United Nations Nations Unies

INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

TO: All Executive Officers at Headquarters
A: All Heads of Administration at Offices away from Headquarters
Chief, Personnel Management Support Service, DPKO

DATE: 25 January 2007

THROUGH:
S/C DE:

FROM: Jan Beagle
DE: Assistant Secretary-General
Office of Human Resources Management

SUBJECT: **Exit Questionnaire for separating staff**
OBJET:

1. You would recall that in 1999 a questionnaire for separating staff was introduced in the Secretariat, pursuant to a request by the General Assembly in resolution 53/221. An earlier effort in 1999 to introduce a questionnaire for separating staff was not successful because the available technology at the time (Paradox) did not allow for an automated on-line preparation and submission of the questionnaires and, therefore, was difficult to support.

2. OHRM has now developed an electronic, Intranet-based Exit Questionnaire, the prototype of which was successfully tested by several colleagues at Headquarters and at Offices away from Headquarters. The new Exit Questionnaire should be introduced by all departments, offices and field operations, which have access to Intranet, by 15 February 2007.

3. The Exit Questionnaire is easy and quick to complete, and provides information that can be used for statistical analysis for various purposes. The system has a built-in automated reporting facility that allows the generation of reports on all elements in the Questionnaire. The Questionnaire is anonymous in order to encourage full and honest feedback from separating staff members. Personnel Officers administering the separation of staff would request such staff to complete the questionnaire on line during their visit to the relevant Executive/Personnel Office.

4. Please find enclosed the description of the Exit Questionnaire, Standard Operating Procedures (SOP) for its completion and a print out of the Questionnaire.

5. I highly appreciate your usual cooperation in implementing this important tool. We are aware that further improvements may be required to the system and would welcome your suggestions, which will be taken into consideration in Release 2 of the system. Kindly provide your suggestions by e:mail to hrsupport@un.org.

OHRM, 19 January 2007

Standard Operating Procedure (SOP)
for completing the Exit Questionnaire

1. It is recommended that Executive/Personnel Offices include the completion of the Exit Questionnaire into information materials/briefing notes for separating staff members.

2. The Executive/Personnel Officer processing the separation of a staff member should invite this staff member to complete the Exit Questionnaire on line during a visit to the Personnel Office, at which the staff member is informed about the separation formalities.

3. The Executive/Personnel Officer should provide to the separating staff member access to the Exit Questionnaire intranet site and guidance on how to complete the Questionnaire, and provide him/her time to complete the process. Normally, this takes a few minutes to complete and submit.

4. No further action is required from either the separating staff member or the Personnel Officer.

OHRM, 19 January 2006

EXIT QUESTIONNAIRE DESCRIPTION

1. The Electronic Exit Questionnaire can be accessed through one of the following addresses:

http://157.150.196.144/helpdesk/exitsurvey
http://secap527.un.org/helpdesk/exit survey

2. On the first web page of the site the user will see the survey questions ready for answering.

Start New Survey

..:: Start New Survey ::..

United Nations Secretariat
Exit Questionnaire

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A source of valuable information which can help the Organization to build better management for the future, is knowing the reasons why separating staff leave the Organization. All separating staff members are requested to complete this Exit Questionnaire as a part of the Organization's administrative clearance procedures. The identity of the respondents remains anonymous. All information is treated as confidential.

Please take a few minutes to respond to this questionnaire. It is important to answer as many questions as possible, particularly those marked with as asterisk (*). When completed, please click on the SUBMIT SURVEY button, which is found at the bottom of the second page of the Questionnaire.

*** 1. Please indicate your current category/level in the appropriate group:**

Director and Above

3. The Questionnaire contains two pages with 24 questions. At the top and bottom of each page there are links "**Previous Page**" and "**Next Page**" which allow navigation between the two pages. Answering all but the last optional question is simple by just choosing and clicking on the appropriate answer among those provided below the question. If in question 10 the user chooses "Other", the system will open a dialogue box For "Other", please specify: prompting the user to type into the box specific comments. Completing the Questionnaire usually takes just a few minutes.

4. Once the user completes the Questionnaire, he/she should click on the button Submit Survey at the bottom of the second page of the Questionnaire to submit. The system will confirm the submission on the next page, from which a new questionnaire can be launched:

..:: Start New Survey ::..

United Nations Secretariat
Exit Questionnarie

ok Your replies have been submitted, thank you for your participation.

5. No further action is required from either the user or the Executive/Personnel Officer. All submitted Questionnaires are automatically added to the database and become available to OHRM for analysis.

6. OHRM will annually provide all departments/offices/missions with the related overall statistical data.

Start New Survey

Start New Survey

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Exit Questionnaire

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* **1. Please indicate your current category/level in the appropriate group:**

Director and Above

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* **2. Please indicate your contract type:**

○ 100 Series-permanent ○ 100 Series-fixed-term ○ 200 Series ○ 300 Series ALD ○ 300 Series-short-term

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* **3. Please indicate the country of your current duty station:**

Afghanistan

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* **4. Please indicate your current department/office/mission:**

CTED

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* **5. Please indicate your current occupational group:**

Administration

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* **6. How many years you have worked in the Organization**

○ Less than 2 ○ 2 to 5 ○ 6 to 10 ○ More than 10

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* **7. Please indicate your gender:**

○ Female ○ Male

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* **8. Please indicate your age group:**

Less than 30

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* **9. Please indicate your family status:**

Single without dependents

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* **10. What is/are the reason(s) you are leaving the United Nations Secretariat? (please check all boxes that apply)**

- [ ] Family reasons (please also answer question 11 if this is selected)
- [ ] Continued education (self)
- [ ] Alternate job opportunity (please also answer question 12 if this is selected)
- [ ] Inadequate pay and benefits
- [ ] Retirement
- [ ] Agreed termination
- [ ] Medical disability
- [ ] Expiration/non-extension of appointment
- [ ] Termination of contract by the Organization
- [ ] Other

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11. If you are separating for family reasons, please indicate which one(s). Please check all that apply.

- [ ] Spouse employment
- [ ] Children's education
- [ ] Inadequate medical facilities
- [ ] Prolonged separation from family
- [ ] Other

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12. If you are separating because of an alternate job offer, please specify:

( ) Private industry ( ) NGO ( ) Government ( ) Other UN system post ( ) Self employment

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For the following questions, please check the answer which most closely describes your experience during your service with the UN Secretariat:

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13. Opportunities for career development

( ) Highly satisfied ( ) Satisfied ( ) Somewhat satisfied ( ) Unsatisfied

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Start New Survey

Start New Survey

United Nations Secretariat
Exit Questionnaire

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14. Opportunities for development of competencies and skills

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

15. Contribution of your work to the overall goals of the Organization?

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

16. Training opportunities offered by the Organization

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

17. Overall quality of supervision you have received

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

18. Organization of work and assignment of tasks

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

19. Salary commensurate with skills/experience

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

20. Conditions of service (benefits and entitlements)

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

21. Assistance by Organization for spouse employment

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

22. Adequacy of IT support systems for your work

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

23. Overall, how satisfied are you with your service in the Organization?

○ Highly satisfied ○ Satisfied ○ Somewhat satisfied ○ Unsatisfied

24. Please add any comments, suggestions or clarifications you would like to make on your separation from the United Nations Secretariat.

Thank you for your time.
Office of Human Resources Management
United Nations Secretariat

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Submit Survey

United Nations Nations Unies

INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

TO: Clearance Officers **(Please see list below)** DATE:
A:

FROM:
DE: Executive Office,

SUBJECT: **Clearance for Separating Staff Member**
OBJET:

The following staff member will be leaving the Organization on the COB date below. Before the final entitlements can be processed, please indicate your clearance, sign the form, and return in advance the signed scanned copy to _____ by e-mail. Please send the original to this office, Room _____ **as soon as possible.**

Name:	Index No.:	Cat./Level/Step:
Dept/Div/Sect/Unit:	Room No.:	Extension No.:
Functional Title:	EOD date:	COB date:
Reason for action:		

ITEMS TO BE CLEARED	CLEARANCE	DATE
DGACM		
Reference, S-1153		
Documents/Reference material		
DM/OCSS		
Garage Administration, GA-007 (Fax 3-8646)		
Medallion		
Parking tickets		
Information Reception Unit, S-0933 (for deletion from online phone directory) Fax 3-1154		
Archives (Fax 3-8686)		
Locksmith, B2-08A		
Keys		
Card access		
Travel and Transportation Section, S-2011A		
Laissez-Passer		
G-4 visa (staff, spouse and children under age 21)		
ITSD, Request for Service, Room: S-1917I , email address: itservices@un.org.		
Desk phone		
Blackberry service		
Cell phone device and service		

Beeper/Pager		
Secure ID cards to connect to network from outside		
Loaners, i.e., PCs and laptops (in conjunction with releasing office)		
e-mail account and access (in conjunction with releasing office)		
DM/OHRM		
Staff Emergency Fund, S-0505		
e-PAS access (see below under Executive Office)		
Galaxy access (galaxy-registration@un.org)		
Visa Committee, Rm S-2555		
G-5 visa for household employees		
G-4 visa for children over age 21 and relatives other than immediate family		
DM/OPPBA		
Payroll- Chief, Income Tax Unit (notification only), FF-0338 Fax 3.1544		
Imprest Account, Chief, Central Accounts (if applicable), FF-0752 Fax 7-2319		
DPI		
Library, L-1B-10		
RELEASING OFFICE		
Blackberry Device		
Other specific items of particular interest to the department/office		
EXECUTIVE OFFICE		
Grounds Pass		
Corporate credit card (if applicable)		
Petty Cash custody		
Outstanding Travel Claims (F.10)		
Outstanding phone bills		
Completion of PAS for all staff members for whom the separating staff member is the First/Second Reporting Officer		
Completion of Exit Questionnaire		

Please return this form to _____

Administrative Assistant
Executive Office, _____
Room _____