



CountryOpinionSurveys

FY 2025 **Tajikistan** Country Opinion Survey Report

Acknowledgements

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

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Objectives

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

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much do they trust the WBG? What opinions do stakeholders have of the WBG regarding its effectiveness and relevance to development in Tajikistan? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the last three years?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG been helpful in achieving the goals of its projects in these areas? How did these projects impact the people of Tajikistan, and how could the WBG have been more helpful?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Tajikistan? What are key stakeholders' opinions of WBG's financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Tajikistan?
- 4. The WBG's Operational Effectiveness, Engagement, and Collaboration:** How is the WBG perceived as a development partner in Tajikistan? How do respondents perceive its operational effectiveness? Are opinions improving or declining? How effective has the WBG been in facilitating the Government's engagement with civil society?
- 5. Communications:** What are the preferred communication channels, and do they differ between stakeholder groups? Do stakeholders recall any WBG messaging? What key topics do stakeholders recall? What information do stakeholders want from the WBG?



Methodology Overview

Fielded in January – April 2025

- 691 potential participants were asked to complete the survey
- Respondents completed the questionnaire online or face-to-face
- List of names provided by the WBG country team and supplemented by the field agency
- Data collection conducted by an independent field firm

438 participants (63% response rate)

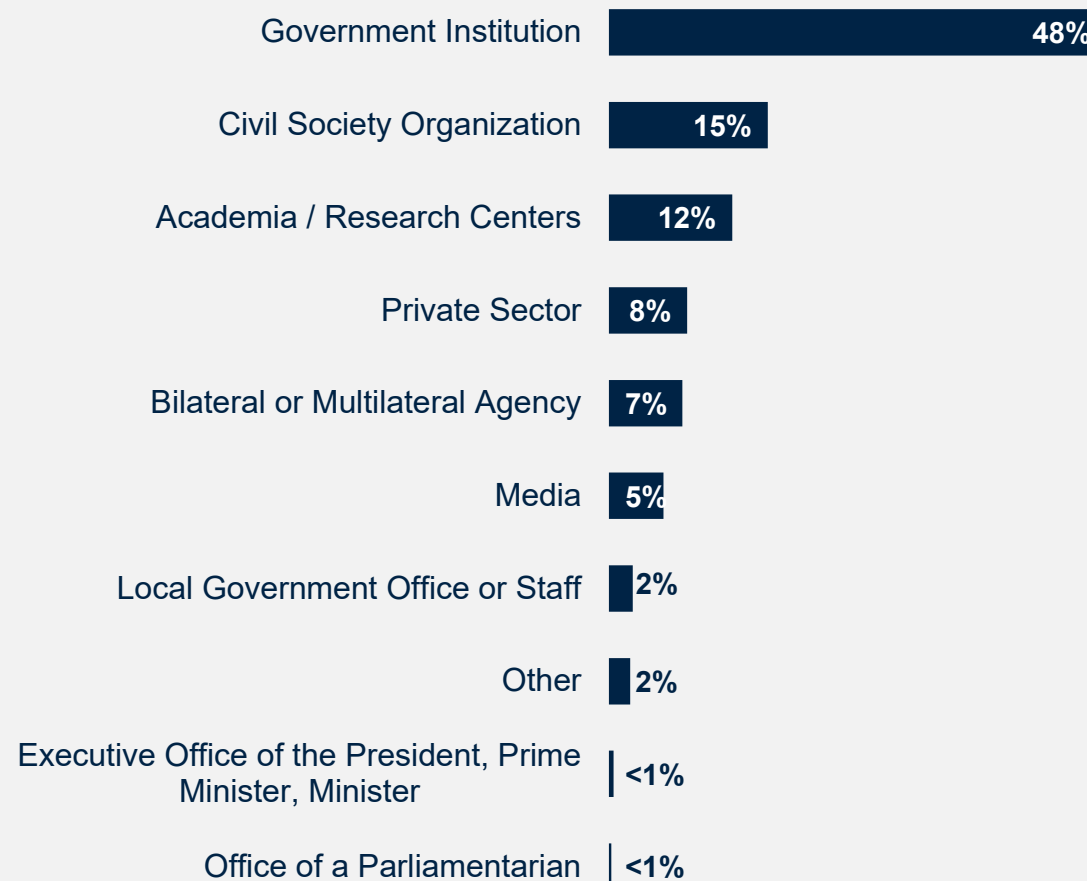
- 82% from Dushanbe and the Districts of Republican Subordination
- 61% have collaborated with the WBG within the past 3 years

Compared to the FY22 Country Survey Results

- 466 participants (59% response rate)
- 79% from Dushanbe and the Districts of Republican Subordination
- 56% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.

Stakeholders in FY25 COS Sample



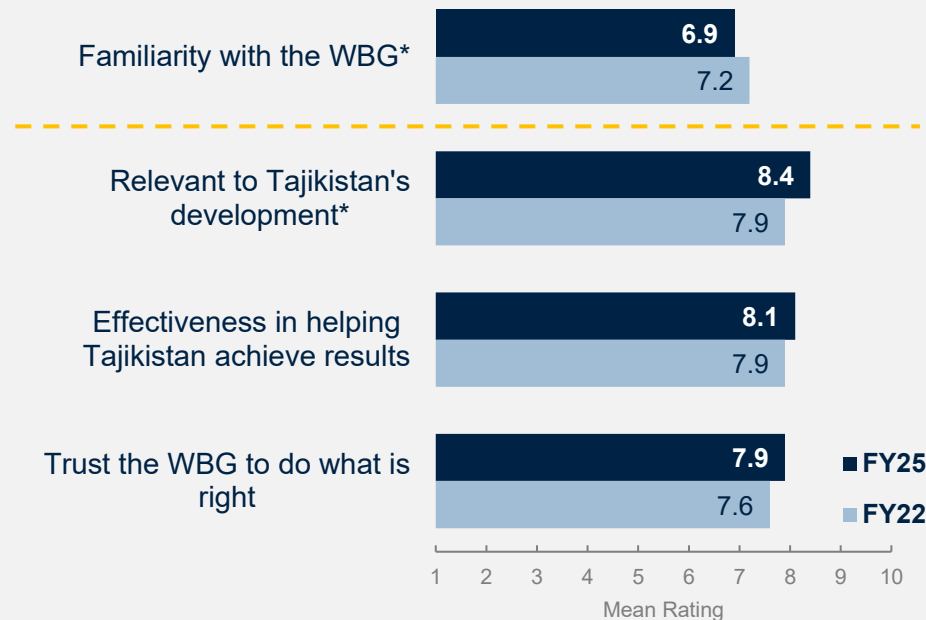
What is your primary professional affiliation? (Select only 1 response)
(Percentage of Respondents, N=438)

Executive Summary

1. Overall Views of the WBG:

In FY25, stakeholders reported slightly lower levels of **familiarity** with the WBG compared to the FY22 Country Survey (but still higher than global and regional averages) and consistently high levels of trust in the institution. The WBG was considered the second most **trusted institution** in the country (after the Government of Tajikistan) and rated above the UN and IMF in trust, effectiveness, and relevance. Moreover, ratings of **the WBG's relevance in Tajikistan have significantly improved since FY22**.

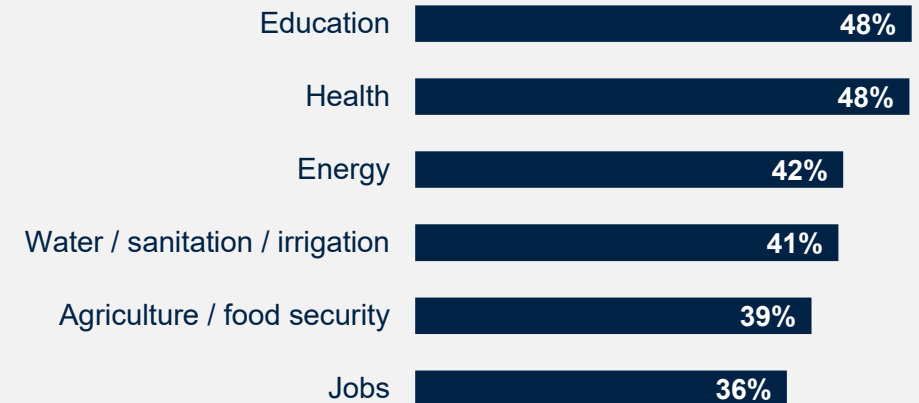
Compared to other countries in Europe, Central Asia, and IDA countries surveyed in FY24, Tajikistan's respondents perceived the WBG as more relevant and effective.



2. The WBG's Work on Development Priorities:

Under the current FY19-23 CPF pillars, the WBG's work on strengthening the institutional framework and investment for the Tajik power sector, as well as enhancing **health** and **education** services, received the highest ratings of effectiveness, particularly among government stakeholders. When asked how **helpful** the WBG was in **achieving project goals** in these sectors, 98% said the Bank was helpful, with 80% of respondents saying, "very helpful." At the same time, the WBG's support for improving the effectiveness of the **Tax/Statistics Offices** was rated lower, specifically by respondents from the private sector.

Looking forward, stakeholders identified **education, health, energy, water/sanitation/irrigation, agriculture/food security, and jobs** as top priorities for WBG support (from the list of 16 sectoral areas). When reflecting on the pillars of the new CPF, respondents primarily emphasized the importance of **human capital development** in Tajikistan. Private sector respondents also stressed the need to strengthen the **business environment** and increase **digital inclusion**.



Executive Summary (continued)

In their written comments regarding how to make the WBG more effective in Tajikistan, respondents suggested **prioritizing job creation** by supporting SMEs, cooperatives, and agribusiness. They emphasized the need for the WBG to support and improve access to finance, infrastructure, and digital services, while also streamlining business procedures to foster a more transparent and investment-friendly environment.

Strengthening governance, building institutional capacity, and expanding access to health, education, and social protection—especially for women and people with disabilities—were also highlighted as the key areas for the WBG’s involvement. Additionally, respondents called for **better roads** and **public service digitalization** to enhance overall service delivery and quality of life.

3. WBG’ Operational Effectiveness:

When asked about the WBG’s reform efforts over the past three years, two-thirds of stakeholders (68%) noted that the WBG became somewhat or significantly better in fulfilling its core mission of **improving people’s lives** in Tajikistan, and over half of all respondents (58%) recognized improvements in the WBG’s efforts to **enhance the country’s overall business environment**.

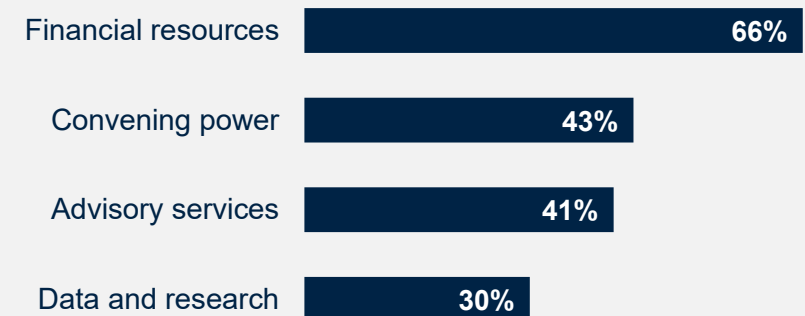
WBG’s clients and partners reported the most significant reform-related improvements in two areas: the **technical quality of WBG-supported projects** and collaboration with other partners to **mobilize development finance**, with 65% and 60% of respondents (respectively) rating these aspects positively.

In addition, more than half of stakeholders (57%) believed that the WBG has improved in terms of **working across its institutions as one World Bank Group** over the past few years; however, it is important to note that 31% of respondents were not aware of the WBG operating as a joint representation office in Tajikistan.

4. WBG Instruments:

The majority of stakeholders (66%) considered the WBG’s **financial resources** its greatest value to Tajikistan. Respondents’ ratings of the WBG’s financial instruments (i.e., World Bank projects, IFC investments) **meeting the country’s needs** and the **timeliness** of the WBG’s financial support have remained consistently positive since the FY22 survey (mean=7.9 and mean=7.8 on a 10-point scale, respectively).

Regarding **WBG’s knowledge work**, 78% of respondents reported that they had used it in the past, primarily research/analytical reports, workshops/training courses (mainly, respondents from government institutions), and data resources (most often used by respondents from bilateral/multilateral agencies and civil society).



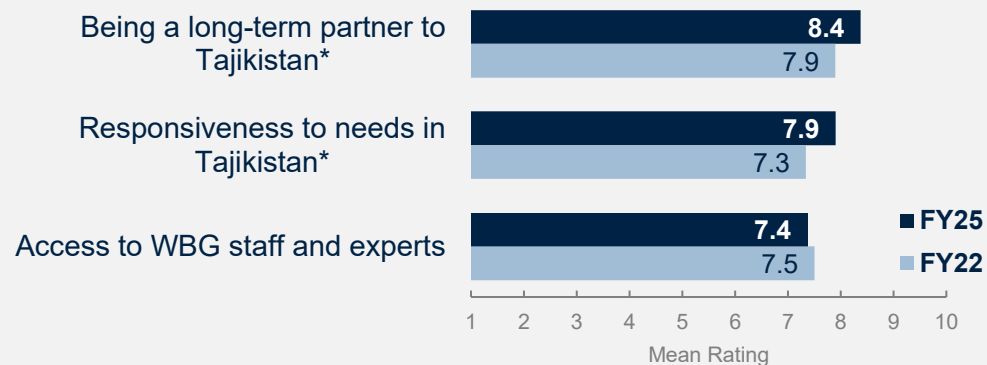
Executive Summary (continued)

Stakeholders had positive perceptions of the **technical quality** of the Bank’s knowledge and its contribution to **building institutional capacity** and improving development results in Tajikistan. 74% of those respondents who used WBG’s advisory services suggested that **WBG policy advice had influenced government policy** in Tajikistan. Among key policy areas, respondents noted that WBG advice contributed to changes in the Tax Code and Customs Code in Tajikistan and the national financial inclusion strategy.

Stakeholders recommended that the WBG **enhance the visibility of its knowledge work** by adopting more diverse dissemination channels, such as traditional media, social media, and training programs. They also emphasized the need for greater accessibility and inclusivity of WBG knowledge—particularly by making data and reports more available in Tajik and Russian.

5. The WBG’s Engagement and Collaboration:

In FY25, stakeholders had significantly more positive perceptions of the WBG as a **long-term development partner** and its **responsiveness to Tajikistan’s needs** than in FY22.



The WBG received the highest ratings for the **effectiveness of its partnerships with the national government** (mean=8.6), National Bank of Tajikistan (mean=8.1), and other donors and development partners (mean=8.0). However, ratings of WBG’s collaboration with the **private sector** (mean=7.1) and **civil society** (mean=6.9) were relatively lower. In addition to its partnership with the national government, respondents would like the WBG to **collaborate more with local governments** (45%) and **the private sector** (38%).

The majority of stakeholders (57%) identified a **lack of access to finance** as the main challenge to private sector development in the country. To enhance the WBG’s effectiveness in private sector development, respondents suggested continued **financial support for entrepreneurship**, targeted assistance for **agribusiness**, and a greater focus on advancing **digital transformation**. In terms of improving WBG’s collaboration with civil society, respondents emphasized the importance of partnering with NGOs, local communities, and media to support independent project monitoring, strengthen accountability, enhance transparency, and empower communities through inclusive programs and funding for CSOs.

6. Communications:

Two-thirds of all respondents (66%) recalled seeing or hearing something about the WBG recently. Stakeholders reported that they prefer to obtain communication from the WBG at its events (in person or online) or via its social media channels. Respondents listed case studies of WBG projects as the most helpful information type for better understanding the Bank’s role in Tajikistan.



Overall Views of the World Bank Group



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Familiarity with the WBG has Slightly Gone Down Since FY22, Highest Among Government Institutions

Comparison of FY22 and FY25

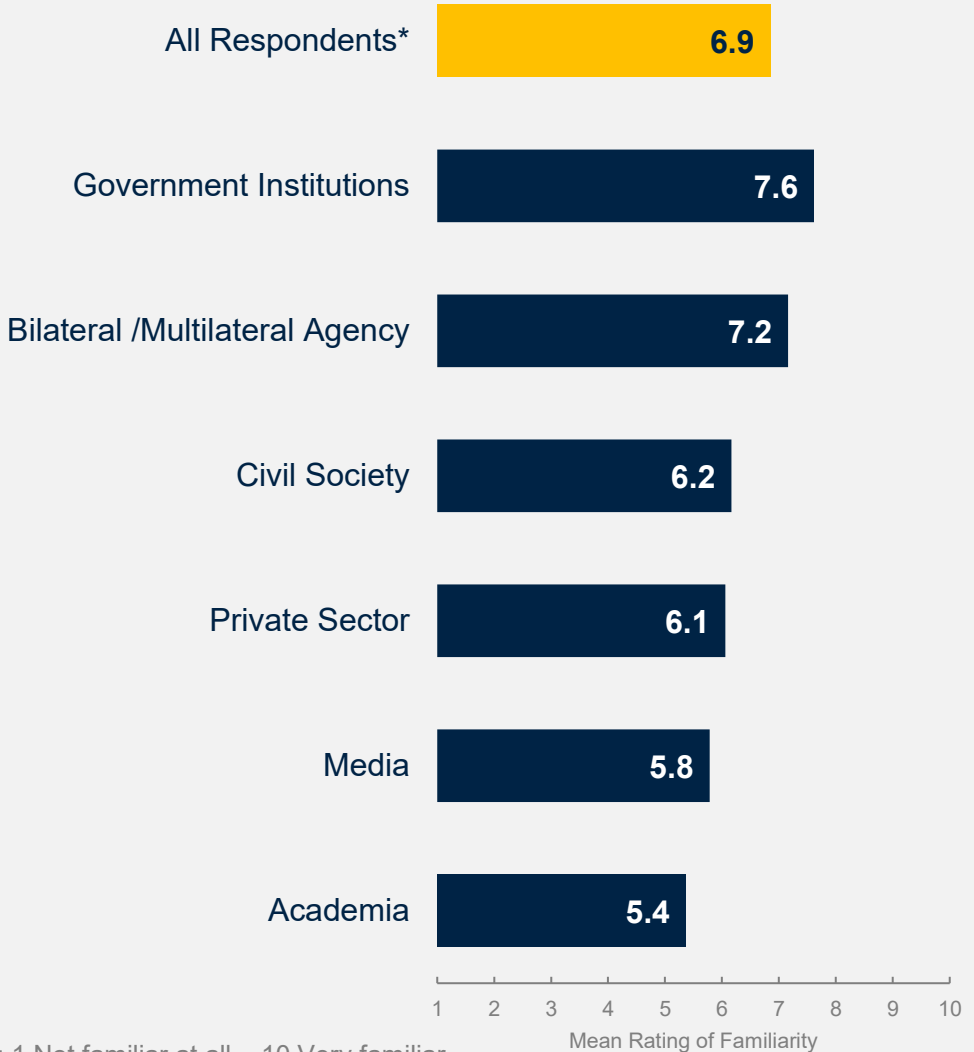
Mean familiarity: **FY25 = 6.9**
 FY22 = 7.2

Collaboration with the WBG

Mean familiarity: **Collaborate with WBG = 8.1***
 Do not collaborate = 5.0

Stakeholder groups

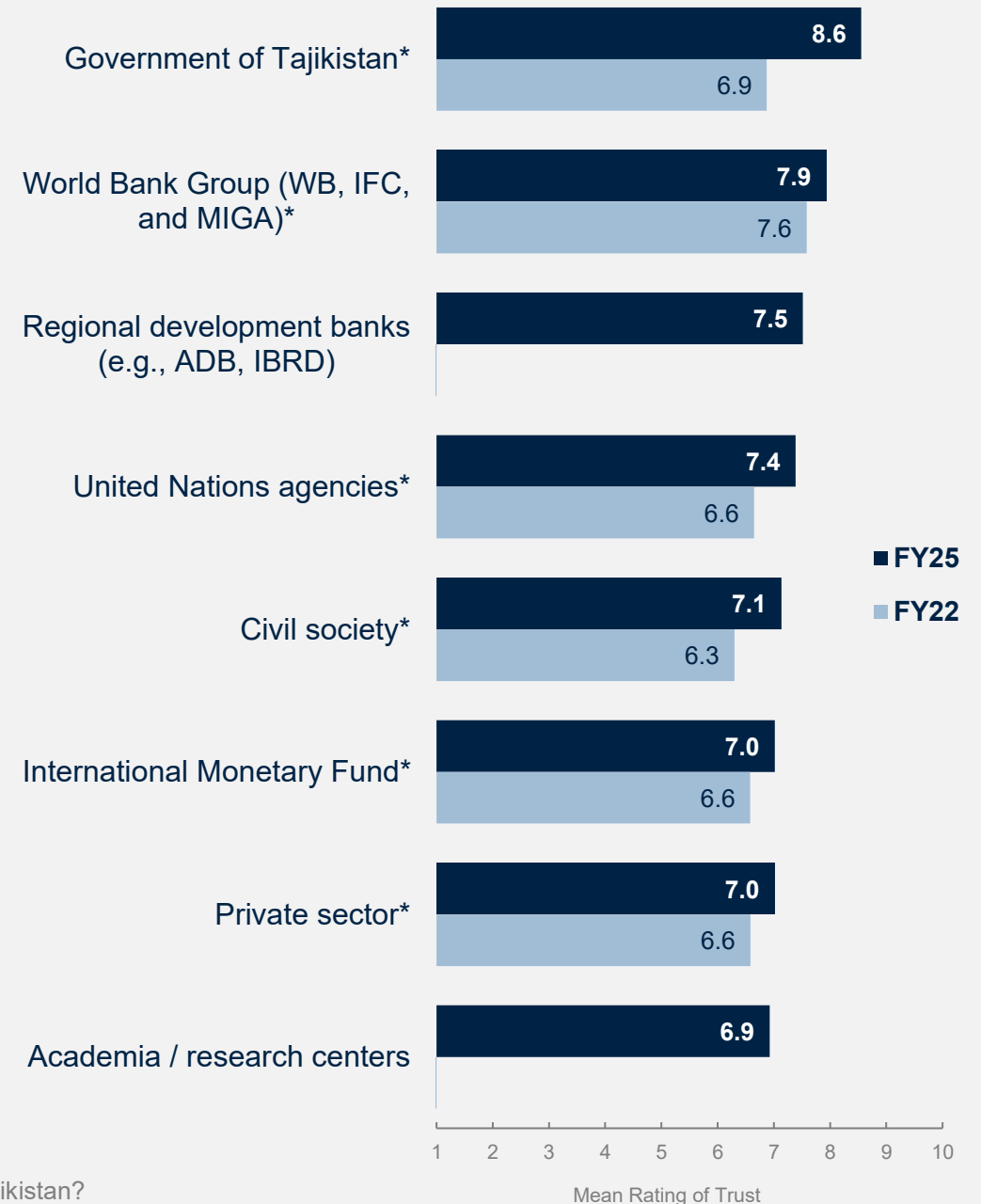
Respondents from government institutions were most familiar with the WBG, whereas respondents from academia and the media were significantly less familiar.



Overall High Levels of Trust in the WBG Among Stakeholders

Notably, respondents from the **civil society** and **private sector** gave the lowest ratings of trust in the WBG (both means = 7.0), compared to other stakeholder groups.

Since the last survey effort in FY22, stakeholders have reported significantly higher levels of trust in all the institutions studied in both years.



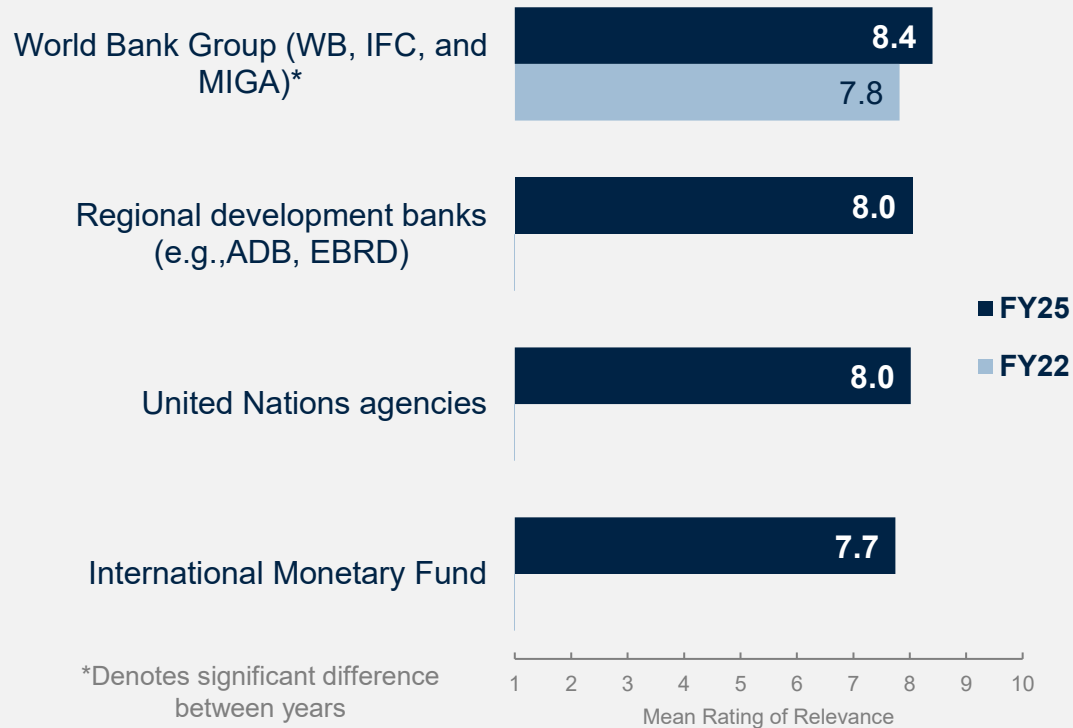
*Denotes significant difference between years



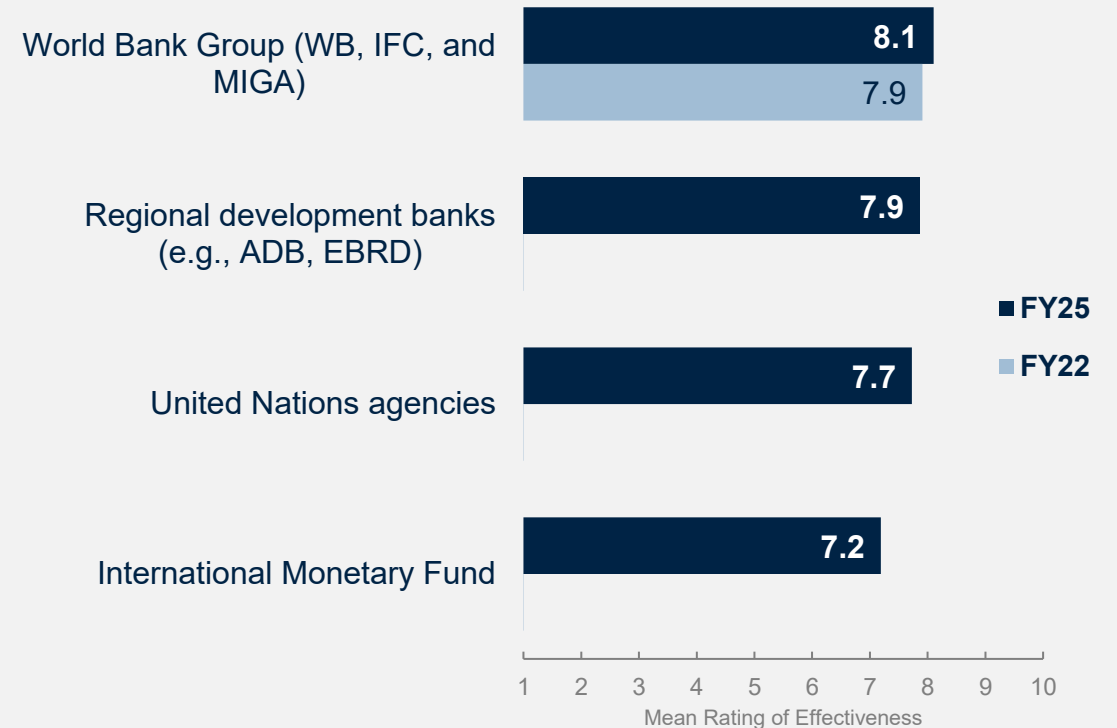
Perceptions of WBG Relevance Have Increased

Compared to the FY22 COS, respondents this year rated the WBG significantly more positively in terms of its relevance. Their effectiveness ratings were also relatively high and increased since FY22, although not significantly.

RELEVANCE to Tajikistan's development



EFFECTIVENESS in achieving development results



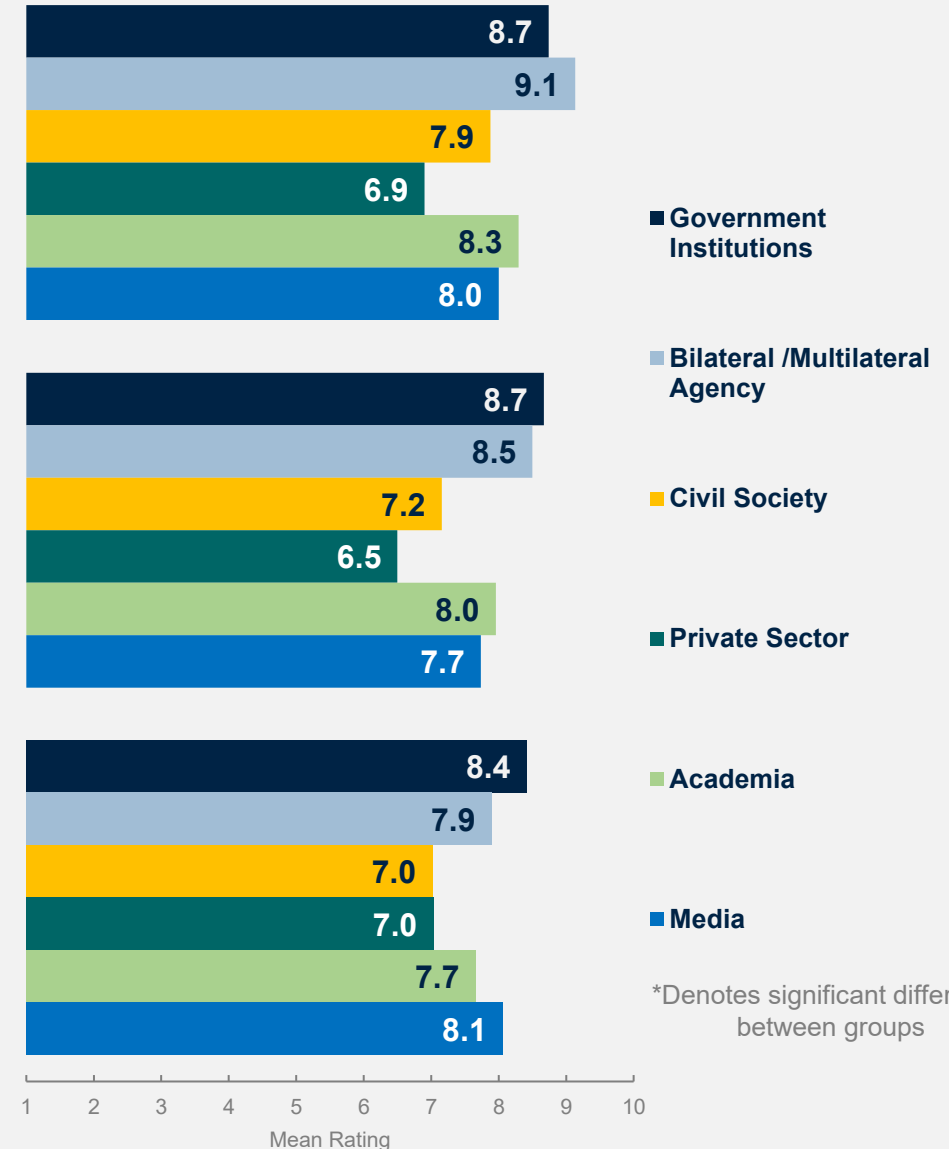
Stakeholders from Government Institutions and Bilateral/Multilateral Agencies Had More Positive Perceptions of the WBG

Private sector respondents were more critical of the WBG, followed by civil society respondents.

Relevant role in Tajikistan's development*

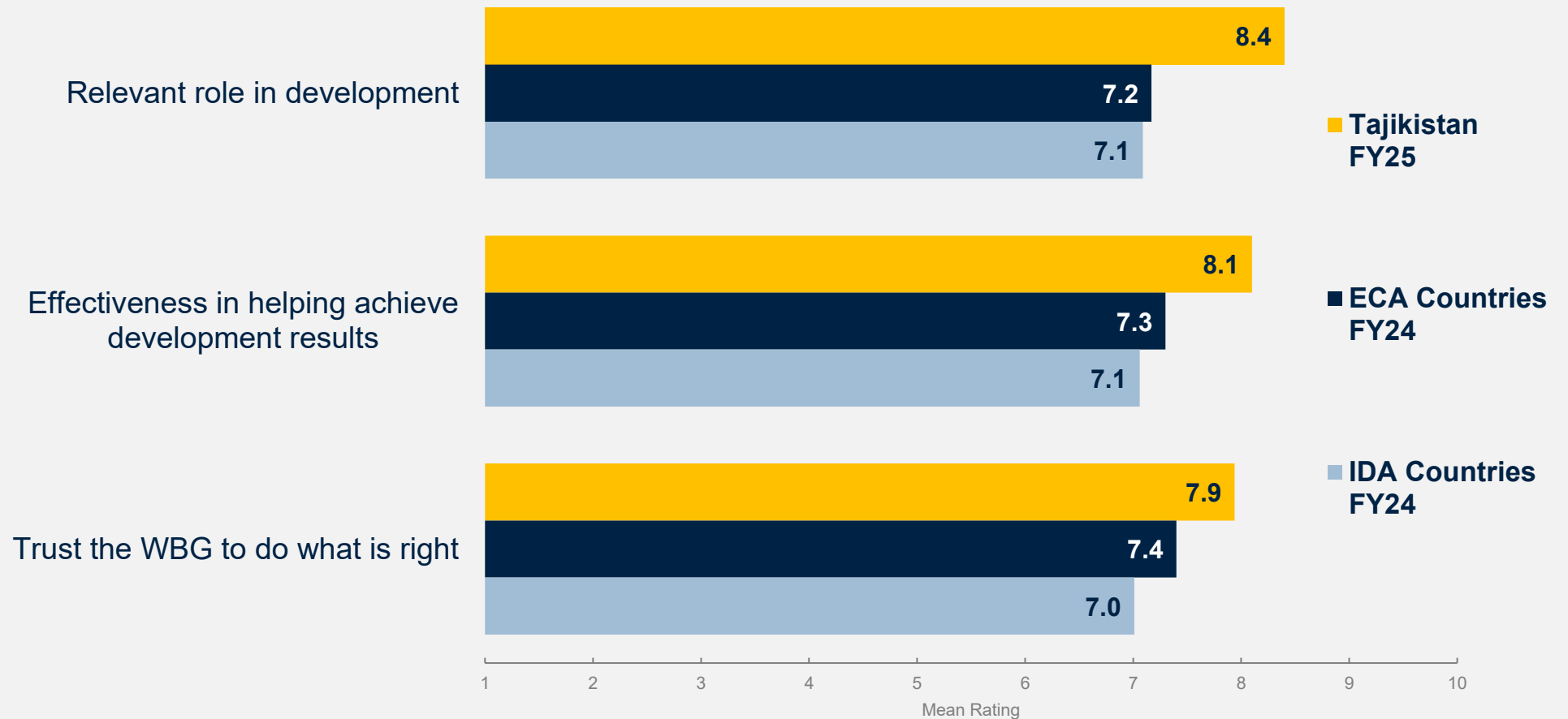
Effectiveness in helping Tajikistan achieve development results*

Trust the WBG to do what is right for Tajikistan*



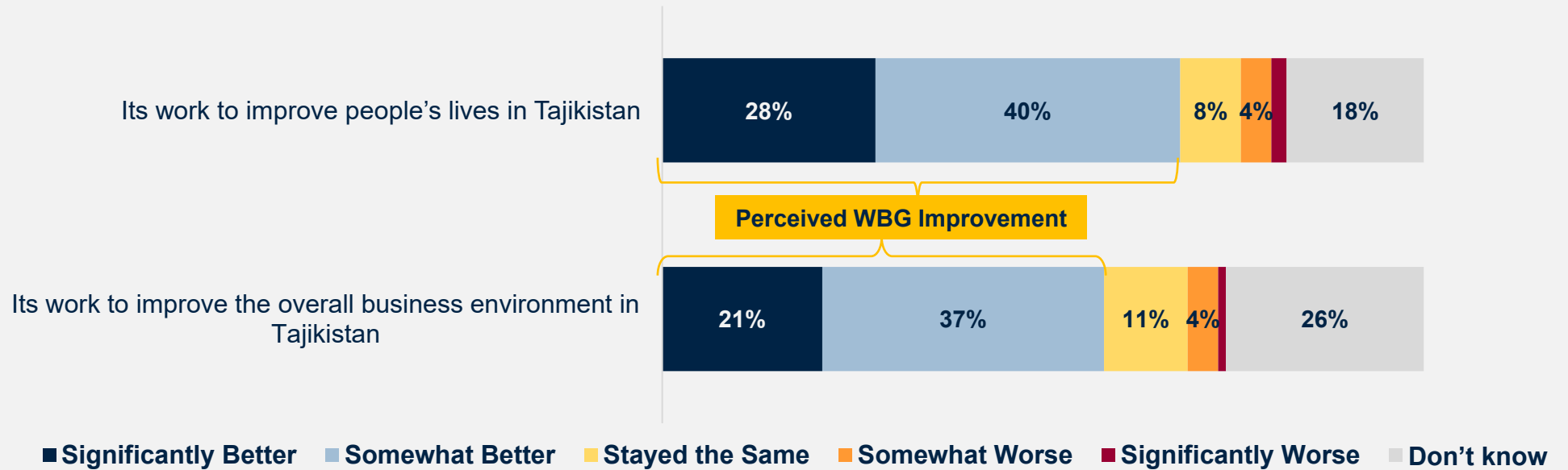
For question wording and scales, please see previous slides.

KPI Ratings in Tajikistan are Higher than ECA and IDA Averages in FY24



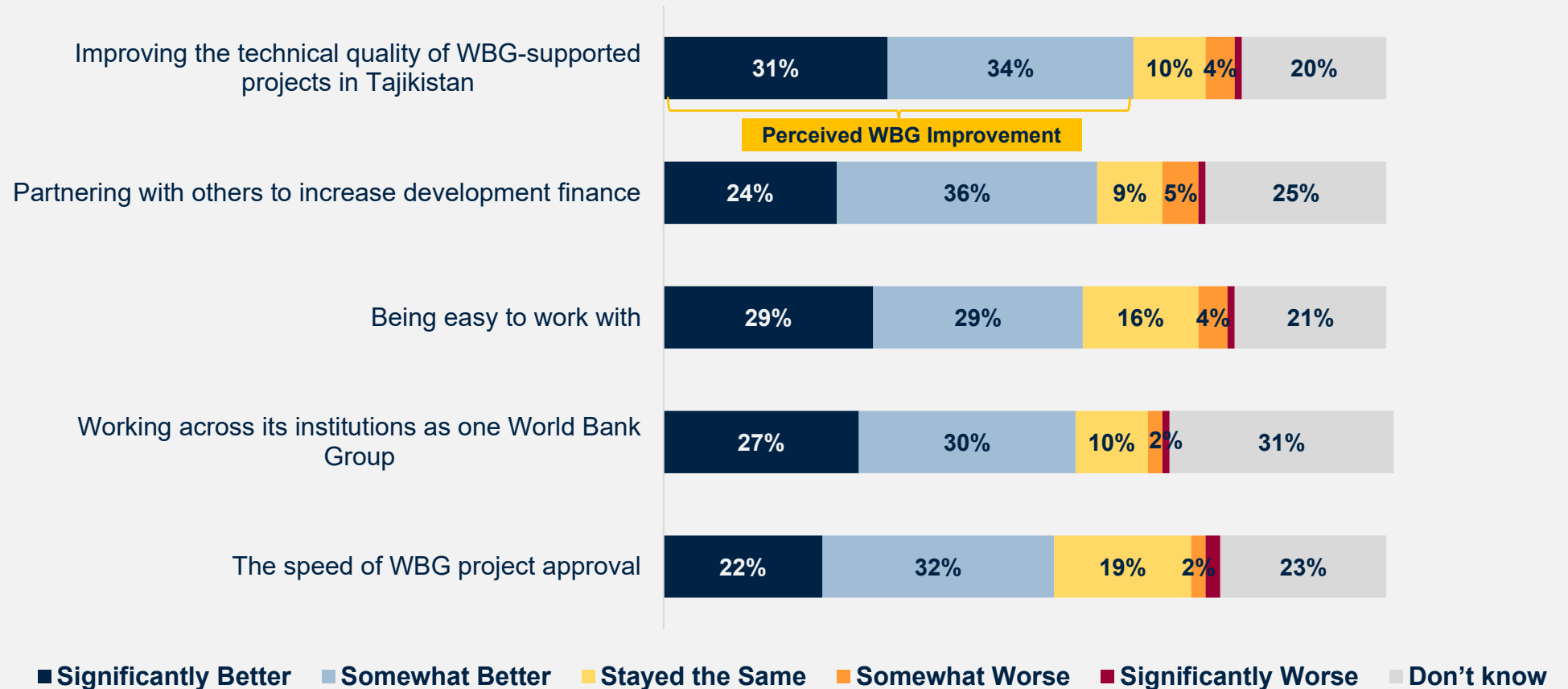
A Majority of Stakeholders Said the Bank Was Better or Significantly Better at Improving People's Lives and the Business Environment in Tajikistan in the Past 3 Years

Based on your experience, *in the past three years*, how has the WBG changed in terms of...



WBG Clients and Partners Observed Improvements in WBG's Operations Over the Past 3 Years

Based on your experience, *in the past three years*, how has the WBG changed in terms of...



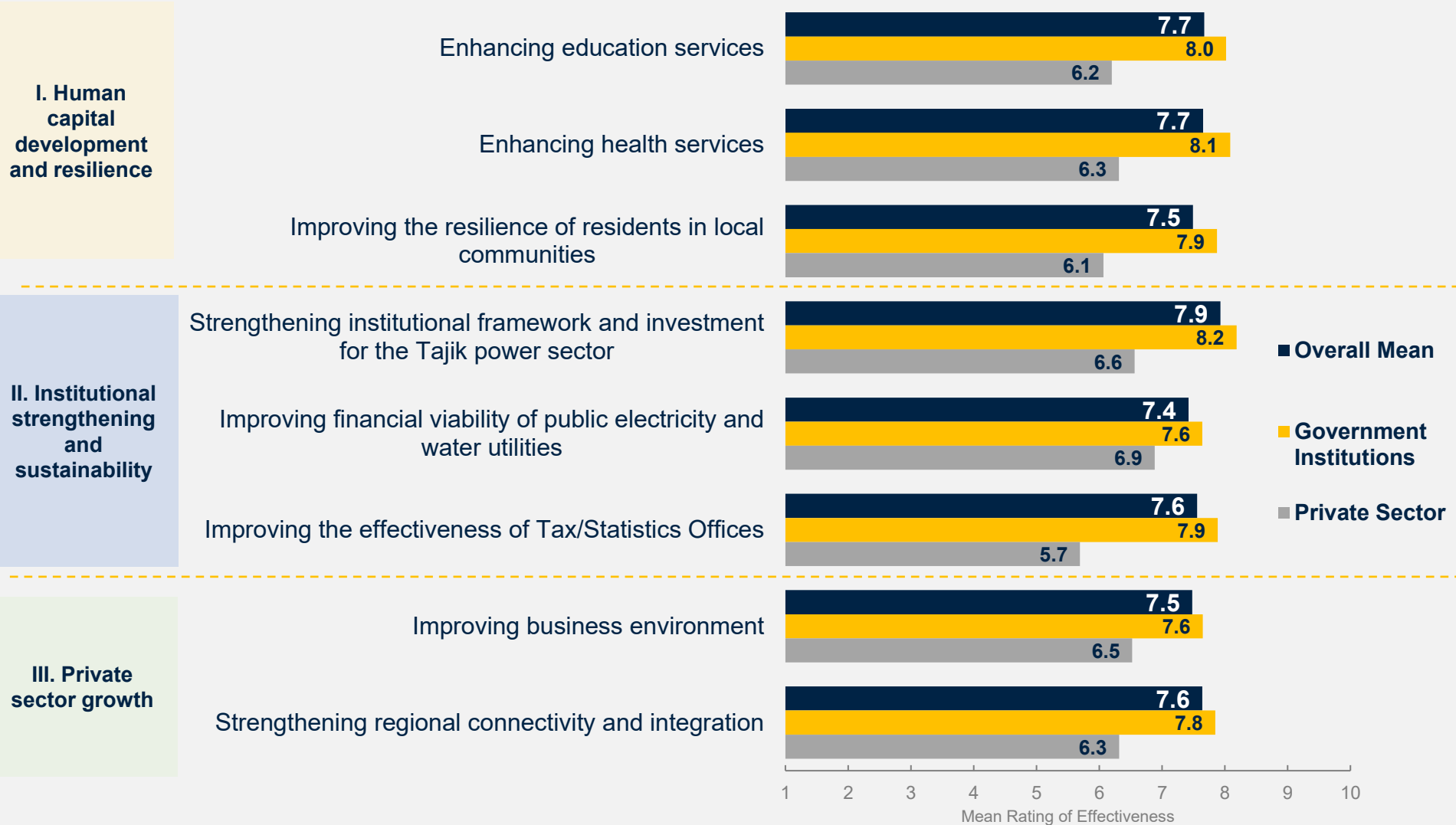
The WBG's Work on Development Priorities



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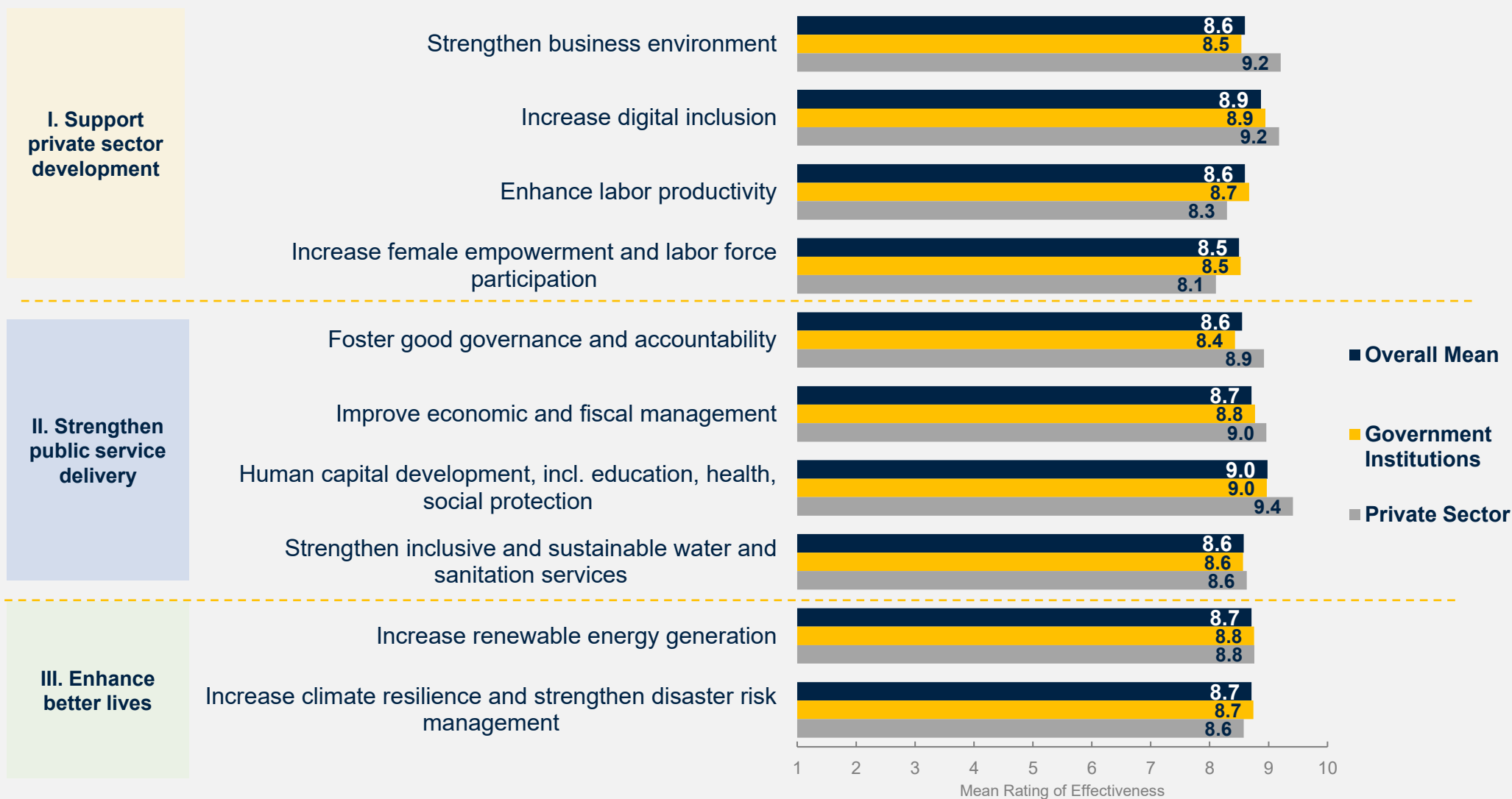
Perceptions of the Effectiveness of WBG Support Varies Between Government Institutions and the Private Sector

Tajikistan Country Partnership Framework 2019-2024



Looking Forward: Stakeholders Want WBG Involvement Across All Areas, Especially in Digital Inclusion and Human Capital

Tajikistan Country Partnership Framework 2025-2029



Looking Forward: Stakeholders Want the WBG to Continue Financial Support, Paired with Strong Project Monitoring and Broader Stakeholder Collaboration

In their open-ended responses on how the WBG could strengthen its effectiveness across the priority areas, respondents suggested the following:

I. Support private sector development

- Promote job creation by supporting SMEs, cooperatives, and agribusiness.
- Improve access to finance and infrastructure (e.g., irrigation, digital services).
- Help the government to simplify business procedures and foster a more transparent, investment-friendly environment.

II. Strengthen public service delivery

- Enhance governance with anti-corruption, transparency, and accountability measures.
- Digitalize and integrate public services, especially in health and procurement.
- Build institutional capacity through public sector training and technical support.
- Collaborate with non-government institutions for coordinated efforts in project monitoring

III. Enhance better lives

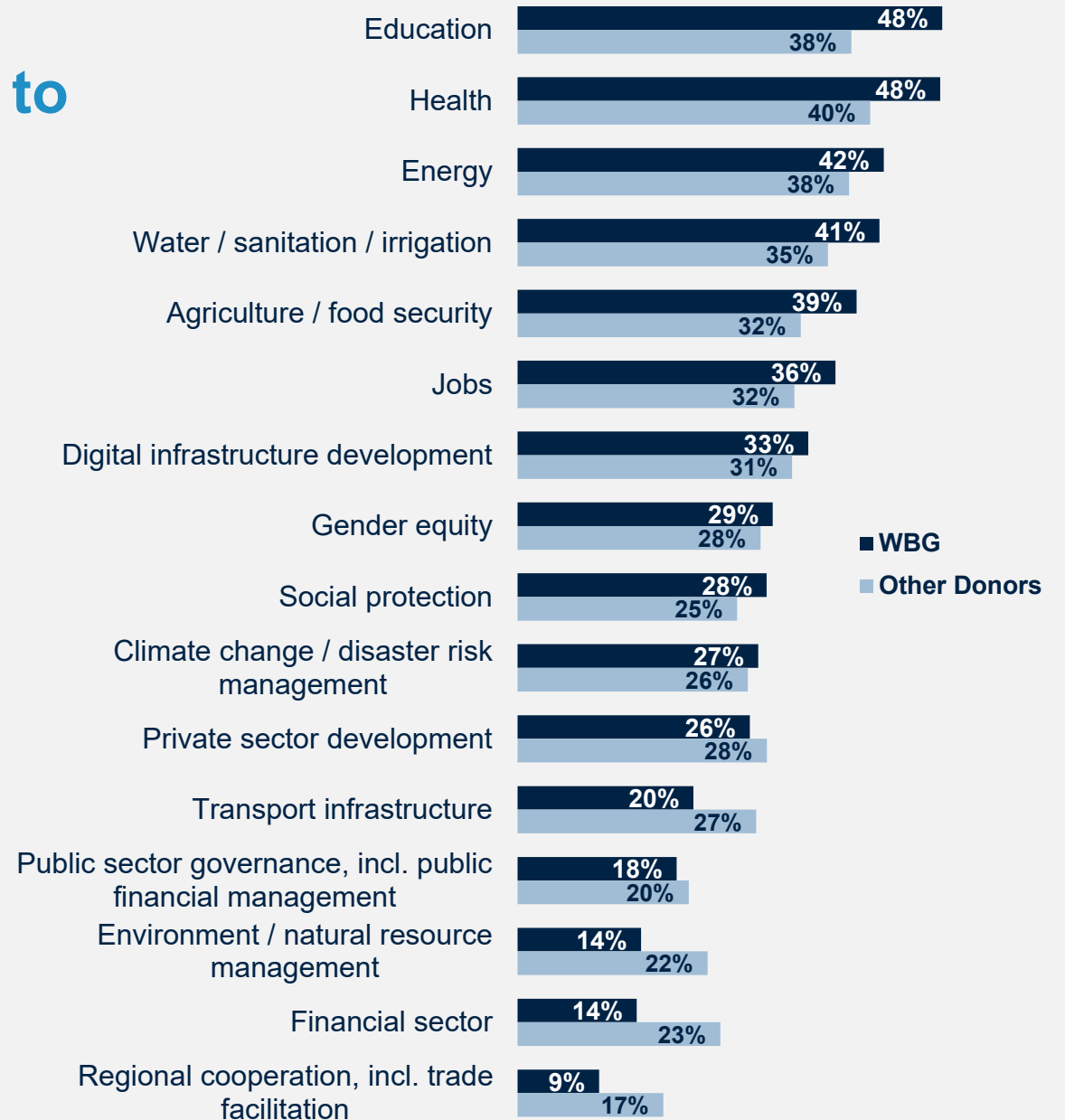
- Expand access to health, education, and social protection, especially for women and people with disabilities.
- Improve roads and basic infrastructure to boost quality of life.
- Empower communities through CSO funding, inclusion programs.



Development Areas for WBG's Focus and Areas to Benefit From Other Donors

This year, respondents considered the **health** and **energy** sectors much more of a priority, with more than twice as many respondents selecting them in FY25 as in FY22.

Respondents provided consistent answers to both questions regarding the Bank's potential leadership areas and the focus for other donors. This alignment confirms the overarching importance of health, education, and energy as priority sectors, irrespective of the implementing partner.



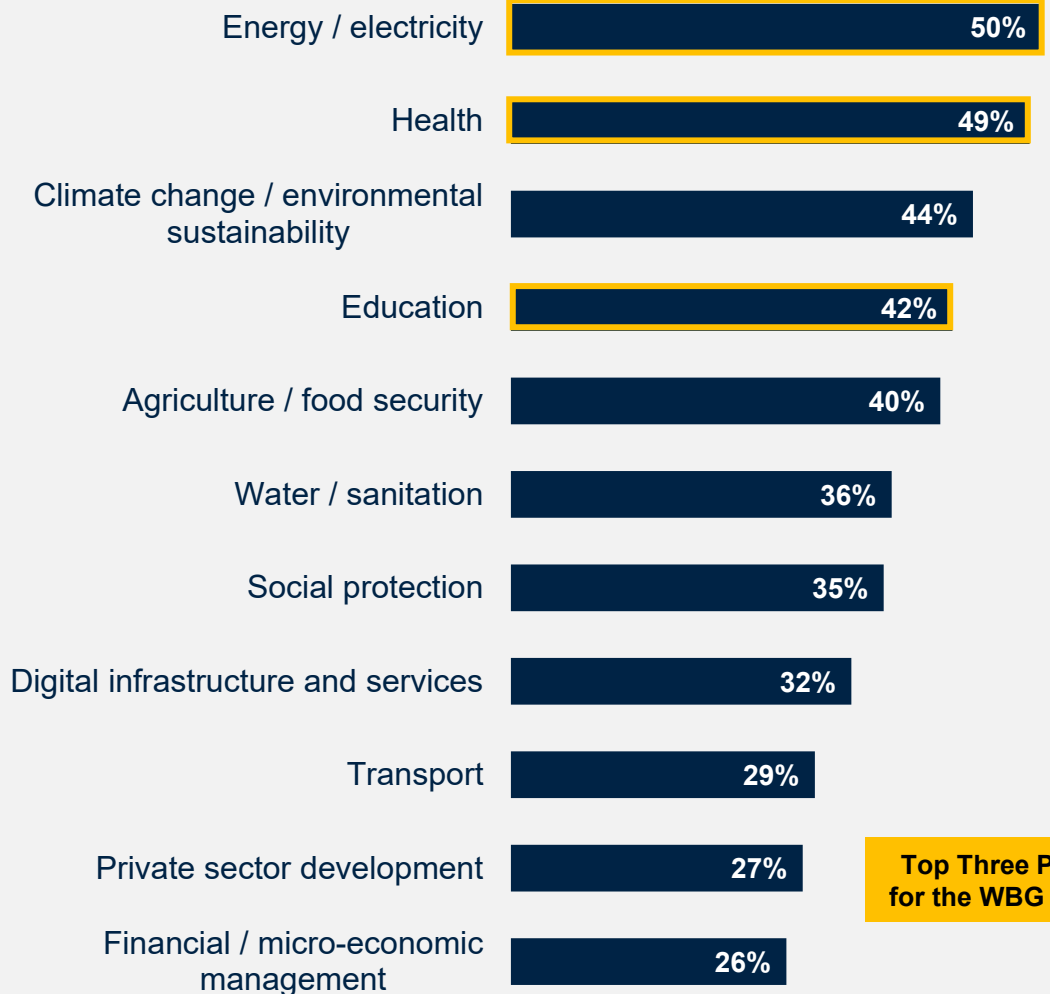
Which FIVE areas should the WBG prioritize in its work in Tajikistan and play a leading role among international partners? (Select up to 5) (Percentage of Respondents, N=419)

Which FIVE areas would benefit most from other donors in Tajikistan? (Select up to 5) (Percentage of Respondents, N=415)

Half of All WBG Clients Indicated That They Were Most Familiar With a Project on Energy/Electricity

Clients reported that they were most familiar with WBG’s projects in the areas of energy/electricity and health.

In their open-ended comments, respondents repeatedly recalled the Rogun Hydropower Project, the WBG’s work during the COVID-19 pandemics, and the tax reform project.

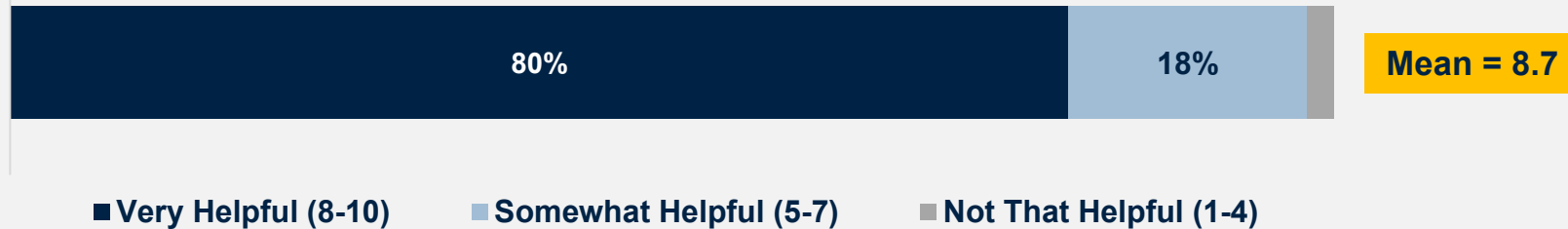


Top Three Priorities for the WBG to Focus

Please think about a specific WBG-supported project or initiative that you are most familiar with. Please select the development area that this WBG-supported project or initiative supported. (Select all that apply) (Asked only of those who said that they collaborate with the WBG, Percentage of Respondents, N=262) If you recall, what was the name of this WBG-supported project or initiative? (N=173)

Nearly All WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With Majority Saying “Very Helpful”

How helpful was the WBG in achieving the goals of this project or initiative?



In Open-Ended Comments, Clients Discussed the Impact the WBG-Supported Project Had on the People of Tajikistan

“Within the Water Sector Reform program, the WBG invested significantly in the modernization of irrigation infrastructure, ensuring access to irrigation water for thousands of farmers. At the same time, WB invested in Capacity and Institutional development of water sector institutions, allowing more effective management of water resources. WBG investments in the energy and financial sectors of Tajikistan significantly contributed to improved living standards of the population.” (Civil Society respondent discussing **Water Supply and Sanitation program in Khatlon Project and Other**)

“Thousands of people did not have access to electricity. Now they have reliable access to electricity.” (Civil Society respondent discussing the **Rural Electrification Project**)

*“[...] the Tajikistan Digital Foundations Project expanded internet access and digital services, particularly benefiting youth and rural communities. The Millati Solim (Healthy Nation) Project enhanced primary healthcare by upgrading facilities and training health workers, improving access for women and children. Through the **Financial and Private Sector Development Project**, entrepreneurs and small businesses gained better access to finance and support. The **Social Protection Modernization and Economic Inclusion Project** modernized social assistance systems and supported vulnerable families with livelihood opportunities. Lastly, the **Tajikistan Development Policy Operation** advanced reforms that strengthened public services, improved economic stability, and promoted inclusive growth..”* (Bilateral/Multilateral Agency discussing **several projects**)

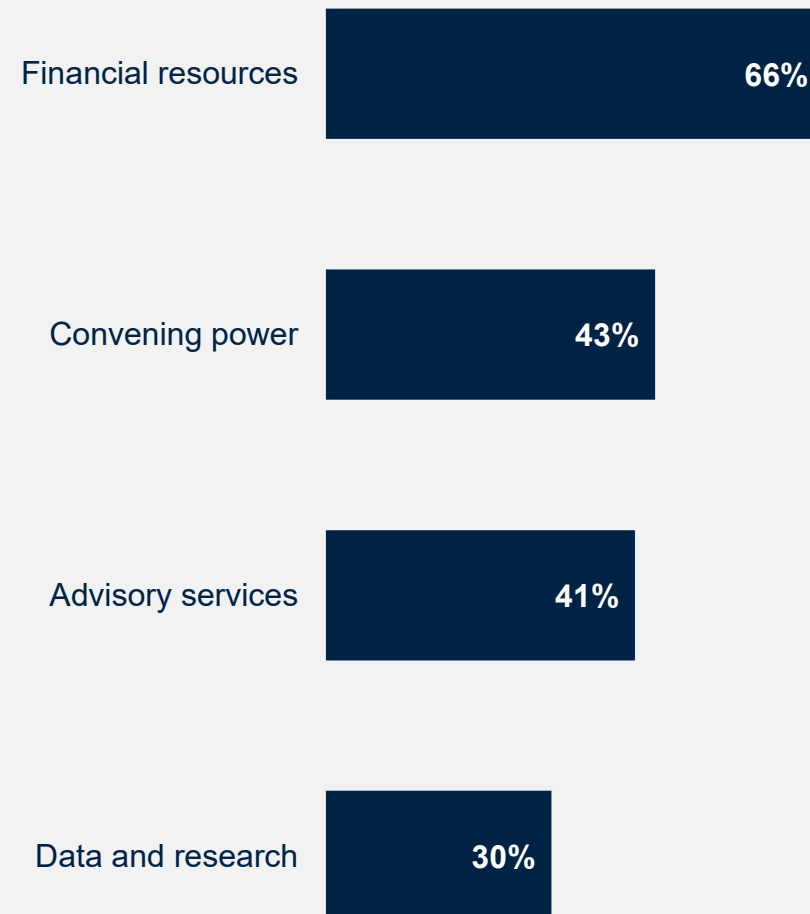
The WBG's Instruments



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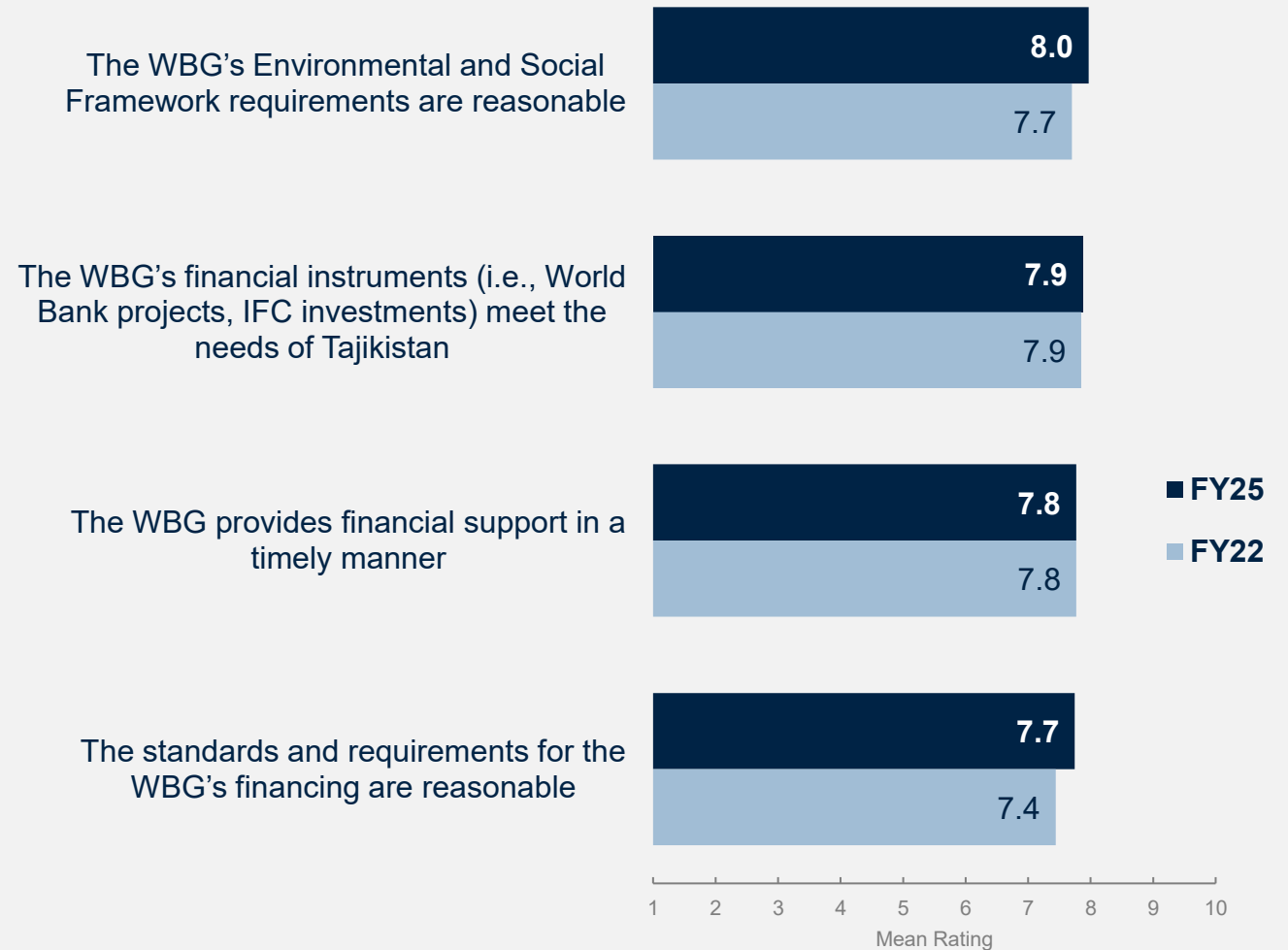
Financial Resources Considered the WBG's Greatest Value to Tajikistan

Of note, data and research were of significantly greater value for respondents from **bilateral/multilateral agencies** (52%), while the convening power of the Bank was largely appreciated by **civil society** respondents (63%).



Positive Views Regarding WBG's Financial Instruments

Stakeholders' opinions on financial resources remained stable over time and across groups, consistently valuing the World Bank Group's Environmental and Social Framework as reasonable, and its financial instruments meeting Tajikistan's needs.

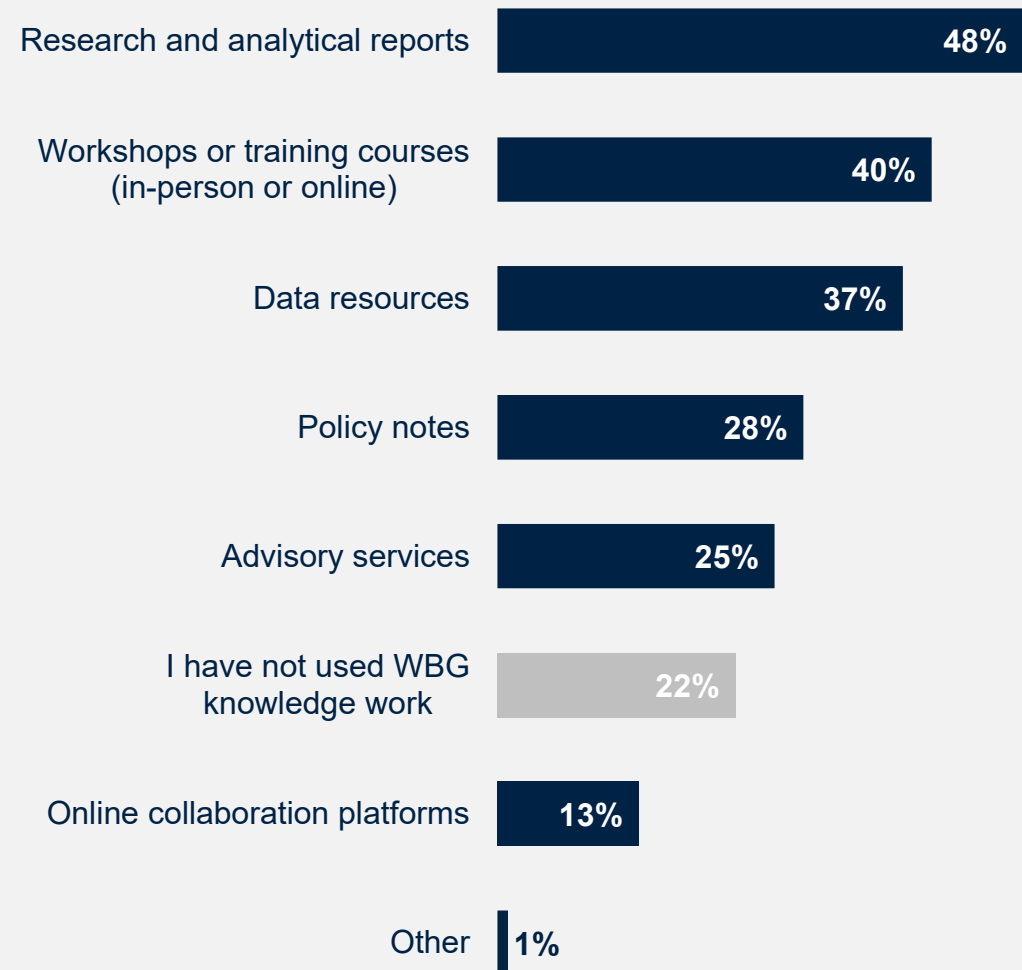


To what extent do you agree with the following statements about the WBG's financial support to Tajikistan?
 Scale: 1 Strongly disagree – 10 Strongly agree (Asked only to those in government institutions or who said that they collaborate with the WBG)

Most Respondents Used WBG Knowledge Work in the Past 3 Years, Predominantly Research and Analytical Reports

Different stakeholder groups used different types of WBG knowledge work:

- **Data resources** were most frequently recalled by respondents from the bilateral/multilateral agencies (65%), and civil society (42%).
- **Workshops or training courses** were primarily recalled by government institution respondents (56%).



74% of Respondents Reported WBG Policy Advice Shaped Government Policy and Influenced Key Development Areas

Stakeholders used WBG knowledge work for a variety of purposes. In their open-ended comments, they recalled using:

- The World Bank studies, like Tajikistan Economic Update, Country Climate Development Report (CCDR), Women, Business and the Law
- WBG seminars and trainings on procurement, finance, risk prevention, monitoring & evaluation
- Project-specific reports and databases (e.g., Rogun HPP environmental assessments, social protection reports)

Among key policy areas, respondents noted that the WBG's knowledge work contributed to changes in the Tax Code and the Customs Code of the Republic of Tajikistan and the development of the national financial inclusion strategy. They also recalled its influence in advancing digitalization, innovation, agriculture, and social protection in the country.

Policy and Legislative Reforms

- *"Amendments have been made to the Tax Code of the Republic of Tajikistan and the Customs Code"* (Government Institution Respondent)
- *"Adoption of the Country Strategy for Financial Inclusion. New version of the Tax Code. Implementation of the process of transition to cashless payment for public services"* (Civil Society Respondent)

Digitalization and Innovation

- *"The system has been digitized. The infrastructure has also been partially updated."* (Government Institutions Respondent)
- *"The World Bank's role in innovation in all areas and the improvement and adaptation of legal regulations in today's agricultural policy is effective."* (Government Institution Respondent)

Health and Social Protection

- *"The prevention of diseases in children and adolescents has had a significant impact, with diseases becoming less common."* (Government Institution Respondent)
- *"The program implemented by the project provided services to the population, which is significant for government policy."* (Government Institution Respondent)



In your opinion, has the WBG's policy advice influenced a new or previous government policy in Tajikistan? (Percentage of Respondents, N=187)

What government policy or action did the WBG's advice influence and in what way? (N=108) Select comments corresponding to the top 4 development priorities for the WBG's focus as identified by respondents are shown here.

Respondents Rated the WBG's Knowledge Work Highly

While the overall satisfaction with knowledge work quality was high (mean = 7.7), stakeholders' perceptions vary across groups. Respondents from the **media** sector reported the lowest satisfaction (mean = 6.4), whereas those from **bilateral/multilateral agencies** (mean = 8.5) reported the highest levels of satisfaction.

To improve the quality of knowledge work, stakeholders emphasized that the WBG should increase awareness around the knowledge it produces by utilizing diverse distribution methods, including traditional media, social media, and training programs.

"To do this, the World Bank should make greater use of social media and the media. Printing leaflets and bulletins is no longer effective." (Media Respondent)

"Conduct more information campaigns among the population and interested parties" (Civil Society Respondent)

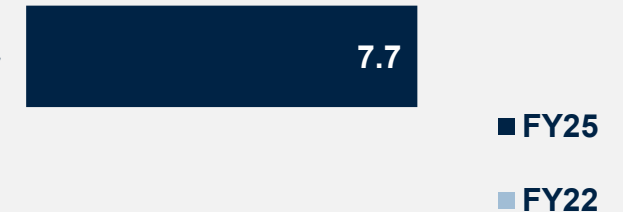
In addition to improving outreach, respondents stressed the importance of ensuring transparency and broader accessibility of knowledge materials. In particular, they called for greater availability of data and documentation in Russian and Tajik, the region's dominant languages, to ensure inclusivity.

"Transparency in working with the government sector, we just don't see specific numbers to evaluate the work. And we also don't see the work with the civil sector, which is very important." (Media Respondent)

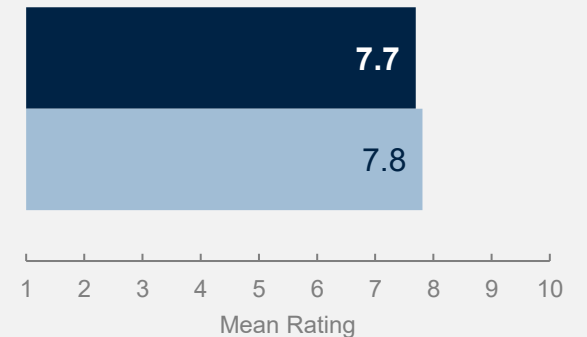
Working with the WBG increases Tajikistan's institutional capacity^



I am satisfied with the quality of the WBG's knowledge work in Tajikistan^



WBG's knowledge work makes a significant contribution to development results



1 2 3 4 5 6 7 8 9 10
Mean Rating



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

How significant a contribution do you believe the WBG's knowledge work makes to development results in Tajikistan? Scale: 1 Not significant at all – 10 Very significant

If you rated the quality of the WBG's knowledge work between 1-4, how could the WBG improve the quality of its knowledge work in Tajikistan? (Please be specific)

(N=12) ^Only asked those who indicated that they had used WBG knowledge work in the past 3 years



The WBG's Operational Effectiveness, Engagement and Collaboration



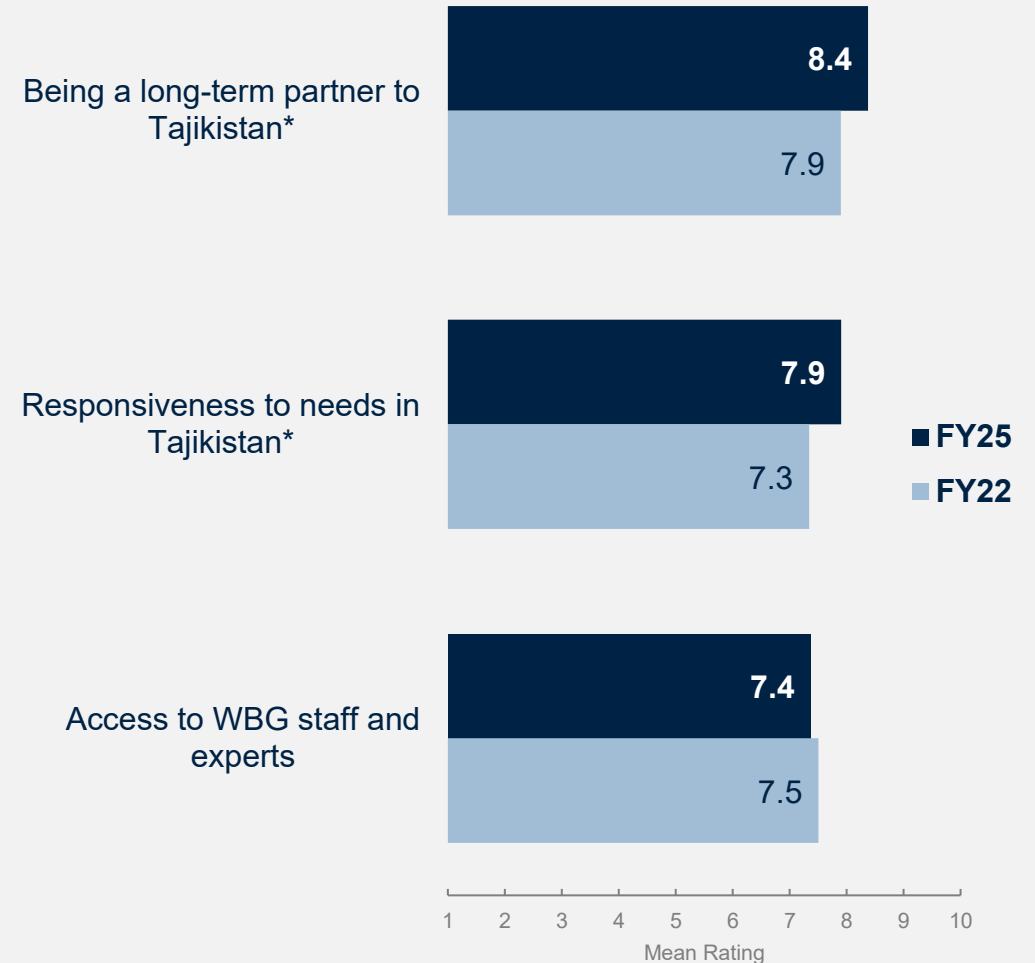
The WBG Increasingly Viewed as a Responsive, Long-Term Partner

Stakeholder opinions vary significantly:

Respondents from the civil society and the private sector had more critical views on the three indicators. Of note, civil society respondents were especially critical of the WBG's staff accessibility (mean = 5.9)

Regarding operational effectiveness, respondents' concerns included: ^

- Strengthen transparency and accountability through robust anti-corruption measures, **independent project monitoring**, and inclusive reporting mechanisms involving civil society and media.
- Improve coordination and decision-making by **streamlining bureaucratic procedures**, accelerating project approvals, and enhancing collaboration among government agencies, donors, and development partners.

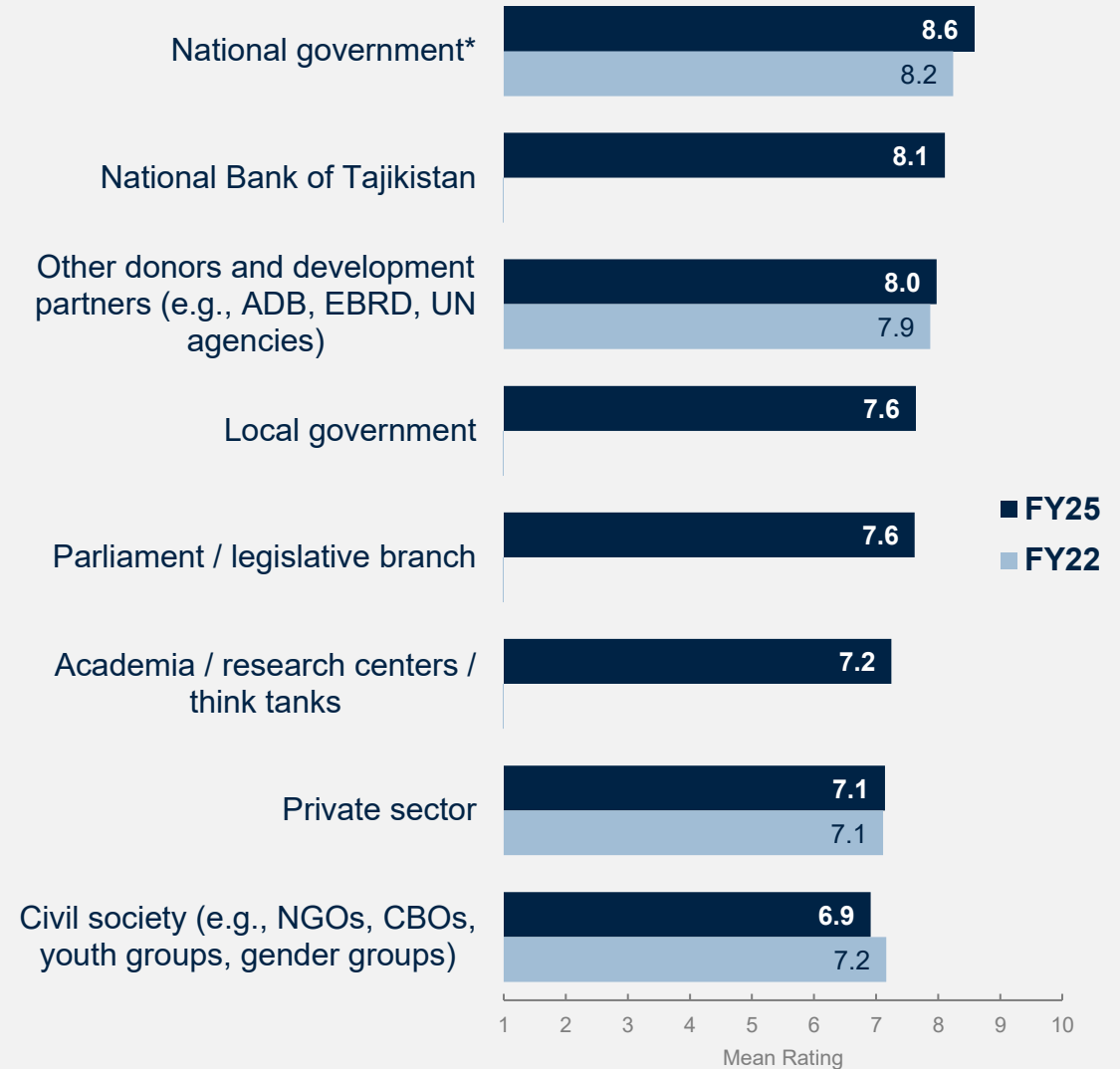


*Denotes significant difference between years



WBG Partnerships in Tajikistan Perceived as Positive

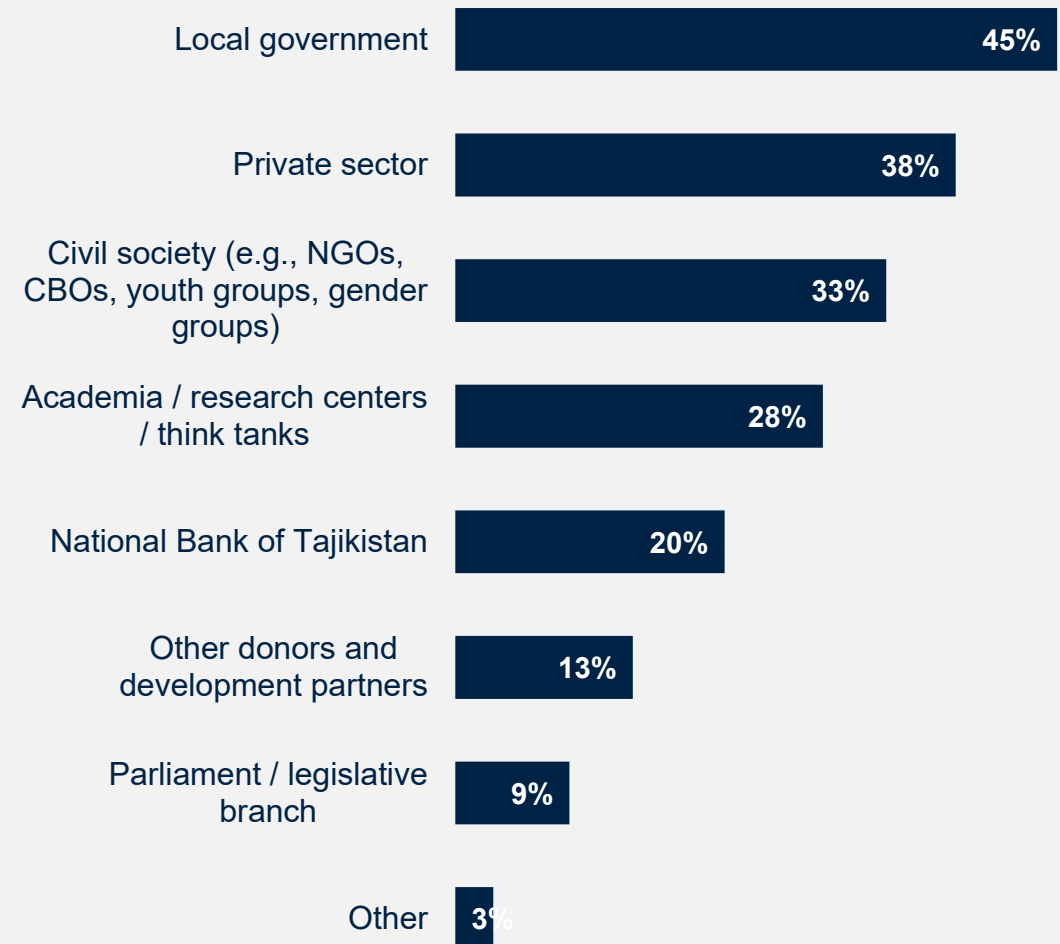
Respondents from **bilateral/multilateral agencies** have the lowest ratings for the WBG's collaboration with civil society (mean = 5.6) and the lowest ratings for its collaboration with the Parliament/legislative branch (mean = 5.0).



Stakeholders Would Like the Bank to Collaborate More With Local Governments, the Private Sector, and Civil Society

Of note, the need for collaboration for better results surfaced multiple times in the answers to the question of how the WBG can be more effective in Tajikistan[^]. Specifically, stakeholders emphasized:

- The need for the Bank to collaborate with NGOs, local communities, and other representatives of civil society for monitoring and transparency purposes.
- Collaboration for knowledge exchange and the increase of awareness
- Collaboration with other development partners for coordinated efforts in the country.

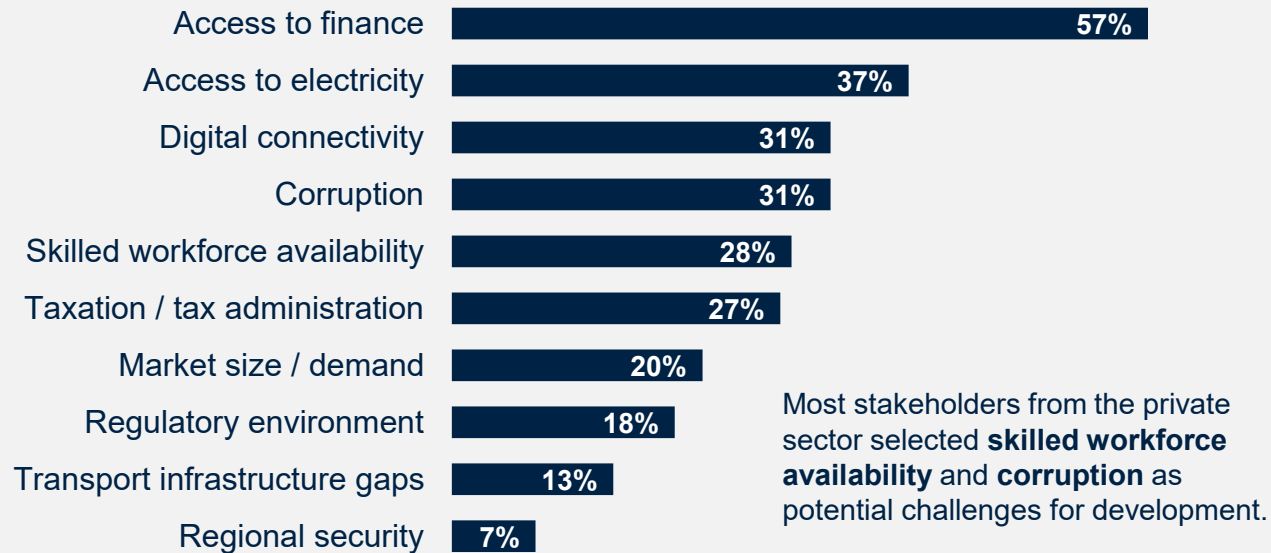
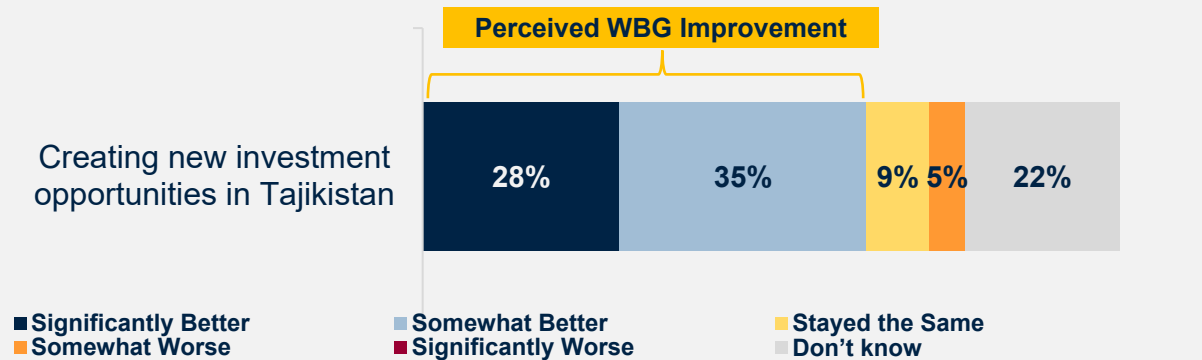


In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Tajikistan? (Select up to 2) (Percentage of Respondents, N=418)

[^]What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Tajikistan? (N=294)

The WBG Working With the Private Sector

Based on your experience, in the past three years, how has the WBG changed in terms of...



To Make the WBG More Effective in Private Sector Development, Respondents Discussed:

- The importance of continued financial support of the private sector and entrepreneurship
- Supporting the private sector in the area of agribusiness
- Support the digital transformation

Based on your experience, in the past three years, how has the WBG changed in terms of... (Percentage of Respondents, N=226)

What are the biggest challenges facing private sector development in Tajikistan? (Select up to 3) (Percentage of Government & Private Sector Respondents, N=220)

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Tajikistan? (Please be specific) (N=294)



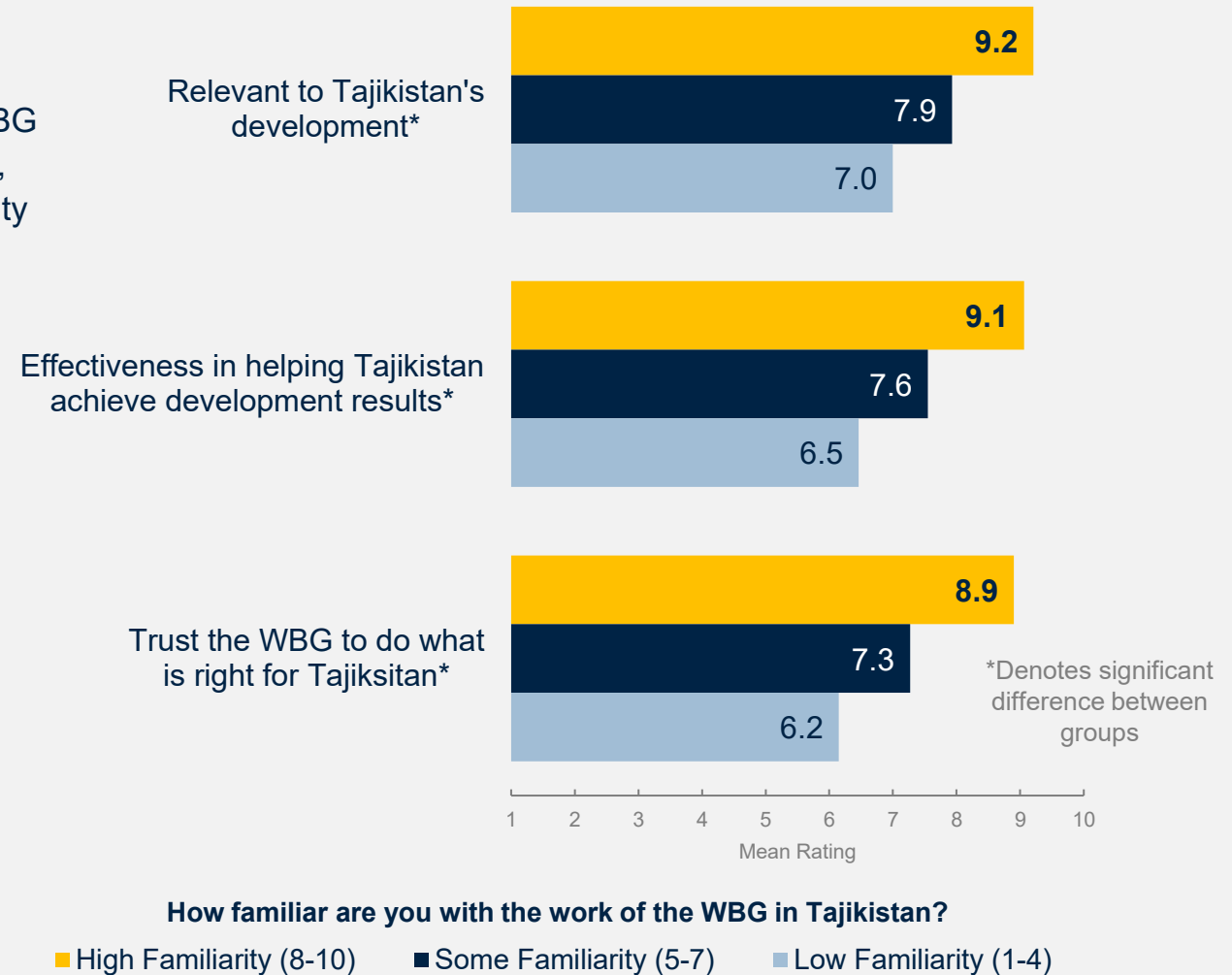
Communication and Outreach



WORLD BANK GROUP

Outreach and Engagement Is Important Because Familiarity Leads to More Positive Perceptions

Greater engagement with the WBG not only meets stakeholder demand but also fosters more positive perceptions. Stakeholders highly familiar with the WBG (ratings of 8–10) consistently rate its trust, relevance, and effectiveness higher than those with low familiarity (ratings of 1–4).



How familiar are you with the World Bank Group's work in Tajikistan? Scale: 1 Not familiar at all – 10 Very familiar
 How much do you trust each of the following institutions to do what is right for Tajikistan? Scale: 1 Not at all – 10 Very much
 How relevant is each of the following organizations to Tajikistan's development? Scale: 1 Not at all – 10 Very much
 How effective is each of the following organizations in helping Tajikistan achieve development results? Scale: 1 Not at all – 10 Very much

WBG Events/Conference/Workshops Are Stakeholders' Top Choice for Receiving Information from the Institution

Stakeholder preferences vary and should inform targeted outreach. While the majority of respondents favored WBG events, conferences, or workshops, those from bilateral and multilateral agencies, as well as the media, showed a preference for the WBG website. Respondents from the private sector, academia, and civil society were more likely to prefer the WBG e-Newsletter.

Top Two Preferred WBG Channels

	All Respondents	Government Institutions	Bilateral /Multilateral Agency	Civil Society	Private Sector	Academia	Media
WBG event / conference / workshop (in person or online)*	58%	63%	38%	70%	48%	45%	36%
WBG social media channels (e.g., Facebook, Instagram, Twitter/X)	40%	45%	34%	33%	21%	47%	41%
WBG website (including blogs)	37%	38%	52%	21%	38%	33%	45%
Direct contact with WBG staff (e.g., in person, virtually, phone, email)*	36%	39%	48%	43%	34%	16%	27%
WBG e-Newsletters*	35%	28%	31%	51%	52%	37%	27%
WBG direct messaging (e.g., WhatsApp)*	20%	24%	7%	28%	7%	12%	18%
WBG publications*	20%	13%	41%	18%	31%	25%	23%
WBG podcasts*	6%	3%	17%	5%	10%	6%	14%



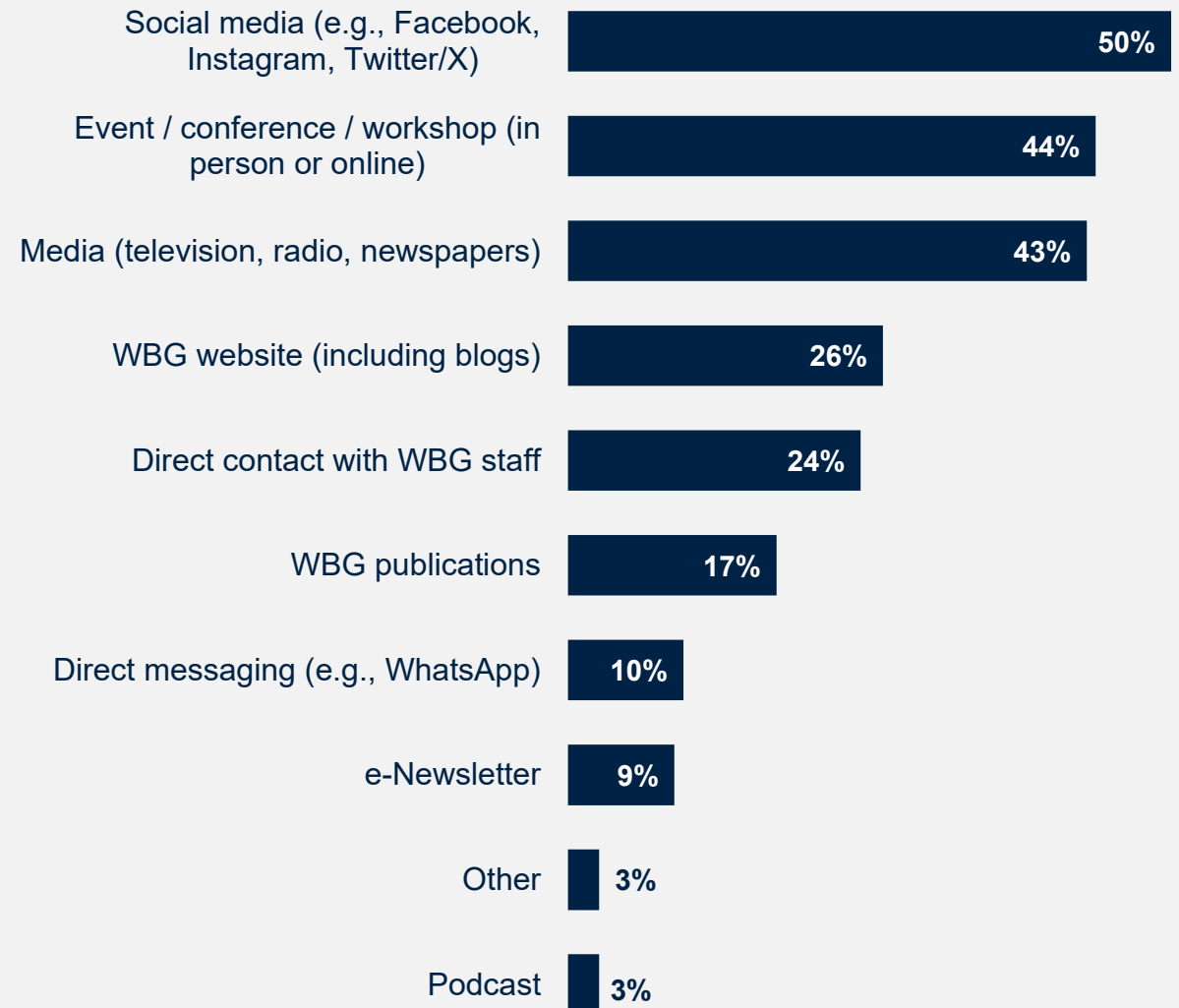
How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=415)

*Denotes significant difference between stakeholder groups

66% of Respondents Recalled Seeing or Hearing About the WBG, Recently, Most Often through Social Media

Both social media and WBG events were the top preferred channels for information about the Bank and were also more likely to be recalled by the respondents recently.

Of note, while the **WBG website** was the #3 preferred source for the information, only 26% reported having seen or heard information about the WBG via this channel.



To Better Understand the WBG's Role in Tajikistan, Stakeholders Wanted Information on Case Studies of WBG Projects and Information on How to Work with the WBG

Top Two Types of Preferred Information About the WBG

	All Respondents	Government Institutions	Bilateral /Multilateral Agency	Civil Society	Private Sector	Academia	Media
Case studies of WBG projects	53%	56%	36%	49%	36%	63%	45%
Information on how to work / partner with WBG	47%	53%	39%	36%	36%	51%	41%
Sector-specific strategies*	43%	52%	54%	26%	18%	47%	14%
WBG research and knowledge	39%	37%	39%	41%	46%	39%	41%
Impact assessments and evaluations*	29%	19%	46%	56%	36%	20%	32%
Regular updates on WBG activities	28%	27%	32%	31%	32%	20%	27%
Overview of WBG financial products and services*	22%	17%	21%	34%	46%	12%	41%



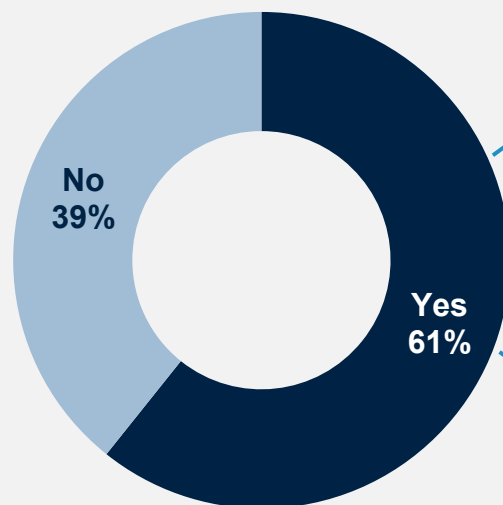
What information would be most helpful to you in understanding the WBG's role in Tajikistan? (Select up to 3)
 (Percentage of Respondents, N=413) *Denotes significant difference between stakeholder groups

Sample Demographics and Detailed Methodology

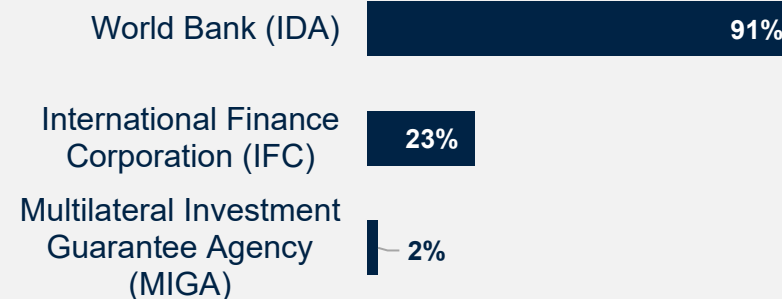


Sample Demographics

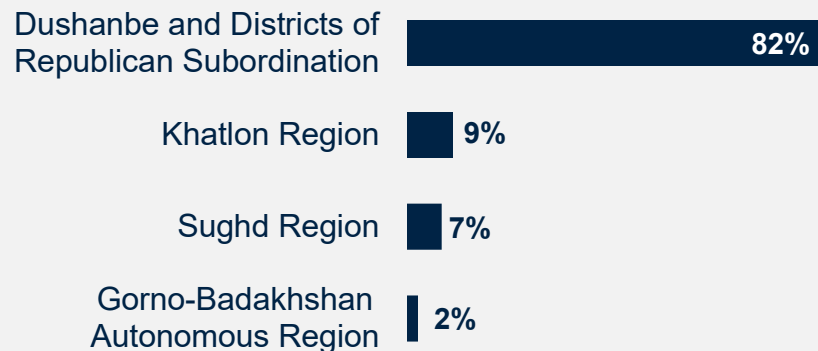
In the past 3 years, have you worked or collaborated with the WBG in Tajikistan?
(N=438)



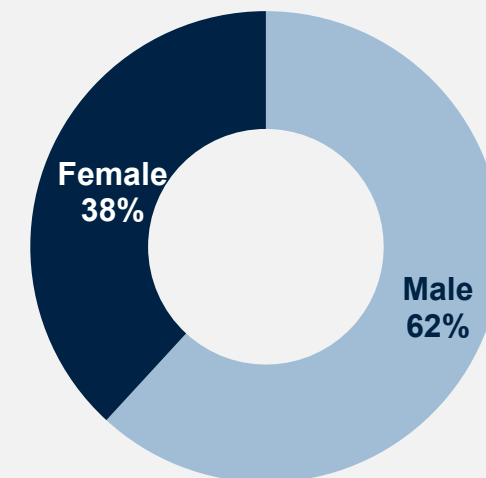
Which of the following WBG agencies have you worked or collaborated with in Tajikistan?
(N=266)



Which best represents your geographic location?
(N=413)

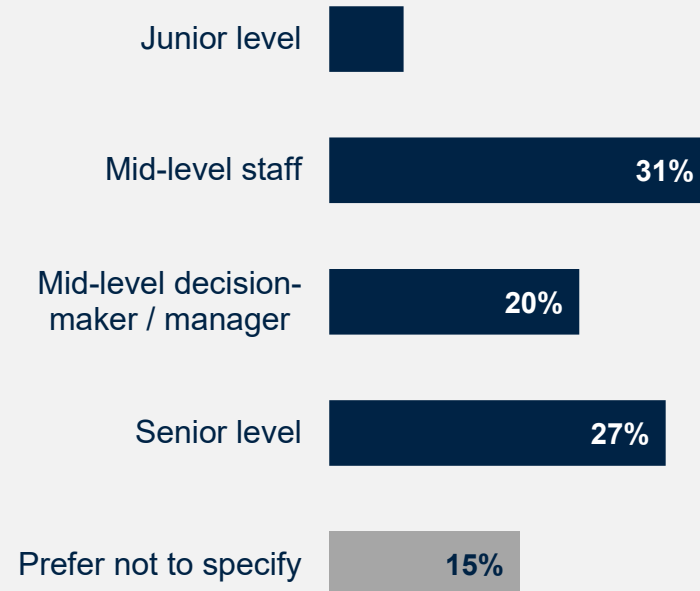


What is your gender?
(N=414)

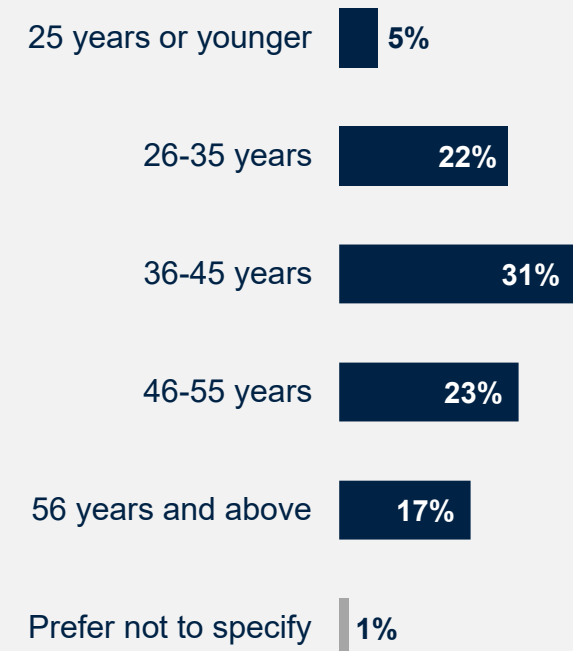


Sample Demographics (continued)

*Within your organization,
would you describe yourself as...*
(N=414)



What's your age?
(N=413)



Detailed Methodology

From **January to April 2025**, a total of 691 stakeholders in Tajikistan were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from government institutions, local government, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **438 participated in the survey (63% response rate)**. Respondents received the questionnaire via courier and returned it, accordingly, or completed it online or with a field agency representative.

This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 59% (N=466).

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. However, the stakeholder compositions for both survey years should be taken into consideration when interpreting these comparisons.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2022	FY 2025
Government Principals: Office of the President, Prime Minister, Minister, Parliamentarian	6%	<1%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	36%	48%
Local Government	12%	2%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	2%	7%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	10%	15%
Private Sector: Private Company, Financial Sector Organization, Private Bank	13%	7%
Academia / Research Center	8%	12%
Media	10%	5%
Other	3%	2%
Total Number of Respondents	466	438

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Tajikistan COS FY25 Appendices.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Please note that not all questions were asked of every respondent in FY25. Some questions—particularly those requiring more in-depth knowledge of WBG projects and operations—were only presented to a subset of stakeholders. Consequently, for year-over-year comparisons, some FY22 means shown in this report are based only on the subset of respondents who received the same questions in FY25, rather than the full FY22 sample. As a result, these means may differ from those published in the original FY22 report. Please refer to the questionnaire for details on question routing. The questionnaire is published in the WBG Microdata Library, along with the survey microdata, appendices, and this report.

The open-ended comments to this survey were analyzed with ChatGPT, a generative AI tool, and reviewed by the World Bank staff for accuracy.



CountryOpinionSurveys

Thank you

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

countrysurveys@worldbankgroup.org

