



**JPO Service Centre
Client Satisfaction Survey**

2010 JPO/SARC 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, 17th December 2010, it administered **375** JPOs and SARCs, and the survey was distributed among **427** JPOs and SARCs, including current JPOs on the distribution date, as well as former JPOs who had separated since the 1st of October 2010. These JPOs and SARCs were serving in **101** 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**¹)
 - 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 2010, the JPO Programmes of the above mentioned agencies were sponsored by 16 donor countries:

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

Denmark, Spain and Sweden also sponsored the SARC Programme.

The UNDP JPO Service Centre functions as a “one-stop-shop”, covering every issue related to the management and administration of the JPO and SARC Programme, including recruitment, appointment, reassignment, separation from service, learning and career development. The JPOSC provides learning and career support services to UNDP JPOs, including the JPO Induction Programme – which covers the pre-departure briefings in Copenhagen as well as virtual, online trainings and the PPO workshop in New York –, career counselling and coaching sessions, feedback on CVs and cover letters, e-Mentoring programme, interview preparation sessions and a dedicated Career Management Website.

The JPOSC work programme aims at providing a package of human resources support services to JPOs and SARCs and at streamlining work processes and procedures to reduce response time and enhance quality of services. The overall objective is to better serve and support the JPOs/SARCs, who are making a significant contribution to the UN's efforts towards the achievement of the Millennium Development Goals.

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 wellbeing of the JPOs and SARCs, 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/SARCs, 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.

¹ Now UN WOMEN.

The present document is a synthesis of the answers obtained in the 2010 JPO/SARC survey.

The survey was divided into eight sections, as follows:

- **Recruitment and entry on duty procedures** (16 questions)
(for JPOs and SARCs 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/SARC information needs** (7 questions);
- **Career development** (8 questions);
- **General comments and feedback** (1 question).

Nonetheless, for the purpose of this synthesis, comments have been removed.

As in previous years, the survey was accessible online. On the 17th of December 2010, an e-mail announcing the launch of the survey was sent to all active JPOs and SARCs. The deadline was set on the 14th of January 2011. As an alternative, JPOs/SARCs were offered the possibility to reply to the Word format survey.

JPOs and SARCs 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 SARCs, and especially those that have taken time to complete this survey, for their continuous support.

II – Participation

The questionnaire was distributed to 427 persons.
307 answers were received.

Global participation

16 % increase compared to 2009

Participation in 2010 (306/427):	72 %
Participation in 2009 (220/355):	62 %
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: 177 anonymous respondents – **58%**
(2009: 37%; 2008: 38.9%; 2007: 36.8%; 2006: 25.5%; 2005: 28.2%; 2004: 35.5%;
2003: 12.7%; 2002: 27.8%)

Duty station: 146 anonymous respondents – **48%**
(2009: 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.

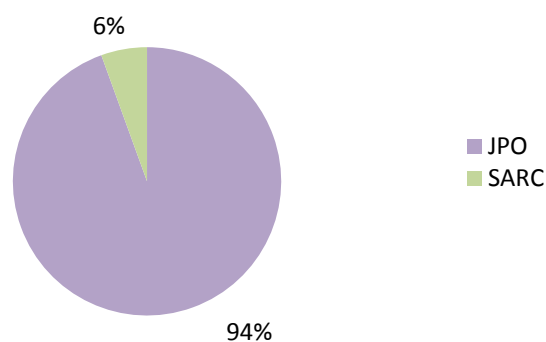
Should you have any question or concern about the information, please do not hesitate to contact Maria Segovia Aguirre, HR Analyst (maria.segovia.aguirre@undp.org).

Participation by Programme

The participation per programme was calculated based on the distribution of JPOs and SARCs per programme as of the date the survey was launched.

Programme	2010	
JPO	290 (407)	71 %
SARC	17 (20)	85 %

Participation in the survey per Programme:

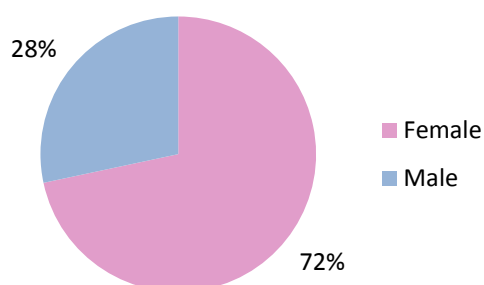


Participation by Gender

The participation per gender was calculated based on the distribution of JPOs and SARC's per gender as of the date the survey was launched.

Gender	2010	
	Female	220 (299)
Male	87 (128)	68 %

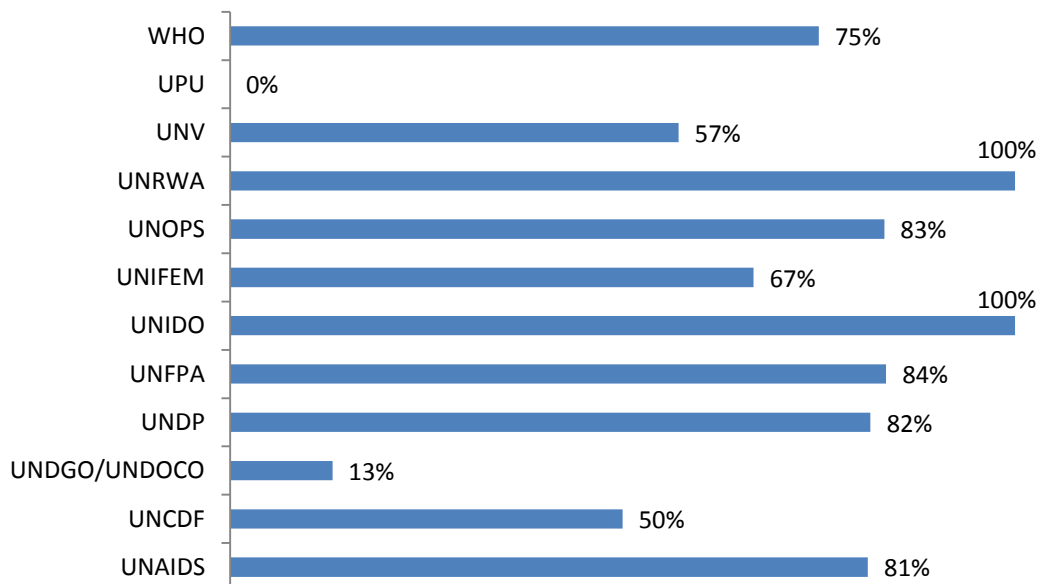
Participation in the survey per gender:



Participation by Agency

The participation per agency was calculated based on the distribution of JPOs/SARC's per agency as of the date the survey was launched.

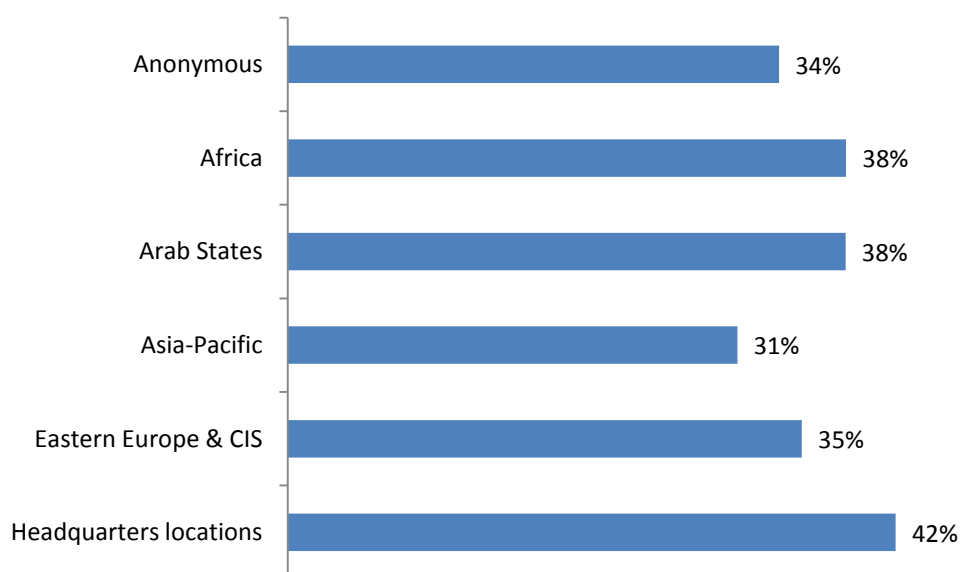
Agency	2010	2009	2008	2007	2006	2005	2004	2003
UNAIDS (13/16)	81%	73%	57%	70 %	67 %	50 %	N/A	
UNDP and affiliated (187/282)	66%	64%	66%	50 %	64 %	61 %	52 %	63 %
UNDP (146/179)	82%	50%	66%	53 %	66 %	60 %	N/A	
* UNCDF (7/14)	50%	27%	67%	23 %	40 %	43 %		
* UNDG/UNDOCO (6/46)	13%	----	25%	67 %	50 %	100 %		
* UNIFEM (24/36)	67%	76%	72%	54 %	67 %	50 %		
* UNV (4/7)	57%	100%	75%	0 %	62 %	29 %		
UNFPA (61/73)	84%	85%	61%	36 %	67 %	53 %	58%	46%
UNIDO (1/1)	100%	200%	----	----	100 %	100 %	0	N/A
UNOPS (5/6)	83%	50%	100%	0 %	75 %	60 %	50%	55 %
UNRWA (16/16)	100%	73%	100%	Na				
UPU (0/1)	0%	0%	100%	0 %	N/A			
WHO (24/32)	75%	64%	38%	30 %	85 %	100 %	Na	
Global participation	72%	62%	64%	48 %	66 %	58 %	55 %	57 %



Participation by Region

The participation per region was calculated based on the distribution of JPOs/SARCs per duty station as of the date the survey was launched.

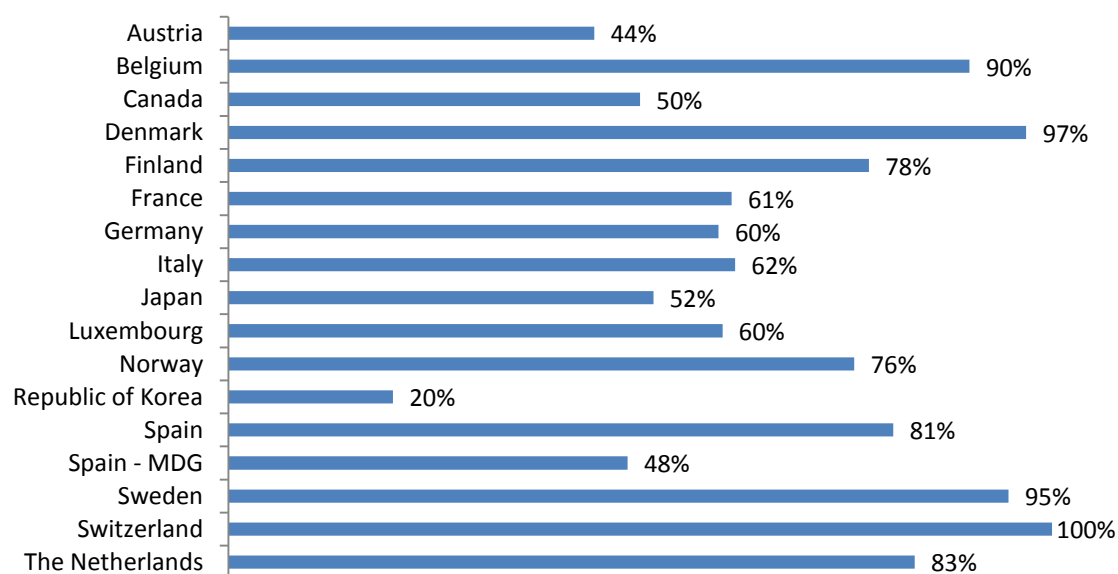
Region	2010	2009	2008	2007	2006	2005	2004	2003	2002
Africa (46/120)	38%	25%	55%	37%	56%	53%	54%	56%	51%
Arab States (18/47)	38%	32%	53%	23%	53%	52%	48%	33%	68%
Asia-Pacific (25/81)	31%	26%	54%	37%	49%	40%	45%	54%	54%
Eastern Europe & CIS (6/17)	35%	33%	33%	23%	31%	33%	67%	75%	89%
Headquarters locations (48/115)	42%	20%	49%	35%	56%	53%	52%	48%	51%
Latin America & the Caribbean (20/47)	43%	38%	48%	46%	93%	69%	35%	73%	59%
Anonymous (144)	34%	55%	13%	24%	16%	13%	5%	8%	4%
Global participation	72%	62%	64%	48%	66%	58%	55%	57%	58%



Participation by Donor

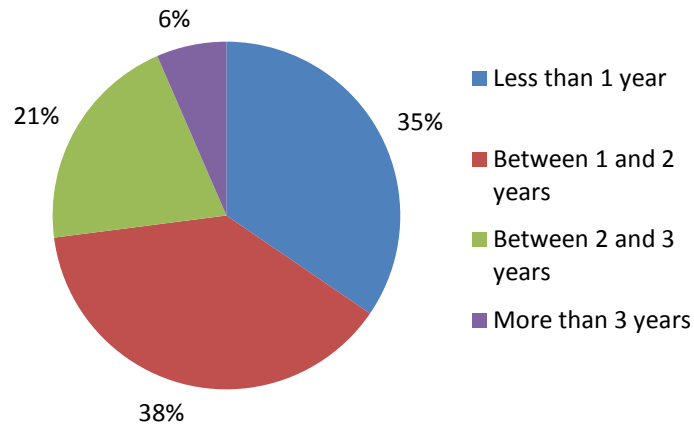
The participation per donor was calculated based on the distribution of JPOs/SARCs per donor country as of the date the survey was launched.

Donor	2010	2009	2008	2007	2006	2005	2004	2003
Austria (4/9)	44%	75%	64%	80%	75%	44%	71%	57%
Belgium (18/20)	90%	33%	56%	46%	65%	53%	33%	68%
Canada (1/2)	50%	100%	50%	33%	63%	83%	57%	17%
Denmark (31/32)	97%	65%	70%	47%	88%	72%	42%	53%
Finland (21/27)	78%	86%	65%	47%	82%	73%	62%	67%
France (11/18)	61%	62%	58%	26%	79%	57%	55%	68%
Germany (25/42)	60%	82%	55%	52%	64%	73%	55%	68%
Italy (16/26)	62%	45%	44%	36%	72%	56%	56%	59%
Japan (16/31)	52%	47%	58%	35%	59%	58%	48%	50%
Luxembourg (9/15)	60%	67%	50%	55%	60%	33%	33%	60%
The Netherlands (30/36)	83%	78%	59%	38%	51%	58%	55%	83%
Norway (19/25)	76%	38%	73%	60%	60%	45%	33%	40%
Republic of Korea (1/5)	20%	40%	0%	0%	75%	50%	100%	100%
Spain (83/116)	72%	56%	77%	73%	75%	77%	30%	62%
Sweden (18/19)	95%	59%	45%	24%	60%	50%	69%	65%
Switzerland (4/4)	100%	80%	0%	20%	67%	83%	50%	43%
Global participation	72%	60%	64%	48%	66%	58%	55%	57%



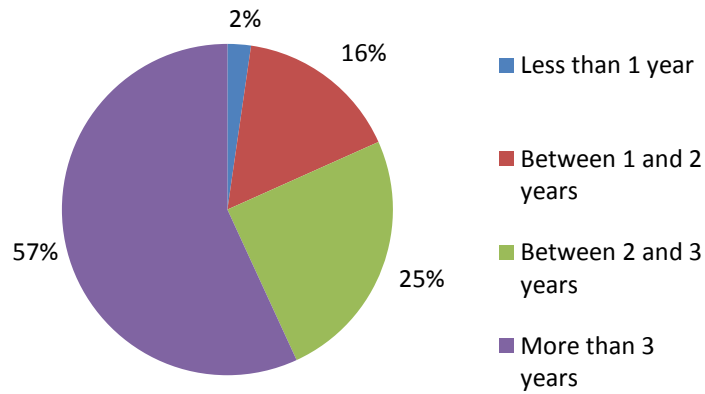
Period served as a JPO/SARC

	2010	2009	2008	2007
Less than 1 year (106/306)	35%	44%	44%	49%
Between 1 and 2 years (118/306)	38%	34%	33%	34%
Between 2 and 3 years (63/306)	21%	20%	19%	13%
More than 3 years (20/306)	6%	3%	4%	2%



Work experience prior to JPO/SARC assignment

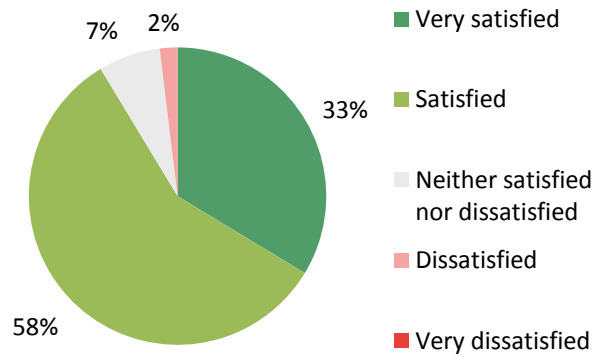
	2010	2009	2008
Less than 1 year (7/306)	2%	3%	3%
Between 1 and 2 years (49/306)	16%	15%	12%
Between 2 and 3 years (76/306)	25%	27%	26%
More than 3 years (175/306)	57%	55%	57%



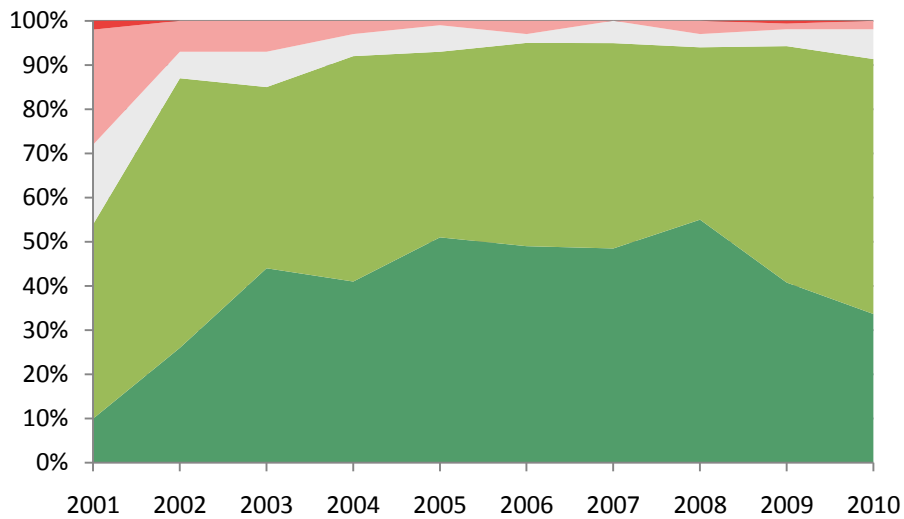
III – JPO/SARC Satisfaction Results

Section 1 – Recruitment and Entry on Duty procedures

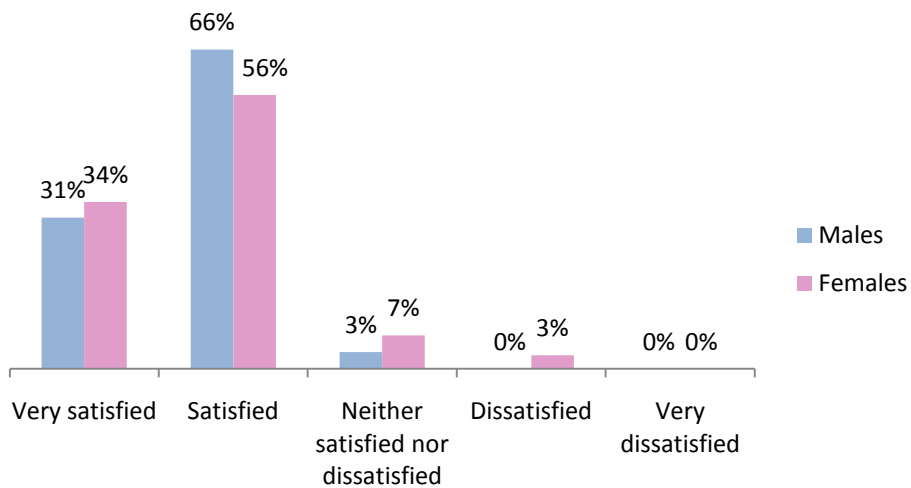
1.1 How satisfied were you with the information you received from the JPO Service Centre (JPOSC) in the preparation for your Entry on Duty?



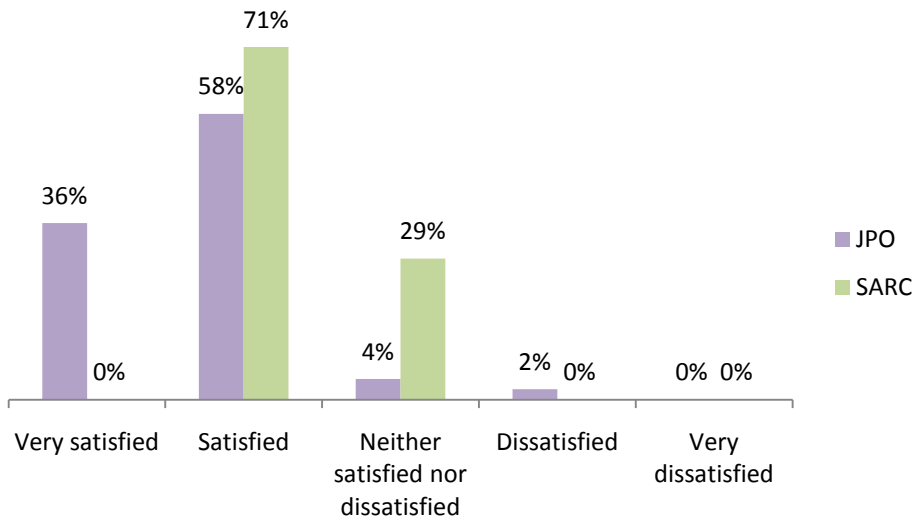
Comparison of global results from 2001 to 2010



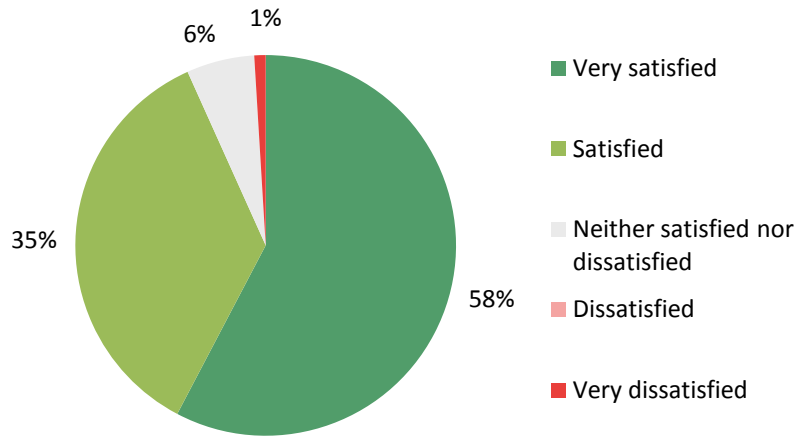
Comparison by gender



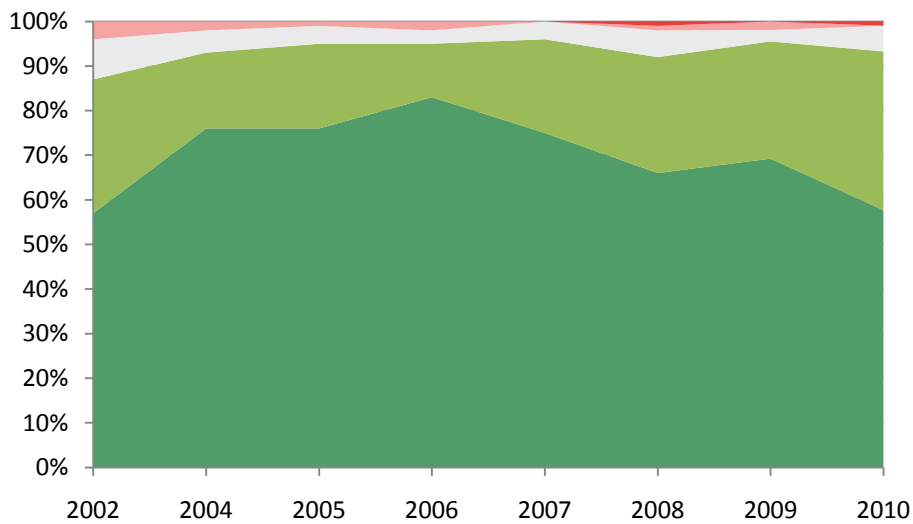
Comparison by gender



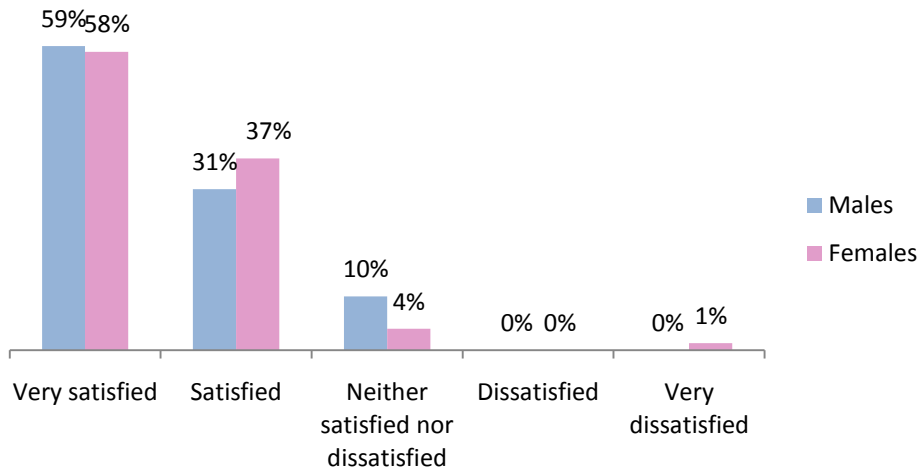
1.2 How satisfied were you with the responsiveness of your contacts in the JPOSC in the course of your recruitment process?



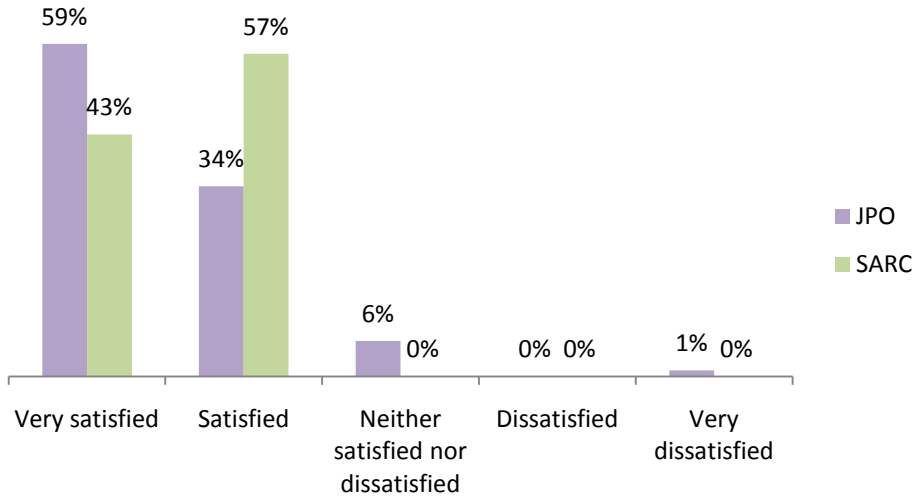
Comparison of global results from 2002 to 2010



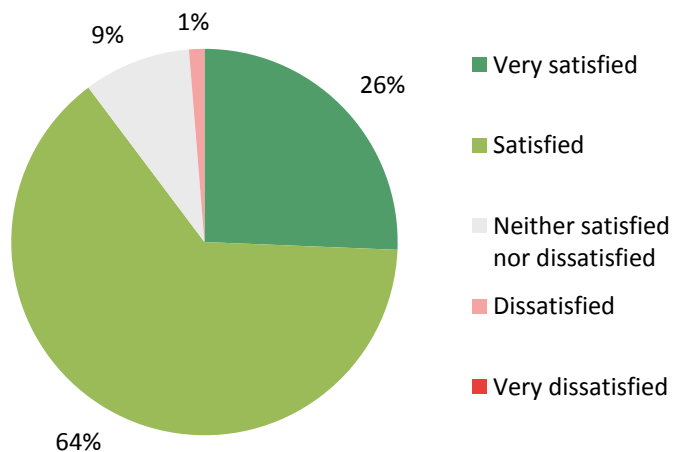
Comparison by gender



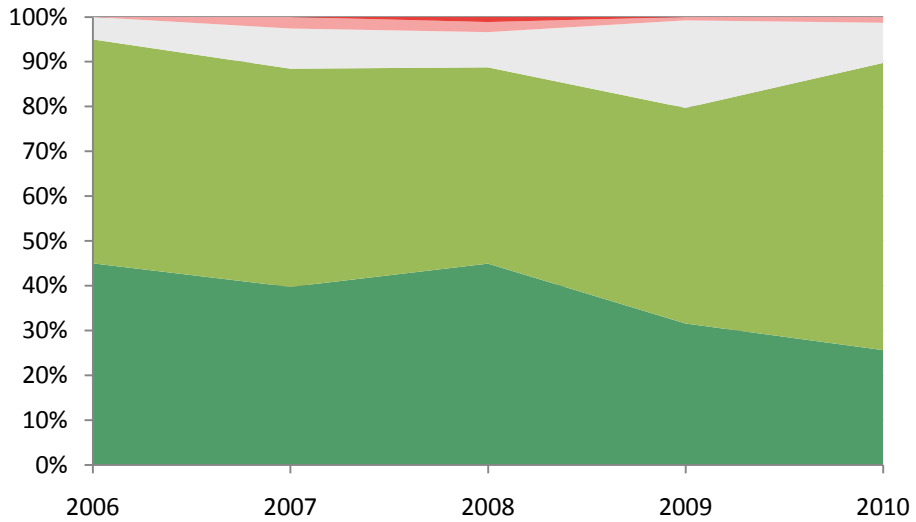
Comparison by gender



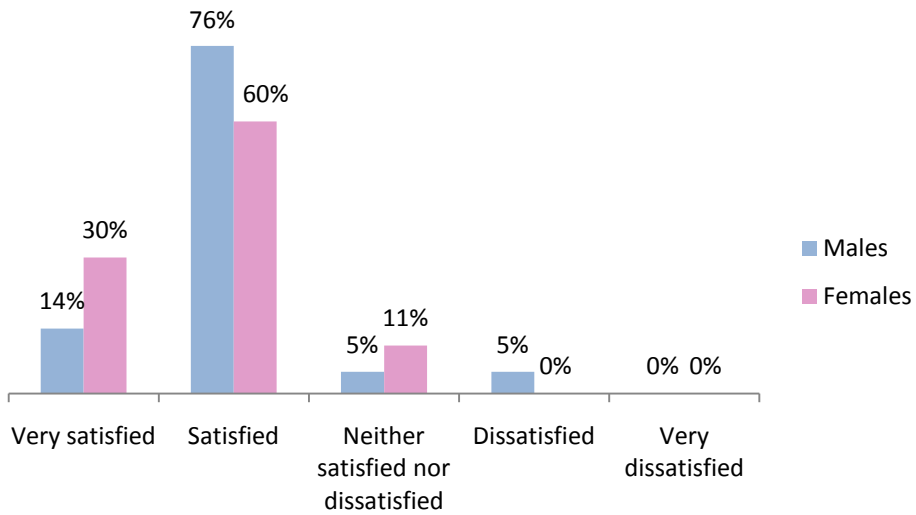
1.3 How satisfied are you with the pre-departure briefing visit to the JPOSC?
 (Only for JPOs who visited the JPOSC in Copenhagen prior to their arrival at the duty station)



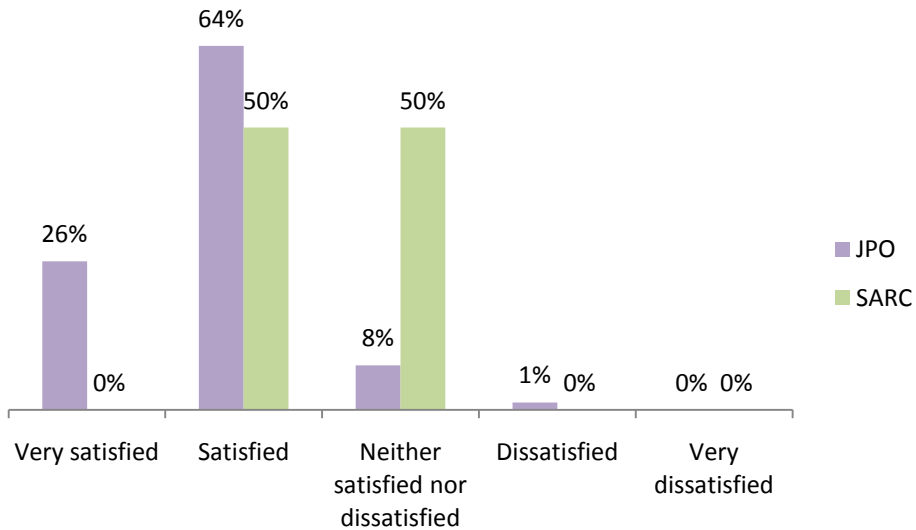
Comparison of global results from 2006 to 2010



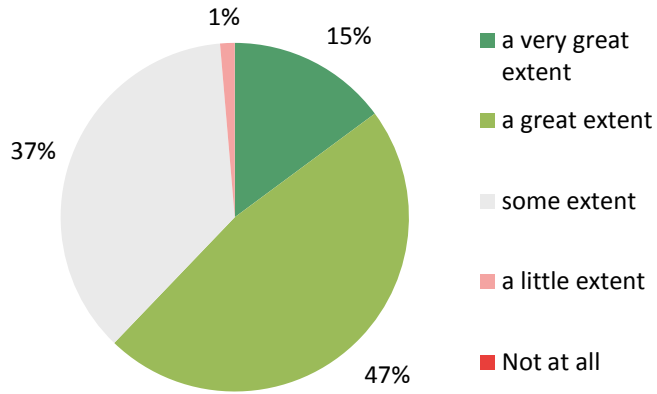
Comparison by gender



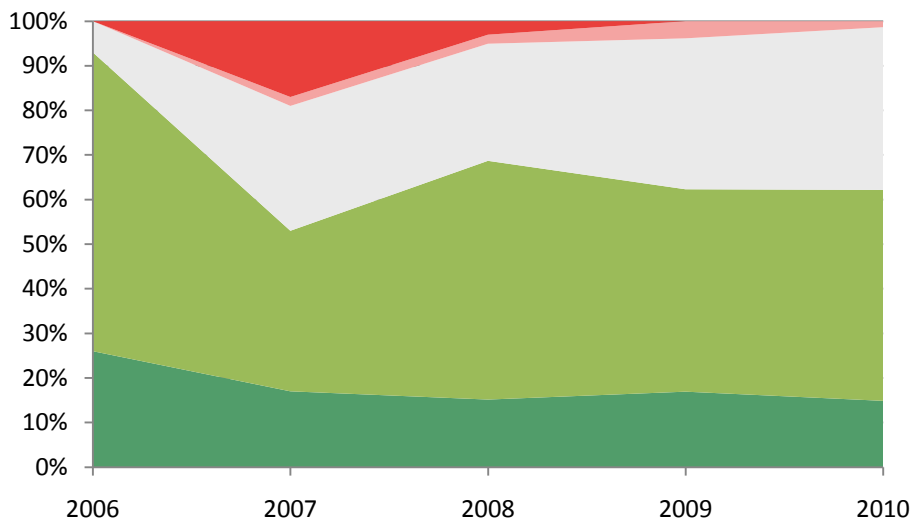
Comparison by gender



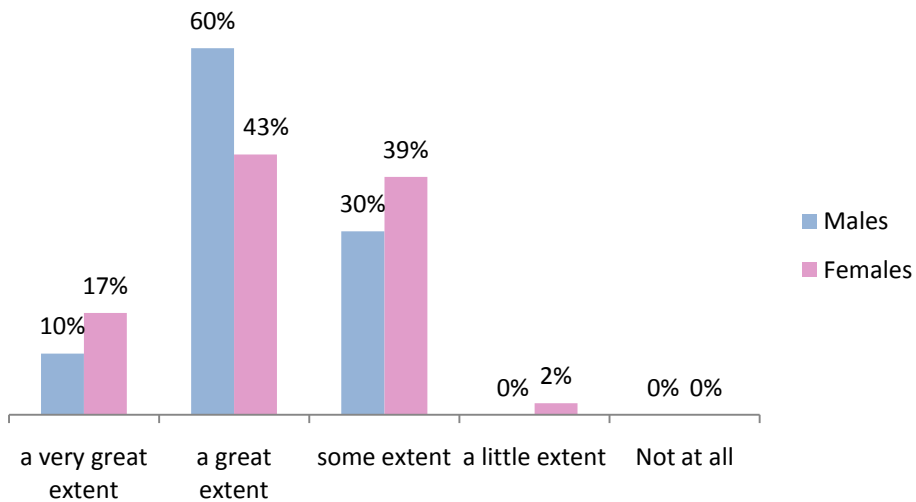
1.4 To what extent did the pre-departure visit to the JPOSC cover all your information needs?
 (Only for JPOs who visited the JPOSC in Copenhagen prior to their arrival at the duty station)



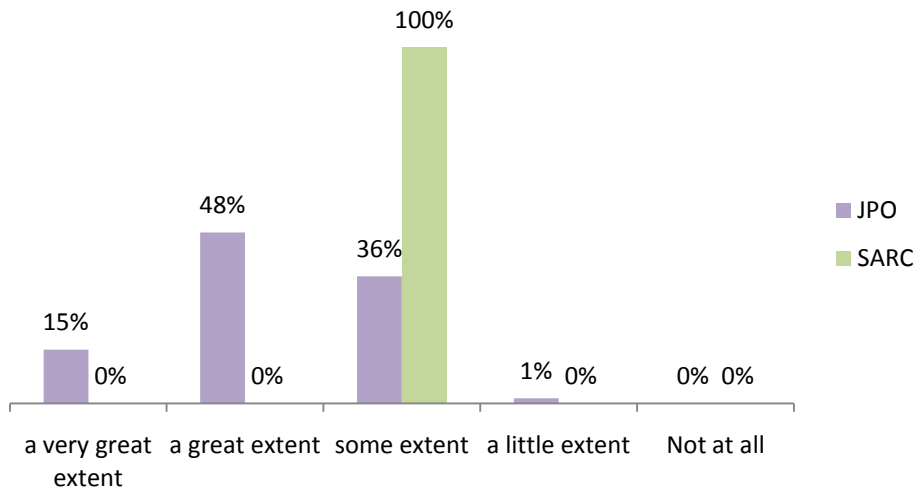
Comparison of global results from 2006 to 2010



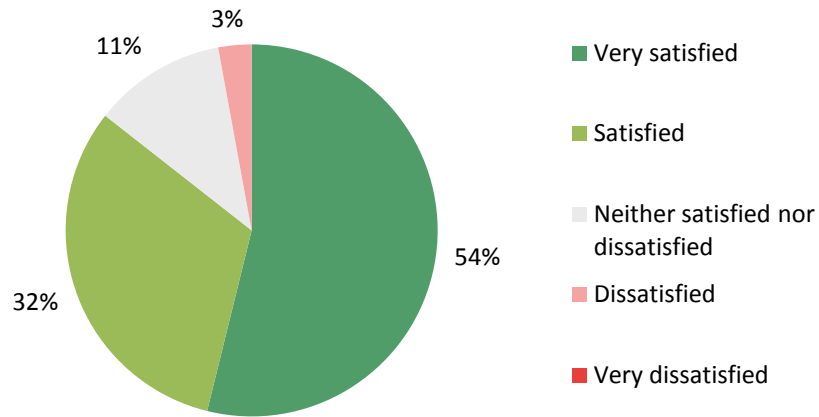
Comparison by gender



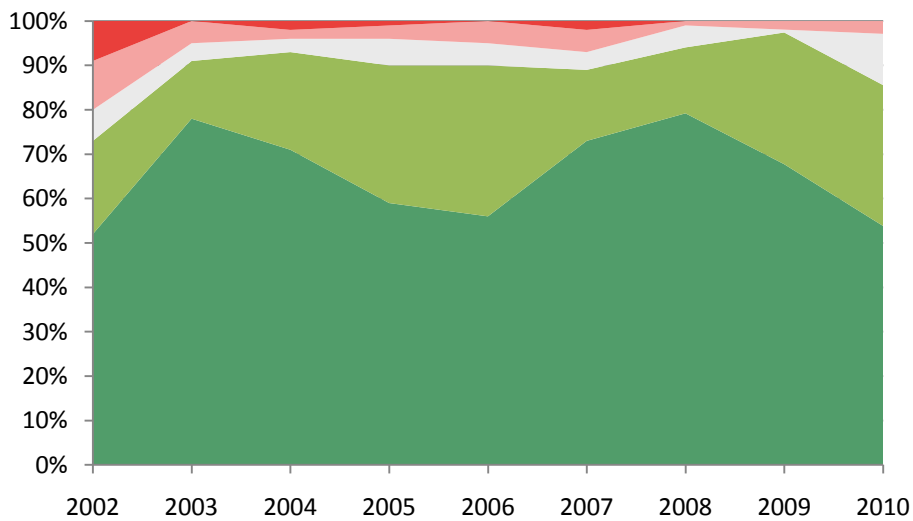
Comparison by gender



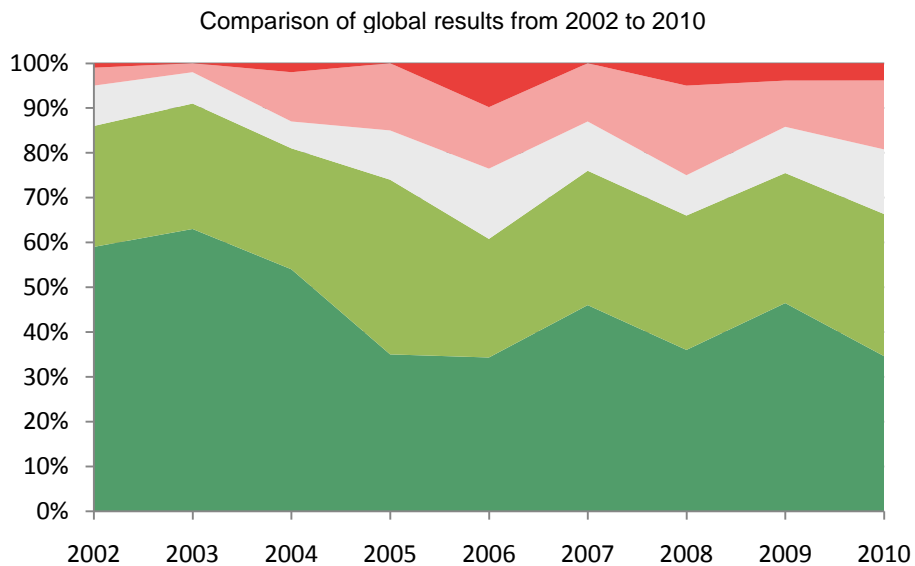
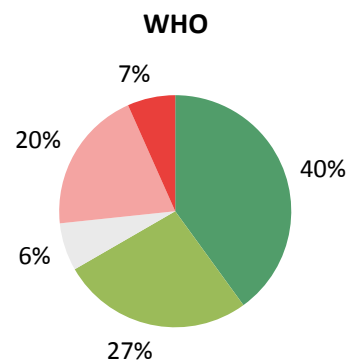
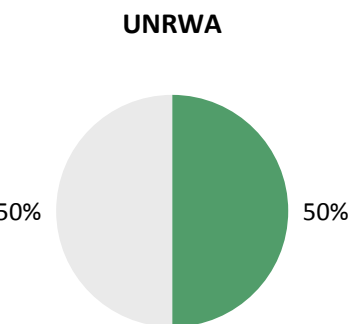
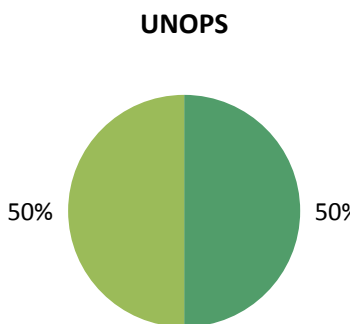
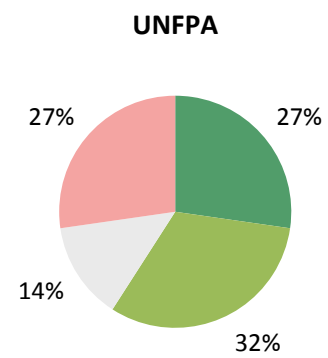
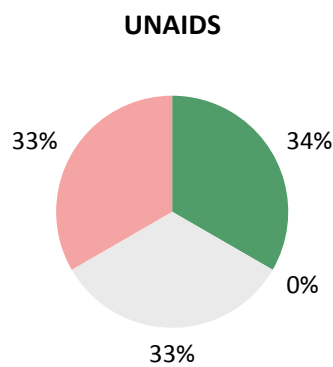
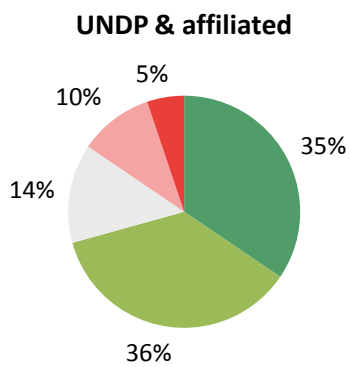
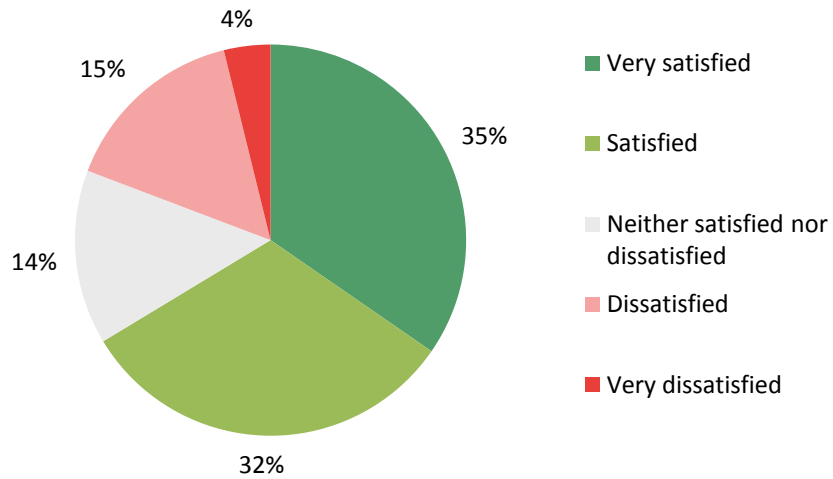
1.5 How satisfied were you with the timeliness of payments made to you in respect of travel and shipment prior to departure for your duty station?



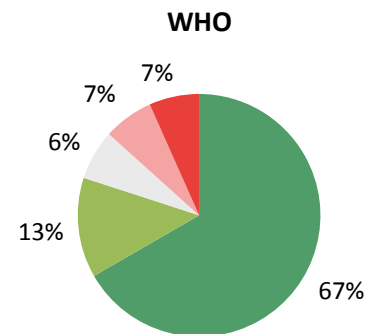
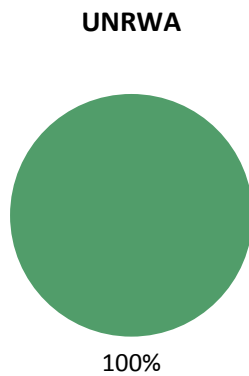
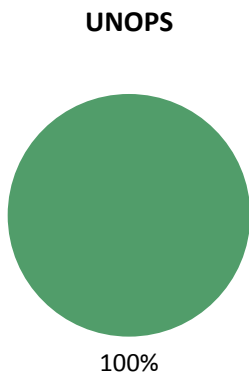
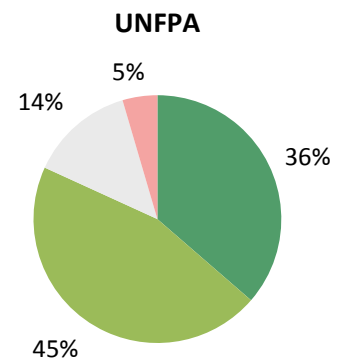
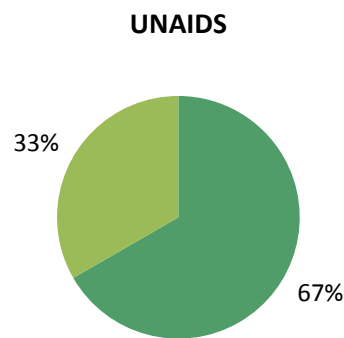
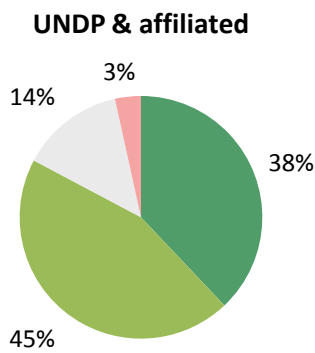
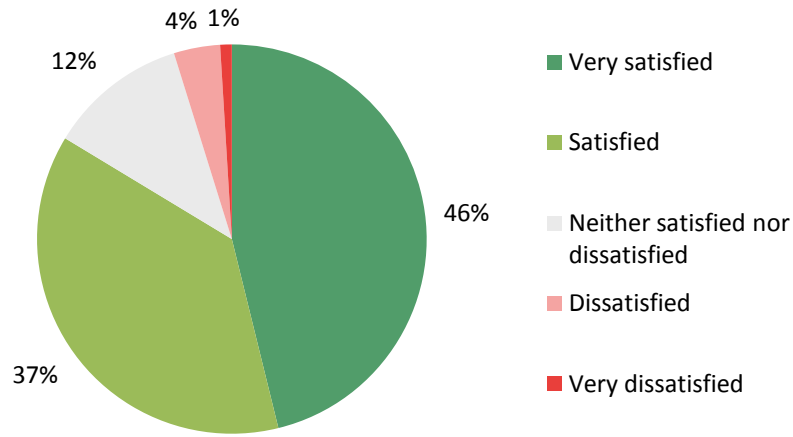
Comparison of global results from 2002 to 2010



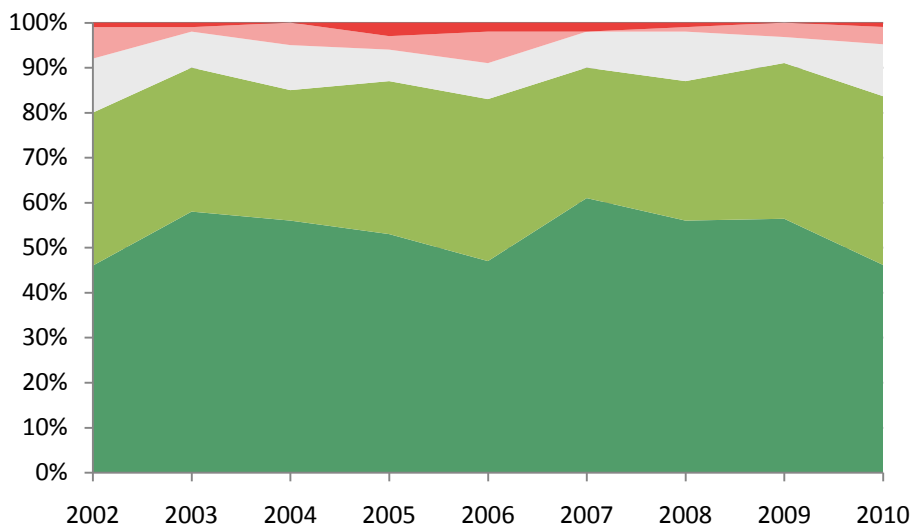
1.6 How satisfied were you with the timeliness of payments made to you in respect of assignment grant and DSA upon arrival at the duty station?



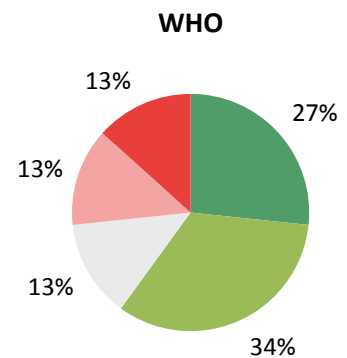
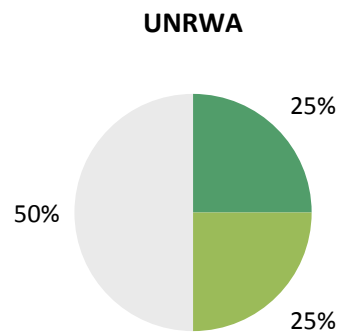
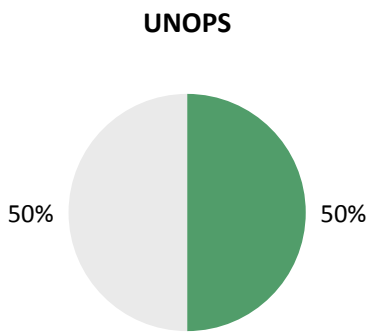
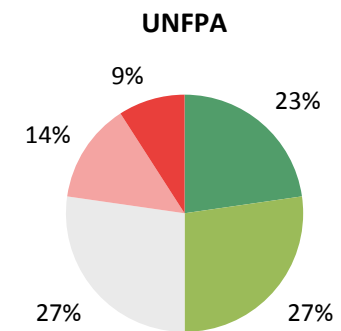
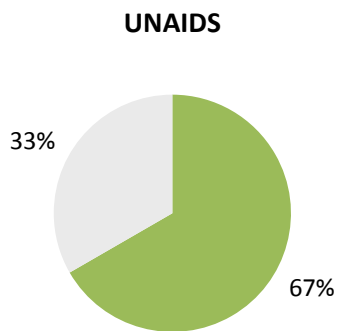
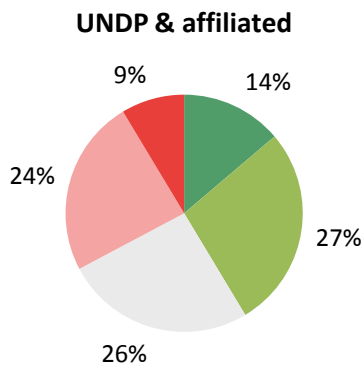
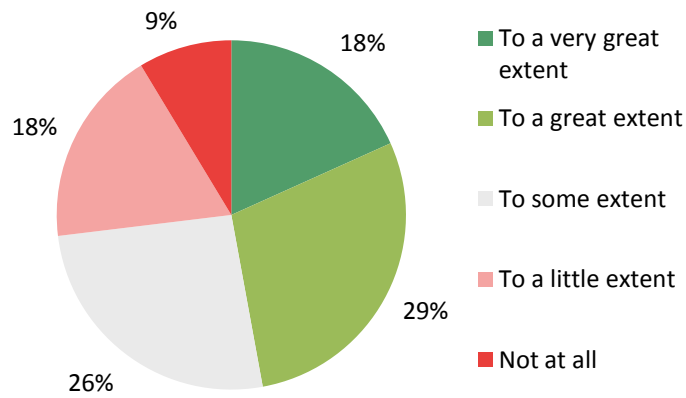
1.7 How satisfied were you with the timeliness of payments made to you in respect of your first salary (actual salary or salary advance)?



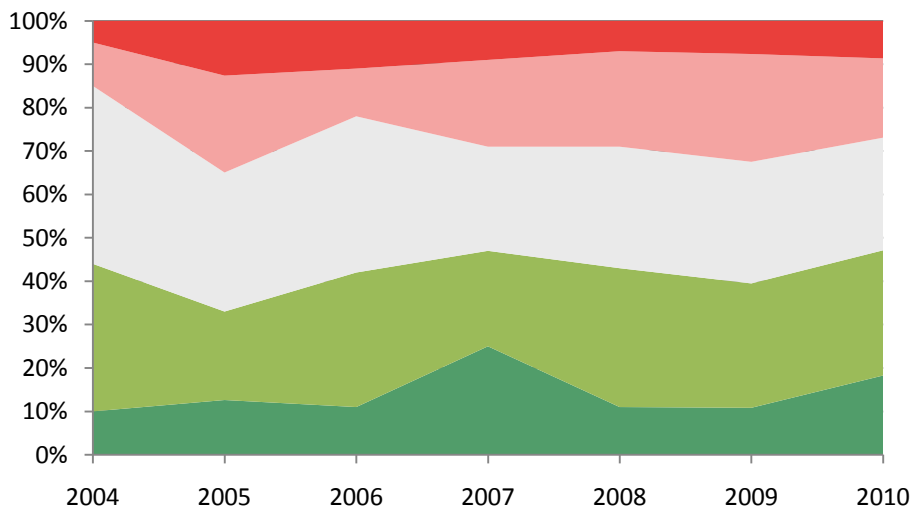
Comparison of global results from 2002 to 2010



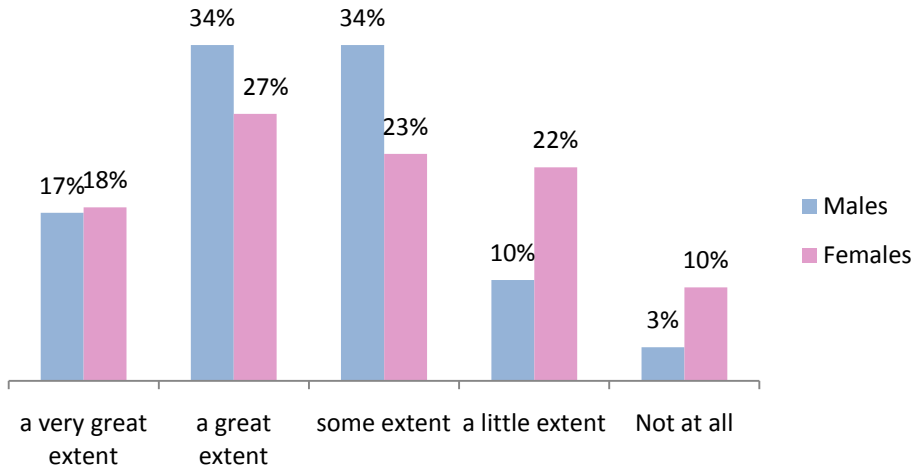
1.8 To what extent did you feel that your duty station was prepared for your arrival (Were office space and equipment made available? Were introduction rounds in the office planned for? Was your supervisor clear about his/her expectations of you)?



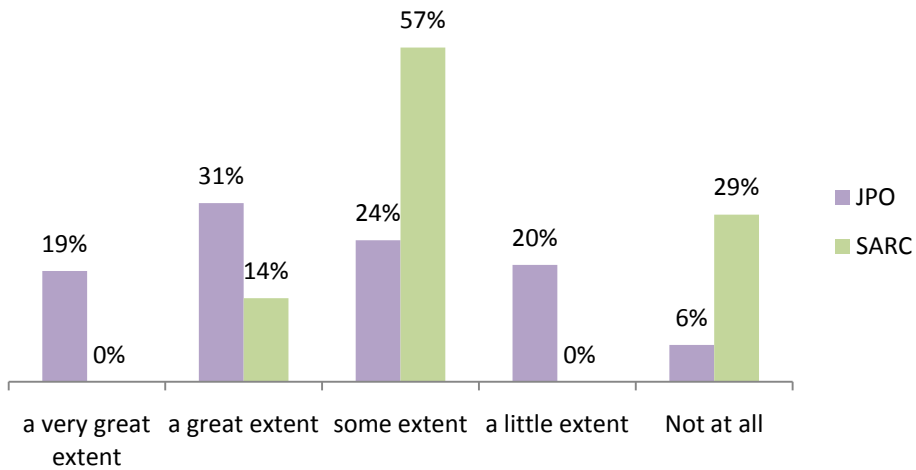
Comparison of global results from 2004 to 2010



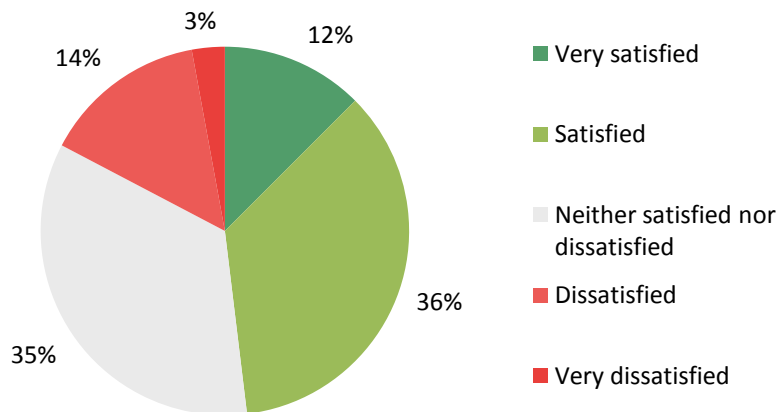
Comparison by gender

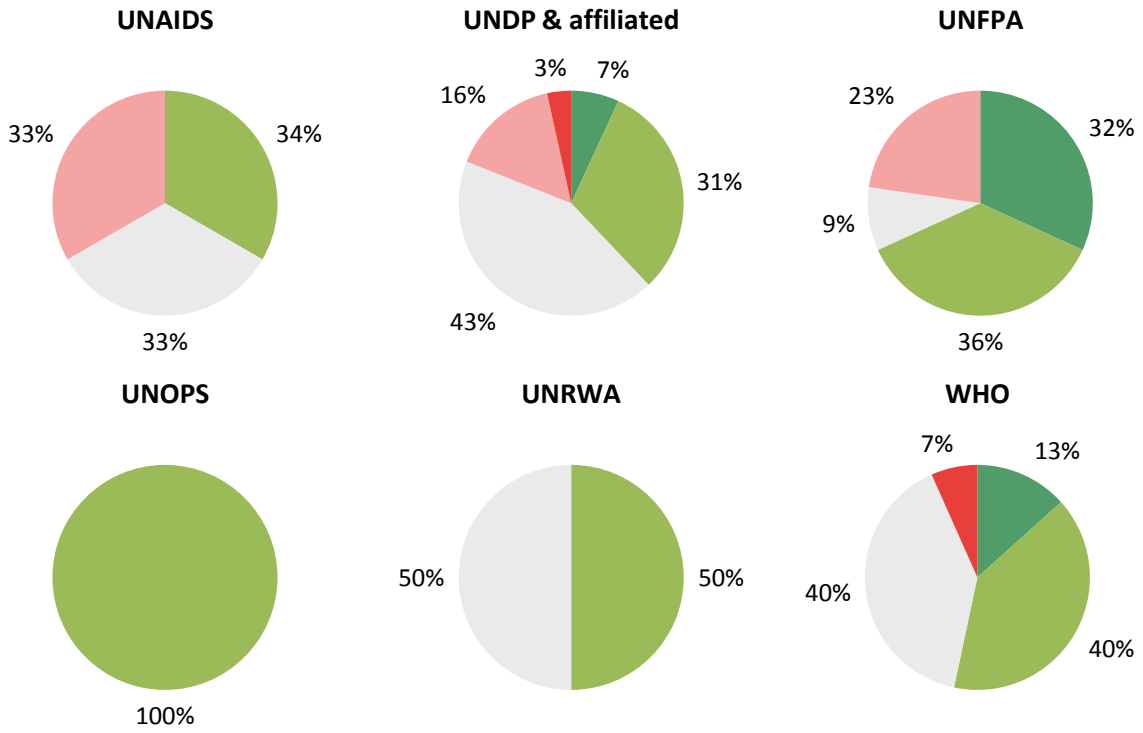


Comparison by programme

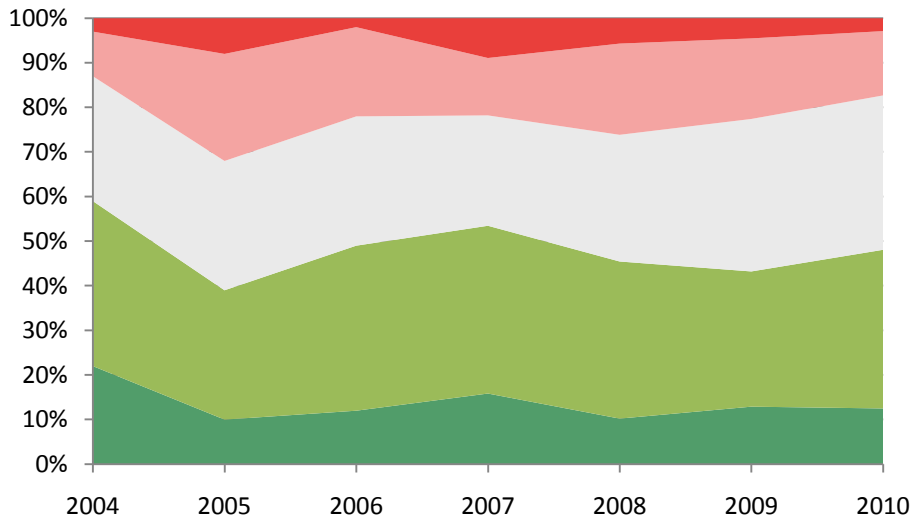


1.9 How satisfied were you with the degree of logistical support provided by your duty station in the course of your "settling-in" period?

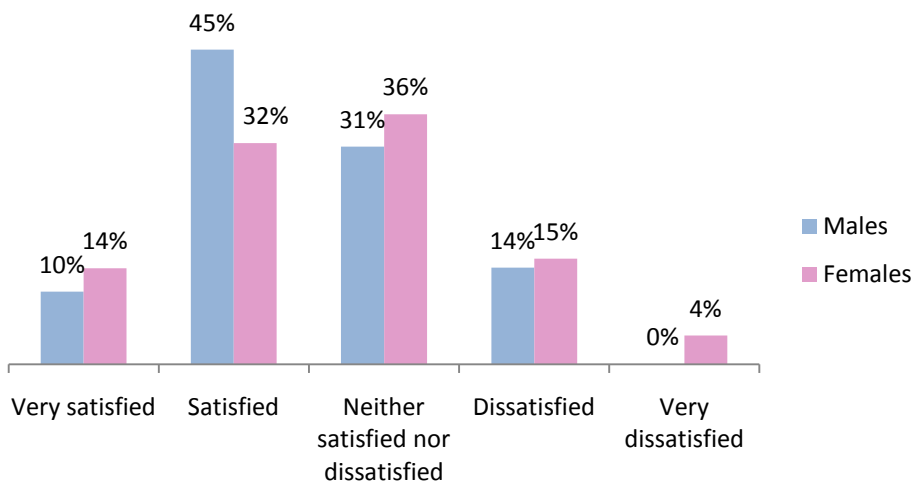




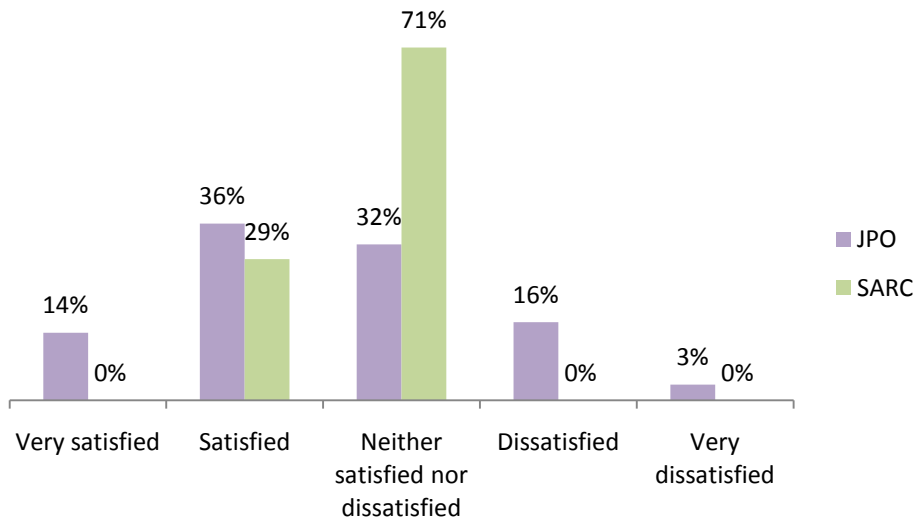
Comparison of global results from 2004 to 2010



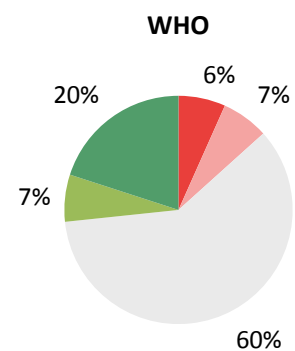
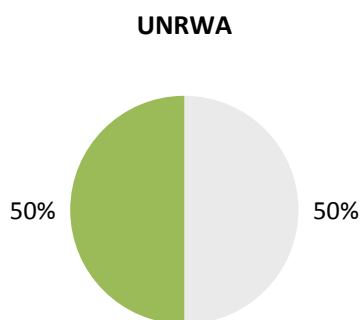
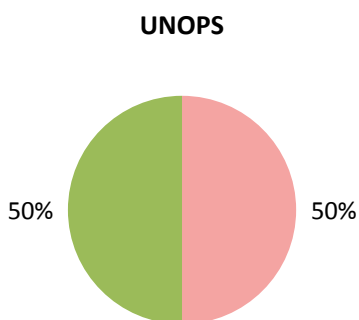
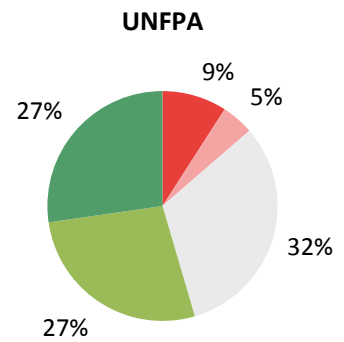
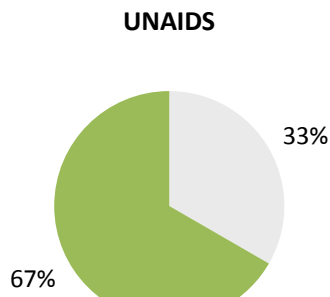
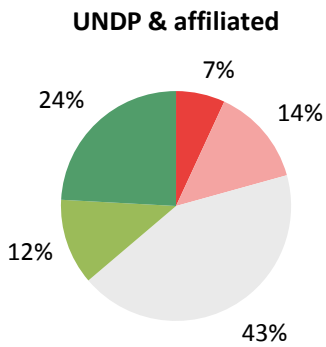
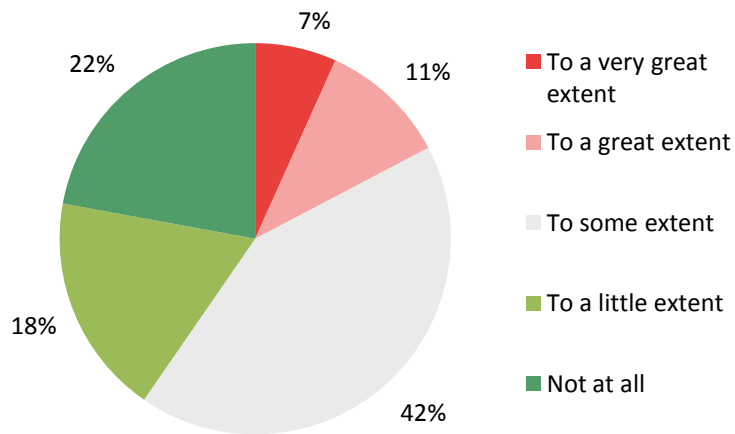
Comparison by gender



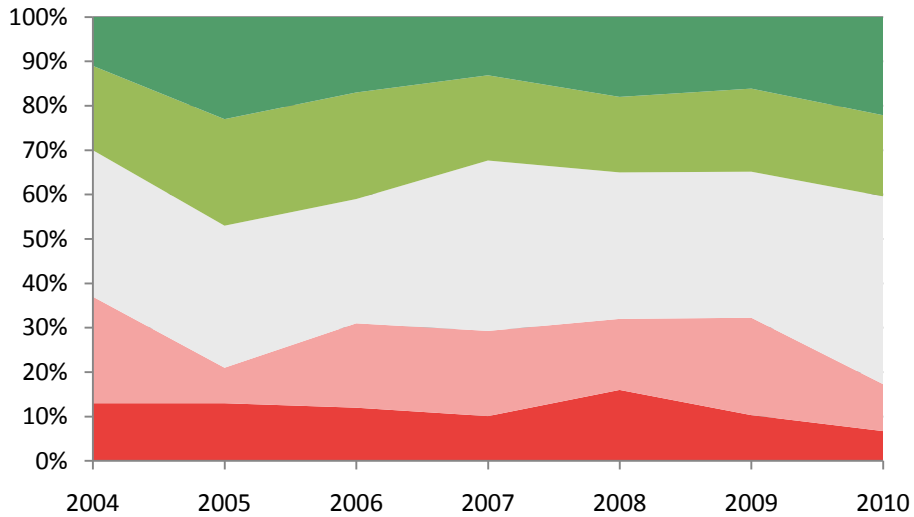
Comparison by programme



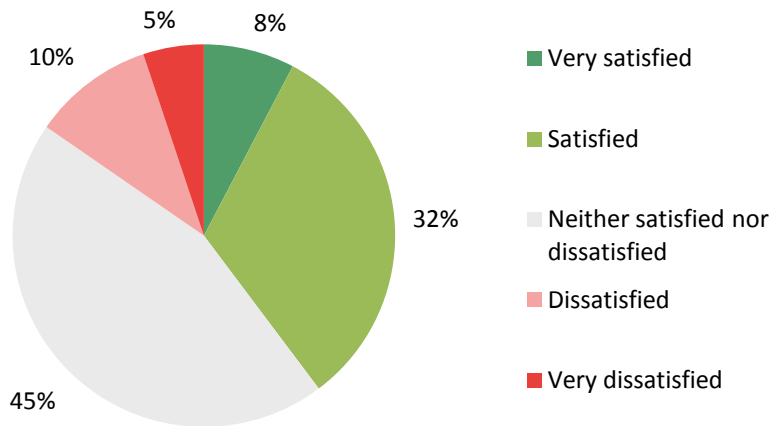
1.10 To what extent, if at all, did your Terms of Reference change within the first few months following your arrival at the duty station?



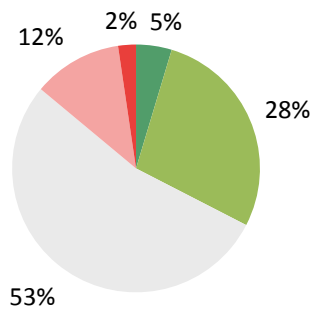
Comparison of global results from 2004 to 2010



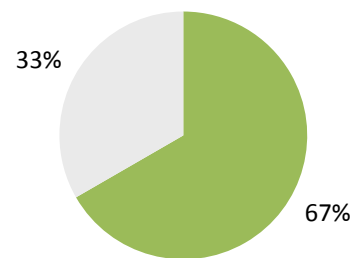
1.10.1 If changed, how satisfied were you with the way/extent to which you were consulted in the process?



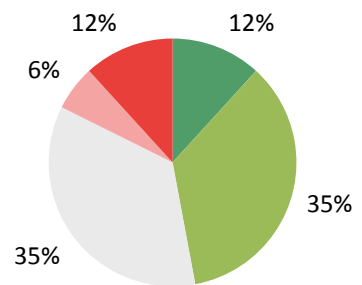
UNDP & affiliated



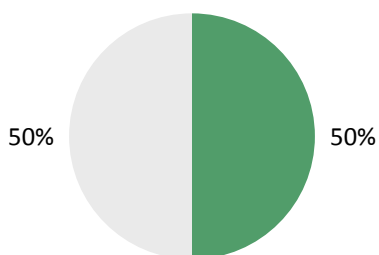
UNAIDS



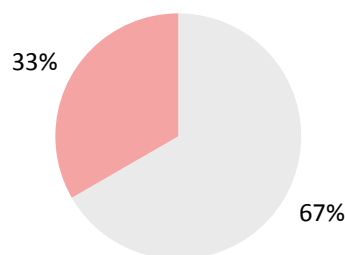
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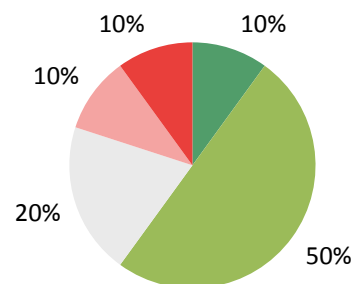
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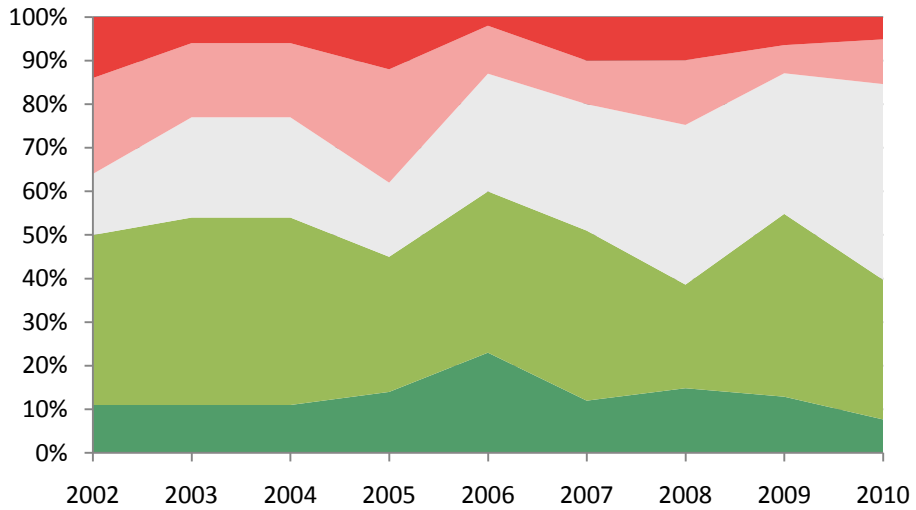
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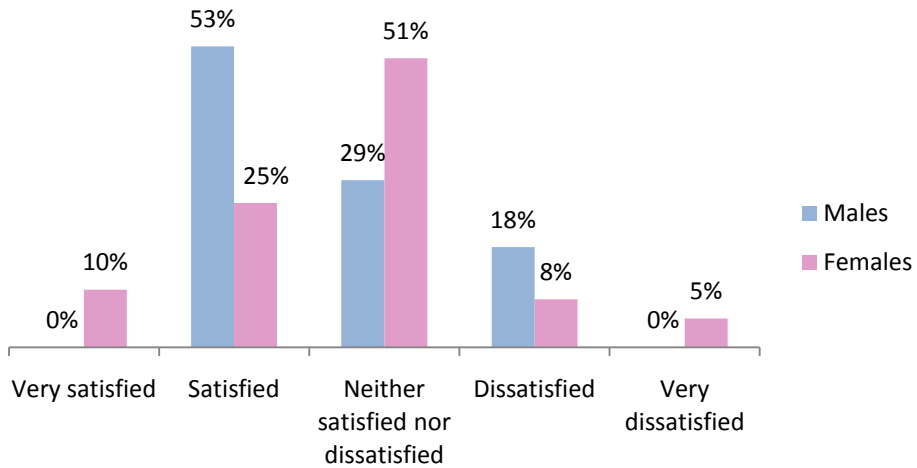
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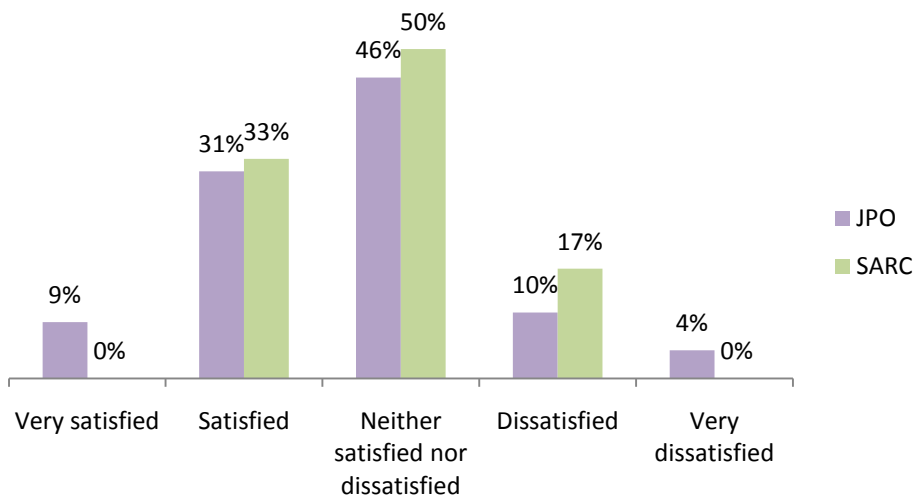
Comparison of global results from 2002 to 2010



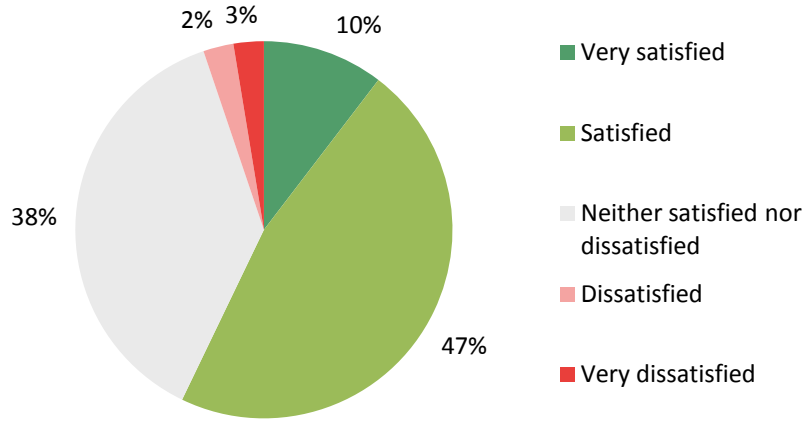
Comparison by gender



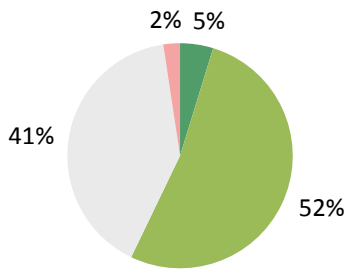
Comparison by programme



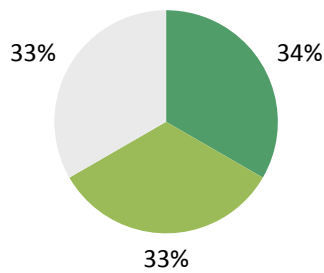
1.10.2 If changes occurred, how satisfied were you with them?



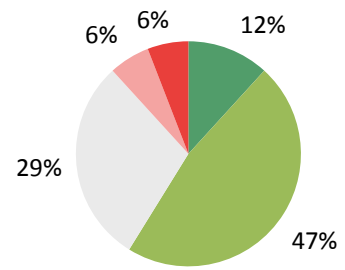
UNDP & affiliated



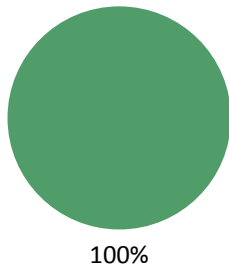
UNAIDS



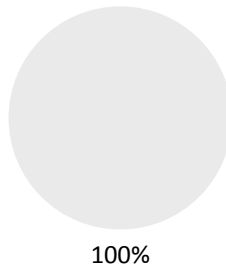
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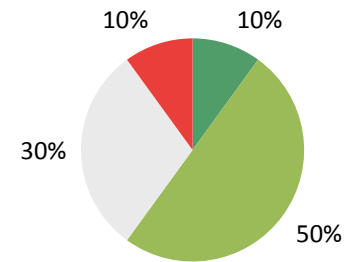
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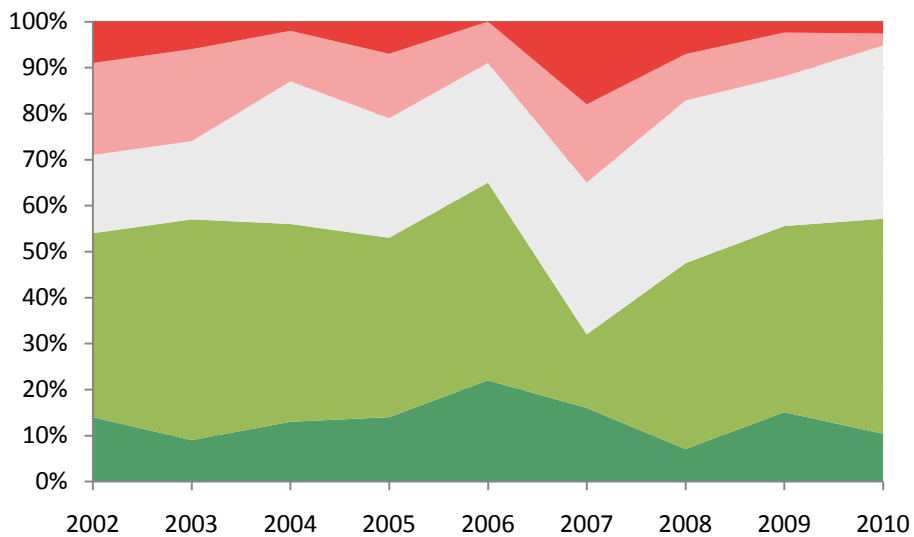
UNRWA



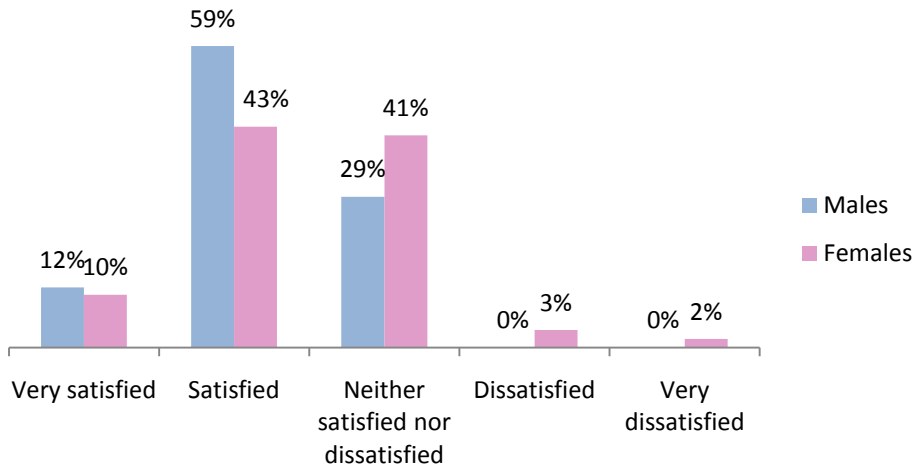
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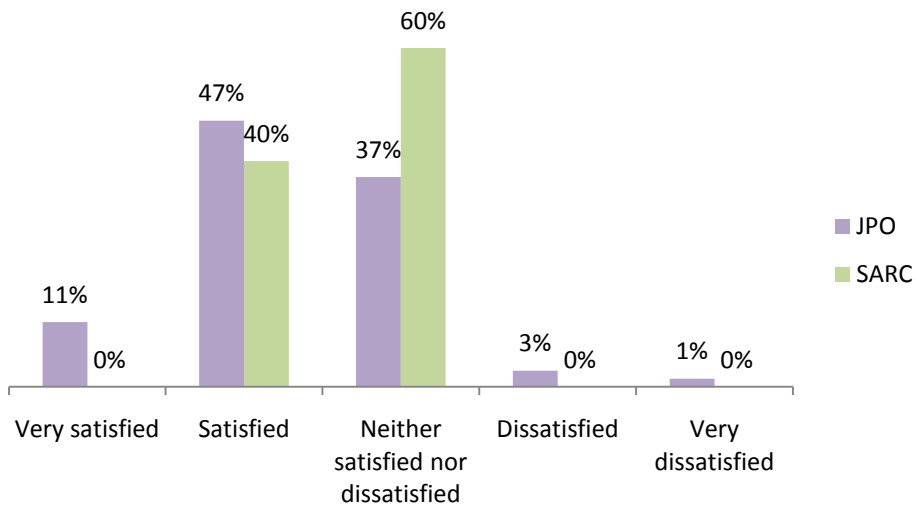
Comparison of global results from 2002 to 2010



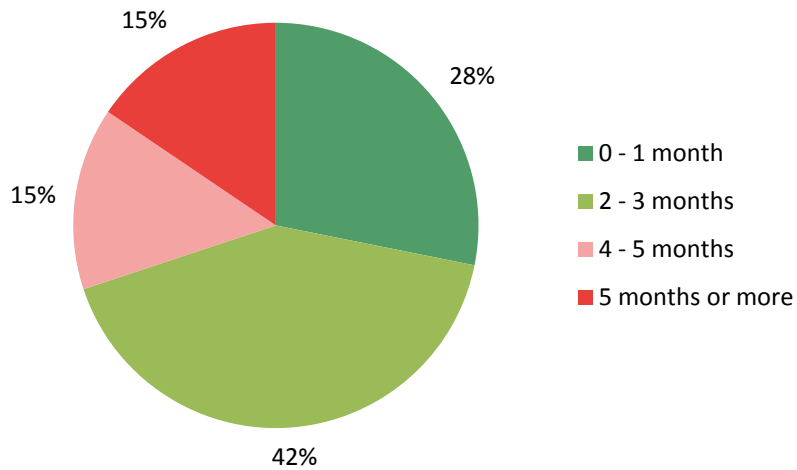
Comparison by gender



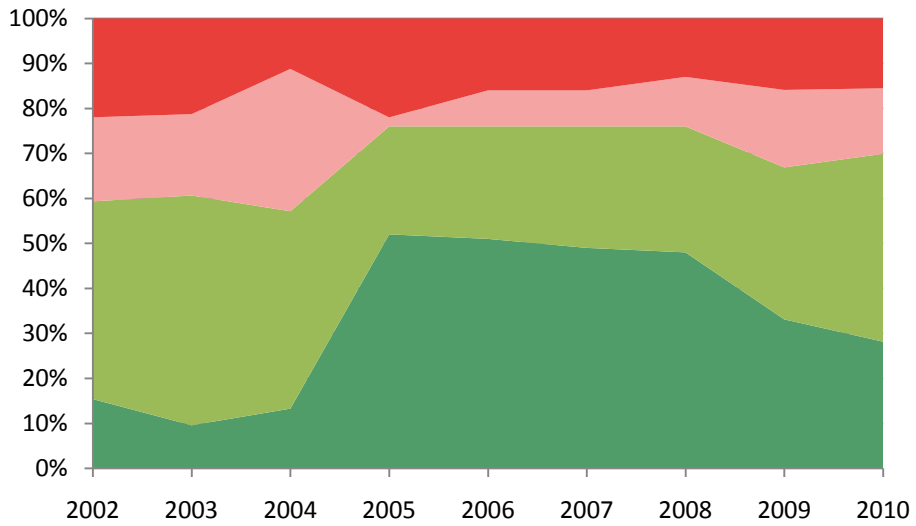
Comparison by programme



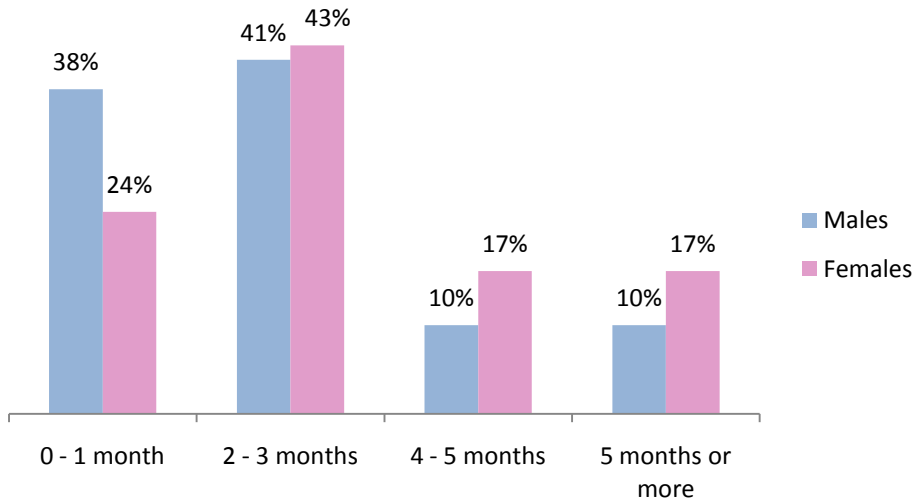
1.11 How much time elapsed from your start date until you had a clear agreement with your Supervisor on your tasks?



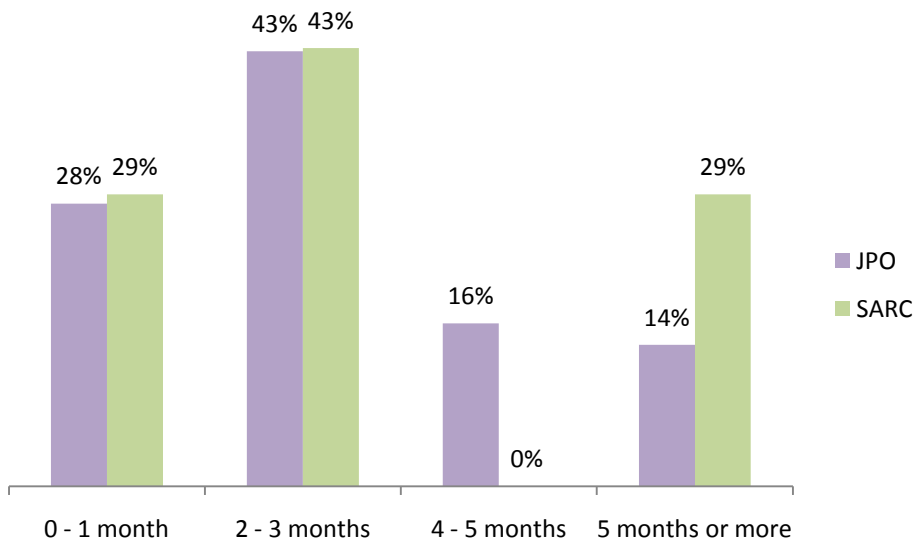
Comparison of global results from 2002 to 2010



Comparison by gender

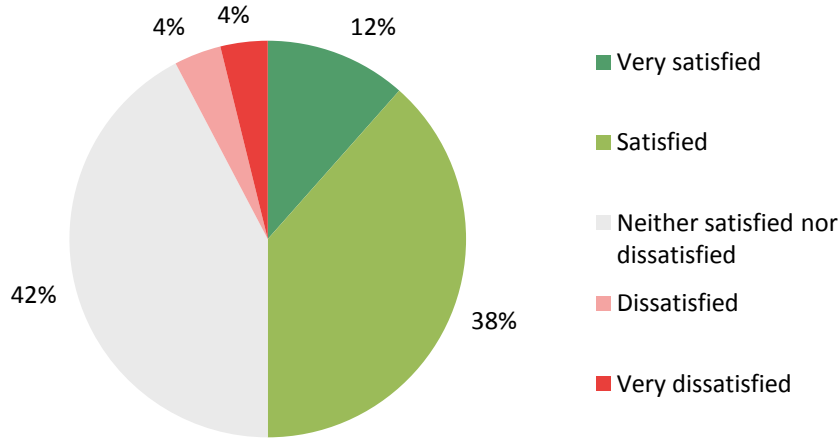


Comparison by programme

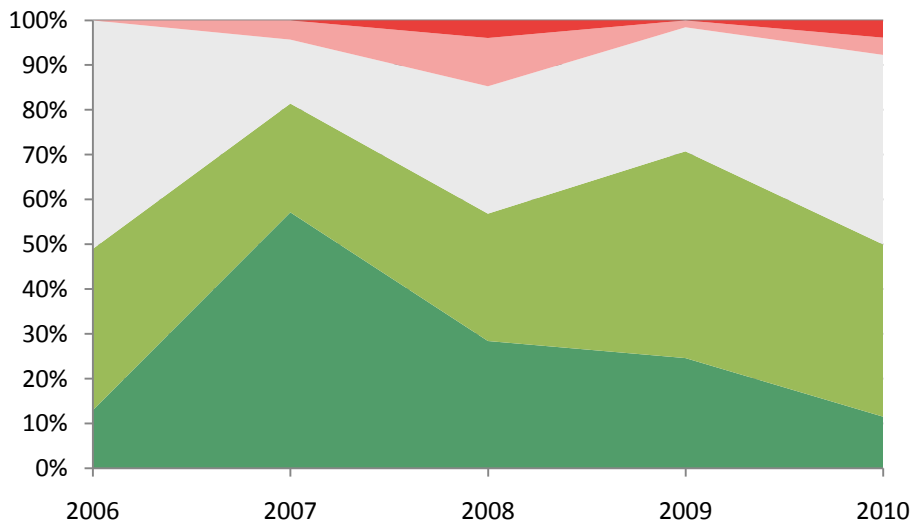


1.12 If applicable, how satisfied were you with the one-to-one counselling session organized by JPOSC in New York in connection with the PPO course (Programme Policy and Operations induction course)?

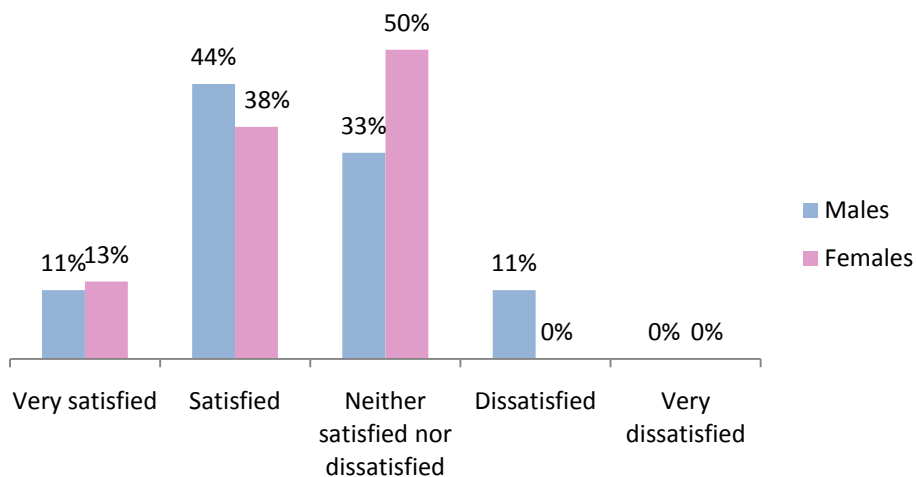
(Only to be answered by UNDP or affiliated funds and programmes JPOs)



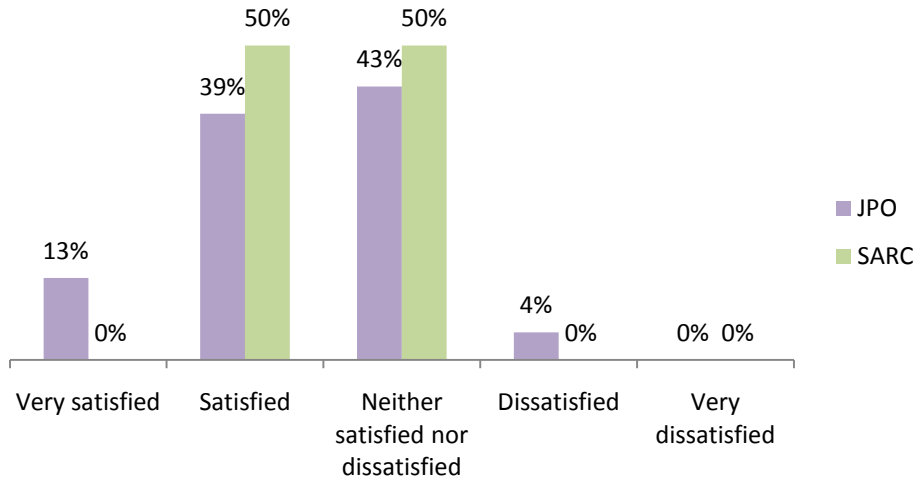
Comparison of global results from 2002 to 2009



Comparison by gender

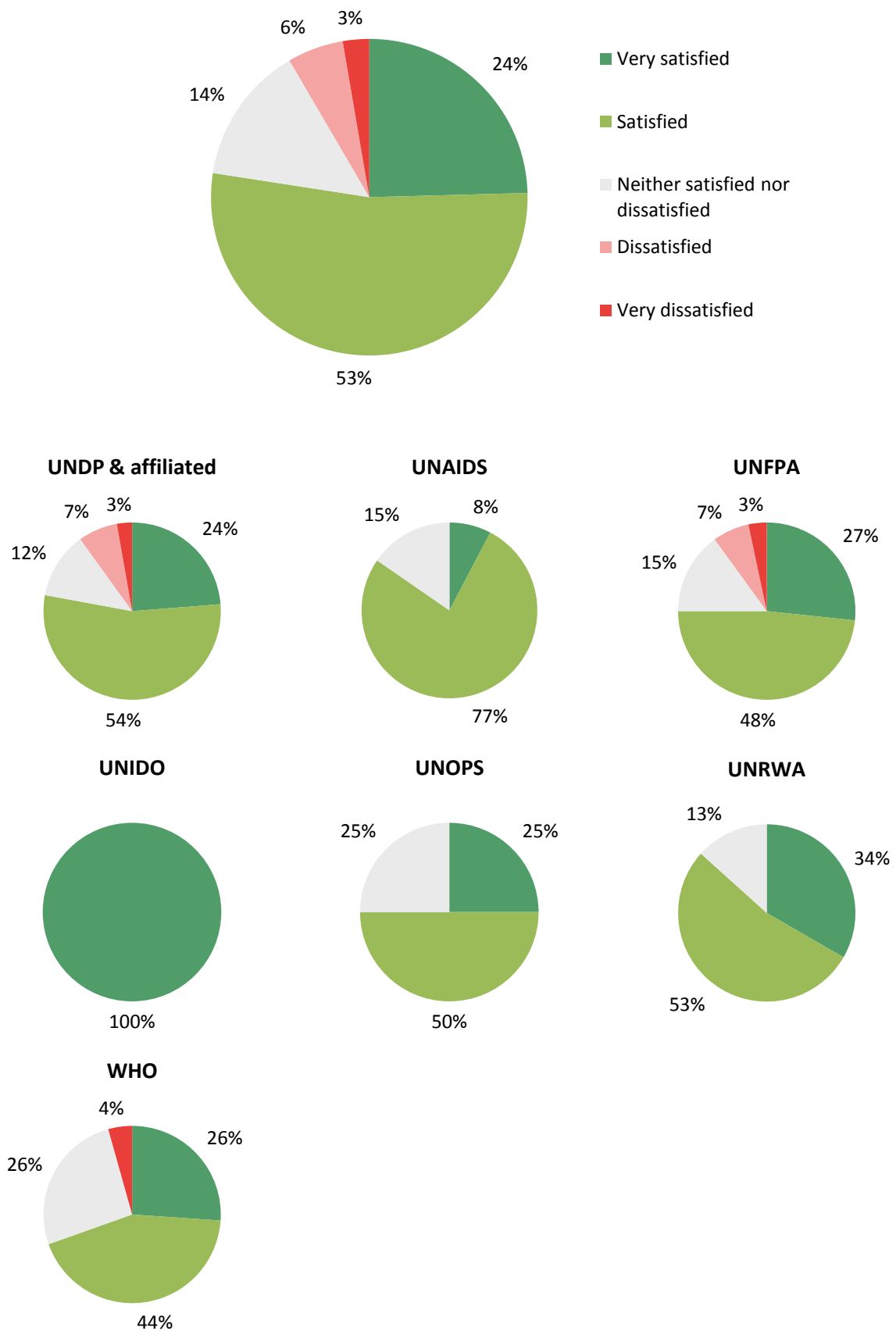


Comparison by programme

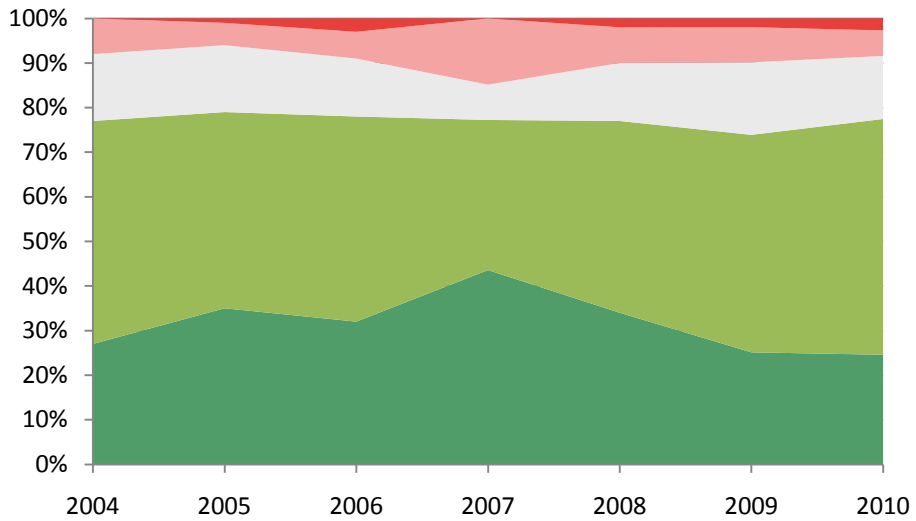


Section 2 – Your assignment

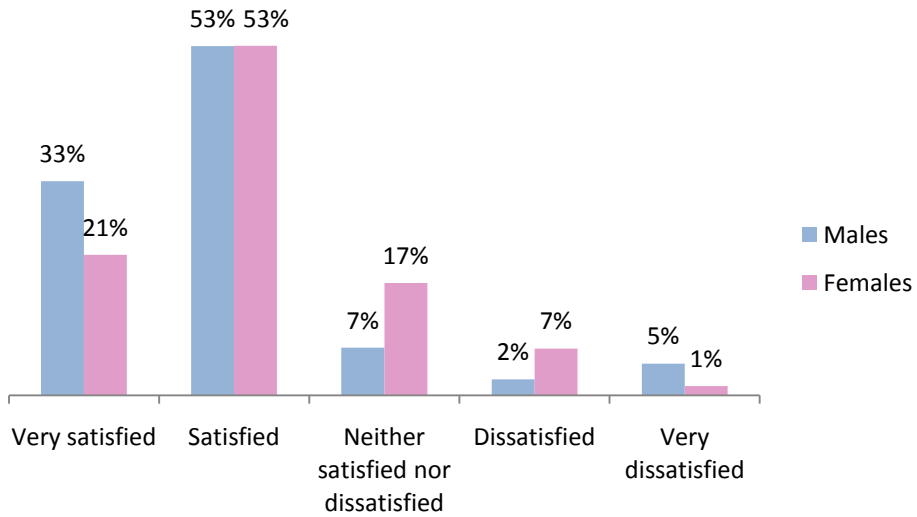
2.1 How satisfied are you with your assignment?



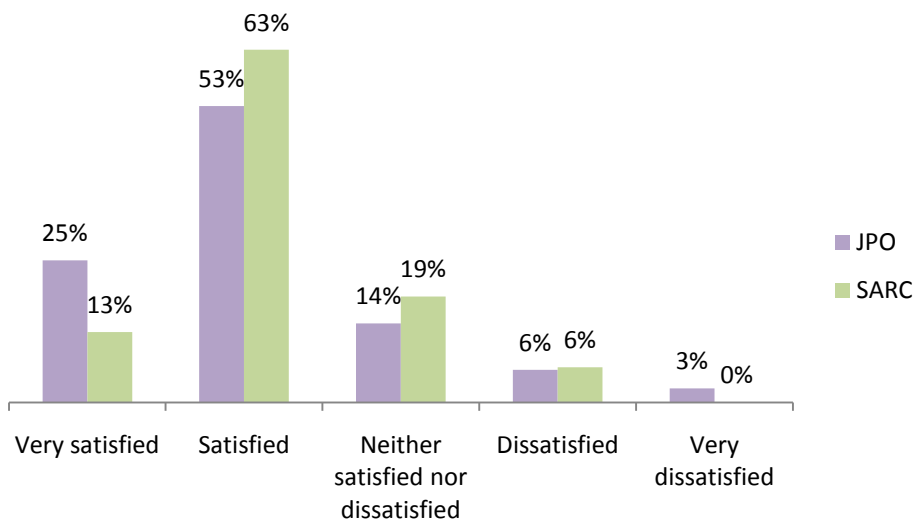
Comparison of global results from 2004 to 2010



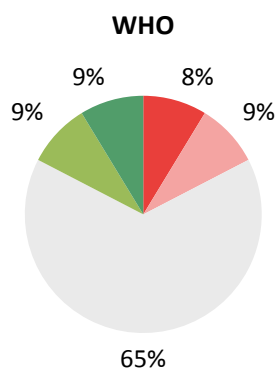
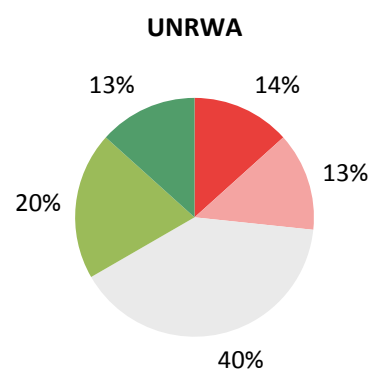
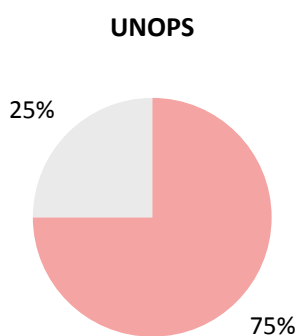
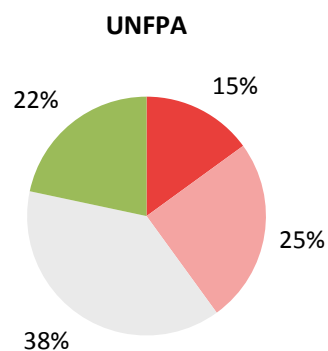
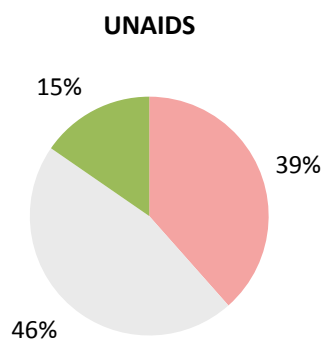
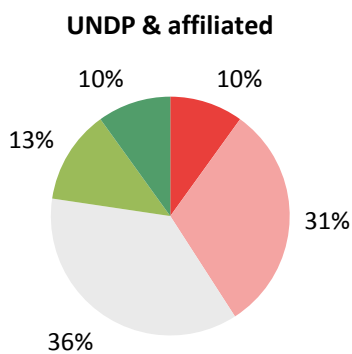
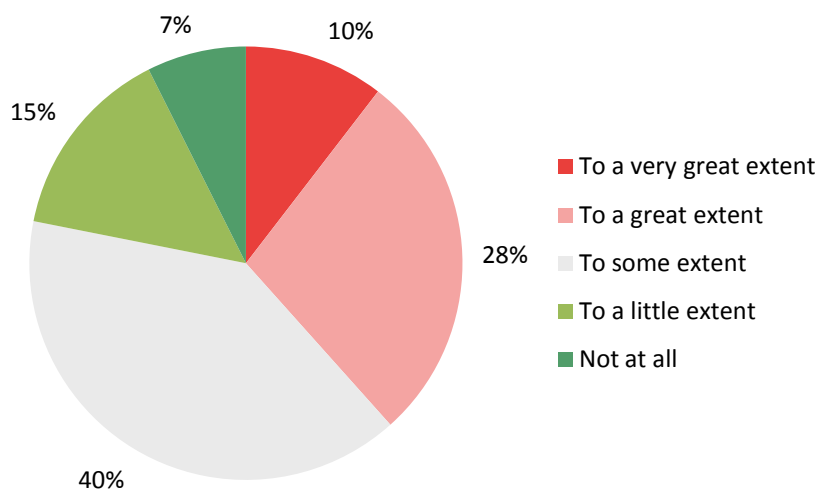
Comparison by gender



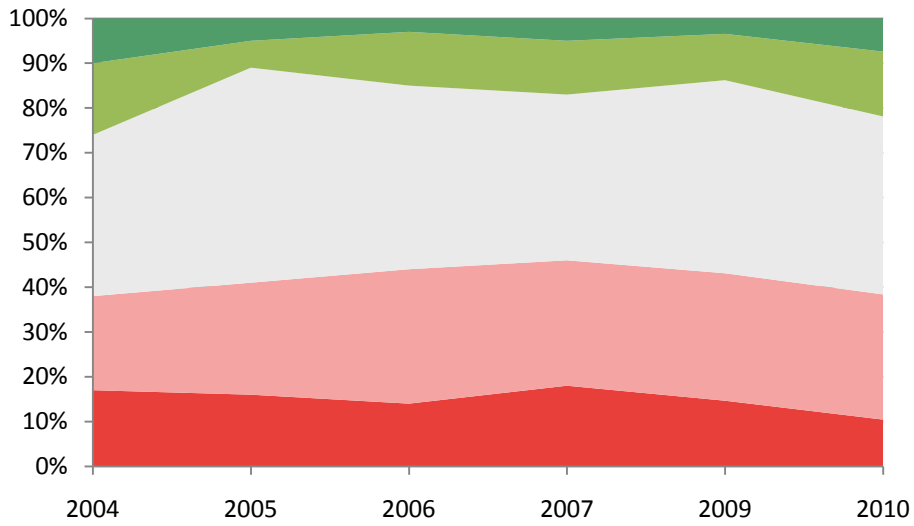
Comparison by programme



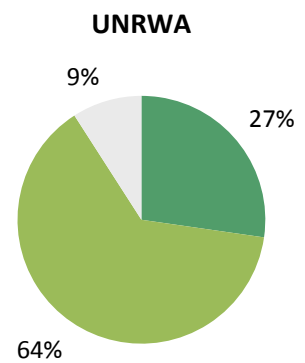
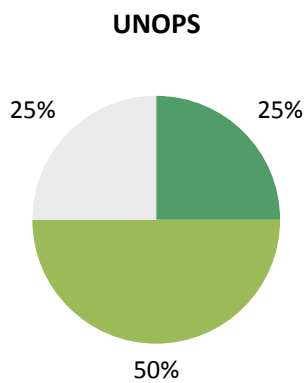
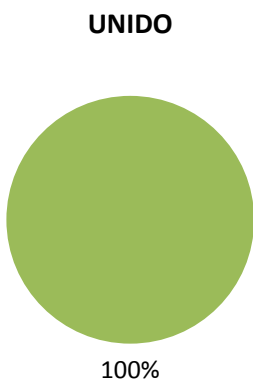
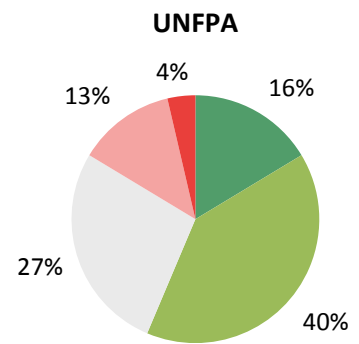
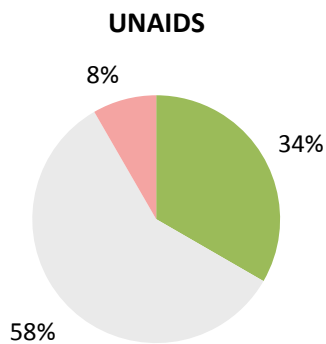
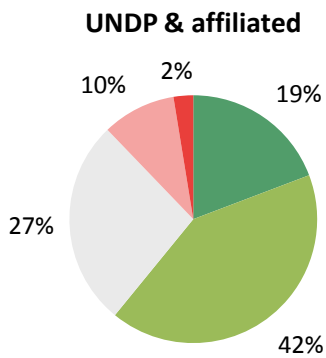
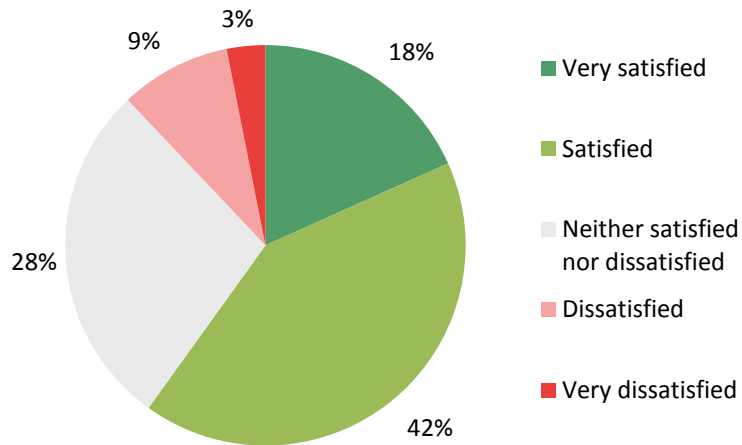
2.2 To what extent, if at all, did your tasks and responsibilities change during your JPO/SARC assignment?



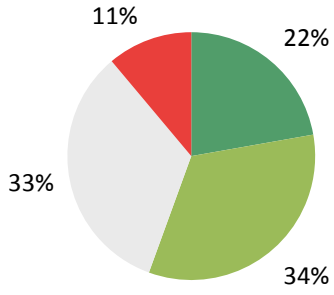
Comparison of global results from 2004 to 2010



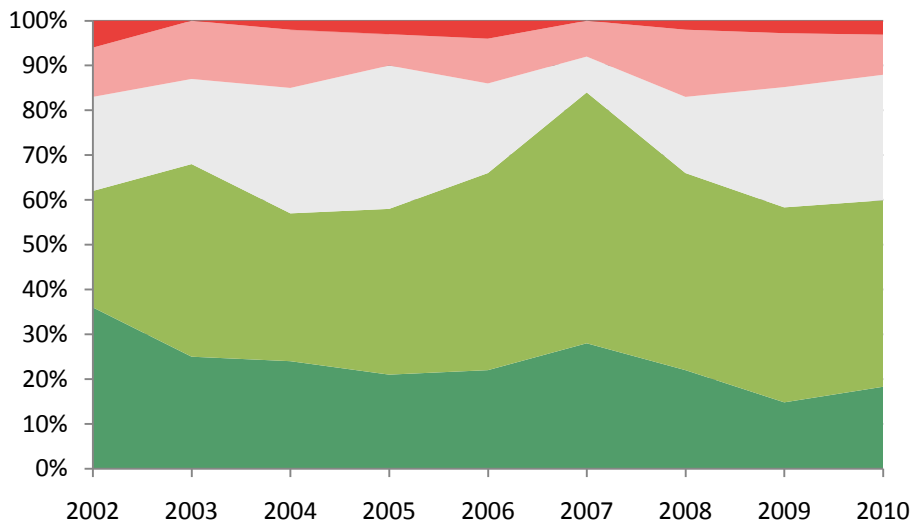
2.2.1 If changed at all, how satisfied were you with the way/extent to which you were consulted in the process?



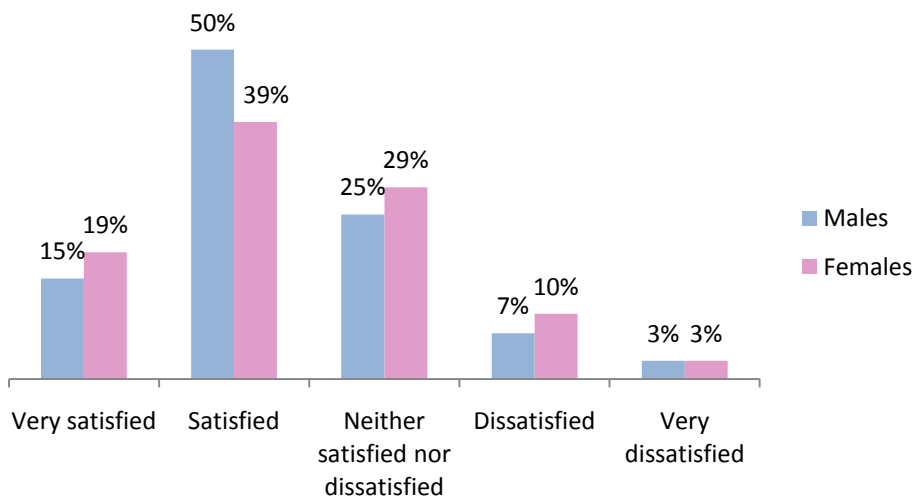
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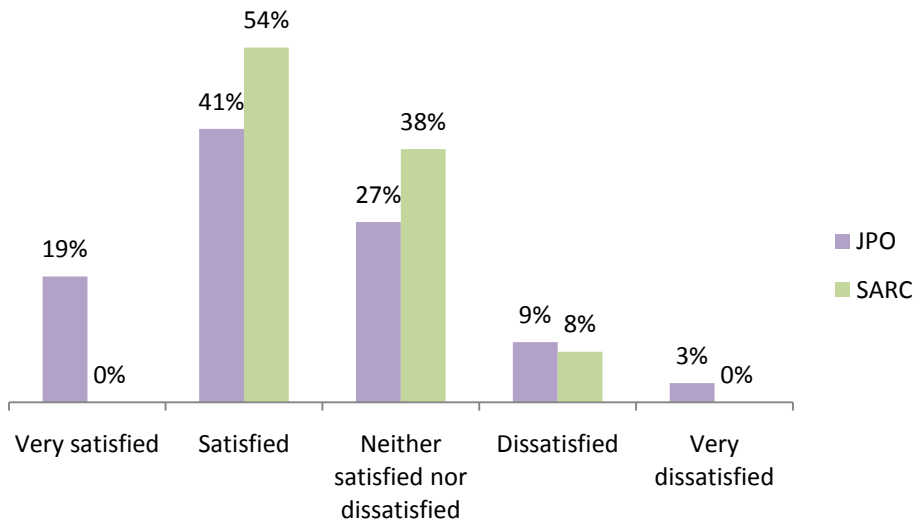
Comparison of global results from 2002 to 2010



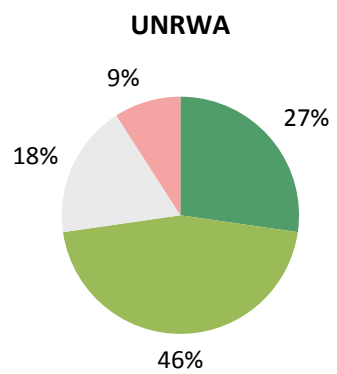
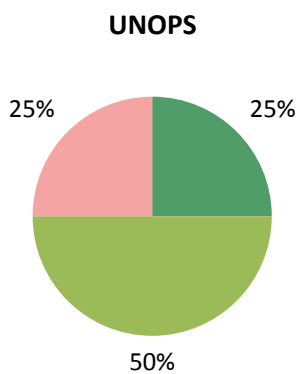
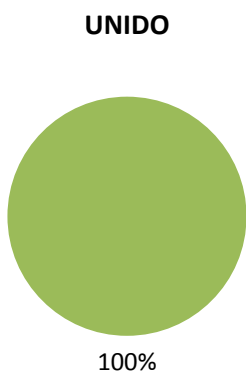
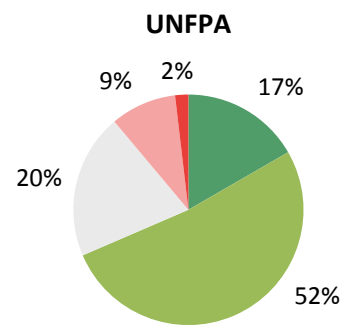
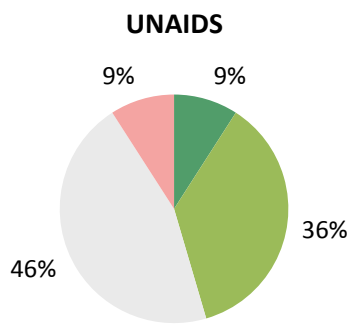
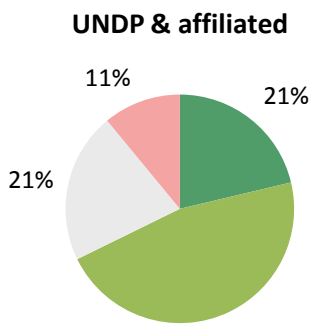
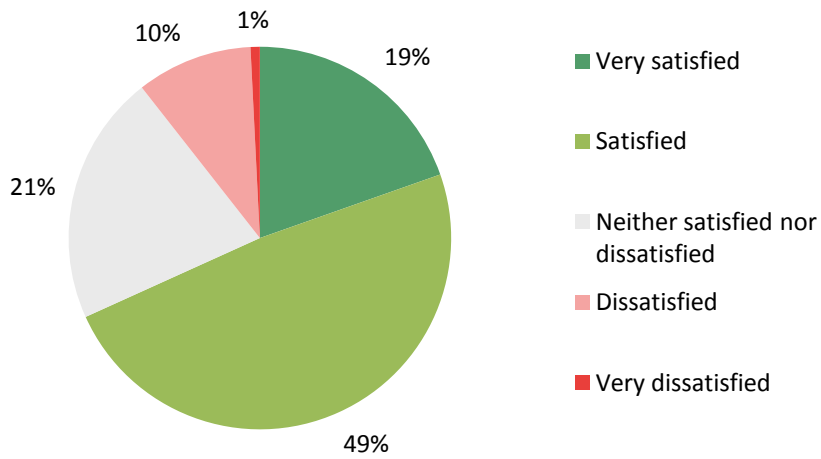
Comparison by gender

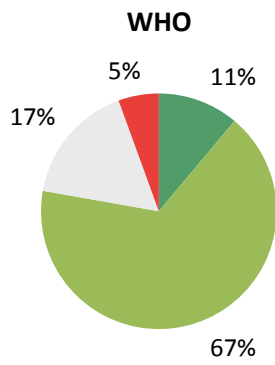


Comparison by programme

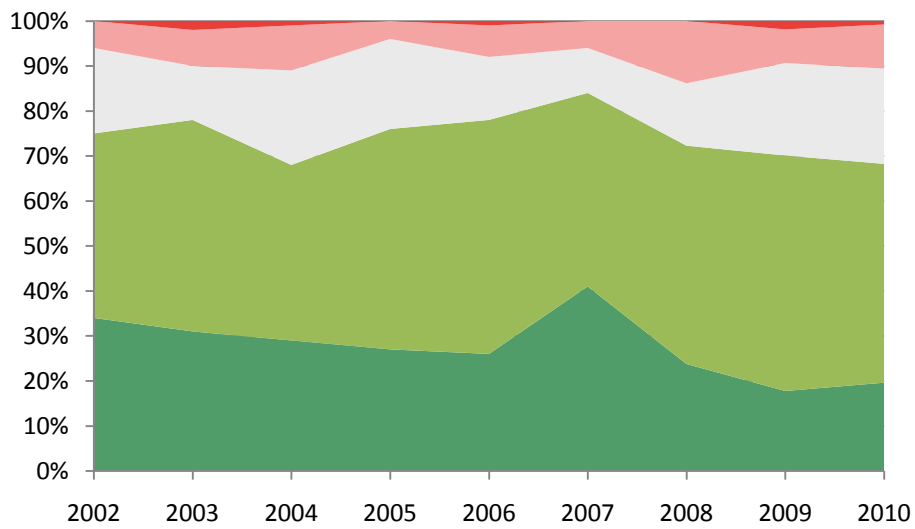


2.2.2 If changed at all, how satisfied were you with the changes in your tasks and responsibilities?

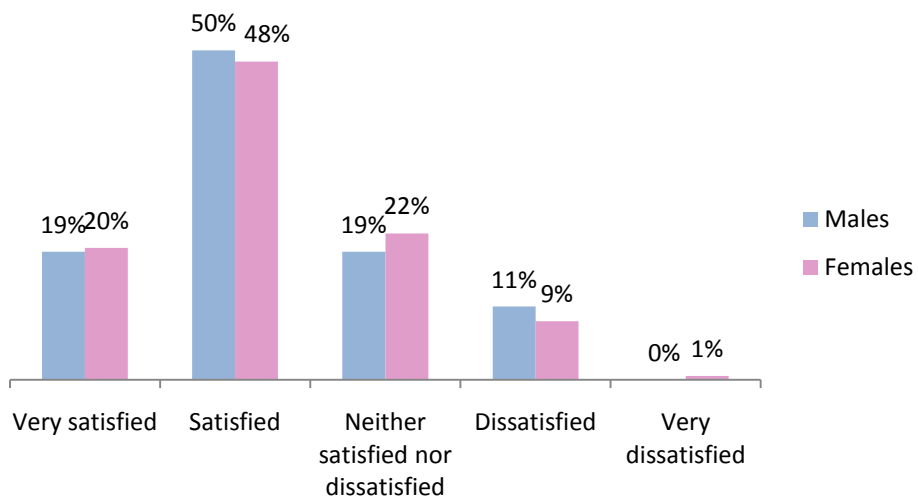




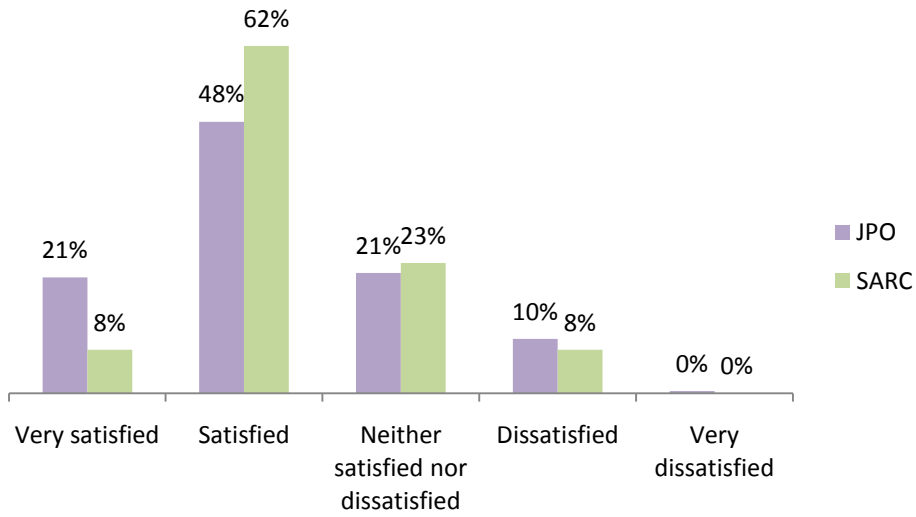
Comparison of global results from 2002 to 2010



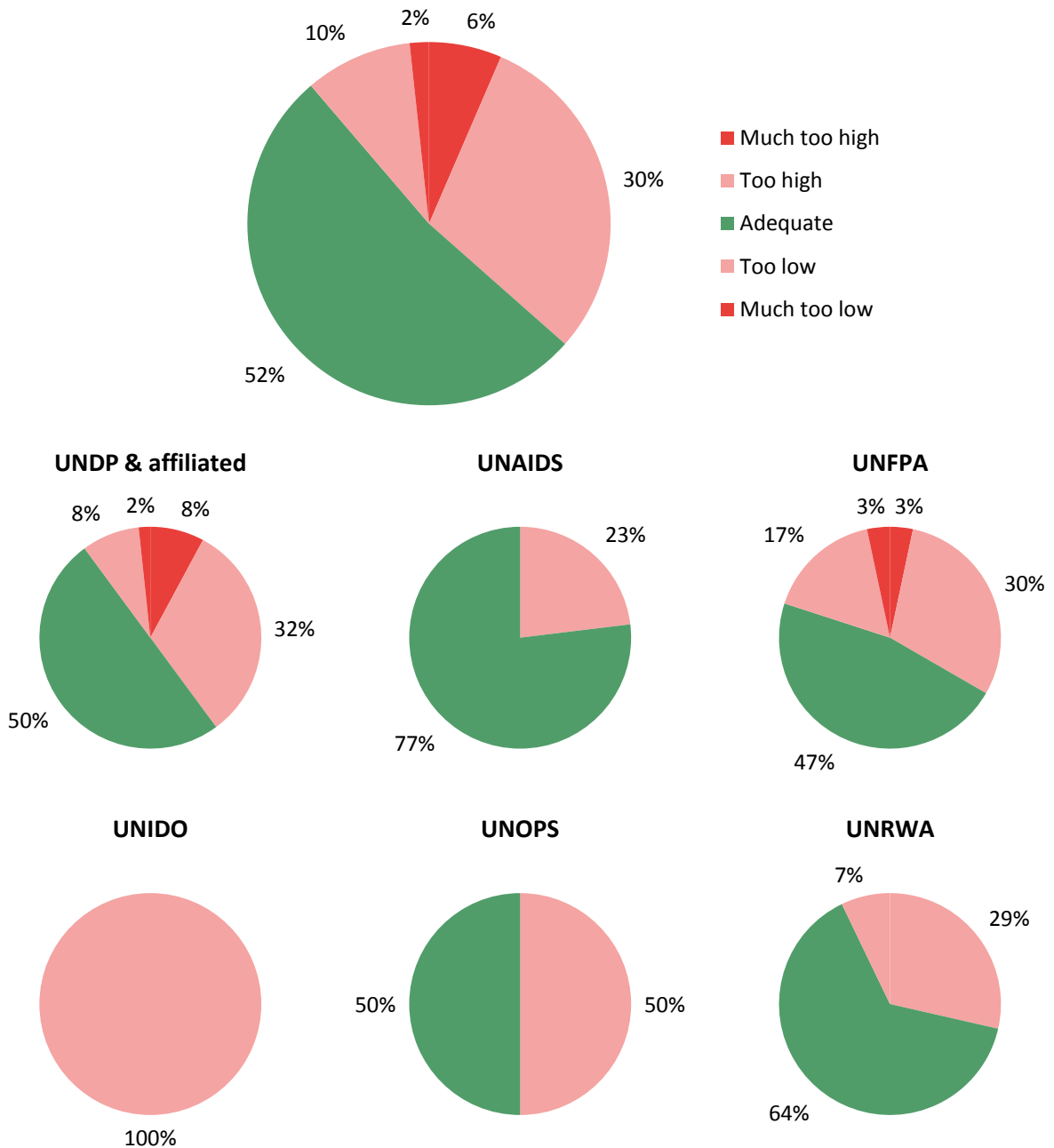
Comparison by gender

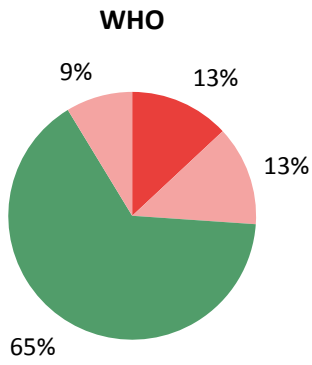


Comparison by programme

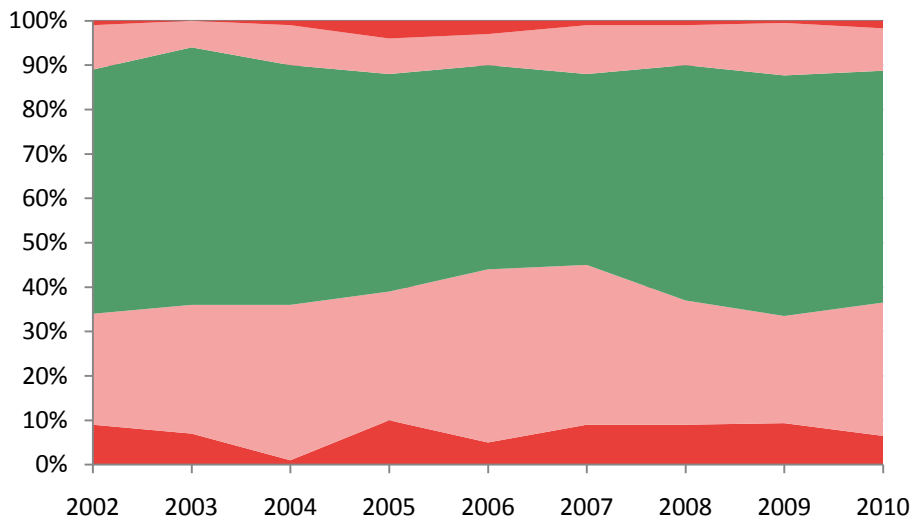


2.3 How would you rate your average monthly work load?

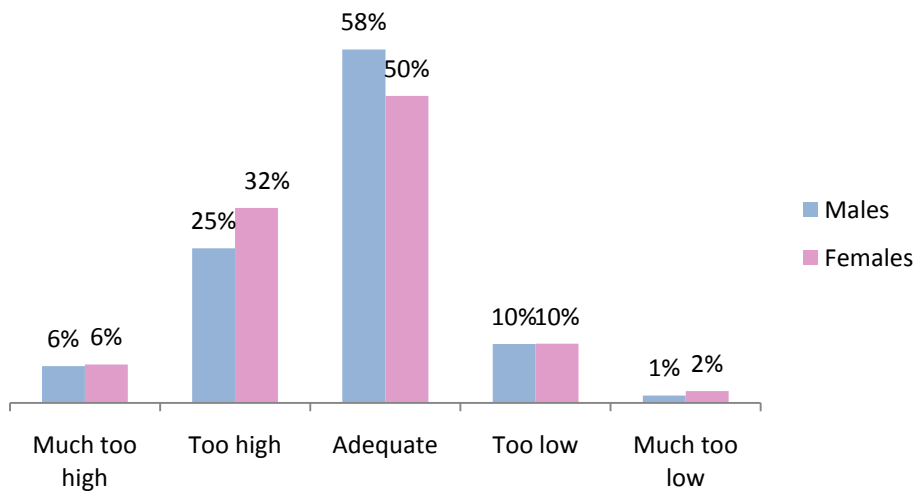




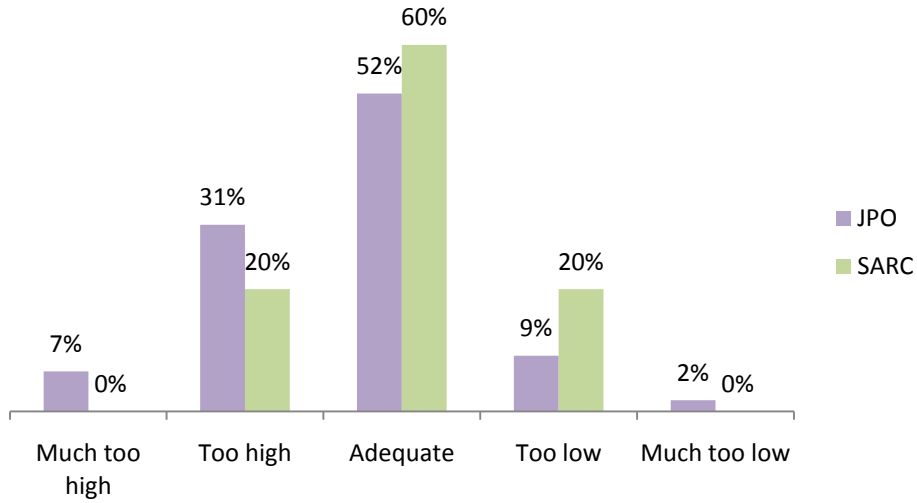
Comparison of global results from 2002 to 2010



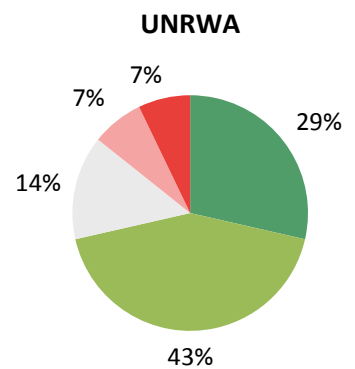
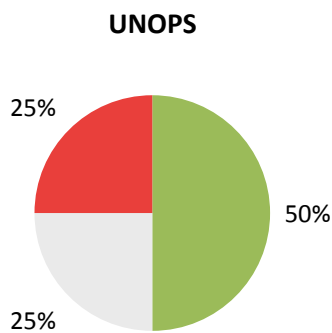
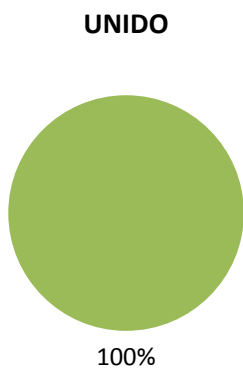
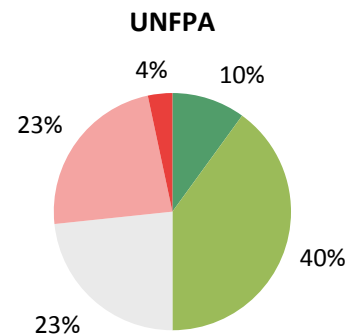
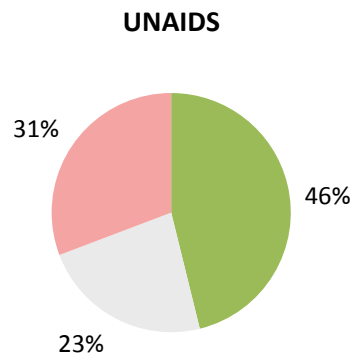
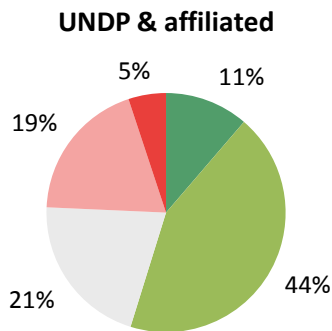
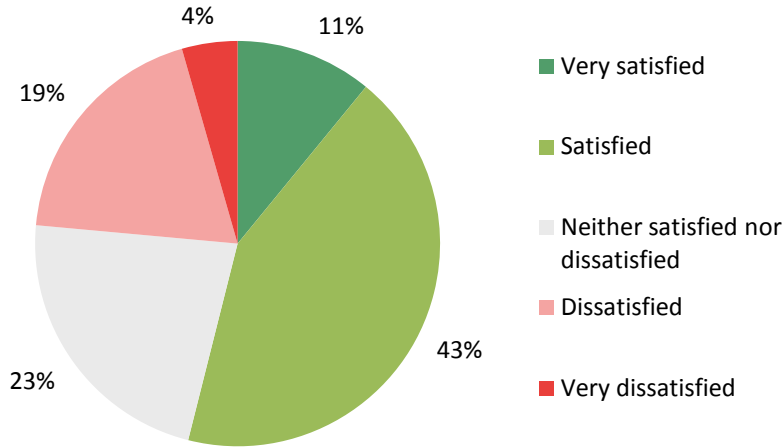
Comparison by gender

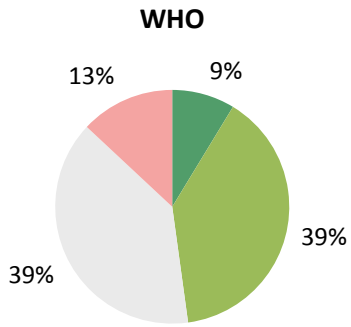


Comparison by programme

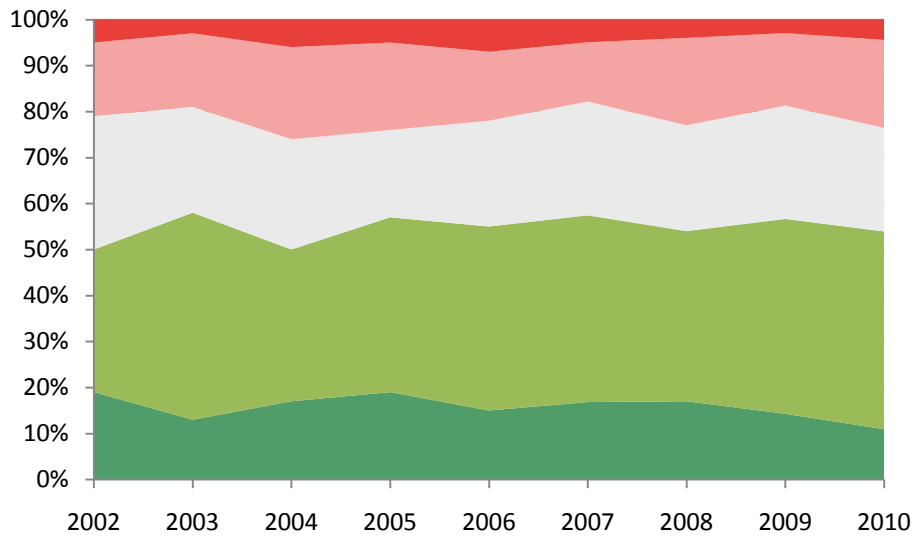


2.4 How satisfied are you with the way and degree to which your pre-JPO skills and experience are being utilized?

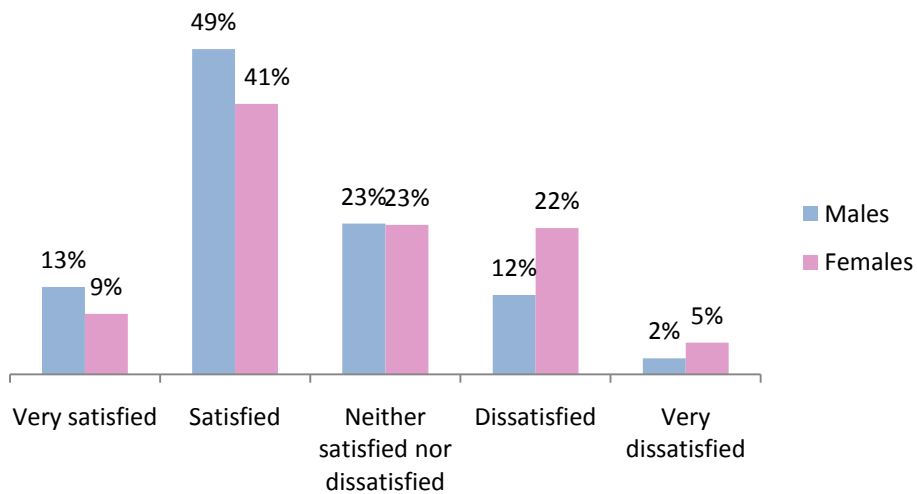




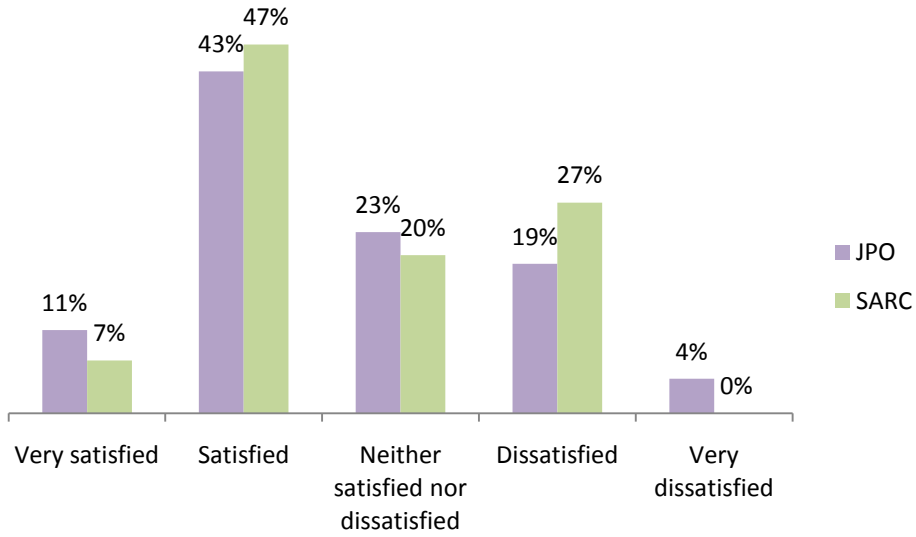
Comparison of global results from 2002 to 2010



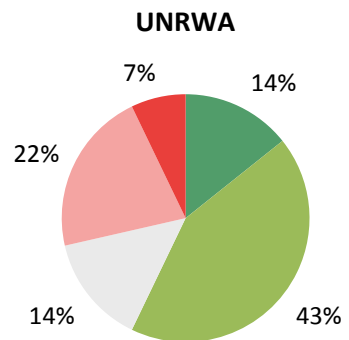
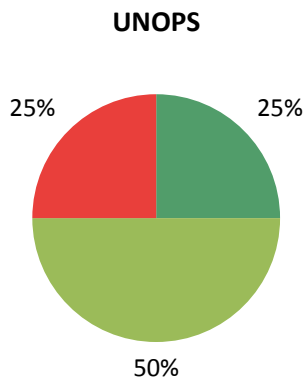
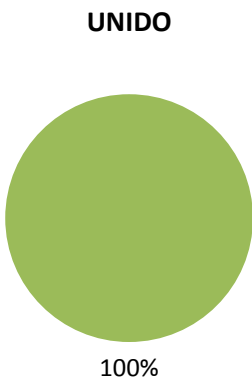
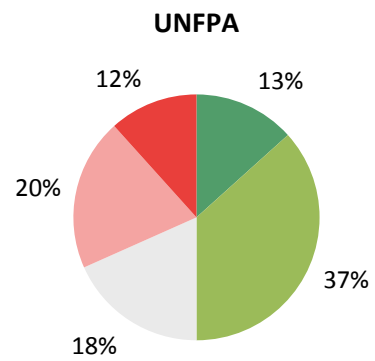
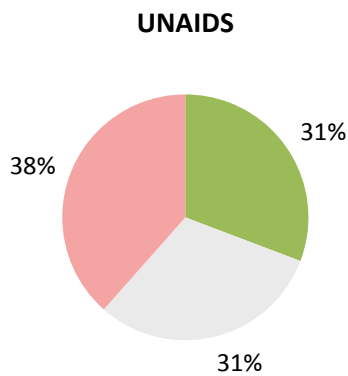
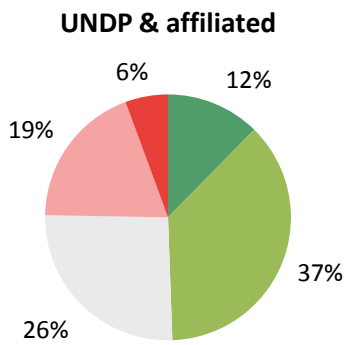
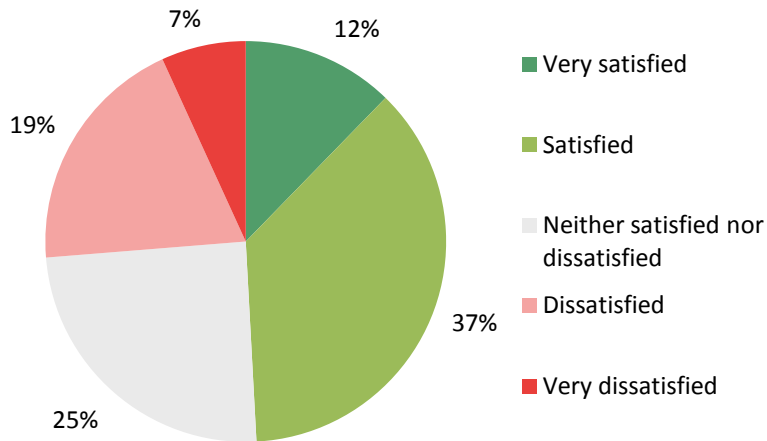
Comparison by gender

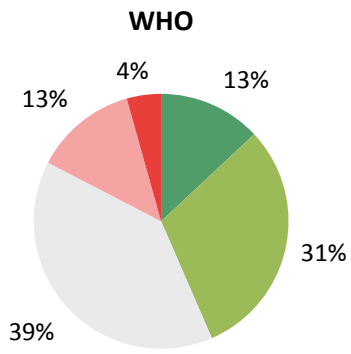


Comparison by programme

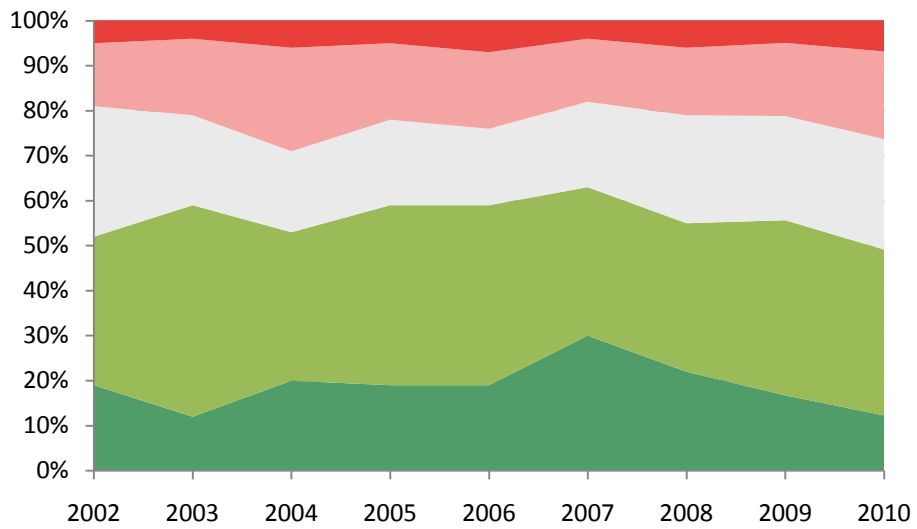


2.5 How satisfied are you with the level of decision-making authority you have in your area of responsibility?

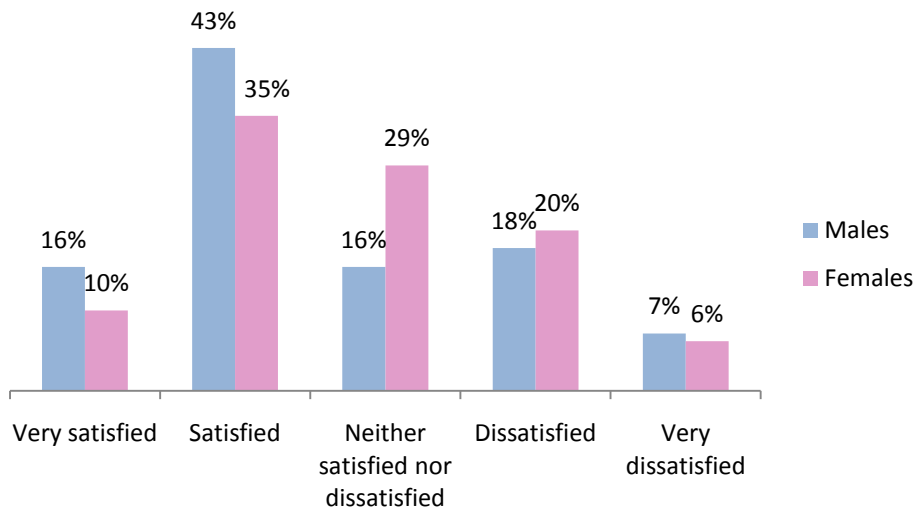




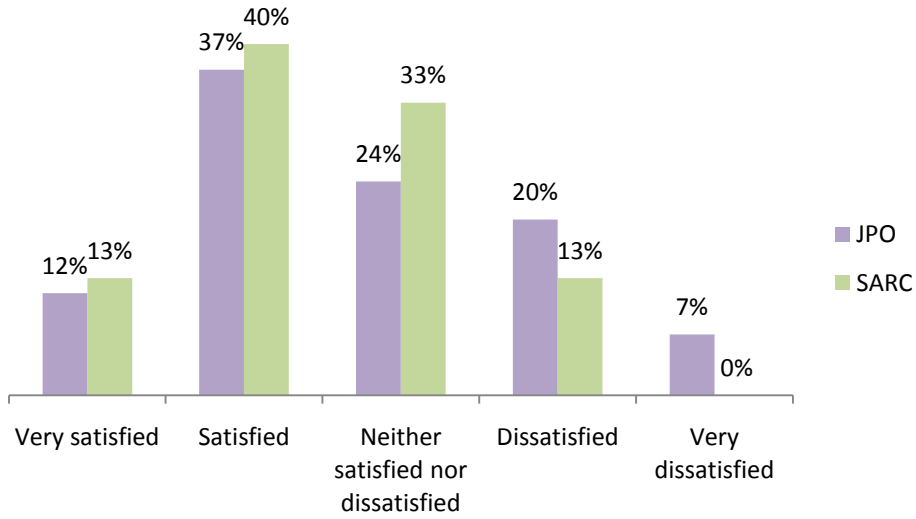
Comparison of global results from 2002 to 2010



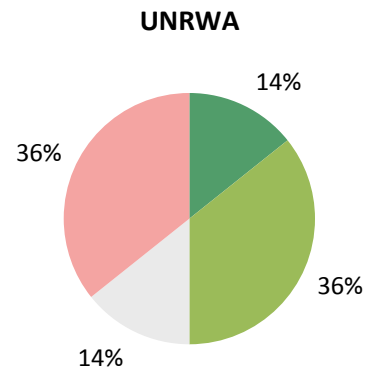
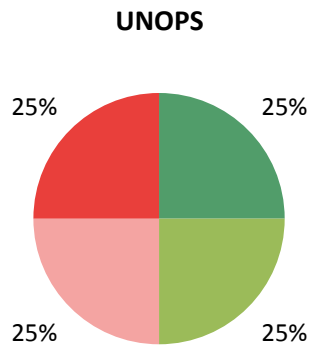
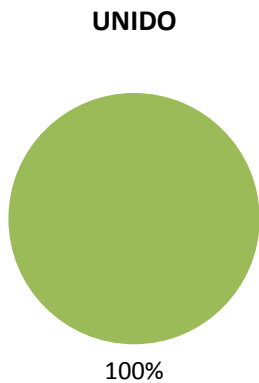
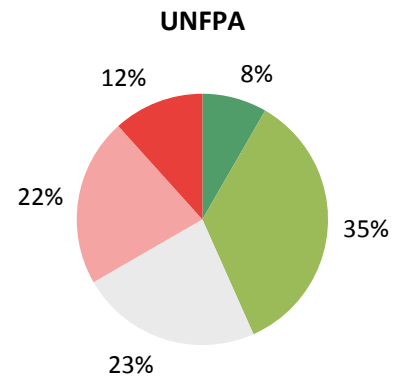
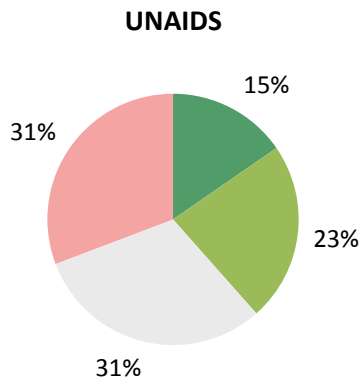
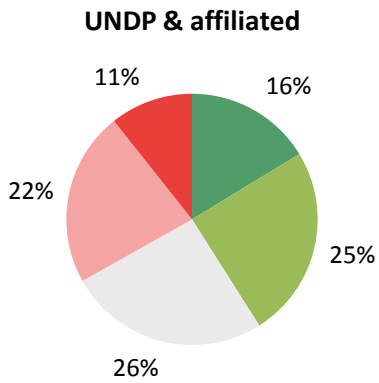
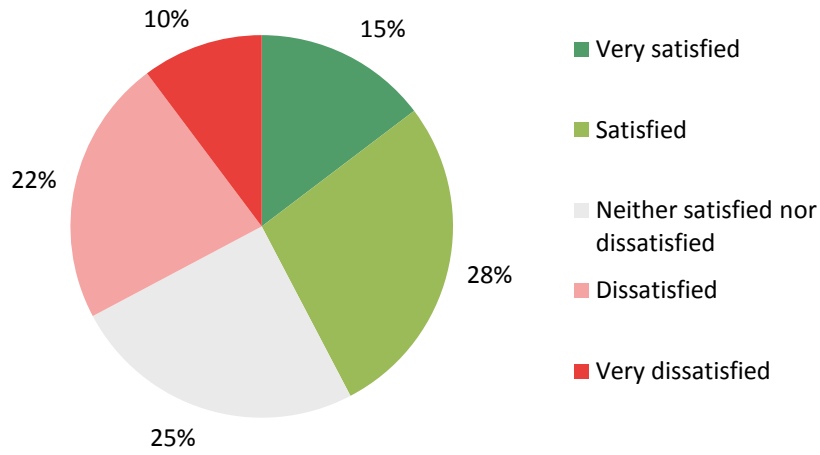
Comparison by gender



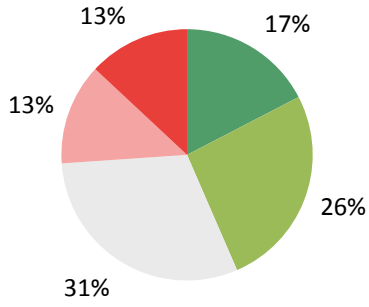
Comparison by programme



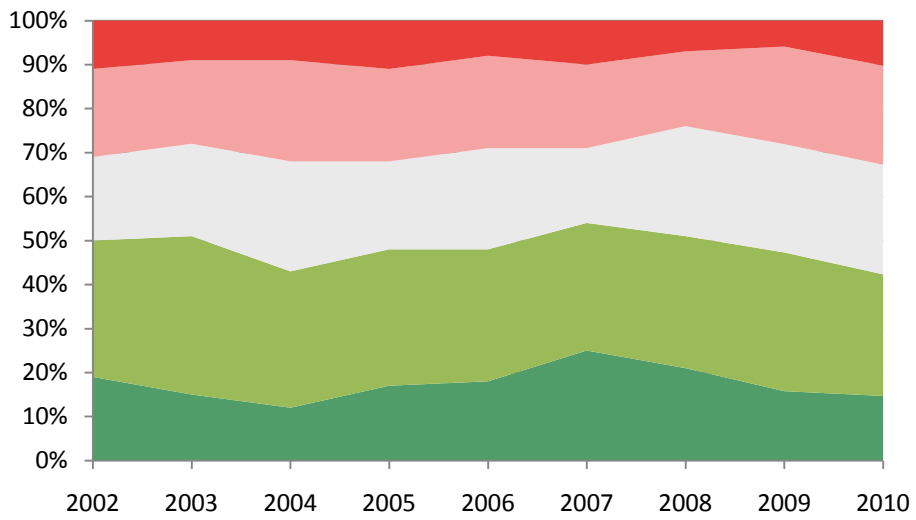
2.6 How satisfied are you with the access to and quality of supervision?



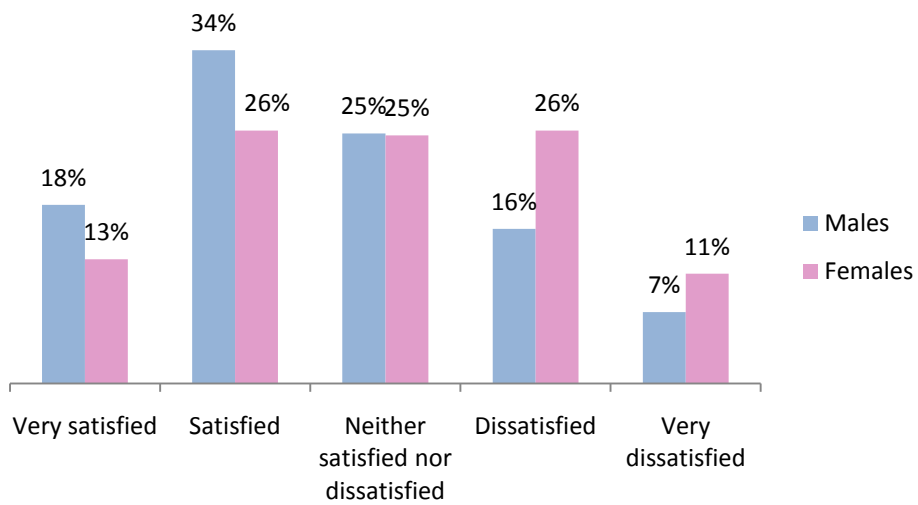
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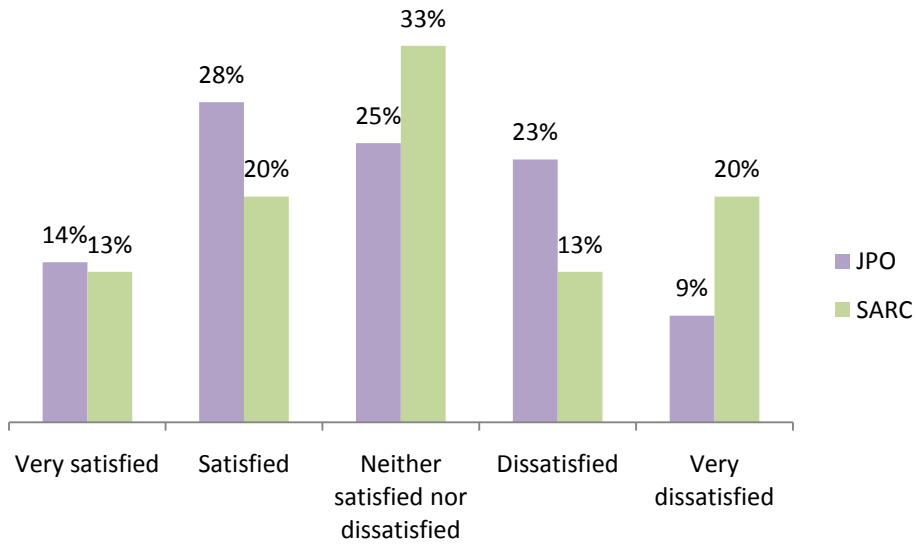
Comparison of global results from 2002 to 2010



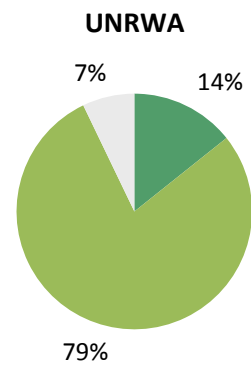
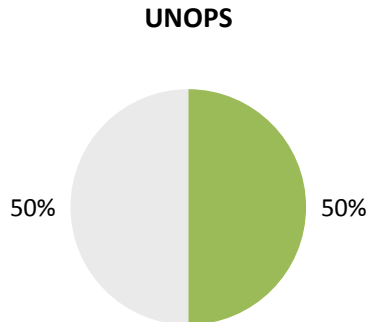
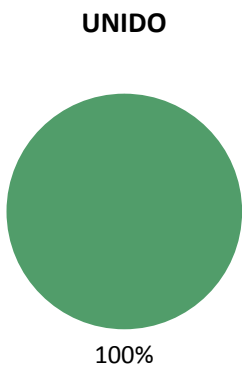
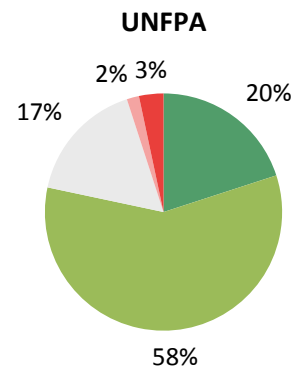
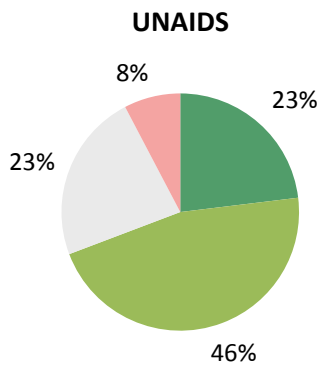
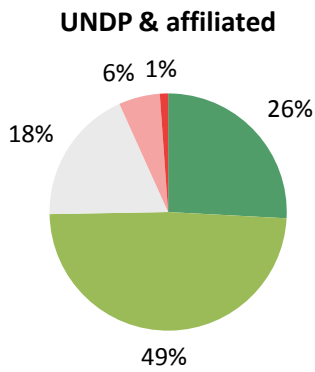
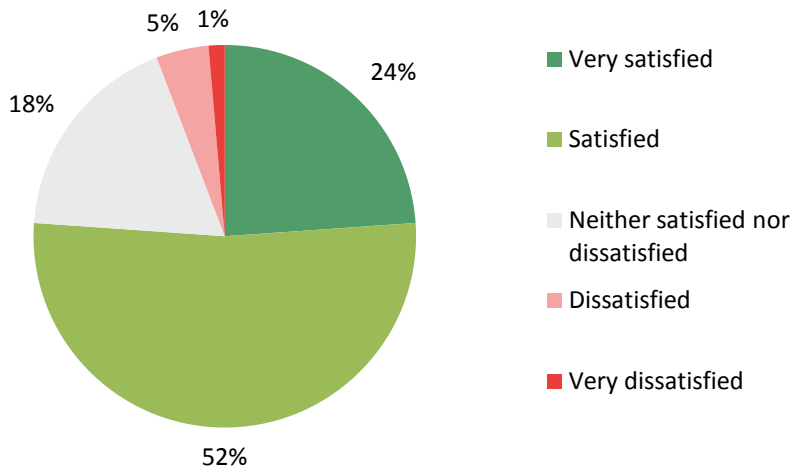
Comparison by gender

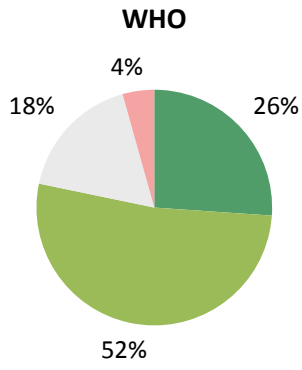


Comparison by programme

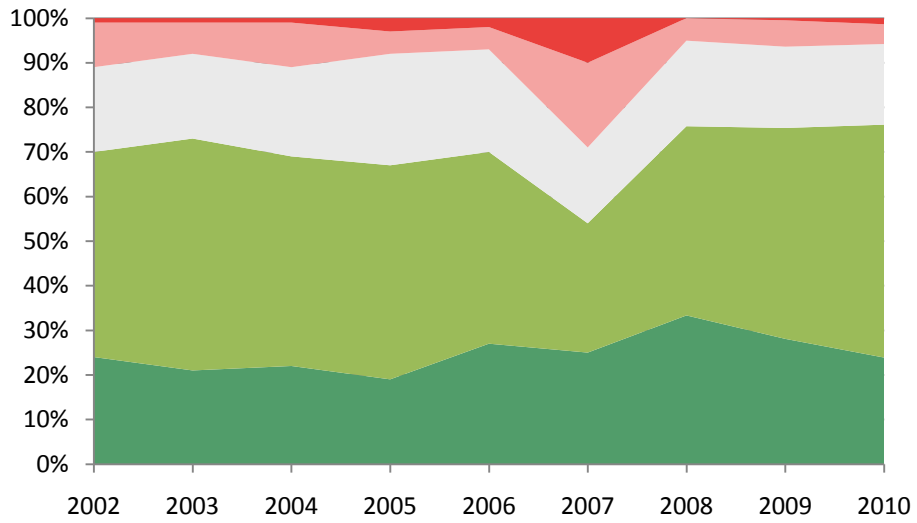


2.7 How satisfied are you with the support you receive from your colleagues?

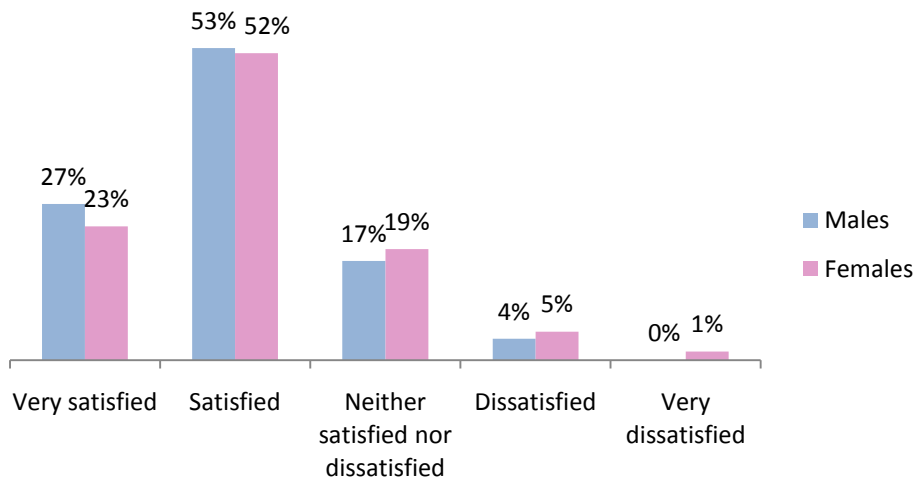




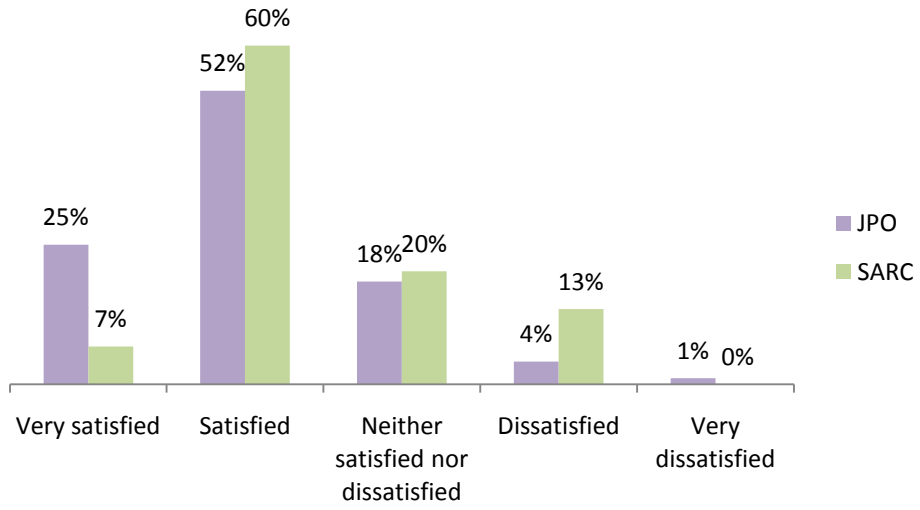
Comparison of global results from 2002 to 2010



Comparison by gender

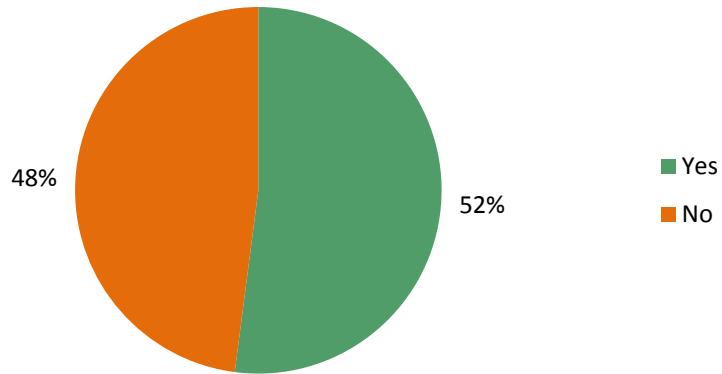


Comparison by programme

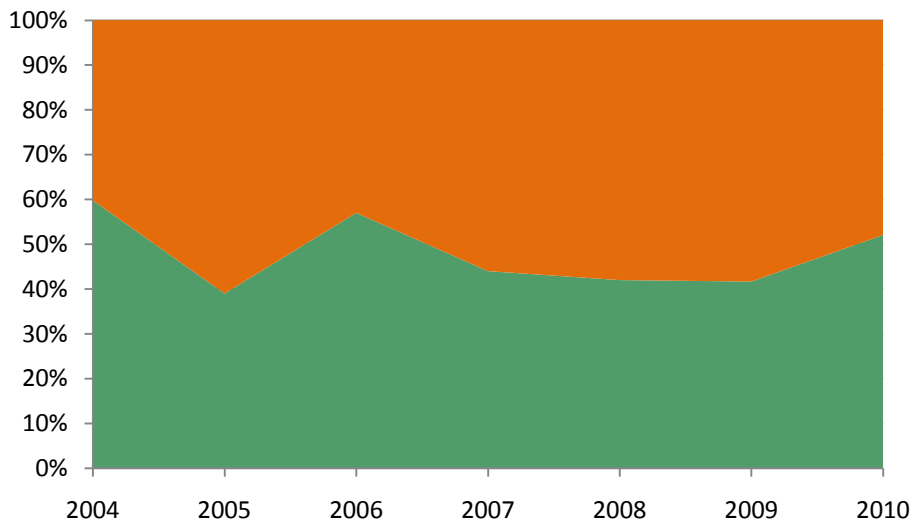


Section 3 – Training and Learning

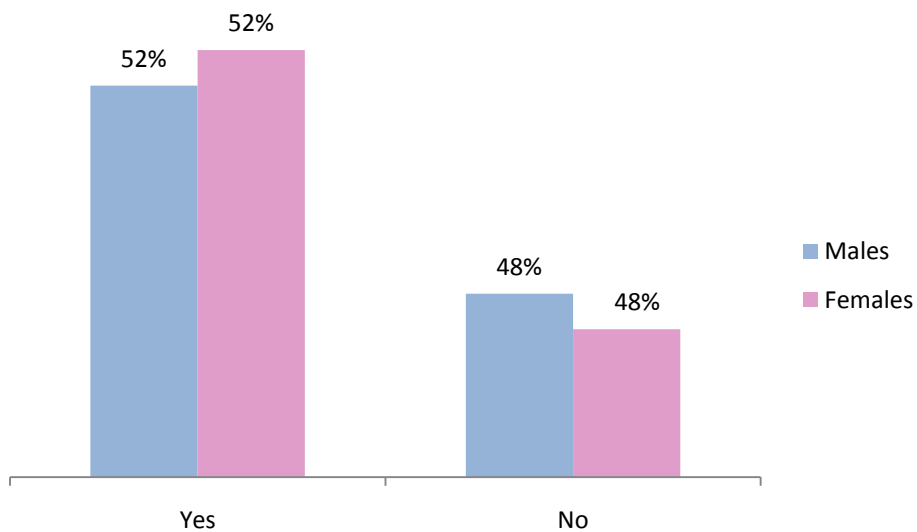
3.1 Did you use your Duty-related Travel and Training Allowance (DTTA) budget for training/learning purposes in the last 12 months?



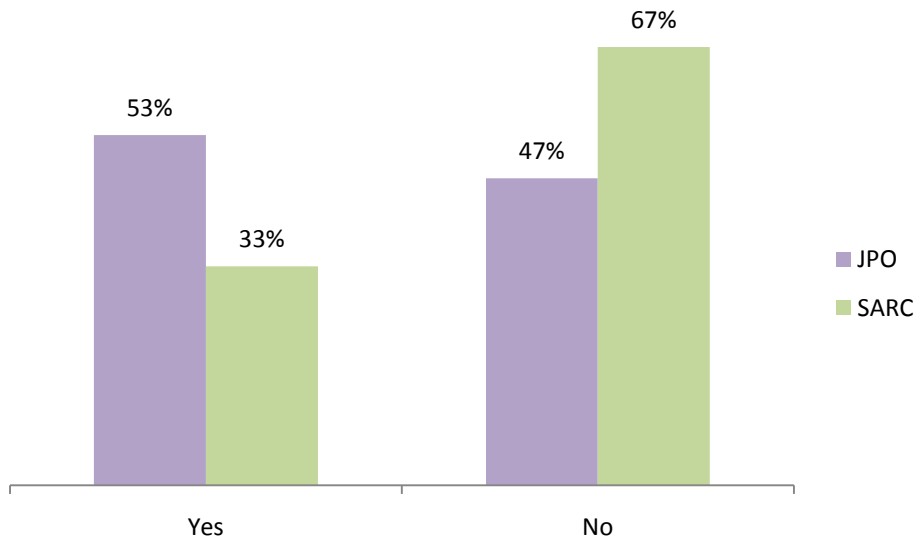
Comparison of global results from 2004 to 2010



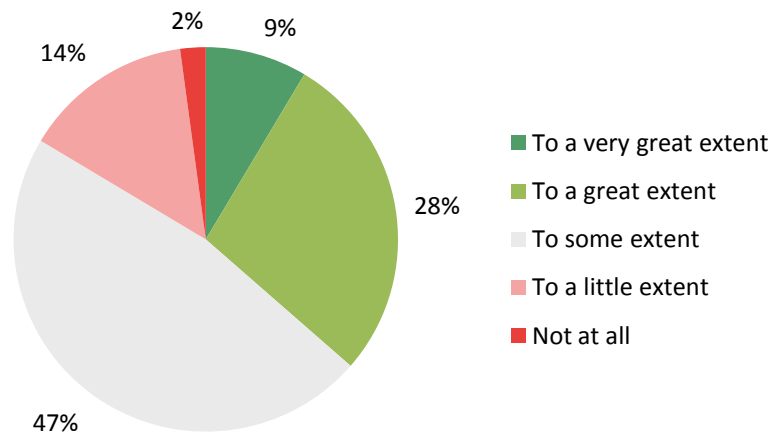
Comparison by gender



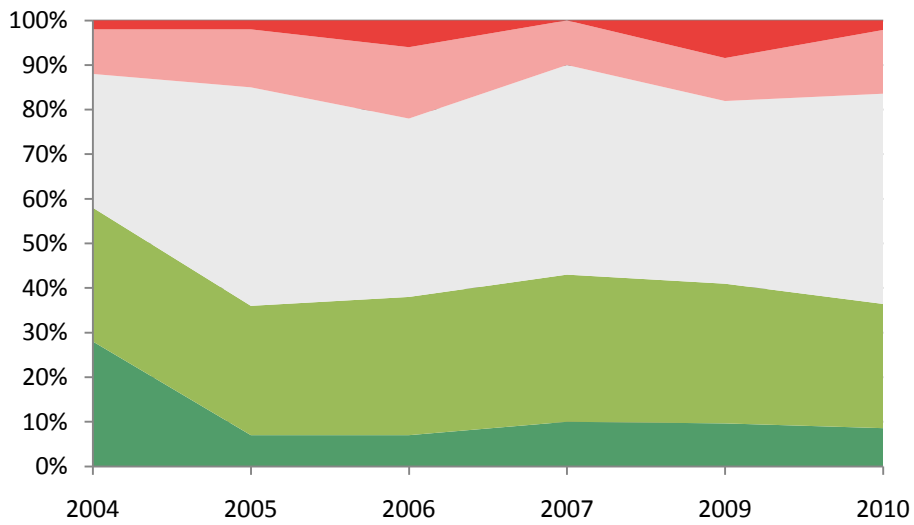
Comparison by programme



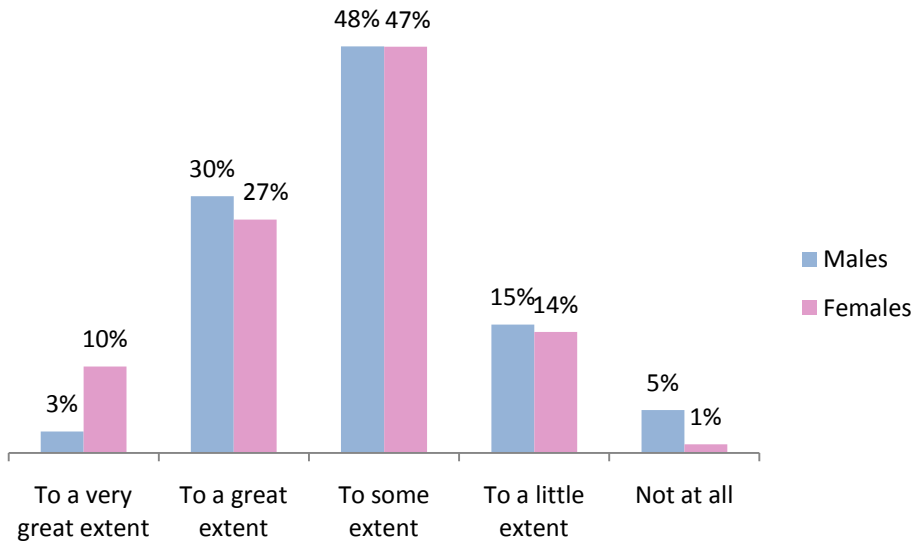
3.1.2 If yes, to what extent have you already applied some of the new learning to your job?



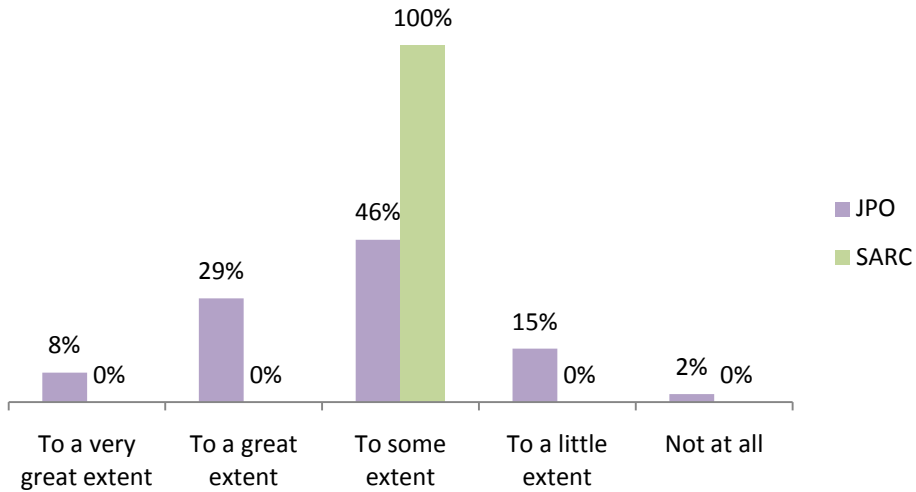
Comparison of global results from 2004 to 2010



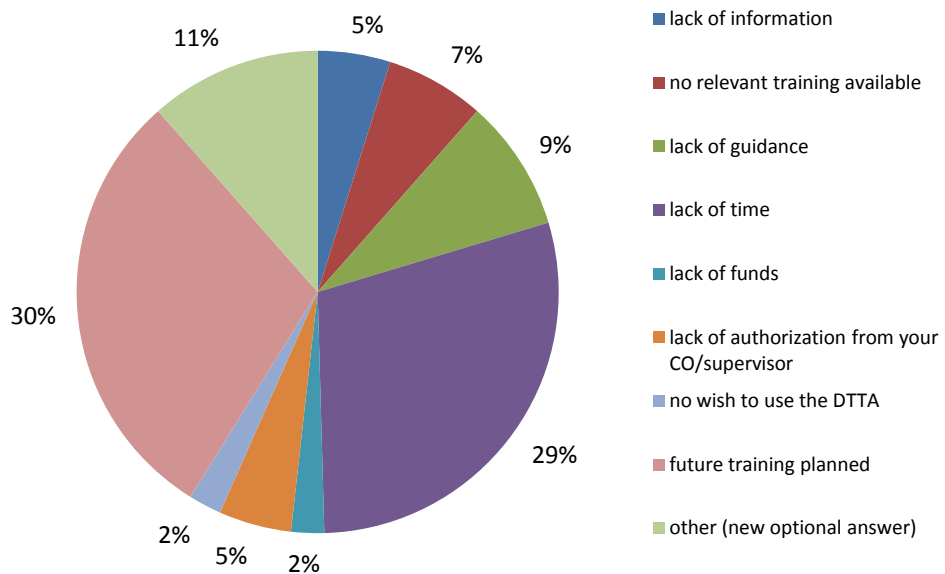
Comparison by gender



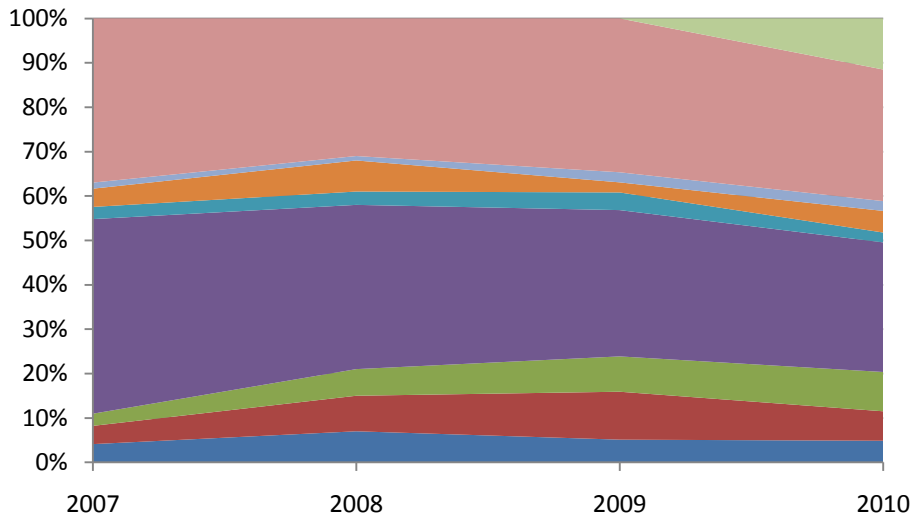
Comparison by programme



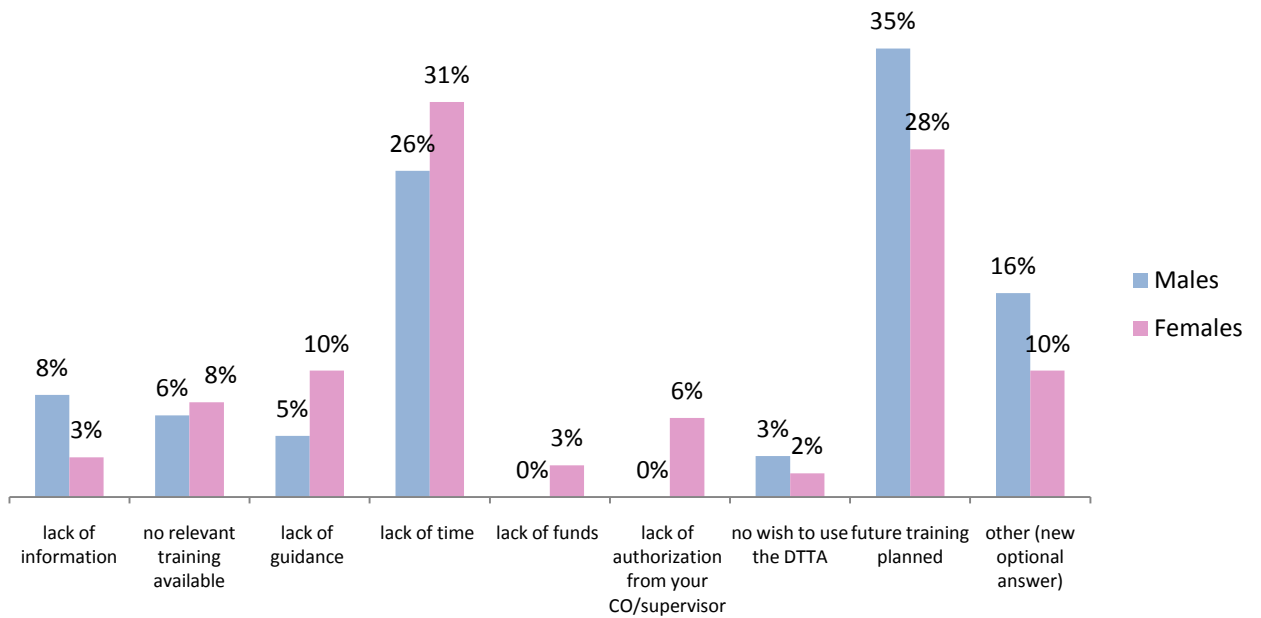
3.1.3 If you haven't used your DTTA, please select the closest statement(s):



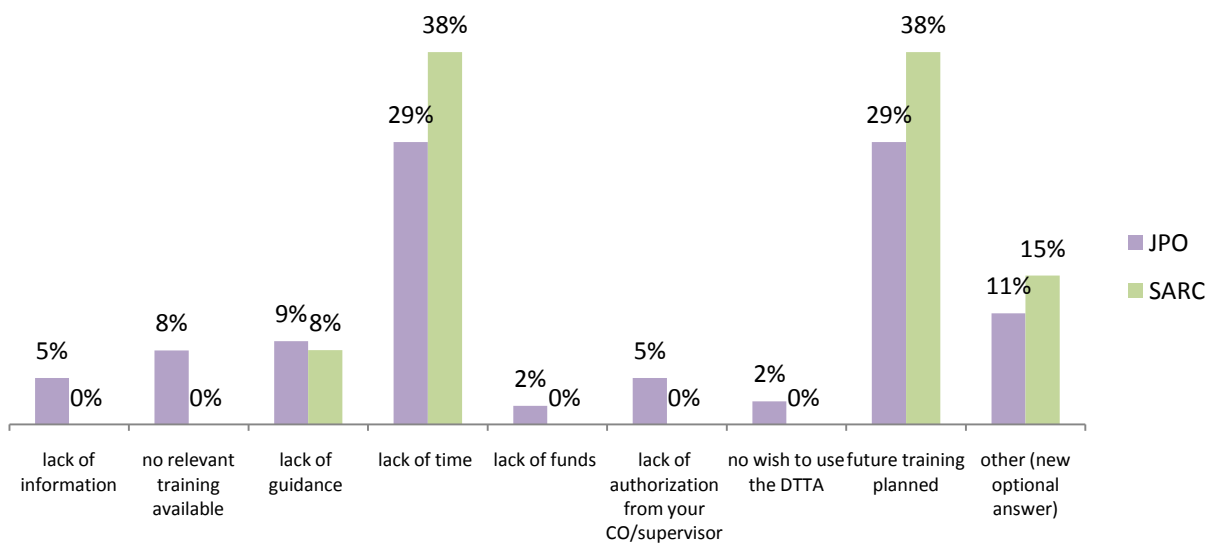
Comparison of global results from 2007 to 2010



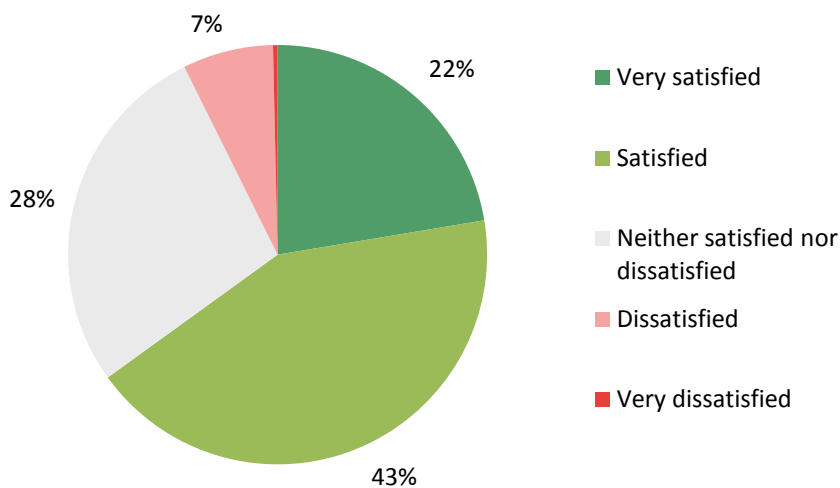
Comparison by gender



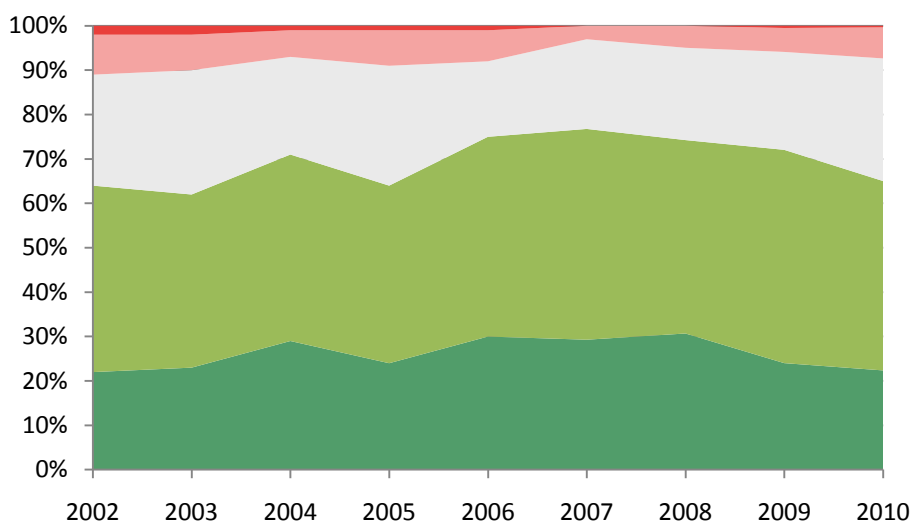
Comparison by programme



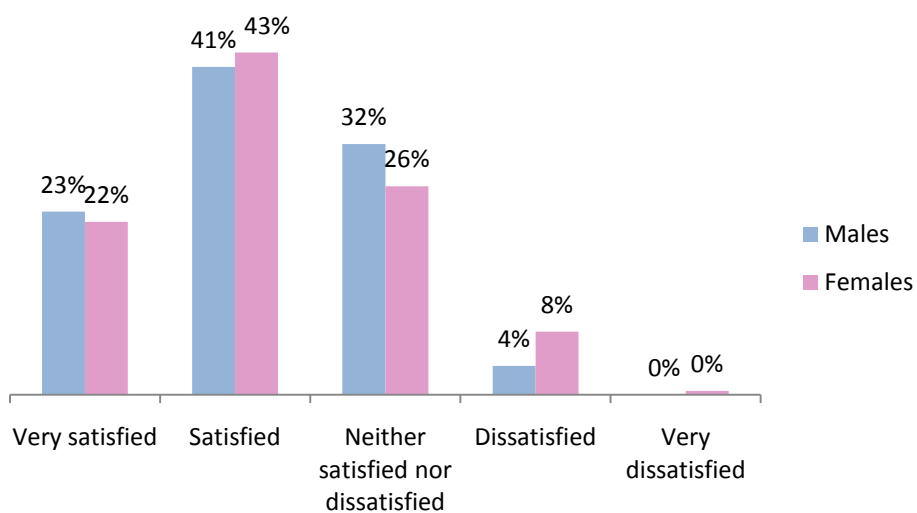
3.2 How satisfied are you with the training/learning opportunities available to you as a JPO/SARC?



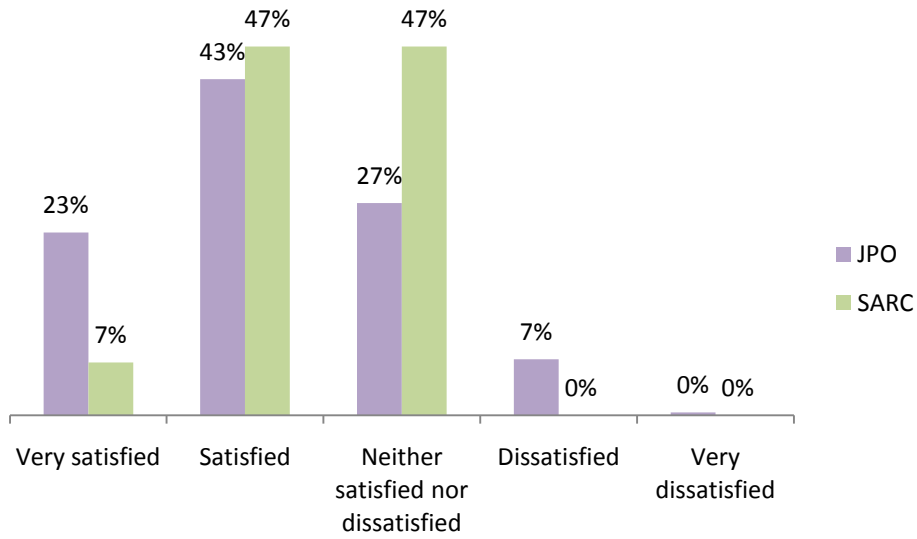
Comparison of global results from 2002 to 2010



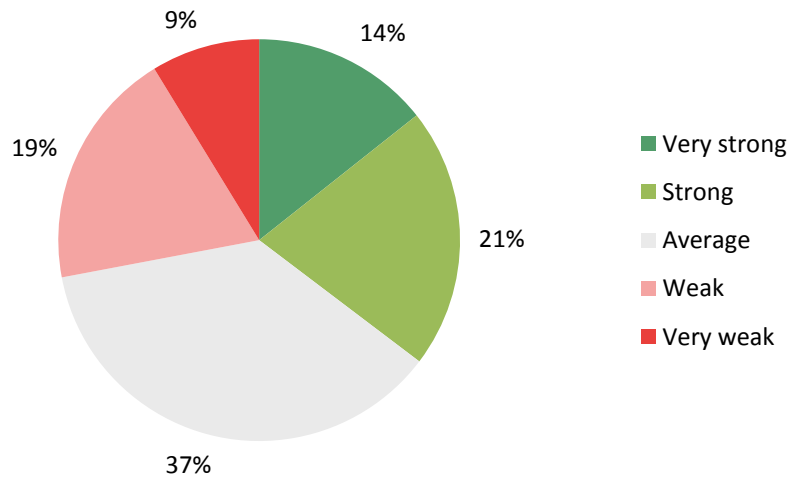
Comparison by gender



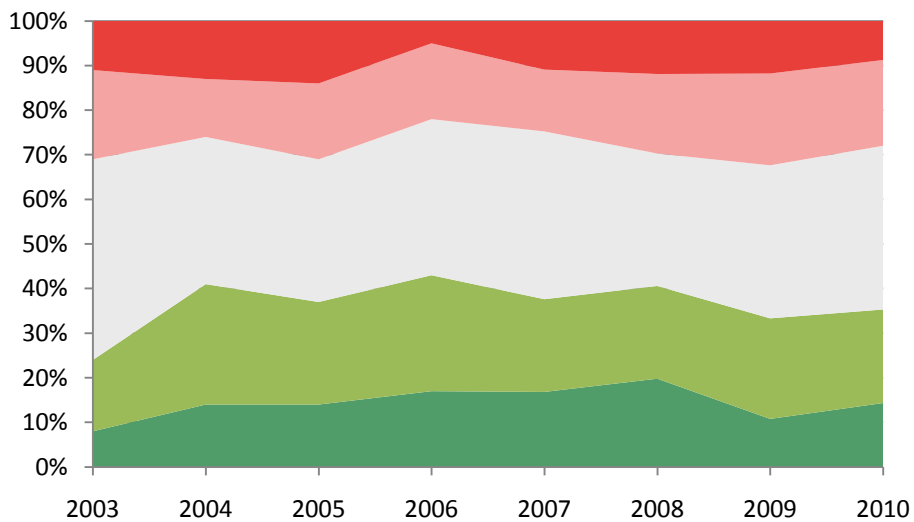
Comparison by programme



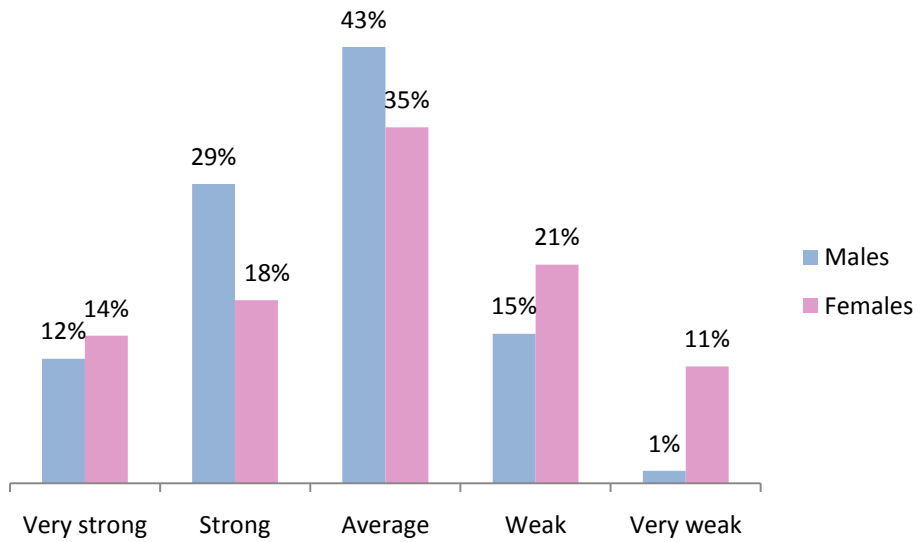
3.3 How would you rate the support given by your supervisor in the use of your DTTA?



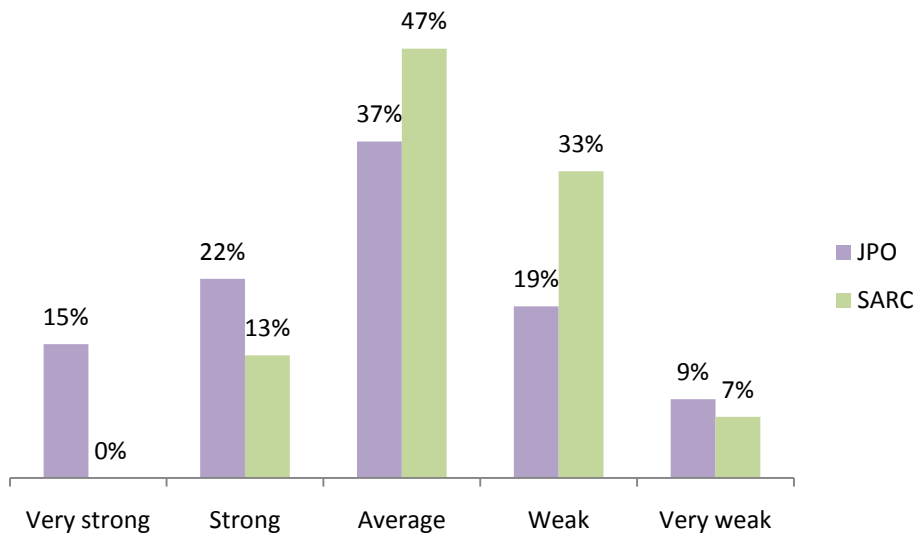
Comparison of global results from 2003 to 2010



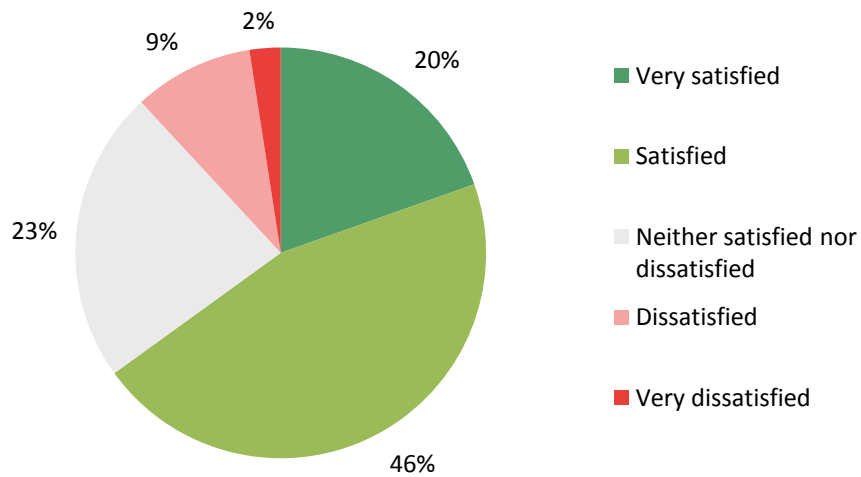
Comparison by gender



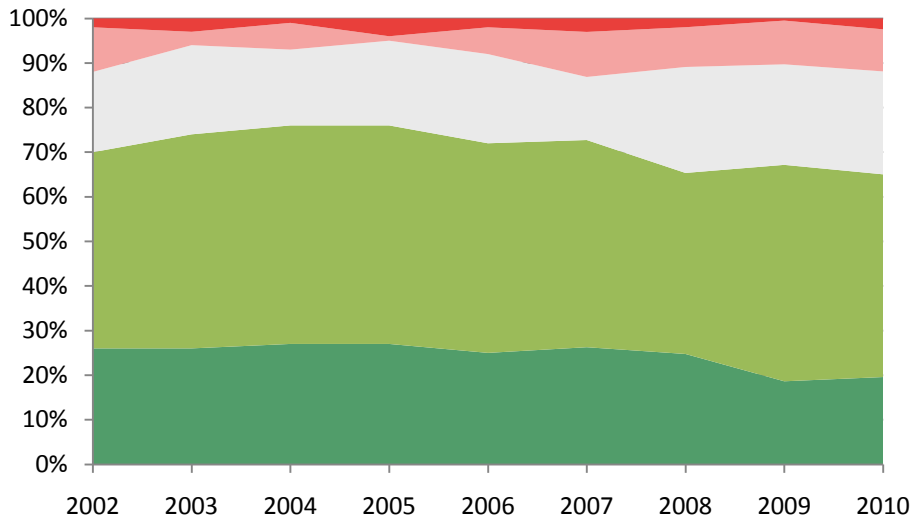
Comparison by programme



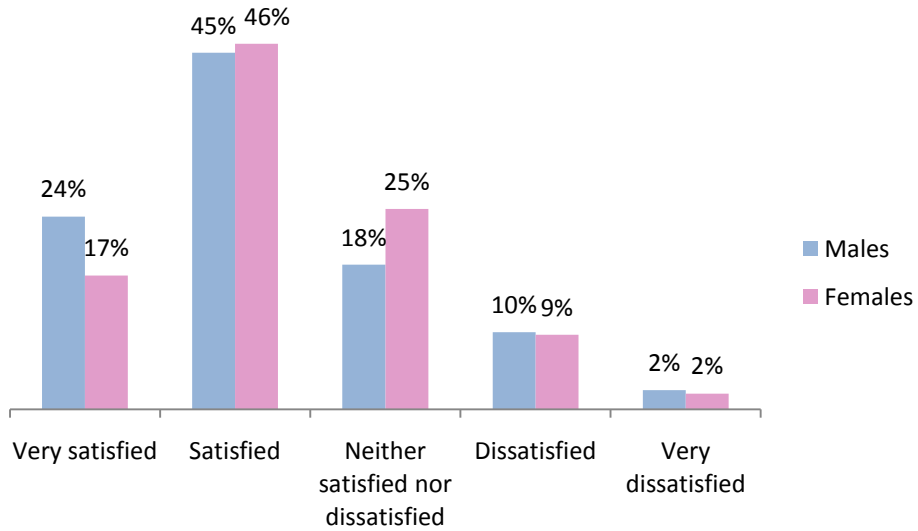
3.4 How satisfied are you with the degree to which you have acquired new skills on-the-job?



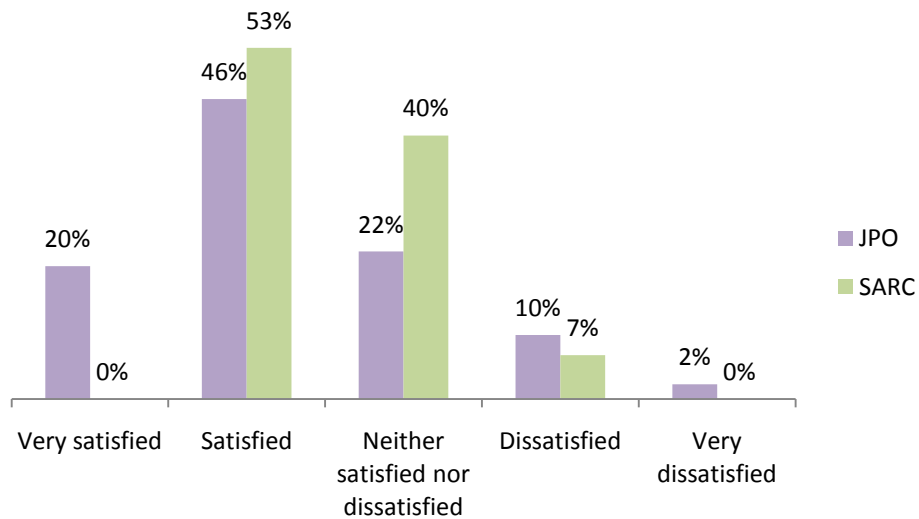
Comparison of global results from 2002 to 2010



Comparison by gender

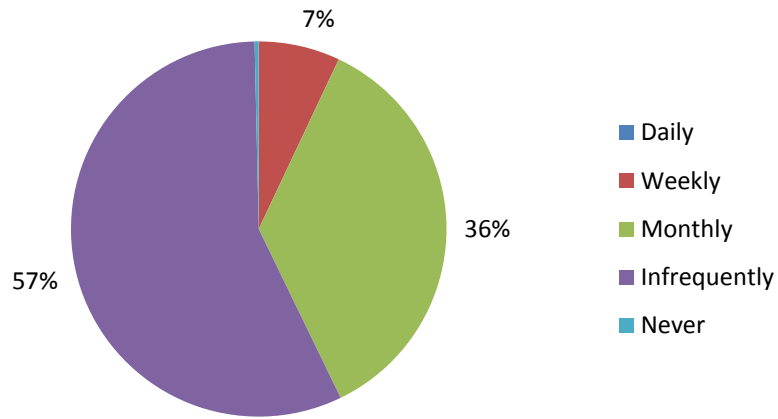


Comparison by programme

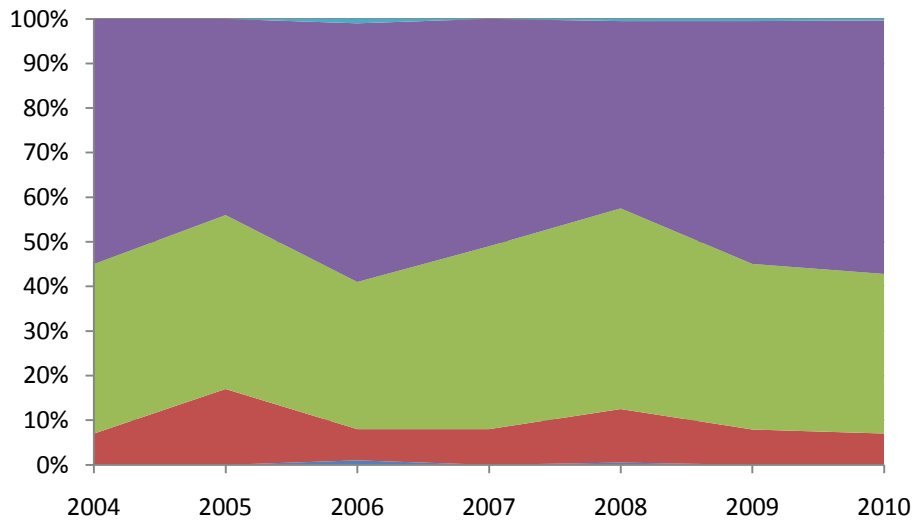


Section 4 – Administrative Follow-up

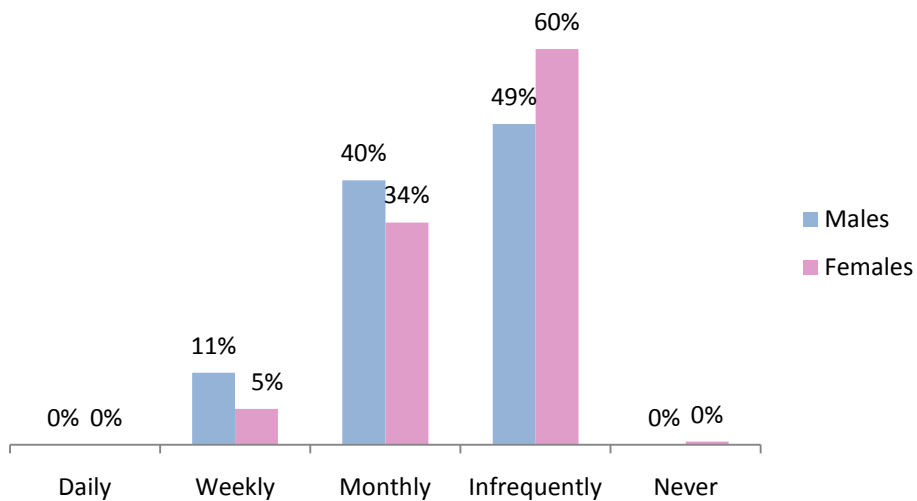
4.1 On average, how often did you communicate with the JPOSC within the last 12 months?



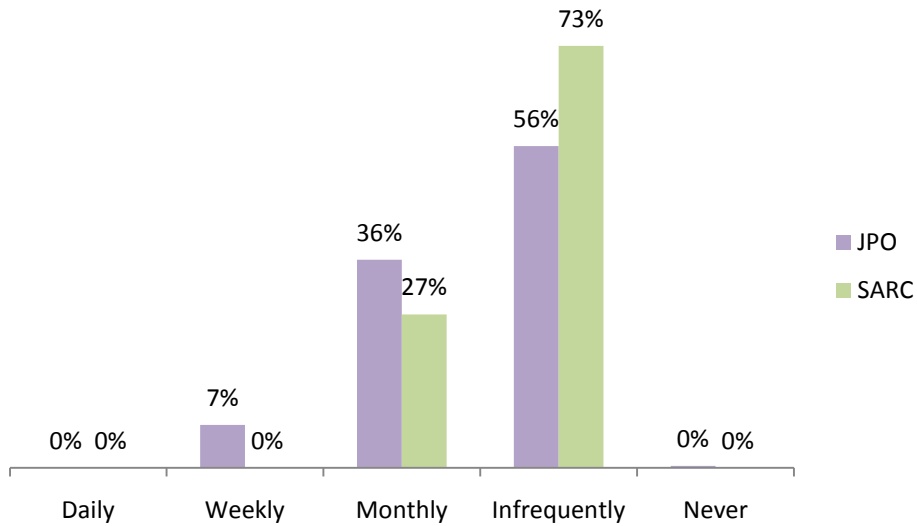
Comparison of global results from 2004 to 2010



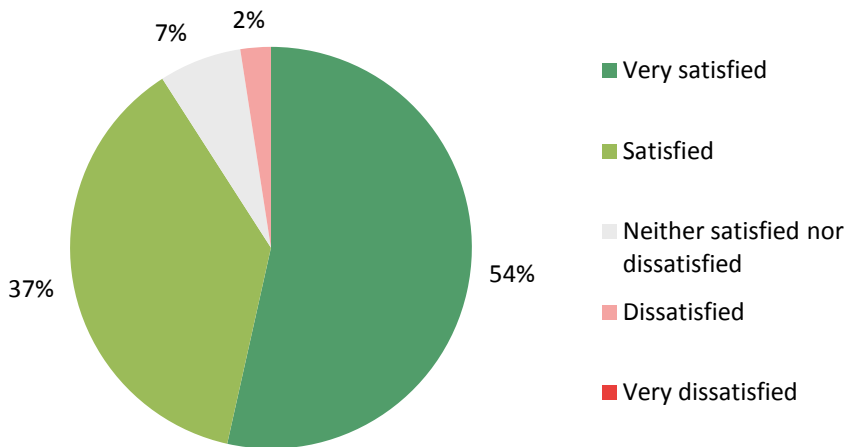
Comparison by gender



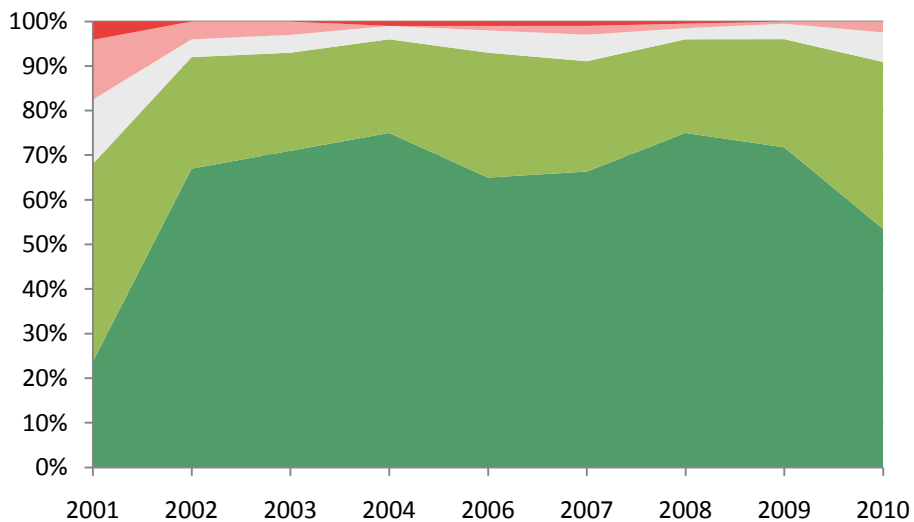
Comparison by programme



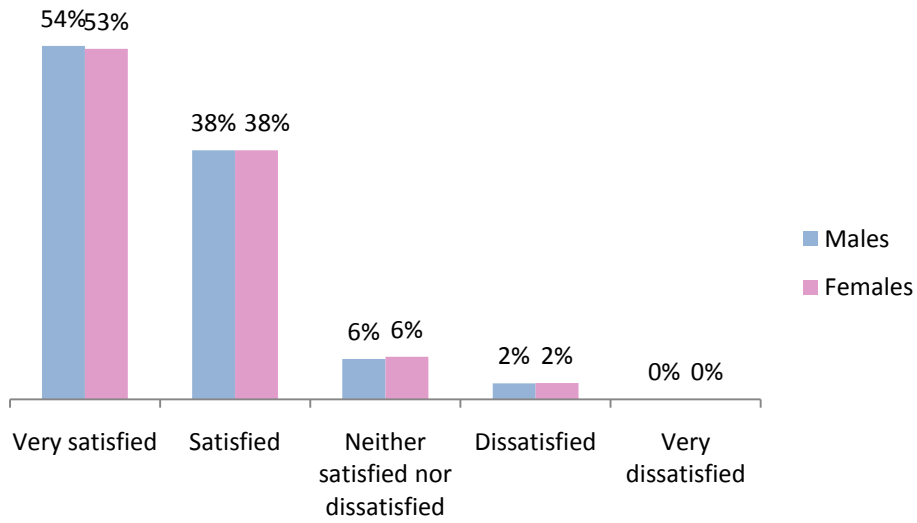
4.2 When communicating with the JPOSC, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



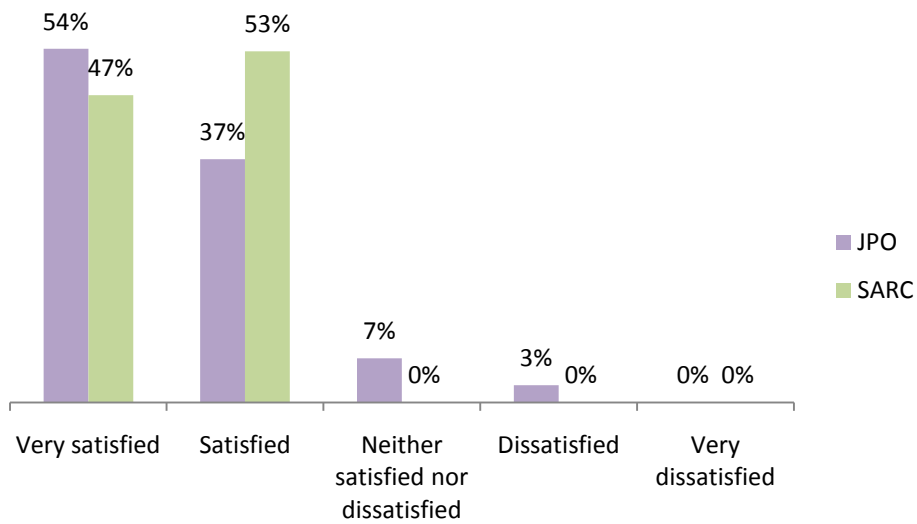
Comparison of global results from 2001 to 2010



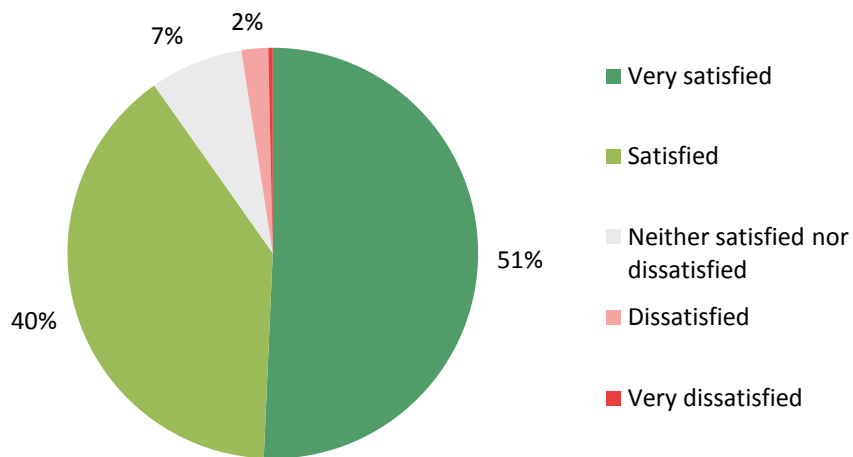
Comparison by gender



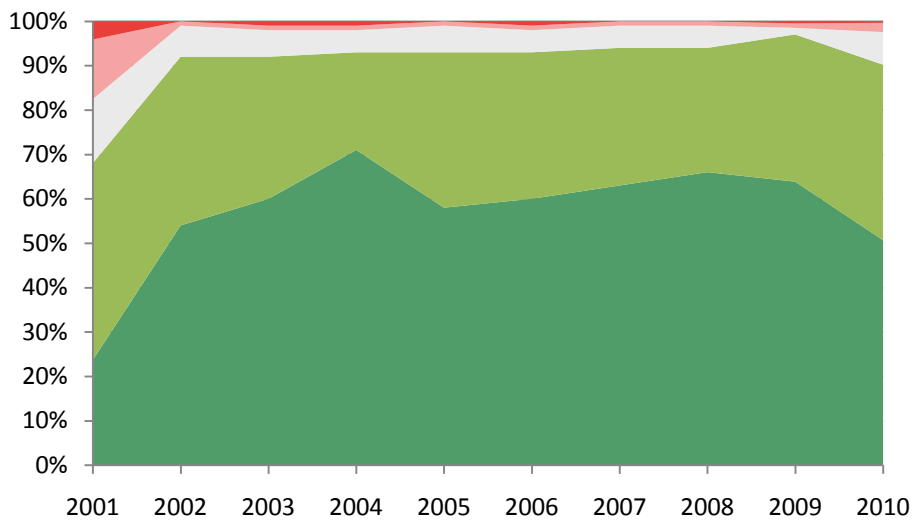
Comparison by programme



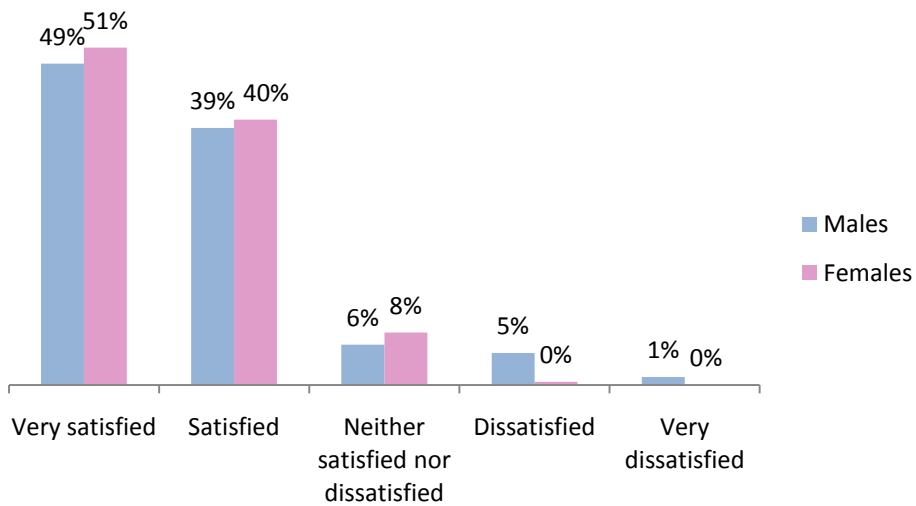
4.3 How satisfied are you with the clarity of explanations provided by the JPOSC?



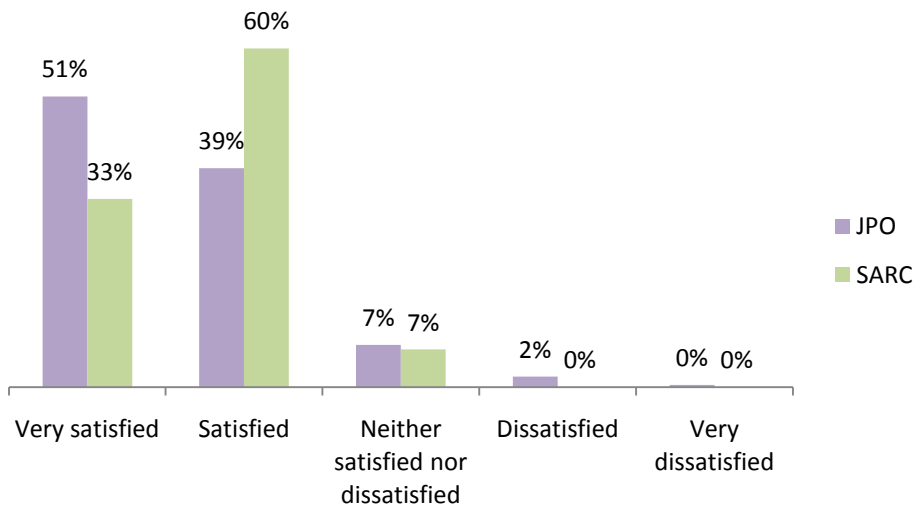
Comparison of global results from 2001 to 2010



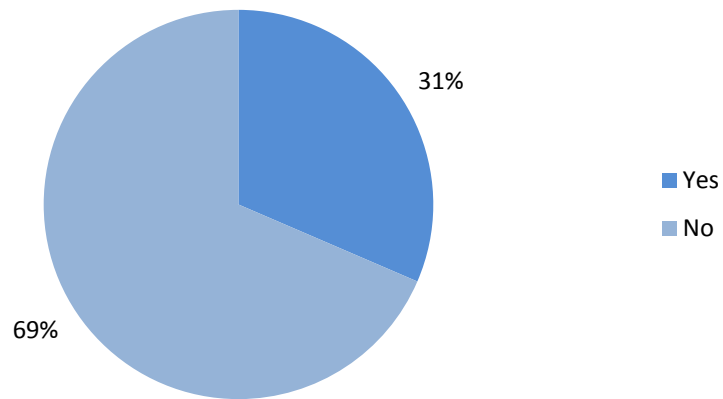
Comparison by gender



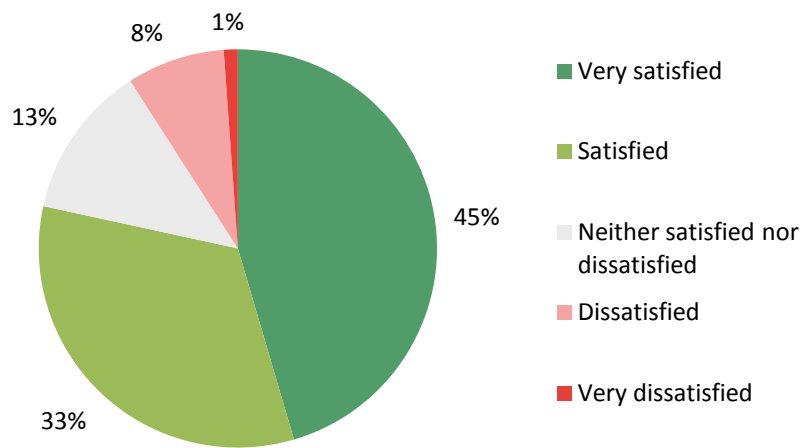
Comparison by programme



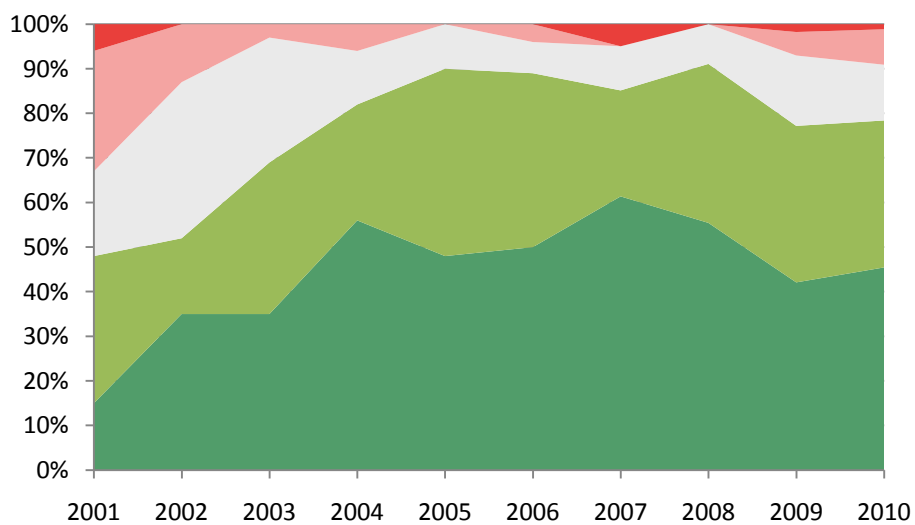
4.4 Have you been, or are you in the process of being reassigned?



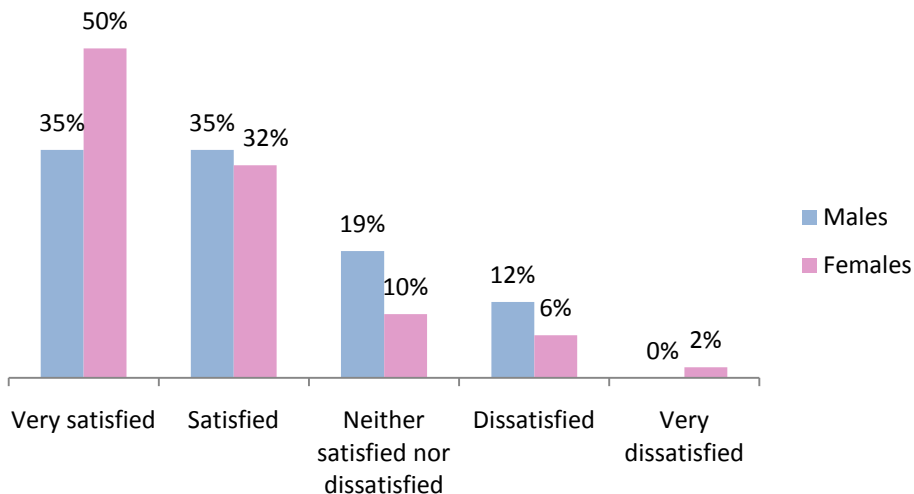
4.4.1 If yes, how satisfied are you with the information and services received from the JPOSC on your reassignment?



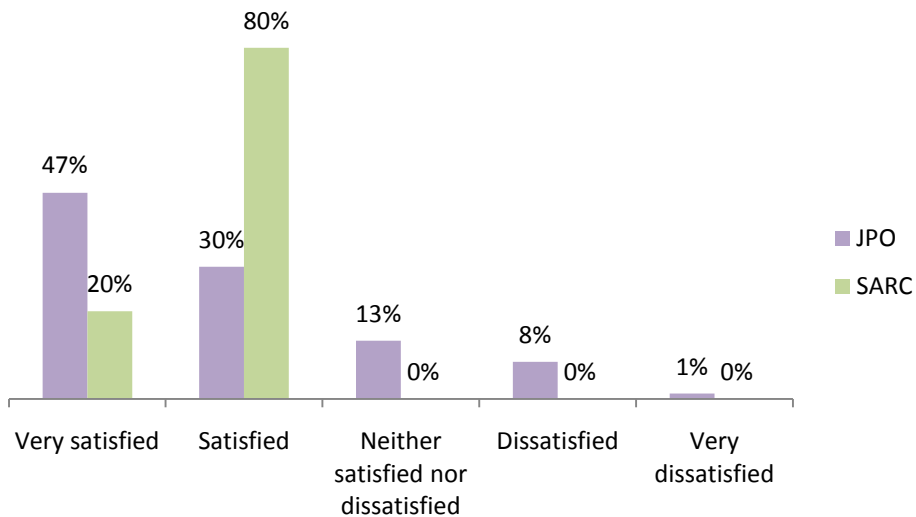
Comparison of global results from 2001 to 2010



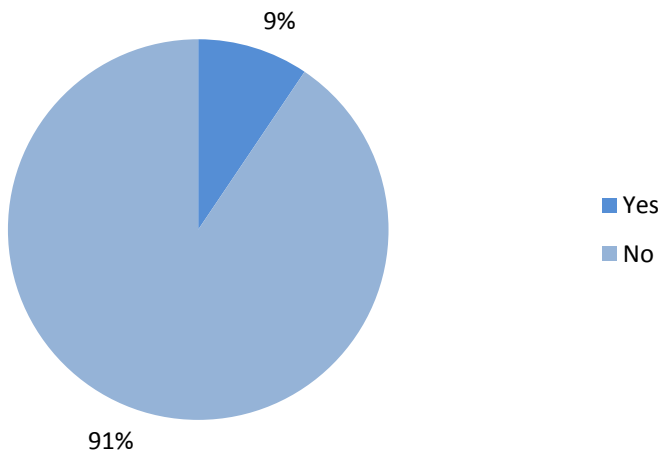
Comparison by gender



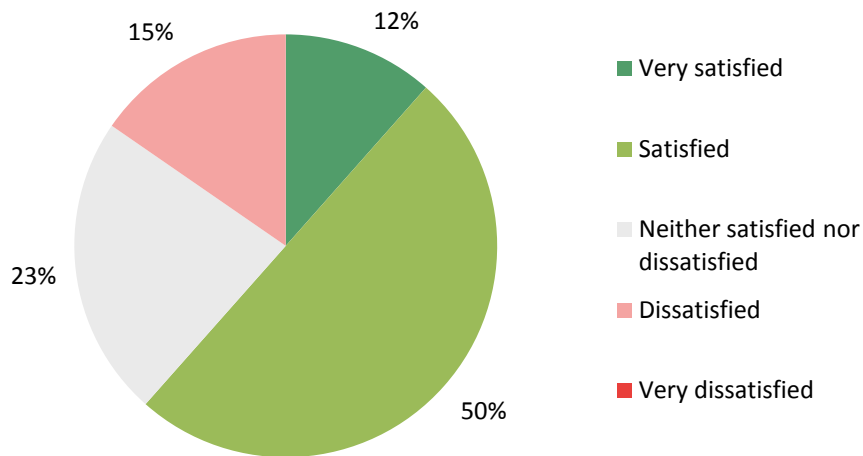
Comparison by programme



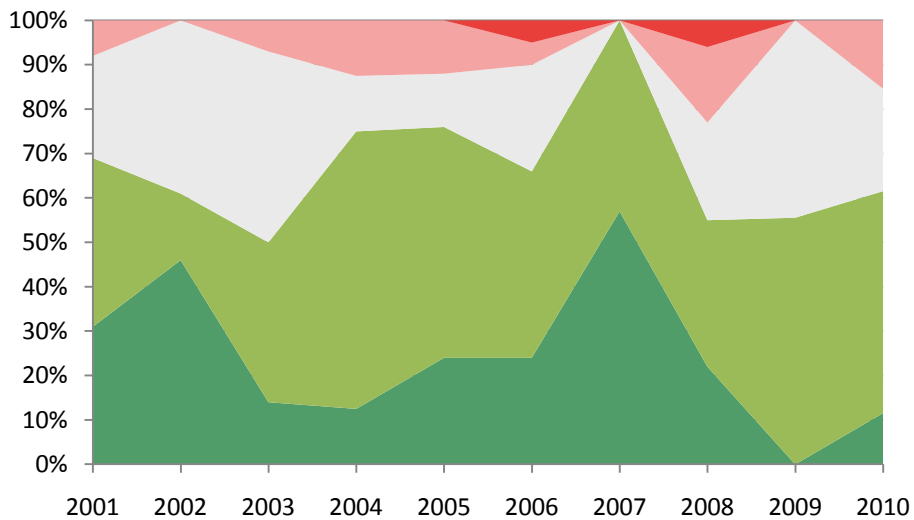
4.5 Are you in the process of being separated?



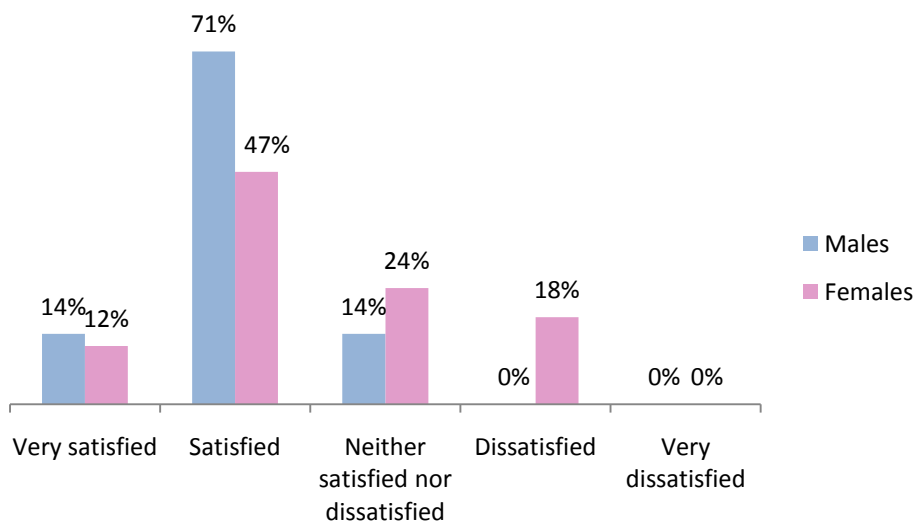
4.5.1 If yes, how satisfied are you with the information and services received from the JPOSC in connection with your separation?



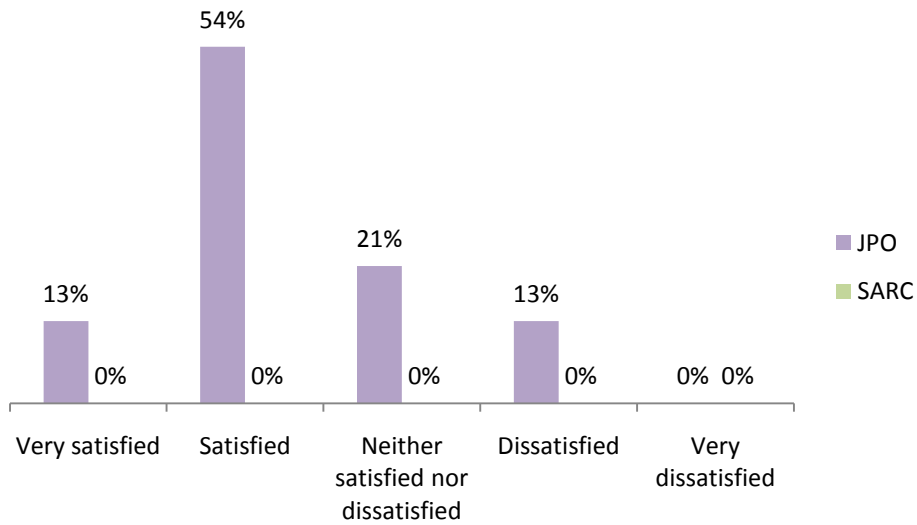
Comparison of global results from 2001 to 2010



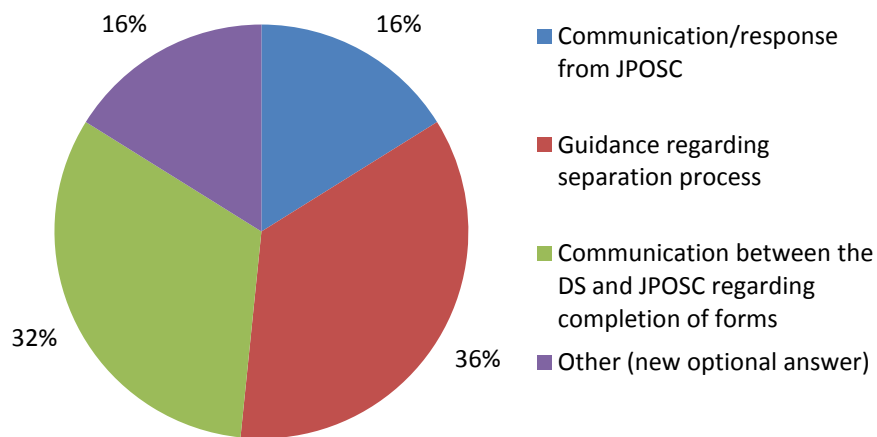
Comparison by gender



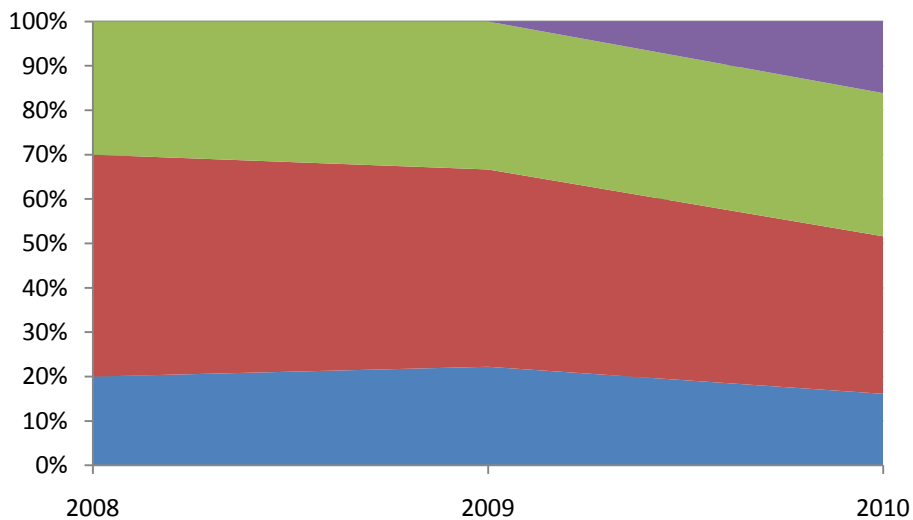
Comparison by programme



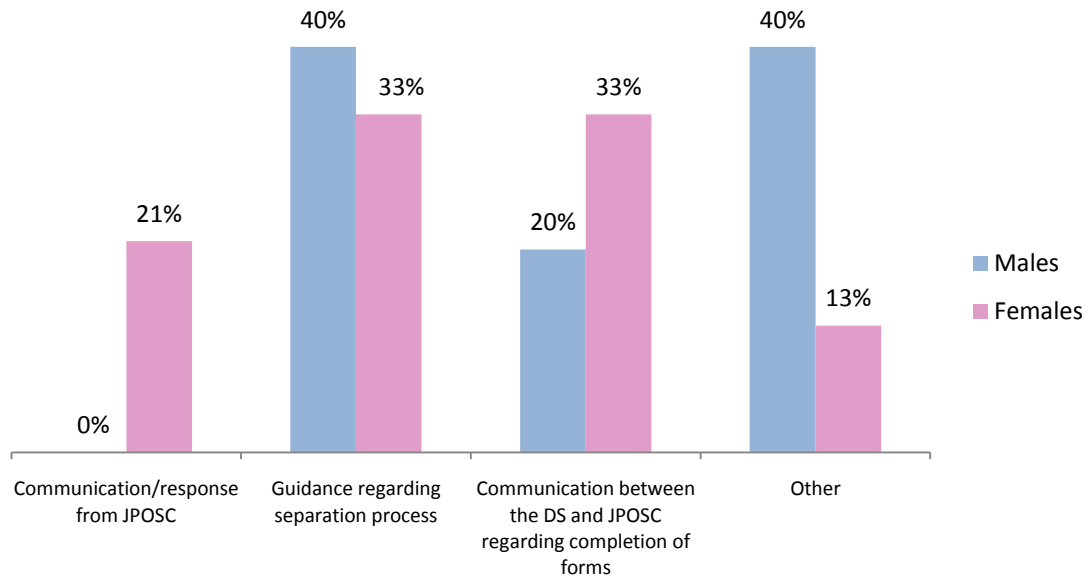
4.5.2 If applicable, what would you like to see improved in the separation process?



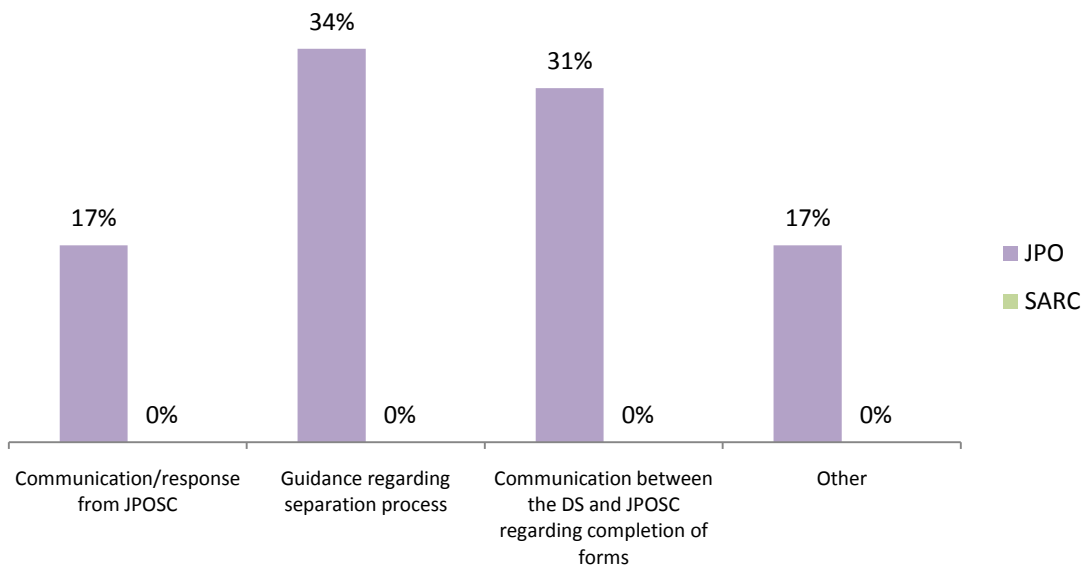
Comparison of global results from 2008 to 2010



Comparison by gender



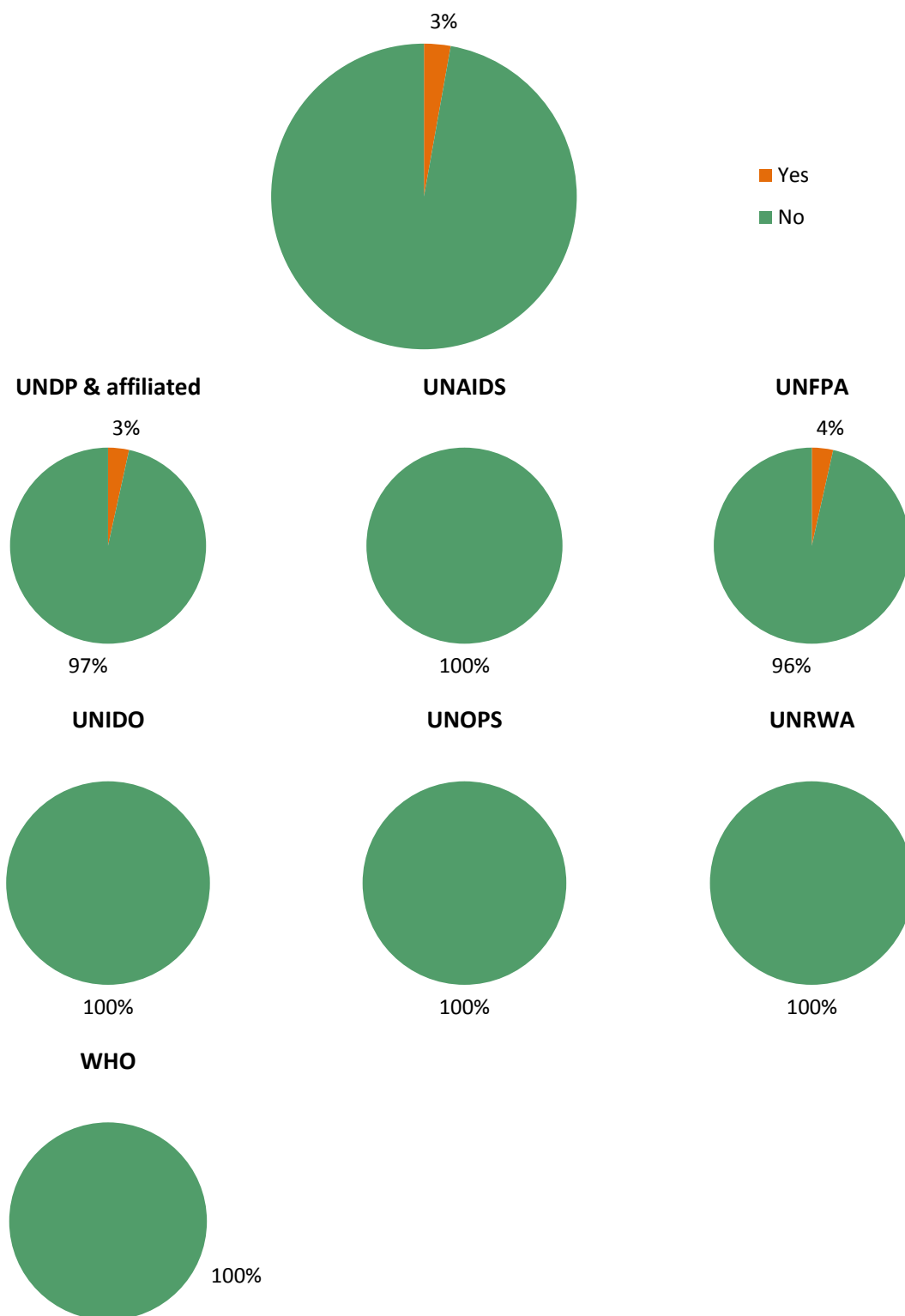
Comparison by programme



Section 5 – Harassment

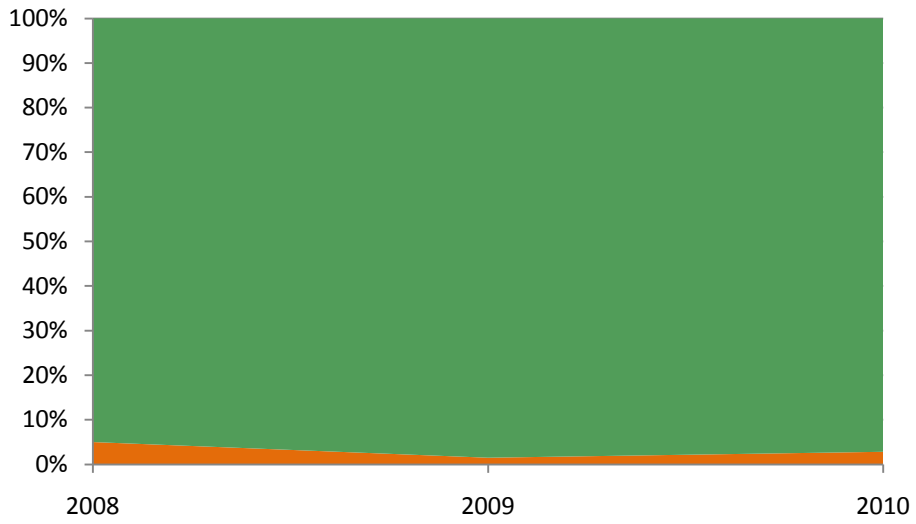
5.1 Sexual Harassment²:

5.1.1 Have you personally experienced sexual harassment in your work place while being a JPO in the last twelve months?

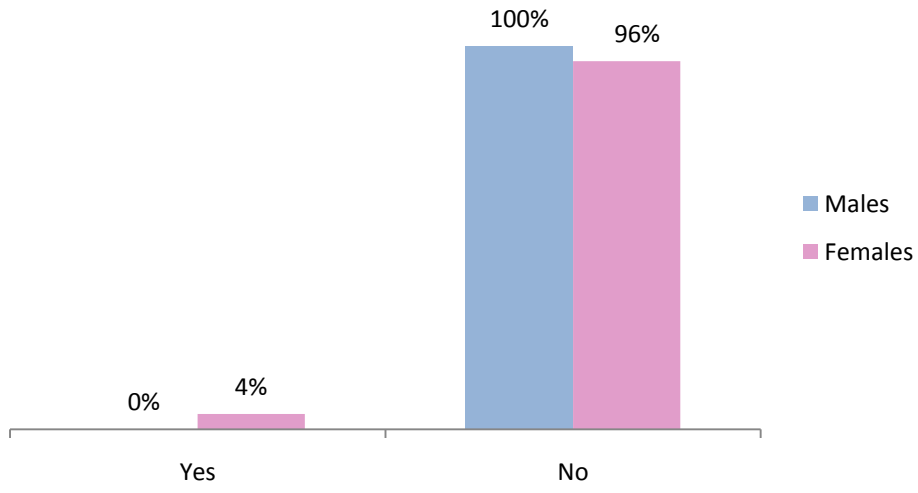


² “Sexual Harassment [...] is understood as any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature (including pornography, sexually -colored remarks) that has or that might reasonably be expected or be perceived to cause offense or humiliation to another.” (UNDP Human Resources User Guide, Workplace Harassment, Sexual Harassment & Abuse of Authority, BOM – OHR, February 2005 and revised in March 2008, January 2010)

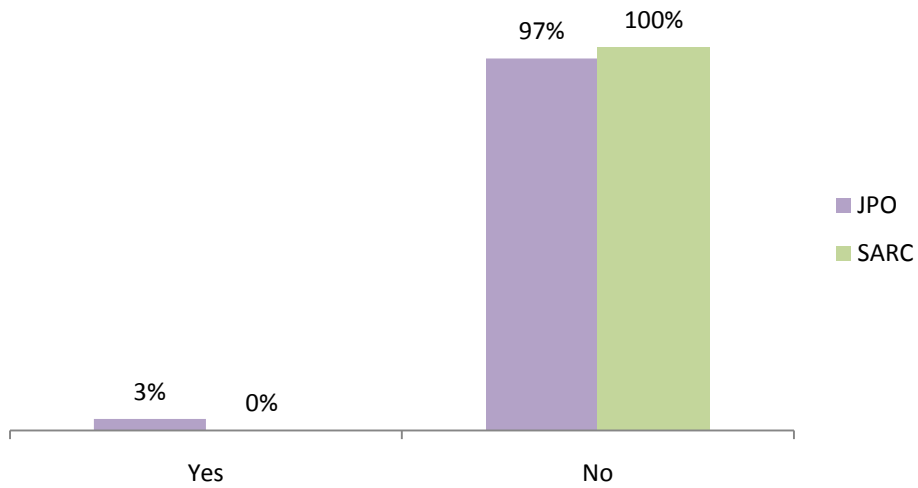
Comparison of global results from 2008 to 2010



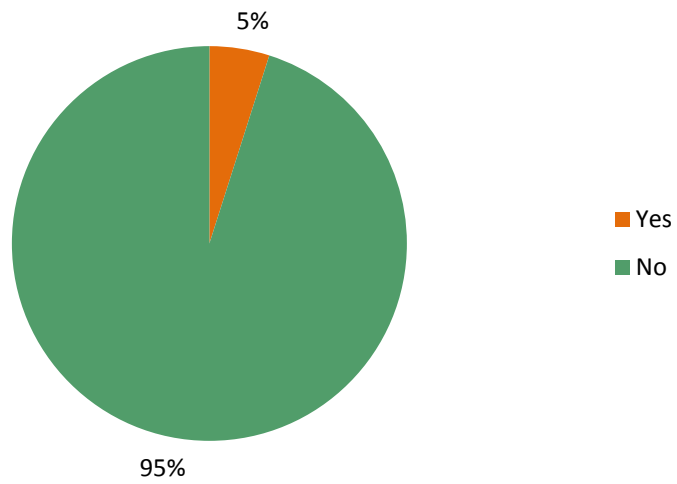
Comparison by gender



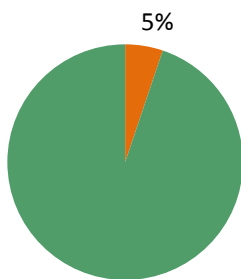
Comparison by programme



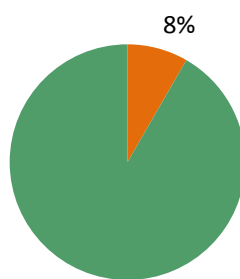
5.1.2 Have you personally witnessed sexual harassment in your work place while being a JPO in the last twelve months?



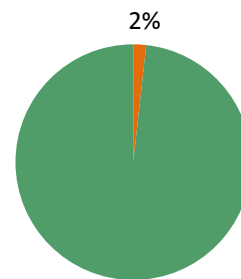
UNDP & affiliated



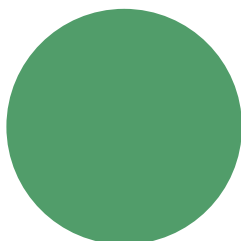
UNAIDS



UNFPA

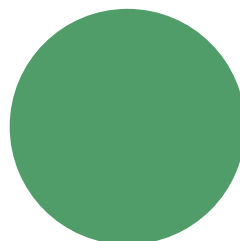


UNIDO



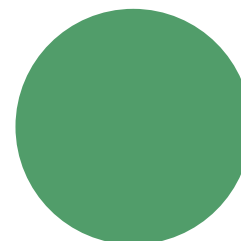
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UNOPS



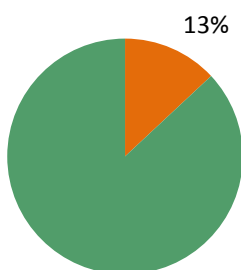
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UNRWA



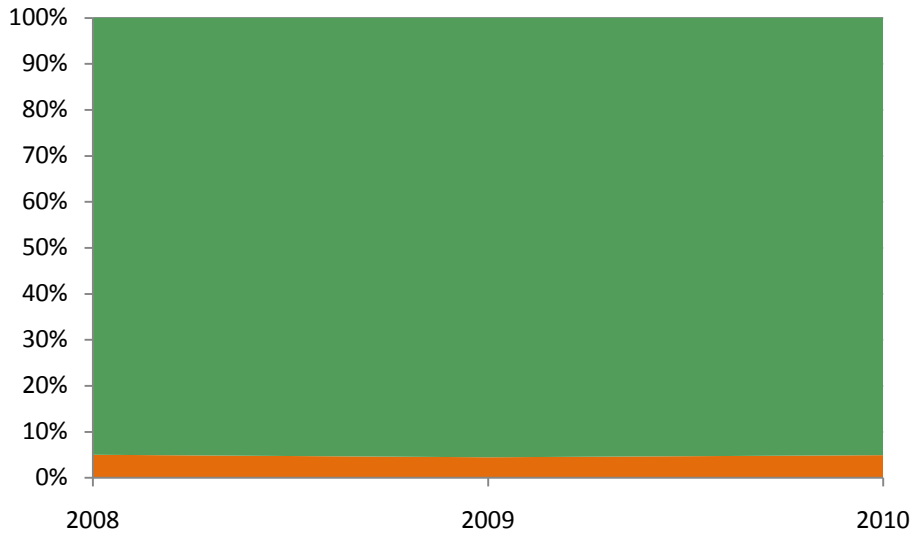
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WHO

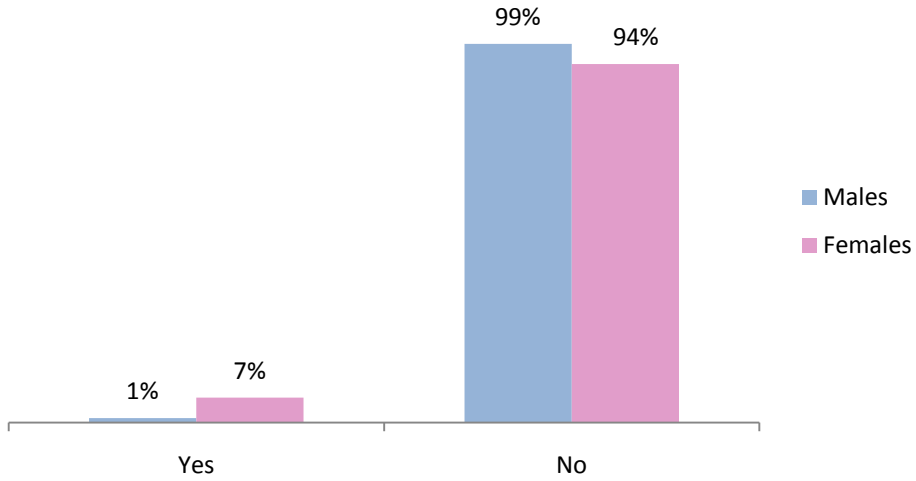


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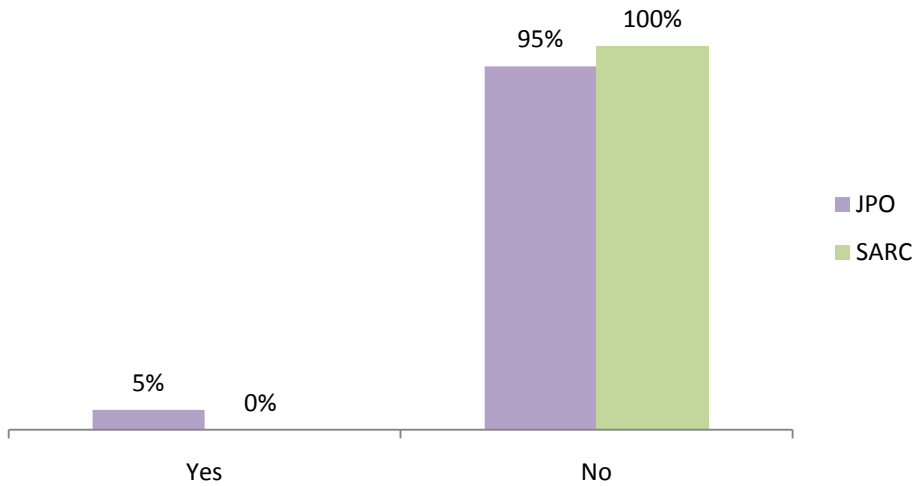
Comparison of global results from 2008 to 2010



Comparison by gender

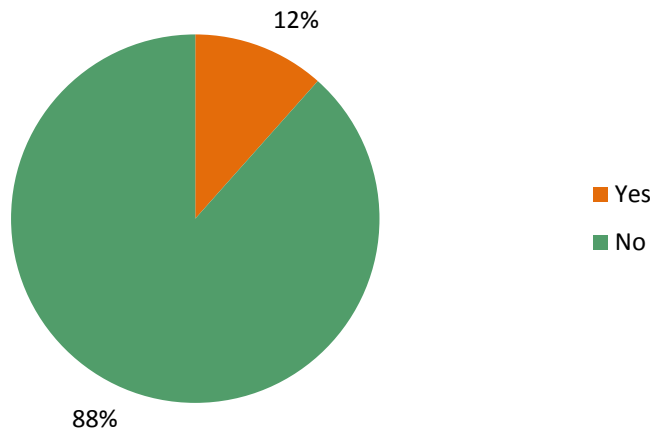


Comparison by programme

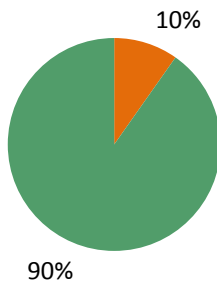


5.2 Work-related harassment³:

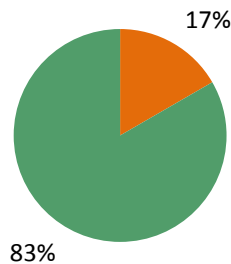
5.2.1 Have you personally experienced work-related harassment in your work place while being a JPO in the last twelve months?



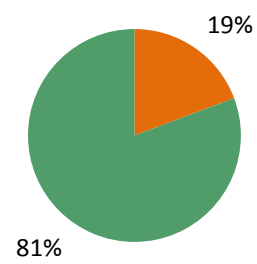
UNDP & affiliated



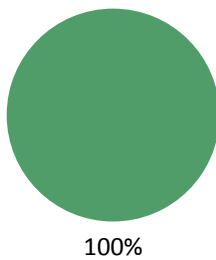
UNAIDS



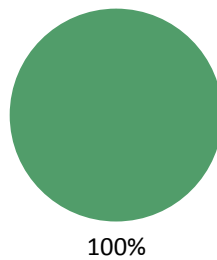
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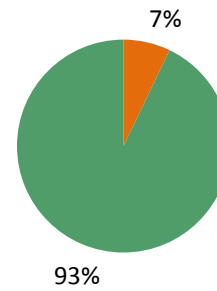
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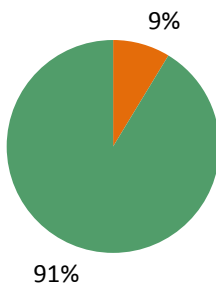
UNOPS



UNRWA

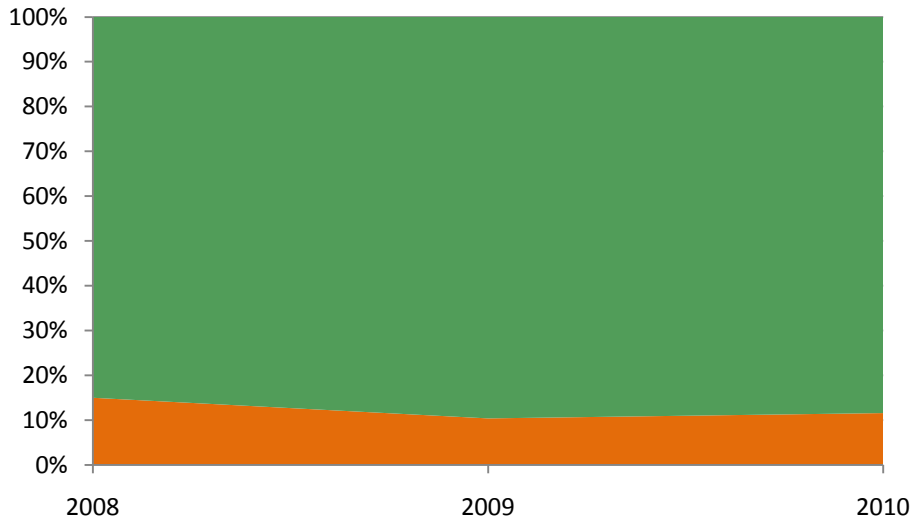


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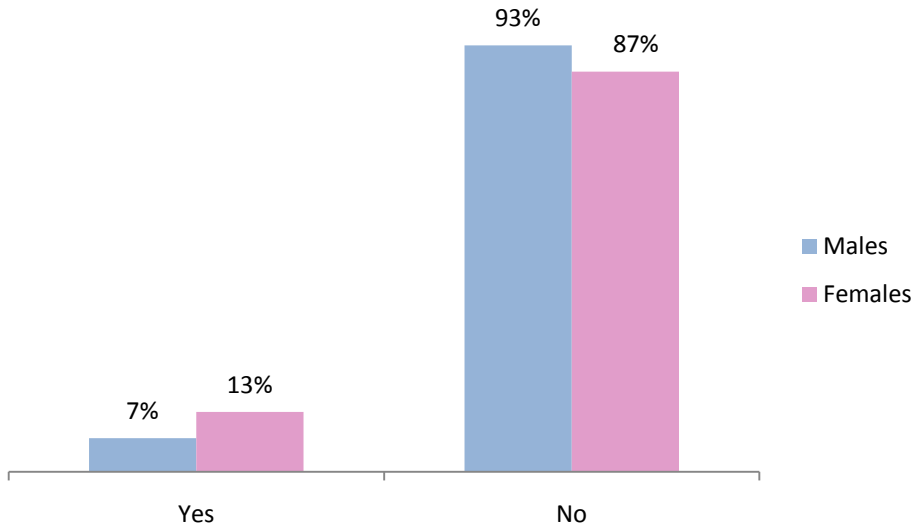


³ “Workplace harassment is any improper and unwelcome conduct by a staff member or non-staff personnel against another staff member or non-staff personnel or a group thereof that has or that might reasonably be expected or be perceived to cause offense or humiliation to another.” (UNDP Human Resources User Guide, Workplace Harassment, Sexual Harassment & Abuse of Authority, BOM – OHR, February 2005 and revised in March 2008, January 2010)

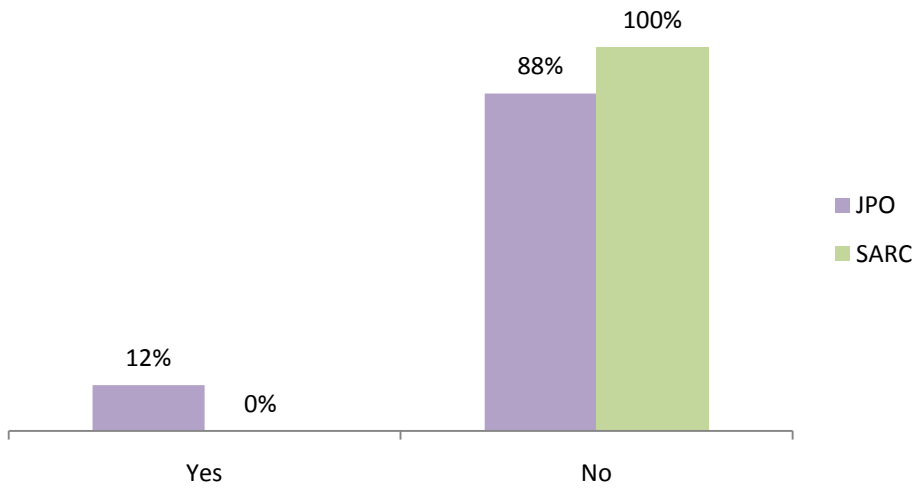
Comparison of global results from 2008 to 2010



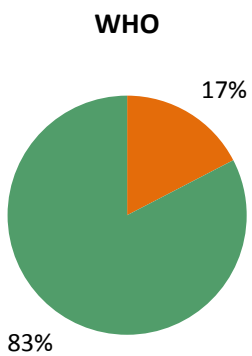
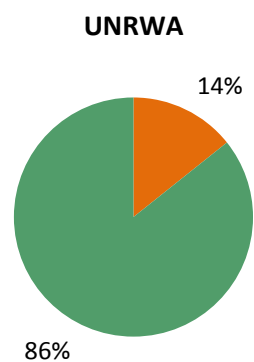
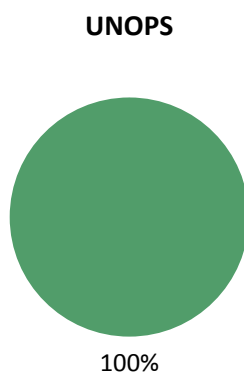
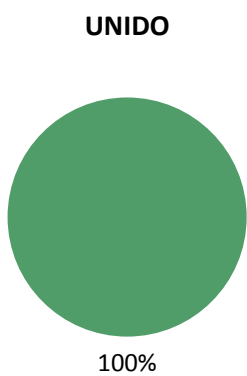
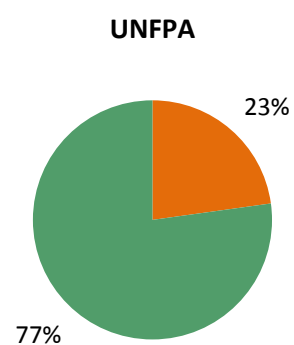
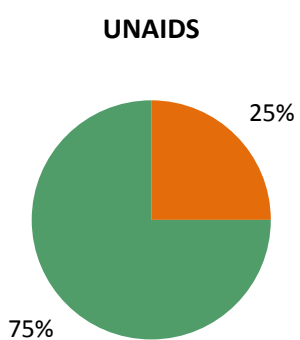
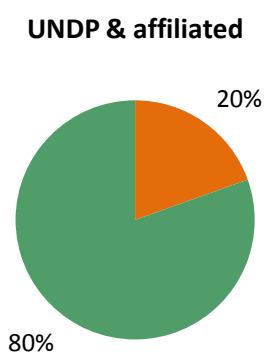
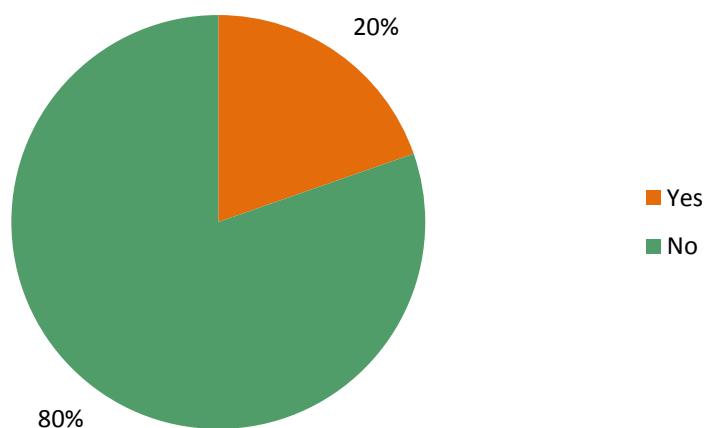
Comparison by gender



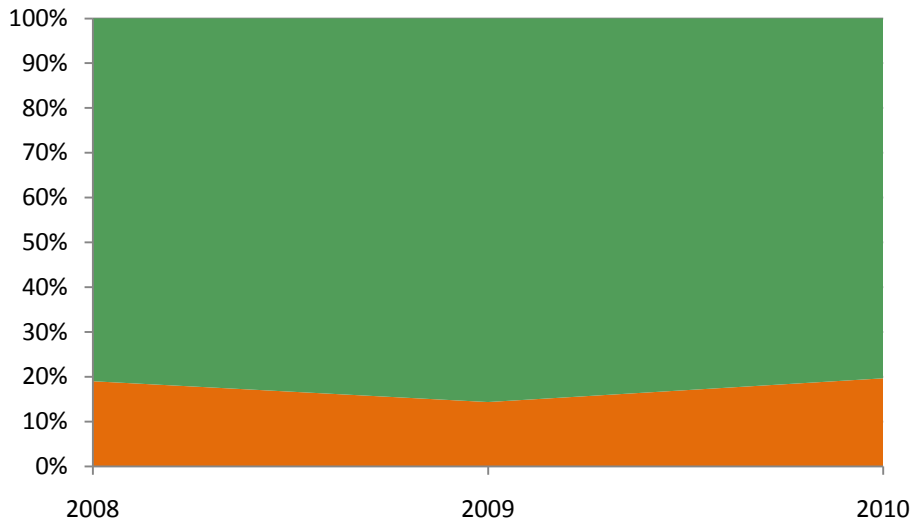
Comparison by programme



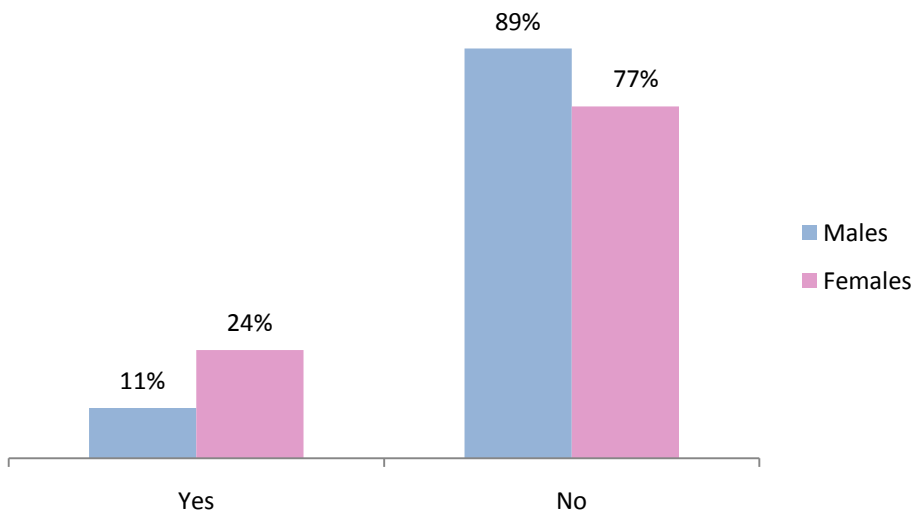
5.2.2 Have you personally witnessed work-related harassment in your work place while being a JPO in the last twelve months?



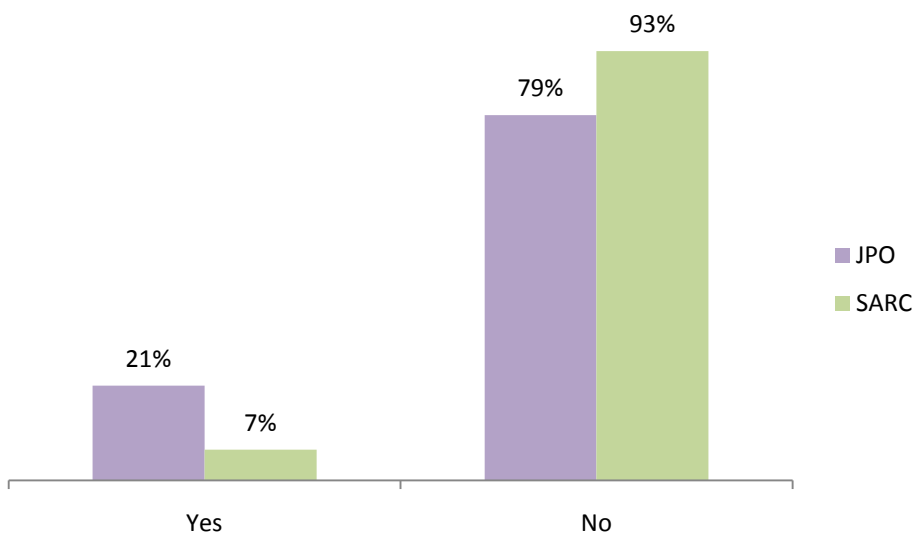
Comparison of global results from 2008 to 2010



Comparison by gender

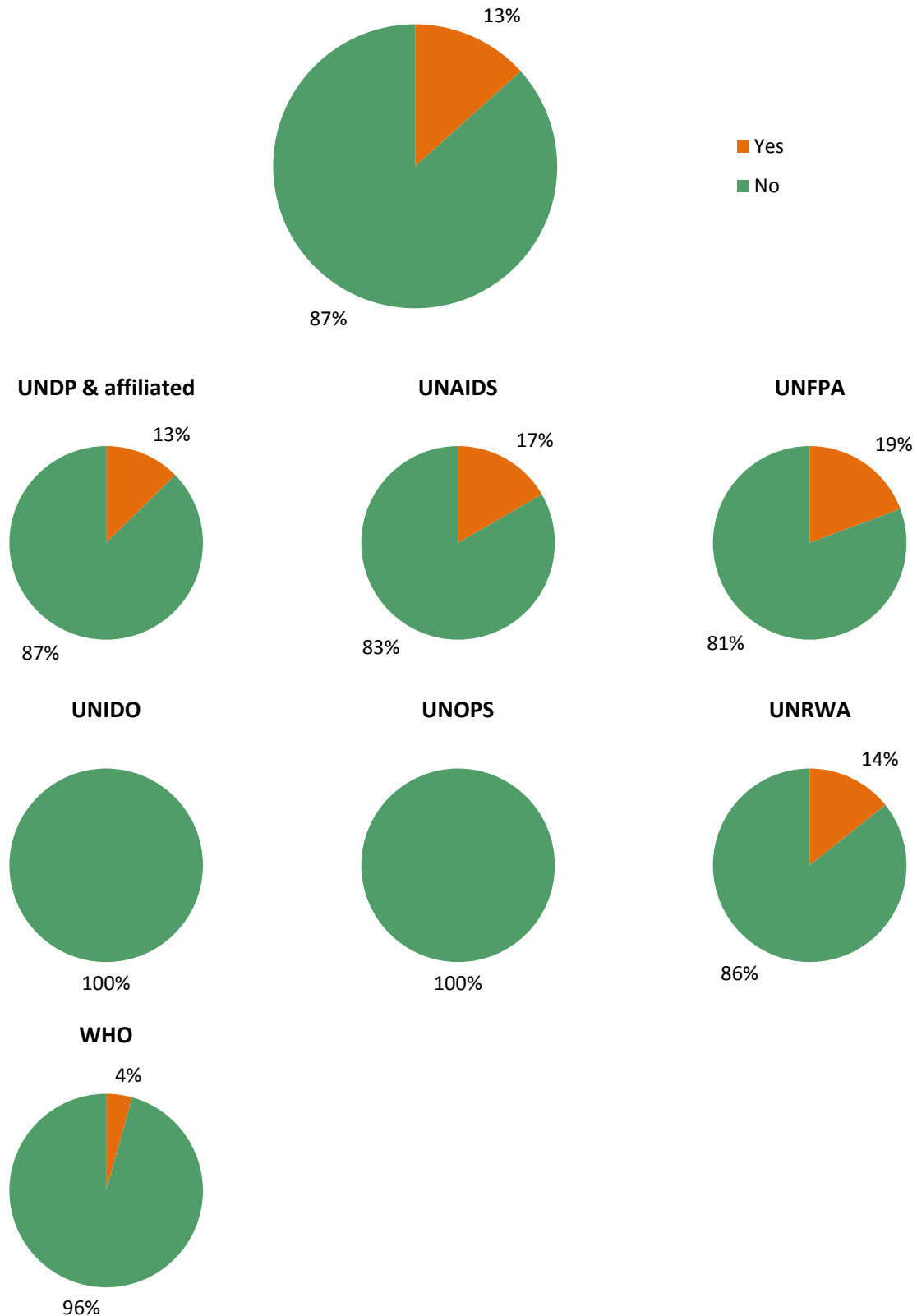


Comparison by programme



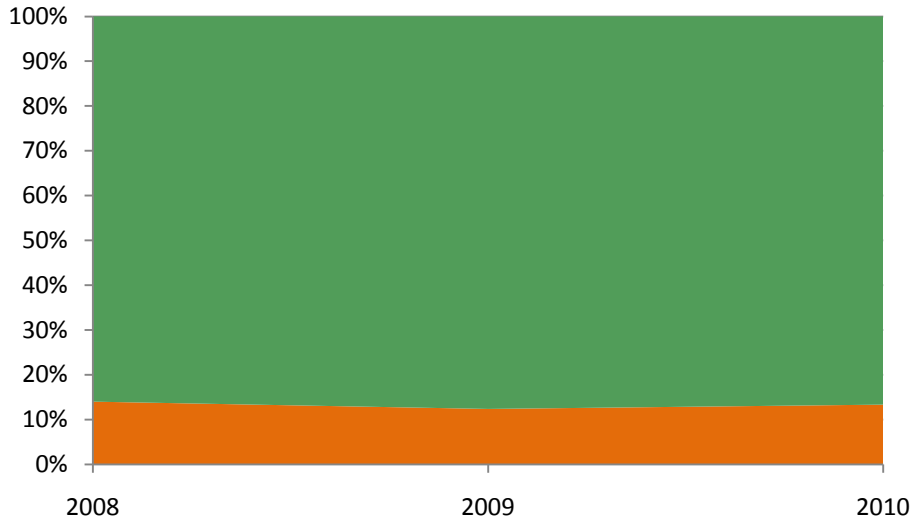
5.3 Abuse of Authority⁴:

5.3.1 Have you personally experienced abuse of authority in your work place while being a JPO in the last twelve months?

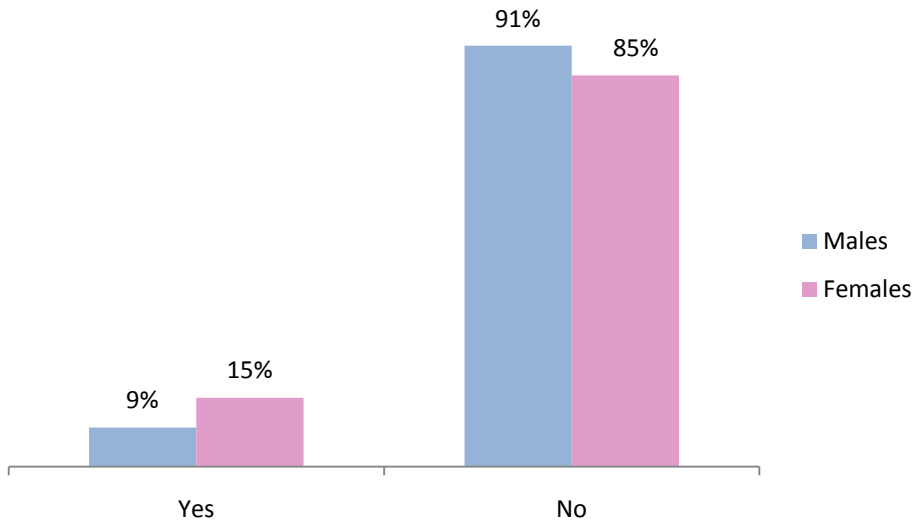


⁴ “The abuse of authority is the improper use of a position of influence, power or authority by a staff member or non -staff personnel against another staff member or non-staff personnel or a group thereof. This is particularly serious when the person in question uses his or her influence, power or authority to arbitrarily influence the career or employment conditions (including, but not limited to, appointment, assignment, contract renewal, performance evaluation or promotion) of another staff member or non-staff personnel.” (UNDP Human Resources User Guide, Workplace Harassment, Sexual Harassment & Abuse of Authority, BOM – OHR, February 2005 and revised in March 2008, January 2010)
2010 JPO Satisfaction Survey

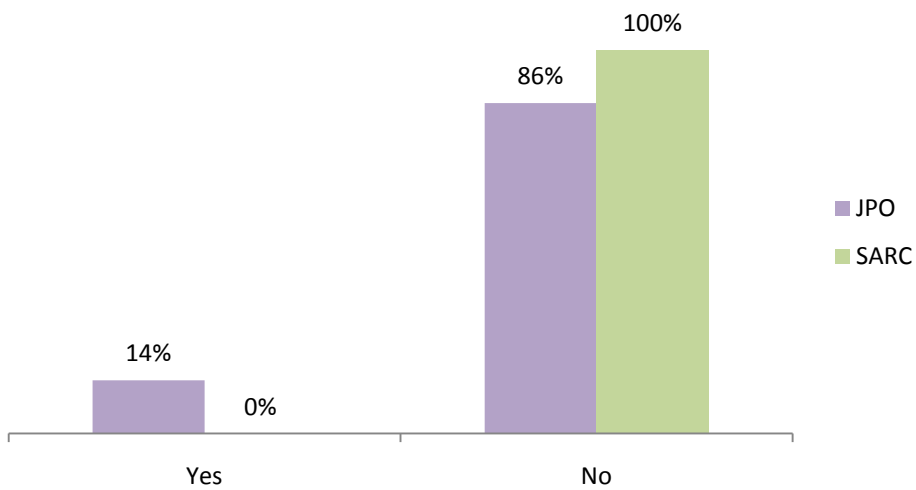
Comparison of global results from 2008 to 2010



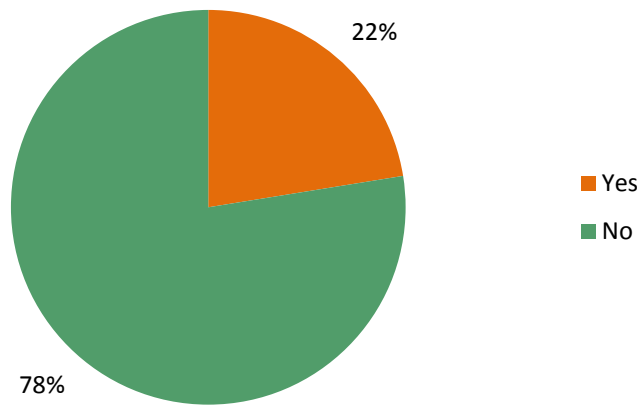
Comparison by gender



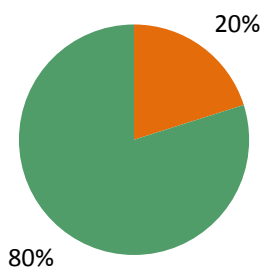
Comparison by programme



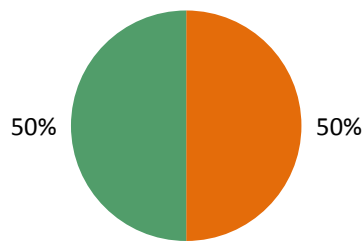
5.3.2 Have you personally witnessed abuse of authority in your work place while being a JPO in the last twelve months?



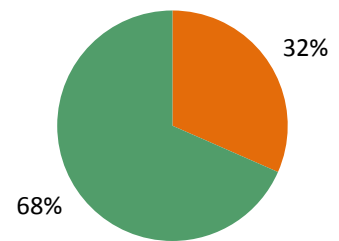
UNDP & affiliated



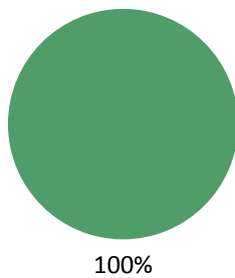
UNAIDS



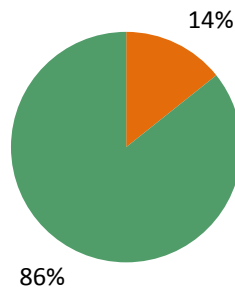
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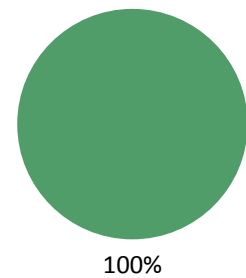
UNIDO



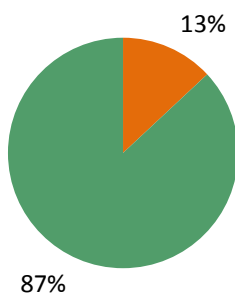
UNRWA



UNOPS



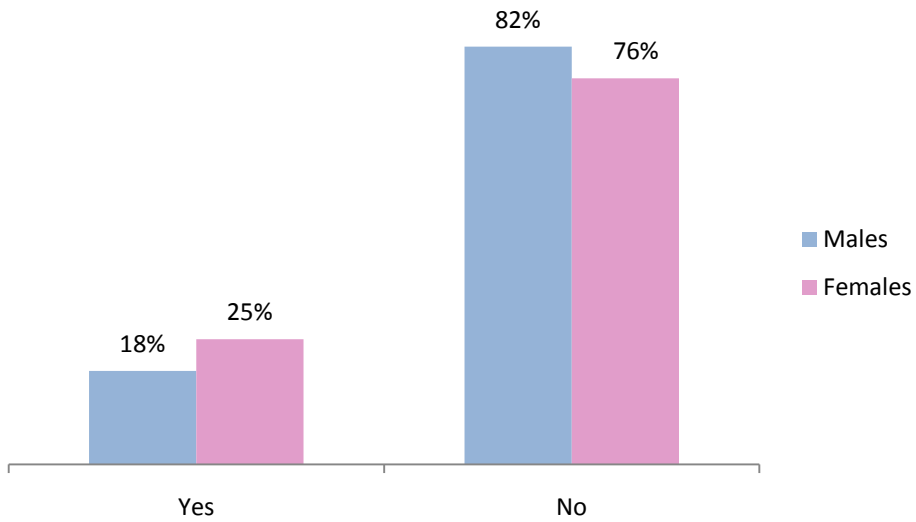
WHO



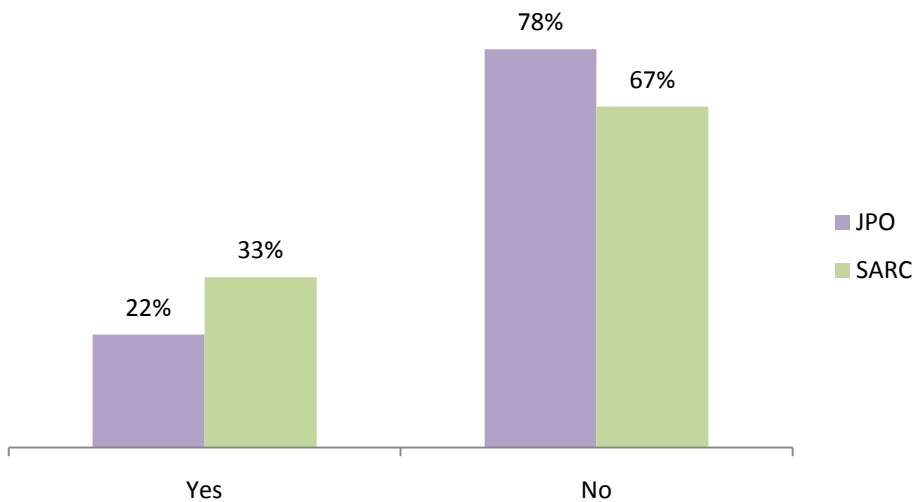
Comparison of global results from 2008 to 2010



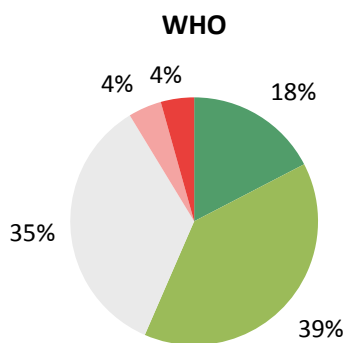
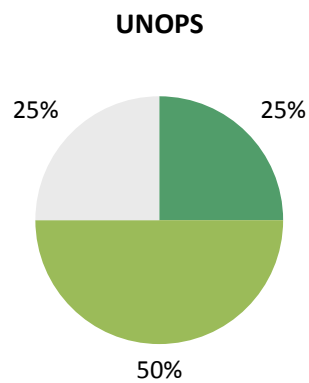
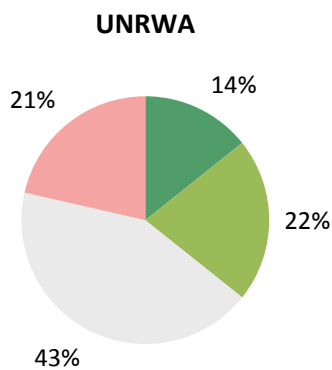
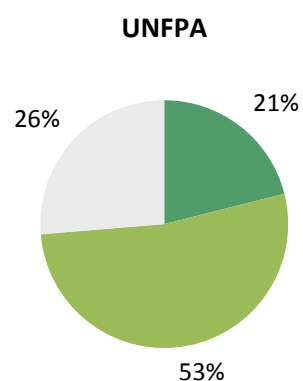
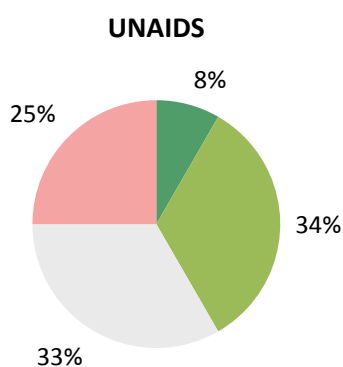
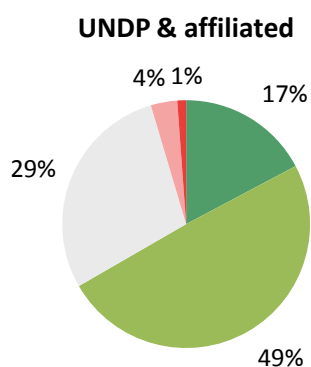
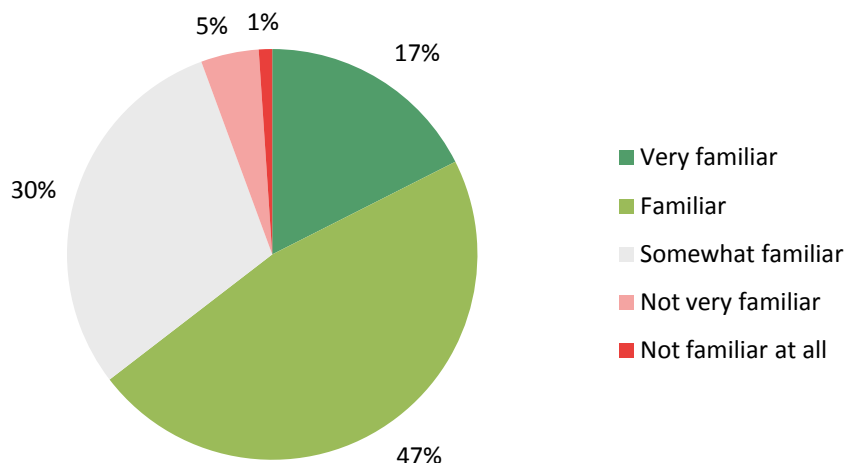
Comparison by gender



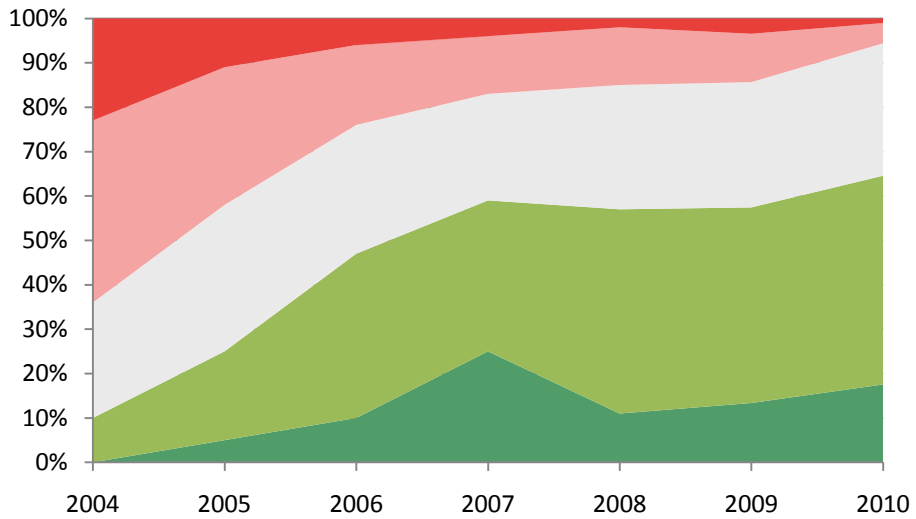
Comparison by programme



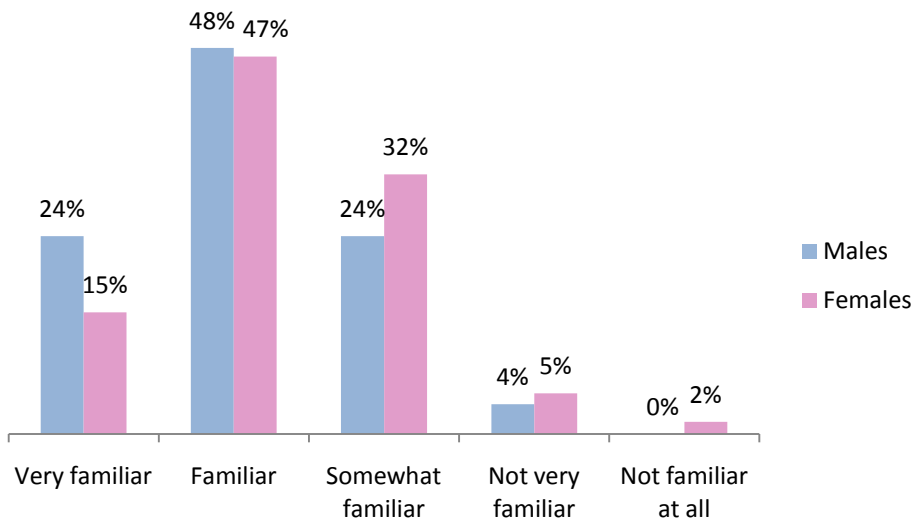
5.5 How familiar are you with the policies on Standards of Conduct of your organization?



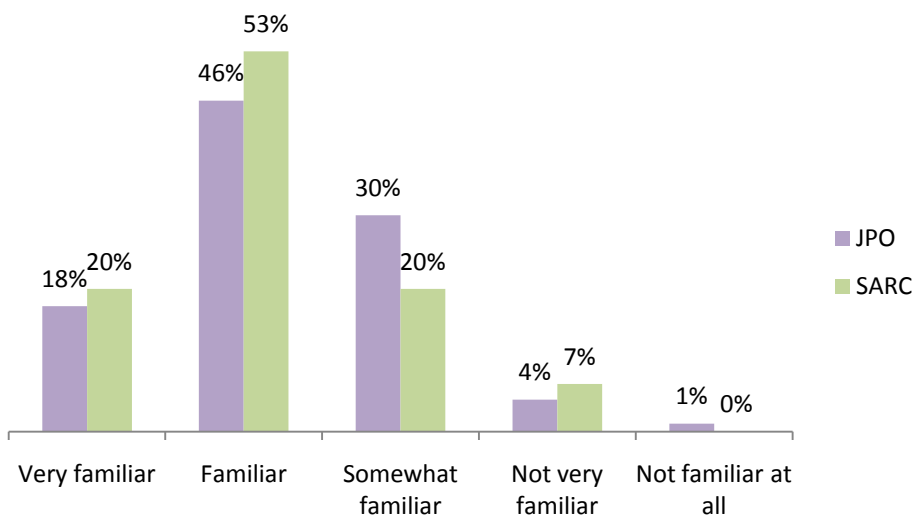
Comparison of global results from 2004 to 2009



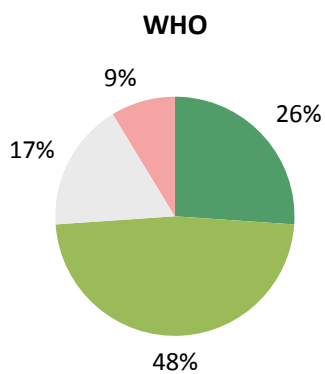
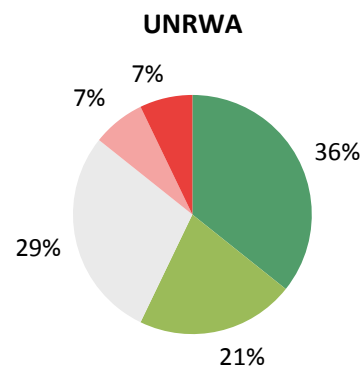
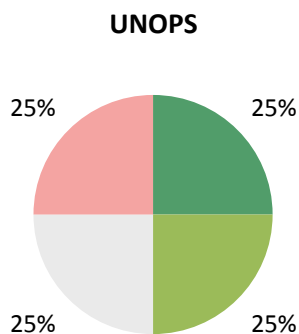
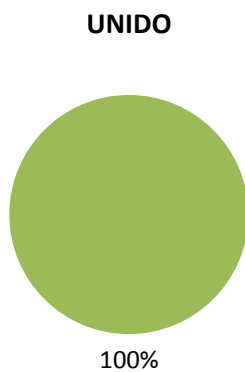
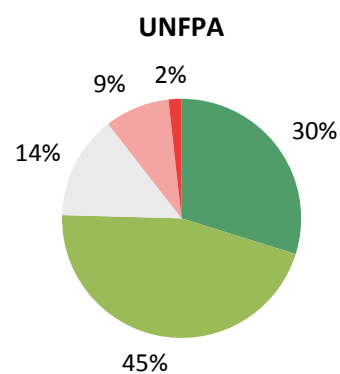
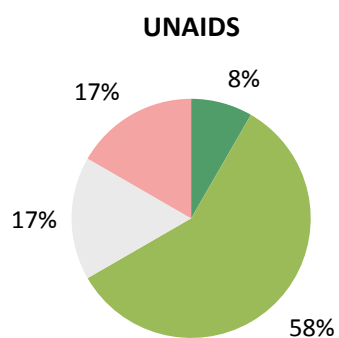
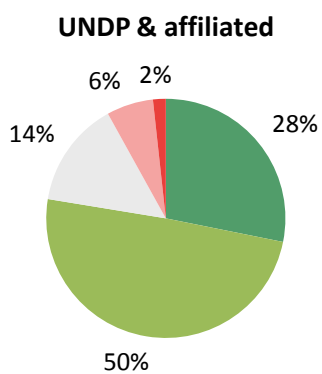
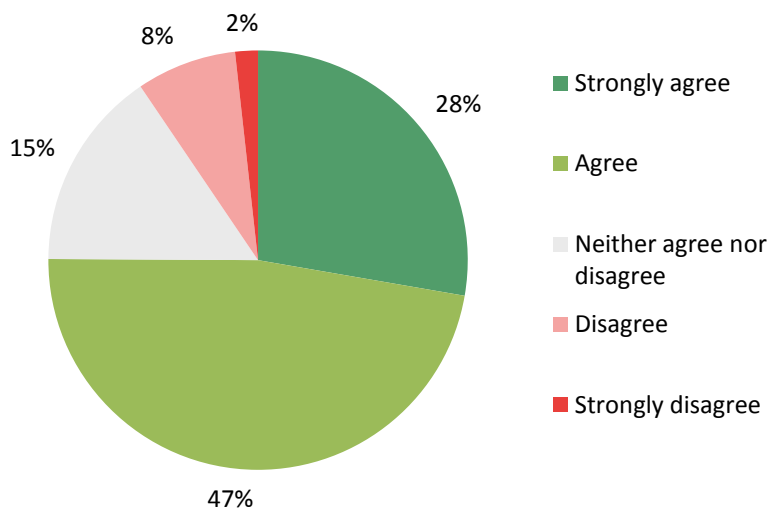
Comparison by gender



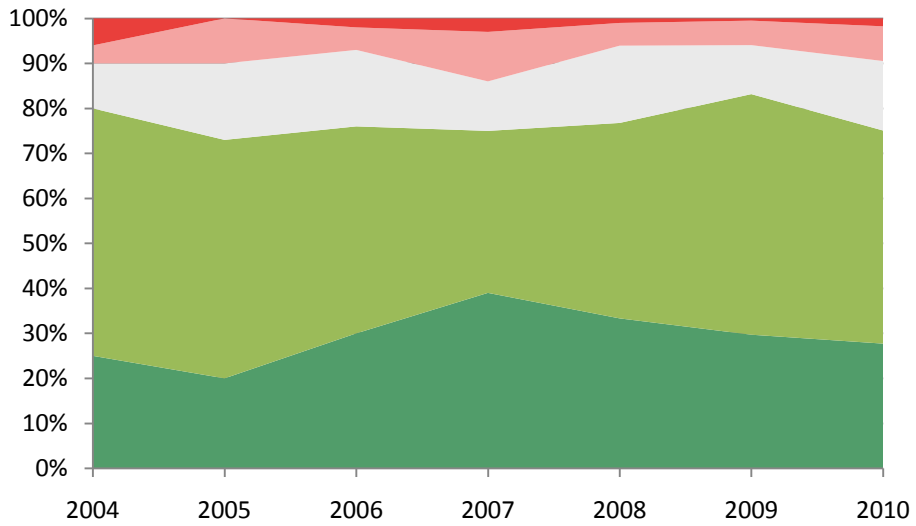
Comparison by programme



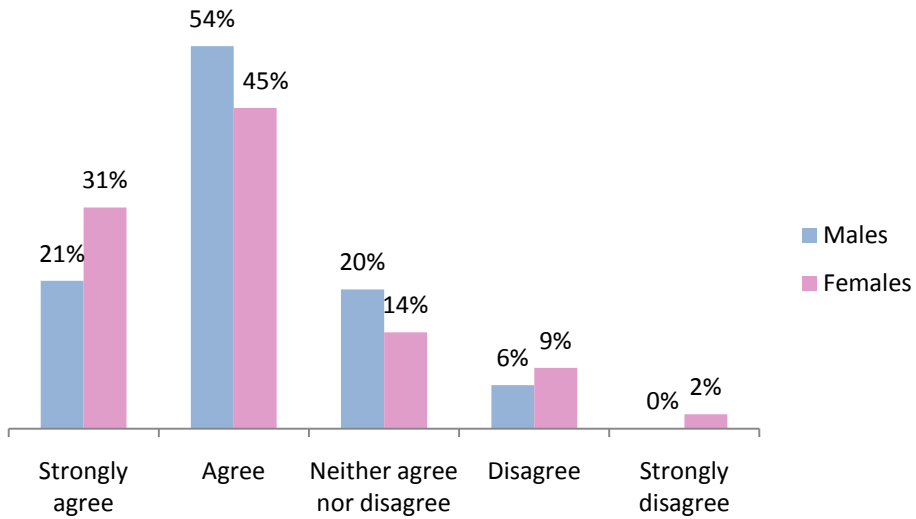
5.6 To what extent do you agree with the following statement: "I have someone that I would feel comfortable talking to if I experienced harassment in my office"?



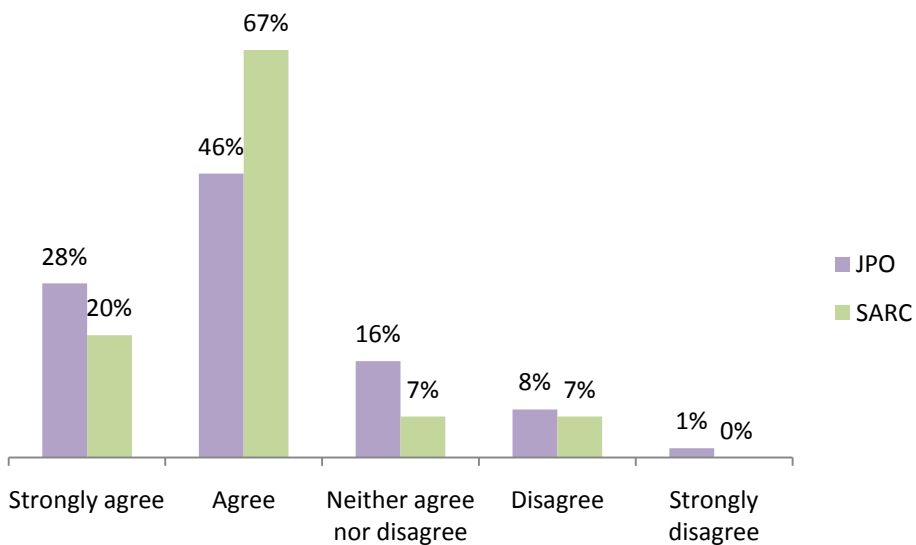
Comparison of global results from 2004 to 2010



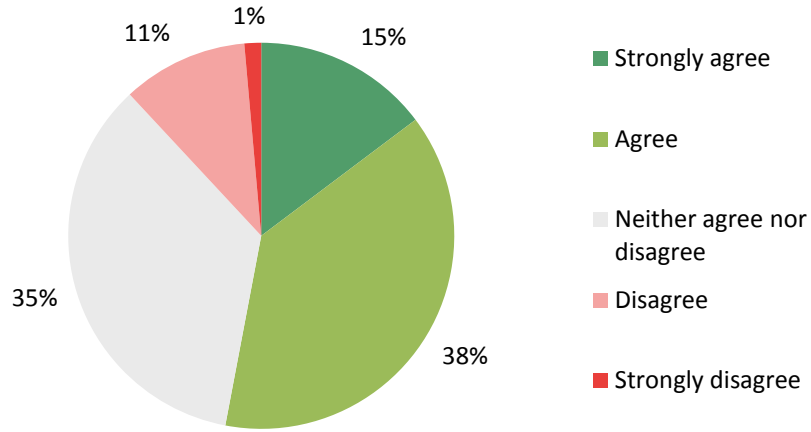
Comparison by gender



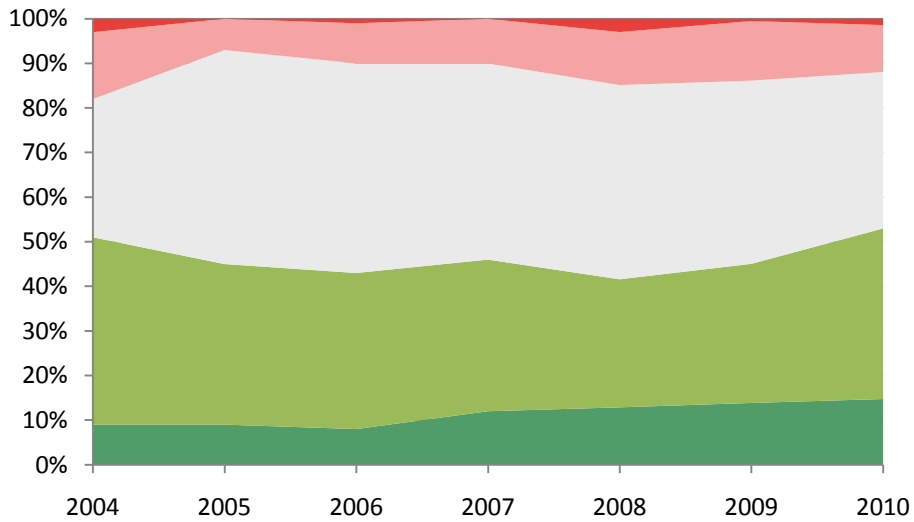
Comparison by programme



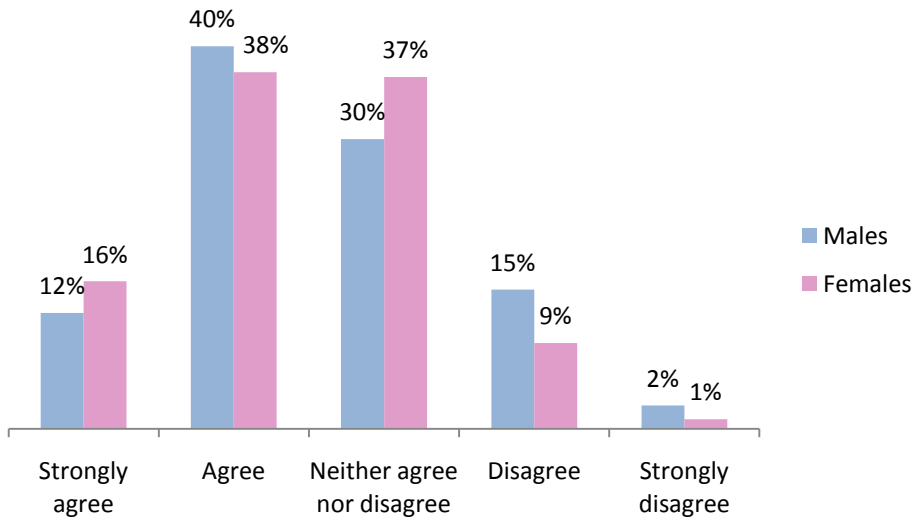
5.7 To what extent do you agree with the following statement: "I believe there is a need to be more active in informing about the policies on my organization's Standards of Conduct related to harassment and abuse of authority"?



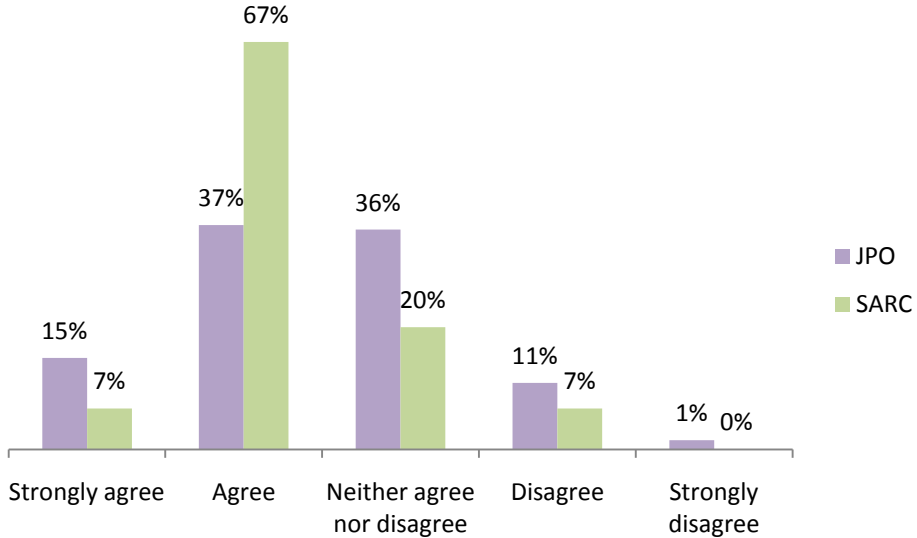
Comparison of global results from 2004 to 2010



Comparison by gender

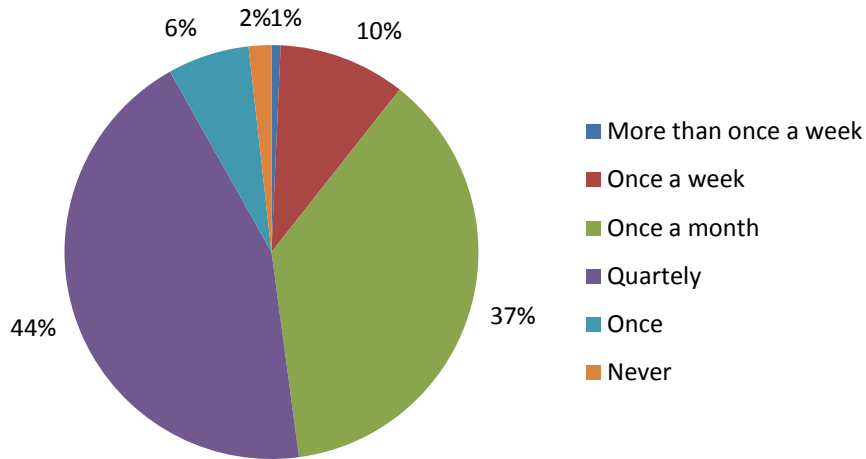


Comparison by programme

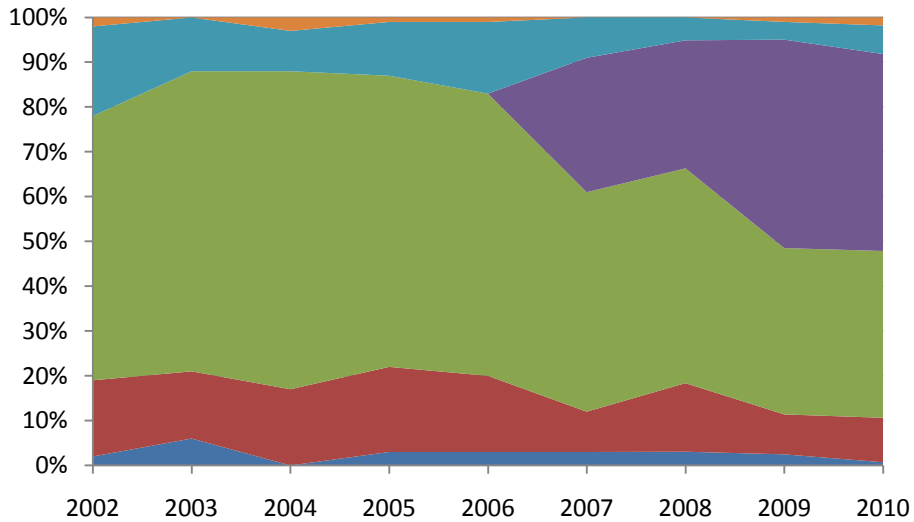


Section 6 – JPO/SARC information needs

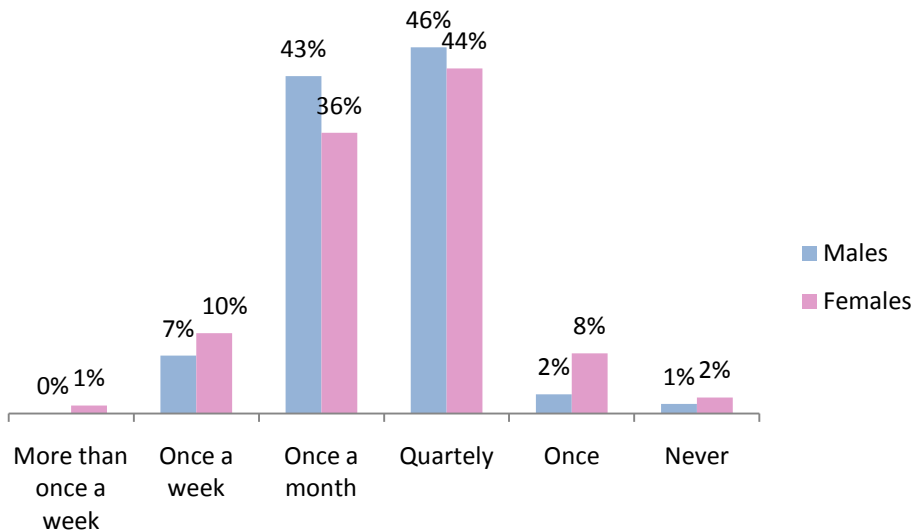
6.1 Over the last 12 months, how often did you use/visit the JPOSC website (www.iposc.org)?



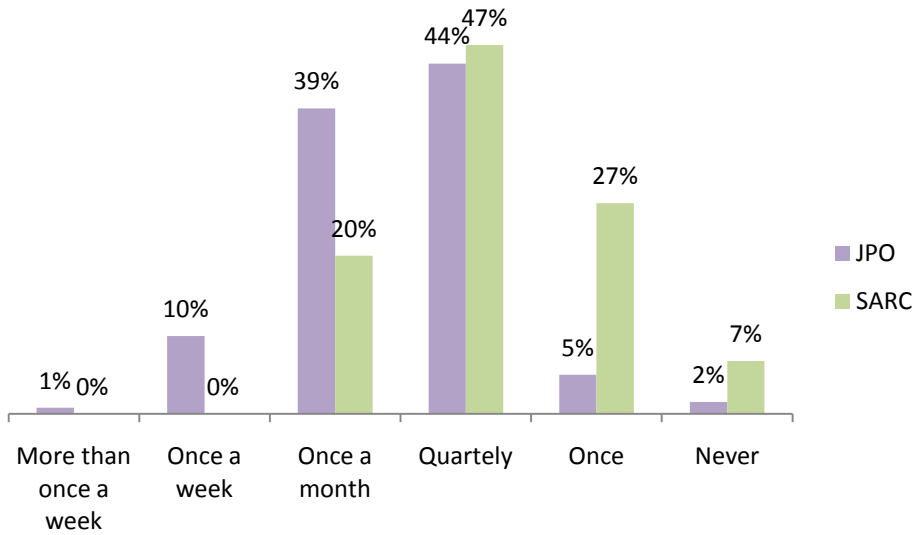
Comparison of global results from 2002 to 2010



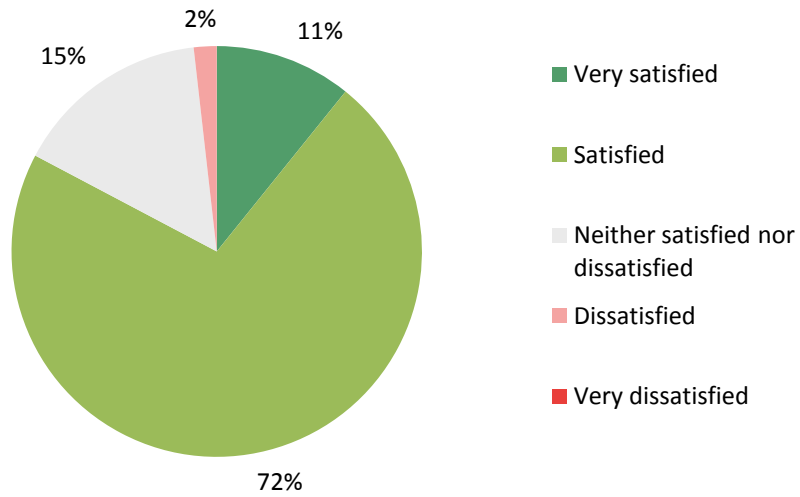
Comparison by gender



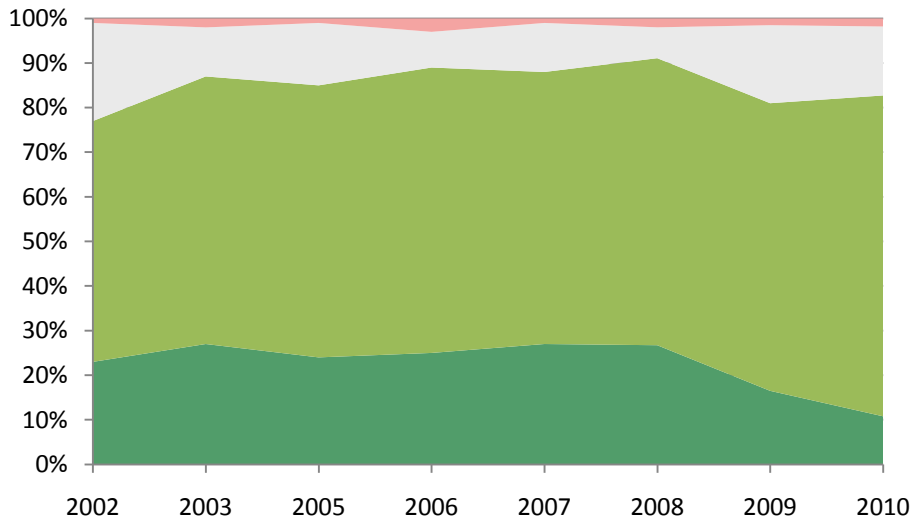
Comparison by programme



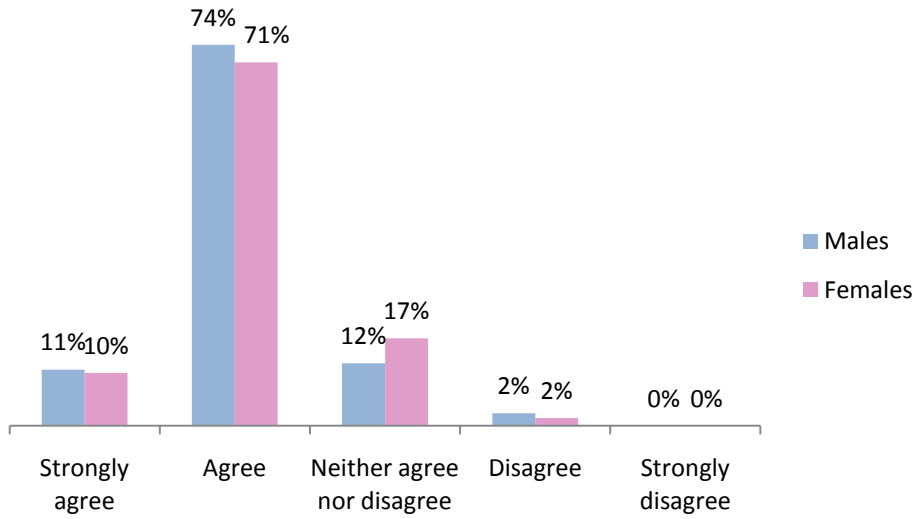
6.2 If applicable, how satisfied are you with the JPOSC website?



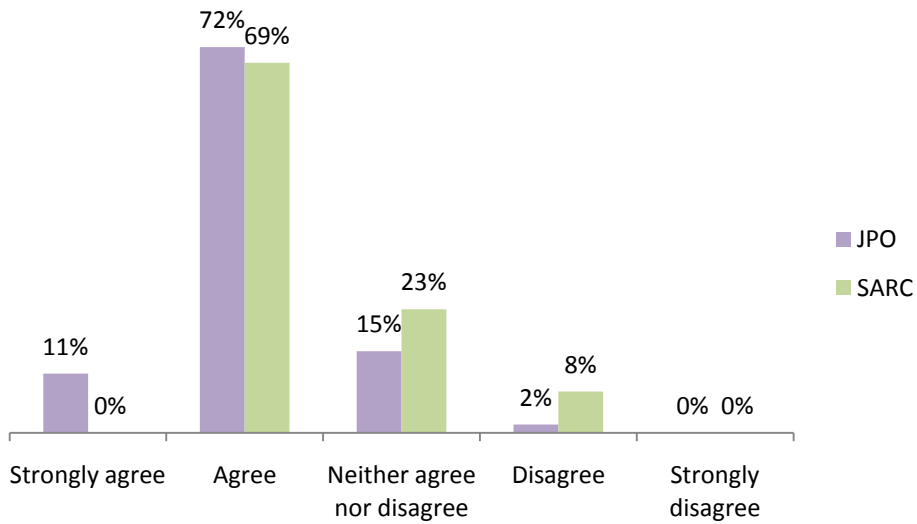
Comparison of global results from 2002 to 2010



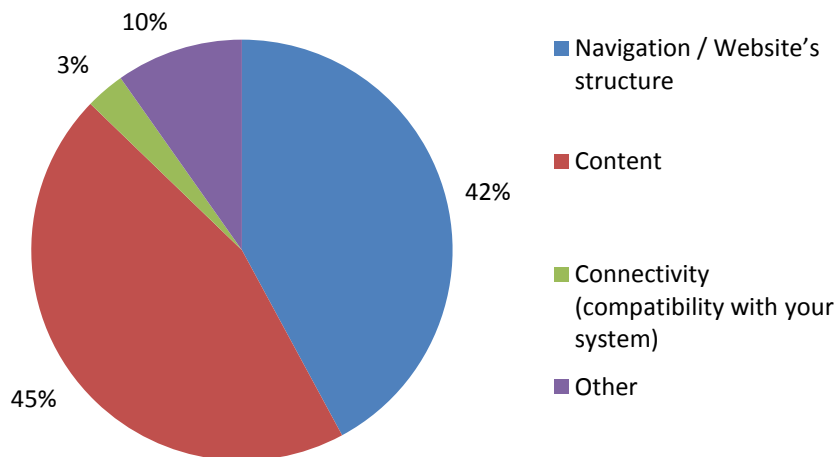
Comparison by gender



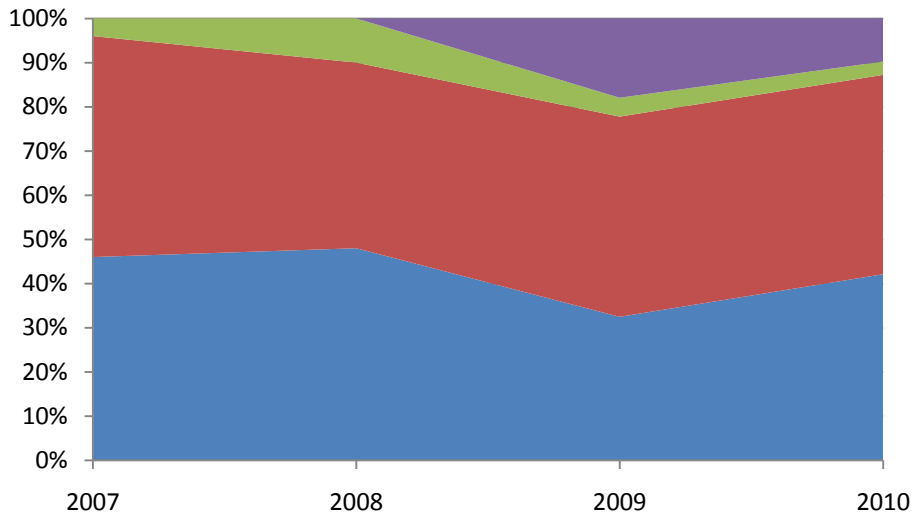
Comparison by programme



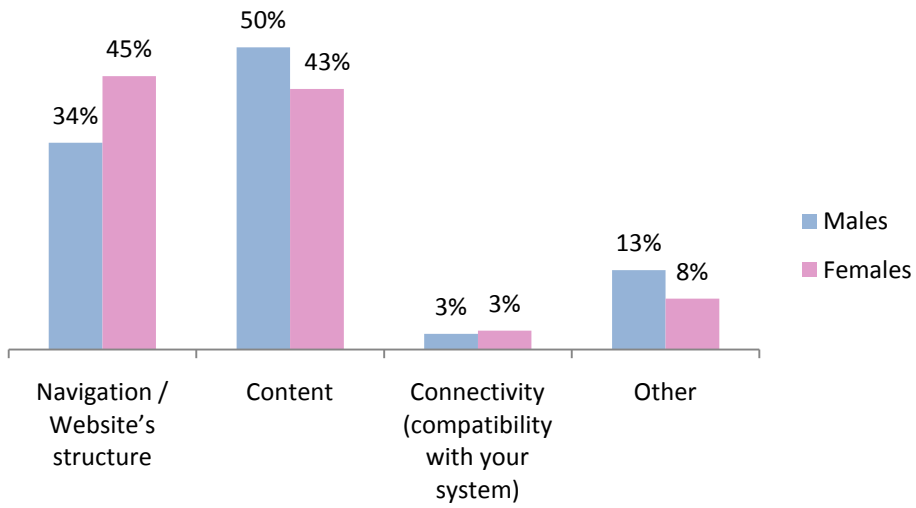
6.4 If applicable, what would you like to see improved in the JPOSC website?



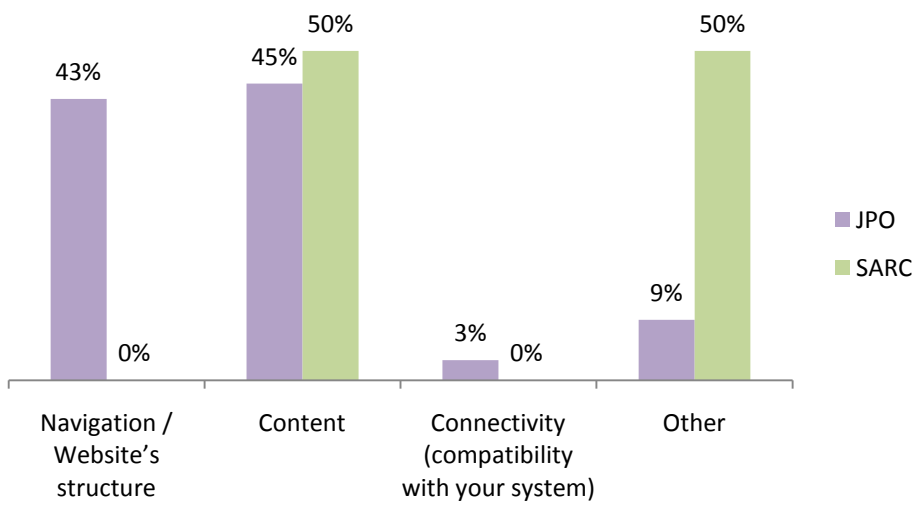
Comparison of global results from 2007 to 2010



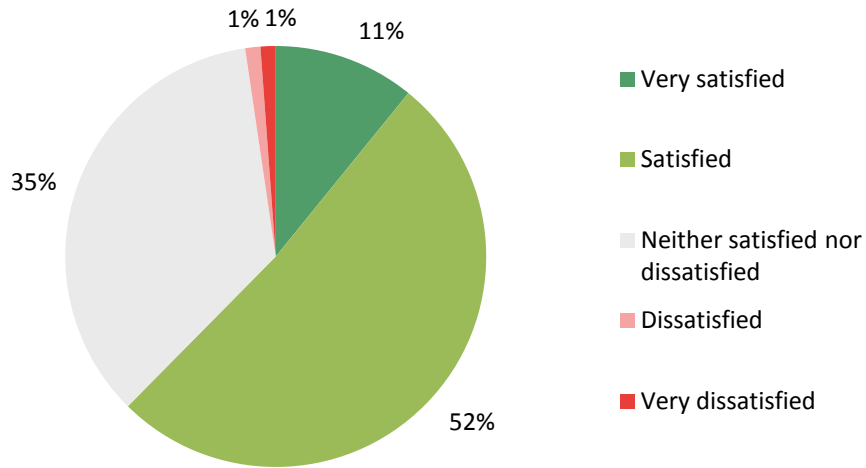
Comparison by gender



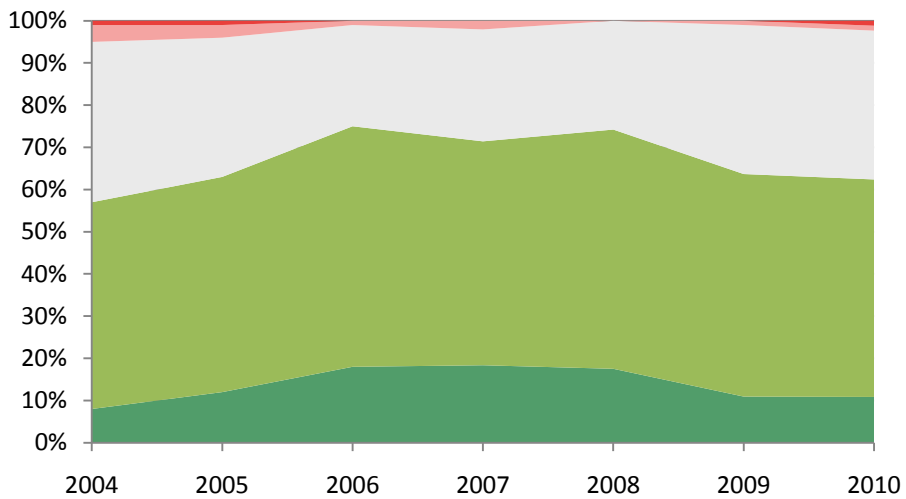
Comparison by programme



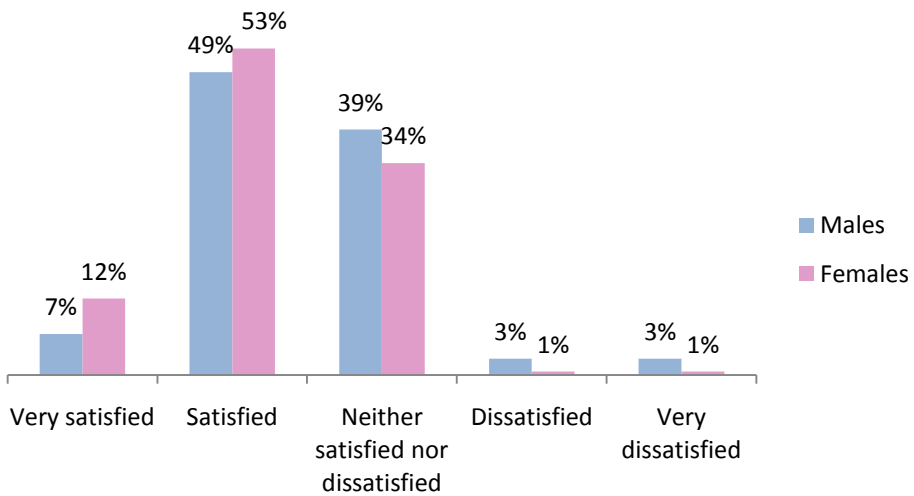
6.5 How satisfied are you with the JPO-Net?



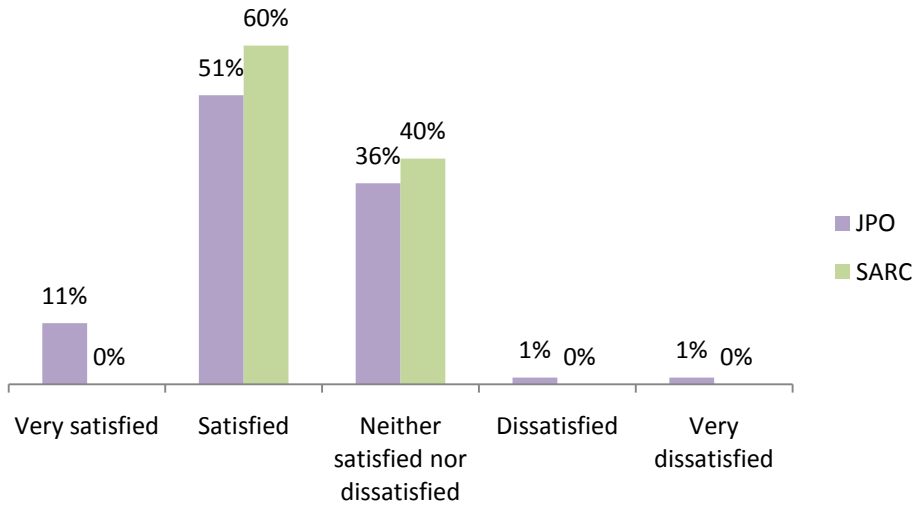
Comparison of global results from 2004 to 2010



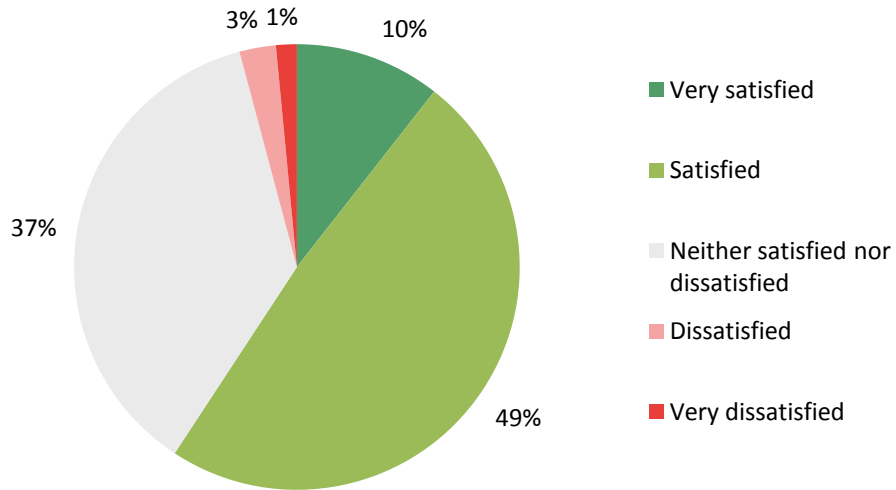
Comparison by gender



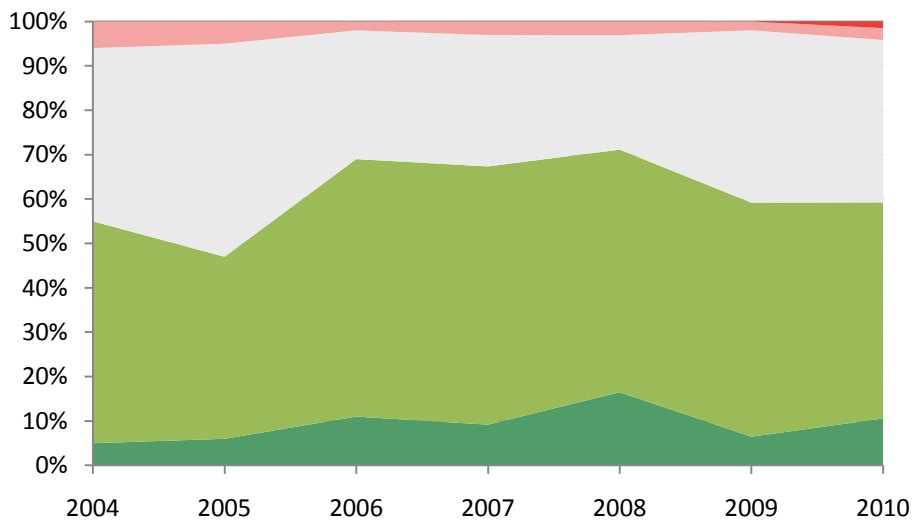
Comparison by programme



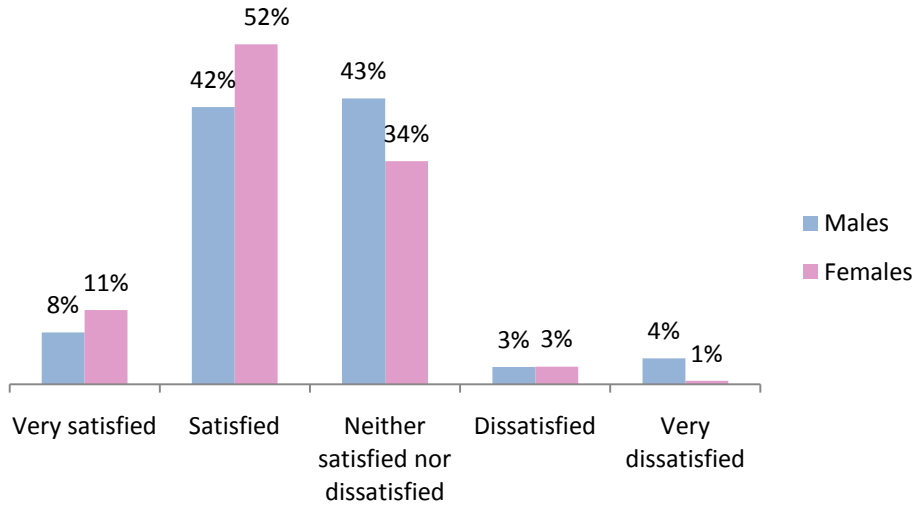
6.6 How satisfied are you with the information circulated on the JPO-Net?



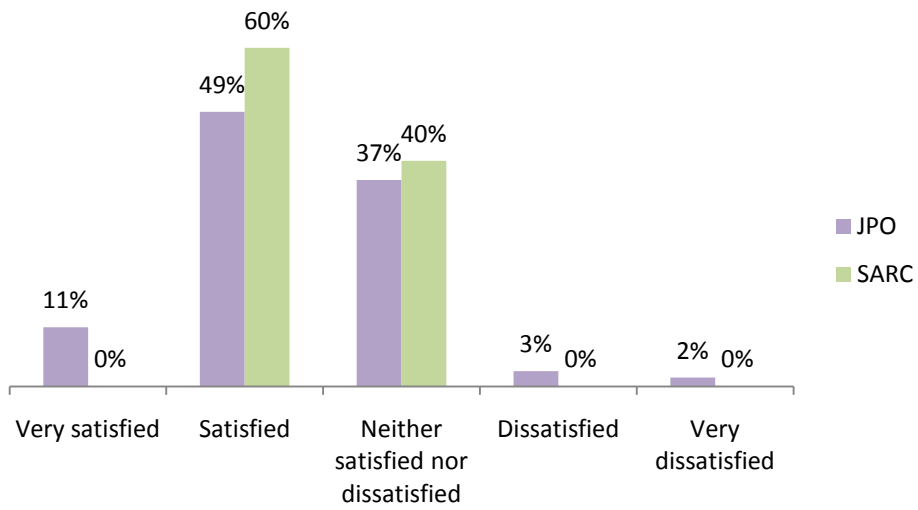
Comparison of global results from 2004 to 2010



Comparison by gender

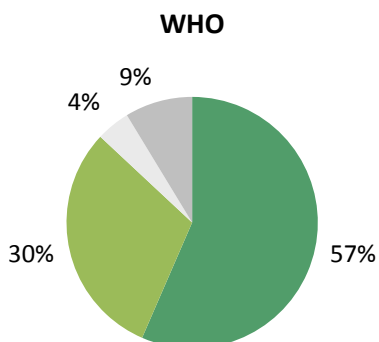
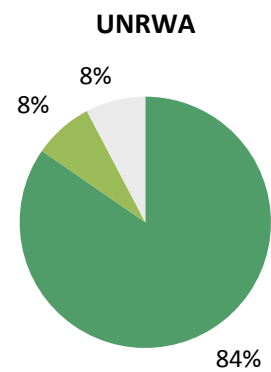
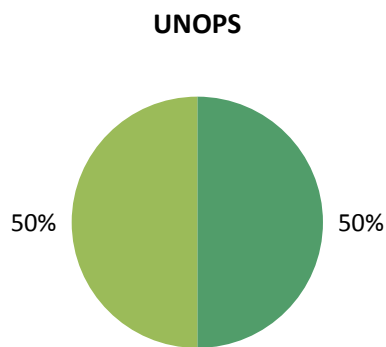
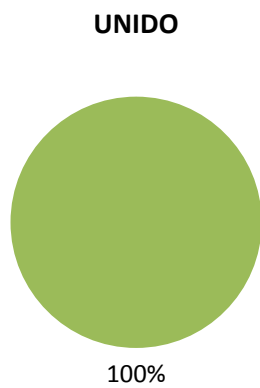
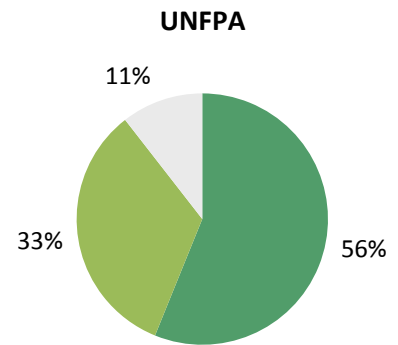
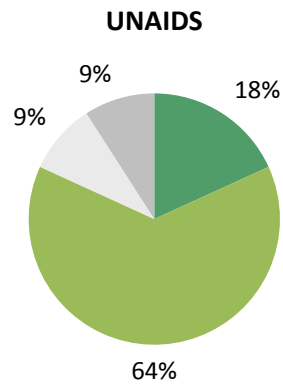
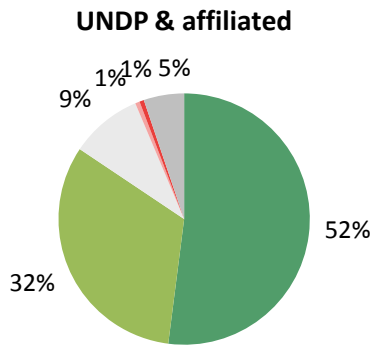
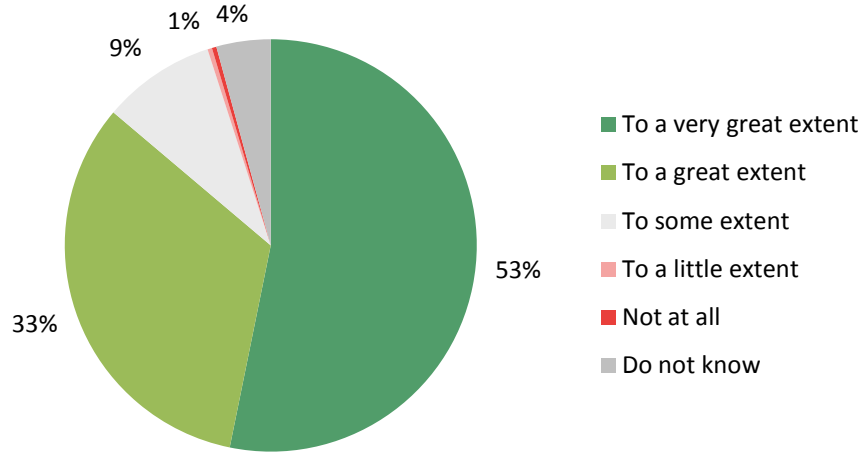


Comparison by programme

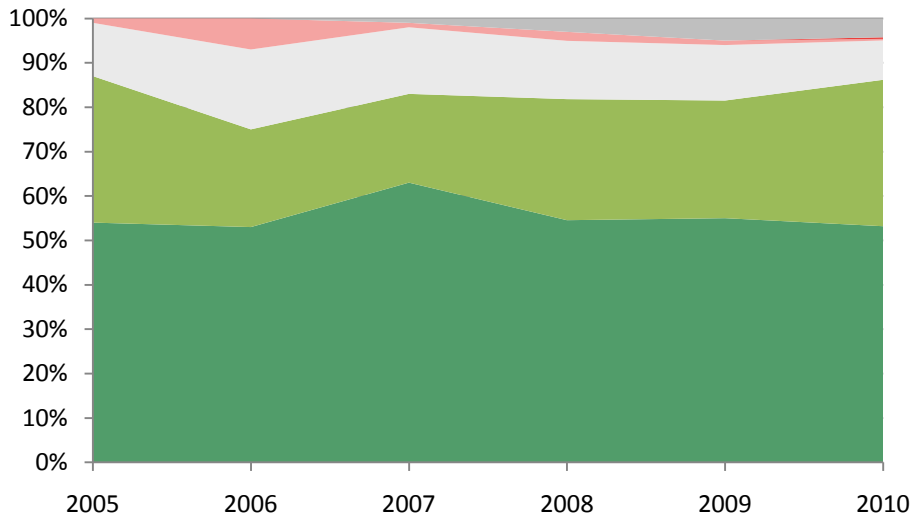


Section 7 – Career Development

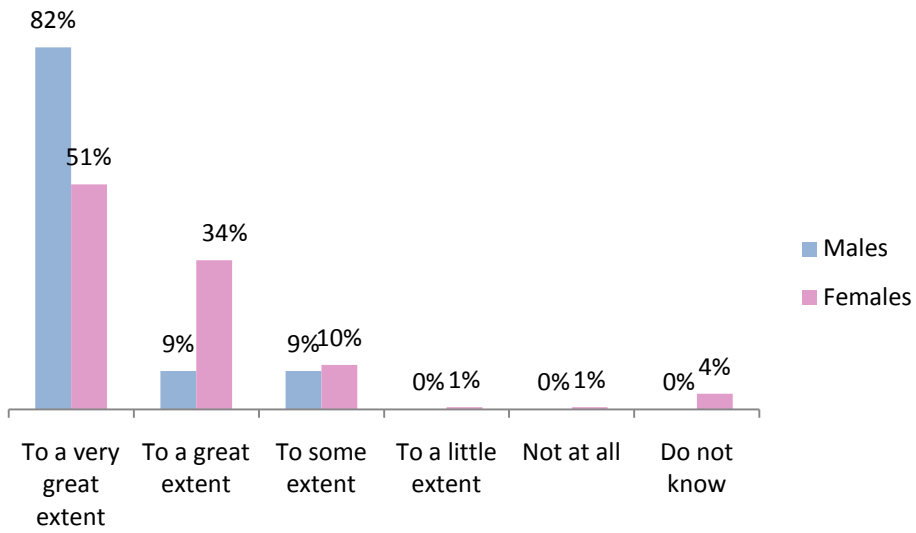
7.1 Would you like to pursue a career with international development upon the end of your JPO/SARC assignment?



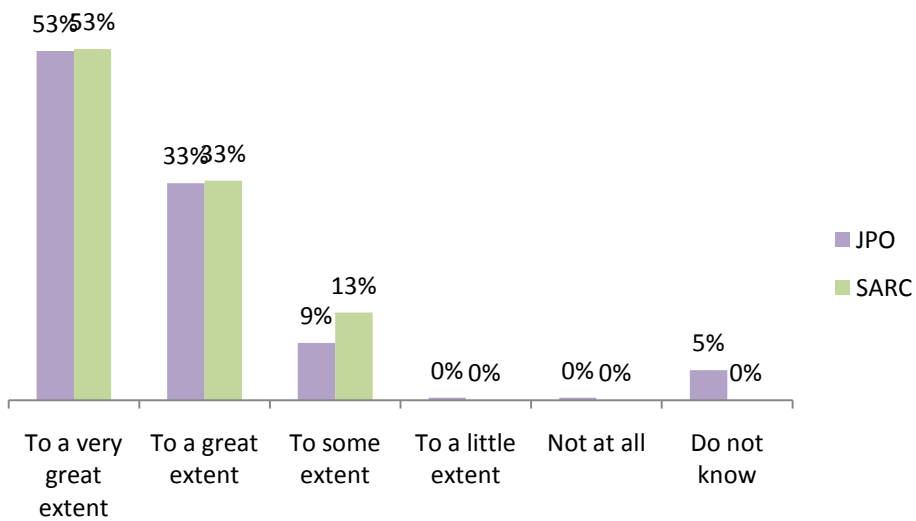
Comparison of global results from 2005 to 2010



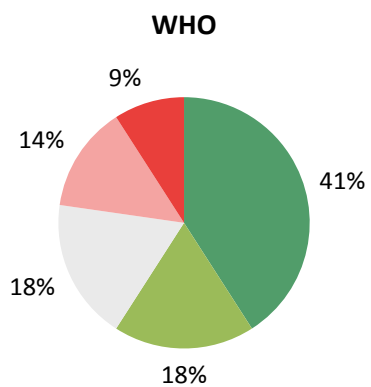
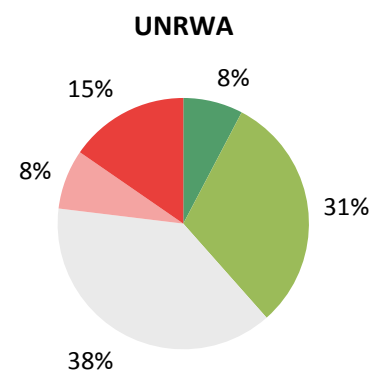
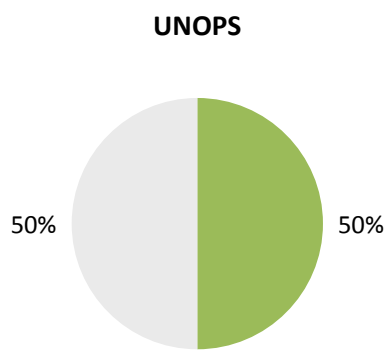
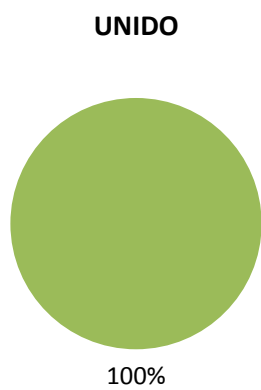
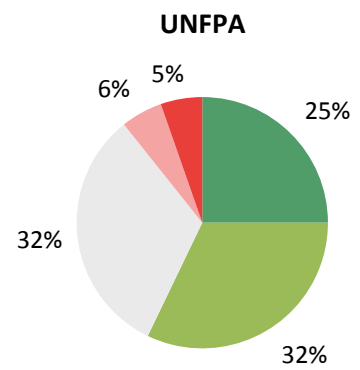
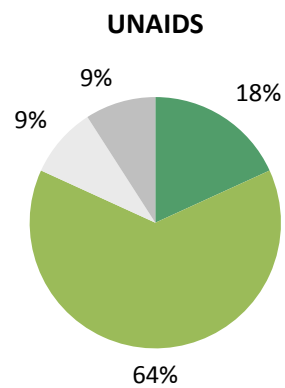
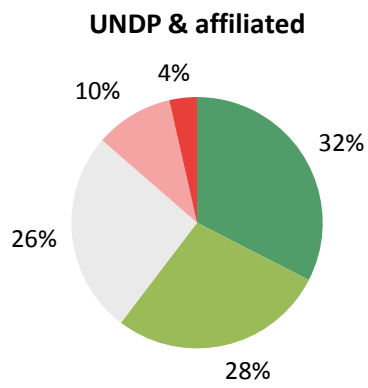
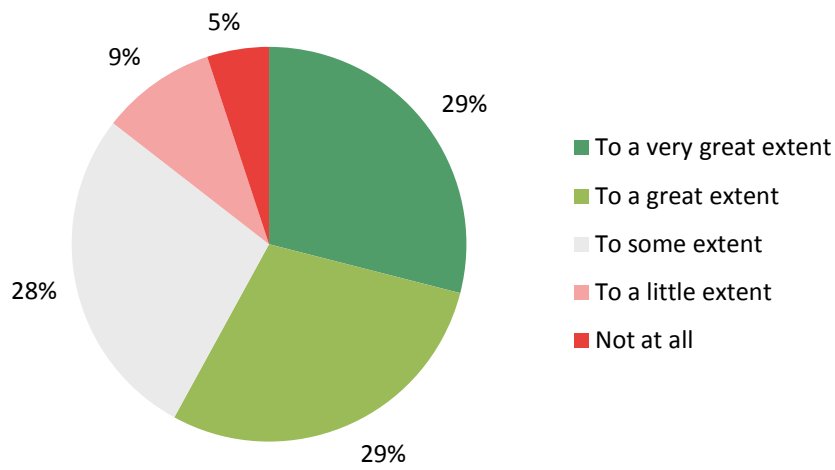
Comparison by gender



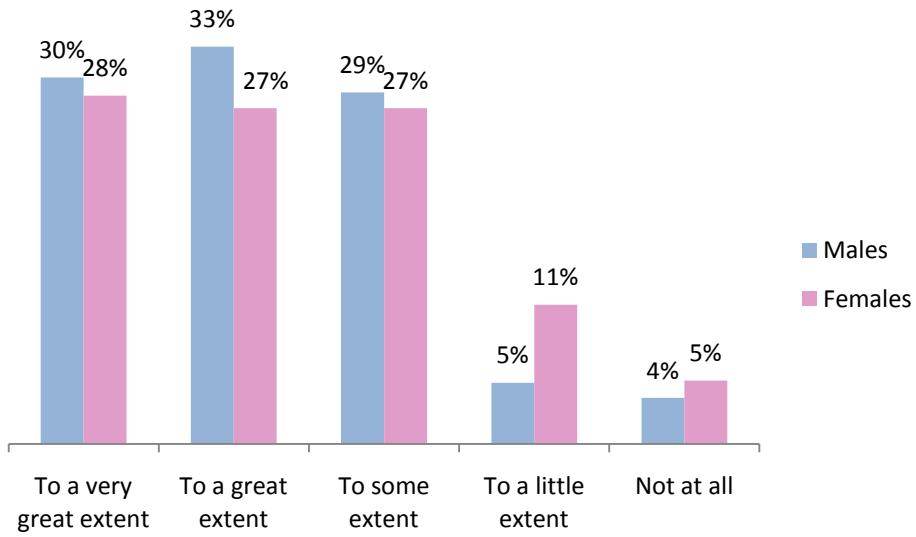
Comparison by programme



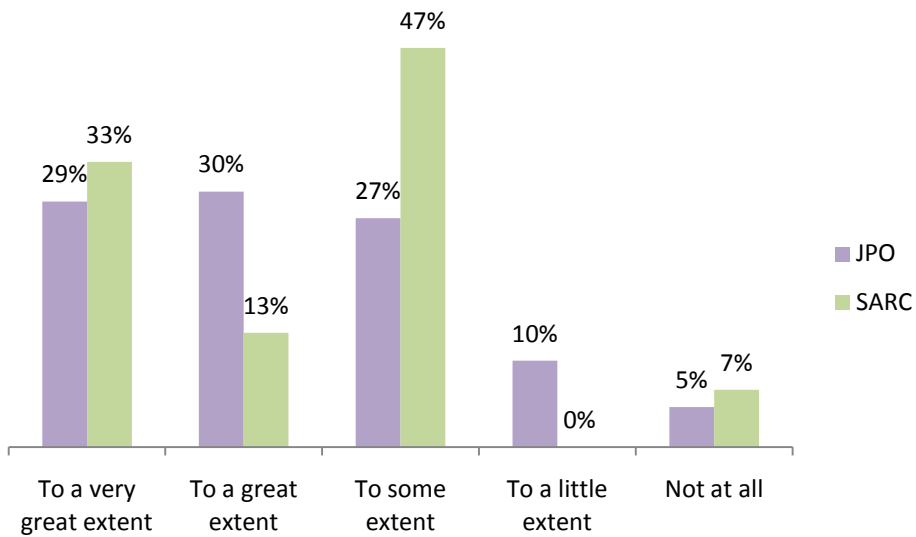
7.2 Would you like to pursue a career with your current organization upon the end of your JPO/SARC assignment?



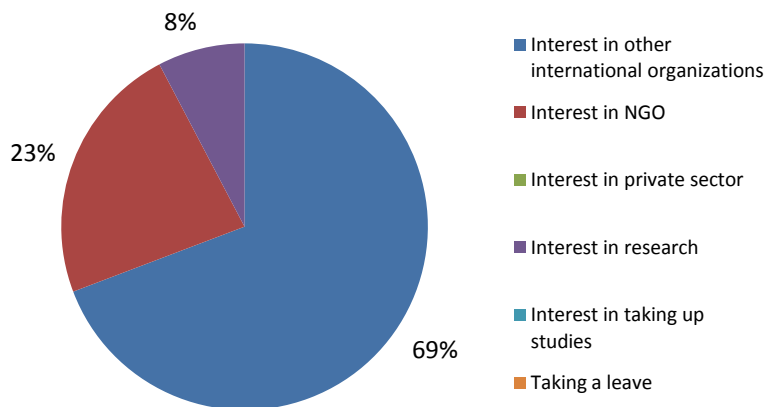
Comparison by gender



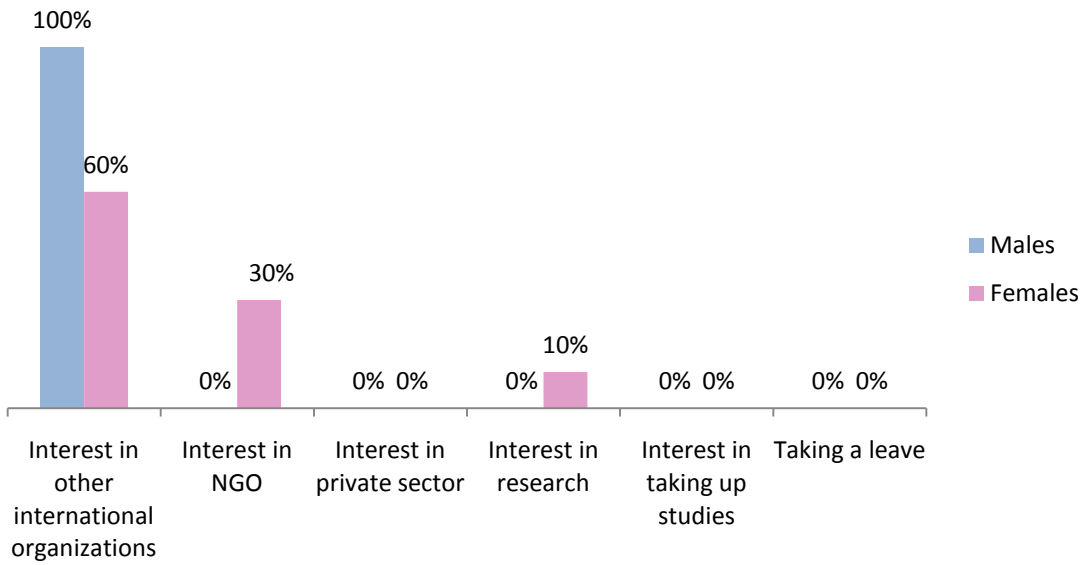
Comparison by programme



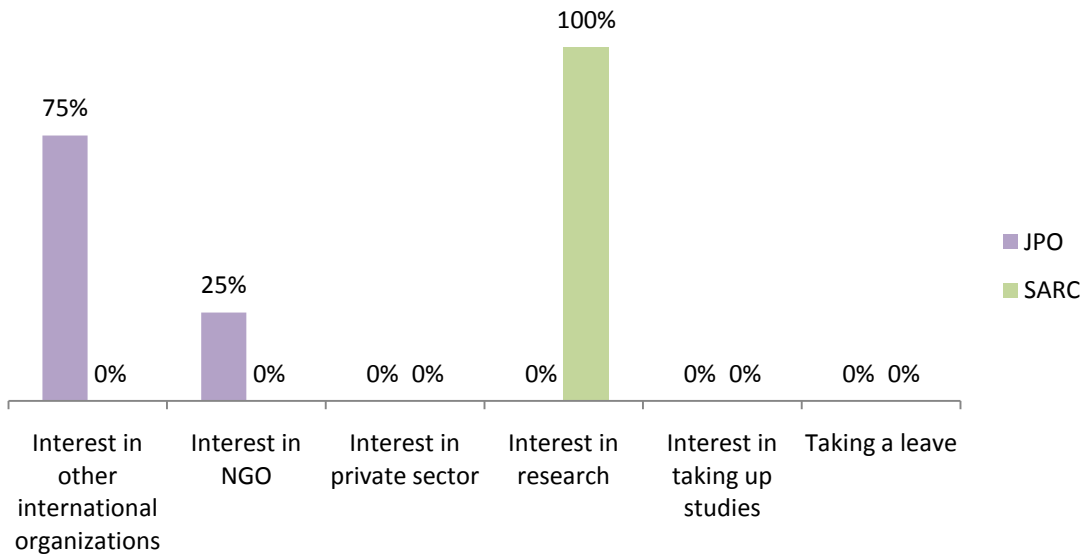
7.2.1 If not, why?



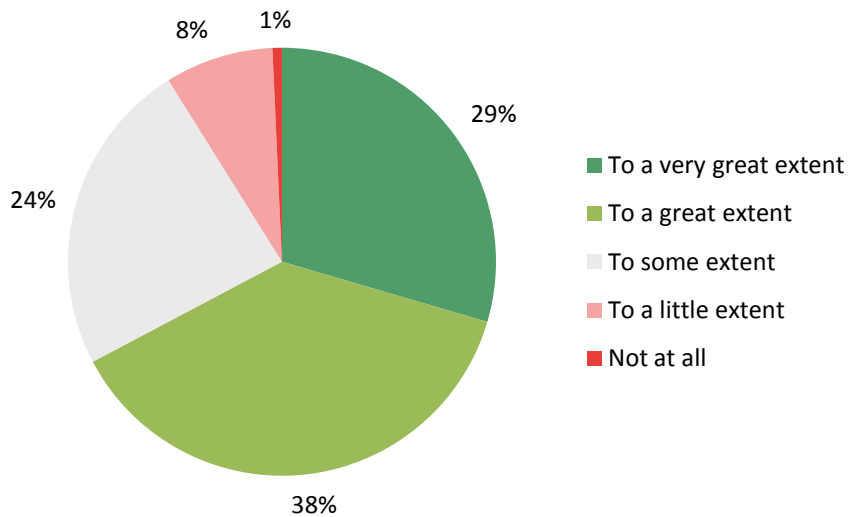
Comparison by gender

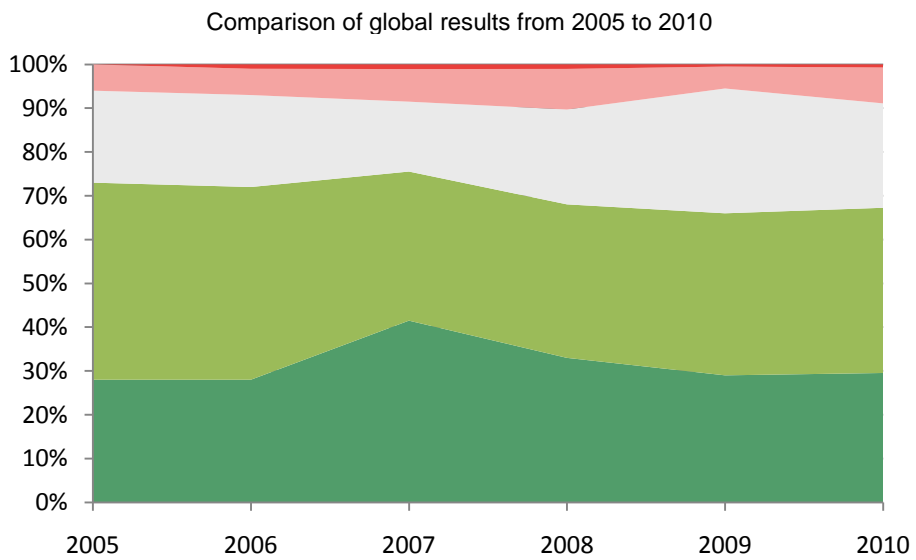
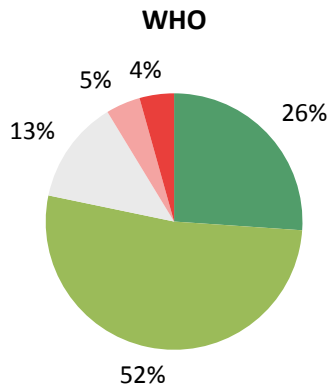
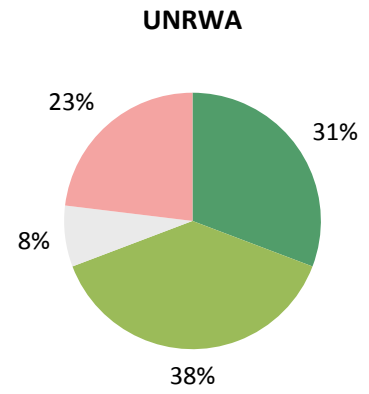
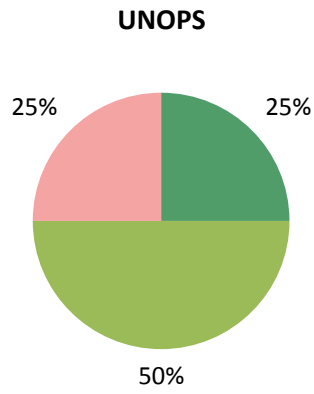
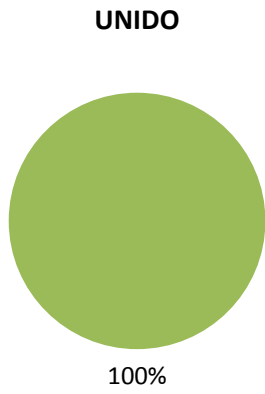
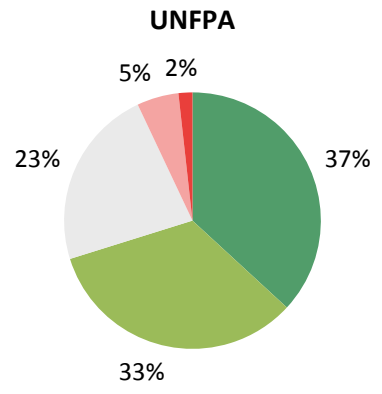
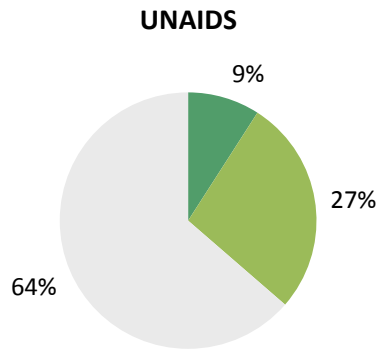
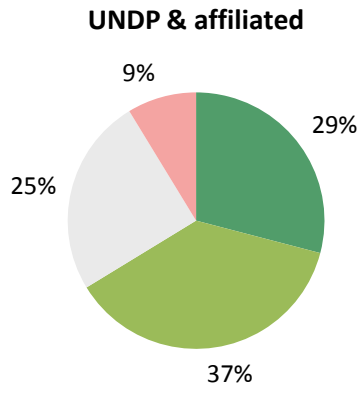


Comparison by programme

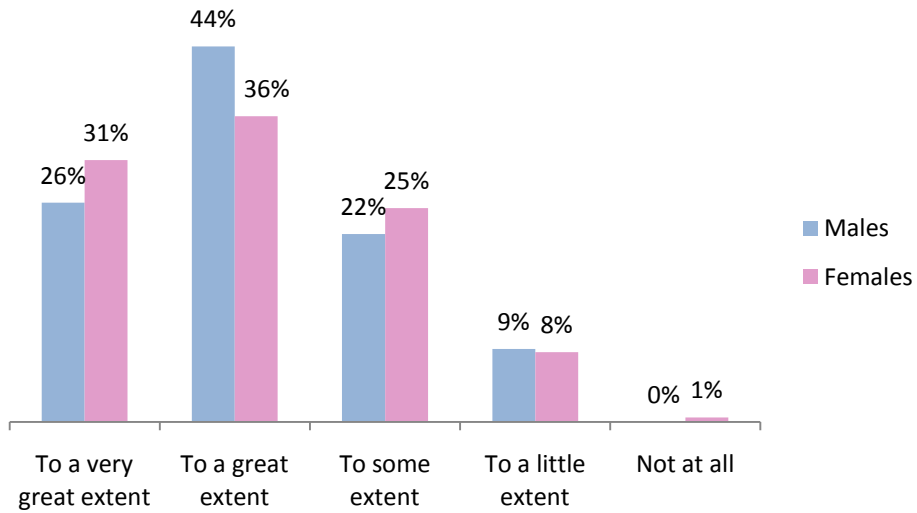


7.3 To what extent do you feel that your JPO/SARC assignment has contributed to strengthening your competencies?

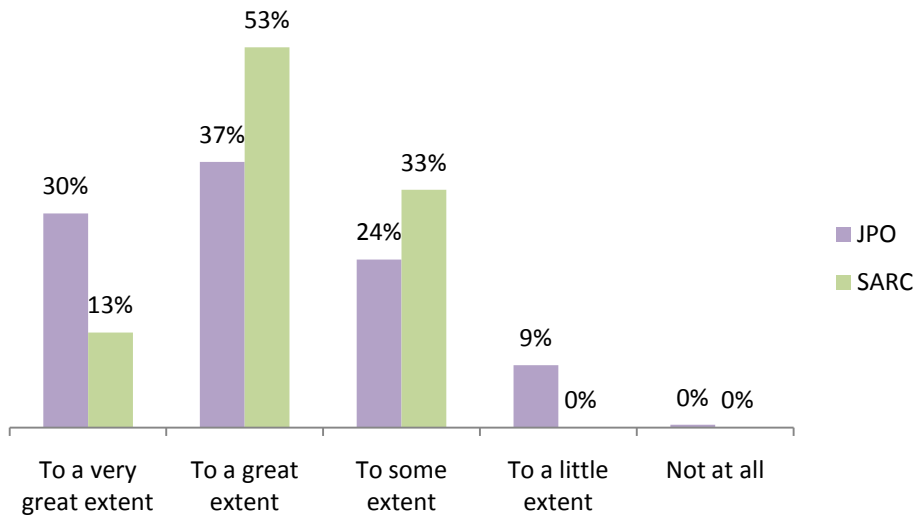




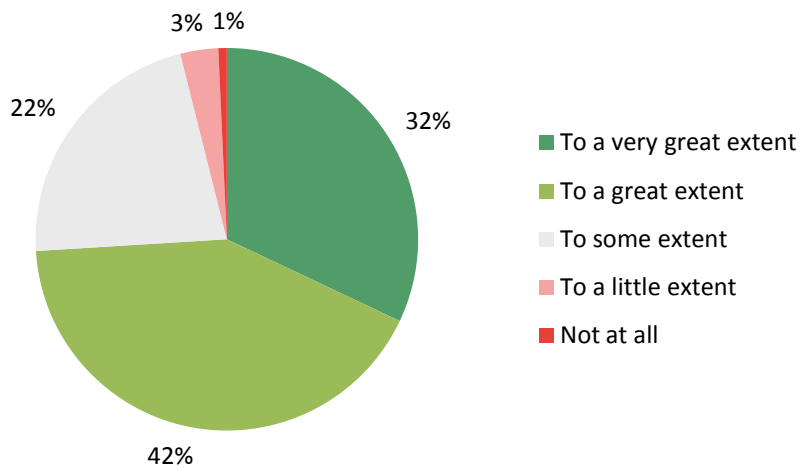
Comparison by gender

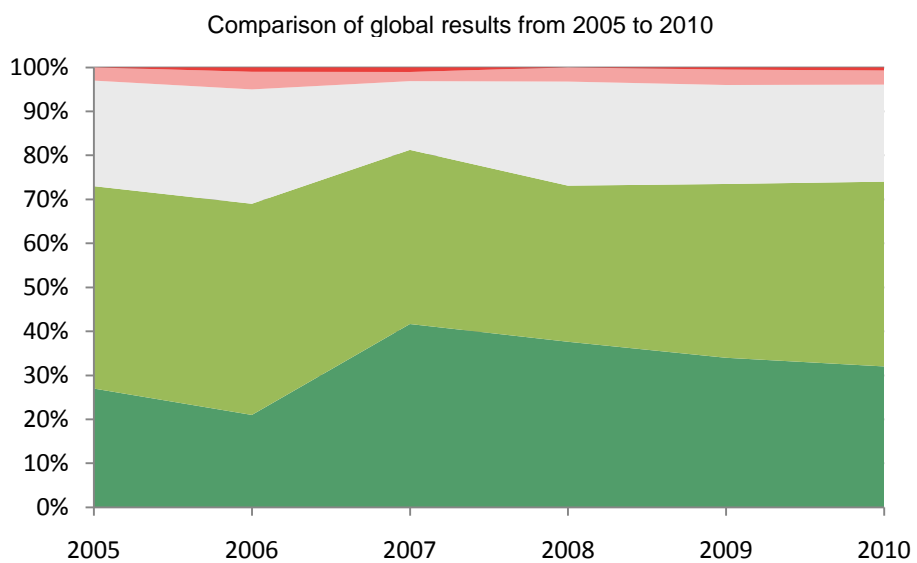
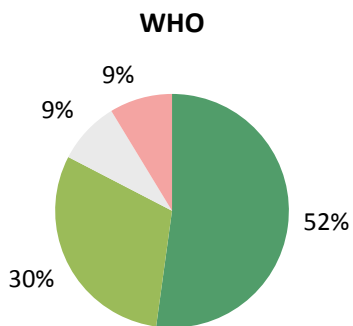
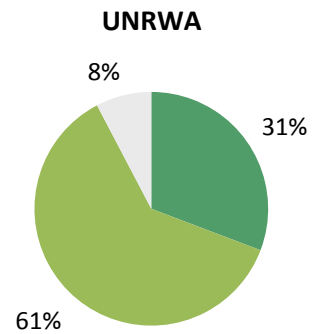
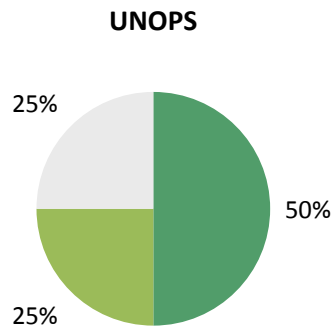
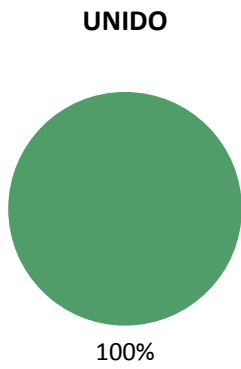
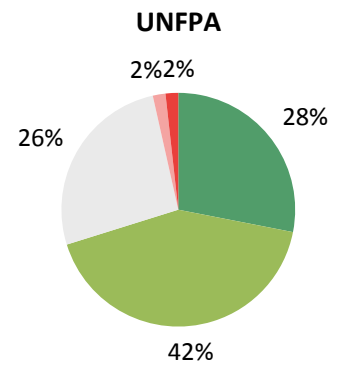
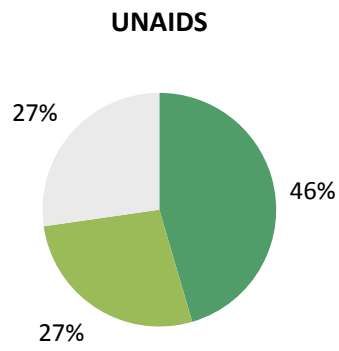
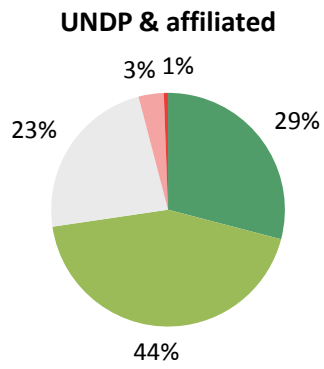


Comparison by programme

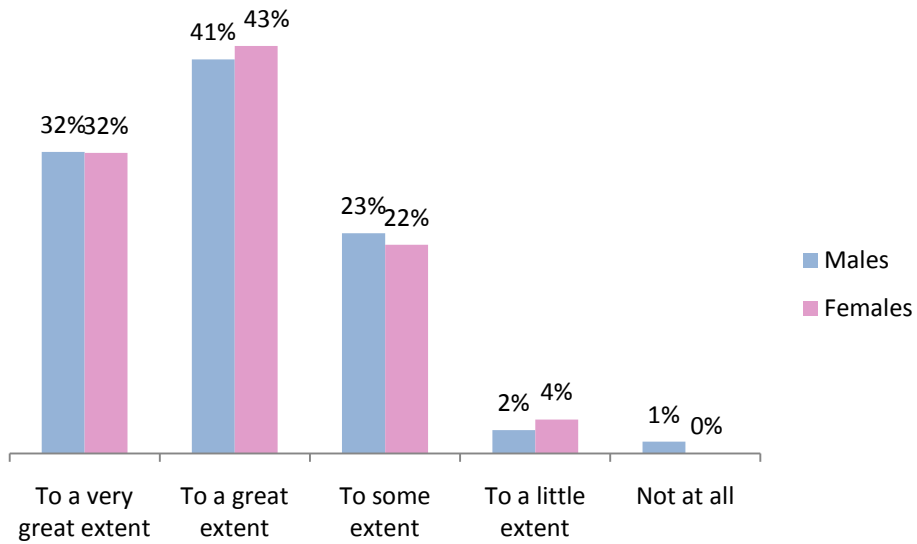


7.4 To what extent do you feel that your JPO/SARC assignment has contributed to strengthen your chances of getting a job with an international development organization?

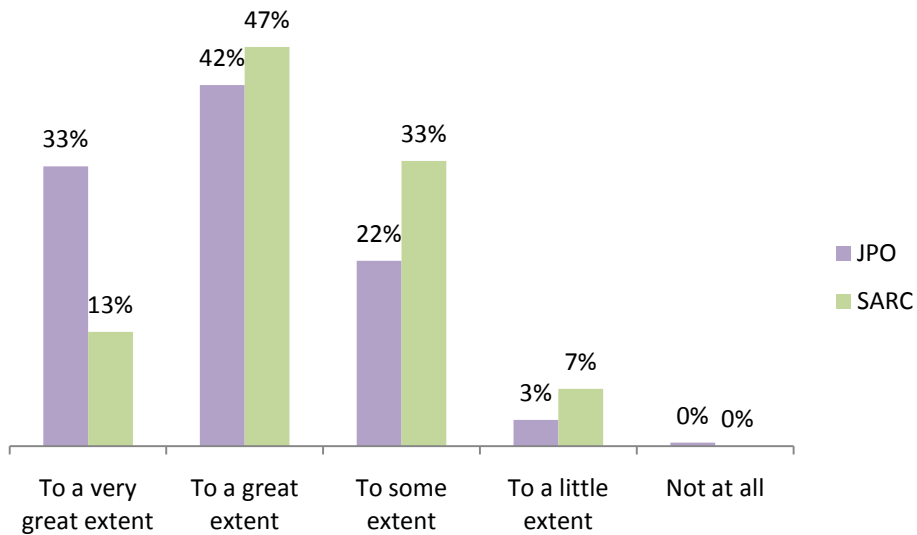




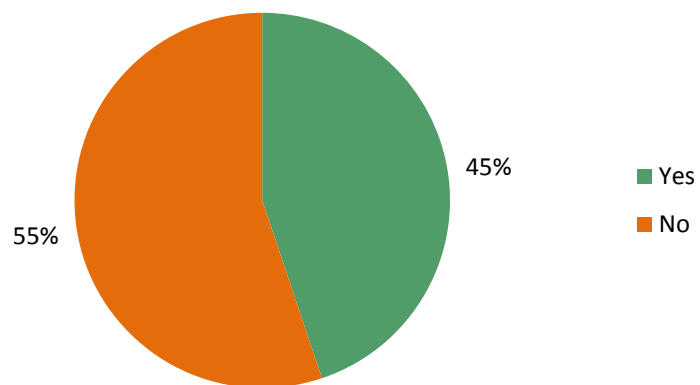
Comparison by gender



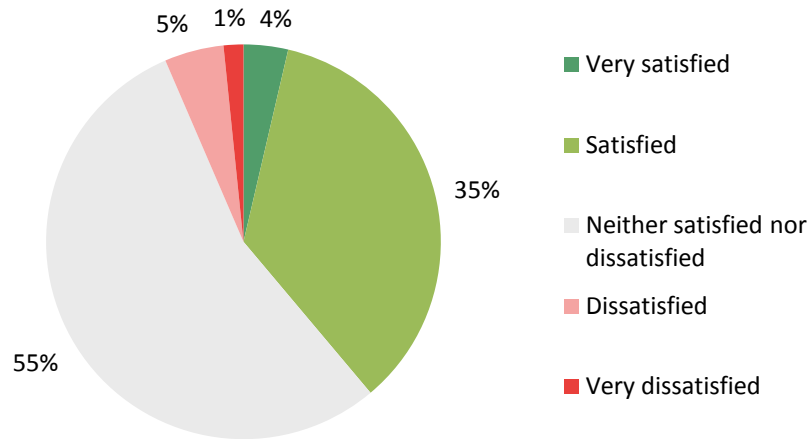
Comparison by programme



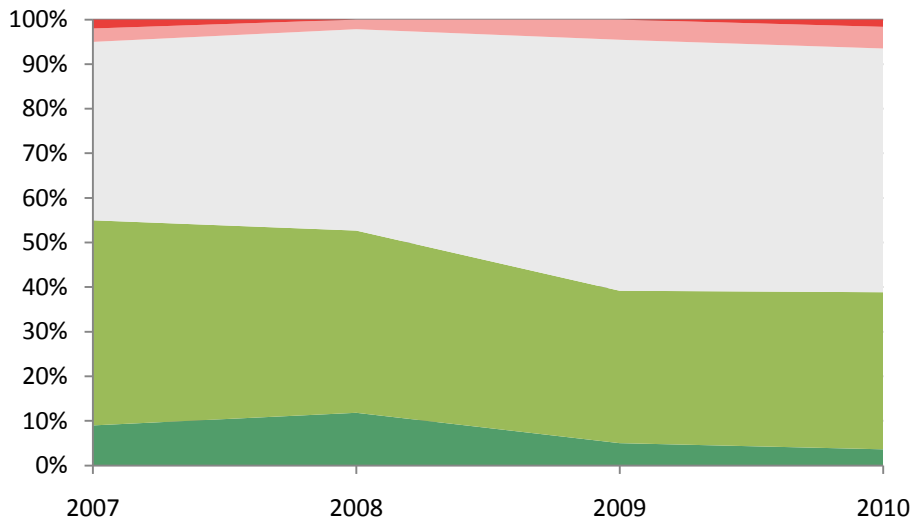
7.5 Have you already undertaken any actions in terms of career management?



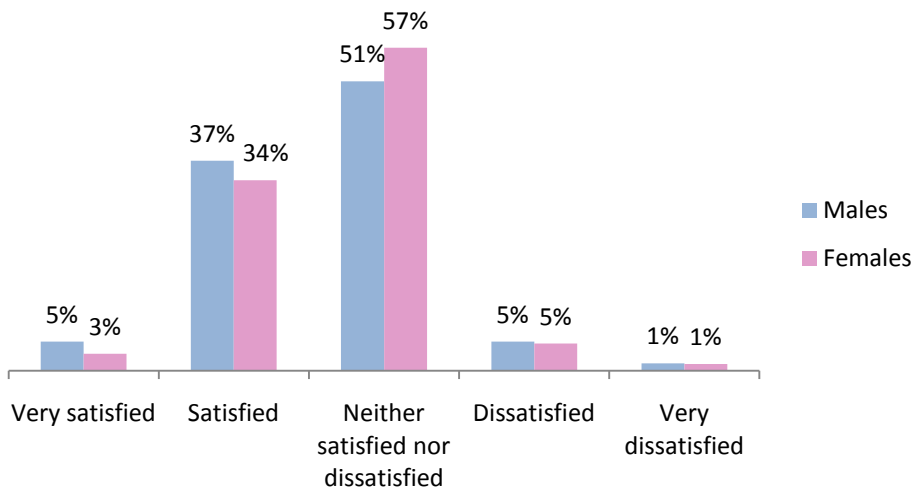
7.6 How satisfied are you with the career management services provided by the JPOSC (dedicated website, face-to-face sessions, CV Roster, Job Ads?)



Comparison of global results from 2007 to 2010



Comparison by gender



Comparison by programme

