

# FY 2017 Kazakhstan Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



July 2017



## Acknowledgements

The Kazakhstan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Kazakhstan country team and the local fielding agency Research Center “SANZH”. In particular, PORG is grateful for the support from Shynar Jetpissova (Communications Officer) who coordinated the survey related activities from Astana, Kazakhstan.



Country Opinion Surveys  
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## I. Objectives

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

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

## II. Methodology

From March to May 2017, 402 stakeholders of the WBG in Kazakhstan were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; 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/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 267 stakeholders participated in the survey (66% response rate). Respondents either received the questionnaires via post, courier, or email and returned it accordingly, or completed the questionnaire via the online survey platform Qualtrics.

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.

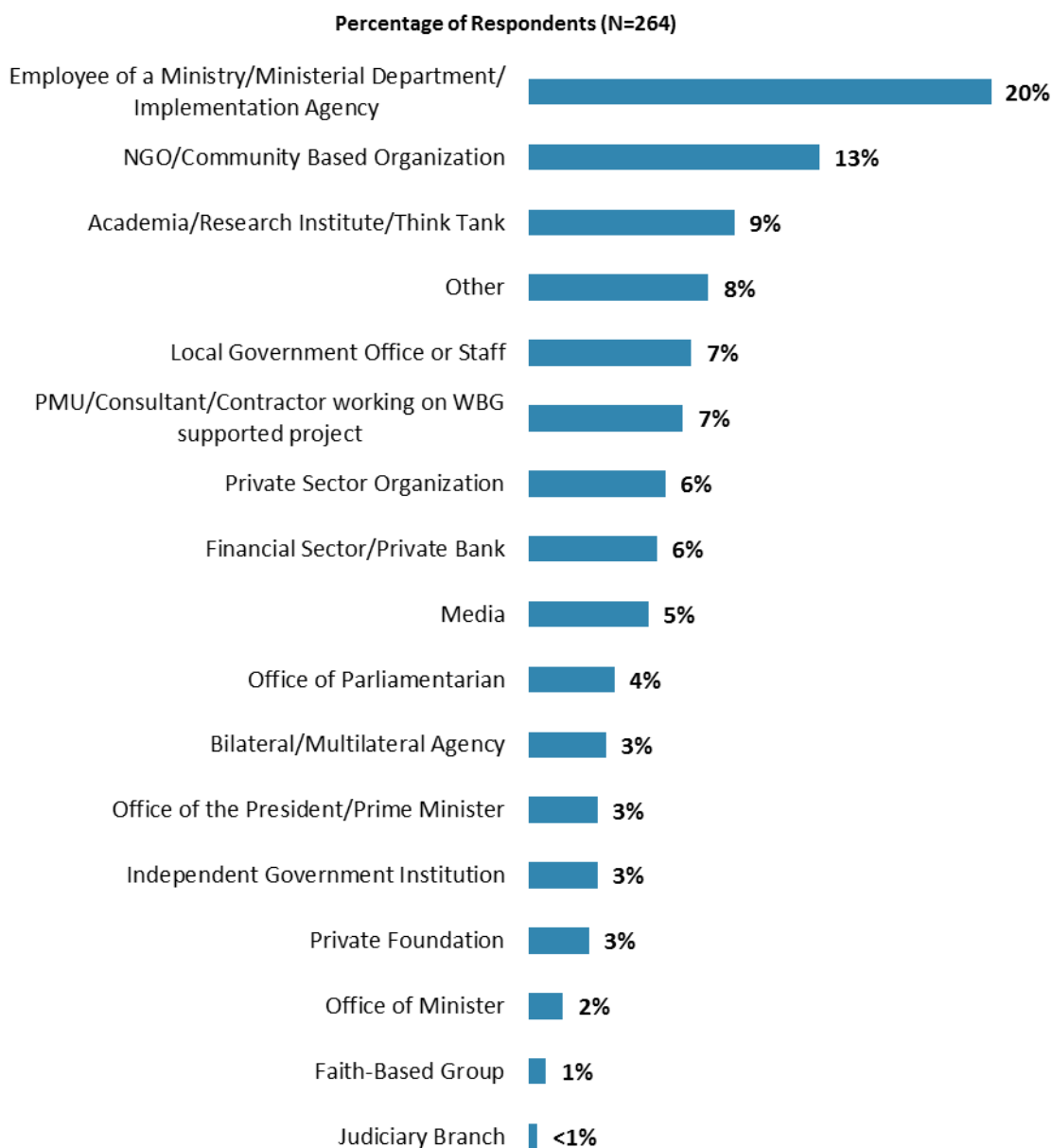
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 52%, N=192). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 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 92).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, and faith-based groups were combined in the “CSO” category; and the small number of respondents from the judiciary branch were included in the “Other” category. There were no respondents from trade unions and youth groups.

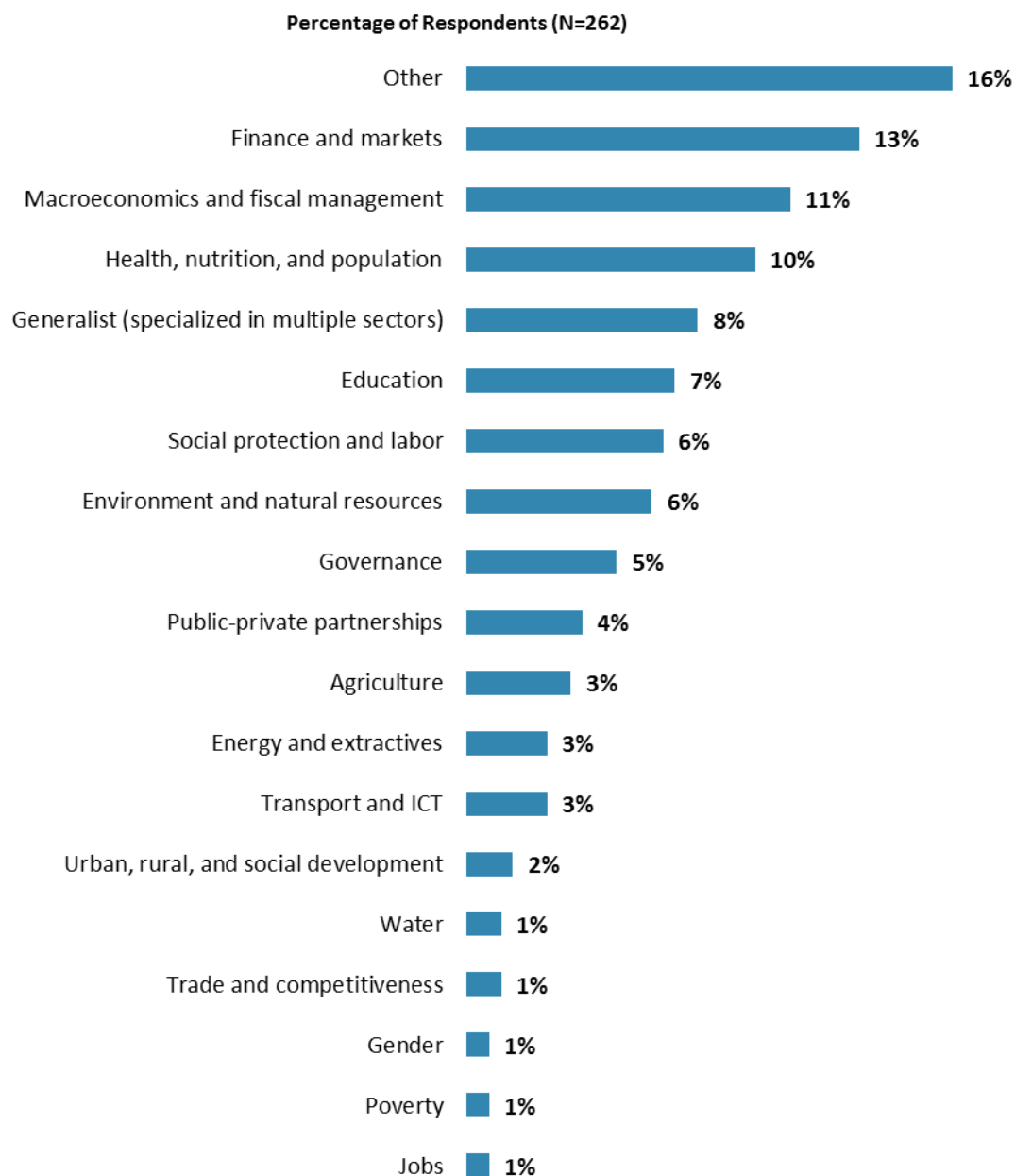


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



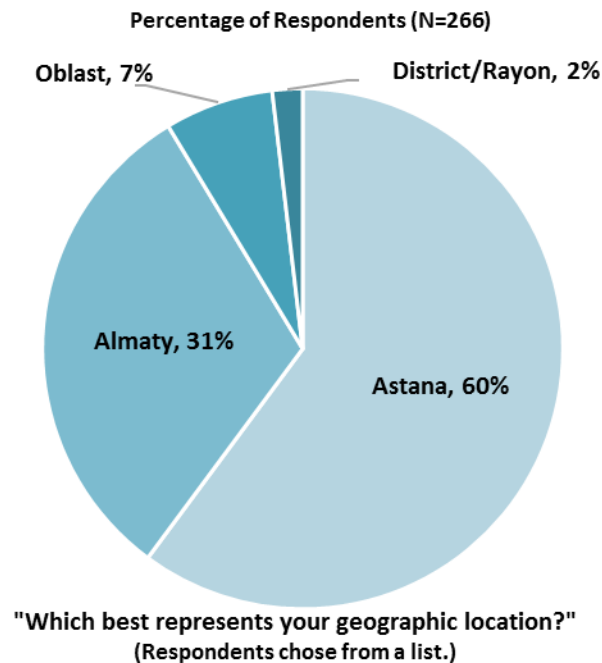
"Please identify the primary specialization of your work." (Respondents chose from a list.)



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

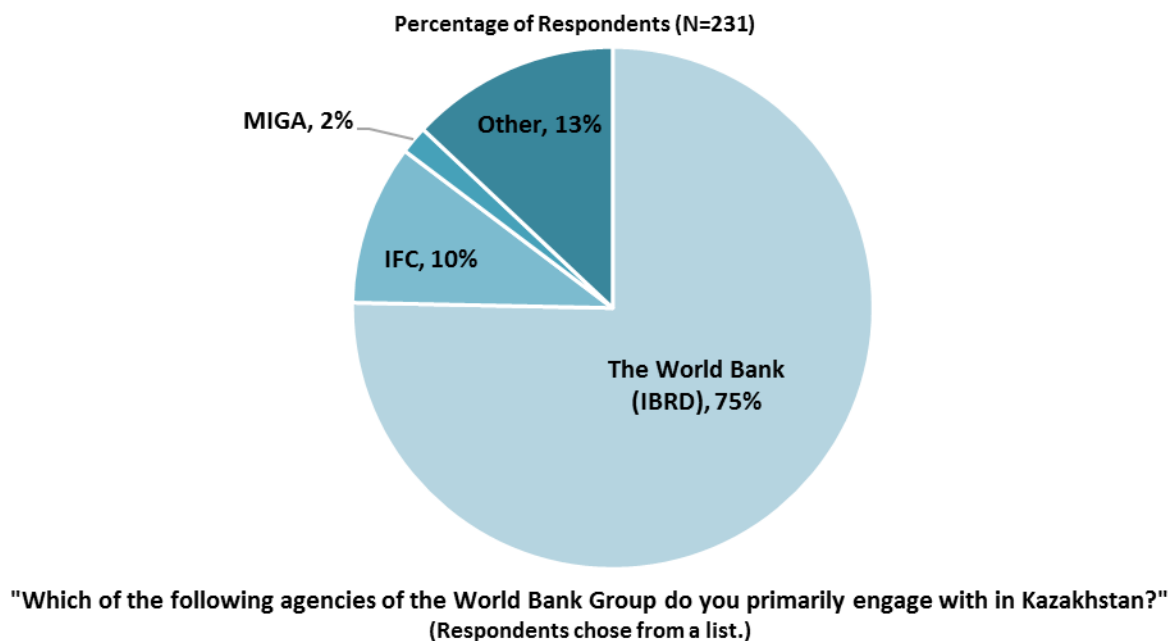
#### Geographic Locations

- For further analyses, the small number of respondents from Oblast and District/Rayon were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 83).



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

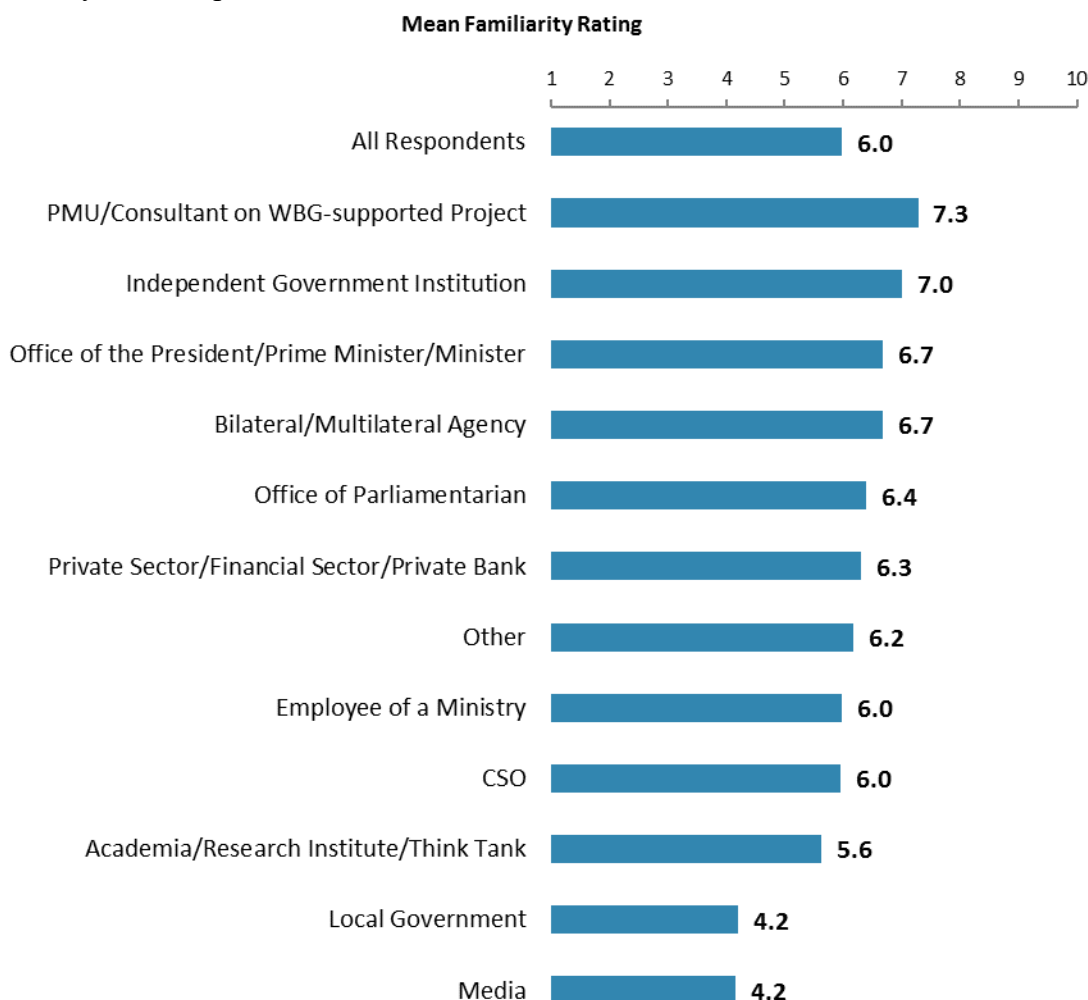




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.0; weighted mean in FY'14 = 6.2)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Kazakhstan, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Kazakhstan, and the extent to which the WBG contributes to the country's development results.



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

<sup>1</sup> Please refer to Appendix E (page 92) for more details on weighting. The means in the chart were calculated based on un-weighted data.

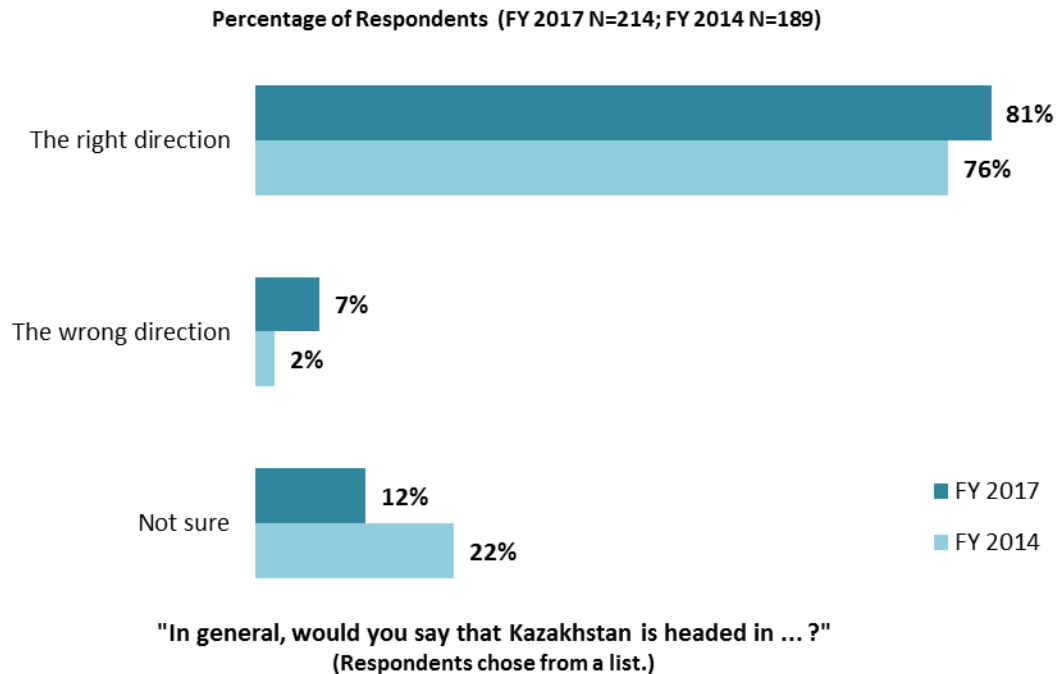




## IV. General Issues Facing Kazakhstan

### Headed in the Right Direction<sup>2</sup>

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister, the office of parliamentarian, and local government were significantly more likely to indicate that Kazakhstan is headed in the right direction, while respondents from PMUs/consultants/contractors on WBG-supported projects and the media were significantly less positive about the prospect of Kazakhstan.



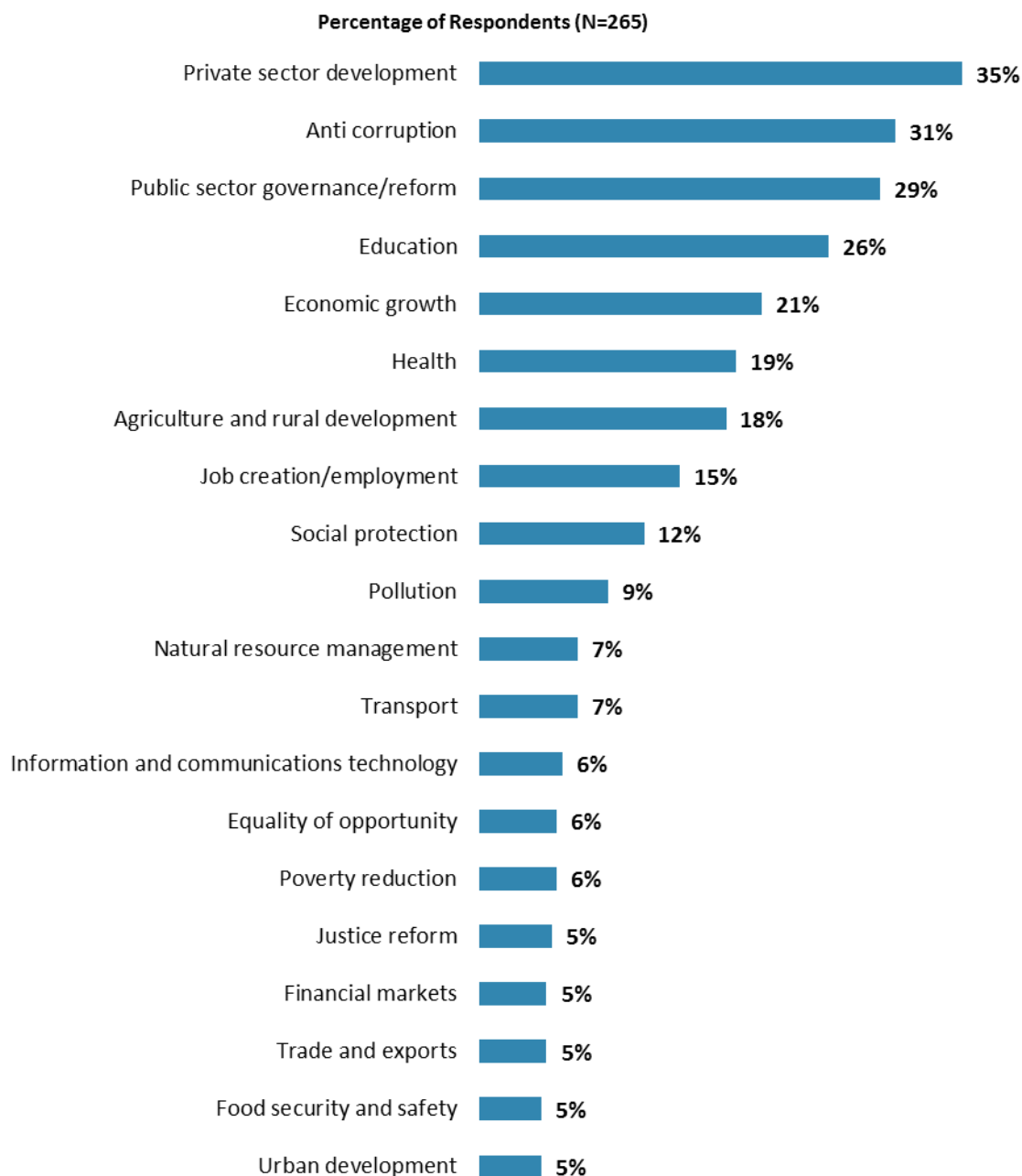
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



## IV. General Issues Facing Kazakhstan (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Kazakhstan were “*anti-corruption*” (37%) and “*public sector governance/reform*” (33%).



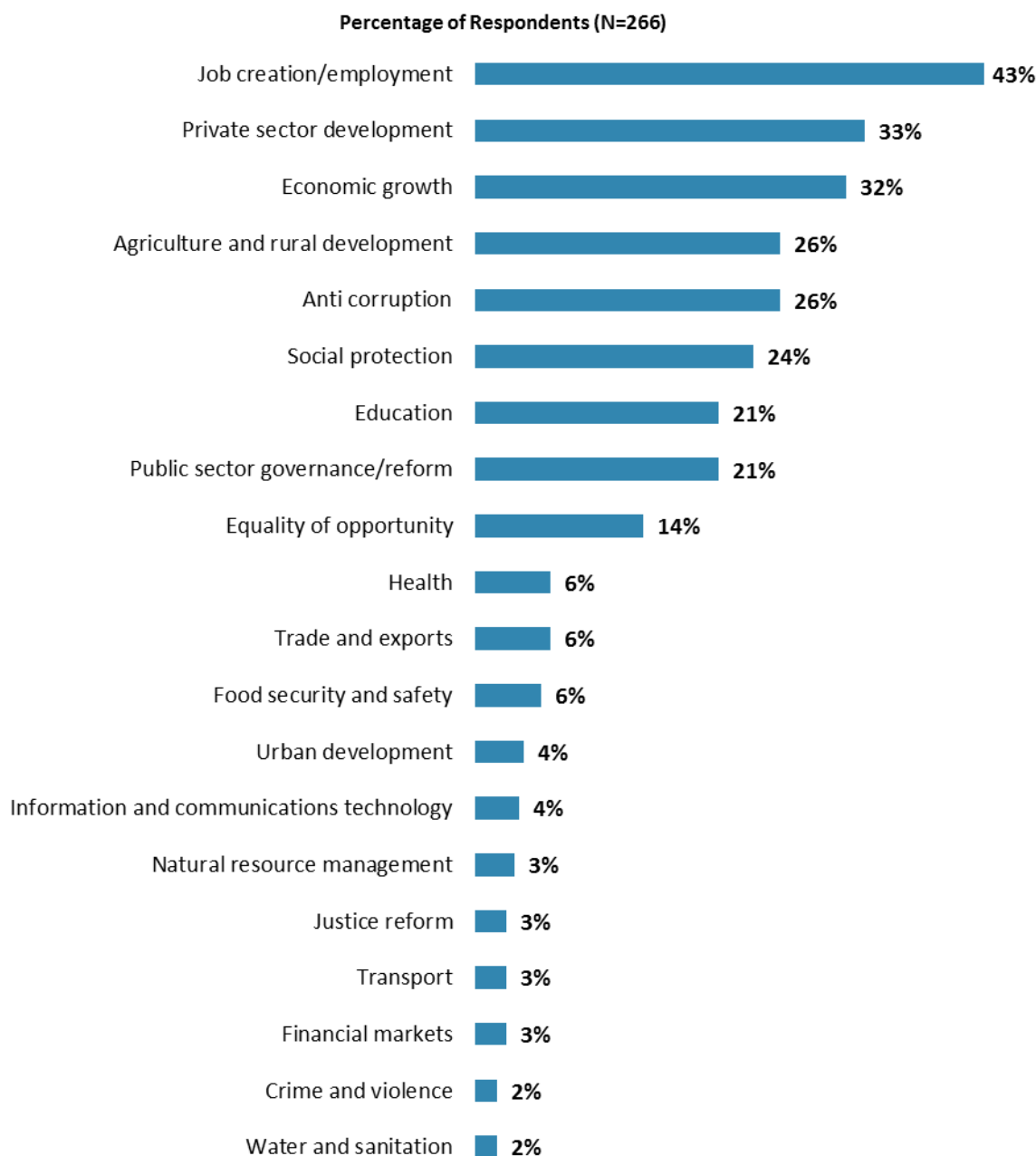
"Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



## IV. General Issues Facing Kazakhstan (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Kazakhstan were “*rural/territorial development*” (41%), “*social protection*” (31%), and “*job creation/employment*” (31%).



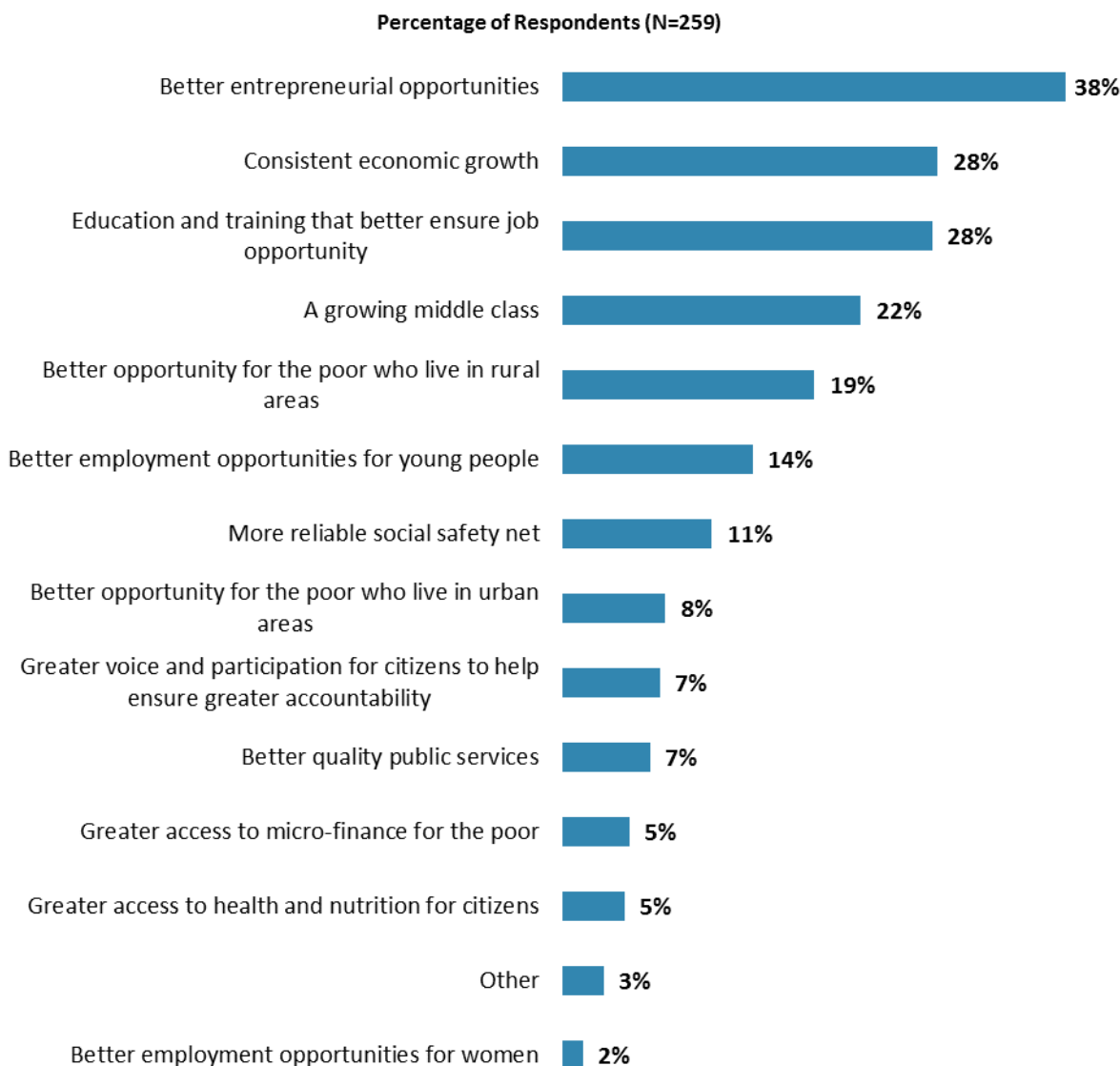
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## IV. General Issues Facing Kazakhstan (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that “*better entrepreneurial opportunities*” (38%) and “*a growing middle class*” (27%) would best illustrate how “shared prosperity” would be achieved in Kazakhstan.



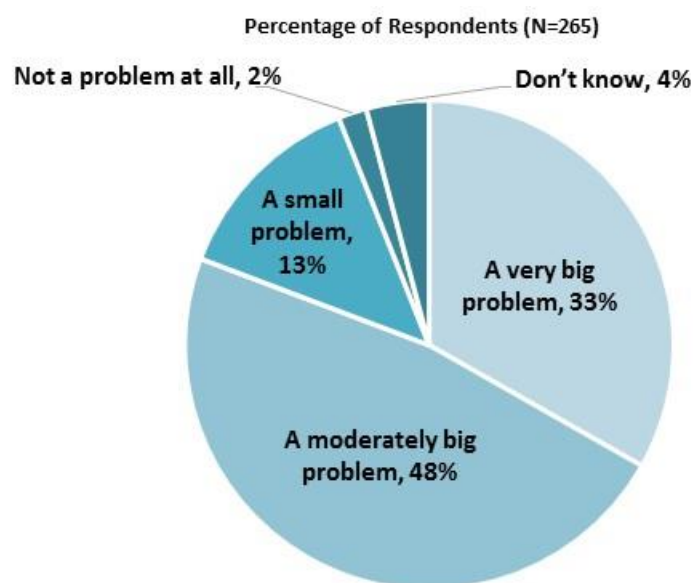
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



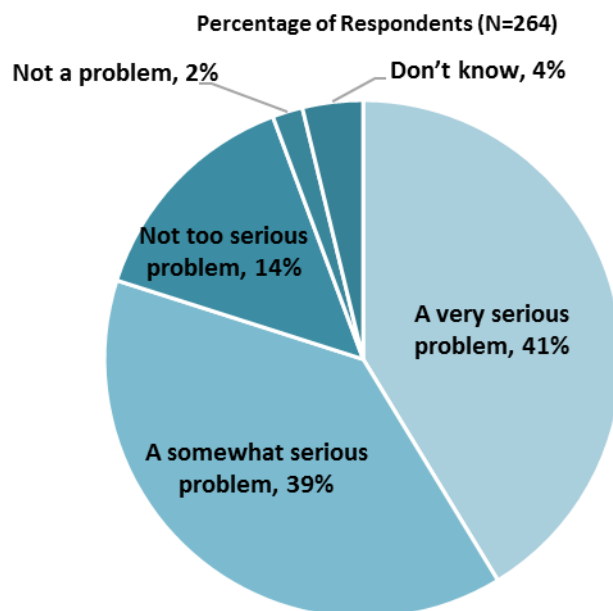
## IV. General Issues Facing Kazakhstan (continued)

### Gap between the Rich and the Poor



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

### Global Climate Change

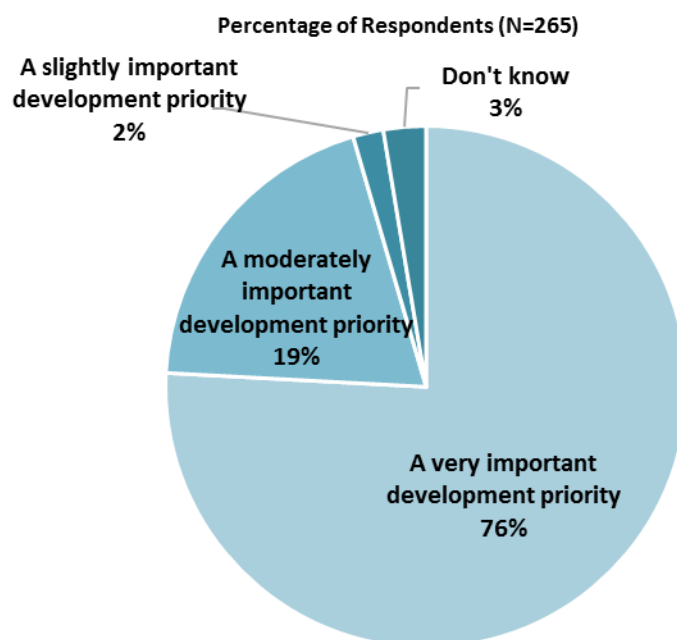


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



## IV. General Issues Facing Kazakhstan (continued)

### Early Childhood Development



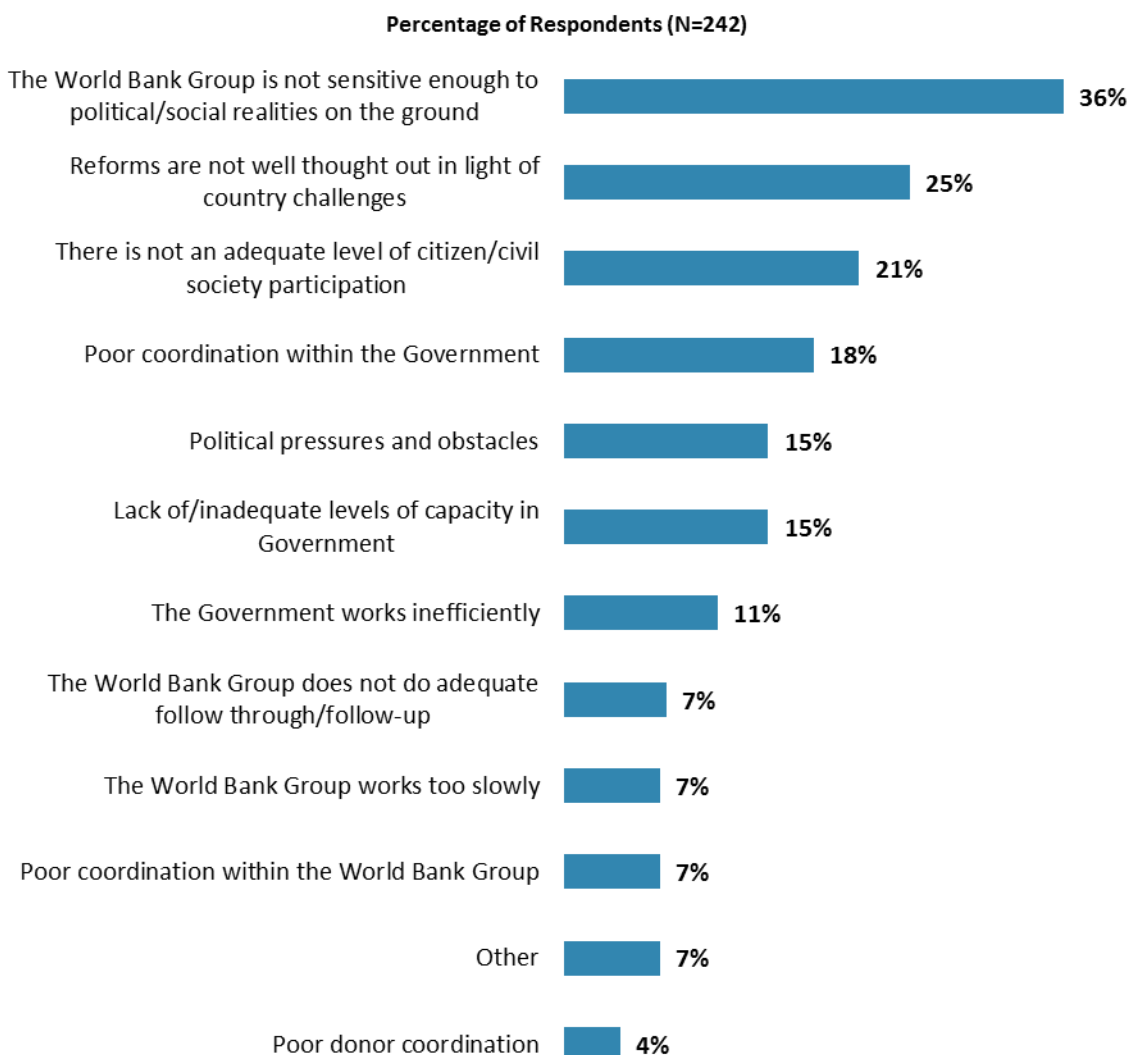
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Kazakhstan?"  
(Respondents chose from a list.) (Note: no respondents chose "Not an important development priority")



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“the Government works inefficiently”* (37%), *“the WBG is not sensitive enough to political/social realities on the ground”* (32%), and *“there is not an adequate level of citizen/civil society participation”* (30%).



**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

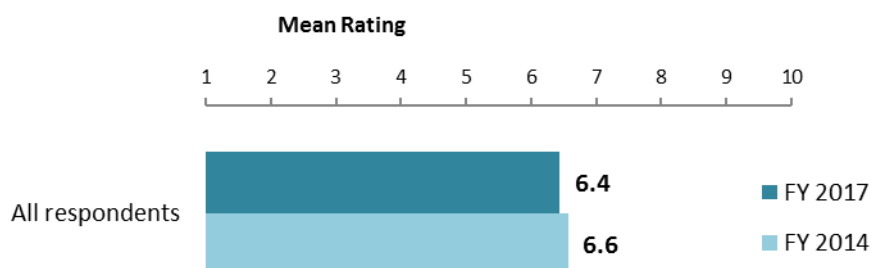
*As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.*

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



"Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan."  
(1 - "Not effective at all", 10 - "Very effective")  
(\*Significantly different between FY 2017 and FY 2014)

### Achieving Development Results (Indicator Question)



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

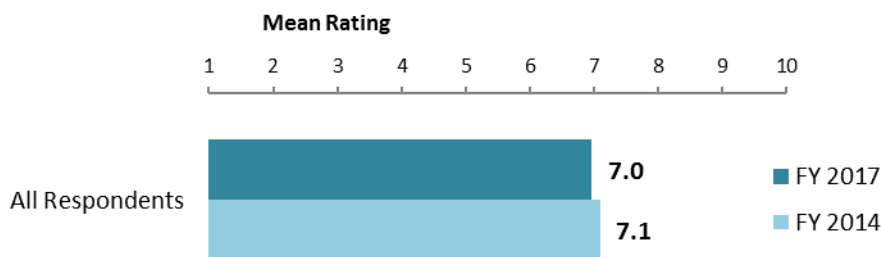
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data from FY'17 and FY'14.





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

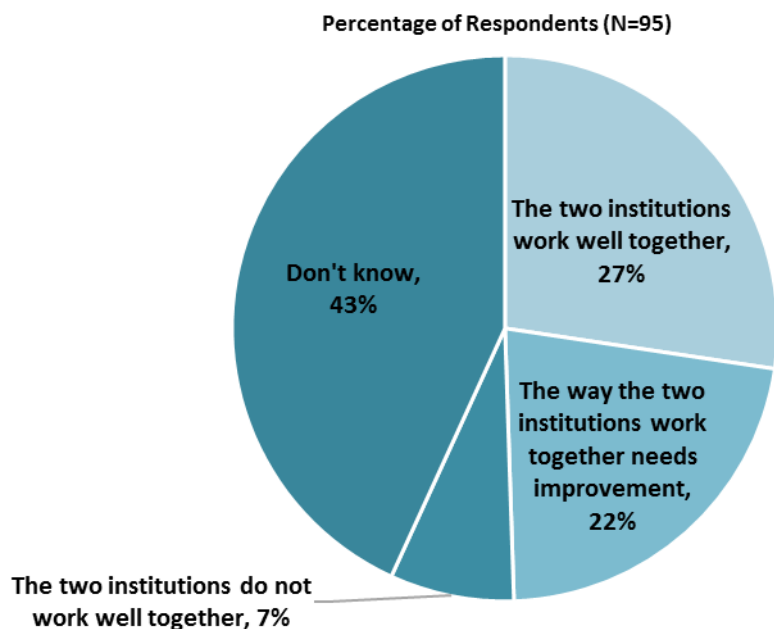
### WBG Staff Preparedness<sup>4</sup>



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

### The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "*Do your projects involve both the World Bank and the IFC?*" provided their views on the working relationship between the World Bank and the IFC.



**"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Kazakhstan?"** (Respondents chose from a list.)

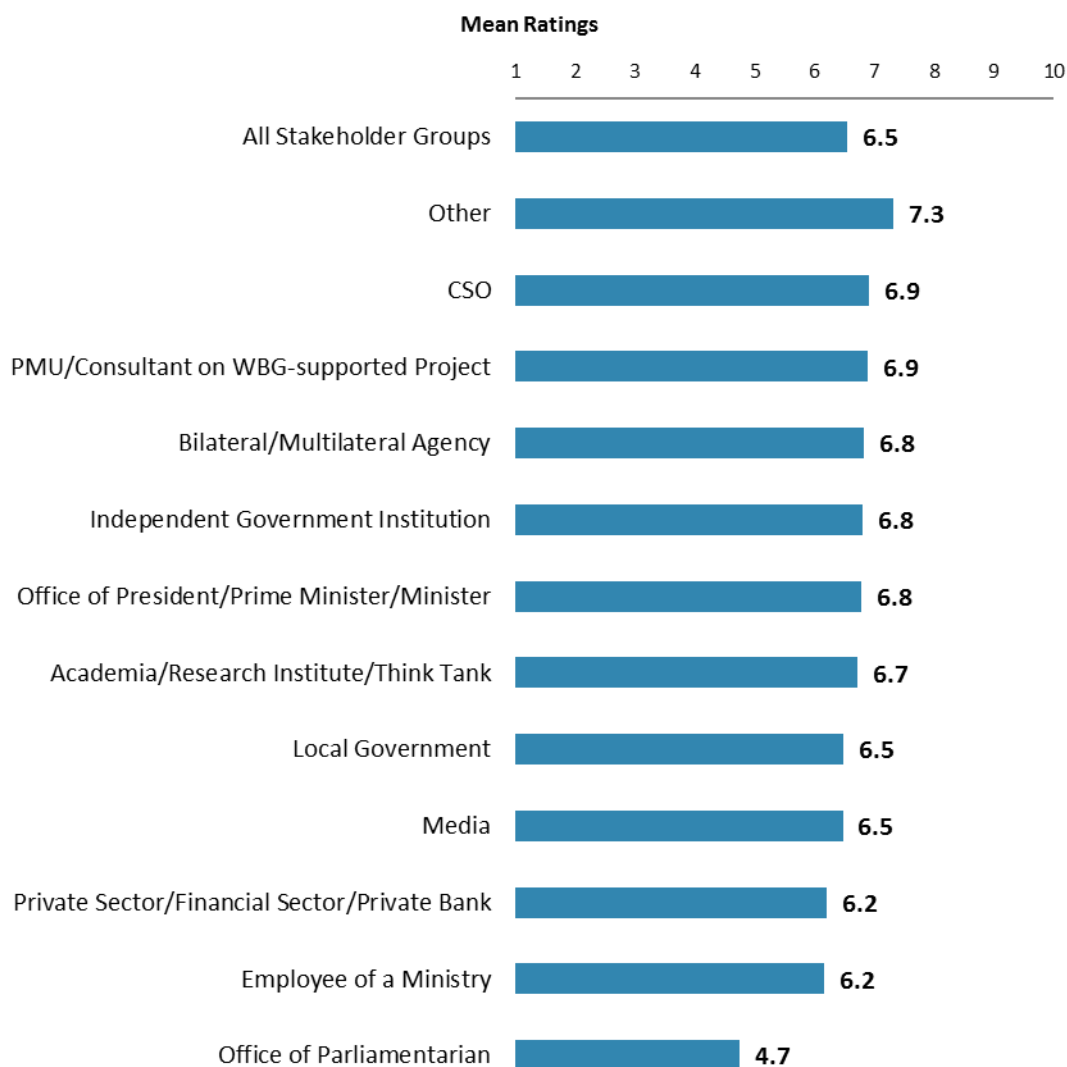
<sup>4</sup> Means presented in the chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who indicated that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.3). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 98).



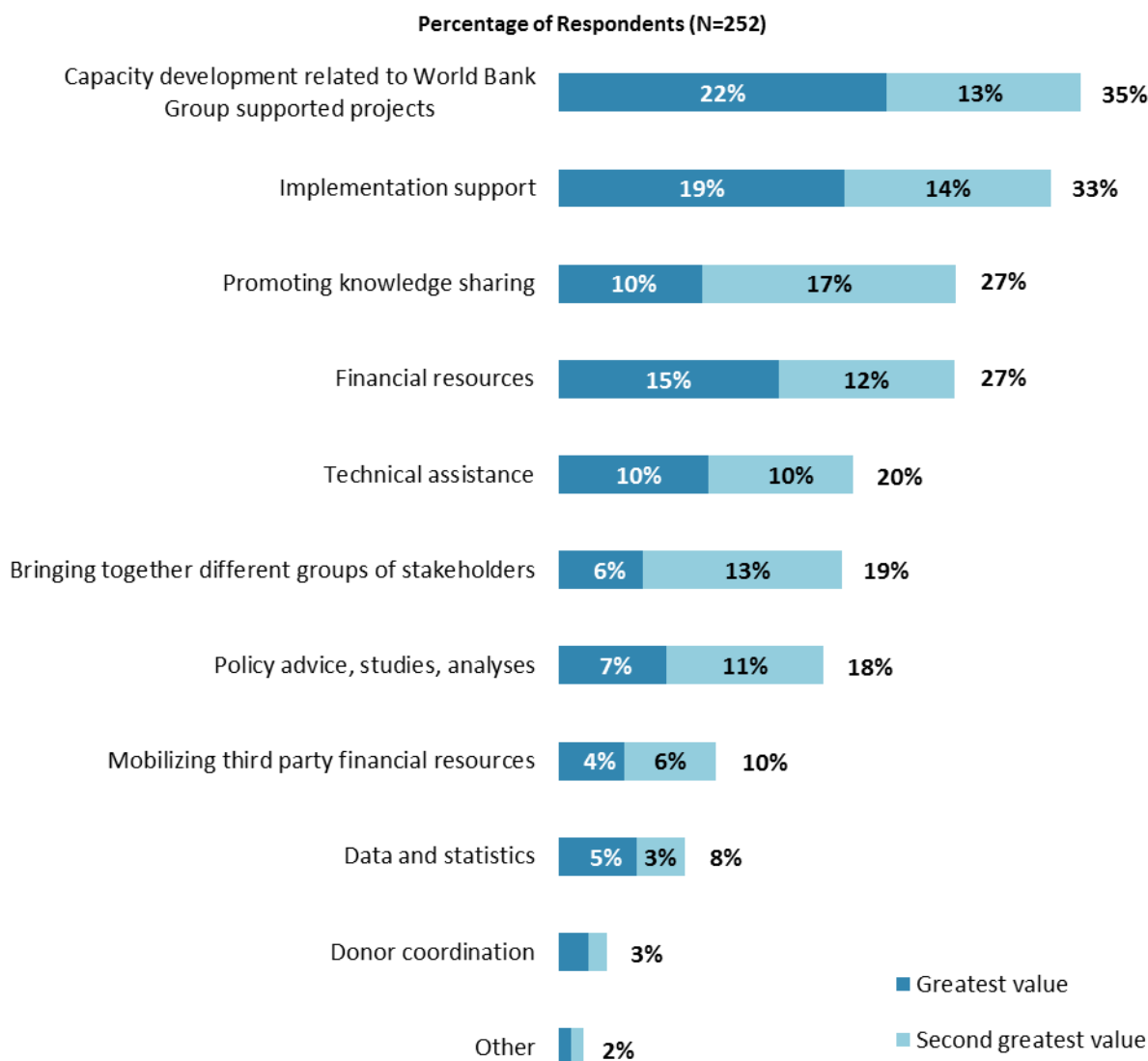
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Kazakhstan were its "*technical assistance*" (47%) and "*financial resources*" (46%).



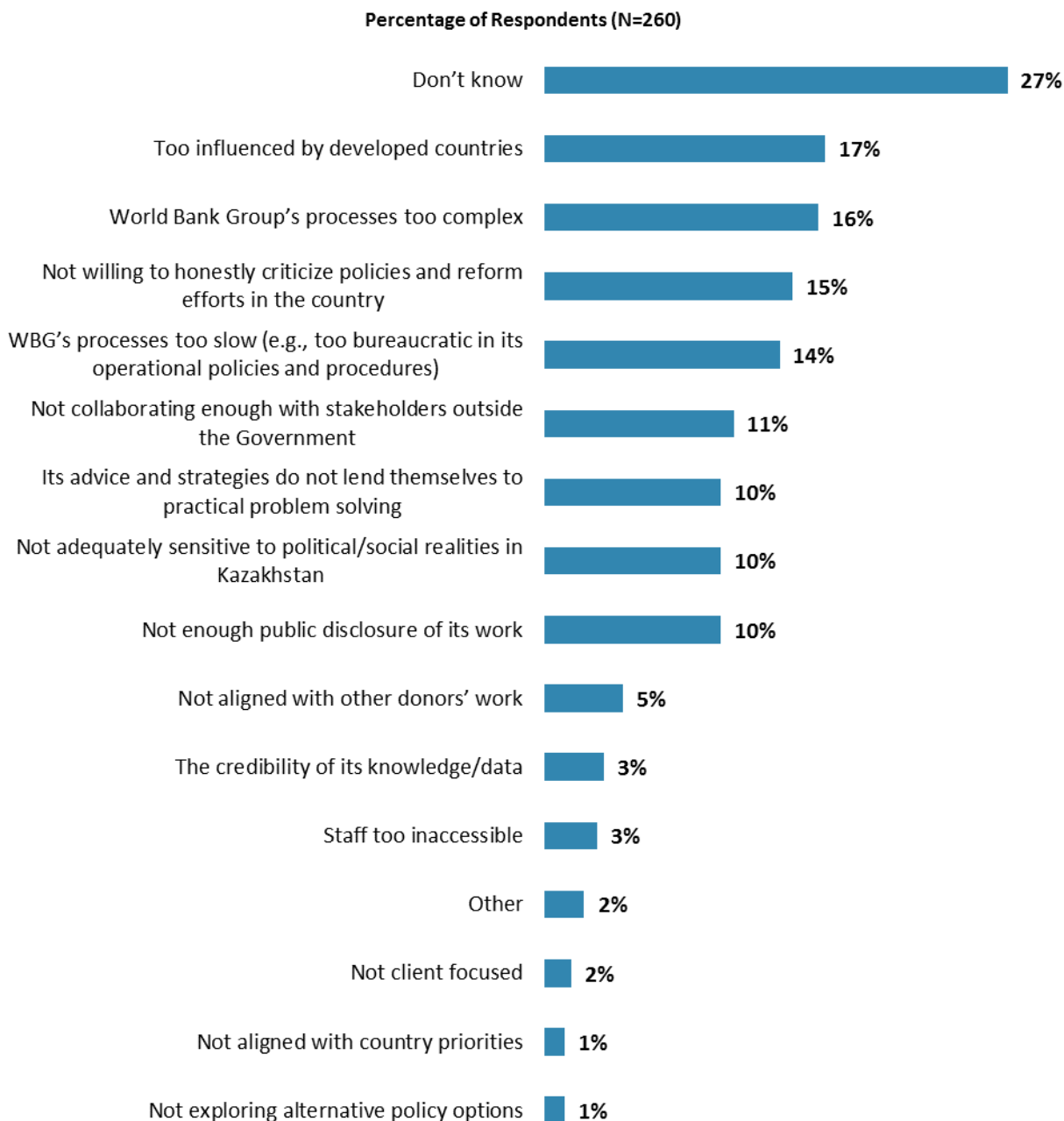
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kazakhstan?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weaknesses in its work in Kazakhstan were "*not enough public disclosure of its work*" (29%) and "*not collaborating enough with non-state actors*" (25%).

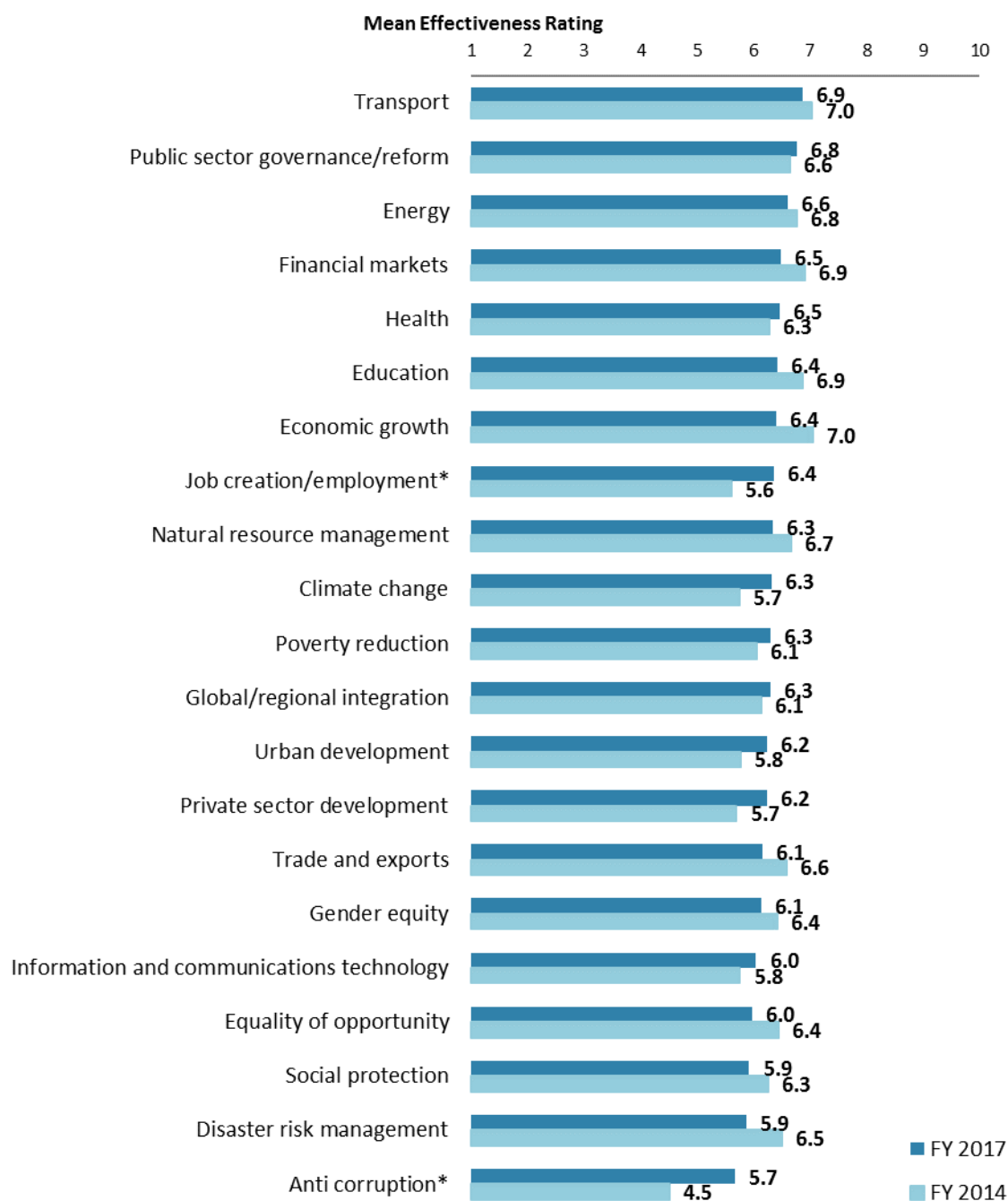


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



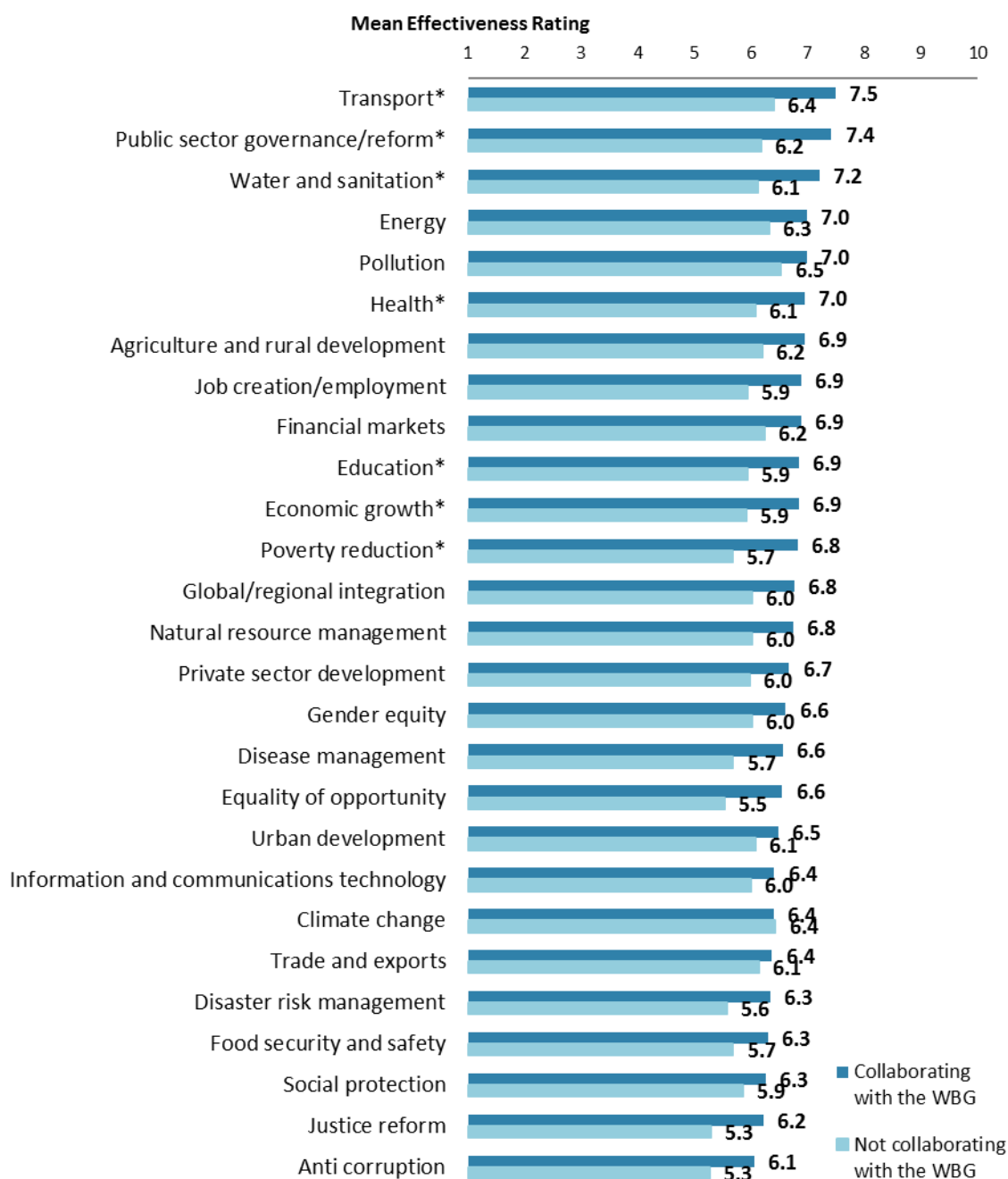
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2017 and FY 2014)

<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 Kazakhstan?" (1-"Not effective at all", 10-"Very effective")**  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 52) 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)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Kazakhstan, bivariate correlational analyses were conducted using respondents' ratings of the twenty-seven specific areas of effectiveness.

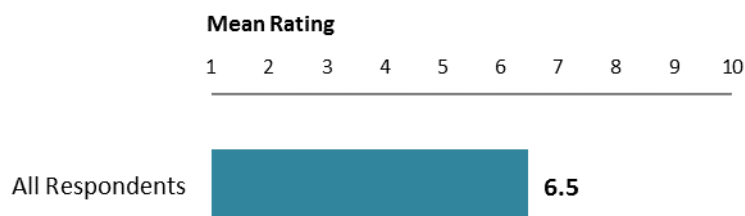
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Kazakhstan. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at social protection;
  - The WBG's effectiveness at anti-corruption; and
  - The WBG's effectiveness at disaster risk management.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Kazakhstan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at job creation/employment;
  - The WBG's effectiveness at disaster risk management;
  - The WBG's effectiveness at health;
  - The WBG's effectiveness at equality of opportunity; and
  - The WBG's effectiveness at social protection.



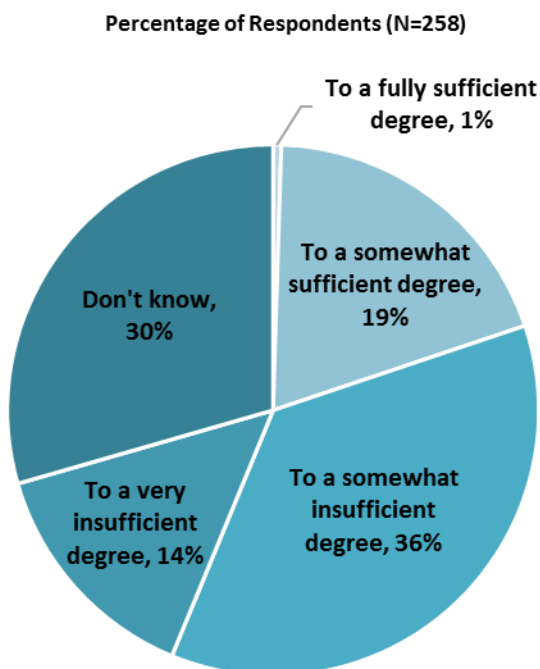
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest



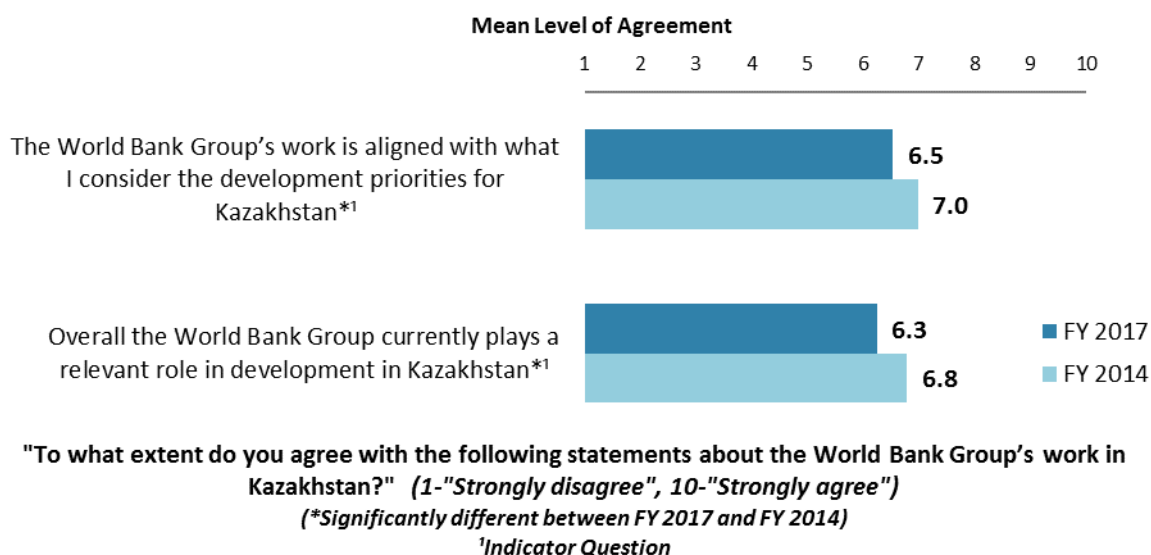
**"To what extent do you believe that the World Bank Group's work and support help the poorest in Kazakhstan?"** (Respondents chose from a list.)



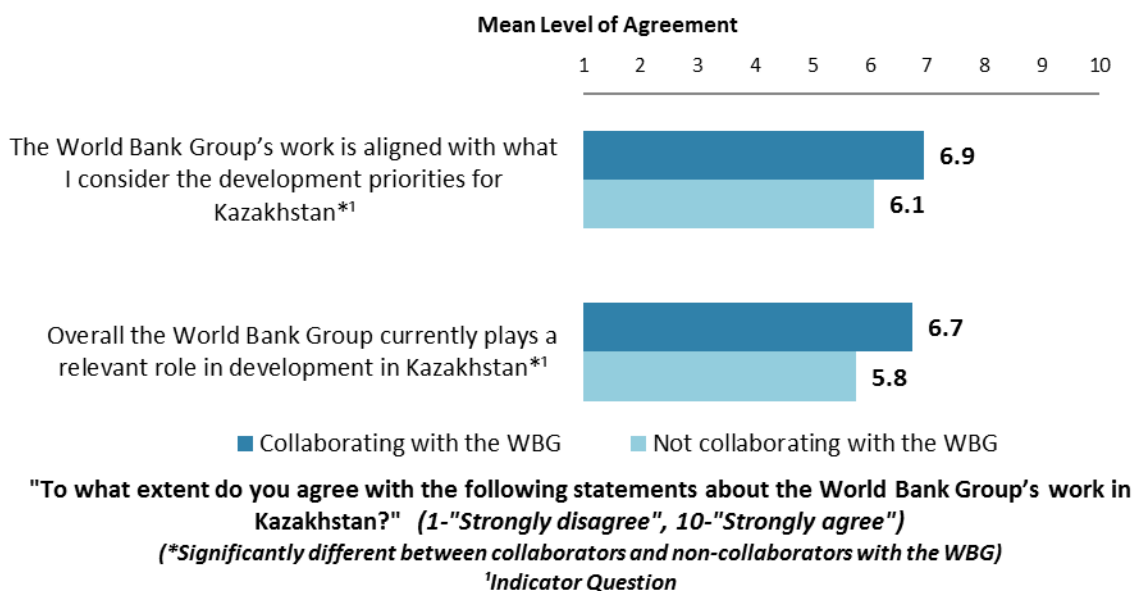


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Kazakhstan: Year Comparison<sup>7</sup>



### The World Bank Group's Work in Kazakhstan: Collaboration



<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



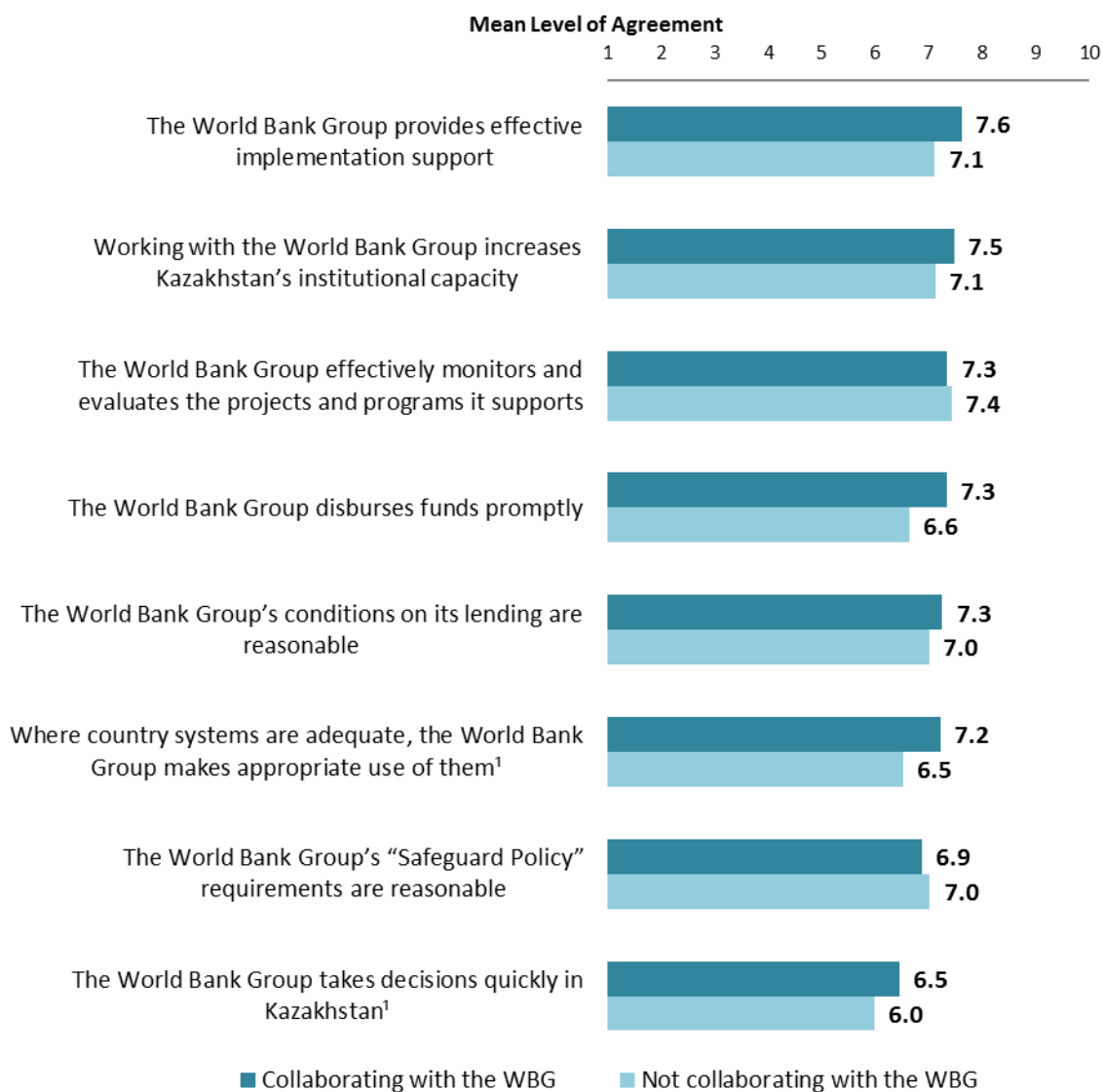
**"To what extent do you agree/disagree with the following statements?"**  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY 2017 and FY 2014)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the 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?"

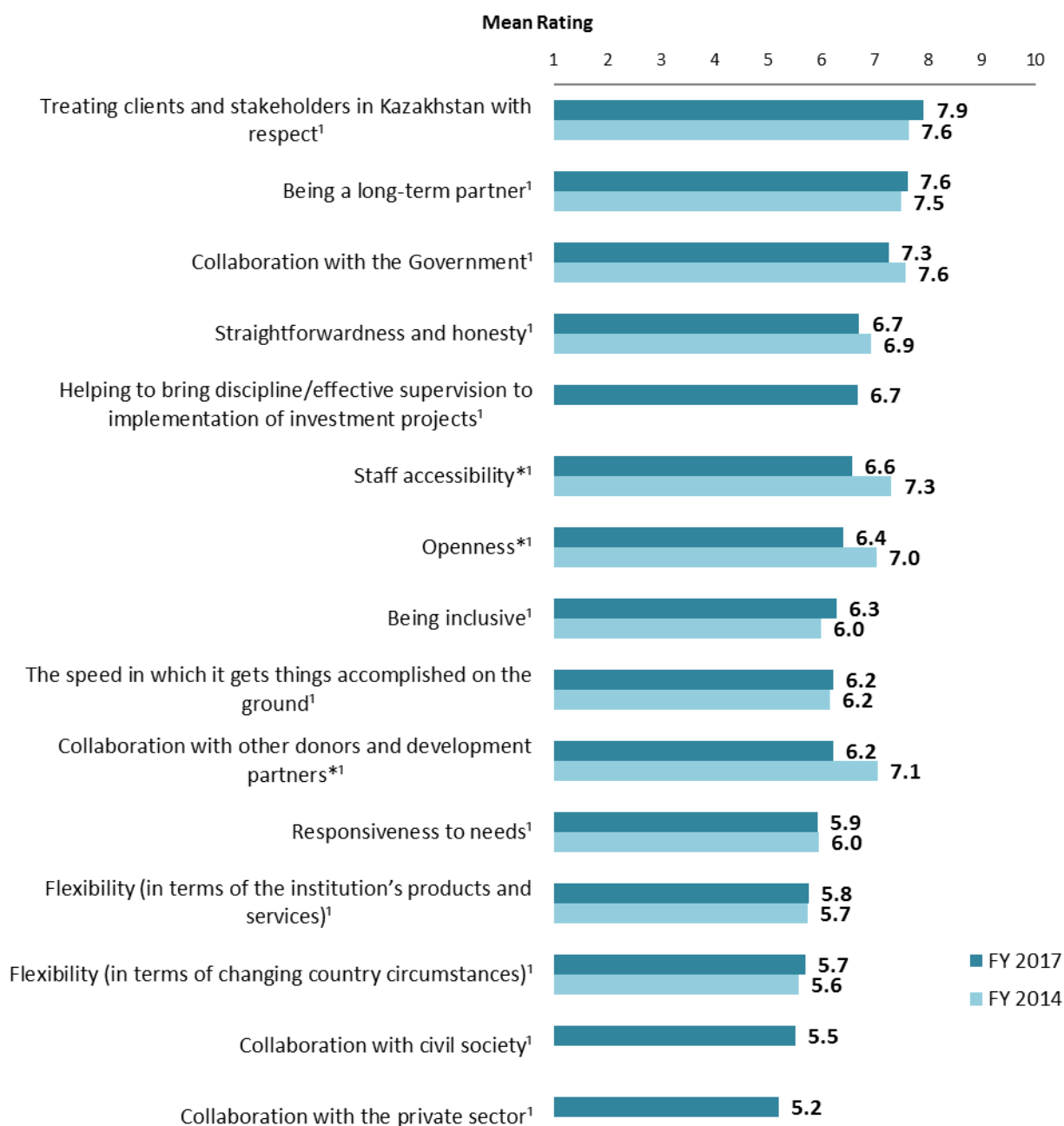
(1-"Strongly disagree", 10-"Strongly agree")

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



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

(\*Significantly different between FY 2017 and FY 2014)

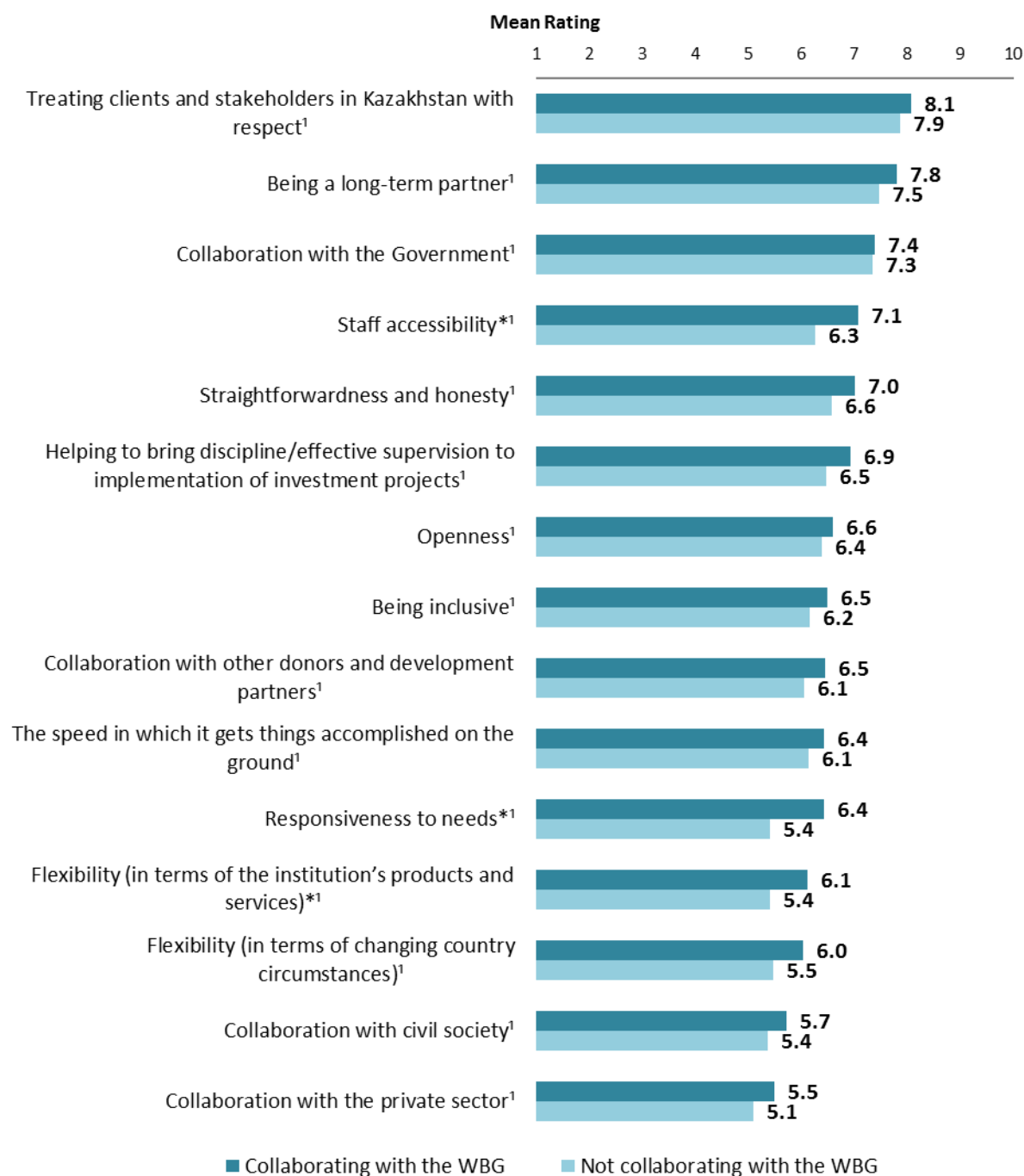
<sup>1</sup>Indicator Question

<sup>9</sup> Means in the 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 Kazakhstan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

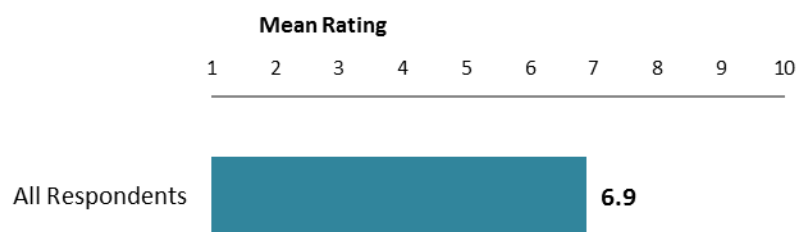
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring



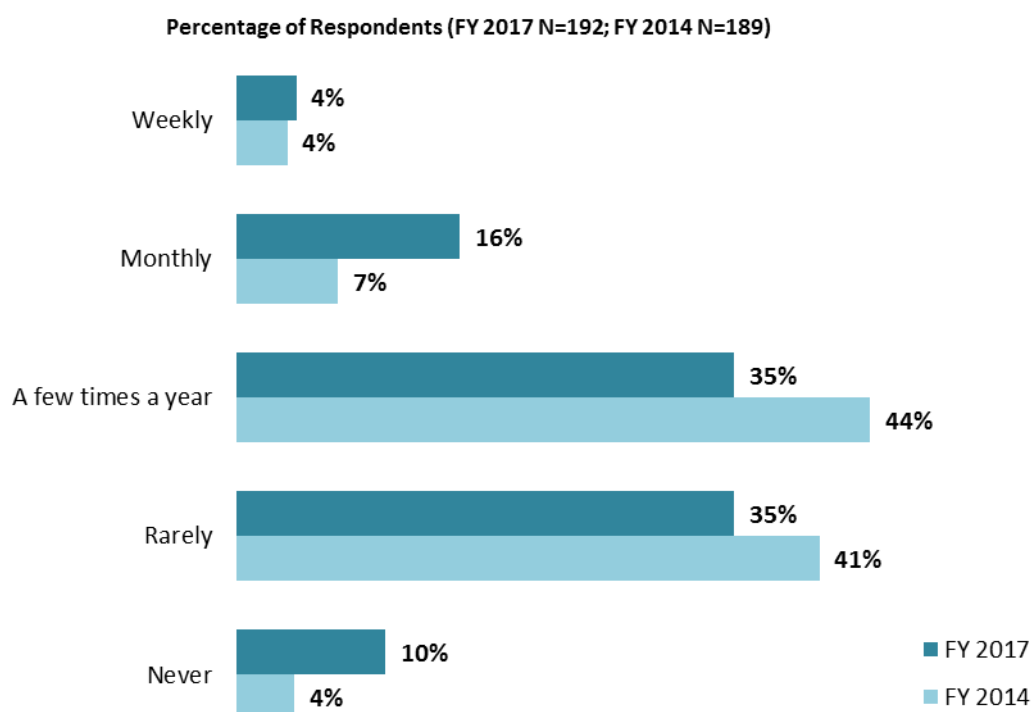
**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Kazakhstan?" (1-"To no degree at all", 10-"To a very significant degree")**



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>10</sup>

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities on a "*monthly*" basis and less likely to consult the WBG's knowledge "*a few times a year*" compared to respondents in the previous FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, employees of ministries and respondents from PMUs/consultants/contractors on WBG-supported projects indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



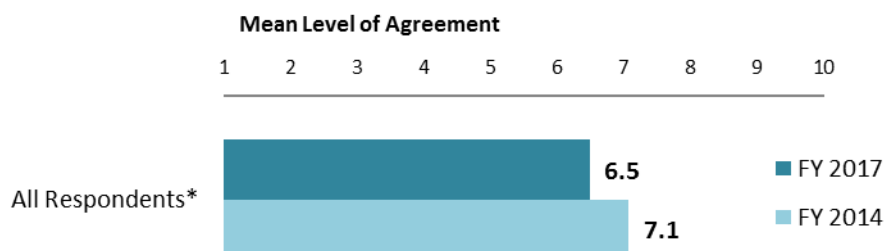
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>10</sup> Percentages in the chart were calculated based on weighted data.



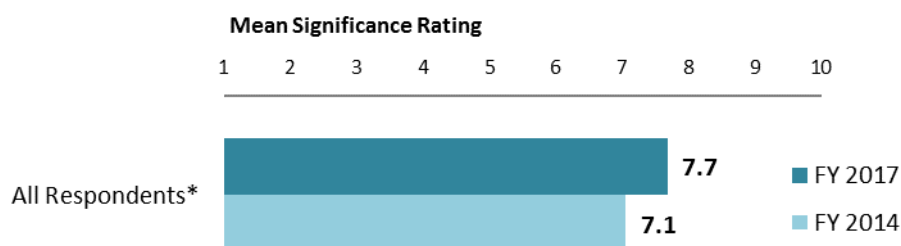
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Kazakhstan's Knowledge Needs<sup>11</sup> (Indicator Question)



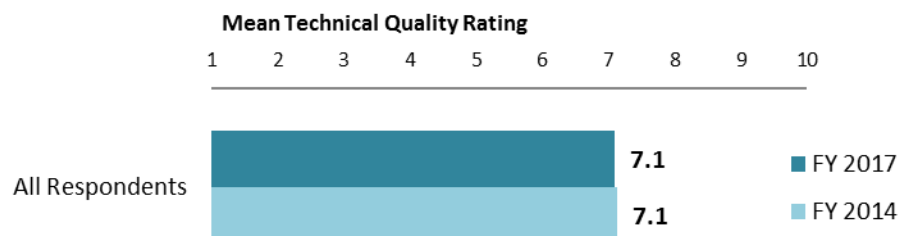
"The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2017 and FY 2014)

### 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")  
(\*Significantly different between FY 2017 and FY 2014)

### 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")

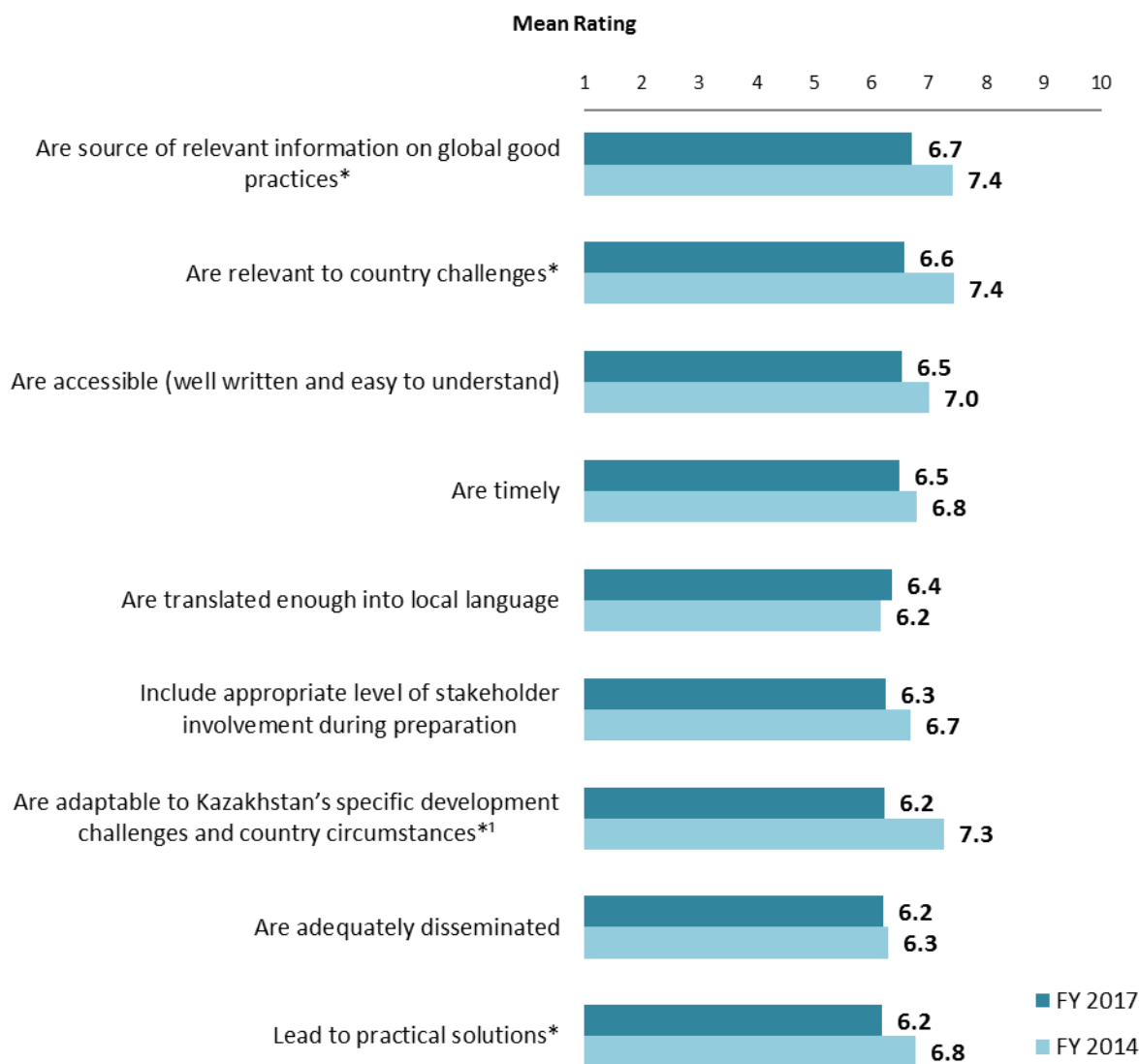
<sup>11</sup> Means in the charts on this page were calculated based on weighted data.





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

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



"In Kazakhstan, 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 2017 and FY 2014)

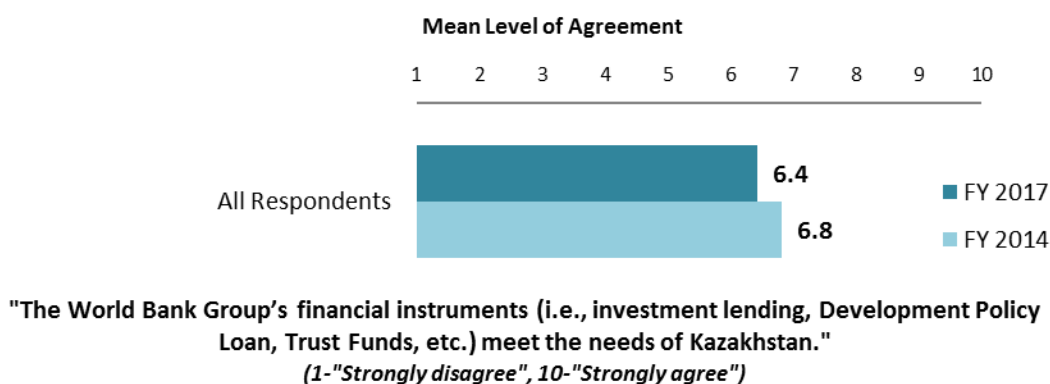
<sup>1</sup>Indicator Question

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

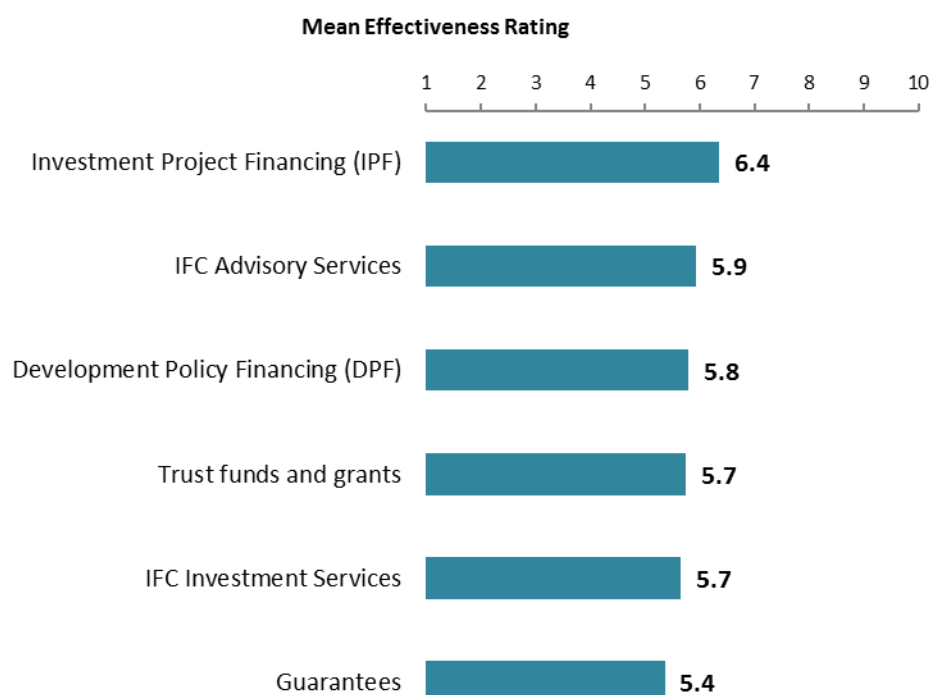


## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Kazakhstan's Needs for Financial Instruments<sup>13</sup> (*Indicator Question*)



### Effectiveness of the WBG's Instruments



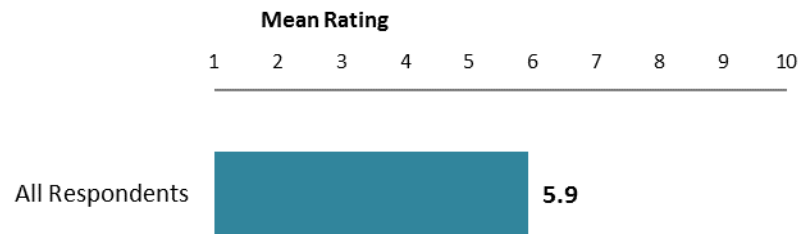
**"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Kazakhstan Government's efforts to reduce poverty?"**  
(1 - "Not effective at all", 10 - "Very effective")

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



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

### WBG's Reimbursable Advisory Services



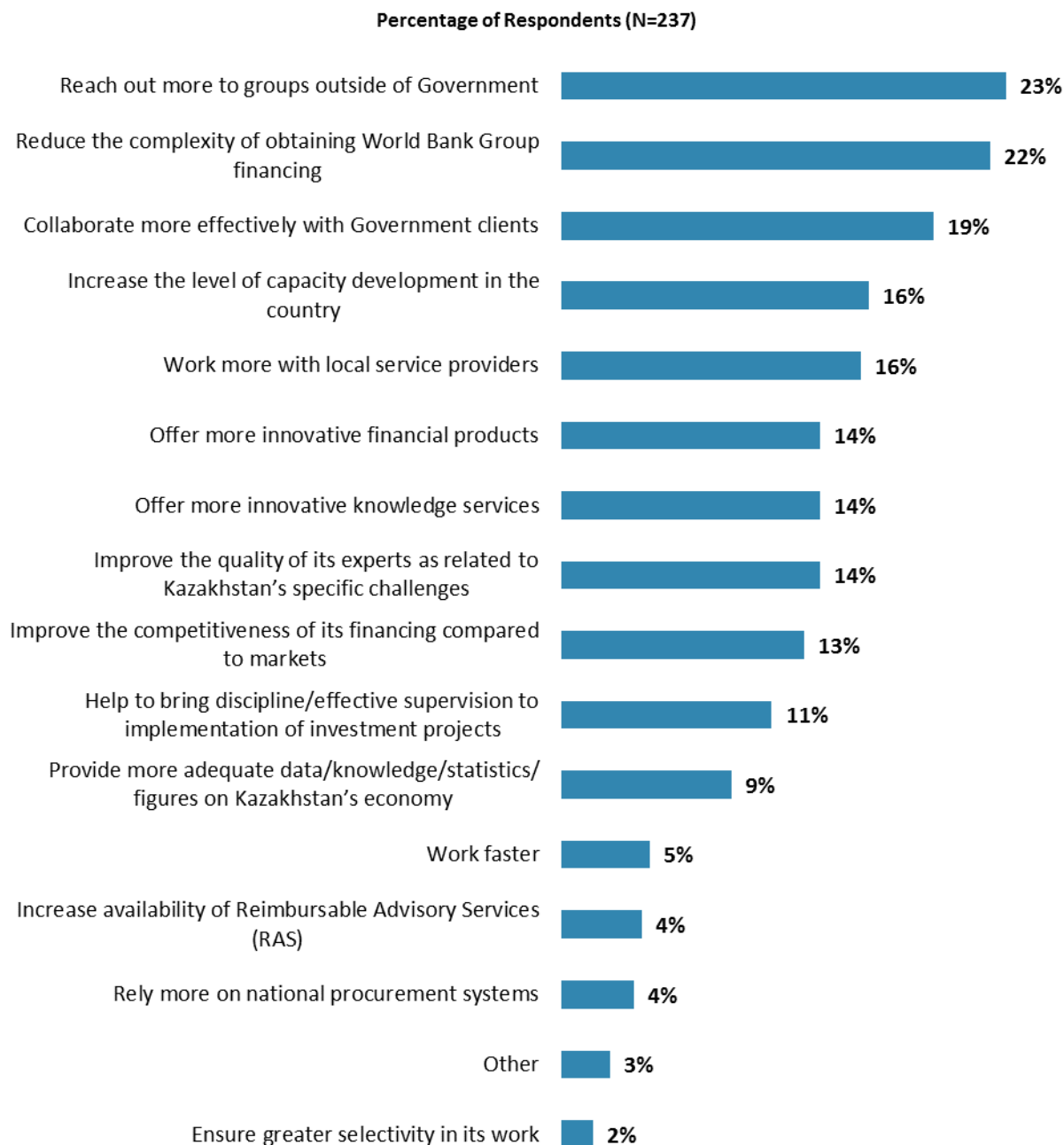
**"To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*



## IX. The Future Role of the World Bank Group in Kazakhstan

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (34%) and “*reach out more to groups outside of Government*” (32%) to make itself of greater value in Kazakhstan.



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

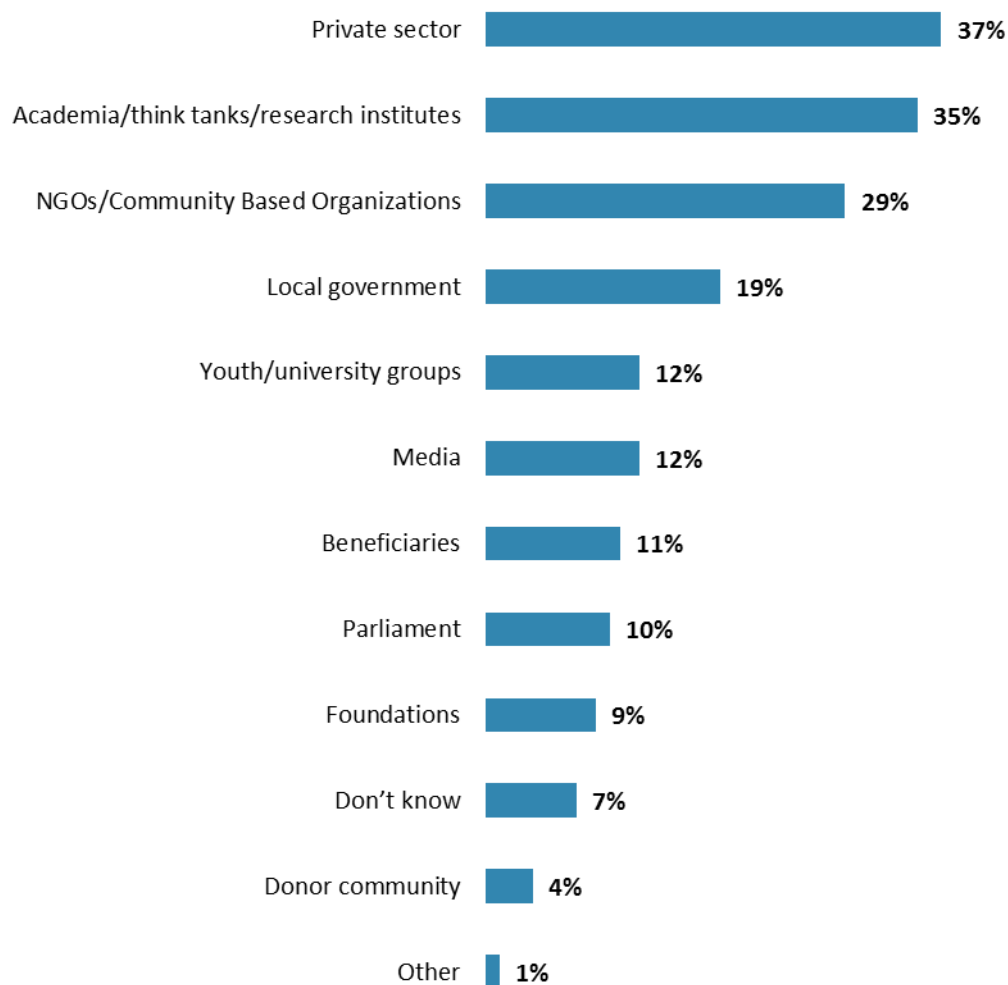


## IX. The Future Role of the WBG in Kazakhstan (continued)

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*NGOs*” (50%), “*academia*” (32%), “*private sector*” (26%), and “*local government*” (24%) to ensure better development results in Kazakhstan.

Percentage of Respondents (N=259)



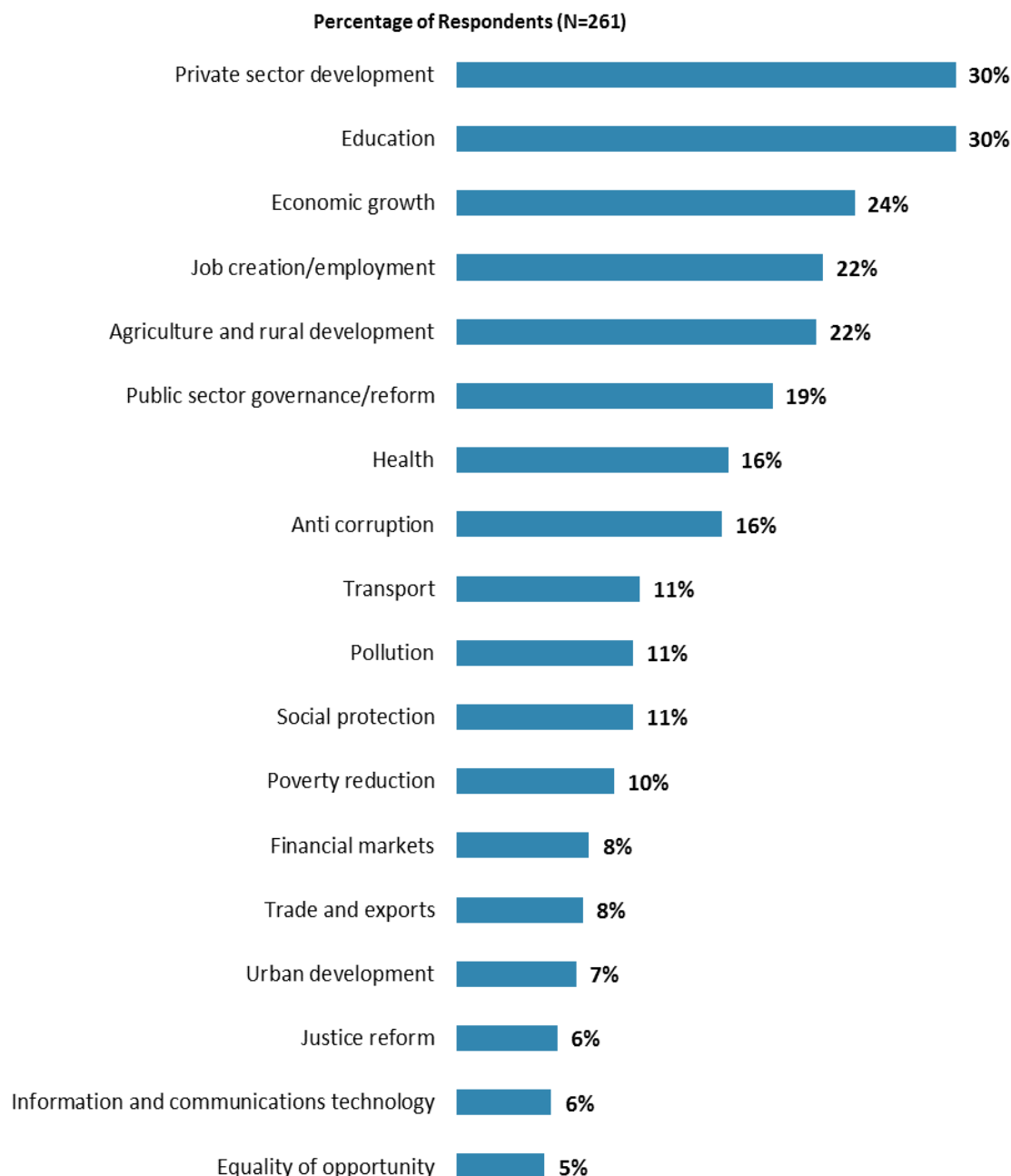
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*rural/territorial development*” (30%), “*public sector governance/reform*” (28%), and “*education, skills*” (25%).



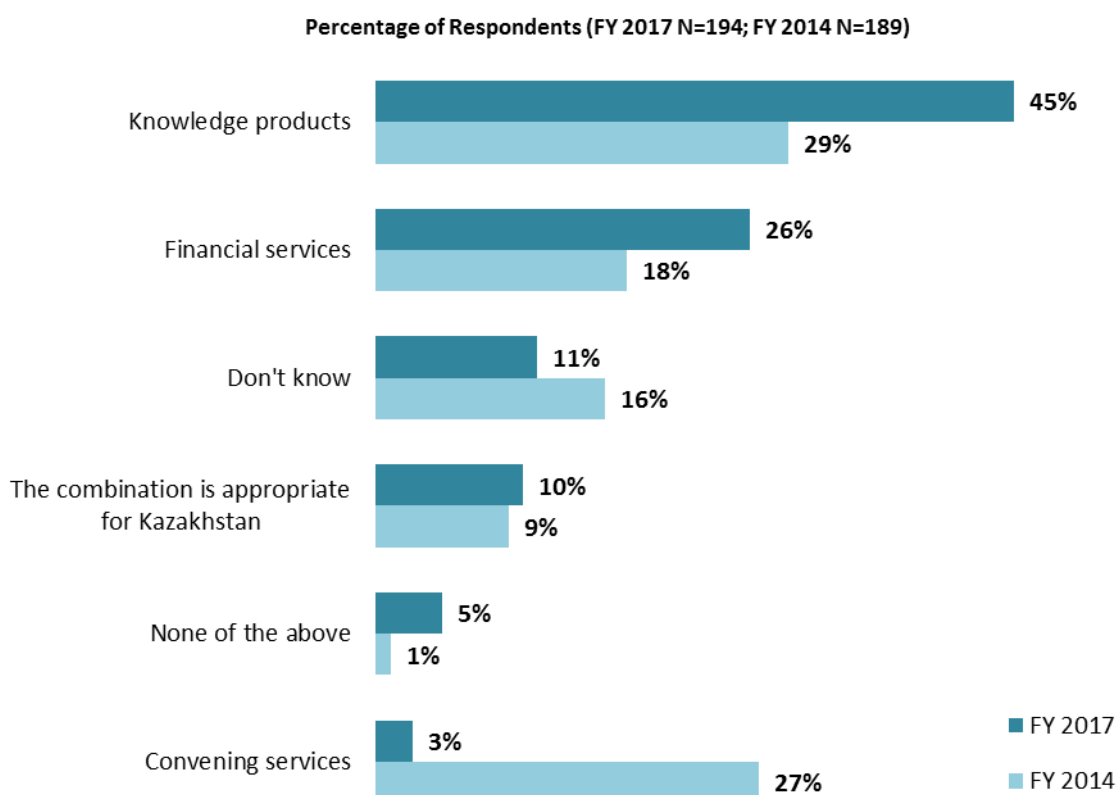
**“When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, in which sectoral areas do you believe the WBG should focus most of its resources in Kazakhstan? (Choose no more than THREE)”** (Respondents chose from a list. Responses combined. Top 18 of 28 response options shown.)



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

### Future Combination of the WBG Services

- **Year comparison:** This year's respondents were significantly more likely to indicate the WBG's "*knowledge products*" and less likely to indicate "*convening services*" compared to respondents in the previous FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, pluralities of respondents across stakeholder groups tended to indicate "*knowledge products*", except respondents from the private sector who were more likely to indicate "*financial services*" and bilateral/multilateral agencies who were more likely to indicate that "*the combination is appropriate for Kazakhstan*".



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

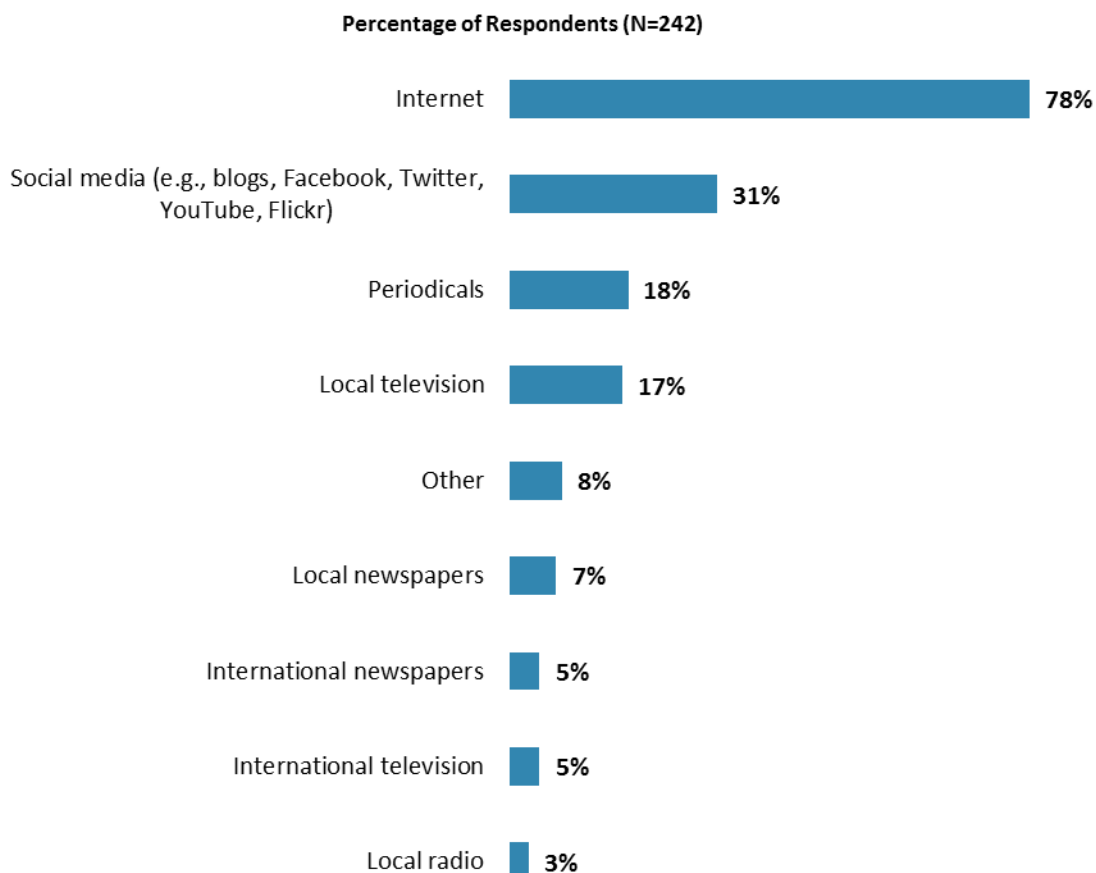


## X. Communication and Outreach

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

### General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Kazakhstan from “Internet” (90%).



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

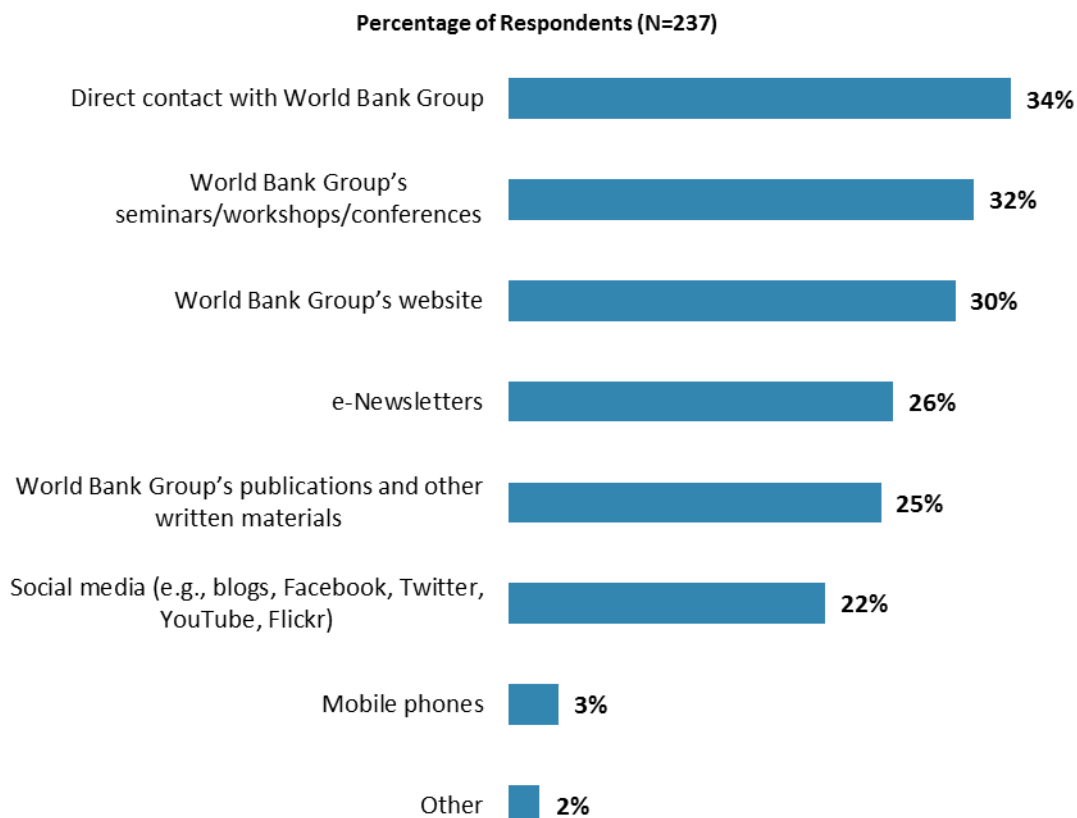




## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*website*” (51%) and “*direct contact with the WBG*” (40%).

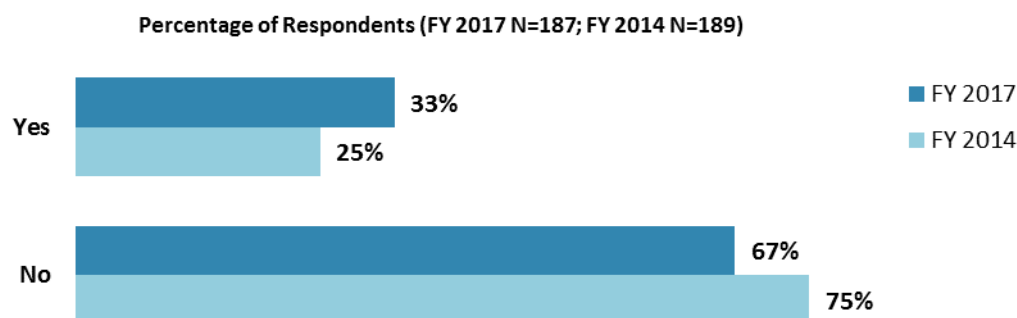


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Access to Information<sup>14</sup>

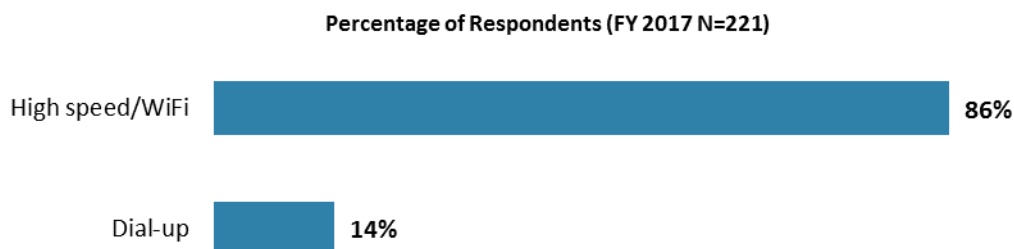


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

---

### Access to the Internet

- 88 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



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

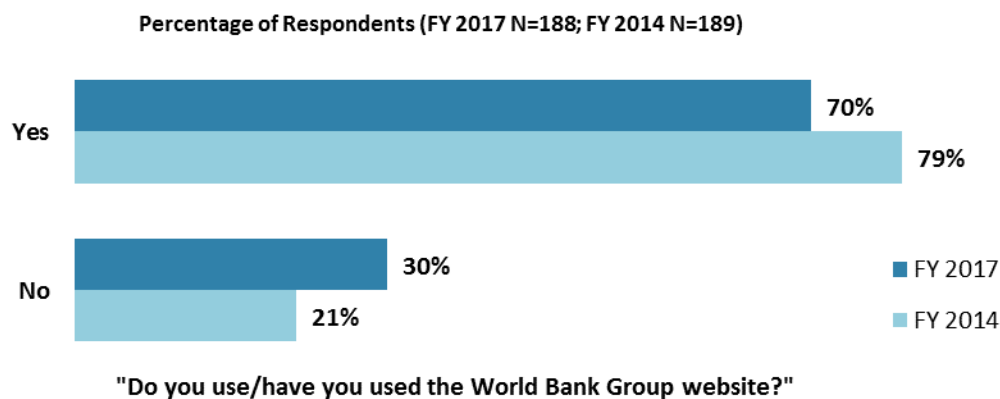
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<sup>14</sup> Percentages presented in the chart were calculated based on weighted data.

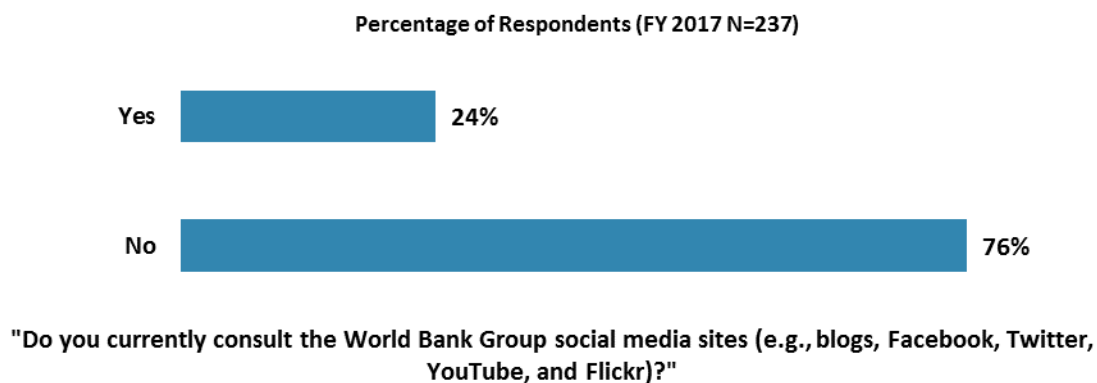


## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>15</sup>



### Use of the WBG's Social Media Channels



<sup>15</sup> Percentages presented in the chart were calculated based on weighted data.



## XI. Appendices

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**Kazakhstan**





## Appendix A: Responses to All Questions across All Respondents (N=267)

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 Kazakhstan

1. In general would you say that Kazakhstan is headed in ... ?	Percentage of Respondents (N=264)
The right direction	79.2%
The wrong direction	7.6%
Not sure	13.3%

2. Listed below are a number of development priorities in Kazakhstan. Please identify which of the following you consider the most important development priorities in Kazakhstan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=265)
Private sector development (including SME development)	35.5%
Anti corruption	30.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.4%
Education	25.7%
Economic growth	20.8%
Health	18.9%
Agriculture and rural development	18.1%
Job creation/employment	14.7%
Social protection (e.g., pensions, targeted social assistance)	12.1%
Pollution	9.4%
Natural resource management (renewable and non-renewable)	7.2%
Transport (e.g., roads, bridges, transportation and logistics)	7.2%
Information and communications technology	6.0%
Equality of opportunity (i.e., social inclusion)	5.7%
Poverty reduction	5.7%
Justice reform	5.3%
Financial markets	4.9%
Trade and exports	4.9%
Food security and safety	4.5%
Urban development	4.5%
Global/regional integration	3.8%
Climate change (e.g., mitigation, adaptation)	3.8%
Water and sanitation	2.3%
Gender equity	1.9%
Energy	1.9%
Crime and violence	1.5%
Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	1.5%
Disaster risk management	1.1%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kazakhstan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=266)</b>
Job creation/employment	43.2%
Private sector development (including SME development)	33.1%
Economic growth	31.6%
Agriculture and rural development	25.9%
Anti corruption	25.9%
Social protection (e.g., pensions, targeted social assistance)	23.7%
Education	20.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.7%
Equality of opportunity (i.e., social inclusion)	14.3%
Health	6.4%
Trade and exports	6.4%
Food security and safety	5.6%
Urban development	4.1%
Information and communications technology	3.8%
Natural resource management (renewable and non-renewable)	3.4%
Justice reform	2.6%
Transport (e.g., roads, bridges, transportation and logistics)	2.6%
Financial markets	2.6%
Crime and violence	1.9%
Water and sanitation	1.9%
Gender equity	1.5%
Energy	1.5%
Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	1.5%
Climate change (e.g., mitigation, adaptation)	1.1%
Pollution	1.1%
Global/regional integration	1.1%
Disaster risk management	0.8%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=259)</b>
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	37.8%
Consistent economic growth	28.2%
Education and training that better ensure job opportunity	27.8%
A growing middle class	22.4%
Better opportunity for the poor who live in rural areas	18.9%
Better employment opportunities for young people	14.3%
More reliable social safety net	11.2%
Better opportunity for the poor who live in urban areas	7.7%
Greater voice and participation for citizens to help ensure greater accountability	7.3%
Better quality public services	6.6%
Greater access to micro-finance for the poor	5.0%
Greater access to health and nutrition for citizens	4.6%
Other	3.1%
Better employment opportunities for women	1.5%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Kazakhstan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=265)</b>
A very big problem	33.2%
A moderately big problem	47.5%
A small problem	13.2%
Not a problem at all	1.9%
Don't know	4.2%

<b>6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=264)</b>
A very serious problem	41.3%
A somewhat serious problem	38.6%
Not too serious problem	14.4%
Not a problem	1.9%
Don't know	3.8%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Kazakhstan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=265)</b>
A very important development priority	75.8%
A moderately important development priority	19.6%
A slightly important development priority	1.9%
Not an important development priority	0.0%
Don't know	2.6%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Kazakhstan? (1-Not familiar at all, 10-Extremely familiar)	264	0	5.98	2.44

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan. (1-Not effective at all, 10-Very effective)	209	56	6.46	2.08

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Kazakhstan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	200	65	6.98	2.05

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kazakhstan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=261)</b>
Private sector development (including SME development)	30.3%
Education	30.3%
Economic growth	24.1%
Job creation/employment	22.2%
Agriculture and rural development	21.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.2%
Health	16.5%
Anti corruption	16.1%
Transport (e.g., roads, bridges, transportation and logistics)	11.1%
Pollution	10.7%
Social protection (e.g., pensions, targeted social assistance)	10.7%
Poverty reduction	9.6%
Financial markets	8.0%
Trade and exports	7.7%
Urban development	7.3%
Justice reform	6.1%
Information and communications technology	5.7%
Equality of opportunity (i.e., social inclusion)	5.4%
Global/regional integration	4.6%
Natural resource management (renewable and non-renewable)	4.2%
Water and sanitation	4.2%
Energy	3.4%
Food security and safety	3.1%
Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	2.7%
Gender equity	1.9%
Crime and violence	1.9%
Climate change (e.g., mitigation, adaptation)	1.5%
Disaster risk management	0.8%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kazakhstan?	Percentage of Respondents (N=252)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development related to World Bank Group supported projects	21.8%	12.9%	34.7%
Implementation support	19.0%	13.7%	32.8%
Promoting knowledge sharing	9.5%	16.9%	26.5%
Financial resources	14.7%	11.7%	26.4%
Technical assistance	9.9%	9.7%	19.6%
Bringing together different groups of stakeholders	5.6%	13.3%	18.9%
Policy advice, studies, analyses	7.1%	10.5%	17.6%
Mobilizing third party financial resources	4.4%	6.0%	10.4%
Data and statistics	5.2%	3.2%	8.4%
Donor coordination	2.0%	1.2%	3.2%
Other	0.8%	0.8%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=260)
Don't know	27.3%
Too influenced by developed countries	16.5%
World Bank Group's processes too complex	16.2%
Not willing to honestly criticize policies and reform efforts in the country	14.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	13.8%
Not collaborating enough with stakeholders outside the Government	11.2%
Its advice and strategies do not lend themselves to practical problem solving	10.4%
Not adequately sensitive to political/social realities in Kazakhstan	10.4%
Not enough public disclosure of its work	10.4%
Not aligned with other donors' work	4.6%
The credibility of its knowledge/data	3.5%
Staff too inaccessible	3.1%
Other	2.3%
Not client focused	1.5%
Not aligned with country priorities	1.2%
Not exploring alternative policy options	1.2%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Kazakhstan? (Select only ONE response)	Percentage of Respondents (N=258)
To a fully sufficient degree	0.4%
To a somewhat sufficient degree	19.4%
To a somewhat insufficient degree	36.4%
To a very insufficient degree	14.3%
Don't know	29.5%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Kazakhstan Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	132	117	6.35	1.97
2. Development Policy Financing (DPF)	112	125	5.80	2.14
3. Trust funds and grants	109	131	5.74	2.70
4. Guarantees	81	151	5.36	2.60
5. IFC Investment Services	96	138	5.66	2.11
6. IFC Advisory Services	109	125	5.93	2.04

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=259)
Private sector	36.7%
Academia/think tanks/research institutes	34.7%
NGOs/Community Based Organizations	29.0%
Local government	18.9%
Youth/university groups	12.4%
Media	12.4%
Beneficiaries	10.8%
Parliament	10.0%
Foundations	8.9%
Don't know	7.3%
Donor community	3.9%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	205	48	6.28	2.34
11. The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	197	54	6.53	2.09

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

To what extent is the World Bank Group an effective development partner in Kazakhstan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	173	72	5.96	2.33
13. Flexibility (in terms of the institution's products and services)*	164	74	5.76	2.20
14. Flexibility (in terms of changing country circumstances)*	169	69	5.76	2.32
15. Being inclusive*	137	91	6.33	2.27
16. Openness (sharing data and other information)*	186	51	6.48	2.43
17. Collaboration with the Government*	188	52	7.35	1.97
18. The speed in which it gets things accomplished on the ground*	169	68	6.30	2.26
19. Helping to bring discipline/effective supervision to implementation of investment projects*	157	82	6.73	2.03
20. Collaboration with civil society*	144	93	5.55	2.06
21. Staff accessibility*	174	65	6.67	2.38
22. Collaboration with other donors and development partners*	122	112	6.27	2.12
23. Collaboration with the private sector*	132	104	5.30	2.24
24. Straightforwardness and honesty*	162	75	6.80	2.44
25. Treating clients and stakeholders in Kazakhstan with respect*	171	69	7.97	1.97
26. Being a long-term partner*	161	76	7.65	2.19

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
The World Bank Group is not sensitive enough to political/social realities on the ground	36.4%
Reforms are not well thought out in light of country challenges	25.2%
There is not an adequate level of citizen/civil society participation	21.5%
Poor coordination within the Government	18.2%
Political pressures and obstacles	14.9%
Lack of/inadequate levels of capacity in Government	14.9%
The Government works inefficiently	11.2%
The World Bank Group does not do adequate follow through/follow-up	7.4%
The World Bank Group works too slowly	7.0%
Poor coordination within the World Bank Group	7.0%
Other	7.0%
Poor donor coordination	4.1%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	204	32	7.00	2.58
2. Gender equity	199	28	5.78	2.71
3. Private sector development (including SME development)	211	21	8.26	1.89
4. Education	207	24	8.21	2.14
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	205	26	7.50	2.39
6. Global/regional integration	191	34	6.69	2.19
7. Food security and safety	198	29	6.88	2.34
8. Urban development	202	27	7.04	2.43
9. Energy	193	30	7.10	2.13
10. Water and sanitation	205	26	7.52	2.26
11. Pollution	201	24	7.64	2.13
12. Job creation/employment	198	26	8.05	2.10
13. Health	204	26	8.09	2.01
14. Financial markets	181	35	7.27	2.44
15. Transport (e.g., roads, bridges, transportation and logistics)	202	25	7.50	2.30
16. Agriculture and rural development	205	25	8.11	2.19
17. Trade and exports	191	34	7.27	2.16
18. Crime and violence	178	46	6.46	2.25
19. Natural resource management (renewable and non-renewable)	190	38	7.09	2.28
20. Climate change (e.g., mitigation, adaptation)	197	31	6.93	2.35
21. Poverty reduction	198	30	7.95	1.98
22. Anti corruption	194	34	7.90	2.28
23. Justice reform	188	37	7.40	2.55
24. Economic growth	202	24	7.91	2.30
25. Disaster risk management	174	50	6.75	2.37
26. Equality of opportunity (i.e., social inclusion)	193	36	7.20	2.41
27. Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	193	36	7.07	2.35
28. Information and communications technology	198	33	7.40	2.19

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	99	134	6.02	2.36
2. Gender equity	84	143	6.24	2.39
3. Private sector development (including SME development)	118	112	6.27	2.26
4. Education	120	112	6.38	2.20
5. Public sector governance/reform (i.e., tax administration and customs development, public financial management, public expenditure, fiscal system reform)	110	119	6.79	2.28
6. Global/regional integration	85	143	6.38	2.30
7. Food security and safety	73	155	5.96	2.29
8. Urban development	98	129	6.23	2.26
9. Energy	97	130	6.62	2.22
10. Water and sanitation	92	135	6.65	2.34
11. Pollution	98	129	6.73	2.34
12. Job creation/employment	101	125	6.43	2.45
13. Health	115	113	6.52	2.22
14. Financial markets	94	129	6.53	2.44
15. Transport (e.g., roads, bridges, transportation and logistics)	108	121	6.93	2.39
16. Agriculture and rural development	104	125	6.56	2.40
17. Trade and exports	84	143	6.21	2.28
18. Natural resource management (renewable and non-renewable)	93	137	6.37	2.34
19. Climate change (e.g., mitigation, adaptation)	90	138	6.38	2.39
20. Poverty reduction	100	127	6.31	2.44
21. Anti corruption	89	138	5.64	2.54
22. Justice reform	86	140	5.71	2.52
23. Economic growth	108	120	6.36	2.47
24. Disaster risk management	76	152	5.95	2.39
25. Equality of opportunity (i.e., social inclusion)	81	145	6.04	2.51
26. Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	75	151	6.08	2.56
27. Information and communications technology	86	139	6.17	2.47

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Kazakhstan? (1-To no degree at all, 10-To a very significant degree)	188	54	6.43	2.06

To what extent do you agree with the following statements about the World Bank Group in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kazakhstan*	185	59	6.46	2.30
5. The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	178	61	6.50	2.35

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	146	98	5.93	2.29

**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=237)
Weekly	3.4%
Monthly	14.3%
A few times a year	36.3%
Rarely	34.2%
Never	11.8%

In Kazakhstan, 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	162	72	6.62	2.19
3. Include appropriate level of stakeholder involvement during preparation	158	70	6.38	2.20
4. Lead to practical solutions	167	59	6.21	2.22
5. Are accessible (well written and easy to understand)	170	58	6.56	2.28
6. Are source of relevant information on global good practices	167	62	6.77	2.25
7. Are relevant to country challenges	168	61	6.67	2.18
8. Are adequately disseminated	168	63	6.21	2.20
9. Are translated enough into local language	155	73	6.35	2.38
10. Are adaptable to Kazakhstan's specific development challenges and country circumstances*	159	73	6.33	2.28

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	191	48	7.75	1.93
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	178	63	7.15	1.97

**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	114	119	7.02	2.28
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	155	74	7.36	2.08
3. The World Bank Group's "Safeguard Policy" requirements are reasonable	103	124	6.94	2.30
4. The World Bank Group's conditions on its lending are reasonable	120	107	7.12	2.27
5. The World Bank Group takes decisions quickly in Kazakhstan*	136	92	6.24	2.22
6. Working with the World Bank Group increases Kazakhstan's institutional capacity	167	63	7.29	2.19
7. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	118	111	6.86	2.44
8. The World Bank Group provides effective implementation support (i.e., supervision of projects)	156	72	7.37	2.18

**E. Working with the World Bank Group (continued)**

<b>WBG Promoting PPP in Kazakhstan</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kazakhstan? (1-To no degree at all, 10-To a very significant degree)	139	99	6.49	2.11

<b>Measuring/Correcting the World Bank Group's Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kazakhstan? (1-To no degree at all, 10-To a very significant degree)	142	92	6.89	2.03

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=237)</b>
Reach out more to groups outside of Government	23.2%
Reduce the complexity of obtaining World Bank Group financing	22.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	19.4%
Increase the level of capacity development in the country	16.0%
Work more with local service providers	15.6%
Offer more innovative financial products	13.5%
Offer more innovative knowledge services	13.5%
Improve the quality of its experts as related to Kazakhstan's specific challenges	13.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.7%
Help to bring discipline/effective supervision to implementation of investment projects	11.0%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	8.9%
Work faster	4.6%
Increase availability of Reimbursable Advisory Services (RAS)	4.2%
Rely more on national procurement systems	3.8%
Other	2.5%
Ensure greater selectivity in its work	1.7%

<b>2. When considering the combination of services that the World Bank Group offers in Kazakhstan, 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 Kazakhstan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=240)</b>
Knowledge products	44.2%
Financial services	27.1%
Don't know	11.3%
The combination is appropriate for Kazakhstan	10.0%
None of the above	5.4%
Convening services	2.1%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=242)</b>
Internet	77.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	31.0%
Periodicals	17.8%
Local television	16.9%
Other	7.9%
Local newspapers	7.0%
International newspapers	4.5%
International television	4.5%
Local radio	2.9%
International radio	0.0%

<b>2. 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=237)</b>
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.2%
World Bank Group's seminars/workshops/conferences	31.6%
World Bank Group's website	30.4%
e-Newsletters	26.2%
World Bank Group's publications and other written materials	25.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	21.5%
Mobile phones	3.4%
Other	2.1%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=233)</b>
Yes	31.8%
No	68.2%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=239)</b>
Yes	88.3%
No	11.7%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=234)</b>
Yes	69.7%
No	30.3%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=237)</b>
Yes	24.5%
No	75.5%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=221)</b>
High speed/WiFi	86.0%
Dial-up	14.0%



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

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=238)
Weekly	8.8%
Monthly	18.5%
A few times a year	28.6%
Rarely	25.2%
Never	18.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	155	69	7.46	1.79
10. I find the information on the World Bank Group's websites useful	150	69	7.83	1.81
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	87	140	6.79	2.12
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	168	63	7.46	2.49
13. The World Bank Group is responsive to my information requests and inquiries	114	112	7.47	2.17

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=264)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.5%
NGO/Community Based Organization	12.9%
Academia/Research Institute/Think Tank	9.1%
Other	8.0%
Local Government Office or Staff	7.2%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	6.8%
Private Sector Organization	6.1%
Financial Sector/Private Bank	5.7%
Media (press, radio, TV, web, etc.)	5.3%
Office of Parliamentarian	3.8%
Bilateral/Multilateral Agency	3.4%
Office of the President, Prime Minister	3.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.0%
Private Foundation	2.7%
Office of Minister	1.5%
Faith-Based Group	0.8%
Judiciary Branch	0.4%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=262)</b>
Other	16.0%
Finance and markets	13.0%
Macroeconomics and fiscal management	10.7%
Health, nutrition, and population	9.5%
Generalist (specialized in multiple sectors)	7.6%
Education	6.9%
Social protection and labor	6.5%
Environment and natural resources	6.1%
Governance	5.0%
Public-private partnerships	3.8%
Agriculture	3.4%
Energy and extractives	2.7%
Transport and ICT	2.7%
Urban, rural, and social development	1.5%
Water	1.1%
Trade and competitiveness	1.1%
Gender	0.8%
Poverty	0.8%
Jobs	0.8%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=262)</b>
Yes	47.3%
No	52.7%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Kazakhstan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=231)</b>
The World Bank (IBRD)	75.3%
The International Finance Corporation (IFC)	10.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.7%
Other	13.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=261)</b>
Yes	36.8%
No	63.2%

<b>6. If yes, what was your view of how the two institutions work together in Kazakhstan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=95)</b>
The two institutions work well together	27.4%
The way the two institutions work together needs improvement	22.1%
The two institutions do not work well together	7.4%
Don't know	43.2%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Kazakhstan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=253)</b>
Collaborate as part of my professional duties	34.8%
Engage in World Bank Group related/sponsored events/activities	32.4%
Use World Bank Group reports/data	32.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.1%
Use World Bank Group website for information, data, research, etc.	17.4%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=266)</b>
Female	51.1%
Male	48.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=266)</b>
Astana	60.2%
Almaty	31.2%
Oblast	6.8%
District/Rayon	1.9%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>16</sup>

- Office of President/Prime Minister/Minister N=12    ● Office of Parliamentarian N=10    ● Employee of a Ministry N=54
- PMU/Consultant on a WBG-supported Project N=18    ● Local Government N=19    ● Bilateral/ Multilateral Agency N=9
- Private Sector/Financial Sector/Private Bank N=31    ● CSO N=43    ● Media N=14    ● Independent Government Institution N=8
- Academia/Research Institute/Think Tank N=24    ● Other N=22

### A. General Issues facing Kazakhstan

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	100.0%	100.0%	94.3%	55.6%	100.0%	66.7%	76.7%	67.4%	50.0%	75.0%	75.0%	77.3%
The wrong direction	0.0%	0.0%	0.0%	16.7%	0.0%	22.2%	6.7%	18.6%	14.3%	0.0%	4.2%	9.1%
Not sure	0.0%	0.0%	5.7%	27.8%	0.0%	11.1%	16.7%	14.0%	35.7%	25.0%	20.8%	13.6%

\*Significantly different between stakeholder groups

<sup>16</sup> Only 264 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	8.3%	40.0%	7.4%	0.0%	22.2%	11.1%	3.2%	14.0%	21.4%	25.0%	16.7%	9.5%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%	7.1%	0.0%	4.2%	0.0%
Private sector development	8.3%	40.0%	33.3%	55.6%	33.3%	33.3%	51.6%	32.6%	42.9%	25.0%	20.8%	38.1%
Education	8.3%	40.0%	20.4%	22.2%	27.8%	0.0%	25.8%	20.9%	42.9%	25.0%	41.7%	33.3%
Public sector governance/reform*	66.7%	40.0%	13.0%	27.8%	38.9%	55.6%	19.4%	30.2%	28.6%	37.5%	25.0%	38.1%
Global/regional integration	0.0%	0.0%	5.6%	5.6%	0.0%	0.0%	0.0%	4.7%	7.1%	0.0%	4.2%	9.5%
Food security and safety	16.7%	0.0%	3.7%	5.6%	0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	8.3%	9.5%
Urban development	0.0%	0.0%	1.9%	0.0%	5.6%	0.0%	9.7%	9.3%	0.0%	12.5%	0.0%	9.5%
Energy	0.0%	0.0%	3.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	4.2%	0.0%
Water and sanitation	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	9.3%	0.0%	0.0%	0.0%	4.8%
Pollution*	8.3%	0.0%	3.7%	0.0%	22.2%	0.0%	12.9%	20.9%	7.1%	25.0%	4.2%	4.8%
Job creation/employment	16.7%	10.0%	24.1%	16.7%	11.1%	0.0%	9.7%	16.3%	7.1%	12.5%	12.5%	14.3%
Health	41.7%	20.0%	9.3%	27.8%	22.2%	11.1%	12.9%	18.6%	21.4%	12.5%	25.0%	28.6%
Financial markets	0.0%	20.0%	3.7%	0.0%	0.0%	11.1%	12.9%	4.7%	0.0%	0.0%	8.3%	0.0%
Transport	0.0%	0.0%	16.7%	5.6%	5.6%	11.1%	3.2%	4.7%	7.1%	12.5%	0.0%	4.8%
Agriculture and rural development	8.3%	0.0%	20.4%	27.8%	11.1%	11.1%	25.8%	11.6%	21.4%	25.0%	25.0%	9.5%
Trade and exports	0.0%	0.0%	7.4%	5.6%	0.0%	0.0%	9.7%	2.3%	0.0%	12.5%	0.0%	9.5%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	3.2%	2.3%	0.0%	0.0%	4.2%	0.0%
Natural resource management*	0.0%	0.0%	18.5%	5.6%	11.1%	0.0%	12.9%	2.3%	0.0%	0.0%	4.2%	0.0%
Climate change	0.0%	0.0%	7.4%	0.0%	5.6%	0.0%	0.0%	7.0%	0.0%	0.0%	4.2%	4.8%
Poverty reduction	16.7%	0.0%	7.4%	5.6%	11.1%	11.1%	3.2%	0.0%	7.1%	12.5%	4.2%	4.8%
Anti corruption	41.7%	50.0%	20.4%	44.4%	44.4%	44.4%	29.0%	32.6%	28.6%	12.5%	33.3%	19.0%
Justice reform	8.3%	10.0%	1.9%	5.6%	0.0%	22.2%	3.2%	4.7%	0.0%	12.5%	12.5%	4.8%
Economic growth*	16.7%	30.0%	31.5%	11.1%	16.7%	55.6%	29.0%	7.0%	14.3%	0.0%	16.7%	23.8%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.2%	0.0%	0.0%	0.0%	4.2%	0.0%
Equality of opportunity	16.7%	0.0%	3.7%	5.6%	5.6%	11.1%	3.2%	4.7%	14.3%	0.0%	8.3%	4.8%
Disease management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.2%	9.5%
Information and communications technology	16.7%	0.0%	9.3%	5.6%	0.0%	0.0%	3.2%	11.6%	0.0%	0.0%	4.2%	4.8%

\*Significantly different between stakeholder groups

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth*	41.7%	80.0%	29.6%	5.6%	50.0%	55.6%	35.5%	14.0%	28.6%	25.0%	41.7%	27.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	33.3%	0.0%	11.1%	0.0%	27.8%	22.2%	6.5%	16.3%	7.1%	0.0%	20.8%	27.3%
Disease management	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	3.2%	2.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	3.2%	7.0%	0.0%	0.0%	4.2%	4.5%
Social protection*	8.3%	40.0%	38.9%	33.3%	50.0%	11.1%	12.9%	14.0%	14.3%	0.0%	12.5%	22.7%
Agriculture and rural development	8.3%	30.0%	25.9%	38.9%	11.1%	33.3%	29.0%	20.9%	21.4%	50.0%	33.3%	18.2%
Trade and exports	8.3%	0.0%	5.6%	5.6%	0.0%	0.0%	12.9%	9.3%	7.1%	12.5%	0.0%	9.1%
Crime and violence	0.0%	0.0%	1.9%	0.0%	0.0%	11.1%	0.0%	4.7%	0.0%	12.5%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.2%	4.5%
Transport	8.3%	0.0%	1.9%	0.0%	5.6%	0.0%	0.0%	7.0%	0.0%	12.5%	0.0%	0.0%
Energy	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	4.2%	0.0%
Anti corruption	33.3%	50.0%	14.8%	33.3%	5.6%	44.4%	32.3%	27.9%	7.1%	25.0%	33.3%	36.4%
Justice reform	0.0%	10.0%	0.0%	5.6%	0.0%	11.1%	3.2%	4.7%	0.0%	0.0%	4.2%	0.0%
Water and sanitation	0.0%	0.0%	1.9%	0.0%	5.6%	0.0%	0.0%	2.3%	7.1%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	4.7%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	25.0%	20.0%	53.7%	44.4%	83.3%	33.3%	48.4%	30.2%	50.0%	25.0%	37.5%	36.4%
Health	8.3%	10.0%	11.1%	5.6%	5.6%	0.0%	6.5%	2.3%	7.1%	12.5%	4.2%	4.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	9.7%	2.3%	7.1%	0.0%	4.2%	0.0%
Public sector governance/reform*	33.3%	20.0%	5.6%	11.1%	16.7%	22.2%	16.1%	20.9%	35.7%	50.0%	41.7%	22.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	4.7%	0.0%	0.0%	0.0%	4.5%
Private sector development	41.7%	30.0%	25.9%	55.6%	27.8%	22.2%	38.7%	39.5%	42.9%	25.0%	20.8%	27.3%
Education	8.3%	10.0%	20.4%	33.3%	5.6%	22.2%	19.4%	25.6%	42.9%	12.5%	16.7%	22.7%
Global/regional integration	0.0%	0.0%	1.9%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Food security and safety	16.7%	0.0%	7.4%	5.6%	5.6%	0.0%	3.2%	7.0%	0.0%	12.5%	4.2%	4.5%
Urban development	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	3.2%	9.3%	14.3%	0.0%	0.0%	9.1%
Natural resource management	16.7%	0.0%	3.7%	0.0%	0.0%	0.0%	3.2%	2.3%	0.0%	0.0%	8.3%	4.5%

\*Significantly different between stakeholder groups

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	8.3%	11.1%	9.8%	0.0%	0.0%	0.0%	3.3%	0.0%	15.4%	0.0%	4.2%	4.5%
Better entrepreneurial opportunities	50.0%	33.3%	25.5%	55.6%	17.6%	44.4%	50.0%	41.9%	53.8%	12.5%	37.5%	31.8%
A growing middle class	16.7%	11.1%	21.6%	27.8%	29.4%	22.2%	20.0%	18.6%	23.1%	12.5%	20.8%	36.4%
Better opportunity for the poor who live in rural areas	33.3%	44.4%	23.5%	11.1%	41.2%	11.1%	10.0%	20.9%	0.0%	12.5%	8.3%	18.2%
Better opportunity for the poor who live in urban areas*	0.0%	33.3%	17.6%	5.6%	0.0%	0.0%	10.0%	7.0%	7.7%	0.0%	0.0%	0.0%
Consistent economic growth	33.3%	33.3%	27.5%	22.2%	35.3%	44.4%	26.7%	23.3%	30.8%	37.5%	29.2%	22.7%
More reliable social safety net	8.3%	11.1%	15.7%	5.6%	5.9%	0.0%	6.7%	9.3%	15.4%	0.0%	16.7%	22.7%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	5.6%	5.9%	11.1%	13.3%	9.3%	0.0%	0.0%	8.3%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	8.3%	11.1%	0.0%	5.6%	0.0%	0.0%	6.7%	18.6%	0.0%	25.0%	8.3%	9.1%
Education and training that better ensure job opportunity	16.7%	11.1%	21.6%	44.4%	11.8%	22.2%	36.7%	23.3%	38.5%	62.5%	33.3%	22.7%
Better quality public services	0.0%	0.0%	3.9%	0.0%	11.8%	22.2%	13.3%	9.3%	7.7%	12.5%	0.0%	4.5%
Better employment opportunities for young people*	25.0%	0.0%	17.6%	11.1%	41.2%	11.1%	3.3%	7.0%	7.7%	12.5%	25.0%	13.6%
Better employment opportunities for women	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.2%	4.5%
Other	0.0%	0.0%	5.9%	0.0%	0.0%	11.1%	0.0%	4.7%	0.0%	0.0%	4.2%	4.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	25.0%	30.0%	29.6%	33.3%	10.5%	33.3%	40.0%	34.9%	38.5%	37.5%	45.8%	31.8%
A moderately big problem	75.0%	60.0%	40.7%	44.4%	36.8%	66.7%	40.0%	51.2%	38.5%	50.0%	50.0%	54.5%
A small problem	0.0%	10.0%	18.5%	11.1%	52.6%	0.0%	10.0%	9.3%	7.7%	12.5%	4.2%	9.1%
Not a problem at all	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	3.3%	2.3%	15.4%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	9.3%	11.1%	0.0%	0.0%	6.7%	2.3%	0.0%	0.0%	0.0%	4.5%

\*Significantly different between stakeholder groups

**A. General Issues facing Kazakhstan (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very serious problem	41.7%	30.0%	37.0%	16.7%	73.7%	0.0%	37.9%	53.5%	38.5%	50.0%	50.0%	36.4%
A somewhat serious problem	41.7%	60.0%	35.2%	66.7%	15.8%	44.4%	41.4%	25.6%	46.2%	37.5%	37.5%	50.0%
Not too serious problem	8.3%	10.0%	18.5%	11.1%	10.5%	44.4%	17.2%	11.6%	15.4%	12.5%	12.5%	9.1%
Not a problem	8.3%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	9.3%	5.6%	0.0%	0.0%	3.4%	4.7%	0.0%	0.0%	0.0%	4.5%

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Kazakhstan? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
A very important development priority	83.3%	70.0%	70.4%	77.8%	78.9%	77.8%	70.0%	62.8%	84.6%	62.5%	95.8%	90.9%
A moderately important development priority	16.7%	30.0%	24.1%	22.2%	15.8%	0.0%	26.7%	30.2%	15.4%	37.5%	4.2%	0.0%
A slightly important development priority	0.0%	0.0%	1.9%	0.0%	0.0%	22.2%	0.0%	2.3%	0.0%	0.0%	0.0%	4.5%
Not an important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.7%	0.0%	5.3%	0.0%	3.3%	4.7%	0.0%	0.0%	0.0%	4.5%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan?*	12	6.67	1.83	10	6.40	2.07	54	5.98	2.73	18	7.28	2.05	19	4.21	3.10	9	6.67	1.73	29	6.31	2.22	43	5.95	2.19	13	4.15	2.64	8	7.00	1.51	24	5.63	2.06	22	6.18	2.44

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	12	7.00	1.35	10	4.90	1.10	39	6.44	2.09	15	6.53	2.42	9	6.44	3.40	9	6.56	0.73	25	6.32	1.95	36	6.72	1.98	7	6.29	2.87	6	6.33	2.80	19	6.58	2.17	19	6.32	2.16

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



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?	11	7.18	1.40	8	5.88	1.13	41	7.05	1.99	16	6.81	2.56	6	7.00	3.90	8	7.50	0.76	25	6.80	1.47	31	7.19	1.89	7	6.00	2.45	7	7.29	2.56	18	6.72	2.65	19	7.32	2.26

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy*	0.0%	0.0%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	4.2%	0.0%
Water and sanitation	16.7%	0.0%	3.7%	0.0%	11.8%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	4.8%
Pollution	8.3%	20.0%	5.6%	5.6%	23.5%	0.0%	13.3%	21.4%	0.0%	12.5%	8.3%	4.8%
Job creation/employment*	33.3%	10.0%	14.8%	5.6%	52.9%	22.2%	33.3%	23.8%	7.7%	50.0%	20.8%	9.5%
Health	16.7%	10.0%	16.7%	0.0%	11.8%	11.1%	16.7%	21.4%	15.4%	12.5%	16.7%	28.6%
Financial markets	16.7%	30.0%	7.4%	5.6%	0.0%	11.1%	13.3%	2.4%	15.4%	0.0%	8.3%	4.8%
Social protection	0.0%	0.0%	14.8%	5.6%	17.6%	0.0%	3.3%	9.5%	7.7%	12.5%	25.0%	14.3%
Gender equity	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	3.3%	4.8%	0.0%	0.0%	4.2%	0.0%
Private sector development	25.0%	40.0%	31.5%	38.9%	11.8%	22.2%	43.3%	23.8%	53.8%	25.0%	25.0%	28.6%
Education	33.3%	0.0%	37.0%	27.8%	41.2%	22.2%	16.7%	26.2%	46.2%	12.5%	41.7%	33.3%
Public sector governance/reform*	41.7%	20.0%	5.6%	27.8%	0.0%	44.4%	20.0%	21.4%	38.5%	25.0%	25.0%	14.3%
Global/regional integration	0.0%	0.0%	9.3%	11.1%	5.9%	0.0%	3.3%	2.4%	0.0%	0.0%	0.0%	9.5%
Food security and safety	8.3%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	2.4%	7.7%	0.0%	4.2%	0.0%
Urban development*	8.3%	0.0%	7.4%	0.0%	0.0%	0.0%	10.0%	21.4%	0.0%	0.0%	0.0%	9.5%
Justice reform	8.3%	10.0%	1.9%	11.1%	0.0%	0.0%	3.3%	11.9%	7.7%	0.0%	12.5%	4.8%
Economic growth	16.7%	30.0%	38.9%	16.7%	17.6%	55.6%	23.3%	11.9%	23.1%	12.5%	20.8%	19.0%
Disaster risk management	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Equality of opportunity	8.3%	0.0%	5.6%	0.0%	5.9%	22.2%	0.0%	7.1%	7.7%	0.0%	4.2%	9.5%
Disease management	8.3%	0.0%	5.6%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	9.5%
Information and communications technology	0.0%	10.0%	7.4%	11.1%	5.9%	0.0%	0.0%	9.5%	7.7%	0.0%	4.2%	4.8%
Transport*	0.0%	0.0%	22.2%	16.7%	0.0%	0.0%	13.3%	4.8%	0.0%	25.0%	0.0%	19.0%
Agriculture and rural development	0.0%	30.0%	22.2%	38.9%	29.4%	11.1%	33.3%	11.9%	30.8%	12.5%	20.8%	14.3%
Trade and exports	0.0%	0.0%	5.6%	16.7%	23.5%	0.0%	10.0%	4.8%	7.7%	25.0%	8.3%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	3.3%	4.8%	0.0%	12.5%	0.0%	0.0%
Natural resource management	8.3%	10.0%	1.9%	0.0%	11.8%	0.0%	3.3%	2.4%	0.0%	12.5%	8.3%	4.8%
Climate change	0.0%	0.0%	1.9%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%
Poverty reduction	16.7%	10.0%	11.1%	0.0%	17.6%	22.2%	6.7%	9.5%	0.0%	12.5%	4.2%	14.3%
Anti corruption*	8.3%	70.0%	7.4%	33.3%	5.9%	44.4%	13.3%	14.3%	7.7%	12.5%	20.8%	9.5%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kazakhstan?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	0.0%	6.0%	5.6%	20.0%	0.0%	6.7%	2.3%	7.7%	0.0%	8.3%	0.0%
Capacity development related to World Bank Group supported projects	27.3%	30.0%	16.0%	27.8%	6.7%	28.6%	13.3%	14.0%	30.8%	28.6%	41.7%	33.3%
Technical assistance	9.1%	20.0%	2.0%	11.1%	13.3%	0.0%	13.3%	18.6%	0.0%	0.0%	8.3%	14.3%
Policy advice, studies, analyses*	18.2%	30.0%	2.0%	0.0%	0.0%	42.9%	13.3%	11.6%	0.0%	0.0%	0.0%	0.0%
Financial resources	9.1%	10.0%	14.0%	11.1%	20.0%	0.0%	23.3%	11.6%	7.7%	14.3%	4.2%	28.6%
Data and statistics	0.0%	0.0%	8.0%	0.0%	0.0%	28.6%	3.3%	9.3%	7.7%	0.0%	4.2%	0.0%
Promoting knowledge sharing	27.3%	0.0%	6.0%	11.1%	13.3%	0.0%	6.7%	7.0%	23.1%	28.6%	4.2%	14.3%
Implementation support*	9.1%	10.0%	40.0%	22.2%	26.7%	0.0%	3.3%	16.3%	23.1%	14.3%	16.7%	9.5%
Mobilizing third party financial resources	0.0%	0.0%	6.0%	11.1%	0.0%	0.0%	13.3%	2.3%	0.0%	14.3%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	4.7%	0.0%	0.0%	8.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.2%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	10.0%	20.0%	10.2%	16.7%	21.4%	14.3%	10.0%	14.3%	30.8%	14.3%	4.2%	4.8%
Capacity development related to World Bank Group supported projects	10.0%	10.0%	6.1%	22.2%	7.1%	14.3%	6.7%	19.0%	15.4%	0.0%	16.7%	19.0%
Technical assistance	10.0%	10.0%	8.2%	11.1%	7.1%	28.6%	10.0%	11.9%	15.4%	28.6%	4.2%	0.0%
Policy advice, studies, analyses	10.0%	10.0%	10.2%	11.1%	0.0%	14.3%	10.0%	7.1%	7.7%	0.0%	16.7%	23.8%
Financial resources	0.0%	30.0%	12.2%	11.1%	14.3%	0.0%	6.7%	9.5%	0.0%	42.9%	20.8%	9.5%
Data and statistics	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	3.3%	7.1%	0.0%	14.3%	4.2%	0.0%
Promoting knowledge sharing	10.0%	10.0%	26.5%	11.1%	28.6%	14.3%	13.3%	14.3%	0.0%	0.0%	25.0%	19.0%
Implementation support	30.0%	0.0%	18.4%	11.1%	14.3%	0.0%	26.7%	7.1%	23.1%	0.0%	8.3%	9.5%
Mobilizing third party financial resources	10.0%	10.0%	2.0%	5.6%	7.1%	0.0%	13.3%	7.1%	7.7%	0.0%	0.0%	9.5%
Donor coordination	10.0%	0.0%	2.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	4.8%

**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 Kazakhstan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex	8.3%	30.0%	11.3%	11.1%	11.1%	25.0%	23.3%	19.0%	15.4%	28.6%	8.3%	13.6%
Not willing to honestly criticize policies and reform efforts in the country*	16.7%	20.0%	3.8%	33.3%	0.0%	25.0%	16.7%	21.4%	15.4%	14.3%	20.8%	0.0%
Staff too inaccessible	0.0%	10.0%	1.9%	5.6%	0.0%	0.0%	3.3%	4.8%	7.7%	0.0%	4.2%	0.0%
World Bank Group's processes too slow	41.7%	0.0%	15.1%	16.7%	11.1%	12.5%	23.3%	11.9%	0.0%	14.3%	8.3%	9.1%
Not aligned with other donors' work	8.3%	0.0%	9.4%	5.6%	0.0%	0.0%	3.3%	4.8%	0.0%	0.0%	0.0%	9.1%
Not aligned with country priorities*	0.0%	20.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Kazakhstan	0.0%	20.0%	17.0%	11.1%	5.6%	0.0%	13.3%	4.8%	0.0%	28.6%	8.3%	13.6%
Too influenced by developed countries*	0.0%	50.0%	30.2%	16.7%	11.1%	12.5%	10.0%	16.7%	7.7%	28.6%	8.3%	4.5%
Not exploring alternative policy options	8.3%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Not collaborating enough with stakeholders outside the Government*	8.3%	0.0%	13.2%	0.0%	5.6%	0.0%	3.3%	33.3%	0.0%	0.0%	12.5%	9.1%
Its advice and strategies do not lend themselves to practical problem solving	25.0%	10.0%	7.5%	11.1%	0.0%	0.0%	13.3%	11.9%	0.0%	14.3%	4.2%	22.7%
Not enough public disclosure of its work	16.7%	0.0%	9.4%	16.7%	5.6%	12.5%	3.3%	14.3%	7.7%	0.0%	12.5%	18.2%
Not client focused	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	3.3%	2.4%	0.0%	0.0%	0.0%	4.5%
The credibility of its knowledge/data*	0.0%	0.0%	13.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	4.2%	0.0%
Other	8.3%	10.0%	1.9%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Don't know*	8.3%	10.0%	22.6%	16.7%	72.2%	37.5%	20.0%	16.7%	46.2%	28.6%	33.3%	36.4%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	10.0%	0.0%	19.6%	22.2%	26.3%	50.0%	10.0%	23.3%	15.4%	42.9%	12.5%	13.6%
To a somewhat insufficient degree	70.0%	70.0%	33.3%	33.3%	26.3%	25.0%	43.3%	44.2%	23.1%	0.0%	37.5%	27.3%
To a very insufficient degree	20.0%	30.0%	13.7%	16.7%	5.3%	12.5%	16.7%	11.6%	7.7%	0.0%	20.8%	13.6%
Don't know	0.0%	0.0%	31.4%	27.8%	42.1%	12.5%	30.0%	20.9%	53.8%	57.1%	29.2%	45.5%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Investment Project Financing	9	6.11	2.57	8	6.38	1.69	28	5.71	2.31	10	6.90	1.66	6	7.17	0.98	5	7.40	1.52	21	6.43	1.86	22	6.27	1.96	2	6.00	1.41	1	6.00	-	12	6.25	1.76	6	6.83	2.56
Development Policy Financing	8	5.50	2.20	8	5.13	1.64	25	4.76	3.09	7	6.57	1.27	5	6.80	0.45	2	8.00	0.00	18	6.11	1.97	21	6.24	1.58	2	5.00	1.41	1	6.00	-	10	6.00	1.83	4	6.75	1.71
Trust funds and grants	7	4.86	2.85	5	6.60	2.41	26	4.23	3.25	5	7.00	1.58	5	7.00	1.73	1	8.00	-	18	5.33	1.88	21	6.38	1.99	2	6.00	2.83	2	9.00	1.41	12	6.42	3.09	4	6.25	3.50
Guarantees	5	3.80	0.84	3	6.00	2.00	22	4.23	2.62	4	6.25	2.36	3	6.00	1.00	1	1.00	-	15	5.33	2.79	12	5.25	2.67	1	8.00	-	2	8.50	2.12	9	6.78	2.05	3	7.67	2.31
IFC Investment Services	7	4.71	2.06	6	4.50	1.22	22	4.91	2.33	7	6.29	1.70	4	6.25	0.96	3	6.00	1.73	17	6.06	1.75	13	6.23	2.09	1	3.00	-	2	7.00	4.24	8	6.00	2.62	5	6.40	2.70
IFC Advisory Services*	8	5.63	2.39	6	4.33	1.37	24	5.00	2.17	8	6.75	1.58	5	6.20	1.10	4	5.50	1.73	19	5.89	1.79	16	6.25	1.61	1	4.00	-	2	9.00	1.41	8	7.25	2.25	7	6.86	2.41

\*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/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Beneficiaries	10.0%	10.0%	18.9%	22.2%	0.0%	12.5%	6.7%	9.3%	15.4%	0.0%	4.2%	9.1%
Youth/university groups*	0.0%	0.0%	24.5%	5.6%	22.2%	0.0%	0.0%	7.0%	15.4%	14.3%	12.5%	18.2%
Private sector*	70.0%	20.0%	45.3%	38.9%	27.8%	37.5%	70.0%	23.3%	23.1%	14.3%	25.0%	22.7%
Local government*	50.0%	40.0%	18.9%	27.8%	44.4%	0.0%	13.3%	11.6%	7.7%	28.6%	8.3%	13.6%
Donor community*	0.0%	0.0%	7.5%	0.0%	0.0%	37.5%	3.3%	4.7%	0.0%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	20.0%	10.0%	20.8%	11.1%	27.8%	37.5%	13.3%	74.4%	15.4%	71.4%	12.5%	18.2%
Academia/think tanks/research institutes*	30.0%	20.0%	30.2%	38.9%	33.3%	37.5%	33.3%	23.3%	23.1%	0.0%	79.2%	50.0%
Parliament*	10.0%	70.0%	13.2%	0.0%	11.1%	0.0%	13.3%	0.0%	7.7%	0.0%	4.2%	13.6%
Foundations*	0.0%	10.0%	1.9%	0.0%	0.0%	0.0%	10.0%	23.3%	0.0%	14.3%	20.8%	4.5%
Media*	10.0%	10.0%	3.8%	5.6%	11.1%	0.0%	13.3%	11.6%	46.2%	0.0%	20.8%	18.2%
Other	0.0%	10.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Don't know	0.0%	0.0%	3.8%	11.1%	11.1%	12.5%	10.0%	4.7%	23.1%	14.3%	4.2%	9.1%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Kazakhstan? (1-Strongly disagree, 10-Strongly agree)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	10	6.70	2.26	8	4.50	2.14	44	5.86	2.49	16	6.81	2.56	13	6.23	2.31	8	6.75	1.16	23	6.04	1.74	35	6.69	2.32	5	6.80	2.39	4	6.75	3.95	20	6.05	2.48	17	6.59	2.55
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	10	7.10	2.02	9	4.44	1.51	43	6.44	2.03	16	6.56	2.25	8	7.25	1.91	8	6.63	0.52	24	5.96	2.03	33	7.00	1.97	3	6.67	4.04	4	6.75	3.40	21	6.52	2.34	16	6.94	1.98

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	8	6.63	2.20	7	3.43	1.81	42	5.45	2.25	14	6.86	2.35	12	6.83	1.80	5	6.60	1.34	20	5.20	1.74	30	6.00	2.60	3	3.33	4.04	3	5.67	4.04	16	6.38	1.67	12	7.75	1.82
Flexibility (in terms of the institution's products and services)*	7	7.29	2.14	8	3.75	1.75	36	5.19	2.41	15	6.40	2.29	8	6.88	1.64	7	6.57	1.13	21	5.10	1.76	27	5.78	2.33	3	5.67	2.52	3	5.33	3.79	17	6.12	1.69	11	6.55	2.11
Flexibility (in terms of changing country circumstances)*	8	6.63	2.45	8	3.62	2.33	39	5.36	2.21	15	6.13	2.67	6	7.67	2.25	7	6.14	1.46	23	4.61	2.02	28	5.82	2.07	3	5.00	2.65	3	5.33	3.79	16	6.56	1.90	11	7.27	2.10
Being inclusive	6	6.67	2.80	8	5.25	1.58	23	5.74	2.65	11	7.00	2.05	7	7.14	2.19	7	6.71	1.89	20	5.55	2.01	26	6.35	2.35	2	7.50	0.71	4	7.25	2.99	12	6.67	2.15	9	7.56	1.81
Openness (sharing data and other information)*	9	6.56	2.30	7	4.00	1.91	42	5.62	2.29	15	6.67	2.47	10	7.90	1.73	6	7.00	2.19	25	5.96	2.34	32	6.97	2.35	4	5.25	3.30	4	6.75	4.03	15	7.00	1.89	15	8.47	1.68
Collaboration with the Government	9	7.56	2.13	8	7.00	1.20	43	6.81	2.12	17	7.12	2.37	12	7.92	1.56	7	8.00	1.15	25	6.72	1.95	31	7.58	1.84	3	5.67	3.06	2	8.50	0.71	17	7.76	1.79	12	8.75	1.54
The speed in which it gets things accomplished on the ground*	7	6.43	2.57	7	4.14	2.19	39	5.97	2.13	14	6.43	2.74	10	7.60	1.65	6	6.17	0.41	24	5.54	2.15	27	6.37	2.11	2	5.50	4.95	3	6.00	4.36	17	6.88	2.00	11	7.82	1.89
Helping to bring discipline/effective supervision to implementation of investment projects	7	6.29	2.98	7	5.29	1.89	37	6.76	1.64	13	7.38	2.29	10	7.30	1.70	5	6.60	0.89	23	5.91	2.17	25	6.96	1.70	2	5.50	4.95	1	7.00	-	15	6.60	1.96	10	8.10	2.64
Collaboration with civil society	5	5.20	2.28	8	4.75	1.91	27	5.22	1.93	11	6.18	2.23	7	5.71	0.76	6	6.00	0.63	20	5.05	1.47	32	5.72	2.54	3	6.33	1.53	1	8.00	-	11	5.55	2.38	11	6.09	2.30
Staff accessibility*	7	7.43	1.99	6	3.50	1.52	38	6.16	2.16	16	7.13	2.42	10	8.00	2.00	6	7.00	1.26	23	6.35	2.10	28	6.11	2.51	2	6.50	2.12	3	7.00	3.61	17	6.82	2.90	16	8.44	1.63
Collaboration with other donors and development partners*	5	5.40	1.52	5	3.60	2.61	28	5.75	2.08	10	6.90	2.51	6	6.83	1.83	5	7.00	1.87	18	5.61	1.82	21	6.86	1.93	1	5.00	-	1	10.00	-	12	6.42	1.83	8	7.63	1.92
Collaboration with the private sector*	5	5.00	1.73	7	4.57	2.07	33	4.21	2.07	8	6.00	2.27	4	6.00	1.15	4	7.00	0.00	21	5.24	2.00	24	5.67	2.10	2	2.00	1.41	3	5.67	3.21	12	5.58	2.31	7	7.57	2.23
Straightforwardness and honesty*	7	6.29	2.56	6	3.00	2.28	39	6.31	2.35	12	7.00	2.09	10	8.00	1.89	6	6.50	1.52	18	6.83	2.09	28	6.86	2.56	2	5.00	4.24	2	5.50	4.95	16	7.31	2.36	14	8.50	1.65
Treating clients and stakeholders in Kazakhstan with respect	8	8.00	1.69	7	6.71	2.29	42	7.95	1.94	15	7.73	2.25	10	8.40	2.01	4	8.25	0.96	22	7.05	2.36	28	8.00	1.74	2	6.50	2.12	2	8.50	0.71	17	8.76	1.71	12	9.25	1.42
Being a long-term partner	7	7.86	1.77	7	5.71	1.70	42	7.29	2.14	15	7.73	2.74	6	7.83	2.32	7	8.29	1.11	24	7.79	2.40	26	7.54	2.34				2	9.00	1.41	16	7.94	1.88	8	9.12	1.73

\*Significantly different between stakeholder groups

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

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	8.5%	0.0%	5.6%	0.0%	20.7%	5.0%	0.0%	14.3%	4.3%	14.3%
Political pressures and obstacles*	22.2%	0.0%	6.4%	38.9%	5.6%	0.0%	10.3%	17.5%	18.2%	0.0%	26.1%	19.0%
Reforms are not well thought out in light of country challenges	33.3%	60.0%	25.5%	16.7%	11.1%	33.3%	31.0%	20.0%	9.1%	0.0%	43.5%	19.0%
Poor coordination within the Government	33.3%	10.0%	14.9%	16.7%	11.1%	33.3%	17.2%	20.0%	45.5%	14.3%	17.4%	14.3%
The Government works inefficiently	11.1%	10.0%	4.3%	11.1%	5.6%	0.0%	24.1%	20.0%	9.1%	0.0%	8.7%	9.5%
Poor donor coordination	0.0%	0.0%	6.4%	0.0%	5.6%	0.0%	6.9%	5.0%	0.0%	0.0%	4.3%	4.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	11.1%	50.0%	48.9%	33.3%	22.2%	16.7%	34.5%	35.0%	36.4%	57.1%	30.4%	33.3%
Lack of/inadequate levels of capacity in Government*	33.3%	0.0%	40.4%	16.7%	5.6%	0.0%	10.3%	2.5%	0.0%	0.0%	4.3%	19.0%
There is not an adequate level of citizen/civil society participation	22.2%	20.0%	10.6%	16.7%	16.7%	16.7%	20.7%	35.0%	18.2%	0.0%	39.1%	23.8%
The World Bank Group works too slowly*	11.1%	0.0%	4.3%	11.1%	27.8%	0.0%	0.0%	5.0%	0.0%	28.6%	4.3%	9.5%
Poor coordination within the World Bank Group*	11.1%	10.0%	4.3%	5.6%	27.8%	16.7%	0.0%	2.5%	27.3%	14.3%	0.0%	4.8%
Other	0.0%	10.0%	2.1%	5.6%	16.7%	33.3%	3.4%	7.5%	9.1%	14.3%	0.0%	14.3%

\*Significantly different between stakeholder groups



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Social protection	9	7.33	2.00	9	6.89	2.93	46	6.59	2.95	15	6.33	2.82	12	6.08	3.03	5	6.80	1.30	23	6.65	2.08	32	6.81	2.49	8	7.12	2.53	4	8.00	0.00	21	8.19	2.25	18	8.11	2.65
Gender equity	9	5.22	1.56	8	7.00	2.45	43	5.23	2.35	15	5.00	2.48	13	6.23	3.17	5	6.60	1.67	23	5.78	2.59	32	6.38	2.94	7	4.71	3.45	5	5.40	2.70	21	5.48	2.89	16	6.62	3.38
Private sector development*	9	7.44	2.13	10	8.00	1.83	45	7.40	2.39	15	9.40	0.83	16	8.19	1.60	7	8.57	1.13	25	8.96	1.51	33	8.06	2.00	8	8.63	1.85	6	8.50	1.05	19	8.95	1.18	17	8.41	1.91
Education*	9	7.78	2.11	8	6.38	2.13	47	7.55	2.36	15	8.60	1.68	12	8.50	1.62	6	8.33	1.37	25	8.52	1.66	34	7.76	2.84	8	8.75	2.38	5	8.60	1.14	20	9.45	1.28	16	9.25	1.13
Public sector governance/reform	9	7.67	2.12	8	6.88	3.44	44	6.66	2.63	16	7.81	2.04	11	6.36	2.01	7	7.57	3.15	25	8.28	1.90	34	8.03	2.05	7	8.29	2.06	6	7.50	3.39	19	7.32	2.63	17	7.94	2.11
Global/regional integration	8	5.75	2.38	7	6.71	2.14	42	5.79	2.52	13	6.62	2.18	9	6.78	1.72	7	8.29	1.11	24	6.88	1.45	33	7.00	1.97	7	6.57	2.76	6	6.83	3.43	20	6.95	2.11	14	7.57	2.14
Food security and safety	9	7.00	1.94	7	5.29	3.68	42	6.38	2.46	14	6.64	2.02	11	7.82	1.54	7	8.14	1.35	25	6.84	2.23	32	6.69	2.33	7	7.14	1.07	6	8.50	1.87	21	7.43	2.56	15	6.67	2.85
Urban development	9	7.67	1.32	7	7.43	1.51	42	5.88	2.99	13	6.77	1.88	13	7.54	2.07	6	8.00	1.55	25	7.24	2.40	35	7.26	2.21	8	8.00	1.85	6	8.50	1.87	19	6.95	2.61	17	7.47	2.60
Energy	9	6.67	2.12	7	6.86	2.27	42	6.52	2.31	13	6.38	2.50	13	7.23	1.96	6	8.17	1.17	25	7.68	2.08	32	6.84	2.23	6	7.67	1.75	6	8.50	1.87	19	7.63	1.61	15	7.33	2.13
Water and sanitation*	9	8.22	1.39	8	6.88	3.40	44	6.27	2.63	14	7.57	1.55	13	7.38	2.06	7	8.43	0.98	24	8.00	2.17	34	7.68	1.97	8	7.25	2.60	6	8.50	1.05	19	8.16	2.22	18	8.28	1.96
Pollution*	9	7.89	1.83	8	6.88	2.17	43	6.63	2.42	14	7.86	1.66	14	7.93	1.86	7	6.71	2.56	23	7.70	2.36	32	8.06	1.66	7	7.86	1.86	6	8.83	1.17	20	8.40	1.79	17	8.29	2.23
Job creation/employment	9	7.78	2.22	8	6.63	2.26	35	7.77	2.44	16	8.56	1.59	12	7.42	2.07	7	8.86	1.07	24	8.42	1.89	35	7.71	2.42	8	8.50	1.60	5	8.20	1.64	19	8.74	1.66	18	8.33	2.03
Health	9	7.44	2.07	8	6.88	1.73	44	7.91	2.10	15	8.47	1.41	13	7.85	1.91	7	7.57	2.99	25	7.88	2.11	32	8.47	1.90	7	8.57	1.27	5	7.80	1.64	20	8.70	1.84	17	8.35	2.50
Financial markets	8	6.37	2.50	8	7.63	2.50	36	7.00	2.60	14	7.64	1.82	11	7.73	1.68	7	7.29	3.20	25	7.24	2.59	26	6.81	2.67	7	6.71	2.93	6	8.00	1.55	19	7.95	2.01	13	7.38	3.01
Transport	8	7.50	2.07	8	6.38	3.89	43	7.00	2.56	16	8.13	2.00	12	7.17	1.85	7	6.71	2.87	25	7.84	2.21	32	7.31	2.35	7	7.43	1.72	6	8.50	1.38	20	8.05	1.99	16	8.13	2.00
Agriculture and rural development	7	8.29	1.60	8	6.63	3.78	44	7.39	2.37	16	8.81	1.52	14	8.14	1.88	7	8.71	1.38	25	8.56	1.92	33	8.00	2.19	7	8.29	1.38	6	9.00	0.63	19	8.63	2.34	17	8.24	2.54
Trade and exports	7	6.43	1.62	7	6.57	3.26	41	7.22	2.21	15	8.07	1.71	11	6.82	1.54	7	8.14	1.57	25	7.64	2.34	32	6.75	1.92	6	6.67	2.07	6	6.83	3.13	18	7.83	1.86	14	7.29	2.89
Crime and violence	7	6.43	1.40	8	7.88	2.36	39	5.79	2.26	14	7.00	2.32	10	6.50	1.72	5	6.00	2.92	23	6.09	1.93	29	6.69	2.35	7	6.71	1.38	4	7.50	1.73	17	6.35	2.64	13	6.77	2.80
Natural resource management	7	6.86	1.95	8	7.13	1.73	44	6.36	2.49	15	7.80	1.74	12	7.08	2.39	5	6.00	3.00	24	6.79	2.02	29	7.76	2.18	6	5.83	2.23	5	8.80	1.30	18	7.78	2.13	15	7.20	2.83
Climate change	7	6.71	1.80	8	8.00	2.20	43	6.00	2.45	14	7.07	2.34	13	7.46	1.98	7	6.57	2.64	24	6.58	2.30	31	7.55	1.91	7	6.00	2.65	5	8.80	1.30	20	7.30	2.66	16	7.19	2.66
Poverty reduction	9	8.56	2.19	8	7.50	2.27	41	7.46	2.35	16	7.50	1.59	12	8.00	1.81	7	8.86	0.90	25	7.76	1.56	31	7.65	2.27	8	7.25	1.91	6	8.83	1.17	18	9.11	1.45	15	8.87	1.77
Anti corruption*	7	8.71	1.80	9	8.33	2.00	44	6.70	2.75	15	8.53	1.85	12	7.00	2.63	5	8.60	1.67	24	7.92	1.77	31	8.00	2.34	7	7.86	1.46	6	9.50	0.55	18	8.72	1.99	14	8.93	1.86
Justice reform*	7	8.00	2.08	8	7.13	2.36	38	6.00	3.32	15	8.13	1.73	11	5.55	2.16	7	7.86	1.77	24	7.87	1.73	33	8.03	2.42	7	7.57	2.44	3	8.67	0.58	19	7.68	2.47	14	8.36	2.21
Economic growth	7	8.57	2.30	8	7.50	2.33	42	6.81	2.89	15	8.13	1.81	15	8.07	2.02	7	9.00	1.41	26	8.23	1.48	33	7.91	2.54	7	7.57	2.30	6	8.00	2.28	19	8.89	1.49	15	8.33	2.55
Disaster risk management*	7	6.57	1.27	8	7.25	2.25	32	5.69	2.76	13	5.92	1.98	10	6.00	2.26	7	7.00	3.06	24	6.63	2.48	28	8.04	1.57	6	5.50	2.59	5	8.00	1.00	18	7.39	1.88	14	7.14	2.80
Equality of opportunity*	7	7.57	2.37	8	6.63	2.20	39	5.77	2.78	14	6.93	1.90	12	6.58	2.64	7	8.86	0.90	24	7.67	1.55	33	7.24	2.74	6	7.17	2.04	5	7.60	2.51	20	8.10	2.00	16	8.69	1.62
Disease management	8	7.38	2.33	7	6.86	1.95	42	6.52	2.40	15	6.80	2.43	13	6.62	2.63	7	6.71	2.75	24	6.67	2.28	30	7.27	2.15	7	7.43	2.37	4	8.75	1.50	18	7.67	2.59	16	8.12	2.39
Information and communications technology	7	6.57	2.37	8	6.63	2.13	42	7.17	2.09	16	7.69	2.06	12	7.25	2.18	7	8.29	1.38	24	7.33	2.10	31	7.32	2.37	8	7.50	2.56	6	8.33	1.21	19	7.47	2.57	15	7.87	2.64

\*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Social protection	8	7.00	1.60	7	4.86	3.08	20	5.00	2.58	6	6.50	2.59	6	6.67	1.97	3	6.33	1.15	15	5.33	2.19	13	6.31	1.97	2	6.00	2.83	2	7.50	0.71	9	6.44	3.00	7	7.57	1.72
Gender equity	4	6.25	1.50	7	6.71	2.75	16	5.56	2.76	5	6.20	1.79	1	10.00	-	4	7.00	1.15	18	5.11	2.30	15	6.73	2.34	2	6.00	2.83	1	8.00	-	7	7.00	2.45	4	8.00	1.83
Private sector development	4	6.25	1.50	8	5.25	2.76	21	5.33	2.69	8	5.88	2.70	4	7.75	2.06	4	7.00	0.82	25	6.20	2.04	19	6.37	1.89	2	6.00	2.83	3	8.33	1.53	12	6.92	1.88	7	7.29	2.63
Education	6	7.33	2.07	7	5.57	3.05	25	5.84	2.34	7	6.43	2.30	7	8.00	1.53	5	6.60	1.14	19	5.74	2.16	19	6.21	1.99	2	5.50	2.12	1	8.00	-	15	7.27	1.75	5	7.80	1.79
Public sector governance/reform	5	6.60	1.67	7	6.57	1.81	21	5.76	3.14	10	7.50	1.96	2	9.00	1.41	3	9.00	0.00	19	6.00	2.13	16	6.94	1.81	3	5.00	2.00	2	8.00	0.00	12	7.75	1.42	9	7.78	2.33
Global/regional integration	3	6.00	1.73	7	6.57	2.15	19	5.21	2.82	5	7.00	1.22	5	8.00	1.41	3	8.67	0.58	17	5.47	1.84	13	6.69	2.14	1	7.00	-				8	7.13	2.53	3	8.67	1.53
Food security and safety	3	6.00	1.00	7	5.86	2.67	17	5.24	2.82	4	5.25	2.06	2	9.00	1.41	3	7.00	0.00	16	5.13	1.96	11	6.09	1.92	1	7.00	-				7	7.71	1.60	2	8.50	0.71
Urban development	4	6.25	0.96	7	5.43	2.76	20	5.10	2.53	6	6.33	2.50	7	7.29	1.70	3	8.33	1.15	16	5.81	2.54	18	6.67	1.85	2	5.50	2.12	1	8.00	-	8	7.13	1.89	6	7.17	1.83
Energy*	5	6.60	1.67	7	6.14	2.41	18	5.17	2.60	6	6.67	2.42	5	7.20	2.39	3	9.00	0.00	20	6.10	2.20	16	7.25	1.57	1	7.00	-	3	9.00	1.00	10	7.50	1.72	3	7.67	1.53
Water and sanitation*	5	6.60	1.14	7	5.29	2.98	16	5.44	2.92	7	7.29	2.29	4	8.75	1.26	3	8.67	0.58	16	5.87	2.06	16	7.25	1.57	2	6.00	2.83	3	9.00	1.00	7	7.29	1.89	5	7.00	2.92
Pollution*	5	5.80	2.28	7	5.71	2.75	18	5.83	2.60	5	7.20	2.77	6	8.67	1.03	2	8.00	0.00	18	5.50	1.89	16	7.31	2.06	2	6.00	2.83	2	8.50	0.71	13	7.85	2.03	4	8.75	1.26
Job creation/employment	6	6.83	1.33	6	6.83	2.79	18	5.39	2.45	10	6.60	2.59	1	10.00	-	3	7.67	0.58	18	5.67	2.40	18	6.17	2.33	1	8.00	-	2	9.50	0.71	13	7.31	2.25	4	7.00	4.08
Health*	8	6.88	1.89	7	6.43	2.23	23	5.87	2.36	7	7.00	2.31	4	8.50	1.29	4	8.50	0.58	19	5.53	2.20	20	6.05	1.96	2	5.50	3.54	1	9.00	-	10	7.40	1.84	9	7.78	2.39
Financial markets*	5	7.60	1.52	7	6.14	3.29	17	4.88	2.62	7	6.57	2.94	5	8.60	1.14	2	8.00	0.00	22	6.09	2.27	12	6.67	1.83	1	8.00	-	3	9.00	1.00	9	7.00	2.06	3	9.33	0.58
Transport*	5	7.60	1.82	7	7.57	2.30	22	5.68	2.87	9	8.44	1.59	3	8.00	1.73	3	9.00	0.00	19	6.37	2.36	18	6.56	2.01	2	5.50	3.54	3	9.00	1.00	10	6.90	1.85	6	8.33	2.73
Agriculture and rural development*	6	7.33	1.51	7	6.57	2.57	18	5.11	2.49	9	7.56	2.07	2	9.50	0.71	3	8.67	0.58	19	5.58	2.43	21	6.67	1.98	2	5.50	3.54	1	9.00	-	11	6.82	2.40	4	9.50	0.58
Trade and exports*	5	6.40	2.30	6	6.50	2.07	17	4.41	2.48	5	7.20	1.92	4	8.25	1.50	2	7.00	0.00	17	5.76	2.17	15	7.00	1.36	2	6.00	2.83	1	9.00	-	8	6.38	2.50	2	9.00	0.00
Natural resource management	4	6.25	1.50	7	6.29	2.21	18	5.22	2.73	7	7.00	2.58	5	8.40	1.82	3	7.33	0.58	17	5.24	1.82	16	6.81	2.14	2	5.50	3.54	2	8.50	0.71	9	7.22	2.44	3	8.33	1.15
Climate change*	3	6.33	2.31	7	6.86	2.61	17	5.00	2.78	5	6.20	1.64	6	8.33	1.37	3	8.00	0.00	17	5.24	2.22	15	6.73	2.12	2	5.50	3.54	2	8.50	0.71	9	7.33	2.06	3	8.33	1.15
Poverty reduction	6	6.00	1.55	7	6.29	2.56	19	6.11	2.31	8	7.38	2.00	2	9.50	0.71	3	7.33	1.15	21	5.48	2.66	16	6.12	2.31	2	5.50	3.54	1	8.00	-	10	6.50	3.10	3	9.00	0.00
Anti corruption*	5	4.60	2.30	8	4.13	3.14	17	5.41	2.43	6	6.17	1.83	2	10.00	0.00	3	7.67	0.58	18	4.50	2.33	14	5.86	1.96	2	5.50	3.54	1	8.00	-	9	6.89	2.71	2	9.00	0.00
Justice reform	5	5.00	2.55	7	5.29	2.50	18	5.17	2.43	6	7.33	2.07	1	10.00	-	3	7.67	0.58	16	5.06	2.72	13	5.23	2.17	3	5.67	2.52	1	8.00	-	9	6.67	2.60	4	6.25	3.77
Economic growth*	5	6.80	1.64	8	4.38	3.07	20	5.25	2.27	7	7.86	1.95	4	8.25	1.50	3	8.00	1.73	21	5.67	2.31	19	6.32	2.16	2	5.50	3.54	3	8.33	1.53	11	7.91	2.26	5	7.80	2.77
Disaster risk management	3	6.00	1.00	7	5.14	2.91	16	5.25	2.59	4	5.25	0.50	2	8.50	2.12	3	7.00	0.00	15	5.20	2.34	11	6.09	2.21	1	3.00	-				10	7.20	2.35	4	8.75	0.50
Equality of opportunity	3	5.67	1.15	7	6.00	2.45	16	5.19	2.69	6	6.33	2.50	3	8.67	1.53	2	7.00	0.00	17	5.71	2.31	12	6.08	2.61	1	4.00	-	1	8.00	-	9	5.89	3.18	4	8.50	1.73
Disease management	6	6.00	2.10	7	6.71	2.06	14	6.07	3.10	3	4.00	1.73	3	8.67	1.53	2	8.00	0.00	13	5.08	2.33	12	5.92	2.15	2	6.00	4.24				8	5.62	3.16	5	8.00	2.35
Information and communications technology	4	6.25	1.50	7	6.71	1.80	16	5.31	2.52	7	6.57	2.94	2	7.50	3.54	3	7.67	0.58	15	5.13	2.53	13	5.69	2.18	3	6.00	3.61	2	8.50	0.71	9	7.00	2.35	4	7.75	3.20

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	8	7.00	1.51	9	5.11	1.76	41	5.88	2.12	13	7.23	2.05	9	6.11	2.03	6	6.83	1.17	23	6.35	1.64	30	6.83	1.97	7	5.43	2.99	4	7.00	3.56	18	6.67	2.25	18	6.83	2.09

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan	8	6.88	2.10	8	5.13	2.47	42	6.21	2.58	15	6.73	2.12	12	6.92	1.98	5	6.40	0.89	23	6.48	2.25	28	6.14	2.16	7	5.43	2.76	4	7.00	3.56	18	6.72	2.42	13	7.69	1.80
The World Bank Group meets Kazakhstan's needs for knowledge services*	8	7.38	1.85	8	4.63	2.83	42	5.81	2.36	11	6.64	2.46	7	7.43	1.81	6	6.83	0.98	23	5.65	2.06	30	6.93	2.43	6	4.33	2.16	3	8.33	2.08	19	7.58	2.04	14	8.14	1.29

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services?	7	6.57	1.13	8	4.63	2.00	37	5.95	2.16	8	6.00	2.14	5	6.40	2.97	4	6.50	1.00	19	5.79	2.30	25	6.00	2.35	4	4.50	2.52	3	5.33	4.04	13	6.00	2.27	11	6.00	3.07

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	0.0%	0.0%	6.1%	5.9%	5.3%	0.0%	0.0%	2.7%	0.0%	0.0%	9.1%	0.0%
Monthly	11.1%	0.0%	28.6%	29.4%	10.5%	28.6%	7.7%	5.4%	8.3%	0.0%	9.1%	15.8%
A few times a year	44.4%	50.0%	24.5%	35.3%	5.3%	57.1%	46.2%	43.2%	0.0%	42.9%	50.0%	52.6%
Rarely	33.3%	50.0%	38.8%	23.5%	31.6%	14.3%	38.5%	40.5%	33.3%	42.9%	27.3%	21.1%
Never	11.1%	0.0%	2.0%	5.9%	47.4%	0.0%	7.7%	8.1%	58.3%	14.3%	4.5%	10.5%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
Are timely*	8	6.88	1.64	7	5.57	2.07	40	6.02	2.59	11	6.91	1.30	9	6.56	1.74	5	7.20	0.45	19	5.84	2.48	26	7.08	2.08	4	5.50	1.73	2	6.50	0.71	17	6.94	2.11	13	8.46	1.56
Include appropriate level of stakeholder involvement during preparation	8	6.63	2.00	7	5.71	2.14	35	5.91	2.50	10	6.50	1.96	9	6.00	1.41	5	7.00	1.22	21	5.62	2.42	28	6.43	2.22	3	4.67	2.08	3	7.67	2.08	16	7.06	1.53	12	8.17	2.04
Lead to practical solutions*	8	6.25	1.98	8	5.25	1.83	38	5.58	2.20	12	5.92	2.50	10	6.90	1.73	5	7.00	1.00	21	5.57	2.62	27	6.41	2.06	4	4.25	2.22	3	7.67	2.08	16	7.44	1.21	14	7.21	2.61
Are accessible (well written and easy to understand)*	8	6.63	1.92	7	3.86	2.67	38	6.50	2.09	13	6.77	2.24	10	6.30	2.31	5	7.80	0.45	23	6.17	2.23	29	6.66	2.41	3	4.67	2.08	3	7.33	2.52	16	6.75	2.29	14	7.93	2.23
Are source of relevant information on global good practices*	8	7.13	0.64	7	5.00	2.00	38	5.71	2.46	13	7.46	1.85	9	6.56	2.19	5	7.80	0.45	22	6.27	2.14	29	7.48	1.94	3	3.33	1.53	3	7.33	2.52	16	7.75	1.77	13	8.31	2.29
Are relevant to country challenges*	8	6.50	1.20	7	4.14	1.86	36	5.83	2.18	13	7.31	1.80	9	6.44	1.94	5	7.80	0.45	22	6.09	2.16	29	7.10	1.95	4	6.25	2.22	3	7.33	2.52	17	7.47	2.35	14	8.21	2.15
Are adequately disseminated*	8	6.63	1.51	8	4.75	2.12	37	5.54	2.23	11	6.27	2.33	9	5.78	1.72	5	7.80	1.30	22	5.82	1.97	26	6.62	1.98	5	4.40	2.51	4	7.25	2.75	18	7.17	1.95	14	7.14	2.74
Are translated enough into local language	6	6.33	2.16	7	5.14	2.12	38	6.26	2.09	12	6.92	2.23	10	5.60	1.43	4	8.25	0.96	20	5.60	2.89	23	7.17	2.37	3	4.67	2.89	3	6.67	2.08	15	6.07	2.60	13	7.00	2.97
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	8	6.50	1.31	7	4.71	1.80	34	5.24	2.49	10	6.90	2.13	9	6.33	1.66	5	7.60	0.55	20	5.30	2.54	27	7.15	1.85	4	4.25	1.89	3	7.00	1.73	18	7.22	1.90	13	8.08	2.02

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	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?	9	8.00	1.50	8	6.63	1.69	40	7.52	2.12	13	7.54	1.66	7	8.14	2.04	6	7.67	1.03	24	7.33	1.66	34	8.21	1.97	9	7.44	2.65	4	7.75	1.71	18	7.56	2.23	16	8.50	1.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	8	7.50	1.51	6	6.00	2.45	39	6.79	1.91	14	7.43	1.83	8	8.00	2.00	6	8.00	0.63	23	6.13	1.82	33	7.55	2.03	4	6.00	1.83	5	6.60	2.97	18	7.17	2.09	13	8.62	1.12

(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/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	5	7.40	2.30	5	4.40	2.61	27	6.22	2.19	13	7.92	2.18	6	8.67	1.51	2	7.00	0.00	16	5.75	2.08	14	7.14	2.14	2	6.00	1.41	2	5.50	0.71	14	8.57	1.70	6	8.83	1.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	8	7.62	1.92	8	5.38	2.07	36	6.83	1.96	14	7.93	1.69	10	8.40	0.97	4	8.00	0.00	19	6.53	2.37	22	7.82	1.79	3	5.33	1.53	2	5.00	2.83	16	8.06	2.54	10	8.80	1.32
The World Bank Group's "Safeguard Policy" requirements are reasonable*	7	7.00	1.73	7	4.86	1.95	23	5.43	2.48	11	8.00	1.61	3	8.33	1.53	2	8.00	0.00	14	6.36	2.31	12	8.17	1.34	4	7.25	2.22	2	4.50	2.12	10	8.10	1.91	6	9.33	0.82
The World Bank Group's conditions on its lending are reasonable	6	6.50	3.02	7	5.14	2.12	22	7.00	2.14	10	7.70	2.87	7	8.14	0.90	3	8.00	1.73	18	6.39	2.33	16	7.38	1.93	5	8.00	1.00	4	6.75	2.99	12	7.42	2.61	9	8.00	2.29
The World Bank Group takes decisions quickly in Kazakhstan*	8	6.13	1.73	6	4.83	3.37	32	5.69	2.04	15	7.13	2.50	4	8.00	1.41	2	7.50	0.71	18	5.44	2.20	19	6.11	2.13	4	5.50	2.08	4	5.00	2.45	13	7.08	1.85	9	8.11	1.45
Working with the World Bank Group increases Kazakhstan's institutional capacity*	9	8.00	2.00	7	5.14	2.12	37	6.51	2.19	14	8.07	1.90	6	8.83	1.33	5	8.00	0.00	22	6.91	2.18	26	7.69	1.93	4	5.50	2.08	5	6.20	3.19	17	8.06	2.30	13	8.15	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	6.17	1.33	6	4.83	2.14	20	6.35	2.68	15	6.87	2.36	5	7.60	1.82	3	8.00	0.00	15	6.00	2.59	17	7.65	2.12	4	5.25	2.63	3	5.33	3.06	14	8.21	2.19	8	8.00	2.78
The World Bank Group provides effective implementation support*	8	7.50	2.07	8	5.25	2.19	34	6.88	1.87	15	8.07	1.98	9	8.44	1.01	5	8.20	0.45	20	6.40	2.48	23	7.96	2.01	4	7.00	2.83	3	6.00	2.65	16	7.69	2.80	9	8.67	1.32

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kazakhstan?*	7	6.43	2.07	8	5.25	1.98	32	5.44	2.00	8	7.50	1.07	5	8.20	2.05	3	6.67	0.58	21	6.05	1.75	26	7.04	2.41	3	5.33	0.58	4	6.00	2.16	13	7.31	2.06	7	8.29	1.38

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Kazakhstan?	7	6.57	1.51	8	5.50	2.14	31	6.84	1.92	13	7.15	2.15	6	8.50	1.97	4	7.00	0.82	19	5.84	1.86	25	6.84	2.12	2	5.50	3.54	3	6.67	1.15	12	7.58	1.98	9	8.11	1.83

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	11.1%	10.0%	16.3%	11.8%	16.7%	33.3%	3.7%	15.8%	16.7%	0.0%	9.5%	15.0%
Collaborate more effectively with Government clients	11.1%	10.0%	16.3%	47.1%	22.2%	33.3%	29.6%	10.5%	8.3%	28.6%	9.5%	20.0%
Work faster*	11.1%	0.0%	4.1%	11.8%	0.0%	16.7%	11.1%	0.0%	0.0%	28.6%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	11.1%	10.0%	10.2%	17.6%	27.8%	0.0%	37.0%	28.9%	0.0%	28.6%	52.4%	15.0%
Increase availability of Reimbursable Advisory Services	0.0%	10.0%	4.1%	0.0%	5.6%	0.0%	0.0%	2.6%	16.7%	0.0%	4.8%	10.0%
Help to bring discipline/effective supervision to implementation of investment projects	33.3%	0.0%	16.3%	17.6%	0.0%	0.0%	7.4%	7.9%	16.7%	0.0%	9.5%	10.0%
Rely more on national procurement systems	0.0%	10.0%	6.1%	5.9%	5.6%	0.0%	3.7%	2.6%	0.0%	0.0%	4.8%	0.0%
Offer more innovative financial products	11.1%	20.0%	14.3%	11.8%	38.9%	0.0%	11.1%	7.9%	25.0%	0.0%	9.5%	10.0%
Ensure greater selectivity in its work	0.0%	0.0%	4.1%	5.9%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy	0.0%	20.0%	12.2%	5.9%	5.6%	0.0%	0.0%	10.5%	8.3%	14.3%	19.0%	5.0%
Work more with local service providers	11.1%	40.0%	16.3%	11.8%	33.3%	0.0%	11.1%	23.7%	8.3%	0.0%	9.5%	5.0%
Improve the competitiveness of its financing compared to markets	22.2%	10.0%	18.4%	5.9%	11.1%	16.7%	22.2%	2.6%	25.0%	14.3%	4.8%	10.0%
Reach out more to groups outside of Government*	11.1%	20.0%	10.2%	11.8%	0.0%	50.0%	25.9%	50.0%	8.3%	28.6%	23.8%	35.0%
Increase the level of capacity development in the country	33.3%	20.0%	18.4%	11.8%	5.6%	0.0%	11.1%	10.5%	25.0%	28.6%	28.6%	15.0%
Improve the quality of its experts as related to Kazakhstan's specific challenges	11.1%	20.0%	22.4%	17.6%	11.1%	16.7%	7.4%	10.5%	8.3%	14.3%	4.8%	15.0%
Other	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.7%	2.6%	8.3%	0.0%	0.0%	5.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Financial services	33.3%	30.0%	30.0%	11.8%	21.1%	14.3%	48.1%	15.8%	25.0%	0.0%	38.1%	30.0%
Knowledge products	44.4%	50.0%	54.0%	35.3%	52.6%	28.6%	33.3%	50.0%	25.0%	14.3%	42.9%	50.0%
Convening services	11.1%	0.0%	2.0%	5.9%	0.0%	0.0%	0.0%	2.6%	0.0%	14.3%	0.0%	0.0%
None of the above	11.1%	20.0%	0.0%	0.0%	0.0%	0.0%	3.7%	13.2%	8.3%	14.3%	4.8%	5.0%
The combination is appropriate for Kazakhstan	0.0%	0.0%	4.0%	35.3%	0.0%	57.1%	7.4%	5.3%	8.3%	28.6%	9.5%	10.0%
Don't know	0.0%	0.0%	10.0%	11.8%	26.3%	0.0%	7.4%	13.2%	33.3%	28.6%	4.8%	5.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Local radio*	0.0%	0.0%	0.0%	0.0%	26.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	5.0%
International radio*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	33.3%	20.0%	20.0%	23.5%	52.6%	28.6%	18.5%	47.5%	45.5%	57.1%	18.2%	30.0%
International newspapers*	0.0%	30.0%	2.0%	11.8%	0.0%	0.0%	3.7%	0.0%	0.0%	14.3%	0.0%	10.0%
Local television*	11.1%	0.0%	34.0%	17.6%	31.6%	28.6%	14.8%	12.5%	9.1%	0.0%	4.5%	0.0%
Internet	100.0%	90.0%	58.0%	76.5%	52.6%	85.7%	88.9%	87.5%	90.9%	57.1%	90.9%	85.0%
Periodicals	11.1%	20.0%	24.0%	11.8%	10.5%	0.0%	25.9%	17.5%	9.1%	0.0%	36.4%	5.0%
International television	0.0%	0.0%	2.0%	11.8%	0.0%	28.6%	3.7%	5.0%	9.1%	0.0%	4.5%	5.0%
Local newspapers	11.1%	0.0%	14.0%	17.6%	5.3%	0.0%	0.0%	5.0%	0.0%	0.0%	9.1%	0.0%
Other*	11.1%	30.0%	8.0%	5.9%	0.0%	0.0%	0.0%	5.0%	9.1%	28.6%	4.5%	20.0%

\*Significantly different between stakeholder groups

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

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/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	22.2%	50.0%	14.3%	29.4%	23.5%	42.9%	18.5%	20.5%	36.4%	28.6%	23.8%	35.0%
e-Newsletters*	33.3%	20.0%	10.2%	11.8%	47.1%	14.3%	33.3%	33.3%	9.1%	14.3%	42.9%	35.0%
World Bank Group's seminars/workshops/conferences	22.2%	10.0%	34.7%	52.9%	11.8%	14.3%	33.3%	43.6%	18.2%	28.6%	23.8%	35.0%
Mobile phones	0.0%	0.0%	2.0%	11.8%	11.8%	0.0%	3.7%	2.6%	9.1%	0.0%	0.0%	0.0%
Direct contact with World Bank Group*	44.4%	50.0%	49.0%	58.8%	23.5%	42.9%	37.0%	23.1%	36.4%	28.6%	23.8%	5.0%
World Bank Group's website	55.6%	20.0%	36.7%	17.6%	29.4%	28.6%	25.9%	25.6%	36.4%	0.0%	42.9%	30.0%
Social media	0.0%	30.0%	12.2%	17.6%	29.4%	28.6%	14.8%	28.2%	36.4%	28.6%	23.8%	30.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	9.1%	14.3%	0.0%	10.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	22.2%	40.0%	23.9%	47.1%	35.3%	16.7%	29.6%	42.1%	27.3%	14.3%	40.9%	25.0%
No	77.8%	60.0%	76.1%	52.9%	64.7%	83.3%	70.4%	57.9%	72.7%	85.7%	59.1%	75.0%

Do you have reliable access to the Internet?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	88.9%	100.0%	63.3%	100.0%	94.1%	100.0%	100.0%	94.9%	81.8%	85.7%	100.0%	95.2%
No	11.1%	0.0%	36.7%	0.0%	5.9%	0.0%	0.0%	5.1%	18.2%	14.3%	0.0%	4.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	77.8%	30.0%	71.7%	94.1%	23.5%	100.0%	77.8%	71.1%	45.5%	71.4%	76.2%	81.0%
No	22.2%	70.0%	28.3%	5.9%	76.5%	0.0%	22.2%	28.9%	54.5%	28.6%	23.8%	19.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	44.4%	20.0%	20.8%	29.4%	5.9%	14.3%	14.8%	43.6%	27.3%	42.9%	23.8%	14.3%
No	55.6%	80.0%	79.2%	70.6%	94.1%	85.7%	85.2%	56.4%	72.7%	57.1%	76.2%	85.7%



**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/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
High speed/WiFi	87.5%	50.0%	93.5%	82.4%	66.7%	100.0%	83.3%	84.2%	90.0%	100.0%	90.0%	85.7%
Dial-up	12.5%	50.0%	6.5%	17.6%	33.3%	0.0%	16.7%	15.8%	10.0%	0.0%	10.0%	14.3%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Weekly	11.1%	20.0%	14.0%	11.8%	5.9%	14.3%	3.8%	2.6%	9.1%	0.0%	13.6%	0.0%
Monthly	11.1%	0.0%	34.0%	29.4%	11.8%	42.9%	15.4%	5.3%	0.0%	14.3%	18.2%	19.0%
A few times a year	33.3%	40.0%	16.0%	23.5%	11.8%	28.6%	42.3%	47.4%	9.1%	42.9%	22.7%	33.3%
Rarely	22.2%	20.0%	22.0%	17.6%	5.9%	0.0%	26.9%	36.8%	45.5%	14.3%	31.8%	33.3%
Never	22.2%	20.0%	14.0%	17.6%	64.7%	14.3%	11.5%	7.9%	36.4%	28.6%	13.6%	14.3%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			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	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	8	7.75	1.04	5	5.20	0.45	34	6.59	1.86	14	7.79	2.26	6	8.83	1.33	6	7.83	0.75	20	7.50	1.57	26	8.27	1.51	6	5.67	1.21	3	6.67	3.51	13	8.31	1.32	12	7.83	1.40
I find the information on the World Bank Group's websites useful*	8	8.38	1.41	5	5.60	2.07	26	7.23	1.90	15	8.20	1.78	6	8.50	1.97	6	7.83	0.75	19	7.05	1.58	26	8.23	1.97	6	7.00	1.90	3	7.33	2.31	14	8.29	1.27	14	8.86	1.29
The World Bank Group's social media channels are valuable sources of information about the institution	5	7.40	1.82	8	6.75	1.83	20	5.95	2.11	6	5.17	2.71	2	8.50	0.71	1	8.00	-	8	6.75	1.67	17	7.24	1.99	5	7.00	2.24	3	8.00	2.00	5	7.80	1.92	6	8.17	0.98
When I need information from the World Bank Group I know how to find it	8	7.63	2.26	6	5.67	3.98	30	7.00	2.55	15	7.93	2.40	11	6.82	3.06	7	7.14	2.91	22	7.36	1.71	30	8.07	2.13	6	7.17	3.19	3	6.33	4.73	17	7.41	2.69	12	8.50	1.62
The World Bank Group is responsive to my information requests and inquiries	6	8.33	1.86	2	6.00	4.24	29	6.62	2.04	13	7.62	2.22	3	9.00	1.73	5	8.40	0.89	16	6.50	2.25	17	7.88	2.29	4	8.25	2.06	2	7.50	0.71	9	8.56	1.67	8	8.38	2.39

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	81.8%	0.0%	72.5%	94.4%	11.1%	77.8%	38.7%	32.6%	14.3%	25.0%	41.7%	45.5%
No	18.2%	100.0%	27.5%	5.6%	88.9%	22.2%	61.3%	67.4%	85.7%	75.0%	58.3%	54.5%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

Which of the following agencies of the World Bank Group do you primarily engage with in Kazakhstan?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank (IBRD)	100.0%	71.4%	93.8%	88.9%	61.5%	62.5%	67.9%	63.9%	33.3%	66.7%	85.0%	66.7%
The International Finance Corporation (IFC)	0.0%	0.0%	4.2%	11.1%	30.8%	37.5%	21.4%	0.0%	16.7%	16.7%	0.0%	14.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	5.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	28.6%	2.1%	0.0%	7.7%	0.0%	3.6%	30.6%	50.0%	16.7%	15.0%	19.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	33.3%	40.0%	26.0%	29.4%	33.3%	33.3%	51.6%	55.8%	21.4%	12.5%	41.7%	27.3%
No	66.7%	60.0%	74.0%	70.6%	66.7%	66.7%	48.4%	44.2%	78.6%	87.5%	58.3%	72.7%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The two institutions work well together	0.0%	0.0%	61.5%	0.0%	16.7%	33.3%	31.3%	20.8%	33.3%	0.0%	20.0%	50.0%
The way the two institutions work together needs improvement	33.3%	0.0%	15.4%	0.0%	50.0%	33.3%	50.0%	12.5%	0.0%	0.0%	20.0%	16.7%
The two institutions do not work well together	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	12.5%	12.5%	33.3%	0.0%	0.0%	0.0%
Don't know	66.7%	75.0%	23.1%	100.0%	33.3%	33.3%	6.3%	54.2%	33.3%	100.0%	60.0%	33.3%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	8.3%	70.0%	18.0%	0.0%	35.7%	44.4%	32.3%	30.2%	50.0%	42.9%	26.1%	9.5%
Use World Bank Group reports/data	33.3%	40.0%	16.0%	11.1%	28.6%	44.4%	35.5%	41.9%	41.7%	42.9%	34.8%	47.6%
Engage in World Bank Group related/sponsored events/activities*	25.0%	10.0%	36.0%	55.6%	21.4%	11.1%	29.0%	34.9%	0.0%	14.3%	47.8%	42.9%
Collaborate as part of my professional duties*	50.0%	10.0%	52.0%	83.3%	21.4%	55.6%	38.7%	16.3%	8.3%	14.3%	13.0%	28.6%
Use World Bank Group website for information, data, research, etc.*	25.0%	10.0%	6.0%	5.6%	0.0%	11.1%	9.7%	30.2%	33.3%	42.9%	17.4%	38.1%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	58.3%	60.0%	38.9%	38.9%	57.9%	44.4%	29.0%	67.4%	78.6%	50.0%	54.2%	63.6%
Male	41.7%	40.0%	61.1%	61.1%	42.1%	55.6%	71.0%	32.6%	21.4%	50.0%	45.8%	36.4%

\*Significantly different between stakeholder groups



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

● Astana N=160 ● Almaty N=83 ● Other N=23

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

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	130	6.28	1.88	59	6.63	2.24	19	7.42	2.48

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

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

(1-Strongly disagree, 10-Strongly agree)

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	127	5.99	2.38	60	6.43	2.15	18	7.83	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	122	6.30	2.10	57	6.54	2.02	18	8.11	1.53

\*Significantly different between geographic locations

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

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

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	110	5.59	2.40	46	6.39	1.96	17	7.18	2.30
Flexibility (in terms of the institution's products and services)*	105	5.43	2.27	45	6.11	1.84	14	7.14	2.25
Flexibility (in terms of changing country circumstances)*	111	5.30	2.30	43	6.23	2.05	15	7.87	1.88
Being inclusive*	81	5.96	2.29	42	6.48	2.11	14	8.00	1.88
Openness (sharing data and other information)*	119	5.94	2.43	49	7.18	2.16	18	8.17	1.92
Collaboration with the Government*	121	7.09	2.04	50	7.50	1.82	17	8.71	1.26
The speed in which it gets things accomplished on the ground*	106	5.92	2.31	45	6.56	2.02	18	7.83	1.89
Helping to bring discipline/effective supervision to implementation of investment projects*	103	6.50	2.17	38	6.89	1.54	16	7.81	1.83
Collaboration with civil society	88	5.30	2.02	45	5.73	2.10	11	6.82	1.89
Staff accessibility	109	6.50	2.43	47	6.60	2.20	18	7.89	2.27
Collaboration with other donors and development partners*	75	5.69	2.15	37	6.89	1.61	10	8.30	1.77
Collaboration with the private sector*	84	4.75	2.08	41	6.44	2.10	7	5.29	2.69
Straightforwardness and honesty*	101	6.35	2.54	44	7.18	2.01	17	8.47	2.03
Treating clients and stakeholders in Kazakhstan with respect*	107	7.75	2.03	45	7.91	1.84	19	9.37	1.21
Being a long-term partner*	103	7.41	2.24	41	7.68	2.22	17	9.00	1.17

\*Significantly different between geographic locations

<sup>17</sup> 266 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Astana			Almaty			Other		
	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 Kazakhstan?	116	6.23	2.00	56	6.71	2.00	16	6.81	2.64

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

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

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan	115	6.29	2.35	51	6.61	2.09	19	7.16	2.46
The World Bank Group meets Kazakhstan's needs for knowledge services*	109	5.99	2.35	49	7.18	2.02	20	7.60	2.39

\*Significantly different between geographic locations

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

In Kazakhstan, 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)

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	99	5.73	2.32	43	7.12	1.76	17	7.88	1.93

\*Significantly different between geographic locations

	Astana			Almaty			Other		
	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?*	121	7.49	1.87	50	8.10	1.91	20	8.45	2.09
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	110	6.85	2.01	47	7.45	1.83	21	8.10	1.73

(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)

	Astana			Almaty			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Kazakhstan*	85	6.01	2.31	35	6.03	1.96	16	7.94	1.57
Where country systems are adequate, the World Bank Group makes appropriate use of them*	70	6.17	2.53	31	7.65	1.94	17	8.29	1.86

\*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 FY17 Kazakhstan COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Kazakhstan, in which sectors do you believe the World Bank Group should focus most of its resources in Kazakhstan?"*

● Collaborating with the WBG N=124      ● Not collaborating with the WBG N=138

### 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 Kazakhstan?*	123	6.69	2.03	136	5.39	2.59

(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 Kazakhstan.*	106	6.86	1.82	100	6.09	2.25

(1-Not effective at all, 10-Very effective) \*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 do you believe the World Bank Group's staff is well prepared to help Kazakhstan solve its most complicated development challenges?	104	7.24	1.87	94	6.71	2.23

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

<sup>18</sup> Only 262 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)

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	4.8%	1.5%
Water and sanitation	6.5%	2.3%
Pollution	8.1%	13.5%
Job creation/employment	17.7%	27.1%
Health	14.5%	18.8%
Financial markets	6.5%	9.0%
Social protection	8.9%	11.3%
Gender equity	1.6%	2.3%
Private sector development	33.1%	28.6%
Education	28.2%	30.8%
Public sector governance/reform	21.8%	17.3%
Global/regional integration	5.6%	3.0%
Food security and safety	4.0%	2.3%
Urban development	8.9%	6.0%
Justice reform	5.6%	6.8%
Economic growth	30.6%	18.8%
Disaster risk management	0.0%	0.8%
Equality of opportunity	7.3%	3.8%
Disease management	3.2%	2.3%
Information and communications technology	6.5%	5.3%
Transport	9.7%	11.3%
Agriculture and rural development	19.4%	24.8%
Trade and exports	6.5%	9.0%
Crime and violence	2.4%	1.5%
Natural resource management	3.2%	5.3%
Climate change*	3.2%	0.0%
Poverty reduction	10.5%	9.0%
Anti corruption	15.3%	16.5%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing*	78	6.64	2.00	53	5.94	1.86
Development Policy Financing	59	5.88	2.32	52	5.79	1.89
Trust funds and grants	56	5.62	2.89	52	5.96	2.44
Guarantees	42	5.02	2.71	38	5.82	2.43
IFC Investment Services	50	5.68	2.10	45	5.69	2.13
IFC Advisory Services	60	5.92	2.13	48	6.00	1.91

\*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 Kazakhstan? (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 Kazakhstan*	111	6.74	2.14	93	5.76	2.46
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	109	6.93	1.92	87	6.06	2.20

\*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 Kazakhstan, 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*	93	6.43	2.15	79	5.42	2.43
Flexibility (in terms of the institution's products and services)*	84	6.11	2.27	79	5.42	2.09
Flexibility (in terms of changing country circumstances)	87	6.03	2.28	81	5.48	2.36
Being inclusive	68	6.49	2.20	69	6.17	2.34
Openness (sharing data and other information)	98	6.59	2.26	87	6.38	2.63
Collaboration with the Government	101	7.38	1.88	86	7.34	2.08
The speed in which it gets things accomplished on the ground	91	6.44	2.15	77	6.14	2.40
Helping to bring discipline/effective supervision to implementation of investment projects	86	6.94	1.88	70	6.47	2.20
Collaboration with civil society	71	5.72	1.99	73	5.38	2.13
Staff accessibility*	92	7.07	2.20	81	6.26	2.50
Collaboration with other donors and development partners	67	6.45	2.17	55	6.05	2.06
Collaboration with the private sector	70	5.50	2.14	61	5.11	2.35
Straightforwardness and honesty	87	7.01	2.32	74	6.57	2.59
Treating clients and stakeholders in Kazakhstan with respect	92	8.07	1.90	78	7.86	2.06
Being a long-term partner	90	7.81	2.08	70	7.47	2.31

\*Significantly different between collaborators and non-collaborators



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	100	7.07	2.40	101	6.88	2.75
Gender equity	94	5.80	2.44	102	5.81	2.97
Private sector development	98	8.37	1.79	110	8.24	1.96
Education	102	8.27	1.90	102	8.14	2.35
Public sector governance/reform	100	7.78	2.12	102	7.20	2.61
Global/regional integration	93	6.78	2.25	95	6.59	2.15
Food security and safety	97	7.07	2.13	98	6.73	2.55
Urban development*	96	6.70	2.49	103	7.47	2.26
Energy	95	7.14	2.15	95	7.14	2.13
Water and sanitation	101	7.47	2.28	101	7.62	2.23
Pollution	98	7.51	2.06	100	7.75	2.21
Job creation/employment	93	8.29	2.12	103	7.84	2.09
Health	100	8.19	1.92	101	7.98	2.12
Financial markets*	88	7.73	2.16	91	6.89	2.61
Transport	99	7.46	2.29	100	7.55	2.33
Agriculture and rural development	100	8.20	2.04	102	8.05	2.34
Trade and exports	94	7.55	2.02	94	7.00	2.31
Crime and violence	87	6.51	2.15	88	6.45	2.38
Natural resource management	93	7.15	2.18	94	7.02	2.41
Climate change	96	6.85	2.34	98	6.98	2.39
Poverty reduction	97	8.07	1.90	99	7.81	2.08
Anti corruption	90	8.08	2.11	101	7.81	2.43
Justice reform	90	7.72	2.52	95	7.13	2.51
Economic growth	96	8.08	2.33	103	7.87	2.20
Disaster risk management	81	6.75	2.42	91	6.84	2.29
Equality of opportunity	91	7.53	2.34	99	7.01	2.39
Disease management	95	7.07	2.41	95	7.08	2.34
Information and communications technology	93	7.40	2.17	102	7.43	2.25

\*Significantly different between collaborators and non-collaborators

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

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan? (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	47	6.26	2.34	51	5.86	2.38
Gender equity	36	6.61	2.03	47	6.02	2.61
Private sector development	55	6.67	2.21	62	5.97	2.24
Education*	59	6.85	2.10	60	5.93	2.24
Public sector governance/reform*	57	7.42	2.12	52	6.17	2.26
Global/regional integration	44	6.77	2.30	40	6.02	2.24
Food security and safety	38	6.29	2.12	34	5.68	2.43
Urban development	46	6.48	2.16	51	6.08	2.33
Energy	49	6.98	2.07	47	6.32	2.30
Water and sanitation*	48	7.21	2.05	43	6.12	2.48
Pollution	48	6.98	2.20	49	6.53	2.48
Job creation/employment	54	6.89	2.13	46	5.93	2.71
Health*	61	6.95	2.01	53	6.08	2.37
Financial markets	46	6.89	2.34	47	6.23	2.51
Transport*	55	7.49	2.28	52	6.40	2.36
Agriculture and rural development	54	6.94	2.31	49	6.20	2.43
Trade and exports	41	6.37	2.40	42	6.14	2.15
Natural resource management	48	6.75	2.15	44	6.02	2.48
Climate change	45	6.40	2.28	44	6.43	2.50
Poverty reduction*	54	6.83	2.13	45	5.67	2.66
Anti corruption	44	6.05	2.35	44	5.27	2.70
Justice reform	40	6.22	2.40	45	5.29	2.59
Economic growth*	54	6.85	2.30	53	5.91	2.57
Disaster risk management	40	6.33	2.16	35	5.57	2.62
Equality of opportunity	42	6.55	2.38	38	5.53	2.58
Disease management	34	6.56	2.48	41	5.68	2.59
Information and communications technology	41	6.41	2.51	44	6.00	2.46

\*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 Kazakhstan?*	98	6.92	1.81	89	5.90	2.21

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

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

(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's financial instruments meet the needs of Kazakhstan	92	6.80	2.05	92	6.15	2.49
The World Bank Group meets Kazakhstan's needs for knowledge services*	91	6.88	2.18	86	6.12	2.47

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services?*	76	6.37	2.14	69	5.46	2.39

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

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

In Kazakhstan, 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	87	6.79	2.16	74	6.45	2.22
Include appropriate level of stakeholder involvement during preparation	82	6.72	2.20	75	6.04	2.16
Lead to practical solutions	87	6.18	2.19	79	6.27	2.26
Are accessible (well written and easy to understand)*	89	7.01	2.08	80	6.06	2.42
Are source of relevant information on global good practices	89	7.03	2.28	77	6.52	2.17
Are relevant to country challenges	90	6.92	2.15	77	6.40	2.18
Are adequately disseminated	88	6.47	2.24	79	5.96	2.14
Are translated enough into local language*	83	6.76	2.13	71	5.90	2.60
Are adaptable to Kazakhstan's specific development challenges and country circumstances	82	6.40	2.43	76	6.30	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?	99	7.96	1.74	91	7.53	2.10
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	94	7.40	1.80	83	6.89	2.12

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	64	7.33	2.12	49	6.63	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	82	7.34	2.02	72	7.42	2.15
The World Bank Group's "Safeguard Policy" requirements are reasonable	56	6.87	2.24	47	7.02	2.40
The World Bank Group's conditions on its lending are reasonable	59	7.25	2.38	61	7.00	2.18
The World Bank Group takes decisions quickly in Kazakhstan	77	6.45	2.13	58	5.98	2.34
Working with the World Bank Group increases Kazakhstan's institutional capacity	89	7.47	2.04	77	7.12	2.34
Where country systems are adequate, the World Bank Group makes appropriate use of them	59	7.22	2.36	59	6.51	2.49
The World Bank Group provides effective implementation support	82	7.61	1.99	73	7.11	2.37

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kazakhstan?	73	6.62	2.11	65	6.37	2.13

*(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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Kazakhstan?	75	7.07	1.93	66	6.67	2.14

*(1-To no degree at all, 10-To a very significant degree)***G. Communication and Information Sharing****Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	86	7.53	1.62	68	7.41	1.99
I find the information on the World Bank Group's websites useful	83	8.08	1.70	67	7.52	1.90
The World Bank Group's social media channels are valuable sources of information about the institution	43	6.65	2.31	44	6.93	1.93
When I need information from the World Bank Group I know how to find it*	88	7.84	2.19	80	7.04	2.73
The World Bank Group is responsive to my information requests and inquiries	67	7.70	1.91	46	7.17	2.51

*\*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 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.*

- FY 2017 Number of comparable respondents = 224
- FY 2014 Number of comparable respondents = 189

*By weighting, the FY 2017 and FY 2014 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 2014	FY 2017
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	2.0%	2.0%
Government Institutions	36.0%	36.0%
Bilateral/Multilateral Agencies	5.0%	5.0%
Civil Society	25.0%	25.0%
Private Sector	12.0%	12.0%
Academia	10.0%	10.0%
Media	5.0%	5.0%

### A. General Issues facing Kazakhstan

**In general would you say that Kazakhstan is headed in...?\***

Percentage of Respondents	FY 2014	FY 2017
The right direction	76.1%	80.8%
The wrong direction	2.0%	7.0%
Not sure	21.8%	12.1%

*\*Significantly different between FY2017 and FY2014*

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kazakhstan?	189	6.19	2.22	215	6.00	2.48

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.*	154	7.11	1.87	169	6.46	2.11

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

*\*Significantly different between FY2017 and FY2014*

<sup>19</sup> Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Kazakhstan solve its most complicated development challenges?	140	7.10	1.83	161	6.97	2.09

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan*	167	6.78	2.08	172	6.25	2.32
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan*	159	6.98	1.89	165	6.53	2.05

\*Significantly different between FY2017 and FY2014

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	125	5.96	2.10	148	5.94	2.23
Flexibility (in terms of the institution's products and services)	106	5.75	2.18	140	5.77	2.19
Flexibility (in terms of changing country circumstances)	107	5.59	2.35	143	5.71	2.28
Being inclusive	96	6.00	1.97	116	6.29	2.29
Openness*	149	7.03	2.19	156	6.42	2.37
Collaboration with the Government	116	7.57	1.67	162	7.27	1.95
The speed in which it gets things accomplished on the ground	101	6.16	1.95	145	6.23	2.20
Helping to bring discipline/effective supervision to implementation of investment projects				135	6.69	1.91
Collaboration with civil society				119	5.52	1.98
Staff accessibility*	145	7.31	2.20	146	6.57	2.34
Collaboration with other donors and development partners*	87	7.06	1.90	104	6.23	2.07
Collaboration with the private sector				112	5.20	2.12
Straightforwardness and honesty	136	6.93	2.21	136	6.71	2.36
Treating clients and stakeholders in Kazakhstan with respect	151	7.63	2.17	145	7.92	1.97
Being a long-term partner	116	7.49	2.06	143	7.62	2.18

\*Significantly different between FY2017 and FY2014



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan? (1-Not important at all, 10-Very important)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection*	165	7.41	2.69	165	6.82	2.58
Gender equity	148	6.28	3.03	163	5.70	2.60
Private sector development*	172	7.48	2.38	175	8.23	1.91
Education	165	8.06	2.48	170	8.13	2.15
Public sector governance/reform	169	7.85	2.45	169	7.40	2.43
Global/regional integration	149	7.12	2.75	159	6.61	2.18
Urban development	163	7.45	2.70	165	6.97	2.45
Energy*	164	7.69	2.67	163	7.07	2.15
Job creation/employment*	164	7.35	2.70	160	8.04	2.10
Health	160	7.99	2.44	168	8.05	2.00
Financial markets	155	6.98	2.77	151	7.27	2.39
Transport	166	7.63	2.52	167	7.44	2.32
Trade and exports	152	6.82	2.60	160	7.29	2.08
Natural resource management	147	6.73	3.09	157	7.08	2.27
Climate change	149	6.33	2.75	162	6.89	2.32
Poverty reduction	167	8.34	2.03	163	7.92	1.98
Anti corruption*	165	8.33	2.38	160	7.77	2.36
Economic growth	164	7.84	2.43	169	7.89	2.30
Disaster risk management	151	6.63	2.80	143	6.70	2.36
Equality of opportunity*	166	7.64	2.51	159	7.04	2.47
Information and communications technology	165	7.45	2.40	162	7.37	2.13

\*Significantly different between FY2017 and FY2014

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	65	6.26	2.37	82	5.92	2.33
Gender equity	61	6.42	2.47	71	6.14	2.39
Private sector development	67	5.70	2.07	99	6.24	2.22
Education	72	6.86	2.01	103	6.41	2.13
Public sector governance/reform	86	6.65	1.97	88	6.77	2.32
Global/regional integration	49	6.13	1.82	73	6.29	2.33
Urban development	61	5.76	1.83	83	6.24	2.28
Energy	58	6.76	2.31	85	6.61	2.27
Job creation/employment*	75	5.60	2.02	86	6.36	2.40
Health	79	6.28	2.03	95	6.46	2.20
Financial markets	55	6.90	2.12	82	6.48	2.43
Transport	79	7.03	2.11	91	6.86	2.37
Trade and exports	55	6.57	1.84	73	6.15	2.29
Natural resource management	63	6.66	2.30	81	6.35	2.36
Climate change	52	5.75	2.57	77	6.32	2.40
Poverty reduction	81	6.06	2.62	84	6.30	2.41
Anti corruption*	61	4.52	2.36	75	5.67	2.49
Economic growth	58	7.05	1.95	92	6.41	2.39
Disaster risk management	46	6.51	2.54	64	5.87	2.32
Equality of opportunity	68	6.44	2.00	69	5.97	2.49
Information and communications technology	71	5.76	2.14	71	6.04	2.41

\*Significantly different between FY2017 and FY2014

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	158	6.57	1.83	150	6.44	2.01

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kazakhstan	152	6.83	1.95	153	6.44	2.28
The World Bank Group meets Kazakhstan's needs for knowledge services*	159	7.07	1.87	146	6.49	2.30

\*Significantly different between FY2017 and FY2014





### 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 2014	FY 2017
Weekly	3.5%	4.2%
Monthly	7.1%	15.6%
A few times a year	44.4%	34.9%
Rarely	40.9%	34.9%
Never	4.0%	10.4%

\*Significantly different between FY2017 and FY2014

In Kazakhstan, 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 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	142	6.78	2.03	135	6.48	2.16
Include appropriate level of stakeholder involvement during preparation	125	6.67	1.95	133	6.25	2.15
Lead to practical solutions*	126	6.77	2.15	139	6.18	2.15
Are accessible (well written and easy to understand)	148	7.00	2.06	143	6.53	2.20
Are source of relevant information on global good practices*	140	7.42	1.89	141	6.71	2.17
Are relevant to country challenges*	147	7.43	1.76	139	6.57	2.10
Are adequately disseminated	141	6.29	2.10	138	6.20	2.10
Are translated enough into local language	138	6.16	2.56	130	6.35	2.29
Are adaptable to Kazakhstan's specific development challenges and country circumstances*	132	7.26	1.91	132	6.24	2.23

\*Significantly different between FY2017 and FY2014

	FY 2014			FY 2017		
	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?*	161	7.06	2.00	152	7.69	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	157	7.13	1.79	150	7.09	1.96

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

\*Significantly different between FY2017 and FY2014

### 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 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	114	6.88	2.21	97	6.97	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports	125	7.08	2.00	130	7.35	2.04
The World Bank Group's "Safeguard Policy" requirements are reasonable*	66	7.76	1.87	83	6.80	2.30
The World Bank Group's conditions on its lending are reasonable	57	7.28	1.66	97	7.10	2.28
The World Bank Group takes decisions quickly in Kazakhstan	68	6.57	2.14	112	6.16	2.20
Working with the World Bank Group increases Kazakhstan's institutional capacity*	102	8.06	1.72	138	7.32	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	74	7.18	1.86	96	6.86	2.38
The World Bank Group provides effective implementation support	112	7.44	2.13	132	7.36	2.14

\*Significantly different between FY2017 and FY2014



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

When considering the combination of services that the World Bank Group offers in Kazakhstan, 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 Kazakhstan?\*

Percentage of Respondents	FY 2014	FY 2017
Financial services	17.6%	26.3%
Knowledge products	29.0%	44.8%
Convening services	26.9%	2.6%
None of the above	1.0%	4.6%
The combination is appropriate for Kazakhstan	9.3%	10.3%
Don't know	16.1%	11.3%

\*Significantly different between FY2017 and FY2014

## G. Communication and Information Sharing

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

Percentage of Respondents	FY 2014	FY 2017
Yes	25.0%	32.6%
No	75.0%	67.4%

Do you have reliable access to the Internet?

Percentage of Respondents	FY 2014	FY 2017
Yes	93.2%	88.1%
No	6.8%	11.9%

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

Percentage of Respondents	FY 2014	FY 2017
Yes	78.9%	70.2%
No	21.1%	29.8%

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	147	7.43	2.18	127	7.54	1.81
I find the information on the World Bank Group's websites useful	142	7.87	1.92	120	7.77	1.79
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr) are valuable sources of information about the institution*	85	4.96	2.93	67	6.73	2.09
When I need information from the World Bank Group I know how to find it	161	7.88	2.21	141	7.37	2.49
The World Bank Group is responsive to my information requests and inquiries*	121	8.03	1.99	97	7.39	2.13

\*Significantly different between FY2017 and FY2014



## 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 Kazakhstan? (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
Overall, please rate your impression of the World Bank Group's effectiveness in Kazakhstan.	6.09	6.86	6.66	5.85	6.23	6.89	6.35	6.71	6.36	6.67	6.40	6.78
Overall the World Bank Group currently plays a relevant role in development in Kazakhstan	5.76	6.74	6.52	5.65	6.15	6.55	6.21	6.43	5.98	6.83	6.22	6.59
The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	6.06	6.93	6.73	5.92	6.38	6.79	6.29	6.94	6.42	6.69	6.49	6.68
Responsiveness to needs	5.42	6.43	6.17	5.33	5.89	6.09	5.71	6.34	5.67	6.42	5.87	6.44
Flexibility (in terms of the institution's products and services)	5.42	6.11	5.85	5.58	5.69	5.95	5.72	5.87	5.57	6.14	5.63	6.58
Flexibility (in terms of changing country circumstances)	5.48	6.03	5.88	5.51	5.73	5.86	5.63	6.03	5.59	6.06	5.62	6.64
Being inclusive	6.17	6.49	6.29	6.33	6.15	6.55	6.14	6.67	6.29	6.33	6.16	7.00
Openness (sharing data and other information)	6.38	6.59	6.52	6.46	6.27	6.92	6.38	6.72	6.60	6.34	6.32	7.47
Collaboration with the Government	7.34	7.38	7.30	7.32	7.06	7.77	7.25	7.42	7.36	7.21	7.24	7.76
The speed in which it gets things accomplished on the ground	6.14	6.44	6.34	6.16	6.22	6.43	6.20	6.43	6.22	6.40	6.20	6.83
Helping to bring discipline/effective supervision to implementation of investment projects	6.47	6.94	6.77	6.50	6.59	6.89	6.44	7.12	6.71	6.68	6.63	7.09
Collaboration with civil society	5.38	5.72	5.46	5.60	5.44	5.63	5.34	5.85	5.41	5.67	5.43	5.91
Staff accessibility	6.26	7.07	6.68	6.60	6.63	6.71	6.53	6.87	6.52	6.92	6.67	6.63
Collaboration with other donors and development partners	6.05	6.45	6.14	6.50	6.35	6.03	6.19	6.35	6.21	6.29	6.17	6.71
Collaboration with the private sector	5.11	5.50	5.25	5.47	5.15	5.64	5.27	5.40	5.03	5.78	5.29	5.53
Straightforwardness and honesty	6.57	7.01	6.86	6.59	6.65	7.03	6.57	7.17	6.83	6.72	6.74	7.08
Treating clients and stakeholders in Kazakhstan with respect	7.86	8.07	7.94	7.93	7.81	8.19	7.77	8.22	8.11	7.67	7.87	8.35
Being a long-term partner	7.47	7.81	7.59	7.64	7.35	8.16	7.60	7.62	7.58	7.66	7.58	7.81
To what extent does the World Bank Group's work help to achieve development results in Kazakhstan?	5.90	6.92	6.56	6.02	6.22	6.85	6.23	6.74	6.30	6.64	6.41	6.48
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kazakhstan	6.15	6.80	6.57	6.12	6.22	6.89	6.34	6.65	6.31	6.69	6.41	6.58
The World Bank Group meets Kazakhstan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.12	6.88	6.60	6.11	6.12	7.11	6.24	6.90	6.45	6.50	6.33	7.09
The World Bank Group's knowledge work and activities are adaptable to Kazakhstan's specific development challenges and country circumstances	6.30	6.40	6.28	6.39	5.92	6.93	6.21	6.48	6.37	6.18	6.22	6.83
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.53	7.96	7.86	7.29	7.55	7.97	7.46	8.17	7.74	7.64	7.66	7.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.89	7.40	7.31	6.71	6.87	7.62	7.05	7.34	7.14	7.18	7.08	7.52
The World Bank Group takes decisions quickly in Kazakhstan	5.98	6.45	6.32	5.94	6.17	6.35	6.05	6.49	6.13	6.34	6.19	6.42
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.51	7.22	7.01	6.42	6.55	7.36	6.53	7.46	6.79	6.93	6.83	6.93

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Kazakhstan FY 2017 Questionnaire



### **World Bank Group Country Survey FY 2017 – Kazakhstan**

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

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 KAZAKHSTAN**

<b>A1. In general would you say that Kazakhstan is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Kazakhstan.</b>			
<b>Please identify which of the following you consider the most important development priorities in Kazakhstan. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation and logistics)
2	Gender equity	16	Agriculture and rural development
3	Private sector development (including SME development)	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (renewable and non-renewable)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security and safety	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Justice reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)
14	Financial markets	28	Information and communications technology

**SECTION A: GENERAL ISSUES**

<b>A3. 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 Kazakhstan? (Choose no more than THREE)</b>			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity
8	Trade and exports	22	Private sector development (including SME development)
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation and logistics)	25	Food security and safety
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management (renewable and non-renewable)
14	Justice reform		

**SECTION A: GENERAL ISSUES**

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

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

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

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

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

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

**A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Kazakhstan? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Kazakhstan?</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 Kazakhstan.</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 Kazakhstan 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 Kazakhstan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kazakhstan? (Choose no more than THREE)</b>			
1	Energy	15	Justice reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation and logistics)
8	Gender equity	22	Agriculture and rural development
9	Private sector development (including SME development)	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management (renewable and non-renewable)
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security and safety	27	Poverty reduction
14	Urban development	28	Anti corruption

**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 Kazakhstan?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kazakhstan? (Choose no more than TWO)</b>	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Kazakhstan
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Not client focused
14	The credibility of its knowledge/data
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 Kazakhstan? (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. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Kazakhstan Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

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

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

1	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		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 Kazakhstan	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Kazakhstan	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kazakhstan?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development (including SME development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security and safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation and logistics)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Justice reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kazakhstan? (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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development (including SME development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., tax administration and customs development, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security and safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation and logistics)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Justice reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Disease management (e.g., hypertension, diabetes, chronic heart failure, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

<b>C6. To what extent do you believe that Kazakhstan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</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

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



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

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all					To a very significant degree					Don't know
<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 accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are adaptable to Kazakhstan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know



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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<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 "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</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>E5</b>	The World Bank Group takes decisions quickly in Kazakhstan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank Group increases Kazakhstan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</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"/>	
<b>E8</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>E9. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kazakhstan?</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>E10. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kazakhstan?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree	Don't know		

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kazakhstan? (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 investment projects
7	Rely more on national procurement systems
8	Offer more innovative financial products
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on Kazakhstan's economy
11	Work more with local service providers
12	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
13	Reach out more to groups outside of Government
14	Increase the level of capacity development in the country
15	Improve the quality of its experts as related to Kazakhstan's specific challenges
16	Other (please specify): _____

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

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

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): _____

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

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

**G7. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used IBRD and IFC website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used IBRD and IFC website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

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

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

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Kazakhstan? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?**

*(If YES please go to Question H6; If NO please go to H7)*

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

**H6. If yes, what was your view of how the two institutions work together in Kazakhstan?**

**(Select only ONE response)**

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

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

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

**H8. What's your gender?**

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

**H9. Which best represents your geographic location?**

- |   |                |
|---|----------------|
| 1 | Astana         |
| 2 | Almaty         |
| 3 | Oblast         |
| 4 | District/Rayon |

**Thank you for completing the survey!**