



**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**<sup>1</sup>)
  - 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.

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<sup>1</sup> 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 17<sup>th</sup> 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 14<sup>th</sup> 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):	<b>72 %</b>
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.

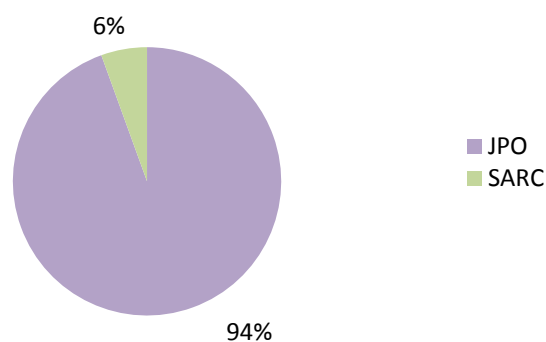
Should you have any question or concern about the information, please do not hesitate to contact Maria Segovia Aguirre, HR Analyst ([maria.segovia.aguirre@undp.org](mailto:maria.segovia.aguirre@undp.org)).

### 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)	<b>71 %</b>
SARC	17 (20)	<b>85 %</b>

Participation in the survey per Programme:

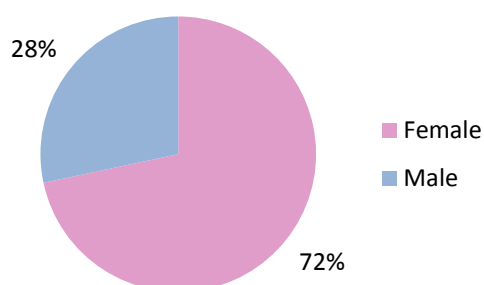


**Participation by Gender**

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

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

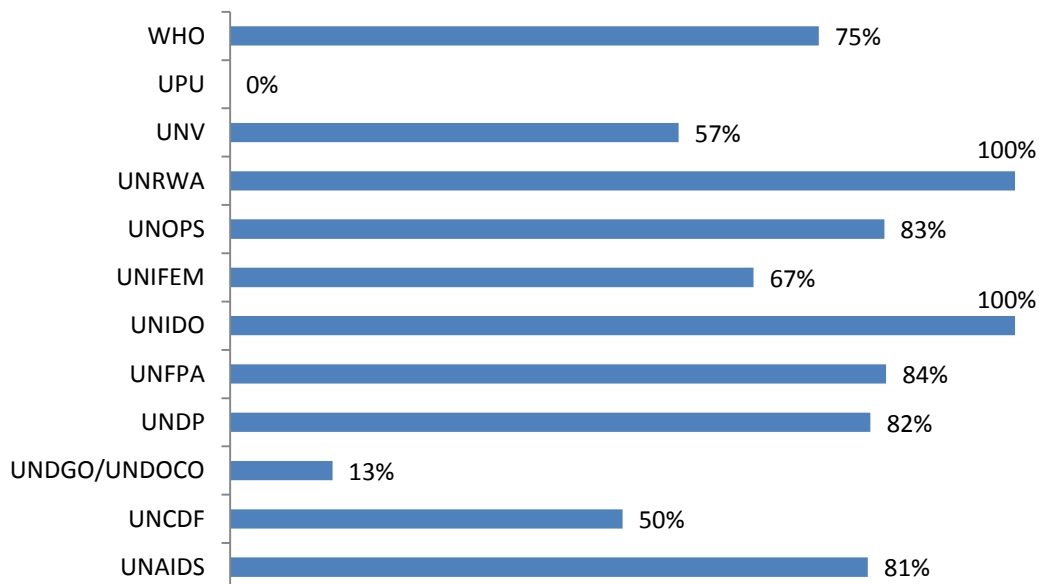
Participation in the survey per gender:



**Participation by Agency**

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

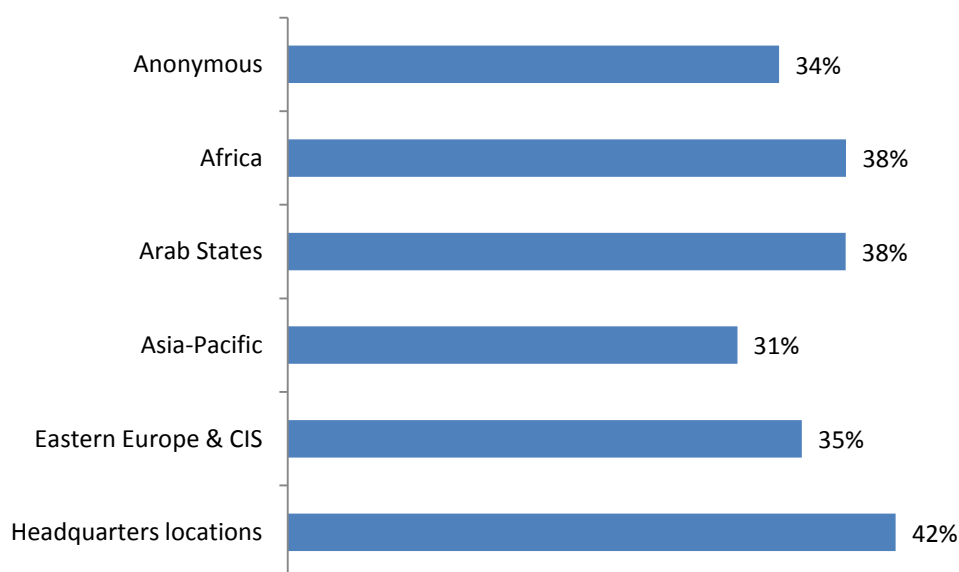
Agency	2010	2009	2008	2007	2006	2005	2004	2003	
UNAIDS (13/16)	81%	73%	57%	70 %	67 %	50 %	N/A		
UNDP and affiliated (187/282)	66%	64%	66%	50 %	64 %	61 %	52 %	63 %	
UNDP (146/179)	82%	50%	66%	53 %	66 %	60 %	N/A		
* UNCDF (7/14)	50%	27%	67%	23 %	40 %	43 %			
* UNDG/UNDOCO (6/46)	13%	----	25%	67 %	50 %	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		
<b>Global participation</b>	<b>72%</b>	<b>62%</b>	<b>64%</b>	<b>48 %</b>	<b>66 %</b>	<b>58 %</b>	<b>55 %</b>	<b>57 %</b>	



### 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.

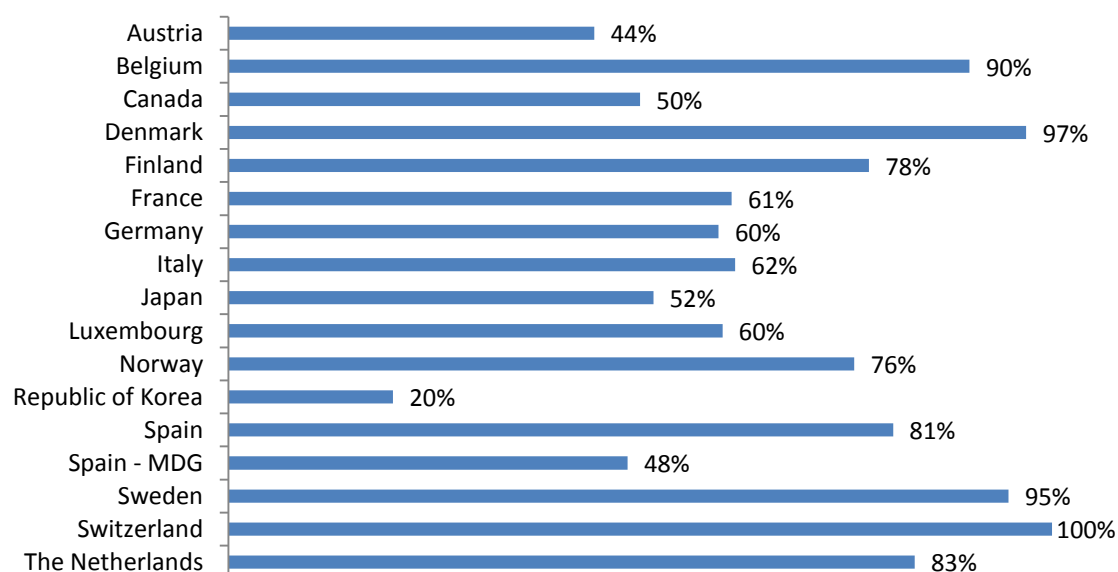
Region	2010	2009	2008	2007	2006	2005	2004	2003	2002
Africa (46/120)	38%	25%	55%	37%	56%	53%	54%	56%	51%
Arab States (18/47)	38%	32%	53%	23%	53%	52%	48%	33%	68%
Asia-Pacific (25/81)	31%	26%	54%	37%	49%	40%	45%	54%	54%
Eastern Europe & CIS (6/17)	35%	33%	33%	23%	31%	33%	67%	75%	89%
Headquarters locations (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%
<b>Global participation</b>	<b>72%</b>	<b>62%</b>	<b>64%</b>	<b>48%</b>	<b>66%</b>	<b>58%</b>	<b>55%</b>	<b>57%</b>	<b>58%</b>



## Participation by Donor

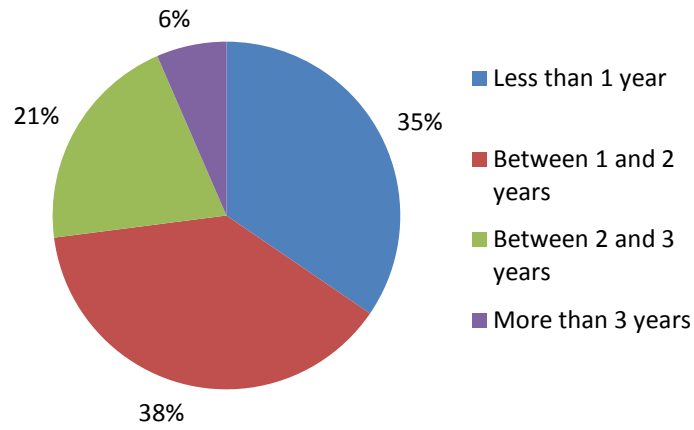
The participation per donor was calculated based on the distribution of JPOs/SARCs per donor country as of the date the survey was launched.

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%
<b>Global participation</b>	<b>72%</b>	<b>60%</b>	<b>64%</b>	<b>48%</b>	<b>66%</b>	<b>58%</b>	<b>55%</b>	<b>57%</b>



## 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%

