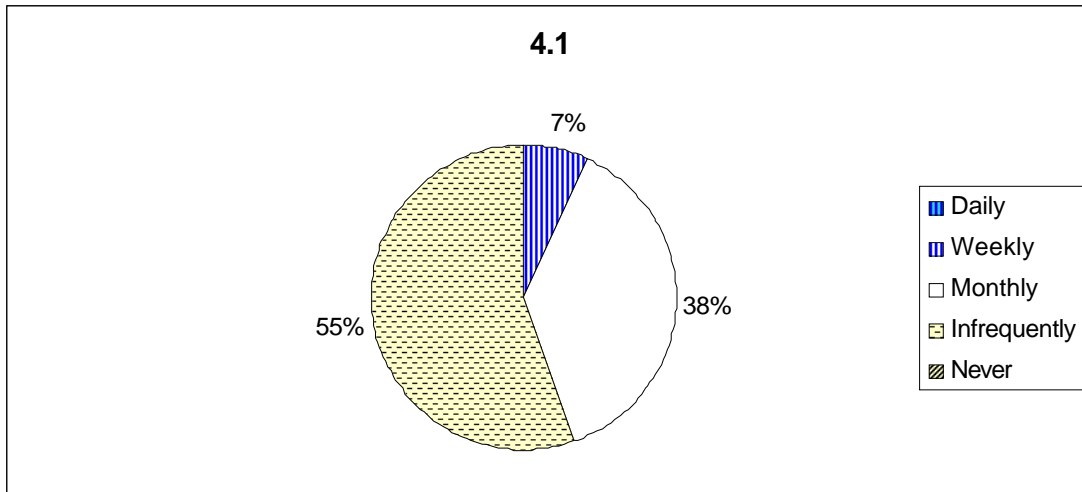


## Section 4 - Administrative follow-up

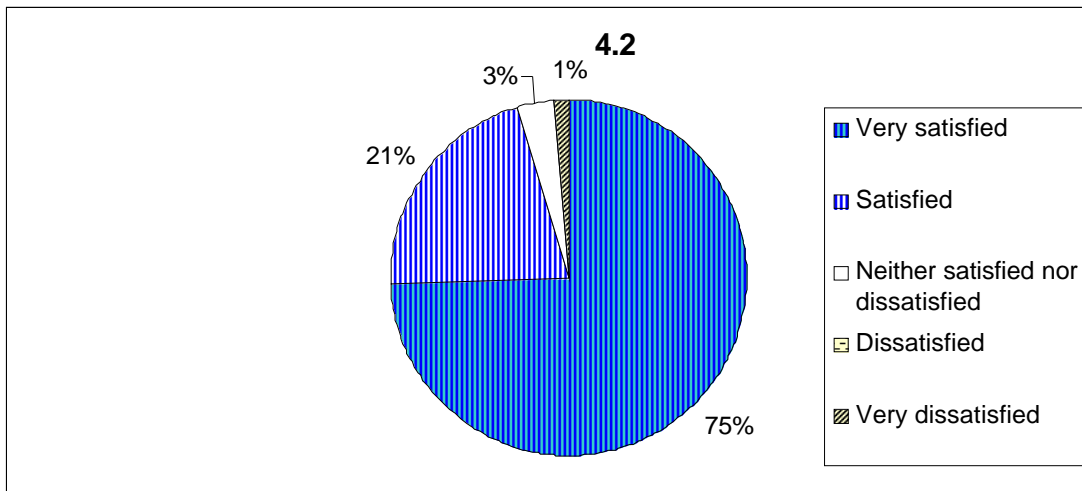
### 4.1 On average, how often did you communicate with the JPO SC within the last 12 months?



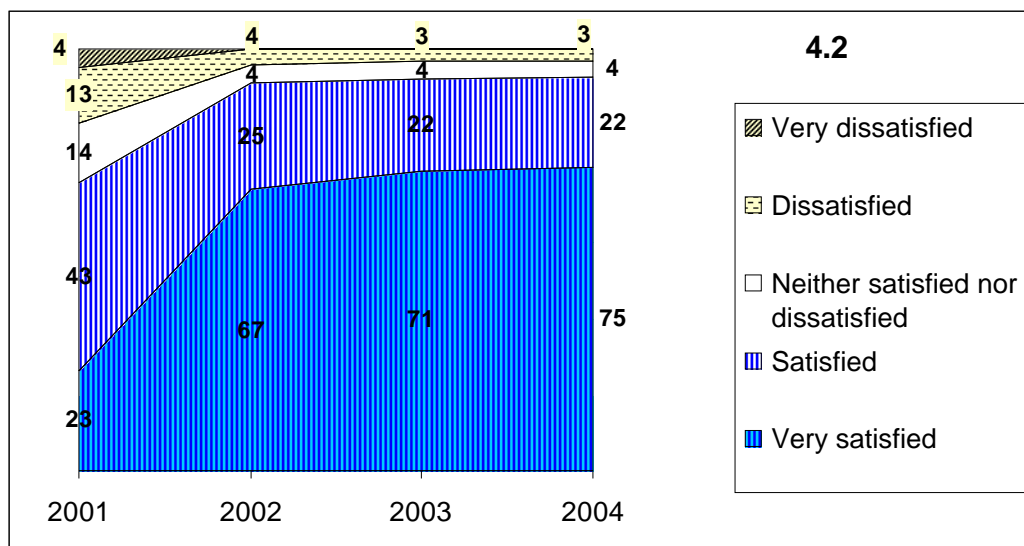
	Never	Infrequently	Monthly	Weekly	Daily
<b>2004 results</b> 145 answers (0/80/55/10/0)	<b>0 %</b>	<b>55 %</b>	<b>38%</b>	<b>7 %</b>	<b>0 %</b>
	1 or less	2	3	4	5 or more
<b>2003 results</b> 154 answers (100/29/12/4/9)	<b>64 %</b>	<b>19 %</b>	<b>8 %</b>	<b>3 %</b>	<b>6 %</b>
	0-10	11-20	21-30	31-40	40 or more
<b>2002 results<sup>27</sup></b> 141 answers (73/42/11/8/7)	<b>52 %</b>	<b>30 %</b>	<b>8 %</b>	<b>5 %</b>	<b>5 %</b>

<sup>27</sup> Wording of the question in the 2002 Survey: "How many times have you been in contact with the JPO Service Centre during the past 12 months?"

**4.2 When communicating with the JPO Service Centre, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?**

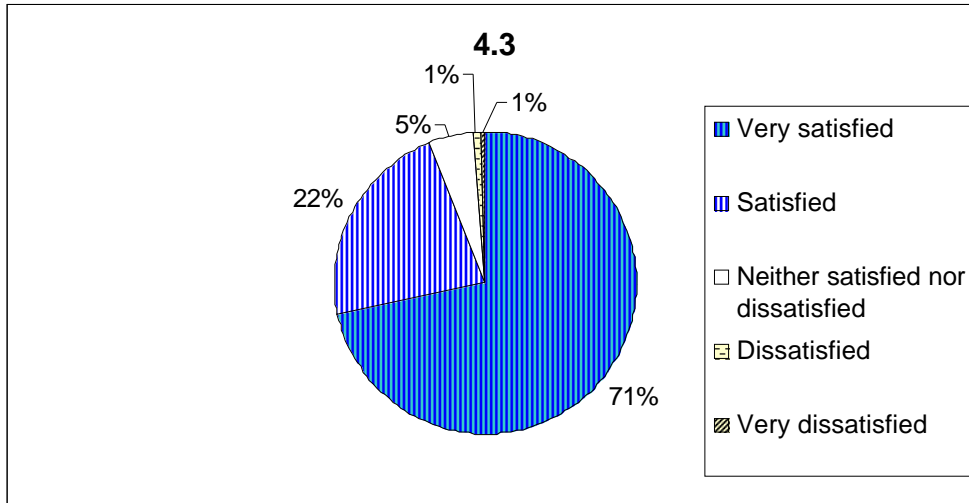


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 145 answers (108/30/5/0/2)	<b>75 %</b>	<b>21 %</b>	<b>3 %</b>	<b>0 %</b>	<b>1 %</b>
<b>2003 results</b> 154 answers (109/34/6/5/0)	71 %	22 %	4 %	3 %	0 %
<b>2002 results</b> 142 answers (97/35/5/5/0)	67 %	25 %	4 %	4 %	0 %
<b>2001 results<sup>28</sup></b> 136 answers (31/62/19/18/6)	23 %	43 %	14 %	13 %	4 %

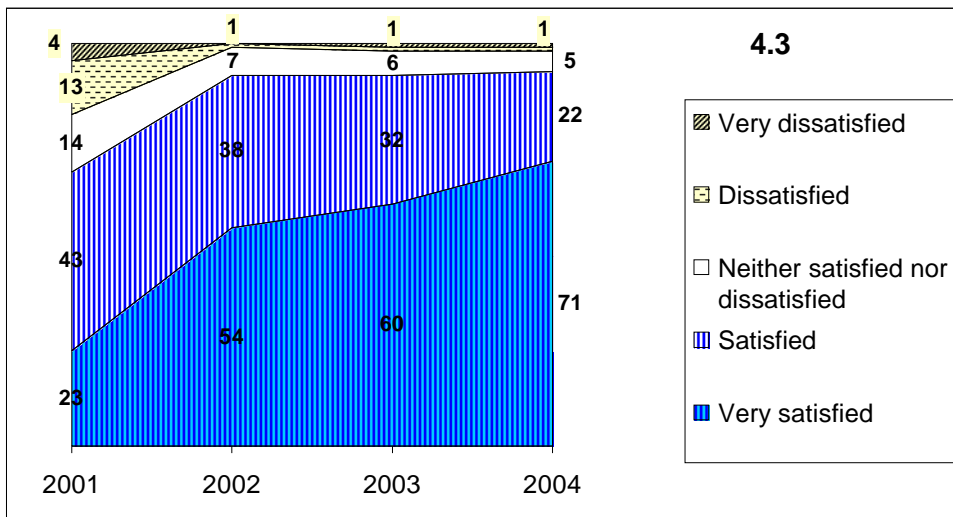


<sup>28</sup> Wording of the question in the 2001 Survey: "When communicating with the JPO Service Centre, how would you rate the promptness and accurateness of our replies to your questions/concerns?"

**4.3 How satisfied are you with the accurateness of our replies to your questions/concerns?**

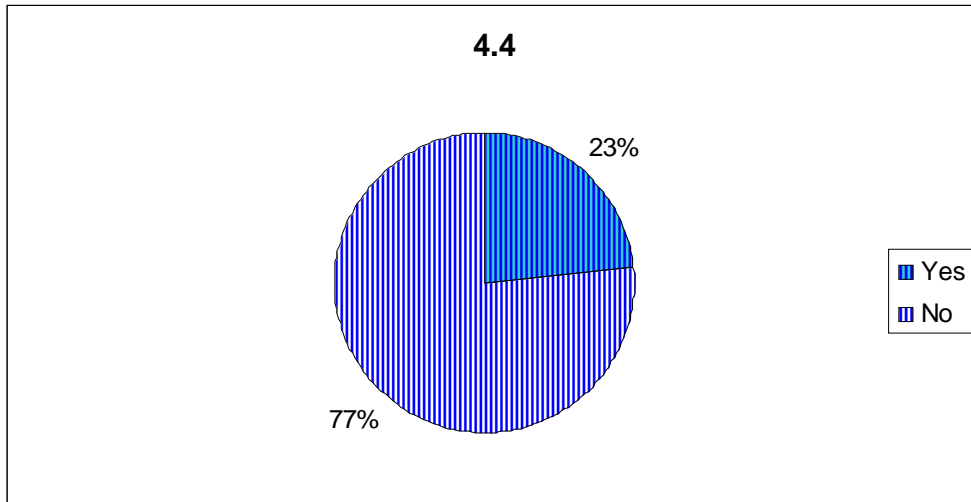


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 145 answers (104/32/7/1/1)	<b>71 %</b>	<b>22 %</b>	<b>5 %</b>	<b>1 %</b>	<b>1 %</b>
<b>2003 results</b> 155 answers (93/50/9/2/1)	60 %	32 %	6 %	1 %	1 %
<b>2002 results</b> 141 answers (76/53/10/2/0)	54 %	38 %	7 %	1 %	0 %
<b>2001 results<sup>29</sup></b> 136 answers (31/62/19/18/6)	23 %	43 %	14 %	13 %	4 %



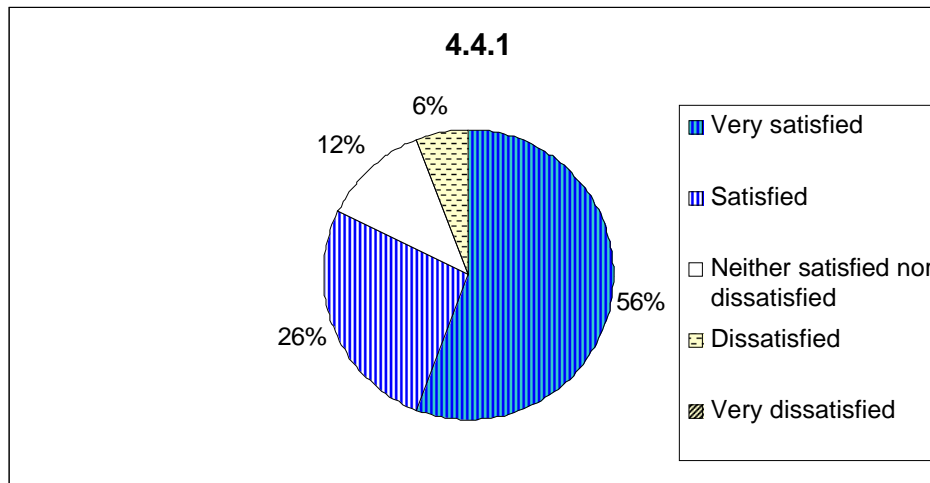
<sup>29</sup> Wording of the question in the 2001 Survey: "When communicating with the JPO Service Centre, how would you rate the promptness and accurateness of our replies to your questions/concerns?"

#### 4.4 Have you been, or are you in the process of being reassigned?

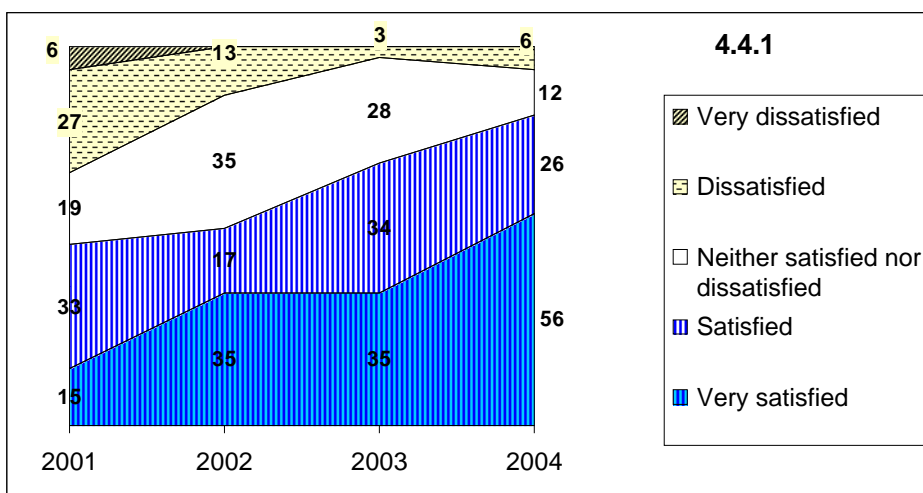


	Yes	No
<b>2004 results</b> 145 answers (34/111)	23 %	77 %
<b>2003 results</b> 157 answers (29/128)	18 %	82 %
<b>2002 results</b> 143 answers (23/120)	16 %	84 %

**4.4.1** *If yes, how satisfied are you with the information and services received from the JPO Service Centre on your reassignment?*

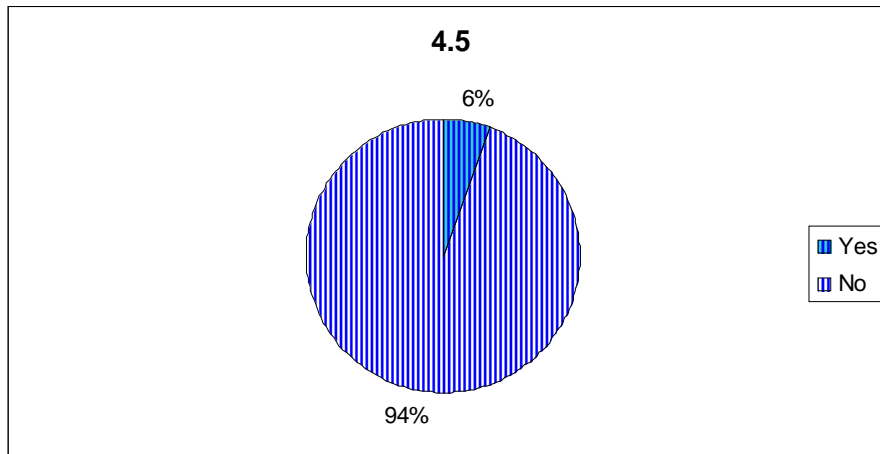


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 34 answers (19/9/4/2/0)	<b>56 %</b>	<b>26 %</b>	<b>12 %</b>	<b>6 %</b>	<b>0 %</b>
<b>2003 results</b> 29 answers (10/10/8/1/0)	<b>35 %</b>	<b>34 %</b>	<b>28 %</b>	<b>3 %</b>	<b>0 %</b>
<b>2002 results</b> 23 answers (8/4/8/3/0)	<b>35 %</b>	<b>17 %</b>	<b>35 %</b>	<b>13 %</b>	<b>0 %</b>
<b>2001 results<sup>30</sup></b> 33 answers (5/11/6/9/2)	<b>15 %</b>	<b>33 %</b>	<b>19 %</b>	<b>27 %</b>	<b>6 %</b>



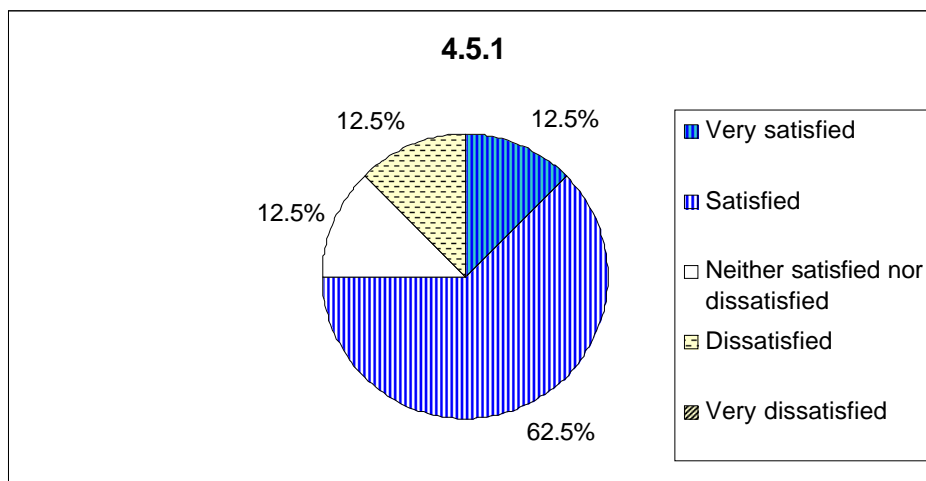
<sup>30</sup> Wording of the question in the 2001 Survey: "If you were reassigned, to what extent were you satisfied with the information and services received from the JPO Service Centre on the occasion?"

#### 4.5 Are you in the process of being separated?

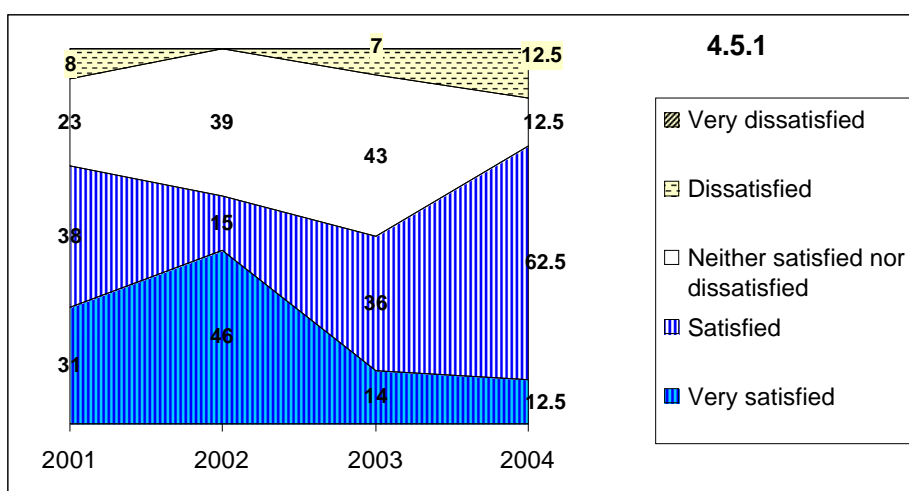


	Yes	No
<b>2004 results</b> 145 answers (8/137)	<b>6 %</b>	<b>94 %</b>
<b>2003 results</b> 157 answers (14/143)	9 %	91 %
<b>2002 results</b> 143 answers (13/130)	9 %	91 %

**4.5.1** *If yes, how satisfied are you with the information and services received from the JPO Service Centre in connection with your separation?*



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 8 answers (1/5/1/1/0)	<b>12.5 %</b>	<b>62.5 %</b>	<b>12.5 %</b>	<b>12.5 %</b>	<b>0 %</b>
<b>2003 results</b> 14 answers (2/5/6/1)	14 %	36 %	43 %	7 %	0 %
<b>2002 results</b> 13 answers (6/2/5/0/0)	46 %	15 %	39 %	0 %	0 %
<b>2001 results<sup>31</sup></b> 13 answers (4/5/3/1/0)	31 %	38 %	23 %	8 %	0 %



<sup>31</sup> Wording of the question in the 2001 Survey: "If your separation formalities have begun, to what extent were you satisfied with the information and services received from the JPO Service Centre on the occasion?"

#### 4.6 Further comments regarding administrative matters:

##### Negative comments on, or issues with the JPO Service Centre

“I asked the JPO SC the possibility of reassignment during my third year. I think there should be more to JPOs on this. I communicate sometimes with other JPOs and many have been reassigned to other CO. I did not receive clarity on why my case was not possible. I have two reasons to request the reassignment:

- The third year has become a bit much of un-excitement, and routine. My responsibilities and duties remain the same and I feel I can move forward. This was not given by the CO although I have discussed it

- Personal reasons. My fiancé has not found a job in my duty station. He has found a job in another place and it would be very difficult for us to stay separated too long. This puts me in a difficult situation of choosing between my personal and professional life.”

“I am currently waiting to see if my contract will be reviewed. I would have wished to know by now whether it will be renewed given the logistical aspects that would be required and expiration of my visa to remain in the country should the contract not be renewed.”

“Too many forms to fill in: it is a bit sad to fill in the same information many different times both during the entry and separation processes / Separation process and payment of final entitlements are too long.”

“The instructions from the [region] a desk of JPOSC are legendary. I and other colleague JPOs in [region] therefore ask each other before we ask JPOSC. The instructions for visas that have come out of Copenhagen have very little validity, so it is better to deal directly with NY or wherever we're going. I have been asking JPOSC for the level that SOLA is in [Duty Station] for the past four months now, without a response. I therefore get the info from other colleagues in the field.”

“Had some rather bad experiences with JPOSC, once due to the fact that paperwork regarding my extension was "lost", resulting in problems in obtaining visa etc in time in the duty station. Also, tracking down a salary that was not paid proved to be quite hard. Some of the replies from JPOSC were completely out of line.”

“In the beginning the JPO would need more information about the composition of the salary.”

“More support on spouse/partner employment by UNDP would be useful.”

##### Negatives comments on, or issues with the Country Office

“JPOSC must put more pressure on the CO to carry out its responsibilities with regard to JPOs. COs should have to demonstrate that they have the administrative capacity to support a JPO.”

“Although the CO has had a number of JPOs so far, it seems that the information and procedure I have got from the JPOSC in terms of the use of DTTA and home leave application, etc are not well understood at the CO level. Decentralization of the process for administrative matters does not necessarily result in effectiveness and timeliness.”

“The administrative process was too slow and ineffective in the previous CO in the reassignment process.”

“I have 6 months left on my contract and 50 days of leave. I do not see management reacting to my attempts to arrange for someone to take over my job, which is taking care of an entire portfolio or for me to be separated. I am very unsure of the future and am stressed because of it.”

### **Positive comments on the JPO Service Centre in general**

“Many thanks to the JPOSC for their professional attitude in all administrative matters.”

“None - good job.”

“In general I feel very comfortable and confident in my contacts with the JPO SC. I like to congratulate you all in your impressive quick & clear responsiveness! (it's almost not UN :)”

“Very good answers in administrative and personal matters. I have been discouraged to ask for reassignment.”

“The service received from the JPOSC has always been very professional, clear, and timely.”

“During my assignment I received adequate and timely information from the JPOSC. I am particularly satisfied with the professionalism demonstrated by the JPOSC in the process of the third year extension of my contract and the strong support provided in this opportunity.”

“If only the whole UNDP could be as fast and accurate with information and services as is the JPOSC ...”

“The JPOSC has really been great.”

“Very professional and quick feed back on questions raised, also when focal point is not there (ex. leave) the replacement is also OK.”

“It seems I was/am a complicated case -- OIC all alone in an office, re-assignment, two breaks to work as a consultant in a different country for a different organization. Considering this and knowing that it was not easy to push through everything I desired, I am fully aware that the JPOSC has proven to be a very supportive and professional entity.”

“JPOSC has provided much of the support I should receive from my CO, but don't get. Very good job.”

“Quite satisfactory.”

“Excellent service throughout.”

“Big "thumbs up" to the JPOSC!”

“No info received yet, 3 months to go until I leave. I assume info will come, I trust JPOSC.”

“Although not formally reassigned, I changed clusters within the office. Advice from JPOSC during my "crisis" in the old cluster was excellent and very helpful. It helped me to stay on board and kept me motivated to work on the internal reassignment. The current assignment I have is outstanding.”

“If only the whole UNDP was run through Copenhagen.”

“The JPOSC's 3 working days response time policy is useful and it works well . Thanks!”

“There is timely support from JPOSC...”

“Very very happy with your service.”

**Positive comments on the Human Resources Associates and staff members of the JPO Service Centre**

“I really appreciate the quick answers and good communication with JPOSC and especially with [*HR Associate*].”

“[*HR Associate*] and her back-stop [*HR Associate*] @ JPOSC are extremely helpful. [*staff member*] @ JPOSC has been fantastic connecting JPOs.”

“My HR contact person is [*HR Associate*], and I am grateful for her very professional work, as well as her friendly manner and openness. She is really an asset to the JPOSC.”

“My contact person at JPOSC [*HR Associate*]) has been providing me an excellent support and I would like to express my appreciation for her support provided to me.”

“My desk officer is excellent.”

“Very satisfied with the commitment of the staff at the JPOSC. I always feel I can email them with any stupid questions, and I really feel I have their support! They are normally very organised (especially [*HR Associate*] :-)) and it is easy to follow instructions given by them!”

“[*HR Associate*] is a rock!”

“I have not had a great need to be in contact with the JPOSC in the last year properly. When I have been in contact with the JPOSC it has been with [*HR Associate*]. No other person in UNDP has responded so quickly and so professionally to my queries as [*HR Associate*]. Thanks.”

**Other comments**

“I have three weeks left of my contract and I have not yet received the OK from the [*donor*] for prolonging the contract. Perhaps this is just standard process and procedure.”