



JPO Service Centre Client Satisfaction Survey

2005 Donor Questionnaire

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Presentation

The Junior Professional Officer (JPO) Service Centre is a branch of the United Nations Development Programme's Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed, it administered 252 JPOs serving in 103 duty stations worldwide working for the following agencies:

- UNDP and its affiliated funds/programmes:
 - Drylands Development Centre (DDC)
 - Inter-Agency Procurement Services Office (IAPSO)
 - United Nations Capital Development Fund (UNCDF)
 - United Nations Development Group Office (UNDGO)
 - United Nations Development Fund for Women (UNIFEM)
 - United Nations Volunteers (UNV)
- Joint United Nations Programme on HIV/AIDS (UNAIDS)
- Mekong River Commission (MRC)
- United Nations Population Fund (UNFPA)
- United Nations Office for Projects Services (UNOPS)
- United Nations University (UNU)
- Universal Postal Union (UPU)
- World Health Organization (WHO)

The JPO Programme is sponsored by 24 donors:

- | | |
|--|---------------------|
| - Agence Intergouvernementale de la Francophonie | - Japan |
| - Australia | - Luxembourg |
| - Austria | - Monaco |
| - Belgium | - the Netherlands |
| - Canada | - Norway |
| - Denmark | - Portugal |
| - Finland | - Republic of Korea |
| - France | - Saudi Arabia |
| - Germany | - Spain |
| - Iceland | - Sweden |
| - Ireland | - Switzerland |
| - Italy | - United Kingdom |

Relocated from New York to Copenhagen in 2001, the JPO Service Centre is based on the premises of the UN/UNDP Nordic Office. In line with the UN reform and the UNDP corporate change process, the JPO Service Centre functions as a "one-stop-shop", covering every issue relating to JPO administration such as human resources, finance, travel, etc. The work programme thus aims at streamlining work processes and procedures and at greatly reducing response time. The ultimate objective remains to better serve and support the JPOs, who are making a sizeable contribution to the UN community's effort to foster propitious environment for sustainable human development.

Against this background, the annual dissemination of questionnaires is vital to ensuring that the JPO Service Centre is kept abreast of all the major developments that have direct bearing on the performance and well being of the JPOs, as well as to solicit feedback regarding the recent track record of the JPO Service Centre itself.

The present document is the synthesis of the answers obtained in the fourth edition of the Donor survey.

The present survey was divided into three sections, labelled as follows:

- **Co-operation and communication with the JPO Service Centre**
(8 questions);
- **Your feedback on the JPO Programme from the JPOs**
(4 questions);
- **General comments, ideas and feedback**
(1 question).

An e-mail announcing the launch of the survey was sent to all active donors on 10 November 2005. The deadline for answering was 31 November 2005.

The respondents were asked to base their answers to the questionnaire on their experience over the past twelve months. The results and percentages calculated are based on the number of answers for each question.

The results and comments made will be carefully analysed and taken into account to the extent possible.

The team of the UNDP JPO Service Centre would like to take this opportunity to express its gratitude to all our partners, and especially those that have taken time to complete this survey, for their continuous support.

Participation rate

Global participation (12/21): 57%

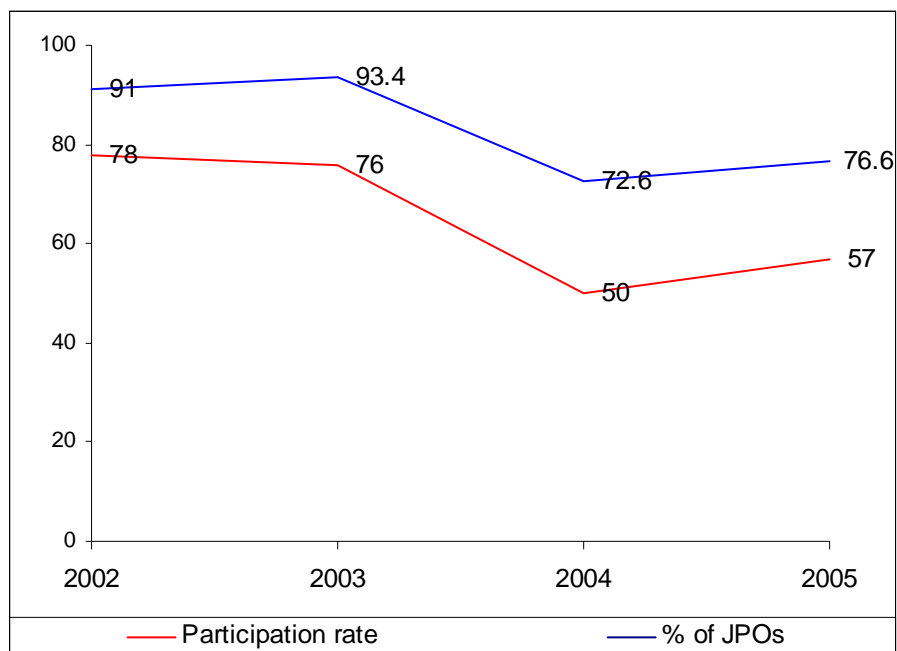
- Participation in 2004: 50%
- Participation in 2003: 76 %
- Participation in 2002: 78 %

The present survey was sent to the 21 active donors that were funding JPOs at the time the survey was launched. 12 have answered to the survey (the number of JPO sponsored by each country as of 1 November 2005 is shown in brackets):

- Austria (9)
- Denmark (18 JPOs and 5 SARCs)
- France (14)
- Germany (22)
- Iceland (2)
- Japan (31)
- Luxembourg (9)
- The Netherlands (40)
- Norway (11)
- Spain (13)
- Sweden (24)

The respondents funded **193 JPOs** when the survey was launch, or **76.6 %** of all active JPOs.

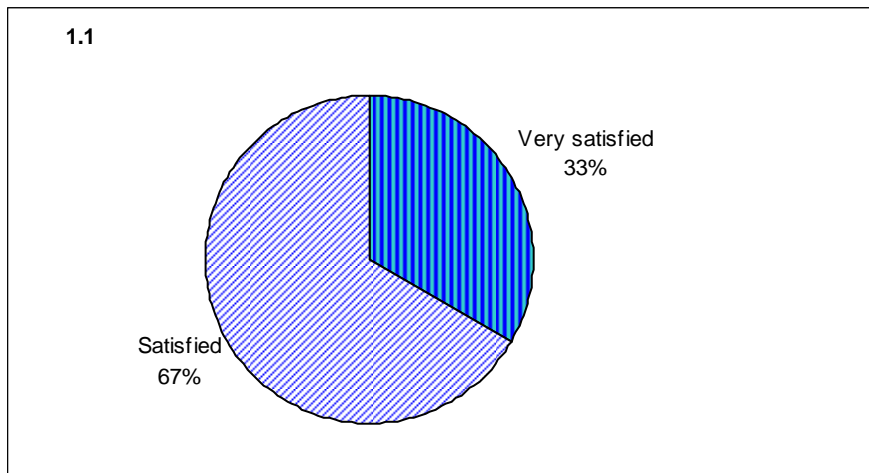
- 2004: 72.6 %
- 2003: 93.4 %
- 2002: 91 %



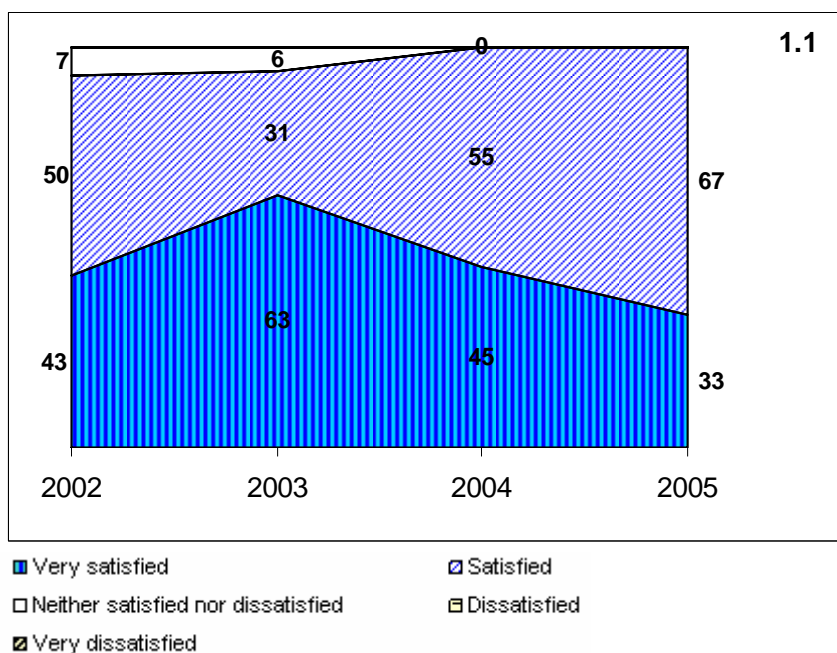
Section 1

Co-operation and communication with the JPO Service Centre

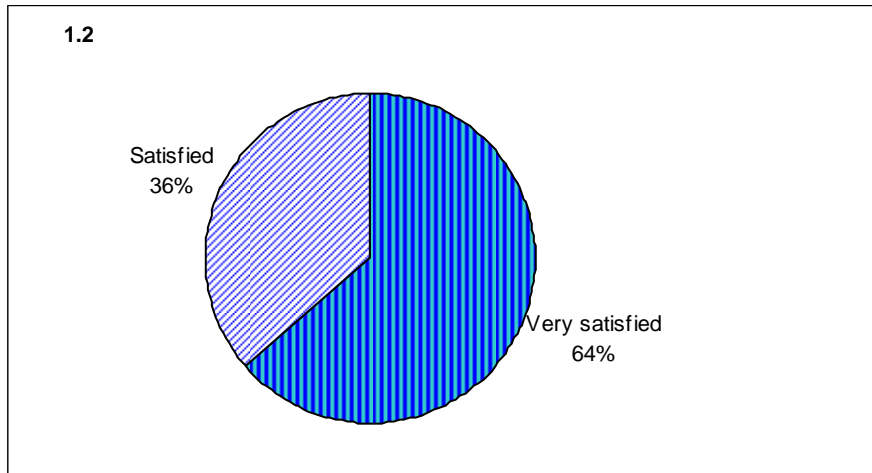
1.1 Generally speaking, how satisfied are you with the extent to which the UNDP JPO Programme lives up to your Government's expectations?



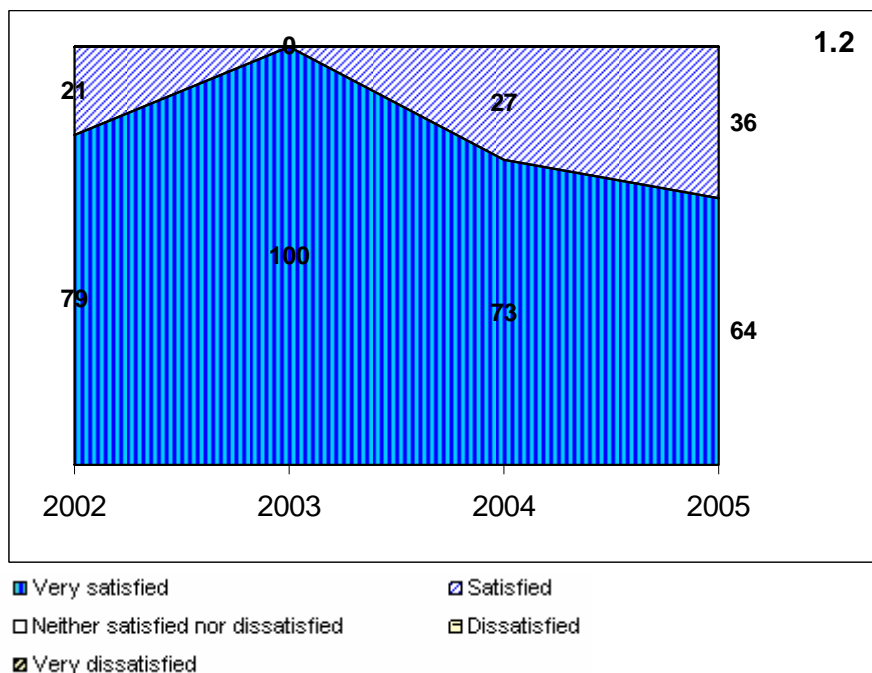
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 12 answers	33 %	67 %	0 %	0 %	0 %
2004 11 answers	45 %	55 %	0 %	0 %	0 %
2003 16 answers	63 %	31 %	6 %	0 %	0 %
2002 14 answers	43 %	50 %	7 %	0 %	0 %



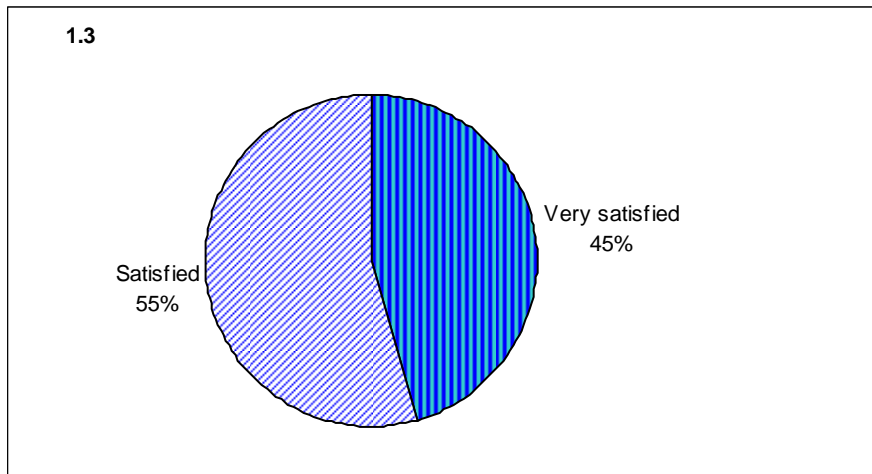
1.2 When communicating with the JPO Service Centre (JPOSC), how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



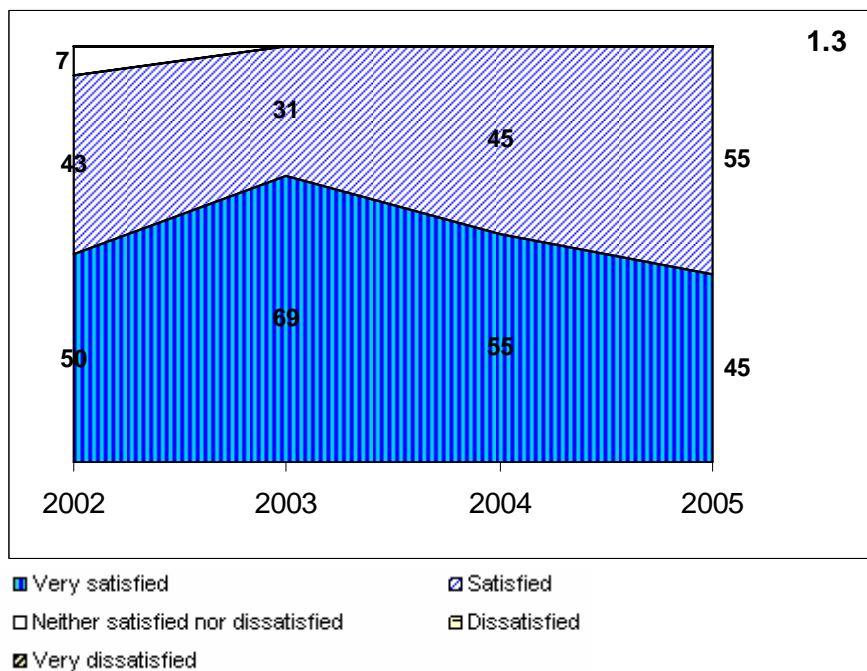
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 11 answers	64 %	36 %	0%	0%	0 %
2004 11 answers	73 %	27 %	0 %	0 %	0 %
2003 11 answers	100 %	0 %	0 %	0 %	0 %
2002 14 answers	79 %	21 %	0 %	0 %	0 %



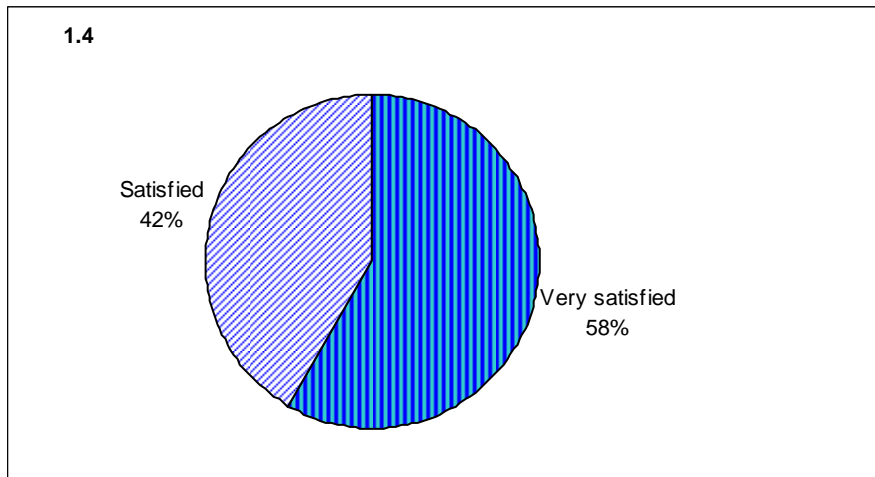
1.3 How satisfied are you with the clarity of explanations provided by the JPOSC?



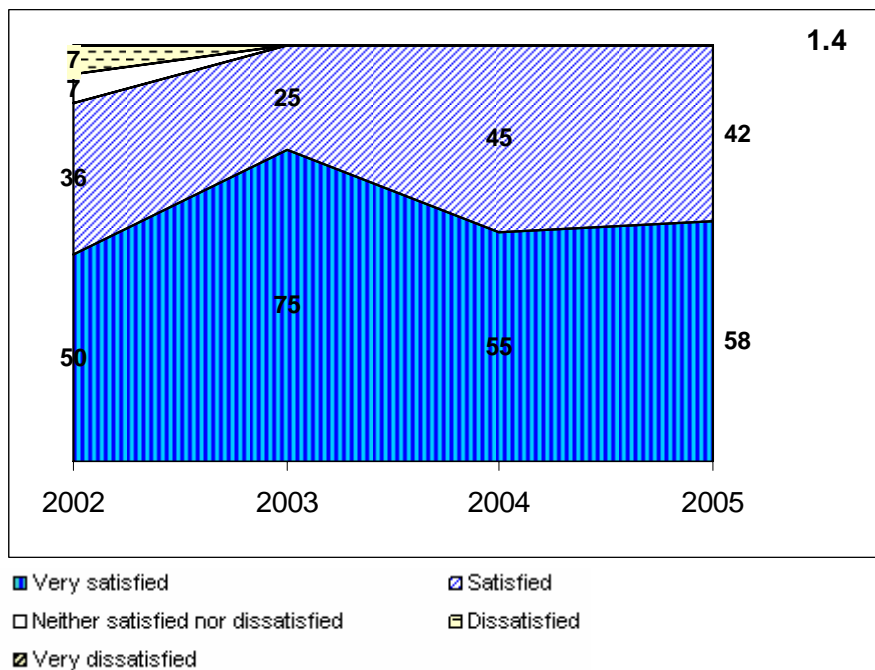
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 11 answers	45 %	55 %	0 %	0 %	0 %
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	69 %	31 %	0 %	0 %	0 %
2002 14 answers	50 %	43 %	7 %	0 %	0 %



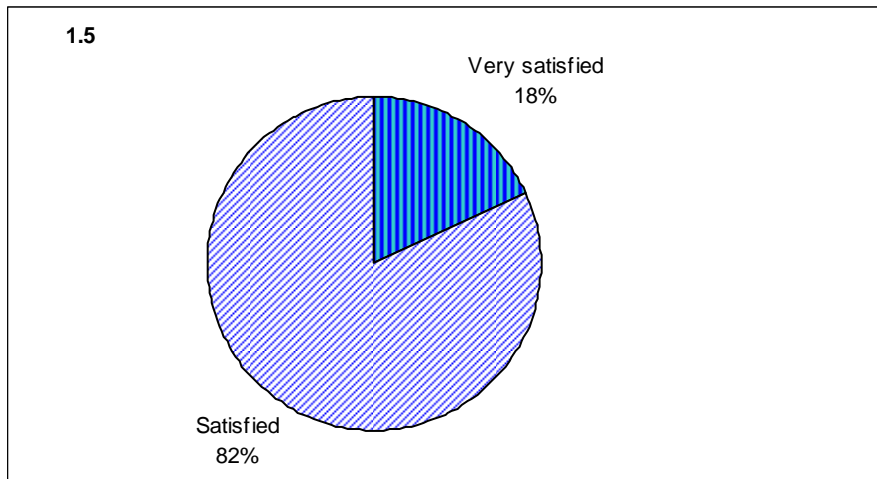
1.4 How satisfied are you with the co-operation between our organisations during the most recent recruitment cycle?



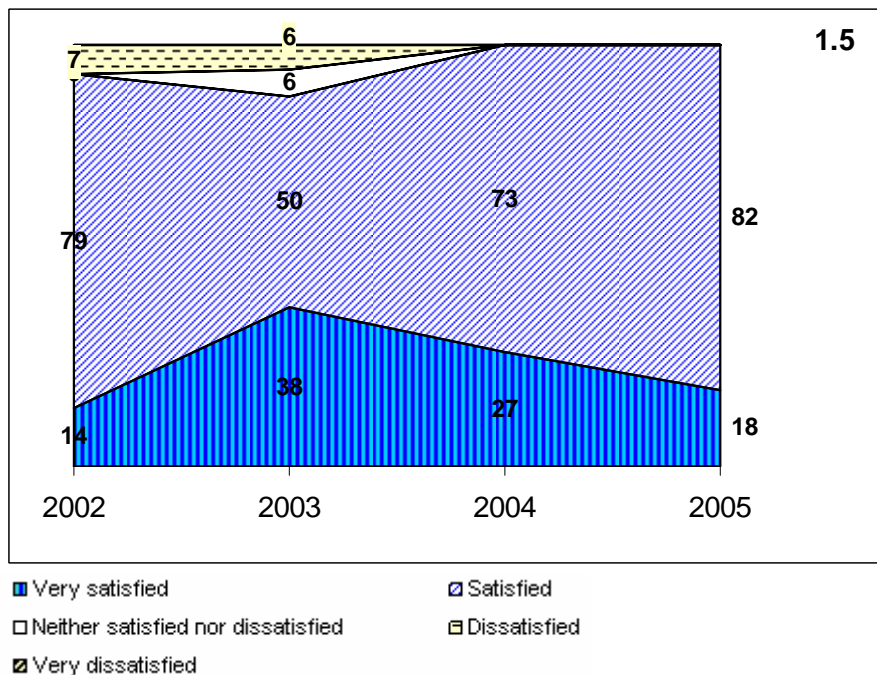
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 12 answers	58 %	42 %	0 %	0 %	0 %
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	75 %	25 %	0 %	0 %	0 %
2002 14 answers	50 %	36 %	7 %	7 %	0 %



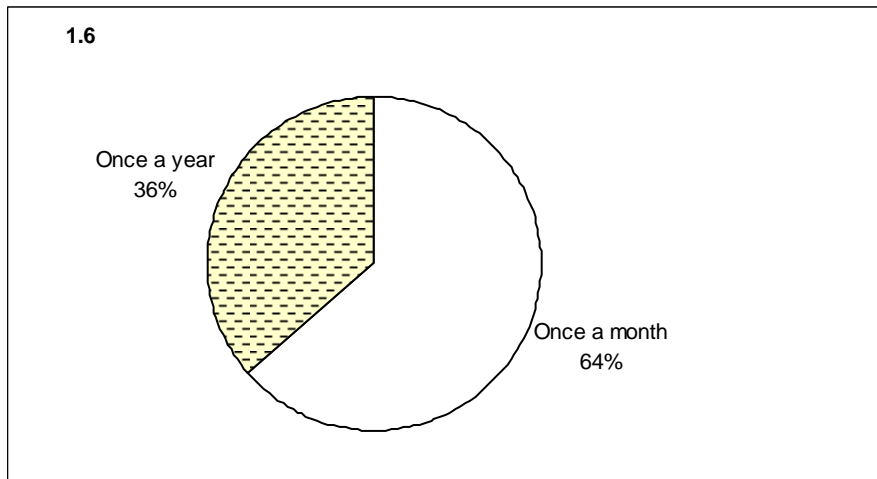
1.5 How satisfied are you with the way UNDP meets various reporting obligations towards your Government?



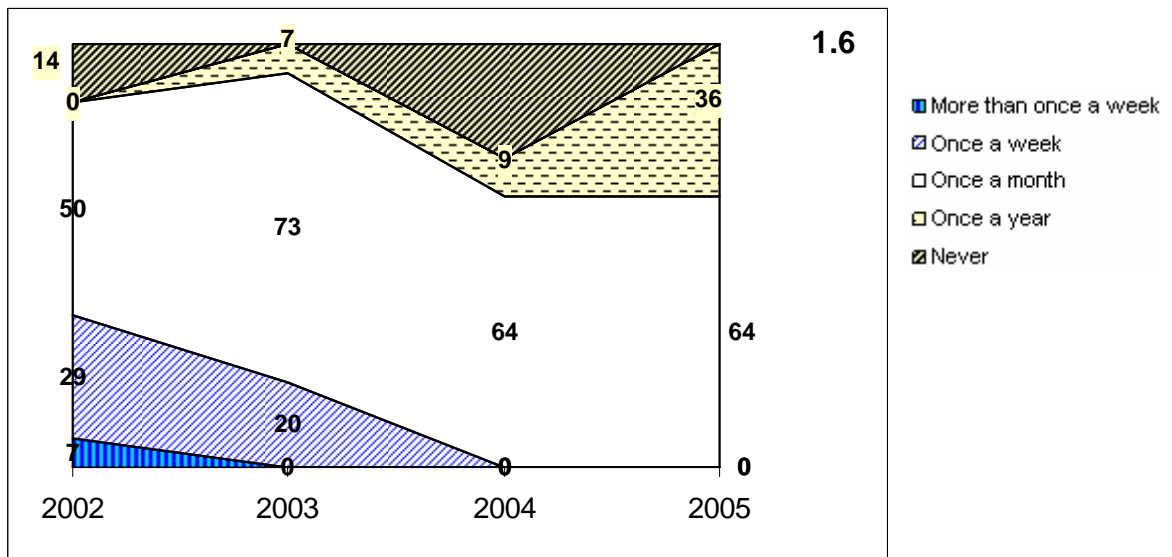
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 11 answers	18 %	82 %	0 %	0 %	0 %
2004 11 answers	27 %	73 %	0 %	0 %	0 %
2003 16 answers	38 %	50 %	6 %	6 %	0 %
2002 14 answers	14 %	79 %	0 %	7 %	0 %



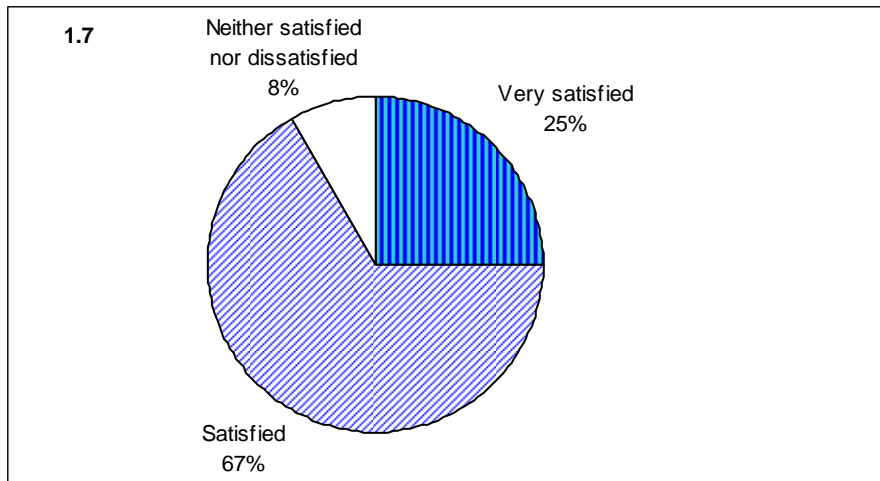
1.6 Over the last 12 months, how often did you use/visit the JPO Service Centre website (www.jposc.org)?



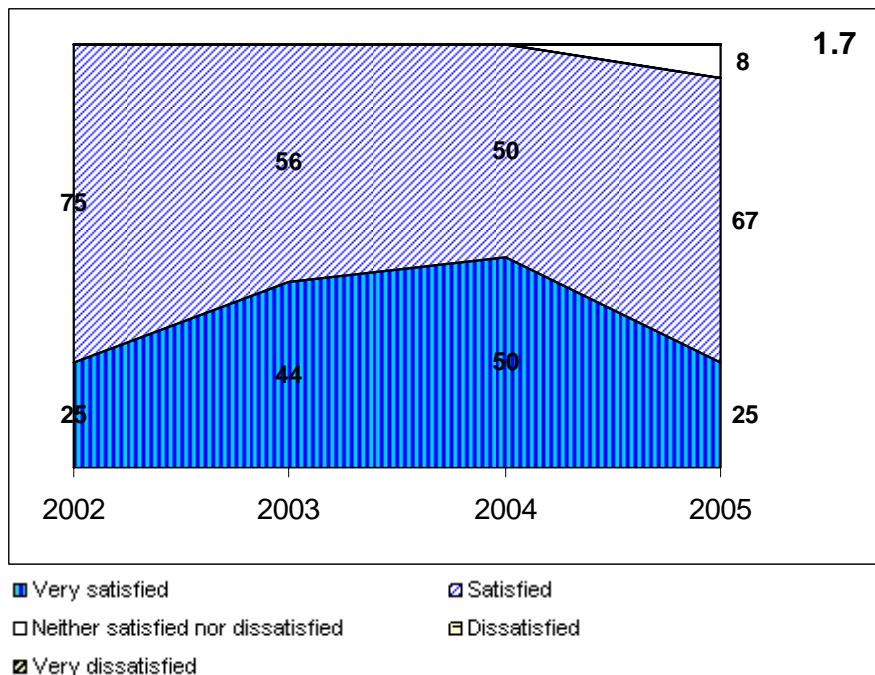
	More than once a week	Once a week	Once a month	Once a year	Never
2005 11 answers	0 %	0 %	64 %	36 %	0 %
2004 11 answers	0 %	0 %	64 %	9 %	27 %
2003 15 answers	0 %	20 %	73 %	7 %	0 %
2002 14 answers	7 %	29 %	50 %	0 %	14 %



1.7 If applicable, how satisfied are you with the way the website meets your Government's information needs in respect of the JPO Programme?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 12 answers	25 %	67 %	8 %	0 %	0 %
2004 8 answers	50 %	50 %	0 %	0 %	0 %
2003 16 answers	44 %	56 %	0 %	0 %	0 %
2002 12 answers	25 %	75 %	0 %	0 %	0 %



1.8 What could we do to better address your Government's information needs?

“For instance informing in the medium run (two years after finishing) on what is the working situation of the former JPOs who went through the Programme.”

“We are very much satisfied with your system.”

“It is necessary that UNDP only reports on JPO's under contract with UNDP and not those from other organisations, for instance UNFPA.”

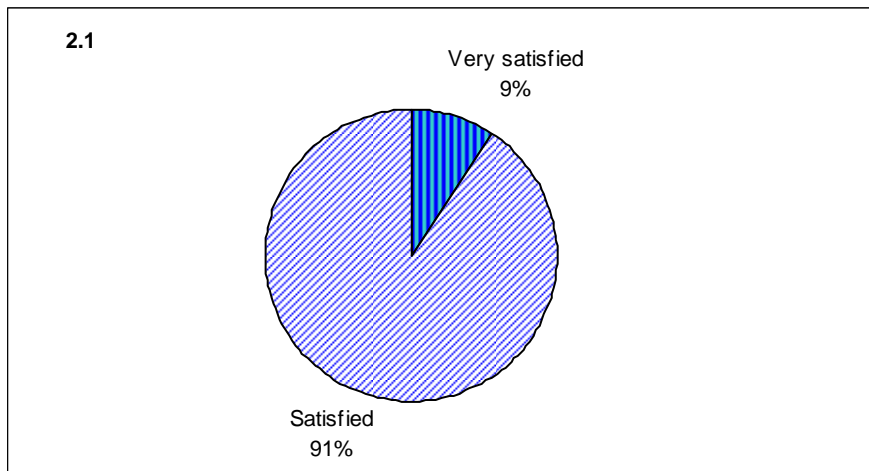
“This is the first time [*this donor country*] participates in the JPO Programme. Based on only one recruitment cycle and that the first JPO was posted in the field only in September we are generally very satisfied with the service from the JPOSC.”

“Sending of information by e-mail in a systematic way.”

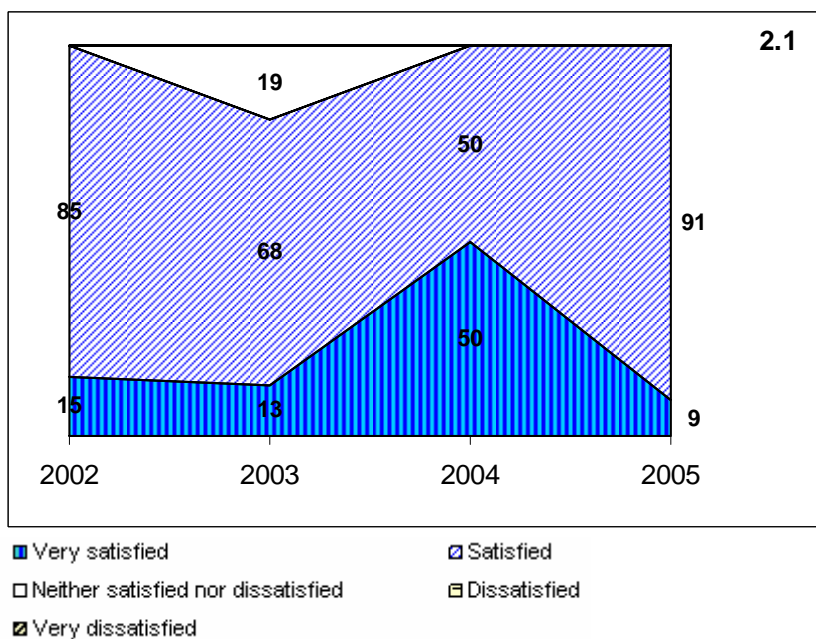
Section 2

Your feedback on the JPO Programme from the JPOs

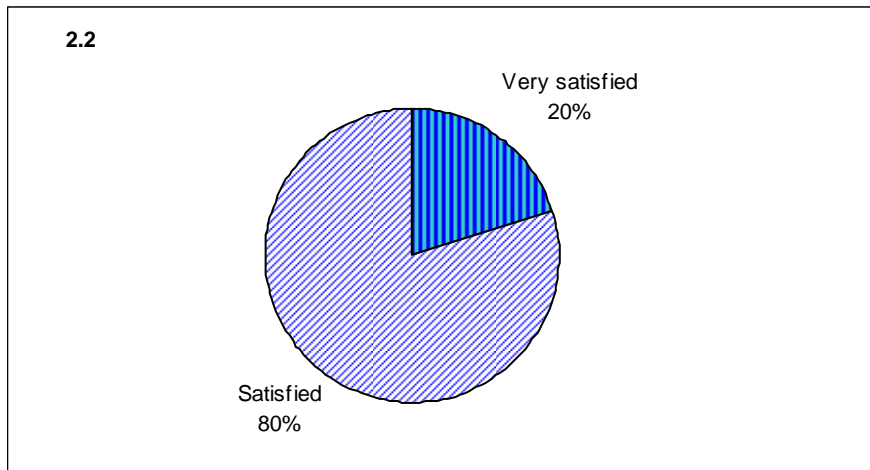
2.1 What is your general impression as to what extent the JPOs sponsored by your Government are satisfied with their assignment?



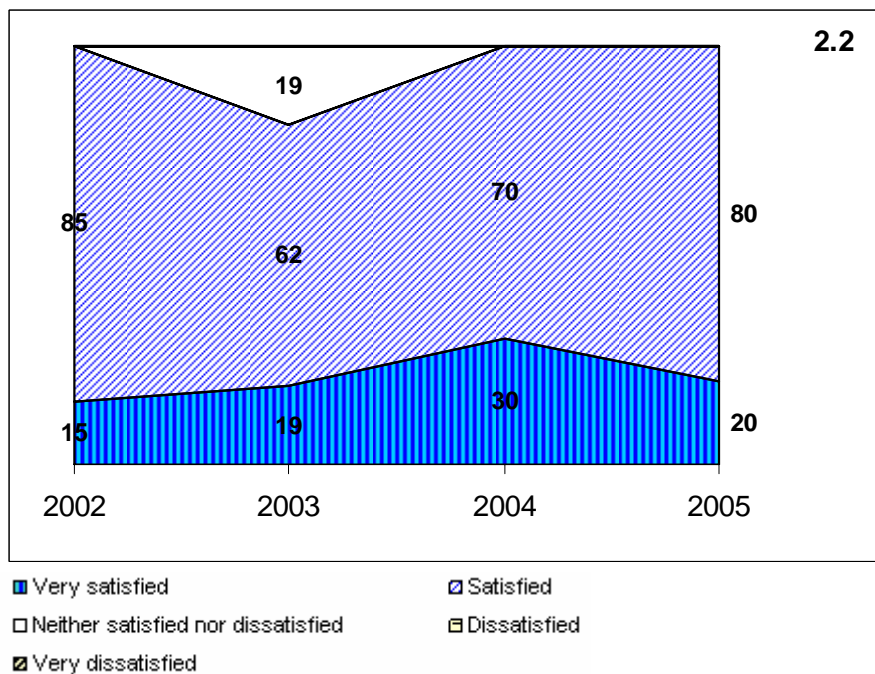
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 11 answers	9 %	91 %	0 %	0 %	0 %
2004 10 answers	50 %	50 %	0 %	0 %	0 %
2003 16 answers	13 %	68 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



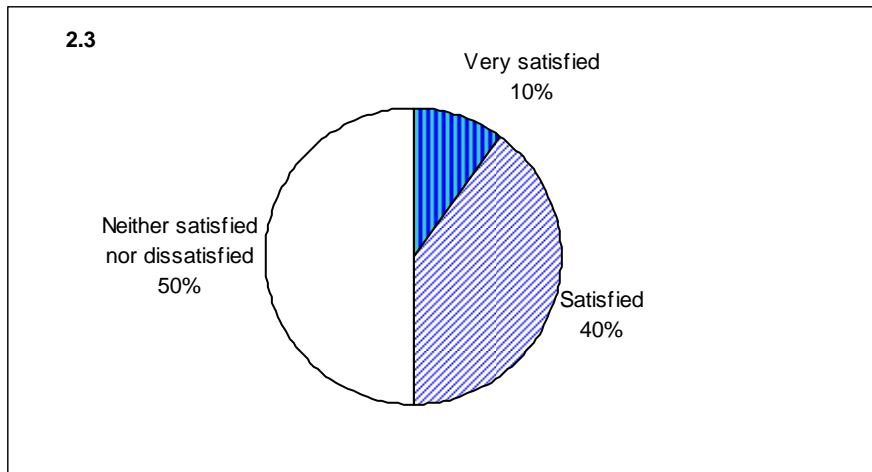
2.2 What is your impression as to what extent the JPOs are satisfied with the degree to which they are acquiring new skills during their JPO assignment?



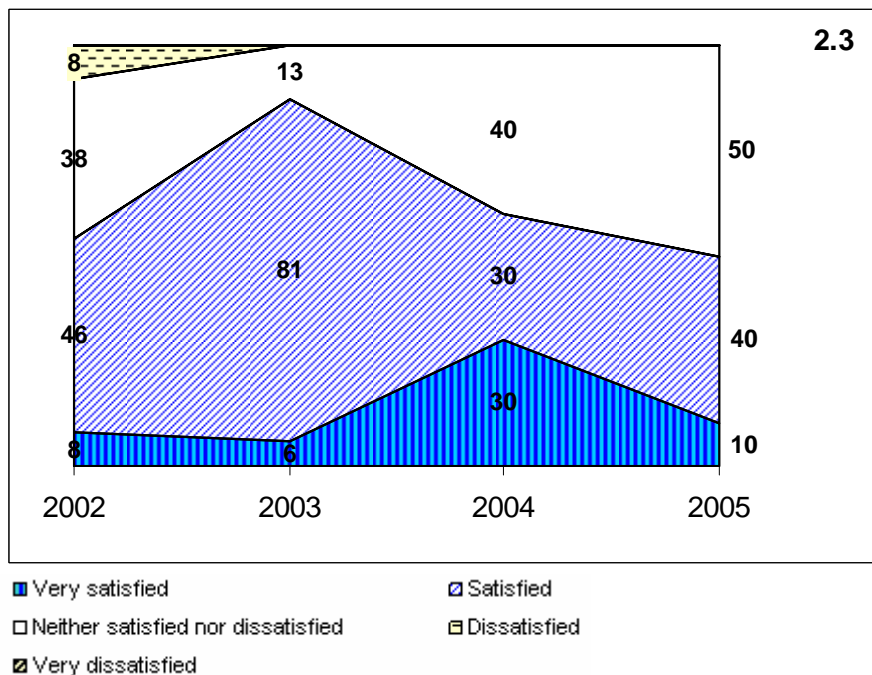
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 10 answers	20 %	80 %	0 %	0 %	0 %
2004 10 answers	30 %	70 %	0 %	0 %	0 %
2003 16 answers	19 %	62 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



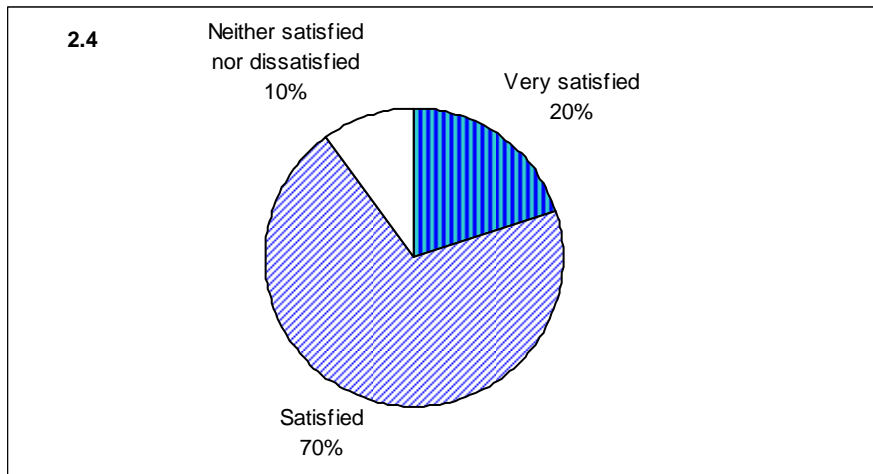
2.3 What is your impression as to what extent the JPOs are satisfied with the training opportunities offered during their JPO assignment?



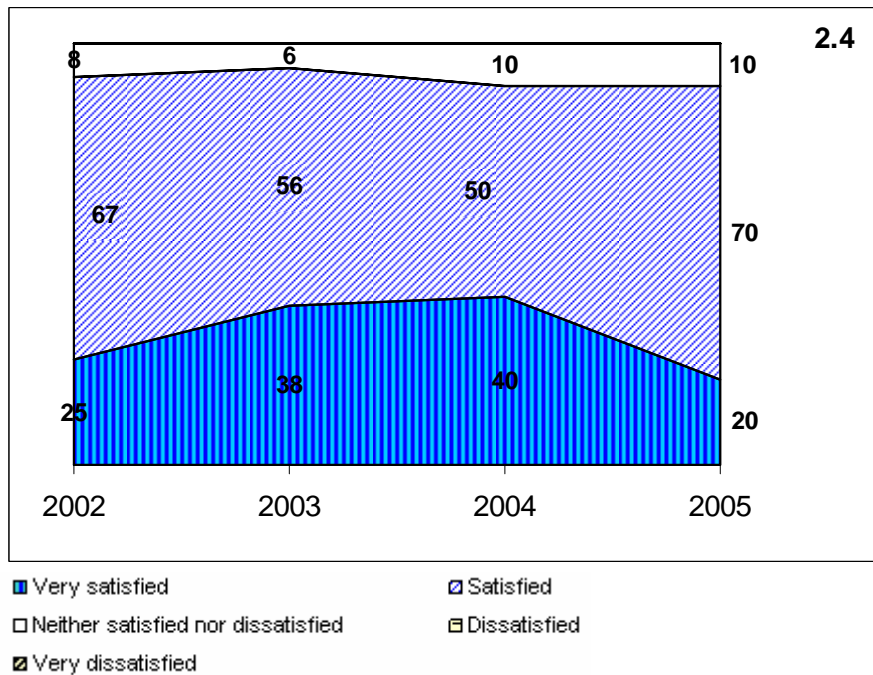
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 10 answers	10 %	40 %	50 %	0 %	0 %
2004 10 answers	30 %	30 %	40 %	0 %	0 %
2003 16 answers	6 %	81 %	13 %	0 %	0 %
2002 13 answers	8 %	46 %	38 %	8 %	0 %



2.4 What is your impression as to what extent the JPOs are satisfied with the quality of services that are being provided to them by the JPOSC?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2005 results 11 answers	20 %	70 %	10 %	0 %	0 %
2004 10 answers	40 %	50 %	10 %	0 %	0 %
2003 16 answers	38 %	56 %	6 %	0 %	0 %
2002 12 answers	25 %	67 %	8 %	0 %	0 %



Section 3

General comments, ideas and feedback

3.1 Positive and/or negative comments, other suggestions and feedback

“The Programme is doing well in general, even though some JPOs experience problems with their assignments. Among those, one can mention: lack of adequate attention, actual work which does not correspond to the expectations and miscommunication with management. Our organisation is enormously preoccupied with the post-JPO job opportunities of the JPOs we fund. We view these posts as expensive and that the post-JPO job opportunities with UNDP are very minimal. Apart from that the Programme is interesting, JPOs learn and become more professional thanks to this working experience.”

“We thank all the staff in JPOSC for their kind cooperation and support for our JPOs.”

“The Dutch JPO program is delegated to UNDP, We don't have responses from the JPO's directly to the Ministry.

Sometimes we hear from the JPO's, most of them are satisfied, but I can't fill in section 2 for all of them.”

“From donor side: extended incorporation of vacant JPO-positions from other agencies administered by the JPO-SC in the online "JPO request system.

Feedback we received from our JPOs:

- information given to newly recruited JPOs should be regularly up-dated (e.g. about necessary vaccinations; necessity to complete a security-clearance test)
- JPOs sponsored by our government and recruited by UNDP, but not administered by the JPOSC are not very satisfied with the degree of services that are being provided to them by the organisation they are sent to (e.g. UNOWA; JPOs have the impression there is no person that could be contacted in case of problems or questions). Clear instructions given by the JPOSC to that organisations about their responsibilities and duties would be desirable.

- Modification of the Induction-Course at UNDP in New York for above mentioned JPOs: due to the fact that they are not working for UNDP most of the course-programme is not relevant to them. It would be commendable to modify the course-programme for that JPOs (particularly with regard to the high course costs), so that the extend to what they are satisfied with training opportunities offered during their assignment could be increased.”

“Client-orientated, cooperative, effective.”

« The JPO Service Centre is functioning well from our point of view. There was however a difficulty during the last recruitment campaign to reconcile 2 types of expectation:

- the necessity for UNDP to recruit JPO who can integrate in a working environment that UNDP knows better than the donor;
- the recruitment by UNDP of candidates pre-selected by the donor according to each post.

It has therefore been difficult to fill in one session the posts chosen and has involved a few delays. Those were also due to the choice of posts (countries where living and working conditions are hard) and the general quality of the applications which seemed to be above the

average JPO profile. I have no doubt in our capacity to improve for the coming year, based on the quality of the dialogue we have with the JPOSC.”

“It has sometimes been difficult to obtain comprehensive answers to enquiries regarding the yearly financial statements of account for the JPO programme.”

“We would welcome if all information on the JPOSC, the JPO programmes as well as JPO requests to be sent by email. It would also be useful to get feed-back on JPOs sponsored by our government: which position they occupy now and for which organisation in case they were recruited at the end of their contract.”