

FY 2017 Tajikistan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



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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 Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Tajikistan country team and the local fielding agency Analytical Center “Tahlil va Mashvarat”. In particular, PORG is grateful for the support from Nigina Alieva (Communications Officer) who coordinated the survey related activities from Dushanbe, Tajikistan.





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TAJIKISTAN





I. 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:

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

II. Methodology

From January to February 2017, 534 stakeholders of the WBG in Tajikistan were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, bilateral/multilateral agencies, private sector organizations, the financial sector/private banks, civil society organizations, the media, independent government institutions, academia/research institutes/think tanks, and the judiciary branch.

A total of 362 stakeholders participated in the survey (68% response rate). Respondents either received the questionnaire via courier and returned it accordingly, received an invitation via email and completed the questionnaire online, or completed the questionnaire with a representative from the fielding agency.

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

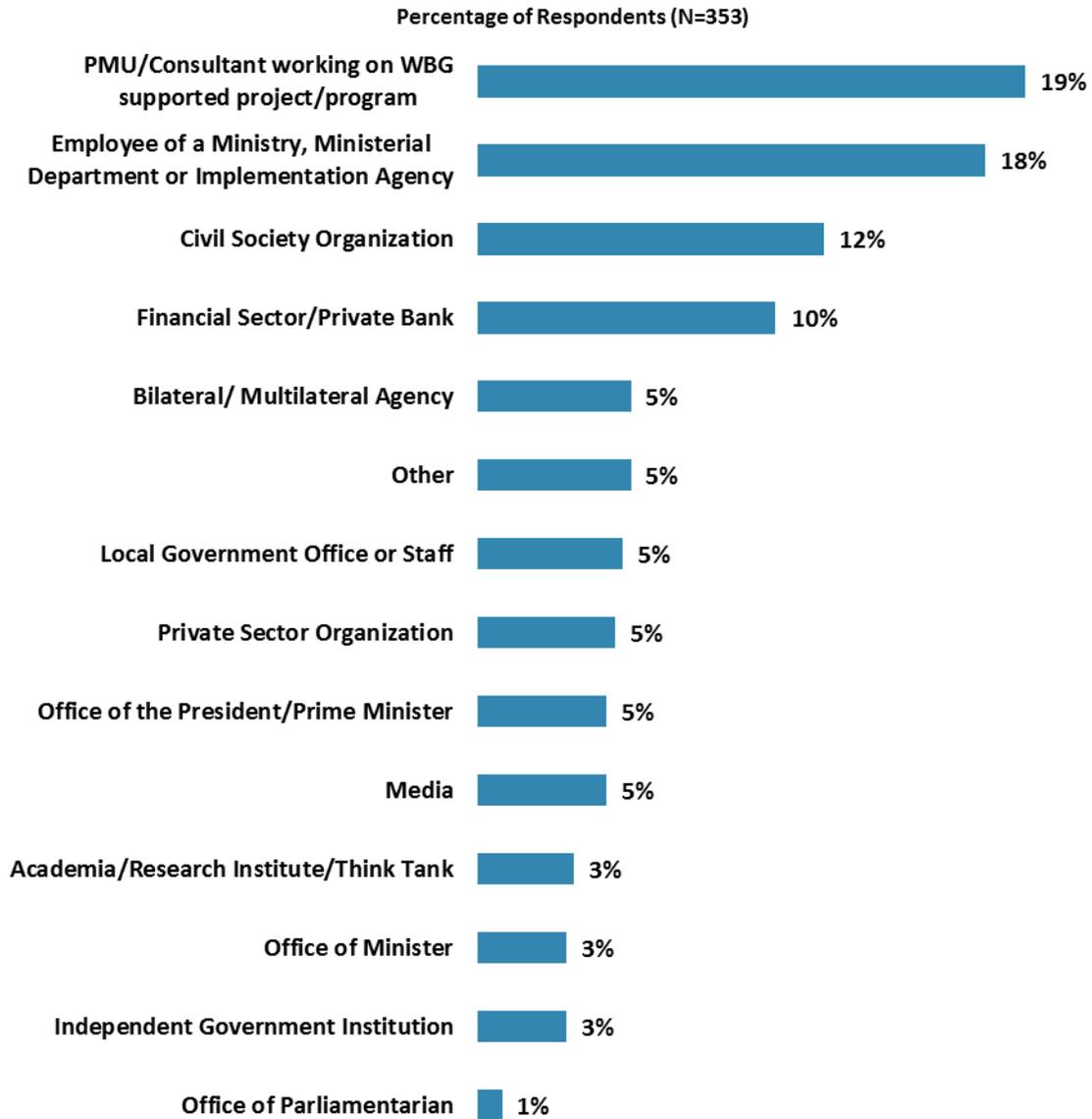
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '14 (response rate was 57%, N = 272). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from the office of the President/Prime Minister in FY '14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '14 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 73).



III. Demographics of the Sample

Current Position

- For all further analyses, the few respondents from the office of a Parliamentarian were included in the “Other” category.

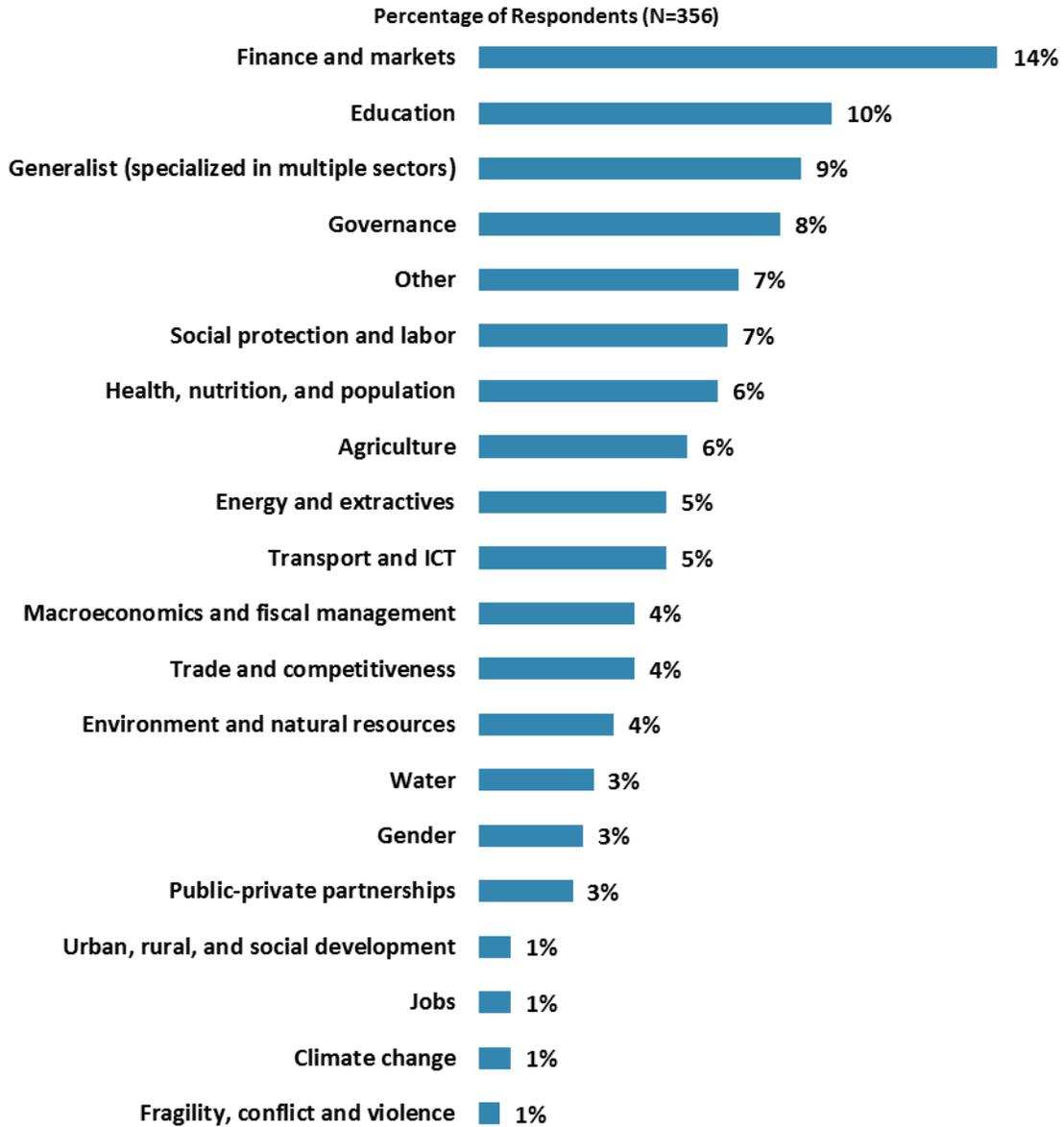


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



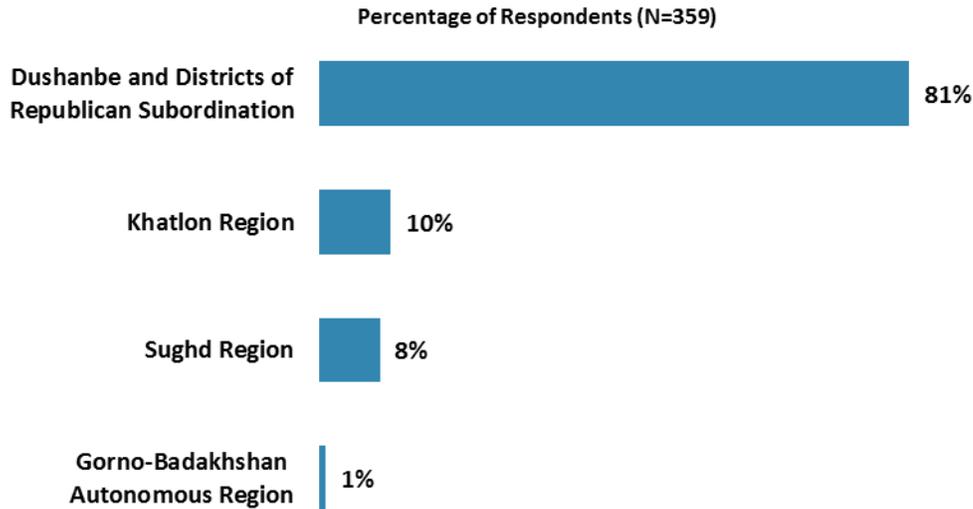
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

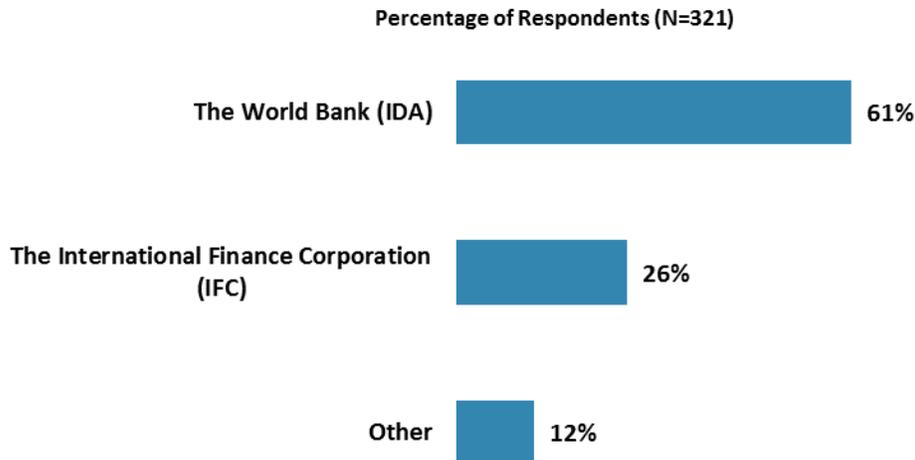
Geographic Locations

- For all further analyses, respondents from Khatlon Region, Sughd Region, and Gorno-Badakhshan Autonomous Region were combined to create an “Other Areas” category.



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

Exposure to Agencies within the World Bank Group



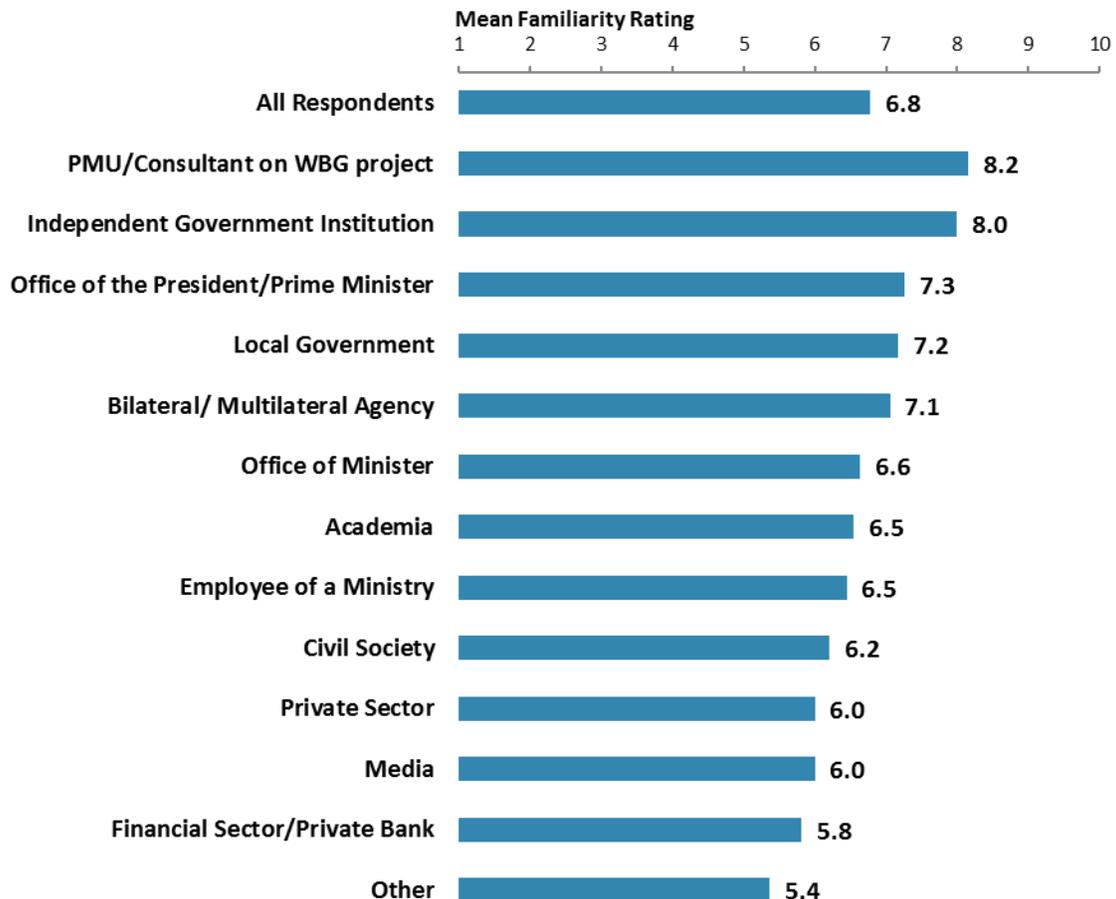
“Which of the following agencies of the World Bank Group do you primarily engage with in Tajikistan? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG compared to respondents from the FY '14 Country Survey (weighted mean in FY '17 = 6.6; weighted mean in FY '14 = 5.3)¹.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 7.6) than respondents who do not collaborate with the WBG (mean rating = 5.3).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in Tajikistan, and moderately, significantly, correlated with the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in Tajikistan.



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

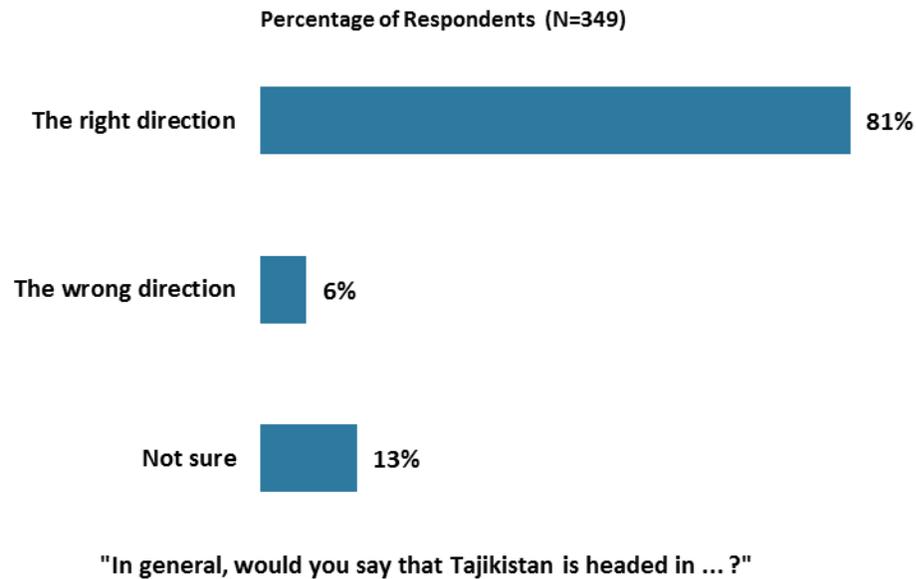
¹Please refer to Appendix E (page 73) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Tajikistan

Headed in the Right Direction

- **Year comparison:** A plurality of respondents in the FY '14 Country Survey indicated that Tajikistan was headed in the right direction (percentage of respondents = 46%), with smaller numbers indicating that Tajikistan was headed in the wrong direction (19%) or that they were not sure (35%).

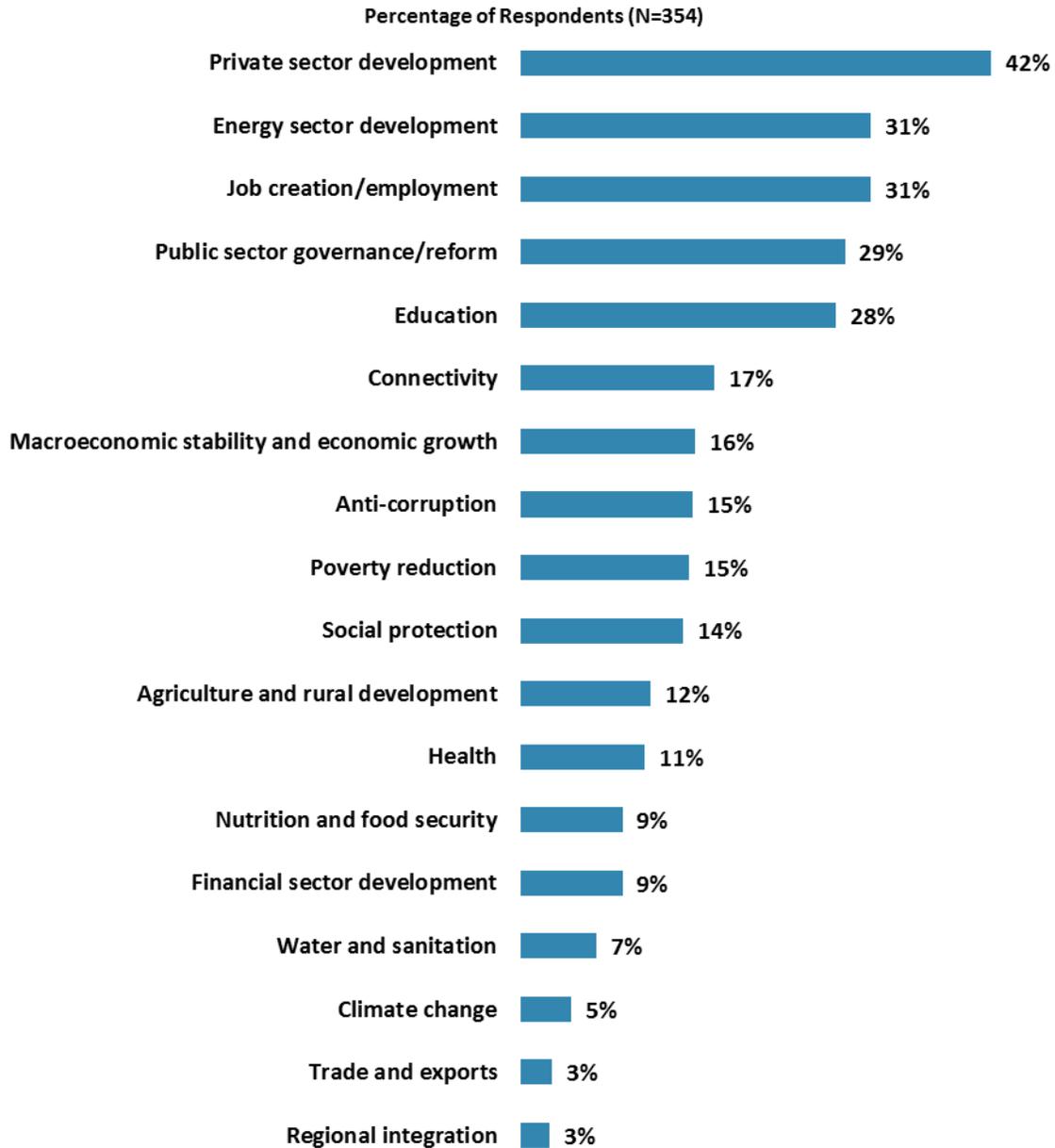




IV. General Issues Facing Tajikistan (continued)

Development Priority

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the most important development priorities in Tajikistan were quality public services (percentage of respondents = 40%) and anti-corruption (36%), followed by public sector governance/reform (28%), job creation/employment (28%), and economic growth (27%).



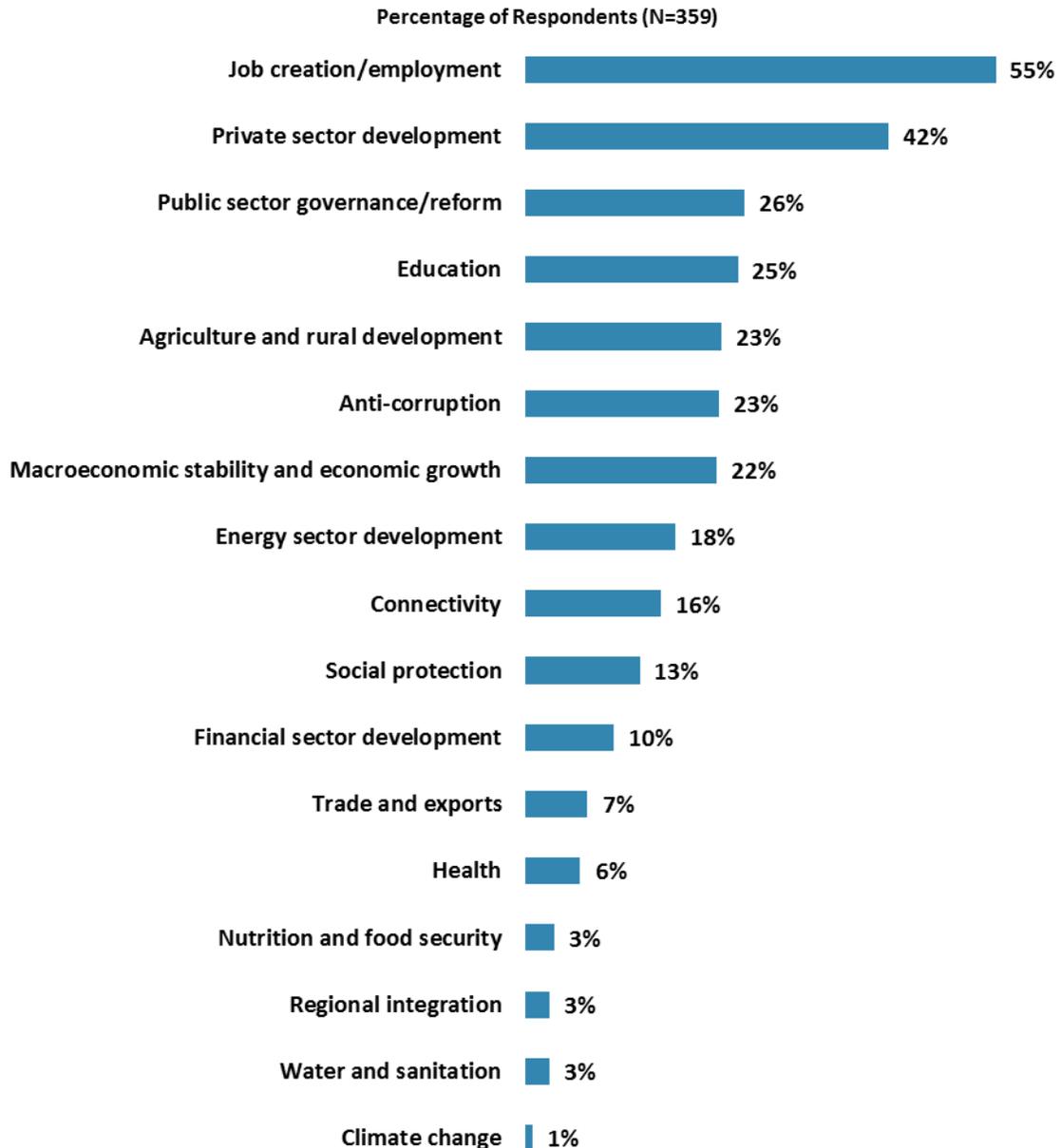
"Listed below are a number of development priorities in Tajikistan. Please identify which of the following you consider the most important development priorities in Tajikistan. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Tajikistan (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the areas that would contribute most to poverty reduction in Tajikistan were anti-corruption (percentage of respondents = 50%) and job creation/employment (49%), followed by economic growth (37%).



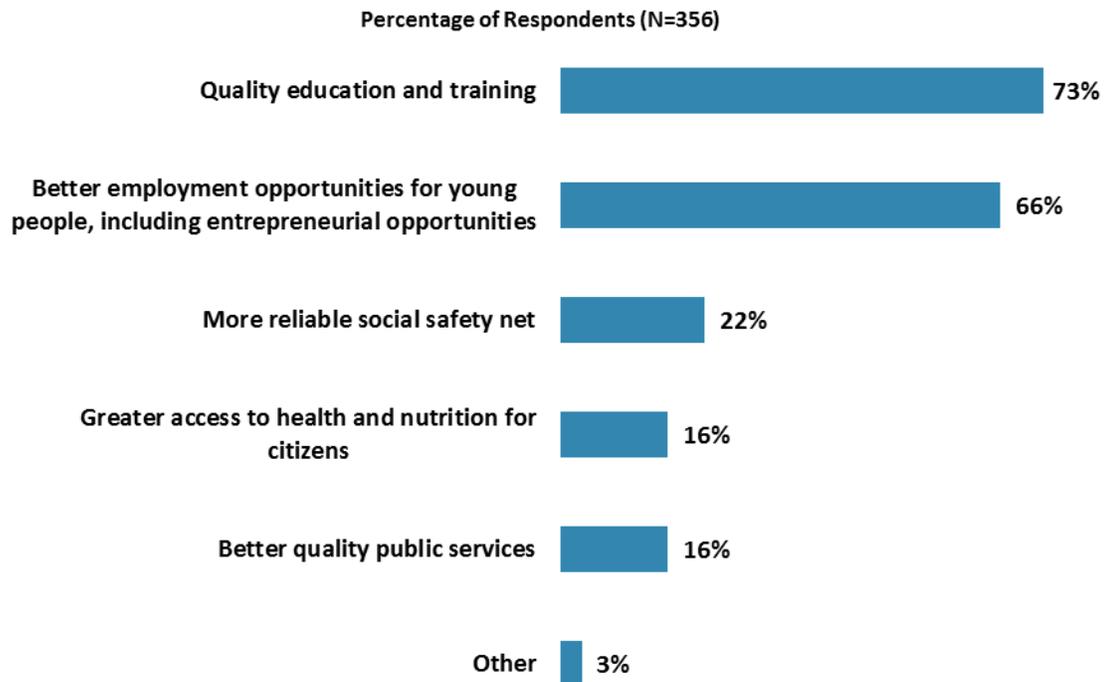
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tajikistan?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Tajikistan (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the FY ‘14 Country Survey indicated that the areas that would best illustrate how “shared prosperity” would be achieved in Tajikistan were education and training that better ensure job opportunity (percentage of respondents = 38%), better entrepreneurial opportunities (31%), better employment for young people (29%), and consistent economic growth (28%).



"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (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 overall effectiveness in Tajikistan (weighted mean = 7.0) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.6)².
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest mean ratings for the WBG’s overall effectiveness in Tajikistan whereas respondents from the media gave significantly lower mean ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Tajikistan (mean rating = 7.6) compared to respondents who are not collaborating (mean rating = 6.5).



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

²Please refer to Appendix E (page 73) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

Achieving Development Results (*Indicator Question*)

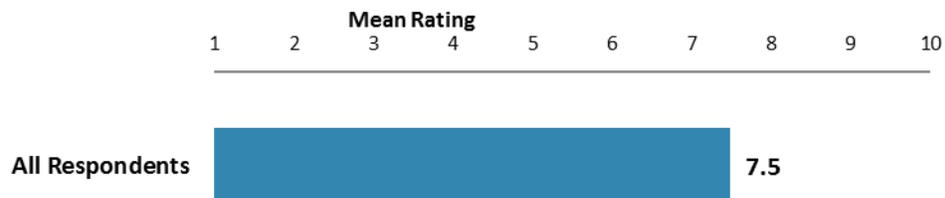
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.4) compared to respondents from the FY '14 Country Survey (weighted mean = 7.2)³.
- **Stakeholders:** Respondents from local government gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from bilateral/multilateral agencies gave significantly lower mean ratings.



"To what extent does the World Bank Group's work help to achieve development results in Tajikistan?" (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 WBG's staff being well prepared (weighted mean = 7.3) compared to respondents from the FY '14 Country Survey (weighted mean = 7.7)³.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and local government gave the highest ratings for the WBG's staff being well prepared whereas respondents from bilateral/multilateral agencies and the media gave significantly lower mean ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.7) compared to respondents who are not collaborating (mean rating = 7.1).



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

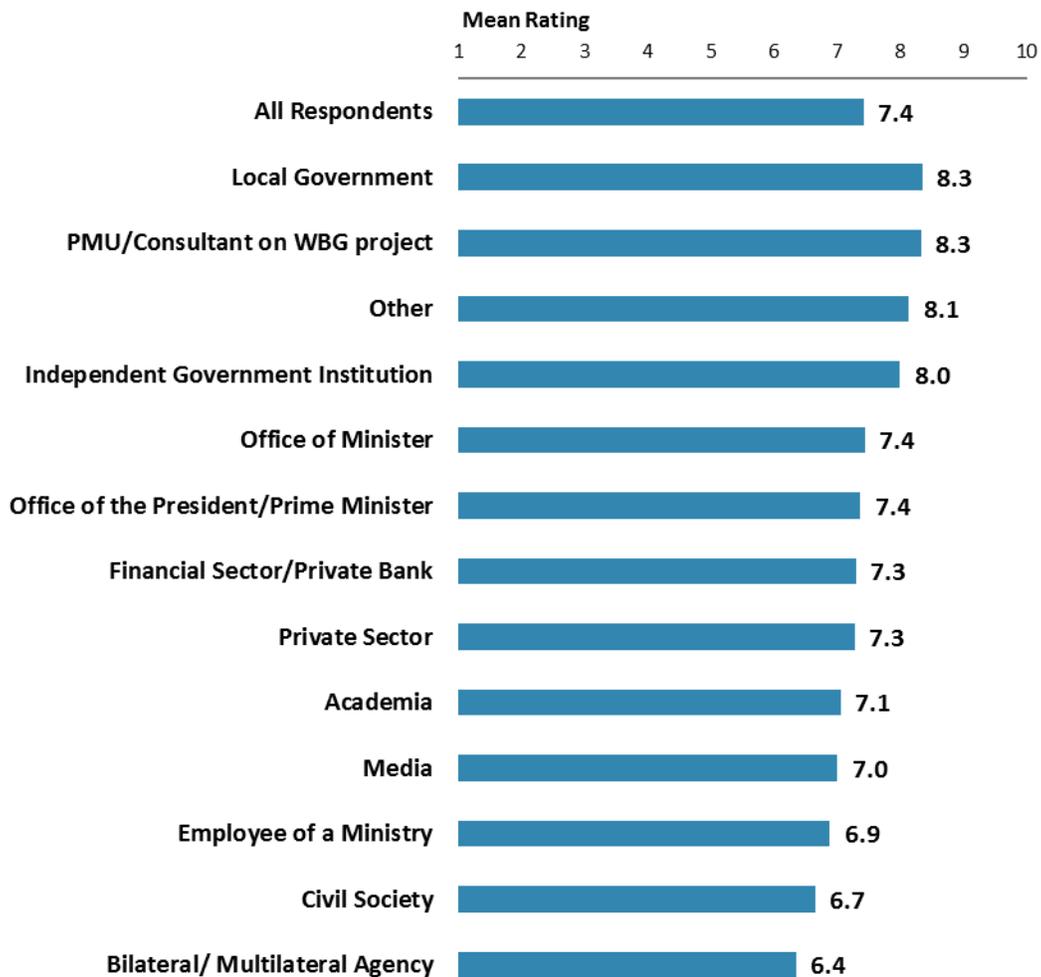
³Please refer to Appendix E (page 73) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from local government and PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from bilateral/multilateral agencies and civil society had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 52).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 7.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 79).



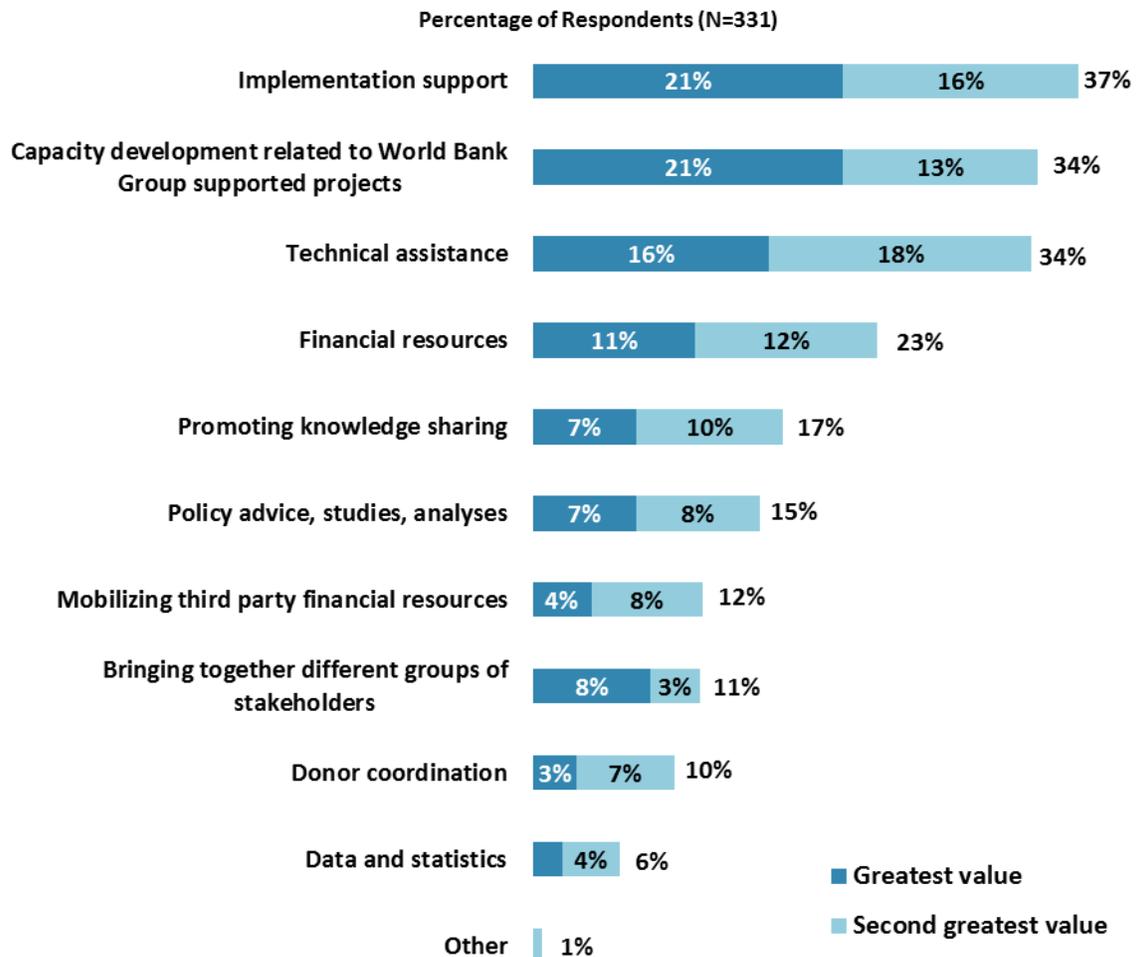
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest value to Tajikistan was its financial resources (percentage of respondents = 73%), followed by its technical assistance (30%) and capacity development (25%).

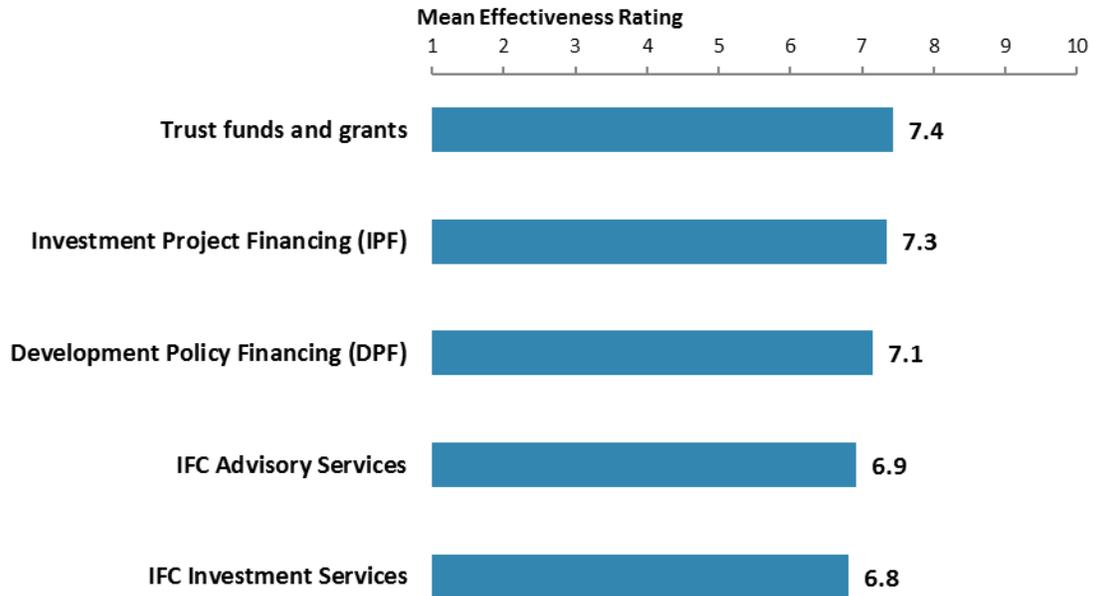


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tajikistan?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty



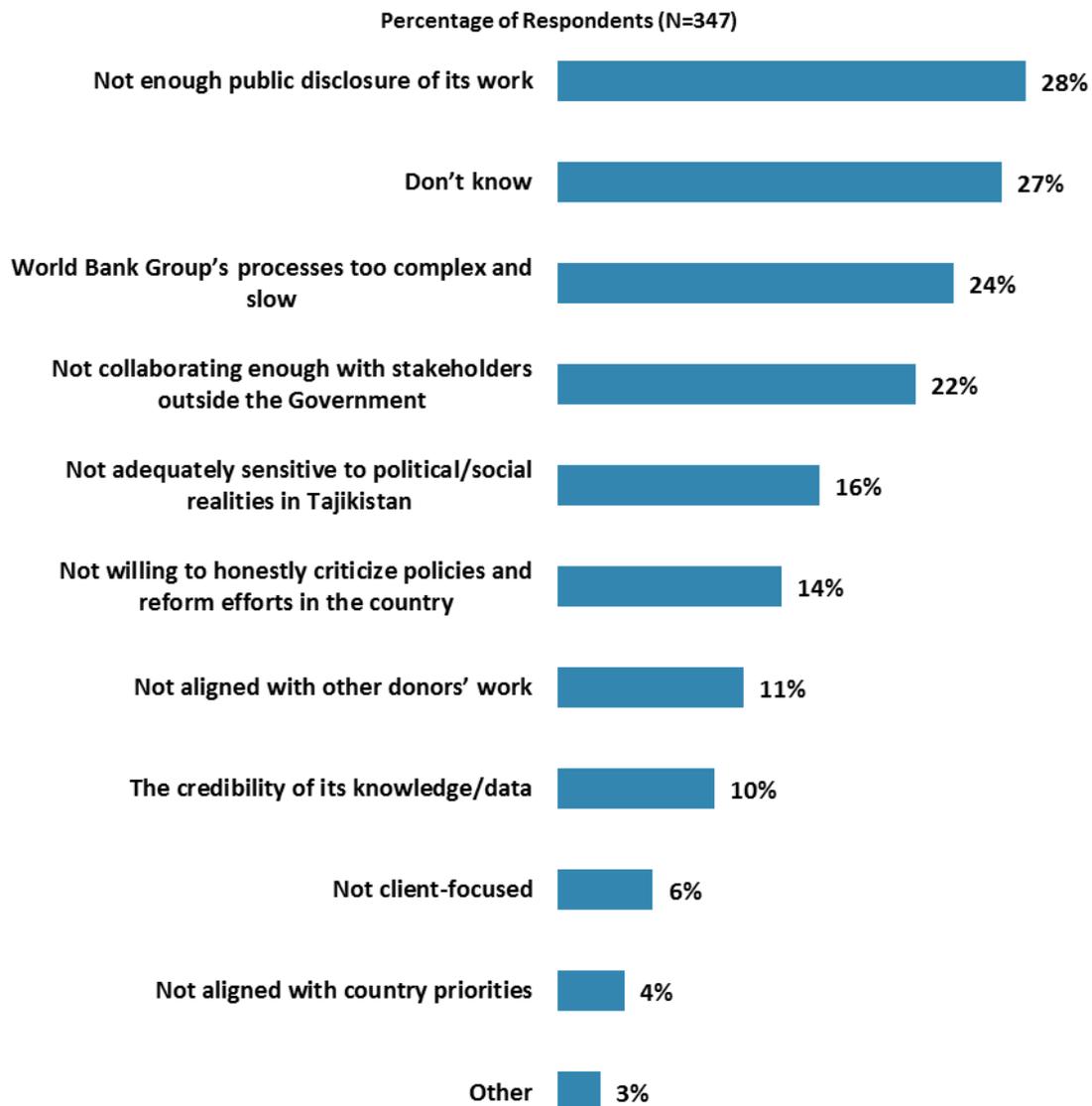
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tajikistan Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")



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

Greatest Weakness

- **Year comparison:** A plurality of respondents in the FY '14 Country Survey indicated that they didn't know what the WBG's greatest weakness was (percentage of respondents = 29%). This was followed by respondents indicating that not collaborating enough with non-state actors (22%), not enough public disclosure of its work (22%) and not being willing to honestly criticize policies and reform efforts in Tajikistan (20%) were the WBG's greatest weakness in its work in Tajikistan.



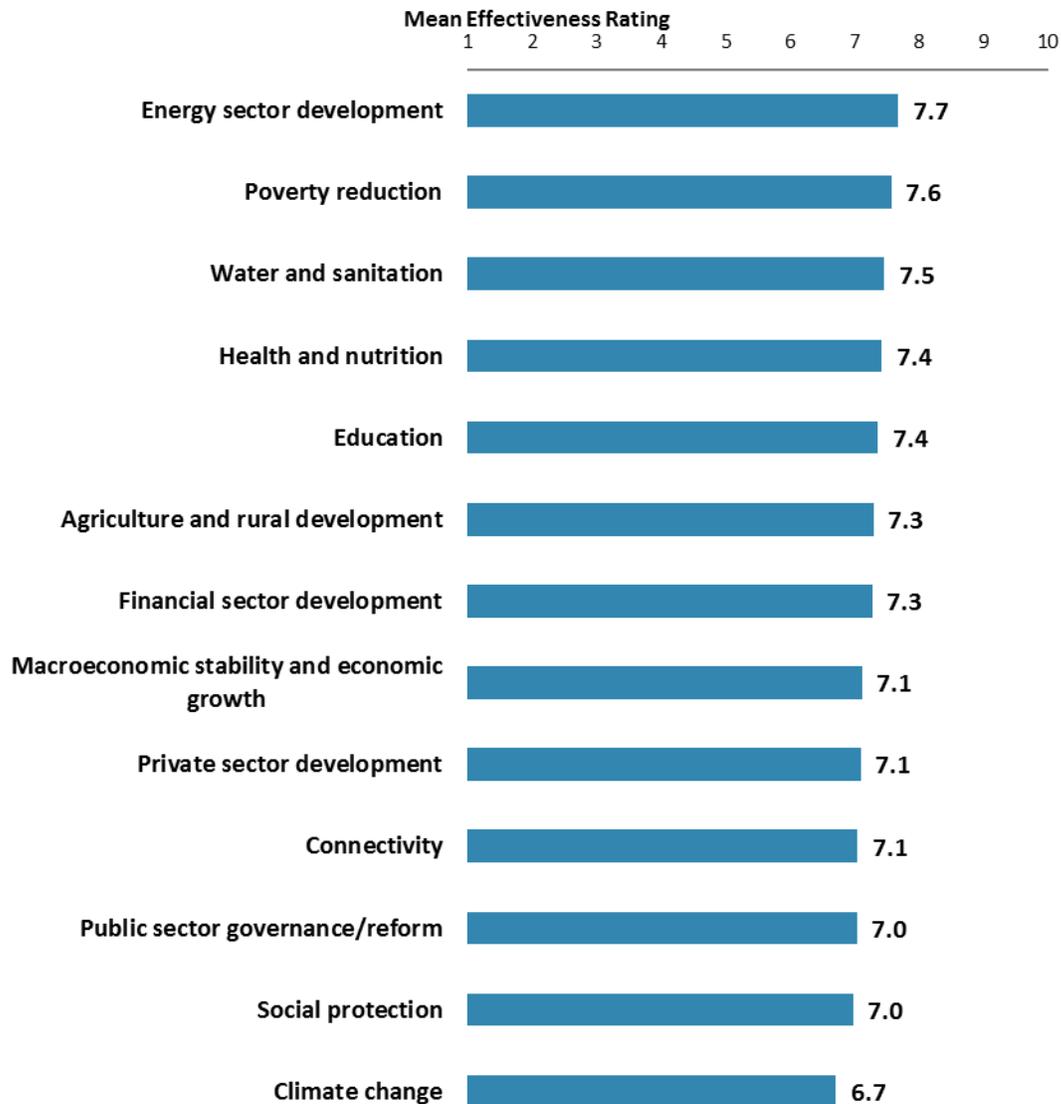
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tajikistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas

- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's effectiveness at "Macroeconomic stability and economic growth" (mean rating = 7.4) compared to respondents who are not collaborating (mean rating = 6.6).

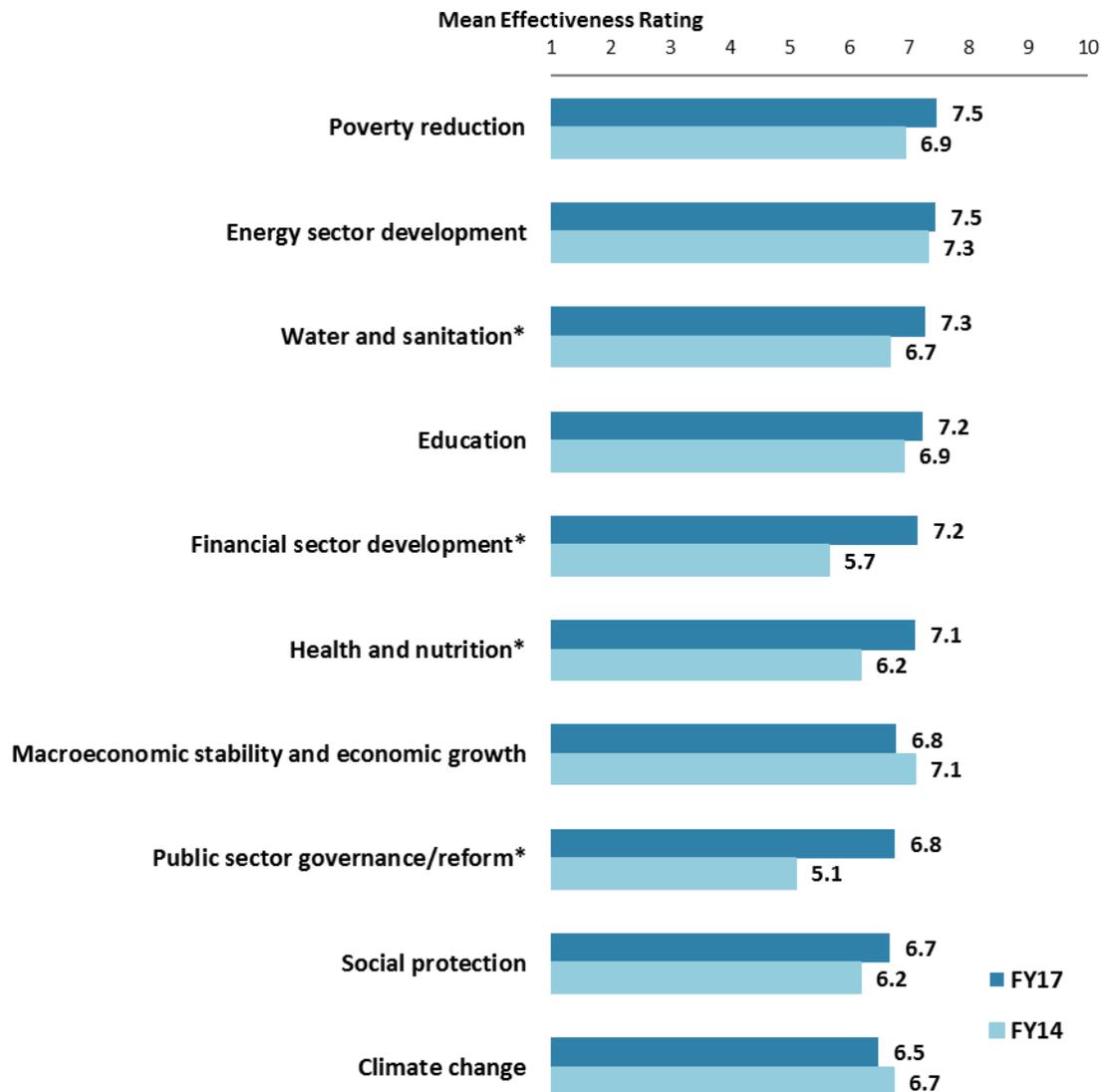


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan?" (1-"Not effective at all", 10-"Very effective")



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY17 and FY14)

⁴All means presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



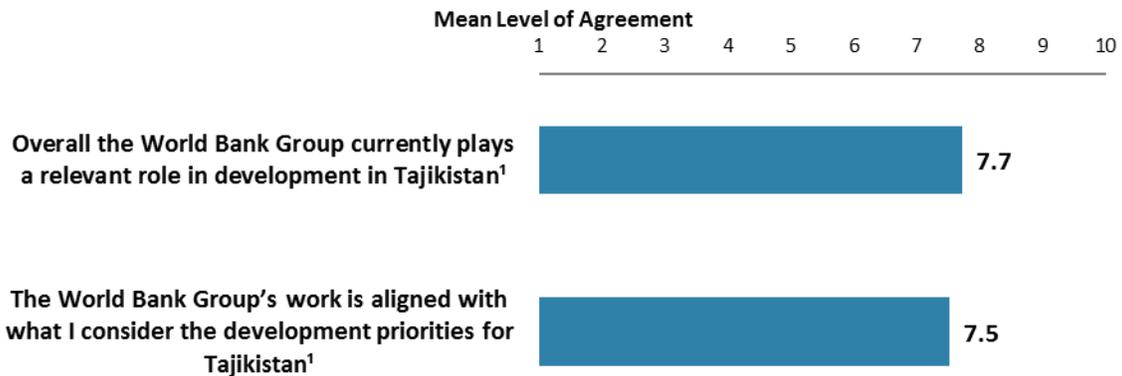
"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Tajikistan?"
(1-"To no degree at all", 10-"To a very significant degree")



VII. How the World Bank Group Operates

The World Bank Group's Work in Tajikistan

- **Stakeholders:** Respondents from local government, PMUs/Consultants on WBG-supported projects, and independent government institutions had the highest levels of agreement that *“Overall the World Bank Group currently plays a relevant role in development in Tajikistan”* whereas respondents from bilateral/multilateral agencies and the media had significantly lower mean ratings. Respondents from local government, PMUs/Consultants on WBG-supported projects, and independent government institutions had the highest levels of agreement that *“The WBG’s work is aligned with what I consider the development priorities for Tajikistan”* whereas respondents from the office of the President/Prime Minister, bilateral/multilateral agencies, and the media had significantly lower mean ratings. Responses for individual questions by stakeholder groups can be found in Appendix B (see page 52).

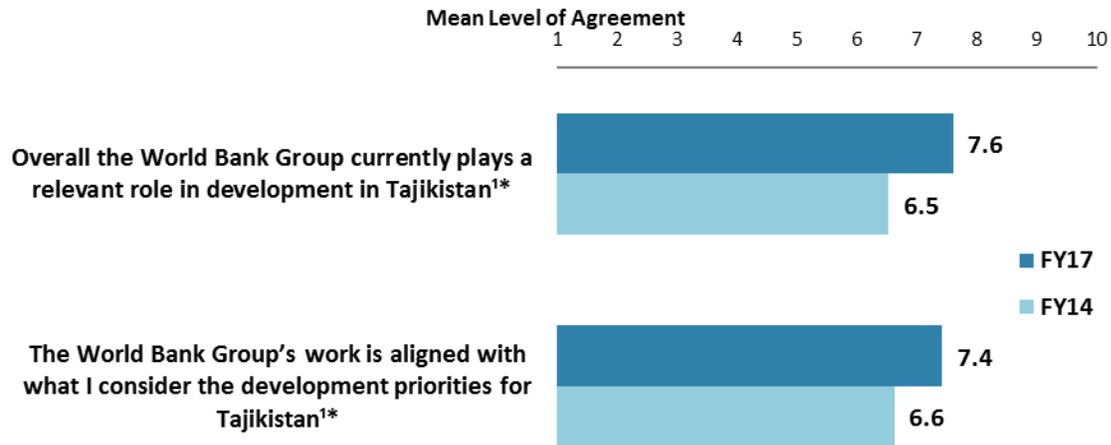


"To what extent do you agree with the following statements about the World Bank Group's work in Tajikistan?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Tajikistan: Year Comparison⁵



"To what extent do you agree with the following statements about the World Bank Group's work in Tajikistan?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY17 and FY14) ¹Indicator Question

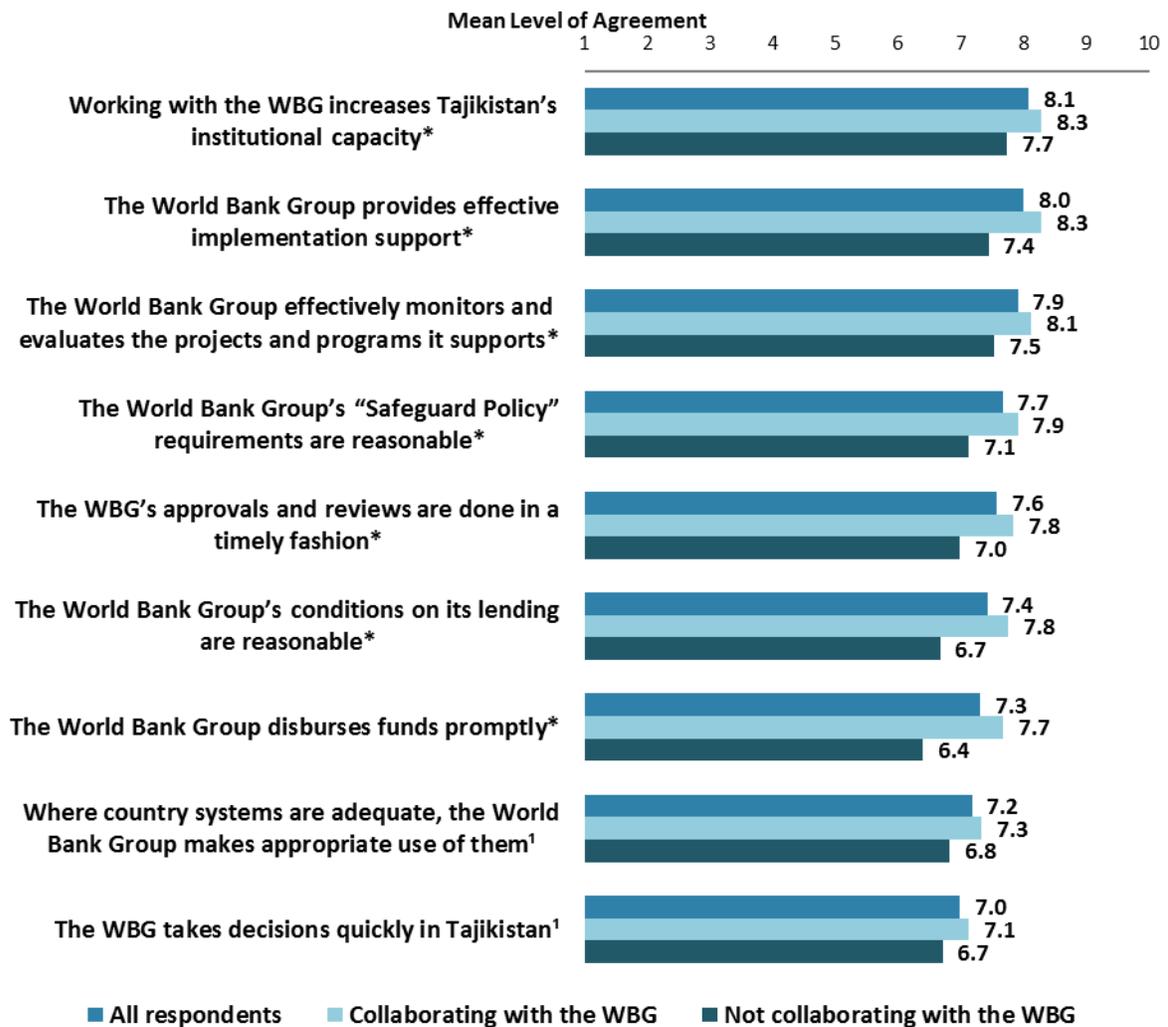
⁵All means presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Stakeholders:** There were significant differences between stakeholder groups in their levels of agreement across all of these aspects of how the WBG operates. For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest levels of agreement whereas respondents from bilateral/multilateral agencies tended to have significantly lower levels of agreement (refer to Appendix B, page 52, for a complete breakdown).



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

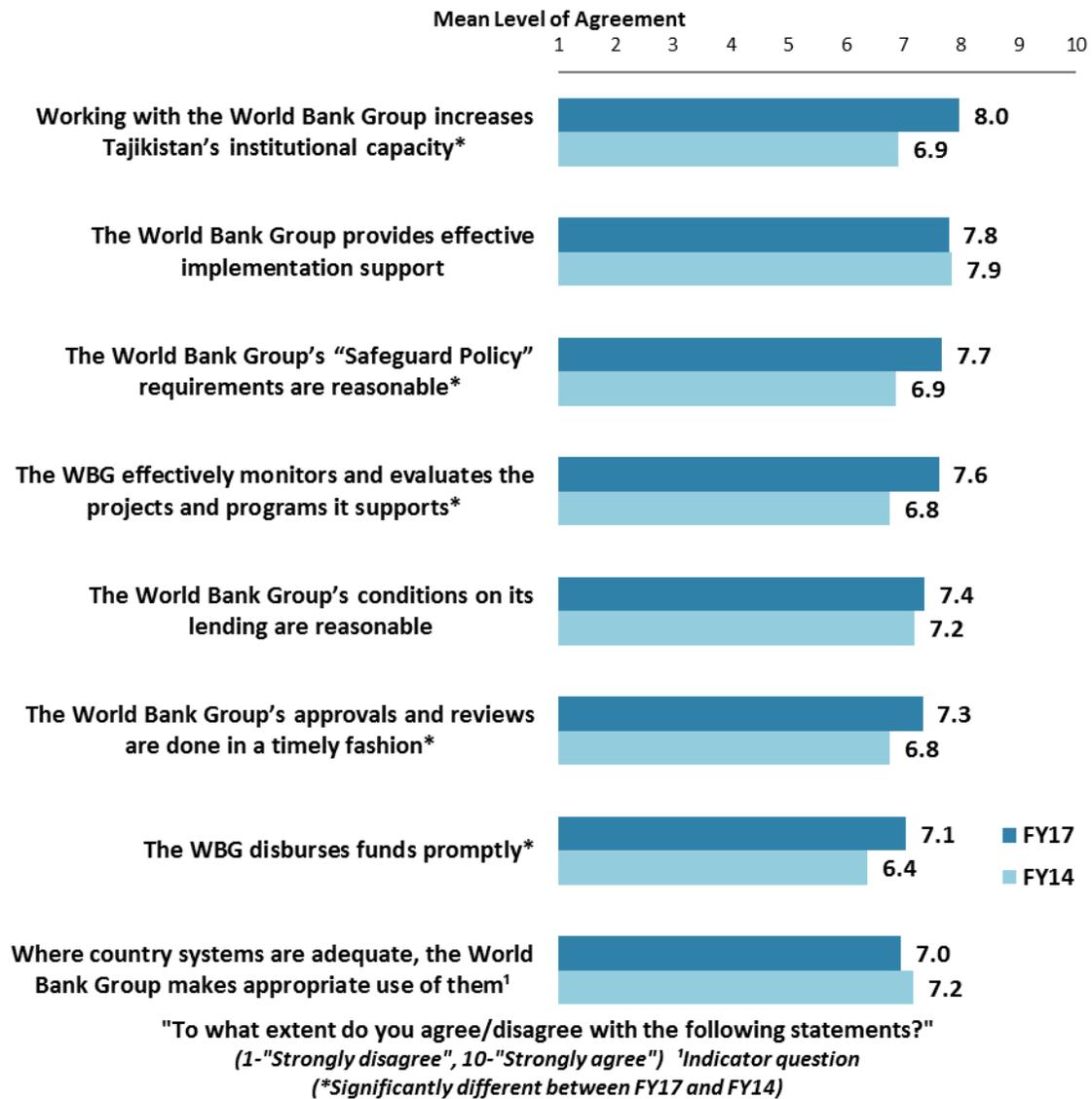
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

(*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁶



⁶All means presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- Stakeholders:** There were significant stakeholder group differences across all but one of these aspects of how the WBG operates in Tajikistan (see Appendix B, page 52). For the most part, respondents from local government and PMUs/Consultants on WBG-supported projects tended to give the highest ratings whereas respondents from bilateral/multilateral agencies and civil society tended to give significantly lower ratings.



■ All respondents ■ Collaborating with the WBG ■ Not collaborating with the WBG

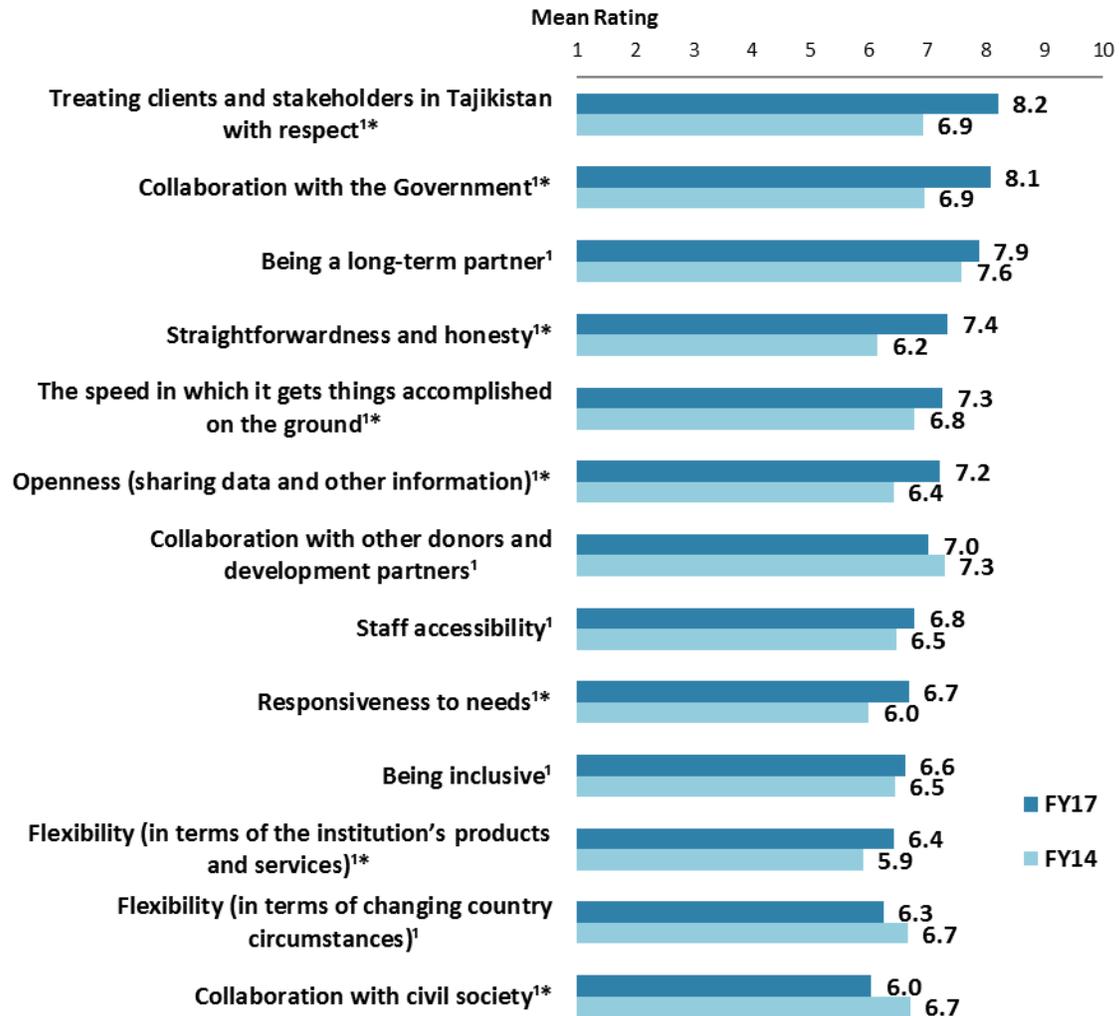
"To what extent is the World Bank Group an effective development partner in Tajikistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁷



"To what extent is the World Bank Group an effective development partner in Tajikistan in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY17 and FY14) ¹Indicator Question

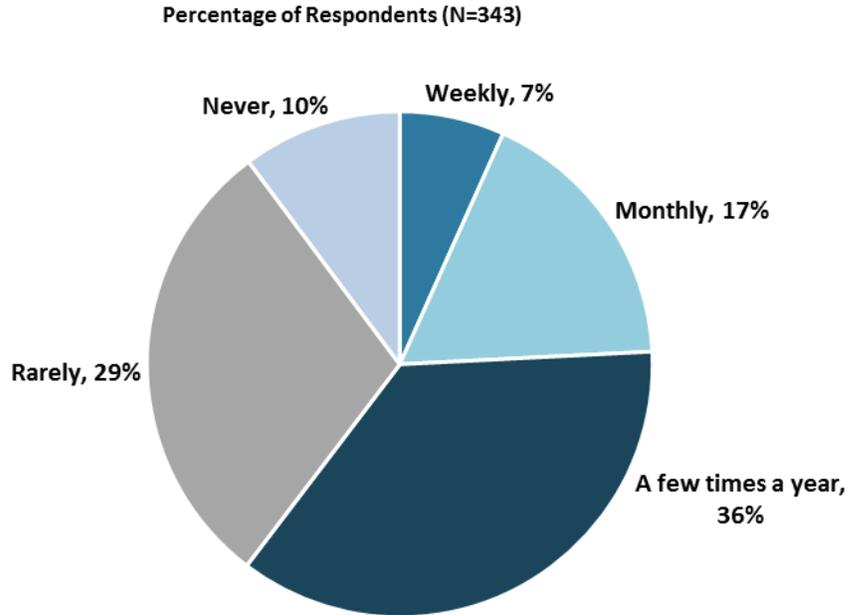
⁷All means presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



VIII. World Bank Group’s Knowledge and Instruments

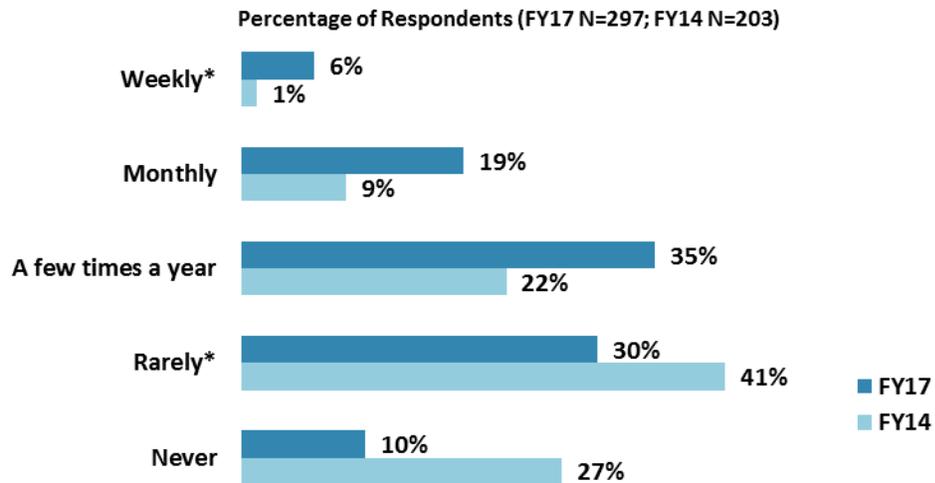
Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the most frequent usage of the WBG’s knowledge work (percentage of respondents = 46% weekly/monthly) whereas employees of ministries indicated significantly less frequent usage (59% rarely/never).



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

Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison⁸



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) *Significantly different between FY17 and FY14

⁸All percentages presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



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

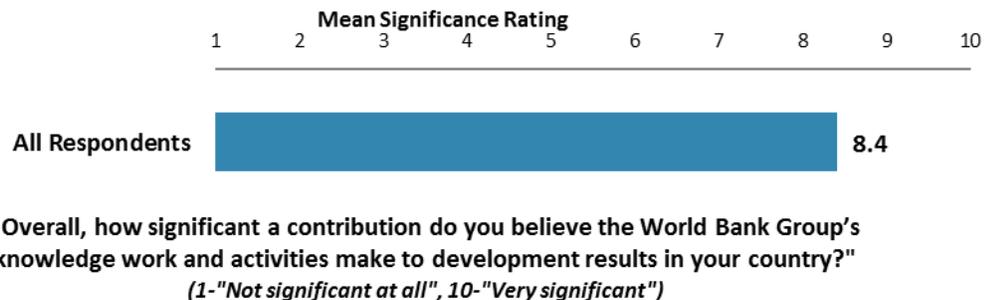
Meeting Tajikistan's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG meets Tajikistan's needs for knowledge services (weighted mean = 7.1) compared to respondents from the FY '14 Country Survey (weighted mean = 6.3)⁹.
- **Stakeholders:** Respondents from local government and other organizations had the highest levels of agreement that the WBG meets Tajikistan's needs for knowledge services whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.



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 = 8.4) compared to respondents from the FY '14 Country Survey (weighted mean = 8.0)⁹.
- **Stakeholders:** Respondents from local government and independent government institutions gave the highest ratings for the significance of the contribution of the WBG's knowledge work and activities whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- **Location:** Respondents from Other Areas gave significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 8.9) compared to respondents from Dushanbe and Districts of Republican Subordination (mean rating = 8.3).



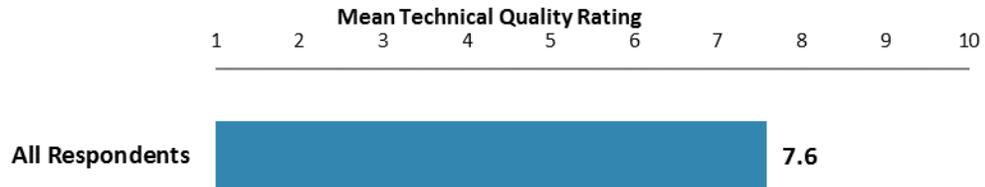
⁹Please refer to Appendix E (page 73) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the technical quality of the WBG’s knowledge work and activities (weighted mean = 7.5) compared to respondents from the FY ‘14 Country Survey (weighted mean = 7.3)¹⁰.



"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")

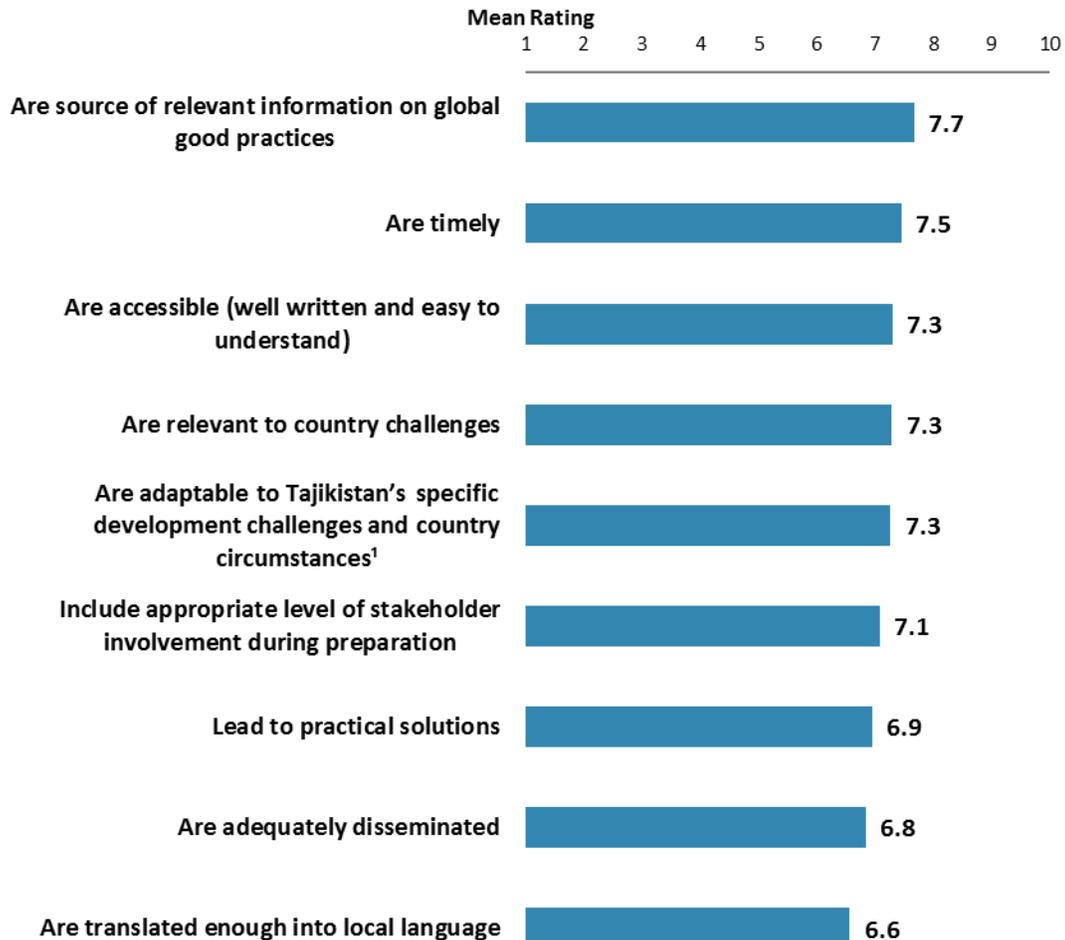
¹⁰Please refer to Appendix E (page 73) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



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

Qualities of the WBG’s Knowledge Work and Activities

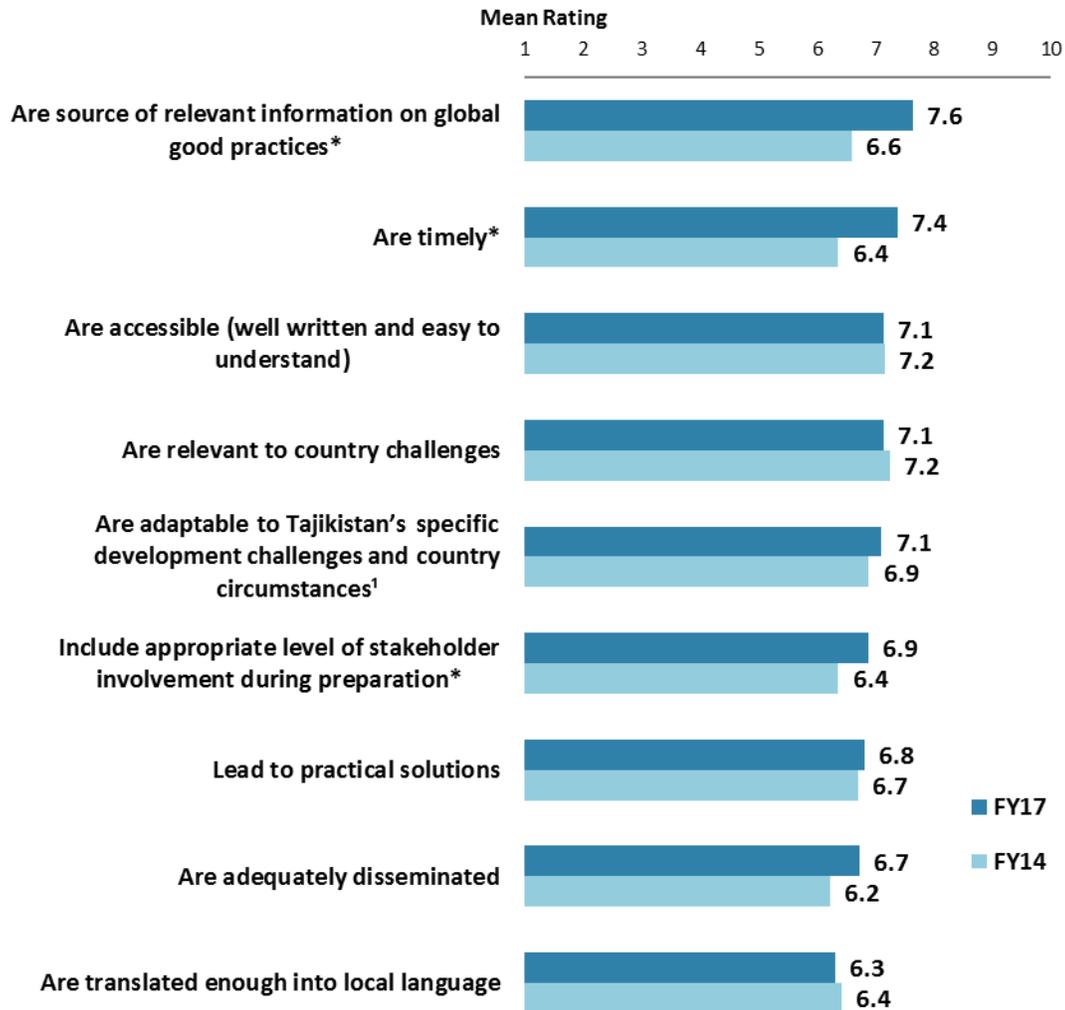
- **Stakeholders:** There were significant stakeholder group differences across all but two of these aspects of the WBG’s knowledge work and activities (see Appendix B, page 52). For the most part, respondents from local government, PMUs/Consultants on WBG-supported projects, and other organizations tended to give the highest ratings whereas respondents from the office of a Minister, bilateral/multilateral agencies, and employees of ministries tended to give significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG’s knowledge work and activities “Are accessible” (mean rating = 7.5) compared to respondents who are not collaborating (mean rating = 6.9).



¹In Tajikistan, 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”) ¹Indicator Question



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹¹

"In Tajikistan, 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 FY17 and FY14) ¹Indicator Question

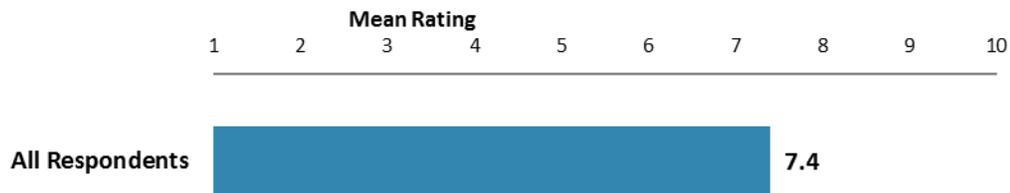
¹¹All means presented in this chart are calculated based on weighted data. See Appendix E (page 73) for details.



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

Meeting Tajikistan’s Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher levels of agreement that the WBG’s financial instruments meet Tajikistan’s needs (weighted mean = 7.2) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.6)¹².
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG’s financial instruments meet Tajikistan’s needs whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.
- **Location:** Respondents from Other Areas had significantly higher levels of agreement that the WBG’s financial instruments meet Tajikistan’s needs (mean rating = 8.1) compared to respondents from Dushanbe and Districts of Republican Subordination (mean rating = 7.2).



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

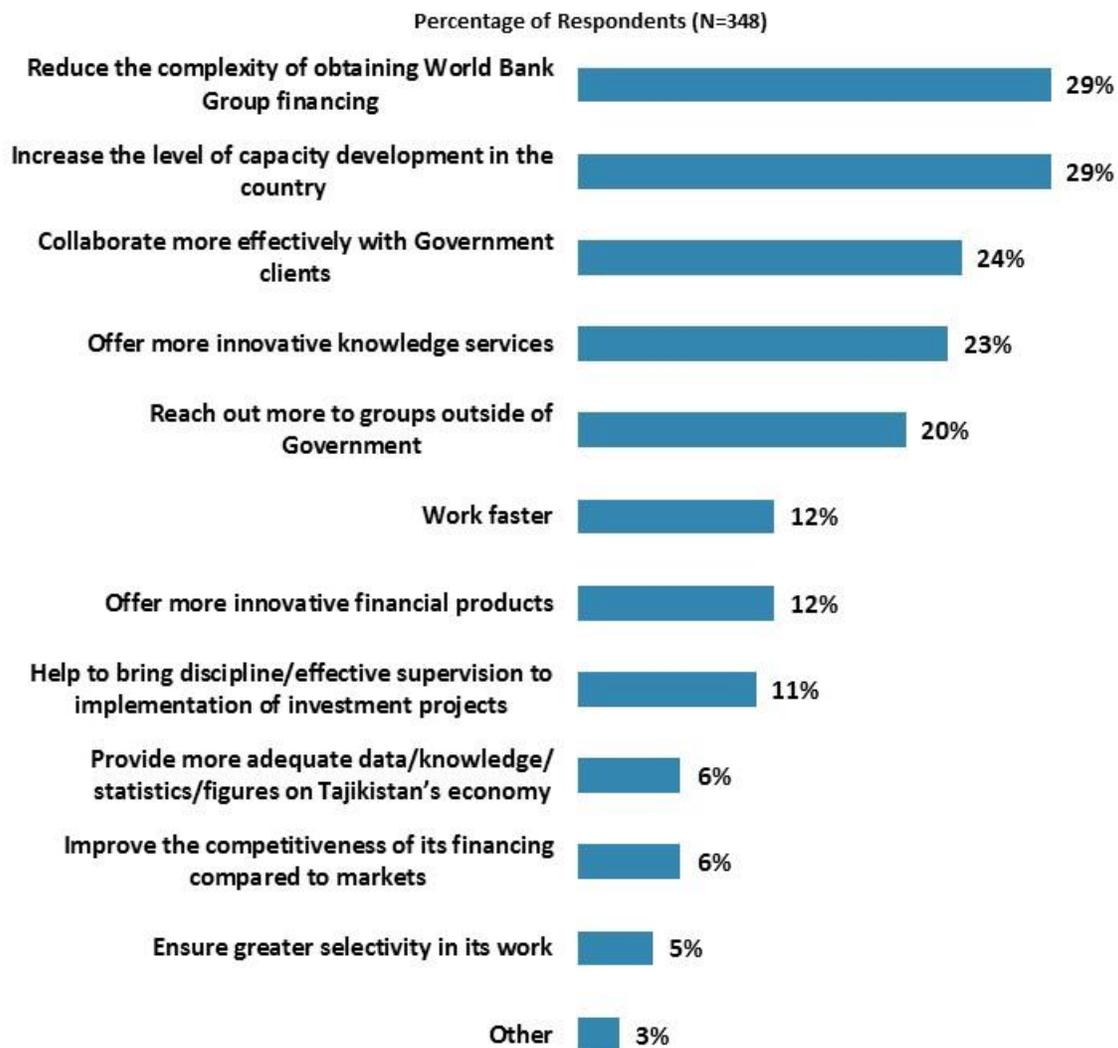
¹²Please refer to Appendix E (page 73) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



IX. The Future Role of the WBG in Tajikistan

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 41%), followed by providing more adequate data/knowledge/statistics/figures on Tajikistan's economy (28%) and improving the quality of its experts as related to Tajikistan's specific challenges (21%).



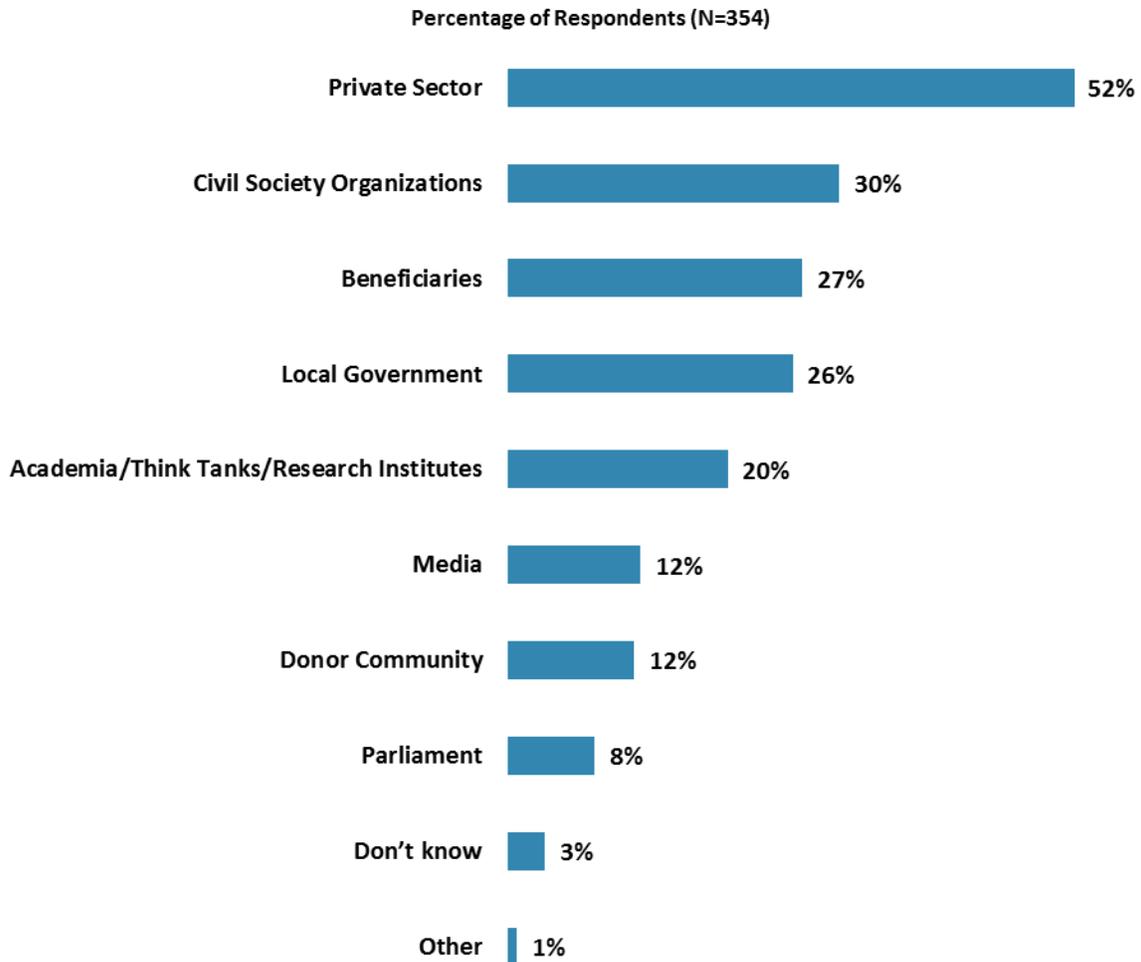
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Tajikistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should collaborate more with NGOs (percentage of respondents = 44%) and private sector (30%).



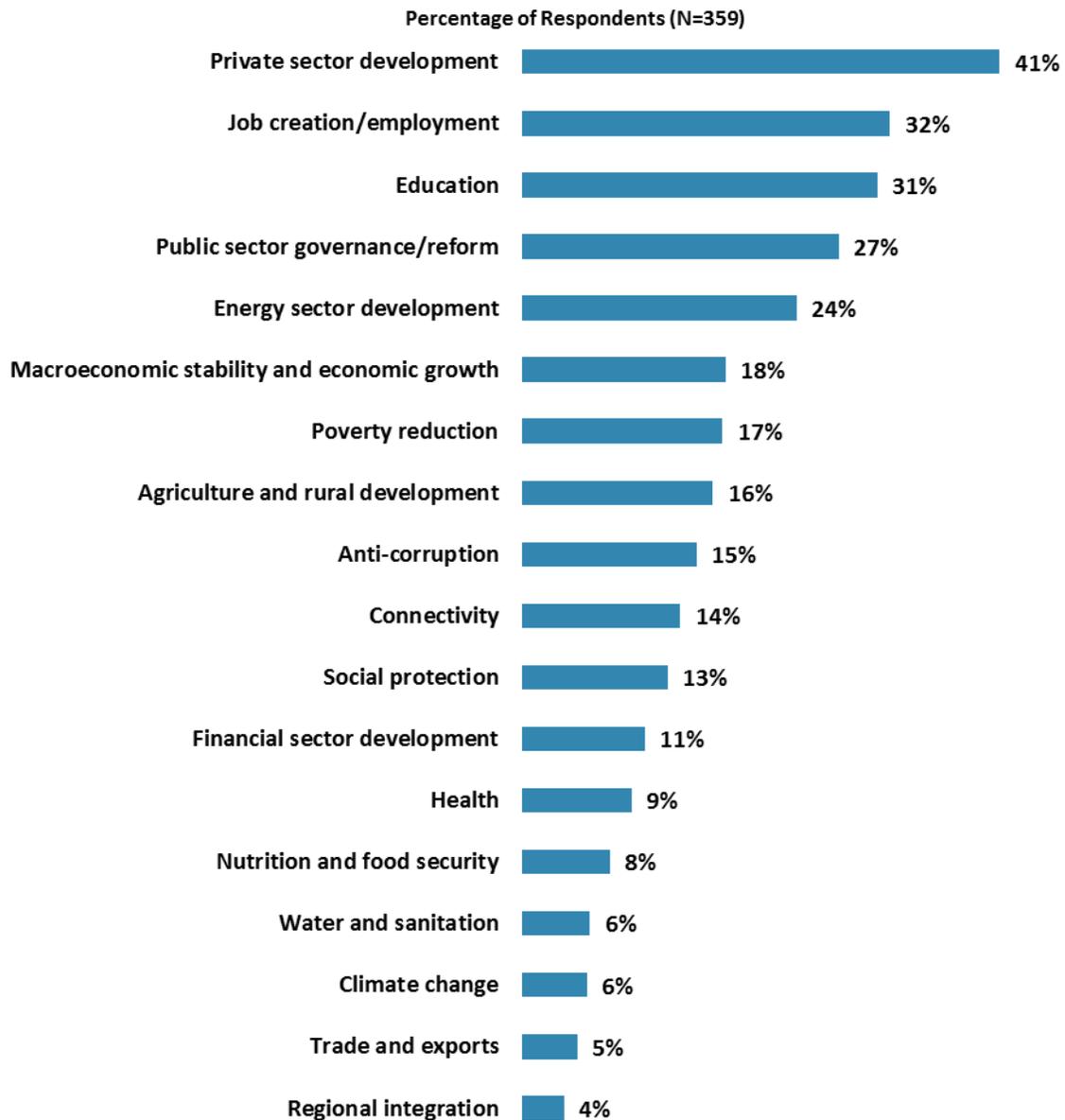
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '14 Country Survey indicated that the WBG should focus its resources on anti-corruption (percentage of respondents = 35%), quality public services (35%), job creation/employment (33%), and economic growth (31%).

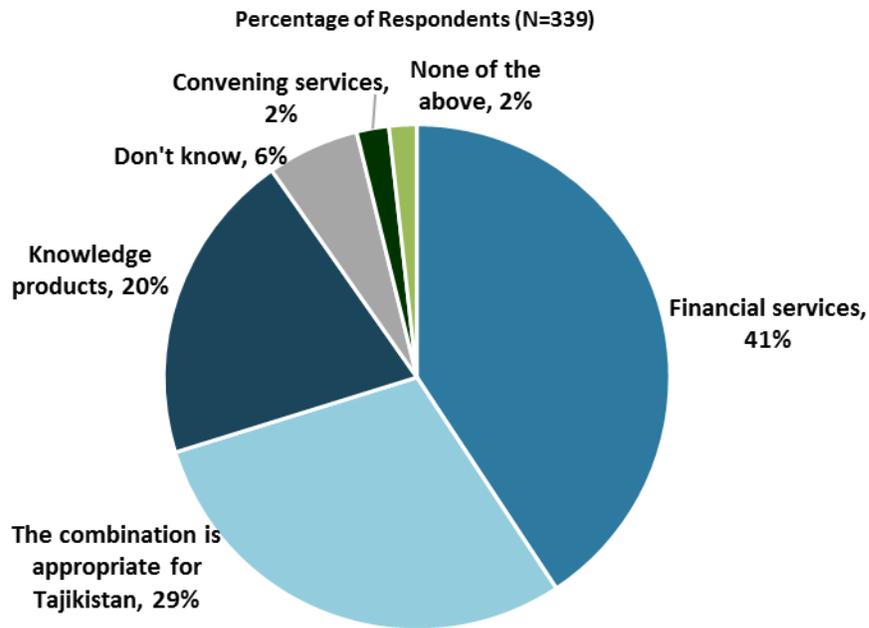


“When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tajikistan?
(Choose no more than THREE)” (Respondents chose from a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



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

Future Combination of the WBG services



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

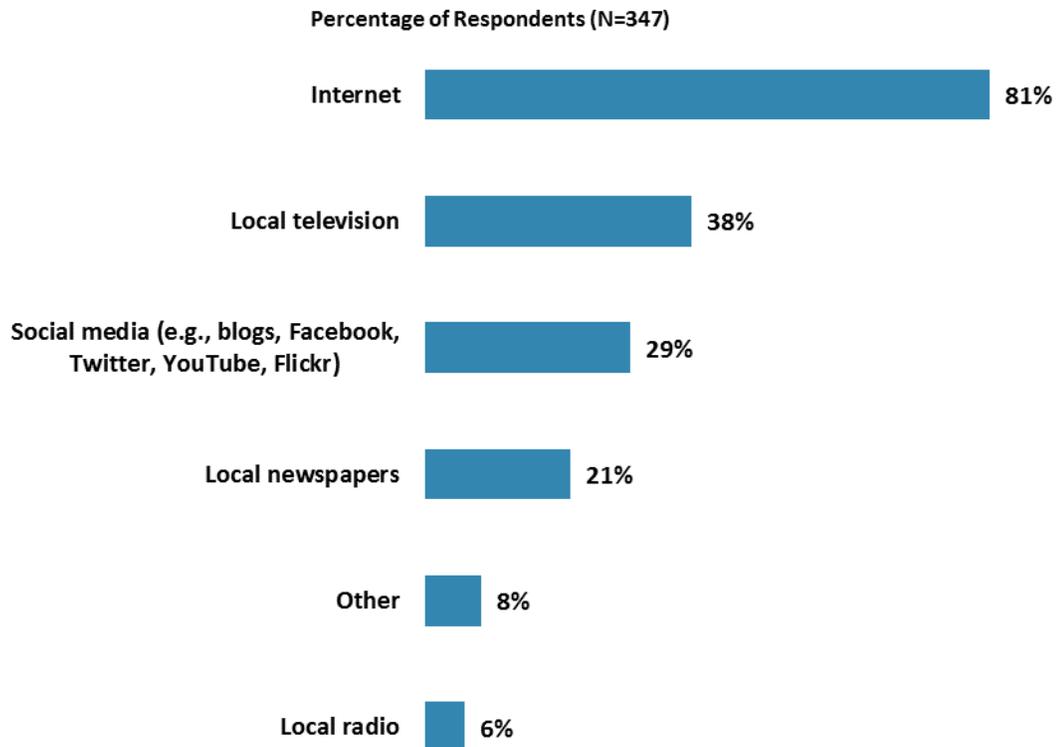


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 90%), followed by local newspapers (33%) and social media (25%).



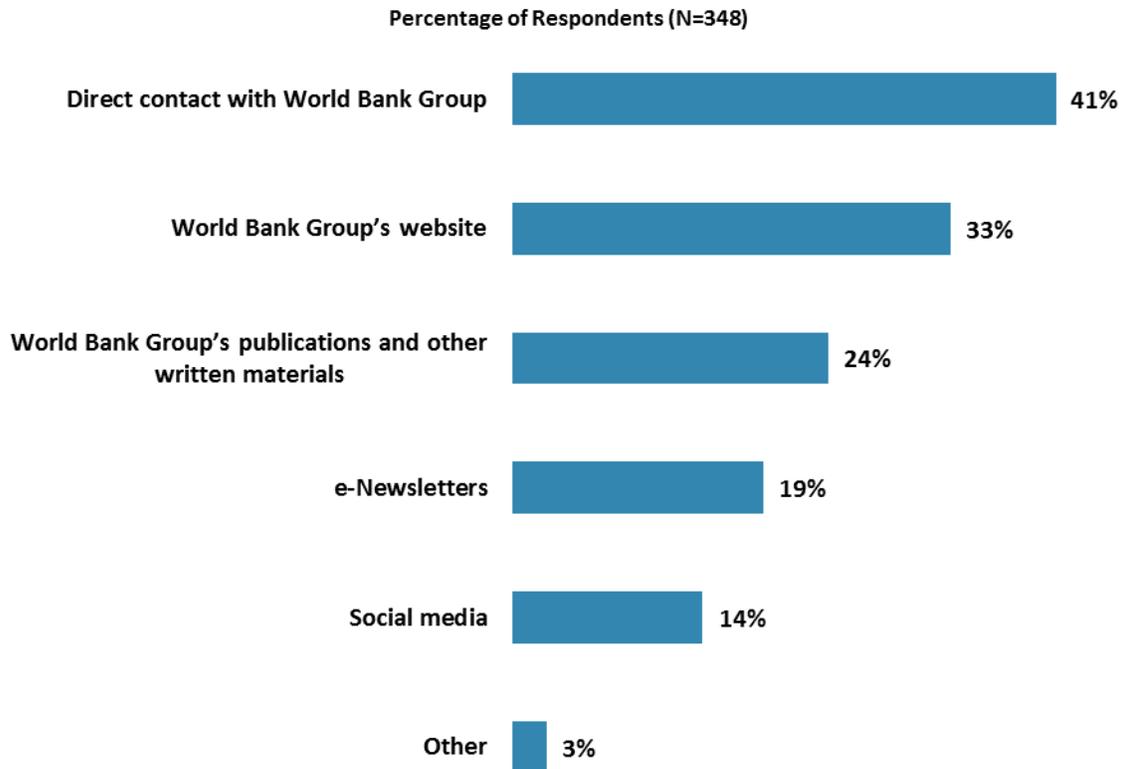
"How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they preferred to get their information from the WBG's website (percentage of respondents = 40%), the WBG's seminars/workshops/conferences (32%), and email (31%).

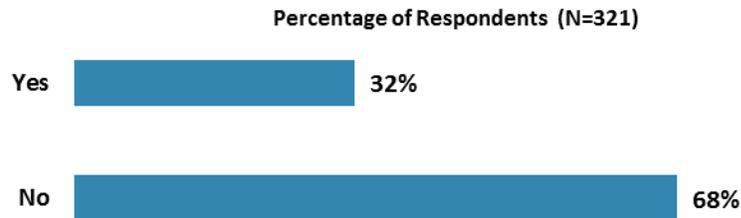


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



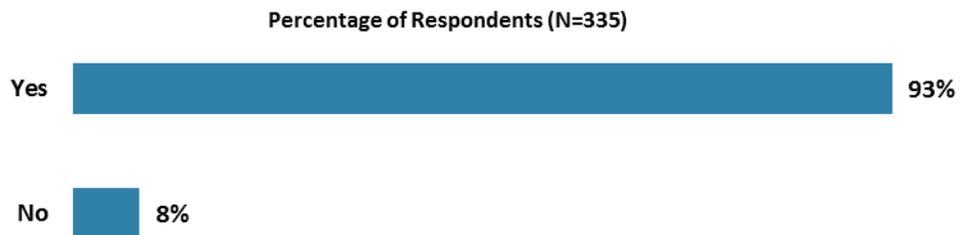
X. Communication and Outreach (continued)

Access to Information



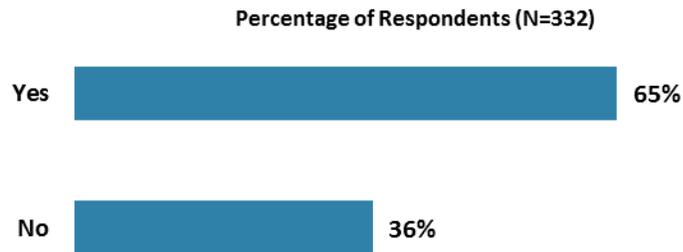
"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

Access to the Internet



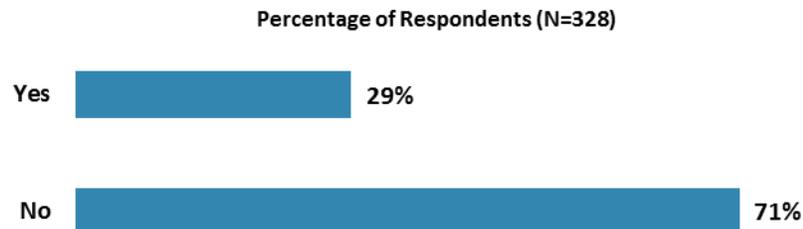
"Do you have reliable access to the Internet?"

WBG Website Usage



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

WBG Social Media Usage



"Do you currently consult the World Bank Group social media sites?" (Respondents chose from a list.)



XI. Appendices

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TAJIKISTAN





Appendix A: Responses to All Questions across All Respondents (N=362)

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 Tajikistan

1. In general would you say that Tajikistan is headed in ...?	Percentage of Respondents (N=349)
The right direction	80.5%
The wrong direction	6.3%
Not sure	13.2%

2. Listed below are a number of development priorities in Tajikistan. Please identify which of the following you consider the most important development priorities in Tajikistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=354)
Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	41.8%
Energy sector development	31.1%
Job creation/employment	31.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	28.8%
Education	28.0%
Connectivity (e.g., roads, railway, transportation, aviation, ICT)	17.2%
Macroeconomic stability and economic growth	15.5%
Anti-corruption	15.3%
Poverty reduction	15.0%
Social protection (e.g., pensions, targeted social assistance)	14.4%
Agriculture and rural development	11.6%
Health	11.0%
Nutrition and food security	9.0%
Financial sector development	9.0%
Water and sanitation	6.8%
Climate change (e.g., mitigation, adaptation)	4.5%
Trade and exports	2.8%
Regional integration	2.5%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tajikistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=359)
Job creation/employment	54.9%
Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	42.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	25.6%
Education	24.8%
Agriculture and rural development	22.8%
Anti-corruption	22.6%
Macroeconomic stability and economic growth	22.3%
Energy sector development	17.5%
Connectivity (e.g., roads, railway, transportation, aviation, ICT)	15.9%
Social protection (e.g., pensions, targeted social assistance)	13.4%
Financial sector development	10.3%
Trade and exports	7.2%
Health	6.4%
Nutrition and food security	3.3%
Regional integration	2.8%
Water and sanitation	2.8%
Climate change (e.g., mitigation, adaptation)	0.8%

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=356)
Quality education and training	72.8%
Better employment opportunities for young people, including entrepreneurial opportunities	66.3%
More reliable social safety net	21.6%
Greater access to health and nutrition for citizens	16.0%
Better quality public services	16.0%
Other	3.1%

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Tajikistan?	354	0	6.78	2.48

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.*	331	23	7.25	2.27

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?	312	45	7.49	2.14

4. When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tajikistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=359)
Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	41.2%
Job creation/employment	31.8%
Education	30.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	27.3%
Energy sector development	23.7%
Macroeconomic stability and economic growth	17.5%
Poverty reduction	17.3%
Agriculture and rural development	16.4%
Anti-corruption	15.0%
Connectivity (e.g., roads, railway, transportation, aviation, ICT)	13.6%
Social protection (e.g., pensions, targeted social assistance)	12.5%
Financial sector development	10.6%
Health	9.5%
Nutrition and food security	7.5%
Water and sanitation	5.8%
Climate change (e.g., mitigation, adaptation)	5.6%
Trade and exports	4.7%
Regional integration	3.6%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tajikistan?	Percentage of Respondents (N=331)		
	Greatest Value	2 nd Greatest Value	Combined
Implementation support	21.0%	16.0%	37.0%
Capacity development related to World Bank Group supported projects	21.0%	13.3%	34.3%
Technical assistance	16.0%	17.8%	33.8%
Financial resources	11.0%	12.3%	23.3%
Promoting knowledge sharing	7.0%	9.9%	16.9%
Policy advice, studies, analyses	7.0%	8.4%	15.4%
Mobilizing third party financial resources	4.0%	7.5%	11.5%
Bringing together different groups of stakeholders	8.0%	3.3%	11.3%
Donor coordination	3.0%	6.6%	9.6%
Data and statistics	2.0%	3.9%	5.9%
Other	0.0%	0.6%	0.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=347)
Not enough public disclosure of its work	28.2%
Don't know	26.8%
World Bank Group's processes too complex and slow	23.9%
Not collaborating enough with stakeholders outside the Government	21.6%
Not adequately sensitive to political/social realities in Tajikistan	15.9%
Not willing to honestly criticize policies and reform efforts in the country	13.5%
Not aligned with other donors' work	11.2%
The credibility of its knowledge/data	9.5%
Not client-focused	5.8%
Not aligned with country priorities	4.0%
Other	2.6%

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tajikistan Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Investment Project Financing (IPF)	182	141	7.34	2.41
2. Development Policy Financing (DPF)	164	140	7.15	2.49
3. Trust funds and grants	197	113	7.43	2.53
4. IFC Investment Services	160	149	6.82	2.64
5. IFC Advisory Services	159	149	6.92	2.64

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

8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=354)
Private Sector	51.7%
Civil Society Organizations	30.2%
Beneficiaries	26.8%
Local Government	26.0%
Academia/Think Tanks/Research Institutes	20.1%
Media	12.1%
Donor Community	11.6%
Parliament	7.9%
Don't know	3.4%
Other	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Tajikistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	318	26	7.72	2.18
10. The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	292	35	7.52	2.21

To what extent is the World Bank Group an effective development partner in Tajikistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
11. Responsiveness to needs	250	78	7.04	2.25
12. Flexibility (in terms of the institution's products and services)	224	100	6.68	2.13
13. Flexibility (in terms of changing country circumstances)	231	93	6.51	2.33
14. Being inclusive	209	107	6.75	2.18
15. Openness (sharing data and other information)	266	61	7.24	2.32
16. Collaboration with the Government	291	44	8.03	2.08
17. The speed in which it gets things accomplished on the ground	255	67	7.32	2.20
18. Helping to bring discipline/effective supervision to implementation of investment projects	255	74	7.38	2.31
19. Collaboration with civil society	240	86	6.55	2.58
20. Staff accessibility	241	81	7.15	2.51
21. Collaboration with other donors and development partners	227	95	7.33	2.34
22. Collaboration with the private sector	227	96	6.62	2.44
23. Straightforwardness and honesty	252	70	7.58	2.44
24. Treating clients and stakeholders in Tajikistan with respect	243	78	8.28	2.01
25. Being a long-term partner	254	75	8.10	2.25

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	285	37	7.63	2.55
2. Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	310	15	8.96	1.51
3. Education	310	20	8.81	1.89
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	280	44	8.23	2.08
5. Regional integration	251	61	7.42	2.44
6. Nutrition and food security	282	30	7.80	2.48
7. Energy sector development	295	26	8.61	1.96
8. Water and sanitation	288	32	8.23	2.12
9. Macroeconomic stability and economic growth	281	34	8.53	1.97
10. Job creation/employment	298	27	8.65	1.98
11. Health	289	29	8.44	1.95
12. Financial sector development	286	31	8.42	1.96
13. Connectivity (e.g., roads, railway, transportation, aviation, ICT)	282	41	8.43	2.03
14. Agriculture and rural development	294	28	8.57	1.88
15. Trade and exports	272	36	7.79	2.22
16. Climate change (e.g., mitigation, adaptation)	264	49	7.63	2.42
17. Poverty reduction	297	27	8.80	1.92
18. Anti-corruption	280	46	8.40	2.38

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	188	73	6.98	2.44
2. Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	231	72	7.10	2.33
3. Education	232	39	7.36	2.40
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	223	104	7.04	2.43
5. Energy sector development	240	44	7.68	2.27
6. Water and sanitation	205	54	7.46	2.33
7. Macroeconomic stability and economic growth	198	86	7.11	2.25
8. Health and nutrition	203	36	7.42	2.31
9. Financial sector development	217	78	7.27	2.23
10. Connectivity (e.g., roads, railway, transportation, aviation, ICT)	186	64	7.05	2.48
11. Agriculture and rural development	230	85	7.29	2.38
12. Climate change (e.g., mitigation, adaptation)	170	50	6.71	2.62
13. Poverty reduction	244	85	7.57	2.46

**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
3. To what extent does the World Bank Group's work help to achieve development results in Tajikistan?*	307	33	7.51	2.04

To what extent do you agree with the following statements about the World Bank Group in Tajikistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending – public sector and private sector, Development Policy Financing, Trust Funds, etc.) meet the needs of Tajikistan	288	52	7.40	2.25
5. The World Bank Group meets Tajikistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	297	44	7.31	2.36

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=343)
Weekly	6.7%
Monthly	17.5%
A few times a year	36.2%
Rarely	29.4%
Never	10.2%

In Tajikistan, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	261	69	7.45	2.25
3. Include appropriate level of stakeholder involvement during preparation	230	95	7.07	2.36
4. Lead to practical solutions	234	89	6.94	2.37
5. Are accessible (well written and easy to understand)	253	70	7.30	2.47
6. Are source of relevant information on global good practices	261	67	7.68	2.29
7. Are relevant to country challenges	254	73	7.29	2.30
8. Are adequately disseminated	252	72	6.84	2.48
9. Are translated enough into local language	253	70	6.57	2.91
10. Are adaptable to Tajikistan's specific development challenges and country circumstances	253	76	7.26	2.40

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	311	37	8.42	2.05
12. 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)	291	57	7.59	2.11



E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	229	101	7.31	2.54
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	284	51	7.91	2.22
3. The World Bank Group’s approvals and reviews are done in a timely fashion	242	85	7.57	2.31
4. The World Bank Group’s “Safeguard Policy” requirements are reasonable	197	130	7.66	2.25
5. The World Bank Group’s conditions on its lending are reasonable	212	112	7.42	2.36
6. The World Bank Group takes decisions quickly in Tajikistan*	211	117	6.99	2.52
7. Working with the World Bank Group increases Tajikistan’s institutional capacity	276	54	8.09	2.19
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	187	139	7.18	2.57
9. The World Bank Group provides effective implementation support	279	57	8.00	2.25

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in Tajikistan?	271	75	7.45	2.27

F. The Future Role of the World Bank Group in Tajikistan

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=348)
Reduce the complexity of obtaining World Bank Group financing	29.0%
Increase the level of capacity development in the country	29.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	23.6%
Offer more innovative knowledge services	22.7%
Reach out more to groups outside of Government	20.1%
Work faster	12.1%
Offer more innovative financial products	12.1%
Help to bring discipline/effective supervision to implementation of investment projects	10.9%
Provide more adequate data/knowledge/statistics/figures on Tajikistan’s economy	6.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.3%
Ensure greater selectivity in its work	4.6%
Other	2.6%

2. When considering the combination of services that the World Bank Group offers in Tajikistan, 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 Tajikistan? (Select only ONE response)	Percentage of Respondents (N=325)
Financial services	52.9%
Knowledge products	26.8%
Convening services	3.7%
None of the above	2.2%
The combination is appropriate for Tajikistan	8.9%
Don't know	5.5%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=347)
Internet	80.7%
Local television	38.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.4%
Local newspapers	20.7%
Other	8.1%
Local radio	5.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=348)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	41.1%
World Bank Group's website	33.0%
World Bank Group's publications and other written materials	23.9%
e-Newsletters	19.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.4%
Other	2.6%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=321)
Yes	31.8%
No	68.2%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=335)
Yes	92.5%
No	7.5%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=332)
Yes	64.5%
No	35.5%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=328)
Yes	29.3%
No	70.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
7. I find the World Bank Group's websites easy to navigate.	234	97	7.47	2.34
8. I find the information on the World Bank Group's websites useful.	237	87	7.93	2.20
9. The World Bank Group's social media channels are valuable sources of information about the institution	145	181	7.12	2.67
10. When I need information from the World Bank Group I know how to find it	262	70	7.81	2.54
11. The World Bank Group is responsive to my information requests and inquiries	208	117	7.66	2.49



H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=353)
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	19.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	17.8%
Civil Society Organization	12.2%
Financial Sector/Private Bank	10.5%
Bilateral/ Multilateral Agency	5.4%
Other	5.4%
Local Government Office or Staff	5.1%
Private Sector Organization	4.8%
Office of the President/Prime Minister	4.5%
Media	4.5%
Academia/Research Institute/Think Tank	3.4%
Office of Minister	3.1%
Independent Government Institution	3.1%
Office of Parliamentarian	.8%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=356)
Finance and markets	14.0%
Education	9.6%
Generalist (specialized in multiple sectors)	8.7%
Governance	8.1%
Other	7.0%
Social protection and labor	6.7%
Health, nutrition, and population	6.5%
Agriculture	5.6%
Energy and extractives	5.1%
Transport and ICT	5.1%
Macroeconomics and fiscal management	4.2%
Trade and competitiveness	4.2%
Environment and natural resources	3.7%
Water	3.1%
Gender	2.8%
Public-private partnerships	2.5%
Urban, rural, and social development	.8%
Jobs	.8%
Climate change	.8%
Fragility, conflict and violence	.6%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA or IFC) in your country?	Percentage of Respondents (N=359)
Yes	63.5%
No	36.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Tajikistan? (Select only ONE response)	Percentage of Respondents (N=321)
The World Bank (IDA)	61.4%
The International Finance Corporation (IFC)	26.5%
Other	12.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=344)
Yes	41.9%
No	58.1%

6. If yes, what was your view of how the two institutions work together in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (N=144)
The two institutions work well together	39.6%
The way the two institutions work together needs improvement	31.9%
Don't know	25.0%
The two institutions do not work well together	3.5%

7. Which of the following describes most of your exposure to the World Bank Group in Tajikistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=324)
Collaborate as part of my professional duties	53.4%
Engage in World Bank Group related/sponsored events/activities	42.6%
Use World Bank Group reports/data	27.8%
Observer	20.1%
Use World Bank Group website for information, data, research, etc.	19.8%

8. What's your gender?	Percentage of Respondents (N=357)
Female	27.7%
Male	72.3%

9. Which best represents your geographic location?	Percentage of Respondents (N=359)
Dushanbe and Districts of Republican Subordination	81.1%
Khatlon Region	9.7%
Sughd Region	8.4%
Gorno-Badakhshan Autonomous Region	.8%



Appendix B: Responses to All Questions by Stakeholder Groups¹³

Office of the President/Prime Minister N=16 ● Office of a Minister N=11 ● Employee of a Ministry N=63 ● PMU/Consultant on WBG-supported project N=68 ● Local Government N=18 ● Bilateral/Multilateral Agency N=19 ● Private Sector N=17 ● Financial Sector/Private Bank N=37 ● Civil Society N=43 ● Media N=16 ● Independent Government Institution N=11 ● Academia N=12 ● Other N=22

A. General Issues facing Tajikistan

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
The right direction	100.0%	100.0%	95.0%	89.2%	100.0%	42.1%	64.7%	72.2%	48.8%	75.0%	90.9%	91.7%	81.8%
The wrong direction			3.3%	1.5%		10.5%	17.6%	8.3%	14.6%	18.8%			9.1%
Not sure			1.7%	9.2%		47.4%	17.6%	19.4%	36.6%	6.3%	9.1%	8.3%	9.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Tajikistan?*	15	7.27	11	6.64	60	6.45	68	8.16	17	7.18	18	7.06	17	6.00	37	5.81	43	6.21	16	6.00	11	8.00	11	6.55	22	5.36

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Tajikistan.*	15	6.93	11	7.27	58	7.10	68	8.37	17	8.00	18	6.22	14	6.14	31	6.71	37	6.65	14	5.57	11	8.00	11	7.36	18	7.33

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

¹³ Only 353 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this Appendix.



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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Tajikistan solve its most complicated development challenges?*	14	7.64	9	6.89	55	7.16	66	8.38	18	8.06	18	6.50	12	7.08	28	7.11	34	7.00	11	6.36	11	7.82	11	7.45	18	7.39

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Social protection*	25.0%	18.2%	9.5%	4.4%	22.2%	22.2%	11.8%	8.3%	9.3%	6.3%	0.0%	8.3%	40.9%
Private sector development*	62.5%	72.7%	33.3%	33.8%	16.7%	38.9%	52.9%	55.6%	41.9%	37.5%	63.6%	58.3%	27.3%
Education*	6.3%	27.3%	41.3%	33.8%	38.9%	5.6%	41.2%	19.4%	44.2%	37.5%	36.4%	8.3%	13.6%
Public sector governance/reform*	43.8%	27.3%	7.9%	26.5%	16.7%	61.1%	35.3%	19.4%	37.2%	31.3%	63.6%	41.7%	13.6%
Regional integration	12.5%	9.1%	0.0%	7.4%	0.0%	0.0%	5.9%	2.8%	0.0%	0.0%	0.0%	16.7%	4.5%
Nutrition and food security	0.0%	0.0%	15.9%	7.4%	16.7%	5.6%	5.9%	0.0%	9.3%	6.3%	0.0%	0.0%	9.1%
Energy sector development*	31.3%	18.2%	49.2%	17.6%	16.7%	33.3%	17.6%	16.7%	4.7%	12.5%	27.3%	16.7%	27.3%
Water and sanitation	0.0%	0.0%	11.1%	5.9%	11.1%	5.6%	0.0%	2.8%	9.3%	6.3%	0.0%	0.0%	4.5%
Macroeconomic stability and economic growth*	25.0%	9.1%	9.5%	17.6%	11.1%	16.7%	5.9%	27.8%	9.3%	37.5%	45.5%	25.0%	18.2%
Job creation/employment*	31.3%	54.5%	30.2%	26.5%	22.2%	5.6%	35.3%	38.9%	44.2%	12.5%	9.1%	25.0%	54.5%
Health	6.3%	0.0%	12.7%	14.7%	22.2%	5.6%	5.9%	2.8%	4.7%	6.3%	9.1%	0.0%	18.2%
Financial sector development*	18.8%	9.1%	4.8%	8.8%	11.1%	16.7%	11.8%	33.3%	7.0%	6.3%	0.0%	0.0%	4.5%
Connectivity	6.3%	18.2%	23.8%	19.1%	11.1%	11.1%	5.9%	2.8%	7.0%	12.5%	0.0%	25.0%	4.5%
Agriculture and rural development	0.0%	18.2%	12.7%	26.5%	22.2%	27.8%	5.9%	19.4%	20.9%	18.7%	0.0%	8.3%	4.5%
Trade and exports	0.0%	0.0%	6.3%	2.9%	5.6%	0.0%	5.9%	8.3%	7.0%	12.5%	0.0%	0.0%	4.5%
Climate change*	0.0%	0.0%	3.2%	10.3%	16.7%	16.7%	5.9%	0.0%	2.3%	0.0%	0.0%	25.0%	0.0%
Poverty reduction	18.8%	0.0%	19.0%	19.1%	22.2%	11.1%	11.8%	19.4%	11.6%	12.5%	18.2%	16.7%	27.3%
Anti-corruption*	12.5%	0.0%	6.3%	16.2%	16.7%	5.6%	29.4%	8.3%	25.6%	37.5%	9.1%	16.7%	18.2%

*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 Tajikistan?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders*	0.0%	0.0%	1.8%	4.6%	5.9%	11.1%	0.0%	9.1%	12.5%	7.1%	45.5%	9.1%	20.0%
Capacity development related to World Bank Group supported projects	40.0%	11.1%	23.2%	30.8%	29.4%	11.1%	6.7%	6.1%	27.5%	21.4%	9.1%	18.2%	10.0%
Technical assistance	26.7%	22.2%	21.4%	20.0%	5.9%	16.7%	20.0%	24.2%	0.0%	14.3%	0.0%	9.1%	20.0%
Policy advice, studies, analyses	0.0%	0.0%	1.8%	4.6%	5.9%	16.7%	20.0%	9.1%	7.5%	7.1%	9.1%	27.3%	5.0%
Financial resources	6.7%	0.0%	5.4%	12.3%	5.9%	27.8%	6.7%	21.2%	17.5%	0.0%	0.0%	0.0%	15.0%
Data and statistics	6.7%	0.0%	0.0%	0.0%	0.0%	5.6%	6.7%	3.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Promoting knowledge sharing	0.0%	0.0%	5.4%	4.6%	11.8%	5.6%	13.3%	3.0%	5.0%	28.6%	9.1%	9.1%	5.0%
Implementation support	20.0%	55.6%	33.9%	20.0%	29.4%	5.6%	6.7%	18.2%	17.5%	21.4%	9.1%	18.2%	15.0%
Mobilizing third party financial resources	0.0%	0.0%	3.6%	3.1%	5.9%	0.0%	13.3%	3.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	11.1%	1.8%	0.0%	0.0%	0.0%	6.7%	3.0%	2.5%	0.0%	18.2%	9.1%	5.0%
Other	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	7.1%	6.2%	6.3%	0.0%	0.0%	0.0%	2.6%	7.1%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects*	26.7%	22.2%	12.5%	10.8%	12.5%	0.0%	20.0%	5.9%	20.5%	0.0%	45.5%	16.7%	5.0%
Technical assistance	6.7%	22.2%	23.2%	21.5%	12.5%	22.2%	0.0%	14.7%	15.4%	14.3%	18.2%	0.0%	25.0%
Policy advice, studies, analyses	0.0%	0.0%	1.8%	9.2%	12.5%	27.8%	13.3%	5.9%	12.8%	0.0%	9.1%	8.3%	15.0%
Financial resources*	6.7%	11.1%	10.7%	4.6%	18.8%	11.1%	13.3%	38.2%	12.8%	14.3%	0.0%	16.7%	0.0%
Data and statistics	6.7%	0.0%	5.4%	3.1%	12.5%	5.6%	0.0%	2.9%	2.6%	0.0%	0.0%	0.0%	10.0%
Promoting knowledge sharing	20.0%	11.1%	5.4%	7.7%	6.3%	0.0%	20.0%	11.8%	10.3%	35.7%	0.0%	16.7%	10.0%
Implementation support	6.7%	11.1%	14.3%	23.1%	6.3%	11.1%	33.3%	11.8%	5.1%	21.4%	27.3%	25.0%	15.0%
Mobilizing third party financial resources	13.3%	0.0%	14.3%	7.7%	0.0%	5.6%	0.0%	5.9%	5.1%	0.0%	0.0%	8.3%	15.0%
Donor coordination	0.0%	22.2%	5.4%	6.2%	6.3%	16.7%	0.0%	2.9%	12.8%	7.1%	0.0%	8.3%	5.0%
Other*	13.3%	0.0%	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 Tajikistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
WBG's processes too complex and slow	31.3%	27.3%	31.7%	30.0%	23.5%	27.8%	25.0%	13.9%	16.3%	18.8%	18.2%	25.0%	9.5%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	0.0%	7.9%	21.7%	0.0%	11.1%	6.3%	13.9%	18.6%	37.5%	0.0%	41.7%	9.5%
Not aligned with other donors' work*	6.3%	0.0%	23.8%	6.7%	29.4%	22.2%	12.5%	2.8%	0.0%	0.0%	0.0%	16.7%	19.0%
Not aligned with country priorities*	25.0%	9.1%	1.6%	6.7%	0.0%	11.1%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	4.8%
Not adequately sensitive to political/social realities in Tajikistan	18.8%	9.1%	27.0%	20.0%	0.0%	22.2%	6.3%	22.2%	4.7%	18.8%	18.2%	0.0%	9.5%
Not collaborating enough with stakeholders outside the Government*	0.0%	27.3%	14.3%	10.0%	23.5%	5.6%	37.5%	16.7%	65.1%	37.5%	9.1%	25.0%	4.8%
Not enough public disclosure of its work	50.0%	54.5%	34.9%	26.7%	17.6%	11.1%	18.8%	16.7%	30.2%	31.3%	36.4%	33.3%	23.8%
Not client focused	12.5%	0.0%	4.8%	6.7%	0.0%	5.6%	0.0%	8.3%	14.0%	0.0%	0.0%	0.0%	4.8%
The credibility of its knowledge/data*	18.7%	9.1%	14.3%	3.3%	35.3%	0.0%	12.5%	5.6%	7.0%	18.8%	0.0%	0.0%	4.8%
Other	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	5.6%	9.3%	6.3%	0.0%	0.0%	4.8%
Don't know*	12.5%	36.4%	19.0%	25.0%	41.2%	11.1%	25.0%	44.4%	14.0%	12.5%	63.6%	16.7%	47.6%

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tajikistan Government's efforts to reduce poverty?

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)*	12	5.50	8	6.38	39	7.72	40	8.35	8	8.25	11	6.18	10	6.80	10	8.50	20	6.95	5	5.40	3	6.00	3	6.67	9	7.11
Development Policy Financing (DPF)*	9	4.67	7	7.43	25	6.60	36	8.19	7	8.57	10	6.10	8	5.50	13	7.77	21	6.90	5	6.80	6	8.83	2	7.00	12	7.00
Trust funds and grants*	7	3.86	7	6.43	37	7.46	46	8.63	10	8.70	12	6.08	8	6.12	13	7.46	23	7.17	8	5.63	10	8.40	2	4.50	10	7.80
IFC Investment Services	7	4.57	5	5.80	21	6.52	30	8.17	4	7.75	10	6.20	11	6.00	20	7.15	19	7.00	8	5.25	9	6.67	3	5.33	8	6.87
IFC Advisory Services*	7	5.57	6	6.50	21	5.05	29	8.17	8	8.00	10	6.30	10	6.70	19	7.63	20	7.10	6	5.33	9	7.78	2	5.00	8	7.13

*Significantly different between stakeholder groups



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 the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Beneficiaries *	0.0%	27.3%	38.7%	39.4%	17.6%	11.1%	23.5%	30.6%	18.6%	18.8%	18.2%	16.7%	33.3%
Private sector*	75.0%	72.7%	46.8%	45.5%	35.3%	55.6%	70.6%	72.2%	41.9%	43.8%	72.7%	16.7%	57.1%
Local government	56.3%	27.3%	24.2%	28.8%	47.1%	27.8%	11.8%	19.4%	14.0%	18.7%	18.2%	33.3%	23.8%
Donor community	18.8%	18.2%	14.5%	6.1%	0.0%	16.7%	11.8%	11.1%	16.3%	6.3%	18.2%	8.3%	9.5%
Civil Society Organizations*	12.5%	0.0%	14.5%	34.8%	47.1%	27.8%	23.5%	19.4%	88.4%	12.5%	36.4%	33.3%	0.0%
Academia/think tanks/research institutes*	12.5%	18.2%	29.0%	22.7%	17.6%	11.1%	23.5%	13.9%	11.6%	6.3%	0.0%	83.3%	19.0%
Parliament	18.8%	9.1%	3.2%	3.0%	11.8%	22.2%	5.9%	13.9%	2.3%	0.0%	9.1%	8.3%	14.3%
Media*	6.3%	9.1%	11.3%	10.6%	17.6%	0.0%	11.8%	8.3%	4.7%	75.0%	18.2%	0.0%	4.8%
Other	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	6.3%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	4.8%	0.0%	0.0%	11.1%	5.9%	2.8%	0.0%	0.0%	0.0%	0.0%	19.0%

*Significantly different between stakeholder groups

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Tajikistan*	15	7.60	8	7.25	58	7.21	62	8.61	15	8.67	18	7.06	15	7.47	26	7.27	36	7.36	15	7.07	11	8.27	12	7.92	19	7.89
The WBG's work is aligned with what I consider the development priorities for Tajikistan*	12	6.58	8	7.75	48	6.94	61	8.57	16	8.69	18	6.50	13	7.38	27	7.11	37	7.22	11	6.18	10	8.50	9	7.89	15	7.33

*Significantly different between stakeholder groups



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

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	14	6.50	7	6.57	44	6.68	63	8.19	15	8.60	14	6.29	10	6.40	16	7.38	25	5.28	9	5.78	9	8.33	8	5.38	11	7.18
Flexibility (in terms of the institution's products and services)*	14	6.36	8	6.38	37	6.19	53	8.11	8	7.38	14	5.29	9	6.33	14	7.14	27	5.85	7	5.14	9	7.44	7	5.14	11	6.73
Flexibility (in terms of changing country circumstances)*	14	6.43	8	6.00	38	5.97	52	7.71	8	8.38	14	5.43	11	6.27	17	6.76	25	5.20	10	5.70	10	7.30	10	6.20	10	6.40
Being inclusive*	12	6.00	8	6.25	32	6.19	49	7.94	10	7.10	13	5.54	9	5.89	13	6.77	25	6.24	7	6.00	9	7.67	6	7.17	10	7.30
Openness (sharing data and other information)*	14	6.79	8	5.50	41	6.44	58	8.28	13	8.08	15	6.13	13	6.92	18	7.67	36	6.94	10	7.70	9	7.78	11	6.36	14	7.93
Collaboration with the Government	13	7.77	9	7.00	52	7.54	60	8.75	14	8.86	17	7.35	13	7.38	22	7.86	34	8.38	16	7.75	10	7.50	9	7.89	14	8.50
The speed in which it gets things accomplished on the ground*	13	5.77	8	6.50	41	6.76	59	8.44	13	8.62	14	5.64	12	6.67	14	7.14	32	6.81	10	7.40	10	7.50	11	7.82	12	7.92
Helping to bring discipline/ effective supervision to implementation of investment projects*	14	6.29	8	6.00	48	6.98	59	8.80	11	8.55	12	5.83	12	6.67	17	7.53	27	6.41	10	7.00	10	8.10	9	7.33	12	7.42
Collaboration with civil society*	12	6.67	6	7.33	35	5.89	53	7.91	14	7.93	12	4.75	13	7.23	15	6.73	38	4.89	8	5.25	9	7.44	7	5.29	13	7.62
Staff accessibility*	12	7.00	5	6.80	38	6.61	58	8.34	10	8.20	15	5.80	13	7.38	11	7.55	33	5.79	10	6.60	9	7.89	11	6.18	11	8.27
Collaboration with other donors and development partners*	12	8.17	6	6.50	34	6.94	55	8.36	5	8.20	17	6.35	11	6.36	17	7.94	31	6.45	9	6.33	9	7.67	6	6.17	11	7.91
Collaboration with the private sector	12	6.42	5	8.00	34	6.18	48	7.35	12	8.00	13	5.69	12	5.67	22	6.68	28	5.86	9	6.22	8	7.25	7	5.57	12	7.00
Straightforwardness and honesty*	13	7.08	7	6.29	37	6.95	58	8.88	13	9.54	14	6.57	13	7.69	20	7.50	30	6.50	8	5.50	10	8.10	10	7.30	13	7.85
Treating clients and stakeholders in Tajikistan with respect*	13	8.15	8	6.63	37	7.84	58	9.17	13	9.23	15	6.67	13	8.15	19	8.53	19	7.89	9	7.67	10	8.10	9	7.89	14	8.86
Being a long-term partner*	13	7.77	10	8.10	42	7.62	60	9.00	10	9.80	14	6.71	13	7.85	17	8.53	27	7.15	11	7.64	9	8.44	10	7.00	14	9.00

*Significantly different between stakeholder groups



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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection*	14	7.71	8	7.25	34	6.41	35	7.66	12	8.67	9	5.44	9	5.89	10	7.10	20	6.10	8	5.75	9	6.78	6	7.67	11	8.00
Private sector development*	12	6.92	9	7.67	42	6.17	44	7.75	8	8.75	12	6.17	12	6.75	26	8.15	28	6.46	10	7.10	9	7.56	4	7.00	10	6.70
Education*	11	7.55	9	7.67	49	6.80	41	8.10	14	8.79	10	5.00	9	6.78	17	8.29	31	6.71	6	7.67	10	7.20	9	7.11	10	7.90
Public sector governance/ reform*	13	6.62	8	7.63	40	6.63	44	7.98	10	9.00	12	5.67	10	7.50	13	7.92	29	5.62	10	6.60	10	6.70	8	6.88	11	7.55
Energy sector development*	13	7.85	8	7.88	49	7.82	46	8.00	12	9.67	13	5.62	10	7.40	16	8.00	28	6.79	11	6.64	10	7.90	10	8.30	9	7.78
Water and sanitation*	12	7.33	6	8.50	43	7.16	37	8.22	13	9.08	9	5.33	8	6.75	12	7.83	27	6.96	11	5.82	7	8.00	9	8.33	7	7.57
Macroeconomic stability and economic growth*	12	7.42	8	7.50	35	6.89	37	7.76	10	8.40	10	5.90	8	6.50	16	7.81	27	6.11	7	4.71	9	7.22	4	8.50	11	7.64
Health and nutrition*	14	7.93	6	8.67	38	7.24	41	8.05	14	9.07	10	5.30	6	6.33	10	7.60	23	6.52	11	6.18	9	7.22	7	7.43	10	8.20
Financial sector development*	12	6.83	8	7.63	40	6.60	39	8.13	11	8.36	12	5.83	10	6.60	24	8.08	25	6.84	6	6.17	9	7.00	5	6.80	11	7.82
Connectivity*	12	7.67	8	7.88	43	6.95	34	8.24	9	9.11	10	5.00	5	4.80	10	7.50	22	5.82	10	6.20	6	6.67	5	7.40	8	6.87
Agriculture and rural development*	11	7.27	7	9.71	40	7.28	46	8.00	14	8.29	11	5.45	10	5.80	22	7.91	29	6.24	9	8.00	6	5.33	8	7.00	12	7.00
Climate change*	6	7.00	6	8.50	32	6.41	35	7.51	10	8.20	9	4.44	8	5.00	10	7.10	22	6.14	9	6.56	4	6.25	8	6.25	7	7.14
Poverty reduction*	14	7.57	8	7.50	39	7.23	46	8.13	14	9.36	10	5.70	11	7.00	24	7.71	31	6.97	14	7.36	7	6.71	7	8.86	13	7.54

*Significantly different between stakeholder groups

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Tajikistan?*	12	7.00	11	7.55	56	6.96	60	8.15	17	8.71	15	6.33	13	7.85	29	8.00	37	6.78	14	6.71	11	7.27	11	8.09	14	7.79

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



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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Tajikistan*	14	7.14	8	7.63	53	6.92	58	8.24	16	8.00	13	6.31	13	7.00	29	7.52	32	6.69	11	6.73	11	8.09	9	7.22	15	7.93
The WBG meets Tajikistan's needs for knowledge services*	13	6.77	11	7.91	52	6.58	56	8.09	17	8.47	12	6.25	14	6.86	24	7.46	35	6.77	13	6.54	10	7.80	12	6.58	19	8.37

*Significantly different between stakeholder groups

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?* (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Weekly	18.8%	9.1%	4.8%	9.8%	17.6%		5.9%	5.7%	4.7%	6.3%	9.1%		
Monthly	6.3%		7.9%	36.1%	5.9%	28.6%	11.8%	11.4%	20.9%	18.8%		36.4%	19.0%
A few times a year	37.5%	45.5%	28.6%	32.8%	23.5%	57.1%	35.3%	31.4%	39.5%	12.5%	81.8%	45.5%	47.6%
Rarely	31.3%	45.5%	39.7%	21.3%	41.2%	14.3%	23.5%	37.1%	23.3%	56.3%	9.1%	18.2%	14.3%
Never	6.3%		19.0%		11.8%		23.5%	14.3%	11.6%	6.3%			19.0%

*Significantly different between stakeholder groups



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

In Tajikistan, 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		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	13	7.31	6	6.33	47	6.87	49	8.08	14	8.29	12	6.17	14	7.57	19	8.00	31	7.06	14	7.21	10	7.50	8	7.25	17	7.82
Include appropriate level of stakeholder involvement during preparation*	12	7.08	5	6.00	39	6.26	49	7.96	11	8.36	10	5.70	13	6.77	14	7.86	30	6.30	10	6.60	10	7.30	7	6.57	15	8.07
Lead to practical solutions*	12	7.42	7	6.71	40	6.00	48	7.63	12	8.08	10	5.20	12	6.75	17	7.71	29	6.34	10	6.90	10	7.40	8	6.75	15	7.60
Are accessible (well written and easy to understand)*	10	7.90	6	6.00	41	6.37	54	8.33	12	8.25	11	6.64	13	6.31	18	8.00	34	6.65	11	7.36	10	7.30	10	6.60	18	7.67
Are source of relevant information on global good practices*	14	7.36	7	7.14	43	6.79	55	8.42	11	7.73	12	7.08	13	7.15	20	8.40	32	7.25	10	8.70	10	7.20	11	7.64	18	8.50
Are relevant to country challenges*	12	7.42	7	7.00	42	6.36	53	8.13	13	7.85	12	6.33	12	7.75	15	7.67	36	6.58	12	7.58	9	6.44	10	7.50	16	8.19
Are adequately disseminated*	12	6.50	6	5.33	45	5.76	53	7.81	13	7.38	9	5.89	11	7.00	17	7.53	34	6.18	10	6.90	9	6.78	11	7.00	18	7.89
Are translated enough into local language	14	7.21	5	6.20	46	5.63	53	7.19	14	7.36	8	4.63	11	5.91	16	7.06	33	6.21	14	5.21	9	7.44	9	6.67	16	7.75
Are adaptable to Tajikistan's specific development challenges and country circumstances*	12	7.08	7	6.86	42	6.40	54	7.94	14	8.21	11	5.64	11	6.91	21	7.62	32	6.66	10	6.80	10	7.10	10	8.10	14	8.57

*Significantly different between stakeholder groups

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	12	8.92	8	6.88	55	8.31	58	8.91	15	9.20	14	5.79	14	7.79	29	8.66	40	8.23	16	8.94	11	9.18	12	8.42	19	8.63
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.75	7	7.29	46	6.85	56	8.11	15	8.27	15	6.67	13	7.69	26	7.88	38	7.18	13	7.31	11	8.36	11	7.36	20	8.00

(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		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly*	12	6.33	6	8.83	44	6.41	55	8.71	14	8.36	9	5.33	13	6.69	16	7.81	21	5.95	11	6.73	10	7.40	5	6.80	9	7.33
The WBG effectively monitors and evaluates the projects and programs it supports*	14	7.64	8	7.50	51	7.75	60	8.92	14	8.43	9	5.33	14	7.43	24	7.96	31	6.52	13	7.85	10	8.70	10	8.20	19	8.21
The World Bank Group's approvals and reviews are done in a timely fashion*	12	7.75	8	7.63	41	6.63	58	8.57	14	8.57	11	5.55	14	6.21	17	8.76	22	6.32	9	7.89	10	7.80	7	7.43	15	8.20
The WBG's "Safeguard Policy" requirements are reasonable*	13	7.08	5	8.60	36	6.50	45	8.76	8	8.63	8	6.00	11	6.27	16	8.62	17	7.53	8	7.75	9	7.44	4	8.50	13	7.77
The WBG's conditions on its lending are reasonable*	12	5.83	6	8.33	40	6.27	50	8.92	12	7.58	9	5.89	10	6.70	24	7.83	15	6.93	10	7.10	8	6.88	3	8.67	10	8.10
The WBG takes decisions quickly in Tajikistan*	10	5.60	6	6.00	38	6.29	50	8.32	12	7.33	10	5.30	11	6.45	15	7.40	17	5.47	11	6.36	10	7.60	7	8.00	10	8.20
Working with the World Bank Group increases Tajikistan's institutional capacity*	10	8.40	8	7.50	49	7.14	61	8.98	14	8.57	13	6.69	13	7.54	24	8.13	31	7.52	13	8.54	10	8.00	10	9.10	16	9.13
Where country systems are adequate, the WBG makes appropriate use of them*	7	7.00	5	5.80	38	6.03	48	8.37	7	8.57	7	5.57	9	6.33	11	8.55	21	6.29	7	6.14	9	7.56	5	7.00	10	8.40
The WBG provides effective implementation support*	14	8.43	10	7.70	50	7.44	59	9.12	13	7.92	11	6.18	13	7.38	23	8.39	30	7.17	14	7.64	11	8.45	10	8.20	16	8.37

*Significantly different between stakeholder groups

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Tajikistan?*	14	7.79	7	9.14	45	7.18	49	8.02	17	8.47	11	5.82	13	6.69	28	7.79	32	6.03	15	6.87	9	8.89	6	6.33	19	8.21

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



F. The Future Role of the World Bank Group in Tajikistan

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Offer more innovative knowledge services	43.8%	18.2%	25.4%	17.7%	17.6%	6.7%	17.6%	16.7%	23.3%	31.3%	54.5%	33.3%	14.3%
Collaborate more effectively with Government clients*	37.5%	18.2%	23.8%	30.6%	58.8%	26.7%	11.8%	13.9%	11.6%	12.5%	45.5%	16.7%	19.0%
Work faster*	0.0%	9.1%	20.6%	9.7%	35.3%	13.3%	23.5%	11.1%	2.3%	12.5%	9.1%	0.0%	9.5%
Reduce the complexity of obtaining World Bank Group financing*	12.5%	63.6%	39.7%	29.0%	41.2%	13.3%	5.9%	41.7%	14.0%	6.3%	27.3%	8.3%	47.6%
Help to bring discipline/effective supervision to implementation of investment projects	25.0%	27.3%	4.8%	12.9%	0.0%	6.7%	11.8%	2.8%	14.0%	18.8%	9.1%	8.3%	14.3%
Offer more innovative financial products*	0.0%	0.0%	7.9%	11.3%	5.9%	26.7%	23.5%	36.1%	7.0%	12.5%	0.0%	8.3%	4.8%
Ensure greater selectivity in its work	6.3%	0.0%	0.0%	6.5%	0.0%	13.3%	5.9%	8.3%	2.3%	0.0%	0.0%	8.3%	14.3%
Provide more adequate data/knowledge/ statistics/figures on Tajikistan's economy*	0.0%	0.0%	7.9%	1.6%	5.9%	6.7%	17.6%	2.8%	0.0%	25.0%	0.0%	16.7%	9.5%
Improve the competitiveness of its financing compared to markets	12.5%	9.1%	11.1%	3.2%	0.0%	13.3%	11.8%	8.3%	2.3%	0.0%	0.0%	0.0%	9.5%
Reach out more to groups outside of Government*	0.0%	0.0%	3.2%	11.3%	23.5%	26.7%	35.3%	22.2%	62.8%	37.5%	9.1%	33.3%	4.8%
Increase the level of capacity development in the country*	37.5%	9.1%	23.8%	43.5%	5.9%	33.3%	23.5%	16.7%	34.9%	12.5%	36.4%	50.0%	28.6%
Other*	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	7.0%	12.5%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials	37.5%	9.1%	36.5%	23.4%	35.3%	33.3%	12.5%	19.4%	9.5%	25.0%	18.2%	16.7%	14.3%
e-Newsletters	12.5%	18.2%	14.3%	15.6%	0.0%	20.0%	43.8%	19.4%	23.8%	31.3%	18.2%	33.3%	19.0%
World Bank Group's website*	43.8%	27.3%	25.4%	37.5%	5.9%	40.0%	43.8%	30.6%	40.5%	18.8%	45.5%	75.0%	19.0%
Direct contact with World Bank Group*	18.8%	72.7%	39.7%	32.8%	64.7%	46.7%	6.3%	50.0%	35.7%	50.0%	45.5%	25.0%	71.4%
Social media	12.5%	0.0%	7.9%	12.5%	11.8%	13.3%	37.5%	19.4%	23.8%	25.0%	9.1%	8.3%	9.5%
Other*	18.7%	0.0%	1.6%	3.1%	0.0%	0.0%	0.0%	0.0%	4.8%	6.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	6.7%	11.1%	27.8%	51.8%	7.7%	40.0%	23.5%	25.0%	28.2%	25.0%	36.4%	54.5%	38.1%
No	93.3%	88.9%	72.2%	48.2%	92.3%	60.0%	76.5%	75.0%	71.8%	75.0%	63.6%	45.5%	61.9%

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?*

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	73.3%	100.0%	94.9%	98.3%	80.0%	100.0%	88.2%	91.7%	90.2%	100.0%	81.8%	100.0%	95.2%
No	26.7%		5.1%	1.7%	20.0%		11.8%	8.3%	9.8%		18.2%		4.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	66.7%	100.0%	54.5%	82.3%	6.7%	86.7%	70.6%	44.4%	69.0%	56.3%	90.9%	81.8%	61.9%
No	33.3%		45.5%	17.7%	93.3%	13.3%	29.4%	55.6%	31.0%	43.8%	9.1%	18.2%	38.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	33.3%	25.0%	20.4%	31.1%	33.3%	26.7%	23.5%	27.8%	41.0%	62.5%	18.2%	33.3%	19.0%
No	66.7%	75.0%	79.6%	68.9%	66.7%	73.3%	76.5%	72.2%	59.0%	37.5%	81.8%	66.7%	81.0%

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Observer*	42.9%	0.0%	29.8%	6.2%	31.3%	10.5%	0.0%	32.1%	19.0%	35.7%	0.0%	16.7%	31.6%
Use World Bank Group reports/data*	78.6%	55.6%	22.8%	27.7%	0.0%	26.3%	6.7%	28.6%	33.3%	28.6%	14.3%	41.7%	15.8%
Engage in World Bank Group related/sponsored events/activities*	28.6%	0.0%	45.6%	47.7%	12.5%	52.6%	53.3%	21.4%	54.8%	42.9%	57.1%	58.3%	47.4%
Collaborate as part of my professional duties*	14.3%	88.9%	52.6%	66.2%	68.8%	57.9%	60.0%	53.6%	33.3%	42.9%	100.0%	16.7%	47.4%
Use World Bank Group website for information, data, research, etc.	14.3%	22.2%	12.3%	21.5%	12.5%	10.5%	13.3%	21.4%	23.8%	21.4%	28.6%	25.0%	42.1%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Location¹⁴

Dushanbe and Districts of Republican Subordination N=291 ● Other Areas N=68

B. Overall Attitudes toward the World Bank Group

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tajikistan?	286	6.80	2.47	66	6.64	2.55

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.	266	7.26	2.27	63	7.14	2.31

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Tajikistan solve its most complicated development challenges?	248	7.40	2.15	62	7.77	2.12

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

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tajikistan	256	7.74	2.19	59	7.63	2.12
The WBG's work is aligned with what I consider the development priorities for Tajikistan	229	7.45	2.24	60	7.87	2.04

(1-Strongly disagree, 10-Strongly agree)

¹⁴ Only 359 respondents provided the information about their geographic location. Thus only these respondents were included in the analysis presented in this Appendix.

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

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	200	7.00	2.25	47	7.26	2.21
Flexibility (in terms of the institution's products and services)	179	6.73	2.17	44	6.59	1.95
Flexibility (in terms of changing country circumstances)	186	6.45	2.33	43	6.77	2.22
Being inclusive	165	6.75	2.26	41	6.73	1.75
Openness (sharing data and other information)	211	7.20	2.31	52	7.38	2.32
Collaboration with the Government	237	7.98	2.10	52	8.33	1.89
The speed in which it gets things accomplished on the ground	204	7.25	2.25	49	7.63	1.91
Helping to bring discipline/effective supervision to implementation of investment projects	208	7.34	2.32	45	7.67	2.19
Collaboration with civil society	190	6.52	2.59	49	6.76	2.55
Staff accessibility	191	7.21	2.51	48	6.96	2.49
Collaboration with other donors and development partners	185	7.37	2.38	41	7.27	2.07
Collaboration with the private sector	183	6.66	2.44	42	6.50	2.43
Straightforwardness and honesty	201	7.54	2.42	48	7.77	2.46
Treating clients and stakeholders in Tajikistan with respect	197	8.21	2.04	43	8.65	1.72
Being a long-term partner	209	8.11	2.18	42	8.10	2.56

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

C. World Bank Group's Sectoral Effectiveness and Results

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Tajikistan?	244	7.41	2.06	60	7.97	1.81

(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 Tajikistan?

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tajikistan*	235	7.24	2.26	50	8.12	2.00
The World Bank Group meets Tajikistan's needs for knowledge services	238	7.25	2.41	56	7.61	2.10

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

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

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Tajikistan's specific development challenges and country circumstances	201	7.19	2.40	50	7.60	2.33

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	250	8.32	2.16	59	8.92	1.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	231	7.50	2.18	58	8.02	1.71

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

*Significantly different between locations.

E. Working with the World Bank Group

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

	Dushanbe and Districts of Republican Subordination			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Tajikistan	173	7.08	2.49	36	6.67	2.65
Where country systems are adequate, the World Bank Group makes appropriate use of them	150	7.07	2.64	35	7.66	2.14

(1-Strongly disagree, 10-Strongly agree)



Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁵

Currently collaborating with the WBG N=228 ● Not collaborating with the WBG N=131

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 Tajikistan?*	226	7.57	2.06	126	5.34	2.53

(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 Tajikistan.*	225	7.61	2.20	104	6.45	2.24

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Tajikistan solve its most complicated development challenges?*	213	7.66	2.06	97	7.11	2.27

(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 WBG can have the most impact on development results in Tajikistan, in which sectors do you believe the WBG should focus most of its resources (financial and knowledge services) in Tajikistan? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Private sector development	43.8%	36.6%
Public sector governance/reform	30.5%	22.1%
Education	29.6%	32.1%
Job creation/employment*	27.0%	40.5%
Energy sector development	22.1%	25.2%
Macroeconomic stability and economic growth	18.1%	16.8%
Connectivity*	16.8%	7.6%
Poverty reduction	16.4%	19.1%
Agriculture and rural development	14.6%	19.8%
Anti-corruption	13.3%	18.3%
Financial sector development*	12.8%	6.1%
Social protection*	8.8%	19.1%
Health	8.4%	11.5%
Climate change*	7.5%	2.3%
Water and sanitation	6.6%	4.6%
Nutrition and food security	6.6%	9.2%
Trade and exports	5.3%	3.8%
Regional integration	4.0%	3.1%

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

¹⁵Only 359 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, only these respondents were included in the analysis presented in this Appendix.

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

How **EFFECTIVE** do you believe the following World Bank Group's instruments are in supporting the Tajikistan Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	133	7.37	2.41	47	7.34	2.40
Development Policy Financing (DPF)	113	7.00	2.55	49	7.53	2.31
Trust funds and grants	140	7.46	2.46	56	7.41	2.68
IFC Investment Services	115	6.90	2.61	42	6.55	2.70
IFC Advisory Services	116	7.13	2.56	41	6.39	2.78

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

	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 Tajikistan	210	7.76	2.14	105	7.65	2.25
The WBG's work is aligned with what I consider the development priorities for Tajikistan	199	7.65	2.13	91	7.27	2.34

(1-Strongly disagree, 10-Strongly agree)

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	182	7.25	2.21	66	6.50	2.26
Flexibility (in terms of the institution's products and services)*	156	6.88	2.18	66	6.26	1.94
Flexibility (in terms of changing country circumstances)*	165	6.73	2.33	64	5.98	2.22
Being inclusive*	146	6.99	2.19	61	6.21	2.03
Openness (sharing data and other information)*	177	7.50	2.10	87	6.76	2.66
Collaboration with the Government	189	8.12	1.94	99	7.88	2.30
The speed in which it gets things accomplished on the ground	174	7.39	2.21	79	7.22	2.17
Helping to bring discipline/effective supervision to implementation of investment projects	177	7.56	2.22	76	7.00	2.44
Collaboration with civil society*	160	6.96	2.45	79	5.76	2.66
Staff accessibility*	171	7.57	2.34	68	6.16	2.66
Collaboration with other donors and development partners*	155	7.65	2.29	71	6.70	2.28
Collaboration with the private sector	155	6.76	2.37	71	6.35	2.56
Straightforwardness and honesty*	176	7.85	2.31	74	7.01	2.61
Treating clients and stakeholders in Tajikistan with respect	174	8.42	1.94	67	8.00	2.10
Being a long-term partner*	182	8.35	2.03	71	7.55	2.61

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

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



C. World Bank Group's Sectoral Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	182	7.54	2.51	102	7.79	2.64
Private sector development	198	9.00	1.46	109	8.89	1.61
Education	200	8.88	1.79	107	8.65	2.08
Public sector governance/reform	188	8.39	1.94	90	7.89	2.34
Regional integration*	167	7.68	2.33	82	6.88	2.61
Nutrition and food security	181	7.81	2.49	99	7.79	2.50
Energy sector development	191	8.68	1.82	102	8.47	2.20
Water and sanitation	188	8.31	2.08	98	8.07	2.21
Macroeconomic stability and economic growth*	180	8.74	1.74	100	8.15	2.30
Job creation/employment	186	8.68	1.85	110	8.61	2.21
Health	190	8.44	1.94	97	8.44	2.01
Financial sector development	185	8.57	1.78	100	8.14	2.24
Connectivity	182	8.57	1.93	99	8.19	2.21
Agriculture and rural development	189	8.56	1.80	103	8.59	2.05
Trade and exports	178	7.84	2.11	93	7.70	2.44
Climate change	176	7.72	2.43	86	7.42	2.43
Poverty reduction	191	8.76	1.77	104	8.88	2.18
Anti-corruption*	180	8.66	1.96	98	7.92	2.96

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	129	7.20	2.29	58	6.55	2.68
Private sector development	155	7.17	2.28	75	7.03	2.43
Education	157	7.41	2.28	73	7.29	2.62
Public sector governance/reform	151	7.23	2.35	70	6.67	2.54
Energy sector development	157	7.66	2.23	81	7.75	2.31
Water and sanitation	134	7.45	2.38	69	7.52	2.20
Macroeconomic stability and economic growth*	133	7.39	2.18	64	6.59	2.29
Health and nutrition	135	7.45	2.37	66	7.39	2.16
Financial sector development	148	7.45	2.22	67	6.93	2.18
Connectivity	118	7.07	2.42	67	7.09	2.58
Agriculture and rural development	152	7.45	2.40	76	7.01	2.31
Climate change	115	6.64	2.58	53	6.87	2.73
Poverty reduction	163	7.68	2.35	79	7.38	2.66

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Tajikistan?	200	7.62	1.89	104	7.32	2.26

(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 Tajikistan?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Tajikistan	191	7.50	2.19	95	7.24	2.34
The WBG meets Tajikistan's needs for knowledge services	200	7.47	2.32	94	7.00	2.40

(1-Strongly disagree, 10-Strongly agree)

D. The World Bank Group's Knowledge Work and Activities**In Tajikistan, 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	174	7.48	2.15	85	7.42	2.41
Include appropriate level of stakeholder involvement during preparation	160	7.19	2.24	68	6.85	2.62
Lead to practical solutions	163	7.08	2.25	69	6.65	2.59
Are accessible (well written and easy to understand)*	169	7.53	2.33	82	6.85	2.67
Are source of relevant information on global good practices	173	7.83	2.13	86	7.42	2.53
Are relevant to country challenges	168	7.43	2.10	84	7.04	2.61
Are adequately disseminated	169	6.94	2.39	81	6.67	2.65
Are translated enough into local language	173	6.68	2.89	78	6.32	2.94
Are adaptable to Tajikistan's specific development challenges and country circumstances	170	7.39	2.28	81	7.04	2.62

(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.

	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?	201	8.47	1.97	107	8.38	2.16
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	191	7.72	2.11	97	7.37	2.08

(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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	163	7.67	2.42	64	6.39	2.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	185	8.12	2.13	97	7.54	2.31
The WBG's approvals and reviews are done in a timely fashion*	170	7.84	2.25	70	6.99	2.33
The World Bank Group's "Safeguard Policy" requirements are reasonable*	141	7.91	2.12	55	7.13	2.43
The World Bank Group's conditions on its lending are reasonable*	150	7.75	2.17	61	6.67	2.59
The World Bank Group takes decisions quickly in Tajikistan	147	7.12	2.50	62	6.71	2.54
Working with the WBG increases Tajikistan's institutional capacity*	182	8.29	2.08	92	7.74	2.33
Where country systems are adequate, the World Bank Group makes appropriate use of them	134	7.33	2.60	51	6.82	2.44
The World Bank Group provides effective implementation support*	187	8.29	2.05	89	7.44	2.52

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Tajikistan?	178	7.48	2.18	91	7.42	2.41

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	175	7.71	2.20	58	6.81	2.57
I find the information on the World Bank Group's websites useful.*	179	8.11	1.99	57	7.46	2.67
The World Bank Group's social media channels are valuable sources of information about the institution	95	7.32	2.55	49	6.84	2.84
When I need information from the World Bank Group I know how to find it*	187	8.11	2.33	73	7.08	2.88
The WBG is responsive to my information requests and inquiries	166	7.81	2.43	40	7.15	2.63

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



Appendix E: Responses to Select Questions by Year¹⁶

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY14 and FY17 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY14	FY17
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, and PMU/Consultants on WBG supported projects)	7.8%	47.2%
Bilateral/Multilateral Agency	5.2%	6.2%
Private sector (includes financial sector/private banks)	21.2%	17.6%
Academia	5.6%	3.9%
Media	11.3%	5.2%
Civil society (includes NGOs/CBOs, private foundations, and trade unions)	42.0%	14.0%
Local Government	6.9%	5.9%
Total Number of Respondents (Un-Weighted)	231	307

(Note, there were insufficient numbers of respondents from the office of the President/Prime Minister in FY14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY14	FY17
Government Institutions	27.3%	27.3%
Bilateral/Multilateral Agency	5.7%	5.7%
Private Sector	19.3%	19.3%
Academia	4.5%	4.5%
Media	8.5%	8.5%
Civil Society	28.4%	28.4%
Local Government	6.2%	6.2%
Total Number of Respondents (Weighted)	221	311

All data presented in this Appendix are weighted. As a result, means of the FY17 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY14 respondents and the total number of respondents indicated may differ from those reported in the FY14 COS report.

¹⁶Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing Tajikistan**

In general would you say that Tajikistan is headed in?*

Percentage of Respondents	FY14	FY17
The right direction	55.8%	71.6%
The wrong direction	13.3%	9.2%
Not sure	31.0%	19.2%

*Significantly different between FY17 and FY14 respondents.

B. Overall Attitudes toward the World Bank Group

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tajikistan?*	217	5.25	2.60	306	6.57	2.42

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.	160	6.56	2.35	279	6.98	2.26

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tajikistan solve its most complicated development challenges?	142	7.74	2.18	260	7.30	2.13

(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 Tajikistan?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tajikistan*	173	6.53	2.13	270	7.60	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan*	170	6.62	2.09	254	7.42	2.19

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	143	6.00	2.25	202	6.69	2.28
Flexibility (in terms of the institution's products and services)*	153	5.90	2.22	181	6.42	2.12
Flexibility (in terms of changing country circumstances)	154	6.66	2.19	191	6.25	2.31
Being inclusive	136	6.45	1.93	170	6.62	2.11
Openness (sharing data and other information)*	151	6.43	2.17	230	7.22	2.35
Collaboration with the Government*	119	6.94	2.07	249	8.08	2.01
The speed in which it gets things accomplished on the ground*	139	6.78	2.19	216	7.26	2.14
Collaboration with civil society*	153	6.71	2.41	214	6.04	2.72
Staff accessibility	142	6.46	2.11	211	6.78	2.62
Collaboration with other donors and development partners	118	7.30	2.03	196	7.02	2.37
Straightforwardness and honesty*	138	6.15	2.34	213	7.35	2.57
Treating clients and stakeholders in Tajikistan with respect*	169	6.93	2.28	191	8.21	2.04
Being a long-term partner	132	7.59	1.80	209	7.88	2.35

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	163	7.76	2.47	247	7.56	2.51
Education	177	8.90	1.90	268	8.79	1.94
Public sector governance/reform	159	7.83	2.44	240	8.19	2.07
Regional integration	145	7.50	2.43	215	7.13	2.52
Nutrition and food security	165	7.95	1.94	239	7.71	2.53
Energy sector development	187	8.53	2.33	258	8.27	2.16
Water and sanitation	169	8.23	2.13	250	7.95	2.34
Macroeconomic stability and economic growth*	181	8.86	1.55	243	8.32	2.01
Job creation/employment*	183	8.28	1.87	261	8.66	2.00
Health*	181	7.77	2.48	250	8.29	2.03
Financial sector development*	168	7.68	2.03	246	8.26	2.12
Trade and exports*	160	8.13	2.08	235	7.53	2.36
Climate change	148	7.62	2.68	226	7.35	2.51
Poverty reduction	183	8.78	1.81	258	8.72	1.99
Anti-corruption	187	8.71	2.03	241	8.29	2.45

(1-Not important at all, 10-Very important) *Significantly different between FY17 and FY14 respondents.

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	115	6.18	2.24	151	6.68	2.48
Education	133	6.91	2.40	196	7.22	2.39
Public sector governance/reform*	129	5.10	2.83	189	6.75	2.52
Energy sector development	129	7.32	2.31	203	7.45	2.30
Water and sanitation*	122	6.67	2.40	180	7.28	2.42
Macroeconomic stability and economic growth	151	7.10	2.23	167	6.78	2.25
Health and nutrition*	129	6.18	2.68	168	7.09	2.28
Financial sector development*	109	5.66	3.13	180	7.15	2.16
Climate change	100	6.73	1.84	151	6.48	2.55
Poverty reduction	113	6.92	2.43	213	7.47	2.43

(1-Not effective at all, 10-Very effective) *Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?	157	7.23	2.23	266	7.38	1.95

(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 Tajikistan?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tajikistan*	169	6.58	2.14	242	7.21	2.21
The World Bank Group meets Tajikistan's needs for knowledge services*	139	6.29	2.23	249	7.11	2.39

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.

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	FY14	FY17
Weekly*	1.3%	6.1%
Monthly*	8.8%	18.7%
A few times a year*	22.3%	34.8%
Rarely*	40.7%	29.9%
Never*	27.0%	10.5%

*Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Are timely*	151	6.36	2.14	222	7.38	2.18
Include appropriate level of stakeholder involvement during preparation*	143	6.36	1.88	196	6.87	2.30
Lead to practical solutions	146	6.69	2.34	198	6.81	2.40
Are accessible (well written and easy to understand)	137	7.16	2.19	220	7.14	2.50
Are source of relevant information on global good practices*	143	6.59	2.43	219	7.64	2.32
Are relevant to country challenges	162	7.24	2.03	222	7.13	2.40
Are adequately disseminated	135	6.22	2.31	216	6.72	2.60
Are translated enough into local language	140	6.41	2.57	218	6.30	2.95
Are adaptable to Tajikistan's specific development challenges and country circumstances	126	6.88	2.29	217	7.10	2.38

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	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?	199	8.03	2.06	273	8.40	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	160	7.30	2.33	253	7.48	2.16

(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?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	146	6.38	2.13	187	7.05	2.66
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	155	6.76	2.11	234	7.62	2.29
The World Bank Group's approvals and reviews are done in a timely fashion*	147	6.76	2.28	192	7.34	2.37
The World Bank Group's "Safeguard Policy" requirements are reasonable*	120	6.87	1.75	152	7.67	2.28
The World Bank Group's conditions on its lending are reasonable	115	7.20	1.98	168	7.37	2.36
Working with the World Bank Group increases Tajikistan's institutional capacity*	141	6.91	2.12	236	7.98	2.13
Where country systems are adequate, the World Bank Group makes appropriate use of them	101	7.18	1.81	152	6.96	2.64
The World Bank Group provides effective implementation support	147	7.85	2.01	232	7.79	2.36

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.

**G. Communication and Information Sharing**

Please rate how much you agree with the following statements.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	137	6.94	2.11	199	7.21	2.32
I find the information on the World Bank Group's websites useful.*	133	7.03	1.85	203	7.96	2.20
The World Bank Group's social media channels are valuable sources of information about the institution	126	6.80	2.66	142	7.33	2.53
When I need information from the World Bank Group I know how to find it	158	7.66	2.18	227	7.79	2.59
The World Bank Group is responsive to my information requests and inquiries	137	7.01	2.62	176	7.48	2.64

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.***H. Background Information**

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

Percentage of Respondents	FY14	FY17
Yes	32.2%	57.3%
No	67.8%	42.7%

**Significantly different between FY17 and FY14 respondents.*

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	FY14	FY17
Collaborate as part of my professional duties*	23.8%	48.6%
Engage in World Bank Group related/sponsored events/activities*	34.7%	45.6%
Use World Bank Group reports/data	21.0%	26.5%
Observer*	41.7%	20.0%
Use World Bank Group website for information, data, research, etc.*	29.9%	19.7%

**Significantly different between FY17 and FY14 respondents.*



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 Tajikistan? (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
Overall, please rate your impression of the World Bank Group's effectiveness in Tajikistan.	6.45	7.61	7.38	6.39	7.15	7.31	7.01	7.45	7.18	7.21	7.13	7.42
Overall the World Bank Group currently plays a relevant role in development in Tajikistan	7.65	7.76	7.79	7.43	7.67	7.84	7.57	7.91	7.94	7.54	7.69	7.87
The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	7.27	7.65	7.66	6.74	7.47	7.60	7.33	7.71	7.50	7.51	7.45	7.73
Responsiveness to needs	6.50	7.25	7.06	6.66	7.05	6.89	6.99	7.02	6.82	7.15	6.93	7.32
Flexibility (in terms of the institution's products and services)	6.26	6.88	6.69	6.15	6.58	6.70	6.58	6.67	6.56	6.67	6.57	6.79
Flexibility (in terms of changing country circumstances)	5.98	6.73	6.55	6.16	6.48	6.54	6.43	6.58	6.48	6.51	6.48	6.56
Being inclusive	6.21	6.99	6.83	5.96	6.63	6.93	6.47	7.01	6.81	6.62	6.60	7.12
Openness (sharing data and other information)	6.76	7.50	7.30	6.84	7.26	7.15	7.03	7.46	7.33	7.14	7.11	7.69
Collaboration with the Government	7.88	8.12	8.13	7.80	8.05	8.11	7.89	8.30	8.09	8.05	8.06	8.12
The speed in which it gets things accomplished on the ground	7.22	7.39	7.26	7.34	7.32	7.17	7.30	7.24	7.22	7.31	7.27	7.30
Helping to bring discipline/effective supervision to implementation of investment projects	7.00	7.56	7.44	6.75	7.44	7.06	7.20	7.49	7.22	7.42	7.33	7.33
Collaboration with civil society	5.76	6.96	6.54	5.97	6.62	6.02	6.43	6.46	6.29	6.59	6.34	6.80
Staff accessibility	6.16	7.57	7.11	6.69	7.25	6.59	6.76	7.40	6.84	7.25	7.06	7.04
Collaboration with other donors and development partners	6.70	7.65	7.31	6.93	7.17	7.46	7.23	7.30	7.14	7.35	7.28	7.18
Collaboration with the private sector	6.35	6.76	6.54	6.75	6.48	6.82	6.57	6.58	6.53	6.61	6.65	6.27
Straightforwardness and honesty	7.01	7.85	7.70	7.00	7.64	7.48	7.45	7.76	7.54	7.64	7.52	7.89
Treating clients and stakeholders in Tajikistan with respect	8.00	8.42	8.36	8.00	8.25	8.47	8.13	8.51	8.38	8.26	8.29	8.39
Being a long-term partner	7.55	8.35	8.12	8.10	8.27	7.76	7.96	8.31	8.08	8.16	8.16	7.98
To what extent does the World Bank Group's work help to achieve development results in Tajikistan?	7.32	7.62	7.50	7.33	7.49	7.41	7.51	7.42	7.54	7.41	7.47	7.48
The World Bank Group's financial instruments meet the needs of Tajikistan	7.24	7.50	7.42	7.15	7.36	7.38	7.26	7.50	7.71	7.08	7.26	7.78
The World Bank Group meets Tajikistan's needs for knowledge services	7.00	7.47	7.48	6.72	7.24	7.62	7.38	7.31	7.39	7.31	7.31	7.50
Are adaptable to Tajikistan's specific development challenges and country circumstances	7.04	7.39	7.39	6.48	7.21	7.40	7.08	7.47	7.24	7.28	7.22	7.39
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	8.38	8.47	8.43	8.25	8.29	8.69	8.23	8.61	8.58	8.23	8.36	8.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.37	7.72	7.65	7.17	7.53	7.65	7.52	7.61	7.54	7.57	7.45	7.98
The World Bank Group takes decisions quickly in Tajikistan	6.71	7.12	7.15	5.93	7.09	6.64	6.69	7.33	7.02	6.93	6.77	7.74
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.82	7.33	7.19	6.32	7.13	6.98	7.14	7.04	7.36	6.88	6.88	7.84

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Tajikistan FY17 Questionnaire



World Bank Group Country Survey FY 2017 – Tajikistan

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

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 TAJIKISTAN**

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

A2. Listed below are a number of development priorities in Tajikistan.			
Please identify which of the following you consider the most important development priorities in Tajikistan. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	10	Job creation/employment
2	Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	11	Health
3	Education	12	Financial sector development
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	13	Connectivity (e.g., roads, railway, transportation, aviation, ICT)
5	Regional integration	14	Agriculture and rural development
6	Nutrition and food security	15	Trade and exports
7	Energy sector development	16	Climate change (e.g., mitigation, adaptation)
8	Water and sanitation	17	Poverty reduction
9	Macroeconomic stability and economic growth	18	Anti corruption

**SECTION A: GENERAL ISSUES**

A3. 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 Tajikistan? (Choose no more than THREE)

1	Financial sector development	10	Education
2	Connectivity (e.g., roads, railway, transportation, aviation, ICT)	11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)
3	Macroeconomic stability and economic growth	12	Regional integration
4	Job creation/employment	13	Social protection (e.g., pensions, targeted social assistance)
5	Health	14	Private sector development (including investment climate, access to finance, competitiveness, and direct investments)
6	Agriculture and rural development	15	Nutrition and food security
7	Trade and exports	16	Energy sector development
8	Climate change (e.g., mitigation, adaptation)	17	Water and sanitation
9	Anti corruption		

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

1	Greater access to health and nutrition for citizens
2	More reliable social safety net
3	Quality education and training
4	Better quality public services
5	Better employment opportunities for young people, including entrepreneurial opportunities
6	Other (please specify): _____

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Tajikistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tajikistan? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	10	Job creation/employment
2	Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	11	Health
3	Education	12	Financial sector development
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	13	Connectivity (e.g., roads, railway, transportation, aviation, ICT)
5	Regional integration	14	Agriculture and rural development
6	Nutrition and food security	15	Trade and exports
7	Energy sector development	16	Climate change (e.g., mitigation, adaptation)
8	Water and sanitation	17	Poverty reduction
9	Macroeconomic stability and economic growth	18	Anti corruption

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tajikistan?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tajikistan? (Choose no more than TWO)	
1	World Bank Group's processes too complex and slow
2	Not willing to honestly criticize policies and reform efforts in the country
3	Not aligned with other donors' work
4	Not aligned with country priorities
5	Not adequately sensitive to political/social realities in Tajikistan
6	Not collaborating enough with stakeholders outside the Government
7	Not enough public disclosure of its work
8	Not client focused
9	The credibility of its knowledge/data
10	Other (please specify): _____
11	Don't know

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

B7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tajikistan Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B8. 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	6	Academia/think tanks/research institutes
2	Private sector	7	Parliament
3	Local government	8	Media
4	Donor community	9	Other (please specify): _____
5	Civil Society Organizations	10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	
B9	Overall the World Bank Group currently plays a relevant role in development in Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	The World Bank Group's work is aligned with what I consider the development priorities for Tajikistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in Tajikistan, 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"/>
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Treating clients and stakeholders in Tajikistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	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**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Tajikistan?													
		Not important at all										Very important	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	Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Nutrition and food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Energy sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Macroeconomic stability and economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Financial sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Connectivity (e.g., roads, railway, transportation, aviation, ICT)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tajikistan? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development (including investment climate, access to finance, competitiveness, and direct investments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, tax reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Energy sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Macroeconomic stability and economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Financial sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Connectivity (e.g., roads, railway, transportation, aviation, ICT)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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



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

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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Tajikistan?												
		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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TAJIKISTAN**

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Tajikistan? (Choose no more than TWO)			
1	Local radio	4	Internet
2	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	5	Local newspapers
3	Local television	6	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	e-Newsletters	7	Other (please specify): _____
4	World Bank Group's website		

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

Please rate how much you agree with the following statements.														
		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
G7	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G8	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G9	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G10	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
G11	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	9	Financial Sector/Private Bank
2	Office of Minister	10	Civil Society Organization
3	Office of Parliamentarian	11	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	12	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	13	Academia/Research Institute/Think Tank
6	Local Government Office or Staff	14	Judiciary Branch
7	Bilateral/Multilateral Agency	15	Other (please specify): _____
8	Private Sector Organization		

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

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Tajikistan?**(Select only ONE response)**

- | | |
|---|--------------------------------------------------------------|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Tajikistan?**(Choose no more than TWO)**

- | | |
|---|---------------------------------------------------------------------------|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|----------------------------------------------------|
| 1 | Dushanbe and Districts of Republican Subordination |
| 2 | Khatlon Region |
| 3 | Sughd Region |
| 4 | Gorno-Badakhshan Autonomous Region |

Thank you for completing the survey!