IEG Client Survey 2020

Key Findings
• Sample composition & adjustments
• Mode of ‘contact’
• Channel of ‘contact’
• Aspects of evaluation design
• Purpose of ‘contact’
• IEG alignment to WBG goals and Effectiveness
• Key takeaways
• Open-ended questions feedback
Participation increased

<table>
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<th>Year</th>
<th>Board</th>
<th>Staff</th>
<th>External</th>
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<tbody>
<tr>
<td>2018</td>
<td>22</td>
<td>1166</td>
<td>708</td>
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<tr>
<td>2019</td>
<td>21</td>
<td>434</td>
<td>682</td>
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<tr>
<td>2020</td>
<td>22</td>
<td>1284</td>
<td>602</td>
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<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
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<tbody>
<tr>
<td>2018</td>
<td>1,896</td>
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<tr>
<td>2019</td>
<td>1,137</td>
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<tr>
<td>2020</td>
<td>1,908</td>
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Websites & newsletter the main form of ‘contact’ with IEG for all respondents
Form of ‘contact’ differs across regions and staff grades
Reading reports is the most common channel of engagement for all respondents.
Over time, all IEG products show an increase in engagement, especially videos/presentations and blogs.
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Sector and project evaluations the main reports for WBG staff
Significant differences in usage of IEG product types across grades
Heterogeneous perceptions of evaluation quality across staff

Aspects of evaluation design - 2020

(% satisfied)

Note: Each bubble in the graph represents one aspect of evaluation design, such as objectivity, timeliness, etc.
Perception of evaluation quality improves over time
(% satisfied)
Learning about development effectiveness is the main interest.
Utility of IEG reports for project design is declining over time.
### Alignment with WBG goals & Impact on WBG activities

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<td>86%</td>
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(\% positive responses)

**IEG evaluations aligned to WBG goals and effective**
IEG products influence WBG activities.
Key findings

Overall IEG products show an increase in engagement and the Board remains very satisfied with IEG role and products

1. Lower income regions remain more ‘isolated’ form face-to-face ‘contact’ with IEG.
2. The Board shows much more interest than staff in BBLs & workshops, while readership of IEG reports remain by far the most common mode of engagement
3. CPE & RAP show a low level of engagement, particularly from higher mgmt. (RAP)
4. Evaluation design has improved over time, with room for improvement in process of engagement, timeliness and incorporation of relevant information (staff point of view)
5. Only around half of staff use IEG products to learn about development effectiveness and project design
Open ended questions
"Ensure more fairness about the ratings of IFC AS (which is held to a high bar and subject to IEG) and WB ASA (which is not evaluated at all)." (IFC, GH mgmt, CO)

- The tough environment in which they operate
- The low capacity of clients (especially in collecting data)

- Impact on beneficiaries (rather we focus on KPI)
- External shocks
- Arguments and data offered
- Elements of performance, e.g resource constraints, turnover & incentives

- The experience and expertise in country, sector or market
- The risks associated with our work, by rewarding modest projects while downgrading ambitious one
"However I do know that getting impact from evaluations is a perennial problem for evaluators (I am one)."

(Academic, SSA, 10+yr)
"IEG has been absent from my [20 year] professional life - only when I needed to feed the beast with documents, mandatory ICRs and others"
(WB, GG, CO)
Thank you