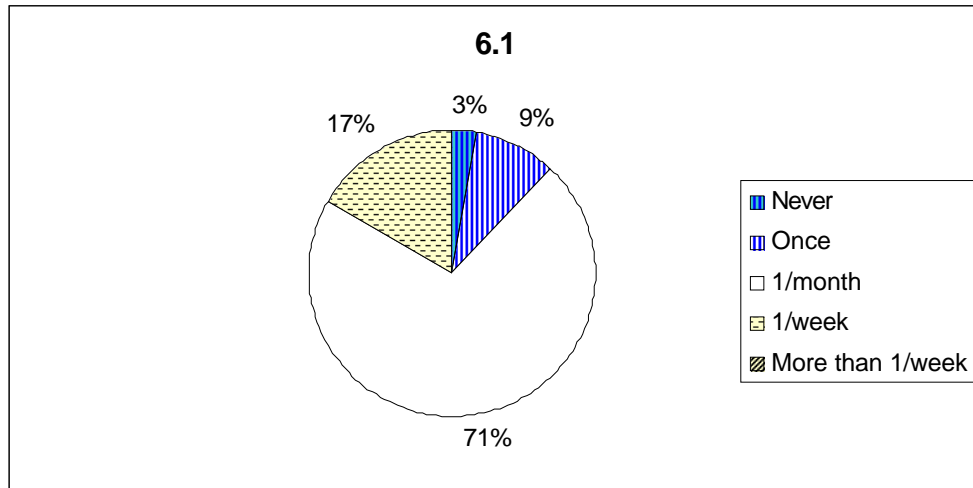
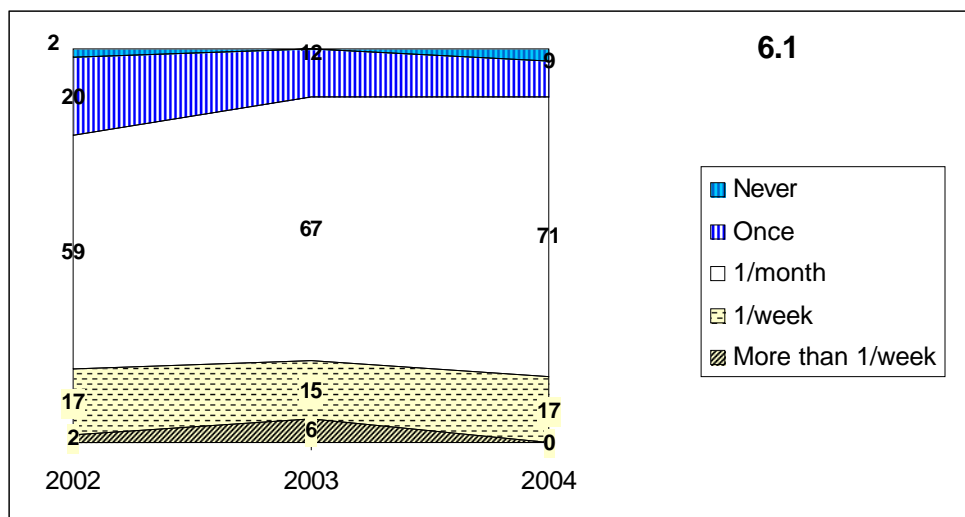


## Section 6 - JPO information needs

### 6.1 Over the last 12 months, how often do you use/visit the JPOSC website (www.jposc.org)?<sup>35</sup>

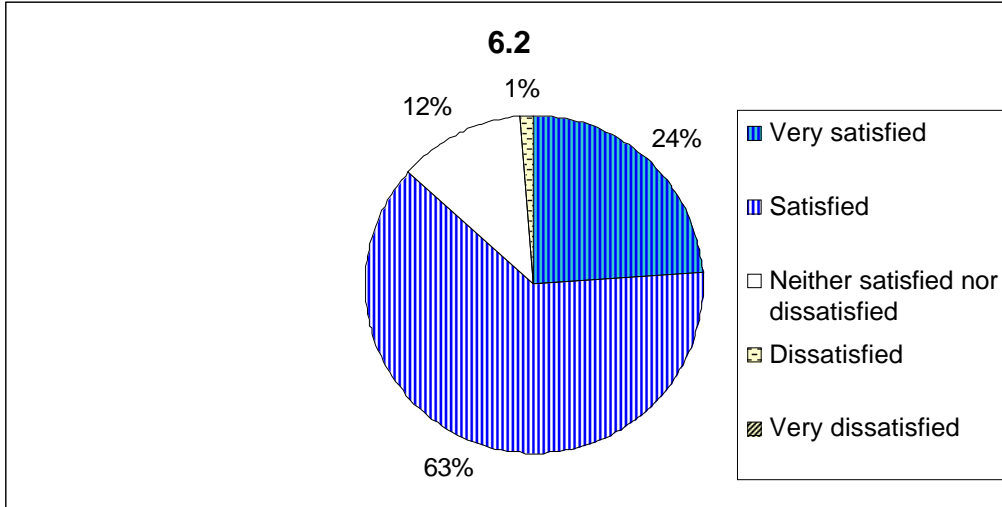


	More than once a week	Once a week	Once a month	Once	Never
<b>2004 results</b> 144 answers (10/23/103/18/0)	<b>0 %</b>	<b>17 %</b>	<b>71 %</b>	<b>9 %</b>	<b>3 %</b>
<b>2003 results</b> 154 answers (10/23/103/18/0)	6 %	15 %	67 %	12 %	0 %
<b>2002 results</b> 142 answers (3/24/84/28/3)	2 %	17 %	59 %	20 %	2 %

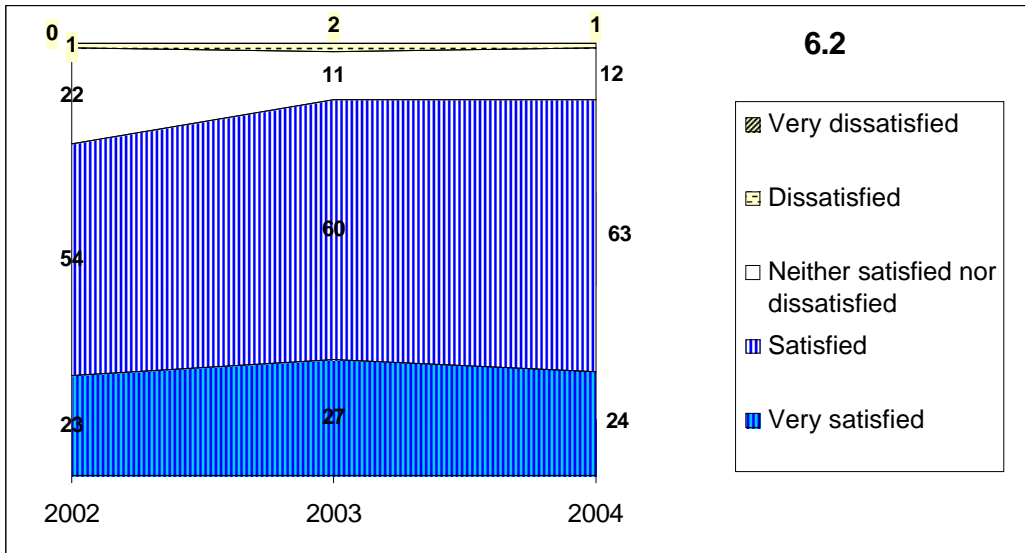


<sup>35</sup> Wording of the question in the 2002/3 Surveys: "How often do you use/visit the JPOSC website?"

**6.2 If applicable, how satisfied are you with the JPO Service Centre website?**



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 142 answers (34/89/17/2/0)	24 %	63 %	12 %	1 %	0 %
<b>2003 results</b> 152 answers (41/92/16/3/0)	27 %	60 %	11 %	2 %	0 %
<b>2002 results</b> 136 answers (31/74/30/1/0)	23 %	54 %	22 %	1 %	0 %



### 6.3 What are the sections of the website you visit more often?

The following sections were mentioned 5 times or more:

- **Forms and Circulars:** 51
- **Training and Learning:** 32
- **Salary statements and calculation:** 15
- **JPO directory:** 10
- **Job search and CV roster:** 7
- **Acronyms:** 6

#### **Other comments:**

"Most of all to download documents."

"The fact that I did not visit the website more frequently over the last year is mainly related to The fact that I was on SLWOP for that period."

"It varies."

"I can't remember."

"Questions about contracts."

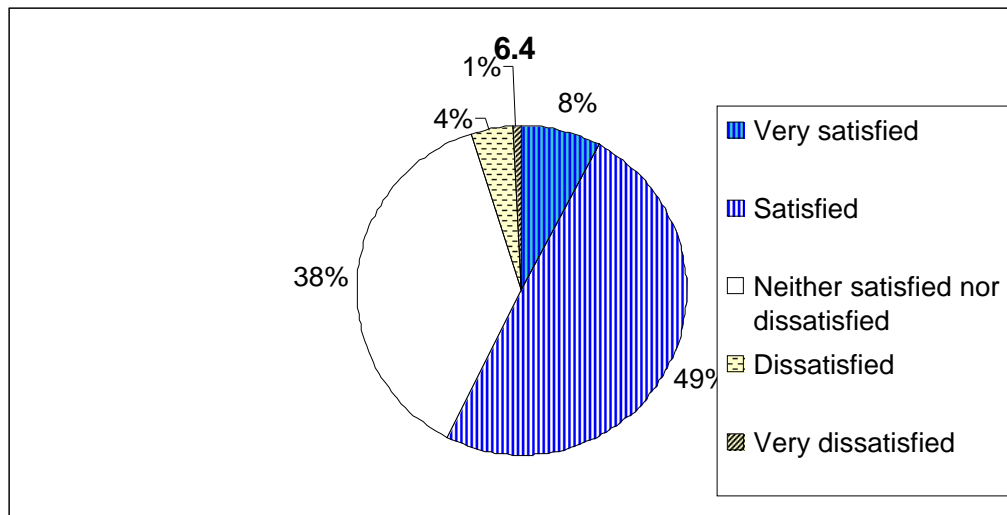
"Survey reports."

"On the "What's New" section - please be a bit more imaginative - surely there's a bit more news out there!"

"I used to consult the salary statements; however I do now receive them by e-mail. Otherwise, I have visited the training opportunities-site."

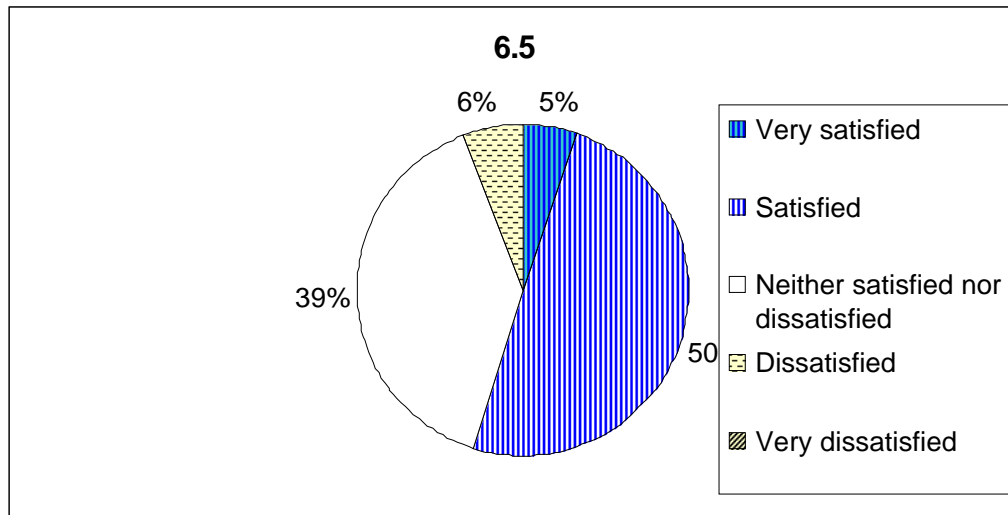
"JPO corner (to find out who is in which duty station, to find out rules & regulations, forms, to find out training opportunities)."

## 6.4 How satisfied are you with the JPO-Net?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 141 answers (11/70/53/6/1)	<b>8 %</b>	<b>49 %</b>	<b>38 %</b>	<b>4 %</b>	<b>1 %</b>

**6.5 How satisfied are you with the information circulated on the JPO-Net?**



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2004 results</b> 142 answers (7/67/53/8/0)	<b>5 %</b>	<b>50 %</b>	<b>39 %</b>	<b>6 %</b>	<b>0 %</b>

**6.6 What could we do to better address JPO information needs (sections of the website you would like to see more developed or improved; other means of information)?**

“More info on possibility to exchange JPOs between the country offices.”

“Updated list of JPOs by countries and agencies.”

“Possibly some suggestions for the CO on what information they should provide when JPO arrives - including responsibilities, logistics, travelling arrangements incl. security clearances and visas etc.”

“Is adequate enough.”

“Clarify JPO ToR (make sure offices NEED a JPO before they apply!!), clarify what a JPO is with all parties.”

“Circulation of job possibilities after assignment not only through the database but if possible have a system within the UNDP where COs and HQ can inform the JPO SC on vacancies. Inform the Human Resources units at the CO and HQ on the database of JPOs.”

“Monthly bulletin of changes, news, jobs, resources.”

“More circulations on training opportunities would be useful.”

“e-Newsletter sent by email on a regular basis (each 2-4 months)”

“Inform JPOs about new procedures concerning the United Nations System.”

“[JPO-Net] should be moderated - there are too many irrelevant emails.”

“In fact I think it is very good as it is.”

“Network is a suitable tool. It allows anyone to articulate a specific demand.”

“The diversity of needs is too important to have a common response but the network is the good solution and for personal/specific matter a direct contact with the SC is more appropriate.”

“Personally, I think it would be very helpful if the JPOSC could give us more information about the opportunities and procedures based on the former/current JPOs experiences in terms of the post-JPO career not only in UNDP but other UN agencies.”

“I think it is fine the way it is.”

“Prior to arrival at duty station provide more insight into the particular safety situation of the duty station. It should be clearly indicated what the security phase of the duty station is and whether it is a (non) family duty station.”

“A lot of the info on the JPO-Net is of interest. Too many misuse the JPO-Net though, often by mistake I believe.”

“More effort into helping JPOs find jobs after their programmes, not just list websites on JPOSC.”

“Add information also about UNFPA and other agencies as right now the net is UNDP centred.”

“It goes without saying that there are, or at least were, some annoying people sending strange messages but that seems to have stopped because these people are bored now!.

The JPO-NET could really benefit from issuing "consolidated Replies" like other networks. For example, sometimes someone will ask an interesting question but I find it too much trouble to have

to wade through all the email replies, especially when some will have little to do with the question. A consolidated reply would be great for questions on training and things like that.”

“Link JPO-Net with the JPOSC web-site on specific topics such as training.”

“They are very good.”

“Diversify the role of JPO-Net”

“It is fine.”

“The JPO-net and the existing networks are enough. But JPOs have to use it usefully instead of playing with.”

“I am satisfied with the amount of information at this time.”

“It is ok.”

“No suggestions.”

“Not use mailing list for 1-1 conversations.”

“Absorb JPOs voices during the workshop/trainings.”

“You could circulate regular mails from JPOSC to all JPOs with information, updates etc.. You could create a monthly JPO Newsletter.”

“Follow up and implement survey results.”

“Don't have any concrete ideas.”

“Keep us informed on an ongoing basis on developments in the JPO programme. Provide more systematic information on after-assignment job opportunities within the UN system and/or elsewhere.”

“More relevant / useful contents in JPO corner.”

“Processing status of Van Breda medical expense claim.”

“No comments.”

“Already very good.”

“The JPO-Net is used too much. I have currently put all mine in junk mail automatically, otherwise my inbox is overloaded.”

“I think all information you might need you can find on the site, by posting a query or asking your contact person at the JPOSC so no need to improve.”

“Ask JPOs to e-mail you when they need some info. Then, systematically provide info. Required by those JPOs who e-mailed you.”

“Comments arising from the surveys and the JPO-net could be a useful guide to get a sense. Surveys like this as well but currently I have no ideas as to this.”

“Conduct an informal survey more frequently.”

“More systematization of information and subjects that has had an important interchange of emails.”

“Tell JPOs not to use the net to address certain individuals only...to avoid clogging everyone's inboxes...but this has been addressed in the past.”

“I think you are already doing great. But I would like perhaps to have more information on what happens to our entitlements if JPOs take certain type of contracts after the JPO assignment. I believe certain entitlements/privileges given to L contracts are not given to ALDs - if this is the case, what is the difference? Also, what is the difference in entitlements between Ps and Ls?”

“If it has not been done already there is a need to screen and filter the emails sent on the JPO-net. There was a period where too many personal and irrelevant messages were sent on the JPO-net.”

“YOU ARE DOING A GREAT JOB!”

## 6.7 Further comments on JPO information needs:

“What about the JPOSC performance to be monitored in base of the rate of JPOs getting a UN assignment after donor funding stops? It would enhance this role and aspect of JPOSC to help ex-JPOs enter an UN organization.”

“A travel budget (apart from the DTTA) is desperately needed because the office isn't willing to spend on our travel (which means we don't see the country and the reality we're supposed to work in) and DTTA isn't supposed to be used (only) for this!”

“Information about ATLAS, about career building, and Performance Appraisal development.”

“1) The subjects of the workshops could be more interesting sometimes,  
2) More information on career opportunities would be welcome.”

“Need information on employment opportunities and experiences of former JPOs.”

“It would be useful to include info to and from JPOs from other agencies than the ones the JPOSC serve.”

“Most of the information available on the site is very thorough and adequate.”

“Have a JPO website redesigned like the Practice Workspace. These are a bit more user friendly.”

“I think information flow is generally good.”

“Well taken care of.”

“Filter the information in this time of info overload.”

“It would be better to provide more info on hotel in NY, Copenhagen (with rates, maps).”

“Good training information listed per UNDP service line.”

“More information on training and on international conferences etc that JPOs could use their DTTA for.”

“A newsletter?”

“How to survive within/ outside the organization after the term of the assignment.”

“”A section on "what if" which could include information on 'medical evacuation' 'if you experience harassment of a colleague' "how to deal with Van Breda"...”

“I never managed to find the form that allows me to change banking details and where I want how much of my salary to be sent to.”

“Job opportunities information is always appreciated.”

“Training opportunities  
Job opportunities (post JPO)  
Administrative procedures especially relevant for JPOs”

“Maybe more up-to-date information on what to expect on arrival at the duty station.”

“KEEP GOING ON! I really appreciate all your support, advice and information!”