



Country Opinion Surveys

FY 2023 **Uzbekistan**

Country Opinion Survey Report

Acknowledgements

The Uzbekistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the survey design, reporting, and data analysis. Noreen Wambui and Irina Popova provided data support.

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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 the following questions:

- 1. Overall Context:** How familiar are they with the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Uzbekistan's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** What do key stakeholders value the most and the least when it comes to the WBG's work in Uzbekistan? How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions to improve WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



Methodology Overview

■ Fielded July 2023 through August 2023

- 466 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaires online or on paper
- List of names provided by the WBG country team and supplemented by the fielding agency
- Process managed on the ground by the fielding agency

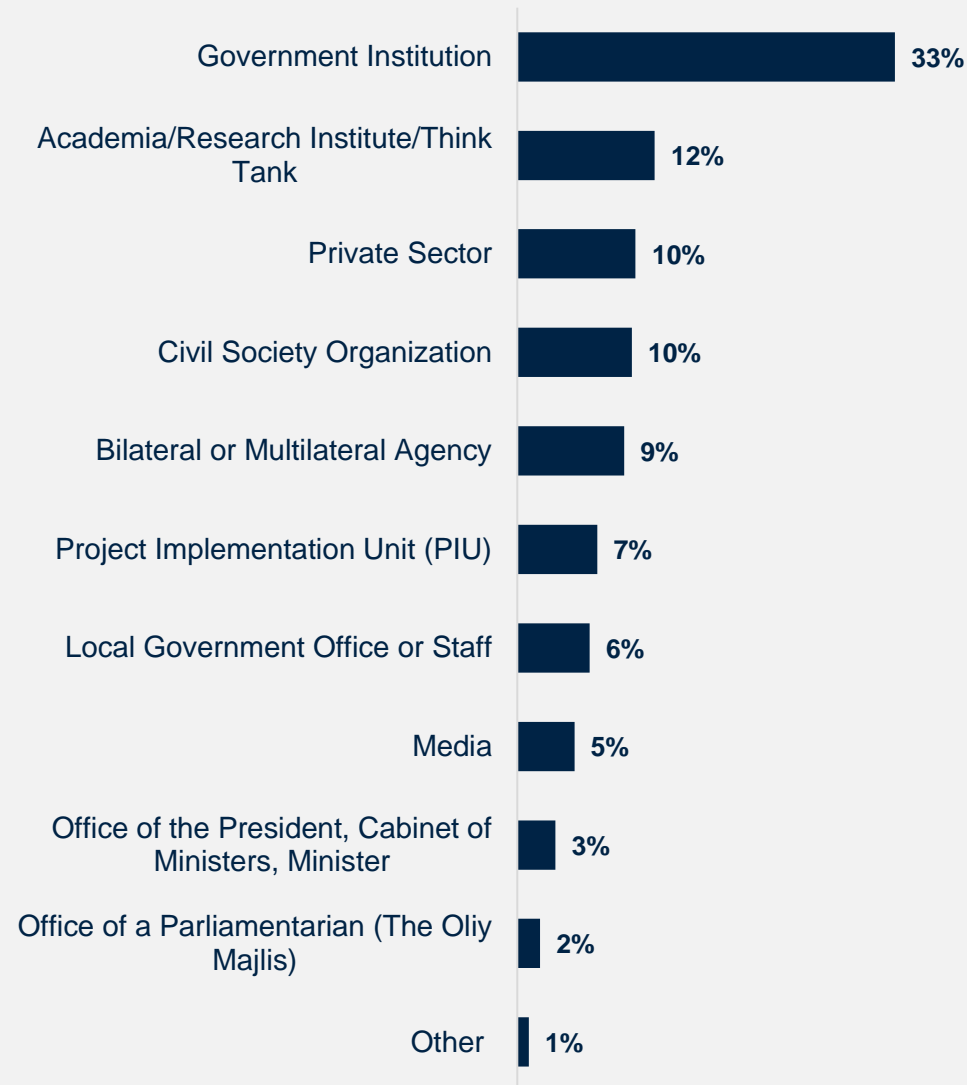
■ 298 participants (64% response rate)

- 82% from Tashkent
- 57% currently collaborate with the WBG

■ Compared to FY19 Country Survey

- 352 participants (32% response rate)
- Surveys completed with a representative from the local fielding agency
- 55% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



Which of the following best describes your current affiliation?
(Select only 1 response) (Percentage of Respondents, N=298)



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Overall Context

“The WBG could work closely with the Uzbekistan government to develop tailored development strategies that address the country's unique challenges and opportunities. This involves conducting thorough assessments of the country's economic, social, and environmental contexts to ensure that projects and programs align with the country's development priorities.”

(Government Institution Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey reported similar levels of familiarity with the World Bank Group as in FY19:

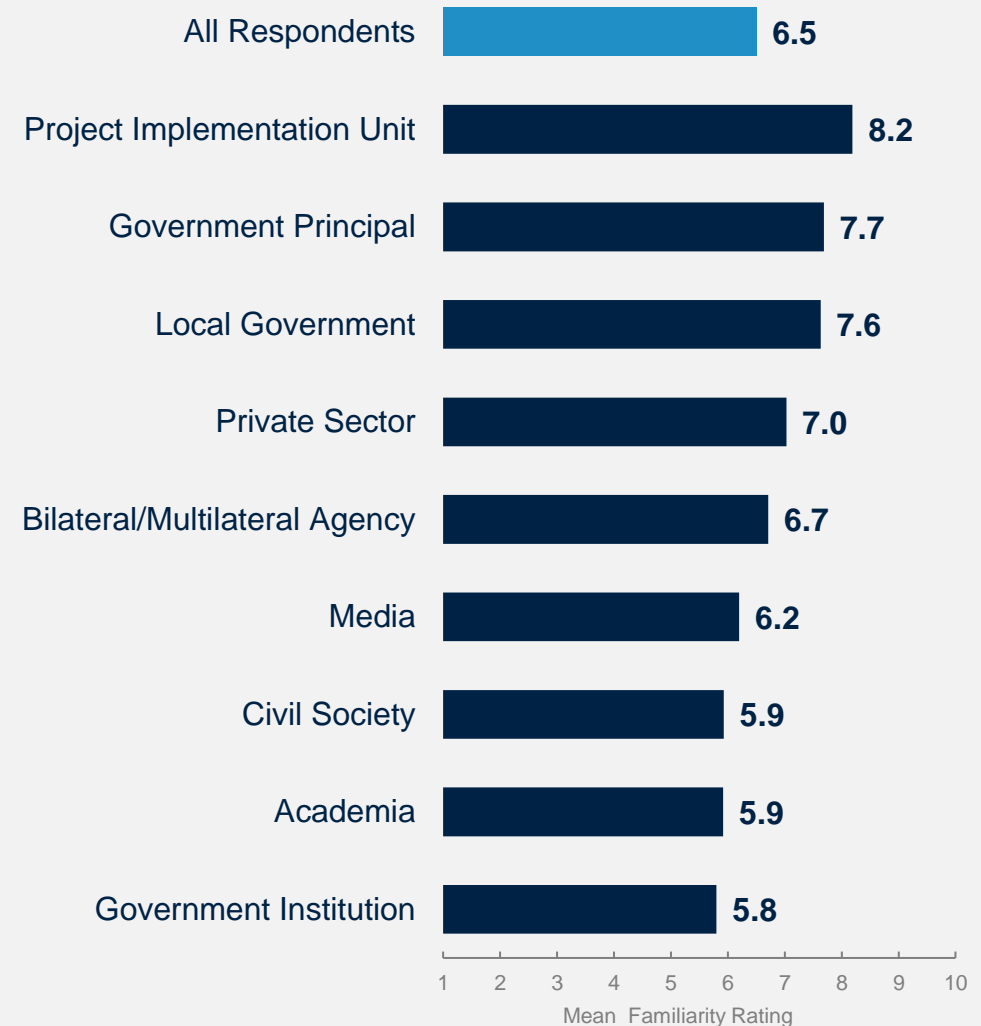
Mean familiarity: **FY23 = 6.5**

FY19 = 6.6

- **Collaboration with the WBG:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity: **Collaborate with WBG = 7.7**

Do not collaborate = 4.8



Overall Attitudes toward the World Bank Group

“Further support for ongoing socio-economic reforms, closer cooperation with civil society and NGOs, as well as the inclusion of civil sector activists in the working groups of the Implemented Framework Strategy 2022-2026.”

(Civil Society Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

Improvement in Two Key Performance Indicators

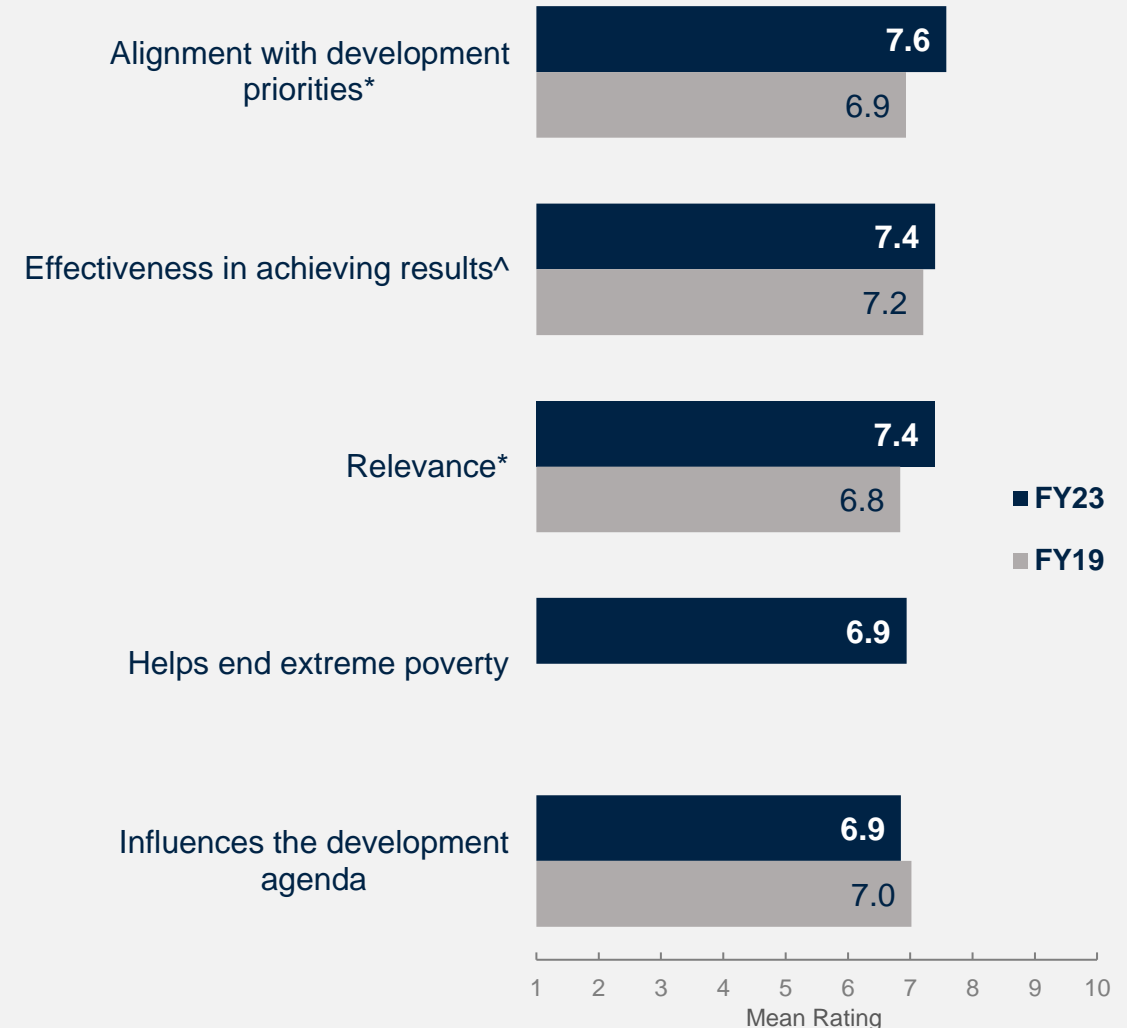
In FY23, respondents perceived the WBG as significantly more **aligned** with the country's **development priorities** and as playing a **relevant role in development** in Uzbekistan.

- Of note, respondents from **civil society** and **academia** were significantly more critical of the WBG's **effectiveness in achieving development results** compared to other stakeholder groups (academia was also one of the groups least familiar with the WBG).



The WBG currently plays a relevant role in development in Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree
To what extent does the WBG influence the development agenda in Uzbekistan? Scale: 1 To no degree at all – 10 To a very significant degree
How effective has the WBG been in achieving development results in Uzbekistan? Scale: 1 Not effective at all – 10 Very effective
The WBG's work is aligned with what I consider the development priorities for Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree
The WBG's work helps end extreme poverty in Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree

^FY23 data was compared to a mean score of the two questions asked in FY19: "Overall, please rate your impression of the WBG's effectiveness in Uzbekistan. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Uzbekistan? Scale: 1 To no degree at all – 10 To a very significant degree"



*Significantly different between years



Local Government and PIU Respondents Have the Most Positive Perceptions of the WBG

There was some variation in perceptions of the WBG's work among different stakeholder groups. Stakeholders from the **local government** and **PIUs** gave the highest ratings while respondents from **civil society, academia, and the media** tended to give somewhat lower ratings. However, only in the effectiveness question were these differences statistically significant.



The WBG currently plays a relevant role in development in Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree

To what extent does the WBG influence the development agenda in Uzbekistan?

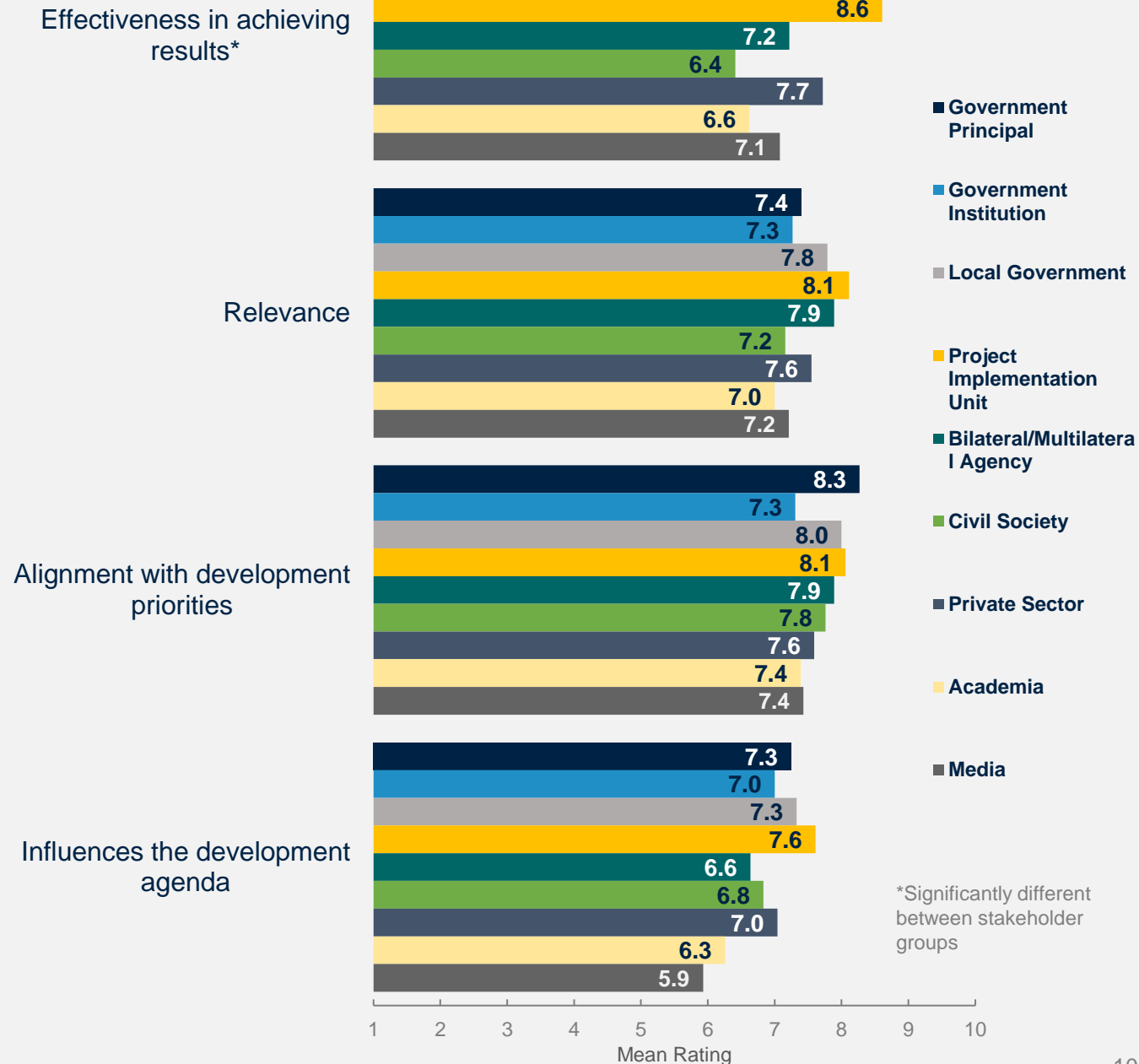
Scale: 1 To no degree at all – 10 To a very significant degree

How effective has the WBG been in achieving development results in Uzbekistan?

Scale: 1 Not effective at all – 10 Very effective

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

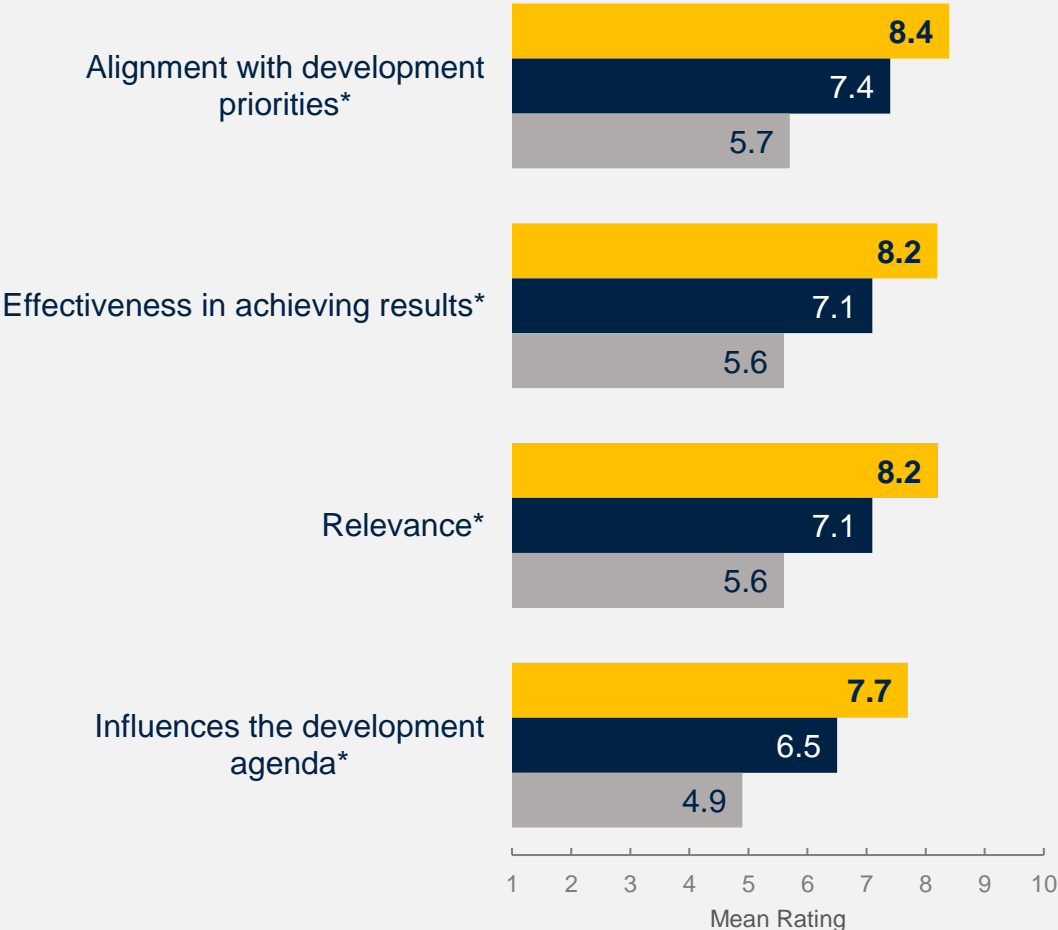
Scale: 1 Strongly disagree – 10 Strongly agree



Familiarity Leads to More Positive Perceptions

When comparing ratings on key performance indicators among respondents highly familiar with the WBG (familiarity rating of 8-10 on a 10-point scale) and those with little familiarity with the WBG (familiarity rating of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive perceptions they have of the WBG and its work.

Meaningful engagement and outreach can continue to increase positive perceptions.



The WBG currently plays a relevant role in development in Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree
To what extent does the WBG influence the development agenda in Uzbekistan? Scale: 1 To no degree at all – 10 To a very significant degree
How effective has the WBG been in achieving development results in Uzbekistan? Scale: 1 Not effective at all – 10 Very effective
The WBG's work is aligned with what I consider the development priorities for Uzbekistan. Scale: 1 Strongly disagree – 10 Strongly agree

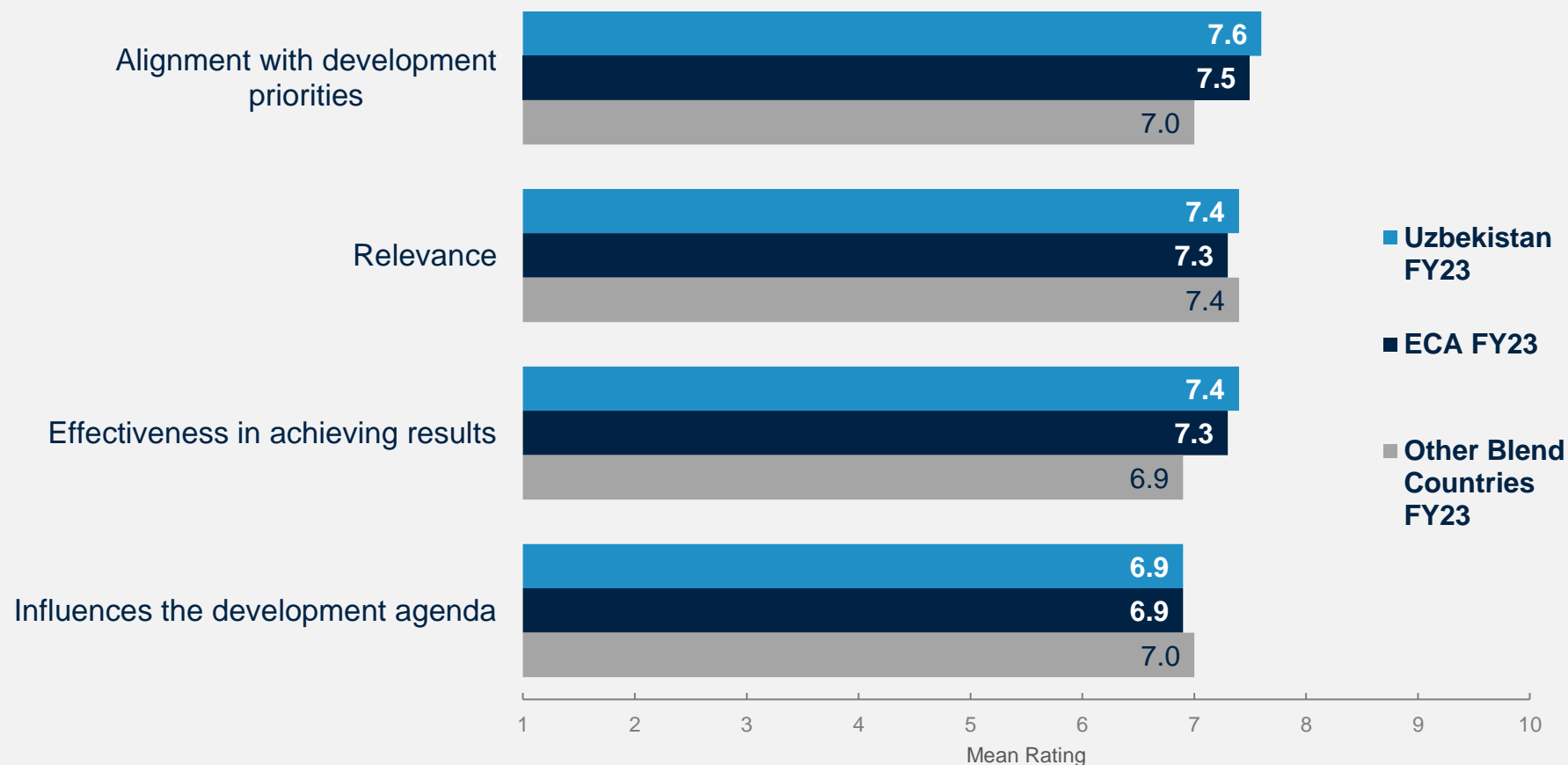
How familiar are you with the work of the WBG in Uzbekistan?

■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

*Significantly different between levels of familiarity



Uzbekistan Rated on Par with other ECA Countries and Higher than other Blend (IDA and IBRD) Countries on Two Key Performance Indicators

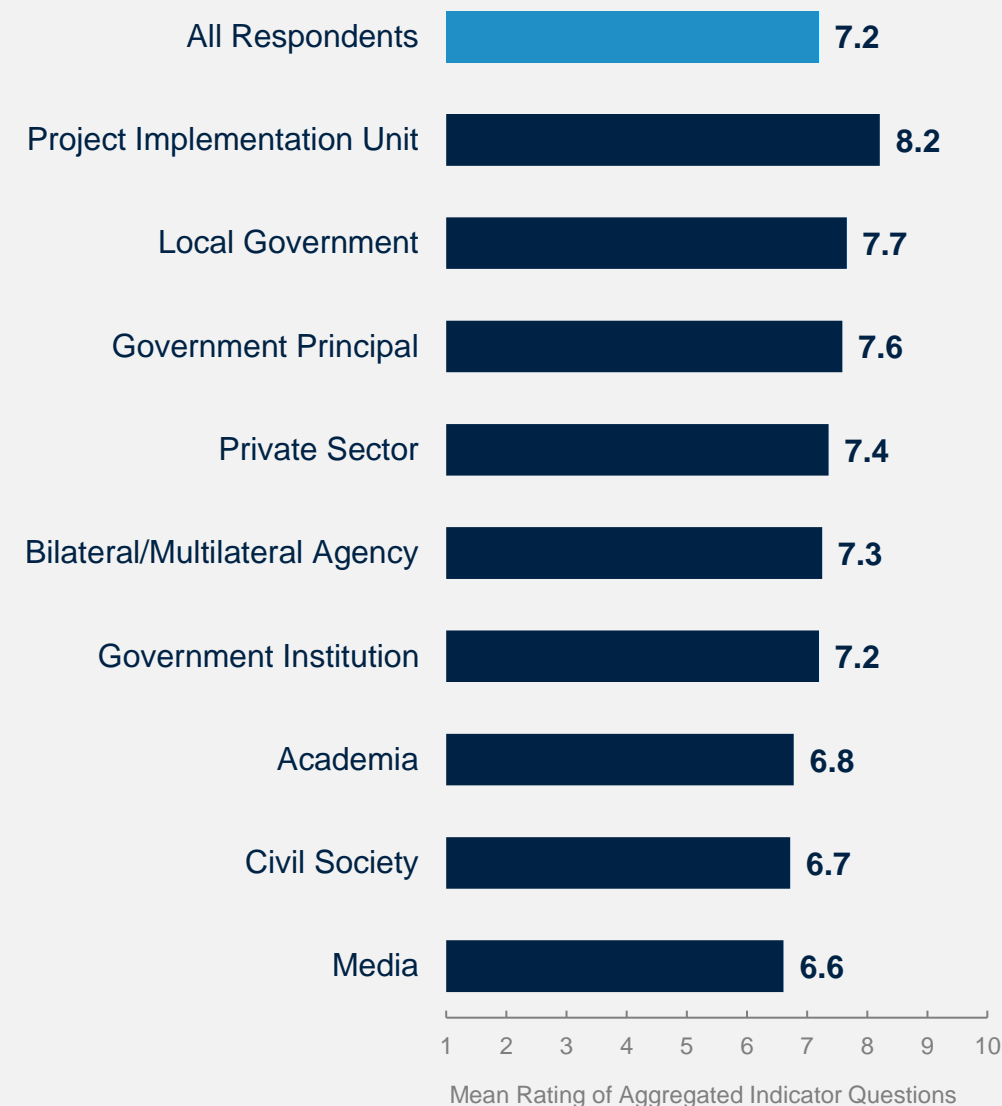


Stakeholder Trends across Performance Indicators

Respondents from **PIUs, local government, and government principals** had the highest mean ratings across the aggregated responses to the seventeen COS indicator questions whereas respondents from the **media, civil society, and academia** had significantly lower ratings.

- **Collaboration with the WBG:** Respondents who collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.7**
 Do not collaborate = 6.5



World Bank Group's Support in Development Areas

"I know that the ratification of the Convention on the Rights of Persons with Disabilities by Uzbekistan was carried out with the help and support of the World Bank. I hope that the World Bank will help ensure that the law "On Peaceful Assemblies" will be adopted in our country in the near future. In my opinion, without effective and real reforms in the judicial and legal system of Uzbekistan, it is impossible to talk about any improvements, including in the socio-economic sector of the country."

(Civil Society Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

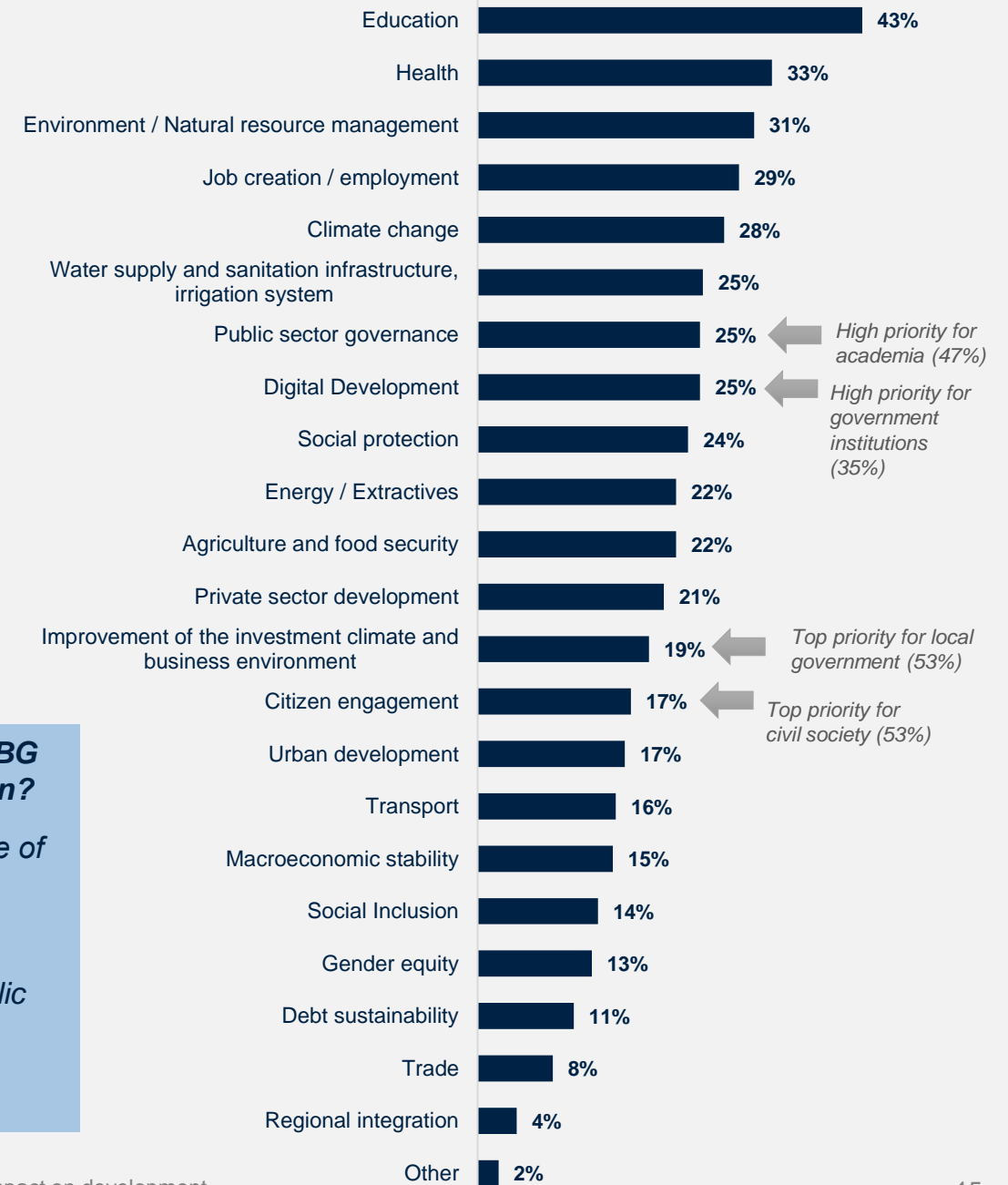
Development Areas for WBG Focus

Education, health, and environment / natural resource management were the top areas in FY23 where stakeholders would like the WBG to focus its resources.

- While education was also the top priority for the WBG identified in the FY19 survey, respondents in this year's survey considered **health** and **environment/natural resource management** of much greater priority.
- Climate change** has notably increased in priority since FY19 (only 3% in FY19).

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

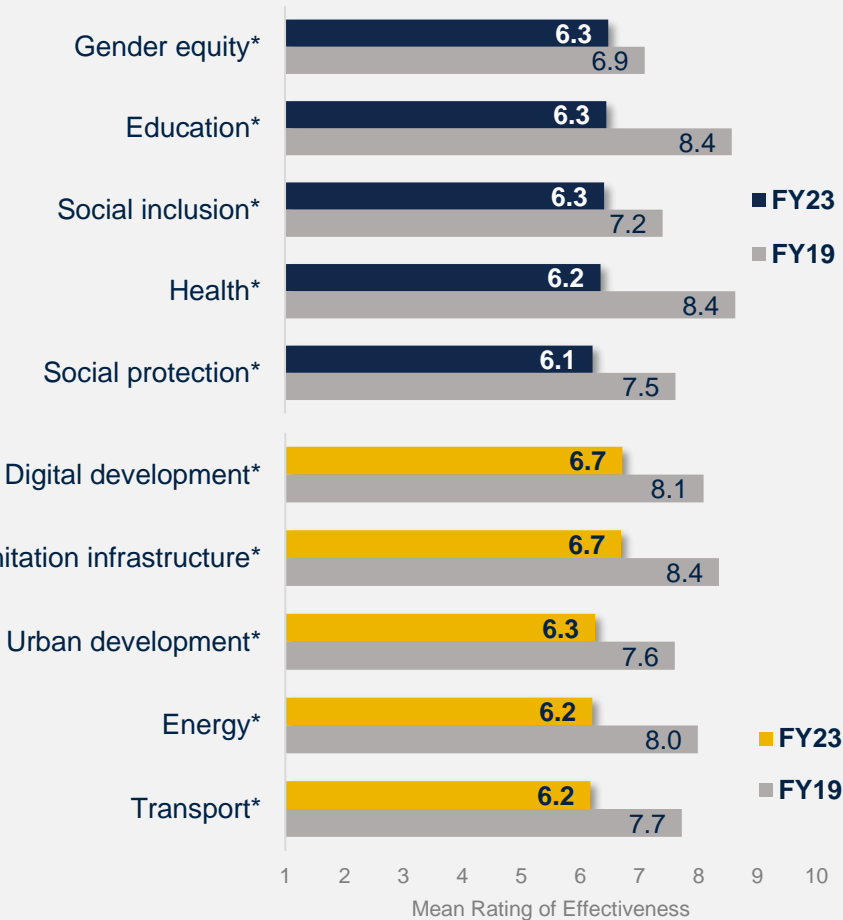
"Ensuring the freedoms of civil society, strengthening the role of women in the management of society, and paying serious attention to development in the areas of education, ecology, and health care. Ensuring the prevention of corruption in the spending of funds allocated to the government of the Republic of Uzbekistan. Paying attention to transparency in loans allocated for enterprises." (Civil Society Respondent)



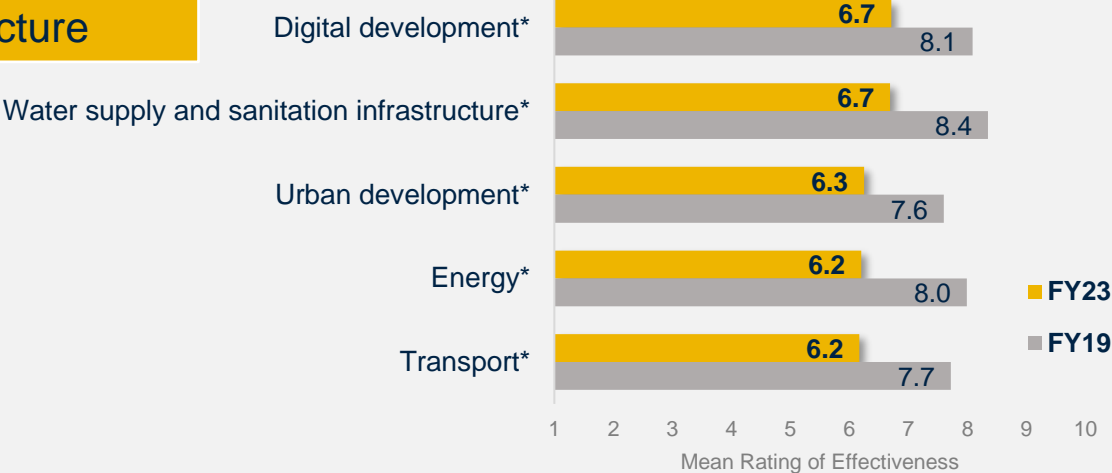
Effectiveness of WBG's Support in Sectoral Areas

In FY23, perceptions of the WBG's effectiveness in sectoral areas have decreased significantly across most sectors. The WBG's work to help **improve the investment climate** in Uzbekistan received the highest ratings of effectiveness.

Human Development



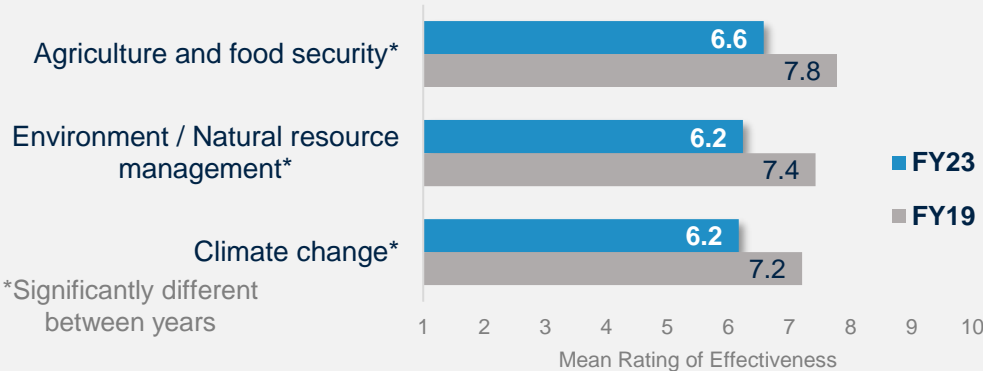
Infrastructure



Finance / Institutions / Economic Growth



Environmental Sustainability



*Significantly different between years



How EFFECTIVE has the WBG been at achieving development results in each of these areas of development in Uzbekistan? Scale: 1 Not effective at all – 10 Very effective (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)

World Bank Group's Work and Engagement on the Ground in Uzbekistan

“When providing loans, insist on greater openness and accountability to society, not only within a specific project but also in general. Develop cooperation with parliament, increase the role and responsibility when approving the budget, and share best practices for effective resource allocation”

(Media Respondent)



WORLD BANK GROUP



In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

Financial Resources are the Bank's Greatest Value

As in FY19, **financial resources** were considered the WBG's greatest value to Uzbekistan by respondents in FY23.

In addition, respondents in this year's survey considered the WBG's **advisory services and analytics** of much greater value than in the previous survey (from 23% in FY19 to 37% in FY23).

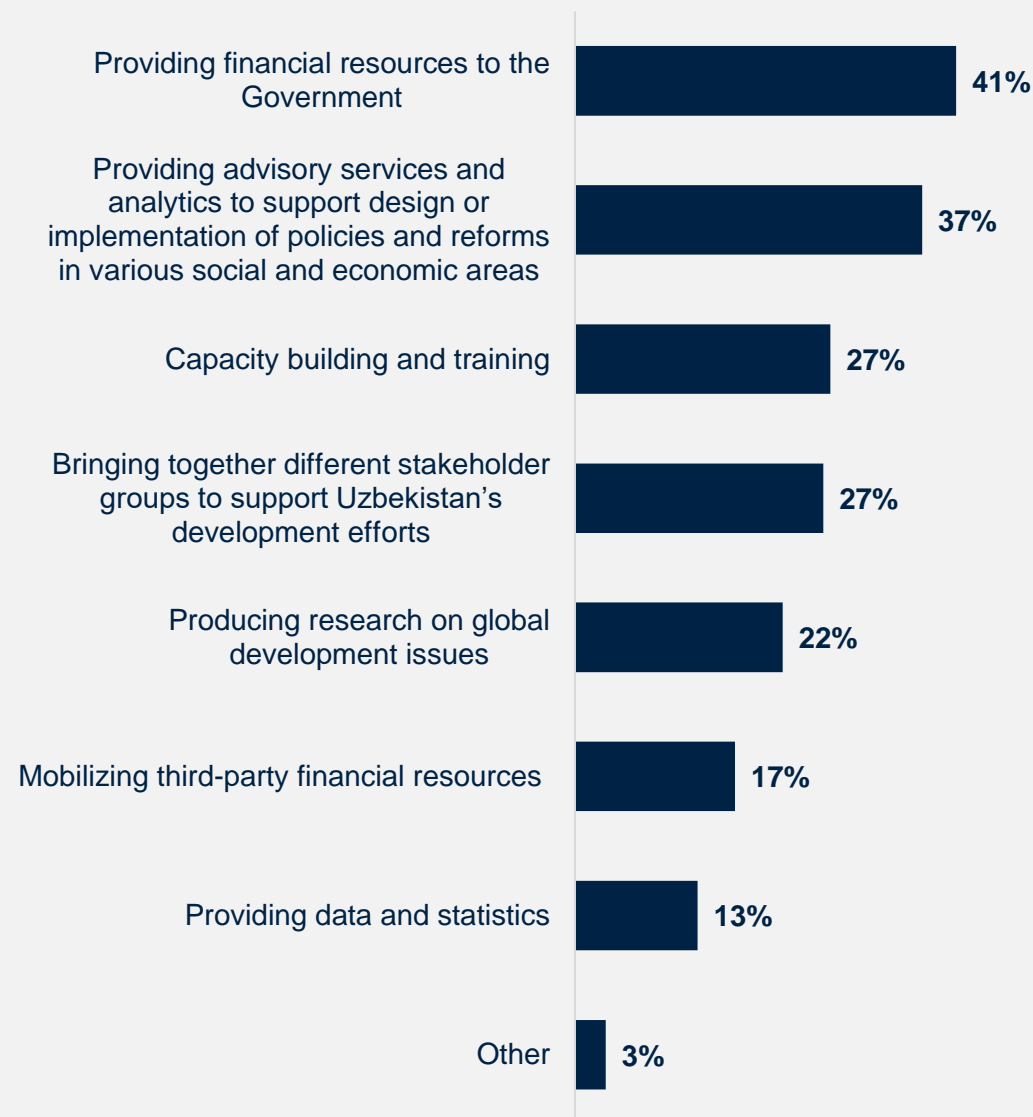
In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

"More active advisory support is needed for local banking sector participants in the development and use of modern treasury instruments."

(Private Sector Respondent)

"Providing access to data from third parties (Countries) to which the World Bank has access. This refers to including information about the outcomes of applied tools and the results achieved through them."

(Government Institution Respondent)



Perceptions of the WBG as a Development Partner Have Improved

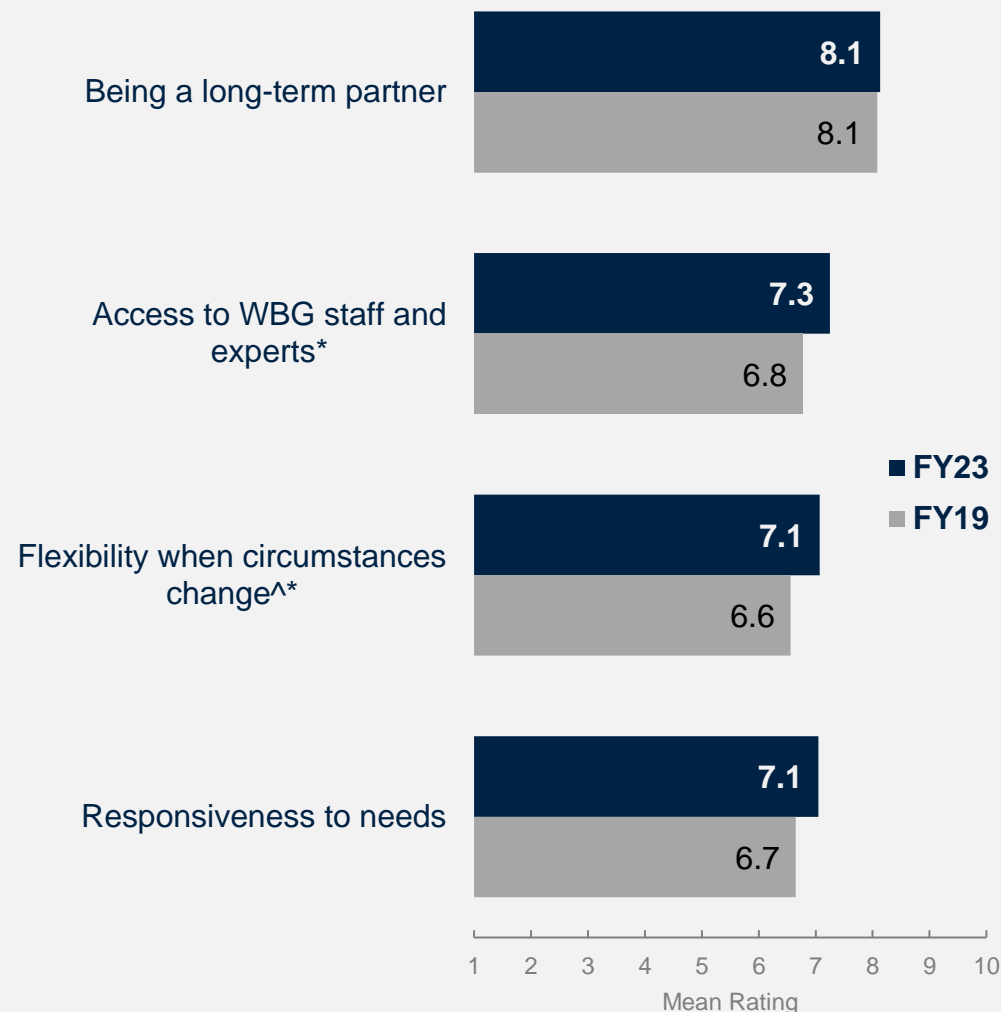
In FY23, perceptions respondents continued to perceive the WBG as a **long-term partner**. Additionally, respondents perceived the WBG as significantly **more accessible** and **flexible in changing circumstances** than in FY19.

- As with other aspects of the WBG's partnership in Uzbekistan, respondents from **academia** and **media** gave lower ratings, particularly for responsiveness, flexibility, and staff accessibility.

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

"Deepening analysis and understanding of importance The Bank should carefully study and understand the specific, social and cultural characteristics of Uzbekistan to develop more complex programs and projects. The World Bank Group must respond flexibly to changes in the economic, political, and social situation in Uzbekistan to adjust its programs and projects."

(Civil Society Respondent)



The WBG is Seen as Effectively Collaborating with the National Government

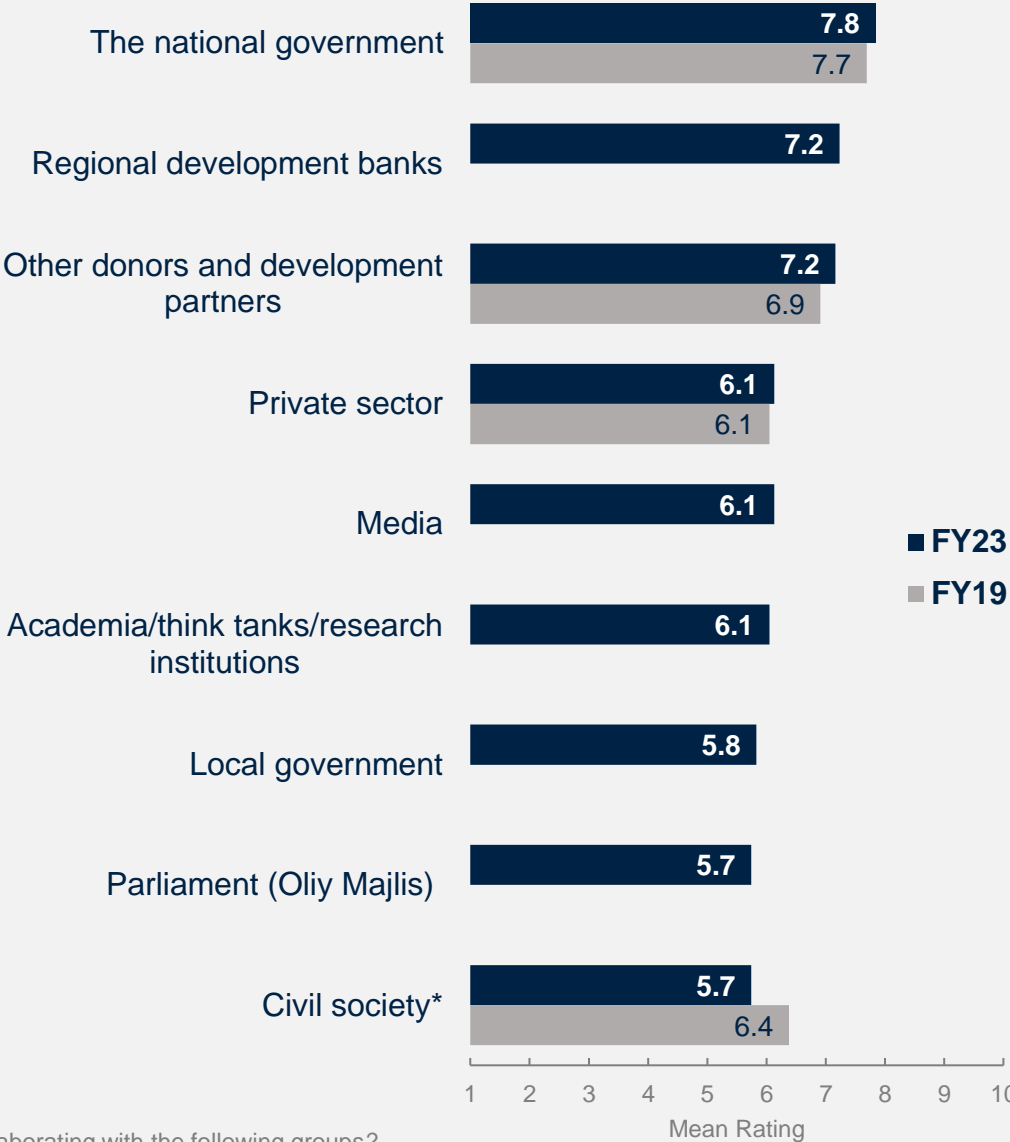
In FY23, respondents perceived the WBG as collaborating effectively with **the national government, regional development banks, and other development partners.**

Of note, respondents perceived WBG’s collaboration with **civil society as** significantly less effective this year than in FY19.

Respondents from **academia, media, and bilateral/multilateral agencies** gave some of the lowest ratings for the WBG collaboration across all stakeholder groups.

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

“The WBG should work more closely with civil society institutions and non-governmental organizations to have more objective information about current events in society.”
(Civil Society Respondent)



Stakeholders Want the Bank to Collaborate More with Academia and Private Sector

This year's survey respondents indicated that the WBG should collaborate more with **academia, the private sector, the national government, and civil society.**

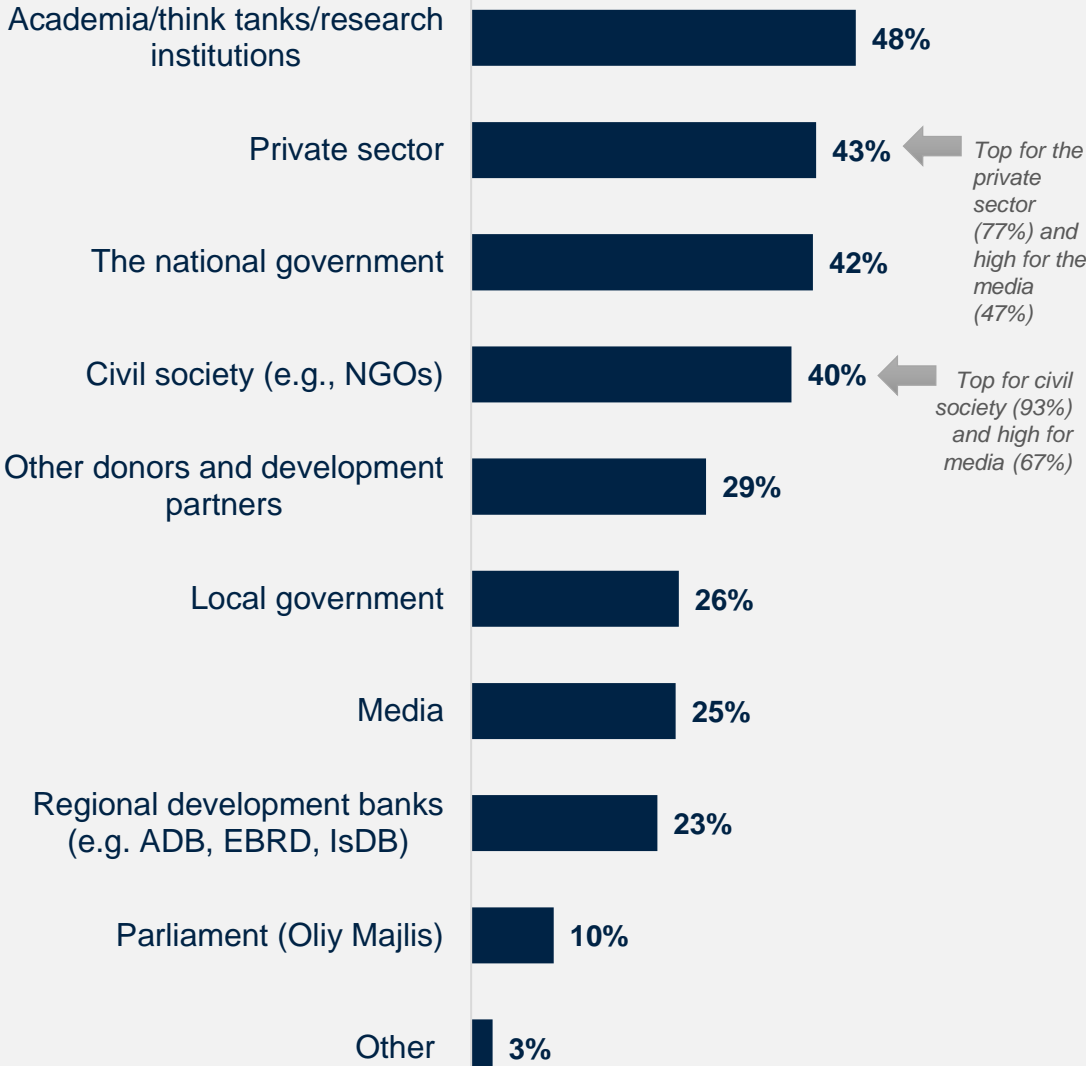
In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

"For the World Bank Group to improve the effectiveness of its activities in the Republic of Uzbekistan, it is necessary to expand cooperation on scientific matters, with higher educational institutions, and regions.."

(Academia Respondent)

"A more active involvement of civil society/NGOs in monitoring and partial execution of services on projects financed by the WBG in Uzbekistan. Make the results of analytical research by the WBG and experts more accessible to GOs/NGOs/Public /Media. Bring to their attention modern trends in solving social problems in Uzbekistan—accessibility to reports on WBG projects and the real situation in the country."

(Civil Society Respondent)



Which THREE of the following groups should the WBG collaborate with more in Uzbekistan? (Choose no more than 3)
 (Percentage of Respondents, N=265)

World Bank Group's Financial Instruments and Knowledge Work

“Deepening analysis and understanding of importance the Bank should carefully study and understand the specific, social and cultural characteristics of Uzbekistan to develop more complex programs and projects. The World Bank Group must respond flexibly to changes in the economic, political, and social situation in Uzbekistan to adjust its programs and projects.”

(Media Respondent)

“Always maintain 100% control over investment funds issued as debts and ensure transparency of the expenditure of funds, evaluate the correctness of the actions taken, and also gradually disclose all actions taken within the framework of this investment program”

(Government Institutions Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

WBG Most Seen as Insisting on Accountability through Its Lending

Respondents gave the highest ratings for the WBG **insisting on accountability through its lending**. Ratings for the **timeliness** of the WBG's financial support were significantly higher in FY23 than in FY19.

- Respondents from **government institutions** and **PIUs** gave the highest overall ratings for the WBG financial instruments (means=8.2 and 8.2, respectively).

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

"- ensure ownership of each project/program by the government of Uzbekistan; -evaluate and ensure the sustainability of project/program measures; - strengthen post-project monitoring and evaluation, providing feedback to the government; -publication of project results in local media.

(Bilateral/Multilateral Agency Respondent)

"Procurement is time-consuming at times"

(Government Institution Respondent)

The WBG insists on accountability through its lending)

7.7

The WBG provides financial support in a timely manner*

7.6

6.8

The conditions of the WBG's financing are competitive compared to markets

7.6

The WBG's financial instruments meet the needs of Uzbekistan

7.4

7.1

1 2 3 4 5 6 7 8 9 10
Mean Rating

■ FY23

■ FY19



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To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

^Compared to "The World Bank Group disburses funds promptly" asked in FY19. *Significantly different between years

Most Respondents Have Used the WBG's Knowledge Work

Around half of all respondents, **48%**, reported that they have used the WBG's knowledge work in the past.

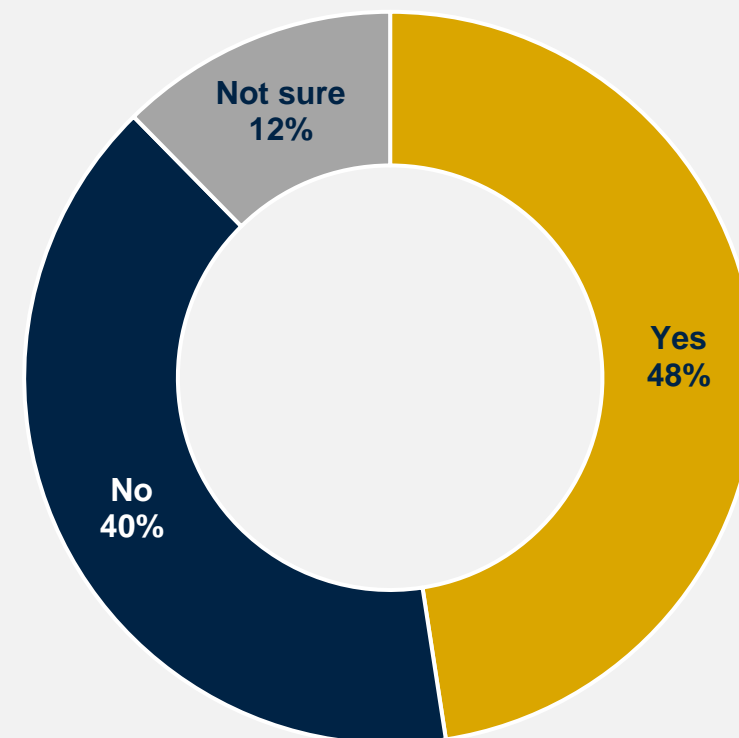
- **Government principals** and respondents from **the private sector** were more likely to have used WBG's knowledge work (67% and 58%, respectively) compared to respondents from other stakeholder groups.

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

"Analytical and consultative support and products for the development of economic sectors should be increased. In this regard, it would be useful to support the implementation of a single, proportionate, and generalized development program, paying special attention to the points of intersection of the sectors with each other."

(Government Institution Respondent)

Have you used the WBG's advisory services and analytics in the past?



Stakeholders Anticipate Using WBG Knowledge Work

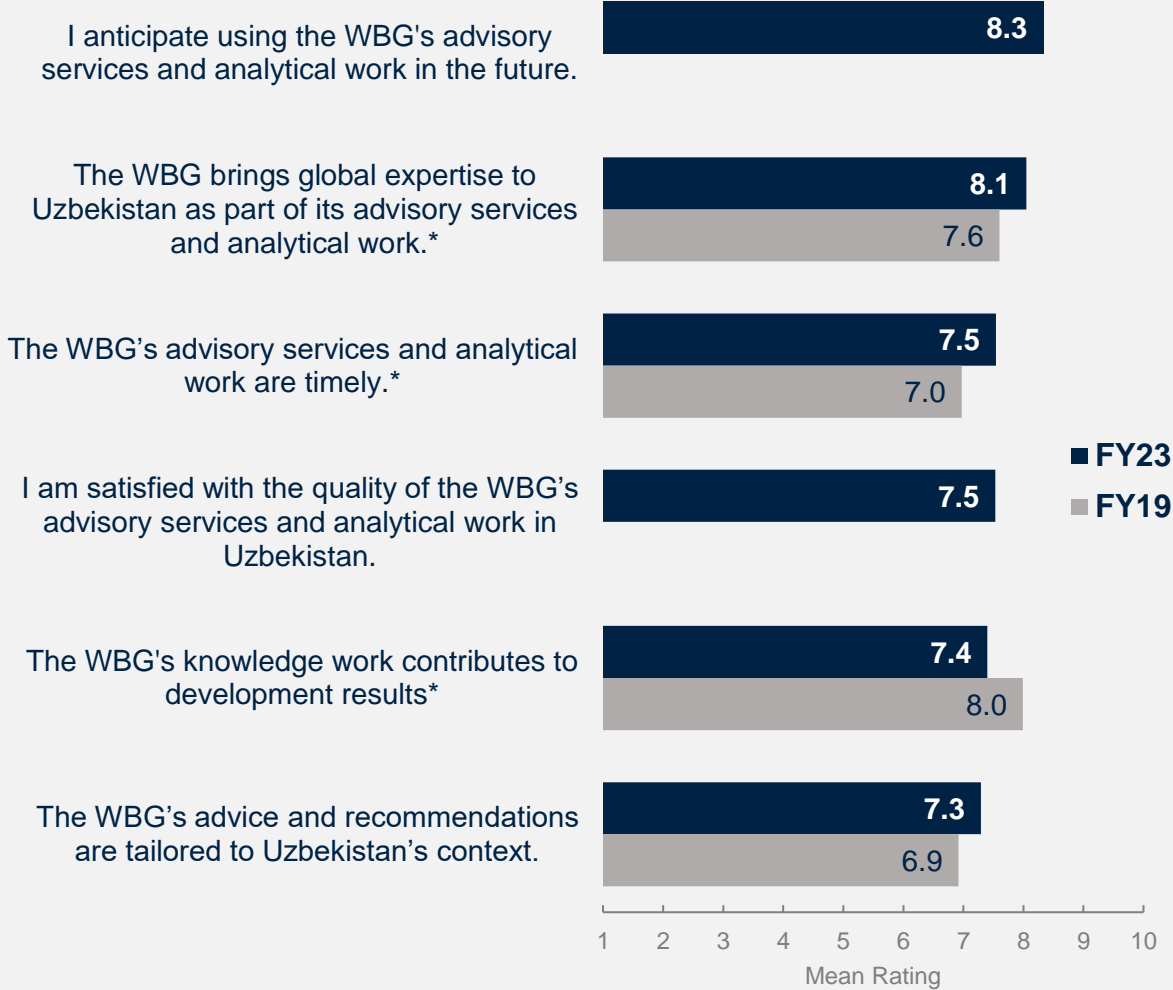
In terms of the WBG’s knowledge work, respondents had the highest levels of agreement that they **anticipate using the WBG’s advisory services and analytical work** in the future.

- In addition, respondents had significantly higher levels of agreement that the WBG’s advisory services and analytical work **bring global expertise** to Uzbekistan and are **timely** than respondents in FY19.
- At the same time, ratings for the **contribution** of the WBG’s knowledge work to **development results** in Uzbekistan have decreased significantly (although were still rather high). Media respondents gave the lowest ratings for this indicator (mean = 5.8).

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

“Intensification in the dissemination of information about activities and materials”

(Private Sector Respondent)



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Uzbekistan? Scale: 1 Not significant at all – 10 Very significant

^Compared to "The WBG knowledge work and activities are a source of relevant information on global good practices" and

^^ Compared to "The WBG knowledge work and activities are adaptable to Uzbekistan's specific development challenges and country circumstances", asked in FY19.

*Significantly different between years

The Future Role of the WBG in Uzbekistan

“1. Providing regular information about the ongoing work with the mass media, 2. Allocating funds for conducting in-depth scientific research in each field, 3. Addressing problematic issues with a strong focus on climate-related issues to carry out the work related to the solution.”

(Project Implementation Unit Respondent)



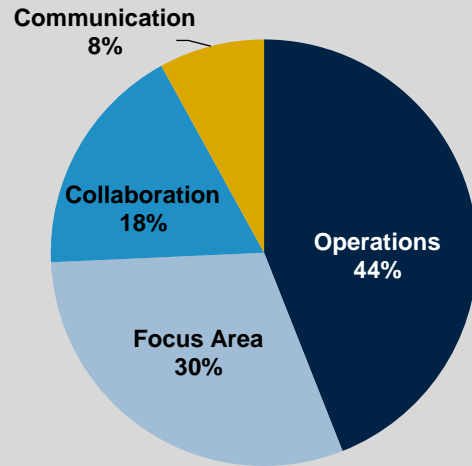
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What the WBG could do to Increase its Effectiveness in Uzbekistan

In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan?

Categories of responses



Operations: Respondents highlighted the need for the WBG to **incorporate more accountability and transparency** in how WBG funds are used and for closer **monitoring** of the project implementation and results. Improved operational **transparency, flexibility**, and reduction in **bureaucracy** are also desirable. Respondents expressed the need for more training/capacity building and analytical support, all with a deeper understanding of the local context and with a clear understanding of the applicability of global best practices.

“Increase transparency and follow-up of projects after allocating funds to avoid malpractices/opacity at a local level”
(Government Institution Respondent)

“Be sure to take into account the characteristics of the Central Asian region”
(Respondent from Bilateral / Multilateral Agency)

“Training of personnel for program implementation, direct participation in the implementation of projects; assistance in simplifying government approval of projects.” (Government Institution Respondent)

“Do not copy foreign development experience but make proposals that can be adapted to the conditions of Uzbekistan.” (Project Implementation Unit Respondent)

“Procurement is time-consuming at times” (Government Institution Respondent)

“Increase transparency of recruitment. It is very difficult to understand how the World Bank recruits consultants for projects in Uzbekistan, although there are many projects ongoing.” (Media Respondent)

Collaboration and Communication: Respondents mainly focused on the need for **more effective collaboration and communication with various stakeholder groups outside of the Government** to ensure the WBG is meeting the needs of Uzbekistan’s people, as well as providing transparency and accountability.

“Strengthening of the mechanisms of interaction with the non-state sector (non-state analytical, research centers, non-state media, NGOs).” (Academia Respondent)

“Establishing cooperation with civil society and ensuring transparency within projects, providing freedom of information on projects.” (Bilateral/Multilateral Agency Respondent)



In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan? (Please be specific) (N=175)

What the WBG could do to Increase its Effectiveness in Uzbekistan

Focus areas: Respondents mentioned **education** and **health** as important focus areas for the WBG; they also prioritized **water**, **climate change**, **public sector development**, and **infrastructure** as focus areas for the WBG's future engagement in Uzbekistan.

"... Increase financial assistance: The World Bank Group should increase financial assistance to Uzbekistan's various critical sectors, such as health, education, agriculture, and infrastructure, to support the country's sustainable economic development. " (Government Institution Respondent)

"The education system should be reformed" (Government Institution Respondent)

"Ensuring the freedoms of civil society, strengthening the role of women in the management of society, and paying serious attention to development in the areas of education, ecology, and health care. Ensuring the prevention of corruption in the spending of funds allocated to the government of the Republic of Uzbekistan. Paying attention to transparency in loans allocated for enterprises." (Civil Society Respondent)

"Water conservation in all sectors of the economy and providing the population with high-quality drinking water." (Civil Society Respondent)

"More participation in digitization projects is needed. It is through digitalization that corruption will be stopped, work efficiency will increase, and openness and transparency will be achieved." (Government Institution Respondent)

"My background is environmentalist. I think WBG can help to improve environmental legislation to make it more clear and more adaptive to new conditions. More work could be done in the climate change sector since it is very crucial for Uzbekistan and Central Asia." (Private Sector Respondent)

"Creation of appropriate mechanisms aimed at financing the activity of hospitals, encouraging their efficiency and effectiveness." (Government Institution Respondent)

"Making specific proposals for the consolidation of the public debt" (Government Institution Respondent)

"Fighting corruption, poverty and providing gas, electricity, and water" (Civil Society Respondent)

"increase the professional capacity of government officials" (Private Sector Respondent)



In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Uzbekistan? (Please be specific) (N=175)

Communication and Outreach

“I believe that it is necessary to interact more actively with the media. Now we quickly receive information about the activities of the WBG and use analytical materials (reports, forecasts). I think it would be useful if WBG representatives in Uzbekistan interacted more actively with the media - sharing expert opinions, commenting on current events in the country, etc.”

(Media Respondent)



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In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in Uzbekistan? (N=175)

Social Media are the Most Common Information Source

Respondents mostly rely on **social media**, **research papers/official statistics**, and **newspapers** to get information about economic and social development issues. However, there were some significant differences among stakeholder groups in their most utilized information sources.

Top 2 Information Sources										
	All Respondents	Government Principals	Government Institution	Local Government	Project Implementation Unit	Bilateral / Multilateral Agency	Civil Society	Private Sector	Academia	Media
Social media*	76%	87%	82%	69%	90%	68%	85%	73%	70%	36%
Research papers / Official statistics*	50%	47%	42%	31%	45%	68%	38%	59%	76%	50%
Newspapers (Print or online)*	33%	47%	27%	6%	25%	48%	27%	27%	39%	71%
Television (TV)*	30%	33%	40%	50%	35%	8%	8%	27%	27%	21%
e-Newsletters*	26%	27%	13%	63%	10%	32%	54%	32%	24%	29%
Blogs	20%	0%	19%	13%	25%	12%	27%	23%	27%	21%
Radio	8%	7%	7%	25%	10%	8%	4%	0%	6%	14%
Other	5%	13%	4%	0%	5%	8%	15%	0%	3%	0%
Podcasts	5%	0%	7%	6%	5%	0%	4%	5%	6%	0%



How do you get most of your information about economic and social development issues in Uzbekistan? (Choose no more than 3) (Percentage of Respondents, N=263)

*Significantly different between stakeholder groups



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Events / Conferences, the Website, and Social Media were Most Preferred for Obtaining WBG Information

Respondents reported using a variety of sources to obtain information from the WBG, but most preferred the **WBG events**, the **website**, and **social media**. Government principals preferred **direct contact with the WBG staff**, while media respondents – **Interviews and press conferences**.

Preferred WBG Channels

	All Respondents	Government Principals	Government Institution	Local Government	Project Implementation Unit	Bilateral / Multilateral Agency	Civil Society	Private Sector	Academia	Media
Event/conference/seminar/workshop (in person or online)	47%	43%	45%	50%	45%	52%	58%	43%	48%	29%
Website*	45%	21%	57%	69%	50%	40%	12%	29%	48%	43%
Social media	41%	36%	43%	38%	50%	44%	46%	48%	24%	36%
Direct contact with staff	41%	64%	38%	44%	55%	48%	46%	19%	39%	36%
Direct messaging	36%	14%	38%	50%	45%	32%	35%	29%	42%	29%
e-Newsletters	24%	36%	17%	13%	10%	36%	31%	43%	24%	29%
Interviews and press conferences*	23%	29%	13%	13%	30%	16%	42%	19%	24%	57%
Blogs	9%	0%	10%	13%	10%	0%	4%	19%	15%	7%
Podcasts	6%	21%	6%	0%	0%	8%	4%	0%	9%	7%
Other	2%	7%	5%	0%	0%	0%	0%	5%	0%	0%



How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3) (Percentage of Respondents, N=259)

*Significantly different between stakeholder groups

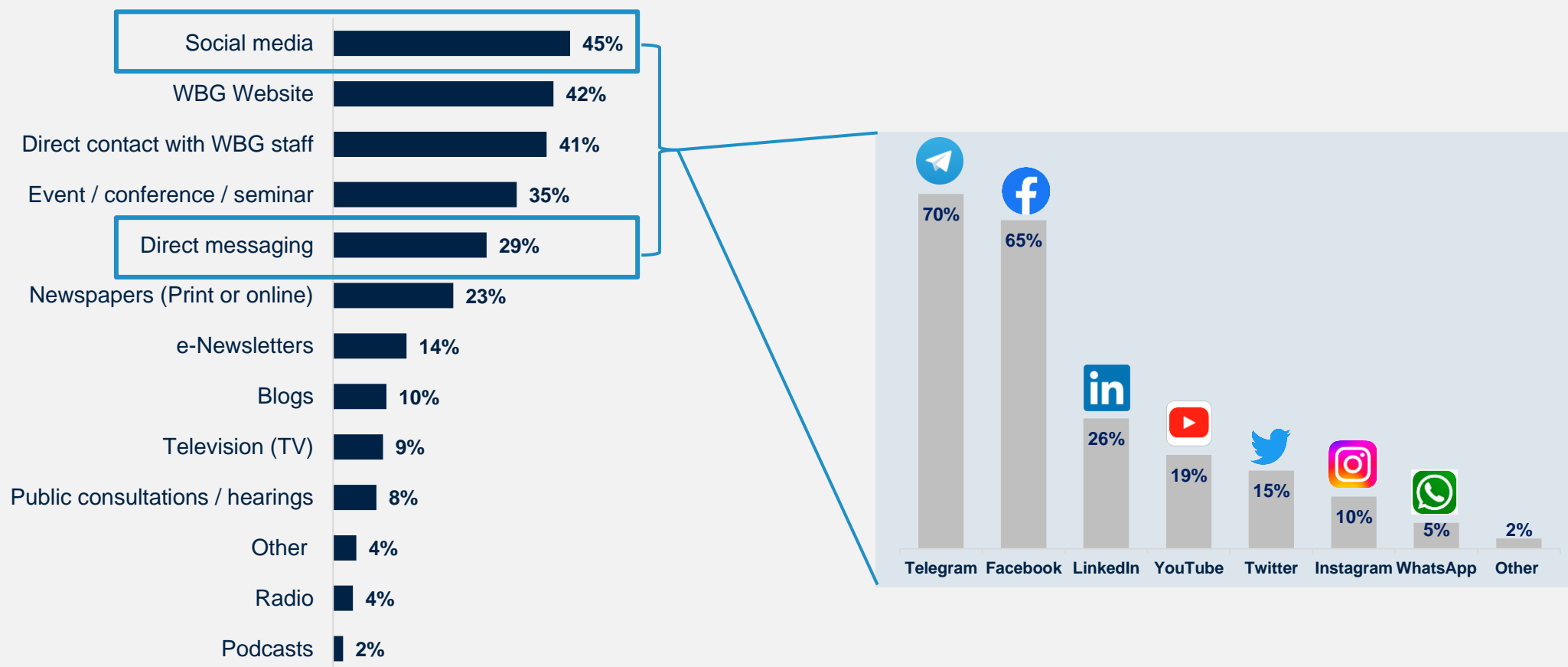


WORLD BANK GROUP

6 in 10 Engaged with the WBG in the Last 30 Days

60% of respondents recalled hearing or seeing something about the WBG in the last 30 days.

Respondents reported seeing that information most often on **social media**, the **WBG Website**, and through **direct contact with WBG staff**. Among those who selected “Social media” and “Direct messaging”, respondents most commonly reported seeing something on **Telegram**, followed by **Facebook**.



WBG Economic Forecasts was the Most Commonly Recalled Topic

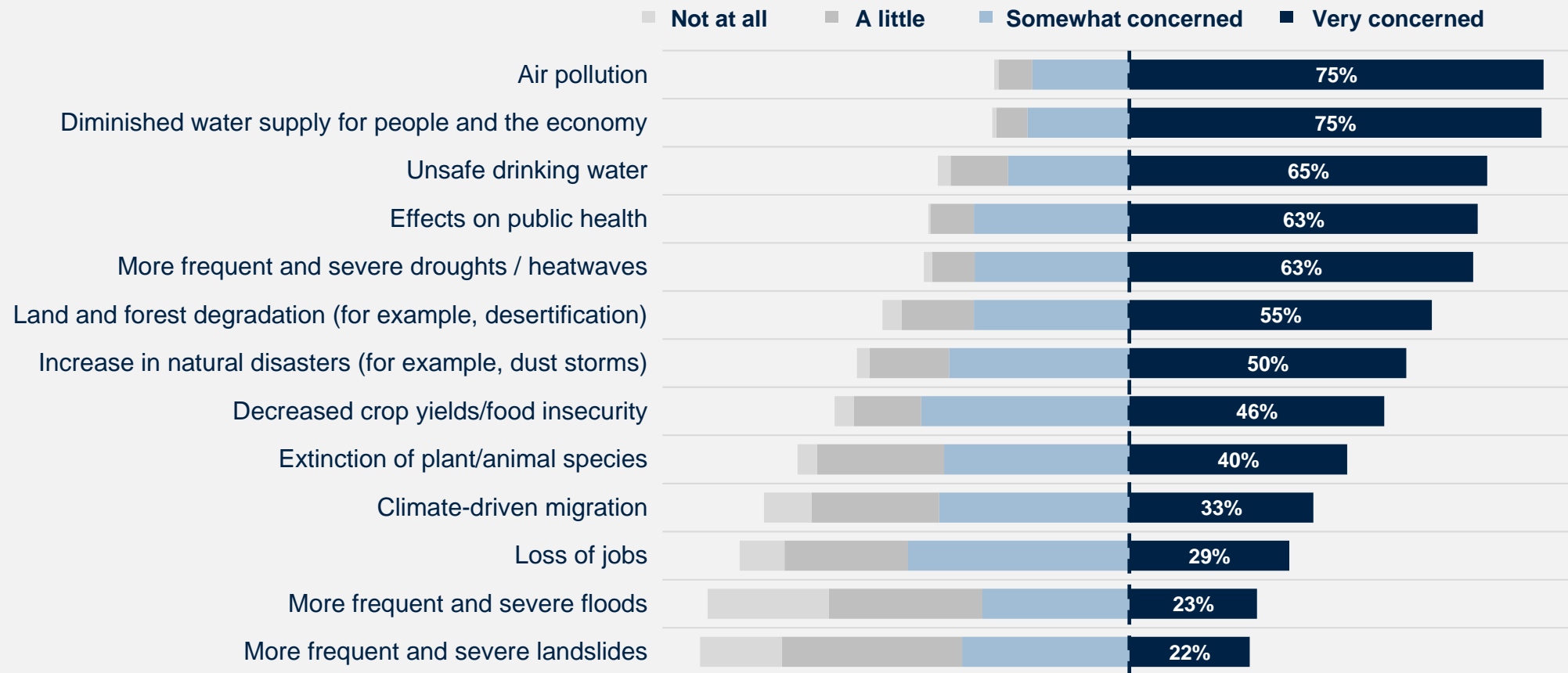
Half of the respondents recalled hearing or seeing something about **WBG's global, regional, or country economic forecasts**.

The WBG's work or research on **climate change** and **energy** also were among the frequently recalled topics (41% and 39%, respectively).



Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Air Pollution and Diminished Water Supply

Nearly 8 in 10 respondents were very concerned about the **air pollution** and **diminished water supply** when it comes to the potential impacts of climate change in Uzbekistan. **Unsafe drinking water, effects on public health, and more frequent droughts** were also of great concern to respondents. These key areas of concern should be taken into consideration to make communications about climate change more impactful in Uzbekistan.



Message Recall Leads to Message Agreement and More Positive Perceptions of the WBG

Respondents who recalled seeing or hearing something about the WBG in the last 30 days **gave significantly higher ratings on all key messages** regarding the WBG's work.

These respondents also reported significantly **higher levels of familiarity** (mean=7.5) compared to those who reported not hearing or seeing anything about the WBG (means=5.1)

In addition, respondents who recalled seeing or hearing something about the WBG gave significantly higher ratings for the WBG's **effectiveness** (mean=7.8), **relevance** (mean=7.9), **alignment** (mean=8.0), and **influence** (mean=7.3) compared to those who reported not hearing or seeing anything about the WBG recently (means=6.9, 6.7, 6.7, and 6.0, respectively).

These findings suggest that respondents who are more frequently exposed to information about the WBG, or who actively engage with WBG staff and knowledge work (read research papers, etc.) are also more likely to hold more positive views about the WBG's work.

The World Bank Group...

supports countries to ensure transition to more diversified and cleaner sources of energy*



helps countries boost climate resilience and mitigate the effects of climate challenge*



helps address the current food crisis and enables greater preparedness to future food security crises*



provides support to improve access and quality of education in developing countries*



is committed to comprehensive debt solutions that bring significant benefits to people in poor countries*



1.0 2.0 3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0
Mean Rating



More Frequent Engagement → More Message Recall

Respondents who recalled hearing something about the WBG in the last 30 days had significantly more frequent interactions with the institution **across all channels**.

Yes – Recalled seeing/hearing something about the WBG in last 30 days



No – Did not recall seeing/hearing something about the WBG in last 30 days

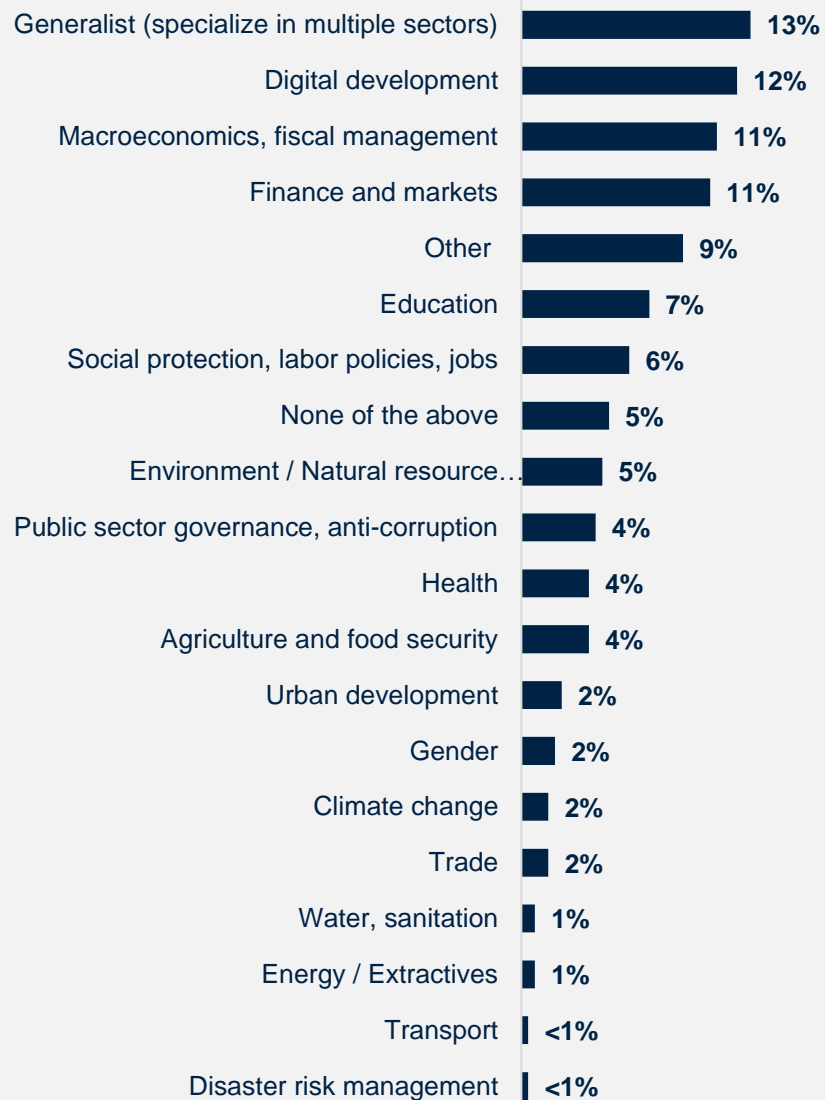


Demographics of the Sample and Detailed Methodology

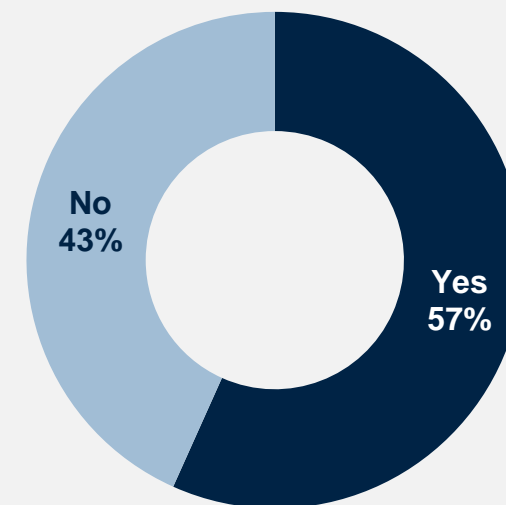


Demographics of the Sample

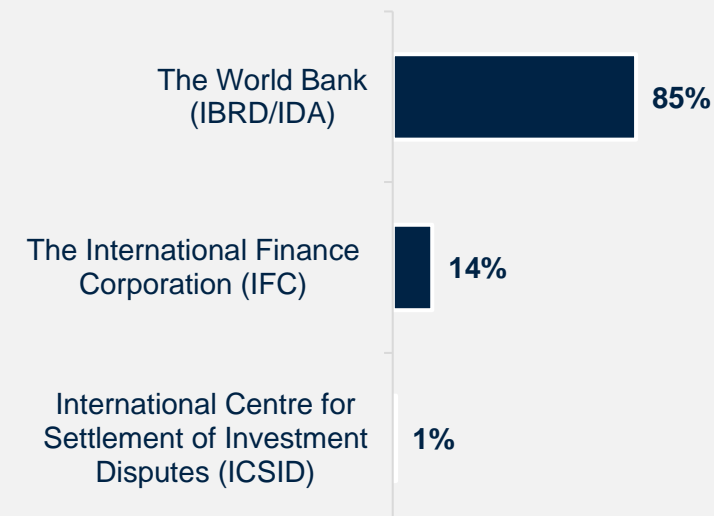
Which of the following best describes your current affiliation? (N=263)



Currently, do you professionally collaborate/ work with the WBG in your country? (N=298)

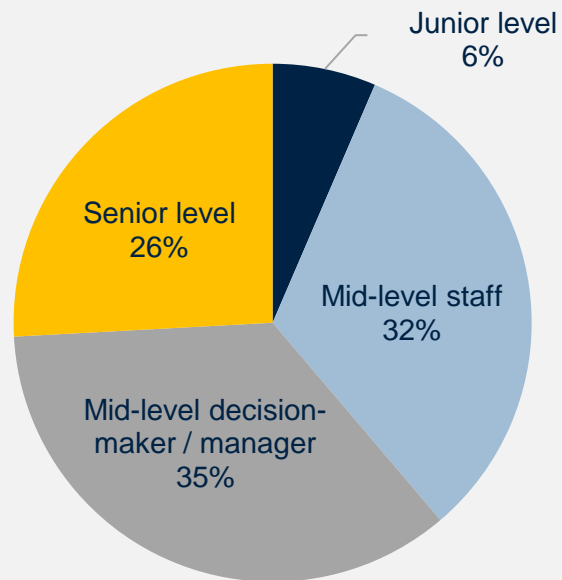


Which of the following agencies of the WBG do you primarily collaborate/work with in Uzbekistan? (N=167)

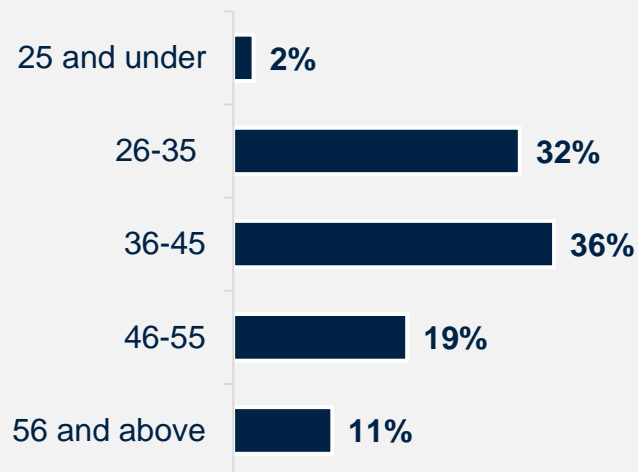


Demographics of the Sample

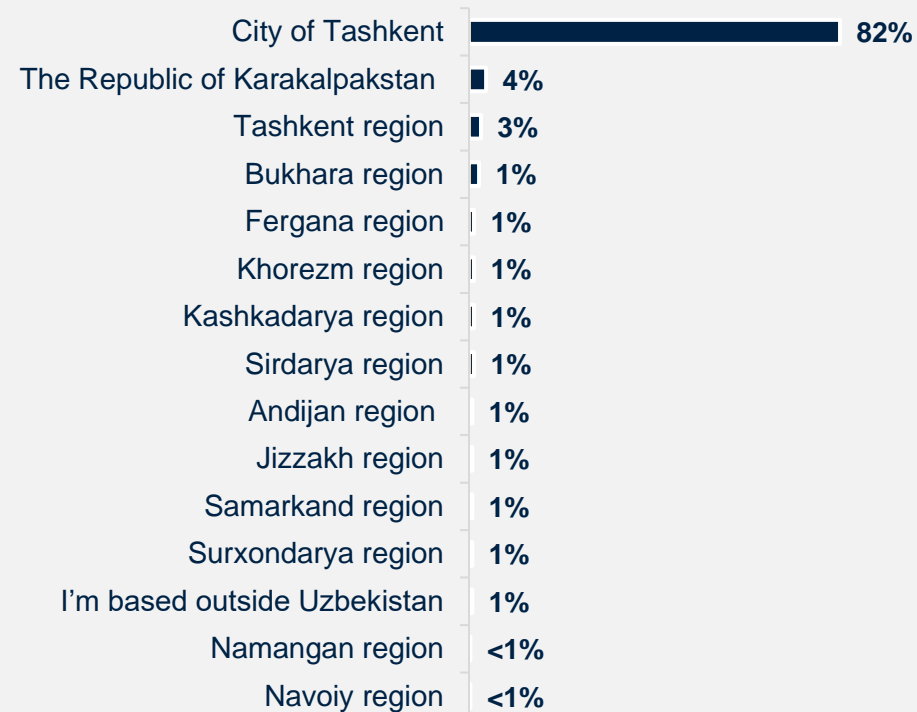
Within your organization, would you describe yourself as... ?
(N=263)



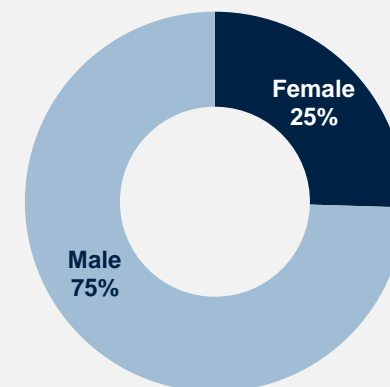
What's your age?
(N=264)



Which best represents your geographic location?
(N=263)



What's your gender?
(N=263)



Detailed Methodology

From **July 2023** to **August 2023**, a total of **466** stakeholders of the WBG in Uzbekistan were invited to provide their opinions about 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; from government institutions, local governments, project implementation units, bilateral/multilateral agencies, the private sector, civil society, academia, and the media.

A total of **298 stakeholders participated in the survey (64% response rate)**. Respondents completed the questionnaires online or they received the questionnaire via mail and returned it accordingly.

The results of this year’s survey were compared to the FY19 Survey (32% response rate, N=352).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, 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. This year’s survey saw an increased outreach to and/or response from government institutions and academia, but a decrease in response from bilateral/multilateral agencies. These differences in stakeholder composition between the two years should be considered when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Uzbekistan COS FY23 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2019	FY 2023
Government Principals: Office of the President, Prime Minister, Minister, Parliamentarian	10%	5%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	27%	40%
Local Government	7%	6%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	16%	9%
Civil Society Organization: NGOs, Community-Based Organization, Private Foundation, Professional /Trade Association, Faith-Based Group, Youth Group	12%	10%
Private Sector: Private Company, Financial Sector Organization, Private Bank	12%	10%
Academia/Research Institute/Think Tank	7%	12%
Media	7%	5%
Other	3%	1%
Total Number of Respondents	341	298

Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

A1. How effective has the World Bank Group been in achieving development results in Uzbekistan? Scale: 1 Not effective at all – 10 Very effective

To what extent do you agree/disagree with the following statements about the WBG's work in Uzbekistan? Scale: 1 Strongly disagree – 10 Strongly agree

A2. The World Bank Group currently plays a relevant role in development in Uzbekistan.

A3. The World Bank Group's work is aligned with what I consider the development priorities for Uzbekistan.

A5. To what extent does the World Bank Group influence the development agenda in Uzbekistan? Scale: 1 To no degree at all – 10 To a very significant degree

A6. How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

Scale: 1 Not significant at all – 10 Very significant

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

Scale: 1 To no degree at all – 10 To a very significant degree

C2. Responsiveness to needs

C3. Access to WBG staff and experts

C4. Flexibility when circumstances change

C5. Being a long-term partner

To what extent is the WBG an effective development partner in Uzbekistan, in terms of collaborating with the following groups:

Scale: 1 To no degree at all – 10 To a very significant degree

C7_1. Collaboration with the national government

C7_5. Collaboration with the private sector

C7_6. Collaboration with civil society

C7_7. Collaboration with other donor and development partners

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

C8_1. The WBG's financial instruments meet the needs of Uzbekistan (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results).

C8_4. The WBG provides financial support in a timely manner.

C10_1. I am satisfied with the quality of the WBG's advisory services and analytical work in Uzbekistan.

C10_4. The WBG's advice and recommendations are tailored to Uzbekistan's context.





CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countrysurveys@worldbankgroup.org

