

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**

Key takeaways



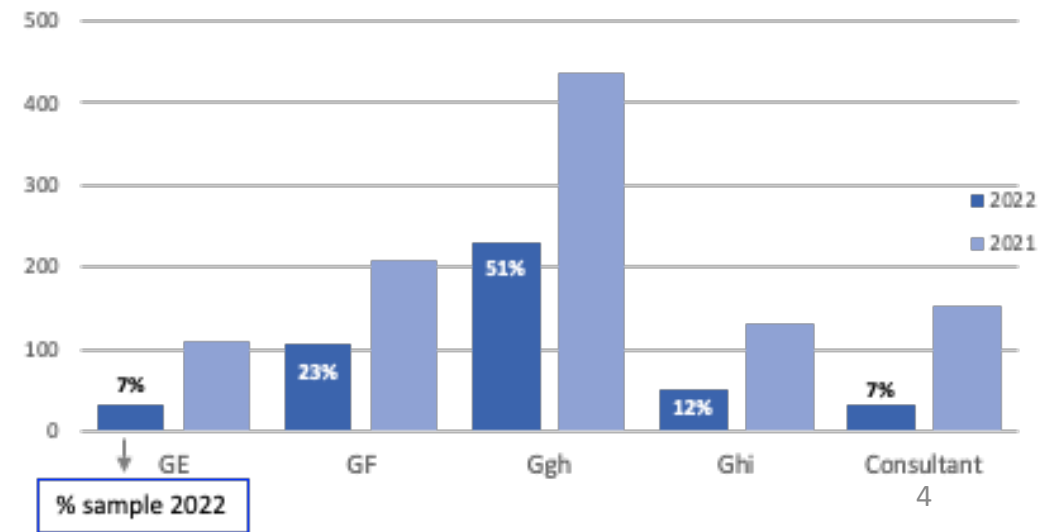
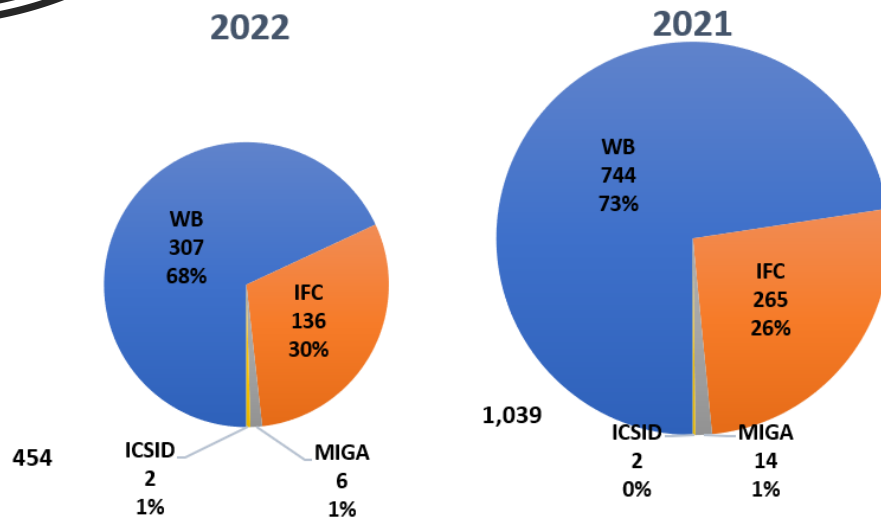
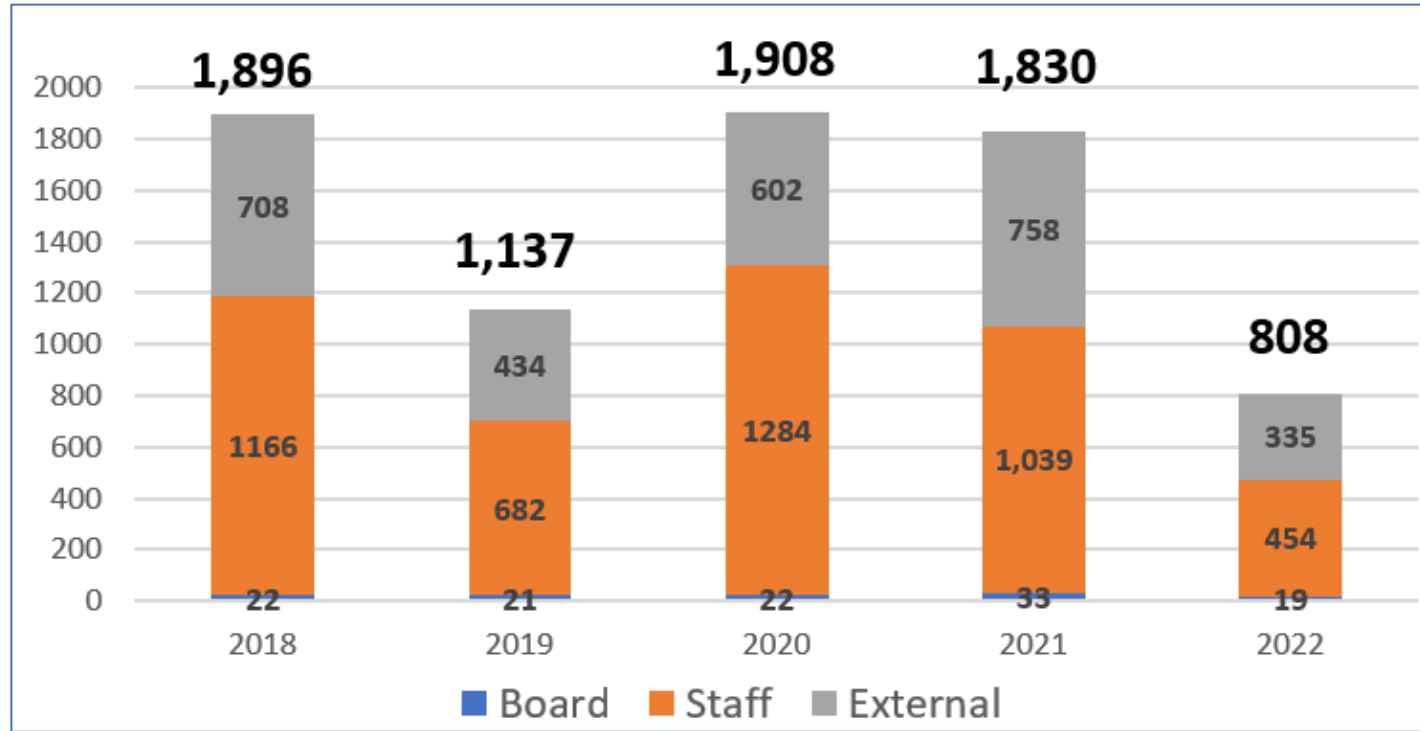
1. “Lessons” are perceived as the greatest value added of IEG products

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

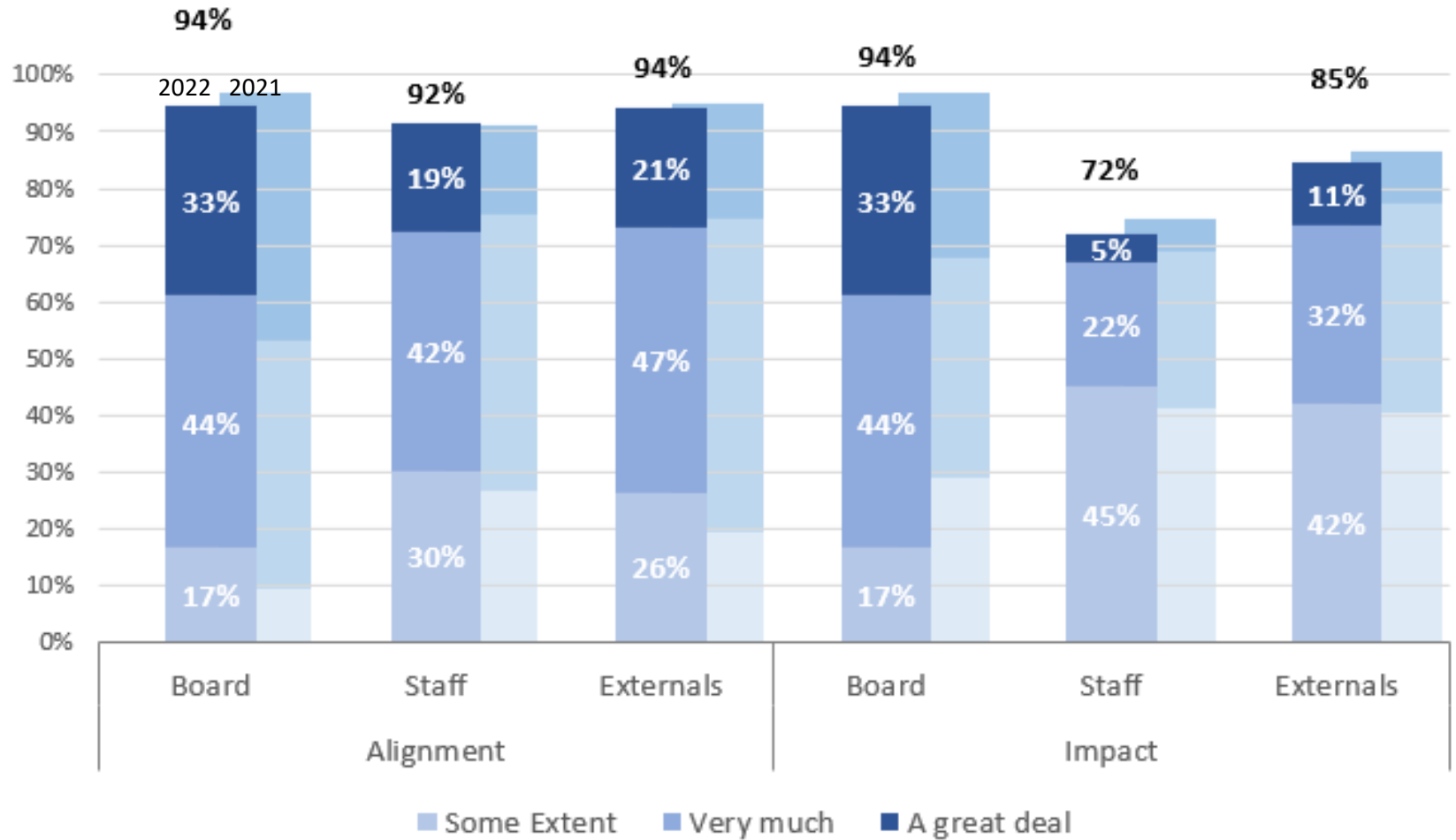
Staff sample composition over time

Participation decreased in all categories, but distribution of respondents remained constant



Alignment with WBG goals & Impact on WBG activities, 2022 & 2021 (% positive responses)

Perceptions
of IEG
alignment
and influence
remain high.



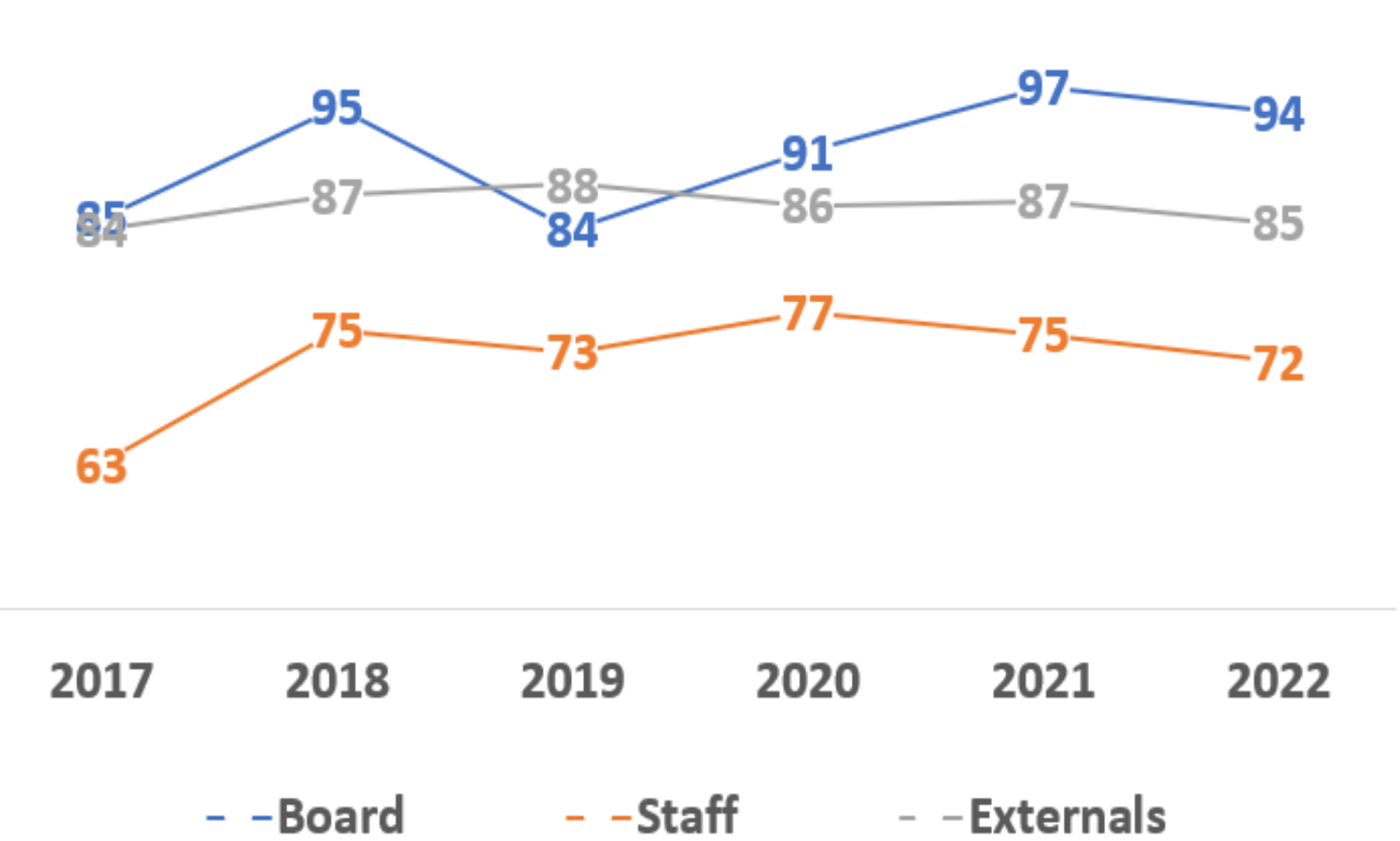
Questions:

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?

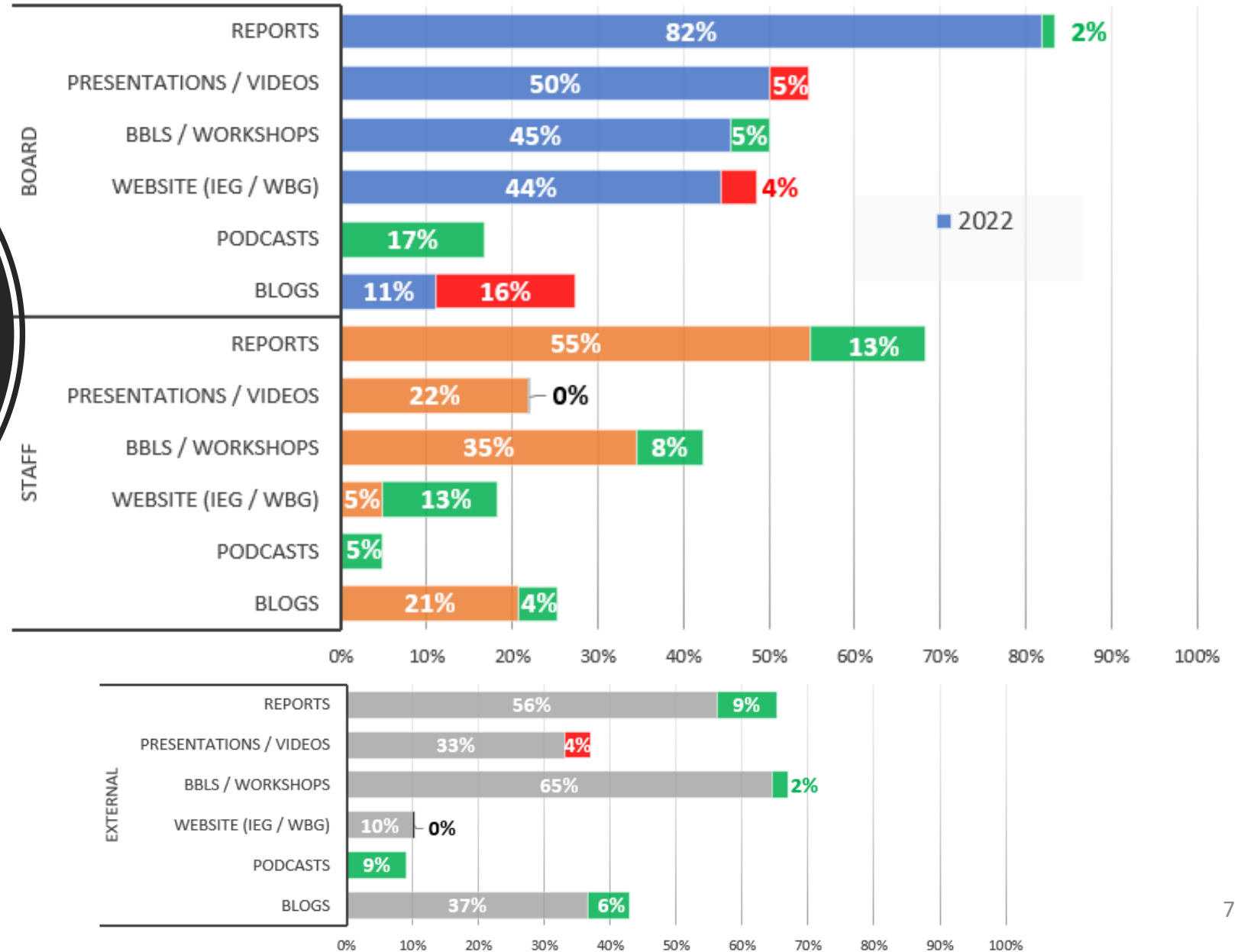
Trend in positive perception of IEG influence continues.

IMPACT ON WBG ACTIVITIES OVER TIME (% OF POSITIVE RESPONSES)



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

Perception of evaluation quality (% 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

Perception of evaluation quality (% satisfied)

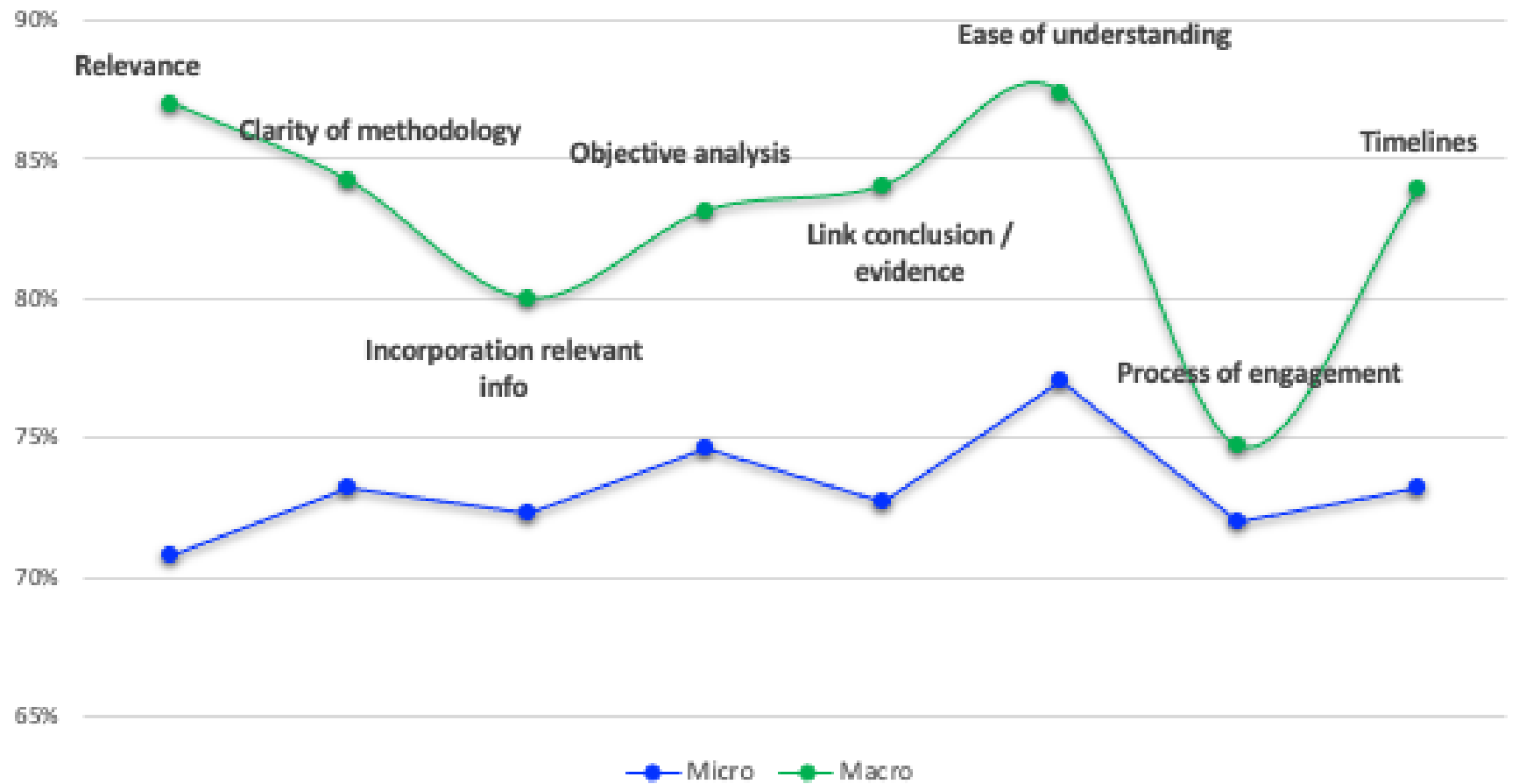
2022 vs 2021



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

Staff perception of evaluation quality by product type

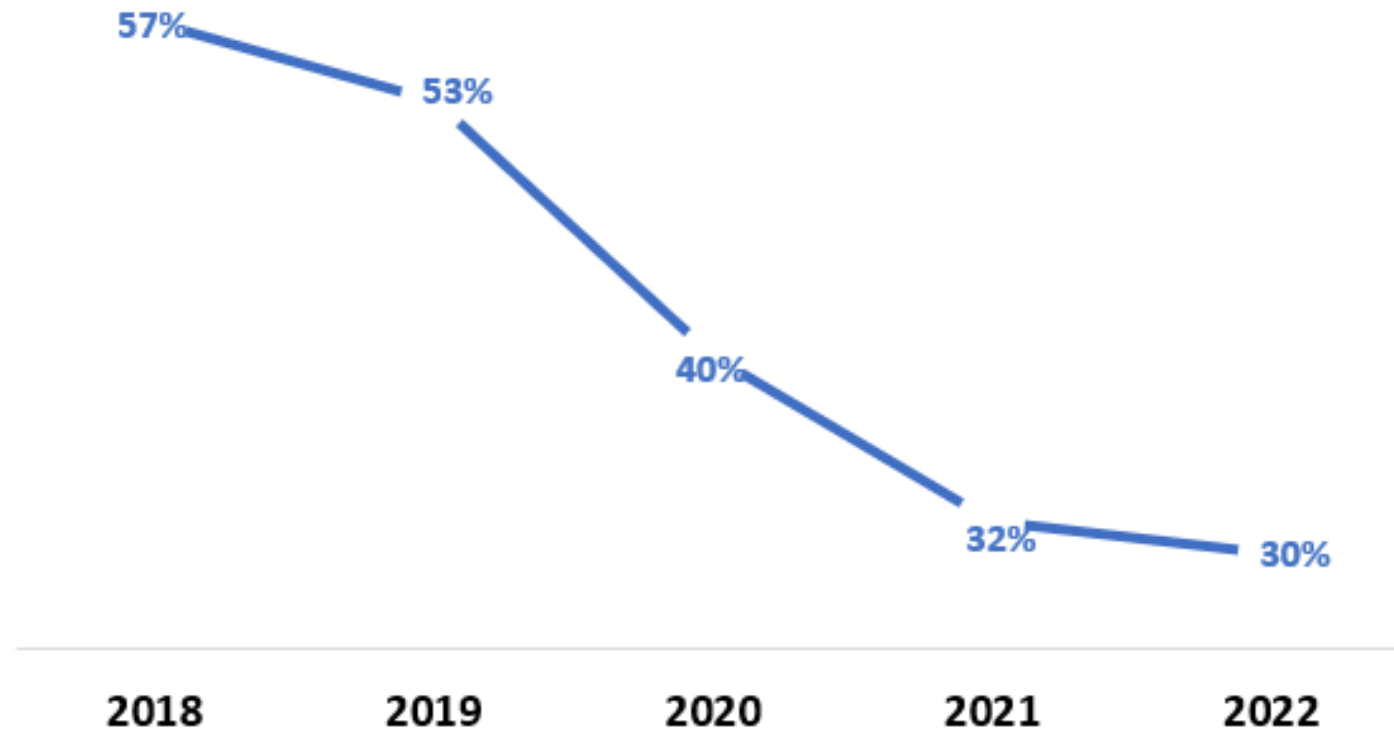
Perception of quality higher for Macro products, except for process of engagement



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

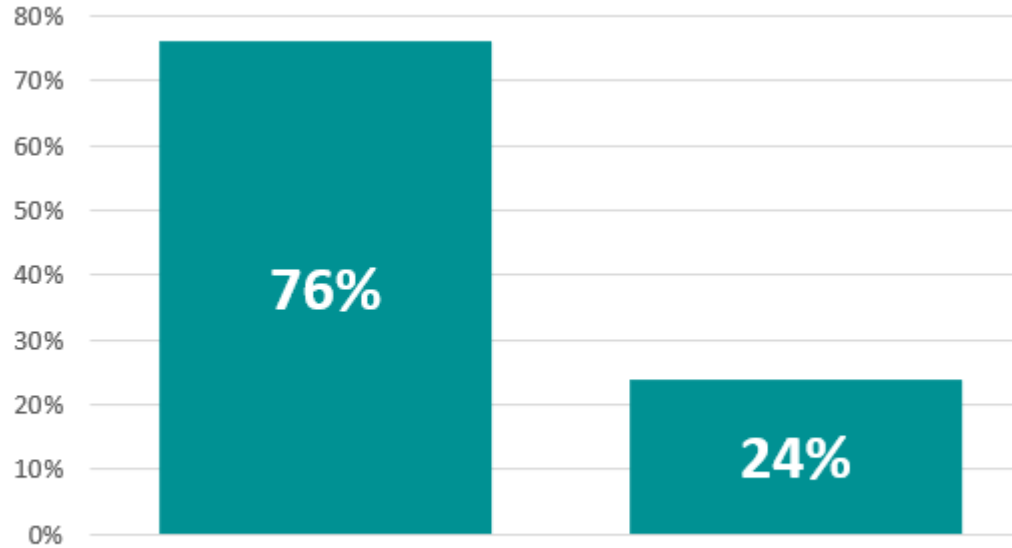
In depth analysis: Design of a specific lending operation as main motivation to read IEG products

Declining trend continues in staff reporting project design as reason for engaging with IEG

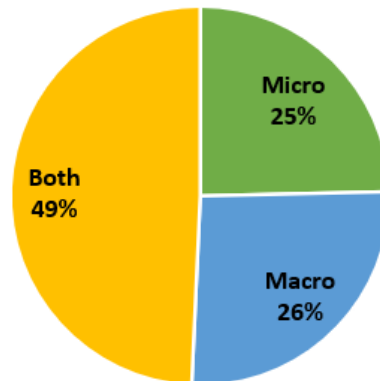


Are IEG products useful for the design of a specific lending operation?

However majority of staff respond positively to direct question on utility of IEG products for project design.

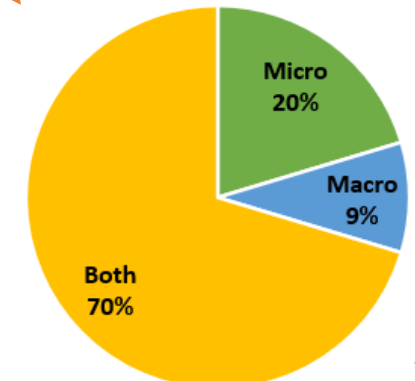


Which products are useful ?



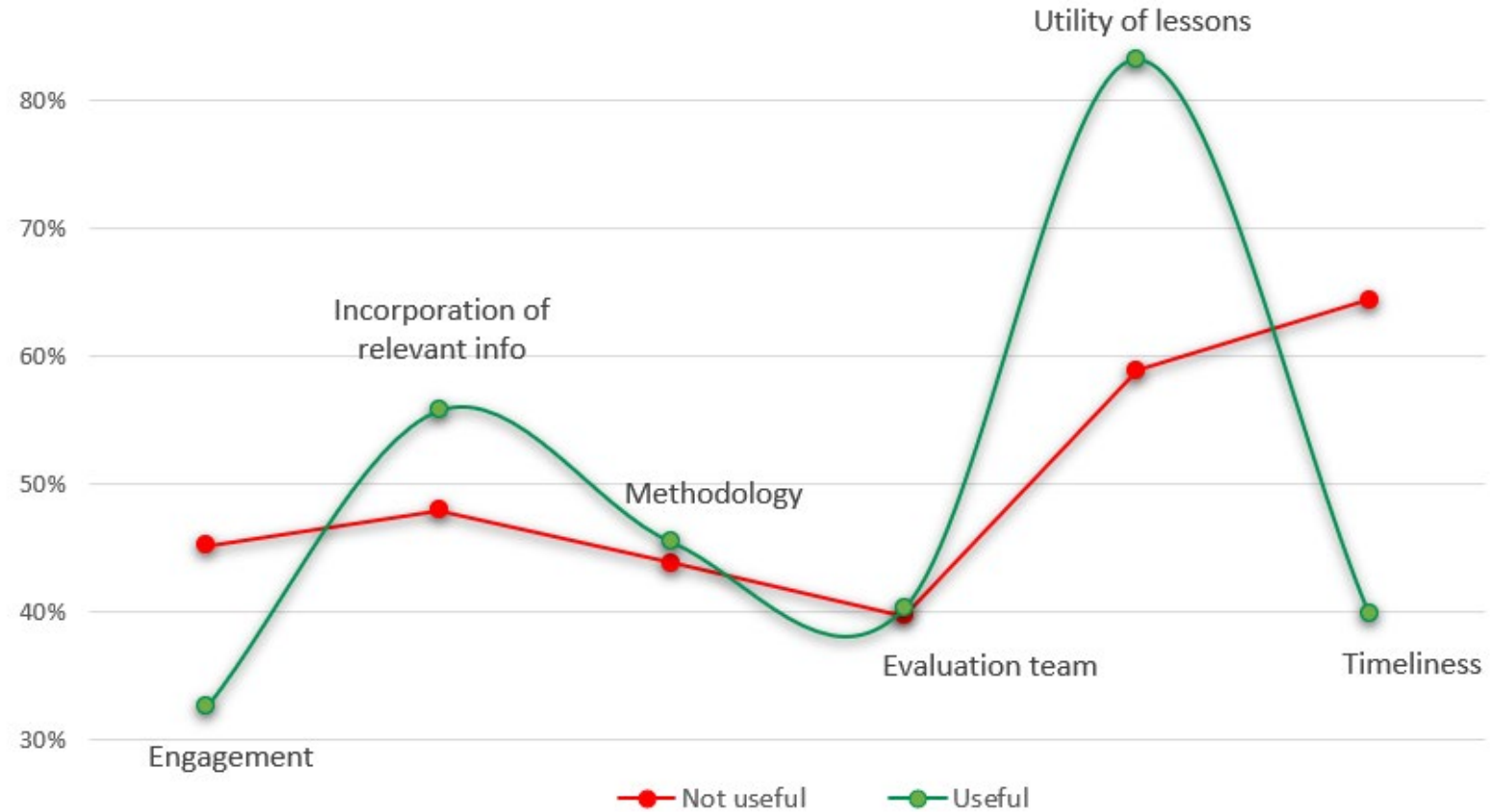
No

Which products are not useful ?

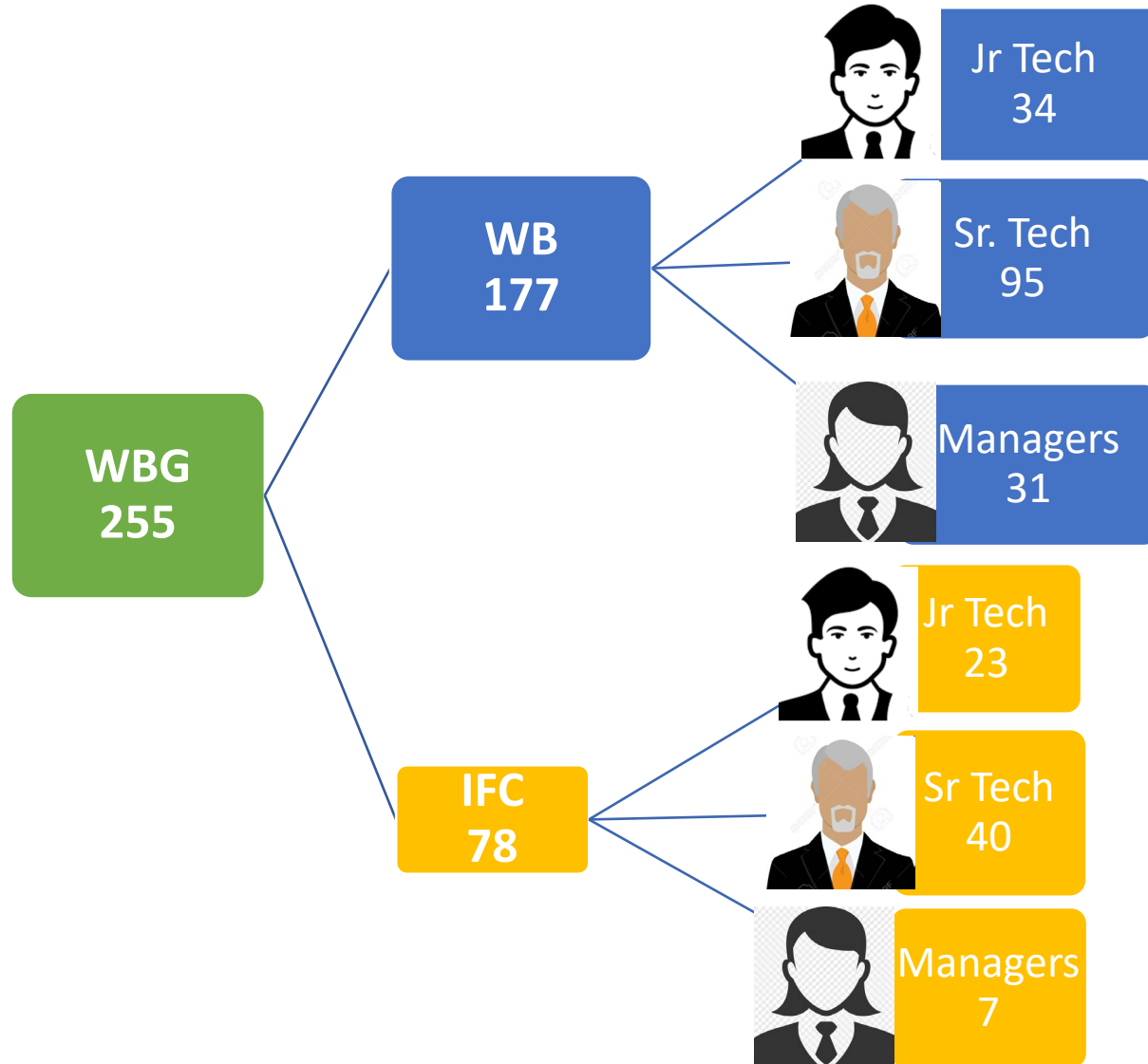


What specific aspects of the product are useful / not useful?

Utility of lessons scores highest in positive responses, while timeliness as greatest drawback

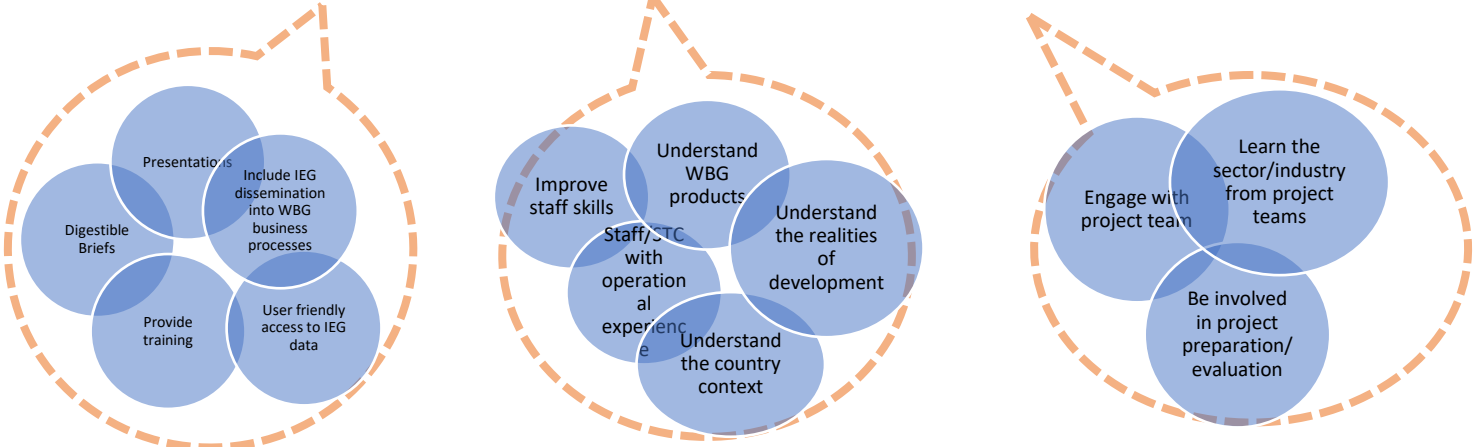
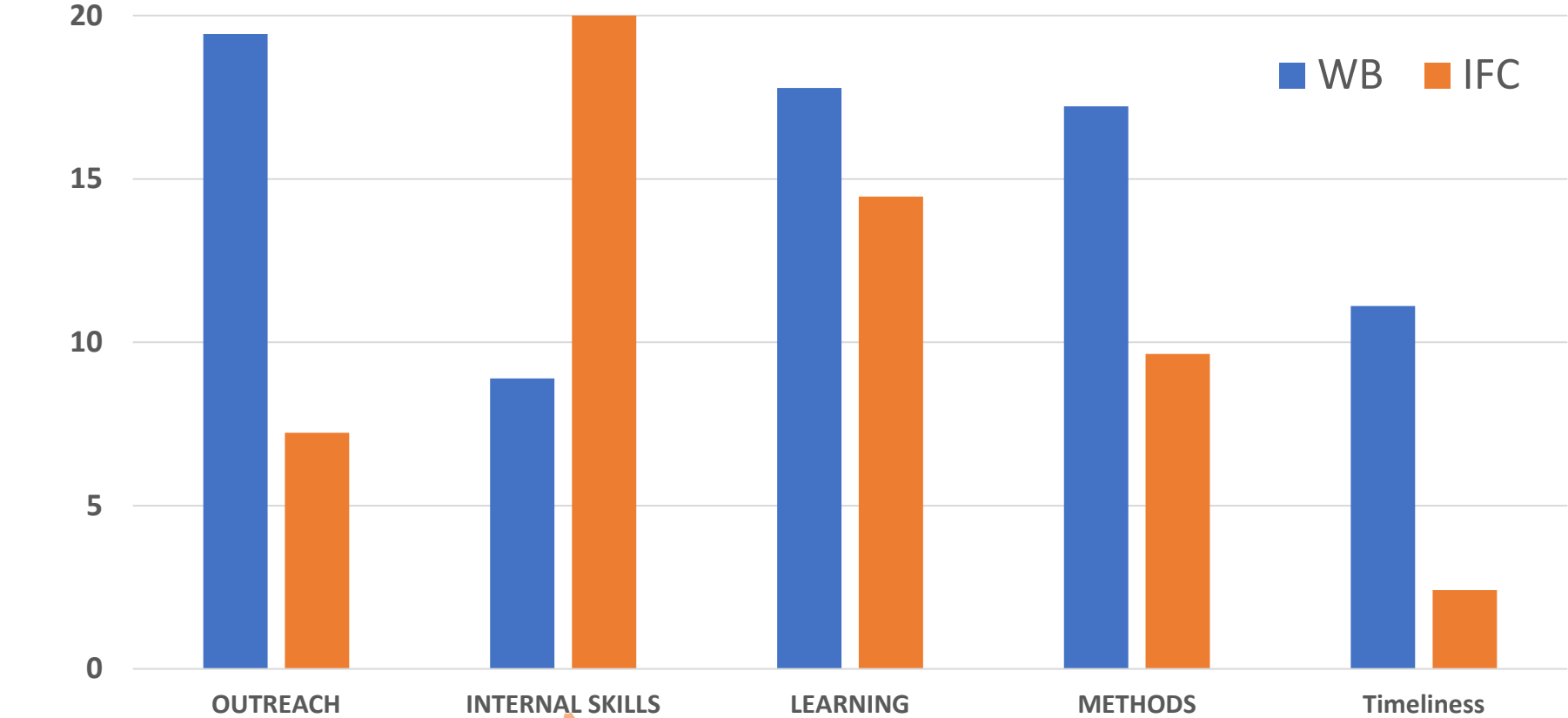


Sample composition of “What can IEG do to help increase World Bank Group effectiveness?”

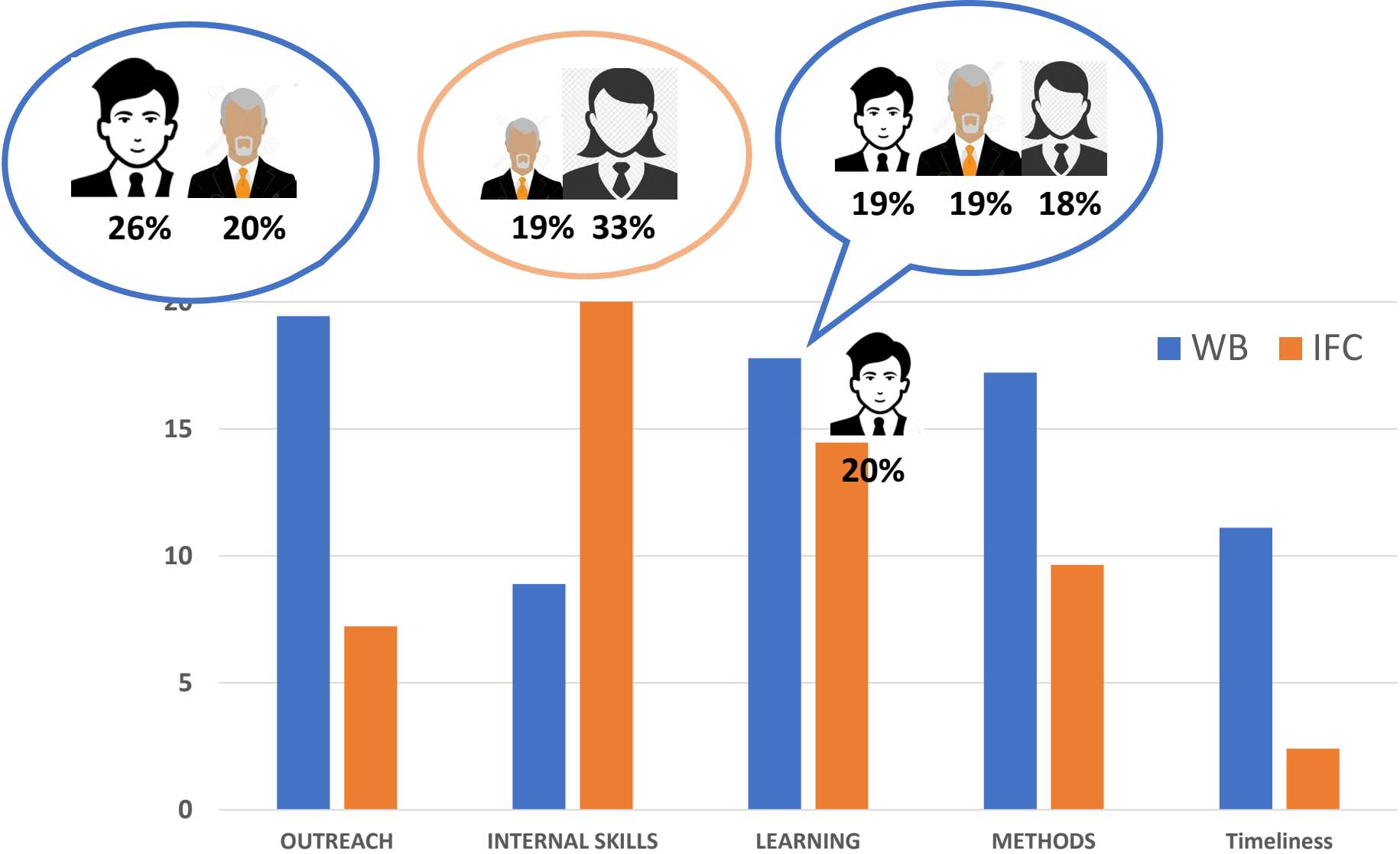


	Freq.	Percent	Cum.
Improve outreach	40	15.21	15.21
Engage with project team	39	14.83	30.04
Improve methods	31	11.79	41.83
Timeliness	22	8.37	50.19
Improve lessons	16	6.08	56.27
Improve staff skills	16	6.08	62.36
Objectivity	15	5.70	68.06
Understand the client / context	15	5.70	73.76
Engagement with stakeholders	8	3.04	76.81
Focus on learning	8	3.04	79.85
Improve process	8	3.04	82.89
Monitor implementation of recommendat..	8	3.04	85.93
Focus on accountability	7	2.66	88.59
Increase transparency	4	1.52	90.11
negative	4	1.52	91.63
Be independent	3	1.14	92.78
positive	3	1.14	93.92
Learn from project team	2	0.76	94.68
Listen to staff	2	0.76	95.44
Realism	2	0.76	96.20
complete overhaul	2	0.76	96.96
Be relevant	1	0.38	97.34
Conduct self evaluation	1	0.38	97.72
Engage with Mgmt to make changes	1	0.38	98.10
Flexibility	1	0.38	98.48
Reduce staff turnover	1	0.38	98.86
better pay packages	1	0.38	99.24
consistency	1	0.38	99.62
provide tools	1	0.38	100.00
Total	263	100.00	

Most important areas to increase WBG effectiveness



Most important areas to increase World Bank Group effectiveness: distribution by staff grade



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