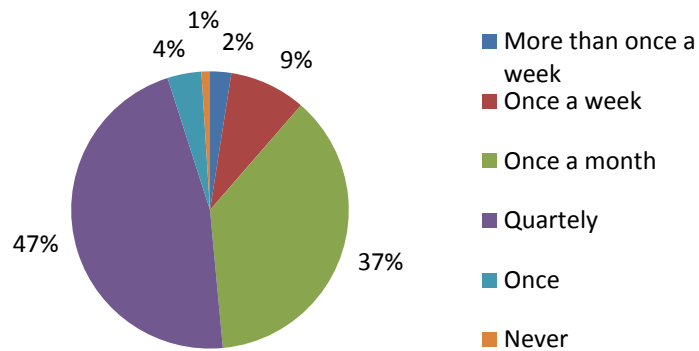
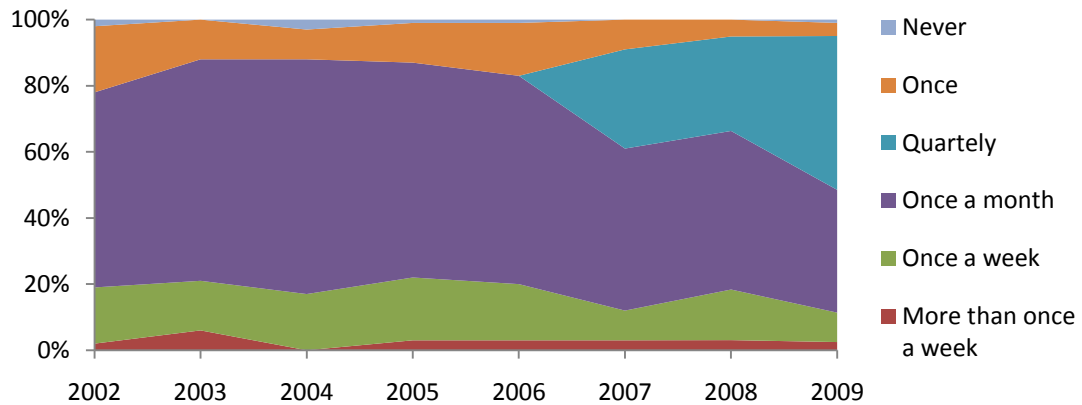


Section 6 – JPO information needs

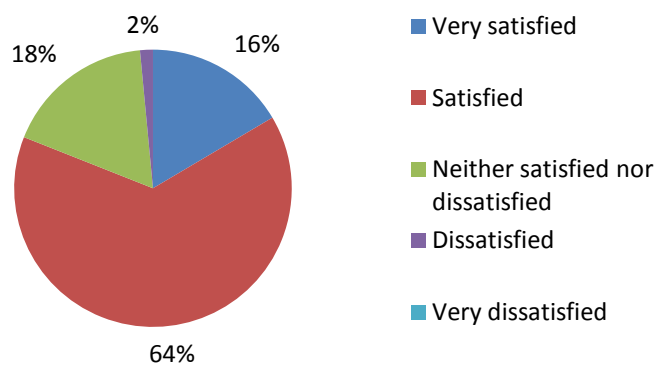
6.1 Over the last 12 months, how often did you use/visit the JPOSC website (www.jposc.org)?



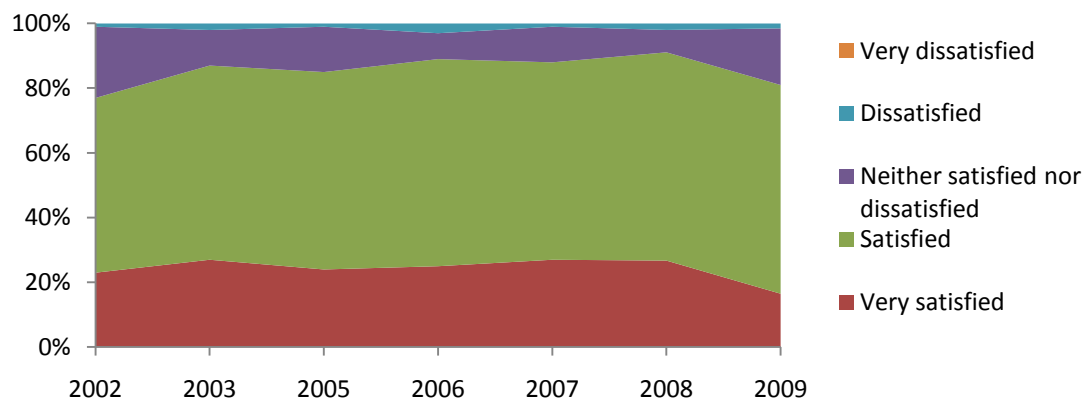
Comparison of global results from 2002 to 2009



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



Comparison of global results from 2002 to 2009



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

“Career Management; Benefits & Entitlements; Training & Learning”

“Information”

“JPO stories; JPO guidelines and procedures (if any mater arises)”

“download forms and circulars, rules and regulations as well as ideas for DTTA trainings”

“Directory”

"Benefits & Entitlements" and "Career Management"

“forms and circulars”

“documents and circulars”

“Training”

“Forms and Circulars”

“career management; training and learning; travel advise;”

“More links in the training and learning page”

“forms and circulars; benefits and entitlements; training and learning; acronyms;”

“Information about training and learning”

“The PPO training section to tjeck if dates for the next training were available. It is not very updated.”

“forms”

“Training and learning page (DTTA, induction course).”

“Benefits and Entitlements”

“Forms & circulars; Acronyms”

“Acronym page. Learning page.”

“forms section”

“Policies for example...”

“The section with documents and info about administrational matters. The section regarding the training-what has been recommended etc.”

“jpo-net areas (message board) and directory of other JPOs in my area.”

“Use of DTTA, entitlements.”

“What´s new-section”

“jobs”

“Forms, job postings.”

“Directory; entitlements/forms; training and professional development sections”

“JPOs, Training & Learning”

“Directories”

“Benefits & Entitlements, Training & Learning”

“career management”

“I get forms e.g. F10 or UNLP forms”

“In the beginning of assignment I visited often the section that provided tips for the start of the assignment.”

“For Forms and regulations. As well as the trainings section.”

“Training/DTTA information, Benefits section”

“Forms and circulars”

“Training and Development”

“Guidance related to the procedures”

“BENEFITS & ENTITLEMENTS; FORMS & CIRCULARS”

“JPO Directory, information about benefits and entitlements, career management.

“acronyms”

“Relevant documents”

“DTTA, rental subsidy calculation, training opportunities.”

“- directory; - benefits and entitlements; - forms and circulars”

“forms and acronyms”

“JPOs section”

“What's new?; Career management”

“training and allowances”

“The section concerning information”

“entitlements and benefits”

“JPO entitlements and benefits; Training opportunities”

“Only issue is on the PPO training which is supposed to be organised. Information has not changed on the website since a few months back, and it is very difficult to plan accordingly with your managers if this information is not provided. This seems to be lack of information from the organisers, but it would be good if the website could update as time passes and as plans are progressing from the side of the organisers.”

“Training and career planning”

“all the information on the recruitment process and interviewing tips and training opportunities...”

“circulars and forms”

“Benefits and Entitlements; Training and Learning”

“Annual duty-related travels and trainings allocations (DTTA)”

“Training”

“What's new”

"Acronyms, forms & circulars, JPOs"

"It's an excellent website but sometimes I find it hard locate information that I had already seen on the website."

"- Forms and Circulars; - What's New?; - JPO roster"

"Career development; Current JPO directory; Former JPO directory"

"Section: JPOs and Contact Us"

"News, DTTA, rent calculator"

"The one about training opportunities"

"On administrative matters and on training/use of DTTA"

"Acronyms and Trainings"

"JPO Contracts and Employment"

"Forms and circulars; Acronyms; Training and learning"

"JPO experience/career"

"Trainings, Contacts,"

"The section concerning about training."

"Forms, entitlements, circulars."

"In the starting process, I often used the information about completing all the forms. I also accessed the section where all JPOs around the world are presented and I'm using the DTTA advisory sections."

"Benefits page, JPO stories,"

"information on accommodation/settling in New York, use of dttA"

"training ideas for DTTA; contractual conditions"

"career management"

"Rules and regulations"

"forms"

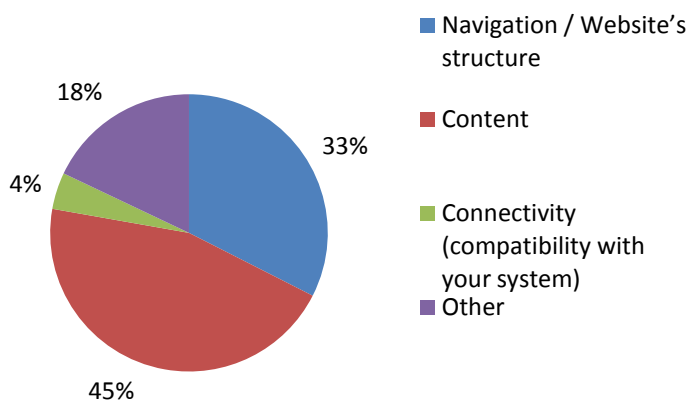
"News"

"- acronyms; - rental subsidy calculation tool"

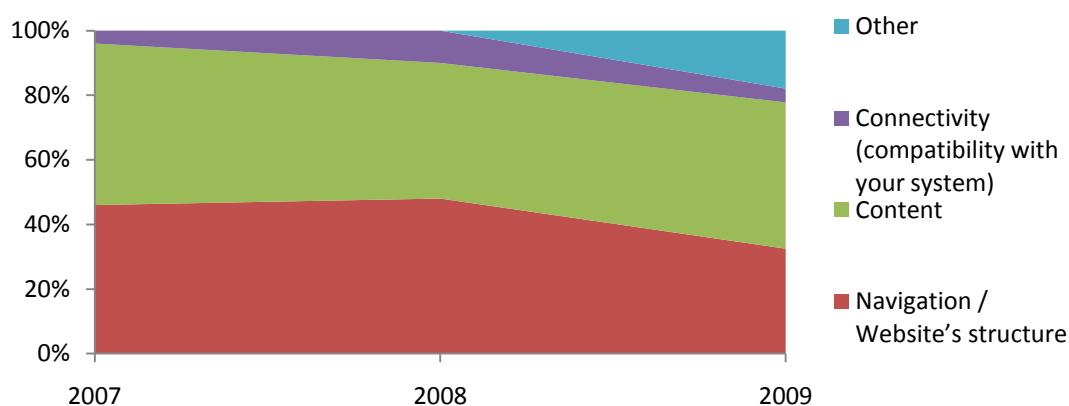
"Information on the rules and regulations"

"Forms"

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



Comparison of global results from 2007 to 2009



Other:

"information on trainings"

"updating some of the old forms"

"update on JPO in DS info. some of the JPOs have moved to other stations and others joint it's not reflected"

"date of latest updates of rental subsidy and salary calculations, as sometimes I have the impression they don't correspond to the actual figures (or: I use them wrongly)"

"more interaction, experiences, and interrelation with the different agencies"

"Some type of chat service"

"Updating of (all links don't work)"

"training possibilities"

"more information on training opportunities in the Gender domain"

"Learning and Development support"

"More info on DTTA and places where to go to find training that is of quality"

"it would be great if ALL JPOs could be connected through the JPO website"

“the career development website could be further developed.”

“Possible Job offer positions that JPOs in the 2nd year of their assignment could apply, and personal career assistance/advice”

“Frequent updates”

“search function”

“Content is o.k. but should be more regularly updated (e.g. on trainings)”

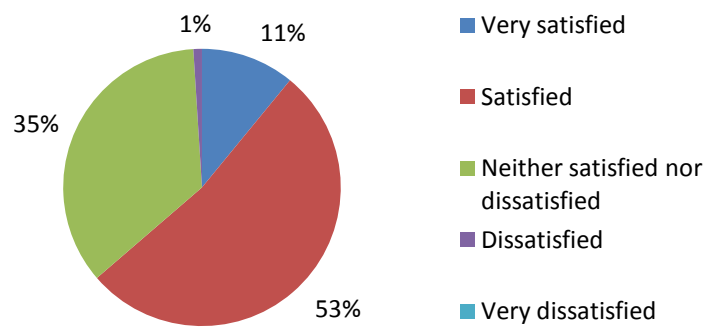
“Successful cases to show how to find next steps”

“content on career development”

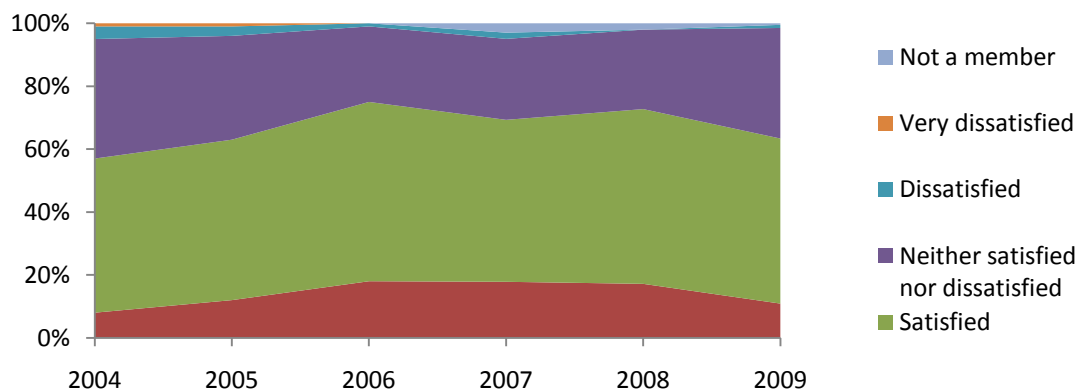
“How does JPO in other agencies get duty travels for their children.”

“Make it very friendly use”

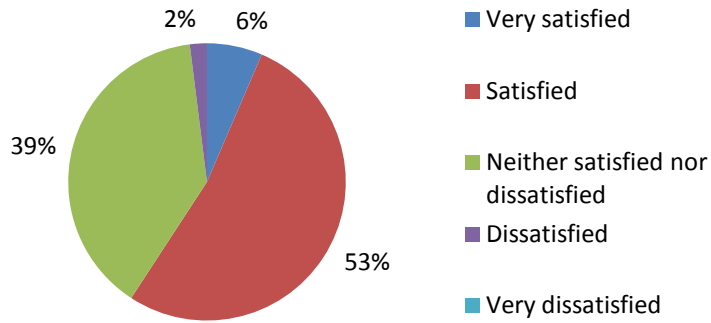
6.5 How satisfied are you with the JPO-Net?



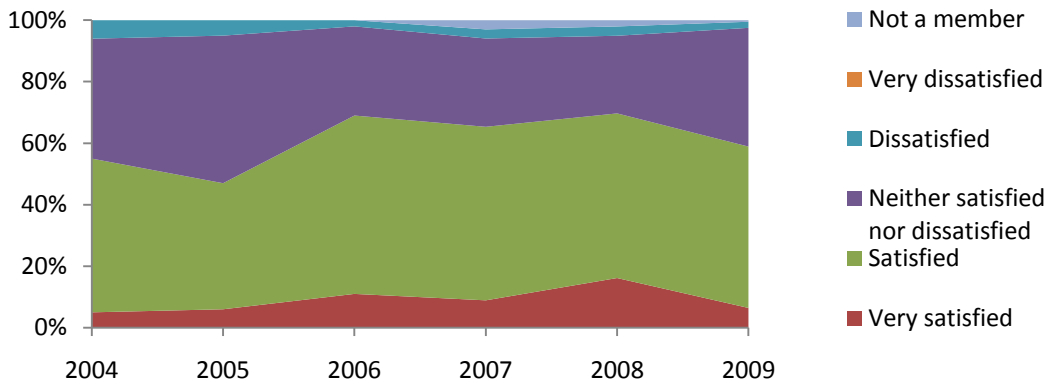
Comparison of global results from 2004 to 2009



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



Comparison of global results from 2004 to 2009



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

“There is very little time during working hours to read JPO webpages. Information should be done as simple and concise as possible”

“To me there is a need to have separate place for the serving JPOs concerning matter arises in everyday working life. Also list of the JPOs with nationalities, donors, duty station and agency if one travels, have knowledge of the JPOs in advance”

“For the JPOs in the first year: Recommended training or activities by cluster or area of interest.”

“More relevant information circulated on the JPO-net (jobs at P2/P3 level within the UN system)”

“Date/programme of induction course ([I attended]) was communicated very late and made professional and private planning difficult.”

“The JPO-Net seems useful to share information about courses, or accommodation opportunities. Although I think it could be useful for other people, most of the information that i received was not useful to me (i did not participate in the NY course, most of the information shared about courses was not interesting for me....).”

“The training opportunities could be better presented... a monthly newsletter could highlight experience from other JPOs in field assignments and/or trainings they have attended..”

“A section on training on JPO Net and the e-bulletin would be very useful”

"I have just been added to the JPO-Net, for that, I have not had the chance to received any information circulated at the JPO-Net or had any experience about it"

"More job and training postings."

"Must admit that I use the more 'professional' networks than the JPO network as I have more in common with UN staff around the world who are working in the same sector as I do rather than working under the same contractual conditions..."

"Receiving "respond to all" messages from other JPO's can fill the mailbox quickly"

"I was only added to the JPO-Net a few weeks ago so I don't know much about it yet. I think it is a great idea and initiative from the JPOSC."

"I would like to see more info on the JPOSC website about training opportunities, especially in the area of gender. Currently, this section only mentions "The Mahila Web", but there is no direct link and Googling this does not yield clear results. Is the JPOSC systematically collecting info on training opportunities from JPOs?"

"I would like to see more information on training opportunities for JPOs not directly serving UNDP, such as JPOs seconded to other Agencies/Programs."

"clear guidelines on who to contact for what"

"I have not used the net personally and have not received much useful information for my specific needs, but might be able to better use it once I start looking into using my DTTA."

"More structured information and categorisation of training possibilities."

"Seems to have turned into a marketplace for DTTA and not much more. Perhaps the JPOSC could use it as a way of communicating more directly with the JPOs."

"An updated overview of trainings and whether JPOs recommend trainings - I know there is a compilation of information but it is quite outdated."

"We need more information related to available and good / practical trainings. Most of the e-mails / questions asked through the JPO-Net are about training"

"Can be a tendency of too much information being circulated among members which is not that relevant (at least for me) but I think that is unavoidable if you need to have information flowing between persons in various organizations in various parts of the world."

"I would like to have concrete date and place information about all training organised by UN."

"There should be greater advice on career development, networking opportunities, etc..."

"It would be useful to receive the monthly job postings, the same way as Jean-Luc used to send."

"More infos on job vacancy published by NGO and other International Organization"

"The messages are mostly ad-hoc and mostly messages sent by the JPOs themselves which often do not give relevant information to all. The JPOSC could be more active in sending for example monthly messages where for example new training opportunities, a short description of the main rules and regulations and changes in them (such as using DTTA, guidelines on different issues etc.) would be described. Most of these are available on the website but one does not know when some content has been revised and does not necessarily check the website regularly, whereas when an email arrives, one is more likely to read it."