United Nations Development Programme

JPO Programme & JPO Service Centre activities

2018 Partner Organization Client 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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<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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</tbody>
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The survey was divided into three sections, as follows:

- **Co-operation and communication with the JPOS Centre**
- **Your feedback on the JPO Programme from the JPOs**
- **General comments, ideas and feedback**

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 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

The present survey was sent to the 9 partner agencies whose JPO Programmes the UNDP JPO Service Centre administered on their behalf at the time the survey was launched.

We have collected responses from 8 partner agencies (the number of JPOs assigned to each agency as of mid-October 2018 is shown in brackets),

- UN Women (22) - UNRWA (10)
- UNAIDS (10) - WHO (28)
- UNFPA (38) - WIPO (1)
- UNOPS (4) - UNWTO (1)

While the participation rate reaches 89% (8 agencies out of 9), participating agencies represent 98% of all non-UNDP JPOs administered by the JPO Service Centre.
III. Agency Satisfaction Results

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

1. Satisfaction with the overall quality of services provided

Comparison of global results

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
2. Satisfaction with the overall timeliness of the response (taking into consideration the 3 working days response time policy)

Comparison of global results
3. Satisfaction with the clarity of explanations provided by the JPOSC

![Pie chart indicating very satisfied at 87% and satisfied at 13%.]

Comparison of global results

![Bar chart showing the percentage of satisfaction from 2014 to 2018.]

Legend:
- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
4. Satisfaction with the co-operation between the organizations during the JPO recruitment process

Comparison of global results

- Very Satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very Dissatisfied
5. Frequency of visits to the JPO Service Centre website over the last 12 months

- Never 25%
- Weekly 50%
- Monthly 13%
- Quarterly or less 12%
6. Satisfaction with the quarterly JPO Service Centre News and Activity Bulletin

![Pie chart showing satisfaction levels: Very satisfied 25%, Satisfied 50%, Neither/Nor 12%, N/A 13%]

Comparison of global results

![Line chart showing percentage of satisfaction over years 2014 to 2018: Very Satisfied, Satisfied, Neither, Dissatisfied, Very Dissatisfied, N/A]
Section 2 – Feedback on the JPO Programme from the JPOs

1. **General impression on the satisfaction of the JPOs in one’s organization with their assignment**

![Pie chart showing satisfaction levels: Very satisfied 25%, Satisfied 75%]

**Comparison of global results**

![Bar chart showing satisfaction levels over years with categories: Very Satisfied, Satisfied, Neither, Dissatisfied, Very Dissatisfied]
2. General impression on the satisfaction of the JPOs in one’s organization with the quality of services that are being provided to them by the JPOSC

Comparison of global results

Very Satisfied 25%
Satisfied 75%