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Kyrgyz Republic Country Opinion Survey Report

(July 2013 - June 2014)

Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in the Kyrgyz Republic perceive the Bank;
- Obtain systematic feedback from stakeholders in the Kyrgyz Republic regarding:
  - Their views regarding the general environment in the Kyrgyz Republic;
  - Their overall attitudes toward the World Bank in the Kyrgyz Republic;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in the Kyrgyz Republic; and
  - Perceptions of the World Bank's future role in the Kyrgyz Republic.
- Use data to help inform the Kyrgyz Republic country team's strategy.

II. Methodology

In February-March 2013, 300 stakeholders of the World Bank in the Kyrgyz Republic were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 166 stakeholders participated in the country survey (55% response rate).

Respondents received questionnaires via mail, courier or email and returned them accordingly. Some respondents completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing the Kyrgyz Republic; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in the Kyrgyz Republic; and the Bank's communication and information sharing in the Kyrgyz Republic.

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

A. General Issues Facing the Kyrgyz Republic: Respondents were asked to indicate whether the Kyrgyz economy is headed in the right direction, what they thought were the top three most important development priorities in the country, and which areas would contribute most to reducing poverty and generating economic growth in the Kyrgyz Republic.

II. Methodology (continued)

B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in the Kyrgyz Republic, Bank staff preparedness to help the Kyrgyz Republic solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to reduce poverty in the Kyrgyz Republic, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.

C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in the Kyrgyz Republic, the extent to which the Bank meets the Kyrgyz Republic's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-two development areas, such as economic growth, public sector governance, job creation, education, and others.

D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results and its technical quality.

E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing the Kyrgyz Republic's institutional capacity, and providing effective implementation support.

F. The Future Role of the World Bank in the Kyrgyz Republic: Respondents were asked to rate how significant a role the Bank should play in the Kyrgyz Republic's development in the near future and to indicate what the Bank should do to make itself of greater value.

G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.

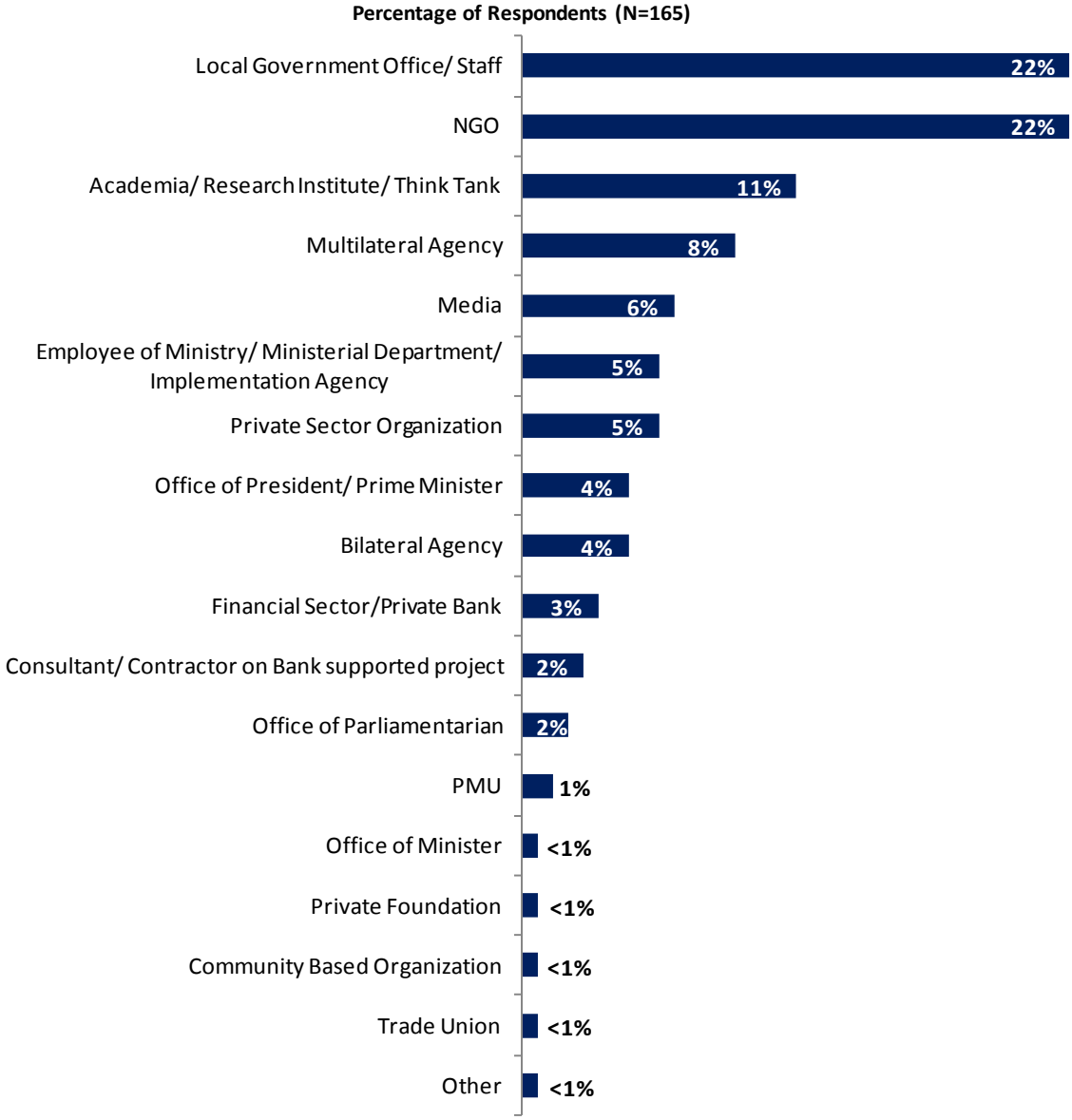
H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in the Kyrgyz Republic, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 108 respondents (54% response rate) who completed the survey in FY 2006 and the 114 respondents who completed the survey in FY 2002. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

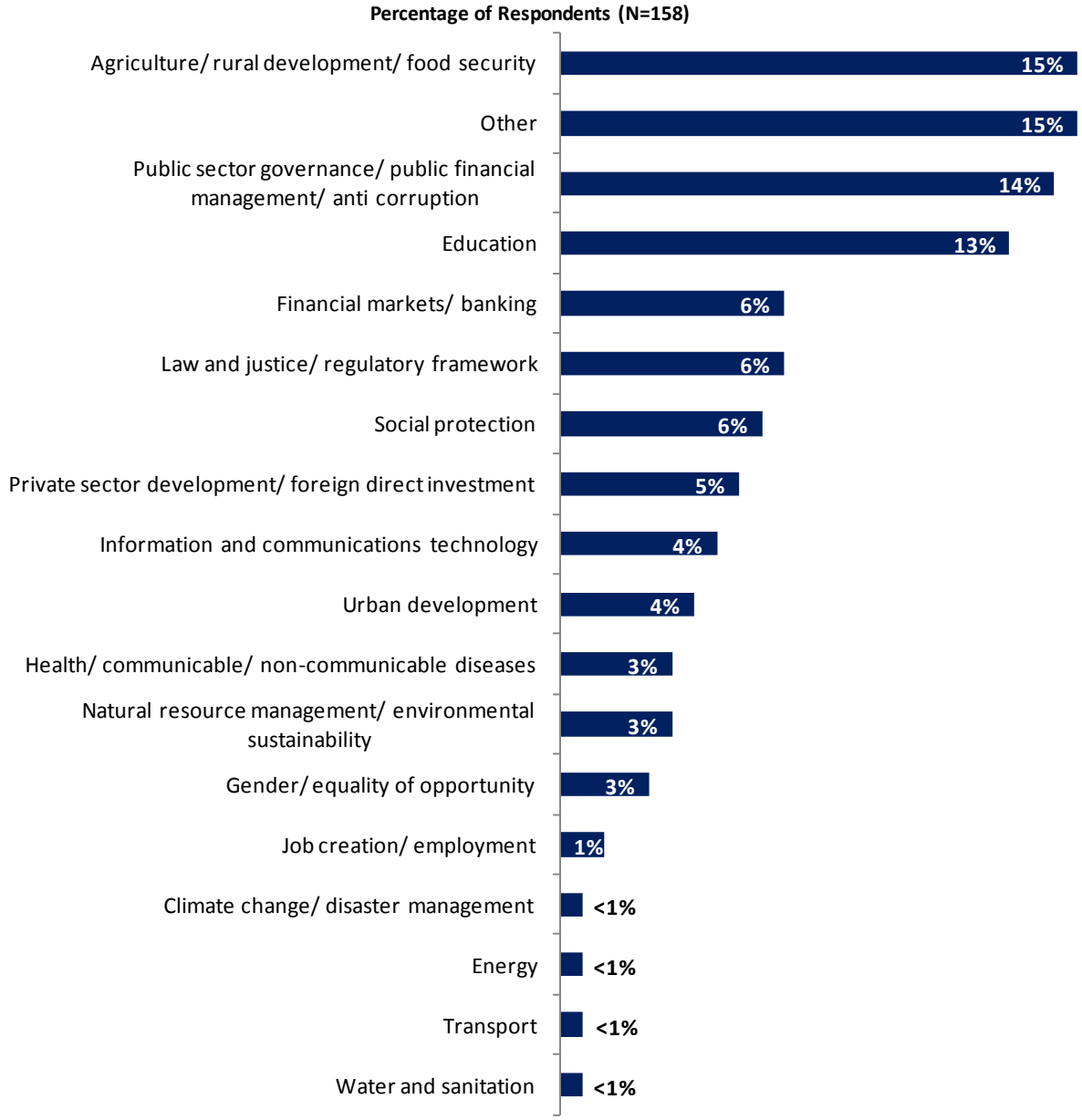
- For further analyses, the small number of respondents from the office of a Minister were combined with those from the office of the President and the office of the Prime Minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs, CBOs, private foundations, and trade unions were combined into a "CSO" category; and the few respondents from the office of a Parliamentarian, PMUs, and consultants/contractors working on Bank-supported projects were included in the "Other" category. Note that there were no respondents from the judiciary branch, independent government institutions, and faith-based groups.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

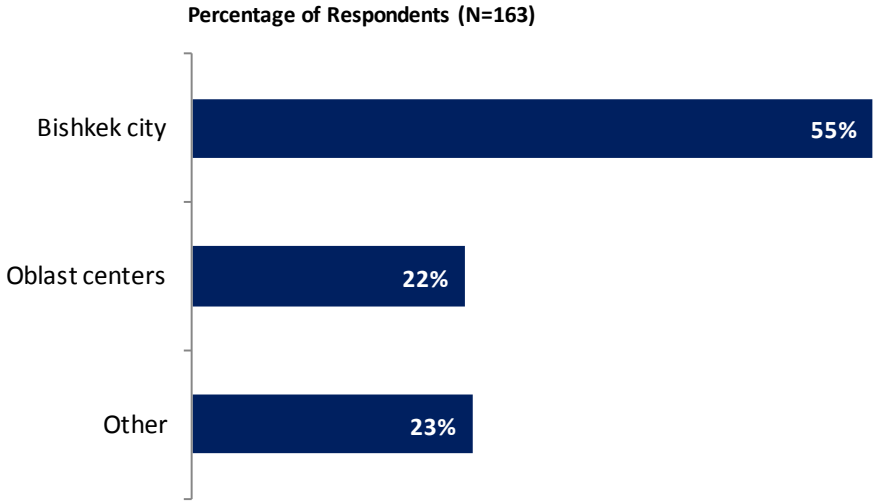


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Responses across all geographic locations for all country survey questions can be found in the Appendix C (see page 82). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

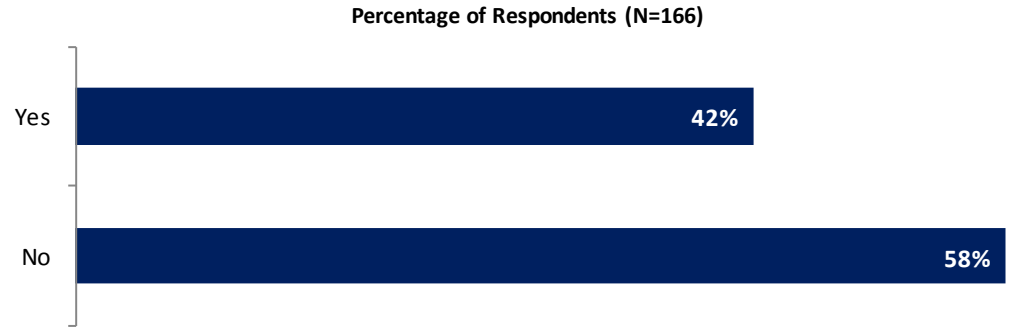


"Which best represents your geographic location?" (Respondents chose from a list.)

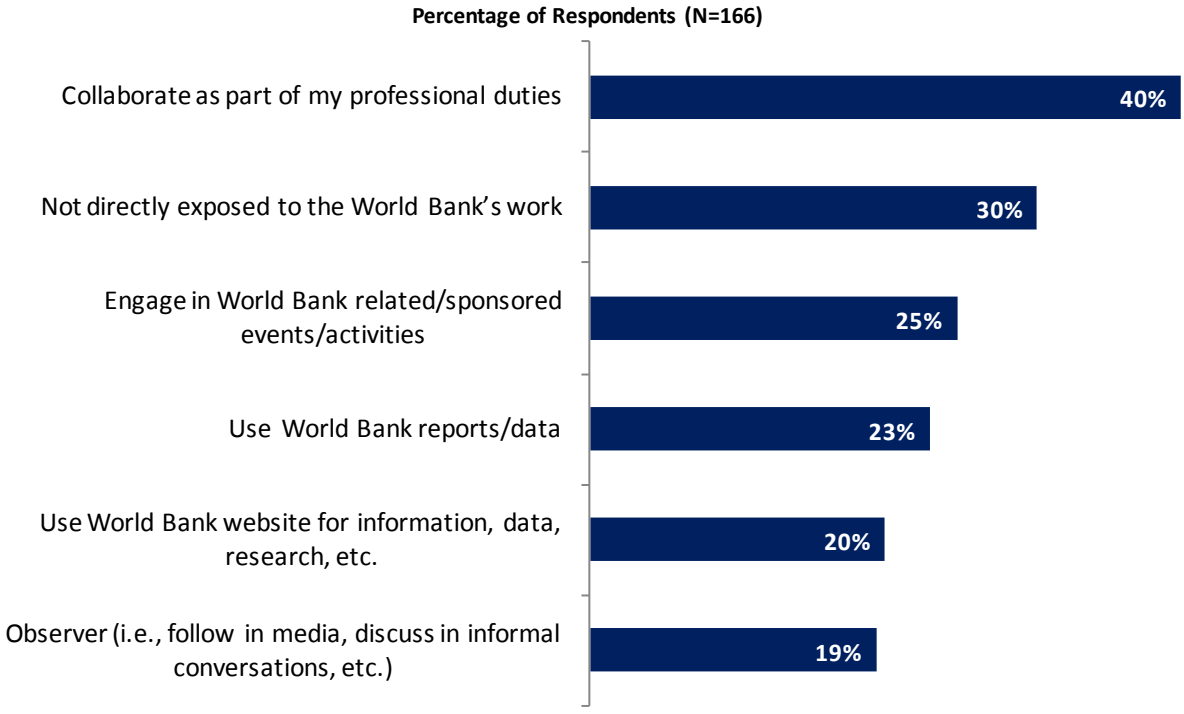
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in the Kyrgyz Republic, can be found in the Appendix E (see page 98). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"

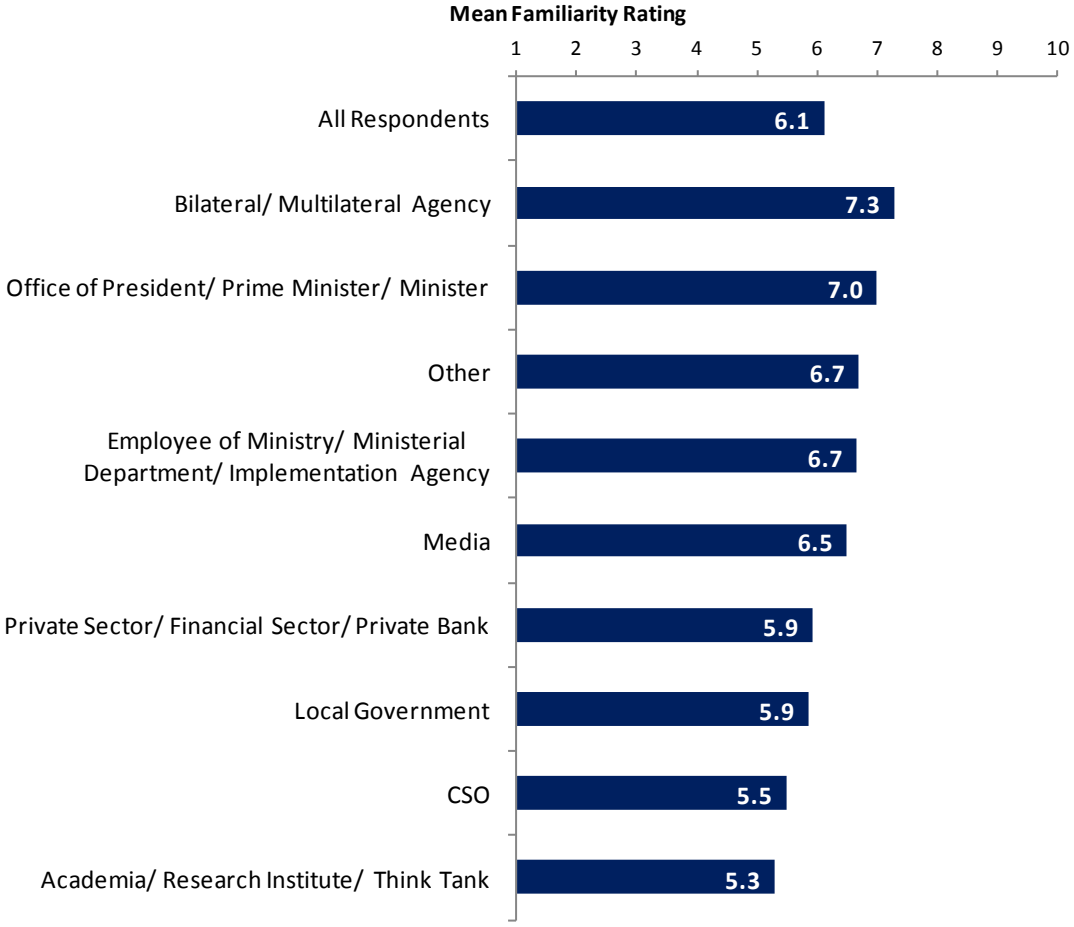


"Which of the following describes most of your exposure to the World Bank in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.1; this was significantly *lower* than the mean ratings received in the FY '06 country survey (7.7) and the FY '02 country survey (7.0).
  - Respondents from bilateral/multilateral agencies and the office of the President/Prime Minister/Minister indicated the highest levels of familiarity whereas respondents from CSOs and academia/research institutes/think tanks indicated significantly lower levels of familiarity.
  - Respondents from Bishkek city indicated significantly higher levels of familiarity with the Bank than respondents from other geographic locations.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in the Kyrgyz Republic. Respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's ability to help achieve development results and the Bank's relevance to the Kyrgyz Republic's development.

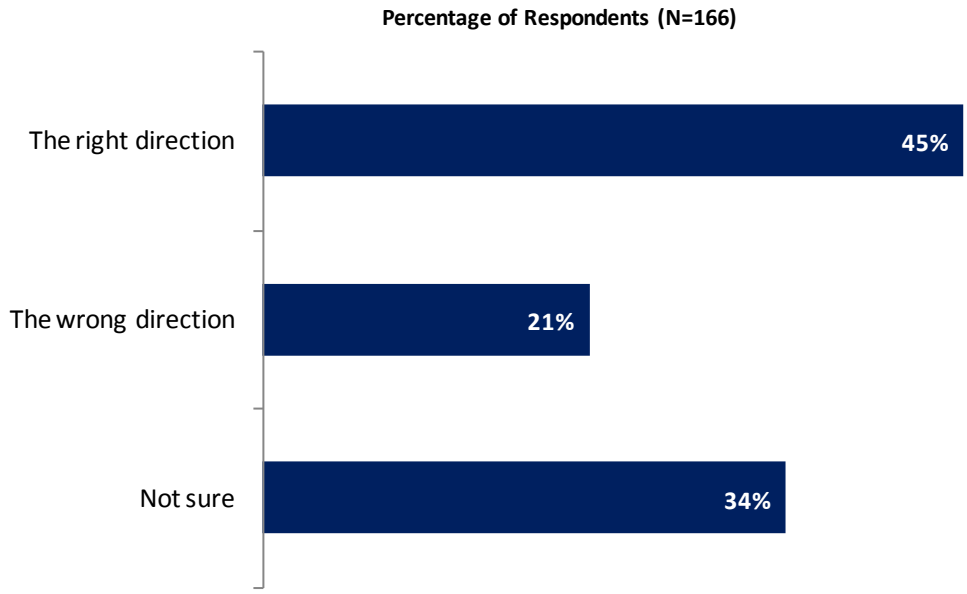


"How familiar are you with the work of the World Bank in the Kyrgyz Republic, on a ten-point scale?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing the Kyrgyz Republic

Headed in the Right Direction

- A majority of respondents across most stakeholder groups indicated that the Kyrgyz economy was headed in the right direction, except respondents from CSOs and the private sector/financial sector/private banks who were more likely to indicate that they were not sure whether the Kyrgyz economy was headed in the right or wrong direction.

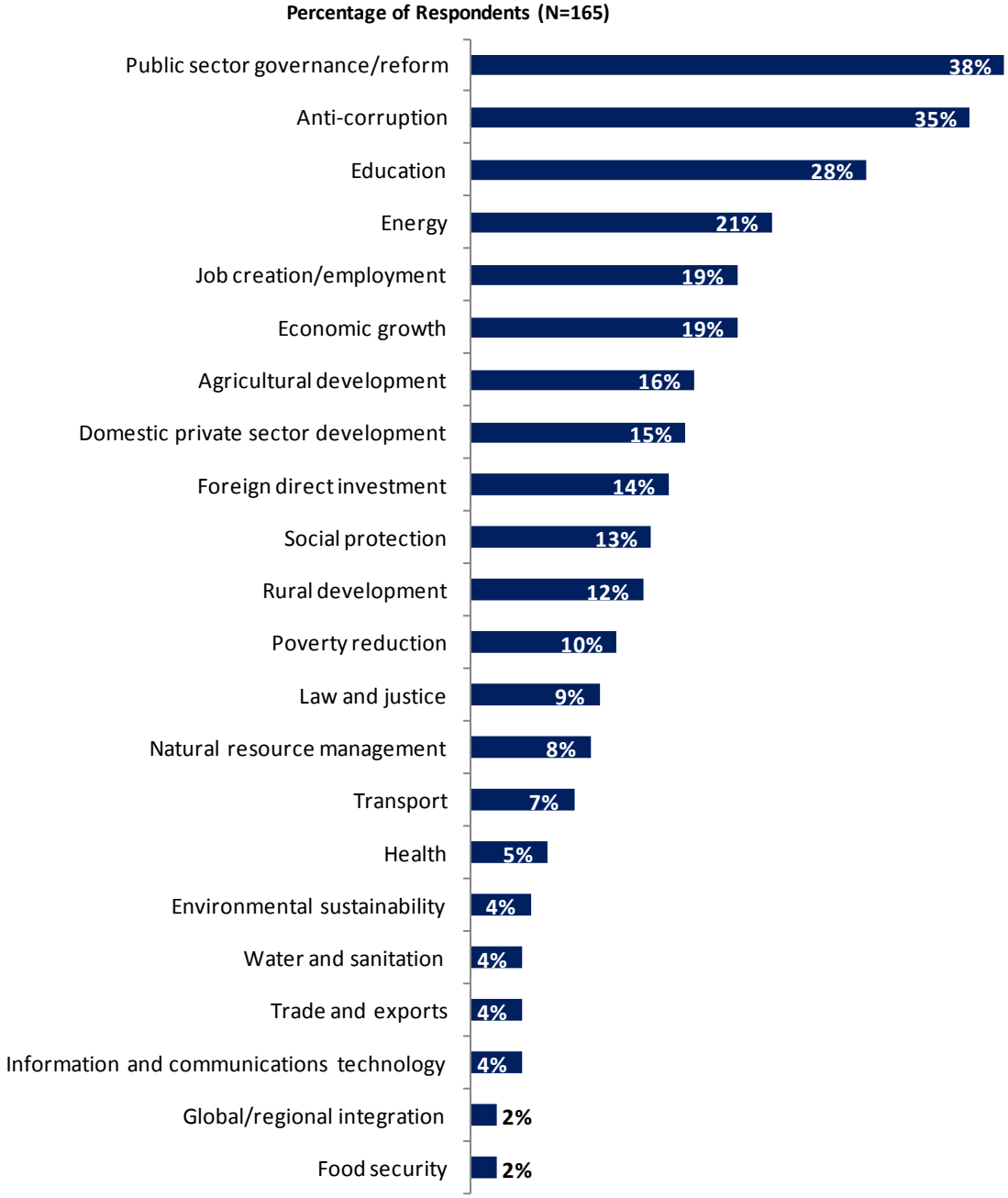


"In general would you say that the Kyrgyz economy is headed in … ?"
(Respondents chose from a list.)

IV. General Issues Facing the Kyrgyz Republic (continued)

Development Priority

- In the FY '06 country survey*, government effectiveness/governance (48%) and economic growth (47%) were considered most important development priorities for the Kyrgyz Republic.



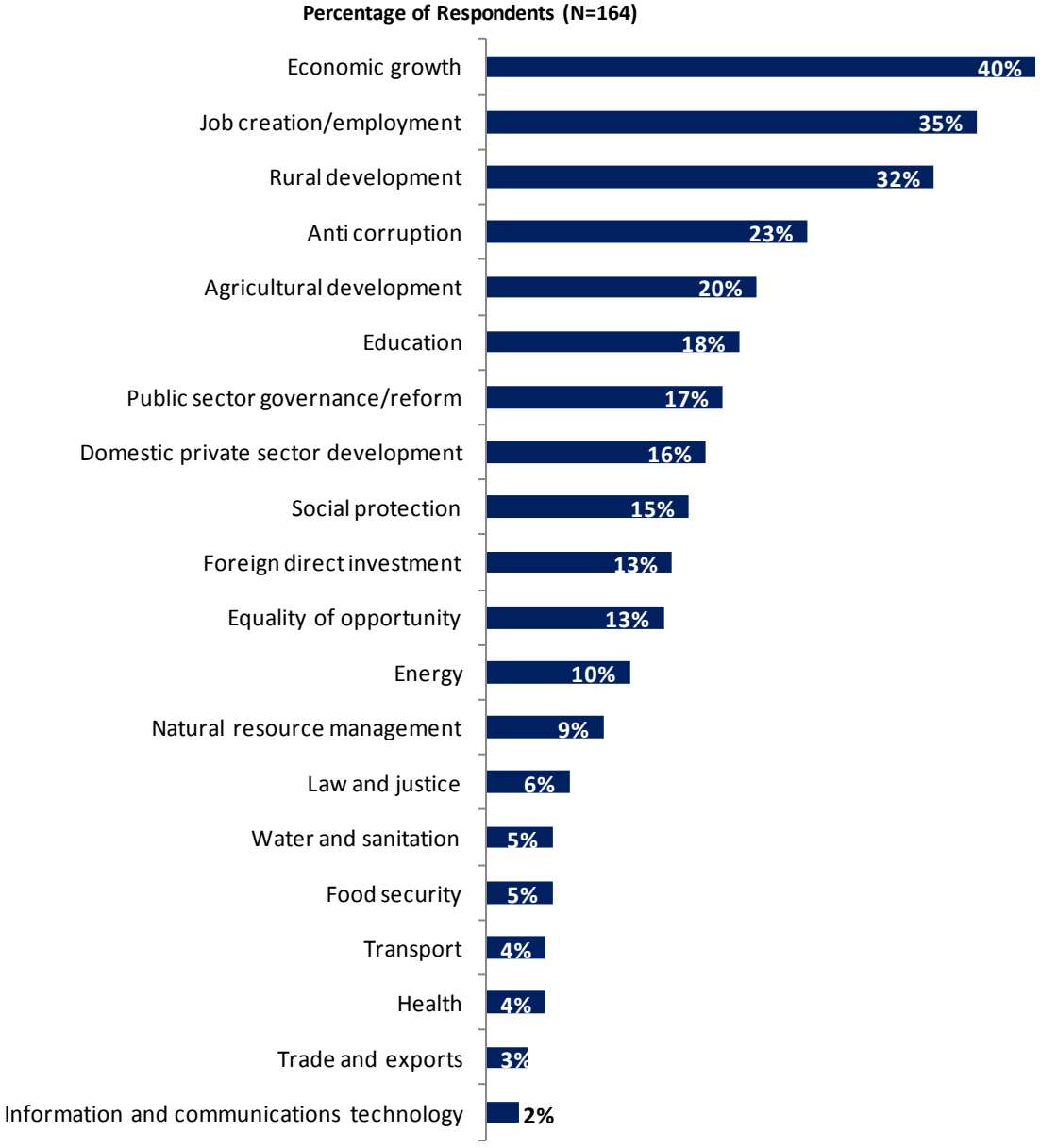
Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic? (Choose no more than THREE) (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

IV. General Issues Facing the Kyrgyz Republic (continued)

What Would Contribute Most to Reducing Poverty and Improving Quality of Peoples' Lives

- In the FY '06 country survey*, respondents indicated that private sector development (38%), income generating activities/employment (38%), and reducing corruption (35%) would contribute most to poverty reduction in the Kyrgyz Republic.

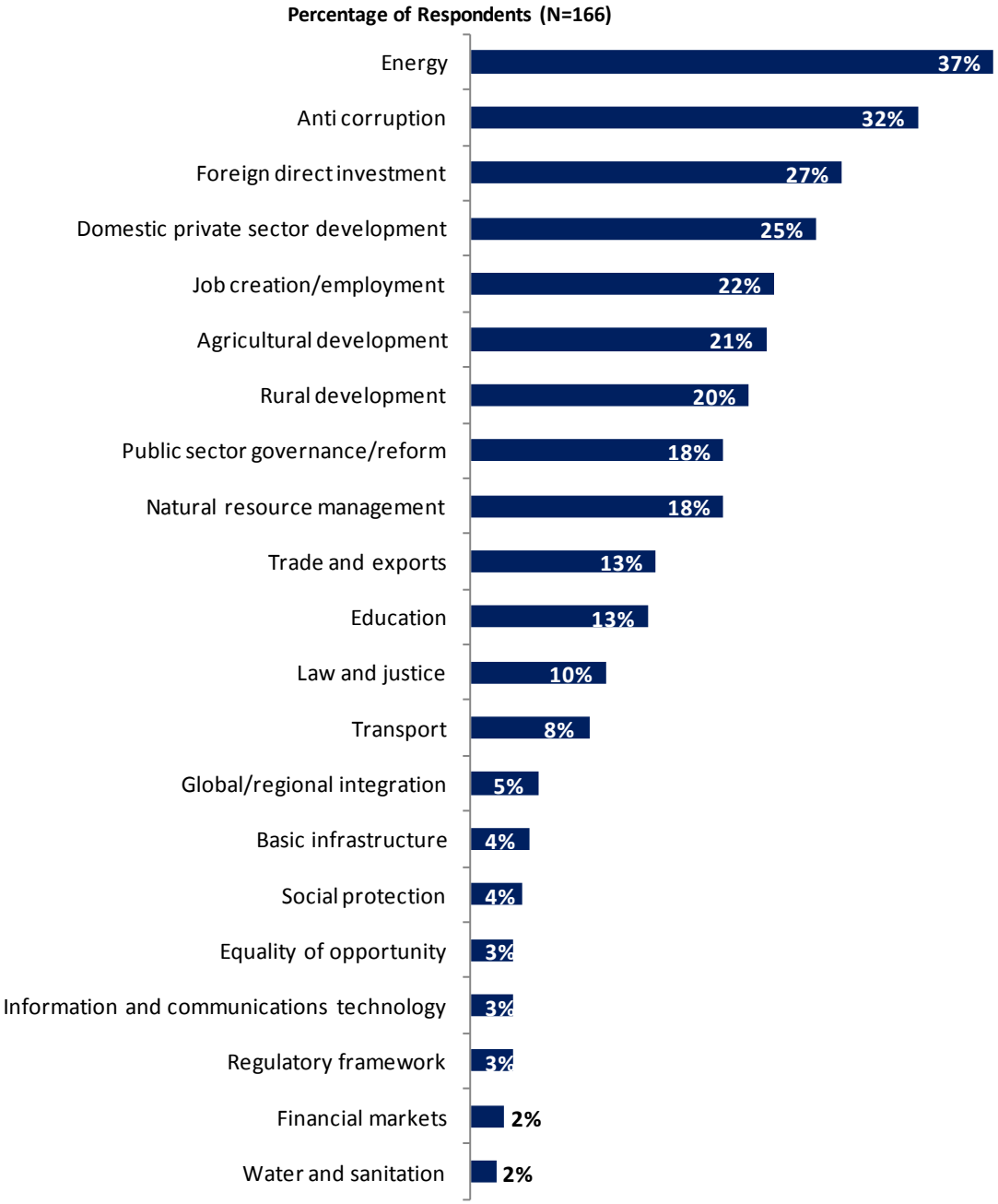


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and improving quality of peoples' lives in the Kyrgyz Republic? (Choose no more than THREE)"
(Respondents chose from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

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

IV. General Issues Facing the Kyrgyz Republic (continued)

What Would Contribute Most to Generating Economic Growth

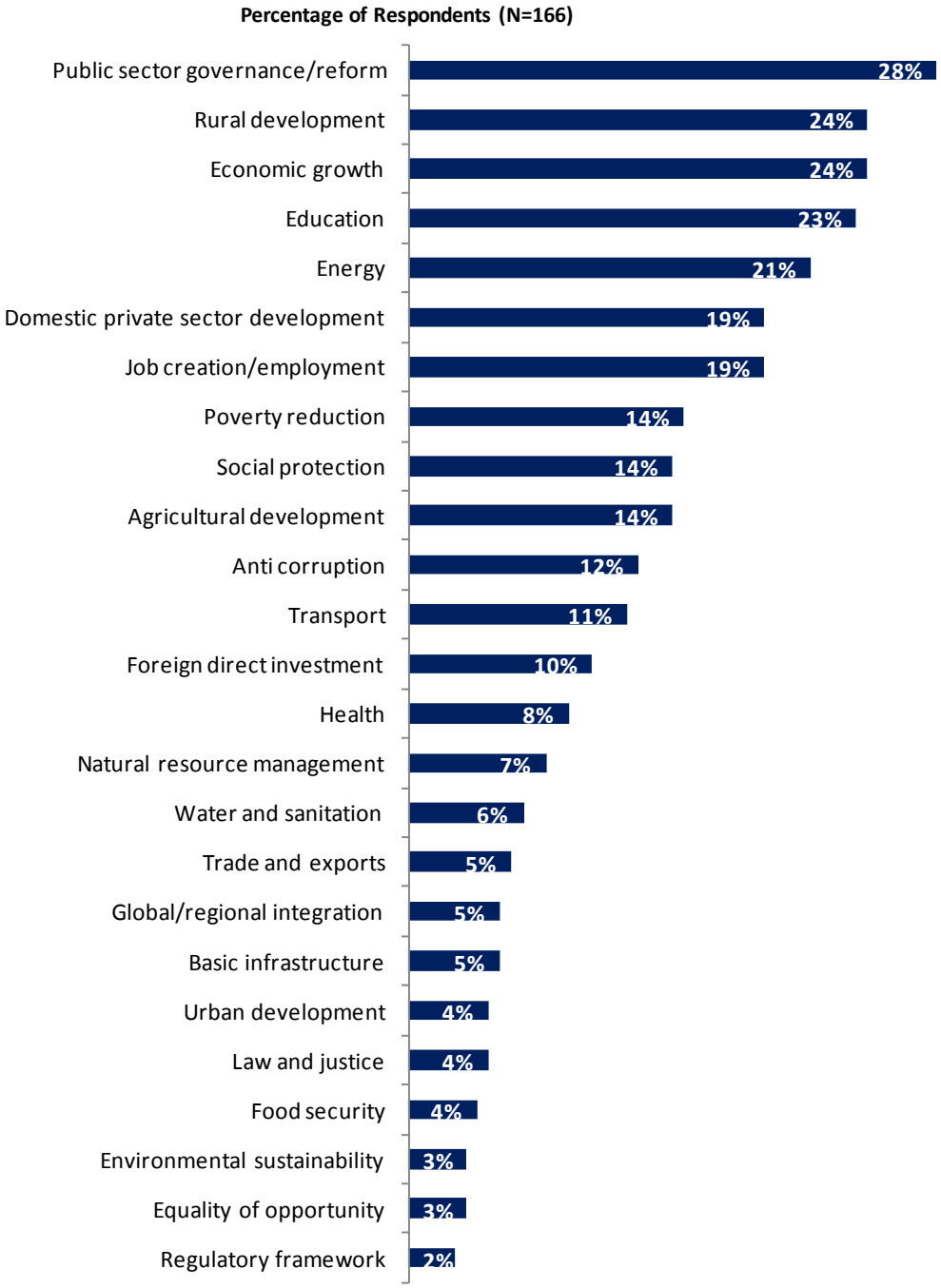


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Kyrgyz Republic? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- In the FY '06 country survey*, respondents felt that it would be most productive for the Bank to focus most of its resources on economic growth (39%) in the Kyrgyz Republic.



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

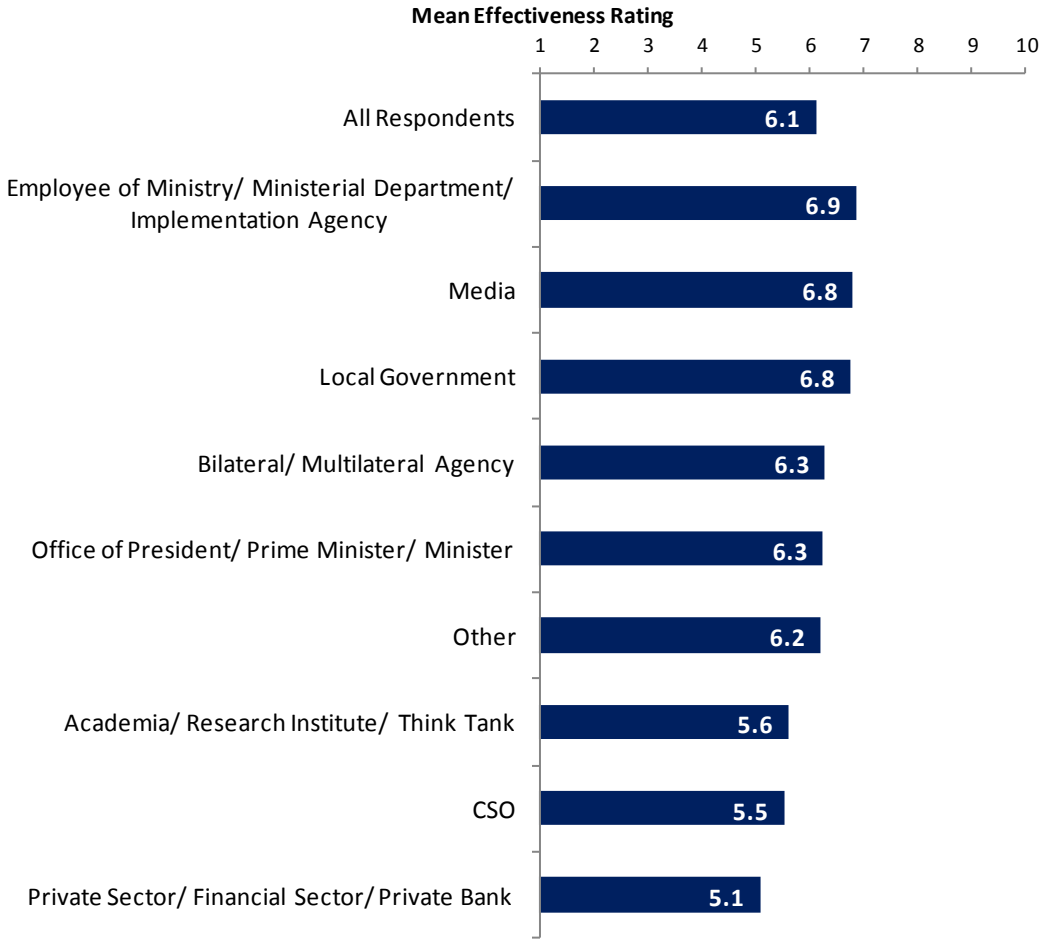
*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

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

The World Bank's Overall Effectiveness *(Indicator Question)*

- Across all respondents, ratings of the World Bank's overall effectiveness in the Kyrgyz Republic received a mean rating of 6.1; this was significantly *lower* than the mean ratings received in the FY '06 country survey (6.9) and the FY '02 country survey (6.8).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's overall effectiveness in the Kyrgyz Republic.

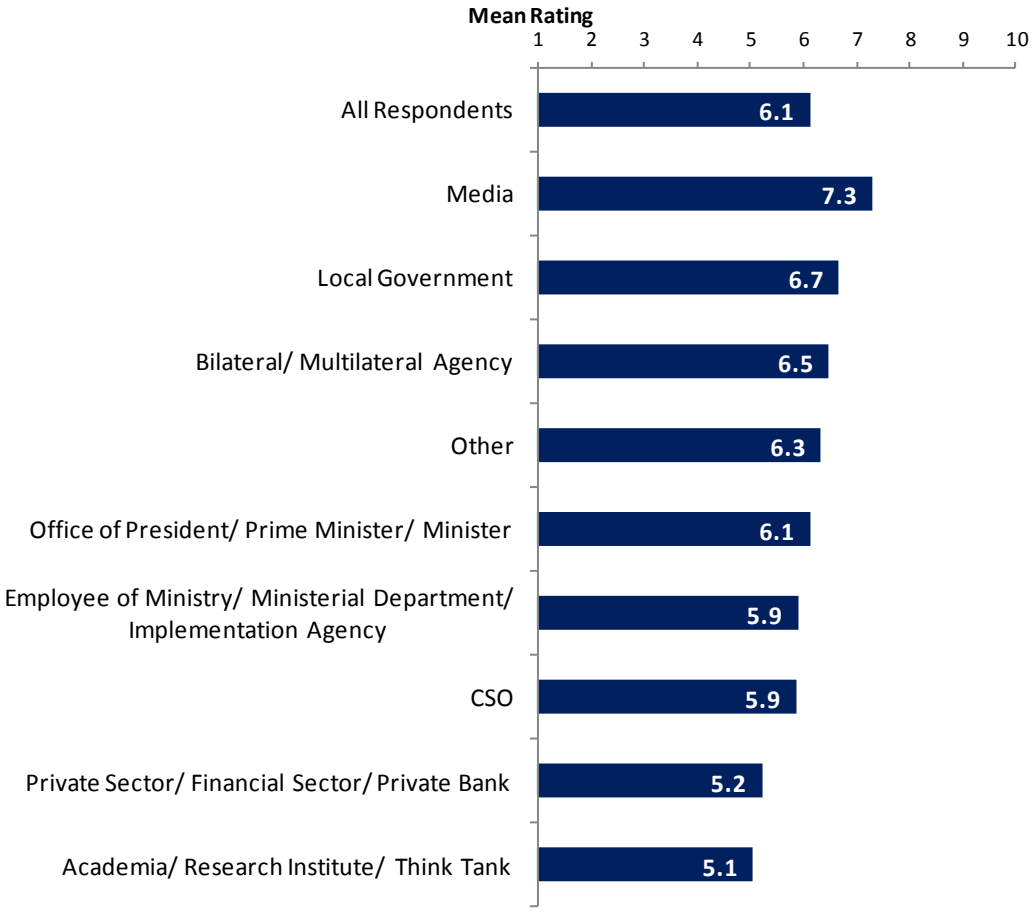


"Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic, on a ten point scale." *(1-"Not effective at all", 10-"Very effective")*

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results *(Indicator Question)*

- Respondents from the media gave the highest ratings for the World Bank helping achieve development results in the Kyrgyz Republic whereas respondents from the private sector/ financial sector/private banks and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across all geographic areas gave statistically similar ratings.

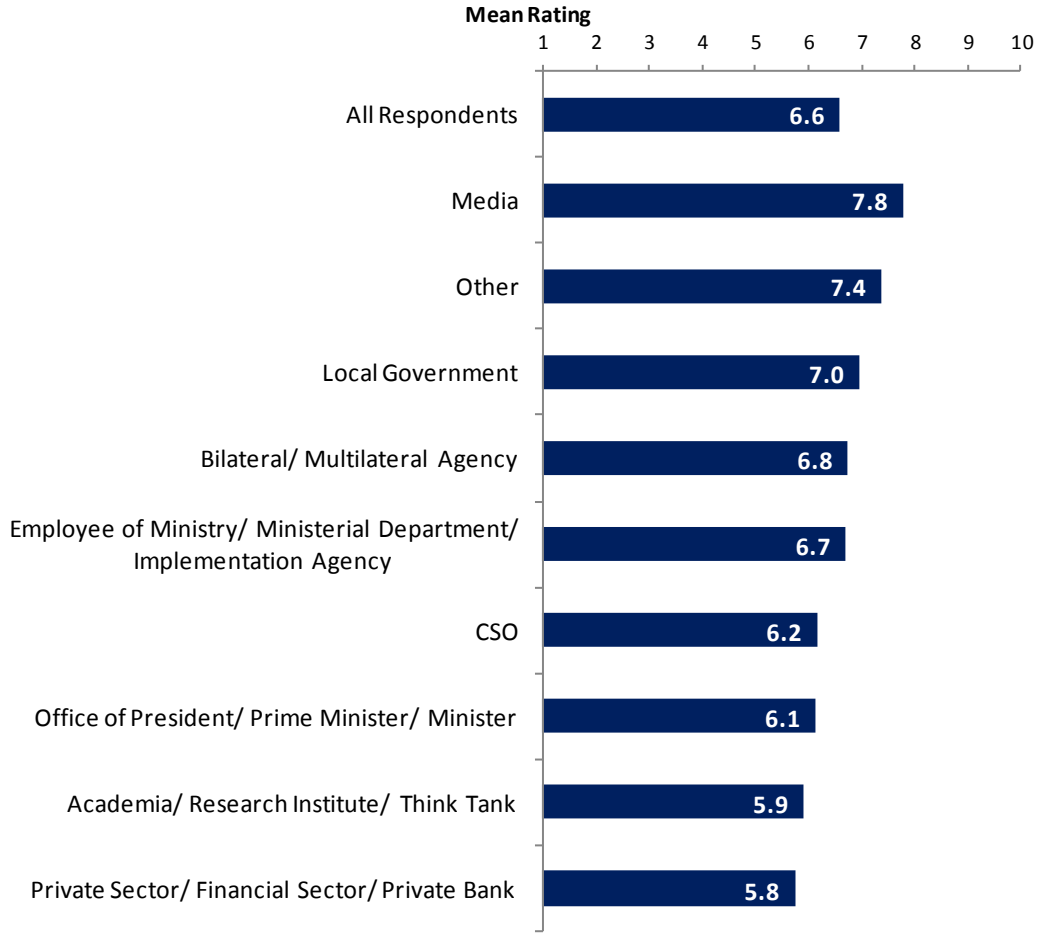


"To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic, on a ten point scale?" *(1-"To no degree at all", 10-"To a very significant degree")*

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness *(Indicator Question)*

- Respondents across all stakeholder groups and geographic areas gave statistically similar ratings for the World Bank's staff being well prepared to help the Kyrgyz Republic solve its most complicated development challenges.

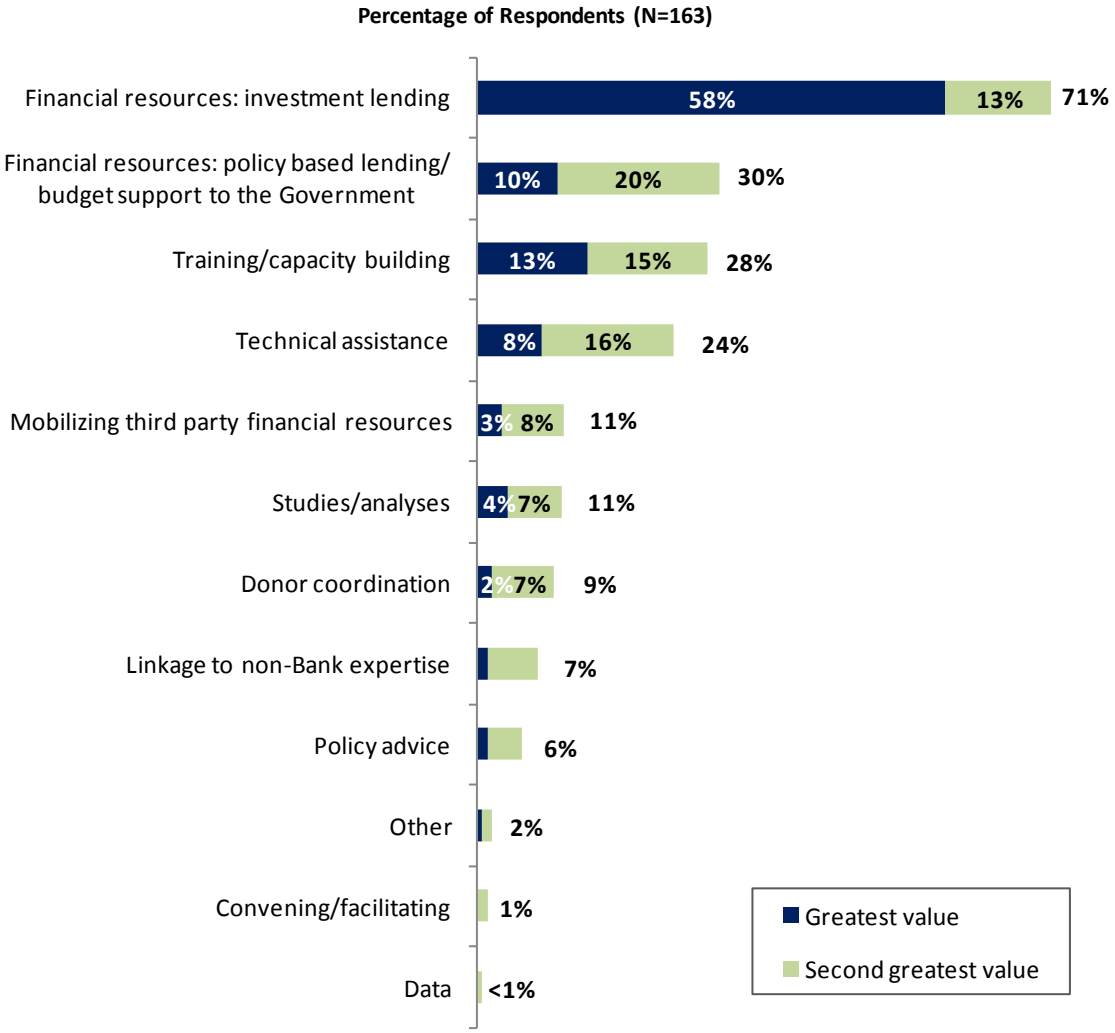


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the Kyrgyz Republic solve its most complicated development challenges, on a ten point scale?" *(1-"To no degree at all", 10-"To a very significant degree")*

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '06 country survey* indicated that the World Bank's greatest values to the Kyrgyz Republic were financial resources (49%), the Bank's knowledge (35%), and donor coordination (31%).

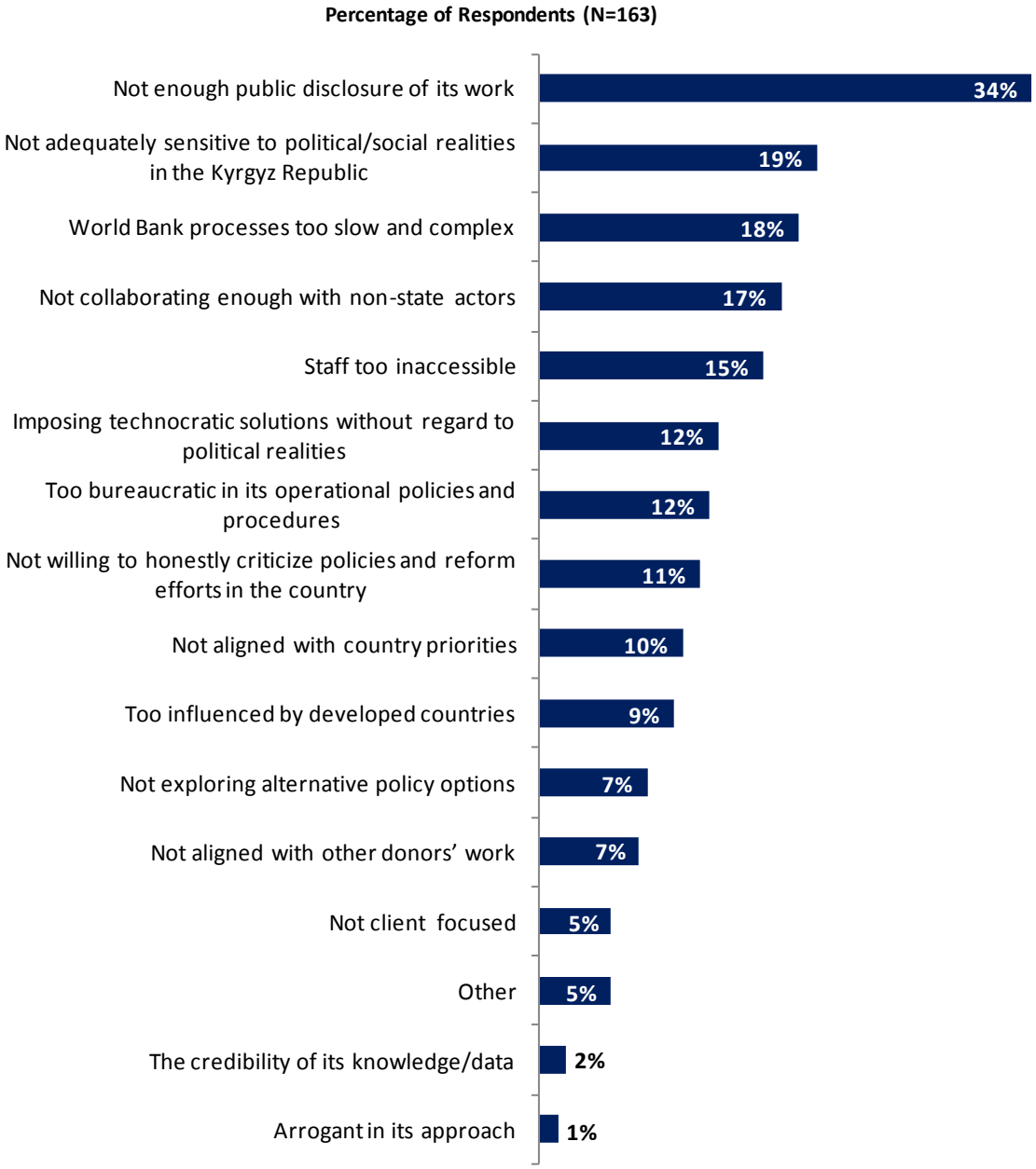


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?" (Respondents chose from a list.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

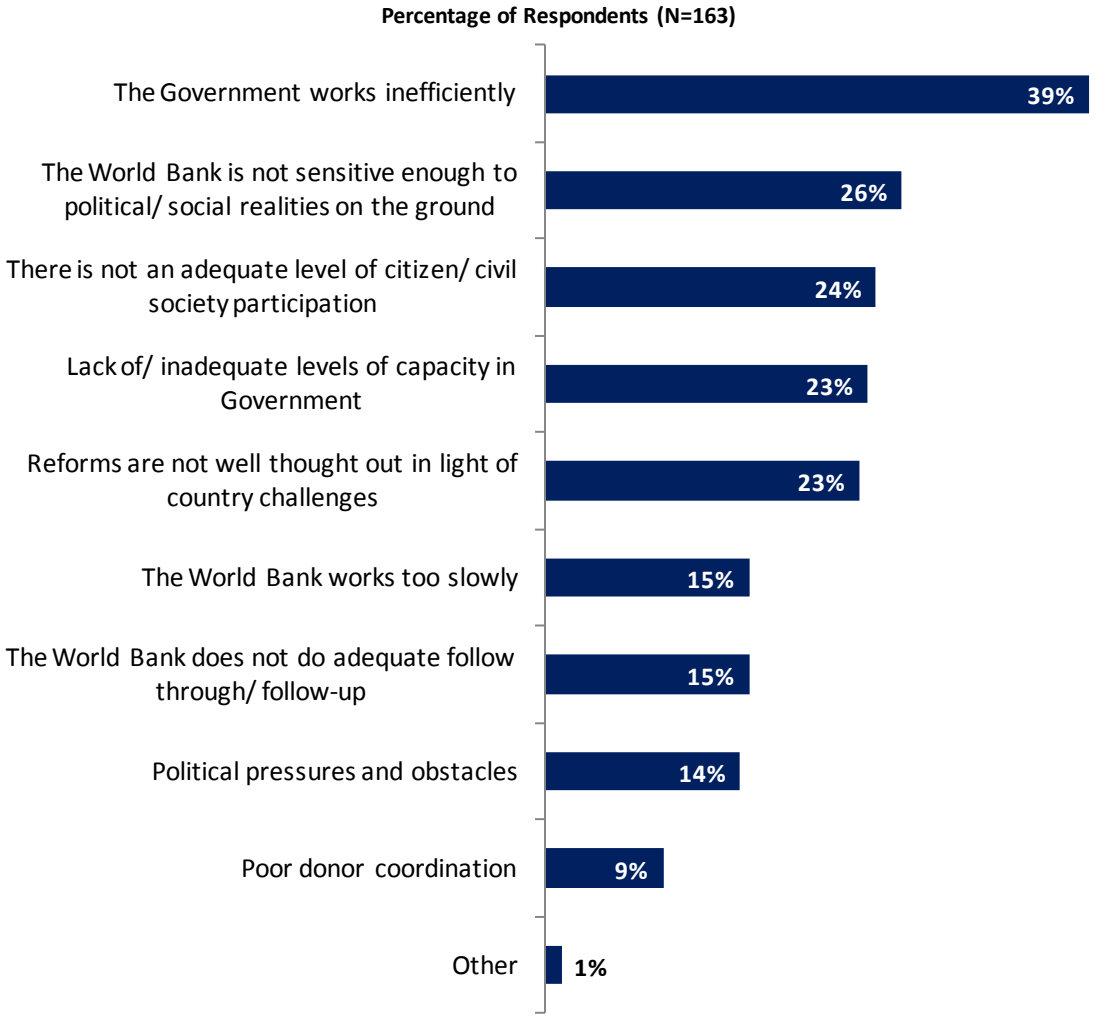
Greatest Weakness



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

V. Overall Attitudes toward the World Bank (continued)

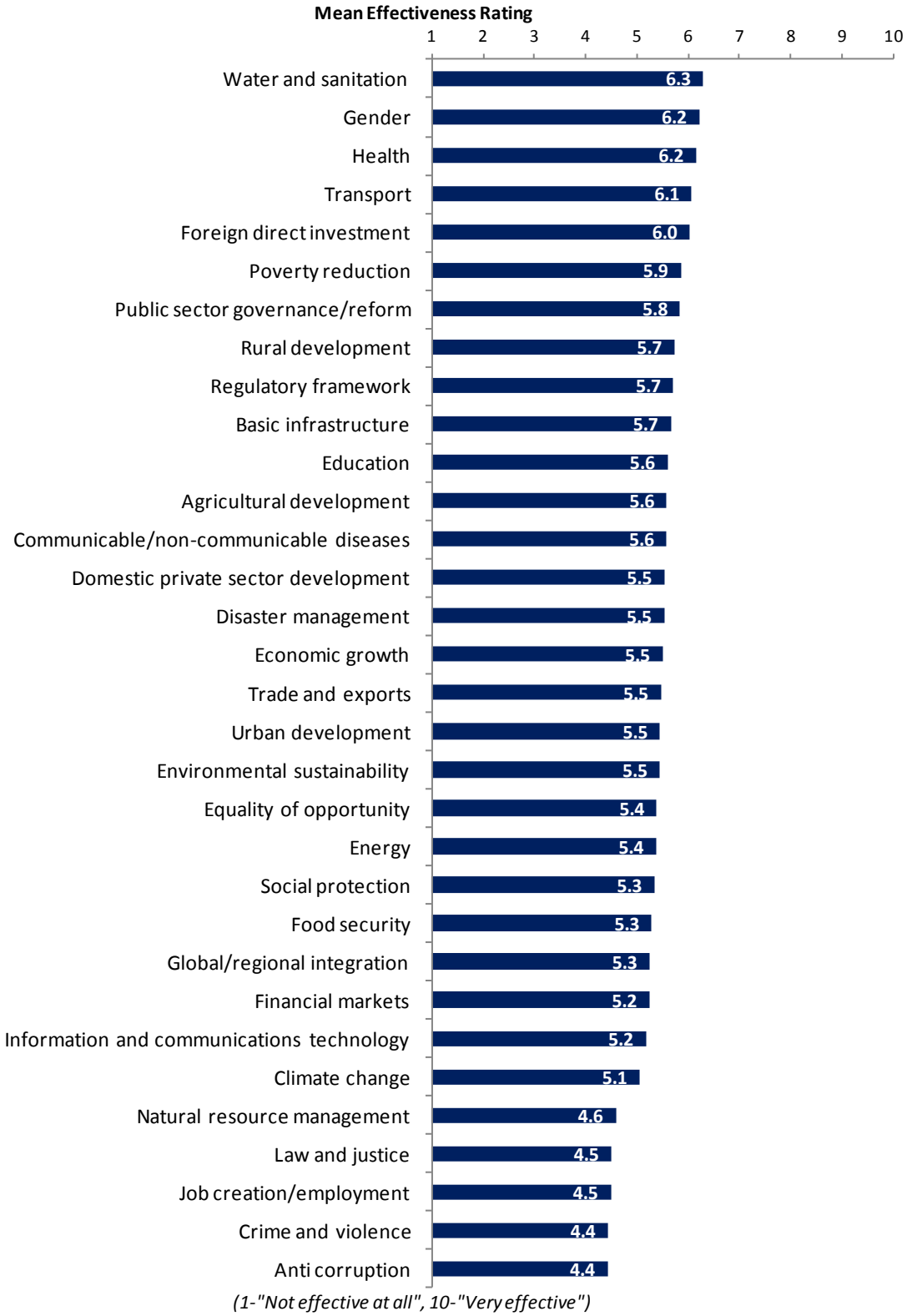
Attributing Slow or Failed Reform Efforts



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

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



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

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant differences across stakeholder groups in their ratings of the Bank's effectiveness in four of these thirty-two areas:
  - "Anti-corruption".
  - "Basic infrastructure";
  - "Domestic private sector development"; and
  - "Foreign direct investment".

- Respondents from the Office of President/Prime Minister/Minister gave the highest ratings for the Bank's effectiveness in anti-corruption whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings. Respondents from bilateral/multilateral agencies gave the highest ratings for the Bank's effectiveness in basic infrastructure whereas employees of ministries/ministerial departments/ implementation agencies gave significantly lower ratings. Respondents from the media tended to have the highest ratings for the Bank's effectiveness in domestic private sector development and foreign direct investment whereas respondents from the private sector/financial sector/private banks tended to have significantly lower ratings. (See Appendix B for full details.)

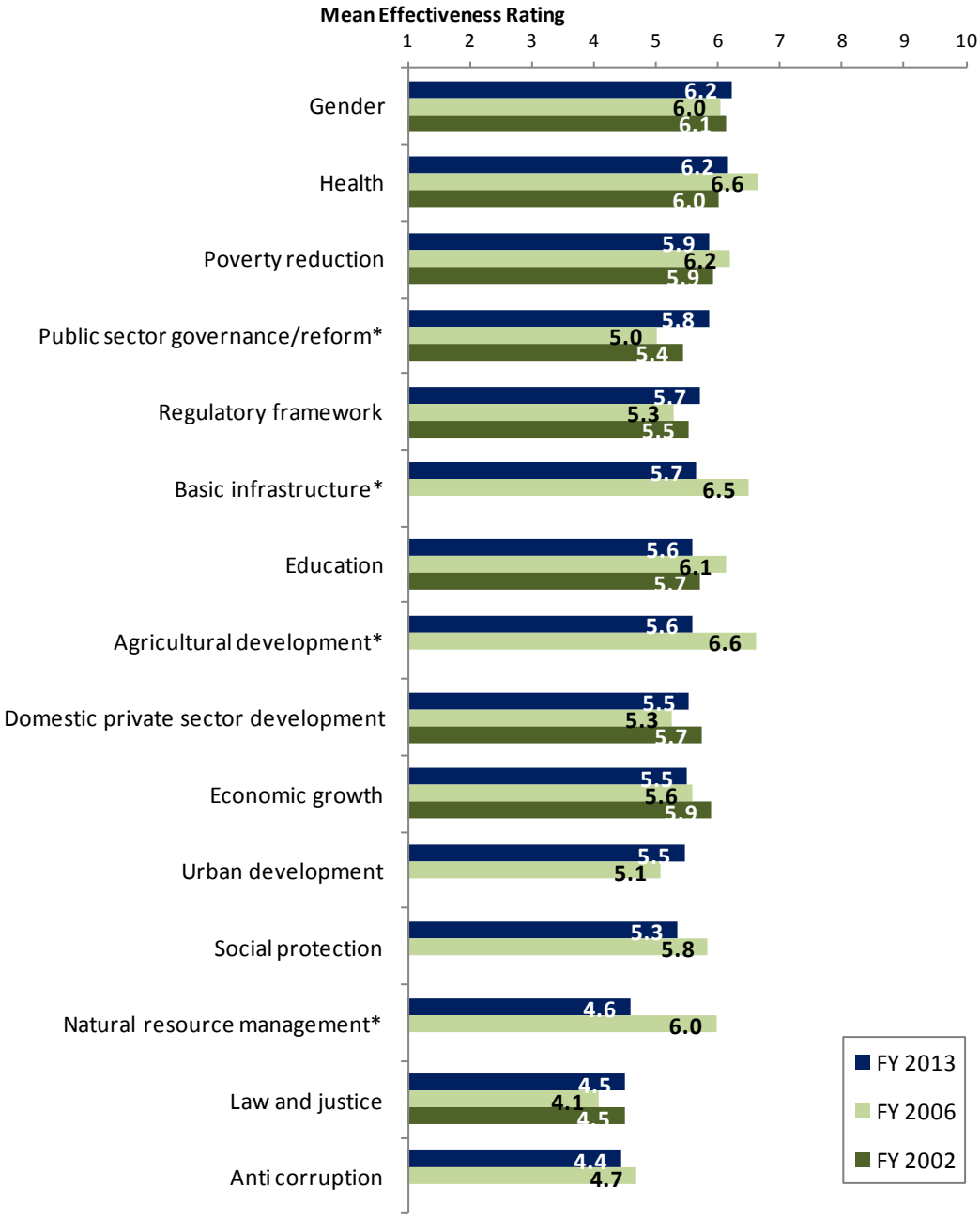
- There were significant differences between geographic locations across two of these thirty-two areas. In both instances, respondents from Bishkek city had significantly higher ratings for the Bank's effectiveness than respondents from Oblast centers:
  - "Transport"; and
  - "Regulatory framework".

- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *higher* ratings for the Bank's effectiveness in public sector governance/reform compared to respondents in the FY'06 country survey. Respondents in this year's country survey gave significantly *lower* ratings for the Bank's effectiveness compared to respondents in the FY'06 country survey in the following sectors: basic infrastructure, agricultural development, and natural resource management.



*(*FY 2013 significantly different from FY 2006.)*

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in the Kyrgyz Republic, bivariate correlational analyses were conducted using respondents' ratings of the thirty-two specific areas of effectiveness.

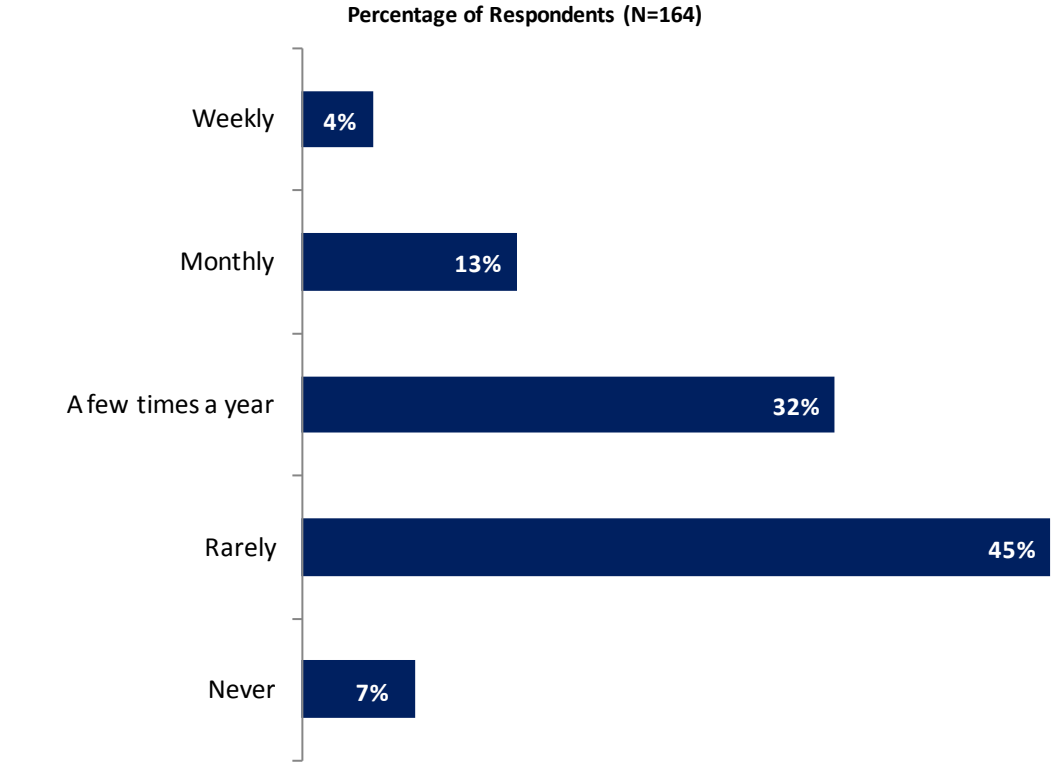
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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 Bank's overall effectiveness or perceptions of the Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in the Kyrgyz Republic. The areas determined to be key drivers from these analyses were:
  - Social protection;
  - Poverty reduction; and
  - Education.

- 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 Bank's ability to help achieve development results in the Kyrgyz Republic, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - Social protection;
  - Poverty reduction;
  - Economic growth; and
  - Agricultural development.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

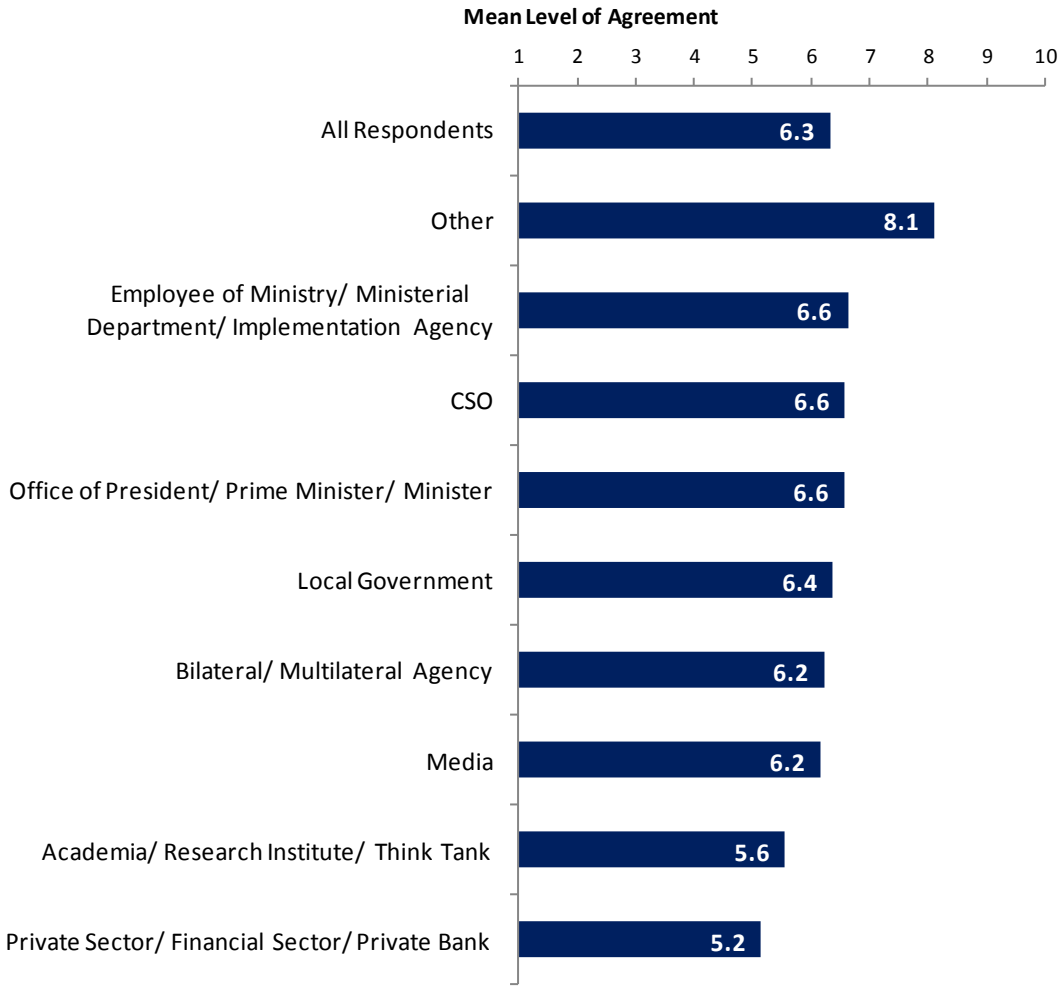


"How frequently do you consult World Bank knowledge work and activities (e.g., data, analysis, reports, etc.) in the work you do?" (Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting the Kyrgyz Republic's Knowledge Needs *(Indicator Question)*

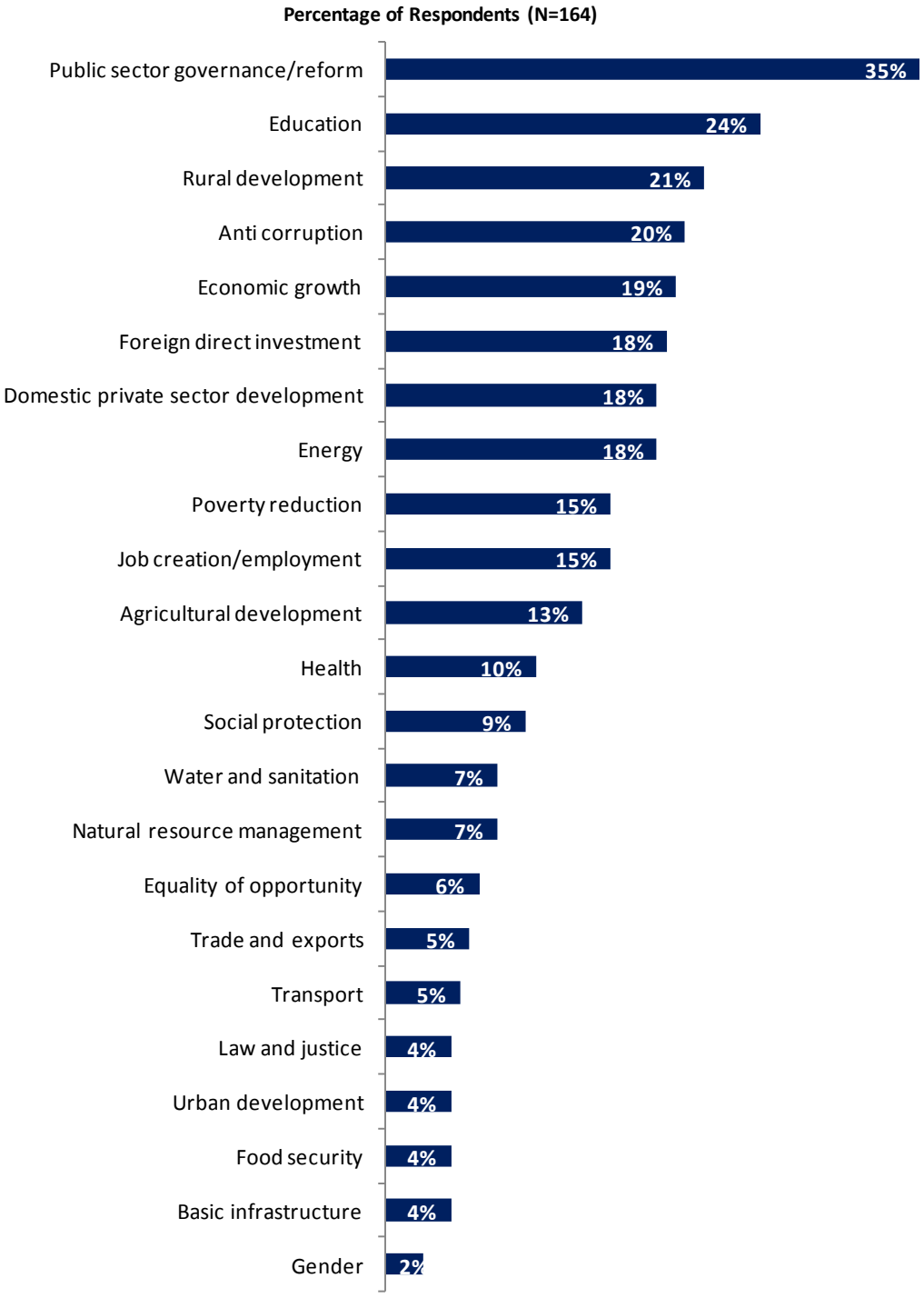
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank meets the Kyrgyz Republic's needs for knowledge services.



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

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

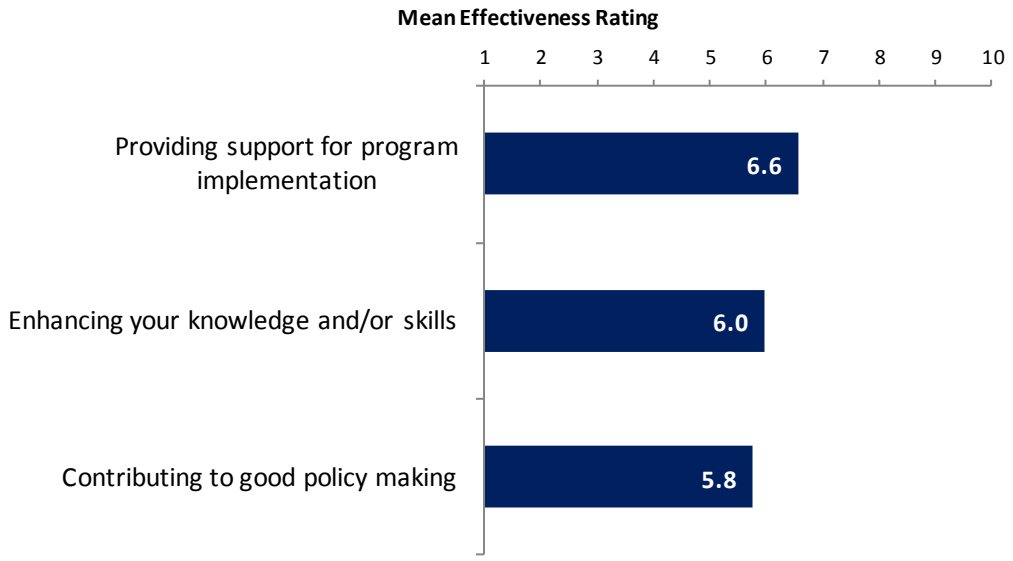


"When thinking about the development challenges in the Kyrgyz Republic, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness in enhancing knowledge and/or skills. Respondents from bilateral/multilateral agencies and employees of ministries/ministerial departments/ implementation agencies gave the highest ratings for the Bank's effectiveness in this area whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the Bank's knowledge and research effectiveness in all these areas.

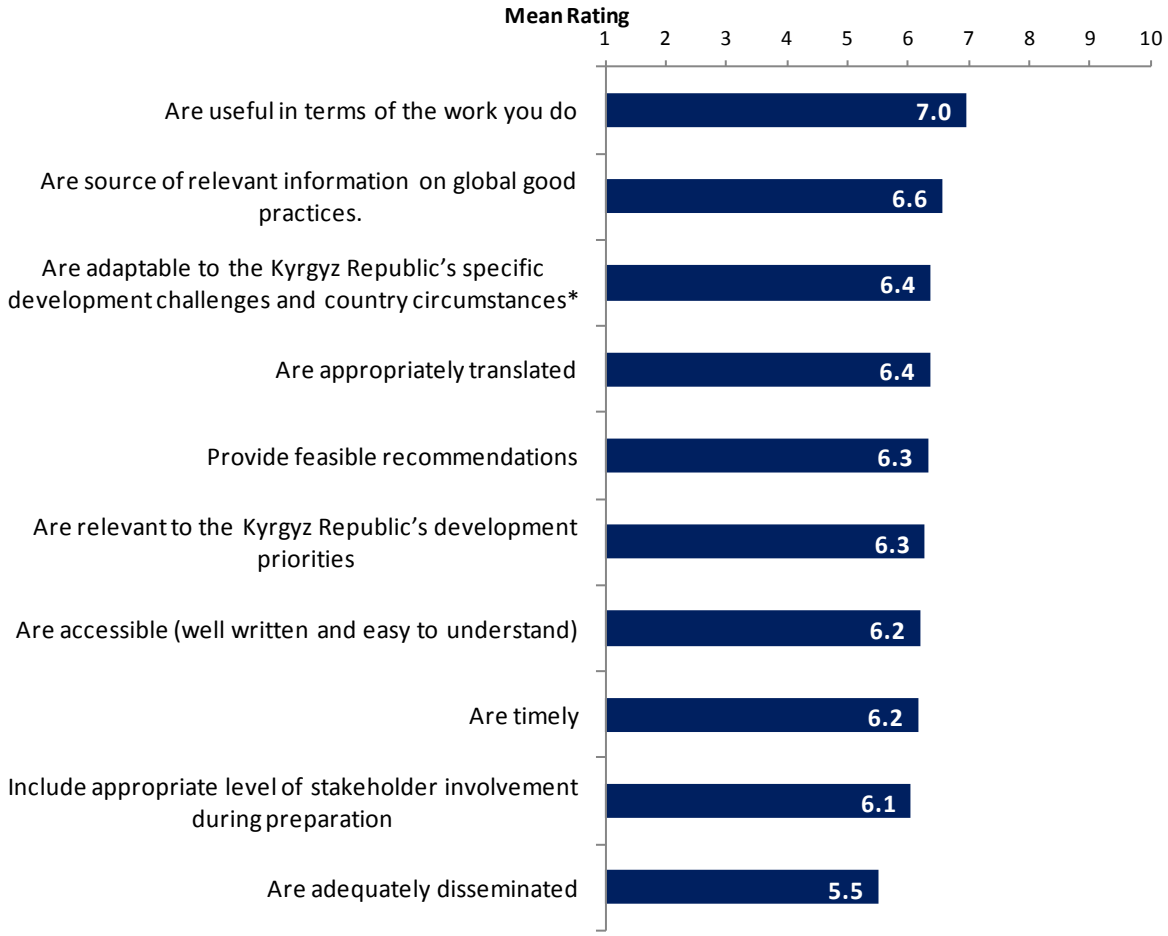


"In the Kyrgyz Republic, how effective do you believe the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences) in:"
(1-"Not effective at all", 10-"Very effective")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

- Respondents in this year's country survey gave statistically similar ratings for the Bank's knowledge work and activities being adaptable to the Kyrgyz Republic's specific development challenges and country circumstances compared to respondents in the FY'06 and FY'02 country surveys.
- There were significant differences between stakeholder groups across two of these qualities of the World Bank's knowledge and research: appropriate translation and adequate dissemination. Employees of ministries/ministerial departments/ implementation agencies gave the highest ratings regarding these two qualities of the Bank's knowledge and research whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.



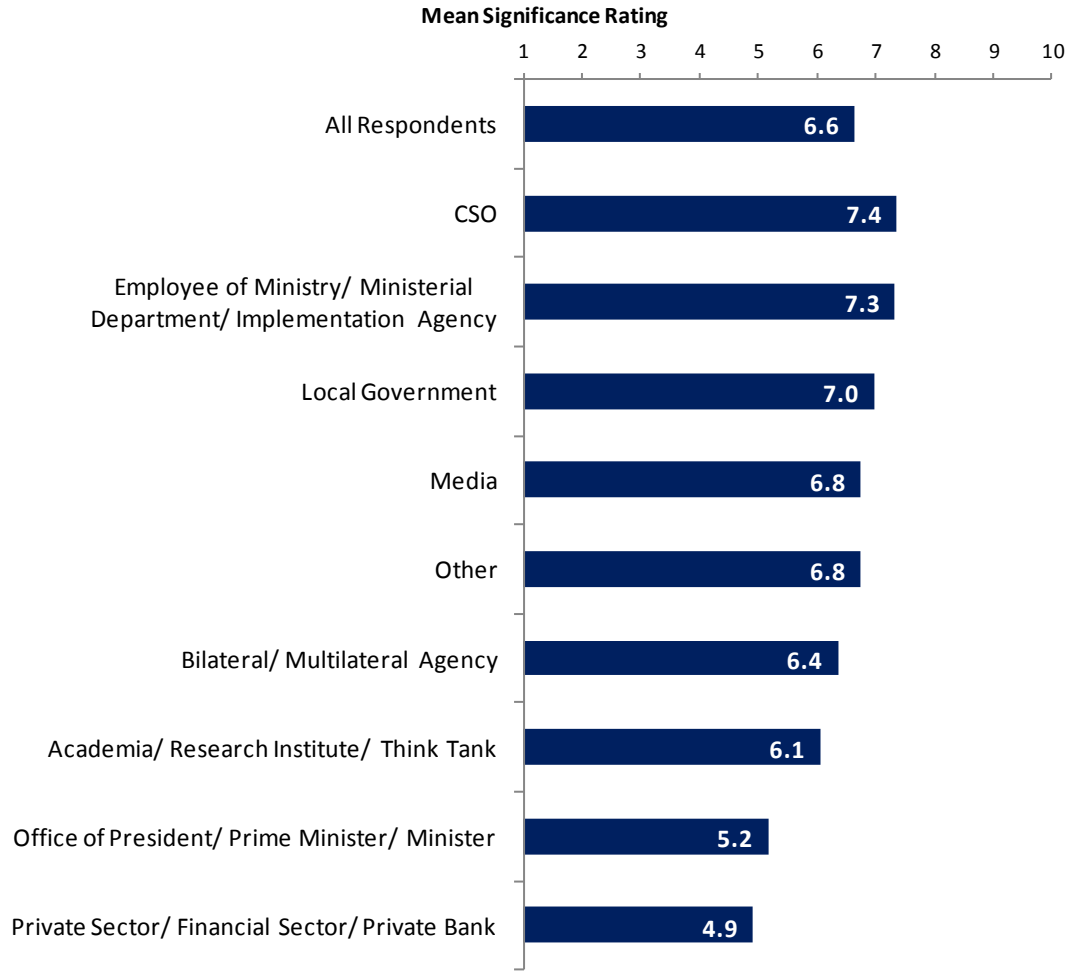
"In the Kyrgyz Republic, to what extent do you believe that the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences):"

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

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution *(Indicator Question)*

- Respondents from CSOs and employees of ministries/ministerial departments/ implementation agencies gave the highest ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in the Kyrgyz Republic whereas respondents from the Office of President/Prime Minister/ Minister and the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings.

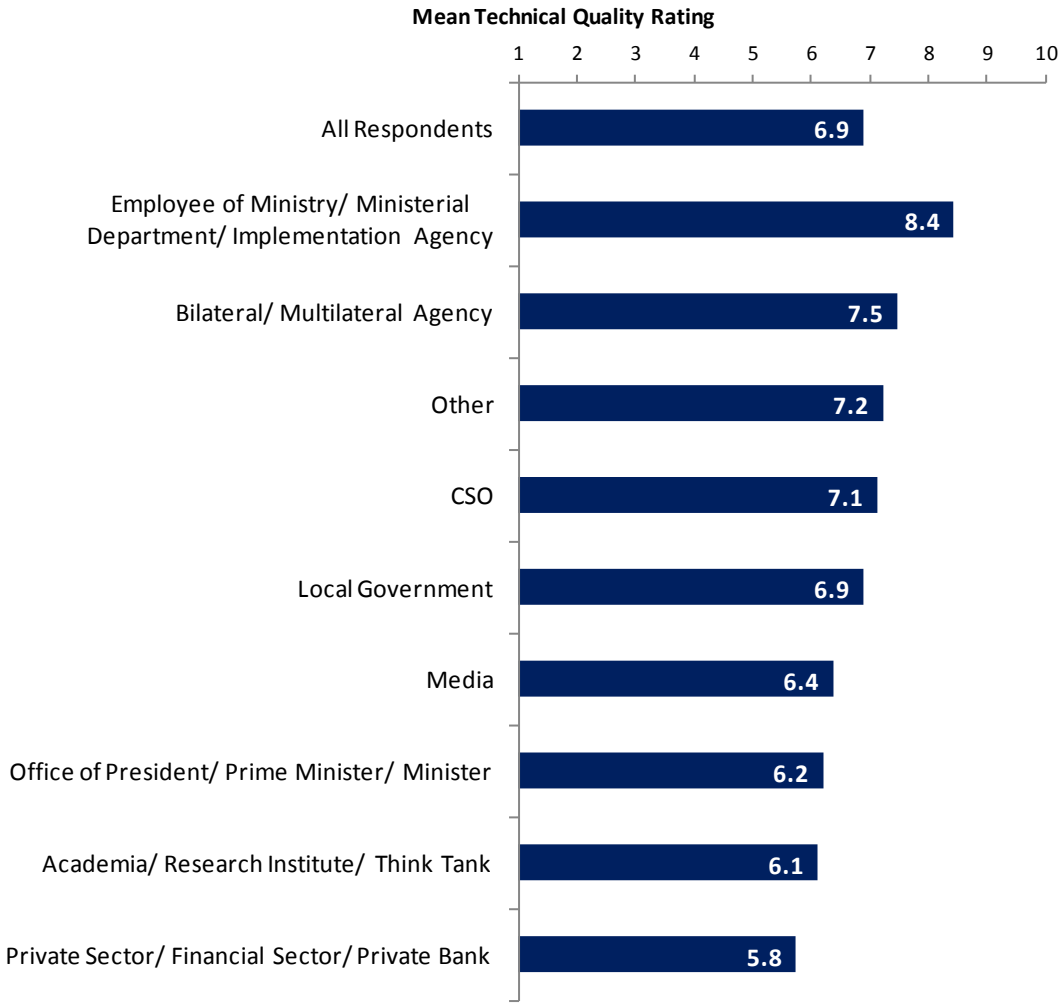


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?"
(1-"Not significant at all", 10-"Very significant")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality *(Indicator Question)*

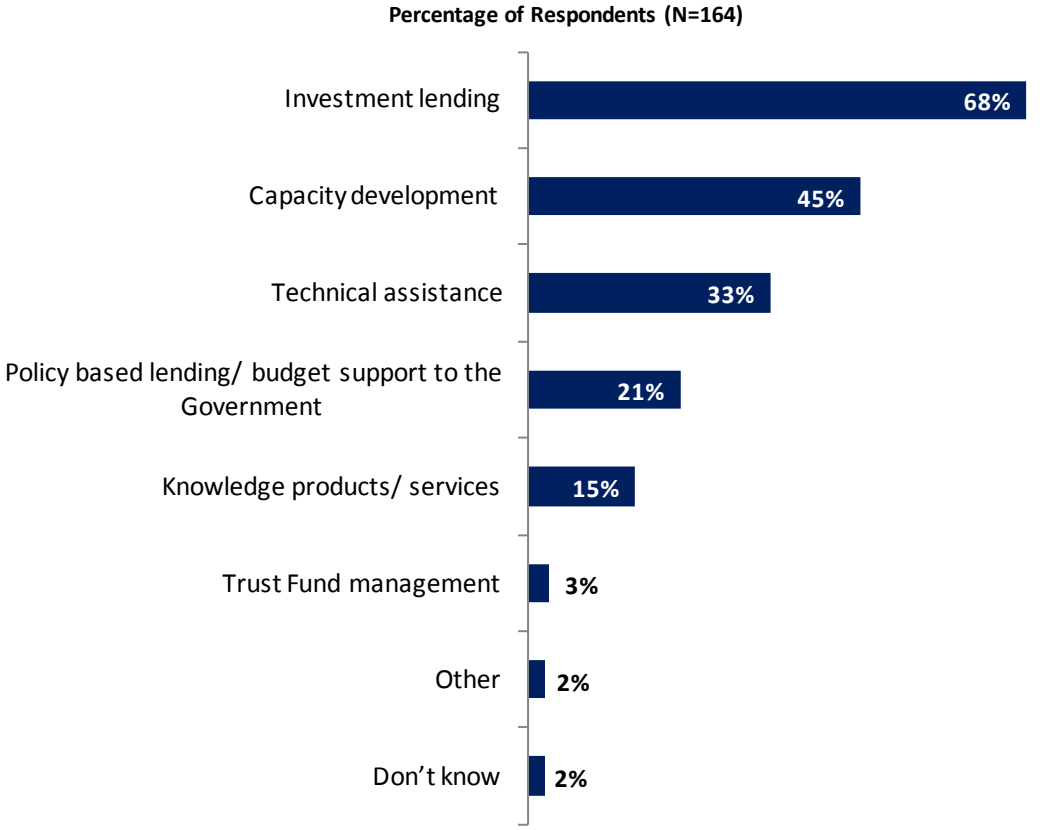
- Employees of ministries/ministerial departments/ implementation agencies gave the highest ratings for the technical quality of the World Bank's knowledge work and activities whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



"Overall, how would you rate the technical quality (i.e., quality of the content) of the World Bank's knowledge work and activities, on a ten point scale?"
(1-"Very low technical quality", 10-"Very high technical quality")

VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective

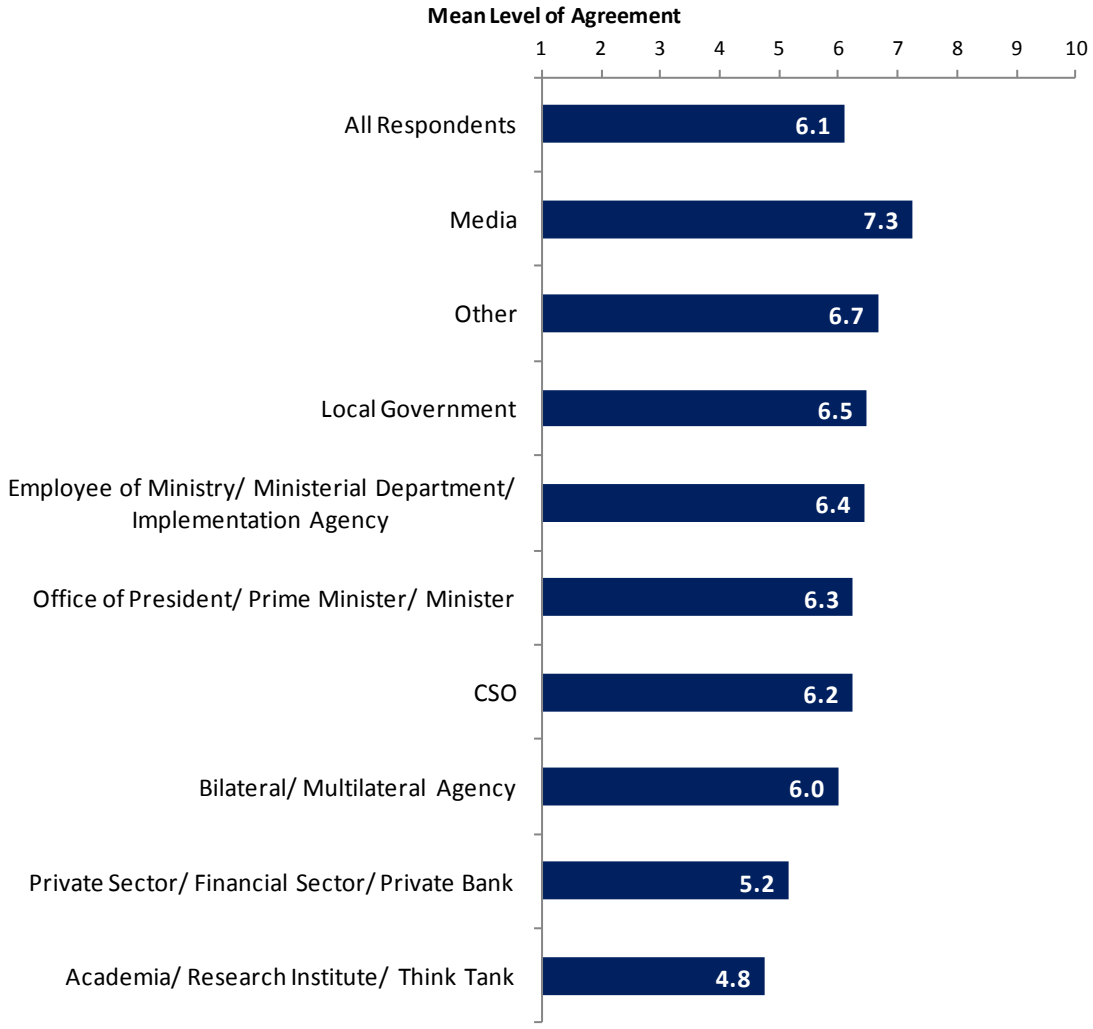


"Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting the Kyrgyz Republic's Needs *(Indicator Question)*

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet the Kyrgyz Republic's needs.

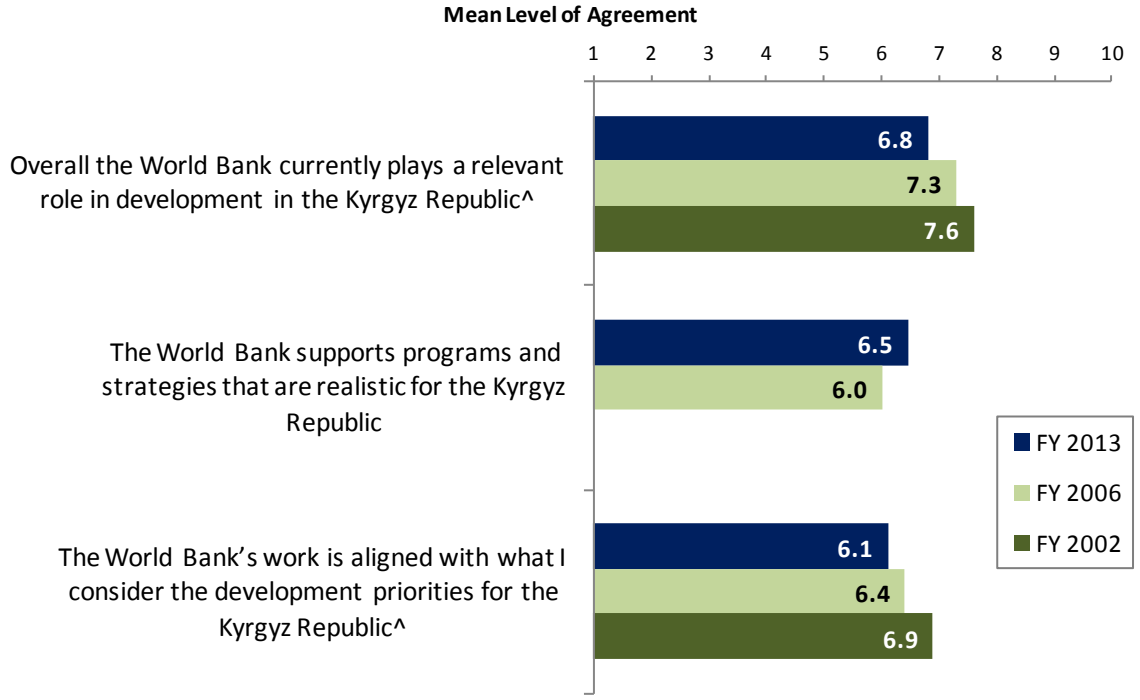


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program for Results, etc.) meet the needs of the Kyrgyz Republic, on a ten point scale."
(1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates

The World Bank's Work in the Kyrgyz Republic

- Respondents in this year's country survey had significantly *lower* levels of agreement that the World Bank plays a relevant role in the country's development and that the Bank's work is aligned with respondents' perceived development priorities for the Kyrgyz Republic compared to respondents in the FY '02 country survey.
- There were significant stakeholder group differences in their levels of agreement regarding the following aspects of the Bank's work in the Kyrgyz Republic: alignment with the perceived development priorities for the country and supporting realistic programs and strategies in the Kyrgyz Republic. For the most part, respondents from the office of the President/Prime Minister/Minister and the media tended to have the highest levels of agreement with these statements, whereas respondents from the private sector/ financial sector/private banks and academia/research institutes/think tanks tended to have significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement with all of these statements.

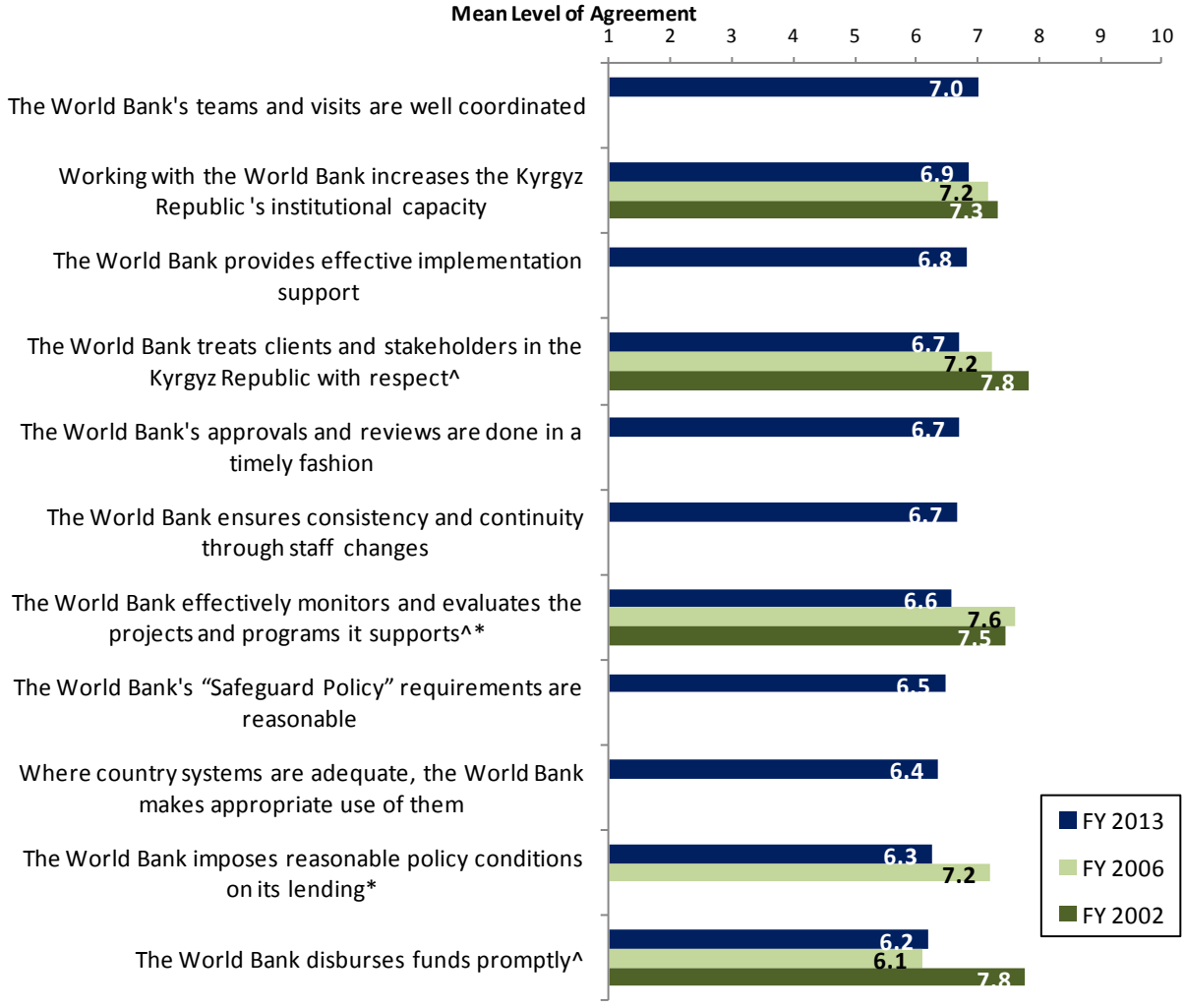


"To what extent do you agree with the following statements about the World Bank's work in the Kyrgyz Republic, on a ten point scale?" *(1-"Strongly disagree", 10-"Strongly agree")*
(^FY 2013 significantly different from FY 2002.)

VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly *lower* levels of agreement that the World Bank treats clients and stakeholders in the country with respect, that the Bank effectively monitors and evaluates projects and programs it supports, and that the Bank disburses funds promptly compared to respondents from the FY'06 country survey. Respondents in this year's country survey had significantly *lower* levels of agreement that the Bank effectively monitors and evaluates projects and programs it supports, and that the Bank imposes reasonable policy conditions on its lending compared to respondents from the FY'02 country survey.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with all of these aspects of the World Bank's operations on the ground.

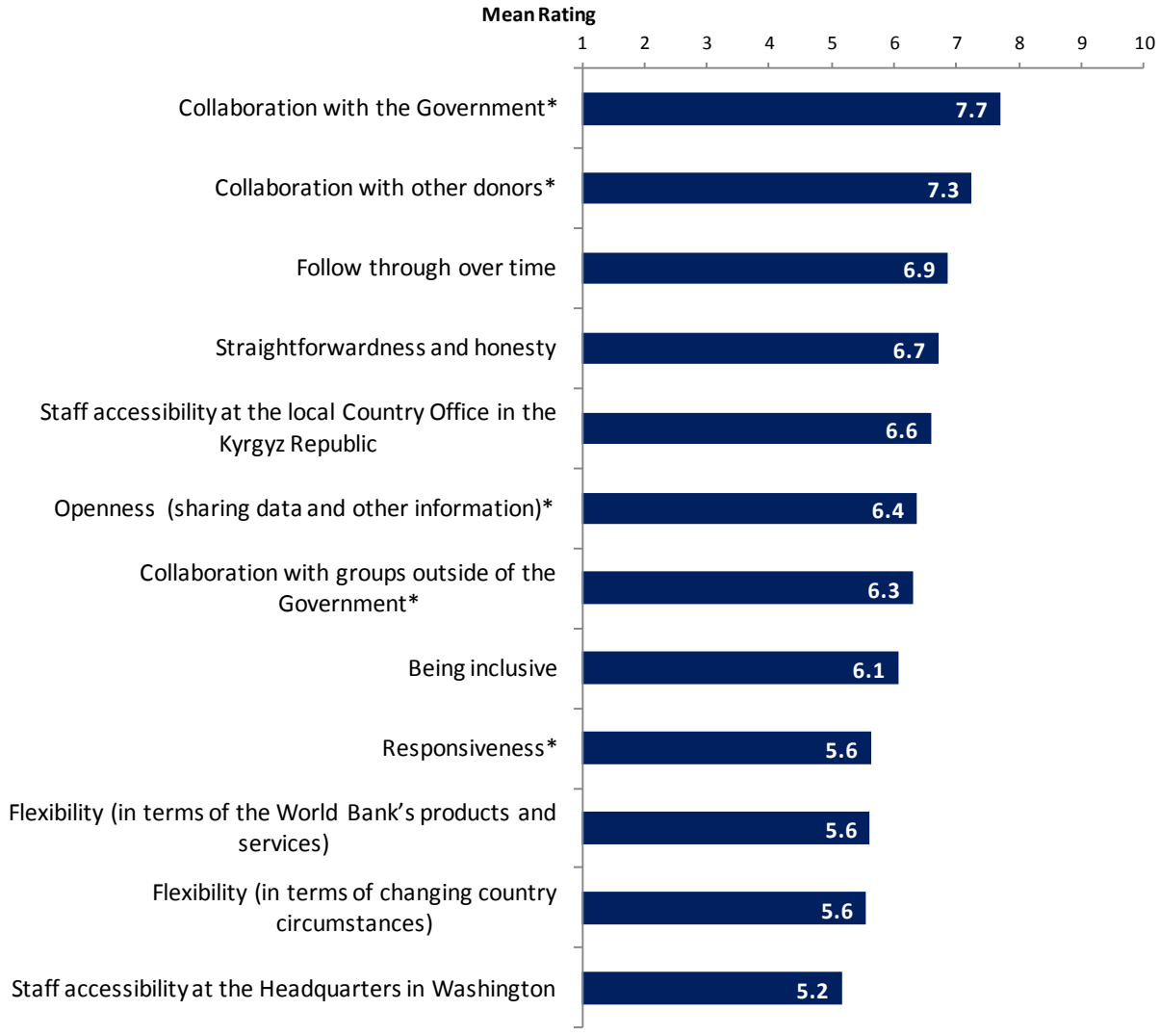


"To what extent do you agree/disagree with the following statements, on a ten point scale?" *(1-"Strongly disagree", 10-"Strongly agree") (^FY 2013 significantly different from FY 2002; * FY 2013 significantly different from FY 2006)*

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

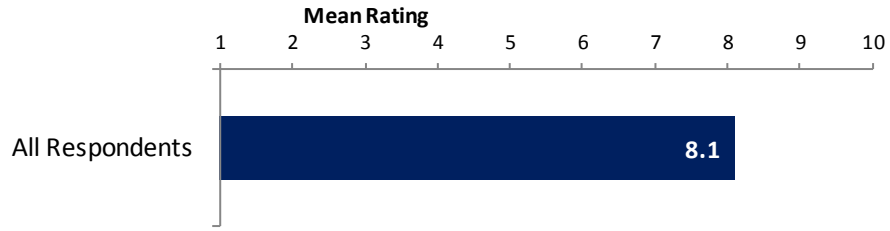
- There were significant stakeholder group differences in their ratings across four of these aspects of the World Bank as an effective development partner: responsiveness, inclusiveness, and flexibility in terms of the Bank's products/services and in terms of changing country circumstances. For the most part, respondents from bilateral/ multilateral agencies tended to give the highest ratings for these aspects whereas respondents from academia/research institutes/think tanks tended to give significantly lower ratings (see Appendix B for full details).



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

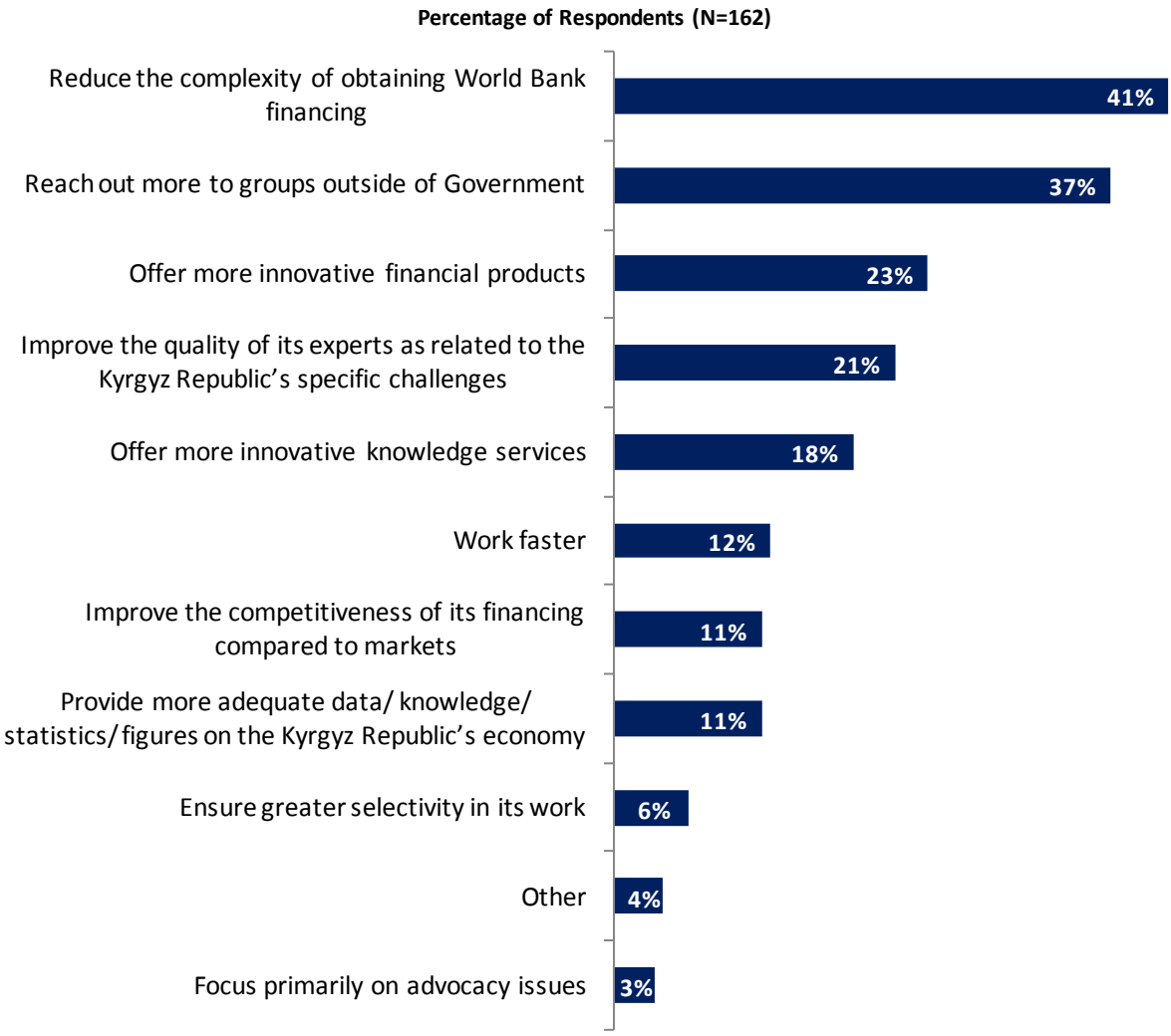
IX. The Future Role of the World Bank in the Kyrgyz Republic

Role Significance



"How significant a role do you believe the World Bank SHOULD play in the Kyrgyz Republic's development in the near future, on a ten point scale?" *(1-"Not significant at all", 10-"Very significant role")*

Making the World Bank of Greater Value

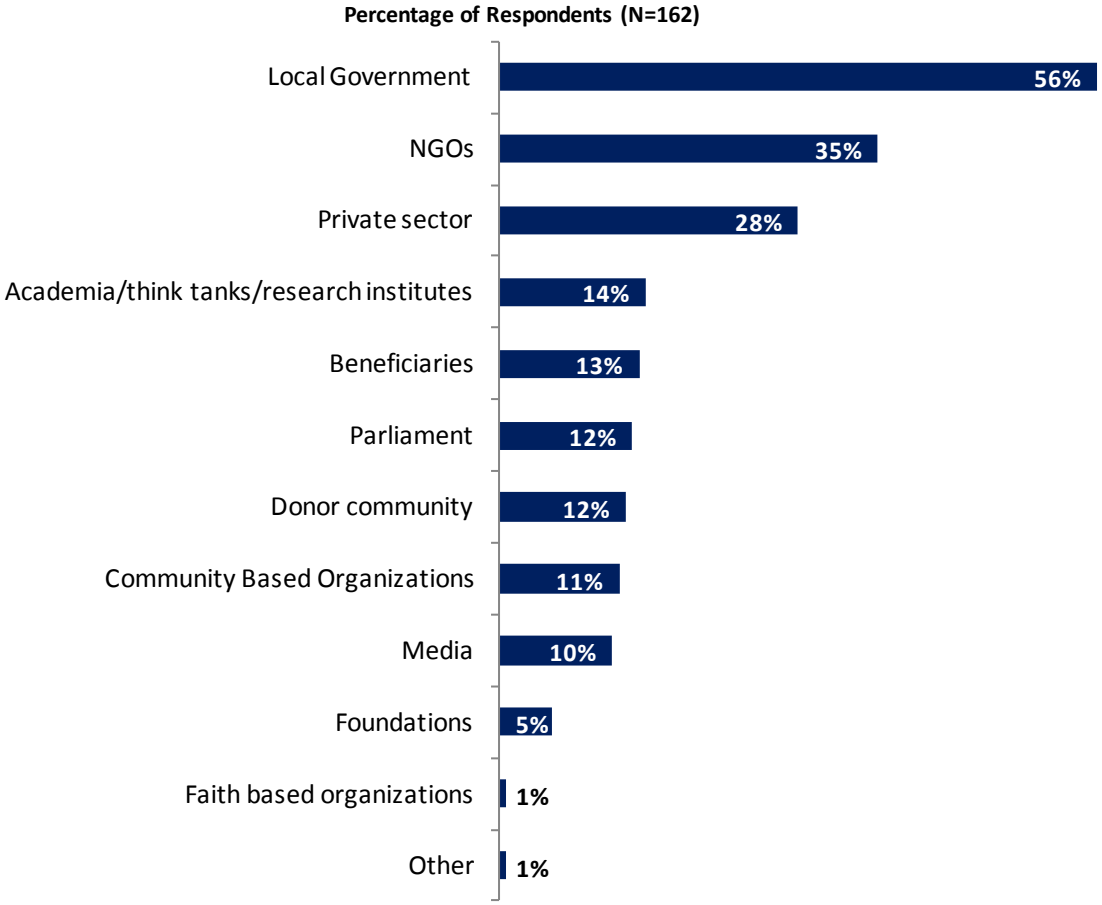


"Which of the following SHOULD the World Bank do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank in the Kyrgyz Republic

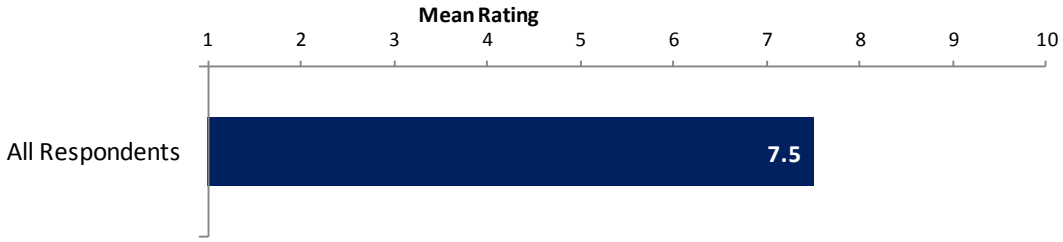
Collaborating with Stakeholders in the Kyrgyz Republic

- Respondents indicated that the World Bank should work more closely with local governments, NGOs, and the private sector to ensure better development results in the Kyrgyz Republic.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

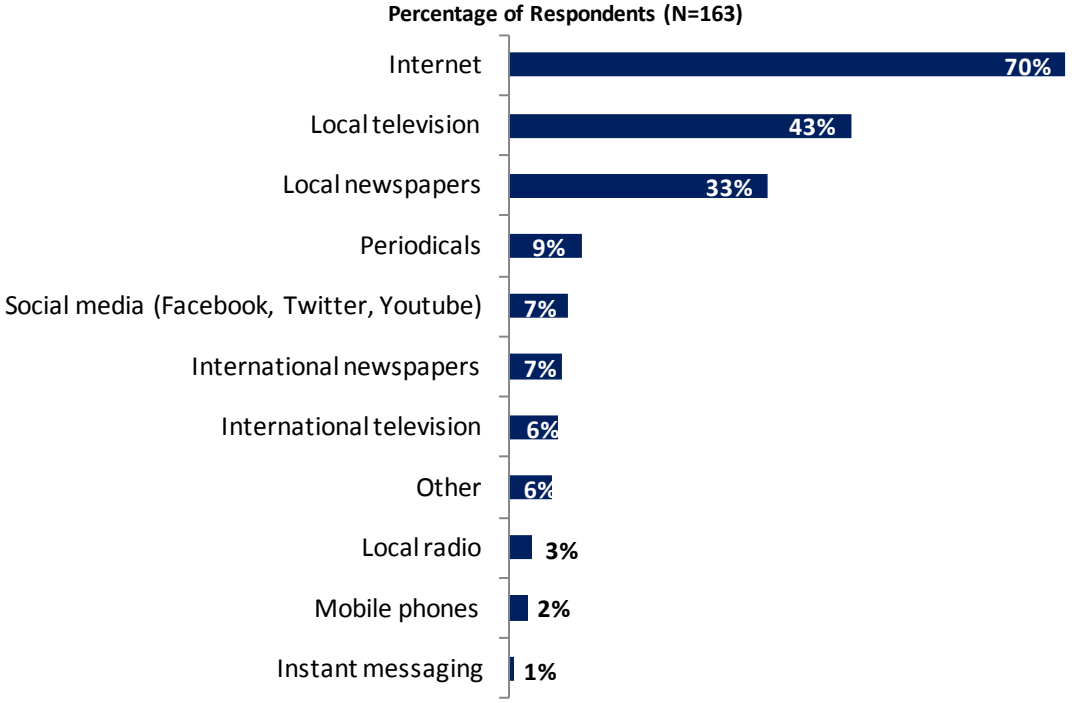
Influencing the Global Development Agenda



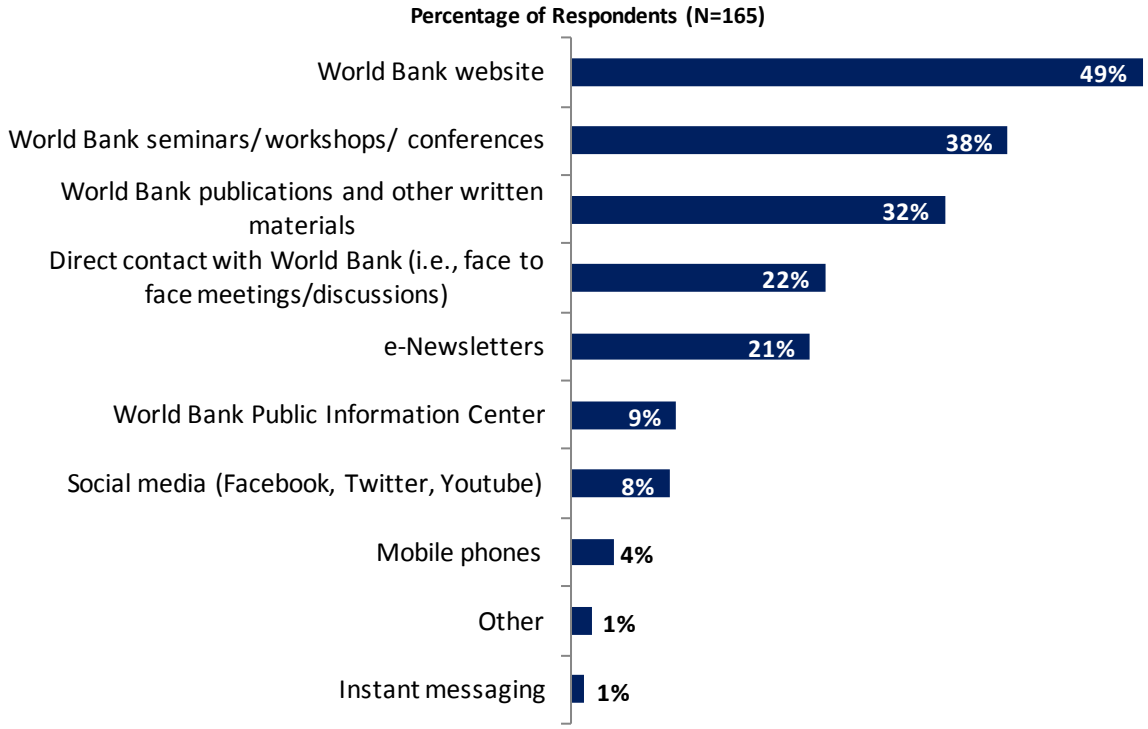
"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?" *(1 - "To no degree at all", 10 - "To a very significant degree")*

X. Communication and Openness

Information Sources



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

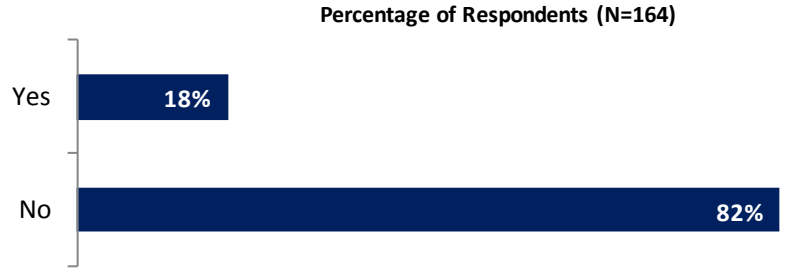


"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

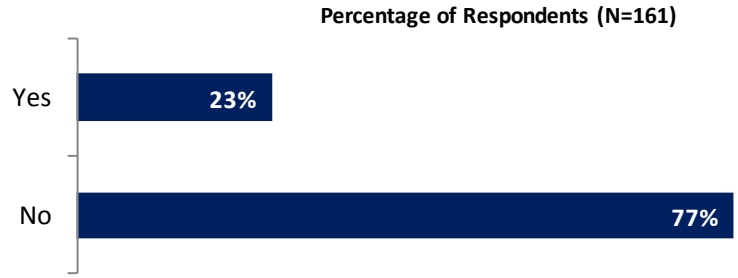
X. Communication and Openness (continued)

Access to Information

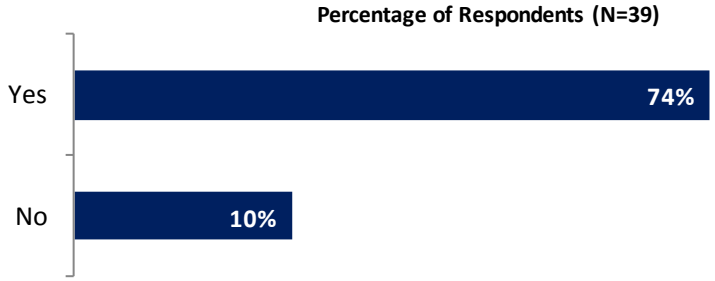
- Although respondents from bilateral/multilateral agencies were significantly *more* likely to request information from the World Bank in the past year compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of awareness of the Bank's Access to Information Policy.



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



"Have you requested information from the World Bank on its activities in the past year?"

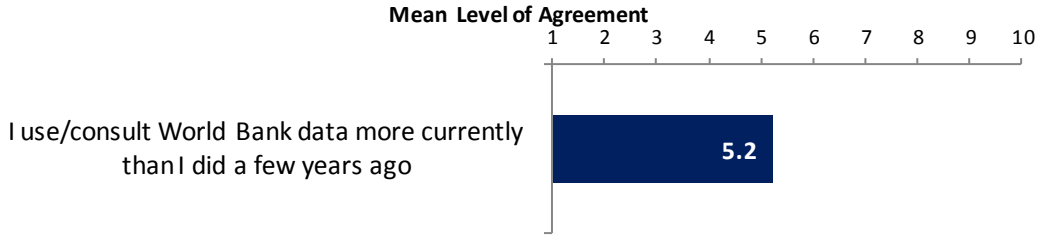


"Were you able to obtain this information?"

X. Communication and Openness (continued)

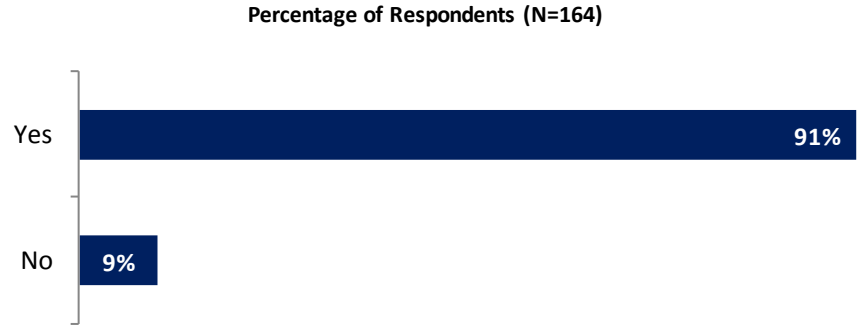
Access to Information (continued)

- Respondents from bilateral/multilateral agencies and the office of the President/Prime Minister/Minister had the highest levels of agreement that they use more World Bank data as a result of the Open Data policy whereas respondents from local governments and the private sector/financial sector/private banks had significantly lower levels of agreement.



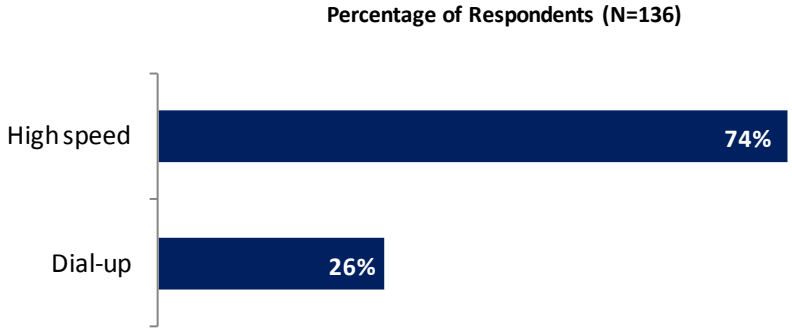
"Please rate how much you agree with the following statements, on a ten point scale."
(1-"Strongly disagree", 10-"Strongly agree")

Internet Access



"Do you have access to the Internet?"

- Respondents across most stakeholder groups tended to utilize high speed Internet connection to access the Bank's website, except respondents from local governments who were significantly *more* likely to utilize dial-up connection.

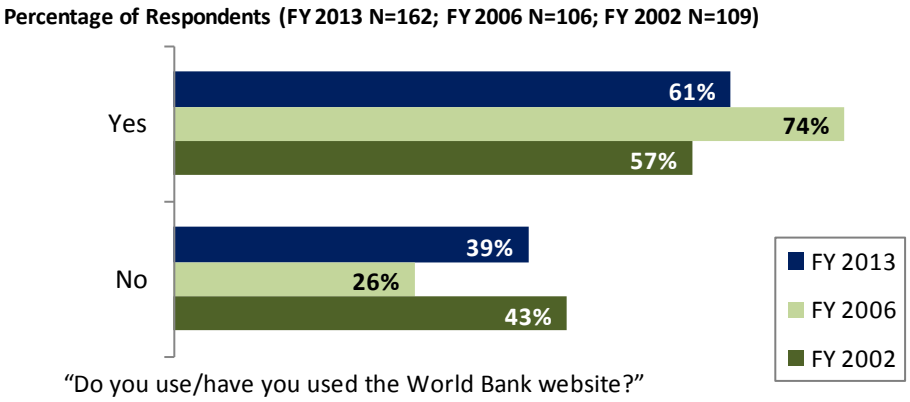


"Which Internet connection do you use primarily when visiting a World Bank website?"

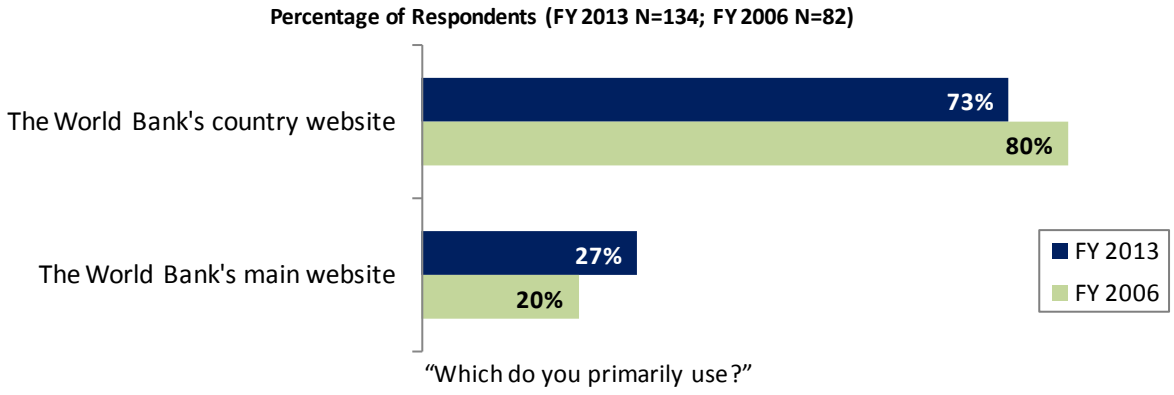
X. Communication and Openness (continued)

Website Usage

- A majority of respondents across most stakeholder groups indicated that they use/have used the World Bank website, except respondents from local governments and the media.
- Respondents from Bishkek city were significantly *more* likely to have used the Bank website compared to respondents from other geographic areas.



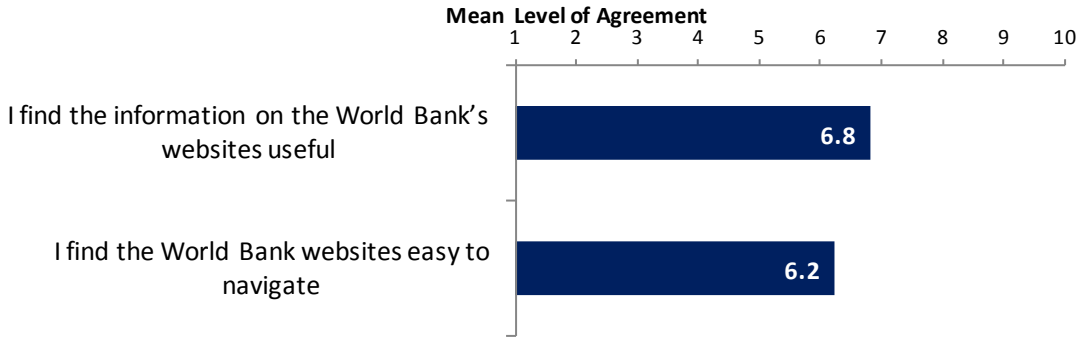
- A majority of respondents across most stakeholder groups tended to use the World Bank's country website, except respondents from bilateral/multilateral agencies who were significantly *more* likely to use the World Bank's main website.



X. Communication and Openness (continued)

Website Evaluation

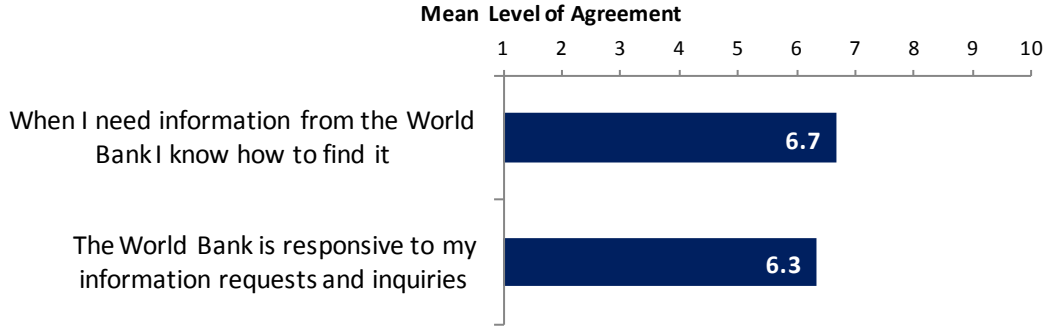
- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that they find information on the World Bank's websites useful whereas respondents from local governments had significantly lower levels of agreement.
- Respondents from Bishkek city had significantly higher levels of agreement with these two statements than respondents from other geographic locations.



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

Information Sharing

- Respondents from Bishkek city had significantly higher levels of agreement with these two statements than respondents from other geographic locations.

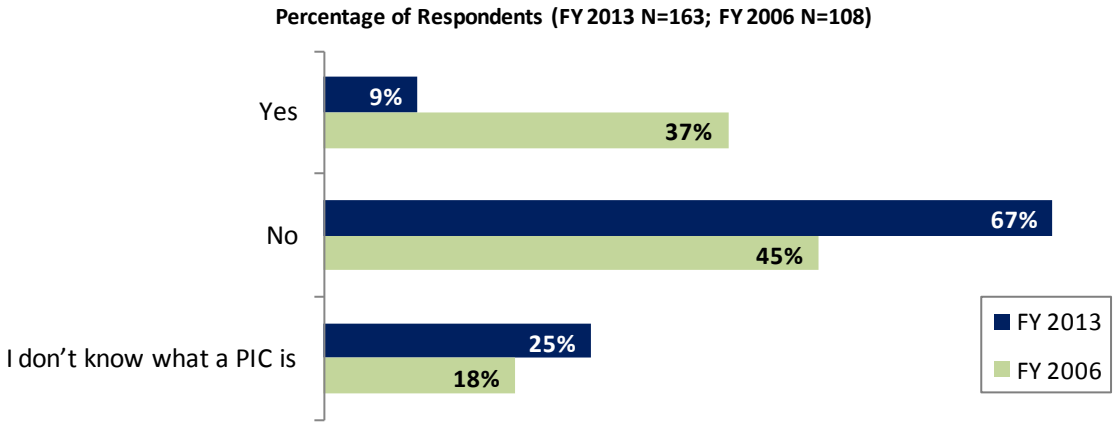


"Please rate how much you agree with the following statements, on a ten point scale."
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

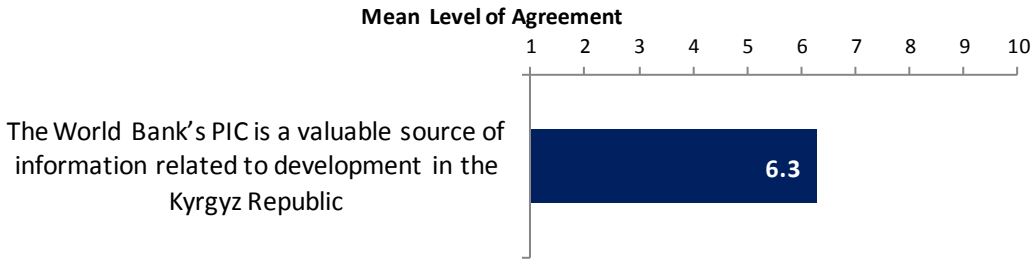
Public Information Services

- Respondents in this year's country survey were significantly *less* likely to have used the World Bank's PIC in the Kyrgyz Republic compared to respondents from the FY '06 country survey.



"Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?"
(Respondents chose from a list.)

- Respondents from Bishkek city had significantly higher levels of agreement that the World Bank's PIC is a valuable source of information related to development in the Kyrgyz Republic whereas respondents from other geographic locations had significantly lower levels of agreement.



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

XI. Appendices

A. Responses to All Questions across All Respondents 46

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KYRGYZ REPUBLIC

Appendix A: Responses to All Questions across All Respondents (N=166)

A. General Issues Facing the Kyrgyz Republic

1. In general would you say that the Kyrgyz economy is headed in ...?	Percentage of Respondents (N=166)
The right direction	45.2%
The wrong direction	21.1%
Not sure	33.7%

2. Listed below are a number of development priorities in the Kyrgyz Republic. Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Public sector governance/reform	37.6%
Anti-corruption	35.2%
Education	27.9%
Energy	21.2%
Job creation/employment	18.8%
Economic growth	18.8%
Agricultural development	15.8%
Domestic private sector development	15.2%
Foreign direct investment	13.9%
Social protection	12.7%
Rural development	12.1%
Poverty reduction	10.3%
Law and justice	9.1%
Natural resource management	8.5%
Transport	7.3%
Health	5.5%
Environmental sustainability	4.2%
Water and sanitation	3.6%
Trade and exports	3.6%
Information and communications technology	3.6%
Global/regional integration	1.8%
Food security	1.8%
Gender	1.2%
Financial markets	1.2%
Urban development	1.2%
Equality of opportunity	1.2%
Basic infrastructure	1.2%
Climate change	0.6%
Regulatory framework	0.6%
Disaster management	0.6%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%

A. General Issues Facing the Kyrgyz Republic (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and improving quality of peoples' lives in the Kyrgyz Republic? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=164)**
Economic growth	39.6%
Job creation/employment	35.4%
Rural development	32.3%
Anti corruption	23.2%
Agricultural development	19.5%
Education	18.3%
Public sector governance/reform	17.1%
Domestic private sector development	15.9%
Social protection	14.6%
Foreign direct investment	13.4%
Equality of opportunity	12.8%
Energy	10.4%
Natural resource management	8.5%
Law and justice	6.1%
Water and sanitation	4.9%
Food security	4.9%
Transport	4.3%
Health	4.3%
Trade and exports	3.0%
Information and communications technology	2.4%
Urban development	1.8%
Basic infrastructure	1.8%
Climate change	0.6%
Global/regional integration	0.6%
Gender	0.6%
Regulatory framework	0.6%
Crime and violence	0.6%
Communicable/non-communicable diseases	0.6%
Disaster management	0.6%
Financial markets	0.6%
Environmental sustainability	0.0%

A. General Issues Facing the Kyrgyz Republic (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Kyrgyz Republic? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=166)**
Energy	37.3%
Anti corruption	31.9%
Foreign direct investment	26.5%
Domestic private sector development	24.7%
Job creation/employment	21.7%
Agricultural development	21.1%
Rural development	19.9%
Public sector governance/reform	18.1%
Natural resource management	18.1%
Trade and exports	13.3%
Education	12.7%
Law and justice	9.6%
Transport	8.4%
Global/regional integration	4.8%
Basic infrastructure	4.2%
Social protection	3.6%
Equality of opportunity	3.0%
Information and communications technology	3.0%
Regulatory framework	3.0%
Financial markets	2.4%
Water and sanitation	1.8%
Gender	1.2%
Climate change	1.2%
Urban development	1.2%
Food security	1.2%
Environmental sustainability	1.2%
Communicable/non-communicable diseases	0.6%
Crime and violence	0.6%
Disaster management	0.0%
Health	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	**N**	**Mean**	**SD**
1. How familiar are you with the work of the World Bank in the Kyrgyz Republic, on a ten-point scale? *(1-Not familiar at all, 10-Extremely familiar)*	165	6.12	2.10

Overall Effectiveness	**N**	**Mean**	**SD**
2. Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic, on a ten-point scale. *(1-Not effective at all, 10-Very effective)*	153	6.10	2.05

B. Overall Attitudes toward the World Bank (continued)

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the Kyrgyz Republic solve its most complicated development challenges, on a ten-point scale? *(1-To no degree at all, 10-To a very significant degree)*	135	6.60	2.14

4. When thinking about how the World Bank can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the Kyrgyz Republic? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=166)**
Public sector governance/reform	27.7%
Rural development	24.1%
Economic growth	24.1%
Education	23.5%
Energy	21.1%
Domestic private sector development	18.7%
Job creation/employment	18.7%
Poverty reduction	14.5%
Social protection	13.9%
Agricultural development	13.9%
Anti corruption	12.0%
Transport	11.4%
Foreign direct investment	9.6%
Health	8.4%
Natural resource management	7.2%
Water and sanitation	6.0%
Trade and exports	5.4%
Global/regional integration	4.8%
Basic infrastructure	4.8%
Urban development	4.2%
Law and justice	4.2%
Food security	3.6%
Environmental sustainability	3.0%
Equality of opportunity	3.0%
Regulatory framework	2.4%
Financial markets	1.8%
Gender	1.2%
Information and communications technology	1.2%
Crime and violence	0.6%
Climate change	0.6%
Disaster management	0.6%
Communicable/non-communicable diseases	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?	Percentage of Respondents (N=163)		
	Greatest Value	2nd Greatest Value	Combined
Financial resources: investment lending	57.7%	13.0%	70.7%
Financial resources: policy based lending/budget support to the Government	9.8%	19.9%	29.7%
Training/capacity building	13.5%	14.9%	28.4%
Technical assistance	8.0%	16.1%	24.1%
Mobilizing third party financial resources	3.1%	7.5%	10.5%
Studies/analyses	3.7%	6.8%	10.5%
Donor coordination	1.8%	7.5%	9.3%
Linkage to non-Bank expertise	1.2%	6.2%	7.4%
Policy advice	1.2%	4.3%	5.6%
Other	0.6%	1.2%	1.9%
Convening/facilitating	0.0%	1.2%	1.2%
Data	0.0%	0.6%	0.6%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=163)
Not enough public disclosure of its work	33.7%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	19.0%
World Bank processes too slow and complex	17.8%
Not collaborating enough with non-state actors	16.6%
Staff too inaccessible	15.3%
Imposing technocratic solutions without regard to political realities	12.3%
Too bureaucratic in its operational policies and procedures	11.7%
Not willing to honestly criticize policies and reform efforts in the country	11.0%
Not aligned with country priorities	9.8%
Too influenced by developed countries	9.2%
Not exploring alternative policy options	7.4%
Not aligned with other donors' work	6.7%
Not client focused	4.9%
Other	4.9%
The credibility of its knowledge/data	1.8%
Arrogant in its approach	1.2%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=164)
Investment lending	67.7%
Capacity development	45.1%
Technical assistance	32.9%
Policy based lending/budget support to the Government	20.7%
Knowledge products/services	14.6%
Trust Fund management	3.0%
Other	2.4%
Don't know	2.4%

B. Overall Attitudes toward the World Bank (continued)

Global Development Agenda	N	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	143	7.52	2.46

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=162)**
Local Government	55.6%
NGOs	35.2%
Private sector	27.8%
Academia/think tanks/research institutes	13.6%
Beneficiaries	13.0%
Parliament	12.3%
Donor community	11.7%
Community Based Organizations	11.1%
Media	10.5%
Foundations	4.9%
Faith based organizations	0.6%
Other	0.6%

To what extent do you agree with the following statements about the World Bank's work in the Kyrgyz Republic, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**		
	N	**Mean**	**SD**
10. Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic	151	6.80	2.28
11. The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic	151	6.11	2.09
12. The World Bank supports programs and strategies that are realistic for the Kyrgyz Republic	154	6.45	2.07
13. The World Bank treats clients and stakeholders in the Kyrgyz Republic with respect	153	6.71	2.24

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in the Kyrgyz Republic, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**		
	N	**Mean**	**SD**
14. Responsiveness	135	5.62	2.22
15. Flexibility (in terms of the World Bank's products and services)	137	5.62	2.15
16. Flexibility (in terms of changing country circumstances)	132	5.55	2.13
17. Being inclusive	135	6.06	2.16
18. Openness (sharing data and other information)	139	6.37	2.18
19. Staff accessibility at the Local Country Office in the Kyrgyz Republic	135	6.59	2.52
20. Staff accessibility at the Headquarters in Washington	94	5.16	2.71
21. Straightforwardness and honesty	126	6.71	2.25
22. Collaboration with groups outside of the Government	133	6.30	2.24
23. Collaboration with the Government	133	7.71	1.89
24. Collaboration with other donors	110	7.25	1.91
25. Follow through over time	107	6.87	2.01

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=163)**
The Government works inefficiently	39.3%
The World Bank is not sensitive enough to political/social realities on the ground	25.8%
There is not an adequate level of citizen/civil society participation	23.9%
Lack of/inadequate levels of capacity in Government	23.3%
Reforms are not well thought out in light of country challenges	22.7%
The World Bank works too slowly	14.7%
The World Bank does not do adequate follow through/follow-up	14.7%
Political pressures and obstacles	14.1%
Poor donor coordination	8.6%
Other	1.2%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the Kyrgyz Republic, on a ten point scale? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**		
	N	**Mean**	**SD**
1. Anti corruption	116	4.43	2.27
2. Information and communications technology	109	5.17	2.07
3. Transport	122	6.07	2.26
4. Crime and violence	101	4.44	2.29
5. Law and justice	105	4.50	2.35
6. Urban development	116	5.46	2.41
7. Environmental sustainability	102	5.45	2.47
8. Regulatory framework	97	5.71	2.06
9. Basic infrastructure	103	5.66	2.01
10. Communicable/non-communicable diseases	105	5.58	2.53
11. Poverty reduction	131	5.85	2.53
12. Gender	117	6.21	2.44
13. Domestic private sector development	119	5.54	2.22
14. Foreign direct investment	119	6.03	2.35
15. Water and sanitation	131	6.30	2.45
16. Trade and exports	100	5.47	2.20
17. Economic growth	118	5.50	2.25
18. Energy	115	5.37	2.30
19. Disaster management	103	5.53	2.30
20. Public sector governance/reform	121	5.84	2.41
21. Job creation/employment	111	4.49	2.33
22. Financial markets	93	5.25	2.31
23. Equality of opportunity	97	5.39	2.23
24. Health	121	6.16	2.24
25. Rural development	125	5.74	2.41
26. Global/regional integration	95	5.25	2.13
27. Food security	109	5.29	2.26
28. Education	126	5.60	2.33
29. Social protection	111	5.34	2.54
30. Climate change	89	5.06	2.63
31. Agricultural development	123	5.59	2.44
32. Natural resource management	103	4.58	2.34

Achieving Development Results	**N**	**Mean**	**SD**
33. To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic, on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	159	6.12	1.98

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in the Kyrgyz Republic, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**Mean**	**SD**
34. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program for Results, etc.) meet the needs of the Kyrgyz Republic	151	6.11	2.37
35. The World Bank meets the Kyrgyz Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)	143	6.33	2.15

D. The World Bank's Knowledge Work and Activities

1. How frequently do you consult World Bank knowledge work and activities (e.g., data, analysis, reports, etc.) in the work you do?	**Percentage of Respondents (N=164)**
Weekly	4.3%
Monthly	12.8%
A few times a year	31.7%
Rarely	44.5%
Never	6.7%

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

2. When thinking about the development challenges in the Kyrgyz Republic, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=164)**
Public sector governance/reform	34.8%
Education	24.4%
Rural development	20.7%
Anti corruption	19.5%
Economic growth	18.9%
Foreign direct investment	18.3%
Domestic private sector development	17.7%
Energy	17.7%
Poverty reduction	14.6%
Job creation/employment	14.6%
Agricultural development	12.8%
Health	9.8%
Social protection	9.1%
Water and sanitation	7.3%
Natural resource management	7.3%
Equality of opportunity	6.1%
Trade and exports	5.5%
Transport	4.9%
Law and justice	4.3%
Urban development	4.3%
Food security	4.3%
Basic infrastructure	4.3%
Gender	2.4%
Climate change	1.8%
Crime and violence	1.8%
Global/regional integration	1.8%
Environmental sustainability	1.8%
Financial markets	1.2%
Information and communications technology	1.2%
Disaster management	0.6%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%

In the Kyrgyz Republic, how effective do you believe the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences): *(1-Not effective at all, 10-Very effective)*	**Level of Effectiveness**		
	N	**Mean**	**SD**
3. Enhancing your knowledge and/or skills	146	5.96	2.23
4. Contributing to good policy making	129	5.75	2.16
5. Providing support for program implementation	135	6.56	2.16

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

In the Kyrgyz Republic, to what extent do you believe that the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences): *(1-To no degree at all, 10-To a very significant degree)*	**Degree**		
	N	**Mean**	**SD**
6. Are timely	135	6.16	2.13
7. Include appropriate level of stakeholder involvement during preparation	127	6.06	2.13
8. Are relevant to the Kyrgyz Republic's development priorities	140	6.28	2.24
9. Provide feasible recommendations	134	6.32	2.10
10. Are accessible (well written and easy to understand)	137	6.20	2.31
11. Are source of relevant information on global good practices.	133	6.56	2.18
12. Are useful in terms of the work you do	139	6.96	2.28
13. Are adequately disseminated	137	5.51	2.57
14. Are appropriately translated	129	6.36	2.52
15. Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	128	6.37	2.06

Overall Evaluations	**N**	**Mean**	**SD**
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?	145	6.64	2.19
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?	141	6.90	1.97

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**		
	N	**Mean**	**SD**
1. The World Bank disburses funds promptly	127	6.20	2.32
2. The World Bank effectively monitors and evaluates the projects and programs it supports	138	6.59	2.20
3. The World Bank's approvals and reviews are done in a timely fashion	124	6.71	2.20
4. The World Bank's "Safeguard Policy" requirements are reasonable	90	6.47	2.19
5. The World Bank imposes reasonable policy conditions on its lending	113	6.26	2.34
6. Working with the World Bank increases the Kyrgyz Republic 's institutional capacity	130	6.85	2.08
7. The World Bank ensures consistency and continuity through staff changes	98	6.66	2.30
8. The World Bank's teams and visits are well coordinated	117	7.00	2.13
9. Where country systems are adequate, the World Bank makes appropriate use of them	108	6.36	2.41
10. The World Bank provides effective implementation support	127	6.82	2.17

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

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in the Kyrgyz Republic's development in the near future, on a ten point scale? *(1-Not a significant role at all, 10-Very significant role)*	160	8.11	2.02

2. Which of the following SHOULD the World Bank do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=162)
Reduce the complexity of obtaining World Bank financing	41.4%
Reach out more to groups outside of government	37.0%
Offer more innovative financial products	23.5%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	21.0%
Offer more innovative knowledge services	17.9%
Work faster	11.7%
Improve the competitiveness of its financing compared to markets	11.1%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	11.1%
Ensure greater selectivity in its work	5.6%
Other	3.7%
Focus primarily on advocacy issues	3.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=163)
Internet	69.9%
Local television	42.9%
Local newspapers	32.5%
Periodicals	9.2%
Social media (Facebook, Twitter, Youtube)	7.4%
International newspapers	6.7%
International television	6.1%
Other	5.5%
Local radio	3.1%
Mobile phones	2.5%
Instant messaging	0.6%
International radio	0.0%
Blogs	0.0%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
World Bank website	49.1%
World Bank seminars/workshops/conferences	37.6%
World Bank publications and other written materials	32.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	21.8%
e-newsletters	20.6%
World Bank Public Information Center	9.1%
Social media (Facebook, Twitter, Youtube)	8.5%
Mobile phones	3.6%
Other	1.8%
Instant messaging	1.2%
Blogs	0.0%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=164)
Yes	17.7%
No	82.3%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=161)
Yes	23.0%
No	77.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=39)
Yes	74.4%
No	25.6%

6. Do you have access to the Internet?	Percentage of Respondents (N=164)
Yes	90.9%
No	9.1%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=162)
Yes	61.1%
No	38.9%

8. Which do you primarily use?	Percentage of Respondents (N=134)
The World Bank's country website	73.1%
The World Bank's main website	26.9%

9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=136)
High speed	73.5%
Dial-up	26.5%

G. Communication and Information Sharing (continued)

10. Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?	**Percentage of Respondents (N=163)**
Yes	8.6%
No	66.9%
I don't know what PIC is	24.5%

Please rate how much you agree with the following statements, on a ten point scale. *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**		
	N	**Mean**	**SD**
11. I use/consult World Bank data more currently than I did a few years ago	133	5.23	2.63
12. The World Bank's PIC is a valuable source of information related to development in the Kyrgyz Republic	18	6.28	2.47
13. I find the World Bank websites easy to navigate	120	6.24	2.36
14. I find the information on the World Bank's websites useful	123	6.83	2.22
15. When I need information from the World Bank I know how to find it	133	6.67	2.72
16. The World Bank is responsive to my information requests and inquiries	106	6.34	2.71

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	**Percentage of Respondents (N=165)**
Local Government Office or Staff	21.8%
NGO	21.8%
Academia/Research Institute/Think Tank	10.9%
Multilateral Agency	8.5%
Media	6.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	5.5%
Private Sector Organization	5.5%
Office of the President, Prime Minister	4.2%
Bilateral Agency	4.2%
Financial Sector/Private Bank	3.0%
Consultant/Contractor working on World Bank supported project/program	2.4%
Office of Parliamentarian	1.8%
Project Management Unit overseeing implementation of project	1.2%
Office of Minister	0.6%
Private Foundation	0.6%
Community Based Organization	0.6%
Trade Union	0.6%
Other	0.6%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=158)
Agriculture/rural development/food security	14.6%
Other	14.6%
Public sector governance/public financial management/anti corruption	13.9%
Education	12.7%
Financial markets/banking	6.3%
Law and justice/regulatory framework	6.3%
Social protection	5.7%
Private sector development/foreign direct investment	5.1%
Information and communications technology	4.4%
Urban development	3.8%
Health/communicable/non-communicable diseases	3.2%
Natural resource management/environmental sustainability	3.2%
Gender/equality of opportunity	2.5%
Job creation/employment	1.3%
Climate change/disaster management	0.6%
Energy	0.6%
Transport	0.6%
Water and sanitation	0.6%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=166)
Yes	42.2%
No	57.8%

4. Which of the following describes most of your exposure to the World Bank in the Kyrgyz Republic? (Choose no more than TWO)	Percentage of Respondents (N=166)
Collaborate as part of my professional duties	39.8%
Not directly exposed to the World Bank's work	30.1%
Engage in World Bank related/sponsored events/activities	24.7%
Use World Bank reports/data	22.9%
Use World Bank website for information, data, research, etc.	19.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.3%

5. Which best represents your geographic location?	Percentage of Respondents (N=163)
Bishkek city	55.2%
Oblast centers	22.1%
Other	22.7%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing the Kyrgyz Republic

In general would you say that the Kyrgyz economy is headed in ... ? *

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The right direction	62.5%	55.6%	75.0%	52.4%	7.1%	23.1%	40.0%	38.9%	50.0%
The wrong direction	12.5%	22.2%	5.6%	14.3%	42.9%	25.6%	30.0%	38.9%	10.0%
Not sure	25.0%	22.2%	19.4%	33.3%	50.0%	51.3%	30.0%	22.2%	40.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection	12.5%	0.0%	19.4%	9.5%	7.1%	21.1%	20.0%	0.0%	0.0%
Transport*	12.5%	22.2%	16.7%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform*	25.0%	55.6%	22.2%	66.7%	21.4%	28.9%	50.0%	50.0%	50.0%
Global/regional integration	0.0%	0.0%	2.8%	4.8%	0.0%	2.6%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	25.0%	11.1%	16.7%	4.8%	35.7%	7.9%	30.0%	16.7%	10.0%
Foreign direct investment	37.5%	11.1%	16.7%	9.5%	14.3%	5.3%	20.0%	22.2%	10.0%
Water and sanitation	12.5%	0.0%	5.6%	4.8%	0.0%	2.6%	0.0%	5.6%	0.0%
Anti-corruption	50.0%	33.3%	22.2%	33.3%	28.6%	47.4%	40.0%	27.8%	50.0%
Job creation/employment	0.0%	11.1%	25.0%	23.8%	7.1%	18.4%	40.0%	11.1%	20.0%
Rural development	12.5%	0.0%	22.2%	4.8%	7.1%	15.8%	0.0%	5.6%	20.0%
Financial markets	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	11.1%	8.3%	0.0%	0.0%	5.3%	0.0%	5.6%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Health	12.5%	0.0%	5.6%	0.0%	0.0%	7.9%	10.0%	0.0%	10.0%
Education	25.0%	33.3%	22.2%	19.0%	28.6%	28.9%	20.0%	38.9%	40.0%
Poverty reduction	25.0%	11.1%	5.6%	19.0%	7.1%	10.5%	0.0%	11.1%	10.0%
Energy	12.5%	22.2%	19.4%	14.3%	50.0%	18.4%	20.0%	27.8%	10.0%
Food security	0.0%	11.1%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Agricultural development	12.5%	33.3%	16.7%	19.0%	14.3%	15.8%	0.0%	16.7%	10.0%
Trade and exports	0.0%	0.0%	2.8%	9.5%	0.0%	2.6%	0.0%	5.6%	10.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	12.5%	33.3%	16.7%	19.0%	14.3%	21.1%	40.0%	11.1%	10.0%
Law and justice	12.5%	0.0%	5.6%	23.8%	7.1%	7.9%	10.0%	5.6%	10.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	5.6%	0.0%	21.4%	15.8%	0.0%	16.7%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	7.1%	10.5%	0.0%	0.0%	10.0%

**Significantly different between stakeholder groups*

A. General Issues facing the Kyrgyz Republic (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and improving quality of peoples' lives in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Water and sanitation	12.5%	0.0%	8.3%	0.0%	0.0%	7.7%	11.1%	0.0%	0.0%
Equality of opportunity	0.0%	22.2%	8.3%	14.3%	21.4%	20.5%	0.0%	0.0%	20.0%
Economic growth	50.0%	55.6%	38.9%	52.4%	42.9%	28.2%	55.6%	35.3%	30.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	12.5%	22.2%	38.9%	33.3%	7.1%	33.3%	66.7%	41.2%	20.0%
Urban development	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	2.8%	0.0%	0.0%	2.6%	0.0%	0.0%	10.0%
Social protection*	0.0%	55.6%	16.7%	0.0%	7.1%	17.9%	33.3%	11.8%	0.0%
Law and justice	0.0%	0.0%	2.8%	14.3%	0.0%	12.8%	0.0%	5.9%	0.0%
Transport	0.0%	0.0%	13.9%	0.0%	7.1%	2.6%	0.0%	0.0%	0.0%
Crime and violence*	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%
Anti corruption	37.5%	11.1%	22.2%	0.0%	28.6%	23.1%	22.2%	35.3%	40.0%
Domestic private sector development	12.5%	11.1%	8.3%	14.3%	35.7%	10.3%	22.2%	29.4%	20.0%
Foreign direct investment	37.5%	0.0%	16.7%	9.5%	14.3%	7.7%	11.1%	23.5%	10.0%
Education*	12.5%	22.2%	0.0%	42.9%	50.0%	15.4%	0.0%	17.6%	10.0%
Energy	12.5%	0.0%	8.3%	4.8%	7.1%	17.9%	11.1%	11.8%	10.0%
Public sector governance/reform	0.0%	0.0%	11.1%	38.1%	28.6%	12.8%	11.1%	29.4%	10.0%
Natural resource management	25.0%	0.0%	8.3%	4.8%	7.1%	10.3%	0.0%	5.9%	20.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Health	0.0%	0.0%	2.8%	4.8%	0.0%	5.1%	11.1%	11.8%	0.0%
Agricultural development	37.5%	22.2%	30.6%	19.0%	21.4%	7.7%	11.1%	5.9%	30.0%
Job creation/employment	37.5%	66.7%	36.1%	42.9%	14.3%	41.0%	11.1%	17.6%	50.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	4.8%	0.0%	5.1%	11.1%	0.0%	10.0%
Food security	0.0%	0.0%	11.1%	0.0%	0.0%	5.1%	11.1%	0.0%	10.0%

**Significantly different between stakeholder groups*

A. General Issues facing the Kyrgyz Republic (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Energy*	62.5%	44.4%	44.4%	9.5%	42.9%	38.5%	70.0%	22.2%	30.0%
Gender	0.0%	0.0%	2.8%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	11.1%	2.8%	0.0%	0.0%	5.1%	0.0%	0.0%	10.0%
Social protection	0.0%	0.0%	5.6%	4.8%	14.3%	2.6%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	11.1%	0.0%	19.0%	0.0%	2.6%	10.0%	5.6%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	5.6%	0.0%
Anti corruption	25.0%	22.2%	33.3%	28.6%	28.6%	35.9%	30.0%	27.8%	50.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	12.5%	11.1%	33.3%	9.5%	14.3%	20.5%	20.0%	16.7%	20.0%
Foreign direct investment	50.0%	33.3%	22.2%	38.1%	21.4%	17.9%	20.0%	33.3%	20.0%
Urban development	0.0%	0.0%	2.8%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	12.5%	0.0%	2.8%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Education	0.0%	22.2%	13.9%	14.3%	28.6%	7.7%	0.0%	11.1%	20.0%
Information and communications technology	0.0%	0.0%	2.8%	4.8%	0.0%	2.6%	0.0%	5.6%	10.0%
Regulatory framework*	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	20.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	25.0%	33.3%	11.1%	9.5%	7.1%	15.4%	0.0%	16.7%	10.0%
Public sector governance/reform	0.0%	22.2%	11.1%	19.0%	21.4%	23.1%	10.0%	22.2%	30.0%
Domestic private sector development	25.0%	22.2%	19.4%	19.0%	50.0%	20.5%	30.0%	27.8%	30.0%
Job creation/employment	12.5%	22.2%	27.8%	14.3%	7.1%	25.6%	30.0%	16.7%	20.0%
Agricultural development	12.5%	0.0%	22.2%	23.8%	28.6%	30.8%	10.0%	16.7%	10.0%
Food security	0.0%	11.1%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	12.5%	0.0%	13.9%	19.0%	0.0%	7.7%	10.0%	0.0%	0.0%
Natural resource management	25.0%	33.3%	2.8%	9.5%	14.3%	25.6%	20.0%	33.3%	20.0%
Environmental sustainability	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	14.3%	14.3%	2.6%	0.0%	5.6%	0.0%
Law and justice	12.5%	0.0%	11.1%	23.8%	0.0%	7.7%	0.0%	11.1%	10.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Financial markets	12.5%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in the Kyrgyz Republic?*	8	7.00	2.56	9	6.67	2.65	36	5.86	2.17	21	7.29	1.62	14	5.93	1.82	39	5.49	1.85	10	6.50	1.58	17	5.29	2.37	10	6.70	1.95

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic?	8	6.25	1.98	7	6.86	1.95	32	6.75	2.18	21	6.29	1.98	14	5.07	1.82	35	5.51	2.11	10	6.80	1.48	15	5.60	2.16	10	6.20	1.23

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	7	6.14	2.12	7	6.71	1.38	29	6.97	2.54	20	6.75	2.02	12	5.75	1.42	30	6.17	2.34	9	7.78	1.48	12	5.92	2.19	8	7.38	1.41

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Social protection	0.0%	22.2%	19.4%	0.0%	14.3%	15.4%	30.0%	16.7%	0.0%
Public sector governance/reform	25.0%	44.4%	19.4%	38.1%	14.3%	25.6%	10.0%	38.9%	40.0%
Transport	12.5%	0.0%	25.0%	19.0%	0.0%	5.1%	0.0%	5.6%	20.0%
Poverty reduction	37.5%	22.2%	19.4%	9.5%	7.1%	15.4%	0.0%	11.1%	10.0%
Global/regional integration	0.0%	22.2%	2.8%	4.8%	0.0%	7.7%	10.0%	0.0%	0.0%
Gender	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	12.5%	11.1%	19.4%	19.0%	42.9%	12.8%	20.0%	22.2%	10.0%
Rural development	12.5%	33.3%	36.1%	9.5%	7.1%	33.3%	30.0%	22.2%	0.0%
Foreign direct investment	12.5%	11.1%	11.1%	14.3%	14.3%	5.1%	10.0%	5.6%	10.0%
Water and sanitation	12.5%	0.0%	13.9%	0.0%	0.0%	7.7%	10.0%	0.0%	0.0%
Energy	37.5%	22.2%	13.9%	14.3%	42.9%	15.4%	40.0%	22.2%	20.0%
Job creation/employment	12.5%	22.2%	16.7%	14.3%	7.1%	30.8%	10.0%	16.7%	20.0%
Financial markets	0.0%	0.0%	2.8%	4.8%	0.0%	0.0%	10.0%	0.0%	0.0%
Urban development	0.0%	11.1%	8.3%	4.8%	0.0%	2.6%	0.0%	0.0%	10.0%
Environmental sustainability	0.0%	0.0%	2.8%	4.8%	0.0%	0.0%	0.0%	16.7%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	10.0%	0.0%	0.0%
Health	12.5%	0.0%	11.1%	9.5%	0.0%	5.1%	10.0%	5.6%	30.0%
Education	12.5%	22.2%	11.1%	38.1%	35.7%	23.1%	10.0%	27.8%	30.0%
Food security	0.0%	0.0%	11.1%	0.0%	7.1%	2.6%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Agricultural development	25.0%	0.0%	8.3%	23.8%	21.4%	12.8%	10.0%	11.1%	20.0%
Trade and exports	25.0%	0.0%	0.0%	0.0%	7.1%	7.7%	0.0%	11.1%	10.0%
Economic growth	25.0%	33.3%	22.2%	19.0%	28.6%	23.1%	40.0%	16.7%	30.0%
Law and justice	0.0%	0.0%	2.8%	0.0%	7.1%	10.3%	0.0%	0.0%	10.0%
Regulatory framework*	0.0%	0.0%	0.0%	14.3%	7.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	12.5%	0.0%	2.8%	9.5%	14.3%	0.0%	10.0%	0.0%	10.0%
Natural resource management	0.0%	0.0%	0.0%	9.5%	7.1%	5.1%	20.0%	22.2%	10.0%
Anti corruption	12.5%	11.1%	8.3%	14.3%	7.1%	17.9%	10.0%	5.6%	10.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

1st Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	75.0%	55.6%	63.9%	57.1%	71.4%	52.6%	70.0%	41.2%	44.4%
Financial resources: policy based lending/budget support to the Government	25.0%	11.1%	8.3%	9.5%	7.1%	2.6%	0.0%	17.6%	33.3%
Mobilizing third party financial resources	0.0%	0.0%	2.8%	4.8%	0.0%	5.3%	0.0%	0.0%	11.1%
Technical assistance	0.0%	22.2%	13.9%	4.8%	7.1%	2.6%	0.0%	11.8%	11.1%
Policy advice	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	2.8%	0.0%	0.0%	2.6%	10.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	0.0%	8.3%	4.8%	7.1%	26.3%	20.0%	23.5%	0.0%
Studies/analyses	0.0%	11.1%	0.0%	9.5%	7.1%	2.6%	0.0%	5.9%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Financial resources: investment lending	12.5%	0.0%	13.9%	15.0%	0.0%	7.9%	10.0%	29.4%	25.0%
Financial resources: policy based lending/budget support to the Government	25.0%	22.2%	27.8%	15.0%	50.0%	13.2%	10.0%	11.8%	0.0%
Mobilizing third party financial resources*	37.5%	0.0%	2.8%	10.0%	0.0%	5.3%	20.0%	5.9%	12.5%
Technical assistance	12.5%	22.2%	11.1%	15.0%	21.4%	15.8%	40.0%	17.6%	0.0%
Policy advice	0.0%	0.0%	2.8%	5.0%	0.0%	5.3%	0.0%	5.9%	25.0%
Donor coordination	12.5%	22.2%	8.3%	0.0%	7.1%	10.5%	0.0%	5.9%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	11.1%	19.4%	10.0%	21.4%	21.1%	10.0%	5.9%	12.5%
Studies/analyses	0.0%	11.1%	2.8%	15.0%	0.0%	7.9%	0.0%	11.8%	12.5%
Convening/facilitating	0.0%	11.1%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	11.1%	15.0%	0.0%	5.3%	10.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	12.5%

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Staff too inaccessible	0.0%	0.0%	30.6%	5.0%	7.1%	15.4%	20.0%	23.5%	0.0%
Not exploring alternative policy options	0.0%	11.1%	8.3%	20.0%	7.1%	0.0%	10.0%	11.8%	0.0%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	37.5%	33.3%	30.6%	15.0%	7.1%	15.4%	20.0%	5.9%	11.1%
Not enough public disclosure of its work	25.0%	33.3%	36.1%	10.0%	42.9%	43.6%	30.0%	35.3%	22.2%
Arrogant in its approach	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Not aligned with country priorities	12.5%	22.2%	8.3%	5.0%	7.1%	17.9%	0.0%	0.0%	11.1%
The credibility of its knowledge/data	0.0%	0.0%	5.6%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	0.0%	5.6%	30.0%	21.4%	5.1%	10.0%	11.8%	11.1%
Too influenced by developed countries*	12.5%	0.0%	5.6%	5.0%	14.3%	2.6%	30.0%	11.8%	33.3%
Imposing technocratic solutions without regard to political realities	12.5%	22.2%	0.0%	20.0%	28.6%	10.3%	20.0%	11.8%	11.1%
World Bank processes too slow and complex*	37.5%	33.3%	5.6%	30.0%	0.0%	17.9%	0.0%	23.5%	33.3%
Too bureaucratic in its operational policies and procedures	25.0%	0.0%	5.6%	10.0%	21.4%	10.3%	10.0%	23.5%	11.1%
Not aligned with other donors' work	0.0%	22.2%	13.9%	0.0%	0.0%	2.6%	0.0%	17.6%	0.0%
Not collaborating enough with non-state actors*	12.5%	11.1%	5.6%	5.0%	21.4%	38.5%	0.0%	11.8%	22.2%
Not client focused	0.0%	0.0%	8.3%	10.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	8.3%	5.0%	0.0%	5.1%	10.0%	0.0%	11.1%

**Significantly different between stakeholder groups*

Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Capacity development	50.0%	25.0%	47.2%	42.9%	21.4%	43.6%	60.0%	55.6%	55.6%
Policy based lending/budget support to the Government	50.0%	0.0%	25.0%	19.0%	28.6%	17.9%	20.0%	11.1%	22.2%
Knowledge products/services	0.0%	50.0%	8.3%	9.5%	21.4%	17.9%	10.0%	16.7%	11.1%
Investment lending	87.5%	37.5%	75.0%	76.2%	78.6%	66.7%	60.0%	44.4%	66.7%
Technical assistance*	0.0%	50.0%	33.3%	23.8%	42.9%	33.3%	30.0%	61.1%	0.0%
Trust Fund management*	12.5%	0.0%	2.8%	0.0%	0.0%	0.0%	10.0%	0.0%	22.2%
Other	0.0%	0.0%	0.0%	4.8%	0.0%	7.7%	0.0%	0.0%	0.0%
Don't know	0.0%	12.5%	0.0%	4.8%	0.0%	5.1%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	8	7.63	2.13	7	7.71	2.98	31	7.32	2.81	19	7.26	2.38	13	7.38	2.02	33	7.70	2.36	7	8.57	1.51	15	6.80	3.23	9	8.56	1.51

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

B. Overall Attitudes toward the World Bank (continued)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
NGOs*	0.0%	12.5%	25.0%	30.0%	21.4%	76.9%	20.0%	23.5%	22.2%
Local Government*	75.0%	50.0%	86.1%	30.0%	35.7%	51.3%	40.0%	47.1%	55.6%
Beneficiaries*	12.5%	25.0%	2.8%	40.0%	21.4%	12.8%	0.0%	0.0%	11.1%
Private sector*	62.5%	12.5%	25.0%	10.0%	71.4%	20.5%	30.0%	29.4%	22.2%
Community Based Organizations	0.0%	0.0%	13.9%	5.0%	0.0%	17.9%	20.0%	5.9%	22.2%
Donor community	0.0%	37.5%	13.9%	25.0%	7.1%	7.7%	0.0%	5.9%	11.1%
Foundations	0.0%	0.0%	2.8%	5.0%	14.3%	5.1%	10.0%	5.9%	0.0%
Academia/think tanks/research institutes*	0.0%	50.0%	8.3%	10.0%	7.1%	2.6%	10.0%	58.8%	0.0%
Parliament*	25.0%	12.5%	8.3%	30.0%	7.1%	2.6%	10.0%	5.9%	44.4%
Media*	12.5%	0.0%	8.3%	5.0%	7.1%	2.6%	60.0%	11.8%	11.1%
Faith based organizations	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%

**Significantly different between stakeholder groups*

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic	8	6.88	2.80	9	5.56	2.19	32	6.94	2.76	21	7.14	1.93	13	6.08	2.36	35	7.09	2.25	8	8.00	2.20	16	6.25	1.53	8	6.13	1.13
The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic*	7	7.29	1.80	9	5.33	2.24	31	6.32	2.26	21	6.81	2.25	13	4.62	1.89	36	6.33	1.93	7	6.71	2.14	17	5.06	1.60	9	6.11	1.62
The World Bank supports programs and strategies that are realistic for the Kyrgyz Republic*	7	7.29	1.60	9	5.67	1.66	35	7.34	2.21	21	6.76	1.76	13	5.15	1.21	37	6.27	2.09	7	7.86	1.77	16	5.13	1.86	8	6.00	2.20
The World Bank treats clients and stakeholders in the Kyrgyz Republic with respect	7	7.43	1.81	8	6.25	3.15	34	7.03	2.50	21	7.24	1.81	13	6.08	1.75	37	6.41	2.40	7	7.57	1.40	16	5.56	2.06	9	7.78	1.72

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	7	6.00	2.24	8	5.50	2.78	25	5.60	1.96	20	6.80	2.38	12	5.00	1.35	33	5.73	2.10	7	7.00	2.58	14	3.86	2.21	8	5.00	1.60
Flexibility (in terms of the World Bank's products and services)*	6	5.83	1.17	9	5.67	2.40	27	6.67	2.22	20	5.95	2.19	11	4.55	.93	35	5.51	2.41	6	5.67	1.75	13	4.15	1.99	9	5.22	1.30
Flexibility (in terms of changing country circumstances)*	6	5.50	1.38	8	5.38	2.77	26	6.12	2.08	20	6.45	2.04	11	4.18	1.08	32	5.50	2.20	6	6.50	1.05	13	4.15	2.30	9	5.56	2.07
Being inclusive*	6	7.50	1.38	7	6.43	2.30	25	6.72	2.05	20	6.70	1.87	13	4.46	1.45	32	5.50	2.41	9	6.22	2.99	14	5.21	1.48	8	7.25	1.28
Openness (sharing data and other information)	7	6.71	2.50	7	6.43	2.23	28	6.71	2.05	20	7.00	1.97	13	5.85	1.77	33	5.67	2.27	8	7.50	1.93	14	5.57	2.59	8	6.75	1.58
Staff accessibility at the Local Country Office in the Kyrgyz	7	7.29	2.43	9	7.89	1.76	28	6.61	2.31	20	7.60	2.52	13	5.77	2.20	30	6.20	2.77	5	6.40	3.21	13	6.00	2.86	9	5.67	2.12
Staff accessibility at the Headquarters in Washington	6	5.50	3.08	6	5.00	3.58	19	5.11	2.62	14	6.79	2.36	10	4.70	1.77	22	5.00	3.18	3	5.67	.58	7	3.71	2.63	7	4.29	2.36
Straightforwardness and honesty	7	6.86	1.95	6	6.50	2.43	29	6.86	2.42	20	7.00	2.20	12	6.08	2.15	28	6.68	2.52	5	7.00	1.22	10	5.50	2.17	8	7.75	1.83
Collaboration with groups outside of the Government	7	6.57	2.51	5	7.00	1.87	28	6.93	2.23	16	6.75	1.81	13	5.69	1.84	36	6.03	2.32	5	7.80	1.30	14	5.50	2.47	8	4.88	2.53
Collaboration with the Government	7	7.86	1.57	9	7.00	2.18	28	7.86	1.76	20	8.05	1.36	11	6.36	2.25	30	8.00	1.93	6	7.17	2.40	12	7.33	2.39	9	8.33	1.12
Collaboration with other donors	6	6.33	2.42	6	7.67	1.86	21	6.86	2.26	19	7.89	1.70	10	6.80	1.32	24	6.96	2.14	6	8.00	1.41	11	7.09	1.51	6	8.17	1.17
Follow through over time	6	6.17	2.14	8	6.75	2.43	24	7.21	1.79	17	7.53	1.55	8	6.00	1.69	24	7.04	2.29	4	6.50	1.73	9	5.56	2.65	6	6.83	1.17

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	12.5%	11.1%	19.4%	23.8%	0.0%	15.8%	10.0%	11.8%	11.1%
The Government works inefficiently	25.0%	33.3%	27.8%	38.1%	50.0%	39.5%	60.0%	52.9%	33.3%
There is not an adequate level of citizen/civil society participation	25.0%	33.3%	38.9%	9.5%	7.1%	26.3%	20.0%	23.5%	11.1%
Poor donor coordination	25.0%	11.1%	5.6%	0.0%	0.0%	13.2%	0.0%	11.8%	22.2%
The World Bank does not do adequate follow through/follow-up	0.0%	0.0%	16.7%	9.5%	35.7%	21.1%	10.0%	11.8%	0.0%
Lack of/inadequate levels of capacity in Government	37.5%	22.2%	16.7%	38.1%	21.4%	21.1%	30.0%	23.5%	11.1%
Political pressures and obstacles	0.0%	22.2%	11.1%	9.5%	14.3%	10.5%	20.0%	11.8%	44.4%
Reforms are not well thought out in light of country challenges	25.0%	11.1%	19.4%	28.6%	28.6%	26.3%	10.0%	23.5%	22.2%
The World Bank is not sensitive enough to political/social realities on the ground	50.0%	44.4%	25.0%	28.6%	42.9%	15.8%	10.0%	17.6%	33.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	5.9%	0.0%

C. World Bank Effectiveness and Results

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	3	7.67	1.15	6	3.17	1.94	25	4.64	2.02	18	5.89	2.27	11	3.00	1.26	28	3.93	1.96	6	5.33	3.14	12	3.33	1.92	6	4.83	2.86
Information and communications technology	4	6.25	2.75	6	4.33	2.34	25	5.16	1.77	14	5.50	2.03	9	4.22	1.09	25	5.64	2.41	6	5.33	1.86	13	4.31	2.18	6	5.33	1.97
Transport	6	7.17	2.86	6	5.50	3.67	29	5.83	1.54	16	6.88	1.82	11	5.91	2.70	28	5.43	2.25	7	6.00	2.16	10	6.20	2.66	8	7.00	2.56
Crime and violence	5	4.00	2.12	5	3.20	2.86	23	5.35	2.19	11	4.45	1.57	9	3.67	1.32	25	4.12	2.45	7	5.71	2.56	11	3.91	2.39	4	3.50	3.11
Law and justice	5	5.00	2.35	4	2.75	2.06	22	5.32	2.40	15	5.07	2.22	11	3.64	1.80	24	4.29	2.27	6	5.50	3.39	13	3.54	1.81	4	4.00	3.56
Urban development	6	5.83	3.13	6	5.83	2.86	25	6.04	2.41	16	5.31	2.27	10	4.10	2.38	29	5.34	2.27	7	7.71	1.25	10	4.40	2.22	6	4.50	2.43
Environmental sustainability	6	5.50	3.08	5	5.60	3.65	23	5.70	2.46	12	5.58	2.27	9	4.33	2.06	24	5.17	2.44	6	5.83	1.72	9	5.44	3.09	7	6.14	2.61
Regulatory framework	5	6.60	3.36	6	4.67	1.86	22	5.59	2.04	16	6.75	1.81	8	4.63	1.41	21	5.33	2.08	5	6.80	1.30	9	5.56	1.88	4	6.25	2.63
Basic infrastructure*	6	5.17	2.40	4	2.50	1.91	23	5.52	2.02	18	6.61	1.69	7	5.43	2.15	21	5.33	1.88	7	6.43	1.51	9	5.67	2.12	7	6.29	1.70
Communicable/non-communicable diseases	5	5.40	3.58	7	4.86	2.79	26	5.77	2.35	12	6.75	2.42	7	4.43	2.07	27	5.30	2.58	6	6.83	2.23	10	4.80	2.20	4	5.75	3.77
Poverty reduction	6	6.83	2.86	8	5.88	2.95	29	6.34	2.21	19	6.37	2.31	11	4.09	1.97	32	5.41	2.71	7	6.43	2.07	10	5.30	2.91	8	6.00	2.56
Gender	4	7.50	2.08	7	6.86	2.27	27	6.04	2.07	13	6.54	2.63	11	4.55	2.54	32	6.13	2.65	7	5.86	1.77	9	6.44	1.94	6	7.67	3.14
Domestic private sector development*	6	6.83	2.14	5	4.80	1.30	28	6.21	2.10	17	6.06	2.11	11	4.00	1.95	26	5.38	2.23	7	7.00	1.41	14	4.21	2.19	5	5.00	2.55
Foreign direct investment*	6	6.00	1.67	6	7.17	2.71	30	7.03	1.79	17	5.76	2.19	9	4.67	2.00	24	5.83	2.78	8	7.00	1.60	13	4.69	2.39	5	4.40	2.41
Water and sanitation	7	6.43	2.51	8	5.50	2.88	32	6.63	2.43	18	6.78	2.41	9	5.78	.83	30	5.77	2.85	9	6.44	2.60	11	6.55	1.81	6	6.17	2.64
Trade and exports	5	5.80	2.39	5	6.20	2.28	25	6.04	2.26	14	6.07	2.20	8	4.75	1.75	22	5.18	2.26	6	5.50	2.07	10	4.10	1.91	4	4.50	2.65
Economic growth	7	6.00	2.24	6	5.67	2.73	26	5.50	1.82	18	6.33	2.63	11	4.64	2.29	25	4.96	2.56	7	6.00	2.24	12	5.25	2.05	5	6.00	1.22
Energy	6	5.83	2.64	7	4.14	2.04	25	6.04	1.93	18	6.28	2.37	10	4.60	2.27	26	4.77	2.69	5	7.00	1.00	12	4.75	1.42	5	4.80	2.77
Disaster management	4	6.25	3.77	7	5.71	2.81	27	5.56	1.89	12	6.50	2.11	10	4.30	2.06	25	5.24	2.82	4	6.75	1.89	9	5.44	1.81	4	5.50	1.29
Public sector governance/reform	6	6.67	2.73	8	6.25	2.60	25	6.00	1.78	19	6.32	2.79	9	4.78	2.44	29	5.55	2.80	6	6.00	1.26	12	5.67	2.19	6	5.33	2.88
Job creation/employment	5	5.20	2.95	8	3.38	1.60	27	5.48	2.33	15	5.13	2.10	9	3.44	1.74	25	4.12	2.73	7	4.71	2.36	10	3.60	1.58	4	3.50	1.73
Financial markets	4	5.25	3.30	4	6.00	2.83	23	5.91	1.88	17	5.47	2.37	8	4.25	2.31	18	5.00	2.54	4	5.50	1.73	9	4.33	1.80	5	5.00	3.54
Equality of opportunity	4	7.25	2.22	6	6.33	2.34	22	5.91	1.44	14	5.79	2.72	7	4.43	1.62	24	4.92	2.60	5	4.80	2.39	11	4.36	2.01	3	5.33	.58
Health	6	6.50	1.87	8	6.63	2.77	28	6.32	2.11	16	6.56	2.19	11	5.00	2.28	26	5.54	2.56	8	7.38	1.85	12	6.00	1.76	5	7.00	2.12
Rural development	6	6.17	2.86	5	5.60	3.58	30	6.33	1.92	19	6.58	2.27	9	4.44	1.94	29	5.07	2.66	7	6.00	2.45	12	4.75	2.18	7	6.14	2.54
Global/regional integration	5	5.60	2.41	4	6.00	3.27	20	5.35	1.66	14	5.71	1.94	7	4.14	1.86	26	4.69	2.20	6	6.00	1.79	9	5.44	2.70	3	5.00	2.65
Food security	5	5.60	3.05	8	5.00	2.39	27	5.70	2.22	12	5.50	2.11	7	4.29	2.14	27	4.89	2.39	6	5.50	1.87	10	5.40	2.07	6	5.00	2.28
Education	6	6.17	2.32	5	4.40	2.41	29	5.86	2.00	17	6.12	2.50	11	4.36	2.34	31	5.42	2.67	7	5.29	1.50	13	5.77	1.69	6	5.67	3.08
Social protection	6	5.83	2.64	7	4.71	2.36	24	6.54	2.17	16	5.81	2.66	8	4.13	2.10	26	4.77	2.85	9	5.44	2.07	10	4.90	2.33	4	3.00	2.45
Climate change	4	7.50	3.70	4	5.75	4.03	21	5.00	2.30	12	5.92	1.73	7	3.86	2.27	23	4.65	2.74	6	5.33	2.34	8	5.13	3.52	3	2.67	1.53
Agricultural development	6	6.83	2.64	6	4.17	3.31	28	6.36	2.04	18	5.89	2.19	10	4.30	1.64	29	4.90	2.87	8	6.13	1.36	10	5.60	2.32	7	6.00	2.94
Natural resource management	5	4.40	2.79	5	3.20	1.79	24	5.21	2.28	14	5.43	2.38	8	3.00	1.85	26	4.12	2.45	6	5.00	1.67	9	5.00	2.00	5	3.80	2.68

**Significantly different between stakeholder groups*

C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic?*	8	6.13	2.10	9	5.89	1.96	34	6.68	2.11	21	6.48	2.09	14	5.21	1.72	36	5.86	2.03	10	7.30	1.64	17	5.06	1.56	9	6.33	1.22

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

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of the Kyrgyz Republic	8	6.25	2.25	9	6.44	2.13	33	6.48	2.27	21	6.00	2.72	12	5.17	2.17	33	6.24	2.84	8	7.25	1.39	17	4.76	1.68	9	6.67	1.94
The World Bank meets the Kyrgyz Republic's needs for knowledge services	7	6.57	1.90	8	6.63	1.85	29	6.38	2.16	18	6.22	1.86	13	5.15	1.95	36	6.58	2.51	6	6.17	1.47	16	5.56	1.97	9	8.11	1.69

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities (e.g., data, analysis, reports, etc.) in the work you do?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Weekly	25.0%	22.2%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	11.1%
Monthly	25.0%	11.1%	5.6%	28.6%	14.3%	5.1%	30.0%	5.9%	11.1%
A few times a year	25.0%	22.2%	16.7%	47.6%	28.6%	33.3%	30.0%	41.2%	55.6%
Rarely	25.0%	22.2%	72.2%	9.5%	42.9%	56.4%	30.0%	52.9%	11.1%
Never	0.0%	22.2%	5.6%	4.8%	14.3%	5.1%	10.0%	0.0%	11.1%

**Significantly different between stakeholder groups*

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in the Kyrgyz Republic, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Public sector governance/reform	50.0%	66.7%	19.4%	28.6%	28.6%	33.3%	40.0%	58.8%	33.3%
Gender	0.0%	0.0%	5.6%	4.8%	0.0%	2.6%	0.0%	0.0%	0.0%
Domestic private sector development*	12.5%	11.1%	11.1%	4.8%	57.1%	10.3%	40.0%	17.6%	33.3%
Foreign direct investment	50.0%	0.0%	13.9%	28.6%	21.4%	12.8%	20.0%	5.9%	33.3%
Water and sanitation	0.0%	0.0%	13.9%	4.8%	0.0%	10.3%	10.0%	0.0%	11.1%
Trade and exports	0.0%	0.0%	5.6%	4.8%	14.3%	0.0%	10.0%	11.8%	11.1%
Energy	37.5%	22.2%	11.1%	19.0%	42.9%	15.4%	20.0%	5.9%	11.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Social protection	0.0%	22.2%	13.9%	0.0%	0.0%	12.8%	0.0%	17.6%	0.0%
Climate change	0.0%	0.0%	2.8%	4.8%	0.0%	0.0%	0.0%	5.9%	0.0%
Poverty reduction	0.0%	22.2%	25.0%	19.0%	14.3%	12.8%	10.0%	5.9%	0.0%
Law and justice	12.5%	0.0%	0.0%	0.0%	7.1%	12.8%	0.0%	0.0%	0.0%
Anti corruption	25.0%	11.1%	25.0%	9.5%	21.4%	23.1%	10.0%	11.8%	22.2%
Financial markets	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	9.5%	0.0%	15.4%	20.0%	0.0%	0.0%
Urban development	12.5%	0.0%	5.6%	0.0%	0.0%	7.7%	0.0%	5.9%	0.0%
Crime and violence	0.0%	0.0%	5.6%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Education*	0.0%	0.0%	13.9%	47.6%	21.4%	15.4%	30.0%	47.1%	44.4%
Global/regional integration	0.0%	11.1%	2.8%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Transport	0.0%	0.0%	8.3%	19.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Agricultural development	25.0%	11.1%	22.2%	14.3%	0.0%	10.3%	10.0%	5.9%	11.1%
Natural resource management	0.0%	22.2%	0.0%	9.5%	0.0%	10.3%	20.0%	11.8%	0.0%
Job creation/employment	0.0%	33.3%	16.7%	14.3%	0.0%	25.6%	0.0%	11.8%	0.0%
Health	12.5%	0.0%	5.6%	9.5%	14.3%	7.7%	0.0%	17.6%	33.3%
Economic growth	25.0%	33.3%	19.4%	28.6%	28.6%	10.3%	20.0%	17.6%	0.0%
Rural development	0.0%	11.1%	27.8%	14.3%	7.1%	25.6%	40.0%	11.8%	33.3%
Food security	12.5%	0.0%	5.6%	0.0%	0.0%	7.7%	0.0%	0.0%	11.1%
Environmental sustainability*	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	12.5%	11.1%	2.8%	0.0%	14.3%	5.1%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

D. The World Bank's Knowledge (continued)

In the Kyrgyz Republic, how effective do you believe the World Bank's knowledge work and activities: *(1-Not effective at all, 10-Very effective)*

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills*	8	6.00	2.27	8	6.75	3.11	29	5.48	2.11	21	7.48	1.63	11	5.27	1.10	36	5.81	2.25	8	6.25	2.25	16	4.81	2.61	8	6.38	1.69
Contributing to good policy making	7	5.14	1.95	8	5.50	2.62	28	5.29	2.58	20	6.75	1.80	10	5.00	1.33	29	5.86	2.36	7	6.29	1.50	12	5.58	1.44	7	5.57	2.23
Providing support for program implementation	8	5.75	2.82	9	6.67	2.74	30	6.07	2.52	18	7.06	1.73	10	5.60	1.26	31	6.87	2.17	8	7.13	2.03	12	6.42	1.62	8	7.63	1.77

**Significantly different between stakeholder groups*

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	7	5.71	2.43	8	6.38	2.97	27	6.59	1.99	21	6.86	2.08	12	4.75	1.60	29	6.00	2.19	8	6.88	1.73	15	5.13	1.92	7	6.57	1.13
Include appropriate level of stakeholder involvement during preparation	7	6.43	2.44	8	7.00	2.39	24	5.71	2.07	20	6.90	2.10	12	4.42	1.68	31	5.87	2.16	5	6.80	1.64	12	5.75	2.22	7	6.71	1.11
Are relevant to the Kyrgyz Republic's development	7	6.86	2.54	8	6.38	2.77	30	6.57	2.64	21	6.95	1.94	12	4.75	1.60	31	6.10	2.24	8	6.25	2.25	14	5.86	1.79	8	6.25	1.75
Provide feasible recommendations	6	6.00	2.61	9	7.00	2.18	27	6.19	2.08	20	6.80	1.85	12	5.17	1.19	32	6.25	2.30	7	7.14	2.12	13	5.85	2.58	7	7.14	1.35
Are accessible (well written and easy to understand)	6	6.33	2.50	9	7.33	1.87	28	6.18	2.47	20	7.10	1.71	12	5.25	2.30	32	5.81	2.42	8	6.13	2.47	14	5.36	2.56	7	7.29	1.60
Are source of relevant information on global good practices.	6	6.67	2.25	9	8.22	1.86	27	6.48	2.41	20	7.10	1.80	12	5.50	1.73	31	6.19	2.50	7	7.00	1.83	13	5.92	2.10	7	7.29	1.38
Are useful in terms of the work you do	7	6.00	2.45	9	8.78	.97	28	6.79	2.81	21	7.52	1.69	10	5.70	1.49	34	6.56	2.44	8	6.88	1.89	13	6.77	2.49	8	8.25	.89
Are adequately disseminated*	7	5.71	2.87	8	8.63	1.30	28	5.54	2.90	20	6.20	2.50	12	4.75	2.34	32	4.88	2.43	9	5.89	2.26	14	4.36	2.17	6	5.50	1.64
Are appropriately translated*	6	7.00	2.68	8	9.38	.74	26	5.65	2.26	18	7.61	1.79	10	5.10	2.08	33	5.42	2.84	7	7.14	2.19	13	6.38	2.40	7	6.71	1.89
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	6	6.67	2.16	9	7.44	1.81	22	6.36	2.24	19	7.00	2.05	11	5.55	1.21	33	5.73	2.27	7	6.71	2.56	14	6.21	1.58	6	6.83	.75

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?*	6	5.17	2.48	9	7.33	2.00	31	6.97	2.09	20	6.35	2.39	12	4.92	2.35	33	7.36	2.10	8	6.75	1.04	17	6.06	2.22	8	6.75	1.04
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	5	6.20	2.28	9	8.44	1.67	30	6.90	1.84	19	7.47	1.58	12	5.75	1.82	31	7.13	2.25	8	6.38	1.92	17	6.12	2.15	9	7.22	1.09

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups*

E. Working with the World Bank

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	7	6.00	2.24	8	6.00	2.78	24	6.67	2.33	17	6.12	2.26	11	5.73	2.37	27	6.26	2.64	10	7.00	1.89	13	5.31	2.46	9	6.11	1.62
The World Bank effectively monitors and evaluates the projects and programs it supports	7	6.43	2.23	8	7.25	2.31	28	7.29	1.76	19	6.58	2.06	12	5.25	2.09	33	6.58	2.39	10	5.70	2.67	11	5.64	2.34	9	7.78	1.30
The World Bank's approvals and reviews are done in a timely fashion	7	6.29	1.80	9	6.44	2.83	26	7.38	1.68	18	6.17	2.28	10	5.90	2.23	28	6.93	2.60	7	7.14	1.21	10	5.90	2.69	8	7.25	1.58
The World Bank's “Safeguard Policy” requirements are reasonable	5	6.60	1.67	7	7.57	2.37	17	6.47	1.70	13	6.69	2.46	8	6.25	1.39	19	6.00	2.71	6	6.50	2.59	8	6.00	2.93	6	7.00	1.10
The World Bank imposes reasonable policy conditions on its lending	7	6.29	2.29	7	6.86	2.61	24	7.08	2.00	18	5.83	2.50	10	5.70	2.21	23	5.78	2.61	6	6.67	1.97	10	5.70	2.91	7	6.43	1.51
Working with the World Bank increases the Kyrgyz Republic 's institutional capacity	7	7.14	2.34	9	6.67	2.29	26	6.96	2.27	19	6.26	2.35	11	6.55	.82	30	6.83	2.17	9	7.22	1.86	10	7.20	2.04	8	7.75	1.83
The World Bank ensures consistency and continuity through staff changes	5	7.60	2.07	9	7.00	2.83	21	6.57	2.44	15	6.60	2.20	9	6.67	1.58	18	6.61	2.83	7	5.57	1.51	7	6.00	2.08	6	8.00	2.00
The World Bank's teams and visits are well coordinated	7	7.00	2.16	7	8.00	1.91	25	6.88	1.99	19	7.00	2.24	10	5.70	1.25	24	7.13	2.59	6	6.83	1.17	11	6.64	2.62	7	8.43	1.13
Where country systems are adequate, the World Bank makes appropriate use of them	5	7.20	2.05	8	8.13	2.17	25	6.72	2.11	15	6.33	2.41	10	5.20	2.82	22	5.91	2.71	6	5.83	2.23	9	5.56	2.55	7	6.71	1.50
The World Bank provides effective implementation support	6	7.33	1.37	9	7.67	2.06	26	7.04	1.75	17	6.59	2.24	11	5.18	1.40	30	6.57	2.65	8	7.13	1.73	10	6.70	2.63	9	7.78	1.79

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in the Kyrgyz Republic's development in the near future?	8	8.75	1.04	9	8.22	2.22	33	8.55	2.15	21	7.81	2.36	14	7.43	2.21	38	8.21	2.06	10	8.20	1.87	17	7.24	1.68	9	8.56	1.13

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Reduce the complexity of obtaining World Bank financing*	75.0%	22.2%	60.0%	20.0%	28.6%	43.6%	40.0%	41.2%	22.2%
Improve the competitiveness of its financing compared to markets	0.0%	22.2%	14.3%	25.0%	7.1%	5.1%	10.0%	0.0%	11.1%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	12.5%	22.2%	20.0%	30.0%	14.3%	15.4%	60.0%	17.6%	11.1%
Reach out more to groups outside of government*	37.5%	22.2%	28.6%	20.0%	35.7%	61.5%	20.0%	41.2%	33.3%
Ensure greater selectivity in its work	12.5%	0.0%	0.0%	15.0%	7.1%	2.6%	20.0%	0.0%	11.1%
Focus primarily on advocacy issues	0.0%	0.0%	5.7%	5.0%	0.0%	0.0%	0.0%	5.9%	11.1%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	0.0%	11.1%	8.6%	15.0%	14.3%	12.8%	10.0%	11.8%	0.0%
Offer more innovative financial products	12.5%	33.3%	22.9%	15.0%	21.4%	15.4%	30.0%	41.2%	44.4%
Offer more innovative knowledge services	12.5%	44.4%	17.1%	15.0%	7.1%	25.6%	0.0%	11.8%	22.2%
Work faster	12.5%	22.2%	14.3%	15.0%	7.1%	10.3%	0.0%	17.6%	0.0%
Other*	0.0%	0.0%	2.9%	0.0%	21.4%	2.6%	0.0%	0.0%	11.1%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Local newspapers	37.5%	33.3%	50.0%	23.8%	35.7%	23.7%	55.6%	23.5%	10.0%
International newspapers	0.0%	0.0%	13.9%	9.5%	0.0%	5.3%	0.0%	0.0%	10.0%
Local radio	0.0%	0.0%	2.8%	4.8%	0.0%	5.3%	11.1%	0.0%	0.0%
International radio*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	25.0%	55.6%	61.1%	14.3%	28.6%	47.4%	44.4%	35.3%	60.0%
International television	0.0%	0.0%	16.7%	0.0%	7.1%	5.3%	0.0%	5.9%	0.0%
Periodicals*	37.5%	11.1%	8.3%	4.8%	0.0%	7.9%	11.1%	5.9%	20.0%
Internet	75.0%	66.7%	33.3%	90.5%	85.7%	76.3%	66.7%	82.4%	90.0%
Social media (Facebook, Twitter, Youtube)	12.5%	22.2%	0.0%	9.5%	7.1%	10.5%	0.0%	11.8%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	8.3%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	2.8%	9.5%	7.1%	5.3%	0.0%	11.8%	10.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
World Bank website	75.0%	11.1%	44.4%	61.9%	57.1%	51.3%	30.0%	41.2%	60.0%
Direct contact with World Bank	12.5%	33.3%	22.2%	19.0%	14.3%	23.1%	30.0%	23.5%	10.0%
e-newsletters*	12.5%	22.2%	8.3%	19.0%	7.1%	23.1%	40.0%	23.5%	60.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	7.1%	2.6%	0.0%	0.0%	0.0%
World Bank seminars/workshops/conferences*	37.5%	55.6%	52.8%	19.0%	21.4%	33.3%	50.0%	58.8%	0.0%
World Bank Public Information Center	0.0%	22.2%	11.1%	4.8%	14.3%	2.6%	20.0%	0.0%	30.0%
World Bank publications and other written materials	37.5%	55.6%	33.3%	52.4%	28.6%	17.9%	20.0%	29.4%	40.0%
Mobile phones	0.0%	0.0%	11.1%	0.0%	0.0%	5.1%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	12.5%	0.0%	5.6%	0.0%	14.3%	15.4%	10.0%	11.8%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	25.0%	22.2%	8.3%	40.0%	7.1%	15.4%	30.0%	17.6%	0.0%
No	75.0%	77.8%	91.7%	60.0%	92.9%	84.6%	70.0%	82.4%	100.0%

Have you requested information from the World Bank on its activities in the past year?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	37.5%	22.2%	8.6%	61.9%	0.0%	15.8%	20.0%	33.3%	20.0%
No	62.5%	77.8%	91.4%	38.1%	100.0%	84.2%	80.0%	66.7%	80.0%

**Significantly different between stakeholder groups*

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	33.3%	69.2%	0.0%	66.7%	100.0%	71.4%	100.0%
No	0.0%	0.0%	66.7%	30.8%	0.0%	33.3%	0.0%	28.6%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	77.8%	100.0%	85.7%	92.3%	90.0%	94.1%	100.0%
No	0.0%	0.0%	22.2%	0.0%	14.3%	7.7%	10.0%	5.9%	0.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	75.0%	55.6%	13.9%	95.2%	71.4%	67.6%	50.0%	82.4%	88.9%
No	25.0%	44.4%	86.1%	4.8%	28.6%	32.4%	50.0%	17.6%	11.1%

**Significantly different between stakeholder groups*

Which do you primarily use?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
The World Bank's country website	83.3%	75.0%	85.0%	45.0%	63.6%	88.6%	75.0%	56.3%	77.8%
The World Bank's main website	16.7%	25.0%	15.0%	55.0%	36.4%	11.4%	25.0%	43.8%	22.2%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
High speed	100.0%	75.0%	38.1%	100.0%	81.8%	65.7%	62.5%	81.3%	88.9%
Dial-up	0.0%	25.0%	61.9%	0.0%	18.2%	34.3%	37.5%	18.8%	11.1%

**Significantly different between stakeholder groups*

Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	25.0%	0.0%	5.7%	9.5%	0.0%	7.9%	10.0%	17.6%	0.0%
No	62.5%	55.6%	80.0%	66.7%	64.3%	65.8%	70.0%	47.1%	80.0%
I don't know what PIC is	12.5%	44.4%	14.3%	23.8%	35.7%	26.3%	20.0%	35.3%	20.0%

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago*	7	6.43	2.76	8	5.50	2.98	20	4.05	1.79	19	6.79	2.32	12	4.17	2.48	31	4.68	2.96	8	5.38	2.56	18	5.33	2.43	9	6.00	2.50
The World Bank's PIC is a valuable source of information related to development in the Kyrgyz Republic	3	6.67	4.04	1	4.00	0.00	4	5.00	1.63	2	8.00	0.00				2	8.00	1.41	1	7.00	0.00	4	5.75	3.40			
I find the World Bank websites easy to navigate	6	6.83	3.06	5	8.60	.89	19	5.00	1.76	20	6.45	2.31	9	6.00	1.80	29	6.10	2.72	7	7.57	1.90	15	5.87	2.29	9	6.67	2.29
I find the information on the World Bank's websites useful*	5	8.60	1.52	5	7.80	3.35	20	5.20	1.77	20	7.55	1.82	10	7.00	2.00	29	6.72	2.53	9	7.56	1.67	15	6.80	2.31	9	6.89	1.69
When I need information from the World Bank I know how to find it	7	9.00	1.00	8	6.88	3.09	22	5.73	2.78	20	6.65	2.41	12	7.25	2.05	30	6.33	3.08	8	7.75	2.38	16	5.94	3.07	9	7.56	2.19
The World Bank is responsive to my information requests and inquiries	5	8.00	2.00	6	7.67	1.86	19	5.47	2.76	19	6.74	2.40	5	7.00	2.00	24	5.71	3.17	8	6.50	2.07	12	5.67	3.11	7	7.43	2.37

**Significantly different between stakeholder groups*

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Yes	62.5%	88.9%	19.4%	85.7%	14.3%	28.2%	30.0%	38.9%	80.0%
No	37.5%	11.1%	80.6%	14.3%	85.7%	71.8%	70.0%	61.1%	20.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research institute/ Think tank	Other
Observer*	12.5%	11.1%	16.7%	9.5%	28.6%	30.8%	50.0%	0.0%	10.0%
Use World Bank reports/data	25.0%	33.3%	8.3%	33.3%	21.4%	30.8%	10.0%	33.3%	10.0%
Engage in World Bank related/sponsored events/activities*	37.5%	66.7%	2.8%	33.3%	7.1%	30.8%	10.0%	33.3%	40.0%
Collaborate as part of my professional duties*	62.5%	88.9%	41.7%	71.4%	35.7%	15.4%	20.0%	22.2%	50.0%
Use World Bank website for information, data, research, etc.*	0.0%	0.0%	8.3%	19.0%	21.4%	25.6%	50.0%	33.3%	10.0%
Not directly exposed to the World Bank's work*	37.5%	0.0%	61.1%	4.8%	35.7%	30.8%	10.0%	22.2%	20.0%

**Significantly different between stakeholder groups*

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing the Kyrgyz Republic

In general would you say that the Kyrgyz economy is headed in ...?

Percentage of Respondents	Bishkek city	Oblast centers	Other
The right direction	37.8%	50.0%	56.8%
The wrong direction	24.4%	19.4%	16.2%
Not sure	37.8%	30.6%	27.0%

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

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Social protection*	6.7%	17.1%	24.3%
Transport	6.7%	8.6%	8.1%
Public sector governance/reform*	48.9%	25.7%	21.6%
Global/regional integration	2.2%	0.0%	2.7%
Gender	0.0%	2.9%	0.0%
Domestic private sector development	17.8%	11.4%	13.5%
Foreign direct investment	14.4%	14.3%	10.8%
Water and sanitation	1.1%	8.6%	5.4%
Anti-corruption	36.7%	34.3%	29.7%
Job creation/employment*	11.1%	34.3%	21.6%
Rural development*	11.1%	2.9%	21.6%
Financial markets*	0.0%	0.0%	5.4%
Urban development*	0.0%	5.7%	0.0%
Environmental sustainability	3.3%	2.9%	5.4%
Equality of opportunity	1.1%	2.9%	0.0%
Health	5.6%	2.9%	8.1%
Education	31.1%	25.7%	24.3%
Poverty reduction	12.2%	5.7%	10.8%
Energy	18.9%	28.6%	21.6%
Food security	1.1%	0.0%	5.4%
Climate change	1.1%	0.0%	0.0%
Agricultural development	15.6%	14.3%	18.9%
Trade and exports	3.3%	2.9%	5.4%
Crime and violence	0.0%	0.0%	0.0%
Economic growth	18.9%	22.9%	16.2%
Law and justice	12.2%	0.0%	8.1%
Regulatory framework	1.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Basic infrastructure	2.2%	0.0%	0.0%
Natural resource management	4.4%	17.1%	10.8%
Disaster management	0.0%	2.9%	0.0%
Information and communications technology	4.4%	5.7%	0.0%

**Significantly different between locations*

A. General Issues facing the Kyrgyz Republic (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and improving quality of peoples' lives in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Water and sanitation	3.4%	5.6%	8.1%
Equality of opportunity	15.9%	8.3%	10.8%
Economic growth	42.0%	41.7%	32.4%
Climate change	1.1%	0.0%	0.0%
Global/regional integration	1.1%	0.0%	0.0%
Gender	0.0%	2.8%	0.0%
Rural development*	22.7%	47.2%	40.5%
Urban development	1.1%	5.6%	0.0%
Regulatory framework	1.1%	0.0%	0.0%
Basic infrastructure	2.3%	0.0%	2.7%
Social protection	13.6%	11.1%	18.9%
Law and justice	9.1%	2.8%	2.7%
Transport*	0.0%	8.3%	10.8%
Crime and violence	1.1%	0.0%	0.0%
Communicable/non-communicable diseases	1.1%	0.0%	0.0%
Information and communications technology	2.3%	2.8%	2.7%
Anti corruption	22.7%	19.4%	24.3%
Domestic private sector development	20.5%	13.9%	8.1%
Foreign direct investment	11.4%	13.9%	16.2%
Education*	27.3%	8.3%	8.1%
Energy	8.0%	19.4%	8.1%
Public sector governance/reform	21.6%	16.7%	8.1%
Natural resource management	8.0%	11.1%	8.1%
Environmental sustainability	0.0%	0.0%	0.0%
Disaster management	1.1%	0.0%	0.0%
Health	4.5%	2.8%	5.4%
Agricultural development	19.3%	8.3%	29.7%
Job creation/employment	34.1%	33.3%	40.5%
Financial markets	1.1%	0.0%	0.0%
Trade and exports	1.1%	8.3%	2.7%
Food security*	1.1%	8.3%	10.8%

**Significantly different between locations*

A. General Issues facing the Kyrgyz Republic (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Kyrgyz Republic? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Energy	30.0%	52.8%	40.5%
Gender*	0.0%	0.0%	5.4%
Equality of opportunity	3.3%	2.8%	2.7%
Social protection	3.3%	2.8%	5.4%
Global/regional integration	7.8%	2.8%	0.0%
Climate change	1.1%	2.8%	0.0%
Anti corruption	34.4%	22.2%	35.1%
Disaster management	0.0%	0.0%	0.0%
Rural development*	11.1%	22.2%	32.4%
Foreign direct investment*	35.6%	11.1%	21.6%
Urban development	1.1%	2.8%	0.0%
Water and sanitation	1.1%	0.0%	5.4%
Education	15.6%	5.6%	10.8%
Information and communications technology	4.4%	0.0%	2.7%
Regulatory framework	4.4%	2.8%	0.0%
Communicable/non-communicable diseases	1.1%	0.0%	0.0%
Trade and exports	12.2%	19.4%	10.8%
Public sector governance/reform	23.3%	13.9%	10.8%
Domestic private sector development	28.9%	22.2%	18.9%
Job creation/employment	14.4%	30.6%	29.7%
Agricultural development*	13.3%	41.7%	21.6%
Food security	1.1%	0.0%	2.7%
Transport	7.8%	5.6%	13.5%
Natural resource management	17.8%	27.8%	8.1%
Environmental sustainability	1.1%	2.8%	0.0%
Health	0.0%	0.0%	0.0%
Basic infrastructure	6.7%	0.0%	2.7%
Law and justice	12.2%	2.8%	10.8%
Crime and violence	0.0%	0.0%	2.7%
Financial markets	2.2%	0.0%	5.4%

**Significantly different between locations*

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in the Kyrgyz Republic?*	89	6.61	1.97	36	5.11	2.00	37	5.89	2.21

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic?	84	6.06	1.83	33	5.97	2.19	33	6.36	2.49

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	76	6.59	1.81	29	6.59	2.35	27	6.63	2.75

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

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

Percentage of Respondents (Responses Combined)	**Bishkek city**	**Oblast centers**	**Other**
Social protection*	6.7%	22.2%	24.3%
Public sector governance/reform*	38.9%	19.4%	10.8%
Transport*	6.7%	11.1%	24.3%
Poverty reduction	13.3%	16.7%	13.5%
Global/regional integration	6.7%	2.8%	2.7%
Gender*	0.0%	0.0%	5.4%
Crime and violence	1.1%	0.0%	0.0%
Domestic private sector development	20.0%	11.1%	24.3%
Rural development	17.8%	27.8%	32.4%
Foreign direct investment	12.2%	2.8%	8.1%
Water and sanitation*	2.2%	2.8%	18.9%
Energy	20.0%	33.3%	10.8%
Job creation/employment*	12.2%	30.6%	21.6%
Financial markets	1.1%	2.8%	2.7%
Urban development	3.3%	8.3%	2.7%
Environmental sustainability	2.2%	2.8%	5.4%
Equality of opportunity	2.2%	5.6%	2.7%
Health	7.8%	5.6%	13.5%
Education	27.8%	22.2%	16.2%
Food security*	1.1%	2.8%	10.8%
Climate change	1.1%	0.0%	0.0%
Agricultural development	16.7%	8.3%	13.5%
Trade and exports	7.8%	5.6%	0.0%
Economic growth	24.4%	30.6%	18.9%
Law and justice	5.6%	2.8%	2.7%
Regulatory framework	4.4%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Basic infrastructure*	8.9%	0.0%	0.0%
Natural resource management	8.9%	5.6%	2.7%
Anti corruption	13.3%	13.9%	5.4%
Information and communications technology	1.1%	2.8%	0.0%
Disaster management	1.1%	0.0%	0.0%

**Significantly different between locations*

B. Overall Attitudes toward the World Bank (continued)

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

1st Greatest Value Percentage of Respondents	Bishkek city	Oblast centers	Other
Financial resources: investment lending	54.5%	60.0%	62.2%
Financial resources: policy based lending/budget support to the Government	13.6%	5.7%	5.4%
Mobilizing third party financial resources	1.1%	8.6%	2.7%
Technical assistance	8.0%	2.9%	10.8%
Policy advice	2.3%	0.0%	0.0%
Donor coordination	0.0%	5.7%	2.7%
Data	0.0%	0.0%	0.0%
Training/capacity building	14.8%	11.4%	13.5%
Studies/analyses	5.7%	2.9%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	1.1%	2.9%	0.0%
Other	0.0%	0.0%	2.7%

2nd Greatest Value Percentage of Respondents	Bishkek city	Oblast centers	Other
Financial resources: investment lending	16.3%	2.9%	16.2%
Financial resources: policy based lending/budget support to the Government	18.6%	22.9%	21.6%
Mobilizing third party financial resources	10.5%	5.7%	2.7%
Technical assistance	14.0%	28.6%	10.8%
Policy advice	5.8%	2.9%	2.7%
Donor coordination	5.8%	8.6%	8.1%
Data	0.0%	2.9%	0.0%
Training/capacity building	12.8%	8.6%	24.3%
Studies/analyses	8.1%	5.7%	5.4%
Convening/facilitating	1.2%	2.9%	0.0%
Linkage to non-Bank expertise	3.5%	8.6%	8.1%
Other	2.3%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Staff too inaccessible*	3.4%	30.6%	29.7%
Not exploring alternative policy options	9.2%	2.8%	8.1%
Not adequately sensitive to political/social realities in the Kyrgyz Republic	20.7%	13.9%	18.9%
Not enough public disclosure of its work*	23.0%	55.6%	37.8%
Arrogant in its approach	1.1%	2.8%	0.0%
Not aligned with country priorities	9.2%	8.3%	13.5%
The credibility of its knowledge/data	0.0%	2.8%	2.7%
Not willing to honestly criticize policies and reform efforts in the country*	18.4%	0.0%	5.4%
Too influenced by developed countries	11.5%	8.3%	2.7%
Imposing technocratic solutions without regard to political realities*	18.4%	2.8%	8.1%
World Bank processes too slow and complex*	24.1%	16.7%	5.4%
Too bureaucratic in its operational policies and procedures	16.1%	2.8%	10.8%
Not aligned with other donors' work	6.9%	5.6%	8.1%
Not collaborating enough with non-state actors*	14.9%	30.6%	8.1%
Not client focused	4.6%	0.0%	10.8%
Other	2.3%	8.3%	8.1%

**Significantly different between locations*

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Capacity development	47.7%	44.4%	37.8%
Policy based lending/budget support to the Government	18.2%	22.2%	27.0%
Knowledge products/services	14.8%	13.9%	16.2%
Investment lending	62.5%	75.0%	70.3%
Technical assistance	30.7%	33.3%	37.8%
Trust Fund management	4.5%	0.0%	2.7%
Other	3.4%	0.0%	2.7%
Don't know	3.4%	2.8%	0.0%

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	78	7.45	2.23	31	8.06	2.69	31	7.32	2.80

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
NGOs*	25.6%	58.3%	35.1%
Local Government*	43.0%	61.1%	75.7%
Beneficiaries	18.6%	11.1%	2.7%
Private sector	31.4%	22.2%	27.0%
Community Based Organizations	14.0%	8.3%	5.4%
Donor community*	12.8%	0.0%	18.9%
Foundations	2.3%	8.3%	8.1%
Academia/think tanks/research institutes	19.8%	8.3%	5.4%
Parliament	17.4%	2.8%	10.8%
Media	9.3%	16.7%	8.1%
Faith based organizations	0.0%	2.8%	0.0%
Other	1.2%	0.0%	0.0%

**Significantly different between locations*

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic	84	6.69	1.98	31	7.13	2.38	33	6.76	2.91
The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic	85	6.06	1.98	30	6.07	2.07	33	6.24	2.44
The World Bank supports programs and strategies that are realistic for the Kyrgyz Republic	82	6.10	1.93	34	6.76	2.32	35	7.03	2.08
The World Bank treats clients and stakeholders in the Kyrgyz Republic with respect	85	6.81	2.02	31	6.68	2.69	34	6.53	2.46

B. Overall Attitudes toward the World Bank (continued)

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	79	5.51	2.30	26	5.81	2.33	27	5.59	1.78
Flexibility (in terms of the World Bank's products and services)*	80	5.23	1.92	28	6.04	2.67	27	6.26	2.09
Flexibility (in terms of changing country circumstances)	79	5.23	2.17	25	6.20	2.16	26	5.88	1.93
Being inclusive	80	6.00	2.02	28	6.39	2.47	24	6.13	2.15
Openness (sharing data and other information)	81	6.42	2.11	29	5.93	2.36	26	6.38	2.14
Staff accessibility at the Local Country Office in the Kyrgyz Republic*	82	7.09	2.32	23	5.13	2.34	28	6.11	2.73
Staff accessibility at the Headquarters in Washington	54	5.28	2.67	19	4.95	2.80	20	4.85	2.80
Straightforwardness and honesty	71	6.48	2.19	26	7.08	2.35	27	6.85	2.38
Collaboration with groups outside of the Government	74	6.08	2.20	28	6.46	2.40	29	6.69	2.19
Collaboration with the Government	78	7.83	1.58	23	7.70	2.12	30	7.43	2.46
Collaboration with other donors	70	7.51	1.63	18	6.83	2.04	20	6.80	2.50
Follow through over time	64	6.67	1.99	19	7.42	1.95	22	7.05	2.17

**Significantly different between locations*

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

Percentage of Respondents (Responses Combined)	**Bishkek city**	**Oblast centers**	**Other**
The World Bank works too slowly	12.5%	20.0%	16.2%
The Government works inefficiently	36.4%	45.7%	40.5%
There is not an adequate level of citizen/civil society participation*	14.8%	31.4%	35.1%
Poor donor coordination	10.2%	8.6%	5.4%
The World Bank does not do adequate follow through/follow-up	14.8%	17.1%	10.8%
Lack of/inadequate levels of capacity in Government	27.3%	8.6%	29.7%
Political pressures and obstacles	17.0%	11.4%	8.1%
Reforms are not well thought out in light of country challenges	29.5%	17.1%	13.5%
The World Bank is not sensitive enough to political/social realities on the ground	29.5%	20.0%	24.3%
Other	1.1%	2.9%	0.0%

**Significantly different between locations*

C. World Bank Effectiveness and Results

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	61	4.75	2.35	26	3.81	2.19	27	4.07	1.84
Information and communications technology	56	5.18	2.09	26	5.04	2.32	24	5.13	1.87
Transport*	63	6.59	2.28	26	5.00	2.40	30	5.73	1.78
Crime and violence	46	3.83	1.92	27	4.78	2.71	25	5.00	2.12
Law and justice	55	4.25	2.15	23	4.35	2.79	24	4.92	2.21
Urban development	62	5.23	2.27	26	5.92	2.80	26	5.27	2.18
Environmental sustainability	54	5.54	2.52	22	5.09	2.51	23	5.52	2.50
Regulatory framework*	57	6.09	2.02	18	4.50	1.82	19	5.63	2.11
Basic infrastructure	60	5.90	2.00	20	5.55	2.33	20	4.75	1.45
Communicable/non-communicable diseases	50	5.66	2.58	26	5.46	2.83	26	5.46	2.27
Poverty reduction	68	5.88	2.52	29	5.72	2.85	31	5.77	2.36
Gender	57	6.54	2.52	30	5.90	2.47	27	5.78	2.31
Domestic private sector development	62	5.31	2.19	29	5.79	2.58	25	5.72	1.93
Foreign direct investment	59	5.51	2.41	27	6.37	2.44	30	6.57	2.01
Water and sanitation	69	6.28	2.32	27	6.19	2.69	32	6.28	2.63
Trade and exports	52	5.46	2.07	22	4.95	2.50	23	5.87	2.32
Economic growth	64	5.63	2.23	24	5.08	2.54	27	5.52	2.15
Energy	63	5.27	2.24	24	5.21	2.26	25	5.72	2.59
Disaster management	49	5.71	2.26	24	5.13	2.31	27	5.37	2.44
Public sector governance/reform	69	5.90	2.41	23	5.65	2.50	26	5.69	2.48
Job creation/employment	53	4.36	1.94	27	4.30	2.89	28	4.75	2.50
Financial markets	47	5.13	2.38	21	5.14	2.37	22	5.36	2.22
Equality of opportunity	47	5.45	2.31	23	4.48	2.23	24	6.04	1.97
Health	63	6.30	2.18	27	5.81	2.62	28	6.14	2.07
Rural development	65	5.75	2.52	28	5.32	2.44	29	6.07	2.22
Global/regional integration	52	5.33	2.36	21	5.24	1.87	20	4.95	1.90
Food security	56	5.32	2.18	24	4.75	2.27	26	5.54	2.44
Education	66	5.76	2.42	28	5.18	2.40	29	5.45	2.08
Social protection	56	5.04	2.37	29	5.34	2.81	23	5.74	2.56
Climate change	42	5.38	2.68	24	4.63	3.05	20	4.85	2.16
Agricultural development	63	5.54	2.42	29	5.59	2.81	28	5.50	2.15
Natural resource management	52	4.50	2.33	24	4.79	2.73	24	4.33	2.06

**Significantly different between locations*

C. World Bank Effectiveness and Results (continued)

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic?	87	5.92	1.68	34	6.53	2.31	35	6.17	2.33

(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 in the Kyrgyz Republic?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of the Kyrgyz Republic	84	5.99	2.19	31	6.45	2.86	33	5.97	2.44
The World Bank meets the Kyrgyz Republic's needs for knowledge services	80	6.41	1.88	29	6.14	2.72	31	6.26	2.28

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?*

Percentage of Respondents	Bishkek city	Oblast centers	Other
Weekly	8.0%	0.0%	0.0%
Monthly	20.5%	5.6%	0.0%
A few times a year	44.3%	16.7%	16.2%
Rarely	21.6%	69.4%	75.7%
Never	5.7%	8.3%	8.1%

**Significantly different between locations*

When thinking about the development challenges in the Kyrgyz Republic, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Public sector governance/reform*	46.6%	30.6%	13.5%
Gender	1.1%	5.6%	2.7%
Domestic private sector development	22.7%	5.6%	18.9%
Foreign direct investment	21.6%	11.1%	16.2%
Water and sanitation	4.5%	8.3%	13.5%
Trade and exports	5.7%	5.6%	5.4%
Energy	17.0%	19.4%	18.9%
Disaster management	0.0%	0.0%	2.7%
Social protection	6.8%	11.1%	13.5%
Climate change	1.1%	0.0%	5.4%
Poverty reduction	9.1%	19.4%	21.6%
Law and justice	5.7%	2.8%	2.7%
Anti corruption	18.2%	11.1%	27.0%
Financial markets	0.0%	0.0%	2.7%
Equality of opportunity	10.2%	2.8%	0.0%
Urban development	2.3%	11.1%	2.7%
Crime and violence	0.0%	5.6%	2.7%
Education	29.5%	27.8%	10.8%
Global/regional integration	2.3%	0.0%	2.7%
Information and communications technology	1.1%	0.0%	2.7%
Transport	4.5%	5.6%	5.4%
Agricultural development	10.2%	11.1%	21.6%
Natural resource management	6.8%	11.1%	2.7%
Job creation/employment	10.2%	22.2%	16.2%
Health	11.4%	8.3%	8.1%
Economic growth	19.3%	22.2%	16.2%
Rural development	17.0%	22.2%	24.3%
Food security	2.3%	5.6%	8.1%
Environmental sustainability	3.4%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%
Basic infrastructure	5.7%	2.8%	2.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%

**Significantly different between locations*

D. The World Bank's Knowledge (continued)

In the Kyrgyz Republic, how effective do you believe the World Bank's knowledge work and activities?

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	81	6.30	2.28	33	5.30	2.27	29	5.62	1.84
Contributing to good policy making	75	5.93	1.98	24	5.58	2.47	27	5.37	2.44
Providing support for program implementation	76	6.58	2.02	27	6.74	2.52	29	6.17	2.25

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

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

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	76	6.30	2.01	30	5.67	2.22	26	6.19	2.43
Include appropriate level of stakeholder involvement during preparation	77	6.26	2.09	24	5.79	2.45	23	5.78	2.02
Are relevant to the Kyrgyz Republic's development priorities	81	6.37	2.00	27	6.07	2.85	29	6.14	2.37
Provide feasible recommendations	77	6.42	1.92	28	5.96	2.62	26	6.31	2.11
Are accessible (well written and easy to understand)	79	6.49	2.06	28	5.36	2.66	27	6.04	2.52
Are source of relevant information on global good practices.*	77	6.92	1.93	27	5.78	2.74	26	6.15	2.13
Are useful in terms of the work you do	81	7.16	2.13	29	6.14	2.75	26	7.15	2.15
Are adequately disseminated	78	5.76	2.43	29	5.00	2.87	27	5.15	2.63
Are appropriately translated*	73	7.01	2.24	28	5.79	2.99	25	5.00	2.20
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	77	6.69	1.86	26	5.62	2.65	22	6.05	1.86

**Significantly different between locations*

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	79	6.39	2.03	32	6.94	2.35	31	6.94	2.49
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	76	7.13	1.64	32	6.75	2.54	30	6.50	2.06

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

E. Working with the World Bank

To what extent do you agree/disagree with the following statements *(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	68	5.97	2.10	31	6.39	2.58	25	6.64	2.41
The World Bank effectively monitors and evaluates the projects and programs it supports	74	6.42	2.04	32	6.28	2.50	29	7.21	2.24
The World Bank's approvals and reviews are done in a timely fashion	70	6.34	2.11	25	7.08	2.60	26	7.12	1.99
The World Bank's "Safeguard Policy" requirements are reasonable	48	6.60	2.11	21	6.10	2.59	18	6.50	2.15
The World Bank imposes reasonable policy conditions on its lending	61	6.08	2.25	25	5.96	2.56	24	7.04	2.39
Working with the World Bank increases the Kyrgyz Republic 's institutional capacity	75	6.76	1.98	26	7.19	2.32	26	6.73	2.25
The World Bank ensures consistency and continuity through staff changes	56	6.89	2.04	20	6.35	2.83	19	6.11	2.49
The World Bank's teams and visits are well coordinated	69	7.19	1.94	24	6.67	2.65	21	6.57	2.18
Where country systems are adequate, the World Bank makes appropriate use of them	57	6.60	2.27	26	5.85	2.85	22	6.18	2.28
The World Bank provides effective implementation support	70	6.84	2.03	28	6.86	2.48	26	6.58	2.32

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in the Kyrgyz Republic's development in the near future?	88	7.92	1.99	36	8.22	2.29	33	8.48	1.86

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

Percentage of Respondents (Responses Combined)	**Bishkek city**	**Oblast centers**	**Other**
Reduce the complexity of obtaining World Bank financing*	28.7%	54.3%	59.5%
Improve the competitiveness of its financing compared to markets	12.6%	11.4%	5.4%
Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges	18.4%	28.6%	18.9%
Reach out more to groups outside of government	40.2%	31.4%	37.8%
Ensure greater selectivity in its work	6.9%	5.7%	2.7%
Focus primarily on advocacy issues	2.3%	2.9%	2.7%
Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy	9.2%	17.1%	10.8%
Offer more innovative financial products	26.4%	20.0%	21.6%
Offer more innovative knowledge services	20.7%	11.4%	16.2%
Work faster	12.6%	5.7%	13.5%
Other	5.7%	0.0%	2.7%

**Significantly different between locations*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
Local newspapers*	20.5%	45.7%	51.4%
International newspapers	4.5%	8.6%	10.8%
Local radio	1.1%	2.9%	8.1%
International radio*	0.0%	0.0%	0.0%
Local television*	34.1%	48.6%	56.8%
International television	0.0%	8.6%	18.9%
Periodicals*	9.1%	11.4%	8.1%
Internet	87.5%	60.0%	35.1%
Social media (Facebook, Twitter, Youtube)	11.4%	2.9%	2.7%
Blogs	0.0%	0.0%	0.0%
Mobile phones	1.1%	0.0%	5.4%
Instant messaging	1.1%	0.0%	0.0%
Other	8.0%	2.9%	2.7%

**Significantly different between locations*

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

Percentage of Respondents (Responses Combined)	Bishkek city	Oblast centers	Other
World Bank website	51.7%	47.2%	45.9%
Direct contact with World Bank	20.2%	25.0%	24.3%
e-newsletters*	28.1%	16.7%	8.1%
Instant messaging	0.0%	2.8%	2.7%
World Bank seminars/workshops/conferences*	28.1%	44.4%	51.4%
World Bank Public Information Center	7.9%	5.6%	16.2%
World Bank publications and other written materials	39.3%	19.4%	24.3%
Mobile phones	0.0%	2.8%	10.8%
Social media (Facebook, Twitter, Youtube)*	9.0%	11.1%	5.4%
Blogs	0.0%	0.0%	0.0%
Other*	0.0%	8.3%	0.0%

**Significantly different between locations*

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

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	21.6%	16.7%	8.1%
No	78.4%	83.3%	91.9%

Have you requested information from the World Bank on its activities in the past year?*

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	36.5%	5.6%	10.8%
No	63.5%	94.4%	89.2%

**Significantly different between locations*

Were you able to obtain this information?

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	79.4%	50.0%	33.3%
No	20.6%	50.0%	66.7%

Do you have access to the Internet?*

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	97.7%	86.1%	81.1%
No	2.3%	13.9%	18.9%

**Significantly different between locations*

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

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	87.5%	42.9%	19.4%
No	12.5%	57.1%	80.6%

**Significantly different between locations*

G. Communication and Information Sharing (continued)

Which do you primarily use?*

Percentage of Respondents	Bishkek city	Oblast centers	Other
The World Bank's country website	65.9%	86.2%	86.4%
The World Bank's main website	34.1%	13.8%	13.6%

**Significantly different between locations*

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

Percentage of Respondents	Bishkek city	Oblast centers	Other
High speed	90.4%	56.7%	31.8%
Dial-up	9.6%	43.3%	68.2%

**Significantly different between locations*

Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	10.1%	8.6%	5.6%
No	58.4%	82.9%	72.2%
I don't know what PIC is	31.5%	8.6%	22.2%

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

	Which best represents your geographic location?								
	Bishkek city			Oblast centers			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago*	83	6.10	2.50	30	3.50	2.18	18	4.17	2.31
The World Bank's PIC is a valuable source of information related to development in the Kyrgyz Republic*	12	7.25	2.26	2	3.00	0.00	2	5.00	0.00
I find the World Bank websites easy to navigate*	76	6.75	2.14	23	5.04	2.84	18	5.61	2.15
I find the information on the World Bank's websites useful*	76	7.41	1.88	25	5.84	2.66	19	6.00	2.33
When I need information from the World Bank I know how to find it*	83	7.31	2.32	28	4.68	3.06	19	6.84	2.77
The World Bank is responsive to my information requests and inquiries*	63	7.32	2.11	22	4.23	3.02	18	5.61	2.81

**Significantly different between locations*

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Bishkek city	Oblast centers	Other
Yes	64.4%	11.1%	16.2%
No	35.6%	88.9%	83.8%

**Significantly different between locations*

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

Percentage of Respondents (responses combined)	Bishkek city	Oblast centers	Other
Observer *	12.2%	33.3%	21.6%
Use World Bank reports/data*	32.2%	8.3%	16.2%
Engage in World Bank related/sponsored events/activities*	38.9%	5.6%	8.1%
Collaborate as part of my professional duties*	50.0%	19.4%	32.4%
Use World Bank website for information, data, research, etc.	21.1%	27.8%	10.8%
Not directly exposed to the World Bank's work*	11.1%	47.2%	59.5%

**Significantly different between locations*

Appendix D: Responses to All Questions by Year[1]

FY '02 Response Number = 114 • FY '06 Response Number = 108 • FY '13 Response Number = 166

B. Overall Attitudes toward the World Bank

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in the Kyrgyz Republic?^*	111	6.99	2.19	108	7.72	2.07	165	6.12	2.10

(1-Not familiar at all, 10-Extremely familiar)
*^Significantly different between FY13 and FY02 country surveys; *Significantly different between FY13 and FY06 country surveys.*

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic?^*	102	6.83	2.08	104	6.88	2.44	153	6.10	2.05

(1-Not effective at all, 10-Very effective)
*^Significantly different between FY13 and FY02 country surveys; *Significantly different between FY13 and FY06 country surveys.*

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

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic^	108	7.60	2.24	106	7.30	2.31	151	6.80	2.28
The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic^	106	6.90	2.19	105	6.41	2.63	151	6.11	2.09
The World Bank supports programs and strategies that are realistic for the Kyrgyz Republic				102	6.01	2.58	154	6.45	2.07
The World Bank treats clients and stakeholders in the Kyrgyz Republic with respect^	104	7.84	2.37	105	7.24	2.36	153	6.71	2.24

^Significantly different between FY13 and FY02 country surveys

[1] Only those questions that were asked in the FY '02, FY '06, and FY '13 country surveys, with similar response scales/options, are presented.

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the Kyrgyz Republic, on a ten point scale? *(1-Not effective at all, 10-Very effective)*

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption				92	4.69	2.46	116	4.43	2.27
Law and justice	82	4.48	2.16	77	4.07	2.36	105	4.50	2.35
Urban development				75	5.08	2.12	116	5.46	2.41
Regulatory framework	89	5.53	1.99	85	5.29	2.01	97	5.71	2.06
Basic infrastructure*				92	6.50	2.22	103	5.66	2.01
Poverty reduction	106	5.92	1.97	103	6.20	2.18	131	5.85	2.53
Gender	87	6.12	2.37	81	6.03	2.02	117	6.21	2.44
Domestic private sector development	106	5.73	2.03	94	5.26	2.41	119	5.54	2.22
Economic growth	104	5.89	2.11	95	5.57	2.28	118	5.50	2.25
Public sector governance/reform*	95	5.43	2.09	95	5.00	2.35	121	5.84	2.41
Health	95	6.02	2.26	89	6.64	2.65	121	6.16	2.24
Education	94	5.72	1.98	86	6.13	2.33	126	5.60	2.33
Social protection				86	5.84	2.22	111	5.34	2.54
Agricultural development*				94	6.60	2.61	123	5.59	2.44
Natural resource management*				87	5.97	2.41	103	4.58	2.34

**Significantly different between FY13 and FY06 country surveys.*

D. The World Bank's Knowledge Work and Activities

In the Kyrgyz Republic, to what extent do you believe that the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences) *(1-To no degree at all, 10-To a very significant degree)*

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	107	6.51	2.10	99	6.89	2.24	133	6.56	2.18
Are useful in terms of the work you do	108	7.08	1.90	102	7.35	2.27	139	6.96	2.28
Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	104	5.82	2.14	95	5.97	2.36	128	6.37	2.06

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*

	year								
	FY 2002			FY 2006			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly^	67	7.78	2.17	65	6.09	2.83	127	6.20	2.32
The World Bank effectively monitors and evaluates the projects and programs it supports^*	73	7.47	2.35	69	7.62	2.31	138	6.59	2.20
The World Bank imposes reasonable policy conditions on its lending*				90	7.21	2.61	113	6.26	2.34
Working with the World Bank increases the Kyrgyz Republic 's institutional capacity	64	7.33	2.15	66	7.17	2.60	130	6.85	2.08

*^Significantly different between FY13 and FY02 country surveys; *Significantly different between FY13 and FY06 country surveys.*

G. Communication and Information Sharing

Do you use/have used the World Bank website?

Percentage of Respondents	2002	2006	2013
Yes	56.9%	73.6%	61.1%
No	43.1%	26.4%	38.9%

Which do you primarily use?

Percentage of Respondents	2002	2006	2013
The World Bank's country website	-	80.5%	73.1%
The World Bank's main website	-	19.5%	26.9%

Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?*

Percentage of Respondents	2002	2006	2013
Yes	-	37.0%	8.6%
No	-	45.4%	66.9%
I don't know what a PIC is	-	17.6%	24.5%

**Significantly different between FY13 and FY06 country surveys.*

Appendix E: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/ work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in the Kyrgyz Republic? (Choose no more than TWO)											
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website		No Exposure to WB Work	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in the Kyrgyz Republic?	5.74	6.57	6.12	6.03	6.19	5.79	6.13	6.03	5.57	6.84	6.17	5.88	6.28	5.64
To what extent do you believe the World Bank's staff is well prepared to help the Kyrgyz Republic solve its most complicated development challenges?	6.35	6.88	6.66	6.33	6.66	6.39	6.70	6.34	6.18	7.11	6.44	7.21	6.86	5.82
Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic	6.71	6.92	6.70	7.31	7.03	6.06	6.76	6.93	6.63	7.05	6.74	7.07	6.94	6.47
The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic	5.95	6.30	6.07	6.26	6.20	5.80	6.12	6.08	5.87	6.46	6.08	6.19	6.19	5.88
Responsiveness	5.31	5.98	5.53	6.14	5.75	5.17	5.67	5.50	5.19	6.15	5.74	5.23	5.62	5.62
Openness	5.94	6.93	6.41	6.13	6.49	5.97	6.37	6.37	5.85	7.07	6.39	6.28	6.57	5.81
Collaboration with groups outside of the Government	6.04	6.63	6.38	5.86	6.45	5.84	6.31	6.28	5.94	6.82	6.42	5.86	6.42	6.00
Collaboration with the Government	7.67	7.75	7.74	7.55	7.63	7.97	7.70	7.72	7.56	7.87	7.63	8.00	7.95	7.00
Collaboration with other donors	6.98	7.55	7.27	7.13	7.17	7.52	7.22	7.35	7.05	7.48	7.14	7.64	7.53	6.32
To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic?	6.02	6.25	6.06	6.37	6.30	5.50	6.18	5.95	5.87	6.48	6.08	6.27	6.27	5.73
The World Bank's financial instruments meet the needs of the Kyrgyz Republic	5.95	6.29	6.13	6.00	6.34	5.27	6.14	6.00	5.72	6.63	5.92	6.87	6.30	5.64
The World Bank meets the Kyrgyz Republic's needs for knowledge services	6.26	6.42	6.28	6.54	6.36	6.22	6.36	6.25	6.15	6.60	6.29	6.50	6.50	5.93
The World Bank's knowledge work and activities are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	6.04	6.75	6.54	5.63	6.23	6.74	6.32	6.49	5.82	7.09	6.20	7.04	6.67	5.53
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6.62	6.67	6.65	6.58	6.65	6.60	6.67	6.55	6.52	6.80	6.45	7.35	6.85	6.10
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.64	7.20	6.96	6.61	6.80	7.25	6.86	7.03	6.52	7.42	6.81	7.23	7.17	6.21
Where country systems are adequate, the World Bank makes appropriate use of them	5.87	7.02	6.38	6.24	6.55	5.71	6.18	6.96	5.75	7.04	6.41	6.17	6.47	6.09

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Kyrgyz Republic FY 2013 Questionnaire

World Bank Country Survey FY13 – Kyrgyz Republic

The World Bank is interested in gauging the views of clients and partners who are either involved in development in the Kyrgyz Republic or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in the Kyrgyz Republic, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in the Kyrgyz Republic. The World Bank commissioned an independent firm to oversee the logistics of this effort in the Kyrgyz Republic. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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

SECTION A: GENERAL ISSUES FACING THE KYRGYZ REPUBLIC

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in the Kyrgyz Republic.			
Please identify which of the following you consider the most important development priorities in the Kyrgyz Republic? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti-corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Basic infrastructure
14	Environmental sustainability	30	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	31	Disaster management
16	Health	32	Information and communications technology

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty and improving quality of peoples' lives in the Kyrgyz Republic? (Choose no more than THREE)			
1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Domestic private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Basic infrastructure	26	Health
11	Social protection (e.g., pensions, targeted social assistance)	27	Agricultural development
12	Law and justice (e.g., judicial system)	28	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	29	Financial markets
14	Crime and violence	30	Trade and exports
15	Communicable/non-communicable diseases	31	Food security
16	Information and communications technology		

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in the Kyrgyz Republic? (Choose no more than THREE)			
1	Energy	16	Communicable/non-communicable diseases
2	Gender	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Basic infrastructure
13	Education	28	Law and justice (e.g., judicial system)
14	Information and communications technology	29	Crime and violence
15	Regulatory framework	30	Financial markets

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

B1. How familiar are you with the work of the World Bank in the Kyrgyz Republic, on a ten point scale?

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's effectiveness in the Kyrgyz Republic, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									**Very effective**	Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help the Kyrgyz Republic solve its most complicated development challenges, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

B4. When thinking about how the World Bank can have the most impact on development results in the Kyrgyz Republic, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in the Kyrgyz Republic? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Basic infrastructure
13	Job creation/employment	29	Natural resource management (e.g., oil, gas, mining)
14	Financial markets	30	Anti corruption
15	Urban development	31	Information and communications technology
16	Environmental sustainability	32	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Kyrgyz Republic?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending (financing specific investment projects)	☐	☐
2	Financial resources: policy based lending / budget support to the Government	☐	☐
3	Mobilizing third party financial resources	☐	☐
4	Technical assistance	☐	☐
5	Policy advice	☐	☐
6	Donor coordination	☐	☐
7	Data	☐	☐
8	Training/capacity building	☐	☐
9	Studies/analyses	☐	☐
10	Convening/facilitating	☐	☐
11	Linkage to non-Bank expertise (e.g., South-South knowledge sharing, exchange of experience/ knowledge among countries, etc.)	☐	☐
12	Other (please specify):_____	☐	☐

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in the Kyrgyz Republic? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in the Kyrgyz Republic
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Kyrgyz Republic? (Choose no more than TWO)	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific investment projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

1	2	3	4	5	6	7	8	9	10	□
To no degree at all									**To a very significant degree**	Don't know

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in the Kyrgyz Republic, on a ten point scale?

		Strongly disagree									Strongly agree	Don't know
B10	Overall the World Bank currently plays a relevant role in development in the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	☐
B11	The World Bank's work is aligned with what I consider the development priorities for the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	☐
B12	The World Bank supports programs and strategies that are realistic for the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	☐
B13	The World Bank treats clients and stakeholders in the Kyrgyz Republic with respect	1	2	3	4	5	6	7	8	9	10	☐

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

		To no degree at all									To a very significant degree	Don't know
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	☐
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B17	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
B18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B19	Staff accessibility at the Local Country Office in the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10	☐
B20	Staff accessibility at the Headquarters in Washington	1	2	3	4	5	6	7	8	9	10	☐
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	☐
B23	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B24	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	☐
B25	Follow through over time	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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 C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in the Kyrgyz Republic, on a ten point scale?

		Not effective at all									Very effective	Don't know
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	☐
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	☐
C6	Urban development	1	2	3	4	5	6	7	8	9	10	☐
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	☐
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	☐
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	☐
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
C12	Gender	1	2	3	4	5	6	7	8	9	10	☐
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	☐
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
C18	Energy	1	2	3	4	5	6	7	8	9	10	☐
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	☐
C20	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	☐
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	☐
C24	Health	1	2	3	4	5	6	7	8	9	10	☐
C25	Rural development	1	2	3	4	5	6	7	8	9	10	☐
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
C27	Food security	1	2	3	4	5	6	7	8	9	10	☐
C28	Education	1	2	3	4	5	6	7	8	9	10	☐
C29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
C30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
C31	Agricultural development	1	2	3	4	5	6	7	8	9	10	☐
C32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	☐

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C33. To what extent does the World Bank's work help to achieve development results in the Kyrgyz Republic, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
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 in the Kyrgyz Republic, on a ten point scale?													
		Strongly disagree										**Strongly agree**	**Don't know**
C34	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program for Results, etc.) meet the needs of the Kyrgyz Republic	1	2	3	4	5	6	7	8	9	10		☐
C35	The World Bank meets the Kyrgyz Republic's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10		☐

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

D1. How frequently do you consult World Bank knowledge work and activities (e.g., data, analysis, reports, etc.) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in the Kyrgyz Republic, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Crime and violence
2	Gender	18	Education
3	Domestic private sector development	19	Global/regional integration
4	Foreign direct investment	20	Information and communications technology
5	Water and sanitation	21	Transport (e.g., roads, bridges, transportation)
6	Trade and exports	22	Agricultural development
7	Energy	23	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	24	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	25	Health
10	Climate change (e.g., mitigation, adaptation)	26	Economic growth
11	Poverty reduction	27	Rural development
12	Law and justice (e.g., judicial system)	28	Food security
13	Anti corruption	29	Environmental sustainability
14	Financial markets	30	Regulatory framework
15	Equality of opportunity (i.e., equity)	31	Basic infrastructure
16	Urban development	32	Communicable/non-communicable diseases

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

In the Kyrgyz Republic, how effective do you believe the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences):

		Not effective at all									Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	☐
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	☐
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	☐

In the Kyrgyz Republic, to what extent do you believe that the World Bank's knowledge work and activities (i.e., analysis, studies, research, data, reports, conferences):

		To no degree at all									To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10	☐
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D8	Are relevant to the Kyrgyz Republic's development priorities	1	2	3	4	5	6	7	8	9	10	☐
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	☐
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	☐
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	☐
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	☐
D15	Are adaptable to the Kyrgyz Republic's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									**Very significant**	Don't know

D17. Overall, how would you rate the technical quality (i.e., quality of the content) of the World Bank's knowledge work and activities, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	☐
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E5	The World Bank imposes reasonable policy conditions on its lending	1	2	3	4	5	6	7	8	9	10	☐
E6	Working with the World Bank increases the Kyrgyz Republic 's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	☐
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	☐
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	☐
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

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

F1. How significant a role do you believe the World Bank SHOULD play in the Kyrgyz Republic's development in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not a significant role at all									**Very significant role**	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in the Kyrgyz Republic? (Choose no more than TWO)	
1	Reduce the complexity of obtaining World Bank financing
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
3	Improve the quality of its experts as related to the Kyrgyz Republic's specific challenges
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Focus primarily on advocacy issues
7	Provide more adequate data/knowledge/statistics/figures on the Kyrgyz Republic's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in the Kyrgyz Republic? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	**Yes**	**No**
G4	Have you requested information from the World Bank on its activities in the past year? **(If YES please go to Question G5; if NO please go to G6)**	**Yes**	**No**
G5	Were you able to obtain this information?	**Yes**	**No**
G6	Do you have access to the Internet?	**Yes**	**No**
G7	Do you use/have you used the World Bank website?	**Yes**	**No**

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/kg)
2	The World Bank's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in the Kyrgyz Republic?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.

		Strongly disagree									Strongly agree	Don't know
G11	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10	☐
G12	The World Bank's PIC is a valuable source of information related to development in the Kyrgyz Republic. *(Only answer if you have used the PIC)*	1	2	3	4	5	6	7	8	9	10	☐
G13	I find the World Bank websites easy to navigate. *(Only answer if you have used a World Bank website)*	1	2	3	4	5	6	7	8	9	10	☐
G14	I find the information on the World Bank's websites useful. *(Only answer if you have used a World Bank website)*	1	2	3	4	5	6	7	8	9	10	☐
G15	When I need information from the World Bank 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	☐
G16	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

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SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in the Kyrgyz Republic? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.
6	Not directly exposed to the World Bank's work

H5. Which best represents your geographic location?	
1	Bishkek city
2	Oblast centers
3	Other

Thank you for completing the survey!