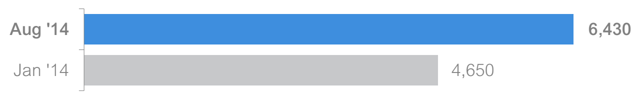
GLOBAL CLIENT SURVEY

Summary Results from the August 2014 Edition

In 2014, DFS started to measure client satisfaction systematically, using a twice-yearly Global Client Survey. In the future, this survey will become a key part of how we review our performance and identify areas for improvement.

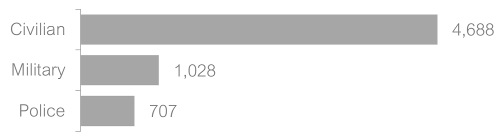
RESPONDENT DEMOGRAPHICS

With 21 questions and 6,430 respondents (an increase of 44% from the January survey), the August 2014 survey was the largest since DFS reforms began in 2010.



Number of survey participants by month

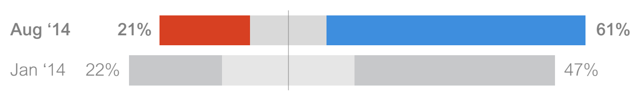
Respondents were largely from peacekeeping missions (90%), and civilian staff (4,688 or 73%). Of the civilians, most were international and worked in mission support functions (62%). Uniformed personnel accounted for 27% or 1,735 of respondents.



Number of survey participants by month

OVERALL RESULTS

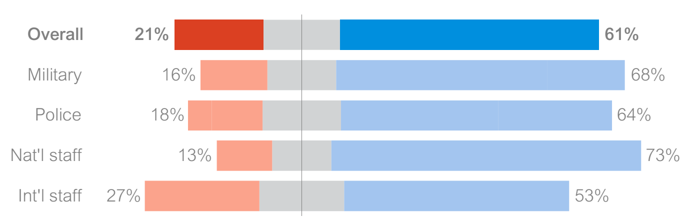
Overall, 61% of respondents indicated that they are either satisfied or very satisfied with the quality of service delivery. This is a 14% increase from the previous survey in January 2014.



Overall satisfaction with service quality ■ Dissatisfied ■ Neutral ■ Satisfied

VARIATION ACROSS GROUPS

Despite the majority of respondents reporting satisfaction with overall service quality, the survey results show a wide variation across client groups.



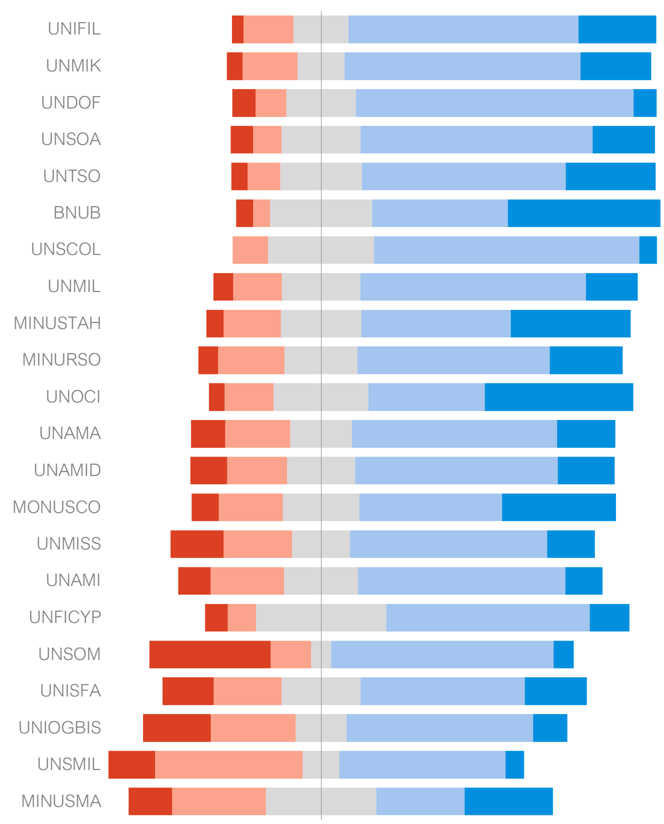
Satisfaction with service quality by respondent group ■ Dissatisfied ■ Neutral ■ Satisfied

Military personnel are most satisfied with service quality (68%), followed by police (64%) and civilians (59%). Among civilians, international professional staff are least satisfied with service delivery and many may have strong negative perceptions. To some extent, these results are explained by differences in expectations.

VARIATION ACROSS MISSIONS

There are significant differences in client satisfaction between missions. Personnel in well-established, support-focused missions such as UNIFIL, UNDOF, UNSOA or UNTSO tend to express higher satisfaction with service quality. While personnel in volatile and relatively new missions like MINUSMA, UNSMIL or UNISFA tend to be less satisfied. In some missions, for example UNSOM, UNIOGBIS or UNMISS, there were strong negative perceptions.

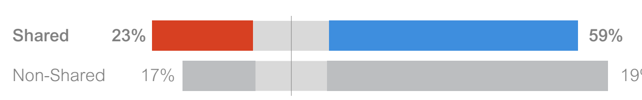
To some extent, the differences in client satisfaction may be related to the ease of operations - where well-established missions have smoother processes in place, and better conditions overall, while staff with missions in volatile areas deal with a host of operational challenges and more difficult living conditions overall.



Overall satisfaction ■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Highly Satisfied

SHARED SERVICES

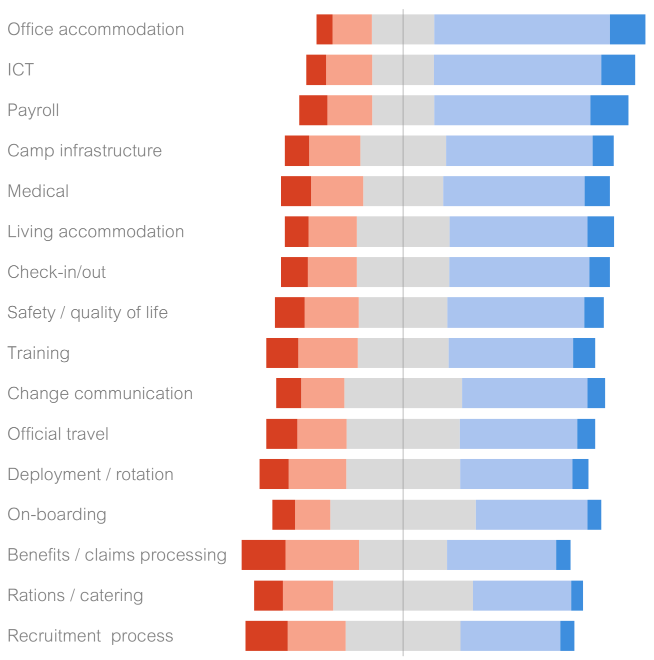
Clients supported by shared service are still slightly less satisfied (59%) than those without (65%). The initial performance challenges, particularly in RSCE are partly responsible. Shared service centres like RSCE also support the largest (and more volatile) missions, which impacts the results.



Overall satisfaction with service quality ■ Dissatisfied ■ Neutral ■ Satisfied

VARIATION ACROSS SERVICES

Similar to overall satisfaction by mission, there is variation in satisfaction across services. More than half of respondents expressed satisfaction with office accommodation (64%), ICT services (61%), payroll (59%), camp infrastructure (51%) and medical services (51%). Respondents were least satisfied with benefits / claims processing (37%), catering (34%) and recruitment (34%).

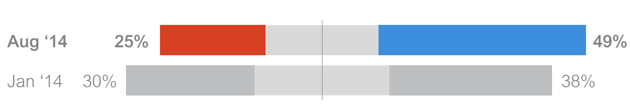


Overall satisfaction ■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Highly Satisfied

Among different client groups, the perceptions of service quality can vary. Military respondents, for example, were least satisfied with camp infrastructure, (military) pay roll and living accommodation. Civilian staff were more likely dissatisfied with recruitment, training and medical service. All respondent groups expressed most dissatisfaction with claims and benefits processing.

REFORM PROGRESS

Almost half of respondents (49%) strongly agreed or agreed with the statement "I have seen an overall improvement in services since 2010," up from the January 2014 Survey (38%). The perception of progress is encouraging as it suggests that DFS reform is making a difference. However, there is still room to improve the number and ensure all staff are seeing positive changes led by the Department. Some senior managers were among the least convicenced.



Noticed improvement in service quality since 2010? ■ No ■ Unsure ■ Yes

CONFIDENCE IN REFORM

Mission support staff are committed to reform. When asked "How much confidence do you have that the reforms led by DFS will have an impact on field support in the next 3 – 10 years?", the majority of support staff (60%) think that the reforms will "improve the quality of services." Those who agree are most likely to already "have noticed progress", are committed to "continuous improvement and innovation," and want a "client-oriented and performance-focused field support culture."

Confidence in positive impact of reforms over 3-10 years? ■ No ■ Unsure ■ Yes

AREAS OF IMPROVEMENT

When asked about areas where DFS should pursue further improvement, most mission support staff expect the Department to focus on better planning and coordination, training, cost-efficiency, accountability, as well and staff safety, security and quality of life.

1	Planning
2	Training and professional development
3	Coordination
4	Resource stewardship and accountability
5	Staff safety, security and quality of life

Top 5 areas of expected improvement in order of priority, all respondents

Expectations for improvement differ between groups of support staff. National staff are more interested in training, resource stewardship and accountability. International emphasize issues around coordination, decision-making and matching staff skills with jobs. Managers are focused on shared service performance, succession management, workforce planning and customer service focus.

SURVEY AND MANAGEMENT

In response to the results of the latest Global Client Satisfaction Survey, a number of priorities have been identified for field support managers, including:

1. Focus on **missions with low client satisfaction** rates, including through appropriate action plans.
2. Focus on **services with low client satisfaction** rates, including through appropriate action plans.
3. Communicate changes, progress and challenges to clients to improve **collaboration and comprehension**.
4. Communicate how survey inputs lead to **concrete change**.
5. Continue to conduct **regular client surveys**.