



**UNDP JPO Service Centre**  
**2009 Agency Satisfaction Survey**

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# I – Presentation

The Junior Professional Officer (JPO) Service Centre is part of the United Nations Development Programme's Bureau of Management, Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed (23<sup>rd</sup> of December 2009), it administered **369** JPOs and SARCs serving in **105** duty stations worldwide working for the following agencies:

- **UNDP** and its affiliated funds/programmes:
  - o United Nations Capital Development Fund (**UNCDF**)
  - o United Nations Development Operations Coordination Office (**UNDOCO**)
  - o United Nations Development Fund for Women (**UNIFEM**)
  - o United Nations Volunteers (**UNV**)
- Joint United Nations Programme on HIV/AIDS (**UNAIDS**)
- United Nations Industrial Development Organization (**UNIDO**)
- United Nations Population Fund (**UNFPA**)
- United Nations Office for Projects Services (**UNOPS**)
- United Nations Relief and Works Agency for Palestine Refugees in the Near East (**UNRWA**)
- Universal Postal Union (**UPU**)
- World Health Organization (**WHO**)

In 2009, the JPO Programmes of the above mentioned agencies were sponsored by 19 donor countries:

- |           |                     |
|-----------|---------------------|
| - Austria | - Japan             |
| - Belgium | - Luxembourg        |
| - Canada  | - the Netherlands   |
| - Denmark | - Norway            |
| - Finland | - Portugal          |
| - France  | - Republic of Korea |
| - Germany | - Spain             |
| - Iceland | - Sweden            |
| - Italy   | - Switzerland       |

Relocated from New York to Copenhagen in summer 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 ultimate objective remains to better serve and support the JPOs, who are making a sizeable contribution to the UN'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.

Like the previous years, the summarised results of the questionnaire will be disseminated to all stakeholders – JPOs, donor countries, country offices and Headquarters' bureaux. All the questionnaires received have been treated in strict confidence so as not to reveal individual opinions and observations.

The present document is the synthesis of the answers obtained in this year's Agency survey.

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

- **Co-operation and communication with the JPOSC** (9 questions)

- **Your feedback on the JPO Programme from the JPOs** (2 questions)
- **General comments, ideas and feedback** (1 question)

An e-mail announcing the launch of the survey was sent to the 9 partner agencies of the UNDP JPO Service Centre on the 23<sup>rd</sup> of December 2009. The initial deadline for answering was the 8<sup>th</sup> of January 2010. 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 its partners, and especially to those who have taken time to complete this survey, for their continuous support.

## II – Participation

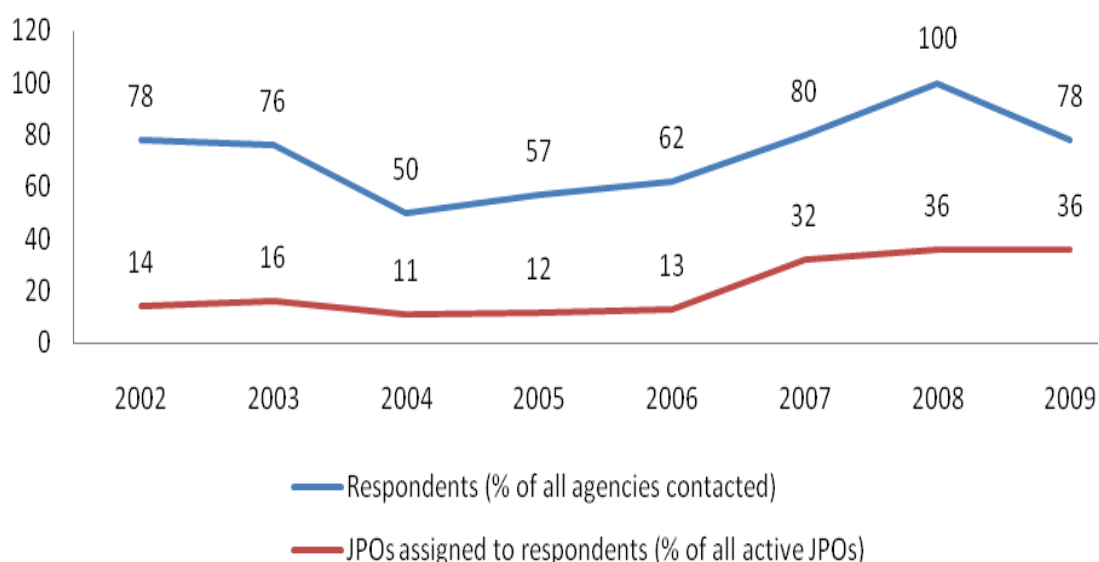
### Global participation (7/9): 78%

The present survey was sent to the 8 partner agencies whose JPO Programmes the UNDP JPO Service administers at the time the survey was launched.

8 respondents, representing 7 partner agencies, have answered to the questionnaire (the number of JPO assigned in each agency as of the 23<sup>rd</sup> of December 2009<sup>1</sup> is shown in brackets<sup>1</sup>):

- UNAIDS (22)
- UNCDF (15)
- UNFPA (53)
- UNOPS (4)
- UNRWA (11)
- UPU (1)
- WHO (28)

**134 JPOs** were assigned to the respondents when the survey was launched, or **36%** of all active JPOs.

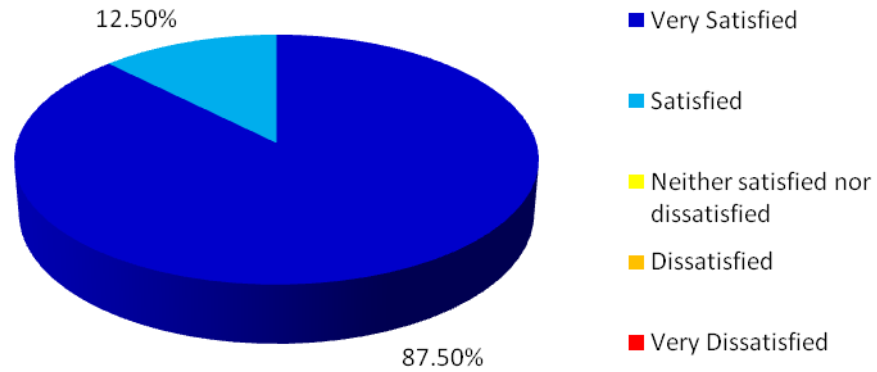


<sup>1</sup> Monthly updates of the JPO Programme statistics are available on the JPOSC website: [http://www.jposc.org/content/programme/facts\\_and\\_figures-en.html](http://www.jposc.org/content/programme/facts_and_figures-en.html) → this is currently not the case, so I suggest we remove this note.

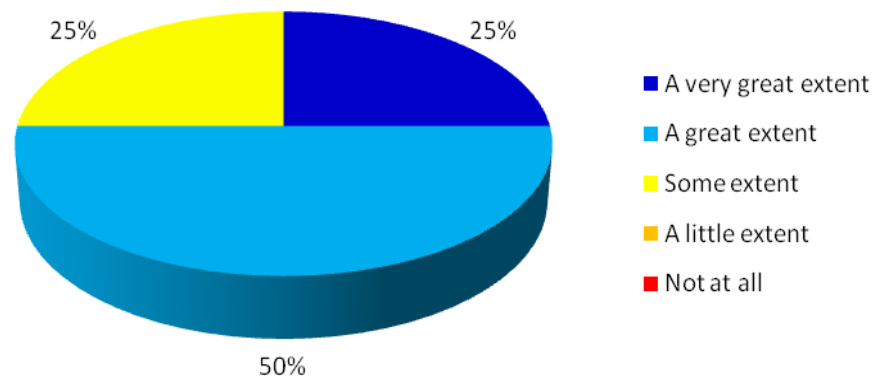
### III – Agency Satisfaction Results

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

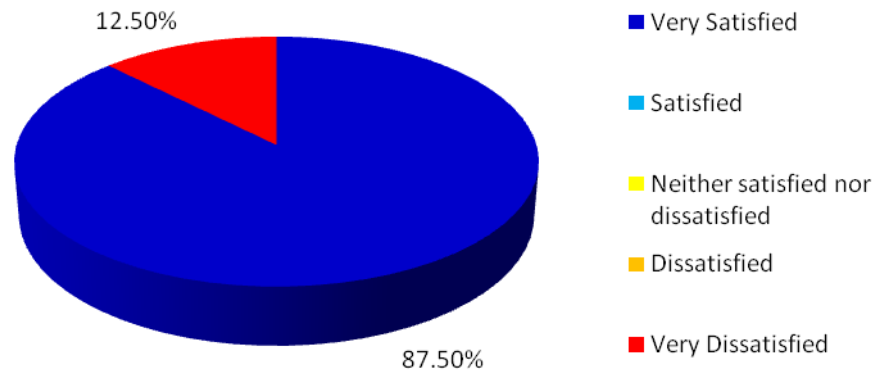
1.1 How satisfied are you with the overall quality of services provided by the JPO Service Centre (JPOSC) to your JPO Programme?



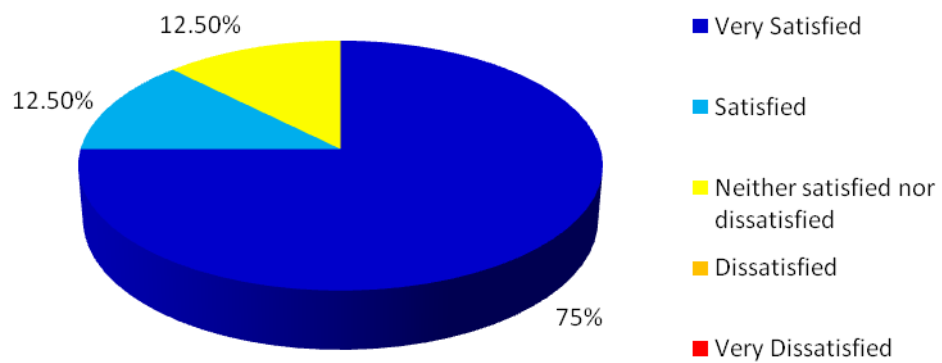
1.2 Generally speaking, to what extent does the JPOSC live up to the expectations of your Agency?



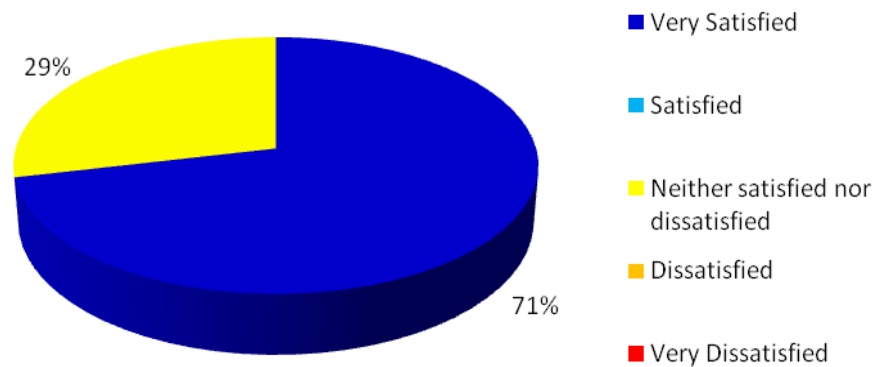
**1.3 When communicating with the JPOSC, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?**



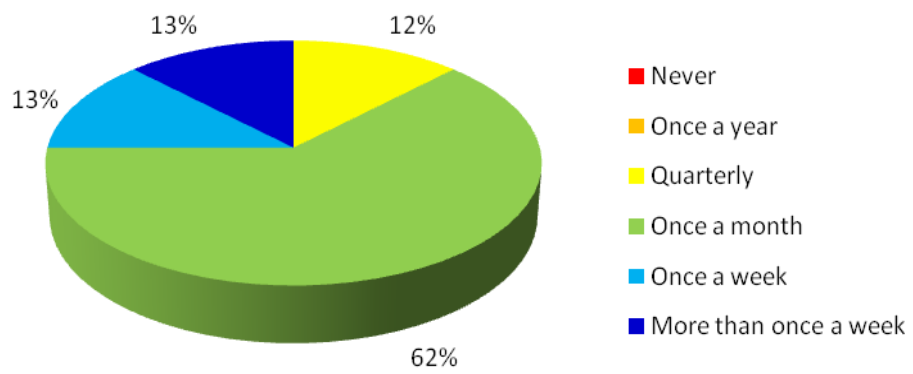
**1.4 How satisfied are you with the clarity of explanations provided by the JPOSC?**



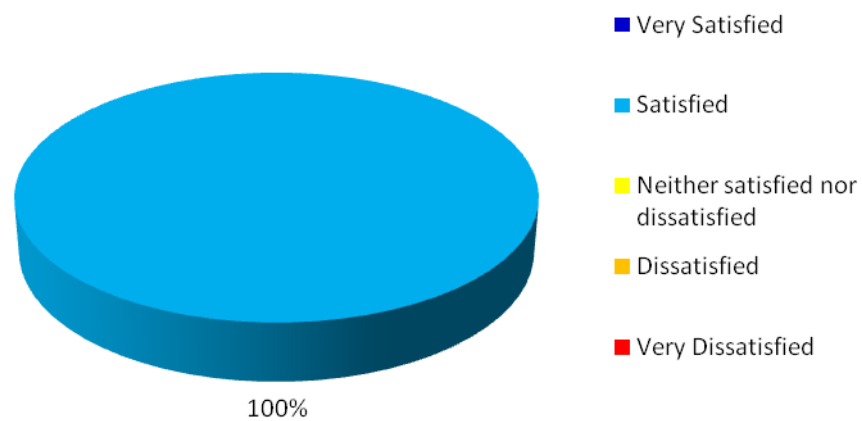
**1.5 How satisfied are you with the co-operation between our organizations during the recruitment process?**



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



**1.7 If applicable, how satisfied are you with the way the Website and the Online Request System meet your Agency's information needs in respect of the JPO Programme?**



**1.8 What could the JPOSC do to better address the information needs of your Agency?**

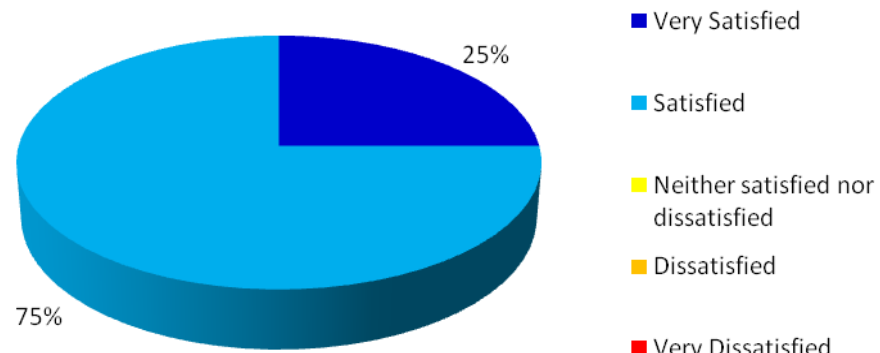
“It would be helpful if correspondence with [our agency] (JPOs, supervisors and others) could be a bit more tailored. It is difficult for [our] staff to understand the relationship with UNDP in contract administration of JPOs, and whenever there is a slip and standard UNDP communication is used, which does not apply to [our agency], it adds to the confusion.”

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

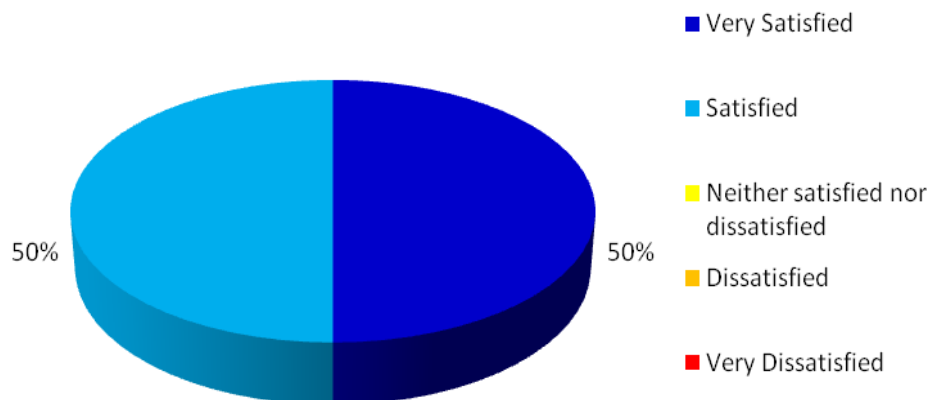
“Nothing further is needed :-)”

## Section 2 – Your feedback on the JPOSC from the JPOs

2.1 What is your general impression as to what extent the JPOs in your Agency are satisfied with their assignment?



2.2 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?



## **Section 3 – General comments, ideas and feedback**

### **3.1 Comments, suggestions and feedback:**

“The service provided by the JPOSC is extremely good, professional and always meeting the deadlines despite my last minute requests. Thank you.”

“The JPOSC's staff is very committed, competent and fast. Many thanks for the tremendous support.”