



JPOSC Client Satisfaction Survey

2004 JPO Questionnaire

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 270 "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 103 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 and well being of the JPOs, as well as to solicit feedback regarding the recent track record of the JPO Service Centre itself.

Like last year, 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.

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.

The survey was divided into seven sections:

- **Recruitment and entry on duty procedures** (for JPOs who have been recruited less than one year ago) (12 questions);
- **Training and learning** (7 questions);
- **Your assignment** (13 questions);
- **Administrative follow-up** (8 questions);
- **Harassment** (6 questions);
- **JPO information needs** (6 questions);
- **General comments and feedback** (3 questions).

Just as last year, the survey was accessible online on the JPO Service Centre website (www.jposc.org). On 30 September 2004, 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 31 October 2004. As an option, JPOs were offered a 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 results and comments made will be carefully analysed and taken into account to the extent possible.

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.

General results: participation rate

The questionnaire was distributed to **278** persons: all 270 active JPOs and 8 JPOs who separated in October.

Global participation (152/278): 54.7 %

Participation in 2003 (157/275): 57.1%

Participation in 2002 (144/250): 57.6%

Participation in 2001 (133/255): 52.2%

Anonymous answers:

Like in the previous years, JPOs were offered the possibility to answer to optional basic information questions on their name, duty station, agency, donor government and sector of assignment.

Below are the numbers of anonymous answers to these optional questions:

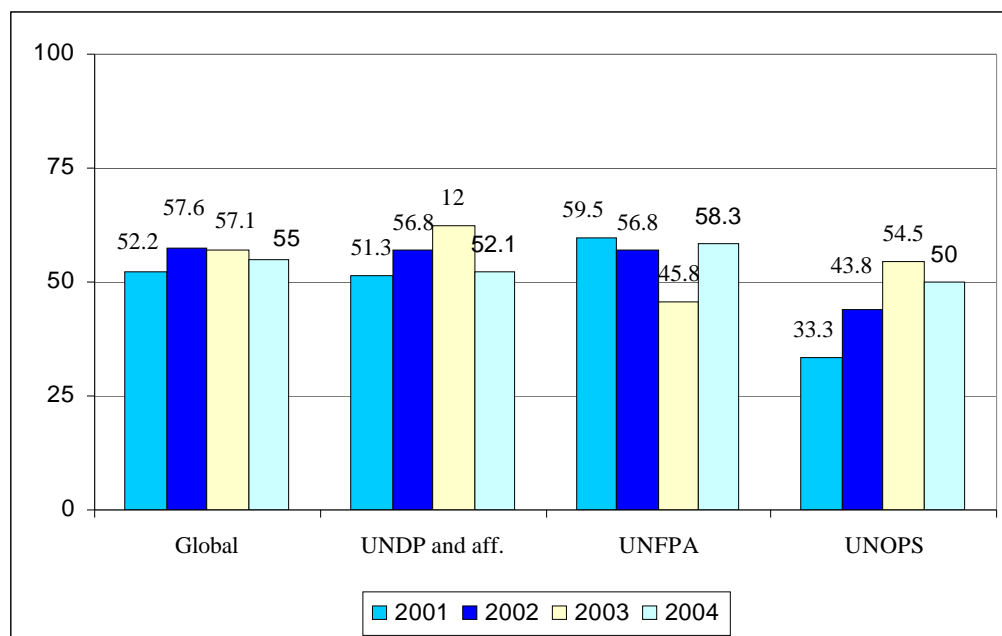
Name	54 anonymous	35.5%	(2003: 20 / 12.7% ; 2002: 40 / 27.8%)
Duty station:	7 anonymous	4.6%	(2003: 12 / 8.3% ; 2002: 6 / 4.2%)
Agency:	1 anonymous	0.7%	(2003: 2 / 1.3% ; 2002: 4 / 2.8%)
Donor government:	4 anonymous	2.7%	(2003: 4 / 2.5% ; 2002: 5 / 3.5%)
Sector of assignment:	3 anonymous	2%	(2003: 5 / 3.2% ; 2002: 0)

Participation by agency¹¹

UNDP and affiliated (110/211)	52.1 %	(2003: 62.5 % - 10.4 %)
UNFPA (28/48)	58.3 %	(2003: 45.8 % + 12.5 %)
UNOPS (4/8)	50 %	(2003: 54.5 % - 4.5 %)
MRC (1/1)	100 %	(2003: ---)

Anonymous: 1 answers

(2003: 2; 2002: 4)

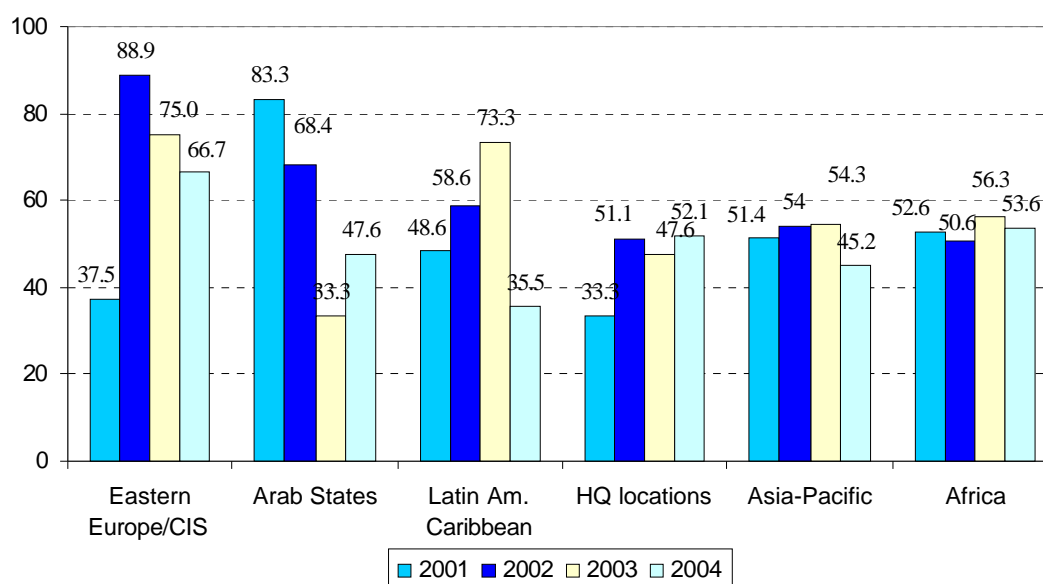


¹¹ JPO Programme (268 JPOs) – distribution by agency (as of 1 October 2004):

- UNDP and affiliated (211/268)	78.7 %	(2003: 77.2 % + 1.5 %)
- UNFPA (48/268)	17.9 %	(2003: 18.5 % - 0.6 %)
- UNOPS (8/268)	3 %	(2003: 4.2 % - 1.2 %)
- MRC (1/268)	0.4 %	(2003: 0)

Participation by region¹²

Region	2004	2003	2002
Africa (44/82)	53.6%	56.3 %	50.6%
Arab States (10/21)	47.6%	33.3 %	68.4%
Asia-Pacific (33/73)	45.2%	54.3 %	54%
Eastern Europe and the CIS (14/21)	66.7%	75 %	88.9%
Headquarters location (25/48)	52.1%	47.6 %	51.1%
Latin America and the Caribbean (11/31)	35.5%	73.3%	58.6%
Anonymous	2 answers	13 answers	6 answers



¹² JPO Programme (268 JPOs) – distribution by region (as of 1 October 2004)

- Africa (78/268)	29.1 %	(2003: 31 % // - 1.9 %)
- Arab States (19/268)	7.1 %	(2003: 8 % // - 0.9 %)
- Asia-Pacific (72/268)	26.9 %	(2003: 27 % // - 0.1%)
- Eastern Europe and the CIS (21/268)	7.8%	(2003: 6 % // + 1.8 %)
- Headquarters location (48/268)	17.9 %	(2003: 16 % // + 1.9%)
- Latin America and the Caribbean (30/268)	11.2 %	(2003: 12 % // - 0.8 %)

Participation by donor country¹³

Agence Intergouv. Francophonie (1/4)	25 %	(2003: 100 % - 75 %)
Austria (5/7)	71.4%	(2003: 57.1 % + 14.3 %)
Belgium (5/15)	33.3 %	(2003: 68.4 % - 35.1 %)
Canada (4/7)	57.1 %	(2003: 40 % + 17.1 %)
Denmark (13/31)	42 %	(2003: 52.9 % - 10.9 %)
Finland (8/13)	61.5 %	(2003: 66.6 % - 5.1 %)
France (12/22)	54.5 %	(2003: 68.2 % - 13.7 %)
Germany (12/22)	54.5 %	(2003: 68.4 % - 13.9 %)
Ireland (1/2)	50 %	(2003: 66.6 % - 16.6 %)
Italy (5/9)	55.5 %	(2003: 58.8 % - 3.3 %)
Japan (23/48)	47.9 %	(2003: 50 % - 2.1 %)
Luxembourg (3/9)	33.3 %	(2003: 60 % - 26.7 %)
Monaco (1/1)	100 %	(2003: 0 % + 100 %)
The Netherlands (17/31)	54.8 %	(2003: 83.3 % - 28.5 %)
Norway (4/13)	33.3 %	(2003: 40 % - 7 %)
Portugal (0/2)	0 %	(2003: 0 % =)
Republic of Korea (1/1)	100 %	(2003: 100 % =)
Spain (3/10)	30 %	(2003: 61.5 % - 31.5 %)
Sweden (18/26)	69.2 %	(2003: 64.7 % + 4.5 %)
Switzerland (4/8)	50 %	(2003: 42.8 % + 7.2 %)

Anonymous: 4 answers

(2003: 4 answers)

13 JPO Programme (268 JPOS) – distribution by donor (as of 1 October 2004)

- Agence Intergouvernementale de la Francophonie : 4	1.5 %
- Australia: 0	---
- Austria: 7	2.6 %
- Belgium: 15	5.6 %
- Canada: 7	2.6 %
- Denmark: 26	9.7 %
- Finland: 13	4.8 %
- France: 19	7.1 %
- Germany: 21	7.8 %
- Ireland: 2	0.7 %
- Italy: 8	3 %
- Japan: 48	17.9 %
- Luxembourg: 9	3.4 %
- Monaco: 1	0.4 %
- the Netherlands: 31	11.6 %
- Norway: 11	4.1 %
- Portugal: 2	0.7 %
- Republic of Korea: 1	0.4 %
- Spain: 10	3.7 %
- Sweden: 25	9.3 %
- Switzerland: 8	3 %
- the United Kingdom: 0	---

Distribution by period served as a JPO (as of 1 October 2004):

