

United Nations Development Programme

PARTNERSHIP SURVEY 2015

Executive Summary



*Empowered lives.
Resilient nations.*



OBJECTIVE AND BACKGROUND

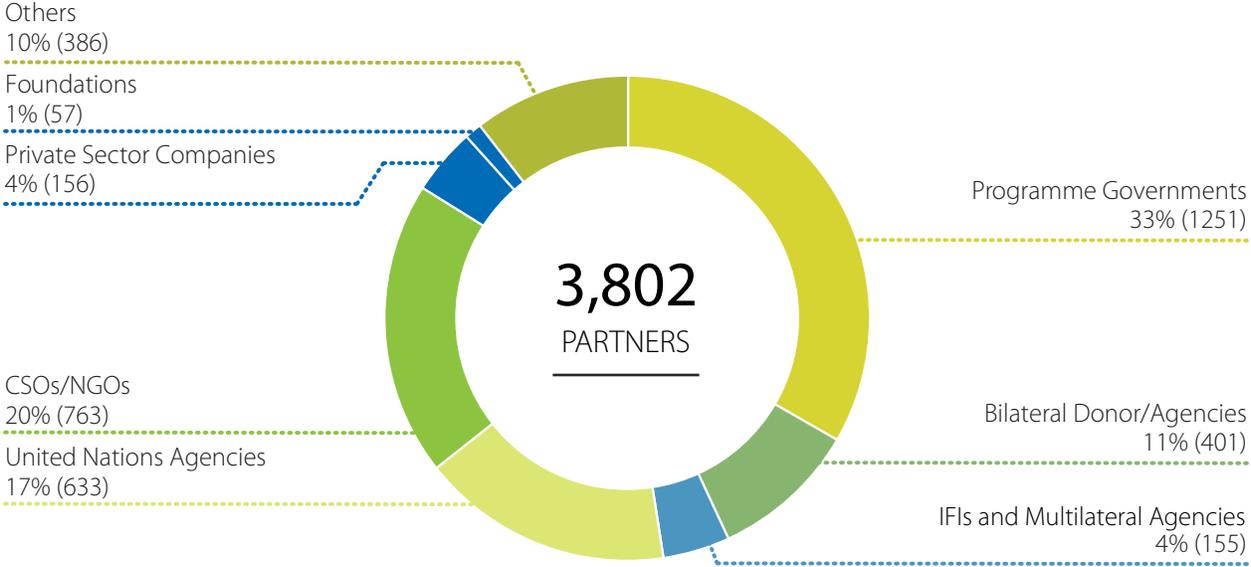
The UNDP Partnership Survey was launched in 2001 and has since been conducted every 2-3 years to solicit feedback from partners on the role and performance of UNDP. The results are utilised to understand the perceptions of partners and improve the work of the organisation. The findings are shared with Country Offices and Regional/Central Bureaus for analysis and action and factored into reporting to the Executive Board and performance assessments.

Since its launch, the survey has sought feedback from UNDP’s country-level partners on its performance in programme countries. For the first time, the 2015 survey reached out to headquarters-level partners to capture more holistic feedback from a wider range of respondents.

METHODOLOGY

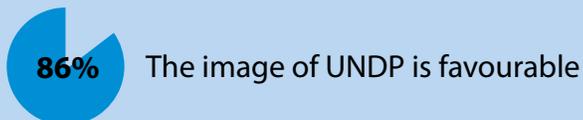
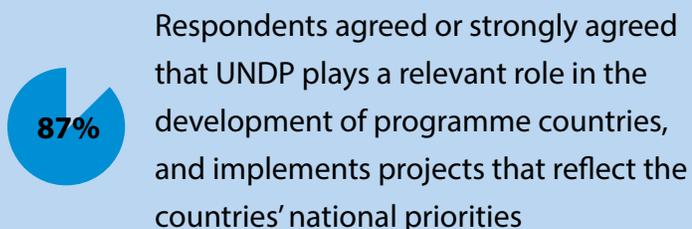
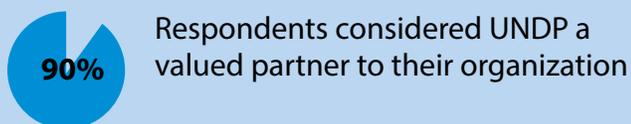
To protect the anonymity of partners, a third-party company administers the survey. The survey was conducted between 20 March and 24 April, 2015. Invitations were sent to 10,046 partners registered by 131 Country Offices and 13 headquarter units, with 3,802 partners participating in the survey yielding a response rate of 38%. The majority of the survey responses were submitted through an online system, while 76 responses were provided on paper and mailed directly to the survey company. The survey included 40 items, with one open-ended question and 4 multiple-choice items. Eight questions that were asked in 2012 and 2015 were trended, and questionnaires were available in five languages: Arabic, English, French, Russian, and Spanish.

RESPONDENTS BY TYPES OF PARTNERS

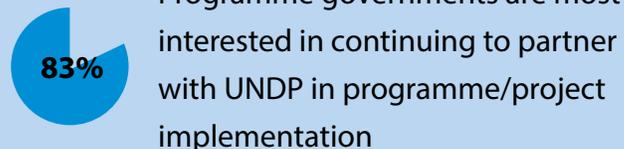
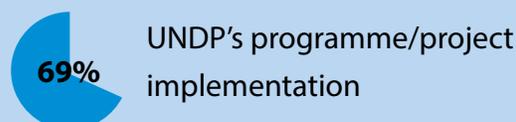


SUMMARY FINDINGS BY AREA

RELEVANCE AS A PARTNER



Top reasons why partners work with UNDP



STRATEGIC PLAN 2014-2017

Of the 7 outcome areas in UNDP's Strategic Plan 2014-2017, partners perceive UNDP as most effectively contributing to Outcome 7: Development debates and international development goals (66% responded with a great deal/above average). However, only 44% view UNDP as effectively contributing to Outcome 6: Early recovery and rapid return to sustainable development in post-conflict/disaster settings. A high percentage of partners provided neutral responses.

ORGANIZATIONAL EFFECTIVENESS

Respondents perceived UNDP as having high-quality professionals (68% positive responses) and as being an accountable and transparent organization (62% positive responses). Forty-four percent recognized that UNDP ensured "value for money" and cost effectiveness.

PERFORMANCE

UNDP's engagement in quality and timely communication, consultation and/or engagement in key project events and meetings received the highest rating (82% very satisfied/satisfied). Other performance areas such as achievement of results, management of programme/project resources, quality/timeliness of reporting, and visibility of the partner organisation/government's contribution to UNDP were also rated positively, with an average of 76% favourable responses.

CONTRIBUTION TO THE RESIDENT COORDINATOR SYSTEM

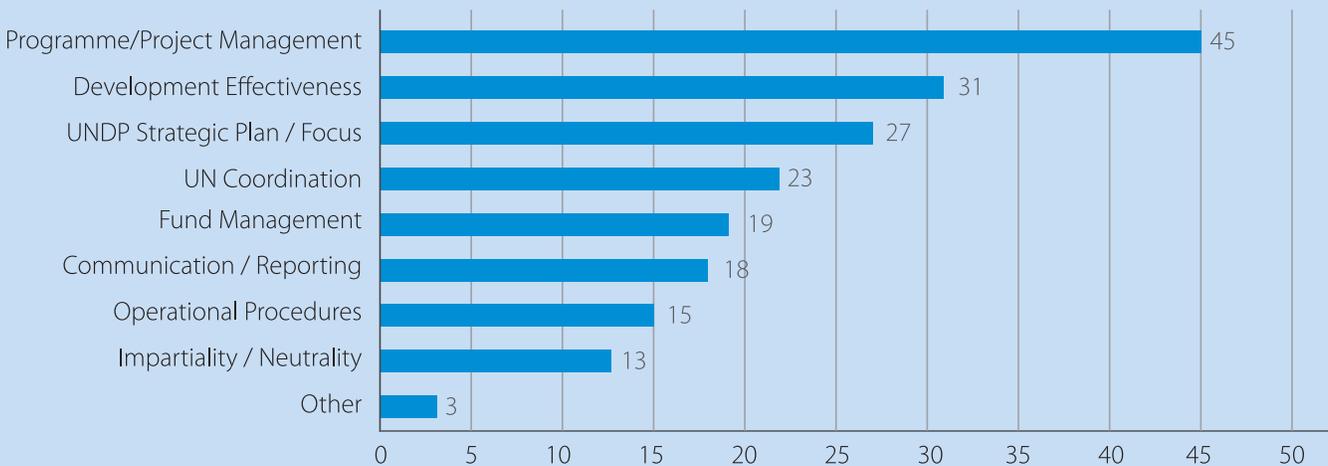
On average, 62% of partners familiar with the Resident Coordinator System were satisfied or very satisfied with UNDP's contribution to the Resident Coordinator System; however only 49% were satisfied or very satisfied with UNDP's efforts in ensuring the separation of functions between the Resident Coordinator and Resident Representative roles.

ADMINISTRATIVE AND SUPPORT SERVICES

Over half of UN agency partners receiving UNDP's Administrative and Support Services rated UNDP's services as being very good or good. However, UNDP can further improve its client service orientation (45% very good/good).

RECOMMENDATIONS FOR IMPROVEMENT

The 2015 survey included one open-ended question asking respondents 'how UNDP could become a trusted partner of choice to your organization.' The most number of comments received were related to 'Programme/Project Management' and 'Development Effectiveness.'



NEXT SURVEY

The next Partnership Survey is scheduled for 2017 to allow UNDP to receive final feedback on its performance against the 2014-2017 Strategic Plan.