



# **UNDP JPO Service Centre Client Satisfaction Survey**

## **2010 Donor Questionnaire**

<b>I – Presentation</b> .....	<b>3</b>
<b>II – Participation</b> .....	<b>5</b>
<b>III – Donor Satisfaction Results</b> .....	<b>6</b>
Section 1 – Co-operation and communication with the JPO Service Centre .....	6
1.1 Generally speaking, how satisfied are you with the extent to which the UNDP JPO Programme lives up to your Government's expectations? .....	6
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)? .....	6
1.3 How satisfied are you with the clarity of explanations provided by the JPOSC? .....	7
1.4 How satisfied are you with the co-operation between our organizations during the most recent recruitment cycle for UNDP JPOs? .....	7
1.5 How satisfied are you with the way UNDP meets various reporting obligations towards your Government? .....	8
1.6 Over the last 12 months, how often did you use/visit the JPO Service Centre website or the JPO Request System (www.jposc.org)? .....	8
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? .....	9
Section 2 – Your feedback on the JPO Programme from the JPOs.....	9
2.1 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with their assignment?.....	10
2.2 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the degree to which they are acquiring new skills during their JPO assignment?.....	10
2.3 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the training/learning opportunities offered during their JPO assignment?.....	11
2.4 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the quality of services provided to them by the JPOSC? .....	11

## I – Presentation

The Junior Professional Officer Service Centre (JPOSC) is part of the United Nations Development Programme's Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed, 17<sup>th</sup> December 2010, it administered **375** JPOs and SARCs serving in **101** duty stations worldwide working for the following agencies in 2010:

- **UNDP** and its affiliated funds/programmes:
  - o United Nations Capital Development Fund (**UNCDF**)
  - o United Nations Development Operations Coordination Office (**UNDOCO**)
  - o United Nations Development Fund for Women (**UNIFEM**<sup>1</sup>)
  - o United Nations Volunteers (**UNV**)
- Joint United Nations Programme on HIV/AIDS (**UNAIDS**)
- United Nations Industrial Development Organization (**UNIDO**)
- United Nations Population Fund (**UNFPA**)
- United Nations Office for Projects Services (**UNOPS**)
- United Postal Union (**UPU**)
- United Nations Relief and Works Agency for Palestine Refugees in the Near East (**UNRWA**)
- World Health Organization (**WHO**)

In 2010, the JPO Programmes of the above mentioned agencies were sponsored by 16 donor countries:

- |           |                     |
|-----------|---------------------|
| - Austria | - Japan             |
| - Belgium | - Luxembourg        |
| - Canada  | - the Netherlands   |
| - Denmark | - Norway            |
| - Finland | - Republic of Korea |
| - France  | - Spain             |
| - Germany | - Sweden            |
| - Italy   | - Switzerland       |

Denmark, Spain and Sweden also sponsored the SARC Programme.

The UNDP JPO Service Centre functions as a “one-stop-shop”, covering every issue related to the management and administration of the JPO and SARC Programme, including recruitment, appointment, reassignment, separation from service, learning and career development. The JPOSC provides learning and career support services to UNDP JPOs, including the JPO Induction Programme – which covers the pre-departure briefings in Copenhagen as well as virtual, online trainings and the PPO workshop in New York –, career counselling and coaching sessions, feedback on CVs and cover letters, e-Mentoring programme, interview preparation sessions and a dedicated Career Management Website.

The JPOSC work programme aims at providing a package of human resources support services to JPOs and SARCs and at streamlining work processes and procedures to reduce response time and enhance quality of services. The overall objective is to better serve and support the JPOs/SARCs, who are making a significant contribution to the UN's efforts towards the achievement of the Millennium Development Goals.

Due to its 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

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<sup>1</sup> Now UN WOMEN.

of the JPOs and SARCs, as well as to receive feedback regarding the recent track of the JPO Service Centre itself.

In previous years, the summarised results of the questionnaire will be disseminated to all stakeholders – JPOs, SARCs, donor countries, country offices and Headquarters' bureaux. All the questionnaires received have been treated in strict confidentiality so as to avoid respondents from being identified.

The present document is a synthesis of the answers obtained in the 2010 Donor survey.

The survey was divided into four sections, as follows:

- **Co-operation and communication with the JPO Service Centre** (9 questions);
- **Your feedback on the JPO Programme from the JPOs** (4 questions);
- **General comments, ideas and feedback** (1 question);
- **Information on the JPO Programme sponsored by the Government** (5 questions).

Nonetheless, for the purpose of this synthesis, comments have been removed.

An e-mail announcing the launch of the survey was sent to all active donors on the 17<sup>th</sup> of December 2010. The initial deadline for answering was the 14<sup>th</sup> of January 2011. The respondents were asked to base their response on their experience over the past twelve months. The results and percentages calculated are based on the number of answers for each question.

The JPO Service Centre will analyze the results of the survey and take the results into account to the extent possible.

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

## II – Participation

### Global participation (15/21): 71%

Participation in 2009: 79%

Participation in 2008: 79%

Participation in 2007: 80%

Participation in 2006: 62%

Participation in 2005: 57%

Participation in 2004: 50%

Participation in 2003: 76 %

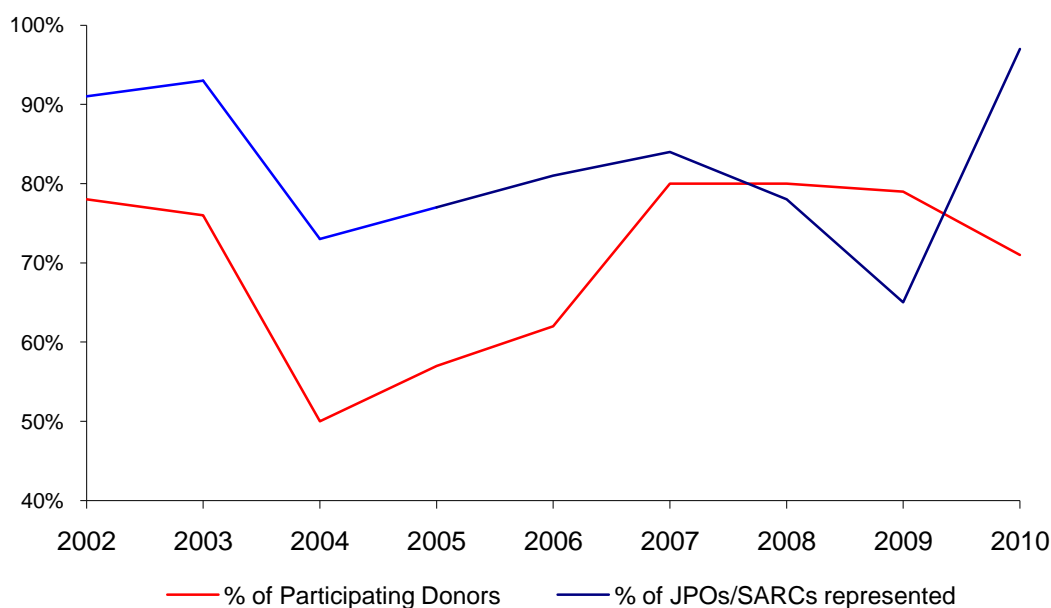
Participation in 2002: 78 %

The present survey was sent to 21 donors that funded JPOs and SARCs administered by the JPO Service Centre in 2010 or were in the process to do so.

18 respondents, representing 15 donors, have filled in the questionnaire (the number of JPO and SARCs sponsored by each country as of 17<sup>th</sup> of December 2010 is shown in brackets):

- **Austria (9)**
- **Belgium (20)**
- **Denmark (32)**
- **Finland (27)**
- **Germany (42)**
- **Greece (0)**
- **Japan (31)**
- **Liechtenstein (0)**
- **Norway (25)**
- **Portugal (0)**
- **Republic of Korea (5)**
- **Spain + Spain MDG Fund (116)**
- **Sweden (19)**
- **The Netherlands (36)**

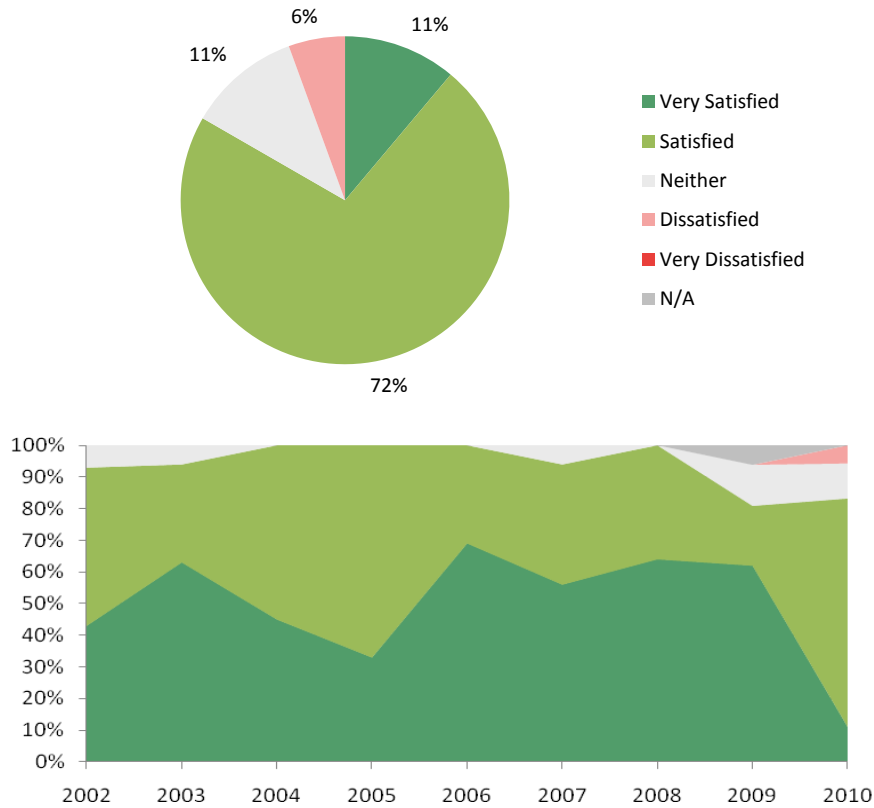
The respondents were sponsoring **362 JPOs and SARCs** when the survey was launched, or **97 %** of all active JPOs.



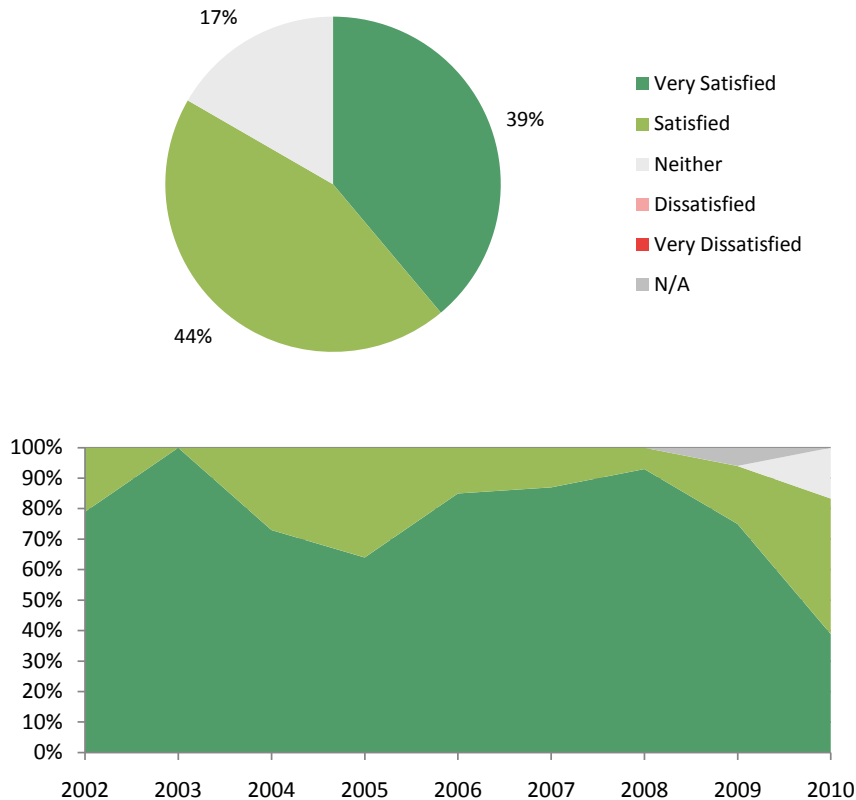
# III – Donor Satisfaction Results

## Section 1 – Co-operation and communication with the JPO Service Centre

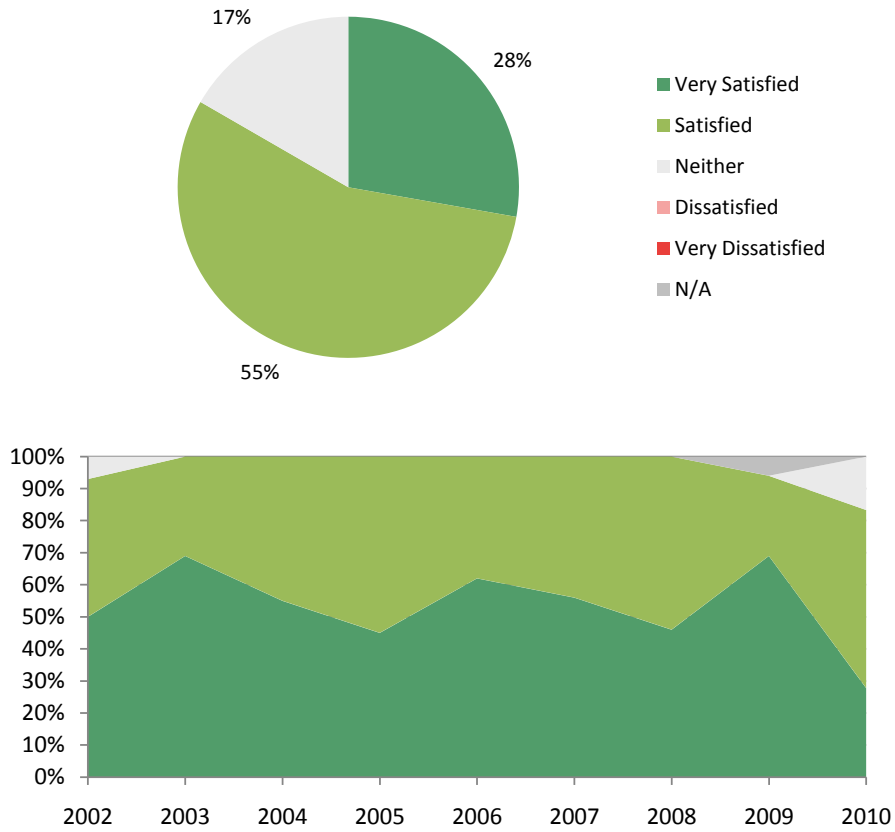
1.1 Generally speaking, how satisfied are you with the extent to which the UNDP JPO Programme lives up to your Government's expectations?



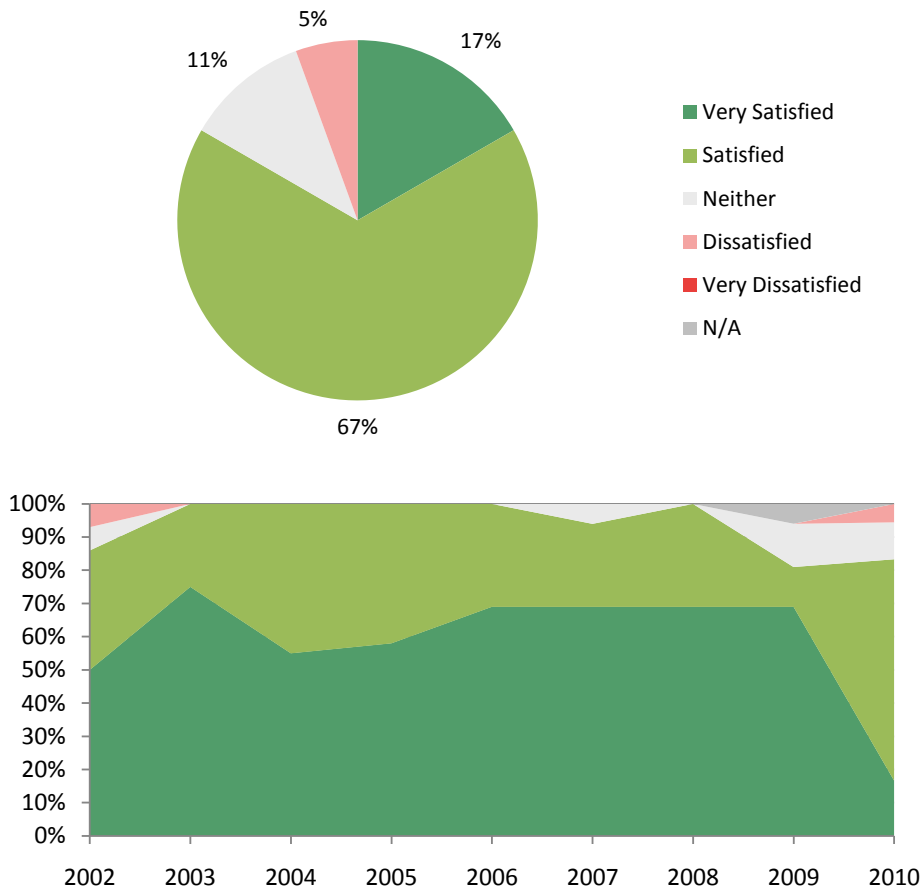
1.2 When communicating with the JPO Service Centre (JPOSC), how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



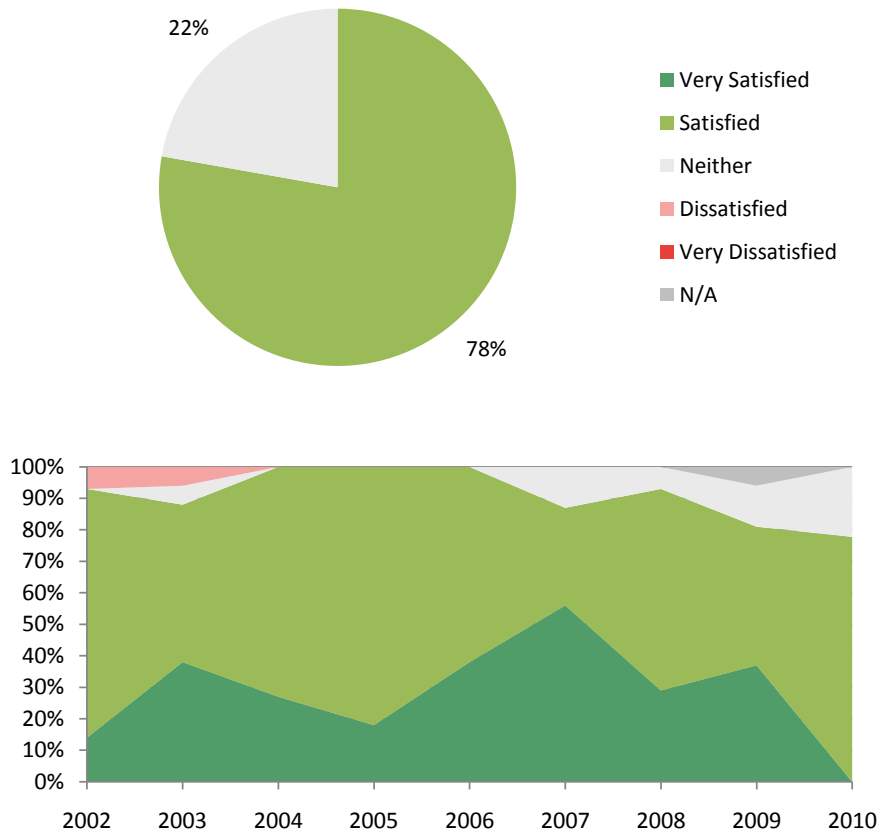
**1.3 How satisfied are you with the clarity of explanations provided by the JPOSC?**



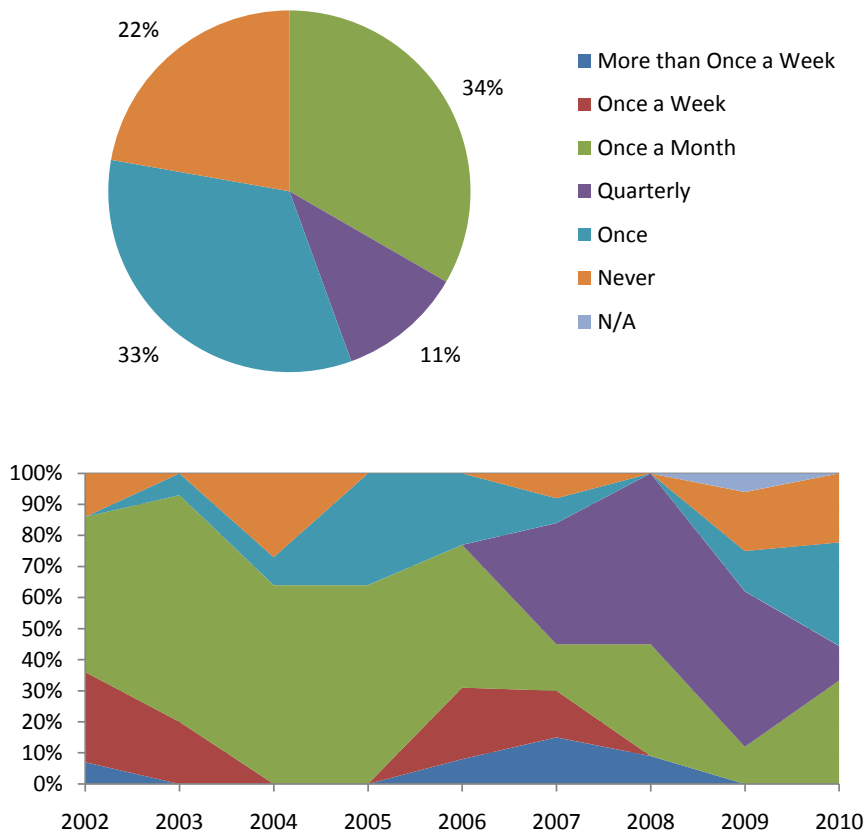
**1.4 How satisfied are you with the co-operation between our organizations during the most recent recruitment cycle for UNDP JPOs?**



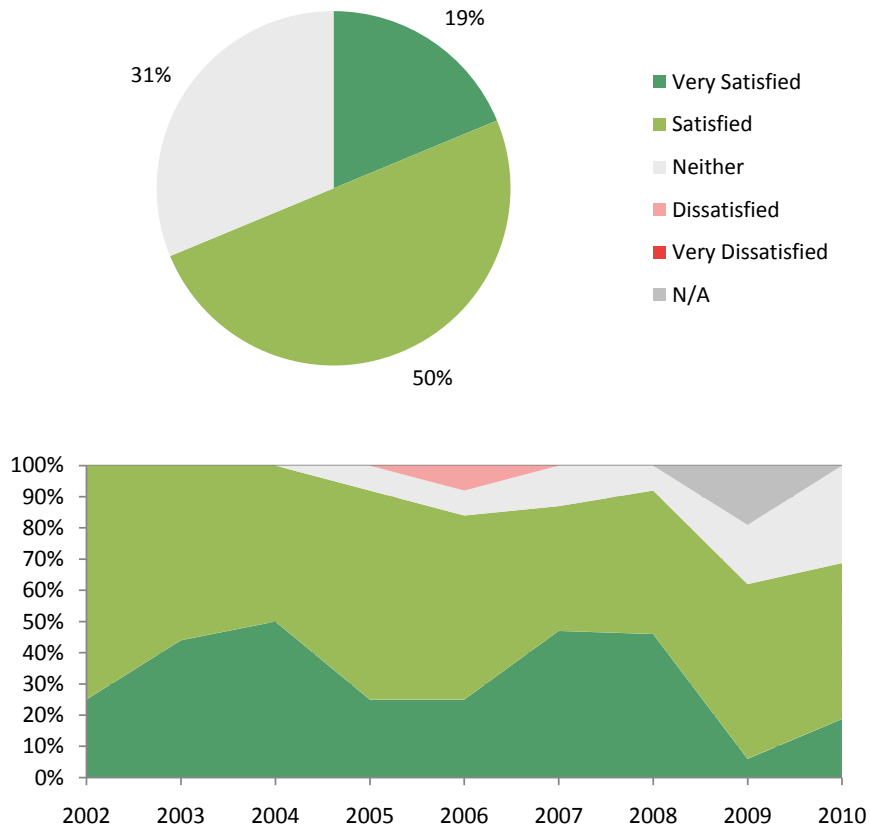
1.5 How satisfied are you with the way UNDP meets various reporting obligations towards your Government?



1.6 Over the last 12 months, how often did you use/visit the JPO Service Centre website or the JPO Request System ([www.jposc.org](http://www.jposc.org))?



**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?**

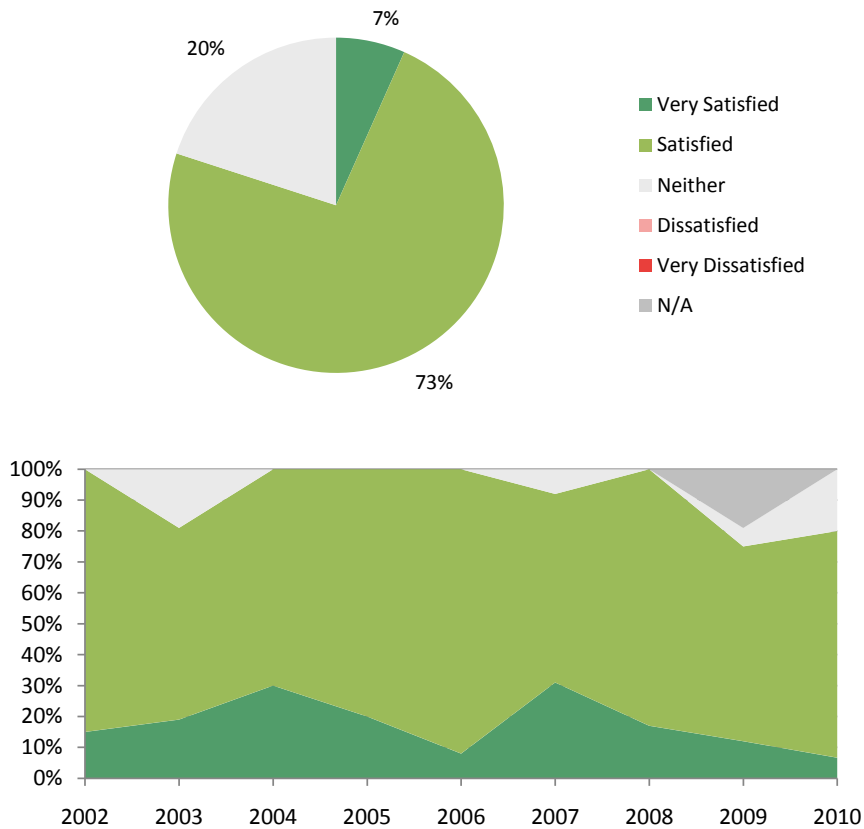


**Section 2 – Your feedback on the JPO Programme from the JPOs**

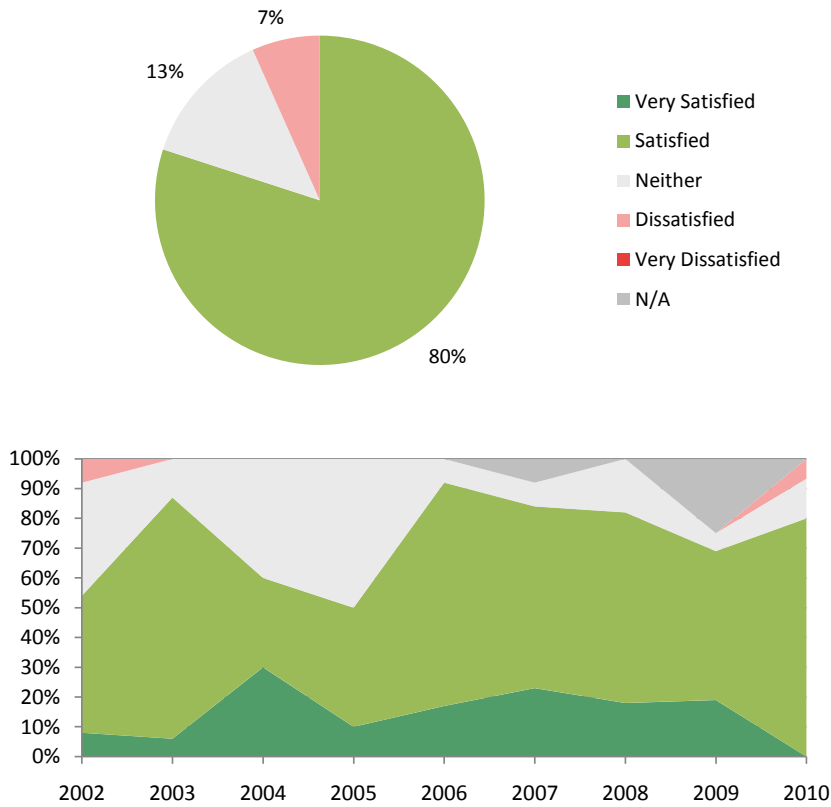
**2.1 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with their assignment?**



**2.2 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the degree to which they are acquiring new skills during their JPO assignment?**



**2.3 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the training/learning opportunities offered during their JPO assignment?**



**2.4 To the best of your knowledge, how satisfied are the JPOs sponsored by your Government with the quality of services provided to them by the JPOSC?**

