**Project Title**: **Public Pulse IV Project**

**Project Number:**

**Start Date: July 2020** **Project Appraisal Committee Meeting date:** **July 2020**

**End Date: June 2023**

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| **Brief Description** |
| Development organisations extensively use data in defining the appropriate and relevant intervention, assess progress of such interventions over time, and evaluate the effectiveness of the global development agenda, among others.  Public Pulse (PP), a flagship research project, funded by USAID and implemented by UNDP, is the only perception study of its kind in Kosovo surveying over 1,300 respondents. PP generates time series data looking at the political and social indicators which provide a snapshot on socio-political and economic situation in Kosovo, through trends, specific themes, and open data.  Well established indicators, measured over the last 17 years, provide solid baselines and trends that are invaluable for both Kosovo institutions and international partners.  The credibility of data and unbiased reporting positions Public Pulse as a source of influence in forming opinions and in policy making for a wide array of stakeholders including public institutions, international organizations, and individual researchers. The collected data is stored, visualized, and made available to the public through an open data platform.  While retaining its core function, Public Pulse, through the Briefs and Analysis, has adapted to capture emerging trends, such as violent extremism, social cohesion, environmental issues or property issues and labour trends, amongst other. These reports and analytics aim to aid the prioritization of interventions and signal institutions for action.  As the changing political and socio-economic environment in the region brings new uncertainties, credible data and analysis can act as development anchor; it can also provide evidence for the international community present in Kosovo, aiding improved planning and interventions. facilitated the dialogue between the general public and governing institutions, with the aim of contributing to evidence-based policy making. |

Contributing Outcome (UNDAF/CPD, RPD or GPD):

CPD Outcome 1: By 2025, Kosovo’s governance is more responsive and accountable

Indicative Output(s) with gender marker2: GEN2

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| **Total resources required:** | $380,892 | |
| **Total resources allocated:** |  | |
| **UNDP TRAC:** | n/a |
| **Donor:** | $354,892 |
| **Government:** | n/a |
| **In-Kind:** | $26,000 |
| **Unfunded:** | n/a | |

1. Context / Development Challenge

Data are becoming increasingly powerful resource for positive social change. Evidence-based decision-making is key for ensuring that resources can be effectively utilized to achieve the national development goals. Decision makers in developing countries face challenges in terms of utilizing resources for sustainable development; lack of reliable data affects prioritization of limited resources and subsequently decision-making which often does not support sustainable development. Adequate and disaggregated data helps decision-makers, and other actors, in discovering, prioritizing and remediating vulnerabilities in real time, utilizing the resources more effectively, thus improving and enhancing programme and policy effectiveness. The value of data has been immensurable in helping governments taking informed decisions about policies and programmes, putting evidence at the core of policy development. It is also part of reaching Sustainable Development Goals (SDGs) since informed policy and programme intervention leads to cost efficiencies and greater return on investments.

Numerous countries are developing various poverty indices, and gathering data respective to these indices, aiming to develop policy frameworks that contribute to reducing poverty, improving governance, service delivery, and economic empowerment. The availability of real time and disaggregated data has an impact on the distribution of limited resources and in reduction of inequalities. Such data are indispensable to governments not only to assess the resources and efficiently allocate them but to also set targets, reach the poor and marginalized groups, including the monitor effectiveness of such interventions, supporting inclusive development.

The importance of collecting, managing and publishing data in open format goes beyond the concept of institutional transparency; it addresses the issue of access to information through the reuse and free redistribution, and ultimately accountability from both the executive and legislative branches. Publicly available data supports the civil society and the media to hold public institutions to account.

While governments should be the most reliable source of data, they are usually lacking and are not published in open formats, despite the drive for big and open data. Endogenous factors such as lack of resources as well as exogenous factors such as lack of timely and reliable data leaves a serious gap in data collection and affects the credibility and reliability of data.

Kosovo is not immune to these challenges, either. As a lower-middle-income region, with development challenges such as high level of unemployment, economic development which is not translating into new jobs, a mismatch between education sector and the labour market, fragile social cohesion, data for development is crucial – it offers opportunities for informed decision-making processes, improve service delivery, elicit meaningful citizen participation, and increase responsiveness in humanitarian services,

Kosovo Agency of Statistics (KAS) is the mandated agency to gather official data, analyse and distribute them, and operates in the framework of the Office of the Prime Minister. The mission of the Agency is to meet the needs of users with qualitative statistical data so users have reliable base to conduct regular analysis in the interest of planning and project development at central and municipal levels. While KAS is funded through the Kosovo Consolidated Budget, donors play an important role on specific projects and technical professional support. Despite ample support from international partners, KAS capacities and financial resources are limited, thus, inadequate in undertaking regular research and analysis which goes beyond its standard mandate. Likewise, institutional initiative to open data is advancing very slowly, marred by limited human and financial capacities.

UNDP’s and USAID’s long-standing partnership through the Public Pulse project has filled this gap by providing credible and reliable data. Since 2002, every six months, PP project conducts opinion polls with 1,300 respondents, which is a labour-intensive work, requiring dedicated capacities to organize, manage and analyse the data. Furthermore, the PP Analysis, an in-depth analysis - through focus group discussions - of a pressing or emerging issue (as defined by the findings from the opinion polls) provides additional insights as to the cause of the issue.

1. Relevance and impact of the Public Pulse

Development organisations extensively use data in defining the appropriate and relevant intervention, assess progress of such interventions over time and evaluate the effectiveness of the global development agenda, among others.

Public Pulse, a flagship research project, funded by USAID and implemented by UNDP, is the only perception study of its kind in Kosovo. Initiated in 2002 as the Early Warning System (EWS) and re-thought as Public Pulse in 2010, the project generates data through citizen perceptions on political, social, economic, security developments, in Kosovo.

UNDP, through Public Pulse, is the only organization which generates time series data looking at the political and social indicators. The timeseries data provide a snapshot on socio-political and economic situation in Kosovo, through trends, specific themes, and open data. Well established indicators, measured for the last 17 years, provide solid baselines and trends that are invaluable for both Kosovo institutions and international partners; they indicate current direction and provide a guide to future actions thus, serving as a watchdog for public institutions.

Each Public Pulse research and report is based on the perception of over 1,300 respondents. The credibility of data and unbiased reporting positions Public Pulse as a source of influence in forming opinions and in policy making for a wide array of stakeholders including public institutions, international organizations, and individual researchers. The collected data is stored, visualized, and made available to the public through the open data platform.

The added value of timeseries data, collected over the last seventeen years, is the reflection of trends and the possibility to compare data throughout the years and simultaneously. This helps researchers and institutions to study and make use of emerging trends related to democratic developments, political and institutional stability, inter-ethnic relations, security related issues and other. Decision makers, civil society organizations, international organizations, and other stakeholders can download various datasets and trends to conduct comprehensive analysis upon which to base future actions.

Public Pulse data and findings generate traction with central institutions as well. They feed into the existing partnership through a dialogue which promotes evidence-based policy making and enhanced capacity to use data. While retaining its core function, Public Pulse, through the Briefs and Analysis, has adapted to capture emerging trends, such as violent extremism, social cohesion, environmental issues or property issues amongst other, which aid the prioritization and signal the institutions for actions. On the other hand, trend analysis is enabled by the questionnaire with over 100 questions making the opinion polls an invaluable source of information.

1. Cooperation with KAS and sustainability of the project

UNDP has a long-standing cooperation with KAS, which included technical support and capacity development interventions. Currently, this cooperation is channelled through PP publications and focuses on regular information sharing and establishing a *modus operandi* on the transfer of datasets collected over the last 17 years.

KAS produces data in four key areas[[1]](#footnote-1): agriculture and environmental statistics, economic statistics and national accounts, social statistics, census and survey, based on EUROSTAT standards. KAS narrative reports are relatively reader-friendly although not always in sufficient details such as capturing differences between various groups (disaggregated data). Collected data are not always readily available in their interactive data system – ASKDATA; the available data are difficult to interpret, not just by everyday users but also by advanced users, as it is not user-friendly. ASK datasets are not open, making it impossible for further comprehensive analysis. It is to be noted that accessing raw data comes with bureaucratic procedures for accessing data.

Global approaches in data collection have advanced and they cover areas such as social behaviour and cohesion, happiness, well-being, all of which provide a snapshot of the society. Public Pulse can play an important role in this regard since the data on socio-economic issues – including interethnic relations, safety and security, environmental awareness, and democratization are regularly collected and can contribute to a more holistic analysis. An entry point for this expanded cooperation is the Department of Census and Surveys and the Department of Social Statistics, due to the type of data they collect.

Working in the context of transitional societies national institutions tend to rely on partners as predominant financers of data production[[2]](#footnote-2) due limited financial, human, and technical capacities, including weak national statistical plans. The cooperation between the USAID and UNDP has helped Kosovo to become more “visible” by generating data and information which is not available elsewhere; not being a UN member state makes Kosovo practically ‘invisible’ as it does not feature in any official UN statistics. The independence and impartiality of Public Pulse Opinion Polls, and subsequently PP Brief and PP Analysis, increases the confidence of the public in the data since the data is collected by UNDP. The data are statistically valid, unbiased, collected with integrity, substituting for the lack of data from official statistics and can be relied on for any research or policy work. This data puts Kosovo on a map as evidenced by Kosovo’s successful bid for the Millennium Challenge Cooperation (MCC); the MCC requested official and reliable data, with preference to time-series and data with statistical notes. Ultimately, the sustainability of the intervention should be seen from a broad context of *how, by whom,* and for *what* purposes the data and information is used.

# Strategy and Project Objectives

Public Pulse IV will contribute to UNDP’s Common Planning Document 2021-2025[[3]](#footnote-3), Outcome 1: By 2025, Kosovo’s governance is more responsive and accountable.

Continuing the work on data collection, research, and analysis, Public Pulse will actively and constructively engage with Kosovo institutions to advocate for data use in policy development. An added value of the proposed Public Pulse project is to expand and institutionalize cooperation academia and civil society, supplemented by additional analytical publications. To this end, the objective of the Public Pulse is defined as follows:

***Provide Kosovo stakeholder with timely data on institutional and socio-economic stability while serving as an essential analytical tool for building social cohesion and development efforts.*** The objective will be achieved through the following Output and corresponding activities:

**Output 1: Kosovo institutions have improved access to credible, timely, and disaggregated data**

**Activity 1: Conduct opinion polls and draft Public Pulse Briefs**

Public Pulse Briefs are based on opinion polls conducted at six-monthly intervals, measuring citizens perception on 10 key social, economic, and political areas. Each poll interviews 1,300 individuals with consideration for ethnic and gender balance. The collected data will be analysed and publicized through the Brief and the data visualizer platform.

While PP questionnaire has a range of standard questions which cannot be changed as they feed into the indicators, USAID has been allocated up to 20 questions which can be added or removed, based on USAID needs in every survey (although not cumulative).

The timeframe for launching PP Briefs is estimated at 95 calendar days, from the date of initiating opinion polls.

**Activity 2: Public Pulse Analysis**

Public Pulse Analysis present in-depth analysis of data collected through surveys and focus groups of a single issue of interest to Kosovo policymakers, civil society and the general public. Public Pulse analysis is conducted annually, and the topic will be selected based on pressing issues identified through the opinion poll and in cooperation with USAID.

Public Pulse Analysis will entail a deeper analysis and reflection on data rather than straightforward reporting on the findings. To this end, UNDP will also initiate regular debates, in cooperation with civil society and academia, who are under-represented in policy discussion or development. The debates will provide a platform for dialogue between institutions, academia, and CSOs, to discuss issues as identified by opinion polls. In-depth discussions from both practical and theoretical standpoints will contribute to better understanding of root causes for specific issues and how they may be addressed.

The timeframe for launching PP Analysis is estimated at 175 calendar days, from the date of initiating focus groups or opinion polls (whichever takes place first).

**Activity 3. Data-collection for development/enhanced use of data**

Overall, policy making in Kosovo is not based on robust data, analysis, and correlation between the data and policy decisions; this leads to disjointed and inadequate policies. On the other hand, in addition to KAS data, there is a wealth of data collected by other Kosovo institutions such as the Kosovo Police, courts, prosecution, the Agency for Free Legal Aid, the Mediation Commission, and line ministries. This data is rarely used beyond annual reporting and little analysis takes place to understand how this data correlates with datasets produced by KAS. A pro-active approach by KAS to consider this data and conduct in-depth analysis should be stimulated as it encourages cooperation between KAS and other institutions.

The data collected through PP opinion polls complement those collected by institutions as they provide another layer of information which goes beyond “just data”. As such, they are a valuable tool for capturing of development progress.

While KAS is not a direct beneficiary of PP project, given UNDP’s expertise on data collection, development of indicators and their analysis, UNDP will engage with KAS in better utilising data from PP and other institutional actors, to fill the gap in current KAS data which measure Kosovo’s development progress. This coordinated effort, accompanied by the transfer of PP data and sharing of UNDP’s experience shall underpin the use of data in uncovering existing disparities in society.

**Activity 4: Data Visualization Platform**

Data Visualization Platform will continue to be fed with new data gathered through PP polls. Furthermore, UNDP is partnering with United Nations Technology Innovation Lab (UNTIL) and ALTO University (Finland) to enhance the current visualizer by making it more user-friendly and interactive. As part of the cooperation ALTO University has designed a specific, 6 weeks course, to be attended by 60 students, engaged in re-imagining the visualizer for improved decision making, and a summer school programme is being developed based on PP concept of data collection.

N.B. this is in-kind contribution by UNDP, in cooperation with UNTIL.

# Results and Partnerships

***Expected Results***

Kosovo society continue to face challenges, ranging from governance issues, socio-economic development, European Integration, to political ones. Consistent measurement of Kosovans’ perceptions on institutional performance continues to be an important element towards institutional accountability. With limited accurate and credible data, independent data collection and trend analysis is that much more important. PP IV, just as its predecessor, Early Warning System, will continue to facilitate the dialogue between the general public and governing institutions[[4]](#footnote-4), with the aim of contributing to evidence-based policy making.

The use of the and tested research methodology has served to generate timeseries data which are used as an analytical tool for development efforts in Kosovo. As the changing political and socio-economic environment in the region brings new uncertainties, credible data and analysis can act as development anchor; it can also provide evidence for the international community present in Kosovo, aiding improved planning and interventions.

***Resources Required to Achieve the Expected Results***

UNDP Kosovo operates in a Direct Execution (DEX) modality. This means that UNDP Kosovo is responsible and accountable for the use of resources and is responsible for managing, reporting and achieving the expected outputs and objectives of the project. Specifically, it also involves financial management of funds, financial analysis of the project, procurement, recruitment, administration, logistics, administrative and capacity assessments of implementing partners, reporting to donors and monitoring and evaluation.

The Project will establish a Project Board, which will be comprised of representatives of the senior supplier (USAID) and the executive (UNDP Kosovo) who will also chair the meetings; KAS will also participate in Project Board meetings. Other partners and stakeholders will be invited to participate at project board meetings as agreed between UNDP and USAID.

Project Board meetings will be organized at least once a year. The Project Board will be responsible for providing general oversight to ensure achievement of the results on the primary project outputs. The Project Board will provide strategic management decisions when guidance is required by the Project Manager, which may include the approval of project plans and revisions in project activities.

Quality Assurance on project implementation will be provided by the Governance and Peacebuilding Portfolio Manager/Deputy Programme Coordinator to ensure objective and independent project oversight for the purpose of meeting project targets as well as expertise in capacity development, gender equality, or other areas as required.

***Partnerships***

The project will work closely with Kosovo Agency of Statistics, Prime Minister’s Office, line ministries, Academia, think-tanks, Civil Society Organizations, and other national and international partners.

In the spirit of transparency and cooperation, prior to the launch of each Public Pulse product, the project and/or Programme will organise individual briefings for the Office of the Prime Minister, the Speaker of the Assembly, and the Office of the President.

***Risks and Assumptions***

UNDP as the executing agency shall:

1. Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
2. Assume all risks and liabilities related to the executing agency’s security, and the full implementation of the security plan.

# Project Management

**Project Manager**

(Daily Project Management)

**Project Board**

**Executive**

UNDP Senior Manager

**Senior Supplier**

USAID

**Project Quality Assurance**

UNDP GPB Portfolio Manager/Deputy Programme Coordinator

**Project Organisation Structure**

**Statistician**

(Analysis and Presentation of Data)

**Project Associate**

(Administrative support)

The **Project Manager** will be responsible for managing day-to-day project operations and decision-making. These will be executed on behalf of and according to the decisions of the Project Board. The Project Manager will supervise the staff of the project. He/she will also closely coordinate project activities with relevant government and other stakeholders. The project manager will dedicate 100% of the time to the implementation of the project.

The **Statistician/Project Officer** will perform quality assurance and monitoring of opinion poll research sampling frame, methodology, and sample representativeness. He/she will conduct quality check of databases delivered in Statistical Package for Social Sciences (SPSS) and perform all the statistical analysis, descriptive and inferential, and provide visual and analytical materials necessary for production of Public Pulse Briefs and other product, including quality assurance and monitoring of data visualisation platform. The statistician/project officer will dedicate 100% of the time to the implementation of the project.

The **Project Associate** will be responsible for the administrative aspects of the project including payment processing and budget maintenance. The Programme Associate will process requests for payments, make the budgetary controls and assist with event planning and organization. The project associate will dedicate 50% of the time to the implementation of the project, which is also reflected in the cost calculation.

The salaries for the project team are calculated based on current, corporate UNDP rates for Kosovo.

# Results Framework[[5]](#footnote-5)

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| **Intended Outcome as stated in the UNSDCF/Country [or Global/Regional] Programme Results and Resource Framework[[6]](#footnote-6):** Outcome 1: By 2025, all men and women in Kosovo enjoy from more accountable, effective, transparent, and gender responsive institutions at all level that ensure access to justice, equality and participation for all. | | | | | | | | | | | |
| **Outcome indicators as stated in the Country Programme [or Global/Regional] Results and Resources Framework, including baseline and targets:**  Perception of people satisfied with the performance of Kosovo institutions (SDG 16.6.2)  Baseline: 22% (2019) Men: 17.7%; Women: 20.32%  Target: 25% Men:21%; Women: 24% | | | | | | | | | | | |
| **Indicative Country Programme Output: Output 1.1: Increased accountability, transparency and integrity of institutions** | | | | | | | | | | | |
| **Project title and Atlas Project Number: Public Pulse IV Project** | | | | | | | | | | | |
| **EXPECTED OUTPUT(S)** | **OUTPUT INDICATORS** | **DATA SOURCE** | **BASELINE** | | TARGETS (by frequency of data collection) | | | | | Data Collection Methods |
| **Value** | **Year** | **Year 1** | **Year 2** | **Year 3** | FINAL |  | |
| **Output:** *Kosovo institutions have improved access to credible, timely, and disaggregated data*  *Indicator: # of PP publications providing timely and disaggregated data by June 2023*  *Baseline: 9 (in June 2020)*  *Target: 9 PP publications*  *Gender marker: GEN 2* | ***1.1*** Public Pulse Briefs prepared and presented to the general public | *Public Pulse biannual surveys* | 9 | 2020 | 2 | 2 | 2 | **6** | *General population survey* | |
| ***1.2*** Public Pulse Analysis prepared and presented to the general public | *Targeted surveys, opinion poll data, statistical data from third sources, in-depth interviews/focus groups.* | 3 | 2020 | 1 | 1 | 1 | **3** | *Targeted surveys* | |
| ***1.3*** Data-collection for development  N.B. KAS is not a direct beneficiary of PP project. | *KAS* | 0 | 2020 |  | 1 |  | **1** | *Targeted surveys* | |
| ***1.4.*** Data Visualization Platform (regular updating of information, QA, and upgrading) | *Current, and future data gathered through Public Pulse surveys* | 4 | 2020 | 2 | 2 | 2 | **6** | *General population survey* | |

# Monitoring And Evaluation

In accordance with the programming policies and procedures outlined in the UNDP User Guide, the project will be monitored through the following:

Within the annual cycle

* On a quarterly basis, a quality assessment shall record progress towards the completion of key results, based on quality criteria and methods captured in the Quality Management table below.
* An Issue Log shall be activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
* Based on the initial risk analysis submitted (see annex 1), a risk log shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.
* Based on the above information recorded in Atlas, a Project Progress Report (PPR) shall be submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot.
* A project Lesson-learned log shall be activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report upon the completion of the project
* A Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events.

Annually

* **Annual Review Report**. An Annual Review Report shall be prepared by the Project Manager and shared with the Project Board. As minimum requirement, the Annual Review Report shall consist of the Atlas standard format for the QPR covering the whole year with updated information for each element above of the QPR as well as a summary of results achieved against pre-defined annual targets at the output level.
* **Annual Project Review**. Based on the above mentioned report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year. In the last year, this review will be a final assessment. This review is driven by the Project Board and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs and that these remain aligned to appropriate outcomes.

Financial Reporting

* The project will be subject to the internal and external auditing procedures provided for in the financial rules, regulations and directives of UNDP Kosovo. Should an Audit Report of the Board of Auditors of UNDP to its governing body contain observations relevant to the project’s financial contributions, such information will be made available to donors.
* UNDP Kosovo will prepare an un-audited financial statement of receipts, disbursements and fund balance with respect to this project and forward a copy to each donor upon project closure. In the event that donors request a financial audit to be performed by external auditors, the costs of such an audit, including the internal costs of UNDP Kosovo, will be charged to the project budget. UNDP Kosovo will provide each donor with a copy of the auditors’ report.

**Quality Management for Project Activity Results**

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| **OUTPUT:****Kosovo institutions have improved access to credible, timely, and disaggregated data** | | | |
| **Activity Result 1**  **(Atlas Activity ID)** | Activity Result 1: Public Pulse Briefs prepared and published | | Start Date: July 2020  End Date: June 2023 |
| **Purpose** | *Preparation and Publication of Public Pulse Briefs* | | |
| **Description** | * *Preparing ToRs for specialised companies to conduct opinion polls, including the selection process.* * *Preparation of questionnaires.* * *Conducting Opinion Poll.* * *Preparation of presentation of opinion poll results for stakeholders and experts.* * *Follow-up research with focus groups and other qualitative methods.* * *Preparation of Public Pulse Briefs.* * *Publication of the Public Pulse reports.* * *Briefing of key institutional leaders on Public Pulse Briefings* | | |
| **Quality Criteria**  *How/with what indicators will the quality of the activity be measured?* | | **Quality Method**  *Means of verification. What method will be used to determine if quality criteria have been met?* | **Date of Assessment**  *When will the assessment of quality be performed?* |
| Percentage of similarity between demographic statistics of the sample and census statistics, or other population data as provided by KAS.  Statistical measures to ensure dataset quality.  Check for the representativeness of the opinion poll sample. | | Demographic variable check against Census data | October 2020  April 2021  October 2021  April 2022  October 2022  April 2023 |
| Quality of analysis and written text as per UNDP publication manual. | | Review by the Portfolio Manager and project team | January 2021  July 2021  January 2022  July 2022  January 2023  July 2023 |
| Media coverage of Public Pulse reports | | Number of articles and stories in printed and electronic media | Continuous |

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| **Activity Result 2**  **(Atlas Activity ID)** | | Activity Result 2: Public Pulse Analysis published | Start Date: July 2020  End Date: June 2023 |
| **Purpose** | ***Public Pulse Analysis addresses a specific issue of concern*** | | |
| **Description** | Activity Result: Public Pulse Analysis published   * Joint - UNDP and USAID - meetings/discussions for the selection of targeted topic for follow up research * The project will design the research methodology for specific targeted surveys for Public Pulse Analysis * In cooperation with project partners and beneficiaries, the questionnaires for the targeted surveys will be developed * The project will prepare descriptive and in depth statistical analysis from targeted and opinion poll surveys as well as focus groups and third sources materials * Present and disseminate Public Pulse Analysis documents * Organise periodical follow-up discussions to review progress of actions identified by the Kosovo institutions | | |
| **Quality Criteria**  *How/with what indicators will the quality of the activity be measured?* | | **Quality Method**  *Means of verification. What method will be used to determine if quality criteria have been met?* | **Date of Assessment**  *When will the assessment of quality be performed?* |
| Quality of analysis and written text as per UNDP publication manual. | | Review by the Portfolio Manager and project team | May 2021  May 2022  May 2023 |

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| **Activity Result 3**  **(Atlas Activity ID)** | Activity Result 3: Data collection for development/enhanced institutional capacities | | Start Date: July 2020  End Date: June 2023 |
| ***Purpose*** | ***Support KAS in creating instruments and indicators, in combination with PP data, to fill the gap in current KAS data which measure Kosovo’s development progress*** | | |
| **Description** | Activity Result: KAS has access to additional data from institutional actors and other partners   * Initiate cooperation and information sharing with Kosovo Police, courts, prosecution, the Agency for Free Legal Aid, the Mediation Commission, and line ministries (where appropriate). * Support KAS to take a pro-active approach and consider other institutional this data and conduct in-depth analysis | | |
| **Quality Criteria**  *How/with what indicators will the quality of the activity be measured?* | | **Quality Method**  *Means of verification. What method will be used to determine if quality criteria have been met?* | **Date of Assessment**  *When will the assessment of quality be performed?* |
| KAS demonstrates willingness to cooperate and consider data from other institutional sources.  KAS conducts at least one in-depth analysis of other institutional data and uses it to fill the gap in existing data/analysis. | | Regular project reports documenting progress | May 2021  November 2021  May 2022  October 2022  February 2023  May 2023 |

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| **Activity Result 4**  **(Atlas Activity ID)** | Activity Result 4: Data visualisation platform is updated | | Start Date: July 2020  End Date: June 2023 |
| **Purpose** | ***Maximize the usage of collected data through surveys to contribute to increased citizen engagement and enhance institutional accountability and transparency*** | | |
| **Description** | Activity Result: Data visualisation platform is regularly updated and contains latest data   * Track the development of trends related to each of the indicators for the duration of the project, the indicators presented will be detailed, disaggregated and inclusive. * Provide interface for data management (raw data used as source to generate data visualization and to create custom indicators based on main variables)*.* | | |
| **Quality Criteria**  *How/with what indicators will the quality of the activity be measured?* | | **Quality Method**  *Means of verification. What method will be used to determine if quality criteria have been met?* | **Date of Assessment**  *When will the assessment of quality be performed?* |
| Quality of data, interactive charts and indicators  Usability of interactive charts and indicators  Compatibility of indicators created from the platform and those in the reports | | Review by Portfolio Manager and project team | September 2020  September 2021  September 2022 |

# Multi-Year Work Plan [[7]](#footnote-7)[[8]](#footnote-8)

*All anticipated programmatic and operational costs to support the project, including development effectiveness and implementation support arrangements, need to be identified, estimated and fully costed in the project budget under the relevant output(s). This includes activities that directly support the project, such as communication, human resources, procurement, finance, audit, policy advisory, quality assurance, reporting, management, etc. All services which are directly related to the project need to be disclosed transparently in the project document.*

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| **EXPECTED OUTPUTS** | **PLANNED ACTIVITIES** | **Planned Budget by Year** | | | **RESP.**  **PARTY** | **PLANNED BUDGET** | | |
| Y1 | Y2 | Y3 | Funding Source | Description | Amount |
| **Output:**Kosovo institutions have improved access to credible, timely, and disaggregated data  **Indicator:** # of PP publications providing timely and disaggregated data by June 2023  **Baseline:** 9 (June 2020)  **Target:** 9 PP publications by June 2023  **Gender marker:** GEN *2 In compliance with UNDP 8 PA* | 1. Activity Result: Six (6) Public Pulse Briefs published and disseminated | | | | | | | |
| Sub-activity 1.1.  Develop indicators & measurements for citizen perceptions as on traditional PP areas of concern | $ 7,000 | $ 7,000 | $ 7,000 | UNDP | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 21,000 |
| Sub-activity 1.2.  Conduct research which includes opinion poll surveys, focus groups and in-depth individual interviews | $17,300 | $17,300 | $17,300 | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) |  |
| Sub-activity 1.3.  Prepare Public Pulse Briefs | $ 35,000 | $ 35,000 | $ 35,000 | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 105,000 |
| Sub-activity 1.4.  Launch of Public Pulse Briefs | $ 4,700 | $ 4,700 | $ 4,700 | USAID | Project implementation, quality assurance, contractual services, translation, design, editing (indiv. & comp.) | $ 14,100 |
| MONITORING |  |  |  | USAID |  |  |
| **Sub-Total for Activity 1** | | | | | | | $192,000 |

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| **EXPECTED OUTPUTS** | **PLANNED ACTIVITIES** | **Planned Budget by Year** | | | | | **RESP.**  **PARTY** | **PLANNED BUDGET** | | |
| **Y 1** | **Y 2** | | | **Y 3** | **Funding**  **Source** | **Description** | **Amount** |
| **Output:**Kosovo institutions have improved access to credible, timely, and disaggregated data  **Indicator:** # of PP publications providing timely and disaggregated data by June 2023  **Baseline:** 9 (June 2020)  **Target:** 9 PP publications by June 2023  **Gender marker:** GEN *2 In compliance with UNDP 8 PA* | Activity Result 2: Three Public Pulse Analysis are prepared and launched | | | | | | | | | |
| Sub-activity 2.1  Joint - UNDP and USAID selection of targeted topic for PP Analysis | $ 12,000 | | $ 12,000 | $ 12,000 | | UNDP | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 36,000 |
| Sub-activity 2.2  Design of research methodology for specific targeted surveys for PP Analysis | $ 7,500 | | $ 7,500 | $ 7,500 | | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 22,500 |
| Sub-activity 2.3  Develop questionnaire for the targeted surveys | $ 4,000 | | $ 4,000 | $ 4,000 | | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 12,000 |
| Sub-activity 2.4  Prepare descriptive and inferential statistical analysis with the data from targeted and opinion poll surveys and focus groups and third source materials | $ 3,000 | | $ 3,000 | $ 3,000 | | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 9,000 |
| Sub-activity 2.5  Prepare and launch PP Analysis | $ 10,000 | | $ 10,000 | $ 10,000 | | USAID | Project implementation, quality assurance, contractual services, edit, design, translation (indiv. & comp.) | $ 30,000 |
|  | Sub-activity 2.6  Organise periodical follow-up/panel discussions to review progress of actions identified by the Kosovo institutions | $ 3,000 | | $ 3,000 | $ 3,000 | | USAID | Project implementation, quality assurance, contractual services (indiv. & comp.) | $ 9,000 |
| MONITORING |  | |  |  | | USAID |  |  |
| **Sub-Total for Activity 2** | | | | | | | | | **$ 118,500** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EXPECTED OUTPUTS** | **PLANNED ACTIVITIES** | **Planned Budget by Year** | | | | | | | **RESP.**  **PARTY** | **PLANNED BUDGET** | | |
| **Y 1** | | | **Y 2** | | | **Y 3** | **Funding**  **Source** | **Description** | **Total**  **Amount** |
|  | Activity Result 3: Data collection for development | | | | | | | | | | | |
| Sub-activity 3.1  Jointly with KAS identify data gaps in official statistics and potential other data sources | $2,475 | | | | $2,475 | $2,475 | | UNDP | USAID | Project implementation, quality assurance, events, CD activities, research | $7,425 |
| Sub-activity 3.2  KAS conducts at least one in-depth analysis of other institutional data and uses it to fill the gap in existing data/analysis. | $2,475 | | | | $2,475 | $2,475 | | USAID | Project implementation, quality assurance, events, CD activities, research | $7,425 |
| MONITORING | | | | | | | | USAID |  |  |
| **Sub-total for Activity 3** | | | | | | | | | | | **$14,850** |
| Activity Result 4: Data visualisation platform is regularly updated and contains latest data | | | | | | | | | | | |
| Sub-activity 4.1  Maintain the quality of data, interactive charts and indicators | | $3,000 | | | $2,000 | $2,000 | | UNDP | UNDP | Project implementation, quality assurance, contractual services (indiv. & comp.) | $7,000 | |
| Sub-activity 4.2  Ensure usability of interactive charts and indicators | | $4,000 | | | $3,500 | $3,500 | | UNDP | Project implementation, quality assurance, contractual services (indiv. & comp.) | $11,000 | |
| Sub-activity 4.3  Maintain compatibility of indicators created from the platform and those in the reports | | | $3,000 | | $2,500 | $2,500 | | UNDP | Project implementation, quality assurance, contractual services (indiv. & comp.) | $8,000 | |
| MONITORING | | | | | | | | UNDP |  |  | |
| **Sub-total for Activity 4** | | | | | | | | | | | **$26,000** |
| Activity total | | | | | | | | | | | $325,350 |
| GMS @8% | | | | | | | | | | | $ 26,028 |
| Sub-total | | | | | | | | | | | $351,378 |
| Coordination Levy @1% | | | | | | | | | | | $3,514 |
| **TOTAL** | | | | | | | | | | | **$354,892** |

# Legal Context

The project document shall be the instrument envisaged in the [Supplemental Provisions](http://intra.undp.org/bdp/archive-programming-manual/docs/reference-centre/chapter6/sbaa.pdf) to the Project Document, attached hereto.

Consistent with the above Supplemental Provisions, the responsibility for the safety and security of the executing agency and its personnel and property, and of UNDP’s property in the executing agency’s custody, rests with the executing agency.

The executing agency shall:

1. Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
2. Assume all risks and liabilities related to the executing agency’s security, and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The executing agency agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document.

# Risk Management

1. UNDP as the Implementing Partner will comply with the policies, procedures and practices of the United Nations Security Management System (UNSMS.)
2. UNDP as the Implementing Partner will undertake all reasonable efforts to ensure that none of the [project funds][[9]](#footnote-9) [UNDP funds received pursuant to the Project Document][[10]](#footnote-10) are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document.
3. Social and environmental sustainability will be enhanced through application of the UNDP Social and Environmental Standards (http://www.undp.org/ses) and related Accountability Mechanism (http://www.undp.org/secu-srm).
4. UNDP as the Implementing Partner will: (a) conduct project and programme-related activities in a manner consistent with the UNDP Social and Environmental Standards, (b) implement any management or mitigation plan prepared for the project or programme to comply with such standards, and (c) engage in a constructive and timely manner to address any concerns and complaints raised through the Accountability Mechanism. UNDP will seek to ensure that communities and other project stakeholders are informed of and have access to the Accountability Mechanism.
5. All signatories to the Project Document shall cooperate in good faith with any exercise to evaluate any programme or project-related commitments or compliance with the UNDP Social and Environmental Standards. This includes providing access to project sites, relevant personnel, information, and documentation.
6. UNDP as the Implementing Partner will ensure that the following obligations are binding on each responsible party, subcontractor and sub-recipient:
   1. Consistent with the Article III of the SBAA *[or the Supplemental Provisions to the Project Document]*, the responsibility for the safety and security of each responsible party, subcontractor and sub-recipient and its personnel and property, and of UNDP’s property in such responsible party’s, subcontractor’s and sub-recipient’s custody, rests with such responsible party, subcontractor and sub-recipient. To this end, each responsible party, subcontractor and sub-recipient shall:
      1. put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
      2. assume all risks and liabilities related to such responsible party’s, subcontractor’s and sub-recipient’s security, and the full implementation of the security plan.
   2. UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of the responsible party’s, subcontractor’s and sub-recipient’s obligations under this Project Document.
   3. Each responsible party, subcontractor and sub-recipient will take appropriate steps to prevent misuse of funds, fraud or corruption, by its officials, consultants, subcontractors and sub-recipients in implementing the project or programme or using the UNDP funds. It will ensure that its financial management, anti-corruption and anti-fraud policies are in place and enforced for all funding received from or through UNDP.
   4. The requirements of the following documents, then in force at the time of signature of the Project Document, apply to each responsible party, subcontractor and sub-recipient: (a)UNDP Policy on Fraud and other Corrupt Practices and (b)UNDP Office of Audit and Investigations Investigation Guidelines. Each responsible party, subcontractor and sub-recipient agrees to the requirements of the above documents, which are an integral part of this Project Document and are available online at www.undp.org.
   5. In the event that an investigation is required, UNDP will conduct investigations relating to any aspect of UNDP programmes and projects. Each responsible party, subcontractor and sub-recipient will provide its full cooperation, including making available personnel, relevant documentation, and granting access to its (and its consultants’, subcontractors’ and sub-recipients’) premises, for such purposes at reasonable times and on reasonable conditions as may be required for the purpose of an investigation. Should there be a limitation in meeting this obligation, UNDP shall consult with it to find a solution.
   6. Each responsible party, subcontractor and sub-recipient will promptly inform UNDP as the Implementing Partner in case of any incidence of inappropriate use of funds, or credible allegation of fraud or corruption with due confidentiality.

Where it becomes aware that a UNDP project or activity, in whole or in part, is the focus of investigation for alleged fraud/corruption, each responsible party, subcontractor and sub-recipient will inform the UNDP Resident Representative/Head of Office, who will promptly inform UNDP’s Office of Audit and Investigations (OAI). It will provide regular updates to the head of UNDP in the country and OAI of the status of, and actions relating to, such investigation.

* 1. UNDP will be entitled to a refund from the responsible party, subcontractor or sub-recipient of any funds provided that have been used inappropriately, including through fraud or corruption, or otherwise paid other than in accordance with the terms and conditions of this Project Document. Such amount may be deducted by UNDP from any payment due to the responsible party, subcontractor or sub-recipient under this or any other agreement. Recovery of such amount by UNDP shall not diminish or curtail any responsible party’s, subcontractor’s or sub-recipient’s obligations under this Project Document.

*Note:* The term “Project Document” as used in this clause shall be deemed to include any relevant subsidiary agreement further to the Project Document, including those with responsible parties, subcontractors and sub-recipients.

* 1. Each contract issued by the responsible party, subcontractor or sub-recipient in connection with this Project Document shall include a provision representing that no fees, gratuities, rebates, gifts, commissions or other payments, other than those shown in the proposal, have been given, received, or promised in connection with the selection process or in contract execution, and that the recipient of funds from it shall cooperate with any and all investigations and post-payment audits.
  2. Should UNDP refer to the relevant national authorities for appropriate legal action any alleged wrongdoing relating to the project or programme, the Government will ensure that the relevant national authorities shall actively investigate the same and take appropriate legal action against all individuals found to have participated in the wrongdoing, recover and return any recovered funds to UNDP.
  3. Each responsible party, subcontractor and sub-recipient shall ensure that all of its obligations set forth under this section entitled “Risk Management” are passed on to its subcontractors and sub-recipients and that all the clauses under this section entitled “Risk Management Standard Clauses” are adequately reflected, *mutatis mutandis*, in all its sub-contracts or sub-agreements entered into further to this Project Document.

1. <http://ask.rks-gov.net/media/3430/re-organization-of-kas.pdf> [↑](#footnote-ref-1)
2. <https://ieg.worldbankgroup.org/news/role-of-data-in-policy-making> [↑](#footnote-ref-2)
3. In the current CPD, Public Pulse project is in line with UNDP’s Outcome 5: Rule of law system and institutions are accessible to all and perform in a more efficient and effective manner. [↑](#footnote-ref-3)
4. Public Pulse Analysis Launch: “Labour Market in Kosovo and Migration: What are the data telling us? <https://www.youtube.com/watch?v=XzFONJPQBi8> [↑](#footnote-ref-4)
5. UNDP publishes its project information (indicators, baselines, targets and results) to meet the International Aid Transparency Initiative (IATI) standards. Make sure that indicators are S.M.A.R.T. (Specific, Measurable, Attainable, Relevant and Time-bound), provide accurate baselines and targets underpinned by reliable evidence and data, and avoid acronyms so that external audience clearly understand the results of the project. [↑](#footnote-ref-5)
6. The new UN Sustainable Development Cooperation Framework (UNSDCF) covers 2021-2025 period. Until such time of its entry into force UNDP will refer to the current UNDAF. [↑](#footnote-ref-6)
7. Cost definitions and classifications for programme and development effectiveness costs to be charged to the project are defined in the Executive Board decision DP/2010/32 [↑](#footnote-ref-7)
8. Changes to a project budget affecting the scope (outputs), completion date, or total estimated project costs require a formal budget revision that must be signed by the project board. In other cases, the UNDP programme manager alone may sign the revision provided the other signatories have no objection. This procedure may be applied for example when the purpose of the revision is only to re-phase activities among years. [↑](#footnote-ref-8)
9. To be used where UNDP is the Implementing Partner [↑](#footnote-ref-9)
10. To be used where the UN, a UN fund/programme or a specialized agency is the Implementing Partner [↑](#footnote-ref-10)