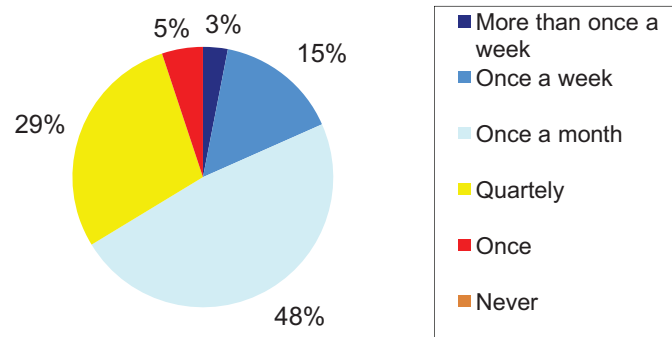


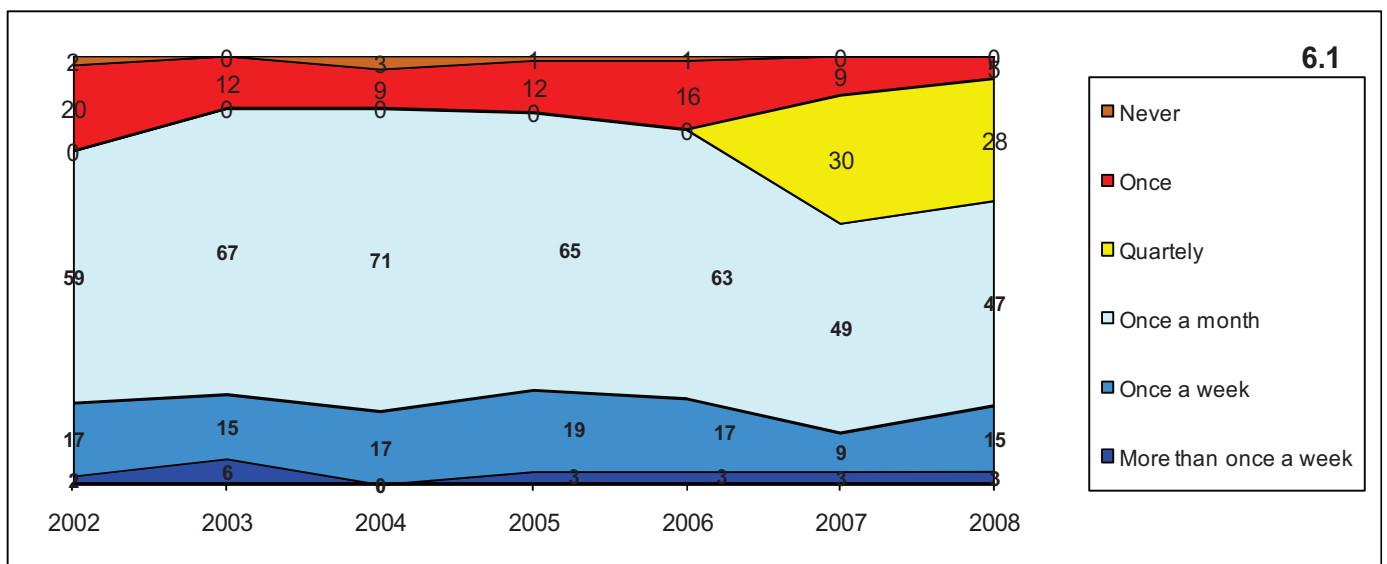
Section 6 – JPO information needs

6.1 Over the last 12 months, how often did you use/visit the JPOSC website (www.jposc.org)?⁴⁰

6.1



	More than once a week	Once a week	Once a month	Quarterly	Once a year	Never
2008 results 201 answers (7/30/95/57/11/1)	3%	15%	47%	28%	5%	0%
2007 results 121 answers (4/11/59/11/0/36)	3%	9%	49%	30%	9%	0%
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 ⁴¹ 154 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%

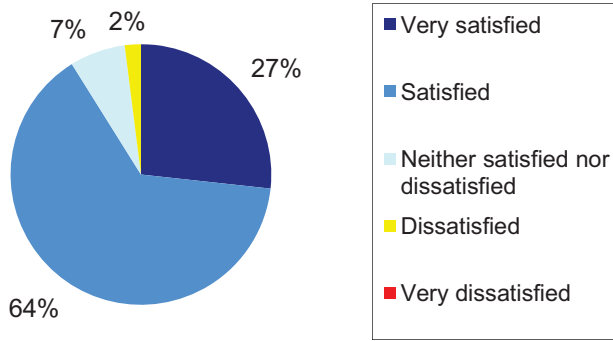


⁴⁰ New answer added to the dropdown menu: "Quarterly"

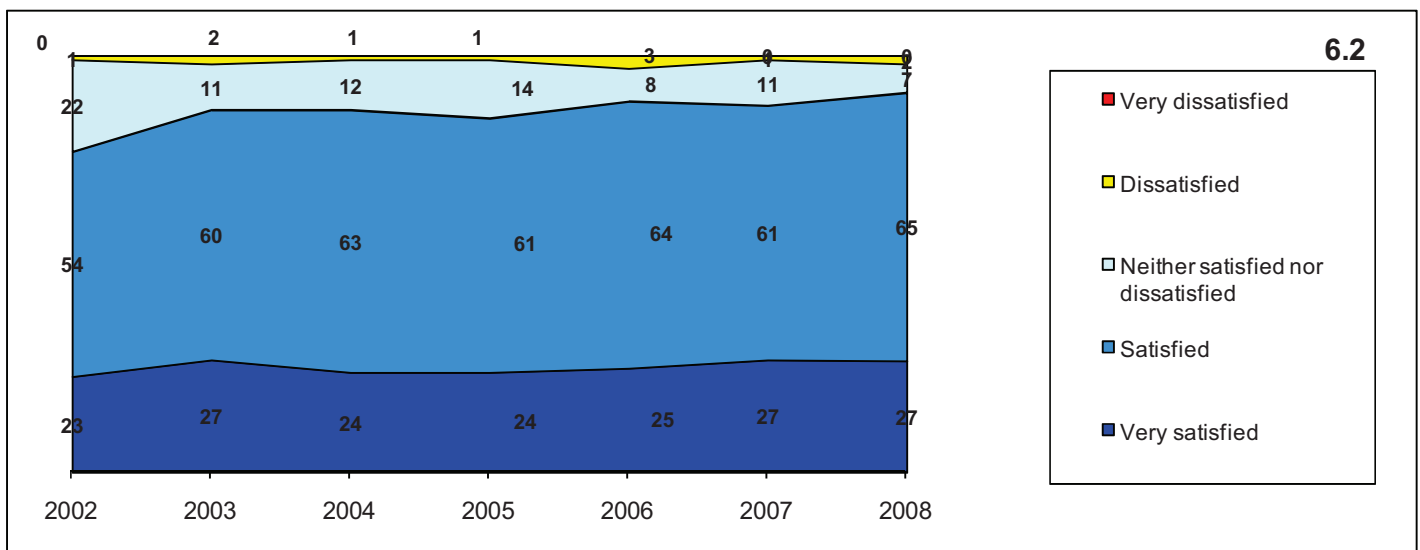
⁴¹ Wording of the question in the 2002/3 Surveys: "How often do you use/visit the JPOSC website?"
2008 JPO Satisfaction Survey

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

6.2



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 results 195 answers (52/127/13/3/0)	27%	65%	7%	2%	0%
2007 results 111 answers (30/68/12/1/0)	27%	61%	11%	1%	0%
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?

"Acronyms"

"JPO information"

"News"

"News"

"Benefits and entitlements, Acronym search"

"Forms & circulars, JPO stories, Benefits and entitlements"

"Directories"

"Training opportunities"

"Contact"

"Learning resource"

"Career management"

"JPOs section"

"Acronyms, learning, career"

"All sections"

"JPOS benefits and entitlements"

"Career stuff"

"The information of use of DTTA and training opportunities."

"The news section"

"Training opportunities"

"Job opportunities"

"Salary calculator"

"Career management, forms and circulars, news"

"Acronyms, forms & circulars, training & learning, career management"

"Try to find contact details of fellow JPOs"

"Information on trainings"

"Easy access to standard documents, as well as the abr. translator"

"So far I have mostly used the rental subsidy calculator and the acronyms"

"Forms, training"

"The section for current JPOs (forms etc.)"

"It usually was to download some policies regarding Van Breda, R&R or Home Leave."

"DTTA information, Benefits & Entitlements, how to request a JPO"

"JPO directory - Forms and circulars"

"After I started working, the Acronym section. Also the instruction on settling in the Headquarters. "

"Training, Directory, Forms"

"News and stories from JPOs"

"Training and entitlements information"

"Information on the duty station, assignment, News in JPOSC. But some link, I cannot access because I need an UNDP e mail address. If the JPOSC could give (create) an UNDP e-mail address for all JPOs, it would be fine. "

"Regulations, Acronym database"

"Forms and procedures"

"A search function would be helpful, because without it you need to know where the documents are found; with a search function you can also find them without knowing this."

"Career site, forms and circulars, JPO network/names."

"Career site, forms and circulars, JPO network/names."

"Circulars and forms, acronyms, general information on JPO (when writing ToRs for new JPOs)"

"Site relating to job searching."

"Salary calculator; JPO surveys; career management tools"

"Contacts"

"Career management"

"Training and working opportunities"

"The section with relevant forms, the rental subsidy calculator"

"Contact details, rules & regulations"

"Benefits and entitlements"

"Acronyms section"

"The information on how to fill out forms in the entry on duty process was very useful for me. Once at the duty station, I have browsed the information on other current JPOs, for example. "

"Forms, News"

"Directories, Training"

"Career development"

"What's new"

"Directory, Forms and Circulars"

"Forms, circulars, benefits sections are useful references"

"Contract issues, Career development"

"Benefits and Entitlements / Acronyms"

"Career development"

"Some forms and the policies that are compiled in the web site are very useful. "

"No specific section visited"

"Administrative issues"

"Rental subsidy, training, career advice, JPO lists"

"In the beginning I used the abbreviation function a lot. Now I mostly check section about rental subsidy etc."

"The forms and circulars"

"Training"

"Career Management"

“Training, Incoming and separating JPOs, forms. ”

“training”

“Networking, JPO Stories, Career Management”

“Career Management, and Benefits and Entitlements”

“Career management, guidelines on admin matters”

“Career management, vacancies”

“JPO Directory, Documents and circulars”

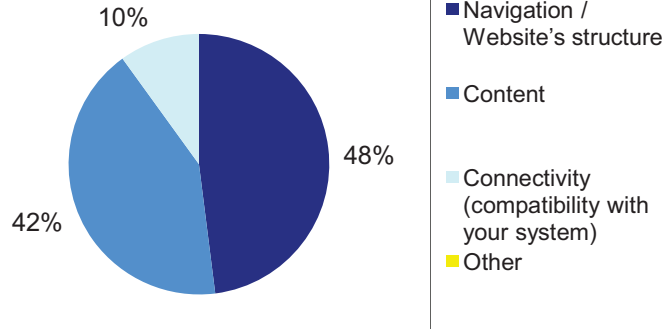
“Having a more user-friendly/systematic search engine would be helpful”

“Forms, career management”

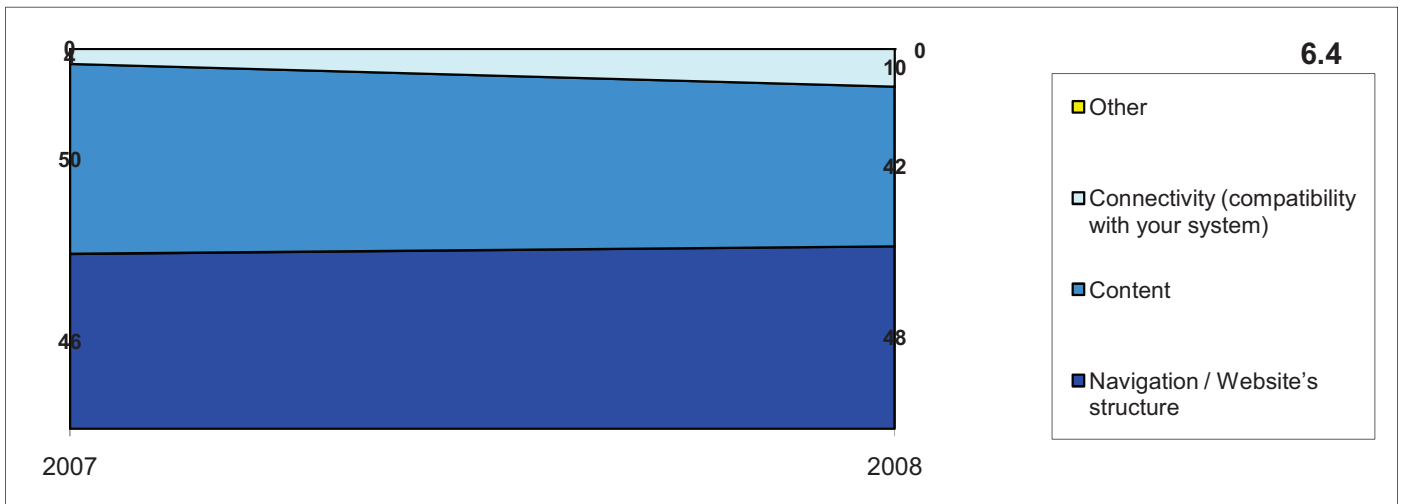
“News, Career Management”

6.4 If applicable, what would you like to see improved in the JPOSC website?

6.4

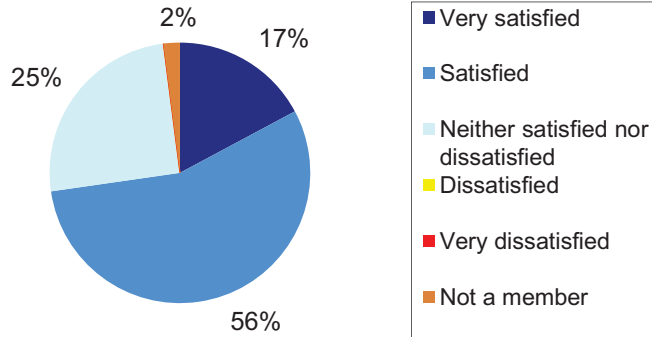


	Navigation	Content	Connectivity	Other
2008 results 93 answers (45/39/9/0)	48%	42%	10%	0%
2007 results 54 answers (25/27/2/0)	46%	50%	4%	0%

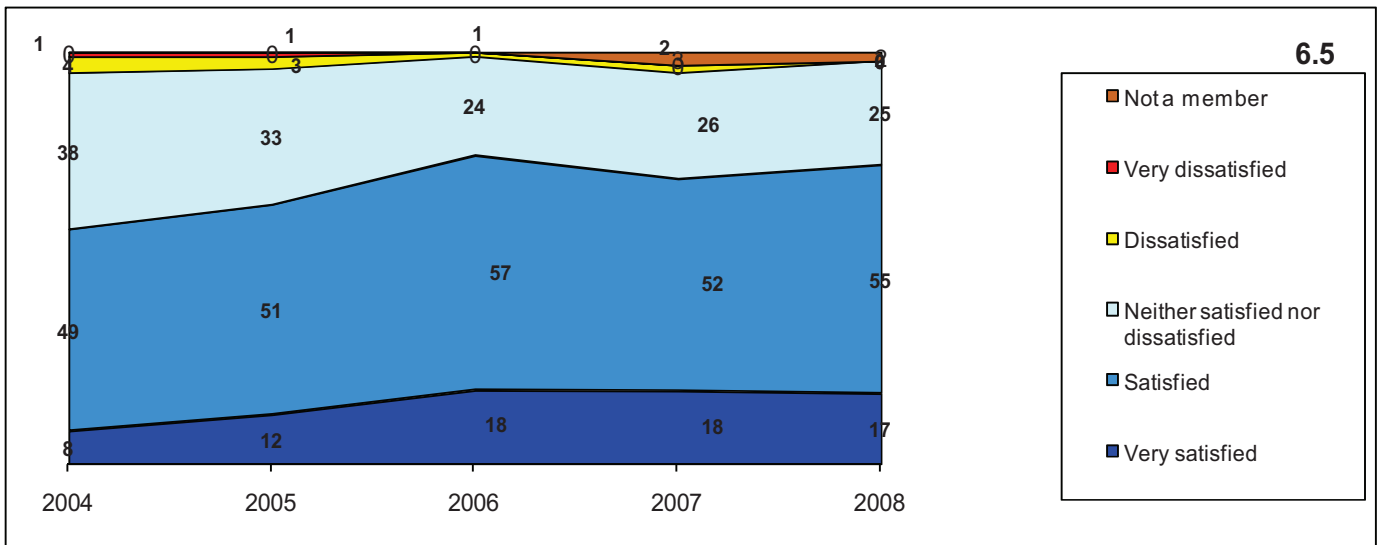


6.5 How satisfied are you with the JPO-Net?

6.5

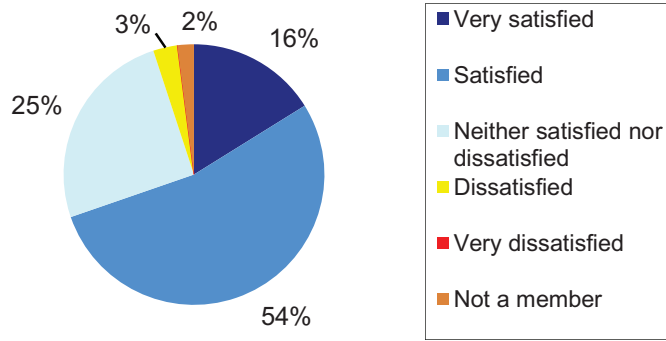


	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not a member
2008 results 201 answers (34/110/51/1/1/4)	17%	55%	25%	0%	0%	2%
2007 results 118 answers (21/61/31/2/0/3)	18%	52%	26%	2%	0%	3%
2006 results 170 answers (31/98/40/1/0)	18%	57%	24%	1%	0%	
2005 results 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%	

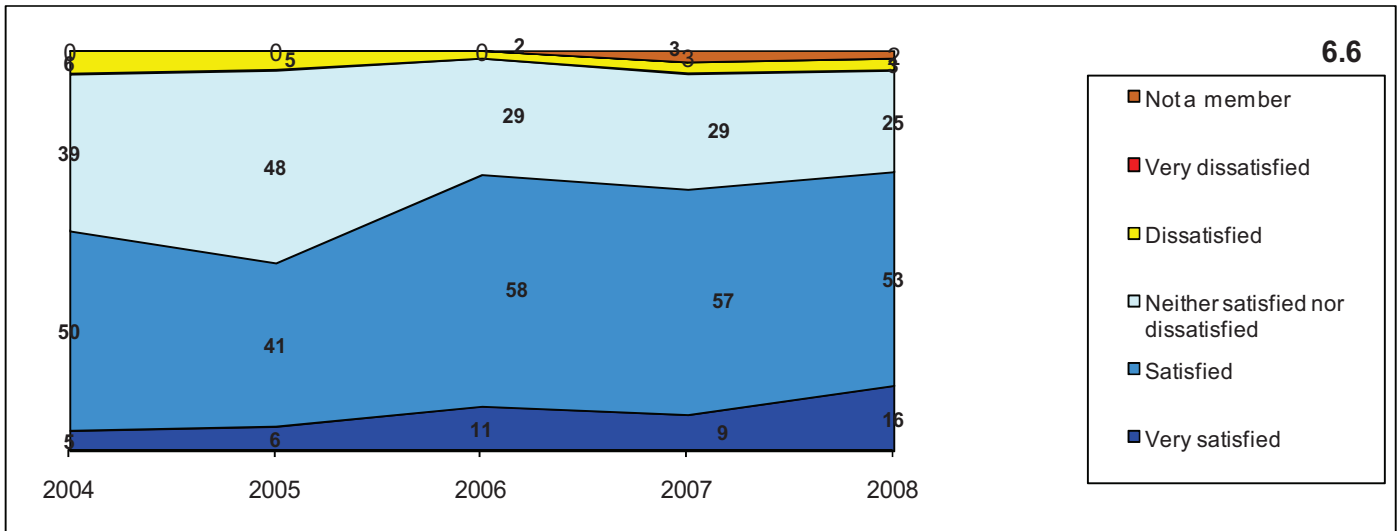


6.6 How satisfied are you with the information circulated on the JPO-Net?

6.6



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not a member
2007 results 201 answers (32/17/50/7/1/4)	16%	53%	25%	3%	0%	2%
2007 results 118 answers (11/67/34/3/0/3)	9%	57%	29%	3%	0%	3%
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%	



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

"Many queries could be sent to proper mailing lists (practise areas). Sharing of ToRs could be facilitated through a collection of ToRs on the intranet. Some questions would be better solved by writing an email to the person in charge (e.g. the JPOSC instead of writing to everybody whether to pay Prince 2 course from DTTA)."

"There could be a wiki on the JPOSC website in which JPOs can collaborate to bring together information on UNDP or JPO terms and specifics."

"JPO-Net is used for JPO related questions, which is excellent. But, sometimes JPOs use the JPO-Net for thematic related questions which they could ask on the DGP-Net, MPN-Net, CPR-Net, etc... All these queries clutter your inbox and should not be circulated on JPO-Net, but rather on the thematically relevant networks. The JPOs asking these questions would benefit from better responses (because these networks are open - not only JPOs, but to all colleagues) and the questions will not be directed to JPOs who have no clue and would rather not be distracted with these questions in their work."

"I don't know how it would work, but it would be nice to have a full list of all JPOs, their duty stations and what they are working on so that when we are looking for something specific, we could contact specific JPOs directly without having to e-mail everyone on the list."

"It may be helpful to improve web structure. There are 3 different navigation icons on the top, right and left which are a bit confusing. In addition, I am curious about how effective the CV Roster is. I understand it is a good attempt but how helpful is it in reality to find a job? The recent career development session indicates most of recruitment is on the basis of network/personal connection. I am curious how many people found job opportunity successfully through the system and if the number is not very high (in comparison to the number of people using it) how the roster system could be improved."

"There is minimal information on health related issues and training courses."

"The consolidated reply option could be used more so that everyone wouldn't have to read 15 emails about accommodation in NYC. Replies to questions like these could be collected and sent out once a week. There should be more moderated discussions like on the practice networks. It would be useful to have discussions on career development."

"More information on job opportunities, more opportunities for networking"

"I think the homepage could be developed further."

"Provide a more easily accessible JPO-archives, especially easily accessible information on good training opportunities."

"JPOSC needs to keep on posting messages on the JPO-Net when there is a discussion going on for which your input is valuable/needed."

"I think that there could be more exchange of information and that it could be more active, but it is something that should come from all of us."

"Must admit that I benefit more from the thematic networks such as cpn and aid-effectiveness than the JPO net..."

"List of all the JPOs and ex-JPOs and their basic contact info should be circulated."

"The JPO-net is not very active although every info I found on it was pertinent."

"There should be more information about what's happening at HQ and regional bureaux so that we can keep updates. This information will include, potential vacancy, fund mobilization, change of people at important positions for JPO such as Regional HR head etc."

"It would be good if the website would reflect more the diversity of UN agencies that are linked to JPOSC, as now much of the information is applicable to UNDP but then it is not always clear when it is also applicable for example to UNFPA staff as well (or others)."

"The offices of assignment, and especially the HR units, should be more aware about JPOs, their responsibilities and entitlements. Often offices have no clue about JPOs, and don't seem too interested either."

"We are usually not fully aware of our benefits and entitlements, so please explain more about these to the JPOs."

"JPO-Net: Purpose should be reminded."

“On one incident an enquiry I posted on the JPO net was forwarded to HQ. I was told that the JPO-net is for JPOs only, maybe this needs to be stressed.”

“Provide an automatic link to the email address of the new comers and people who are ending their assignment.”

“JPO positions are very varied and it is not very useful to be included on issue specific requests/discussion. Perhaps there could be a limitation on what kind of topics the JPO-net would cover and then use the regular topic specific networks that the UN administers.”

“I don’t write there much myself, but I think it is very important for JPOs to have their own space where we can ask all sorts of questions about the often unclear workings of the UNDP.”

“I am eagerly waiting to learn more about the next JPO workshop :)”

“The JPO net sometimes circulates information on training opportunities for JPOs. I would like to see more consolidated information on the training opportunities, including in the US, on the JPOSC website.”

“Fewer smileys in messages. :-)”

“The network of JPOs is excellent. Those emails of job and training positions are first class +.”