



IEG
INDEPENDENT
EVALUATION GROUP

WORLD BANK GROUP
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2018 IEG Client Survey

Final Report

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Introduction

- This report presents the findings of the **2018 Client Survey of the World Bank Group's** Independent Evaluation Group (IEG).
- For 15 plus years, IEG has conducted a client survey to gather opinions on the quality and impact of their evaluations to...
 - Obtain feedback on clients' general awareness and attitudes toward IEG;
 - Assess IEG's products and services in line with results framework; and
 - Share research findings with key stakeholders (IEG management and World Bank Group Board) as an assessment of IEG's effectiveness.
- Insights from the 2018 IEG survey will help IEG guide its results framework, inform strategic decision-making, and anticipate demand for its services.
- Specific Key Performance Indicators this report examines include: *awareness of IEG; perceived focus of IEG's work; relevance and effectiveness of IEG's work; readership of IEG's products; satisfaction with products; utility, influence; and quality products.*
- The findings detailed here are based on **a survey conducted among three different audiences:** WBG Board members and advisors, WBG Staff, and External Stakeholders. All WBG staff received the same survey.
- This report shows key comparisons across the three groups as well as individual findings within each group. Additionally, this report compared the results from previous years.

- This study was conducted online simultaneously for the three audiences from February 26, 2018 to April 13, 2018.
- ORC International interviewed a total of 1,896 respondents. This sample included:
 - 1,166 WBG Staff;
 - 708 Externals; and
 - 22 Board Members.
- The questionnaire was divided into two main sections.
 - The first section focused on general perceptions and attitudes toward IEG as an organization, and asked respondents general questions about their familiarity with IEG's role, impact and independence.
 - The second section focused on collecting feedback on IEG's evaluation products, with respondents asked to rate their overall and detailed satisfaction with the most recent evaluation products they read in the last 12 months.
- A copy of the questionnaire may be viewed by clicking on the following icon.

2018 IEG Survey
- Throughout this report, statistical testing is conducted at the 90% confidence level.

Key Findings: General Overview

- **Familiarity:** Familiarity with IEG remains strong, particularly among Board Members. Among Staff, familiarity is highest with senior levels and lowest with GE and GF. However, familiarity with the GE/GF levels grew considerably over the past year (15% and 6% growth respectively). Externals' familiarity is strongest among academia and those who work in international organizations.
- **Relevance:** IEG maintains strong relevance for the WBG mission. Relevance is highest among Board and Externals but less so among Staff. Specifically for Staff, the GE and GF levels find IEG's work to be the most relevant while the GG and GH levels find it less relevant.
- **Independence:** Stakeholder perceptions of IEG's independence remain high across all audiences (85% among Staff, 90% Board, and 82% Externals).
- **Learning vs. Accountability:** The Learning vs. Accountability gap was consistent with last year for all groups. The gap remains widest for Staff who believe IEG overemphasizes accountability over learning. Among Staff, the gap is widest with the GG and GH levels.
- **Impact:** All Audiences (85% of Board Members, 84% of Externals, and 72% of Staff) rank IEG's work as impactful. Relative to last year, the Staff rating of IEG's impact increased by a noteworthy 9 percent.
- **Utility:** Nearly all of Board (95%), and the majority of Externals (63%) and Staff (53%) have used an IEG report over the past 12 months. Utility across all three audiences is consistent with last year.

Key Findings: General Overview

- **Overall Use:** Overall use of IEG products remains high across all audiences (Board 90%, Externals 87%, and Staff 65%). Staff use IEG reports to modify results frameworks and to advise clients. Externals use reports to assess projects and sector strategies while Board use to assess projects and country strategies.
- **Satisfaction:** Satisfaction with overall quality of IEG reports is highest among Externals (94%). Among Staff, satisfaction remains highest with the GE, GF, and GG levels while lowest with GH and GI. Staff are least satisfied with process of engagement, incorporating all relevant information, and linking conclusions to evidence.
- **Influence:** Across all influence areas, influence of IEG reports is highest among Externals and lowest among Staff. Staff view lessons learned from the past as the most influential area of IEG reports.
- **Satisfaction with IEG Recommendations:** Both Staff and Board Members report high levels of satisfaction with IEG recommendations. Notably, Staff satisfaction increased compared to last year.
- **IEG Outreach:** The email newsletter announcements, the IEG website, and IEG publications remain IEG's most effective forms of outreach. Externals' use of the website, emails, and launch events have been declining since 2012.

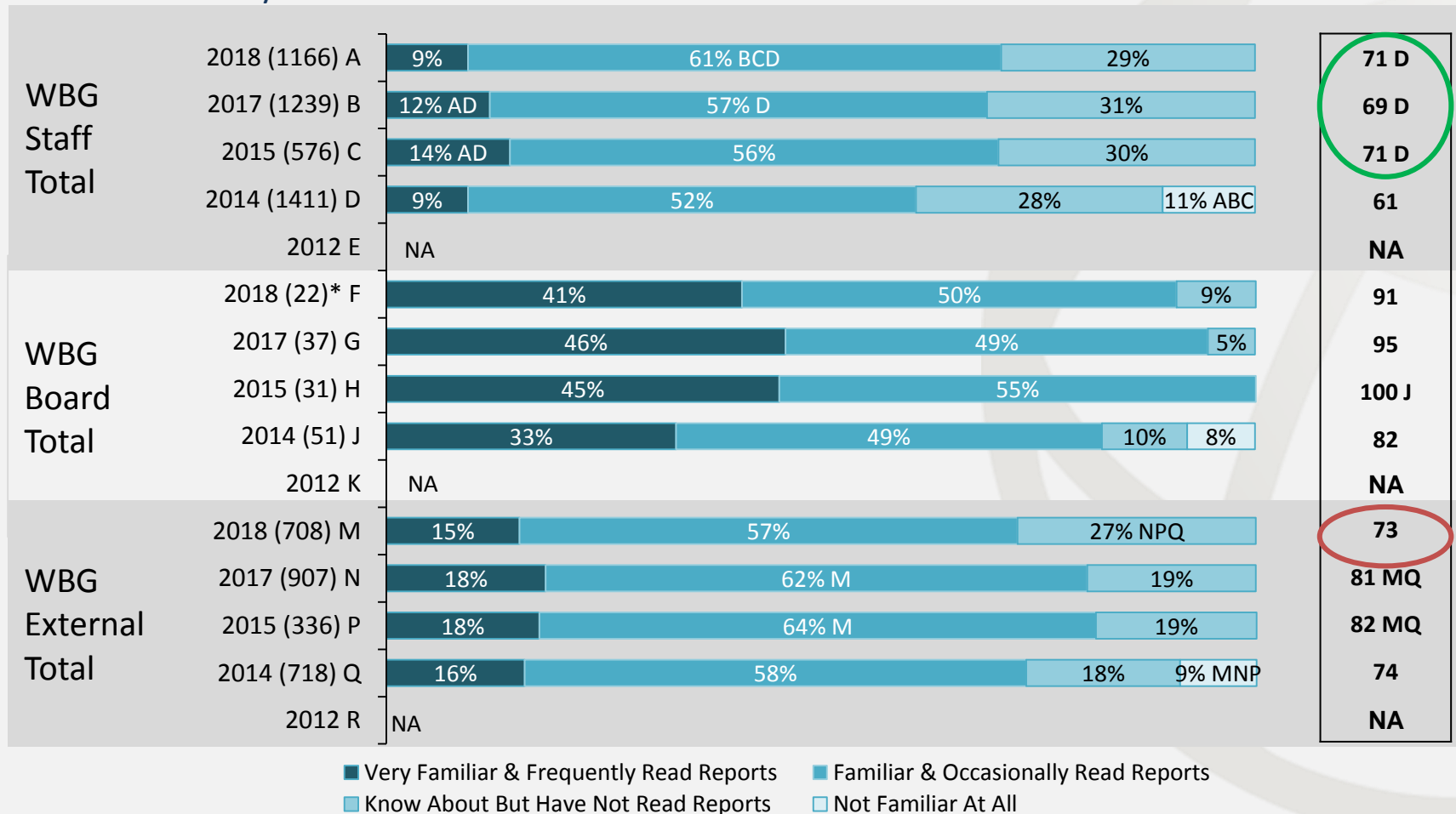
Key Findings

Familiarity with IEG's work remains highest among Board Members

Familiarity

Familiarity among Staff has grown since 2014. However, familiarity dropped among Externals in 2018. Familiarity among Externals, after seeing increases in 2015 and 2017, dropped back to 2014 levels this year.

Top 2 Box



Base: Total

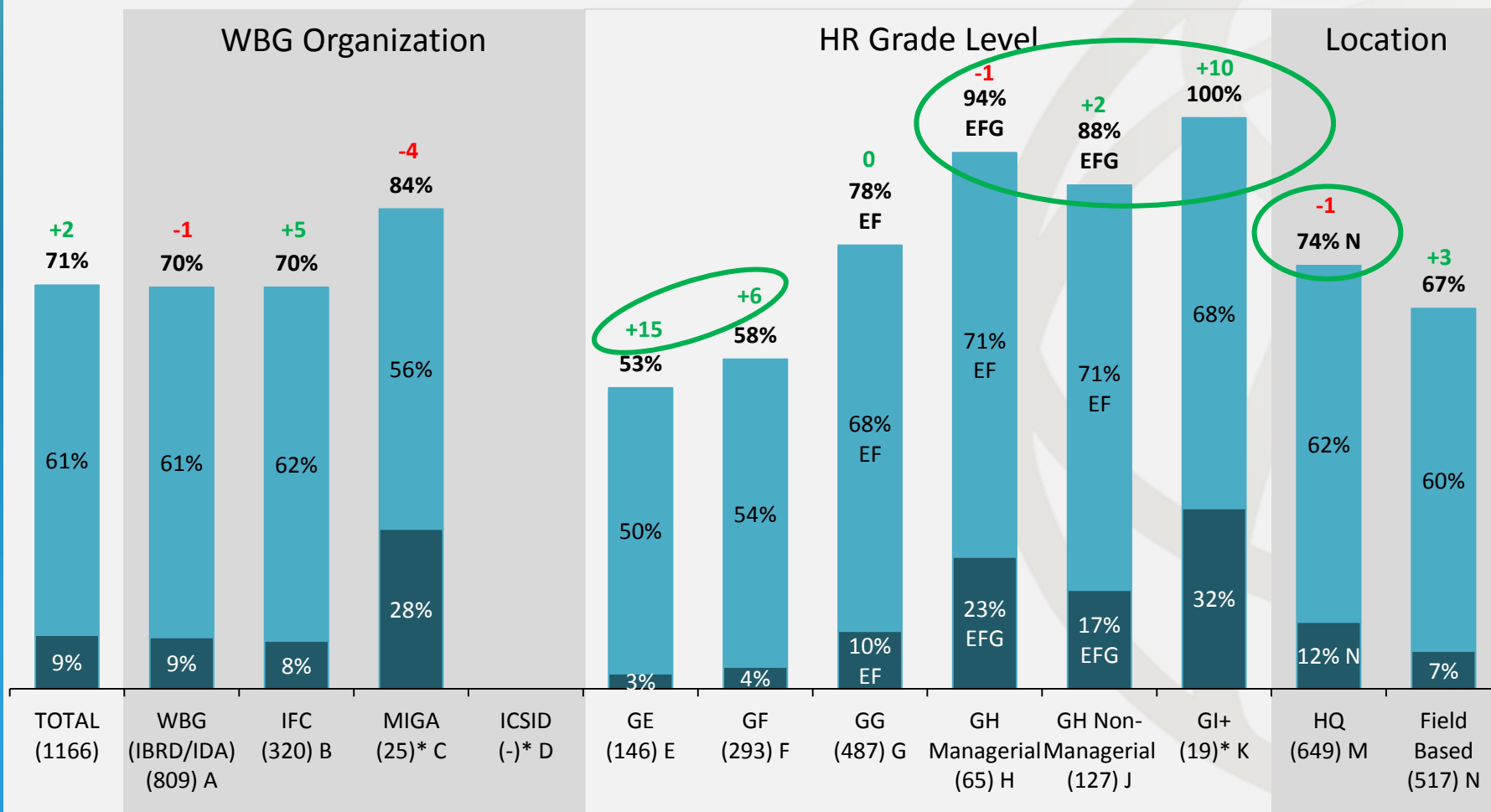
Q13. To what extent are you familiar with IEGs work and reports?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, F/G/H/J/K, M/N/P/Q/R).

Among Staff, the highest level of familiarity is among senior levels and those based in HQ

Familiarity

The GE and GF grade levels had the lowest awareness levels of any group. However, familiarity among these groups increased considerably compared to last year.



Very Familiar & Frequently Read Reports

Familiar & Occasionally Read Reports

Base: Total

Q13. To what extent are you familiar with IEGs work and reports?

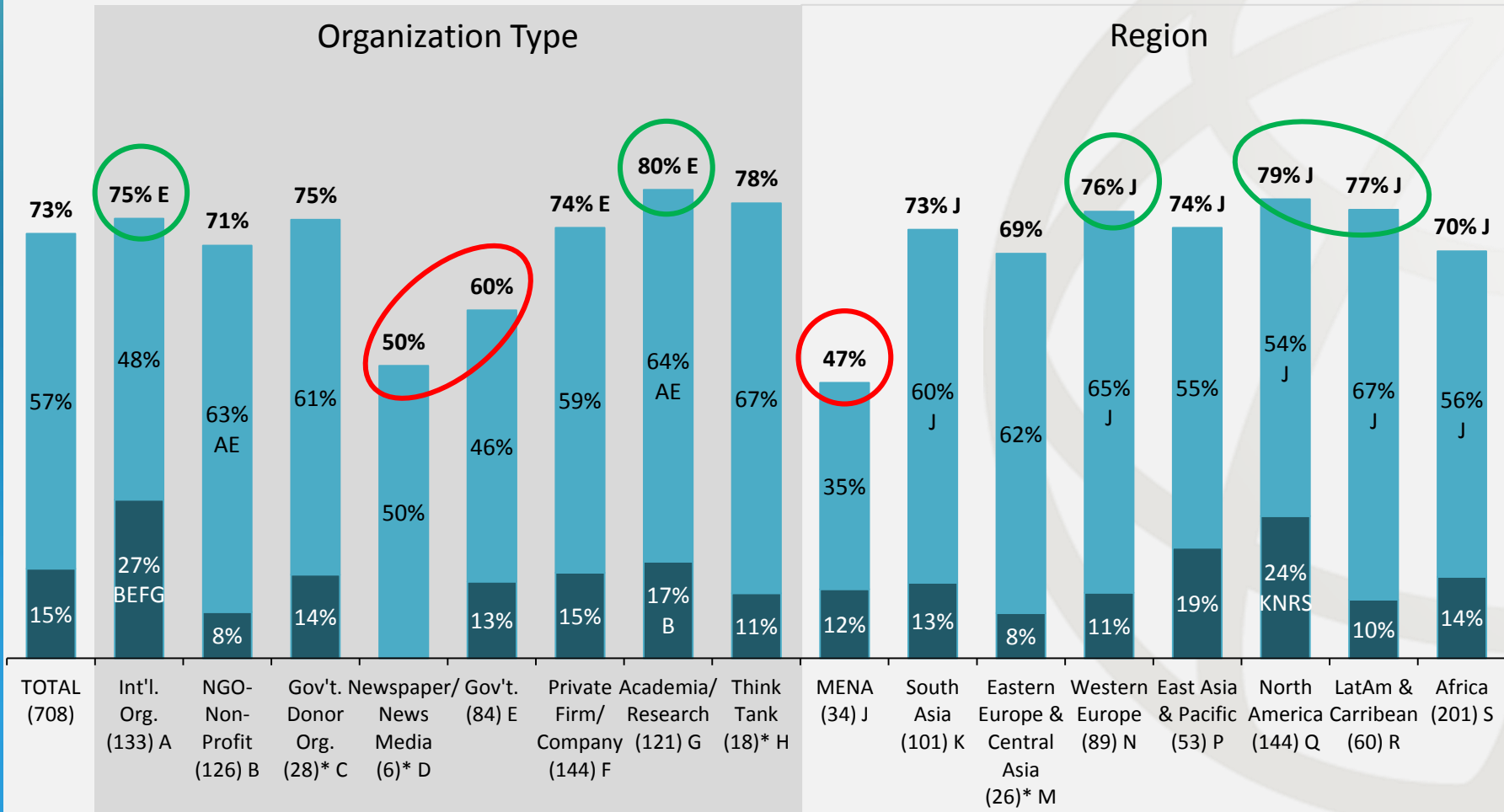
* Caution: Small (<30) base size.

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

Among Externals, IEG familiarity is highest among those who work in International Organizations and Academia

Familiarity

2018 familiarity is highest in North America, Latin America, and Western Europe but lowest in MENA and Externals who work in Government or the media.



Very Familiar & Frequently Read Reports

Familiar & Occasionally Read Reports

Base: Total

Q13. To what extent are you familiar with IEGs work and reports?

* Caution: Small (<30) base size.

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H, J/K/M/N/P/Q/R/S).

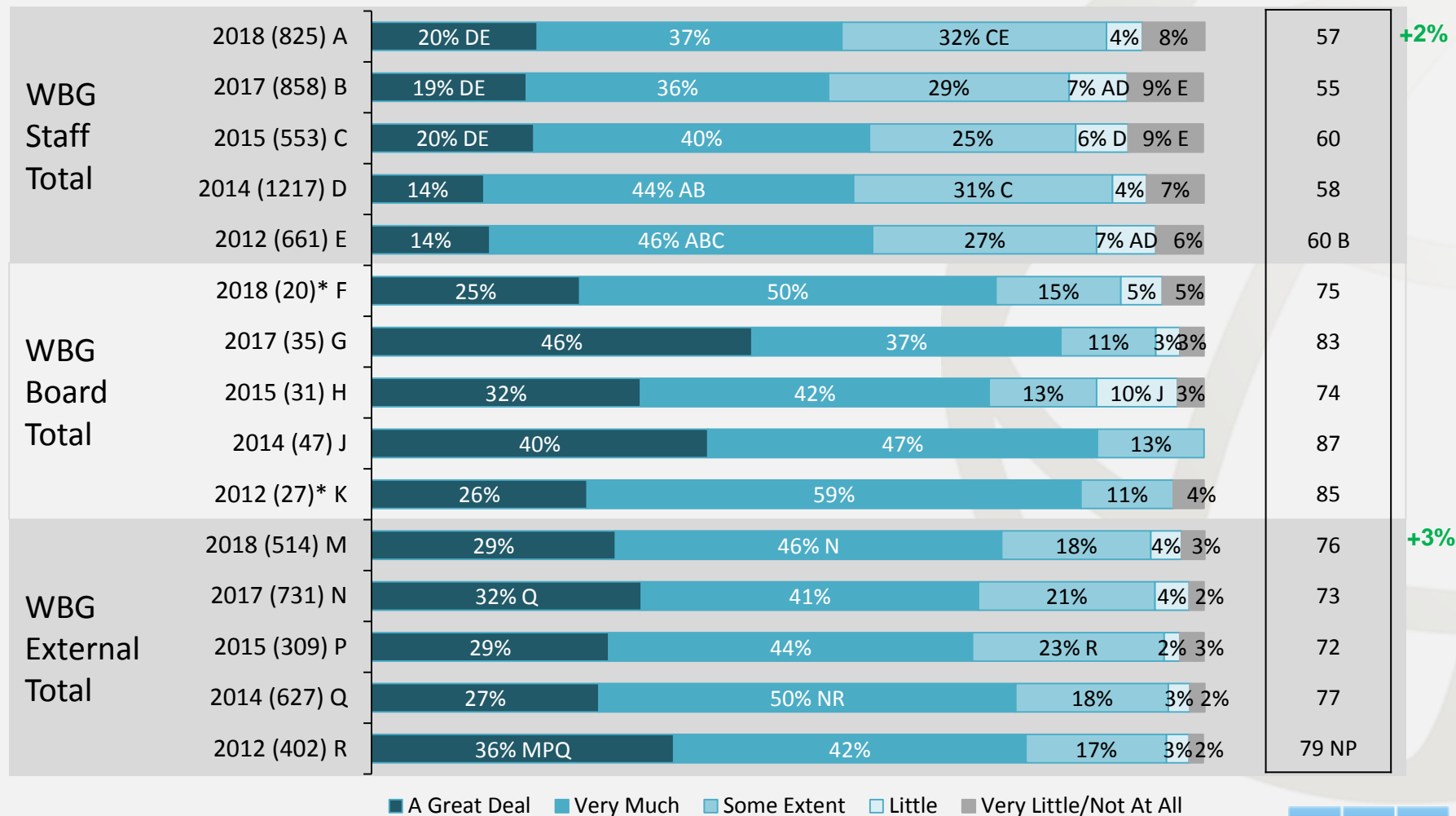
IEG's mission remains highly relevant among Board Members and Externals

Members and Externals

Relevance

IEG's mission appears less relevant among WBG Staff.

Top 2 Box



■ A Great Deal ■ Very Much ■ Some Extent ■ Little ■ Very Little/Not At All

Base: Familiar With IEGs Work

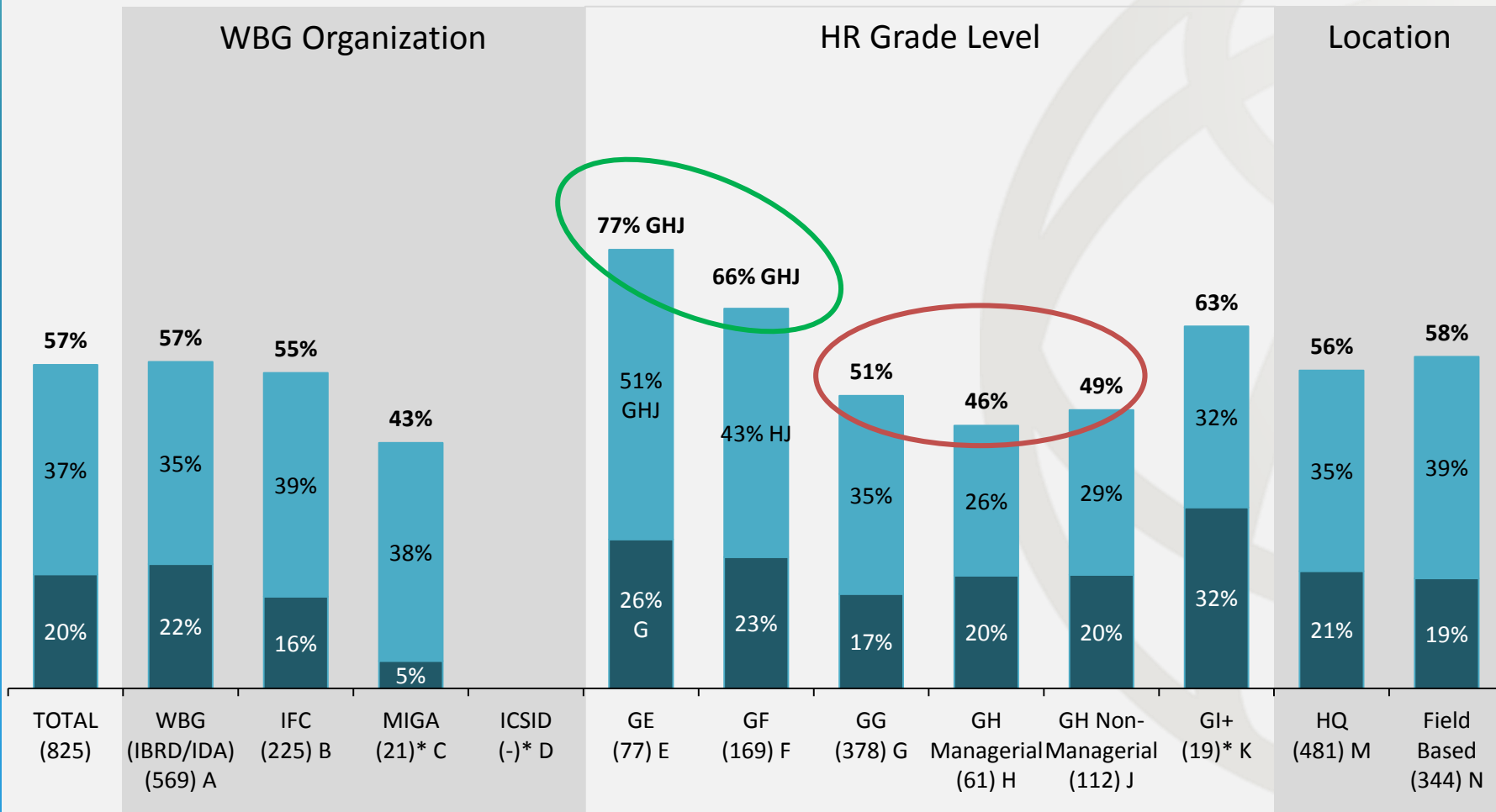
* Caution: Small (<30) base size.

Q17. How relevant do you think is IEGs work to the World Bank Groups overall mission (to end extreme poverty within a generation and boost shared prosperity)?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, F/G/H/ J/K, M/N/P/Q/R).

Perceived relevance of IEG's work among Staff is highest among the GE and GF levels; lowest among the GG and GH levels

Relevance



■ A Great Deal ■ Very Much

Base: Familiar With IEGs Work

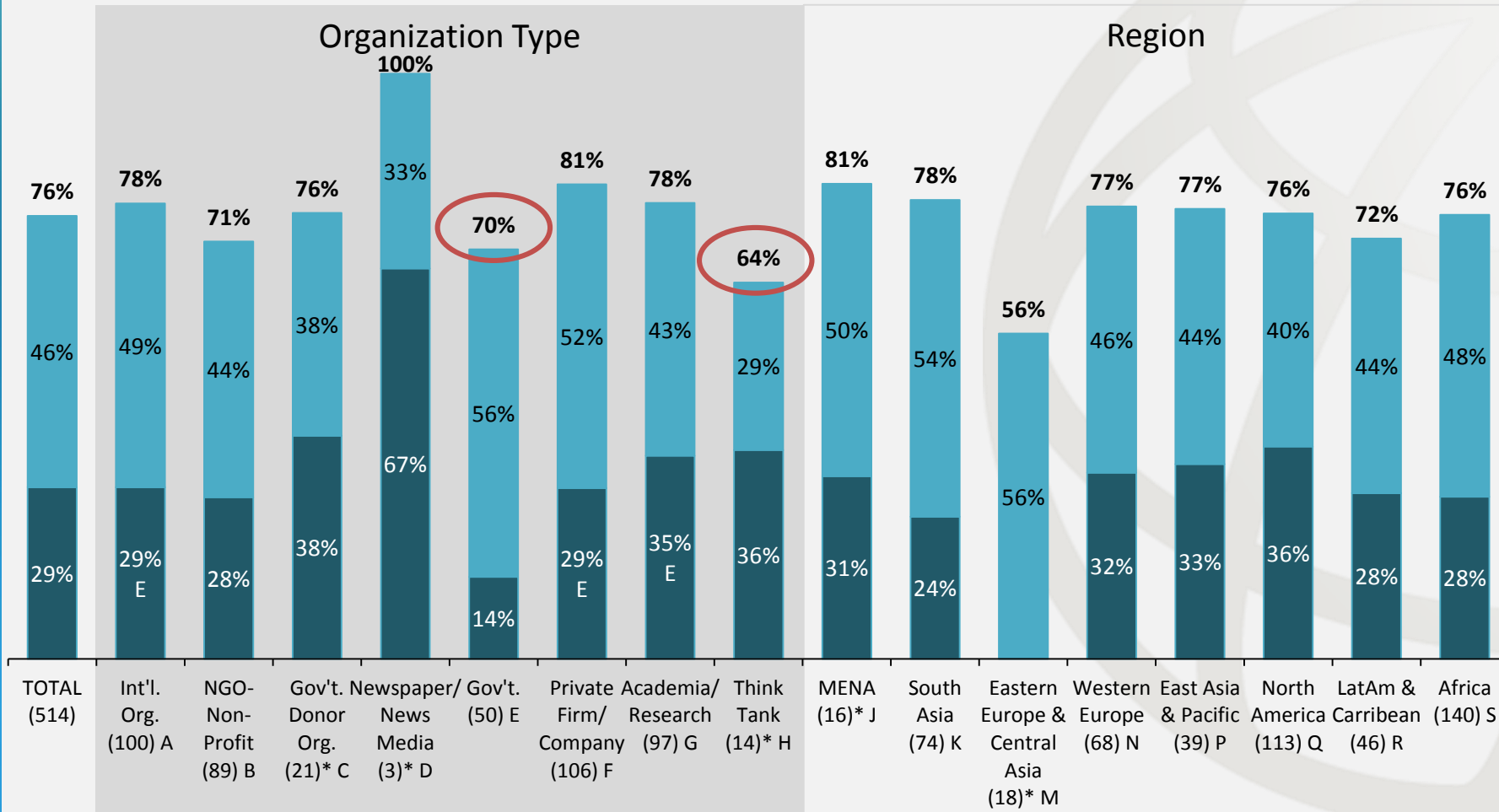
* Caution: Small (<30) base size.

Q17. How relevant do you think is IEGs work to the World Bank Groups overall mission (to end extreme poverty within a generation and boost shared prosperity)?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

Relevance of IEG's work remains high among Externals. Externals who work in Government and Think Tanks have the most trouble seeing IEG's relevance

Relevance



■ A Great Deal ■ Very Much

Base: Familiar With IEGs Work

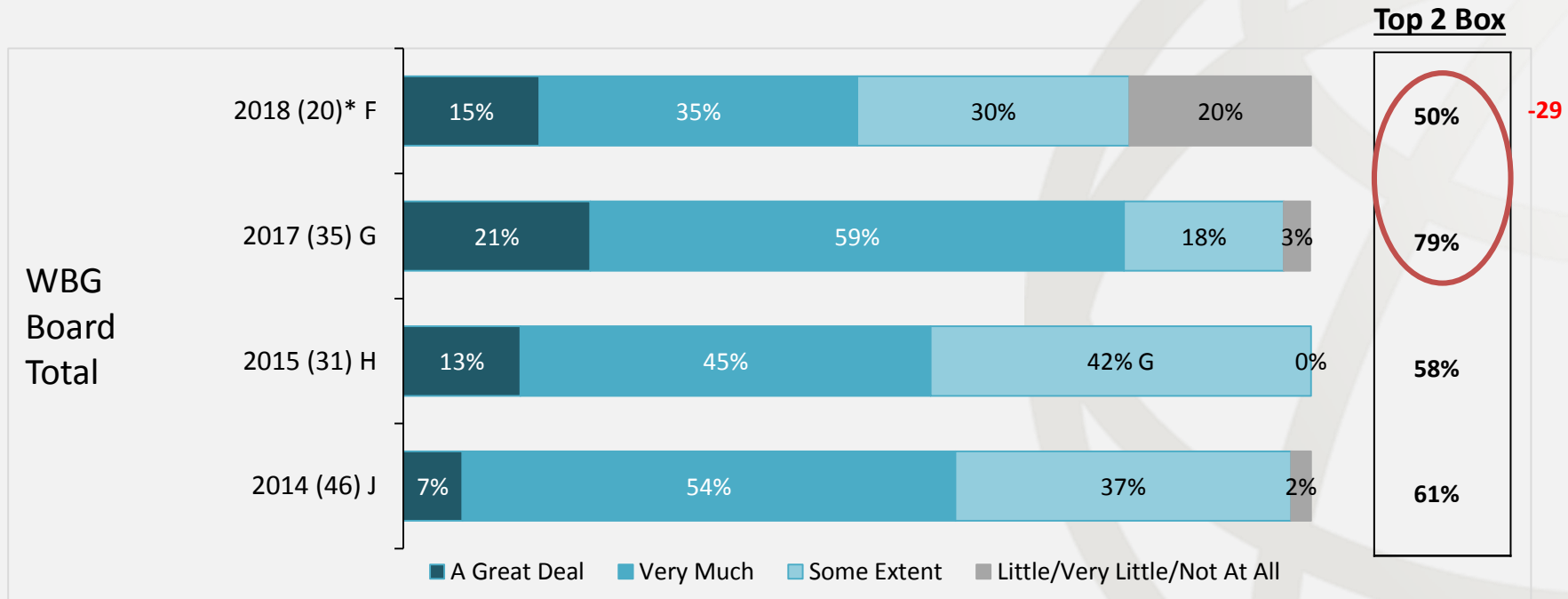
* Caution: Small (<30) base size.

Q17. How relevant do you think is IEGs work to the World Bank Groups overall mission (to end extreme poverty within a generation and boost shared prosperity)?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H, J/K/M/N/P/Q/R/S).

Board Members' perceptions of IEG's alignment with WBG goals decreased in 2018 compared to last year

Relevance



Base: Familiar With IEGs Work

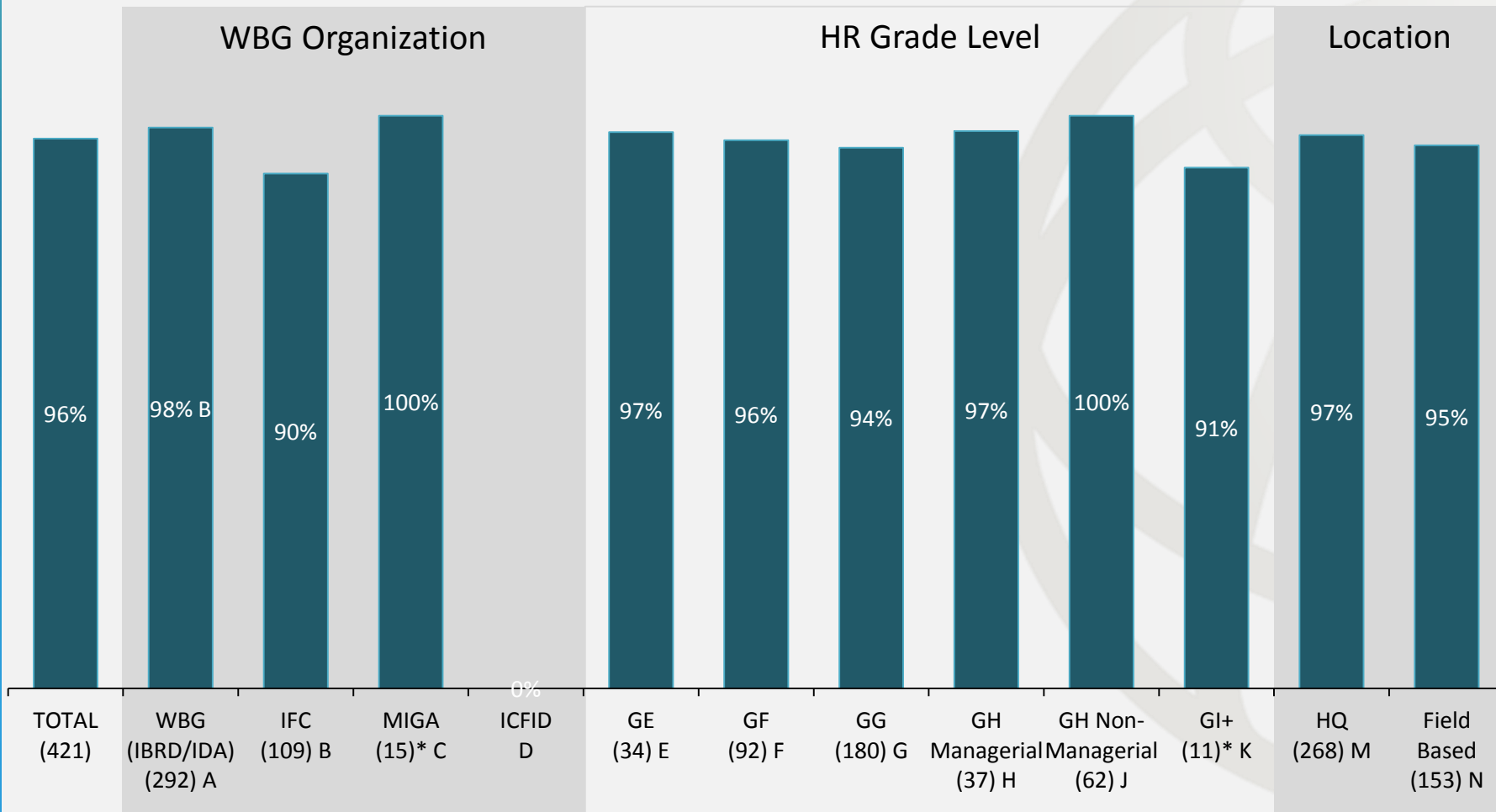
Q18. In your opinion, how strategically aligned are IEG evaluations with the World Bank Group's goals?

Letters indicate a significant difference at the 90% confidence level (F/G/H/J).

Note: The decrease from 2017 to 2018 is not considered statistically significant due to the very small base (under 30) in 2018.

Nearly all Staff find IEG evaluations cover topics relevant to their work

Relevance



■ Yes

Base: Total

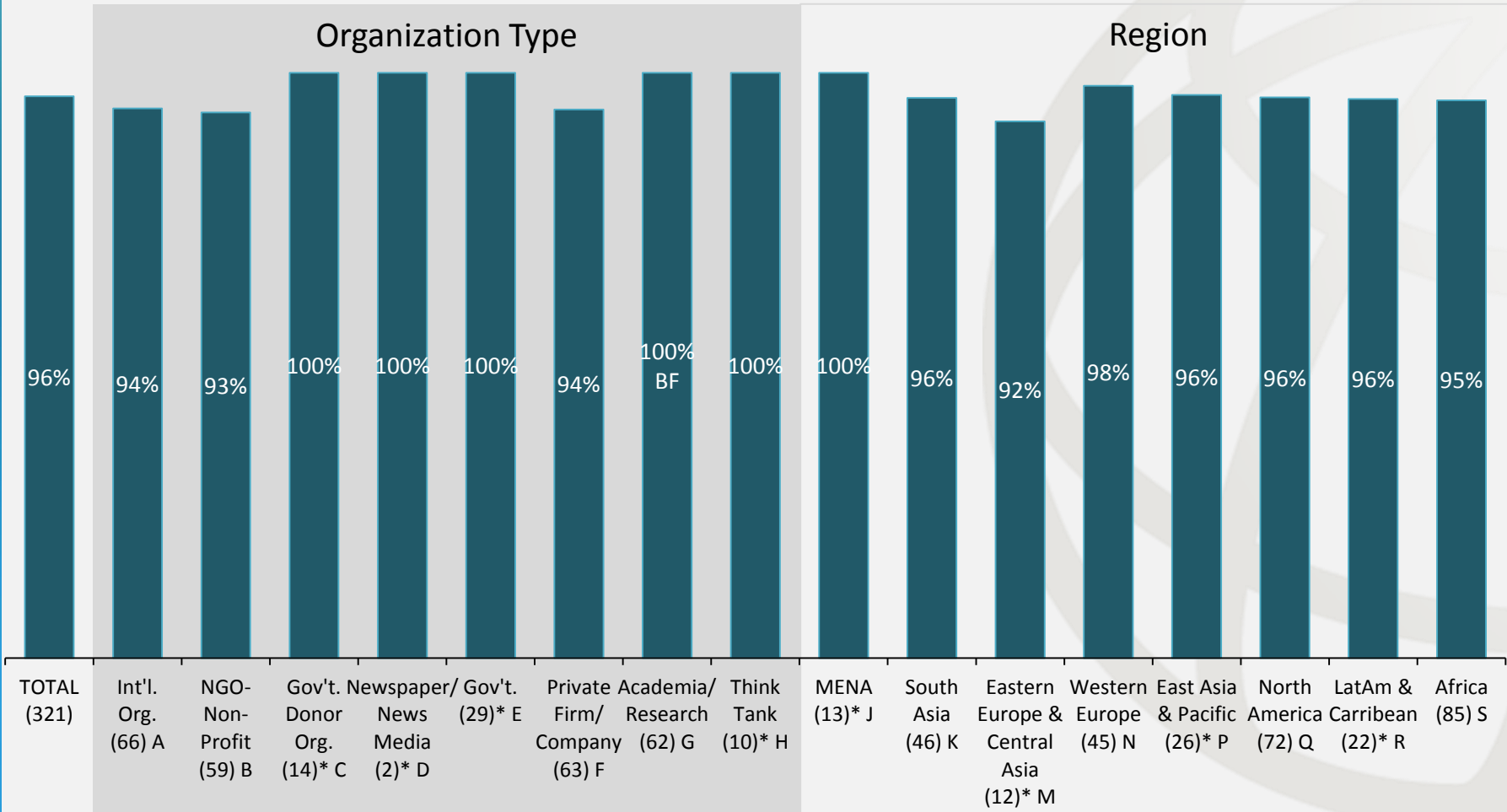
Q.33A. Do IEG evaluations cover topics that are relevant to your work?

* Caution: Small (<30) base size.

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

Nearly all Externals find IEG products cover topics relevant to their work

Relevance



■ Yes

Base: Total

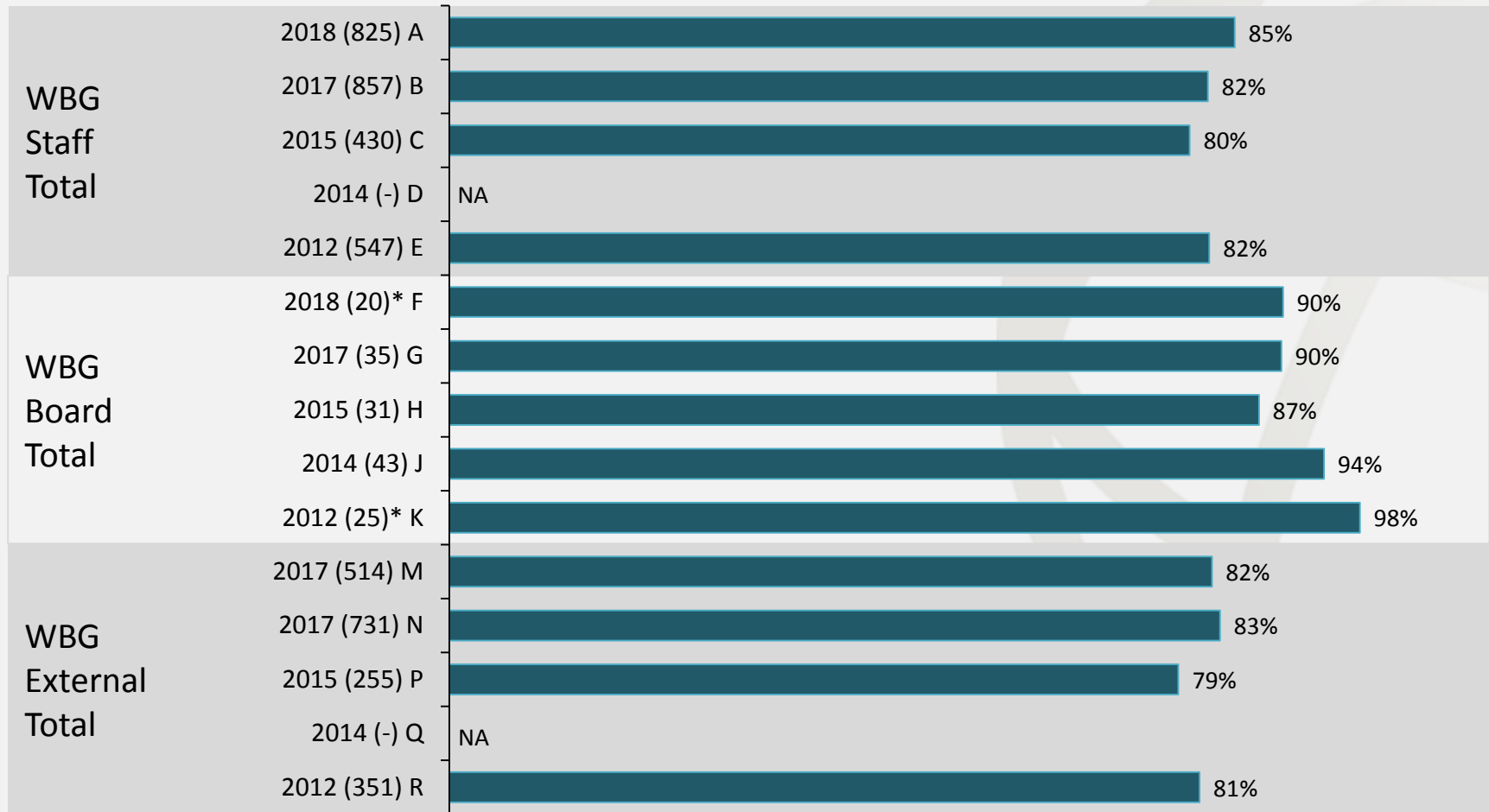
Q.33A. Do IEG evaluations cover topics that are relevant to your work?

* Caution: Small (<30) base size.

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N/P/Q/R/S).

IEG's perceived independence remains high across all groups, and has gradually increased over the years among Staff

Top 3 Box Average Across All Attributes



Base: Familiar With IEGs Work

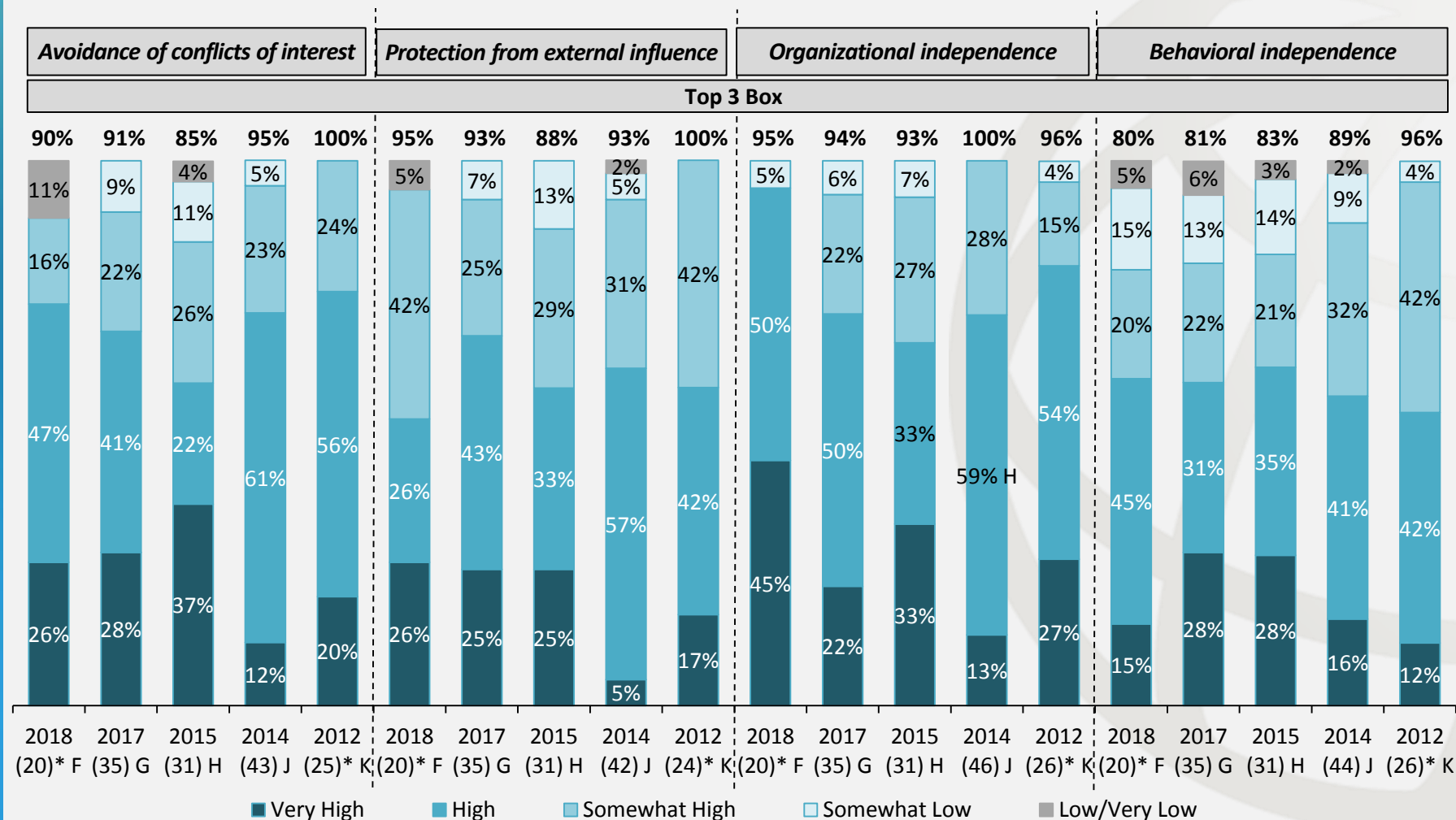
* Caution: Small (<30) base size.

Q21. How would you rate IEG's independence based on these following criteria? (6=Very High, 1=Very Low)

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, F/G/H/J/K, M/N/P/Q/R).

Among Board Members, IEG's perceived independence has been high

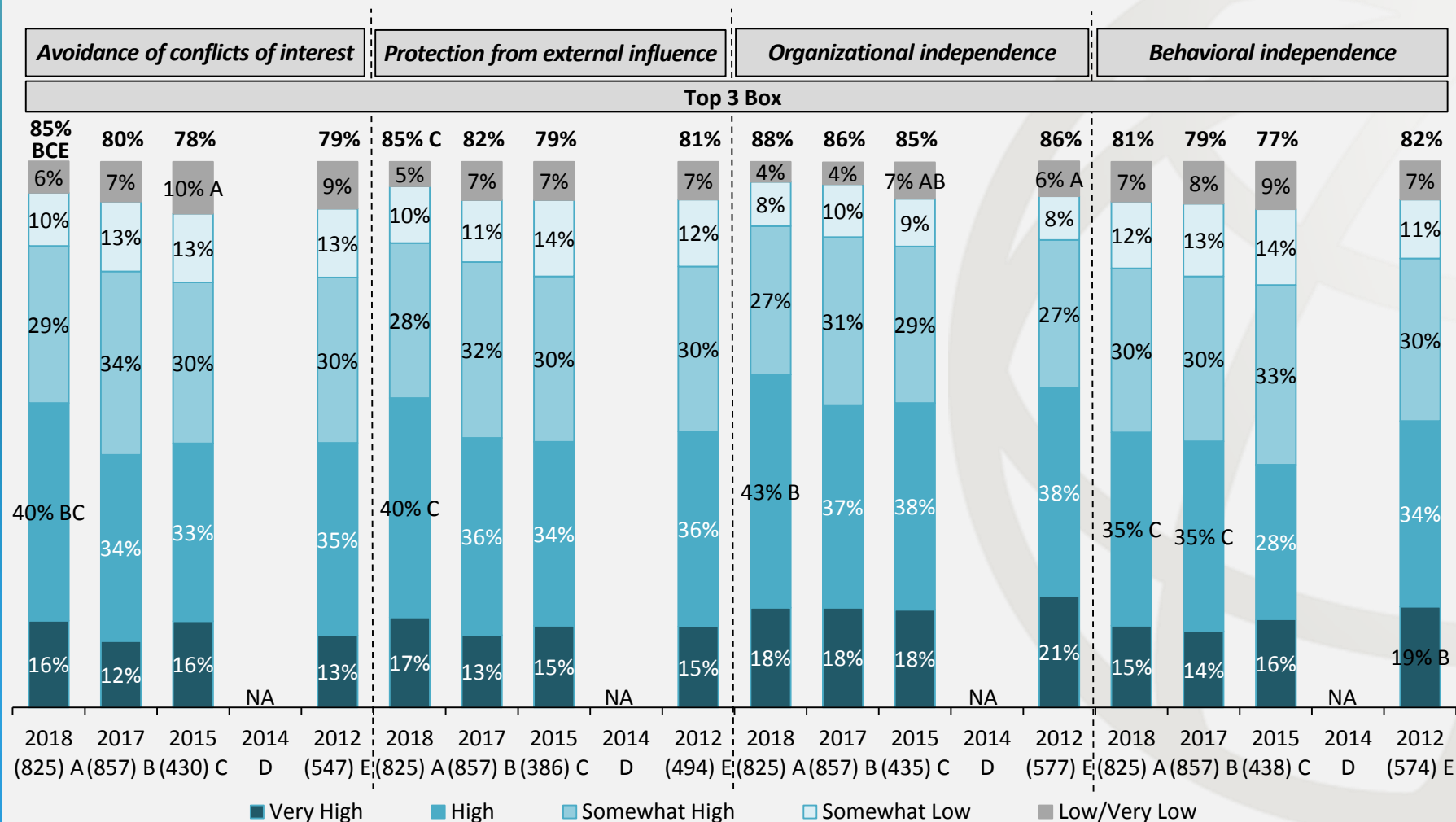
Independence



Base: Familiar With IEGs Work * Caution: Small (<30) base size.
Q21. How would you rate IEG's independence based on these following criteria?
Letters indicate a significant difference at the 90% confidence level (F/G/H/J/K).

Staff perceptions of IEG independence are high and have gradually grown over the past 6 years

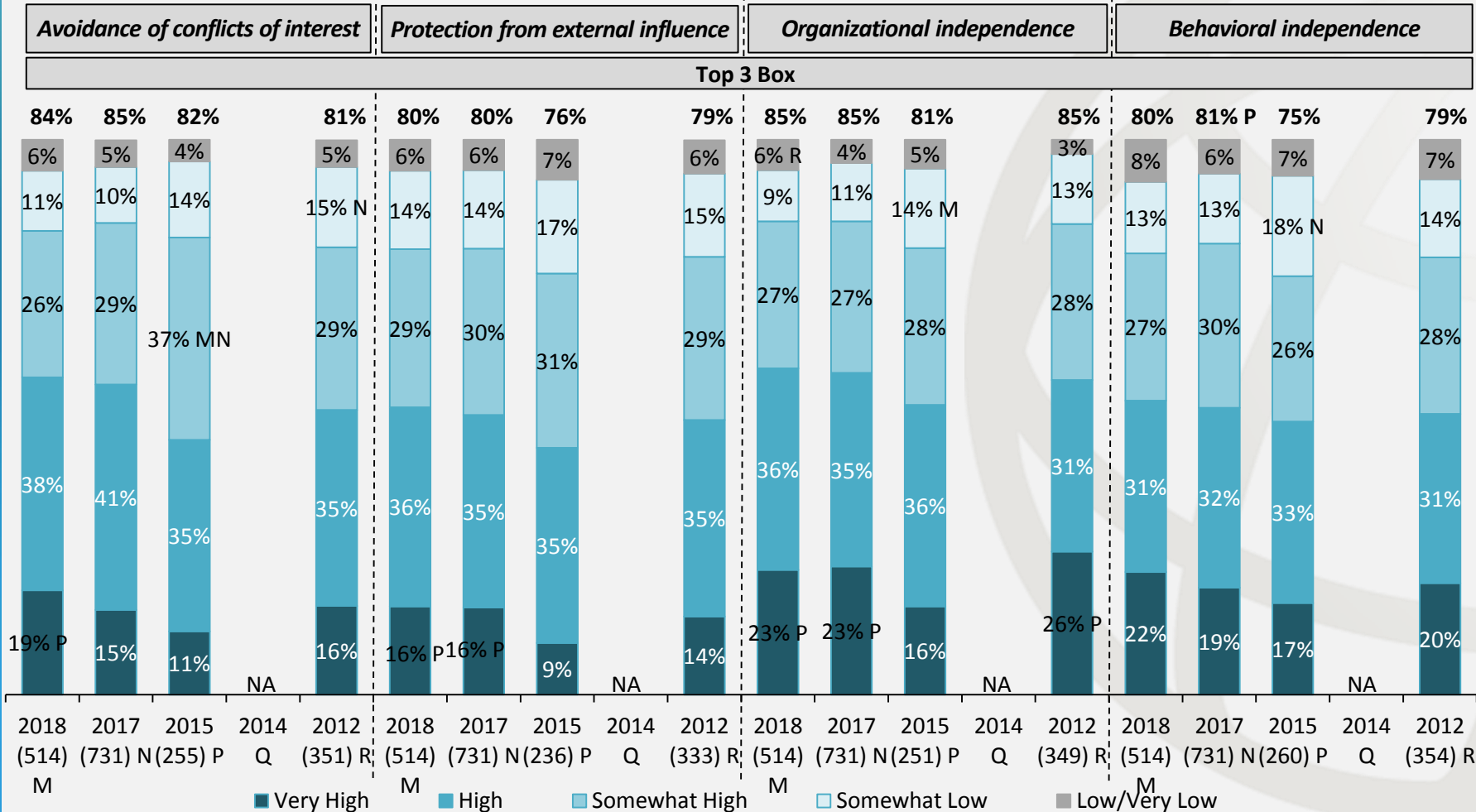
Independence



Base: Familiar With IEGs Work * Caution: Small (<30) base size.
Q21. How would you rate IEG's independence based on these following criteria?
Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E).

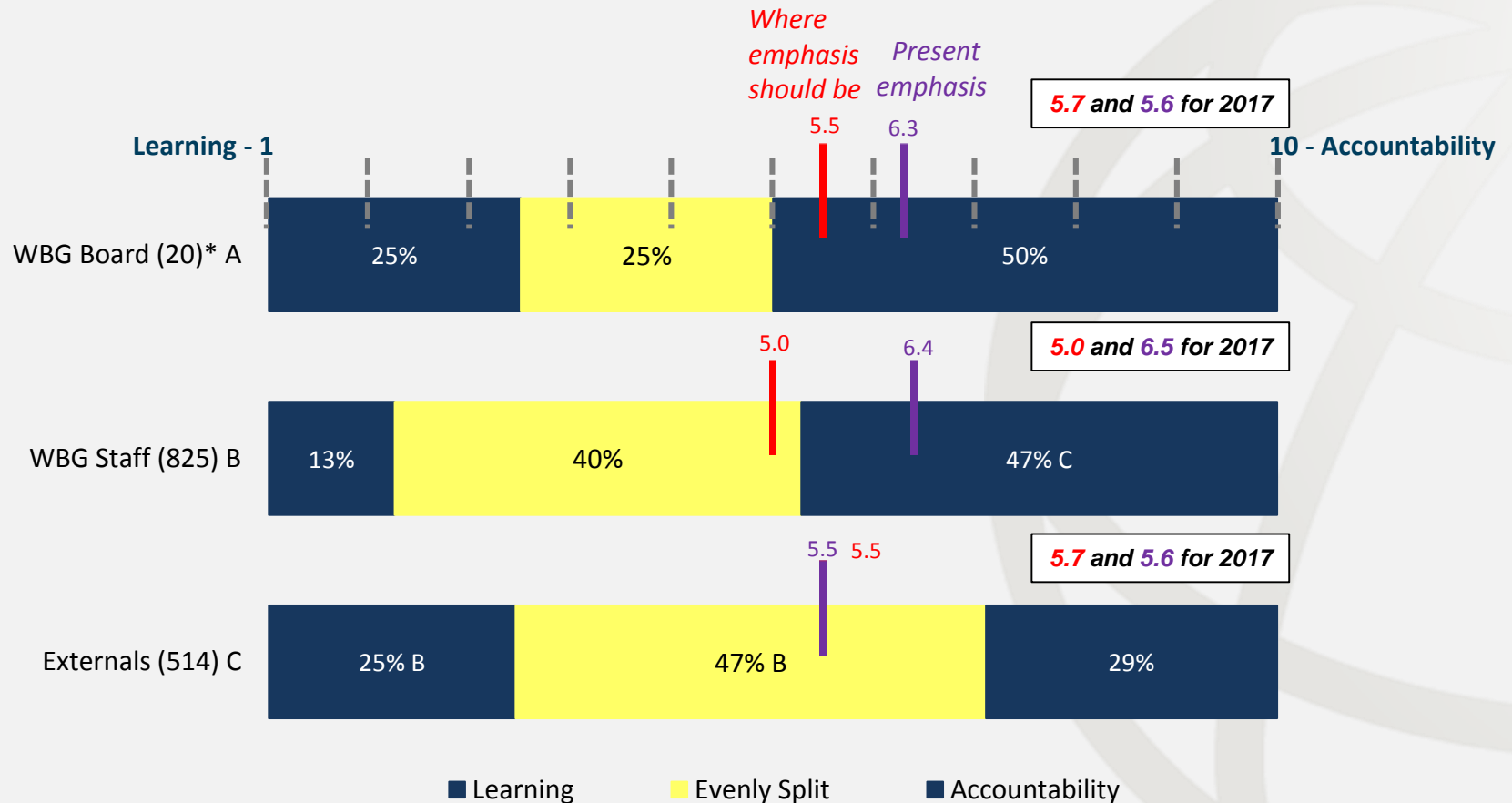
Among Externals, IEG's perceived independence remains high and consistent with past years

Independence



Base: Familiar With IEGs Work * Caution: Small (<30) base size.
 Q21. How would you rate IEG's independence based on these following criteria?
 Letters indicate a significant difference at the 90% confidence level (M/N/P/Q/R).

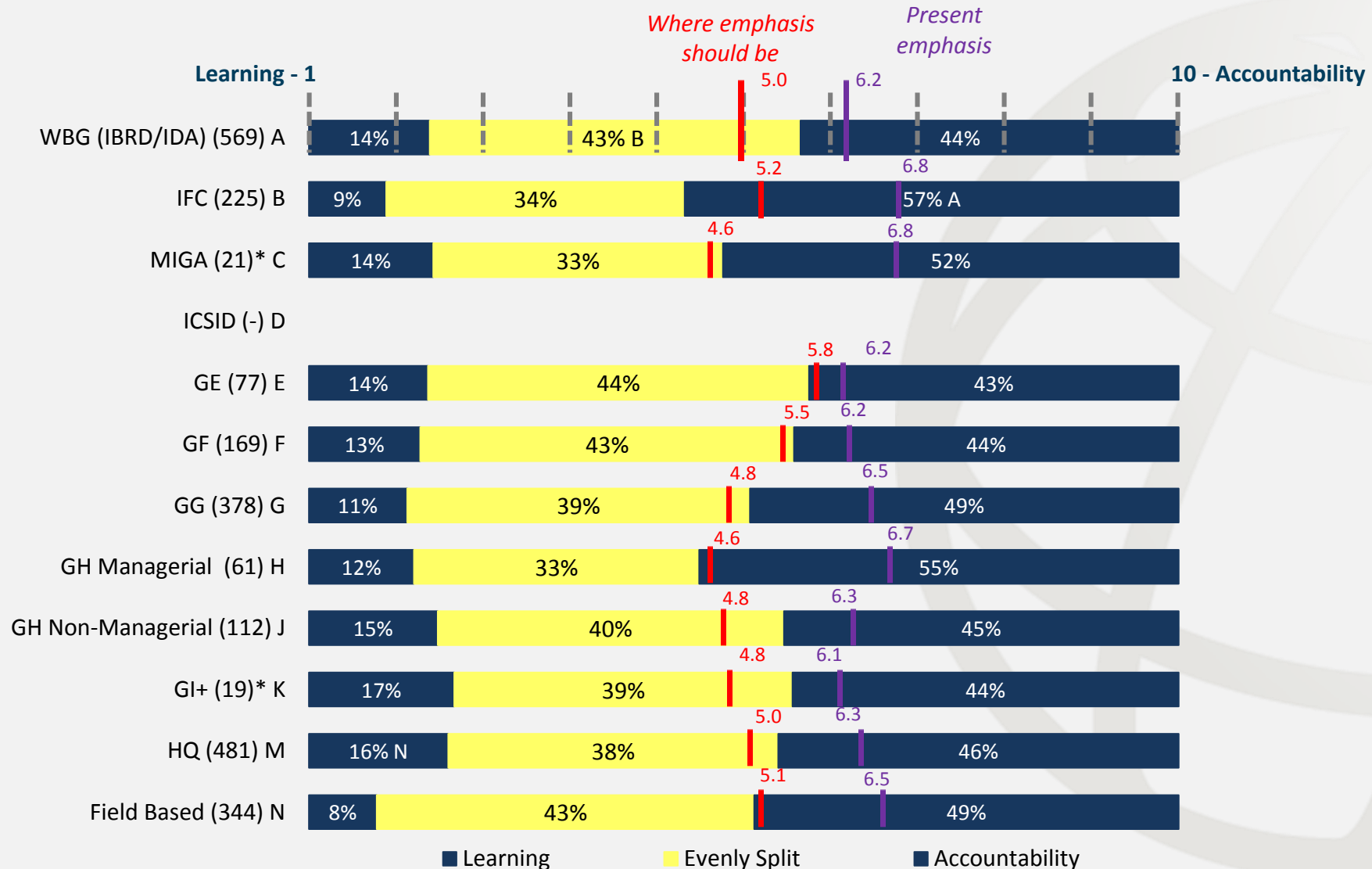
Staff see the largest Learning vs. Accountability gap, while Externals see a perfect balance of Learning vs. Accountability



Base: Familiar With IEGs Work; * Caution: Small (<30) base size
 Q15. Where would you put IEG's present emphasis between learning and accountability?
 Q16. And where do you believe the emphasis should be?
 Letters indicate a significant difference at the 90% confidence level (A/B/C).

Among Staff, the Learning vs. Accountability gap is widest among GG and GH Managerial and lowest among GE and GF

Learning vs. Accountability



Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

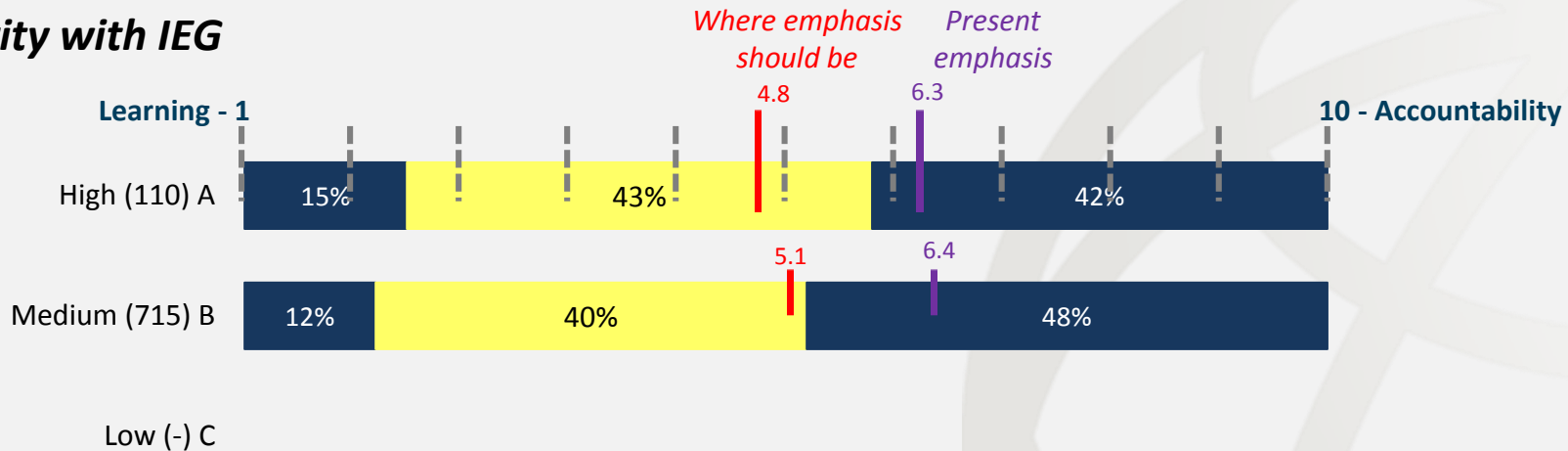
Q15. Where would you put IEG's present emphasis between learning and accountability?

Q16. And where do you believe the emphasis should be?

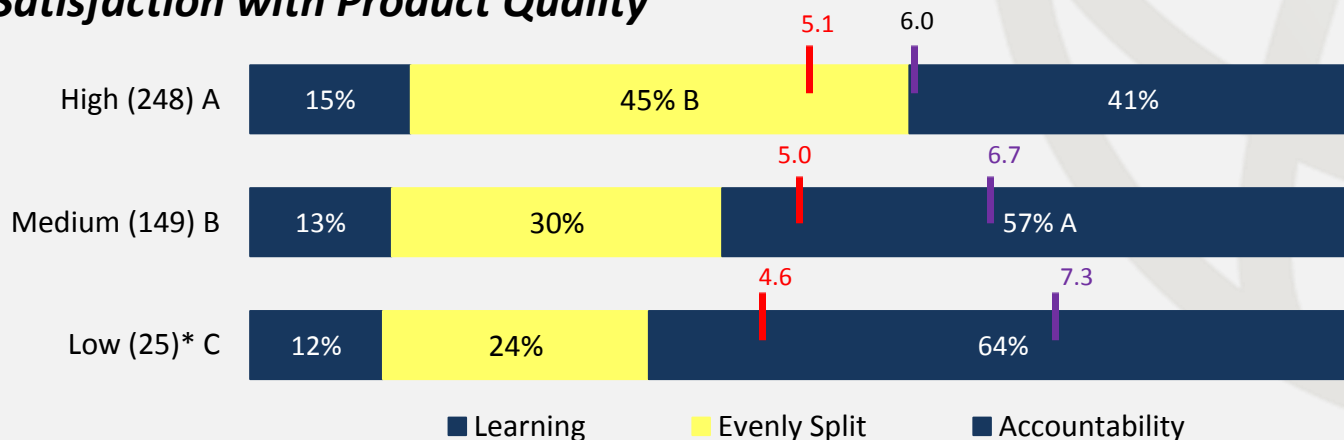
Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

Staff with a high familiarity of IEG have a larger Learning vs. Accountability gap; Satisfied Staff have a smaller gap

Familiarity with IEG



Overall Satisfaction with Product Quality

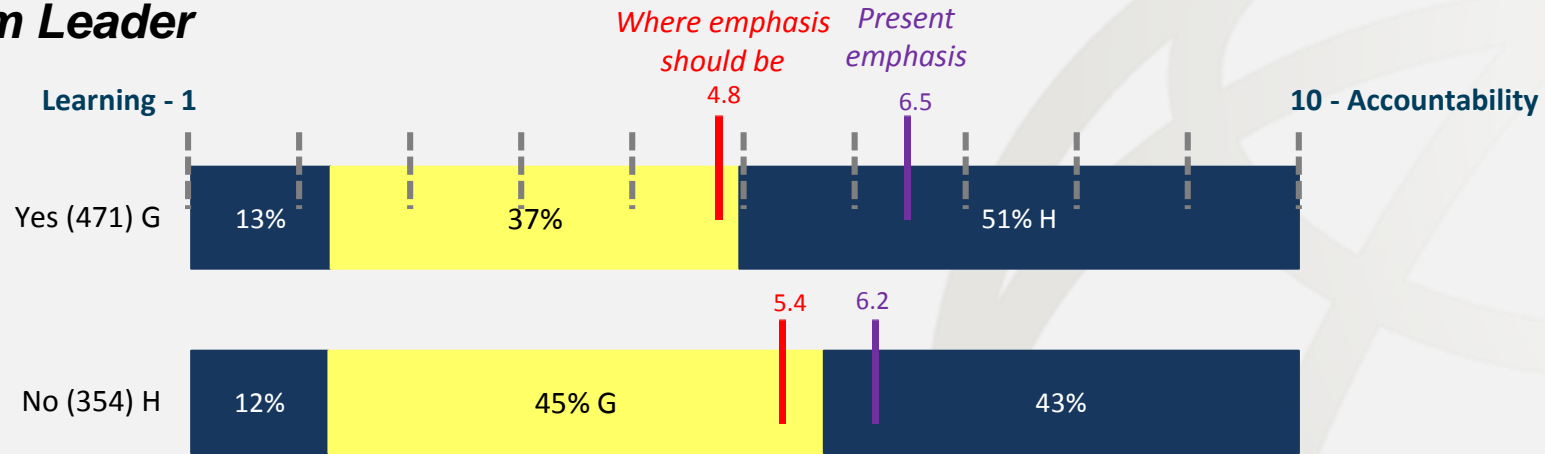


Base: Familiar With IEGs Work
 Q15. Where would you put IEG's present emphasis between learning and accountability?
 Q16. And where do you believe the emphasis should be?
 Letters indicate a significant difference at the 90% confidence level (A/B/C).
 * Caution: Small (<30) base size.

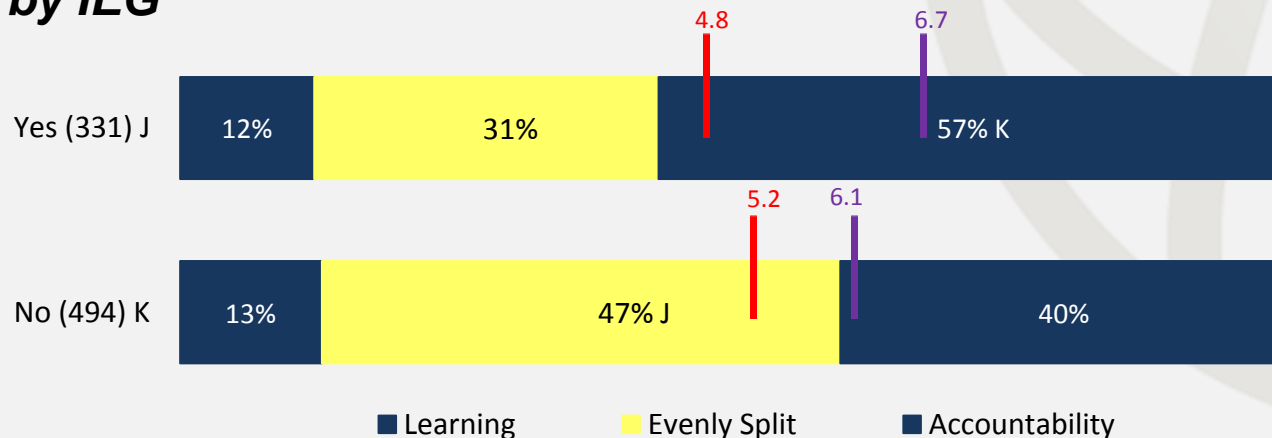
Among Staff, the Learning vs. Accountability gap remains widest among TTLs and those who have been evaluated by IEG

Learning vs. Accountability

Task Team Leader



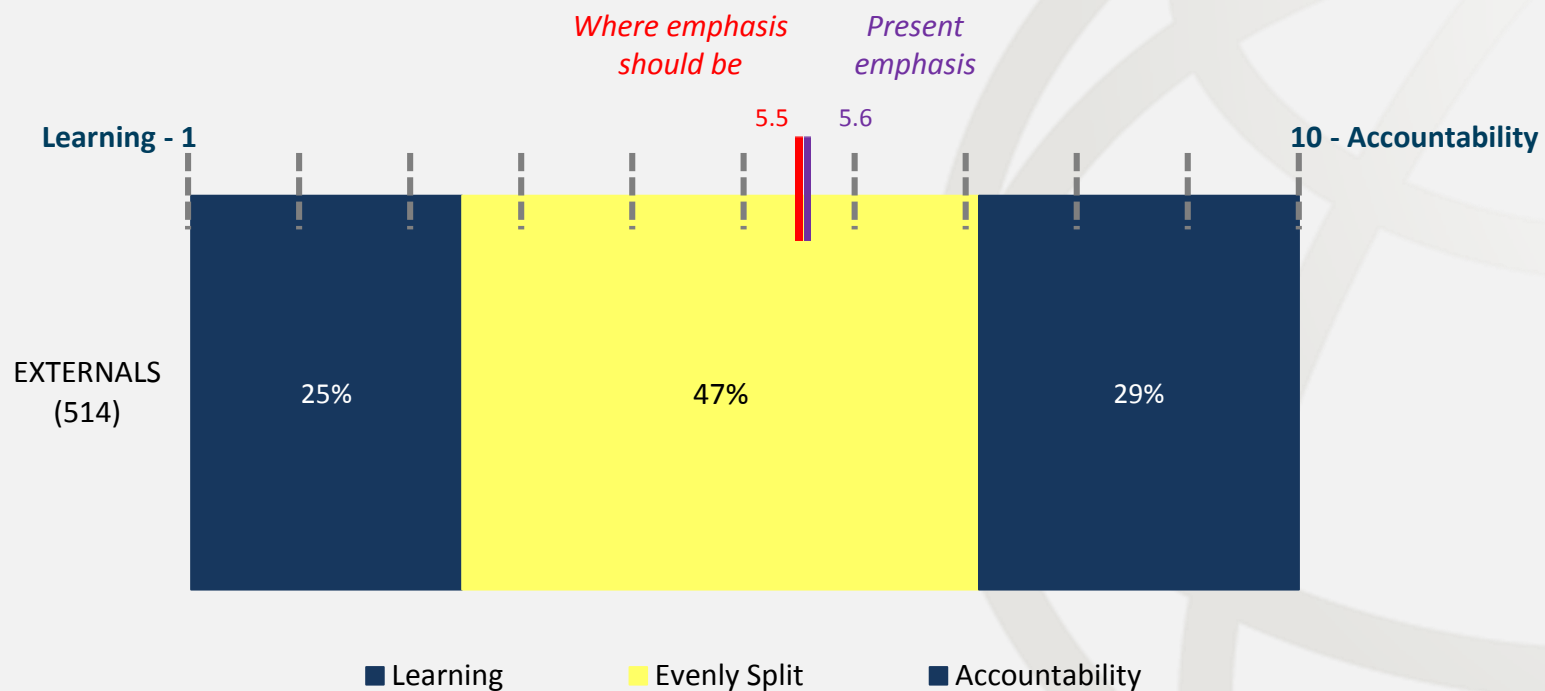
Evaluated by IEG



Base: Familiar With IEGs Work
 Q15. Where would you put IEG's present emphasis between learning and accountability?
 Q16. And where do you believe the emphasis should be?
 Letters indicate a significant difference at the 90% confidence level (G/H, J/K, G/J, H/K).

Externals see the current Learning vs. Accountability as perfectly balanced

Learning vs. Accountability



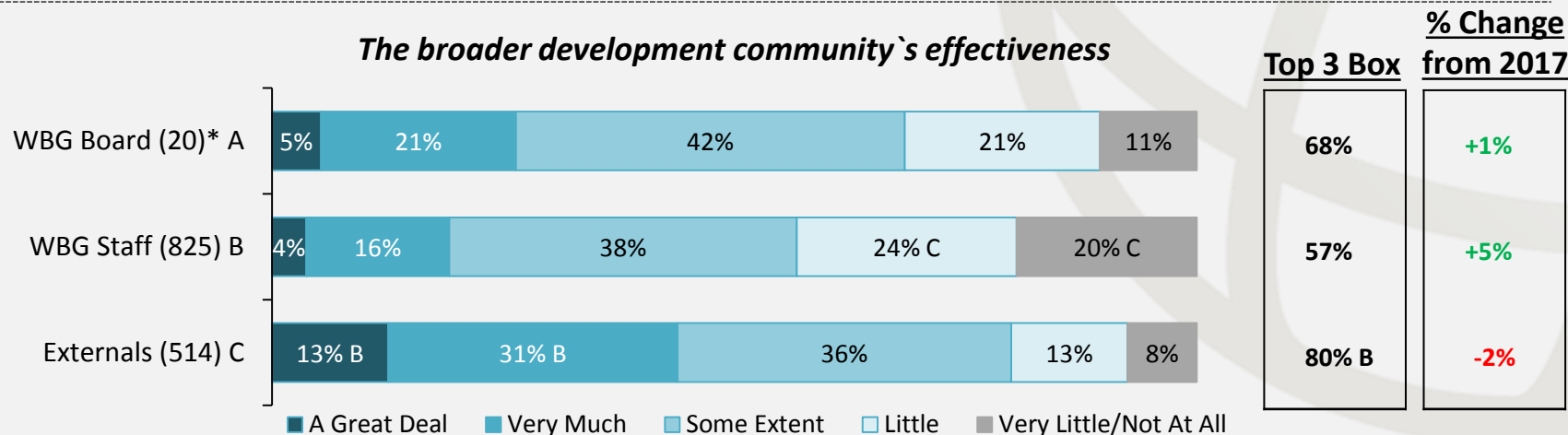
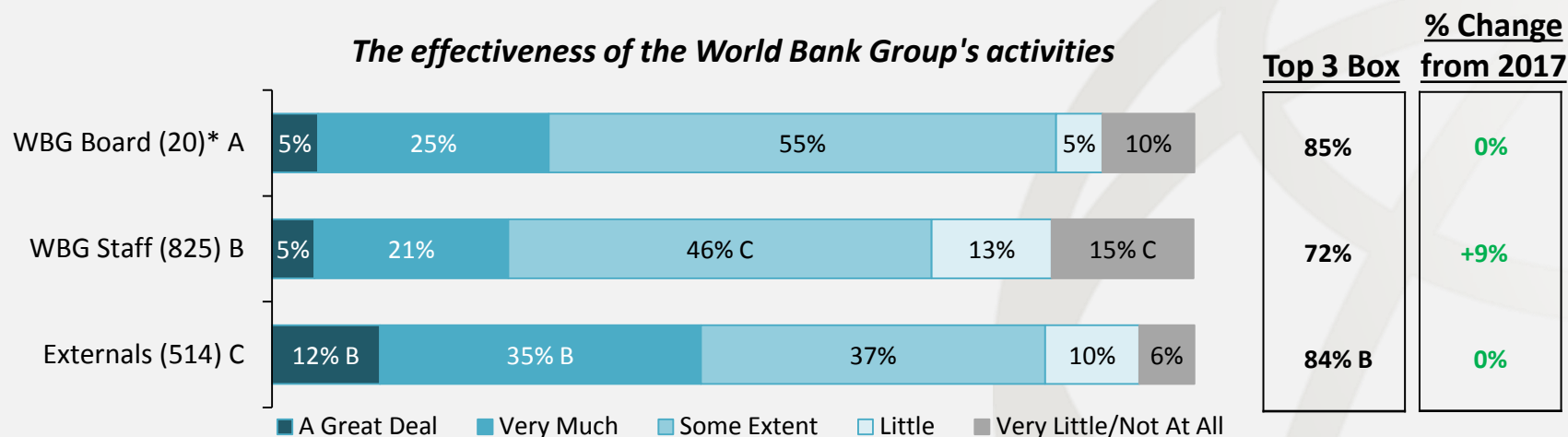
Base: Familiar With IEGs Work

Q15. Where would you put IEG's present emphasis between learning and accountability?

Q16. And where do you believe the emphasis should be?

Perceived impact of IEG's work on WBG activities remains high for all three audiences, but remains lowest among Staff

Among Staff, perceived effectiveness increased compared to last year.



Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

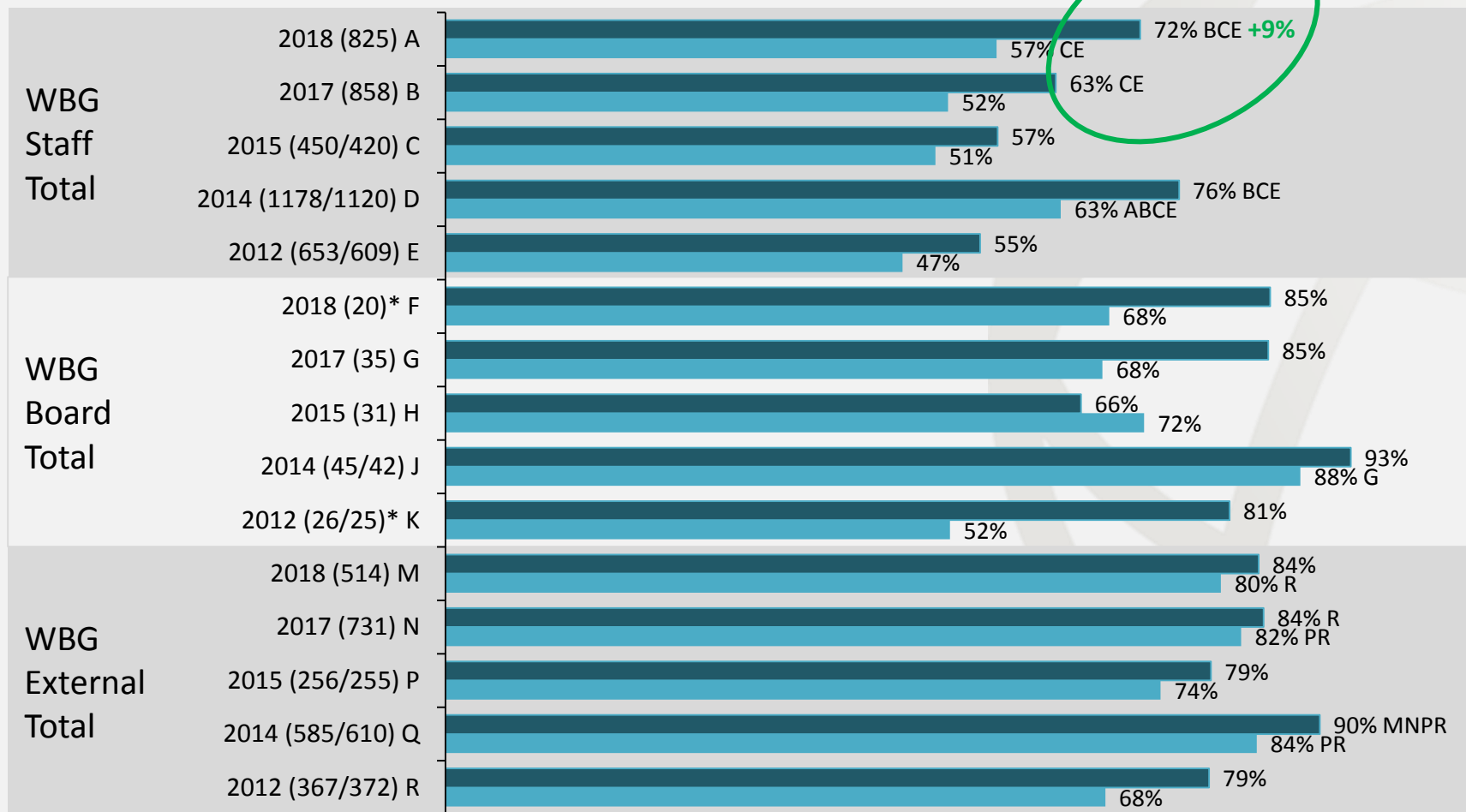
Q20. To what extent do you think that IEG's work in the past 12 months has impacted on the following?

Letters indicate a significant difference at the 90% confidence level (A/B/C).

Ratings on perceived impact of IEG's work increased among Staff and remained consistent for Board and Externals

Impact

% Top 3 Box



■ The effectiveness of the World Bank Group's activities
 ■ The broader development community's effectiveness

Base: Familiar With IEGs Work

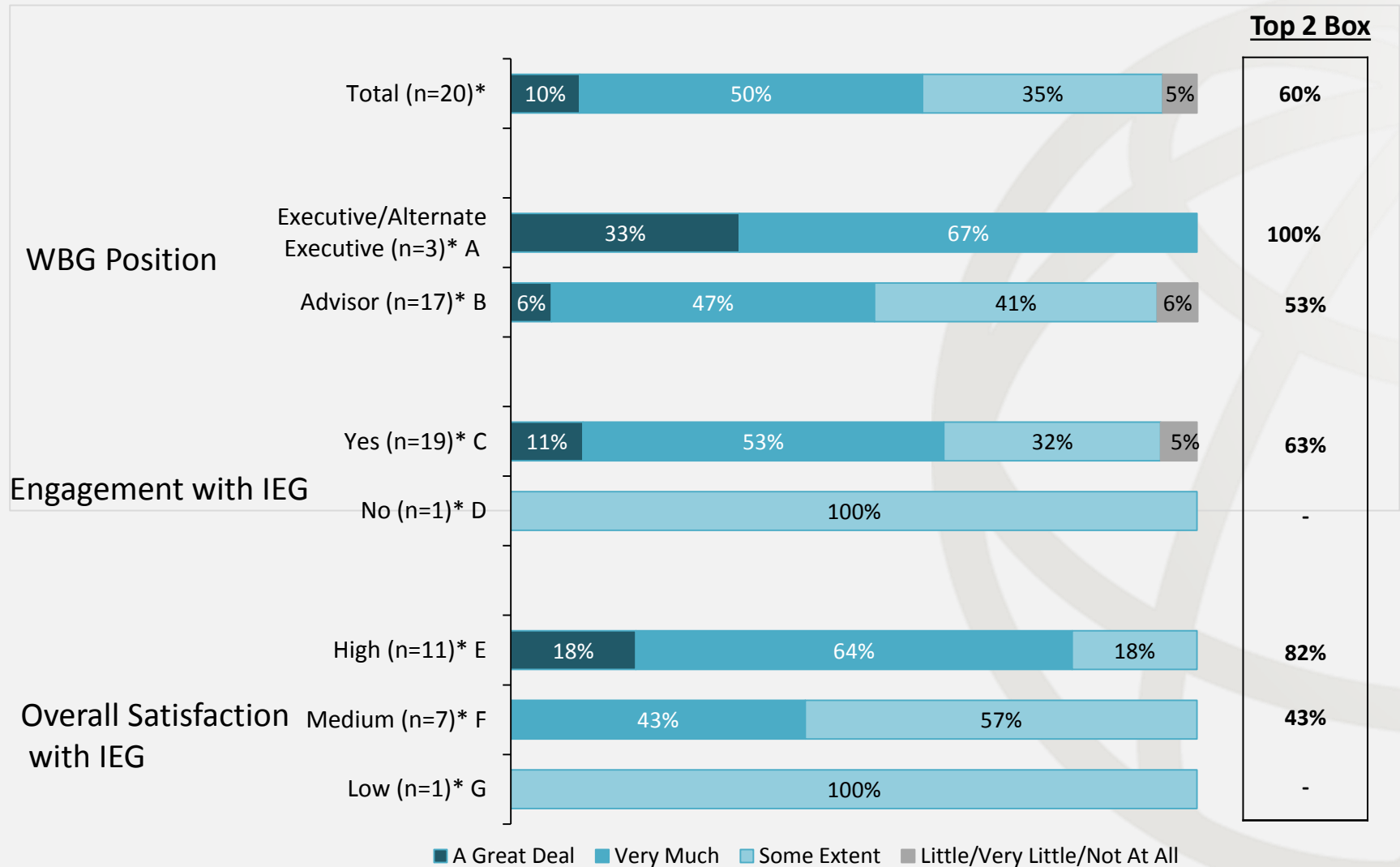
* Caution: Small (<30) base size.

Q20. To what extent do you think that IEG's work in the past 12 months has impacted on the following?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, F/G/H/I/J/K, M/N/P/Q/R).

Over half of Board Members find IEG evaluations useful in assessing WBG development effectiveness

Impact



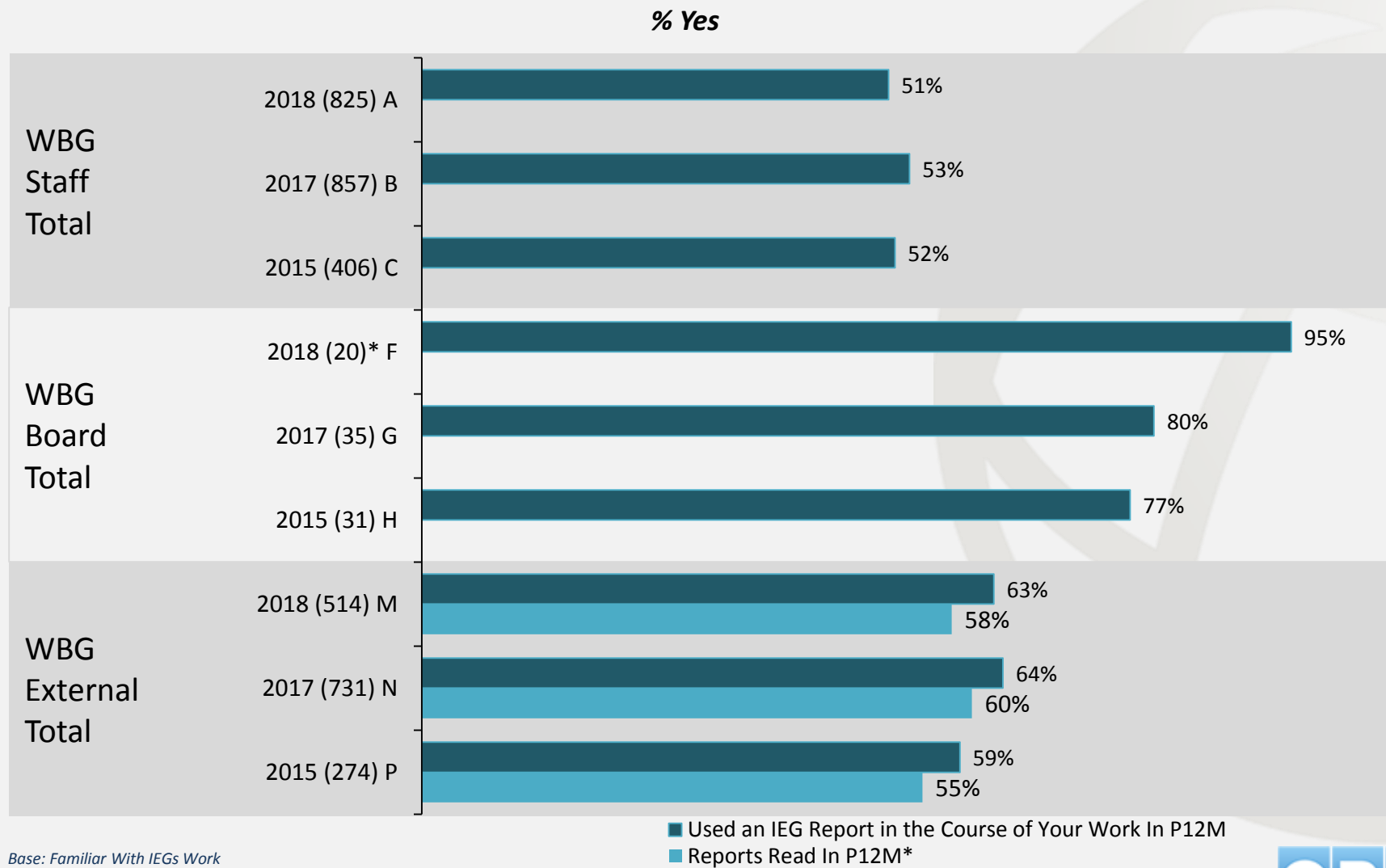
Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

Q20A. To what extent are IEG's evaluations useful for you to assess the World Bank Group's development effectiveness?

Letters indicate a significant difference at the 90% confidence level (A/B, C/D, E/F/G).

Use of IEG Products over the past year is most common among Board; Externals and Staff reading of IEG reports is consistent with past years



Base: Familiar With IEGs Work

Q23. Have you used an IEG report in the course of your work in in the past 12 months?

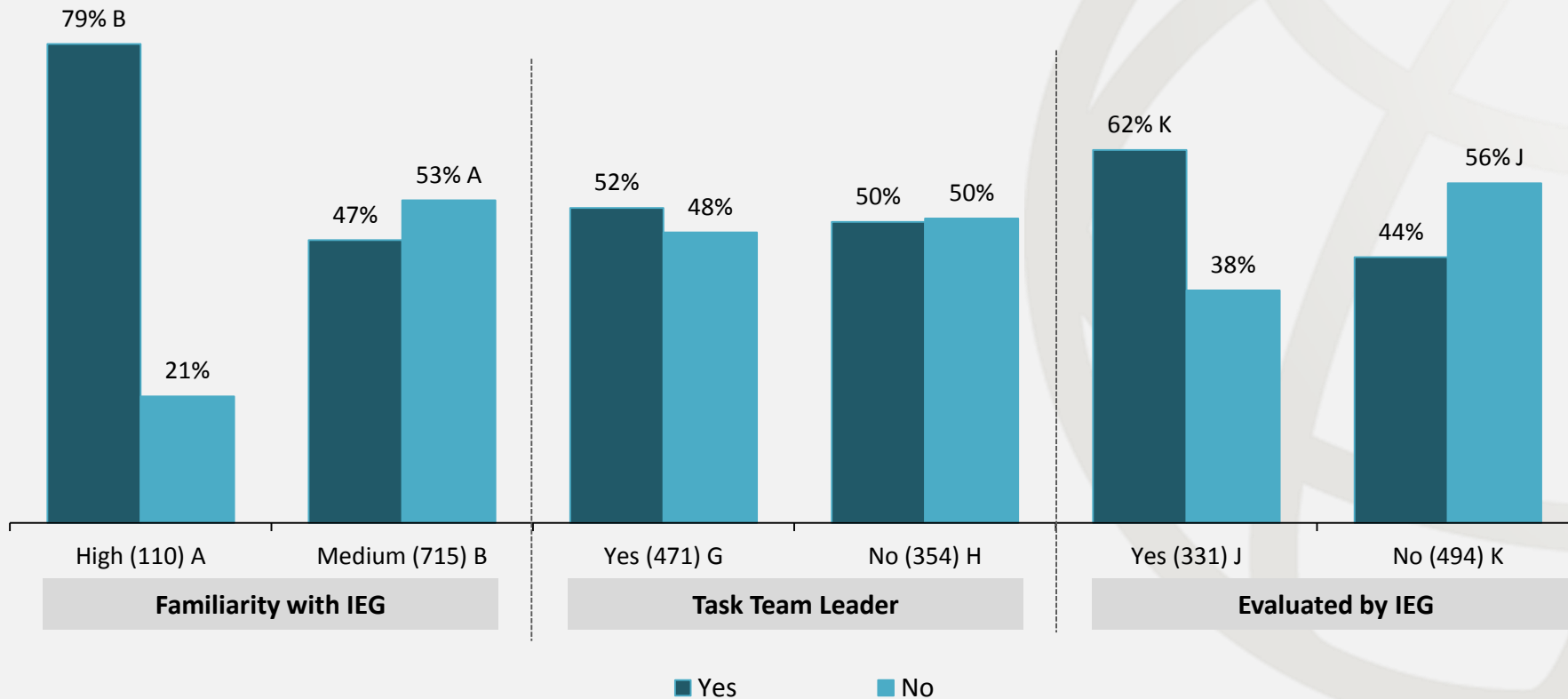
Q24. How many IEG reports have you read, at least in part, in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (A/B/C/F/G/H/M/N/P).

* Among those that used an IEG report.

Among Staff, those with a high familiarity with IEG and those evaluated by IEG are more likely to have used an IEG report in the past 12 months

Staff



Base: Familiar With IEGs Work

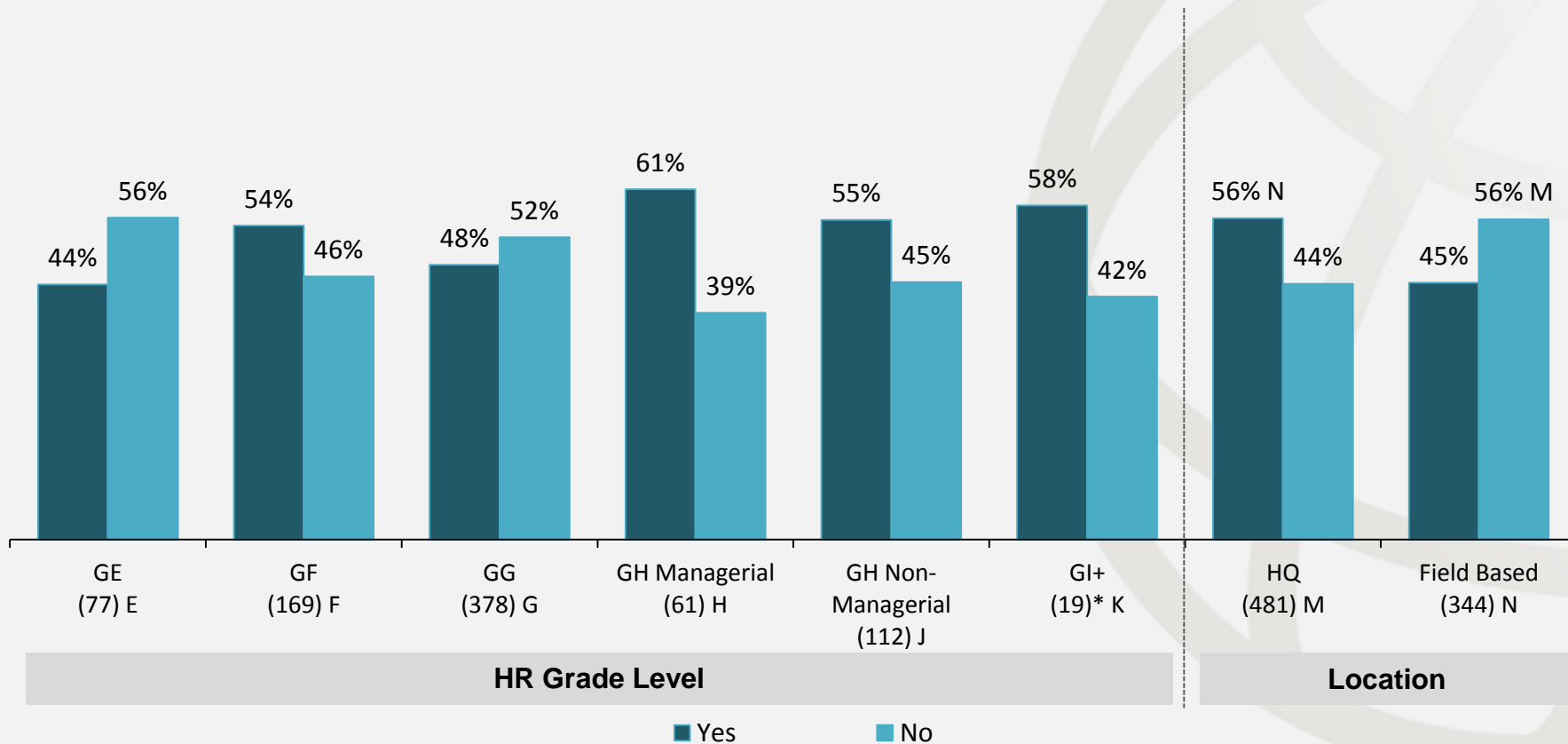
Q23. Have you used an IEG report in the course of your work in in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (A/B, G/H, J/K).

Among Staff, professional use of IEG products is greatest among HQ based and higher grade levels, particularly GH and GI

Utility

Staff



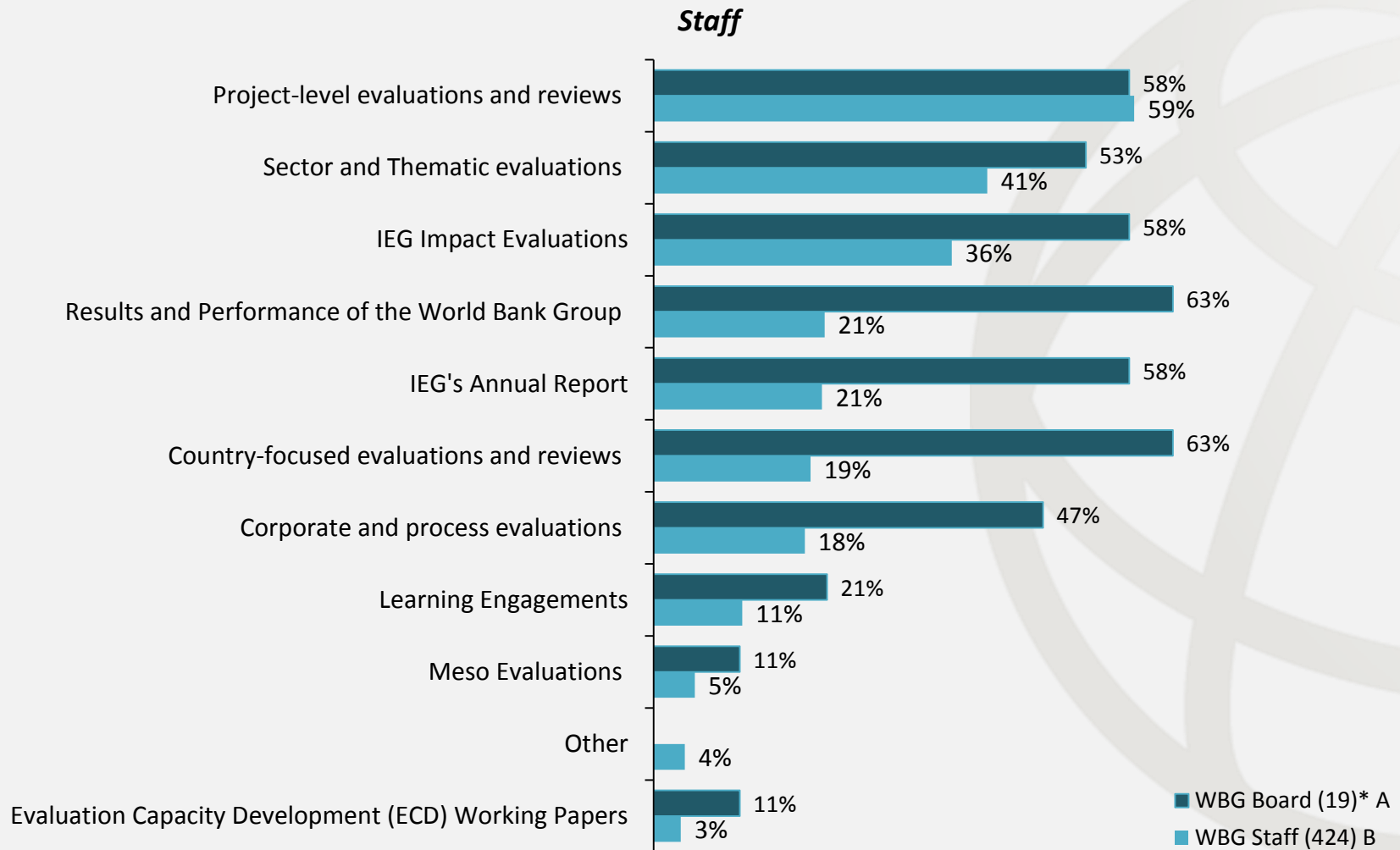
Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

Q23. Have you used an IEG report in the course of your work in in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (E/F/G/H/J/K/M/N).

Project-Level Evaluations and Reviews, Sector Level Evaluations, and IEG Impact Evaluations are the most common IEG products read by Staff and Board



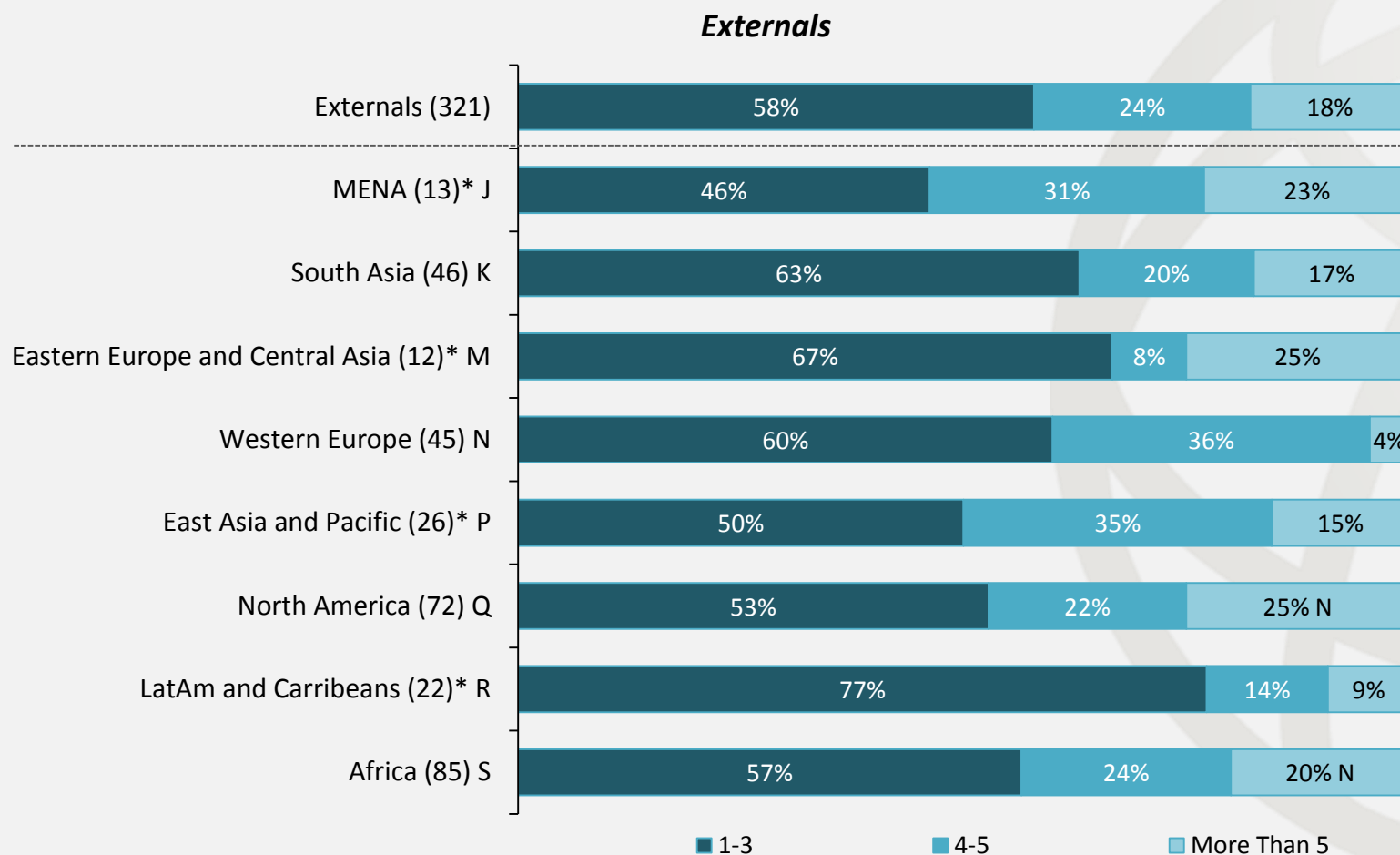
Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

Q25. Which of the following IEG products have you read over the past 12 months?

Letters indicate a significant difference at the 90% confidence level (A/B).

Among Externals, North America and Africa have the highest readership rates of IEG reports, Western Europe has the lowest



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

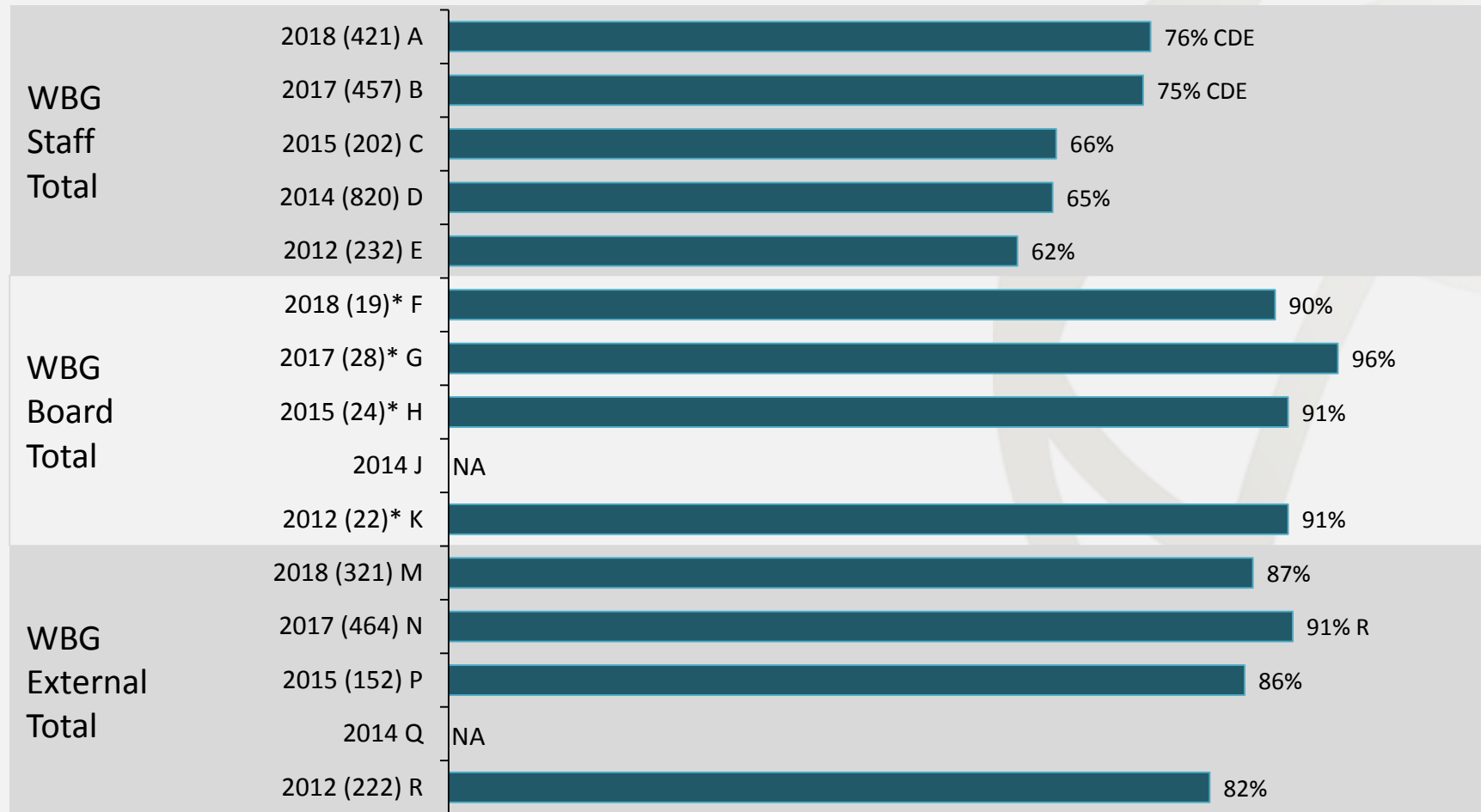
Q24. How many IEG reports have you read, at least in part, in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (J/K/M/N/P/Q/R/S).

Overall use of IEG products has been increasing among WBG Staff and Externals and has remained stable for Board members

Overall Use

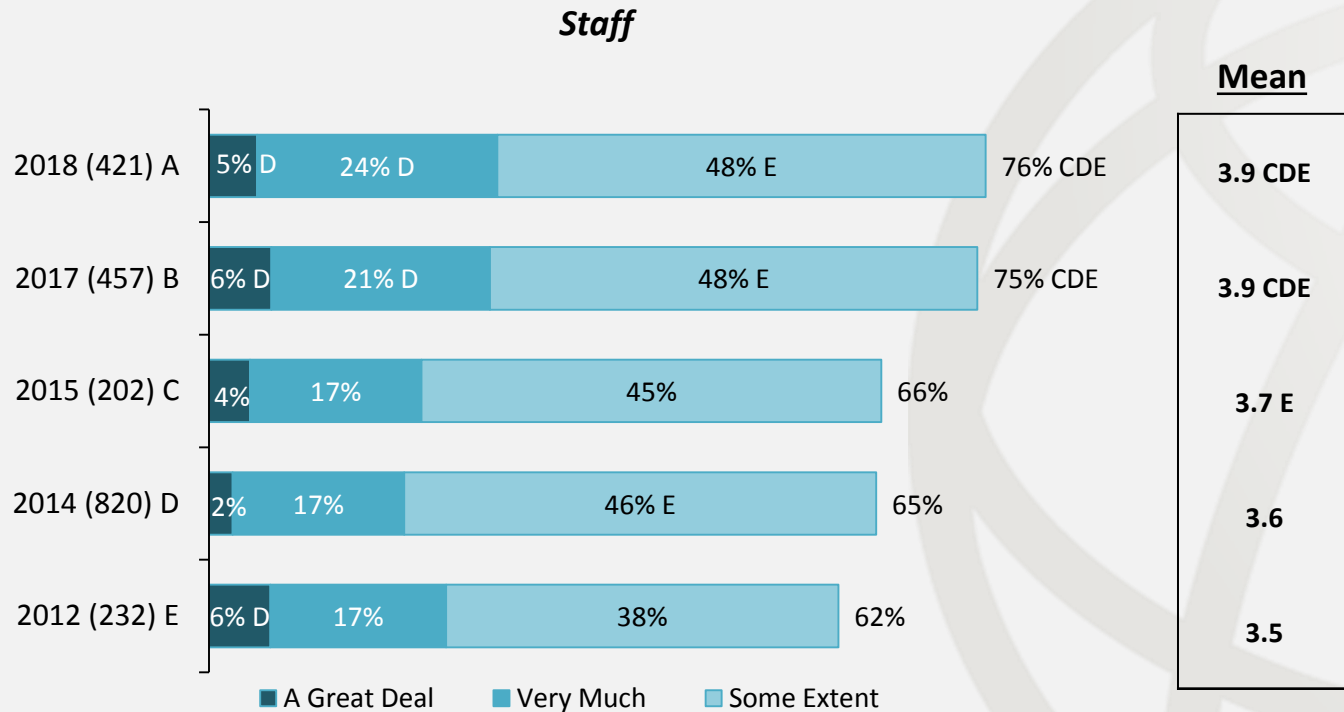
% Top 3 Box



Base: Familiar With IEGs Work And Used IEG Report * Caution: Small (<30) base size.
 Q34/36. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)
 Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, E/F/G/H/J M/N/P/Q/R).

Overall use of IEG products by Staff has been increasing since 2015

Overall Use



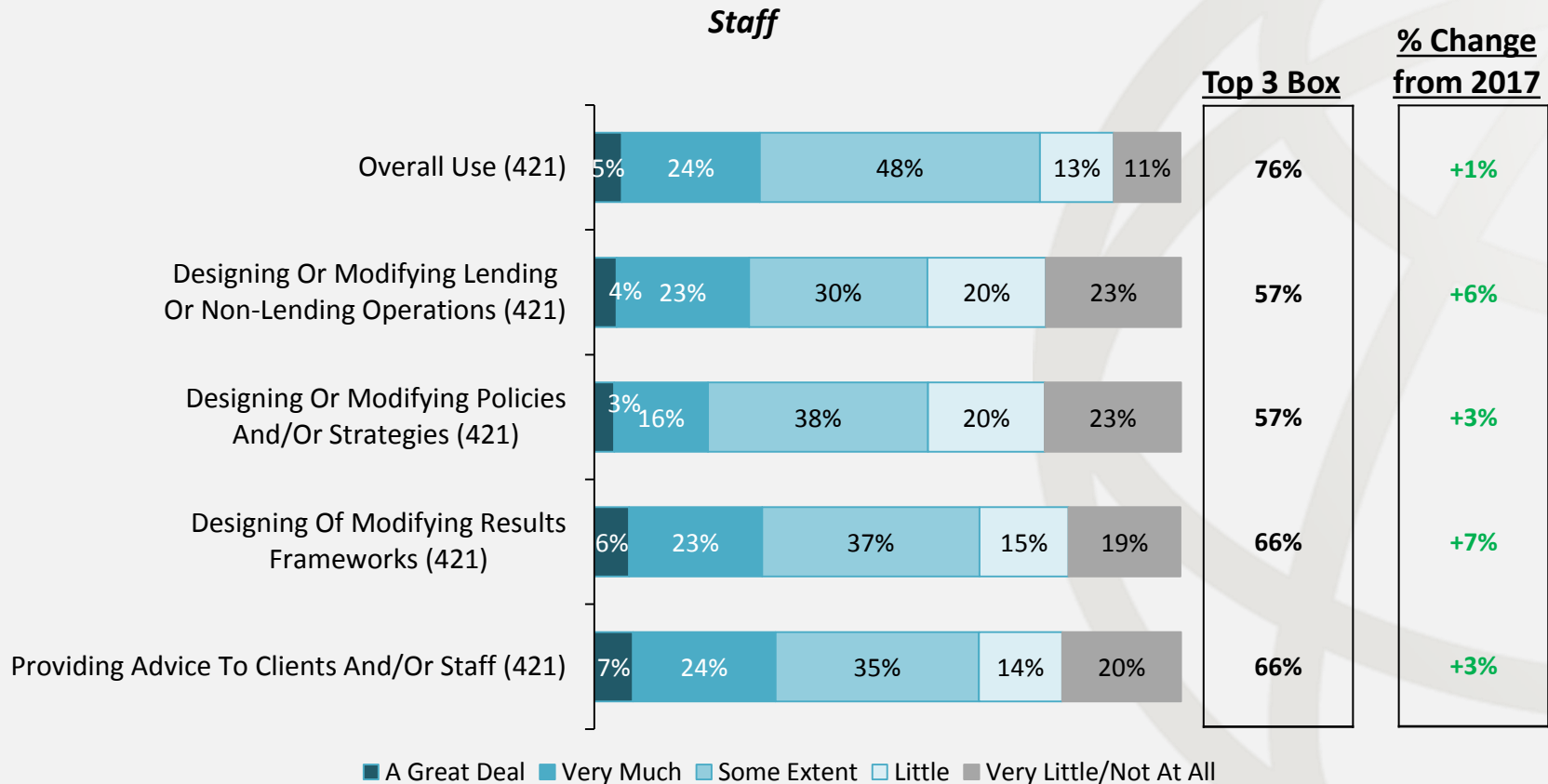
Base: Familiar With IEGs Work And Used IEG Report

Q36. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E).

Providing advice to clients and modifying results of frameworks are the most common uses of IEG products among Staff

Overall Use

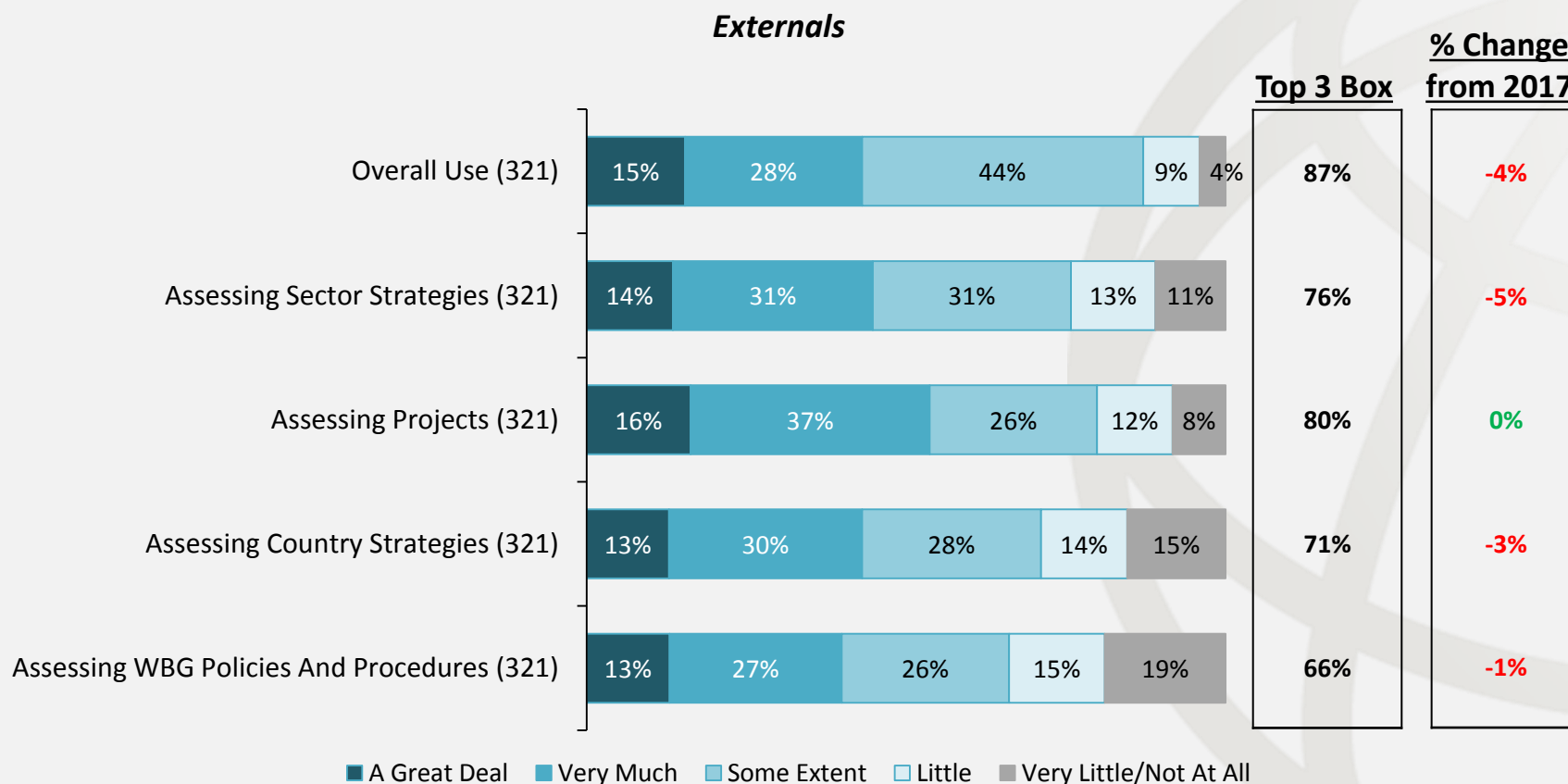


Base: Familiar With IEGs Work And Used IEG Report

Q36. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)

Among Externals, assessing projects and sector strategies are the most common uses of IEG reports

Overall Use

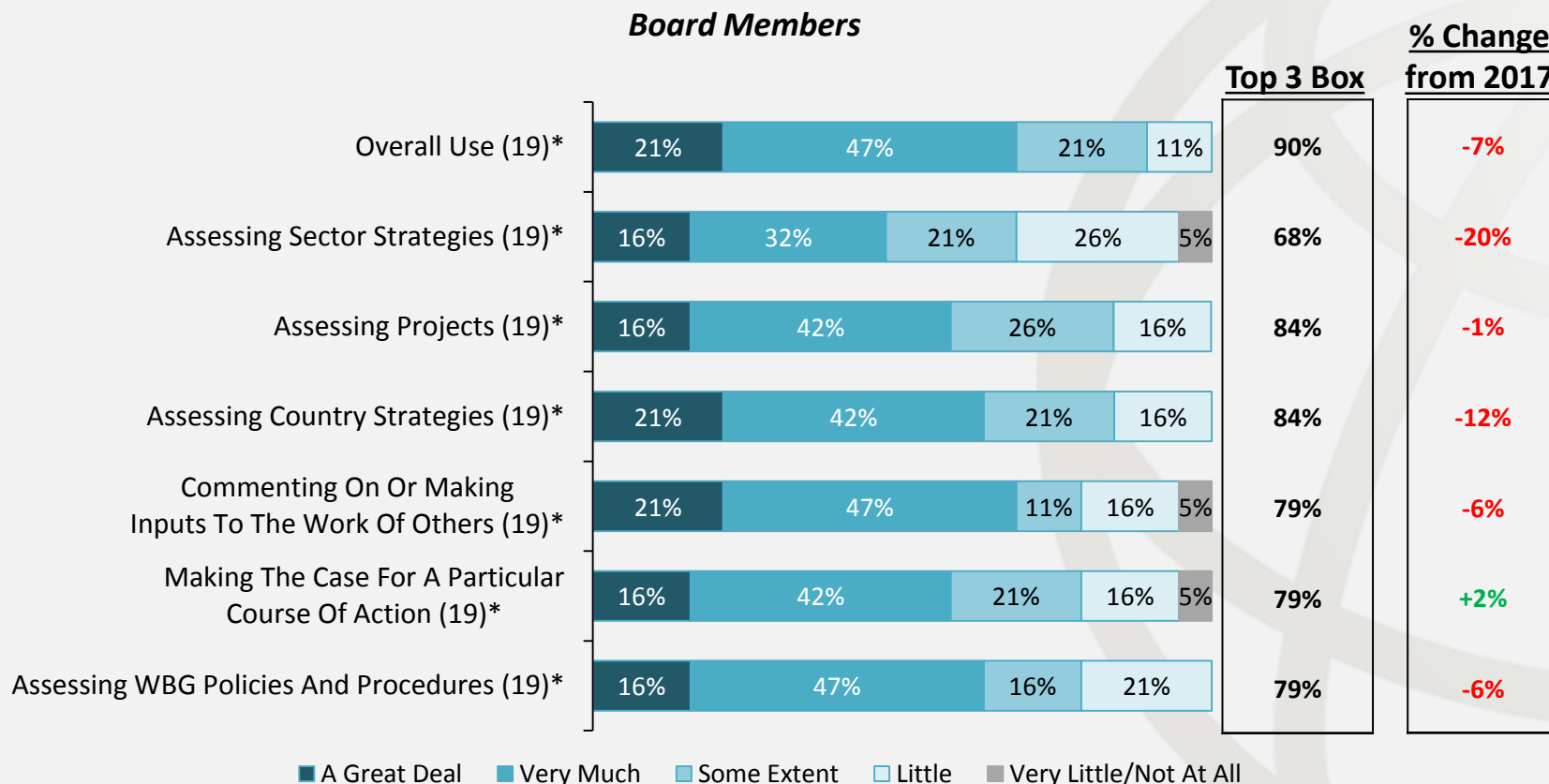


Base: Familiar With IEGs Work And Used IEG Report

Q34. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)

Among Board Members, assessing projects and country strategies are the most common uses of IEG products

Overall Use



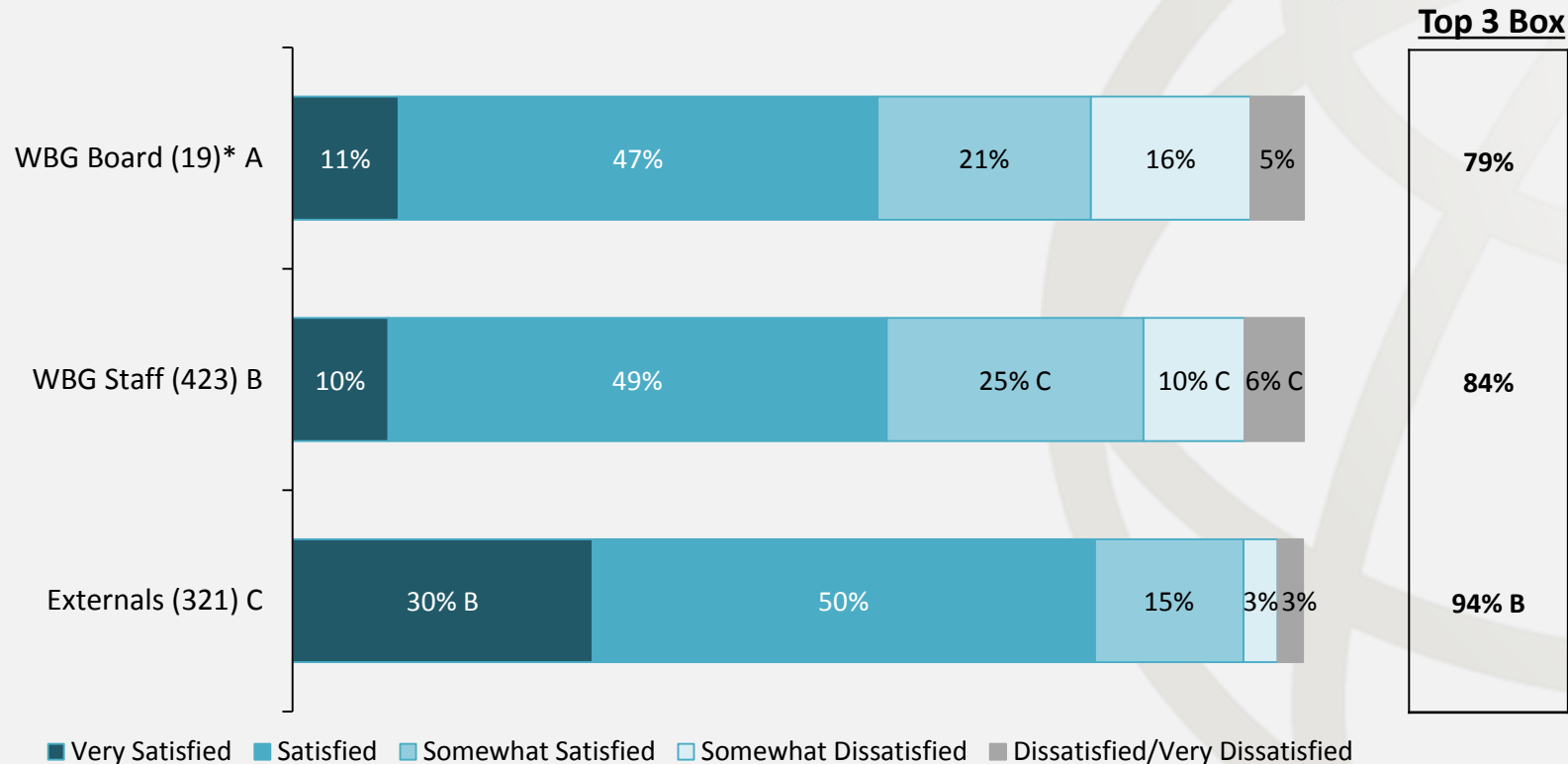
Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

Q34. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)

Overall satisfaction with IEG products is high for all audiences; highest among Externals

Satisfaction



Base: Familiar With IEGs Work And Used IEG Report

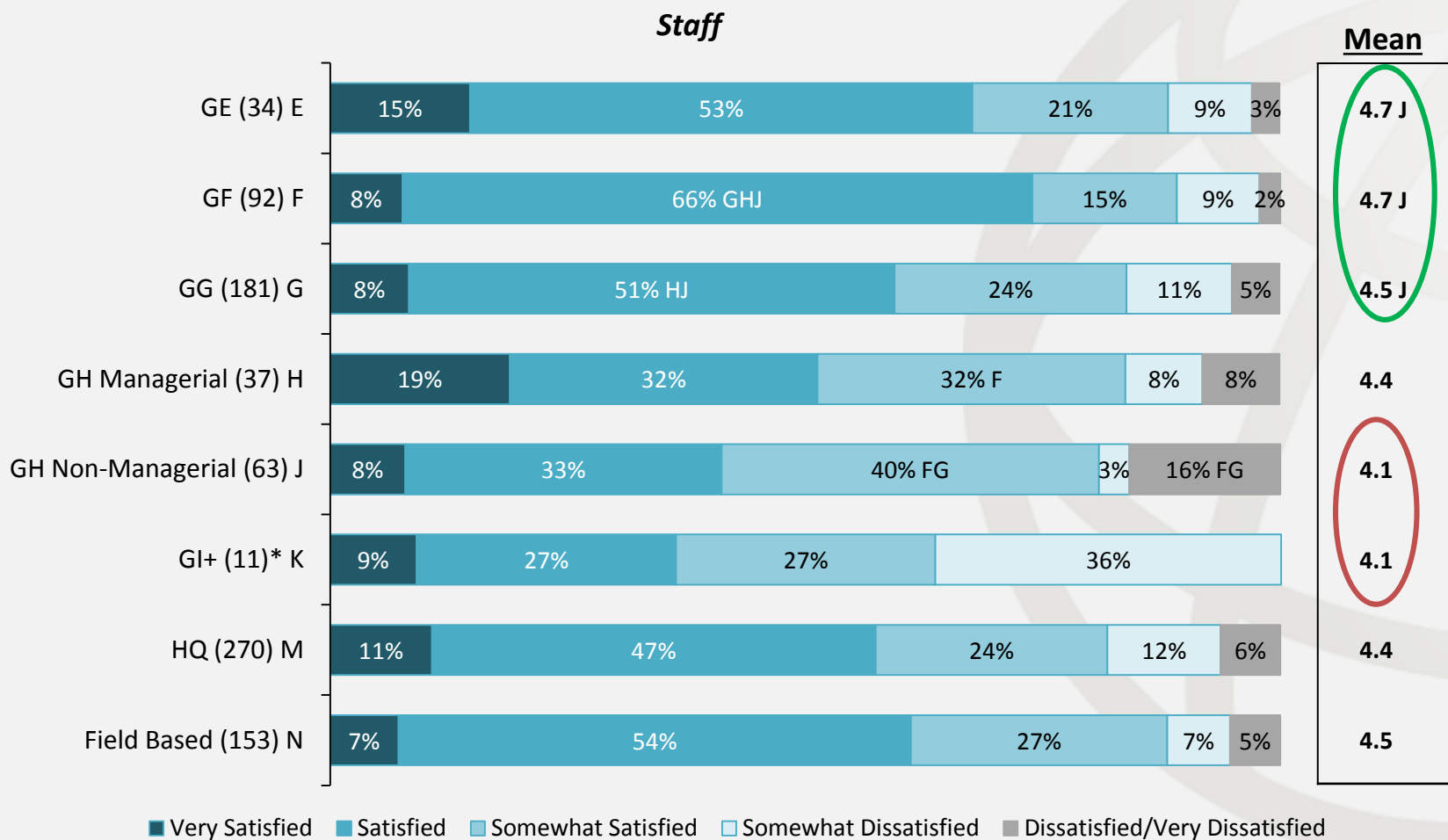
* Caution: Small (<30) base size.

Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (A/B/C).

Among Staff, satisfaction with the overall quality of IEG products is highest at the GE, GF and GG levels; lowest among GH Non-Managerial and GI

Satisfaction



Base: Familiar With IEGs Work And Used IEG Report

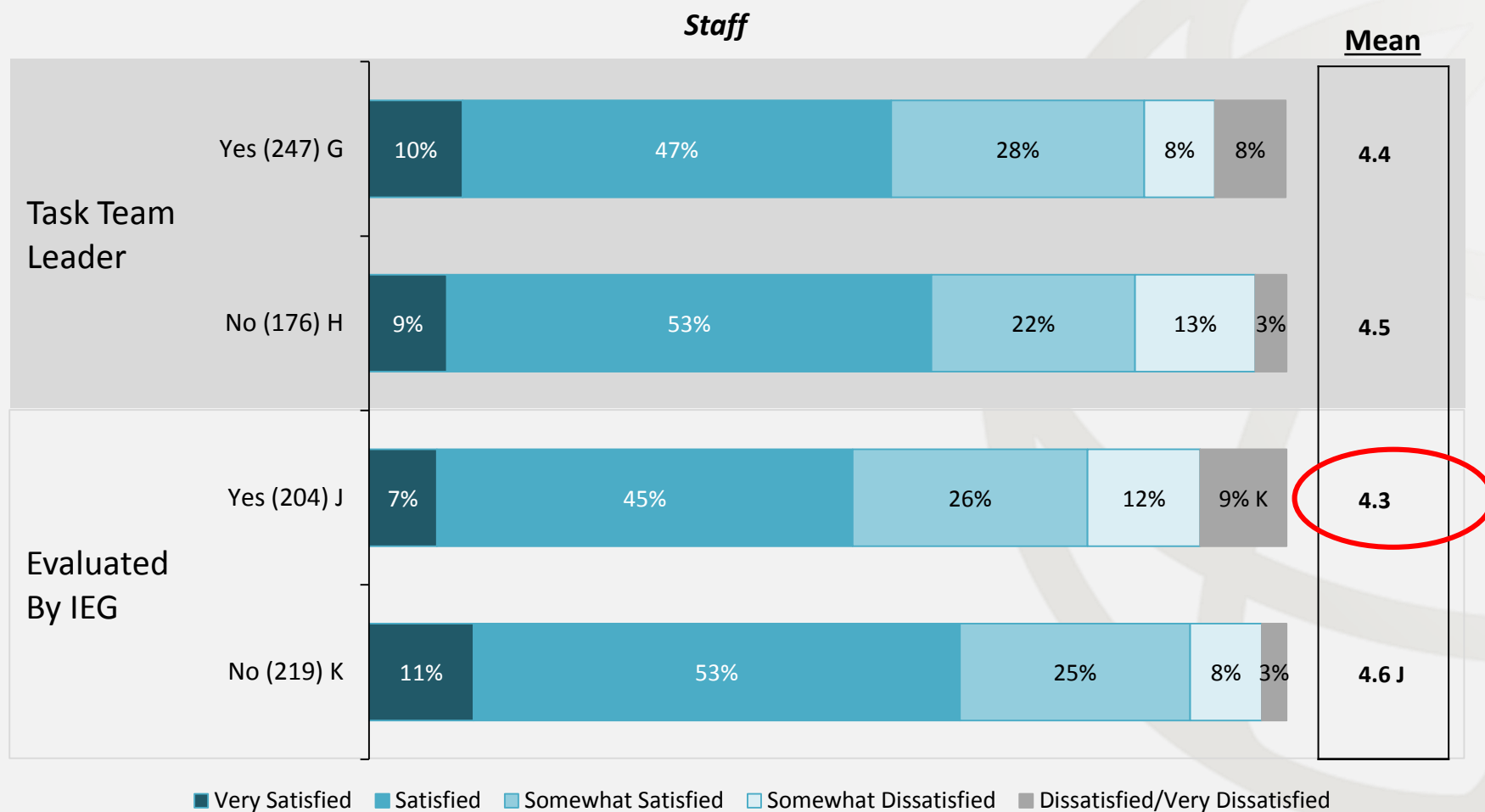
* Caution: Small (<30) base size.

Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?

Letters indicate a significant difference at the 90% confidence level (E/F/G/H/J/K/M/N).

Among Staff, satisfaction with the overall quality of IEG products is lowest among those evaluated by IEG

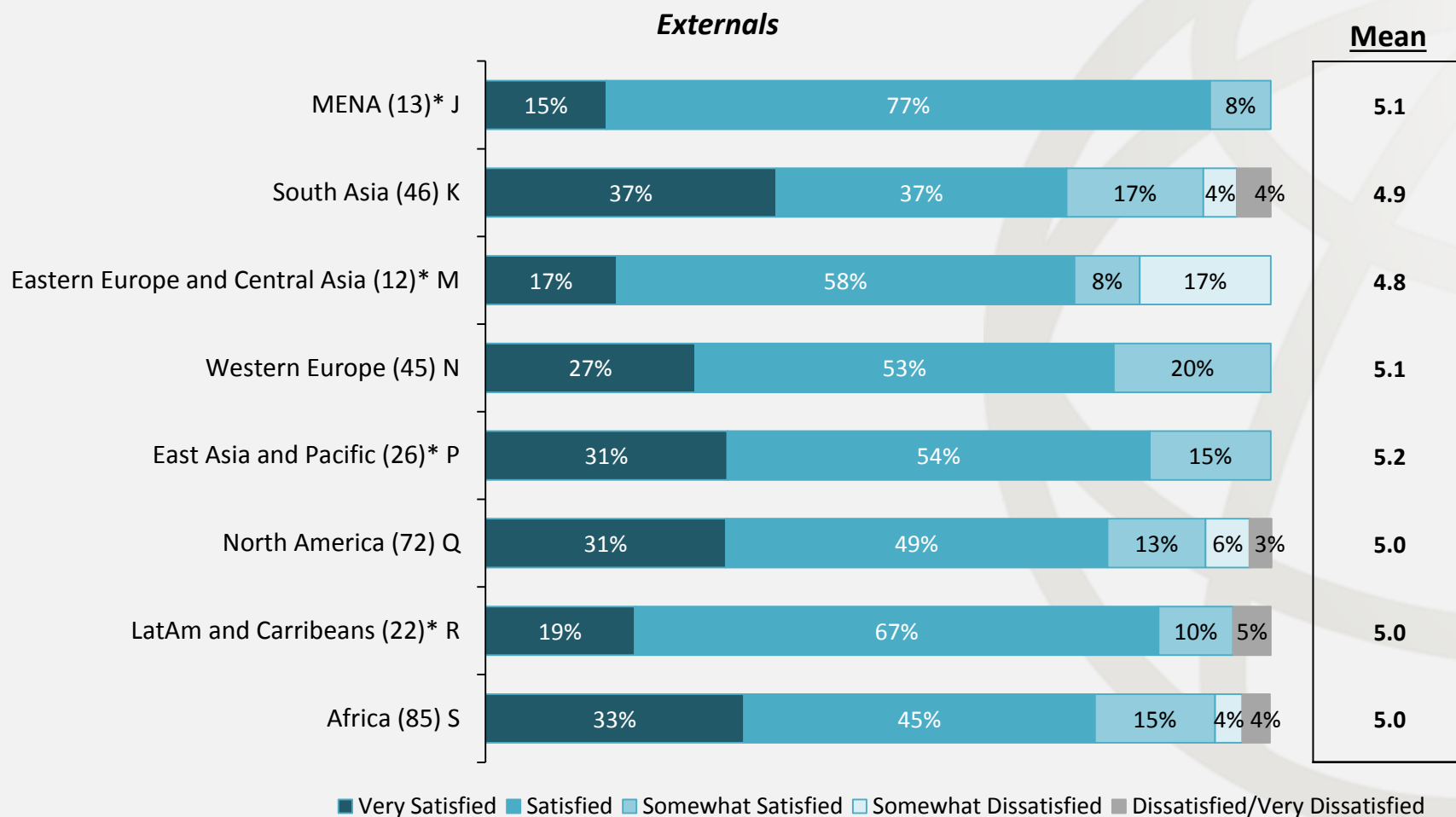
Satisfaction



Base: Familiar With IEGs Work And Used IEG Report
 Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?
 Letters indicate a significant difference at the 90% confidence level (G/H/J/K).

Externals' satisfaction with the quality of IEG products is consistent across regions

Satisfaction

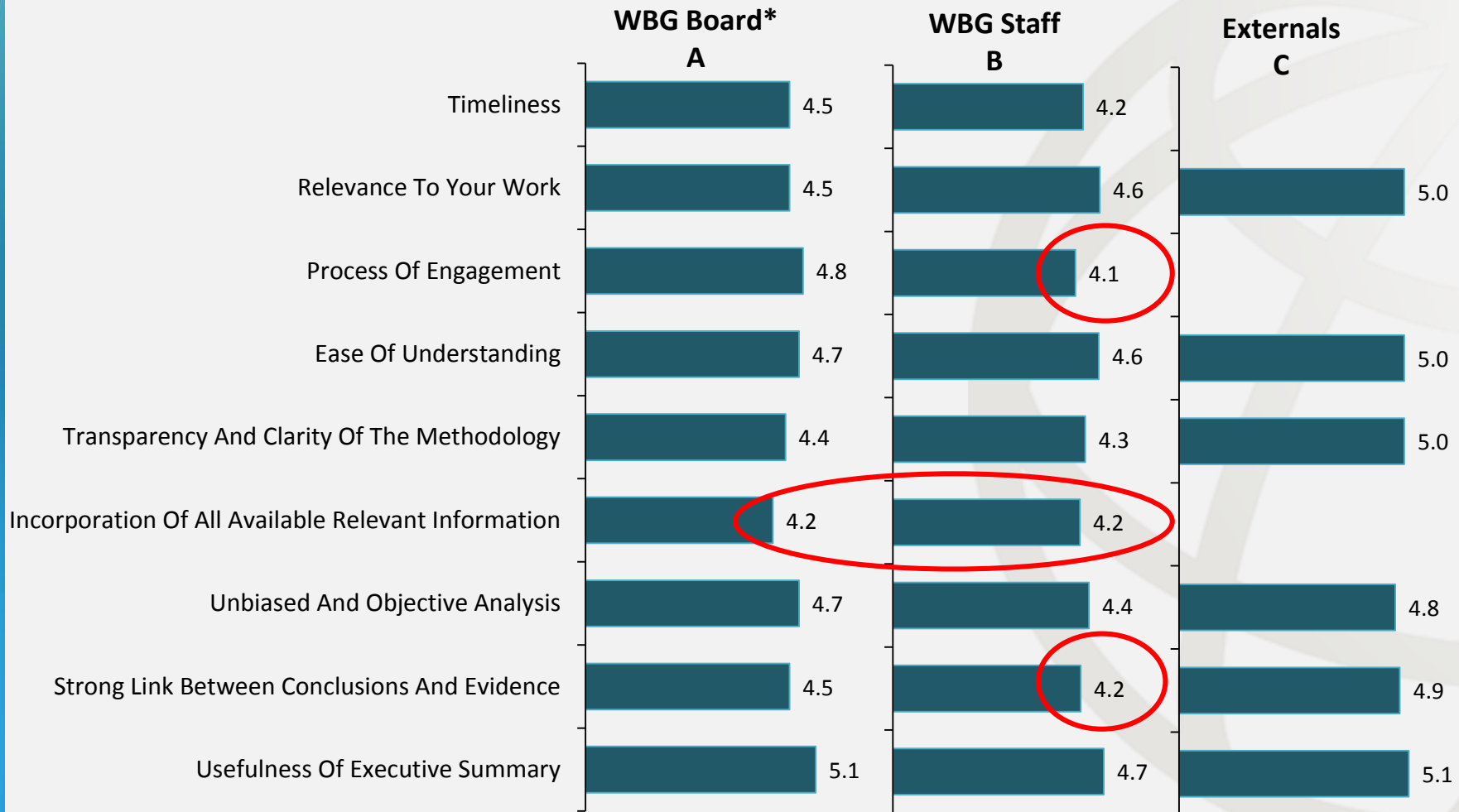


Base: Familiar With IEGs Work And Used IEG Report * Caution: Small (<30) base size.
 Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?
 Letters indicate a significant difference at the 90% confidence level (J/K/M/N/P/Q/R/S).

Satisfaction with IEG evaluation reports remains highest among Externals and lowest among Staff

Satisfaction

Among Staff, process of engagement, incorporation of all relevant information, and strong link between conclusions and evidence are the lowest rated aspects of IEG reports.



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

Q28. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

(6=Very Satisfied, 1=Very Dissatisfied)

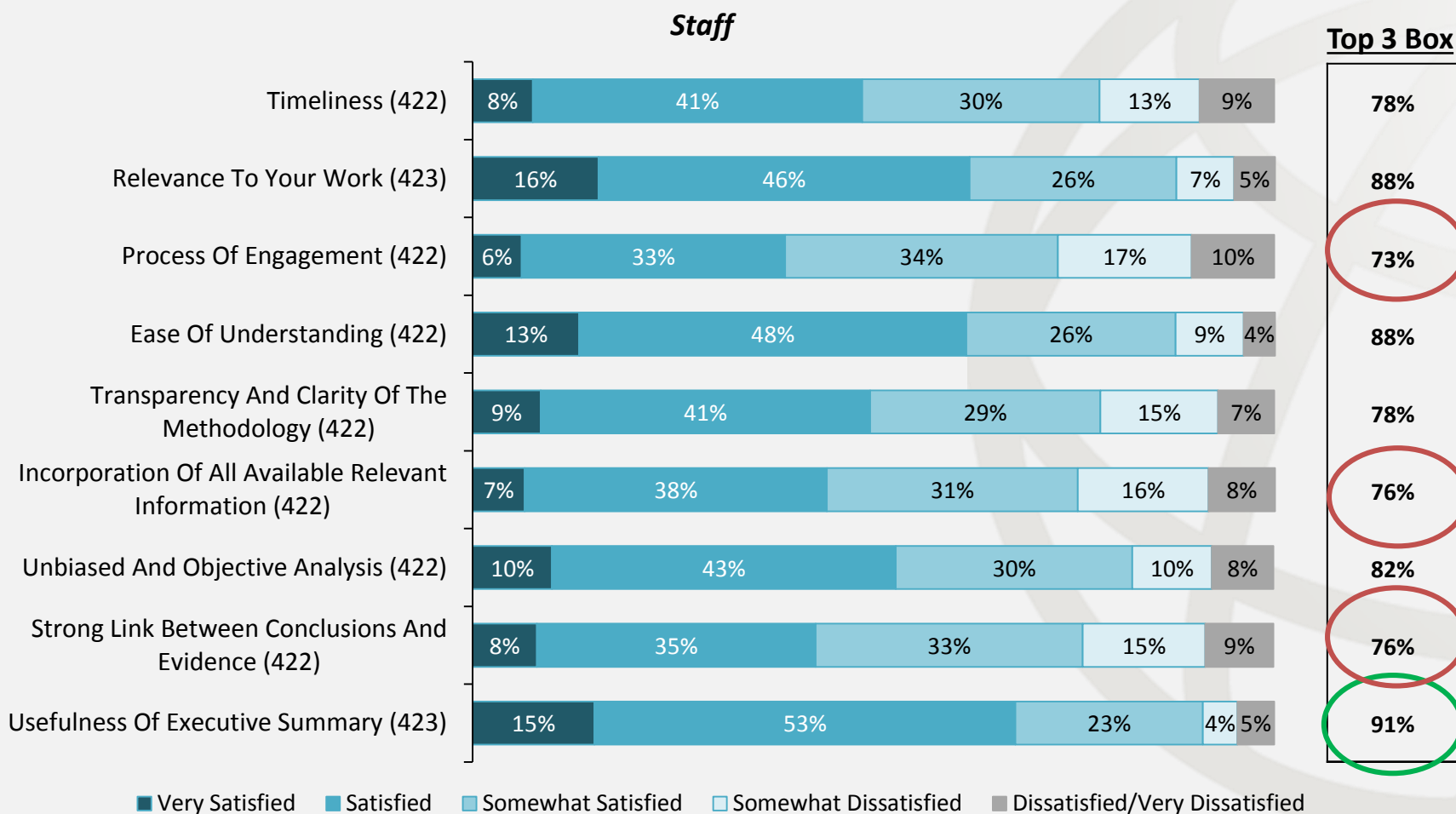
Letters indicate a significant difference at the 90% confidence level (A/B).

Staff are most satisfied with the Executive

Summaries of IEG reports

Satisfaction

Staff are not quite as satisfied with process of engagement, incorporation of all relevant information, and linking conclusions with evidence.

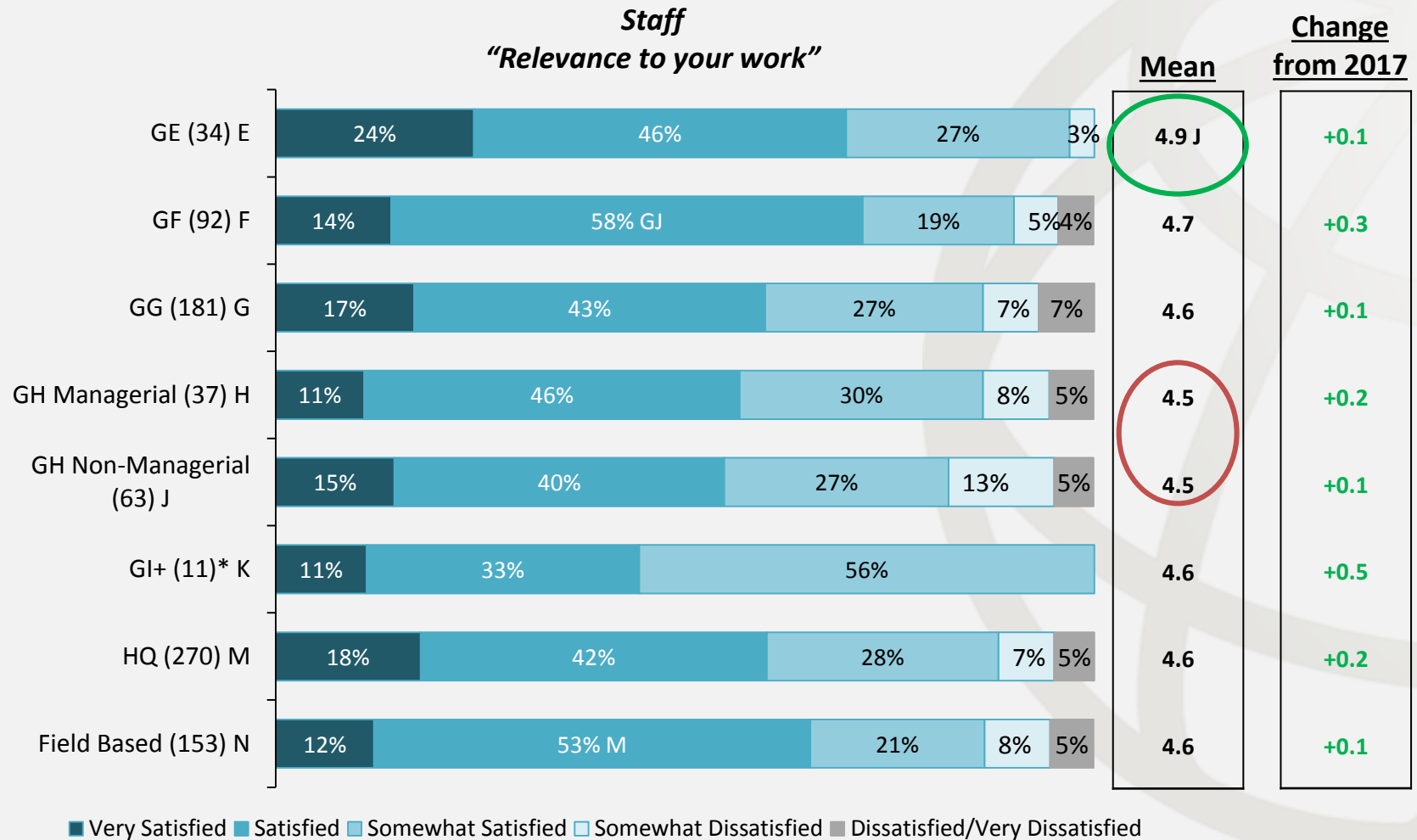


Base: Familiar With IEGs Work And Used IEG Report

Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

Staff Satisfaction with IEG evaluations is highest with the GE level and lowest among GH

Satisfaction



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

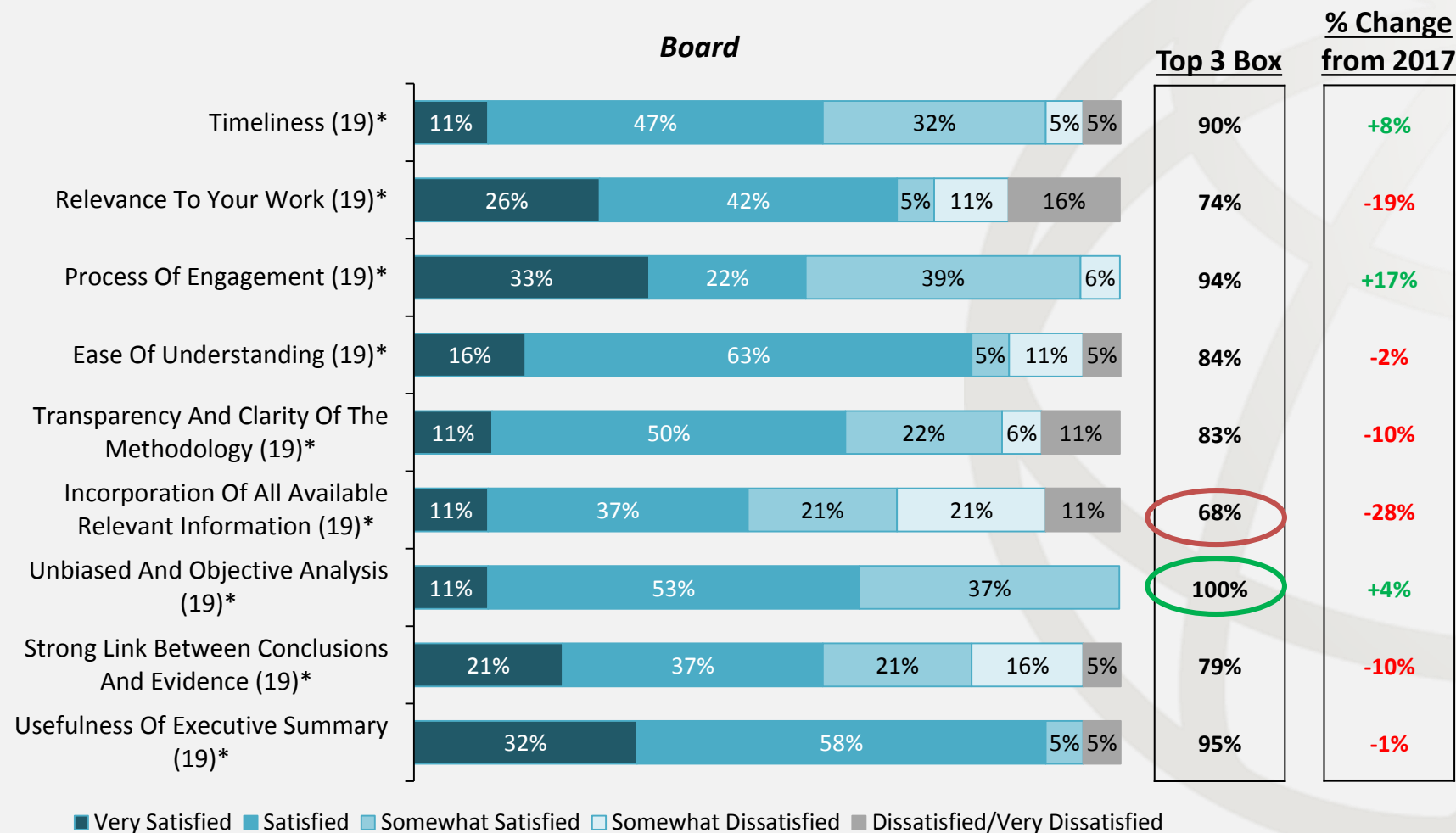
Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

Letters indicate a significant difference at the 90% confidence level (E/F/G/H/J/K/M/N).

Board satisfaction with IEG reports is high with unbiased and objective analysis seen as IEG's strongest aspect

Satisfaction

Among Board, incorporation of all available information is an aspect for improvement in IEG evaluations.



Base: Familiar With IEGs Work And Used IEG Report

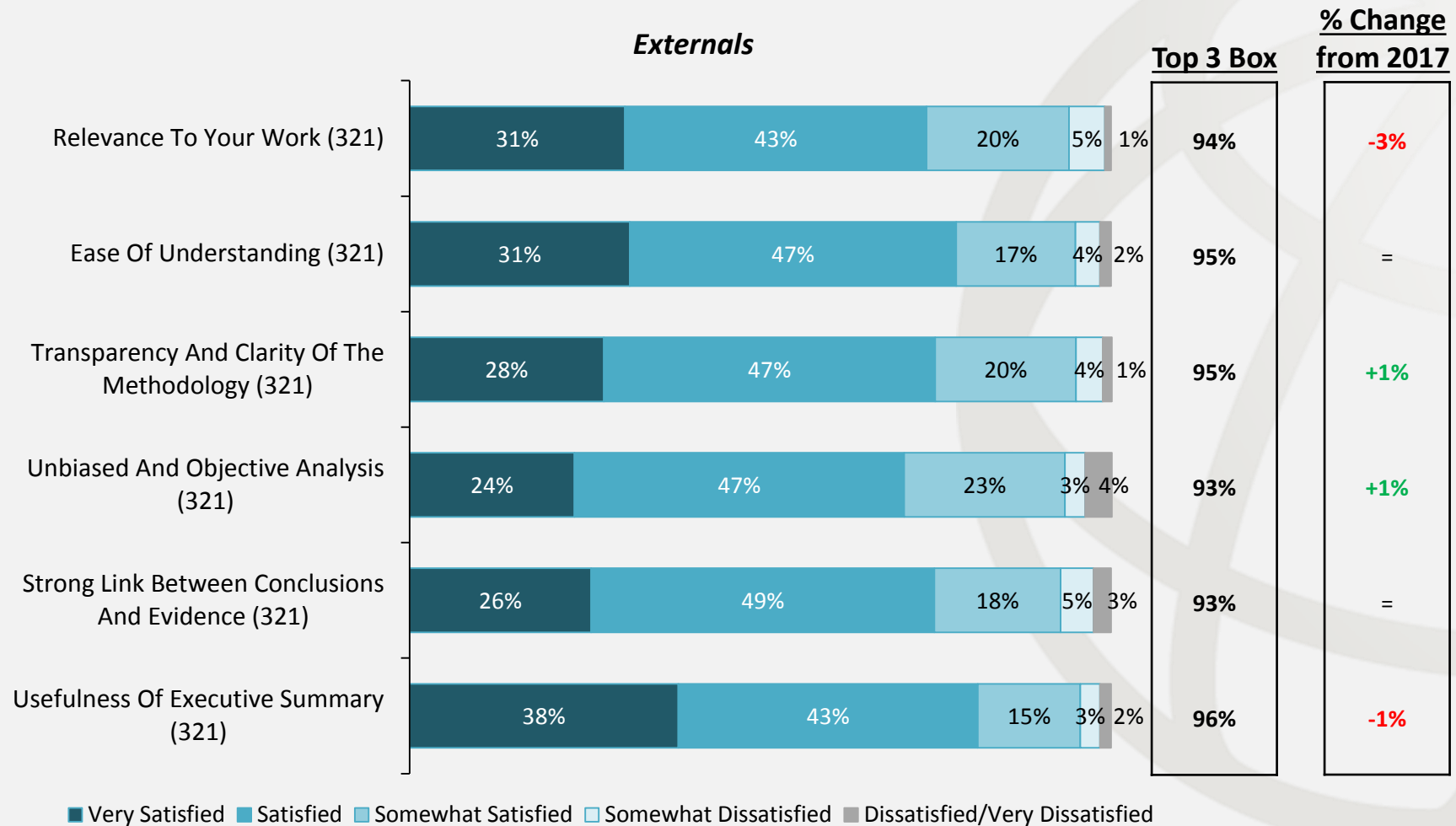
* Caution: Small (<30) base size.

Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

(6=Very Satisfied, 1=Very Dissatisfied)

Externals continue to report good satisfaction ratings of IEG products; these ratings are statistically stable with last year

Satisfaction



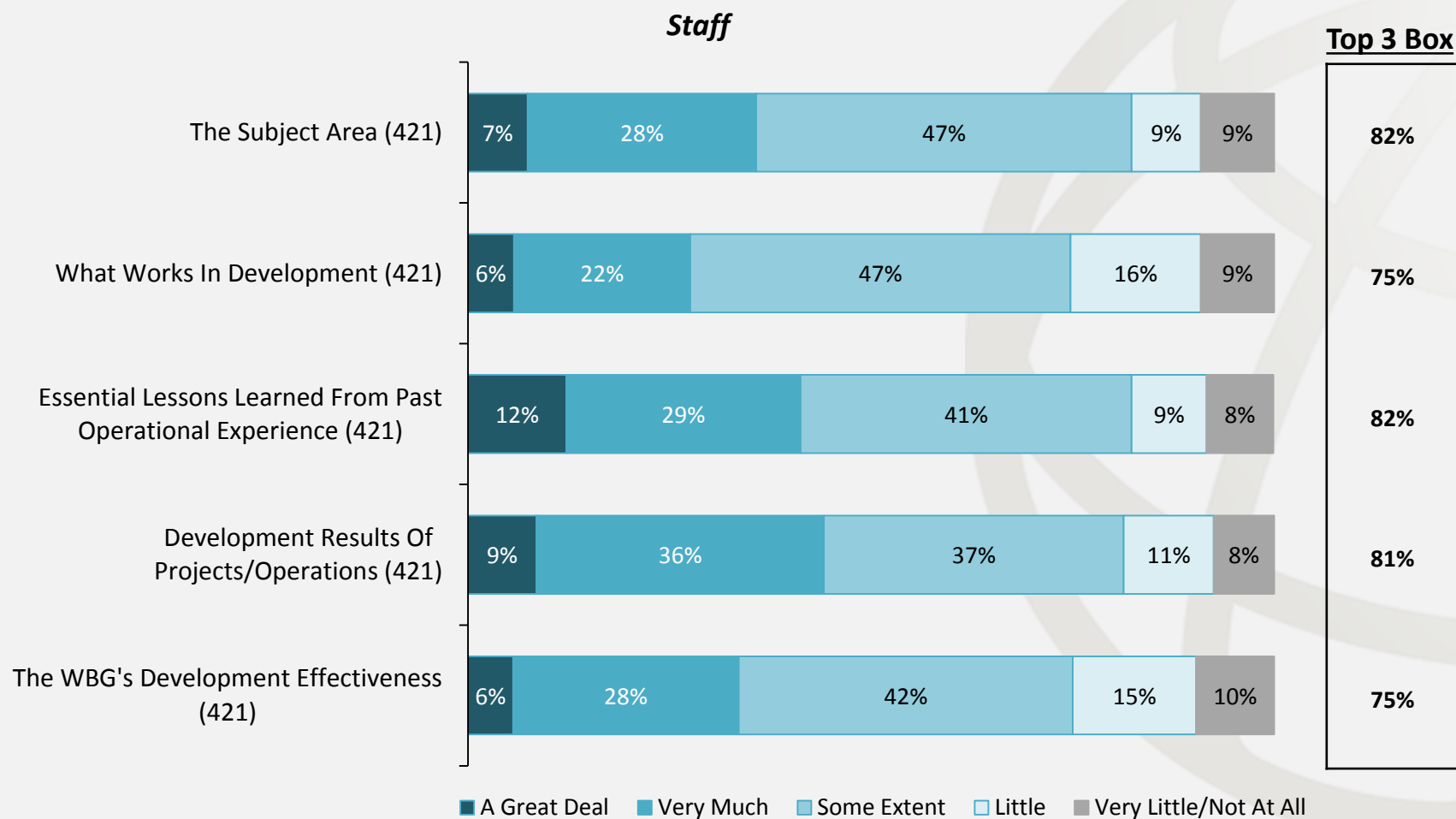
Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

Q28. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

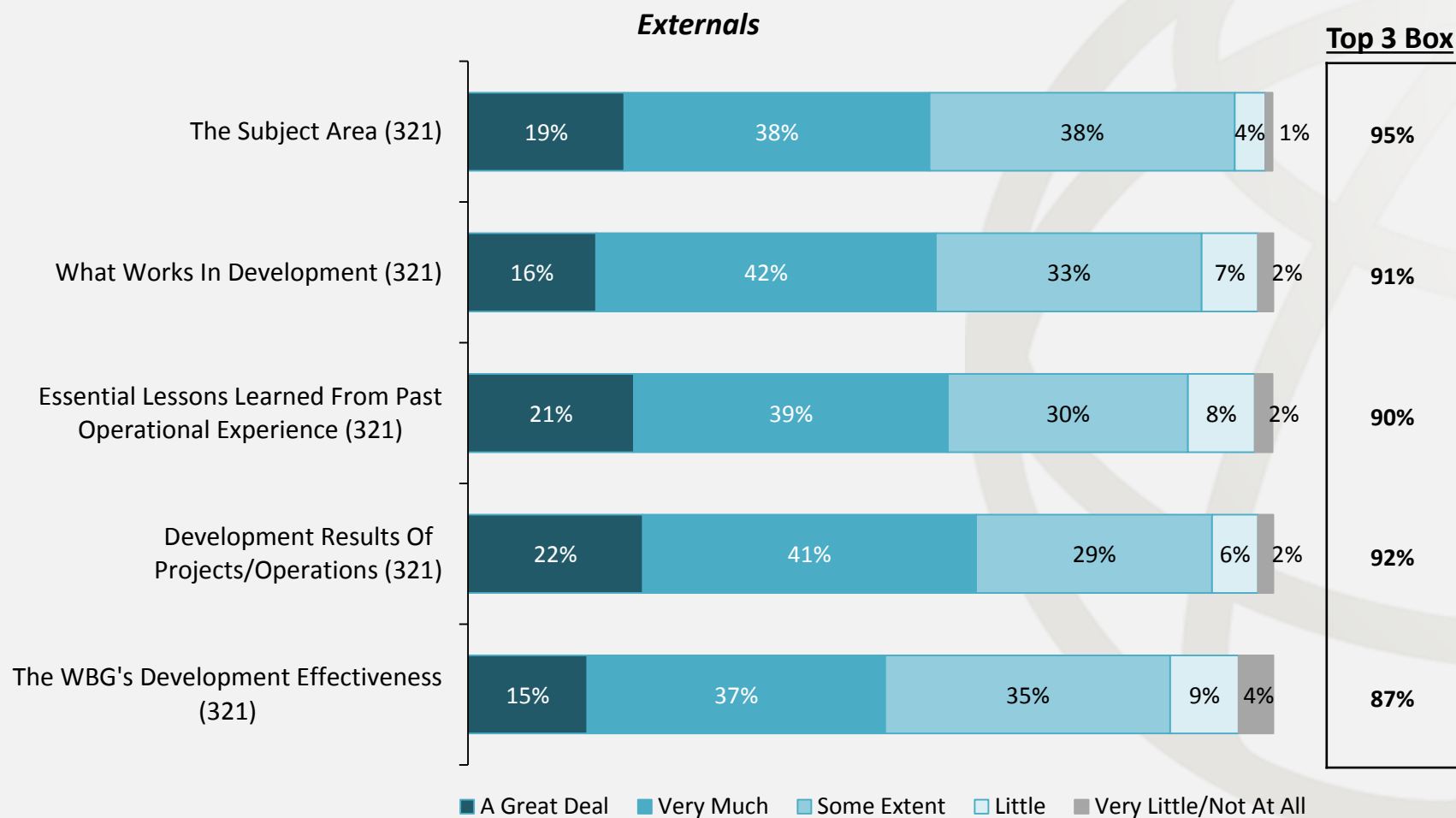
Among Staff, essential lessons learned from past experience was the area IEG products were most helpful

Influence



Among Externals, development results is the most helpful area of IEG products

Influence

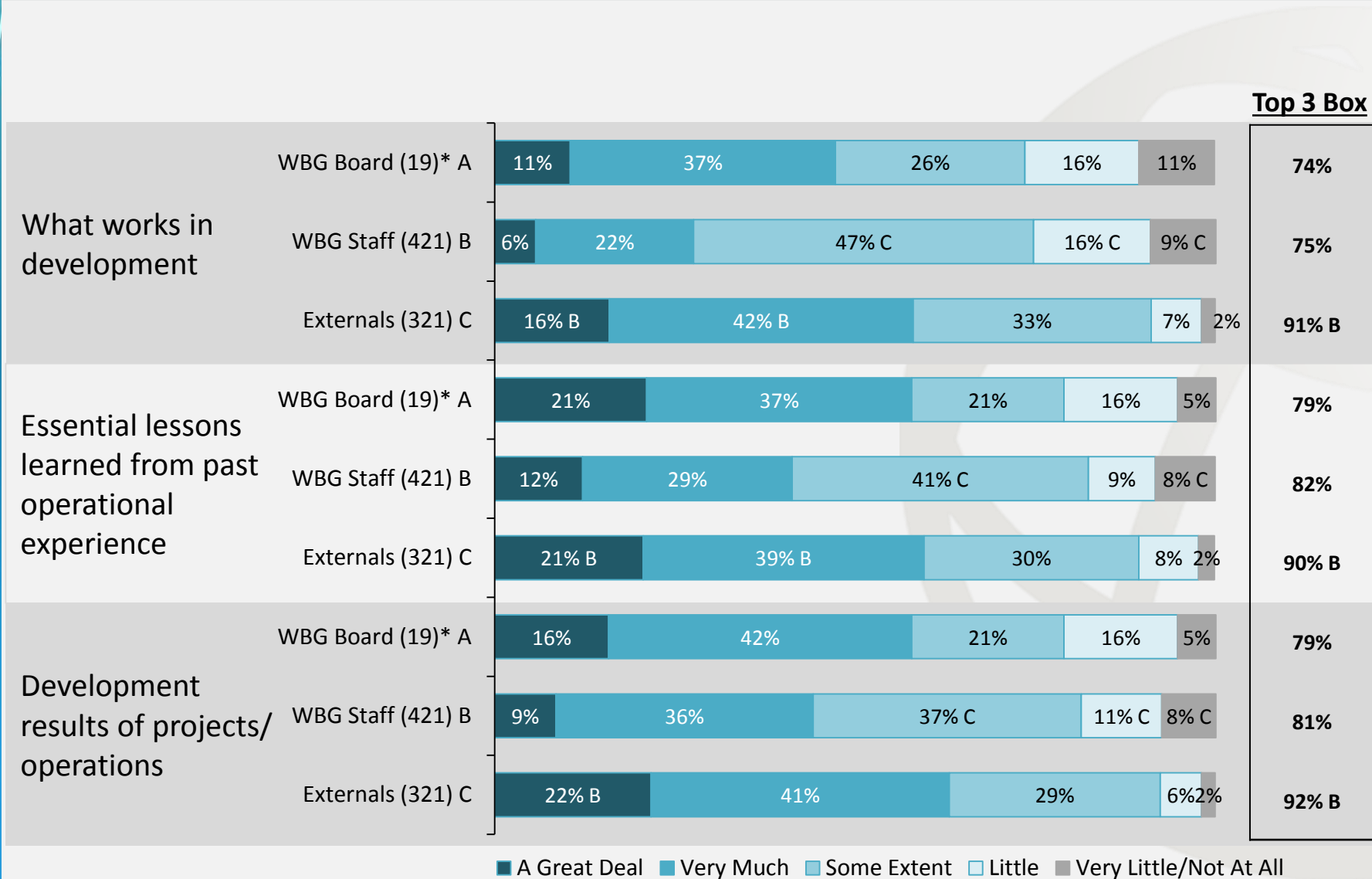


Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

Q30. Thinking of the IEG products you have read in the past 12 months, to what extent have they improved your understanding of the following?

Across all areas, perceived influence of IEG reports is highest among Externals but lowest among Staff



■ A Great Deal ■ Very Much ■ Some Extent ■ Little ■ Very Little/Not At All

Base: Familiar With IEGs Work And Used IEG Report

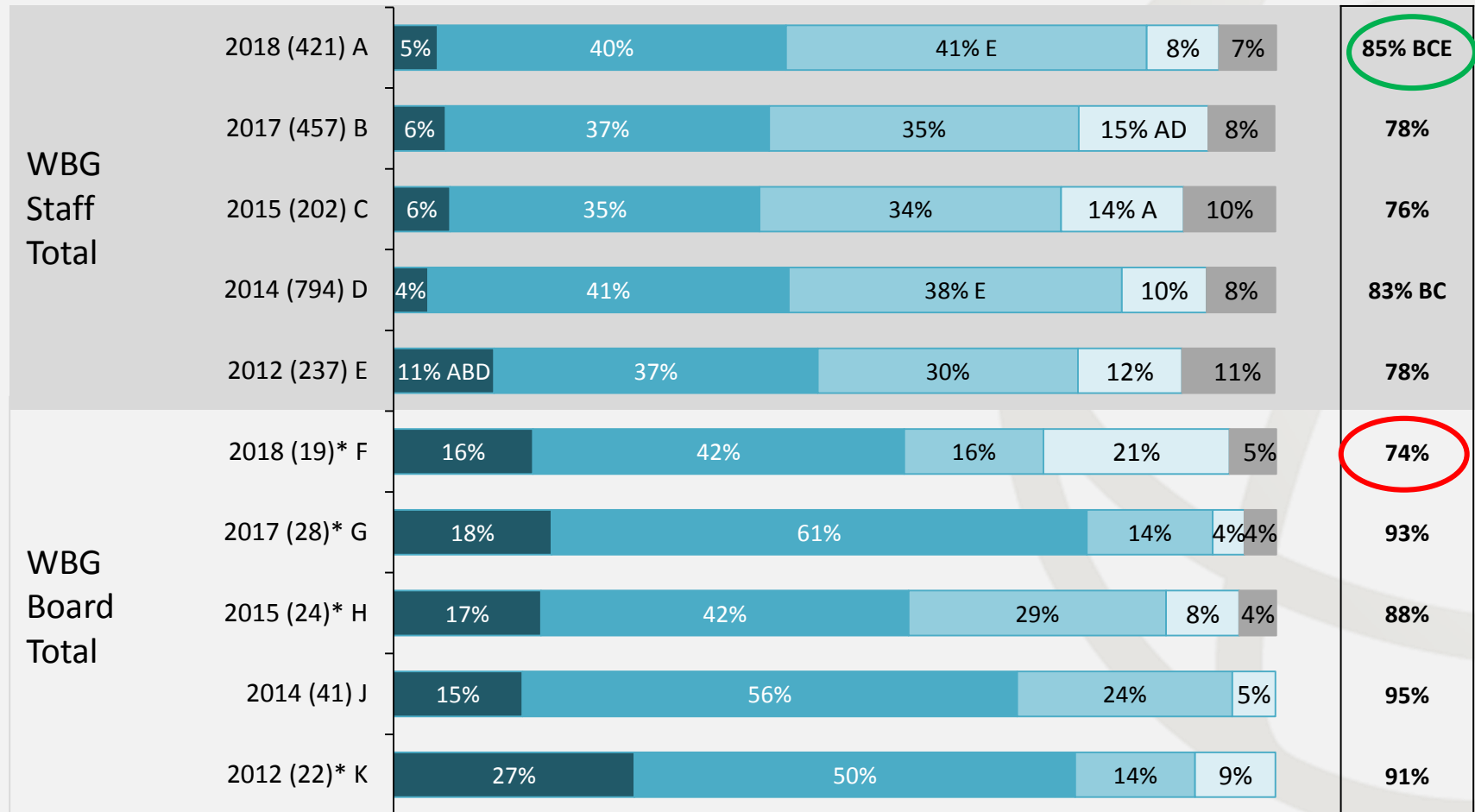
* Caution: Small (<30) base size.

Q30. Thinking of the IEG products you have read in the past 12 months, to what extent have they improved your understanding of the following?

Letters indicate a significant difference at the 90% confidence level (A/B/C).

Satisfaction with IEG recommendations increased among Staff but declined among Board

Top 3 Box



■ Very Satisfied ■ Satisfied ■ Somewhat Satisfied ■ Somewhat Dissatisfied ■ Dissatisfied/Very Dissatisfied

Base: Familiar With IEGs Work

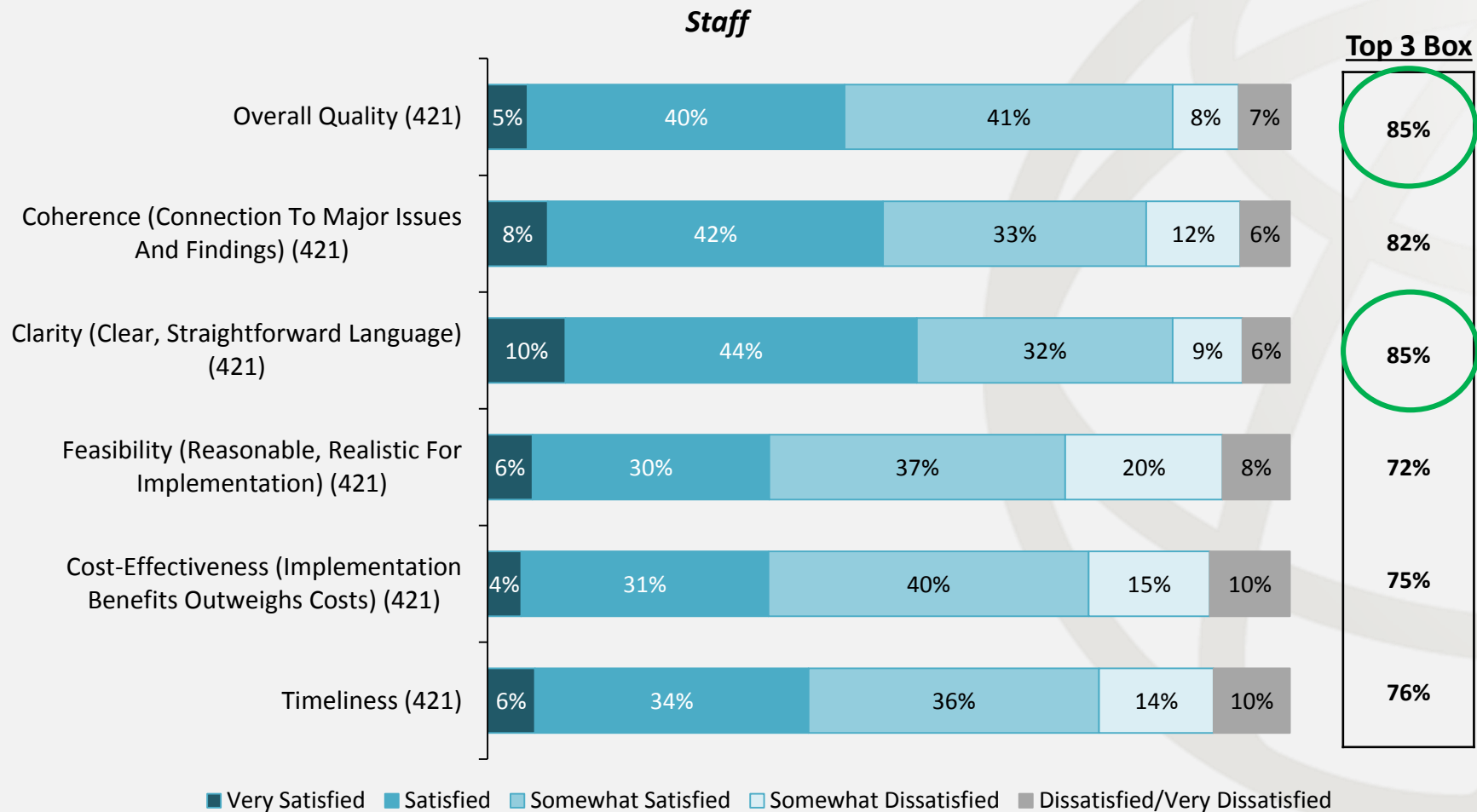
* Caution: Small (<30) base size.

Q40. Thinking of the IEG products you have read in the past 12 months, how satisfied were you with their recommendations on the following criteria?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E, F/G/H/I/K).

Note: The decrease among Board from 2017 to 2018 is not considered statistically significant due to the very small base (under 30) in 2018.

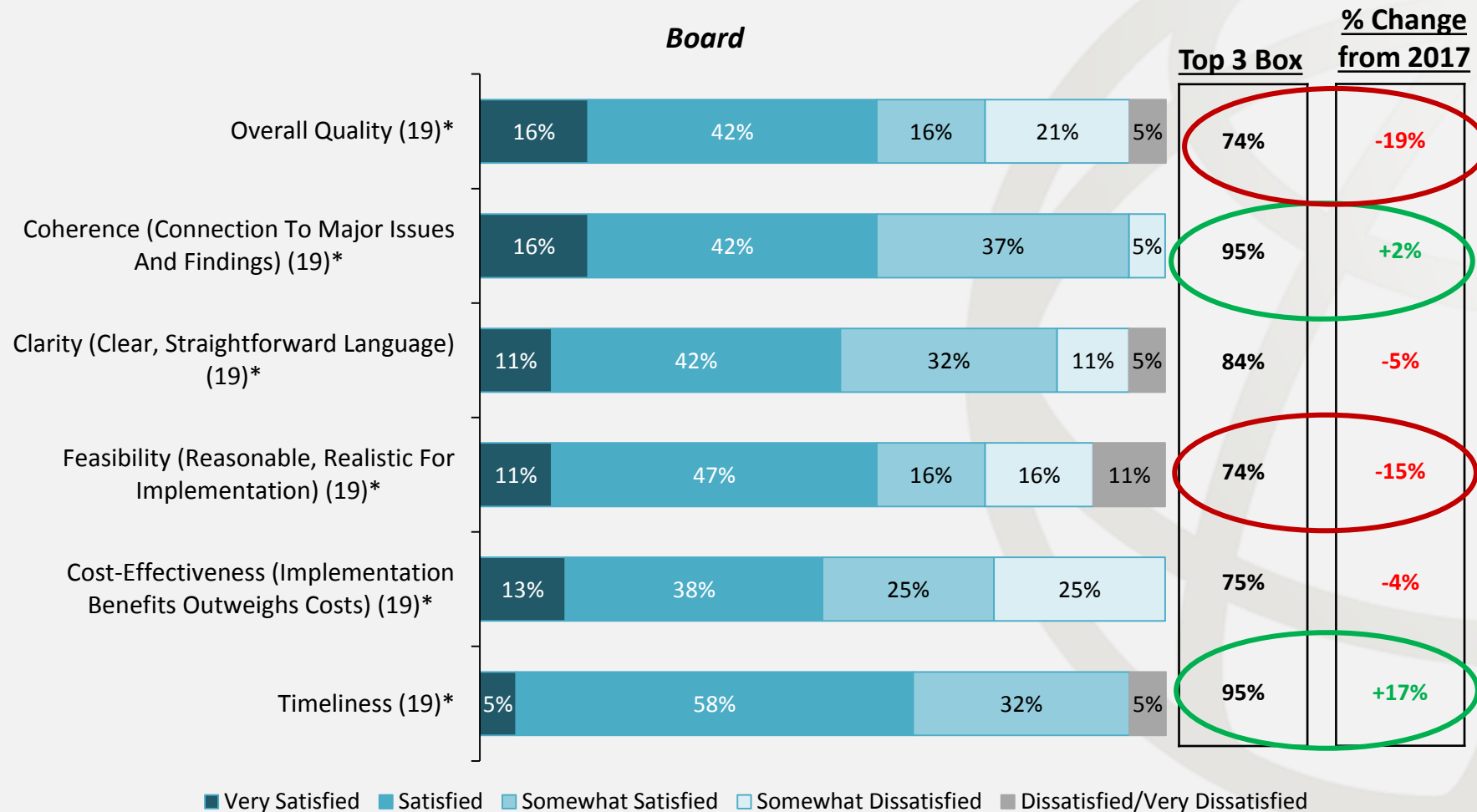
Among Staff, satisfaction with IEG recommendations remains high, with clarity and overall quality IEG's biggest strengths



Base: Familiar With IEGs Work And Used IEG Report
 Q40. Thinking of the IEG products you have read in the past 12 months, how satisfied were you with their recommendations on the following criteria?
 (6=Very Satisfied, 1=Very Dissatisfied)

Among Board Members, coherence and timeliness are IEG's greatest strengths while feasibility and overall quality are areas for improvement

Satisfaction with IEG's recommendations among Board Members has dropped compared to last year.



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

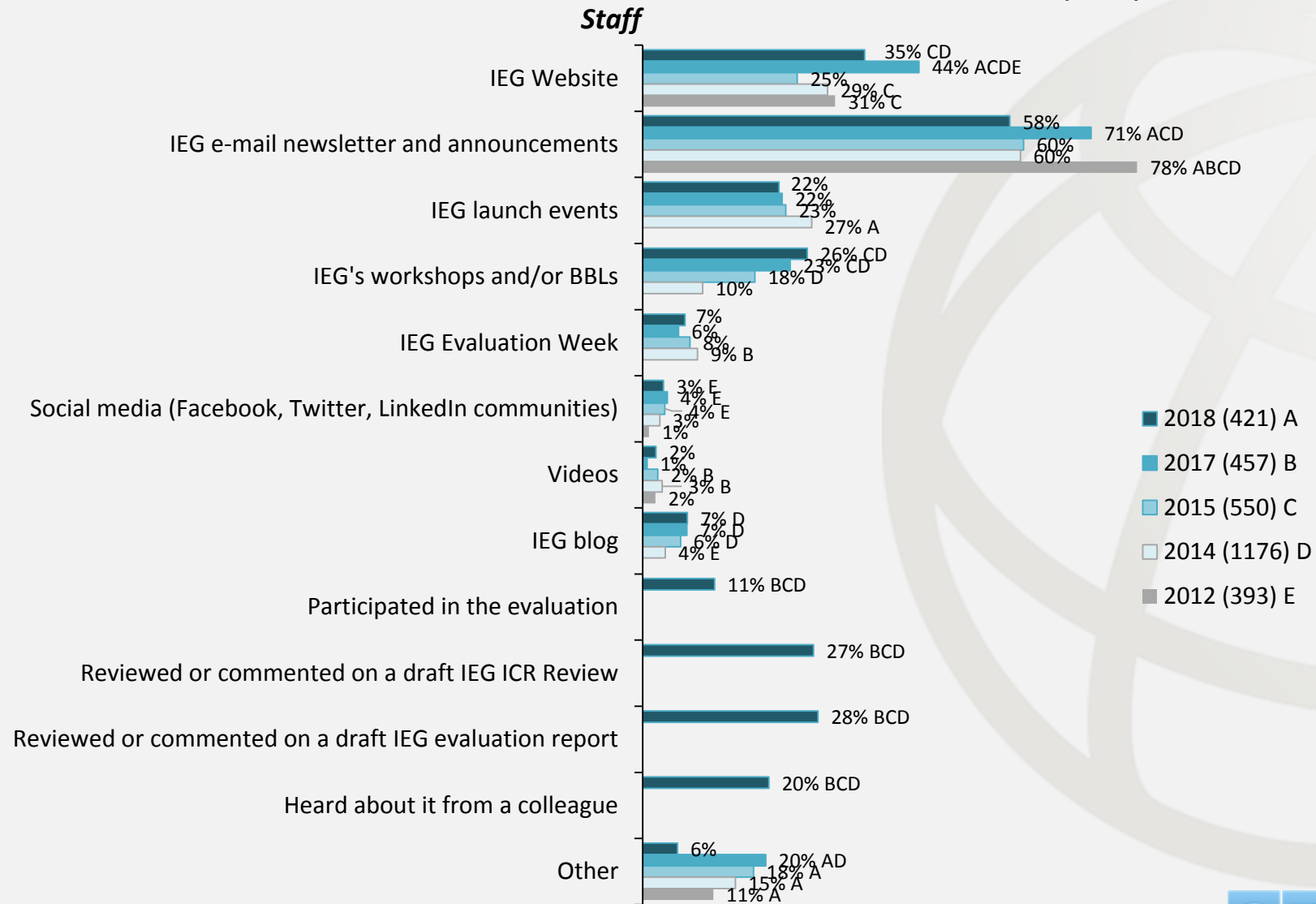
Q40. Thinking of the IEG products you have read in the past 12 months, how satisfied were you with their recommendations on the following criteria? (6=Very Satisfied, 1=Very Dissatisfied)

Note: The decrease from 2017 to 2018 is not considered statistically significant due to the very small base (under 30) in 2018.

Among Staff, email announcements are the main channel to learn about IEG; the IEG website and reviewing ICR Reviews and Evaluation reports are also effective forms of outreach

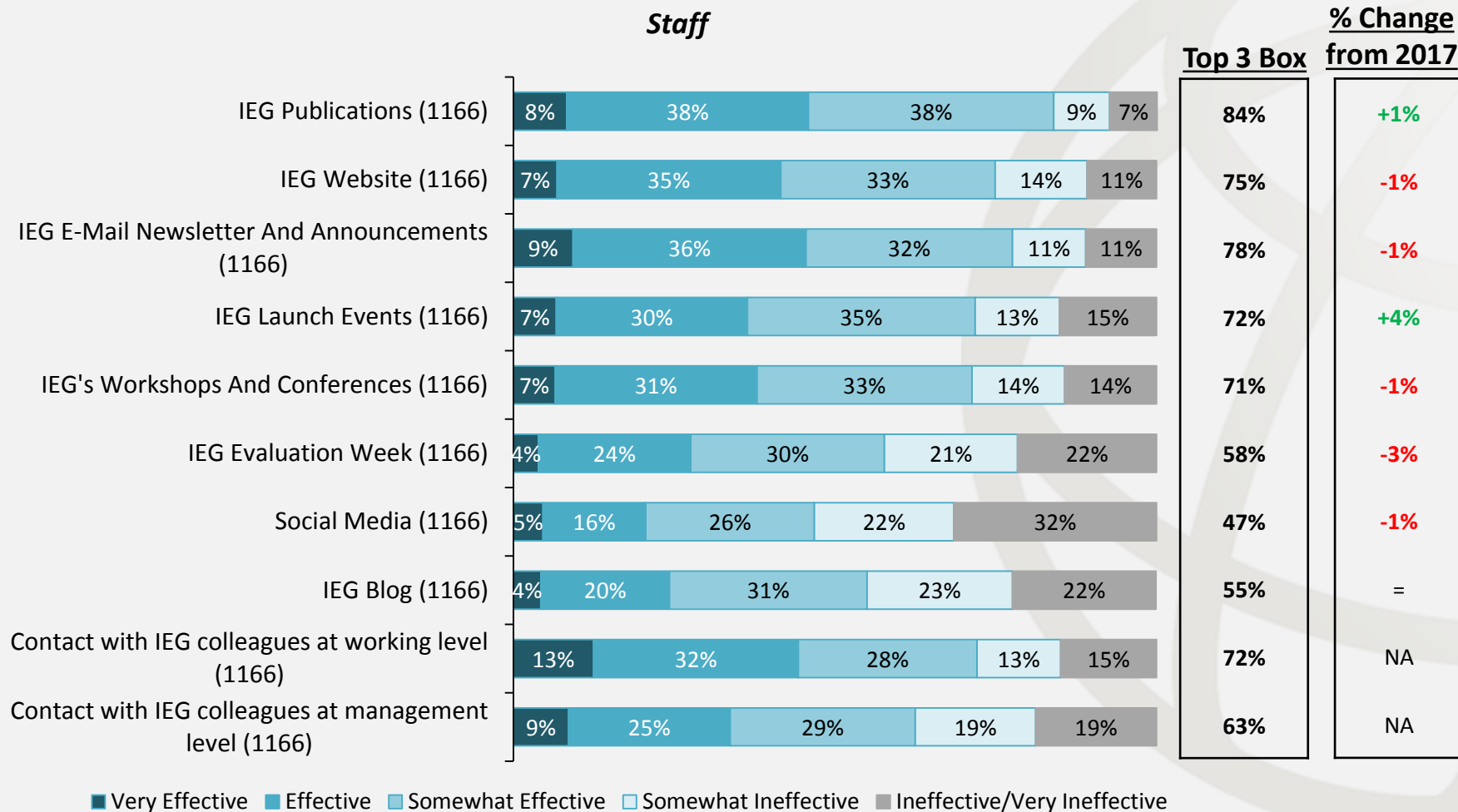
Outreach

However, use of the IEG website and email announcements declined over the past year.



Base: Familiar With IEGs Work And Used IEG Report
 Q42. How did you become aware of IEG products in the past 12 months?
 Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E).

WBG Staff rate IEG publications, emails/newsletters, and the IEG website as the most effective channels



Base: Total
 Q43. How would you rate each of the following communications channels used by IEG?

Perception of all outreach is highest among junior (GE and GF) and field based Staff but lowest among GH

BG (IBRD/IDA) is the most likely organization to use the IEG website, launch events, and the blog.
Staff

	Top 3 Box											
	WBG Organization				HR Grade Level						Location	
	WBG (IBRD/IDA)	IFC	MIGA	ICFID	GE	GF	GG	GH Managerial	GH Non-Managerial	GI+	HQ	Field Based
	% (A)	% (B)	% (C)	% (D)	% (E)	% (F)	% (G)	% (H)	% (J)	% (K)	% (M)	% (N)
IEG Publications	(660) 85	(246) 81	(17)* 77		(113) 92 ^{FGHJ}	(225) 83	(384) 84 ^I	(58) 72	(114) 83	(16)* 88	(523) 83	(409) 85
IEG Website	(587) 78 ^B	(209) 68	(18)* 67		(102) 83 ^{GHJ}	(203) 84 ^G	(345) 72	(45) 62	(92) 63	(12)* 58	(461) 71	(360) 80 ^M
IEG E-Mail Newsletter And Announcements	(650) 79	(249) 76	(18)* 61		(119) 86 ^{GHJ}	(233) 82 ^{HJ}	(373) 76	(51) 67	(110) 69	(17)* 71	(512) 75	(414) 81 ^M
IEG Launch Events	(509) 74 ^B	(181) 66	(18)* 72		(80) 84 ^{GH}	(179) 78 ^G	(285) 65	(43) 54	(95) 74 ^H	(12)* 67	(438) 74	(277) 68
IEG's Workshops And Conferences	(482) 73	(187) 67	(18)* 72		(82) 87 ^{FGHJ}	(163) 76 ^G	(287) 67	(42) 52	(89) 67	(12)* 75	(418) 73	(276) 69
IEG Evaluation Week	(426) 59	(166) 55	(16)* 50		(70) 79 ^{GHJ}	(151) 67 ^G	(253) 53	(38) 42	(72) 42	(11)* 36	(367) 56	(248) 60
Social Media	(395) 50 ^B	(148) 39	(13)* 31		(72) 69 ^{FGHJ}	(136) 52 ^{HJ}	(229) 42	(30) 27	(65) 29	(11)* 46	(311) 42	(251) 53 ^M
IEG Blog	(467) 59 ^B	(166) 45	(14)* 43		(79) 71 ^{GHJ}	(157) 58 ^H	(275) 51	(35) 34	(79) 51	(10)* 50	(369) 51	(285) 61 ^M
Contact with IEG colleagues at working	(513) 72	(199) 70	(20)* 75		(84) 79	(165) 70	(308) 70	(50) 68	(95) 76	(14)* 79	(429) 73	(308) 71
Contact with IEG colleagues at management level	(392) 64	(160) 59	(17)* 59		(64) 72 ^G	(129) 63	(227) 57	(43) 61	(76) 63	(16)* 81	(329) 63	(244) 62

Base: Total Analyzed

* Caution: Small (<30) base size.

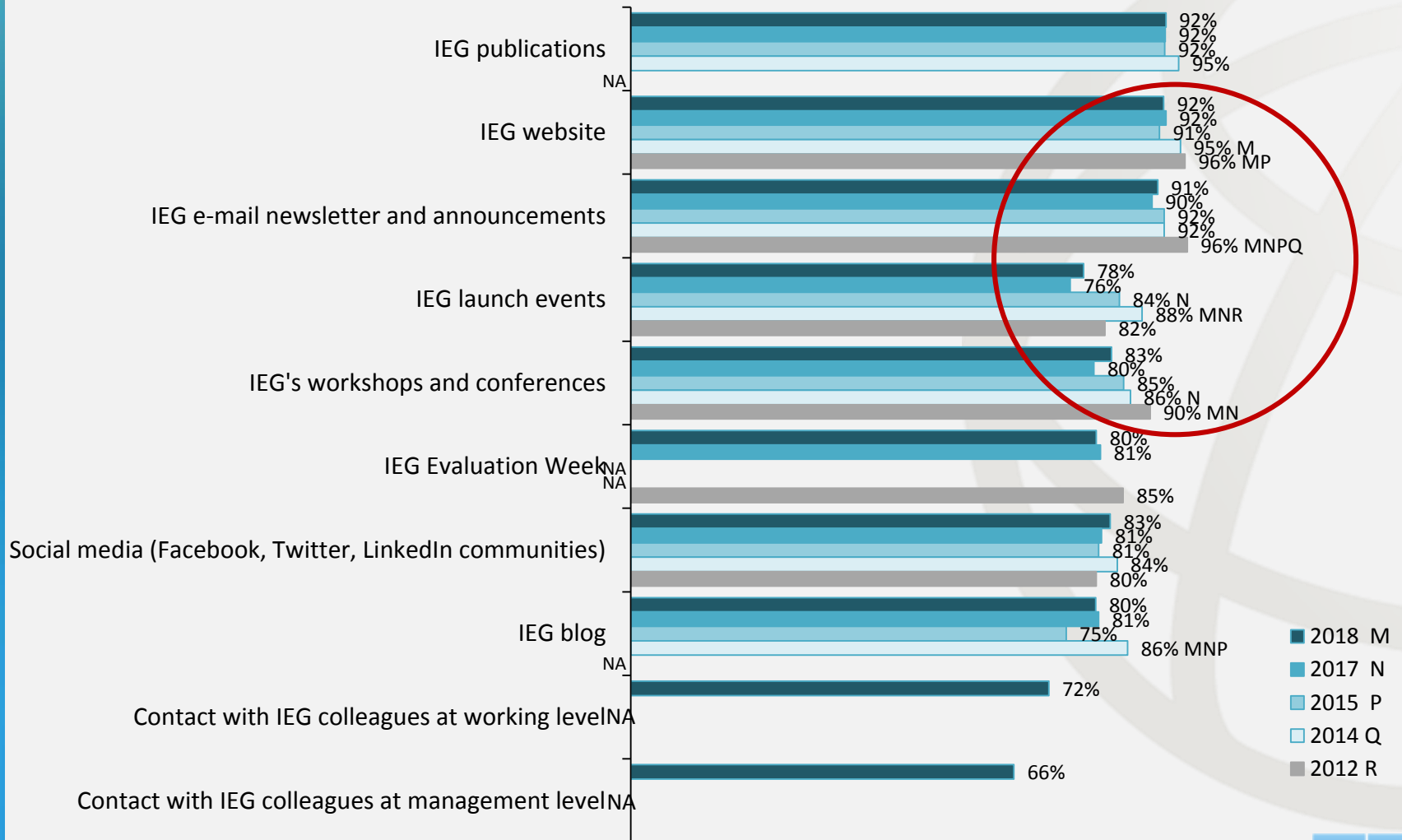
Q43. How would you rate each of the following communications channels used by IEG?

Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

Externals rate IEG publications, the website and email newsletters as their top outreach channels

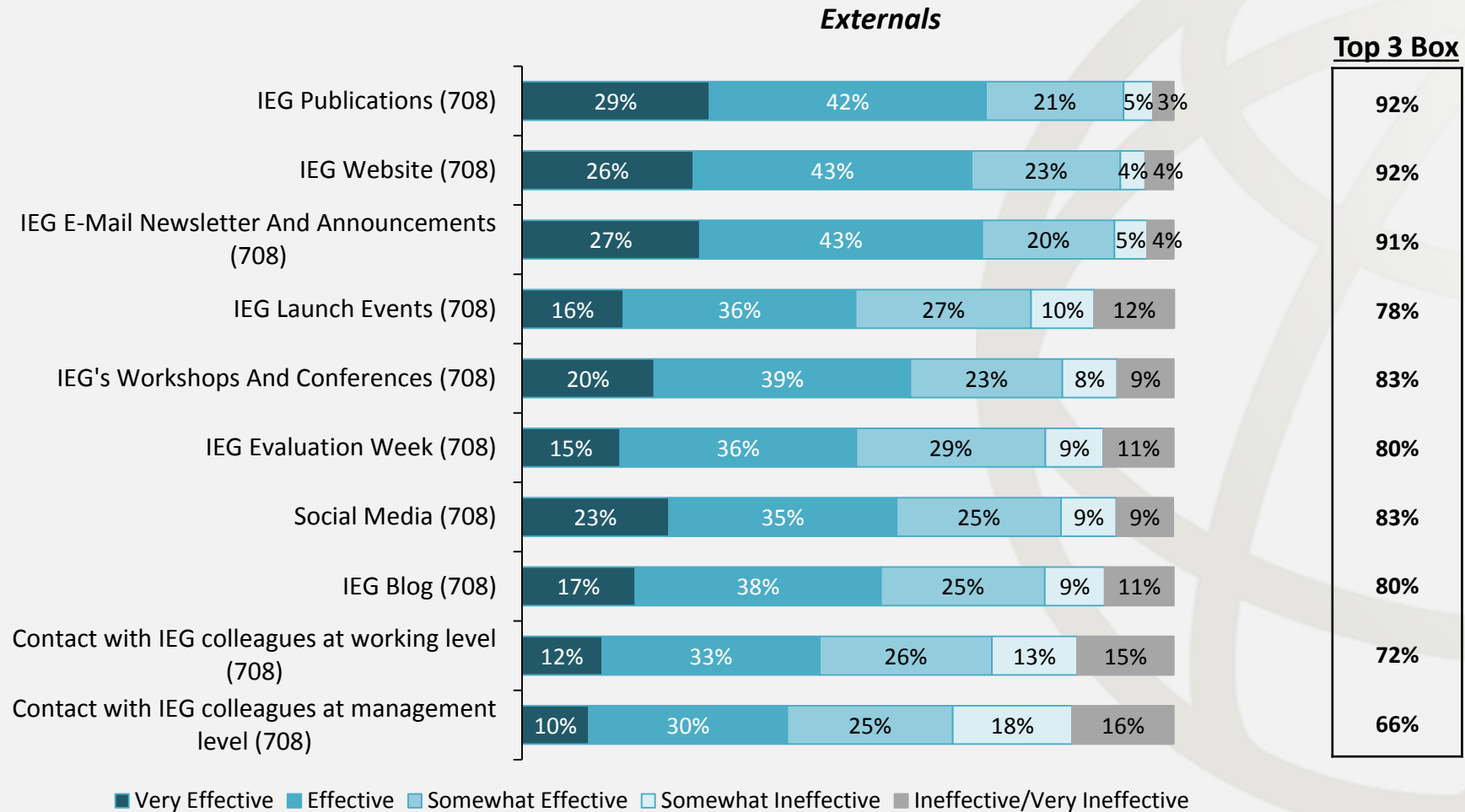
However, ratings of the website, emails, launch events, and conferences have gradually declined since 2012.

Externals: % Top 3 Box



Base: Total Analyzed * Caution: Small (<30) base size.
 Q43. How would you rate each of the following communications channels used by IEG?
 Letters indicate a significant difference at the 90% confidence level (M/N/P/Q/R).

Externals rate IEG publications, the IEG website and email newsletters as their top outreach channels

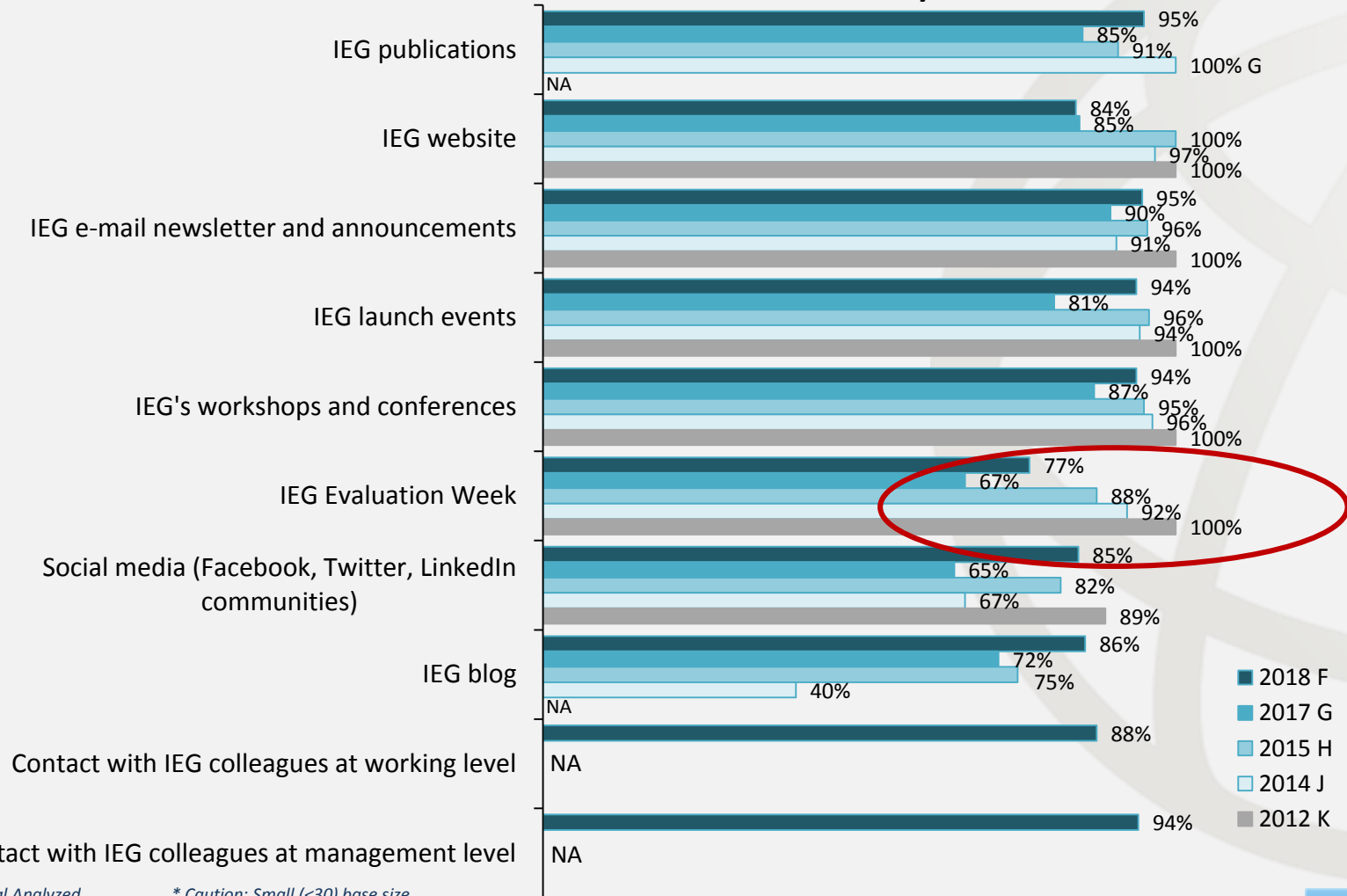


Base: Total Analyzed

Q43. How would you rate each of the following communications channels used by IEG?

For Board Members, IEG evaluation week has been declining as a communication channel

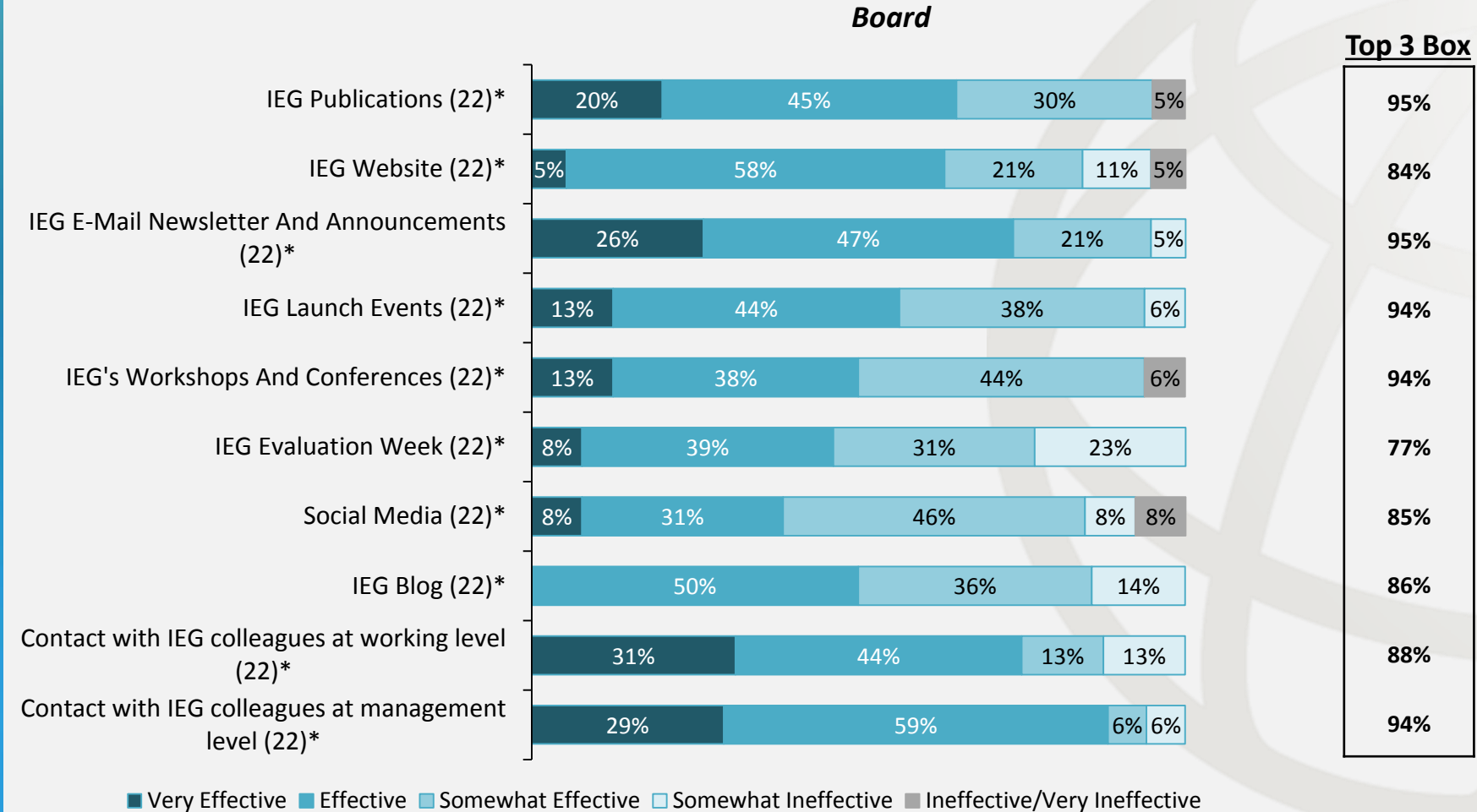
Board: % Top 3 Box



Base: Total Analyzed * Caution: Small (<30) base size.
Q43. How would you rate each of the following communications channels used by IEG?
Letters indicate a significant difference at the 90% confidence level (F/G/H/J/K).

Note: The decrease from 2017 to 2018 is not considered statistically significant due to the very small base (under 30) in 2018.

IEG Board Members see IEG publications and email newsletters as the most effective channels while IEG evaluation week is less effective



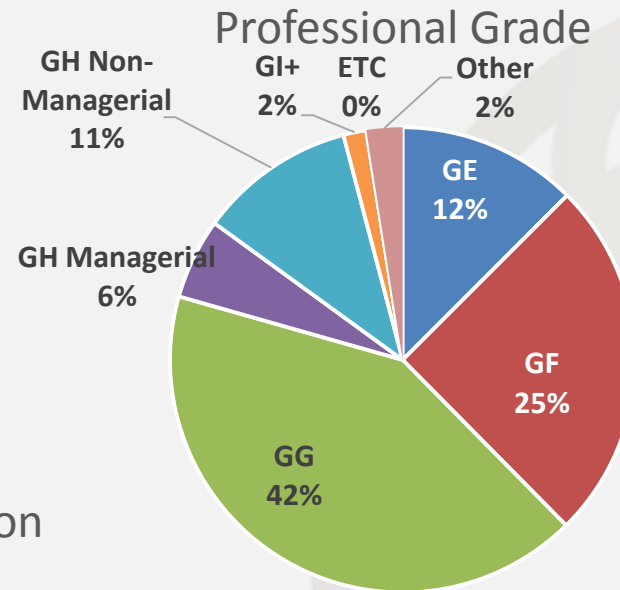
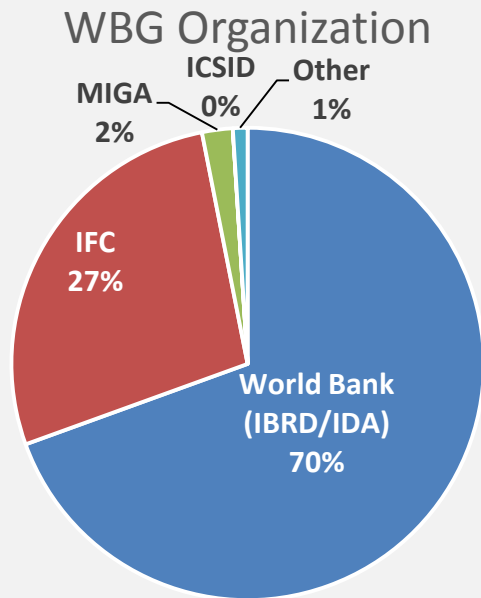
Base: Total Analyzed

* Caution: Small (<30) base size.

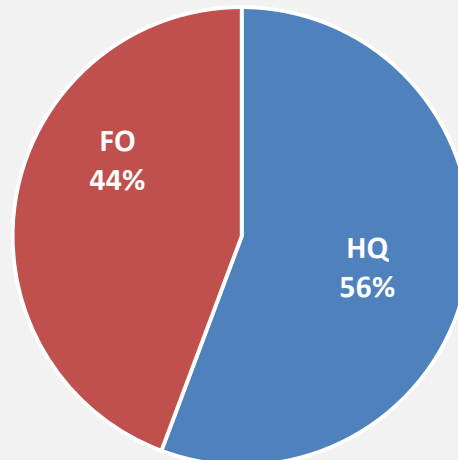
Q43. How would you rate each of the following communications channels used by IEG?

Respondent Profile

Staff Profile: WBG Organization, HR Grade Level and Location

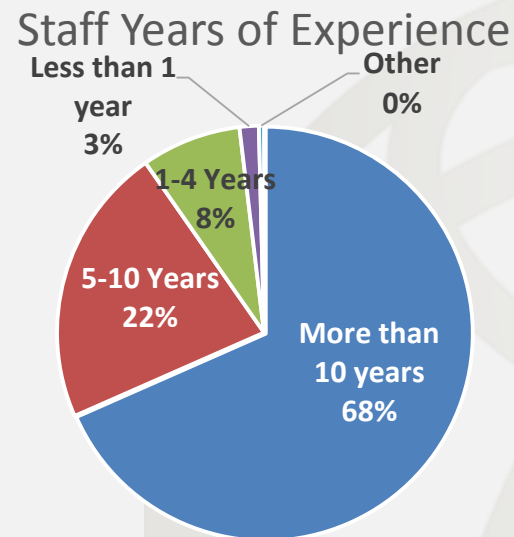
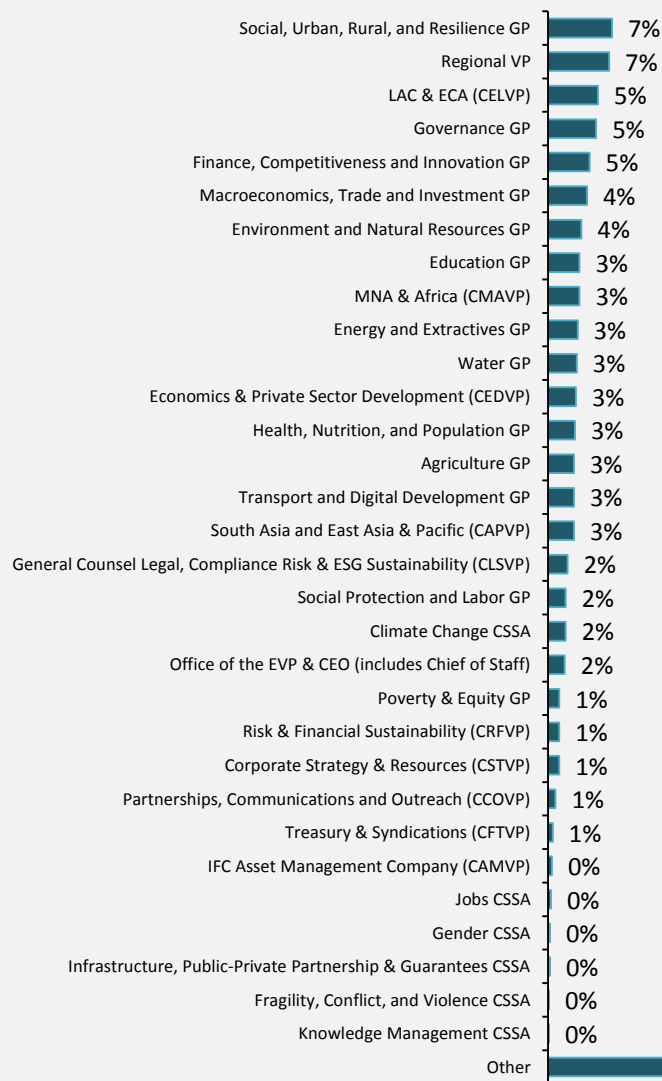


Location

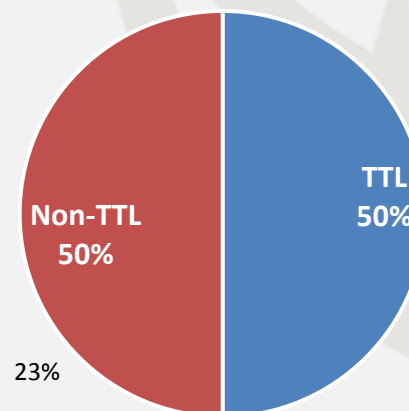


Base: Total Analyzed (n=1166)
 Q1. What organization do you work in?
 Q2. What is your professional grade?
 Q3. Where are you based?

Staff Profile: WBG Office and Experience



Task Team Leader



Base: Total Analyzed (n=1166)

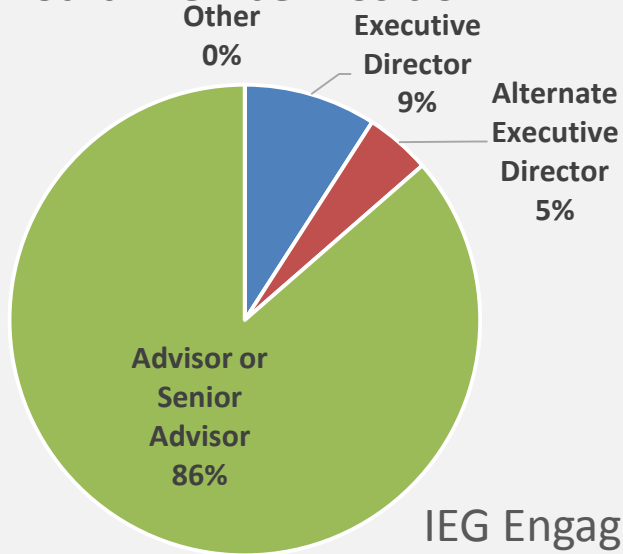
Q4. Where are you mapped?

Q5. How many years of professional experience do you have (both external and within the World Bank Group)?

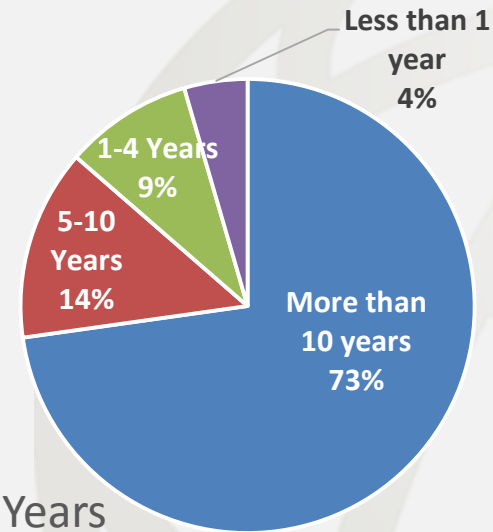
Q9. Have you been a task team leader (TTL) or IFC team leader for a project within the last two years?

Board Profile

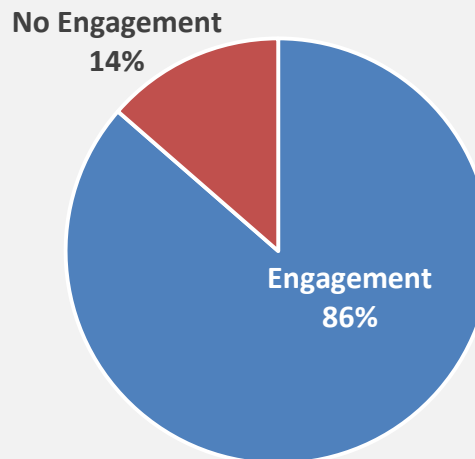
Board Member Position



Board Years of Experience



IEG Engagement in Past 2 Years



Base: Total Analyzed (n=22)*

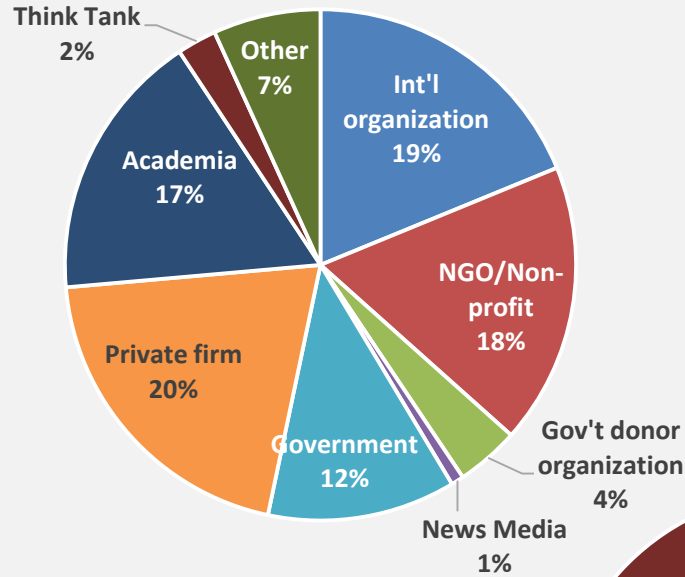
Q6. What is your position? * Caution: Small (<30) base size

Q5. How many years of professional experience do you have (both external and within the World Bank Group)?

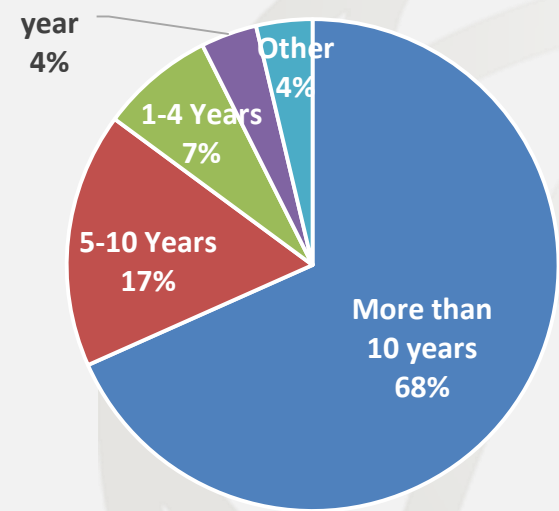
Q7. In the past 2 years, has your work involved engagement with IEG reports and activities?

Externals Profile

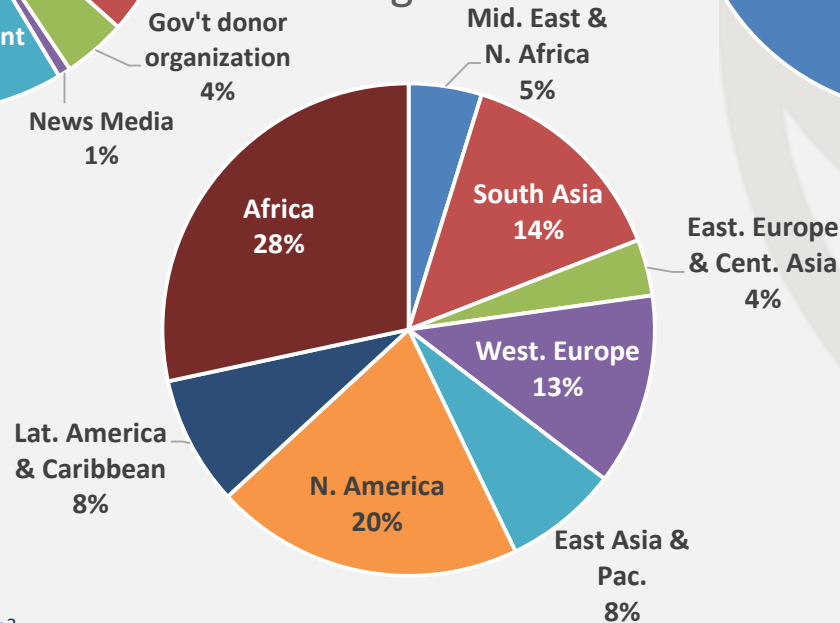
Organization Type



Externals Years of Experience



Region



Base: Total Analyzed (n=708)

Q11. How would you categorize your organization?

Q5. How many years of professional experience do you have (both external and within the World Bank Group)?

Q12. Which region are you located in?