



**JPO Service Centre
Client Satisfaction Survey
2006 JPO Questionnaire**

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I - Presentation

The Junior Professional Officer (JPO) Service Centre is part of the United Nations Development Programme's Bureau of Management, Office of Human Resources, Staff Administrative Services. At the time this questionnaire was distributed (6 November 2006), it administered **242** JPOs serving in **96** duty stations worldwide working for the following agencies:

- **UNDP** and its affiliated funds/programmes:
 - United Nations Capital Development Fund (**UNCDF**)
 - United Nations Development Group Office (**UNDGO**)
 - United Nations Development Fund for Women (**UNIFEM**)
 - United Nations Volunteers (**UNV**)
- Joint United Nations Programme on HIV/AIDS (**UNAIDS**)
- United Nations Population Fund (**UNFPA**)
- United Nations Industrial Development Organisation (**UNIDO**)
- United Nations Office for Projects Services (**UNOPS**)
- United Nations University (**UNU**)
- Universal Postal Union (**UPU**)
- World Bank
- World Health Organization (**WHO**)

The JPO Programme is sponsored by **24 donors** with whom a Memorandum of Understanding had been signed:

- | | |
|--|---------------------|
| - Agence Intergouvernementale de la Francophonie | - Japan |
| - Australia | - Luxembourg |
| - Austria | - Monaco |
| - Belgium | - the Netherlands |
| - Canada | - Norway |
| - Denmark | - Portugal |
| - Finland | - Republic of Korea |
| - France | - Saudi Arabia |
| - Germany | - Spain |
| - Iceland | - Sweden |
| - Ireland | - Switzerland |
| - Italy | - United Kingdom |

Relocated from New York to Copenhagen in summer 2001, the JPO Service Centre is based on the premises of the UN/UNDP Nordic Office. In line with the UN reform and the UNDP corporate change process, the JPO Service Centre functions as a "one-stop-shop", covering every issue relating to JPO administration such as human resources, finance, travel, etc. The work programme thus aims at streamlining work processes and procedures and at greatly reducing response time. The ultimate objective remains to better serve and support the JPOs, who are making a sizeable contribution to the UN's effort to foster propitious environment for sustainable human development.

Against this background, the annual dissemination of questionnaires is vital to ensuring that the JPO Service Centre is kept abreast of all the major developments that have direct bearing on the performance and well being of the JPOs, as well as to solicit feedback regarding the recent track record of the JPO Service Centre itself.

Like the previous years, the summarised results of the questionnaire will be disseminated to all stakeholders – JPOs, donor countries, country offices and Headquarters' bureaux. All the

questionnaires received have been treated in strict confidence so as not to reveal individual opinions and observations.

This survey was divided into seven sections:

- **Recruitment and entry on duty procedures** (16 questions)
(for JPOs who had been recruited less than one year prior to the questionnaire being sent);
- **Assignment** (10 questions);
- **Training and learning** (7 questions);
- **Administrative follow-up** (8 questions);
- **Harassment** (6 questions);
- **JPO information needs** (6 questions);
- **Career development** (5 questions);
- **Comments, suggestions and feedback** (1 question).

As the previous years, the survey was accessible online on the JPO Service Centre website (www.jposc.org). On 6 November 2006, an e-mail announcing the launch of the survey was sent to all active JPOs and to JPOs who recently separated. The deadline was set on 30 November 2006. As an option, JPOs were offered the possibility to reply to the survey using a Word document format.

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

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

II - Participation

The questionnaire was distributed to **271** persons: **243** active JPOs and **28** former JPOs whose assignment ended in October and November 2006.
178 answers were received

Global participation: 65.7 % (+8% compared to 2005)

Participation in 2005 (156/270): 57.7%

Participation in 2004 (152/278): 54.7%

Participation in 2003 (157/275): 57.1%

Participation in 2002 (144/250): 57.6%

Participation in 2001 (133/255): 52.2%

Anonymous answers:

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

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

Name 69 anonymous respondents- **25.5%**
(2005: 28.2%; 2004: 35.5%; 2003: 12.7%; 2002: 27.8%)

Duty station: 26 anonymous respondents - **9.6%**
(2005: 12.8%; 2004: 4.6%; 2003: 8.3%; 2002: 4.2%)

Confidentiality

All replies were treated with the strictest confidentiality.

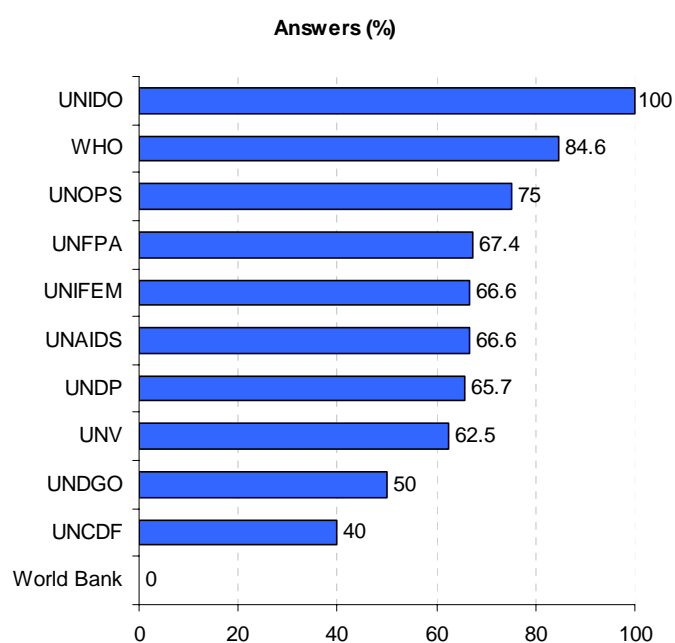
The survey is meant to provide the JPOSC, its management and stakeholders with trends. All elements of identification (nationality, place of assignment, name when mentioned in the answers) have been rendered anonymous before the data was collated.

Should you have any question or concern about the information, please do not hesitate to contact Romain Desclous, Public Relations Officer (romain.desclous@undp.org).

Participation by Agency

The participation per agency was calculated based on the distribution of JPOs by agency as of 1 November¹ and the list of recently separated JPOs who were contacted for the survey.

Agency	2006	2005	2004	2003
UNAIDS (6/9)	66.6 %	50 %	na	
UNDP and affiliated (126/196)	64.3 %	61.3 %	52.1%	62.5 %
UNDP (113/172)	65.7 %	60.5 %	na	
UNCDF (2/5)	40 %	42.8 %		
UNDGO (2/4)	50 %	100 %		
UNIFEM (4/6)	66.6 %	50 %		
UNV (5/8)	62.5 %	28.6 %		
UNFPA (31/46)	67.4 %	53.3 %	58.3%	45.8 %
UNIDO (1/1)	100 %	100 %	0	Na
UNOPS (3/4)	75 %	60 %	50%	54.5 %
WHO (11/13)	84.6 %	100 %	Na	
World Bank (0/2)	0	na		
<i>Global participation</i>	<i>65.7%</i>	<i>57.7 %</i>	<i>54.7 %</i>	<i>57.1 %</i>



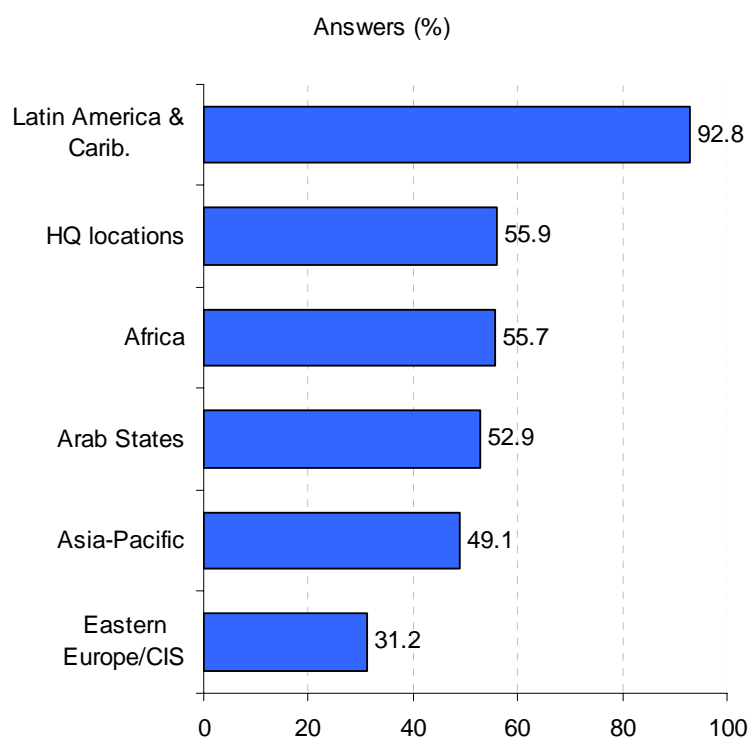
¹ JPO Programme (242 JPOs) – distribution by agency (as of 1 November 2006):

- UNAIDS (9) 4%
- UNDP and affiliated (174) 72%
 - o UNDP (153) 63.5%
 - o UNCDF (5) 2%
 - o UNDGO (4) 2%
 - o UNIFEM (5) 2%
 - o UNV (6) 2%
- UNFPA (39) 16%
- UNIDO (1) 0.5%
- UNOPS (4) 2%
- WHO (13) 5%
- World Bank (2) 1%

Participation by Region

The participation per region was calculated based on the distribution of JPOs by duty station as of 1 November² and the list of recently separated JPOs who were contacted for the survey.

Region	2006	2005	2004	2003	2002
Africa (49/88)	55.7%	52.7%	53.6%	56.3 %	50.6%
Arab States (9/17)	52.9%	52.1%	47.6%	33.3 %	68.4%
Asia-Pacific (27/55)	49.1%	40.4%	45.2%	54.3 %	54%
Eastern Europe & CIS (5/16)	31.2%	33.3%	66.7%	75 %	88.9%
Headquarters location (33/59)	55.9%	53.5%	52.1%	47.6 %	51.1%
Latin America & the Carib. (26/28)	92.8%	68.7%	35.5%	73.3%	58.6%
Anonymous (29/178)	16.3%	12.8%	4.6%	8.3%	4.2%
<i>Global participation</i>	65.7 %	57.7 %	54.7 %	57.1 %	57.6 %



² JPO Programme (242 JPOs) – distribution by region (as of 1 November 2006)

- Africa (81/242) 33 %
- Arab States (15/242) 6 %
- Asia-Pacific (51/242) 21 %
- Eastern Europe and the CIS (15/242) 6 %
- Headquarters location (51/242) 21 %
- Latin America and the Caribbean (29/242) 12 %

Participation by Donor

The participation per donor was calculated based on the distribution of JPOs by donor country as of 1 November³ and the list of recently separated JPOs who were contacted for the survey.

Donor	2006	2005	2004	2003
Agence Intergouv. Francophonie (0/1)	0	66.6 %	25 %	100 %
Austria (6/8)	75 %	44.4 %	71.4 %	57.1 %
Belgium (13/20)	65 %	53.3 %	33.3 %	68.4 %
Canada (5/8)	62.5 %	83.3 %	57.1 %	17.1 %
Denmark (14/16)	87.5	72.2 %	42 %	52.9 %
Finland (9/11)	81.8 %	72.7 %	61.5 %	66.6 %
France (15/19)	78.9 %	57.1 %	54.5 %	68.2 %
Germany (18/28)	64.3 %	72.7 %	54.5 %	68.4 %
Iceland (3/4)	75 %	50 %	na ⁴	
Ireland (2/3)	66.6 %	33.3 %	50 %	66.6 %
Italy (5/7)	71.5 %	55.5 %	55.5 %	58.8 %
Japan (17/29)	58.6 %	58.1 %	47.9 %	50 %
Luxembourg (6/10)	60 %	33.3 %	33.3 %	60 %
the Netherlands (18/35)	51.4 %	57.5 %	54.8 %	83.3 %
Norway (9/15)	60 %	45.4 %	33.3 %	40 %
Portugal (1/1)	100 %	50 %	0 %	0 %
Republic of Korea (3/4)	75 %	50 %	100 %	100 %
Saudi Arabia (3/3)	100 %	na ⁵		
Spain (12/16)	75 %	76.9 %	30 %	61.5 %
Sweden (15/25)	60 %	50 %	69.2 %	64.7 %
Switzerland (4/6)	66.6 %	83.3 %	50 %	42.8 %
<i>Global participation</i>	<i>65.7%</i>	<i>57.7 %</i>	<i>54.7 %</i>	<i>57.1 %</i>

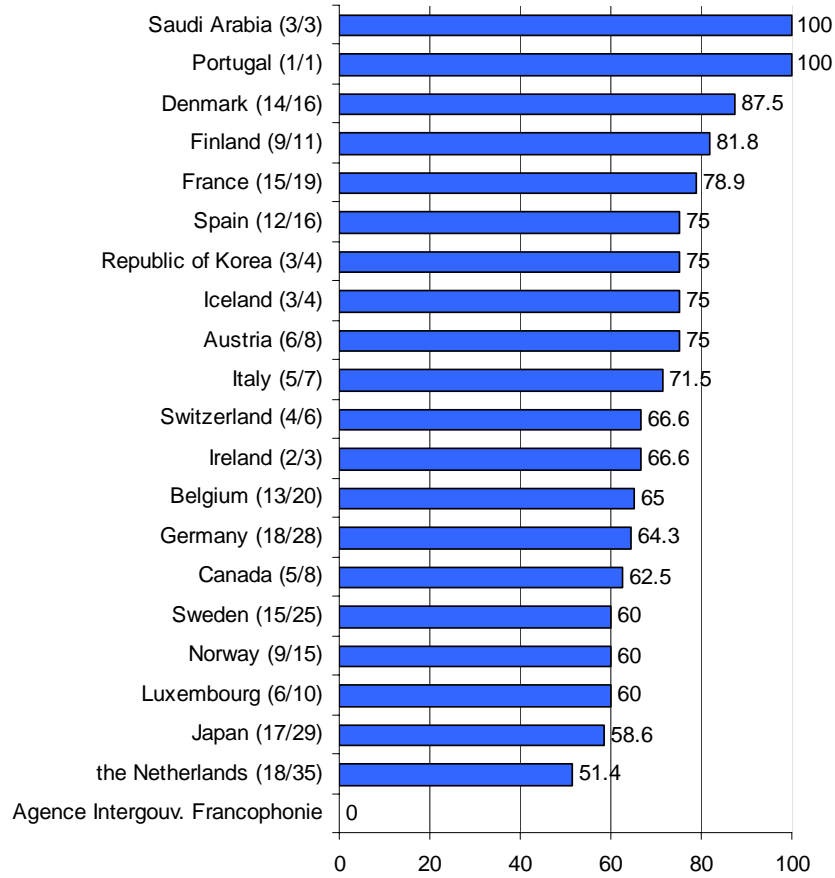
3 JPO Programme (242 JPOS) – distribution by donor (as of 1 November 2006):

- Agence Intergouvernementale de la Francophonie :	1	0.5 %
- Austria:	7	3 %
- Belgium:	18	7 %
- Canada:	7	3 %
- Denmark:	15	6 %
- Finland:	11	5 %
- France:	17	7 %
- Germany:	20	8 %
- Iceland:	4	2 %
- Ireland:	3	1 %
- Italy:	6	2 %
- Japan:	27	11 %
- Luxembourg:	8	3 %
- the Netherlands:	32	13 %
- Norway:	15	6 %
- Portugal:	1	0.5 %
- Republic of Korea:	4	2 %
- Saudi Arabia	3	1 %
- Spain:	14	6 %
- Sweden:	23	10 %
- Switzerland:	6	2 %

⁴ Iceland joined the JPO Programme in 2005.

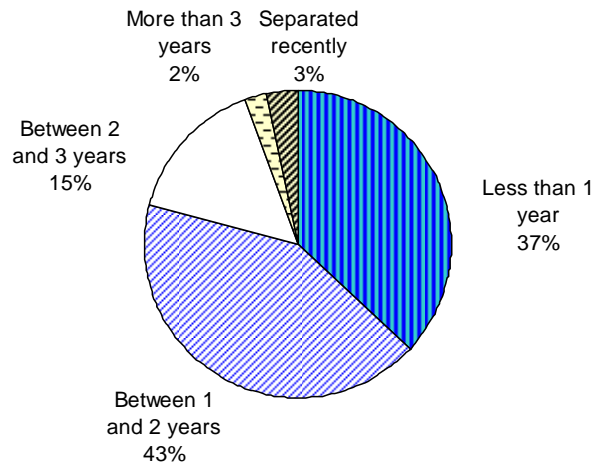
⁵ Saudi Arabia joined the JPO Programme in 2005. Its first JPOs started their assignment in 2006.

Answers (%)



Period served as a JPO:

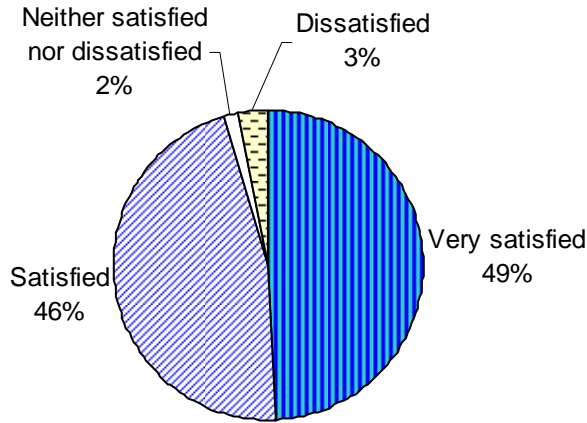
	Answer rate
Less than 1 year (66/178)	37 %
Between 1 and 2 years (75/178)	43 %
Between 2 and 3 years (27/178)	15 %
More than 3 years (4/178)	2 %
Separated recently (6/178)	3 %
Global participation	65.7 %



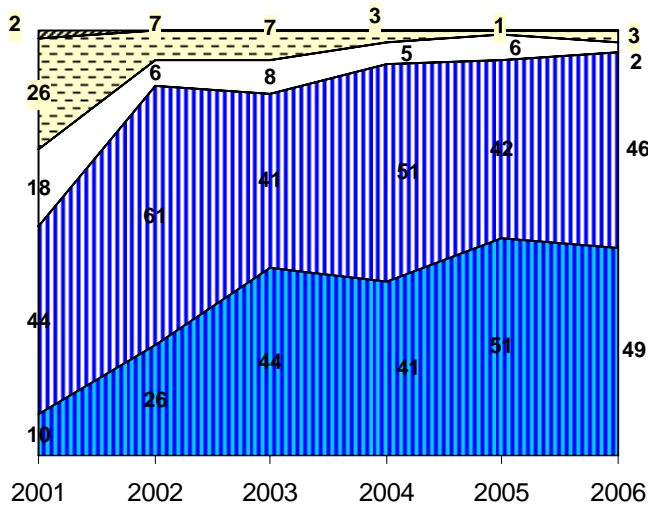
III – JPO Satisfaction Results

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?



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2006 results 65 answers (32/30/1/2/0)	49%	46%	2%	3%	0%
2005 results 72 answers (37/30/4/1/0)	51%	42%	6%	1%	0%
2004 results 64 answers (26/33/3/2/0)	41%	51%	5%	3%	0%
2003 results 83 answers (36/34/7/6/0)	44%	41%	8%	7%	0%
2002 results 70 answers (18/43/4/5/0)	26%	61%	6%	7%	0%
2001 results 133 answers (13/59/24/34/3)	10%	44%	18%	26%	2%



1.1

