



UNDP JPO Service Centre Client Satisfaction Survey

2010 Agency 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 serving in **101** duty stations worldwide working for the following agencies in 2010:

- **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 Postal Union (**UPU**)
- United Nations Relief and Works Agency for Palestine Refugees in the Near East (**UNRWA**)
- 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 well being of the JPOs and SARCs, as well as to receive feedback regarding the recent track of the JPO Service Centre itself.

¹ Now UN WOMEN.

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.

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

The survey was divided into three sections, as follows:

- **Co-operation and communication with the JPOSC** (9 questions)
- **Your feedback on the JPO Programme from the JPOs** (2 questions)
- **General comments, ideas and feedback** (1 question)

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

An e-mail announcing the launch of the survey was sent to 8 partner agencies of the UNDP JPO Service Centre on the 17th of December 2010. The initial deadline for answering was the 14th of January 2011. The respondents were asked to base their answers to the questionnaire on their experience over the past twelve months. The results and percentages calculated are based on the number of answers for each question.

The results and comments made will be carefully analysed and taken into account to the extent possible.

The UNDP JPO Service Centre would like to take this opportunity to express its gratitude to all its partners, and especially to those who have taken time to complete this survey, for their continuous support.

II – Participation

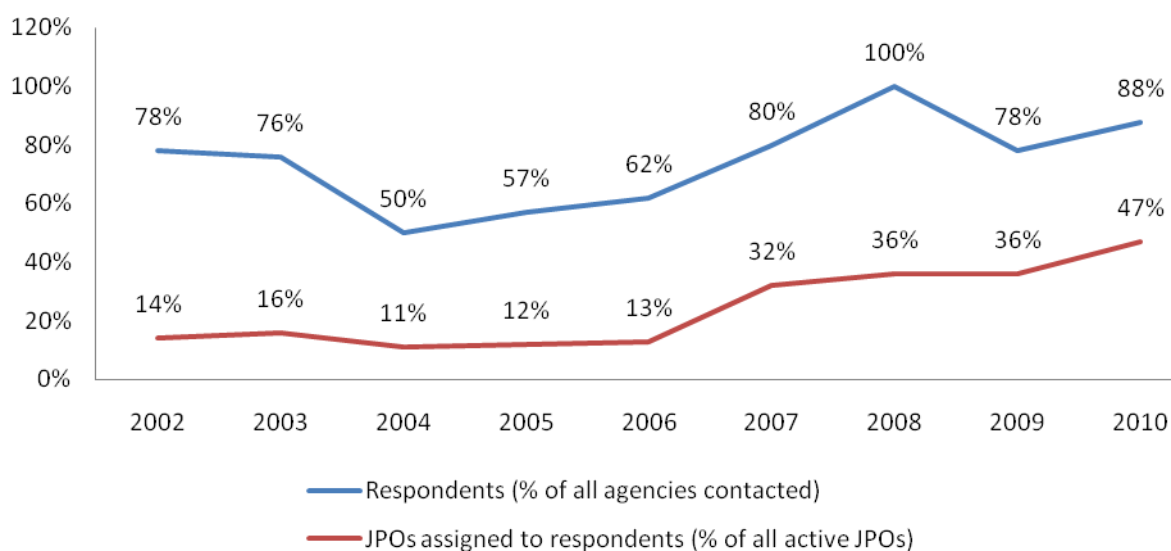
Global participation (7/8): 88%

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

7 respondents have answered to the questionnaire (the number of JPO assigned in each agency as of the 17th of December 2010 is shown in brackets):

- UNAIDS (16)
- UNFPA (73)
- UNIFEM (36)
- UNOPS (6)
- UNRWA (16)
- UPU (1)
- WHO (32)

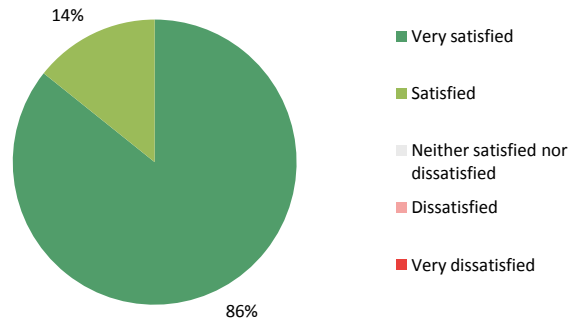
180 JPOs were assigned to the respondents when the survey was launched, or **47%** of all active JPOs.



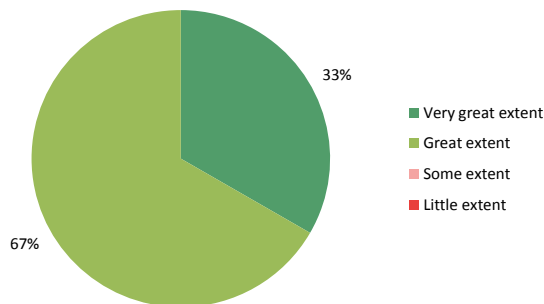
III – Agency Satisfaction Results

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

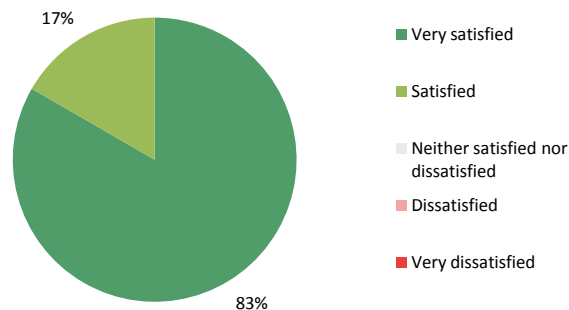
1.1 How satisfied are you with the overall quality of services provided by the JPO Service Centre (JPOSC) to your JPO Programme?



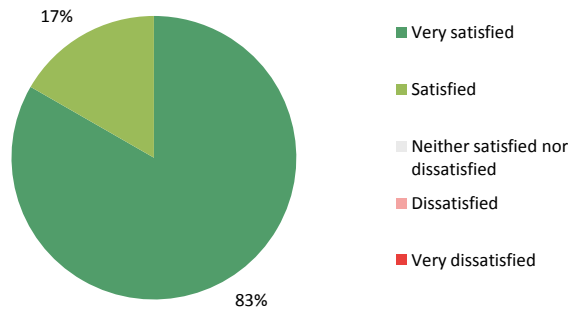
1.2 Generally speaking, to what extent does the JPOSC live up to the expectations of your Agency?



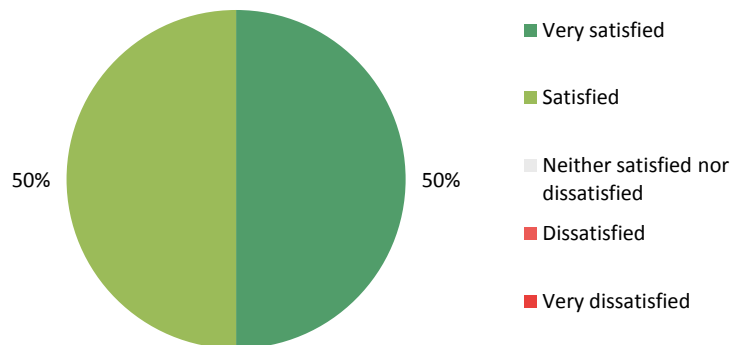
1.3 When communicating with the JPOSC, how satisfied are you with the overall timeliness of our response (taking into consideration our 3 working days response time policy)?



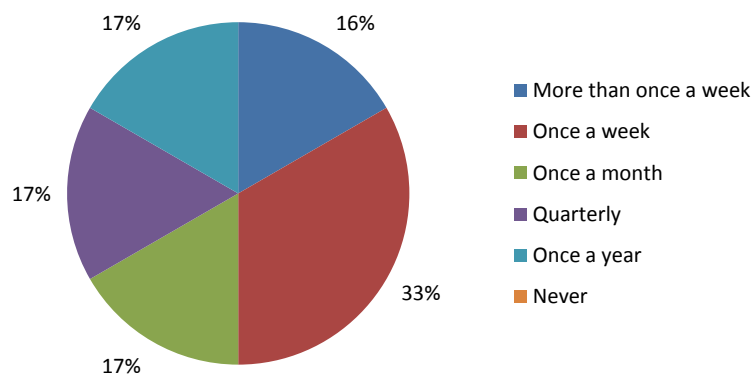
1.4 How satisfied are you with the clarity of explanations provided by the JPOSC?



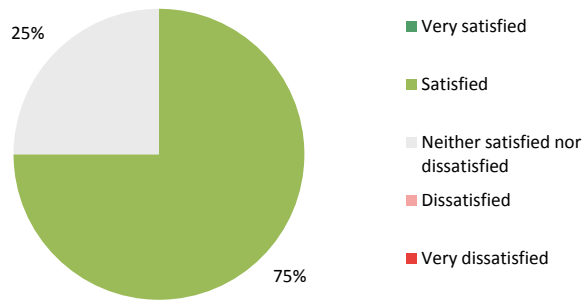
1.5 How satisfied are you with the co-operation between our organizations during the recruitment process?



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

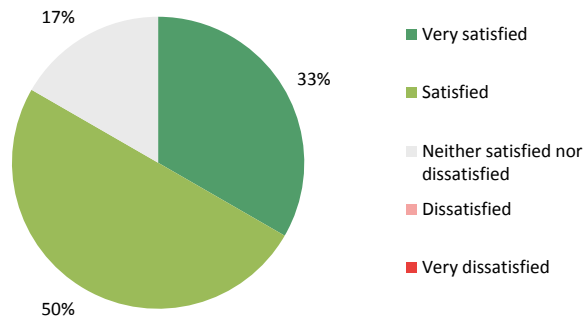


1.7 If applicable, how satisfied are you with the way the Website and the Online Request System meet your Agency's information needs in respect of the JPO Programme?



Section 2 – Your feedback on the JPOSC from the JPOs

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



2.2 What is your impression as to what extent the JPOs are satisfied with the quality of services that are being provided to them by the JPOSC?

