

United Nations



INTEROFFICE MEMORANDUM

Nations Unies

MEMORANDUM INTERIEUR

INTERNAL AUDIT DIVISION I
OFFICE OF INTERNAL OVERSIGHT SERVICES

TO: Mr. Pierre Schori
A: Special Representative of the Secretary-General,
UNOCI

DATE: 28 June 2006

REFERENCE: AUD-7-5:76 (06-00365 /06)

FROM: Dagfinn Knutsen, Acting Director
DE: Internal Audit Division-I, OIOS

SUBJECT: OIOS Audit No. AP2005/640/07: Vacancy Rates in UNOCI
OBJET:

1. I am pleased to present herewith our final report on the audit of the above subject, which was conducted during the period July-September 2005. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

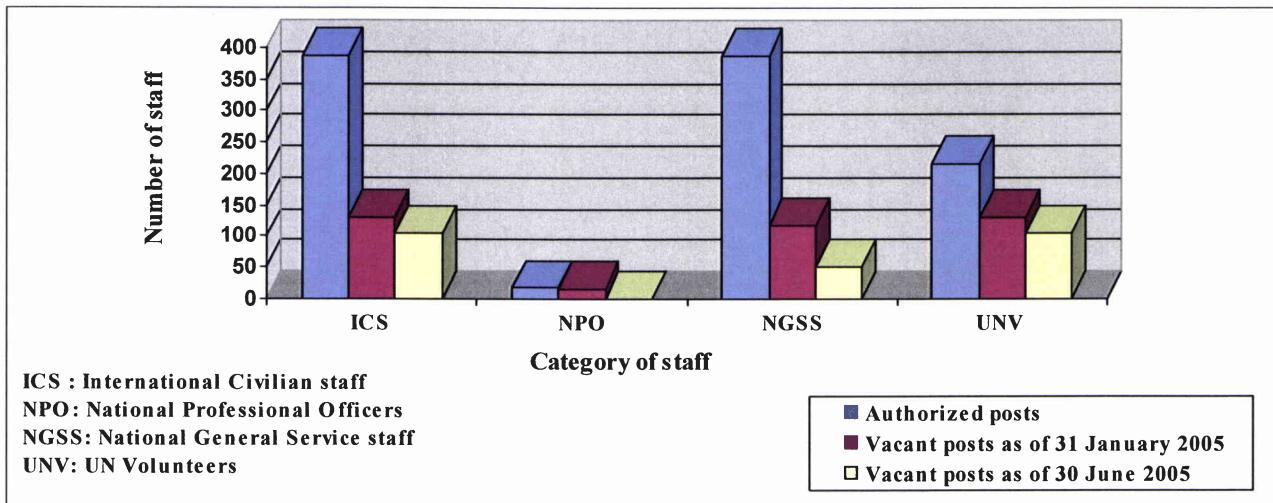
2. We note from your response to the draft report that UNOCI has generally accepted the recommendations. Based on the response, we are pleased to inform you that we have closed recommendations 1, 4, 5 and 6 in the OIOS recommendations database, and recommendation 3 has been withdrawn. In order for us to close out recommendation 2, we request that you provide us with additional information as indicated in the text of the report. Please refer to the recommendation number concerned to facilitate monitoring of their implementation status. Please note that OIOS will report on the progress made in implementing its recommendations, particularly those designated as critical (i.e., recommendation 2), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

3. IAD is assessing the overall quality of its audit process and kindly requests that you consult with your managers who dealt directly with the auditors and complete the attached client satisfaction survey form.

I. INTRODUCTION

4. The UNOCI budget of \$378.5 million for the 2004/2005 financial year provides for the deployment of 200 military observers, 6,045 military personnel, 350 civilian police, 387 international staff, 405 national staff (including 18 National Professional Officers) and 215 United Nations Volunteers. Figure 1 provides details of the status of mission civilian personnel, authorized strength according to the UNOCI staffing table, and vacancy rates at 31 January and 30 June 2005.

Chart 1: UNOCI Civilian staff: Comparative Vacancy Rates



5. The comments made by the Management of UNOCI on the draft report have been included in the report as appropriate and are shown in italics.

II. AUDIT OBJECTIVES

6. The main objectives of the audit were to:

- Determine the trends in vacancy rates, the process and time taken to fill mission vacancies; and
- Identify the causes for the delays in filling the vacancies and the resultant effects on the Mission's operations.

III. AUDIT SCOPE AND METHODOLOGY

7. OIOS reviewed the status of civilian vacancies in UNOCI as at 31 January and 30 June 2005 and focused on compliance with established recruitment procedures. Interviews were conducted with UNOCI officials responsible for staffing to discuss the effect that staff vacancies have on the mission operations. Personnel files were selected and examined to determine the timeliness and effectiveness of staff recruitment. The audit scope was affected because of insufficient documentation on personnel files at the time of the audit, which under normal operations should have been easily available. Twelve international civilian staff vacancies were selected as a sample of critical posts for detailed analysis.

IV. OVERALL ASSESSMENT

8. While the statistics show a generally unacceptable overall vacancy rate of 39% and 26% as at January and June 2005 respectively, the Mission expects to significantly reduce the vacancy rates within the next few months as a result of recruitment actions currently in process. The main causes for the high vacancy rates in the category of international civilian staff were the sudden increase in the need for French speaking staff due to three new peacekeeping missions starting within a relatively short period, and the major disruption caused by the evacuation of international staff after six months of operations.

V. AUDIT FINDINGS AND RECOMMENDATIONS

A. Status of vacancies at UNOCI

9. The comparative table below shows the vacancy rates by categories of civilian staff in the Mission at 31 January and 30 June 2005.

Table 1: Vacancy rates by category of staff

		International Civilian Staff	National Professional Officers	National staff	UN Volunteers	Total
Authorized posts	31 Jan '05	387	18	387	215	1007
Vacant posts	31 Jan. '05	130	17	118	133	398
	30 June '05	105	1	52	104	262
Vacancy Rate (%)	31 Jan. '05	34%	94%	31%	62%	39%
	30 June '05	27%	6%	13%	48%	26%

Note: No changes to Authorized staffing table between 31 January and 30 June, 2005.

10. UNOCI considers that vacancy rates in excess of 15% at any point in time could be detrimental to the Mission's operations. The overall civilian staff vacancy rate exceeded the Mission's reasonableness threshold, with a 39% vacancy rate in January 2005, declining to 26% by the end of June 2005.

11. Recruitment across the four staff categories has improved with 136 new staff members recruited during the six months between January and June 2005. Specifically:

- International civilian recruitment of 130 staff has been slow but it is progressing since the arrival of the new Chief Civilian Personnel Officer. Staffing the security office with qualified personnel has been problematic.
- There was a mass recruitment of National Professional Officers in one exercise of which eight posts were related to Human Rights programme.

- The recruitment process for UN Volunteers was generally efficient, in that the response from the UNV Headquarters in Bonn, Germany was generally positive and effective in meeting programme requirements.

12. There has been a staff turnover of six percent in positions since April 2004, which is factored into the acceptable vacancy rate threshold of 15 percent at any point in time.

B. International Staff

13. Recruitment of international civilian staff presents the most difficult problem for the Mission. Approximately 51 percent of the international civilian vacant posts were in the Professional category (P-2 to P-5). Also, the evacuation of international civilian staff in November contributed to recruitment process inefficiencies, deferral of appointments, reassessments to other missions and non-acceptance of offers of appointment.

Personnel recruitment documentation / candidates' files

14. OIOS reviewed a sample of 40 recruitment cases to ascertain the efficiency and effectiveness of the staffing process. The audit team experienced difficulties in obtaining documentation and information relevant to the staffing process from the Personnel Section due to unavailability of records and lack of institutional knowledge in the Mission.

15. The DPKO Human Resources Handbook states that "selection will proceed only after a reasoned comparative evaluation of each candidate has been conducted and recorded". Evidence that candidates' personal references were checked and that the selected candidates had been technically cleared by the relevant department at Headquarters was not available. Furthermore, there was no evidence to show that section chiefs wrote evaluations of short-listed candidates. For ensuring transparency in the recruitment process, the Mission needs to maintain a reasoned comparative evaluation of candidates, and this needs to be documented in personnel files. Also, job descriptions for vacancies were not available, which further complicates an objective assessment of the selection process.

Recommendation 1

The UNOCI Management should ensure that all personnel files are complete, accurate and provide evidence that selection was reasoned and consistent with established recruitment procedures (AP2005/640/07/01).

16. *The UNOCI Management accepted recommendation 1 and stated that all documentation of the selection process, including comparative analysis of candidates, email exchanges providing history of the selection process, copies of the vacancy announcement and the SRSG endorsement forms are kept in the personnel files of candidates. This has been the normal practice of the Personnel Section since the arrival of the new CCPO in July 2005.* Based on the Mission's response, recommendation 1 has been closed.

Civilian vacancy tracking

17. The Mission's staffing table is managed by PMSS at Headquarters. For monitoring purposes, the Mission's Personnel Section also established a parallel vacancy tracking chart which provides for details on staffing actions. However, vacancy tracking does not provide a complete overview of all staffing actions taken including a timeline for each step in the recruitment process. It does not record some critical points in the staffing process, e.g. dates of vacancy announcements and closure. As a result, the relevant information to ascertain exact recruitment time lines for many of the sampled recruitment cases was not possible.

18. Due to non-availability of records, OIOS restricted its analysis to 27 case files where information was available, to identify with some degree of accuracy the actual time lines for filling those vacancies. OIOS found that it took an average of 75 days for all but two staffing actions – these two staffing actions took 250 and 399 days respectively. Details of the analysis are set out in Annex I.

Recommendation 2

The UNOCI Management should consult with DPKO about obtaining on-line access to available databases to strengthen its vacancy tracking system in order to provide a complete record of all recruitment action (AP2005/640/07/02).

19. *The UNOCI Management partially accepted recommendation 2 and stated that they have already consulted with DPKO on this issue and would keep following up. Since full delegation of recruitment authority has not been accorded to UNOCI, and a significant part of the recruitment process of international staff lies with PMSS/DPKO at Headquarters, it would not be possible for UNOCI to fully track each step of the vacancy filling process. There is a tracking mechanism in place at DPKO Headquarters called "Nucleus" and Headquarters should make this tool available to the Missions for inputting of data that relate to vacancy tracking. Such action would enable DPKO to have one common tracking tool that is complete and accurate but managed by both Headquarters and a limited number of authorized personnel at the Mission level.* Recommendation 2 remains open pending confirmation by UNOCI that it has been fully implemented.

Critical vacant posts at 31 January 2005

20. The report of the Secretary-General (A/59/763) dated 31 March 2005 identifies critical posts to include, among others, Legal Advisor, Chief Political Affairs Officer, Training officer, and Chief Procurement Officer. According to the report, there is a scarcity of qualified candidates to fill these posts in Missions. UNOCI is no exception to this generic problem, as it was one of three DPKO missions which were simultaneously started in French speaking countries.

21. OIOS selected and analyzed 12 critical vacancies as at 31 January 2005 (see Annex II). At the time of concluding the audit, four of the twelve posts had been filled, and most of the

remaining cases were in an advanced stage. The following factors impeded the staffing of these critical posts:

- (a) The November 2004 crisis which led to the evacuation of staff and resulted in the interruption of the Mission's operations for the period November 2004 to January 2005. This aggravated the security concerns of potential candidates.
- (b) UNOCI had also been faced additional difficulties since it had to simultaneously compete with two other missions (MINUSTAH and ONUB) for personnel with working knowledge of French. These situations put additional pressure on the Mission and UNHQ to find suitable candidates with proficiency in French language and substantial, proven DPKO / field work experience.

22. Recent OIOS audits of the Procurement Section and the state of discipline in the Mission identified the problems that UNOCI encountered and continues to encounter in staffing positions on long term assignments in filling key positions.

Causes for delays in filling vacancies

23. In addition to the mission specific problems noted above and the start-up of multiple missions simultaneously, there were systemic problems which have delayed UNOCI's recruitment actions. These lengthy delays can be partially attributed to the following:

- (i) Other DPKO field operations or UN agencies cannot release or are reluctant to release their staff assigned to UNOCI on short notice because of difficulties in finding and recruiting replacement staff.
- (ii) Sections chiefs did not act for a long period of time on the shortlists of candidates submitted to them by PMSS for selection. This risks candidates withdrawing from the process, with concurrent delays due to a need to re-advertise vacancies. Also, it raises the question as to whether the so-called critical posts are actually critical to Mission operations.
- (ii) Furthermore, some candidates declined the offers of appointment issued to them because they were not released by their parent offices or because of their family, security, and hardship concerns.

Recommendations 3 and 4

The UNOCI Management should:

- (i) Seek to improve coordination of efforts with other missions/agencies to reduce the delays in releasing staff for mission assignment (AP2005/640/07/03); and
- (ii) Ensure that section chiefs expeditiously evaluate and select candidates from the short-lists in order to reduce the duration of

the recruitment process (AP2005/640/07/04).

24. *The UNOCI Management did not accept recommendation 3, stating that since the Mission does not have delegated authority for recruiting international staff, coordination efforts should be made at DPKO Headquarters for the release of staff from other missions/agencies.* In view of these limitations, OIOS has withdrawn recommendation 3. *The UNOCI Management accepted recommendation 4 and stated that at present, there is a reasonable period within which the Section Chiefs are evaluating candidates, however, a number of Sections continue to be exceptionally slow owing to operational exigencies. These delays are consistently and constantly followed up by the Personnel Section and in such cases, the responsible senior manager, i.e. the SRSG, PDSRSG, or the DSRSG is made aware. The process is also monitored through the issuance of a weekly recruitment tracking table.* Based on the Mission's response, recommendation 4 has been closed.

C. National Staff

25. The Mission has established a set of procedures for the recruitment of National Professional Officers (NPOs) and the General Services national staff (GS). A sub-unit within the Personnel Section is responsible for managing 423 authorized national staff posts or 41% of the authorized mission work force. It is staffed with one international Personnel Assistant and seven national staff. The unit coordinates with Section Chiefs in filling vacant posts. Delays in some staff recruitment continue because of limited work space. This should abate when most of the Mission's administrative operations relocate to its new Sebroko headquarters, which is now expected in late December 2005.

26. The Mission has an authorized staffing table of 387 posts for national GS staff for 2004/2005. The vacancy rate for national GS staff has decreased from 118 (30%) in January to 52 (13%) in June 2005. Eighteen posts were authorized for National Professional Officers (NPO) for 2004/2005. Sixteen NPO posts were filled between January and June 2005 as part of a collective recruitment exercise.

27. OIOS' analysis of a sample showed that the time spent on recruitment of national GS staff ranged between 90 and 266 days, with an average of 185 days. OIOS acknowledges the Mission's efforts to reduce the vacancy rate of NPOs and the national GS staff as of 30 June 05. Annex III details the specific timeline for the individual recruitment cases examined. The recruitment process was delayed, in part by the November 2004 evacuation crisis, and the apparent difficulty with handling a large number of staffing actions simultaneously. NPO staffing only commenced in September 2004, five months after the mission was established.

28. OIOS' review revealed that the average time spent to recruit eight NPOs for the Human Rights programme was 264 days. The present political situation in the country, in light of upcoming elections, and the role and responsibilities that Human Right Officers have assumed, place them in a critical position in the field, and they should be considered as critical to the achievement of the Mission's objectives. These officers should have been deployed throughout the country to investigate, document, monitor and report on human rights violations and to further raise human rights awareness within the local population.

Recommendation 5

The UNOCI Management should ensure that the National Human Rights Officers are fully deployed in all regions of the country (AP2005/640/07/05).

29. *The UNOCI Management accepted recommendation 5 and stated that there were significant delays in the recruitment of the NPOs for the Human Rights Division, largely owing to the very large volume of applications received, the shortage of staff to deal with the high volume of recruitment cases at the start-up phase of the Mission, and the delay at Headquarters in approving the NPO selections. The delay was also affected by the change in the Chief of the Human Rights Division, and some anomalies in the recruitment procedure by the previous Division Director which put the process on hold for some time. All of the eight NPOs in the Human Rights Division have been assigned to their respective duty stations, and the four NPOs designated for the regions have deployed since April 2005.* Based on the Mission's response, recommendation 5 has been closed.

D. United Nations Volunteers (UNVs)

Recruitment of UNVs in ONUCI

30. UNVs are a key element in the staffing of a peacekeeping mission, and are involved in all areas of mission operations. As recommended in the report of the Secretary-General (A/59/763), they should be part of the rapid deployment exercise.

31. The recruitment process for UNVs is carried out by the UNV Headquarters in Bonn in coordination with the UNOCI support office. As of 30 June 2005, 111 UNVs were employed with 104 posts scheduled to be filled for the Electoral Programme. OIOS found that the average time spent for the recruitment of UNVs ranges between 14 to 97 days with an average of 44 days. OIOS' discussion with the programme manager and review of the sample records revealed that the target deployment of the UNVs was achieved by 30 June 2005. Annex IV details the timeline for the individual recruitment cases reviewed. Based on the sample reviewed, the recruitment process for UNVs is considered to be reasonably efficient.

Gender balance

32. As of 30 June 2005, the number of civilian staff including UNVs on board was 767 of which 556 were men (72%) and 211 were women (28%). The SRSG has made gender balance an important consideration in the staffing of mission vacancies. However, UNOCI needs to make additional efforts to achieve the Organization's goal of gender parity.

Recommendation 6

The UNOCI Management should monitor the implementation of the SRSG's directives on gender balance to

increase the number of women staff members in the Mission (AP2005/640/07/06).

33. *The UNOCI Management accepted recommendation 6 and stated that Personnel Section is in compliance with the Organization's policy of gender, including the selection of female candidates over any equally qualified male candidates. In order to improve gender balance in missions, extra measures would need to be taken at the Headquarters' level, e.g. earmarking posts for female candidates, etc. The UNOCI Personnel Section, in cooperation with Section Chiefs, continues to make every effort to ensure that shortlist of candidates presented by DPKO contain qualified female candidates, and that due consideration is given to improving gender balance in UNOCI staffing. For certain posts, including that of Child Protection Adviser (P-3), Best Practices Officer (P-4) and Programme Officer, ODSRSG (P-4), among others, specific requests were made to Headquarters to send additional female candidates in an effort to have women selected for these posts, following the receipt and review of the shortlists submitted by DPKO.* Based on the Mission's response, recommendation 6 has been closed.

VI. ACKNOWLEDGEMENT

34. We wish to express our appreciation to the Management and staff of UNOCI for the assistance and cooperation extended to the auditors during this assignment.

Copy to: Mr. Jean-Marie Guéhenno, Under-Secretary-General for Peacekeeping Operations
Mr. Philip Cooper, Acting Director, ASD/DPKO
Mr. Hubert Price, Chief Administrative Officer, UNOCI
UN Board of Auditors
Programme Officer, OIOS
Mr. Terrence Norris, Chief Resident Auditor, UNOCI

ANNEX I

Analysis of Delays in Filling Vacancies in International Posts at the Mission

Post Title	Grade	Date UNOCI sent recommendation to NY	Entry on Duty in UNOCI	Days Taken
Vehicle Technician	FS-4	19-May-05	14-Jun-05	26
Special Assistant to DSRSG	P-4	19-May-05	15-Jun-05	27
Administrative Assistant	G-5	17-Dec-04	16-Jan-05	30
Electoral Affairs Officer	P-3	28-Apr-05	31-May-05	33
Air Operation Assistant	FS-4	18-Apr-05	23-May-05	35
Associate Radio Producer	P-2	17-Jan-05	24-Feb-05	38
PCIU Officer	P-3	17-Jan-05	28-Feb-05	42
Supply Officer	P-3	13-Apr-05	30-May-05	47
Chief Political Affairs Officer	D-1	18-Apr-05	13-Jun-05	56
Supply Assistant	FS-4	27-Dec-04	3-Mar-05	66
Political Affairs Officer	P-3	18-Apr-05	24-Jun-05	67
Associate Public Information Officer	P-4	11-Jan-05	21-Mar-05	69
Judicial Affairs Officer	P-4	9-Feb-05	19-Apr-05	69
Logistic Officer	P-3	20-Dec-04	28-Feb-05	70
Air Operations Officer	P-3	2-Feb-05	19-Apr-05	76
Electoral Affairs Officer	P-4	28-Mar-05	15-Jun-05	79
Fire Safety Assistant	FS-4	2-Feb-05	25-Apr-05	82
Logistic Assistant	FS-4	23-Mar-05	16-Jun-05	85
Human Rights Officer Regional	P-4	10-Feb-05	10-May-05	89
Travel Assistant	FS-3	19-Oct-04	17-Jan-05	90
Public Information Officer	P-3	8-Oct-04	15-Feb-05	130
Personnel Officer	P-3	20-Oct-04	28-Feb-05	131
Requisition Assistant	GL-4	3-Sep-04	21-Jan-05	140
Associate Procurement Officer	G-4	20-Aug-04	9-Jan-05	142
Senior Planning Officer	P-5	6-Sep-04	14-Feb-05	161
Transport Assistant - Road Safety Test	FS-4	20-Aug-04	27-Apr-05	250
Receiving and Inspection Officer	P-3	2-Mar-04	5-Apr-05	399
Average number of days per staff member				94

ANNEX - II**Critical vacant posts at UNOCl as of 31 January 2005**

	Post Title	Post Level	Status at 12/08/2005	Mission stop gap measures
1	Senior Planning Officer	P-5	Candidate selected. Entry of Duty on 04/02/2005	Not available
2	Programme Officer (PBU)	P-4	PMSS to submit shortlist.	Not available
3	Senior Legal Adviser	P-5	Vacancy announcement posted on 8 July 2005. PMSS to submit shortlists	Not available
4	Personnel Conduct Officer	P-4	Candidate selected. Entry of Duty on 06/08/2005	Not available
5	Chief Political Affairs Officer	D-1	Candidate selected. Entry of Duty on 13/06/2005	Not available
6	Chief Electoral Officer	D-1	Candidate selected. Entry of Duty on 10/08/2005	P4-Electoral adviser was acting as OIC
7	Senior Administrative Officer	P-4	Chief of Section to submit Comparative Analysis	Not available
8	Chief Training Officer	P-4	Shortlist requested to PMSS by personnel Section on 27/06/2005	P3- Training officer acting as OIC
9	Procurement Officer (Contracts)	P-3	Offer sent on 04/08/2005	Not available
10	Staff Counselor	P-4	Shortlist forwarded to CAS on 06/08/2005	UNV- psychologist acting as OIC
11	Administrative Officer (Daloa Sector Headquarters)	P-4	Candidates under review by CAO	P3-Engineer acting as OIC
12	Administrative Officer (Yamoussoukro)	P-4	Candidates under review by CAO	Not available

ANNEX - III

Recruitment of National Professional Officers – As of 30 June 2005

Post N°	Name	Functional Title	Vacancy announcement date	Shortlist sent by HQ on	Date of recruitment	N° of days
53428	TUHO D.	Protocol Officer	17/05/04	27/08/04	01/09/04	122 days
53429	HAMZA Z.	Legal Officer	17/09/04	16/02/05	23/02/05	144 days
53430	NIANG M.N.	Public Information Officer	17/09/04	21/02/05	01/04/05	122 days
53431	AMANTCHI J.	Public Information Officer	17/09/04	21/02/05	01/04/05	122 days
5343-	SOUMAHORO M.	Legal Officer	24/12/04	23/03/05	29/04/05	90 days
53433	WACOUBOUE O. M.T.	Legal Officer	24/12/04	04/05/05	12/05/05	122 days
53434	VACANT	Legal Officer				
53435	AKA A	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53436	COFFI-MENSAH J.	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53437	DONGUI A. M.	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53438	VANY H.	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53439	TANO O.	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53440	YESSO B.	Human Rights Officer	18/05/04	16/02/05	23/02/05	266 days
53441	CODO B.	Human Rights Officer	18/05/04	16/02/05	13/03/05	256 days
53442	YAO N.	Human Rights Officer	18/05/04	16/02/05	13/03/05	256 days
53443	TRA S.	Gender Affairs Officer	15/02/05	29/03/05	30/05/05	90 days
53444	VANIAN R.	HIV/AIDS Officer	19/10/04	21/02/05	22/03/05	114 days
53445	BANDAMA C.	HID/AIDS Officer	19/10/04	21/02/05	22/03/05	114 days

Average number of days per staff members **185**

ANNEX – IV

Recruitment of UNVs in UNOCI – As of 31 January 2005

S/N	Name of the UNV	Title	Date of Chief of Section Confirmed Selection	Date Candidate informed by UNV	Entry on Duty in	Days Taken
1	Alisa Crnovrsanin	CITS Assistant/Log Co-ord.	26/05/04	28/05/04	29/06/04	33
2	Lysiane Bogiraud	Electoral Officer	07/06/05	08/06/05	29/06/05	22
3	Ousman Badjie	Security Operations Officer	11/05/04	19/06/04	10/08/04	71
4	Cisse allaye	Human Rights	14/05/04	17/05/04	06/12/04	27
5	Mario Bien Aime	Medical Doctor	13/09/04	20/09/04	06/10/04	23
6	Henry N'gombe	Civil Affiars Officer	10/12/04	20/01/05	31/01/05	51
7	Birgit Scheffel	Movcon Officer	05/11/04	05/11/04	08/02/05	64
8	Melanie Bergeron	Electoral Officer	04/06/05	22/06/05	10/07/05	36
9	Viviane Conte	Electoral Officer	18/05/05	24/05/05	19/06/05	32
10	Shem Hatem	Stores Assistant	30/08/04	27/08/04	13/09/04	14
11	Mahamadou Yahaya	Electoral Officer	18/05/05	24/05/05	26/06/05	39
12	Ezequiel Saldanha	Movcon Officer	27/04/04	10/05/04	05/06/05	39
13	Amusa Risikatu	Medical Doctor	13/09/04	20/09/04	01/10/04	18
14	Arsene Kalamba	Generator Mechanic	02/03/05	23/03/05	06/04/05	96
15	Tijan Gilbert Koroma	Water Treatment Supervisor	18/03/05	24/03/05	23/06/05	97

Average number of days per staff members 44

ANNEX – V

CANDIDATES WHO DECLINED OFFERS OR WERE NOT RELEASED BY PARENT OFFICES

SUBSTANTIVES AREA					
Post No.	Level	Post Title	Name	Section	Comment
52151	SS	Personal Protection Officer	HASSLERYD, T.	Security Section – Personal Protection	SM not released by parent duty station
52332	SS	Personal Protection Officer	SANTOS, Jose	Security Section – Personal Protection	SM not released by parent duty station
53533	SS	Personal Protection Officer	IDE, Karimu	Security Section – Personal Protection	Cannot be reassigned
52204	P-3	Child Protection officer	ZAKOUR MAN BEN, Natalie	Child Protection Unit	Declined the offer
53525	P-5	Legal Adviser	RASSMUSSEN, Jane	Office of the Legal Adviser	PMSS to send shortlist/place VA (to be discussed with team leader). Ms. Rassmussen proposed by Mission currently in Sudan
52175	P-4	Civil Affairs Officer	KARAMBISI, Evarist	Civil Affairs	SM not released by the parent duty station
52334	SS	Personal Protection Officer	RICHTER, Selestat	Security Section	Candidate is no longer available – email received on 05/07/05
	SS	Personal Protection Officer	RUIS, Pascal	Security Section	Declined the offer
52234	P-2	Associate Judicial Affairs Officer	FERNANDEZ-JARDON, Juan	Rule of Law	Declined the offer – Accepted offer with UNOTIL

ADMINISTRATIVE AREAS

Post No.	Level	Post Title	Name	Section	Comment
52207	P-3	Supply Officer	ISLAM, Mohammed	Supply Section – Stock Management Unit	SM not released by parent duty station
52249	FS-OL	Air Operations Assistant	MIEZI, Bobo	Bouake Sector Headquarters	SM not released by parent duty station
52297	FS-OL	Sector Air Ops Assistant	MALICK, Aijaz Ahmed	Yamoussoukro/San Pedro	SM not released by the parent duty station UNAMSIL
52246	FS-OL	Radio Technician	GLYN, Warburton	Yamoussoukro/San Pedro	Candidate can not be reassigned as he is in Iraq
52279	FS-OL	Vehicle Technician Adviser	HOUSSAM, Salim	Transport Section – Fleet Maintenance	SM not released by parent duty station UNMIL

UNITED NATIONS



OIOS Client Satisfaction Survey

Audit of: Vacancy Rates in UNOCI

(AP2005/640/07)

By checking the appropriate box, please rate:	1	2	3	4	5
	Very Poor	Poor	Satisfactory	Good	Excellent
1. The extent to which the audit addressed your concerns as a manager.	<input type="checkbox"/>				
2. The audit staff's understanding of your operations and objectives.	<input type="checkbox"/>				
3. Professionalism of the audit staff (demeanour, communication and responsiveness).	<input type="checkbox"/>				
4. The quality of the Audit Report in terms of:					
• Accuracy and validity of findings and conclusions;	<input type="checkbox"/>				
• Clarity and conciseness;	<input type="checkbox"/>				
• Balance and objectivity;	<input type="checkbox"/>				
• Timeliness.	<input type="checkbox"/>				
5. The extent to which the audit recommendations were appropriate and helpful.	<input type="checkbox"/>				
6. The extent to which the auditors considered your comments.	<input type="checkbox"/>				
Your overall satisfaction with the conduct of the audit and its results.	<input type="checkbox"/>				

Please add any further comments you may have on the audit process to let us know what we are doing well and what can be improved.

Name: _____ Title: _____ Date: _____

*Thank you for taking the time to fill out this survey. Please send the completed survey as soon as possible to:
Director, Internal Audit Division-I, OIOS*

By mail: Room DC2-518, 2 UN Plaza, New York, NY 10017 USA

By fax : (212) 963-3388

By E-mail: iadlsupport@un.org