Survey of civil society organizations

Introduction

Welcome to this survey on UN development cooperation activities.

The aim of the survey, which is conducted in partnership with BetterAid, a network of over one thousand civil society organizations around the world, is to give CSOs an opportunity to provide feedback, with a view to improving the performance of the UN development system at the country level.

The survey report will serve as an important input to the 2012 quadrennial comprehensive policy review (QCPR) of the General Assembly (GA) of UN operational activities for development.

The QCPR is the mechanism through which the GA assesses the effectiveness, efficiency, coherence and impact of UN operational activities for development and establishes system-wide policy orientations for the development cooperation and country-level modalities of the UN system.

The survey respondents are officials of civil society organizations who work closely with one or more UN agencies at the country level.

Please note that the software allows you to exit the questionnaire and reopen it later, provided you use the **same computer.**

Please complete the questionnaire by **24 February 2012.**

Responses and comments will be treated in **strict confidence.** The reporting will not contain any data or statement from which a reader can identify you, your organization or the country where you are working. Responses will be amalgamated by groups of countries.

Please contact Agust O Agustsson at (agustsson@un.org) for any questions.

Thank you for your cooperation!

Survey of civil society organizations

RESPONDENT PROFILE

1. Please select your location:

- Afghanistan
- Albania
- Algeria
- Angola
- Antigua and Barbuda
- Argentina
- Armenia
- Azerbaijan
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belize
- Benin
- Bhutan
- Bolivia
- Bosnia & Herzegovina
- Botswana
- Brazil
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- Cape Verde
- Central African Republic
- Chad
- Chile
- China
- Colombia
- Ghana
- Grenada
- Guatemala
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Honduras
- India
- Indonesia
- Iran
- Iraq
- Jamaica
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kosovo
- Kuwait
- Kyrgyzstan
- Lao PDR
- Lebanon
- Lesotho
- Liberia
- Libya
- Madagascar
- Malawi
- Malaysia
- Maldives
- Papua New Guinea
- Paraguay
- Peru
- Philippines
- Republic of Congo
- Rwanda
- Samoa
- Sao Tome & Principe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Solomon Islands
- Somalia
- South Africa
- South Sudan
- Sri Lanka
- St. Kitts and Nevis
- St. Lucia
- St. Vincent and the Grenadines
- Sudan
- Suriname
- Swaziland
- Syrian Arab Republic
- Tajikistan
- Tanzania
- Thailand

- Comoros
- Cook Islands
- Costa Rica
- Côte d'Ivoire
- Croatia
- Cuba
- Democratic Republic of Congo
- Djibouti
- Dominica
- Dominican Republic
- DPR Korea
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Ethiopia
- Fed States of Micronesia
- Fiji
- Gabon
- Gambia
- Georgia
- Mali
- Marshall Islands
- Mauritania
- Mauritius
- Mexico
- Moldova
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Myanmar
- Namibia
- Nauru
- Nepal
- Nicaragua
- Niger
- Nigeria
- Niue
- Occupied Palestinian Territories
- Pakistan
- Palau
- Panama
- The former Yugoslav Republic Of Macedonia
- Timor Leste
- Togo
- Tokelau
- Tonga
- Trinidad & Tobago
- Tunisia
- Turkey
- Turkmenistan
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Vanuatu
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe
- Other (please specify)

2. If the headquarters of your civil society organization is located in another country, please write the headquarters country below:

3. Please write your job title in the box below:

4. Which of the following best describes your civil society organization (CSO):

[You may select more than one]

- ☐ Development organization (e.g. health, literacy, social services)
- ☐ Professional association
- ☐ Women's organization
- ☐ Student or youth organization
- ☐ Service provision organization
- ☐ Advocacy organization (e.g. civic action, social justice, human rights, consumer groups)
- ☐ Non-profit media
- ☐ Association of socio-economically marginalized groups (e.g. poor people, homeless, immigrants, refugees, landless)
- ☐ Economic interest organization (e.g. cooperatives, credit unions, mutual savings groups)
- ☐ Trade union
- ☐ Ethnic, traditional or indigenous groups
- ☐ Faith-based organization
- ☐ Culture and arts and social and recreational organization
- ☐ Research organization or think tank
- ☐ Other (please specify)

5. My civil society organization is primarily a:

- ○ Community/grassroots organization
- ○ Regional organization/network
- ○ National organization/platform
- ○ International organization

Please provide any additional comments

6. In which areas does your civil society organization specialize:

- ☐ Poverty reduction
- ☐ Health
- ☐ Education
- ☐ Environment and sustainable development (including climate change, water and environmental sanitation)
- ☐ Agriculture and rural development
- ☐ Food and nutrition
- ☐ Governance and public administration
- ☐ Decentralization
- ☐ Human rights and rule of law
- ☐ Inequality and inequity
- ☐ Humanitarian assistance
- ☐ Knowledge and technology transfer
- ☐ Gender equality
- ☐ Economic growth and employment
- ☐ Industry, trade and investment
- ☐ Disaster risk reduction
- ☐ Peace-building and early-recovery
- ☐ Culture and development
- ☐ Others (please specify)

7. My civil society organization has:

- ☐ Fewer than five employees
- ☐ Between five and twenty employees
- ☐ Between twenty and 100 employees
- ☐ More than 100 employees

If your organization also has many members or volunteers, please explain here:

8. Which of the following statements best describe the relationship between your civil society organization and the United Nations:

[You may select more than one]

- ☐ A cooperating or implementing partner within a larger programme of cooperation with the country
- ☐ A contractor implementing a programme
- ☐ A contractor in delivering food or supporting relief activities
- ☐ A contractor in carrying out specific studies or advocacy activities
- ☐ A contractor in organizing workshops, seminars, etc
- ☐ An informal partner
- ☐ A grant beneficiary
- ☐ Other (please specify)

9. How much funding does the UN channel through your organization in an average year for use in the country selected under question 1?

- ○ Over $1m
- ○ Between $50,000 and $1m
- ○ Between $1 and $50,000
- ○ None

Please provide any additional comments

10. How familiar are you with the work of the United Nations in the UN programme country mentioned in question 1?

- ○ Very familiar
- ○ Somewhat familiar
- ○ Slightly familiar
- ○ Not familiar at all

Please provide any additional comments

11. Do you know if the country mentioned in question 1 is a UN Delivering as One or self-starter country?

(Delivering as One and self-starter countries are countries where the UN agencies have committed themselves to the principles of one leader, one programme, one budget, one office and one voice)

- We are a Delivering as One or self-starter country
- We are not a Delivering as One or self-starter country
- Don't know

Please provide any additional comments

12. In your opinion, is the UN a significant player in the country mentioned in question 1?

- Yes
- No

Please provide any additional comments

13. Is there a well-established civil society in the country mentioned in question 1?

- Yes
- No

Please provide any additional comments

Survey of civil society organizations

Topic 1 - Relevance

In the context of this survey, relevance is about matching the needs and priorities of the country in question 1 with the mandates and capacities of the UN.

The term 'UN agencies' is used in the questionnaire as shorthand for UN funds, programmes and specialized agencies.

You will see that some of the questions are phrased as statements. In these cases, please indicate how much you agree or disagree with the statement.

14. The following is a list of different types of support the UN may provide. Please check the types of support that in your opinion the UN should concentrate on providing to the country:

- ☐ Providing advice on development policies and strategies
- ☐ Strengthening national capacities for policy and strategy development
- ☐ Supporting training and institution-building
- ☐ Building or restoring infrastructure
- ☐ Supporting gender equality and women's empowerment
- ☐ Promoting equity and human rights
- ☐ Facilitating partnerships between government, civil society and the private sector
- ☐ Facilitating dialogue between government, civil society and the private sector
- ☐ Mobilizing external resources for development
- ☐ Providing up-to-date knowledge and technical expertise
- ☐ Providing equipment, vehicles, supplies and services
- ☐ Working with national universities and civil society organizations on analysis of development issues
- ☐ Supporting studies on topics such as human development and children
- ☐ Enhancing regional or sub-regional cooperation
- ☐ Enhancing South-South and triangular cooperation *(South-South cooperation takes place when two or more developing countries pursue development by sharing knowledge, skills or resources with each other. Triangular cooperation is a relatively recent mode of development cooperation. It normally involves a traditional donor from the ranks of the OECD's Development Assistance Committee (DAC), a Southern partner/contributor, and a beneficiary country in the South*)

Please mention any other important types of support that, in your opinion, the UN should provide to the country (please give concrete examples):

15. The efforts of the UN are focused to the maximum extent on assisting the country to achieve the Millennium Development Goals (MDGs): ***(The main areas of the MDGs are: end poverty and hunger, universal education, gender equality, child health, maternal health, combat HIV/AIDS, environmental sustainability and global partnership)***

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
○	○	○	○	○

Please provide any additional comments:

16. How relevant are the following attributes of the UN in providing support for the country's development?

	Very relevant	Somewhat relevant	Slightly relevant	Not relevant
Has global presence	○	○	○	○
Is impartial	○	○	○	○
Advocates for international norms and standards	○	○	○	○
Is trusted by national partners	○	○	○	○
Provides access to specialized knowledge in a wide range of subject areas	○	○	○	○
Employs staff who live in your country and understand it	○	○	○	○

Please mention any other attributes of the UN that you think are relevant:

Survey of civil society organizations

Topic 2 - Effectiveness

Effectiveness is the degree to which a programme or project actually achieves intended results or outcomes. Effectiveness is often measured in terms of the development of national capacities and the contribution of the UN to poverty eradication, economic growth and sustainable development.

17. From the following list please select up to five areas where the UN contribution to the country has been especially significant:

- ☐ Poverty reduction
- ☐ Health
- ☐ Education
- ☐ Environment and sustainable development (including climate change, water and environmental sanitation)
- ☐ Agriculture and rural development
- ☐ Food and nutrition
- ☐ Governance and public administration
- ☐ Decentralization
- ☐ Human rights and rule of law
- ☐ Inequality and inequity
- ☐ Humanitarian assistance
- ☐ Knowledge and technology transfer
- ☐ Gender equality
- ☐ Economic growth and employment
- ☐ Industry, trade and investment
- ☐ Disaster risk reduction
- ☐ Peace-building and early-recovery
- ☐ Culture and development
- ☐ Others: Please specify

18. In order to achieve good results in the country, the UN is collaborating as much as possible with civil society organizations in implementing programmes and projects:

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know

Please describe any constraints encountered in collaboration with the UN in the implementation of programmes and projects

19. From your observations, the UN involves civil society organizations as much as possible in undertaking the following activities:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
In advocating for international norms and standards					
In facilitating stakeholder participation in the national development processes					
In designing programmes and projects					
In monitoring of programmes and projects					
In evaluating programmes and projects					

Please provide any additional comments

20. Please check in the list below the UN agencies that, from your observations, make effective use of the resources and capacities of NGOs in delivering their support in the country:

- ☐ UNDP
- ☐ WFP
- ☐ UNICEF
- ☐ WHO
- ☐ UNHCR
- ☐ FAO
- ☐ UNFPA
- ☐ UNRWA
- ☐ ILO
- ☐ IFAD
- ☐ UNESCO
- ☐ UNAIDS
- ☐ UNODC
- ☐ UNIDO
- ☐ UNEP
- ☐ UNOCHA
- ☐ IAEA
- ☐ UNHABITAT
- ☐ UNIFEM/UNWOMEN
- ☐ ICAO
- ☐ OHCHR
- ☐ UNDESA
- ☐ ITC
- ☐ UNOPS
- ☐ UNCDF
- ☐ UNCTAD
- ☐ UNV
- ☐ WMO
- ☐ ECLAC

- [ ] ESCAP
- [ ] WIPO
- [ ] ECE
- [ ] IMO
- [ ] ITU
- [ ] ECA
- [ ] UPU
- [ ] UNWTO
- [ ] ESCWA

Please provide any additional comments

21. Please suggest ways the UN could engage more effectively with civil society organizations at the country level:

22. To become more effective in your country, how important is it for the UN to take the following measures?

	Very important	Somewhat important	Slightly important	Not important	Don´t know
Improve the design of programmes and projects					
Facilitate a more active dialogue among development partners on national development challenges					
Make better use of results-based methods					
Do fewer things and do them together as a team					
Improve the monitoring and evaluation of UN-supported programmes					
Focus on areas where the UN has a clear comparative advantage					
Make better use of the expertise of non-resident UN agencies					
Provide more information to the public about their activities					
Become more engaged in programme-based approaches, including sector-wide approaches (SWAPs)					
Pay more attention to the development of national capacities					

Please provide any additional comments

23. Please suggest any additional measures the UN could take to make itself more effective in the country:

Topic 3 - Efficiency

Efficiency is about how economically inputs (funds, expertise, time, etc.) are converted into results. It is essentially about using funds wisely and achieving value-for-money.

24. From my observations, the UN uses funds economically and avoids unnecessary or wasteful expenditures in this country

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
○	○	○	○	○

Please provide any additional comments:

25. Please mention below any UN agencies that, from your observations, pay close attention to using funds carefully and avoiding waste:

26. Please mention below any agencies that, from your observations, need to pay more attention to using funds carefully and avoiding waste:

27. From your observations, please indicate how timely the UN agencies are in providing inputs such as support to operational costs, advisers and equipment for development activities:

Please check only the agencies for which you have good information, and skip the others.

	Inputs are usually timely	Inputs are sometimes timely	Inputs are rarely or never timely
UNDP			
WFP			
UNICEF			
WHO			
UNHCR			
FAO			
UNFPA			
UNRWA			
ILO			
IFAD			
UNESCO			
UNAIDS			
UNODC			
UNIDO			
UNEP			
UN-OCHA			
IAEA			
UN-HABITAT			
UNIFEM/UNWOMEN			
ICAO			
OHCHR			
UN-DESA			
ITC			
UNOPS			
UNCDF			
UNCTAD			
UNV			
WMO			
ECLAC			
ESCAP			
WIPO			

ECE	○	○	○
IMO	○	○	○
ITU	○	○	○
ECA	○	○	○
UPU	○	○	○
UNWTO	○	○	○
ESCWA	○	○	○

Please provide any additional comments:

28. There is a significant amount of duplication among the activities of UN agencies in this country:

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
○	○	○	○	○

Please provide any additional comments:

29. Do the UN agencies sometimes compete with each other for donor funding for projects?

- ○ Yes
- ○ No
- ○ Don't know

Please mention any areas where competition among UN agencies for donor funding is most noticeable:

30. If the answer to question 12 was Yes, please check all of the following statements that apply:

- ☐ Competition among UN agencies is healthy and we welcome it
- ☐ Competition among UN agencies creates confusion for us
- ☐ Competition among UN agencies diverts their attention from the main task of providing support to the country

Please provide any additional comments:

31. UN agencies compete with non-governmental organizations for donor funding for projects:

- To a great extent
- To some extent
- Not at all
- Don't know

Please mention any areas where such competition for donor funding is most noticeable:

32. Please suggest any steps the UN could take to make itself more efficient in the country:

Topic 4 The UN compared with other development partners

33. Please rate the main groups of development partners on the scale 1 to 3 (with 1 as closely aligned) on the following criteria:

How aligned is the assistance of each of the development partners with national needs and priorities?

	1 (Closely aligned)	2 (Somewhat aligned)	3 (Not at all aligned)	Don't know
International financial institutions and other multilateral organizations	○	○	○	○
Bilateral donors	○	○	○	○
The UN	○	○	○	○

Please provide any additional comments:

34. Please rate the main groups of development partners on the scale 1 to 3 (with 1 as well informed) on the following criteria:

How well informed is each development partner on the country's development challenges?

	1 (Very well informed)	2 (Somewhat informed)	3 (Not at all informed)	Don't know
International financial institutions and other multilateral organizations	○	○	○	○
Bilateral donors	○	○	○	○
The UN	○	○	○	○

Please provide any additional comments:

35. Please rate the main groups of development partners on the scale 1 to 3 (with 1 as very effective) on the following criteria:

How effective is each development partner in helping the country to overcome its development challenges?

	1 (Very effective)	2 (Somewhat effective)	3 (Not at all effective)	Don't know
International financial institutions and other multilateral organizations	○	○	○	○
Bilateral donors	○	○	○	○
The UN	○	○	○	○

Please provide any additional comments:

Thank you

If you have completed the questionnaire please click on the Submit button.