



JPOSC Client Satisfaction Survey

2004 Donor 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. 21 countries and 1 intergovernmental organisation¹⁰ are sponsoring JPOs who currently serve in 104 duty stations worldwide.

Located in Copenhagen, 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.

The present document is the synthesis of the answers obtained in the third edition of the Donor survey.

All the questionnaires received have been treated in the strictest confidence so as

¹ Drylands Development Centre

² Inter-Agency Procurement Services Office

³ Mekong River Commission

⁴ United Nations Capital Development Fund

⁵ United Nations Development Group Office

⁶ United Nations Development Fund for Women

⁷ United Nations Volunteers

⁸ United Nations Population Fund

⁹ United Nations Office for Projects Services

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.

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**
(8 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 2004. The deadline for answering was 31 October 2004.

The respondents were asked to base their answers to the questionnaire on their experiences over the past twelve months. 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 (11/22): 50%

(2003: 76 %; 2002: 78 %)

The present survey was sent to all 22 stakeholders that were funding JPOs at the time the survey was launched. 11 have answered to the survey (the number of JPO sponsored by each country as of 30 September 2004 is shown in brackets):

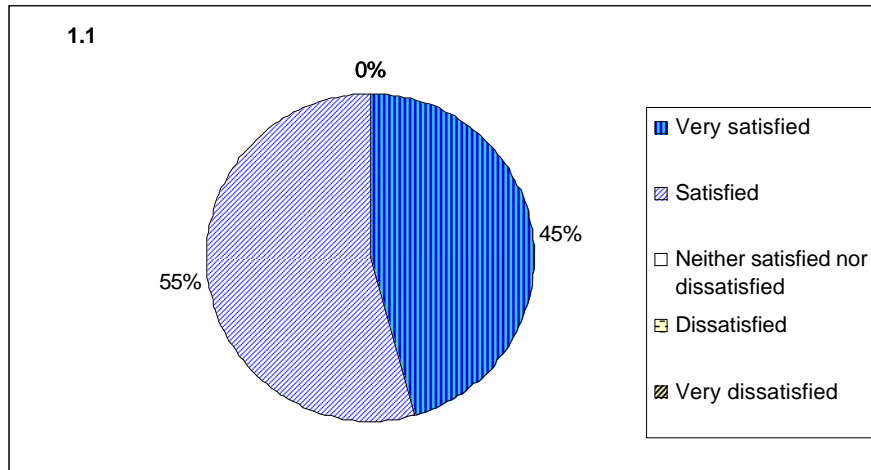
- Agence intergouvernementale de la Francophonie (4)
- Austria (9)
- Belgium (15)
- Denmark (26 JPOs and 6 SARCs)
- France (18)
- Germany (22)
- Japan (48)
- Portugal (2)
- Spain (8)
- Switzerland (10)
- The Netherlands (32)

The respondents represent **199 JPOs** or **72.6 %** of all active JPOs.

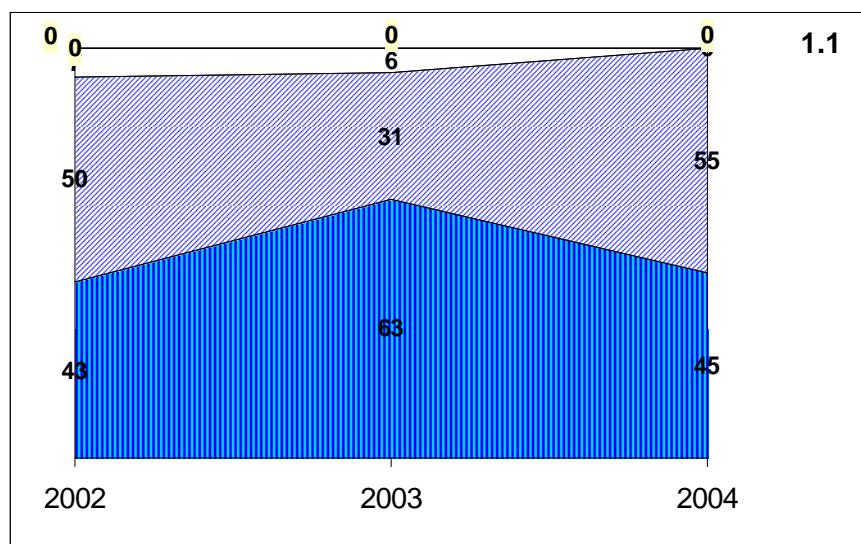
Section 1

Co-operation and communication with the JPO Service Centre

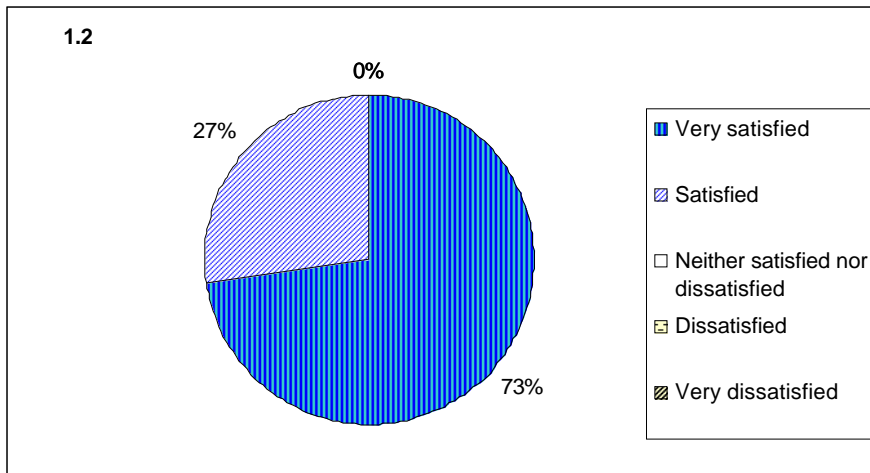
1.1 Generally speaking, how satisfied are you with the extent to which the UNDP JPO Programme lives up to your Government's expectations?



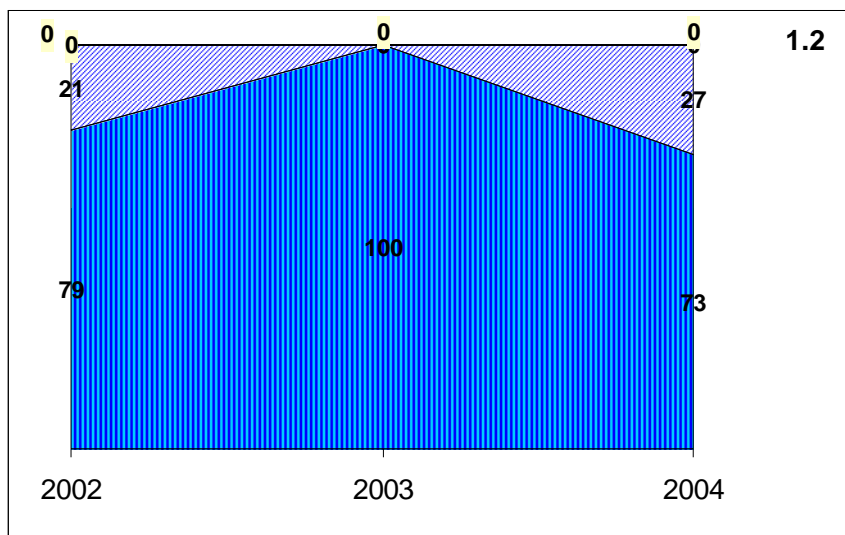
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 11 answers	45 %	55 %	0 %	0 %	0 %
2003 16 answers	63 %	31 %	6 %	0 %	0 %
2002 14 answers	43 %	50 %	7 %	0 %	0 %



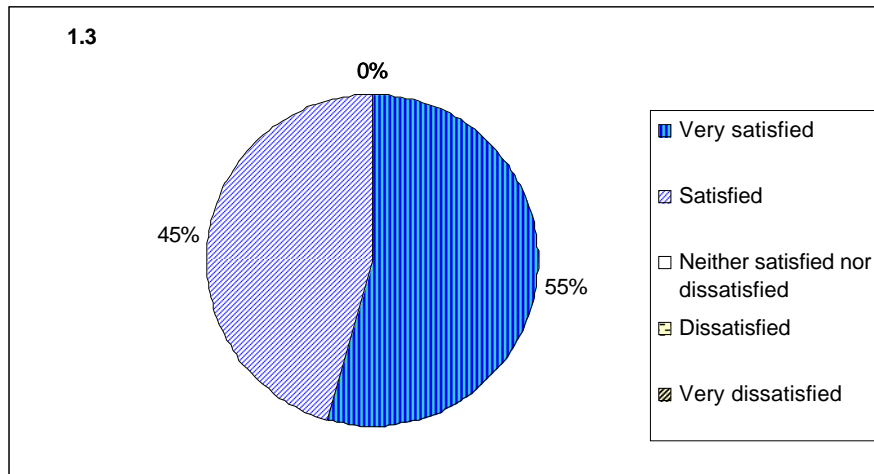
1.2 When communicating with the JPO Service Centre (JPOSC), how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



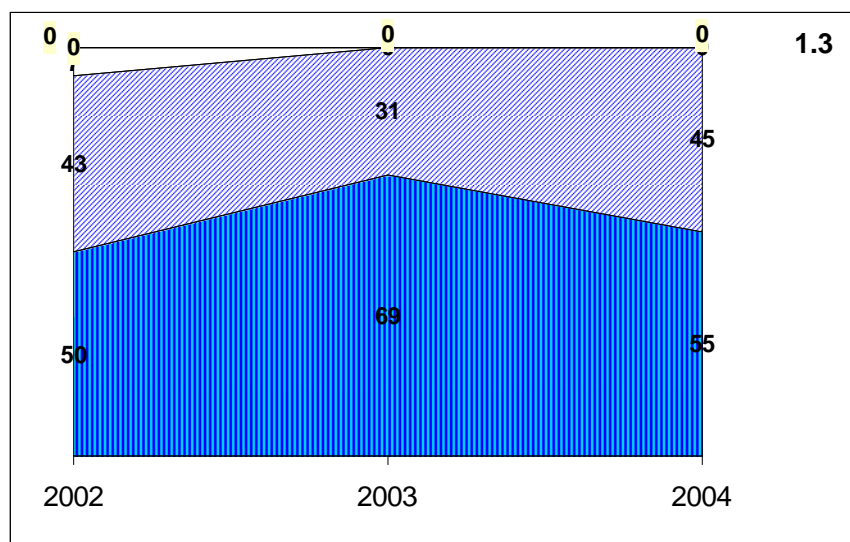
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 11 answers	73 %	27 %	0 %	0 %	0 %
2003 11 answers	100 %	0 %	0 %	0 %	0 %
2002 14 answers	79 %	21 %	0 %	0 %	0 %



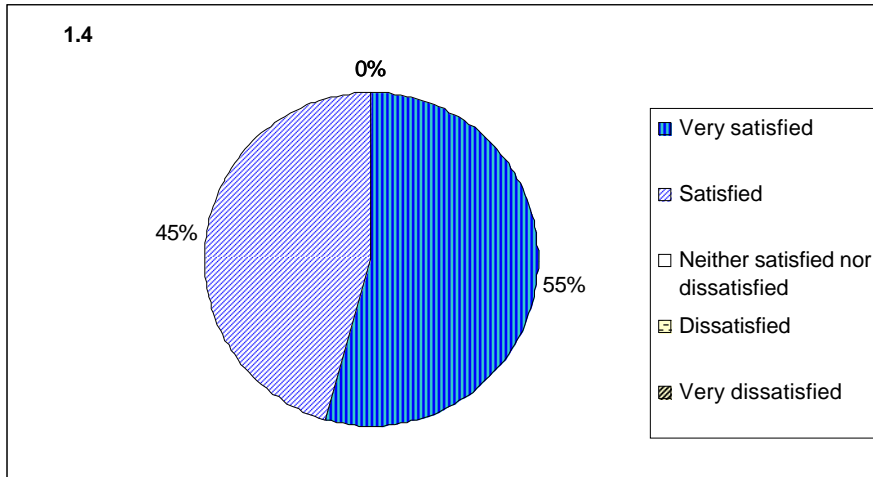
1.3 How satisfied are you with the clarity of explanations provided by the JPOSC?



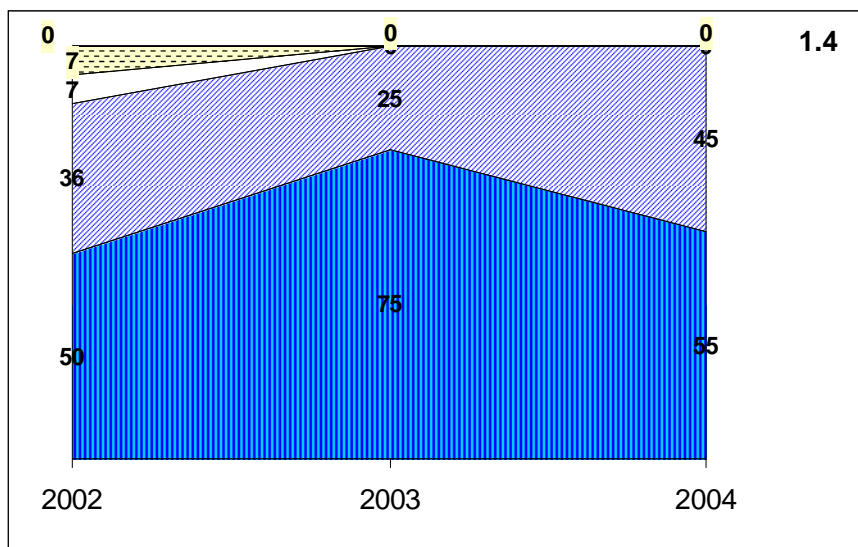
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	69 %	31 %	0 %	0 %	0 %
2002 14 answers	50 %	43 %	7 %	0 %	0 %



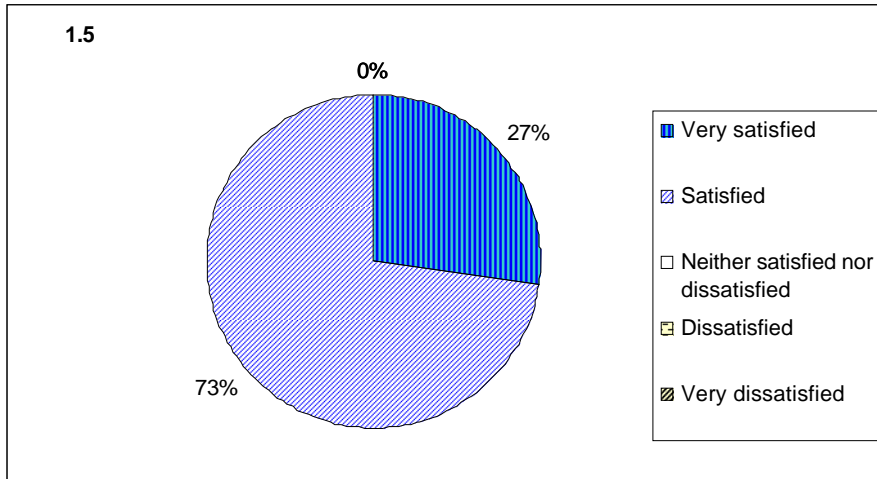
1.4 How satisfied are you with the co-operation between our organisations during the most recent recruitment cycle?



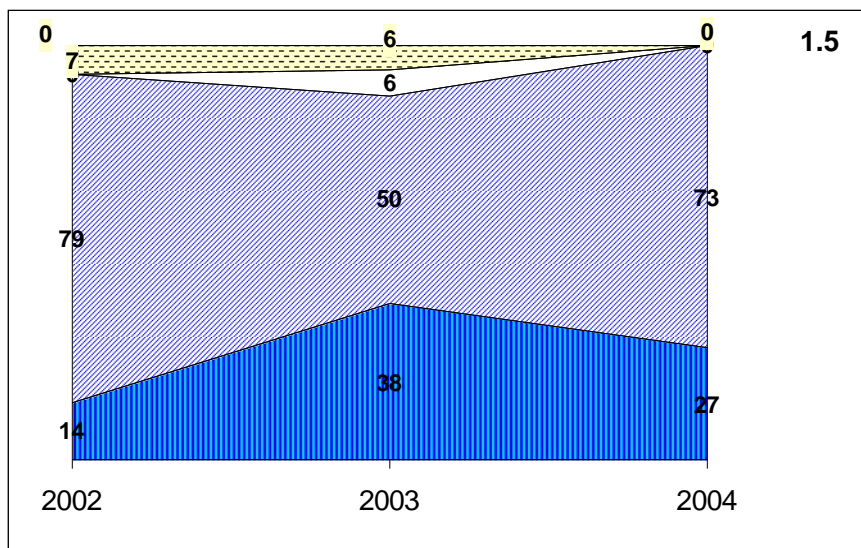
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	75 %	25 %	0 %	0 %	0 %
2002 14 answers	50 %	36 %	7 %	7 %	0 %



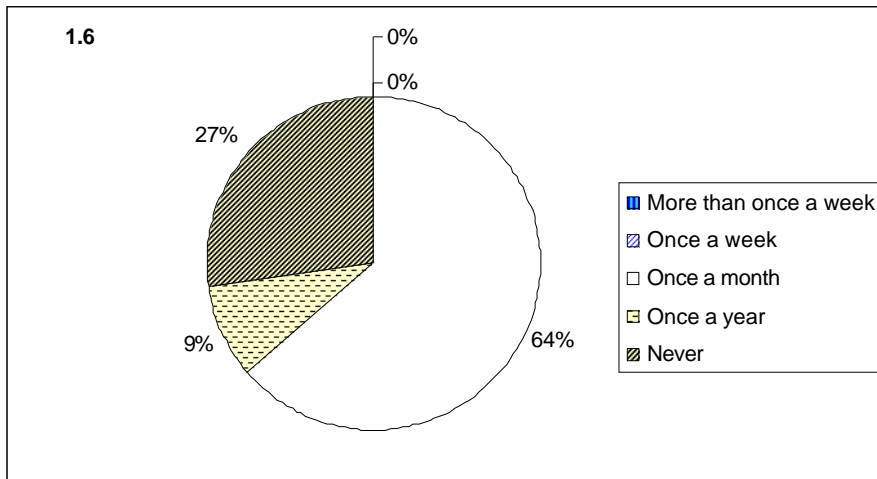
1.5 How satisfied are you with the way UNDP meets various reporting obligations towards your Government?



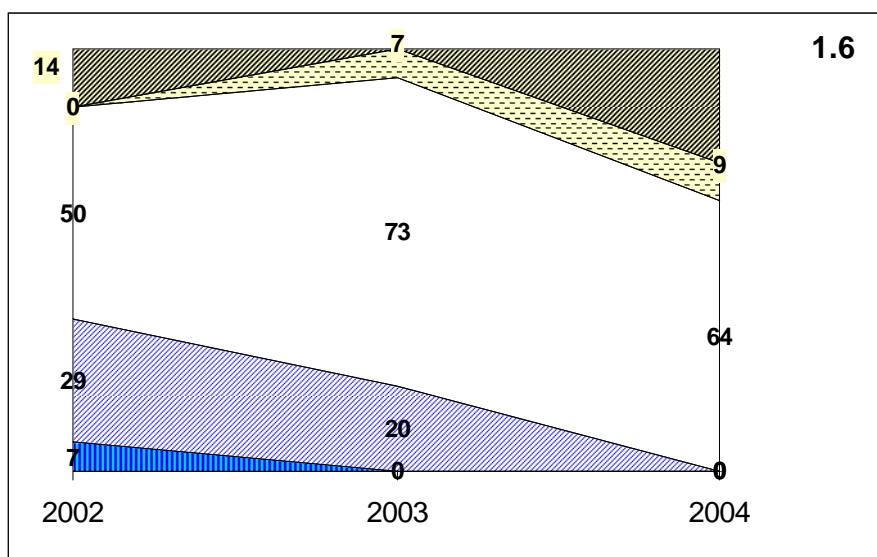
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 11 answers	27 %	73 %	0 %	0 %	0 %
2003 16 answers	38 %	50 %	6 %	6 %	0 %
2002 14 answers	14 %	79 %	0 %	7 %	0 %



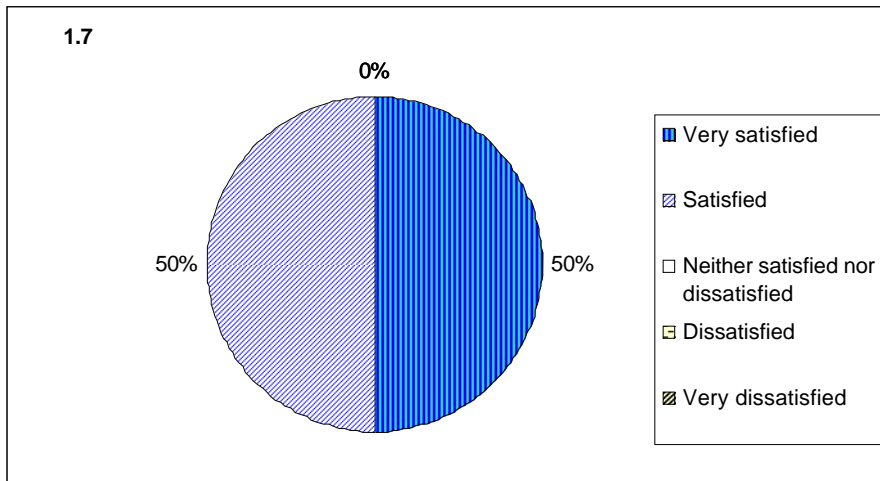
1.6 Over the last 12 months, how often did you use/visit the JPO Service Centre website (www.jposc.org)?



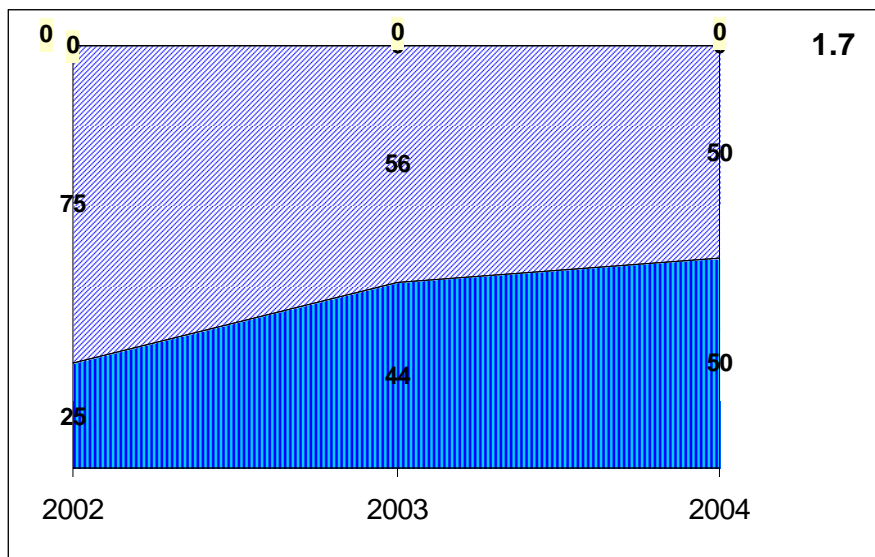
	More than once a week	Once a week	Once a month	Once a year	Never
2004 11 answers	0 %	0 %	64 %	9 %	27 %
2003 15 answers	0 %	20 %	73 %	7 %	0 %
2002 14 answers	7 %	29 %	50 %	0 %	14 %



1.7 If applicable, how satisfied are you 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
2004 8 answers	50 %	50 %	0 %	0 %	0 %
2003 16 answers	44 %	56 %	0 %	0 %	0 %
2002 12 answers	25 %	75 %	0 %	0 %	0 %



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

“Confidentially speaking, I would like to get more information about the “quality” of UNDP’s RRs and Supervisors, assignment’s duration, team, etc. in the countries where there are openings. I have been told by a JPO about the mentoring programme and she thinks it is a great initiative. She got much help out of it.”

“We are very much satisfied with your system.”

“The programme’s follow-up and results concerning the JPOs’ situation / giving more information on posts and appointments available at the organisation. “

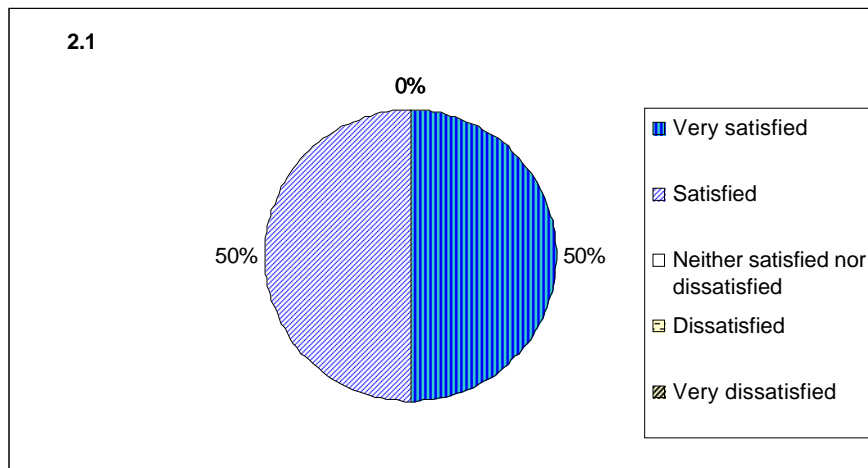
“Not only has UNDP been professional, but they have also paid much attention to the needs stated by [*our country*] in the 2004 JPO Programme framework. We really appreciate their great collaboration.”

“It is necessary that UNDP only reports on JPO's under contract with UNDP and not those from other organisations, for instance UNFPA.”

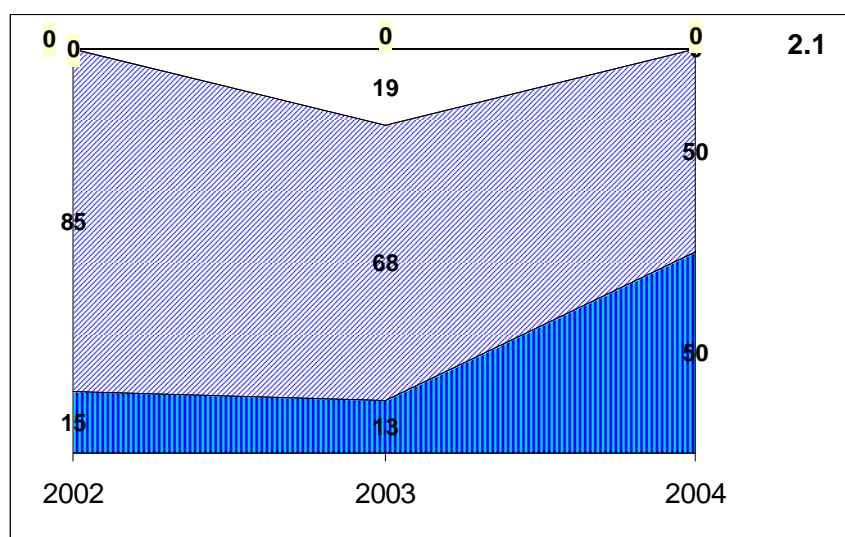
Section 2

Your feedback on the JPO Programme from the JPOs

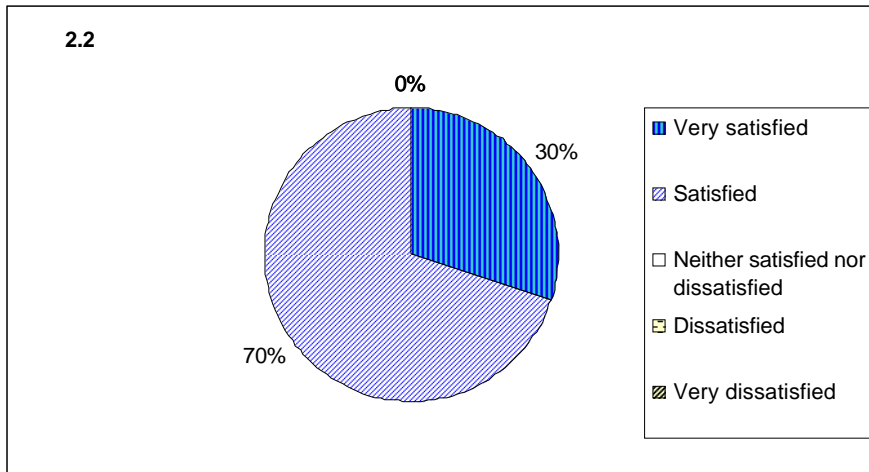
2.1 What is your general impression as to what extent the JPOs sponsored by your Government are satisfied with their assignment?



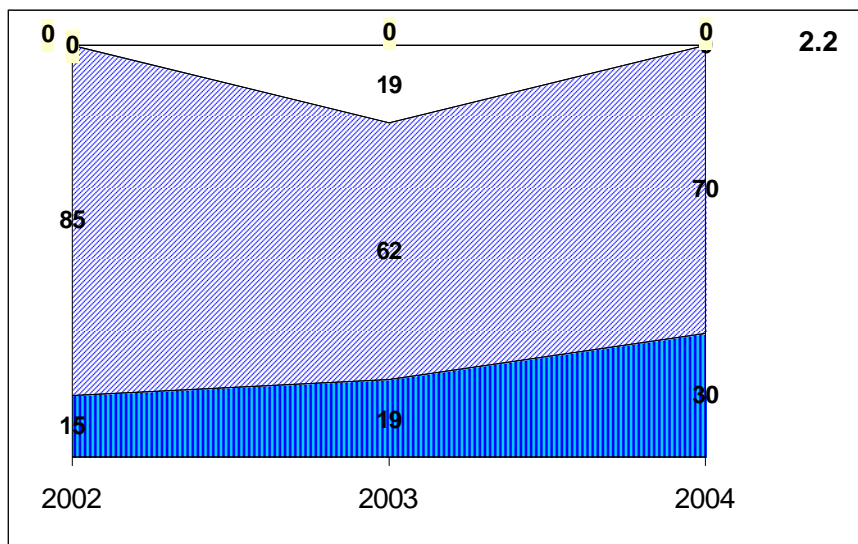
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 10 answers	50 %	50 %	0 %	0 %	0 %
2003 16 answers	13 %	68 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



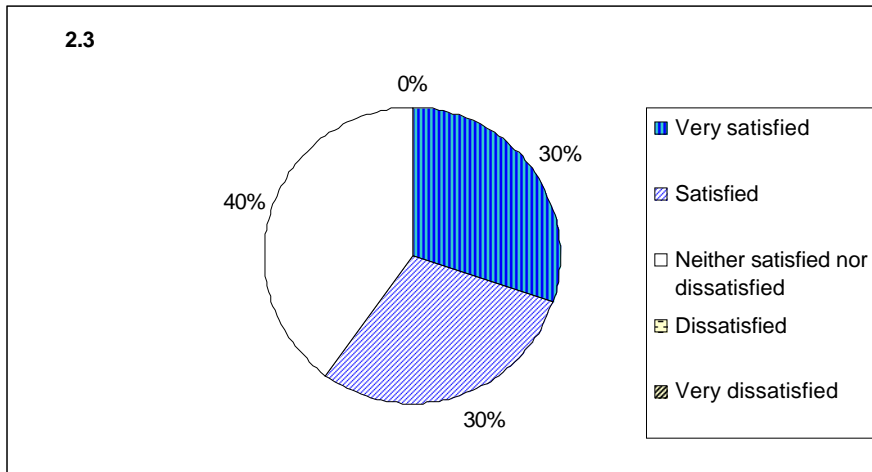
2.2 What is your impression as to what extent the JPOs are satisfied with the degree to which they are acquiring new skills during their JPO assignment?



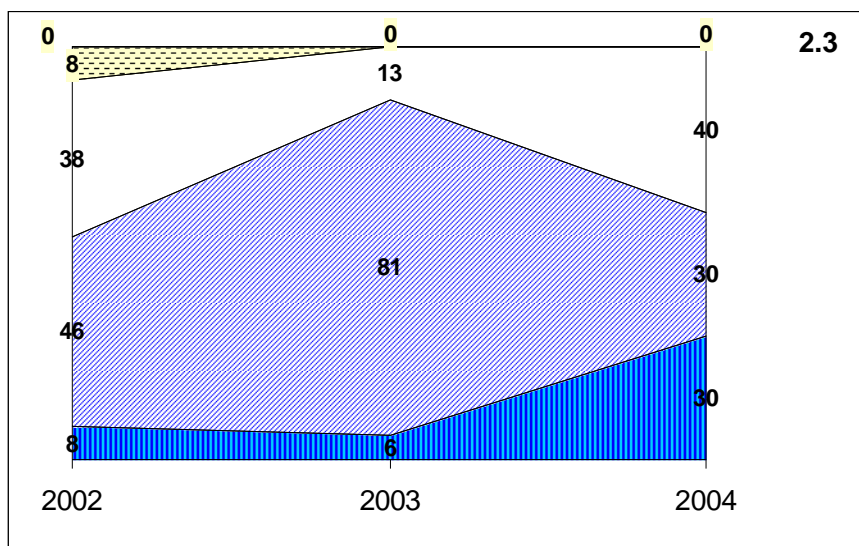
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 10 answers	30 %	70 %	0 %	0 %	0 %
2003 16 answers	19 %	62 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



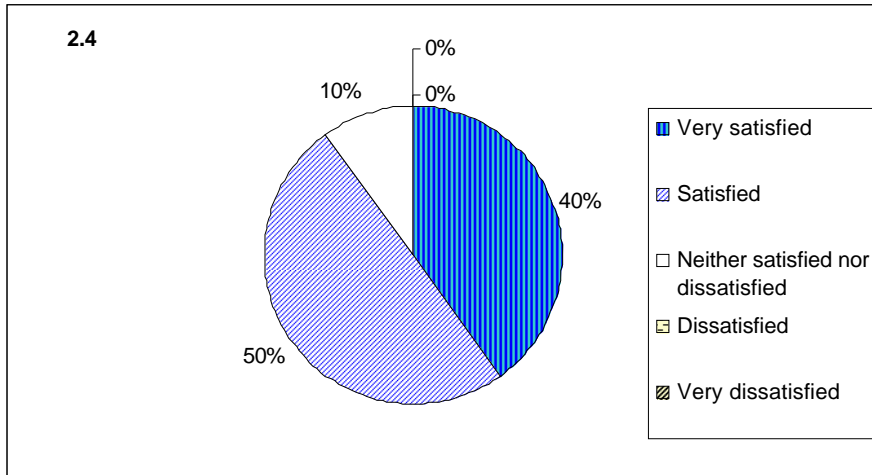
2.3 What is your impression as to what extent the JPOs are satisfied with the training opportunities offered during their JPO assignment?



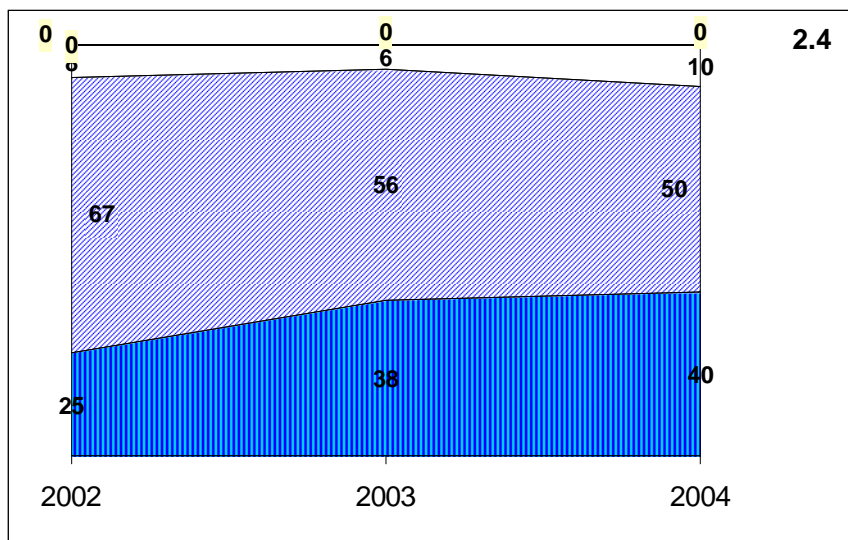
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 10 answers	30 %	30 %	40 %	0 %	0 %
2003 16 answers	6 %	81 %	13 %	0 %	0 %
2002 13 answers	8 %	46 %	38 %	8 %	0 %



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 JPOSC?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2004 10 answers	40 %	50 %	10 %	0 %	0 %
2003 16 answers	38 %	56 %	6 %	0 %	0 %
2002 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 JPOSC?

“Quick and accurate responses; very flexible when dealing with donor requests; participation in national JPO recruitment interviews was highly appreciated.”

“Professionalism in a friendly atmosphere: that’s it!”

“Professional, friendly and prompt. “

“Great availability regarding both the donors’ queries and everyday work relations. Capacity for putting forward solutions that take into consideration the donors’ interests.”

“Cooperative, effective, client-oriented.”

“1. JPOSC always reply to our inquiries very quickly.
2. They always provide us with friendly service.
3. Their website is really useful. “

“Very competent, very rapidly in answering our questions, a good website.”

“We are very happy that the JPOSC has entitled JPOs to apply for a job 15 months after starting their assignment. We appreciate the fact we get performance evaluation reports on a regular basis so that we can discuss the career orientation issues with them. The people who write the reports must then think about the numerous useful elements of this tool as well as the possibility it can provide to combine both positive aspects and skills for improvement. We would like to thank UNDP for its open attitude towards the programme funding. Congratulations on the transparency, professionalism and courtesy of the team!

“Very efficient, very prompt, very considerate towards the JPOs.”

“Promptness. Efficiency. Informative.“

3.2 What are the three least positive comments you have on the JPOSC?

"1) The information framework concerning the possibilities of the JPO training, particularly the ones directed to the DC citizens for whom a training course in [*our country*] should be strongly recommended as a priority.

2) To make sure that both the administrative procedures are shorter and JPOs start their assignment in a two-month period following their appointment. [*Our country*] provides you with the whole JPO dossier in a fortnight after the selection!"

"Slight tendency to first turn to the donor asking them to find a solution to a problem within the organisation."

"None."

"I do not have any least positive comments."

"Regarding the JPO Service Centre we have not received any negative criticism or comments."

"No least positive remarks concerning the Centre. "

3.3 Other comments, ideas and feedback:

“Well done and thank you.”

“Interview performance is a bit stereotype. The need to put the same questions to all applicants is obvious, but more spontaneity and differentiation towards the individual applicant would improve the performance. Sometimes it lacks focus on job contents. ”

“As I have only taken up this post in August 2004, I have not gained enough experience at the moment to get an objective opinion about the quality of our work relations with the Centre.”

“We thank all the staff in JPOSC for their kind cooperation and support for our JPOs.”

“Generally speaking, JPOs are happy with their assignments. Yet, one or two JPO(s) in their work place has/have expressed some criticism about the management and running of the office, up to the point that they have quit their job because of the bad management of that office.”

“We notice the worth and dynamism of a team depend very much on the RR and we appreciate the fact that JPOs are allowed to hold extensive responsibilities in some teams and according to their skills. JPOs were carefully selected and have worked in the [*bilateral cooperation*] field for a year, hence their improved qualifications. We therefore congratulate in advance the JPOs' supervisors on their giving them both fair room for manoeuvre and support in terms of development. Quite often the difference between being a JPO and a PO lies in the preferential access to training. Regarding this aspect, we would like training to be as much participation in training courses as getting informal training opportunities through visits to either other projects carried out in the host country or similar ones taking place in the neighbouring countries. Many thanks to the team.”

“The JPO program is delegated to UNDP. We don't have responses from the JPOs directly to the Ministry. Sometimes we hear from the JPOs, most of them are satisfied, but I can't fill in section 2 for all of them.”