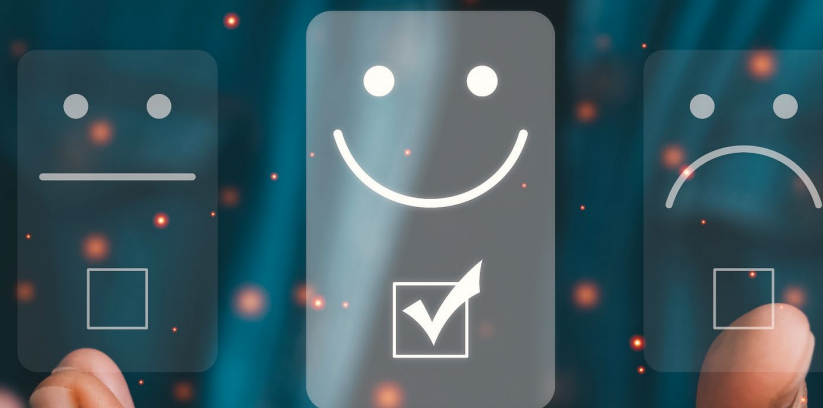


# IEG CLIENT SURVEY 2023

## Key Findings

October 23, 2023



**WORLD BANK GROUP**  
World Bank • IFC • MIGA

# Outline



Sample Composition



IEG Alignment to & Influence on WBG



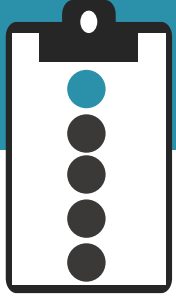
IEG Products Used



Quality & Utility of IEG Products

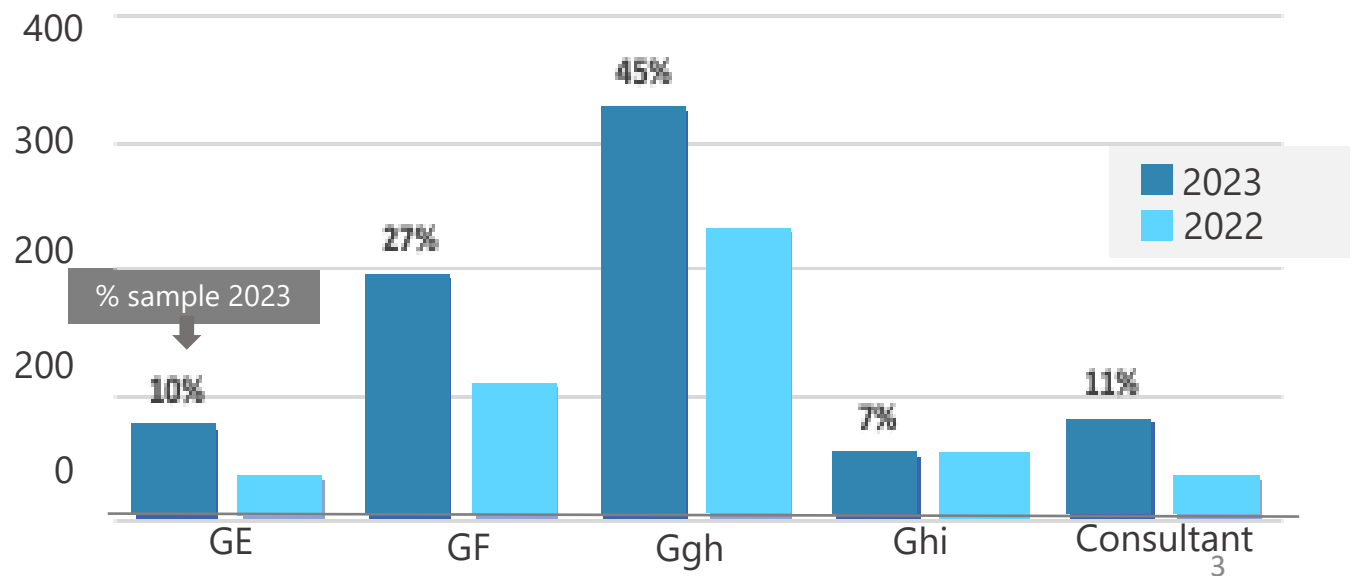
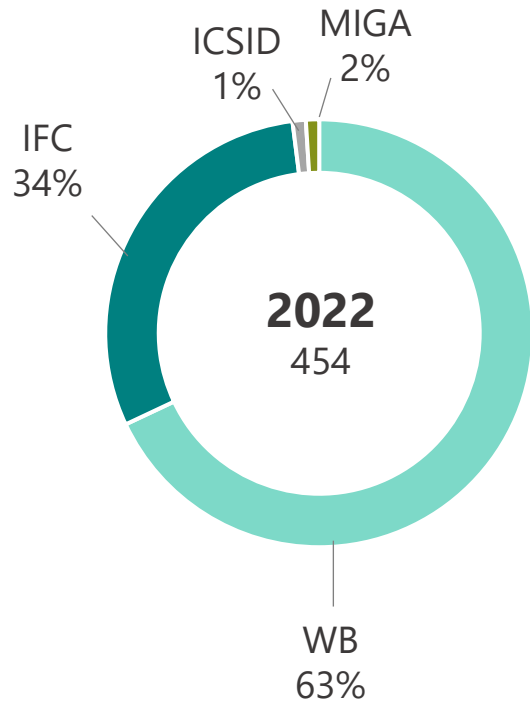
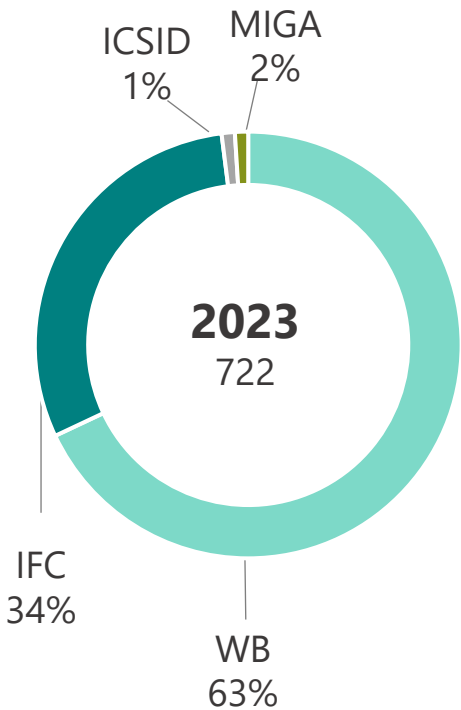
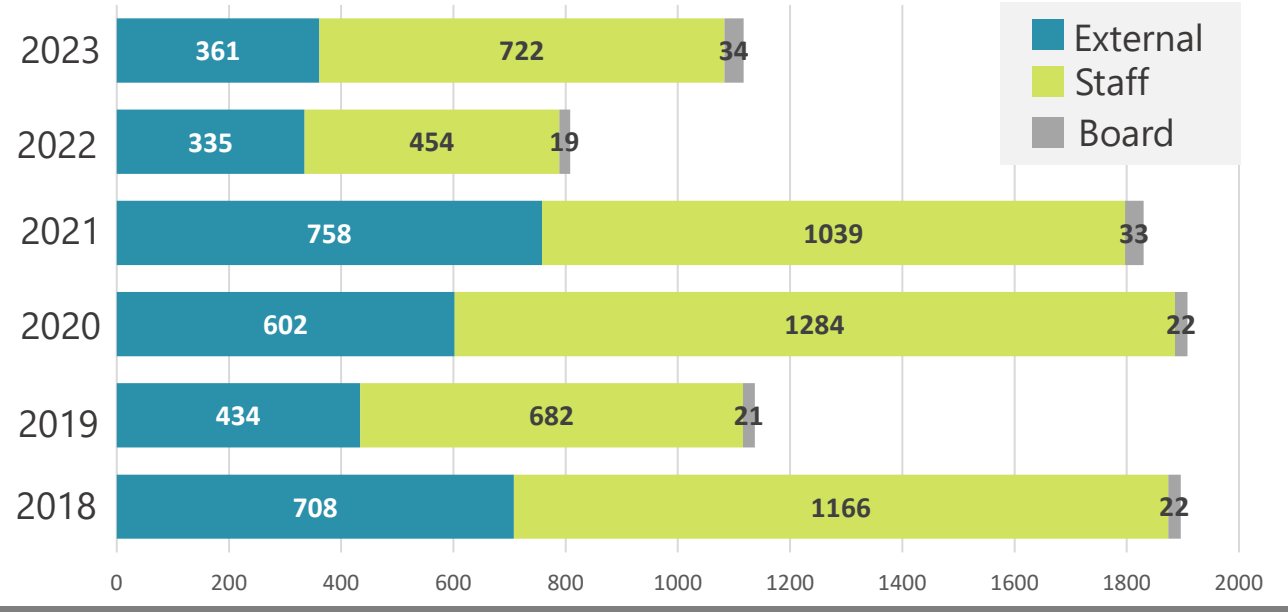


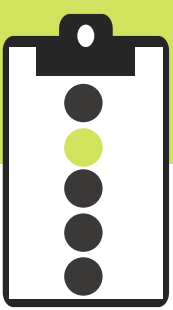
Key Takeaways



# Staff Sample Composition Over Time

Participation increased in all categories. Distribution of respondents remained constant.

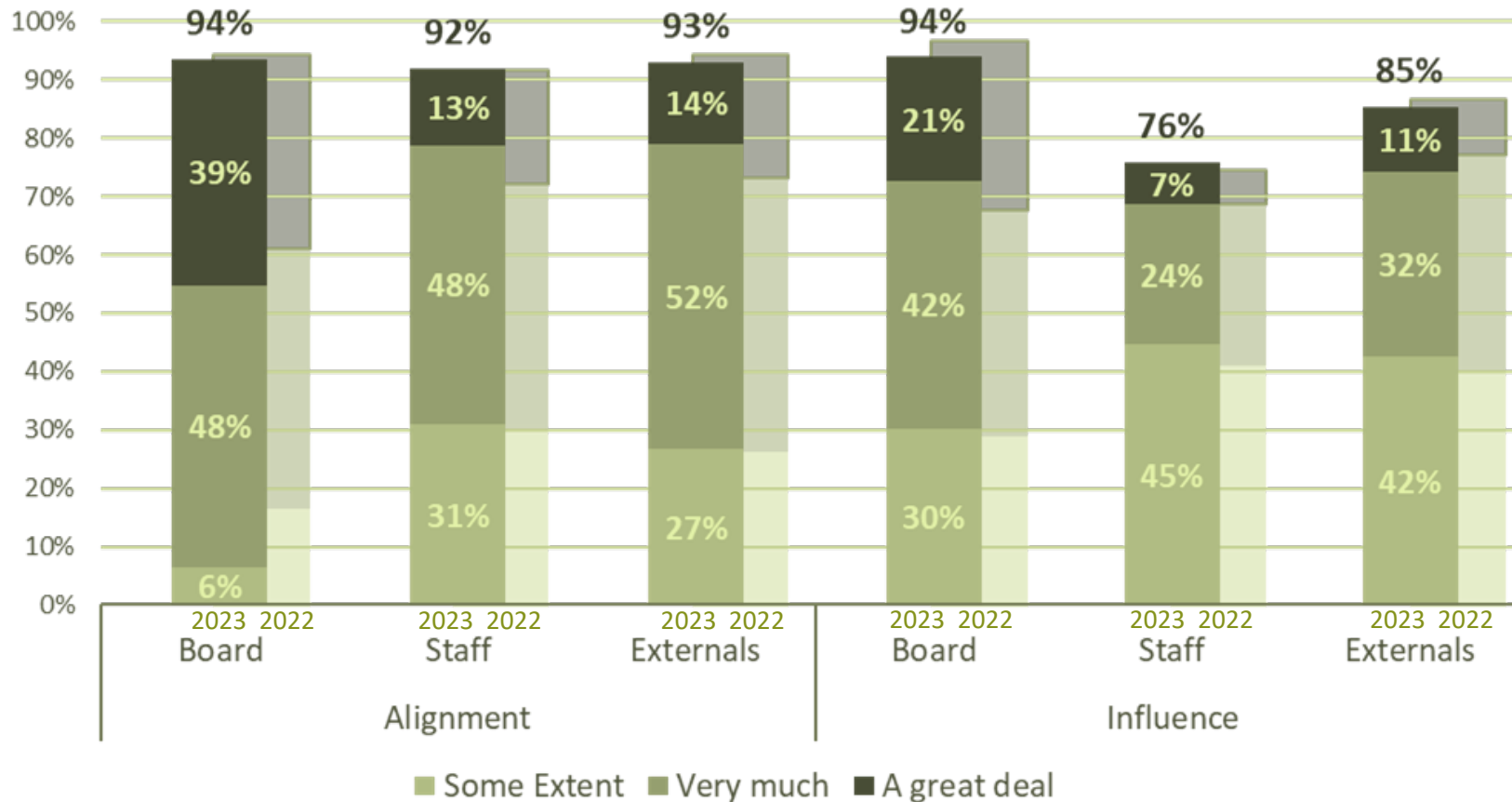




# Alignment with WBG Goals & Influence on WBG Activities

Perceptions of IEG alignment and influence remain high.

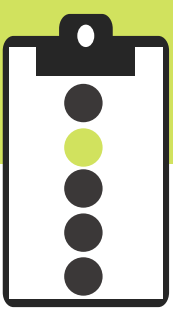
## Number of Positive Responses in 2022 and 2023



Questions:

How aligned are IEG evaluations with the WBG's strategic priorities?

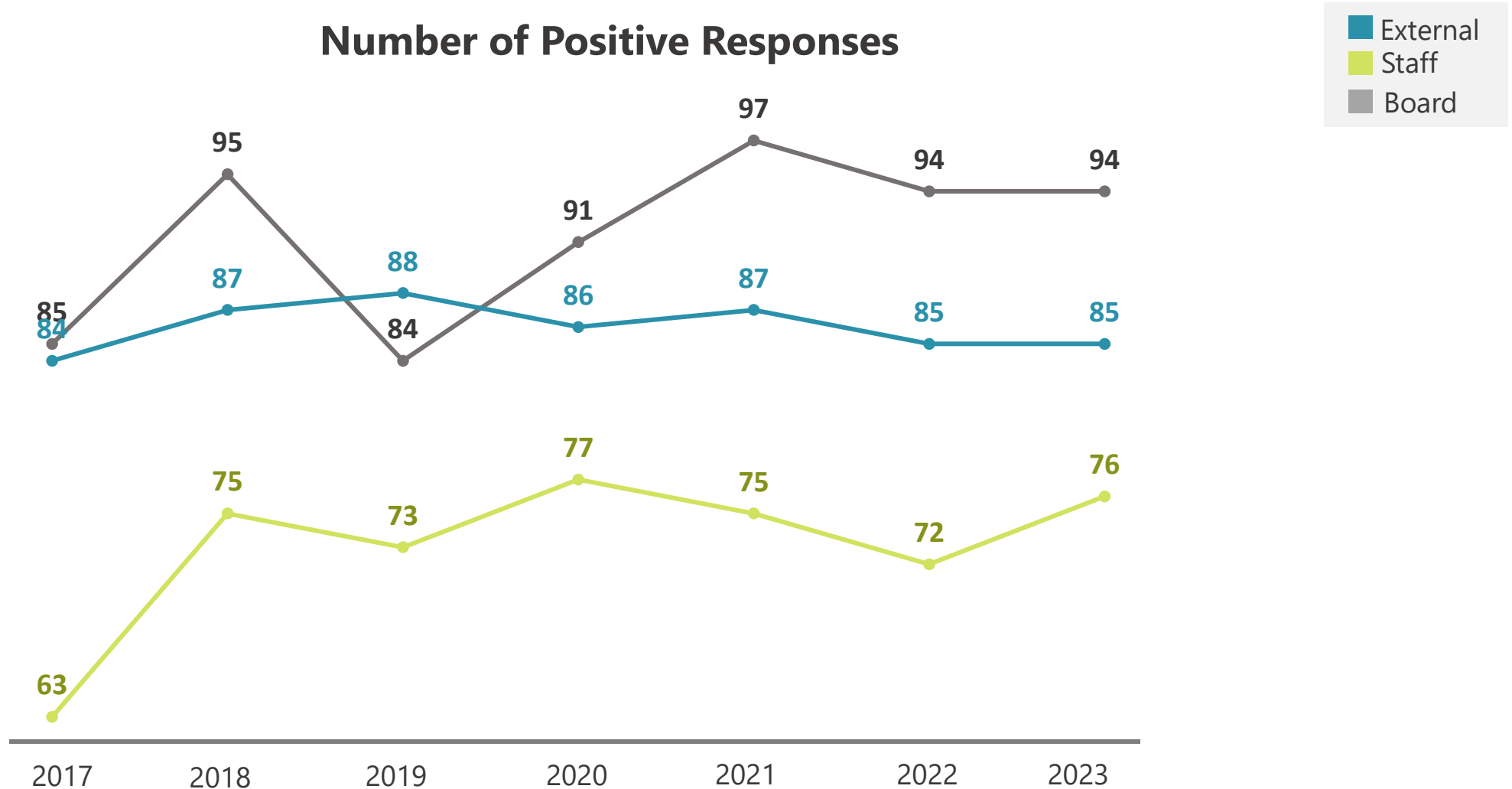
To what extent do you think IEG's work in the past 12 months influenced the effectiveness of WBG activities?

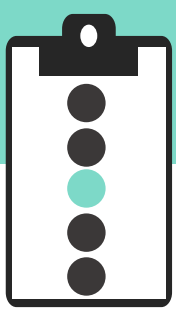


# Influence on WBG Activities Over time

Trend in positive perception of IEG influence continues.

## Number of Positive Responses



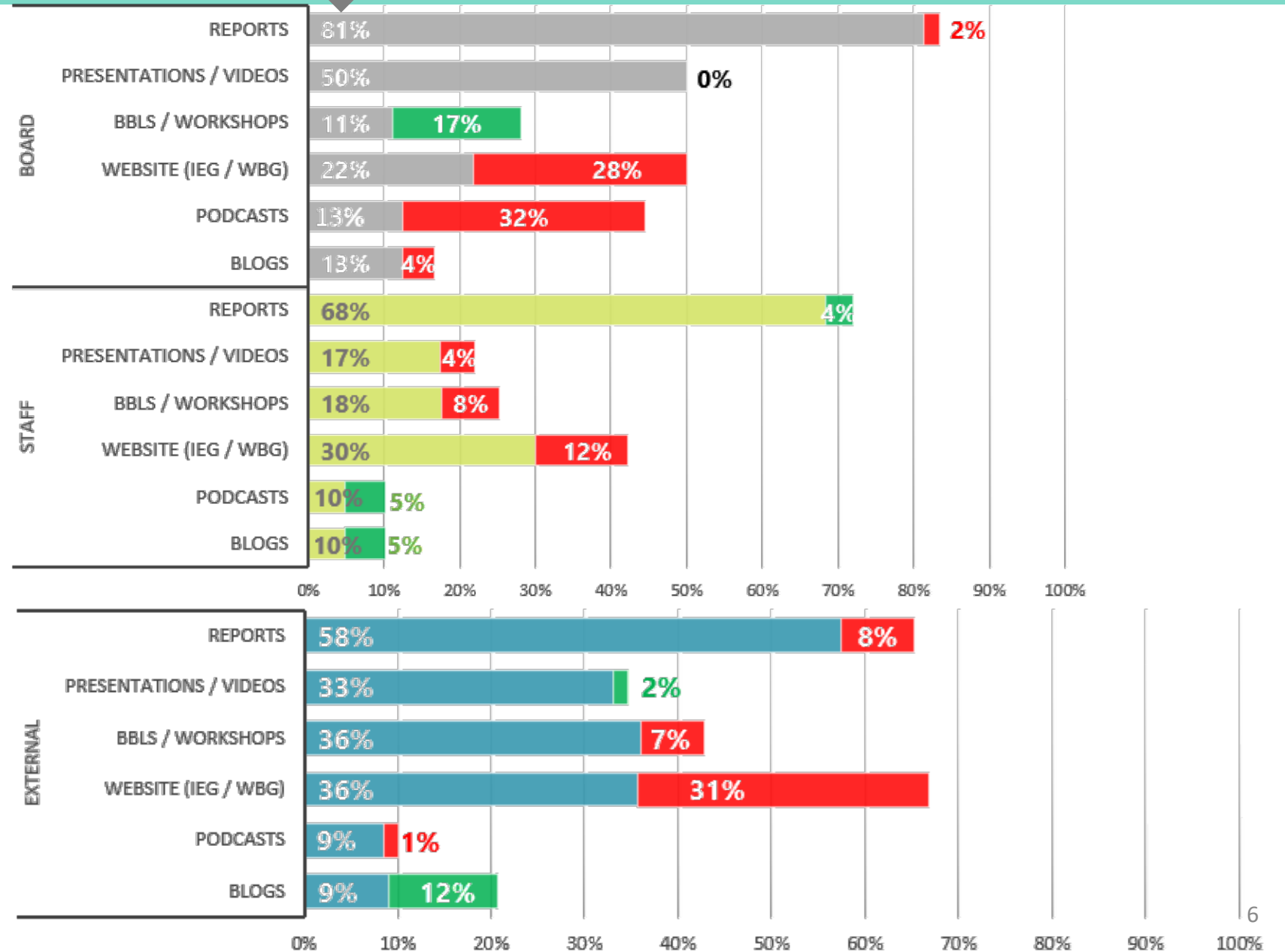


# IEG Products Used

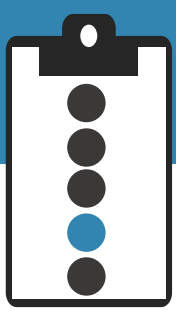
2023 value

(2023 and change from 2022)

Reports remain most cited form of engagement, with declines in reported use of website.

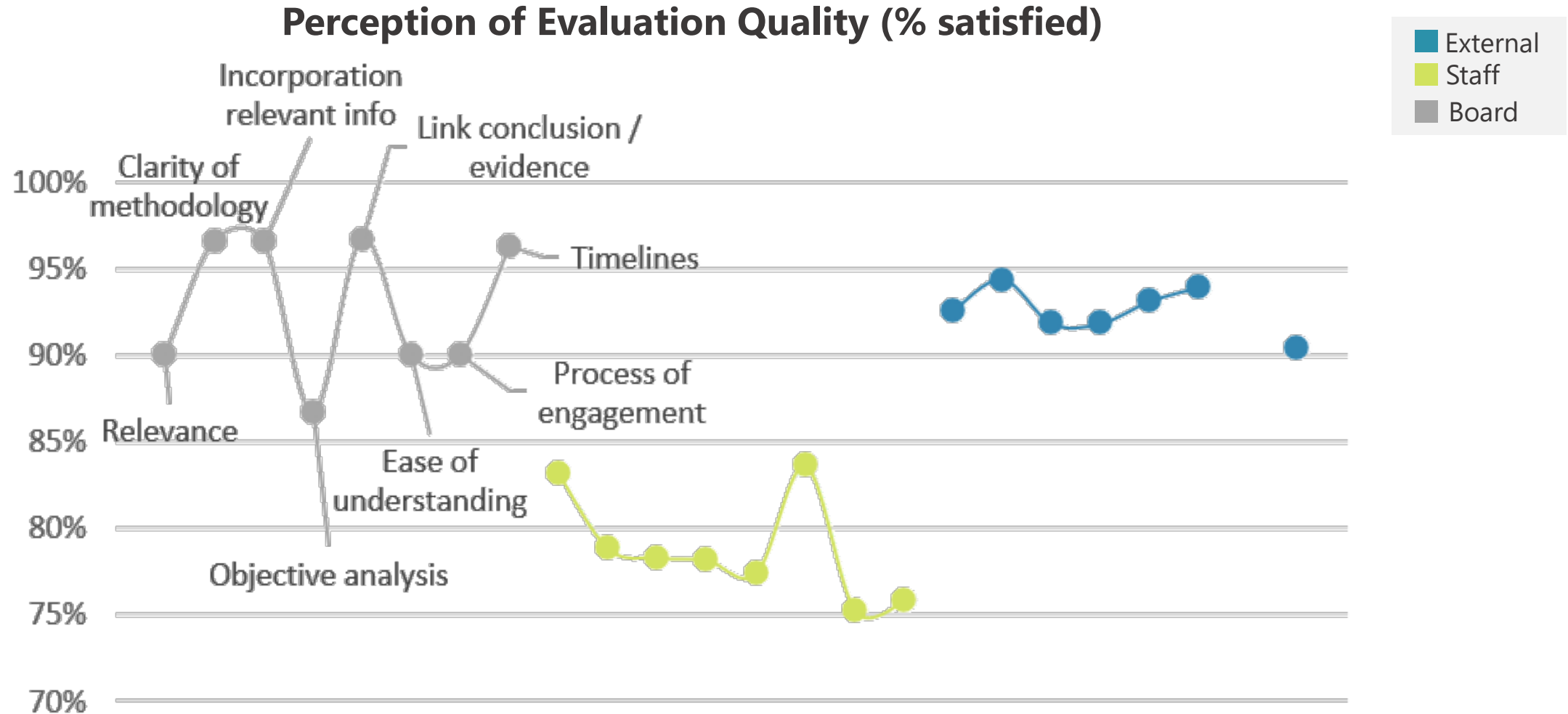


- External 2023 value
- Staff 2023 value
- Board 2023 value
- Positive change from 2022
- Negative change from 2022

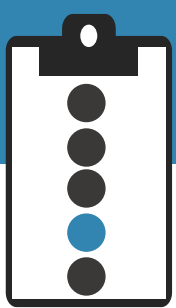


# Quality & Utility of IEG Products

Overall high appreciation of IEG work quality, with Board most satisfied



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



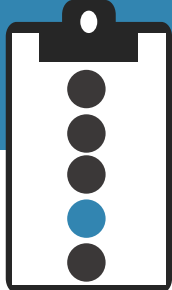
# Perception of Evaluation Quality

Perception of evaluation quality remains constant for staff.  
Perception of relevance declines for Board but rises for staff and externals.



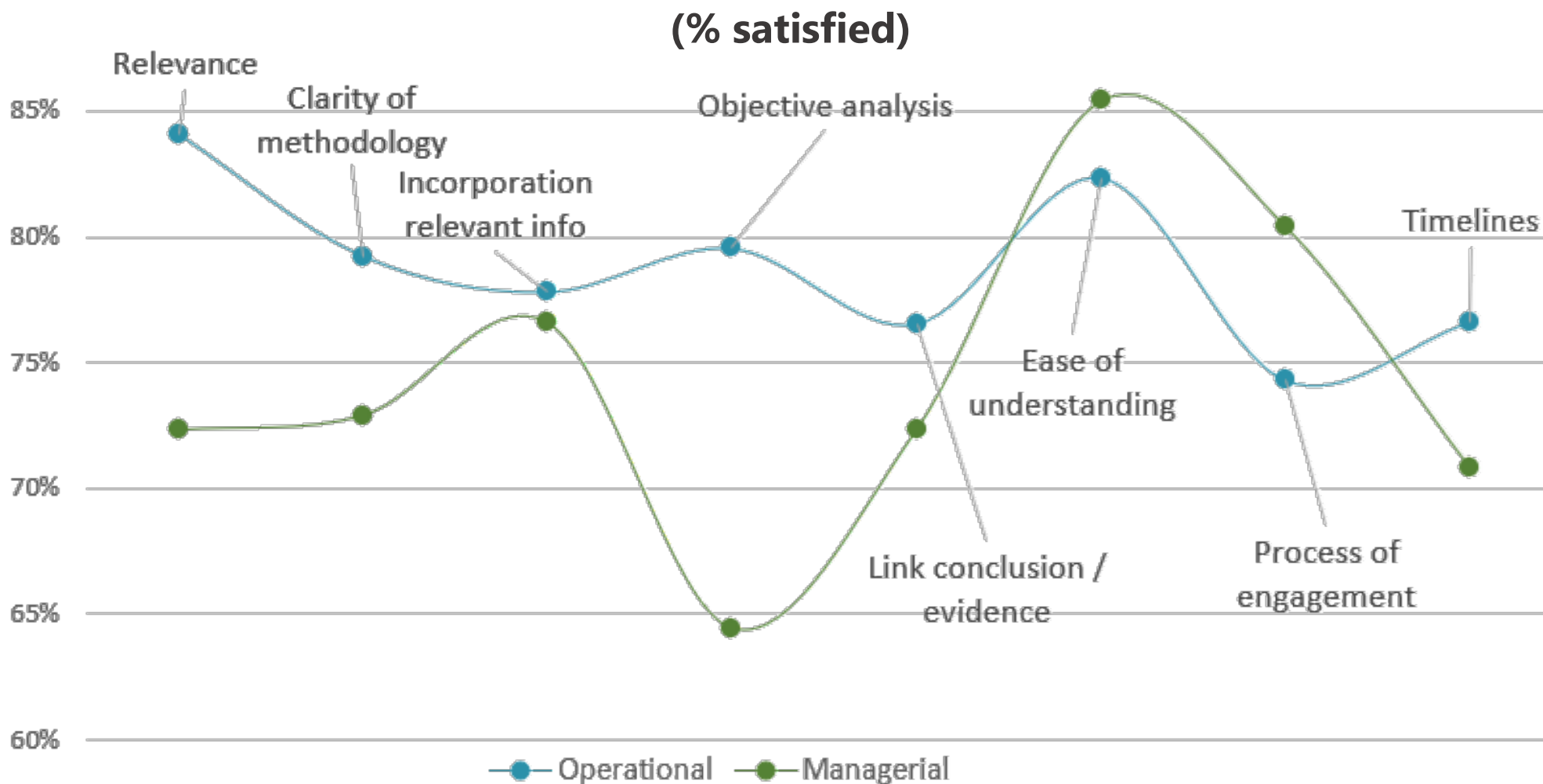
Note: Each bubble in the graph represents one aspect of evaluation design.



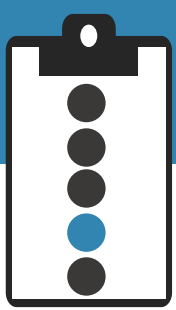


# Perception of Evaluation Quality by Managers & Operations

Overall satisfaction with evaluation quality higher for operational than managerial staff, especially for relevance and objectivity.

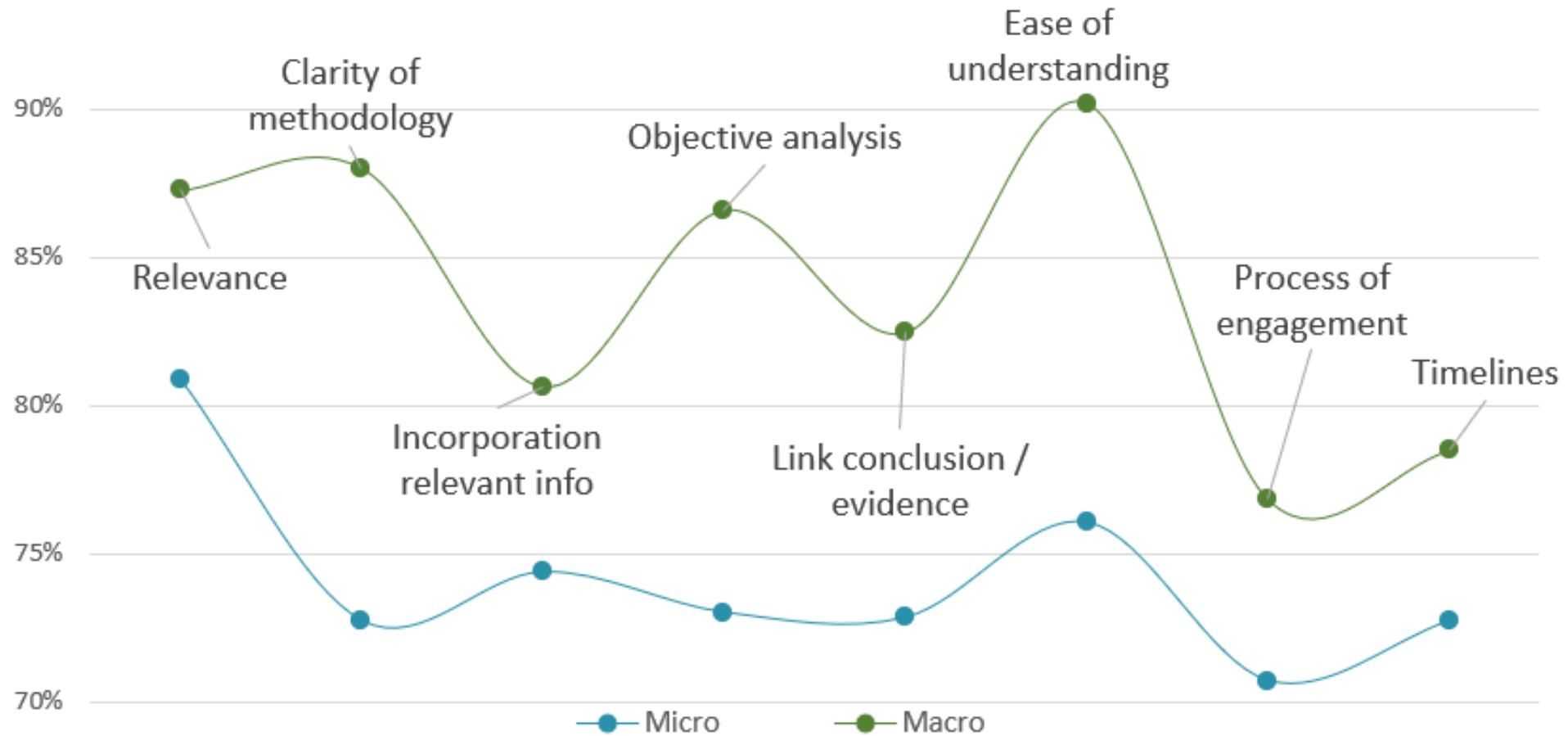


Note: Each bubble in the graph represents one aspect of evaluation design.

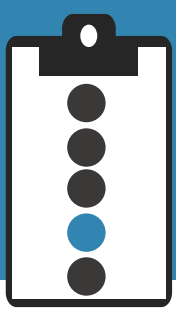


# Staff Perception of Evaluation Quality by Product Type

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

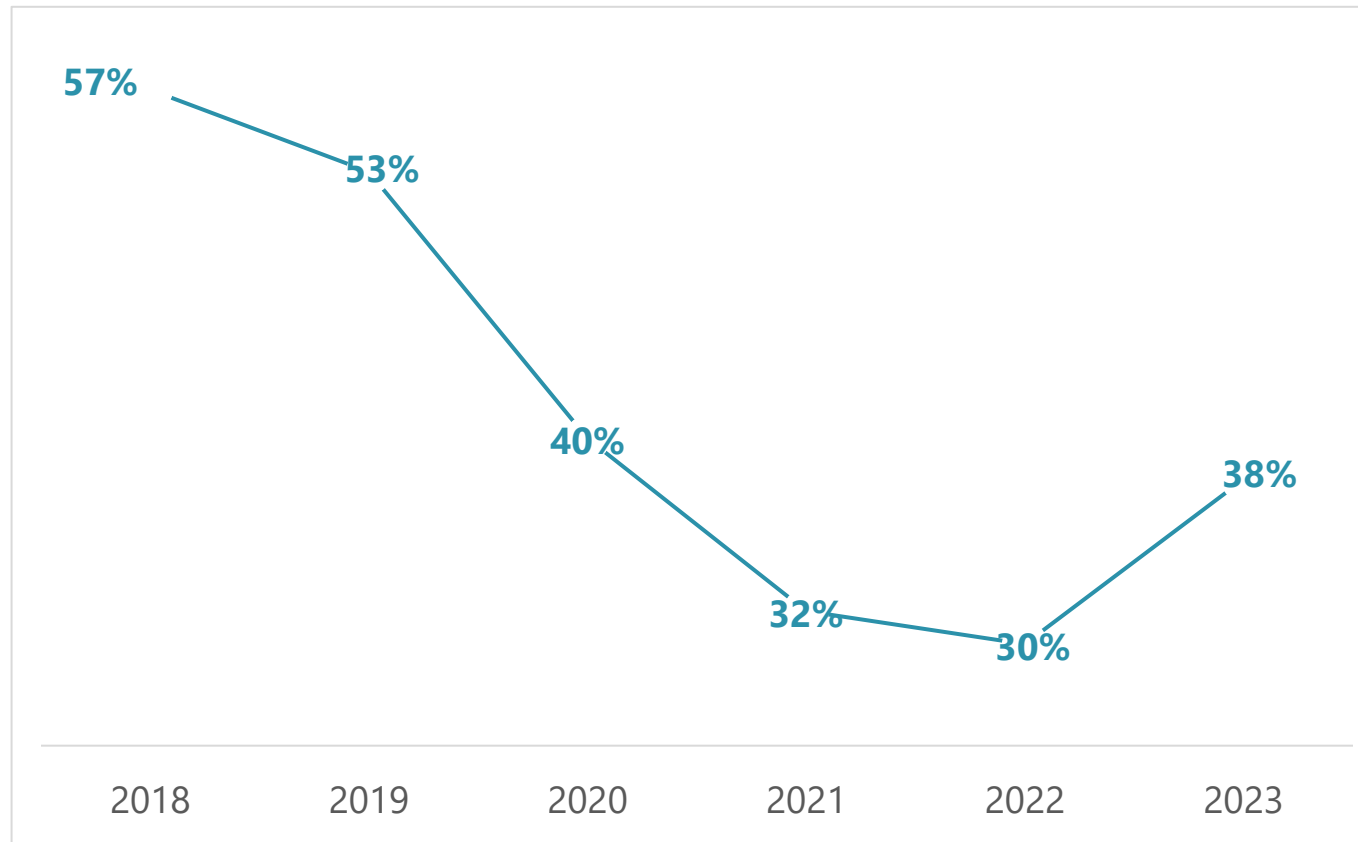


Note: Each bubble in the graph represents one aspect of evaluation design. Respondents are staff.

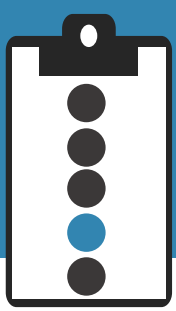


# Design of a specific lending operation as main motivation to read IEG products

Increase in staff respondents reporting value of IEG reports for project design, after declining for several years.

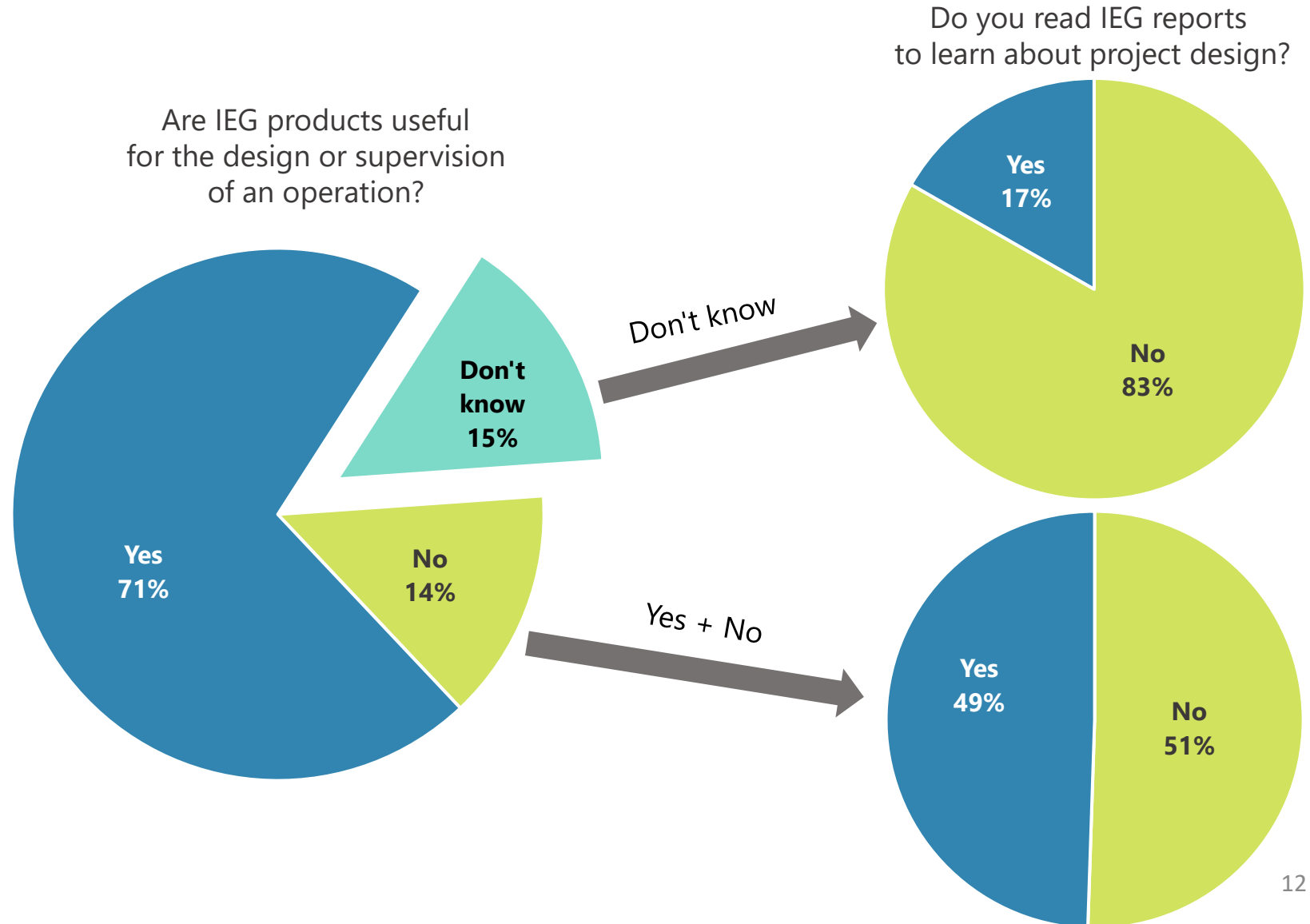


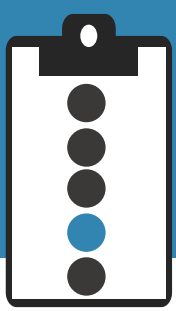
Note: Each bubble in the graph represents one aspect of evaluation design. Respondents are staff.



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

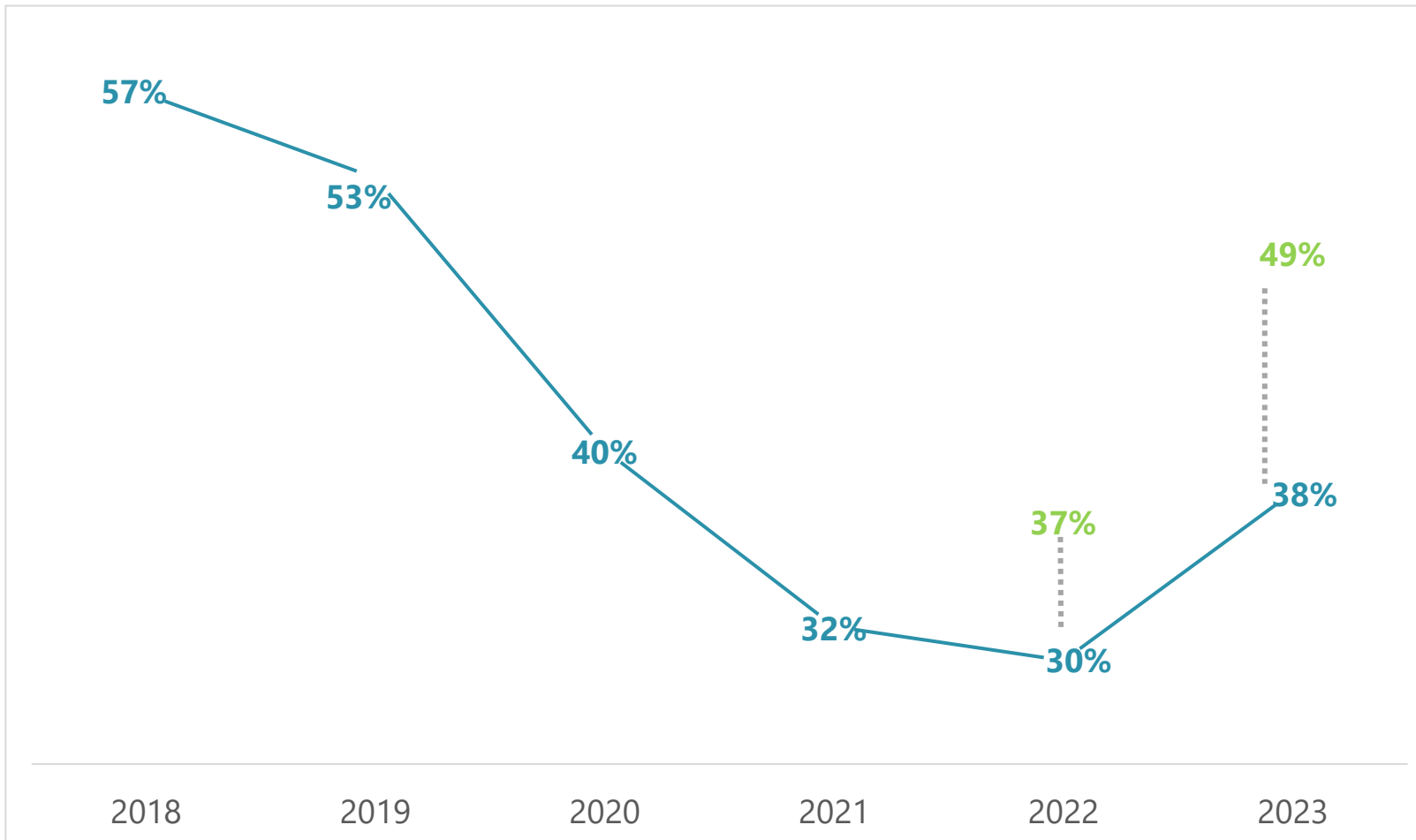
Significant share of respondents have no opinion on product usefulness, driving overall low results on usefulness



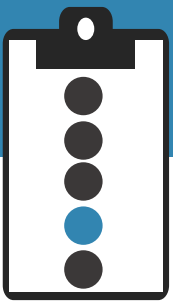


# Design of a specific lending operation as main motivation to read IEG products

Looking only at staff with an opinion, reported use of IEG products for design/supervision is almost 50%

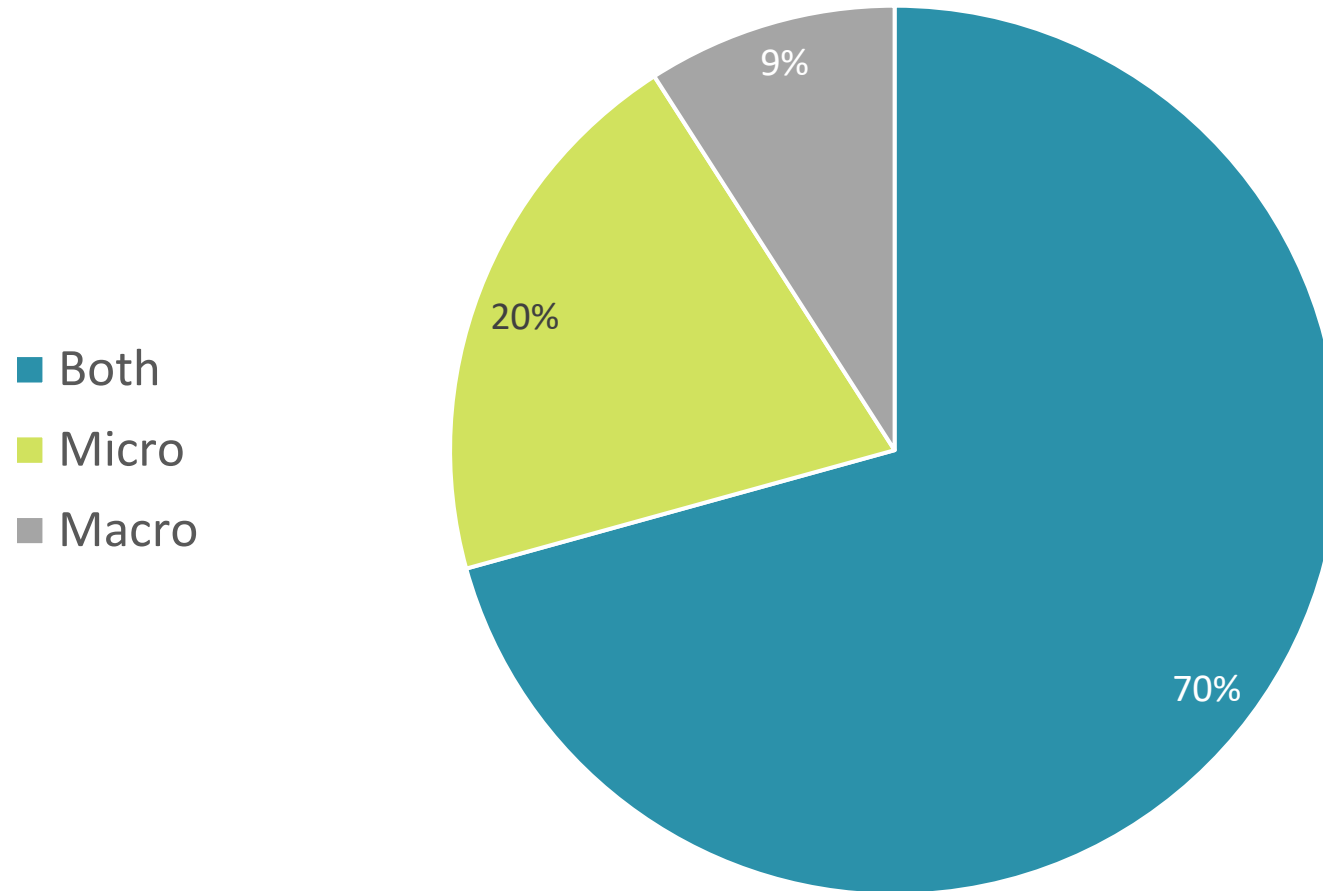


Note: Respondents are staff.

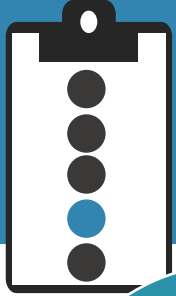


# Which IEG products are useful for project design?

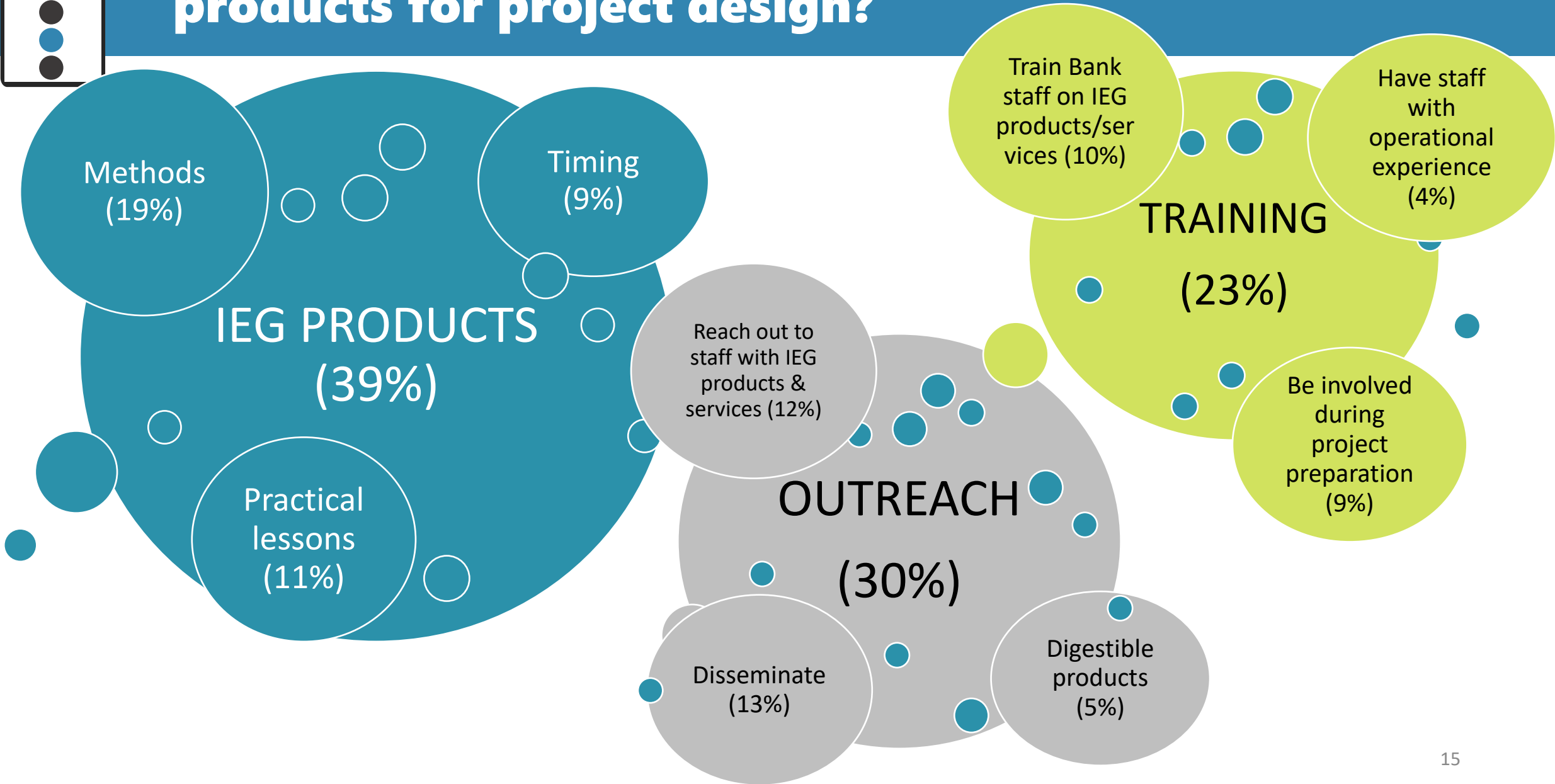
Both Macro and Micro products are seen as useful for project design.

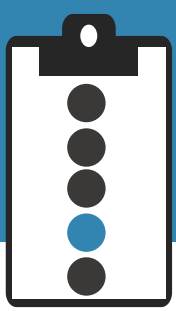


Note: Respondents are staff.



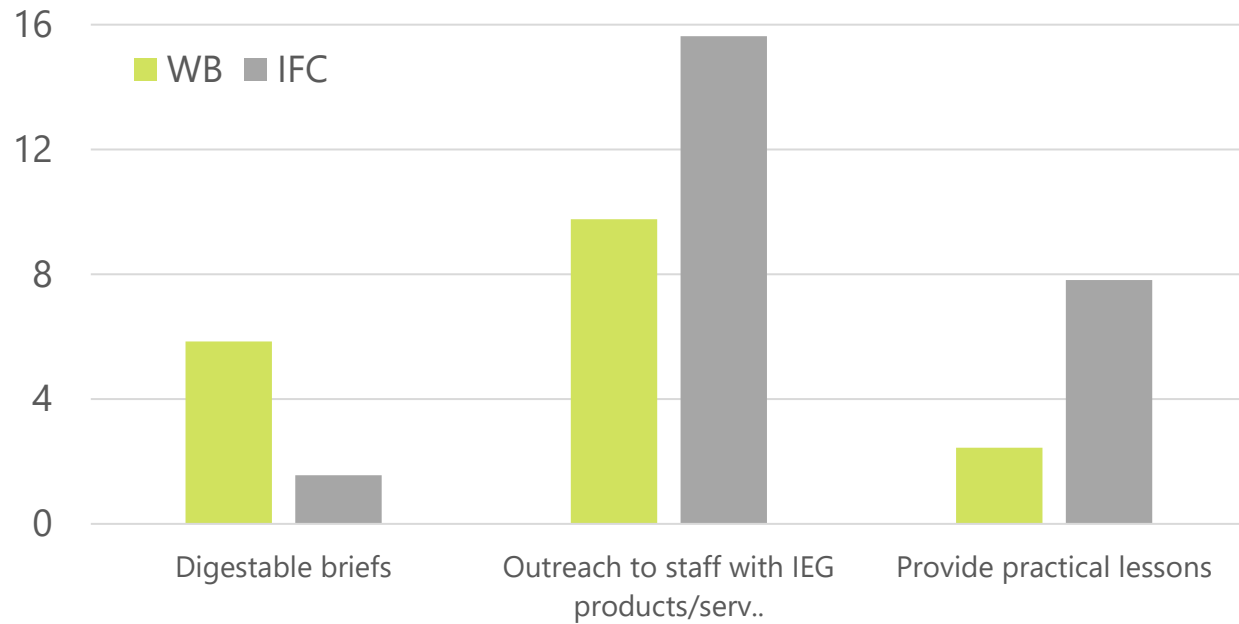
# What can IEG do to improve the value of its products for project design?



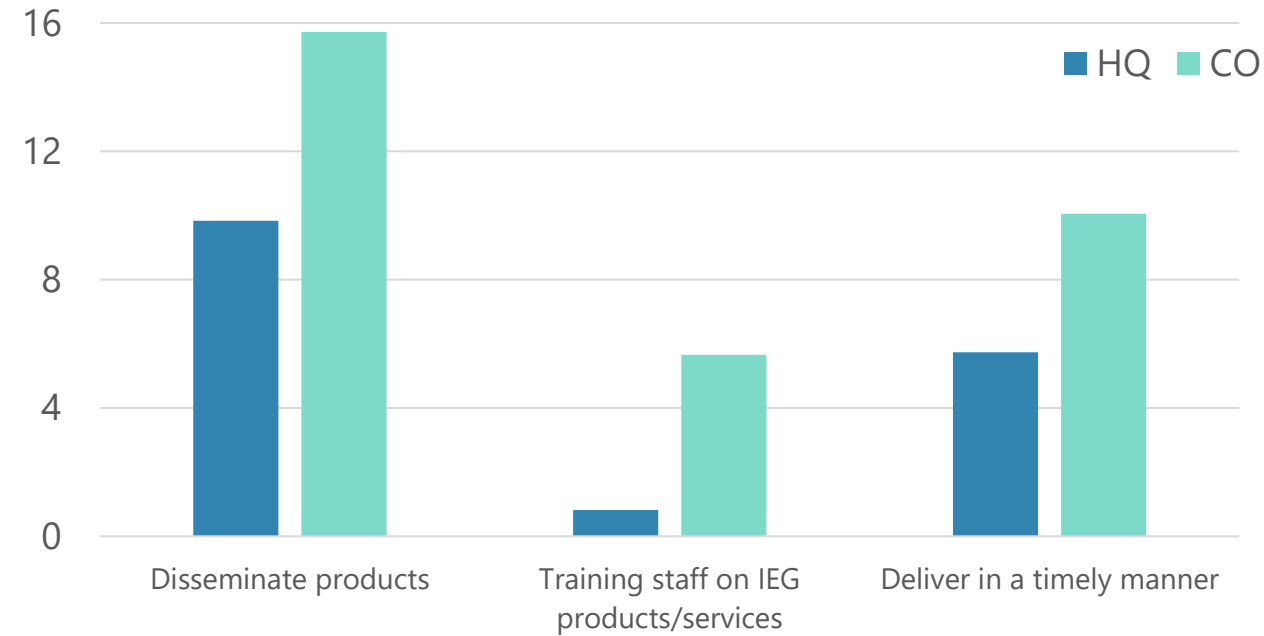


# What can improve the value of IEG products for project design - WB vs IFC & HQ vs CO

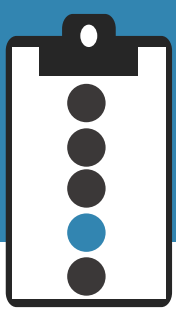
WB vs IFC



HQ vs CO

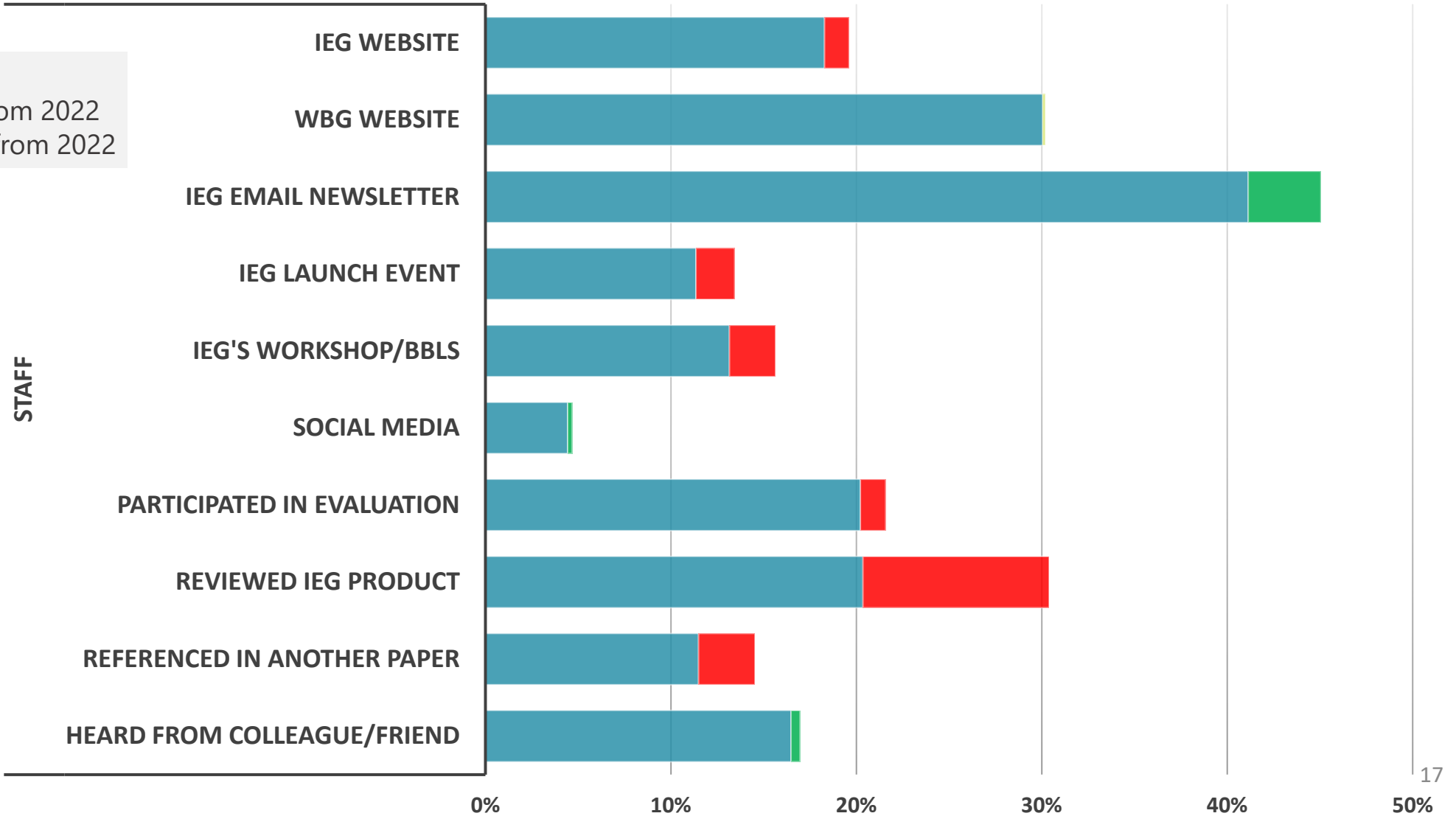
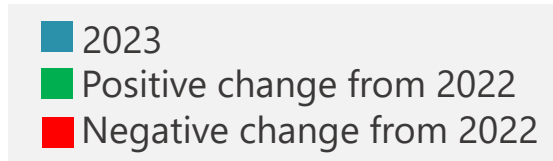


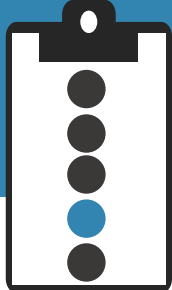




# In the past 12 months how did you become aware of IEG evaluation activities?

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



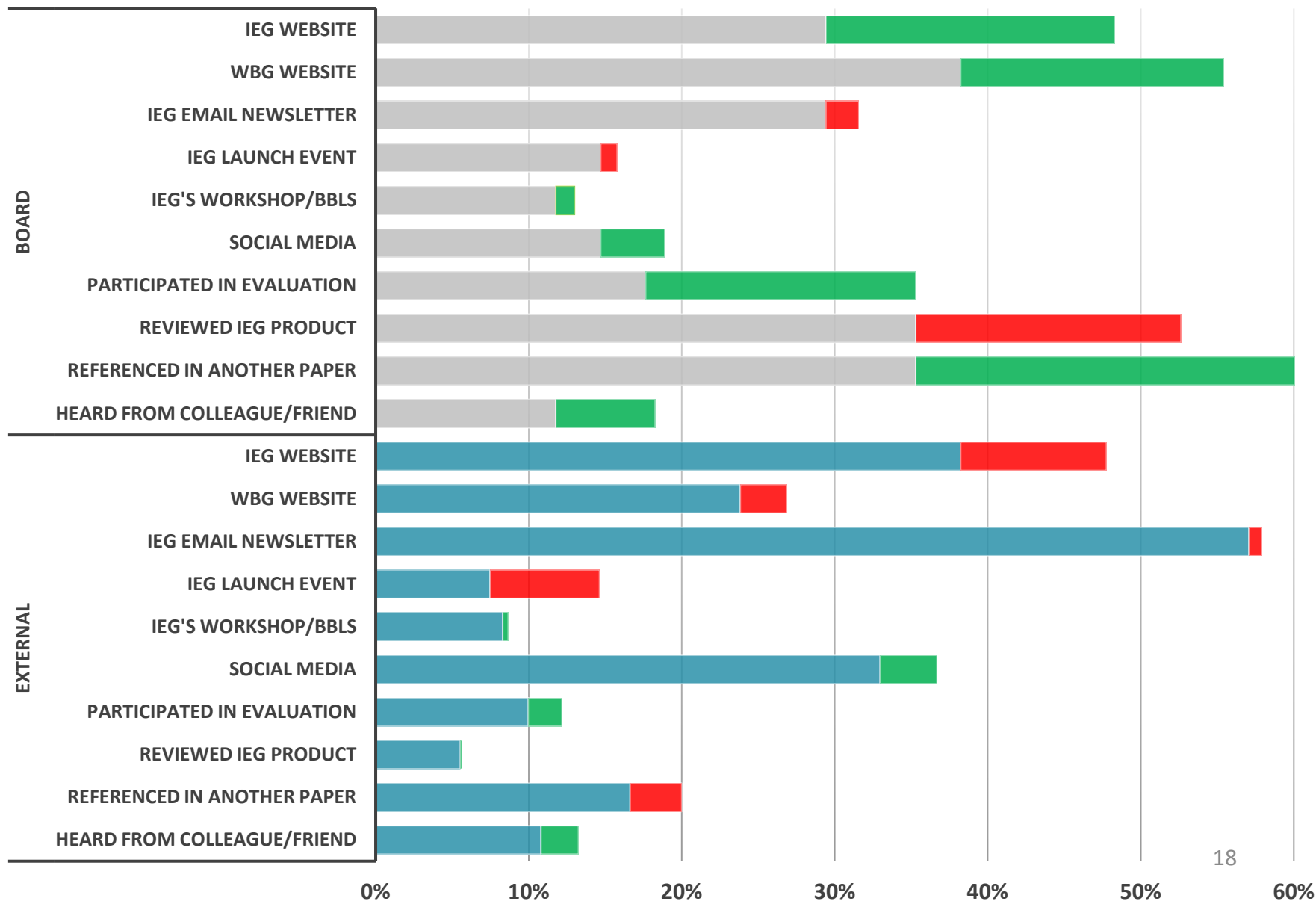


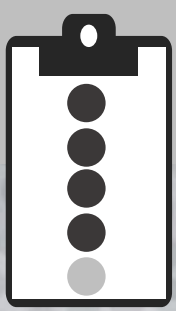
# In the past 12 months how did you become aware of IEG evaluation activities?

## BOARD & EXTERNALS

Websites key channel for the Board, along with references in another paper. For externals, newsletter, IEG website and social media main forms of contact

- External
- Board
- Positive change from 2022
- Negative change from 2022





# Key Takeaways

1

Perception of IEG products quality remains very high among Board and staff, with operational staff reporting higher satisfaction than managers

2

A significant share of Bank staff uses IEG products for project design/supervision, while a significant share of staff (1 in 3) is not aware of this utility

3

IEG utility can benefit from more engagement with operations, increased outreach and further improvements in product quality & delivery

# IEG CLIENT SURVEY 2023

Thank you

September 12, 2023

