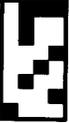


# WORLD BANK CLIENT SURVEY FY99 -- GHANA

35044



The aim of this survey is to obtain the views of key clients like yourself on the effectiveness of the World Bank's activities for Ghana, and the extent to which they respond to the Ghana's priorities. Your opinion will help identify where the Bank is operating effectively, and where improvements need to be made. All responses are anonymous, so please be candid. To complete the survey, please use a soft black pencil, and completely fill in the circle that most accurately reflects your view.

## BACKGROUND INFORMATION

**1. Which of the following best describes your current position?**  
*(Please mark only one response.)*

- Senior Official in National Government
- Policy or Technical Advisor in National Government
- Manager in National Government
- Regional/Municipal Government Official
- Member of Legislature or related staff
- Public Enterprise Manager
- Private Enterprise Manager
- Non-Governmental Organization Official
- Organized Interest Group (Trade Union, Association) Official or Member
- Former Government Official
- Academic or Researcher
- Member of Judiciary or Legal Profession
- Member of the Media (Press, Radio, Television)
- Representative of Foreign Bilateral Agency
- Representative of Multilateral Agency
- Other (please specify): \_\_\_\_\_

**2. Gender**

- Female
- Male

**3. Please identify the primary specialization of your work.**  
*(Please mark only one response.)*

- Agriculture, Agribusiness, Forestry
- Commerce, Trade, Manufacturing
- Communications, Information Services
- Economic Management
- Environment, Natural Resource Management
- Finance, Banking, Insurance
- Infrastructure (e.g., Transport, Water, Energy, Telecommunications)
- Law, Justice
- Legislature, Politics
- Social Services (e.g., Education, Health)
- Other (please specify): \_\_\_\_\_

**4. How long have you been involved with (or a close observer of) the World Bank's activities?**

- Less than one year
- One to three years
- More than three years

For each item in the following sections, you are asked to provide a *second*, the **effectiveness** of the contribution.

Responses: *first*, the **importance** of the contribution in your view, and

### A. WORLD BANK'S OVERALL CONTRIBUTION

This section focuses on the Bank's overall contribution to Ghana's development.

#### The World Bank's Contribution to Ghana in:

#### How important do you think this is?

#### Level of World Bank Effectiveness

	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
1. helping to reduce poverty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. helping to bring about economic growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. helping to strengthen and maintain sound macroeconomic and trade policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. helping to improve governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. helping to strengthen the public sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. helping to strengthen the private sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. helping to attract investment for development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. supporting programs that include all social groups in development (such as education, health care, specific assistance for women and men, and social protection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. helping to safeguard the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. helping to strengthen civic participation in national development efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. helping to establish the physical infrastructure essential for future development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. helping to ensure that the benefits of development justify the costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. helping to ensure that the investments in development bring results that last	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. helping to strengthen the framework for a market economy (including the financial system, judicial system, and regulatory framework)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. helping to bring relevant knowledge of development practices from the experience of other countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35044



## B. INTERACTION WITH WORLD BANK OFFICIALS

This section focuses on your experience with the World Bank staff and management who are responsible for the Bank's program of assistance to Ghana.

The World Bank Officials':	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
16. respect for Ghana's culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. honesty in their dealing with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. reliability in delivering on commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. clarity of communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. consistency of messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. respect for local knowledge and expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. knowledge about international best practices in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. ability to adapt their knowledge to Ghana's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. provision of explanations and assistance with World Bank procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## C. OVERALL BANK SUPPORT

This section focuses on responsiveness of the World Bank's activities in support of Ghana's development needs.

### The World Bank Program in Terms of:

### How important do you think this is?

### Level of World Bank Effectiveness

	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
27. accuracy in concentrating on Ghana's key development priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. giving appropriate priority to poverty reduction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. reflection of different viewpoints across the population	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. realism given Ghana's situation and constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. flexibility in adjusting to changing country circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## D. PROJECT DESIGN AND IMPLEMENTATION

This section deals with the various aspects of Bank Team support to World Bank-financed projects in Ghana. For the purposes of this section, 'projects' do *not* include the programmatic lending in health, basic education, and highways, which are addressed in the next section.

During <i>Project Design</i> , the work of the World Bank in:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
32. taking account of country realities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. considering a range of alternative, feasible options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. involving the participation of beneficiaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. helping assure that project benefits justify the costs to the country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. involving local project experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. laying out the institutional and managerial structures needed for implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. establishing the conditions for long-term sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38a getting the project to implementation quickly enough for Ghana's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During <i>Project Implementation</i> , the work of the World Bank in:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
39. disbursing funds in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. showing flexibility in applying procurement rules to the country's situation and needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. supporting country project managers in resolving implementation problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. supporting the government in its efforts to manage any negative project consequences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. responding quickly to submissions and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. helping restructure projects that are not working well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## D-2. PROGRAMMATIC LENDING

Since 1996, the World Bank has worked jointly with the Government of Ghana as well as other foreign agencies and donors to design and support the implementation of medium-term sectoral programs in health, basic education, and highways. This approach is intended to unify all external assistance in support of the government's program to achieve its broad sectoral objectives. This section focuses on your experience with these programs in Ghana. If you have no experience with these programs, please skip this section and go to the next section.

35044

During <i>Program Design</i> , the work of the World Bank in:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
i. taking account of country realities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii. involving the participation of potential beneficiaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii. involving local specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv. ensuring full government ownership and leadership of the design process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v. establishing the conditions for long-term sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vi. getting the program to implementation quickly enough for Ghana's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vii. contributing to smooth teamwork among external donors and Ghanaian counterparts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During <i>Program Implementation</i> , the work of the World Bank in:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
viii. appropriately adapting the use of procurement rules to programmatic lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ix. supporting Government program managers in resolving implementation problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
x. being more flexible than in project lending in allocation of resources to different components of the sector program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
xi. contributing to smooth teamwork among external donors and Ghanaian counterparts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## E. NON-LENDING SERVICES

This section deals with a variety of the World Bank activities that are *not* part of project lending, but are important aspects of the Bank's overall program of assistance to Ghana. These include advice to government on policy formulation and development strategies; analytical studies on key aspects of the economy and key sectors; and a variety of capacity strengthening activities including training, technical assistance, and institutional development. (Some of these activities can help improve project design and implementation.)

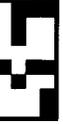
The World Bank's <i>Policy Advice</i> in terms of:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
45. its realism, given Ghana's needs and situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. respecting Ghana's social priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. reflecting the diversity of views in Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. providing a convincing rationale for reform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

World Bank's <i>Studies and Analyses</i> in terms of:	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
49. incorporating the knowledge and expertise available in Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. providing new insights or options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. producing conclusions that are sound and trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. providing recommendations that are practical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. dissemination of the results to the people in Ghana who need them most	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**E. NON-LENDING SERVICES (cont'd)**

<i>Other contributions of the World Bank to:</i>	<b>How important do you think this is?</b>					<b>Level of World Bank Effectiveness</b>					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
54. developing effective management systems and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. strengthening knowledge and skills of individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. strengthening local training and research organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. building capacity at the community level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. promoting private involvement in effective delivery of public services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35044



## ROLE OF THE WORLD BANK OFFICE IN ACCRA

In the beginning of 1998, the Country Director for Ghana of the World Bank moved from Washington DC to Accra. This section focuses on your experience with the current World Bank Office located in Ghana.

Moving the Country Director for Ghana to Accra...	How important do you think this is?					Level of World Bank Effectiveness					
	Very Unimportant	Fairly Unimportant	Average	Fairly Important	Very Important	Very Ineffective	Fairly Ineffective	Average	Fairly Effective	Very Effective	Don't Know
1. has made it possible to deal with more matters locally, without having to refer to Washington offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. has strengthened communication with diverse groups in the country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. has led to involving more local experts in World Bank supported activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. has made project and program implementation more efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. has improved the coordination of different donors in Ghana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. has fostered exchange of knowledge between Bank staff and Ghanaians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## WORKING WITH OTHERS IN GHANA

This section focuses on the work of the World Bank and other donor agencies in Ghana.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know
1. The World Bank and other donors are working harmoniously to further Ghana's development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The World Bank and other donors do not duplicate each others' work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The Government leads donor coordination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The Government receives the support it wants from the World Bank in donor coordination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The World Bank systematically involves civil society (including the private sector and NGOs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The World Bank works in partnership with the Government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The World Bank is ready to learn from its partners (e.g., Government, other donors, NGOs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The World Bank takes too much control of the donor coordination process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>