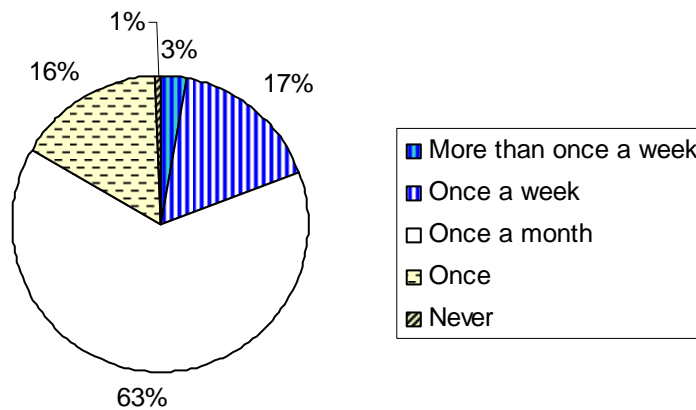




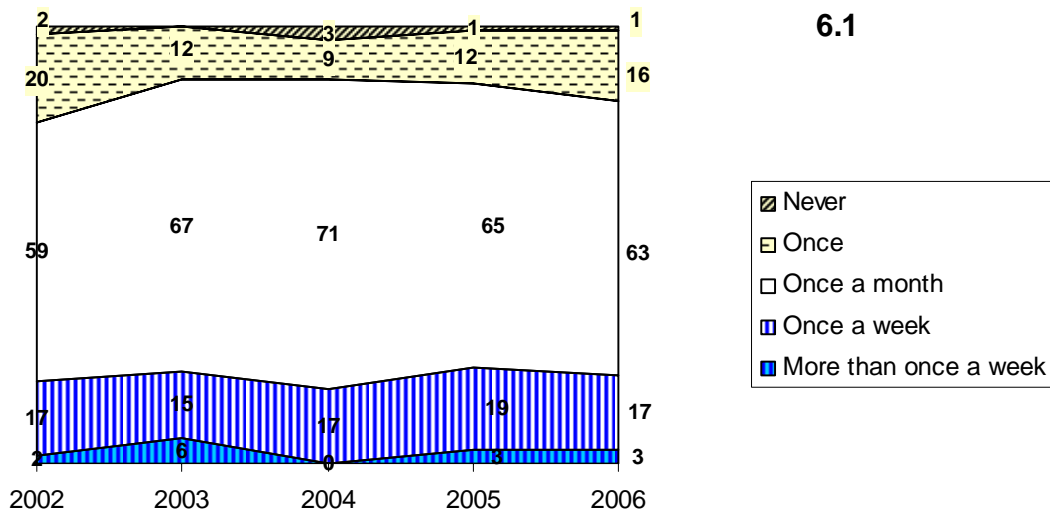
**JPO Service Centre
Client Satisfaction Survey
2006 JPO Questionnaire**

Section 6 - JPO information needs

6.1 Over the last 12 months, how often did you use/visit the JPOSC website (www.jposc.org)?

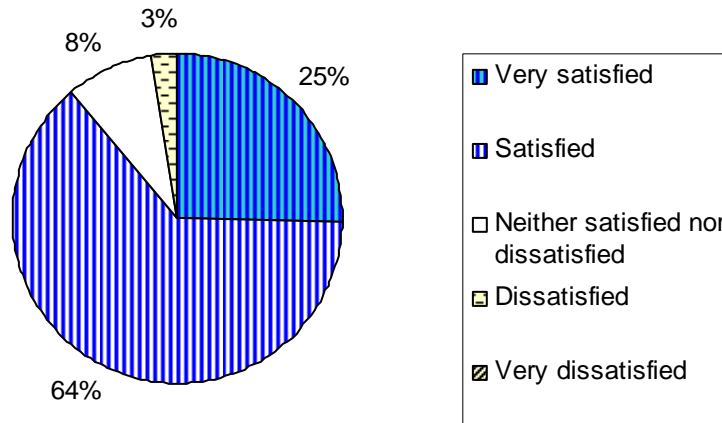


	More than once a week	Once a week	Once a month	Once	Never
2006 results 175 answers (5/29/111/28/1)	3%	17%	63%	16%	1%
2005 results 151 answers (4/28/100/18/1)	3%	19%	65%	12%	1%
2004 results 144 answers (10/23/103/18/0)	0%	17%	71%	9%	3%
2003 results ²⁶ 154 answers (10/23/103/18/0)	6%	15%	67%	12%	0%
2002 results 142 answers (3/24/84/28/3)	2%	17%	59%	20%	2%

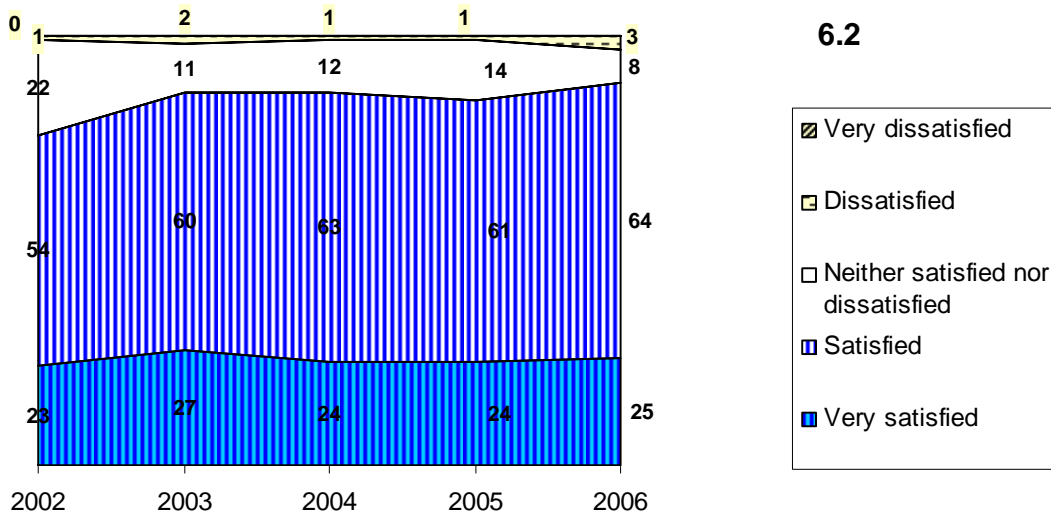


²⁶ Wording of the question in the 2002/3 Surveys: "How often do you use/visit the JPOSC website?"

6.2 If applicable, how satisfied are you with the JPOSC website?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2006 results 169 answers (39/98/13/4/0)	25%	64%	8%	3%	0%
2005 results 143 answers (34/87/20/2/0)	24%	61%	14%	1%	0%
2004 results 142 answers (34/89/17/2/0)	24 %	63 %	12 %	1 %	0 %
2003 results 152 answers (41/92/16/3/0)	27 %	60 %	11 %	2 %	0 %
2002 results 136 answers (31/74/30/1/0)	23 %	54 %	22 %	1 %	0 %



6.3 If applicable, what are the sections of the website you visit more often?

Forms & Circulars, Rules and Policies:: mentioned 26 times

Training and Learning: mentioned 24 times

- "Links for training organizations"
- "The part on Useful links on learning & training opportunities is very helpful and could be strengthened."
- "DTTA section"

Benefits & entitlements, mentioned 11 times

- "Rental subsidy"
- "Salary calculator"
- "The ones that relate to the practical realities of being a JPO - rental subsidy counter, forms, documents on benefits, home leave, etc."
- "Practical information on contracts"
- "Dependency"

Acronyms, mentioned 5 times

- "UN acronym search... Though nowadays I can't find it!"

JPO Directories, mentioned 4 times

- "JPO fellows around the world"
- "JPOs currently under assignment"

Job search, mentioned 3 times

- "Vacancies for the Netherlands (just out of curiosity)"

Separation, mentioned 3 times 3

What's new, mentioned 3 times 3

Travel section, mentioned 3 times

Alumni, mentioned twice

JPO Alumni database.

JPO network

General information

JPO-roster

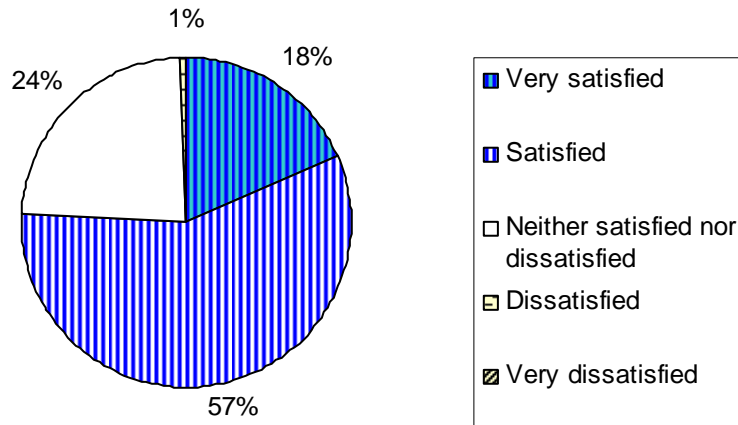
Work and Life policy,

Not any one page more than others

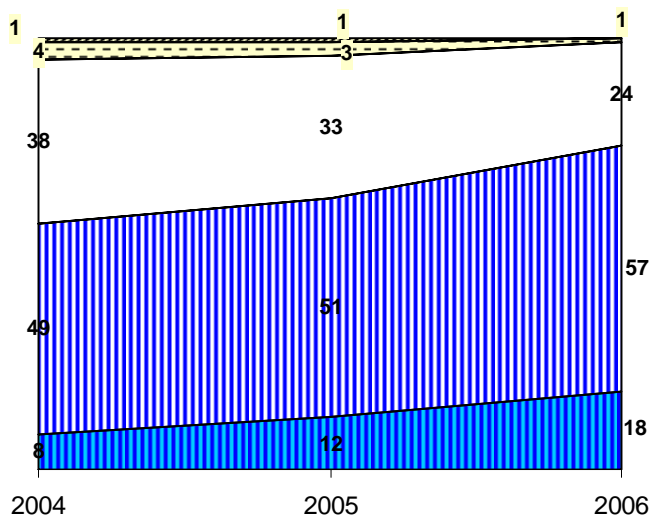
Right now I use benefits and entitlements and training and learning. I suppose I will start using the Job Search function soon!

The sections of publication and new advertisements

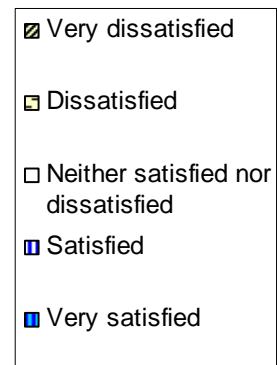
6.4 How satisfied are you with the JPO-Net?



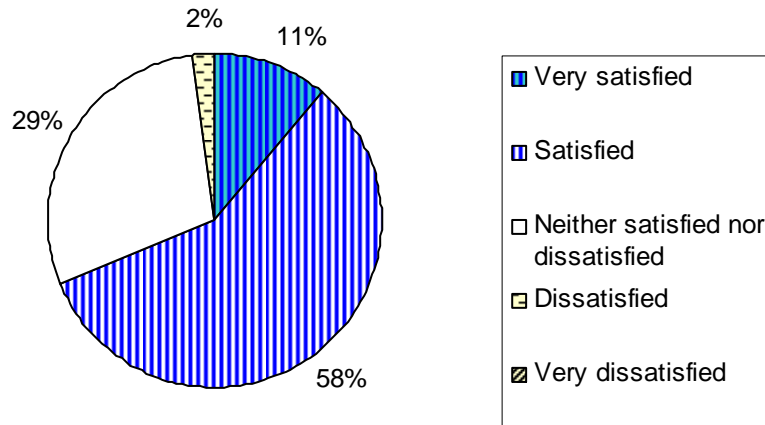
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2006 results 170 answers (31/98/40/1/0)	18%	57%	24%	1%	0%
2005 results 143 answers (18/73/47/4/1)	13%	50%	33%	3%	1%
2004 results 141 answers (11/70/53/6/1)	8%	49%	38%	4%	1%



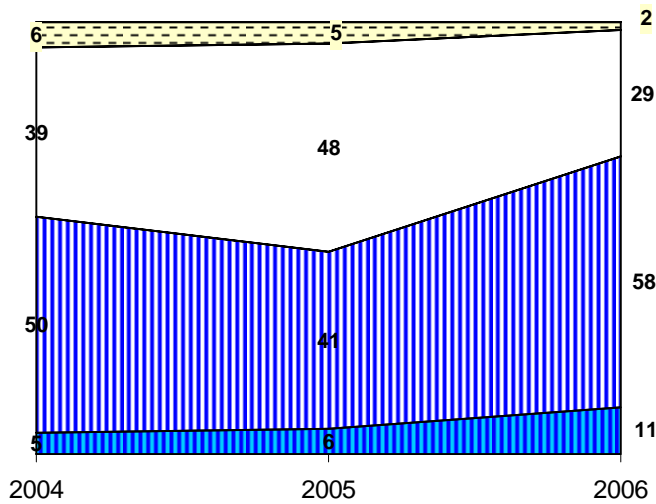
6.4



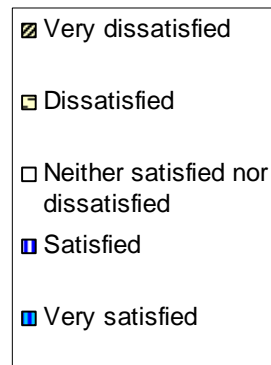
6.5 How satisfied are you with the information circulated on the JPO-Net?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2006 results 170 answers (19/98/49/4/0)	11%	58%	29%	2%	0%
2005 results 142 answers (8/58/69/7/0)	6%	41%	48%	5%	0%
2004 results 142 answers (7/67/53/8/0)	5%	50%	39%	6%	0%



6.5



6.6 Further comments and/or suggestions for ways of better addressing JPO information needs:

JPOSC website: Suggestions and comments

"More focused on coaching for developing professionalism, self-management, career development."

"Introduce a section on training opportunities that is regularly updated, containing information on training providers, courses, locations, fees and experiences/ feedback."

"I used it a lot at my initial stage of assignment- before and after. I think I will use more when I get more serious to find next position. For the moment, I am satisfied."

"Developing the section on the website regarding training courses in different practice areas, and providing experiences from past courses apparently, is already on the way, and that is warmly welcomed!"

"Whenever a situation occurs: Medical evacuation, maternity leave, child birth, a list of relevant documents could be sent to the JPO and HR in the country, like you do for separation. Although the HR office at the duty station is supposed to know this, it is very often your self who has to go through the circulars and find out what the entitlements and procedures are. Even at arrival at the duty station it could be a good thing, to have a list about what in general are your entitlements: rental subsidy, guarding expenses etc."

"The JPO net is great because it permits us to discuss basically any type of issue, be it work related (substance, mechanisms) or other (human resources or even sometimes more private issues)."

"It would be useful to create a database of training courses backed with JPO comments/assessment. It is not always easy to identify the most useful training sessions and a more systematic exchange of lessons learnt and experiences in this field would be helpful. JPO-net is a limited tool in this regard. Also could you please set up a forum for the exchange of apartments, furniture, etc, between the JPOs who are leaving a country at the end of their assignment and the newcomers?"

JPO Net: Suggestions and comments

"It is a good source and network where JPO can make query easily. But some queries/comments seem to be irrelevant and there should be some guidance or rules not to abuse the network and everyone's time."

"Most information circulated in too specific."

"I found JAA - Job Ads are particularly helpful."

"Sometimes I do not understand why certain questions are addressed on the JPO-net. These are questions that I would think colleagues in your own office can answer best. But still, I think this email network can be very useful. In fact I do not identify myself so much as a JPO but as a Programme Officer of a Country Office, as that's the way I am treated in my workplace."

"People who are no longer JPOs should still be on the JPO-net list when it comes to jobs etc."

"What is JPO-Net? I do not think I know it. But I may simply not recall."

"Sometimes mail overload."

"Should have a digest of the conversation so that it can be used as reference in the future as so many questions asked in technical in nature."

"The coordinator of the JPO net needs to have more resources to be able to support the network better."

"Please make people STOP using the "reply all" button for personal mails!! I do not want to receive mails that are not directed to myself."

"Once a query is posted and people reply, thank-you notes and further exchanges should not be sent to all, but restricted to the people involved to avoid overfilling our mailboxes."

"A lot of the information we get is very UNDP oriented - eg policy on JPOs as internal candidates. It would be useful if the equivalent information could also be provided for JPOs from other agencies."

"Since there are many JPOs, who have just no idea about UNDP or UN in general, it would be interesting to put UNDP unofficial forum where people just come in and pose questions and other people can just answer them (but not officially). You can think of some kind of point-system where registered users can get points according to the quality of her or his provided answer (this rating will be done by the person who put a question). And then you can give some kind of perks or award for those who got the most points.

Most of the UNDP related knowledge network is using real names, but this function sometimes demotivates some of the naive beginners. Hence my point of creating unofficial forum, so that people will feel comfortable in putting questions and giving answers."

"Perhaps organise a consolidated reply when there are large/many responses such as on training opportunities etc. Or list up all the options given on the JPOSC website."

"useful tool if info/feedback from fellow JPOs is needed."

Other comments and suggestions

"A Newsletter from JPO Centre in Copenhagen informing us about the latest news regarding the JPO programme, career development with the UN, a sum up of the last discussion on the net etc."

"In spite of some serious reflection, none come to mind."

"No changes necessary. It is good like this."

"There is a lot of information to consume and before I can adequately answer how the JPOSC can better address the needs of JPOs I would have to take a better look at what you have for us already. Given that I only started my assignment 2 months ago and haven't had time to study all the info that is provided by the JPOSC I would feel more comfortable to answer these questions at a later date."

In particular, the information on training and on jobs that is being circulated on the JPO-net has proven valuable.

"Too many messages!"

"I think that between the website and JPO-net most of our questions get answered. Those not answered are usually answered quickly by our HR Associates, so I do not believe that there is much of a gap."