2013 Client Services Survey

In June 2013, the UNDP Fund Management Unit (‘FMU’), as the Managing Agent for the CHF and DCPSF pooled funds, invited our NGO partners to participate in a Client Services Survey.

Beginning with the initial capacity assessments, and through agreement contracting phase, payment disbursement, financial reporting and project monitoring, and finally the project audit and project closure, the FMU is in continuous communication with NGO partners to provide guidance and support on a range of issues.

With this continuum of contact and support in mind, the objective of the survey was to establish a baseline measurement of our NGO partners’ satisfaction with the core services provided by the FMU. A critical part of the survey was to ask for partners’ suggestions on how we can improve the services we are providing.

For partner information and for purposes of transparency, UNDP is sharing the survey results. Thanks to all of those Partners who generously found the time to complete the survey.

Survey Results Highlights

NGOs expressed a high level of satisfaction overall with the services and support provided by the FMU. At the same time, partners feel that improvements could be made in terms of timeliness and certain support. This relates partly to FMU staffing and services delivery, and partly to overall CHF and DCPSF allocation and approval processes. And while the majority of partners responded that feedback provided by FMU builds the capacity of their organization, many commented that they would like additional capacity building support in the future.
What FMU is Doing Best

NGOs’ Overall Experience with the FMU
89% of our NGO partners rated their overall experience with the UNDP Fund Management Unit as favorable. Not a single partner disagreed or strongly disagreed with this statement.

Quality of Guidance and Support
89% of partners are satisfied with the guidance and answers they receive from the FMU.

Financial Reports builds the NGO’s Capacity
61% of our NGO partners responded that the feedback FMU provides when reviewing their Financial Reports builds the capacity of their Organization.

Where NGOs Would Like Additional Support from FMU

Capacity Building
86% of Partners responded that their Organization can benefit [more] from training and other capacity building support from FMU.
37% of open comments requested (financial) management training or related capacity building support.

Where FMU will Improve Service Delivery

Timeliness of Project Partnership Agreement
24% of Partners disagree or strongly disagree that they receive the Agreement when they expect to receive it (while 56% agree).

Response Time on Financial Report Review
27% of Partners disagree that after submission of financial reports, they receive feedback from FMU in the time expected (while 60% agree).

Partners stating that they would benefit from more training

Partners stating that feedback from FMU builds organizational capacity

“I usually receive the Agreement when I expect to receive it”
“In Your Own Words”
Selected Partner NGO Comments

“... To focus on the capacity building and continuous training for NGOs Program and finance staff, I suggest [such trainings] to be conducted at least two times per year (at the beginning and mid-year due to high turnover in NGOs).”

“... Well, the only thing is that for the couple of years the project start date could not go as per our expectation. We submit our proposal early for a 12 month project period starting in January, but start date is pushed forward for a March or April start date. If this can be corrected, the mechanism will be a perfect one though we normally get a blanket no-cost extension.”

“... To increase number of FMU staff so as to respond timely to partner Organization. FMU staff should visit partner’s financial departments to be familiar with their financial systems and provide more training and support.”

“... Sometimes more clarity is needed when reviewing financial reports. Cash transfer to partner account is delayed occasionally which needs to improve. Generally the FMU is much better in dealing with partners and in transfer of resources compared to other[s].”

NEXT STEPS
Thank you again for participating in the Client Services Survey. UNDP and the FMU look forward to improving service delivery, and to implementing your suggestions. Your feedback, comments and suggestions are always welcome. For such, you may send a message to fmu.sd@undp.org