United Nations Development Programme

JPO Programme & JPO Service Centre activities

2018 JPO Partner Country Satisfaction Survey
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I. Introduction

The UNDP Junior Professional Officer Service Centre (JPOSC) is part of UNDP’s Office of Human Resources, Bureau for Management Services. At the time this questionnaire was distributed, on 29 October 2018, the JPOSC administered 203 Junior Professional Officers (JPOs) serving in 54 duty stations worldwide, and working for the following agencies:

- United Nations Development Programme (UNDP) and its affiliated funds/programmes:
  - United Nations Capital Development Fund (UNCDF)
  - United Nations Development Operations Coordination Office (UNDOCO)
- United Nations Volunteers (UNV)

- United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)
- Joint United Nations Programme on HIV/AIDS (UNAIDS)
- United Nations Population Fund (UNFPA)
- United Nations Industrial Development Organization (UNIDO)
- United Nations Office for Projects Services (UNOPS)
- United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)
- United Nations World Tourism Organization (UNWTO)
- World Health Organization (WHO)
- World Intellectual Property Organization (WIPO)

In 2018, 16 partner countries sponsored the JPO Programmes of the above-mentioned agencies:

<table>
<thead>
<tr>
<th>Belgium</th>
<th>France</th>
<th>Kuwait</th>
<th>Republic of Korea</th>
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</thead>
<tbody>
<tr>
<td>Canada</td>
<td>Germany</td>
<td>Luxembourg</td>
<td>Sweden</td>
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<tr>
<td>Denmark</td>
<td>Italy</td>
<td>Norway</td>
<td>Switzerland</td>
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<tr>
<td>Finland</td>
<td>Japan</td>
<td>Portugal</td>
<td>The Netherlands</td>
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When it comes to the UNDP JPO Programme, the JPOSC functions as a “one-stop-shop”, covering every issue related to the management and administration of the UNDP JPO Programme including recruitment, appointment, reassignment, separation from service, learning and career development. The JPOSC provides learning and career support services to UNDP and affiliated JPOs, including the JPO Induction Programme – which covers the pre-departure briefings in Copenhagen as well as virtual, online trainings and the Programme Policy and Operations (PPO) induction course in New York –, career counselling and coaching sessions, feedback on CVs and cover letters, Mentoring Programme, interview preparation sessions and a dedicated Career Management Website.

When it comes to the JPO Programmes of partner UN agencies, the JPOSC aims at providing a package of human resources support services to JPOs 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 JPOs, who are making a significant contribution to the UN’s efforts towards the achievement of the Sustainable Development Goals.

Due to its background, the annual collection of survey results is vital to ensure that the JPOSC is kept abreast of all the major developments that have a direct bearing on the performance and well-being of the JPOs, as well as to receive feedback regarding the recent track of the JPOSC itself.

This document is the synthesis of the answers obtained in the 2018 JPO partner country survey.

The survey was divided into seven sections, as follows:

- Co-operation and communication with the JPO Service Centre
- Your feedback on the UNDP JPO Programme
- Feedback on the UNDP JPO Programmes from the JPOs
- General comments, ideas and feedback

An e-mail announcing the launch of the survey was sent to all active JPO partner countries of the JPO Service Centre on 30th October 2018. The deadline for answering was the 28th November 2018. 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 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

Participation in 2018: 75% (12/16)

The present survey was sent to 16 partner countries that funded JPOs administered by the JPO Service Centre in 2018. 12 partner countries have filled in the questionnaire (the number of JPOs sponsored by each country and administered by the JPOSC as of October 2018 is shown in brackets):

- Belgium (7)
- Canada (7)
- Denmark (20)
- Finland (10)
- France (2)
- Germany (28)
- Italy (19)
- Japan (35)
- Kuwait (3)
- Luxembourg (6)
- Norway (5)
- Portugal (3)
- Republic of Korea (2)
- Sweden (28)
- Switzerland (12)
- The Netherlands (13)

The respondents were sponsoring **173 JPOs** when the survey was launched, which represents **85%** of all active JPOs.
III. JPO Donor Satisfaction Results

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

1. Satisfaction with the overall timeliness of the response (taking into consideration the 3 working days response time policy)
2. Satisfaction with the quality of the information received from the JPOS C

Comparison of global results

UNDP JPO Service Centre - www.jposc.undp.org
3. Satisfaction with the quarterly UNDP JPOSC News and Activity Bulletin

Comparison of global results

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
4. Frequency of visits to the JPOSC website or to JPO Request System

- Monthly, 42%
- Quarterly or less, 50%
- I haven't used it, 8%
5. Satisfaction with the JPOSC website (visible for those who answered ‘Quarterly or less’ or ‘Monthly’ for the previous question)

Comparison of global results

Very Satisfied, 60%

Satisfied, 30%

Very Satisfied, 30%

Skip answer, 10%
6. Satisfaction of the JPOs sponsored by one’s Government and administered by the JPOSC regarding the quality of services provided to them

![Pie chart showing satisfaction levels](chart.png)

Very Satisfied, 27%
Satisfied, 64%
Skip answer, 9%

Comparison of global results

![Comparison chart](chart2.png)
Section 2 – Feedback on the UNDP JPO Programme

1. Satisfaction with the extent to which the UNDP JPO Programme lives up to one's expectations

Comparison of global results

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
- Skip answer
2. Satisfaction with the co-operation between the organizations during the last recruitment cycle for UNDP JPOs

Comparison of global results

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
- Skip answer
3. Satisfaction with the way the JPOSC meets the various JPO reporting obligations towards one’s Government?

![Pie chart showing satisfaction levels]

- Very Satisfied, 45%
- Satisfied, 27%
- Skip answer, 27%

Comparison of global results

![Line graph comparing satisfaction levels from 2014 to 2018]

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
- Skip answer
Section 3 – Feedback on the UNDP JPO Programme from the JPOs

1. Satisfaction of the UNDP JPOs sponsored by one’s Government with their assignment

![Pie chart showing satisfaction levels of UNDP JPOs](image)

- Very Satisfied: 27%
- Satisfied: 45%
- Neither/Nor: 9%
- Dissatisfied: 9%
- Skip answer: 9%

Comparison of global results

![Graph showing comparison of global results over years](image)
2. Satisfaction of the UNDP JPOs sponsored by one’s Government with the degree to which they are acquiring new skills during their assignment

Comparison of global results

Very Satisfied, 27%
Satisfied, 55%
Dissatisfied, 9%
Skip answer, 9%
Neither/Nor, 5%
3. Satisfaction of the UNDP JPOs sponsored by one’s Government with the training/learning opportunities offered during their assignment?

![Pie chart showing satisfaction levels]

- Very Satisfied: 36%
- Satisfied: 45%
- Neither/Nor: 9%
- Skip answer: 9%