April 28, 2020

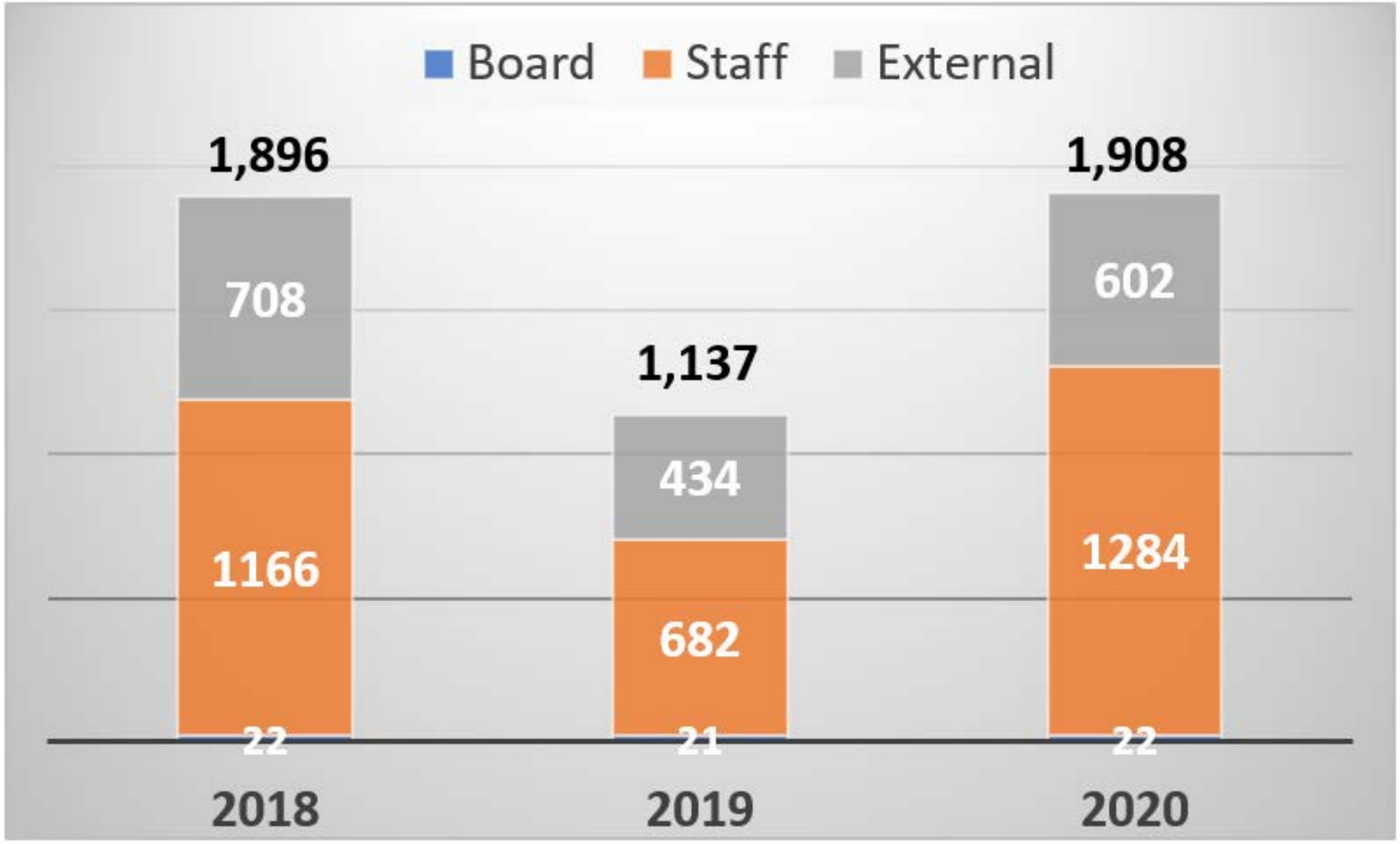
IEG Client Survey 2020

Key Findings

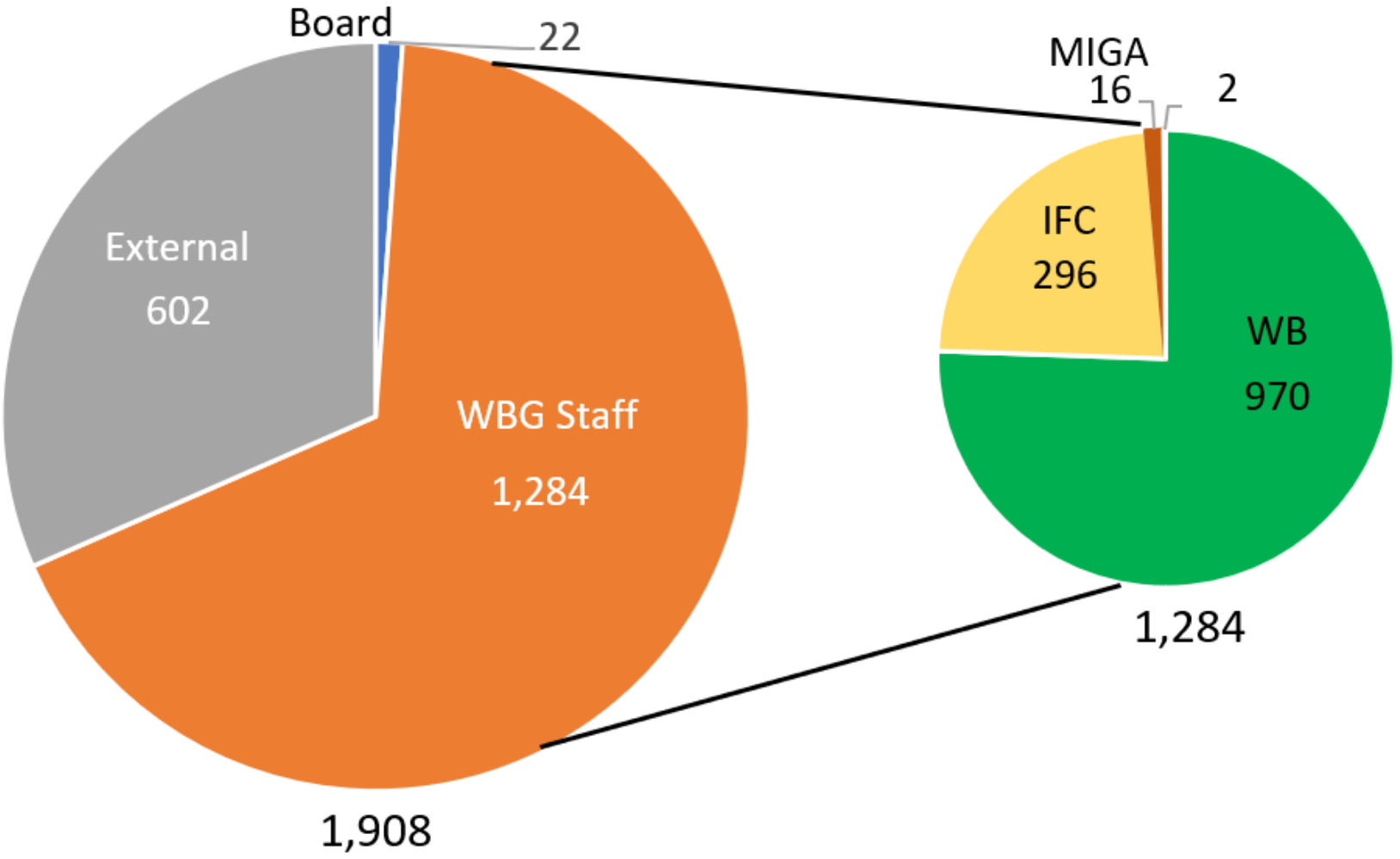
Structure of presentation

- **Sample composition & adjustments**
- **Mode of ‘contact’**
- **Channel of ‘contact’**
- **Aspects of evaluation design**
- **Purpose of ‘contact’**
- **IEG alignment to WBG goals and Effectiveness**
- **Key takeaways**
- **Open-ended questions feedback**

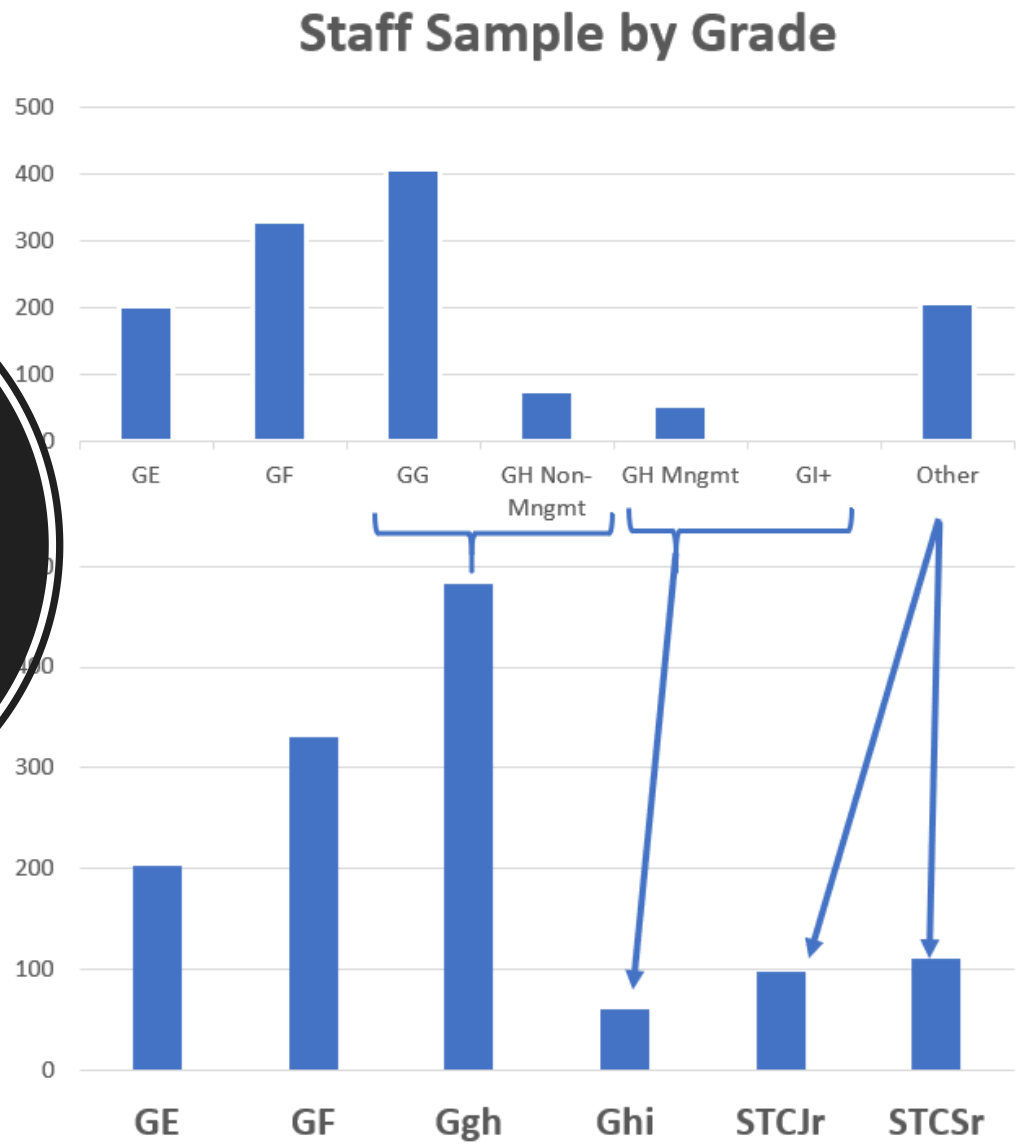
Participation increased

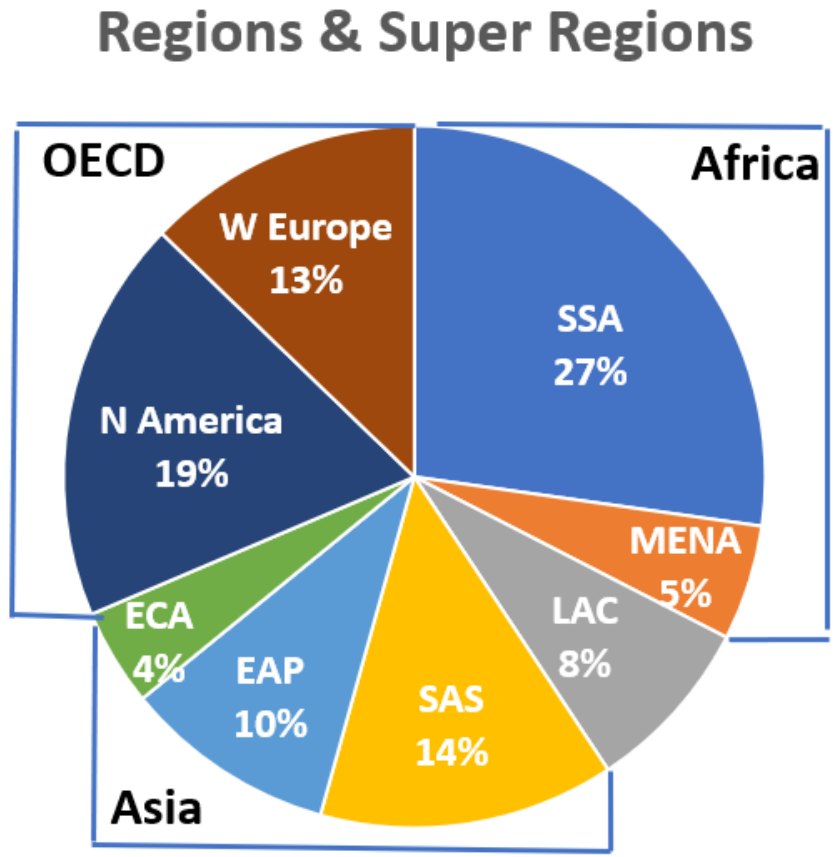


Sample Composition

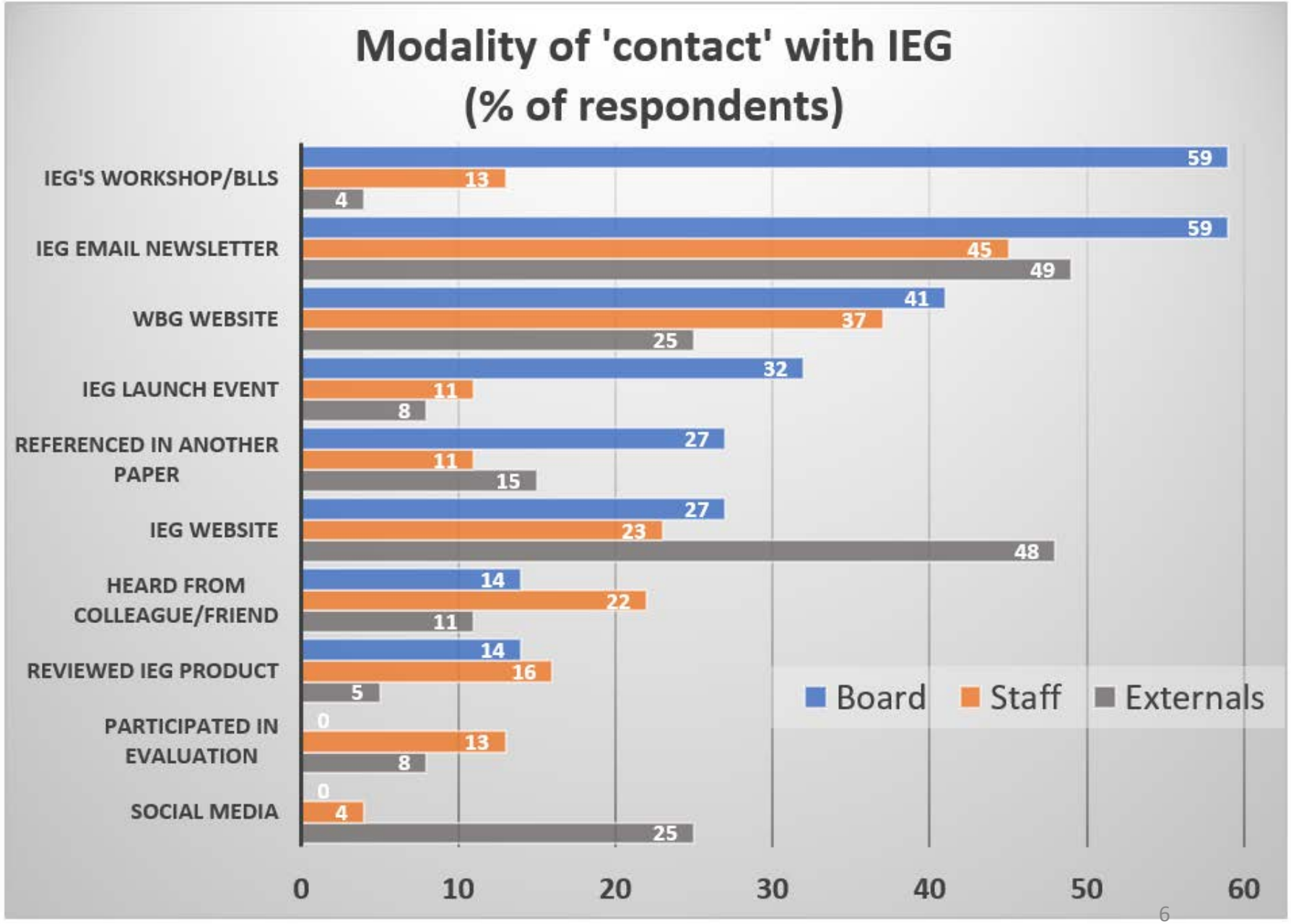


Sample Adjustments

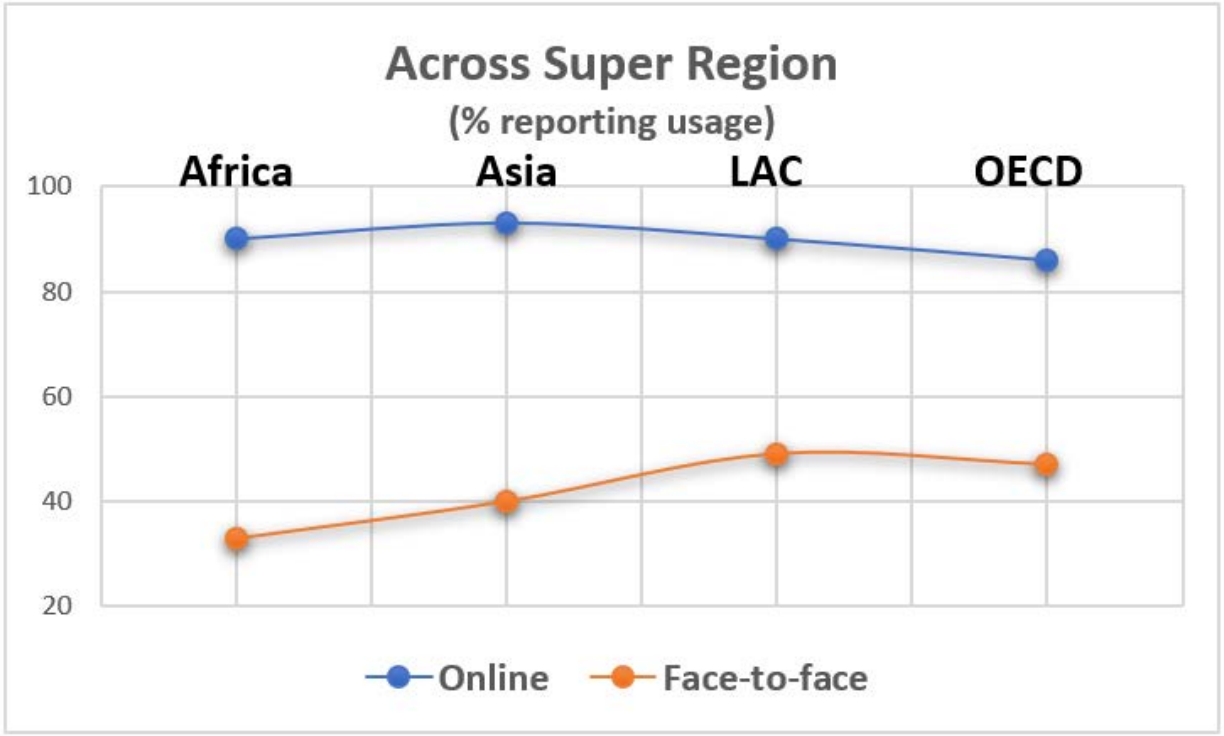


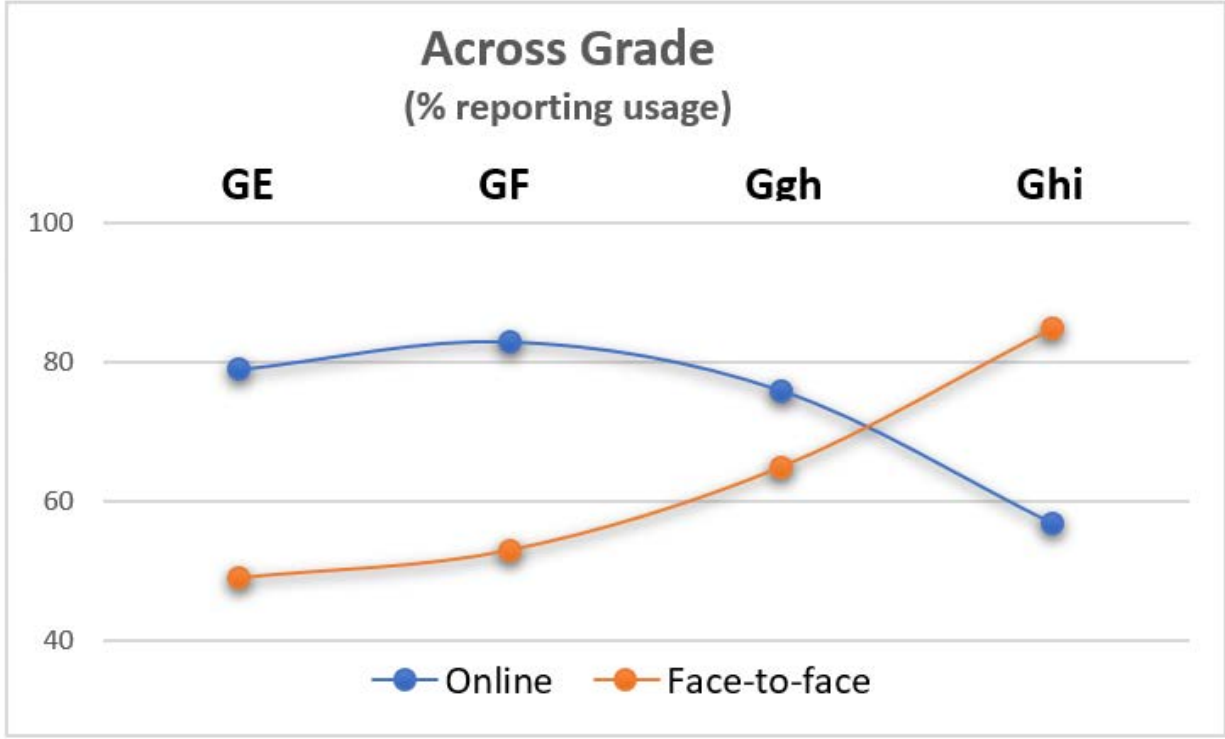


Websites & newsletter the main form of ‘contact’ with IEG for all respondents

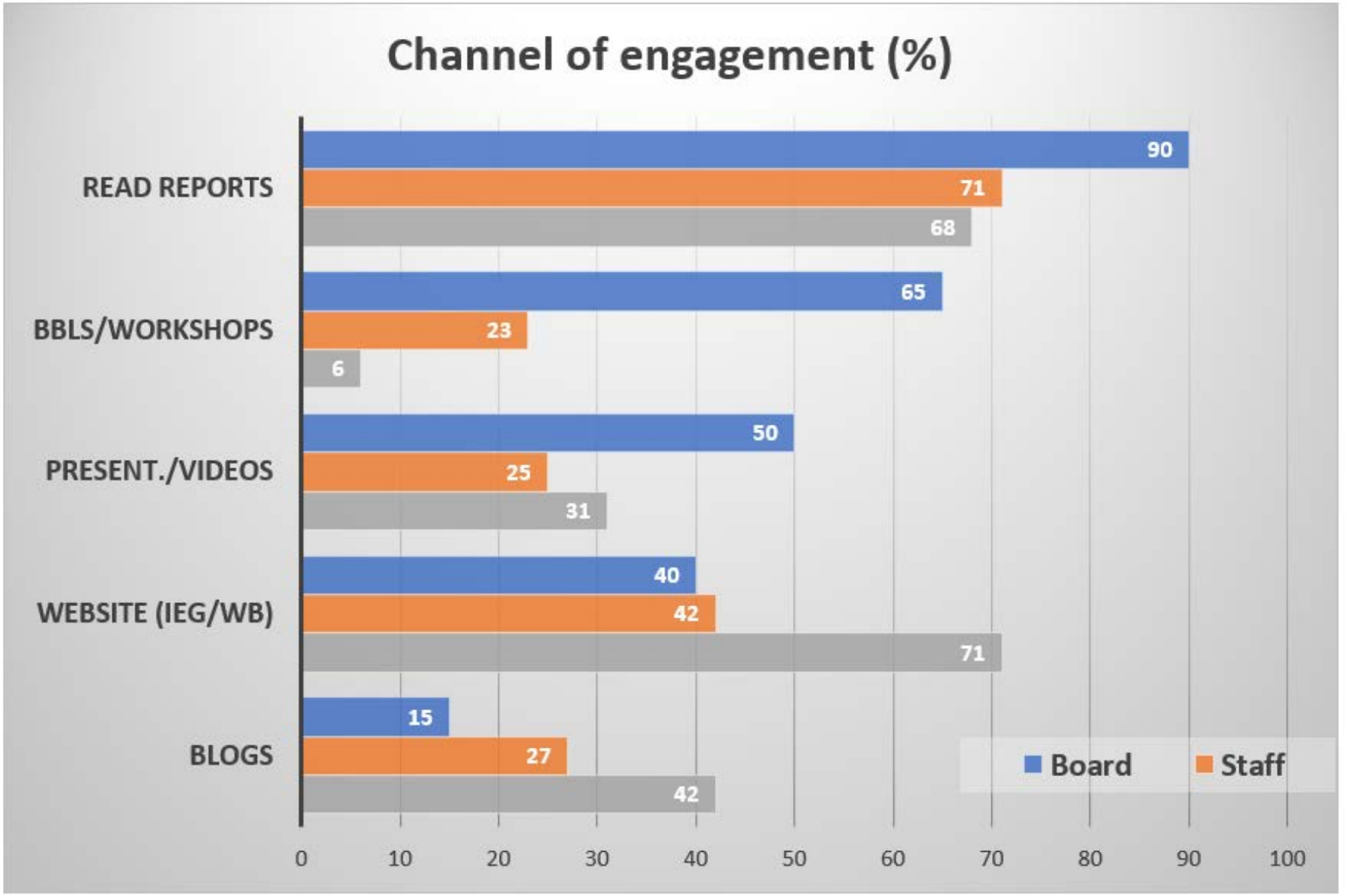


Form of ‘contact’ differs across regions and staff grades

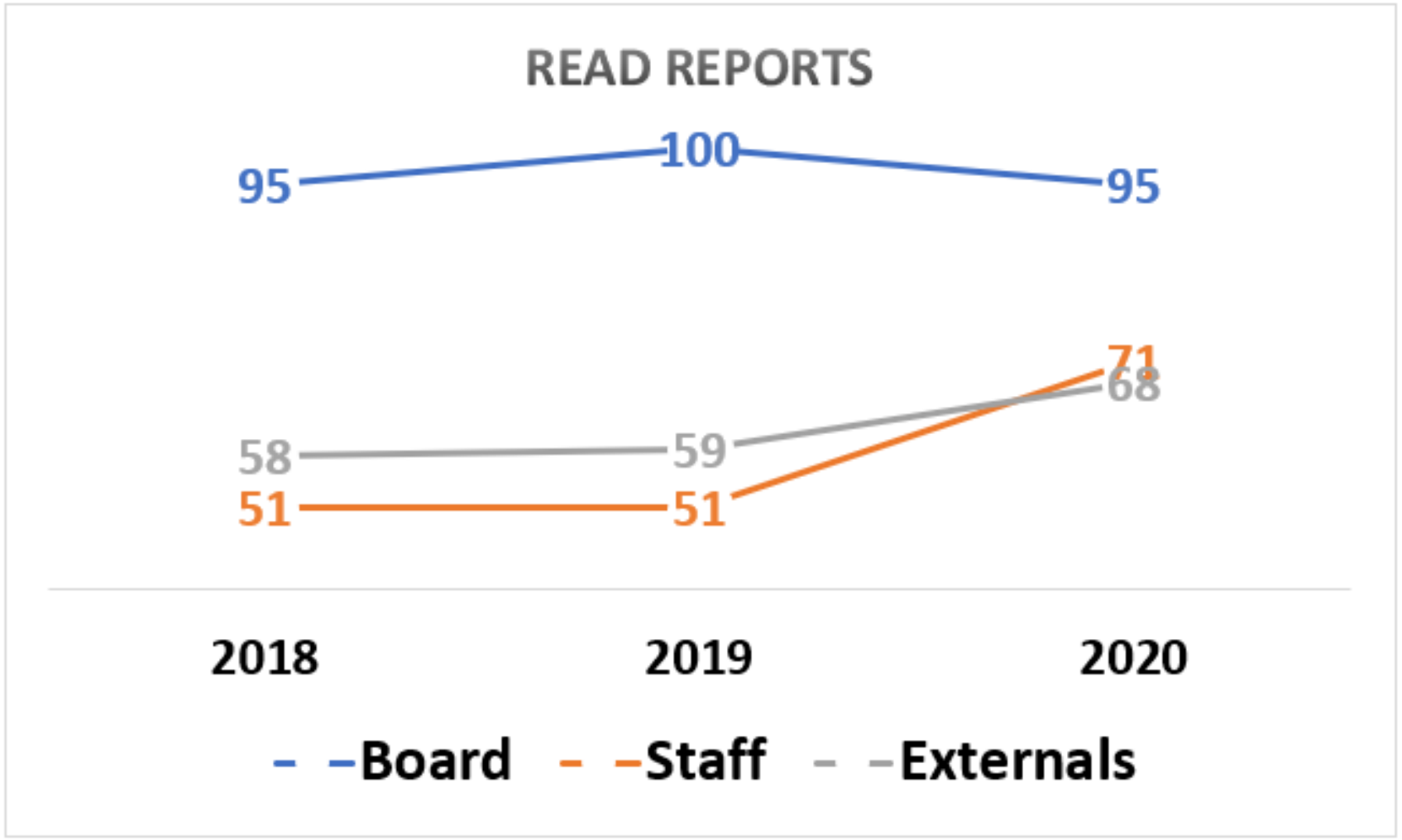




Reading reports is the most common channel of engagement for all respondents



Over time, all IEG products show an increase in engagement, especially videos/presentations and blogs



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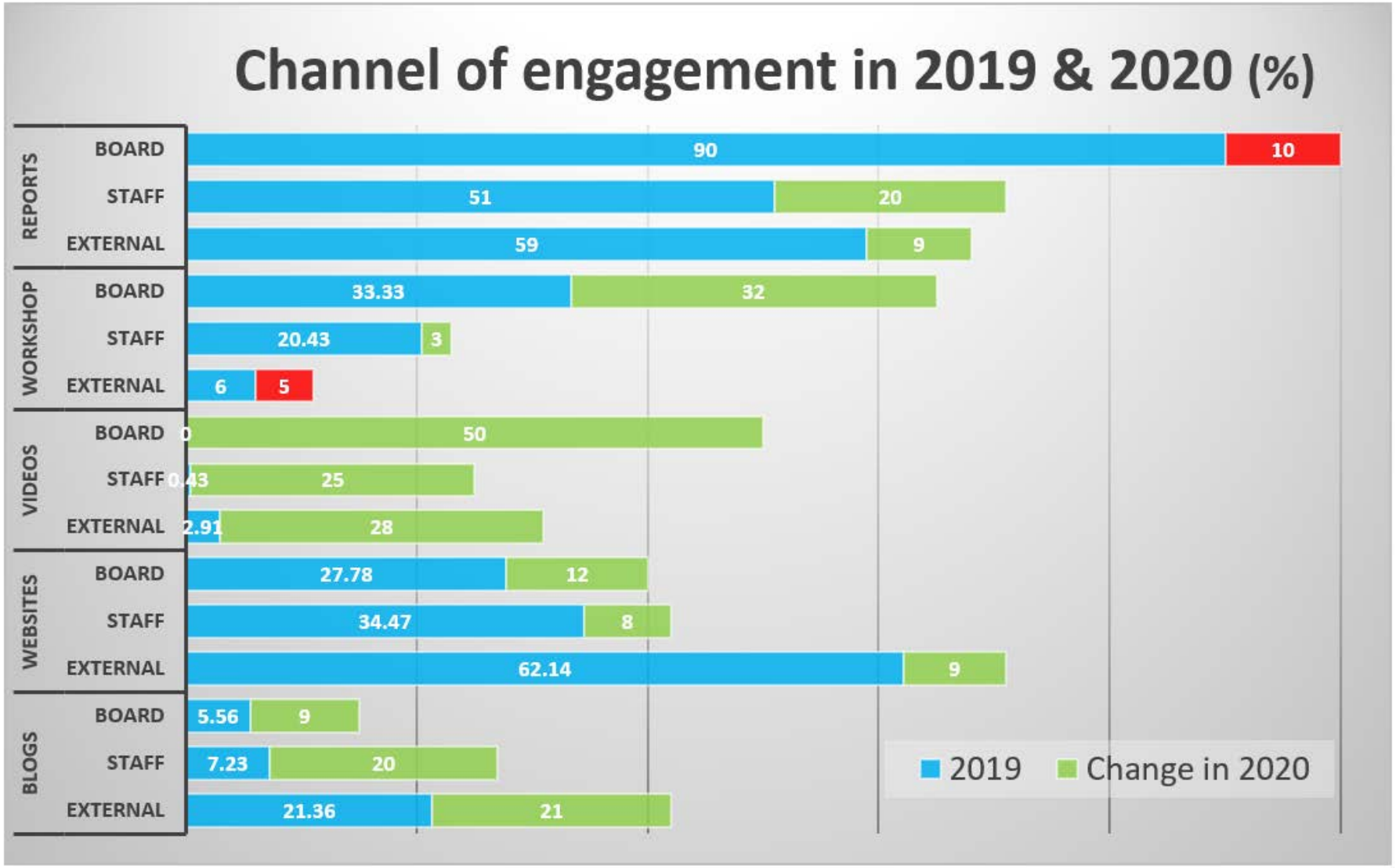
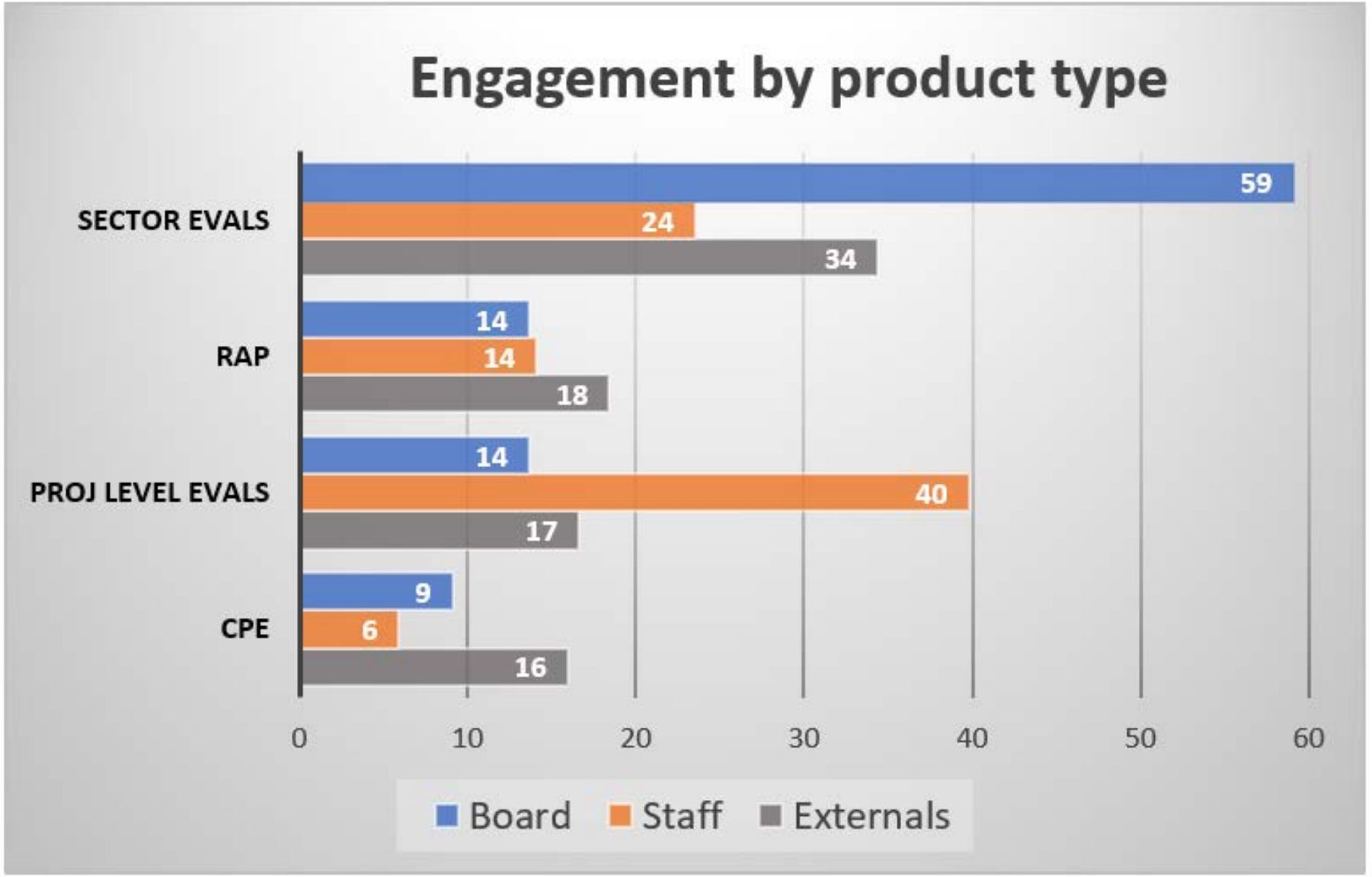
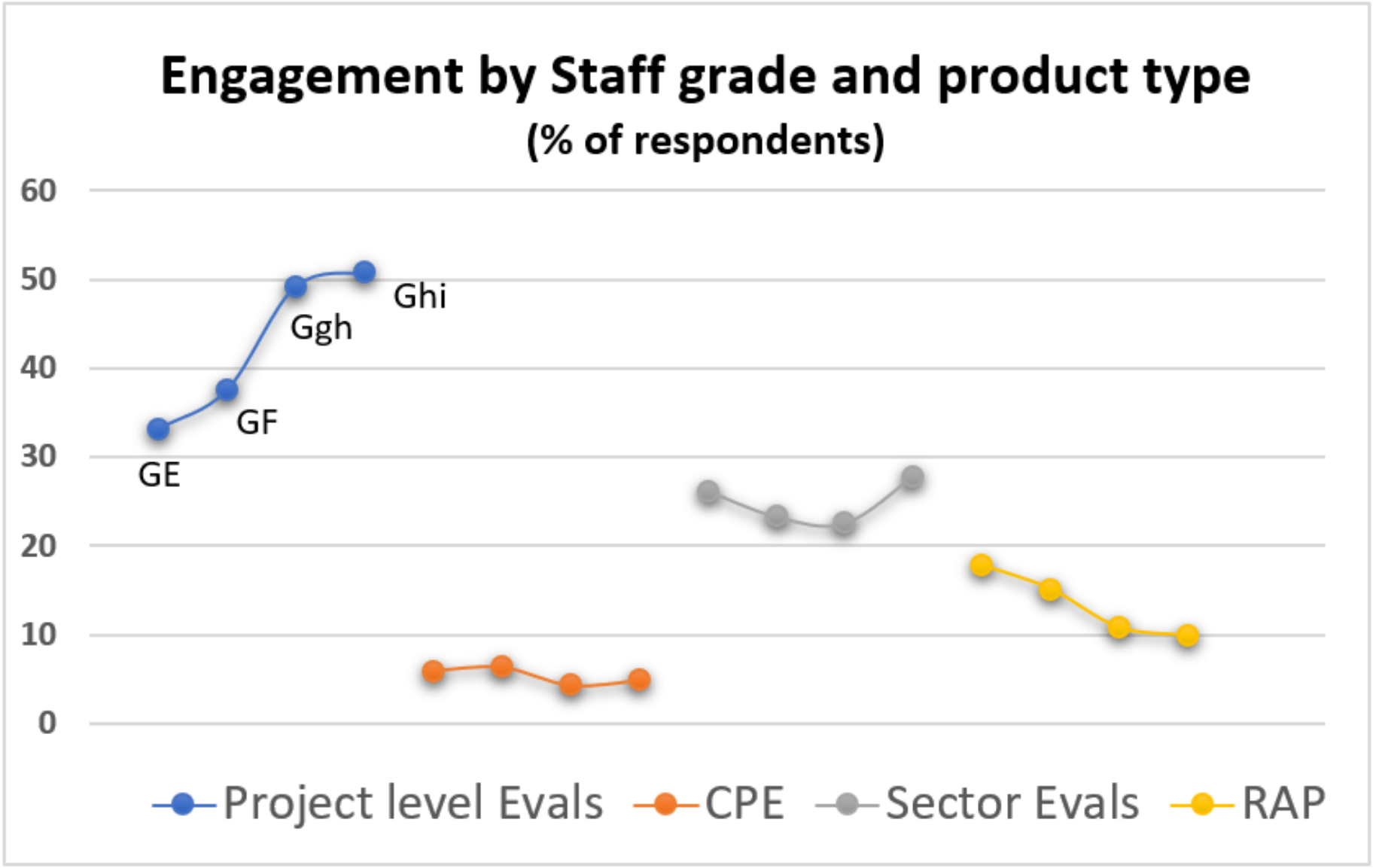


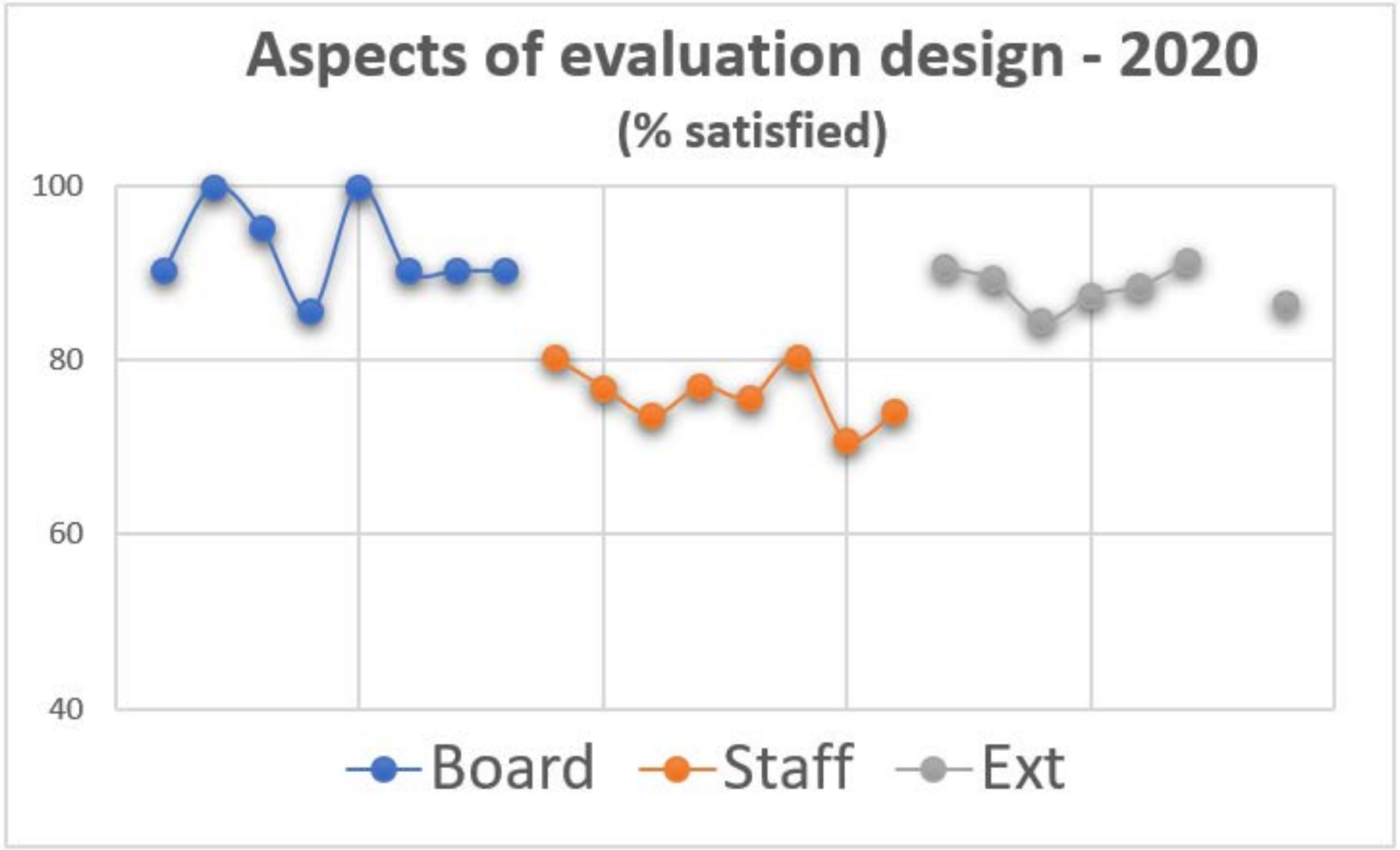
Sector and project evaluations the main reports for WBG staff



Significant differences in usage of IEG product types across grades



Heterogeneous perceptions of evaluation quality across staff

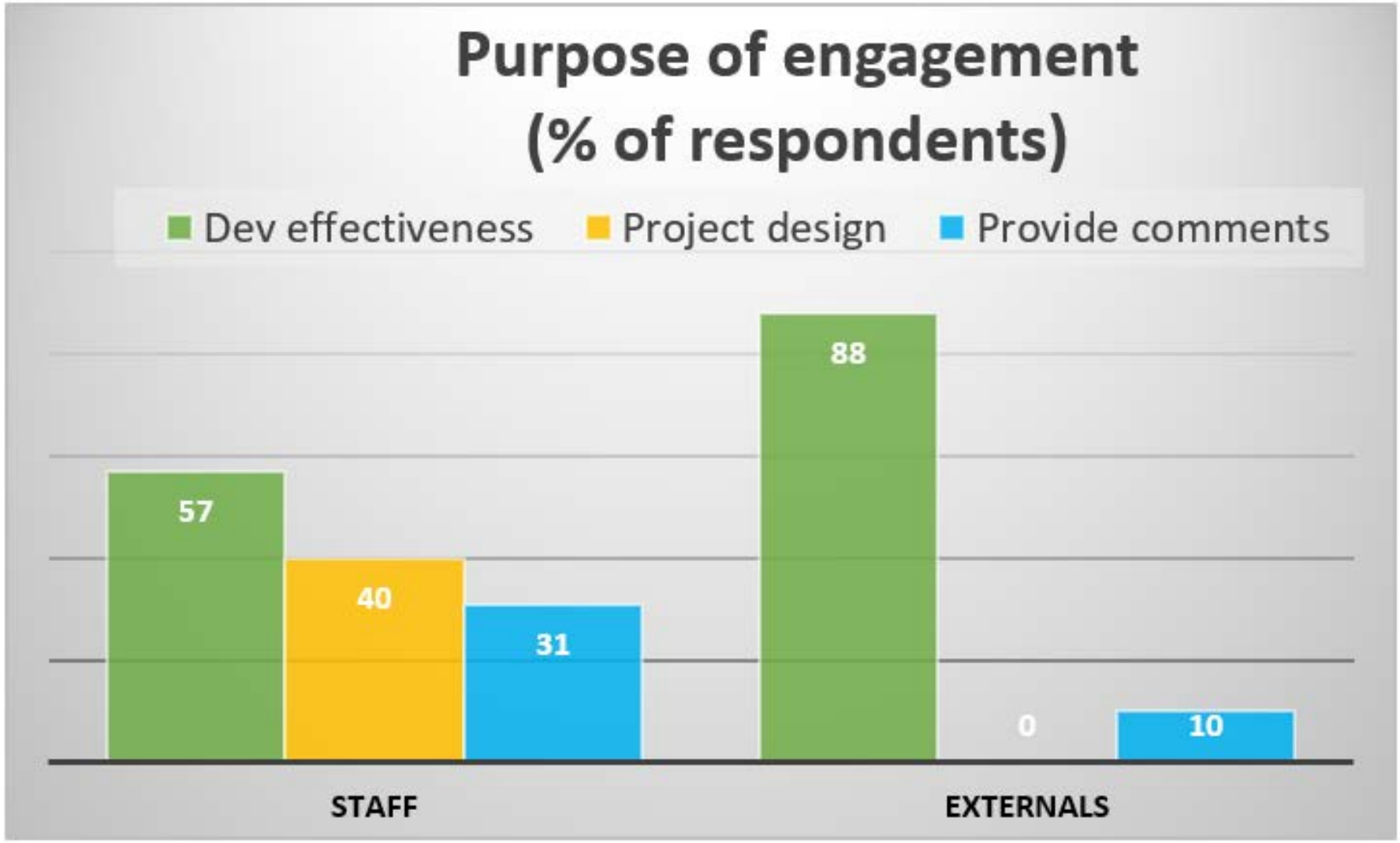


Note Each bubble in the graph represents one aspect of evaluation design, such as objectivity, timeliness, etc.

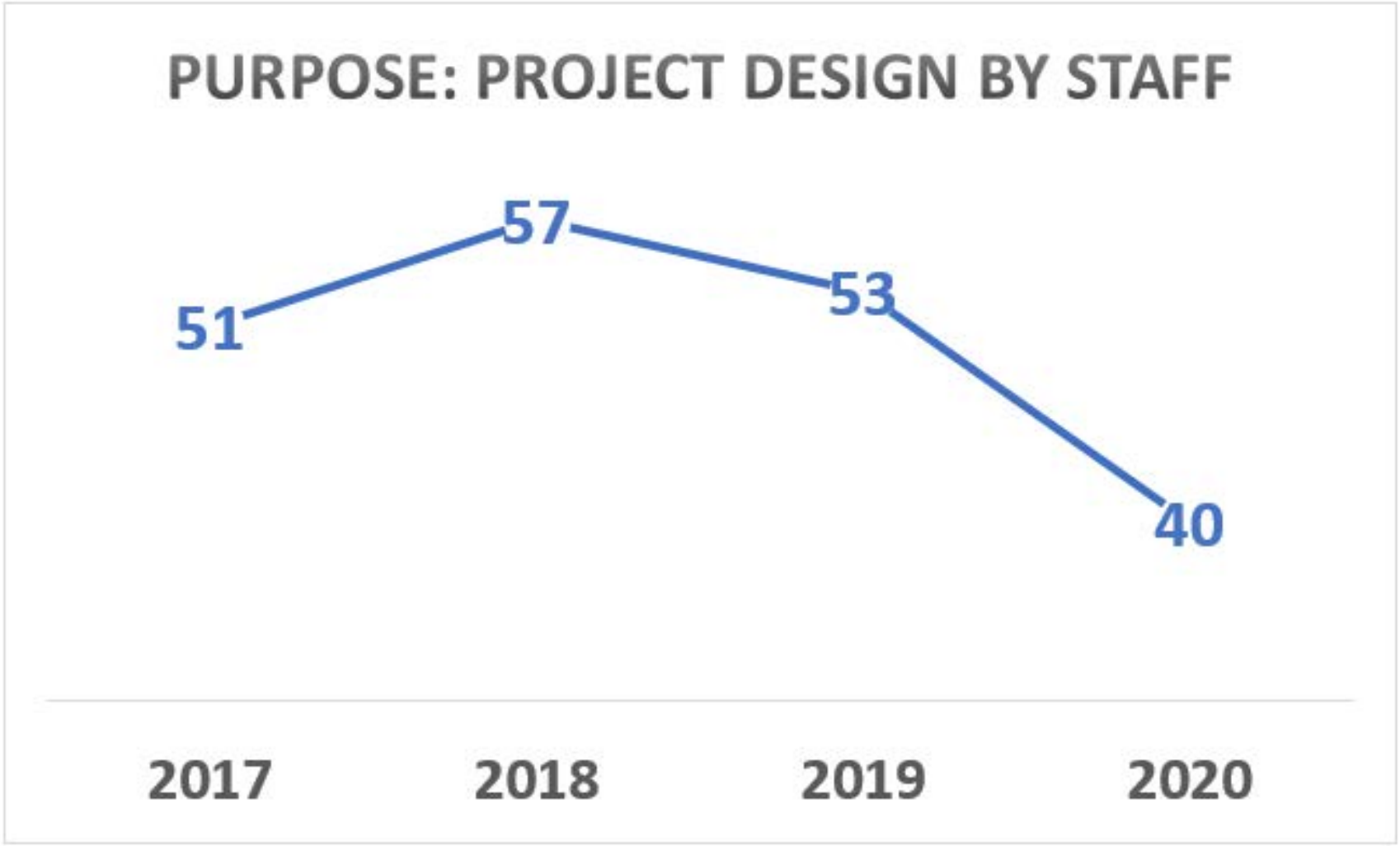
Perception of evaluation quality improves over time

(% satisfied)

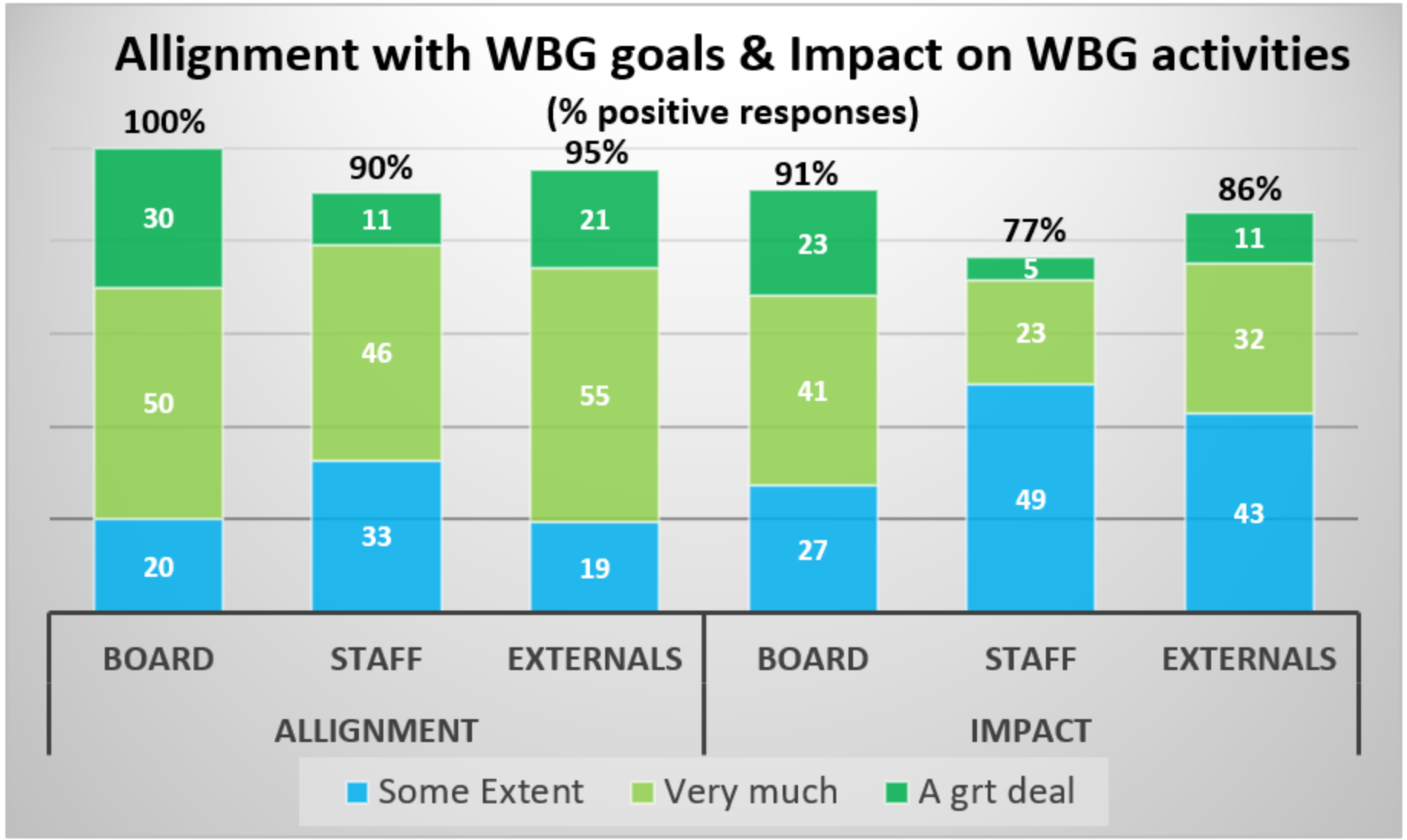
Learning about development effectiveness the main interest



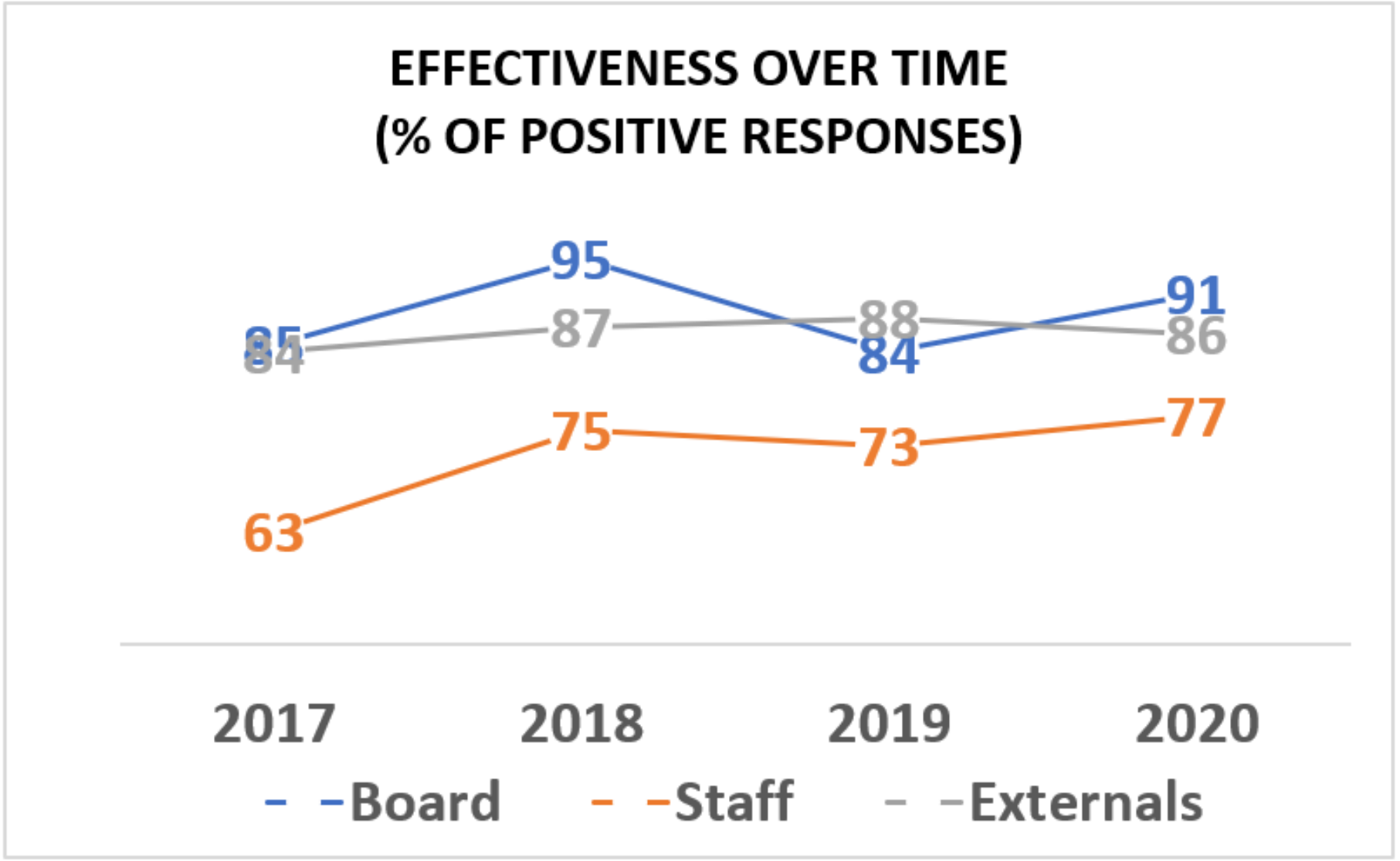
Utility of IEG reports for project design is declining over time



IEG evaluations aligned to WBG goals and effective



IEG products influence WBG activities



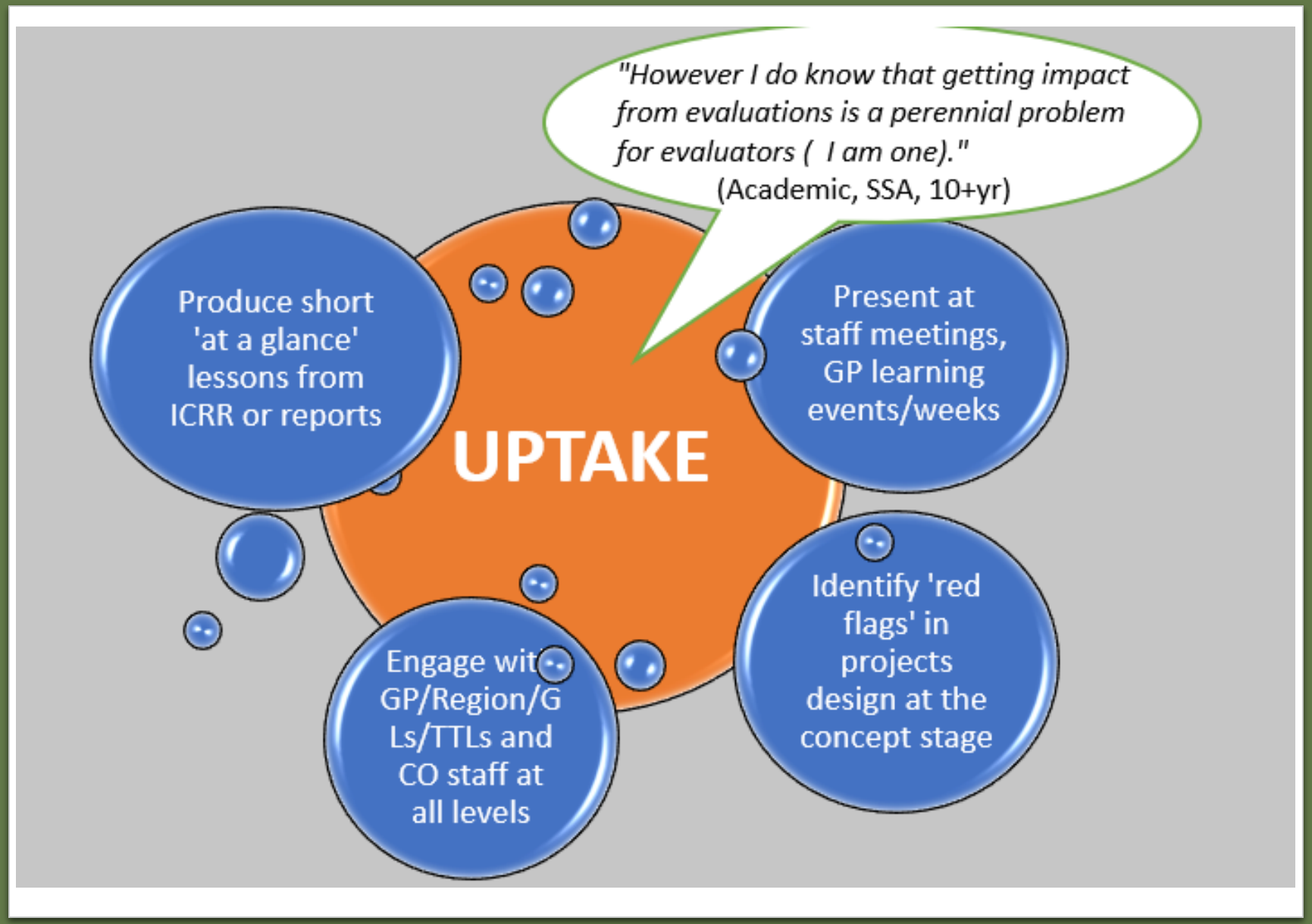
Key findings

Overall IEG products show an increase in engagement and the Board remains very satisfied with IEG role and products

1. Lower income regions remain more ‘isolated’ form face-to-face ‘contact’ with IEG.
2. The Board shows much more interest than staff in BBLs & workshops, while readership of IEG reports remain by far the most common mode of engagement
3. CPE & RAP show a low level of engagement, particularly from higher mgmt. (RAP)
4. Evaluation design has improved over time, with room for improvement in process of engagement, timeliness and incorporation of relevant information (staff point of view)
5. Only around half of staff use IEG products to learn about development effectiveness and project design

Open ended questions

"Ensure more fairness about the ratings of IFC AS (which is held to a high bar and subject to IEG) and WB ASA (which is not evaluated at all)."
(IFC, GH mgt, CO)
UNFAIR
We don't understand
The tough environment in which they operate
The low capacity of clients (especially in collecting data)
We don't pay attention to
Impact on beneficiaries (rather we focus on KPI)
External shocks
Arguments and data offered
Elements of performance, e.g resourse constraints, turnover & incentives
We miss
The experience and expertise in country, sector or market
The risks associated with our work, by rewarding modest projects while downgrading ambitious one



Respondents' Suggestions

Respondents' request

Thank you