

JPO Programme

2002

Headquarters bureaux

Questionnaire

Results

2002 HQ Questionnaire

Results

Presentation

The Junior Professional Officer (JPO) Service Centre is a branch of the United Nations Development Programme's Office of Human Resources. At the time this questionnaire was distributed, it administered 250 "active" JPOs working for the following agencies: UNDP and its affiliated funds/programmes (DDC¹, IAPSO², UNCDF³, UNDGO⁴, UNIFEM⁵, UNV⁶), UNFPA⁷ and UNOPS⁸. The current JPOs are sponsored by 18 countries⁹ and serve in 88 duty stations worldwide.

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 aims at becoming a "one-stop-shop", covering the whole range of issues 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 community's effort aimed at creating environment for sustainable human development.

¹ Drylands Development Centre (DDC)

² Inter-Agency Procurement Services Office (IAPSO)

³ United Nations Capital Development Fund (UNCDF)

⁴ United Nations Development Group Office (UNDGO)

⁵ United Nations Development Fund for Women (UNIFEM)

⁶ United Nations Volunteers (UNV)

⁷ United Nations Population Fund (UNFPA)

⁸ United Nations Office for Projects Services (UNOPS)

⁹ Austria, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom. The Republic of Korea also participates in the Programme but is not funding any JPOs at the moment. Besides, Australia will resume its participation and Monaco will join the Programme in January 2003.

Against this background, the annual dissemination of questionnaires to all JPOs is vital to ensuring that the JPO Service Centre is kept abreast of all the major developments that have a 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.

Besides, following the commitment made to the JPO Service Centre partners, three other client satisfaction surveys (Donor Countries, Country Offices and Headquarters Bureaux) were disseminated in October-November 2002.

The present document is the synthesis of the answers as well as the analysis of the key results obtained in the first edition of the Headquarters Bureaux survey.

All the questionnaires received have been treated in the strictest confidence so as not to reveal individual opinions and observations.

The present survey was divided into three sections, labelled as follows:

- **Co-operation with the JPO Service Centre** (4 questions);
- **Information needs** (5 questions);
- **General comments, ideas and feedback** (3 questions).

The survey was accessible online on the JPO Service Centre website (www.jposc.org). An e-mail announcing the launch of the survey was sent to all stakeholders on 1st October 2002. The deadline for answering was 3 November 2002. As an option, the respondents were offered a possibility to reply to the survey using a Word document format.

The respondents were asked to base their answers to the questionnaire on their experiences over the past year.

The results and comments made will be carefully analysed and taken into account to the extent possible.

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

Participation rate

Global participation (16/20)

80%

The present survey was sent to twenty partners of the UNDP JPO Service Centre, all located in Headquarters locations:

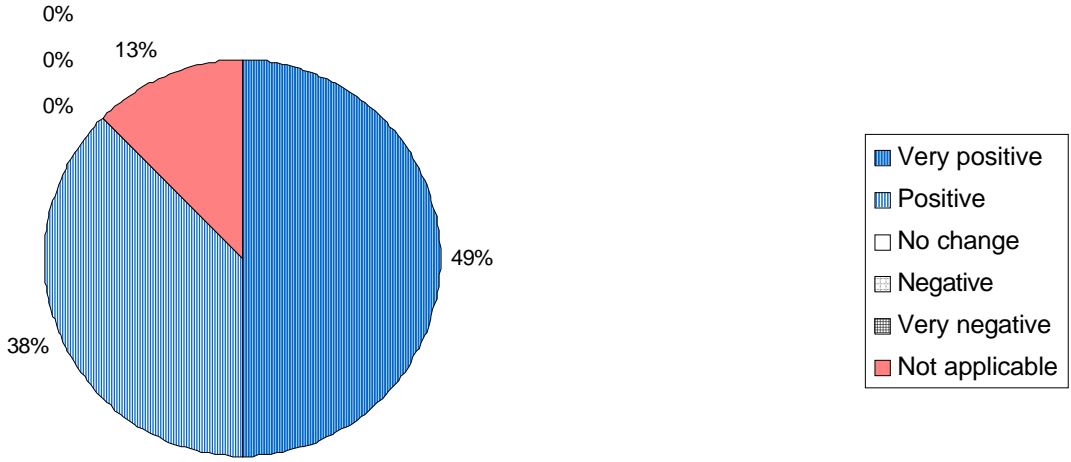
- UNDP / Bureau for Resources and Strategic Partnerships (BRSP)
- UNDP / Bureau of Management Directorate (BOM)
- UNDP / Comptroller Section
- UNDP / IAPSO
- UNDP / Liaison Office - Brussels
- UNDP / Liaison Office - Geneva
- UNDP / Liaison Office - Tokyo
- UNDP / Office of Budget Resources (BOM/OBR)
- UNDP / Office of Legal and Procurement Support (BOM/OLPS)
- UNDP / Regional Bureau for Africa (RBA)
- UNDP / Regional Bureau for Asia-Pacific (RBAP)
- UNDP / Regional Bureau for Arab States (RBAS)
- UNDP / Regional Bureau for Europe and the CIS (RBEC)
- UNDP / Regional Bureau for Latin America and the Caribbean (RBLAC)
- UNDP / UNCDF
- UNDP / UNDGO
- UNDP / UNIFEM
- UNDP / UNV
- UNFPA
- UNOPS

Sixteen answers were received.

Section 1

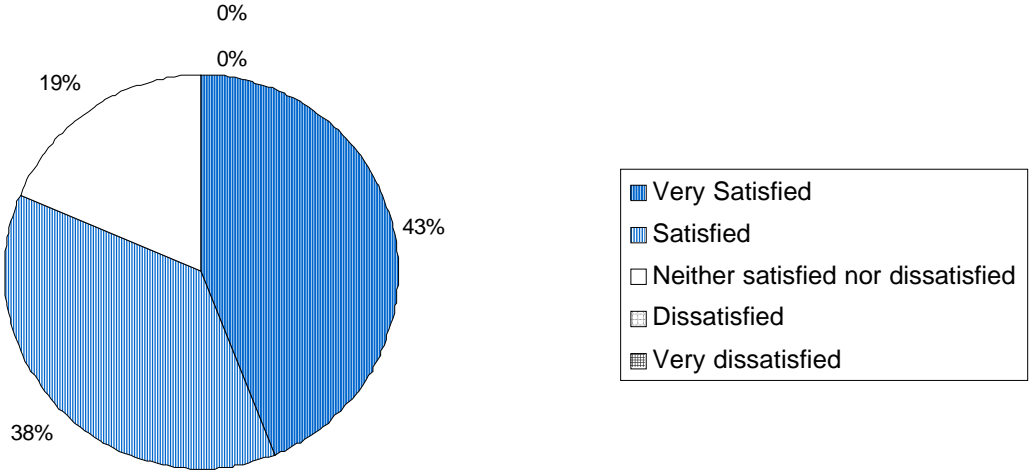
Co-operation with the JPO Service Centre

1.1 How would you rate the change in quality of services provided by the JPO Service Centre after the move from New York to Copenhagen in July 2001?



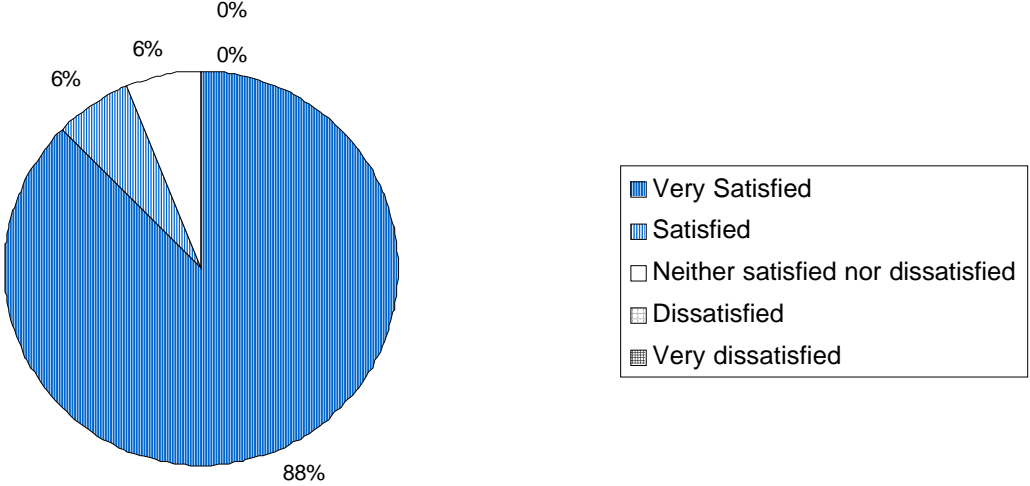
	Very positive	Positive	Neither positive nor negative	Negative	Very negative	Not applicable
Global (16 answers) (8/6/0/0/2)	49 %	38 %	0 %	0 %	0 %	13 %

1.2 To what extent were you satisfied with the co-operation between our offices during the most recent recruitment cycle?



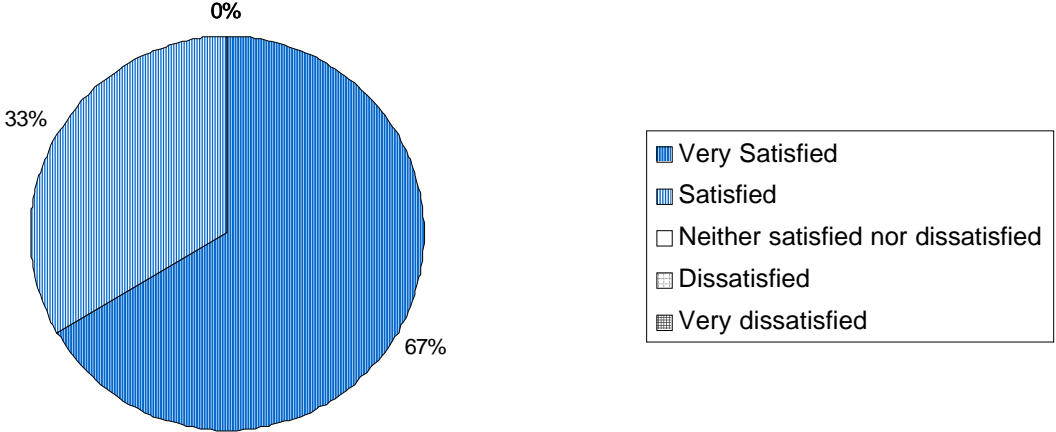
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (16 answers) (7/6/3/0/0)	43 %	38 %	19 %	0 %	0 %

1.3 When communicating with the JPO Service Centre, to what extent are you satisfied with the overall timeliness of our response (taking into consideration our 72 hour response time policy)?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (16 answers) (14/1/1/0/0)	88 %	6 %	6 %	0 %	0 %

1.4 To what extent are you satisfied with the accurateness of our responses to your questions and concerns?

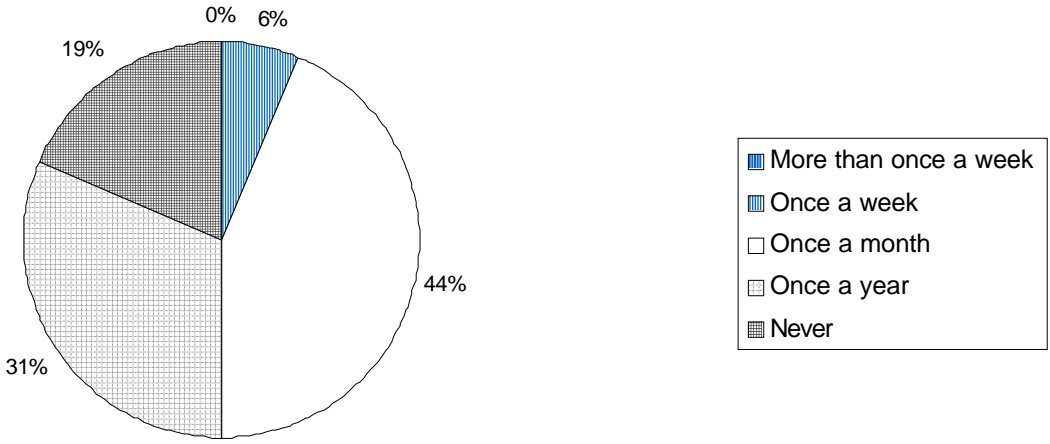


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (15 answers) (10/5/0/0/0)	67 %	33 %	0 %	0 %	0 %

Section 2

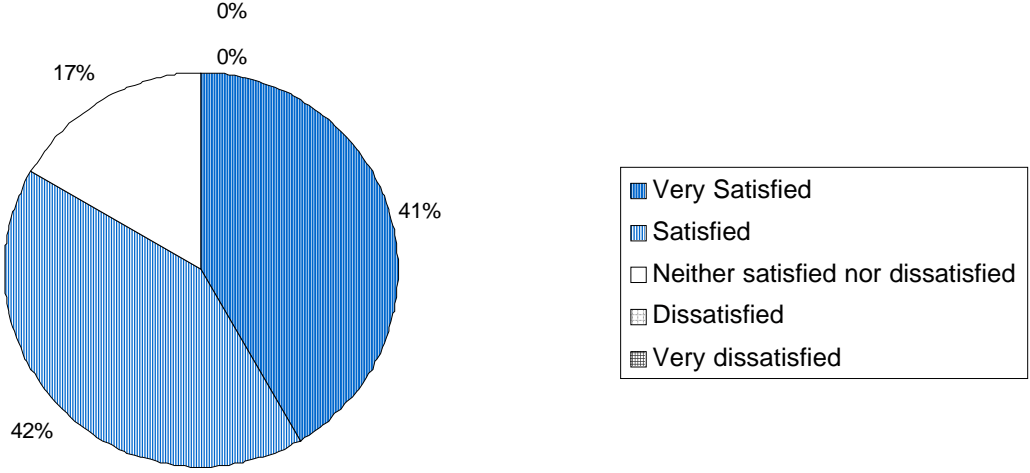
Information needs

2.1 How often do you use/visit the JPO Service Centre website (www.jposc.org)?



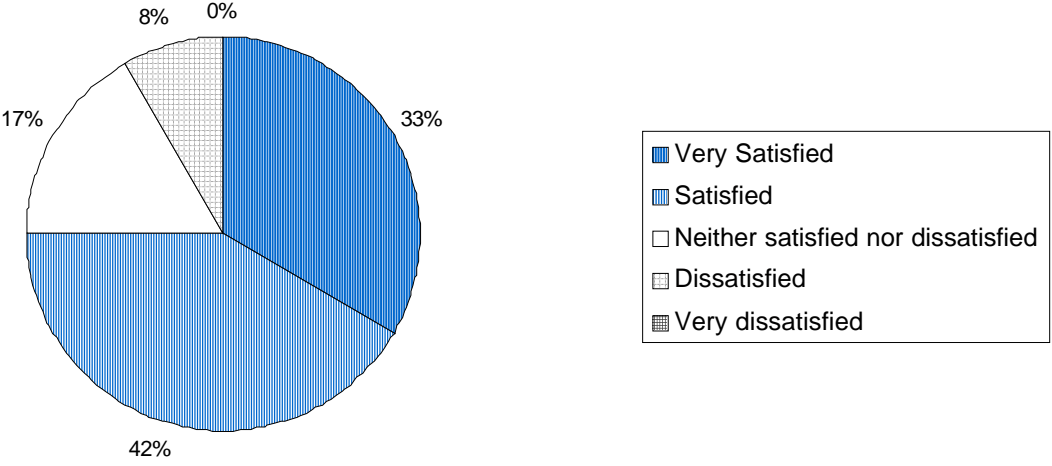
	More than once a week	Once a week	Once a month	Once a year	Never
Global (16 answers) (0/1/7/5/3)	0 %	6 %	44 %	31 %	19 %

2.2 If you use the JPO Service Centre website, to what extent are you satisfied with the way the website meets your information needs in respect of the JPO Programme?



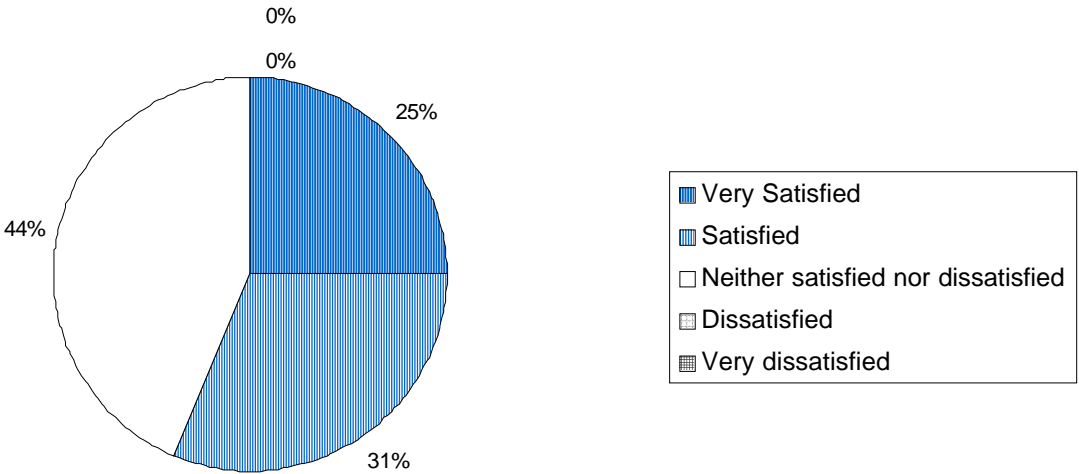
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (12 answers) (5/5/2/0/0)	41 %	42 %	17 %	0 %	0 %

2.3 If you use the JPO Service Centre website, to what extent are you satisfied with the way the website meets your office's information needs in respect of the JPO Programme?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (12 answers) (4/5/2/1/0)	33 %	42 %	17 %	8 %	0 %

2.4 To what extent were you satisfied with the JPO brochure, which was disseminated in April 2002?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global (16 answers) (4/5/7/0/0)	25 %	31 %	44 %	0 %	0 %

2.5 What could we do to better address your office's information needs?

Fifteen comments were received. They can be grouped as follows:

No critical improvement needed (9 comments)

"I am satisfied."

"Nothing - you're doing great!"

"It has been easy to go through your site and get the needed information."

"Between website and the quick responses to email exchanges we feel our needs are fully and adequately covered."

"Continue to have a close and open dialogue and share information and consult on certain administrative issues in a timely manner."

"Fine. We support the Centre with its legal matters. Information is provided by the officers requesting assistance, as required and appropriate."

"We feel quite well informed about the UNDP JPO programme."

"Nothing at present."

Nothing I can think of, any question is responded to very timely.

Add more information and online services (5 comments)

"Provide an on-line table of our requests and their status."¹⁰

"A link to or more detailed information on the LEAD programme. Statistics on JPO by country of origin and by placement."¹¹

"I have tried to use the JPO website for our office's information needs but unfortunately it is not set up to give a bureau for example, a list of the JPOs in its region. Therefore this information would have to be compiled manually, which is cumbersome."¹²

"It may help to include information on entitlements administration, frequently asked questions etc. Maybe something like checklists for cases such as: special leave without pay, extended sick leave, medical evacuation etc."

"Address communications to all programme managers in [my Regional Bureau]."

Problems of communication (1 comment)

"Brochure not received at the UNDP Brussels Liaison Office."

¹⁰ Note of the JPO Service Centre: this feature is now available online.

¹¹ Note of the JPO Service Centre: these features are available online.

¹² Note of the JPO Service Centre: this feature will be available online in January 2003.

Section 3

General comments, ideas and feedback

3.1 What are the three most positive things you have to say about the JPO Service Centre?

39 comments were provided by the interviewees:

- 12 comments (31 %) put the emphasis on the **timeliness and the responsiveness** of the JPO Service Centre.
- 9 comments (23 %) acknowledge the **client-orientated spirit** of the JPO Service Centre.
- 8 comments (21 %) concern the **innovations** provided (website, new working processes, etc.).
- 5 comments (13 %) deal with the friendly and **supportive staff**.
- 4 comments (10 %) notice a general **efficiency**.
- 1 “no opinion” comment.

1. Enhanced capacity for client service.
2. Upgraded and consolidated functions to meet the one-stop service commitment.
3. Professional & courteous staff.

1. Responsive.
2. Quick to respond.
3. Friendly and courteous.

1. Very timely.
2. Very effective.
3. Result-oriented.

1. Coordination.
2. Information in new website.
3. Timeliness of response.

1. Friendly staff.
2. Try to ensure good client relations.
3. Speedy response and/or acknowledgement of queries.

1. Prompt response.
2. Accommodating.
3. Helpful.

1. Timeliness.
2. Clear responses.
3. User-friendly.

1. Responsiveness.
2. Willingness to improve.
3. Innovation.

1. Seems to run efficiently.
2. Very good informational website.
3. Nice leadership.

1. Responsive.
2. Customer oriented.
3. You are fun!

1. Speediness of response.
2. Proactive attitude.
3. Service orientation.

1. JPOSC replies extremely quickly to any request.

1. Efficient.
2. Innovative business processes.

1. I am very pleased with the professionalism of the staff. The associates respond in a timely and friendly manner even though sometimes they have to put up with tardiness on our part (sorry).

1. The excellent support [my Department] has received, resulting in the assignment of four JPOs in 2002.

“We do not have sufficient experience of interaction with Centre to form a clear opinion.”

3.2 What are the three most negative things you have to say about the JPO Service Centre?

15 comments were provided by the interviewees:

- 9 comments (60 %) put the emphasis on the **recruitment bottlenecks**.
- 4 comments (27 %) deal with the **problems of relationship** with the Headquarters Units.
- 2 last comments deal respectively with the cost of quality service and contract problems.

1. Terminated JPO contract after being informed that Fixed-Termed contract was being offered to the JPO.
 2. Did not get feedback with regards to JPO entitlements.
 3. Should encourage more participation of the Unit at every stage of the recruitment process.
-
1. Request for repeated TOR is frustrating.
 2. Need to have on-going feedback on applications.
 3. Need to have year round response to requests not only at recruitment cycle stage.
-
1. Could try at certain times to find more creative ways to address certain administrative bureaucracies in the system and provide a menu of possible options.
-
1. Mechanisms used to distribute JPO posts.
-
1. Needs to be better linked in with developments at Headquarters.
-
1. Perhaps a tendency not to be open in a knowledge sharing sense with others.
-
1. There seems to be a need to provide assigned JPOs with better and more responsive finance, administrative and personnel backstopping and support.
-
1. I believe that unfortunately the good service that is provided is rather expensive. In times of budget cuts, we are under pressure to make do with less expensive (and probably inferior) service.
 2. While it may be useful to be close to the donors in Europe, it would be better for us if the Service Centre were in New York.
-
1. Although trying to provide up-to-date information on JPO requests, we still feel that we are unaware of the status of various requests throughout the year - and need to ask periodically on what is happening. This is not efficient for the JPO Centre nor us. Perhaps a status report on all requests, should be sent out more than once in the year.
 2. Although I have Dissatisfied under the website question above - that is not entirely accurate. I have looked at the website and do see that it seems very user friendly and useful for a JPO. In fact I appreciate the work and maintenance of the JPO site, and believe it is truly innovative, and I commend them on these efforts. But it is for [my Regional Bureau] management needs that the website has not been useful and there needs to be a similar effort for the Regional Bureaux managers. In the same regard we would also like to see a database with the history of JPOs per Country Office, this will assist us in assessing the needs of each Country Office and giving equal opportunities for each Country Office when we have to rank submissions from year to year.

3.3 Other comments, ideas and feedback

Positive comments

"I have only recently been dealing with the Centre and the experience has been quite positive."

"Probably one of the most efficient units within UNDP."

"Keep up the good work and give us a better deal!"

Problems of communication

"Sometimes unclarity who in HQ is responsible for maintaining contact on corporate issues with the JPO service centre."

"The JPO Service Centre tends to communicate only by e-mail. I understand that it is a cheaper and effective way of communication. However, in some instances, it is also important to use phone communications. It would also be interesting to see the people we are dealing with. Given that your Headquarters is in Denmark, when you visit New York, you should make it a point to meet people you deal with on a regular basis."

On the JPO Programme

"We initiated the idea with the JPO Centre to try to target [our Region] countries as sponsors in the JPO programme. We need the JPO Centre to take an active role in making this happen, perhaps positive experiences with other countries can be used as an entry point for strategies in this regard. Although we have started this process together, there needs to be some guidance from the JPO Centre on how we as [our Bureau] and the JPO centre can make this actually happen, beyond what has been done so far. We need to move forward on this goal."

As another idea: perhaps as part of the database, a password protected part on the website could be for HR management - and there the JPO Centre could keep posted all the requests for JPOs from each country and place remarks on the status of each throughout the year. This way everyone can be made aware at any time of the progress being made. It would be important to include a way to aggregate the results based on a query, for example for a specific region and be able to produce a report based on these queries.

Other

"We have had an extremely busy period [...] over the recent 6 months. We would expect to have more relevant comments this time next year when we have been able to focus more on JPO issues."