The following three pages capture UNRWA’s performance on UN-SWAP 2.0 indicators for 2020.

In 2020, UNRWA met or exceeded the requirements for 11 performance indicators out of 16 applicable, an improvement from the 2019 results.
**PERFORMANCE HIGHLIGHTS IN 2020**

**Most significant gains**
- In 2020, UNRWA exceeded the requirements for two indicators and met the requirements for another nine indicators.
- UNRWA newly met the requirements for Evaluation.

**Areas for improvement**
- UN Women encourages UNRWA to focus efforts on Financial resource allocation, the only indicator missing requirements, and the four indicators approaching requirements.

*Performance Indicators 5 on Audit and 8 on Gender-responsive performance management are jointly reported for all UN Secretariat entities by OIOS and DMSPC, respectively.*
In 2020, UNRWA met or exceeded requirements for a similar share of indicators as the UN system as a whole, but fewer than the average for the Funds and Programmes.

In 2020, UNRWA met or exceeded the requirements for 65 per cent of the performance indicators, a 7-percentage point increase from 2019.