



**JPO Service Centre
Client Satisfaction Survey**

2009 JPO Questionnaire

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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, 29th 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 the summer of 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's effort to foster propitious environment for sustainable human development.

Due to its 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 receive feedback regarding the recent track of the JPO Service Centre itself.

As in 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 confidentiality so as to avoid respondents from being identified.

This survey was divided into eight sections:

- **Recruitment and entry on duty procedures** (17 questions)
(for JPOs who had been recruited less than one year prior to the questionnaire being sent);
- **Assignment** (11 questions);
- **Training and learning** (8 questions);

- **Administrative follow-up** (9 questions);
- **Harassment** (10 questions);
- **JPO information needs** (7 questions);
- **Career development** (10 questions);
- **General comments and feedback** (1 question).

As in previous years, the survey was accessible online. On the 29th of December 2009, an e-mail announcing the launch of the survey was sent to all active JPOs through the JPO email-based network. The deadline was set on the 15th of January 2010. As an alternative, JPOs were offered the possibility to reply to the Word format survey.

JPOs were asked to base their answers to the questionnaire on their experiences over the past twelve months.

The team of the JPO Service Centre would like to take this opportunity to express its gratitude to all JPOs, and especially those that have taken time to complete this survey, for their continuous support.

II – Participation

The questionnaire was distributed to **355** persons.
220 answers were received.

Global participation

(-2 % compared to 2008)

Participation in 2009 (220/355):	62 % (60% participation out of 369 active JPOs)
Participation in 2008 (201/318):	64 %
Participation in 2007 (125/261):	48 %
Participation in 2006 (178/271):	66 %
Participation in 2005 (156/270):	58 %
Participation in 2004 (152/278):	55 %
Participation in 2003 (157/275):	57 %
Participation in 2002 (144/250):	58 %
Participation in 2001 (133/255):	52 %

Anonymous answers:

As in previous years, JPOs were offered the possibility to answer to optional basic information questions on their name and duty station.

Below are the numbers of anonymous answers to these optional questions:

Name: 130 anonymous respondents – **37%**
(2008: 38.9%; 2007: 36.8%; 2006: 25.5%; 2005: 28.2%; 2004: 35.5%;
2003: 12.7%; 2002: 27.8%)

Duty station: 119 anonymous respondents – **34%**
(2008: 19.7%; 2007: 21%; 2006: 10%; 2005: 13%; 2004: 5%; 2003:
8%; 2002: 4%)

Confidentiality

All replies were treated with the strictest confidentiality.

The survey is meant to provide the JPOSC, its management and stakeholders with trends. All elements of identification (nationality, place of assignment, name when mentioned in the answers, etc.) have been rendered anonymous before the data was collated.

Should you have any question or concern about the information, please do not hesitate to contact Maria Segovia Aguirre, HR Analyst (maria.segovia.aguirre@undp.org).

Participation by Gender

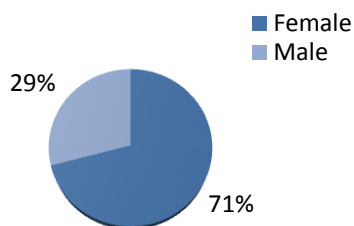
The participation per gender was calculated based on the distribution of JPOs per gender as of the date the survey was launched¹.

Gender	2009	
Female	156 (out of 248)	63%
Male	64 (out of 121)	53%

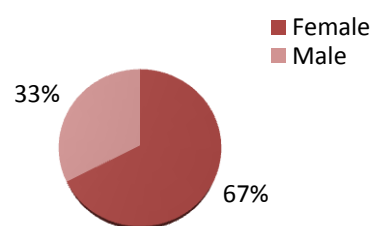
¹ JPO Programme (369 JPOs) – Gender Distribution (as of 29th of December 2009)

- Females: 248 (67%)
- Males: 121 (33%)

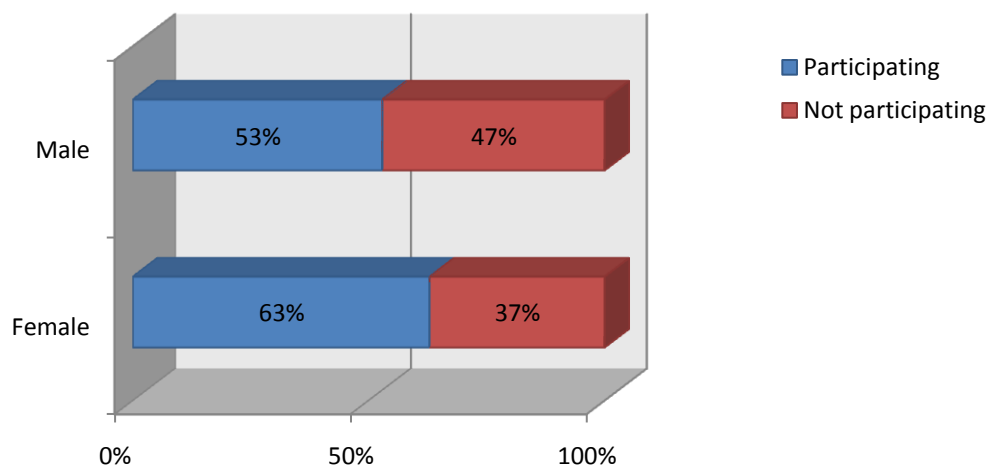
Participation per gender:



JPO Gender distribution as of 29th of December 2009:



Participation per gender distribution:



Participation by Agency

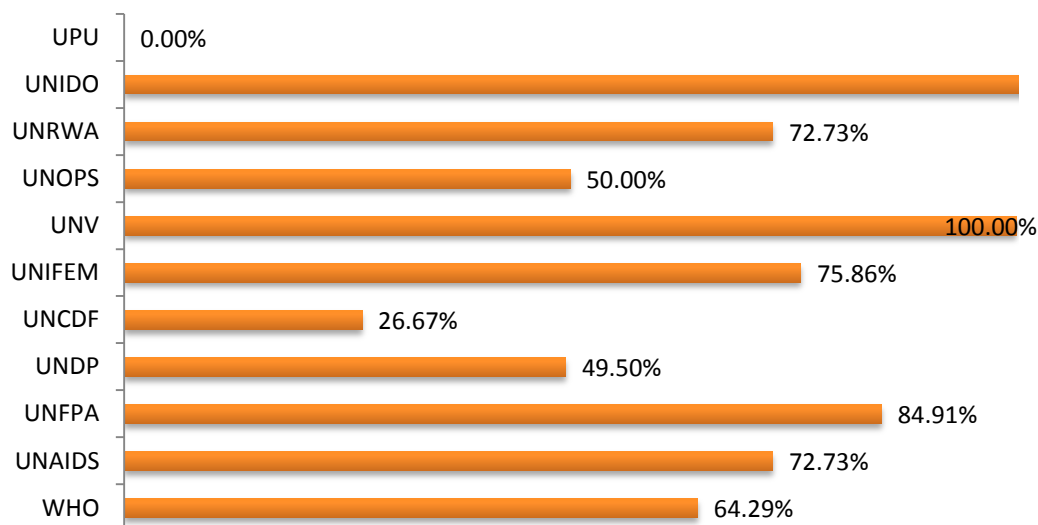
The participation per agency was calculated based on the distribution of JPOs per agency as of the 29th of December 2009².

Agency	2009	2008	2007	2006	2005	2004	2003
UNAIDS (16/22)	73%	57%	70 %	67 %	50 %	Na	
UNDP and affiliated (129/249)	64%	66%	50 %	64 %	61 %	52 %	62.5 %
UNDP (100/202)	50%	66%	53 %	66 %	60 %	N/A	
UNCDF (4/15)	27%	67%	23 %	40 %	43 %		
UNDOCO (0/0)	----	25%	67 %	50 %	100 %		
UNIFEM (22/29)	76%	72%	54 %	67 %	50 %		
UNV (3/3)	100%	75%	0 %	62 %	29 %		
UNFPA (45/53)	85%	61%	36 %	67 %	53 %	58%	46%
UNIDO (2/1) ³	200%	----	----	100 %	100 %	0	Na

² JPO Programme (369 JPOs) – distribution by agency (as of 29th of December 2009):

- UNAIDS (22) 6%
- UNDP and affiliated (249) 67%: UNDP (202) 55%, UNCDF (15) 4%, UNIFEM (29) 8%, UNV (3) 1%
- UNFPA (53) 14%
- UNOPS (4) 1%
- UNRWA (11) 3%
- UNIDO (1) 0.27%
- UPU (1) 0.27%
- WHO (30) 8%

UNOPS (2/4)	50%	100%	0 %	75 %	60 %	50%	55 %
UNRWA (8/11)	73%	100%	Na				
UPU (0/1)	0%	100%	0 %	Na			
WHO (18/28)	64%	38%	30 %	85 %	100 %	Na	
<i>Global participation</i>	60%	64%	48 %	66 %	58 %	55 %	57 %



Participation by Region

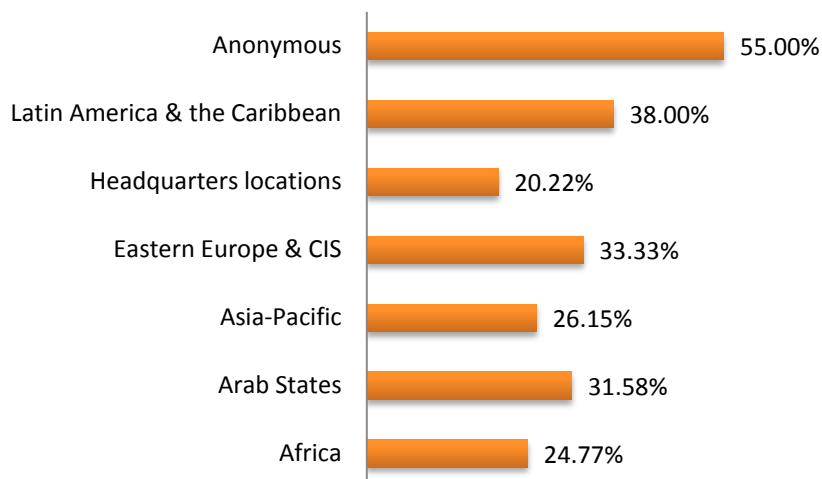
The participation per region was calculated based on the distribution of JPOs per duty station as of the 29th of December 2009⁴.

Region	2009	2008	2007	2006	2005	2004	2003	2002
Africa (27/109)	25%	55%	37%	56%	53%	54%	56%	51%
Arab States (12/38)	32%	53%	23%	53%	52%	48%	33%	68%
Asia-Pacific (17/65)	26%	54%	37%	49%	40%	45%	54%	54%
Eastern Europe & CIS (6/18)	33%	33%	23%	31%	33%	67%	75%	89%
Headquarters locations (18/89)	20%	49%	35%	56%	53%	52%	48%	51%
Latin America & the Caribbean (19/50)	38%	48%	46%	93%	69%	35%	73%	59%
Anonymous (121)	55%	13%	24%	16.3%	12.8%	4.6%	8.3%	4.2%
<i>Global participation</i>	60%	64%	48%	66%	58%	55%	57%	58%

³ 1 Current UNIDO JPO and 1 former UNIDO JPO

⁴ JPO Programme (370 JPOs) – distribution by region (as of 29th of December 2009)

- Africa (109) 29 %
- Arab States (38) 10 %
- Asia-Pacific (65) 18 %
- Eastern Europe and the CIS (19) 5 %
- Headquarters location (89) 24 %
- Latin America and the Caribbean (50) 14 %



Participation by Donor

The participation per donor was calculated based on the distribution of JPOs per donor country as of 29th of December 2009⁵.

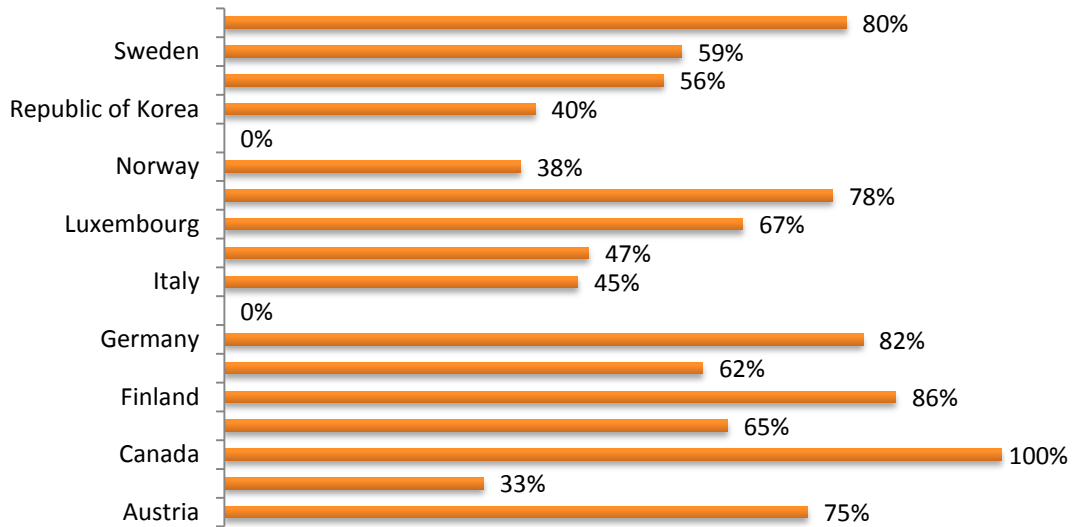
Donor	2009	2008	2007	2006	2005	2004	2003
Austria (6/8)	75%	64%	80%	75 %	44.4 %	71.4 %	57.1 %
Belgium (4/12)	33%	56%	45.5%	65 %	53.3 %	33.3 %	68.4 %
Canada (2/2)	100%	50%	33%	62.5 %	83.3 %	57.1 %	17.1 %
Denmark (22/34)	65%	70%	46.7%	87.5	72.2 %	42 %	52.9 %
Finland (19/22)	86%	65%	47.1%	81.8 %	72.7 %	61.5 %	66.6 %
France (8/13)	62%	58%	26.3%	78.9 %	57.1 %	54.5 %	68.2 %
Germany (23/28)	82%	55%	52.4%	64.3 %	72.7 %	54.5 %	68.4 %
Iceland (0/2)	0%	40%	0%	75 %	50 %	Na ⁶	
Italy (10/22)	45%	44%	36.4%	71.5 %	55.5 %	55.5 %	58.8 %
Japan (15/32)	47%	58%	34.8%	58.6 %	58.1 %	47.9 %	50 %
Luxembourg (8/12)	67%	50%	54.5%	60 %	33.3 %	33.3 %	60 %
The Netherlands (18/23)	78%	59%	37.9%	51.4 %	57.5 %	54.8 %	83.3 %

⁵ JPO Programme (369 JPOS an SARCs) – distribution by donor (as of 29th of December 2009):

- Austria	8	2%	
- Belgium	12	3%	
- Canada	2	0.5%	
- Denmark	34	9%	
- Finland	22	6%	
- France	13	4%	
- Germany	28	8%	
- Iceland	2	0.5%	
- Italy	22	6%	
- Japan	32	9%	
- Korea	5	1%	
- Luxembourg	12	3%	
- Netherlands	23	6%	
- Norway	21	6%	
- Portugal	3	1%	
- Spain	108	29%	
- Sweden	17	5%	
- Switzerland	5	1%	

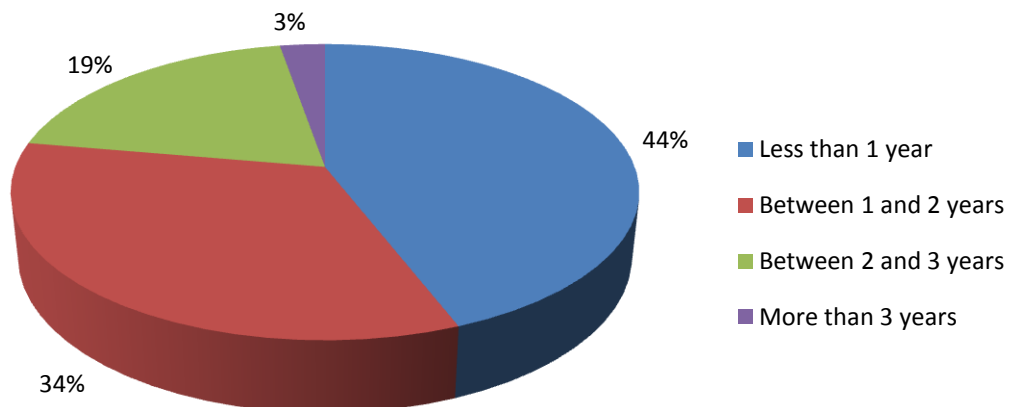
⁶ Iceland joined the JPO Programme in 2005.

Norway (8/21)	38%	73%	60%	60 %	45.4 %	33.3 %	40 %
Portugal (0/3)	0%	100%	66.7%	100 %	50 %	0 %	0 %
Republic of Korea (2/5)	40%	0%	0%	75 %	50 %	100 %	100 %
Saudi Arabia (0/0)	0%	N/A	25%	100 %	N/A		
Spain (61/108)	56%	77%	72.7%	75 %	76.9 %	30 %	61.5 %
Sweden (10/17)	59%	45%	24%	60 %	50 %	69.2 %	64.7 %
Switzerland (4/5)	80%	0%	20%	66.6 %	83.3 %	50 %	42.8 %
<i>Global participation</i>	60%	64%	48%	66%	58%	55%	57%



Period served as a JPO

	2009	2008	2007
Less than 1 year (97/220)	44%	44%	49%
Between 1 and 2 years (74/220)	34%	33%	34%
Between 2 and 3 years (43/220)	20%	19%	13%
More than 3 years (6/218)	3%	4%	2%



Work experience prior to JPO assignment

	2009	2008
Less than 1 year (6/220)	3%	3%
Between 1 and 2 years (32/220)	15%	12%
Between 2 and 3 years (60/220)	27%	26%
More than 3 years (122/220)	55%	57%

