GLOBAL PAYROLL SERVICES – LOCAL HR UNITS SATISFACTION SURVEY

PROFILE

Respondents, total: 238 (Response Rate: 49%)

Per Role:
- HR Associate: 53
- Finance Associate: 47
- HR Analyst/ Specialist: 27
- Finance Analyst: 14
- UNV Programme Associate: 15
- HR Assistant: 24
- UNV Programme Manager: 7
- Other: 14

Country Offices covered by survey: 115

OVERALL SATISFACTION

97.84% of responses on different aspects of services indicated satisfaction with the work done by GPS Local payroll management unit.

Payroll processing
- Very satisfied: 69.2%
- Satisfied: 22.5%
- Dissatisfied: 1.8%
- Very dissatisfied: 0.4%

HR & payroll advisory services
- Very satisfied: 63.4%
- Satisfied: 31.3%
- Dissatisfied: 4.0%
- Very dissatisfied: 0.9%

Data integrity (data cleanups and corrections)
- Very satisfied: 53.3%
- Satisfied: 36.1%
- Dissatisfied: 2.2%
- Very dissatisfied: 7.0%

HR Cases (e.g. Agreed separations, Special EGs, Extended Sick Leave...)
- Very satisfied: 36.6%
- Satisfied: 36.1%
- Dissatisfied: 3.5%
- Very dissatisfied: 23.4%

Absence management
- Very satisfied: 35.7%
- Satisfied: 42.7%
- Dissatisfied: 3.5%
- Very dissatisfied: 17.2%

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