

## **MULTIDONOR ASSESSMENT OF WORLD HEALTH ORGANIZATION (WHO)**

The MOPAN Common Approach – WHO Institutional Report 2013 was released on February 10, 2014, along with institutional reports for the Asian Development Bank (ADB), the International Fund for Agricultural Development (IFAD), and the World Food Programme (WFP).

The reports were prepared for the Multilateral Organization Performance Assessment Network (MOPAN), a network of 17 donor countries with a common interest in assessing the organizational effectiveness of multilateral organizations. For more information about MOPAN and a list of reports on organizations assessed so far, visit: <http://www.mopanonline.org/>

The 2013 WHO Report was developed under contract by Universal Management Group, a Canadian consulting firm established in 1980 that specializes in evaluation and monitoring for international development. Universal Management Group [www.universalmanagement.com](http://www.universalmanagement.com) has made significant contributions to identifying best practices and developing tools for organizational assessment; planning, monitoring, and evaluation; results-based management; and capacity building. The firm also carried out MOPAN assessments for 2010.

The 2013 WHO assessment was based on information collected through interviews with WHO staff, a survey of key stakeholders, and a review of documents. The survey targeted WHO's direct partners, technical partners and peer organisations, as well as MOPAN donors based in-country and at headquarters. Six countries were included in the survey of WHO: Ethiopia, Indonesia, Guatemala, Mozambique, Pakistan and Viet Nam. A total of 394 respondents participated in the survey - 49 MOPAN donors based at headquarters, 39 MOPAN donors based in-country, 169 direct partners, 115 technical partners, and 22 representatives of peer organisations. MOPAN's document review assessed WHO through an examination of close to 1300 publicly available corporate documents and internal country programming and reporting documents from all six countries.

MOPAN also interviewed WHO staff members (21 from WHO's headquarters, 19 from its regional offices, and 23 from its country offices). This information was not coded or used formally as part of the assessment process, but rather to gain a broader contextual understanding of the organisations systems, practices and results-related reporting. MOPAN assessments provide a snapshot of four dimensions of organisational effectiveness (strategic management, operational management, relationship management, and knowledge management) and of the organisation's reporting on its development results.

To view the Executive Summary of the WHO Institutional Report, visit:

[http://www.mopanonline.org/upload/documents/Mopan\\_WHO\\_report\\_ExecSum\\_Eng\\_1a.pdf](http://www.mopanonline.org/upload/documents/Mopan_WHO_report_ExecSum_Eng_1a.pdf)

To view the official response of WHO, a letter by Margaret Chan, Director-General, visit:

[http://www.mopanonline.org/upload/documents/WHO\\_Management\\_Response-Eng.pdf](http://www.mopanonline.org/upload/documents/WHO_Management_Response-Eng.pdf)

Source: This summary was supplied by Franklin White of Pacific Health & Development Sciences Inc. (PacificSci) [www.pacificsci.org](http://www.pacificsci.org) Victoria BC, March 6, 2014. PacificSci was contracted by Universal Management Group to perform internal quality reviews for the assessment.