ANNEX IV-A: ANALYSIS OF CORPORATE KEY PERFORMANCE INDICATORS BY MANAGEMENT RESULT

- 1. The corporate results framework¹ (CRF) for 2022–2025 sets out seven management results. These are derived from the six enablers² in the strategic plan for 2022–2025 people, partnership, funding, evidence, technology and innovation and the additional area of effective emergency response. The management results enable WFP to remain efficient and effective by strengthening its ability to achieve progress towards its strategic outcomes and facilitating the effective implementation of the strategic plan at the country, regional and global levels.
- 2. Management results are measured through key performance indicators (KPIs) comprising a strategic mix of WFP's corporate metrics and United Nations common and complementary indicators, such as those included in the United Nations General Assembly's resolution on the quadrennial comprehensive policy review (QCPR),³ which reflect the overarching priority of supporting the achievement of collective results at the country level. Each management result is broken down into the outputs to which KPIs have been assigned.
- 3. This annex presents WFP's management performance in 2023 in terms of the achievement of the KPIs assigned to each management result. A brief narrative analysis of those achievements, focusing on the selected KPIs (identified in bold in the tables) that were highlighted in the management plan along with those that outperformed or underperformed compared with their targets.

¹ "WFP corporate results framework (2022–2025)" (WFP/EB.1/2022/4-A/Rev.1).

² "WFP strategic plan (2022–2025)" (WFP/EB.2/2021/4-A/1/Rev.2).

³ United Nations. 2023. Operational activities for development of the United Nations (A/RES/78/166).

Management result 1: Effectiveness in emergencies

TABLE 1: MANAGEMENT RESULT 1- KEY PERFORMANCE INDICATORS

Output statement	KPI title	2023 target	2023 value
Emergency and surge capacity	Percentage of critical emergency surge requests directed to the Emergency Operations Division which are fulfilled (through remote or in-person temporary duty assignments)	80%	91%
	Number of days Emergency Operations Division staff deployed in response to emergencies	3 800	4 015
2. Ensure timely (pre-emptive) "no regrets" emergency response	Percentage of surge support requests coordinated and supported in corporate scale-up	74%	97%
3. Enhanced emergency processes (includes revised emergency protocols and	Percentage of corporate alert system countries having benefited from advance financing (Immediate Response Account) Previous CRF 2022- 58%	90%*	57%
Integrated Road Map (IRM) emergency mechanisms)	Number of corporate alert system reports issued	6	6

^{*} In the annual performance report for 2021, reporting on this indicator erroneously included multilateral allocations. In 2021, 56 percent of countries designated in the corporate alert system were allocated IRA funding. The target percentage reflects the scope of alternative funding that a country office designated in the corporate alert system may obtain. Such funding includes direct donations, grants from flash appeals to the Central Emergency Response Fund and other United Nations funding mechanisms, advances from the Internal Project Lending Facility, and allocations from the multilateral budget committee. The methodology for implementing this indicator is under review with the aim of ensuring that WFP can accurately report on and demonstrate the impact and value of the IRA.

4. WFP responded to 619 requests for emergency surge capacity from 52 requesting units, including country offices, regional bureaux and headquarters units. A total of 566 positions were filled, resulting in 47,581 days of surge deployment. Notably, 191 of the 196 surge requests (97 percent) from corporate scale-up countries – the Democratic Republic of the Congo, Haiti, Somalia, the State of Palestine and the Sudan – were successfully fulfilled.

Management result 2: People management

TABLE 2: MANAGEMENT RESULT 2 – KEY PERFORMANCE INDICATORS

0	utput statement	KPI title	2023 target	2023 value
1.	Nimble and flexible people management practices delivered	Percentage of the workforce employed on short-term contracts	49%	46%
2.	Performing and improving workforce promoted and safeguarded	Percentage of employees completing mandatory training on both "Prevention of Fraud, Corruption and SEA at WFP" and "Preventing and responding to abusive conduct at WFP" Previous CRF 2022 - 91%	95%	86%
		Percentage of offices that have an action plan in place to align their people management practices with WFP's people policy and its enabling initiatives	90%	90%
		Percentage of country offices with designated protection from sexual exploitation and abuse (PSEA) focal points who have successfully completed the Ethics Office PSEA WeLearn Course for PSEA Focal Points on prevention and response to sexual exploitation and abuse (SEA)	85%	59%
		Percentage of offices which have implemented corporate prevention of abusive conduct (harassment, sexual harassment, abuse of authority and discrimination) and outreach tools aimed at employees	90%	127%*
		Percentage of country offices which have implemented organizational SEA prevention and outreach tools aimed at employees, cooperating partners, and front-line workers provided by the Ethics Office	65%	65%
		Performance and competency enhancement (PACE) compliance rate <i>Previous CRF 2022 – 86%</i>	100%	77%

Output statement	KPI title	2023 target	2023 value
3. Diversity of the workforce increased	Percentage of United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP) indicators met or exceeded (QCPR) (common with UNICEF) Previous CRF 2022 - 81%	88%	88%
	Percentage of women among international professional and national staff (QCPR) (common with UNICEF, UNFPA)	44.9%	42.0%
	WFP meets or exceeds the United Nations Disability Inclusion Strategy (UNDIS) entity accountability framework standards concerning employment (QCPR)	meets requirements	meets requirements
4. Caring and supportive work environment is provided	Percentage of compliance with the WFP security management policy and framework of accountability Previous CRF 2022 - 92%	95%	74%

^{*} The achievement rate of more than 100 percent is due to the inclusion of country offices that implemented the "Speak Up!" programme without having received a formal invitation to do so, while the methodology for measuring the result takes into account only those country offices that had received an invitation.

- 5. WFP reduced the percentage of short-term contracts to 46 following the implementation of a staffing framework that adopts a more systematic and strategic approach to workforce planning in line with WFP's needs. Short-term contract modalities are still used to deliver temporary services on a strictly time-limited basis.
- 6. In parallel, the percentage of women among professional staff members increased from 41.6 percent in 2022 to 42.2 percent in 2023. Despite the improvement, however, full gender parity remains a challenge for WFP, given the complex environments in which it operates.
- 7. WFP maintained its commitment to combatting fraud, corruption and SEA. In doing so, the organization revised its mandatory course for all employees, launching the revised version in September 2023 and starting a specialized course on protection from sexual exploitation and abuse for the focal points, which was launched in the third quarter of 2023. The launch of those training courses so late in the year contributed to the only partial achievement of the related indicator targets. WFP also started to implement a "Speak Up!" programme aimed at preventing abusive conduct and engaged employees in awareness-raising sessions.
- 8. In addition, WFP continued to participate actively in the Inter-Agency Standing Committee and other United Nations coordination efforts, and specific PSEA tools were adopted, such as an interactive learning package for front-line workers, "Saying no to sexual misconduct", and a harmonized screening tool for cooperating partners, the United Nations implementing partner PSEA capacity assessment.
- 9. To improve staff performance by recognizing success, setting clear expectations and developing and applying new skills for continuous growth, the deadline for PACE completion was moved from 31 March to 31 January, contributing to the low PACE completion rate in 2023, at 77 percent.

- 10. WFP met 14 of the 16 applicable indicators of UN-SWAP, with the remaining two indicators registering a score of "approaching". To meet all the applicable indicators, WFP is piloting a new approach to gender-responsive budgeting and expenditure tracking, which it aims to complete in 2024, and is redoubling its efforts to achieve gender parity by continuing to implement its gender parity action plan aimed at reaching parity by 2028.
- 11. In line with the staffing framework and the adoption of the mechanisms of UNDIS, WFP introduced measures such as the provision of reasonable accommodation and learning resources on disability, which make it a more attractive workplace for individuals living with disabilities. WFP policies related to human resources already include provisions for attracting, recruiting, retaining and promoting the career development of employees with disabilities through its talent acquisition, career management and workforce planning practices. The levels of satisfaction reported by employees with and those without disabilities were similar.
- 12. In June 2023, WFP issued a revised framework of accountability which requires updated measurements for compliance with the United Nations Security Management System and WFP security policies. Changes related to four indicators:
 - i) compliance of security managers with mandatory training (25 percent);
 - ii) presence and compliance with mandatory training of most senior security staff reporting to management (25 percent);
 - iii) appropriate funding available for security (20 percent); and
 - iv) minimum standards for security being implemented (30 percent).
- 13. Following the adoption of the revised framework of accountability, several changes were implemented, including the introduction of updated training requirements and more explicit provisions for the security budget. These modifications account for the 74 percent compliance rate observed for this KPI against a target of 95 percent.
- 14. Following the recent successful completion of the pilot implementation of the new compliance monitoring tool the framework of accountability compliance tool in 12 countries, its roll-out to all of the countries where WFP has operations or is present started in April 2024.

Management result 3: Engage in effective partnerships

TABLE 3: MANAGEMENT RESULT 3 - KEY PERFORMANCE INDICATORS

	Output statement	KPI title	2023 target	2023 value
1.	Enhanced collective action is aimed at the achievement of the Sustainable Development Goals (SDGs)	Percentage of country strategic plan (CSP) development outlines that are aligned with United Nations sustainable development cooperation framework (UNSDCF)	85%	90%
		Number of WFP programmes undertaken in collaboration with a United Nations partner agency, fund or programme	+ 10%	0%
		Number and dollar value of national government/international financial institution (IFI) and WFP agreements signed	40 agreements USD 700 million	51 agreements USD 635 million
		Number of beneficiaries reached through private sector partnerships*	660 million	1 080 million
2.	Country-level partnerships are aimed at reaching the most vulnerable	Percentage of outputs achieved within partnerships Previous CRF 2022 - 50%	60%	47%
		Percentage of WFP funding to cooperating partners awarded as directly as possible to local and national responders	25%	31%
		Number of WFP country offices adopting the United Nations Partner Portal to harmonize United Nations processes for engaging civil society organizations/non-governmental organizations and reduce duplicate information reviews/requests of partners**	74	All country offices
3.	South–South and triangular cooperation partnerships expanded to accelerate country-led progress on SDG 2 and SDG 17	Number of partners mobilized in the provider country to support WFP-facilitated South-South and triangular cooperation, disaggregated by type	20	149

^{*} This KPI is reported as the number of school meals funded by the private sector based on a unit cost of USD 0.25 per school meal.

- 15. The rate of alignment between second- and third-generation CSPs and UNSDCFs in 2023 was 90 percent, showing significant progress compared with 2022.
- 16. The drastic decline in contributions to joint programmes in 2023 from USD 21 million in 2022 to USD 10 million in 2023 was the main cause of the reduction in the number of joint programmes implemented in 2023, at 9 versus 15 in 2022, thus missing the target of a

^{**} The United Nations Partner Portal was adopted as a corporate standard tool for the selection of cooperating partners and the related due diligence. Hence the KPI is no longer relevant and will be removed, as its target will always have a 100 percent achievement rate.

- 10 percent increase in the number of programmes undertaken in collaboration with a partner United Nations partner agency, fund or programme. The nine joint programmes were implemented in eight countries.⁴
- 17. Fifty-one agreements were signed with host governments and IFIs, with WFP's proactive approach to fostering strong relationships playing a pivotal role in its surpassing of the original target for the number of agreements. The total value of those agreements, however, fell short of the planned target of USD 700 million, reaching USD 635 million. The shortfall was primarily the result of unforeseen delays in the granting of approval by either IFIs or host governments. In addition, the challenging circumstances in countries such as Afghanistan and the Sudan, among others, led to the reduction in value or even the cancellation of some agreements. However, further agreements are being negotiated and are expected to be confirmed in 2024.
- 18. The rate of achievement of outputs through partnerships stood at 47 percent, falling short of the 60 percent target. The data reveal a decline compared with 2022, particularly in countries where the effective implementation of planned humanitarian operations with partners has been hampered by external factors that include significant funding shortfalls, increased restrictions on access, and the need to cut rations. Notable examples of the decline include joint programmes in Afghanistan (with a 13 percent decrease in the achievement of planned outputs), Chad (21 percent) and Ethiopia (11 percent). Concurrently, these humanitarian operations experienced an escalation in needs due to deteriorating food security, resulting in additional vulnerable individuals falling into Integrated Food Security Phase Classification phases 3, 4 and 5.
- 19. The combined value of food and cash-based transfers, including those distributed under field-level agreements with local and national responders, amounted to USD 2.6 billion, a reduction from the USD 3.0 billion recorded in 2022. Despite this decrease, the KPI was fully achieved, as the percentage of funding for cooperating partners that was awarded to local and national responders stood at 31 percent, higher than the target of 25 percent.
- 20. South–South and triangular cooperation partnerships were expanded to accelerate country-led progress towards SDGs 2 and 17. In the face of widening funding gaps, the number of South–South and triangular cooperation agreements reflect the efforts made by national institutions in the Global South to share their technical or financial resources with other countries in the Global South, including by hosting online and in-person study visits, sharing documentation on zero hunger solutions, and receiving or seconding experts to partner countries in order to strengthen national capacities in food security and nutrition. A total of 149 partners were mobilized from governments (accounting for 60 percent of the total), the private sector (21 percent), academia (16 percent) and civil society (3 percent).

⁴ Bangladesh, Kenya, Malawi, the Philippines, Sao Tome and Principe, South Sudan, the Syrian Arab Republic and the United Republic of Tanzania.

Management result 4: Effective funding for zero hunger

TABLE 4: MANAGEMENT RESULT 4 - KEY PERFORMANCE INDICATORS

Output statement	KPI title	2023 target	2023 value
Maintain positioning of WFP and a strong	Percentage of contributions received versus WFP programme of work	56%	37%
funding base for the organization	Percentage growth of WFP programme of work versus percentage growth funding level	18%	47%
	Score in the International Aid Transparency Initiative aid transparency index*	99%	99%
	Total (USD) funds received during the year**	USD 10 billion	USD 8.3 billion
	Percentage of funds from top five donors**	65%	65%
	Percentage of total funds received from donor groups:*** • Organisation for Economic Cooperation and Development's Development Assistance Committee (OECD-DAC)	70.0%	82.1%
	Non OECD-DAC	16.8%	8.7%
	Private donors	5.0%	3.2%
	IFIs direct	5.0%	1.7%
	United Nations	3.0%	4.1%
	Others	0.2%	0.2%
	Sub-indicators:		
	Innovative financing arrangements	0.3%	0.02%
	IFI sources	9.0%	4.5%
	Percentage of CSP expenditures versus implementation plan Previous CRF 2022 - 87%	90%	80%
2. Effective and	Percentage of flexible funding sources	8%	14%
efficient planning and allocation of resources to	Percentage of funds made available on a multi-year basis	17%	11%
organizational priorities of	Percentage of funds received during quarter 1	30%	29%
strategic importance	Percentage of funds made available for advance financing mechanisms	65%	37%
	Percentage of resources available by earmarking level:		
	CSP level	20%	12%
	strategic outcome level	25%	14%
	activity level	55%	73%
	Previous CRF 2022 - 23 percent strategic outcome level and above		

Output statement	KPI title	2023 target	2023 value
Effective leveraging of WFP's programmatic	Percentage of resources for development-related activities channelled through inter-agency pooled funds	1%	1%
offerings for development- related activities	Share of voluntary funding for development-related activities	18%	19%

^{*} See International Aid Transparency Initiative.

- 21. In 2023, WFP's programme of work grew by 6.3 percent compared with 2022 owing to the persistence of existing and emergence of new crises globally (State of Palestine, the Sudan, Ukraine). However, contributions from donors decreased significantly, from USD 14.1 billion in 2022 to 8.3 billion in 2023, equivalent to a 40.3 percent decline in funding and resulting in a significant shortfall of 47 percent between the approved CSP budgets and confirmed contributions.
- 22. The percentage of CSP actual expenditures versus the implementation plan was 80 percent, falling short of the target of 90 percent. This deviation from the KPI target can be attributed to operational challenges, a declining resourcing outlook and the increasing complexity in emergencies, such as those in the Democratic Republic of the Congo, the State of Palestine, the Sudan and Yemen.
- 23. The funds made available for advance financing mechanisms were USD 3.1 billion, representing only 37 percent of total contributions in 2023 compared with the 51 percent of 2022.
- 24. In coordination with the network of United Nations resident coordinators, WFP channelled USD 75 million through inter-agency pooled funds. It also signed agreements with 37 host governments for a total of USD 577 million to support national development priorities such as addressing root causes and building resilience. In total, 19 percent of confirmed contributions went to development-related activities, a result in line with the 20 percent allocated to development activities in the CSP budgets.

^{**} These indicators are described in part II of this annual performance report.

^{***} Donor groups: OECD-DAC governments; non-OECD-DAC governments; international financial institution direct only; private sector United Nations partnerships and joint programmes; innovative financing arrangements; international financial institution sources; others.

Management result 5: Evidence and learning

TABLE 5: MANAGEMENT RESULT 5 - KEY PERFORMANCE INDICATORS

Οι	itput statement	KPI title	2023 target	2023 value
1.	Overall progress in CSP results achievement	Percentage of outcome indicators achieved or on track Previous CRF 2022 – 50%	75%	52%
		Percentage of output indicators achieved or on track Previous CRF 2022 - 66%	85%	67%
2.	Utilization of audit and evaluation recommendations	Number of outstanding internal audit recommendations Previous CRF 2022 – 171	< 171	319
		Percentage of implemented evaluation recommendations Previous CRF 2022 – 66%	100%	65%
		Percentage of WFP draft policies and draft CSPs which refer explicitly to evaluation evidence	90%	95%
		Number of joint and system-wide evaluations in which WFP engaged in the reference year	8	9
3.	More systematic knowledge sharing in support of evidence-based decision-making	Number of engagements with WFP's network of knowledge management practitioners in headquarters, regional bureaux, country offices	4	10
		Percentage increase in knowledge sharing to support decision making	25%	250*
		Percentage of completed evaluations that are made publicly available in a timely way	100%	89%
		Evaluation products accessed	plus 20%	plus 31%
		Percentage of country offices reporting at least 80 percent of beneficiary-related indicators, disaggregated by sex	90%	82%

^{*} The indicator considers the percentage increase since the previous year. 2023 was the first year in which WFP measured this indicator hence the reported number of 250 participants in knowledge management events will be used as a baseline for future years.

- 25. With expenditures falling short of operational requirements by 53 percent, WFP has continued to experience pressure in meeting its output targets and delivering positive outcomes for its beneficiaries. WFP prioritized reaching as many beneficiaries as possible by reducing rations and providing fewer days of assistance to each beneficiary. Factors contributing to the challenges it faced included economic distress, vulnerability, extreme weather conditions, conflict and budgetary pressures. WFP excelled in providing beneficiaries with non-direct assistance, such as technical support or non-food items. For more details on performance against outputs and progress against outcomes, please refer to part III section 3.3 and annex III-C of this APR.
- 26. The Office of Internal Audit under the Office of the Inspector General examines and evaluates the adequacy and effectiveness of WFP's governance, risk management and

control processes overall and the performance of WFP units in fulfilling their designated responsibilities.⁵ The number of outstanding internal audit recommendations increased from 176⁶ in December 2022 to 319 by December 2023. Of those, 143 were for high priority actions, 176 were medium priority and 107 were overdue as of 31 December 2023, based on the original due dates.

- 27. This year-on-year increase in the number of outstanding recommendations was driven by the large number of recommendations put forth in 2022, at 305 from 19 internal audit reports. For comparison, while a larger number of reports (23) were issued in 2023, they contained a combined total of only 265 recommendations.
- 28. In light of the increasing number of outstanding recommendations, WFP continued to monitor the implementation of internal audit recommendations and considers their timely closure as a high priority for the senior management group. For additional information on internal audit recommendations, please consult the online archive⁷ of internal audit reports of the Office of the Inspector General.
- 29. As of 1 March 2024, 65 percent of the 311 evaluation recommendations due for closure in 2023 had been implemented. Despite a considerable increase from the 206 recommendations addressed in 2022, WFP implemented an almost equal percentage of evaluation recommendations in 2023. A lower share of recommendations from centralized evaluations were implemented on time (57 percent) than of those from decentralized evaluations (69 percent). The implementation of evaluation recommendations was hindered by resources and capacity constraints related to the high workload and staff turnover in country offices and the challenging nature of engagement with governments and development actors.⁸
- 30. Twelve out of eighty-two country offices did not report on at least 80 percent of beneficiary-related indicators disaggregated by sex. To address the gaps, WFP is planning to adjust the methods and corporate systems for reporting results for the upcoming year, aiming to improve the accuracy of its data and their compliance with disaggregation requirements.

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⁵ "Annual report of the Inspector General" (WFP/EB.A/2023/6-D/1).

⁶ This figure has been adjusted to encompass five recommendations that were reopened since the last update on outstanding internal audit recommendations in January 2023.

⁷ See: Audit Reports.

⁸ Implementation status report on evaluation recommendations will be submitted to the Board at its annual session in June 2024.

Management result 6: Leverage technology

TABLE 6: MANAGEMENT RESULT 6 - KEY PERFORMANCE INDICATORS

Output statement	KPI title	2023 target	2023 value
More and better data for strategic and operational decision making	Percentage of compliance with information technology security standards Previous CRF - 92%	100%	94%
	Number of data standards being implemented from the United Nations Financial Data Cube	100%	100%
	Number of countries where WFP uses/contributes to UN INFO	10% increase on the 69 countries in 2022	82
Improved technology solutions in support of beneficiary management	Percentage of cash-based transfers by value (USD) supported by trusted digital systems Previous CRF - 89%	80%	89.4%

- 31. The percentage of compliance with information technology security standards reflects how well WFP adheres to digital integrity standards and aligns with the "zero trust" model. The shortfall in achievement of this KPI target was attributed to the ongoing process of updating all devices to adapt to the evolving standards for operating systems, reflecting the meticulous approach taken to ensuring comprehensive information technology security. Mitigation measures are now in place following the alignment of WFP's measures with the "zero trust" model.
- 32. UN INFO⁹ is a platform that tracks the contributions that United Nations country teams make towards the implementation of the 2030 Agenda for Sustainable Development and the achievement of the SDGs. In 2023, 82 out of 86 country offices contributed to UN INFO, 19 percent more than in the previous year, when 69 country offices participated.
- 33. WFP's digital beneficiary information and transfer management platform, SCOPE, served 34.7 million beneficiaries by distributing USD 2.5 billion in cash transfers, representing 85 percent of WFP's total cash transfers. In 2023, 27 updates to the SCOPE platform and associated products were rolled out, resulting in increased digitization for faster and better services that meet the needs in the field.

⁹ UN INFO is a component of the United Nations commitment to enhancing coherence, transparency, accountability and coordination in addressing the needs and priorities aligned with the SDGs. This online platform serves as a hub for planning, monitoring and reporting by digitizing the results frameworks of United Nations country teams.

Management result 7: Leverage innovation

TABLE 7: MANAGEMENT RESULT 7 - KEY PERFORMANCE INDICATORS

Οι	itput statement	KPI title	2023 target	2023 value
1.	 Expanded profile as a trusted provider of operational technology solutions, innovation and advice 	Number of external innovation programmes run (including repeat requests)	12	12
		Value of acceleration programmes signed with external customers	USD 6 million	USD 6 million
2.	WFP's programmes are enhanced through innovation	Number of innovation projects funded (in early stage and scaling phase)	60	74
		Number of beneficiaries reached via innovations	25 million	60.7 million
3.	WFP's operations and management are enhanced through innovation	Number of new efficiency projects launched (last year)	3	16
		WFP efficiency gains (measured on a yearly basis)	N/A	USD 256 million

- 34. Through the SDG acceleration programme, SDGX, the WFP Innovation Accelerator works with a broad range of external partners including other United Nations entities and other funds, foundations and programmes, such as UNFPA, the Bill & Melinda Gates Foundation, the Austrian Development Agency and the German Agency for International Cooperation to identify bold problem solvers and innovations from around the world.
- 35. The innovation projects funded through the WFP Innovation Accelerator included the frontier project, innovative finance, SDG 2 acceleration, scale-up enablement, and SDGX acceleration teams. Tier 1 and Tier 2 beneficiaries had access to or benefited from a product or service offered by the innovations supported by the Innovation Accelerator.