Client Services Survey

Introduction
As the Managing Agent for the Sudan Common Humanitarian Fund ('CHF) and the Darfur Community Peace and Stability Fund ('DCPSF'), the UNDP Fund Management Unit ('FMU') provides a full range of services to NGO partners throughout the entire cycle of both pooled funds.

In 2013 the UNDP FMU conducted the first Client Services Survey asking NGO partners for feedback on the services and quality of service provided by the FMU. The results of the Survey, shared in a previous FMU | Partner Focus were extremely helpful in recognizing what the FMU is doing well, where we can improve, and identifying the support our Partners find the most beneficial.

To measure improvements from the initial survey, Partners were invited during the last quarter of 2014 to participate in our second annual Client Services Survey. The summary results were shared with NGO Leadership in January. This edition of the FMU | Partner Focus shares the more full results, with comparison to the previous Survey.

Participants
Ninety-two individuals participated in the survey in 2014, a relative to the previous20% increase from the previous year, though the profile of partners and participants was equivalent.

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Funding</th>
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</thead>
<tbody>
<tr>
<td>NGO: 52%</td>
<td>CHF 55%</td>
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<td>INGO: 48%</td>
<td>DCPSF 9%</td>
</tr>
<tr>
<td>Both: 36%</td>
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Position in NGO

- Leadership: 32%
- Financial Mgt: 38%
- Program Mgt: 30%
Survey Results
High Satisfaction Level

NGO Partner overall experience with FMU continues to be positive. 93% of participants agree or strongly agree 'my overall experience with FMU is favorable', compared to 89% in 2013.

When comparing the quality of service provided by FMU to last year, the results were approximate to the previous survey.

![Survey Results Chart]

Where NGOs Would Like Additional Support from FMU

The strongest message partners communicated this year is the request for additional capacity support. 96% of respondents feel their Organization can benefit from training and other capacity support from the FMU, compared to 86% last year.

![Survey Results Chart]

Based on the interest expressed in capacity support in the previous survey, UNDP asked NGOs in which trainings and workshops they would be most interested. Proposal writing and project monitoring tools topped the list.

Training and Capacity Support Preference

- Proposal Writing - 29%
- Project Monitoring Tools - 28%
- Budget Preparation - 20%
- Accounting/Financial Reporting - 20%
- Other Organizational Mgt - 3%

Additionally, when asked 'Do you have any suggestions of how the FMU can improve our services and support to your Organization?' Of the nearly 60% who responded, 40% requested training or capacity support.

Quality of Feedback and Guidance

Partners acknowledge improvement in the quality of feedback and guidance provided by the FMU Team.

I am satisfied with the guidance and feedback I receive from FMU

![Survey Results Chart]

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2015 - Where FMU will Improve Service

Timeliness of Project Partnership Agreement

Though there was noticeable improvement over the prior year, the timing of contract delivery is an area where our partners would most like to see an improvement in our service.

I receive the Agreement when I expect to receive it

Financial Report Review Response Time

By the end of 2014, we saw more than 90% of Partners submitting their financial reports on or before the due date. Though more were extremely satisfied with FMU’s response time in reviewing and providing feedback on the financial reports, compared to last year, there is room for further improvement.

Once our Financial Reports are compliant, FMU processes our Payment Requests in a timely manner

Next Steps

Thank you for participating in the Client Services Survey and for your frank feedback on how the FMU can improve our service to our NGO Partners.

We look forward to continuing to improve the quality of our service in 2015, and to implementing your suggestions to further support your NGO.