

FY16 Turkmenistan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Turkmenistan 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) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Turkmenistan country team. In particular, PORG is grateful for the support from Serdar Jepbarov (Senior Operations Officer) and Oraz Sultanov (Operations Officer) who coordinated the survey related activities from Ashgabat, Turkmenistan.



Country Opinion Surveys
THE WORLD BANK GROUP



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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 Turkmenistan perceive the WBG. The survey explored:

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

II. Methodology

From October 2015 to March 2016, 85 stakeholders of the WBG in Turkmenistan 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, the office of the Prime Minister; office of a minister; ministries/ministerial departments/implementation agencies; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; academia/research institutes/think tanks; and other organizations. A total of 57 stakeholders participated in the survey (67% response rate).

Some respondents received and responded to the questionnaires via the online survey platform Qualtrics; other respondents received and returned the questionnaires via official correspondence or in person. Respondents were asked about: general issues facing Turkmenistan; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Turkmenistan; and the WBG's communication and information sharing.

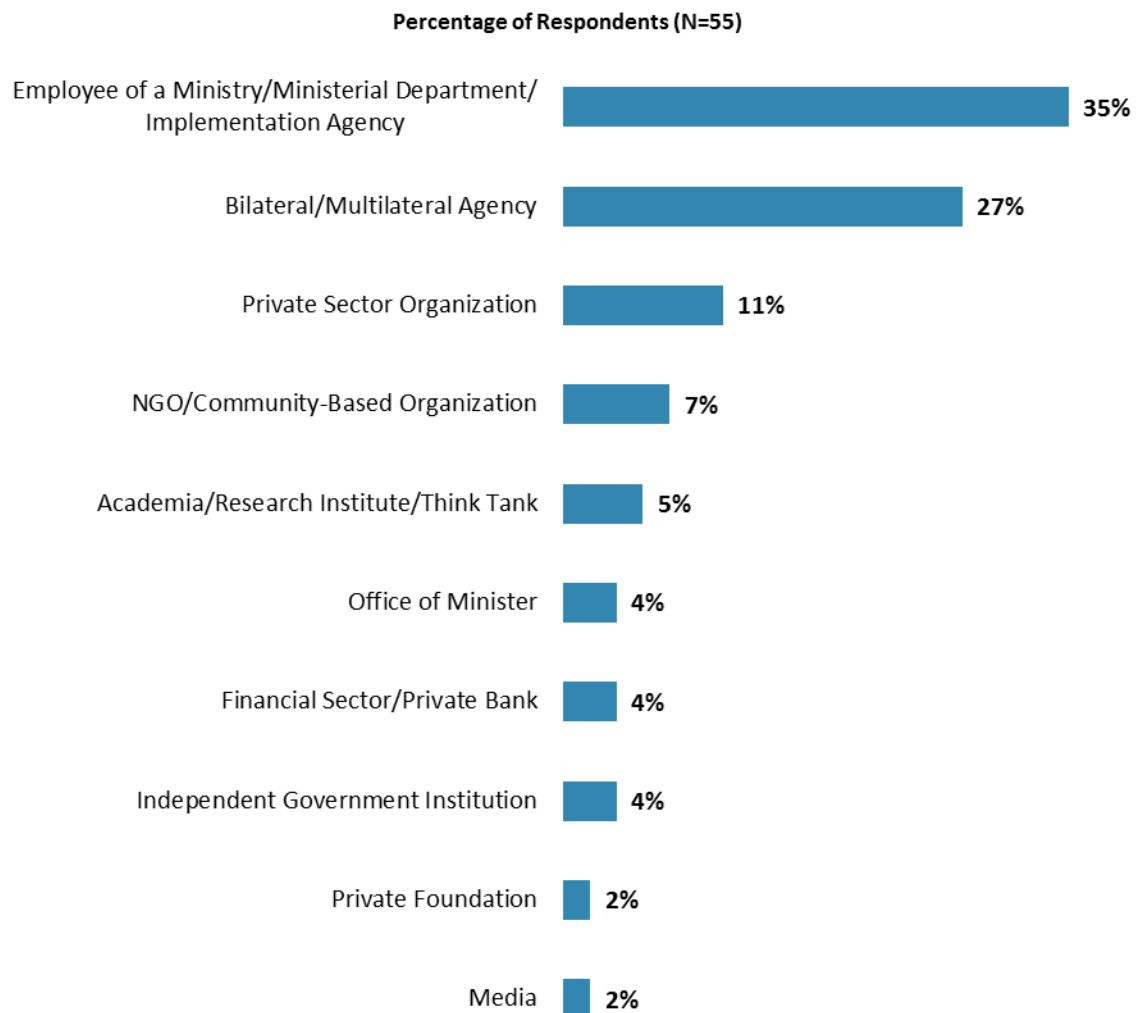
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations and private foundations were combined in the “CSO” category; and few respondents from the office of a minister, independent government institutions, academia/research institutes/think tanks, and the media were included in the “Other” category. Note that there were no respondents from the Office of the President/Prime Minister.

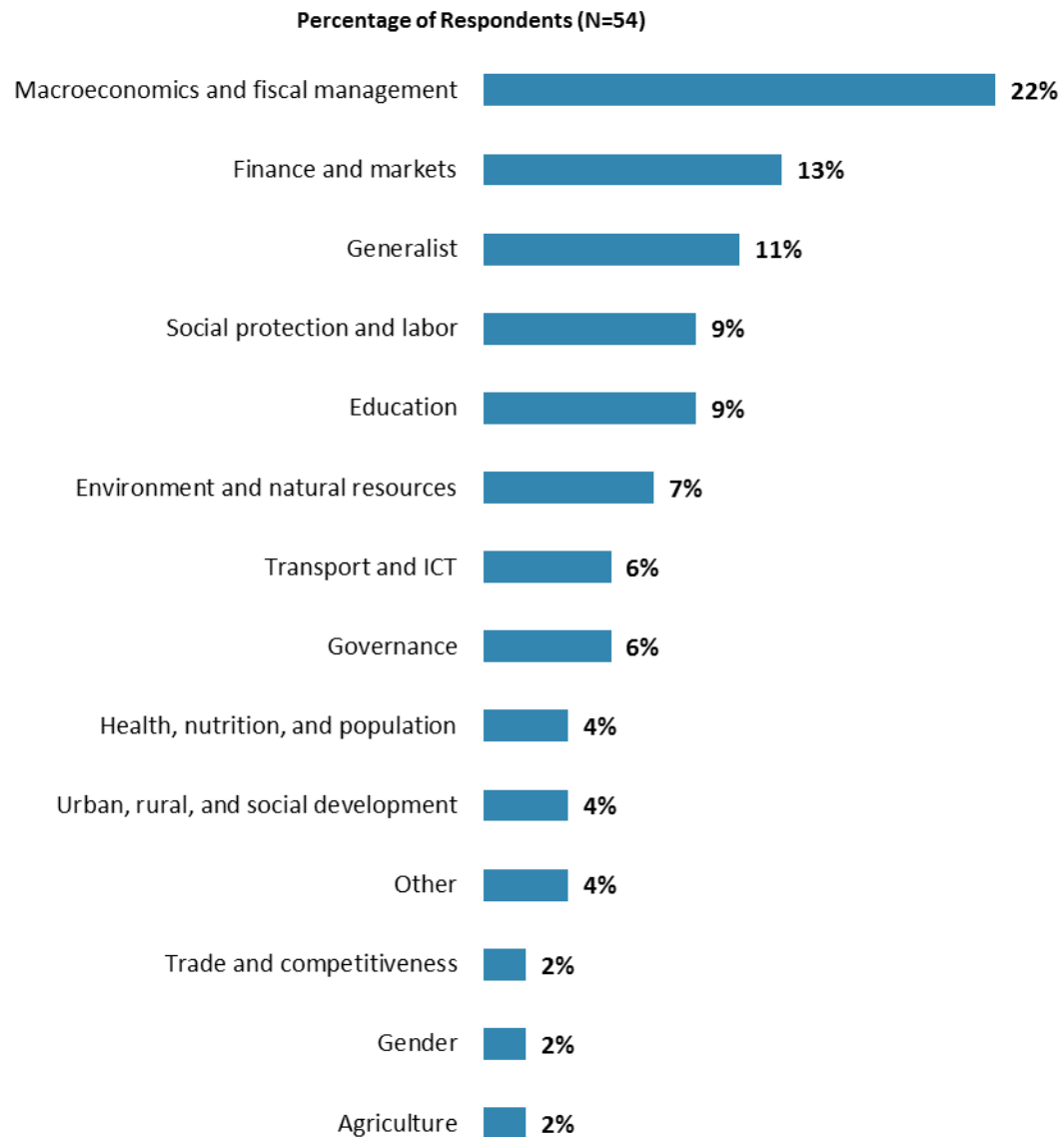


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



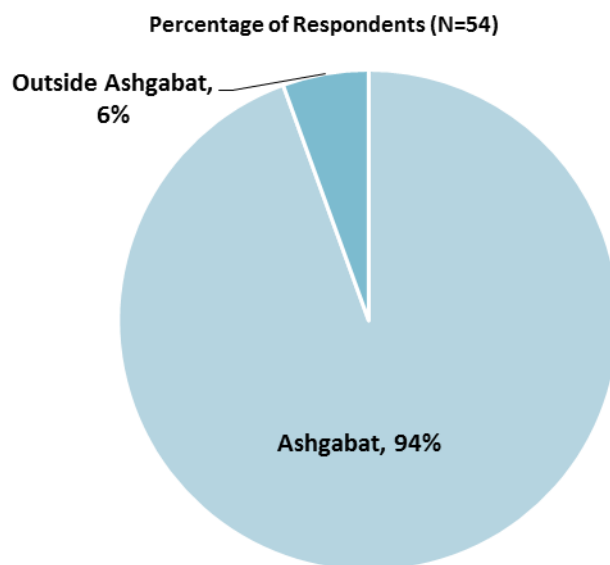
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

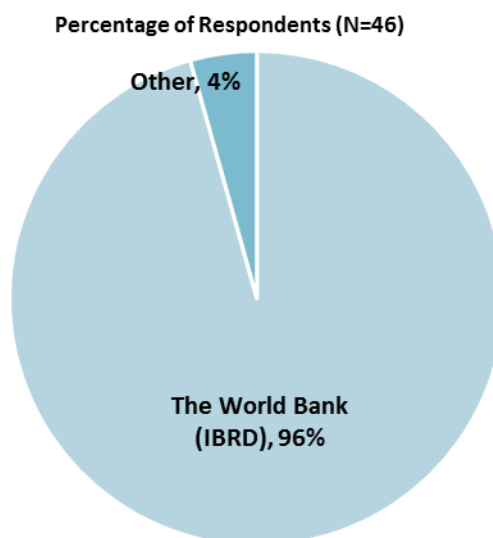
Geographic Locations

- **Note:** Because of the small number of respondents from outside Ashgabat, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



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

Exposure to Agencies within the World Bank Group



* IFC, 0%; MIGA, 0%

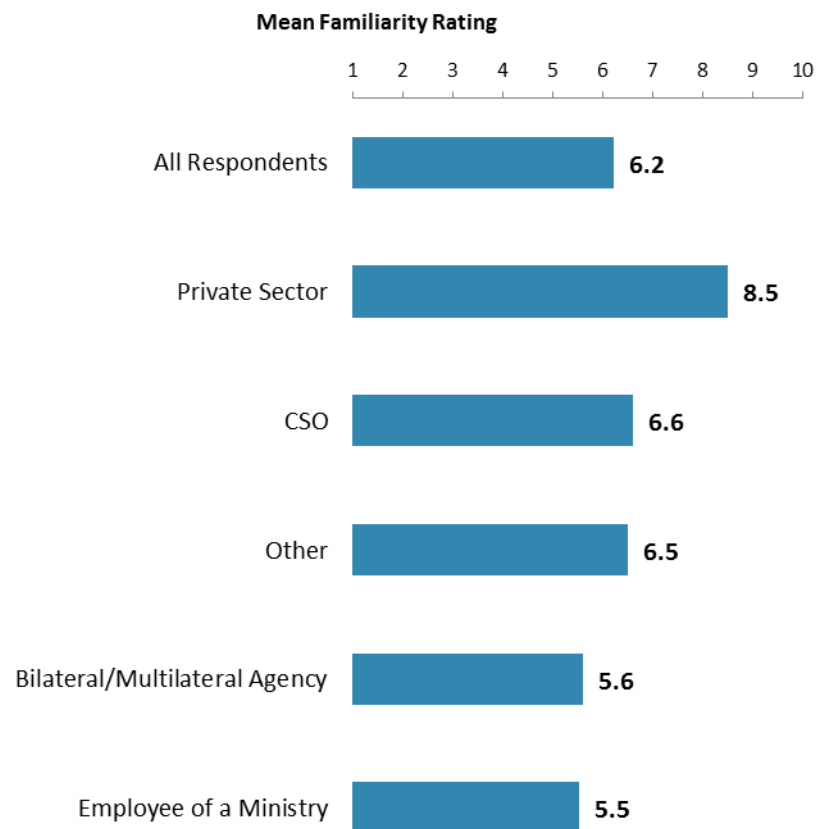
"Which of the following agencies of the World Bank Group do you primarily engage with in Turkmenistan?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Collaboration:** Respondents who professionally collaborate with the WBG had significantly higher levels of familiarity with the WBG (mean = 6.8) than respondents who do not work with the institution (mean = 5.5).
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Turkmenistan, and significantly, moderately correlated with their ratings of the extent to which the WBG's work helps to achieve development results in the country.



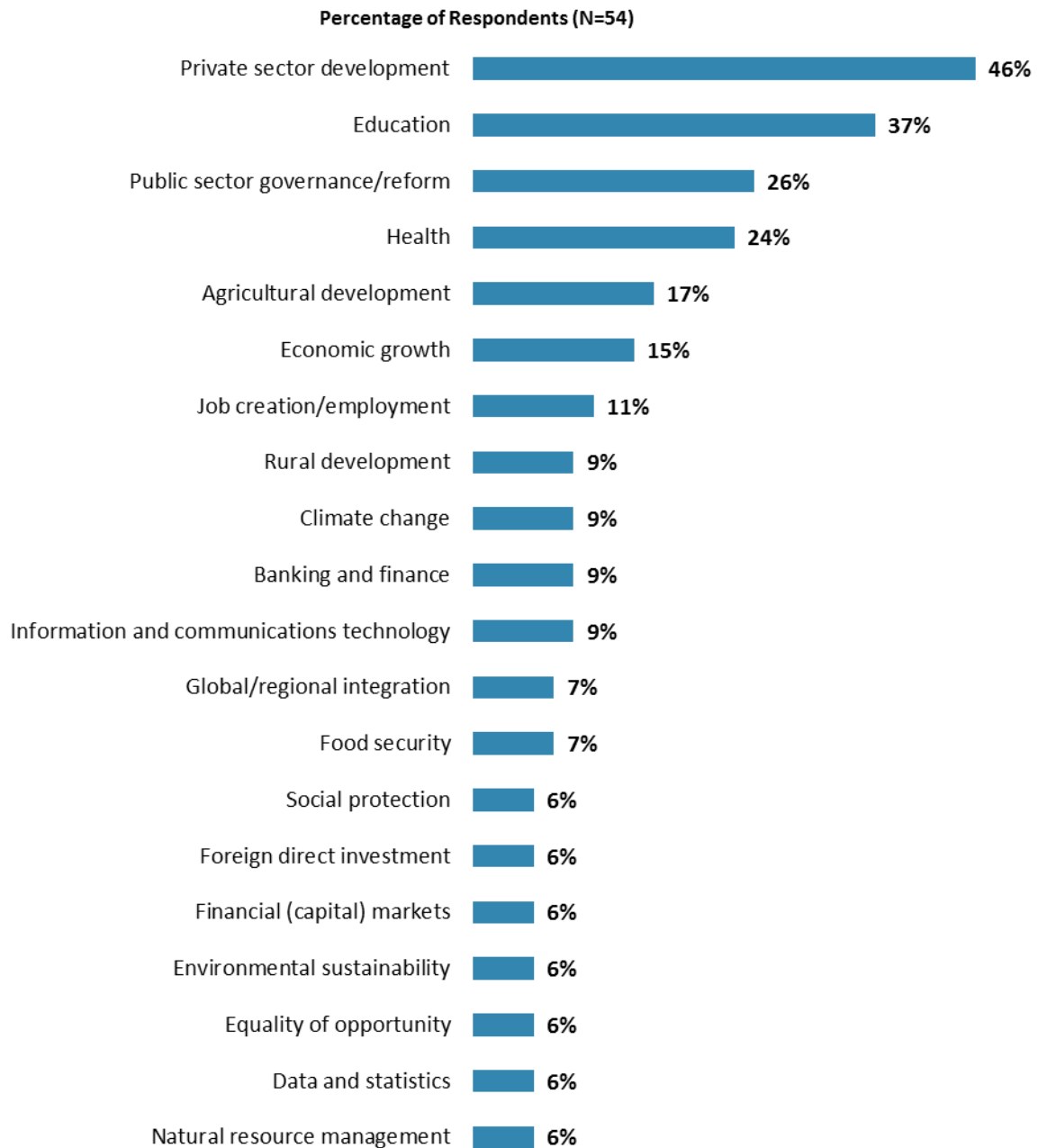
"How familiar are you with the work of the World Bank Group in Turkmenistan?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing Turkmenistan

Development Priority

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were significantly more likely to indicate “*private sector development*” as the most important development priority in Turkmenistan.

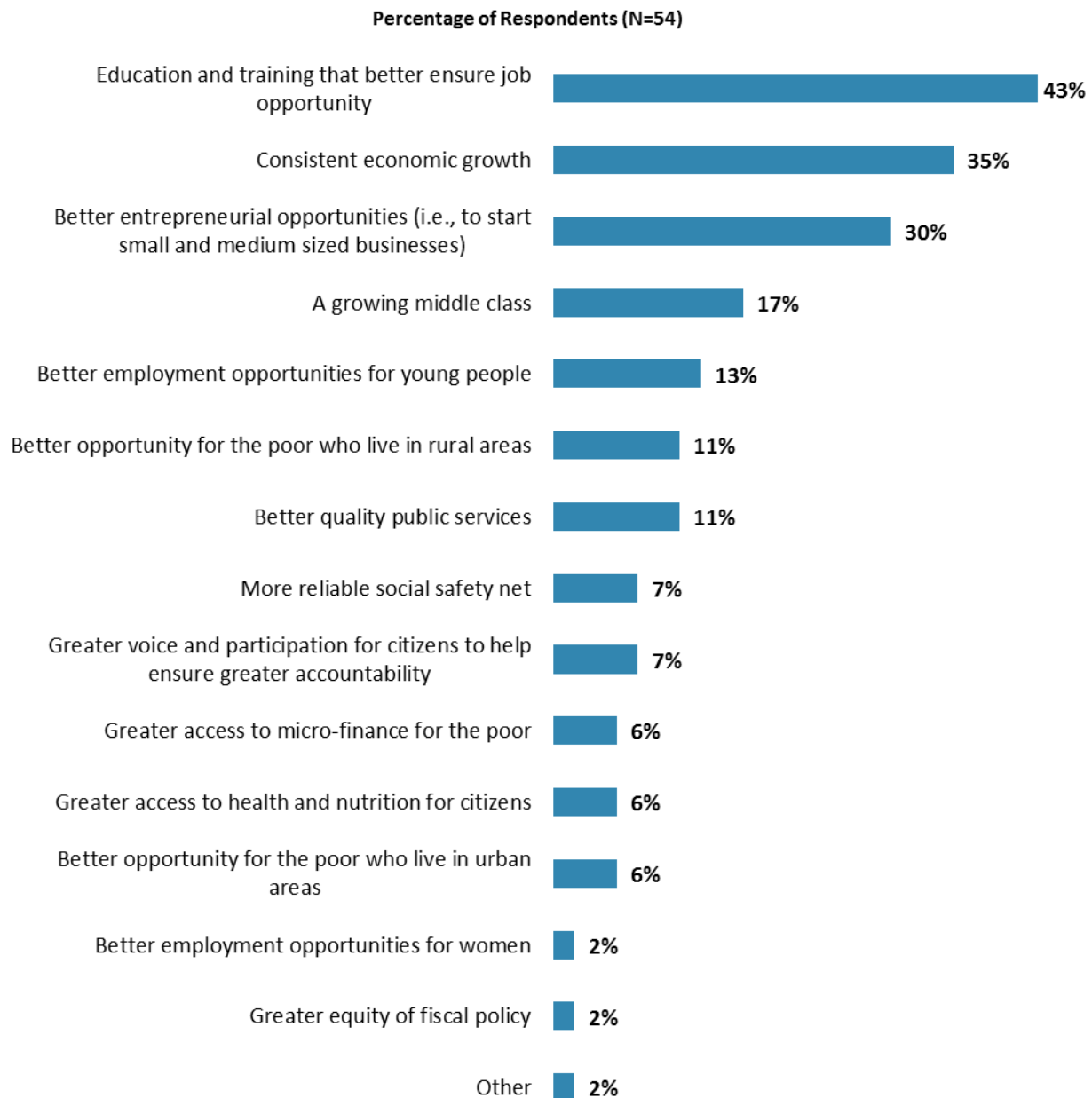


"Listed below are a number of development priorities in Turkmenistan. Please identify which of the following you consider the most important development priorities in Turkmenistan. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing Turkmenistan (continued)

Factors Contributing to “Shared Prosperity”

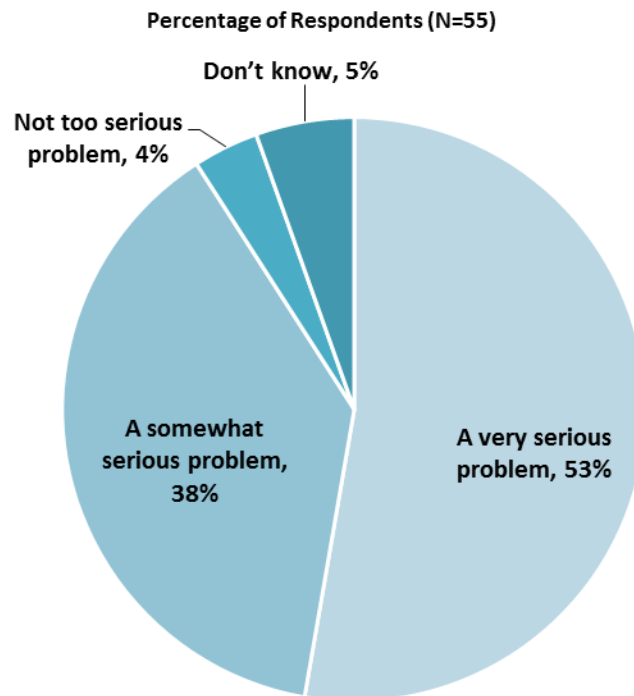


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



IV. General Issues Facing Turkmenistan (continued)

Global Climate Change



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



V. Overall Attitudes toward the World Bank Group

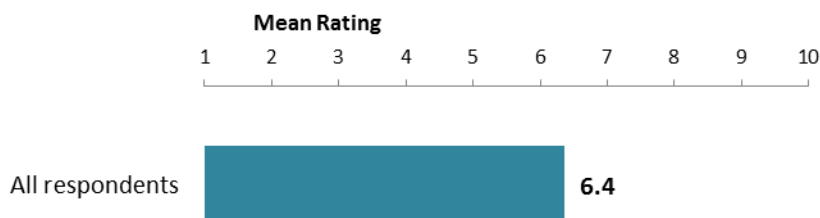
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness (Indicator Question)



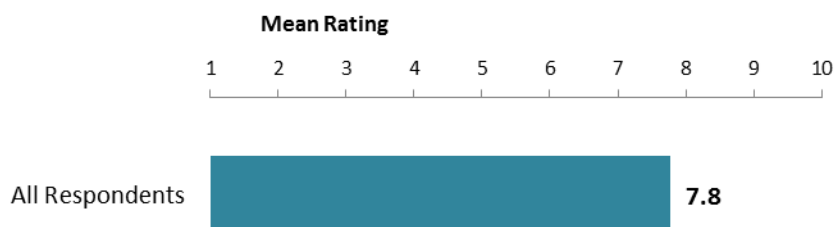
"Overall, please rate your impression of the World Bank Group's effectiveness in Turkmenistan."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



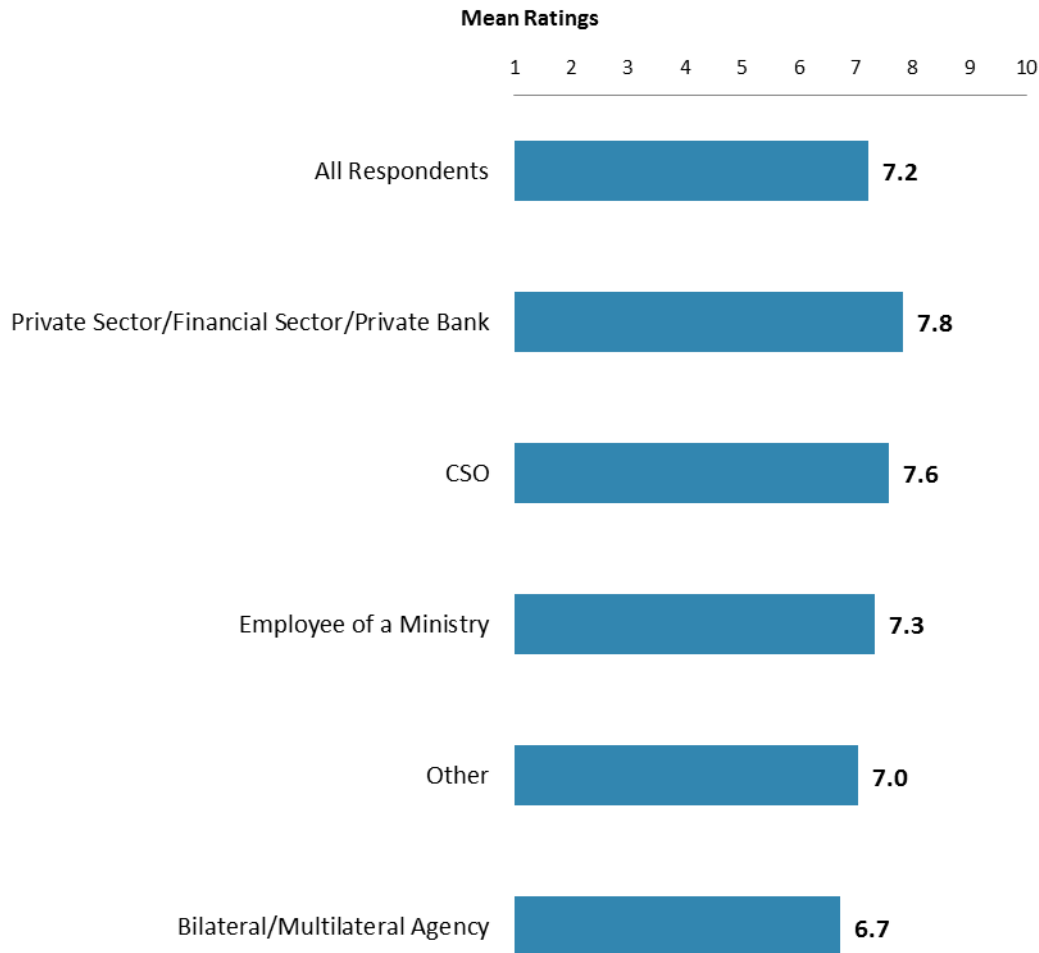
"To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Turkmenistan solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions by Stakeholder Groups¹

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions.
- **Collaboration:** Respondents who professionally collaborate with the WBG gave significantly higher overall ratings (mean = 7.7) for the twenty six indicator questions than respondents who do not work with the institution (mean = 6.6).



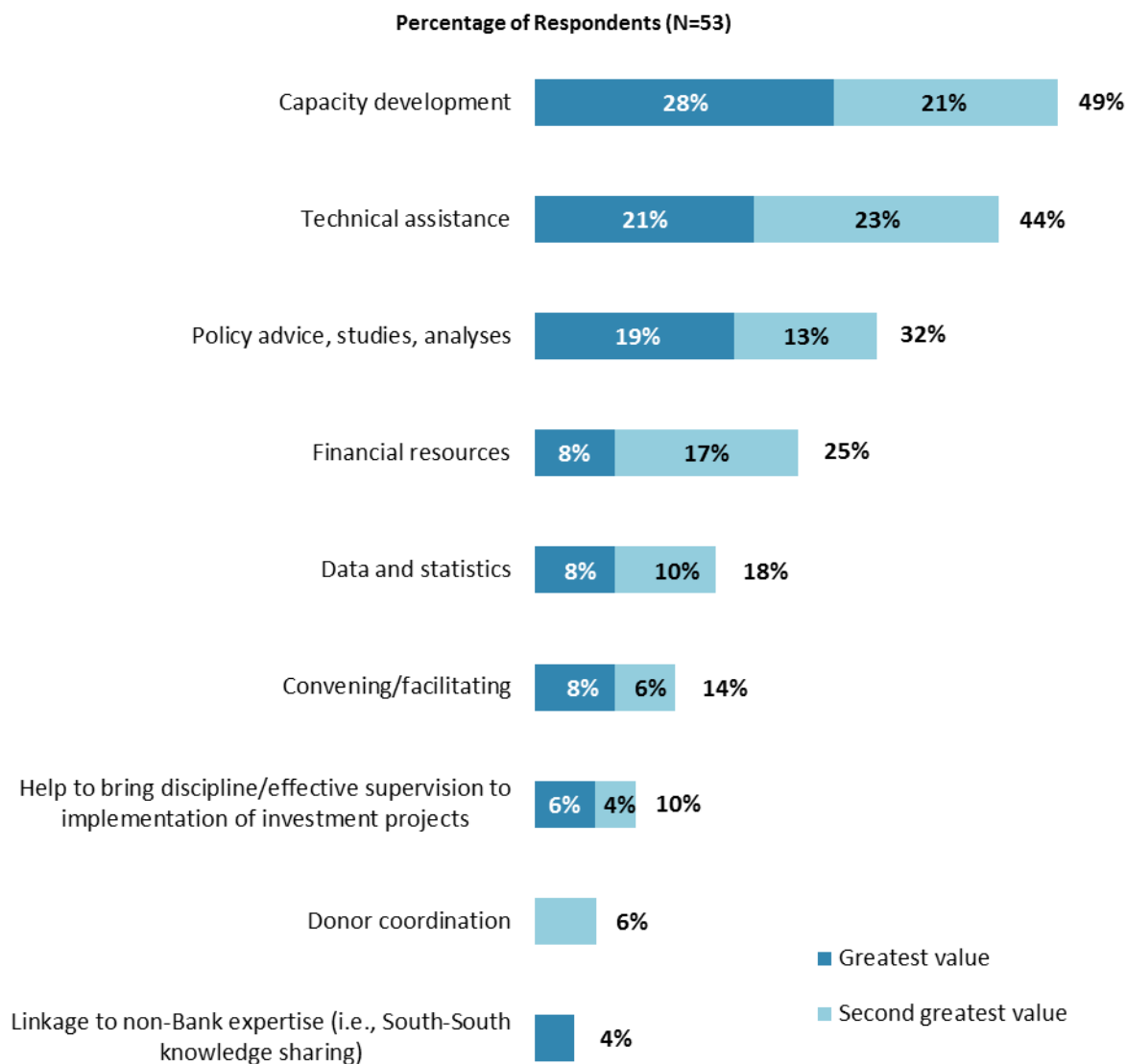
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

¹ Responses to all twenty six indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix D (page 71).



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

Greatest Value

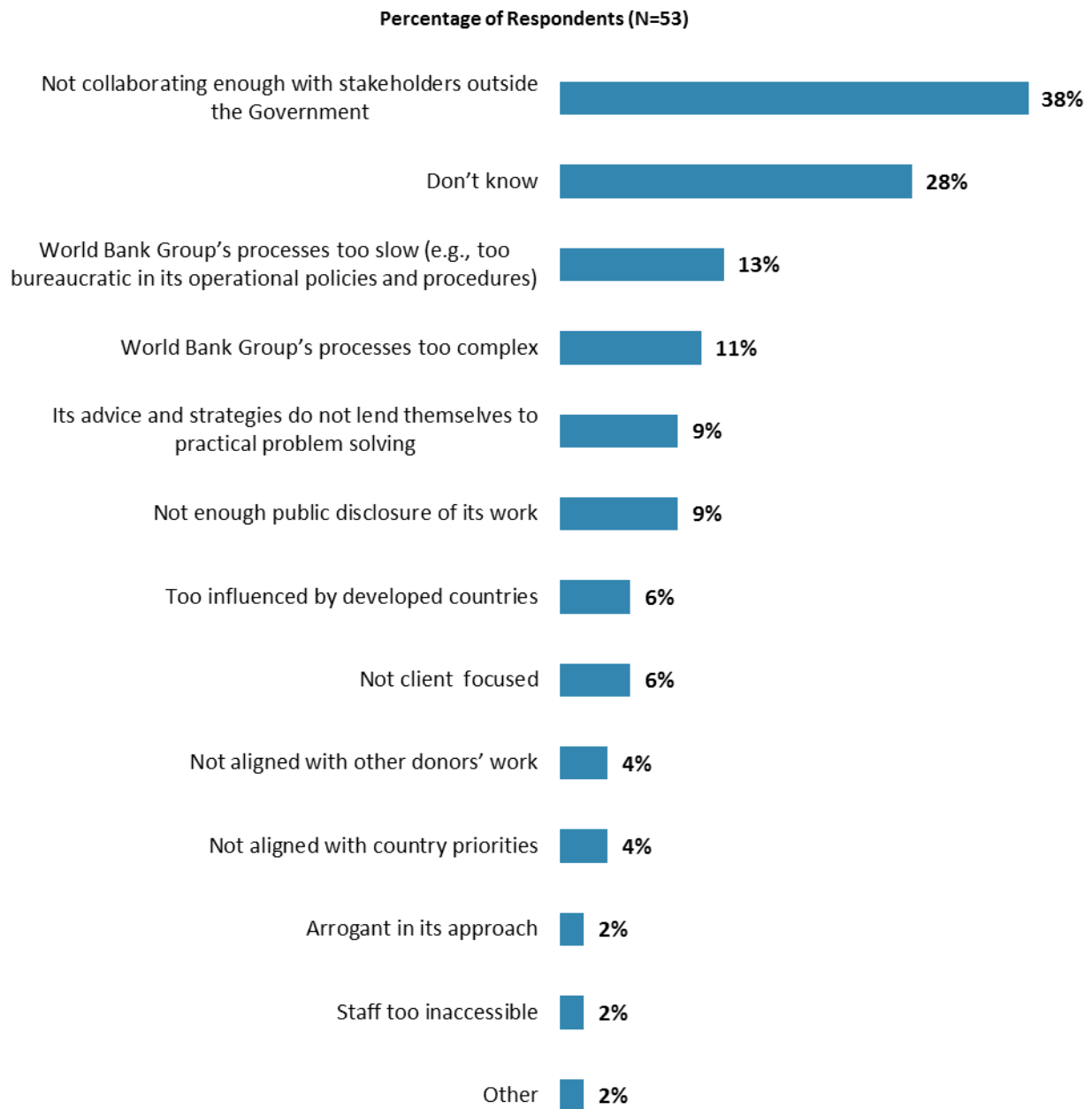


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkmenistan?" (Respondents chose from a list.)



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

Greatest Weakness

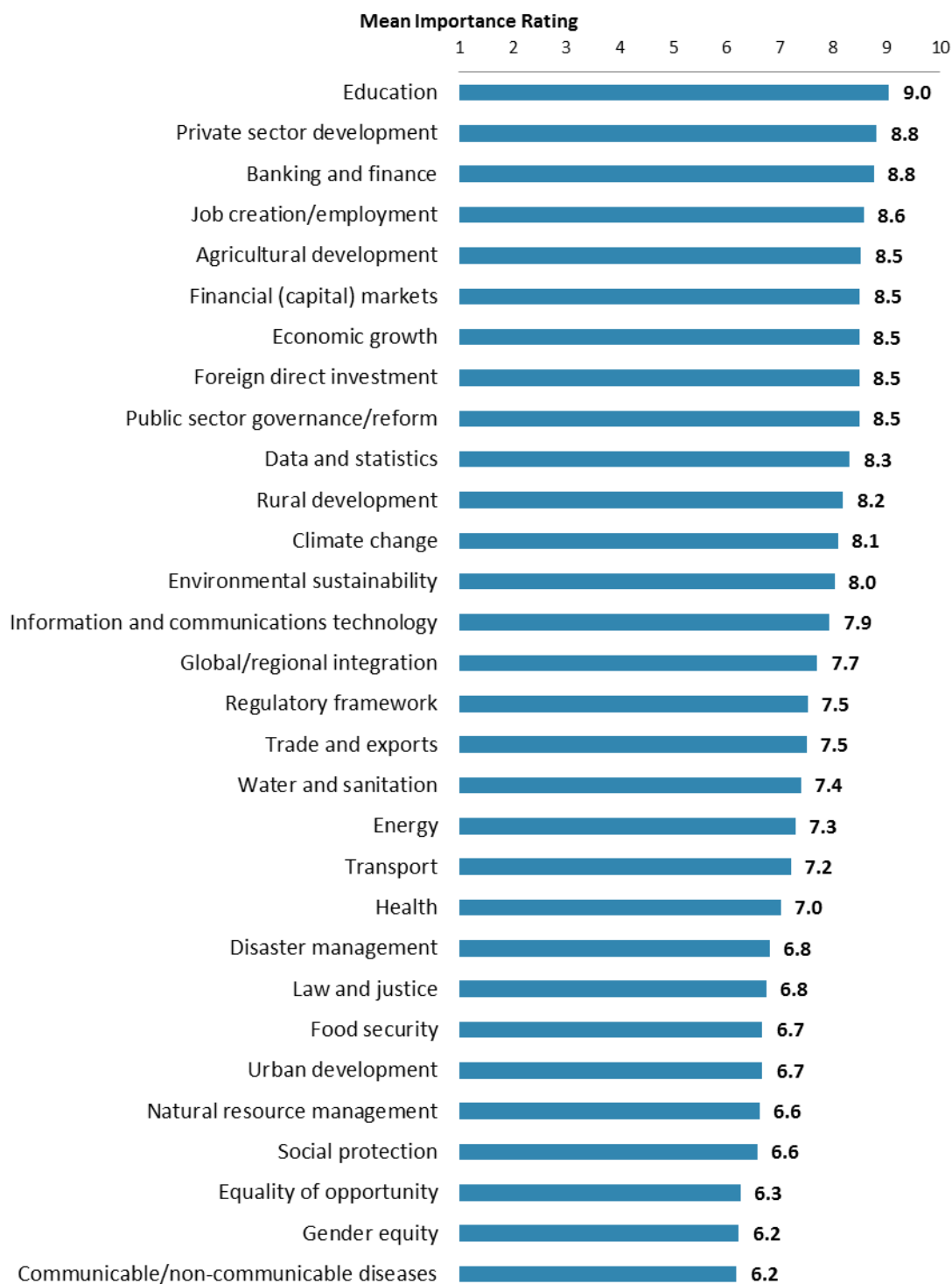


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkmenistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

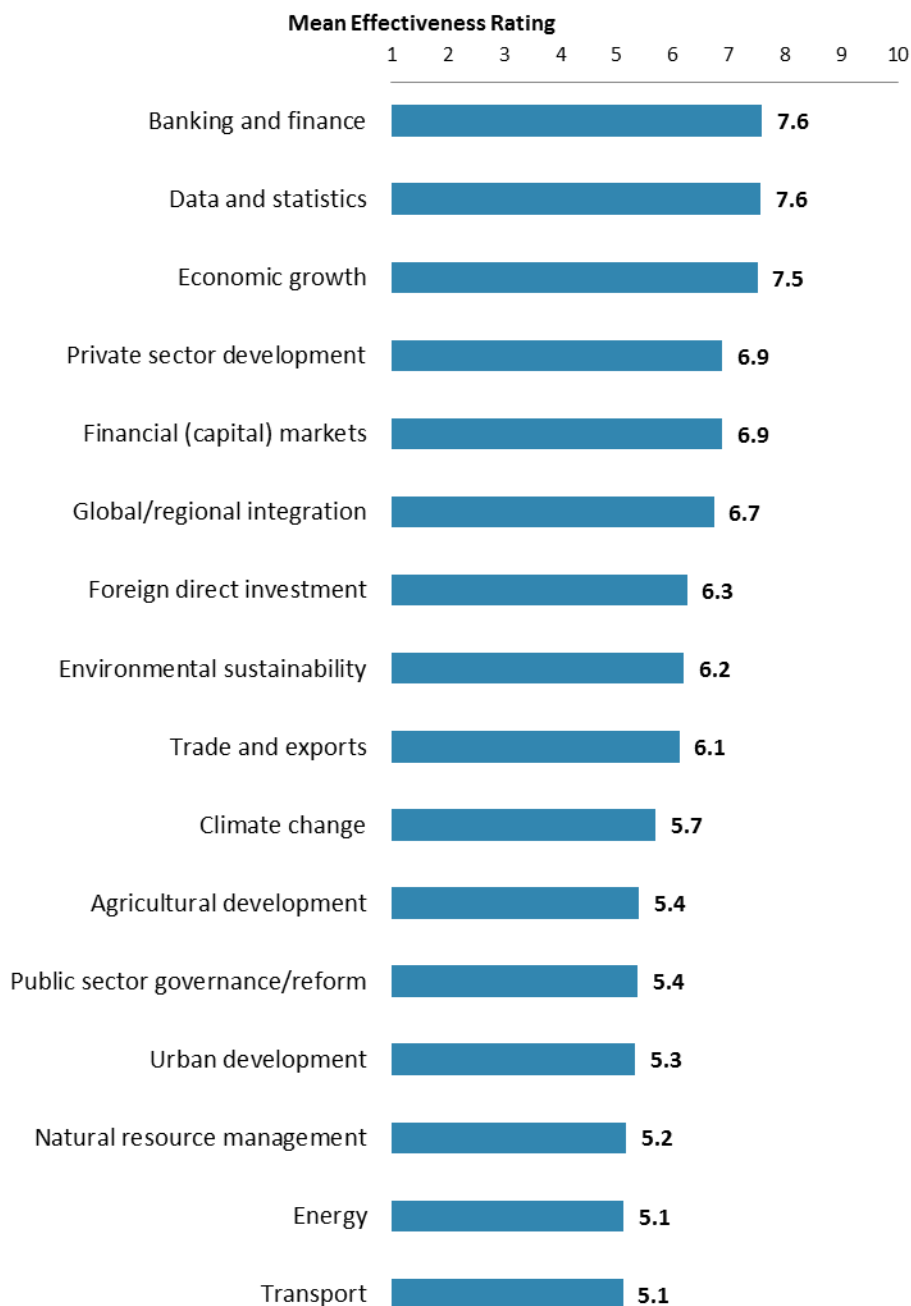


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkmenistan?" (1-"Not important at all", 10-"Very important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas

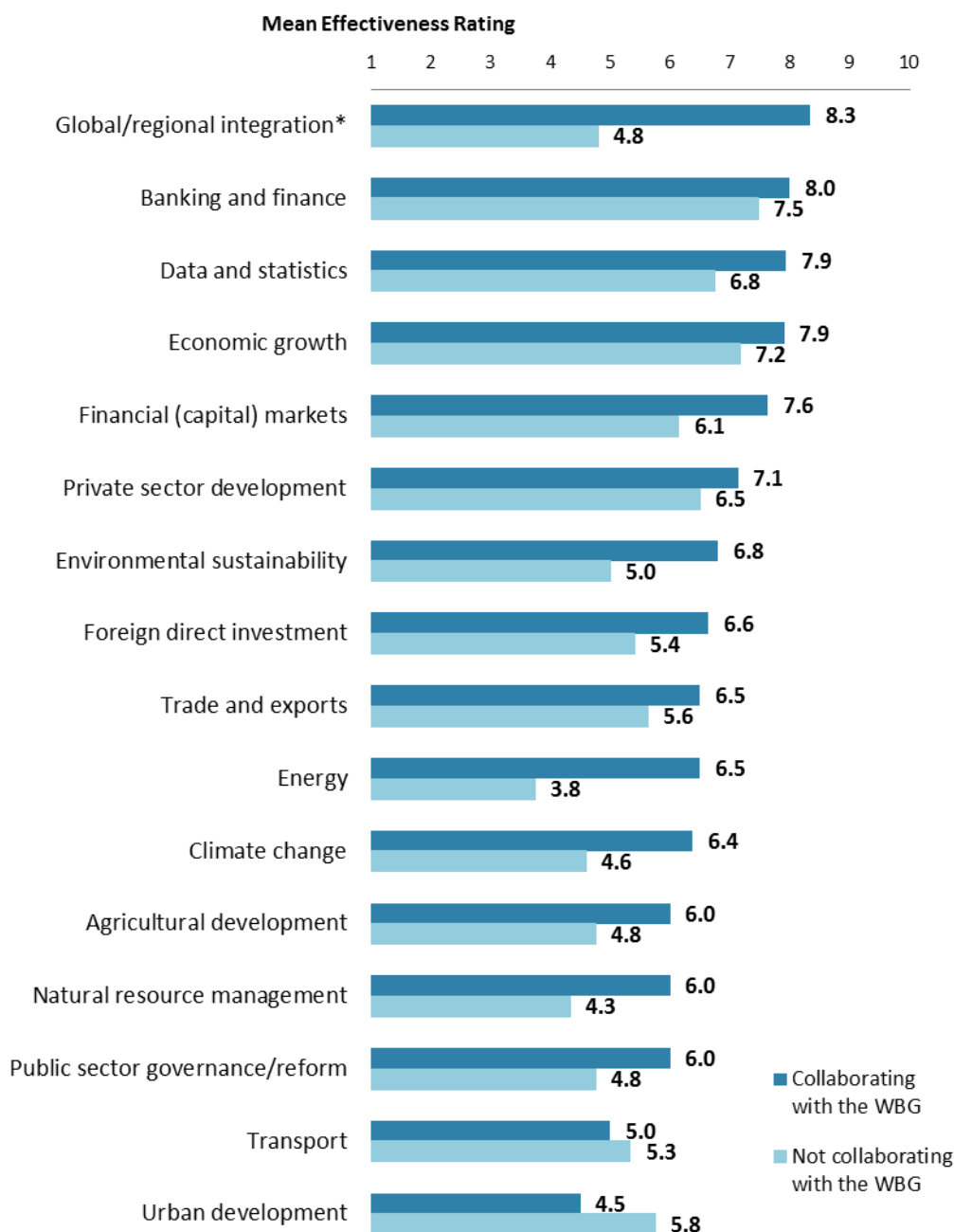


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkmenistan?" (1-"Not effective at all", 10-"Very effective")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration²



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

² Note in the Appendix on the sectoral effectiveness (Appendix A, page 46) 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 Importance and 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 Turkmenistan, bivariate correlational analyses were conducted using respondents' ratings of the sixteen specific areas of effectiveness.

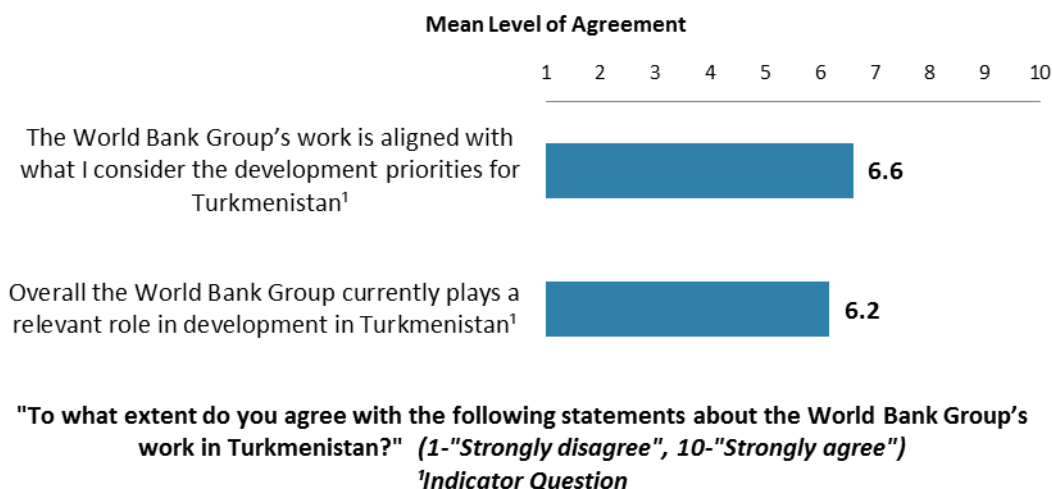
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Turkmenistan. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at global/regional integration;
 - The WBG's effectiveness at natural resource management;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at foreign direct investment.
- 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 Turkmenistan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at foreign direct investment; and
 - The WBG's effectiveness at global/regional integration.



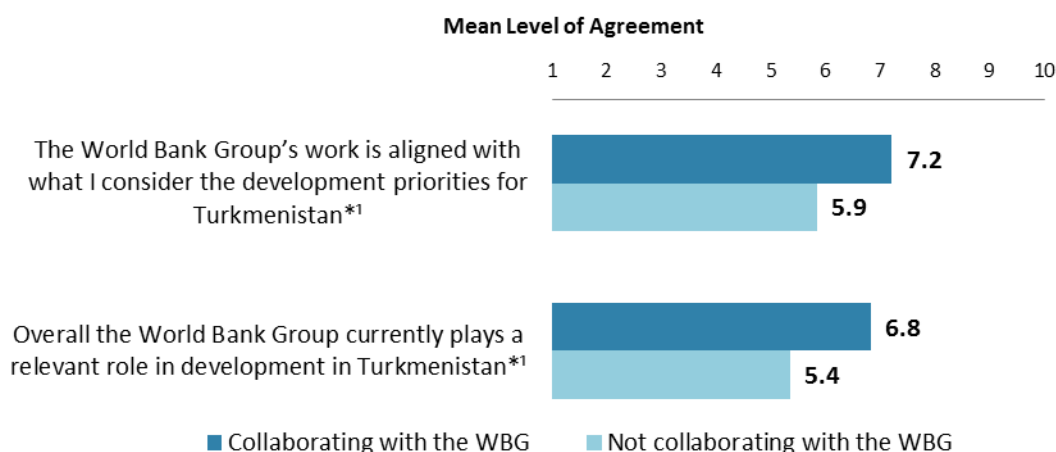
VII. How the World Bank Group Operates

The World Bank Group's Work in Turkmenistan



The World Bank Group's Work in Turkmenistan: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement with these statements compared to respondents who do not professionally work with the institution.



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



VII. How the World Bank Group Operates (continued)

Overall Perceptions

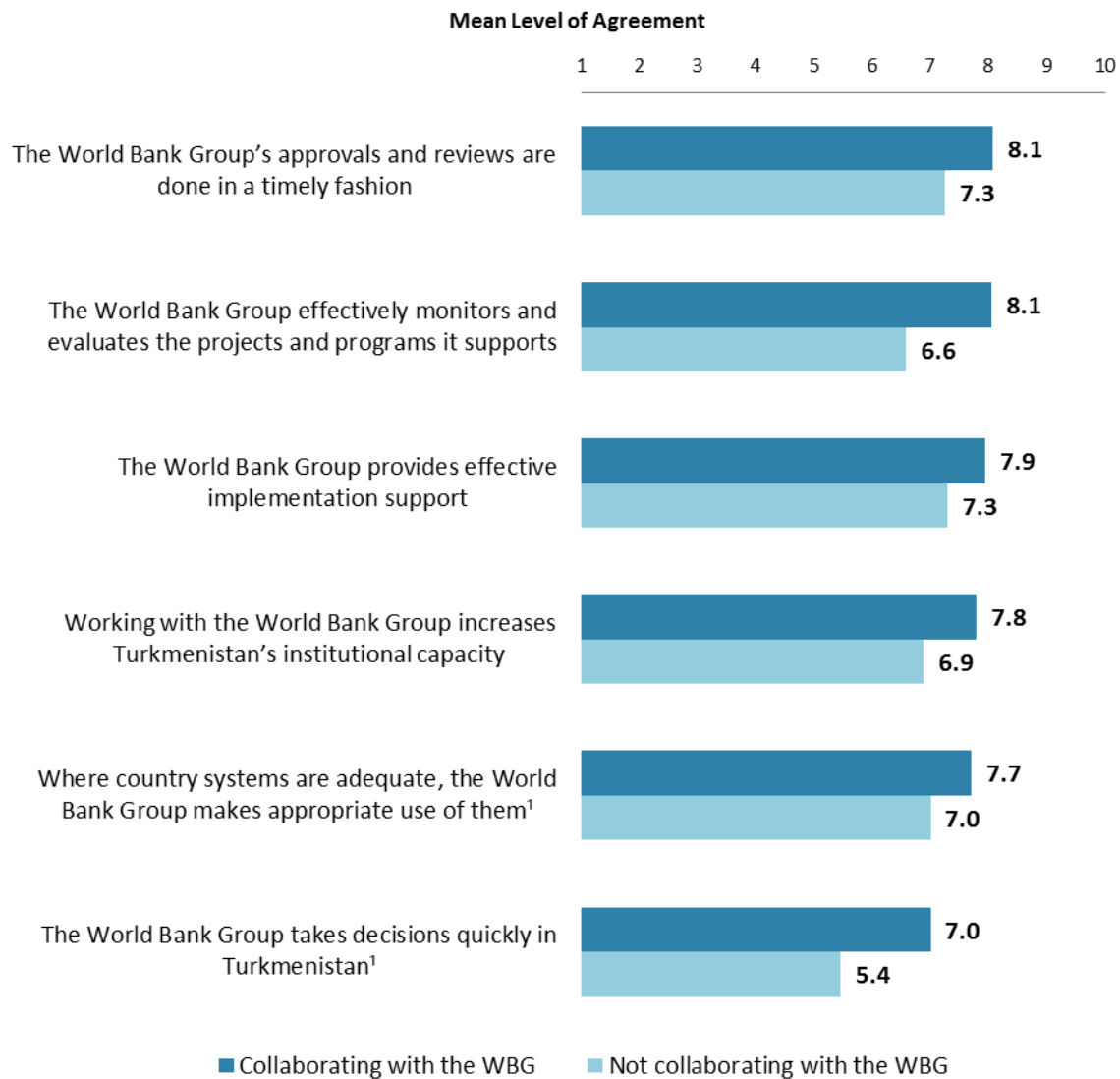


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question



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")
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner



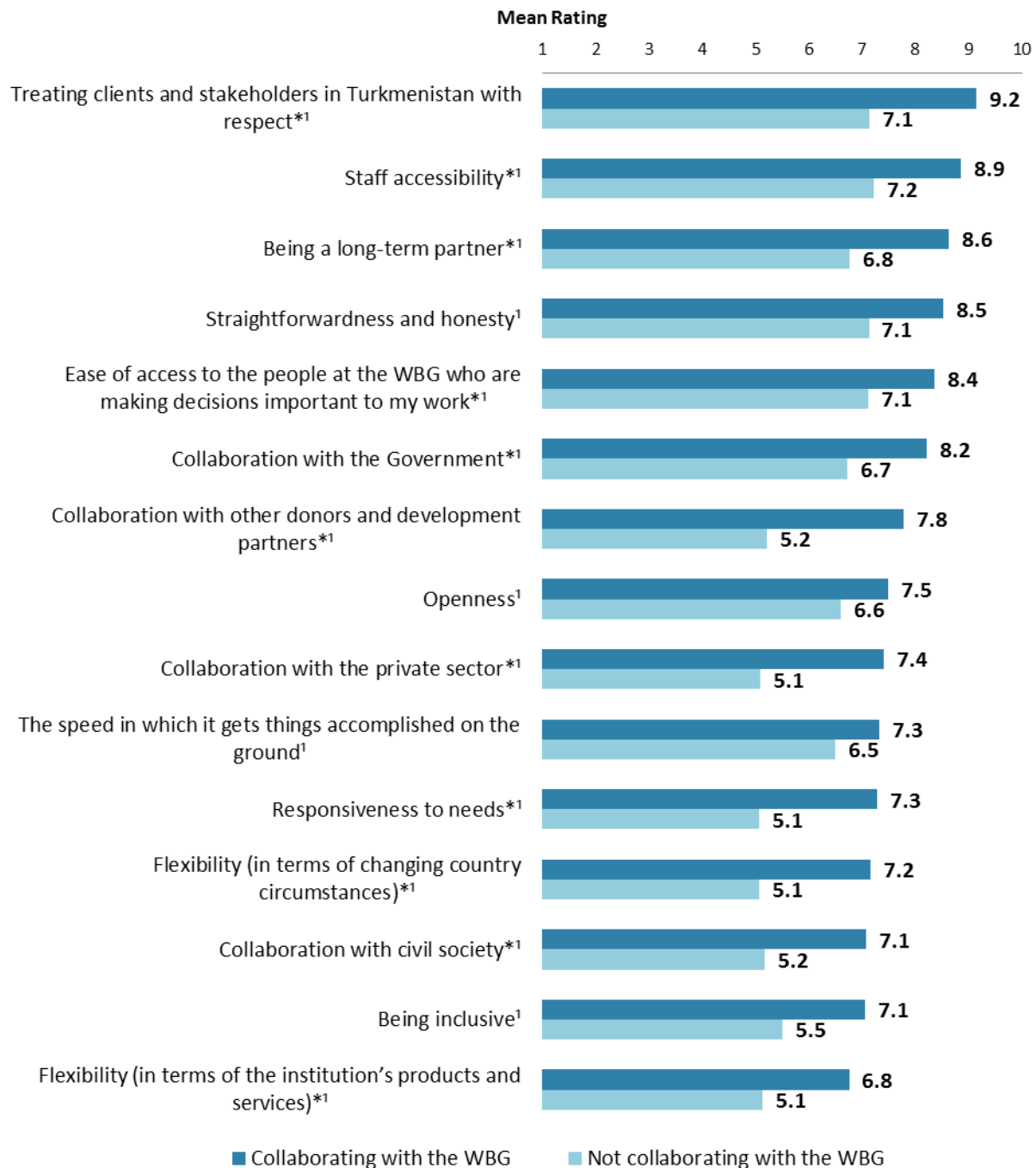
"To what extent is the World Bank Group an effective development partner in Turkmenistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



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 Turkmenistan, 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)

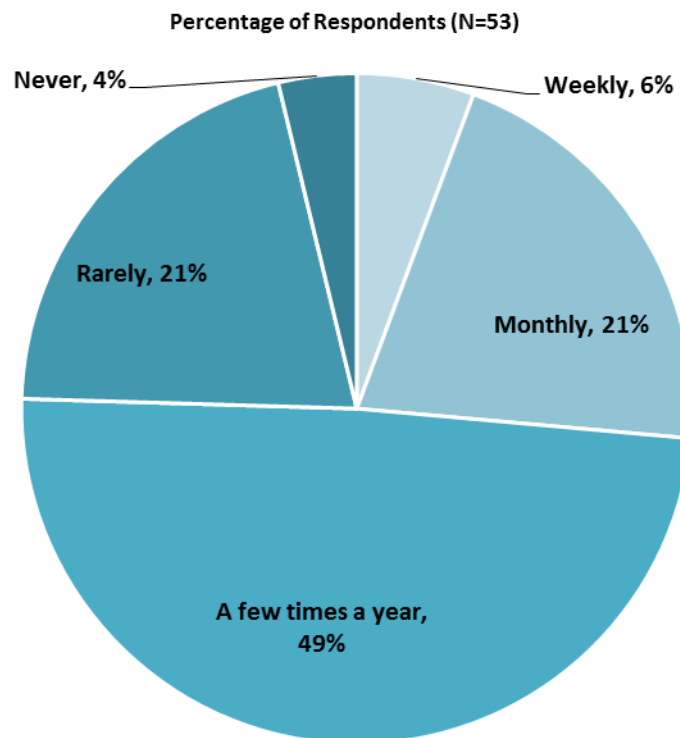
¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") 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.)



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

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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

All Respondents



6.3

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

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

Mean Significance Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



7.9

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

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

Mean Technical Quality Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



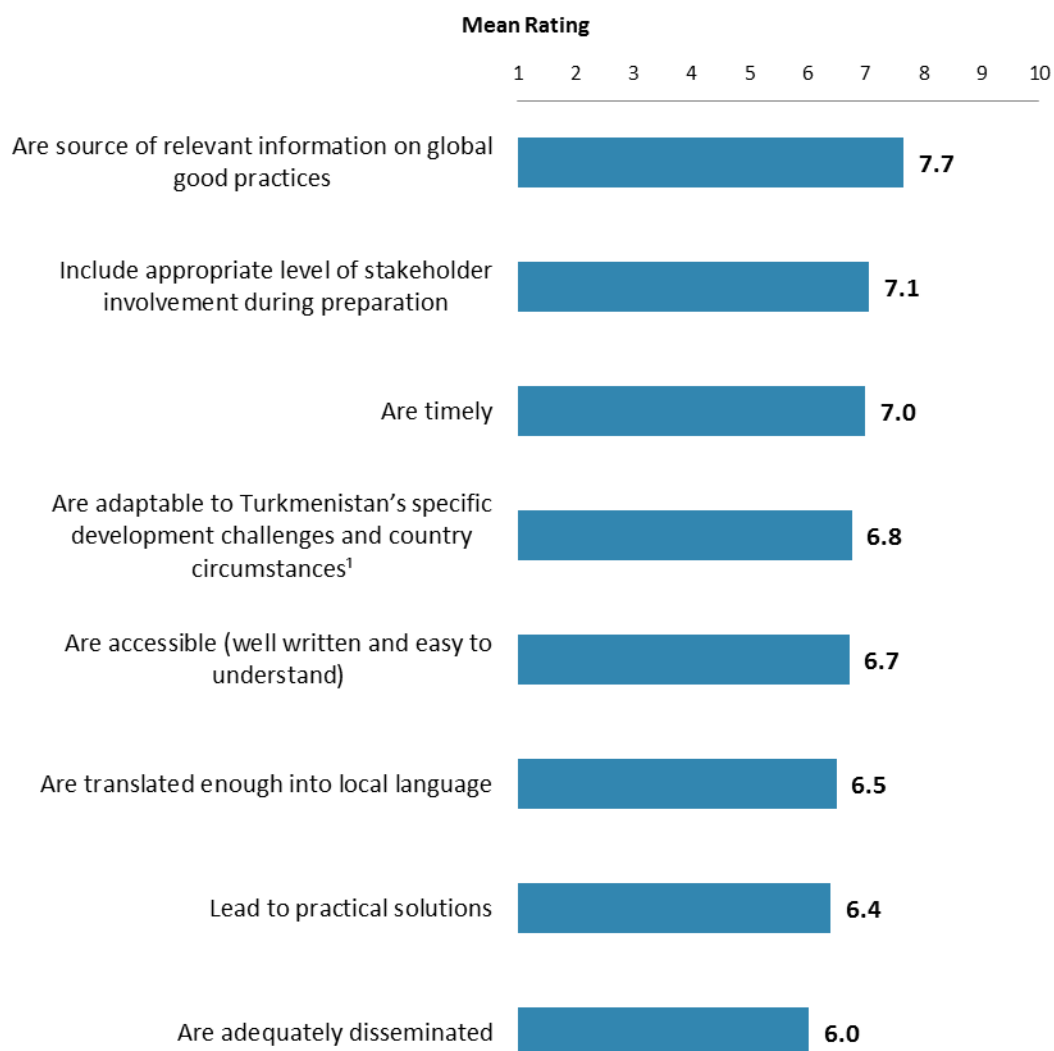
8.0

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



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

Qualities of the WBG's Knowledge Work and Activities



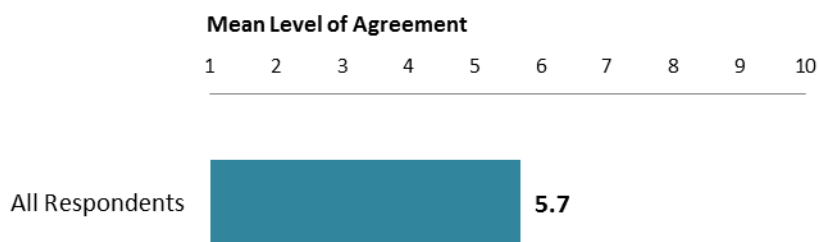
"In Turkmenistan, to what extent do you believe that the World Bank Group's knowledge work and activities: ..." (1-"To no degree at all", 10-"To a very significant degree")

Indicator Question



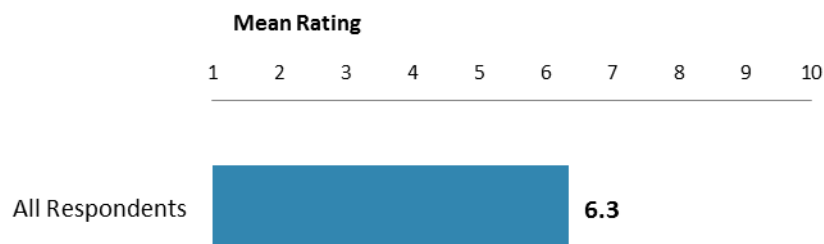
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Turkmenistan's Needs for Financial Instruments (Indicator Question)



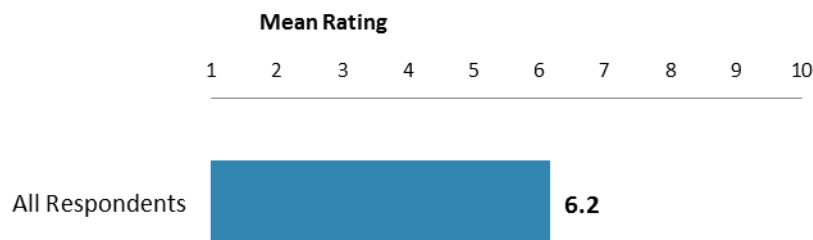
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Turkmenistan"
(1-"Strongly disagree", 10-"Strongly agree")

WBG's Reimbursable Advisory Services



"To what extent do you believe that Turkmenistan 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")

Internal Measuring and Monitoring

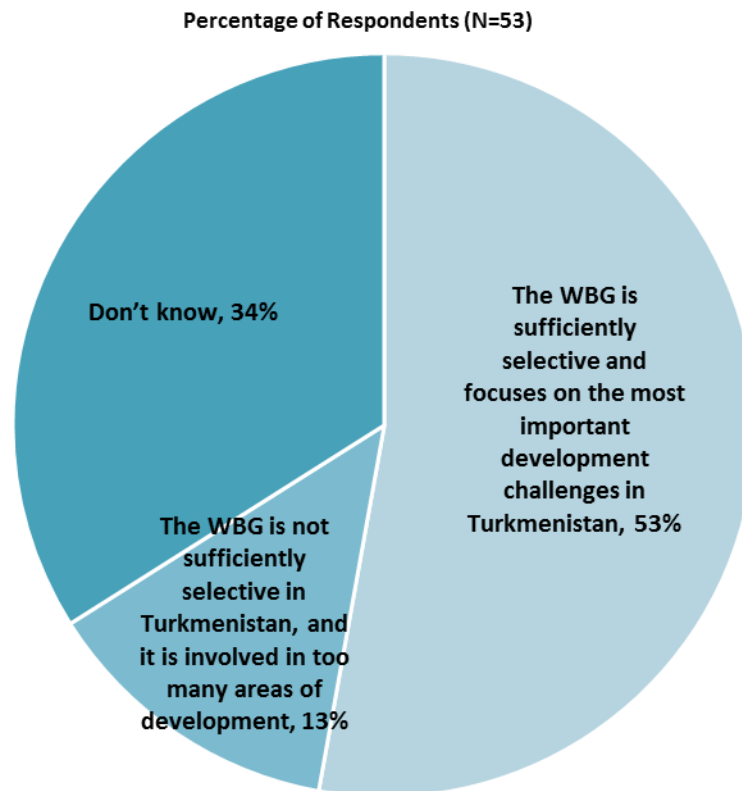


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkmenistan?" (1-"To no degree at all", 10-"To a very significant degree")



IX. The Future Role of the World Bank Group in Turkmenistan

Selectivity of the World Bank Group's Support

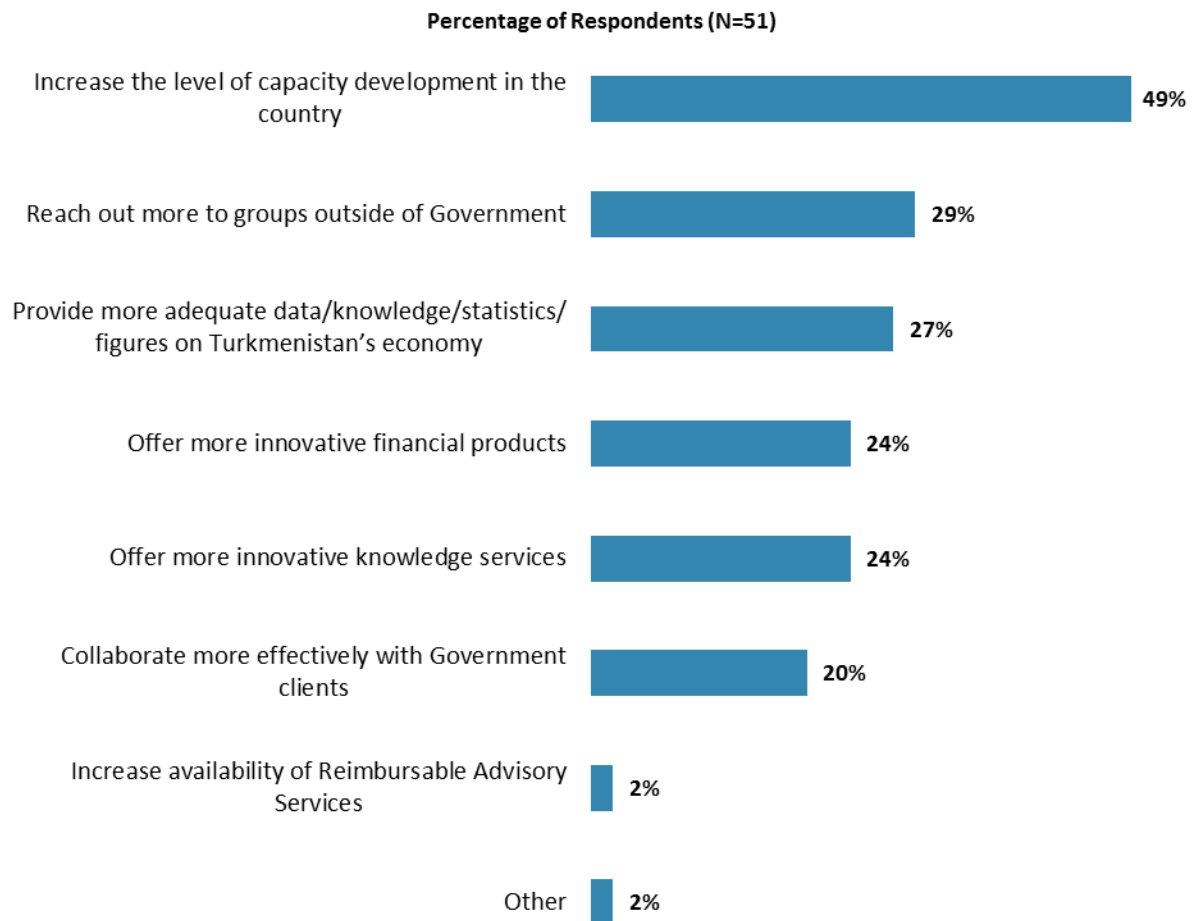


"Which of the following best describes the World Bank Group's support in Turkmenistan?"
(Respondents chose from a list.)



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

Making the World Bank Group of Greater Value



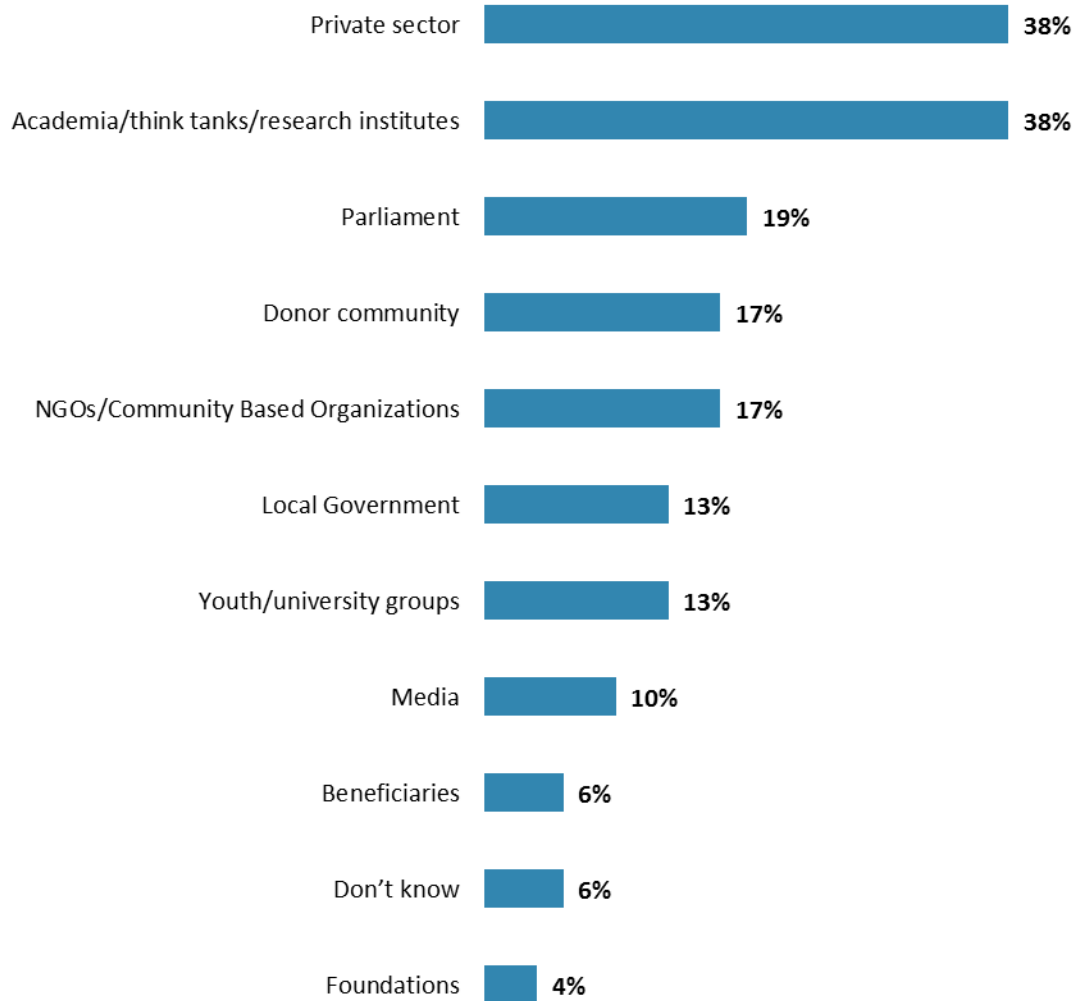
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkmenistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

Percentage of Respondents (N=52)

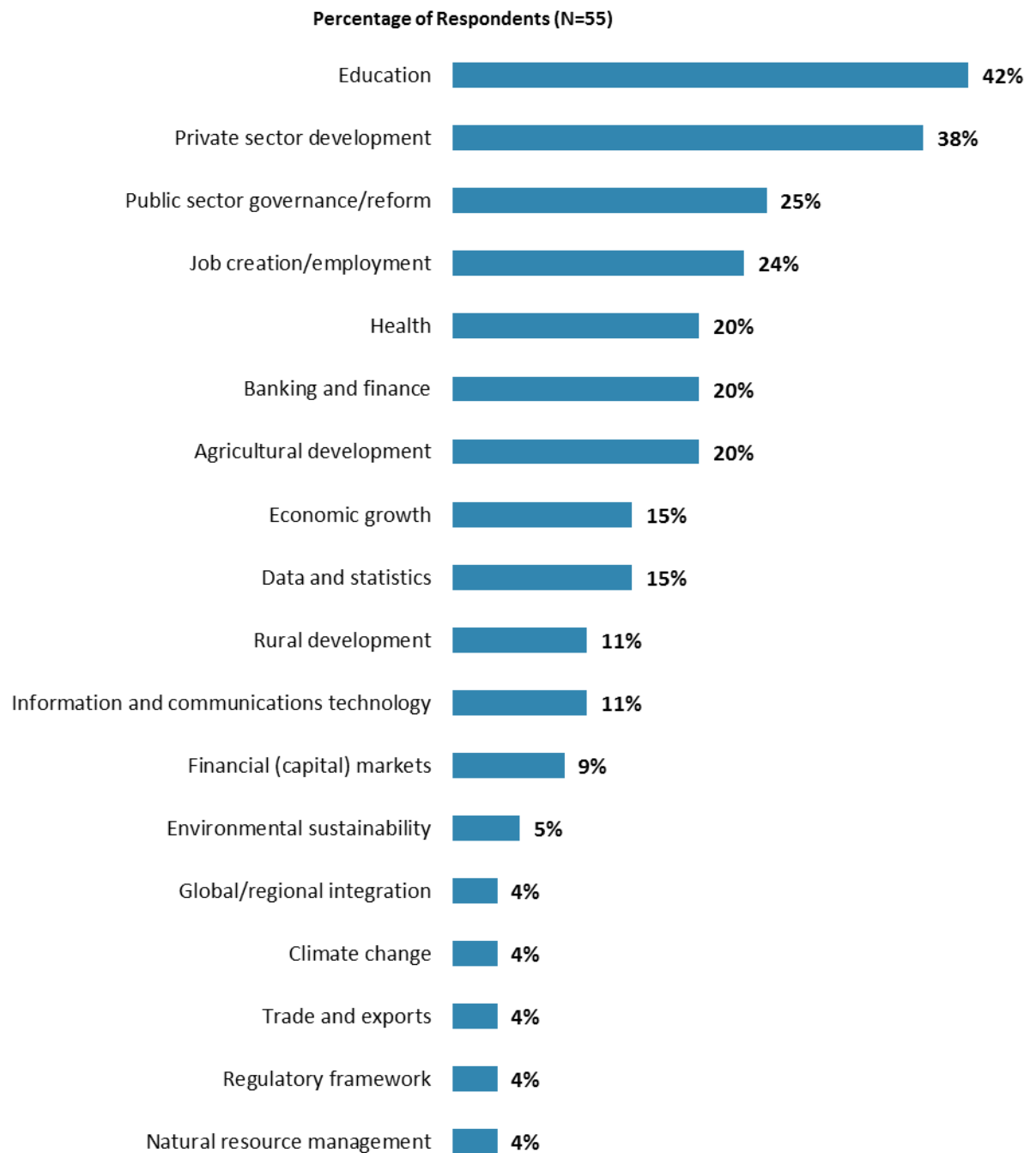


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

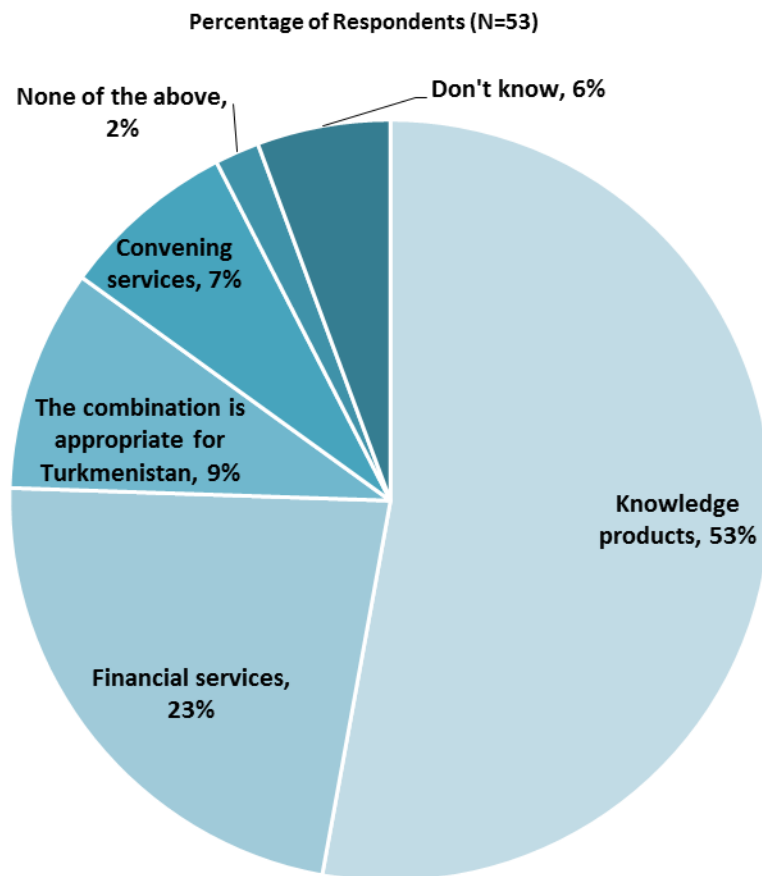


“When thinking about how the World Bank Group can have the most impact on development results in Turkmenistan, in which sectoral areas do you believe the WBG should focus most of its resources in Turkmenistan? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 18 of 30 response options shown.)



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

Future Combination of the WBG services



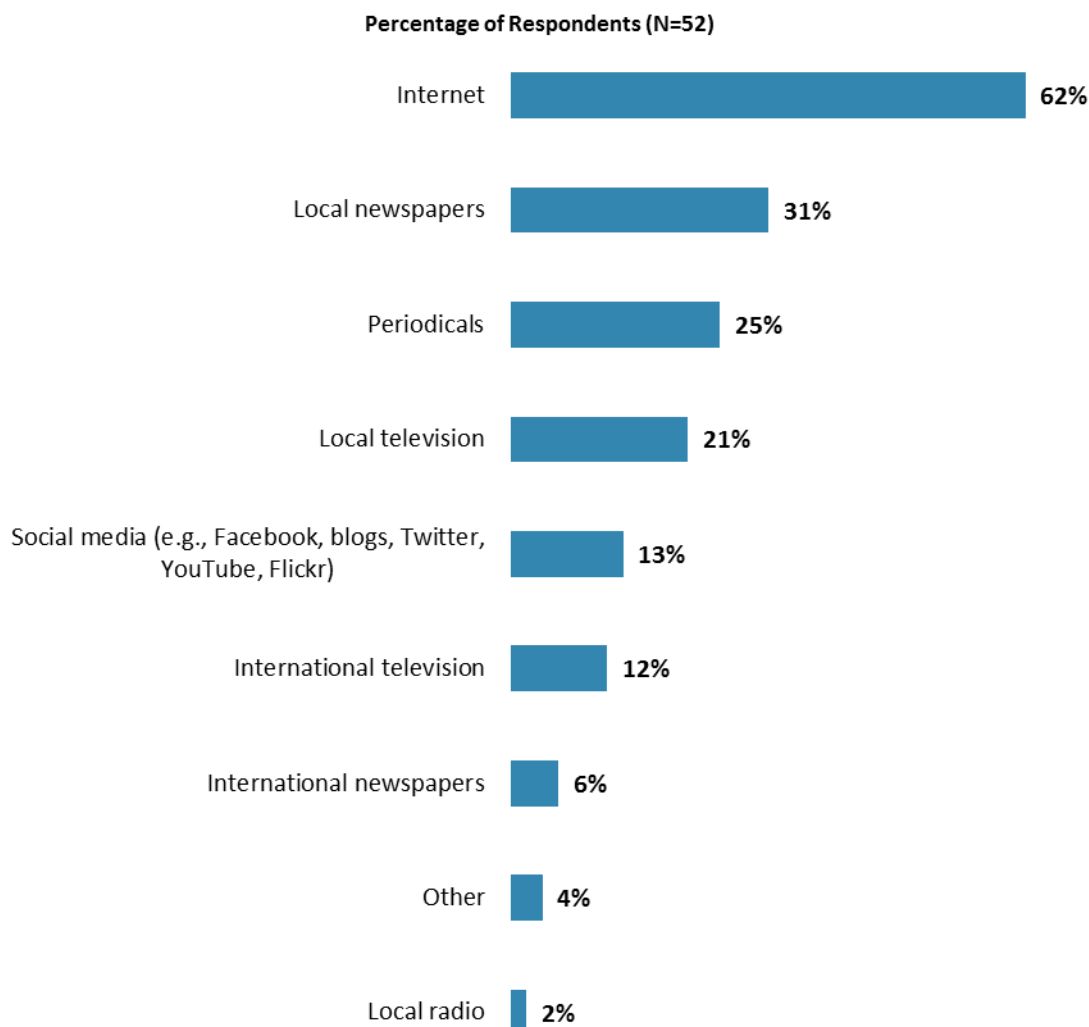
"When considering the combination of services that the World Bank Group offers in Turkmenistan, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Turkmenistan?" (Respondents chose from a list.)



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 51) for all responses by stakeholder groups.

General Information Sources

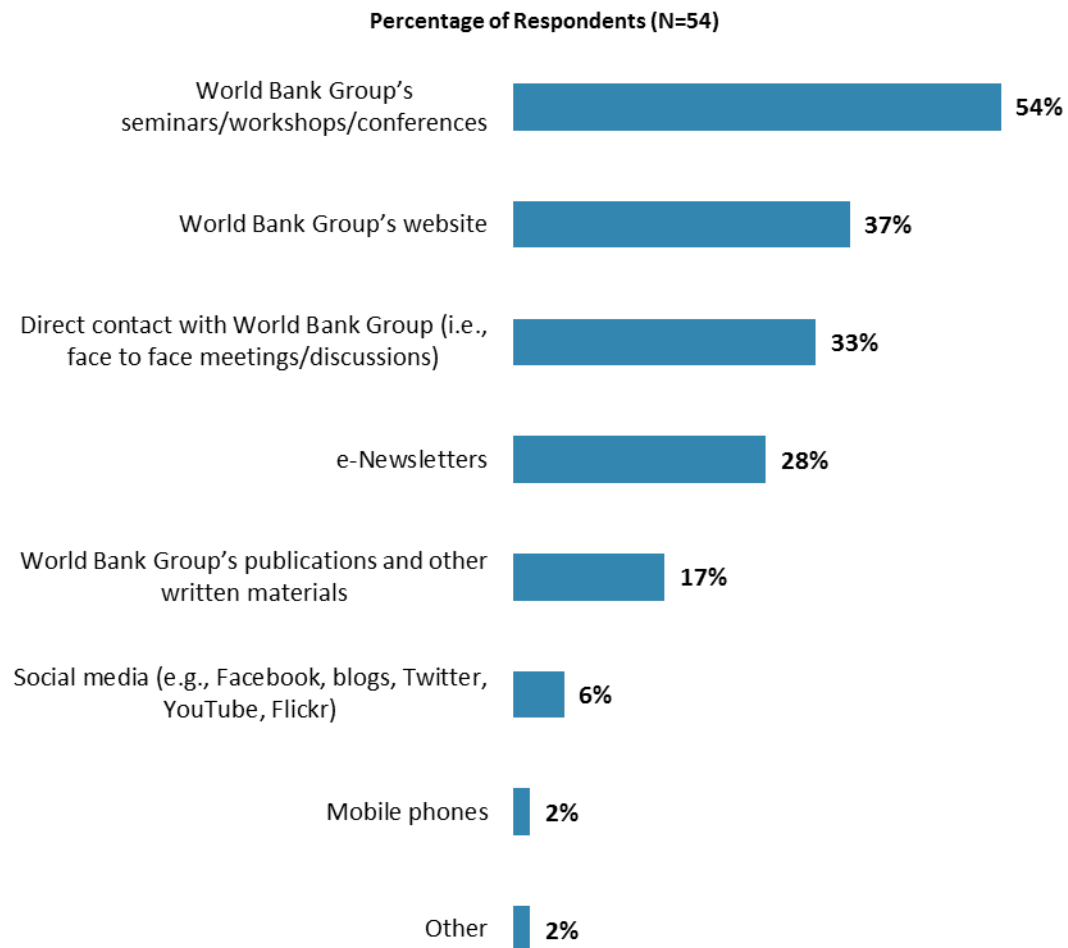


"How do you get most of your information about economic and social development issues in Turkmenistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources



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

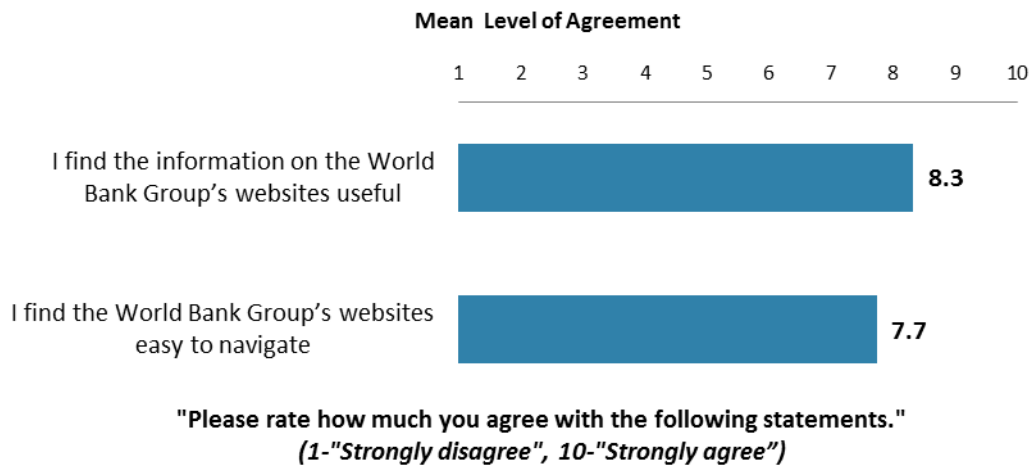
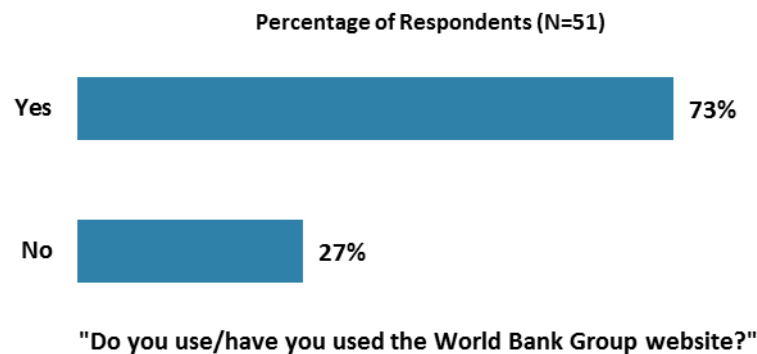


X. Communication and Outreach (continued)

Access to the Internet

- All respondents (100%) indicated that they had access to the Internet.
- 81 percent of respondents indicated that they used primarily “*high speed/WiFi*” connection when visiting a WBG website, whereas 19 percent used “*dial-up*”.

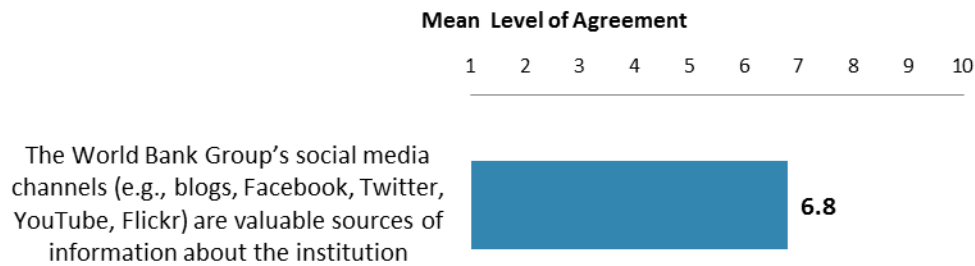
The WBG Website Usage





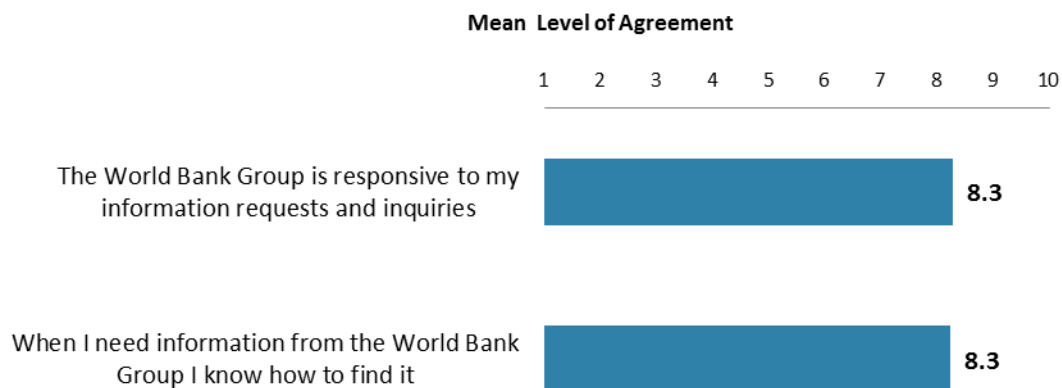
X. Communication and Outreach (continued)

Evaluation of the WBG's Social Media Channels



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

Information Sharing



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



XI. Appendices

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Turkmenistan





Appendix A: Responses to All Questions across All Respondents (N=57)

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 Turkmenistan

1. Listed below are a number of development priorities in Turkmenistan. Please identify which of the following you consider the most important development priorities in Turkmenistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=54)
Private sector development	46.3%
Education	37.0%
Public sector governance/reform	25.9%
Health	24.1%
Agricultural development	16.7%
Economic growth	14.8%
Job creation/employment	11.1%
Rural development	9.3%
Climate change	9.3%
Banking and finance	9.3%
Information and communications technology	9.3%
Global/regional integration	7.4%
Food security	7.4%
Social protection	5.6%
Foreign direct investment	5.6%
Financial (capital) markets	5.6%
Environmental sustainability	5.6%
Equality of opportunity	5.6%
Data and statistics	5.6%
Natural resource management	5.6%
Water and sanitation	3.7%
Trade and exports	3.7%
Energy	1.9%
Transport	1.9%
Regulatory framework	1.9%
Communicable/non-communicable diseases	1.9%
Gender equity	0.0%
Urban development	0.0%
Law and justice	0.0%
Disaster management	0.0%

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

2. 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 Turkmenistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=54)
Education and training that better ensure job opportunity	42.6%
Consistent economic growth	35.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	29.6%
A growing middle class	16.7%
Better employment opportunities for young people	13.0%
Better opportunity for the poor who live in rural areas	11.1%
Better quality public services	11.1%
More reliable social safety net	7.4%
Greater voice and participation for citizens to help ensure greater accountability	7.4%
Greater access to micro-finance for the poor	5.6%
Greater access to health and nutrition for citizens	5.6%
Better opportunity for the poor who live in urban areas	5.6%
Better employment opportunities for women	1.9%
Greater equity of fiscal policy	1.9%
Other	1.9%

3. 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 (N=55)
A very serious problem	52.7%
A somewhat serious problem	38.2%
Not too serious problem	3.6%
Not a problem	0.0%
Don't know	5.5%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Turkmenistan? (1-Not familiar at all, 10-Extremely familiar)	55	0	6.22	2.22

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Turkmenistan? (1-Not effective at all, 10-Very effective)	45	9	6.87	2.24

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Turkmenistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	49	6	7.78	2.24

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

4. When thinking about how the World Bank Group can have the most impact on development results in Turkmenistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkmenistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=55)
Education	41.8%
Private sector development	38.2%
Public sector governance/reform	25.5%
Job creation/employment	23.6%
Health	20.0%
Banking and finance	20.0%
Agricultural development	20.0%
Economic growth	14.5%
Data and statistics	14.5%
Rural development	10.9%
Information and communications technology	10.9%
Financial (capital) markets	9.1%
Environmental sustainability	5.5%
Global/regional integration	3.6%
Climate change	3.6%
Trade and exports	3.6%
Regulatory framework	3.6%
Natural resource management	3.6%
Transport	1.8%
Social protection	1.8%
Foreign direct investment	1.8%
Gender equity	1.8%
Food security	1.8%
Equality of opportunity	1.8%
Energy	0.0%
Urban development	0.0%
Water and sanitation	0.0%
Law and justice	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

**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 Turkmenistan?	Percentage of Respondents (N=53)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	28.3%	21.2%	49.5%
Technical assistance	20.8%	23.1%	43.8%
Policy advice, studies, analyses	18.9%	13.5%	32.3%
Financial resources	7.5%	17.3%	24.9%
Data and statistics	7.5%	9.6%	17.2%
Convening/facilitating	7.5%	5.8%	13.3%
Help to bring discipline/effective supervision to implementation of investment projects	5.7%	3.8%	9.5%
Donor coordination	0.0%	5.8%	5.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.8%	0.0%	3.8%
Mobilizing third party financial resources	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkmenistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=53)
Not collaborating enough with stakeholders outside the Government	37.7%
Don't know	28.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	13.2%
World Bank Group's processes too complex	11.3%
Its advice and strategies do not lend themselves to practical problem solving	9.4%
Not enough public disclosure of its work	9.4%
Too influenced by developed countries	5.7%
Not client focused	5.7%
Not aligned with other donors' work	3.8%
Not aligned with country priorities	3.8%
Arrogant in its approach	1.9%
Staff too inaccessible	1.9%
Other	1.9%
The credibility of its knowledge/data	0.0%

7. 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=52)
Private sector	38.5%
Academia/think tanks/research institutes	38.5%
Parliament	19.2%
Donor community	17.3%
NGOs/Community Based Organizations	17.3%
Local Government	13.5%
Youth/university groups	13.5%
Media	9.6%
Beneficiaries	5.8%
Don't know	5.8%
Foundations	3.8%
Other	0.0%

**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 Turkmenistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. Overall the World Bank Group currently plays a relevant role in development in Turkmenistan*	44	9	6.16	2.44
9. The World Bank Group's work is aligned with what I consider the development priorities for Turkmenistan*	45	10	6.60	1.97

To what extent is the World Bank Group an effective development partner in Turkmenistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
10. Responsiveness to needs*	33	14	6.18	2.30
11. Flexibility (in terms of the institution's products and services)*	37	12	6.03	1.96
12. Flexibility (in terms of changing country circumstances)*	33	14	6.24	2.09
13. Being inclusive*	31	18	6.45	2.32
14. Openness (sharing data and other information)*	36	10	7.11	2.08
15. Collaboration with the Government*	39	13	7.62	1.84
16. The speed in which it gets things accomplished on the ground*	33	16	7.06	2.40
17. Ease of access to the people at the World Bank Group who are making decisions important to my work*	36	12	7.78	1.90
18. Collaboration with civil society*	24	24	6.04	2.40
19. Staff accessibility*	41	9	8.22	1.92
20. Collaboration with other donors and development partners*	24	24	6.88	2.36
21. Collaboration with the private sector*	24	24	6.33	2.75
22. Straightforwardness and honesty*	37	12	7.97	2.47
23. Treating clients and stakeholders in Turkmenistan with respect	35	14	8.37	2.45
24. Being a long-term partner*	33	16	7.82	2.19

**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 Turkmenistan? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Banking and finance	47	7	8.77	1.91
2. Financial (capital) markets	44	7	8.50	2.01
3. Transport	44	7	7.20	2.55
4. Data and statistics	45	4	8.31	2.28
5. Law and justice	36	15	6.75	2.75
6. Urban development	40	9	6.68	2.74
7. Environmental sustainability	40	10	8.03	1.73
8. Trade and exports	44	5	7.50	2.39
9. Information and communications technology	43	7	7.93	1.71
10. Gender equity	38	10	6.24	2.77
11. Private sector development	44	8	8.82	1.65
12. Foreign direct investment	39	11	8.49	2.11
13. Water and sanitation	40	10	7.40	2.32
14. Regulatory framework	36	12	7.53	2.40
15. Economic growth	43	7	8.49	1.67
16. Energy	37	11	7.30	2.18
17. Disaster management	37	11	6.81	2.47
18. Public sector governance/reform	39	11	8.49	1.83
19. Job creation/employment	47	6	8.57	1.51
20. Communicable/non-communicable diseases	36	12	6.19	2.72
21. Equality of opportunity	34	15	6.26	2.74
22. Social protection	36	14	6.58	2.87
23. Rural development	43	8	8.19	1.98
24. Global/regional integration	37	11	7.70	2.28
25. Food security	37	12	6.68	2.79
26. Natural resource management	39	11	6.62	2.91
27. Health	39	12	7.03	2.93
28. Climate change	41	11	8.10	1.76
29. Agricultural development	44	7	8.52	1.62
30. Education	47	6	9.04	1.46

**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 Turkmenistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Banking and finance	31	25	7.58	1.96
2. Transport	9	45	5.11	1.69
3. Data and statistics	25	26	7.56	2.18
4. Urban development	6	45	5.33	3.14
5. Environmental sustainability	15	36	6.20	2.88
6. Private sector development	24	29	6.88	2.29
7. Foreign direct investment	16	37	6.25	2.54
8. Trade and exports	18	35	6.11	2.59
9. Economic growth	22	28	7.50	2.43
10. Public sector governance/reform	16	38	5.38	3.01
11. Financial (capital) markets	16	35	6.88	2.73
12. Energy	8	43	5.13	3.18
13. Global/regional integration	11	40	6.73	2.69
14. Climate change	13	40	5.69	2.46
15. Agricultural development	15	40	5.40	2.80
16. Natural resource management	12	39	5.17	2.82

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Turkmenistan? (1-To no degree at all, 10-To a very significant degree)	38	16	6.37	1.88

To what extent do you agree with the following statements about the World Bank Group in Turkmenistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Turkmenistan*	28	23	5.68	2.55
5. The World Bank Group meets Turkmenistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	40	14	6.33	2.31

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Turkmenistan 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)	23	30	6.35	2.37

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkmenistan? (1-To no degree at all, 10-To a very significant degree)	19	34	6.16	2.50

**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=53)
Weekly	5.7%
Monthly	20.8%
A few times a year	49.1%
Rarely	20.8%
Never	3.8%

In Turkmenistan, 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	34	13	7.00	2.24
3. Include appropriate level of stakeholder involvement during preparation	32	15	7.06	2.06
4. Lead to practical solutions	33	14	6.39	2.34
5. Are accessible (well written and easy to understand)	36	11	6.72	2.09
6. Are source of relevant information on global good practices	36	11	7.67	2.16
7. Are adequately disseminated	35	12	6.03	2.42
8. Are translated enough into local language	26	21	6.50	2.64
9. Are adaptable to Turkmenistan's specific development challenges and country circumstances*	34	15	6.76	2.12

Overall Evaluations	N	DK	Mean	SD
10. 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)	45	6	7.87	1.97
11. 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)	42	10	8.05	1.91

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 effectively monitors and evaluates the projects and programs it supports	33	21	7.52	2.12
2. The World Bank Group's approvals and reviews are done in a timely fashion	24	30	7.79	1.59
3. The World Bank Group takes decisions quickly in Turkmenistan*	27	25	6.44	2.19
4. Working with the World Bank Group increases Turkmenistan's institutional capacity	40	14	7.40	2.31
5. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	22	31	7.55	1.77
6. The World Bank Group provides effective implementation support	28	26	7.71	2.23

7. Which of the following best describes the World Bank Group's support in Turkmenistan? (Select only one response)	Percentage of Respondents (N=53)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Turkmenistan	52.8%
The World Bank Group is not sufficiently selective in Turkmenistan, and it is involved in too many areas of development	13.2%
Don't know	34.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkmenistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=51)
Increase the level of capacity development in the country	49.0%
Reach out more to groups outside of Government	29.4%
Provide more adequate data/knowledge/statistics/figures on Turkmenistan's economy	27.5%
Offer more innovative financial products	23.5%
Offer more innovative knowledge services	23.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	19.6%
Increase availability of Reimbursable Advisory Services (RAS)	2.0%
Other	2.0%
Work faster	0.0%

2. When considering the combination of services that the World Bank Group offers in Turkmenistan, 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 Turkmenistan? (Select only ONE response)	Percentage of Respondents (N=53)
Knowledge products	52.8%
Financial services	22.6%
The combination is appropriate for Turkmenistan	9.4%
Convening services	7.5%
Don't know	5.7%
None of the above	1.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Turkmenistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=52)
Internet	61.5%
Local newspapers	30.8%
Periodicals	25.0%
Local television	21.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	13.5%
International television	11.5%
International newspapers	5.8%
Other	3.8%
Local radio	1.9%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=54)
World Bank Group's seminars/workshops/conferences	53.7%
World Bank Group's website	37.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	33.3%
e-Newsletters	27.8%
World Bank Group's publications and other written materials	16.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	5.6%
Mobile phones	1.9%
Other	1.9%

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

3. Do you have access to the Internet?	Percentage of Respondents (N=50)
Yes	100.0%
No	0.0%

4. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=51)
Yes	72.5%
No	27.5%

5. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=47)
High speed/WiFi	80.9%
Dial-up	19.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. I find the World Bank Group's websites easy to navigate	35	14	7.74	1.98
7. I find the information on the World Bank Group's websites useful	39	13	8.33	1.34
8. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	18	30	6.78	2.96
9. When I need information from the World Bank Group I know how to find it	40	10	8.25	1.96
10. The World Bank Group is responsive to my information requests and inquiries	35	16	8.29	1.66

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=55)
Employee of a Ministry/Ministerial Department/Implementation Agency	34.5%
Bilateral/Multilateral Agency	27.3%
Private Sector Organization	10.9%
NGO/Community-Based Organization	7.3%
Academia/Research Institute/Think Tank	5.5%
Office of Minister	3.6%
Financial Sector/Private Bank	3.6%
Independent Government Institution	3.6%
Private Foundation	1.8%
Media	1.8%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=54)
Macroeconomics and fiscal management	22.2%
Finance and markets	13.0%
Generalist	11.1%
Social protection and labor	9.3%
Education	9.3%
Environment and natural resources	7.4%
Transport and ICT	5.6%
Governance	5.6%
Health, nutrition, and population	3.7%
Urban, rural, and social development	3.7%
Other	3.7%
Trade and competitiveness	1.9%
Gender	1.9%
Agriculture	1.9%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=54)
Yes	51.9%
No	48.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Turkmenistan? (Select only ONE response)	Percentage of Respondents (N=46)
The World Bank (IBRD)	95.7%
The International Finance Corporation (IFC)	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	4.3%

5. Which of the following describes most of your exposure to the World Bank Group in Turkmenistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=48)
Collaborate as part of my professional duties	43.8%
Engage in World Bank Group related/sponsored events/activities	39.6%
Use World Bank Group reports/data	29.2%
Use World Bank Group website for information, data, research, etc.	22.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	6.3%

6. What's your gender?	Percentage of Respondents (N=55)
Female	41.8%
Male	58.2%

7. Which best represents your geographic location?	Percentage of Respondents (N=54)
Ashgabat	94.4%
Outside Ashgabat	5.6%

Appendix B: Responses to All Questions by Stakeholder Groups³

Employee of a Ministry N= 19 ● Bilateral/Multilateral Agency N=15 ● Private Sector/Financial Sector/Private Bank N=8 ● CSO N=5 ● Other N=8

A. General Issues facing Turkmenistan

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Global/regional integration	5.6%	6.7%	12.5%	20.0%	0.0%
Food security	5.6%	13.3%	0.0%	0.0%	12.5%
Public sector governance/reform	16.7%	33.3%	25.0%	20.0%	37.5%
Social protection	5.6%	6.7%	0.0%	20.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	38.9%	20.0%	87.5%	60.0%	62.5%
Foreign direct investment	0.0%	6.7%	25.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	6.7%	0.0%	0.0%	0.0%
Job creation/employment	11.1%	6.7%	0.0%	0.0%	37.5%
Rural development	11.1%	6.7%	12.5%	20.0%	0.0%
Financial (capital) markets	5.6%	0.0%	12.5%	0.0%	12.5%
Water and sanitation	0.0%	13.3%	0.0%	0.0%	0.0%
Environmental sustainability	5.6%	13.3%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	20.0%	0.0%	0.0%	0.0%
Health	33.3%	33.3%	12.5%	0.0%	12.5%
Climate change	5.6%	20.0%	0.0%	0.0%	12.5%
Banking and finance	16.7%	0.0%	12.5%	0.0%	12.5%
Transport	0.0%	0.0%	0.0%	0.0%	12.5%
Education	44.4%	33.3%	50.0%	40.0%	12.5%
Agricultural development	27.8%	6.7%	12.5%	20.0%	12.5%
Trade and exports	11.1%	0.0%	0.0%	0.0%	0.0%
Data and statistics	0.0%	20.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	6.7%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	6.7%	0.0%	0.0%	0.0%
Natural resource management	11.1%	0.0%	0.0%	0.0%	12.5%
Economic growth	16.7%	6.7%	12.5%	40.0%	12.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	16.7%	0.0%	12.5%	20.0%	0.0%

*Significantly different between stakeholder groups

³ Only 55 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues Facing Turkmenistan (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Turkmenistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Consistent economic growth	52.9%	20.0%	37.5%	40.0%	25.0%
More reliable social safety net	5.9%	6.7%	12.5%	20.0%	0.0%
Greater access to micro-finance for the poor	5.9%	6.7%	0.0%	20.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	20.0%	0.0%	0.0%	0.0%
Greater access to health and nutrition for citizens	11.8%	0.0%	0.0%	0.0%	12.5%
Better entrepreneurial opportunities	23.5%	33.3%	50.0%	0.0%	37.5%
A growing middle class	11.8%	26.7%	0.0%	40.0%	12.5%
Better opportunity for the poor who live in rural areas	5.9%	13.3%	12.5%	20.0%	12.5%
Better opportunity for the poor who live in urban areas	5.9%	0.0%	0.0%	20.0%	12.5%
Better employment opportunities for young people	11.8%	20.0%	12.5%	0.0%	12.5%
Better employment opportunities for women	0.0%	0.0%	12.5%	0.0%	0.0%
Greater equity of fiscal policy	5.9%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	58.8%	33.3%	25.0%	40.0%	50.0%
Better quality public services	0.0%	20.0%	25.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	12.5%

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	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
A very serious problem	57.9%	46.7%	50.0%	60.0%	50.0%
A somewhat serious problem	36.8%	46.7%	37.5%	40.0%	25.0%
Not too serious problem	0.0%	6.7%	0.0%	0.0%	12.5%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.3%	0.0%	12.5%	0.0%	12.5%

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Other		
	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 Turkmenistan?*	19	5.53	1.81	15	5.60	2.16	8	8.50	1.69	5	6.60	2.19	8	6.50	2.51

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

*Significantly different between stakeholder groups

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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 Turkmenistan.	14	6.71	1.86	13	6.23	2.39	7	8.00	2.52	5	7.40	1.82	6	6.83	2.86

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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 Turkmenistan solve its most complicated development challenges?	16	7.56	1.75	13	7.08	2.96	7	9.00	1.41	5	8.40	1.14	7	7.57	2.82

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Health	31.6%	20.0%	12.5%	0.0%	12.5%
Banking and finance	21.1%	20.0%	25.0%	0.0%	25.0%
Transport	0.0%	6.7%	0.0%	0.0%	0.0%
Agricultural development*	5.3%	13.3%	62.5%	0.0%	37.5%
Global/regional integration	5.3%	0.0%	0.0%	20.0%	0.0%
Job creation/employment	26.3%	13.3%	25.0%	40.0%	25.0%
Public sector governance/reform	15.8%	46.7%	12.5%	20.0%	25.0%
Social protection*	0.0%	0.0%	0.0%	20.0%	0.0%
Rural development	10.5%	26.7%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	12.5%	0.0%	0.0%
Education	52.6%	20.0%	37.5%	80.0%	37.5%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	6.7%	0.0%	0.0%	0.0%
Financial (capital) markets	10.5%	6.7%	0.0%	0.0%	25.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	5.3%	6.7%	0.0%	20.0%	0.0%
Economic growth	15.8%	13.3%	12.5%	40.0%	0.0%
Private sector development	36.8%	13.3%	75.0%	40.0%	50.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	12.5%
Climate change	5.3%	6.7%	0.0%	0.0%	0.0%
Information and communications technology	21.1%	6.7%	0.0%	20.0%	0.0%
Trade and exports	0.0%	6.7%	0.0%	0.0%	12.5%
Equality of opportunity	0.0%	6.7%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	6.7%	0.0%	0.0%	12.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.7%	0.0%	0.0%	12.5%
Data and statistics	15.8%	26.7%	0.0%	0.0%	12.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

GREATEST VALUE Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Policy advice, studies, analyses	16.7%	33.3%	0.0%	20.0%	14.3%
Data and statistics	5.6%	13.3%	0.0%	0.0%	14.3%
Convening/facilitating	16.7%	0.0%	0.0%	0.0%	14.3%
Financial resources	11.1%	0.0%	12.5%	20.0%	0.0%
Capacity development	33.3%	13.3%	25.0%	60.0%	28.6%
Technical assistance	5.6%	33.3%	37.5%	0.0%	28.6%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	6.7%	25.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	11.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

2nd GREATEST VALUE Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Policy advice, studies, analyses	11.1%	26.7%	14.3%	0.0%	0.0%
Data and statistics	11.1%	20.0%	0.0%	0.0%	0.0%
Convening/facilitating	11.1%	0.0%	0.0%	0.0%	14.3%
Financial resources	22.2%	13.3%	28.6%	0.0%	14.3%
Capacity development	22.2%	20.0%	28.6%	20.0%	14.3%
Technical assistance	16.7%	13.3%	28.6%	60.0%	28.6%
Help to bring discipline/effective supervision to implementation of investment projects	5.6%	6.7%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	20.0%	28.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Too influenced by developed countries	5.9%	6.7%	0.0%	0.0%	12.5%
Not collaborating enough with stakeholders outside the Government	23.5%	40.0%	62.5%	40.0%	37.5%
Its advice and strategies do not lend themselves to practical problem solving	11.8%	13.3%	12.5%	0.0%	0.0%
Not enough public disclosure of its work*	0.0%	33.3%	0.0%	0.0%	0.0%
Arrogant in its approach	0.0%	6.7%	0.0%	0.0%	0.0%
Not client focused*	5.9%	0.0%	0.0%	40.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	11.8%	0.0%	12.5%	20.0%	25.0%
Staff too inaccessible	5.9%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	23.5%	0.0%	25.0%	20.0%	0.0%
Not aligned with other donors' work	0.0%	13.3%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	6.7%	0.0%	0.0%	12.5%
Other	0.0%	6.7%	0.0%	0.0%	0.0%
Don't know	35.3%	20.0%	25.0%	20.0%	37.5%

*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)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Parliament	37.5%	13.3%	12.5%	20.0%	0.0%
Donor community*	6.3%	40.0%	0.0%	0.0%	25.0%
Media	25.0%	6.7%	0.0%	0.0%	0.0%
Local Government	12.5%	26.7%	0.0%	0.0%	12.5%
Private sector	31.3%	26.7%	62.5%	40.0%	50.0%
Academia/think tanks/research institutes	43.8%	46.7%	0.0%	40.0%	50.0%
NGOs/Community Based Organizations*	0.0%	13.3%	25.0%	80.0%	12.5%
Youth/university groups	12.5%	20.0%	12.5%	0.0%	12.5%
Beneficiaries*	0.0%	0.0%	0.0%	20.0%	25.0%
Foundations	0.0%	0.0%	12.5%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	6.3%	0.0%	25.0%	0.0%	0.0%

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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 Turkmenistan	14	5.71	2.40	13	6.38	2.33	7	7.00	2.16	5	6.60	2.51	5	5.20	3.49
The World Bank Group's work is aligned with what I consider the development priorities for Turkmenistan	14	6.86	1.51	13	6.31	2.02	7	7.00	1.83	4	6.00	1.63	7	6.57	3.15

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	8	6.75	2.43	11	6.00	2.57	5	6.60	1.67	4	6.00	2.58	5	5.40	2.41
Flexibility (in terms of the institution's products and services)	10	5.60	1.84	12	5.67	2.10	5	6.40	1.67	5	7.40	1.52	5	6.00	2.55
Flexibility (in terms of changing country circumstances)	8	6.88	2.30	11	5.73	2.15	5	6.20	1.79	4	7.00	2.58	5	5.80	1.92
Being inclusive	9	7.67	2.06	10	5.80	2.35	5	6.20	1.64	4	7.00	2.16	3	4.67	3.51
Openness	8	7.63	2.26	12	6.83	1.70	6	6.67	1.86	5	8.20	2.49	5	6.40	2.70
Collaboration with the Government	12	8.25	1.06	12	7.25	2.26	5	7.20	1.64	4	8.25	1.71	6	7.00	2.45
The speed in which it gets things accomplished on the ground	10	8.00	2.16	9	6.22	2.82	6	7.33	2.42	3	6.33	2.52	5	6.80	2.17
Ease of access to the people at the WBG who are making decisions important to my work	9	8.44	1.42	11	6.73	2.37	7	8.57	1.62	4	7.75	2.22	5	7.80	0.84
Collaboration with civil society	4	6.00	2.58	8	5.38	2.50	3	7.33	2.52	5	6.60	2.88	4	5.75	2.06
Staff accessibility	11	8.45	1.75	13	7.46	2.37	7	9.29	1.50	5	8.60	1.95	5	7.80	0.84
Collaboration with other donors and development partners	3	6.67	3.21	12	7.00	2.34	3	7.33	2.89	2	6.50	3.54	4	6.50	2.38
Collaboration with the private sector	5	7.00	2.35	7	5.00	2.58	7	8.14	2.41	1	7.00		4	4.50	2.89
Straightforwardness and honesty	9	8.44	2.01	12	7.33	2.84	6	8.83	1.60	5	9.00	1.73	5	6.60	3.44
Treating clients and stakeholders in Turkmenistan with respect	9	8.67	1.94	10	7.40	3.03	6	9.50	0.84	5	9.20	1.30	5	7.60	3.78
Being a long-term partner	7	8.00	1.53	11	7.27	2.65	7	8.71	1.98	4	8.50	1.91	4	6.75	2.50

C. World Bank Group's Sectoral Effectiveness and Results

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Banking and finance	15	8.80	1.93	15	8.53	1.64	7	8.57	3.36	4	8.75	.96	6	9.50	.84
Financial (capital) markets	13	8.77	1.92	15	8.33	1.76	6	7.33	3.56	4	8.50	1.00	6	9.50	.84
Transport	12	7.50	2.43	15	7.00	2.70	7	6.29	3.82	5	7.60	.89	5	8.00	1.58
Data and statistics	13	8.69	2.21	14	8.57	1.74	5	6.00	3.74	5	8.80	.84	8	8.38	2.45
Law and justice*	9	5.56	3.09	14	7.00	2.11	3	9.67	0.58	5	8.40	1.52	5	4.80	3.49
Urban development	10	6.50	2.76	14	6.57	2.28	5	5.00	4.06	5	8.00	1.22	6	7.50	3.39
Environmental sustainability	11	7.82	2.56	14	7.43	0.94	5	8.00	1.87	5	9.20	.84	5	9.00	1.22
Trade and exports	13	8.00	2.00	14	7.00	2.22	5	7.00	3.54	5	7.00	1.00	7	8.29	3.30
Information and communications technology	13	8.46	1.05	13	7.00	2.04	5	8.20	1.30	5	8.00	2.35	7	8.43	1.51
Gender equity	10	5.70	3.43	14	6.36	2.02	4	6.25	2.99	5	8.40	1.52	5	4.80	3.63
Private sector development	13	8.77	1.09	14	8.71	1.38	7	9.86	0.38	5	8.60	.89	5	8.00	3.94
Foreign direct investment	10	8.50	1.72	11	8.00	2.37	7	8.86	2.19	5	9.20	.84	6	8.33	3.14
Water and sanitation	10	7.50	1.84	14	7.36	2.50	6	8.67	1.63	5	7.40	1.67	5	5.80	3.56
Regulatory framework	8	6.63	2.72	13	8.15	1.68	4	8.00	2.45	5	7.60	1.95	6	7.00	3.69
Economic growth	12	8.17	2.25	14	8.29	1.20	6	8.83	1.94	5	9.00	1.22	6	8.83	1.60
Energy	8	6.38	2.72	14	7.36	1.78	5	7.00	3.54	5	7.60	1.34	5	8.60	1.14
Disaster management	8	5.13	3.40	14	6.36	1.78	5	8.20	1.79	5	8.00	2.55	5	8.20	1.30
Public sector governance/reform*	9	8.56	1.42	14	9.07	0.83	5	9.60	0.89	5	8.00	1.87	6	6.50	3.15
Job creation/employment	16	8.00	1.79	14	8.64	1.45	6	9.50	1.22	5	8.80	1.30	6	8.83	.98
Communicable/non-communicable diseases	8	5.75	2.66	14	5.64	3.05	3	8.00	1.73	5	6.40	1.82	6	7.00	3.16
Equality of opportunity*	7	4.29	2.06	12	7.25	2.22	4	7.75	1.71	5	8.00	1.58	6	4.17	3.49
Social protection	9	6.56	2.70	13	6.77	2.74	3	8.00	2.00	5	8.00	2.00	6	4.33	3.72
Rural development	11	8.27	1.42	13	7.92	1.85	7	9.43	0.98	5	8.00	2.55	7	7.43	3.05
Global/regional integration	9	7.56	2.19	13	7.54	2.37	4	8.25	1.71	5	8.20	1.79	6	7.50	3.39
Food security	8	6.88	1.73	12	6.00	2.70	5	9.40	0.89	5	7.20	2.17	7	5.29	4.07
Natural resource management	10	7.30	2.45	13	7.23	2.20	4	6.25	3.77	5	7.20	1.64	7	4.29	4.19
Health	11	7.91	2.39	13	5.85	3.00	5	9.00	1.41	5	8.00	2.35	5	5.20	4.02
Climate change	12	7.75	2.45	14	7.86	1.29	4	8.25	2.06	5	8.40	1.82	5	9.20	.45
Agricultural development	12	8.58	1.44	14	8.14	1.35	7	9.57	1.13	5	7.20	2.77	6	9.17	1.17
Education	16	9.19	1.42	13	8.31	1.93	6	9.50	1.22	5	9.20	.84	7	9.57	.53

*Significantly different between stakeholder groups

C. World Bank Group's Sectoral 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 Turkmenistan? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Banking and finance	11	8.18	1.40	9	7.44	2.51	4	7.75	1.71	3	7.00	1.00	3	7.67	2.08
Transport	3	4.33	1.15	3	6.00	2.00	1	3.00		1	7.00		1	5.00	
Data and statistics	9	8.89	0.93	8	7.00	2.78	3	5.33	2.52	2	7.00	1.41	3	7.67	1.53
Urban development	1	3.00		2	3.50	3.54	1	10.00		1	7.00		1	5.00	
Environmental sustainability	4	5.00	1.63	2	4.50	4.95	6	8.17	1.94	1	8.00		2	3.50	3.54
Private sector development	6	7.00	2.10	6	6.67	2.73	7	7.14	3.02	3	6.67	1.53	2	6.50	.71
Foreign direct investment	6	7.33	2.25	4	5.50	1.73	2	6.00	4.24	2	8.00	.00	2	3.00	2.83
Trade and exports	7	7.43	2.23	5	6.20	2.39	2	3.00	0.00	2	7.00	1.41	2	3.50	3.54
Economic growth	6	9.17	0.75	6	7.17	2.32	4	6.75	2.99	3	8.33	.58	3	5.00	3.61
Public sector governance/reform	4	5.25	3.77	5	6.00	3.54	3	4.67	2.52	2	7.00	1.41	2	3.50	3.54
Financial (capital) markets	4	9.00	0.82	7	6.86	2.48	1	3.00		2	8.00	1.41	2	3.50	3.54
Energy	1	9.00		2	4.00	2.83	2	5.50	4.95	1	7.00		2	3.00	2.83
Global/regional integration	3	8.67	0.58	2	6.00	4.24	2	7.50	2.12	2	7.00	1.41	2	3.50	3.54
Climate change	4	6.25	1.50	3	5.33	3.06	3	6.00	3.00	1	8.00		2	3.50	3.54
Agricultural development	3	6.33	2.31	2	3.50	3.54	4	5.25	3.59	3	7.00	2.00	2	3.00	2.83
Natural resource management	3	6.33	2.31	3	5.00	3.61	2	5.50	4.95	2	5.50	2.12	2	3.00	2.83

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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 Turkmenistan?	11	6.36	1.36	13	6.15	1.86	5	7.60	2.07	4	6.00	1.41	5	6.00	3.08

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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 Turkmenistan	7	6.57	2.23	8	5.13	2.75	3	5.00	2.65	4	7.00	2.16	6	4.83	2.99
The World Bank Group meets Turkmenistan's needs for knowledge services	13	6.62	1.80	12	5.67	2.53	4	8.00	1.63	4	7.00	2.58	7	5.57	2.82

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Turkmenistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	6	7.50	1.22	7	5.86	2.73	2	8.50	0.71	3	5.67	1.53	5	5.20	3.11
To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkmenistan?	7	7.14	1.21	3	5.00	3.00	1	8.00		3	5.33	2.08	4	6.50	3.79

(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? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Weekly	5.3%	6.7%	0.0%	0.0%	14.3%
Monthly	15.8%	26.7%	28.6%	20.0%	14.3%
A few times a year	47.4%	46.7%	42.9%	60.0%	57.1%
Rarely	31.6%	13.3%	28.6%	20.0%	0.0%
Never	0.0%	6.7%	0.0%	0.0%	14.3%

In Turkmenistan, 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)

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	7.36	2.54	9	7.11	2.09	3	7.67	1.15	4	6.50	0.58	7	6.29	3.04
Include appropriate level of stakeholder involvement during preparation	9	8.00	1.80	9	6.89	2.15	3	7.00	2.00	4	6.50	1.29	7	6.43	2.70
Lead to practical solutions	10	7.40	1.78	9	6.11	2.62	3	5.67	3.06	4	6.50	2.38	7	5.57	2.57
Are accessible (well written and easy to understand)	12	7.08	1.51	10	6.10	2.42	3	8.33	0.58	4	7.00	2.16	7	6.14	2.73
Are source of relevant information on global good practices	11	8.00	2.05	10	7.00	2.49	2	9.00	1.41	5	7.60	2.30	8	7.75	2.19
Are adequately disseminated	10	6.60	2.67	10	5.10	2.33	3	5.00	2.65	4	6.25	0.50	8	6.75	2.71
Are translated enough into local language	10	7.70	2.21	5	6.00	3.39	2	5.00	4.24	2	6.00	1.41	7	5.71	2.56
Are adaptable to Turkmenistan's specific development challenges and country circumstances	11	7.18	1.33	9	6.11	3.02	2	7.00	2.83	5	6.60	2.41	7	7.00	1.83

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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?	15	8.27	1.22	13	6.85	2.15	5	9.20	0.84	5	8.20	2.05	7	7.71	2.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	8.53	1.30	11	7.82	2.04	5	9.00	1.22	4	7.50	1.91	6	7.67	2.50

(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)

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	7.85	1.46	7	6.86	2.54	4	8.25	2.36	3	7.00	2.00	6	7.33	3.08
The World Bank Group's approvals and reviews are done in a timely fashion	8	7.88	1.25	5	7.00	1.58	3	9.33	1.15	4	7.25	2.06	4	8.00	1.83
The World Bank Group takes decisions quickly in Turkmenistan	7	7.00	2.00	8	5.88	2.23	4	6.00	2.94	4	6.00	2.45	4	7.50	1.91
Working with the World Bank Group increases Turkmenistan's institutional capacity	12	7.67	1.83	12	7.08	2.07	6	7.83	2.64	4	6.75	2.75	6	7.50	3.51
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	7.00	1.87	3	6.67	2.08	3	9.00	1.00	3	8.00	2.00	4	8.00	1.41
The World Bank Group provides effective implementation support	10	7.60	1.96	7	6.14	2.85	3	10.00	0.00	4	8.50	1.29	4	8.25	1.71

Which of the following best describes the World Bank Group's support in Turkmenistan? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Turkmenistan	50.0%	53.3%	28.6%	60.0%	75.0%
The World Bank Group is not sufficiently selective in Turkmenistan, and it is involved in too many areas of development	16.7%	0.0%	14.3%	40.0%	12.5%
Don't know	33.3%	46.7%	57.1%	0.0%	12.5%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Offer more innovative financial products	23.5%	26.7%	33.3%	20.0%	12.5%
Provide more adequate data/knowledge/statistics/figures on Turkmenistan's economy	29.4%	46.7%	0.0%	0.0%	25.0%
Reach out more to groups outside of Government	17.6%	26.7%	66.7%	60.0%	12.5%
Increase the level of capacity development in the country	47.1%	46.7%	50.0%	60.0%	50.0%
Offer more innovative knowledge services	29.4%	6.7%	16.7%	40.0%	37.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	29.4%	13.3%	0.0%	0.0%	37.5%
Work faster	0.0%	0.0%	0.0%	0.0%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	5.9%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	6.7%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Financial services	29.4%	13.3%	42.9%	20.0%	12.5%
Knowledge products	52.9%	46.7%	28.6%	60.0%	75.0%
Convening services	5.9%	6.7%	14.3%	0.0%	12.5%
None of the above	0.0%	6.7%	0.0%	0.0%	0.0%
The combination is appropriate for Turkmenistan	0.0%	20.0%	14.3%	20.0%	0.0%
Don't know	11.8%	6.7%	0.0%	0.0%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	0.0%	28.6%	14.3%	40.0%	0.0%
International newspapers	0.0%	14.3%	14.3%	0.0%	0.0%
Local radio	0.0%	0.0%	14.3%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	22.2%	7.1%	28.6%	0.0%	50.0%
International television	22.2%	7.1%	0.0%	20.0%	0.0%
Local newspapers	50.0%	14.3%	28.6%	20.0%	25.0%
Internet	55.6%	71.4%	57.1%	60.0%	62.5%
Periodicals	22.2%	14.3%	28.6%	40.0%	37.5%
Other	0.0%	14.3%	0.0%	0.0%	0.0%

*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)	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	42.1%	33.3%	28.6%	20.0%	25.0%
Mobile phones	0.0%	6.7%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences*	78.9%	13.3%	57.1%	40.0%	75.0%
World Bank Group's publications and other written materials	15.8%	33.3%	0.0%	0.0%	12.5%
World Bank Group's website	42.1%	40.0%	42.9%	40.0%	12.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	0.0%	0.0%	0.0%	60.0%	0.0%
e-Newsletters	5.3%	33.3%	57.1%	40.0%	37.5%
Other	0.0%	6.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Yes	43.8%	86.7%	85.7%	100.0%	75.0%
No	56.3%	13.3%	14.3%	0.0%	25.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
High speed/WiFi	75.0%	100.0%	71.4%	60.0%	80.0%
Dial-up	25.0%	0.0%	28.6%	40.0%	20.0%

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

	Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Other		
	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	6.38	2.50	12	8.17	1.11	4	8.50	1.00	5	8.00	2.00	6	8.00	2.68
I find the information on the World Bank Group's websites useful	11	8.27	1.74	12	8.00	1.04	5	8.20	0.84	5	8.40	1.82	6	9.17	0.98
The World Bank Group's social media channels are valuable sources of information about the institution*	2	5.00	5.66	7	7.86	1.21	2	7.50	3.54	4	8.75	0.96	3	2.33	1.15
When I need information from the World Bank Group I know how to find it	9	8.89	1.17	13	7.54	1.66	6	9.33	1.03	5	8.20	2.49	6	8.67	2.42
The World Bank Group is responsive to my information requests and inquiries*	8	8.50	1.31	13	7.31	1.60	6	9.33	0.82	5	8.20	2.17	3	10.00	0.00

*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? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Yes	52.6%	57.1%	50.0%	60.0%	37.5%
No	47.4%	42.9%	50.0%	40.0%	62.5%

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

Percentage of Respondents	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
The World Bank (IBRD)	100.0%	92.3%	85.7%	100.0%	100.0%
IFC	0.0%	0.0%	0.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	7.7%	14.3%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	6.3%	13.3%	0.0%	0.0%	0.0%
Use World Bank Group reports/data	6.3%	46.7%	50.0%	40.0%	16.7%
Engage in World Bank Group related/sponsored events/activities	50.0%	20.0%	50.0%	40.0%	50.0%
Collaborate as part of my professional duties	56.3%	53.3%	33.3%	0.0%	33.3%
Use World Bank Group website for information, data, research, etc.	6.3%	33.3%	0.0%	40.0%	50.0%

What's your gender?

Percentage of Respondents	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Other
Female	38.9%	33.3%	62.5%	20.0%	50.0%
Male	61.1%	66.7%	37.5%	80.0%	50.0%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group⁴

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 FY16 Turkmenistan 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 Turkmenistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Turkmenistan?”

Collaborating with the WBG N=28 ● Not collaborating with the WBG N=26

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 Turkmenistan?*	28	6.82	1.85	26	5.54	2.45

(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 Turkmenistan.*	25	7.52	1.85	19	6.05	2.53

(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 Turkmenistan solve its most complicated development challenges?*	25	8.40	1.53	22	6.91	2.69

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

**Significantly different between collaborators and non-collaborators*

⁴ Only 54 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	17.9%	23.1%
Banking and finance	21.4%	19.2%
Transport	0.0%	3.8%
Agricultural development	14.3%	26.9%
Global/regional integration	7.1%	0.0%
Job creation/employment	32.1%	15.4%
Public sector governance/reform	17.9%	30.8%
Social protection	3.6%	0.0%
Rural development	14.3%	7.7%
Foreign direct investment	3.6%	0.0%
Education	35.7%	50.0%
Energy	0.0%	0.0%
Gender equity	3.6%	0.0%
Financial (capital) markets	3.6%	15.4%
Urban development	0.0%	0.0%
Environmental sustainability	10.7%	0.0%
Economic growth	17.9%	11.5%
Private sector development	39.3%	38.5%
Water and sanitation	0.0%	0.0%
Food security	0.0%	3.8%
Climate change	7.1%	0.0%
Information and communications technology	10.7%	11.5%
Trade and exports	0.0%	7.7%
Equality of opportunity	0.0%	0.0%
Law and justice	0.0%	0.0%
Regulatory framework	7.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	7.1%	0.0%
Data and statistics	17.9%	11.5%
Disaster management	0.0%	0.0%

**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 Turkmenistan?

(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 Turkmenistan*	24	6.83	1.95	20	5.35	2.76
The World Bank Group's work is aligned with what I consider the development priorities for Turkmenistan*	24	7.21	1.41	20	5.85	2.35

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Turkmenistan, 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*	17	7.29	1.61	15	5.07	2.43
Flexibility (in terms of the institution's products and services)*	21	6.76	1.70	15	5.13	1.96
Flexibility (in terms of changing country circumstances)*	19	7.16	1.57	13	5.08	2.18
Being inclusive	18	7.06	1.76	12	5.50	2.88
Openness	20	7.50	1.99	15	6.60	2.23
Collaboration with the Government*	23	8.22	1.00	15	6.73	2.49
The speed in which it gets things accomplished on the ground	18	7.33	1.85	14	6.50	2.93
Ease of access to the people at the WBG who are making decisions important to my work*	19	8.37	1.42	17	7.12	2.18
Collaboration with civil society*	12	7.08	2.39	11	5.18	1.99
Staff accessibility*	23	8.87	1.22	17	7.24	2.31
Collaboration with other donors and development partners*	14	7.79	1.67	9	5.22	2.54
Collaboration with the private sector*	12	7.42	2.07	11	5.09	3.08
Straightforwardness and honesty	21	8.52	1.86	15	7.13	3.07
Treating clients and stakeholders in Turkmenistan with respect*	20	9.15	1.42	14	7.14	3.16
Being a long-term partner*	19	8.63	1.54	13	6.77	2.59

*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 Turkmenistan? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Banking and finance	23	9.09	1.16	23	8.43	2.46
Financial (capital) markets	20	8.80	1.20	23	8.22	2.54
Transport*	24	7.92	1.53	19	6.32	3.32
Data and statistics*	22	9.00	1.02	22	7.59	2.97
Law and justice	19	7.53	2.04	16	6.00	3.29
Urban development*	21	7.67	1.74	18	5.39	3.22
Environmental sustainability	22	8.09	1.90	17	7.88	1.58
Trade and exports	24	7.54	2.13	19	7.37	2.77
Information and communications technology	22	8.14	1.61	20	7.85	1.76
Gender equity	19	6.89	2.21	18	5.39	3.15
Private sector development	23	9.13	0.97	20	8.50	2.19
Foreign direct investment*	20	9.20	1.01	18	7.72	2.76
Water and sanitation*	22	8.18	1.33	17	6.41	2.98
Regulatory framework	17	7.71	1.86	18	7.22	2.84
Economic growth	23	8.91	1.20	19	8.00	2.05
Energy	19	7.89	1.70	17	6.59	2.55
Disaster management	20	7.30	2.43	16	6.19	2.54
Public sector governance/reform	22	8.36	1.99	17	8.65	1.66
Job creation/employment	25	8.68	1.25	21	8.38	1.80
Communicable/non-communicable diseases	18	6.72	2.35	17	5.76	3.09
Equality of opportunity	19	6.68	2.50	15	5.73	3.03
Social protection*	19	7.47	2.17	16	5.50	3.37
Rural development	24	8.33	2.06	18	7.94	1.95
Global/regional integration*	20	8.40	1.67	17	6.88	2.67
Food security	20	6.95	2.76	16	6.44	2.94
Natural resource management	21	7.43	2.58	17	5.71	3.14
Health	20	7.85	2.23	18	6.22	3.46
Climate change	21	8.24	1.81	18	7.83	1.76
Agricultural development	25	8.68	1.38	18	8.33	1.97
Education	25	8.84	1.46	21	9.24	1.48

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Banking and finance	15	8.00	1.41	15	7.47	2.13
Transport	6	5.00	1.90	3	5.33	1.53
Data and statistics	16	7.94	1.73	8	6.75	2.96
Urban development	2	4.50	2.12	4	5.75	3.77
Environmental sustainability	10	6.80	2.20	5	5.00	3.94
Private sector development	15	7.13	2.17	8	6.50	2.73
Foreign direct investment	11	6.64	1.96	5	5.40	3.65
Trade and exports	10	6.50	2.22	8	5.63	3.07
Economic growth	10	7.90	2.02	12	7.17	2.76
Public sector governance/reform	7	6.00	3.79	8	4.75	2.49
Financial (capital) markets	8	7.63	2.13	7	6.14	3.44
Energy	4	6.50	3.32	4	3.75	2.75
Global/regional integration*	6	8.33	1.21	5	4.80	2.77
Climate change	8	6.38	2.00	5	4.60	2.97
Agricultural development	6	6.00	2.68	8	4.75	3.06
Natural resource management	6	6.00	2.68	6	4.33	2.94

*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 Turkmenistan?	21	6.62	1.53	16	6.13	2.31

(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 Turkmenistan?

(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 Turkmenistan*	16	6.88	2.31	11	4.27	1.95
The World Bank Group meets Turkmenistan's needs for knowledge services	23	6.91	2.17	16	5.75	2.21

*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 that Turkmenistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	12	7.42	1.38	10	4.90	2.69
To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkmenistan?*	11	7.45	1.13	7	4.71	2.87

(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 Turkmenistan, 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	17	7.29	1.53	16	6.63	2.87
Include appropriate level of stakeholder involvement during preparation	15	7.20	1.47	16	6.88	2.58
Lead to practical solutions	17	7.18	1.85	15	5.60	2.67
Are accessible (well written and easy to understand)	18	7.39	1.58	17	6.12	2.42
Are source of relevant information on global good practices	19	8.21	1.44	16	6.94	2.72
Are adequately disseminated	17	6.76	1.82	17	5.41	2.81
Are translated enough into local language	14	6.50	1.74	11	6.18	3.49
Are adaptable to Turkmenistan's specific development challenges and country circumstances	18	7.28	1.60	15	6.00	2.48

	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?	26	8.31	1.29	18	7.39	2.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	24	8.58	1.25	16	7.50	2.25

*(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 effectively monitors and evaluates the projects and programs it supports	20	8.05	1.61	12	6.58	2.68
The World Bank Group's approvals and reviews are done in a timely fashion	15	8.07	1.33	8	7.25	2.05
The World Bank Group takes decisions quickly in Turkmenistan	17	7.00	1.97	9	5.44	2.46
Working with the World Bank Group increases Turkmenistan's institutional capacity	23	7.78	1.78	16	6.88	2.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	17	7.71	1.72	5	7.00	2.00
The World Bank Group provides effective implementation support	18	7.94	1.89	10	7.30	2.79

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	19	8.26	1.33	15	7.07	2.52
I find the information on the World Bank Group's websites useful	22	8.50	1.44	16	8.13	1.26
The World Bank Group's social media channels are valuable sources of information about the institution	8	7.75	3.11	9	5.78	2.82
When I need information from the World Bank Group I know how to find it	24	8.58	1.56	14	8.07	2.20
The World Bank Group is responsive to my information requests and inquiries	23	8.70	1.18	11	7.64	2.20

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

Indicator Question	Currently, do you professionally collaborate/work with the WBG?		Which of the following describes most of your exposure to the World Bank in Turkmenistan? (Choose no more than TWO)									
	No	Yes	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 WBG's effectiveness in Turkmenistan.	6.05	7.52	7.10	4.50	7.04	6.86	6.92	7.06	6.83	7.17	6.94	7.10
Overall the WBG currently plays a relevant role in development in Turkmenistan	5.35	6.83	6.19	6.50	6.35	5.92	5.96	6.60	6.33	6.06	6.41	5.29
The WBG's work is aligned with what I consider the development priorities for Turkmenistan	5.85	7.21	6.59	6.50	6.67	6.43	6.69	6.40	6.18	7.05	6.61	6.50
Responsiveness to needs	5.07	7.29	6.29	6.50	6.60	5.70	6.35	6.20	6.18	6.46	6.52	5.78
Flexibility (in terms of the institution's products and services)	5.13	6.76	6.12	5.50	6.22	5.83	6.26	5.75	5.95	6.25	6.08	6.11
Flexibility (in terms of changing country circumstances)	5.08	7.16	6.45	5.00	6.74	5.75	6.55	6.00	5.78	7.15	6.45	6.11
Being inclusive	5.50	7.06	6.74	4.50	6.89	6.00	6.76	6.13	5.81	7.54	6.90	5.75
Openness	6.60	7.50	7.38	5.00	7.33	7.00	7.43	6.92	7.35	7.07	6.88	8.22
Collaboration with the Government	6.73	8.22	7.74	7.50	7.85	7.45	7.88	7.46	7.42	8.06	7.82	7.44
The speed in which it gets things accomplished on the ground	6.50	7.33	7.41	4.50	7.43	6.80	7.25	7.18	6.72	7.92	7.39	6.75
Ease of access to the people at the WBG who are making decisions important to my work	7.12	8.37	7.97	6.00	8.04	7.45	7.67	8.15	7.60	8.21	8.16	7.00
Collaboration with civil society	5.18	7.08	6.10	5.00	6.62	5.22	5.69	6.56	5.93	6.29	6.25	5.50
Staff accessibility	7.24	8.87	8.42	7.50	8.64	7.85	8.17	8.67	8.26	8.53	8.71	7.40
Collaboration with other donors and development partners	5.22	7.79	6.95	6.50	6.85	7.00	6.93	6.88	6.57	7.50	7.00	6.60
Collaboration with the private sector	5.09	7.42	6.35	5.00	5.92	6.78	6.36	6.20	6.21	6.43	6.50	5.60
Straightforwardness and honesty	7.13	8.52	8.18	7.00	8.35	7.67	8.14	8.07	7.86	8.50	8.38	7.33
Treating clients and stakeholders in Turkmenistan with respect	7.14	9.15	8.58	7.50	8.73	8.09	8.48	8.58	8.30	8.85	8.71	8.00
Being a long-term partner	6.77	8.63	8.07	5.00	8.11	7.73	7.72	8.33	7.78	8.25	8.29	7.22
To what extent does the WBG's work help to achieve development results in Turkmenistan?	6.13	6.62	6.41	5.50	6.30	6.46	6.30	6.46	6.10	6.73	6.50	6.00
The WBG's financial instruments meet the needs of Turkmenistan	4.27	6.88	5.75	5.00	6.07	5.20	6.00	5.22	5.56	6.00	5.65	5.88
The WBG meets Turkmenistan's needs for knowledge services	5.75	6.91	6.41	4.00	6.38	6.08	6.38	6.13	5.90	6.80	6.31	6.20
The WBG's knowledge work and activities are adaptable to Turkmenistan's specific development challenges and country circumstances	6.00	7.28	6.69	8.00	6.95	6.45	6.58	7.08	6.84	6.67	7.00	6.13
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.39	8.31	7.90	7.00	8.03	7.38	7.40	8.44	7.81	7.88	8.12	6.90
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.50	8.58	8.24	8.00	8.39	7.83	8.30	8.12	8.08	8.44	8.40	7.70
The WBG takes decisions quickly in Turkmenistan	5.44	7.00	6.67	5.00	7.13	5.80	6.59	6.63	6.40	6.90	6.73	6.40
Where country systems are adequate, the WBG makes appropriate use of them	7.00	7.71	7.65	5.00	7.44	7.80	7.42	7.67	7.54	7.50	7.43	7.71

Yellow highlight indicates significant difference between Yes and No means.

Appendix E: Turkmenistan FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Turkmenistan

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

The World Bank Group 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 TURKMENISTAN

A1. Listed below are a number of development priorities in Turkmenistan.			
Please identify which of the following you consider the most important development priorities in Turkmenistan? (Choose no more than THREE)			
1	Global/regional integration	16	Health
2	Food security	17	Climate change (e.g., mitigation, adaptation)
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Banking and finance
4	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
5	Gender equity	20	Education
6	Private sector development	21	Agricultural development
7	Foreign direct investment	22	Trade and exports
8	Urban development	23	Data and statistics
9	Energy	24	Law and justice (e.g., judicial system)
10	Job creation/employment	25	Regulatory framework
11	Rural development	26	Communicable/non-communicable diseases
12	Financial (capital) markets	27	Natural resource management (e.g., oil, gas, mining)
13	Water and sanitation	28	Economic growth
14	Environmental sustainability	29	Disaster management
15	Equality of opportunity (i.e., equity)	30	Information and communications technology

SECTION A: GENERAL ISSUES FACING TURKMENISTAN

A2. 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 Turkmenistan? (Choose no more than TWO)

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

A3. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Turkmenistan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkmenistan? (Choose no more than THREE)			
1	Health	16	Environmental sustainability
2	Banking and finance	17	Economic growth
3	Transport (e.g., roads, bridges, transportation)	18	Private sector development
4	Agricultural development	19	Water and sanitation
5	Global/regional integration	20	Food security
6	Job creation/employment	21	Climate change (e.g., mitigation, adaptation)
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	23	Trade and exports
9	Rural development	24	Equality of opportunity (i.e., equity)
10	Foreign direct investment	25	Law and justice (e.g., judicial system)
11	Education	26	Regulatory framework
12	Energy	27	Communicable/non-communicable diseases
13	Gender equity	28	Natural resource management (e.g., oil, gas, mining)
14	Financial (capital) markets	29	Data and statistics
15	Urban development	30	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkmenistan?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkmenistan? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not collaborating enough with stakeholders outside the Government
3	Its advice and strategies do not lend themselves to practical problem solving
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Staff too inaccessible
10	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
11	Not aligned with other donors' work
12	Not aligned with country priorities
13	Other (please specify): _____
14	Don't know

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

B7. 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	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B8	Overall the World Bank Group currently plays a relevant role in development in Turkmenistan												<input type="checkbox"/>
B9	The World Bank Group's work is aligned with what I consider the development priorities for Turkmenistan												<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Turkmenistan, 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		
B10	Responsiveness to needs												<input type="checkbox"/>
B11	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B12	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B13	Being inclusive												<input type="checkbox"/>
B14	Openness (sharing data and other information)												<input type="checkbox"/>
B15	Collaboration with the Government												<input type="checkbox"/>
B16	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B17	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
B18	Collaboration with civil society												<input type="checkbox"/>
B19	Staff accessibility												<input type="checkbox"/>
B20	Collaboration with other donors and development partners												<input type="checkbox"/>
B21	Collaboration with the private sector												<input type="checkbox"/>
B22	Straightforwardness and honesty												<input type="checkbox"/>
B23	Treating clients and stakeholders in Turkmenistan with respect												<input type="checkbox"/>
B24	Being a long-term partner												<input type="checkbox"/>

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkmenistan?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Banking and finance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial (capital) markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Data and statistics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Education	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 Turkmenistan? *(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	Banking and finance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Data and statistics	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	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"/>
11	Financial (capital) markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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

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

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkmenistan?											
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 Turkmenistan, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

D10. 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

D11. 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
E1	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"/>
E2	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group takes decisions quickly in Turkmenistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Working with the World Bank Group increases Turkmenistan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	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"/>
E6	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"/>

E7. Which of the following best describes the World Bank Group's support in Turkmenistan? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Turkmenistan
2	The World Bank Group is not sufficiently selective in Turkmenistan, and it is involved in too many areas of development
3	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TURKMENISTAN

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkmenistan? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Provide more adequate data/knowledge/statistics/figures on Turkmenistan's economy
3	Reach out more to groups outside of Government
4	Increase the level of capacity development in the country
5	Offer more innovative knowledge services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Work faster
8	Increase availability of Reimbursable Advisory Services (RAS)
9	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Turkmenistan, 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 Turkmenistan? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Turkmenistan
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 Turkmenistan? (Choose no more than TWO)			
1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
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	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Do you have access to the Internet?	Yes	No
G4	Do you use/have you used the World Bank Group website?	Yes	No

G5. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

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		
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G8	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"/>	
G9	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"/>	
G10	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	7	Financial Sector/Private Bank
2	Office of Minister	8	NGO/Community Based Organization
3	Employee of a Ministry, Ministerial Department or Implementation Agency	9	Media (press, radio, TV, web, etc.)
4	Bilateral/Multilateral Agency	10	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Private Sector Organization	11	Academia/Research Institute/Think Tank
6	Private Foundation	12	Other (please specify): _____

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Turkmenistan? (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): _____

**SECTION H: BACKGROUND INFORMATION**

H5. Which of the following describes most of your exposure to the World Bank Group in Turkmenistan? (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.

H6. What's your gender?	
1	Female
2	Male

H7. Which best represents your geographic location?	
1	Ashgabat
2	Outside Ashgabat

Thank you for completing the survey!