

## Results matrix

25. The results matrix for the UNV Strategic Framework, 2018-2021, sets out the results and measures that allow UNV and stakeholders to monitor achievements, learn lessons and hold the organization accountable.<sup>1</sup>

<b>Outcome 1. The efforts of Member States are supported to deliver on the 2030 Agenda through volunteerism as an effective means of implementation and people engagement.</b>				
<b>Outcome indicators</b>			<b>Baseline</b> (2017, unless noted)	<b>Target (2021)</b>
Percentage of countries reporting a positive contribution of volunteerism to the Sustainable Development Goals in voluntary national reports on progress towards the Goals.			39%	50%
Number of other volunteers mobilized in regional/national volunteer schemes supported by UNV.			131,099	170,000
<b>Outputs</b> (UNV provides specific support for the following results)	<b>Output indicators</b> (output indicators measure only those results from schemes, services, plans, actions that are specifically supported by UNV)		<b>Baseline</b> (2017, unless noted)	<b>Target (2021)</b>
<b>Output 1.1.</b> Member States are supported in developing programmes, policies and legislation that promote volunteerism and volunteer action.	<b>1.1.1</b>	Number of volunteer schemes (online, onsite, regional, national, subregional, youth, etc.) supported by UNV.	12 (2014-2017)	15 (2018-2021)
	<b>1.1.2</b>	Number of Member States partnering with UNV to develop their policies and legislation on volunteerism.	3 (2014-2017)	5 (2018-2021)
<b>Output 1.2.</b> Promotion of volunteerism and its value is advanced through engagement of Member States, civil society and academia in research, public dialogue, documentation and dissemination.	<b>1.2.1</b>	Number of Member States contributing research and knowledge products to the plan of action.	3	20
	<b>1.2.2</b>	Number of plan of action partners engaged in technical meetings and consultations at global and national levels	8	120

<sup>1</sup> In line with GA /RES/71/313 UNV will strive, where possible, to disaggregate its indicator data by sex, age, nationality and geographic location, modality (i.e. online and onsite), Sustainable Development Goal, actors, disability, or other characteristics.

<b>Outcome 2. The United Nations system is supported to deliver on the 2030 Agenda through the engagement of UN-Volunteers and integration of volunteerism.</b>				
<b>Outcome indicators</b>			<b>Baseline</b> (2017, unless noted)	<b>Target (2021)</b>
Percentage of United Nations partners reporting a positive contribution of UN-Volunteers to their mandate.			92%	95%
Number of United Nations partners engaging UN-Volunteers.			34 partners	40 partners
<b>Outputs</b> (UNV provides specific support for the following results)	<b>Output indicators</b> (output indicators measure only those results from schemes, services, plans, actions etc. which are specifically <i>supported</i> by UNV)		<b>Baseline</b> (2017, unless noted)	<b>Target (2021)</b>
<b>Output 2.1.</b> Expand the opportunities for more people to contribute to United Nations development, peace and humanitarian efforts.	<b>2.1.1</b>	Number of months volunteered per year through UNV (online and onsite)	52,768 onsite, 2,099 online (2016)	61,200 onsite, 2,667 online
	<b>2.1.2</b>	Number of people volunteered per year through UNV (online and onsite),	6,501 onsite, 12,592 online (2016)	7,500 onsite, 16,000 online
<b>Output 2.2.</b> Motivated, well-equipped volunteers mobilized to contribute to United Nations peace, humanitarian and development efforts.	<b>2.2.1</b>	Percentage of UN-Volunteers reporting that their assignment enhanced their personal and professional development	93%	95%
	<b>2.2.2</b>	Percentage of UN-Volunteers satisfied with their volunteering experience.	91%	95%
<b>Institutional effectiveness: UNV is fit-for-purpose</b>				
<b>Results statement</b>	<b>No.</b>	<b>Indicators</b>	<b>Baseline</b> (2017, unless noted)	<b>Target (2021)</b>
1. Capacity to deliver.	2.	Number of business days for national and international UN-Volunteer deployment	37 (national) 81 (international)	21 (national) 55 (international)
2. Leveraging partnerships to deliver.	3.	Cumulative quadrennial other resources mobilized ( <i>in United States dollars</i> ).	\$50 million (2014-2017)	\$60 million (2018-2021)
3. Operational excellence.	4.	Management efficiency ratio (percentage, average during the strategic framework period).	9.75% (2014-2017)	8% (2018-2021)