

***Findings from the World Bank Client Survey in Albania FY05  
&  
Comparison with the World Bank Client Survey in Albania FY01***

SCORES RANGE FROM 1 (VERY INEFFECTIVE OR VERY UNIMPORTANT) TO 5 (FOR VERY EFFECTIVE OR VERY IMPORTANT)	BANK'S EFFECTIVENESS, MEAN SCORE, 2004 SURVEY	BANK'S EFFECTIVENESS, MEAN SCORE, 2001 SURVEY
<b>A. WORLD BANK'S OVERALL CONTRIBUTION</b>		
1. Most Important Areas (Mean Score of at least 4) in which Bank Effectiveness has been relatively High (Mean Score of at least 4)		
i. Helping to reduce poverty	4.3	3.2
ii. Helping to strengthen and maintain sound macroeconomic and trade policies	4.2	3.6
iii. EU integration	4.0	n/a
iv. Helping to strengthen public sector	4.0	3.3
2. Most Important Areas (Mean Score of at least 4) in which Bank Effectiveness has been relatively Low (Mean Score of less than 4)		
i. Helping to bring about economic growth	3.8	3.4
ii. Helping to improve governance	3.9	3.2
iii. Helping to strengthen private sector	3.9	3
iv. Supporting programs that include all social groups in development	3.9	3.5
v. Helping to attract investment for development	3.9	3.2
3. Relatively Less Important Areas (Mean Score of less than 4) in which Bank Effectiveness has been relatively High (Mean Score of more than 4)		
i. Enduing that investments in development bring results that last	4.4	3.5
ii. Bring relevant knowledge of development practices from other countries	4.1	3.6
iii. Strengthen the framework of market economy	4.1	3.7
<b>B. WORLD BANK'S OVERALL SUPPORT</b>		
i. Accuracy in concentrating on Albania' key priorities	4.2	3.7
ii. Flexibility in adjusting to changing country circumstances	4.2	3.6
iii. Realism given to Albania's situation and constraints	4.1	3.5

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iv. Reflection of different view points across population	<b>4.1</b>	<b>3.2</b>
v. Giving appropriate priority to Poverty reduction	<b>4.0</b>	<b>3.4</b>
<b>C. INTERACTION WITH WORLD BANK OFFICIALS</b>		
i. Honesty in their dealing with you	<b>4.4</b>	<b>3.8</b>
ii. Knowledge about international best practices in their field	<b>4.3</b>	<b>3.8</b>
iii. Technical competences	<b>4.2</b>	<b>3.8</b>
iv. clarity and consistency of communication	<b>4.2</b>	<b>3.8</b>
v. Reliability in delivering on commitments	<b>4.2</b>	<b>3.7</b>
vi. Respect for Albania's culture	<b>4.2</b>	<b>3.7</b>
vii. accessibility	<b>4.1</b>	<b>3.5</b>
viii. Provision of explanations and assistance with the World bank procedures	<b>4.1</b>	<b>3.7</b>
ix. Ability to adapt their knowledge to Albania's needs	<b>3.9</b>	<b>3.5</b>
x. Respect of local knowledge and expertise	<b>3.9</b>	<b>3.5</b>
<b>D. PROJECT DESIGN AND IMPLEMENTATION: WORLD BANK EFFECTIVENESS IN :</b>		
i. disburses funds in a timely manner	<b>4.4</b>	<b>3.7</b>
ii. support Government in its efforts to manage negative project consequences	<b>4.3</b>	<b>3.6</b>
iii. shows flexibility in applying procurement rules	<b>4.3</b>	<b>3.7</b>
iv. helps restructuring projects that are not working well	<b>4.3</b>	<b>3.5</b>
v. supports country project managers in resolving project implementation	<b>4.2</b>	<b>3.7</b>
vi. responds quickly to submissions and requests	<b>4.1</b>	<b>3.4</b>
vii. considers the range of alternatives, feasible options	<b>4.1</b>	<b>3.6</b>
viii. Lays out the institutional and management structures needed for implementation	<b>4.1</b>	<b>3.8</b>
ix. establishes the conditions for long-term sustainability	<b>4.1</b>	<b>3.7</b>
x. takes account of country realities	<b>4.1</b>	<b>3.7</b>
xi. involves the participation of beneficiaries	<b>4.0</b>	<b>3.6</b>
xii. helps assure that project benefits justify the costs to country	<b>4.0</b>	<b>3.5</b>
xiii. involves local project experts	<b>4.0</b>	<b>3.6</b>

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<b>E. NON-LENDING SERVICES: EFFECTIVENESS OF THE WORLD BANK'S POLICY ADVICE IN TERMS OF :</b>		
i. reflecting the diversity of views in Albania	<b>4.6</b>	<b>3.4</b>
ii. providing a convincing rationale for reforms	<b>4.5</b>	<b>3.6</b>
iii. respect for Albania's social priorities	<b>4.5</b>	<b>3.6</b>
iv. its realism, given Albania's needs and situations	<b>4.4</b>	<b>3.6</b>
<b>F. NON-LENDING SERVICES: WORLD BANK STUDIES AND REPORTS IN TERMS OF</b>		
i. providing new insights or options	<b>4.3</b>	<b>3.5</b>
ii. incorporating the knowledge and expertise available in Albania	<b>4.3</b>	<b>3.4</b>
iii. producing conclusions that are sound and trustworthy	<b>4.3</b>	<b>3.7</b>
iv. dissemination of the results to people who need them most	<b>4.2</b>	<b>3.4</b>
v. providing recommendations that are practical	<b>4.1</b>	<b>3.5</b>
<b>G. ROLE OF THE WORLD BANK OFFICE IN TIRANA IN:</b>		
i. communicating with diverse groups in Albania affected by the Bank program	<b>4.4</b>	<b>3.4</b>
ii. responding quickly to requests	<b>4.2</b>	<b>3.3</b>
iii. being able to deal with matters locally without having to refer to headquarters	<b>4.2</b>	<b>3.3</b>
iv. providing flexibility when standard Bank procedures do not fit Albania's situation	<b>4.2</b>	<b>3.5</b>
v. helping to make project implementation efficient	<b>4.1</b>	<b>3.6</b>
vi. promoting participation of community to WB development initiatives	<b>4.1</b>	<b>3.1</b>
vii. helping to build expertise among local development specialists	<b>4.1</b>	<b>3.5</b>
viii. strengthening the partnership with different stakeholders	<b>4.1</b>	<b>3.5</b>
ix. improving understanding of the Bank's role and program assistance to Albania	<b>4.0</b>	<b>3.6</b>
x. explaining bank policies and procedures	<b>4.0</b>	<b>3.7</b>
<b>H. ROLE OF THE WORLD BANK IN DONOR COORDINATION AND RESOURCE MOBILIZATION</b>		
i. helping the government obtain maximum benefit from the synergy between private and public investment	<b>4.5</b>	<b>3.5</b>

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ii. helping attract projects co-financed with other donors	4.3	3.6
iii. helping to strengthen the government's donor management capacity	4.3	3.4
iv. using consultative groups to advise donor support for Albania's development agenda	4.3	3.3
v. helping to harmonize the policies and procedures of donors collaborating on programs of support	4.3	3.5
vi. helping to reduce the duplication of donor efforts	4.2	3.2