

## UNDP JPO Service Centre

### 2006 Donor Satisfaction Survey



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## Introduction

The Junior Professional Officer Service Centre (JPOSC) is part of the United Nations Development Programme's Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed, the JPOSC administered 242 JPOs serving in 96 duty stations worldwide with the following agencies:

- **UNDP** and its affiliated funds/programmes:
  - Inter-Agency Procurement Services Office (**IAPSO**)
  - United Nations Capital Development Fund (**UNCDF**)
  - United Nations Development Group Office (**UNDGO**)
  - United Nations Development Fund for Women (**UNIFEM**)
  - United Nations Volunteers (**UNV**)
- Joint United Nations Programme on HIV/AIDS (**UNAIDS**)
- United Nations Population Fund (**UNFPA**)
- United Nations Office for Projects Services (**UNOPS**)
- United Nations University (**UNU**)
- Universal Postal Union (**UPU**)
- World Health Organization (**WHO**)

The JPO Programme is sponsored by 23 donor countries:

- |             |                     |
|-------------|---------------------|
| - Australia | - Luxembourg        |
| - Austria   | - Monaco            |
| - Belgium   | - the Netherlands   |
| - Canada    | - Norway            |
| - Denmark   | - Portugal          |
| - Finland   | - Republic of Korea |
| - France    | - Saudi Arabia      |
| - Germany   | - Spain             |
| - Iceland   | - Sweden            |
| - Ireland   | - Switzerland       |
| - Italy     | - United Kingdom    |
| - Japan     |                     |

Relocated from New York to Copenhagen in 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 every issue 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 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 this year Donor survey.

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

- **Co-operation and communication with the JPO Service Centre** (9 questions);
- **Your feedback on the JPO Programme from the JPOs** (4 questions);
- **General comments, ideas and feedback** (1 question).

An e-mail announcing the launch of the survey was sent to all active donors on 20 November 2005. The deadline for answering was 15 December 2005.

The respondents were asked to base their answers to the questionnaire on their experience 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 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

### Global participation (13/21): 62%

Participation in 2005: 57%

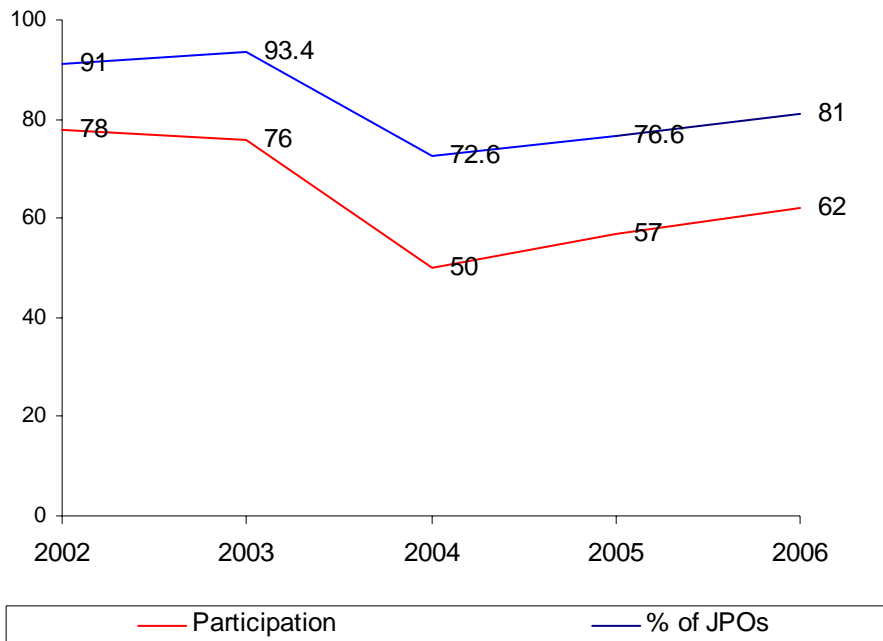
Participation in 2004: 50%

Participation in 2003: 76 %

Participation in 2002: 78 %

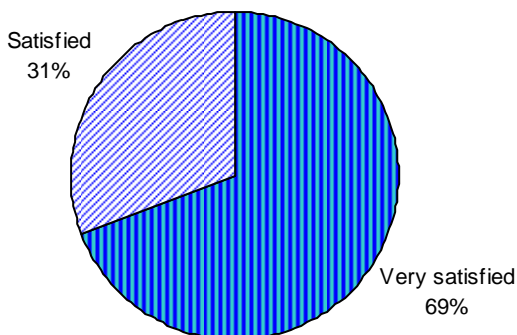
The present survey was sent to the 21 active donors that were funding JPOs at the time the survey was launched. 13 have answered to the survey.

The respondents were sponsoring **196 JPOs** when the survey was launched, or **81 %** of all active JPOs.

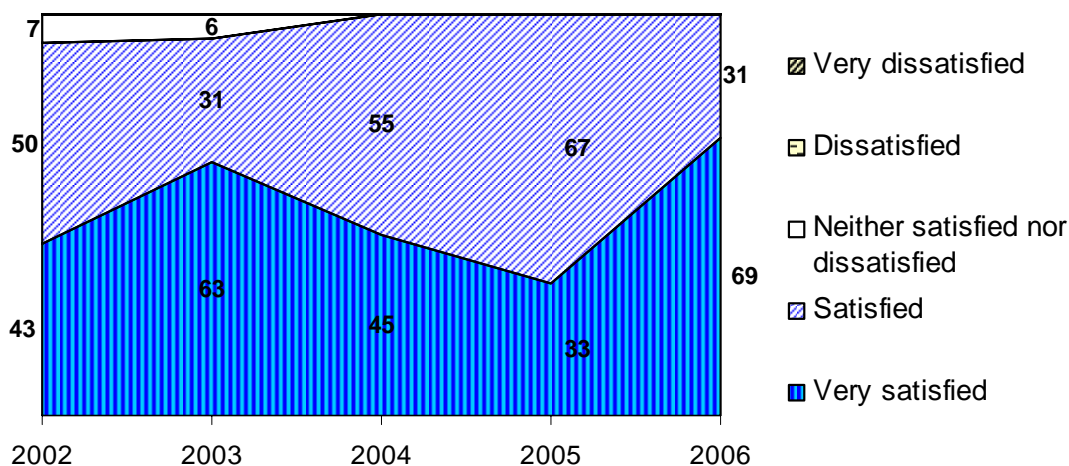


**Section 1**  
**Co-operation and communication with the JPO Service Centre**

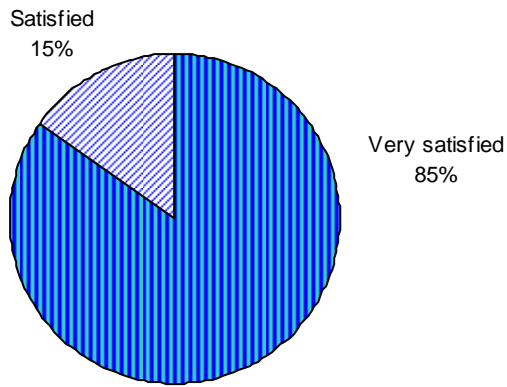
**1.1 Generally speaking, how satisfied are you with the extent to which the UNDP JPO Programme lives up to your Government's expectations?**



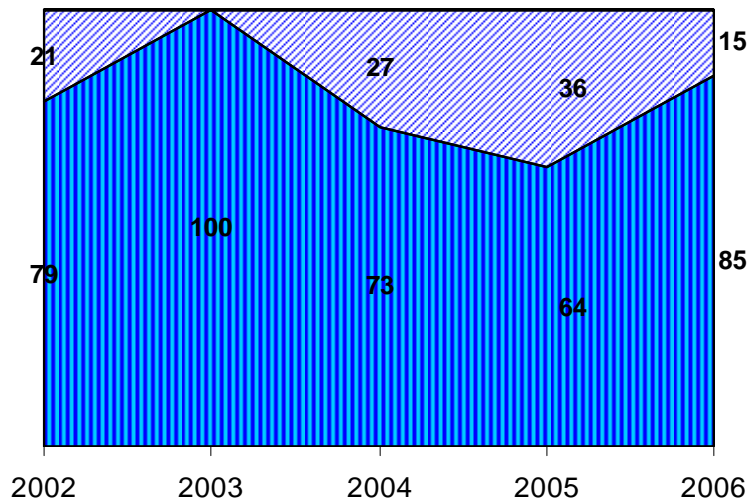
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 13 answers	<b>69%</b>	<b>31%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
2005 12 answers	33 %	67 %	0 %	0 %	0 %
2004 11 answers	45 %	55 %	0 %	0 %	0 %
2003 16 answers	63 %	31 %	6 %	0 %	0 %
2002 14 answers	43 %	50 %	7 %	0 %	0 %



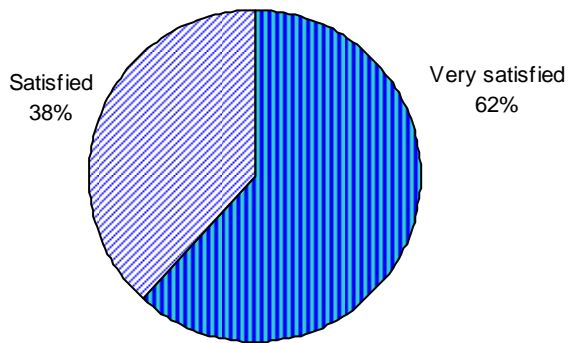
**1.2 When communicating with the JPO Service Centre (JPOSC), how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?**



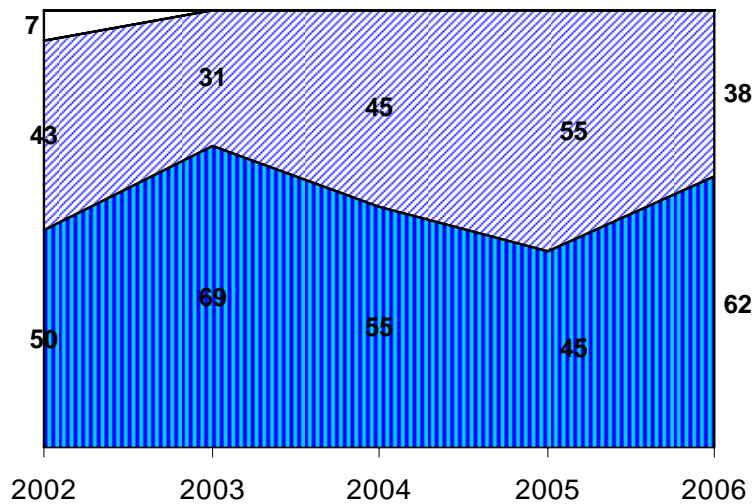
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 13 answers	85%	15%	0%	0%	0%
2005 11 answers	64%	36%	0%	0%	0%
2004 11 answers	73%	27%	0%	0%	0%
2003 11 answers	100%	0%	0%	0%	0%
2002 14 answers	79%	21%	0%	0%	0%



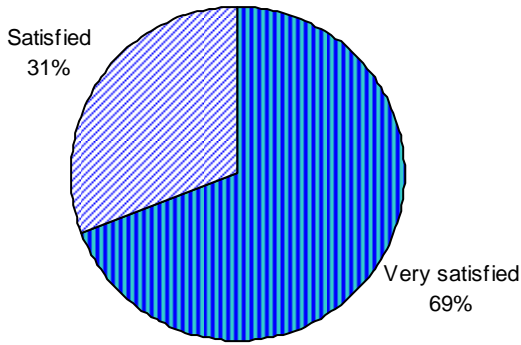
**1.3 How satisfied are you with the clarity of explanations provided by the JPOSC?**



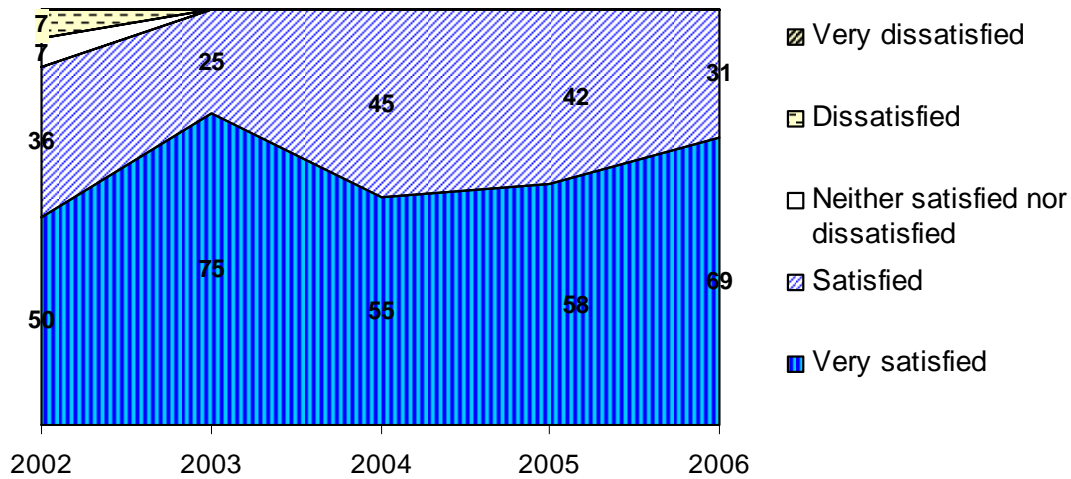
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 13 answers	<b>62 %</b>	<b>38 %</b>	<b>0 %</b>	<b>0 %</b>	<b>0 %</b>
2005 11 answers	45 %	55 %	0 %	0 %	0 %
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	69 %	31 %	0 %	0 %	0 %
2002 14 answers	50 %	43 %	7 %	0 %	0 %



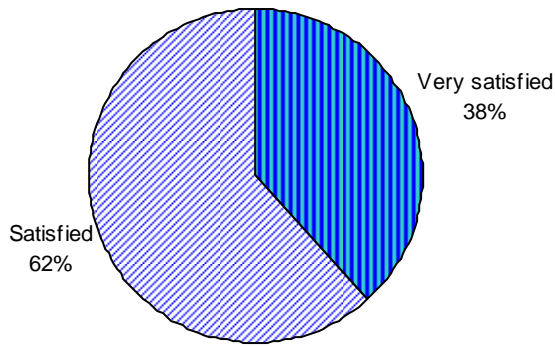
**1.4 How satisfied are you with the co-operation between our organizations during the most recent recruitment cycle?**



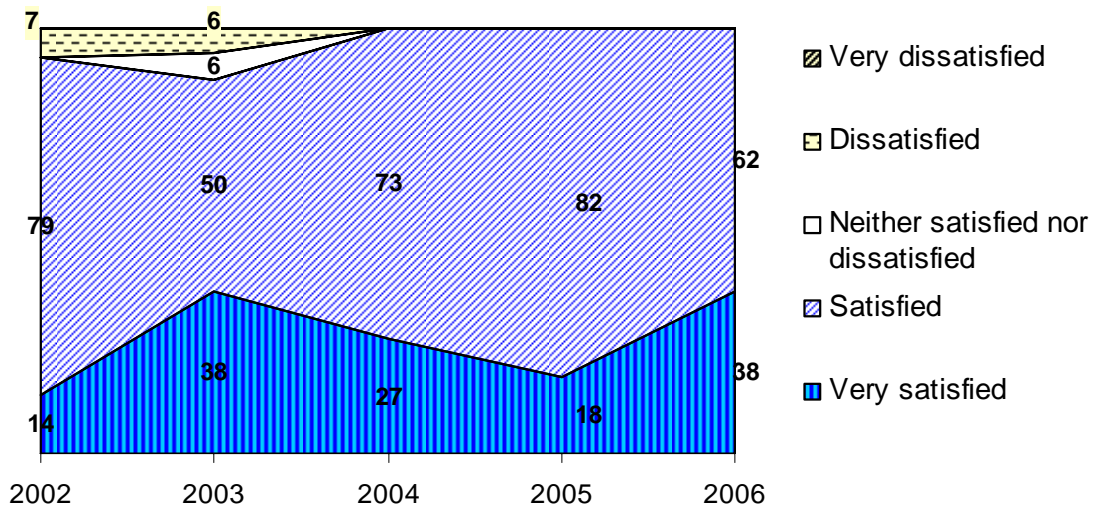
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 13 answers	<b>69 %</b>	<b>31 %</b>	<b>0 %</b>	<b>0 %</b>	<b>0 %</b>
2005 12 answers	58 %	42 %	0 %	0 %	0 %
2004 11 answers	55 %	45 %	0 %	0 %	0 %
2003 16 answers	75 %	25 %	0 %	0 %	0 %
2002 14 answers	50 %	36 %	7 %	7 %	0 %



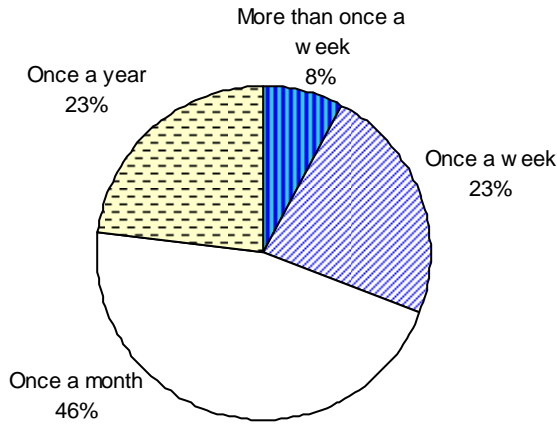
**1.5 How satisfied are you with the way UNDP meets various reporting obligations towards your Government?**



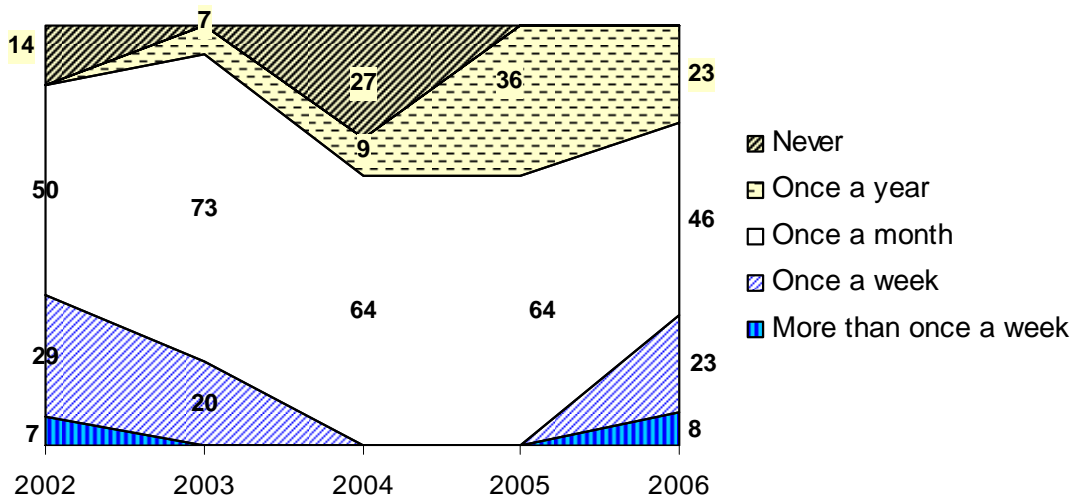
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 13 answers	38 %	62 %	0 %	0 %	0 %
2005 11 answers	18 %	82 %	0 %	0 %	0 %
2004 11 answers	27 %	73 %	0 %	0 %	0 %
2003 16 answers	38 %	50 %	6 %	6 %	0 %
2002 14 answers	14 %	79 %	0 %	7 %	0 %



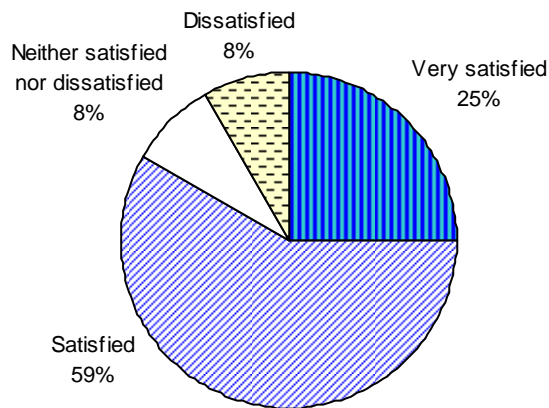
**1.6 Over the last 12 months, how often did you use/visit the JPO Service Centre website (www.jposc.org)?**



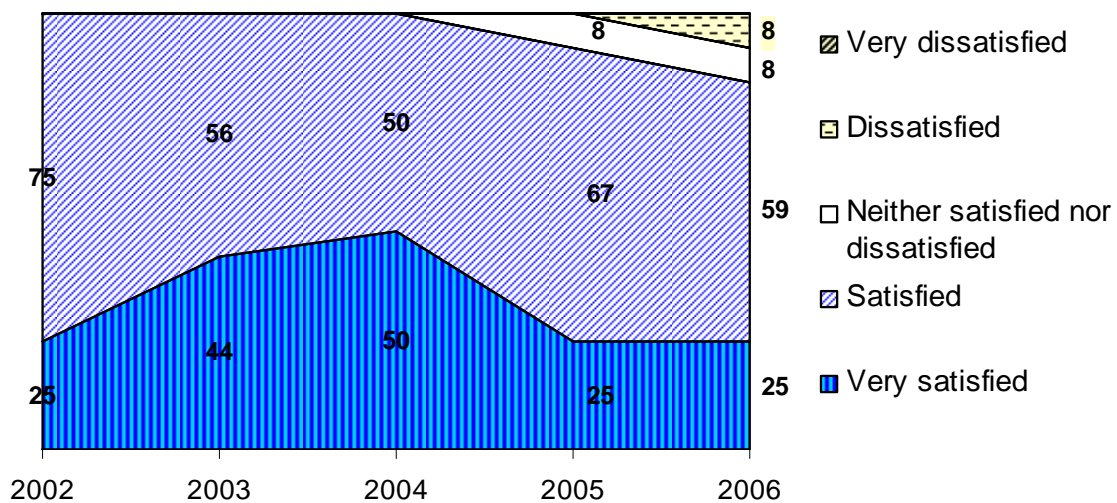
	More than once a week	Once a week	Once a month	Once a year	Never
<b>2006</b> 13 answers	8%	23%	46%	23%	0%
2005 11 answers	0%	0%	64%	36%	0%
2004 11 answers	0%	0%	64%	9%	27%
2003 15 answers	0%	20%	73%	7%	0%
2002 14 answers	7%	29%	50%	0%	14%



**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
<b>2006</b> 13 answers	25 %	59 %	8 %	8 %	0 %
2005 12 answers	25 %	67 %	8 %	0 %	0 %
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?**

"All JPOs should be administered by the JPOSC, not just a few ones."

"Keep the list of vacancies up-dated."

"An agenda mentioning the annual demands of JPOs."

"More comments/communication on the balance (surplus or not) in the economic reports every year."

**1.9 What other initiative(s) would you like the JPOSC to undertake to further enhance the JPO Programme and support the objectives of the JPO Programme of your Government?**

"The harmonization of procedures regarding all the JPOs would be quite important."

"Encouraging JPOs to keep in touch with their focal points at the Ministry of Foreign Affairs."

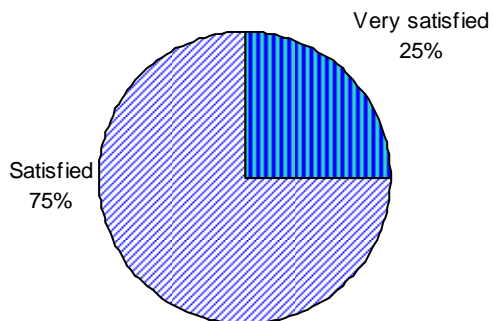
"Include a place on your website where JPOs can tell about their experiences."

"To include other UN organizations' JPO programme in the UNDP recruitment system."

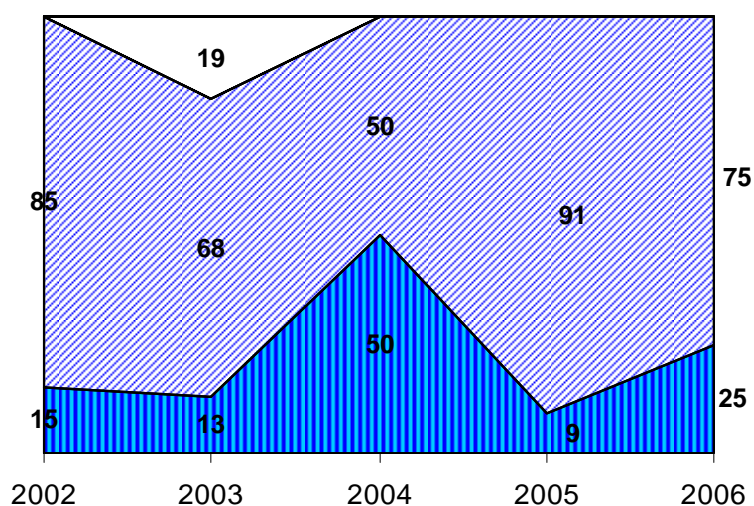
"Counselling the JPOs in their future career opportunities in a more strategic way than now."

**Section 2**  
**Your feedback on the JPO Programme from the JPOs**

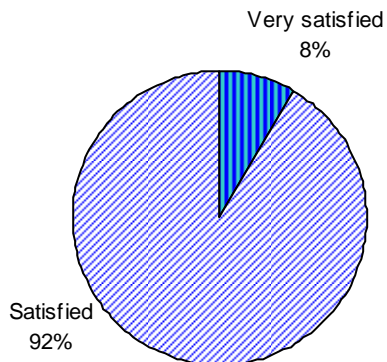
**2.1 What is your general impression as to what extent the JPOs sponsored by your Government are satisfied with their assignment?**



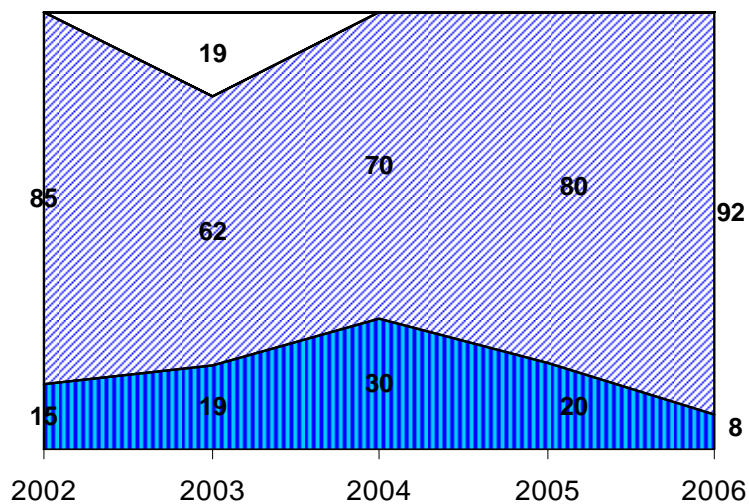
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 12 answers	25 %	75 %	0 %	0 %	0 %
2005 11 answers	9 %	91 %	0 %	0 %	0 %
2004 10 answers	50 %	50 %	0 %	0 %	0 %
2003 16 answers	13 %	68 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



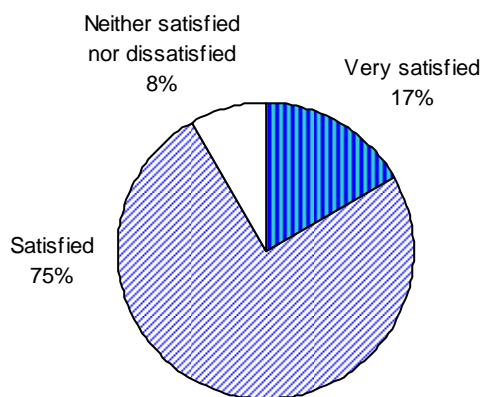
**2.2 What is your impression as to what extent the JPOs are satisfied with the degree to which they are acquiring new skills during their JPO assignment?**



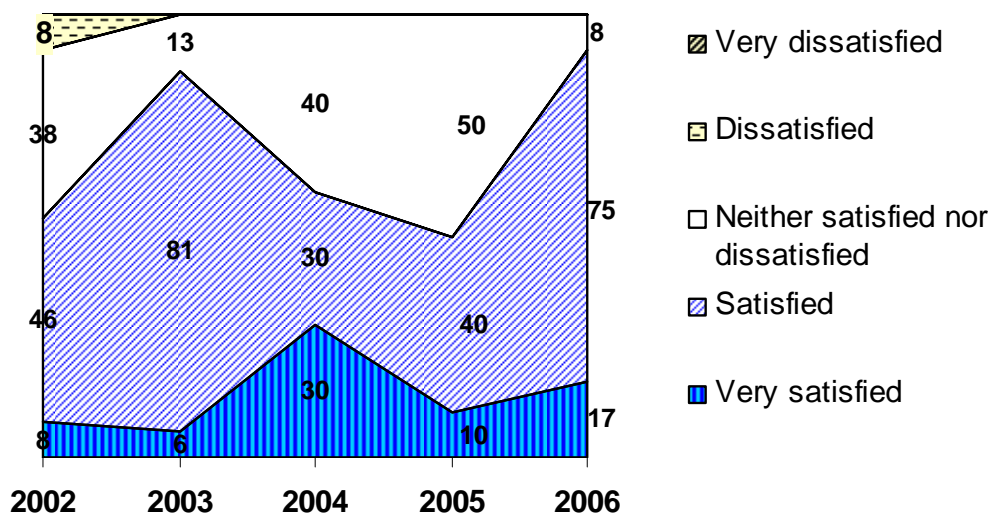
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 12 answers	8 %	92 %	0 %	0 %	0 %
2005 10 answers	20 %	80 %	0 %	0 %	0 %
2004 10 answers	30 %	70 %	0 %	0 %	0 %
2003 16 answers	19 %	62 %	19 %	0 %	0 %
2002 13 answers	15 %	85 %	0 %	0 %	0 %



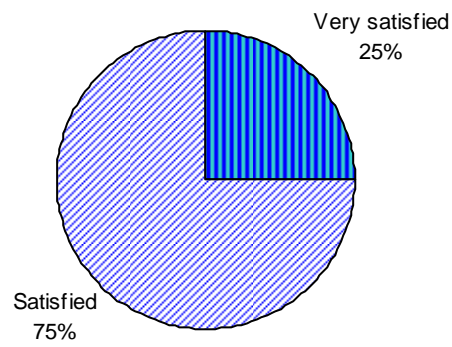
**2.3 What is your impression as to what extent the JPOs are satisfied with the training/learning opportunities offered during their JPO assignment?**



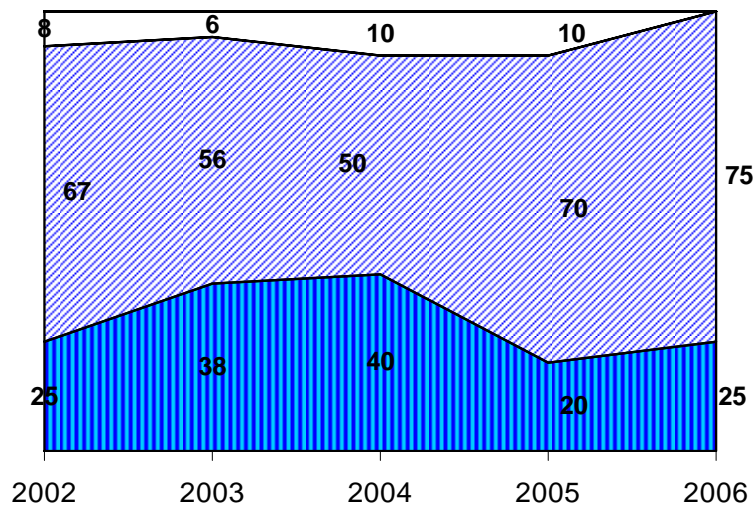
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>2006</b> 12 answers	17 %	75 %	8 %	0 %	0 %
2005 10 answers	10 %	40 %	50 %	0 %	0 %
2004 10 answers	30 %	30 %	40 %	0 %	0 %
2003 16 answers	6 %	81 %	13 %	0 %	0 %
2002 13 answers	8 %	46 %	38 %	8 %	0 %



**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
<b>2006</b> 12 answers	25 %	75 %	0 %	0 %	0 %
2005 results 11 answers	20 %	70 %	10 %	0 %	0 %
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 Positive and/or negative comments, other suggestions and feedback:

"Nothing to point out. I think your services are very good.

It would be convenient if all JPOs working in the UN could be administered by your centre. Is this idea expressed in the Organisation's reform process?"

"A monitoring could be carried out following the end of the assignment at the organization in order to know where the ex-JPOs are, what they are doing and how they put into practice the knowledge they acquired. In brief, to find out if the experience they gained is of any use to them one year after the end of their assignment.

I think it would be very useful not only to the donors but also to UNDP to know the effects of the Programme on the participants' situation in terms of work."

"Regarding the JPOs, the issue which matters is the future, i.e. what the result will be in terms of added value at the end of the assignment.

This is crucial for both the employer (organisation) and the JPO concerned. The attitude of the JPO towards the external world, to which his/her own country is part of, must find expression in the form of a fair and realistic "return of the favour" by sharing with the different cooperation and aid sectors the knowledge, principles and techniques acquired and implemented during the two or three-year service in the international organisation."

"The annual breakdown can be problematic, especially for the JPOs taken over by the JPOSC (WHO or UNAIDS for instance."

"Client-orientated, cooperative, effective. »

"[Our] JPO Programme is delegated to UNDP. We therefore do not have feedback from JPOs directly. As far as we know most of them are satisfied. We can not however fill in section 2 for all of them."

"The training/learning depends a lot of the Representatives' time and understanding of the donors JPO programme as there is a slight tendency that the RR sometimes thinks that the JPO assignment is anyhow a learning post and therefore the JPO should not be away that often from the office.

The counselling part is exclusively the most urgent part to attend to. Then we do not mean the training course in New York. Could it perhaps be something to explore further together?

Terms of reference are very often changed. There has been more positive seen in the later days though but perhaps UNDP should inform more the field-offices that at least we, as a donor, recruit on specific posts we want the incumbent of the posts to fulfill."

"Comments [from JPOs] to replies provided under section 2 (above):

2.1. Overall I am satisfied with my assignment, a few issues however merit more attention and discussion:

1) TOR: Terms of reference remain a huge problem. They are being drawn up with great haste at the country offices without giving thought to the needs of the CO or the unit in question and without attention to the professional growth of the JPO. I have myself been asked to draw up TOR for other JPOs and was told not to make the TOR too specific. I think the [donor country] MFA and the recipient agencies should pay more attention to this since it would a) benefit the agency in achieving its goals and b) the JPO him/herself.

2) Supervision: Certain prerequisites need to be filled in order for a JPO to be able to perform and grow professionally. Proper supervision and guidance is one important prerequisite! Proper supervision and guidance (and knowledge and information sharing) is often a serious problem.

2.2. The DTTA was crucial for acquiring new skills and knowledge! New skills are however also gained simply by being an integrated part of project management. Project visits, however, were sometimes hampered by lack of funding for travel within the country. This could have been resolved by a travel fund (to be used for project related travel) as part of the JPO package.

2.4. The JPO Service Centre should be commended for its professionalism and timeliness. Contacts have remained excellent throughout the assignment and service has always been very good."