

2003 Donor Countries 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 259 "active" JPOs working for the following agencies: UNDP and its affiliated funds/programmes (DDC¹, IAPSO², MRC³, UNCDF⁴, UNDGO⁵, UNIFEM⁶, UNV⁷), UNFPA⁸ and UNOPS⁹. The current JPOs are sponsored by 22 countries¹⁰ and serve in 100 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 functions as 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 to foster propitious environment for sustainable human development.

Against this background, the annual dissemination of questionnaires to all JPO programme stakeholders is vital to ensuring that the JPO Service Centre is kept abreast of all the major developments that have direct bearing on the performance

¹ Drylands Development Centre (DDC)

² Inter-Agency Procurement Services Office (IAPSO)

³ Mekong River Commission (MRC)

⁴ United Nations Capital Development Fund (UNCDF)

⁵ United Nations Development Group Office (UNDGO)

⁶ United Nations Development Fund for Women (UNIFEM)

⁷ United Nations Volunteers (UNV)

⁸ United Nations Population Fund (UNFPA)

⁹ United Nations Office for Projects Services (UNOPS)

¹⁰ Agence Intergouvernementale de la Francophonie, Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Portugal, Republic of Korea, Spain, Sweden, Switzerland and the United Kingdom.

and well being of the JPOs, as well as to solicit feedback regarding the recent track record of the JPO Service Centre itself.

The present document is the synthesis of the answers as well as the analysis of the key results obtained in the second edition of the Donor survey.

All the questionnaires received have been treated in the strictest confidence so as not to reveal individual opinions and observations. To that end, we also made this document available in three languages.

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

- **Co-operation and communication with the JPO Service Centre** (10 questions);
- **Your feedback on the JPO Programme from the JPOs** (4 questions);
- **General comments, ideas and feedback** (3 questions).

An e-mail announcing the launch of the survey was sent to all stakeholders on 30 September 2003. The deadline for answering was 31 October 2003. The respondents were offered 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 percentages calculated are based on the number of answers for each question.

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:

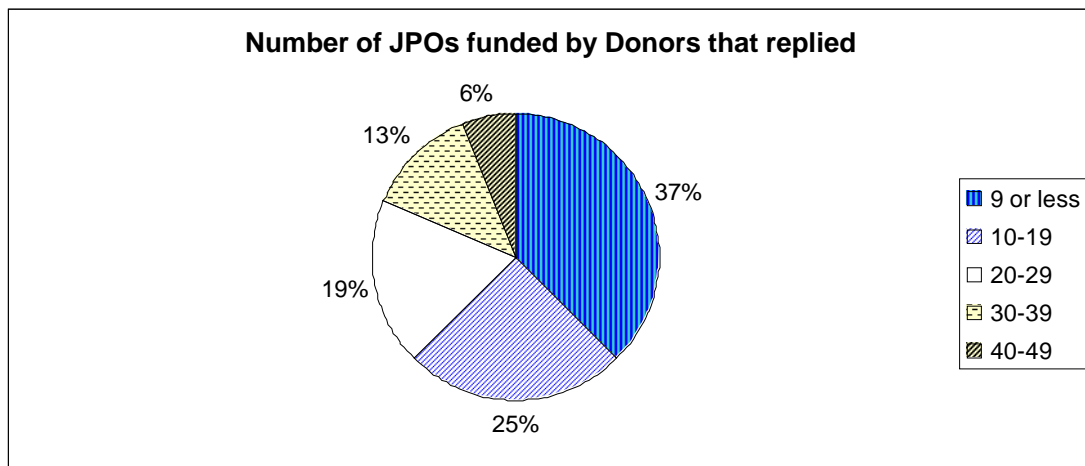
Global participation (16/21): **76%** (78% in 2002)

The present survey was sent to 21 Donor Countries that were funding JPOs at the time the survey was launched. 16 have answered to the survey (the number of JPO sponsored by each country as of 1 October 2003 is shown in brackets):

- Agence Intergouvernementale de la Francophonie (1)
- Austria (7)
- Belgium (19)
- Canada (10)
- Denmark (34)
- Finland (12)
- France (22)
- Germany (19)

- Italy (12)
- Japan (40)
- Luxembourg (10)
- Monaco (1)
- the Netherlands (18)
- Spain (13)
- Sweden (17)
- Switzerland (7)

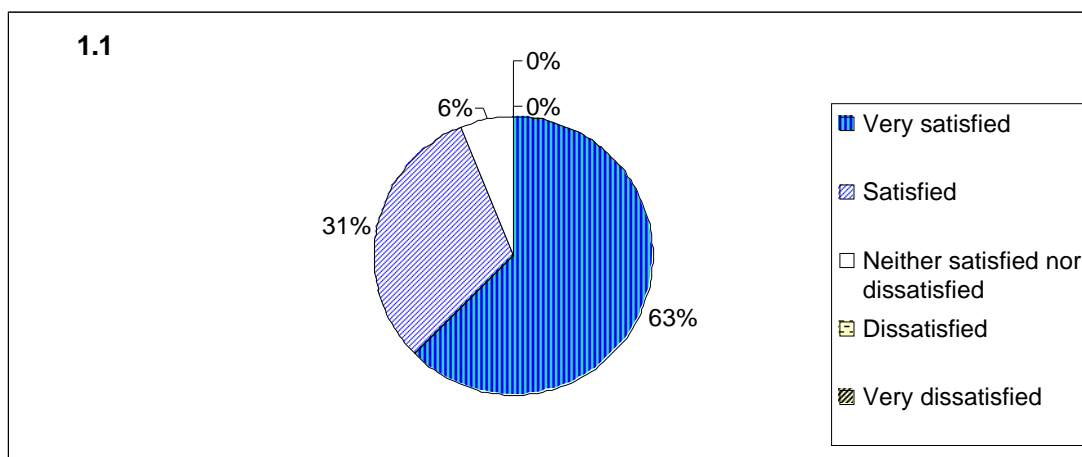
These Donor Countries were funding **242 JPOs** or **93.4 %** of all JPOs administered by the JPOSC as of 1 October 2003.



Section 1

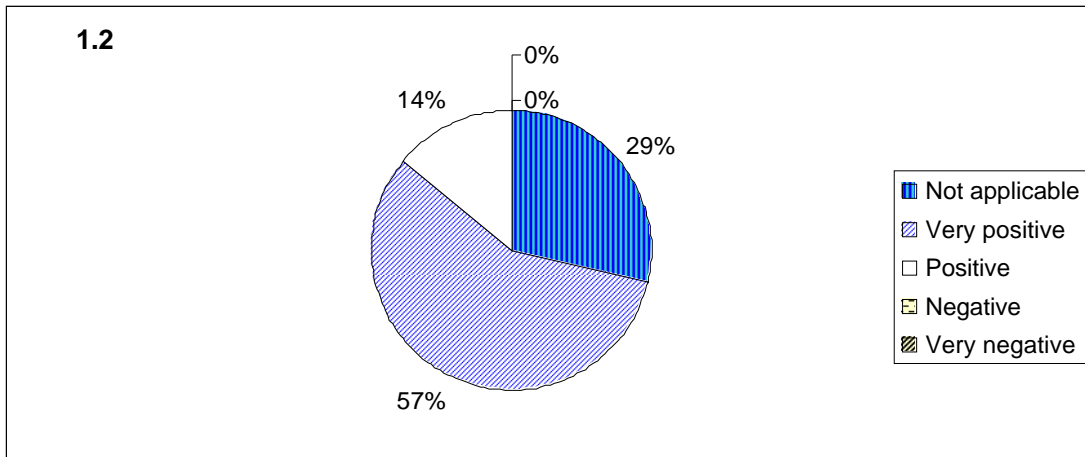
Co-operation and communication with the JPO Service Centre

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



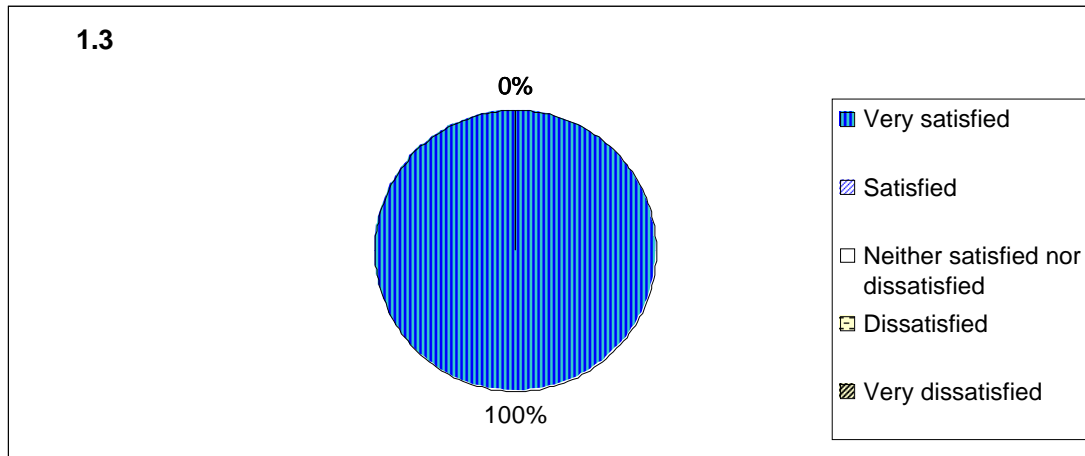
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	63%	31 %	6 %	0 %	0 %
2002 results 14 answers	43 %	50 %	7 %	0 %	0 %

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



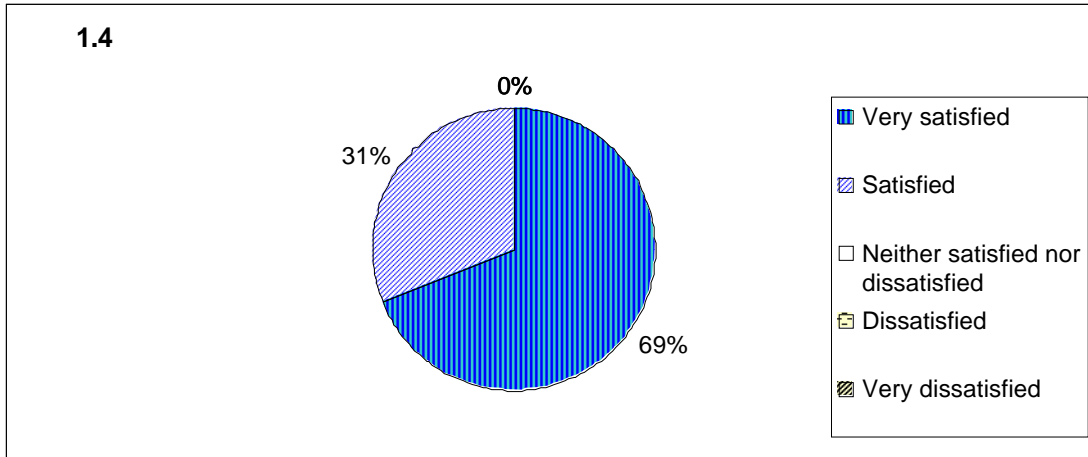
	Not applicable	Very positive	Positive	Negative	Very negative
Global 14 answers	29%	57 %	14 %	0 %	0 %
2002 results 14 answers	64 %	29 %	0 %	0 %	0 %

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)?



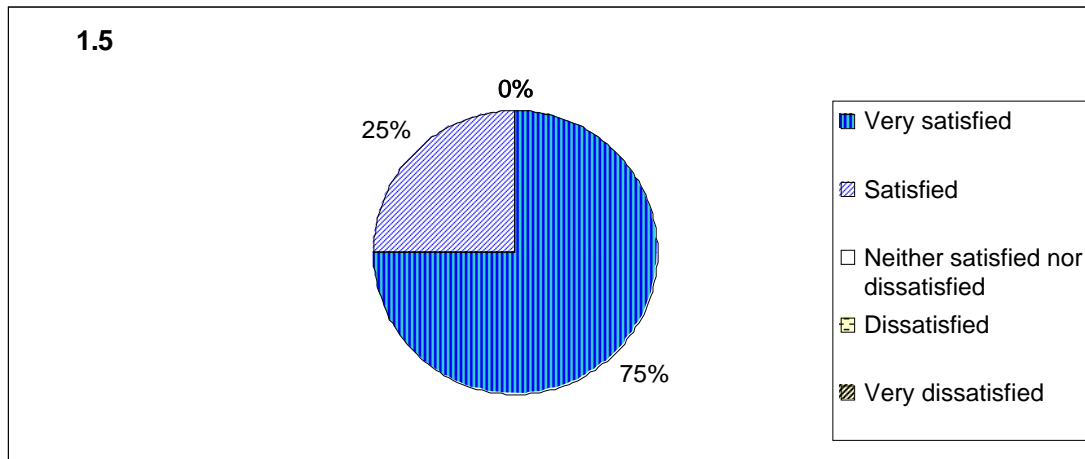
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	100%	0 %	0 %	0 %	0 %
2002 results 14 answers	79 %	21 %	0 %	0 %	0 %

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



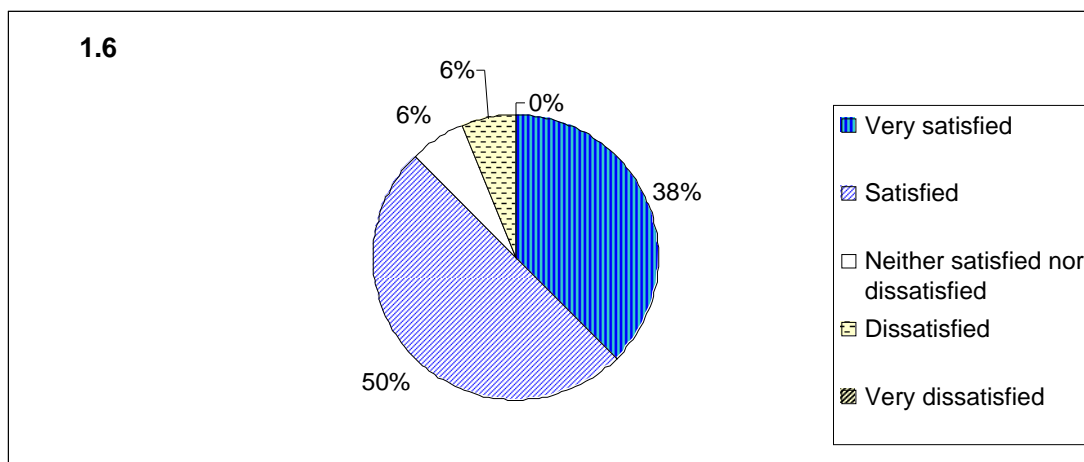
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	69%	31 %	0 %	0 %	0 %
2002 results 14 answers	50 %	43 %	7 %	0 %	0 %

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



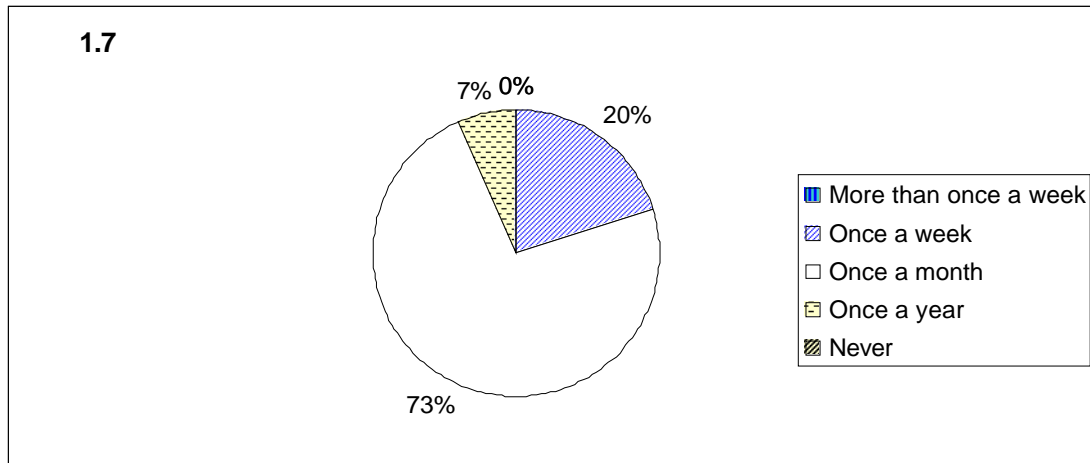
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	75%	25 %	0 %	0 %	0 %
2002 results 14 answers	50 %	36 %	7 %	7 %	0 %

1.6 To what extent are you satisfied with the way UNDP meets various reporting obligations towards your Government?



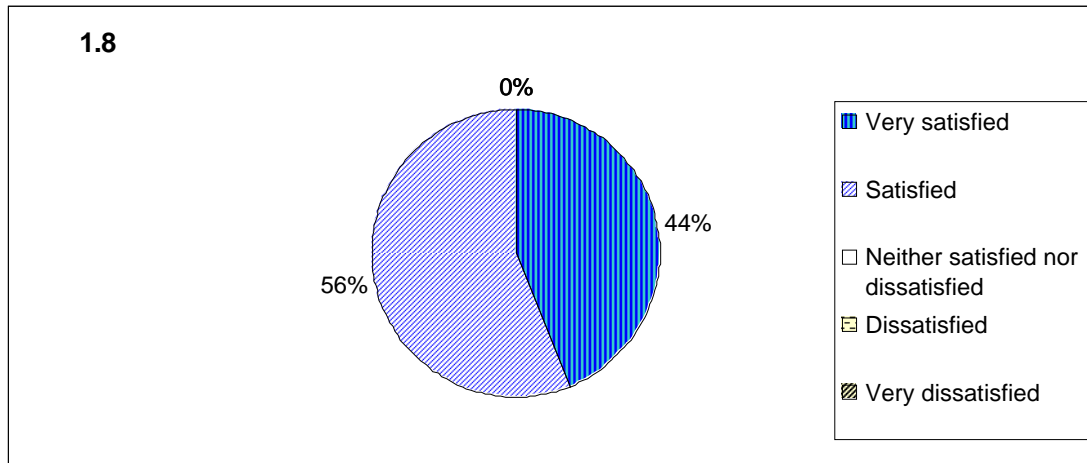
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	38%	50 %	6 %	6 %	0 %
2002 results 14 answers	14 %	79 %	0 %	7 %	0 %

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



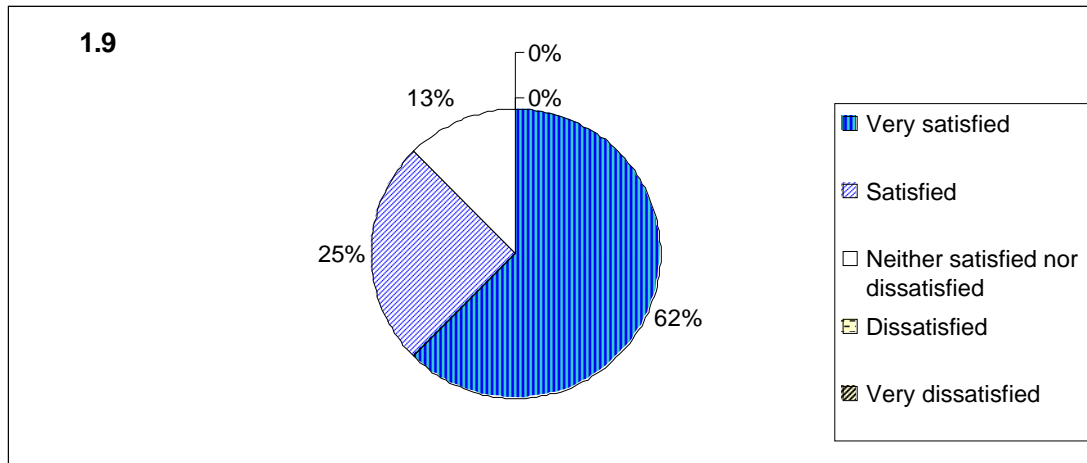
	More than once a week	Once a week	Once a month	Once a Year	Never
Global 15 answers	0%	20%	73%	7%	0%
2002 results 14 answers	7%	29%	50%	0%	14%

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



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	44%	56 %	0 %	0 %	0 %
2002 results 12 answers	25 %	75 %	0 %	0 %	0 %

1.9 To what extent were you satisfied with the JPO brochure which was disseminated in 2003?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	62%	25 %	13 %	0 %	0 %
2002 results 14 answers	43 %	43 %	14 %	0 %	0 %

1.10 What could we do to better address your Government's information needs?

- To be informed on JPO's activities and training they have been following
- Communicate to the JPOs all real job opportunities within the UN system
- To strengthen a relationship based on partnership between organizations rather than between UNDP and "stakeholder"
- As I mentioned last year, it would be good to give a more precise title to the email sent as I might miss out on very useful information.
- Follow-up of the JPOs who have finished their assignment

No comments:

- nothing to add
- no special needs at the moment

Positive comments:

- We are very much satisfied with your service and recruitment system, especially "JPO Request System" which was opened this year.
- The tools available seem to be used at their best. I am visiting the web site every other month and I am planning to do it more often in the future.

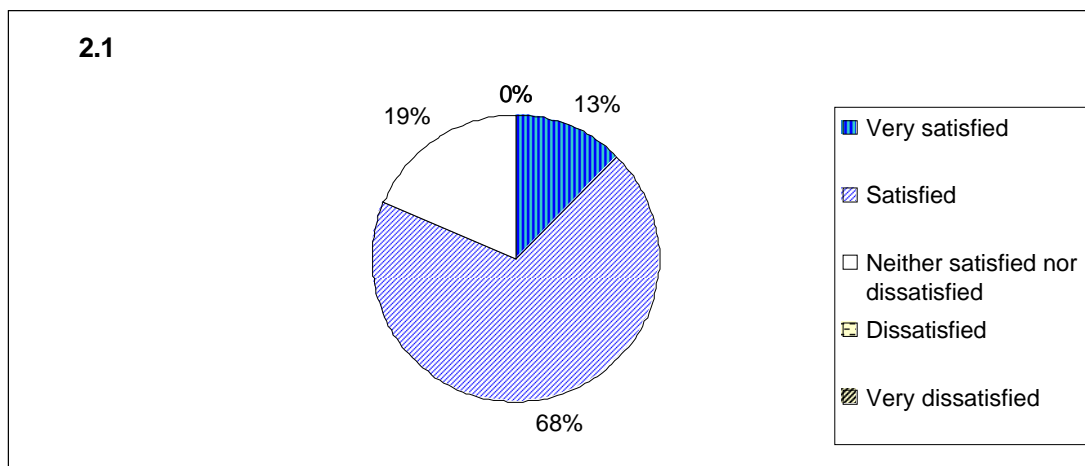
Negative comments:

- always have updated and signed TOR as well as Head of office and supervisors name correctly
- We are not satisfied with the annual JPO evaluation forms. More emphasis should be put on the supervisor's evaluation of the JPO performance. We are pleased to see that you are now starting to systematically obtain the RCAs from the country offices
- Pay more attention in addressing requests to the right people (extension, etc.) keeping in mind formality in some communications

Section 2

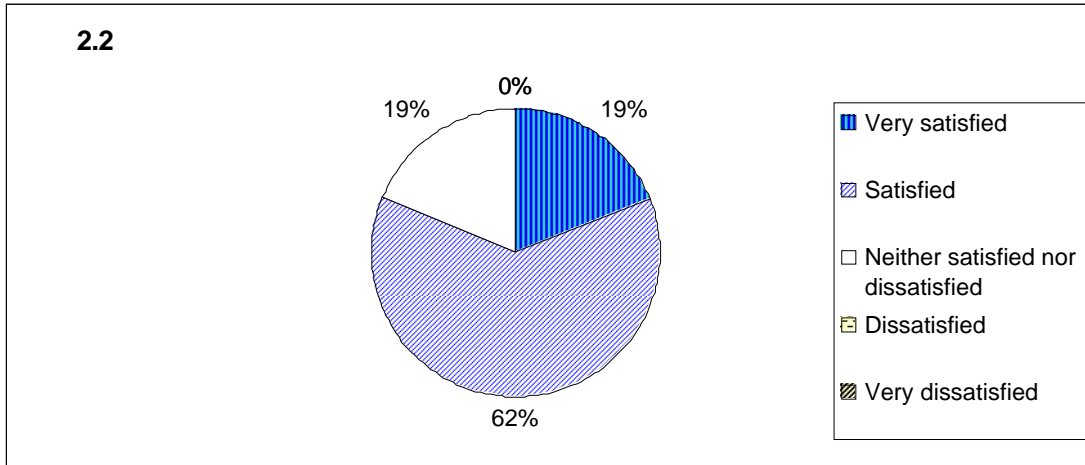
Your feedback on the JPO Programme from the JPOs

2.1 What is your general impression as to what extent the JPOs sponsored by your Government are satisfied with their assignments?



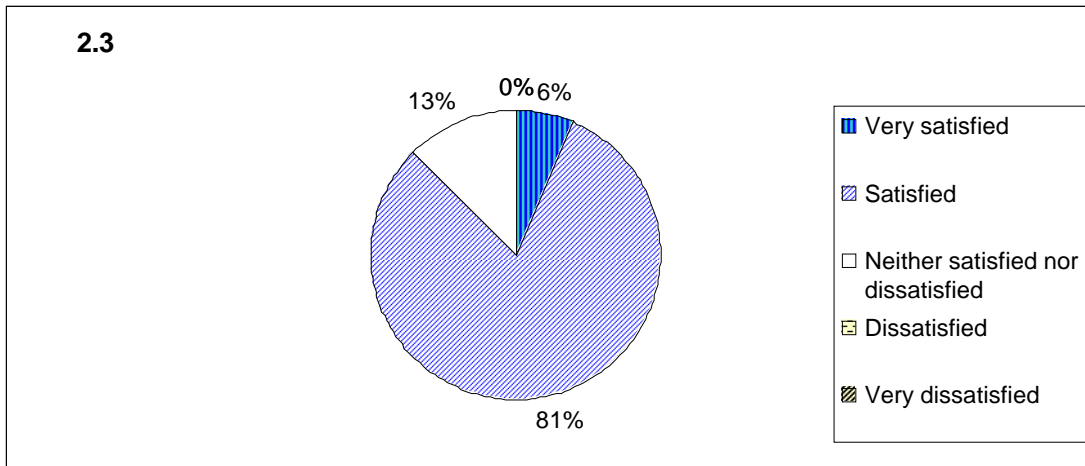
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	13%	68 %	19 %	0 %	0 %
2002 results 13 answers	15 %	85 %	0 %	0 %	0 %

2.2 What is your impression as to what extent the JPOs are satisfied with the degree to which they are acquiring new skills during their JPO assignment?



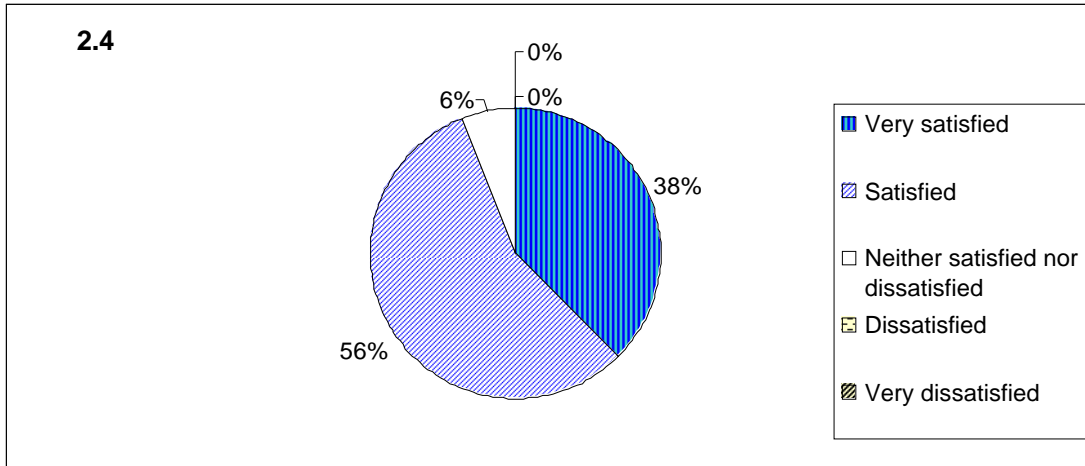
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	19%	62 %	19 %	0 %	0 %
2002 results 13 answers	15 %	85 %	0 %	0 %	0 %

2.3 What is your impression as to what extent the JPOs are satisfied with the training opportunities offered during their JPO assignment?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	6%	81 %	13 %	0 %	0 %
2002 results 13 answers	8 %	46 %	38 %	8 %	0 %

2.4 What is your impression as to what extent the JPOs are satisfied with the quality of services that are being provided to them by the JPO SC?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Global 16 answers	38%	56 %	6 %	0 %	0 %
2002 results 12 answers	25 %	67 %	8 %	0 %	0 %

Section 3

General comments, ideas and feedback

3.1 What are the three most positive comments you have on the JPO Service Centre?

“The JPOSC has always been a courteous, efficient and professional partner, using IT to its best and of great help in case of need (for instance to find vacant position on short notice or to do its best to accommodate the wishes of the donor). The JPO Alumni is also a very useful initiative.”

- 1- Prompt reaction to queries
- 2- Seriousness of the selection process
- 3- Interest of the post advertised

- 1- Good coordination
- 2- Good management practice
- 3- Experience in the selection of the best candidates

- 1- Efficient
- 2- Competent
- 3- Well organised

- 1- JPOSC replies to our inquiry more quickly than other UN organizations.
- 2- Your website is very useful and helpful for us and JPOs.
- 3- I do not know if JPOs contact you frequently, but most of the JPOs [from our country] are satisfied with your service

- 1- Always fast responses by email or by phone
- 2- Willingness to discuss all kind of matters
- 3- Own suggestions to solutions/ new ideas of how to encourage JPOs to apply for further posts

- 1- Reliable
- 2- Efficient
- 3- Customer oriented

- 1- Prompt reaction
- 2- Good administrative management of JPOs
- 3- Homogenous procedures

- 1- Effectiveness
- 2- Friendliness
- 3- Swiftiness

- 1- Dynamism
- 2- Openness
- 3- Vision

- 1- Efficiency
- 2- Professionalism
- 3- Courtesy

- 1- Good dialogue
- 2- Clearness of the administrative procedure
- 3- Human approach

- 1- Quick and accurate responses
- 2- The online "JPO request system" proved to be a very good tool

- 1- Speed (in all areas)
- 2- Good to have one focal point (a separate centre) for all JPO related issues
- 3- Continuity (as all issues are handled by centre)

- 1- Efficiency
- 2- Quick to answer
- 3- Computerized

3.2 What are the three least positive comments you have on the JPO Service Centre?

No comments:

- There are no negative comments
- Nothing to say
- I do not have any "least positive comment" on the JPOSC as the quality of its service is excellent and very professional. I would suggest that other UN agencies and even non-UN organizations follow this example.

- 1- TOR are not all that updated as we wish from our side
- 2- Yearly reports does not seem to reach us

- 1- Lack of communication on JPO's activities
- 2- Too few posts with UNOPS and other agencies

- 1- Sometime confused
- 2- sometime it requires time and effort on our side
- 3- do not pay enough attention at future career development of JPOs

- 1- Use of a unique language
- 2- Live up to too high expectations from partners
- 3- Ambiguous position towards other agencies

- 1- Hard to know who is in charge
- 2- The administrative procedures are not always clear concerning UNFPA
- 3- We rarely receive notification of arrival of JPOs

- 1- Administration of JPOs from other organisation than UNDP (eg. UNFPA) seem to be a bit complicated in some cases (additional streamlining of competences seems to be necessary)
- 2- As [our] programme differs from other donors' programmes, the information on site doesn't always apply to our programme.
- 3- Follow up on MoU: timely submission of reports and information that reports should contain.

- 1- Usefulness of the JPO/CV roster
- 2- More information on results
- 3- More statistics

"Sometimes too much general information is sent by e-mail"

"The action taken concerning the JPOs pension fund."

"The least positive comment would go to the UNDP office which has change the terms of reference from JPO/Gender to JPO/Environment while [this country] had specifically be chosen because a JPO/Gender position was vacant. Should the change be known beforehand, [the donor] would have chosen another country where it has priorities or UNIFEM."

3.3 Other comments, ideas and feedback:

“Overall a very good appreciation”

“It would be appreciated if other UN institutions with a JPO programme take the JPOSC as an example”

“We consider that the system of [donor country] JPOs is difficult for you to deal with, compared to that of other donors, because our system is different from that of other donors. I thank you for your cooperation and understanding.”

“Overall a very positive development for JPO and donor relations”

“For 2004 I would like to explore new ways on how to better assist JPOs with the framework of competencies used during the selection process (following on the Associate Expert Conference in Bonn). Any experience from UNDP would be of great help (as well as from other colleagues).

This being said, I sometime would like to answer the questionnaire with a category between “satisfied” and “very satisfied” or to have the possibility to write a few lines of explanation. My experience shows that some JPOs have a very positive experience of their JPO period in UNDP while for some others there is room for improvement.

I noticed that UNDP has a certain experience of JPOs that allows itself to avoid some comments heard in other organizations, such as “you don’t need to learn this as you are only a JPO”. In the future, since we are considering hiring JPOs of very high standards, we would like to see some challenge in terms of responsibilities to match their skills.”

“The question of Pension Fund for JPOs must be addressed. UNDP should introduce a system similar to the one for JPOs in the European Commission Delegation with a contribution to a private pension fund. These ideas should be discussed with the JPOSC in order to clarify this unsatisfactory situation.”

“Congratulation for your significant improvement in the management of JPOs with UNDP. The decentralisation policy of great autonomy seems to be fruitful.”

“General reflection of JPOs concerning the training in NY (but it is rather the responsibility of NY): lack of interest. This training happens sometime too late. The themes and objectives should be better defined in accordance to the JPOs specificities. In general, JPOs are disappointed, except by the opportunity to meet managers in NY. It would be useful to plan a day orientated on the specific missions of specialised organizations such as UNIFEM and UNFPA. Training days seem to be too long.

On the other had, workshops are very well appreciated! [our country] would like to be informed on the dates and place of the next regional workshops.”

“Section 2: answers should be 'don't know' as we are do not have contact with JPOs.”