Acknowledgements

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I. Objectives

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

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

II. Methodology

From April through May 2019, 1,110 stakeholders of the WBG in Uzbekistan were invited to provide their opinions on the WBG’s work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral agencies, multilateral agencies, private sector organizations, the financial sector/private banks, private foundations, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 352 stakeholders participated in the survey (32% response rate). Respondents received an invitation via email and completed the questionnaire online (N=231) or received the questionnaire via post and returned it accordingly (N=121).

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

The results of this year’s Country Survey were compared to those of the Country Survey conducted in FY ’16 (response rate was 56%, N = 102). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, there were too few respondents from the office of the President/Prime Minister, the office of Minister, or local government in FY ’16 for these groups to be included, nor were stakeholders who identified themselves as “Other” in the stakeholder category options included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY ’16 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 93).
III. Demographics of the Sample

Current Position

- For all further analyses, the few respondents from the office of the President/Prime Minister were combined with those from the office of a Minister; respondents from multilateral agencies were combined with those from bilateral agencies; respondents from the financial sector/private banks were combined with those from the private sector; respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a “Civil Society” category; and the few respondents from independent government institutions and the judiciary branch were combined into the Other category. For a complete breakdown of survey questions by stakeholder group, see Appendix B (page 59).
III. Demographics of the Sample (continued)

Area of Primary Specialization

| Area of Primary Specialization                                      | Percentage of Respondents (N=332) |
|---------------------------------------------------------------------|-----------------------------------|
| Generalist (specialized in multiple sectors)                       | 12%                               |
| Finance and markets                                                | 12%                               |
| Education                                                          | 11%                               |
| Governance                                                          | 8%                                |
| Other                                                               | 8%                                |
| Social protection and labor                                         | 8%                                |
| Macroeconomics and fiscal management                               | 7%                                |
| Agriculture                                                         | 5%                                |
| Transport and ICT                                                   | 5%                                |
| Health, nutrition, and population                                  | 4%                                |
| Urban, rural, and social development                               | 4%                                |
| Trade and competitiveness                                          | 4%                                |
| Energy and extractives                                             | 3%                                |
| Water                                                               | 3%                                |
| Gender                                                              | 2%                                |
| Environment and natural resources                                  | 2%                                |
| Public-private partnerships                                        | 2%                                |
| Jobs                                                                | 1%                                |
| Fragility, conflict and violence                                   | <1%                               |
| Poverty                                                             | <1%                               |
| Climate Change                                                     | <1%                               |

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

Geographic Locations

- For all further analyses, the few respondents residing the regions of Uzbekistan or outside of Uzbekistan were combined into one “Other Area” category. Geographic location comparisons of indicator questions can be found in Appendix C (page 84).

| Percentage of Respondents (N=341)         |
|------------------------------------------|
| I am residing in Tashkent city           | 80%  |
| I am residing in one of Uzbekistan’s regions | 18%  |
| I am residing outside Uzbekistan         | 2%   |

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

Exposure to Agencies within the World Bank Group

- Respondents who indicated that they professionally collaborate with the WBG were asked which agencies they primarily collaborated with in Uzbekistan. Comparisons between those who collaborate with the WBG and those who do not can be found in Appendix D (page 87).

| Percentage of Respondents (N=201)          |
|--------------------------------------------|
| The World Bank (IBRD/IDA)                  | 78%  |
| The International Finance Corporation (IFC)| 19%  |
| The Multilateral Investment Guarantee Agency (MIGA) | 2%    |
| International Centre for Settlement of Investment Disputes (ICSID) | <1% |

"If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Uzbekistan? (Select only ONE response)" (Respondents choose from a list)
III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean rating = 6.6) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.5).

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the highest levels of familiarity with the WBG whereas respondents from the media indicated significantly lower levels of familiarity.

- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.3) compared to those who said that they do not collaborate with the WBG (mean rating = 5.7).

- **Impact of Familiarity:** Respondents’ ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG’s overall effectiveness in Uzbekistan and moderately, significantly correlated with their ratings for the extent to which the WBG’s work achieves development results and their agreement that the WBG plays a relevant role in Uzbekistan’s development.

![Mean Familiarity Rating](image-url)

"How familiar are you with the work of the World Bank Group in Uzbekistan?
(1 - "Not familiar at all", 10 - "Extremely familiar")
IV. General Issues Facing Uzbekistan

Optimism for the Future of Uzbekistan

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

Perceptions of Economic Opportunity

"Do you think that economic opportunity for citizens in Uzbekistan is ... ?" (Respondents chose from a list.)
IV. General Issues Facing Uzbekistan (continued)

Perceptions of Improvement and Decline in Specific Areas

| Perceived Improvement | Percentage of Respondents (N=320) |
|-----------------------|----------------------------------|
| Attracting new sources of foreign investment | 5% 15% 54% 23% |
| Improving conditions for doing business | 6% 12% 57% 22% |
| Equal opportunity for girls and boys, men and women | 31% 47% 16% |
| Making government more effective | 5% 7% 26% 50% 13% |
| Growing Uzbekistan’s economy in a way that leads to jobs | 23% 60% 13% |
| Human development | 9% 19% 57% 12% |
| Anti-corruption | 5% 8% 32% 44% 11% |
| The gap between the rich and poor | 11% 28% 32% 22% 8% |

- Getting much worse
- Getting somewhat worse
- Staying the same
- Getting somewhat better
- Getting much better

"Please describe the direction Uzbekistan is moving in, when considering...?"
(Respondents chose from a list.)
IV. General Issues Facing Uzbekistan (continued)

Development Priority

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that the most important development priorities in Uzbekistan were education (percentage of respondents = 28%), private sector development (26%), public sector development/reform (23%), and job creation/employment (21%).

| Percentage of Respondents (N=347) |
|-----------------------------------|
| Education                         | 37% |
| Public sector governance/reform   | 28% |
| Job creation/employment           | 25% |
| Anti-corruption                   | 24% |
| Private sector development        | 22% |
| Economic growth                   | 22% |
| Agriculture and rural development | 12% |
| Social protection                 | 11% |
| Health                            | 11% |
| Information and communications technology | 11% |
| Global/regional integration       | 9%  |
| Poverty reduction                 | 9%  |
| Financial markets                 | 8%  |
| Trade and exports                 | 8%  |
| Urban development                 | 7%  |
| Judiciary reform                  | 7%  |
| Food safety                       | 5%  |
| Energy                            | 5%  |
| Water and sanitation              | 5%  |
| Natural resource management       | 4%  |
| Gender equity                     | 4%  |
| Pollution                         | 3%  |
| Transport                         | 3%  |
| Equality of opportunity           | 3%  |
| Climate change                    | 1%  |
| Crime and violence                | 1%  |
| Disaster risk management          | <1% |

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

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that the areas that would contribute most to poverty reduction in Uzbekistan were job creation/employment (percentage of respondents = 42%), private sector development (37%), economic growth (34%), and education (25%).

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Factors Contributing to Poverty Reduction

| Factor                                      | Percentage of Respondents (N=346) |
|---------------------------------------------|-----------------------------------|
| Job creation/employment                     | 49%                               |
| Economic growth                             | 38%                               |
| Education                                   | 34%                               |
| Private sector development                  | 30%                               |
| Social protection                           | 23%                               |
| Anti-corruption                             | 21%                               |
| Public sector governance/reform             | 21%                               |
| Agriculture and rural development           | 18%                               |
| Equality of opportunity                     | 9%                                |
| Trade and exports                           | 8%                                |
| Health                                      | 5%                                |
| Urban development                           | 5%                                |
| Financial markets                           | 4%                                |
| Judiciary reform                            | 4%                                |
| Information and communications technology   | 3%                                |
| Gender equity                               | 3%                                |
| Global/regional integration                 | 3%                                |
| Water and sanitation                        | 3%                                |
| Energy                                      | 3%                                |
| Food safety                                 | 3%                                |
| Natural resource management                 | 2%                                |
| Pollution                                   | 1%                                |
| Transport                                   | 1%                                |
| Crime and violence                          | 1%                                |
| Climate change                              | 1%                                |
| Disaster risk management                    | <1%                               |
```

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

The Impact of Global Challenges on Uzbekistan

Percentage of Respondents (N=326)

- Jobs/employment: 56%
- Trade constraints: 31%
- The gap between the rich and the poor: 23%
- Environmental degradation: 16%
- Climate change: 15%
- Fragility in Uzbekistan or neighboring countries: 14%
- Terrorism: 11%
- Technology based disruption: 10%
- Geo-political uncertainty: 9%
- Migrants and refugees: 4%

"Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)
IV. General Issues Facing Uzbekistan (continued)

**Trust in Institutions**

| Mean Rating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-------------|---|---|---|---|---|---|---|---|---|----|
| Regional development banks |   |   |   |   |   |   |   |   |   | 7.2 |
| The World Bank Group |   |   |   |   |   |   |   |   |   | 7.2 |
| UN |   |   |   |   |   |   |   |   |   | 6.7 |
| The national/federal government |   |   |   |   |   |   |   |   |   | 6.7 |
| Web based media |   |   |   |   |   |   |   |   |   | 6.6 |
| Bilateral organizations |   |   |   |   |   |   |   |   |   | 6.6 |
| The International Monetary Fund |   |   |   |   |   |   |   |   |   | 6.6 |
| Uzbekistan’s Central Bank |   |   |   |   |   |   |   |   |   | 6.6 |
| Domestic private sector |   |   |   |   |   |   |   |   |   | 6.2 |
| International private sector |   |   |   |   |   |   |   |   |   | 6.1 |
| International media and their web presence |   |   |   |   |   |   |   |   |   | 5.9 |
| Domestic traditional media and their web presence |   |   |   |   |   |   |   |   |   | 5.8 |
| International civil society |   |   |   |   |   |   |   |   |   | 5.5 |
| Faith-based institutions |   |   |   |   |   |   |   |   |   | 5.4 |
| Domestic civil society |   |   |   |   |   |   |   |   |   | 5.4 |

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

(1-“To no degree at all”, 10-“To a very significant degree”) 'Indicator Question
IV. General Issues Facing Uzbekistan (continued)

**Trust in the Private Sector**

Percentage of Respondents (N=331)

| Sector                      | Very Low | Somewhat Low | Somewhat High | Don’t Know |
|-----------------------------|----------|--------------|---------------|------------|
| Domestic private sector     | 6%       | 26%          | 48%           | 10%        |
| International private sector| 11%      | 28%          | 38%           | 10%        |

“*To what extent do you trust ____ to engage in public service delivery in Uzbekistan?*”
(Respondents chose from a list.)

**Civil Society Engagement**

Percentage of Respondents (N=331)

- Engage at the same level it does currently, 8%
- Engage somewhat more, 24%
- Engage significantly more, 57%
- Engage significantly less, 1%
- Engage somewhat less, 2%
- Don’t know, 9%

"*When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ... ?*” (Respondents chose from a list.)
IV. General Issues Facing Uzbekistan (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that, when reform efforts fail or are slow to take place in Uzbekistan, they attribute it to the WBG not being sensitive enough to political/social realities on the ground (percentage of respondents = 52%), followed by reforms not being well thought out in light of Uzbekistan’s challenges (30%).

![Bar chart showing percentages of respondents (N=336):]

- Corruption: 32%
- Inadequate level of capacity in the government: 32%
- Inadequate level of citizen/civil society participation: 30%
- Reforms are not well thought out in light of country challenges: 25%
- Poor coordination within the government: 22%
- Inadequate level of private sector participation: 20%
- Inadequate level of government accountability: 13%
- Political pressures and obstacles: 9%
- Inadequate level of donor coordination: 4%
- Other: 2%

"When economic and/or social reform efforts fail or are slow to take place in Uzbekistan, which of the following would you attribute this to? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)
V. Overall Attitudes toward the World Bank Group

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

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the WBG’s effectiveness in Uzbekistan (weighted mean rating = 7.0) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 7.1).

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness in Uzbekistan (mean rating = 7.5) compared to those who said that they do not collaborate with the WBG (mean rating = 6.6).

![Mean Effectiveness Rating](image)

"Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan."

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

Achieving Development Results (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean rating = 7.3) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.8).

![Mean Rating](image)

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

**Influence on Uzbekistan’s Development Agenda (Indicator Question)**

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG influences the development agenda in Uzbekistan (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.7).

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

**WBG Staff Preparedness**

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the extent to which the WBG’s staff is well prepared (weighted mean rating = 7.4) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 7.4).

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG’s staff is well prepared (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 6.9).

  "To what extent do you believe the World Bank Group’s staff is well prepared to help Uzbekistan solve its most complicated development challenges?" (1 - “To no degree at all”, 10 - “To a very significant degree”)
V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions

- **Stakeholders:** There was a strong statistical trend for respondents from PMUs/Consultants on WBG-supported programs and local government to give the highest ratings for the aggregated responses to the twenty-eight COS indicator questions and respondents from academia to give the lowest ratings; however, this difference did not reach statistical significance. Comparisons for individual indicator questions as a function of stakeholder group can be found in Appendix B (page 59).

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings to the twenty-eight COS indicator questions (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.6). Comparisons for individual indicator questions as a function of exposure to the WBG can be found in Appendix F (page 100).

![Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10](image-url)
V. Overall Attitudes toward the World Bank Group (continued)

**Greatest Value**

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that the WBG’s greatest values to Uzbekistan were its financial resources (percentage of respondents = 47%), capacity development (39%), and technical assistance (37%).

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Percentage of Respondents (N=303)

| Service                                          | Greatest value | Second greatest value |
|--------------------------------------------------|----------------|-----------------------|
| Financial resources                              | 26%            | 12%                   |
| Implementation support                           | 15%            | 17%                   |
| Capacity development related to World Bank       | 13%            | 14%                   |
| Group supported projects                         |                |                       |
| Policy advice, studies, analyses                 | 9%             | 14%                   |
| Technical assistance                             | 10%            | 10%                   |
| Promoting knowledge sharing                      | 10%            | 8%                    |
| Bringing together different groups of stakeholders| 6%             | 8%                    |
| Mobilizing third party financial resources       | 5%             | 7%                    |
| Data and statistics                              | 4%             | 6%                    |
| Donor coordination                               | 2%             | 4%                    |
| Other                                            | <1%            |                       |
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"When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?" (Respondents chose from a list.)
V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that the WBG’s greatest weaknesses in its work in Uzbekistan were the WBG’s processes being too slow (percentage of respondents = 18%), not collaborating enough with stakeholders outside the Government (16%), not being adequately sensitive to political/social realities (16%), the WBG’s processes being too complex (15%), being too influenced by developed countries (14%), and not enough public disclosure of its work (14%); however, 22% of respondents indicated that they didn’t know.

![Percentage of Respondents (N=316)]

- Not enough public disclosure of its work: 20%
- Not collaborating enough with civil society: 17%
- Don’t know: 16%
- Not collaborating enough with private sector: 16%
- Not adequately sensitive to political/social realities in Uzbekistan: 15%
- Not willing to honestly criticize policies and reform efforts in the country: 13%
- WBG’s processes too slow and complex: 13%
- Too influenced by developed countries: 13%
- Not sufficiently focused on sustainable results: 9%
- Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN: 8%
- Inadequate WBG’s staffing in Uzbekistan: 5%
- Not adequately flexible: 5%
- Staff too inaccessible: 4%
- Arrogant in its approach: 2%
- Other: 2%
- Not aligned with country priorities: 2%

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

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration Comparison

| Sector                                      | Mean Effectiveness Rating |
|---------------------------------------------|---------------------------|
| Health                                      | 8.4                       |
| Economic growth                             | 8.2                       |
| Education                                   | 8.3                       |
| Water and sanitation                        | 8.4                       |
| Job creation/employment                     | 8.3                       |
| Agriculture and rural development*          | 7.7                       |
| Information & comm. technology*             | 7.7                       |
| Financial markets                           | 8.0                       |
| Private sector development*                 | 8.0                       |
| Energy*                                     | 7.6                       |
| Poverty reduction                           | 7.6                       |
| Public sector governance/reform             | 7.9                       |
| Anti-corruption                             | 7.9                       |
| Trade and exports*                          | 7.9                       |
| Transport*                                  | 7.4                       |
| Urban development*                          | 7.6                       |
| Global/regional integration                 | 7.2                       |
| Social protection                           | 7.2                       |
| Natural resource management                 | 7.0                       |
| Equality of opportunity*                    | 6.7                       |
| Food safety*                                | 6.6                       |
| Climate change*                             | 6.9                       |
| Gender equity*                              | 6.4                       |
| Disaster risk management*                   | 6.1                       |

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

("Significantly different between collaborators and non-collaborators")
### VI. Sectoral Effectiveness (continued)

#### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison

| Sector                                      | Mean Effectiveness Rating |
|---------------------------------------------|---------------------------|
| Water and sanitation*                      | 8.6                       |
| Health*                                     | 8.5                       |
| Economic growth*                            | 8.4                       |
| Agriculture and rural development*          | 8.4                       |
| Education*                                  | 8.4                       |
| Job creation/employment*                    | 8.3                       |
| Energy*                                     | 8.1                       |
| Information and communications technology*  | 8.1                       |
| Poverty reduction*                          | 8.1                       |
| Financial markets*                          | 8.1                       |
| Private sector development*                 | 8.0                       |
| Public sector governance/reform*            | 7.9                       |
| Anti-corruption*                            | 7.9                       |
| Transport*                                  | 7.8                       |
| Trade and exports*                          | 7.8                       |
| Global/regional integration*                | 7.6                       |
| Urban development*                          | 7.6                       |
| Natural resource management*                | 7.5                       |
| Social protection*                          | 7.3                       |
| Equality of opportunity*                   | 7.3                       |
| Climate change*                             | 7.3                       |
| Food safety*                                | 7.1                       |
| Disaster risk management                    | 6.6                       |
| Gender equity                               | 6.4                       |

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

Means calculated using weighted data. (*Significantly different between FY19 and FY16)
VI. Sectoral Effectiveness (continued)

The WBG’s Human Capital Investment

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

Helping the Poorest

"To what extent do you believe that the World Bank Group’s work and support help the poorest in Uzbekistan? (Select only ONE response)" (Respondents chose from a list.)
VII. How the World Bank Group Operates

The World Bank Group’s Work in Uzbekistan

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement for these aspects of the WBG’s work in Uzbekistan as respondents from the FY ‘16 Country Survey (see Appendix E, page 93).

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG plays a relevant role in development whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement. For a complete breakdown by stakeholder group, see Appendix B (page 59).

![Mean Level of Agreement Chart]

"To what extent do you agree with the following statements about the World Bank Group’s work in Uzbekistan?

1. The World Bank Group’s work is aligned with what I consider the development priorities for Uzbekistan*

2. Overall the World Bank Group currently plays a relevant role in development in Uzbekistan*" (1="Strongly disagree", 10="Strongly agree")

("*Significantly different between collaborators and non-collaborators) **Indicator Question**
VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Stakeholders**: Respondents from PMUs/Consultants on WBG-sponsored projects had the highest levels of agreement for the WBG disbursing funds promptly, the WBG’s approvals and reviews being timely, and the WBG making use of country systems whereas respondents from the media, civil society, and other organizations tended to have significantly lower levels of agreement. For a complete stakeholder group breakdown see Appendix B (page 59).

- **Collaboration**: Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG disburses funds promptly (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.3).

| Mean Level of Agreement | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--------------------------|---|---|---|---|---|---|---|---|---|----|
| Working with the World Bank Group increases Uzbekistan’s institutional capacity | 7.9 |
| The World Bank Group’s Environmental and Social Framework requirements are reasonable | 7.6 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 7.5 |
| The World Bank Group’s conditions on its lending are reasonable | 7.2 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 7.2 |
| The World Bank Group’s approvals and reviews are done in a timely fashion | 6.9 |
| The World Bank Group disburses funds promptly | 6.8 |
| The World Bank Group takes decisions quickly in Uzbekistan | 6.7 |

"To what extent do you agree/disagree with the following statements?" 
(1-"Strongly disagree", 10-"Strongly agree") 'Indicator Question"
VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison

| Perception                                                                 | Mean Level of Agreement | 2019 | 2016 |
|----------------------------------------------------------------------------|-------------------------|------|------|
| Working with the World Bank Group increases Uzbekistan’s institutional capacity | 7.9                     | 7.7  |      |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 7.3                     | 7.3  |      |
| The World Bank Group’s conditions on its lending are reasonable*          | 7.1                     | 7.8  |      |
| Where country systems are adequate, the World Bank Group makes appropriate use of them¹ | 7.1                     | 6.7  |      |
| The WBG disburses funds promptly*                                        | 6.8                     | 7.6  |      |
| The World Bank Group’s approvals and reviews are done in a timely fashion* | 6.8                     | 7.5  |      |
| The WBG takes decisions quickly in Uzbekia¹                              | 6.5                     | 6.5  |      |

"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.
("Significantly different between FY19 and FY16") Indicator Question
VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration Comparison

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-sponsored projects and local government gave the highest ratings for the WBG’s responsiveness to needs whereas respondents from the private sector/financial sector/private banks and academia gave significantly lower ratings. For a complete breakdown see Appendix B (page 59).

- **Location:** Respondents from Other Areas gave significantly higher ratings for the WBG’s responsiveness to needs (mean rating = 7.2) compared to those from Tashkent City (mean rating = 6.5).

| Mean Rating |
|-------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **Being a long-term partner** | | | | | | 8.1 | 6.3 | | |
| **Treating clients and stakeholders in Uzbekistan with respect** | | | | | | 7.9 | 6.3 | | |
| **Collaboration with the Government** | | | | | | 7.7 | 6.0 | | |
| **Straightforwardness and honesty** | | | | | | 7.4 | 6.6 | | |
| **Openness (sharing data and other information)** | | | | | | 7.0 | 6.9 | | |
| **Helping to bring discipline/effective supervision to implementation of investment projects** | | | | | | 6.9 | 6.6 | | |
| **Collaboration with other donors and development partners** | | | | | | 6.9 | 6.3 | | |
| **Staff accessibility** | | | | | | 6.8 | 6.3 | | |
| **The speed in which it gets things accomplished on the ground** | | | | | | 6.7 | 6.1 | | |
| **Being inclusive** | | | | | | 6.7 | 6.3 | | |
| **Responsiveness to needs** | | | | | | 6.7 | 7.1 | | |
| **Flexibility (in terms of changing country circumstances)** | | | | | | 6.6 | 7.0 | | |
| **Collaboration with civil society** | | | | | | 6.4 | 6.6 | | |
| **Flexibility (in terms of the institution’s products and services)** | | | | | | 6.3 | 6.7 | | |
| **Collaboration with the private sector** | | | | | | 6.0 | 6.3 | | |

"To what extent is the World Bank Group an effective development partner in Uzbekistan, in terms of each of the following?" (1-“To no degree at all”, 10-“To a very significant degree”)  
*Significantly different between collaborators and non-collaborators *indicator Question
VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison

|                                | Mean Rating |
|--------------------------------|-------------|
|                                | FY19        | FY16        |
| Being a long-term partner      | 8.0         | 8.3         |
| Treating clients and stakeholders in Uzbekistan with respect | 7.8         | 8.2         |
| Collaboration with the Government | 7.6         | 8.0         |
| Straightforwardness and honesty | 7.2         | 7.1         |
| Openness (sharing data and other information) | 6.9         | 7.1         |
| Collaboration with other donors and development partners | 6.3         | 6.7         |
| The speed in which it gets things accomplished on the ground | 6.7         | 6.9         |
| Staff accessibility**          | 6.6         | 7.4         |
| Flexibility (in terms of changing country circumstances)** | 6.5         | 5.8         |
| Being inclusive                | 6.5         | 6.3         |
| Responsiveness to needs        | 6.4         | 6.0         |
| Collaboration with civil society | 6.2         | 6.1         |
| Flexibility (in terms of the institution's products and services) | 6.2         | 5.9         |
| Collaboration with the private sector | 5.9         | 5.5         |

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

Means based on weighted data. (*Significantly different between FY19 and FY16) **Indicator Question
VII. How the World Bank Group Operates (continued)

The WBG’s Reimbursable Advisory Services (RAS)

| Mean Rating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-------------|---|---|---|---|---|---|---|---|---|----|
| All Respondents |   |   |   |   |   |   |   |   |   | 6.0 |

“To what extent do you believe that Uzbekistan received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS) for the Aviation Sector Reform?”
(1-“To no degree at all”, 10-“To a very significant degree”)
VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** Compared to respondents in this year’s Country Survey, respondents in the FY ‘16 Country Survey indicated statistically similar frequencies of consulting the WBG’s knowledge work and activities.

![Percentage of Respondents (N=304)](image)

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

Meeting Uzbekistan’s Knowledge Needs *(Indicator Question)*

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG meets the country’s needs for knowledge services (weighted mean rating = 6.7) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.5).

| Mean Rating |
|-------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| All Respondents | 5.3 | 6.7 | 8.0 | 8.5 | 9.0 | 9.5 | 10.0 |

"The World Bank Group meets Uzbekistan’s needs for knowledge services."

(1-“Strongly disagree”, 10-“Strongly agree”)
VIII. World Bank Group’s Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the significance of the contribution of the WBG’s knowledge work and activities (weighted mean rating = 7.9) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 8.0).

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the significance of the contribution of the WBG’s knowledge work and activities (mean rating = 8.3) compared to those who said that they do not collaborate with the WBG (mean rating = 7.6).

| Mean Significance Rating |
|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| All Respondents | 8.0 |

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

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the technical quality of the WBG’s knowledge work and activities (weighted mean rating = 7.2) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 7.4).

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-sponsored projects gave the highest ratings for the technical quality of the WBG’s knowledge work and activities whereas respondents from academia and civil society gave significantly lower ratings. For a complete breakdown see Appendix B (page 59).

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG’s knowledge work and activities (mean rating = 7.6) compared to those who said that they do not collaborate with the WBG (mean rating = 7.0).

| Mean Technical Quality Rating |
|-----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| All Respondents | 7.4 |

"Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?"  
(1-“Very low technical quality”, 10-“Very high technical quality”)
VIII. World Bank Group’s Knowledge and Instruments (continued)

Qualities of the WBG’s Knowledge Work and Activities: Collaboration

- **Stakeholders:** Respondents from the office of a Parliamentarian gave the highest ratings for the WBG’s knowledge work and activities being adequately disseminated and for it being a source of relevant information on global good practices whereas respondents from civil society gave significantly lower ratings. For a complete breakdown by stakeholder group see Appendix B (page 59).

- **Location:** Respondents from Other Areas gave significantly higher ratings for the WBG’s knowledge work and activities being adaptable to Uzbekistan’s specific development challenges and circumstances (mean rating = 7.6) compared to those from Tashkent City (mean rating = 6.8).

The table below shows the mean ratings for different aspects of knowledge work and activities:

| Mean Rating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-------------|---|---|---|---|---|---|---|---|---|----|
| Are source of relevant information on global good practices | 7.6 | 7.8 | 7.3 |
| Lead to practical solutions | 7.0 | 7.2 | 6.7 |
| Are timely* | 7.0 | 7.3 | 6.6 |
| Are adaptable to Uzbekistan’s specific development challenges and country circumstances* | 6.9 | 7.2 | 6.5 |
| Include appropriate level of stakeholder involvement during preparation | 6.9 | 7.1 | 6.6 |
| Are adequately disseminated | 6.8 | 7.0 | 6.7 |
| Are translated enough into local language | 6.4 | 6.3 | 6.4 |

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

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

("Significantly different between collaborators and non-collaborators") Indicator Question
VIII. World Bank Group’s Knowledge and Instruments (continued)

Qualities of the WBG’s Knowledge Work and Activities: Year Comparison

| Qualification                                                                 | FY19 | FY16 |
|-------------------------------------------------------------------------------|------|------|
| Are source of relevant information on global good practices                  | 7.6  | 7.1  |
| Are adaptable to Uzbekistan’s specific development challenges and country circumstances | 6.9  | 6.4  |
| Lead to practical solutions                                                  | 6.8  | 6.3  |
| Include appropriate level of stakeholder involvement during preparation       | 6.8  | 6.6  |
| Are timely                                                                    | 6.8  | 6.5  |
| Are adequately disseminated                                                  | 6.7  | 6.4  |
| Are translated enough into local language                                    | 6.2  | 6.4  |

“In Uzbekistan, to what extent do you believe that the World Bank Group’s knowledge work and activities...?” (1-“To no degree at all”, 10-“To a very significant degree”)

Means calculated using weighted data. (‘Significantly different between FY19 and FY16) 1Indicator Question
VIII. World Bank Group’s Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG’s financial instruments meets the country’s needs (weighted mean rating = 7.1) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.7).

- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG’s financial instruments meet Uzbekistan’s needs (mean rating = 7.3) compared to those who said that they do not collaborate with the WBG (mean rating = 6.7).

"The World Bank Group's financial instruments meet the needs of Uzbekistan."

(1: "Strongly disagree", 10: "Strongly agree")
IX. The Future Role of the WBG in Uzbekistan

Making the World Bank Group of Greater Value

- **Year comparison**: Respondents in the FY ’16 Country Survey indicated that, to make itself of greater value, the WBG should increase the level of capacity development in the country (percentage of respondents = 26%), reduce the complexity of obtaining WBG financing (24%), offer more innovative financial products (23%), collaborate more effectively with Government clients (21%), reach out more to groups outside of Government (20%), and offer more innovative knowledge products (19%).

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

**World Bank Group Should Collaborate More with...**

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that, to ensure better development results in Uzbekistan, the WBG should collaborate more with the academia/think tanks/research institutes (percentage of respondents = 40%) and private sector (37%).

![Percentage of Respondents (N=317)](chart)

```
Private sector: 41%
Academia/think tanks/research institutes: 30%
NGOs/Community Based Organizations: 27%
Local government: 23%
Youth/university groups: 15%
Beneficiaries: 14%
Media: 13%
Parliament: 9%
Foundations: 9%
Donor community: 7%
Don’t know: 3%
Other: 3%
```

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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that the WBG should focus its resources on job creation/employment (percentage of respondents = 27%), education (25%), agriculture and rural development (22%), energy and energy efficiency (22%), and infrastructure development (19%).

```
Percentage of Respondents (N=330)

- Education: 35%
- Job creation/employment: 33%
- Agriculture and rural development: 24%
- Private sector development: 23%
- Public sector governance/reform: 21%
- Economic growth: 19%
- Health: 17%
- Anti-corruption: 12%
- Social protection: 12%
- Financial markets: 12%
- Water and sanitation: 12%
- Information and communications technology: 10%
- Energy: 8%
- Trade and exports: 8%
- Urban development: 7%
- Poverty reduction: 6%
- Equality of opportunity: 5%
- Judiciary reform: 5%
- Transport: 4%
- Gender equity: 4%
- Natural resource management: 4%
- Climate change: 3%
- Global/regional integration: 2%
- Food safety: 2%
- Pollution: 2%
- Crime and violence: 1%
- Disaster risk management: <1%
```

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

**Future Combination of the WBG services**

- **Year comparison:** Compared to respondents in this year’s Country Survey, respondents in the FY ‘16 Country Survey indicated statistically similar combinations of services that the WBG should offer more of in Uzbekistan.

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

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

**Information Sources**

- **Year comparison:** Respondents in the FY ‘16 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 69%), followed by local television (27%), periodicals (19%), and social media (18%).

![Percentage of Respondents (N=309)]

| Information Source       | Percentage of Respondents |
|--------------------------|---------------------------|
| Internet                 | 82%                       |
| Social media             | 36%                       |
| Local television         | 21%                       |
| Periodicals              | 13%                       |
| Local newspapers         | 9%                        |
| International television | 6%                        |
| Other                    | 5%                        |
| International newspapers | 4%                        |
| Local radio              | 1%                        |
| International radio      | 1%                        |

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

**Preferred Information Sources**

- *Year comparison*: Respondents in the FY ‘16 Country Survey indicated that they preferred to get their information from the WBG’s seminars/workshops/conferences (percentage of respondents = 45%) and the World Bank website (43%), followed by direct contact with the WBG (27%), the WBG’s publications and other written materials (27%), and e-Newsletters (27%).

![Percentage of Respondents (N=309)]

- World Bank Group’s seminars/workshops/conferences: 41%
- World Bank Group’s website: 33%
- Direct contact with World Bank Group: 32%
- World Bank Group’s publications and other written materials: 25%
- e-Newsletters: 25%
- Social media: 23%

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

WBG Interaction Frequency

"How frequently do you interact with the World Bank Group now in Uzbekistan?"
(Respondents chose from a list.)
X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions

| Activity                                                                 | Percentage of Respondents (N=292) |
|--------------------------------------------------------------------------|-----------------------------------|
| Read, viewed or heard a story about the WBG in global media             | 9% 25% 44% 22%                     |
| Read, viewed or heard a story about the WBG in local media              | 9% 29% 39% 23%                     |
| Read some or all of a WBG research paper or publication                 | 7% 18% 51% 24%                     |
| Visited a WBG website                                                    | 9% 26% 39% 26%                     |
| Attended an event/conference hosted by the WBG                           | 6% 58% 33%                         |
| Met professionally with WBG staff                                       | 8% 17% 41% 34%                     |
| Read a WBG e-newsletter                                                 | 11% 35% 48%                        |
| Interacted with the WBG on Social Media                                  | 7% 13% 31% 50%                     |
| Watched a webinar or online event hosted by the WBG                     | 9% 29% 59%                         |

*Every few days* | *Every few weeks* | *Every few months* | *Not at all*

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

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Appendix A: Responses to All Questions across All Respondents (N=352)

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

A. General Issues Facing Uzbekistan

| 1. When you think about the future in Uzbekistan, are you ... ? | Percentage of Respondents (N=349) |
|---------------------------------------------------------------|----------------------------------|
| Very pessimistic                                             | .6%                              |
| Somewhat pessimistic                                         | 6.0%                             |
| Somewhat optimistic                                          | 56.4%                            |
| Very optimistic                                              | 30.7%                            |
| Not sure                                                     | 6.3%                             |

| 2. Do you think that economic opportunity for citizens in Uzbekistan is ... ? | Percentage of Respondents (N=348) |
|------------------------------------------------------------------------|----------------------------------|
| Increasing                                                             | 84.5%                            |
| Decreasing                                                             | 2.3%                             |
| Staying about the same                                                 | 13.2%                            |
A. General Issues Facing Uzbekistan (continued)

| Priority                                                                 | Percentage of Respondents (Responses Combined; N=347) |
|-------------------------------------------------------------------------|--------------------------------------------------------|
| Education                                                               | 37.5%                                                  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 28.2%                                                  |
| Job creation/employment                                                 | 25.4%                                                  |
| Anti-corruption                                                         | 24.2%                                                  |
| Private sector development                                              | 22.5%                                                  |
| Economic growth                                                         | 22.5%                                                  |
| Agriculture and rural development                                       | 12.1%                                                  |
| Social protection (e.g., pensions, targeted social assistance)           | 11.2%                                                  |
| Health                                                                  | 11.2%                                                  |
| Information and communications technology                               | 10.7%                                                  |
| Global/regional integration                                             | 9.2%                                                   |
| Poverty reduction                                                       | 9.2%                                                   |
| Financial markets                                                       | 8.1%                                                   |
| Trade and exports                                                       | 8.1%                                                   |
| Urban development                                                       | 6.9%                                                   |
| Judiciary reform                                                        | 6.6%                                                   |
| Food safety                                                             | 4.9%                                                   |
| Energy                                                                  | 4.9%                                                   |
| Water and sanitation                                                    | 4.9%                                                   |
| Natural resource management                                             | 4.0%                                                   |
| Gender equity (closing the gap between women and men, and boys and girls) | 3.7%                                                   |
| Pollution                                                               | 3.2%                                                   |
| Transport (e.g., roads, bridges, transportation)                        | 3.2%                                                   |
| Equality of opportunity (i.e., social inclusion)                        | 2.9%                                                   |
| Climate change (e.g., mitigation, adaptation)                           | 1.4%                                                   |
| Crime and violence                                                      | 0.6%                                                   |
| Disaster risk management                                                | 0.3%                                                   |
## A. General Issues Facing Uzbekistan (continued)

### 4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than 3)

| Area                                                                 | Percentage of Respondents (Responses Combined; N=346) |
|----------------------------------------------------------------------|--------------------------------------------------------|
| Job creation/employment                                             | 48.8%                                                  |
| Economic growth                                                     | 37.6%                                                  |
| Education                                                           | 34.4%                                                  |
| Private sector development                                          | 29.8%                                                  |
| Social protection (e.g., pensions, targeted social assistance)      | 23.4%                                                  |
| Anti-corruption                                                     | 21.1%                                                  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.5%                                                  |
| Agriculture and rural development                                   | 18.5%                                                  |
| Equality of opportunity (i.e., social inclusion)                    | 8.7%                                                   |
| Trade and exports                                                   | 7.5%                                                   |
| Health                                                              | 5.2%                                                   |
| Urban development                                                   | 4.9%                                                   |
| Financial markets                                                   | 4.0%                                                   |
| Judiciary reform                                                    | 3.8%                                                   |
| Information and communications technology                            | 3.5%                                                   |
| Gender equity (closing the gap between women and men, and boys and girls) | 3.5%                                                   |
| Global/regional integration                                         | 3.5%                                                   |
| Water and sanitation                                                | 3.2%                                                   |
| Energy                                                              | 2.9%                                                   |
| Food safety                                                         | 2.6%                                                   |
| Natural resource management                                         | 1.7%                                                   |
| Pollution                                                           | 1.4%                                                   |
| Transport (e.g., roads, bridges, transportation)                    | 0.9%                                                   |
| Crime and violence                                                  | 0.6%                                                   |
| Climate change (e.g., mitigation, adaptation)                       | 0.6%                                                   |
| Disaster risk management                                            | 0.3%                                                   |

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

| Area                                                                 | Percentage of Respondents (Responses Combined; N=336) |
|----------------------------------------------------------------------|--------------------------------------------------------|
| Corruption                                                           | 32.4%                                                  |
| Inadequate level of capacity in the government                       | 31.5%                                                  |
| Inadequate level of citizen/civil society participation              | 29.8%                                                  |
| Reforms are not well thought out in light of country challenges      | 25.0%                                                  |
| Poor coordination within the government                              | 22.3%                                                  |
| Inadequate level of private sector participation                     | 20.2%                                                  |
| Inadequate level of government accountability                        | 12.8%                                                  |
| Political pressures and obstacles                                    | 8.9%                                                   |
| Inadequate level of donor coordination                               | 4.2%                                                   |
| Other                                                                | 1.8%                                                   |
A. General Issues Facing Uzbekistan (continued)

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

| Group                                                                 | N  | DK | Mean | SD   |
|-----------------------------------------------------------------------|----|----|------|------|
| The national/federal government                                       | 279| 34 | 6.70 | 2.31 |
| Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)                | 259| 46 | 6.57 | 2.14 |
| The World Bank Group*                                                 | 289| 28 | 7.19 | 2.07 |
| The International Monetary Fund                                       | 245| 54 | 6.57 | 2.09 |
| UN                                                                    | 278| 31 | 6.72 | 2.28 |
| Regional development banks (e.g., ADB, EBRD, IDB)                    | 279| 32 | 7.22 | 2.04 |
| Uzbekistan’s Central Bank                                            | 276| 34 | 6.57 | 2.35 |
| International private sector                                         | 245| 62 | 6.12 | 2.32 |
| Domestic private sector                                              | 271| 33 | 6.24 | 2.25 |
| International civil society (e.g., NGOs, CBOs)                       | 264| 44 | 5.52 | 2.48 |
| Domestic civil society (e.g., NGOs, CBOs)                            | 275| 34 | 5.40 | 2.45 |
| Faith-based institutions                                             | 234| 70 | 5.42 | 2.58 |
| Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 298| 14 | 5.83 | 2.45 |
| International media and their web presence                          | 283| 26 | 5.94 | 2.38 |
| Web based media (i.e., blogs, social media, other web-based news and information sources) | 288| 19 | 6.62 | 2.34 |

7. Please describe the direction Uzbekistan is moving in, when considering ...

| Objective                                                                 | Percentage of Respondents |
|---------------------------------------------------------------------------|---------------------------|
| Attracting new sources of foreign investment (N=316)                      | Getting much worse | Getting somewhat worse | Staying the same | Getting somewhat better | Getting much better |
|                                                                           | 2.5%                    | 4.7%                    | 14.9%            | 54.4%                   | 23.4%                   |
| Improving conditions for doing business (N=318)                          | 3.1%                    | 6.0%                    | 12.3%            | 56.6%                   | 22.0%                   |
| Equal opportunity for girls and boys, men and women (N=318)              | 2.80%                   | 2.80%                   | 31.40%           | 46.90%                  | 16.00%                  |
| Making government more effective (N=317)                                  | 4.7%                    | 6.9%                    | 25.6%            | 49.8%                   | 12.9%                   |
| Growing Uzbekistan’s economy in a way that leads to jobs and employment (N=320) | 2.2%                    | 3.1%                    | 22.5%            | 59.7%                   | 12.5%                   |
| Human development (e.g., health, education, and social protection) (N=322) | 3.1%                    | 8.7%                    | 19.3%            | 56.5%                   | 12.4%                   |
| Anti-corruption (N=319)                                                   | 5.3%                    | 7.8%                    | 31.7%            | 43.9%                   | 11.3%                   |
| The gap between the rich and the poor (N=320)                             | 10.6%                   | 27.5%                   | 31.9%            | 22.2%                   | 7.8%                    |
A. General Issues Facing Uzbekistan (continued)

8. Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=326)
---|---
Jobs/employment | 56.1%
Trade constraints | 31.3%
The gap between the rich and the poor | 22.7%
Environmental degradation | 16.3%
Climate change | 15.0%
Fragility in Uzbekistan or neighboring countries | 13.8%
Terrorism | 11.3%
Technology based disruption | 9.5%
Geo-political uncertainty | 8.6%
Migrants and refugees | 4.3%

9. When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ... ? | Percentage of Respondents (N=331)
---|---
Engage significantly less | 0.6%
Engage somewhat less | 2.1%
Engage somewhat more | 23.9%
Engage significantly more | 56.5%
Engage at the same level it does currently | 7.9%
Don't know | 9.1%

To what extent do you trust ____ to engage in public service delivery in Uzbekistan?

| To what extent do you trust ____ to engage in public service delivery in Uzbekistan? | Percentage of Respondents (N=331)
---|---
10. Domestic private sector | To a very low degree | 6.3% | To a somewhat low degree | 25.7% | To a somewhat high degree | 48.0% | To a very high degree | 9.7% | Don't know | 10.3%
11. International private sector | 10.9% | 28.1% | 38.4% | 9.7% | 13.0%

B. Overall Attitudes toward the World Bank Group

(1-Not familiar at all, 10-Extremely familiar) | N | DK | Mean | SD
---|---|---|---|---
1. How familiar are you with the work of the World Bank Group in Uzbekistan? | 324 | n/a | 6.57 | 2.43

(1-Not effective at all, 10-Very effective) | N | DK | Mean | SD
---|---|---|---|---
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Uzbekistan.* | 296 | 30 | 7.11 | 2.09

(1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD
---|---|---|---|---
3. To what extent do you believe the World Bank Group’s staff is well prepared to help Uzbekistan solve its most complicated development challenges? | 282 | 43 | 7.37 | 2.11
## B. Overall Attitudes toward the World Bank Group (continued)

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

| Sector                                                                 | Percentage of Respondents (Responses Combined; N=330) |
|------------------------------------------------------------------------|--------------------------------------------------------|
| Education                                                              | 34.8%                                                  |
| Job creation/employment                                                | 32.7%                                                  |
| Agriculture and rural development                                      | 24.2%                                                  |
| Private sector development                                             | 23.3%                                                  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21.2%                                                  |
| Economic growth                                                        | 19.1%                                                  |
| Health                                                                 | 17.0%                                                  |
| Anti-corruption                                                        | 12.4%                                                  |
| Social protection (e.g., pensions, targeted social assistance)         | 12.1%                                                  |
| Financial markets                                                      | 11.5%                                                  |
| Water and sanitation                                                   | 11.5%                                                  |
| Information and communications technology                               | 10.0%                                                  |
| Energy                                                                 | 8.2%                                                   |
| Trade and exports                                                      | 7.9%                                                   |
| Urban development                                                      | 6.7%                                                   |
| Poverty reduction                                                      | 6.4%                                                   |
| Equality of opportunity (i.e., social inclusion)                       | 5.5%                                                   |
| Judiciary reform                                                       | 4.8%                                                   |
| Transport (e.g., roads, bridges, transportation)                       | 4.2%                                                   |
| Gender equity (closing the gap between women and men, and boys and girls) | 3.9%                                                   |
| Natural resource management                                            | 3.9%                                                   |
| Climate change (e.g., mitigation, adaptation)                          | 3.3%                                                   |
| Global/regional integration                                            | 2.4%                                                   |
| Food safety                                                            | 1.8%                                                   |
| Pollution                                                              | 1.5%                                                   |
| Crime and violence                                                     | 1.2%                                                   |
| Disaster risk management                                               | 0.3%                                                   |

### 5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?

| Activity                                                                 | Percentage of Respondents (N=303) |
|-------------------------------------------------------------------------|-----------------------------------|
| Greatest Value                                                          | 2nd Greatest Value                | Combined  |
| Financial resources                                                     | 26.1%                            | 11.7%     | 37.7%     |
| Implementation support                                                  | 14.9%                            | 17.0%     | 31.9%     |
| Capacity development related to World Bank Group supported projects     | 13.2%                            | 14.0%     | 27.2%     |
| Policy advice, studies, analyses                                        | 9.2%                             | 13.7%     | 22.9%     |
| Technical assistance                                                    | 9.6%                             | 9.7%      | 19.2%     |
| Promoting knowledge sharing                                             | 9.9%                             | 8.3%      | 18.2%     |
| Bringing together different groups of stakeholders                      | 6.3%                             | 8.0%      | 14.3%     |
| Mobilizing third party financial resources                               | 4.6%                             | 7.0%      | 11.6%     |
| Data and statistics                                                      | 3.6%                             | 6.3%      | 10.0%     |
| Donor coordination                                                       | 2.3%                             | 4.3%      | 6.6%      |
| Other                                                                    | 0.3%                             | 0.0%      | 0.3%      |
## B. Overall Attitudes toward the World Bank Group (continued)

### 6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)

| Weakness                                                                 | Percentage of Respondents (Responses Combined; N=316) |
|--------------------------------------------------------------------------|--------------------------------------------------------|
| Not enough public disclosure of its work                                 | 19.9%                                                  |
| Not collaborating enough with civil society (e.g., NGOs, CBOs)           | 17.1%                                                  |
| Don’t know                                                               | 16.5%                                                  |
| Not collaborating enough with private sector                             | 16.1%                                                  |
| Not adequately sensitive to political/social realities in Uzbekistan    | 14.6%                                                  |
| Not willing to honestly criticize policies and reform efforts in the country | 13.0%                                                  |
| World Bank Group’s processes too slow and complex                        | 13.0%                                                  |
| Too influenced by developed countries                                   | 12.7%                                                  |
| Not sufficiently focused on sustainable results                          | 8.9%                                                   |
| Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN | 7.9%                                                   |
| Inadequate World Bank Group’s staffing in Uzbekistan                    | 5.1%                                                   |
| Not adequately flexible                                                  | 4.7%                                                   |
| Staff too inaccessible                                                   | 3.8%                                                   |
| Arrogant in its approach                                                 | 2.2%                                                   |
| Other                                                                    | 1.9%                                                   |
| Not aligned with country priorities                                      | 1.6%                                                   |

### 7. To what extent do you believe that the World Bank Group’s work and support help the poorest in Uzbekistan? (Select only ONE response)

| Extent of support                                                        | Percentage of Respondents (N=318) |
|-------------------------------------------------------------------------|-----------------------------------|
| To a fully sufficient degree                                             | 5.0%                              |
| To a somewhat sufficient degree                                          | 22.0%                             |
| To a somewhat insufficient degree                                        | 38.4%                             |
| To a very insufficient degree                                            | 19.2%                             |
| Don’t know                                                               | 15.4%                             |

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

| Current emphasis                                                        | Percentage of Respondents (N=319) |
|-------------------------------------------------------------------------|-----------------------------------|
| Increased its emphasis recently                                         | 44.2%                             |
| Decreased its emphasis recently                                        | 7.2%                              |
| Emphasis has remained pretty consistent over time                       | 26.0%                             |
| Don’t know                                                              | 22.6%                             |
### B. Overall Attitudes toward the World Bank Group (continued)

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

| Percentage of Respondents (Responses Combined; N=317) |
|------------------------------------------------------|
| Private sector                                       | 40.7% |
| Academia/think tanks/research institutes              | 29.7% |
| NGOs/Community Based Organizations                    | 27.1% |
| Local government                                     | 23.0% |
| Youth/university groups                               | 14.8% |
| Beneficiaries                                        | 13.6% |
| Media                                                | 13.2% |
| Parliament                                           | 9.1%  |
| Foundations                                          | 8.5%  |
| Donor community                                      | 6.6%  |
| Don’t know                                           | 2.8%  |
| Other                                                | 2.5%  |

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

| Level of Agreement |
|--------------------|
| N   | DK | Mean  | SD    |
|-----|----|-------|-------|
| 10. Overall the World Bank Group currently plays a relevant role in development in Uzbekistan* | 292 | 22 | 6.84 | 2.24 |
| 11. The World Bank Group’s work is aligned with what I consider the development priorities for Uzbekistan* | 288 | 19 | 6.93 | 2.19 |

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

| Mean Rating |
|-------------|
| N   | DK | Mean | SD |
|-----|----|------|----|
| 12. Responsiveness to needs | 254 | 43 | 6.65 | 2.21 |
| 13. Flexibility (in terms of the institution’s products and services) | 250 | 45 | 6.35 | 2.08 |
| 14. Flexibility (in terms of changing country circumstances) | 261 | 33 | 6.64 | 2.08 |
| 15. Being inclusive | 253 | 44 | 6.66 | 2.21 |
| 16. Openness (sharing data and other information) | 267 | 28 | 7.03 | 2.11 |
| 17. Collaboration with the Government | 268 | 30 | 7.69 | 1.89 |
| 18. The speed in which it gets things accomplished on the ground | 252 | 45 | 6.71 | 2.06 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects | 253 | 41 | 6.92 | 2.12 |
| 20. Collaboration with civil society | 240 | 53 | 6.38 | 2.21 |
| 21. Staff accessibility | 264 | 33 | 6.78 | 2.33 |
| 22. Collaboration with other donors and development partners | 240 | 53 | 6.91 | 2.18 |
| 23. Collaboration with the private sector | 234 | 56 | 6.05 | 2.29 |
| 24. Straightforwardness and honesty | 254 | 41 | 7.36 | 2.17 |
| 25. Treating clients and stakeholders in Uzbekistan with respect | 255 | 42 | 7.91 | 2.03 |
| 26. Being a long-term partner | 265 | 33 | 8.08 | 2.00 |
### C. World Bank Group’s Effectiveness and Results

| 1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan? | Effectiveness |
| --- | --- |
| \(1\)-Not effective at all, \(10\)-Very effective | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 213 | 81 | 7.45 | 2.55 |
| 2. Gender equity (closing the gap between women and men, and boys and girls) | 212 | 78 | 6.94 | 2.63 |
| 3. Private sector development | 234 | 58 | 8.00 | 2.10 |
| 4. Education | 253 | 38 | 8.38 | 1.91 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 235 | 55 | 7.86 | 2.18 |
| 6. Global/regional integration | 205 | 79 | 7.55 | 2.06 |
| 7. Food safety | 203 | 82 | 7.21 | 2.45 |
| 8. Urban development | 225 | 64 | 7.70 | 2.27 |
| 9. Energy | 226 | 61 | 7.99 | 2.03 |
| 10. Water and sanitation | 228 | 59 | 8.35 | 1.90 |
| 11. Job creation/employment | 241 | 52 | 8.32 | 2.06 |
| 12. Health | 225 | 60 | 8.44 | 1.93 |
| 13. Financial markets | 211 | 81 | 8.03 | 2.11 |
| 14. Transport (e.g., roads, bridges, transportation) | 208 | 80 | 7.72 | 2.25 |
| 15. Agriculture and rural development | 235 | 59 | 8.28 | 1.99 |
| 16. Trade and exports | 210 | 78 | 7.85 | 2.29 |
| 17. Natural resource management | 201 | 89 | 7.43 | 2.37 |
| 18. Climate change (e.g., mitigation, adaptation) | 208 | 82 | 7.21 | 2.39 |
| 19. Poverty reduction | 230 | 58 | 7.95 | 2.24 |
| 20. Anti-corruption | 213 | 76 | 7.85 | 2.45 |
| 21. Economic growth | 251 | 40 | 8.41 | 1.85 |
| 22. Disaster risk management | 182 | 103 | 6.59 | 2.60 |
| 23. Equality of opportunity (i.e., social inclusion) | 205 | 87 | 7.24 | 2.44 |
| 24. Information and communications technology | 225 | 68 | 8.09 | 2.13 |

| (1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD |
| --- | --- | --- | --- | --- |
| 2. To what extent does the World Bank Group’s work help to achieve development results in Uzbekistan?* | 279 | 24 | 7.37 | 2.00 |

| (1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD |
| --- | --- | --- | --- | --- |
| 3. To what extent does the World Bank Group influence the development agenda in Uzbekistan? | 279 | 29 | 7.02 | 2.08 |

| To what extent do you agree with the following statements about the World Bank Group in Uzbekistan? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
| --- | --- | --- | --- | --- |
| 4. The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Uzbekistan* | 259 | 45 | 7.06 | 2.23 |
| 5. The World Bank Group meets Uzbekistan’s needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 265 | 36 | 6.73 | 2.35 |
C. World Bank Group’s Effectiveness and Results (continued)

| 6. To what extent do you believe that Uzbekistan received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS) for the Aviation Sector Reform? | N  | DK | Mean | SD  |
|---|---|---|---|---|
|  | 129 | 173 | 5.98 | 2.31 |

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

| 1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do? | Percentage of Respondents (N=304) |
|---|---|
| Weekly | 8.9% |
| Monthly | 22.0% |
| A few times a year | 32.9% |
| Rarely | 28.3% |
| Never | 7.9% |

| In Uzbekistan, to what extent do you believe that the World Bank Group’s knowledge work and activities: (1-To no degree at all, 10-To a very significant degree) | Degree |
|---|---|
| 2. Are timely | N  | DK | Mean | SD  |
|  | 241 | 53 | 6.97 | 2.28 |
| 3. Include appropriate level of stakeholder involvement during preparation | N  | DK | Mean | SD  |
|  | 230 | 58 | 6.92 | 2.09 |
| 4. Lead to practical solutions | N  | DK | Mean | SD  |
|  | 247 | 42 | 6.99 | 2.10 |
| 5. Are source of relevant information on global good practices | N  | DK | Mean | SD  |
|  | 246 | 42 | 7.60 | 2.07 |
| 6. Are adequately disseminated | N  | DK | Mean | SD  |
|  | 242 | 47 | 6.85 | 2.25 |
| 7. Are translated enough into local language | N  | DK | Mean | SD  |
|  | 225 | 64 | 6.37 | 2.65 |
| 8. Are adaptable to Uzbekistan’s specific development challenges and country circumstances* | N  | DK | Mean | SD  |
|  | 238 | 51 | 6.92 | 2.22 |

| Overall Evaluations | N  | DK | Mean | SD  |
|---|---|---|---|---|
| 9. Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?* | N  | DK | Mean | SD  |
| (1-Not significant at all, 10-Very significant) | 289 | 17 | 7.99 | 2.07 |
| 10. Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?* | N  | DK | Mean | SD  |
| (1-Very low technical quality, 10-Very high technical quality) | 258 | 48 | 7.36 | 2.16 |
E. Working with the World Bank Group

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

| Statement                                                                 | Level of Agreement | N  | DK | Mean | SD  |
|---------------------------------------------------------------------------|---------------------|----|----|------|-----|
| 1. The World Bank Group disburses funds promptly                         |                     | 173| 125| 6.80 | 2.44|
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports |                     | 239| 62 | 7.47 | 2.23|
| 3. The World Bank Group’s approvals and reviews are done in a timely fashion |                     | 196| 95 | 6.92 | 2.39|
| 4. The World Bank Group’s Environmental and Social Framework requirements are reasonable |                     | 206| 88 | 7.55 | 2.18|
| 5. The World Bank Group’s conditions on its lending are reasonable        |                     | 204| 94 | 7.22 | 2.39|
| 6. The World Bank Group takes decisions quickly in Uzbekistan*           |                     | 206| 88 | 6.69 | 2.40|
| 7. Working with the World Bank Group increases Uzbekistan’s institutional capacity |                     | 258| 42 | 7.95 | 1.99|
| 8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* |                     | 187| 110| 7.16 | 2.21|

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO) Percentage of Respondents (Responses Combined; N=302)

| Action                                                                 | Percentage |
|------------------------------------------------------------------------|------------|
| Engage more effectively with private sector                            | 22.8%      |
| Increase the level of capacity development in the country              | 20.5%      |
| Offer more innovative knowledge services                                | 18.9%      |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 18.2%      |
| Reduce the complexity of obtaining World Bank Group financing          | 18.2%      |
| Engage more effectively with civil society (e.g., NGOs, CBOs)          | 17.9%      |
| Offer more innovative financial products                                | 14.9%      |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN | 11.9%      |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 9.9%       |
| Engage more directly with beneficiaries                                 | 9.9%       |
| Provide more adequate data/knowledge/statistics/figures on Uzbekistan’s economy | 9.3%       |
| Work faster                                                            | 7.9%       |
| Improve the quality of its experts as related to Uzbekistan’s specific challenges | 7.6%       |
| Increase availability of Reimbursable Advisory Services (RAS)           | 2.3%       |
| Other                                                                  | 1.7%       |
| Ensure greater selectivity in its work                                  | 0.7%       |
F. The Future Role of the World Bank Group in Uzbekistan (continued)

2. When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan? (Select only ONE response)

| Service                                | Percentage of Respondents (N=302) |
|----------------------------------------|-----------------------------------|
| Knowledge products                     | 36.4%                             |
| Financial services                     | 31.5%                             |
| The combination is appropriate for Uzbekistan | 18.9%                             |
| Don’t know                              | 7.0%                              |
| Convening services                     | 4.0%                              |
| None of the above                       | 2.3%                              |

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Uzbekistan?

| Frequency                  | Percentage of Respondents (N=306) |
|----------------------------|-----------------------------------|
| Never                      | 10.8%                             |
| Less than once a year      | 14.4%                             |
| Once a year to a few times a year | 40.8%                             |
| Less than once a month     | 10.1%                             |
| At least once a month      | 16.7%                             |
| At least once a week       | 7.2%                              |

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

| Source                          | Percentage of Respondents (Responses Combined; N=309) |
|---------------------------------|--------------------------------------------------------|
| Internet                        | 82.2%                                                  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 35.9%                                                  |
| Local television                | 21.0%                                                  |
| Periodicals                     | 12.6%                                                  |
| Local newspapers                | 8.7%                                                   |
| International television        | 6.1%                                                   |
| Other                           | 4.9%                                                   |
| International newspapers        | 4.2%                                                   |
| Local radio                     | 1.3%                                                   |
| International radio             | 0.6%                                                   |

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

| Source                                                      | Percentage of Respondents (Responses Combined; N=309) |
|-------------------------------------------------------------|--------------------------------------------------------|
| World Bank Group’s seminars/workshops/conferences           | 41.1%                                                  |
| World Bank Group’s website                                  | 33.0%                                                  |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 31.7%                                                  |
| World Bank Group’s publications and other written materials  | 24.9%                                                  |
| e-Newsletters                                               | 24.6%                                                  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 22.7%                                                  |
G. Communication and Information Sharing (continued)

| 5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | Percentage of Respondents |
|---------------------------------------------------------------|---------------------------|
|                                                               | Every few days | Every few weeks | Every few months | Not at all |
| 1. Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=293) | 8.9% | 29.0% | 39.2% | 22.9% |
| 2. Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=292) | 8.9% | 24.7% | 44.2% | 22.3% |
| 3. Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) (N=290) | 6.6% | 13.1% | 30.7% | 49.7% |
| 4. Visited a WBG website (e.g. read a blog, used data) (N=289) | 9.0% | 25.6% | 39.1% | 26.3% |
| 5. Attended an event/conference hosted by the WBG (N=292) | 3.8% | 5.8% | 57.9% | 32.5% |
| 6. Watched a webinar or online event hosted by the WBG (N=286) | 3.1% | 8.7% | 29.4% | 58.7% |
| 7. Read some or all of a WBG research paper or publication (N=288) | 6.6% | 18.1% | 51.0% | 24.3% |
| 8. Met professionally with WBG staff (N=288) | 7.6% | 17.0% | 41.3% | 34.0% |
| 9. Read a WBG e-newsletter (N=286) | 5.2% | 11.2% | 35.3% | 48.3% |

H. Background Information

| 1. Which of the following best describes your current affiliation? (Select only ONE response) | Percentage of Respondents (N=341) |
|------------------------------------------------------------------------------------------|----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency                   | 17.6%                            |
| Multilateral Agency                                                                       | 10.0%                            |
| NGO/Community-Based Organization                                                         | 10.0%                            |
| Local Government Office or Staff                                                          | 6.7%                             |
| Academia/Research Institute/Think Tank                                                   | 6.7%                             |
| Media                                                                                    | 6.5%                             |
| PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 6.2%                             |
| Private Sector Organization                                                              | 6.2%                             |
| Bilateral Agency                                                                         | 5.6%                             |
| Financial Sector/Private Bank                                                            | 5.6%                             |
| Office of Minister                                                                       | 4.7%                             |
| Office of Parliamentarian                                                                | 3.8%                             |
| Other                                                                                    | 2.9%                             |
| Independent Government Institution                                                       | 2.6%                             |
| Office of the President/Prime Minister                                                   | 1.5%                             |
| Private Foundation                                                                      | 1.2%                             |
| Trade Union                                                                              | .6%                              |
| Faith-Based Group                                                                        | .6%                              |
| Youth Group                                                                              | .6%                              |
| Judiciary Branch                                                                         | .6%                              |
### H. Background Information (continued)

#### 2. Please identify the primary specialization of your work. (Select only ONE response)

| Specialization                                                                 | Percentage of Respondents (N=332) |
|--------------------------------------------------------------------------------|-----------------------------------|
| Generalist (specialized in multiple sectors)                                   | 12.0%                             |
| Finance and markets                                                            | 11.7%                             |
| Education                                                                      | 10.8%                             |
| Governance                                                                     | 8.1%                              |
| Other                                                                          | 7.8%                              |
| Social protection and labor                                                    | 7.5%                              |
| Macroeconomics and fiscal management                                           | 6.9%                              |
| Agriculture                                                                    | 4.8%                              |
| Transport and ICT                                                              | 4.5%                              |
| Health, nutrition, and population                                              | 4.2%                              |
| Urban, rural, and social development                                          | 3.9%                              |
| Trade and competitiveness                                                      | 3.6%                              |
| Energy and extractives                                                         | 3.3%                              |
| Water                                                                          | 3.0%                              |
| Gender                                                                         | 2.4%                              |
| Environment and natural resources                                              | 1.5%                              |
| Public-private partnerships                                                    | 1.5%                              |
| Jobs                                                                           | 1.2%                              |
| Fragility, conflict and violence                                               | .3%                               |
| Poverty                                                                        | .3%                               |
| Climate Change                                                                  | .3%                               |

#### 3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?

| Response | Percentage of Respondents (N=334) |
|----------|-----------------------------------|
| Yes      | 54.5%                             |
| No       | 45.5%                             |

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

| Agency                                                                                   | Percentage of Respondents (N=201) |
|------------------------------------------------------------------------------------------|-----------------------------------|
| The World Bank (IBRD/IDA)                                                               | 78.1%                             |
| The International Finance Corporation (IFC)                                              | 18.9%                             |
| The Multilateral Investment Guarantee Agency (MIGA)                                      | 2.5%                              |
| International Centre for Settlement of Investment Disputes (ICSID)                       | .5%                               |

#### 5. Do your projects involve both the World Bank and the IFC?

| Response | Percentage of Respondents (N=232) |
|----------|-----------------------------------|
| Yes      | 58.6%                             |
| No       | 41.4%                             |

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

| Exposure                                                                                   | Percentage of Respondents (Responses Combined; N=327) |
|--------------------------------------------------------------------------------------------|------------------------------------------------------|
| Collaborate as part of my professional duties                                              | 44.3%                                               |
| Engage in World Bank Group related/sponsored events/activities                            | 32.4%                                               |
| Observer (i.e., follow in media, discuss in informal conversations, etc.)                 | 24.5%                                               |
| Use World Bank Group reports/data                                                          | 24.2%                                               |
| Use World Bank Group website for information, data, research, etc.                         | 18.0%                                               |
### H. Background Information (continued)

| 7. What’s your gender? | Percentage of Respondents (N=341) |
|------------------------|----------------------------------|
| Female                 | 30.5%                            |
| Male                   | 69.5%                            |

| 8. What’s your age? | Percentage of Respondents (N=339) |
|---------------------|----------------------------------|
| 25 and under        | 3.5%                             |
| 26-35               | 24.5%                            |
| 36-45               | 35.4%                            |
| 46-55               | 22.1%                            |
| 56 and above        | 14.5%                            |

| 9. Which best represents your geographic location? | Percentage of Respondents (N=341) |
|--------------------------------------------------|----------------------------------|
| I am residing in Tashkent city                    | 79.8%                            |
| I am residing in one of Uzbekistan’s regions      | 18.2%                            |
| I am residing outside Uzbekistan                  | 2.1%                             |
Appendix B: Responses to All Questions by Stakeholder Groups

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|----------------------------------|---------------------------|------------------------|----------------|-------------------|-------------------------------|-----------------------------|---------------|-------|----------|-------|
| Very pessimistic          |                                  |                           | 1.7%                   |                |                   |                               |                             |               |       |          |       |
| Somewhat pessimistic      |                                  |                           | 6.7%                   | 3.8%           | 12.5%             | 9.1%                          | 9.1%                        | 4.3%           | 15.8% |          |       |
| Somewhat optimistic       | 42.9%                            | 76.9%                     | 61.7%                  | 71.4%          | 43.5%             | 56.6%                         | 55.0%                       | 52.3%          | 54.5% | 73.9%    | 31.6% |
| Very optimistic           | 42.9%                            | 15.4%                     | 25.0%                  | 23.8%          | 56.5%             | 32.1%                         | 22.5%                       | 36.4%          | 22.7% | 17.4%    | 47.4% |
| Not sure                  | 14.3%                            | 7.7%                      | 5.0%                   | 4.8%           | 7.5%              | 7.5%                          | 2.3%                        | 13.6%          | 4.3%  | 5.3%     |       |

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|----------------------------------|---------------------------|------------------------|----------------|-------------------|-------------------------------|-----------------------------|---------------|-------|----------|-------|
| Increasing                | 90.5%                            | 92.3%                     | 83.1%                  | 85.7%          | 100.0%            | 84.9%                         | 80.0%                       | 79.1%         | 77.3% | 87.0%    | 80.0% |
| Decreasing                |                                  | 1.7%                      |                        | 1.9%           | 5.0%              | 4.7%                          |                             |               |       |          | 10.0% |
| Staying about the same    | 9.5%                             | 7.7%                      | 15.3%                  | 14.3%          | 13.2%             | 15.0%                         | 16.3%                       | 22.7%         | 13.0% | 10.0%    |       |

Note, only 341 respondents indicated their current affiliation (H1). For these analyses, the few respondents from the office of the President/Prime Minister were combined with those from the office of a Minister, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a “Civil Society” category, and the few respondents from independent government institutions and the judiciary branch were combined into the Other category.
A. General Issues Facing Uzbekistan (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|--------------------------------|--------------------------|------------------------|----------------|-----------------|-----------------------------|----------------------------|--------------|-------|---------|-------|
| Global/regional integration                   | 9.5%                          | 25.0%                    | 3.5%                   | 0.0%           | 13.0%           | 11.3%                       | 15.0%                      | 6.8%            | 4.5%       | 8.7%       | 20.0% |
| Food safety                                   | 4.8%                          | 8.3%                     | 3.5%                   | 0.0%           | 4.3%            | 0.0%                        | 0.0%                       | 9.1%            | 9.1%       | 4.3%       | 5.0%   |
| Urban development                             | 9.5%                          | 0.0%                     | 3.5%                   | 9.5%           | 17.4%           | 7.5%                        | 5.0%                       | 9.1%            | 4.5%       | 4.3%       | 5.0%   |
| Social protection                             | 4.8%                          | 16.7%                    | 10.5%                  | 9.5%           | 8.7%            | 13.2%                       | 7.5%                       | 20.5%           | 9.1%       | 8.7%       | 10.0% |
| Gender equity                                 | 0.0%                          | 8.3%                     | 0.0%                   | 9.5%           | 4.3%            | 7.5%                        | 2.5%                       | 6.8%            | 0.0%       | 0.0%       | 0.0%   |
| Private sector development                    | 19.0%                         | 33.3%                    | 26.3%                  | 4.8%           | 34.8%           | 15.1%                       | 27.5%                      | 18.2%           | 27.3%      | 13.0%      | 40.0% |
| Education                                     | 38.1%                         | 41.7%                    | 45.6%                  | 42.9%          | 21.7%           | 39.6%                       | 35.0%                      | 22.7%           | 45.5%      | 60.9%      | 35.0% |
| Public sector governance/reform               | 42.9%                         | 8.3%                     | 29.8%                  | 28.6%          | 34.8%           | 39.6%                       | 30.0%                      | 20.5%           | 18.2%      | 26.1%      | 20.0% |
| Energy                                        | 4.8%                          | 0.0%                     | 10.5%                  | 4.8%           | 0.0%            | 9.4%                        | 5.0%                       | 0.0%            | 4.5%       | 4.3%       | 0.0%   |
| Water and sanitation                          | 4.8%                          | 8.3%                     | 1.8%                   | 0.0%           | 4.3%            | 9.4%                        | 2.5%                       | 6.8%            | 0.0%       | 0.0%       | 15.0% |
| Pollution                                     | 0.0%                          | 0.0%                     | 3.5%                   | 0.0%           | 4.3%            | 0.0%                        | 2.5%                       | 9.1%            | 4.5%       | 0.0%       | 5.0%   |
| Job creation/employment                       | 19.0%                         | 25.0%                    | 14.0%                  | 28.6%          | 34.8%           | 17.0%                       | 27.5%                      | 34.1%           | 40.9%      | 21.7%      | 40.0% |
| Health*                                       | 4.8%                          | 0.0%                     | 17.5%                  | 19.0%          | 0.0%            | 3.8%                        | 12.5%                      | 9.1%            | 9.1%       | 39.1%      | 5.0%   |
| Financial markets                             | 9.5%                          | 8.3%                     | 10.5%                  | 4.8%           | 8.7%            | 3.8%                        | 20.0%                      | 0.0%            | 0.0%       | 17.4%      | 10.0% |
| Climate change                                | 0.0%                          | 0.0%                     | 0.0%                   | 4.8%           | 0.0%            | 5.7%                        | 0.0%                       | 0.0%            | 4.5%       | 0.0%       | 0.0%   |
| Poverty reduction                             | 0.0%                          | 8.3%                     | 7.0%                   | 9.5%           | 8.7%            | 11.3%                       | 5.0%                       | 13.6%           | 27.3%      | 13.0%      | 0.0%   |
| Anti-corruption*                              | 52.4%                         | 33.3%                    | 24.6%                  | 19.0%          | 17.4%           | 17.0%                       | 20.0%                      | 40.9%           | 13.6%      | 13.0%      | 15.0% |
| Transport*                                    | 0.0%                          | 0.0%                     | 7.0%                   | 9.5%           | 13.0%           | 1.9%                        | 0.0%                       | 0.0%            | 0.0%       | 0.0%       | 0.0%   |
| Agriculture and rural development             | 14.3%                         | 8.3%                     | 8.8%                   | 14.3%          | 21.7%           | 18.9%                       | 15.0%                      | 2.3%            | 13.6%      | 13.0%      | 10.0% |
| Trade and exports                             | 4.8%                          | 16.7%                    | 5.3%                   | 4.8%           | 8.7%            | 11.3%                       | 7.5%                       | 6.8%            | 13.6%      | 0.0%       | 15.0% |
| Crime and violence*                           | 0.0%                          | 0.0%                     | 0.0%                   | 0.0%           | 0.0%            | 4.3%                        | 7.5%                       | 2.5%            | 6.8%       | 4.5%       | 4.3%   |
| Natural resource management                   | 9.5%                          | 0.0%                     | 0.0%                   | 4.8%           | 4.3%            | 7.5%                        | 2.5%                       | 6.8%            | 4.5%       | 4.3%       | 0.0%   |
| Judiciary reform                              | 9.5%                          | 0.0%                     | 10.5%                  | 14.3%          | 0.0%            | 5.7%                        | 5.0%                       | 4.5%            | 0.0%       | 8.7%       | 0.0%   |
| Economic growth                               | 23.8%                         | 41.7%                    | 26.3%                  | 38.1%          | 17.4%           | 18.9%                       | 27.5%                      | 13.6%           | 22.7%      | 13.0%      | 15.0% |
| Disaster risk management                      | 0.0%                          | 0.0%                     | 0.0%                   | 0.0%           | 0.0%            | 0.0%                        | 0.0%                       | 0.0%            | 0.0%       | 0.0%       | 0.0%   |
| Equality of opportunity                       | 0.0%                          | 0.0%                     | 3.5%                   | 0.0%           | 0.0%            | 3.8%                        | 2.5%                       | 11.4%           | 0.0%       | 0.0%       | 0.0%   |
| Information and communications technology     | 9.5%                          | 8.3%                     | 12.3%                  | 9.5%           | 13.0%           | 7.5%                        | 15.0%                      | 6.8%            | 4.5%       | 13.0%      | 15.0% |

*Significantly different between stakeholder groups*
### A. General Issues Facing Uzbekistan (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|---------------------------------|--------------------------|-----------------------|---------------|---------------|-----------------------------|-----------------------------|--------------|-------|---------|-------|
| Judiciary reform                              | 4.8%                            | 7.7%                     | 5.1%                  | 4.8%          | 0.0%          | 5.9%                        | 2.6%                        | 2.3%          | 0.0%  | 0.0%    | 4.8%  |
| Information and communications technology      | 4.8%                            | 0.0%                     | 0.0%                  | 0.0%          | 0.0%          | 7.8%                        | 10.3%                       | 2.3%          | 0.0%  | 4.3%    | 4.8%  |
| Social protection*                             | 14.3%                           | 15.4%                    | 13.6%                 | 19.0%         | 52.2%         | 33.3%                       | 10.3%                       | 27.3%         | 22.7% | 21.7%   | 28.6% |
| Economic growth                                | 38.1%                           | 69.2%                    | 37.3%                 | 42.9%         | 43.5%         | 29.4%                       | 38.5%                       | 45.5%         | 18.2% | 17.4%   | 42.9% |
| Disaster risk management                       | 0.0%                            | 0.0%                     | 0.0%                  | 0.0%          | 4.3%          | 0.0%                        | 0.0%                        | 0.0%          | 0.0%  | 0.0%    | 0.0%  |
| Equality of opportunity                        | 4.8%                            | 7.7%                     | 10.2%                 | 9.5%          | 0.0%          | 5.9%                        | 7.7%                        | 9.1%          | 22.7% | 4.3%    | 14.3% |
| Agriculture and rural development              | 19.0%                           | 23.1%                    | 10.2%                 | 28.6%         | 13.0%         | 21.6%                       | 15.4%                       | 9.1%          | 27.3% | 26.1%   | 38.1% |
| Trade and exports                              | 9.5%                            | 15.4%                    | 8.5%                  | 0.0%          | 4.3%          | 11.8%                       | 12.8%                       | 4.5%          | 4.5%  | 4.3%    | 4.8%  |
| Climate change                                 | 0.0%                            | 0.0%                     | 0.0%                  | 0.0%          | 0.0%          | 2.0%                        | 0.0%                        | 0.0%          | 0.0%  | 0.0%    | 0.0%  |
| Transport                                      | 0.0%                            | 0.0%                     | 1.7%                  | 0.0%          | 0.0%          | 3.9%                        | 0.0%                        | 0.0%          | 0.0%  | 0.0%    | 0.0%  |
| Energy                                         | 4.8%                            | 0.0%                     | 5.1%                  | 9.5%          | 0.0%          | 2.0%                        | 2.6%                        | 0.0%          | 0.0%  | 8.7%    | 0.0%  |
| Anti-corruption                                | 28.6%                           | 30.8%                    | 18.6%                 | 14.3%         | 21.7%         | 11.8%                       | 23.1%                       | 36.4%         | 22.7% | 21.7%   | 9.5%  |
| Health                                         | 0.0%                            | 7.7%                     | 6.8%                  | 4.8%          | 0.0%          | 5.9%                        | 5.1%                        | 6.8%          | 4.5%  | 13.0%   | 0.0%  |
| Financial markets                              | 4.8%                            | 7.7%                     | 5.1%                  | 4.8%          | 0.0%          | 2.0%                        | 2.6%                        | 0.0%          | 4.5%  | 17.4%   | 0.0%  |
| Public sector governance/reform                | 14.3%                           | 15.4%                    | 25.4%                 | 19.0%         | 4.3%          | 31.4%                       | 25.6%                       | 15.9%         | 18.2% | 26.1%   | 14.3% |
| Water and sanitation                           | 4.8%                            | 0.0%                     | 0.0%                  | 0.0%          | 0.0%          | 5.9%                        | 5.1%                        | 11.4%         | 0.0%  | 0.0%    | 0.0%  |
| Pollution                                      | 0.0%                            | 0.0%                     | 1.7%                  | 0.0%          | 0.0%          | 0.0%                        | 0.0%                        | 2.3%          | 0.0%  | 8.7%    | 0.0%  |
| Job creation/employment                        | 47.6%                           | 38.5%                    | 40.7%                 | 52.4%         | 65.2%         | 49.0%                       | 46.2%                       | 52.3%         | 63.6% | 34.8%   | 57.1% |
| Gender equity                                  | 0.0%                            | 7.7%                     | 1.7%                  | 4.8%          | 4.3%          | 5.9%                        | 5.1%                        | 4.5%          | 0.0%  | 4.3%    | 0.0%  |
| Private sector development                     | 52.4%                           | 23.1%                    | 33.9%                 | 28.6%         | 43.5%         | 17.6%                       | 38.5%                       | 25.0%         | 31.8% | 21.7%   | 23.8% |
| Education                                      | 38.1%                           | 15.4%                    | 52.5%                 | 28.6%         | 26.1%         | 31.4%                       | 33.3%                       | 31.8%         | 22.7% | 34.8%   | 28.6% |
| Global/regional integration                    | 0.0%                            | 0.0%                     | 5.1%                  | 9.5%          | 0.0%          | 2.0%                        | 2.6%                        | 2.3%          | 9.1%  | 8.7%    | 0.0%  |
| Food safety*                                   | 0.0%                            | 15.4%                    | 5.1%                  | 0.0%          | 4.3%          | 0.0%                        | 2.6%                        | 0.0%          | 0.0%  | 0.0%    | 9.5%  |
| Urban development                              | 4.8%                            | 0.0%                     | 5.1%                  | 4.8%          | 13.0%         | 3.9%                        | 2.6%                        | 2.3%          | 4.5%  | 8.7%    | 4.8%  |
| Natural resource management                    | 0.0%                            | 0.0%                     | 3.4%                  | 4.8%          | 0.0%          | 2.0%                        | 0.0%                        | 0.0%          | 0.0%  | 4.3%    | 4.8%  |

*Significantly different between stakeholder groups*
A. General Issues Facing Uzbekistan (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------|---------------------------------|--------------------------|------------------------|----------------|-----------------|-------------------------------|-----------------------------|-------------|-------|---------|-------|
| Inadequate level of capacity in the government* | 15.0% | 18.2% | 28.6% | 45.0% | 4.5% | 51.0% | 28.9% | 43.2% | 28.6% | 30.4% | 23.8% |
| Corruption | 40.0% | 45.5% | 35.7% | 10.0% | 31.8% | 21.6% | 21.1% | 36.4% | 42.9% | 39.1% | 38.1% |
| Political pressures and obstacles | 5.0% | 0.0% | 7.1% | 10.0% | 13.6% | 7.8% | 18.4% | 2.3% | 9.5% | 8.7% | 9.5% |
| Inadequate level of private sector participation* | 20.0% | 36.4% | 17.9% | 5.0% | 31.8% | 3.9% | 42.1% | 20.5% | 14.3% | 17.4% | 23.8% |
| Inadequate level of citizen/civil society participation | 45.0% | 27.3% | 28.6% | 30.0% | 50.0% | 15.7% | 26.3% | 38.6% | 28.6% | 21.7% | 33.3% |
| Inadequate level of donor coordination | 5.0% | 0.0% | 0.0% | 5.0% | 13.6% | 2.0% | 0.0% | 6.8% | 0.0% | 8.7% | 9.5% |
| Reforms are not well thought out in light of country challenges | 15.0% | 9.1% | 28.6% | 35.0% | 22.7% | 27.5% | 26.3% | 22.7% | 33.3% | 26.1% | 14.3% |
| Poor coordination within the government | 30.0% | 18.2% | 32.1% | 30.0% | 9.1% | 31.4% | 23.7% | 15.9% | 4.8% | 21.7% | 9.5% |
| Inadequate level of government accountability | 10.0% | 18.2% | 8.9% | 10.0% | 4.5% | 21.6% | 10.5% | 9.1% | 23.8% | 17.4% | 14.3% |
| Other | 0.0% | 9.1% | 3.6% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 9.5% |

*Significantly different between stakeholder groups
## A. General Issues Facing Uzbekistan (continued)

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

| Stakeholder Group                          | Office of President/PM/Minister Mean | Office of Parliamentarian Mean | Employee of a Ministry Mean | PMU/Consultant Mean | Local Government Mean | Bilateral/Multilateral Agency Mean | Private/Financial Sector/Bank Mean | Civil Society Mean | Media Mean | Academia Mean | Other Mean |
|-------------------------------------------|--------------------------------------|-------------------------------|-----------------------------|---------------------|----------------------|-------------------------------|-----------------------------------|------------------|-----------|--------------|------------|
| The national/federal government*         | 6.93                                 | 6.87                          | 6.79                        | 6.75                | 7.76                 | 6.77                          | 5.94                             | 6.00             | 6.39      | 5.90         | 7.67       |
| Bilateral organizations                   | 6.38                                 | 6.83                          | 6.43                        | 6.62                | 6.65                 | 7.47                          | 6.46                             | 6.03             | 6.71      | 5.47         | 7.00       |
| The World Bank Group                      | 7.31                                 | 6.55                          | 7.19                        | 7.95                | 7.33                 | 7.62                          | 6.87                             | 6.83             | 7.57      | 6.36         | 7.27       |
| The International Monetary Fund*          | 6.43                                 | 6.78                          | 6.25                        | 6.27                | 7.44                 | 7.74                          | 5.57                             | 6.14             | 7.08      | 5.83         | 6.73       |
| UN*                                       | 7.07                                 | 7.20                          | 6.40                        | 7.41                | 7.28                 | 7.50                          | 5.86                             | 5.92             | 7.13      | 6.00         | 6.81       |
| Regional development banks                | 7.37                                 | 7.50                          | 7.12                        | 7.44                | 8.22                 | 7.74                          | 6.97                             | 6.46             | 7.38      | 6.38         | 7.36       |
| Uzbekistan's Central Bank*                | 6.93                                 | 8.00                          | 6.37                        | 6.90                | 7.71                 | 7.08                          | 5.80                             | 5.59             | 6.31      | 5.48         | 7.62       |
| International private sector              | 6.23                                 | 6.86                          | 5.60                        | 6.33                | 7.11                 | 6.81                          | 6.00                             | 5.43             | 6.33      | 5.38         | 6.45       |
| Domestic private sector                   | 6.06                                 | 6.78                          | 6.08                        | 6.12                | 6.71                 | 6.93                          | 6.10                             | 5.59             | 6.57      | 5.68         | 6.92       |
| International civil society*              | 6.73                                 | 5.50                          | 4.98                        | 5.00                | 6.50                 | 6.24                          | 4.89                             | 5.44             | 6.22      | 4.24         | 5.20       |
| Domestic civil society*                   | 6.19                                 | 5.63                          | 4.82                        | 4.81                | 6.25                 | 6.20                          | 4.07                             | 5.61             | 6.12      | 4.52         | 5.56       |
| Faith-based institutions*                 | 6.20                                 | 5.71                          | 5.47                        | 5.63                | 7.10                 | 6.00                          | 4.22                             | 4.69             | 5.00      | 4.21         | 5.75       |
| Domestic traditional media and their web presence | 6.25                                 | 6.50                          | 5.75                        | 6.06                | 6.76                 | 6.06                          | 5.10                             | 4.97             | 6.25      | 5.41         | 6.56       |
| International media and their web presence* | 6.44                                 | 5.78                          | 5.33                        | 7.06                | 7.05                 | 6.02                          | 5.39                             | 5.69             | 6.89      | 4.82         | 6.47       |
| Web based media                           | 6.76                                 | 6.00                          | 6.31                        | 7.35                | 6.90                 | 7.10                          | 6.65                             | 6.58             | 6.94      | 5.50         | 6.53       |

*Significantly different between stakeholder groups
A. General Issues Facing Uzbekistan (continued)

Please describe the direction Uzbekistan is moving in, when considering ... (1-Getting much worse, 5-Getting much better)

|                                | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|--------------------------------|---------------------------------|---------------------------|------------------------|----------------|------------------|-------------------------------|-------------------------------|--------------|-------|----------|-------|
| N Mean                         | N Mean                          | N Mean                    | N Mean                 | N Mean         | N Mean           | N Mean                        | N Mean                        | N Mean       | N Mean | N Mean   | N Mean |
| Human development*             | 18 3.83                         | 11 4.27                   | 55 3.60                | 21 3.48        | 22 4.23          | 52 3.65                       | 35 3.26                       | 40 3.70      | 19 3.63 | 23 3.48  | 18 3.72 |
| Equal opportunity for girls and boys, men and women* | 18 4.00                         | 10 4.10                   | 53 3.74                | 21 3.43        | 22 4.09          | 52 3.67                       | 35 3.51                       | 39 3.62      | 18 3.39 | 23 3.43  | 19 4.00 |
| Growing Uzbekistan’s economy in a way that leads to jobs and employment | 18 3.94                         | 12 4.25                   | 55 3.75                | 21 3.52        | 22 4.05          | 51 3.88                       | 35 3.49                       | 39 3.64      | 18 3.72 | 23 3.61  | 18 3.89 |
| The gap between the rich and the poor* | 18 3.00                         | 12 3.50                   | 54 2.80                | 21 2.71        | 22 3.41          | 52 2.88                       | 35 2.60                       | 39 2.67      | 18 2.89 | 23 2.65  | 18 3.44 |
| Making government more effective* | 18 3.67                         | 11 4.27                   | 54 3.52                | 20 3.40        | 22 3.95          | 52 3.63                       | 35 3.31                       | 39 3.44      | 18 3.89 | 23 3.26  | 17 3.88 |
| Anti-corruption*               | 18 3.61                         | 11 3.82                   | 54 3.50                | 21 3.00        | 22 3.86          | 51 3.65                       | 35 3.17                       | 40 3.30      | 19 3.32 | 23 3.35  | 17 3.94 |
| Attracting new sources of foreign investment | 18 4.17                         | 11 4.18                   | 55 4.00                | 21 4.00        | 21 4.05          | 52 3.85                       | 35 3.54                       | 38 3.95      | 18 3.94 | 23 3.70  | 17 4.06 |
| Improving conditions for doing business | 18 4.06                         | 11 4.45                   | 55 3.73                | 20 3.85        | 21 4.29          | 52 3.81                       | 35 3.69                       | 39 3.95      | 18 3.78 | 23 3.74  | 18 4.17 |

*Significantly different between stakeholder groups
### A. General Issues Facing Uzbekistan (continued)

Listed below are global challenges. Which do you think have the most serious impact of Uzbekistan? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|---------------------------------|--------------------------|-----------------------|----------------|------------------|-----------------------------|-----------------------------|--------------|-------|----------|-------|
| Climate change                                | 22.2%                           | 30.8%                    | 9.1%                  | 9.5%           | 28.6%            | 15.4%                       | 8.6%                        | 7.1%         | 21.1% | 13.0%    | 21.1% |
| Terrorism                                     | 27.8%                           | 23.1%                    | 7.3%                  | 9.5%           | 19.0%            | 5.8%                        | 8.6%                        | 16.7%        | 5.3%  | 4.3%     | 21.1% |
| Migrants and refugees                         | 11.1%                           | 0.0%                     | 0.0%                  | 0.0%           | 3.8%             | 5.7%                        | 7.1%                        | 5.3%         | 13.0% | 0.0%     | 0.0%  |
| Jobs/employment                               | 44.4%                           | 61.5%                    | 56.4%                 | 57.1%          | 52.4%            | 53.8%                       | 51.4%                       | 61.9%        | 57.9% | 60.9%    | 63.2% |
| Trade constraints*                            | 22.2%                           | 7.7%                     | 32.7%                 | 38.1%          | 42.9%            | 34.6%                       | 51.4%                       | 26.2%        | 31.6% | 8.7%     | 21.1% |
| The gap between the rich and the poor         | 22.2%                           | 15.4%                    | 23.6%                 | 23.8%          | 4.8%             | 25.0%                       | 17.1%                       | 31.0%        | 36.8% | 30.4%    | 15.8% |
| Environmental degradation                    | 11.1%                           | 23.1%                    | 18.2%                 | 23.8%          | 9.5%             | 11.5%                       | 11.4%                       | 14.3%        | 10.5% | 30.4%    | 21.1% |
| Fragility in Uzbekistan or neighboring countries | 22.2%                           | 15.4%                    | 12.7%                 | 9.5%           | 14.3%            | 11.5%                       | 17.1%                       | 14.3%        | 21.1% | 8.7%     | 10.5% |
| Technology based disruption                   | 5.6%                            | 7.7%                     | 18.2%                 | 9.5%           | 9.5%             | 9.6%                        | 17.1%                       | 2.4%         | 0.0%  | 8.7%     | 0.0%  |
| Geo-political uncertainty                    | 11.1%                           | 7.7%                     | 9.1%                  | 4.8%           | 4.8%             | 11.5%                       | 5.7%                        | 7.1%         | 5.3%  | 13.0%    | 10.5% |

*Significantly different between stakeholder groups

When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ...? (1-Engage significantly less, 5-Engage significantly more)

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|---------------------------------|--------------------------|-----------------------|----------------|------------------|-----------------------------|-----------------------------|--------------|-------|----------|-------|
| Engage significantly less | 3.6%                            |                          |                       |                |                  |                             |                             |              |       |          |       |
| Engage somewhat less      | 3.6%                            |                          |                       |                |                  |                             |                             |              |       |          |       |
| Engage somewhat more      | 22.2%                           | 46.2%                    | 20.0%                 | 14.3%          | 30.4%            | 17.6%                       | 17.1%                       | 20.9%        | 35.0% | 34.8%    | 30.0% |
| Engage significantly more | 55.6%                           | 38.5%                    | 58.2%                 | 66.7%          | 43.5%            | 70.6%                       | 54.3%                       | 69.8%        | 45.0% | 52.2%    | 35.0% |
| Engage at the same level it does currently  | 11.1%                           | 15.4%                    | 1.8%                  | 4.8%           | 17.4%            | 7.8%                        | 5.7%                        | 9.3%         | 10.0% | 10.0%    |       |
| Don't know                | 11.1%                           |                          |                       |                |                  |                             |                             |              |       |          |       |
### A. General Issues Facing Uzbekistan (continued)

#### To what extent do you trust domestic private sector to engage in public service delivery in Uzbekistan?

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|---------------------------------|---------------------------|------------------------|----------------|----------------|-------------------------------|-----------------------------|-------------|-------|---------|-------|
| To a very low degree      | 16.7%                           | 10.9%                     | 4.8%                   | 1.9%           | 5.7%           | 7.0%                          | 5.0%                        | 13.0%       | 5.0%  |
| To a somewhat low degree  | 22.2%                           | 23.1%                     | 23.6%                  | 28.6%          | 18.2%          | 26.9%                         | 28.6%                       | 27.9%       | 15.0% | 39.1%   | 30.0% |
| To a somewhat high degree | 44.4%                           | 53.8%                     | 52.7%                  | 52.4%          | 59.1%          | 42.3%                         | 34.3%                       | 53.5%       | 55.0% | 30.4%   | 60.0% |
| To a very high degree     | 11.1%                           | 7.7%                      | 1.8%                   | 13.6%          | 15.4%          | 22.9%                         | 7.0%                        | 17.4%       | 5.0%  |
| Don't know                | 5.6%                            | 15.4%                     | 10.9%                  | 14.3%          | 9.1%           | 13.5%                         | 8.6%                        | 4.7%        | 25.0% |

#### To what extent do you trust international private sector to engage in public service delivery in Uzbekistan?*

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|---------------------------------|---------------------------|------------------------|----------------|----------------|-------------------------------|-----------------------------|-------------|-------|---------|-------|
| To a very low degree      | 11.1%                           | 7.7%                      | 16.4%                  | 4.8%           | 13.0%          | 7.7%                          | 14.3%                       | 4.7%        | 5.0%  | 21.7%   | 15.8% |
| To a somewhat low degree  | 44.4%                           | 38.5%                     | 29.1%                  | 42.9%          | 34.8%          | 19.2%                         | 22.9%                       | 30.2%       | 15.0% | 34.8%   | 21.1% |
| To a somewhat high degree | 33.3%                           | 38.5%                     | 45.5%                  | 38.1%          | 34.8%          | 34.6%                         | 37.1%                       | 46.5%       | 50.0% | 30.4%   | 26.3% |
| To a very high degree     | 11.1%                           | 15.4%                     | 9.1%                   | 14.3%          | 17.4%          | 17.3%                         | 5.7%                        | 7.0%        | 25.0% | 31.6%   |
| Don't know                |                                 |                           |                        |                |                |                               |                             |             |       |         |

*Significantly different between stakeholder groups*
### B. Overall Attitudes toward the World Bank Group

#### How familiar are you with the work of the World Bank Group in Uzbekistan?*

| Stakeholder Group | N  | Mean |
|-------------------|----|------|
| Office of President/PM/Minister | 17 | 6.82 |
| Office of Parliamentarian | 13 | 6.08 |
| Employee of a Ministry | 52 | 6.81 |
| PMU/Consultant | 21 | 8.24 |
| Local Government | 22 | 6.32 |
| Bilateral/Multilateral Agency | 52 | 7.19 |
| Private/Financial Sector/Bank | 34 | 6.85 |
| Civil Society | 40 | 6.15 |
| Media | 20 | 5.35 |
| Academia | 23 | 5.96 |
| Other | 20 | 5.85 |

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

#### Overall, please rate your impression of the WBG’s effectiveness in Uzbekistan.

| Stakeholder Group | N  | Mean |
|-------------------|----|------|
| Office of President/PM/Minister | 16 | 7.50 |
| Office of Parliamentarian | 11 | 7.18 |
| Employee of a Ministry | 48 | 6.92 |
| PMU/Consultant | 20 | 8.15 |
| Local Government | 20 | 7.80 |
| Bilateral/Multilateral Agency | 49 | 7.63 |
| Private/Financial Sector/Bank | 33 | 6.67 |
| Civil Society | 34 | 6.59 |
| Media | 17 | 6.88 |
| Academia | 21 | 6.95 |
| Other | 18 | 6.50 |

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

#### To what extent do you believe the WBG’s staff is well prepared to help Uzbekistan solve its most complicated development challenges?

| Stakeholder Group | N  | Mean |
|-------------------|----|------|
| Office of President/PM/Minister | 16 | 7.19 |
| Office of Parliamentarian | 10 | 7.10 |
| Employee of a Ministry | 45 | 7.51 |
| PMU/Consultant | 20 | 8.25 |
| Local Government | 20 | 7.40 |
| Bilateral/Multilateral Agency | 45 | 7.73 |
| Private/Financial Sector/Bank | 29 | 7.48 |
| Civil Society | 36 | 7.03 |
| Media | 16 | 7.19 |
| Academia | 20 | 7.00 |
| Other | 16 | 6.88 |

*(1-To no degree at all, 10-To a very significant degree)*
B. Overall Attitudes toward the World Bank Group (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|---------------------------------|--------------------------|------------------------|----------------|----------------|-------------------------------|-----------------------------|--------------|-------|---------|-------|
| Job creation/employment                       | 50.0%                           | 38.5%                    | 28.3%                  | 23.8%          | 21.7%          | 25.0%                         | 26.5%                       | 35.7%        | 40.0% | 34.8%   | 60.0% |
| Health*                                       | 16.7%                           | 30.8%                    | 18.9%                  | 33.3%          | 30.4%          | 3.8%                          | 8.8%                        | 14.3%        | 15.0% | 26.1%   | 5.0%  |
| Financial markets *                           | 5.6%                            | 7.7%                     | 11.3%                  | 9.5%           | 26.1%          | 7.7%                          | 38.2%                       | 0.0%         | 10.0% | 8.7%    | 5.0%  |
| Social protection                             | 5.6%                            | 7.7%                     | 9.4%                   | 0.0%           | 17.4%          | 19.2%                         | 8.8%                        | 16.7%        | 15.0% | 8.7%    | 15.0% |
| Gender equity                                 | 0.0%                            | 7.7%                     | 0.0%                   | 0.0%           | 13.0%          | 5.8%                          | 2.9%                        | 9.5%         | 0.0%  | 0.0%    | 5.0%  |
| Private sector development                    | 16.7%                           | 46.2%                    | 28.3%                  | 23.8%          | 34.8%          | 15.4%                         | 17.6%                       | 28.6%        | 25.0% | 17.4%   | 10.0% |
| Education*                                    | 22.2%                           | 30.8%                    | 50.9%                  | 23.8%          | 30.4%          | 26.9%                         | 23.5%                       | 38.1%        | 30.0% | 60.9%   | 30.0% |
| Public sector governance/reform*              | 27.8%                           | 7.7%                     | 22.6%                  | 38.1%          | 8.7%           | 26.9%                         | 26.5%                       | 7.1%         | 40.0% | 21.7%   | 10.0% |
| Energy*                                       | 0.0%                            | 7.7%                     | 15.1%                  | 4.8%           | 0.0%           | 15.4%                         | 11.8%                       | 28.6%        | 10.0% | 4.3%    | 10.0% |
| Water and sanitation                          | 5.6%                            | 7.7%                     | 3.8%                   | 14.3%          | 8.7%           | 15.4%                         | 11.8%                       | 28.6%        | 10.0% | 4.3%    | 10.0% |
| Pollution                                     | 0.0%                            | 7.7%                     | 5.7%                   | 0.0%           | 0.0%           | 0.0%                          | 0.0%                        | 0.0%         | 0.0%  | 0.0%    | 0.0%  |
| Global/regional integration                   | 5.6%                            | 7.7%                     | 1.9%                   | 4.8%           | 4.3%           | 3.8%                          | 2.9%                        | 0.0%         | 0.0%  | 0.0%    | 0.0%  |
| Food safety                                   | 0.0%                            | 7.7%                     | 1.9%                   | 0.0%           | 0.0%           | 1.9%                          | 0.0%                        | 2.4%         | 5.0%  | 0.0%    | 0.0%  |
| Urban development                             | 11.1%                           | 7.7%                     | 9.4%                   | 9.5%           | 4.3%           | 1.9%                          | 2.9%                        | 9.5%         | 0.0%  | 8.7%    | 15.0% |
| Equality of opportunity*                      | 0.0%                            | 7.7%                     | 3.8%                   | 0.0%           | 0.0%           | 5.8%                          | 2.9%                        | 19.0%        | 0.0%  | 8.7%    | 5.0%  |
| Information and communications technology      | 11.1%                           | 0.0%                     | 7.5%                   | 0.0%           | 21.7%          | 11.5%                         | 14.7%                       | 4.8%         | 10.0% | 8.7%    | 20.0% |
| Transport                                     | 0.0%                            | 0.0%                     | 1.9%                   | 9.5%           | 13.0%          | 5.8%                          | 8.8%                        | 0.0%         | 0.0%  | 0.0%    | 5.0%  |
| Agriculture and rural development             | 33.3%                           | 7.7%                     | 9.4%                   | 23.8%          | 26.1%          | 30.8%                         | 29.4%                       | 26.2%        | 25.0% | 30.4%   | 25.0% |
| Trade and exports                             | 5.6%                            | 7.7%                     | 5.7%                   | 9.5%           | 8.7%           | 13.5%                         | 5.9%                        | 7.1%         | 5.0%  | 4.3%    | 5.0%  |
| Crime and violence*                           | 11.1%                           | 0.0%                     | 0.0%                   | 0.0%           | 0.0%           | 0.0%                          | 2.9%                        | 0.0%         | 0.0%  | 0.0%    | 0.0%  |
| Natural resource management                   | 5.6%                            | 0.0%                     | 7.5%                   | 0.0%           | 8.7%           | 3.8%                          | 2.9%                        | 4.8%         | 5.0%  | 0.0%    | 0.0%  |
| Climate change                                | 0.0%                            | 0.0%                     | 3.8%                   | 4.8%           | 0.0%           | 9.6%                          | 0.0%                        | 0.0%         | 5.0%  | 0.0%    | 0.0%  |
| Judiciary reform                              | 11.1%                           | 0.0%                     | 1.9%                   | 14.3%          | 0.0%           | 3.8%                          | 5.9%                        | 7.1%         | 0.0%  | 8.7%    | 5.0%  |
| Economic growth                               | 16.7%                           | 30.8%                    | 26.4%                  | 28.6%          | 8.7%           | 21.2%                         | 17.6%                       | 4.8%         | 15.0% | 17.4%   | 30.0% |
| Disaster risk management                      | 0.0%                            | 0.0%                     | 0.0%                   | 0.0%           | 4.3%           | 0.0%                          | 0.0%                        | 0.0%         | 0.0%  | 0.0%    | 0.0%  |
| Poverty reduction                             | 16.7%                           | 0.0%                     | 5.7%                   | 4.8%           | 0.0%           | 5.8%                          | 5.9%                        | 7.1%         | 10.0% | 13.0%   | 5.0%  |
| Anti-corruption                               | 22.2%                           | 7.7%                     | 11.3%                  | 4.8%           | 8.7%           | 7.7%                          | 11.8%                       | 21.4%        | 25.0% | 13.0%   | 10.0% |

*Significantly different between stakeholder groups
## B. Overall Attitudes toward the World Bank Group (continued)

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

| Greatest Value Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|----------------------------------------|-------------------------------|----------------------------|------------------------|----------------|-----------------|-----------------------------|-----------------------------|-------------|-------|---------|-------|
| Bringing together different groups of stakeholders | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 9.8% | 2.9% | 17.5% | 5.3% | 4.5% | 5.9% |
| Capacity development related to World Bank Group supported projects | 12.5% | 0.0% | 19.6% | 26.3% | 15.8% | 7.8% | 8.8% | 5.0% | 15.8% | 18.2% | 23.5% |
| Technical assistance | 25.0% | 0.0% | 15.7% | 0.0% | 0.0% | 7.8% | 5.9% | 10.0% | 5.3% | 9.1% | 23.5% |
| Policy advice, studies, analyses* | 6.3% | 0.0% | 2.0% | 5.3% | 31.6% | 19.6% | 5.9% | 7.5% | 5.3% | 9.1% | 0.0% |
| Financial resources* | 18.8% | 50.0% | 31.4% | 21.1% | 42.1% | 19.6% | 38.2% | 12.5% | 42.1% | 13.6% | 17.6% |
| Data and statistics | 0.0% | 0.0% | 3.9% | 5.3% | 0.0% | 3.9% | 2.9% | 5.0% | 0.0% | 4.5% | 5.9% |
| Promoting knowledge sharing | 12.5% | 10.0% | 9.8% | 0.0% | 10.5% | 9.8% | 20.6% | 7.5% | 5.3% | 18.2% | 0.0% |
| Implementation support | 12.5% | 30.0% | 11.8% | 36.8% | 0.0% | 7.8% | 8.8% | 20.0% | 15.8% | 18.2% | 23.5% |
| Mobilizing third party financial resources | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 11.8% | 2.9% | 10.0% | 5.3% | 0.0% | 0.0% |
| Donor coordination | 6.3% | 10.0% | 0.0% | 5.3% | 0.0% | 2.0% | 2.9% | 2.5% | 0.0% | 4.5% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | 0.0% |

| 2nd Greatest Value Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------|-------------------------------|----------------------------|------------------------|-----------------|-----------------|-----------------------------|-----------------------------|-------------|-------|---------|-------|
| Bringing together different groups of stakeholders* | 6.3% | 0.0% | 8.0% | 0.0% | 36.8% | 2.0% | 2.9% | 7.5% | 10.5% | 9.1% | 18.8% |
| Capacity development related to World Bank Group supported projects | 12.5% | 33.3% | 16.0% | 15.8% | 10.5% | 11.8% | 20.6% | 7.5% | 15.8% | 13.6% | 6.3% |
| Technical assistance | 6.3% | 0.0% | 18.0% | 15.8% | 0.0% | 13.7% | 5.9% | 7.5% | 0.0% | 4.5% | 18.8% |
| Policy advice, studies, analyses | 6.3% | 0.0% | 8.0% | 15.8% | 10.5% | 21.6% | 14.7% | 17.5% | 21.1% | 18.2% | 0.0% |
| Financial resources | 18.7% | 0.0% | 14.0% | 26.3% | 5.3% | 13.7% | 8.8% | 7.5% | 15.8% | 9.1% | 6.3% |
| Data and statistics | 6.3% | 0.0% | 2.0% | 0.0% | 0.0% | 7.8% | 8.8% | 7.5% | 5.3% | 9.1% | 12.5% |
| Promoting knowledge sharing | 6.3% | 22.2% | 10.0% | 5.3% | 5.3% | 7.8% | 8.8% | 12.5% | 5.3% | 9.1% | 0.0% |
| Implementation support | 18.8% | 11.1% | 14.0% | 21.1% | 21.1% | 9.8% | 23.5% | 15.0% | 15.8% | 22.7% | 18.8% |
| Mobilizing third party financial resources | 6.3% | 22.2% | 8.0% | 0.0% | 10.5% | 7.8% | 2.9% | 7.5% | 10.5% | 4.5% | 6.3% |
| Donor coordination | 12.5% | 11.1% | 2.0% | 0.0% | 0.0% | 3.9% | 2.9% | 10.0% | 0.0% | 0.0% | 12.5% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups
### B. Overall Attitudes toward the World Bank Group (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|----------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|-----------------|-----------------------------|-----------------------------|--------------|-------|----------|-------|
| Not collaborating enough with private sector*| 16.7%                           | 38.5%                     | 7.7%                   | 15.8%          | 47.8%           | 11.8%                       | 12.1%                       | 11.9%        | 5.3%  | 23.8%    | 6.3%  |
| Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN* | 5.6%                            | 0.0%                      | 0.0%                   | 5.3%           | 8.7%            | 29.4%                       | 6.1%                        | 4.8%         | 0.0%  | 4.8%     | 6.3%  |
| Not aligned with country priorities*         | 11.1%                           | 7.7%                      | 1.9%                   | 0.0%           | 0.0%            | 0.0%                        | 0.0%                        | 0.0%         | 0.0%  | 0.0%     | 0.0%  |
| Not willing to honestly criticize policies and reform efforts in the country | 11.1%                           | 0.0%                      | 13.5%                  | 15.8%          | 0.0%            | 15.7%                       | 18.2%                       | 21.4%        | 21.1% | 4.8%     | 6.3%  |
| Staff too inaccessible                       | 5.6%                            | 7.7%                      | 3.8%                   | 0.0%           | 8.7%            | 3.9%                        | 3.0%                        | 2.4%         | 5.3%  | 4.8%     | 0.0%  |
| Not adequately sensitive to political/social realities in Uzbekistan | 16.7%                           | 0.0%                      | 19.2%                  | 15.8%          | 21.7%           | 17.6%                       | 18.2%                       | 11.9%        | 0.0%  | 14.3%    | 12.5% |
| Too influenced by developed countries        | 16.7%                           | 38.5%                     | 17.3%                  | 15.8%          | 4.3%            | 7.8%                        | 15.2%                       | 9.5%         | 21.1% | 4.8%     | 6.3%  |
| WBG’s processes too slow and complex         | 11.1%                           | 7.7%                      | 25.0%                  | 10.5%          | 8.7%            | 5.9%                        | 12.1%                       | 7.1%         | 10.5% | 14.3%    | 18.8% |
| Not adequately flexible                      | 0.0%                            | 0.0%                      | 3.8%                   | 10.5%          | 0.0%            | 9.8%                        | 3.0%                        | 2.4%         | 10.5% | 4.8%     | 6.3%  |
| Not sufficiently focused on sustainable results | 0.0%                            | 0.0%                      | 7.7%                   | 5.3%           | 4.3%            | 11.8%                       | 9.1%                        | 11.9%        | 10.5% | 14.3%    | 18.8% |
| Not collaborating enough with civil society* | 22.2%                           | 0.0%                      | 7.7%                   | 5.3%           | 8.7%            | 7.8%                        | 9.1%                        | 52.4%        | 21.1% | 28.6%    | 6.3%  |
| Not enough public disclosure of its work     | 27.8%                           | 38.5%                     | 15.4%                  | 10.5%          | 30.4%           | 7.8%                        | 21.2%                       | 31.0%        | 26.3% | 23.8%    | 6.3%  |
| Arrogant in its approach                     | 0.0%                            | 7.7%                      | 3.8%                   | 0.0%           | 4.3%            | 2.0%                        | 0.0%                        | 0.0%         | 4.8%  | 6.3%     | 0.0%  |
| Inadequate WBG’s staffing in Uzbekistan*     | 5.6%                            | 0.0%                      | 3.8%                   | 15.8%          | 21.7%           | 2.0%                        | 3.0%                        | 4.8%         | 0.0%  | 0.0%     | 0.0%  |
| Other                                        | 0.0%                            | 0.0%                      | 0.0%                   | 0.0%           | 0.0%            | 3.9%                        | 0.0%                        | 4.8%         | 0.0%  | 9.5%     | 0.0%  |
| Don’t know*                                  | 16.7%                           | 15.4%                     | 19.2%                  | 21.1%          | 4.3%            | 13.7%                       | 27.3%                       | 4.8%         | 21.1% | 4.8%     | 37.5% |

*Significantly different between stakeholder groups
B. Overall Attitudes toward the World Bank Group (continued)

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

| Percentage of Respondents          | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------|---------------------------------|---------------------------|------------------------|-----------------|------------------|-----------------------------|-------------------------------|---------------|-------|----------|-------|
| To a fully sufficient degree      | 5.6%                            | 15.4%                     | 14.0%                  | 6.0%            | 2.4%             | 5.0%                        | 5.6%                          |               |       |          |       |
| To a somewhat sufficient degree   | 11.1%                           | 15.4%                     | 26.0%                  | 42.1%           | 26.1%            | 24.0%                       | 20.6%                        | 17.1%         | 20.0% | 18.2%    | 11.1% |
| To a somewhat insufficient degree | 50.0%                           | 23.1%                     | 32.0%                  | 21.1%           | 43.5%            | 44.0%                       | 41.2%                        | 43.9%         | 35.0% | 50.0%    | 33.3% |
| To a very insufficient degree     | 27.8%                           | 23.1%                     | 12.0%                  | 26.3%           | 21.7%            | 18.0%                       | 23.5%                        | 19.5%         | 20.0% | 22.7%    | 11.1% |
| Don't know                        | 5.6%                            | 23.1%                     | 16.0%                  | 10.5%           | 8.7%             | 8.0%                        | 14.7%                        | 17.1%         | 20.0% | 9.1%     | 38.9% |

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

| Percentage of Respondents             | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|--------------------------------------|---------------------------------|---------------------------|------------------------|-----------------|------------------|-----------------------------|-------------------------------|---------------|-------|----------|-------|
| Increased its emphasis recently      | 55.6%                           | 53.8%                     | 49.0%                  | 36.8%           | 69.6%            | 40.0%                       | 32.4%                        | 53.7%         | 30.0%| 31.8%    | 33.3% |
| Decreased its emphasis recently      | 2.0%                            | 5.3%                      | 13.0%                  | 12.0%           | 11.8%            | 4.9%                        | 5.0%                          | 13.6%         | 11.1%|          |       |
| Emphasis has remained pretty consistent over time | 38.9%                           | 23.1%                     | 19.6%                  | 36.8%           | 30.0%            | 32.4%                       | 22.0%                        | 30.0%         | 36.4%| 22.2%    |       |
| Don't know                           | 5.6%                            | 23.1%                     | 29.4%                  | 21.1%           | 17.4%            | 18.0%                       | 23.5%                        | 19.5%         | 35.0%| 18.2%    | 33.3% |
B. Overall Attitudes toward the World Bank Group (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU Consultant | Local Government | Bilateral/ Multilateral Agency | Private/ Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|-----------------|-----------------------------|-----------------------------|--------------|-------|---------|-------|
| Beneficiaries*                                | 5.6%                            | 15.4%                     | 15.4%                  | 31.6%          | 9.1%            | 25.0%                      | 8.8%                        | 9.8%         | 0.0%  | 4.5%    | 22.2% |
| Youth/university groups                       | 22.2%                           | 23.1%                     | 13.5%                  | 10.5%          | 9.1%            | 14.6%                      | 26.5%                      | 7.3%         | 10.0% | 27.3%   | 11.1% |
| Private sector                                | 33.3%                           | 30.8%                     | 44.2%                  | 36.8%          | 45.5%           | 39.6%                      | 58.8%                      | 26.8%        | 45.0% | 40.9%   | 50.0% |
| Local government*                             | 11.1%                           | 23.1%                     | 30.8%                  | 0.0%           | 77.3%           | 20.8%                      | 23.5%                      | 19.5%        | 5.0%  | 13.6%   | 11.1% |
| Donor community                               | 0.0%                            | 7.7%                      | 5.8%                   | 15.8%          | 0.0%            | 16.7%                      | 2.9%                       | 4.9%         | 0.0%  | 4.5%    | 0.0%  |
| NGOs/Community-Based Organizations*           | 44.4%                           | 15.4%                     | 9.6%                   | 21.1%          | 27.3%           | 18.8%                      | 14.7%                      | 73.2%        | 40.0% | 18.2%   | 0.0%  |
| Academia/think tanks/research institutes*     | 11.1%                           | 23.1%                     | 46.2%                  | 52.6%          | 4.5%            | 33.3%                      | 23.5%                      | 14.6%        | 15.0% | 63.6%   | 33.3% |
| Parliament                                    | 22.2%                           | 23.1%                     | 7.7%                   | 5.3%           | 13.6%           | 6.2%                       | 14.7%                      | 4.9%         | 10.0% | 0.0%    | 11.1% |
| Foundations                                   | 11.1%                           | 7.7%                      | 11.5%                  | 5.3%           | 9.1%            | 8.3%                       | 5.9%                       | 2.4%         | 10.0% | 0.0%    | 11.1% |
| Media*                                        | 22.2%                           | 7.7%                      | 3.8%                   | 0.0%           | 4.5%            | 6.3%                       | 14.7%                      | 24.4%        | 55.0% | 9.1%    | 11.1% |
| Other                                         | 5.6%                            | 0.0%                      | 3.8%                   | 0.0%           | 0.0%            | 4.2%                       | 0.0%                       | 2.4%         | 5.0%  | 0.0%    | 5.6%  |
| Don’t know                                    | 5.6%                            | 7.7%                      | 0.0%                   | 10.5%          | 0.0%            | 2.1%                       | 0.0%                       | 0.0%         | 0.0%  | 4.5%    | 11.1% |

*Significantly different between stakeholder groups

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

| Overall the World Bank Group currently plays a relevant role in development in Uzbekistan* | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU Consultant | Local Government | Bilateral/ Multilateral Agency | Private/ Financial Sector/Bank | Civil Society | Media | Academia | Other |
|----------------------------------------------------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|-----------------|-----------------------------|-----------------------------|--------------|-------|---------|-------|
| N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| 16 | 7.19 | 9 | 6.67 | 48 | 7.08 | 19 | 8.63 | 21 | 7.19 | 49 | 7.22 | 32 | 5.94 | 35 | 6.23 | 17 | 6.94 | 23 | 6.22 | 15 | 6.73 |

The WBG’s work is aligned with what I consider the development priorities for Uzbekistan

| N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| 15 | 7.40 | 10 | 6.50 | 47 | 6.94 | 19 | 8.05 | 19 | 7.32 | 49 | 7.14 | 32 | 6.44 | 35 | 6.80 | 18 | 6.94 | 22 | 6.45 | 15 | 7.20 |

*Significantly different between stakeholder groups
### B. Overall Attitudes toward the World Bank Group (continued)

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

| Response Category                                                                 | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|----------------------------------------------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|------------------|-------------------------------|-------------------------------|--------------|-------|----------|-------|
| Responsiveness to needs*                                                         | 17                              | 6.94                      | 7                      | 7.14           | 44               | 6.82                          | 18               | 7.44         | 19    | 7.42     | 43    | 7.14     | 27               | 5.67                          | 32               | 6.22         | 12    | 6.33     | 18    | 5.33     | 12    | 6.58     |
| Flexibility (in terms of the institution’s products and services)                | 16                              | 6.50                      | 8                      | 7.50           | 42               | 6.38                          | 18               | 6.94         | 18    | 7.06     | 45    | 6.69     | 30               | 5.87                          | 29               | 5.90         | 10    | 4.70     | 18    | 5.78     | 12    | 6.58     |
| Flexibility (in terms of changing country circumstances)                        | 17                              | 6.82                      | 8                      | 8.12           | 44               | 6.75                          | 18               | 6.39         | 19    | 7.05     | 45    | 6.84     | 29               | 5.97                          | 34               | 6.65         | 13    | 6.77     | 19    | 6.11     | 11    | 6.36     |
| Being inclusive                                                                  | 17                              | 6.94                      | 8                      | 7.00           | 41               | 6.71                          | 15               | 7.40         | 18    | 7.33     | 46    | 6.98     | 28               | 6.04                          | 31               | 6.03         | 12    | 6.50     | 19    | 6.00     | 13    | 6.77     |
| Openness (sharing data and other information)                                   | 17                              | 7.47                      | 9                      | 7.00           | 44               | 7.14                          | 17               | 7.47         | 18    | 7.22     | 46    | 7.17     | 32               | 7.16                          | 35               | 6.43         | 13    | 7.00     | 21    | 6.24     | 11    | 7.55     |
| Collaboration with the Government                                               | 17                              | 7.82                      | 8                      | 7.38           | 45               | 8.13                          | 18               | 8.22         | 20    | 7.85     | 45    | 7.93     | 31               | 7.42                          | 33               | 7.27         | 14    | 6.86     | 20    | 7.10     | 12    | 7.75     |
| The speed in which it gets things accomplished on the ground                     | 16                              | 6.63                      | 8                      | 6.88           | 43               | 6.91                          | 17               | 7.47         | 19    | 6.84     | 42    | 6.81     | 30               | 6.43                          | 34               | 7.15         | 10    | 5.70     | 18    | 5.50     | 10    | 6.50     |
| Helping to bring discipline/effective supervision to implementation of investment projects | 17                              | 6.94                      | 7                      | 7.71           | 43               | 7.23                          | 18               | 7.44         | 18    | 7.72     | 46    | 6.96     | 28               | 6.11                          | 30               | 6.70         | 11    | 6.36     | 18    | 6.11     | 12    | 7.33     |
| Collaboration with civil society                                                | 17                              | 6.41                      | 9                      | 6.33           | 34               | 6.59                          | 14               | 6.43         | 19    | 6.84     | 43    | 6.51     | 26               | 5.88                          | 34               | 6.38         | 12    | 6.33     | 19    | 5.42     | 10    | 6.90     |
| Staff accessibility                                                              | 16                              | 6.50                      | 8                      | 5.75           | 43               | 7.23                          | 19               | 7.42         | 19    | 7.47     | 44    | 7.09     | 30               | 6.30                          | 32               | 6.19         | 13    | 6.85     | 21    | 5.57     | 14    | 7.36     |
| Collaboration with other donors and development partners                        | 17                              | 6.76                      | 8                      | 6.88           | 39               | 7.28                          | 15               | 7.33         | 16    | 7.25     | 44    | 7.27     | 28               | 6.18                          | 30               | 6.70         | 9     | 7.22     | 18    | 5.67     | 12    | 7.67     |
| Collaboration with the private sector                                           | 15                              | 6.33                      | 8                      | 6.00           | 35               | 6.37                          | 14               | 6.14         | 18    | 6.72     | 37    | 6.35     | 31               | 5.52                          | 30               | 5.63         | 10    | 6.50     | 19    | 5.16     | 13    | 6.46     |
| Straightforwardness and honesty                                                  | 17                              | 7.76                      | 8                      | 8.00           | 44               | 7.20                          | 15               | 7.47         | 18    | 7.33     | 40    | 7.82     | 33               | 7.12                          | 30               | 7.33         | 11    | 7.55     | 21    | 6.24     | 12    | 7.83     |
| Treating clients and stakeholders in Uzbek with respect                          | 17                              | 8.06                      | 8                      | 8.62           | 41               | 7.93                          | 16               | 8.31         | 18    | 8.28     | 43    | 8.09     | 32               | 7.72                          | 33               | 7.79         | 12    | 7.83     | 18    | 6.94     | 12    | 8.00     |
| Being a long-term partner                                                        | 17                              | 7.88                      | 8                      | 8.62           | 46               | 8.33                          | 19               | 8.84         | 19    | 8.37     | 42    | 8.36     | 33               | 7.88                          | 30               | 7.83         | 14    | 7.71     | 20    | 7.05     | 12    | 8.00     |

*Significantly different between stakeholder groups*
### C. World Bank Group's Effectiveness and Results

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

| Area of Development | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------|---------------------------------|---------------------------|-----------------------|----------------|----------------|-----------------------------|-----------------------------|--------------|-------|----------|-------|
| N Mean              | N Mean                          | N Mean                    | N Mean                | N Mean         | N Mean         | N Mean                      | N Mean                      | N Mean       | N Mean | N Mean   | N Mean |
| Social protection   | 15 7.60                        | 8 7.75                    | 27 7.37               | 12 8.17        | 21 7.48        | 38 7.95                     | 19 6.68                     | 30 7.53      | 13 8.15 | 18 6.33  | 10 6.80|
| Gender equity*      | 13 8.00                        | 8 5.75                    | 27 5.96               | 13 8.00        | 19 8.21        | 35 7.54                     | 21 6.33                     | 32 7.00      | 14 6.71 | 17 5.47  | 11 7.00|
| Private sector development | 15 8.20 | 7 8.86 | 34 8.26               | 13 8.46         | 21 7.95        | 37 8.05                     | 26 8.58                     | 32 8.16      | 15 7.93 | 18 6.61  | 14 7.07|
| Education*          | 16 8.44                        | 8 8.88                    | 38 8.95               | 16 9.19        | 20 8.70        | 42 7.83                     | 24 8.38                     | 34 8.85      | 17 7.71 | 20 7.55  | 14 8.00|
| Public sector governance/reform | 14 7.50 | 7 7.43 | 32 8.16               | 14 8.71         | 19 7.84        | 45 7.62                     | 25 8.56                     | 28 7.75      | 18 7.89 | 19 7.37  | 11 7.82|
| Global/regional integration | 13 7.69 | 7 7.86 | 27 7.81               | 14 8.29         | 16 7.19        | 36 6.97                     | 23 7.87                     | 29 7.86      | 15 7.93 | 16 7.06  | 8 6.75 |
| Food safety         | 16 7.81                        | 8 7.38                    | 31 7.26               | 10 8.20        | 18 7.00        | 30 7.50                     | 20 6.26                     | 28 7.64      | 14 6.57 | 16 6.81  | 9 7.22 |
| Urban development   | 16 7.44                        | 9 7.56                    | 33 7.64               | 14 8.71        | 19 8.26        | 36 7.67                     | 23 7.09                     | 30 7.77      | 15 7.53 | 17 7.00  | 11 7.18|
| Energy              | 16 7.31                        | 8 7.63                    | 30 8.13               | 16 9.00        | 21 7.76        | 39 8.00                     | 24 8.46                     | 28 8.32      | 16 8.06 | 15 6.73  | 11 8.18|
| Water and sanitation| 16 7.00                        | 8 8.13                    | 33 8.70               | 18 8.89        | 20 7.95        | 37 8.41                     | 23 8.57                     | 29 8.97      | 15 8.33 | 15 8.00  | 12 8.08|
| Job creation/employment | 15 8.07 | 9 8.67 | 38 8.66               | 15 9.07         | 22 8.18        | 38 8.05                     | 25 8.08                     | 35 8.74      | 14 8.36 | 17 7.29  | 11 8.36|
| Health              | 16 8.25                        | 9 8.56                    | 32 8.91               | 15 9.13        | 20 8.35        | 39 8.15                     | 21 8.33                     | 31 8.90      | 14 8.50 | 16 7.56  | 9 8.33 |
| Financial markets   | 14 7.71                        | 9 8.78                    | 31 8.35               | 12 8.00        | 18 8.56        | 34 7.71                     | 23 8.87                     | 26 7.72      | 16 8.75 | 16 7.38  | 11 7.36|
| Transport           | 13 7.38                        | 7 7.71                    | 28 8.18               | 13 8.15        | 19 7.63        | 35 7.51                     | 21 7.86                     | 28 7.79      | 14 8.21 | 15 7.33  | 11 7.55|
| Agriculture and rural development | 15 7.60 | 10 7.40 | 35 8.63               | 15 8.73        | 18 8.06        | 39 8.15                     | 26 8.92                     | 31 8.39      | 14 8.21 | 18 7.94  | 12 8.00|
| Trade and exports   | 14 8.07                        | 8 8.75                    | 28 8.00               | 11 7.91        | 17 7.94        | 36 8.39                     | 25 7.60                     | 29 7.28      | 14 7.79 | 16 7.44  | 10 8.00|
| Natural resource management | 13 7.54 | 7 7.43 | 27 7.44               | 12 8.17         | 15 6.73        | 36 7.47                     | 19 7.58                     | 29 7.83      | 15 6.87 | 17 7.24  | 8 8.25 |
| Climate change      | 14 7.21                        | 8 8.13                    | 30 7.27               | 12 8.92        | 14 6.36        | 36 7.33                     | 21 7.76                     | 28 6.86      | 15 7.00 | 18 6.67  | 10 6.70|
| Poverty reduction   | 14 7.00                        | 8 8.88                    | 36 8.00               | 14 8.93        | 19 7.58        | 43 7.93                     | 22 7.73                     | 30 8.87      | 14 8.14 | 17 7.00  | 12 7.25|
| Anti-corruption     | 15 7.87                        | 10 6.70                   | 31 8.26               | 12 8.75        | 18 8.17        | 33 7.42                     | 22 8.41                     | 29 7.69      | 15 8.27 | 15 7.73  | 11 6.91|
| Economic growth     | 16 8.56                        | 9 8.78                    | 40 8.73               | 16 9.00        | 21 8.48        | 43 8.19                     | 28 8.68                     | 29 8.41      | 16 9.00 | 18 7.33  | 12 7.50|
| Disaster risk management | 11 6.00 | 7 8.00 | 24 7.04               | 12 7.58         | 14 6.79        | 29 6.00                     | 19 6.26                     | 26 6.38      | 12 7.58 | 16 6.25  | 11 6.00|
| Equality of opportunity* | 11 5.73 | 8 8.50 | 30 7.17               | 11 7.73         | 15 7.53        | 39 7.23                     | 19 7.05                     | 28 8.00      | 12 8.67 | 18 6.39  | 12 5.67|
| Information and communications technology | 13 8.00 | 11 8.00 | 32 8.50               | 13 9.23         | 17 8.00        | 42 8.02                     | 21 8.38                     | 31 8.39      | 15 7.07 | 16 7.25  | 11 7.55|

*Significantly different between stakeholder groups*
### C. World Bank Group's Effectiveness and Results (continued)

|                      | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|----------------------|---------------------------------|---------------------------|------------------------|----------------|-------------------|-------------------------------|-------------------------------|--------------|--------|----------|-------|
| N Mean               | N Mean                          | N Mean                    | N Mean                 | N Mean         | N Mean            | N Mean                        | N Mean                        | N Mean       | N Mean | N Mean   | N Mean |
| To what extent does the WBG's work help to achieve development results in Uzbekistan? | 16 7.75                         | 11 7.73                   | 45 7.42                | 17 8.00        | 23 7.91           | 44 7.30                       | 28 7.04                      | 35 7.94      | 17 7.29 | 19 6.21  | 17 6.94 |
|                      | (1-To no degree at all, 10-To a very significant degree) |                          |                        |                |                  |                              |                              |              |        |          |        |
| To what extent does the WBG influence the development agenda in Uzbekistan? | 16 7.19                         | 11 7.36                   | 46 7.07                | 16 7.69        | 22 7.55           | 46 7.17                       | 27 6.70                      | 35 7.29      | 15 7.00 | 21 6.00  | 17 6.65 |
|                      | (1-To no degree at all, 10-To a very significant degree) |                          |                        |                |                  |                              |                              |              |        |          |        |
| To what extent do you agree with the following statements about the World Bank Group in Uzbekistan? (1-Strongly disagree, 10-Strongly agree) |                                           |                          |                        |                |                  |                              |                              |              |        |          |        |
|                      | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
| N Mean               | N Mean                          | N Mean                    | N Mean                 | N Mean         | N Mean            | N Mean                        | N Mean                        | N Mean       | N Mean | N Mean   | N Mean |
| The WBG's financial instruments meet the needs of Uzbekistan | 15 6.60                         | 10 6.90                   | 45 7.38                | 18 8.00        | 22 7.36           | 40 7.15                       | 28 6.79                      | 32 7.25      | 13 7.00 | 18 6.28  | 13 6.54 |
| The WBG meets Uzbekistan's needs for knowledge services | 15 6.20                         | 11 6.82                   | 44 6.93                | 15 6.93        | 21 7.24           | 46 7.09                       | 28 6.54                      | 33 6.18      | 13 6.69 | 18 6.50  | 15 6.73 |
C. World Bank Group’s Effectiveness and Results (continued)

| Percentage of Respondents | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------|---------------------------------|----------------------------|------------------------|----------------|------------------|-----------------------------|-----------------------------|---------------|-------|---------|-------|
| Weekly                    | 31.3%                           | 10.0%                      | 9.1%                   | 10.6%          | 8.8%             | 2.6%                        | 5.3%                        | 23.8%         |       |         |       |
| Monthly                   | 12.5%                           | 16.7%                      | 24.0%                  | 63.2%          | 22.7%            | 27.7%                       | 11.8%                       | 15.4%         | 21.1% | 23.8%   | 11.8% |
| A few times a year        | 18.8%                           | 33.3%                      | 40.0%                  | 15.8%          | 22.7%            | 40.4%                       | 41.2%                       | 33.3%         | 36.8% | 23.8%   | 29.4% |
| Rarely                    | 25.0%                           | 16.7%                      | 18.0%                  | 15.8%          | 45.5%            | 14.9%                       | 35.3%                       | 41.0%         | 36.8% | 28.6%   | 41.2% |
| Never                     | 12.5%                           | 33.3%                      | 8.0%                   | 5.3%           | 6.4%             | 2.9%                        | 7.7%                        |               |       |         | 17.6% |

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

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

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

*Significantly different between stakeholder groups
### D. The World Bank Group’s Knowledge Work and Activities (continued)

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

|                                                   | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|-----------------|-------------------------------|-----------------------------|--------------|-------|----------|-------|
| **Are timely**                                    | 13                              | 7.46                      | 7                      | 7.14           | 39              | 6.95                          | 16                          | 7.62         | 21    | 8.05     | 42    |
|                                                   | 16                              | 7.62                      | 10                     | 7.36           | 14              | 7.36                          | 14                          | 7.38         | 19    | 7.84     | 42    |
|                                                   | 42                              | 7.19                      | 26                     | 6.54           | 28              | 8.56                          | 21                          | 7.38         | 17    | 6.88     | 19    |
|                                                   | 26                              | 6.54                      | 28                     | 8.56           | 19              | 7.84                          | 15                          | 6.88         | 10    | 6.89     | 19    |
|                                                   | **N Mean**                       | **7.46**                   | **7.14**               | **7.62**       | **6.95**        | **7.36**                      | **7.38**                    | **7.84**        | **17** | **6.88** | **19** |
| **Include appropriate level of**                  | 14                              | 7.36                      | 5                      | 6.60           | 41              | 7.17                          | 15                          | 7.60         | 16    | 7.56     | 40    |
| stakeholder involvement during preparation        | 16                              | 7.60                      | 15                     | 8.13           | 6.94            | 15                            | 8.38                        | 7.59          | 46    | 7.59     | 30    |
|                                                   | 42                              | 7.33                      | 29                     | 6.62           | 31              | 5.53                          | 31                          | 6.32          | 16    | 7.62     | 18    |
|                                                   | 40                              | 7.36                      | 30                     | 6.40           | 32              | 5.53                          | 15                          | 7.60          | 19    | 6.42     | 9     |
|                                                   | 30                              | 6.40                      | 30                     | 6.60           | 13              | 7.31                          | 17                          | 6.65          | 8     | 7.38     |       |
| **Are lead to practical solutions**               | 14                              | 7.50                      | 7                      | 8.00           | 45              | 6.93                          | 16                          | 7.38         | 19    | 7.84     | 42    |
|                                                   | 15                              | 7.20                      | 15                     | 8.13           | 17              | 8.41                          | 17                          | 8.13         | 16    | 7.56     | 40    |
|                                                   | 42                              | 7.33                      | 29                     | 6.62           | 31              | 6.19                          | 15                          | 7.33          | 18    | 6.50     | 8     |
|                                                   | 41                              | 7.12                      | 15                     | 7.20           | 16              | 6.94                          | 15                          | 7.33          | 18    | 6.50     |       |
| **Are source of relevant information on global**  | 14                              | 7.36                      | 7                      | 9.00           | 42              | 7.86                          | 15                          | 8.13         | 17    | 8.41     | 46    |
| good practices*                                   | 16                              | 7.20                      | 15                     | 8.13           | 17              | 8.41                          | 17                          | 8.13         | 16    | 7.56     | 40    |
|                                                   | 42                              | 7.33                      | 29                     | 6.62           | 31              | 6.32                          | 16                          | 7.62          | 18    | 7.67     | 7     |
|                                                   | 41                              | 7.12                      | 15                     | 7.20           | 16              | 6.94                          | 15                          | 7.60          | 19    | 6.42     | 9     |
|                                                   | 40                              | 5.98                      | 16                     | 6.00           | 19              | 7.47                          | 35                          | 6.60          | 25    | 5.64     | 13    |
|                                                   | 35                              | 6.60                      | 25                     | 5.64           | 30              | 5.60                          | 13                          | 7.31          | 17    | 6.65     | 8     |
|                                                   | 34                              | 6.36                      | 33                     | 6.36           | 14              | 7.57                          | 18                          | 6.72          | 8     | 6.00     |       |
| **Are adequately disseminated**                   | 14                              | 7.36                      | 6                      | 8.00           | 41              | 7.12                          | 15                          | 7.20         | 16    | 6.94     | 42    |
|                                                   | 16                              | 7.20                      | 15                     | 7.20           | 16              | 6.94                          | 15                          | 7.60         | 19    | 6.42     | 9     |
|                                                   | 42                              | 7.36                      | 30                     | 6.40           | 32              | 5.53                          | 15                          | 7.60          | 19    | 6.42     | 9     |
|                                                   | 40                              | 5.98                      | 16                     | 6.00           | 19              | 7.47                          | 35                          | 6.60          | 25    | 5.64     | 13    |
|                                                   | 35                              | 6.60                      | 25                     | 5.64           | 30              | 5.60                          | 13                          | 7.31          | 17    | 6.65     | 8     |
|                                                   | 34                              | 6.36                      | 33                     | 6.36           | 14              | 7.57                          | 18                          | 6.72          | 8     | 6.00     |       |
| **Are translated enough into local language**     | 13                              | 6.92                      | 6                      | 8.17           | 43              | 7.16                          | 15                          | 7.20         | 17    | 7.59     | 42    |
|                                                   | 14                              | 7.50                      | 15                     | 7.20           | 17              | 7.59                          | 42                          | 7.10          | 26    | 6.27     | 33    |
|                                                   | 15                              | 7.20                      | 17                     | 7.59           | 42              | 7.10                          | 26                          | 6.27          | 33    | 6.36     | 14    |
|                                                   | 13                              | 6.92                      | 6                      | 8.17           | 43              | 7.16                          | 15                          | 7.20          | 17    | 7.59     | 42    |
| **Are adaptable to Uzbekistan’s specific**       | 13                              | 6.92                      | 6                      | 8.17           | 43              | 7.16                          | 15                          | 7.20         | 17    | 7.59     | 42    |
| development challenges and country circumstances  | 13                              | 6.92                      | 6                      | 8.17           | 43              | 7.16                          | 15                          | 7.20         | 17    | 7.59     | 42    |

*Significantly different between stakeholder groups

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### Additional Questions

|                                                   | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|-----------------|-------------------------------|-----------------------------|--------------|-------|----------|-------|
| **Overall, how significant a**                     | 15                              | 8.53                      | 11                     | 7.91           | 46              | 8.17                          | 18                          | 8.83         | 23    | 8.52     | 45    |
| contribution do you believe the**                  | 15                              | 8.53                      | 11                     | 7.91           | 46              | 8.17                          | 18                          | 8.83         | 23    | 8.52     | 45    |
| WBG’s knowledge work and activities make to**      | 15                              | 8.53                      | 11                     | 7.91           | 46              | 8.17                          | 18                          | 8.83         | 23    | 8.52     | 45    |
| development results in your country?               | 15                              | 8.53                      | 11                     | 7.91           | 46              | 8.17                          | 18                          | 8.83         | 23    | 8.52     | 45    |

**Overall, how would you rate the technical quality of the WBG’s knowledge work and activities?**

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)  *Significantly different between stakeholder groups
### E. Working with the World Bank Group

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

| Statement                                                                 | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|--------------------------------------------------------------------------|---------------------------------|---------------------------|------------------------|----------------|------------------|-------------------------------|-----------------------------|--------------|-------|----------|-------|
| The World Bank Group disburses funds promptly*                           | 11.727                          | 8.600                     | 24.771                 | 17.841         | 15.660           | 25.680                        | 19.621                      | 24.617       | 7.471 | 13.700   | 6.600 |
| The WBG effectively monitors and evaluates the projects and programs it supports | 14.797                          | 10.780                    | 39.764                 | 19.837         | 19.863           | 37.724                        | 23.713                      | 33.667       | 12.742 | 16.719   | 12.700 |
| The World Bank Group’s approvals and reviews are done in a timely fashion* | 13.731                          | 6.700                     | 32.700                 | 17.847         | 18.761           | 33.709                        | 21.667                      | 24.525       | 6.650 | 14.686   | 9.622 |
| The WBG’s Environmental and Social Framework requirements are reasonable | 11.736                          | 9.711                     | 35.709                 | 19.847         | 16.769           | 30.787                        | 20.780                      | 31.761       | 10.820 | 15.700   | 9.644 |
| The WBG’s conditions on its lending are reasonable                       | 10.710                          | 11.682                    | 36.725                 | 17.876         | 19.779           | 28.757                        | 22.695                      | 25.624       | 11.809 | 13.623   | 9.678 |
| The WBG takes decisions quickly in Uzbekistan                            | 13.738                          | 7.629                     | 34.688                 | 15.733         | 18.706           | 33.745                        | 21.629                      | 27.563       | 10.720 | 17.553   | 8.663 |
| Working with the WBG increases country’s institutional capacity          | 14.821                          | 10.880                    | 46.763                 | 19.868         | 21.857           | 41.776                        | 27.770                      | 33.845       | 12.800 | 21.714   | 11.709 |
| Where country systems are adequate, the WBG makes appropriate use of them* | 13.754                          | 9.756                     | 32.741                 | 17.800         | 12.775           | 27.756                        | 18.661                      | 23.709       | 10.730 | 16.631   | 8.475 |

*Significantly different between stakeholder groups*
### F. The Future Role of the World Bank Group in Uzbekistan

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|-----------------------------------------------|--------------------------------|--------------------------|------------------------|----------------|-----------------|-----------------------------|-----------------------------|-------------|-------|---------|-------|
| Help to bring discipline/effective supervision to implementation of WBG projects | 6.3% | 0.0% | 10.2% | 21.1% | 0.0% | 8.9% | 11.8% | 7.5% | 22.2% | 9.1% | 16.7% |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN* | 25.0% | 7.7% | 2.0% | 5.3% | 19.0% | 33.3% | 2.9% | 7.5% | 11.1% | 13.6% | 5.6% |
| Offer more innovative financial products | 18.8% | 7.7% | 14.3% | 10.5% | 14.3% | 20.0% | 23.5% | 12.5% | 11.1% | 0.0% | 16.7% |
| Offer more innovative knowledge services | 12.5% | 30.8% | 16.3% | 10.5% | 33.3% | 15.6% | 11.8% | 20.0% | 11.1% | 27.3% | 33.3% |
| Collaborate more effectively with Government clients | 18.8% | 15.4% | 30.6% | 21.1% | 23.8% | 24.4% | 11.8% | 0.0% | 16.7% | 18.2% | 16.7% |
| Work faster | 0.0% | 7.7% | 8.2% | 10.5% | 4.8% | 4.4% | 11.8% | 7.5% | 0.0% | 18.2% | 11.1% |
| Reduce the complexity of obtaining World Bank Group financing | 12.5% | 46.2% | 18.4% | 26.3% | 14.3% | 4.4% | 26.5% | 20.0% | 16.7% | 22.7% | 11.1% |
| Increase availability of Reimbursable Advisory Services (RAS) | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 4.4% | 5.9% | 0.0% | 0.0% | 0.0% | 11.1% |
| Ensure greater selectivity in its work | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.2% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Uzbekistan’s economy | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 2.2% | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| Engage more effectively with civil society* | 18.8% | 7.7% | 6.1% | 0.0% | 14.3% | 11.1% | 8.8% | 57.5% | 33.3% | 18.2% | 5.6% |
| Increase the level of capacity development in the country* | 25.0% | 23.1% | 30.6% | 31.6% | 33.3% | 28.9% | 8.8% | 12.5% | 5.6% | 18.2% | 0.0% |
| Engage more directly with beneficiaries | 6.3% | 15.4% | 10.2% | 21.1% | 4.8% | 11.1% | 11.8% | 10.0% | 5.6% | 0.0% | 11.1% |
| Improve the quality of its experts as related to Uzbekistan's specific challenges | 0.0% | 7.7% | 14.3% | 0.0% | 4.8% | 2.2% | 2.9% | 15.0% | 5.6% | 13.6% | 0.0% |
| Engage more effectively with private sector* | 25.0% | 30.8% | 24.5% | 15.8% | 23.8% | 4.4% | 41.2% | 20.0% | 33.3% | 13.6% | 33.3% |
| Other | 0.0% | 0.0% | 2.0% | 0.0% | 0.0% | 0.0% | 2.5% | 5.6% | 4.5% | 5.6% | 5.6% |

*Significantly different between stakeholder groups*
F. The Future Role of the World Bank Group in Uzbekistan (continued)

When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the country? (Select only ONE response)

|                              | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|------------------------------|---------------------------------|----------------------------|------------------------|----------------|------------------|-------------------------------|-----------------------------|---------------|-------|----------|-------|
| Financial services          | 18.8%                           | 53.8%                      | 28.6%                  | 26.3%          | 28.6%            | 22.9%                         | 51.5%                       | 35.9%         | 27.8% | 13.6%    | 50.0% |
| Knowledge products          | 37.5%                           | 15.4%                      | 42.9%                  | 47.4%          | 28.6%            | 43.8%                         | 27.3%                       | 33.3%         | 22.2% | 59.1%    | 25.0% |
| Convening services         | 8.2%                            | 4.8%                       | 6.3%                   | 5.1%           | 5.6%             | 4.5%                          |                             |               |       |          |       |
| None of the above          | 2.0%                            |                            |                        |                |                  |                               |                             |               |       |          | 4.5%  |
| The combination is appropriate for Uzbekistan | 31.3%                           | 30.8%                      | 14.3%                  | 15.8%          | 38.1%            | 16.7%                         | 12.1%                       | 15.4%         | 27.8% | 18.2%    | 12.5% |
| Don't know                 | 12.5%                           | 4.1%                       | 10.5%                  | 4.2%           | 9.1%             | 7.7%                          | 16.7%                       | 12.5%         |       |          |       |

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Uzbekistan?*

|                              | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|------------------------------|---------------------------------|----------------------------|------------------------|----------------|------------------|-------------------------------|-----------------------------|---------------|-------|----------|-------|
| Never                        | 12.5%                           | 41.7%                      | 4.0%                   | 23.8%          | 2.0%             | 9.1%                          | 15.0%                       | 21.1%         | 4.5%  | 11.1%    |       |
| Less than once a year        | 18.8%                           | 8.3%                       | 16.0%                  | 28.6%          | 6.1%             | 15.2%                         | 17.5%                       | 10.5%         | 18.2% | 16.7%    |       |
| Once a year to a few times a year | 31.3%                           | 41.7%                      | 38.0%                  | 21.1%          | 28.6%            | 42.9%                         | 45.5%                       | 50.0%         | 42.1% | 45.5%    | 50.0% |
| Less than once a month       | 18.8%                           | 8.3%                       | 6.0%                   | 5.3%           | 20.4%            | 9.1%                          | 10.0%                       | 10.5%         | 9.1%  | 11.1%    |       |
| At least once a month        | 12.5%                           | 18.0%                      | 52.6%                  | 19.0%          | 20.4%            | 12.1%                         | 7.5%                        | 15.8%         | 18.2% | 11.1%    |       |
| At least once a week         | 6.3%                            | 18.0%                      | 21.1%                  | 8.2%           | 9.1%             |                               |                             |               |       |          | 4.5%  |

*Significantly different between stakeholder groups
G. Communication and Information Sharing (continued)

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------|-------------------------------|--------------------------|------------------------|----------------|----------------|-----------------------------|-----------------------------|-------------|-------|---------|-------|
| Local radio                                 | 0.0%                          | 0.0%                     | 0.0%                   | 0.0%           | 0.0%           | 0.0%                        | 2.5%                        | 5.3%        | 4.5%  | 0.0%    | 0.0%  |
| International radio                         | 0.0%                          | 0.0%                     | 0.0%                   | 0.0%           | 2.0%           | 0.0%                        | 2.5%                        | 0.0%        | 0.0%  | 0.0%    | 0.0%  |
| Social media                                | 43.8%                         | 38.5%                    | 35.3%                  | 26.3%          | 50.0%          | 26.5%                       | 46.9%                       | 40.0%       | 31.6% | 45.5%   | 11.1% |
| International newspapers*                   | 12.5%                         | 0.0%                     | 2.0%                   | 15.8%          | 0.0%           | 12.2%                       | 0.0%                        | 0.0%        | 0.0%  | 0.0%    | 0.0%  |
| Local television                            | 18.7%                         | 23.1%                    | 23.5%                  | 42.1%          | 27.3%          | 16.3%                       | 12.5%                       | 17.5%       | 21.1% | 9.1%    | 33.3% |
| Internet*                                   | 100.0%                        | 61.5%                    | 82.4%                  | 63.2%          | 68.2%          | 89.8%                       | 87.5%                       | 95.0%       | 73.7% | 86.4%   | 77.8% |
| Periodicals                                 | 6.3%                          | 23.1%                    | 15.7%                  | 0.0%           | 22.7%          | 10.2%                       | 15.6%                       | 5.0%        | 21.1% | 4.5%    | 16.7% |
| International television                    | 6.3%                          | 7.7%                     | 3.9%                   | 10.5%          | 0.0%           | 8.2%                        | 3.1%                        | 10.0%       | 10.5% | 0.0%    | 0.0%  |
| Local newspapers*                           | 6.3%                          | 38.5%                    | 5.9%                   | 10.5%          | 13.6%          | 10.2%                       | 6.3%                        | 0.0%        | 10.5% | 9.1%    | 5.6%  |
| Other                                       | 0.0%                          | 7.7%                     | 9.8%                   | 0.0%           | 4.5%           | 2.0%                        | 3.1%                        | 5.0%        | 5.3%  | 0.0%    | 16.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|---------------------------------------------|-------------------------------|--------------------------|------------------------|----------------|----------------|-----------------------------|-----------------------------|-------------|-------|---------|-------|
| World Bank Group’s publications and other written materials | 18.8%                         | 30.8%                    | 29.4%                  | 10.5%          | 0.0%           | 38.8%                       | 25.0%                       | 22.5%       | 26.3% | 22.7%   | 33.3% |
| e-Newsletters                               | 25.0%                         | 23.1%                    | 29.4%                  | 15.8%          | 18.2%          | 20.4%                       | 31.3%                       | 30.0%       | 0.0%  | 18.2%   | 38.9% |
| World Bank Group’s seminars/workshops/conferences | 31.3%                         | 30.8%                    | 52.9%                  | 63.2%          | 40.9%          | 28.6%                       | 34.4%                       | 47.5%       | 31.6% | 54.5%   | 22.2% |
| Direct contact with World Bank Group         | 50.0%                         | 38.5%                    | 25.5%                  | 42.1%          | 27.3%          | 28.6%                       | 25.0%                       | 42.5%       | 36.8% | 27.3%   | 16.7% |
| World Bank Group’s website                   | 18.8%                         | 46.2%                    | 27.5%                  | 15.8%          | 40.9%          | 36.7%                       | 46.9%                       | 22.5%       | 47.4% | 36.4%   | 38.9% |
| Social media*                                | 31.3%                         | 23.1%                    | 13.7%                  | 42.1%          | 45.5%          | 22.4%                       | 9.4%                        | 20.0%       | 36.8% | 18.2%   | 11.1% |

*Significantly different between stakeholder groups
### G. Communication and Information Sharing (continued)

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (1-Not at all, 4-Every few days)

| Activity                                                                 | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Financial Sector/Bank | Civil Society | Media | Academia | Other |
|--------------------------------------------------------------------------|---------------------------------|----------------------------|------------------------|----------------|------------------|-------------------------------|--------------------------------|---------------|-------|----------|-------|
| Read, viewed or heard a story about the WBG in local media              | 16                              | 2.50                       | 12                     | 2.67           | 47               | 2.34                          | 19                             | 2.37          | 21    | 2.24     | 49    | 2.18    | 33      | 2.21                          | 36              | 1.97  | 17       | 2.47  | 21    | 2.19    | 18    | 2.00  |
| Read, viewed or heard a story about the WBG in global media             | 16                              | 2.31                       | 11                     | 2.45           | 44               | 2.25                          | 19                             | 2.21          | 21    | 2.24     | 49    | 2.33    | 33      | 2.15                          | 37              | 2.19  | 19       | 1.89  | 21    | 2.29    | 18    | 1.89  |
| Interacted with the WBG on Social Media*                                | 16                              | 1.56                       | 10                     | 1.40           | 46               | 1.74                          | 19                             | 1.79          | 22    | 1.27     | 49    | 2.04    | 32      | 1.97                          | 36              | 1.97  | 17       | 1.35  | 21    | 1.95    | 18    | 1.50  |
| Visited a WBG website*                                                  | 16                              | 2.38                       | 11                     | 1.45           | 45               | 2.40                          | 19                             | 2.63          | 21    | 1.52     | 49    | 2.43    | 33      | 2.21                          | 36              | 1.94  | 17       | 2.00  | 21    | 2.10    | 17    | 2.12  |
| Attended an event/conference hosted by the WBG                          | 16                              | 1.81                       | 11                     | 1.73           | 46               | 1.83                          | 19                             | 1.89          | 23    | 1.48     | 49    | 1.86    | 32      | 1.97                          | 36              | 1.78  | 17       | 1.71  | 21    | 1.95    | 18    | 1.72  |
| Watched a webinar or online event hosted by the WBG                    | 16                              | 1.56                       | 10                     | 1.50           | 45               | 1.56                          | 19                             | 1.89          | 22    | 1.41     | 49    | 1.45    | 32      | 1.63                          | 35              | 1.63  | 16       | 1.38  | 21    | 1.76    | 17    | 1.47  |
| Read some or all of a WBG research paper or publication*               | 16                              | 2.13                       | 10                     | 1.50           | 46               | 2.09                          | 19                             | 2.26          | 22    | 1.68     | 49    | 2.35    | 31      | 2.13                          | 37              | 1.89  | 17       | 1.71  | 20    | 2.45    | 17    | 2.00  |
| Met professionally with WBG staff*                                     | 15                              | 1.80                       | 10                     | 1.50           | 45               | 2.20                          | 19                             | 2.58          | 22    | 1.59     | 49    | 2.10    | 32      | 2.03                          | 36              | 2.06  | 17       | 1.53  | 21    | 1.81    | 18    | 1.78  |
| Read a WBG e-newsletter                                                | 16                              | 1.94                       | 10                     | 1.20           | 46               | 1.78                          | 19                             | 1.79          | 22    | 1.68     | 48    | 1.75    | 31      | 1.74                          | 36              | 1.75  | 17       | 1.53  | 20    | 1.90    | 17    | 1.71  |

*Significantly different between stakeholder groups
### H. Background Information

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

| Percentage of Respondents (Responses combined) | Office of President/PM/Minister | Office of Parliamentarian | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private/Multilateral Agency | Civil Society | Media | Academia | Other |
|-----------------------------------------------|---------------------------------|--------------------------|----------------------|----------------|------------------|-----------------------------|---------------------------|--------------|--------|---------|-------|
| Observer*                                     | 21.1%                           | 22.2%                    | 10.0%                | 4.8%           | 42.9%            | 15.4%                       | 33.3%                     | 40.5%        | 36.4%  | 19.0%   | 37.5% |
| Use World Bank Group reports/data*           | 42.1%                           | 33.3%                    | 23.3%                | 4.8%           | 14.3%            | 40.4%                       | 23.1%                     | 11.9%        | 36.4%  | 28.6%   | 6.3%  |
| Engage in World Bank Group related/sponsored events/activities | 21.1%                           | 11.1%                    | 33.3%                | 42.9%          | 23.8%            | 26.9%                       | 28.2%                     | 47.6%        | 18.2%  | 52.4%   | 31.3% |
| Collaborate as part of my professional duties* | 42.1%                           | 55.6%                    | 63.3%                | 76.2%          | 47.6%            | 50.0%                       | 41.0%                     | 19.0%        | 22.7%  | 19.0%   | 43.7% |
| Use World Bank Group website for information, data, research, etc. | 15.8%                           | 11.1%                    | 15.0%                | 4.8%           | 14.3%            | 15.4%                       | 28.2%                     | 11.9%        | 27.3%  | 33.3%   | 25.0% |

*Significantly different between stakeholder groups*
Appendix C: Responses to Indicator Questions by Geographic Location\(^2\)

**Tashkent City N=272 ● Other Area N=69**

### A. General Issues Facing Uzbekistan

|                                                                 | Tashkent City | Other Area |
|-----------------------------------------------------------------|---------------|------------|
| To what extent do you trust The World Bank Group to do what is right? | 228 7.11 2.08 | 56 7.50 2.04 |

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

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

|                                                                 | Tashkent City | Other Area |
|-----------------------------------------------------------------|---------------|------------|
| How familiar are you with the work of the World Bank Group in Uzbekistan? | 249 6.67 2.32 | 65 6.18 2.84 |

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

|                                                                 | Tashkent City | Other Area |
|-----------------------------------------------------------------|---------------|------------|
| Overall, please rate your impression of the World Bank Group's effectiveness in Uzbekistan. | 227 7.15 2.00 | 59 6.97 2.44 |

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

|                                                                 | Tashkent City | Other Area |
|-----------------------------------------------------------------|---------------|------------|
| To what extent do you believe the WBG's staff is well prepared to help Uzbekistan solve its most complicated development challenges? | 216 7.43 2.03 | 59 7.20 2.35 |

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

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

|                                                                 | Tashkent City | Other Area |
|-----------------------------------------------------------------|---------------|------------|
| Overall the World Bank Group currently plays a relevant role in development in Uzbekistan | 225 6.91 2.15 | 59 6.51 2.54 |
| The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan | 220 7.01 2.16 | 60 6.62 2.26 |

(1-Strongly disagree, 10-Strongly agree)

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\(^2\)Note 341 respondents provided their geographic location (H9). For these analyses the few respondents who indicated that they were outside Uzbekistan were combined with those in one of Uzbekistan's regions to form an “Other Area” category.
### B. Overall Attitudes toward the World Bank Group (continued)

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

|                                      | Tashkent City | Other Area |
|--------------------------------------|---------------|------------|
|                                      | N  | Mean | SD   | N  | Mean | SD   |
| Responsiveness to needs*             | 195 | 6.51 | 2.20 | 50 | 7.20 | 2.15 |
| Flexibility (in terms of the institution's products and services) | 193 | 6.26 | 2.07 | 49 | 6.76 | 2.13 |
| Flexibility (in terms of changing country circumstances) | 203 | 6.52 | 2.10 | 50 | 7.14 | 2.04 |
| Being inclusive                      | 195 | 6.49 | 2.20 | 49 | 7.14 | 2.20 |
| Openness (sharing data and other information) | 207 | 6.92 | 2.07 | 52 | 7.46 | 2.26 |
| Collaboration with the Government    | 205 | 7.65 | 1.81 | 54 | 7.81 | 2.18 |
| The speed in which it gets things accomplished on the ground | 193 | 6.66 | 2.04 | 50 | 6.90 | 2.11 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 193 | 6.82 | 2.08 | 51 | 7.29 | 2.24 |
| Collaboration with civil society     | 180 | 6.19 | 2.16 | 54 | 6.87 | 2.40 |
| Staff accessibility                  | 202 | 6.67 | 2.34 | 53 | 7.06 | 2.27 |
| Collaboration with other donors and development partners | 186 | 6.80 | 2.16 | 46 | 7.35 | 2.22 |
| Collaboration with the private sector | 176 | 6.05 | 2.25 | 50 | 6.10 | 2.50 |
| Straightforwardness and honesty      | 193 | 7.33 | 2.10 | 52 | 7.48 | 2.41 |
| Treating clients and stakeholders in Uzbekistan with respect | 194 | 7.80 | 1.97 | 52 | 8.31 | 2.25 |
| Being a long-term partner            | 205 | 8.02 | 2.02 | 51 | 8.39 | 1.95 |

*Significantly different between geographic locations

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

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

|                                      | Tashkent City | Other Area |
|--------------------------------------|---------------|------------|
|                                      | N  | Mean | SD   | N  | Mean | SD   |
| To what extent does the WBG's work help to achieve development results in Uzbekistan? | 209 | 7.29 | 1.95 | 61 | 7.75 | 2.16 |

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

|                                      | Tashkent City | Other Area |
|--------------------------------------|---------------|------------|
|                                      | N  | Mean | SD   | N  | Mean | SD   |
| To what extent does the World Bank Group influence the development agenda in Uzbekistan? | 210 | 6.97 | 2.05 | 60 | 7.25 | 2.23 |
### C. World Bank Group’s Sectoral Effectiveness and Results (continued)

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

|                                           | Tashkent City | Other Area |
|-------------------------------------------|---------------|------------|
|                                           | N  | Mean | SD | N  | Mean | SD |
| The World Bank Group’s financial instruments meet the needs of Uzbekistan | 198 | 7.03 | 2.20 | 54 | 7.22 | 2.32 |
| The World Bank Group meets Uzbekistan’s needs for knowledge services | 200 | 6.65 | 2.34 | 57 | 7.09 | 2.22 |

(1=Strongly disagree, 10=Strongly agree)

### D. The World Bank Group’s Knowledge Work and Activities

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

|                                           | Tashkent City | Other Area |
|-------------------------------------------|---------------|------------|
|                                           | N  | Mean | SD | N  | Mean | SD |
| Are adaptable to Uzbekistan’s specific development challenges and country circumstances* | 184 | 6.78 | 2.22 | 48 | 7.56 | 1.97 |

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

|                                           | Tashkent City | Other Area |
|-------------------------------------------|---------------|------------|
|                                           | N  | Mean | SD | N  | Mean | SD |
| Overall, how significant a contribution do you believe the WBG’s knowledge work and activities make to development results in your country? | 221 | 7.93 | 2.07 | 60 | 8.12 | 2.11 |
| Overall, how would you rate the technical quality of the WBG’s knowledge work and activities? | 193 | 7.26 | 2.12 | 57 | 7.75 | 2.14 |

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

### E. Working with the World Bank Group

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

|                                           | Tashkent City | Other Area |
|-------------------------------------------|---------------|------------|
|                                           | N  | Mean | SD | N  | Mean | SD |
| The WBG takes decisions quickly in Uzbekistan | 161 | 6.66 | 2.45 | 40 | 6.90 | 2.15 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 149 | 7.11 | 2.20 | 33 | 7.55 | 2.20 |
Appendix D: Responses to Select Questions by Collaboration with the WBG?

- Collaborating with the WBG  N=182  
- Not collaborating with the WBG  N=152

A. General Issues Facing Uzbekistan

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

| Group                                | Collaborating with the WBG | Not Collaborating with the WBG |
|--------------------------------------|-----------------------------|--------------------------------|
| N         | Mean    | SD     | N         | Mean    | SD     |
| The national/federal government     | 145 6.65 2.30               | 120 6.73 2.24                  |
| Bilateral organizations             | 133 6.76 2.12               | 116 6.33 2.19                  |
| The World Bank Group*               | 156 7.43 2.02               | 120 6.87 2.09                  |
| The International Monetary Fund     | 128 6.68 1.99               | 106 6.40 2.20                  |
| UN                                   | 143 6.87 2.10               | 123 6.47 2.42                  |
| Regional development banks          | 148 7.40 1.94               | 118 6.91 2.14                  |
| Uzbekistan’s Central Bank           | 141 6.60 2.26               | 120 6.41 2.36                  |
| International private sector        | 128 6.24 2.23               | 107 6.01 2.45                  |
| Domestic private sector             | 141 6.38 2.12               | 119 6.03 2.37                  |
| International civil society         | 132 5.53 2.30               | 119 5.34 2.64                  |
| Domestic civil society              | 139 5.36 2.30               | 123 5.32 2.61                  |
| Faith-based institutions            | 116 5.50 2.64               | 105 5.20 2.39                  |
| Domestic traditional media and their web presence | 153 5.97 2.29 | 131 5.55 2.55 |
| International media and their web presence | 146 6.10 2.26 | 123 5.57 2.42 |
| Web based media                     | 150 6.77 2.28               | 124 6.27 2.36                  |

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

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

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of the World Bank Group in Uzbekistan?*

|                | Collaborating with the WBG | Not Collaborating with the WBG |
|----------------|-----------------------------|--------------------------------|
| N             | Mean    | SD     | N             | Mean    | SD     |
| How familiar are you with the work of the World Bank Group in Uzbekistan?* | 166 7.30 2.14 | 142 5.66 2.47 |

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

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

Overall, please rate your impression of the World Bank Group’s effectiveness in Uzbekistan.*

|                | Collaborating with the WBG | Not Collaborating with the WBG |
|----------------|-----------------------------|--------------------------------|
| N             | Mean    | SD     | N             | Mean    | SD     |
| Overall, please rate your impression of the World Bank Group’s effectiveness in Uzbekistan.* | 164 7.47 2.03 | 116 6.62 2.12 |

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

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Note: 334 respondents indicated if they professionally collaborated/worked with the WBG in Uzbekistan (H3).
B. Overall Attitudes toward the World Bank Group (continued)

| To what extent do you believe the World Bank Group's staff is well prepared to help Uzbekistan solve its most complicated development challenges?* | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 155 | 7.70 | 1.97 | 113 | 6.88 | 2.18 |

(1-To no degree at all, 10-To a very significant degree)  
*Significantly different between those who collaborate with the WBG and those who do not

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

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| Job creation/employment | 30.8% | 34.0% |
| Health* | 10.7% | 22.9% |
| Financial markets | 11.8% | 11.8% |
| Social protection | 9.5% | 14.6% |
| Gender equity | 4.1% | 4.2% |
| Private sector development | 21.3% | 25.7% |
| Education | 31.4% | 38.2% |
| Public sector governance/reform* | 29.0% | 13.9% |
| Energy* | 11.8% | 4.9% |
| Water and sanitation | 12.4% | 11.1% |
| Pollution | 0.0% | 2.1% |
| Global/regional integration | 3.0% | 2.1% |
| Food safety | 1.2% | 2.1% |
| Urban development | 7.1% | 5.6% |
| Equality of opportunity | 6.5% | 4.2% |
| Information and communications technology | 10.1% | 11.1% |
| Transport | 3.6% | 5.6% |
| Agriculture and rural development* | 29.6% | 18.7% |
| Trade and exports | 8.9% | 6.3% |
| Crime and violence | 1.2% | 1.4% |
| Natural resource management | 3.6% | 4.9% |
| Climate change | 4.7% | 1.4% |
| Judiciary reform | 4.1% | 6.2% |
| Economic growth | 23.1% | 14.6% |
| Disaster risk management | 0.0% | 0.7% |
| Poverty reduction | 4.7% | 7.6% |
| Anti-corruption* | 8.3% | 17.4% |

*Significantly different between those who collaborate with the WBG and those who do not
### B. Overall Attitudes toward the World Bank Group (continued)

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

| | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Uzbekistan* | 154 | 7.16 | 2.17 | 124 | 6.42 | 2.29 |
| The WBG’s work is aligned with what I consider the development priorities for Uzbekistan* | 151 | 7.19 | 2.06 | 122 | 6.56 | 2.30 |

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

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

| | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs* | 138 | 7.12 | 2.01 | 104 | 6.02 | 2.33 |
| Flexibility (in terms of the institution’s products and services)* | 138 | 6.73 | 1.92 | 102 | 5.80 | 2.19 |
| Flexibility (in terms of changing country circumstances)* | 141 | 6.96 | 1.85 | 109 | 6.17 | 2.31 |
| Being inclusive* | 133 | 6.89 | 2.15 | 108 | 6.31 | 2.24 |
| Openness (sharing data and other information) | 140 | 7.11 | 2.08 | 115 | 6.90 | 2.16 |
| Collaboration with the Government* | 140 | 7.99 | 1.65 | 116 | 7.24 | 2.13 |
| The speed in which it gets things accomplished on the ground* | 134 | 7.12 | 1.84 | 106 | 6.13 | 2.18 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 132 | 7.10 | 2.03 | 109 | 6.62 | 2.23 |
| Collaboration with civil society | 126 | 6.60 | 2.16 | 104 | 6.13 | 2.32 |
| Staff accessibility* | 144 | 7.29 | 2.12 | 109 | 6.11 | 2.44 |
| Collaboration with other donors and development partners* | 129 | 7.27 | 2.16 | 101 | 6.51 | 2.19 |
| Collaboration with the private sector* | 125 | 6.32 | 2.15 | 99 | 5.67 | 2.44 |
| Straightforwardness and honesty | 137 | 7.55 | 1.96 | 105 | 7.10 | 2.34 |
| Treating clients and stakeholders in Uzbekistan with respect* | 133 | 8.29 | 1.71 | 110 | 7.46 | 2.22 |
| Being a long-term partner* | 142 | 8.34 | 1.85 | 112 | 7.75 | 2.18 |

*Significantly different between those who collaborate with the WBG and those who do not
C. World Bank Group’s Effectiveness and Results

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

| Area                                         | Collaborating with the WBG | Not Collaborating with the WBG |
|----------------------------------------------|----------------------------|-------------------------------|
| N                                           | Mean          | SD   | N               | Mean          | SD   |
| Social protection                           | 111           | 7.59 | 2.38           | 94            | 7.24 | 2.70 |
| Gender equity*                              | 118           | 7.25 | 2.31           | 87            | 6.44 | 2.93 |
| Private sector development*                 | 126           | 8.26 | 1.84           | 100           | 7.63 | 2.30 |
| Education                                   | 129           | 8.48 | 1.79           | 112           | 8.20 | 2.01 |
| Public sector governance/reform             | 134           | 8.05 | 2.06           | 93            | 7.53 | 2.31 |
| Global/regional integration                 | 113           | 7.78 | 1.94           | 84            | 7.23 | 2.19 |
| Food safety*                                | 112           | 7.60 | 2.26           | 81            | 6.57 | 2.61 |
| Urban development*                          | 121           | 7.89 | 2.11           | 95            | 7.17 | 2.44 |
| Energy*                                     | 125           | 8.31 | 1.82           | 91            | 7.59 | 2.15 |
| Water and sanitation                        | 122           | 8.54 | 1.61           | 96            | 8.08 | 2.17 |
| Job creation/employment                     | 128           | 8.41 | 2.02           | 102           | 8.11 | 2.16 |
| Health                                      | 119           | 8.60 | 1.69           | 96            | 8.25 | 2.13 |
| Financial markets                           | 110           | 8.24 | 1.88           | 93            | 7.74 | 2.34 |
| Transport*                                  | 112           | 7.96 | 2.04           | 88            | 7.32 | 2.34 |
| Agriculture and rural development*          | 131           | 8.63 | 1.71           | 96            | 7.74 | 2.26 |
| Trade and exports*                          | 113           | 8.26 | 1.99           | 90            | 7.41 | 2.53 |
| Natural resource management                 | 110           | 7.67 | 2.17           | 82            | 7.01 | 2.58 |
| Climate change*                             | 114           | 7.50 | 2.17           | 85            | 6.84 | 2.55 |
| Poverty reduction                           | 123           | 8.03 | 2.04           | 98            | 7.82 | 2.47 |
| Anti-corruption                             | 109           | 7.95 | 2.20           | 95            | 7.68 | 2.68 |
| Economic growth                             | 133           | 8.56 | 1.70           | 107           | 8.19 | 1.99 |
| Disaster risk management*                   | 101           | 6.88 | 2.51           | 75            | 6.07 | 2.61 |
| Equality of opportunity*                    | 109           | 7.65 | 2.07           | 88            | 6.57 | 2.72 |
| Information and communications technology*  | 117           | 8.38 | 1.92           | 100           | 7.68 | 2.35 |

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

| Area                                         | Collaborating with the WBG | Not Collaborating with the WBG |
|----------------------------------------------|----------------------------|-------------------------------|
| N                                           | Mean          | SD   | N               | Mean          | SD   |
| To what extent does the WBG’s work help to achieve development results in Uzbekistan? |
| 146                                        | 7.55          | 1.92 | 119            | 7.12          | 2.08 |

(1-To no degree at all, 10-To a very significant degree)
C. World Bank Group’s Effectiveness and Results (continued)

| To what extent does the World Bank Group influence the development agenda in Uzbekistan?* | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 145 | 7.24 | 2.00 | 121 | 6.73 | 2.16 |

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

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

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

| The WBG’s financial instruments meet the needs of Uzbekistan* | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 139 | 7.32 | 2.11 | 110 | 6.71 | 2.24 |

(1-Strongly disagree, 10-Strongly agree)

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

| The WBG meets Uzbekistan’s needs for knowledge services | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 144 | 6.99 | 2.29 | 110 | 6.44 | 2.30 |

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

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

| Are timely* | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 133 | 7.30 | 2.14 | 98 | 6.57 | 2.44 |

| Include appropriate level of stakeholder involvement during preparation | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 126 | 7.13 | 1.98 | 94 | 6.61 | 2.18 |

| Lead to practical solutions | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 135 | 7.21 | 1.88 | 103 | 6.71 | 2.24 |

| Are source of relevant information on global good practices | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 136 | 7.79 | 2.00 | 101 | 7.29 | 2.15 |

| Are adequately disseminated | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 131 | 7.00 | 2.25 | 102 | 6.65 | 2.26 |

| Are translated enough into local language | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 123 | 6.28 | 2.55 | 94 | 6.35 | 2.74 |

| Are adaptable to Uzbekistan’s specific development challenges and country circumstances* | Collaborating with the WBG | Not Collaborating with the WBG |
|---|---|---|
| N | Mean | SD | N | Mean | SD |
| 127 | 7.21 | 2.06 | 101 | 6.51 | 2.26 |

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

*Significantly different between those who collaborate with the WBG and those who do not
D. The World Bank Group’s Knowledge Work and Activities (continued)

| | Collaborating with the WBG | Not Collaborating with the WBG |
|---|-----------------|-----------------|
| | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the WBG’s knowledge work and activities make to development results in your country?* | 149 | 8.26 | 1.88 | 126 | 7.58 | 2.20 |
| Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?* | 139 | 7.64 | 1.99 | 108 | 6.99 | 2.20 |

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

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

E. Working with the World Bank Group

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

| | Collaborating with the WBG | Not Collaborating with the WBG |
|---|-----------------|-----------------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 95 | 7.18 | 2.25 | 68 | 6.32 | 2.58 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 133 | 7.65 | 2.26 | 94 | 7.19 | 2.15 |
| The WBG’s approvals and reviews are done in a timely fashion | 113 | 7.15 | 2.23 | 75 | 6.55 | 2.55 |
| The World Bank Group’s Environmental and Social Framework requirements are reasonable | 117 | 7.74 | 2.14 | 82 | 7.17 | 2.22 |
| The WBG’s conditions on its lending are reasonable | 112 | 7.45 | 2.39 | 82 | 6.96 | 2.24 |
| The World Bank Group takes decisions quickly in Uzbekistan | 120 | 6.94 | 2.29 | 76 | 6.29 | 2.50 |
| Working with the World Bank Group increases country’s institutional capacity | 142 | 8.13 | 1.85 | 105 | 7.65 | 2.13 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 108 | 7.43 | 2.18 | 73 | 6.81 | 2.12 |

*Significantly different between those who collaborate with the WBG and those who do not
Appendix E: Responses to Select Questions by Year

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY16 and FY19 were weighted to have equivalent stakeholder groups.

| Percentage of Respondents | Original Distribution | Weighted Distribution |
|---------------------------|-----------------------|-----------------------|
|                           | FY16 | FY19 | FY16 | FY19 |
| Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and judiciary) | 38.9% | 36.6% | 36.1% | 36.1% |
| Bilateral/Multilateral Agency | 6.1% | 18.5% | 12.0% | 12.0% |
| Private sector (includes financial sector/private banks) | 17.6% | 13.9% | 16.9% | 16.9% |
| Academia | 16.8% | 8.0% | 12.0% | 12.0% |
| Media | 6.1% | 7.7% | 7.2% | 7.2% |
| Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups) | 14.5% | 15.3% | 15.7% | 15.7% |
| Total Number of Respondents (Un-Weighted) | 131 | 287 | 121 | 283 |

Note, in the FY ‘16 Country Survey, there were too few respondents from the office of the President/Prime Minister, the office of Minister, and local government to be included in the comparisons. Respondents who indicated “Other” in the stakeholder categories were also excluded from these analyses.

The weighted stakeholder breakdown is presented below:

All data presented in this Appendix are weighted. As a result, means of the FY19 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY16 respondents and the total number of respondents indicated may differ from those reported in that COS report.

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4Only those questions that were asked in the FY ‘16 and FY ‘19 country opinion surveys, with similar response scales/options, are presented.
B. Overall Attitudes toward the World Bank Group

|                                                                 | FY16 |   |        | FY19 |   |        |
|-----------------------------------------------------------------|------|---|--------|------|---|--------|
| How familiar are you with the work of the World Bank Group in   |      |   |        |      |   |        |
| Uzbekistan?                                                      |      |   |        |      |   |        |
| N                                                               | 121  | 6.45 | 2.28   | 261  | 6.58 | 2.41   |
| (1-Not familiar at all, 10-Extremely familiar)                  |      |   |        |      |   |        |

|                                                                 | FY16 |   |        | FY19 |   |        |
|-----------------------------------------------------------------|------|---|--------|------|---|--------|
| Overall, please rate your impression of the World Bank Group’s  |      |   |        |      |   |        |
| effectiveness in Uzbekistan.                                     |      |   |        |      |   |        |
| N                                                               | 109  | 7.14 | 2.24   | 238  | 7.02 | 2.13   |
| (1-Not effective at all, 10-Very effective)                     |      |   |        |      |   |        |

|                                                                 | FY16 |   |        | FY19 |   |        |
|-----------------------------------------------------------------|------|---|--------|------|---|--------|
| To what extent do you believe the World Bank Group’s staff is   |      |   |        |      |   |        |
| well prepared to help Uzbekistan solve its most complicated     |      |   |        |      |   |        |
| development challenges?                                         |      |   |        |      |   |        |
| N                                                               | 103  | 7.40 | 1.83   | 225  | 7.38 | 2.14   |
| (1-To no degree at all, 10-To a very significant degree)       |      |   |        |      |   |        |

To what extent do you believe that the World Bank Group’s work and support help the poorest in Uzbekistan?

| Percentage of Respondents                                      | FY16 |   |        | FY19 |   |        |
|----------------------------------------------------------------|------|---|--------|------|---|--------|
| To a fully sufficient degree*                                   | 0.0% |   |        | 5.4% |   |        |
| To a somewhat sufficient degree                                 | 22.7%|   |        | 22.1%|   |        |
| To a somewhat insufficient degree                               | 47.2%|   |        | 39.0%|   |        |
| To a very insufficient degree*                                  | 10.5%|   |        | 19.0%|   |        |
| Don’t know                                                      | 19.7%|   |        | 14.5%|   |        |

*Significantly different between FY19 and FY16 respondents

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

|                                                                 | FY16 |   |        | FY19 |   |        |
|-----------------------------------------------------------------|------|---|--------|------|---|--------|
| Overall the World Bank Group currently plays a relevant role    |      |   |        |      |   |        |
| in development in Uzbekistan                                    |      |   |        |      |   |        |
| N                                                               | 110  | 6.71 | 2.29   | 237  | 6.72 | 2.28   |

(1-Strongly disagree, 10-Strongly agree)
B. Overall Attitudes toward the World Bank Group (continued)

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

| Category                                                   | FY16  |       |      | FY19  |       |      |
|------------------------------------------------------------|-------|-------|------|-------|-------|------|
|                                                            | N     | Mean  | SD   | N     | Mean  | SD   |
| Responsiveness to needs                                    | 92    | 6.00  | 2.15 | 202   | 6.42  | 2.30 |
| Flexibility (in terms of the institution's products and services) | 89    | 5.86  | 2.18 | 202   | 6.21  | 2.15 |
| Flexibility (in terms of changing country circumstances)*  | 93    | 5.77  | 2.36 | 211   | 6.54  | 2.15 |
| Being inclusive                                            | 75    | 6.27  | 1.99 | 202   | 6.47  | 2.27 |
| Openness (sharing data and other information)              | 100   | 7.12  | 2.24 | 219   | 6.94  | 2.13 |
| Collaboration with the Government                          | 97    | 8.02  | 1.61 | 217   | 7.61  | 1.93 |
| The speed in which it gets things accomplished on the ground| 96    | 6.86  | 2.10 | 205   | 6.66  | 2.10 |
| Collaboration with civil society                           | 74    | 6.05  | 2.15 | 193   | 6.22  | 2.26 |
| Staff accessibility*                                       | 101   | 7.40  | 2.33 | 215   | 6.58  | 2.41 |
| Collaboration with other donors and development partners    | 72    | 6.71  | 2.11 | 192   | 6.76  | 2.26 |
| Collaboration with the private sector                      | 65    | 5.49  | 2.28 | 191   | 5.86  | 2.38 |
| Straightforwardness and honesty                            | 86    | 7.10  | 2.08 | 208   | 7.23  | 2.21 |
| Treating clients and stakeholders in Uzbekistan with respect| 90    | 8.24  | 1.69 | 206   | 7.83  | 2.10 |
| Being a long-term partner                                  | 89    | 8.31  | 1.68 | 216   | 8.01  | 2.09 |

*Significantly different between FY19 and FY16 respondents
## C. World Bank Group’s Effectiveness and Results

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

| Area                                           | FY16         |          |          | FY19         |          |          |
|------------------------------------------------|--------------|----------|----------|--------------|----------|----------|
|                                                | N  | Mean | SD | N  | Mean | SD |
| Social protection*                            | 45  | 5.22 | 2.45 | 168 | 7.32 | 2.71 |
| Gender equity                                 | 44  | 6.40 | 2.31 | 171 | 6.56 | 2.74 |
| Private sector development*                   | 71  | 6.24 | 2.37 | 188 | 7.99 | 2.20 |
| Education*                                    | 68  | 6.80 | 2.53 | 203 | 8.37 | 1.98 |
| Public sector governance/reform*              | 55  | 5.76 | 2.32 | 190 | 7.93 | 2.24 |
| Global/regional integration*                  | 45  | 5.92 | 2.31 | 169 | 7.62 | 2.12 |
| Food safety*                                  | 53  | 6.20 | 2.25 | 162 | 7.14 | 2.61 |
| Urban development*                            | 57  | 6.65 | 2.31 | 181 | 7.55 | 2.37 |
| Energy*                                       | 81  | 7.46 | 2.26 | 178 | 8.10 | 2.07 |
| Water and sanitation*                         | 76  | 7.33 | 2.09 | 180 | 8.57 | 1.77 |
| Job creation/employment*                      | 69  | 5.86 | 2.45 | 195 | 8.33 | 2.23 |
| Health*                                       | 73  | 7.63 | 1.92 | 179 | 8.49 | 1.98 |
| Financial markets*                            | 63  | 5.98 | 2.43 | 172 | 8.06 | 2.22 |
| Transport*                                    | 69  | 6.99 | 2.30 | 165 | 7.81 | 2.35 |
| Agriculture and rural development*            | 78  | 6.89 | 2.37 | 192 | 8.38 | 2.01 |
| Trade and exports*                            | 47  | 5.92 | 2.07 | 172 | 7.81 | 2.41 |
| Natural resource management*                  | 50  | 5.39 | 2.54 | 164 | 7.52 | 2.43 |
| Climate change*                               | 59  | 6.37 | 2.44 | 172 | 7.30 | 2.48 |
| Poverty reduction*                            | 71  | 6.79 | 2.20 | 186 | 8.07 | 2.32 |
| Anti-corruption*                              | 46  | 5.02 | 2.76 | 171 | 7.93 | 2.48 |
| Economic growth*                              | 68  | 7.08 | 2.00 | 202 | 8.44 | 1.89 |
| Disaster risk management                      | 37  | 5.83 | 2.46 | 151 | 6.62 | 2.78 |
| Equality of opportunity*                      | 51  | 6.00 | 2.49 | 168 | 7.32 | 2.54 |
| Information and communications technology*    | 53  | 6.49 | 2.16 | 182 | 8.10 | 2.25 |

*Significantly different between FY19 and FY16 respondents.

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

|                                                                 | FY16         |          |          | FY19         |          |          |
|----------------------------------------------------------------|--------------|----------|----------|--------------|----------|----------|
|                                                                | N  | Mean | SD | N  | Mean | SD |
| To what extent does the World Bank Group’s work help to         | 106 | 6.76 | 2.10 | 220 | 7.29 | 2.02 |
| achieve development results in Uzbekistan?*                    |    |      |    |    |      |    |

*(1-To no degree at all, 10-To a very significant degree)*
C. World Bank Group’s Effectiveness and Results (continued)

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

| Statement                                                                 | FY16       | FY19       |
|---------------------------------------------------------------------------|------------|------------|
|                                                                          | N  | Mean | SD | N  | Mean | SD |
| The WBG’s financial instruments meet the needs of Uzbekistan              | 101 | 6.70 | 2.29 | 209 | 7.07 | 2.28 |
| The WBG meets Uzbekistan’s needs for knowledge services                   | 94  | 6.45 | 2.20 | 211 | 6.67 | 2.41 |

(1-Strongly disagree, 10-Strongly agree)

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

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

| Percentage of Respondents | FY16 | FY19 |
|---------------------------|------|------|
| Weekly                    | 3.0% | 8.5% |
| Monthly                   | 19.1%| 23.0%|
| A few times a year        | 43.0%| 33.8%|
| Rarely                    | 28.3%| 27.9%|
| Never                     | 6.6% | 6.8% |

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

| Statement                                                                 | FY16       | FY19       |
|---------------------------------------------------------------------------|------------|------------|
|                                                                          | N  | Mean | SD | N  | Mean | SD |
| Are timely                                                               | 95  | 6.48 | 2.21 | 196 | 6.78 | 2.38 |
| Include appropriate level of stakeholder involvement during preparation  | 93  | 6.60 | 2.00 | 189 | 6.79 | 2.18 |
| Lead to practical solutions*                                             | 97  | 6.28 | 2.04 | 205 | 6.83 | 2.15 |
| Are source of relevant information on global good practices              | 100 | 7.14 | 1.95 | 205 | 7.56 | 2.11 |
| Are adequately disseminated                                             | 95  | 6.38 | 2.28 | 203 | 6.73 | 2.30 |
| Are translated enough into local language                                 | 90  | 6.39 | 2.26 | 185 | 6.22 | 2.76 |
| Are adaptable to Uzbekistan’s specific development challenges and country circumstances | 96  | 6.38 | 2.10 | 199 | 6.85 | 2.27 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY19 and FY16 respondents.

| Statement                                                                 | FY16       | FY19       |
|                                                                          | N  | Mean | SD | N  | Mean | SD |
| Overall, how significant a contribution do you believe the WBG’s knowledge work and activities make to development results in your country? | 109 | 8.02 | 2.00 | 233 | 7.90 | 2.12 |
| Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities? | 99  | 7.36 | 1.96 | 205 | 7.19 | 2.26 |

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)
### E. Working with the World Bank Group

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

| Statement                                                                 | FY16 N | Mean  | SD   | FY19 N | Mean  | SD   |
|---------------------------------------------------------------------------|--------|-------|------|--------|-------|------|
| The World Bank Group disburses funds promptly*                             | 77     | 7.59  | 2.01 | 142    | 6.79  | 2.45 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 99     | 7.25  | 2.08 | 192    | 7.32  | 2.34 |
| The World Bank Group's approvals and reviews are done in a timely fashion* | 83     | 7.45  | 1.94 | 157    | 6.79  | 2.44 |
| The WBG’s conditions on its lending are reasonable*                        | 79     | 7.81  | 1.75 | 167    | 7.11  | 2.42 |
| The World Bank Group takes decisions quickly in Uzbekistan                | 85     | 6.52  | 2.16 | 168    | 6.48  | 2.46 |
| Working with the World Bank Group increases Uzbekistan's institutional capacity | 100   | 7.66  | 2.06 | 213    | 7.85  | 2.06 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 76     | 6.72  | 2.31 | 157    | 7.07  | 2.27 |

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY19 and FY16 respondents.

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

When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan?

| Percentage of Respondents                                    | FY16   | FY19   |
|-------------------------------------------------------------|--------|--------|
| Financial services                                          | 39.5%  | 32.5%  |
| Knowledge products                                          | 36.3%  | 37.7%  |
| Convening services                                          | 2.3%   | 4.2%   |
| None of the above                                           | 1.5%   | 2.2%   |
| The combination is appropriate for Uzbekistan               | 13.6%  | 16.8%  |
| Don't know                                                  | 6.8%   | 6.7%   |
**H. Background Information**

Currently, do you professionally collaborate/work with the WBG (IBRD/IDA, IFC, MIGA, ICSID) in your country?

| Percentage of Respondents | FY16  | FY19  |
|---------------------------|-------|-------|
| Yes                       | 65.2% | 55.6% |
| No                        | 34.8% | 44.4% |

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Uzbekistan?

| Percentage of Respondents | FY16    | FY19    |
|---------------------------|---------|---------|
| The World Bank (IBRD/IDA) | 80.5%   | 77.2%   |
| The International Finance Corporation (IFC) | 13.7% | 20.5% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.9% | 1.7% |
| International Centre for Settlement of Investment Disputes (ICSID)/Other (in FY16) | 4.9% | 0.6% |

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

| Percentage of Respondents | FY16 | FY19 |
|---------------------------|------|------|
| Yes                       | 48.9%| 58.5%|
| No                        | 51.1%| 41.5%|

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

| Percentage of Respondents (Responses combined) | FY16 | FY19 |
|-----------------------------------------------|------|------|
| Observer*                                      | 9.8% | 23.2%|
| Use World Bank Group reports/data              | 29.6%| 23.4%|
| Engage in World Bank Group related/sponsored events/activities | 36.4% | 35.3% |
| Collaborate as part of my professional duties | 51.9%| 42.1%|
| Use World Bank Group website for information, data, research, etc. | 23.9% | 19.9% |

*Significantly different between FY19 and FY16 respondents.*

What’s your gender?

| Percentage of Respondents | FY16 | FY19 |
|---------------------------|------|------|
| Female                    | 33.4%| 32.2%|
| Male                      | 66.6%| 67.8%|
### Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

| Indicator Question                                                                 | Which of the following describes your level of interaction with the WBG? | Which of the following describes your exposure to the World Bank in Uzbekistan? (Choose no more than TWO) |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|                                                                                     | Not Collaborating | Currently Collaborating | Observer | Use WBG reports/data | Engage in WBG activities | Collaborate | Use WBG website |
| To what extent do you trust the World Bank Group to do what is right?               | 6.87             | 7.43                     | 7.27     | 7.11                  | 7.15                   | 7.45        | 7.14               | 7.41                   | 7.21                   | 7.26                   | 7.26                   | 7.12                   |
| Overall, please rate your impression of the World Bank Group’s effectiveness in Bhutan. | 6.62             | 7.47                     | 7.41     | 6.20                  | 7.07                   | 7.40        | 6.88               | 7.69                   | 7.07                   | 7.25                   | 7.15                   | 7.19                   |
| Overall, the World Bank Group currently plays a relevant role in development in Bhutan | 6.42             | 7.16                     | 7.09     | 5.98                  | 6.83                   | 6.91        | 6.53               | 7.50                   | 6.76                   | 6.95                   | 6.89                   | 6.66                   |
| The World Bank Group’s work is aligned with what I consider the development priorities for Bhutan | 6.56             | 7.19                     | 7.17     | 6.15                  | 6.88                   | 7.11        | 6.62               | 7.60                   | 6.89                   | 7.00                   | 6.96                   | 6.84                   |
| Responsiveness to needs                                                             | 6.02             | 7.12                     | 6.87     | 6.09                  | 6.67                   | 6.75        | 6.60               | 6.87                   | 6.43                   | 7.00                   | 6.73                   | 6.52                   |
| Flexibility (in terms of the institution’s products and services)                   | 5.80             | 6.73                     | 6.48     | 5.84                  | 6.32                   | 6.41        | 6.15               | 6.70                   | 6.13                   | 6.58                   | 6.39                   | 6.12                   |
| Flexibility (in terms of changing country circumstances)                            | 6.17             | 6.96                     | 6.77     | 6.19                  | 6.50                   | 7.00        | 6.41               | 7.06                   | 6.59                   | 6.70                   | 6.65                   | 6.56                   |
| Being inclusive                                                                     | 6.31             | 6.89                     | 6.65     | 6.62                  | 6.51                   | 6.98        | 6.46               | 7.00                   | 6.63                   | 6.66                   | 6.69                   | 6.42                   |
| Openness (sharing data and other information)                                       | 6.90             | 7.11                     | 7.26     | 6.29                  | 6.86                   | 7.49        | 6.95               | 7.19                   | 6.99                   | 7.09                   | 6.95                   | 7.40                   |
| Collaboration with the Government                                                   | 7.24             | 7.99                     | 8.01     | 6.71                  | 7.54                   | 8.17        | 7.46               | 8.18                   | 7.65                   | 7.76                   | 7.77                   | 7.44                   |
| The speed in which it gets things accomplished on the ground                        | 6.13             | 7.12                     | 6.84     | 6.22                  | 6.60                   | 6.98        | 6.59               | 6.89                   | 6.67                   | 6.74                   | 6.72                   | 6.61                   |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6.62             | 7.10                     | 7.04     | 6.65                  | 6.86                   | 7.23        | 6.90               | 7.06                   | 6.98                   | 6.92                   | 6.92                   | 7.09                   |
| Collaboration with civil society                                                    | 6.13             | 6.60                     | 6.43     | 6.19                  | 6.24                   | 6.76        | 6.36               | 6.39                   | 6.45                   | 6.28                   | 6.41                   | 6.22                   |
| Staff accessibility                                                                  | 6.11             | 7.29                     | 7.04     | 6.00                  | 6.75                   | 6.98        | 6.73               | 6.99                   | 6.49                   | 7.17                   | 6.90                   | 6.41                   |
| Collaboration with other donors and development partners                             | 6.51             | 7.27                     | 7.07     | 6.56                  | 6.85                   | 7.20        | 6.89               | 7.07                   | 6.93                   | 6.97                   | 6.92                   | 7.05                   |
| Collaboration with the private sector                                               | 5.67             | 6.32                     | 6.17     | 5.68                  | 5.95                   | 6.38        | 6.08               | 6.01                   | 5.97                   | 6.16                   | 6.11                   | 5.83                   |
| Straightforwardness and honesty                                                     | 7.10             | 7.55                     | 7.46     | 7.09                  | 7.32                   | 7.52        | 7.30               | 7.51                   | 7.45                   | 7.28                   | 7.40                   | 7.27                   |
| Treating clients and stakeholders in Bhutan with respect                             | 7.46             | 8.29                     | 8.13     | 7.30                  | 7.84                   | 8.20        | 7.77               | 8.28                   | 7.82                   | 8.09                   | 8.02                   | 7.58                   |
| Being a long-term partner                                                           | 7.75             | 8.34                     | 8.28     | 7.60                  | 8.02                   | 8.40        | 8.10               | 8.16                   | 8.04                   | 8.22                   | 8.11                   | 8.17                   |
| To what extent does the World Bank Group’s work help to achieve development results in Bhutan? | 7.12             | 7.55                     | 7.52     | 7.05                  | 7.46                   | 7.23        | 7.22               | 7.77                   | 7.26                   | 7.59                   | 7.45                   | 7.40                   |
| To what extent does the World Bank Group influence the development agenda in Bhutan? | 6.73             | 7.24                     | 7.22     | 6.56                  | 7.11                   | 6.92        | 6.83               | 7.51                   | 6.90                   | 7.27                   | 7.11                   | 6.88                   |
| The WBG’s financial instruments meet the needs of Bhutan                             | 6.71             | 7.32                     | 7.30     | 6.48                  | 7.16                   | 6.94        | 6.89               | 7.52                   | 6.93                   | 7.33                   | 7.19                   | 6.73                   |
| The World Bank Group meets Bhutan’s needs for knowledge services                    | 6.44             | 6.99                     | 6.96     | 6.11                  | 6.74                   | 6.86        | 6.64               | 7.01                   | 6.63                   | 6.93                   | 6.80                   | 6.62                   |
| Are adaptable to Bhutan’s specific development challenges and country circumstances  | 6.51             | 7.21                     | 7.08     | 6.43                  | 6.87                   | 7.07        | 6.81               | 7.14                   | 6.80                   | 7.12                   | 7.01                   | 6.58                   |
| Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country? | 7.58             | 8.26                     | 8.15     | 7.54                  | 7.97                   | 8.07        | 7.88               | 8.22                   | 7.82                   | 8.22                   | 8.04                   | 7.80                   |
| Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities? | 6.99             | 7.64                     | 7.55     | 6.87                  | 7.30                   | 7.65        | 7.31               | 7.57                   | 7.13                   | 7.74                   | 7.46                   | 7.15                   |
| The World Bank Group takes decisions quickly in Bhutan                               | 6.29             | 6.94                     | 6.80     | 6.29                  | 6.53                   | 7.18        | 6.65               | 6.76                   | 6.50                   | 6.92                   | 6.75                   | 6.39                   |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 6.81             | 7.43                     | 7.31     | 6.95                  | 7.28                   | 7.08        | 7.11               | 7.43                   | 7.15                   | 7.33                   | 7.29                   | 6.90                   |

Yellow highlight indicates significant difference between Yes and No means.
Appendix G: Uzbekistan FY19 Questionnaire

World Bank Group Country Survey FY 2019 – Uzbekistan

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

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

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

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

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

**A1. When you think about the future in Uzbekistan, are you ... ?**

|   |   |
|---|---|
| 1 | Very pessimistic |
| 2 | Somewhat pessimistic |
| 3 | Somewhat optimistic |
| 4 | Very optimistic |
| 5 | Not sure |

**A2. Do you think that economic opportunity for citizens in Uzbekistan is ... ?**

|   |   |
|---|---|
| 1 | Increasing |
| 2 | Decreasing |
| 3 | Staying about the same |

**A3. Listed below are a number of development priorities in Uzbekistan. Please identify which of the following you consider the most important development priorities in Uzbekistan. (Choose no more than THREE)**

|   |   |
|---|---|
| 1 | Global/regional integration |
| 2 | Food safety |
| 3 | Urban development |
| 4 | Social protection (e.g., pensions, targeted social assistance) |
| 5 | Gender equity (closing the gap between women and men, and boys and girls) |
| 6 | Private sector development |
| 7 | Education |
| 8 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 9 | Energy |
| 10 | Water and sanitation |
| 11 | Pollution |
| 12 | Job creation/employment |
| 13 | Health |
| 14 | Financial markets |
| 15 | Climate change (e.g., mitigation, adaptation) |
| 16 | Poverty reduction |
| 17 | Anti-corruption |
| 18 | Transport (e.g., roads, bridges, transportation) |
| 19 | Agriculture and rural development |
| 20 | Trade and exports |
| 21 | Crime and violence |
| 22 | Natural resource management |
| 23 | Judiciary reform |
| 24 | Economic growth |
| 25 | Disaster risk management |
| 26 | Equality of opportunity (i.e., social inclusion) |
| 27 | Information and communications technology |
**SECTION A: GENERAL ISSUES**

**A4. Poverty reduction is a broad term that encompasses work in many different areas.**

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Uzbekistan? *(Choose no more than THREE)*

|   |   |
|---|---|
| 1 | Judiciary reform |
| 2 | Information and communications technology |
| 3 | Social protection (e.g., pensions, targeted social assistance) |
| 4 | Economic growth |
| 5 | Disaster risk management |
| 6 | Equality of opportunity (i.e., social inclusion) |
| 7 | Agriculture and rural development |
| 8 | Trade and exports |
| 9 | Crime and violence |
| 10 | Climate change (e.g., mitigation, adaptation) |
| 11 | Transport (e.g., roads, bridges, transportation) |
| 12 | Energy |
| 13 | Anti-corruption |
| 14 | Health |
| 15 | Financial markets |
| 16 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 17 | Water and sanitation |
| 18 | Pollution |
| 19 | Job creation/employment |
| 20 | Gender equity (closing the gap between women and men, and boys and girls) |
| 21 | Private sector development |
| 22 | Education |
| 23 | Global/regional integration |
| 24 | Food safety |
| 25 | Urban development |
| 26 | Natural resource management |

**A5. When economic and/or social reform efforts fail or are slow to take place in Uzbekistan, which of the following would you attribute this to? *(Choose no more than TWO)*

|   |   |
|---|---|
| 1 | Inadequate level of capacity in the government |
| 2 | Corruption |
| 3 | Political pressures and obstacles |
| 4 | Inadequate level of private sector participation |
| 5 | Inadequate level of citizen/civil society participation |
| 6 | Inadequate level of donor coordination |
| 7 | Reforms are not well thought out in light of country challenges |
| 8 | Poor coordination within the government |
| 9 | Inadequate level of government accountability |
| 10 | Other (please specify): ____________________________________________ |
### SECTION A: GENERAL ISSUES

**A6. To what extent do you trust each of the following groups to do what is right?**

|                           | To no degree at all | To a very significant degree | Don’t know |
|---------------------------|--------------------|------------------------------|------------|
| 1 The national/federal government | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 2 Bilateral organizations (e.g., DFID, JICA, GIZ, USAID) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 3 The World Bank Group     | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 4 The International Monetary Fund | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 5 UN                       | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 6 Regional development banks (e.g., ADB, EBRD, IDB) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 7 Uzbekistan’s Central Bank | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 8 International private sector | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 9 Domestic private sector  | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 10 International civil society (e.g., NGOs, CBOs) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 11 Domestic civil society (e.g., NGOs, CBOs) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 12 Faith-based institutions | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 13 Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 14 International media and their web presence | 1 2 3 4 5 6 7 8 9 10 | □                           |            |
| 15 Web based media (i.e., blogs, social media, other web-based news and information sources) | 1 2 3 4 5 6 7 8 9 10 | □                           |            |

**A7. Please describe the direction Uzbekistan is moving in, when considering ... ?**

|                                         | Getting much worse | Getting somewhat worse | Staying the same | Getting somewhat better | Getting much better |
|-----------------------------------------|--------------------|------------------------|------------------|------------------------|-------------------|
| 1 Human development (e.g., health, education, and social protection) | □                  | □                      | □                | □                      | □                 |
| 2 Equal opportunity for girls and boys, men and women | □                  | □                      | □                | □                      | □                 |
| 3 Growing Uzbekistan’s economy in a way that leads to jobs and employment | □                  | □                      | □                | □                      | □                 |
| 4 The gap between the rich and the poor | □                  | □                      | □                | □                      | □                 |
| 5 Making government more effective | □                  | □                      | □                | □                      | □                 |
| 6 Anti-corruption | □                  | □                      | □                | □                      | □                 |
| 7 Attracting new sources of foreign investment | □                  | □                      | □                | □                      | □                 |
| 8 Improving conditions for doing business | □                  | □                      | □                | □                      | □                 |
SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Uzbekistan? (Choose no more than TWO)

|   | Challenge                                           |
|---|-----------------------------------------------------|
| 1 | Climate change                                     |
| 2 | Terrorism                                           |
| 3 | Migrants and refugees                              |
| 4 | Jobs/employment                                    |
| 5 | Trade constraints                                  |
| 6 | The gap between the rich and the poor              |
| 7 | Environmental degradation                          |
| 8 | Fragility in Uzbekistan or neighboring countries   |
| 9 | Technology based disruption                         |
| 10| Geo political uncertainty                          |

A9. When thinking about development efforts in Uzbekistan, do you think that civil society (e.g., NGOs, CBOs) should ...

|   | Engagement Level                                |
|---|-------------------------------------------------|
| 1 | Engage significantly less                        |
| 2 | Engage somewhat less                             |
| 3 | Engage somewhat more                             |
| 4 | Engage significantly more                        |
| 5 | Engage at the same level it does currently       |
| 6 | Don't know                                       |

A10. To what extent do you trust domestic private sector to engage in public service delivery in Uzbekistan?

|   | Trust Level                                      |
|---|-------------------------------------------------|
| 1 | To a very low degree                            |
| 2 | To a somewhat low degree                        |
| 3 | To a somewhat high degree                       |
| 4 | To a very high degree                           |
| 5 | Don't know                                       |

A11. To what extent do you trust international private sector to engage in public service delivery in Uzbekistan?

|   | Trust Level                                      |
|---|-------------------------------------------------|
| 1 | To a very low degree                            |
| 2 | To a somewhat low degree                        |
| 3 | To a somewhat high degree                       |
| 4 | To a very high degree                           |
| 5 | Don't know                                       |
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Uzbekistan?

1  2  3  4  5  6  7  8  9  10
Not familiar at all  Extremely familiar

B2. Overall, please rate your impression of the World Bank Group’s effectiveness in Uzbekistan.

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 Group’s staff is well prepared (e.g., skills and knowledge) to help Uzbekistan solve its most complicated development challenges?

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

1  Job creation/employment  15  Equality of opportunity (i.e., social inclusion)
2  Health  16  Information and communications technology
3  Financial markets  17  Transport (e.g., roads, bridges, transportation)
4  Social protection (e.g., pensions, targeted social assistance)  18  Agriculture and rural development
5  Gender equity (closing the gap between women and men, and boys and girls)  19  Trade and exports
6  Private sector development  20  Crime and violence
7  Education  21  Natural resource management
8  Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  22  Climate change (e.g., mitigation, adaptation)
9  Energy  23  Judiciary reform
10  Water and sanitation  24  Economic growth
11  Pollution  25  Disaster risk management
12  Global/regional integration  26  Poverty reduction
13  Food safety  27  Anti-corruption
14  Urban development
### SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

#### B5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Uzbekistan?

|   | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
|---|----------------------------------|---------------------------------------|
| 1 | Bringing together different groups of stakeholders |  |  |
| 2 | Capacity development related to World Bank Group supported projects |  |  |
| 3 | Technical assistance |  |  |
| 4 | Policy advice, studies, analyses |  |  |
| 5 | Financial resources |  |  |
| 6 | Data and statistics |  |  |
| 7 | Promoting knowledge sharing |  |  |
| 8 | Implementation support |  |  |
| 9 | Mobilizing third party financial resources |  |  |
| 10 | Donor coordination |  |  |
| 11 | Other (please specify): ________________________ |  |  |

#### B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Uzbekistan? (Choose no more than TWO)

1. Not collaborating enough with private sector
2. Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
3. Not aligned with country priorities
4. Not willing to honestly criticize policies and reform efforts in the country
5. Staff too inaccessible
6. Not adequately sensitive to political/social realities in Uzbekistan
7. Too influenced by developed countries
8. World Bank Group’s processes too slow and complex
9. Not adequately flexible
10. Not sufficiently focused on sustainable results
11. Not collaborating enough with civil society (e.g., NGOs, CBOs)
12. Not enough public disclosure of its work
13. Arrogant in its approach
14. Inadequate World Bank Group’s staffing in Uzbekistan
15. Other (please specify): ________________________
16. Don’t know
### SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

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

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

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

|   | Strongly disagree | Strongly agree | Don’t know |
|---|-------------------|---------------|------------|
| B10 | Overall the World Bank Group currently plays a relevant role in development in Uzbekistan | 1 2 3 4 5 6 7 8 9 10 | □ |
| B11 | The World Bank Group’s work is aligned with what I consider the development priorities for Uzbekistan | 1 2 3 4 5 6 7 8 9 10 | □ |
**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

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

|   |                                                                 | To no degree at all | To a very significant degree | Don't know |
|---|-----------------------------------------------------------------|---------------------|-------------------------------|------------|
| B12 | Responsiveness to needs                                       | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B13 | Flexibility (in terms of the institution’s products and services) | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B14 | Flexibility (in terms of changing country circumstances)       | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B15 | Being inclusive                                                | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B16 | Openness (sharing data and other information)                  | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B17 | Collaboration with the Government                              | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B18 | The speed in which it gets things accomplished on the ground   | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B19 | Helping to bring discipline/effective supervision to implementation of investment projects | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B20 | Collaboration with civil society                               | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B21 | Staff accessibility                                            | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B22 | Collaboration with other donors and development partners       | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B23 | Collaboration with the private sector                          | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B24 | Straightforwardness and honesty                                | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B25 | Treating clients and stakeholders in Uzbekistan with respect   | 1 2 3 4 5 6 7 8 9 10 |                                |            |
| B26 | Being a long-term partner                                      | 1 2 3 4 5 6 7 8 9 10 |                                |            |
## SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

### C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Uzbekistan?  
*(If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)*

| Sector                                                                 | Not effective at all | Very effective | Don’t know |
|------------------------------------------------------------------------|----------------------|----------------|------------|
| 1 Social protection (e.g., pensions, targeted social assistance)       | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 2 Gender equity (closing the gap between women and men, and boys and girls) | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 3 Private sector development                                           | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 4 Education                                                            | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 5 Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 6 Global/regional integration                                          | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 7 Food safety                                                          | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 8 Urban development                                                    | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 9 Energy                                                               | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 10 Water and sanitation                                                | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 11 Job creation/employment                                             | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 12 Health                                                              | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 13 Financial markets                                                   | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 14 Transport (e.g., roads, bridges, transportation)                    | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 15 Agriculture and rural development                                  | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 16 Trade and exports                                                   | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 17 Natural resource management                                         | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 18 Climate change (e.g., mitigation, adaptation)                       | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 19 Poverty reduction                                                   | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 20 Anti-corruption                                                     | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 21 Economic growth                                                     | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 22 Disaster risk management                                            | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 23 Equality of opportunity (i.e., social inclusion)                    | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
| 24 Information and communications technology                           | 1 2 3 4 5 6 7 8 9 10 | 1 2 3 4 5 6 7 8 9 10 | □          |
SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

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

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don’t know |
|---|---|---|---|---|---|---|---|---|---|------------|
| To no degree at all | To a very significant degree |

C3. To what extent does the World Bank Group influence the development agenda in Uzbekistan?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don’t know |
|---|---|---|---|---|---|---|---|---|---|------------|
| To no degree at all | To a very significant degree |

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

| | Strongly disagree | Strongly agree | Don’t know |
|---|---|---|---|
| C4 | The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Uzbekistan | 1 2 3 4 5 6 7 8 9 10 | |
| C5 | The World Bank Group meets Uzbekistan’s needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 2 3 4 5 6 7 8 9 10 | |

C6. To what extent do you believe that Uzbekistan received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS) for the Aviation Sector Reform (https://bit.ly/2sxbeR7)?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Don’t know |
|---|---|---|---|---|---|---|---|---|---|------------|
| To no degree at all | To a very significant degree |

Don’t know
**SECTION D: THE WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

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

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

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

|   | To no degree at all | To a very significant degree | Don’t know |
|---|---------------------|-------------------------------|------------|
| D2 | Are timely          |                               |            |
| D3 | Include appropriate level of stakeholder involvement during preparation |                               |            |
| D4 | Lead to practical solutions |                               |            |
| D5 | Are source of relevant information on global good practices |                               |            |
| D6 | Are adequately disseminated |                               |            |
| D7 | Are translated enough into local language |                               |            |
| D8 | Are adaptable to Uzbekistan’s specific development challenges and country circumstances |                               |            |

**D9. Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?**

|   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Not significant at all |   |   |   |   |   |   |   |   |   |   |
| 2 | Very significant |   |   |   |   |   |   |   |   |   |   |
| 3 | Don’t know |   |   |   |   |   |   |   |   |   |   |

**D10. Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?**

|   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Very low technical quality |   |   |   |   |   |   |   |   |   |   |
| 2 | Very high technical quality |   |   |   |   |   |   |   |   |   |   |
| 3 | Don’t know |   |   |   |   |   |   |   |   |   |   |
## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

|   | Strongly disagree | Strongly agree | Don't know |
|---|-------------------|----------------|------------|
| E1 | The World Bank Group disburses funds promptly | 1 2 3 4 5 6 7 8 9 10 | | |
| E2 | The World Bank Group effectively monitors and evaluates the projects and programs it supports | 1 2 3 4 5 6 7 8 9 10 | | |
| E3 | The World Bank Group’s approvals and reviews at project level are done in a timely fashion | 1 2 3 4 5 6 7 8 9 10 | | |
| E4 | The World Bank Group’s Environmental and Social Framework requirements are reasonable | 1 2 3 4 5 6 7 8 9 10 | | |
| E5 | The World Bank Group’s conditions on its lending are reasonable | 1 2 3 4 5 6 7 8 9 10 | | |
| E6 | The World Bank Group takes decisions quickly in Uzbekistan | 1 2 3 4 5 6 7 8 9 10 | | |
| E7 | Working with the World Bank Group increases Uzbekistan’s institutional capacity | 1 2 3 4 5 6 7 8 9 10 | | |
| E8 | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1 2 3 4 5 6 7 8 9 10 | | |
SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN UZBEKISTAN

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Uzbekistan? (Choose no more than TWO)

|   |                                                                                                                                  |
|---|----------------------------------------------------------------------------------------------------------------------------------|
| 1 | Help to bring discipline/effective supervision to implementation of World Bank Group projects                                  |
| 2 | Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN                                         |
| 3 | Offer more innovative financial products                                                                                      |
| 4 | Offer more innovative knowledge services                                                                                     |
| 5 | Collaborate more effectively with Government clients (e.g., national, state, local)                                           |
| 6 | Work faster                                                                                                                   |
| 7 | Reduce the complexity of obtaining World Bank Group financing                                                                  |
| 8 | Increase availability of Reimbursable Advisory Services (RAS)                                                                    |
| 9 | Ensure greater selectivity in its work                                                                                        |
| 10| Provide more adequate data/knowledge/statistics/figures on Uzbekistan’s economy                                               |
| 11| Engage more effectively with civil society (e.g., NGOs, CBOs)                                                                    |
| 12| Increase the level of capacity development in the country                                                                      |
| 13| Engage more directly with beneficiaries                                                                                       |
| 14| Improve the quality of its experts as related to Uzbekistan’s specific challenges                                              |
| 15| Engage more effectively with private sector                                                                                   |
| 16| Other (please specify): _________________________________________________________________________________________________|

F2. When considering the combination of services that the World Bank Group offers in Uzbekistan, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Uzbekistan? (Select only ONE response)

|   |                                                                                                                                  |
|---|----------------------------------------------------------------------------------------------------------------------------------|
| 1 | Financial services                                                                                                              |
| 2 | Knowledge products                                                                                                              |
| 3 | Convening services                                                                                                              |
| 4 | None of the above                                                                                                               |
| 5 | The combination is appropriate for Uzbekistan                                                                                  |
| 6 | Don’t know                                                                                                                     |
SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Uzbekistan?

| Frequency            | 1 | 2 | 3 | 4 | 5 | 6 |
|----------------------|---|---|---|---|---|---|
| Never                |   |   |   |   |   |   |
| Less than once a year|   |   |   |   |   |   |
| Once a year to a few times a year |   |   |   |   |   |   |
| Less than once a month|   |   |   |   |   |   |
| At least once a month |   |   |   |   |   |   |
| At least once a week  |   |   |   |   |   |   |

G2. How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than TWO)

| Source                          | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---------------------------------|---|---|---|---|---|---|---|---|---|----|
| Local radio                     |   |   |   |   |   |   |   |   |   |    |
| International radio             |   |   |   |   |   |   |   |   |   |    |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) |   |   |   |   |   |   |   |   |   |    |
| International newspapers        |   |   |   |   |   |   |   |   |   |    |
| Local television                |   |   |   |   |   |   |   |   |   |    |
| Internet                        |   |   |   |   |   |   |   |   |   |    |
| Periodicals                     |   |   |   |   |   |   |   |   |   |    |
| International television       |   |   |   |   |   |   |   |   |   |    |
| Other (please specify):         |   |   |   |   |   |   |   |   |   |    |

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

| Method                                      | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------------------------------|---|---|---|---|---|---|
| World Bank Group’s publications and other written materials |   |   |   |   |   |   |
| e-Newsletters                               |   |   |   |   |   |   |
| World Bank Group’s seminars/workshops/conferences |   |   |   |   |   |   |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) |   |   |   |   |   |   |
| World Bank Group’s website                  |   |   |   |   |   |   |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) |   |   |   |   |   |   |

G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

| Activity                                                        | Every few days | Every few weeks | Every few months | Not at all |
|                                                               |                |                   |                   |           |
| Read, viewed or heard a story about the WBG in local media     | ☐              | ☐                  | ☐                  | ☐          |
| Read, viewed or heard a story about the WBG in global media    | ☐              | ☐                  | ☐                  | ☐          |
| Interacted with the WBG on Social Media (e.g. read a post or   | ☐              | ☐                  | ☐                  | ☐          |
| tweet, liked, commented, shared, retweeted)                    |                |                   |                   |            |
| Visited a WBG website (e.g. read a blog, used data)           | ☐              | ☐                  | ☐                  | ☐          |
| Attended an event/conference hosted by the WBG                 | ☐              | ☐                  | ☐                  | ☐          |
| Watched a webinar or online event hosted by the WBG           | ☐              | ☐                  | ☐                  | ☐          |
| Read some or all of a WBG research paper or publication       | ☐              | ☐                  | ☐                  | ☐          |
| Met professionally with WBG staff                           | ☐              | ☐                  | ☐                  | ☐          |
| Read a WBG e-newsletter                                      | ☐              | ☐                  | ☐                  | ☐          |
SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)

|   |   |   |
|---|---|---|
| 1 | Office of the President, Prime Minister | 11 | Private Foundation |
| 2 | Office of Minister | 12 | NGO/Community Based Organization |
| 3 | Office of Parliamentarian | 13 | Media (press, radio, TV, web, etc.) |
| 4 | Employee of a Ministry, Ministerial Department or Implementation Agency | 14 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 5 | Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program | 15 | Trade Union |
| 6 | Local Government Office or Staff | 16 | Faith-Based Group |
| 7 | Bilateral Agency | 17 | Youth Group |
| 8 | Multilateral Agency | 18 | Academia/Research Institute/Think Tank |
| 9 | Private Sector Organization | 19 | Judiciary Branch |
| 10 | Financial Sector/Private Bank | 20 | Other (please specify): ________________________ |

H2. Please identify the primary specialization of your work. (Select only ONE response)

|   |   |   |
|---|---|---|
| 1 | Water | 12 | Gender |
| 2 | Social protection and labor | 13 | Transport and ICT |
| 3 | Fragility, conflict and violence | 14 | Urban, rural, and social development |
| 4 | Environment and natural resources | 15 | Governance |
| 5 | Public-private partnerships | 16 | Poverty |
| 6 | Education | 17 | Jobs |
| 7 | Health, nutrition, and population | 18 | Agriculture |
| 8 | Energy and extractives | 19 | Climate change |
| 9 | Macroeconomics and fiscal management | 20 | Generalist (specialized in multiple sectors) |
| 10 | Trade and competitiveness | 21 | Other (please specify): ________________________ |
| 11 | Finance and markets |   |   |

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Uzbekistan? (Select only ONE response)

|   |   |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | International Centre for Settlement of Investment Disputes (ICSID) |
SECTION H: BACKGROUND INFORMATION

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

1. Yes
2. No

H6. Which of the following describes most of your exposure to the World Bank Group in Uzbekistan? (Choose no more than TWO)

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

H7. What’s your gender?

1. Female
2. Male

H8. What’s your age?

1. 25 and under
2. 26-35
3. 36-45
4. 46-55
5. 56 and above

H9. Which best represents your geographic location?

1. I am residing in Tashkent city
2. I am residing in one of Uzbekistan’s regions
3. I am residing outside Uzbekistan

Thank you for completing the survey!