)	.5%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=232)</b>
Yes	58.6%
No	41.4%

<b>6. Which of the following describes most of your exposure to the World Bank Group in Uzbekistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=327)</b>
Collaborate as part of my professional duties	44.3%
Engage in World Bank Group related/sponsored events/activities	32.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.5%
Use World Bank Group reports/data	24.2%
Use World Bank Group website for information, data, research, etc.	18.0%

**H. Background Information (continued)**

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=341)</b>
Female	30.5%
Male	69.5%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=339)</b>
25 and under	3.5%
26-35	24.5%
36-45	35.4%
46-55	22.1%
56 and above	14.5%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=341)</b>
I am residing in Tashkent city	79.8%
I am residing in one of Uzbekistan's regions	18.2%
I am residing outside Uzbekistan	2.1%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>1</sup>

Office of the President/Prime Minister/Minister N=21 ● Office of Parliamentarian N=13 ● Employee of a Ministry N=60 ●  
 PMU/Consultant on WBG-supported project N=21 ● Local Government N=23 ● Bilateral/Multilateral Agency N=53 ●  
 Private Sector/Financial Sector/Private Bank N=40 ● Civil Society N=44 ● Media N=22 ● Academia N=23 ● Other N=21

### A. General Issues Facing Uzbekistan

When you think about the future in Uzbekistan, are you ... ?

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Very pessimistic			1.7%				2.5%				
Somewhat pessimistic			6.7%			3.8%	12.5%	9.1%	9.1%	4.3%	15.8%
Somewhat optimistic	42.9%	76.9%	61.7%	71.4%	43.5%	56.6%	55.0%	52.3%	54.5%	73.9%	31.6%
Very optimistic	42.9%	15.4%	25.0%	23.8%	56.5%	32.1%	22.5%	36.4%	22.7%	17.4%	47.4%
Not sure	14.3%	7.7%	5.0%	4.8%		7.5%	7.5%	2.3%	13.6%	4.3%	5.3%

Do you think that economic opportunity for citizens in Uzbekistan is ... ?

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Increasing	90.5%	92.3%	83.1%	85.7%	100.0%	84.9%	80.0%	79.1%	77.3%	87.0%	80.0%
Decreasing			1.7%			1.9%	5.0%	4.7%			10.0%
Staying about the same	9.5%	7.7%	15.3%	14.3%		13.2%	15.0%	16.3%	22.7%	13.0%	10.0%

<sup>1</sup> Note, only 341 respondents indicated their current affiliation (H1). For these analyses, the few respondents from the office of the President/Prime Minister were combined with those from the office of a Minister, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a "Civil Society" category, and the few respondents from independent government institutions and the judiciary branch were combined into the Other category.

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

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

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Global/regional integration	9.5%	25.0%	3.5%	0.0%	13.0%	11.3%	15.0%	6.8%	4.5%	8.7%	20.0%
Food safety	4.8%	8.3%	3.5%	0.0%	4.3%	0.0%	0.0%	9.1%	9.1%	4.3%	5.0%
Urban development	9.5%	0.0%	3.5%	9.5%	17.4%	7.5%	5.0%	9.1%	4.5%	4.3%	5.0%
Social protection	4.8%	16.7%	10.5%	9.5%	8.7%	13.2%	7.5%	20.5%	9.1%	8.7%	10.0%
Gender equity	0.0%	8.3%	0.0%	9.5%	4.3%	7.5%	2.5%	6.8%	0.0%	0.0%	0.0%
Private sector development	19.0%	33.3%	26.3%	4.8%	34.8%	15.1%	27.5%	18.2%	27.3%	13.0%	40.0%
Education	38.1%	41.7%	45.6%	42.9%	21.7%	39.6%	35.0%	22.7%	45.5%	60.9%	35.0%
Public sector governance/reform	42.9%	8.3%	29.8%	28.6%	34.8%	39.6%	30.0%	20.5%	18.2%	26.1%	20.0%
Energy	4.8%	0.0%	10.5%	4.8%	0.0%	9.4%	5.0%	0.0%	4.5%	4.3%	0.0%
Water and sanitation	4.8%	8.3%	1.8%	0.0%	4.3%	9.4%	2.5%	6.8%	0.0%	0.0%	15.0%
Pollution	0.0%	0.0%	3.5%	0.0%	4.3%	0.0%	2.5%	9.1%	4.5%	0.0%	5.0%
Job creation/employment	19.0%	25.0%	14.0%	28.6%	34.8%	17.0%	27.5%	34.1%	40.9%	21.7%	40.0%
Health*	4.8%	0.0%	17.5%	19.0%	0.0%	3.8%	12.5%	9.1%	9.1%	39.1%	5.0%
Financial markets	9.5%	8.3%	10.5%	4.8%	8.7%	3.8%	20.0%	0.0%	0.0%	17.4%	10.0%
Climate change	0.0%	0.0%	0.0%	4.8%	0.0%	5.7%	0.0%	0.0%	4.5%	0.0%	0.0%
Poverty reduction	0.0%	8.3%	7.0%	9.5%	8.7%	11.3%	5.0%	13.6%	27.3%	13.0%	0.0%
Anti-corruption*	52.4%	33.3%	24.6%	19.0%	17.4%	17.0%	20.0%	40.9%	13.6%	13.0%	15.0%
Transport*	0.0%	0.0%	7.0%	9.5%	13.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	14.3%	8.3%	8.8%	14.3%	21.7%	18.9%	15.0%	2.3%	13.6%	13.0%	10.0%
Trade and exports	4.8%	16.7%	5.3%	4.8%	8.7%	11.3%	7.5%	6.8%	13.6%	0.0%	15.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%
Natural resource management	9.5%	0.0%	0.0%	4.8%	4.3%	7.5%	2.5%	6.8%	4.5%	4.3%	0.0%
Judiciary reform	9.5%	0.0%	10.5%	14.3%	0.0%	5.7%	5.0%	4.5%	0.0%	8.7%	5.0%
Economic growth	23.8%	41.7%	26.3%	38.1%	17.4%	18.9%	27.5%	13.6%	22.7%	13.0%	15.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	3.5%	0.0%	0.0%	3.8%	2.5%	11.4%	0.0%	0.0%	0.0%
Information and communications technology	9.5%	8.3%	12.3%	9.5%	13.0%	7.5%	15.0%	6.8%	4.5%	13.0%	15.0%

\*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Judiciary reform	4.8%	7.7%	5.1%	4.8%	0.0%	5.9%	2.6%	2.3%	0.0%	0.0%	4.8%
Information and communications technology	4.8%	0.0%	0.0%	0.0%	0.0%	7.8%	10.3%	2.3%	0.0%	4.3%	4.8%
Social protection*	14.3%	15.4%	13.6%	19.0%	52.2%	33.3%	10.3%	27.3%	22.7%	21.7%	28.6%
Economic growth	38.1%	69.2%	37.3%	42.9%	43.5%	29.4%	38.5%	45.5%	18.2%	17.4%	42.9%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.8%	7.7%	10.2%	9.5%	0.0%	5.9%	7.7%	9.1%	22.7%	4.3%	14.3%
Agriculture and rural development	19.0%	23.1%	10.2%	28.6%	13.0%	21.6%	15.4%	9.1%	27.3%	26.1%	38.1%
Trade and exports	9.5%	15.4%	8.5%	0.0%	4.3%	11.8%	12.8%	4.5%	4.5%	4.3%	4.8%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	4.3%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	1.7%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	4.8%	0.0%	5.1%	9.5%	0.0%	2.0%	2.6%	0.0%	0.0%	8.7%	0.0%
Anti-corruption	28.6%	30.8%	18.6%	14.3%	21.7%	11.8%	23.1%	36.4%	22.7%	21.7%	9.5%
Health	0.0%	7.7%	6.8%	4.8%	0.0%	5.9%	5.1%	6.8%	4.5%	13.0%	0.0%
Financial markets	4.8%	7.7%	5.1%	4.8%	0.0%	2.0%	2.6%	0.0%	4.5%	17.4%	0.0%
Public sector governance/reform	14.3%	15.4%	25.4%	19.0%	4.3%	31.4%	25.6%	15.9%	18.2%	26.1%	14.3%
Water and sanitation	4.8%	0.0%	0.0%	0.0%	0.0%	5.9%	5.1%	11.4%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	8.7%	0.0%
Job creation/employment	47.6%	38.5%	40.7%	52.4%	65.2%	49.0%	46.2%	52.3%	63.6%	34.8%	57.1%
Gender equity	0.0%	7.7%	1.7%	4.8%	4.3%	5.9%	5.1%	4.5%	0.0%	4.3%	0.0%
Private sector development	52.4%	23.1%	33.9%	28.6%	43.5%	17.6%	38.5%	25.0%	31.8%	21.7%	23.8%
Education	38.1%	15.4%	52.5%	28.6%	26.1%	31.4%	33.3%	31.8%	22.7%	34.8%	28.6%
Global/regional integration	0.0%	0.0%	5.1%	9.5%	0.0%	2.0%	2.6%	2.3%	9.1%	8.7%	0.0%
Food safety*	0.0%	15.4%	5.1%	0.0%	4.3%	0.0%	2.6%	0.0%	0.0%	0.0%	9.5%
Urban development	4.8%	0.0%	5.1%	4.8%	13.0%	3.9%	2.6%	2.3%	4.5%	8.7%	4.8%
Natural resource management	0.0%	0.0%	3.4%	4.8%	0.0%	2.0%	0.0%	0.0%	0.0%	4.3%	4.8%

\*Significantly different between stakeholder groups

### A. General Issues Facing Uzbekistan (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 President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Inadequate level of capacity in the government*	15.0%	18.2%	28.6%	45.0%	4.5%	51.0%	28.9%	43.2%	28.6%	30.4%	23.8%
Corruption	40.0%	45.5%	35.7%	10.0%	31.8%	21.6%	21.1%	36.4%	42.9%	39.1%	38.1%
Political pressures and obstacles	5.0%	0.0%	7.1%	10.0%	13.6%	7.8%	18.4%	2.3%	9.5%	8.7%	9.5%
Inadequate level of private sector participation*	20.0%	36.4%	17.9%	5.0%	31.8%	3.9%	42.1%	20.5%	14.3%	17.4%	23.8%
Inadequate level of citizen/civil society participation	45.0%	27.3%	28.6%	30.0%	50.0%	15.7%	26.3%	38.6%	28.6%	21.7%	33.3%
Inadequate level of donor coordination	5.0%	0.0%	0.0%	5.0%	13.6%	2.0%	0.0%	6.8%	0.0%	8.7%	9.5%
Reforms are not well thought out in light of country challenges	15.0%	9.1%	28.6%	35.0%	22.7%	27.5%	26.3%	22.7%	33.3%	26.1%	14.3%
Poor coordination within the government	30.0%	18.2%	32.1%	30.0%	9.1%	31.4%	23.7%	15.9%	4.8%	21.7%	9.5%
Inadequate level of government accountability	10.0%	18.2%	8.9%	10.0%	4.5%	21.6%	10.5%	9.1%	23.8%	17.4%	14.3%
Other	0.0%	9.1%	3.6%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	9.5%

\*Significantly different between stakeholder groups



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

To what extent do you trust each of the following groups to do what is right? (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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The national/federal government*	15	6.93	9	8.67	48	6.79	16	6.75	21	7.76	47	6.77	31	5.94	33	6.00	18	6.39	21	5.90	15	7.67
Bilateral organizations	16	6.38	6	6.83	42	6.43	13	6.62	17	6.65	49	7.47	26	6.46	37	6.03	17	6.71	19	5.47	15	7.00
The World Bank Group	16	7.31	11	6.55	52	7.19	20	7.95	21	7.33	48	7.62	30	6.87	36	6.83	14	7.57	22	6.36	15	7.27
The International Monetary Fund*	14	6.43	9	6.78	44	6.25	15	6.27	18	7.44	43	7.74	28	5.57	29	6.14	13	7.08	18	5.83	11	6.73
UN*	15	7.07	10	7.20	48	6.40	17	7.41	18	7.28	48	7.50	28	5.86	37	5.92	16	7.13	20	6.00	16	6.81
Regional development banks	16	7.37	10	7.50	49	7.12	16	7.44	18	8.22	47	7.74	31	6.97	35	6.46	16	7.38	21	6.38	14	7.36
Uzbekistan's Central Bank*	14	6.93	13	8.00	52	6.37	20	6.90	21	7.71	38	7.08	30	5.80	32	5.59	16	6.31	21	5.48	13	7.62
International private sector	13	6.23	7	6.86	43	5.60	15	6.33	18	7.11	42	6.81	28	6.00	28	5.43	15	6.33	21	5.38	11	6.45
Domestic private sector	16	6.06	9	6.78	49	6.08	16	6.12	21	6.71	44	6.93	30	6.10	34	5.59	16	5.75	19	5.68	13	6.92
International civil society*	15	6.73	8	5.50	43	4.98	15	5.00	20	6.50	42	6.24	28	4.89	34	5.44	18	6.22	21	4.24	15	5.20
Domestic civil society*	16	6.19	8	5.63	44	4.82	16	4.81	20	6.25	45	6.20	30	4.07	36	5.61	17	6.12	21	4.52	16	5.56
Faith-based institutions*	15	6.20	7	5.71	38	5.47	16	5.63	20	7.10	35	6.00	27	4.22	29	4.69	11	5.00	19	4.21	12	5.75
Domestic traditional media and their web presence	16	6.25	10	6.50	51	5.75	18	6.06	21	6.76	51	6.06	31	5.10	37	4.97	20	6.25	22	5.41	16	6.56
International media and their web presence*	16	6.44	9	5.78	45	5.33	17	7.06	21	7.05	48	6.02	31	5.39	36	5.69	18	6.89	22	4.82	15	6.47
Web based media	17	6.76	8	6.00	48	6.31	17	7.35	21	6.90	48	7.10	31	6.65	36	6.58	18	6.94	22	5.50	17	6.53

\*Significantly different between stakeholder groups

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

Please describe the direction Uzbekistan is moving in, when considering ... (1-Getting much worse, 5-Getting much better)

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development*	18	3.83	11	4.27	55	3.60	21	3.48	22	4.23	52	3.65	35	3.26	40	3.70	19	3.63	23	3.48	18	3.72
Equal opportunity for girls and boys, men and women*	18	4.00	10	4.10	53	3.74	21	3.43	22	4.09	52	3.67	35	3.51	39	3.62	18	3.39	23	3.43	19	4.00
Growing Uzbekistan's economy in a way that leads to jobs and employment	18	3.94	12	4.25	55	3.75	21	3.52	22	4.05	51	3.88	35	3.49	39	3.64	18	3.72	23	3.61	18	3.89
The gap between the rich and the poor*	18	3.00	12	3.50	54	2.80	21	2.71	22	3.41	52	2.88	35	2.60	39	2.67	18	2.89	23	2.65	18	3.44
Making government more effective*	18	3.67	11	4.27	54	3.52	20	3.40	22	3.95	52	3.63	35	3.31	39	3.44	18	3.89	23	3.26	17	3.88
Anti-corruption*	18	3.61	11	3.82	54	3.50	21	3.00	22	3.86	51	3.65	35	3.17	40	3.30	19	3.32	23	3.35	17	3.94
Attracting new sources of foreign investment	18	4.17	11	4.18	55	4.00	21	4.00	21	4.05	52	3.85	35	3.54	38	3.95	18	3.94	23	3.70	17	4.06
Improving conditions for doing business	18	4.06	11	4.45	55	3.73	20	3.85	21	4.29	52	3.81	35	3.69	39	3.95	18	3.78	23	3.74	18	4.17

\*Significantly different between stakeholder groups

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

Listed below are global challenges. Which do you think have the most serious impact of Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Climate change	22.2%	30.8%	9.1%	9.5%	28.6%	15.4%	8.6%	7.1%	21.1%	13.0%	21.1%
Terrorism	27.8%	23.1%	7.3%	9.5%	19.0%	5.8%	8.6%	16.7%	5.3%	4.3%	21.1%
Migrants and refugees	11.1%	0.0%	0.0%	0.0%	0.0%	3.8%	5.7%	7.1%	5.3%	13.0%	0.0%
Jobs/employment	44.4%	61.5%	56.4%	57.1%	52.4%	53.8%	51.4%	61.9%	57.9%	60.9%	63.2%
Trade constraints*	22.2%	7.7%	32.7%	38.1%	42.9%	34.6%	51.4%	26.2%	31.6%	8.7%	21.1%
The gap between the rich and the poor	22.2%	15.4%	23.6%	23.8%	4.8%	25.0%	17.1%	31.0%	36.8%	30.4%	15.8%
Environmental degradation	11.1%	23.1%	18.2%	23.8%	9.5%	11.5%	11.4%	14.3%	10.5%	30.4%	21.1%
Fragility in Uzbekistan or neighboring countries	22.2%	15.4%	12.7%	9.5%	14.3%	11.5%	17.1%	14.3%	21.1%	8.7%	10.5%
Technology based disruption	5.6%	7.7%	18.2%	9.5%	9.5%	9.6%	17.1%	2.4%	0.0%	8.7%	0.0%
Geo-political uncertainty	11.1%	7.7%	9.1%	4.8%	4.8%	11.5%	5.7%	7.1%	5.3%	13.0%	10.5%

\*Significantly different between stakeholder groups

When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ... ? (1-Engage significantly less, 5-Engage significantly more)

Percentage of Respondents	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Engage significantly less			3.6%								
Engage somewhat less			3.6%		4.3%		5.7%			4.3%	5.0%
Engage somewhat more	22.2%	46.2%	20.0%	14.3%	30.4%	17.6%	17.1%	20.9%	35.0%	34.8%	30.0%
Engage significantly more	55.6%	38.5%	58.2%	66.7%	43.5%	70.6%	54.3%	69.8%	45.0%	52.2%	35.0%
Engage at the same level it does currently	11.1%	15.4%	1.8%	4.8%	17.4%	7.8%	5.7%	9.3%	10.0%		10.0%
Don't know	11.1%		12.7%	14.3%	4.3%	3.9%	17.1%		10.0%	8.7%	20.0%

**A. General Issues Facing Uzbekistan (continued)****To what extent do you trust domestic private sector to engage in public service delivery in Uzbekistan?**

Percentage of Respondents	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
To a very low degree	16.7%		10.9%	4.8%		1.9%	5.7%	7.0%	5.0%	13.0%	5.0%
To a somewhat low degree	22.2%	23.1%	23.6%	28.6%	18.2%	26.9%	28.6%	27.9%	15.0%	39.1%	30.0%
To a somewhat high degree	44.4%	53.8%	52.7%	52.4%	59.1%	42.3%	34.3%	53.5%	55.0%	30.4%	60.0%
To a very high degree	11.1%	7.7%	1.8%		13.6%	15.4%	22.9%	7.0%		17.4%	5.0%
Don't know	5.6%	15.4%	10.9%	14.3%	9.1%	13.5%	8.6%	4.7%	25.0%		

**To what extent do you trust international private sector to engage in public service delivery in Uzbekistan?\***

Percentage of Respondents	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
To a very low degree	11.1%	7.7%	16.4%	4.8%	13.0%	7.7%	14.3%	4.7%	5.0%	21.7%	15.8%
To a somewhat low degree	44.4%	38.5%	29.1%	42.9%	34.8%	19.2%	22.9%	30.2%	15.0%	34.8%	21.1%
To a somewhat high degree	33.3%	38.5%	45.5%	38.1%	34.8%	34.6%	37.1%	46.5%	50.0%	30.4%	26.3%
To a very high degree	11.1%					21.2%	20.0%	11.6%	5.0%	13.0%	5.3%
Don't know		15.4%	9.1%	14.3%	17.4%	17.3%	5.7%	7.0%	25.0%		31.6%

\*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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 Uzbekistan?*	17	6.82	13	6.08	52	6.81	21	8.24	22	6.32	52	7.19	34	6.85	40	6.15	20	5.35	23	5.96	20	5.85

(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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 WBG's effectiveness in Uzbekistan.	16	7.50	11	7.18	48	6.92	20	8.15	20	7.80	49	7.63	33	6.67	34	6.59	17	6.88	21	6.95	18	6.50

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 Uzbekistan solve its most complicated development challenges?	16	7.19	10	7.10	45	7.51	20	8.25	20	7.40	45	7.73	29	7.48	36	7.03	16	7.19	20	7.00	16	6.88

(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 Uzbekistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Job creation/employment	50.0%	38.5%	28.3%	23.8%	21.7%	25.0%	26.5%	35.7%	40.0%	34.8%	60.0%
Health*	16.7%	30.8%	18.9%	33.3%	30.4%	3.8%	8.8%	14.3%	15.0%	26.1%	5.0%
Financial markets*	5.6%	7.7%	11.3%	9.5%	26.1%	7.7%	38.2%	0.0%	10.0%	8.7%	5.0%
Social protection	5.6%	7.7%	9.4%	0.0%	17.4%	19.2%	8.8%	16.7%	15.0%	8.7%	15.0%
Gender equity	0.0%	7.7%	0.0%	0.0%	13.0%	5.8%	2.9%	9.5%	0.0%	0.0%	5.0%
Private sector development	16.7%	46.2%	28.3%	23.8%	34.8%	15.4%	17.6%	28.6%	25.0%	17.4%	10.0%
Education*	22.2%	30.8%	50.9%	23.8%	30.4%	26.9%	23.5%	38.1%	30.0%	60.9%	30.0%
Public sector governance/reform*	27.8%	7.7%	22.6%	38.1%	8.7%	26.9%	26.5%	7.1%	40.0%	21.7%	10.0%
Energy*	0.0%	7.7%	15.1%	4.8%	0.0%	15.4%	11.8%	0.0%	5.0%	0.0%	15.0%
Water and sanitation	5.6%	7.7%	3.8%	14.3%	8.7%	15.4%	11.8%	28.6%	10.0%	4.3%	10.0%
Pollution	0.0%	7.7%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	5.6%	7.7%	1.9%	4.8%	4.3%	3.8%	2.9%	0.0%	0.0%	0.0%	0.0%
Food safety	0.0%	7.7%	1.9%	0.0%	0.0%	1.9%	0.0%	2.4%	5.0%	0.0%	0.0%
Urban development	11.1%	7.7%	9.4%	9.5%	4.3%	1.9%	2.9%	9.5%	0.0%	8.7%	15.0%
Equality of opportunity*	0.0%	7.7%	3.8%	0.0%	0.0%	5.8%	2.9%	19.0%	0.0%	8.7%	5.0%
Information and communications technology	11.1%	0.0%	7.5%	0.0%	21.7%	11.5%	14.7%	4.8%	10.0%	8.7%	20.0%
Transport	0.0%	0.0%	1.9%	9.5%	13.0%	5.8%	8.8%	0.0%	0.0%	0.0%	5.0%
Agriculture and rural development	33.3%	7.7%	9.4%	23.8%	26.1%	30.8%	29.4%	26.2%	25.0%	30.4%	25.0%
Trade and exports	5.6%	7.7%	5.7%	9.5%	8.7%	13.5%	5.9%	7.1%	5.0%	4.3%	5.0%
Crime and violence*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	0.0%	7.5%	0.0%	8.7%	3.8%	2.9%	4.8%	5.0%	0.0%	0.0%
Climate change	0.0%	0.0%	3.8%	4.8%	0.0%	9.6%	0.0%	0.0%	5.0%	0.0%	0.0%
Judiciary reform	11.1%	0.0%	1.9%	14.3%	0.0%	3.8%	5.9%	7.1%	0.0%	8.7%	5.0%
Economic growth	16.7%	30.8%	26.4%	28.6%	8.7%	21.2%	17.6%	4.8%	15.0%	17.4%	30.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	16.7%	0.0%	5.7%	4.8%	0.0%	5.8%	5.9%	7.1%	10.0%	13.0%	5.0%
Anti-corruption	22.2%	7.7%	11.3%	4.8%	8.7%	7.7%	11.8%	21.4%	25.0%	13.0%	10.0%

\*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 Uzbekistan?**

Greatest Value Percentage of Respondents	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	5.9%	0.0%	0.0%	9.8%	2.9%	17.5%	5.3%	4.5%	5.9%
Capacity development related to World Bank Group supported projects	12.5%	0.0%	19.6%	26.3%	15.8%	7.8%	8.8%	5.0%	15.8%	18.2%	23.5%
Technical assistance	25.0%	0.0%	15.7%	0.0%	0.0%	7.8%	5.9%	10.0%	5.3%	9.1%	23.5%
Policy advice, studies, analyses*	6.3%	0.0%	2.0%	5.3%	31.6%	19.6%	5.9%	7.5%	5.3%	9.1%	0.0%
Financial resources*	18.8%	50.0%	31.4%	21.1%	42.1%	19.6%	38.2%	12.5%	42.1%	13.6%	17.6%
Data and statistics	0.0%	0.0%	3.9%	5.3%	0.0%	3.9%	2.9%	5.0%	0.0%	4.5%	5.9%
Promoting knowledge sharing	12.5%	10.0%	9.8%	0.0%	10.5%	9.8%	20.6%	7.5%	5.3%	18.2%	0.0%
Implementation support	12.5%	30.0%	11.8%	36.8%	0.0%	7.8%	8.8%	20.0%	15.8%	18.2%	23.5%
Mobilizing third party financial resources	6.3%	0.0%	0.0%	0.0%	0.0%	11.8%	2.9%	10.0%	5.3%	0.0%	0.0%
Donor coordination	6.3%	10.0%	0.0%	5.3%	0.0%	2.0%	2.9%	2.5%	0.0%	4.5%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders*	6.3%	0.0%	8.0%	0.0%	36.8%	2.0%	2.9%	7.5%	10.5%	9.1%	18.8%
Capacity development related to World Bank Group supported projects	12.5%	33.3%	16.0%	15.8%	10.5%	11.8%	20.6%	7.5%	15.8%	13.6%	6.3%
Technical assistance	6.3%	0.0%	18.0%	15.8%	0.0%	13.7%	5.9%	7.5%	0.0%	4.5%	18.8%
Policy advice, studies, analyses	6.3%	0.0%	8.0%	15.8%	10.5%	21.6%	14.7%	17.5%	21.1%	18.2%	0.0%
Financial resources	18.7%	0.0%	14.0%	26.3%	5.3%	13.7%	8.8%	7.5%	15.8%	9.1%	6.3%
Data and statistics	6.3%	0.0%	2.0%	0.0%	0.0%	7.8%	8.8%	7.5%	5.3%	9.1%	12.5%
Promoting knowledge sharing	6.3%	22.2%	10.0%	5.3%	5.3%	7.8%	8.8%	12.5%	5.3%	9.1%	0.0%
Implementation support	18.8%	11.1%	14.0%	21.1%	21.1%	9.8%	23.5%	15.0%	15.8%	22.7%	18.8%
Mobilizing third party financial resources	6.3%	22.2%	8.0%	0.0%	10.5%	7.8%	2.9%	7.5%	10.5%	4.5%	6.3%
Donor coordination	12.5%	11.1%	2.0%	0.0%	0.0%	3.9%	2.9%	10.0%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*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 Uzbekistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Not collaborating enough with private sector*	16.7%	38.5%	7.7%	15.8%	47.8%	11.8%	12.1%	11.9%	5.3%	23.8%	6.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	5.6%	0.0%	0.0%	5.3%	8.7%	29.4%	6.1%	4.8%	0.0%	4.8%	6.3%
Not aligned with country priorities*	11.1%	7.7%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	0.0%	13.5%	15.8%	0.0%	15.7%	18.2%	21.4%	21.1%	4.8%	6.3%
Staff too inaccessible	5.6%	7.7%	3.8%	0.0%	8.7%	3.9%	3.0%	2.4%	5.3%	4.8%	0.0%
Not adequately sensitive to political/social realities in Uzbekistan	16.7%	0.0%	19.2%	15.8%	21.7%	17.6%	18.2%	11.9%	0.0%	14.3%	12.5%
Too influenced by developed countries	16.7%	38.5%	17.3%	15.8%	4.3%	7.8%	15.2%	9.5%	21.1%	4.8%	6.3%
WBG's processes too slow and complex	11.1%	7.7%	25.0%	10.5%	8.7%	5.9%	12.1%	7.1%	10.5%	14.3%	18.8%
Not adequately flexible	0.0%	0.0%	3.8%	10.5%	0.0%	9.8%	3.0%	2.4%	10.5%	4.8%	6.3%
Not sufficiently focused on sustainable results	0.0%	0.0%	7.7%	5.3%	4.3%	11.8%	9.1%	11.9%	10.5%	14.3%	18.8%
Not collaborating enough with civil society*	22.2%	0.0%	7.7%	5.3%	8.7%	7.8%	9.1%	52.4%	21.1%	28.6%	6.3%
Not enough public disclosure of its work	27.8%	38.5%	15.4%	10.5%	30.4%	7.8%	21.2%	31.0%	26.3%	23.8%	6.3%
Arrogant in its approach	0.0%	7.7%	3.8%	0.0%	4.3%	2.0%	0.0%	0.0%	0.0%	4.8%	6.3%
Inadequate WBG's staffing in Uzbekistan*	5.6%	0.0%	3.8%	15.8%	21.7%	2.0%	3.0%	4.8%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	4.8%	0.0%	9.5%	0.0%
Don't know*	16.7%	15.4%	19.2%	21.1%	4.3%	13.7%	27.3%	4.8%	21.1%	4.8%	37.5%

\*Significantly different between stakeholder groups

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan? (Select only ONE response)

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
To a fully sufficient degree	5.6%	15.4%	14.0%			6.0%		2.4%	5.0%		5.6%
To a somewhat sufficient degree	11.1%	15.4%	26.0%	42.1%	26.1%	24.0%	20.6%	17.1%	20.0%	18.2%	11.1%
To a somewhat insufficient degree	50.0%	23.1%	32.0%	21.1%	43.5%	44.0%	41.2%	43.9%	35.0%	50.0%	33.3%
To a very insufficient degree	27.8%	23.1%	12.0%	26.3%	21.7%	18.0%	23.5%	19.5%	20.0%	22.7%	11.1%
Don't know	5.6%	23.1%	16.0%	10.5%	8.7%	8.0%	14.7%	17.1%	20.0%	9.1%	38.9%

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Increased its emphasis recently	55.6%	53.8%	49.0%	36.8%	69.6%	40.0%	32.4%	53.7%	30.0%	31.8%	33.3%
Decreased its emphasis recently			2.0%	5.3%	13.0%	12.0%	11.8%	4.9%	5.0%	13.6%	11.1%
Emphasis has remained pretty consistent over time	38.9%	23.1%	19.6%	36.8%		30.0%	32.4%	22.0%	30.0%	36.4%	22.2%
Don't know	5.6%	23.1%	29.4%	21.1%	17.4%	18.0%	23.5%	19.5%	35.0%	18.2%	33.3%



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

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 President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Beneficiaries*	5.6%	15.4%	15.4%	31.6%	9.1%	25.0%	8.8%	9.8%	0.0%	4.5%	22.2%
Youth/university groups	22.2%	23.1%	13.5%	10.5%	9.1%	14.6%	26.5%	7.3%	10.0%	27.3%	11.1%
Private sector	33.3%	30.8%	44.2%	36.8%	45.5%	39.6%	58.8%	26.8%	45.0%	40.9%	50.0%
Local government*	11.1%	23.1%	30.8%	0.0%	77.3%	20.8%	23.5%	19.5%	5.0%	13.6%	11.1%
Donor community	0.0%	7.7%	5.8%	15.8%	0.0%	16.7%	2.9%	4.9%	0.0%	4.5%	0.0%
NGOs/Community-Based Organizations*	44.4%	15.4%	9.6%	21.1%	27.3%	18.8%	14.7%	73.2%	40.0%	18.2%	0.0%
Academia/think tanks/research institutes*	11.1%	23.1%	46.2%	52.6%	4.5%	33.3%	23.5%	14.6%	15.0%	63.6%	33.3%
Parliament	22.2%	23.1%	7.7%	5.3%	13.6%	6.2%	14.7%	4.9%	10.0%	0.0%	11.1%
Foundations	11.1%	7.7%	11.5%	5.3%	9.1%	8.3%	5.9%	2.4%	10.0%	0.0%	11.1%
Media*	22.2%	7.7%	3.8%	0.0%	4.5%	6.3%	14.7%	24.4%	55.0%	9.1%	11.1%
Other	5.6%	0.0%	3.8%	0.0%	0.0%	4.2%	0.0%	2.4%	5.0%	0.0%	5.6%
Don't know	5.6%	7.7%	0.0%	10.5%	0.0%	2.1%	0.0%	0.0%	0.0%	4.5%	11.1%

\*Significantly different between stakeholder groups

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Uzbekistan*	16	7.19	9	6.67	48	7.08	19	8.63	21	7.19	49	7.22	32	5.94	35	6.23	17	6.94	23	6.22	15	6.73
The WBG's work is aligned with what I consider the development priorities for Uzbekistan	15	7.40	10	6.50	47	6.94	19	8.05	19	7.32	49	7.14	32	6.44	35	6.80	18	6.94	22	6.45	15	7.20

\*Significantly different between stakeholder groups



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

To what extent is the WBG an effective development partner in Uzbekistan, 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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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*	17	6.94	7	7.14	44	6.82	18	7.44	19	7.42	43	7.14	27	5.67	32	6.22	12	6.33	18	5.33	12	6.58
Flexibility (in terms of the institution's products and services)	16	6.50	8	7.50	42	6.38	18	6.94	18	7.06	45	6.69	30	5.87	29	5.90	10	4.70	18	5.78	12	6.58
Flexibility (in terms of changing country circumstances)	17	6.82	8	8.12	44	6.75	18	6.39	19	7.05	45	6.84	29	5.97	34	6.65	13	6.77	19	6.11	11	6.36
Being inclusive	17	6.94	8	7.00	41	6.71	15	7.40	18	7.33	46	6.98	28	6.04	31	6.03	12	6.50	19	6.00	13	6.77
Openness (sharing data and other information)	17	7.47	9	7.00	44	7.14	17	7.47	18	7.22	46	7.17	32	7.16	35	6.43	13	7.00	21	6.24	11	7.55
Collaboration with the Government	17	7.82	8	7.38	45	8.13	18	8.22	20	7.85	45	7.93	31	7.42	33	7.27	14	6.86	20	7.10	12	7.75
The speed in which it gets things accomplished on the ground	16	6.63	8	6.88	43	6.91	17	7.47	19	6.84	42	6.81	30	6.43	34	7.15	10	5.70	18	5.50	10	6.50
Helping to bring discipline/effective supervision to implementation of investment projects	17	6.94	7	7.71	43	7.23	18	7.44	18	7.72	46	6.96	28	6.11	30	6.70	11	6.36	18	6.11	12	7.33
Collaboration with civil society	17	6.41	9	6.33	34	6.59	14	6.43	19	6.84	43	6.51	26	5.88	34	6.38	12	6.33	19	5.42	10	6.90
Staff accessibility	16	6.50	8	5.75	43	7.23	19	7.42	19	7.47	44	7.09	30	6.30	32	6.19	13	6.85	21	5.57	14	7.36
Collaboration with other donors and development partners	17	6.76	8	6.88	39	7.28	15	7.33	16	7.25	44	7.27	28	6.18	30	6.70	9	7.22	18	5.67	12	7.67
Collaboration with the private sector	15	6.33	8	6.00	35	6.37	14	6.14	18	6.72	37	6.35	31	5.52	30	5.63	10	6.50	19	5.16	13	6.46
Straightforwardness and honesty	17	7.76	8	8.00	44	7.20	15	7.47	18	7.33	40	7.82	33	7.12	30	7.33	11	7.55	21	6.24	12	7.83
Treating clients and stakeholders in Uzbekistan with respect	17	8.06	8	8.62	41	7.93	16	8.31	18	8.28	43	8.09	32	7.72	33	7.79	12	7.83	18	6.94	12	8.00
Being a long-term partner	17	7.88	8	8.62	46	8.33	19	8.84	19	8.37	42	8.36	33	7.88	30	7.83	14	7.71	20	7.05	12	8.00

\*Significantly different between stakeholder groups



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

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	15	7.60	8	7.75	27	7.37	12	8.17	21	7.48	38	7.95	19	6.68	30	7.53	13	8.15	18	6.33	10	6.80
Gender equity*	13	8.00	8	5.75	27	5.96	13	8.00	19	8.21	35	7.54	21	6.33	32	7.00	14	6.71	17	5.47	11	7.00
Private sector development	15	8.20	7	8.86	34	8.26	13	8.46	21	7.95	37	8.05	26	8.58	32	8.16	15	7.93	18	6.61	14	7.07
Education*	16	8.44	8	8.88	38	8.95	16	9.19	20	8.70	42	7.83	24	8.38	34	8.85	17	7.71	20	7.55	14	8.00
Public sector governance/reform	14	7.50	7	7.43	32	8.16	14	8.71	19	7.84	45	7.62	25	8.56	28	7.75	18	7.89	19	7.37	11	7.82
Global/regional integration	13	7.69	7	7.86	27	7.81	14	8.29	16	7.19	36	6.97	23	7.87	29	7.86	15	7.93	16	7.06	8	6.75
Food safety	16	7.81	8	7.38	31	7.26	10	8.20	18	7.00	30	7.50	20	6.25	28	7.64	14	6.57	16	6.81	9	7.22
Urban development	16	7.44	9	7.56	33	7.64	14	8.71	19	8.26	36	7.67	23	7.09	30	7.77	15	7.53	17	7.00	11	7.18
Energy	16	7.31	8	7.63	30	8.13	16	9.00	21	7.76	39	8.00	24	8.46	28	8.32	16	8.06	15	6.73	11	8.18
Water and sanitation	16	7.00	8	8.13	33	8.70	18	8.89	20	7.95	37	8.41	23	8.57	29	8.97	15	8.33	15	8.00	12	8.08
Job creation/employment	15	8.07	9	8.67	38	8.66	15	9.07	22	8.18	38	8.05	25	8.08	35	8.74	14	8.36	17	7.29	11	8.36
Health	16	8.25	9	8.56	32	8.91	15	9.13	20	8.35	39	8.15	21	8.33	31	8.90	14	8.50	16	7.56	9	8.33
Financial markets	14	7.71	9	8.78	31	8.35	12	8.00	18	8.56	34	7.71	23	8.87	26	7.27	16	8.75	16	7.38	11	7.36
Transport	13	7.38	7	7.71	28	8.18	13	8.15	19	7.63	35	7.51	21	7.86	28	7.79	14	8.21	15	7.33	11	7.55
Agriculture and rural development	15	7.60	10	7.40	35	8.63	15	8.73	18	8.06	39	8.15	26	8.92	31	8.39	14	8.21	18	7.94	12	8.00
Trade and exports	14	8.07	8	8.75	28	8.00	11	7.91	17	7.94	36	8.39	25	7.60	29	7.28	14	7.79	16	7.44	10	8.00
Natural resource management	13	7.54	7	7.43	27	7.44	12	8.17	15	6.73	36	7.47	19	7.58	29	7.83	15	6.87	17	7.24	8	8.25
Climate change	14	7.21	8	8.13	30	7.27	12	8.92	14	6.36	36	7.33	21	7.76	28	6.86	15	7.00	18	6.67	10	6.70
Poverty reduction	14	7.00	8	8.88	36	8.00	14	8.93	19	7.58	43	7.93	22	7.73	30	8.87	14	8.14	17	7.00	12	7.25
Anti-corruption	15	7.87	10	6.70	31	8.26	12	8.75	18	8.17	33	7.42	22	8.41	29	7.69	15	8.27	15	7.73	11	6.91
Economic growth	16	8.56	9	8.78	40	8.73	16	9.00	21	8.48	43	8.19	28	8.68	29	8.41	16	9.00	18	7.33	12	7.50
Disaster risk management	11	6.00	7	8.00	24	7.04	12	7.58	14	6.79	29	6.00	19	6.26	26	6.38	12	7.58	16	6.25	11	6.00
Equality of opportunity*	11	5.73	8	8.50	30	7.17	11	7.73	15	7.53	39	7.23	19	7.05	28	8.00	12	8.67	18	6.39	12	5.67
Information and communications technology	13	8.00	11	8.00	32	8.50	13	9.23	17	8.00	42	8.02	21	8.38	31	8.39	15	7.07	16	7.25	11	7.55

\*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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 Uzbekistan?	16	7.75	11	7.73	45	7.42	17	8.00	23	7.91	44	7.30	28	7.04	35	7.94	17	7.29	19	6.21	17	6.94

(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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 influence the development agenda in Uzbekistan?	16	7.19	11	7.36	46	7.07	16	7.69	22	7.55	46	7.17	27	6.70	35	7.29	15	7.00	21	6.00	17	6.65

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

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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 Uzbekistan	15	6.60	10	6.90	45	7.38	18	8.00	22	7.36	40	7.15	28	6.79	32	7.25	13	7.00	18	6.28	13	6.54
The WBG meets Uzbekistan's needs for knowledge services	15	6.20	11	6.82	44	6.93	15	6.93	21	7.24	46	7.09	28	6.54	33	6.18	13	6.69	18	6.50	15	6.73



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

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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 Uzbekistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS) for the Aviation Sector Reform?	10	6.00	4	6.50	20	5.90	6	6.67	8	8.38	17	5.65	17	6.18	20	5.10	9	6.22	9	6.11	6	4.83

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Weekly	31.3%		10.0%		9.1%	10.6%	8.8%	2.6%	5.3%	23.8%	
Monthly	12.5%	16.7%	24.0%	63.2%	22.7%	27.7%	11.8%	15.4%	21.1%	23.8%	11.8%
A few times a year	18.8%	33.3%	40.0%	15.8%	22.7%	40.4%	41.2%	33.3%	36.8%	23.8%	29.4%
Rarely	25.0%	16.7%	18.0%	15.8%	45.5%	14.9%	35.3%	41.0%	36.8%	28.6%	41.2%
Never	12.5%	33.3%	8.0%	5.3%		6.4%	2.9%	7.7%			17.6%

\*Significantly different between stakeholder groups



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

In Uzbekistan, 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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	13	7.46	7	7.14	39	6.95	16	7.62	21	8.05	42	7.19	26	6.54	28	5.86	17	6.88	19	6.89	10	6.70
Include appropriate level of stakeholder involvement during preparation	14	7.36	5	6.60	41	7.17	15	7.60	16	7.56	40	7.20	26	6.42	31	6.16	12	7.08	17	6.53	10	6.60
Lead to practical solutions	14	7.50	7	8.00	45	6.93	16	7.38	19	7.84	42	7.33	29	6.62	31	6.19	15	7.33	18	6.50	8	6.13
Are source of relevant information on global good practices*	14	7.36	7	9.00	42	7.86	15	8.13	17	8.41	46	7.59	30	7.87	31	6.32	16	7.62	18	7.67	7	6.57
Are adequately disseminated*	14	7.36	6	8.00	41	7.12	15	7.20	16	6.94	42	7.36	30	6.40	32	5.53	15	7.60	19	6.42	9	6.89
Are translated enough into local language	14	6.14	6	7.83	40	5.98	16	6.00	19	7.47	35	6.60	25	5.64	30	5.60	13	7.31	17	6.65	8	7.38
Are adaptable to Uzbekistan's specific development challenges and country circumstances	13	6.92	6	8.17	43	7.16	15	7.20	17	7.59	42	7.10	26	6.27	33	6.36	14	7.57	18	6.72	8	6.00

\*Significantly different between stakeholder groups

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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	8.53	11	7.91	46	8.17	18	8.83	23	8.52	45	7.62	30	8.20	38	8.24	19	7.53	21	6.95	16	7.38
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?*	15	8.07	9	7.89	37	7.62	16	8.38	19	8.00	43	7.63	28	7.04	34	6.53	18	7.11	18	6.39	14	7.07

(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		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	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*	11	7.27	8	6.00	24	7.71	17	8.41	15	6.60	25	6.80	19	6.21	24	6.17	7	4.71	13	7.00	6	6.00
The WBG effectively monitors and evaluates the projects and programs it supports	14	7.79	10	7.80	39	7.64	19	8.37	19	8.63	37	7.24	23	7.13	33	6.67	12	7.42	16	7.19	12	7.00
The World Bank Group's approvals and reviews are done in a timely fashion*	13	7.31	6	7.00	32	7.00	17	8.47	18	7.61	33	7.09	21	6.67	24	5.25	6	6.50	14	6.86	9	6.22
The WBG's Environmental and Social Framework requirements are reasonable	11	7.36	9	7.11	35	7.09	19	8.47	16	7.69	30	7.87	20	7.80	31	7.61	10	8.20	15	7.00	9	6.44
The WBG's conditions on its lending are reasonable	10	7.10	11	6.82	36	7.25	17	8.76	19	7.79	28	7.57	22	6.95	25	6.24	11	8.09	13	6.23	9	6.78
The WBG takes decisions quickly in Uzbekistan	13	7.38	7	6.29	34	6.88	15	7.33	18	7.06	33	7.45	21	6.29	27	5.63	10	7.20	17	5.53	8	6.63
Working with the WBG increases country's institutional capacity	14	8.21	10	8.80	46	7.63	19	8.68	21	8.57	41	7.76	27	7.70	33	8.45	12	8.00	21	7.14	11	7.09
Where country systems are adequate, the WBG makes appropriate use of them*	13	7.54	9	7.56	32	7.41	17	8.00	12	7.75	27	7.56	18	6.61	23	7.09	10	7.30	16	6.31	8	4.75

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Help to bring discipline/effective supervision to implementation of WBG projects	6.3%	0.0%	10.2%	21.1%	0.0%	8.9%	11.8%	7.5%	22.2%	9.1%	16.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	25.0%	7.7%	2.0%	5.3%	19.0%	33.3%	2.9%	7.5%	11.1%	13.6%	5.6%
Offer more innovative financial products	18.8%	7.7%	14.3%	10.5%	14.3%	20.0%	23.5%	12.5%	11.1%	0.0%	16.7%
Offer more innovative knowledge services	12.5%	30.8%	16.3%	10.5%	33.3%	15.6%	11.8%	20.0%	11.1%	27.3%	33.3%
Collaborate more effectively with Government clients	18.8%	15.4%	30.6%	21.1%	23.8%	24.4%	11.8%	0.0%	16.7%	18.2%	16.7%
Work faster	0.0%	7.7%	8.2%	10.5%	4.8%	4.4%	11.8%	7.5%	0.0%	18.2%	11.1%
Reduce the complexity of obtaining World Bank Group financing	12.5%	46.2%	18.4%	26.3%	14.3%	4.4%	26.5%	20.0%	16.7%	22.7%	11.1%
Increase availability of Reimbursable Advisory Services (RAS)	6.3%	0.0%	0.0%	0.0%	0.0%	4.4%	5.9%	0.0%	0.0%	0.0%	11.1%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	2.9%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy	12.5%	0.0%	4.1%	21.1%	9.5%	11.1%	8.8%	7.5%	16.7%	9.1%	11.1%
Engage more effectively with civil society*	18.8%	7.7%	6.1%	0.0%	14.3%	11.1%	8.8%	57.5%	33.3%	18.2%	5.6%
Increase the level of capacity development in the country*	25.0%	23.1%	30.6%	31.6%	33.3%	28.9%	8.8%	12.5%	5.6%	18.2%	0.0%
Engage more directly with beneficiaries	6.3%	15.4%	10.2%	21.1%	4.8%	11.1%	11.8%	10.0%	5.6%	0.0%	11.1%
Improve the quality of its experts as related to Uzbekistan's specific challenges	0.0%	7.7%	14.3%	0.0%	4.8%	2.2%	2.9%	15.0%	5.6%	13.6%	0.0%
Engage more effectively with private sector*	25.0%	30.8%	24.5%	15.8%	23.8%	4.4%	41.2%	20.0%	33.3%	13.6%	33.3%
Other	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	2.5%	5.6%	4.5%	5.6%

\*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Uzbekistan, 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 country? (Select only ONE response)

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Financial services	18.8%	53.8%	28.6%	26.3%	28.6%	22.9%	51.5%	35.9%	27.8%	13.6%	50.0%
Knowledge products	37.5%	15.4%	42.9%	47.4%	28.6%	43.8%	27.3%	33.3%	22.2%	59.1%	25.0%
Convening services			8.2%		4.8%	6.3%		5.1%	5.6%	4.5%	
None of the above			2.0%			6.3%		2.6%		4.5%	
The combination is appropriate for Uzbekistan	31.3%	30.8%	14.3%	15.8%	38.1%	16.7%	12.1%	15.4%	27.8%	18.2%	12.5%
Don't know	12.5%		4.1%	10.5%		4.2%	9.1%	7.7%	16.7%		12.5%

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in Uzbekistan?\*

Percentage of Respondents	Office of President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other
Never	12.5%	41.7%	4.0%		23.8%	2.0%	9.1%	15.0%	21.1%	4.5%	11.1%
Less than once a year	18.8%	8.3%	16.0%		28.6%	6.1%	15.2%	17.5%	10.5%	18.2%	16.7%
Once a year to a few times a year	31.3%	41.7%	38.0%	21.1%	28.6%	42.9%	45.5%	50.0%	42.1%	45.5%	50.0%
Less than once a month	18.8%	8.3%	6.0%	5.3%		20.4%	9.1%	10.0%	10.5%	9.1%	11.1%
At least once a month	12.5%		18.0%	52.6%	19.0%	20.4%	12.1%	7.5%	15.8%	18.2%	11.1%
At least once a week	6.3%		18.0%	21.1%		8.2%	9.1%			4.5%	

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	5.3%	4.5%	5.6%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	2.5%	0.0%	0.0%	0.0%
Social media	43.8%	38.5%	35.3%	26.3%	50.0%	26.5%	46.9%	40.0%	31.6%	45.5%	11.1%
International newspapers*	12.5%	0.0%	2.0%	15.8%	0.0%	12.2%	0.0%	0.0%	0.0%	0.0%	5.6%
Local television	18.7%	23.1%	23.5%	42.1%	27.3%	16.3%	12.5%	17.5%	21.1%	9.1%	33.3%
Internet*	100.0%	61.5%	82.4%	63.2%	68.2%	89.8%	87.5%	95.0%	73.7%	86.4%	77.8%
Periodicals	6.3%	23.1%	15.7%	0.0%	22.7%	10.2%	15.6%	5.0%	21.1%	4.5%	16.7%
International television	6.3%	7.7%	3.9%	10.5%	0.0%	8.2%	3.1%	10.0%	10.5%	0.0%	0.0%
Local newspapers*	6.3%	38.5%	5.9%	10.5%	13.6%	10.2%	6.3%	0.0%	10.5%	9.1%	5.6%
Other	0.0%	7.7%	9.8%	0.0%	4.5%	2.0%	3.1%	5.0%	5.3%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
World Bank Group's publications and other written materials	18.8%	30.8%	29.4%	10.5%	0.0%	38.8%	25.0%	22.5%	26.3%	22.7%	33.3%
e-Newsletters	25.0%	23.1%	29.4%	15.8%	18.2%	20.4%	31.3%	30.0%	0.0%	18.2%	38.9%
World Bank Group's seminars/workshops/conferences	31.3%	30.8%	52.9%	63.2%	40.9%	28.6%	34.4%	47.5%	31.6%	54.5%	22.2%
Direct contact with World Bank Group	50.0%	38.5%	25.5%	42.1%	27.3%	28.6%	25.0%	42.5%	36.8%	27.3%	16.7%
World Bank Group's website	18.8%	46.2%	27.5%	15.8%	40.9%	36.7%	46.9%	22.5%	47.4%	36.4%	38.9%
Social media*	31.3%	23.1%	13.7%	42.1%	45.5%	22.4%	9.4%	20.0%	36.8%	18.2%	11.1%

\*Significantly different between stakeholder groups

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

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (1-Not at all, 4-Every few days)

	Office of President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Read, viewed or heard a story about the WBG in local media	16	2.50	12	2.67	47	2.34	19	2.37	21	2.24	49	2.18	33	2.21	36	1.97	17	2.47	21	2.19	18	2.00
Read, viewed or heard a story about the WBG in global media	16	2.31	11	2.45	44	2.25	19	2.21	21	2.24	49	2.33	33	2.15	37	2.19	19	1.89	21	2.29	18	1.89
Interacted with the WBG on Social Media*	16	1.56	10	1.40	46	1.74	19	1.79	22	1.27	49	2.04	32	1.97	36	1.97	17	1.35	21	1.95	18	1.50
Visited a WBG website*	16	2.38	11	1.45	45	2.40	19	2.63	21	1.52	49	2.43	33	2.21	36	1.94	17	2.00	21	2.10	17	2.12
Attended an event/conference hosted by the WBG	16	1.81	11	1.73	46	1.83	19	1.89	23	1.48	49	1.86	32	1.97	36	1.78	17	1.71	21	1.95	18	1.72
Watched a webinar or online event hosted by the WBG	16	1.56	10	1.50	45	1.56	19	1.89	22	1.41	49	1.45	32	1.63	35	1.63	16	1.38	21	1.76	17	1.47
Read some or all of a WBG research paper or publication*	16	2.13	10	1.50	46	2.09	19	2.26	22	1.68	49	2.35	31	2.13	37	1.89	17	1.71	20	2.45	17	2.00
Met professionally with WBG staff*	15	1.80	10	1.50	45	2.20	19	2.58	22	1.59	49	2.10	32	2.03	36	2.06	17	1.53	21	1.81	18	1.78
Read a WBG e-newsletter	16	1.94	10	1.20	46	1.78	19	1.79	22	1.68	48	1.75	31	1.74	36	1.75	17	1.53	20	1.90	17	1.71

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other
Observer*	21.1%	22.2%	10.0%	4.8%	42.9%	15.4%	33.3%	40.5%	36.4%	19.0%	37.5%
Use World Bank Group reports/data*	42.1%	33.3%	23.3%	4.8%	14.3%	40.4%	23.1%	11.9%	36.4%	28.6%	6.3%
Engage in World Bank Group related/sponsored events/activities	21.1%	11.1%	33.3%	42.9%	23.8%	26.9%	28.2%	47.6%	18.2%	52.4%	31.3%
Collaborate as part of my professional duties*	42.1%	55.6%	63.3%	76.2%	47.6%	50.0%	41.0%	19.0%	22.7%	19.0%	43.7%
Use World Bank Group website for information, data, research, etc.	15.8%	11.1%	15.0%	4.8%	14.3%	15.4%	28.2%	11.9%	27.3%	33.3%	25.0%

\*Significantly different between stakeholder groups

Appendix C: Responses to Indicator Questions by Geographic Location<sup>2</sup>

Tashkent City N=272 ● Other Area N=69

**A. General Issues Facing Uzbekistan**

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
To what extent do you trust The World Bank Group to do what is right?	228	7.11	2.08	56	7.50	2.04

*(1-To no degree at all, 10-To a very significant degree)***B. Overall Attitudes toward the World Bank Group**

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Uzbekistan?	249	6.67	2.32	65	6.18	2.84

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan.	227	7.15	2.00	59	6.97	2.44

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	216	7.43	2.03	59	7.20	2.35

*(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 Uzbekistan?**

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Uzbekistan	225	6.91	2.15	59	6.51	2.54
The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan	220	7.01	2.16	60	6.62	2.26

*(1-Strongly disagree, 10-Strongly agree)*

<sup>2</sup>Note 341 respondents provided their geographic location (H9). For these analyses the few respondents who indicated that they were outside Uzbekistan were combined with those in one of Uzbekistan's regions to form an "Other Area" category.

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

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	195	6.51	2.20	50	7.20	2.15
Flexibility (in terms of the institution's products and services)	193	6.26	2.07	49	6.76	2.13
Flexibility (in terms of changing country circumstances)	203	6.52	2.10	50	7.14	2.04
Being inclusive	195	6.49	2.20	49	7.14	2.20
Openness (sharing data and other information)	207	6.92	2.07	52	7.46	2.26
Collaboration with the Government	205	7.65	1.81	54	7.81	2.18
The speed in which it gets things accomplished on the ground	193	6.66	2.04	50	6.90	2.11
Helping to bring discipline/effective supervision to implementation of investment projects	193	6.82	2.08	51	7.29	2.24
Collaboration with civil society	180	6.19	2.16	54	6.87	2.40
Staff accessibility	202	6.67	2.34	53	7.06	2.27
Collaboration with other donors and development partners	186	6.80	2.16	46	7.35	2.22
Collaboration with the private sector	176	6.05	2.25	50	6.10	2.50
Straightforwardness and honesty	193	7.33	2.10	52	7.48	2.41
Treating clients and stakeholders in Uzbekistan with respect	194	7.80	1.97	52	8.31	2.25
Being a long-term partner	205	8.02	2.02	51	8.39	1.95

\*Significantly different between geographic locations

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Uzbekistan?	209	7.29	1.95	61	7.75	2.16

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Uzbekistan?	210	6.97	2.05	60	7.25	2.23

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

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

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Uzbekistan	198	7.03	2.20	54	7.22	2.32
The World Bank Group meets Uzbekistan's needs for knowledge services	200	6.65	2.34	57	7.09	2.22

*(1-Strongly disagree, 10-Strongly agree)***D. The World Bank Group's Knowledge Work and Activities**

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

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
Are adaptable to Uzbekistan's specific development challenges and country circumstances*	184	6.78	2.22	48	7.56	1.97

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

	Tashkent City			Other Area		
	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?	221	7.93	2.07	60	8.12	2.11
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	193	7.26	2.12	57	7.75	2.14

*(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? *(1-Strongly disagree, 10-Strongly agree)*

	Tashkent City			Other Area		
	N	Mean	SD	N	Mean	SD
The WBG takes decisions quickly in Uzbekistan	161	6.66	2.45	40	6.90	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	149	7.11	2.20	33	7.55	2.20

**Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>3</sup>**

- Collaborating with the WBG N=182
- Not collaborating with the WBG N=152

**A. General Issues Facing Uzbekistan**

To what extent do you trust each of the following groups to do what is right?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	145	6.65	2.30	120	6.73	2.24
Bilateral organizations	133	6.76	2.12	116	6.33	2.19
The World Bank Group*	156	7.43	2.02	120	6.87	2.09
The International Monetary Fund	128	6.68	1.99	106	6.40	2.20
UN	143	6.87	2.10	123	6.47	2.42
Regional development banks	148	7.40	1.94	118	6.91	2.14
Uzbekistan's Central Bank	141	6.60	2.26	120	6.41	2.36
International private sector	128	6.24	2.23	107	6.01	2.45
Domestic private sector	141	6.38	2.12	119	6.03	2.37
International civil society	132	5.53	2.30	119	5.34	2.64
Domestic civil society	139	5.36	2.30	123	5.32	2.61
Faith-based institutions	116	5.50	2.64	105	5.20	2.39
Domestic traditional media and their web presence	153	5.97	2.29	131	5.55	2.55
International media and their web presence	146	6.10	2.26	123	5.57	2.42
Web based media	150	6.77	2.28	124	6.27	2.36

(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

**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 Uzbekistan?*	166	7.30	2.14	142	5.66	2.47

(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 Uzbekistan.*	164	7.47	2.03	116	6.62	2.12

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

<sup>3</sup>Note 334 respondents indicated if they professionally collaborated/worked with the WBG in Uzbekistan (H3).

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?*	155	7.70	1.97	113	6.88	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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Job creation/employment	30.8%	34.0%
Health*	10.7%	22.9%
Financial markets	11.8%	11.8%
Social protection	9.5%	14.6%
Gender equity	4.1%	4.2%
Private sector development	21.3%	25.7%
Education	31.4%	38.2%
Public sector governance/reform*	29.0%	13.9%
Energy*	11.8%	4.9%
Water and sanitation	12.4%	11.1%
Pollution	0.0%	2.1%
Global/regional integration	3.0%	2.1%
Food safety	1.2%	2.1%
Urban development	7.1%	5.6%
Equality of opportunity	6.5%	4.2%
Information and communications technology	10.1%	11.1%
Transport	3.6%	5.6%
Agriculture and rural development*	29.6%	18.7%
Trade and exports	8.9%	6.3%
Crime and violence	1.2%	1.4%
Natural resource management	3.6%	4.9%
Climate change	4.7%	1.4%
Judiciary reform	4.1%	6.2%
Economic growth	23.1%	14.6%
Disaster risk management	0.0%	0.7%
Poverty reduction	4.7%	7.6%
Anti-corruption*	8.3%	17.4%

\*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 do you agree with the following statements about the World Bank Group's work in Uzbekistan?

	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 Uzbekistan*	154	7.16	2.17	124	6.42	2.29
The WBG's work is aligned with what I consider the development priorities for Uzbekistan*	151	7.19	2.06	122	6.56	2.30

(1-Strongly disagree, 10-Strongly agree)

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	138	7.12	2.01	104	6.02	2.33
Flexibility (in terms of the institution's products and services)*	138	6.73	1.92	102	5.80	2.19
Flexibility (in terms of changing country circumstances)*	141	6.96	1.85	109	6.17	2.31
Being inclusive*	133	6.89	2.15	108	6.31	2.24
Openness (sharing data and other information)	140	7.11	2.08	115	6.90	2.16
Collaboration with the Government*	140	7.99	1.65	116	7.24	2.13
The speed in which it gets things accomplished on the ground*	134	7.12	1.84	106	6.13	2.18
Helping to bring discipline/effective supervision to implementation of investment projects	132	7.10	2.03	109	6.62	2.23
Collaboration with civil society	126	6.60	2.16	104	6.13	2.32
Staff accessibility*	144	7.29	2.12	109	6.11	2.44
Collaboration with other donors and development partners*	129	7.27	2.16	101	6.51	2.19
Collaboration with the private sector*	125	6.32	2.15	99	5.67	2.44
Straightforwardness and honesty	137	7.55	1.96	105	7.10	2.34
Treating clients and stakeholders in Uzbekistan with respect*	133	8.29	1.71	110	7.46	2.22
Being a long-term partner*	142	8.34	1.85	112	7.75	2.18

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



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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	111	7.59	2.38	94	7.24	2.70
Gender equity*	118	7.25	2.31	87	6.44	2.93
Private sector development*	126	8.26	1.84	100	7.63	2.30
Education	129	8.48	1.79	112	8.20	2.01
Public sector governance/reform	134	8.05	2.06	93	7.53	2.31
Global/regional integration	113	7.78	1.94	84	7.23	2.19
Food safety*	112	7.60	2.26	81	6.57	2.61
Urban development*	121	7.89	2.11	95	7.17	2.44
Energy*	125	8.31	1.82	91	7.59	2.15
Water and sanitation	122	8.54	1.61	96	8.08	2.17
Job creation/employment	128	8.41	2.02	102	8.11	2.16
Health	119	8.60	1.69	96	8.25	2.13
Financial markets	110	8.24	1.88	93	7.74	2.34
Transport*	112	7.96	2.04	88	7.32	2.46
Agriculture and rural development*	131	8.63	1.71	96	7.74	2.26
Trade and exports*	113	8.26	1.99	90	7.41	2.53
Natural resource management	110	7.67	2.17	82	7.01	2.58
Climate change*	114	7.50	2.17	85	6.84	2.55
Poverty reduction	123	8.03	2.04	98	7.82	2.47
Anti-corruption	109	7.95	2.20	95	7.68	2.68
Economic growth	133	8.56	1.70	107	8.19	1.99
Disaster risk management*	101	6.88	2.51	75	6.07	2.61
Equality of opportunity*	109	7.65	2.07	88	6.57	2.72
Information and communications technology*	117	8.38	1.92	100	7.68	2.35

\*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 does the WBG's work help to achieve development results in Uzbekistan?	146	7.55	1.92	119	7.12	2.08

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Uzbekistan?*	145	7.24	2.00	121	6.73	2.16

*(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 Uzbekistan?**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Uzbekistan*	139	7.32	2.11	110	6.71	2.24
The WBG meets Uzbekistan's needs for knowledge services	144	6.99	2.29	110	6.44	2.30

*(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 that Uzbekistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS) for the Aviation Sector Reform?	68	6.15	2.12	57	5.63	2.50

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Uzbekistan, 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*	133	7.30	2.14	98	6.57	2.44
Include appropriate level of stakeholder involvement during preparation	126	7.13	1.98	94	6.61	2.18
Lead to practical solutions	135	7.21	1.88	103	6.71	2.24
Are source of relevant information on global good practices	136	7.79	2.00	101	7.29	2.15
Are adequately disseminated	131	7.00	2.25	102	6.65	2.26
Are translated enough into local language	123	6.28	2.55	94	6.35	2.74
Are adaptable to Uzbekistan's specific development challenges and country circumstances*	127	7.21	2.06	101	6.51	2.26

*(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?*	149	8.26	1.88	126	7.58	2.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	139	7.64	1.99	108	6.99	2.20

(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*	95	7.18	2.25	68	6.32	2.58
The World Bank Group effectively monitors and evaluates the projects and programs it supports	133	7.65	2.26	94	7.19	2.15
The WBG's approvals and reviews are done in a timely fashion	113	7.15	2.23	75	6.55	2.55
The World Bank Group's Environmental and Social Framework requirements are reasonable	117	7.74	2.14	82	7.17	2.22
The WBG's conditions on its lending are reasonable	112	7.45	2.39	82	6.96	2.24
The World Bank Group takes decisions quickly in Uzbekistan	120	6.94	2.29	76	6.29	2.50
Working with the World Bank Group increases country's institutional capacity	142	8.13	1.85	105	7.65	2.13
Where country systems are adequate, the World Bank Group makes appropriate use of them	108	7.43	2.18	73	6.81	2.12

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



## Appendix E: Responses to Select Questions by Year<sup>4</sup>

*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 FY16 and FY19 were weighted to have equivalent stakeholder groups. gesfse*

Original Distribution		
Percentage of Respondents	FY16	FY19
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and judiciary)	38.9%	36.6%
Bilateral/Multilateral Agency	6.1%	18.5%
Private sector (includes financial sector/private banks)	17.6%	13.9%
Academia	16.8%	8.0%
Media	6.1%	7.7%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	14.5%	15.3%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>131</b>	<b>287</b>

*Note, in the FY '16 Country Survey, there were too few respondents from the office of the President/Prime Minister, the office of Minister, and local government to be included in the comparisons. Respondents who indicated "Other" in the stakeholder categories were also excluded from these analyses.*

**The weighted stakeholder breakdown is presented below:**

Weighted Distribution		
Percentage of Respondents	FY16	FY19
Government institutions	36.1%	36.1%
Bilateral/Multilateral Agency	12.0%	12.0%
Private sector	16.9%	16.9%
Academia	12.0%	12.0%
Media	7.2%	7.2%
Civil society	15.7%	15.7%
<b>Total Number of Respondents (Weighted)</b>	<b>121</b>	<b>283</b>

**All data presented in this Appendix are weighted. As a result, means of the FY19 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY16 respondents and the total number of respondents indicated may differ from those reported in that COS report.**

<sup>4</sup>Only those questions that were asked in the FY '16 and FY '19 country opinion surveys, with similar response scales/options, are presented.

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Uzbekistan?	121	6.45	2.28	261	6.58	2.41

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan.	109	7.14	2.24	238	7.02	2.13

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?	103	7.40	1.83	225	7.38	2.14

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Uzbekistan?**

Percentage of Respondents	FY16	FY19
To a fully sufficient degree*	0.0%	5.4%
To a somewhat sufficient degree	22.7%	22.1%
To a somewhat insufficient degree	47.2%	39.0%
To a very insufficient degree*	10.5%	19.0%
Don't know	19.7%	14.5%

*\*Significantly different between FY19 and FY16 respondents***To what extent do you agree with the following statements about the World Bank Group's work in Uzbekistan?**

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Uzbekistan	110	6.71	2.29	237	6.72	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan	108	7.19	2.13	236	6.85	2.18

*(1-Strongly disagree, 10-Strongly agree)*

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

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	92	6.00	2.15	202	6.42	2.30
Flexibility (in terms of the institution's products and services)	89	5.86	2.18	202	6.21	2.15
Flexibility (in terms of changing country circumstances)*	93	5.77	2.36	211	6.54	2.15
Being inclusive	75	6.27	1.99	202	6.47	2.27
Openness (sharing data and other information)	100	7.12	2.24	219	6.94	2.13
Collaboration with the Government	97	8.02	1.61	217	7.61	1.93
The speed in which it gets things accomplished on the ground	96	6.86	2.10	205	6.66	2.10
Collaboration with civil society	74	6.05	2.15	193	6.22	2.26
Staff accessibility*	101	7.40	2.33	215	6.58	2.41
Collaboration with other donors and development partners	72	6.71	2.11	192	6.76	2.26
Collaboration with the private sector	65	5.49	2.28	191	5.86	2.38
Straightforwardness and honesty	86	7.10	2.08	208	7.23	2.21
Treating clients and stakeholders in Uzbekistan with respect	90	8.24	1.69	206	7.83	2.10
Being a long-term partner	89	8.31	1.68	216	8.01	2.09

\*Significantly different between FY19 and FY16 respondents



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

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Social protection*	45	5.22	2.45	168	7.32	2.71
Gender equity	44	6.40	2.31	171	6.56	2.74
Private sector development*	71	6.24	2.37	188	7.99	2.20
Education*	68	6.80	2.53	203	8.37	1.98
Public sector governance/reform*	55	5.76	2.32	190	7.93	2.24
Global/regional integration*	45	5.92	2.31	169	7.62	2.12
Food safety*	53	6.20	2.25	162	7.14	2.61
Urban development*	57	6.65	2.31	181	7.55	2.37
Energy*	81	7.46	2.26	178	8.10	2.07
Water and sanitation*	76	7.33	2.09	180	8.57	1.77
Job creation/employment*	69	5.86	2.45	195	8.33	2.23
Health*	73	7.63	1.92	179	8.49	1.98
Financial markets*	63	5.98	2.43	172	8.06	2.22
Transport*	69	6.99	2.30	165	7.81	2.35
Agriculture and rural development*	78	6.89	2.37	192	8.38	2.01
Trade and exports*	47	5.92	2.07	172	7.81	2.41
Natural resource management*	50	5.39	2.54	164	7.52	2.43
Climate change*	59	6.37	2.44	172	7.30	2.48
Poverty reduction*	71	6.79	2.20	186	8.07	2.32
Anti-corruption*	46	5.02	2.76	171	7.93	2.48
Economic growth*	68	7.08	2.00	202	8.44	1.89
Disaster risk management	37	5.83	2.46	151	6.62	2.78
Equality of opportunity*	51	6.00	2.49	168	7.32	2.54
Information and communications technology*	53	6.49	2.16	182	8.10	2.25

\*Significantly different between FY19 and FY16 respondents.

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Uzbekistan?*	106	6.76	2.10	220	7.29	2.02

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

**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 Uzbekistan?

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Uzbekistan	101	6.70	2.29	209	7.07	2.28
The WBG meets Uzbekistan's needs for knowledge services	94	6.45	2.20	211	6.67	2.41

(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	FY16	FY19
Weekly	3.0%	8.5%
Monthly	19.1%	23.0%
A few times a year	43.0%	33.8%
Rarely	28.3%	27.9%
Never	6.6%	6.8%

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Are timely	95	6.48	2.21	196	6.78	2.38
Include appropriate level of stakeholder involvement during preparation	93	6.60	2.00	189	6.79	2.18
Lead to practical solutions*	97	6.28	2.04	205	6.83	2.15
Are source of relevant information on global good practices	100	7.14	1.95	205	7.56	2.11
Are adequately disseminated	95	6.38	2.28	203	6.73	2.30
Are translated enough into local language	90	6.39	2.26	185	6.22	2.76
Are adaptable to Uzbekistan's specific development challenges and country circumstances	96	6.38	2.10	199	6.85	2.27

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY19 and FY16 respondents.

	FY16			FY19		
	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?	109	8.02	2.00	233	7.90	2.12
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	99	7.36	1.96	205	7.19	2.26

(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?

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	77	7.59	2.01	142	6.79	2.45
The World Bank Group effectively monitors and evaluates the projects and programs it supports	99	7.25	2.08	192	7.32	2.34
The World Bank Group's approvals and reviews are done in a timely fashion*	83	7.45	1.94	157	6.79	2.44
The WBG's conditions on its lending are reasonable*	79	7.81	1.75	167	7.11	2.42
The World Bank Group takes decisions quickly in Uzbekistan	85	6.52	2.16	168	6.48	2.46
Working with the World Bank Group increases Uzbekistan's institutional capacity	100	7.66	2.06	213	7.85	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	76	6.72	2.31	157	7.07	2.27

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY19 and FY16 respondents.

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

When considering the combination of services that the World Bank Group offers in Uzbekistan, 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 Uzbekistan?

Percentage of Respondents	FY16	FY19
Financial services	39.5%	32.5%
Knowledge products	36.3%	37.7%
Convening services	2.3%	4.2%
None of the above	1.5%	2.2%
The combination is appropriate for Uzbekistan	13.6%	16.8%
Don't know	6.8%	6.7%

**H. Background Information****Currently, do you professionally collaborate/work with the WBG (IBRD/IDA, IFC, MIGA, ICSID) in your country?**

Percentage of Respondents	FY16	FY19
Yes	65.2%	55.6%
No	34.8%	44.4%

**If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Uzbekistan?**

Percentage of Respondents	FY16	FY19
The World Bank (IBRD/IDA)	80.5%	77.2%
The International Finance Corporation (IFC)	13.7%	20.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.9%	1.7%
International Centre for Settlement of Investment Disputes (ICSID)/Other (in FY16)	4.9%	0.6%

**Do your projects involve both the World Bank and the IFC?**

Percentage of Respondents	FY16	FY19
Yes	48.9%	58.5%
No	51.1%	41.5%

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

Percentage of Respondents (Responses combined)	FY16	FY19
Observer*	9.8%	23.2%
Use World Bank Group reports/data	29.6%	23.4%
Engage in World Bank Group related/sponsored events/activities	36.4%	35.3%
Collaborate as part of my professional duties	51.9%	42.1%
Use World Bank Group website for information, data, research, etc.	23.9%	19.9%

*\*Significantly different between FY19 and FY16 respondents.***What's your gender?**

Percentage of Respondents	FY16	FY19
Female	33.4%	32.2%
Male	66.6%	67.8%



## 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 Uzbekistan? (Choose no more than TWO)									
	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
To what extent do you trust The World Bank Group to do what is right?	6.87	7.43	7.27	7.11	7.15	7.45	7.14	7.41	7.21	7.26	7.26	7.12
Overall, please rate your impression of the World Bank Group's effectiveness in Bhutan.	6.62	7.47	7.41	6.20	7.07	7.40	6.88	7.69	7.07	7.25	7.15	7.19
Overall the World Bank Group currently plays a relevant role in development in Bhutan	6.42	7.16	7.09	5.98	6.83	6.91	6.53	7.50	6.76	6.95	6.89	6.66
The World Bank Group's work is aligned with what I consider the development priorities for Bhutan	6.56	7.19	7.17	6.15	6.88	7.11	6.62	7.60	6.89	7.00	6.96	6.84
Responsiveness to needs	6.02	7.12	6.87	6.09	6.67	6.75	6.60	6.87	6.43	7.00	6.73	6.52
Flexibility (in terms of the institution's products and services)	5.80	6.73	6.48	5.84	6.32	6.41	6.15	6.70	6.13	6.58	6.39	6.12
Flexibility (in terms of changing country circumstances)	6.17	6.96	6.77	6.19	6.50	7.00	6.41	7.06	6.59	6.70	6.65	6.56
Being inclusive	6.31	6.89	6.65	6.62	6.51	6.98	6.46	7.00	6.63	6.66	6.69	6.42
Openness (sharing data and other information)	6.90	7.11	7.26	6.29	6.86	7.49	6.95	7.19	6.99	7.09	6.95	7.40
Collaboration with the Government	7.24	7.99	8.01	6.71	7.54	8.17	7.46	8.18	7.65	7.76	7.77	7.44
The speed in which it gets things accomplished on the ground	6.13	7.12	6.84	6.22	6.60	6.98	6.59	6.89	6.67	6.74	6.72	6.61
Helping to bring discipline/effective supervision to implementation of investment projects	6.62	7.10	7.04	6.65	6.86	7.23	6.90	7.06	6.98	6.92	6.92	7.09
Collaboration with civil society	6.13	6.60	6.43	6.19	6.24	6.76	6.36	6.39	6.45	6.28	6.41	6.22
Staff accessibility	6.11	7.29	7.04	6.00	6.75	6.98	6.73	6.99	6.49	7.17	6.90	6.41
Collaboration with other donors and development partners	6.51	7.27	7.07	6.56	6.85	7.20	6.89	7.07	6.93	6.97	6.92	7.05
Collaboration with the private sector	5.67	6.32	6.17	5.68	5.95	6.38	6.08	6.01	5.97	6.16	6.11	5.83
Straightforwardness and honesty	7.10	7.55	7.46	7.09	7.32	7.52	7.30	7.51	7.45	7.28	7.40	7.27
Treating clients and stakeholders in Bhutan with respect	7.46	8.29	8.13	7.30	7.84	8.20	7.77	8.28	7.82	8.09	8.02	7.58
Being a long-term partner	7.75	8.34	8.28	7.60	8.02	8.40	8.10	8.16	8.04	8.22	8.11	8.17
To what extent does the World Bank Group's work help to achieve development results in Bhutan?	7.12	7.55	7.52	7.05	7.46	7.23	7.22	7.77	7.26	7.59	7.45	7.20
To what extent does the World Bank Group influence the development agenda in Bhutan?	6.73	7.24	7.22	6.56	7.11	6.92	6.83	7.51	6.90	7.27	7.11	6.88
The WBG's financial instruments meet the needs of Bhutan	6.71	7.32	7.30	6.48	7.16	6.94	6.89	7.52	6.93	7.33	7.19	6.73
The World Bank Group meets Bhutan's needs for knowledge services	6.44	6.99	6.96	6.11	6.74	6.86	6.64	7.01	6.63	6.93	6.80	6.62
Are adaptable to Bhutan's specific development challenges and country circumstances	6.51	7.21	7.08	6.43	6.87	7.07	6.81	7.14	6.80	7.12	7.01	6.58
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.58	8.26	8.15	7.54	7.97	8.07	7.88	8.22	7.82	8.22	8.04	7.80
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.99	7.64	7.55	6.87	7.30	7.65	7.31	7.57	7.13	7.74	7.46	7.15
The World Bank Group takes decisions quickly in Bhutan	6.29	6.94	6.80	6.29	6.53	7.18	6.65	6.76	6.50	6.92	6.75	6.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.81	7.43	7.31	6.95	7.28	7.08	7.11	7.43	7.15	7.33	7.29	6.90

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Uzbekistan FY19 Questionnaire



### **World Bank Group Country Survey FY 2019 – Uzbekistan**

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

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 UZBEKISTAN**

<b>A1. When you think about the future in Uzbekistan, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in Uzbekistan is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan. (Choose no more than THREE)</b>			
1	Global/regional integration	15	Climate change (e.g., mitigation, adaptation)
2	Food safety	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
6	Private sector development	20	Trade and exports
7	Education	21	Crime and violence
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Information and communications technology
14	Financial markets		

**SECTION A: GENERAL ISSUES**

**A4. 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 Uzbekistan? (Choose no more than THREE)**

1	Judiciary reform	14	Health
2	Information and communications technology	15	Financial markets
3	Social protection (e.g., pensions, targeted social assistance)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Economic growth	17	Water and sanitation
5	Disaster risk management	18	Pollution
6	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
7	Agriculture and rural development	20	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	21	Private sector development
9	Crime and violence	22	Education
10	Climate change (e.g., mitigation, adaptation)	23	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	24	Food safety
12	Energy	25	Urban development
13	Anti-corruption	26	Natural resource management

**A5. When economic and/or social reform efforts fail or are slow to take place in Uzbekistan, which of the following would you attribute this to? (Choose no more than TWO)**

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

**SECTION A: GENERAL ISSUES**

<b>A6. To what extent do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., ADB, EBRD, IDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Uzbekistan's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>A7. Please describe the direction Uzbekistan is moving in, when considering ... ?</b>						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Uzbekistan's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				
8	Improving conditions for doing business	<input type="checkbox"/>				

**SECTION A: GENERAL ISSUES**

<b>A8. Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO)</b>			
1	Climate change	6	The gap between the rich and the poor
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in Uzbekistan or neighboring countries
4	Jobs/employment	9	Technology based disruption
5	Trade constraints	10	Geo political uncertainty

<b>A9. When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ... ?</b>	
1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

<b>A10. To what extent do you trust domestic private sector to engage in public service delivery in Uzbekistan?</b>	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

<b>A11. To what extent do you trust international private sector to engage in public service delivery in Uzbekistan?</b>	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Uzbekistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Uzbekistan? (Choose no more than THREE)</b>			
1	Job creation/employment	15	Equality of opportunity (i.e., social inclusion)
2	Health	16	Information and communications technology
3	Financial markets	17	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions, targeted social assistance)	18	Agriculture and rural development
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Trade and exports
6	Private sector development	20	Crime and violence
7	Education	21	Natural resource management
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Climate change (e.g., mitigation, adaptation)
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Global/regional integration	26	Poverty reduction
13	Food safety	27	Anti-corruption
14	Urban development		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)</b>	
1	Not collaborating enough with private sector
2	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
3	Not aligned with country priorities
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not adequately sensitive to political/social realities in Uzbekistan
7	Too influenced by developed countries
8	World Bank Group's processes too slow and complex
9	Not adequately flexible
10	Not sufficiently focused on sustainable results
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Uzbekistan
15	Other (please specify): _____
16	Don't know

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

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

**B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	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	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

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

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

<b>C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Food safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

<b>C6. To what extent do you believe that Uzbekistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS) for the Aviation Sector Reform (<a href="https://bit.ly/2sxbeR7">https://bit.ly/2sxbeR7</a>)?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know



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

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

<b>In Uzbekistan, to what extent do you believe that the World Bank Group’s knowledge work and activities:</b>													
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>	
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are adaptable to Uzbekistan’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>Not significant at all</b>									<b>Very significant</b>		<b>Don't know</b>	

<b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>Very low technical quality</b>									<b>Very high technical quality</b>		<b>Don't know</b>	

**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"/>	
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews at project level are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Uzbekistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Uzbekistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO)</b>	
1	Help to bring discipline/effective supervision to implementation of World Bank Group projects
2	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
3	Offer more innovative financial products
4	Offer more innovative knowledge services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Increase availability of Reimbursable Advisory Services (RAS)
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on Uzbekistan's economy
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to Uzbekistan's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Uzbekistan, 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 Uzbekistan? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Uzbekistan
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How frequently do you interact with the World Bank Group now in Uzbekistan?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

<b>G2. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

<b>G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Uzbekistan? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Uzbekistan? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H7. What's your gender?</b>	
1	Female
2	Male

<b>H8. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H9. Which best represents your geographic location?</b>	
1	I am residing in Tashkent city
2	I am residing in one of Uzbekistan's regions
3	I am residing outside Uzbekistan

**Thank you for completing the survey!**