

Investment Promotion Agency Performance Review 2006. World Bank-MIGA

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Victor Medina Investment Promotion Agency
Performance Review 2006
Providing Information to Investors
A Report of Global IPA Performance Results

The Investment Promotion Agency Performance Review 2006 evaluates the web sites and inquiry-handling practices of 114 developing-economy and 11 developed-economy IPAs against multi-dimensional measures of quality in these two areas. The study is unique in both its large sample size and the breadth of its assessment. The first in a planned series focusing on aspects of IPA customer service, this study provides global and actionable context for MIGA's capacity-building efforts in working with agencies to attract FDI.

This publication discusses the study's context, methodology and results, which are presented on a regional, rather than individual-IPA basis. It outlines industry standards of quality that may be particularly useful for IPAs in building their service operations.