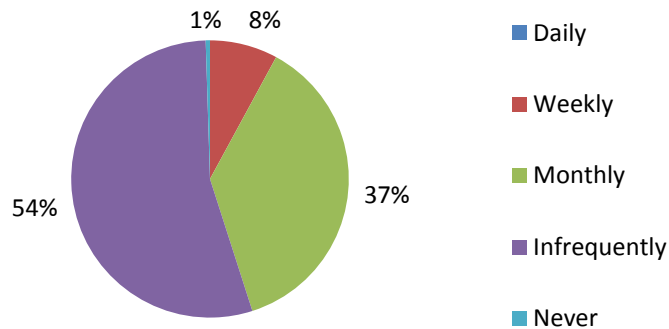
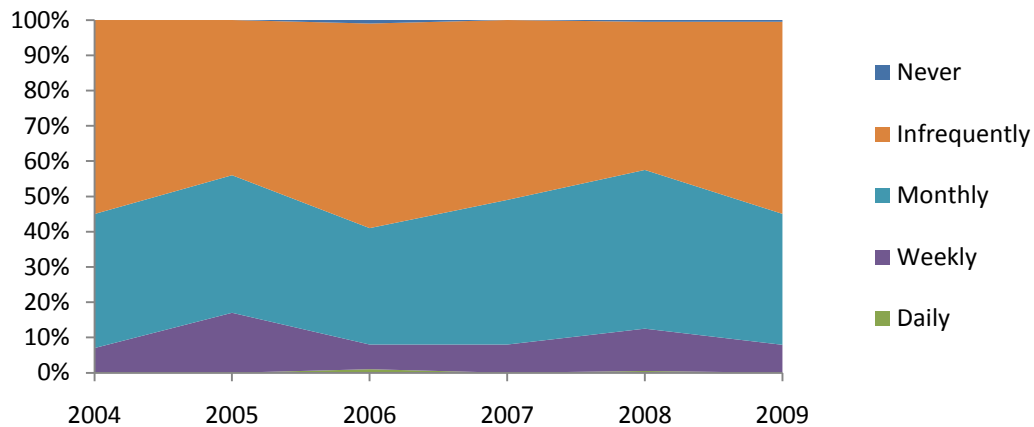


## Section 4 – Administrative Follow-up

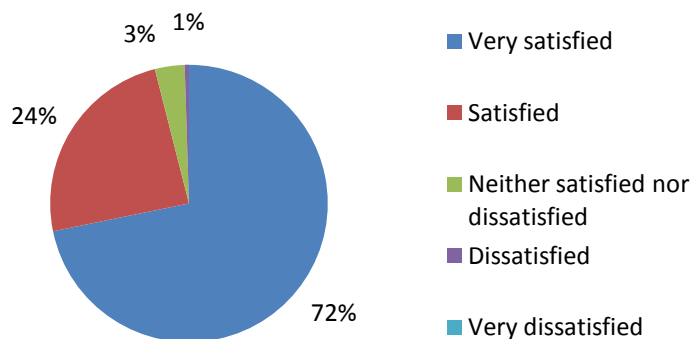
### 4.1 On average, how often did you communicate with the JPOSC within the last 12 months?



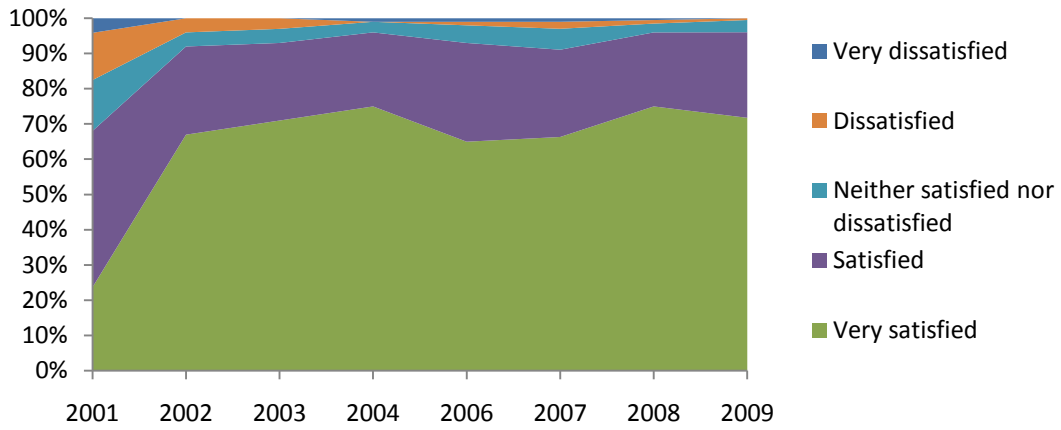
Comparison of global results from 2004 to 2009



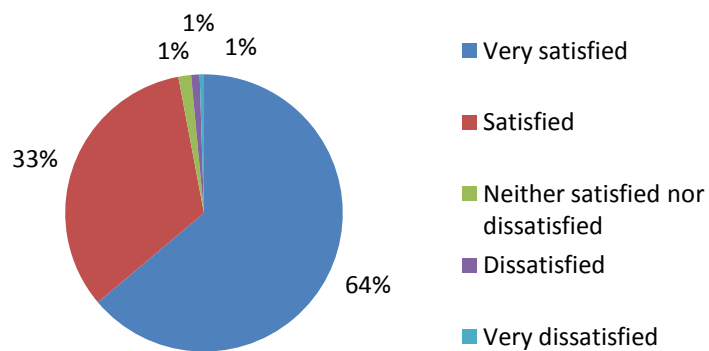
### 4.2 When communicating with the JPOSC, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



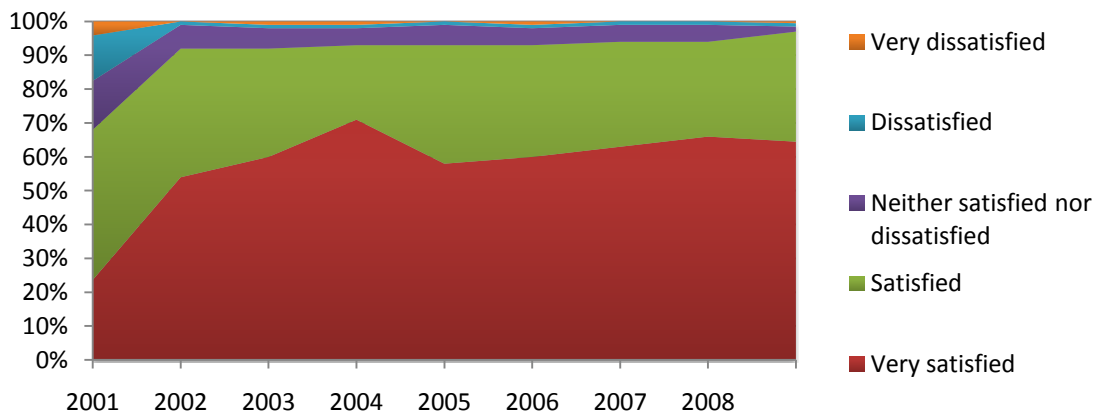
Comparison of global results from 2001 to 2009



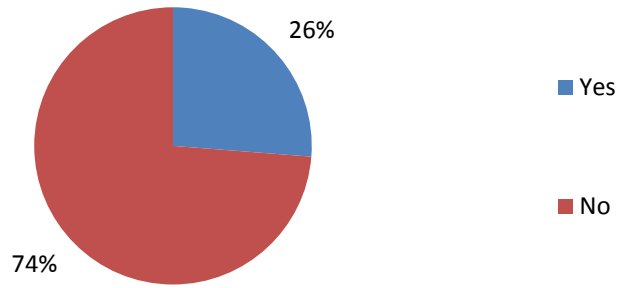
**4.3 How satisfied are you with the clarity of explanations provided by the JPOSC?**



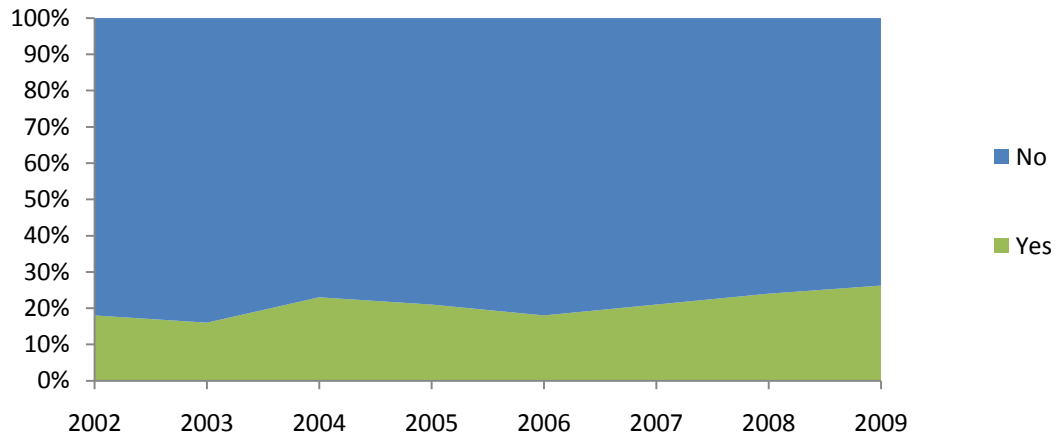
Comparison of global results from 2001 to 2009



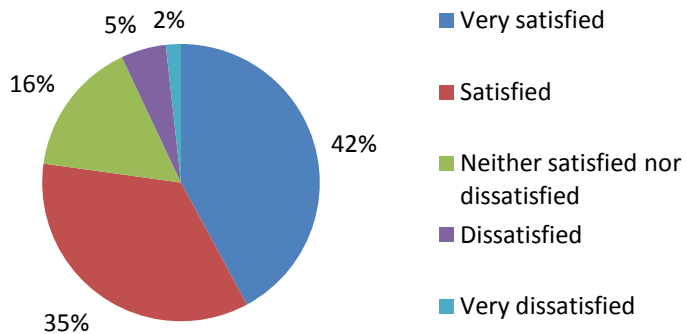
**4.4 Have you been, or are you in the process of being reassigned?**



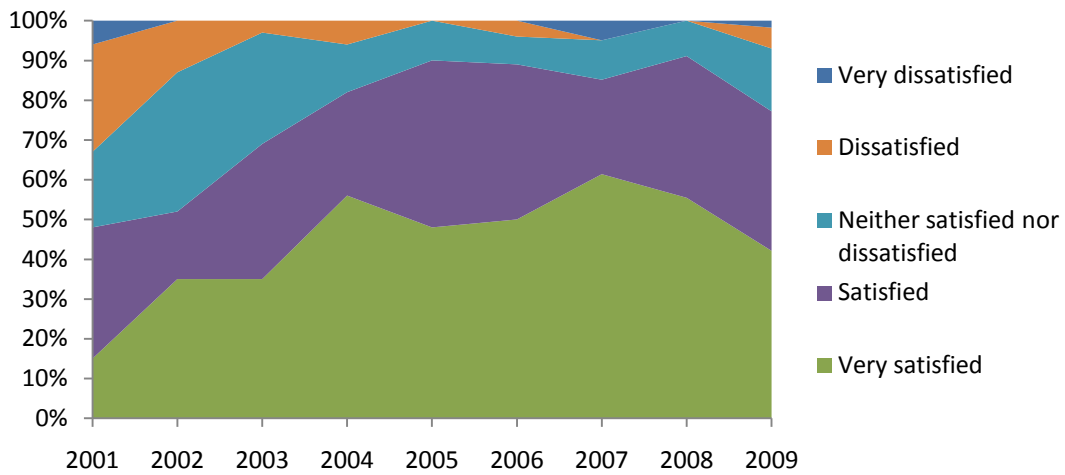
Comparison of global results from 2002 to 2009



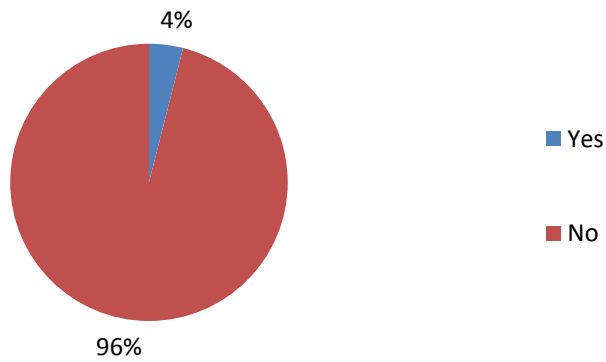
**4.4.1 If yes, how satisfied are you with the information and services received from the JPOSC on your reassignment?**



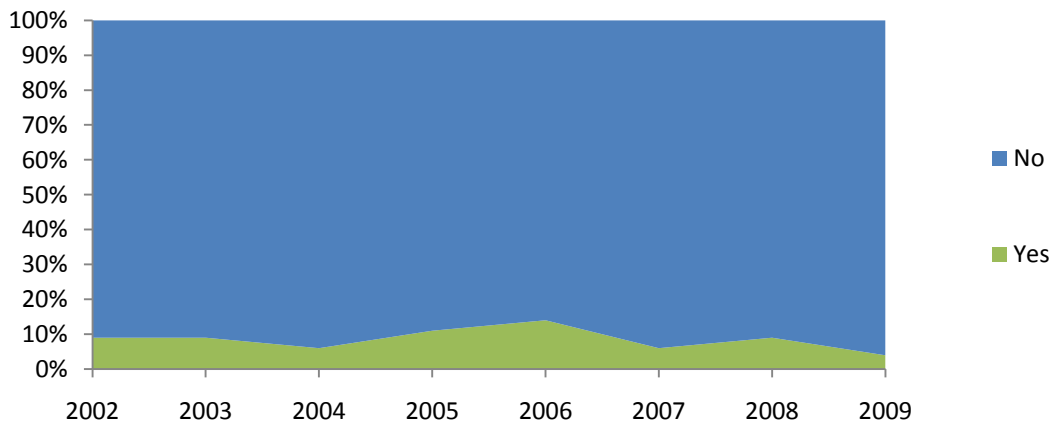
Comparison of global results from 2001 to 2009



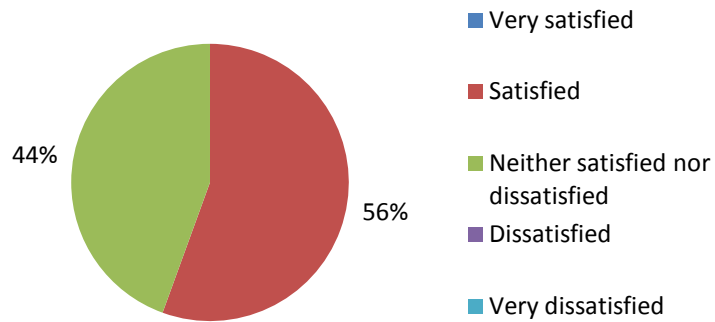
4.5 Are you in the process of being separated?



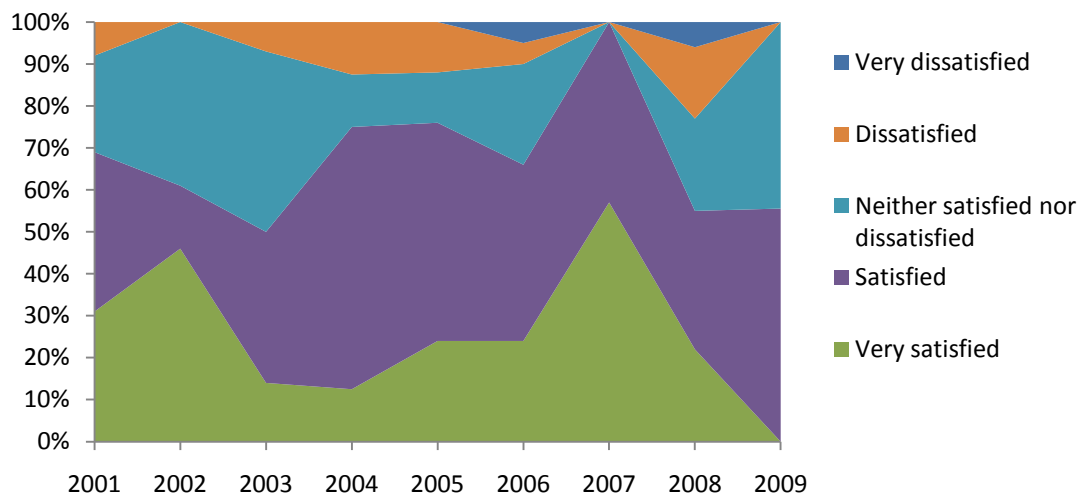
Comparison of global results from 2002 to 2009



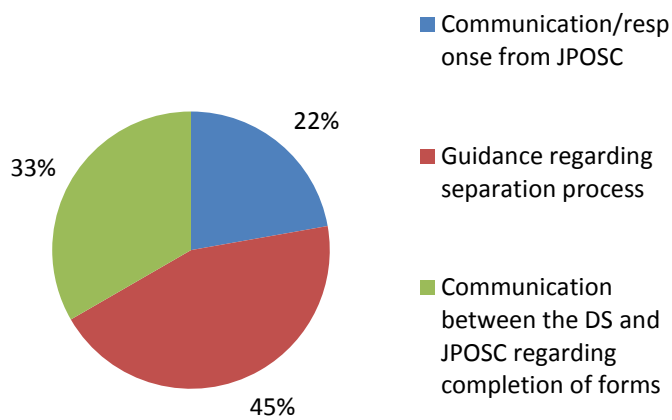
**4.5.1 If yes, how satisfied are you with the information and services received from the JPOSC in connection with your separation?**



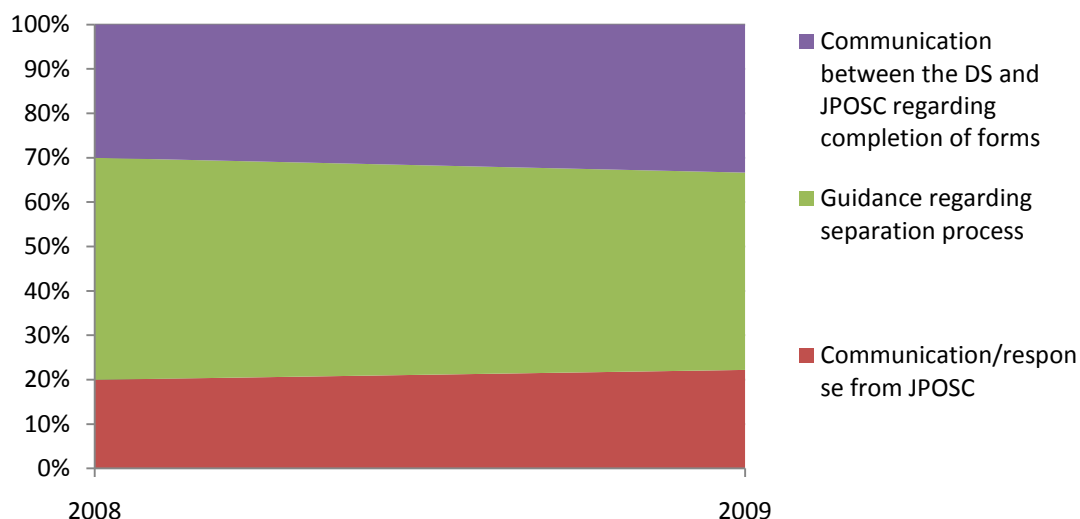
Comparison of global results from 2001 to 2009



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



### Comparison of global results from 2008 to 2009



#### 4.6 Further comments regarding administrative matters:

"All complements to Barbara and Trephe"

"The communication lines between the JPOSC and the donor should be clarified as in the beginning it caused frustration that the donor was involved in the discussions. The donor had expressed that they should be copied in all correspondence but obviously this caused irritation to the JPOSC. Hence the communication lines should be clear. For the JPO there is a need to ask many questions and sometimes the feeling was that the JPOSC felt annoyed by this."

"Ms Mavis Osei has been providing high quality support on administrative and substantial issues during all the stages of my assignment."

"I am going into LEAD. It has been a very frustrating process, but this has beyond reach for the JPOSC."

"I have only had the outmost support from the JPOSC. Often they are more helpful than UNDP at country level. Without the JPOSC support I would not have been able to spend my DTTA and a lot of other administrative matters would be a lot more complicated."

"The service from JPOSC has been excellent. The responsiveness time has been always very short, and my questions have always been taken seriously how funny they might have been sometimes... :)"

"Very satisfied with the JPOSC support! Always a swift and clear answer. HR always approachable!"

"I am very impressed with the functionality and professionalism of the JPOSC. The UNDP locally often have no clue on how to assist me with the different things, but I always get quick and straight answers from the JPOSC."

"The JPOSC has been a great help throughout the recruitment process and my settling in at the field office! I am very satisfied with their help."

"When being reassigned, I did not know that it could also have been possible to contact UNDP/UNIFEM offices in the field and to enquire about possibilities of joining them as a JPO. I would have liked to explore this possibility to find a possible assignment in the field. Instead, I was given "the freedom" to look around in the JPO assignment database online (I was also very thankful for this, though). However, there was a lack of open/announced JPO assignments in my area (gender) in the field at that time."

"JPOSC is doing a great job: very supportive to JPO and very professional overall  
I haven't been reassigned, only moved to different thematic area with a new supervisor within my CO"

"JPOSC provides very good feedback and information in a very timely manner."

"Only in the months of December 2009 and Jan 2010, the response takes longer. I really had to ask for my extension PA"

"Lack of clarity on responsibility of JPOSC versus JPO HR focal point within the agency when mediation might be necessary."

"I did not understand the question what do you mean by 'separated'?"

"I consider too often a reassignment..."

"All JPOs in [my country office] have faced so much difficulties with UNDP. The same problems are happening."

"4.1 between weekly and monthly"

"I am not satisfied at all with the delegation of administrative responsibilities of JPOs to UNDP offices in the country of assignment. They are under-staffed and do not consider managing JPO as a priority. Responses are slow and incomplete and if you do not follow-up on submitted request nothing happens. It would be easier if the organisation you actually work for handle all administrative issues to avoid waste of resources and time."

"Days before assignment travel was hectic due to, on top of other issues, obtaining UNLP. To simplify travel arrangement, those who can travel w/o UNLP might be allowed to receive UNLP at their duty station."

"I am quite satisfied with strong support from JPOSC."

"Prior to my reassignment, I have not received information that there is already another JPO placed in this tiny division [ ]. [ ] both of us were told right at the beginning of my assignment that we are expected to leave at the end of our JPO assignment."

"The frequency of communication with JPOSC depend, sometime daily. I received the result for the third reassignment late. For the question 4.5 The answer is I don't know. It is possible that my contract will extend [ ] exceptionally"

"Sometimes the JPOSC has communicated directly to my superiors without copying me, on a matter that I had already been in touch with the JPOSC. I think this is not appropriate as my boss has then tried to twist this information to my disadvantage, without me knowing what exactly was communicated [ ]. I think in admin matters concerning the assignment, the JPO should always be copied in matters related to him/her."

"I cannot yet provide answers to questions 4.4 and 4.5 as I have notified [my agency's] HQ that I do not wish to sign another year with them. I have requested a transfer to another agency but have yet to receive any clear answer and information regarding this."