2014 Survey of UN Operations Management Teams - QCPR Monitoring

Introduction

Welcome to this survey on progress in implementing UN General Assembly resolution 67/226 on the 2012 quadrennial comprehensive policy review (QCPR) of UN operational activities for development. The survey presents an important contribution to the Secretary General's Report providing factual evidence from the country level on the progress made in the area of business operations.

Similar to the surveys in 2012 and 2013, the survey is designed for Operations Management Teams (OMTs), which are acting on behalf of the UN country team in their country and are familiar with business operations support services. The survey respondents are the OMTs in all UN programme countries. The survey should be answered in consultation with the members of the OMT. Only one survey response can be accepted per OMT and country/location.

The survey aims to collect standardized information about the status and progress made in the simplification and harmonization of business practices. The results of the survey will be reported to the General Assembly and ECOSOC, as requested by the resolution.

The survey questions are designed to enable all OMTs to complete the survey without the need to provide additional data or engaging in any form of significant research. The combination of questions and their design aim to reach a high degree of validity and accuracy. To best capture the relevant areas for this assessment, the survey for OMTs is structured as per the following categories:

a. Introduction
b. Consolidation of Support Services
c. Procurement Cooperation
d. Common Premises

Please note that the software allows you to exit the questionnaire and reopen it later provided you use the same computer. Your answers will be saved. You can also navigate forward and backward within the questionnaire.

Responses and comments will be treated in strict confidence. The reporting will not contain any data or statement from which a reader can identify the source of any answer or comment.

Please note that in this questionnaire the term 'UN agencies' is used as shorthand for UN specialized agencies, UN funds and programmes, and departments of the UN Secretariat.

Please complete the questionnaire within four weeks of notification, and click the "Exit Survey" button when you have finished it.

If you have any questions, please contact the QCPR team at qcpr@un.org.

This survey takes approximately 30-60 minutes to complete. You cooperation with this important exercise is highly appreciated!

Introduction

1. What is the location of your UNCT?

Please select from the following list.

[▼]

Other (please specify)

[   ]

2. Which of the following UN agencies, funds and programmes are resident agencies or non-resident agencies (NRA) in your country?

In this questionnaire, the term UN agencies will be used as shorthand for UN specialized agencies, UN funds and programmes and departments of the UN secretariat.

Please answer for each agency.

	Resident Agency	Non-Resident Agency (NRA) (Participating in UNCT's work)	Neither Resident nor Non-Resident Agency (Not participating in UNCT's work)
ECA	○	○	○
ECE	○	○	○
ECLAC	○	○	○
ESCAP	○	○	○
ESCWA	○	○	○
FAO	○	○	○
IAEA	○	○	○
ICAO	○	○	○
IFAD	○	○	○
ILO	○	○	○
IOM	○	○	○
IMO	○	○	○
IMF	○	○	○
OCHA	○	○	○
OHCHR	○	○	○
UNAIDS	○	○	○
UNCDF	○	○	○
UNCTAD	○	○	○
UNDESA	○	○	○

UNDP	○	○	○
UNESCO	○	○	○
UNEP	○	○	○
UNFPA	○	○	○
UNHCR	○	○	○
UN-HABITAT	○	○	○
UNICEF	○	○	○
UNIDO	○	○	○
UNODC	○	○	○
UNOPS	○	○	○
UNRWA	○	○	○
UNV	○	○	○
UN Women	○	○	○
UNWTO	○	○	○
WFP	○	○	○
WHO	○	○	○
World Bank	○	○	○

Other (please specify)

[   ]

Consolidation of Support Services

3. Did the UNCT implement the UNDG Business Operations Strategy for the consolidation of support services?

(The Business Operations Strategy is a voluntary framework focusing on Joint Business Operations allowing UN country teams to take a strategic, results oriented approach to planning, management and implementation of Harmonized Business Operations at the country level.)

○ Yes

○ No

Consolidation of Support Services

4. To what extent does the UNDG Business Operations Strategy contribute to efficiency and effectiveness gains in the area of Business Operations?

○ Does not contribute   ○ Contributes Slightly   ○ Contributes moderately   ○ Contributes greatly

5. How does the UNCT manage the following functional areas of business operations?

Please select all that apply.

(Please note that checking multiple boxes in each row is possible for cases where the UNCT uses more than one management option per functional area.)

	Management through separate agency-owned departments	Management through a lead agency on behalf of the UNCT	Management through a common UN service unit
Finance	☐	☐	☐
Human Resources	☐	☐	☐
Procurement	☐	☐	☐
ICT	☐	☐	☐
Administrative Services	☐	☐	☐

Please provide any additional comments you might have:

[text box]

Consolidation of Support Services

Common Services

According to a UNDG definition, common services is a generic term to describe the implementation of common administrative functions among United Nations system organizations. Common shared services are typically established in the following functional areas: procurement, human resources, finance, administration and ICT. Please note that the term common services also includes outsourcing of administrative functions, such as guard services, travel agency services, cleaning services or other functions which are delivered through external service providers on the basis of common agreements between the agencies.

Please note that bilateral service agreements between UNDP and any other UN agency for the provision of services are not considered common services. Instead, common services are defined as services to two or more agencies on a cost sharing basis.

Services offered by UNDP on the basis of full cost recovery as per the Universal Price List (UPL) are considered an individual service provision at cost. They are not considered as common services.

6. Which of the following support services have been established as common services in your country?

Please answer "Yes" or "No" to each of the listed options.

	Yes	No
Medical Services	○	○
Security Services	○	○
Protocol Services	○	○
Insurance (Assets)	○	○
Insurance (Facilities)	○	○
Travel Services	○	○
Cleaning Services	○	○
Vehicle Purchase	○	○
Transportation (Car/Bus Rental)	○	○
Fleet Management	○	○
Vehicle Maintenance	○	○
Fuel Services	○	○
Newspaper Advertisement	○	○
Courier Services	○	○
Freight Forwarding	○	○
Conference Facilities	○	○
Catering Services	○	○
Event Management	○	○
Translation Services	○	○
Interpretation Services	○	○
Editing Services	○	○
Stationery Provision	○	○
Printing Services	○	○

Legal Services	○	○
Telephone Land Line Provision	○	○
Mobile Phone Provision	○	○
Common Internet Provider	○	○
Common Server Space	○	○
Common ICT Help Desk	○	○
Common Wireless Connectivity	○	○
Common Internet Back-up Solution	○	○
IT Maintenance Services	○	○
Common Vendor for ICT Hardware	○	○
Common Vendor for ICT Software	○	○

Please provide any additional comments you might have:

Consolidation of Support Services

7. Please check the steps that have been taken to establish the following support services as common services.

	Inter-agency agreement in place	Common long-term agreement in place	Cost-benefit analysis conducted	None of those steps
Medical Services	☐	☐	☐	☐
Security Services	☐	☐	☐	☐
Protocol Services	☐	☐	☐	☐
Insurance (Assets)	☐	☐	☐	☐
Insurance (Facilities)	☐	☐	☐	☐
Travel Services	☐	☐	☐	☐
Cleaning Services	☐	☐	☐	☐
Vehicle Purchase	☐	☐	☐	☐
Transportation (Car/Bus Rental)	☐	☐	☐	☐
Fleet Management	☐	☐	☐	☐
Vehicle Maintenance	☐	☐	☐	☐
Fuel Services	☐	☐	☐	☐
Newspaper Advertisement	☐	☐	☐	☐
Courier Services	☐	☐	☐	☐
Freight Forwarding	☐	☐	☐	☐
Conference Facilities	☐	☐	☐	☐
Catering Services	☐	☐	☐	☐
Event Management	☐	☐	☐	☐
Translation Services	☐	☐	☐	☐
Interpretation Services	☐	☐	☐	☐
Editing Services	☐	☐	☐	☐
Stationery Provision	☐	☐	☐	☐

Printing Services	☐	☐	☐	☐
Legal Services	☐	☐	☐	☐
Telephone Land Line Provision	☐	☐	☐	☐
Mobile Phone Provision	☐	☐	☐	☐
Common Internet Provider	☐	☐	☐	☐
Common Server Space	☐	☐	☐	☐
Common ICT Help Desk	☐	☐	☐	☐
Common Wireless Connectivity	☐	☐	☐	☐
Common Internet Back-up Solution	☐	☐	☐	☐
IT Maintenance Services	☐	☐	☐	☐
Common Vendor for ICT Hardware	☐	☐	☐	☐
Common Vendor for ICT Software	☐	☐	☐	☐

Please provide any additional comments you might have:

8. What has been preventing the UNCT in your country from further harmonizing business practices in the different areas of business operations?

Please select all that apply.

☐ Lack of agency commitment

☐ Lack of UNCT support and guidance

☐ Lack of RC support and guidance

☐ Lack of support and guidance from agency headquarters

☐ Lack of support and guidance from DOCO

☐ Lack of support and guidance from the UNDG regional team

☐ Different regulations and rules

☐ Different policies and procedures

☐ Lack of resources

☐ Lack of OMT capacity

☐ Lack of OMT member commitment

☐ Lack of delegated authority to OMT members

☐ The UNCT did not see that benefits would outweigh costs by sharing business operations functions

Please provide any additional comments you might have:

Procurement Cooperation

9. Which of the following harmonized business practices in the functional area of procurement have been established in your country?

Please answer "Yes" or "No" to each of the listed options.

	Yes	No
Common Long-term Agreements (LTA)	○	○
Common Procurement Web Portal	○	○
Common Vendor Database	○	○
Common Consultant Roster	○	○
Harmonized Procurement Process	○	○
Common Procurement Review Committee	○	○

Please provide any additional comments you might have:

10. Are members of the UNCT authorized to enter into long-term agreements without further approval requirements through their regional bureaus or headquarters?

Please select all that apply.

☐ All UNCT members are authorized regardless of the contract amount and contents

☐ UNCT members have different levels of authorization depending on the contract amount

☐ UNCT members have different levels of authorization depending on the contents of the contract

☐ All UNCT members have to submit long-term agreements for review and approval

☐ Don't know

Please provide any additional comments you might have:

11. Does your UNCT utilize standardized inter-agency agreements to regulate the management of common services and long-term agreements with third parties?

○ Yes

○ No

12. In your country, can all agencies utilize existing (agency-owned or common) long-term agreements with external service providers?

○ Yes

○ No

Procurement Cooperation

13. What factors prevent agencies to utilize existing long-term agreements with external service providers?

Please select all that apply.

☐ Agencies continue to establish agency-specific long-term agreements

☐ Agencies do not permit other agencies to utilize their long-term agreements

☐ Long-term agreements are not in line with the policies or procedures of all agencies

☐ Agencies do not agree to the service provisions in existing long-term agreements

☐ External service providers refuse to include other agencies into an existing long-term agreement

Other (please specify)

[   ]

14. In your country, what percentage of the annual UN financed procurement volume is done by the government?

(Please note that the percentage amount relates to the monetary volume, not the number of transactions.)

○ All procurement is carried out by the UN

○ < 10%

○ 10-25%

○ 26-50%

○ 51-75%

○ 76-99%

○ All procurement is carried out by the government

15. To what extent would you agree that the Government has the capacity to assume more responsibility for procurement in UN-funded programmes and projects?

○ Strongly agree   ○ Somewhat agree   ○ Somewhat disagree   ○ Strongly disagree

16. Has the UNCT established a strategy to strengthen Government procurement capacities?

○ Yes

○ No

Please provide any additional comments you might have:

Common Premises

According to a UNDG definition, UN common premises is a building shared by two or three of the funds and programmes (UNDP, UNICEF, UNFPA and WFP), even though other funds and programmes can be present in the country.

A UN house is a building shared by all the four funds and programmes (UNDP, UNICEF, UNFPA and WFP).

A UN house is designated as such by the Secretary-General. Please note that for the purpose of this survey, the term 'common premises' is used for both UN common premises and UN houses.

Field offices that house projects of two or more UN agencies are not considered as common premises.

17. Did the UNCT conduct a feasibility study for establishing common premises which has been reviewed by the Task Team on Common Premises (TTCP) at headquarters level?

○ Yes

○ No

Common Premises

18. What prevents conducting a feasibility study in your country?

Please provide your answer in the comment box.

19. Did the UN system in your country establish common premises?

○   Yes

○   No

Please provide any additional comments you might have:

Common Premises

20. What prevents the establishment of common premises in your country?

Please provide your answer in the comment box.

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Common Premises

21. Which of the following agencies co-locate in the established common premises?

Please select all that apply.

☐ ECA	☐ IMF	☐ UN-HABITAT
☐ ECE	☐ OCHA	☐ UNICEF
☐ ECLAC	☐ OHCHR	☐ UNIDO
☐ ESCAP	☐ UNAIDS	☐ UNODC
☐ ESCWA	☐ UNCDF	☐ UNOPS
☐ FAO	☐ UNCTAD	☐ UNRWA
☐ IAEA	☐ UNDESA	☐ UNV
☐ ICAO	☐ UNDP	☐ UN Women
☐ IFAD	☐ UNESCO	☐ UNWTO
☐ ILO	☐ UNEP	☐ WFP
☐ IOM	☐ UNFPA	☐ WHO
☐ IMO	☐ UNHCR	☐ World Bank

☐ Other (please specify)

[   ]

22. How is the provision of business operations services managed as part of the co-location in common premises?

Please select all that apply for the following functional areas: procurement, human resources, finance, administration and ICT.

(Multiple answers are possible.)

	Procurement	Human Resources	Finance	Administration	ICT
Services are provided through separate agency-specific units	☐	☐	☐	☐	☐
Operations staff from different agencies share common office space	☐	☐	☐	☐	☐
Services are provided under the management of one lead agency	☐	☐	☐	☐	☐
Services are provided through a common UN service unit	☐	☐	☐	☐	☐
Services have been partly outsourced to external service providers	☐	☐	☐	☐	☐
Services have been fully outsourced to external service providers	☐	☐	☐	☐	☐

Please provide any additional comments you might have:

Thank You

Please press "Done" to submit the survey.

Thank you for taking the time for this survey as part of monitoring the progress made on the 2012 Quadrennial Comprehensive Policy Review (QCPR) resolution.