



JPO Service Centre
Client Satisfaction Survey

2007 JPO Questionnaire
(Gender-disaggregated data)

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I - Presentation

The Junior Professional Officer (JPO) Service Centre is part of the United Nations Development Programme's Bureau of Management, Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed (16 November 2007), it administered **261** JPOs (156 female / 95 male JPOs) serving in **101** duty stations worldwide working for the following agencies:

- **UNDP** (87/72) and its affiliated funds/programmes (112 / 72):
 - United Nations Capital Development Fund (**UNCDF**) (7 / 0)
 - United Nations Development Group Office (**UNDGO**) (2 / 0)
 - United Nations Development Fund for Women (**UNIFEM**) (13 / 0)
 - United Nations Volunteers (**UNV**) (3 / 0)
- Joint United Nations Programme on HIV/AIDS (**UNAIDS**) (4 / 6)
- United Nations Population Fund (**UNFPA**) (34 / 10)
- United Nations Industrial Development Organisation (**UNIDO**) (0)
- United Nations Office for Projects Services (**UNOPS**) (1 / 0)
- United Nations University (**UNU**) (0)
- Universal Postal Union (**UPU**) (0/ 1)
- World Bank (0/1)
- World Health Organization (**WHO**) (13 / 7)

As of 1 November 2007, the JPO Programmes of the above mentioned agencies were sponsored by 22 donor countries:

- | | |
|--------------------|-----------------------------|
| - Austria (8 / 2) | - Luxembourg (6 / 5) |
| - Belgium (15 / 7) | - Monaco (0 / 0) |
| - Canada (5 / 1) | - the Netherlands (16 / 13) |
| - Denmark (11 / 4) | - Norway (13 / 7) |
| - Finland (13 / 4) | - Portugal (1 / 2) |
| - France (11 / 8) | - Republic of Korea (2 / 0) |
| - Germany (13 / 8) | - Saudi Arabia (1 / 3) |
| - Iceland (5 / 0) | - Spain (14 / 8) |
| - Ireland (1 / 1) | - Sweden (11 / 3) |
| - Italy (6 / 5) | - Switzerland (2 / 3) |
| - Japan (15 / 8) | - United Kingdom (0 / 0) |

Relocated from New York to Copenhagen in summer 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’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.

Like the previous years, the summarised results of the questionnaire will be disseminated to all stakeholders – JPOs, donor countries, country offices and Headquarters’ bureaux. All the questionnaires received have been treated in strict confidence so as not to reveal individual opinions and observations.

This survey was divided into seven sections:

- **Recruitment and entry on duty procedures** (17 questions)
(for JPOs who had been recruited less than one year prior to the questionnaire being sent);
- **Assignment** (11 questions);
- **Training and learning** (8 questions);
- **Administrative follow-up** (9 questions);
- **Harassment** (6 questions);
- **JPO information needs** (7 questions);
- **Career development** (8 questions);
- **Comments, suggestions and feedback** (1 question).

As the previous years, the survey was accessible online on the JPO Service Centre website (www.jposc.org). On 16 November 2007, an e-mail announcing the launch of the survey was sent to all active JPOs and to JPOs who recently separated. The deadline was set on 14 December 2007. As an option, JPOs were offered the possibility to reply to the survey using a Word document format.

JPOs were asked to base their answers to the questionnaire on their experiences over the past twelve months.

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

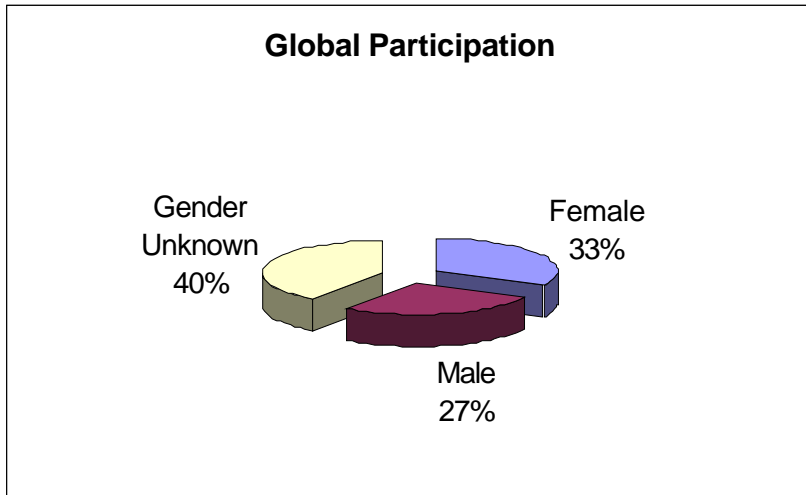
II – Participation

The questionnaire was distributed to **261** persons.
125 answers were received.

Global participation

48 % (-18 % compared to 2006)

Gender Participation:

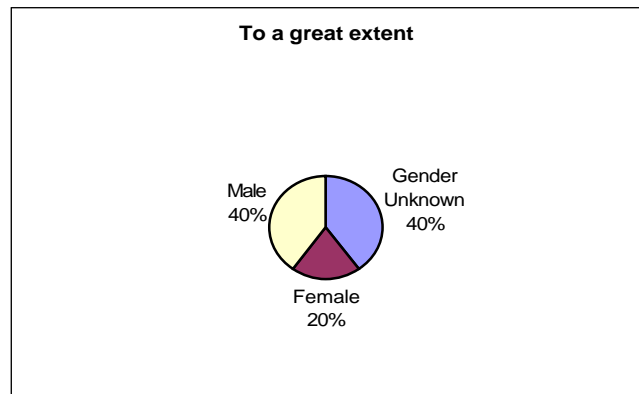
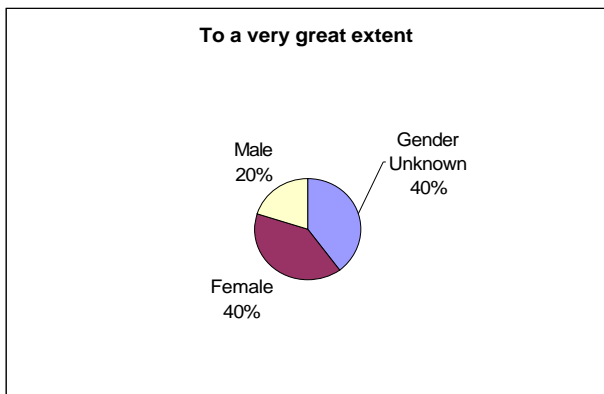
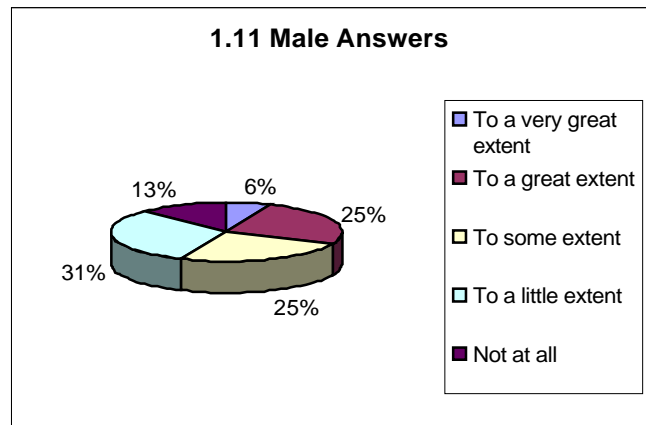
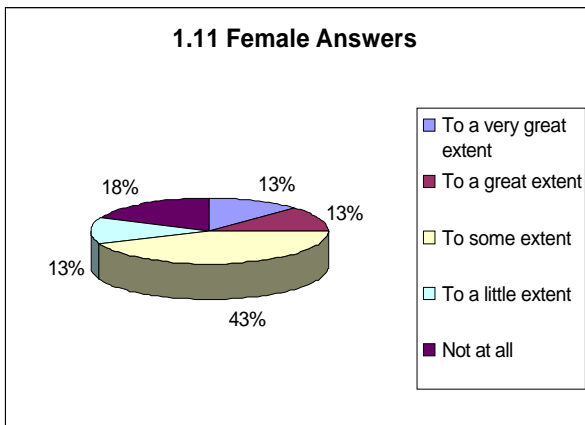
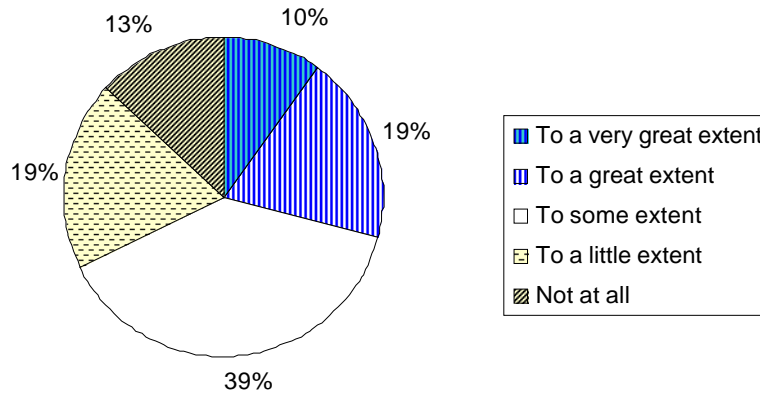


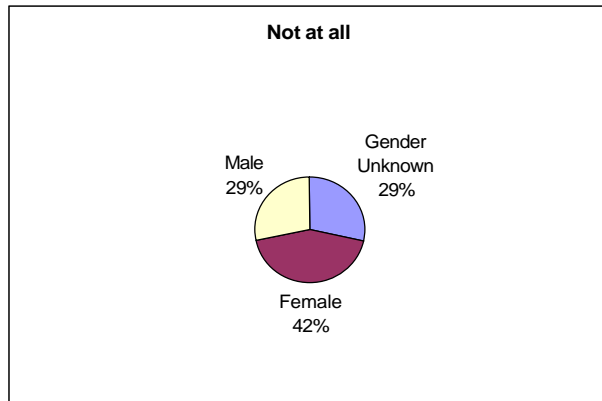
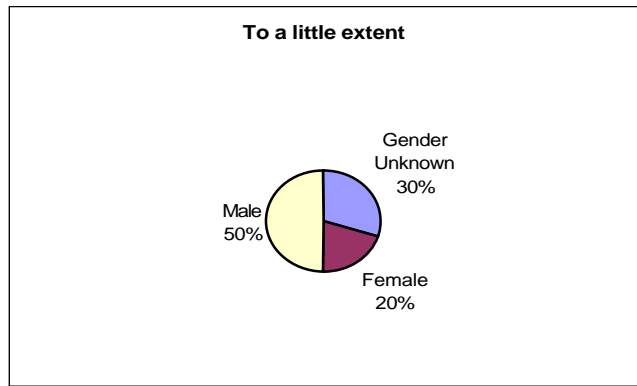
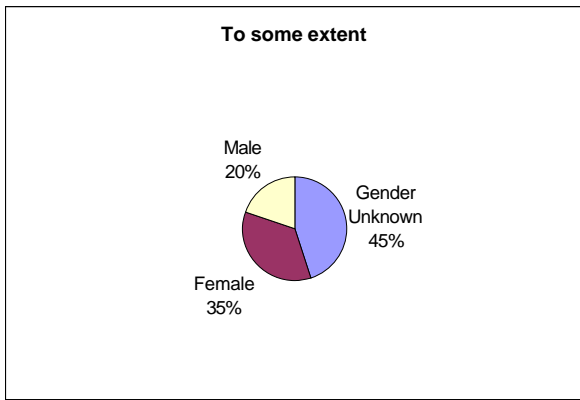
III – JPO Satisfaction Results

Section 1 – Recruitment and Entry on Duty procedures

1.11 To what extent, if at all, did your Terms of Reference change within the first few months following your arrival at the duty station?

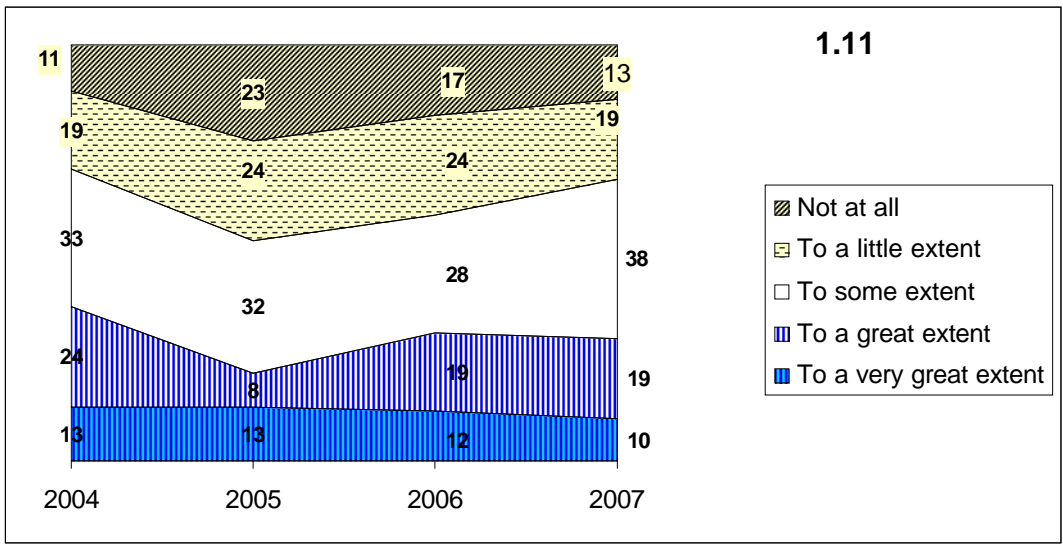
1.11





	To a very great extent	To a great extent	To some extent	To a little extent	Not at all
2007 results 52 answers (5/10/20/10/7)	10%	19%	38%	19%	13%
2006 results 59 answers (7/11/17/14/10)	12%	19%	28%	24%	17%
2005 results 62 answers (8/5/20/15/14)	13%	8%	32%	24%	23%
2004 results 56 answers (8/15/21/12/7)	13 %	24 %	33 %	19 %	11 %
	Yes		No		
2003 results ¹ 81 answers (35/46)	43 %		57 %		
2002 results 70 answers (36/34)	51 %		49 %		

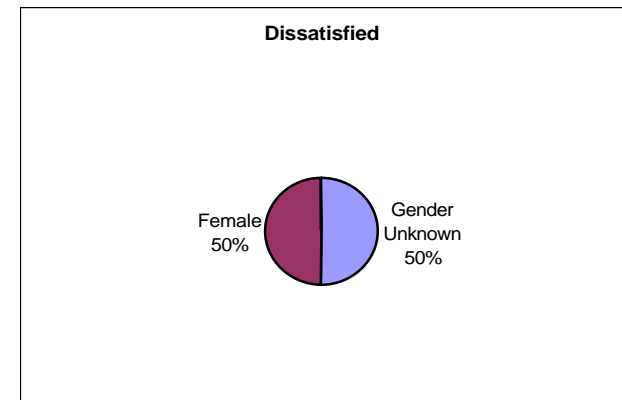
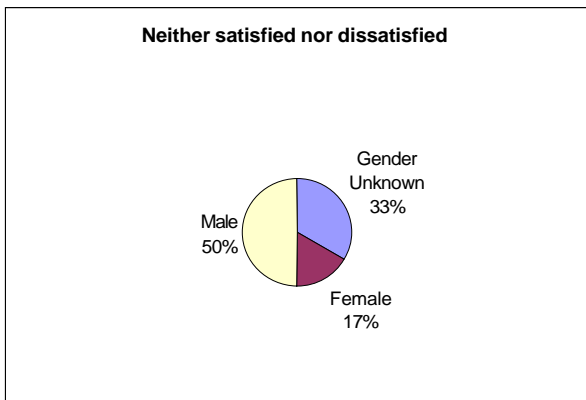
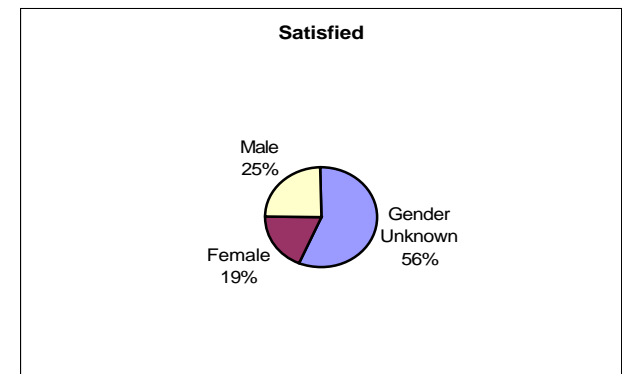
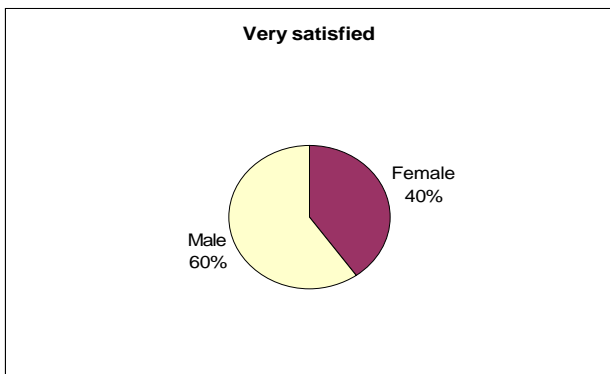
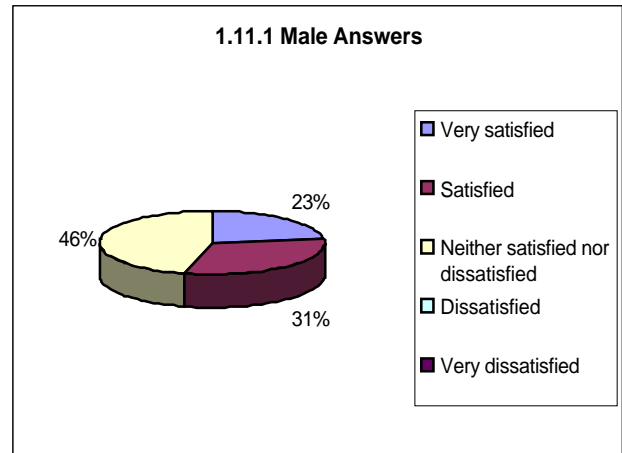
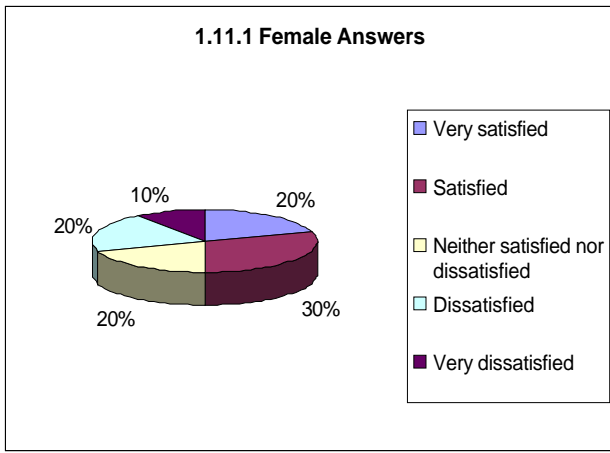
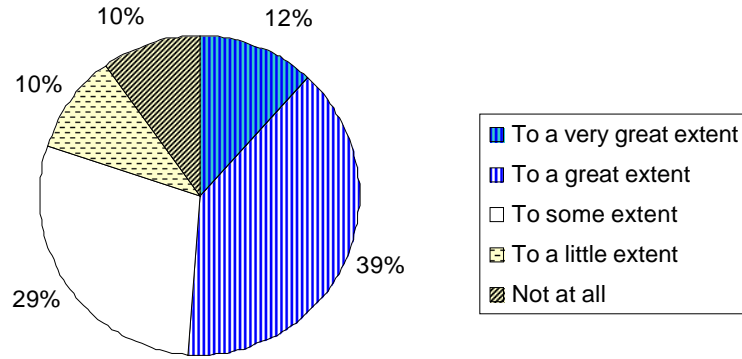
¹ Wording of the question in the 2002 and 2003 surveys: "Have your Terms of Reference been changed within the first few months upon your arrival at the duty station?"
2007 JPO Satisfaction Survey

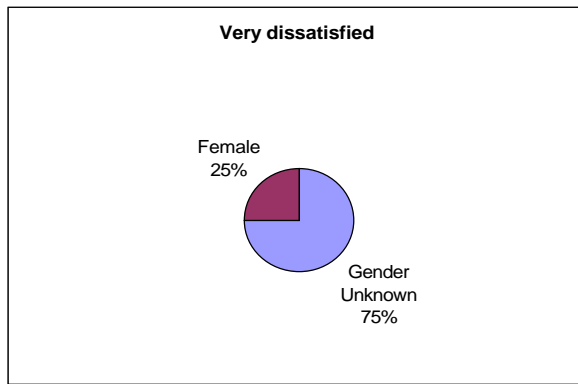


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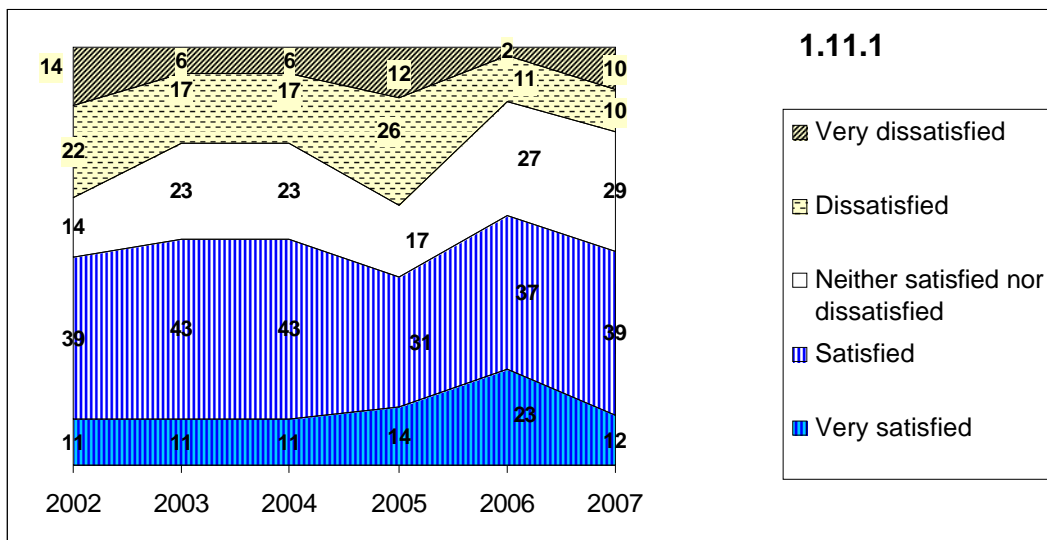
If changed at all, how satisfied were you with the way/extent to which you were consulted in the process?

1.11.1



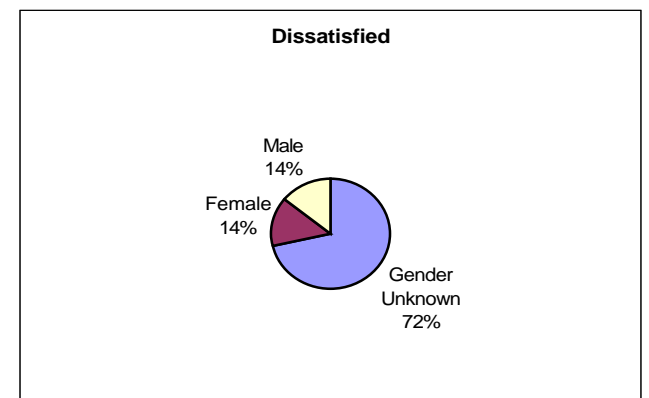
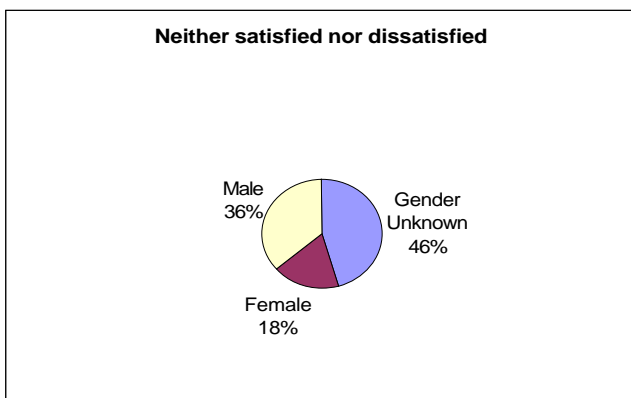
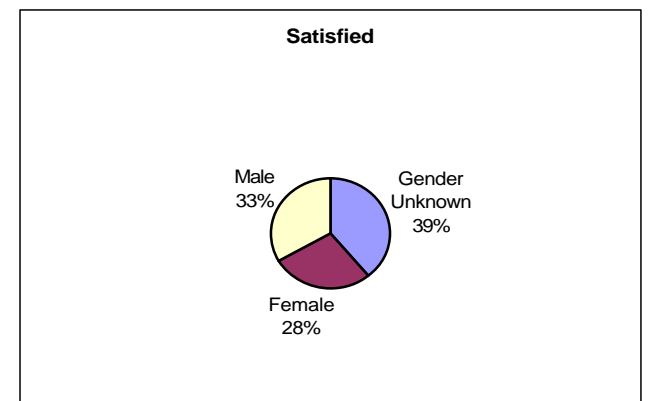
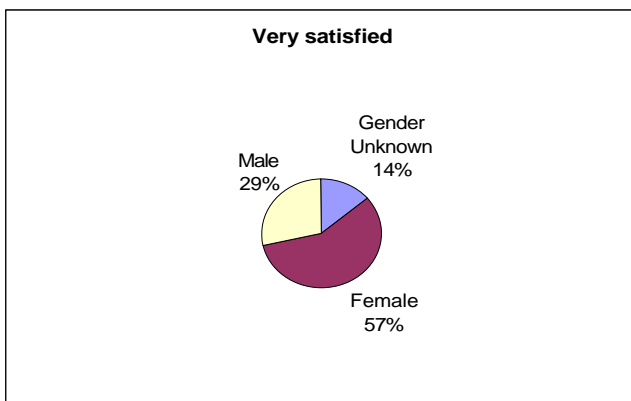
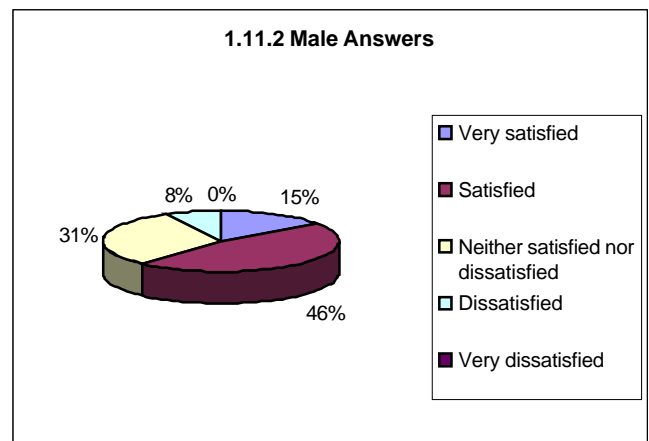
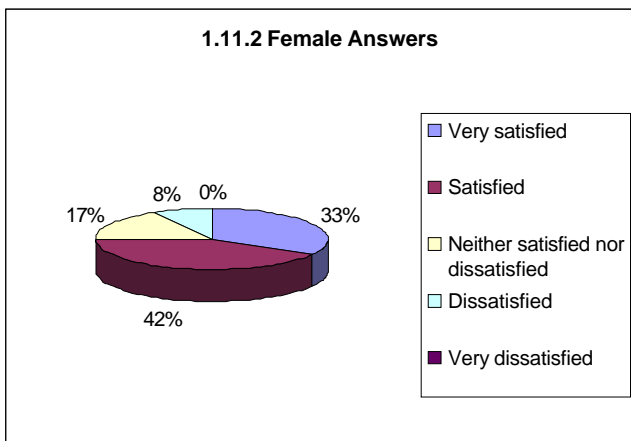
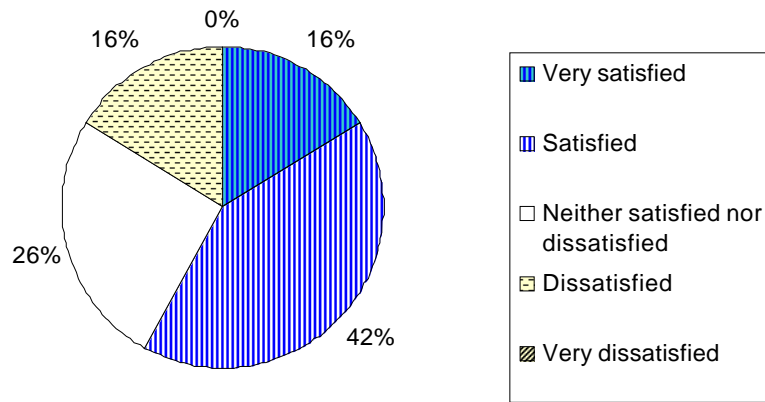


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 41 answers (5/16/12/4/4)	12%	39%	29%	10%	10%
2006 results 44 answers (10/16/12/5/1)	23%	37%	27%	11%	2%
2005 results 42 answers (6/13/7/11/5)	14%	31%	17%	26%	12%
2004 results 54 answers (6/22/17/7/2)	11 %	41 %	31 %	13%	4 %
2003 results 35 answers (4/15/6/8/2)	11 %	43 %	23 %	17 %	6 %
2002 results 36 answers (4/14/5/8/5)	11 %	39 %	14 %	22 %	14 %

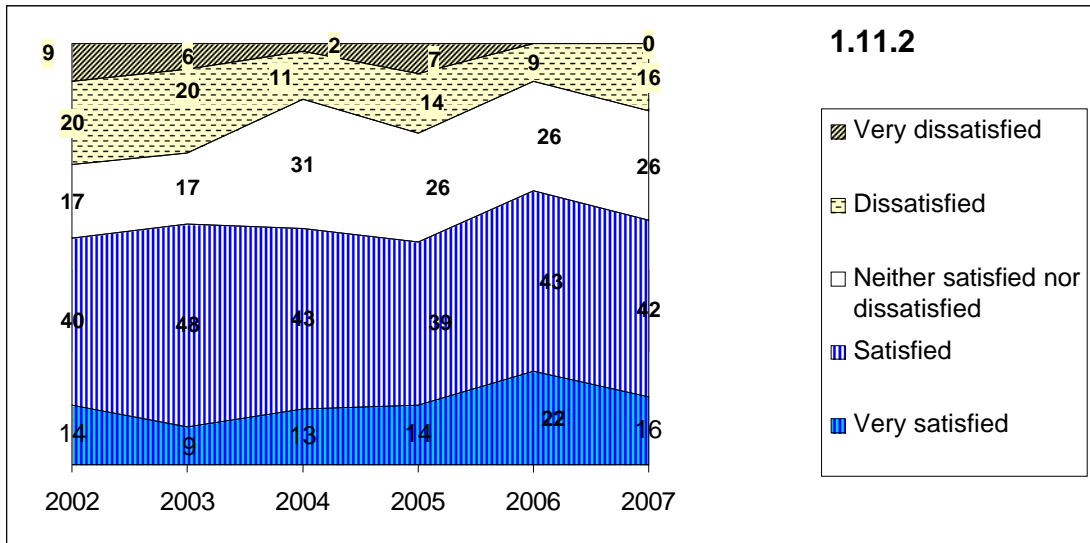


1.11.2 If changes occurred, how satisfied were you with them?

1.11.2

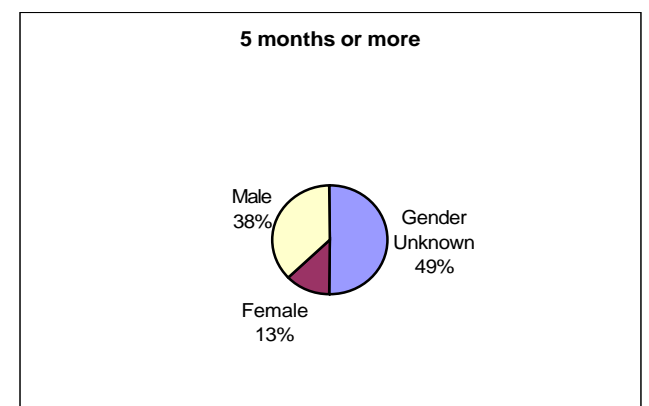
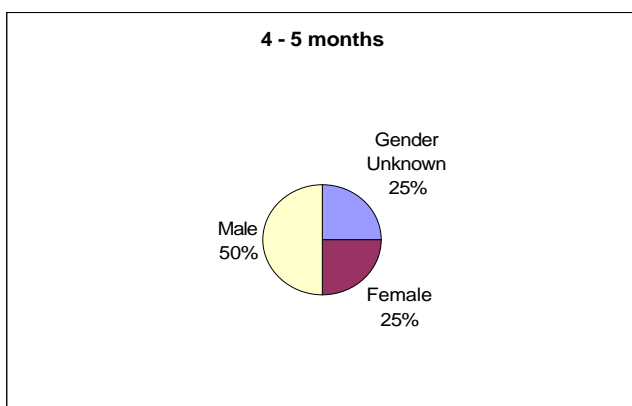
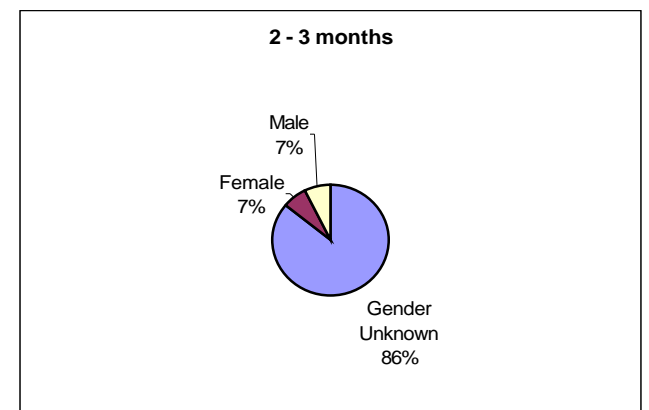
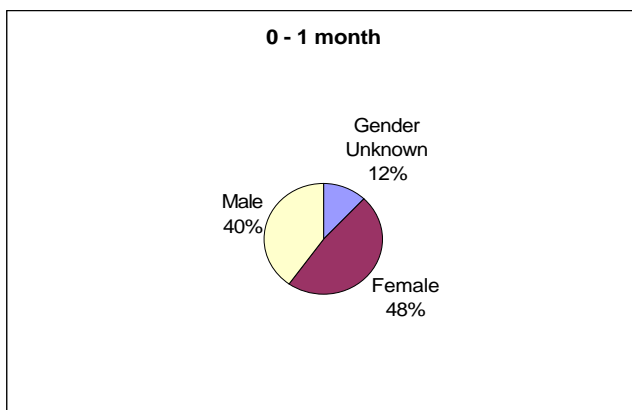
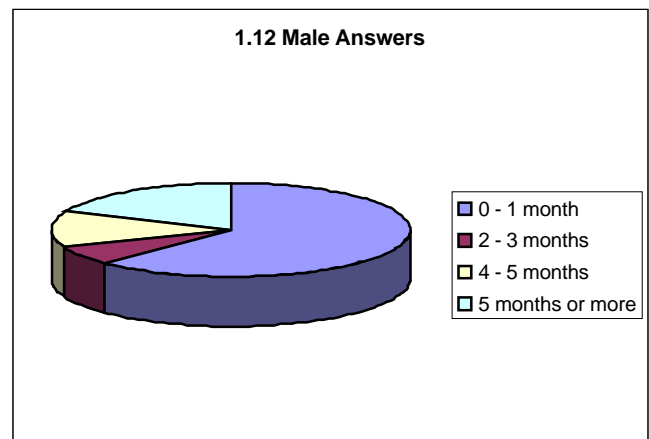
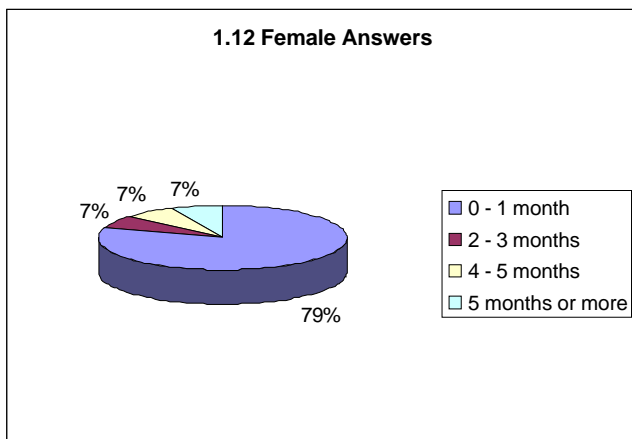
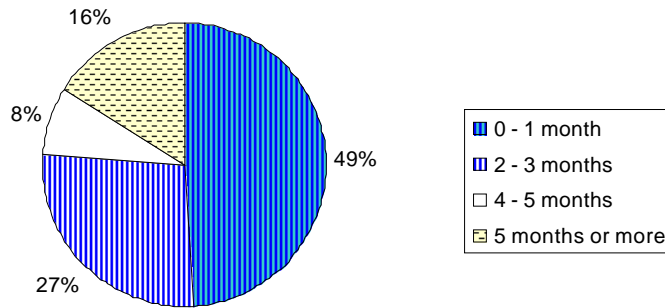


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 43 answers (7/18/11/7/0)	16%	42%	26%	16%	0%
2006 results 46 answers (10/20/12/4/0)	22%	43%	26%	9%	0%
2005 results 43 answers (6/17/11/6/3)	14%	39%	26%	14%	7%
2004 results 55 answers (7/24/17/6/1)	13%	43%	31%	11%	2%
2003 results 35 answers (3/17/6/7/2)	9%	48%	17%	20%	6%
2002 results 35 answers (5/14/6/7/3)	14%	40%	17%	20%	9%

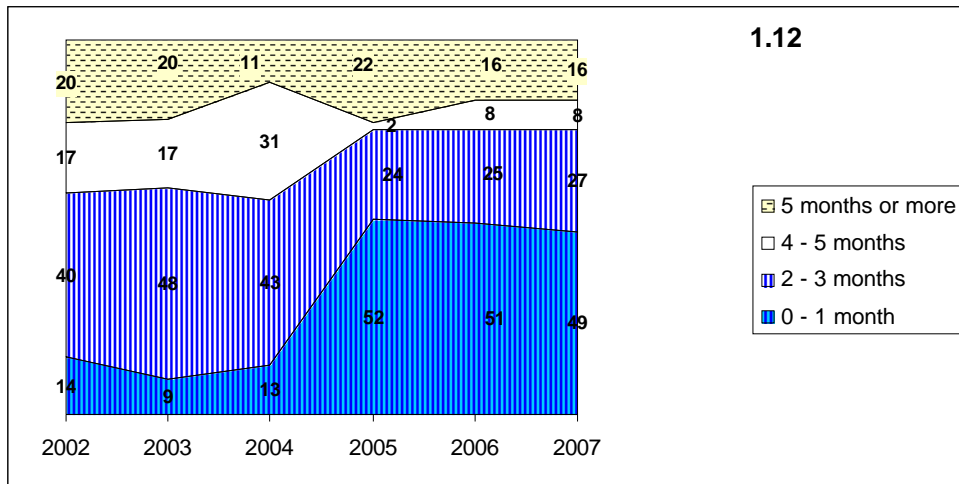


1.12 How much time elapsed from your start date until you had a clear agreement with your Supervisor on your tasks?

1.12



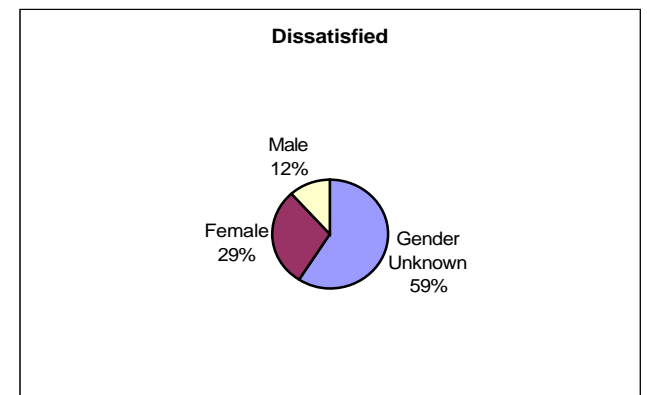
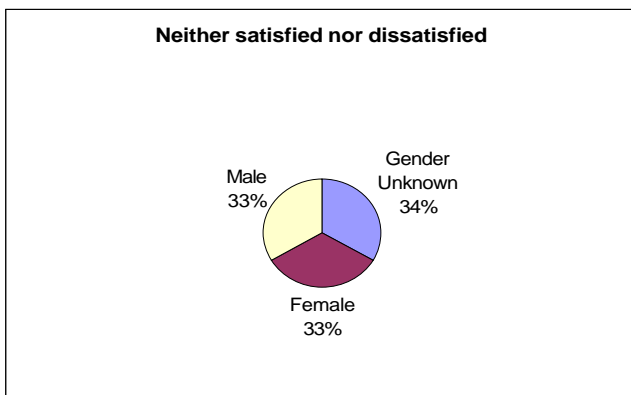
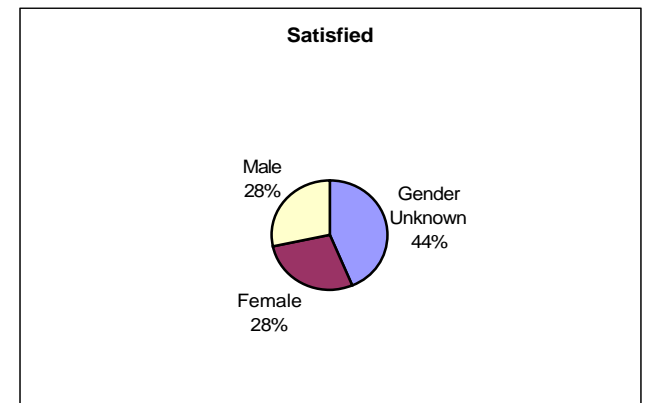
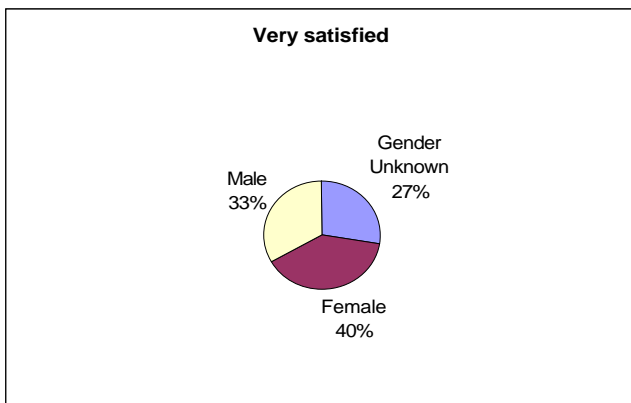
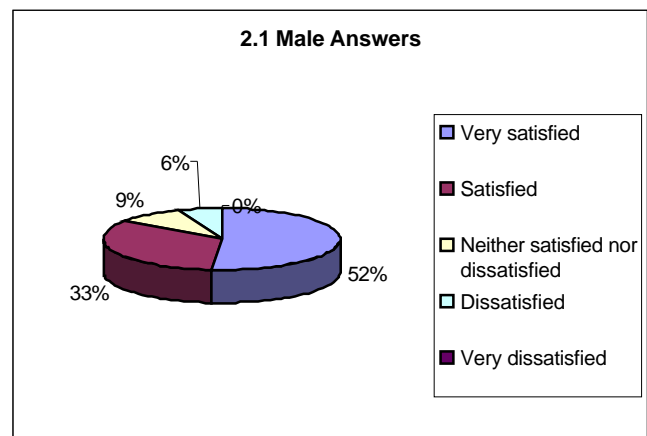
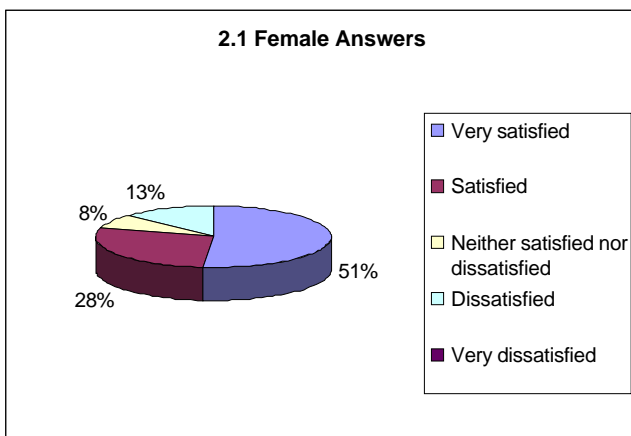
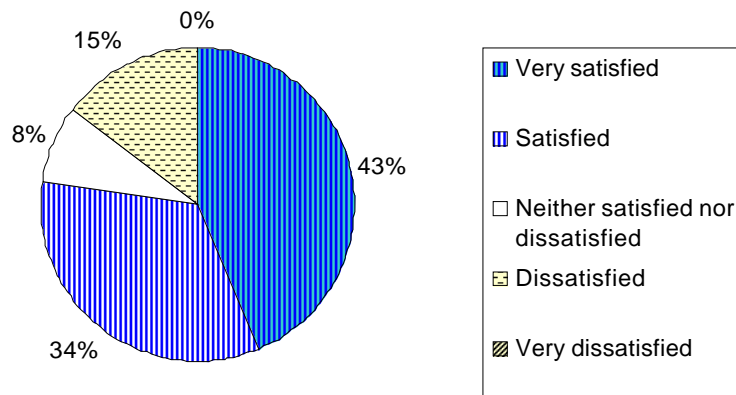
	0-1 month	2-3 months	4-5 months	5 months or more
2007 results 51 answers (25/14/4/8)	49%	27%	8%	16%
2006 results 51 answers (26/13/4/8)	51%	25%	8%	16%
2005 results 46 answers (24/11/1/10)	52%	24%	2%	22%
2004 results 57 answers (29/13/8/7)	51 %	23 %	14 %	12 %
2003 results 76 answers (31/25/11/9)	41 %	33 %	14 %	12 %
2002 results 68 answers (32/15/10/11)	47 %	22 %	15 %	16 %



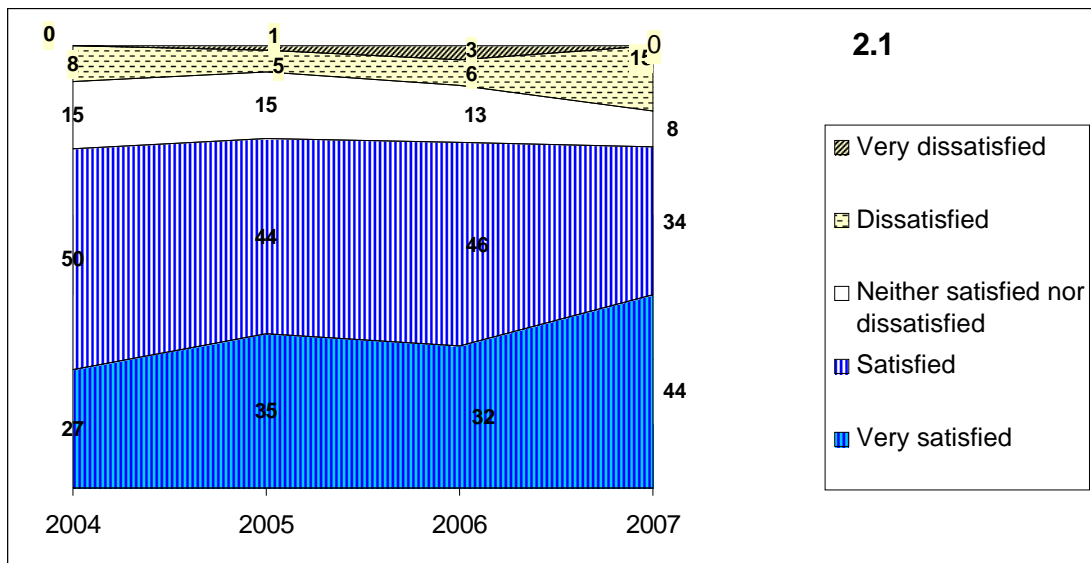
Section 2 – Your assignment

2.1 How satisfied are you with your assignment?

2.1



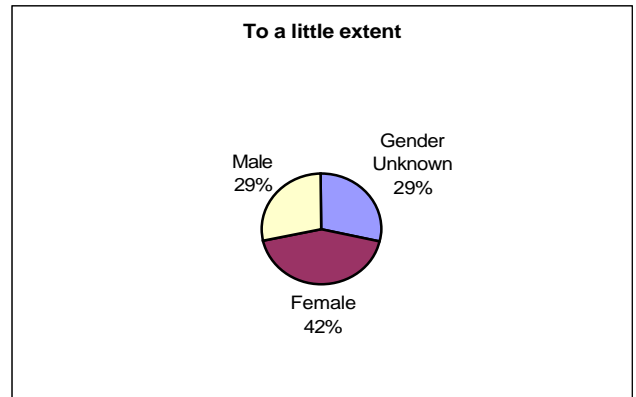
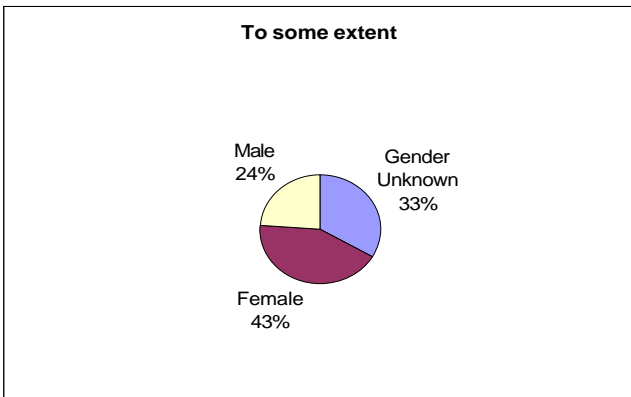
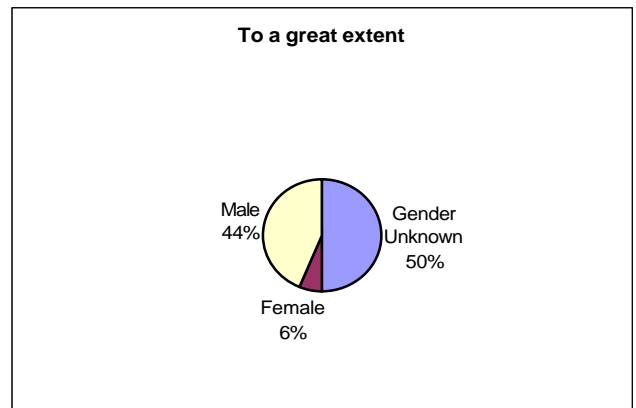
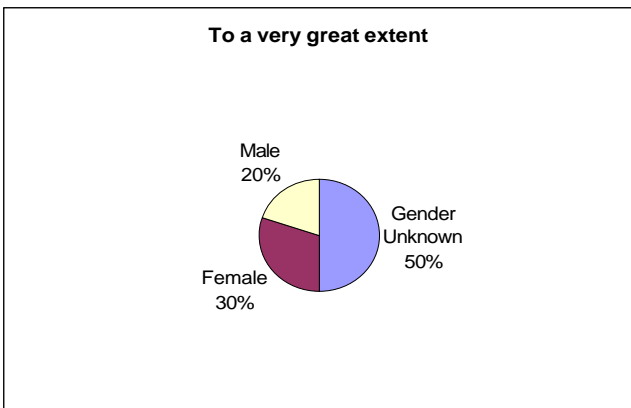
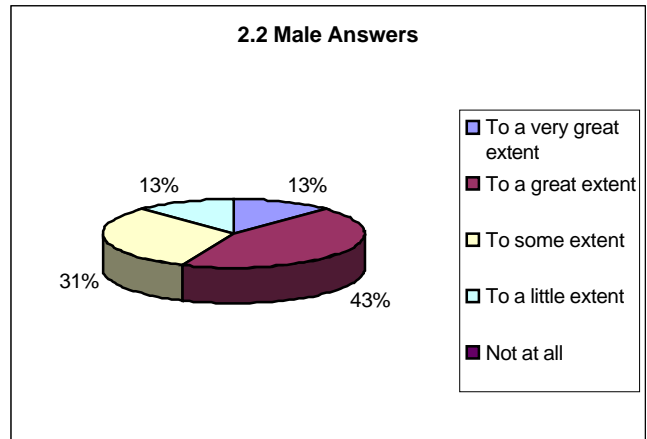
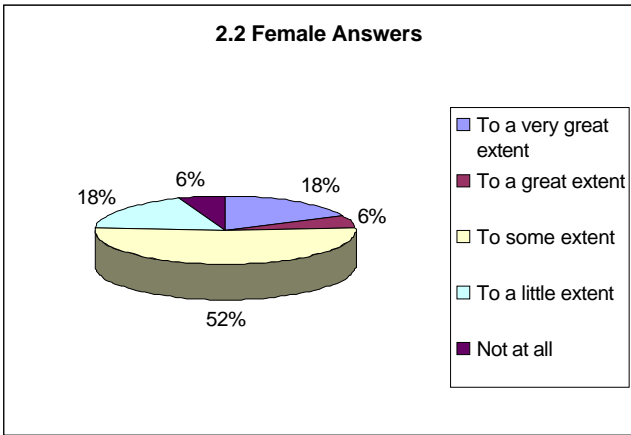
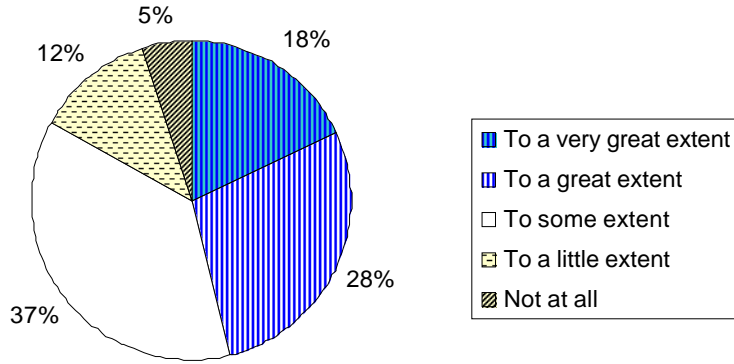
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 116 answers (51/39/9/17/0)	44%	34%	8%	15%	0%
2006 results 175 answers (56/82/22/10/5)	32%	46%	13%	6%	3%
2005 results 154 answers (54/68/23/7/2)	35%	44%	15%	5%	1%
2004 results 144 answers (39/72/22/11/0)	27 %	50 %	15 %	8 %	0 %
	To a very great extent	To a great extent	To some extent	To a little extent	Not at all
2003 results ² 154 answers (39/80/25/8/2)	25 %	53 %	16 %	5 %	1 %
2002 results 142 answers (58/41/28/9/6)	41 %	29 %	20 %	6 %	4 %

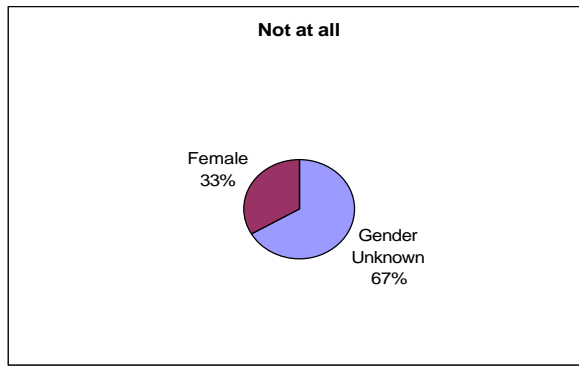


² Wording of the question in the 2002 and 2003 surveys: "To what extent are you satisfied with your assignment?"
2007 JPO Satisfaction Survey

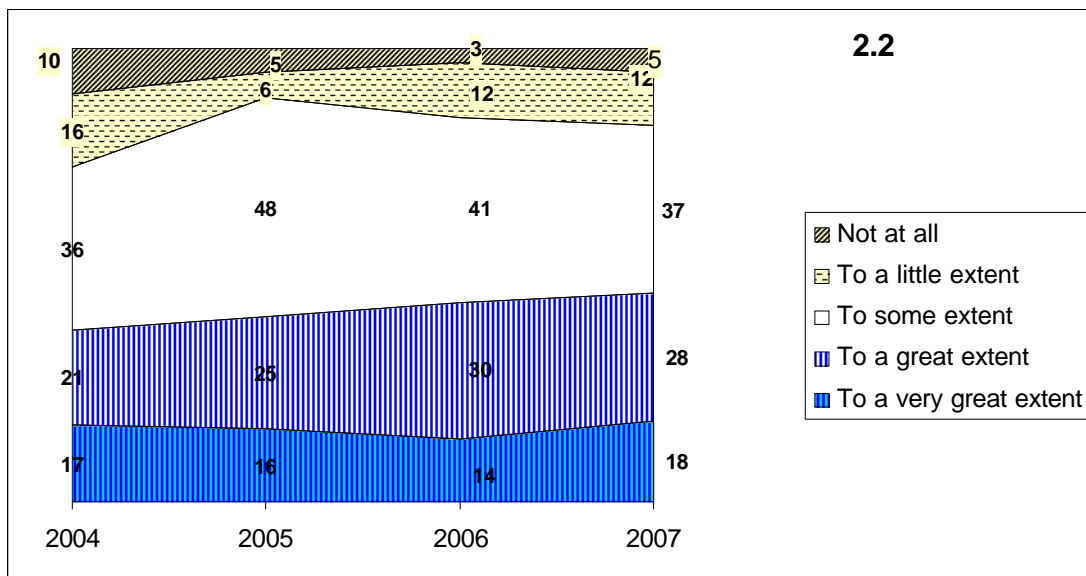
2.2 To what extent, if at all, did your tasks and responsibilities change during your JPO assignment?

2.2





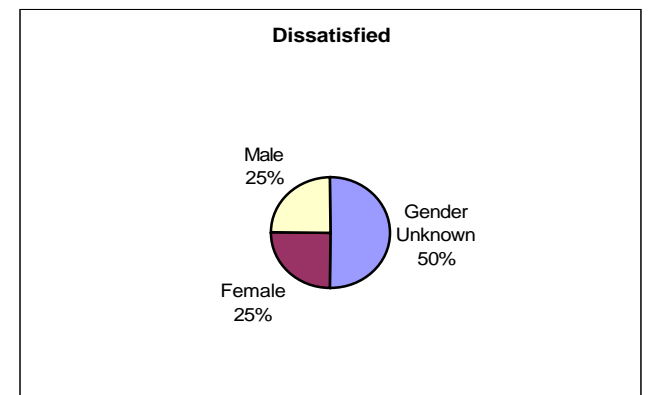
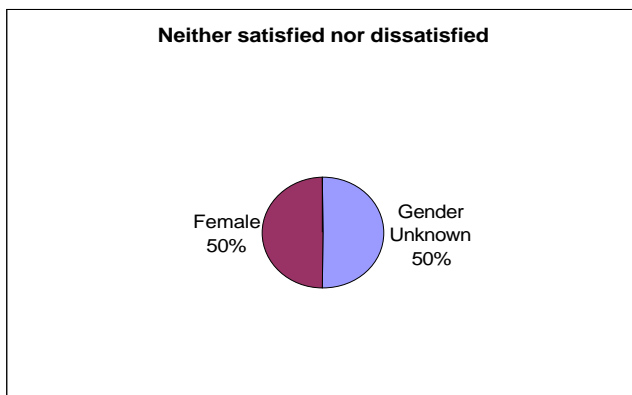
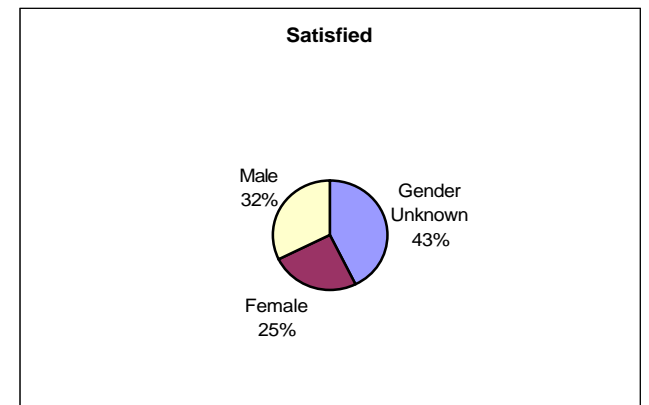
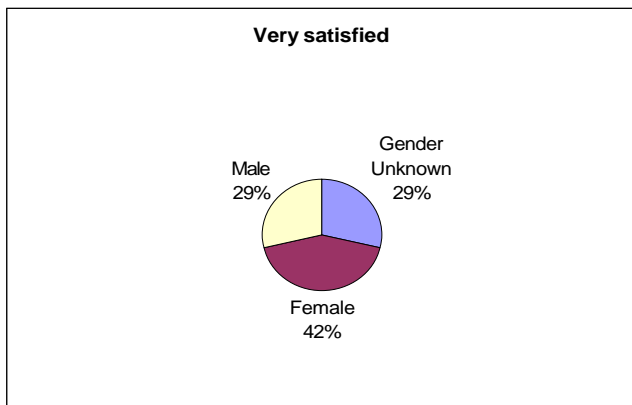
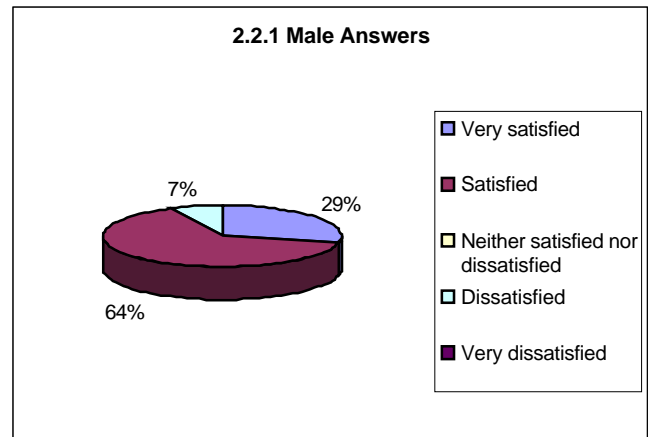
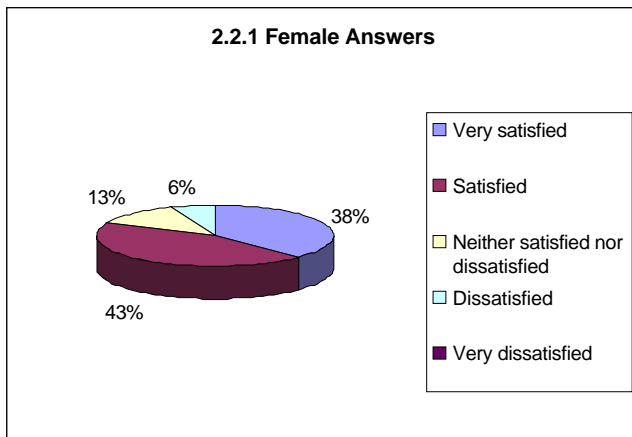
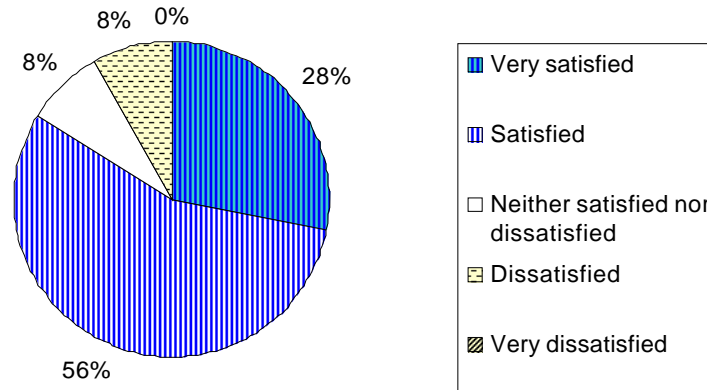
		To a very great extent	To a great extent	To some extent	To a little extent	Not at all
2007 results 57 answers (10/16/21/7/3)		18%	28%	37%	12%	5%
2006 results 105 answers (15/31/43/13/3)		14%	30%	41%	12%	3%
2005 results 81 answers (13/20/39/5/4)		16%	25%	48%	6%	5%
2004 results 131 answers (22/27/48/21/13)		17%	21%	36%	16%	10%
		Yes				No
2003 results ³ 98 answers (52/46)		53%				47%
2002 results 70 answers (47/23)		67%				33%



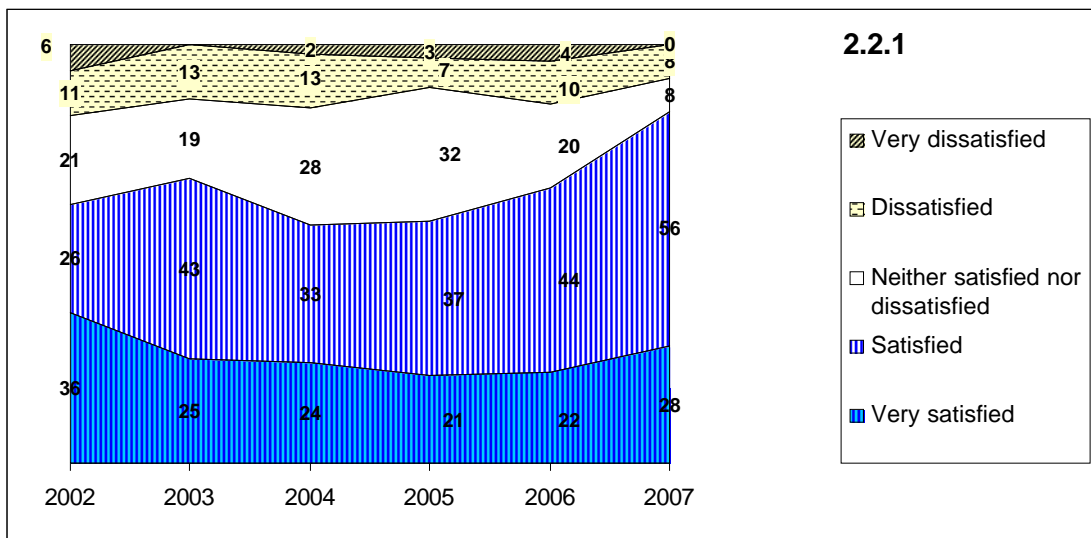
³ Wording of the question in the 2002 and 2003 surveys: "Have your tasks and responsibilities changed substantially throughout your JPO assignment?"
2007 JPO Satisfaction Survey

2.2.1 If changed at all, how satisfied were you with the way/extent to which you were consulted in the process?

2.2.1

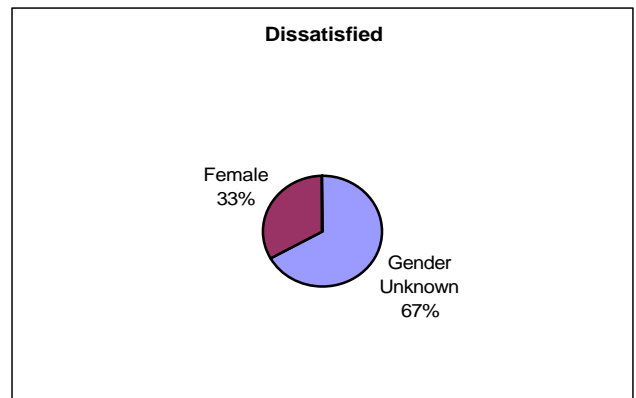
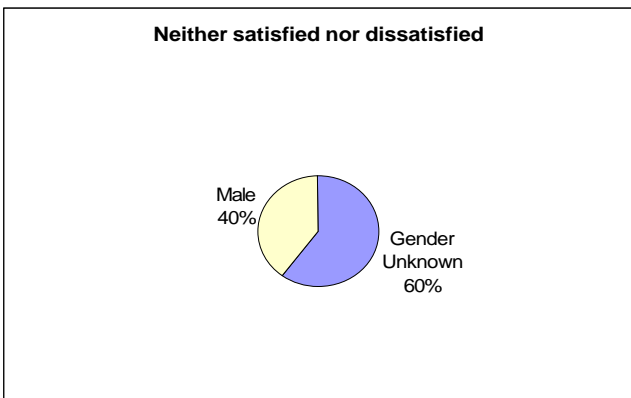
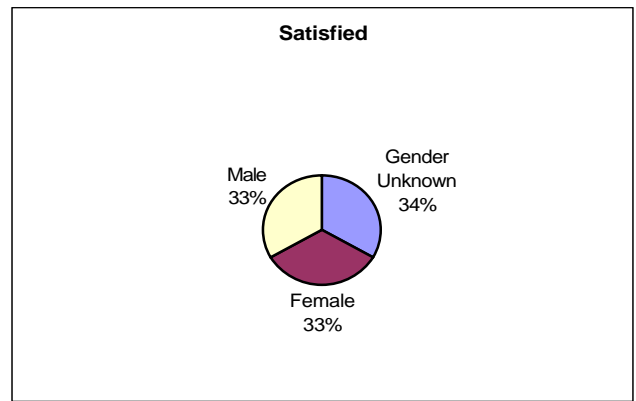
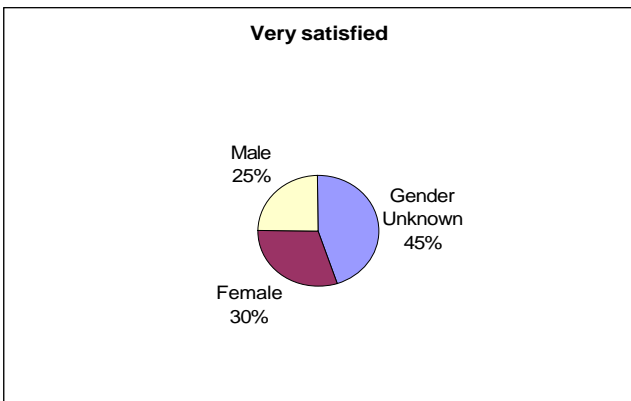
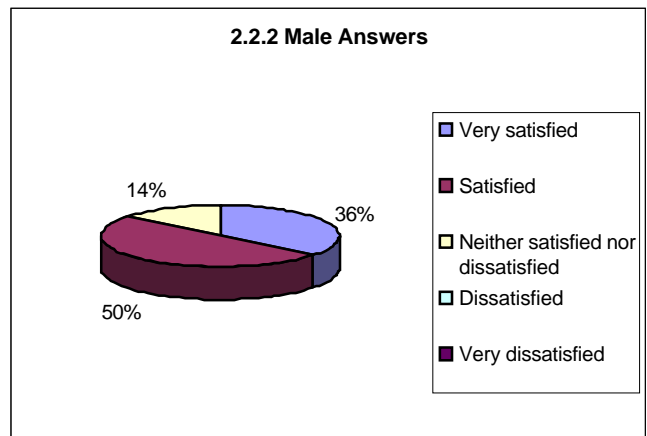
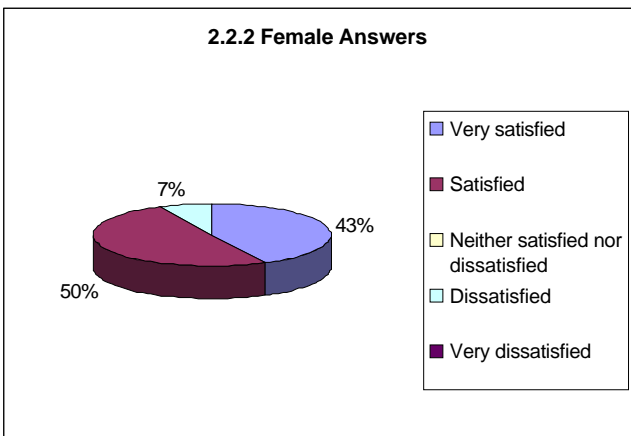
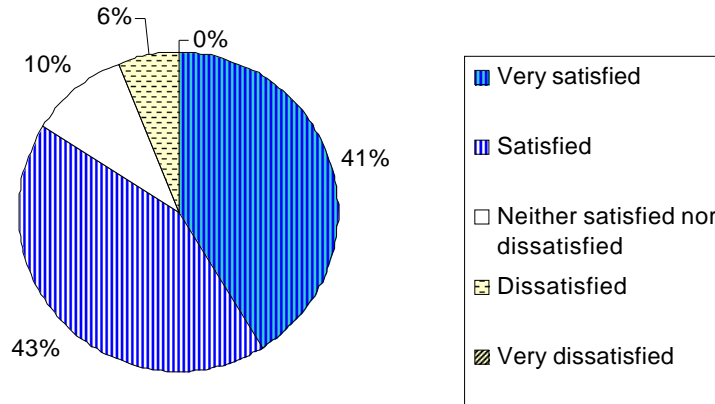


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 50 answers (14/28/4/4/0)	28%	56%	8%	8%	0%
2006 results 98 answers (22/42/20/10/5)	22%	44%	20%	10%	4%
2005 results 75 answers (16/28/24/5/2)	21%	37%	32%	7%	3%
2004 results 109 answers (26/36/31/14/2)	24 %	33 %	28 %	13 %	2 %
2003 results 52 answers (13/22/10/7/0)	25 %	43 %	19 %	13 %	0 %
2002 results 47 answers (17/12/10/5/3)	36 %	26 %	21 %	11 %	6 %

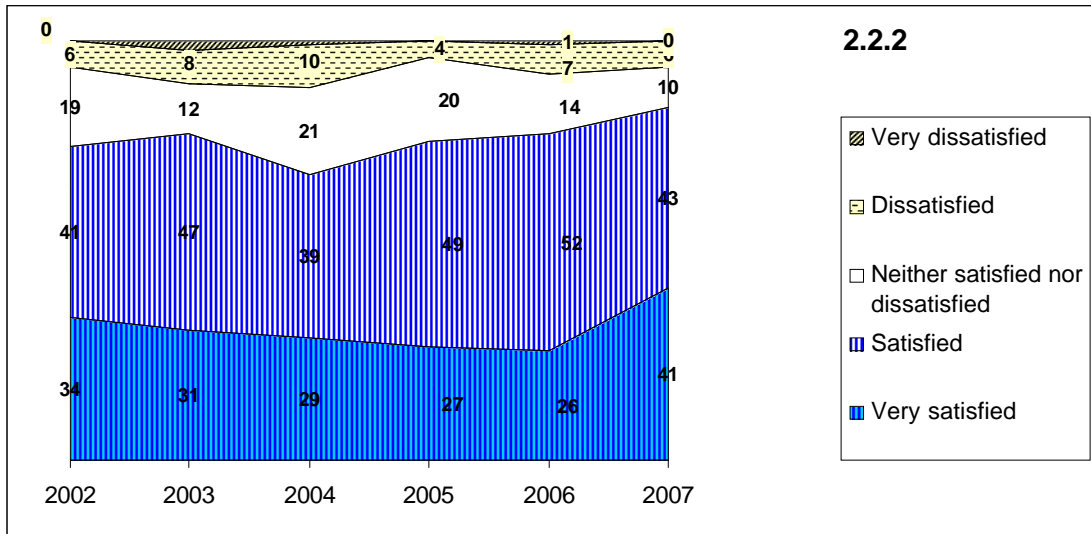


2.2.2 If changed at all, how satisfied were you with the changes in your tasks and responsibilities?

2.2.2



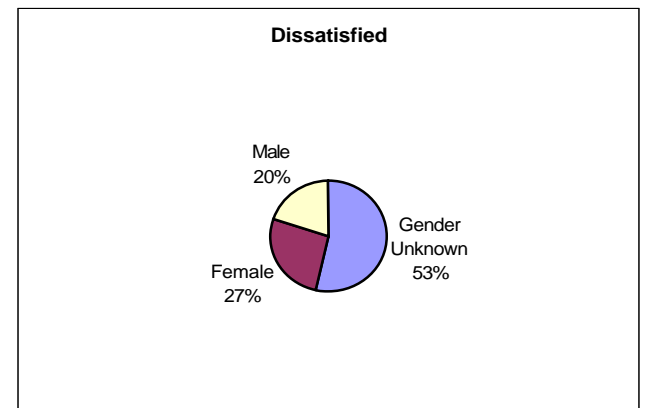
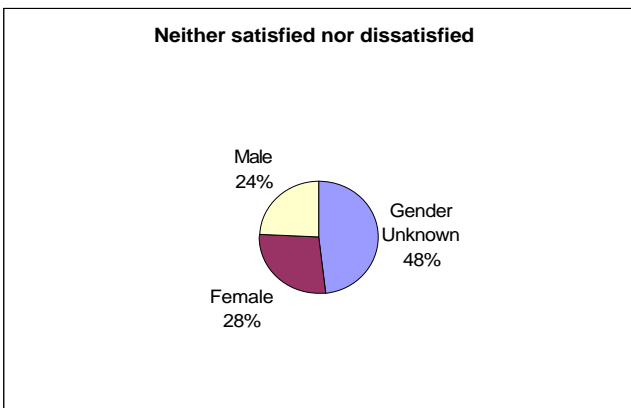
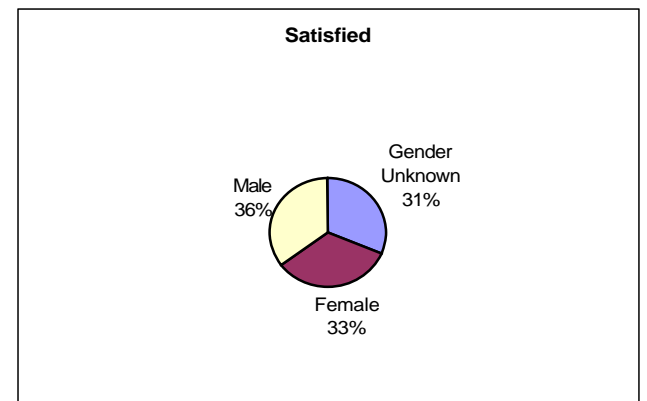
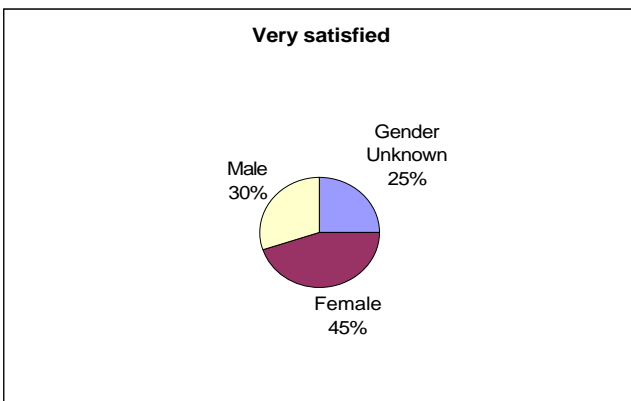
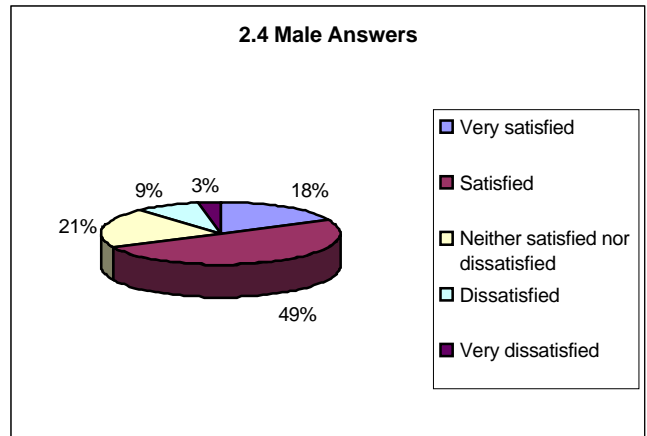
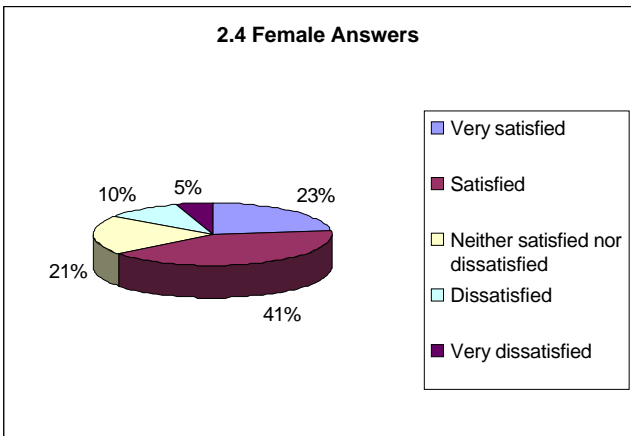
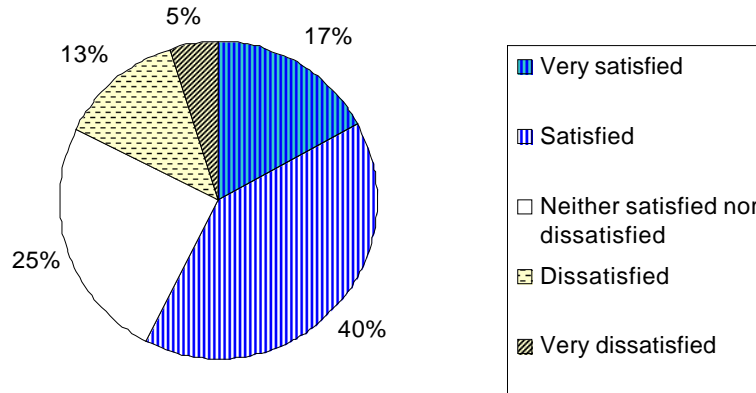
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 49 answers (20/21/5/3/0)	41%	43%	10%	6%	0%
2006 results 98 answers (25/51/14/7/1)	26%	52%	14%	7%	1%
2005 results 74 answers (30/36/15/3/0)	27%	49%	20%	4%	0%
2004 results 107 answers (31/42/22/11/1)	29 %	39 %	21 %	10 %	1 %
2003 results ⁴ 51 answers (16/24/6/4/1)	31 %	47 %	12 %	8 %	2 %
2002 results 47 answers (16/19/9/3/0)	34 %	41 %	19 %	6 %	0 %

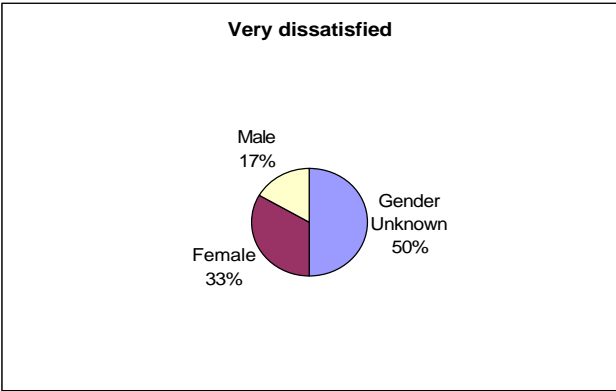


⁴ Wording of the question in the 2002 and 2003 surveys: "If yes, to what extent are you satisfied with the way in which your tasks and responsibilities have changed?"
2007 JPO Satisfaction Survey

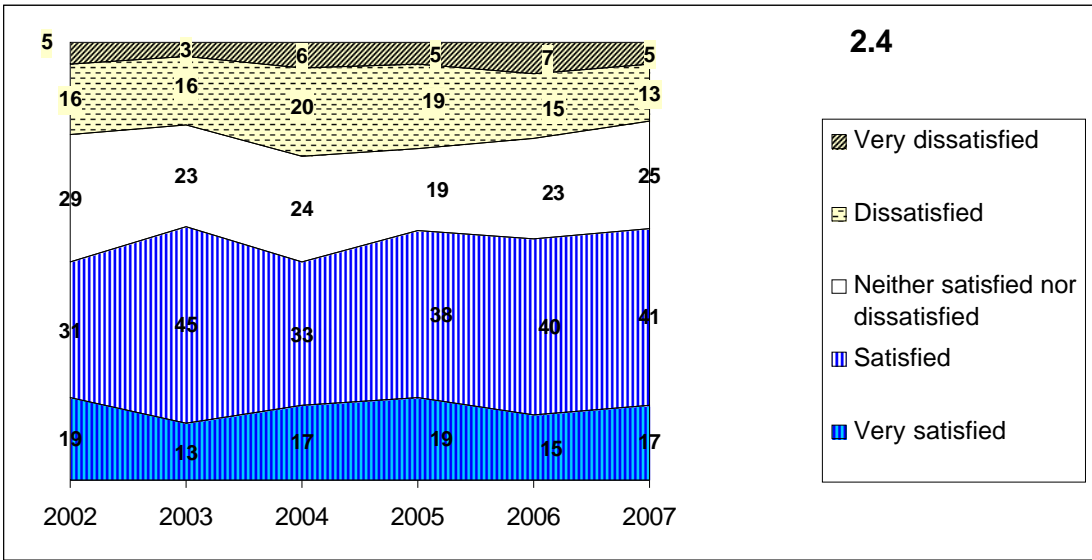
2.4 How satisfied are you with the way and degree to which your pre-JPO skills and experience are being utilized?

2.4





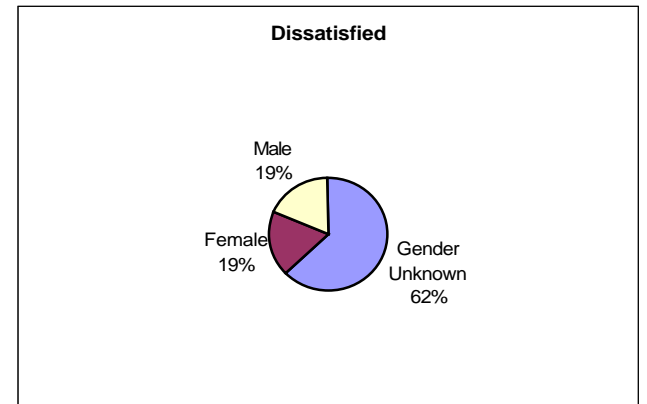
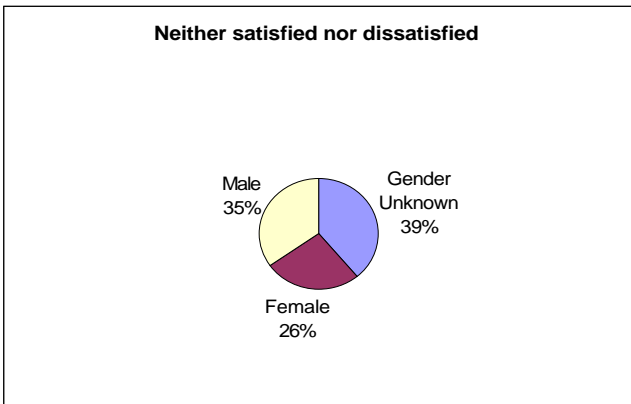
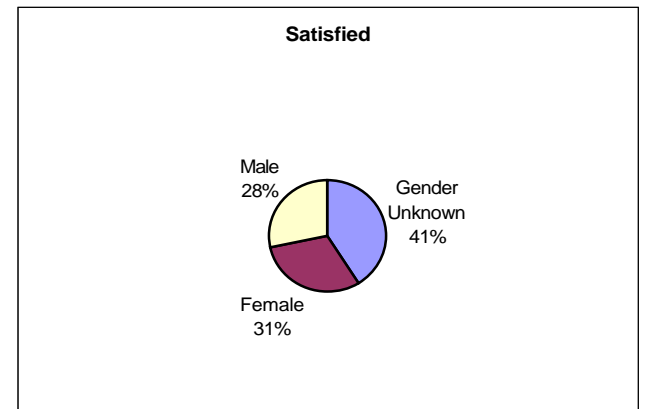
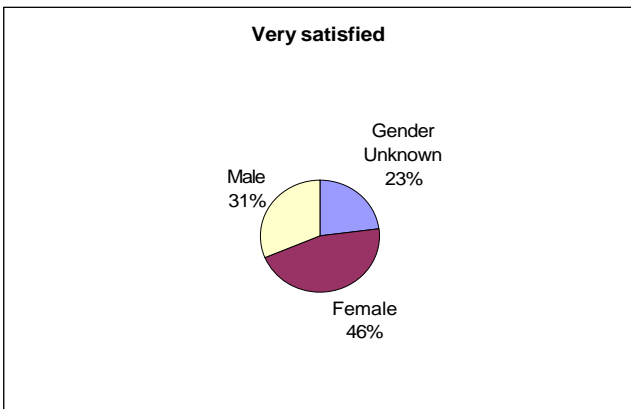
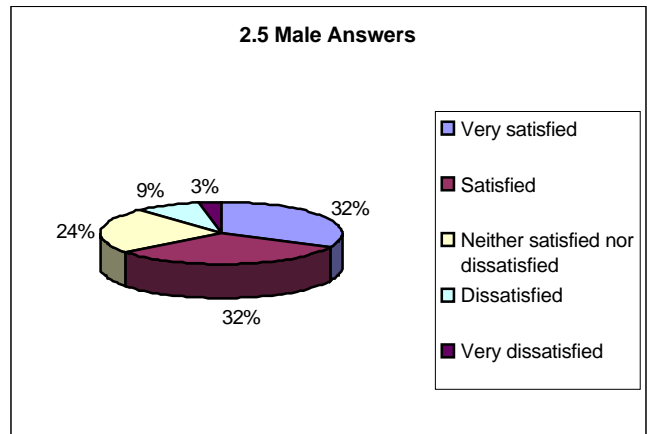
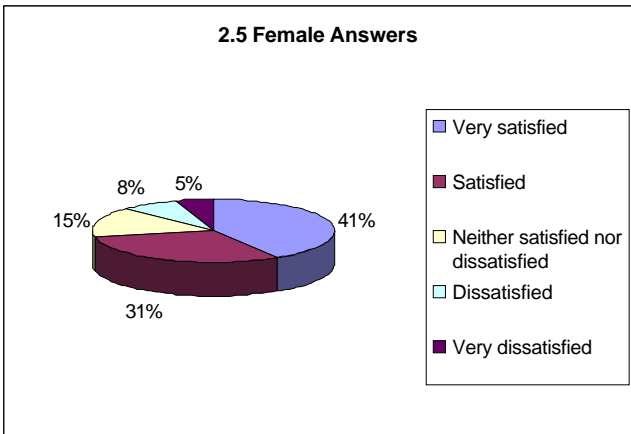
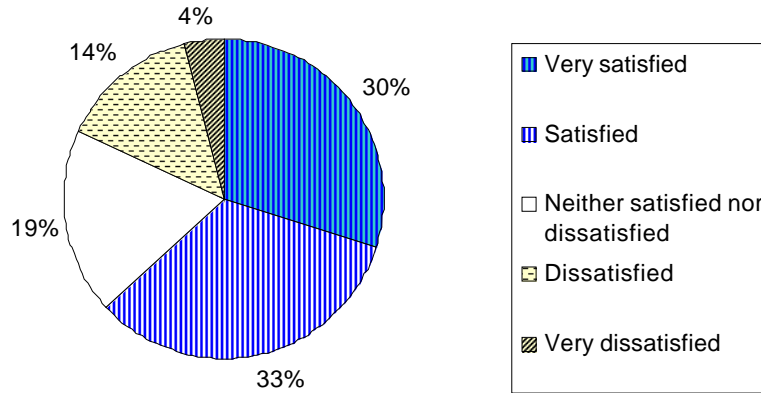
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 118 answers (20/48/29/15/6)	17%	41%	23%	13%	5%
2006 results 175 answers (27/69/40/26/13)	15%	40%	23%	15%	7%
2005 results 152 answers (29/57/29/29/8)	19%	38%	19%	19%	5%
2004 results 145 answers (24/46/35/29/9/2)	17%	33%	24%	20%	6%
2003 results 152 answer (19/69/35/24/5)	13%	45%	23%	16%	3%
2002 results 140 answers (27/43/40/23/7)	19%	31%	29%	16%	5%
2001 results ⁵ 133 answers (88/6/39)	66%		4%	30%	

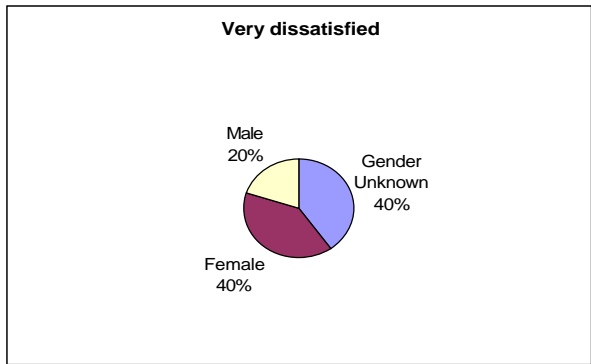


⁵ Wording of the question in the 2001 Survey: "Are your pre-employment skills and experience being utilized to your satisfaction?"
2007 JPO Satisfaction Survey

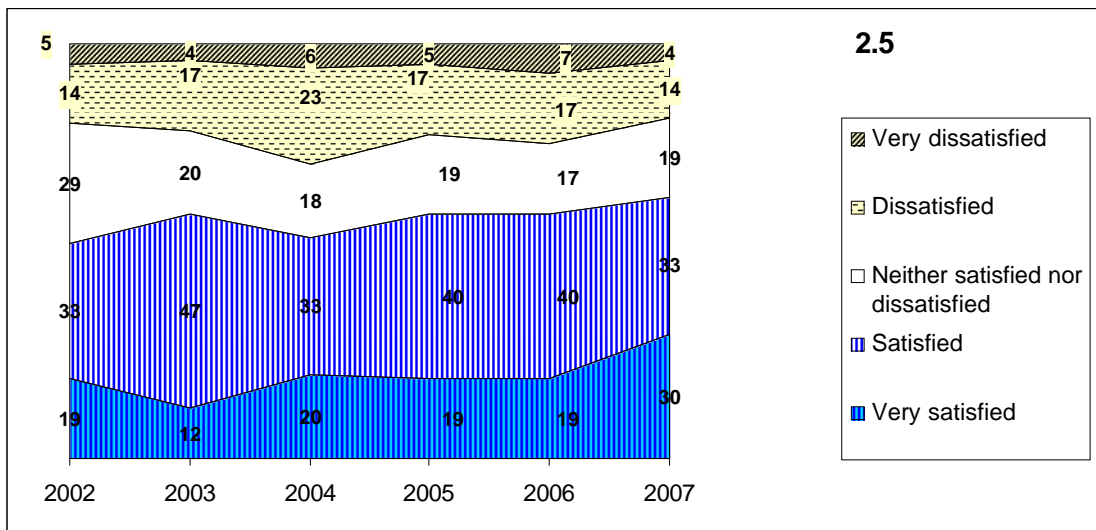
2.5 How satisfied are you with the level of decision-making authority you have in your area of responsibility?

2.5





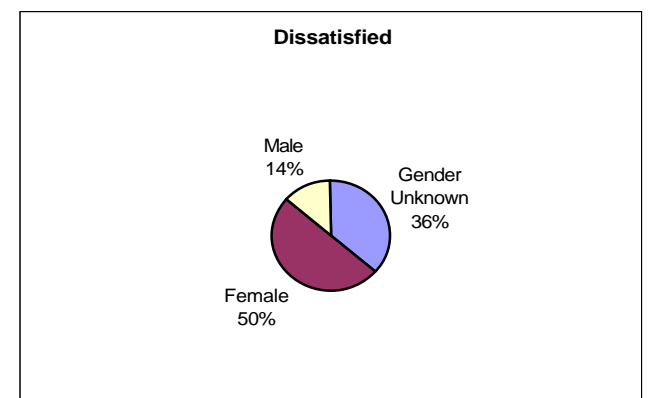
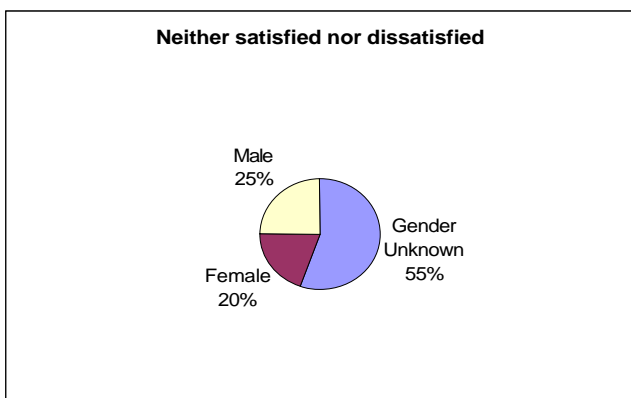
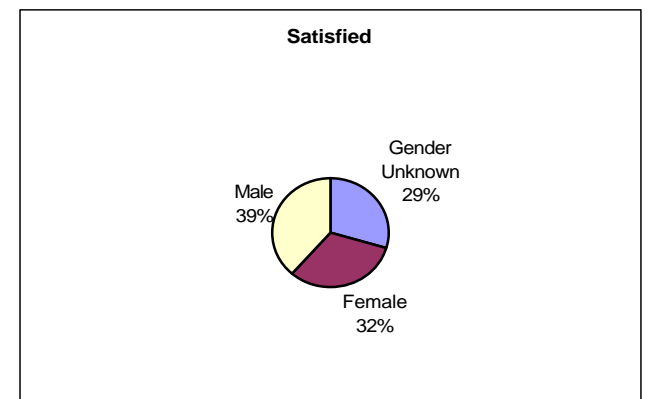
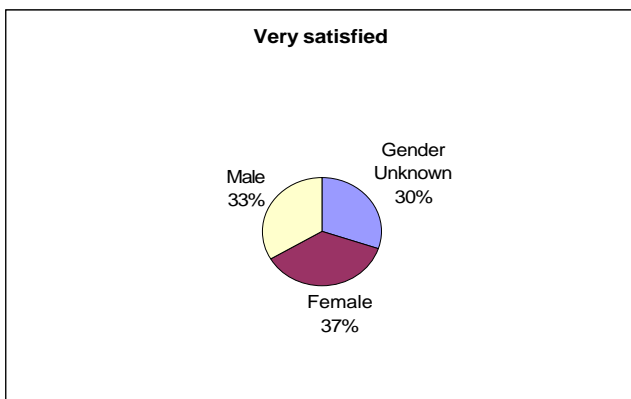
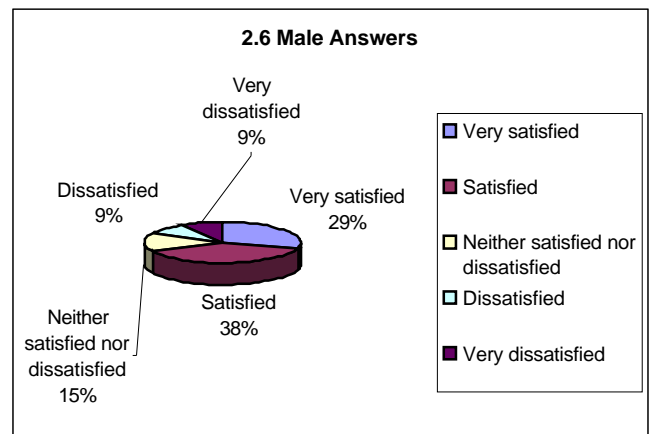
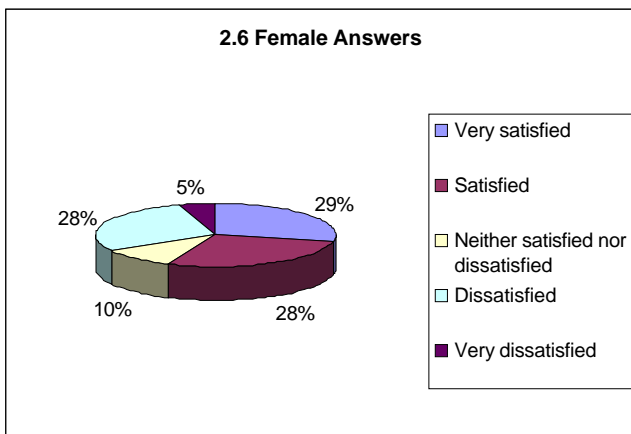
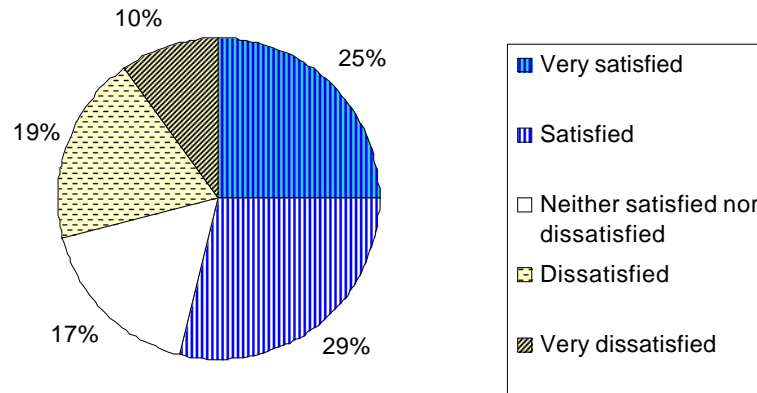
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 118 answers (35/39/23/16/5)	30%	33%	19%	14%	4%
2006 results 174 answers (33/69/29/30/13)	19%	40%	17%	17%	7%
2005 results 150 answers (29/58/28/26/9)	19%	40%	19%	17%	5%
2004 results 144 answers (28/45/26/33/9)	20%	33%	18%	23%	6%
2003 results 152 answers (18/72/30/26/5)	12%	47%	20%	17%	4%
2002 results 140 answers (27/45/41/20/7)	19%	33%	29%	14%	5%
2001 results ⁶ 133 answers (85/10/38)	64%	7%	29%		

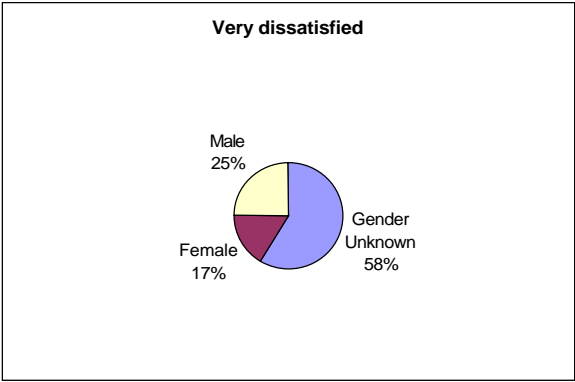


⁶ Wording of the question in the 2001 Survey: "Are you satisfied with the level of decision-making authority you enjoy in your area of responsibility?"
2007 JPO Satisfaction Survey

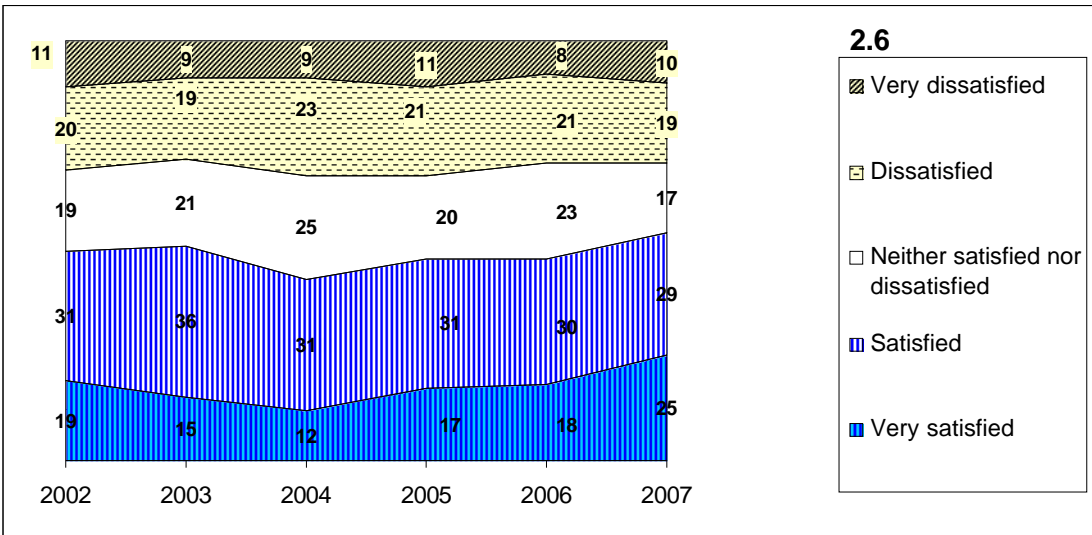
2.6 How satisfied are you with the access to and quality of supervision?

2.6





	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 118 answers (30/34/20/22/12)	25%	29%	17%	19%	10%
2006 results 174 answers (31/52/40/37/14)	18%	30%	23%	21%	8%
2005 results 154 answers (26/47/31/32/18)	17%	31%	20%	21%	11%
2004 results 145 answers (17/44/35/32/13)	12%	31%	25%	23%	9%
2003 results ⁷ 150 answers (23/53/31/29/14)	15%	36%	21%	19%	9%
2002 results 140 answers (27/43/27/28/15)	19%	31%	19%	20%	11%
2001 results ⁸ 133 answers (116/5/12)	87%		4%	9%	

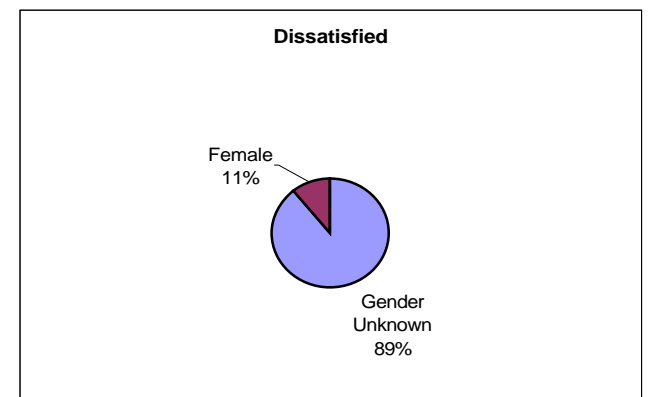
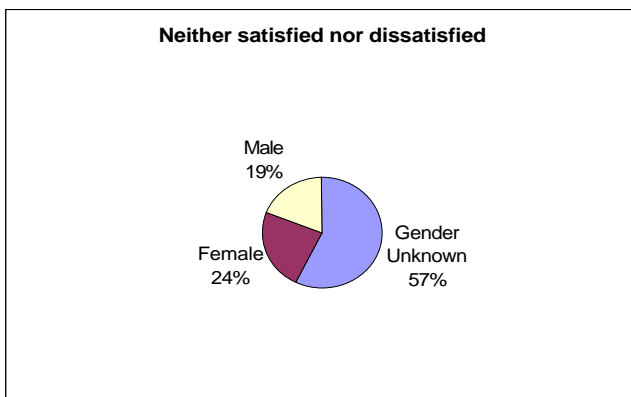
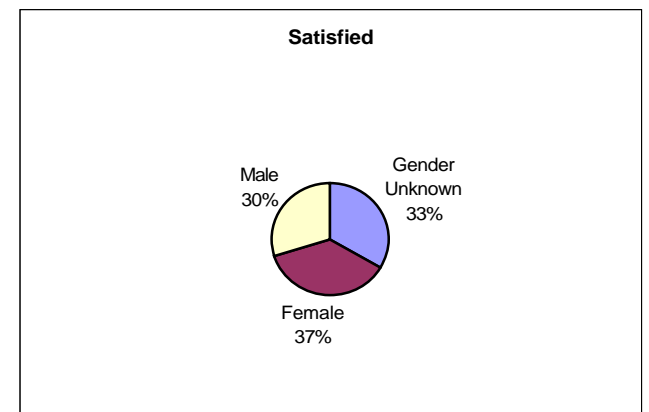
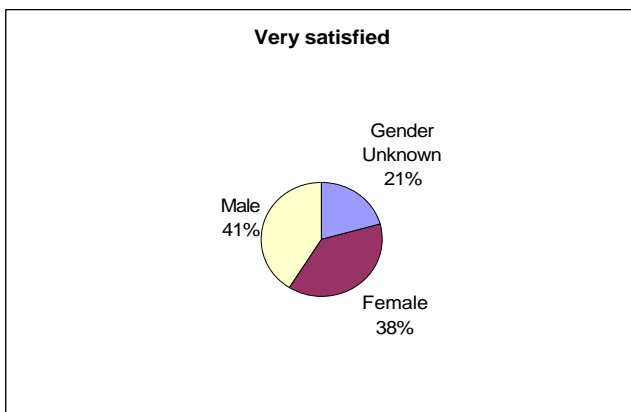
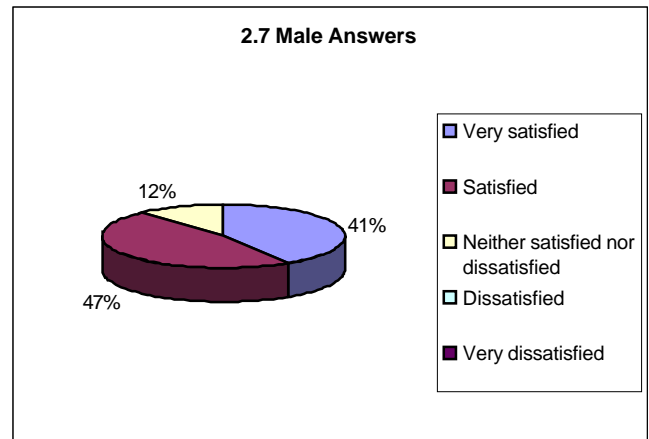
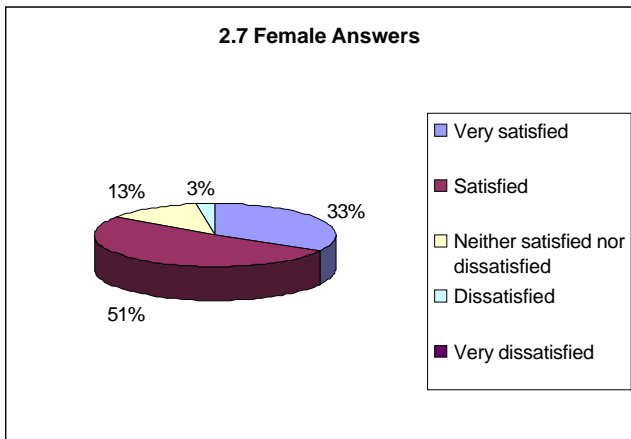
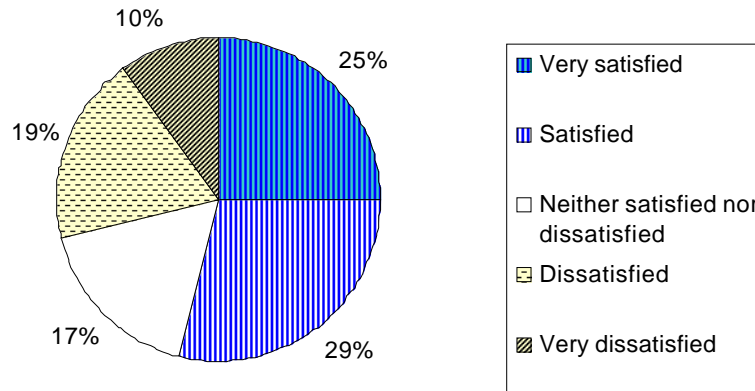


⁷ Wording of the question in the 2002 and 2003 surveys: "To what extent do your current access to supervision and the quality of supervision meet your expectations?"

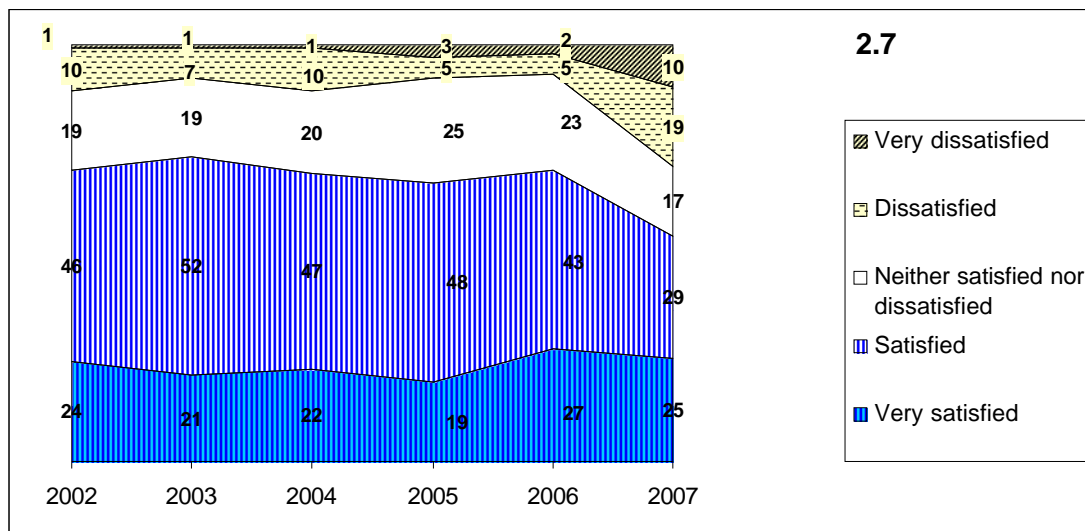
⁸ Wording of the question in the 2001 Survey: "Do you have reasonably easy access to senior management when in need of advice and/or guidance?"

2.7 How satisfied are you with the support you receive from your colleagues?

2.7



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2007 results 118 answers (30/34/20/22/12)	25%	29%	17%	19%	10%
2006 results 175 answers (47/74/41/9/4)	27%	43%	23%	5%	2%
2005 results 154 answers (29/74/39/7/5)	19%	48%	25%	5%	3%
2004 results 145 answers (31/66/29/14/2)	22 %	47 %	20 %	10 %	1 %
2003 results 151 answers (32/77/29/11/2)	21 %	52 %	19 %	7 %	1 %
2002 results 139 answers (33/64/27/14/1)	24 %	46 %	19 %	10 %	1 %
2001 results ⁹ 133 answers (100/5/28)	75 %		4 %	21 %	

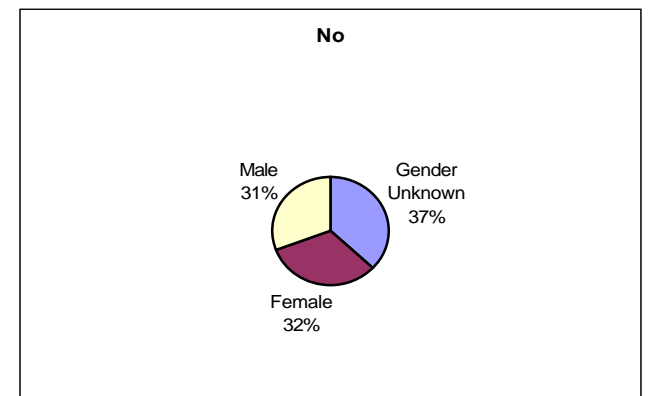
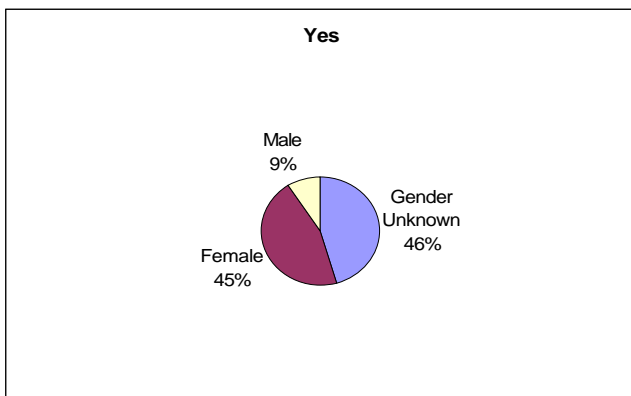
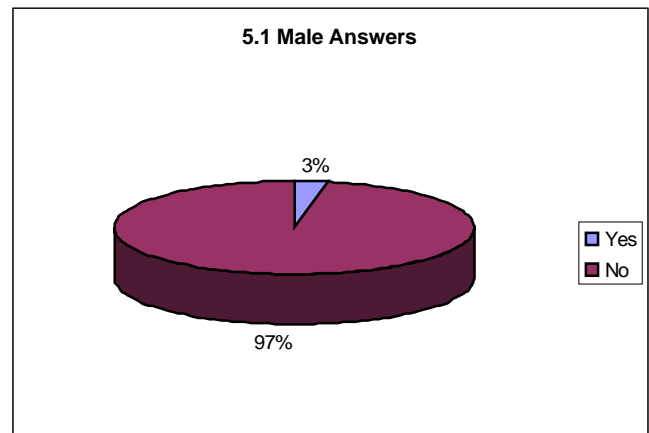
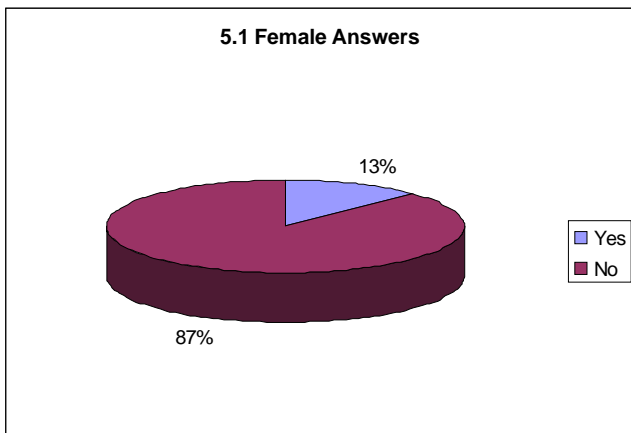
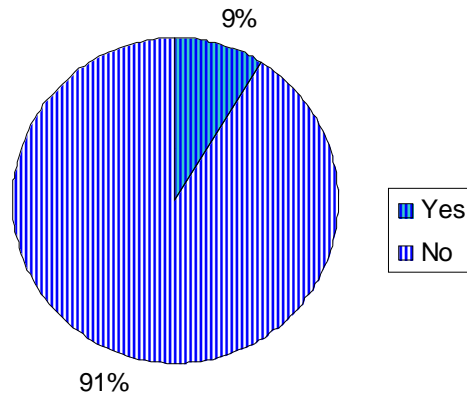


⁹ Wording of the question in the 2001 Survey: "Do you have reasonably easy access to senior management when in need of advice and/or guidance?"
2007 JPO Satisfaction Survey

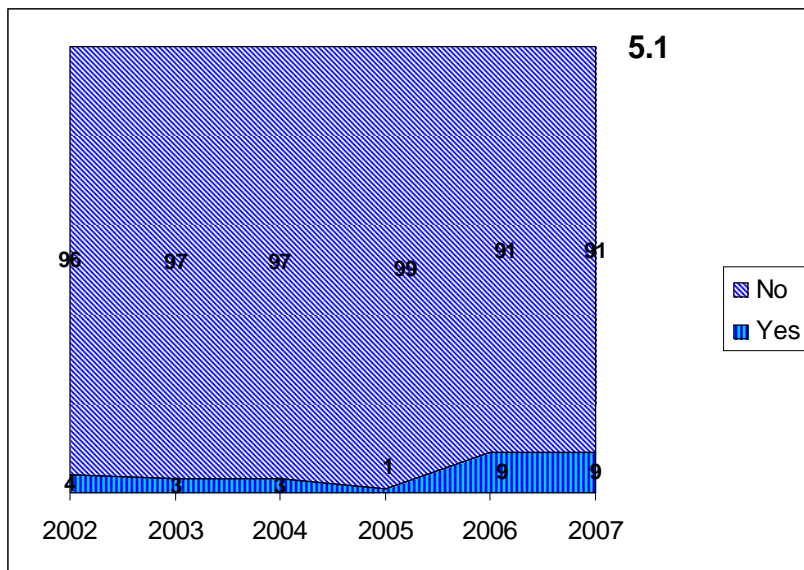
Section 5 – Harassment

5.1 Have you personally experienced and/or witnessed sexual harassment in your work place while being a JPO?

5.1

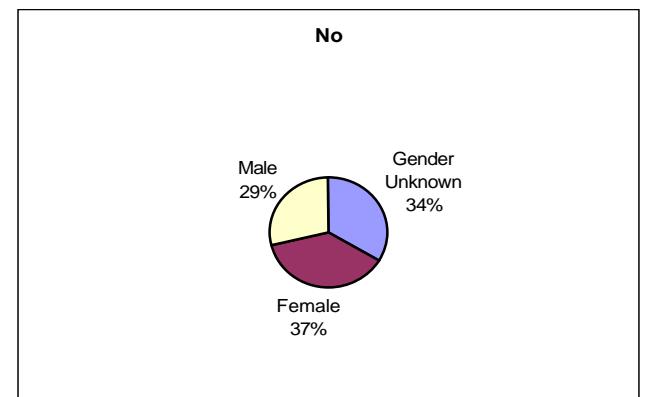
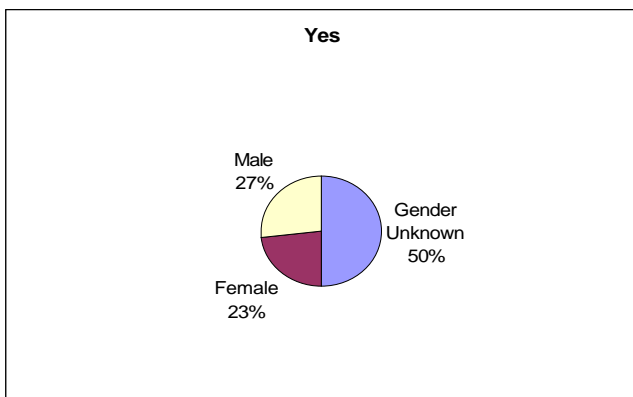
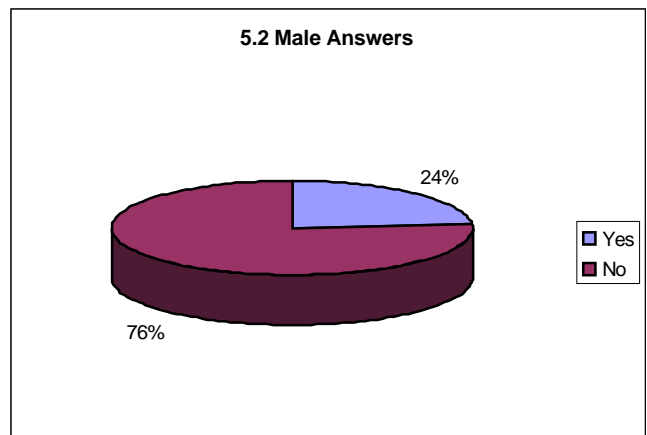
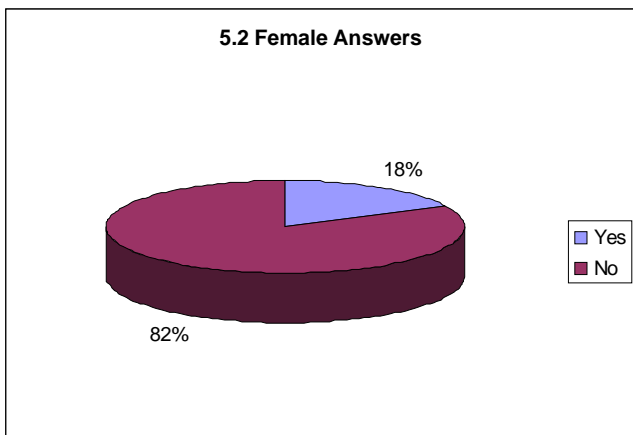
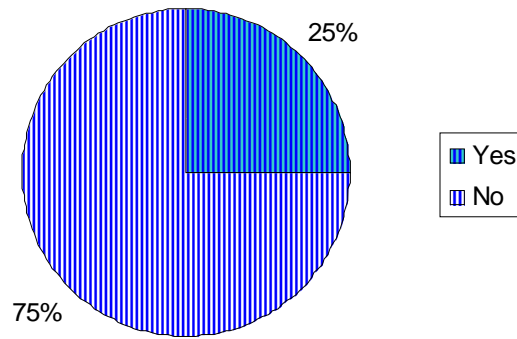


	Yes	No
2007 results 119 answers (11/108)	9%	91%
2006 results 175 answers (15/160)	9%	91%
2005 results 153 answers (2/151)	1%	99%
2004 results 145 answers (5/140)	3 %	97 %
2003 results 152 answers (5/147)	3 %	97 %
2002 results 141 answers (6/135)	4 %	96 %



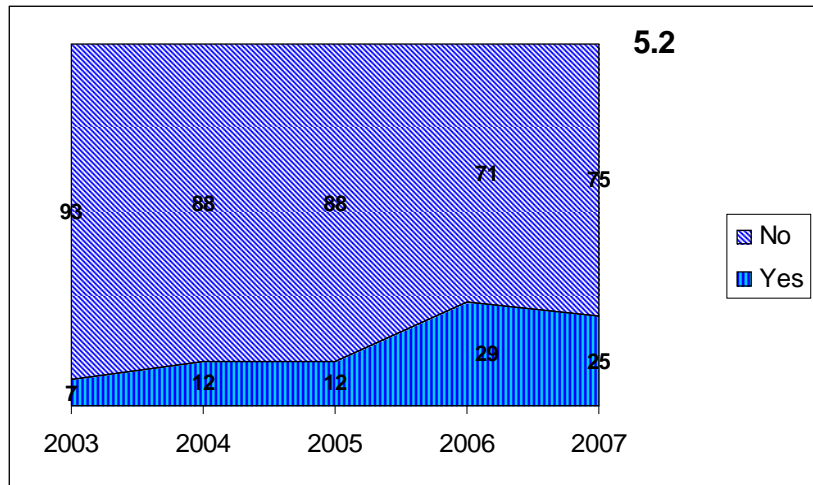
5.2 Have you personally experienced and/or witnessed work-related harassment in your work place while being a JPO?

5.2



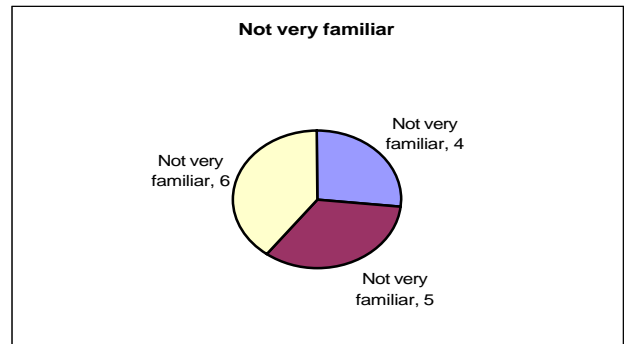
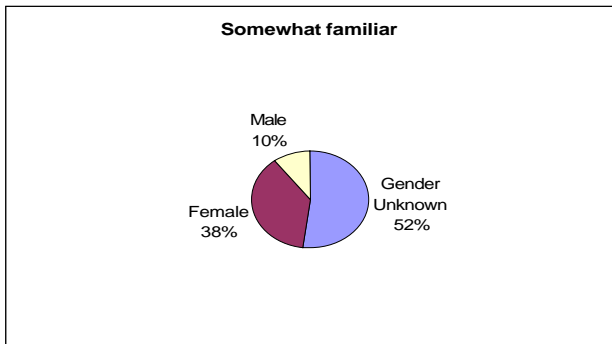
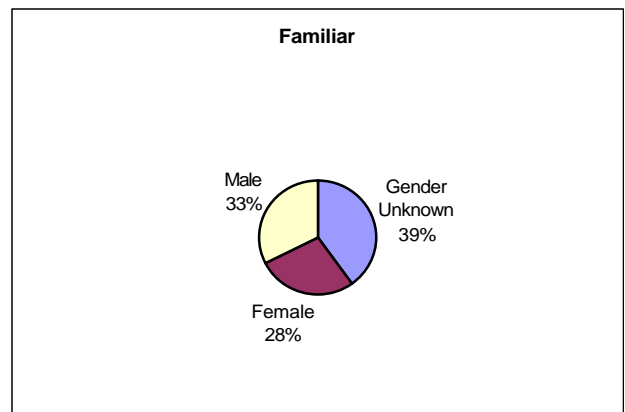
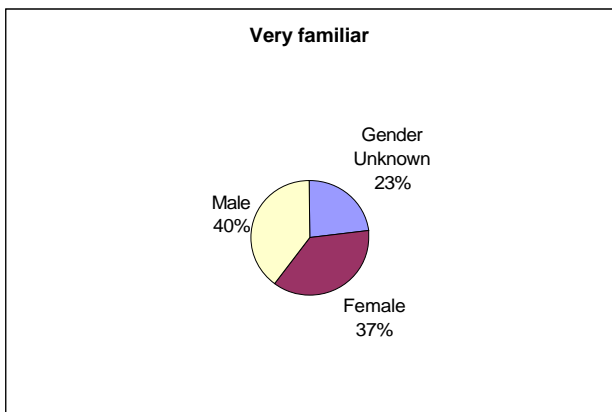
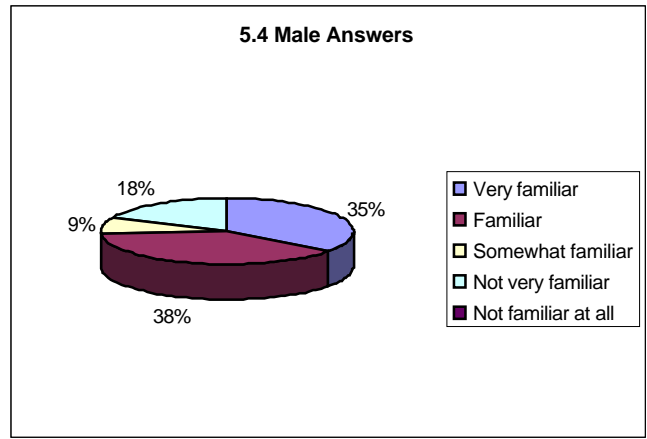
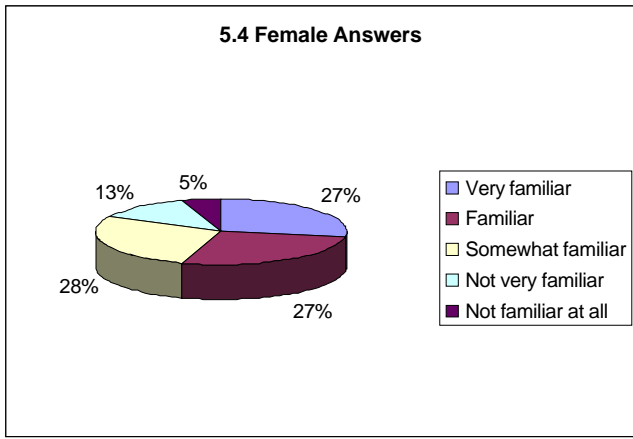
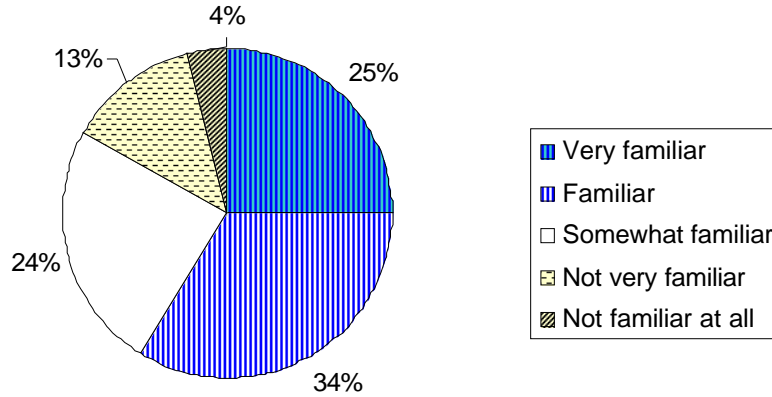
Yes	No
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2007 results 119 answers (30/89)	25%	75%
2006 results 175 answers (50/125)	29%	71%
2005 results 152 answers (18/134)	12%	88%
2004 results 145 answers (18/142)	12 %	88 %
2003 results 152 answers (10/142)	7 %	93 %

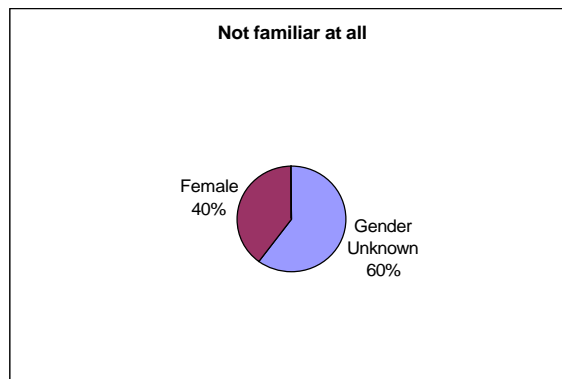


5.4 How familiar are you with the UNDP Policy on Prevention of Workplace Harassment, Sexual Harassment and Abuse of Authority?¹⁰

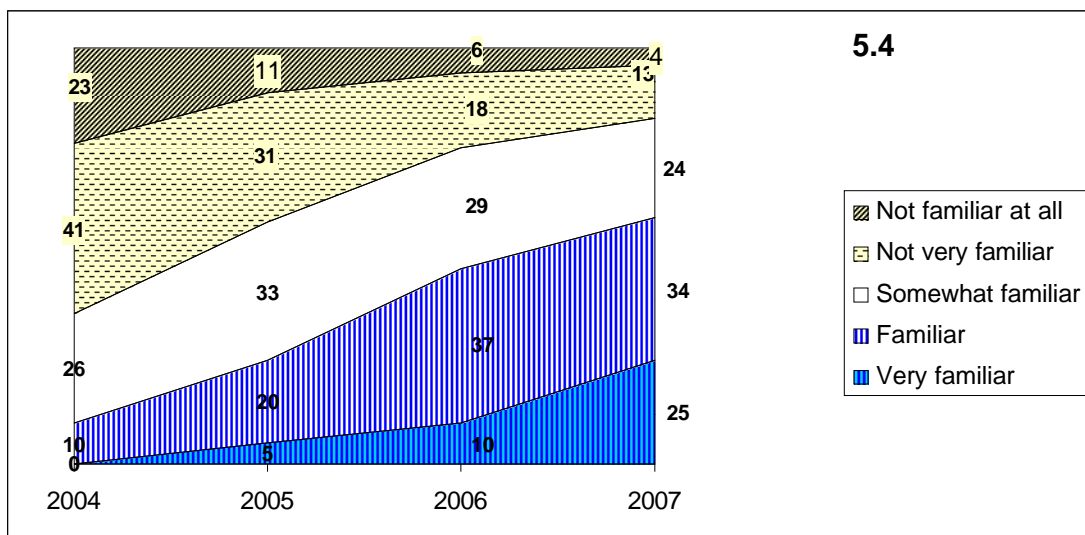
5.4



¹⁰ Former question: "How familiar are you with the procedures for reporting harassment?"
2007 JPO Satisfaction Survey



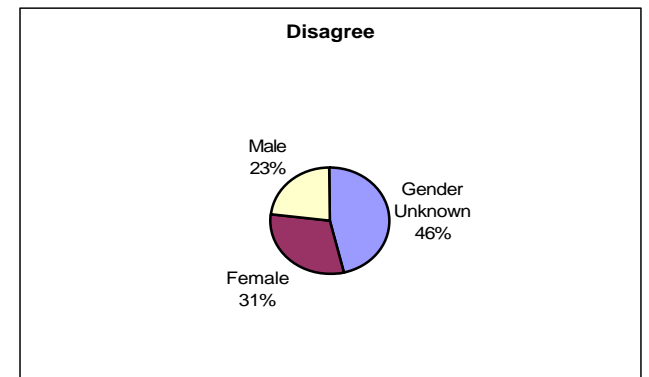
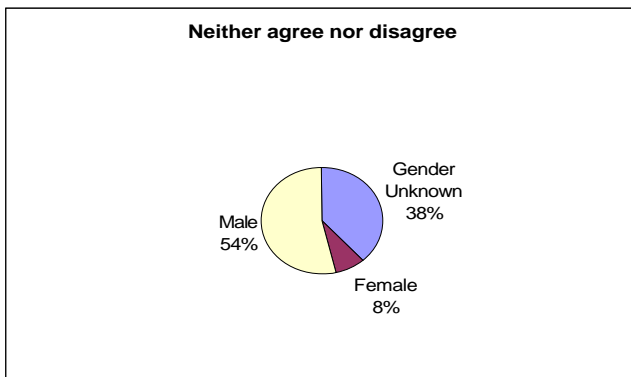
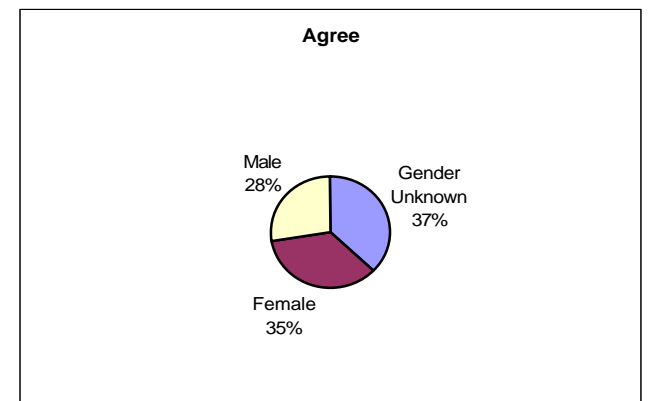
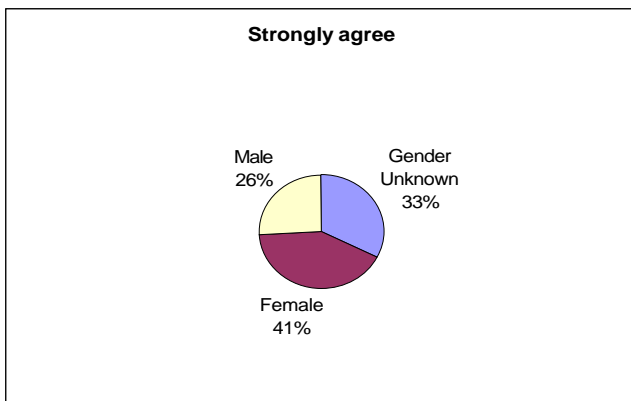
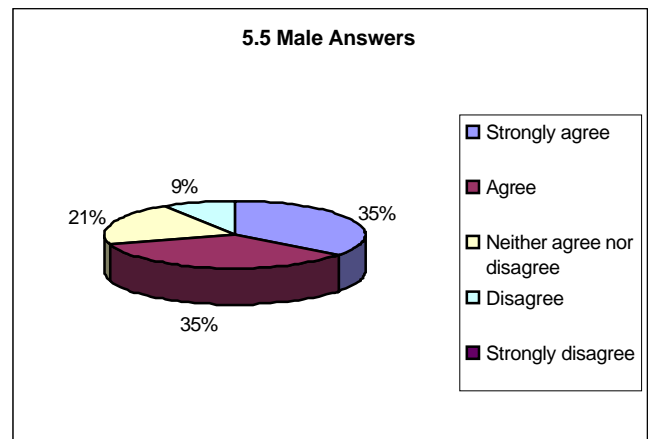
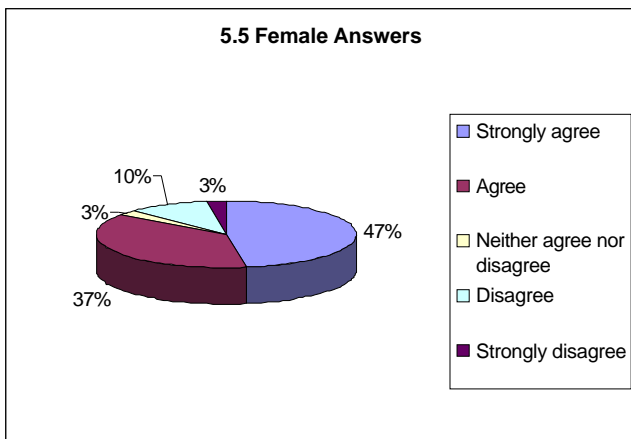
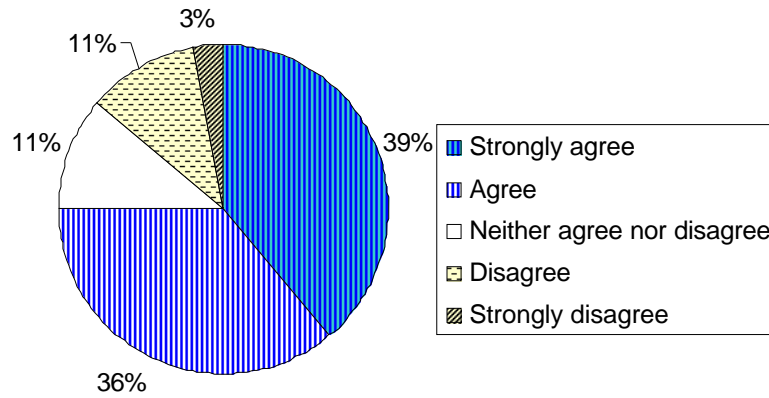
	Very familiar	Familiar	Somewhat familiar	Not very familiar	Not familiar at all
2007 results 119 answers (30/40/29/15/5)	25%	34%	24%	13%	4%
2006 results 175 answers (17/65/51/32/10)	10%	37%	29%	18%	6%
2005 results 153 answers (7/31/50/48/17)	5%	20%	33%	31%	11%
2004 results 145 answers (0/15/37/59/34)	0%	10%	26%	41%	23%
	Yes				No
2003 results 154 answers (39/115)	25%				75%
2002 results ¹¹ 141 answers (67/74)	48%				52%

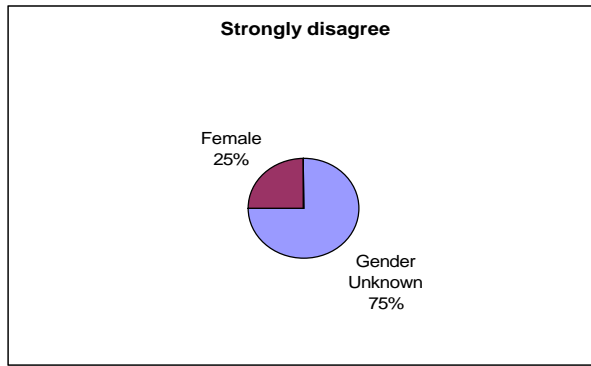


¹¹ Wording of the question in the 2002/3 Survey: "Are you familiar with the procedures for reporting sexual harassment and/or do you have someone in your office that you would feel comfortable to talk to in case you experienced sexual harassment?"
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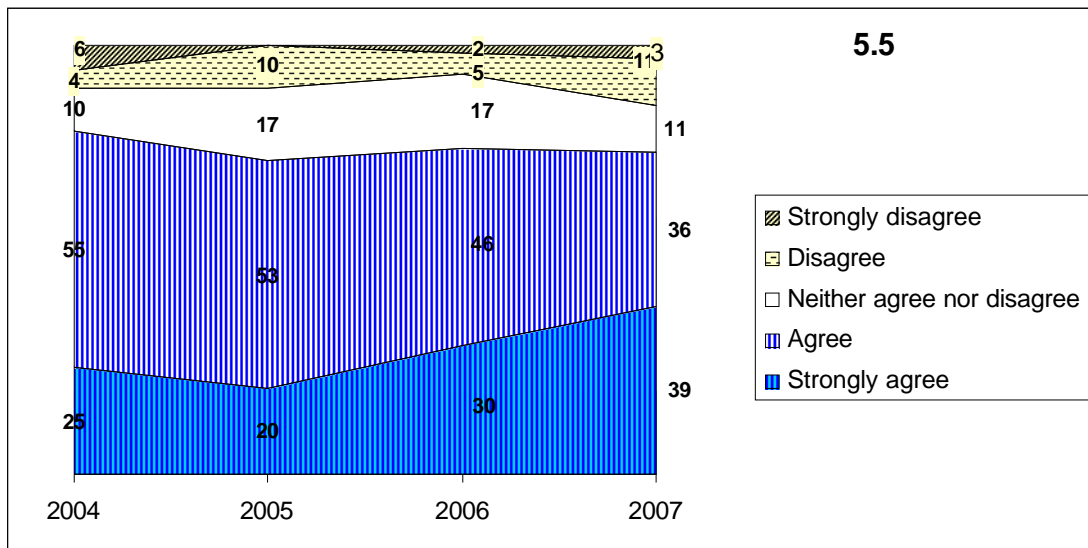
5.5 To what extent do you agree with the following statement: "I have someone in my office that you would feel comfortable talking to if I experienced harassment."?

5.5





	Strongly agree	Agree	Neither	Disagree	Strongly disagree
2007 results 119 answers (46/43/13/13/4/119)	39%	36%	11%	11%	3%
2006 results 175 answers (52/82/30/8/3)	30%	46%	17%	5%	2%
2005 results 153 answers (30/82/26/15/0)	20%	53%	17%	10%	0%
2004 results 144 answers (36/79/15/6/8)	25 %	55 %	10 %	4 %	6 %
	Yes			No	
2003 results ¹² 152 answers (136/16)	89 %			11 %	
2002 results ¹³ 141 answers (67/74)	48 %			52 %	

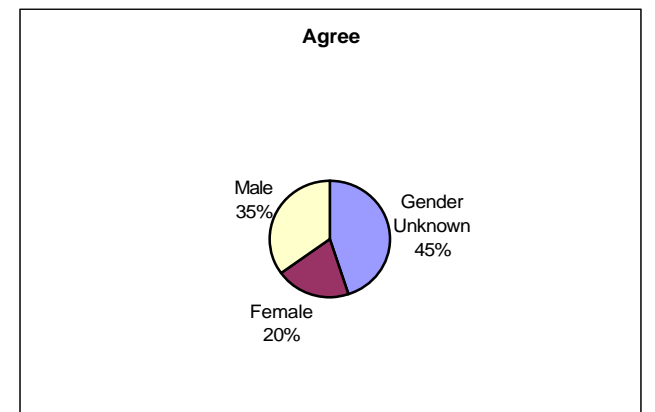
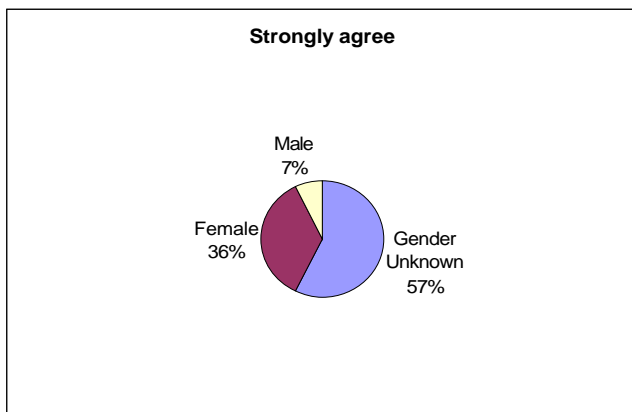
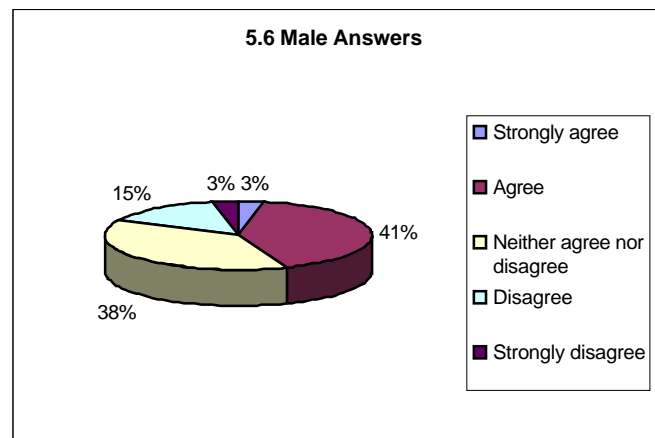
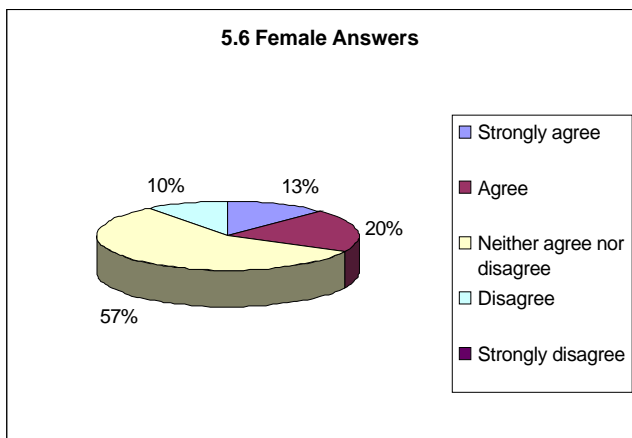
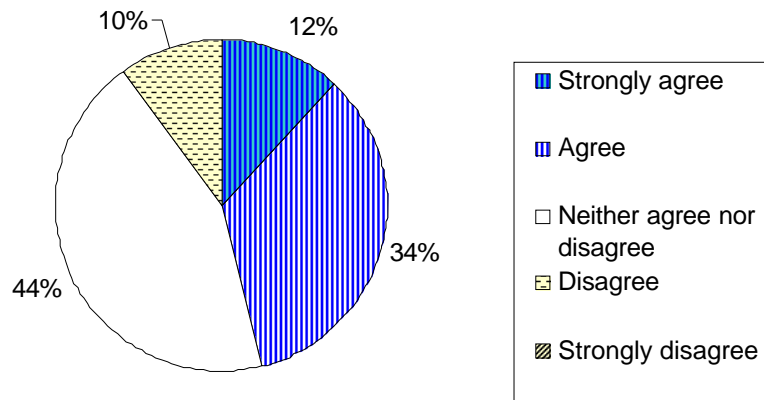


¹² Wording of the question in the 2003 Survey: “Do you have someone in your office that you would feel comfortable to talk to in case you experience harassment?”

¹³ Wording of the question in the 2002 Survey: “Are you familiar with the procedures for reporting sexual harassment and/or do you have someone in your office that you would feel comfortable to talk to in case you experienced sexual harassment?”

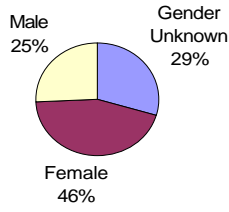
5.6 To what extent do you agree with the following statement: "I believe there is a need for the JPOSC to be more active in informing about UNDP's policy on Prevention of Workplace Harassment, Sexual Harassment and Abuse of Authority."?¹⁴

5.6

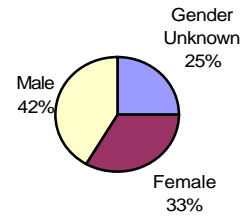


¹⁴ Former question: "To what extent do you agree with the following statement: "I believe there is a need for the JPOSC to be more active in informing about the procedures for reporting sexual harassment?"
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Neither agree nor disagree



Disagree



	Strongly agree	Agree	Neither	Disagree	Strongly disagree
2007 results 117 answers (14/40/51/12/0)	12%	34%	44%	10%	0%
2006 results 175 answers (14/62/83/15/1)	8%	35%	47%	9%	1%
2005 results 151 answers (14/54/73/10/0)	9%	36%	48%	7%	0%
2004 results 143 answers (13/59/21/55/45)	9%	42%	15%	3%	31%

