

Executive Summary

2017 UNDP Partnership Survey

Overview

The findings presented here summarise the results of the 2017 UNDP Partnership Survey administered by PwC from 15 March, 2017 through 24 April, 2017. Out of 10,551 invited partners, 3,787, or 36% of the invitees, responded (38% in 2015, 37% in 2012, and 29% in 2009). Among the respondents, 232 were not sufficiently familiar with UNDP and therefore were not asked to evaluate UNDP. Most respondents took the survey online, while 58 respondents returned paper surveys. The survey asked a total of 42 questions, including one open-ended and five multiple response questions.

The survey covered six areas of UNDP’s work: 1) Relevance as a Partner of Choice; 2) Strategic Plan 2014-2017; 3) Organisational Effectiveness; 4) Contribution to the Resident Coordinator System; 5) Administrative Support Services; and 6) Agenda 2030 and the next Strategic Plan.

In a key finding, none of the 31 survey questions that could be trended to the 2015 survey declined significantly. Favourable responses to 12 survey questions increased by at least 5%.

Respondents

The results below are based upon the 3,555 respondents who stated they were familiar with UNDP. Excluding the 232 who were not familiar with UNDP, the adjusted overall response rate is 34%, on par with previous editions of the Partnership Survey. The table below displays the number of respondents by organisation type and region. NGOs/CSOs had the highest participation rate (44%), while IFIs/Multilateral Organisations and Bilateral Donors/Agencies had the lowest participation rates (24% and 25% respectively).

	Number of 2017 Registered Partners	Number of 2017 Valid Respondents*	2017 Response Rate*	2015 37%*
Total UNDP Partners	10551	3555	34%	
Organisation				
Programme Government	3887	1231	32%	
Bilateral Donor or Agency	1484	377	25%	
IFI and Multilateral Agencies	607	143	24%	
United Nations Entity, Fund or Programme	1537	570	37%	
Non-Government Organisation or Civil Society Organisation	1556	682	44%	
Private Sector	465	152	33%	
Foundation	179	57	32%	
Other	836	343	41%	

Region			
HQ	863	204	24%
RBA (Africa)	2717	945	35%
RBAP (Asia and the Pacific)	2148	652	30%
RBAS (Arab States)	1023	310	30%
RBEC (Europe and the CIS)	1678	733	44%
RBLAC (Latin America and the Caribbean)	2122	711	34%

*Excludes respondents who were not familiar with UNDP.

Key Findings

Relevance as a partner of choice

UNDP remains a valued partner (89% favourable); the image of UNDP remains positive (87% favourable), and UNDP continues to play a relevant role in the development of programme countries (87% favourable). Partners cited that they primarily worked with UNDP because of its contribution to national development goals (73%), programme and project implementation (70%), and capacity building (56%).

In terms of priority areas in the Strategic Plan 2014-2017, partners see UNDP as a partner of choice in poverty eradication (53%) and contribution to international development goals (48%) through its ability to influence policy, build capacity, and technical expertise.

Organisational Effectiveness

Partners perceive UNDP as having high quality professionals (70% favourable), accountable and transparent (67% favourable), and delivering high quality programmes (66% favourable).

Contribution to the Resident Coordinator System

In prior Partnership Surveys, only Bilateral Donors/Agencies and UN entities responded to questions under this topic. In 2017, all partners who stated they were familiar with UNDP's contribution to the Resident Coordinator system (63% of respondents) responded. Three out of four questions received favourable scores from more than 70% of respondents:

- Providing the Resident Coordinator system and their offices the appropriate coordination capacities to strategically and effectively deliver UN responses (Q.31), 78% favourable.
- Advocating a common UN view/position on important development issues (Q.32), 77% favourable.
- Supporting efforts for increased coherence and coordination of the UN Country Team (Q.33), 76% favourable

The above questions were rated more favourably than in 2015, though this could be attributed to an expanded respondent population, which included partners other than bilateral donors/agencies and UN entities, funds or programmes.

Administrative Support Services

UN entity partners were asked if their organisation received administrative support services from UNDP (Q.35). Those that did (68%) were asked to rate UNDP as a service provider in quality and timeliness of service (Q.35), transparency in cost recovery (Q.37), and client service orientation (Q.38). Most respondents gave above-average ratings to these three questions, and while comparisons to 2015 overall did not show significant improvement, the ratings given by those that worked with UNDP HQ did improve significantly, by 25 to 45%.

Agenda 2030 and the next Strategic Plan

A new question was asked in this year’s survey, “From your perspective, what are the roles through which UNDP can best contribute to the implementation of the 2030 Agenda and SDGs?” (Q.40). The most frequently selected role was, “Help raise awareness on and advocate for the SDGs” (72% of respondents), followed by “Assist government to integrate development planning and implementation across sectors at national and local levels” (66% of respondents).

Q.40 Roles (Respondents could select as many as they found applicable)	% Selected
Help raise awareness on and advocate for the SDGs, including through convening dialogues between government, development partners, civil society and the private sector.	72
Assist government to integrate development planning and implementation across sectors at national and local levels.	66
Better coordinate support from UN agencies to national development priorities and programmes.	55
Develop broad-based partnerships and coalitions that push for large-scale development change.	46
Assist with developing national statistical and reporting systems.	45
Help advance an integrated and participatory (or inclusive) approach to ensure the integrity of the 2030 Agenda.	45
Boost in-country innovation in policies, technologies, business models and related issues.	41
Enable access to global funding mechanisms such as the Global Fund to Fight AIDS, Tuberculosis and Malaria, or the Green Climate Fund.	38
Utilise South-South cooperation to help source knowledge, expertise and (potentially) finance.	36
Offer operational services (e.g. finance, recruitment and procurement) that can help countries accelerate implementation of national development programmes.	33
Offer other policy and technical advisory services in areas of UNDP’s work not mentioned above.	25
Other	3

Comparisons with 2015

The following areas improved significantly from the 2015 survey:

Most-Improved areas from 2015	% Favourable	Diff from 2015
How much does this describe UNDP? Ensures “value for money” and cost effectiveness. (Q. 21)	51	+7
How much does this describe UNDP? Applies a robust results-based framework. (Q. 20)	62	+6
In your opinion, how much is UNDP contributing to: Reducing likelihood of conflict and the risk of natural disasters, including from climate change? (Q. 15)	50	+5
In your opinion, how much do the following statements describe UNDP? Delivers high quality programmes through effective project design, planning, monitoring and evaluation (Q. 19)	66	+5

In your opinion, how much do the following statements describe UNDP? Is accountable and transparent.(Q. 23)	67	+5
---	----	----

Strengths

The three questions identifying UNDP as a “Relevant Partner of Choice” (Qs. 6, 7, and 8) were strengths for UNDP (above 70% favourable) in 2015 and remained so in 2017. All organisational and regional groupings responding to the survey rated these favourably, except in the case of Q.6 (image of UNDP is favourable), where responses from HQ partners and Bilateral Donors/Agencies decreased by 6% from 2015.

Seven in ten partners rated UNDP as above average on having high-quality professionals (Q.24).

As in 2015, the following questions were asked only of Government and Bilateral Donor/Agency partners:

- Engagement with your organisation (quality and timely communication, consultation, engagement in key projects/events/meetings, etc.) (Q.26), 83% favourable.
- Quality, delivery, and sustainability of results (Q.25), 79% favourable.
- Management of programme/project resources (Q.27), 77% favourable.
- Quality and timeliness of reporting (Q.28), 77% favourable, and,
- Visibility of your organisation/government’s contribution to UNDP (Q.29), 74% favourable.

Responses by Government partners were more favourable than those by Bilateral Donors/Agencies, and did not significantly differ from 2015.

Challenges

Although responses to seven of the eight questions addressing UNDP’s contribution to the 2014-2017 Strategic Plan Development Outcomes increased in favourability from 2015, an overall limited acknowledgement of UNDP’s contributions to these Outcomes remained:

- Early recovery and rapid return to sustainable development in post conflict/disaster settings (Q.16), 48% favourable. On a related question (Q.10), only 25% of respondents selected UNDP as their partner of choice for this priority area.
- Reducing the likelihood of conflict and the risk of natural disasters, including from climate change (Q.15), 50% favourable.
- Poverty eradication through inclusive and sustainable development (Q.11), 55% favourable.

Two aspects of UNDP’s work receiving the least favourable ratings were:

- Providing innovative solutions (Q.22), 50% favourable.
- Ensuring “value for money” and cost effectiveness (Q.21), 51% favourable (but, as noted earlier, up 7% from 2015).

Among Bilateral Donor/Agency and UN entity partners who were familiar with UNDP’s contribution to the Resident Coordinator system, fewer than half were satisfied with UNDP’s contribution in ensuring a clear separation of functions between the role of the Resident Coordinator and the UNDP Resident Representative (Q.34).

Among UN entities receiving Administrative Support Services from UNDP, only half rated UNDP favourably in its Client service orientation (Q.38).

In terms of recommending areas for improvement, respondents were asked how UNDP “could become a trusted partner of choice to your organisation” (Q.39). The most frequently selected area was Programme and Project Management (41%), followed by Development effectiveness (26%). These were also the top two areas identified in 2015.

Q.39 Themes (Respondents could select up to three)	% Selected
Programme / Project Management and Implementation	41
Development Effectiveness	26
UNDP Strategic Plan / Focus	22
Fund Management	19
UN Coordination	18
Communication / Reporting	17
Advocacy	16
Operational Procedures	13
Impartiality / Neutrality	9
Other	3