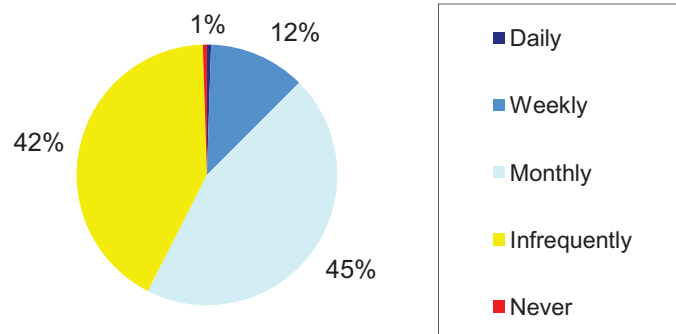


Section 4 – Administrative Follow-up

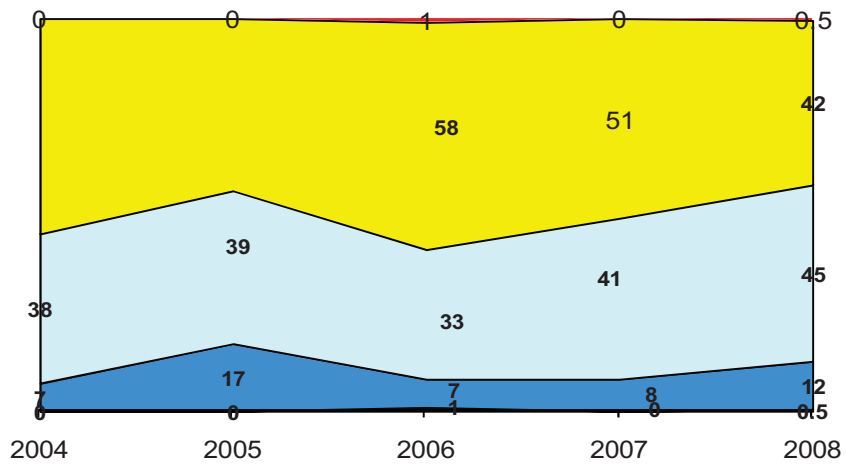
4.1 On average, how often did you communicate with the JPOSC within the last 12 months?

4.1

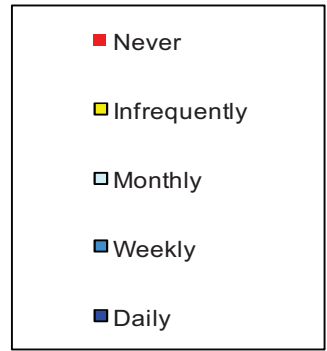


	Never	Infrequently	Monthly	Weekly	Daily
2008 results 201 answers (1/24/90/85/1)	1%	12%	45%	42%	0%
2007 results 120 answers (0/10/49/61/0)	0%	8%	41%	51%	0%
2006 results 175 answers (1/102/58/13/1)	1%	58%	33%	7%	1%
2005 results 152 answers (0/67/59/26/0)	0%	44%	39%	17%	0%
2004 results 145 answers (0/80/55/10/0)	0 %	55 %	38%	7 %	0 %
	1 or less	2	3	4	5 or more
2003 results 154 answers (100/29/12/4/9)	64 %	19 %	8 %	3 %	6 %
	0-10	11-20	21-30	31-40	40 or more
2002 results ²⁵ 141 answers (73/42/11/8/7)	52 %	30 %	8 %	5 %	5 %

²⁵ 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?"
2008 JPO Satisfaction Survey

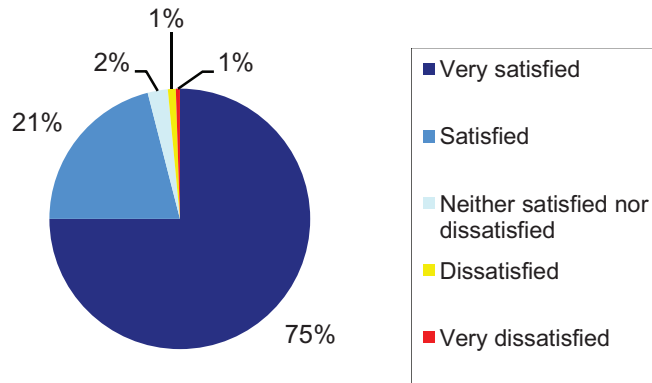


4.1

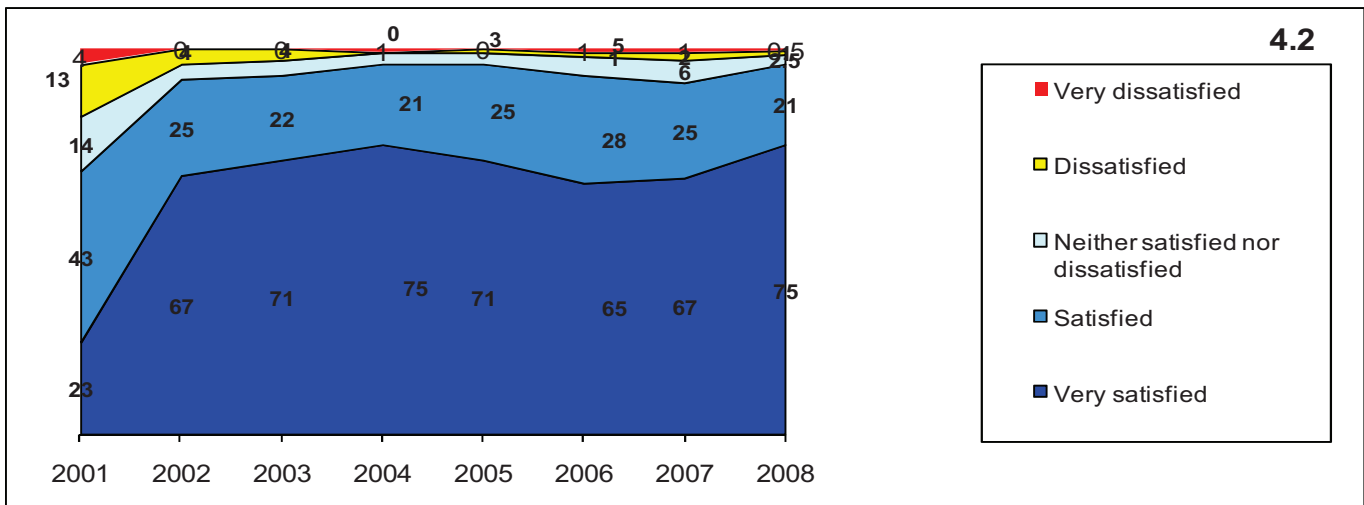


4.2 When communicating with the JPOSC, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?

4.2



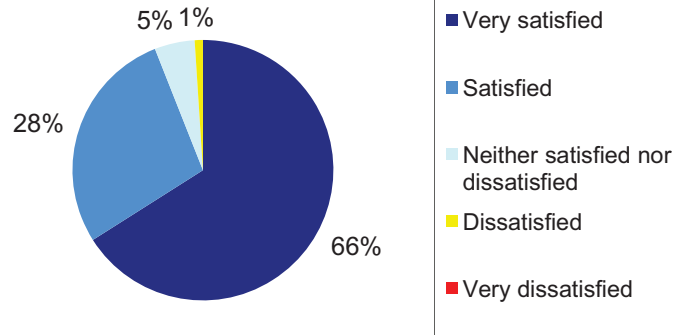
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 results 201 answers (150/42/7/2/0)	75%	21%	3%	1%	1%
2007 results 120 answers (80/30/7/2/1)	67%	25%	6%	2%	1%
2006 results 175 answers (114/49/8/2/2)	65%	28%	5%	1%	1%
2005 results 153 answers (109/39/4/1/0)	71%	25%	3%	1%	0%
2004 results 145 answers (108/30/5/0/2)	75 %	21 %	3 %	0 %	1 %
2003 results 154 answers (109/34/6/5/0)	71 %	22 %	4 %	3 %	0 %
2002 results 142 answers (97/35/5/5/0)	67 %	25 %	4 %	4 %	0 %
2001 results²⁶ 136 answers (31/62/19/18/6)	23 %	43 %	14 %	13 %	4 %



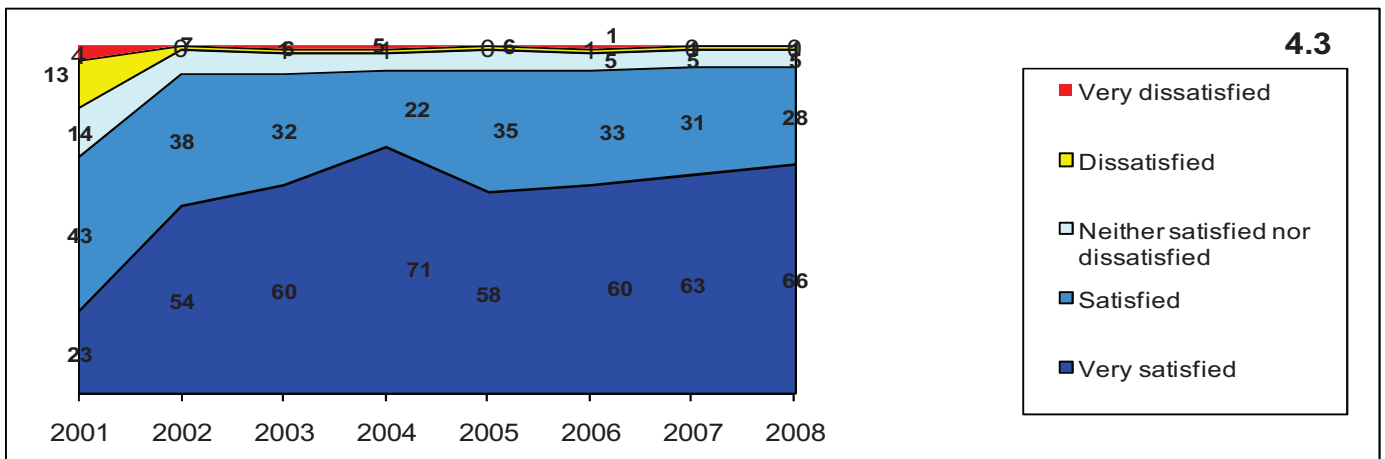
²⁶ Wording of the question in the 2001 Survey: "When communicating with the JPO Service Centre, how would you rate the promptness and accurateness of our replies to your questions/concerns?"
2008 JPO Satisfaction Survey

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

4.3



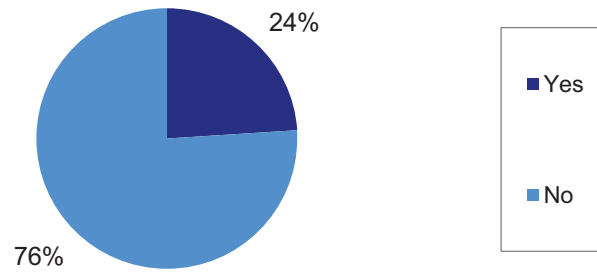
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 results 201 answers (133/56/10/2/0)	66%	28%	5%	1%	0%
2007 results 120 answers (76/37/6/1/0)	63%	31%	5%	1%	0%
2006 results 174 answers (107/57/8/1/1)	60%	33%	5%	1%	1%
2005 results 153 answers (89/53/9/2/0)	58%	35%	6%	1%	0%
2004 results 145 answers (104/32/7/1/1)	71 %	22 %	5 %	1 %	1 %
2003 results 155 answers (93/50/9/2/1)	60 %	32 %	6 %	1 %	1 %
2002 results 141 answers (76/53/10/2/0)	54 %	38 %	7 %	1 %	0 %
2001 results²⁷ 136 answers (31/62/19/18/6)	23 %	43 %	14 %	13 %	4 %



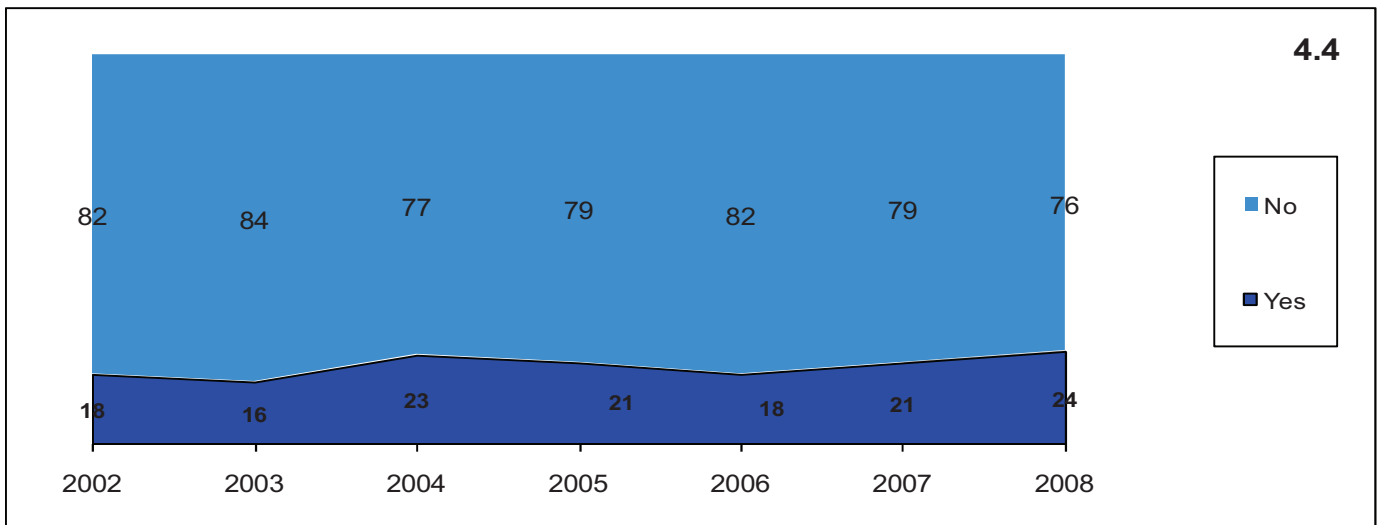
²⁷ Wording of the question in the 2001 Survey: "When communicating with the JPO Service Centre, how would you rate the promptness and accurateness of our replies to your questions/concerns?"
2008 JPO Satisfaction Survey

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

4.4

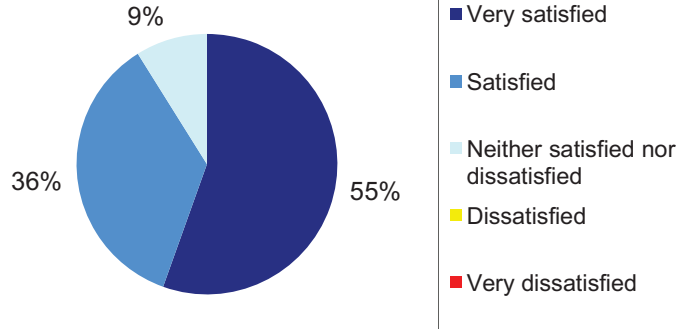


	Yes	No
2008 results 201 answers (48/153)	24%	76%
2007 results 119 answers (25/94)	21%	79%
2006 results 175 answers (31/144)	18%	82%
2005 results 155 answers (32/123)	21%	79%
2004 results 145 answers (34/111)	23 %	77 %
2003 results 157 answers (29/128)	18 %	82 %
2002 results 143 answers (23/120)	16 %	84 %

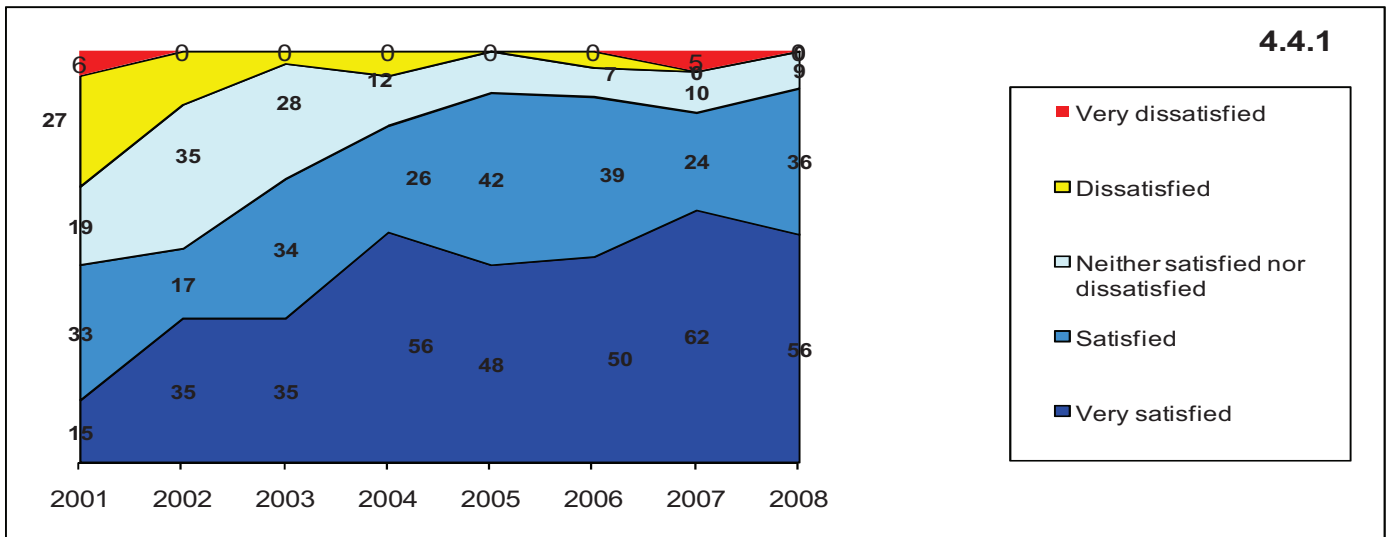


4.4.1 If yes, how satisfied are you with the information and services received from the JPOSC on your reassignment?

4.4.1



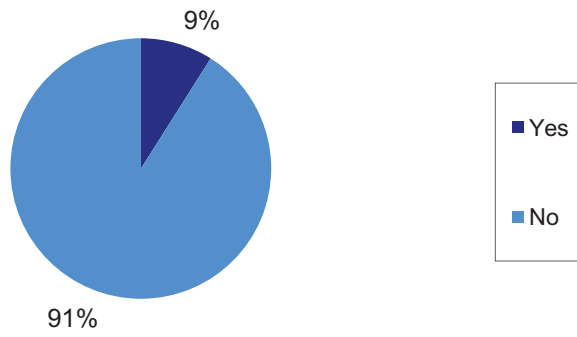
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 results 45 answers (25/16/4/0/0)	56%	36%	9%	0%	0%
2007 results 21 answers (13/5/2/0/1)	62%	24%	10%	0%	5%
2006 results 28 answers (14/11/2/1/0)	50%	39%	7%	4%	0%
2005 results 31 answers (15/13/3/0/0)	48%	42%	10%	0%	0%
2004 results 34 answers (19/9/4/2/0)	56%	26%	12%	6%	0%
2003 results 29 answers (10/10/8/1/0)	35%	34%	28%	3%	0%
2002 results 23 answers (8/4/8/3/0)	35%	17%	35%	13%	0%
2001 results ²⁸ 33 answers (5/11/6/9/2)	15%	33%	19%	27%	6%



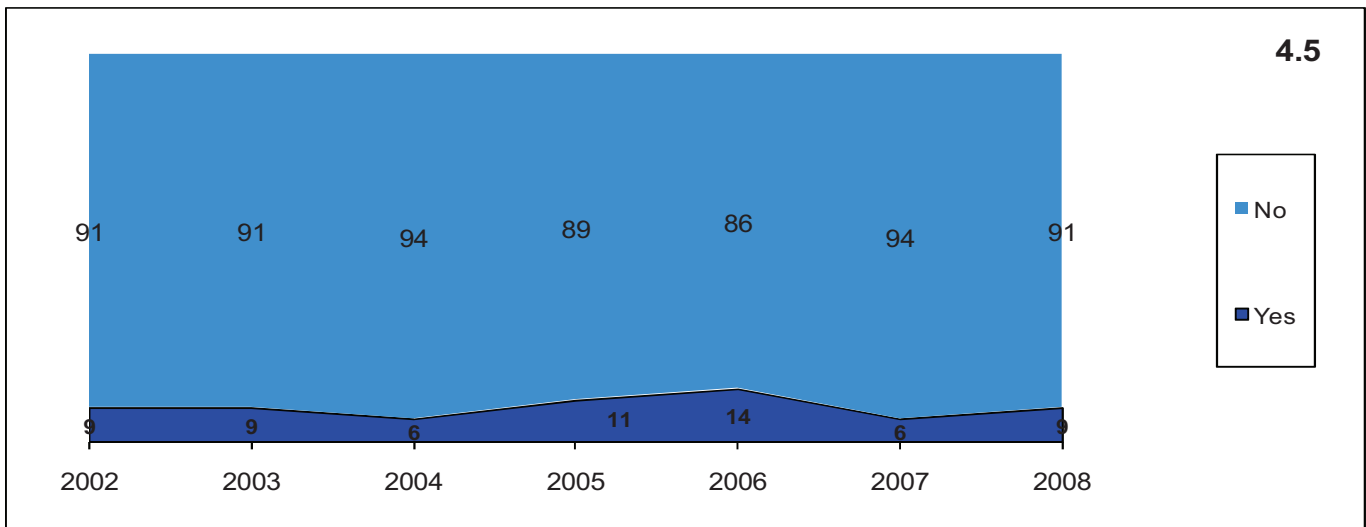
²⁸ Wording of the question in the 2001 Survey: "If you were reassigned, to what extent were you satisfied with the information and services received from the JPO Service Centre on the occasion?"
2008 JPO Satisfaction Survey

4.5 Are you in the process of being separated?

4.5

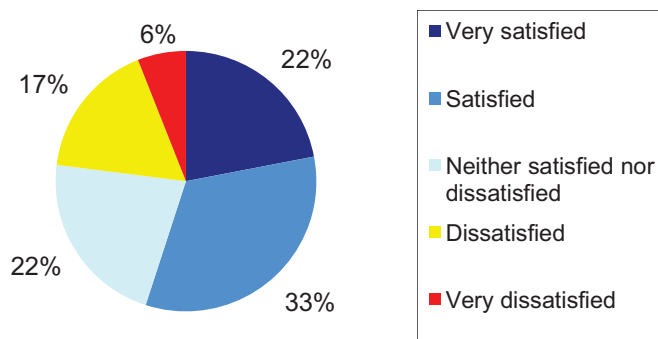


	Yes	No
2008 results 201 answers (19/182)	9%	91%
2007 results 116 answers (7/109)	6%	94%
2006 results 174 answers (25/149)	14%	86%
2005 results 154 answers (17/137)	11%	89%
2004 results 145 answers (8/137)	6%	94%
2003 results 157 answers (14/143)	9%	91%
2002 results 143 answers (13/130)	9%	91%



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

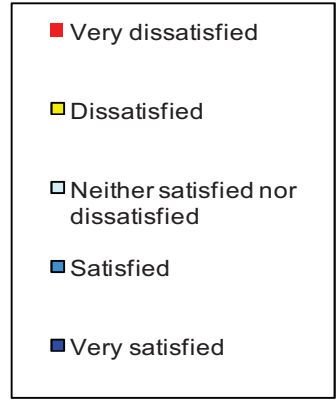
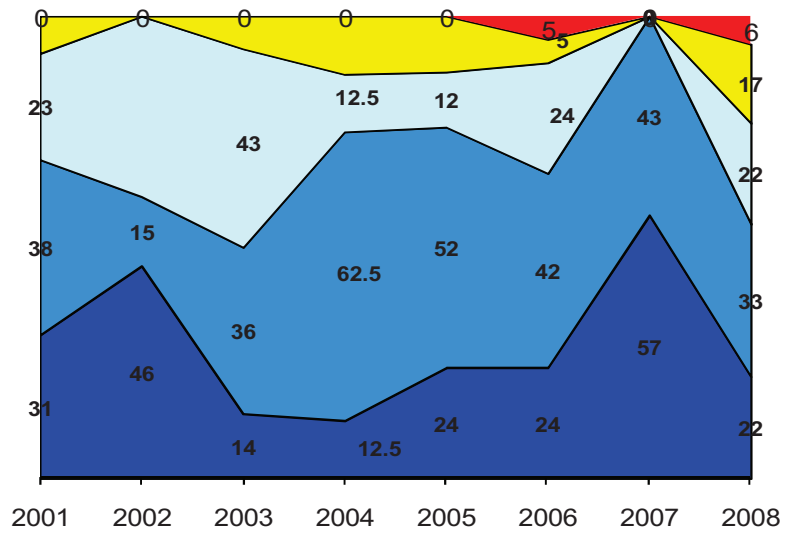
4.5.1



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 results 18 answers (4/6/4/3/1)	22%	33%	22%	17%	6%
2007 results 7 answers (4/3/0/0/0)	57%	43%	0%	0%	0%
2006 results 21 answers (5/9/5/1/1)	24%	42%	24%	5%	5%
2005 results 17 answers (4/9/2/2/0)	24%	52%	12%	12%	0%
2004 results 8 answers (1/5/1/1/0)	12.5 %	62.5 %	12.5 %	12.5 %	0 %
2003 results 14 answers (2/5/6/1)	14 %	36 %	43 %	7 %	0 %
2002 results 13 answers (6/2/5/0/0)	46 %	15 %	39 %	0 %	0 %
2001 results ²⁹ 13 answers (4/5/3/1/0)	31 %	38 %	23 %	8 %	0 %

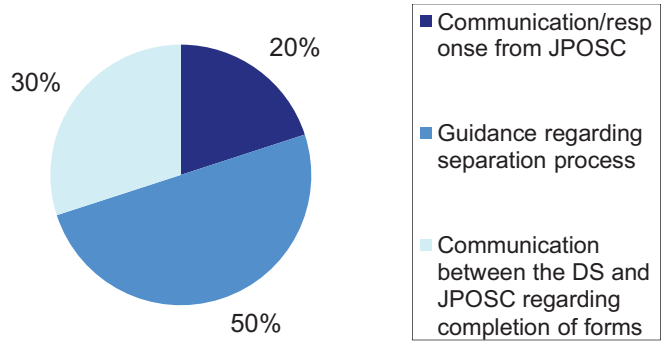
²⁹ Wording of the question in the 2001 Survey: "If your separation formalities have begun, to what extent were you satisfied with the information and services received from the JPO Service Centre on the occasion?"
2008 JPO Satisfaction Survey

4.5.1



4.5.2 If applicable, what would you like to see improved in the separation process?

4.5.2



	Communication / response from JPOSC	Guidance regarding separation process	Communication between the DS and JPOSC regarding completion of forms
2008 results 30 answers (6/15/9)	20%	50%	30%

4.6 Further comments regarding administrative matters:

"The separation package was sent a bit late. This was also because it was during a holiday season. Because I took leave in my last two weeks of my assignment I was running around to get everything signed in the last few days."

"I have been extremely satisfied with the JPOSC, especially during difficult times when the security situation in the country I was working in was tense. I have had great support and I know my other colleague did too."

"You are doing GREAT!!!! Thank you!"

"In general, the JPOSC does a great job and is very responsive. Thanks for your support!"

"Support provided by JPOSC is prompt and pertinent as there is a good back-up system in place (there are more than one staff). JPO internet service is also helpful."

"The UNDP here at the duty station is not able to process reassignment grant, SOLA, hazard pay or any other payments. I have outstanding payments dating long time back."

"No comments, JPOSC is very effective."

"My process of reassignment [...] has not started officially yet. I have only been in touch with my current and possible future bosses. I am sure support by JPOSC will be as strong as on all other matters."

"(This question) is not clear. Separation from the JPOship, from UNDP? From JPOship, probably yes [...]. From UNDP, I don't know. I am applying for jobs within UNDP and the UN system."

"I have only good things to say about the Copenhagen office. It is very reassuring to know that there is always someone there to provide support, something which is not at all always available at the duty station."

"The JPOSC answers come quickly, but the responses from the agency administrative do not."

"UNDP at the country level is confused about their role in regards to UNAIDS JPOs and the Working Agreement between UNDP and UNAIDS does not address JPOs."

"I do think that there needs to be some way for the JPOSC to provide stronger support and guidance to those JPOs who are wanting to change posts."

"Very happy with support from JPOSC."

"JPOSC has been excellent in supporting me and dealing with my reassignment."

"Very satisfied, but my last request to the JPOSC wasn't answered."

"My HR Associate at JPOSC has been outstanding."

"I have been VERY impressed and happy about the administrative service and support from the JPOSC. Only issue has been the information about an upcoming JPO seminar on UN coordination, which we were told would take place in January. As described above, working in the UN RC's office, there is a great need for further training and dialogue with other countries on coherence challenges and opportunities, and my unit hence saw this as a great opportunity for learning from face-to-face discussions with other coordination officers. In fact, it was decided that we would plan the annual review with the government so it did not clash with this training. It has however not been possible to obtain any further information on this training from the JPOSC despite being less than a month from January."

"The responses from JPOSC are generally very quick and I appreciate your support."

"I am still struggling to understand whether the JPO Service Centre is there to support the JPO or UNDP in cases where the two are in conflict."

"I had encountered a situation where the JPOSC for one full year made a mistake in calculating my rental subsidy. The way in which the damage control was undertaken could have been better from the perspective of being helpful in finding ways for the JPOSC to retrieve its money (not take it out suddenly and fully from my month's salary) and its response mechanism. In the end, I think the JPOSC showed more understanding in the process given that it was their error but I wish that the office had more compassion towards JPO on such matters."

"There still seems to be some lack of communication (at least speedy communication) between JPOSC and UNFPA and donor country - although it seems to be improving compared to my first year. But JPOSC is generally the quickest in responding of all UN partners that I have ever had to get any information from! :)."

"It is at the arrival to Duty Station that they inform you more about bureaucratic procedures of the Country itself, not only about UNDP procedures, especially concerning Residence Identity Card or Import of own Vehicle."

"The support I have received from JPOSC has been very important to me and I am especially appreciative of the communication with my HR focal point."

"Great experience, again!"

"Administrative support at HQ could have been better."

"Always very supportive and most of the time very fast in providing answers. The JPOSC has done everything I could expect of it and more. I wish other parts of UNDP was this well run and organized."

"My HRA has been excellent and always so supportive. I am always so grateful to her. In the office, administrative and operations issues seem always the most difficult and they seem to be against us, not with us, whereas dealing with my HRA even on difficult issues is exactly the opposite- she always seeks to find a solution not a problem."

"[...] I have been selected for a [...] position within [an UN organization]. Unfortunately, the complexities of converting from a JPO 200 series contract to a [...] 100 series contract have been enormous and I somehow had to bear the costs of such complexities."

"My HRA is great and very responsive."

"Please solve the policy inconsistencies regarding JPOs between UNAIDS and UNDP/JPO Service Centre."

"I had to go into a number of documents on line that are not always easy to find on calculations of separation entitlements - I did find a very informative circular that could be added to the package. - Repatriation Grant 15 May 2000 9-500 and circular (VERY HELPFUL)."

"The response time has also been slower, at times no response is provided, that has been very unlike the experience over the three years."

"I have been always very satisfied with the information given by the JPOSC. However, my HR focal point is often out of the office and answers usually after 3 days."

"I am EXTRAORDINARILY satisfied with the service provided by the JPOSC!!! It could not be any better!!!"

"When I was reassigned recently, the [...] Regional Centre did not seem to be very aware of procedures nor have the necessary documents."

"In my view the JPOSC should give better advice on the structural integration of JPO posts especially for reassignments, to make sure that the change in duty stations is not a worse-off than before. Also, at no point in time during my reassignment, I had the opportunity to negotiate with my new employer on the terms of extension of contract beyond the JPO assignment, which led to conflict in my case, as I had clearly communicated to the JPOSC that I was expecting a possibility/opportunity to apply for a higher level post past my JPO-ship. This was not conveyed to my new employer.

In view of my separation, I was not informed at all by the JPOSC on the course of negotiations for extension of contract that were ongoing between my management and the Centre, which led to the Centre offering options for extension of contract that I was not at all interested in, but that were presented by my management as only options available based on JPOSC advice.

Overall, this was very negative for my career management and I would strongly advise the JPOSC to clarify its role as either UNDP internal corporate resource OR a client (JPO/donor government) oriented service centre"