

# FY 2019 Kyrgyz Republic Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



September 2019



## Acknowledgements

The Kyrgyz Republic Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Kyrgyz Republic country team and the independent fielding agency Kyrgyz Republic Public Association “Centre of Public Opinion Study and Forecasting «El-Pikir»”. In particular, PORG is grateful for the support from Jyldyz Djakypova (Communications Officer) and Natalya Iosipenko (Senior Program Assistant) who coordinated the survey related activities from Bishkek, the Kyrgyz Republic.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## THE KYRGYZ REPUBLIC





## I. Objectives

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

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

## II. Methodology

From April to May 2019, 583 stakeholders of the WBG in the Kyrgyz Republic were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions/professional associations; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 319 stakeholders participated in the survey (55% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, completed questionnaires with a representative from the local fielding agency, or they received the questionnaire via mail/courier/email and returned it accordingly.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 67%, N=322). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 80).

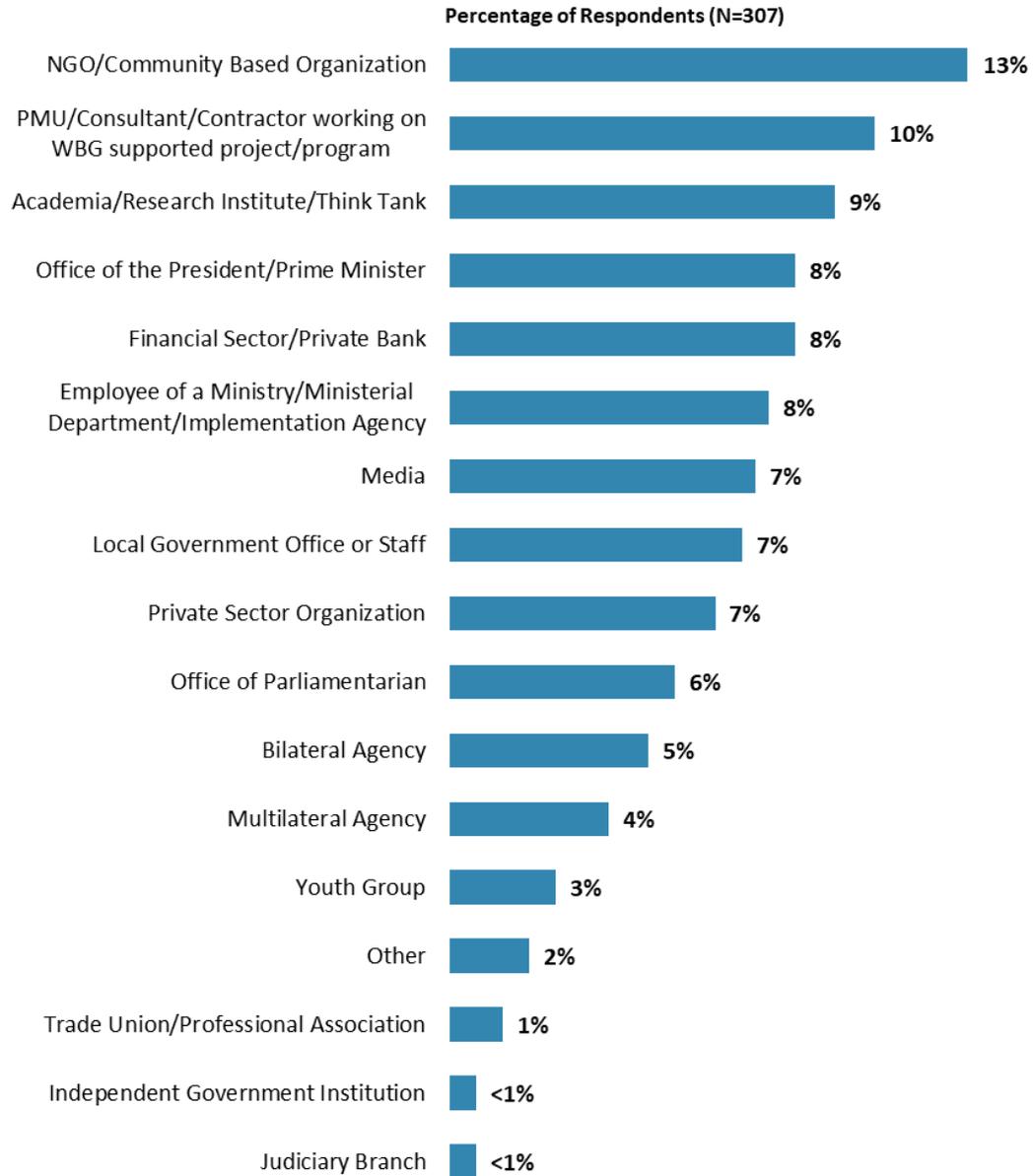
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



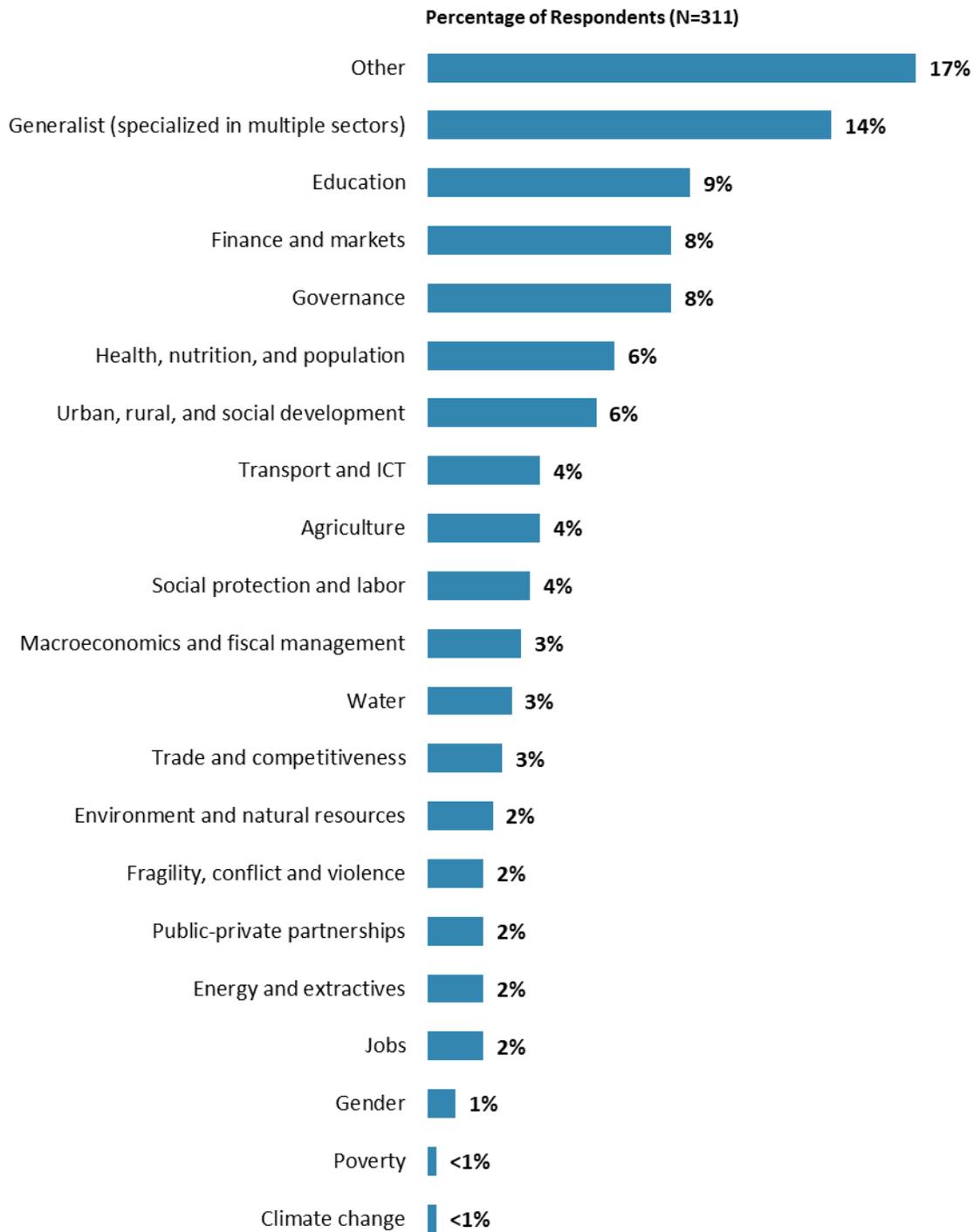
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs, consultants, and contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, trade unions/professional associations, and youth groups were combined in the “CSO” category; and the small number of respondents from the independent government institutions and the judiciary branch were included in the “Other” category.



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

#### Area of Primary Specialization



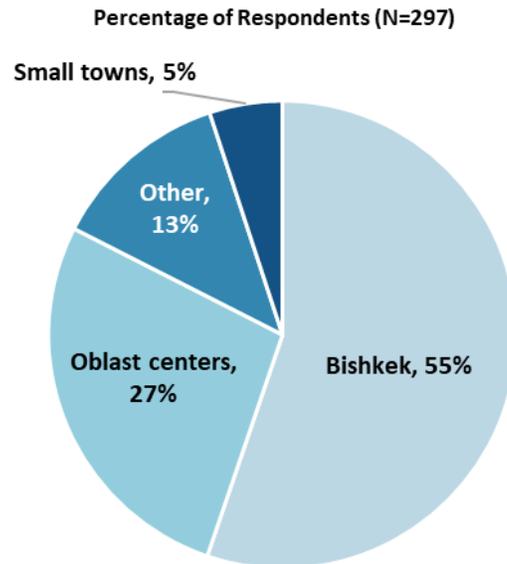
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

#### Geographic Locations

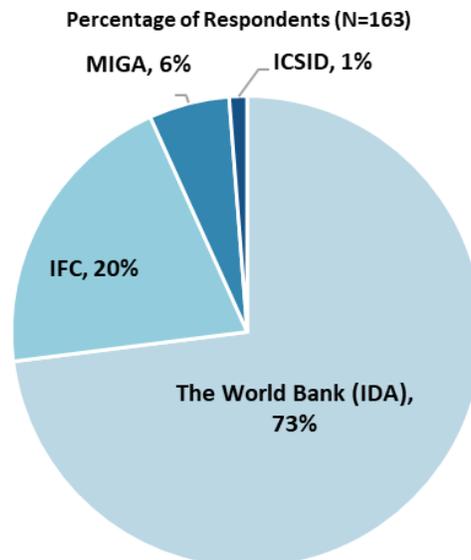
- Because of the small number of respondents from “Small towns”, they were combined with the “Other” locations in one category: “Small towns/Other areas”. Geographic location comparisons can be found in Appendix C (page 70).



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

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



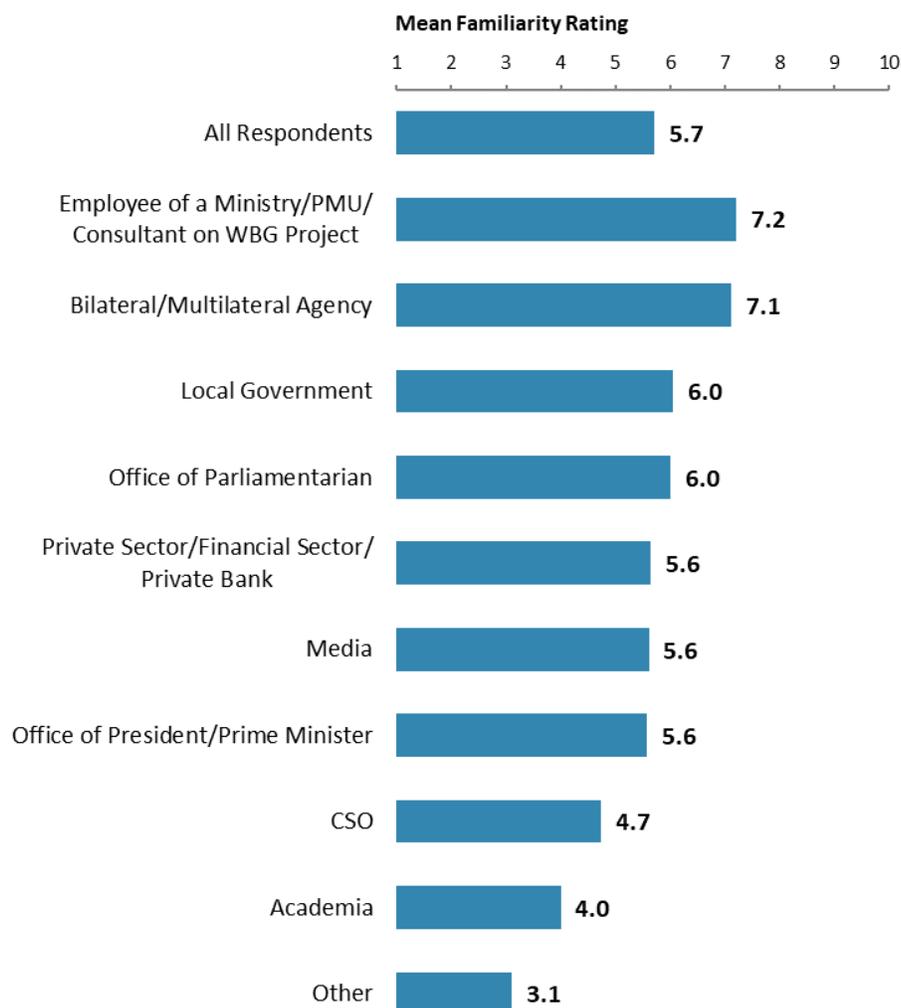
"Which of the following agencies of the World Bank Group do you primarily collaborate/  
work with in the Kyrgyz Republic?" (Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'19 = 5.8; weighted mean in FY'16 = 5.8)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in the Kyrgyz Republic, with their agreement that the WBG plays a relevant role in the Kyrgyz Republic's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in the Kyrgyz Republic.



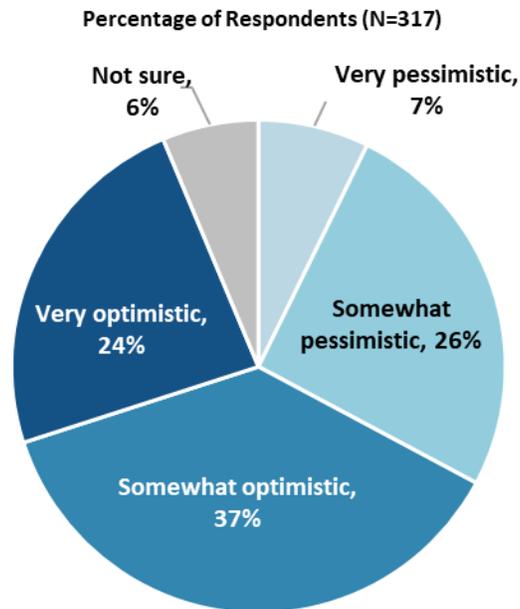
"How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?" (1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 80) for more details on weighting.



## IV. General Issues Facing the Kyrgyz Republic

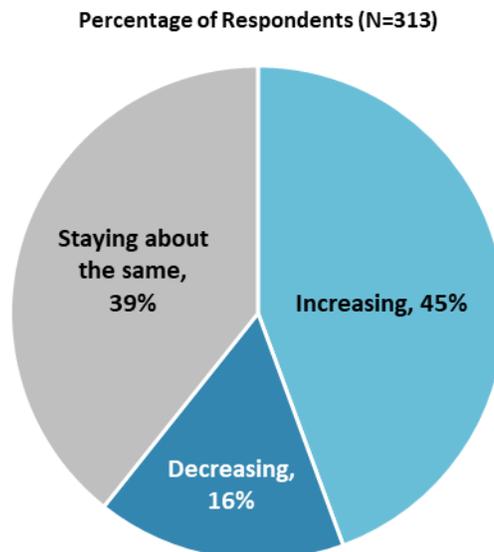
### Optimism for the Future of the Kyrgyz Republic



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

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### Perceptions of Economic Opportunity

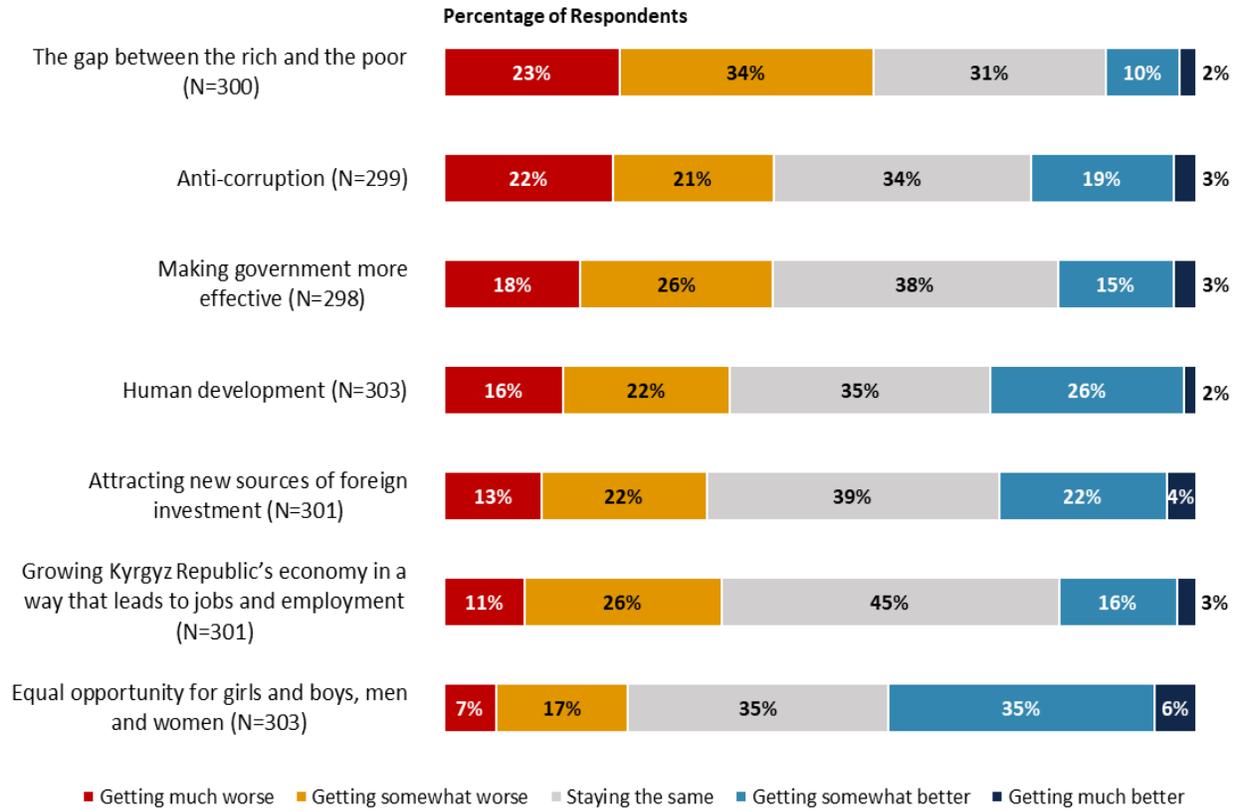


"Do you think that economic opportunity for citizens in the Kyrgyz Republic is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing the Kyrgyz Republic (continued)

### Perceptions of Improvement and Decline in Specific Areas



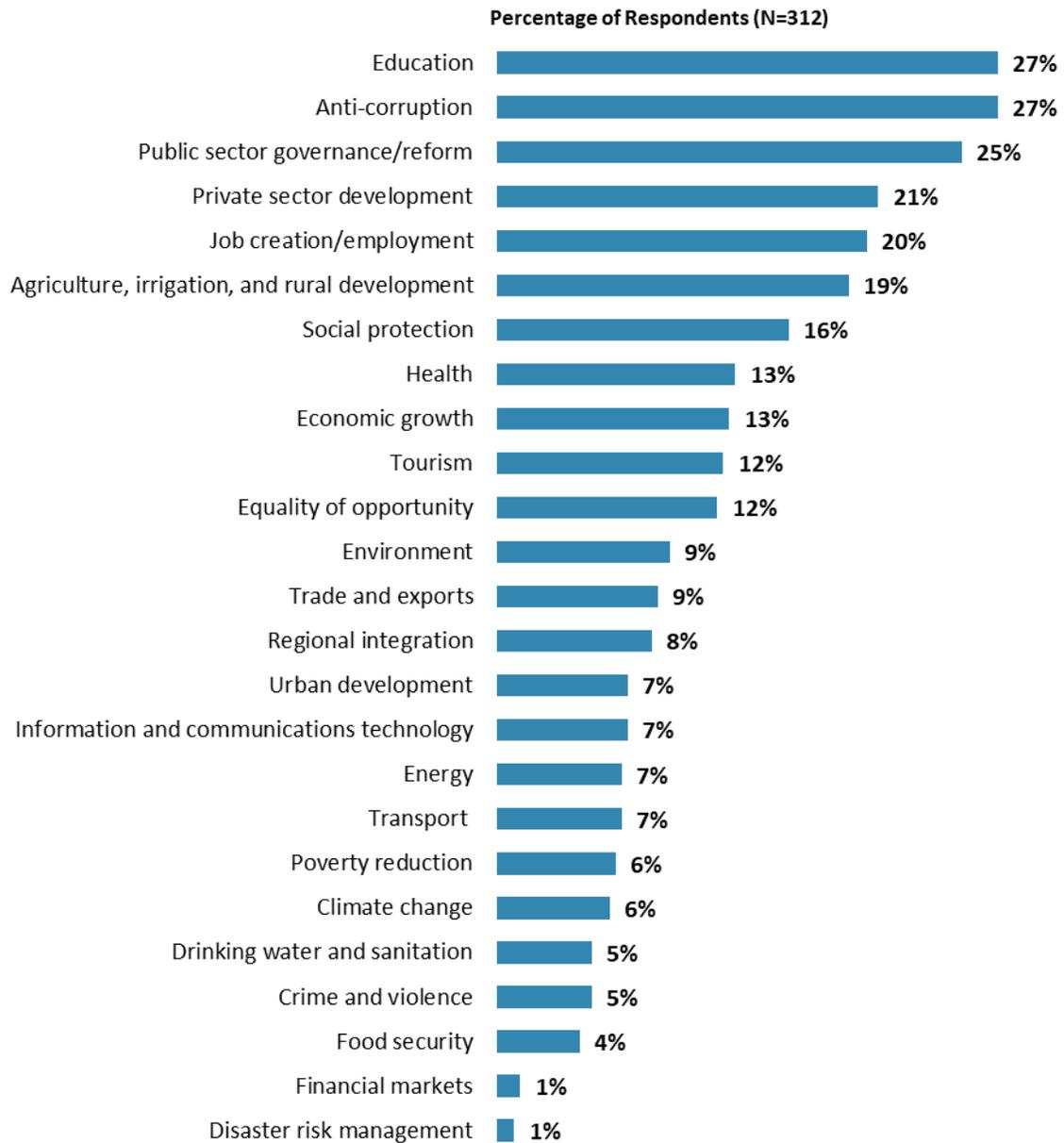
"Please describe the direction the Kyrgyz Republic is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing the Kyrgyz Republic (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priority in the Kyrgyz Republic was “*public administration/service delivery*” (52%).



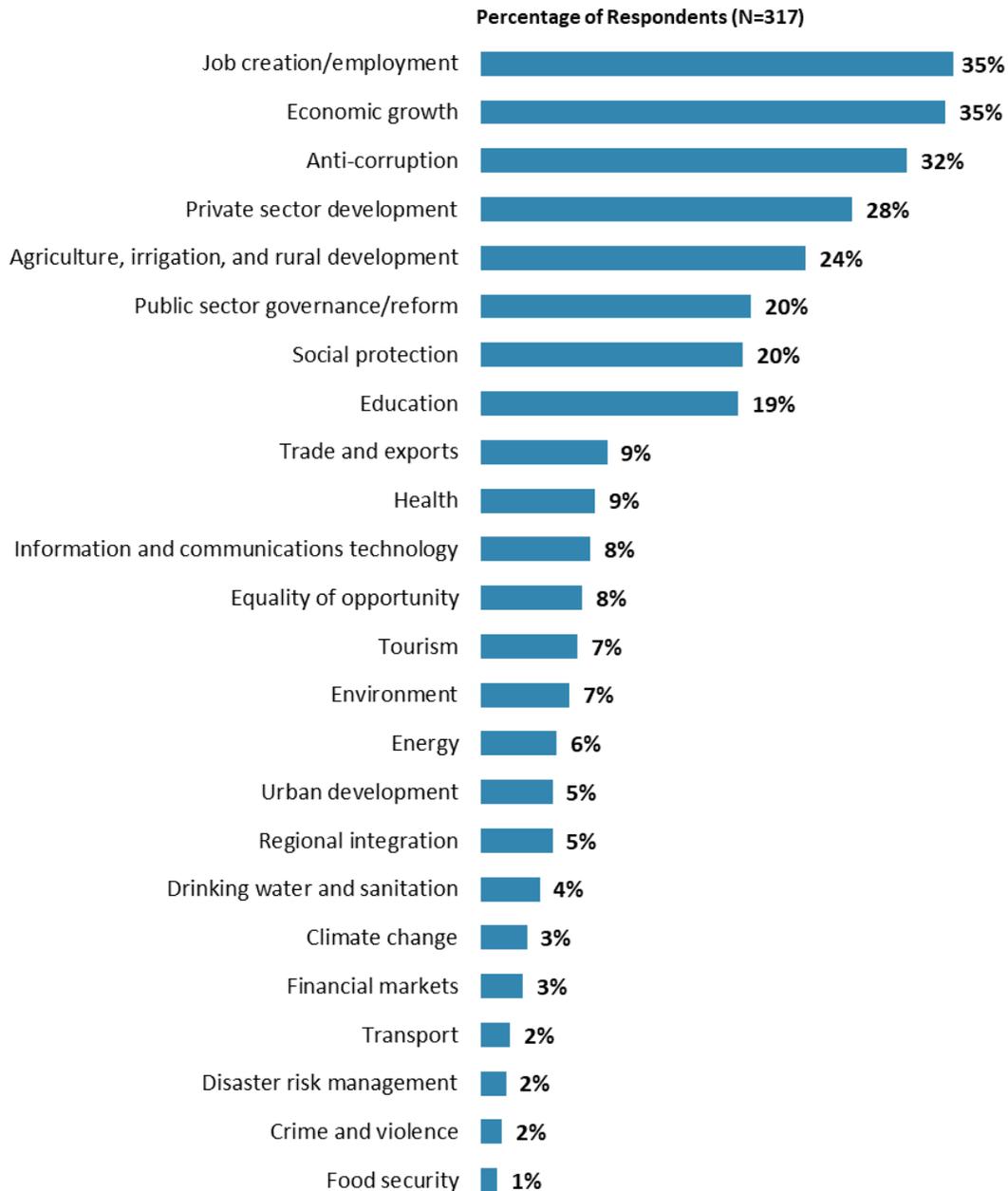
"Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Kyrgyz Republic (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in the Kyrgyz Republic were “*rural development*” (39%), “*public administration/service delivery*” (31%), and “*economic growth*” (30%).

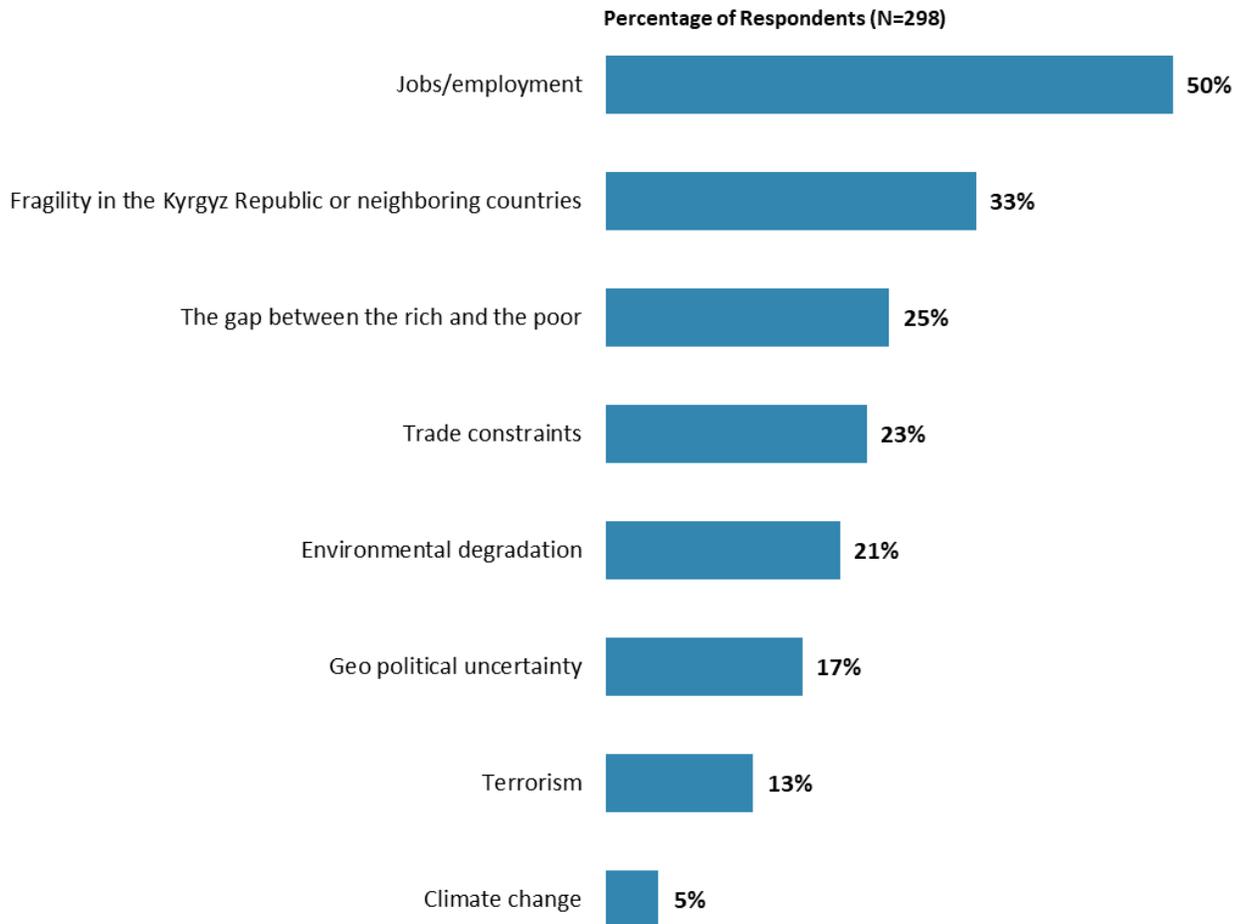


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Kyrgyz Republic? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Kyrgyz Republic (continued)

### The Impact of Global Challenges on the Kyrgyz Republic



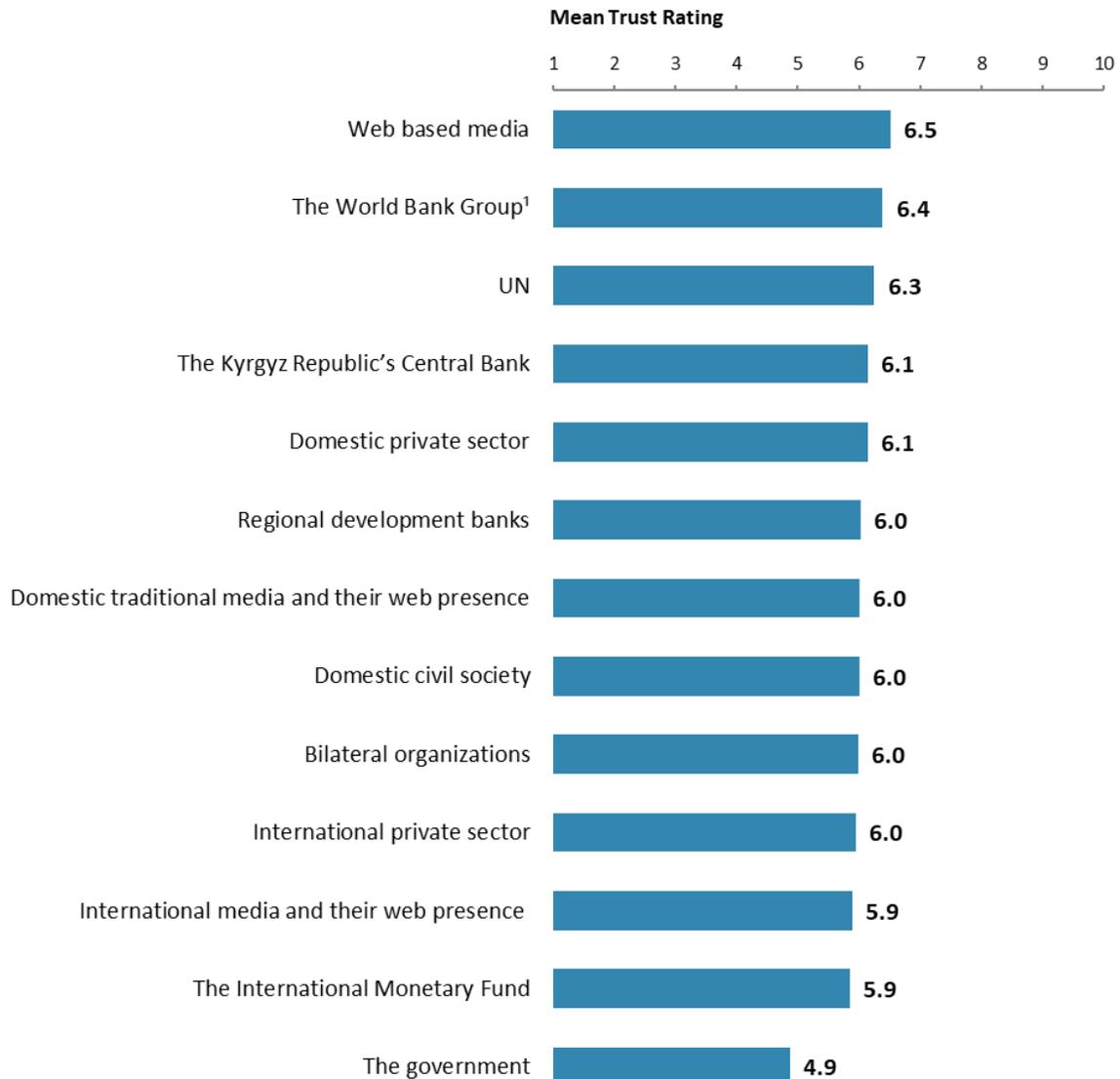
**"Listed below are global challenges. Which do you think have the most serious impact on the Kyrgyz Republic? (Choose no more than TWO)"**

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



## IV. General Issues Facing the Kyrgyz Republic (continued)

### Trust in Institutions



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

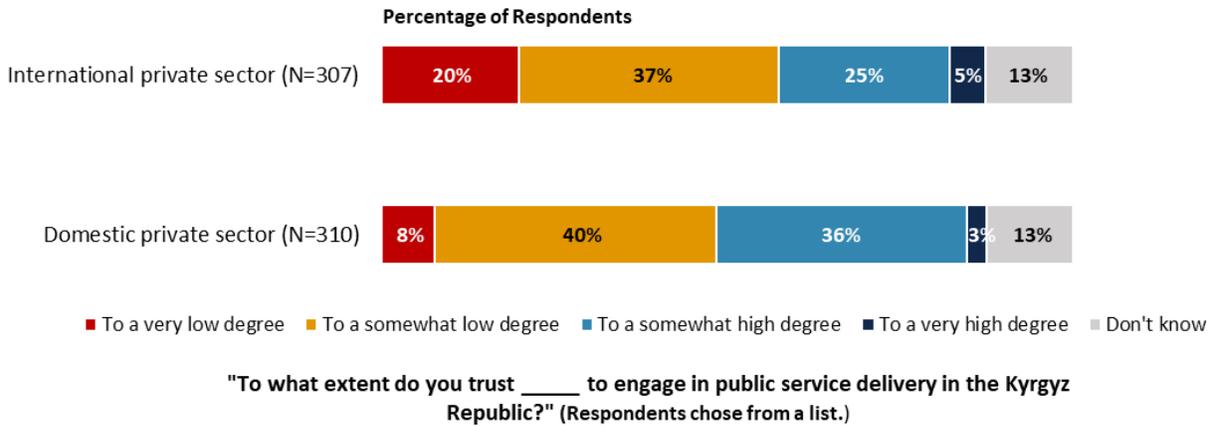
**(1-"To no degree at all ", 10-"To a very significant degree")**

**<sup>1</sup>Indicator Question**

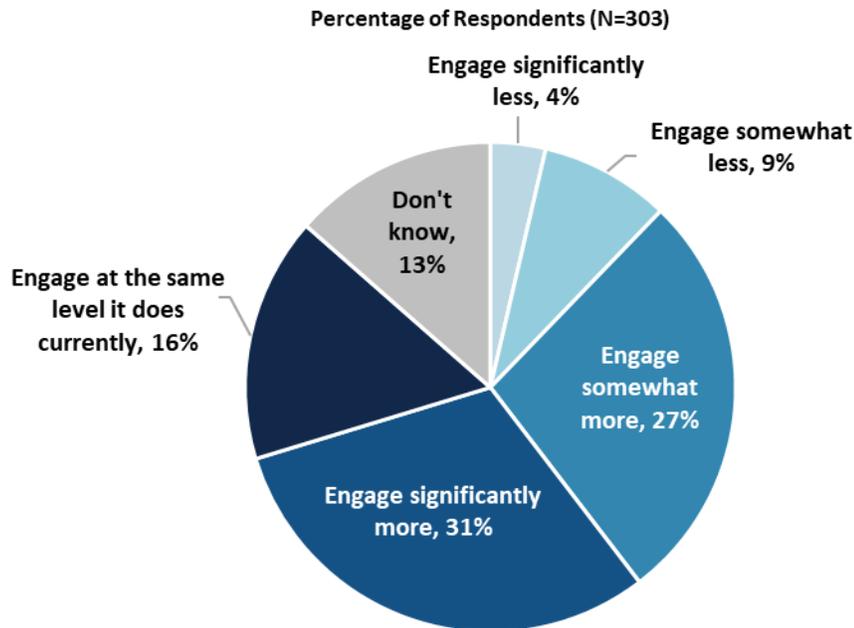


## IV. General Issues Facing the Kyrgyz Republic (continued)

### Trust in the Private Sector



### Civil Society Engagement

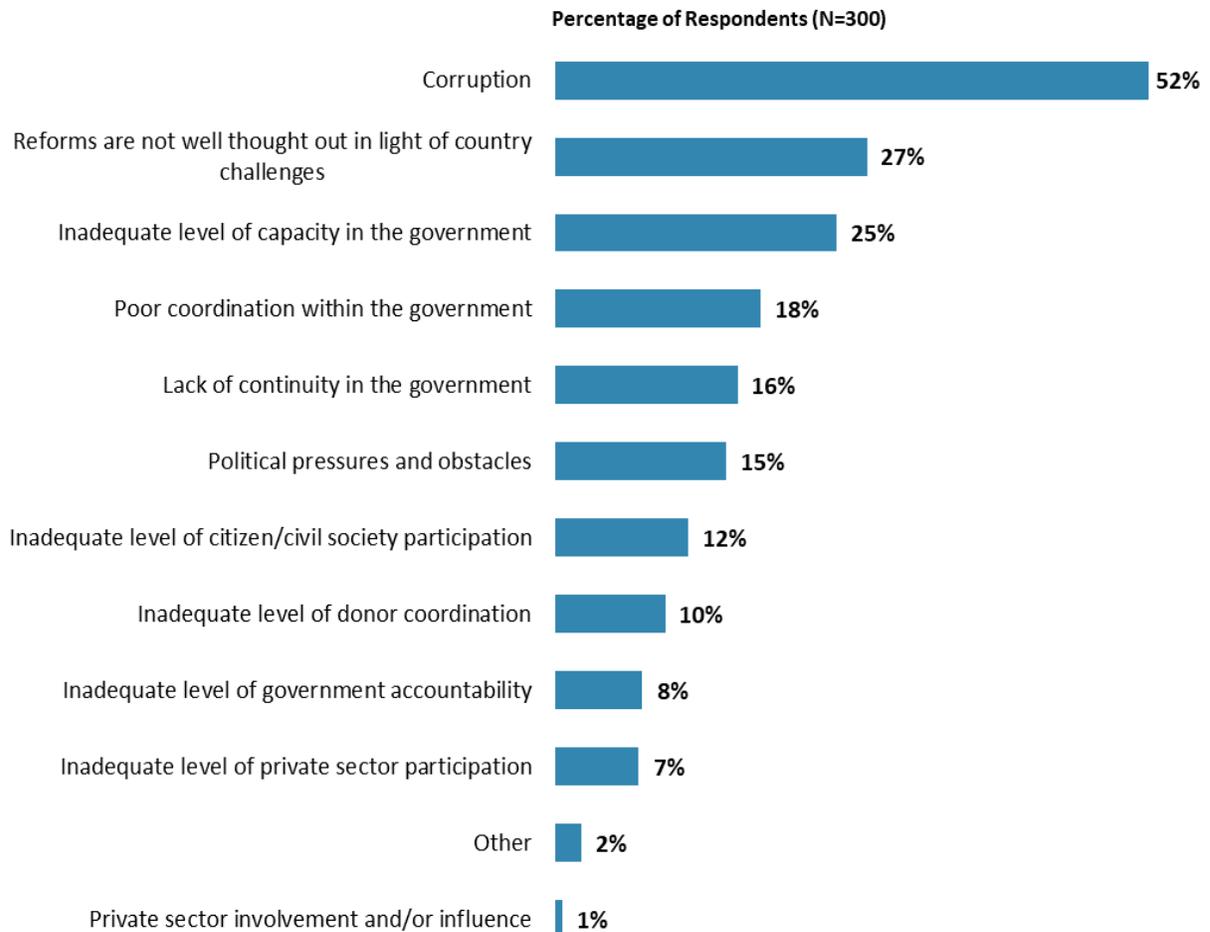


"When thinking about development efforts in the Kyrgyz Republic, do you think that civil society (e.g., NGOs, CBOs) should ... ?" (Respondents chose from a list.)



## IV. General Issues Facing the Kyrgyz Republic (continued)

### Attributions for Slow/Failed Reform Efforts

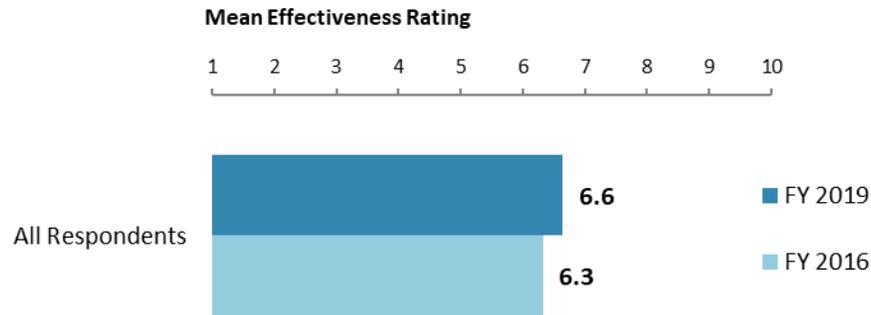


**"When economic and/or social reform efforts fail or are slow to take place in the Kyrgyz Republic, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



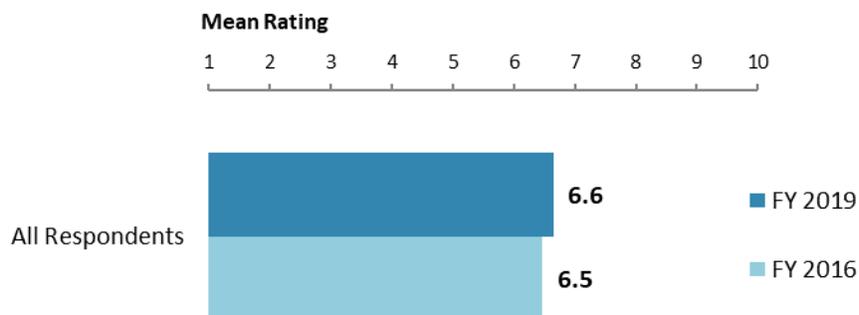
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



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

### Achieving Development Results (Indicator Question)



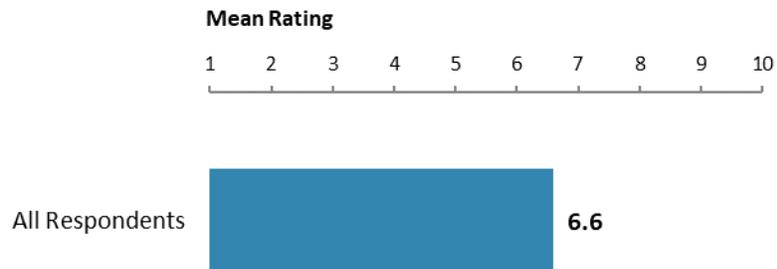
"To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

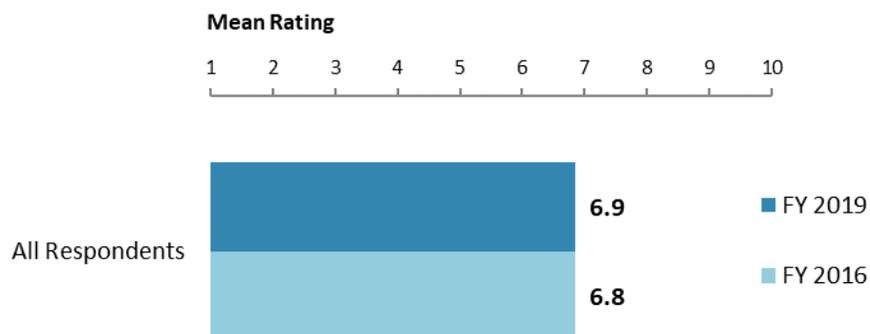
### Influence on the Kyrgyz Republic's Development Agenda (*Indicator Question*)



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

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### WBG Staff Preparedness<sup>4</sup>



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

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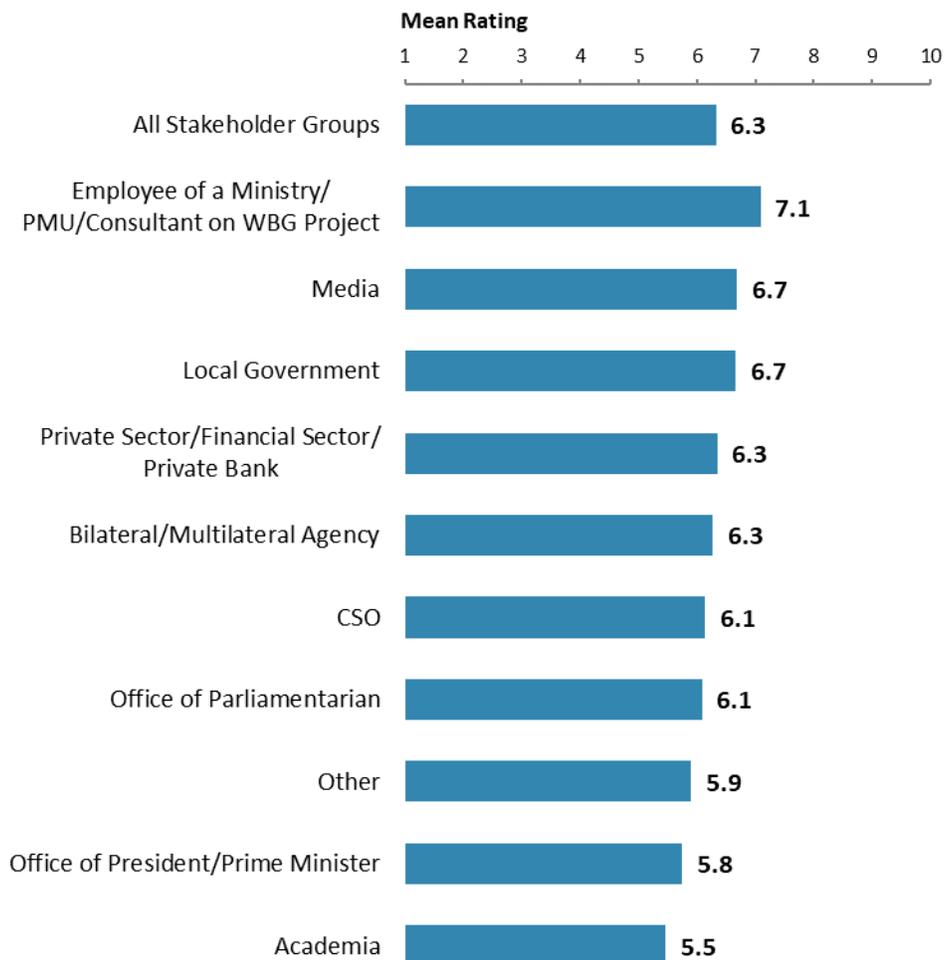
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of a ministries, PMUs, and consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 85).



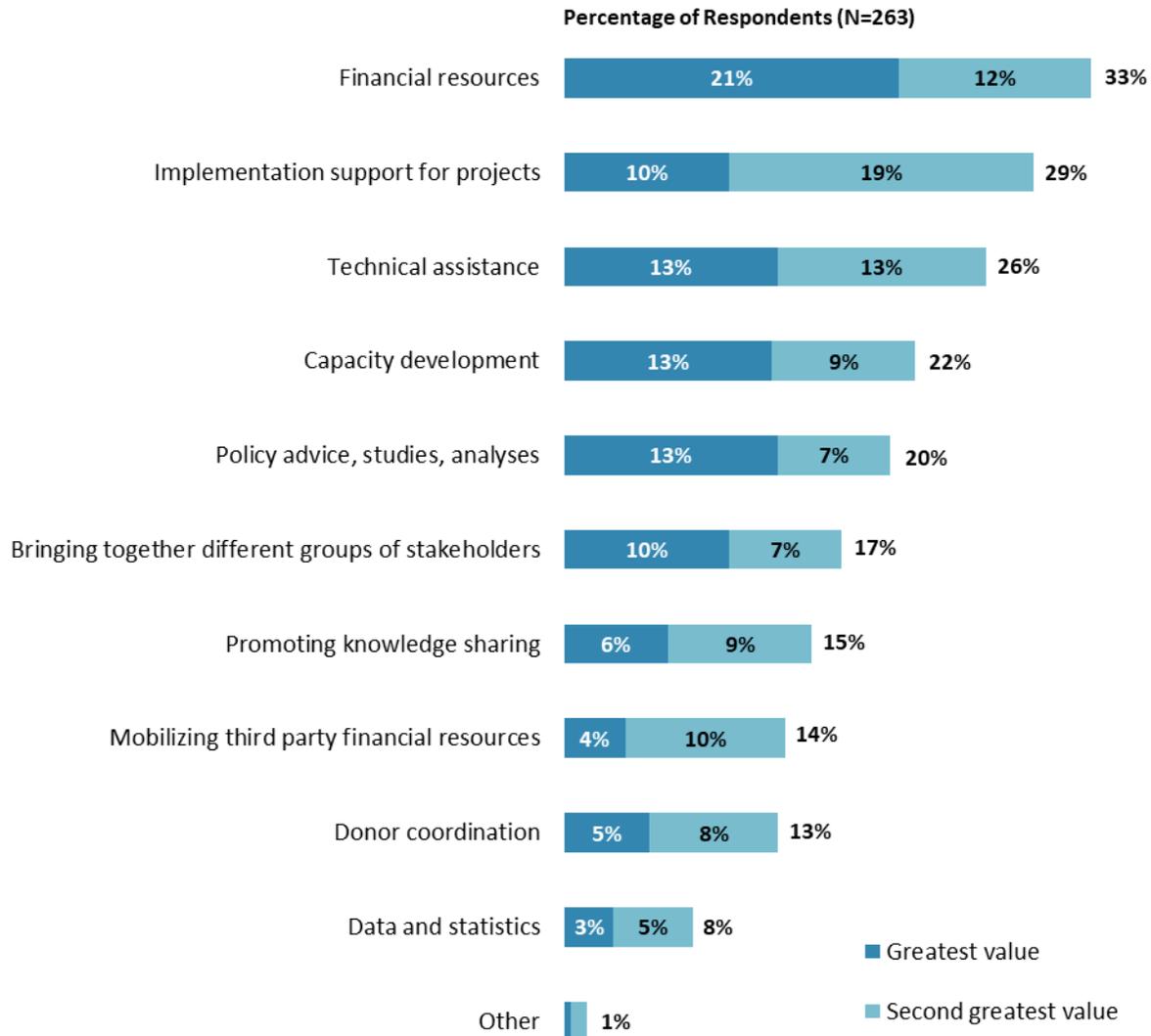
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest value to the Kyrgyz Republic was its "*financial resources*" (42%) and "*capacity development*" (36%).



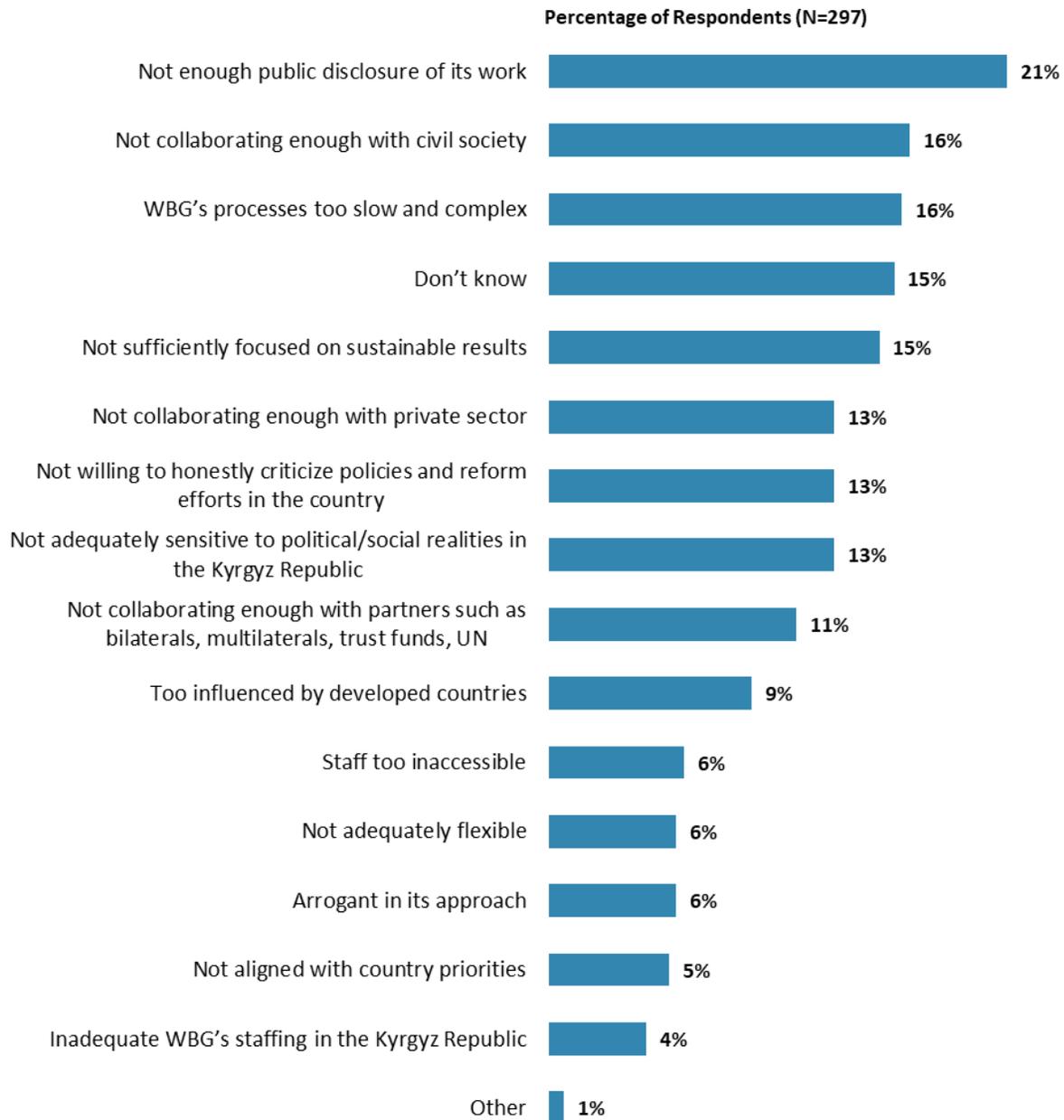
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in the Kyrgyz Republic were being "*too influenced by developed countries*" (19%) and "*not adequately sensitive to political/social realities in the Kyrgyz Republic*" (18%).

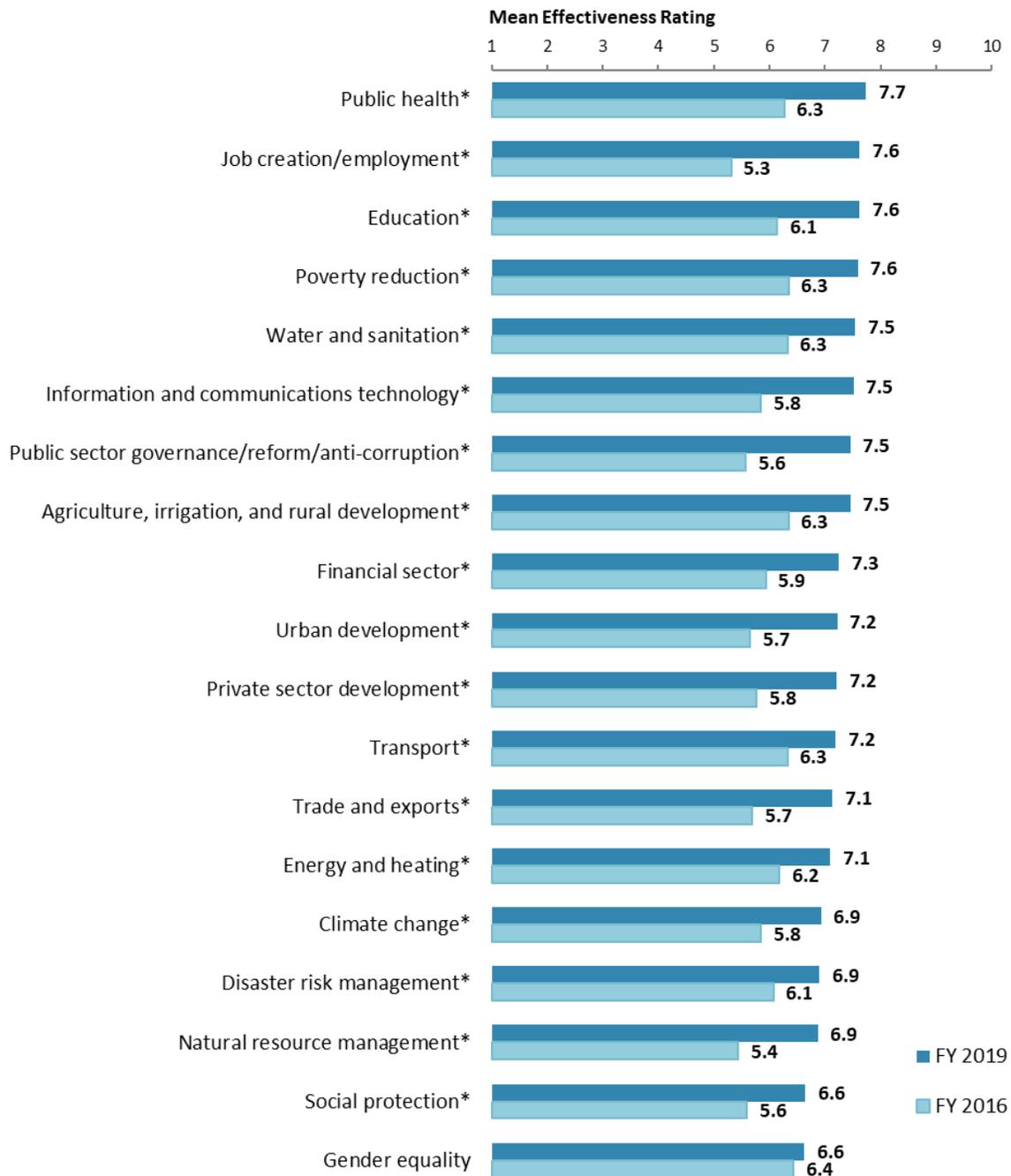


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



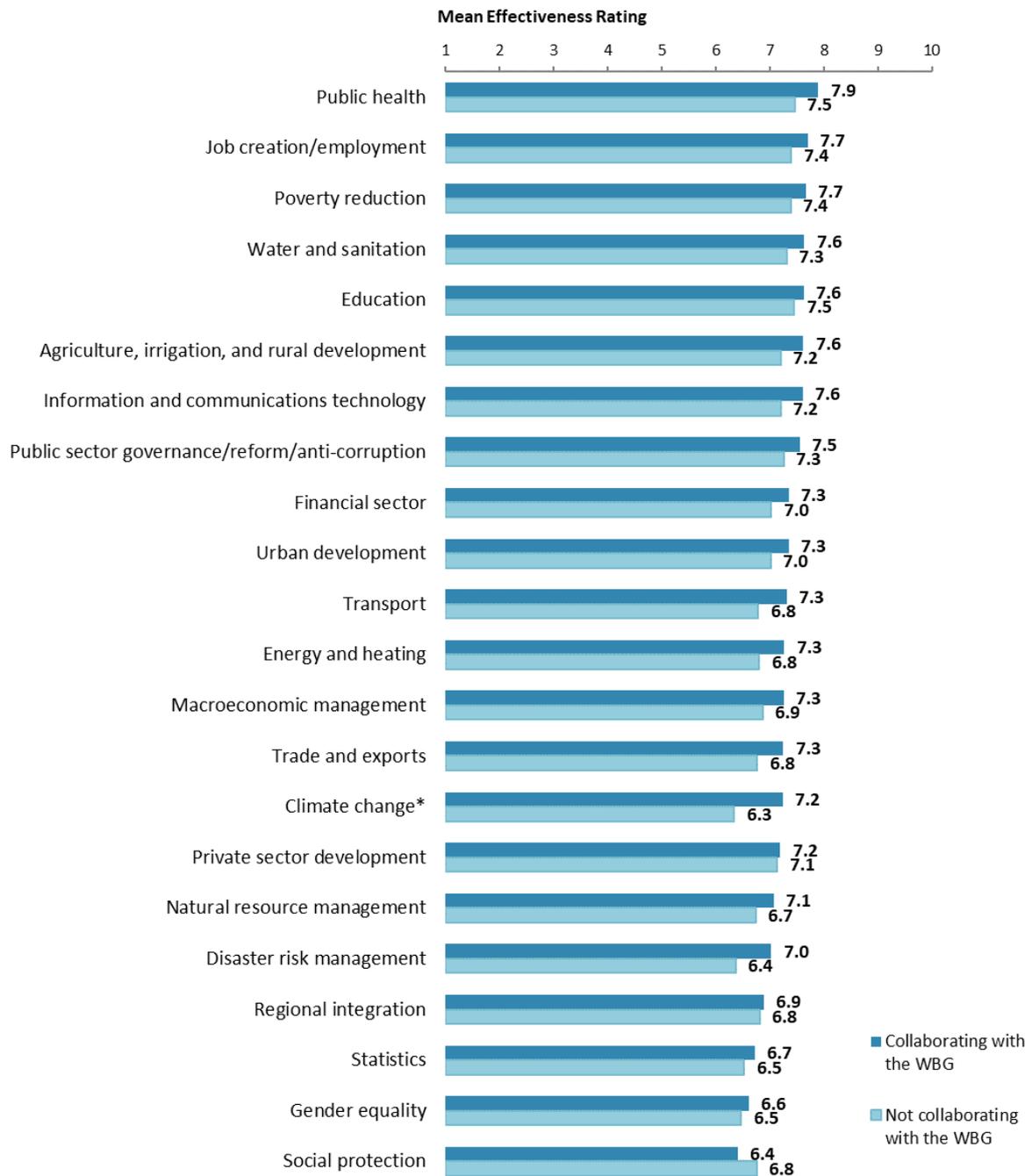
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Kyrgyz Republic?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2019 and FY 2016)

<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



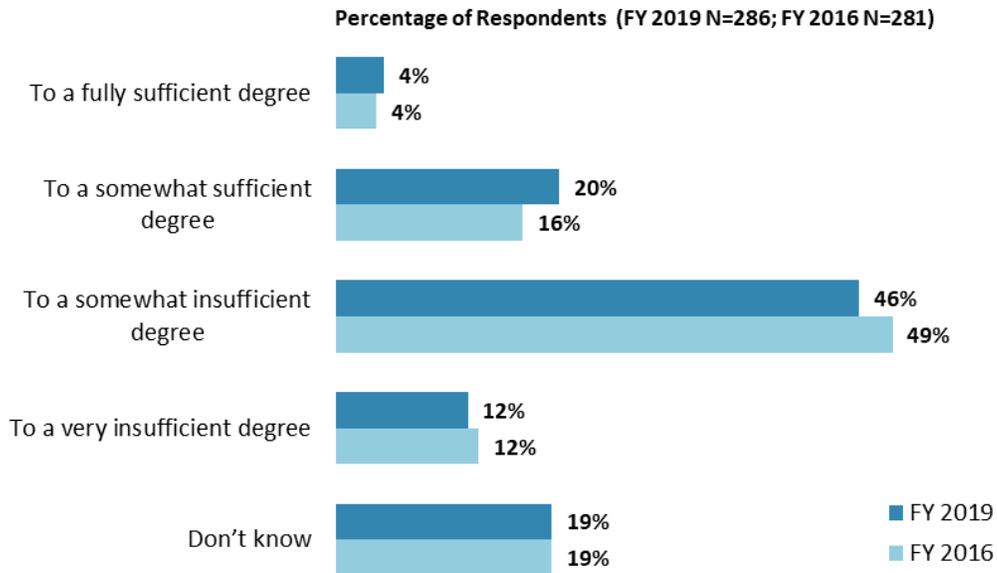
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Kyrgyz Republic?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



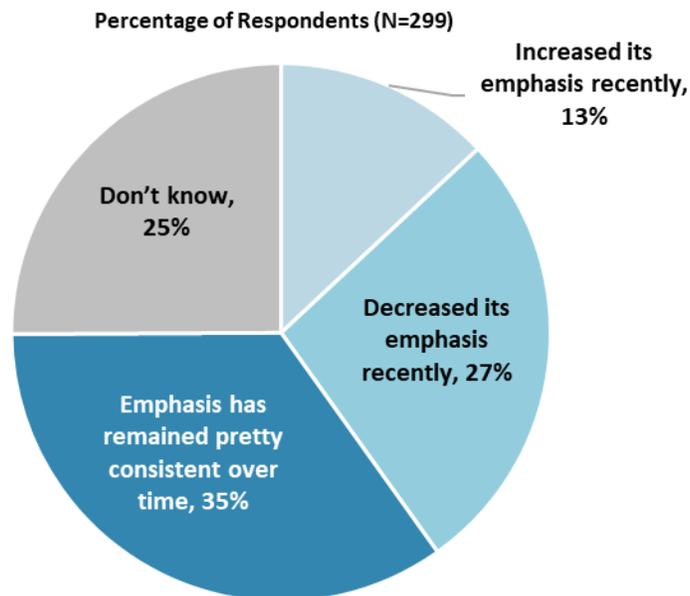
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



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

### The WBG's Human Capital Investment



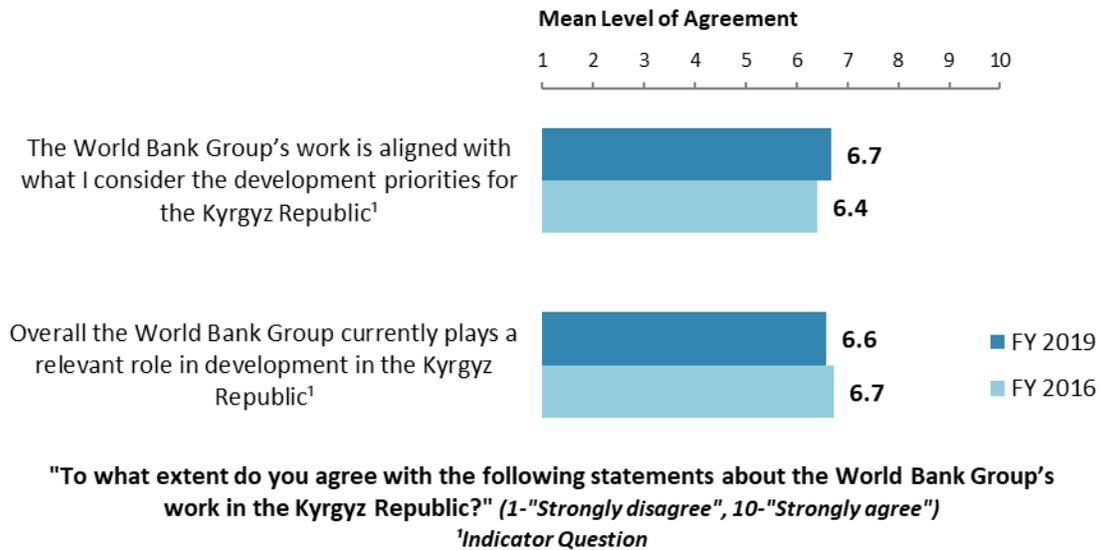
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

<sup>7</sup> Percentages presented in this chart were calculated based on weighted data.

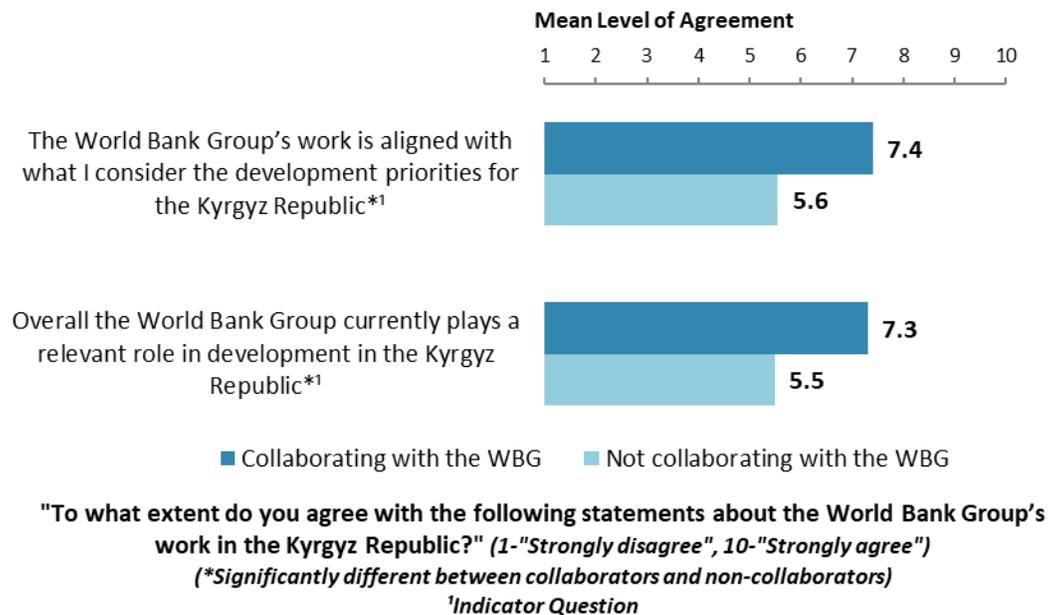


## VII. How the World Bank Group Operates

### The World Bank Group's Work in the Kyrgyz Republic: Year Comparison<sup>8</sup>



### The World Bank Group's Work in the Kyrgyz Republic: Collaboration

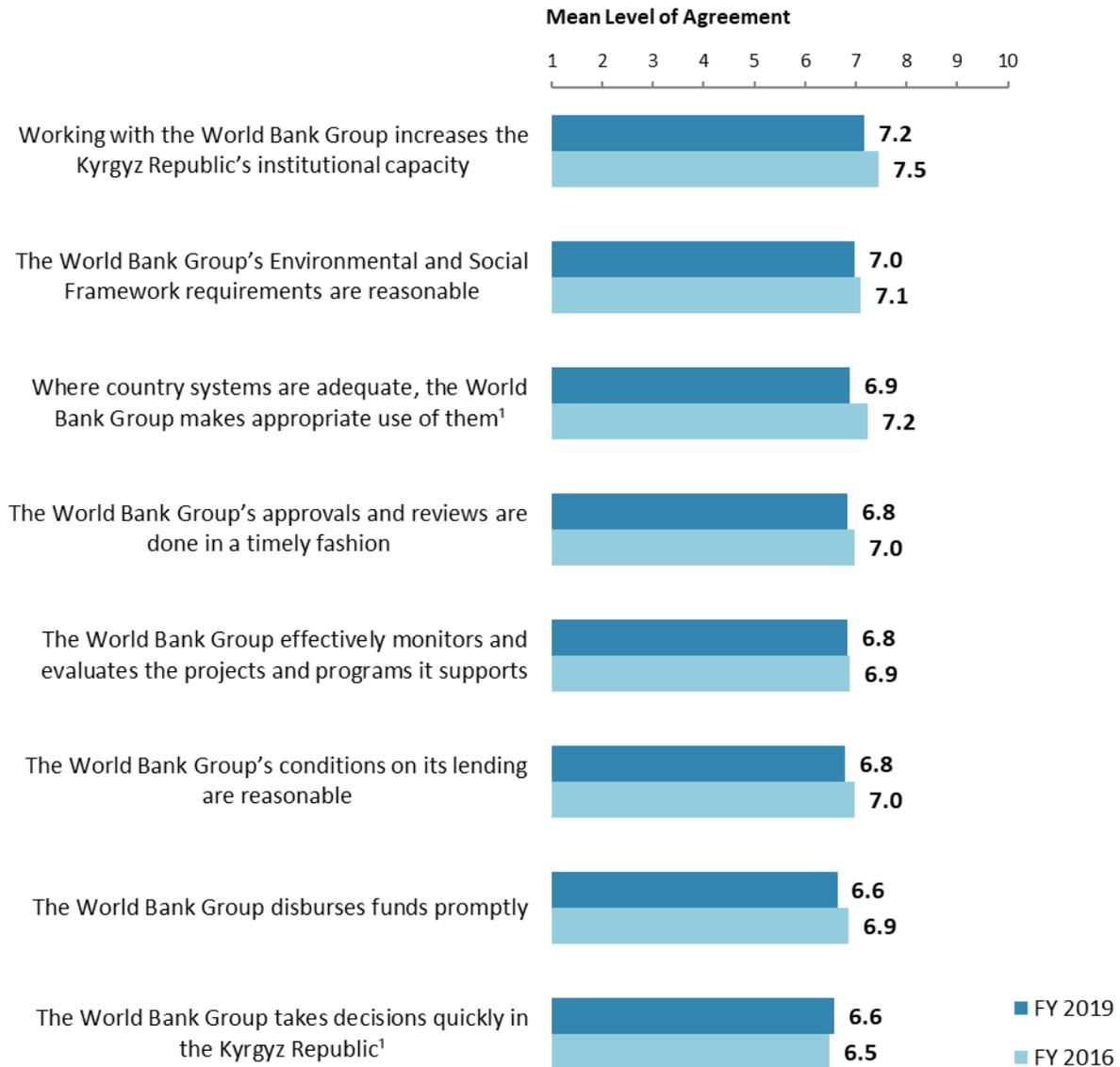


<sup>8</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>9</sup>



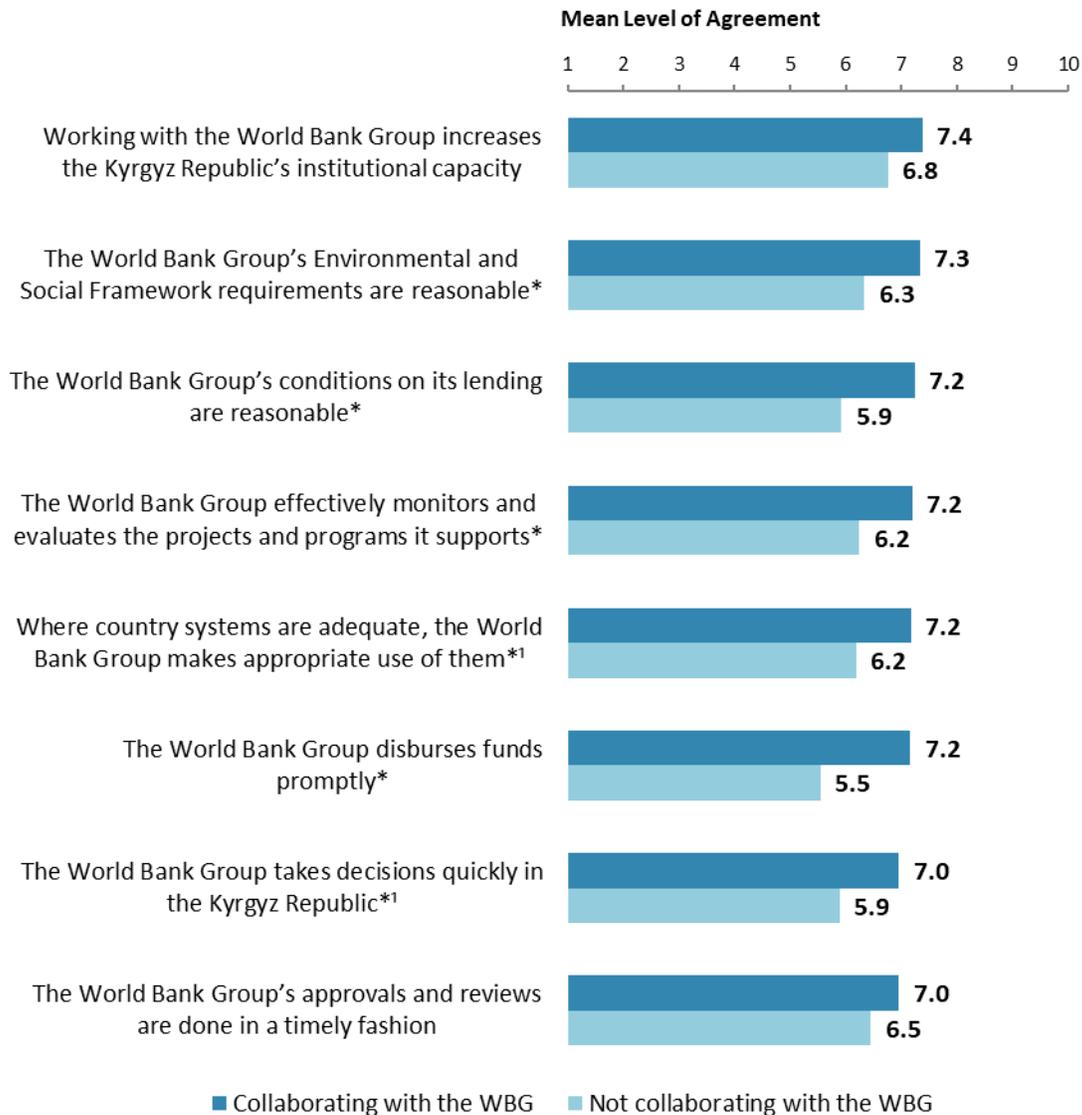
**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*<sup>1</sup>Indicator Question*

<sup>9</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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

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

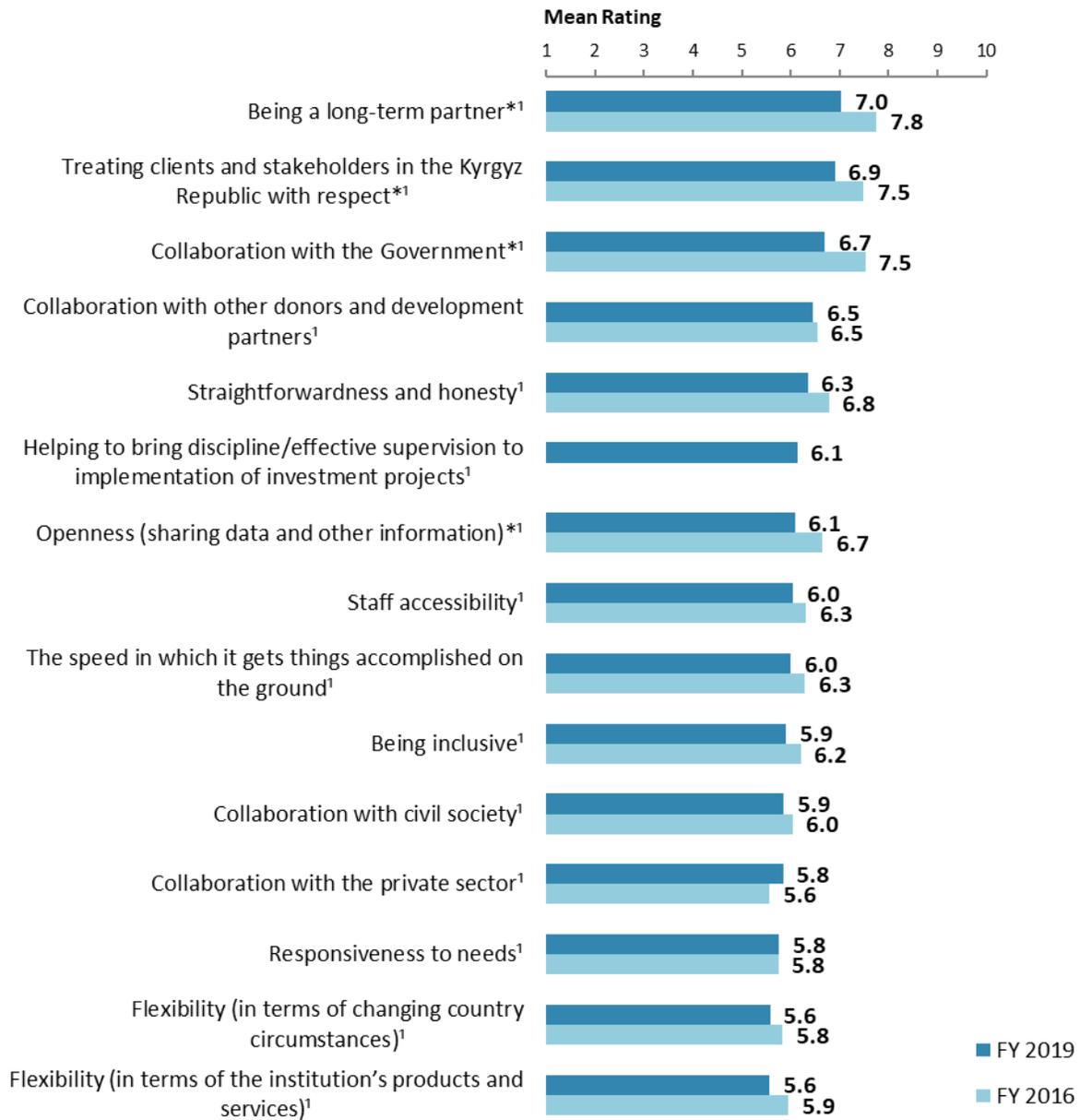
**(\*Significantly different between collaborators and non-collaborators)**

**<sup>1</sup>Indicator Question**



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

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



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

(\*Significantly different between FY 2019 and FY 2016)

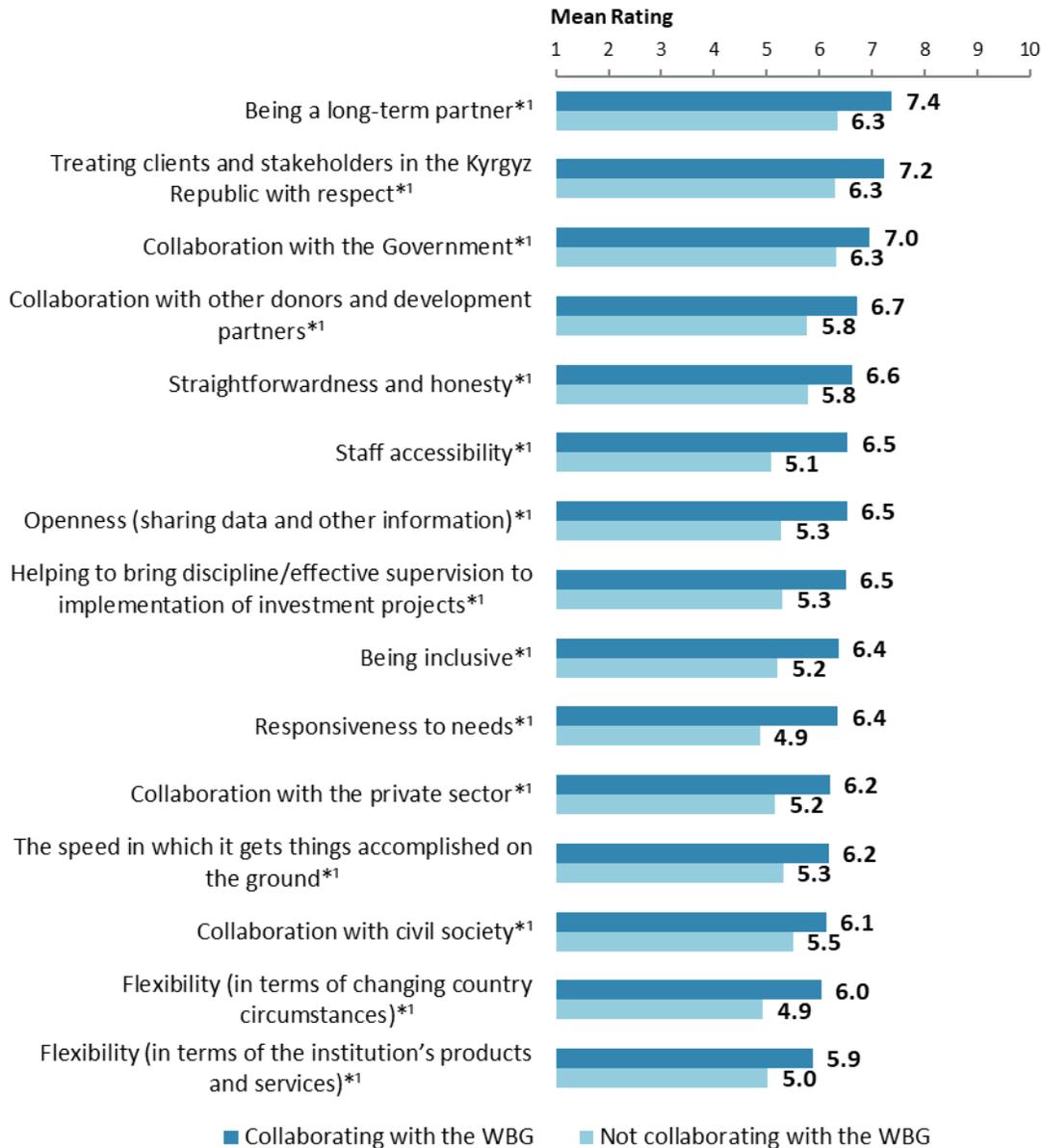
<sup>1</sup>Indicator Question

<sup>10</sup> Means in this chart were calculated based on weighted data.



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

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



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

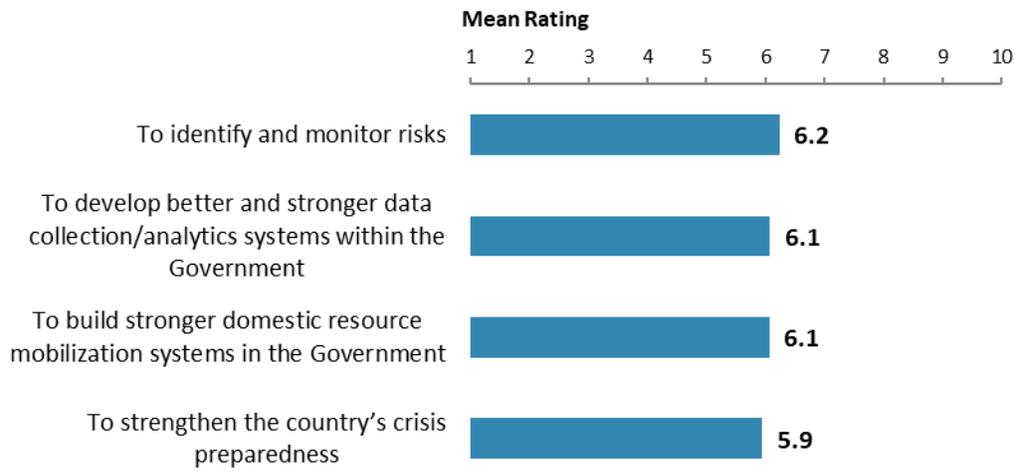
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



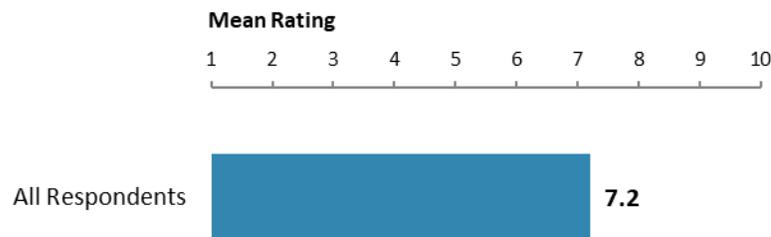
## VII. How the World Bank Group Operates (continued)

### Effectiveness of WBG's Support



**"How effectively does the World Bank Group support the Kyrgyz Republic's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")

### Effectiveness of WBG's Support for Management of Crisis Related Risks

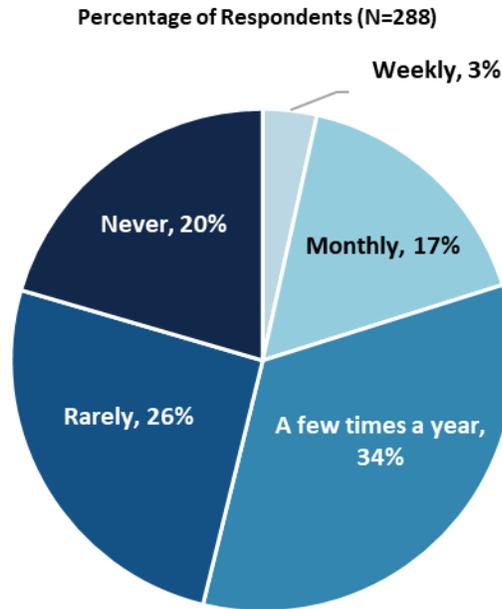


**"How effectively does the World Bank Group's SCD and CPF activities support the Kyrgyz Republic's efforts to manage crisis related risks?"**  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities

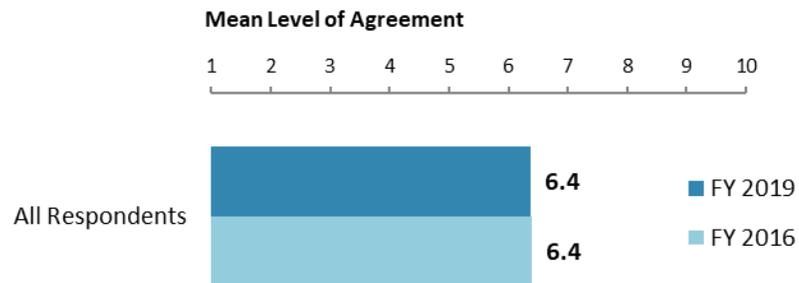


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



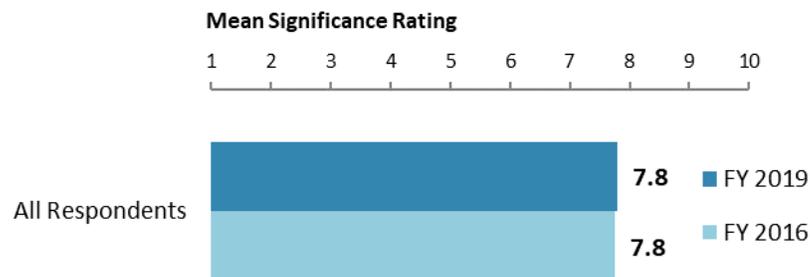
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting the Kyrgyz Republic's Knowledge Needs<sup>11</sup> (Indicator Question)



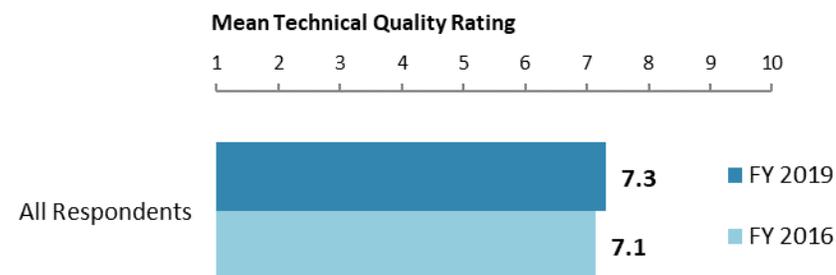
"The World Bank Group meets the Kyrgyz Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



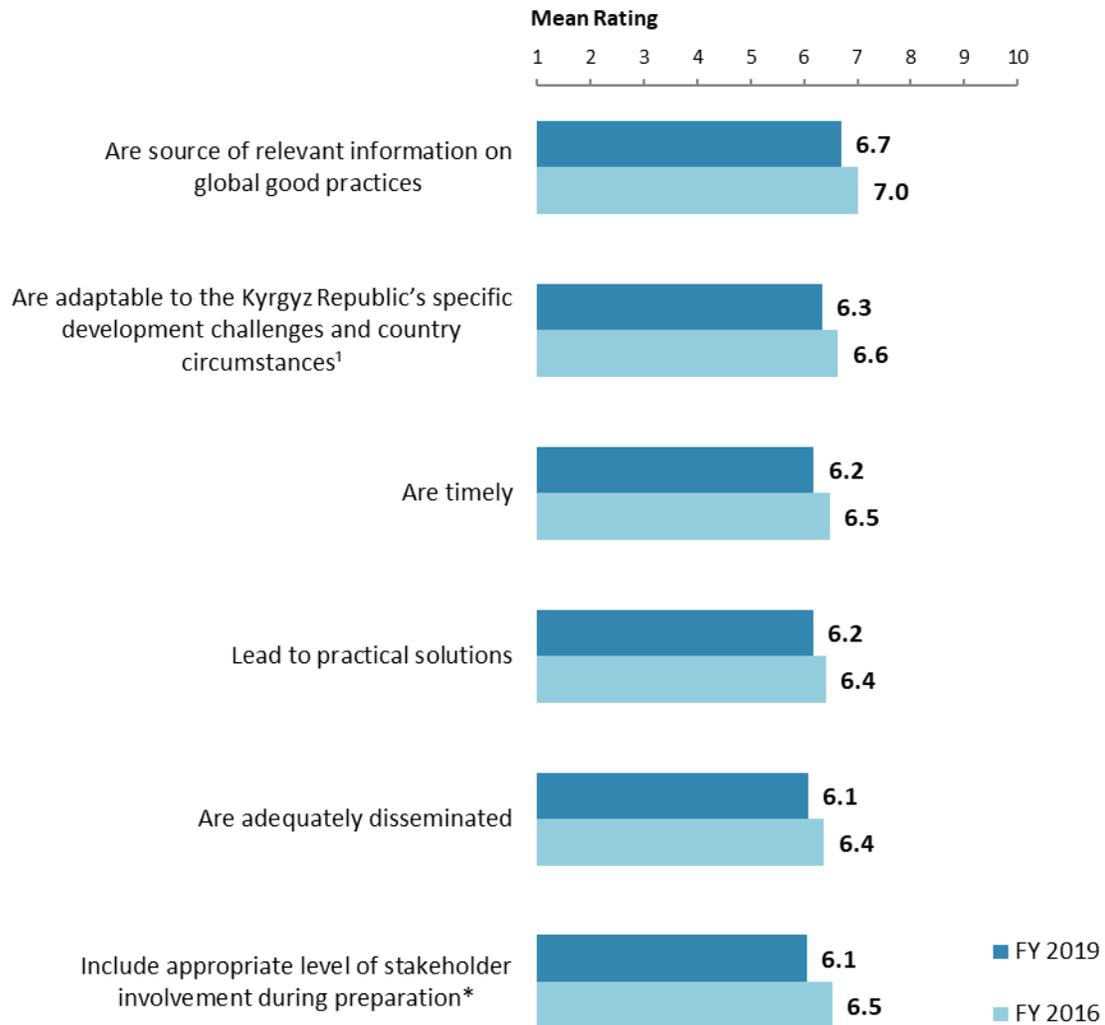
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")

<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



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

(\*Significantly different between FY 2019 and FY 2016)

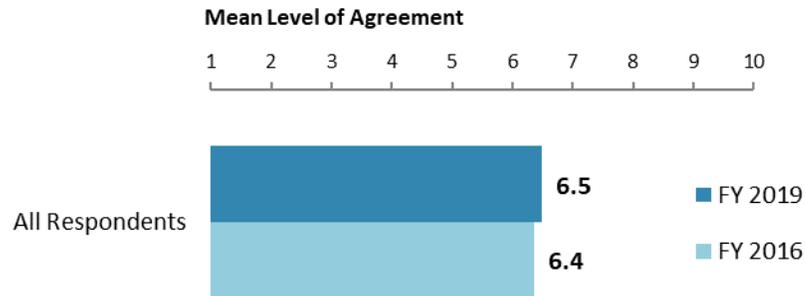
<sup>1</sup>Indicator Question

<sup>12</sup> Means in this chart were calculated based on weighted data.



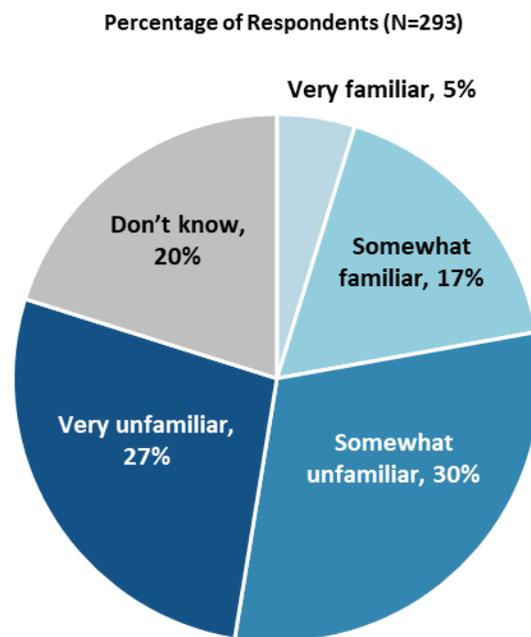
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting the Kyrgyz Republic's Needs for Financial Instruments<sup>13</sup> (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of the Kyrgyz Republic" (1-"Strongly disagree", 10-"Strongly agree")

### Familiarity with WBG's New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in the Kyrgyz Republic?" (Respondents chose from a list.)

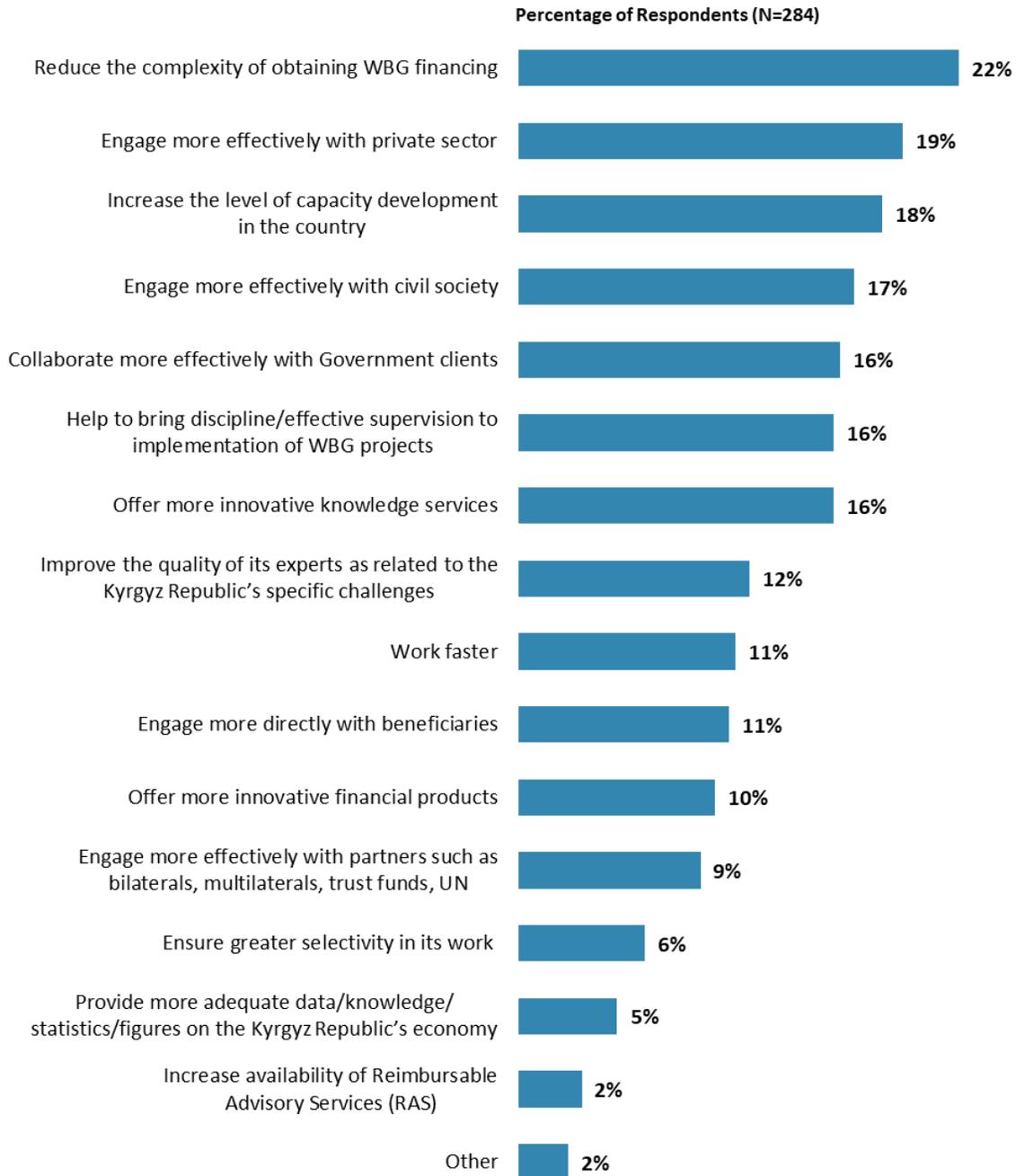
<sup>13</sup> Means in this chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (32%) and “*increase the level of capacity development in the country*” (30%) to make itself of greater value.



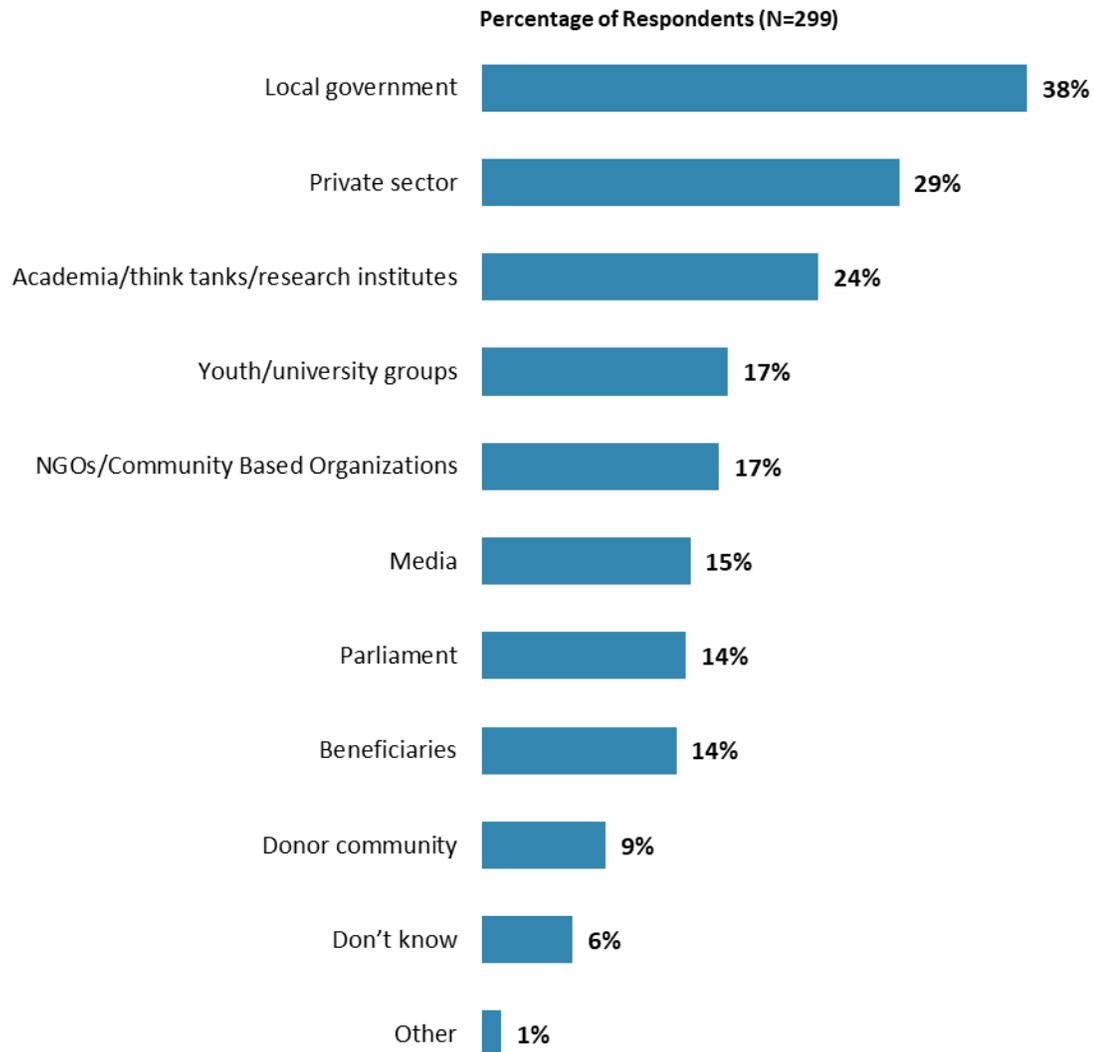
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

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

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with local government (43%), private sector (28%), and NGOs/community-based organizations (26%).



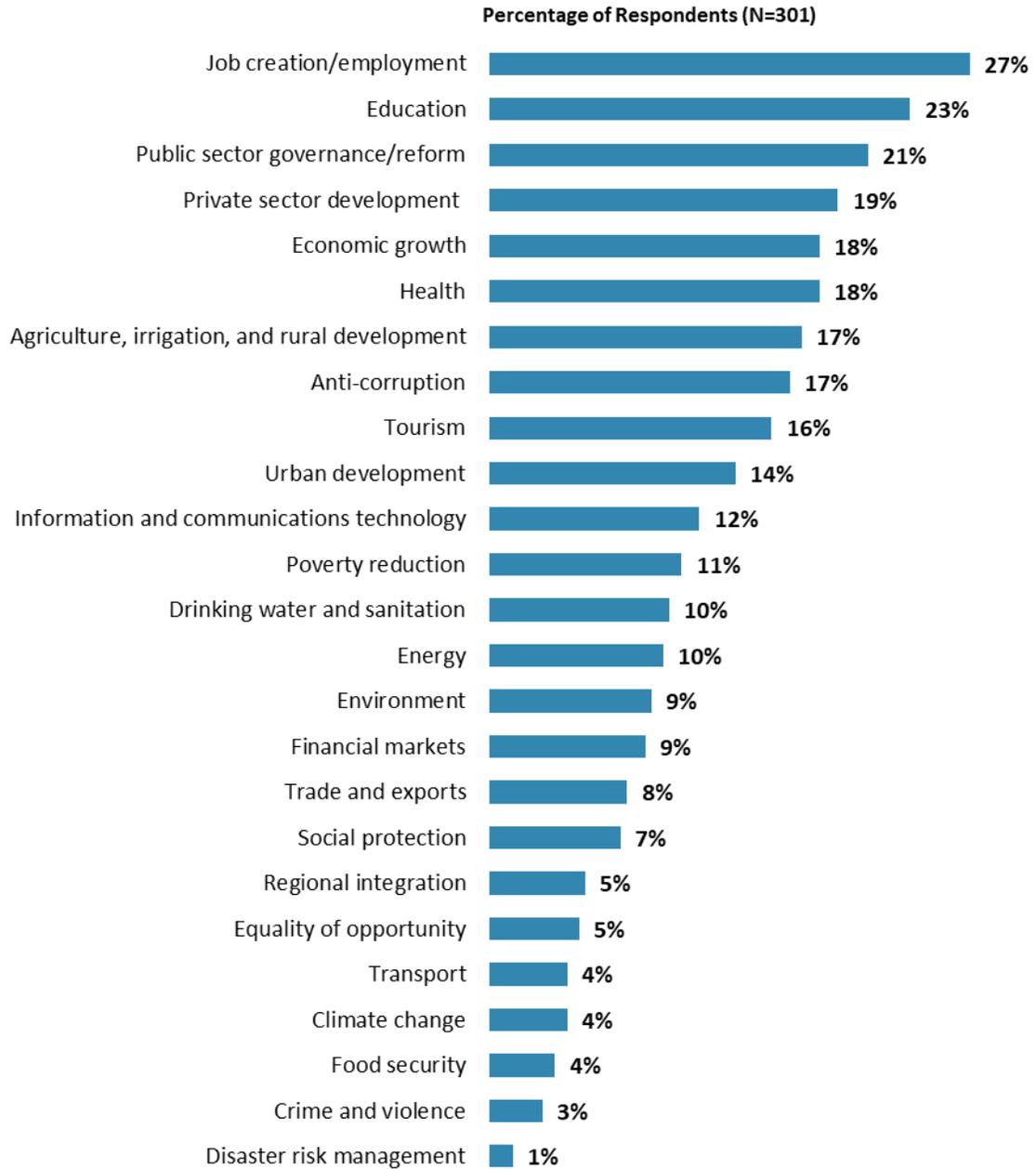
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*agricultural development*” (32%) and “*public administration/service delivery*” (30%).

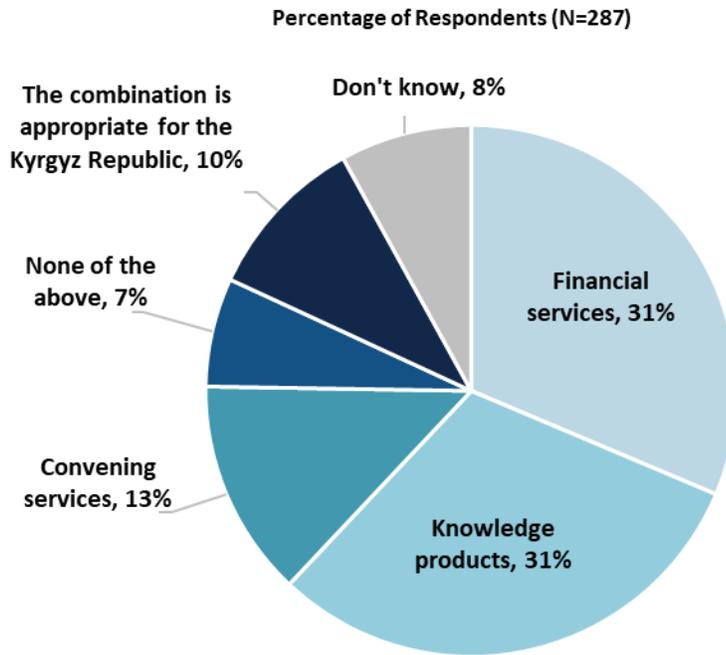


“When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)”  
(Respondents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



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

### Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the Kyrgyz Republic?"  
(Respondents chose from a list.)

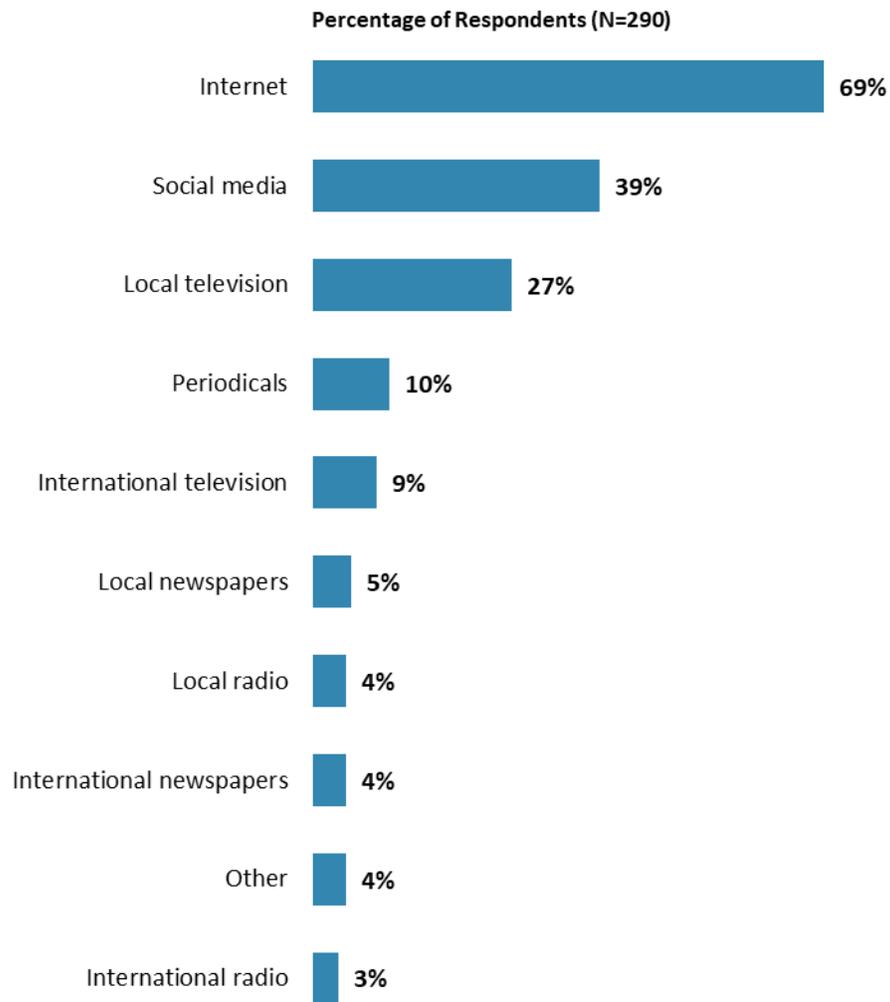


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 58) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’16 Country Survey indicated that they got most of their information about economic and social development issues in the Kyrgyz Republic from the “Internet” (73%).



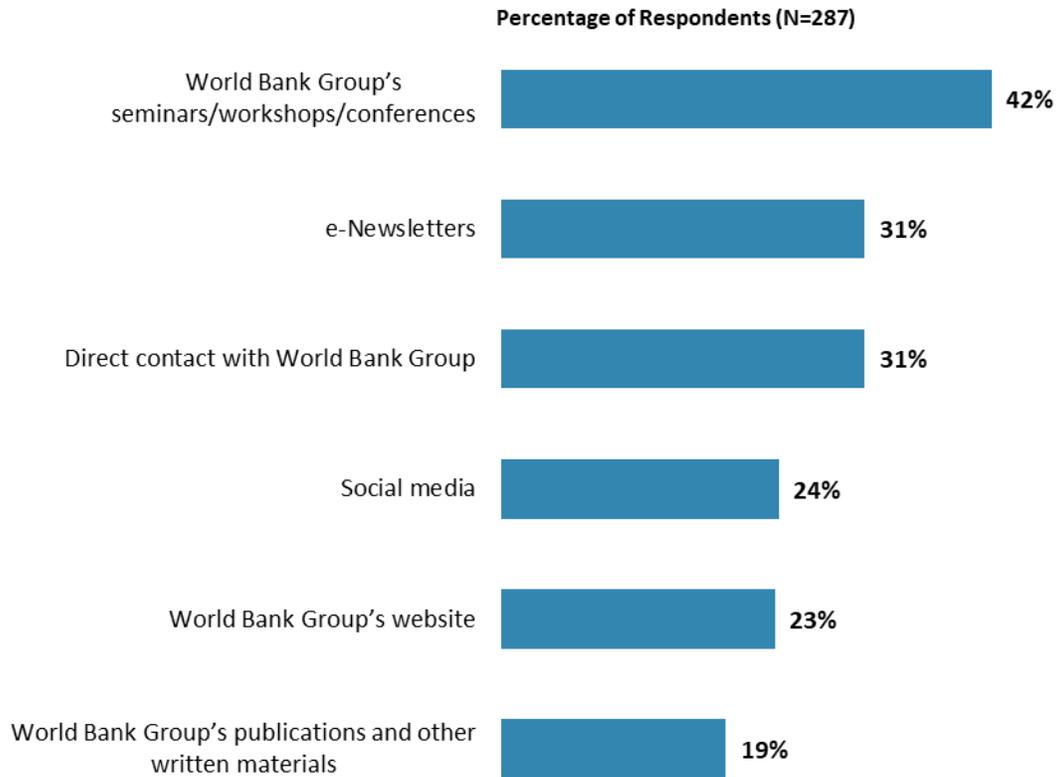
**"How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (53%) and “*direct contact with the World Bank Group*” (40%).

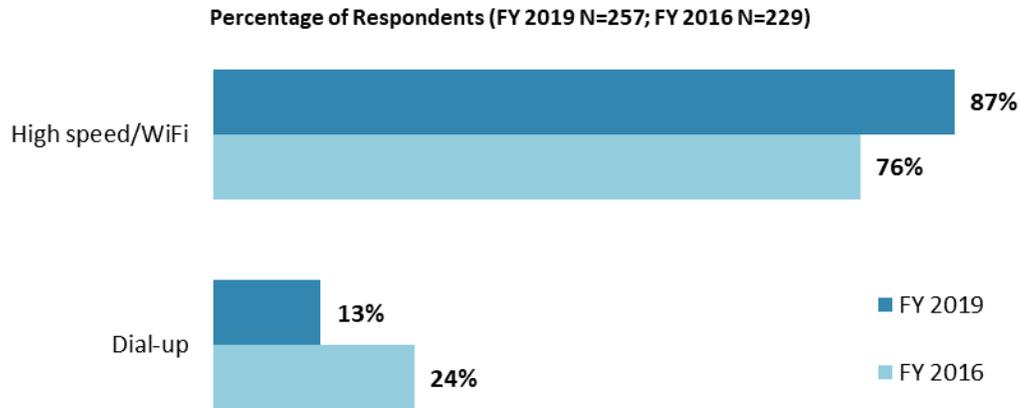


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



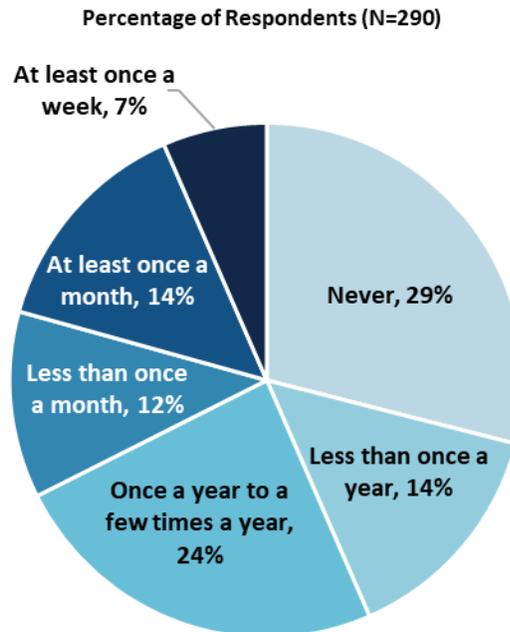
## X. Communication and Outreach (continued)

### Access to the Internet<sup>14</sup>



"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

### WBG Interaction Frequency



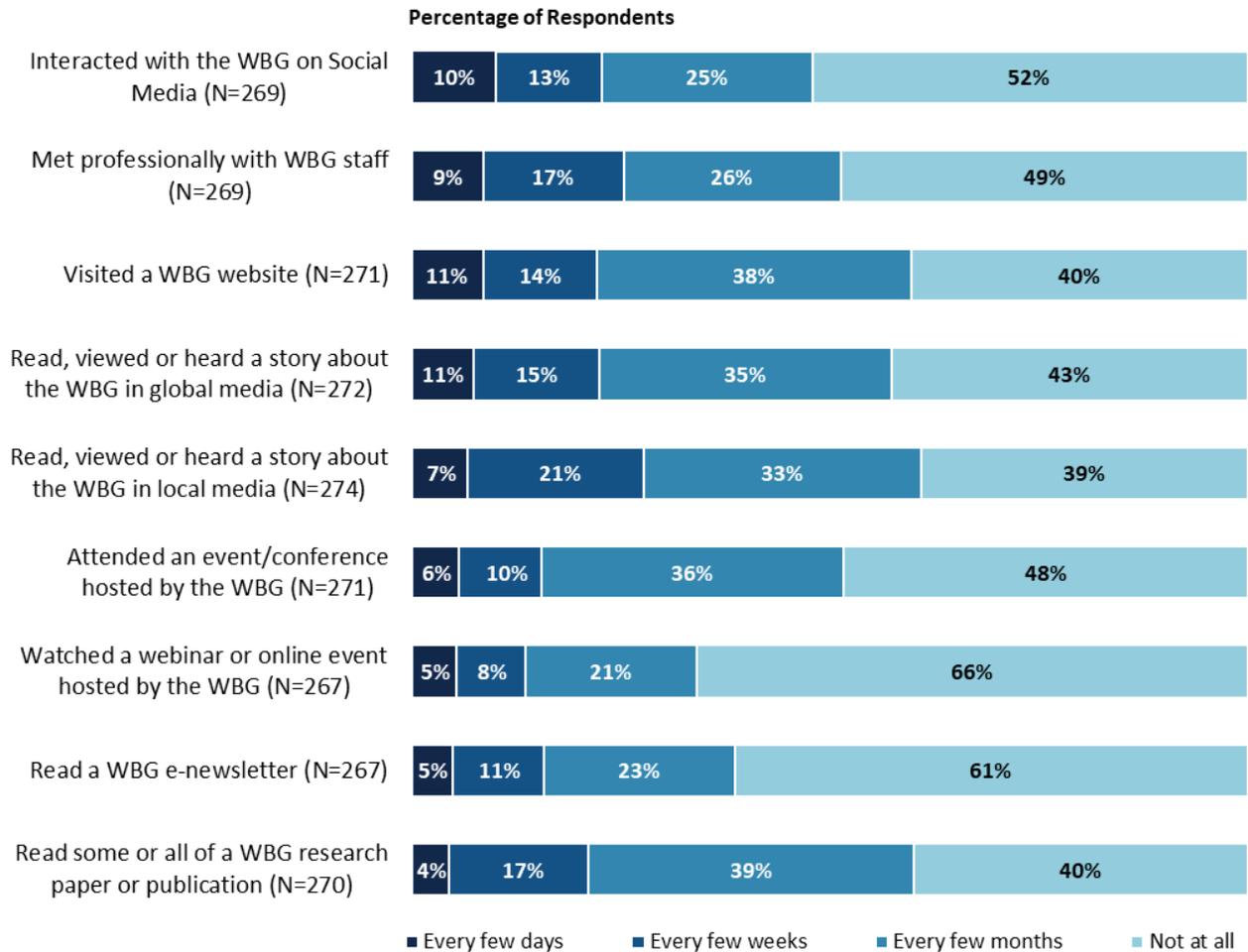
"How frequently do you interact with the World Bank Group now in the Kyrgyz Republic?" (Respondents chose from a list.)

<sup>14</sup> Percentages presented in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

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### THE KYRGYZ REPUBLIC





## Appendix A: Responses to All Questions across All Respondents (N=319)

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

### A. General Issues Facing the Kyrgyz Republic

<b>1. When you think about the future in the Kyrgyz Republic, are you ... ?</b>	<b>Percentage of Respondents (N=317)</b>
Very pessimistic	7.3%
Somewhat pessimistic	25.6%
Somewhat optimistic	37.2%
Very optimistic	23.7%
Not sure	6.3%

<b>2. Do you think that economic opportunity for citizens in the Kyrgyz Republic is ... ?</b>	<b>Percentage of Respondents (N=313)</b>
Increasing	44.4%
Decreasing	16.3%
Staying about the same	39.3%

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

<b>3. Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=312)</b>
Education (e.g., access, equity, quality)	26.9%
Anti-corruption (e.g., judiciary reform, transparency, government accountability)	26.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.0%
Private sector development (e.g., investments, developing capacity of local producers)	20.5%
Job creation/employment	19.9%
Agriculture, irrigation, and rural development	18.9%
Social protection (e.g., pensions, targeted social assistance)	15.7%
Health (e.g., quality of health services)	12.8%
Economic growth	12.5%
Tourism	12.2%
Equality of opportunity (i.e., social inclusion, disability, gender issues)	11.9%
Environment (e.g., natural resource management, water resource management, pollution)	9.3%
Trade and exports	8.7%
Regional integration	8.3%
Urban development	7.1%
Information and communications technology	7.1%
Energy	6.7%
Transport (e.g., roads, bridges, transportation)	6.7%
Poverty reduction	6.4%
Climate change (e.g., mitigation, adaptation)	6.1%
Drinking water and sanitation	5.1%
Crime and violence	5.1%
Food security	4.5%
Financial markets	1.3%
Disaster risk management	1.0%

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

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Kyrgyz Republic? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=317)</b>
Job creation/employment	35.3%
Economic growth	34.7%
Anti-corruption (e.g., judiciary reform, transparency, government accountability)	31.9%
Private sector development (e.g., investments, developing capacity of local producers)	27.8%
Agriculture, irrigation, and rural development	24.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.2%
Social protection (e.g., pensions, targeted social assistance)	19.6%
Education (e.g., access, equity, quality)	19.2%
Trade and exports	9.5%
Health (e.g., quality of health services)	8.5%
Information and communications technology	8.2%
Equality of opportunity (i.e., social inclusion, disability, gender issues)	7.6%
Tourism	7.3%
Environment (e.g., natural resource management, water resource management, pollution)	6.6%
Energy	5.7%
Urban development	5.4%
Regional integration	5.4%
Drinking water and sanitation	4.4%
Climate change (e.g., mitigation, adaptation)	3.5%
Financial markets	3.2%
Transport (e.g., roads, bridges, transportation)	2.2%
Disaster risk management	1.9%
Crime and violence	1.6%
Food security	1.3%

<b>5. When economic and/or social reform efforts fail or are slow to take place in the Kyrgyz Republic, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=300)</b>
Corruption	52.0%
Reforms are not well thought out in light of country challenges	27.3%
Inadequate level of capacity in the government	24.7%
Poor coordination within the government	18.0%
Lack of continuity in the government	16.0%
Political pressures and obstacles	15.0%
Inadequate level of citizen/civil society participation	11.7%
Inadequate level of donor coordination	9.7%
Inadequate level of government accountability	7.7%
Inadequate level of private sector participation	7.3%
Other	2.3%
Private sector involvement and/or influence	0.7%

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

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The government	277	14	4.87	2.28
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	256	32	5.99	2.21
3. The World Bank Group*	249	40	6.39	2.31
4. The International Monetary Fund	219	65	5.85	2.40
5. UN	246	36	6.25	2.34
6. Regional development banks (e.g., EADB, ADB)	230	51	6.02	2.23
7. The Kyrgyz Republic's Central Bank	256	33	6.15	2.17
8. International private sector	233	55	5.95	2.23
9. Domestic private sector	250	33	6.14	2.18
10. Domestic civil society (e.g., NGOs, CBOs)	267	22	6.00	2.44
11. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	274	18	6.01	2.32
12. International media and their web presence	258	28	5.89	2.38
13. Web based media (i.e., blogs, social media, other web-based news and information sources)	272	18	6.51	2.33

7. Please describe the direction the Kyrgyz Republic is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	303	15.8%	22.1%	34.7%	25.7%	1.7%
2. Equal opportunity for girls and boys, men and women	303	6.9%	17.5%	34.7%	35.3%	5.6%
3. Growing the Kyrgyz Republic's economy in a way that leads to jobs and employment	301	10.6%	26.2%	44.9%	15.6%	2.7%
4. The gap between the rich and the poor	300	23.3%	33.7%	31.0%	9.7%	2.3%
5. Making government more effective	298	18.1%	25.5%	37.9%	15.4%	3.0%
6. Anti-corruption	299	22.4%	21.4%	34.1%	19.1%	3.0%
7. Attracting new sources of foreign investment	301	13.0%	21.9%	38.9%	22.3%	4.0%

8. Listed below are global challenges. Which do you think have the most serious impact on the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
Jobs/employment	50.3%
Fragility in the Kyrgyz Republic or neighboring countries	32.9%
The gap between the rich and the poor	25.2%
Trade constraints	23.2%
Environmental degradation	20.8%
Geo political uncertainty	17.4%
Terrorism	13.1%
Climate change	4.7%

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

9. When thinking about development efforts in the Kyrgyz Republic, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=303)
Engage significantly less	3.6%
Engage somewhat less	8.6%
Engage somewhat more	27.4%
Engage significantly more	30.7%
Engage at the same level it does currently	16.2%
Don't know	13.5%

10. To what extent do you trust domestic private sector to engage in public service delivery in the Kyrgyz Republic?	Percentage of Respondents (N=310)
To a very low degree	7.7%
To a somewhat low degree	40.6%
To a somewhat high degree	36.1%
To a very high degree	2.9%
Don't know	12.6%

11. To what extent do you trust international private sector to engage in public service delivery in the Kyrgyz Republic?	Percentage of Respondents (N=307)
To a very low degree	19.9%
To a somewhat low degree	37.5%
To a somewhat high degree	24.8%
To a very high degree	5.2%
Don't know	12.7%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in the Kyrgyz Republic? (1-Not familiar at all, 10-Extremely familiar)	308	n/a	5.75	2.81

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.* (1-Not effective at all, 10-Very effective)	267	39	6.55	2.44

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Kyrgyz Republic solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	245	62	6.78	2.44



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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=301)</b>
Job creation/employment	26.6%
Education (e.g., access, equity, quality)	23.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.9%
Private sector development (e.g., investments, developing capacity of local producers)	19.3%
Economic growth	18.3%
Health (e.g., quality of health services)	18.3%
Agriculture, irrigation, and rural development	17.3%
Anti-corruption (e.g., judiciary reform, transparency, government accountability)	16.6%
Tourism	15.6%
Urban development	13.6%
Information and communications technology	11.6%
Poverty reduction	10.6%
Drinking water and sanitation	10.0%
Energy	9.6%
Environment (e.g., natural resource management, water resource management, pollution)	9.0%
Financial markets	8.6%
Trade and exports	7.6%
Social protection (e.g., pensions, targeted social assistance)	7.3%
Regional integration	5.3%
Equality of opportunity (i.e., social inclusion, disability, gender issues)	5.0%
Transport (e.g., roads, bridges, transportation)	4.3%
Climate change (e.g., mitigation, adaptation)	4.3%
Food security	3.7%
Crime and violence	3.0%
Disaster risk management	1.3%

<b>5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?</b>	<b>Percentage of Respondents (N=263)</b>		
	<b>Greatest Value</b>	<b>Second Greatest Value</b>	<b>Combined</b>
Financial resources	20.9%	12.0%	32.9%
Implementation support for projects	10.3%	19.0%	29.3%
Technical assistance	13.3%	13.0%	26.3%
Capacity development	12.9%	9.0%	21.9%
Policy advice, studies, analyses	13.3%	7.0%	20.3%
Bringing together different groups of stakeholders	10.3%	7.0%	17.3%
Promoting knowledge sharing	6.5%	9.0%	15.5%
Mobilizing third party financial resources	3.8%	10.0%	13.8%
Donor coordination	5.3%	8.0%	13.3%
Data and statistics	3.0%	5.0%	8.0%
Other	0.4%	1.0%	1.4%

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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=297)</b>
Not enough public disclosure of its work	20.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	16.2%
World Bank Group's processes too slow and complex	15.8%
Don't know	15.5%
Not sufficiently focused on sustainable results	14.8%
Not collaborating enough with private sector	12.8%
Not willing to honestly criticize policies and reform efforts in the country	12.8%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	12.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	11.1%
Too influenced by developed countries	9.1%
Staff too inaccessible	6.1%
Not adequately flexible	5.7%
Arrogant in its approach	5.7%
Not aligned with country priorities	5.4%
Inadequate World Bank Group's staffing in the Kyrgyz Republic	4.4%
Other	0.7%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Kyrgyz Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=301)</b>
To a fully sufficient degree	3.7%
To a somewhat sufficient degree	19.9%
To a somewhat insufficient degree	44.5%
To a very insufficient degree	11.6%
Don't know	20.3%

<b>8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?</b>	<b>Percentage of Respondents (N=299)</b>
Increased its emphasis recently	13.0%
Decreased its emphasis recently	27.1%
Emphasis has remained pretty consistent over time	34.8%
Don't know	25.1%

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

<b>9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=299)</b>
Local government	38.5%
Private sector	29.4%
Academia/think tanks/research institutes	23.7%
Youth/university groups	17.4%
NGOs/Community Based Organizations	16.7%
Media	14.7%
Parliament	14.4%
Beneficiaries	13.7%
Donor community	8.7%
Don't know	6.4%
Other	1.3%

<b>To what extent do you agree with the following statements about the World Bank Group's work in the Kyrgyz Republic? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	260	32	6.52	2.54
11. The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	250	36	6.65	2.35

<b>To what extent is the World Bank Group an effective development partner in the Kyrgyz Republic, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Responsiveness to needs*	236	44	5.75	2.41
13. Flexibility (in terms of the institution's products and services)*	231	45	5.57	2.14
14. Flexibility (in terms of changing country circumstances)*	229	46	5.61	2.17
15. Being inclusive*	221	51	5.91	2.18
16. Openness (sharing data and other information)*	239	35	6.03	2.45
17. Collaboration with the Government*	234	43	6.69	2.31
18. The speed in which it gets things accomplished on the ground*	229	46	5.91	2.29
19. Helping to bring discipline/effective supervision to implementation of investment projects*	239	39	6.06	2.45
20. Collaboration with civil society*	231	45	5.88	2.30
21. Staff accessibility*	232	46	6.03	2.48
22. Collaboration with other donors and development partners*	220	54	6.39	2.24
23. Collaboration with the private sector*	216	58	5.83	2.26
24. Straightforwardness and honesty*	229	45	6.30	2.40
25. Treating clients and stakeholders in the Kyrgyz Republic with respect*	229	47	6.90	2.43
26. Being a long-term partner*	224	53	6.99	2.35

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Kyrgyz Republic? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	206	70	6.67	2.61
2. Gender equality	212	60	6.54	2.73
3. Private sector development	223	45	7.20	2.32
4. Education	229	43	7.63	2.28
5. Public sector governance/reform/anti-corruption	217	50	7.47	2.29
6. Regional integration	199	69	6.89	2.56
7. Urban development	200	66	7.24	2.32
8. Energy and heating	203	62	7.13	2.40
9. Water and sanitation	220	49	7.52	2.28
10. Job creation/employment	213	53	7.60	2.47
11. Public health	226	45	7.75	2.27
12. Financial sector	211	52	7.28	2.33
13. Transport	208	63	7.16	2.25
14. Agriculture, irrigation, and rural development	220	47	7.46	2.41
15. Trade and exports	196	69	7.12	2.38
16. Statistics	200	66	6.68	2.44
17. Natural resource management	197	72	6.92	2.51
18. Climate change	192	74	6.87	2.63
19. Poverty reduction	225	44	7.54	2.38
20. Macroeconomic management	190	78	7.14	2.35
21. Disaster risk management	189	78	6.81	2.36
22. Information and communications technology	206	62	7.49	2.24

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?* (1-To no degree at all, 10-To a very significant degree)	250	42	6.62	2.29

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?* (1-To no degree at all, 10-To a very significant degree)	245	50	6.60	2.18

To what extent do you agree with the following statements about the World Bank Group in the Kyrgyz Republic? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of the Kyrgyz Republic*	246	44	6.48	2.24
5. The World Bank Group meets the Kyrgyz Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	243	43	6.40	2.32

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

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in the Kyrgyz Republic? (Select only ONE response)	Percentage of Respondents (N=293)
Very familiar	4.8%
Somewhat familiar	17.4%
Somewhat unfamiliar	30.4%
Very unfamiliar	27.3%
Don't know	20.1%

How effectively does the World Bank Group support the Kyrgyz Republic's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	205	78	6.06	2.46
8. To develop better and stronger data collection/analytics systems within the Government	200	82	6.08	2.26
9. To strengthen the country's crisis preparedness	193	85	5.94	2.55
10. To identify and monitor risks	195	86	6.23	2.33

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support the Kyrgyz Republic's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	131	152	7.20	2.43

**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=288)
Weekly	3.5%
Monthly	16.7%
A few times a year	33.7%
Rarely	25.7%
Never	20.5%

In the Kyrgyz Republic, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	223	54	6.21	2.43
3. Include appropriate level of stakeholder involvement during preparation	214	61	6.10	2.26
4. Lead to practical solutions	212	64	6.16	2.28
5. Are source of relevant information on global good practices	216	58	6.73	2.36
6. Are adequately disseminated	224	51	6.09	2.51
7. Are translated enough into local language	207	67	5.95	2.72
8. Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	216	60	6.36	2.28

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

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	259	29	7.80	2.18
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)	230	61	7.27	2.24

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	191	88	6.63	2.59
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	226	53	6.83	2.37
3. The World Bank Group's approvals and reviews are done in a timely fashion				
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	191	83	7.05	2.39
5. The World Bank Group's conditions on its lending are reasonable	188	84	6.79	2.42
6. The World Bank Group takes decisions quickly in the Kyrgyz Republic*	186	87	6.61	2.41
7. Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	219	55	7.16	2.32
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	193	83	6.85	2.52

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=284)</b>
Reduce the complexity of obtaining World Bank Group financing	22.2%
Engage more effectively with private sector	19.4%
Increase the level of capacity development in the country	18.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	16.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.8%
Offer more innovative knowledge services	15.8%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	11.6%
Work faster	10.9%
Engage more directly with beneficiaries	10.6%
Offer more innovative financial products	9.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.2%
Ensure greater selectivity in its work	6.3%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	4.9%
Increase availability of Reimbursable Advisory Services (RAS)	3.2%
Other	2.5%

<b>2. When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the Kyrgyz Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=287)</b>
Financial services	31.4%
Knowledge products	30.7%
Convening services	13.2%
None of the above	6.6%
The combination is appropriate for the Kyrgyz Republic	10.1%
Don't know	8.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in the Kyrgyz Republic?</b>	<b>Percentage of Respondents (N=290)</b>
Never	29.0%
Less than once a year	14.5%
Once a year to a few times a year	24.1%
Less than once a month	11.7%
At least once a month	14.1%
At least once a week	6.6%

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

<b>2. How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=290)</b>
Internet	69.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	38.6%
Local television	26.9%
Periodicals	10.3%
International television	8.6%
Local newspapers	5.2%
Local radio	4.5%
International newspapers	4.5%
Other	4.5%
International radio	3.4%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=287)</b>
World Bank Group's seminars/workshops/conferences	41.8%
e-Newsletters	31.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.7%
World Bank Group's website	23.3%
World Bank Group's publications and other written materials	19.2%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=273)</b>
High speed/WiFi	75.8%
Dial-up	24.2%

<b>5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	274	6.6%	21.2%	33.2%	39.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	272	7.4%	15.1%	34.9%	42.6%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	269	10.0%	12.6%	25.3%	52.0%
Visited a WBG website (e.g. read a blog, used data)	271	8.5%	13.7%	37.6%	40.2%
Attended an event/conference hosted by the WBG	271	5.5%	10.0%	36.2%	48.3%
Watched a webinar or online event hosted by the WBG	267	5.2%	8.2%	20.6%	65.9%
Read some or all of a WBG research paper or publication	270	4.4%	16.7%	38.9%	40.0%
Met professionally with WBG staff	269	8.6%	16.7%	26.0%	48.7%
Read a WBG e-newsletter	267	4.9%	10.9%	22.8%	61.4%

**H. Background Information**

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=307)</b>
NGO/Community Based Organization	12.7%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	10.4%
Academia/Research Institute/Think Tank	9.4%
Office of the President, Prime Minister	8.5%
Financial Sector/Private Bank	8.5%
Employee of a Ministry, Ministerial Department or Implementation Agency	7.8%
Media (press, radio, TV, web, etc.)	7.5%
Local Government Office or Staff	7.2%
Private Sector Organization	6.5%
Office of Parliamentarian	5.5%
Bilateral Agency	4.9%
Multilateral Agency	3.9%
Youth Group	2.6%
Other	2.0%
Trade Union/Professional Association	1.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	0.7%
Judiciary Branch	0.7%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=311)</b>
Other	16.7%
Generalist (specialized in multiple sectors)	13.8%
Education	9.0%
Finance and markets	8.4%
Governance	8.4%
Health, nutrition, and population	6.4%
Urban, rural, and social development	5.8%
Transport and ICT	3.9%
Agriculture	3.9%
Social protection and labor	3.5%
Macroeconomics and fiscal management	3.2%
Water	2.9%
Trade and competitiveness	2.6%
Environment and natural resources	2.3%
Fragility, conflict and violence	1.9%
Public-private partnerships	1.9%
Energy and extractives	1.9%
Jobs	1.9%
Gender	1.0%
Poverty	0.3%
Climate change	0.3%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=306)</b>
Yes	52.9%
No	47.1%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in the Kyrgyz Republic? (Select only ONE response)</b>	<b>Percentage of Respondents (N=163)</b>
The World Bank (IDA)	73.0%
The International Finance Corporation (IFC)	20.2%
The Multilateral Investment Guarantee Agency (MIGA)	5.5%
International Centre for Settlement of Investment Disputes (ICSID)	1.2%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=245)</b>
Yes	58.8%
No	41.2%

<b>6. Which of the following describes most of your exposure to the World Bank Group in the Kyrgyz Republic? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=293)</b>
Collaborate as part of my professional duties	40.3%
Engage in World Bank Group related/sponsored events/activities	30.4%
Use World Bank Group reports/data	29.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	23.5%
Use World Bank Group website for information, data, research, etc.	16.7%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=313)</b>
Female	52.7%
Male	47.3%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=316)</b>
25 and under	4.7%
26-35	23.7%
36-45	30.7%
46-55	22.2%
56 and above	18.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=297)</b>
Bishkek	55.2%
Oblast centers	27.3%
Other	12.5%
Small towns	5.1%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>15</sup>

- Office of President/Prime Minister N=26
- Office of Parliamentarian N=17
- Employee of a Ministry/PMU/Consultant on WBG Project N=56
- Local Government N=22
- Bilateral/Multilateral Agency N=27
- Private Sector/Financial Sector/Private Bank N=46
- CSO N=51
- Media N=23
- Academia N=29
- Other<sup>16</sup> N=10

### A. General Issues facing the Kyrgyz Republic

When you think about the future in the Kyrgyz Republic, are you ... ?\*

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Very pessimistic	15.4%	0.0%	5.4%	9.5%	0.0%	6.5%	5.9%	21.7%	6.9%	0.0%
Somewhat pessimistic	15.4%	17.6%	26.8%	33.3%	37.0%	39.1%	17.6%	21.7%	27.6%	10.0%
Somewhat optimistic	26.9%	23.5%	35.7%	23.8%	51.9%	30.4%	52.9%	39.1%	41.4%	30.0%
Very optimistic	26.9%	58.8%	28.6%	23.8%	7.4%	13.0%	17.6%	17.4%	24.1%	40.0%
Not sure	15.4%	0.0%	3.6%	9.5%	3.7%	10.9%	5.9%	0.0%	0.0%	20.0%

\*Significantly different between stakeholder groups

<sup>15</sup> Only 307 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>16</sup> Includes the following categories: Independent Government Institution (N=2), Judiciary Branch (N=2), and Other (N=6).



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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Social protection	4.2%	25.0%	10.7%	18.2%	7.4%	13.3%	25.5%	9.5%	17.2%	40.0%
Equality of opportunity	8.3%	6.3%	8.9%	9.1%	11.1%	17.8%	13.7%	19.0%	13.8%	10.0%
Private sector development	20.8%	12.5%	23.2%	22.7%	22.2%	33.3%	9.8%	14.3%	20.7%	30.0%
Education	29.2%	37.5%	25.0%	27.3%	25.9%	20.0%	31.4%	19.0%	31.0%	30.0%
Public sector governance/reform	25.0%	12.5%	26.8%	36.4%	44.4%	20.0%	23.5%	28.6%	17.2%	10.0%
Regional integration	4.2%	6.3%	7.1%	13.6%	3.7%	8.9%	5.9%	14.3%	17.2%	0.0%
Food security	4.2%	0.0%	7.1%	0.0%	0.0%	2.2%	9.8%	4.8%	3.4%	10.0%
Urban development	8.3%	0.0%	3.6%	13.6%	0.0%	8.9%	13.7%	9.5%	3.4%	0.0%
Energy	4.2%	0.0%	8.9%	0.0%	7.4%	6.7%	3.9%	14.3%	3.4%	20.0%
Drinking water and sanitation	8.3%	0.0%	5.4%	4.5%	3.7%	4.4%	7.8%	0.0%	0.0%	0.0%
Tourism	8.3%	18.8%	16.1%	13.6%	7.4%	17.8%	5.9%	9.5%	6.9%	10.0%
Job creation/employment	20.8%	18.8%	16.1%	22.7%	18.5%	24.4%	19.6%	28.6%	13.8%	30.0%
Health	12.5%	25.0%	17.9%	9.1%	18.5%	0.0%	15.7%	19.0%	6.9%	10.0%
Transport	4.2%	6.3%	7.1%	9.1%	7.4%	6.7%	7.8%	9.5%	3.4%	0.0%
Agriculture, irrigation, and rural development*	29.2%	37.5%	28.6%	27.3%	3.7%	11.1%	11.8%	9.5%	20.7%	10.0%
Trade and exports	12.5%	6.3%	10.7%	18.2%	3.7%	8.9%	9.8%	4.8%	0.0%	10.0%
Crime and violence	4.2%	0.0%	0.0%	9.1%	3.7%	8.9%	9.8%	9.5%	3.4%	0.0%
Environment	12.5%	25.0%	5.4%	9.1%	14.8%	8.9%	2.0%	9.5%	13.8%	20.0%
Climate change	0.0%	0.0%	5.4%	9.1%	0.0%	6.7%	9.8%	14.3%	6.9%	0.0%
Poverty reduction	4.2%	0.0%	8.9%	4.5%	7.4%	8.9%	3.9%	4.8%	13.8%	0.0%
Anti-corruption	20.8%	18.8%	19.6%	13.6%	51.9%	31.1%	29.4%	19.0%	34.5%	20.0%
Economic growth	16.7%	12.5%	17.9%	4.5%	22.2%	8.9%	5.9%	9.5%	17.2%	20.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	2.0%	4.8%	0.0%	0.0%
Information and communications technology	4.2%	0.0%	8.9%	4.5%	3.7%	8.9%	7.8%	4.8%	13.8%	0.0%
Financial markets	0.0%	0.0%	1.8%	0.0%	0.0%	2.2%	0.0%	4.8%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Political pressures and obstacles*	20	5.80	1.70	8	7.00	2.56	49	7.10	2.37	20	7.00	2.25	24	6.50	2.17	34	5.74	2.22	37	5.92	2.42	16	7.00	2.00	23	5.87	2.20	7	5.29	2.81
Lack of continuity in the government	9.5%			6.7%			12.7%			36.4%			11.1%			15.6%			10.6%			17.4%			7.7%			0.0%		
Inadequate level of private sector participation	19.0%			0.0%			1.8%			9.1%			14.8%			13.3%			2.1%			8.7%			7.7%			0.0%		
Inadequate level of citizen/civil society participation	9.5%			13.3%			7.3%			22.7%			7.4%			11.1%			14.9%			13.0%			7.7%			10.0%		
Inadequate level of donor coordination	14.3%			6.7%			12.7%			13.6%			0.0%			13.3%			10.6%			4.3%			0.0%			10.0%		
Reforms are not well thought out in light of country challenges	19.0%			20.0%			36.4%			18.2%			7.4%			33.3%			25.5%			17.4%			34.6%			50.0%		
Poor coordination within the government	23.8%			26.7%			21.8%			22.7%			11.1%			11.1%			14.9%			21.7%			19.2%			10.0%		
Inadequate level of government accountability	0.0%			26.7%			3.6%			4.5%			11.1%			4.4%			12.8%			13.0%			7.7%			0.0%		
Inadequate level of capacity in the government*	23.8%			6.7%			30.9%			13.6%			48.1%			22.2%			14.9%			17.4%			38.5%			10.0%		
Corruption	28.6%			73.3%			49.1%			40.9%			66.7%			62.2%			48.9%			47.8%			53.8%			60.0%		
Private sector involvement and/or influence	0.0%			0.0%			0.0%			4.5%			0.0%			0.0%			0.0%			4.3%			0.0%			0.0%		
Other	0.0%			0.0%			3.6%			0.0%			3.7%			4.4%			0.0%			0.0%			3.8%			0.0%		

\*Significantly different between stakeholder groups

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	20	5.80	1.70	8	7.00	2.56	49	7.10	2.37	20	7.00	2.25	24	6.50	2.17	34	5.74	2.22	37	5.92	2.42	16	7.00	2.00	23	5.87	2.20	7	5.29	2.81

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



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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?*	26	5.58	2.45	16	6.00	3.16	54	7.20	2.61	21	6.05	2.48	26	7.12	2.25	44	5.64	2.70	48	4.73	2.85	23	5.61	2.64	28	4.00	2.42	10	3.10	1.37

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.*	22	6.27	1.91	13	6.31	2.75	50	7.74	2.25	18	7.44	1.92	26	6.27	2.27	36	6.72	2.28	44	5.59	2.34	20	7.30	2.64	20	5.30	2.36	8	4.88	2.30

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Energy	16.7%	21.4%	9.3%	4.8%	11.5%	9.1%	4.3%	8.7%	3.7%	10.0%
Drinking water and sanitation	25.0%	7.1%	11.1%	4.8%	7.7%	9.1%	6.4%	4.3%	3.7%	20.0%
Tourism	25.0%	35.7%	14.8%	14.3%	0.0%	13.6%	17.0%	26.1%	11.1%	20.0%
Job creation/employment	20.8%	28.6%	33.3%	28.6%	23.1%	40.9%	21.3%	30.4%	14.8%	10.0%
Health	8.3%	35.7%	24.1%	19.0%	19.2%	13.6%	10.6%	21.7%	25.9%	20.0%
Financial markets	8.3%	7.1%	9.3%	14.3%	11.5%	9.1%	4.3%	13.0%	7.4%	0.0%
Social protection	0.0%	7.1%	1.9%	9.5%	3.8%	6.8%	10.6%	0.0%	18.5%	20.0%
Equality of opportunity	0.0%	0.0%	7.4%	0.0%	11.5%	4.5%	6.4%	8.7%	3.7%	0.0%
Private sector development	12.5%	14.3%	13.0%	28.6%	15.4%	31.8%	14.9%	13.0%	22.2%	30.0%
Education	20.8%	28.6%	20.4%	19.0%	11.5%	15.9%	27.7%	30.4%	37.0%	40.0%
Public sector governance/reform*	16.7%	0.0%	24.1%	14.3%	50.0%	11.4%	29.8%	13.0%	22.2%	10.0%
Regional integration	8.3%	7.1%	3.7%	0.0%	3.8%	6.8%	6.4%	8.7%	0.0%	0.0%
Food security	0.0%	0.0%	7.4%	4.8%	0.0%	6.8%	2.1%	0.0%	7.4%	0.0%
Urban development	25.0%	7.1%	11.1%	28.6%	3.8%	13.6%	10.6%	13.0%	7.4%	20.0%
Economic growth	12.5%	28.6%	9.3%	28.6%	30.8%	18.2%	23.4%	8.7%	22.2%	0.0%
Disaster risk management	4.2%	0.0%	1.9%	4.8%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Information and communications technology	8.3%	7.1%	13.0%	4.8%	7.7%	13.6%	12.8%	8.7%	11.1%	30.0%
Transport	4.2%	7.1%	1.9%	4.8%	3.8%	2.3%	10.6%	0.0%	7.4%	0.0%
Agriculture, irrigation, and rural development*	25.0%	21.4%	27.8%	38.1%	7.7%	11.4%	10.6%	4.3%	7.4%	20.0%
Trade and exports	8.3%	7.1%	9.3%	4.8%	7.7%	9.1%	6.4%	13.0%	3.7%	0.0%
Crime and violence	8.3%	0.0%	7.4%	0.0%	0.0%	2.3%	0.0%	0.0%	7.4%	0.0%
Environment	4.2%	7.1%	9.3%	4.8%	7.7%	4.5%	14.9%	13.0%	11.1%	10.0%
Climate change	0.0%	7.1%	7.4%	4.8%	3.8%	9.1%	0.0%	0.0%	7.4%	0.0%
Poverty reduction	4.2%	14.3%	7.4%	4.8%	11.5%	15.9%	10.6%	13.0%	18.5%	0.0%
Anti-corruption*	12.5%	0.0%	11.1%	9.5%	42.3%	20.5%	19.1%	26.1%	3.7%	30.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Increased its emphasis recently	15.4%	0.0%	19.2%	18.2%	16.7%	13.3%	6.3%	10.0%	11.1%	0.0%
Decreased its emphasis recently	46.2%	50.0%	23.1%	45.5%	16.7%	17.8%	29.2%	35.0%	14.8%	10.0%
Emphasis has remained pretty consistent over time	19.2%	35.7%	34.6%	22.7%	50.0%	42.2%	50.0%	15.0%	33.3%	30.0%
Don't know	19.2%	14.3%	23.1%	13.6%	16.7%	26.7%	14.6%	40.0%	40.7%	60.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Beneficiaries*	15.4%	0.0%	23.1%	22.7%	8.3%	8.9%	22.9%	4.8%	0.0%	10.0%
Youth/university groups*	34.6%	14.3%	7.7%	4.5%	8.3%	31.1%	18.8%	0.0%	37.0%	0.0%
Private sector*	15.4%	21.4%	21.2%	31.8%	37.5%	62.2%	12.5%	28.6%	18.5%	40.0%
Local government*	30.8%	50.0%	50.0%	86.4%	37.5%	20.0%	31.3%	38.1%	33.3%	20.0%
Donor community*	3.8%	0.0%	13.5%	0.0%	25.0%	0.0%	8.3%	14.3%	11.1%	20.0%
NGOs/Community Based Organizations*	3.8%	14.3%	9.6%	4.5%	20.8%	8.9%	41.7%	19.0%	7.4%	30.0%
Academia/think tanks/research institutes*	26.9%	21.4%	23.1%	9.1%	4.2%	33.3%	25.0%	14.3%	48.1%	20.0%
Parliament	11.5%	28.6%	25.0%	0.0%	25.0%	15.6%	10.4%	9.5%	3.7%	10.0%
Media*	3.8%	21.4%	5.8%	22.7%	8.3%	6.7%	16.7%	47.6%	14.8%	30.0%
Other	3.8%	0.0%	1.9%	0.0%	0.0%	2.2%	2.1%	0.0%	0.0%	0.0%
Don't know	15.4%	0.0%	5.8%	4.5%	12.5%	2.2%	2.1%	9.5%	7.4%	10.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	21	6.00	2.41	10	5.70	2.98	44	7.80	1.94	22	7.36	2.40	25	6.44	2.35	37	5.97	2.32	42	6.43	2.62	19	6.79	2.49	22	5.09	2.69	8	4.88	2.70
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	21	6.14	2.17	10	6.60	2.91	45	8.00	1.72	21	7.00	2.02	25	6.52	2.22	37	6.11	2.44	40	6.18	2.33	17	6.71	2.34	16	5.56	1.97	8	5.13	3.00

\*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	21	4.81	1.97	9	5.56	2.30	45	6.24	2.38	20	5.75	2.49	23	6.43	2.37	32	6.06	2.06	34	5.38	2.36	16	6.13	2.39	18	4.39	2.40	9	4.89	3.18
Flexibility (in terms of the institution's products and services)	19	4.74	1.73	10	5.90	2.02	44	5.93	2.15	19	5.63	2.43	24	5.42	2.34	33	5.24	1.82	34	5.62	1.97	19	6.00	2.38	14	5.14	2.21	6	4.67	2.42
Flexibility (in terms of changing country circumstances)	20	4.95	1.73	9	5.67	2.45	42	6.00	1.89	18	5.89	2.03	23	5.61	2.54	31	5.23	1.89	37	5.51	2.42	19	5.95	2.09	15	5.00	2.00	6	4.67	2.88
Being inclusive	18	5.28	1.87	9	5.22	2.44	37	6.68	1.96	19	6.00	1.94	24	6.17	2.32	31	5.58	1.91	38	5.76	2.53	16	6.00	1.90	16	5.31	2.06	5	4.40	2.61
Openness (sharing data and other information)*	21	4.95	2.13	9	7.33	2.12	41	6.85	2.29	18	6.11	2.00	25	6.36	2.91	32	6.31	1.94	38	5.79	2.63	18	5.61	2.28	20	4.95	2.37	8	5.75	3.33
Collaboration with the Government	22	6.05	2.36	11	7.09	2.34	41	7.49	2.12	17	6.82	2.53	24	6.75	2.29	33	6.42	2.03	39	6.46	2.50	16	6.19	1.76	14	6.36	2.44	8	5.75	3.37
The speed in which it gets things accomplished on the ground	19	5.47	2.22	9	6.11	2.20	44	6.66	2.21	19	6.63	2.27	22	5.55	2.22	31	5.39	2.28	36	5.81	2.16	18	6.50	2.46	16	5.31	2.68	7	4.14	1.68
Helping to bring discipline/effective supervision to implementation of investment projects*	20	5.50	1.96	11	5.82	2.32	44	7.25	2.23	19	6.63	2.19	24	5.96	2.44	32	5.50	2.37	35	5.83	2.60	18	6.17	2.18	19	5.16	2.71	7	4.29	2.14
Collaboration with civil society	16	4.31	1.35	10	6.10	2.51	39	6.51	2.26	19	6.11	2.11	22	5.77	2.49	33	5.61	2.15	39	5.64	2.54	18	6.44	1.92	19	5.37	2.17	8	5.25	2.76
Staff accessibility*	20	5.65	2.30	6	6.67	3.20	43	7.05	2.38	19	5.79	2.20	23	5.57	2.74	33	5.97	2.44	38	5.58	2.46	19	6.68	1.92	18	4.72	2.59	6	5.50	3.21
Collaboration with other donors and development partners	17	6.29	1.93	7	7.43	2.07	40	7.20	2.02	19	6.42	1.50	24	6.75	2.61	32	6.31	2.33	36	5.58	2.21	16	6.19	1.87	17	5.82	2.67	6	6.67	3.44
Collaboration with the private sector	16	5.25	2.02	8	6.38	2.33	39	6.28	2.35	19	6.21	1.47	20	5.70	2.27	34	5.44	2.34	35	5.37	2.29	16	6.63	2.09	15	5.73	2.87	6	4.67	2.25
Straightforwardness and honesty*	18	5.22	2.56	9	5.33	1.58	45	7.31	2.11	18	7.06	1.35	23	6.26	2.83	33	6.09	2.28	37	5.65	2.57	18	6.94	2.01	16	5.81	2.95	5	4.40	2.30
Treating clients and stakeholders in the Kyrgyz Republic with respect	19	6.42	2.46	8	7.50	1.41	44	7.43	2.35	19	6.84	2.36	22	7.00	2.74	32	6.72	2.23	38	6.63	2.68	18	6.94	2.24	16	6.19	2.64	6	6.33	3.33
Being a long-term partner	16	6.56	2.25	8	7.25	1.91	44	7.57	2.29	19	7.42	1.64	22	7.36	2.32	34	6.97	2.38	37	6.35	2.62	16	6.69	2.30	15	6.60	2.59	6	6.67	3.20

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?*	22	5.91	1.97	12	6.08	2.54	43	7.67	1.85	20	7.55	2.14	24	6.25	2.03	39	6.46	2.19	40	6.18	2.26	18	6.50	2.33	15	5.33	2.77	7	6.86	2.54

(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)**

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?*	21	6.10	2.12	12	6.25	2.56	43	7.42	1.80	21	7.52	2.04	25	6.04	1.79	36	6.81	2.14	39	6.13	2.13	17	6.41	1.97	14	4.93	2.27	7	6.29	2.81

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

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic*	19	5.84	1.86	10	6.10	3.18	45	7.62	1.97	20	7.05	2.26	25	6.08	2.00	37	6.30	2.09	39	6.00	2.09	18	6.44	2.33	18	5.06	2.26	6	7.50	2.26
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services	20	5.60	2.16	10	5.70	2.83	44	7.23	2.22	18	6.50	2.31	25	6.32	2.51	37	6.03	2.20	39	6.26	2.24	19	6.47	2.20	17	5.35	2.40	6	7.33	2.07

\*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?\***

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Weekly	0.0%	7.7%	12.5%	4.5%	4.0%	2.3%	0.0%	0.0%	0.0%	0.0%
Monthly	26.1%	7.7%	20.8%	27.3%	16.0%	13.6%	8.7%	33.3%	12.0%	0.0%
A few times a year	26.1%	38.5%	31.3%	22.7%	72.0%	38.6%	37.0%	14.3%	20.0%	20.0%
Rarely	21.7%	23.1%	25.0%	31.8%	8.0%	18.2%	28.3%	33.3%	32.0%	40.0%
Never	26.1%	23.1%	10.4%	13.6%	0.0%	27.3%	26.1%	19.0%	36.0%	40.0%

\*Significantly different between stakeholder groups



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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the Kyrgyz Republic, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	17	5.06	1.43	9	6.00	2.65	40	7.23	2.38	19	7.00	2.08	22	6.09	2.02	30	5.97	2.44	34	6.03	2.25	17	6.06	2.33	14	6.36	2.13	6	5.50	1.87

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

	Office of President/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	19	7.63	2.59	12	7.08	2.43	44	8.64	1.48	21	8.62	1.66	23	6.17	2.06	42	7.76	2.39	39	7.28	2.26	20	8.10	1.94	21	7.90	2.07	7	7.43	2.37
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	19	6.32	2.08	11	6.82	2.68	39	8.15	1.95	17	8.18	1.63	23	6.74	2.26	37	7.14	2.15	35	6.97	2.06	17	7.41	2.15	18	6.94	2.86	6	6.17	2.99

(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/Prime Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Kyrgyz Republic*	18	5.17	1.86	9	6.00	2.55	37	7.81	1.91	18	6.67	2.68	18	5.78	2.56	27	6.81	2.39	25	5.88	2.60	12	6.92	1.98	11	6.55	2.21	4	6.50	2.38
Where country systems are adequate, the World Bank Group makes appropriate use of them*	17	5.00	2.09	9	7.00	3.04	41	8.10	2.13	18	6.94	2.48	20	5.95	2.78	27	6.56	2.58	27	6.52	2.41	13	6.69	2.10	10	7.10	1.97	3	8.33	1.53

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Offer more innovative knowledge services	22.7%	23.1%	20.0%	13.6%	8.7%	20.9%	11.6%	0.0%	26.9%	10.0%
Collaborate more effectively with Government clients	31.8%	0.0%	20.0%	9.1%	26.1%	14.0%	18.6%	18.2%	7.7%	10.0%
Work faster	18.2%	7.7%	14.0%	0.0%	17.4%	11.6%	9.3%	13.6%	7.7%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	9.1%	53.8%	22.0%	40.9%	0.0%	14.0%	25.6%	27.3%	19.2%	40.0%
Increase availability of Reimbursable Advisory Services (RAS)	4.5%	0.0%	2.0%	0.0%	0.0%	2.3%	7.0%	9.1%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.6%	38.5%	14.0%	18.2%	17.4%	11.6%	14.0%	13.6%	11.5%	30.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	0.0%	14.0%	9.1%	26.1%	7.0%	4.7%	9.1%	3.8%	10.0%
Offer more innovative financial products	18.2%	15.4%	8.0%	4.5%	21.7%	16.3%	4.7%	9.1%	3.8%	0.0%
Ensure greater selectivity in its work	4.5%	0.0%	8.0%	4.5%	13.0%	7.0%	7.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	4.5%	0.0%	6.0%	9.1%	8.7%	4.7%	2.3%	0.0%	0.0%	10.0%
Engage more effectively with civil society*	4.5%	15.4%	8.0%	36.4%	4.3%	7.0%	37.2%	18.2%	23.1%	10.0%
Increase the level of capacity development in the country	13.6%	15.4%	20.0%	18.2%	21.7%	16.3%	16.3%	18.2%	23.1%	30.0%
Engage more directly with beneficiaries	4.5%	7.7%	14.0%	9.1%	4.3%	11.6%	14.0%	9.1%	7.7%	20.0%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	22.7%	15.4%	4.0%	13.6%	8.7%	14.0%	16.3%	4.5%	15.4%	10.0%
Engage more effectively with private sector	9.1%	7.7%	22.0%	13.6%	13.0%	34.9%	11.6%	27.3%	19.2%	20.0%
Other	4.5%	0.0%	2.0%	0.0%	4.3%	0.0%	0.0%	4.5%	11.5%	0.0%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Never	29.2%	35.7%	8.0%	13.6%	8.7%	39.5%	39.1%	28.6%	50.0%	50.0%
Less than once a year	25.0%	21.4%	8.0%	0.0%	0.0%	7.0%	30.4%	19.0%	19.2%	20.0%
Once a year to a few times a year	25.0%	7.1%	20.0%	31.8%	17.4%	30.2%	19.6%	33.3%	30.8%	20.0%
Less than once a month	4.2%	14.3%	18.0%	13.6%	34.8%	4.7%	4.3%	19.0%	0.0%	0.0%
At least once a month	16.7%	14.3%	28.0%	27.3%	21.7%	14.0%	6.5%	0.0%	0.0%	10.0%
At least once a week	0.0%	7.1%	18.0%	13.6%	17.4%	4.7%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Local radio	4.2%	7.7%	6.0%	9.1%	0.0%	2.3%	2.2%	9.1%	0.0%	10.0%
International radio	4.2%	0.0%	4.0%	4.5%	4.3%	7.0%	0.0%	9.1%	0.0%	0.0%
Social media	33.3%	46.2%	36.0%	59.1%	34.8%	44.2%	40.0%	27.3%	29.6%	30.0%
International newspapers	4.2%	0.0%	6.0%	0.0%	8.7%	4.7%	4.4%	9.1%	3.7%	0.0%
Local television	29.2%	15.4%	28.0%	36.4%	17.4%	23.3%	26.7%	18.2%	29.6%	50.0%
Internet	70.8%	76.9%	60.0%	72.7%	69.6%	69.8%	80.0%	54.5%	74.1%	70.0%
Periodicals	4.2%	15.4%	16.0%	0.0%	13.0%	4.7%	8.9%	9.1%	18.5%	20.0%
International television	8.3%	0.0%	12.0%	0.0%	8.7%	14.0%	8.9%	9.1%	3.7%	0.0%
Local newspapers	0.0%	7.7%	4.0%	0.0%	13.0%	4.7%	2.2%	13.6%	7.4%	0.0%
Other	8.3%	0.0%	4.0%	4.5%	4.3%	0.0%	2.2%	4.5%	18.5%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
World Bank Group's publications and other written materials	22.7%	14.3%	32.7%	13.6%	26.1%	13.6%	13.6%	13.6%	19.2%	20.0%
e-Newsletters	22.7%	28.6%	30.6%	40.9%	30.4%	31.8%	27.3%	36.4%	42.3%	20.0%
World Bank Group's seminars/workshops/conferences*	27.3%	57.1%	55.1%	40.9%	21.7%	40.9%	36.4%	18.2%	61.5%	50.0%
Direct contact with World Bank Group	45.5%	21.4%	24.5%	36.4%	34.8%	29.5%	29.5%	36.4%	34.6%	20.0%
World Bank Group's website	18.2%	14.3%	16.3%	27.3%	30.4%	25.0%	29.5%	36.4%	15.4%	30.0%
Social media	27.3%	14.3%	16.3%	13.6%	17.4%	27.3%	36.4%	13.6%	15.4%	40.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
High speed/WiFi	69.6%	92.9%	84.4%	70.0%	91.3%	66.7%	71.4%	57.1%	83.3%	90.0%
Dial-up	30.4%	7.1%	15.6%	30.0%	8.7%	33.3%	28.6%	42.9%	16.7%	10.0%

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	62.5%	41.2%	81.5%	71.4%	70.4%	51.1%	24.5%	52.4%	25.9%	30.0%
No	37.5%	58.8%	18.5%	28.6%	29.6%	48.9%	75.5%	47.6%	74.1%	70.0%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in the Kyrgyz Republic? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The World Bank (IDA)	83.3%	87.5%	86.7%	68.8%	94.7%	47.8%	50.0%	55.6%	42.9%	75.0%
The International Finance Corporation (IFC)	16.7%	12.5%	11.1%	31.3%	5.3%	39.1%	28.6%	44.4%	14.3%	25.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	2.2%	0.0%	0.0%	8.7%	14.3%	0.0%	42.9%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	7.1%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Observer*	16.7%	29.4%	3.8%	5.3%	3.7%	26.8%	36.2%	42.1%	44.4%	50.0%
Use World Bank Group reports/data	50.0%	29.4%	20.8%	26.3%	37.0%	19.5%	34.0%	31.6%	40.7%	0.0%
Engage in World Bank Group related/sponsored events/activities*	16.7%	5.9%	45.3%	47.4%	25.9%	41.5%	25.5%	21.1%	14.8%	37.5%
Collaborate as part of my professional duties*	45.8%	52.9%	69.8%	63.2%	59.3%	31.7%	17.0%	26.3%	14.8%	25.0%
Use World Bank Group website for information, data, research, etc.	29.2%	5.9%	5.7%	10.5%	14.8%	17.1%	19.1%	21.1%	29.6%	12.5%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>17</sup>

● Bishkek N=164 ● Oblast centers N=81 ● Small towns/Other areas N=52

### A. General Issues Facing the Kyrgyz Republic

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	136	6.23	2.23	53	6.47	2.67	43	6.56	2.33

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

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

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.*	134	6.24	2.27	65	6.31	2.61	49	7.76	2.40

(1-Not effective at all, 10-Very effective) \*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	128	6.21	2.29	66	6.50	2.97	47	7.43	2.29
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic	120	6.46	2.18	63	6.51	2.63	48	7.23	2.33

\*Significantly different between geographic locations

<sup>17</sup> 297 respondents provided information about their geographic location (question H9 in the questionnaire).

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

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

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	114	5.55	2.25	58	5.34	2.40	47	6.81	2.59
Flexibility (in terms of the institution's products and services)*	110	5.22	2.10	58	5.76	2.20	46	6.11	2.14
Flexibility (in terms of changing country circumstances)*	111	5.18	1.95	56	5.68	2.34	44	6.68	2.29
Being inclusive	106	5.66	2.16	55	5.85	2.41	43	6.60	1.92
Openness (sharing data and other information)	119	6.00	2.47	58	5.86	2.59	45	6.49	2.33
Collaboration with the Government	116	6.76	2.31	60	6.62	2.31	42	6.55	2.30
The speed in which it gets things accomplished on the ground*	113	5.52	2.28	56	6.13	2.33	43	6.60	2.11
Helping to bring discipline/effective supervision to implementation of investment projects*	115	5.77	2.49	62	5.97	2.21	44	6.98	2.29
Collaboration with civil society	108	5.49	2.24	61	5.95	2.44	44	6.43	2.12
Staff accessibility	114	5.90	2.63	59	5.93	2.48	43	6.53	2.13
Collaboration with other donors and development partners	107	6.49	2.29	53	6.30	2.20	45	6.31	2.33
Collaboration with the private sector*	100	5.51	2.16	57	5.56	2.24	43	6.84	2.32
Straightforwardness and honesty	113	6.23	2.54	61	6.16	2.51	41	6.68	1.90
Treating clients and stakeholders in the Kyrgyz Republic with respect	111	6.92	2.63	59	6.63	2.48	44	7.18	1.77
Being a long-term partner	110	7.11	2.48	56	6.89	2.43	43	6.84	2.02

\*Significantly different between geographic locations

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

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?*	120	6.08	1.91	65	6.72	2.54	47	8.02	2.01

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

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?*	114	6.09	1.87	66	6.88	2.53	46	7.50	1.97

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in the Kyrgyz Republic?***(1-Strongly disagree, 10-Strongly agree)*

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic*	115	5.92	2.11	65	6.52	2.35	48	7.67	1.89
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services*	117	5.90	2.29	63	6.41	2.37	46	7.39	1.97

*\*Significantly different between geographic locations***D. The World Bank Group's Knowledge Work and Activities****In the Kyrgyz Republic, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	103	5.81	2.25	54	6.35	2.56	42	7.31	1.69

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	118	7.31	2.24	72	8.18	2.19	48	8.46	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	112	6.72	2.22	55	7.49	2.25	46	8.26	1.95

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between geographic locations***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Bishkek			Oblast centers			Small towns/Other areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Kyrgyz Republic*	83	6.06	2.28	47	6.66	2.73	41	7.56	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them*	88	6.40	2.62	49	7.08	2.64	41	7.63	1.97

*\*Significantly different between geographic locations*



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>18</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 the Kyrgyz Republic COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.*

- Collaborating with the WBG N=162    ● Not collaborating with the WBG N=144

### A. General Issues Facing the Kyrgyz Republic

**To what extent do you trust each of the following groups to do what is right?** (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The government*	144	5.37	2.37	122	4.22	1.98
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	139	6.18	2.25	109	5.70	2.19
The World Bank Group*	139	6.77	2.24	102	5.77	2.30
The International Monetary Fund*	118	6.23	2.51	92	5.27	2.17
UN*	133	6.59	2.36	104	5.87	2.20
Regional development banks (e.g., EADB, ADB)*	130	6.25	2.18	91	5.63	2.23
The Kyrgyz Republic's Central Bank	134	6.18	2.09	112	5.96	2.23
International private sector	125	6.09	2.18	99	5.77	2.31
Domestic private sector*	137	6.56	2.14	104	5.61	2.17
Domestic civil society	139	6.11	2.41	118	5.93	2.46
Domestic traditional media and their web presence	143	6.08	2.27	120	5.90	2.34
International media and their web presence	136	5.86	2.30	112	5.90	2.50
Web based media	143	6.48	2.27	118	6.48	2.44

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?*	157	7.08	2.40	138	4.27	2.41

(1-Not familiar at all, 10-Extremely familiar)\_\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.*	150	7.39	2.23	109	5.36	2.21

(1-Not effective at all, 10-Very effective)\_\*Significantly different between collaborators and non-collaborators

<sup>18</sup> Only 306 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?*	147	7.48	2.22	91	5.63	2.36

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	10.3%	9.7%
Drinking water and sanitation	11.0%	9.0%
Tourism	12.3%	18.7%
Job creation/employment	22.6%	31.3%
Health	18.1%	16.4%
Financial markets	11.6%	5.2%
Social protection	6.5%	9.0%
Equality of opportunity	5.2%	5.2%
Private sector development	19.4%	18.7%
Education*	16.8%	30.6%
Public sector governance/reform	25.2%	17.9%
Regional integration	5.2%	6.0%
Food security	1.9%	5.2%
Urban development	13.5%	12.7%
Economic growth	18.7%	17.9%
Disaster risk management	1.9%	0.7%
Information and communications technology	12.9%	9.0%
Transport	3.9%	4.5%
Agriculture, irrigation, and rural development	20.0%	14.9%
Trade and exports	10.3%	4.5%
Crime and violence	3.2%	2.2%
Environment	11.0%	7.5%
Climate change	6.5%	2.2%
Poverty reduction	11.0%	11.2%
Anti-corruption	14.2%	20.1%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	13.8%	12.7%
Staff too inaccessible	6.6%	5.2%
Not collaborating enough with private sector	12.5%	11.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	17.8%	3.7%
Not aligned with country priorities	7.2%	3.7%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	13.2%	11.9%
Too influenced by developed countries	9.9%	9.0%
World Bank Group's processes too slow and complex*	21.1%	9.7%
Not adequately flexible	7.2%	4.5%
Not sufficiently focused on sustainable results	16.4%	11.9%
Not collaborating enough with civil society	15.1%	17.9%
Not enough public disclosure of its work*	13.8%	29.1%
Arrogant in its approach	6.6%	5.2%
Inadequate World Bank Group's staffing in the Kyrgyz Republic	5.9%	2.2%
Other	1.3%	0.0%
Don't know*	7.9%	23.1%

\*Significantly different between collaborators and non-collaborators

To what extent do you believe that the World Bank Group's work and support help the poorest in the Kyrgyz Republic?\*

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	4.5%	2.2%
To a somewhat sufficient degree	23.2%	15.7%
To a somewhat insufficient degree	51.0%	37.3%
To a very insufficient degree	6.5%	17.2%
Don't know	14.8%	27.6%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic*	143	7.30	2.15	108	5.49	2.56
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	142	7.40	2.02	99	5.56	2.30

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	136	6.35	2.37	91	4.88	2.10
Flexibility (in terms of the institution's products and services)*	136	5.88	2.20	88	5.02	1.90
Flexibility (in terms of changing country circumstances)*	137	6.04	2.17	85	4.93	1.99
Being inclusive*	130	6.36	2.12	84	5.21	2.10
Openness (sharing data and other information)*	136	6.52	2.36	95	5.28	2.39
Collaboration with the Government*	131	6.96	2.15	95	6.33	2.38
The speed in which it gets things accomplished on the ground*	134	6.19	2.29	87	5.32	2.12
Helping to bring discipline/effective supervision to implementation of investment projects*	135	6.51	2.37	96	5.30	2.34
Collaboration with civil society*	128	6.13	2.27	95	5.51	2.25
Staff accessibility*	138	6.54	2.32	85	5.08	2.35
Collaboration with other donors and development partners*	130	6.72	2.19	82	5.77	2.13
Collaboration with the private sector*	124	6.21	2.17	85	5.16	2.15
Straightforwardness and honesty*	129	6.63	2.23	91	5.78	2.48
Treating clients and stakeholders in the Kyrgyz Republic with respect*	134	7.24	2.32	86	6.29	2.49
Being a long-term partner*	135	7.38	2.19	82	6.34	2.46

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	118	6.41	2.55	80	6.76	2.67
Gender equality	119	6.61	2.67	85	6.47	2.75
Private sector development	128	7.20	2.23	88	7.14	2.43
Education	123	7.63	2.07	97	7.45	2.54
Public sector governance/reform/anti-corruption	124	7.55	2.13	85	7.26	2.52
Regional integration	118	6.89	2.40	73	6.81	2.79
Urban development	113	7.35	2.11	78	7.01	2.58
Energy and heating	119	7.27	2.09	76	6.80	2.83
Water and sanitation	126	7.63	2.03	86	7.31	2.56
Job creation/employment	123	7.71	2.27	81	7.40	2.70
Public health	125	7.90	1.98	92	7.47	2.61
Financial sector	123	7.35	2.21	80	7.03	2.50
Transport	120	7.31	1.94	80	6.79	2.58
Agriculture, irrigation, and rural development	123	7.62	2.20	90	7.20	2.63
Trade and exports	116	7.25	2.18	73	6.77	2.67
Statistics	117	6.73	2.32	76	6.53	2.62
Natural resource management	116	7.07	2.29	73	6.74	2.81
Climate change*	114	7.24	2.45	70	6.34	2.84
Poverty reduction	126	7.67	2.24	90	7.39	2.48
Macroeconomic management	114	7.25	2.23	68	6.87	2.56
Disaster risk management	114	7.03	2.11	67	6.37	2.72
Information and communications technology	118	7.61	1.99	80	7.20	2.58

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?*	139	7.27	2.12	103	5.66	2.09

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?*	135	7.19	2.00	103	5.71	2.08

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic*	138	7.03	2.14	101	5.61	2.08
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services*	136	6.82	2.38	100	5.79	2.03

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

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

How effectively does the World Bank Group support the Kyrgyz Republic's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government*	121	6.69	2.48	77	4.99	1.92
To develop better and stronger data collection/analytics systems within the Government*	119	6.62	2.39	74	5.08	1.62
To strengthen the country's crisis preparedness*	115	6.43	2.54	71	4.99	2.23
To identify and monitor risks*	114	6.88	2.34	75	5.12	1.81

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support the Kyrgyz Republic's efforts to manage crisis related risks?*	89	7.69	2.33	37	5.78	2.16

(1-Not effectively at all, 10-Very effectively) \*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	131	6.73	2.41	85	5.29	2.13
Include appropriate level of stakeholder involvement during preparation*	125	6.42	2.40	83	5.55	1.88
Lead to practical solutions*	126	6.55	2.34	79	5.42	2.01
Are source of relevant information on global good practices*	125	7.10	2.35	85	6.15	2.25
Are adequately disseminated*	127	6.41	2.56	90	5.48	2.27
Are translated enough into local language*	124	6.43	2.72	76	5.04	2.51
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances*	127	6.80	2.21	83	5.53	2.11

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	139	7.99	2.05	111	7.41	2.31

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	133	7.65	2.11	91	6.54	2.24

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators

**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*	123	7.16	2.50	61	5.54	2.42
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	130	7.20	2.28	89	6.25	2.40
The World Bank Group's approvals and reviews are done in a timely fashion	114	6.96	2.48	66	6.45	2.53
The World Bank Group's Environmental and Social Framework requirements are reasonable*	122	7.33	2.23	63	6.33	2.57
The World Bank Group's conditions on its lending are reasonable*	113	7.24	2.32	68	5.93	2.36
The World Bank Group takes decisions quickly in the Kyrgyz Republic*	114	6.96	2.41	66	5.89	2.26
Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	129	7.37	2.31	82	6.76	2.31
Where country systems are adequate, the World Bank Group makes appropriate use of them*	121	7.17	2.45	65	6.18	2.51

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in the Kyrgyz Republic**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative knowledge services	16.0%	16.8%
Collaborate more effectively with Government clients	15.3%	17.6%
Work faster	11.1%	10.7%
Reduce the complexity of obtaining World Bank Group financing	20.1%	24.4%
Increase availability of Reimbursable Advisory Services (RAS)	4.2%	2.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	20.1%	11.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	13.9%	3.8%
Offer more innovative financial products	11.8%	7.6%
Ensure greater selectivity in its work	7.6%	4.6%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	6.3%	3.8%
Engage more effectively with civil society	13.9%	19.8%
Increase the level of capacity development in the country*	13.9%	23.7%
Engage more directly with beneficiaries	10.4%	10.7%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges*	6.9%	14.5%
Engage more effectively with private sector	17.4%	22.1%
Other	3.5%	1.5%

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>19</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 306
- FY 2019 Number of comparable respondents = 301

By weighting, the FY 2016 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	7.5%	7.5%
Office of Parliamentarian	6.0%	6.0%
Government Institutions	22.0%	22.0%
Local Government Office or Staff	9.0%	9.0%
Bilateral/Multilateral Agency/Embassy	8.5%	8.5%
Civil Society	17.5%	17.5%
Private Sector	14.5%	14.5%
Academia	8.0%	8.0%
Media	7.0%	7.0%

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Kyrgyz Republic?	293	5.82	2.50	290	5.81	2.80

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.	248	6.32	2.29	253	6.65	2.40

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	228	6.84	2.39	233	6.85	2.42

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

<sup>19</sup> Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	3.6%	4.2%
To a somewhat sufficient degree	16.4%	19.6%
To a somewhat insufficient degree	48.8%	45.8%
To a very insufficient degree	12.5%	11.5%
Don't know	18.9%	18.9%

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic	261	6.72	2.42	246	6.59	2.50
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic	251	6.41	2.26	237	6.68	2.29

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	217	5.75	2.28	222	5.76	2.36
Flexibility (in terms of the institution's products and services)	207	5.95	2.14	221	5.56	2.11
Flexibility (in terms of changing country circumstances)	215	5.83	2.14	218	5.58	2.11
Being inclusive	228	6.20	2.35	212	5.90	2.14
Openness (sharing data and other information)*	226	6.65	2.38	225	6.09	2.39
Collaboration with the Government*	235	7.53	2.17	222	6.70	2.28
The speed in which it gets things accomplished on the ground	213	6.29	2.33	219	6.00	2.28
Helping to bring discipline/effective supervision to implementation of investment projects <sup>1</sup>				226	6.13	2.40
Collaboration with civil society	210	6.04	2.54	220	5.86	2.28
Staff accessibility	225	6.31	2.59	220	6.04	2.47
Collaboration with other donors and development partners	189	6.54	2.56	211	6.45	2.20
Collaboration with the private sector	183	5.57	2.35	206	5.84	2.23
Straightforwardness and honesty	213	6.78	2.73	219	6.35	2.38
Treating clients and stakeholders in the Kyrgyz Republic with respect*	223	7.49	2.49	218	6.91	2.41
Being a long-term partner*	213	7.75	2.40	215	7.04	2.31

\*Significantly different between FY2016 and FY2019

<sup>1</sup> Only FY 2019 questionnaire had this response option.



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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	142	5.60	2.52	192	6.65	2.63
Gender equality <sup>j</sup>	140	6.43	2.47	198	6.63	2.72
Private sector development*	164	5.77	2.37	208	7.22	2.28
Education*	167	6.14	2.51	214	7.62	2.27
Public sector governance/reform/anti-corruption*	170	5.58	2.52	203	7.45	2.29
Regional integration <sup>ii</sup>				189	6.84	2.60
Urban development*	143	5.66	2.35	189	7.23	2.33
Energy and heating <sup>iii</sup>	148	6.18	2.43	190	7.09	2.42
Water and sanitation*	164	6.33	2.54	207	7.54	2.32
Job creation/employment*	148	5.31	2.28	202	7.63	2.48
Public health <sup>iv</sup>	161	6.27	2.39	213	7.74	2.27
Financial sector <sup>v</sup>	130	5.94	2.30	199	7.26	2.34
Transport*	148	6.32	2.42	198	7.20	2.24
Agriculture, irrigation, and rural development <sup>vi</sup>	178	6.35	2.43	207	7.45	2.41
Trade and exports*	134	5.69	2.40	184	7.14	2.37
Statistics <sup>ii</sup>				191	6.71	2.47
Natural resource management <sup>vii</sup>	140	5.44	2.34	186	6.87	2.51
Climate change*	127	5.85	2.47	179	6.93	2.62
Poverty reduction*	181	6.35	2.46	211	7.59	2.37
Macroeconomic management <sup>ii</sup>				179	7.16	2.34
Disaster risk management <sup>viii</sup>	129	6.07	2.41	180	6.90	2.34
Information and communications technology*	133	5.85	2.45	193	7.52	2.24

\*Significantly different between FY2016 and FY2019

<sup>i</sup> In FY 2016, the category was “Gender equity and equality of opportunity”

<sup>ii</sup> Only FY 2019 questionnaire had this response option.

<sup>iii</sup> In FY 2016, the category was “Energy”

<sup>iv</sup> In FY 2016, the category was “Health”

<sup>v</sup> In FY 2016, the category was “Financial markets”

<sup>vi</sup> In FY 2016, there were two categories related to agriculture and rural development: “Rural development” and “Agricultural development.” A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 “Agriculture, irrigation, and rural development” category.

<sup>vii</sup> In FY 2016, the category was “Management of natural resources and physical infrastructure”

<sup>viii</sup> In FY 2016, the category was “Disaster management”

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in the Kyrgyz Republic?	221	6.47	2.13	237	6.64	2.25

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic	224	6.36	2.32	235	6.49	2.24
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services	223	6.40	2.34	233	6.37	2.33

**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	FY 2016	FY 2019
Weekly	3.8%	4.0%
Monthly	12.5%	17.3%
A few times a year	34.1%	33.8%
Rarely	34.5%	25.0%
Never	15.2%	19.9%

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	191	6.48	2.32	212	6.19	2.43
Include appropriate level of stakeholder involvement during preparation*	196	6.53	2.23	203	6.05	2.25
Lead to practical solutions	184	6.42	2.41	201	6.17	2.24
Are source of relevant information on global good practices	203	7.02	2.35	205	6.69	2.35
Are adequately disseminated	201	6.38	2.47	212	6.07	2.46
Are translated enough into local language	187	6.15	2.76	197	5.89	2.70
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	190	6.64	2.32	206	6.34	2.27

\*Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	237	7.76	2.16	244	7.79	2.16
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	211	7.15	2.18	218	7.30	2.20

(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)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	150	6.86	2.61	182	6.63	2.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports	199	6.89	2.55	215	6.83	2.36
The World Bank Group's approvals and reviews are done in a timely fashion	179	6.97	2.40	178	6.83	2.50
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>1</sup>	115	7.09	2.23	184	6.98	2.38
The World Bank Group's conditions on its lending are reasonable	148	6.98	2.53	179	6.79	2.42
The World Bank Group takes decisions quickly in the Kyrgyz Republic	155	6.48	2.45	178	6.58	2.41
Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	202	7.46	2.39	209	7.16	2.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	164	7.23	2.45	187	6.87	2.50

<sup>1</sup> In FY 2016, the category was "the World Bank Group's 'Safeguard Policy' requirements are reasonable".

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2016	FY 2019
High speed/WiFi	87.3%	76.3%
Dial-up	12.7%	23.7%

\*Significantly different between FY2016 and FY2019



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in the Kyrgyz Republic? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	5.77	6.77	6.69	5.69	6.51	6.38	6.28	6.86	6.27	6.78	6.43	6.62
Overall, please rate your impression of the World Bank Group's effectiveness in the Kyrgyz Republic.	5.36	7.39	6.97	5.27	6.64	6.51	6.25	7.38	6.35	6.98	6.60	6.62
Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic	5.49	7.30	6.86	5.62	6.57	6.55	6.32	7.14	6.32	6.93	6.61	6.37
The World Bank Group's work is aligned with what I consider the development priorities for the Kyrgyz Republic	5.56	7.40	7.02	5.51	6.83	6.47	6.52	7.15	6.41	7.15	6.70	6.79
Responsiveness to needs	4.88	6.35	6.06	4.96	5.88	5.69	5.67	6.18	5.66	6.05	5.96	5.21
Flexibility (in terms of the institution's products and services)	5.02	5.88	5.70	5.28	5.69	5.45	5.61	5.62	5.61	5.62	5.63	5.52
Flexibility (in terms of changing country circumstances)	4.93	6.04	5.72	5.31	5.70	5.44	5.57	5.74	5.55	5.74	5.68	5.40
Being inclusive	5.21	6.36	6.05	5.52	5.98	5.84	5.80	6.25	5.82	6.11	5.96	5.83
Openness (sharing data and other information)	5.28	6.52	6.25	5.49	6.08	6.05	5.93	6.42	5.86	6.40	6.07	6.08
Collaboration with the Government	6.33	6.96	6.81	6.39	6.88	6.39	6.66	6.87	6.36	7.27	6.73	6.73
The speed in which it gets things accomplished on the ground	5.32	6.19	6.09	5.40	6.03	5.78	5.82	6.22	5.77	6.22	6.03	5.56
Helping to bring discipline/effective supervision to implementation of investment projects	5.30	6.51	6.27	5.42	6.30	5.58	5.79	6.70	5.84	6.44	6.17	5.66
Collaboration with civil society	5.51	6.13	6.01	5.37	6.11	5.32	5.64	6.38	5.78	6.02	5.83	6.05
Staff accessibility	5.08	6.54	6.24	5.45	6.12	5.94	5.92	6.40	5.82	6.43	6.08	6.00
Collaboration with other donors and development partners	5.77	6.72	6.52	6.00	6.60	5.99	6.18	6.92	6.06	6.95	6.48	6.10
Collaboration with the private sector	5.16	6.21	5.96	5.50	5.82	5.92	5.78	6.02	5.98	5.65	5.87	5.78
Straightforwardness and honesty	5.78	6.63	6.52	5.47	6.35	6.16	6.01	6.92	6.05	6.65	6.34	6.02
Treating clients and stakeholders in the Kyrgyz Republic with respect	6.29	7.24	7.08	6.38	7.15	6.47	6.70	7.45	6.65	7.35	6.96	6.78
Being a long-term partner	6.34	7.38	7.23	6.20	7.28	6.42	6.75	7.58	6.61	7.61	6.97	7.18
To what extent does the World Bank Group's work help to achieve development results in the Kyrgyz Republic?	5.66	7.27	6.88	5.87	6.61	6.74	6.51	6.99	6.59	6.74	6.74	6.27
To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?	5.71	7.19	6.83	5.87	6.61	6.62	6.48	6.91	6.40	6.93	6.65	6.44
The World Bank Group's financial instruments meet the needs of the Kyrgyz Republic	5.61	7.03	6.72	5.58	6.57	6.25	6.27	6.92	6.14	6.96	6.61	5.82
The World Bank Group meets the Kyrgyz Republic's needs for knowledge services	5.79	6.82	6.61	5.60	6.50	6.20	6.26	6.71	6.24	6.63	6.45	6.18
The World Bank Group's knowledge work and activities are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	5.53	6.80	6.62	5.53	6.40	6.29	6.34	6.42	6.19	6.63	6.26	6.86
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.41	7.99	7.80	7.57	7.76	7.68	7.72	7.78	7.67	7.84	7.73	7.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.54	7.65	7.51	6.66	7.26	7.43	7.19	7.61	7.26	7.38	7.32	7.29
The World Bank Group takes decisions quickly in the Kyrgyz Republic	5.89	6.96	6.73	6.11	6.75	6.28	6.64	6.52	6.43	6.85	6.68	6.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.18	7.17	7.01	6.49	7.03	6.63	6.78	7.15	6.61	7.35	7.00	6.47

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: The Kyrgyz Republic FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – The Kyrgyz Republic**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in the Kyrgyz Republic or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in the Kyrgyz Republic, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in the Kyrgyz Republic.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION A: GENERAL ISSUES FACING THE KYRGYZ REPUBLIC**

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

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

<b>A3. Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	14	Transport (e.g., roads, bridges, transportation)
2	Equality of opportunity (i.e., social inclusion, disability, gender issues)	15	Agriculture, irrigation, and rural development
3	Private sector development (e.g., investments, developing capacity of local producers)	16	Trade and exports
4	Education (e.g., access, equity, quality)	17	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Environment (e.g., natural resource management, water resource management, pollution)
6	Regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Poverty reduction
8	Urban development	21	Anti-corruption (e.g., judiciary reform, transparency, government accountability)
9	Energy	22	Economic growth
10	Drinking water and sanitation	23	Disaster risk management
11	Tourism	24	Information and communications technology
12	Job creation/employment	25	Financial markets
13	Health (e.g., quality of health services)		

**SECTION A: GENERAL ISSUES**

<b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Kyrgyz Republic? (Choose no more than THREE)</b>			
1	Economic growth	13	Drinking water and sanitation
2	Disaster risk management	14	Tourism
3	Environment (e.g., natural resource management, water resource management, pollution)	15	Job creation/employment
4	Anti-corruption (e.g., judiciary reform, transparency, government accountability)	16	Health (e.g., quality of health services)
5	Information and communications technology	17	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture, irrigation, and rural development	19	Equality of opportunity (i.e., social inclusion, disability, gender issues)
8	Trade and exports	20	Private sector development (e.g., investments, developing capacity of local producers)
9	Crime and violence	21	Education (e.g., access, equity, quality)
10	Climate change (e.g., mitigation, adaptation)	22	Regional integration
11	Transport (e.g., roads, bridges, transportation)	23	Food security
12	Energy	24	Urban development

<b>A5. When economic and/or social reform efforts fail or are slow to take place in the Kyrgyz Republic, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Political pressures and obstacles
2	Lack of continuity in the government
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Inadequate level of donor coordination
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Corruption
11	Private sector involvement and/or influence
12	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the Kyrgyz Republic, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Kyrgyz Republic? (Choose no more than THREE)</b>			
1	Energy	14	Urban development
2	Drinking water and sanitation	15	Economic growth
3	Tourism	16	Disaster risk management
4	Job creation/employment	17	Information and communications technology
5	Health (e.g., quality of health services)	18	Transport (e.g., roads, bridges, transportation)
6	Financial markets	19	Agriculture, irrigation, and rural development
7	Social protection (e.g., pensions, targeted social assistance)	20	Trade and exports
8	Equality of opportunity (i.e., social inclusion, disability, gender issues)	21	Crime and violence
9	Private sector development (e.g., investments, developing capacity of local producers)	22	Environment (e.g., natural resource management, water resource management, pollution)
10	Education (e.g., access, equity, quality)	23	Climate change (e.g., mitigation, adaptation)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Poverty reduction
12	Regional integration	25	Anti-corruption (e.g., judiciary reform, transparency, government accountability)
13	Food security		

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

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

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

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

**B7. To what extent do you believe that the World Bank Group’s work and support help the poorest in the Kyrgyz Republic? (Select only ONE response)**

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

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

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don’t know

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

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in the Kyrgyz Republic												<input type="checkbox"/>
<b>B11</b>	The World Bank Group’s work is aligned with what I consider the development priorities for the Kyrgyz Republic												<input type="checkbox"/>

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

<b>To what extent is the World Bank Group an effective development partner in the Kyrgyz Republic, in terms of each of the following?</b>		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in the Kyrgyz Republic with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



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

**C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Kyrgyz Republic? (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 (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform/anti-corruption (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy and heating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	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	Public health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture, irrigation, 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	Statistics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Natural resource management (e.g., pastures, forestry, water resource management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Macroeconomic management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C2. To what extent does the World Bank Group’s work help to achieve development results in the Kyrgyz Republic?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**C3. To what extent does the World Bank Group influence the development agenda in the Kyrgyz Republic?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

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

<b>C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in the Kyrgyz Republic? (Select only ONE response)</b>	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support the Kyrgyz Republic's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
<b>C7</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C11. How effectively does the World Bank Group's SCD and CPF activities support the Kyrgyz Republic's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]</b>												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>Not effectively at all</b>									<b>Very effectively</b>	<b>Don't know</b>		



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

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

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

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

<b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
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"/>	
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases the Kyrgyz Republic's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

<b>F2. When considering the combination of services that the World Bank Group offers in the Kyrgyz Republic, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the Kyrgyz Republic? (Select only ONE response)</b>	
1	Financial resources
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the Kyrgyz Republic
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

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

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

<b>H9. Which best represents your geographic location?</b>	
1	Bishkek
2	Oblast centers
3	Small towns
4	Other (please specify): _____

**Thank you for completing the survey!**