

## 2017 PARTNERSHIP SURVEY – EXECUTIVE SUMMARY

### OBJECTIVE AND BACKGROUND

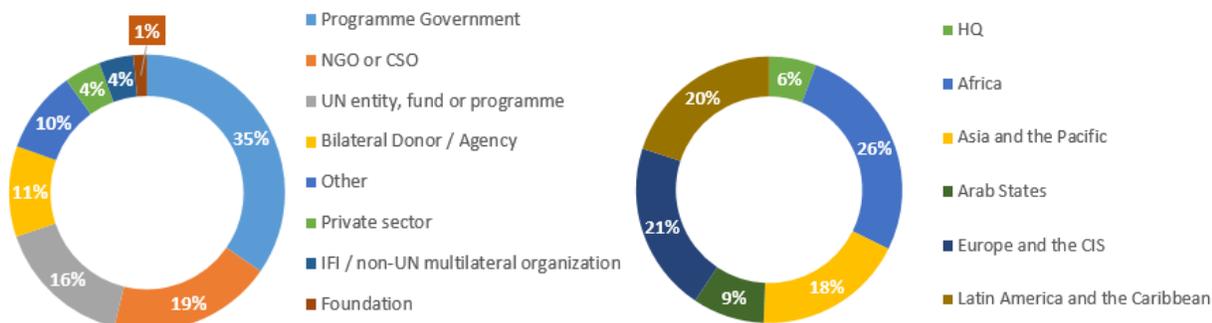
Launched in 2001, the UNDP Partnership Survey is conducted every two years to solicit feedback from partners on the role and performance of UNDP. The results are shared with UNDP offices at the country, regional and HQ-levels for analysis and action, and incorporated in reports to the Executive Board and other performance assessments.

### METHODOLOGY

To ensure partner anonymity, a third-party company administers the survey. This year's survey was conducted from 15 March, 2017 through 24 April, 2017, and was offered in five languages (Arabic, English, French, Russian and Spanish). Out of 10,551 invited partners, 3,787 (36%) responded, of which 232 were not sufficiently familiar with UNDP and therefore did not 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 choice questions covering six areas of UNDP's work: 1) *Relevance as a Partner of Choice*; 2) *the 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*.

### RESPONDENTS BY PARTNER TYPE AND REGION



Programme Government partners had the highest number of respondents covering 35% of the total, followed by CSO/NGOs 19%, UN Agencies 16%, and Bilateral Donors/Agencies 11%.

Partners in the Africa region comprised the largest group of respondents, followed by Europe and the CIS which also registered the highest participation rate (44% of invited partners participated).

### KEY FINDINGS

UNDP remains a valued partner, its image remains positive, and it continues to play a relevant role in the development of programme countries. Partners work with UNDP for its contribution to national development goals and programme / project implementation. Partners also regard UNDP as having high quality professionals, as accountable and transparent, and delivering high quality programmes.

Two aspects of UNDP’s work receiving least favourable ratings were: ensuring ‘value for money’/ cost effectiveness, and providing innovative solutions.

In terms of areas for improvement, the most frequently selected area was Programme and Project Management (41%), followed by Development effectiveness (26%).

## FINDINGS BY AREA

### RELEVANCE AS A PARTNER OF CHOICE

<b>89</b>	% of respondents who considered UNDP a valued partner to their organization	<b>Top reasons why partners work with UNDP (% of respondents selected):</b>
<b>87</b>	% of respondents who considered the image of UNDP as favourable	<b>73</b> Contribution to national development goals
<b>87</b>	% of respondents that found UNDP relevant in the development of programme countries, and implements projects that reflect partner priorities	<b>70</b> Programme and project implementation
		<b>56</b> Capacity building/capacity development

### STRATEGIC PLAN 2014-2017

Among the outcomes in UNDP’s 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.

Perceptions were least favourable on UNDP’s contribution to early recovery and rapid return to sustainable development in post-conflict/disaster settings (48%), though up by 4 percentage points (pp) from 2015.

### ORGANISATIONAL EFFECTIVENESS

Partners perceived UNDP as having high-quality professionals (70% favourable), accountable and transparent (67% favourable), delivering high quality programmes (66% favourable), and applying a robust results framework (62% favourable); with room for improvement on providing innovative solutions and ensuring “value for money”/ cost effectiveness.

Responses from Programme Governments and Bilateral Donors/Agencies on questions related to quality of results, engagement, management of resources, quality/timeliness of reporting, and visibility, were mostly favourable (74% or higher).

### CONTRIBUTION TO THE RESIDENT COORDINATOR (RC) SYSTEM

UNDP’s contribution in providing the RC system and their offices the appropriate coordination capacities to deliver UN responses (78%), advocating a common UN position on important development issues (77%), and supporting efforts for increased coherence and coordination of the UN Country Team (76%) were rated

favourably, while UNDP’s efforts in ensuring the separation of functions between the RC/ RR roles was least positively perceived (66% favourable, but up 17 pp from 2015).

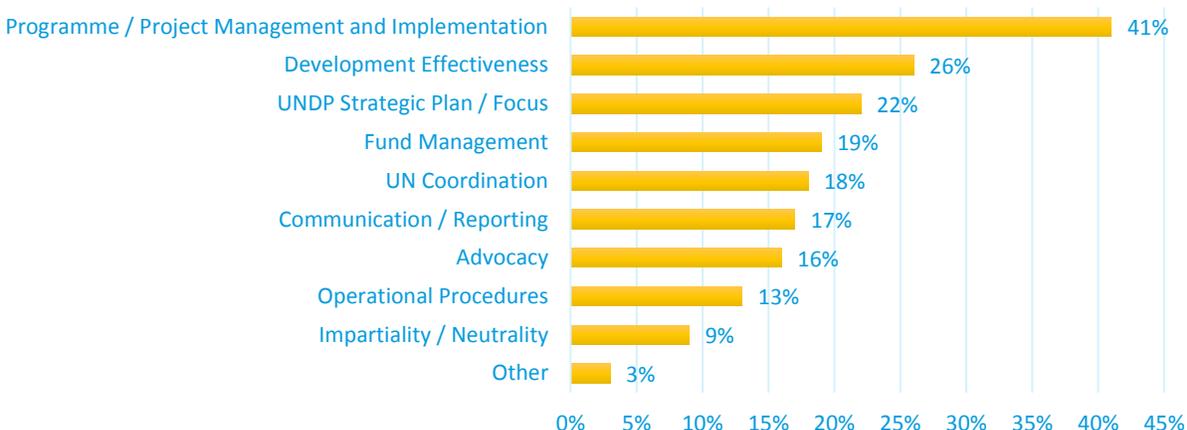
In 2017, all partners who stated they were familiar with UNDP’s contribution to the Resident Coordinator system (63% of respondents) responded to these questions, including programme country governments, while in 2015, only Bilateral Donors/Agencies responded.

### ADMINISTRATIVE AND SUPPORT SERVICES

Partners receiving UNDP’s administrative and support services, were generally satisfied (at least 50% favourable, and up by 4 pp from 2015). Responses from those who worked with UNDP HQ improved significantly from 2015 (+ 25-45 pp).

### RECOMMENDATIONS FOR IMPROVEMENT

The survey included an open-ended question asking respondents ‘how UNDP could become a trusted partner of choice to your organization.’ The highest number of comments received were related to ‘Programme/Project Management and Implementation’ and ‘Development Effectiveness.’ Partners suggestions included accelerating project design and implementation, synchronizing the budgeting process with the government’s planning cycle, and building the capacity of government partners.



### AGENDA 2030 AND THE NEXT STRATEGIC PLAN

The survey asked a new question on the role through which UNDP can best contribute to the implementation of the 2030 Agenda and SDGs. Respondents could choose as many roles as applicable. The most frequently selected roles were: awareness-raising and advocacy for the SDGs through multi-stakeholder dialogues (72%) and assisting government to integrate development planning and implementation across sectors at national and local levels (66%).

### REPORT

The data report for the 2017 Partnership Survey can be found [here](#).