

Section 8 – Comments, Suggestions and Feedback

8.1 Positive and/or negative comments, other suggestions and feedback:

"I would like to know more about the possibilities of changing to another CO in the 3rd year contract. Thank you very much!!!"

"Thanks to the JPOSC for their support!"

"I think the JPO Service Centre is doing an excellent job and hope that other UN organisations who recruit the JPOs directly will also consider using the Centre!"

"I am very glad with the professional working attitude and the quality of work presented by the JPOSC staff. I would like to thank you all for the great support you give to all JPOs, and believe that JPOs in all agencies should have the similar level of assistance."

"It would be of help if I could see the survey results to understand how other JPO colleagues are doing."

"Please provide more information on health related courses that are available for JPOs."

"Keep up the good work!"

"All services provided by the JPOSC are great and very helpful. Participating offices (through their HQs) need to be facilitated and educated more about the roles and status of the JPOs."

"The theme of the JPO Workshop (to be covered from the DTTA funds) should be announced well in advance. The JPOs who have to travel far to attend the workshop will end up spending most of the DTTA on tickets. Some opportunities for training can be missed while waiting for the decision about the theme/place of the JPO Workshop (as most of the money has to be kept on hold in case the workshop is suitable)."

"You are a wonderful backup and reliable team! Thank you for the support and guidance."

"The JPOSC is really great. Thanks to the team [...]. I also much appreciate the innovative way of doing things like the recent online conference."

"There really need to be a better process of holding Bureaux and supervisors accountable."

"Keep up the supportive attitude and JPO spirit."

"I have a fantastic JPO assignment - this is thanks to the great team and my mentor/supervisor (who used to be a JPO as well)."

"I think that perhaps JPOs need to communicate with their countries more about problems on the job, as this is the only way that unsuitable candidates are chosen. I hear all the time, especially from Nordic JPOs who are slightly older, that they have worked for a number of years, held challenging jobs and that the JPO assignment really does not match this. I think there is a discrepancy between what the national governments think a JPO position (challenging, for young professionals with 5 years work experience) and what the UN agencies think (free labour, an intern with hardly any work experience, to be used as one wishes). In this respect I really also feel that the team recruiting in the UN agency needs to get involved in the recruitment process, so that the JPO knows what they are getting into. I also feel that JPOSC should quality assure ToRs, which as in my case where incredibly vague for a reason - there wasn't really a role to be filled!"

"My JPO experience has been extremely interesting as I had to open [my organization's] presence in the country. However, because of supervision issues / and functioning of the UNDP office where I have been based this has been extremely difficult. However I have learned a great deal exactly because I was kind of left on my own and had to figure things out - this has nevertheless brought a lot of (unnecessary) stress which could have been avoided by clear supervision. Where JPOSC could have played a role is that the previous JPO has had difficulties in this office as well and I am not convinced this office knows what it entails to accompany a JPO. There will be management changes and renewal in the future in this office, with hopefully changes for the better. I think JPOSC should have done some investigation and evaluation after the first JPOs negative experience. I am sure that a person with a less strong character would not have extended his contract for a second year. But overall I am satisfied as this has been an enormous learning curve, but a difficult and stressful one."

"At the end of JPO assignment, give to the JPO the opportunity to a high level job directly if some UN agencies need some profile of the JPO."

"JPOSC has appeared to me as the most professional agency/unit in the UN system."

"I am happy with the services provided by JPOSC, as they are always fast in responses, and in a very friendly and professional manner. Although I had one day briefing session in Copenhagen on my way to the duty station first time, it was a shame that I could not go back and have an opportunity to meet the colleagues face to face who supported me so well. I did meet the person, who was looking after me initially, but she was reassigned later on and there came a new person to support me. I had never met her but she supported me a great deal as well. I am really grateful to both of them."

"Overall I thought the JPO Centre is doing a fantastic job. I feel very privileged to have that extra support, as being new to the UN is like becoming an ant."

"Despite the ups and downs as a JPO, I thoroughly enjoyed my work. I had a great supervisor who has not only taught me but also showed me the way forward in development work. I am grateful and truly blessed to have met the RC. I hope that more JPOs would have the opportunity to work with him. Also [my country office] is a great office, I wish more JPOs would have the opportunity to work in it as well."

"JPOSC can encourage more discussion and sharing information among JPOs. For example, ATLAS tips will be useful for all JPOs."

"JPOSC support has been excellent throughout! In light of the considerable work experience of some JPOs, it would be appropriate to rename the programme into Associate Experts programme as is already the case in the UN Secretariat."

"Thanks for everything!!"

"Keep up the good work and thanks for the support."

"I would like to take this opportunity to thank the entire JPO Service Centre for your excellent service and support provided to me during my [...] years assignment. Very sincerely I can say that you are the best UN agency I have ever experienced, in terms of professionalism, efficiency, accuracy, timeliness, friendliness and inspiration. Please be a model for the entire UN Reform process!"

"I appreciate all the assistance I receive from JPOSC in a great deal."

"Overall I am satisfied with the JPO Centre."

"My assignment has improved dramatically in all senses."

"You are a great team in Copenhagen! Thanks!!"

"The Online session on career development was very interesting and useful. It would be great with other similar sessions on different topics."

"A very positive experience generally with the JPOSC. Quick and reliable, and a great team! Thanks again for your support."

"Thank you very much for your usual support."

"As a JPO I have had both positive and negative experiences, but I have learned that having a supervisor who values your input and effort is very important. It is also essential that supervisors know what it entails to have JPOs and they have certain responsibilities towards them."

"As I said, it would help solve problems if JPOSC actually had more of a say (more decision power) about the assignment of JPOs, important decisions that affect your professional career should not be just let to the supervisor at the duty station. Thanks for bringing in our opinions through this questionnaire."

"The JPOSC is great and does a brilliant job servicing us fortunate enough to be JPOs. Thanks."

"Congratulations to all the JPO Service Centre Staff members."

As a suggestion, it would be useful to create a space where JPOs can meet in the duty station because UN agencies in the duty station don't know how many JPOs are. It would be very helpful especially in the arrival.

The coordination and communication between the JPOSC and the duty station should improve regarding administrative issues (because I have had to do twice some of the administrative procedures) and especially to communicate to the duty station the official assignment. At the moment I contacted my supervisor he was not informed officially about my assignment and the duty station didn't have the letter of appointment."

"Given my personal experience, the suggestion I would like to give is related to the conversion from a JPO 200 series contract to a 100 series contract. I would suggest to simplify the rules and regulations and make sure the JPO does not wait three months before being able to take over on his/her new position."

"Thanks for all your support!"

"Because of my short period (one month an half), spent as a JPO I hadn't enough information related with many of the issues and questions proposed above. Anyway I should have one suggestion to give in order to facilitate the JPO s tricky tasks to get familiar with UN system (above all the JPOs affected to UNDP agencies or other related agencies or funds): 1 - provide to them a briefing on ATLAS software and on financial resources and programmes management; 2 - support the pre-assignment process and facilitate the connection between JPOs and their supervisors before the EOD."

"JPOSC is great, but the management and supervision in my unit are not so great. Unfortunately I think it is difficult for JPOSC to intervene here as it is a matter that not only affects me as a JPO, but also my other colleagues. Also, while I (and my colleagues in the unit) am convinced that our unit is managed badly, there are no hard wrongdoings making it difficult to address this situation. We have tried discussing it, but it is not easy and so far it has not helped."

"To add training for JPOs on Atlas."

"The JPOSC is doing a great job. Thank you very much for all your support!"

"Overall the JPO service centre has been terrific especially my HR focal point. What would have been nice to have greater linkage with the country funding my position [...]. I find except of being funded I have no contact with them."

"Thank you for the survey. It will be interesting to see the results and the management response associated to those. The JPO programme has a lot of potential but needs further recognition and improvement, and the JPOSC has to lead this process. To do so, accountability needs to be strengthened and information on accountability mechanisms disseminated."

"Thanks to all the colleagues at the JPOSC for their quality work!"
I would like to thank the JPO Centre for dissemination of info through the email (including reminders). Even if I don't have time to check the website weekly, I get the essence of important information via email. This further makes me want to go to the website to check more details."

"Overall my JPO experience has been positive.
I have been given quite a lot of responsibilities, which I am grateful for.
At the same time, there is a tendency for the management to give more work to those who delivers, and there is an un-proportionate distribution of work among the programme officers, which I need to be rectified."

"Being JPO is a great opportunity. Thanks for your support!"

"It is very useful all the information provided by the JPOSC and very helpful to go to Copenhagen for the one-day training. I would suggest the other JPOs to go to Copenhagen before their departure to their duty station."