

Section 7 - General comments and feedback

7.1 What are the three most positive comments you have on the JPOSC?

“Very efficient.”

“Responsive, Professional, customer-oriented approach.”

“Fast feedback
Valuable information
Nice staff.”

“Provide quality service
Very responsive & timely
Staff members are nice.”

“Proactive
Concerned
Sympathetic.”

“Timely feedback
Clear feedback
Friendly feedback”

“1) Easily accessible
2) Professional and pro-active
3) Supportive”

“Fantastic support
Quick and adequate responses
Very friendly staff”

“Fast
Helpful
Understanding”

“The personal and very friendly manner of [*HR Associate*].
The web site.
The JPO-net”

“- fast, friendly and effective”

“Timely response.”

“- Clear
- Concise
- Complete”

“- Friendly
- Timely
- Professional”

“Responsive, informed and respectful.”

“Swift responses, friendly responses and willingness.”

“Very attentive/responsive to questions.
Very good in helping JPOs prepare for their assignments regarding required steps and time frames.”

“Timeliness, commitment to attend to the JPOs, commitment to improve the services.”

“Nice people there.
Adequate information on requests.”

“Always accessible!
Fast response
Nice people...”

“I think you have a very good staff that supports JPOs effectively.”

“JPO workshops
Generally quick responses.”

“Website ok.”

“Always responsive. Timely assistance. Friendly.”

“Efficient
Accessible
Friendly”

“- professional
- Pro-active
- quick”

“Excellent support, friendliness and reliable.”

“After a disappointing start in 2002 and subsequently lowered expectations, I am now fully satisfied and wouldn't even know where the SC could possibly improve.
There seems to be so much information available at the web-site that I did not even have the time to browse through it.
I am under the impression that the SC is trying hard to work as a true professional service provider.”

“Fast, Supportive, Reliable”

“Quick, supportive, less administrative than the rest of UNDP.”

“- Good (timely and high quality) feedback on queries.
- The thoughts of creating a "CO blacklist", please do it.
- The JPO workshop, strengthens the sense of a JPO community.”

“Fast and proper info/answers/feedback when contacting them!”

“Professionalism, quick response, friendliness.”

“-Very prompt response when contacted
-A very good website
-Keen interest to improve the welfare of JPOs through mentors and seeking to get feedback through this kind of survey.
- Confidentiality”

“- quick
- Competent
- forthcoming”

“Always quick answers
A positive tone
Can be trusted.”

“Very friendly and efficient.”

“Punctual
Responsive
Informative”

“Fast and timely response,
You feel they are there for you.
I am confident my position is well managed.”

“Good service-orientation, timely response to requests.”

“-[*Staff member*] is doing a great job!
-Quick response time
-Friendly responses”

“Pro active in looking for solutions,
Efficient,
Creative”

“Too many things to say.”

“1) My desk officer is excellent
2) The JPOSC is a professional centre”

“1.excellent service
2.The JPOSC feels disconnected from the typical intrigues of the duty station, which makes it feel much more trustworthy and accessible.”

“Reliable
Supportive
Committed.”

“1. Quick response
2. Informative website
3. Willingness to listen to us.”

“Great professional service; caring staffs; great follow-up.”

“- Timely assistance
- Friendly staff members
- Support network.”

“I can hardly believe it's a UN administrative unit!
Extremely quick
Un-bureaucratic.”

“Friendly, helpful and quick.”

“My contact person [*HR Associate*] responds very patiently and promptly to my questions.”

“Very informative, friendly and timely response - very good.”

“Efficiency, kindness, clarity.”

“Good responsiveness (fast) on contractual issue
Existence of an independent JPO-Net.”

“Efficient, professional, friendly.”

“Supportive!
Quick in response!
Personal!”

“Fast info, friendly treat, accurate.”

“Efficient
Friendly
Professional.”

“Very friendly, will always help you but it takes time, very open.”

“Clear answers, quick response and helpful.”

“Timeliness of response to queries; personal 'touch' to the support; understanding.”

“Quick reactions
Friendly
Service oriented.”

“You always respond - quickly to all questions that I have.”

“I had a very positive experience starting my assignment. Also the JPO induction course (PPO) was very timely for me (after 5 months of service), there are many ways to get information from fellow JPOs and JPOSC, JPOSC actively sends me information about relevant developments related to possibilities after JPO assignment etc.”

“Efficiency.
Savoir-faire.”

“Timely info, great help, good courses.”

“Very nice, always open to questions, timely responses.”

“Rapid and effective response
Very professional team.”

“Efficiency, timeliness of responses, and resourceful/helpful/friendly staff!”

“1. Friendly people
2. Professional support
3. Interested in the people and not only in the positions.”

“Very timely feedback.”

“Swift and accurate response
Pro active
Very helpful.”

“Responsive
Dynamic
Available.”

“Most is positive.”

“They seem to be there if you need them
Timely responses.”

“Efficient, friendly and reliable.”

“1. Responsible, 2. Friendly, 3. Accountable.”

“Very quick and efficient
And friendly!”

“Speed, efficiency, personal links.”

“Very warm, clear, and quick feedback whenever necessary.”

“The JPOSC is always ready for help
The JPOSC information is updated
The JPOSC response mechanism is fast.”

“Friendly, informative and helpful.”

“Its stance is very much supportive; its organization of training opportunity; open way of communication.”

“Whenever I contact the JPOSC I receive a prompt reply. This is most helpful.”

“Very nice and friendly staff!”

“1. Professional staff
2. Quick replies
3. Correct information.”

“1) Reliable information
2) Relevant information
3) Efficient handling of requests.”

“Professional
Friendly
Reactive”

“1. HR Associate who is very helpful, caring and quick in response.
2. Very good team I met in Regional JPO Workshop.
3. JPO-network where we can share experiences, questions and information.”

“Prompt response and useful website.”

“1. Efficient
2. Prompt
3. Responsive

“This is directly applicable to my focal point, [*HR Associate*].”

“Helpful, fast and willing to give me the information I need.”

“Friendly, quick, and caring.”

“You are there in case I need you (luckily I haven't)
Informative website
Support for future assignments.”

“Quick, efficient, friendly.”

“Location (same time zone, beautiful city etc)

Getting service from JPOSC in fact - payment distribution issue, rental subsidy issue, and some advice

Organizing regional workshop? Are you doing that?”

“Efficient and informative, great entry point into the UN, very proactive in getting training to the JPOs.”

“Swift answers

Friendly answers

Good extra support for some one who is perhaps new in the UN and the international job market.”

“I think JPOSC is genuinely concerned with JPOs' interests, has timely responses to requests, and quite receptive to feedback from JPOs in the field.”

“1) Quick and accurate information, 2) pro activeness, 3) willingness to help / make actions for JPOs if you see something is funny or something unfair is happening to JPOs.”

“Responsiveness, good organization, excellent knowledge of administrative matters.”

“Quick, professional and supportive.”

“Extremely fast responses, everything seems possible and very very friendly responses.”

“Very accessible; quick answer to questions; client friendly approach.”

“Personal and swift service! Someone who sees things from our side! Impartial! HR in the office doesn't function, so excellent to have an "outside body"!!”

“Strong efforts to maintain communication among JPOs, network, workshops etc.
Give information as soon as some changes are being done for JPOs or on the website.”

“I think it is very positive that the JPOSC exists and provides us with useful information.”

“Friendly, reliable, effective.”

“Quick and accurate responses, personal follow up, availability.”

“Timely answers to requests, short and precise answers.”

“Good to have support outside the office, somebody to ask general questions the office is not necessary familiar with. Happy to see that JPOSC is also offering advice on further career development.”

Efficient, service minded and resourceful”.”

“1. Designated focal point.

2. Organizing Regional Workshops that are relevant and well prepared.

3. Timely follow-up on requests.”

“Their very timely reaction to matters forwarded for their action. I appreciate that very much. Also the responses received are very clear and correct.”

“Excellent timeliness of responses.”

“Effectiveness, concrete actions, necessary information given.”

“Efficient, timely and friendly.”

1. Quick feedback on questions related to assignment,
- 2) Positive and professional approach
- 3) Gives a wealth of information for instance the "Mentorship programme" and other initiatives.”

“It's effective, it delivers on a timely manner and its inputs are clear.”

“Responsive, motivated, friendly.”

“Efficient, Availability, Human (Development of human relation against only a work/administrative one).”

“Timely response, friendly attitude of the staff, much better information sharing and management than other UN agencies.”

“The JPOSC is very efficient and responsive so far.”

“That the service is quick and good.”

“Quick response, always available, helpful.”

“Great personal involvement - very timely responses.”

“Some of you guys are really helpful.”

“My experience has been very positive - JPOSC has been very supportive and reliable.”

“Very timely, very professional, very friendly.”

7.2 What are the three least positive comments you have on the JPOSC?

“Not clear whether the clients of the JPOSC are the donors, the JPOs or the UN organization (it was felt among the JPOs that the JPOSC was rather concerned to support the CO needs rather than the JPO needs).”

“Should perhaps in certain issues have more "teeth" i.e. stand up and roar when things don't work as they should! The JPO programme really needs polishing and the JPOSC should stand up and make this clear to all parties!”

“Little support for post-employment opportunities / Little support on family difficulties.”

“So far I did not have any problems with the service of JPOSC.”

“No negative experiences so far.”

“Absolutely no handover of the issues I discussed in New York with a JPOSC representative to my normal contact person in the JPOSC. I had to explain all things to my normal contact person one month after the meeting in New York! I was very satisfied with the meeting in New York and absolutely not with the absence of follow-up!!!”

“The JPOSC has to be more demanding in relation to the CO.”

“At this moment I do not have specific 'less positive' comments to make. I have to think hard and deep. After some thinking, I came up with a thought: may be Nasser should become more visible being the head of the JPOSC. A lot of JPOs still think it is Vitaly. Vitaly wrote us sometimes emails about what is happening, may be Nasser could also do something like that to keep the connection. But may be I should have mentioned this point under the next section. Sorry.”

“Necessity to clarify process of G4 visa when missions are not in the framework of the JPO course.”

“The JPO workshops are too general.”

“This is mostly related to the initial procedures of taking up office in the CO. The JPOSC could send out a comprehensive package about UNDP, practices, procedures etc. before stopping by the JPOSC for the briefing session. At the session, the JPO might have more questions to ask the JPOSC colleagues.”

“You guys are too nice and too well organised to bitch over :-)”

“In my case not having ensured that the timing for the EOD was good. I wanted to start later and discussed it with the ministry of foreign affairs and country office and they answered I had to arrive as soon as possible. Otherwise none, the work is done in the country office, not in the JPOSC and it's up to each JPO to initiate a contact with the SC if he/she thinks it is worth.”

“Lack of influence on the donor government in terms of better job/post assignment process and against the change of Ministry of Foreign Affairs policies that affect JPOs career plan.”

“I do not have any - do not use the service that often.”

“Felt a bit let down when re-assigning. If it hadn't been for another JPOs (in JPOSC) help and my governments readiness to assist, I would not have had to change duty stations.”

“Some of you guys seem to have a workload that makes you give late and sometimes incorrect feedback.”

“Didn't check in my case the assignment adequately.”

“Seem not to know well the environment/atmosphere in COs.”

“JPO-Net is filling my mailbox unnecessarily.”

“Maybe JPOSC can do a little bit more on the after-JPO career enhancement aspect of it. JPOSC could provide tips on "how to" secure the post within the UN system after JPO term, besides providing info and facts as it is doing.”

“I have just one. Within the first months I have not received an explanation about my Earnings and Deductions.”

“The little info on other UN agencies.
Insufficient efforts to keep JPO within the UN system after the assignment ends.
The mentor programme.”

“- JPOs and JPOSC staff know each other, without really knowing each other (would be interesting to have short profiles of JPOSC staff on the site.”

“- Lack of interaction
- Needs to be updated
- Salary statements should be available”

“No complaints at all (it's true, I'm not eyeing for a job at the JPOSC).”

“Not very prompt, one meeting in a year is not enough and that more information required on how to move forward with our careers.”

“Lots of bureaucratic papers (not just JPOSC but the UN as a whole), lack of duty station material that could be handed out before assignment...”

“No negative comments.”

“The lack of clarity of the initial contracting process and the way the JPOSC sends the contract extension, separation package and alike correspondence to the UNDP at the duty station instead of UNFPA. The UNDP representative doesn't even know the UNFPA JPOs so the correspondence is easily left without action.”

“Replies sometimes not timely.
Webpage left-side scroll issues: can't see the last one in the column. (is it my pc?)”

“Cannot think of anything negative....”

“No least comments.”

“1. Preparation for the assignment. Had three different focal points.
2. Why does not JPOSC communicate more with the receiving office before the JPOs arrival?
3. JPOS from non UNDP agencies feel less prioritized. For WHO is JPOSC?”

“Disappearance of key documents (such as extension papers and requests of clarifying missing salaries) should not happen.”

“Nothing much.”

“Nothing really.”

“eeeh, three? Really I think that you are all doing a great job, as indicated above, PPQ.”

“Sorry, I have not had a negative experience except the unfiltered JPO-Net which is really a minor thing.”

“Sorry, don't know.”

“Work as per manuals.”

“Responsibilities between finance and other services not clear.”

“- Has too little clout
- Maybe you could advocate more for the use of the JPO roster?
- ???”

“Low follow up on the assignments.”

“I don't have any.”

“A personal relation towards the JPO other than finance/admin matters.”

“No bad experience during the last 12 month.”

“Lack of empathy, accessible, but not proactive.”

“Nothing to complain about.”

“There are 6 official UN languages and a lot of information is in English.”

“The JPOSC should address the lack of organized training in the first months of the assignment.”

“Not always on time in replying
Change of case officer too often (I have had at least three).”

“1. Seemingly little contact with Country offices
2. Less info on career development”

“There are too few units like JPOSC in the UN System - go out and spread the word...”

“The website is not easy to navigate
A lot of information from UNDP JPOs is not necessarily relevant for me (UNFPA).”

“Not familiar with CO situation, less control or advisory role to CO management.”

“Waste of or inefficient use of funds for training courses
Practical usefulness of training courses.”

“Far away from my reality here.”

“Strict on administrative issues, not helpful to integration post JPO.”

“Sometimes things take a long time and you have to remind again and again, some times difficult to understand the answer you get.”

“The contact with the duty station.”

“Nothing in particular.”

“I tried to get into the PPO in January, was then told that I would take part in May, made my plans accordingly, found out in April that I could only take part in July.
No other "least positive comments"”

“Don't have really much to say about this, perhaps more information/links on training opportunities at the JPOSC website.”

“None. I have no complaints. It is one of the few properly functioning units I have encountered within UNDP.”

“Very nice, always open to questions, timely responses.”

1. Very far away
2. Not very familiar with in-country situation
3. Keeps asking the JPOs to fill out all sorts of surveys.”

“Limited to really address issues - the use of JPO in the office, etc.”

“Most of current JPOs are not ready for the JPO Net.
Do any employers look at the talent roster and how do we know who gets hired (would be useful to know for our own job search).”

“Website could be more lively and interactive, may entice me to have a look more often.”

“Still quite poor on training information. After administration of our recruitment etc. I think better information on training is a JPOs greatest need.”

1. Too many JPOs, Too busy?
2. Be in favour of a country office rather than JPO?
3. Somewhat far away from us?”

“We need to meet the administrators more often in field
We need the JPOSC to be more aggressive in professional placement for separating and former JPOs.”

“Not able to help in many issues.”

“Don't have any.”

“Website could be improved in terms of navigation.
Nothing else comes to mind.”

1. No information / data on supervisor in duty station.
2. Not negotiated with government to increase DTTA Budget (our govt is giving too little!)
3. It seems that little say in PPO Course arrangement (could be done a lot better!).”

“I am still not sure what else service I can expect to receive from JPOSC.”

“JPO-Net too widely used, I think JPOSC own emails should be sent through a separate channel so that those who direct JPO net mails to junk mail also receive your emails.”

“I sometimes feel you are far from our work in the field. There is a distance. Just impression.”

“With the caveat that it is understood that the JPOSC does not guarantee employment after the assignment, more info on life after the JPOship.”

“I really don't have any comments - maybe sometimes it takes a while for new information to be put up at the website.....but this is a very minor comment...”

7.3 Other Comments, ideas and feedback:

“Thanks to JPO SC for expanding and increasing the JPO programme. Thanks to the [*donor*] Government for financing people from developing countries.”

“The JPOSC webpage should be made known to the JPO immediately upon recruitment/possibly as soon as they are called for interviews. One other minor issue: in my office they could not understand why JPOs were not eligible for business class tickets for over 9 hours flights, as all other staff were, including support staff. This seems a bit odd.”

“I wish all UN offices worked as well as the JPOSC does.”

“I was wondering when we will hear something about the results of a study done by a consultant about expectations from the different partners in the JPO programme. And I only can say: keep up the good work.”

“Could we make the rest of the UN as efficient as the JPOSC?”

“Keep up the good work.”

“What about maintaining a database of ex-JPOs who do NOT remain in the UN system? This would mean being informed where they go and what they do (government? NGO? CBO? World Bank? etc.), thereby building another contact network which could be employed in frame of a more pro-active UNDP partnership-strategy.”

“Thank you very much for your usual support and help.”

“I noticed an amazing disparity between JPOs depending on the CO and assignment. A better selection should be done, it would be better to select less JPOs but insuring them a satisfying job.”

“I have been reassigned to [*Duty Station*] mid of this year; there was a serious "crisis" in the CO; I didn't know at all what was going on. Fortunately I came when things were getting better, otherwise I would have experienced some difficulties.”

“The JPOSC sponsored trainings should achieve a greater balance between the UNDP focus (documents, procedures) and "external substance".”

“Keep up the good work.”

“You are doing very fine.”

“I just think that updating the site and creating an interactive forum for all JPOs (old, new and ex) should be provided.”

“Given the process that CO's must comply with to request a JPO, I was surprised as to the lack of preparation for the JPO and the lack of supervision and communication as to work and performance expectations. I don't know how related this is to the JPOSC, but it is very much an issue.”

“Please keep good work!! I think UNDP JPOs are the luckiest to have JPOSC support.”

“The administrative preparation for the assignment is extremely important for how the receiving office will understand the JPO programme. The JPOSC plays an important role in giving the first impression of the programme. A suggestion is that the JPOSC should communicate with the person in charge of finance at the receiving office as well as with the Rep. to prepare them for the arrival and facilitate the process. I was sent to my duty station for ONE week before I had to attend the orientation course in NY. So in ONE week I had to make my colleagues spend their entire time in processing two visas and getting an airline ticket for me. It gave a very bad impression to the national staff of how planning was made from JPOSC.”

“Provide especially new JPOs information on who to contact if things don't run smoothly with the HR associate they were assigned to. Now too much reliance on that link working - have heard of some quite negative experience from newly recruited JPOs.”

“Would like the JPO/SC to reiterate and advocate more strongly with my donor government that the DTTA is too small and that perhaps a Third year option could allow for more opportunities for JPOs to stay with the host institutions.

Also it must be noted that given the very few JPO posts funded by my government, the JPO/SC and the donor could be a bit more strategic in the identification of the country of assignment to provide for better medium and long-term opportunities to the JPOs.”

“Thank you.”

“I think many JPOs end up with incompetent supervisors, and despite their competencies are therefore put in very low-level positions in the office. Sometimes JPO competence can even be seen as dangerous, or at least embarrassing, or as a threat to an incompetent supervisor. More than half the JPOs I have encountered in the two offices I have worked in have been in such situation (including other UN agencies). If the JPOSC could ensure a certain level of responsibility, and competency of supervisor (=good supervision), perhaps by conducting ITS OWN competency assessment of COs, based on JPO feedback perhaps, that would help many future JPOs escape miserable working conditions. I will be very willing to help design a "CO JPO-utilization competency assessment" with JPOSC, send me an e-mail.”

“Administratively I think you are doing a Great job and I want to congratulate you for that. On the other hand, I think there should be a closer follow up on the satisfaction/dissatisfaction of assignments. After 6/9 months I think it would be worth finding out how are JPOs adapting to their post and provide more support when JPOs are being underutilized. Sometimes one does not realize how to address certain issue and how to overcome them. JPOs should know that they can be reassigned under x,y, and z circumstances, and which help can the JPOSC provide.”

“Congratulations for a job very well done and keep it up!”

“You should set up a set of basic recommendations (rules) for the CO who are hosting a JPO. These rules should be the same for every CO.”

“How much do you discuss expectations with JPOs' supervisors, for instance when recruiting for a new position? Not just guidelines, but discussions? The JPOSC could also broker a "mid-assignment review", again, not a form to fill, but a brokered discussion.”

“The JPOSC is needed, and I really appreciate the support I get in the field. Being a JPO is different; we are inexperienced and therefore more vulnerable, despite the fact that we are the brat pack of the UN system.”

“As mentioned earlier, many of the problems faced by JPOs (especially in the starting phase) are known since years. Senior managers and former JPOs proudly confirm that they "have gone through the same", without anybody seriously addressing the problem. Maybe, we need a JPO Union? I guess this is nothing the JPOSC could get involved in, but you might allow some space in the PPO Induction courses.”

“In general, I find it is very good. Hopefully all the CO management team and HQ can be like JPOSC.”

“Spouse/partner employment is a crucial issue for many UNDP staff (not only JPOs). More information and support would be VERY useful (e.g. on Visa, work permits, regulations).”

“Come and visit when you have the time!””

“Is the roster working in any way?
Do potential employers refer to it?”

“I am satisfied with experience as JPO. The JPOSC must continue advocacy in order to have more DC JPOs.”

“Thank you for all your support after my first year as a JPO!”

“Keep up your good work!”

“Thank you for the survey!”

“I think it would be nice if we can have a list of JPOs with their duty station and field of work, at least information on those JPOs who agreed. I believe this is more efficient way of networking as using the list, we can contact the person directly without bothering others by sending an e-mail message to the JPO net, hoping to find someone there.”