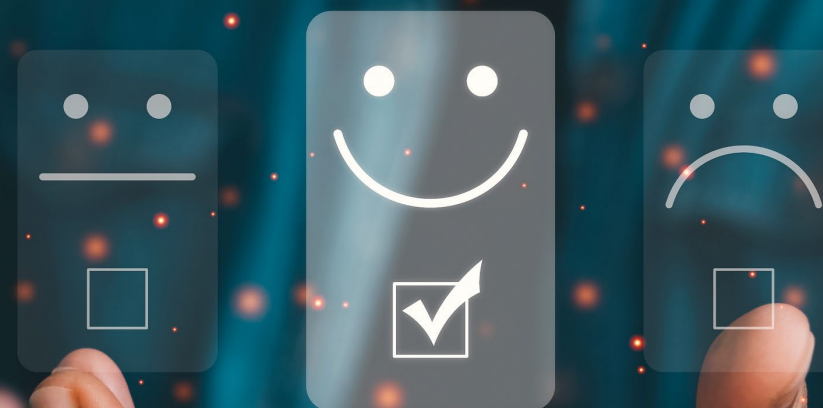


IEG CLIENT SURVEY 2024

Key Findings



Outline



Sample Composition



IEG Familiarity, Alignment to & Influence on WBG



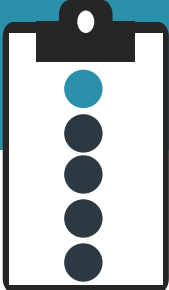
IEG Products Used



Quality & Utility of IEG Products

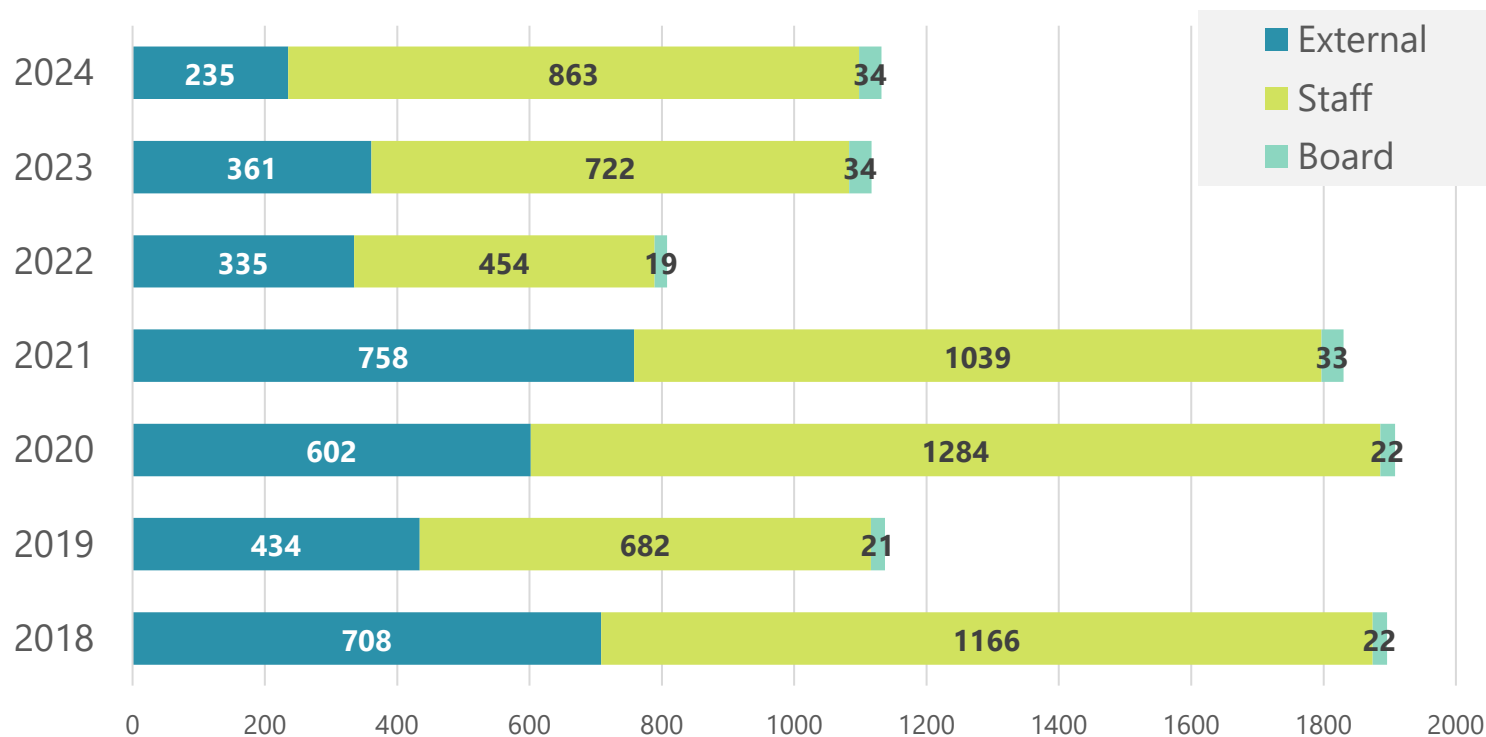
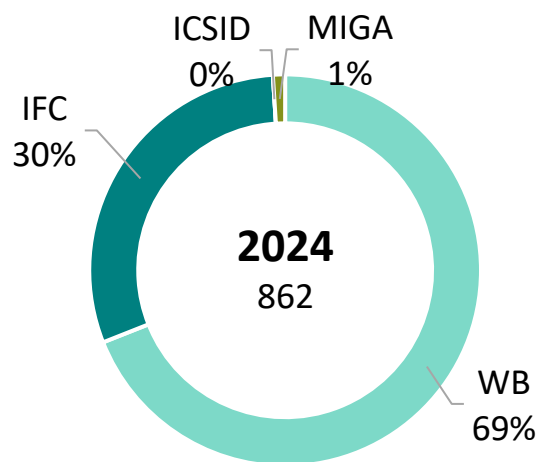
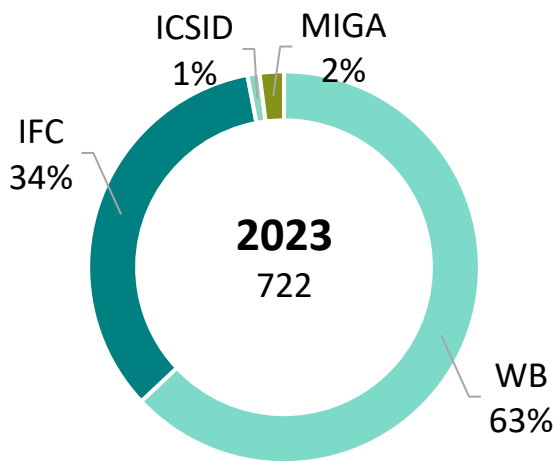


Key Takeaways



Sample Composition Over Time

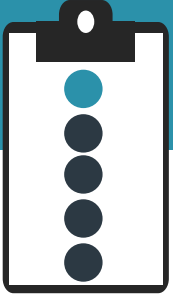
Increased staff participation, internal distribution constant. External participation affected by digital privacy guidelines.



Base (2024): (n=1132) QA. Please check the box that best describes your relationship with the World Bank Group.

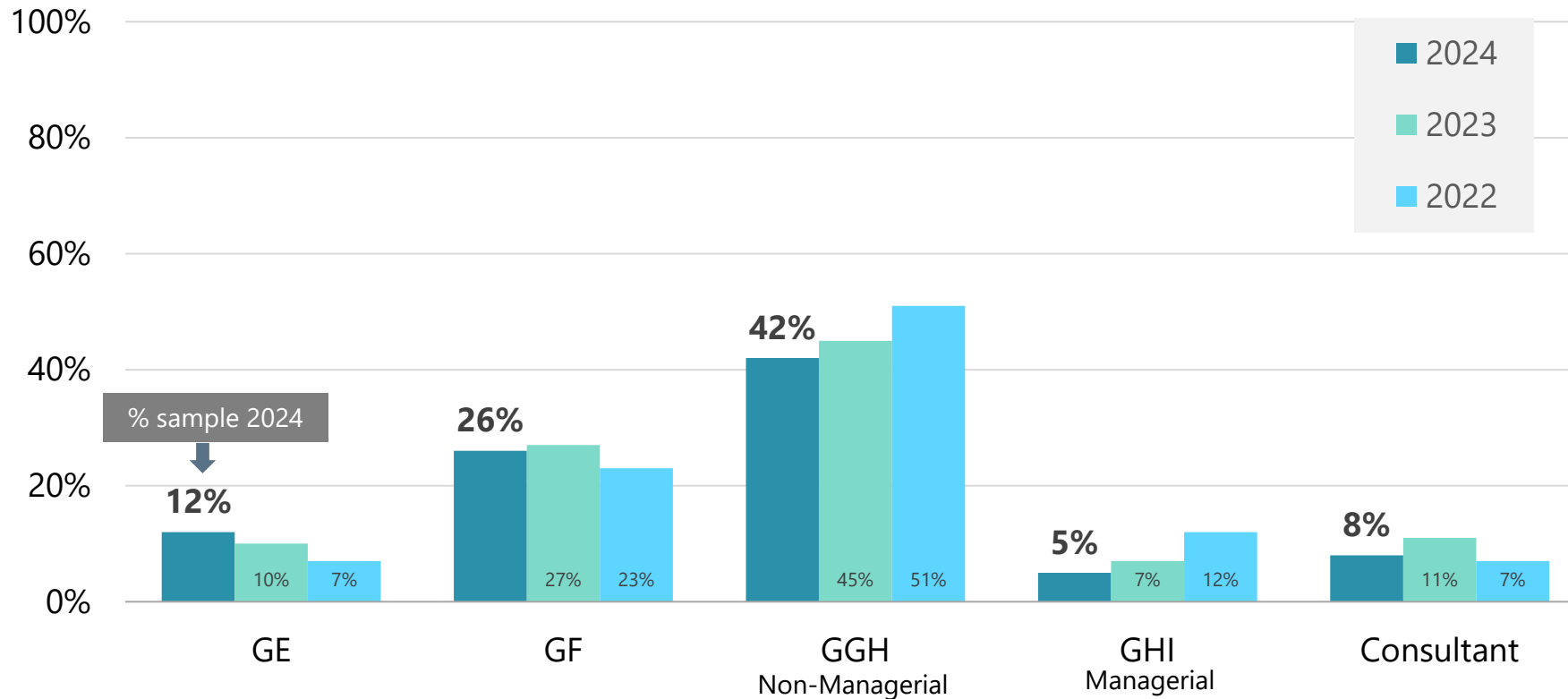
Base (2024): (n=862) Q2. Which organization do you work for?

Base (2024): (n=855) Q5. What is your professional grade? (GA-D 6% Not displayed)



Sample Composition Over Time

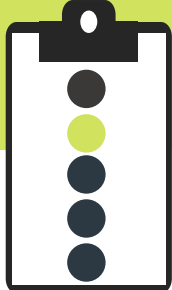
Increased staff participation, internal distribution constant. External participation affected by digital privacy guidelines.



Base (2024): (n=1132) QA. Please check the box that best describes your relationship with the World Bank Group.

Base (2024): (n=862) Q2. Which organization do you work for?

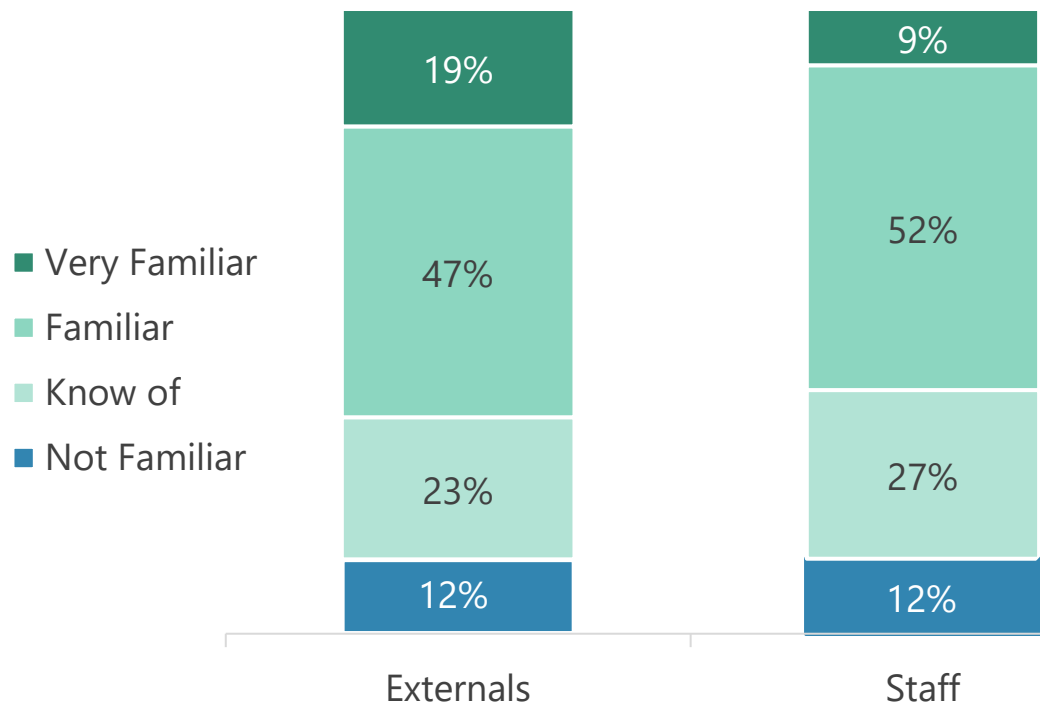
Base (2024): (n=855) Q5. What is your professional grade? (GA-D 6% Not displayed)



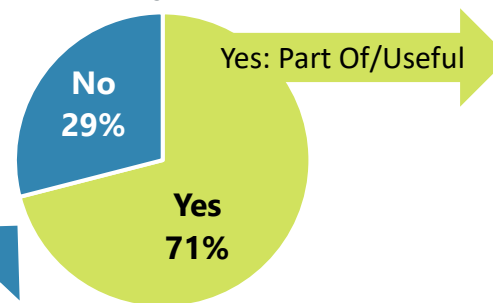
Knowledge of IEG / Use of Evaluation

Further analysis of World Bank staff reporting "No knowledge of IEG" finds that the majority uses evaluation that is generated within their units.

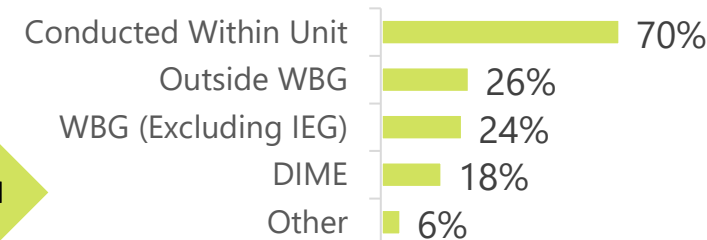
Understanding & Familiarity with IEG Work



Is evaluation part of, or useful to, your work?



What is the source of evaluations that you use?



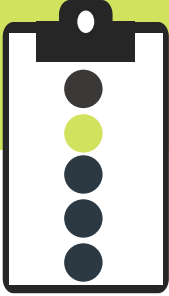
What is the nature of your work at the World Bank?



Base (2024): Externals (n=230), Staff (n=861) Q7. To what extent are you familiar with the mandate and work of IEG?

Base (2024): (n=102) Q7A. What is the nature of your work at the World Bank Group? (Total = 101% due to rounding) Base: (n=102) Q7B. Is evaluation part of, or useful to, your work?

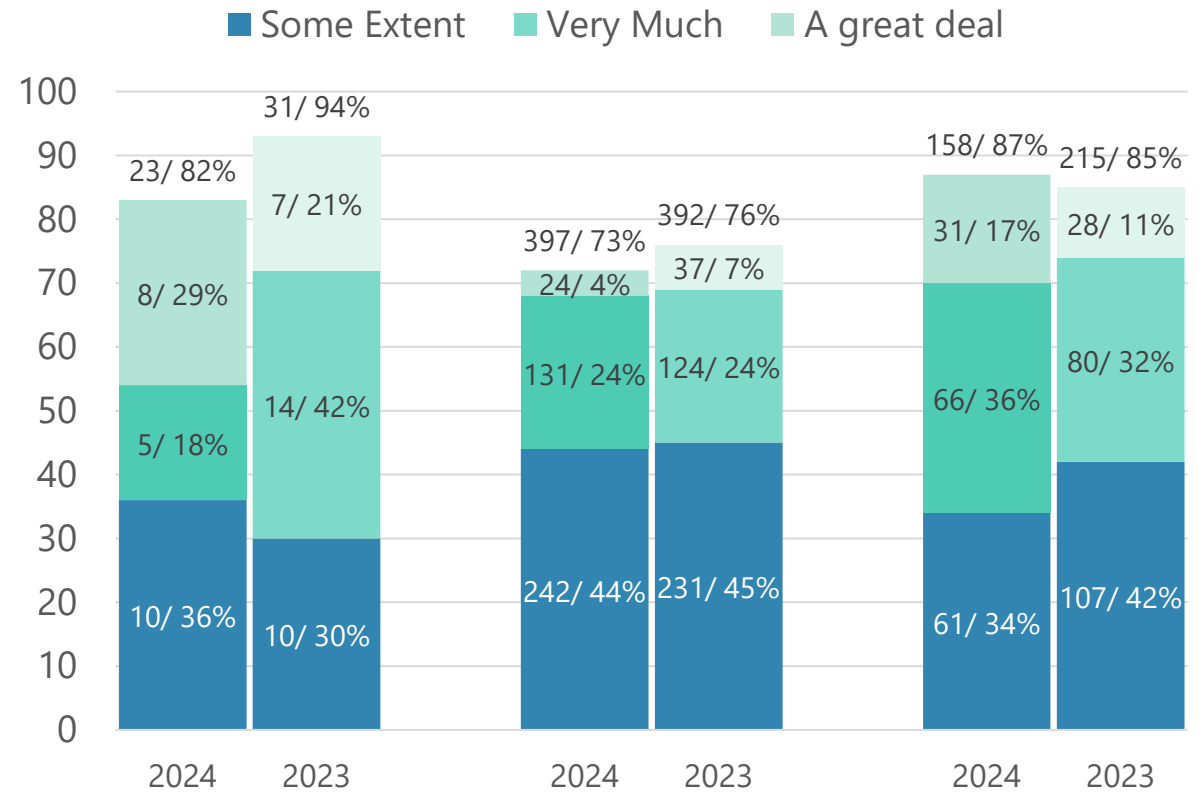
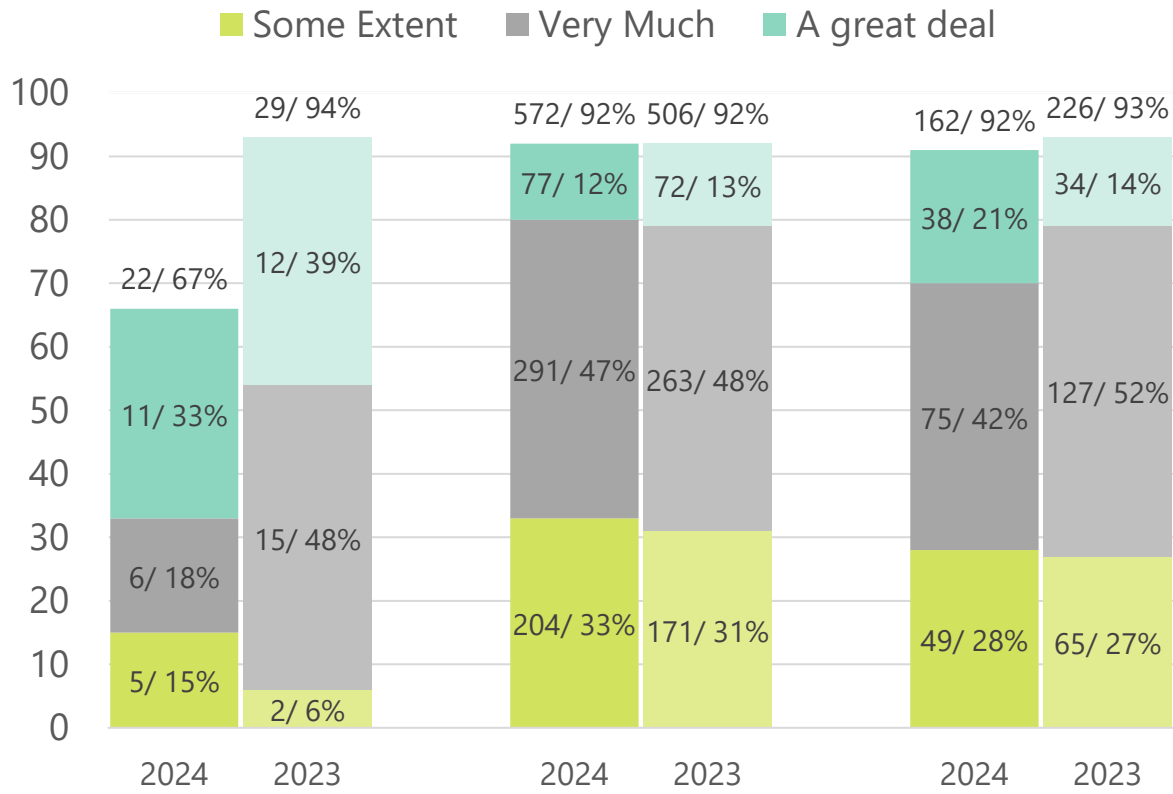
Base (2024): (n=66) Q7C. What is the source of the evaluations that you use in your work? Select all that apply.



Alignment with WBG Goals & Influence on WBG Activities

Perceptions of IEG alignment and influence remain high but with decreases in Board response.

Number/% of Positive Responses in 2024 vs. 2023



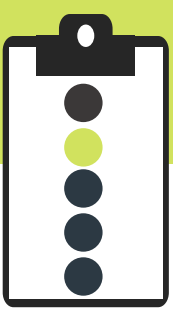
Alignment

Influence

Base (2024): Alignment – Board (n=33), Staff (n=624), Externals (n=177); Influence - Board (n=28), Staff (n=545), Externals (n=181)

Q8. How aligned are IEG evaluations with the World Bank Group's strategic priorities?

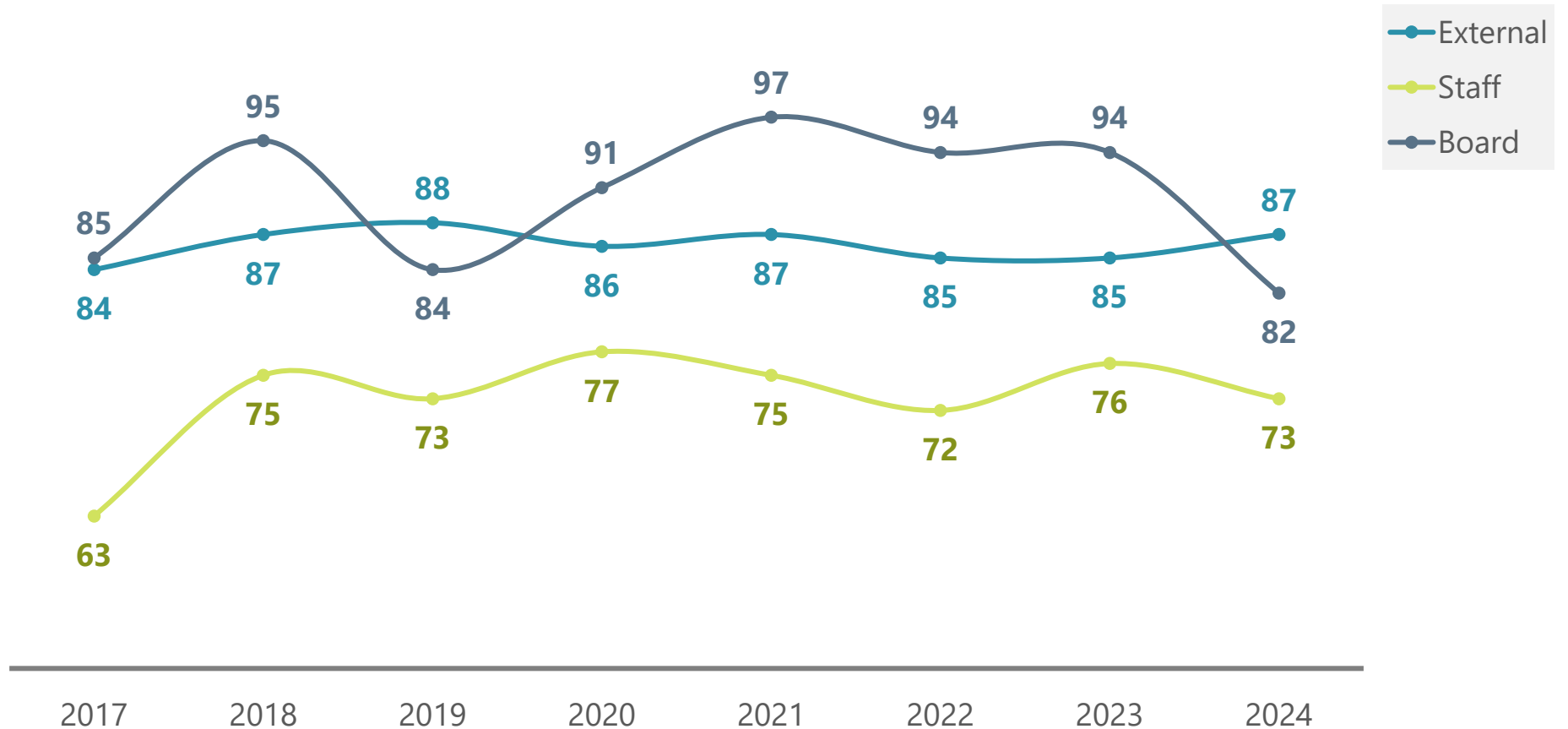
Q9. To what extent do you think IEG's work in the past 12 months has improved your understanding of the World Bank Group's development effectiveness?



Perceptions of Influence on WBG Activities Over time

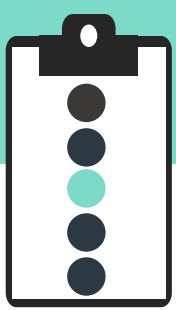
Perceptions of IEG influence remain high, but with decline in Board response.

% of Positive Responses



Base (2024): Total minus DK Board (n=28), Staff (n=545), Externals (n=181)

Q9. To what extent do you think IEG's work in the past 12 months has improved your understanding of (Board) influenced (Staff/Externals) World Bank development effectiveness?

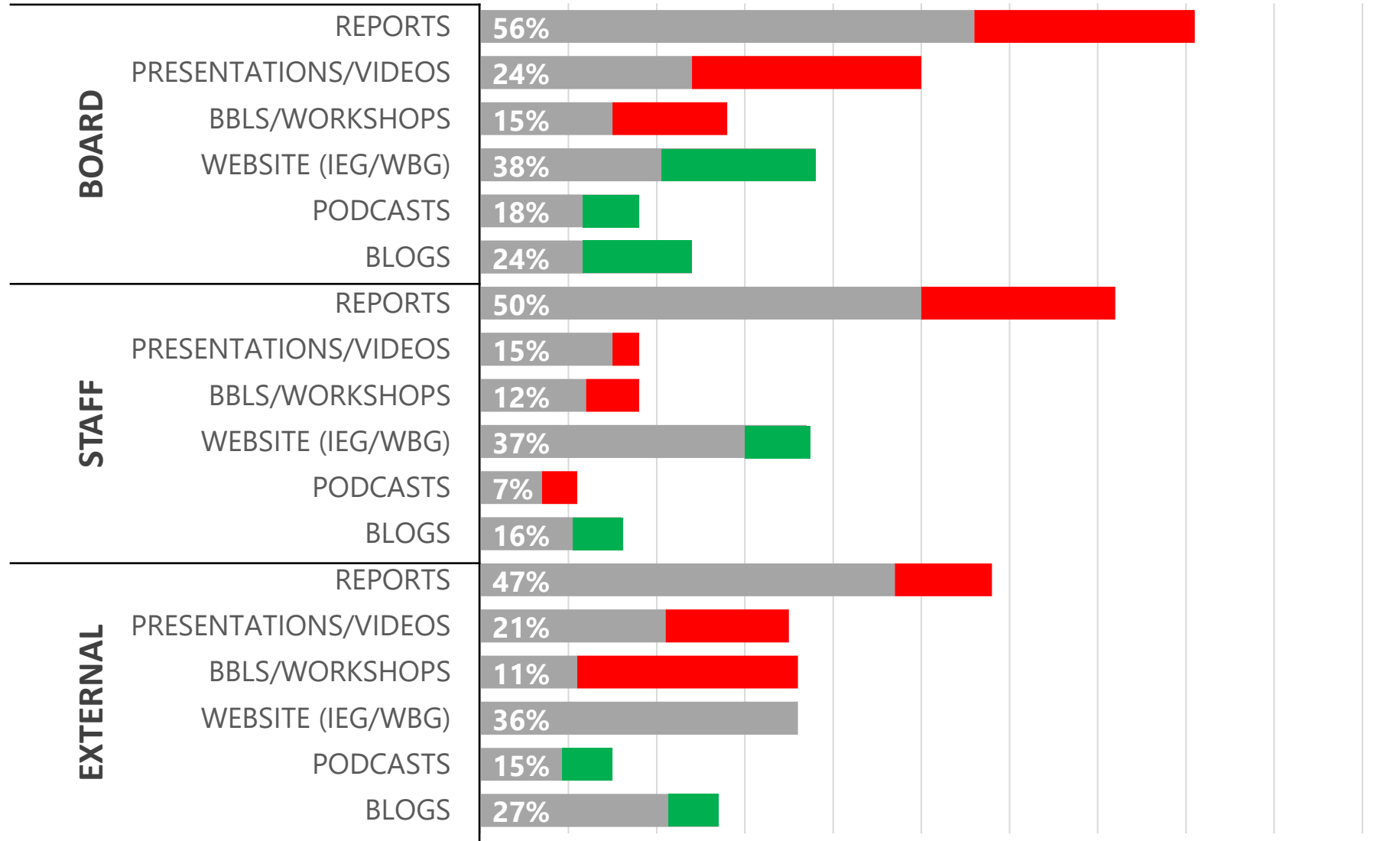


IEG Products Used

(2024 and change from 2023)

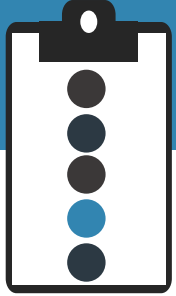
2024 value

Despite decreases, reports remain most cited form of engagement, with increases in reported use of website, podcasts and blogs over last year.



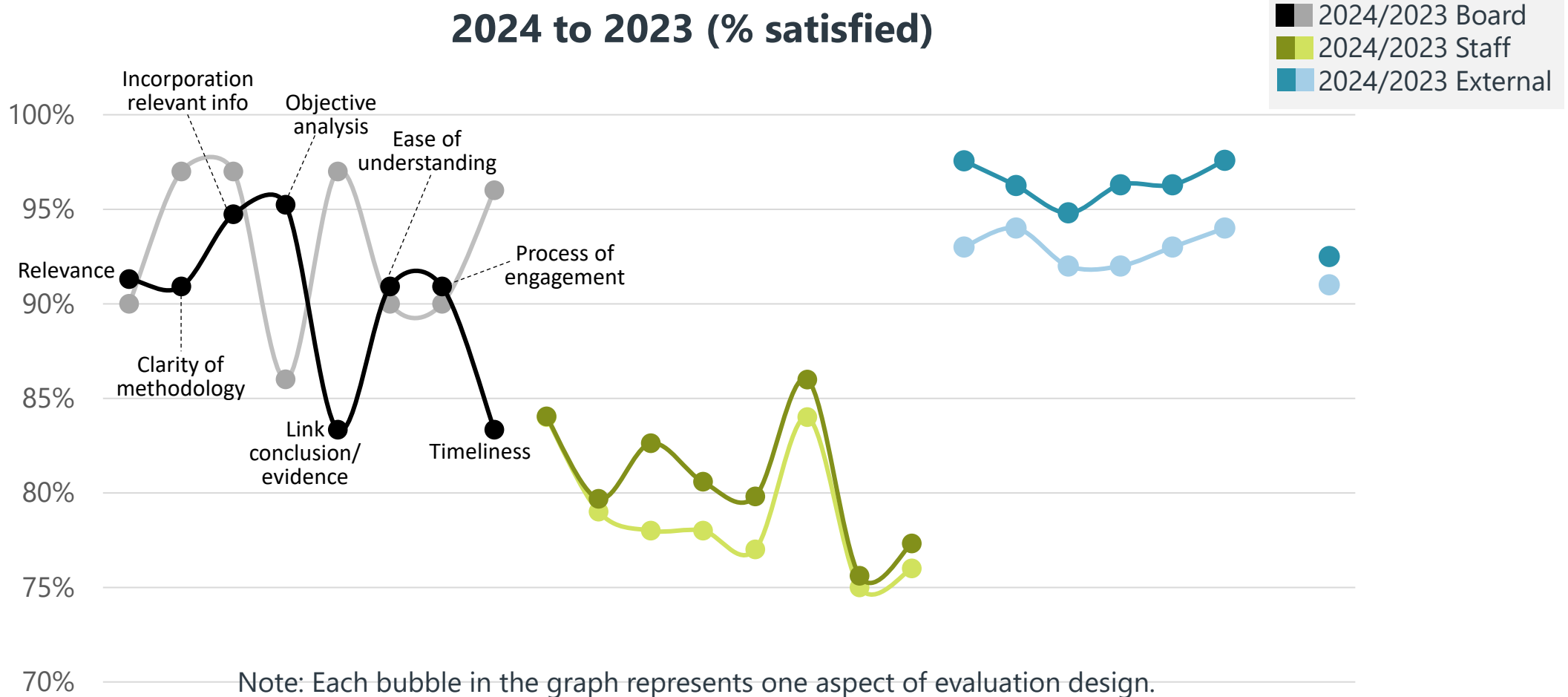
- 2024
- Positive change from 2023
- Negative change from 2023

Base (2024): Board (n=34), Staff (n=751), Externals (n=232)
Q10. In the past 12 months, which specific IEG activities did you engage with?

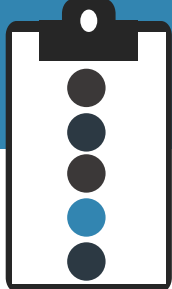


Perception of Evaluation Quality

Overall Board perceptions of evaluation quality remain high despite decreases in perceptions of timeliness, clarity of methodology and link of evidence to conclusion, while staff and external positive perceptions increased across all categories.

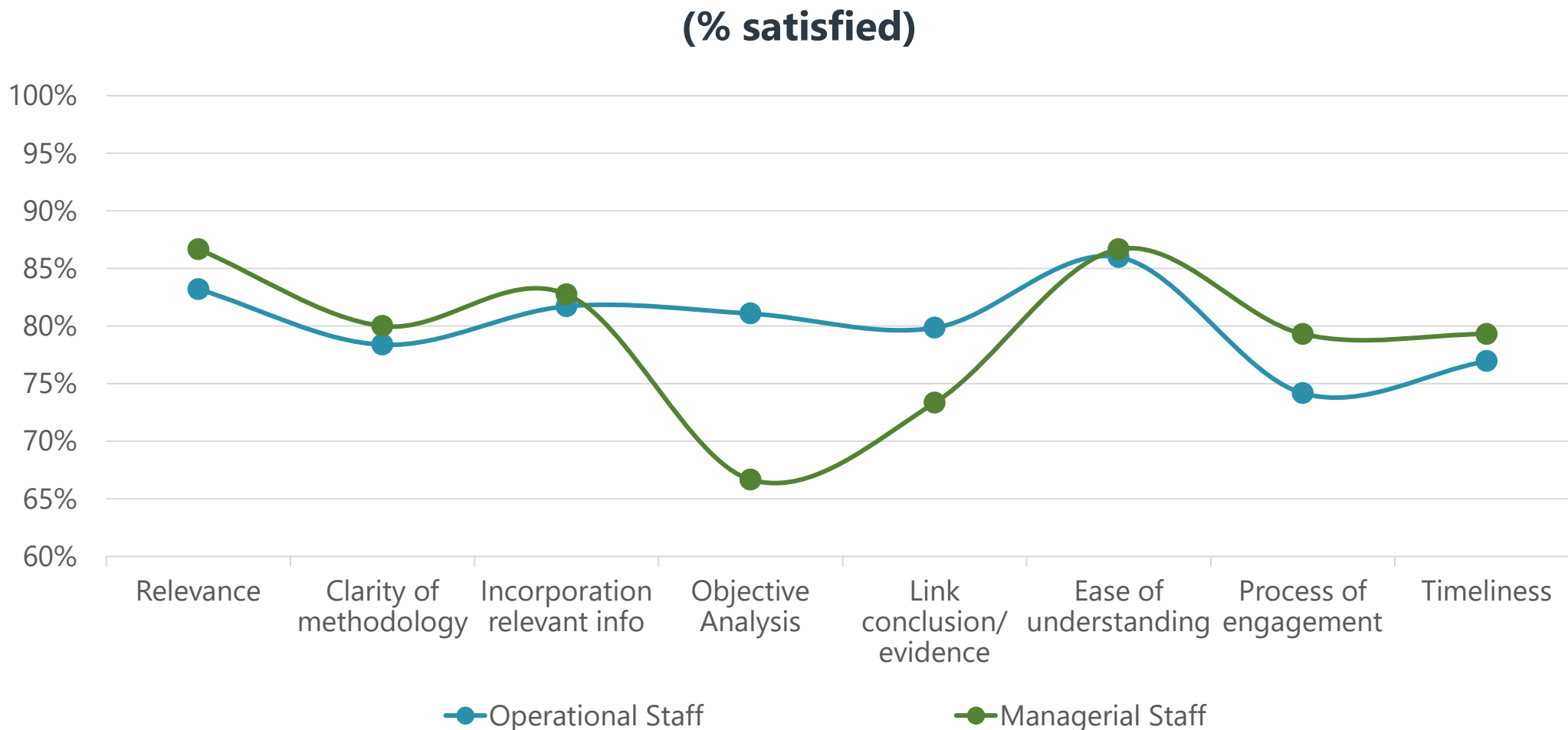


Base (2024): Engaged in past 12 months (varies) Board (n=19-24), Staff (n=305-314), Externals (n=77-83)
Q13A. Thinking of IEG products you have engaged with in the past 12 months, how satisfied were you with the following aspects?



Perception of Evaluation Quality by Managers & Operations

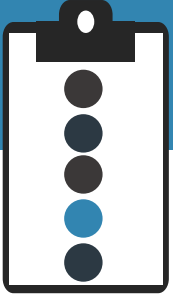
Overall satisfaction with evaluation quality higher for managerial than operational staff excluding noticeable differences for objectivity and link between evidence and conclusions.



Note: Each bubble in the graph represents one aspect of evaluation design.

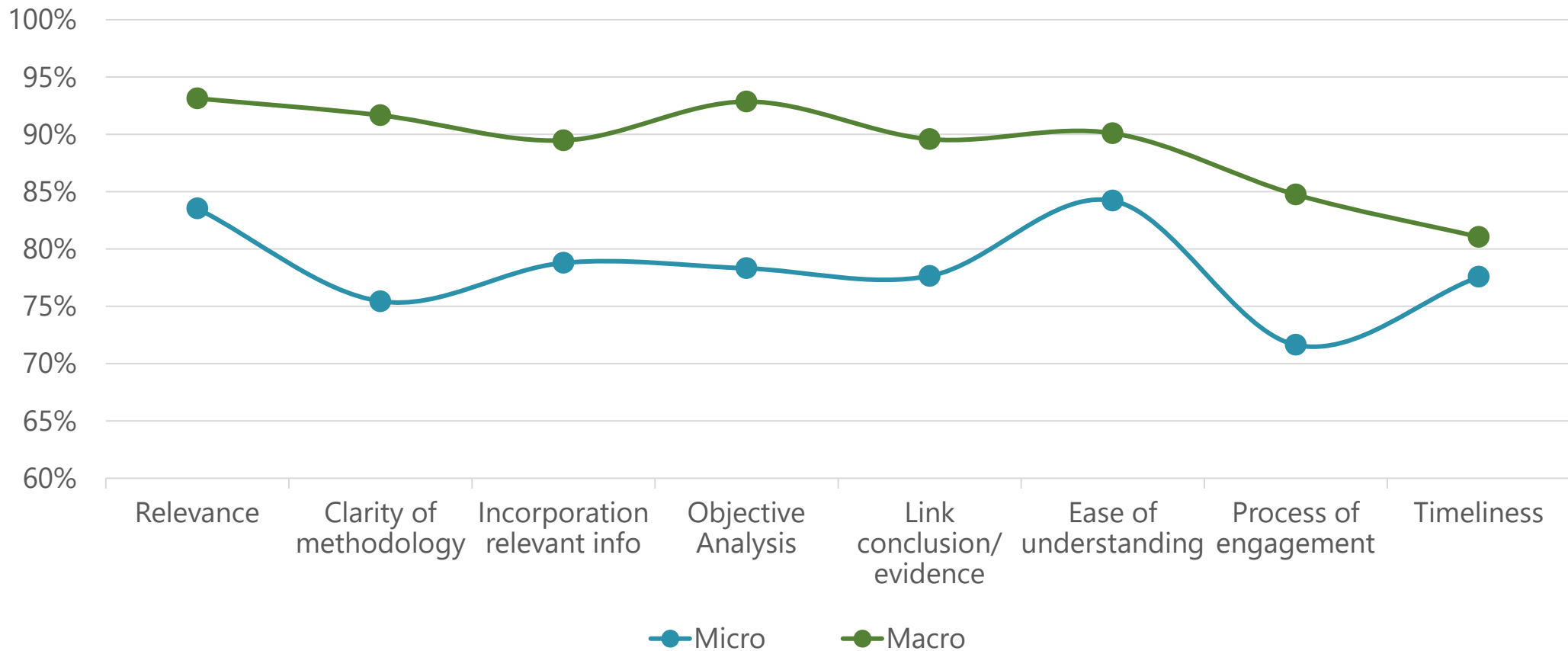
Base (2024): Engaged in past 12 months (varies) Operational (n=240-264), Managerial (n=29-30)

Q13A. Thinking of IEG products you have engaged with in the past 12 months, how satisfied were you with the following aspects?



Staff Perception of Evaluation Quality by Product Type

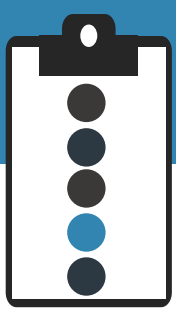
Perceptions of quality higher for macro products but with engagement & timeliness scoring lowest.



Note: Each bubble in the graph represents one aspect of evaluation design. Respondents are staff.

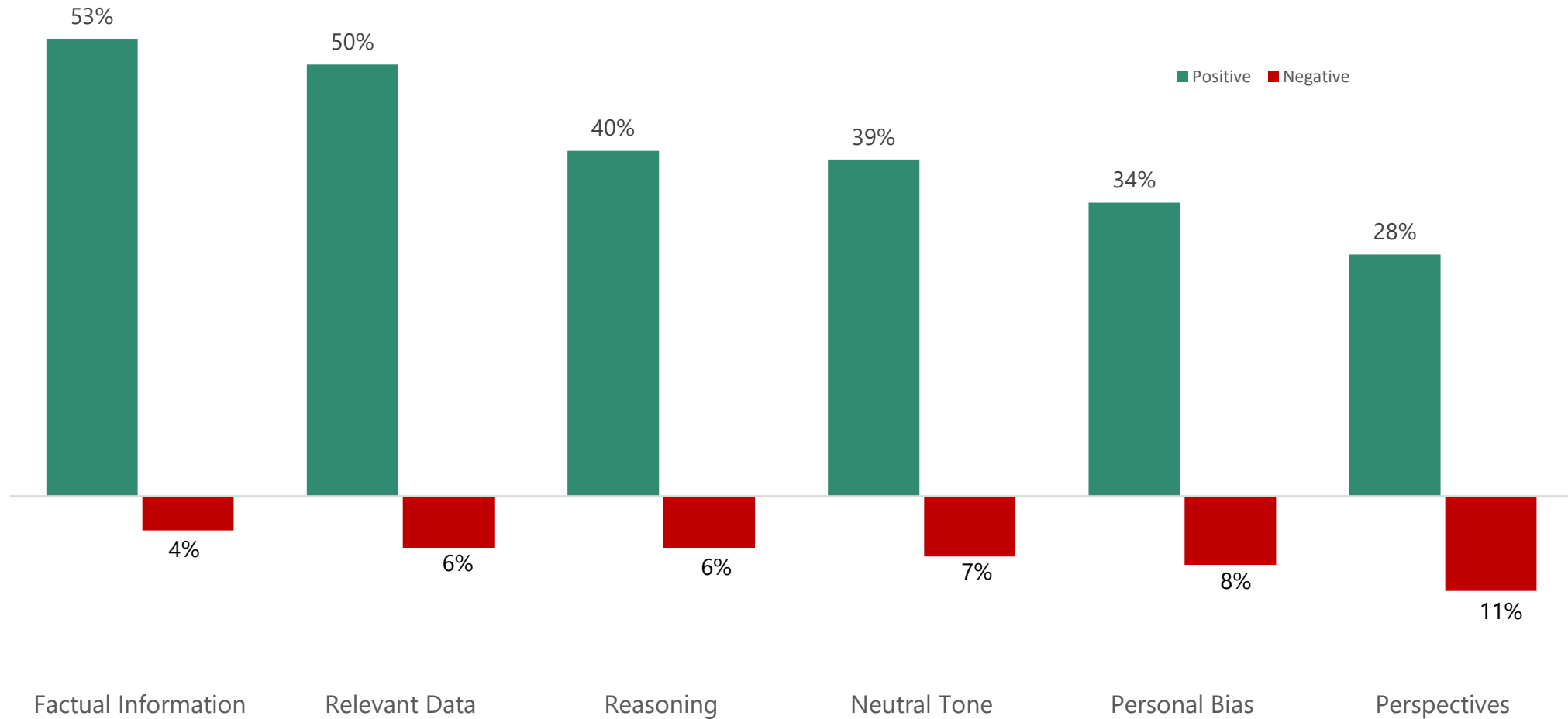
Base (2024): Engaged in past 12 months (varies) Micro (n=141-171), Macro (n=59-102)

Q13A. Thinking of IEG products you have engaged with in the past 12 months, how satisfied were you with the following aspects?

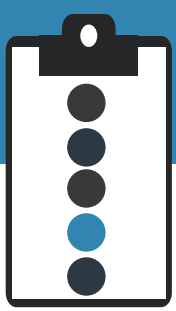


Perceptions of IEG's Objectivity

80% of staff respondents had positive views of the objectivity of IEG analysis, driven by the use of relevant and factual information. The 20% with negative views were especially concerned with a perceived lack of different viewpoints (Perspectives).

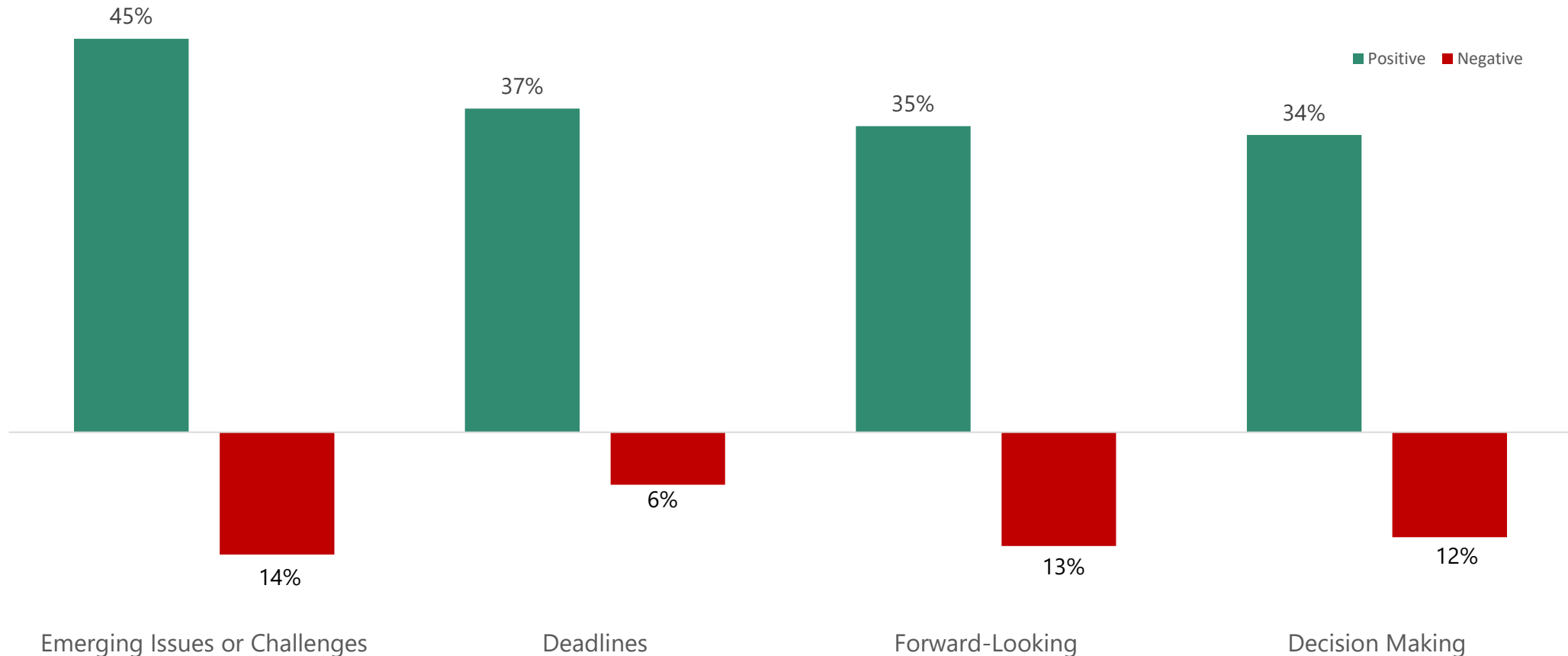


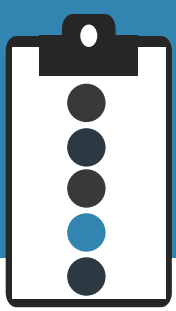
Base (2024): Staff, Thinking of IEG Products that you have engaged with in the past 12 months, how satisfied were you with... Unbiased and objective analysis (n=309) Q13C. What are the reasons IEG reports are not objective (n=55) & Q13E. What are the reasons IEG reports are objective (n=233)



Perceptions of IEG's Timeliness

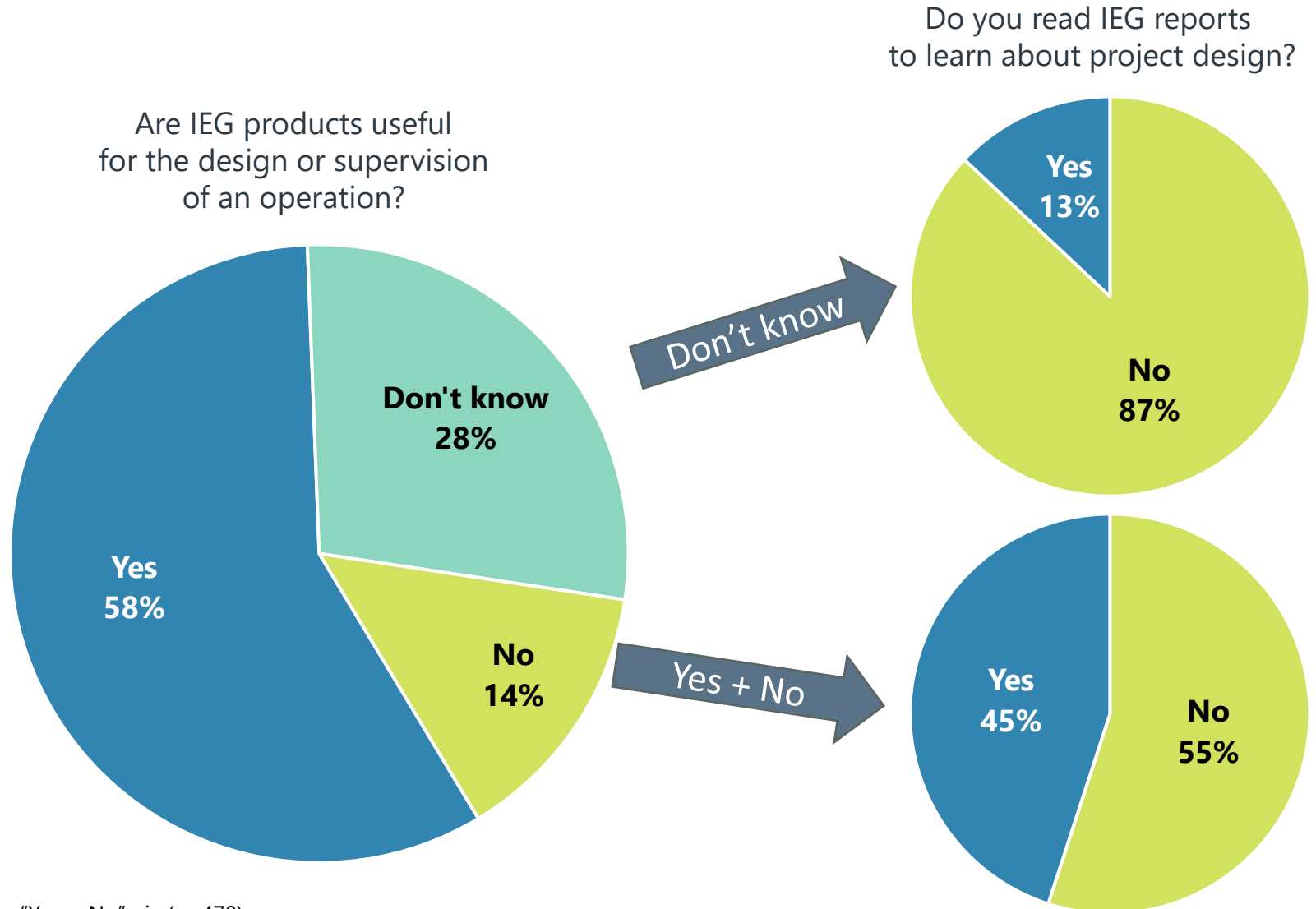
80% of staff respondents had positive views of the timeliness of IEG products, driven by perceptions of the focus on emerging issues and the adherence to deadlines. While a lack of focus on emerging issues or a forward-looking approach were the main drivers of the 20% with negative views of timeliness.



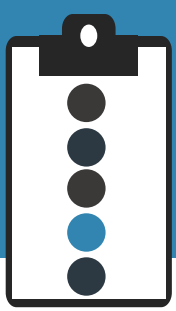


Usefulness of IEG products for the design or supervision of an operation

A considerable number of staff respondents had no opinion on product usefulness, driving overall low results on usefulness

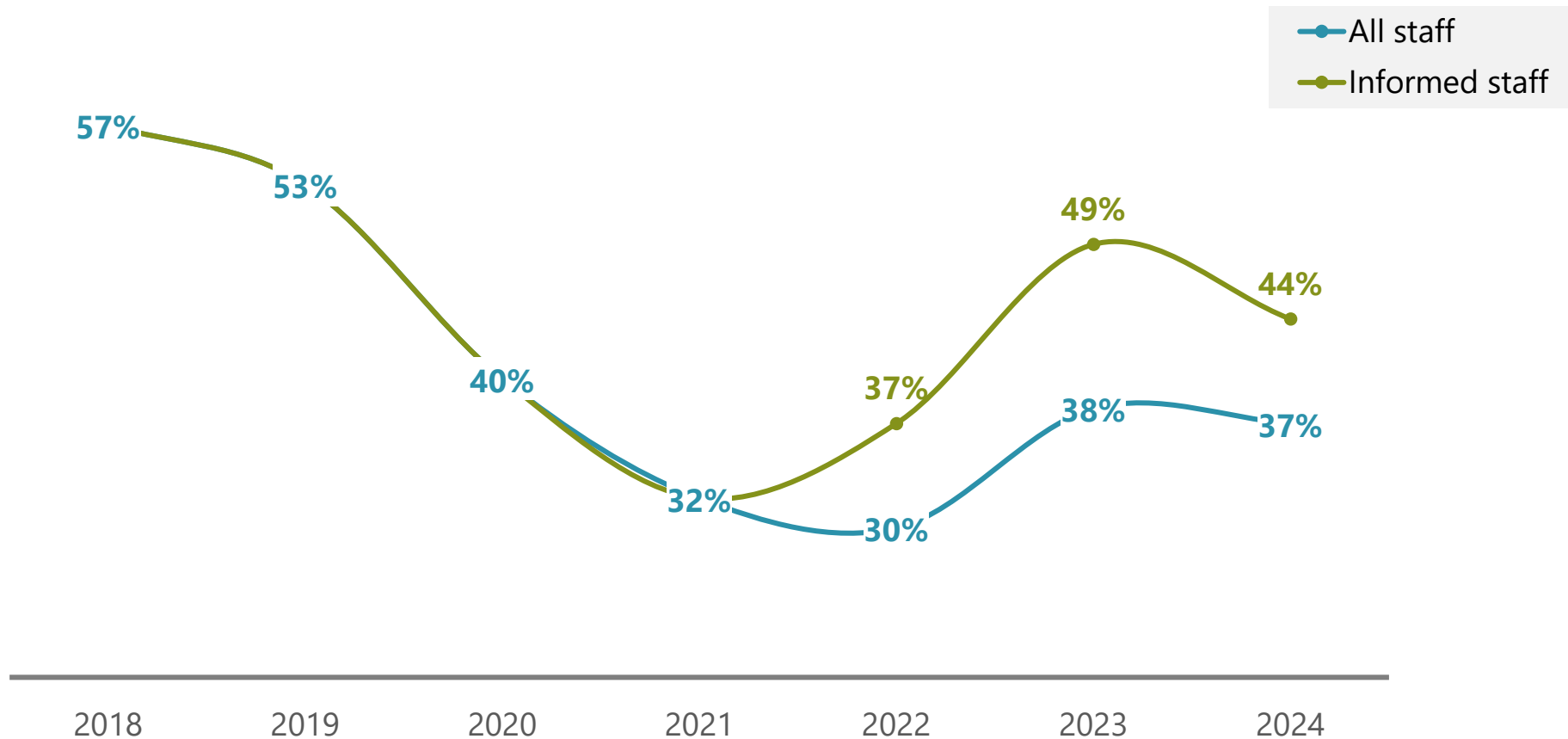


Base (2024): (n=680); For "don't know" pie (n=180); For "Yes + No" pie (n=470)
Q16. Do you think IEG products are useful for the design or supervision of an operation?



Design of a specific lending operation as main motivation to read IEG products

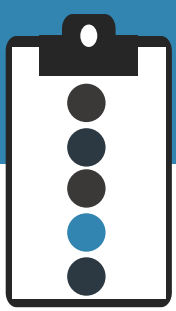
The number of staff respondents (both 'informed' and 'uninformed') reporting value of IEG reports for project design remained overall stable.



Note: Respondents are staff.

Base (2024): All staff (n=650-678); Informed staff (n=470-489)

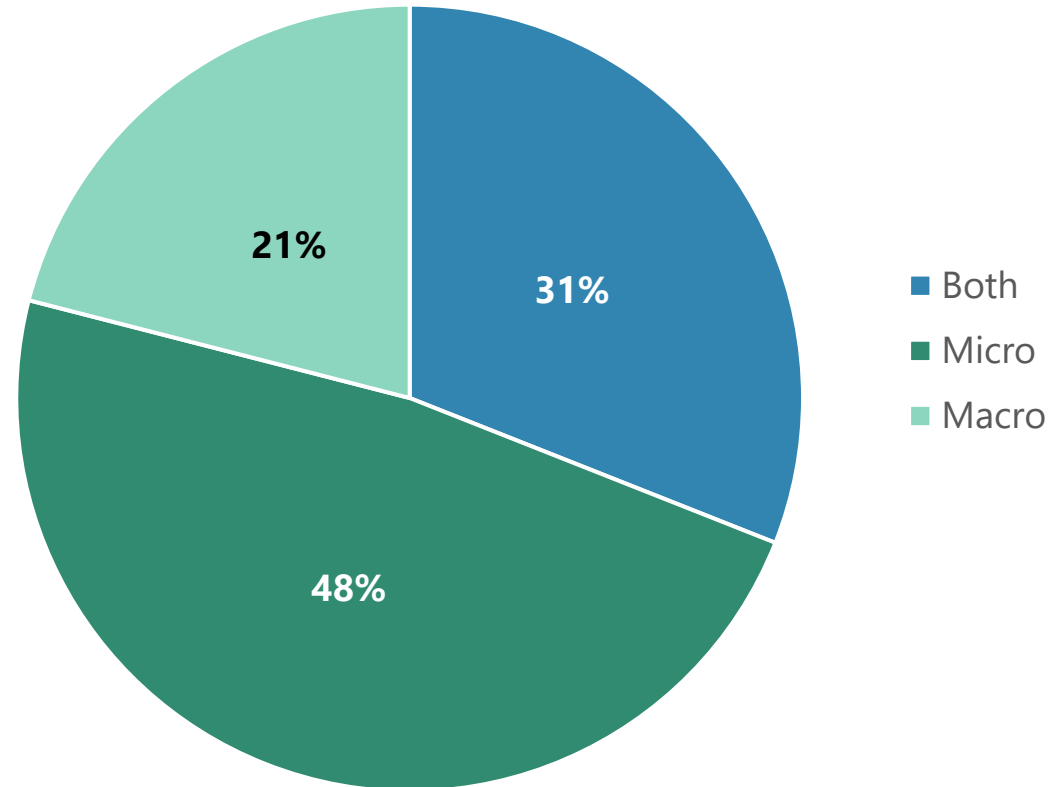
Q12. In the past 12 months, have you engaged with IEG activities to learn about factors important in the design or supervision of an operation?

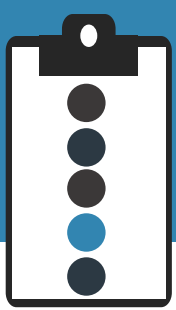


Which IEG products are useful for project design?

Both Macro and Micro products are seen as useful for project design.

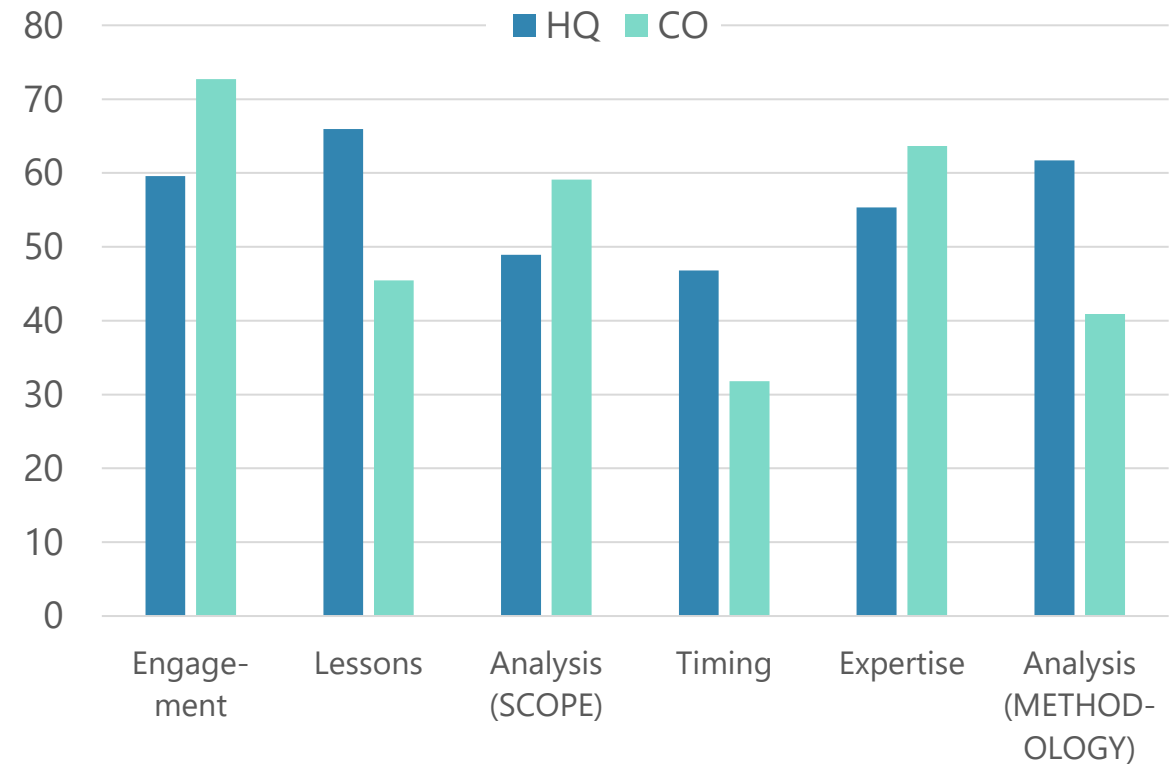
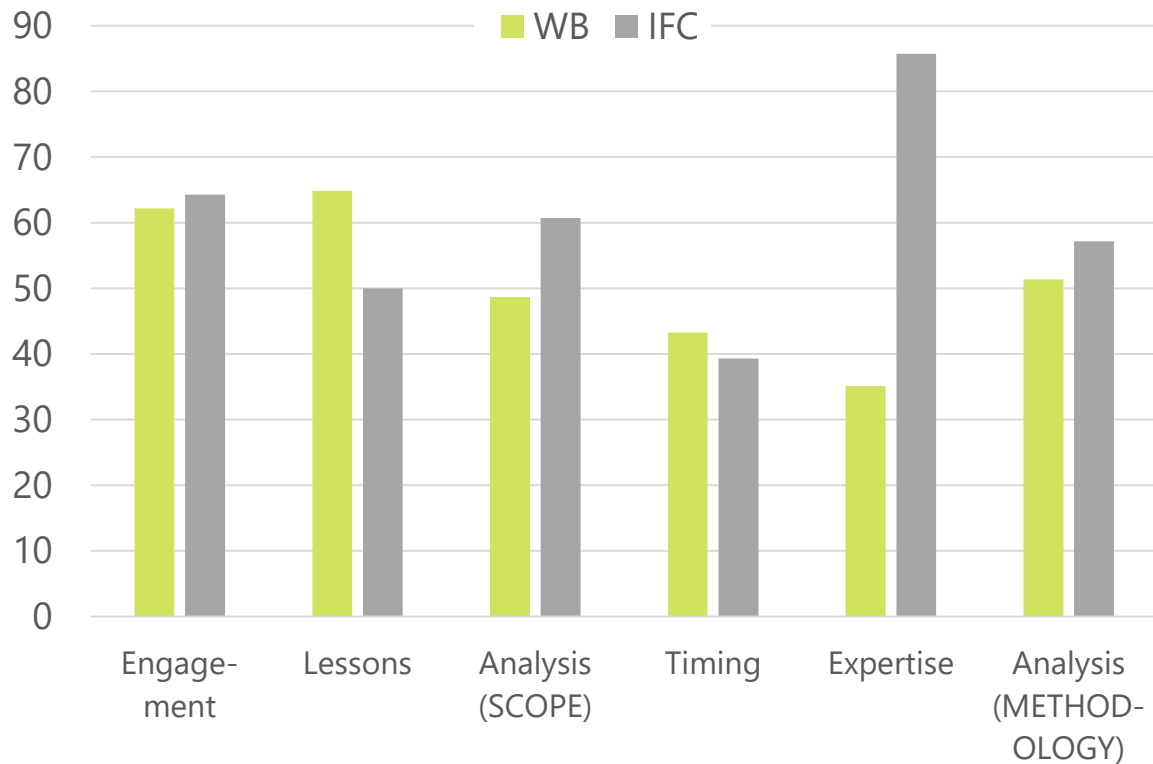
Staff Evaluation of Macro and Micro Products

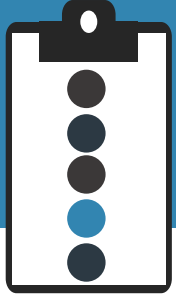




What can improve the value of IEG products for project design - WB vs IFC & HQ vs CO

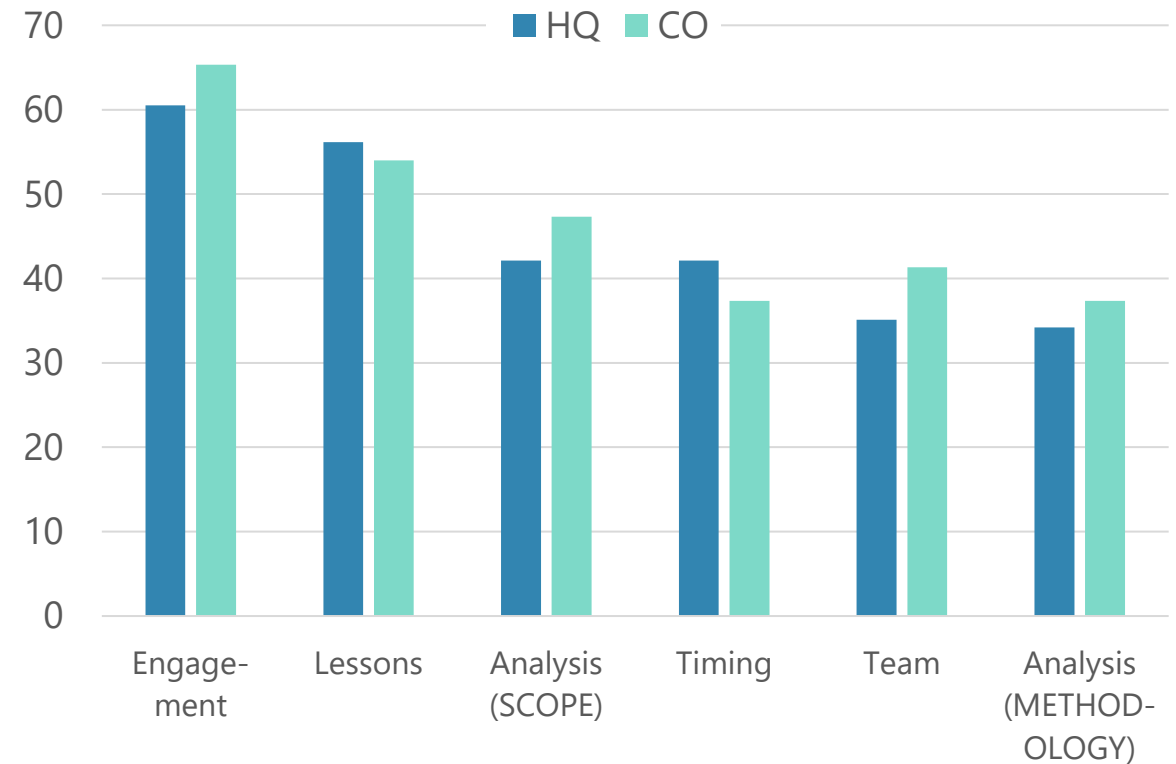
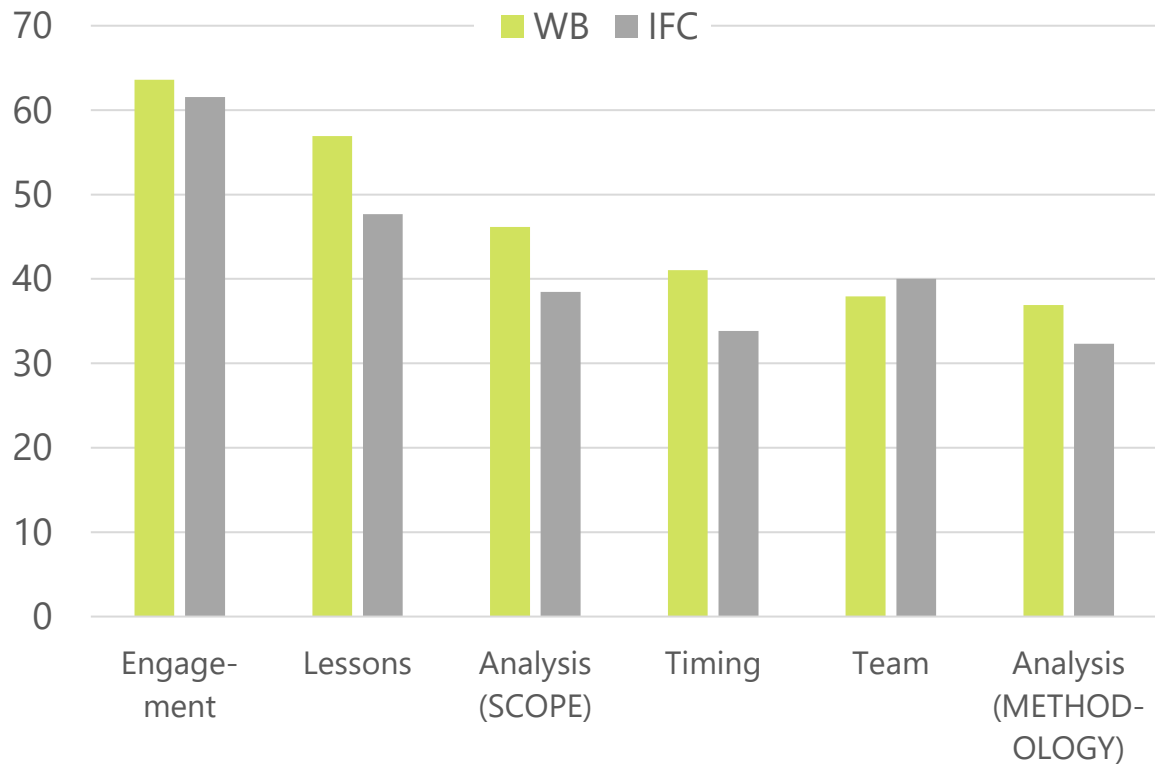
For those who found IEG products less useful for designing or supervising an operation, WB staff were especially concerned with the quality of engagement and lessons, with HQ staff concerned with lessons, timing and methodology, CO mainly with engagement, while IFC focused on the expertise of IEG teams.

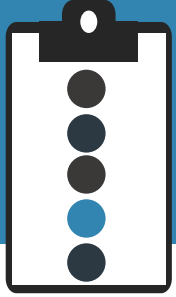




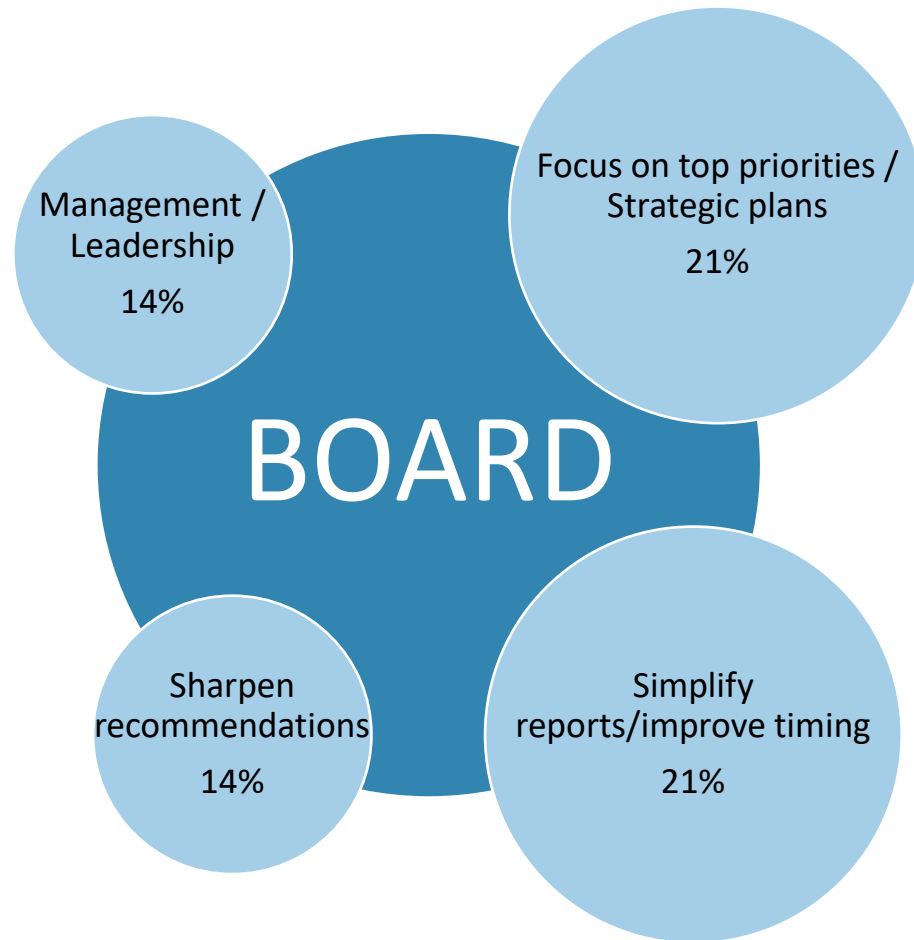
What can enhance the value of IEG products for project design - WB vs IFC & HQ vs CO

There was overall alignment among all cohorts who found IEG products useful for project design, with engagement and lessons as the two aspects that could further enhance the value of IEG products.





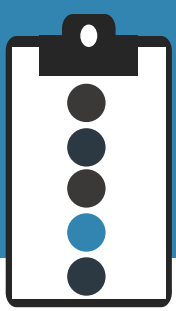
What is the most important thing that IEG can do to help increase World Bank Group effectiveness?



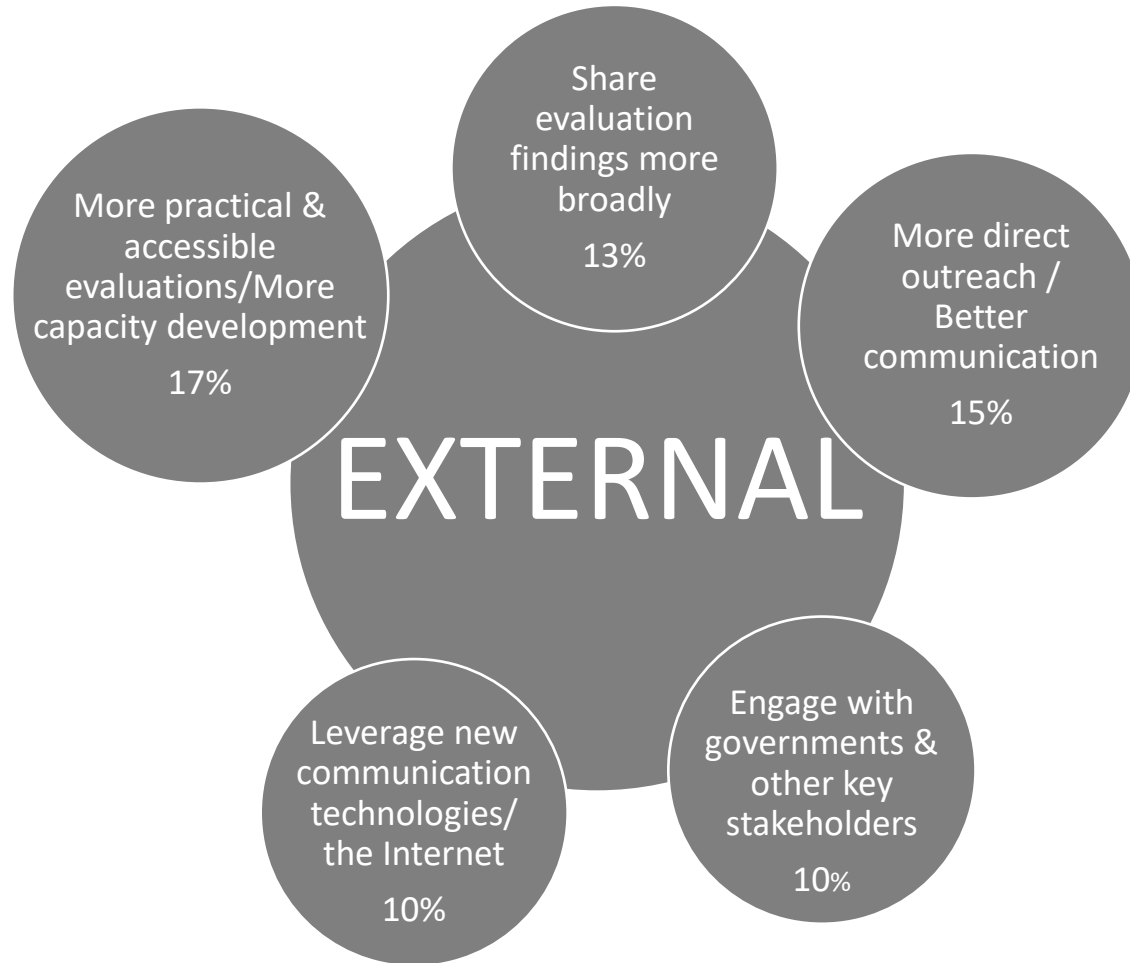
Base (2024): Board (n=14); Staff (n=332);

Individual mentions of 10% or more are shown within each cell.

Q15. What is the most important thing that IEG can do to help increase World Bank Group effectiveness?



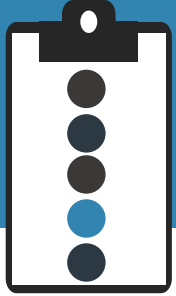
What is the most important thing that IEG can do to help increase the reach and use of its activities, knowledge, and products?



Base (2024): External (n=157);

Individual mentions of 10% or more are shown within each cell.

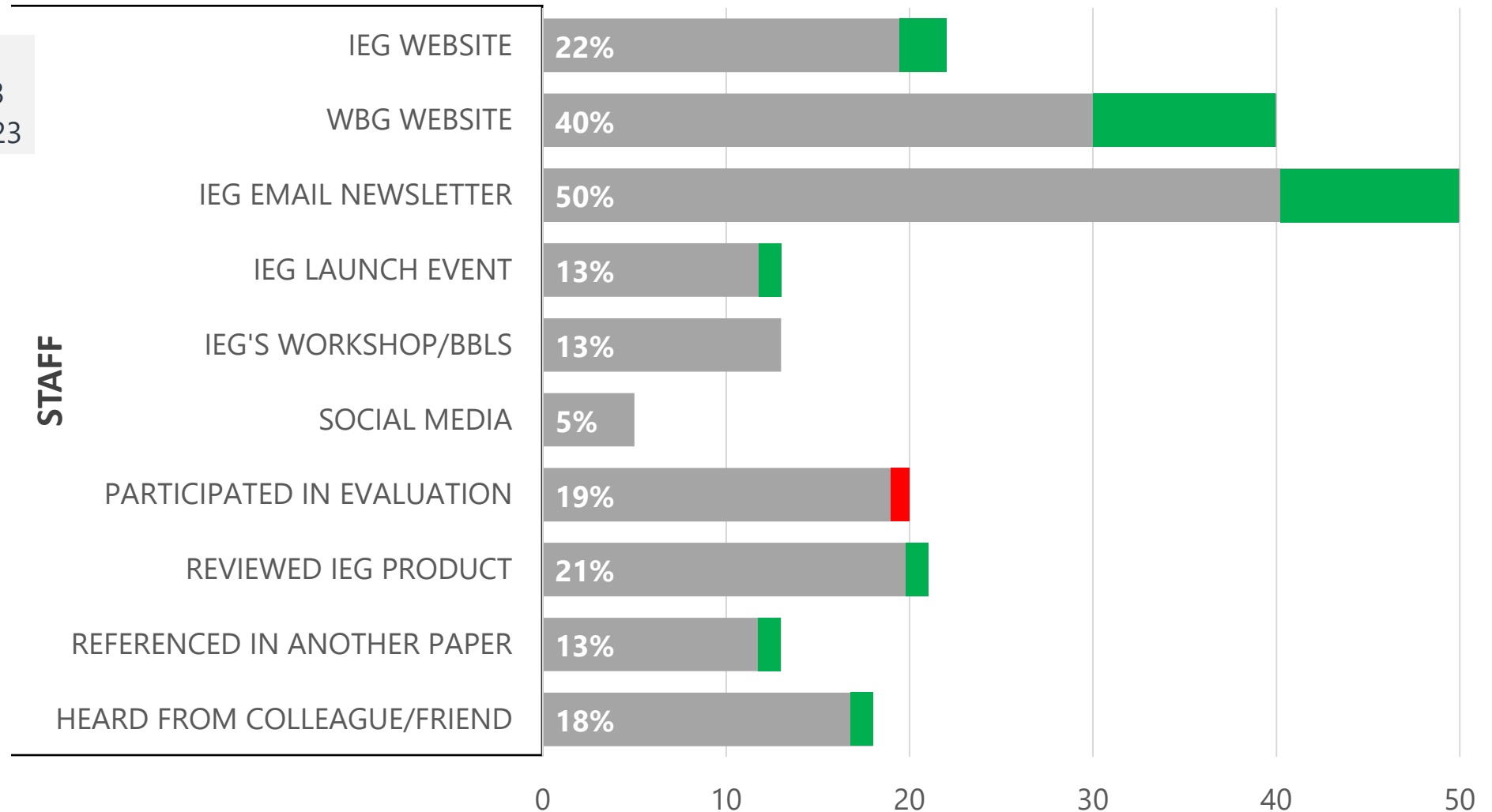
Q15A. What is the most important thing that IEG can do to help increase the reach and use of its activities, knowledge, and products?



In the past 12 months how did you become aware of IEG evaluation activities?

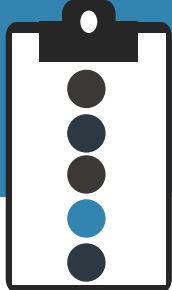
Newsletter and websites remain the most common means of contact for staff

■ 2024
■ Positive change from 2023
■ Negative change from 2023



Base (2024): Staff (n=653)

Q14. In the past 12 months how did you become aware of IEG evaluation activities?



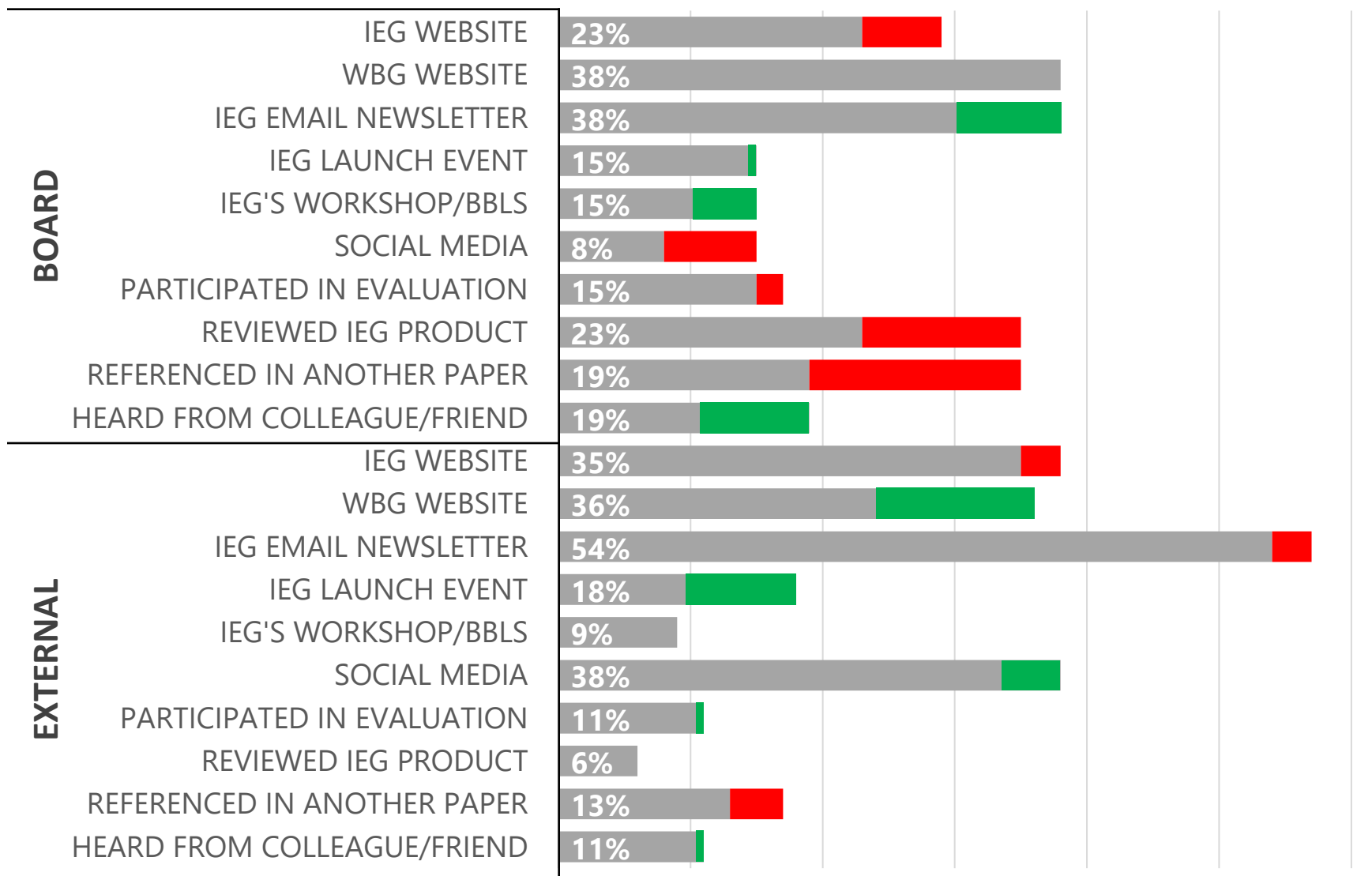
In the past 12 months how did you become aware of IEG evaluation activities?

BOARD & EXTERNALS

Websites and IEG newsletter key channels for the Board.

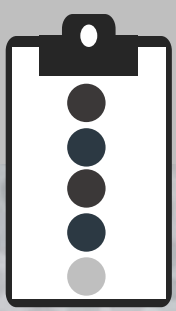
For externals, newsletter, IEG website and social media main forms of contact

- 2024
- Positive change from 2023
- Negative change from 2023



Base (2024): Board (n=26); External (n=218)

Q14. In the past 12 months how did you become aware of IEG evaluation activities?



Key Takeaways

1

Perceptions of the relevance and influence of IEG, and the quality of evaluations remain high across all respondents, albeit with some declines among Board responses.

2

Improved ENGAGEMENT cited by staff across all categories as contributing to the value of IEG products for the design and supervision of products.

3

Majority of staff have positive perceptions of the TIMELINESS and OBJECTIVITY of IEG evaluations, with the focus on emerging issues a key concern in the former, and personal bias and the presentation of a variety of perspectives in the latter.

4

For external respondents, perceptions of evaluation quality have increased across all categories.

IEG CLIENT SURVEY 2024

Thank you

July 2024

