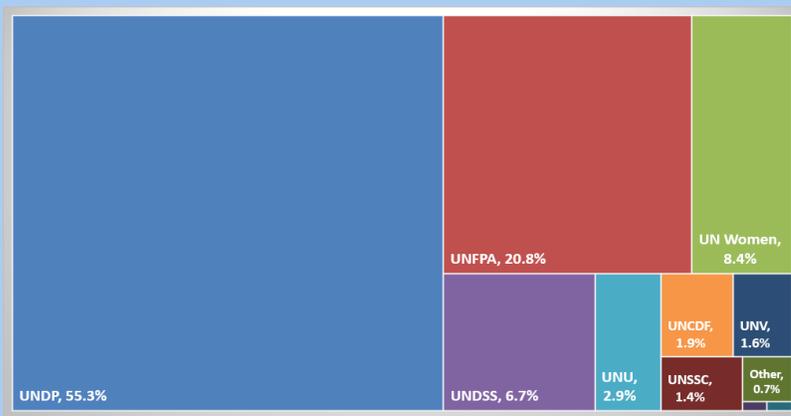




BENEFITS & ENTITLEMENTS SERVICES HR SERVICES - CLIENT SATISFACTION SURVEY 2018

From June to August 2018, GSSU conducted a client satisfaction survey among International Professional and local staff members on the HR services provided by Benefits & Entitlements Services Unit (BES).

1546 international and local staff members from **10 UN agencies** evaluated the quality of support and advice provided by GSSU BES. The overall satisfaction rate is **94.56 %** - an increase of **2.61%** compared to 2017.



THE SURVEY RESULTS REFLECT AN INCREASE IN SATISFACTION WITH OUR HR SERVICES, TOOLS AND QUALITY OF ADVICE



Being committed to establishing closer communication with staff members, the survey included an option for staff to request follow-up on specific issues, raise concerns or share ideas. This feedback is being reviewed and addressed.

GSSU/BES would like to thank all contributors for their responses, feedback and suggestions.

CLIENTS APPRECIATE MANY DIFFERENT ASPECTS OF BES SUPPORT AND SERVICE DELIVERY

- “In my view GSSU colleagues are extremely client and service oriented in the way they provide both services and innovative solutions to challenges falling outside of the Rules/Regulations frameworks” (UNDP)
- “Services provided were timely and helpful. Staff went the extra mile to help find solutions that would work for me” (UNDP)
- “Your associates are professionals with high level of standards in terms of timeliness and clarity of responses. If UNDP provides services at the same level as BES, I am pretty sure that we would be highly rated as an integrated platform for the UN system” (UNDP)
- “I have been in the UN system for 18 years and have never before experienced such professionalism in the UN system. I was impressed by the professionalism, communication skills and technical knowledge of my HR focal point” (UN WOMEN)
- “I can’t find the proper words to thank and express my sincere appreciation and gratitude to the HR colleagues for the excellent services and support I have received” (UNDSS)
- “On behalf of the colleagues of UNV I would like to acknowledge the excellent work of the HR CPH team very supportive and always responsive to our needs” (UNV)