



IEG
INDEPENDENT
EVALUATION GROUP

WORLD BANK GROUP
World Bank • IFC • MIGA

2019 IEG Client Survey

Final Report

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Introduction

- This report presents the findings of the **2019 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 2019 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 25, 2019 to March 29, 2019.
- ORC International interviewed a total of 1,137 respondents. This sample included:
 - 682 WBG Staff;
 - 434 Externals; and
 - 21 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.

2019 IEG Qnnre
- Throughout this report, statistical testing is conducted at the 90% confidence level. Use caution when interpreting results for Board Members, as the base size is very small.

Key Findings: General Overview

- Familiarity:** Familiarity with IEG remains strong, particularly among Board Members. Among Staff, familiarity is highest with the GH levels and lowest among the GE and GF grades. Compared to last year, familiarity decreased among GE and GG (dropping 7% and 8% respectively). Externals' 2019 familiarity is strongest among Think Tanks and International Organizations. Looking at regions, External familiarity is strongest in North America and weakest in Eastern Europe/Central Asia.
- Relevance:** IEG maintains strong relevance for the WBG mission. Relevance remains highest among Board and Externals but less so among Staff. IEG relevance varies considerably among Staff with GE and GF finding IEG's work most relevant while GH levels find it less so. Externals who work for International Organizations, Gov't Donors, Government, media, and Think Tanks find IEG's work most relevant.
- Independence:** Stakeholder perceptions of IEG's independence remain high across all audiences (82% among Staff, 88% Board, and 83% Externals).
- Learning vs. Accountability:** The learning vs. accountability gap remained consistent among Staff but increased among Board and Externals. All stakeholders feel that IEG needs to put more emphasis on learning. Among Staff, the gap is widest with GH Managers, MIGA, and IFC.
- Impact:** All Audiences (88% of Board Members, 87% of Externals, and 62% of Staff) rank IEG's work as impactful. Relative to last year, the Staff rating of IEG's impact decreased by 10 percent.
- Utility:** All Board members (100%), the majority of Externals (64%), and half of Staff (51%) used an IEG report over the past 12 months. Staff use of the IEG reports is highest with the GF, GH non-managerial, and GI levels. Project level evaluations and reviews are the most frequently used IEG products among Staff. 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 88%, Externals 91%, and Staff 76%). Staff use IEG products to modify results frameworks and to provide advice to clients. Externals and Board use them to assess projects and sector and country strategies.
- **Satisfaction:** Satisfactions with the overall quality of reports is high for all groups; highest among Externals (94%). Among Staff, satisfaction is highest with the GE, GF, GG and GI levels while lowest with the GH. Staff are most satisfied with IEG products' executive summaries and least satisfied with the process of engagements. Externals in Africa and Latin America are the most satisfied while those in North America are the least satisfied.
- **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. Staff are most satisfied with the clarity and overall quality of IEG recommendations but least satisfied with feasibility. Staff satisfaction decreased compared to last year, returning to 2017's levels.
- **IEG Outreach:** The email newsletter announcements, the IEG website, and IEG publications remain IEG's most effective forms of outreach. Social media is one of the least effective communication channels, particularly among Staff.

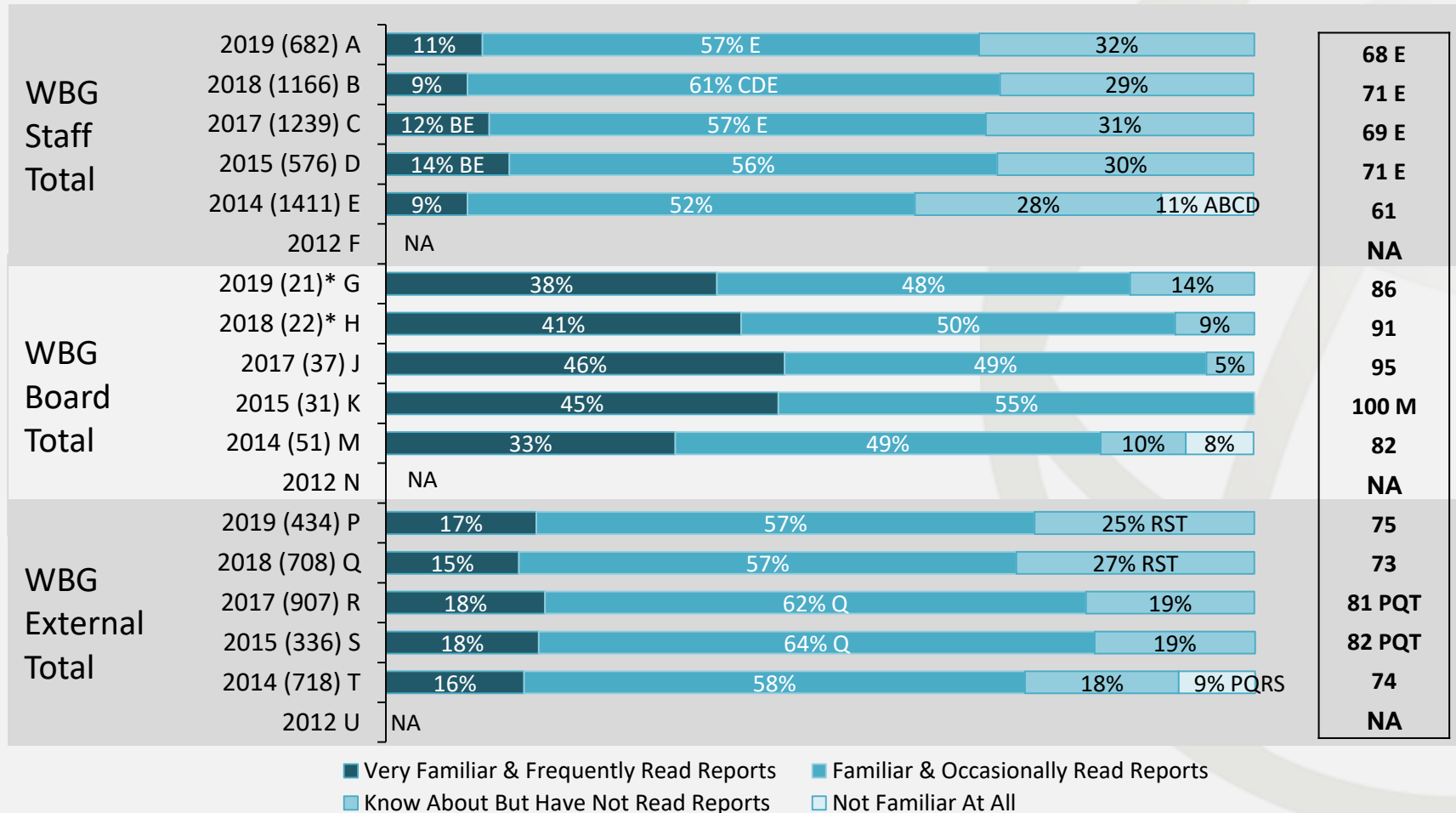
Key Findings

Familiarity with IEG's work remains highest among Board Members

Familiarity

Familiarity among Staff and Externals has remained fairly consistent since 2014.

Top 2 Box



Base: Total

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

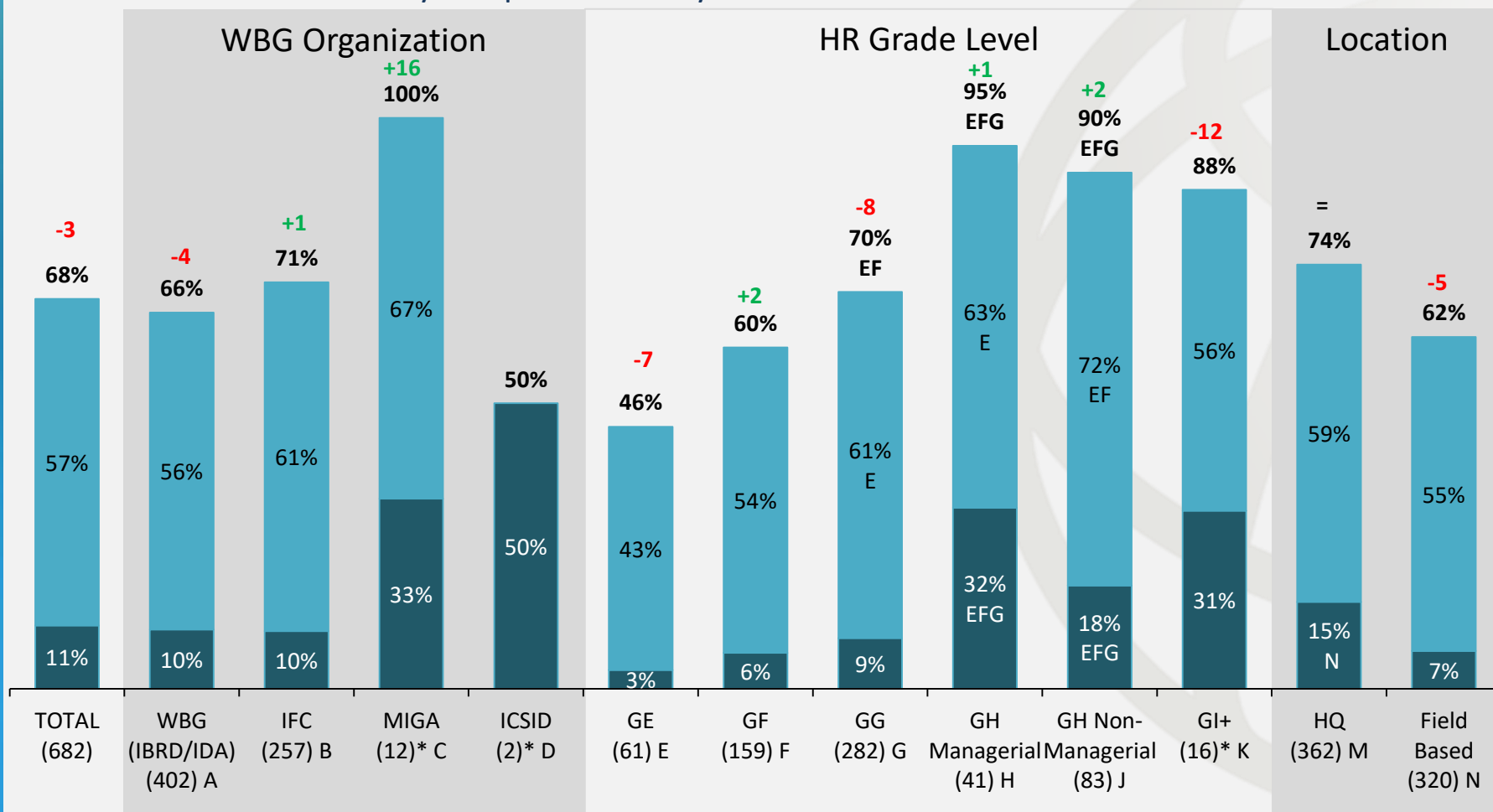
* Caution: Small (<30) base size.

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/T/U).

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

Familiarity

Within the WBG organization, there has been a notable uptick in awareness among MIGA. On the other hand, the GE grade level had the lowest awareness level of any group, and familiarity has decreased 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?

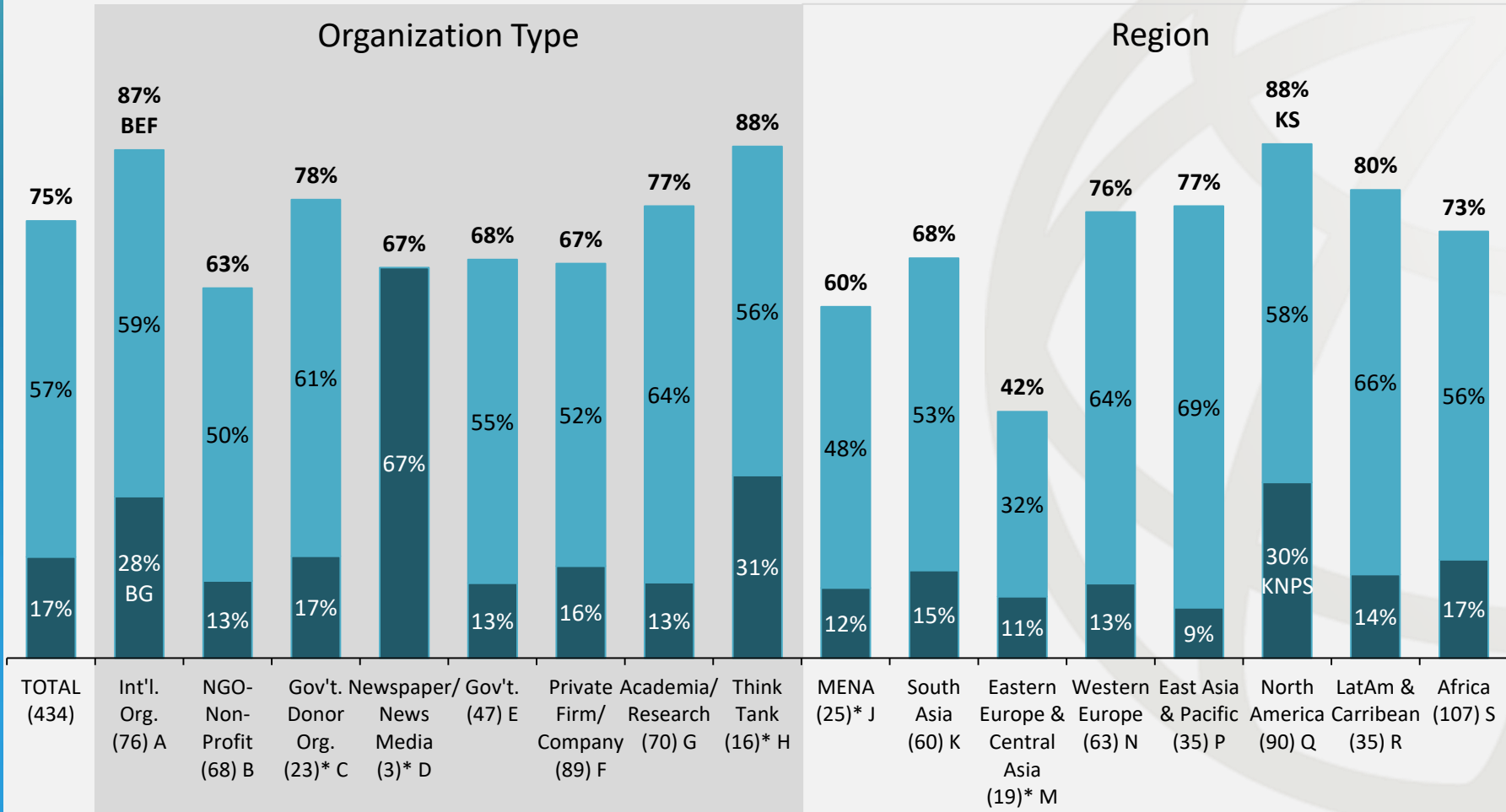
* Caution: Small (<30) base size.

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 Think Tanks

Familiarity

2019 familiarity is highest in North America, Latin America, and Western Europe but lowest in Eastern Europe and Central Asia and Externals who work in Non-Government Non-Profits.



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).

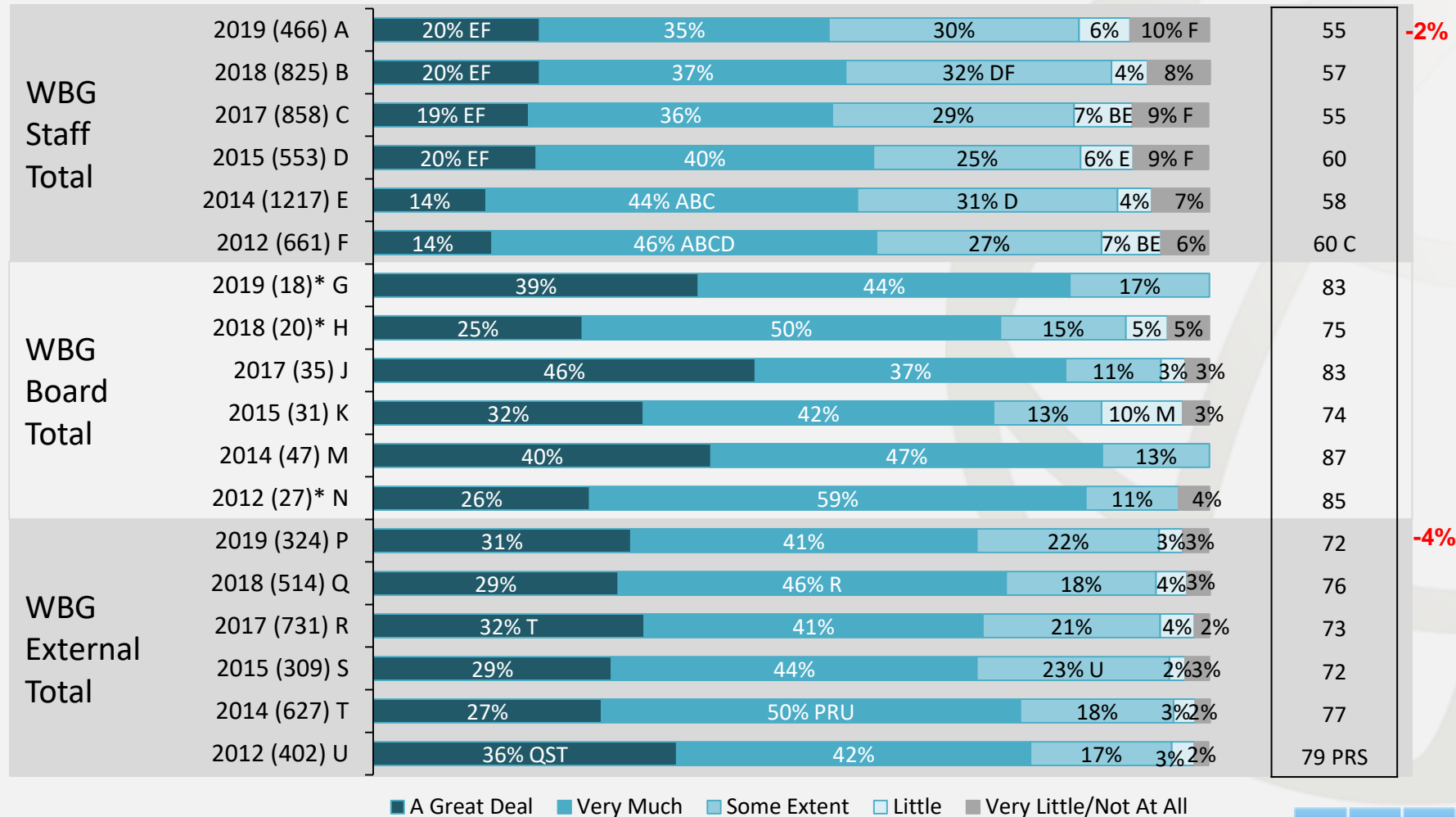
IEG's mission remains highly relevant among Board

Members and External

Relevance

IEG's mission appears less relevant among WBG Staff.

Top 2 Box



Base: Familiar With IEGs Work

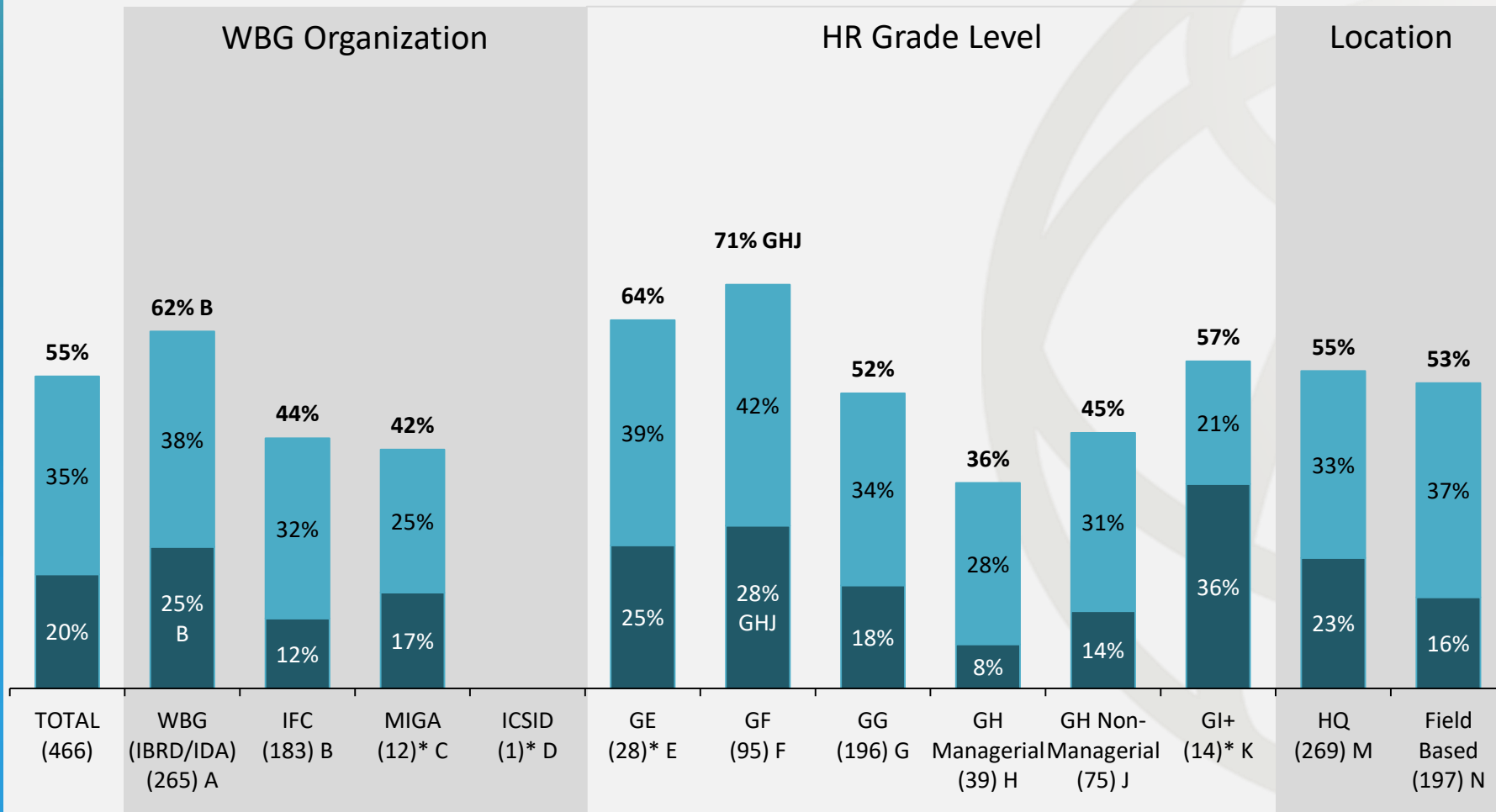
* Caution: Small (<30) base size.

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/I/J/ K/M/N, P/Q/R/S/T/U).

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

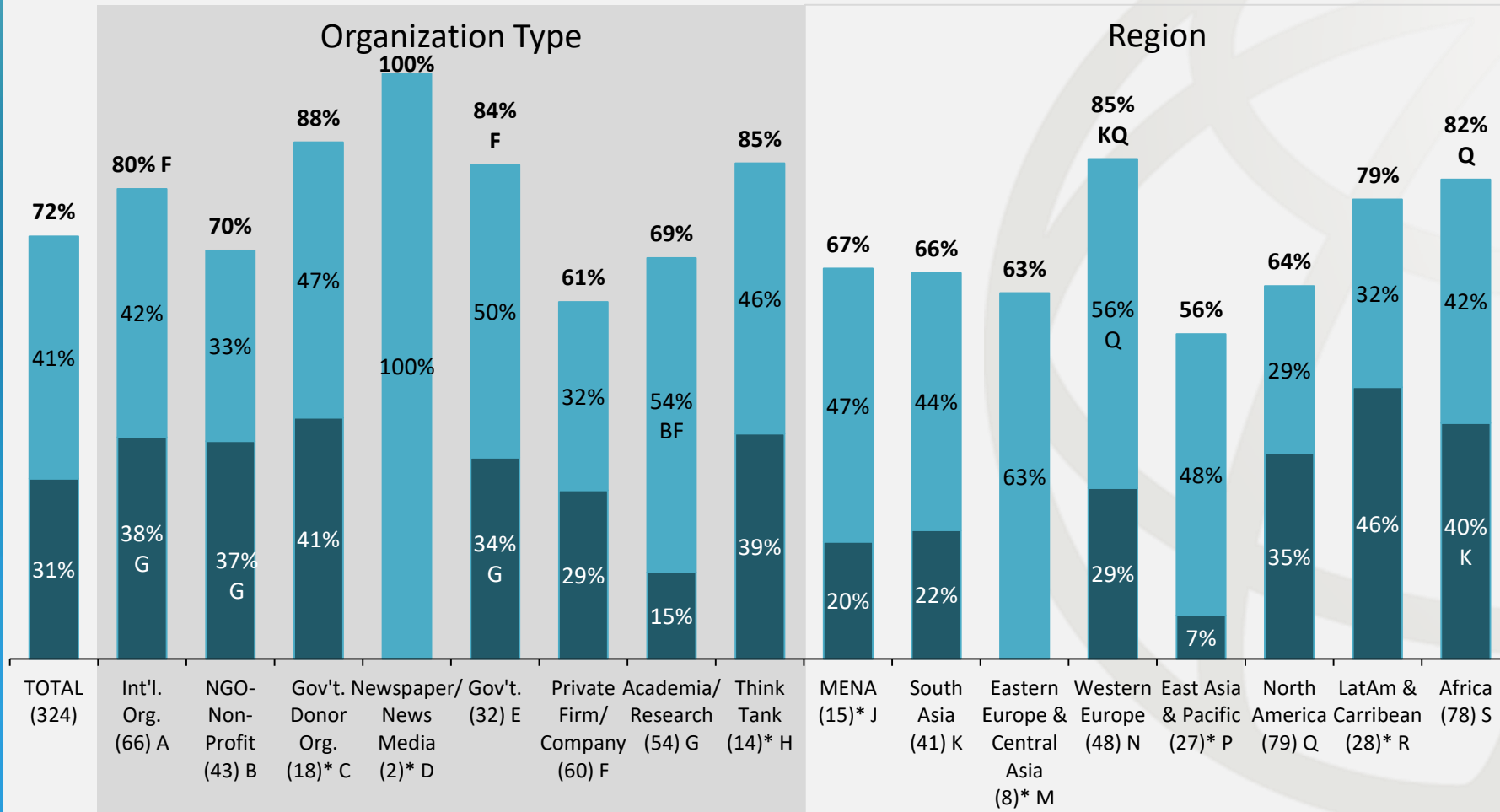
* Caution: Small (<30) base size.

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 Academia and for Private Firms have the most trouble seeing IEG's relevance

Relevance



■ A Great Deal ■ Very Much

Base: Familiar With IEGs Work

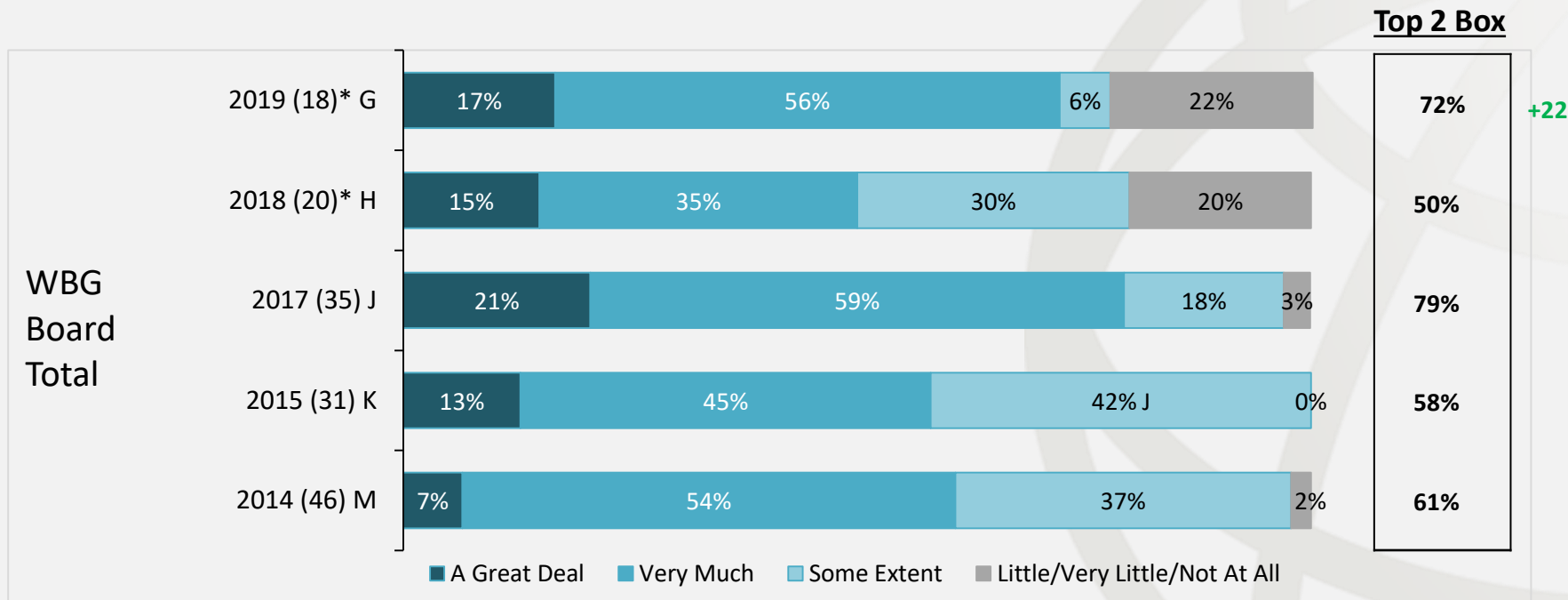
* Caution: Small (<30) base size.

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 increased in 2019 compared to last year, returning to 2017 levels.

Relevance



Base: Familiar With IEGs Work

* Caution: Small (<30) base size

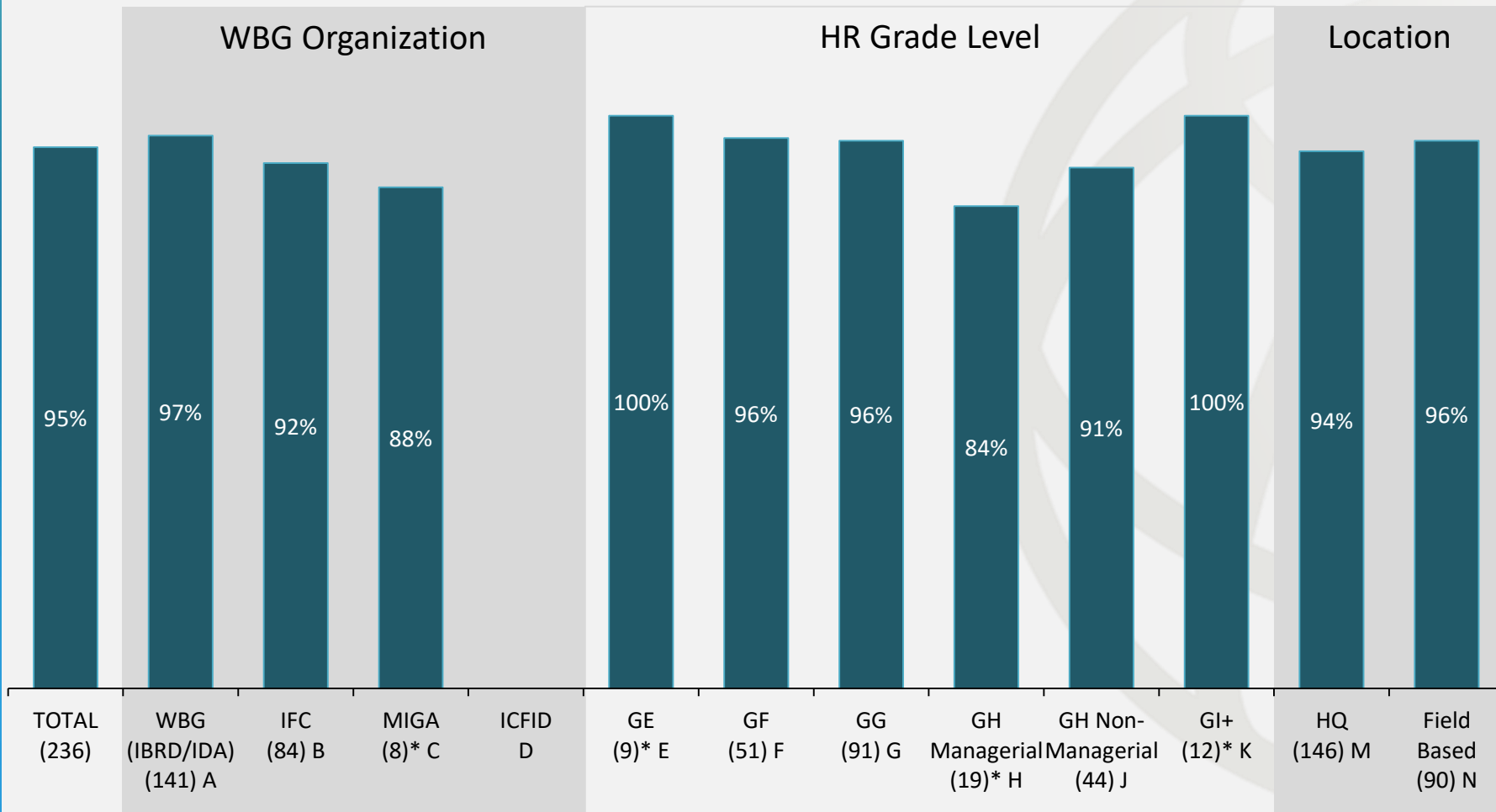
Q18. In your opinion, how strategically aligned are IEG evaluations with the World Bank Group's goals?

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

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: Staff Familiar with IEG's Work and Used IEG Report

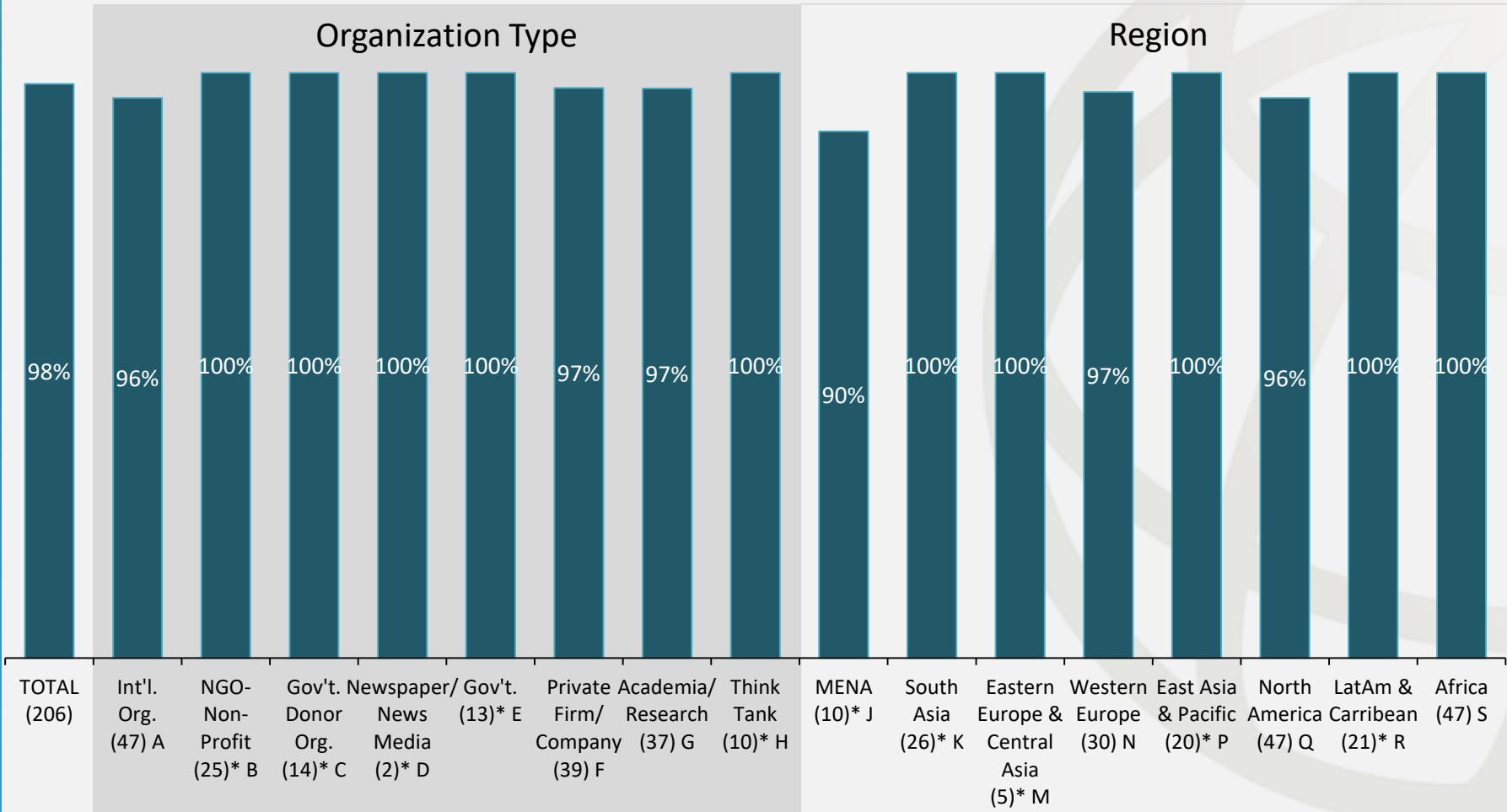
Q.33A. Do IEG evaluations cover topics that are relevant to your work?

* 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 External 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?

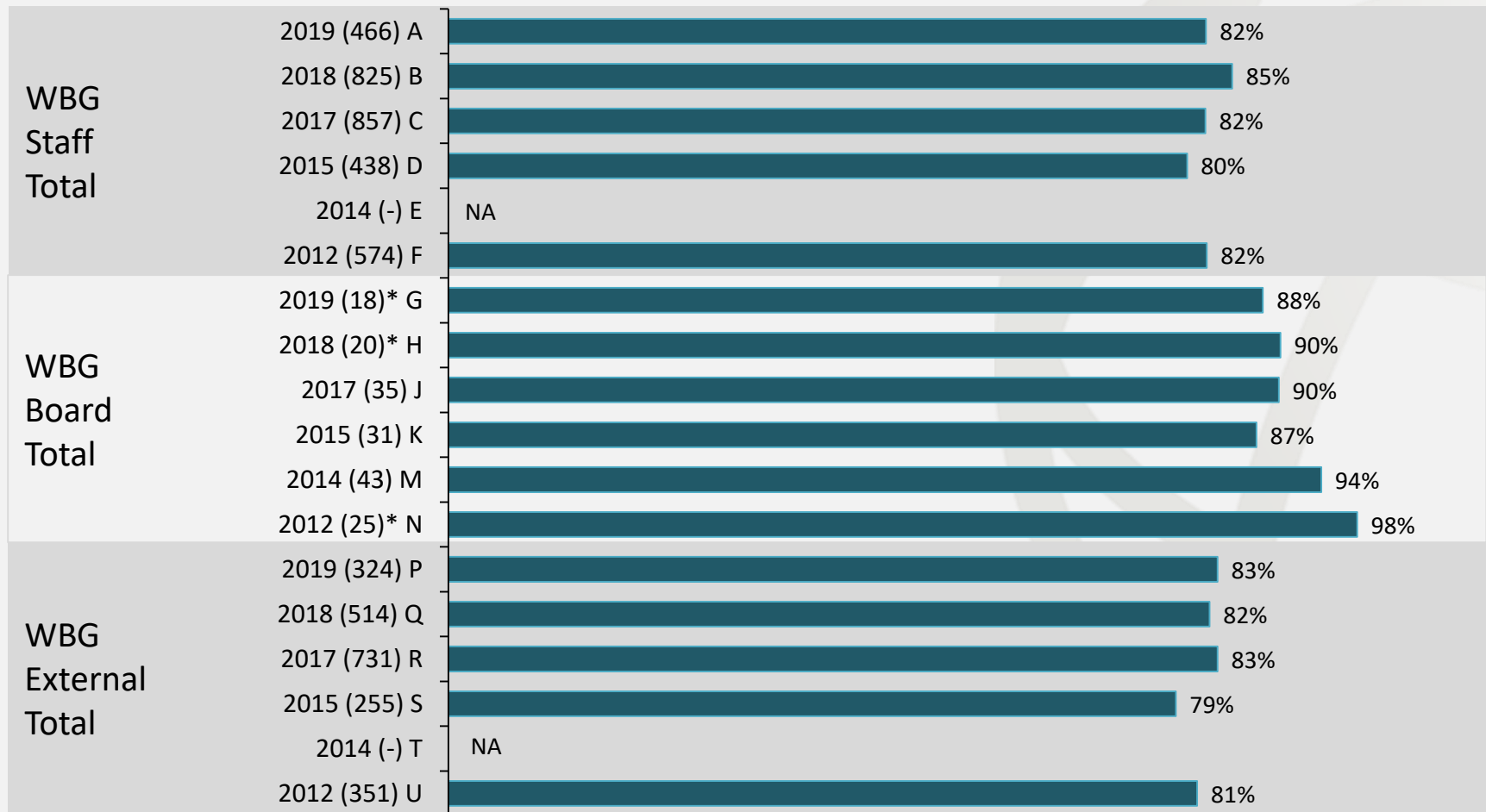
* Caution: Small (<30) base size.

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 and declined among Board

Independence

Top 3 Box Average Across All Attributes



Base: Familiar With IEGs Work

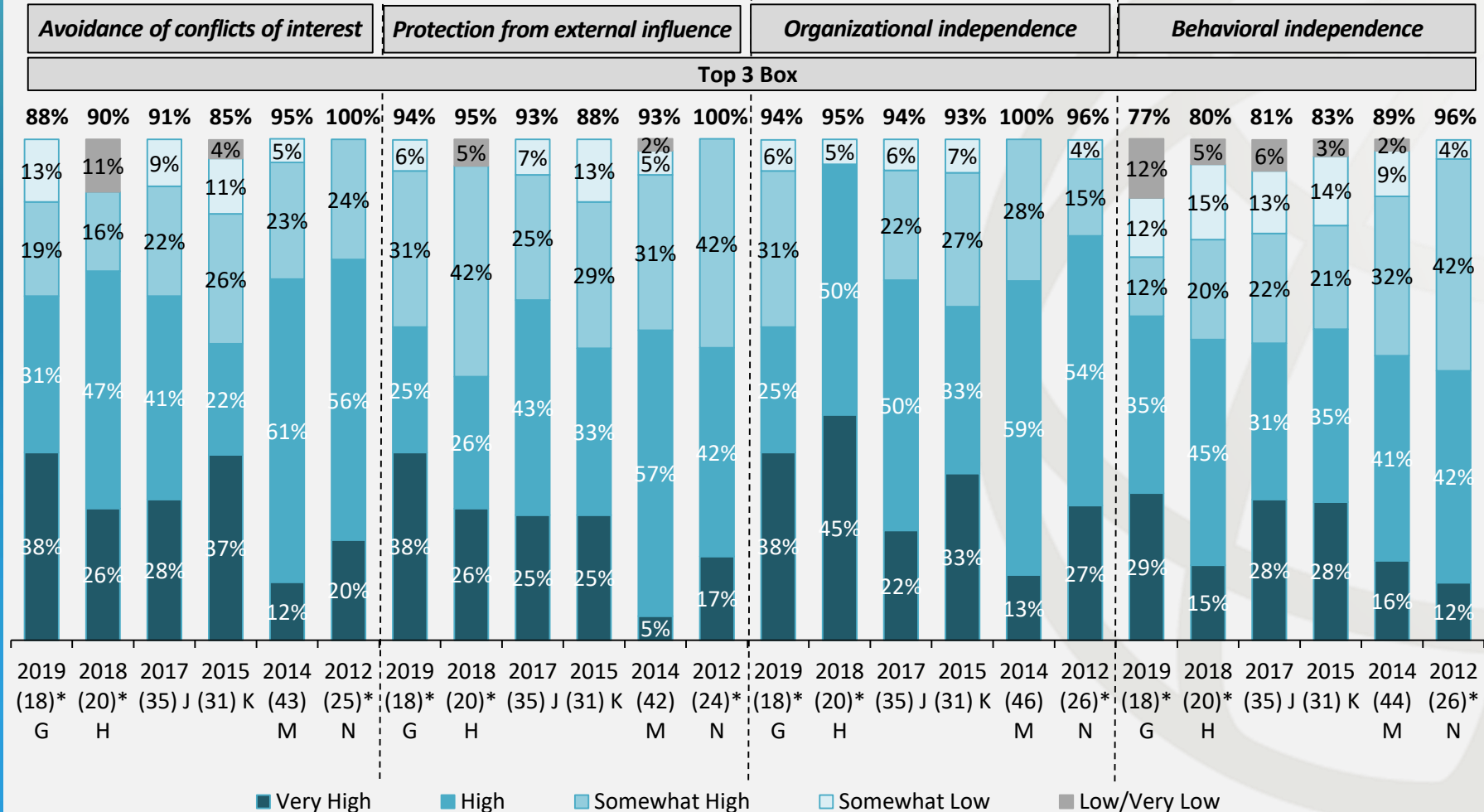
* Caution: Small (<30) base size.

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 consistently high

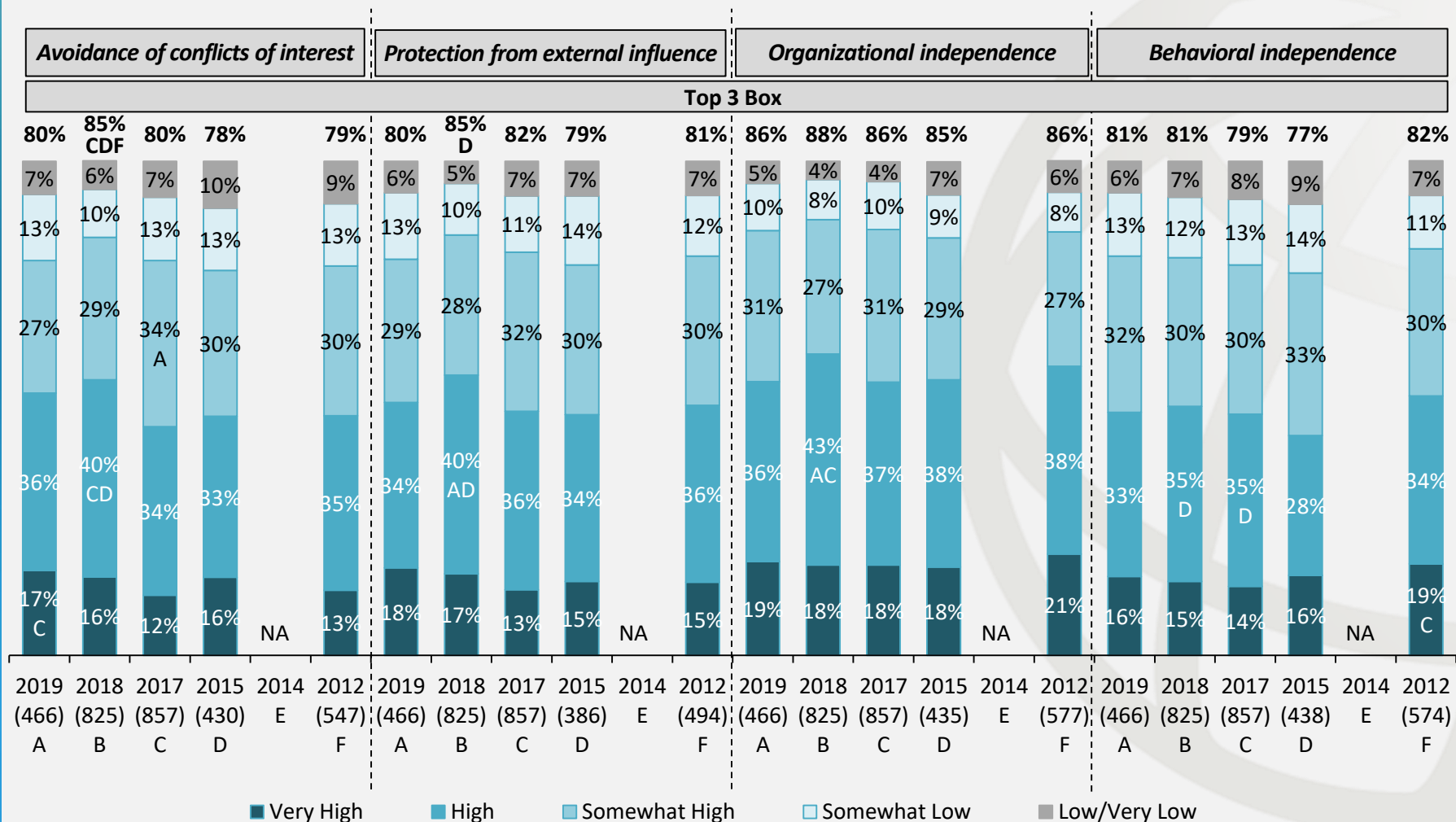
Independence



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 (G/H/J/K/M/N).

Staff perceptions of IEG independence are high and have gradually grown over the past 7 years

Independence



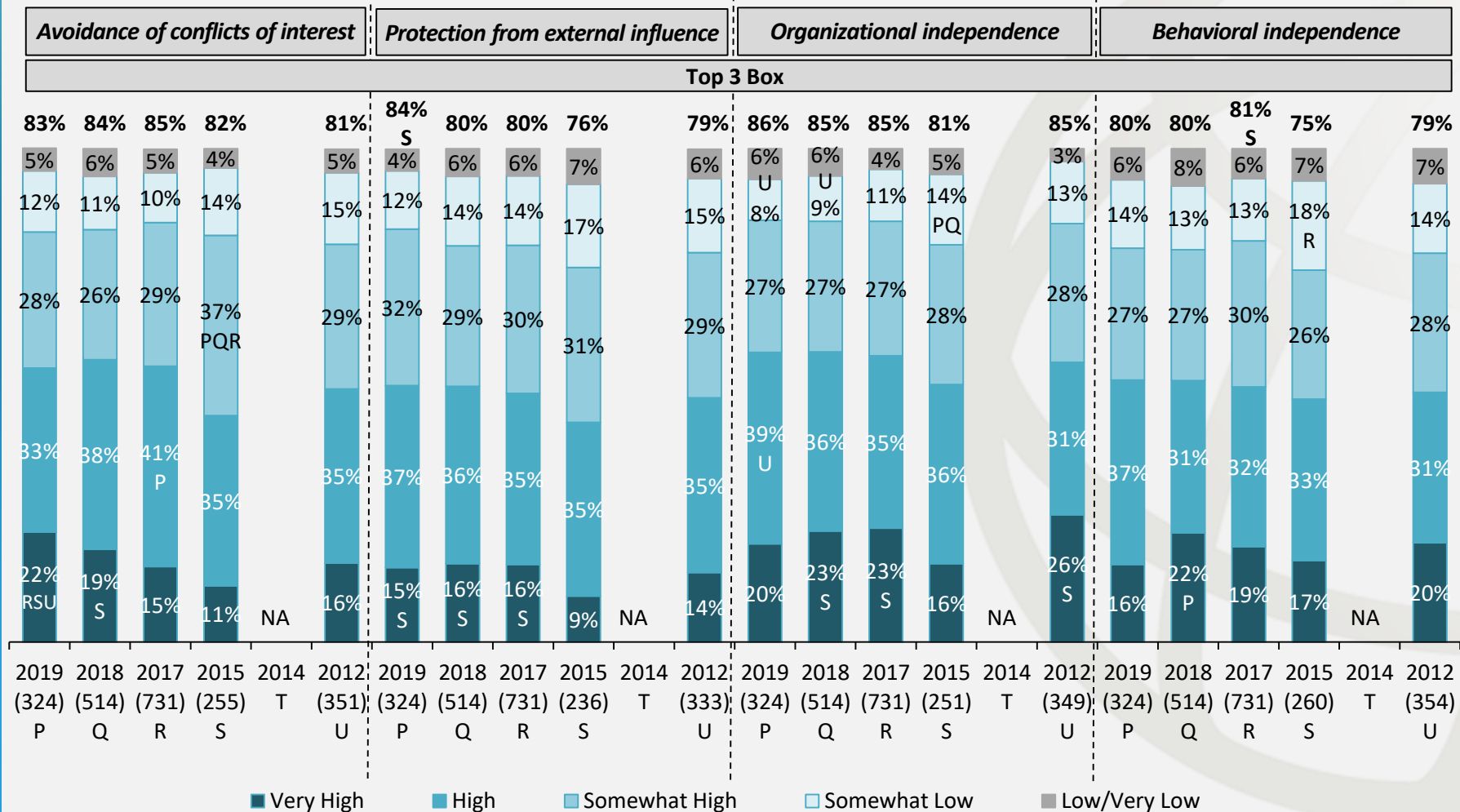
Base: Familiar With IEGs Work

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/F).

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

Independence



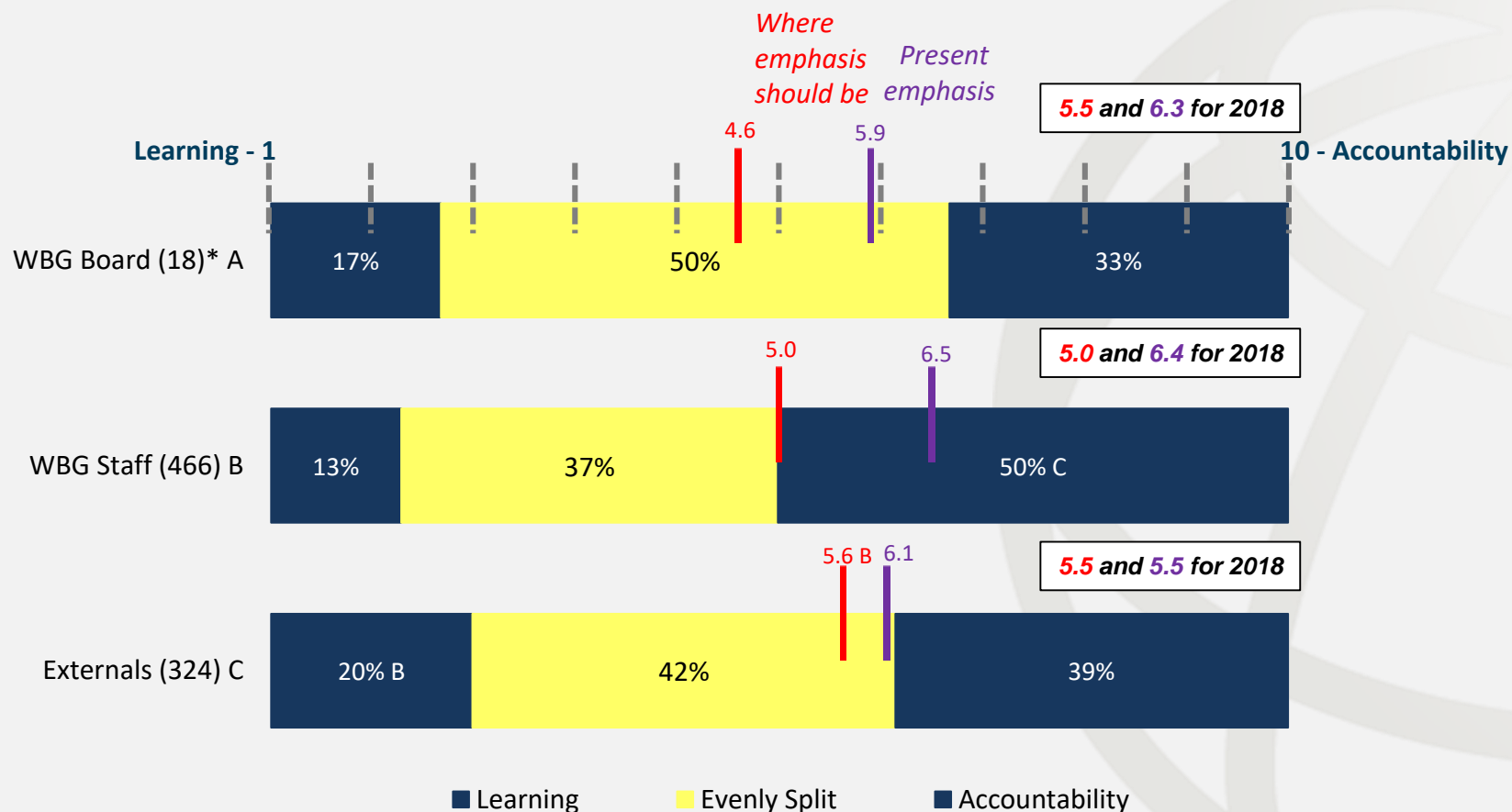
Base: Familiar With IEGs Work

Q21. How would you rate IEG's independence based on these following criteria?

Letters indicate a significant difference at the 90% confidence level (P/Q/R/S/T/U).

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

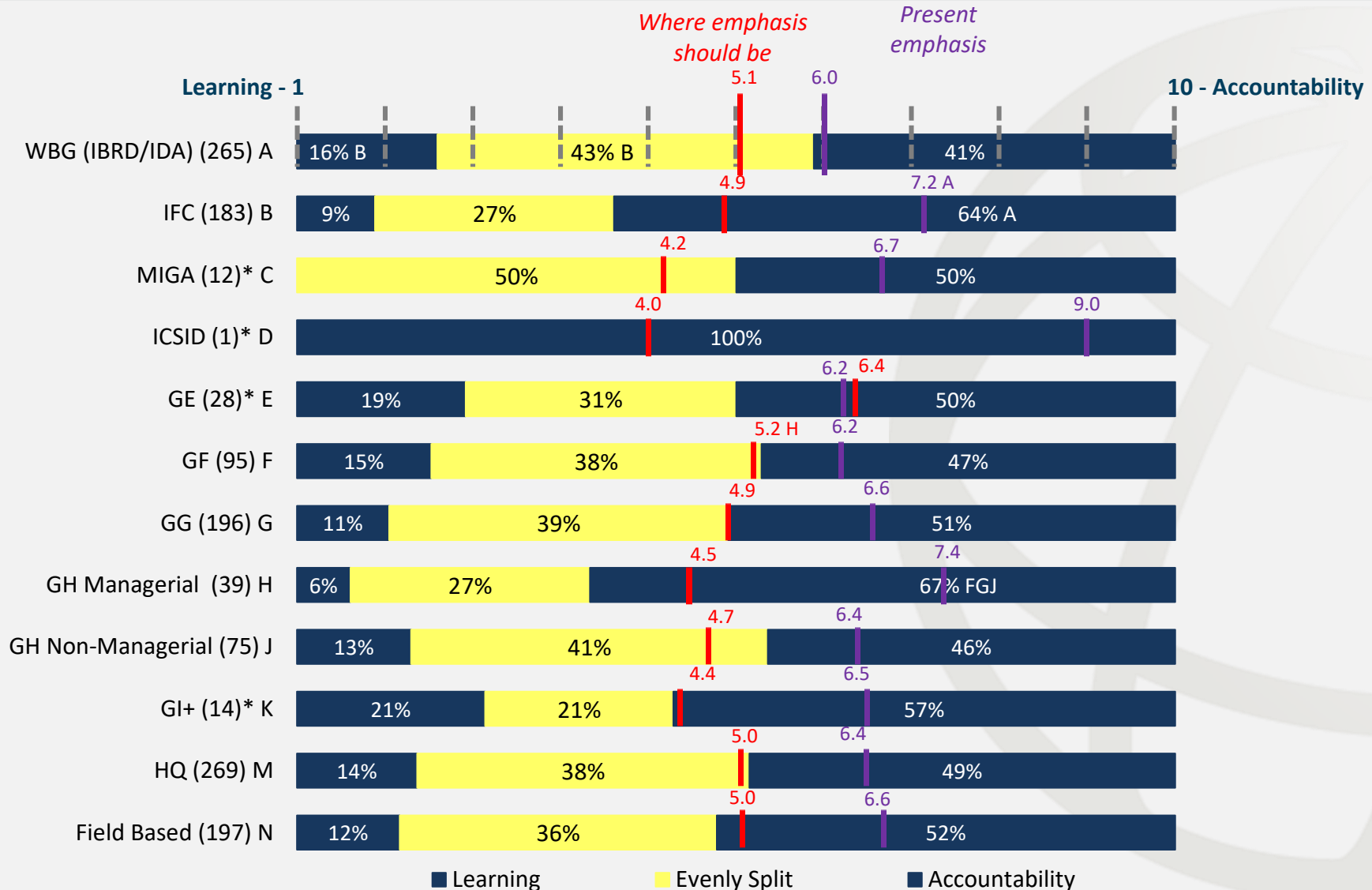
Learning vs. Accountability



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 smallest with WBG and GE, largest with GH Managerial, MIGA and IFC

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?

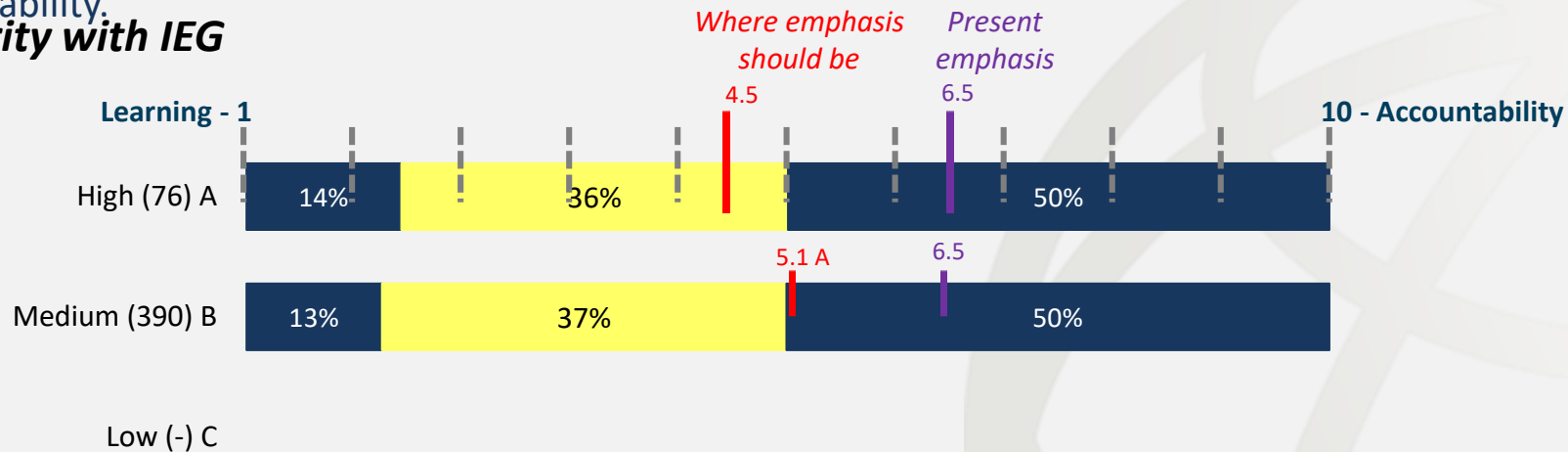
Letters indicate a significant difference at the 90% confidence level (A/B/C/D/E/F/G/H/J/K/M/N).

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

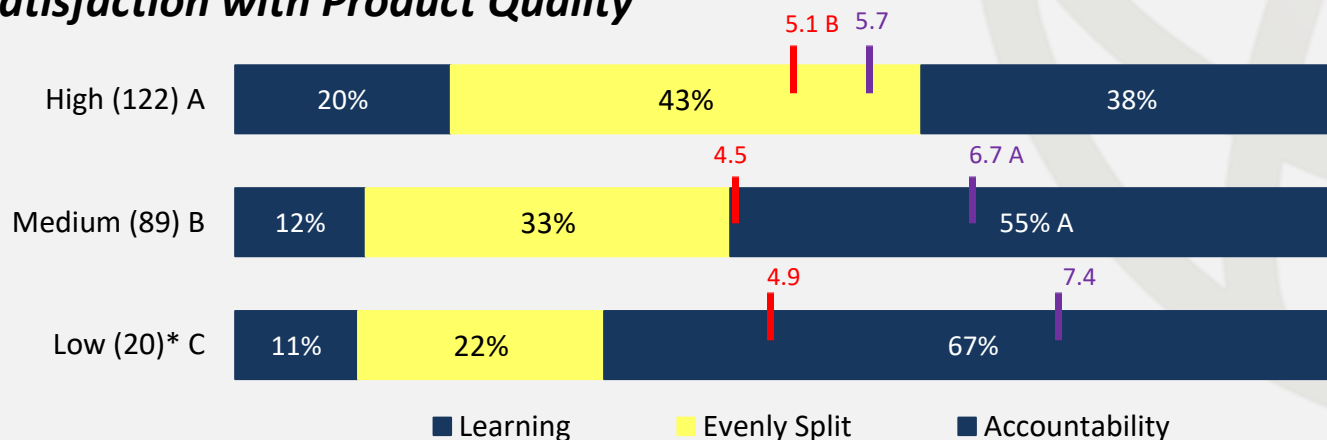
Learning vs. Accountability

Staff with a high familiarity of IEG and those with lower satisfaction with IEG products want greater emphasis on learning over accountability; they feel too much current emphasis is on accountability.

Familiarity with IEG



Overall Satisfaction with Product Quality



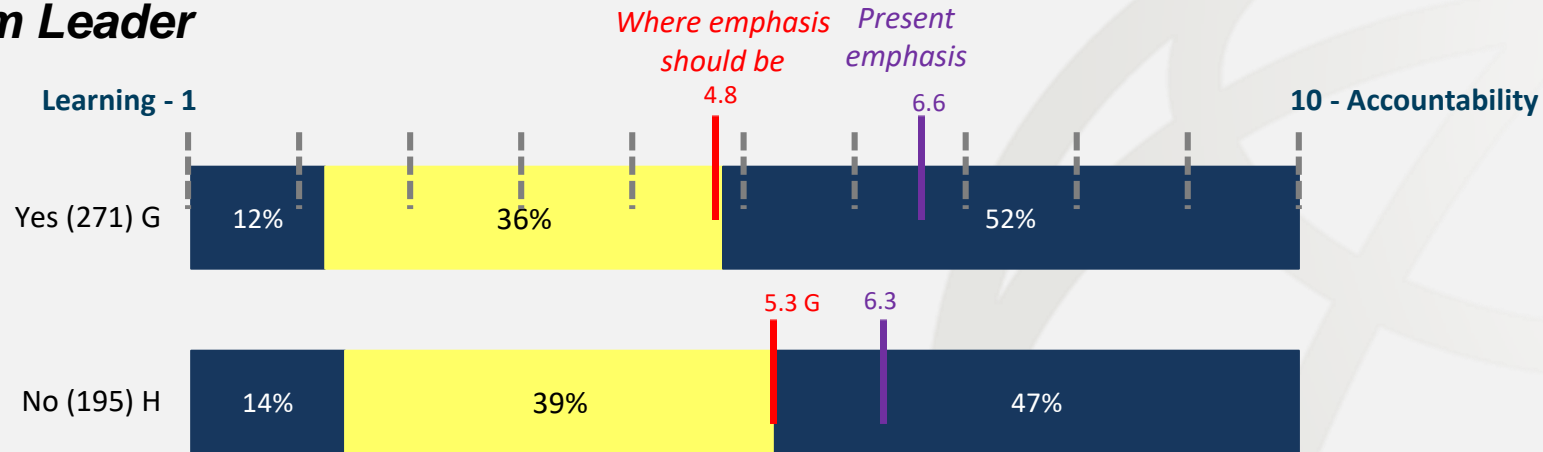
Base: Familiar With IEGs Work
Q15. Where would you put IEG's present emphasis between learning and accountability?
Q16. And where do you believe the emphasis should be?
Letters indicate a significant difference at the 90% confidence level (A/B/C).
* Caution: Small (<30) base size.

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

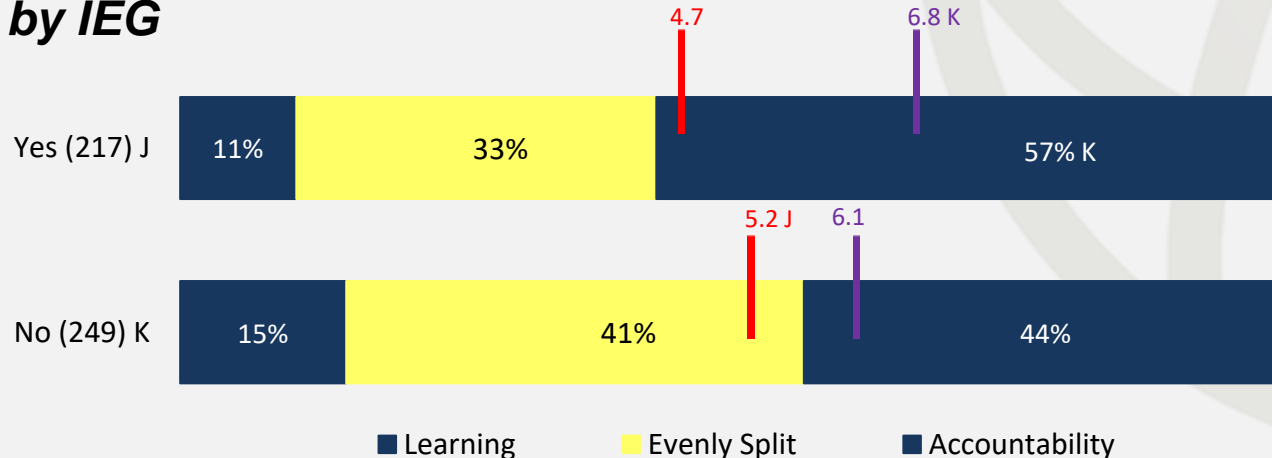
Learning vs. Accountability

TTLs and those evaluated by the IEG wish to see greater emphasis on learning; they feel too much emphasis is placed on accountability.

Task Team Leader



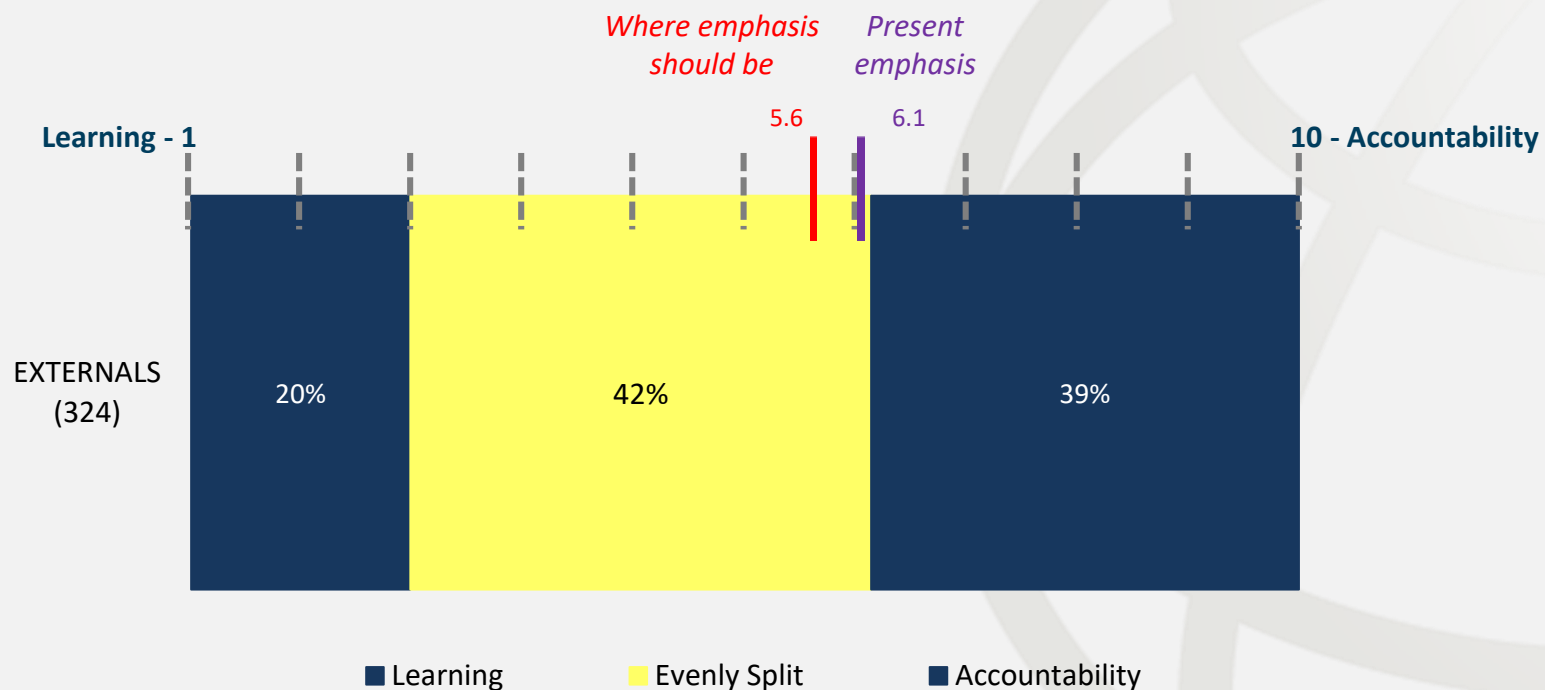
Evaluated by IEG



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 skewing slightly more towards accountability

Learning vs. Accountability



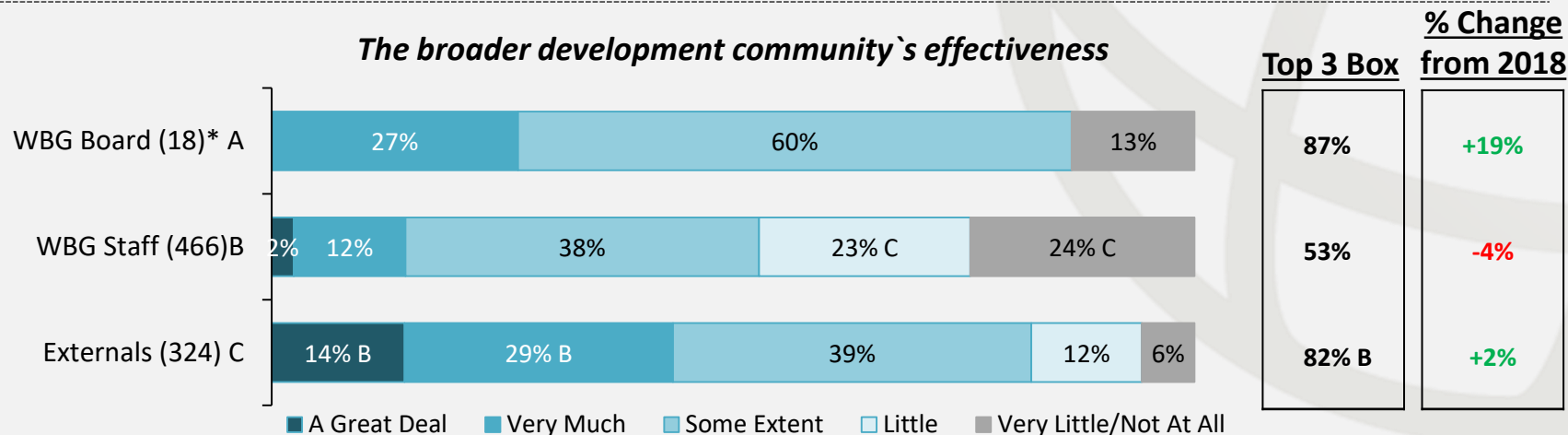
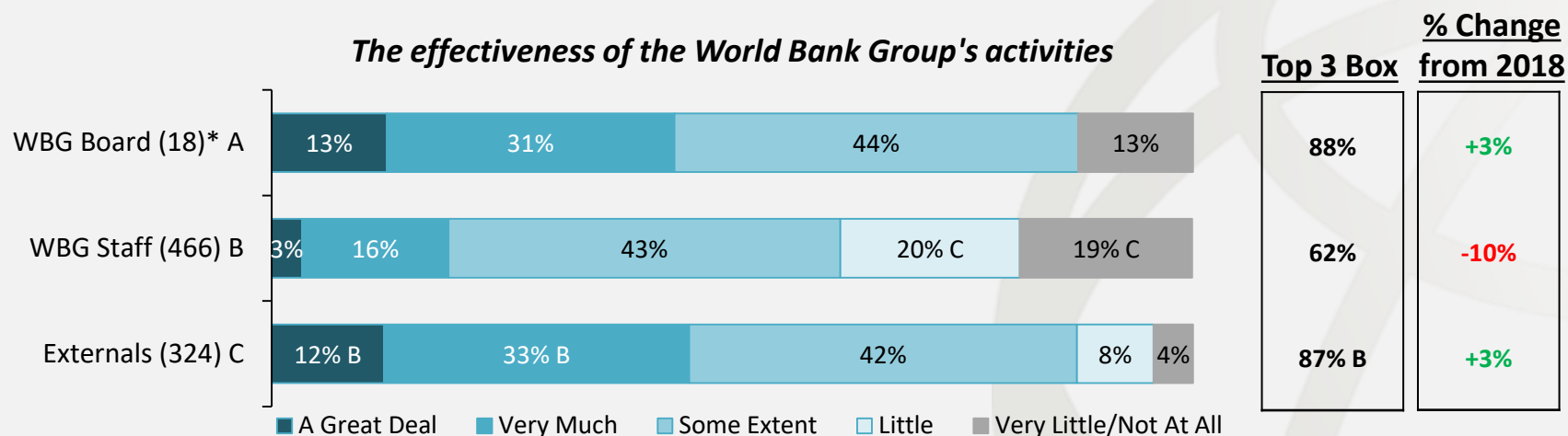
Base: Familiar With IEGs Work

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 decreased compared to last year.



Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

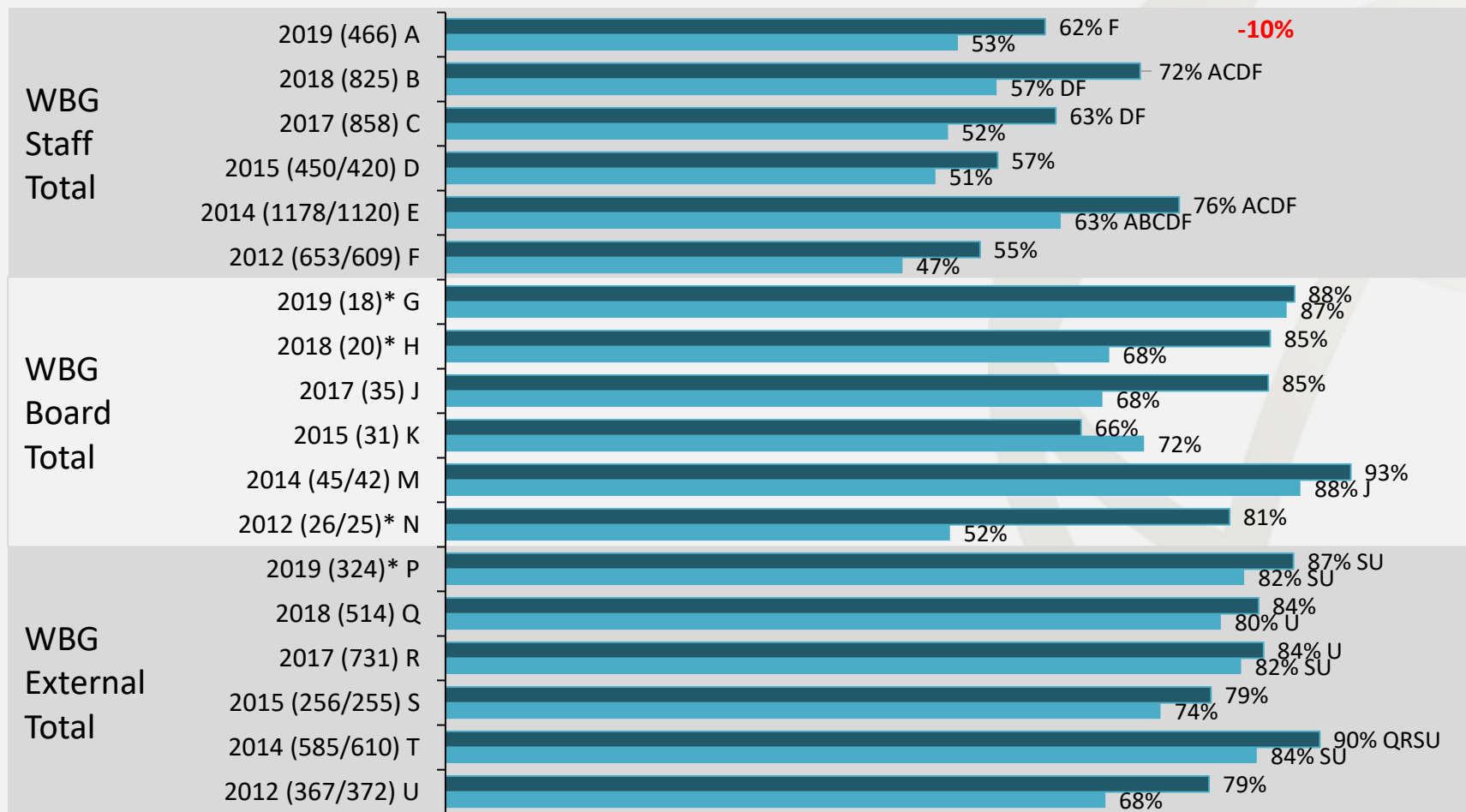
Q20. To what extent do you think that IEG's work in the past 12 months has impacted on the following?

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

Ratings on perceived impact of IEG's work decreased 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

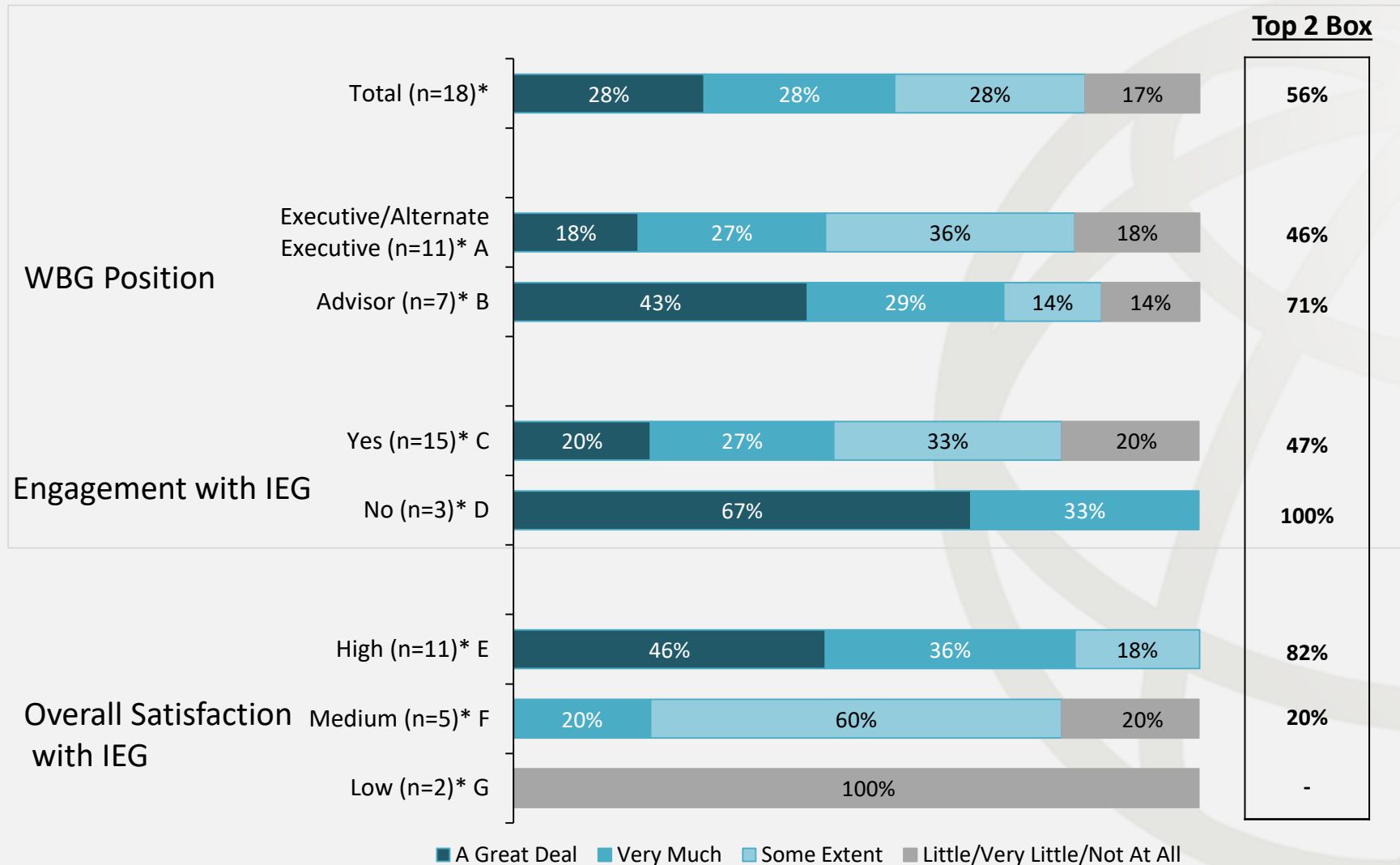
* Caution: Small (<30) base size.

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/S/T/U).

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

Impact



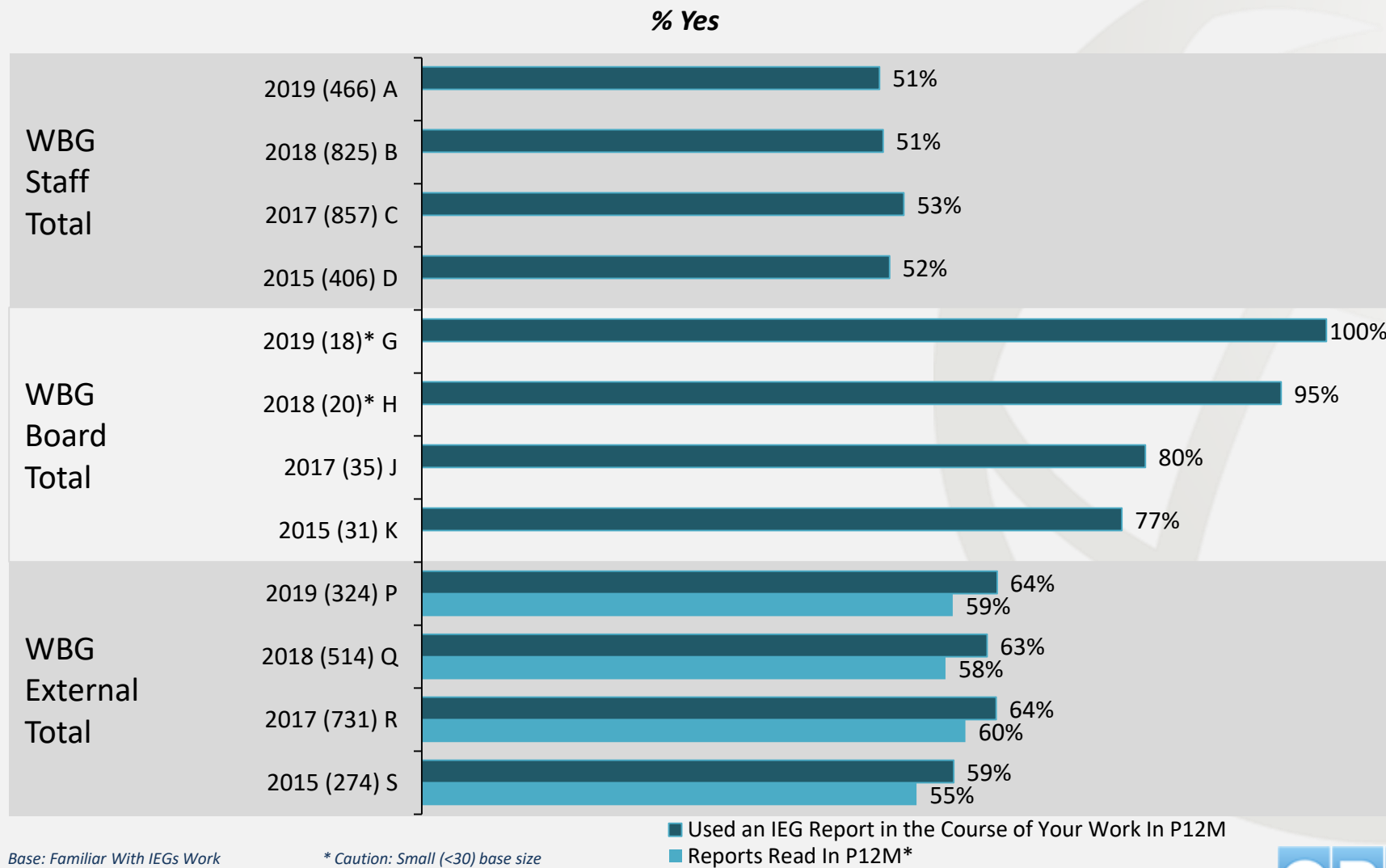
Base: Familiar With IEGs Work

* 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

* Caution: Small (<30) base size

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

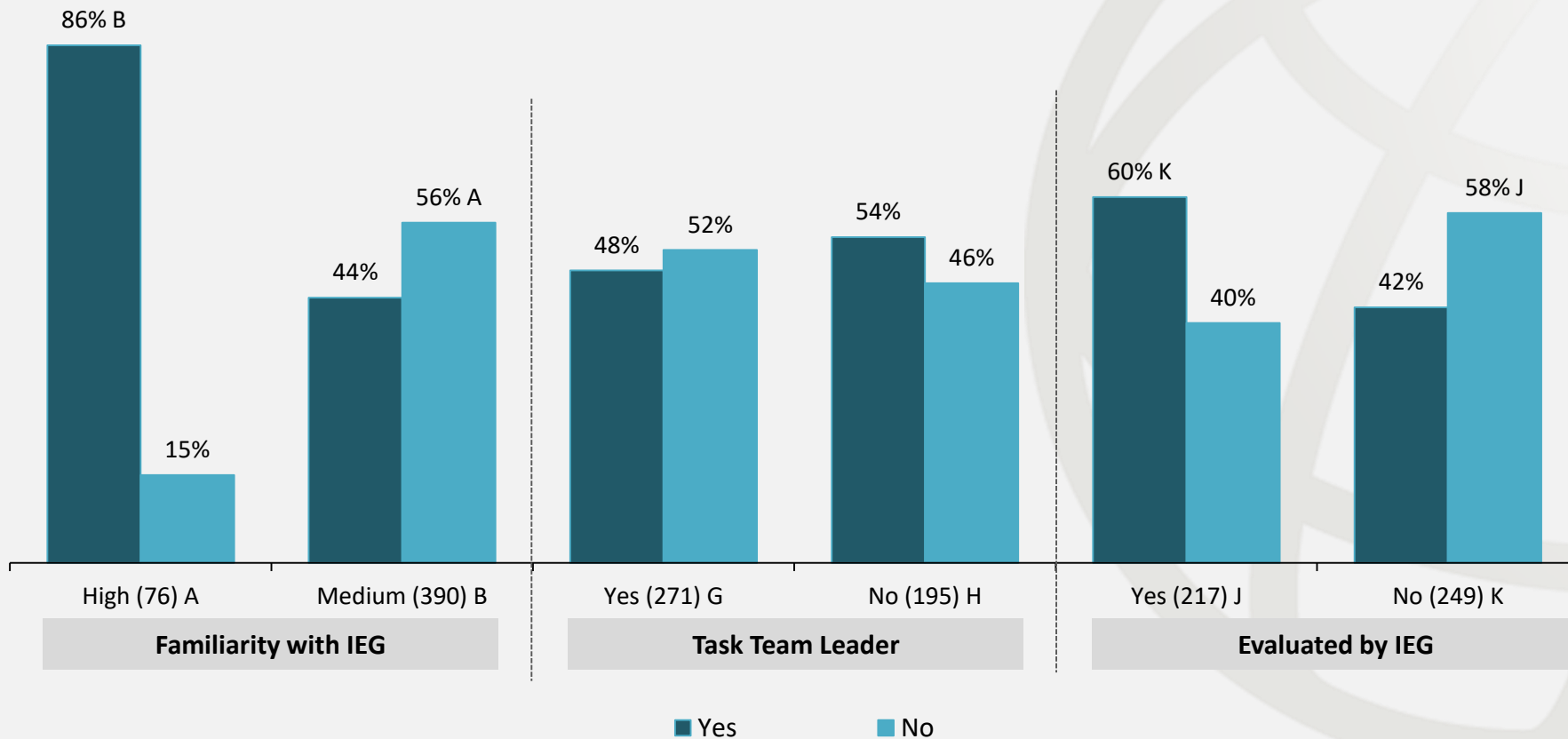
Q24. How many IEG reports have you read, at least in part, in the past 12 months?

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

* Among those that used an IEG report.

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

Staff



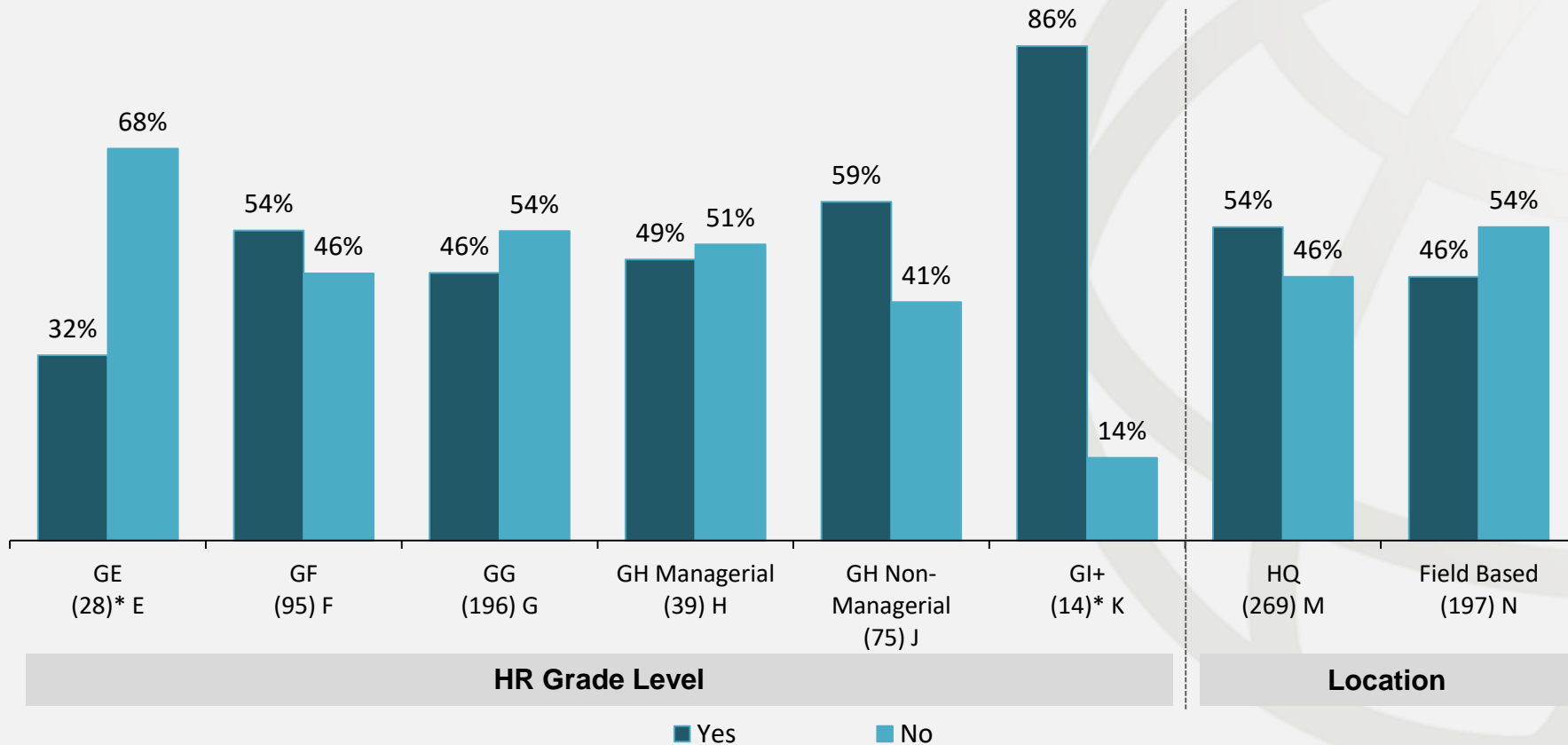
Base: Familiar With IEGs Work

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

Staff



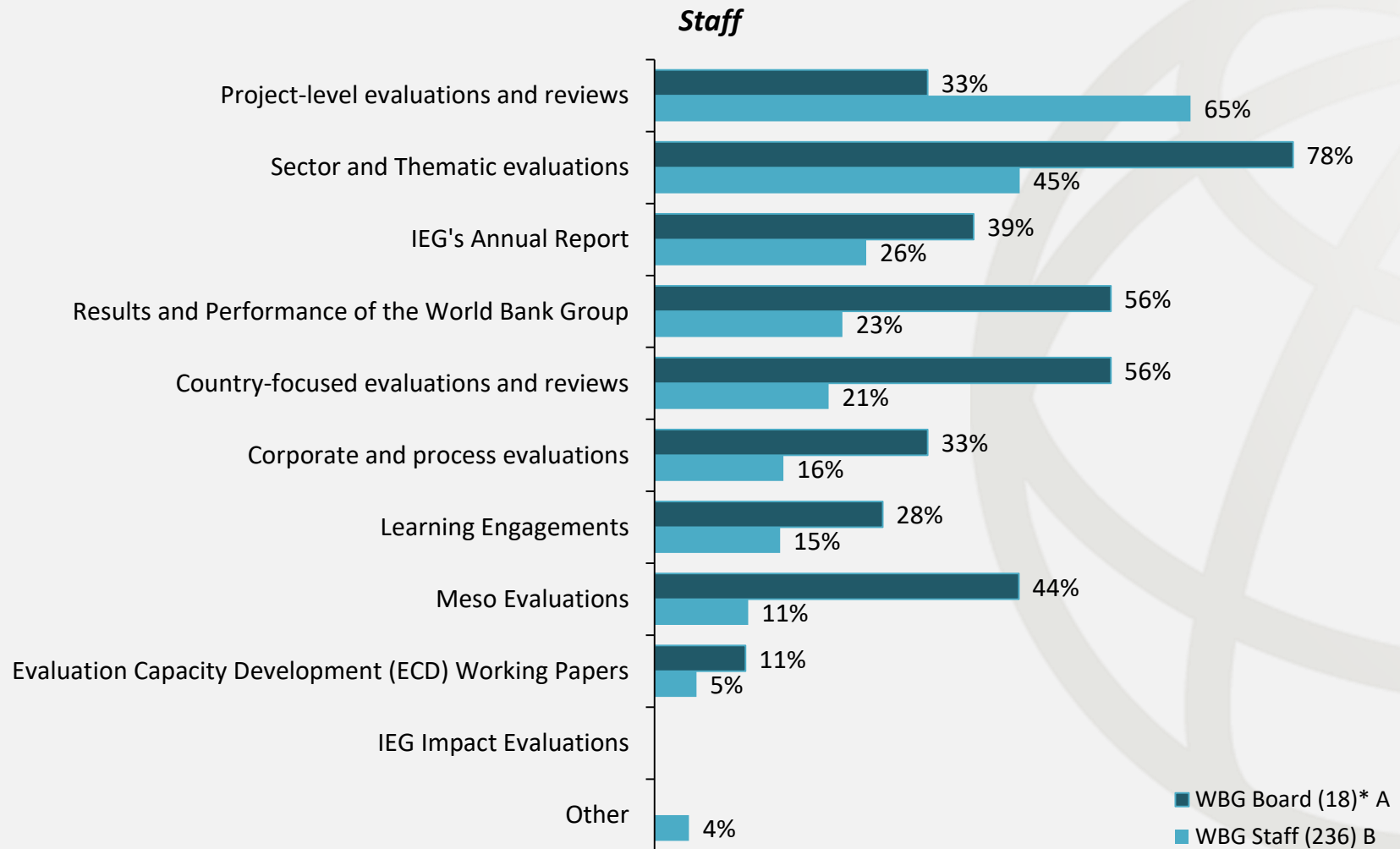
Base: Familiar With IEGs Work

* 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 are the most commonly used IEG products among Staff. Board members most commonly use Sector and Thematic evaluations.



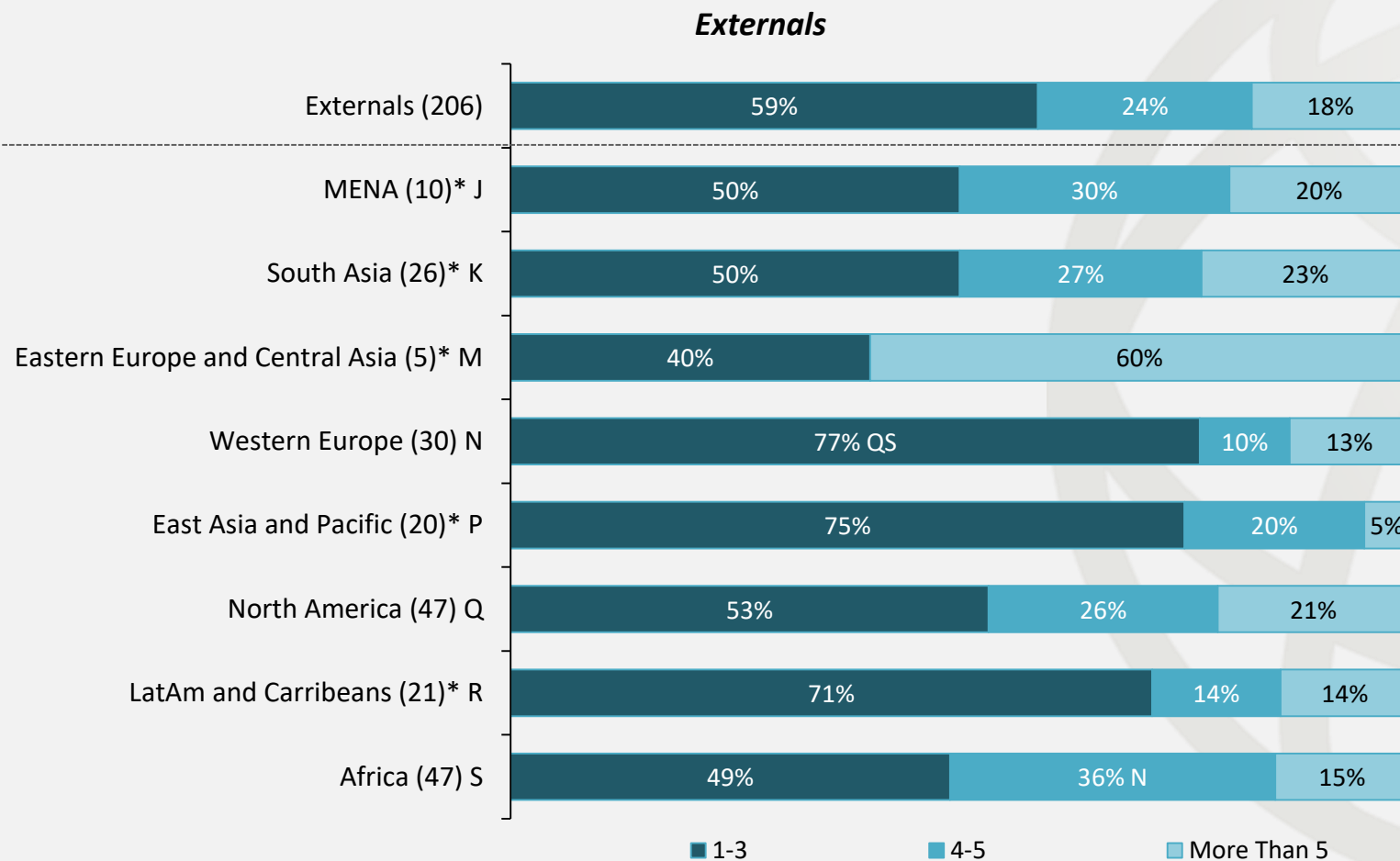
Base: Familiar With IEGs Work And Used IEG Report

* 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, Eastern Europe and Central Asia have the highest readership rates of IEG reports, while Western Europe has the lowest



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

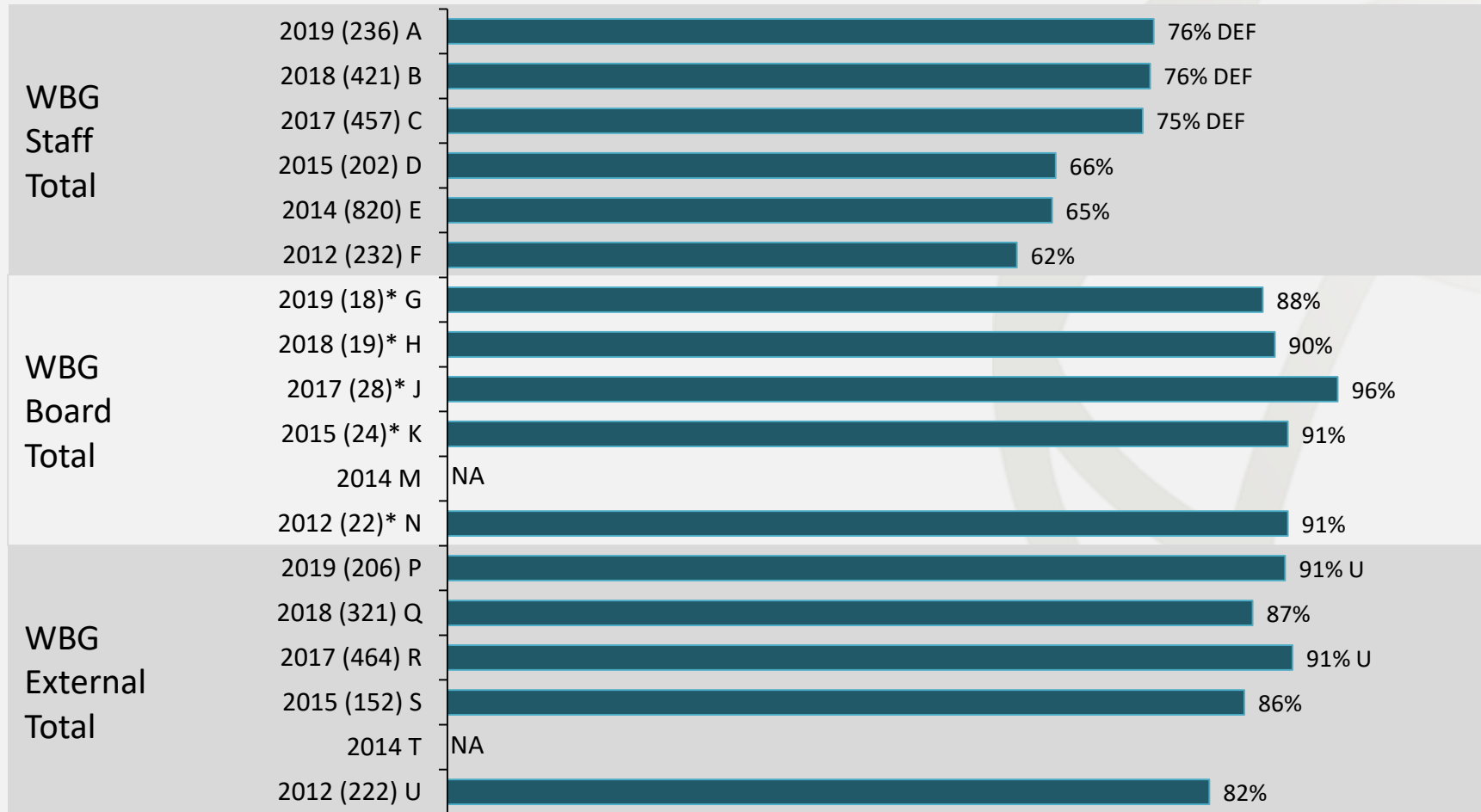
Q24. How many IEG reports have you read, at least in part, in the past 12 months?

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



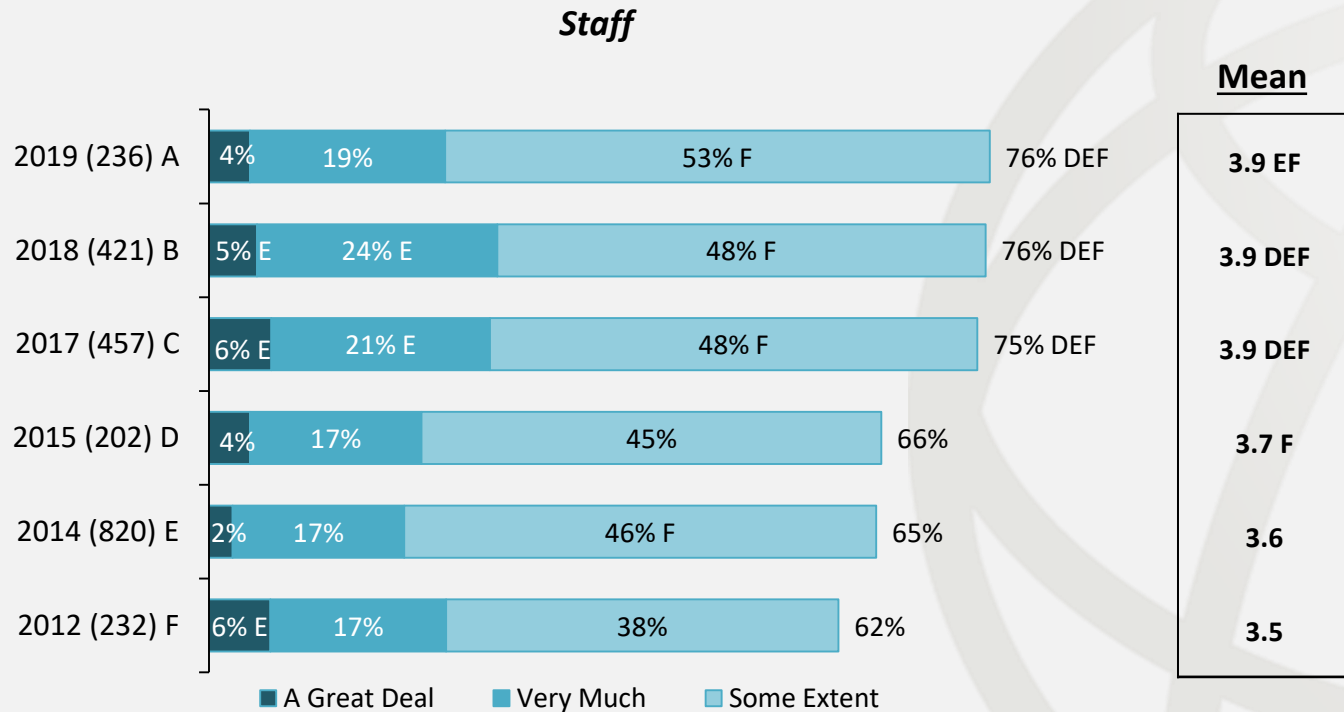
Base: Familiar With IEGs Work And Used IEG Report * Caution: Small (<30) base size.

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/F, G/H/J/K/M/N, P/Q/R/S/T/U).

Overall use of IEG products by Staff has been increasing since 2012

Overall Use



Base: Familiar With IEGs Work And Used IEG Report

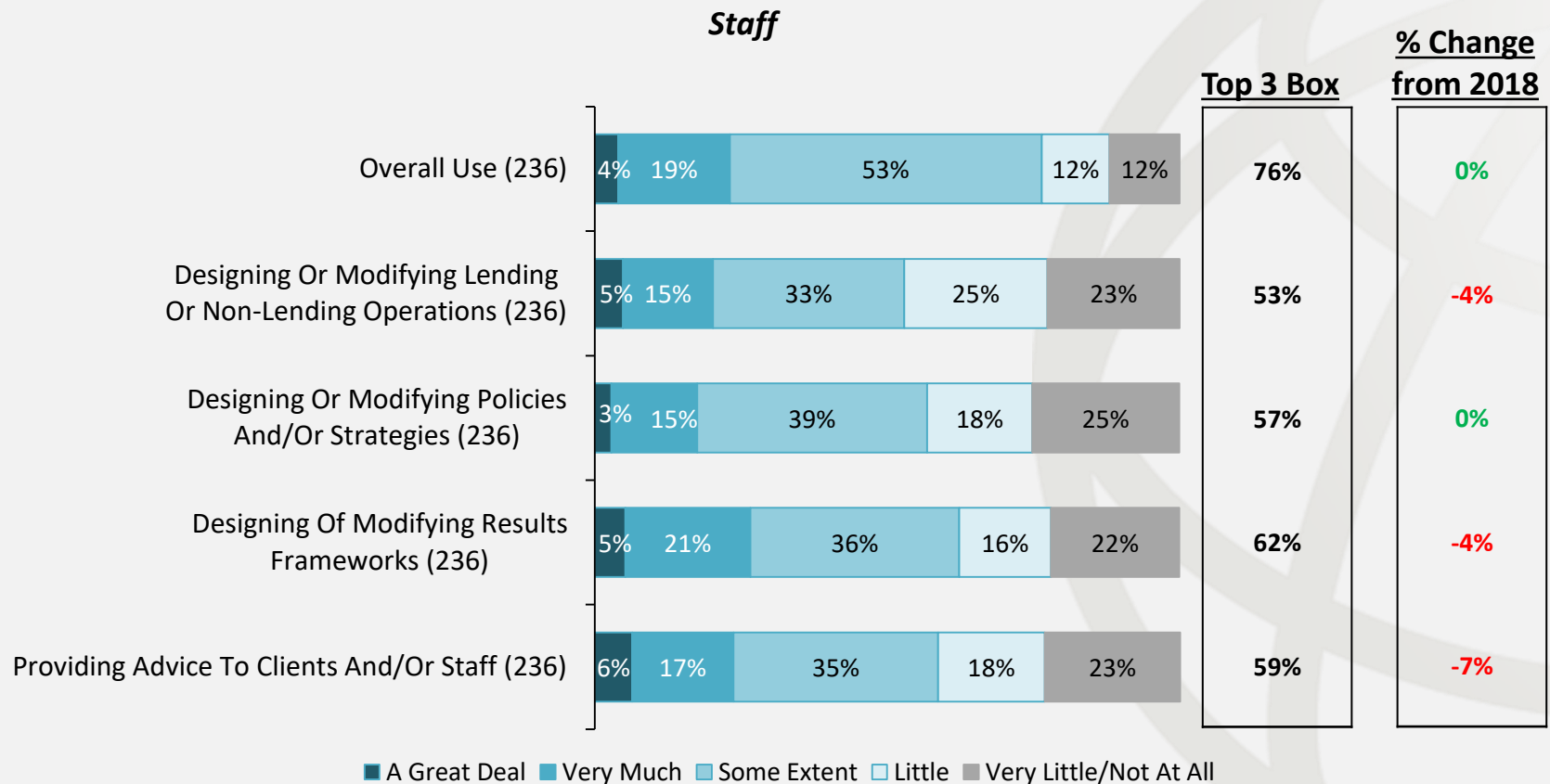
Q36. Thinking of the IEG products you have read in the past 12 months, to what extent did you use them for the following? (6=A Great Deal, 1=Not At All)

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

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

Overall Use

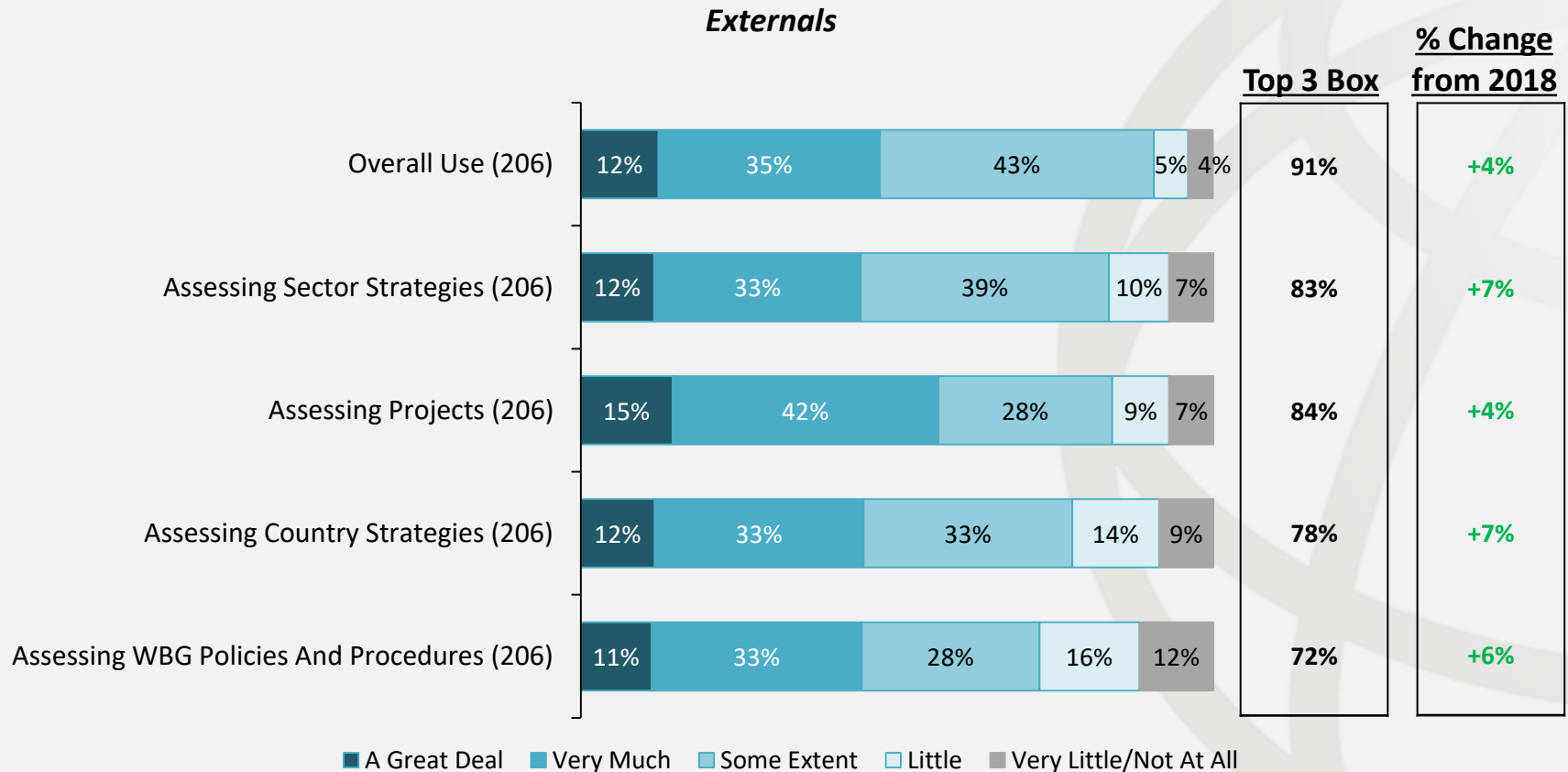
However, both of these areas experienced decreases compared to the previous year.



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

Overall Use

All these areas experienced increases compared to the previous year.

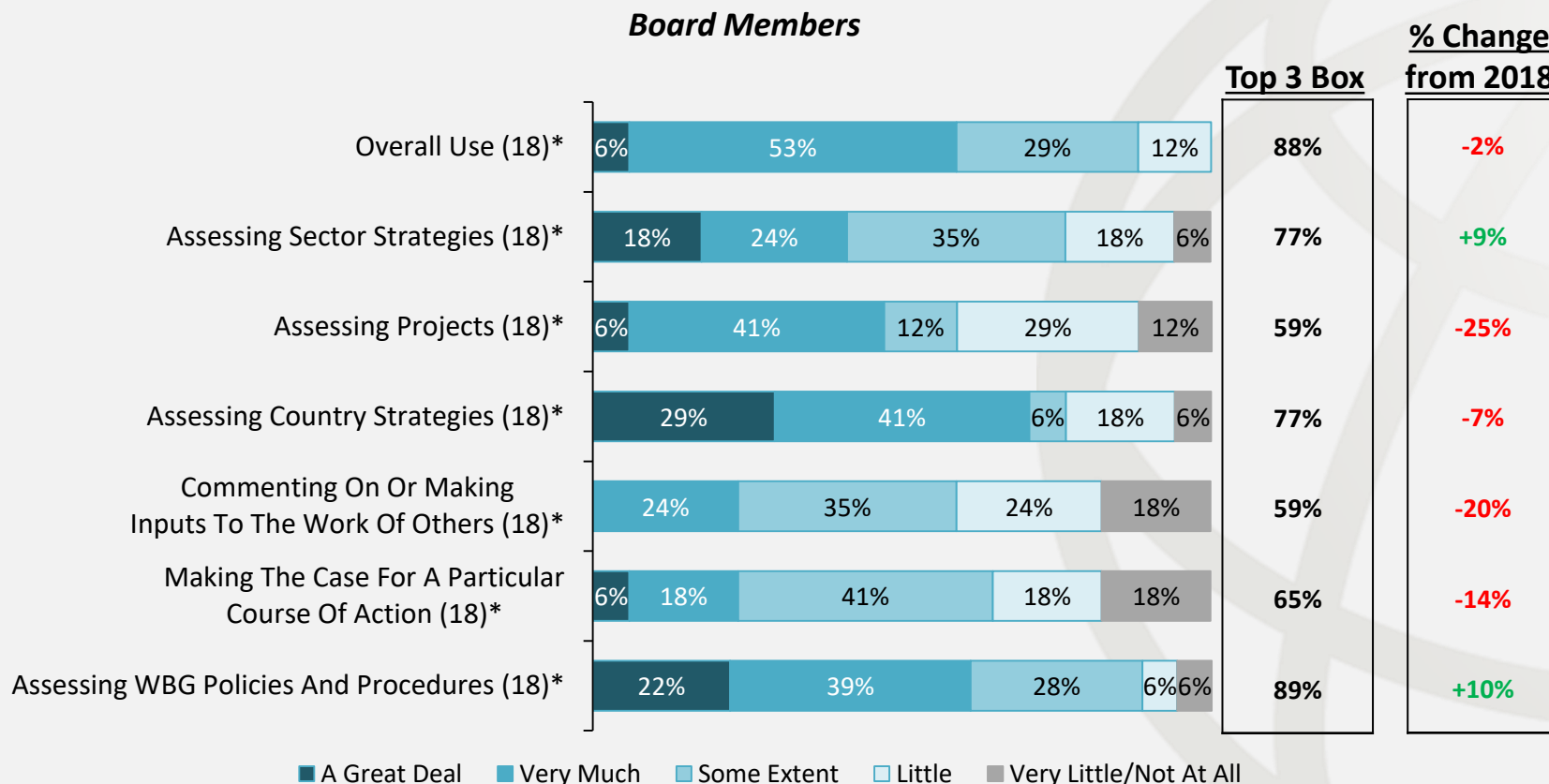


Base: Familiar With IEGs Work And Used IEG Report

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 WBG Policies and Procedures are the most common uses of IEG products

Overall Use



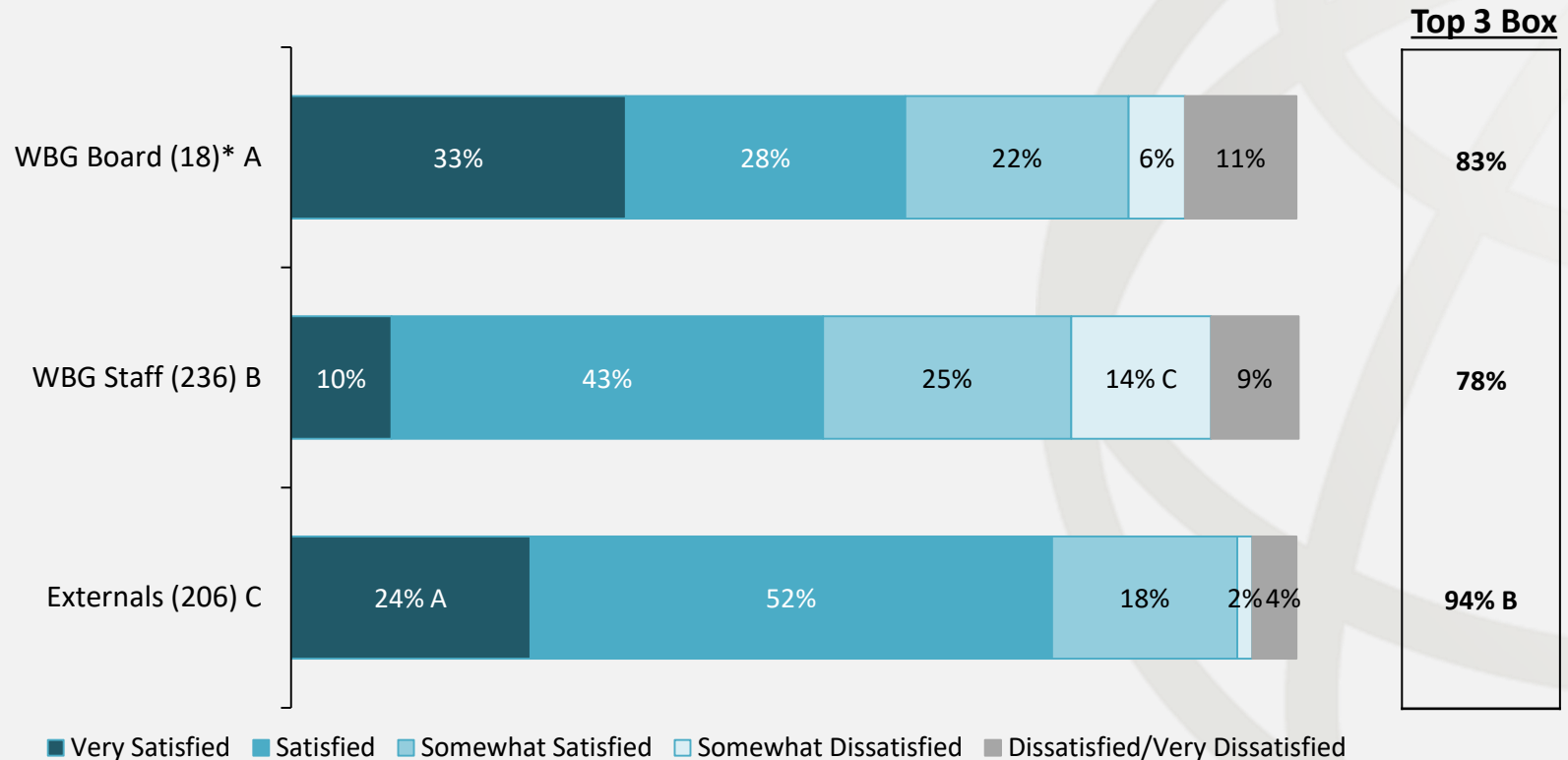
Base: Familiar With IEGs Work And Used IEG Report

* 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

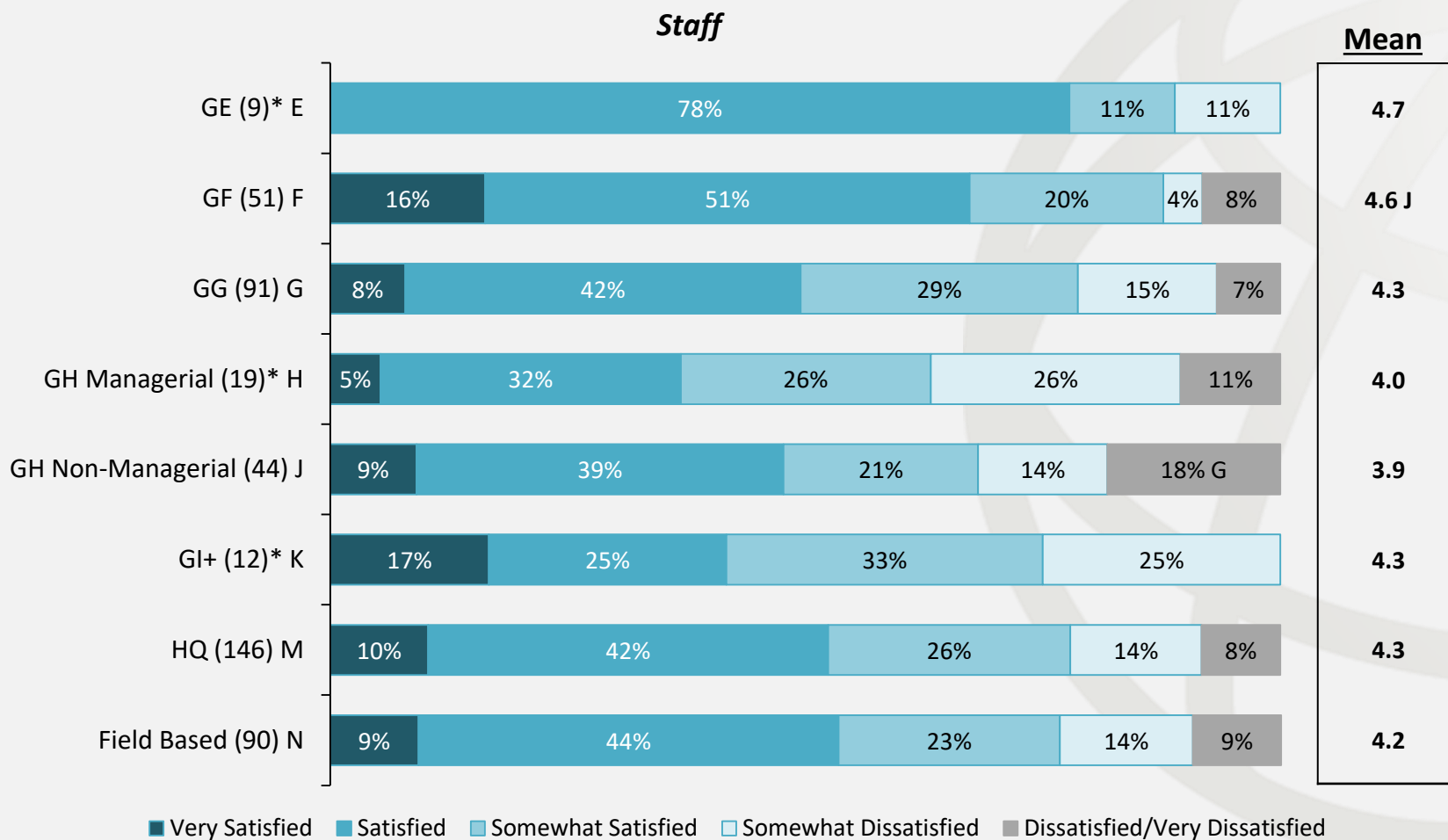
* Caution: Small (<30) base size.

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 the GH levels

Satisfaction



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

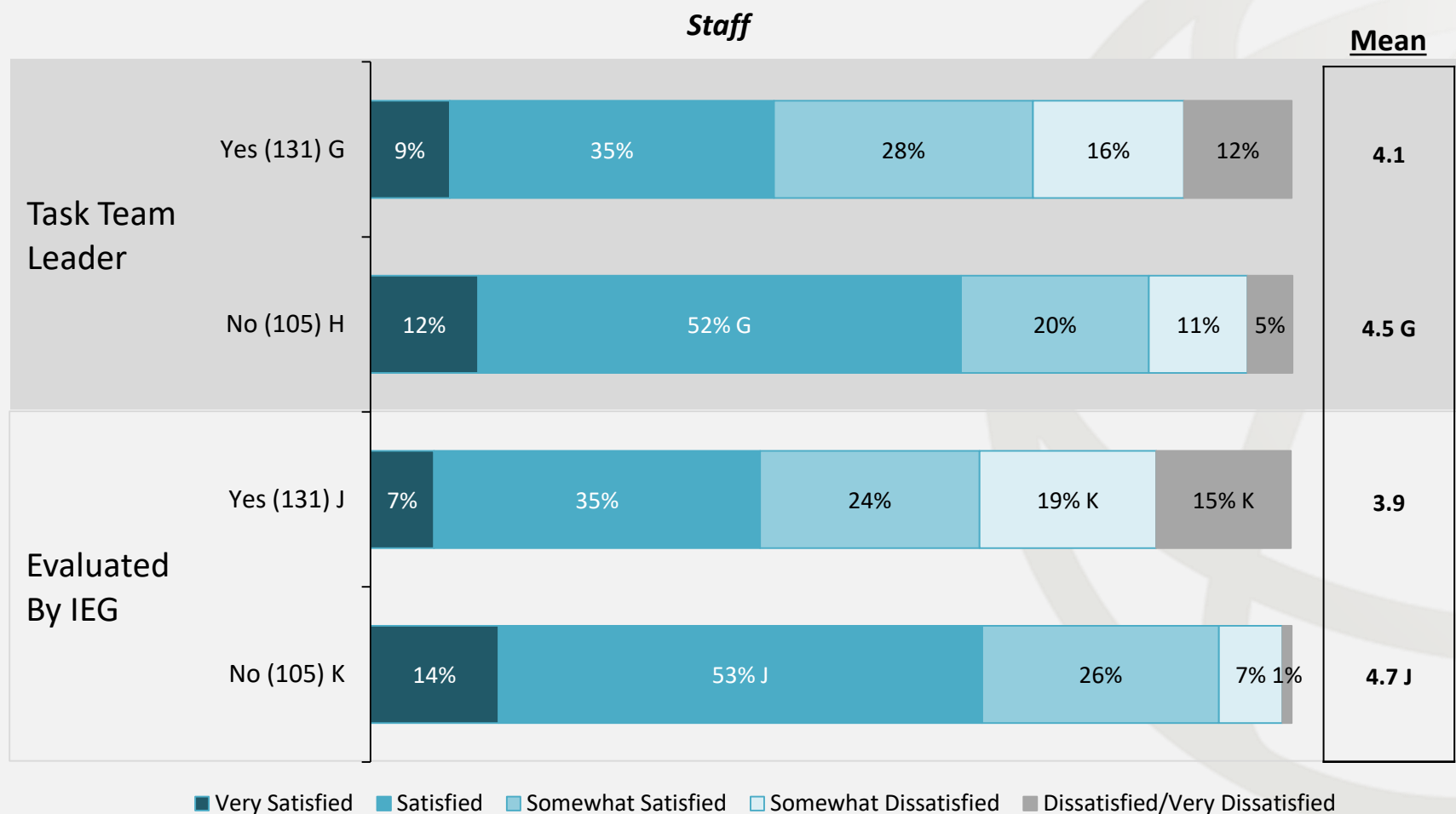
Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?

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 higher among non-Task Team Leaders.

Satisfaction

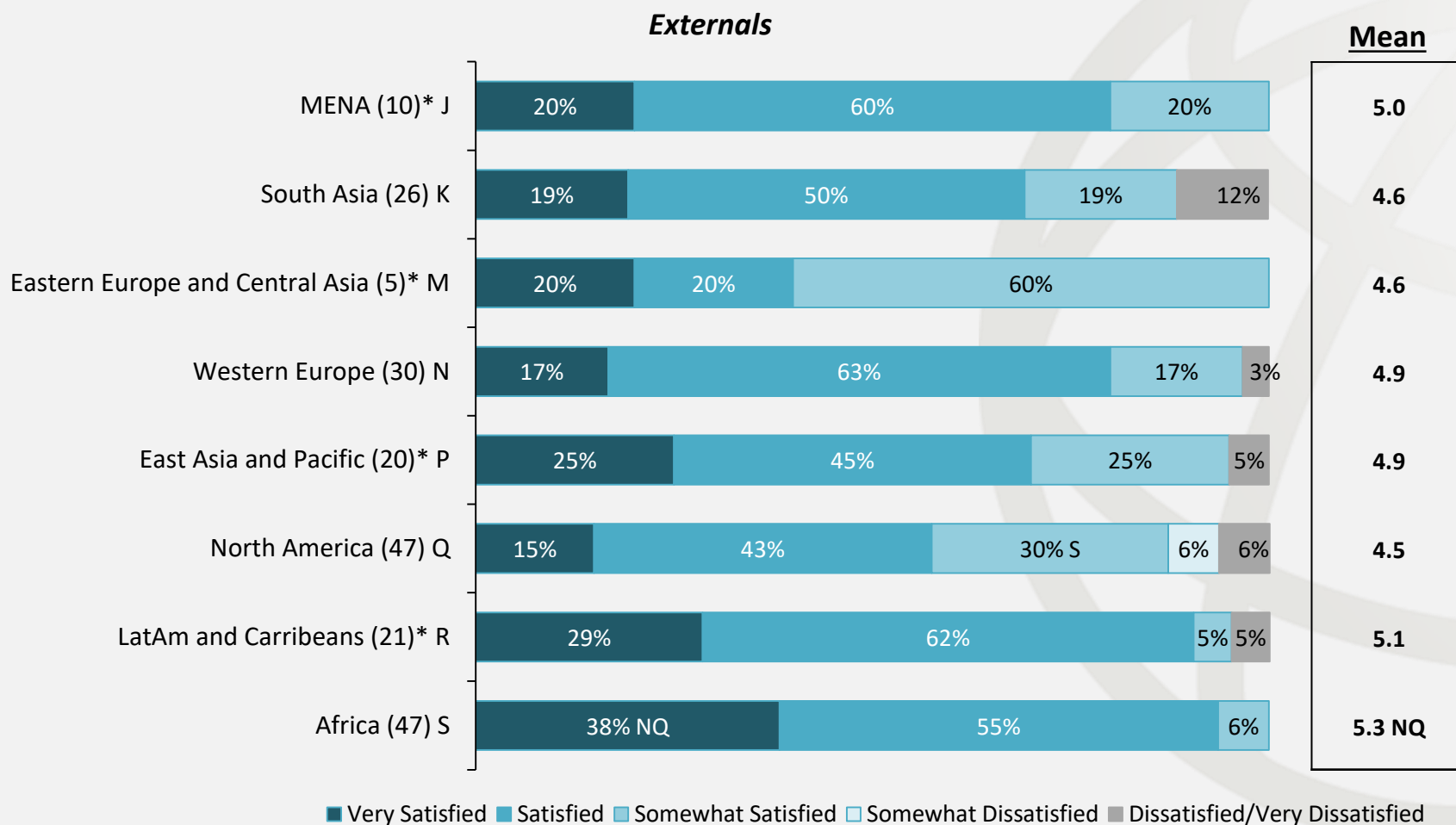
Satisfaction is lower among those Staff who are evaluated by IEG.



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 high across all regions, but highest in Latin America and MENA

Satisfaction

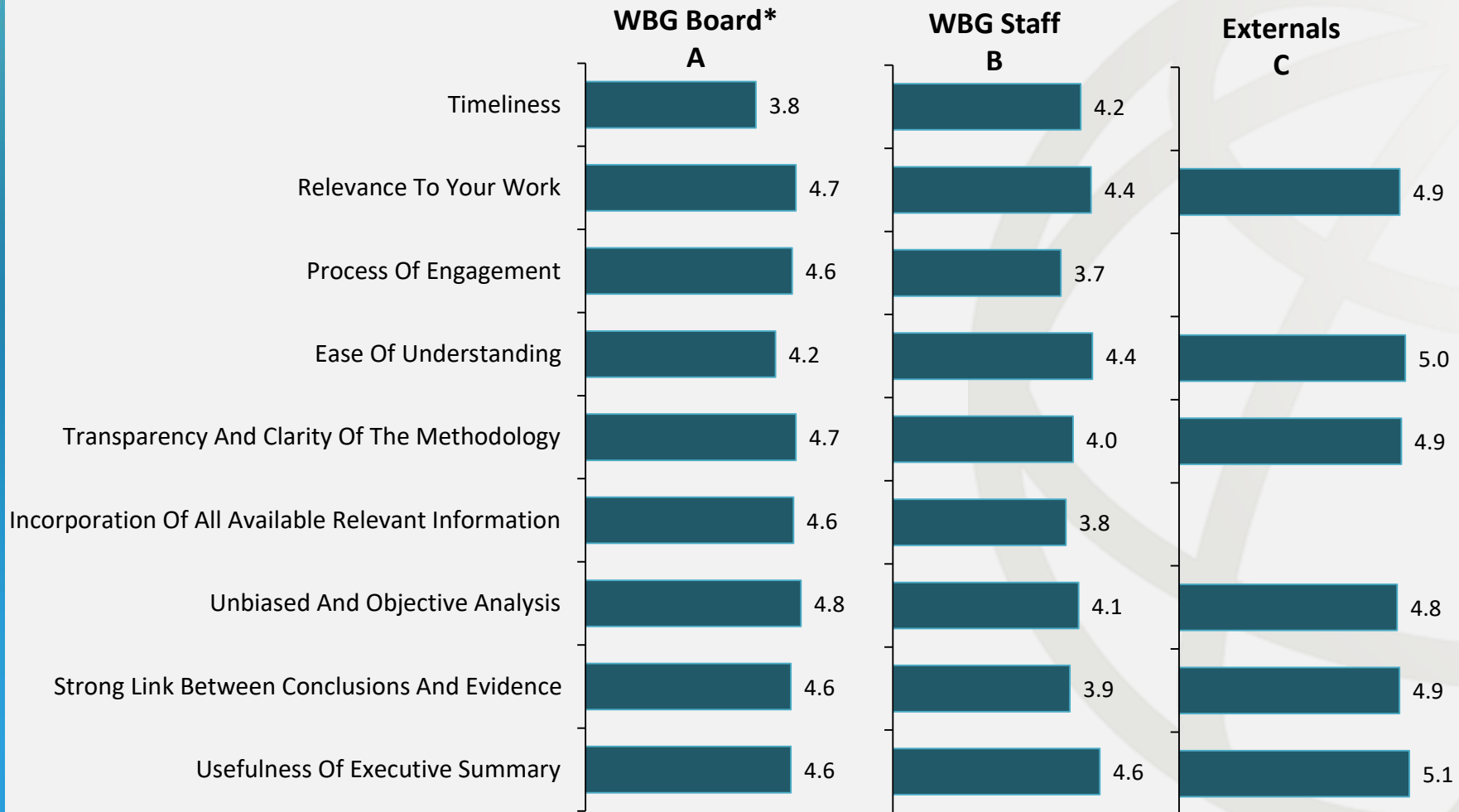


Base: Familiar With IEGs Work And Used IEG Report * Caution: Small (<30) base size.
 Q26. How satisfied are you with the overall quality of the IEG products that you read in the past 12 months?
 Letters indicate a significant difference at the 90% confidence level (J/K/M/N/P/Q/R/S).

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?

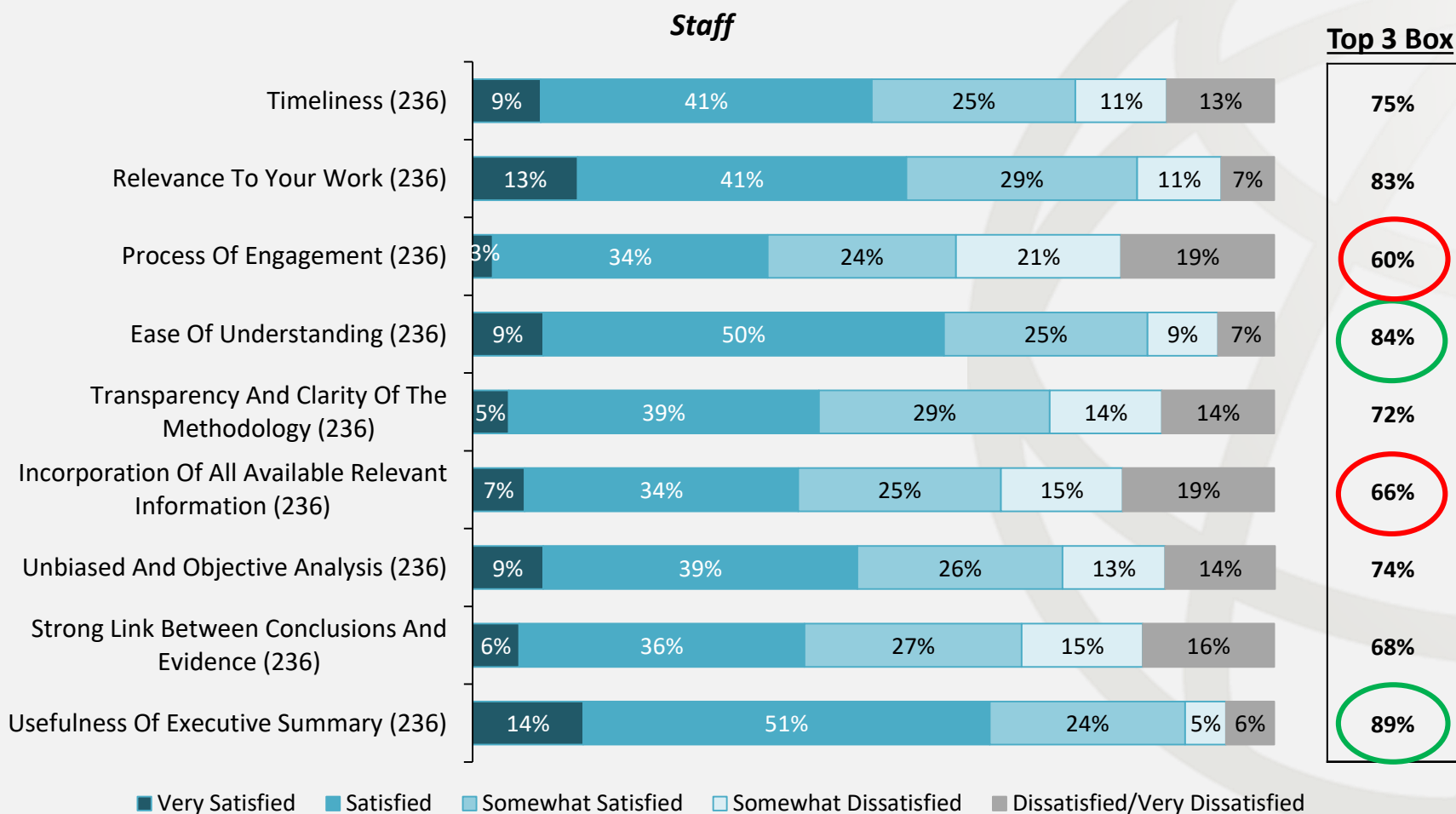
(6=Very Satisfied, 1=Very Dissatisfied)

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

Staff are most satisfied with the Executive Summaries and the ease of understanding IEG reports

Satisfaction

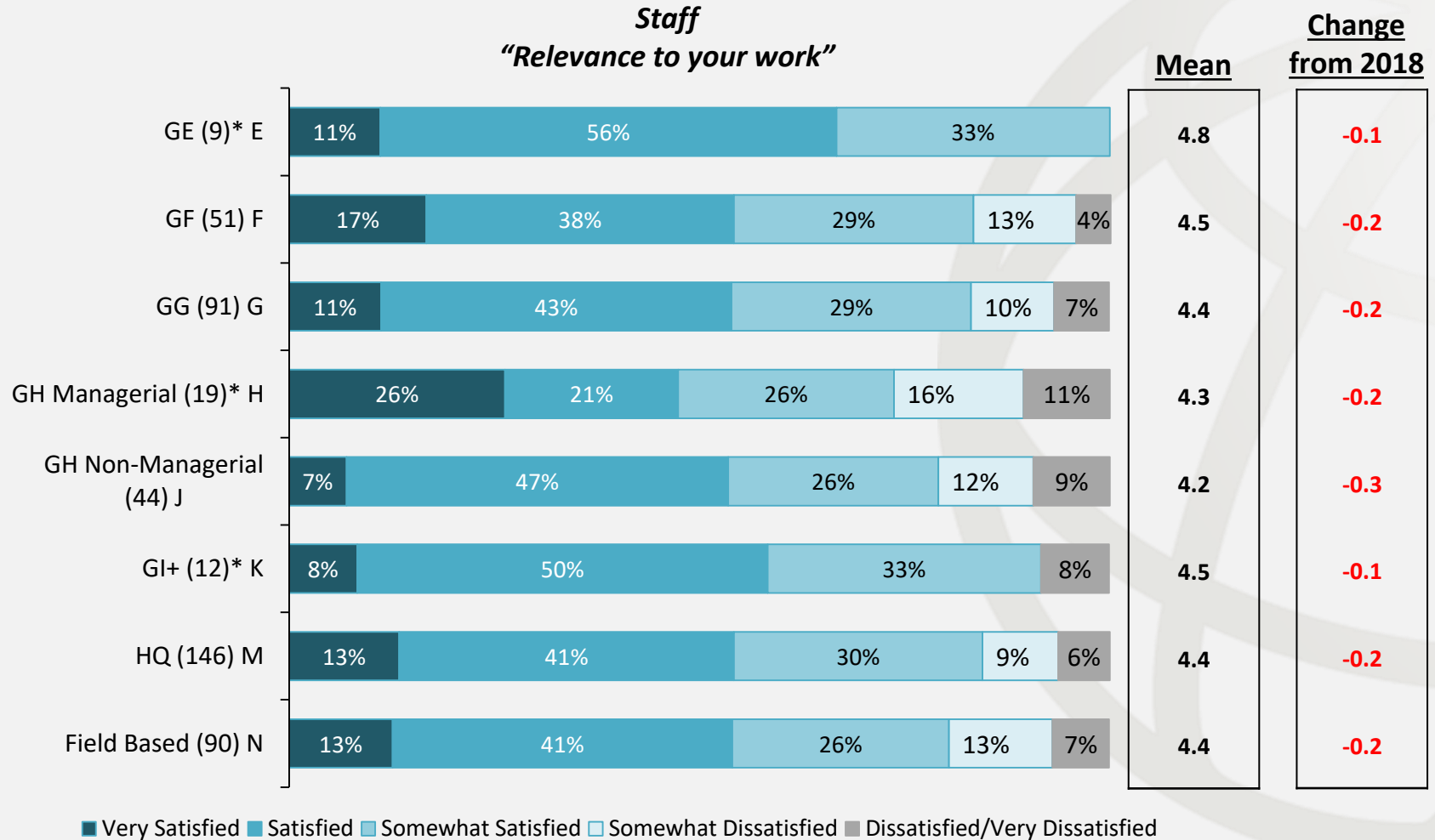
Staff are not quite as satisfied with process of engagement and incorporation of all relevant information.



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 Non-Managerial



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

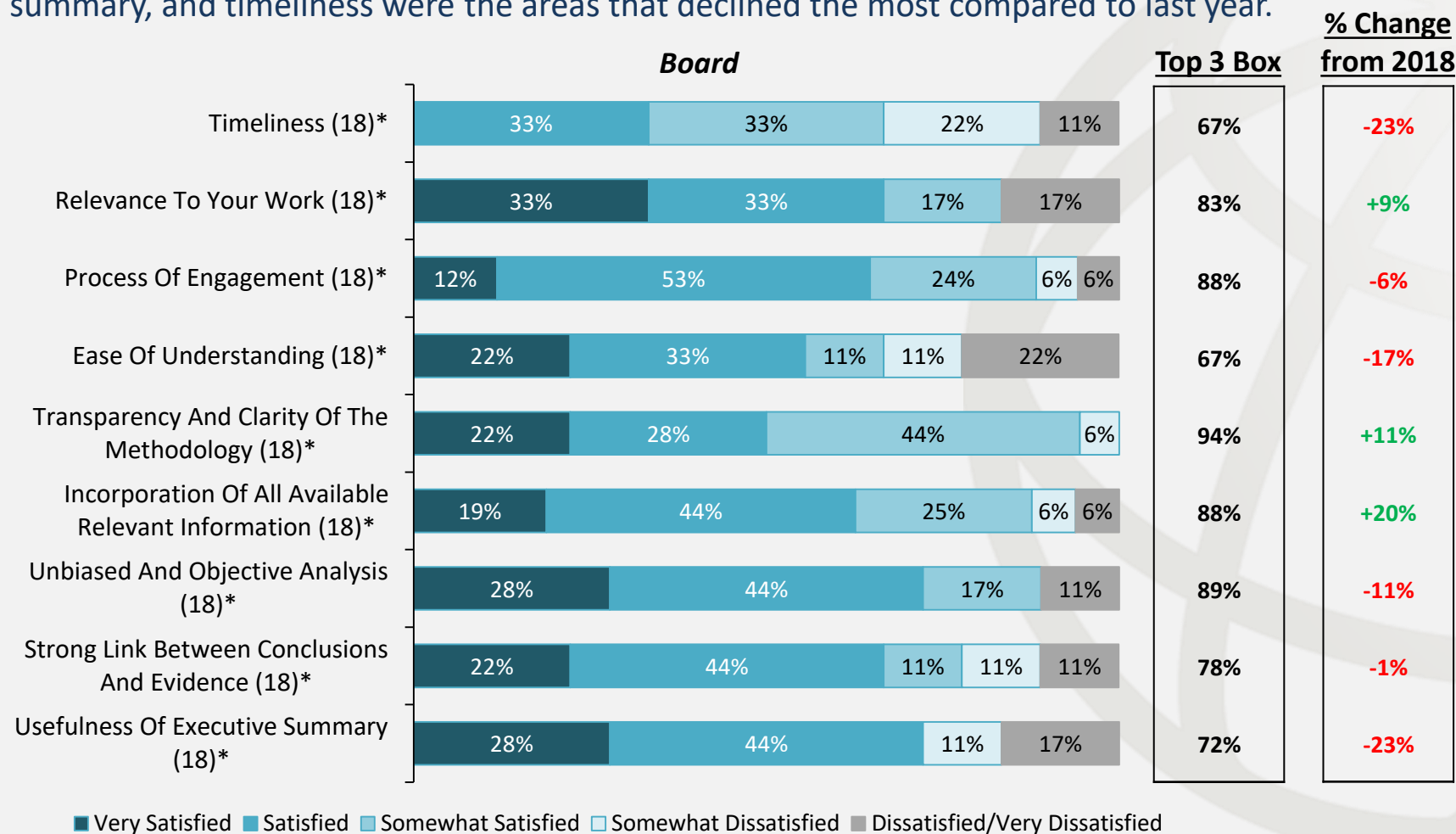
Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

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

Board satisfaction with IEG reports has generally declined compared to last year.

Satisfaction

Transparency of methodology and incorporation of all available information are the greatest strengths of IEG reports, both increasing compared to last year. Usefulness of executive summary, and timeliness were the areas that declined the most compared to last year.



Base: Familiar With IEGs Work And Used IEG Report

* Caution: Small (<30) base size.

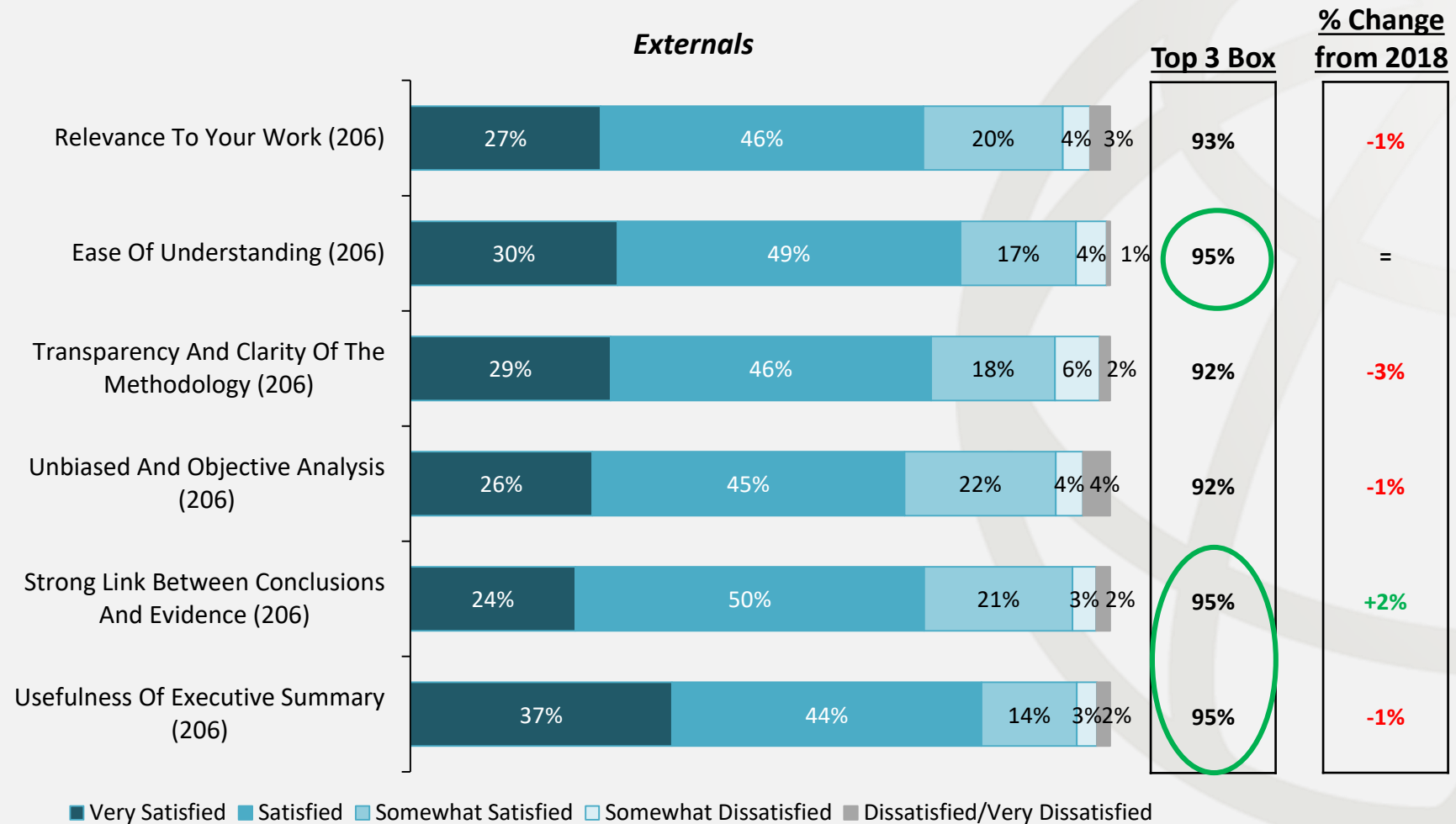
Q27. Thinking of all the IEG reports you have read in the past 12 months, how satisfied were you with the following aspects of the evaluation reports?

(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

Externals are most satisfied with ease of understanding and strong link between conclusions and evidence and usefulness of executive summary.

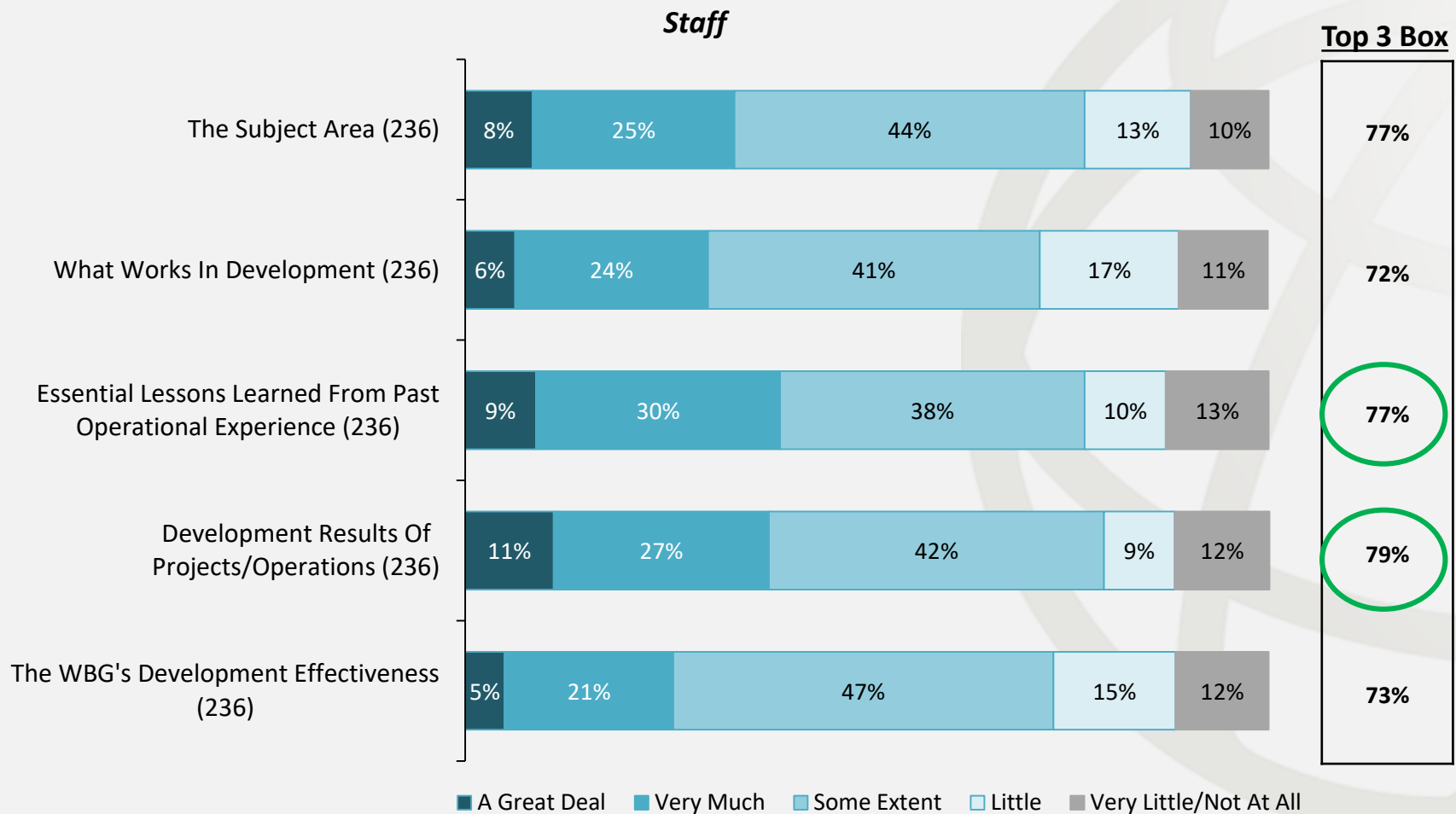


Base: Familiar With IEGs Work And Used IEG Report

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, IEG reports were the most helpful in improving understanding of development results of projects/operations

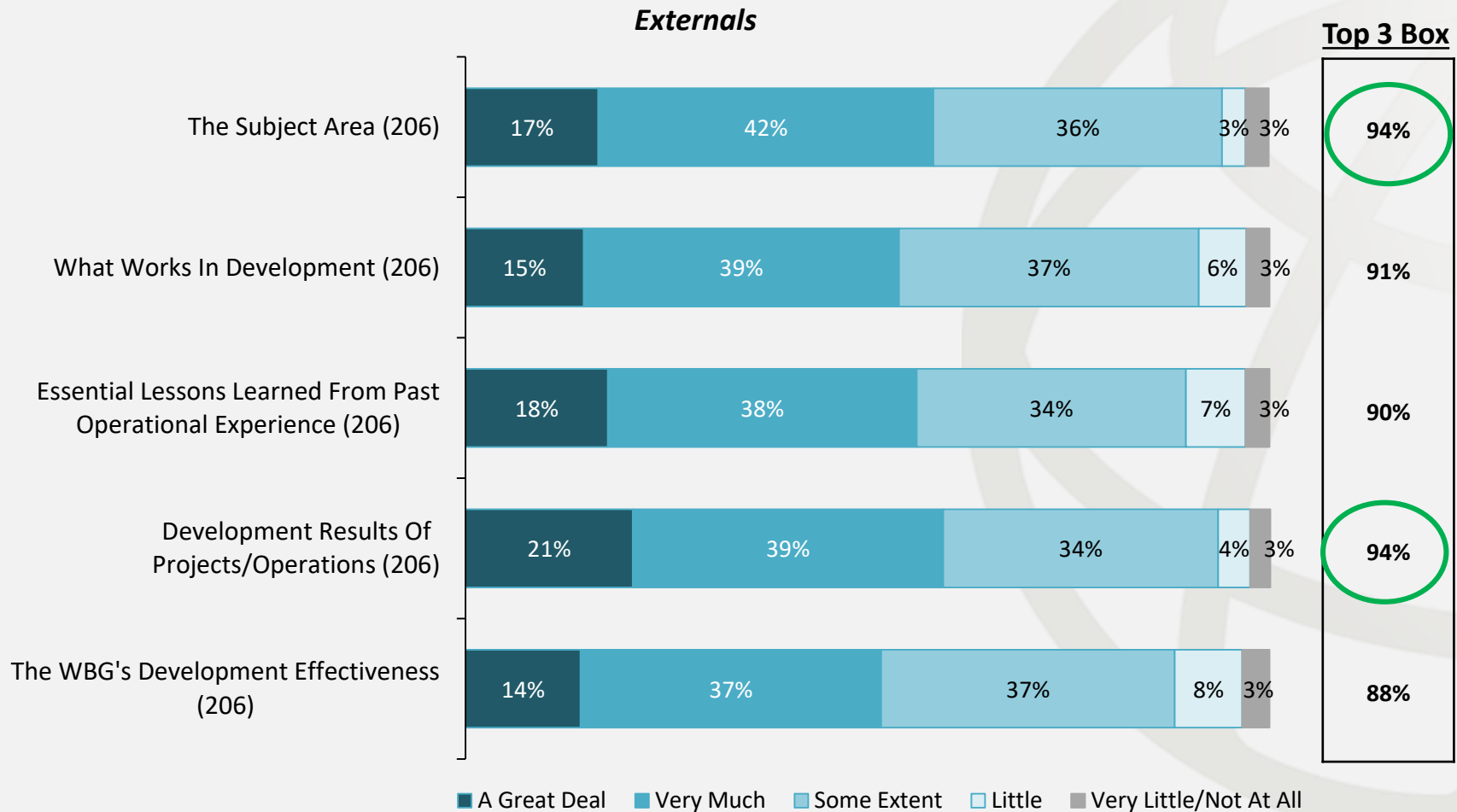
IEG reports were also most effective in increasing understanding of essential lessons learned from past operational experience.



Base: Familiar With IEGs Work And Used IEG Report.

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?

Among Externals, the subject area and development results are the most helpful areas of IEG products

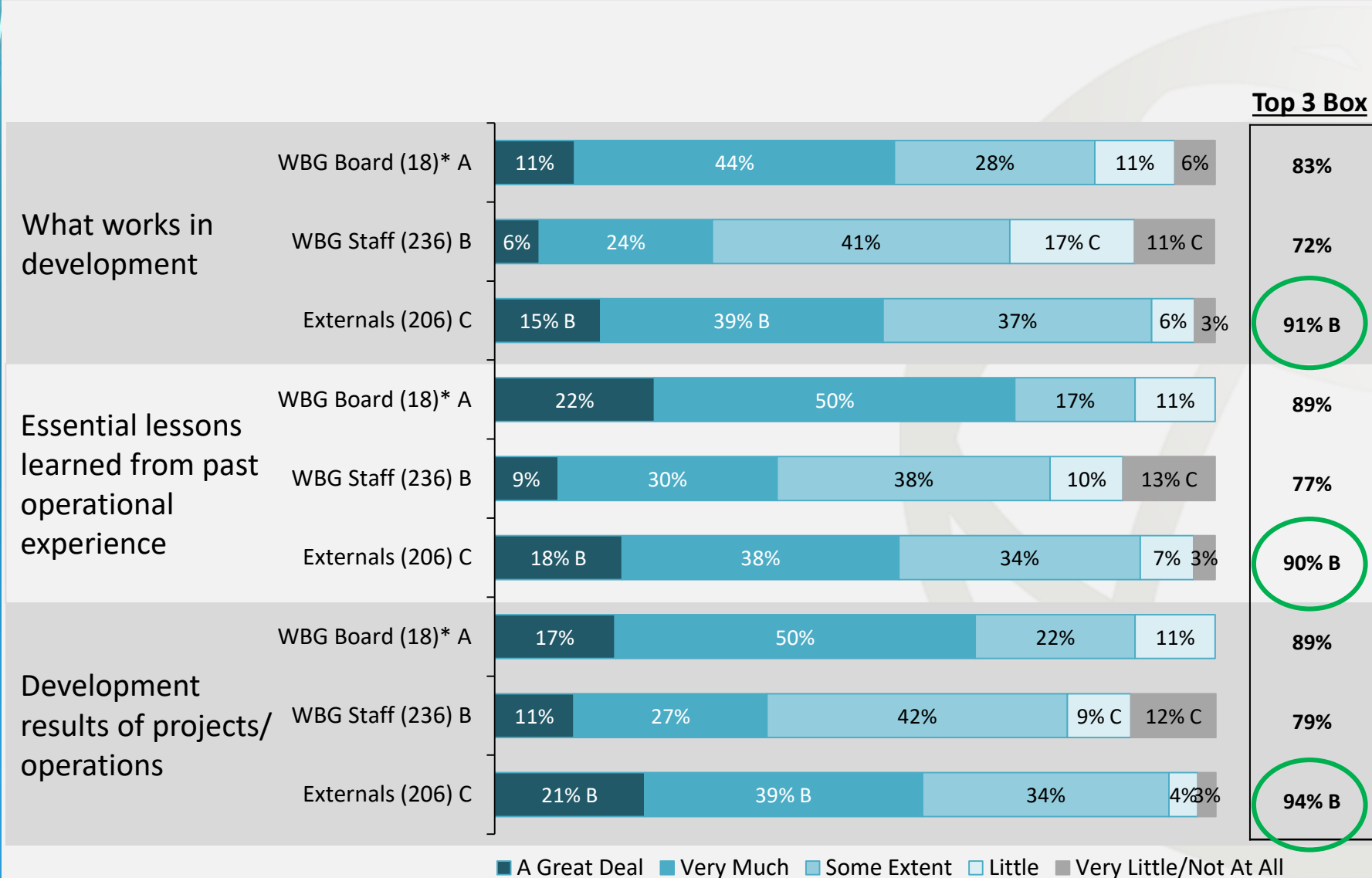


Base: Familiar With IEGs Work And Used IEG Report.

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 remains highest among Externals and lowest among Staff

Influence



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

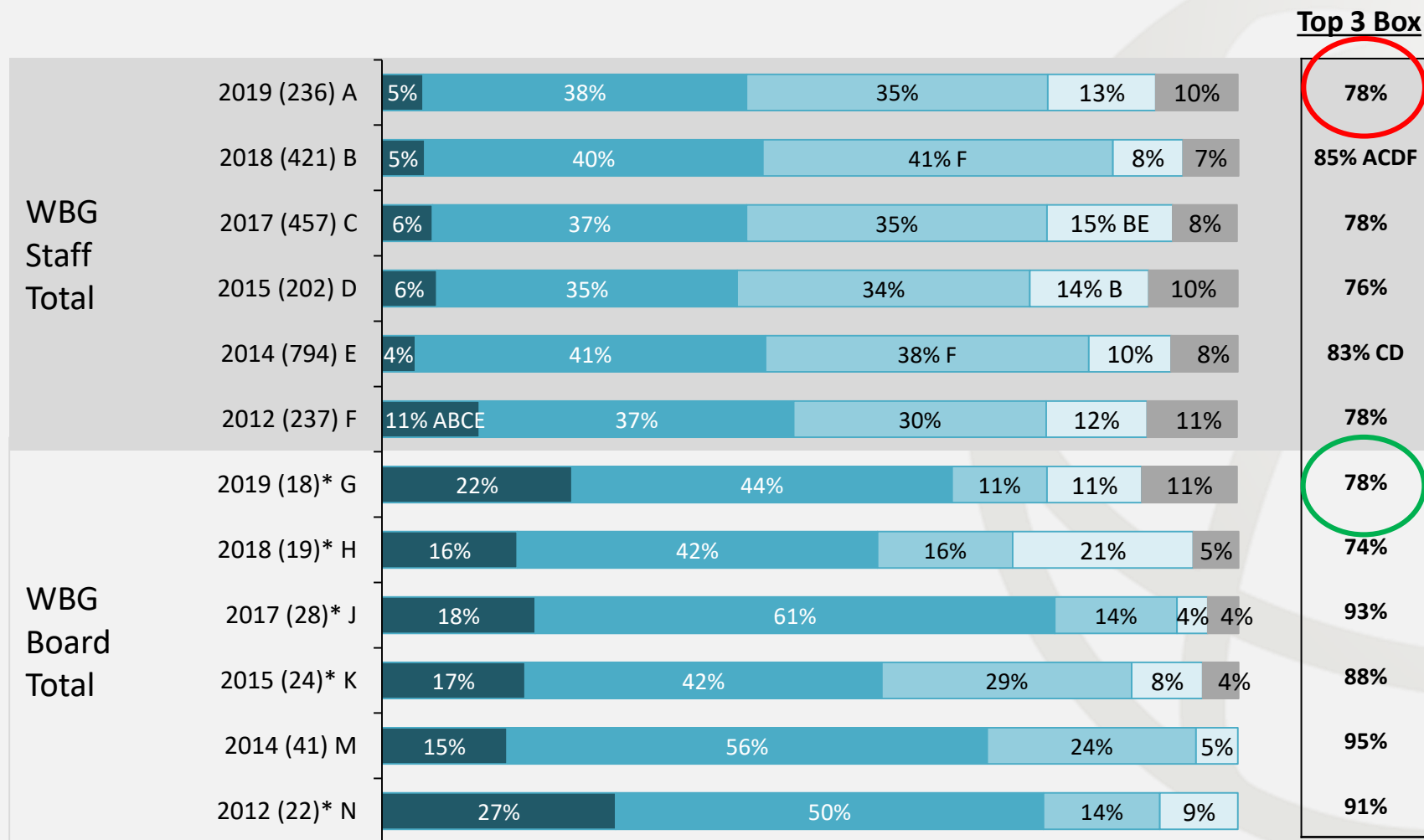
Base: Familiar With IEGs Work And Used IEG Report

* 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 decreased among Staff, increased among Board in 2018



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

Base: Familiar With IEGs Work

* Caution: Small (<30) base size.

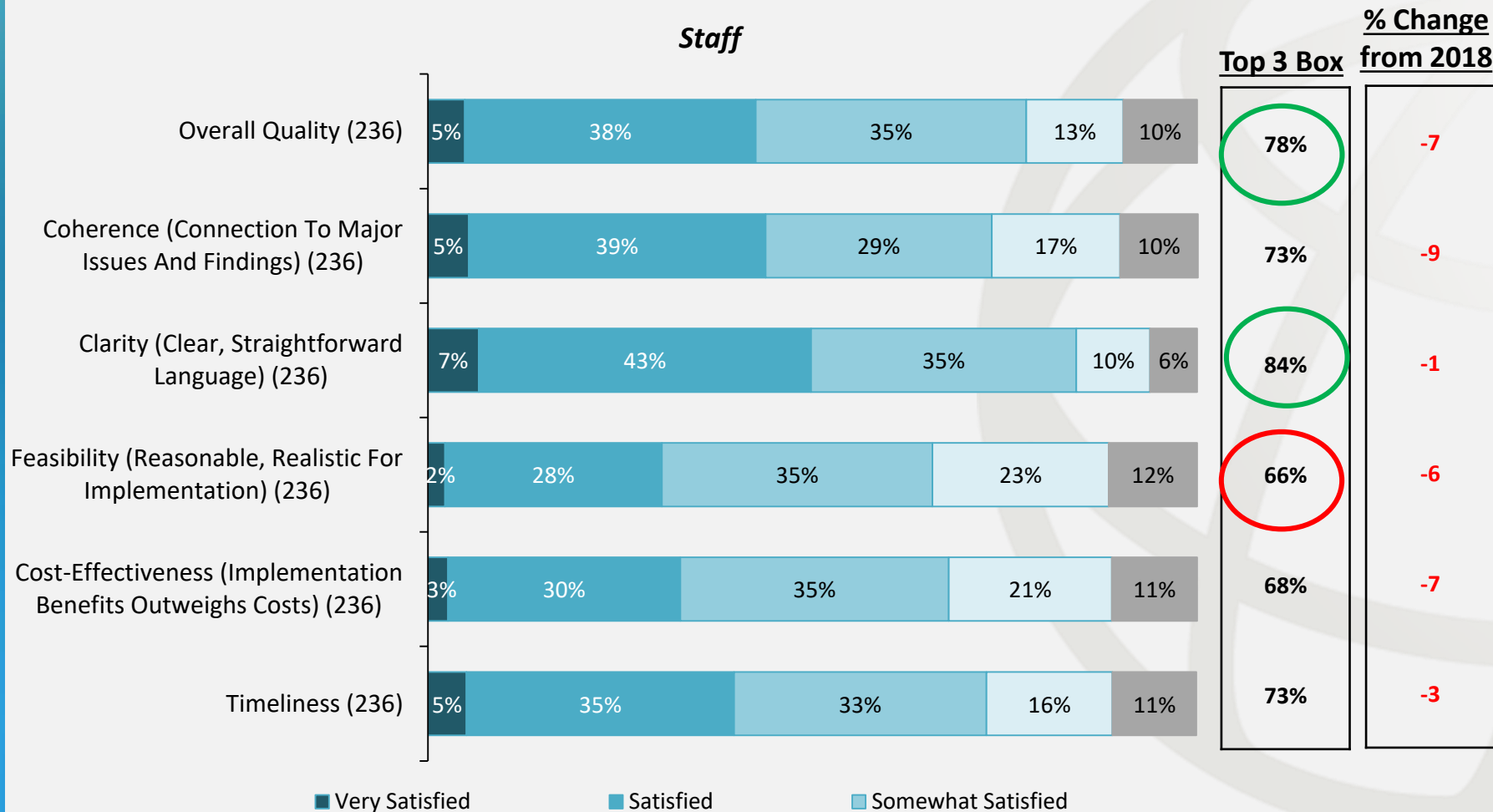
Q40. Thinking of the IEG products you have read in the past 12 months, how satisfied were you with their recommendations on the following criteria?

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

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

Feasibility is the area with the most room for growth on IEG recommendations among Staff.

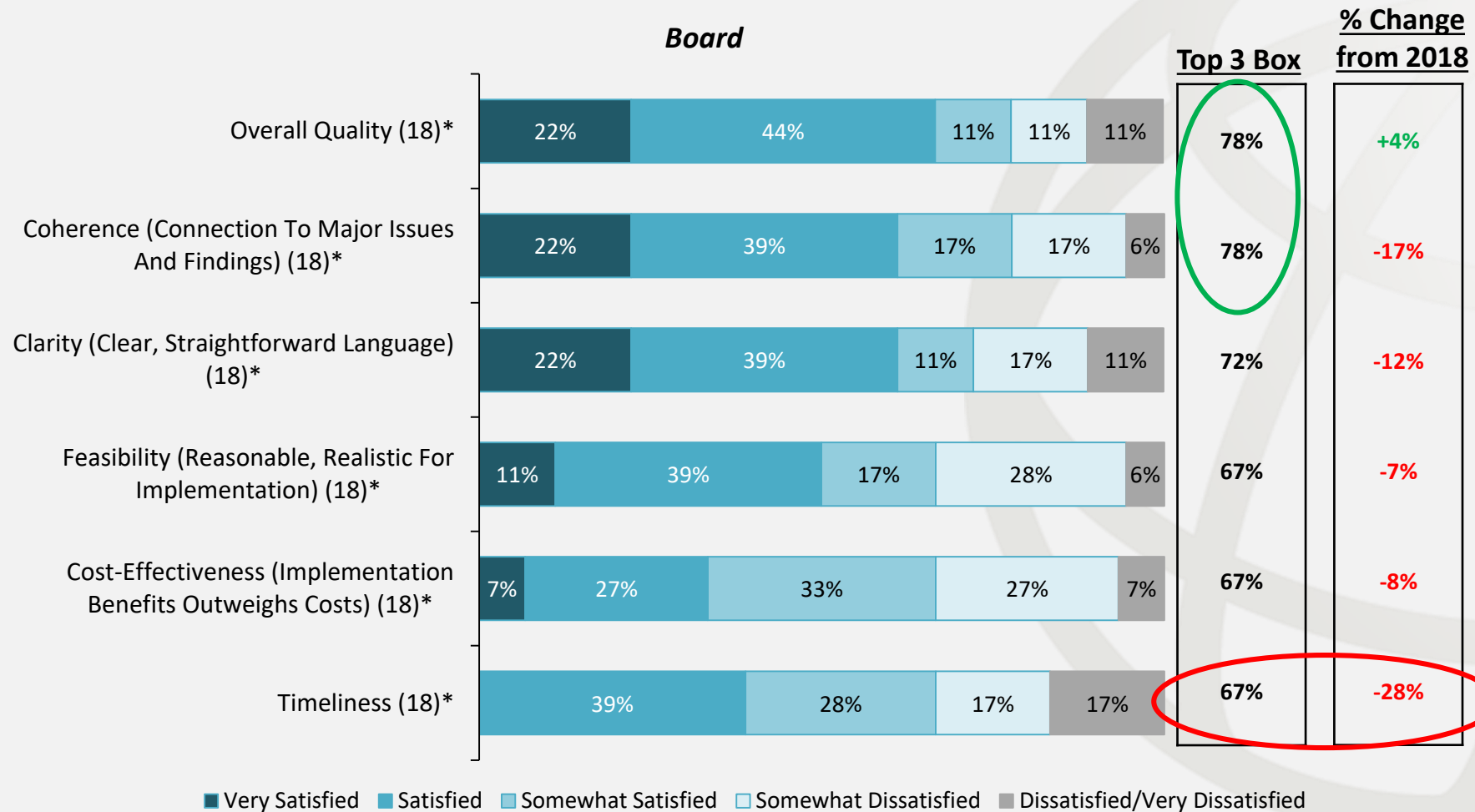


Base: Familiar With IEGs Work And Used IEG Report
 Q40. Thinking of the IEG products you have read in the past 12 months, how satisfied were you with their recommendations on the following criteria?
 (6=Very Satisfied, 1=Very Dissatisfied)

Among Board Members, overall quality and coherence are the top strengths for IEG reports

IEG Recommendations

However, timeliness experienced that greatest drop in satisfaction compared to 2018.



Base: Familiar With IEGs Work And Used IEG Report

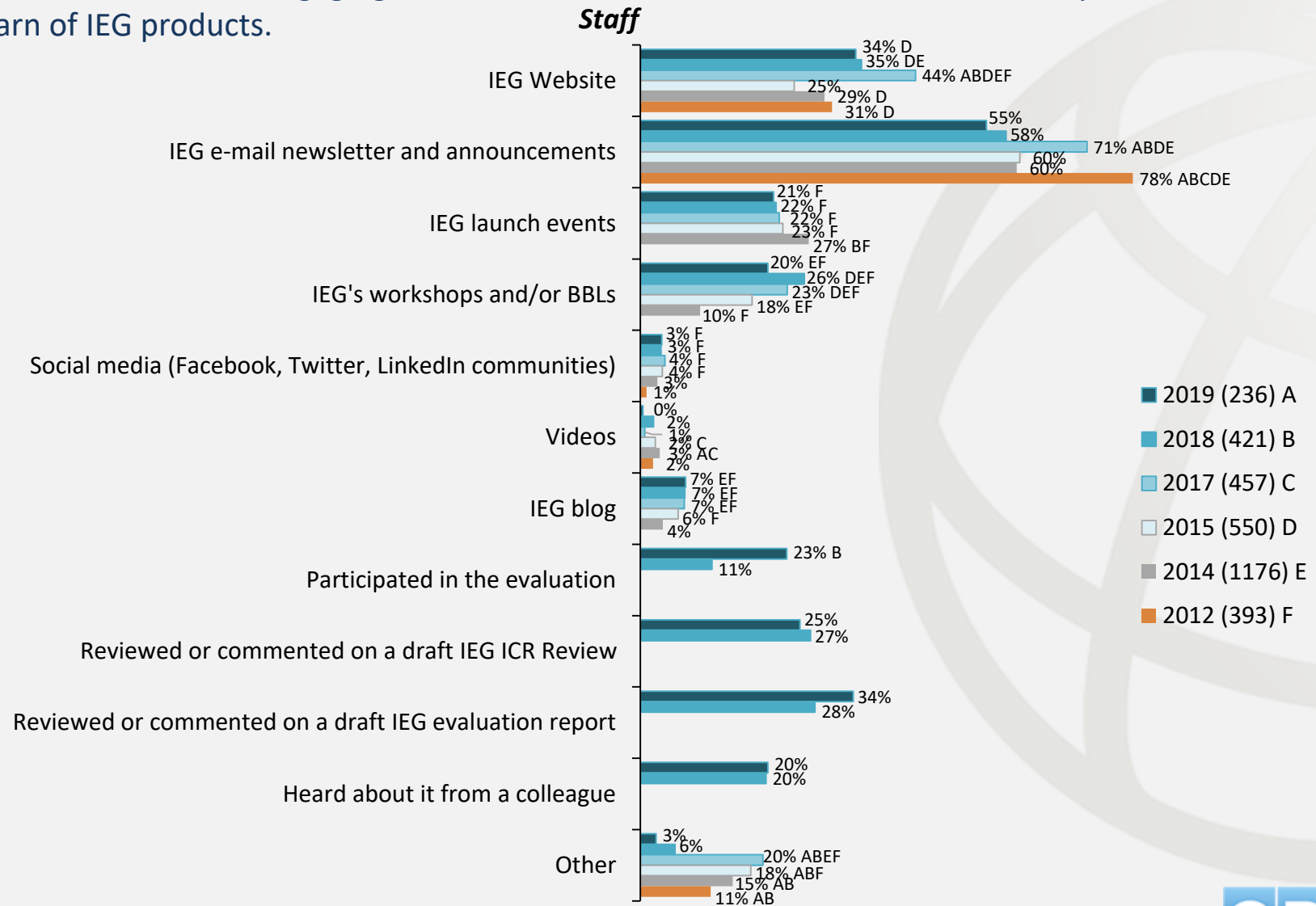
* Caution: Small (<30) base size.

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 top driver to learn about IEG products

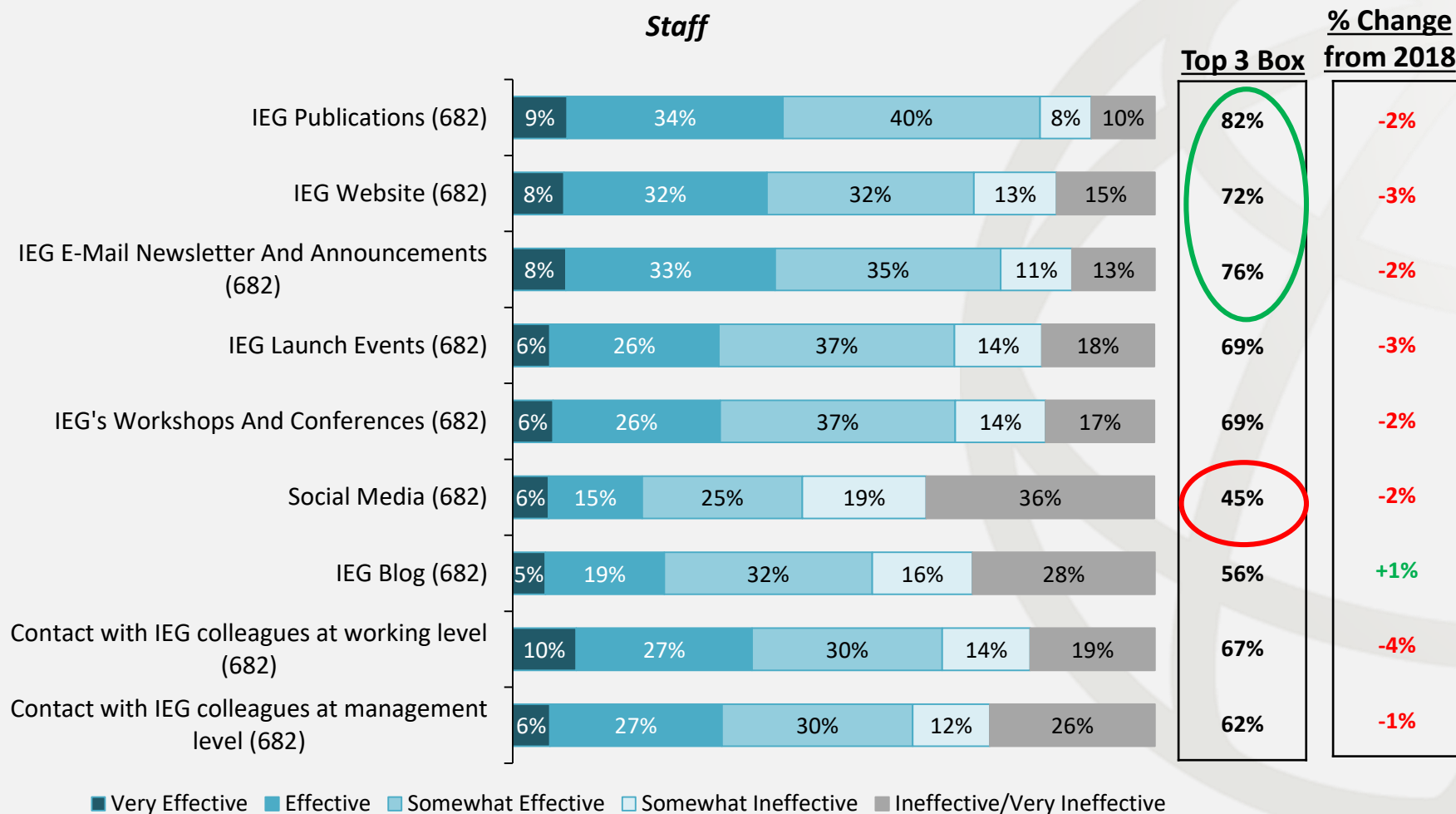
The IEG website and engaging on ICR reviews and draft evaluations are other top channels Staff learn of IEG products.



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/F).

WBG Staff rate IEG publication, the IEG website, and IEG email newsletters and emails as the top channels

Social media is rated the least effective channel.



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

Outreach

WBG (IBRD/IDA) Staff rate IEG publications, the IEG website, email newsletters, launch events, and the IEG blog higher than other WBG organizations. Field based staff rate social media and the IEG blog higher than HQ staff.

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	(402) 86 ^B	(257) 76	(12)* 57	(2)* 100	(61) 98 ^{GHJ}	(159) 89 ^{GH}	(282) 78 ^H	(41) 61	(83) 83 ^H	(16)* 70	(362) 80	(320) 84
IEG Website	76 ^B	64	60	100	90 ^{GHJ}	81 ^{GH}	65	55	68	57	71	73
IEG E-Mail Newsletter And Announcements	80 ^B	70	63	100	98 ^{FGHJ}	80 ^{HJ}	74	59	63	73	73	80
IEG Launch Events	75 ^B	56	71	100	91 ^{GHJ}	76 ^{GHJ}	64	57	57	75	72	65
IEG's Workshops And Conferences	71	64	63	100	89	76 ^J	69 ^J	59	50	75	71	66
Social Media	50	38	-	50	75	55 ^J	43 ^J	14	22	40	38	53 ^M
IEG Blog	62 ^B	44	50	100	85	65 ^{GJ}	49	39	41	67	50	63 ^M
Contact with IEG colleagues at working	68	64	80	100	81	64	65	68	64	73	67	67
Contact with IEG colleagues at management level	65	57	86	100	82	60	60	66	55	58	62	63

Base: Total Analyzed

* Caution: Small (<30) base size.

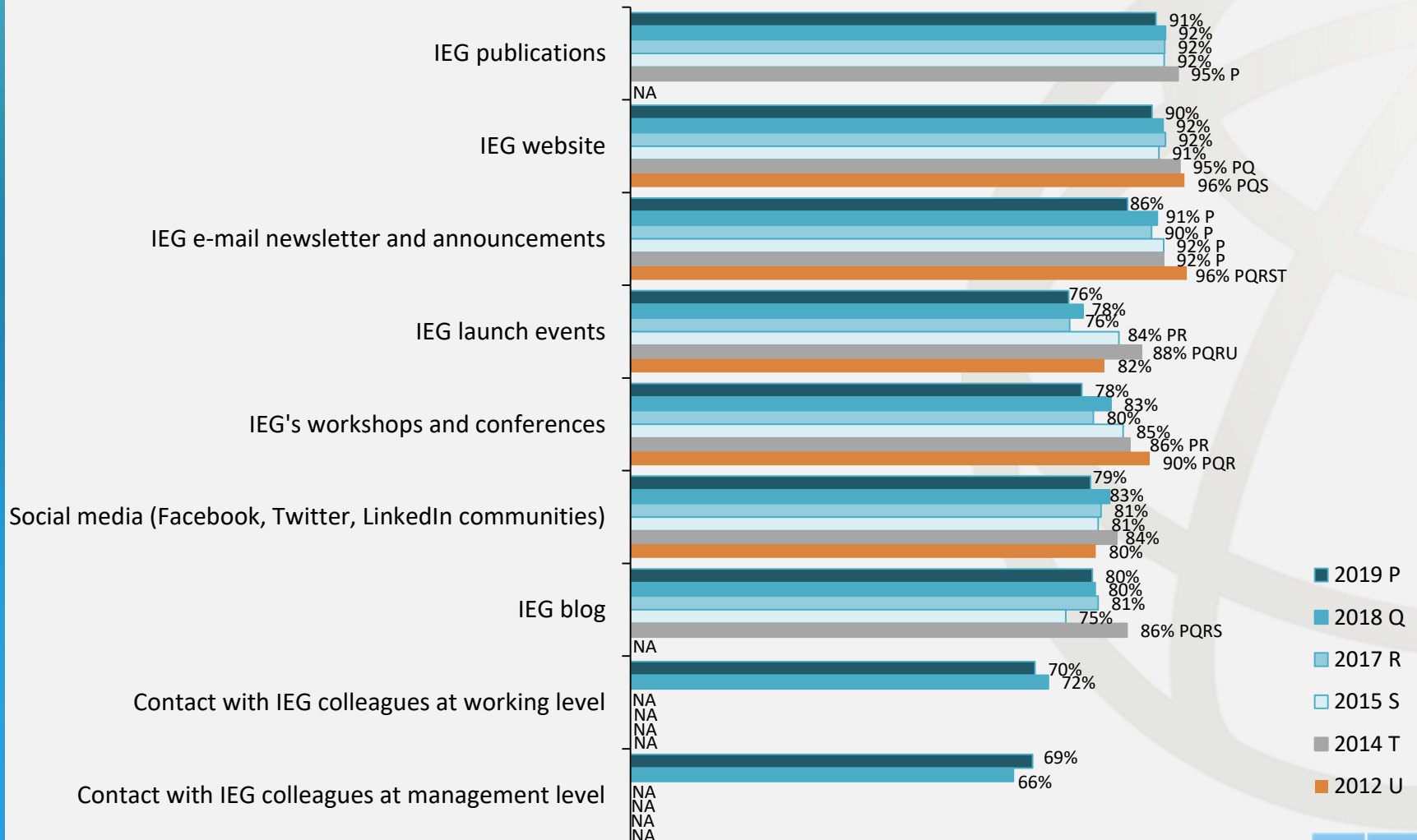
Q43. How would you rate each of the following communications channels used by IEG?

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, Externals' ratings for these channels has declined since 2014.

Externals: % Top 3 Box

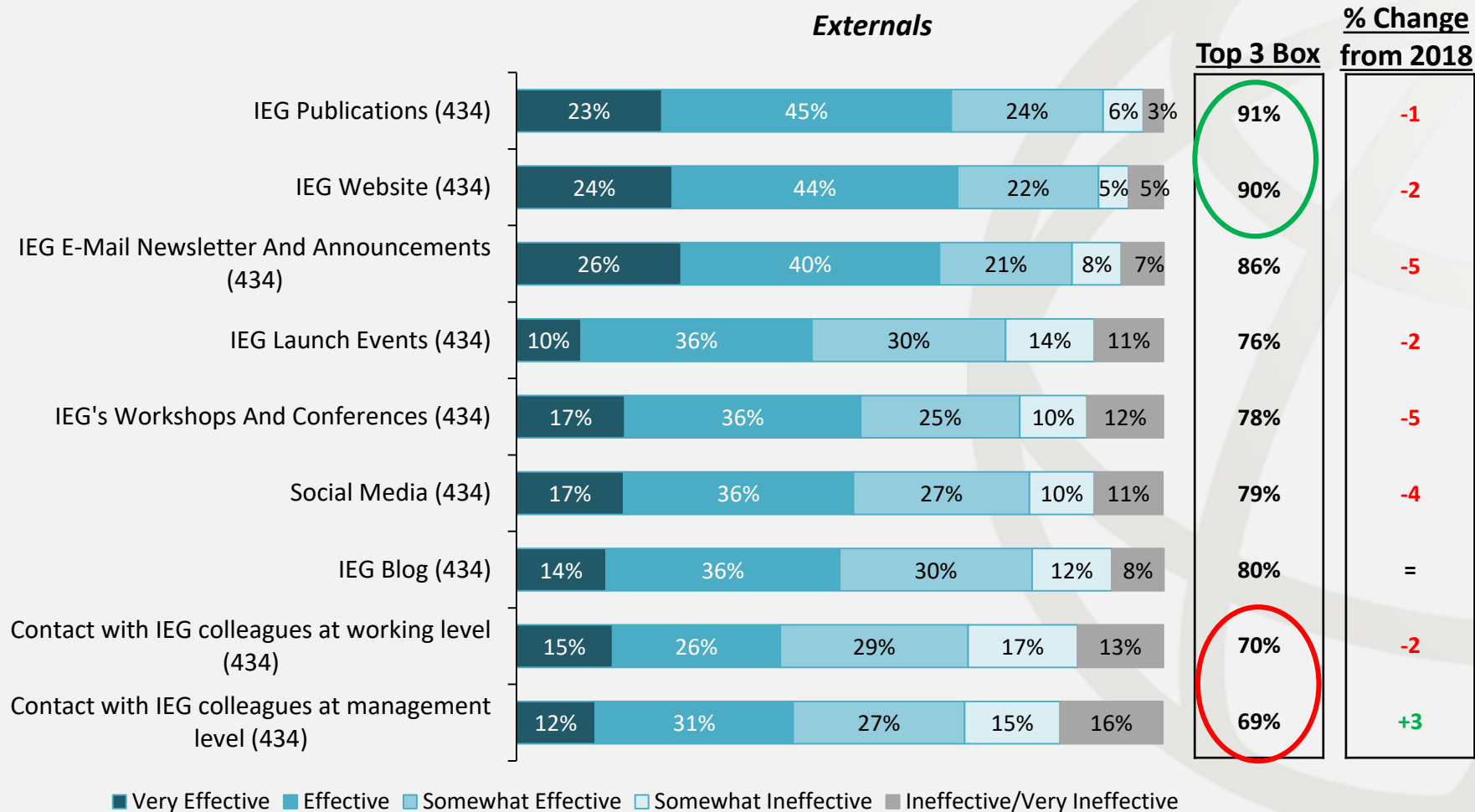


Base: Total Analyzed * Caution: Small (<30) base size.
Q43. How would you rate each of the following communications channels used by IEG?
Letters indicate a significant difference at the 90% confidence level (P/Q/R/S/T/U).

The most effective outreach channels for Externals are IEG Publications and the IEG website

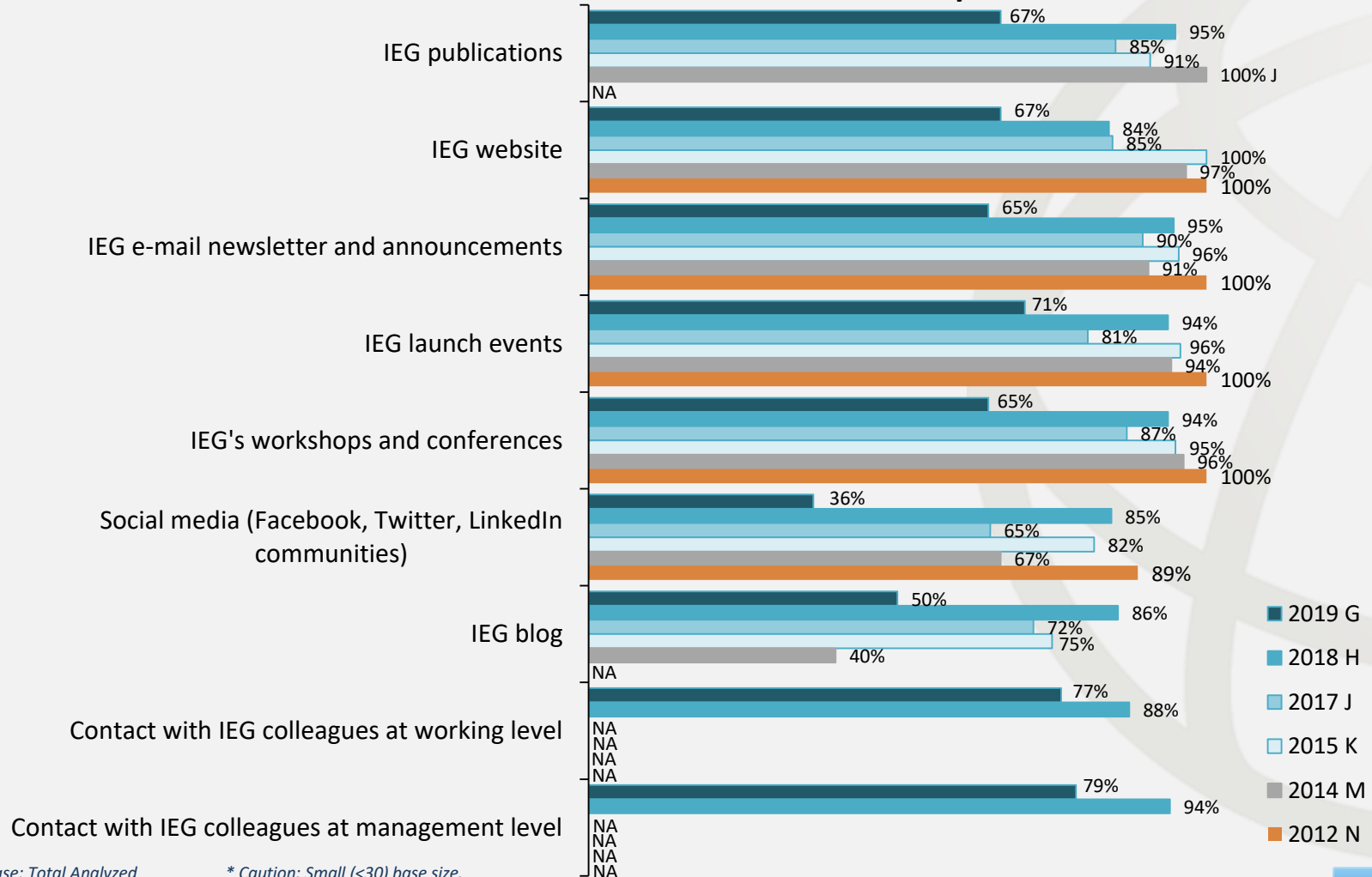
Outreach

Contact with IEG colleagues at both the working and management levels are the least effective communications channels.



For Board Members, social media and the IEG blog saw the biggest declines in effectiveness

Board: % Top 3 Box



Base: Total Analyzed

* Caution: Small (<30) base size.

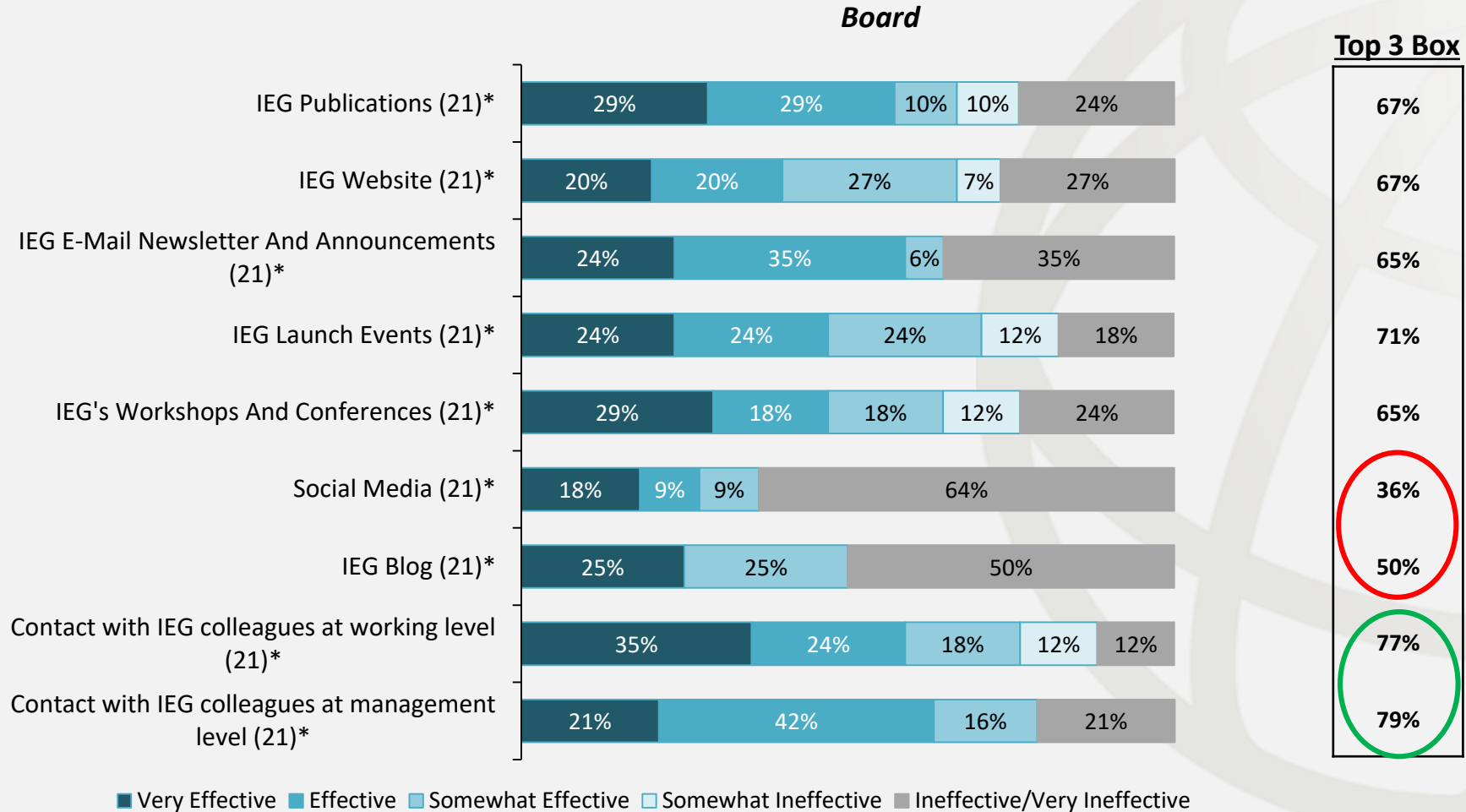
Q43. How would you rate each of the following communications channels used by IEG?

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

Note: The decrease from 2018 to 2019 is not considered statistically significant due to the very small base (under 30) in 2019.

IEG Board Members find personal contacts with IEG colleagues the most effective IEG outreach channel

Social media and the IEG blog are the least effective channels to reach World Bank Board members.



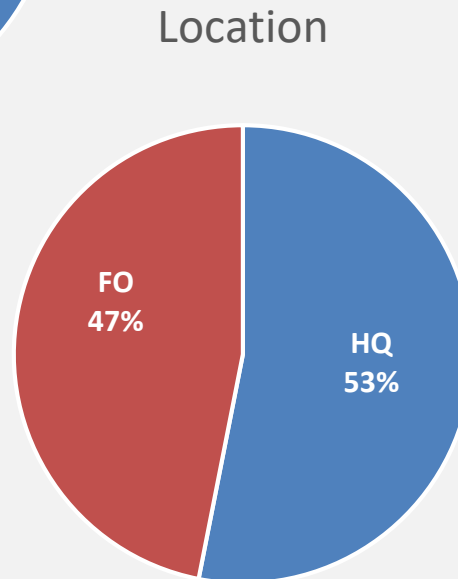
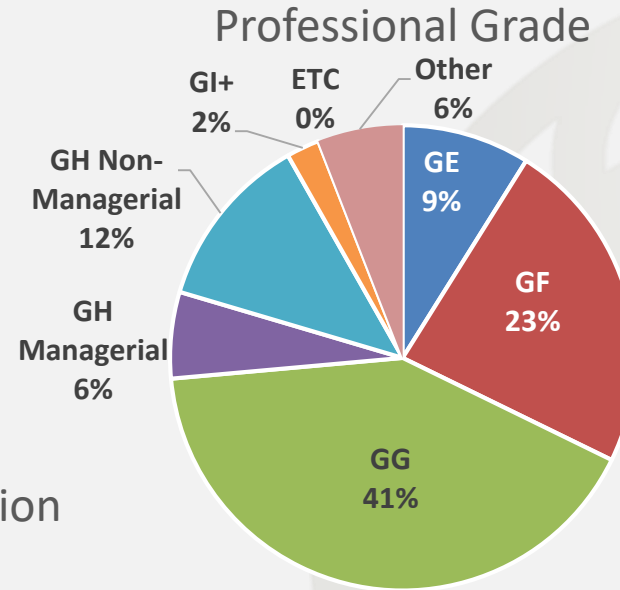
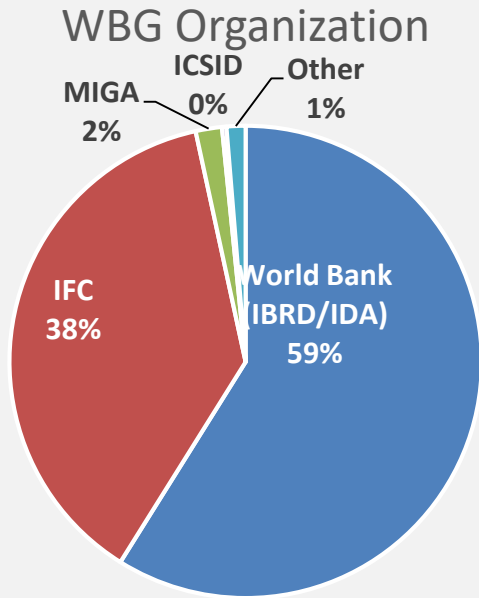
Base: Total Analyzed

* Caution: Small (<30) base size.

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

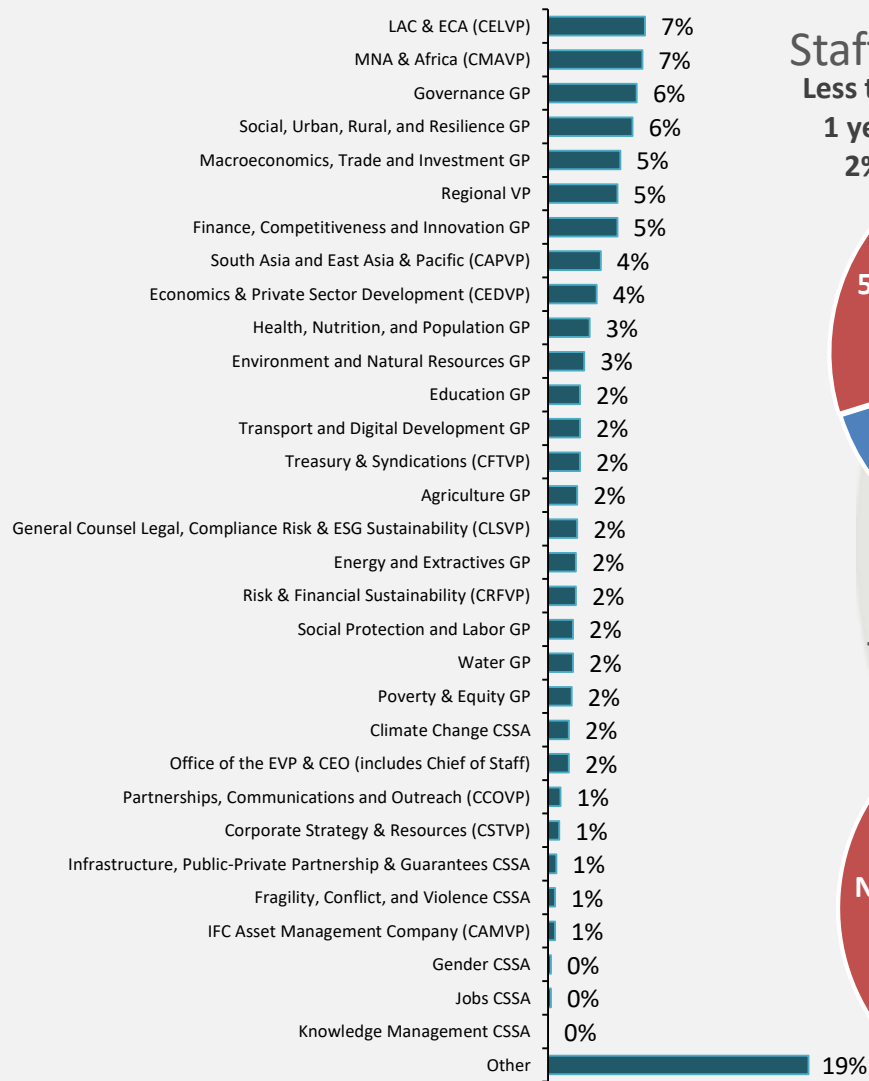
Respondent Profile

Staff Profile: WBG Organization, HR Grade Level and Location

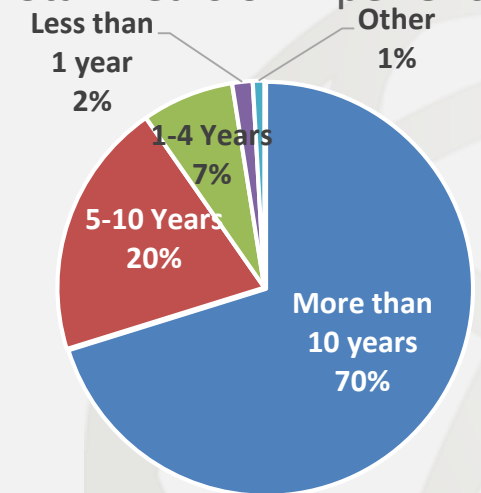


Base: Total Analyzed (n=682)
 Q1. What organization do you work in?
 Q2. What is your professional grade?
 Q3. Where are you based?

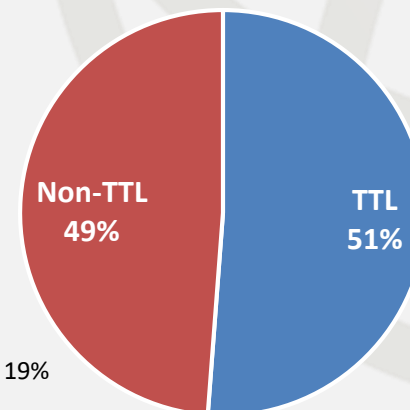
Staff Profile: WBG Office and Experience



Staff Years of Experience



Task Team Leader



Base: Total Analyzed (n=659)

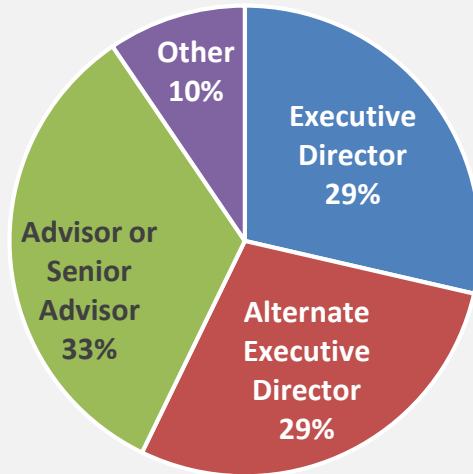
Q4. Where are you mapped?

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

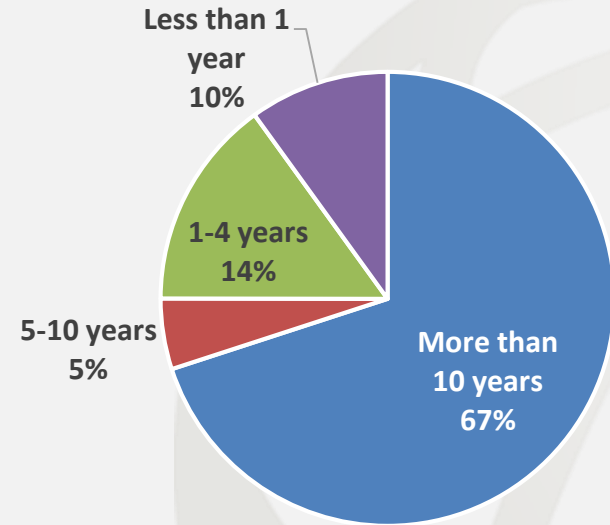
Q9. Have you been a task team leader (TTL) or IFC team leader for a project within the last two years?

Board Profile

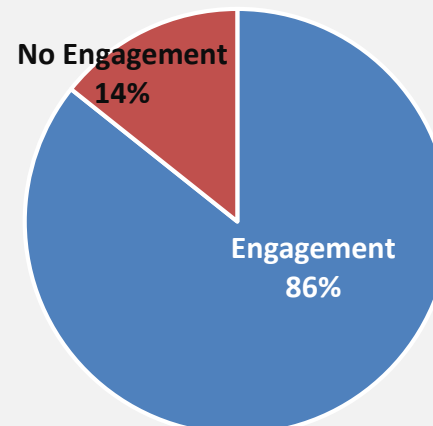
Board Member Position



Board Years of Experience



IEG Engagement in Past 2 Years



Base: Total Analyzed (n=21)*

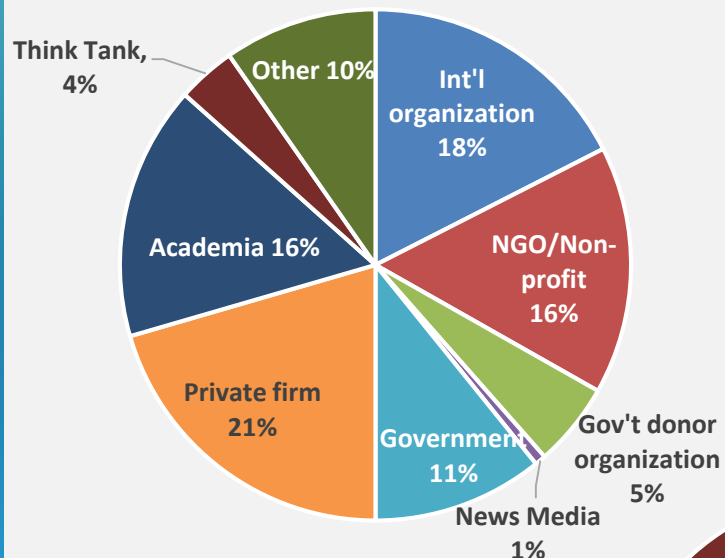
Q6. What is your position? * Caution: Small (<30) base size

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

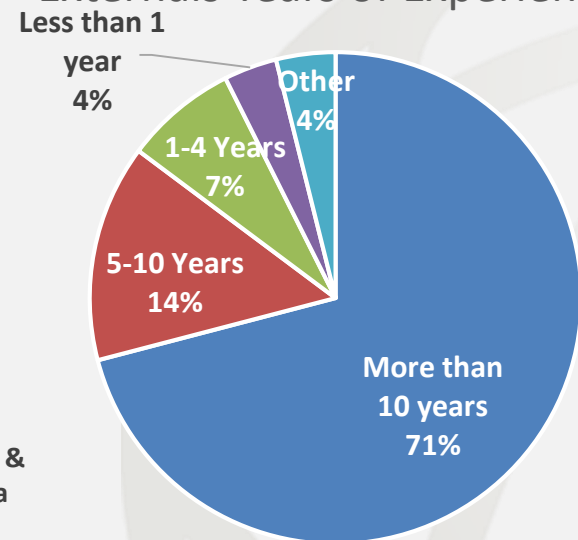
Q7. In the past 2 years, has your work involved engagement with IEG reports and activities?

Externals Profile

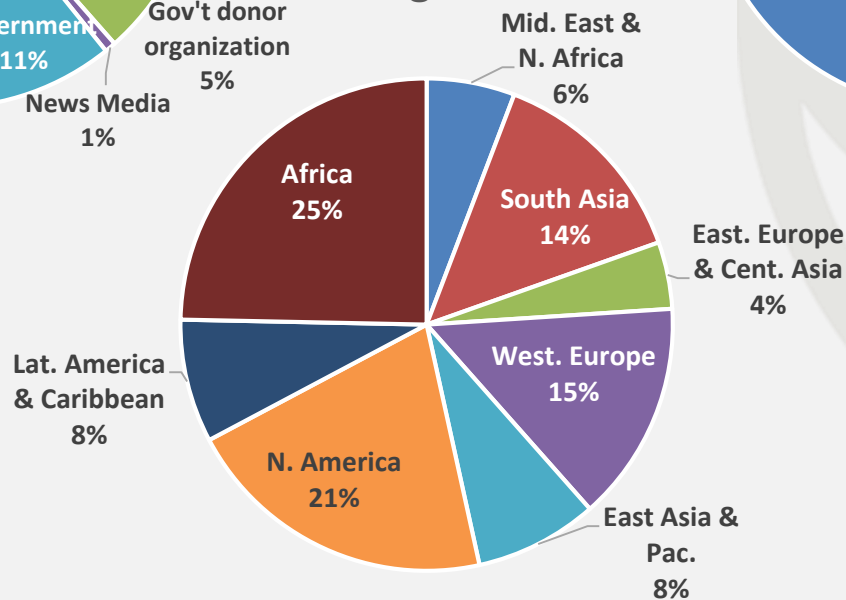
Organization Type



Externals Years of Experience



Region



Base: Total Analyzed (n=434)

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?