

## Annex 4: 2021 Annual Performance Indicators

<b>Outcome 1. The efforts of Member States to deliver on the 2030 Agenda are supported through volunteerism as an effective means of implementation and people engagement.</b>						
<b>Outcome Indicator: (assess progress against specified outcomes; they help verify that the intended positive change in the development situation has actually taken place)</b>	<b>Baseline (2017, unless noted)</b>	<b>2021 Targets</b>	<b>2021 Results</b>	<b>% Achievements</b>	<b>Performance</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%	63%	126%	●	
Cumulative quadrennial number of other volunteers mobilized in regional/national volunteer schemes supported by UNV	276,161	1,200,000	1,663,729	139%	●	
<b>Output (UNV provides specific support for the following results)</b>	<b>Output Indicator (output indicators measure only those results from schemes, services, plans, actions, etc., which are specifically supported by UNV)</b>	<b>Baseline (2017, unless noted)</b>	<b>2021 Targets</b>	<b>2021 Results</b>	<b>% Achievements</b>	<b>Performance</b>
Output 1.1. Member States are supported in developing programmes, policies and legislation that promote volunteerism and volunteer action.	Cumulative quadrennial number of volunteer schemes (online, onsite, regional, national, sub-regional, youth, etc.) supported by UNV	12 (2014-2017)	15	20	133%	●
	Cumulative quadrennial number of Member States partnering with UNV to develop their policies and legislation on volunteerism	3	10	24	240%	●
Output 1.2. Promotion of volunteerism and its value is advanced through engagement of Member States, civil society and academia in research, public dialogue, documentation and dissemination.	Cumulative quadrennial number of Member States contributing to evidence and knowledge products	3	64	54	84%	●
	Number of plan of action partners engaged in technical meetings and consultations at global and national levels	8	120	59	49%	●
<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 Indicator: (assess progress against specified outcomes; they help verify that the intended positive change in the development situation has actually taken place)</b>	<b>Baseline (2017, unless noted)</b>	<b>2021 Targets</b>	<b>2021 Results</b>	<b>% Achievements</b>	<b>Performance</b>	
Percentage of United Nations partners reporting a positive contribution of UN-Volunteers to their mandate.	92%	95%	99%	104%	●	
Number of United Nations partners engaging UN-Volunteers.	34	55	55	100%	●	

<b>Output</b> (UNV provides specific support for the following results)	<b>Output Indicator</b> (output indicators measure only those results from schemes, services, plans, actions, etc., which are specifically supported by UNV)	<b>Baseline (2017, unless noted)</b>	<b>2021 Targets</b>	<b>2021 Results</b>	<b>% Achievements</b>	<b>Performance</b>
Output 2.1. Expand the opportunities for more people to contribute to United Nations development, peace and humanitarian efforts.	Number of months volunteered per year through UNV (online and onsite)	52,768 (onsite)	65,000	88,338	136%	●
	Number of online volunteering opportunities per year through UNV	2,067 (2020)	2,357	2,551	108%	●
	Number of people volunteered per year through UNV (online and onsite),	6,501 (onsite)	8,500	10,921	128%	●
	Number of online volunteers requested per year through UNV	7,764 (2020)	9,101	9,484	104%	●
Output 2.2. Motivated, well-equipped volunteers mobilized to contribute to United Nations peace, humanitarian and development efforts.	Percentage of UN-Volunteers reporting that their assignment enhanced their personal and professional development	93%	95%	93%	98%	●
	Percentage of UN-Volunteers satisfied with their volunteering experience.	91%	95%	97%	102%	●
<b>Result Statements</b>	<b>Indicators</b>	<b>Baseline (2017, unless noted)</b>	<b>2021 Targets</b>	<b>2021 Results</b>	<b>% Achievements</b>	<b>Performance</b>
1. Capacity to deliver.	Number of business days for national UN-Volunteer deployment (average)	37	21	44	48%	●
	Number of business days for international UN-Volunteer deployment (average)	81	55	74	74%	●
	Percentage of personnel who are female: a. At all levels	59%	50%	59%	85%	●
	Percentage of personnel who are female: b. At P5 and above	55%	50%	75%	67%	●
2. Leveraging partnerships to deliver.	Cumulative quadrennial other resources mobilized (in United States dollars).	\$50 million (2014-2017)	60,000,000	102,500,000	171%	●
3. Operational excellence.	Management efficiency ratio (percentage, average during the strategic framework period).	9.75% (2014-2017)	8%	5%	160%	●