IEG Client Survey 2022

Key Findings

October 6, 2022
Structure of presentation

- Key takeaways
- Sample composition
- IEG alignment to & Impact on WBG
- IEG products used
- Quality of IEG products
- Utility of IEG products to project design
- What IEG can do to help increase WBG effectiveness
1. “Lessons” are perceived as the greatest value added of IEG products

2. Macro products are perceived of higher quality than micro products

3. IEG utility can be increased by more engagement with operations and increased outreach
Participation decreased in all categories, but distribution of respondents remained constant.
Perceptions of IEG alignment and influence remain high.

Questions:
How aligned are IEG evaluations with the WBG’s strategic priorities?
To what extent do you think IEG’s work in the past 12 months influenced the effectiveness of WBG activities?
Trend in positive perception of IEG influence continues.
IEG products used
(2022 and change from 2021)

Staff report increased use of IEG products, with jump in report readership. Board use constant.
Overall high appreciation of IEG work quality, with Board most satisfied

Note Each bubble in the graph represents one aspect of evaluation design.
But perception of evaluation quality decreased for staff compared to last year.

Note: Each bubble in the graph represents one aspect of evaluation design.
Perception of quality higher for Macro products, except for process of engagement

Staff perception of evaluation quality by product type

Note: Each bubble in the graph represents one aspect of evaluation design.
Declining trend continues in staff reporting project design as reason for engaging with IEG

In depth analysis:
Design of a specific lending operation as main motivation to read IEG products
Are IEG products useful for the design of a specific lending operation?

- **Yes**: 76%
- **No**: 24%

Which products are useful?
- Both: 49%
- Micro: 25%
- Macro: 26%

Which products are not useful?
- Both: 70%
- Micro: 20%
- Macro: 9%
Utility of lessons scores highest in positive responses, while timeliness as greatest drawback.

What specific aspects of the product are useful / not useful?
Sample composition of “What can IEG do to help increase World Bank Group effectiveness?”
Most important areas to increase WBG effectiveness

**OUTREACH**
- Presentations
- Include IEG dissemination into WBG business processes
- User friendly access to IEG data

**INTERNAL SKILLS**
- Improve staff skills
- Staff with operational experience
- Understand WBG products
- Understand the realities of development
- Understand the country context

**LEARNING**
- Engage with project teams
- Be involved in project preparation/evaluation
- Learn the sector/industry from project teams

**METHODS**
- Presentations
- Include IEG dissemination into WBG business processes
- User friendly access to IEG data

**Timeliness**
- Improve staff skills
- Staff with operational experience
- Understand WBG products
- Understand the realities of development
- Understand the country context

**Digestible Briefs**
- Presentations
- Include IEG dissemination into WBG business processes
- User friendly access to IEG data
Most important areas to increase World Bank Group effectiveness: distribution by staff grade

- **Most important areas**
  - **Outreach**: 26% (WB), 20% (IFC)
  - **Internal Skills**: 19% (WB), 33% (IFC)
  - **Learning**: 19% (WB), 19% (IFC), 18% (IFC)

**Bar Chart: Distribution by Staff Grade**

- **Outreach**: 26% (WB), 20% (IFC)
- **Internal Skills**: 19% (WB), 33% (IFC)
- **Learning**: 26% (WB), 20% (IFC), 19% (IFC), 18% (IFC)
- **Methods**: 19% (WB), 19% (IFC), 18% (IFC)
- **Timeliness**: 19% (WB), 19% (IFC), 18% (IFC)
Key findings

1. IEG still seen as aligned with WBG strategy and influential
2. Increased usage of all IEG products among staff, particularly report readership
3. Perceptions of evaluation quality remain high, with utility of lessons perceived as greatest value
4. Majority of staff respondents view macro & micro products as useful for project design, but not primary motivation for reading reports
5. Timeliness main drawback in value of reports for project design
6. Easier access to lessons, more engagement with Op staff and improvements of staff skills important to improve IEG impact of WBG effectiveness
Thank you